
Standard Operating Procedures (SOPs)

Common Logistics Services - Mozambique

6 February, 2026



1. Overview

This document provides an overview of the common logistics services made available through the Logistics Cluster, how to access them and the conditions under which these services are to be 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 the affected population in Mozambique.

These services are not intended to replace the logistics capacities of other organisations, nor are they meant to compete with the commercial market. Rather, they are intended to fill identified operational gaps and provide a last-resort option in case other service providers are not available, and/or existing capacity is inadequate to respond to humanitarian needs.

This document is subject to regular updates based on evolving operational requirements and situational changes. Service requestors are responsible for consulting the latest version prior to submitting any requests. Updated versions will be shared on the [Mozambique Operations page](#).

The Logistics Cluster reserve the right to reject or put requests on hold at any time if field conditions do not allow the proper implementation of the below.

2. Key Notes to Users

Important considerations before requesting services:

- a) Any communication, request for information, and all documentation related to Service Requests not attached to the originally submitted online SRF should be sent to: mozambique.clustercargo@wfp.org.
- b) Each Service Request Form (SRF) must be submitted for a single origin and destination pair. Users must not include multiple pick-up locations or multiple delivery destinations within the same SRF.
- c) Each SRF must be submitted for a single consignment. While multiple services such as transport and storage may be requested within one SRF, this is only permitted when they apply to the same consignment.
- d) Service Requestors are expected to attach all relevant and required documentation to the online SRF at the time of submission to ensure timely and accurate processing.
- e) The Service User retains full responsibility for insuring all cargo during transport and storage operations. Insurance coverage must be arranged independently, as it is not provided under the scope of these logistic services.
- f) The Service Provider is not liable for any loss or damage to cargo during transport or storage. All items handled must comply with WFP quality assurance standards and relevant regulatory requirements.
- g) The implementation of services is dependent on the current security conditions, which may impact scheduling, access, and operational feasibility. Service delivery is subject to the availability of secure access, transport capacity, and necessary permissions, and may be adjusted or suspended accordingly.

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- h) Services will be provided in accordance with the priorities set by the Humanitarian Country Team (HCT) or the Inter-Cluster Coordination Group (ICCG). As a guiding principle, priority will be given to requests related to lifesaving and emergency response activities.
- i) Eligibility to access these services is limited to UN Agencies, International Humanitarian Organizations, and International or National Non-Governmental Organizations (NGOs) operating in Mozambique and registered with OCHA. In certain cases, government entities may also qualify as Service Users.

3. Services Available

Air transport of Cargo, departing from Maputo and delivering Xai-Xai and Bilene using regularly scheduled UNHAS aircraft. Air transport services will be provided on a free-to-user basis.

3.1 – Temporary Storage Service

The Logistics Cluster provides warehouse space to humanitarian organizations for cargo storage, including handling in and out, on a free-to-user basis.

- Currently storage services are currently available in the following locations:
- Xai-Xai Airport

Facility Name	Type	City / Region	Storage Capacity
Xai-Xai Airport	Dry storage	Xai-Xai/Gaza	320sqm
Macia WH	Dry storage	Macia/Gaza	200sqm

NOTE: Other locations for storage space will be considered on a case-by-case basis.

1. Temporary storage will be offered to humanitarian organizations in a shared facility.
2. All storage space provided is temporary up to 72 hours.
3. The availability of storage space and the duration for which it is provided may vary depending on overall usage levels.
4. Service Users must confirm storage availability at least 3 days in advance by sending an email to the designated contact address: mozambique.clustercargo@wfp.org
5. If additional storage time is required, the Service User must notify the Logistics Cluster prior to the agreed deadline. Any extension will be subject to availability and granted at the sole discretion of the Logistics Cluster.

3.2 – Transport Services

AIR TRANSPORT

- [The Logistics Cluster is currently facilitating access to air cargo services using dedicated helicopters to reach isolated areas from Xai-Xai.](#) Air delivery of cargo will be utilized for the most hard-to-reach areas in the Gaza Province, for the rapid transport of life-saving supplies.

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- The destinations have been identified in coordination with INGD based on current priorities and are listed below. In the event of demand exceeding capacity, prioritization will be agreed at ICCG/ISCG level together with INGD.

Some of the locations served may change depending on landing conditions after UNHAS assessments. Other areas not included in the list above will be considered on a case-by-case basis. Destinations
Mbocoda (Massangena)
Mavue (Massangena)
Dindiza (Chibugo)
Saute (Chibugo)
Zinhane (Chibugo)
Nhanal (Chibugo)
Salvador Allende (Xai-Xai)
Zimilene (Xai-Xai)
Nhacumene (Xai-Xai)
Cumbane (Xai-Xai)
Maielele (Xai-Xai)

- Air cargo must be delivered at the Logistics Cluster consolidation Warehouse located at Xai-Xai airport the day prior to the scheduled flight.

ROAD TRANSPORT

- The Logistics Cluster is also facilitating access to road transport services. Road transport will be utilized to move cargo from consolidation facilities in Maputo and Beira to LC storage facilities in Macia and Xai-Xai. Last mile delivery will be evaluated on a case-by-case basis.

From	To
WFP consolidation Warehouse, Maputo	LC Warehouse, Macia, Gaza Province
WFP consolidation Warehouse, Maputo	LC Warehouse, Xai-Xai, Gaza Province
WFP consolidation Warehouse, Beira	LC Warehouse, Xai-Xai, Gaza Province

4. How to Access the Services

- Service users are required to submit a Service Request Form (SRF) by filling [the online SRF](#).
- SRFs must be submitted a minimum of 3 days before the required date.

A single SRF for the air service can have only:

Transport Services

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- Date when cargo will be handed over for service(s) to begin (in the “Ready to Load Date” field)
- One location where the cargo will be handed over for service(s) to begin (in the “FROM” field in “Starting Point” section)
- One location where the cargo will be handed back when service(s) end (in the “DELIVERED TO” field in “Destination” section)
- Warehouse Location where the cargo will be handed over for service(s) to begin (in the “LOCATION TO BE STORED IN” field in “Storage” section)
- Date when cargo will be handed over for service(s) to begin (in the “Beginning Date” field in “Storage” section)
- Date when cargo will be handed back when service(s) end (in the “End Date” field in “Storage” section)

NOTE: General instructions for completing the SRF [can be found online here](#).

- Service Users are required to provide accurate cargo dimensions. If incorrect weights, volumes, quantities, or cargo contents are submitted through the SRF, the cargo may be rejected at time of service. For guidance on determining cargo dimensions, please [refer to this guide](#). To help calculate dimensions, you can use the [cargo dimension calculator](#).
- Service Users are encouraged to include their organization’s PO Number(s) or any other internal cargo reference in the ‘Owner Reference’ field to help facilitate tracking.
- All Service Users will be asked to agree with the [Logistics Cluster Conditions of Service](#).
- After submitting the SRF online, the requestor will receive an automated email at the address provided during submission to verify and finalize the request. **This step is required to confirm the SRF submission.**

Please be advised that, at this stage, no obligation or commitment has been established to deliver the requested service.

- The Logistics Cluster will acknowledge receipt of the SRF within 24 hours and will either: (a) request any additional clarification or documentation needed, or (b) register the SRF with a ‘New’ status and provide the Service User with a Consignment Report containing a 9-digit Tracking Code.
- The Logistics Cluster will review the request and either approve or cancel it based on the specific conditions governing the provision of common logistics services. Any changes in status will be automatically communicated to the requestor.
- Service Users can monitor cargo status and submit release requests through the online Tracking System using the tracking number provided by the Logistics Cluster using the [online consignment tracking tool](#).
- Further inquiries regarding the consignment information should be sent to: mozambique.clustercargo@wfp.org.

4.1 – Temporary Storage Service

- Upon receiving confirmation from the Logistics Cluster that the request has been accepted, the requesting organization must notify the Logistics Cluster of the estimated date and time of cargo arrival at the warehouse.

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Additionally, the requestor shall provide the contact details of the truck driver or convoy leader to the designated Logistics Cluster contact to facilitate guidance of the vehicles to the warehouse.

- Organisations delivering relief cargo to the logistics hubs for temporary storage need to provide full details of the consignment and necessary documentation as detailed in the specific in-country SOPs.
- Requesting organizations are responsible for transporting their cargo to the Logistics Cluster warehouse at their own expense. Offloading and handling-in will be coordinated by the Logistics Cluster.
- The Logistics Cluster will confirm warehouse receipt of the cargo by updating the cargo tracking system accordingly.
- Cargo will not be released from the warehouse unless the Logistics Cluster has received a signed Release Order Form (RLO) from the requesting organization. General instructions for completing an [online RLO are available here](#).
- The release request must include the Consignment Number, quantity of units, total volume and weight of the cargo to be released and specify the designated recipient. The Logistics Cluster will coordinate handling-out and confirm the release of the cargo to the receiving organization.
- Release Order Forms (RLOs) must be submitted at least 24 hours prior to the scheduled cargo release.

4.2 – Transport Services

- For transport requests, the final consignee, the destination and contacts must be clearly indicated on the cargo and also in the request as well as any special cargo handling requirement.
- Prior to air delivery, cargo will be consolidated in the WFP warehouse in Maputo.
- The Logistics Cluster will transport cargo and keep the organization informed regarding progress.
- Cargo received at the delivery point must be retrieved by the cargo owner within six days.
- The sending organization, or the designated consignee, should confirm receipt.
- All SRFs submitted for air transport must be accompanied with a Packing List. Packing lists can be attached to the SRF at the time of submission. Cargo not conforming to the description, weight, and volumetric dimensions detailed on the SRF/Packing List will not be accepted.
- All cargo packaged and delivered for air transport must be properly labelled. Please reference the “Cargo Packing Requirements” section below.
- Poorly packed or poorly labelled cargo will not be transported. The proper packing and labelling of cargo is the responsibility of the requesting organization.
- Single packages shall not exceed 30 kg, and oversized cargo that cannot be broken down into smaller units may not be able to be transported.
- All cargo is subject to inspection by UNHAS to ensure compliance with ICAO standards governing safe transport of dangerous goods by air.
- UNHAS requires detailed information on any medical supplies presented for transportation.
- Rotten or smelly goods are not allowed on UNHAS flight. Examples include rotten fish or food items that may upset passengers on board.
- Temperature controlled conditions are not available while in transit, or at either points of departure or reception. If partners wish to transport temperature regulated cargo, they will need to use approved passive keep cool containers, and consult with UNHAS in advance.

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Air Transport of Dangerous Goods

- The transportation of hazardous materials is standardized by the ICAO “Technical Instructions for the Safe Transport of Dangerous Goods by Air”. Further information is available on demand from the UNHAS Office. Users of services are liable for any death, injury, or damage caused by such cargo.
- Dangerous goods are articles or substances capable of losing significant risk to health, safety, or property when transported by air.
- User organizations wishing to move Dangerous Goods (DG) by air using UNHAS must take the following steps before submitting the SRF:
 - Submit a [completed Shipper’s Declaration](#) specifying the type of dangerous goods, plus any available additional information as attachments to the SRF.
 - Identify any dangerous articles or substances in accordance with ICAO regulations. Shippers can look up possible dangerous substances using the [DG Lookup Tool](#).
 - Limit the quantity contained in each package to the maximum allowable.
 - Use the correct type of packaging, and mark and label each package in accordance with the regulations. Any cargo containing DG must have the correct [DG hazard labels](#) per DG type. More information on DG [package labelling can be found here](#).
 - Provide full details of the Dangerous Cargo to the Logistics Cluster, including UNID and any associated Material Safety Data Sheets (SDS/MSDS).
 - Inspect each package for damage and/or leakage.
 - A guide to common DG items used [in emergency response can be found here](#). UNHAS may assist and consult the requesting partner upon request.
 - Fuel is not authorized to be transported as cargo together with passengers.

CARGO PACKAGING REQUIREMENTS

- Requesting organizations are responsible for ensuring their items have been packed in the appropriate transport container and able to handle the physical requirements of the 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 organizations.
- Shipping Labels are emailed to each requestor after the successful acceptance of a request. Shipping labels provided by the Logistics Cluster must be printed and affixed to cargo, and the Consignment Number, requestor name, and QR Code must be legible.
- Cargo containers should be properly marked with relevant information, including (but not limited to):
 - Consignment number or printed consignment shipping label
 - Name of cargo owner/Service Requesting organization
 - Name of recipient organization (if different than the cargo owner)
 - Required temperature ranges
 - Expiration dates
 - Correct UN ID numbers and hazard labels
 - Requestors are encouraged to include logos, visibility, or other marking to distinguish their cargo.

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LARGE AND OVER-SIZED ITEMS

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

HAZARDOUS, REGULATED, AND TEMPERATURE-CONTROLLED ITEMS

- The Logistics Cluster is able to accept [hazardous goods](#) on a case-by-case basis. Consultation with the Logistics Cluster is required before submitting an SRF. Service Users can look up possible dangerous goods using the [Dangerous Goods Lookup Tool](#).
- In general, the Logistics Cluster does not usually offer temperature-controlled transport or storage. However, requests would be considered on a case-by-case basis.
- The storage or transport of specialty cargo items that may have special regulatory requirements (personal protective equipment, radio communication equipment, etc) will be evaluated on a case-by-case basis.

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5. Conditions of Service

Use of Logistics Cluster–facilitated common logistics services requires Service Users to accept the [Conditions of Service](#). Under these SOPs, WFP acts solely as an agent on behalf of the requesting organizations and assumes no liability for storage, transportation, or any loss or damage to the goods. WFP will deliver services in good faith and ensure they are carried out with due diligence.

By issuing a Service Request Form (SRF), the requestor certifies that the listed cargo is the property of a humanitarian organisation and is for humanitarian purposes only. All required documentation will be ready and complete for the listed cargo by the "Date Ready to Load" in case of Transport service, and by the "Beginning (Date)" in the case of Storage service, or whichever occurs first.

The requesting organization declares that all the information contained in the SRF to be true and correct to the best of its knowledge. By submitting the SRF, the requesting organization affirms the Requesting Officer's authority to act on behalf of the requesting organization and accepts full responsibility for all actions and obligations arising from the service request.

- i. The service provider acts as an agent for the service users.
- ii. The service provider assumes no responsibility for any loss or damage to the goods carried. All carried goods are subject to [quality assurance requirements of WFP](#) and applicable rules and regulations.
- iii. Service users are responsible for making adequate arrangements for the insurance of their goods.
- iv. The SRF is not a document of transport; it is used for administrative convenience and is not intended to replace, substitute or supersede the transport document that may be issued in connection with any movement under the SRF.
- v. All duties and taxes assessed on the cargo listed on the SRF are responsibility of the service user and should be resolved to the satisfaction of the relevant authorities prior to the cargo being handed over by the service user or their agent to the service provider.
- vi. The information contained in this SRF will be treated digitally and may be hosted on a 3rd party server.

Once a request has been confirmed by the Logistics Cluster team, such confirmation does not mean that a request has been accepted or approved. Requesting organizations will be notified separately once requests have been accepted.

6. Contacts and Support

The point of contact for inquiries related to the common logistics services described in this document is:

mozambique.clustercargo@wfp.org

<https://logcluster.org/en/moz26a>