

Standard Operating Procedures (SOPs) Air Transport Services

March 2018

OVERVIEW

This document provides an overview of the logistics services to be made available through the Logistics Cluster, how humanitarian actors responding to the crisis in the Republic of Yemen may access these services, and the conditions under which these services are to be provided.

The objective of these services is to enable humanitarian organisations to establish an uninterrupted supply chain that supports the delivery of relief items to the affected population. These services are not intended to replace the logistics capacities of responding 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 31 December 2018, 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 The services may be withdrawn before this date in part or in full, for any of the following reasons: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

In addition to the services described in the following sections, the Logistics Cluster in Yemen provides land transport, temporary storage and sea transport services. For information on how to access land transport, temporary storage and sea transport services, please consult the relevant SOPs on the Logistics Cluster website, namely: [Standard Operating Procedures \(SOPs\) - Road Transport and Temporary Storage, March 2018](#); [Standard Operating Procedures \(SOPs\) - Djibouti - Sea Transport Services, March 2018](#)

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 Yemen operations page (<http://logcluster.org/ops/yem10a>) and shared via the mailing list.

KEY NOTES TO USERS

- i) Only UN Agencies, International Humanitarian Organisations, and International or National Non-Governmental Organisations (NGOs) operating in the Republic of Yemen are eligible to use these services (hereafter referred to as “service users”).
- ii) Any communications, requests, and **all documentation** related to these services should be sent to: Yemen.ClusterCargo@wfp.org
- iii) Customs clearances required for Yemen and Djibouti is the responsibility of the service user in all cases.
- iv) Insurance for the cargo is the responsibility of the service user in all cases.
- v) Implementation of all services is dependent on the security situation, this will affect schedules and access.
- vi) 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.

HOW TO ACCESS THE AIR TRANSPORT SERVICES

A. Light cargo

- Service users must submit a duly completed Cargo Movement Request **minimum 5 days** before they expect to have the cargo ready to load.
- UNHAS cargo movement request form is available on the Logistics Cluster website at the following link: www.logcluster.org/document/unhas-cargo-movement-request-form-2
- Requests for this service are made directly to UNHAS by contacting UNHAS.Yemen@wfp.org

B. Combined chartered airlifts

Procedure

- Service users must to submit a duly completed Logistics Cluster Service Request Form (SRF) minimum fifteen (15) days before the expect departure date.
- A single SRF for the Air Transport Service can have only:
 - **One location** where the cargo will be handed over for service(s) to begin (in the “FROM” field). **NOTE:** the Logistics Cluster does not provide ground transport services in Djibouti, therefore the location in the SRF can only be **Djibouti Ambouli International Airport**. If requesting onward transport once cargo is delivered to Sana’a El Rahaba International Airport, a separate SRF must be submitted to Yemen.ClusterCargo@wfp.org for the additional service.
 - **One date** when cargo will be handed over for service(s) to begin (in the “Date Ready for Movement” field). This information is critical to ensure that the cargo will be customs cleared and ready for loading on the specified date. Failure to communicate this information will result in rejection of the SRF.
 - **One entry point** into Yemen: **Sana'a El Rahaba International Airport** (in the “TO” field).
 - All items with special handling (e.g. cold chain) and dangerous goods must be separated by line item in the SRF and the item description must indicate the specific handling requirements.

NOTE: General instructions for completing the SRF can be found on the Logistics Cluster website at the following link: www.logcluster.org/document/service-request-form-instructions-3

- Service users can provide their organisations Purchase Order (PO) Number(s) for the cargo (in the “Consignor Reference” field).
- Service users with their own clearing and forwarding agent in Djibouti must 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). Clearing Agent in Yemen and Notifying Party upon arrival at Sana’a International Airport is also required and should be submitted in the body of the email when submitting the SRF as this will also be required prior to airlift.
- Copies of the following should be submitted with the SRF:
 - Detailed Packing List
 - Non-Commercial Invoice

- AWB or B/L for cargo delivered to Djibouti
- The Logistics Cluster will confirm receipt of the SRF within 48 hours, and will either:
 - request for additional clarification or documentation required; or
 - register the SRF as “New” in status and will return a Consignment Report with a 9-digit Tracking Code to the Service User.

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

- The Logistics Cluster will review all “New” SRFs within 72 hours, and will either:
 - request additional clarification or documentation;
 - “Accept” the SRF; or
 - 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”.

Delivery to airport

- Service users are responsible for the transportation of their cargo to the customs-bonded cargo area of Djibouti Airport. Service users are responsible for ensuring their customs clearing agent is liaising with the airport authorities to complete this process in a timely manner.
- The required time of cargo delivery will be shared bilaterally, with all regular cargo (ie. not requiring cold chain or temperature control) to be in place **no later than 12h00 the day of the aircraft prepositioning** (meaning no later than 12h00 **the day before the expected date of the airlift**) . However, users are encouraged to bring the cargo to the airport as soon as it is cleared by the agent.
- The Focal Point for the combined airlifts is the Logistics Cluster in Djibouti. All communication should be channelled through the Logistics Cluster and all emails should be sent to Yemen.ClusterCargo@wfp.org

Special Cold Chain Operating Procedures

- Due to the limited cargo handling capacity at the Djibouti Airport as well as inevitable fluctuations in departure times of flights to Yemen, cold chain cargo requires special handling and delivery to the airport.
- The Logistics Officer will liaise directly with the service user on delivery times for cold chain items prior to the flight’s departure.
- All cold chain cargo/temperature controlled cargo must be delivered at least 24h prior to the flight and stored temporarily in the airport cold chain facilities.
- Cold chain cargo is loaded one hour prior to departure of the aircraft to maintain cold chain integrity. Therefore, if the cargo is not prepositioned at the airport at the specified time, the cargo will not be loaded.

Arrival of goods in Sana’a

- Service users are required to make all arrangements for receipt of their cargo in Yemen including: collection from Sana'a El Rahaba International Airport, customs clearance, and settling of all fees incurred for handling.
- If Service users require cargo shunting and warehousing in Yemen, they must include this request in the same SRF submitted for the air transport service. An additional SRF for temporary storage is unnecessary. Please consult last section (‘Cargo offloading and Shunting Services’) of the Yemen SOPs: [Standard Operating Procedures \(SOPs\) - Road Transport and Temporary Storage, March 2018](#);
www.logcluster.org/ops/yem10a

Documentation

- The [Service Request Form](#) must be submitted at least 15 days in advance of the tentative airlift date and filled out in full, including weight, volume, and value of the cargo. Any and all special handling instructions for cargo must be included in the SRF.
- Detailed Packing list:
 - The packing list must correspond exactly to the goods being shipped due to EHOc clearance procedures. Any discrepancies will result in the cargo being rejected on arrival.
 - For the same reason, the contents of palletised cargo must be itemised in case it is necessary to break the pallets for airlift; therefore, service users are invited to specify Packing List handling units in “boxes” and not in “pallets” to facilitate faster loading.
- Copy of the original B/L or AWB
- Non-commercial invoice
- Distribution plan:
 - Service users must to submit a copy of the distribution plan for all cargo to be shipped, 72 hours in advance of the ETD.
 - The Distribution Plan must include: commodity type, total weight, total volume, total value, programme and/or locality where they will be distributed, and the ETA date in Yemen.
 - The Distribution Plan can be submitted in the format of a letter, on organisation’s letterhead, signed and stamped or in another format, provided the above information is included – an itemised distribution plan is not required.
- Import authorisation
 - It is required to have import authorisation from the relevant Ministry or MoFA in order to facilitate customs clearance due to the substantial increase in activity at Sana’a airport and resulting issues.
- Dangerous Goods Certificate, when applicable.
- **Dangerous or regulated goods**, Service Users must flag the items on the SRF and provide all official permits or authorisation importation approvals from the authorities. Any box labelled as DG and not accompanied by a Dangerous Goods Certificate will not be loaded onto the aircraft.
- Apart from SRFs, which must be submitted at least 15 days before in advance of the scheduled airlift, all remaining documentation must be submitted to the Logistics Cluster a minimum of **10 days** before the airlift date due to clearance procedures. However, service users are encouraged to send the documentation as soon as it is available to avoid last minute rejection of requested cargo.

TIMELINE	<i>No later than <u>15 days</u> prior to the estimated flight date.</i>	<i>10 days prior to estimated flight date.</i>	<i>5 days' prior the flight date.</i>	<i>No later than 12h00 the day of aircraft prepositioning</i>	<i>Day of Flight</i>	<i>After finalising clearance & receipt in custody</i>
SERVICE USER	Submit all necessary documentation to yemen.clustercargo@wfp.org		Prepare, package & label cargo according to packing list	Delivery inside airport customs bonded area	Notify colleagues in Yemen of flight ETA	Yemen colleagues to sign incoming AWB & send back to yemen.clustercargo@wfp.org
LOGISTICS CLUSTER	Acknowledge receipt of documentation, review it and share aircraft time and estimated departure date, if available.	Master Packing List to UNHAS.	Inspect cargo & share delivery time 2 days prior flight schedule	Receipt at airport and coordination of loading aircraft	Liaise with load master and share ETA. Supervise loading	Collect all signed AWB's to complete airlift
ADDITIONAL INFO	<p>Necessary documentation:</p> <ul style="list-style-type: none"> • Service Request Form (<u>15 days before</u>) • Detailed Packing list • Copy of the original B/L or AWB • Non-commercial invoice • Distribution plan • Import authorization • DG Certificate, if required 		<p>Packaging Regulations:</p> <ul style="list-style-type: none"> • All items must be labelled with the following information: <ul style="list-style-type: none"> ○ Agency Name ○ Nr of Boxes (if palletised) ○ Total Weight 	See above for specific delivery procedures		