

Transport and Storage Services

OVERVIEW

This document provides an overview of the logistics services to be made available through WFP as co-lead of the Malawi National Logistics Cluster (Logistics Sector), and how humanitarian actors responding to the crisis in Malawi may access these services, 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. 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 gaps and provide a last resort option in case other service providers are not available.

These services are planned to be available until 30 June 2020] or until the Government of Malawi's COVID-19 response remains active. The services may be withdrawn before this date in part or in full, for any of the following reasons: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 [Malawi National WFP G:Drive](#) page and shared via the mailing list.

KEY NOTES TO USERS

Any communications, requests, and all documentation related to these services should be sent to: malawi.covid19@wfp.org

There should only be one SRF per location of origin and destination, and the user should not include multiple pick up locations or multiple destinations on one SRF.

Cargo requiring special handling must have its own SRF form. This is to ensure clarity in exactly which cargo requires specialized handling and movement.

The user should not request multiple services on one SRF. Storage and Transport service requests must be submitted on separate SRFs.

Insurance for the cargo will remain the responsibility of the Service User in all cases.

Implementation of all services is dependent on the security situation, this will affect schedules and access.

Services will be provided in accordance with the priorities set by the Humanitarian Country Team. As a guiding principle, priority will be given to requests related to lifesaving and emergency response activities.

UN Agencies, International Humanitarian Organisations, and International or National Non-Governmental Organisations (NGOs) operating in Malawi are eligible to use these bilateral services ("Service Users").

Overview of Services

TEMPORARY STORAGE SERVICES

- WFP is making warehouse space available - on a full cost recovery basis - to humanitarian organizations for cargo storage (including handling in/out). Currently warehouse space is available in:
 - Lilongwe (2,923 m²)
 - Blantyre (7,377 m²)

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

1. Temporary storage will be provided, subject to availability, in a common area to humanitarian organizations.
2. All storage space provided is temporary up to three months. The storage space available and the time it is made available may change according to level of usage.
3. Service Users should check availability of storage at a minimum of 72 hours in advance by sending an email to malawi.covid19@wfp.org
4. Service Users are responsible for ensuring the removal of their cargo within three months.
5. In the event that additional time is required for storage usage, the Service User must inform WFP of such requirements prior to the specified date agreed upon.

NOTE: Additional storage time will be subject to availability and at the discretion of WFP.

HOW TO ACCESS STORAGE SERVICES

- Service Users are required to submit a completed [WFP Service Request Form \(SRF\)](#). SRF must be sent in a Microsoft Excel file copy, from an approved agency contact point to: malawi.covid19@wfp.org, emails sent from a known user will be considered as being signed by the sending agency. SRF must be submitted a minimum of 48 hours before they expect to have the cargo ready to deliver to the storage facility.
 - A single SRF for the Temporary Storage Service can have only:
 - 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 when service(s) end (in the "TO" field)

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

<https://drive.google.com/file/d/19cX9k4Zy6fohlpBpfmXmQ1tQcmyRkOPQ/view?usp=sharing>

- All Service Users should provide their organisations PO Number(s) or any other internal Reference Number for the cargo (in the "Owner Reference" field) to facilitate tracking of their goods.
- Service Users requesting collection of their cargo from the warehouse of their Clearing and/or Forwarding Agent are asked to provide contact details for their agent on the SRF in the "Clearing Agent" fields (including: agent/company name, telephone number, contact name, and e-mail address).
- All Service Users are required to submit copies of a Packing List and/or a Non-Commercial Invoice with the SRF.
- WFP will confirm receipt of the SRF within 24 hours, and will either: request additional clarification or documentation required; or, will register the SRF as "New" in status and will return a Consignment Report with a 9-digit Tracking Code to the Service User.

Standard Operating Procedures (SOP), [9 April 2020]

Malawi

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

- WFP will review all “New” SRFs within 24 hours, and will either: request additional clarification or documentation; will “Accept” the SRF; or 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”.
- After receiving confirmation from WFP the request has been accepted, the requesting organization should inform WFP of the estimated date and time of the cargo arrival at the warehouse. The requestor should also provide contact details of the truck driver/convoy leader to WFP contact person to enable the trucks with cargo to be guided to WFP’s warehouse.
- The requesting organization should also provide WFP with the waybill numbers (and if possible copies of the waybills) for the consignment, as well as the plate numbers of the trucks on which it will be delivered. This will enable WFP to easily identify the arriving cargo. However, if the agency is already using WFP transport services, it will not be necessary to provide these details, as WFP will already have them.
- Requesting organizations will bring their cargo to WFP warehouse at their own cost. Offloading and handling-in will be arranged by WFP.
- WFP will confirm receipt of the cargo in the warehouse by updating the cargo tracking system.
- Cargo will not be released from the warehouse unless WFP either receives a signed Release Order Form (RLO) from the consignor organization or a scanned copy attached to email from a known agency contact or implementing partner.
- The release request should indicate Consignment Number, number of units, volume and tonnage of the cargo to be released, and should specify to whom the cargo should be made available. WFP will arrange handling-out and will confirm release of the cargo to the receiving organization.
- All enquiries on the status of cargo should be checked online using the tracking number:
<http://rita.logcluster.org/rita2/public/track.htm>
- Further inquiries regarding the consignment information should be sent to: malawi.covid19@wfp.org

The above process is summarized in the flowchart in **Annex 1**.

ROAD and/or AIR TRANSPORT

- Road/Air transport from outside or within the country or for Inter Agency convoys is currently provided on a [partial/full cost-recovery basis].
- As the situation evolves, emergency Airlifts may be utilized in Malawi for delivery of lifesaving items, movement of humanitarian personnel or Medevacs. Locations for airlifts will be prioritized by the Malawi HCT and organizations will need to submit SRFs to WFP via the same process as for road transport.

Standard Operating Procedures (SOP), [9 April 2020]

Malawi

- Organizations will be responsible for insurance of the cargo and all customs clearance formalities are the responsibility of the requesting organization.
- Services will be planned based on the availability of transport capacity, access, security and permissions. Service users are expected to provide Facilitation letters when requesting common transport.
- Transport can be requested for cargo in WFP storage facilities in: the Service User may also request collection of their cargo from their own warehouse facility or of a commercial service provider acting on their behalf.
- Service Users requesting collection of their cargo from their warehouse, or the warehouse of a commercial service provider acting on their behalf, will be responsible to arrange for loading.
- All Service Users will be responsible to arrange for unloading at all delivery locations; except in cases where the cargo is received into a WFP storage facility [see above TEMPORARY STORAGE SERVICES]

HOW TO ACCESS THE ROAD/AIR TRANSPORT SERVICES

- Service Users are required to submit a completed WFP Service Request Form (SRF), SRF must be sent in a Microsoft Excel file copy, from an approved agency contact point to: malawi.covid19@wfp.org, emails sent from a known user will be considered as being signed by the sending agency. SRF must be submitted a minimum of 48 hours before they expect to have the cargo ready to load.
- A single SRF for the Road/Air Transport Service can have only:
 - 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 when service(s) end (in the “TO” field)

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

<https://drive.google.com/file/d/19cX9k4Zy6fohlpBpfmXmQ1tQcmyRkOPQ/view?usp=sharing>

- Service Users requesting collection of their cargo from the warehouse of their Clearing and Forwarding Agent are asked to provide contact details for their agent on the SRF in the “Clearing Agent” fields (including: agent/company name, telephone number, contact name, and e-mail address).
- All Service Users are required to submit copies of a Packing List and/or a Non-Commercial Invoice with the SRF.
- WFP will confirm receipt of the SRF within 24 hours, and will either: request additional clarification or documentation required; or, will 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 online using the tracking number: <http://rita.logcluster.org/rita2/public/track.htm>

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

- WFP will review all “New” SRFs within 24 hours, and will either: request additional clarification or documentation; will “Accept” the SRF; or 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”.
- Please note that this is a transport-only service. Insurance of the cargo and all customs clearance formalities are the responsibility of the requesting organization
- The requesting organization is responsible for the loading of the trucks at the point of origin. The requesting organization is also obliged to provide the shipping documentation to the truck drivers.
- WFP may transport items from its common warehousing locations, using WFP waybills.
- WFP will confirm the time and pickup of the cargo, once trucks have been confirmed.
- WFP will transport the cargo and keep the organization informed regarding progress.

Standard Operating Procedures (SOP), [9 April 2020]

Malawi

- When the cargo arrives at the final destination, the receiving organization should arrange offloading.
- The sending organization, or the designated consignee, should confirm receipt through signing the waybill, which accompanies the cargo.
- Further inquiries regarding the consignment information should be sent to: malawi.covid19@wfp.org

The above process is summarized in the flowchart in **Annex 2**.

ANNEX 1 - Storage Flowchart

A simplified summary of the usual steps involved in storage services is given in the flow chart below (can be modified and adapted to a specific operation).



Steps Service User must take

Steps WFP/WFP will take

ANNEX 2 - Transport Flowchart

A simplified summary of the usual steps involved in storage services is given in the flow chart below (can be modified and adapted to a specific operation).



Steps Service User must take

Steps WFP/WFP will take

LIMITATIONS AND CONDITIONS OF SERVICES

- Only UN Agencies, International Humanitarian Organisations, and International or National Non-Governmental Organisations (NGOs) operating in Malawi 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 Malawi inquiries related to Road/Air/Sea Transport and Temporary Storage services is: malawi.covid19@wfp.org.

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. WFP 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.
- 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.
- 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.

LARGE AND OVER-SIZED ITEMS

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

HAZARDOUS GOODS AND TEMPERATURE-CONTROLLED ITEMS

- WFP is able to accept hazardous goods for transportation on a case-by-case basis. Consultation with WFP is required before submitting a SRF.
- In general, WFP does not usually offer temperature controlled transport or storage. However, requests would be considered on a case by case basis with organisations who have signed a Service Level Agreement with WFP for the provision of such specific logistics services in country.