
GENERAL OVERVIEW

This document provides an overview of the logistics services offered through the Logistics Cluster, explains how humanitarian actors in Sudan can access these services, and outlines the conditions under which they are provided.

The objective of these services is to enable responding organisations to establish an uninterrupted supply chain that supports the delivery of humanitarian relief items to affected populations in Sudan. These services are not intended to replace the logistics capacities of other organisations or compete with the commercial market. Rather, they aim to address identified gaps and serve as a last-resort option when no other service providers are available.

These services are planned to be available until **September 2025**, with the possibility of further extension. The services may be withdrawn before this date, in part or in full, for any of the following reasons:

- Changes in the situation on the ground
- No longer an agreed upon/identified need
- Funding constraints

This document will be updated, and services provided may change as the situation evolves and operational requirements develop. Updated versions will be shared on the [Sudan Operations page](#) and shared via the mailing list.

KEY NOTES TO USERS

- I. Any communications, requests, and **all documentation** related to these services should be sent to Sudan.ClusterCargo@wfp.org.
- II. A single Service Request Form (SRF) is to be used per location of origin and destination, and the user should not include multiple pick-up locations or multiple destinations in one SRF.
- III. Insurance for the cargo will remain the responsibility of the Service User in all cases.
- IV. The implementation of all services is subject to the prevailing security situation, which may impact schedules and access.
- V. Services will be provided in accordance with the priorities set by the Inter-Cluster Coordination Group (ICCG). As a guiding principle, priority will be given to requests related to lifesaving and emergency response activities.
- VI. Only UN Agencies, International Humanitarian Organisations, and International or National Non-Governmental Organisations (NGOs) operating in Sudan are eligible to use these services ("Service Users").

OVERVIEW OF SERVICES

- The Logistics Cluster has made warehouse space available to humanitarian organisations – at no cost to the user – for the storage of cargo in the following locations in Sudan:
 - **Port Sudan (Red Sea State)**
 - **Kassala (Kassala State)**
 - **Gedaref (Gedaref State)**
 - **Kosti (White Nile State)**
 - **Nyala (South Darfur State)**
 - **Tawila (North Darfur State)**
- The Logistics Cluster does not intend to offer a permanent road transport service or to set up a service that would replace partners' existing capacities. As a Provider of Last Resort (PoLR), WFP, through the Logistics Cluster, may support cargo road transport to a limited number of locations in Sudan (security and access permitting). Partners' requests will be assessed and accepted on a case-by-case basis as determined by clear criteria in line with the concept of PoLR.

REQUESTING SERVICES

- Service users are required to submit a completed Logistics Cluster Service Request Form (SRF) – either using the [online service request process](#) or by submitting an [Excel SRF file copy](#) to Sudan.ClusterCargo@wfp.org. Emails sent from a known user will be considered as being signed by the sending agency. An SRF must be submitted a minimum of 72 hours before they expect to have the cargo ready to deliver to the storage facility and/or to be moved from the location of origin.
- A single SRF for temporary storage must only include:
 - One storage location.
 - The estimated date of cargo arrival at the facility and the estimated release date.
- A single SRF for the Road Transport Service must only include:
 - One location where the cargo will be handed over for service(s) to begin (in the “FROM” field)
 - One date when cargo will be handed over for service(s) to begin (in the “Date Ready for Movement” field)
 - One location where the cargo will be handed back at the end the service(s) (in the “TO” field)

NOTE: General instructions for completing the SRF can be found at:

- [Logistics Cluster Online SRF instructions](#)
- [Logistics Cluster Excel SRF Instructions](#)
- Service users may provide their organisation's PO Number(s) or any other internal reference number for the cargo (in the “Owner Reference” field) to facilitate tracking of their goods.

- The Logistics Cluster will confirm receipt of the SRF within 24 hours and will either:
 - Request additional clarification or documentation required.
 - Register the SRF as “New” in status and will return a Consignment Report with a 9-digit Tracking Code to the Service User. All enquiries on the status of cargo should be checked using the [online tracking system](#) with the tracking number provided by the Logistics Cluster.

NOTE: At this point no commitment has been made to provide the service as requested. Please see the below.

- The Logistics Cluster will review all “New” SRFs within 24 hours and will either:
 - Request additional clarification or documentation.
 - Will “Accept” the SRF.
 - Will communicate the reason why the service cannot be provided at this time and give the service user the option to “Cancel” or place the SRF “On-Hold.”
- All enquiries on the status of cargo can be checked using the [online tracking system](#) with the tracking number provided by the Logistics Cluster.

TEMPORARY STORAGE SERVICES

- The Logistics Cluster has made warehouse space available – at no cost to the user – to humanitarian organisations for cargo storage. In most cases, handling costs (in/out) are included in the transport contract between the truck transporters and the partners. When handling costs are not included in the transport contract, the costs will be covered by the Logistics Cluster if requested in advance.

Currently, warehouse space is available in the following locations in Sudan:

1. **Port Sudan (Red Sea State)**
2. **Kassala (Kassala State)**
3. **Gedaref (Gedaref State)**
4. **Kosti (White Nile State)**
5. **Nyala (South Darfur State)**
6. **Tawila (North Darfur State)**

NOTE: Common storage locations will be continually assessed, and the storage plans will be updated as conditions change. Please refer to the latest Concept of Operation (ConOps) available on the [Sudan Logistics Cluster webpage](#).

- Visitor access to the warehouses is prohibited and may only be granted in exceptional circumstances.
- Offloading and loading take place at a Logistics Cluster warehouse during regular working hours, users inform the Logistics Cluster focal points **72 hours in advance of arrival**.
- Dangerous goods (DG) will be considered on a case-by-case basis. Accurate information on DG must be communicated on the SRF.

- By default, kitting, cross-loading, and cross-docking of cargo are not permitted at Logistics Cluster facilities. However, kitting, and special handling/loading may be handled on a case-by-case basis and must be requested in advance.
- All storage space provided is temporary for an initial one month; however, the Logistics Cluster reserves the right to decrease the transit storage time if required. Users are nonetheless **strongly advised** to move cargo as quickly as possible. The storage space available and the time it is made available may change according to the level of usage.
- If additional time is required for storage usage, the service user must inform the Logistics Cluster of such requirements prior to the agreed upon date. **Additional storage time will be subject to availability and remains at the discretion of the Logistics Cluster.**
- The Logistics Cluster offers temperature-controlled (15 °C to 25 °C) and cold chain (2 °C to 8 °C) storage in Port Sudan. Partners wishing to store temperature-controlled health items with Logistics Cluster storage services can use the services depending on availability of space. Requests follow the same procedures as regular storage services. Partners are requested to mention the temperature requirement per line item when submitting the request to the Logistics Cluster.

HOW TO USE TEMPORARY STORAGE SERVICES

For all storage locations:

- After receiving confirmation from the Logistics Cluster that the request for storage has been accepted, the Logistics Cluster will contact the requesting agency about the details of storage requirements. Please note, in the early days of the response there may be delays in confirmation of dates and times.
- Once delivery details have been agreed upon, the requesting organisation should inform the Logistics Cluster of the estimated date and time of the cargo arrival at the warehouse. The requestor should also provide contact details of the transport company/forwarder used for the delivery process to the Logistics Cluster contact person to enable the trucks with cargo to be guided to the Logistics Cluster's warehouse.
- The requesting organisation should also provide the Logistics Cluster with the plate numbers of the trucks from which the cargo will be delivered (and if possible, copies of the waybills and packing lists). This will enable the Logistics Cluster to easily identify the arriving cargo.
- Cargo arriving at the warehouse should be clearly marked, indicating the requesting agency name, the consignment number assigned by the Logistics Cluster, and if possible, other additional cargo information.
- Service users are requested to print shipment labels and attach to pallets; if needed, these labels are sent to the service users' email or can be printed from the tracking page using the 9-digit tracking code.
- It is important that items on the SRF match the shipping documents provided by the driver upon arrival – content will be checked as cargo arrives.
- The Logistics Cluster will confirm receipt of the cargo in the warehouse by updating the [cargo tracking system](https://www.logcluster.org/en/ops/sdn20a) (service users can track disposition of the consignment).

If a partner wishes the Logistics Cluster to release their cargo from the storage facility, they must:

- Submit a formal Release Order Form (ROF), either using [the online ROF](#) or by submitting an [Excel ROF](#) file to Sudan.ClusterCargo@wfp.org. Instructions for filling out a ROF can [be found here](#).
- Indicate the Consignment Number, number of units, volume and tonnage of the cargo to be released, and specify to whom the cargo should be made available on the release request. The Logistics Cluster will confirm the release of the cargo to the receiving organisation.
- Once the ROF is complete, the partner will work with the Logistic Cluster focal point to schedule the arrival of vehicles, including dates, times, and vehicle and driver details.
- Cargo pickup must respect the working days and hours of the warehouse, and the service user must sign a goods released note upon receipt of the cargo.

ROAD TRANSPORT SERVICES

- The Logistics Cluster may support cargo road transportation – at no cost to the user – to limited number of locations in Sudan (security and access permitting).
NOTE: *Locations will be continually assessed, and the transportation plans will be updated as conditions change. Please refer to the latest Concept of Operation (ConOps) available on the [Sudan Logistics Cluster webpage](#).*
- Services will be planned based on the availability of transport capacity, access, security, and permissions.
- At the time of requesting transport services, partners should indicate the number of pallets, the size of the pallets, and if pallets are stackable. Palletized cargo information can be added to the comments sections of the SRF.
- Dangerous goods (DG) will be considered on a case-by-case basis. Accurate information on DG must be communicated on the SRF.
- The Logistics Cluster is not able to offer transport under temperature-controlled (15 °C to 25 °C) or cold chain (2 °C to 8 °C).

HOW TO USE ROAD TRANSPORT SERVICES

For all destinations:

- After receiving confirmation from the Logistics Cluster that the request for transport has been accepted, the Logistics Cluster will contact the requesting agency about the details of transport requirements.
- Please note that this is a transport-only service. Insurance of the cargo and all customs clearance formalities are the responsibility of the requesting organisation.
- The requesting organisation is requested to provide all necessary documentation to the truck drivers (packing lists).
- The Logistics Cluster will confirm the time and pickup of the cargo once trucks have been confirmed.
- If not included in the transport contract and requested in advance, the Logistics Cluster will facilitate the loading of the trucks at the point of origin.

- The Logistics Cluster will transport the cargo and keep the organisation informed regarding progress.
- If not included in the transport contract and requested in advance, the Logistics Cluster will facilitate the offloading of the trucks at the final destination.
- The sending organisation, or the designated consignee, should confirm receipt through signing the waybill, which accompanies the cargo.

LIMITATIONS AND CONDITIONS OF SERVICES

- Only UN Agencies, International Humanitarian Organisations, and International or National Non-Governmental Organisations (NGOs) operating in Sudan are eligible to use these services ("Service Users").
- When providing services under these SOPs, WFP acts as agent for the service users/requesting organisations. WFP assumes no responsibility for storage or transportation and/or any loss or damage to the goods carried. The service users are responsible for making adequate arrangements for the insurance of their goods. WFP undertakes the services in good faith and will ensure that the services are carried out with due diligence.
- Requests are subject to the availability of resources and will be handled as per the priorities set by the Humanitarian Country Team.
- The point of contact for Sudan inquiries related to **temporary storage services and cargo road transport** is: Sudan.ClusterCargo@wfp.org

CARGO PACKAGING REQUIREMENTS

- Requesting organisations are responsible for ensuring their items have been packed in the appropriate transport container and are able to handle the physical requirements of operational transport. The Logistics Cluster reserves the right to refuse cargo that has not been properly packed, as improper packing can lead to delayed transport and reduced space for other organisations.
- Organisations delivering relief cargo for temporary storage and/or road transport need to provide full details of the consignment and necessary documentation as detailed in these SOPs.

LARGE AND OVER-SIZED ITEMS

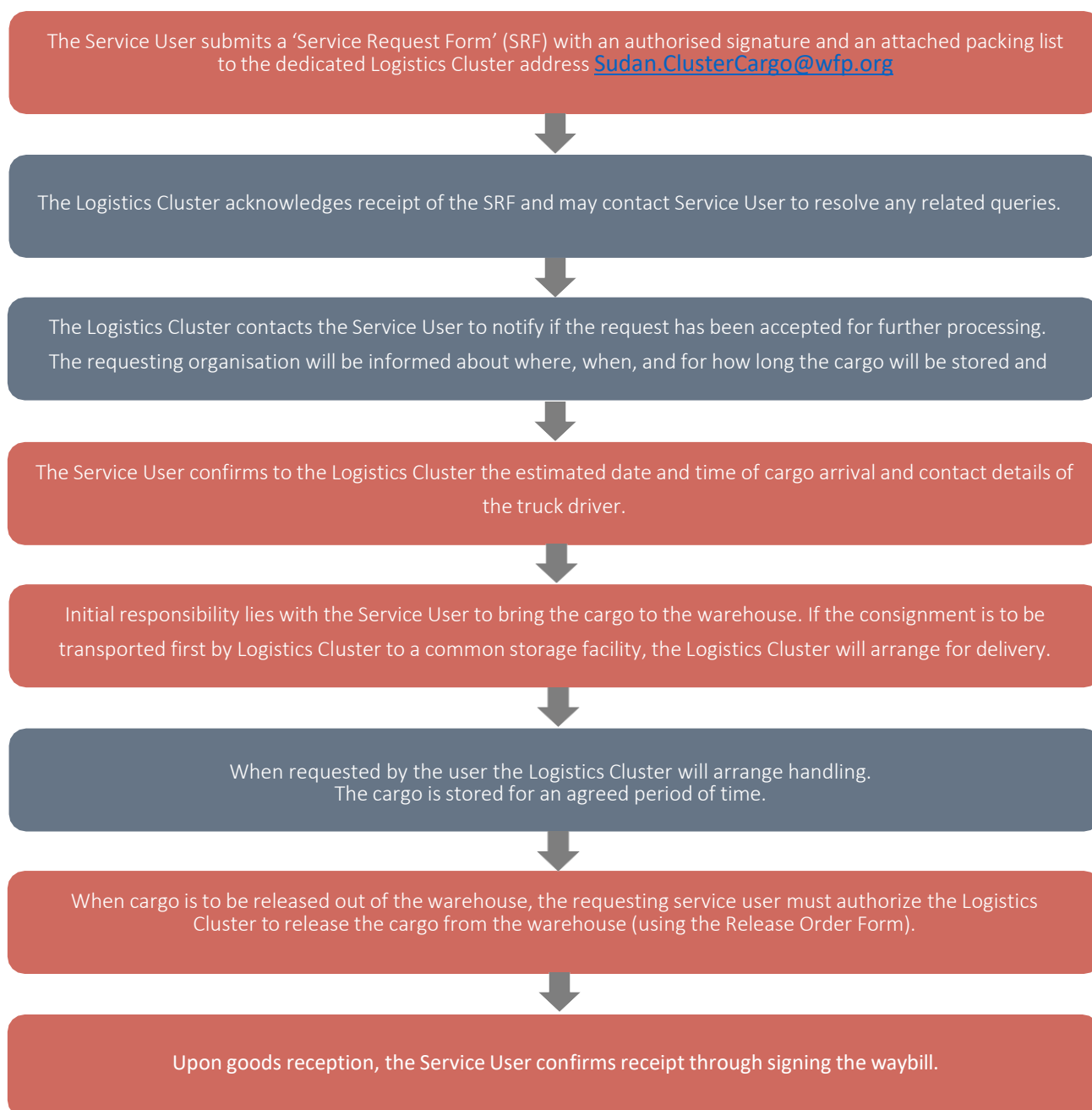
- Large, long, over-sized etc. items will be handled according to available capacity.

HAZARDOUS GOODS

- The Logistics Cluster can accept hazardous goods for transportation on a case-by-case basis. Consultation with the Logistics Cluster is required before submitting an SRF.

ANNEX 1 - Storage Flowchart

A simplified summary of the usual steps involved in storage services is shown in the flow chart below:

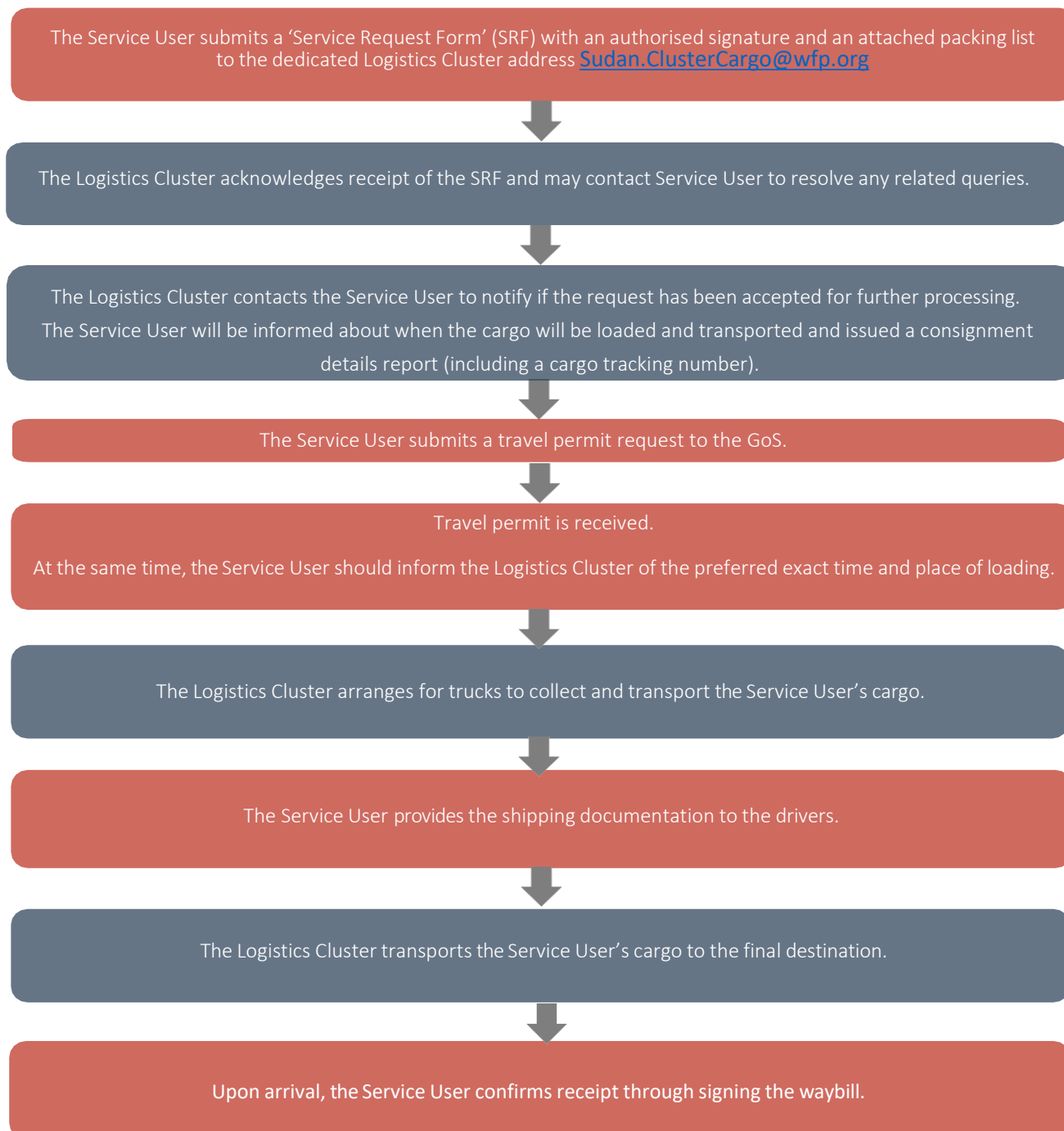


 Steps Service User must take

 Steps Logistics Cluster/WFP will take

ANNEX 2 - Transport Flowchart

A simplified summary of the usual steps involved in transport services is shown in the flow chart below:



Steps Service User must take



Steps Logistics Cluster/WFP will take