



UNHRD – UNITED NATIONS HUMANITARIAN RESPONSE DEPOT

STANDARD OPERATING PROCEDURES

UNHRD Network



UNHRD
Humanitarian
Response Depot



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Glossary of Acronyms

DN	Debit Note
LTA	Long Term Agreement
MCR	Management Recovery Cost
PI	Proforma Invoice
PL	Packing List
PO	Purchase Order
RA	Releasing Authority
TA	Technical Agreement



1. Overview

1.1 Introduction

The United Nations Humanitarian Response Depot (UNHRD) is a network of hubs that procures, manages and transports emergency supplies for the humanitarian community. It is an emergency preparedness and response tool, providing comprehensive supply chain solutions to United Nations, international, governmental and non-governmental organizations. The network stores emergency relief items such as medical kits, shelter items, IT equipment and operations support equipment that are ready for immediate dispatch upon request. The network is also set up to facilitate WFP's capacity to respond to multiple large-scale emergencies at any given time.

WFP/UNHRD hubs are strategically located within or near airport perimeters, namely Las Palmas, Dubai, Brindisi, Panama, Kuala Lumpur and Accra. Each hub offers covered and open storage as well as temperature-controlled storage. WFP/UNHRD may also host training sessions. For details on each UNHRD hub, please visit: <https://unhrd.org/>

UNHRD falls within the administrative framework of WFP and all its operations are carried out in compliance with WFP's Rules and Regulations. For more details please visit: <http://www1.wfp.org/governance-and-leadership>.

1.2 Purpose and coverage

The purpose of the Standard Operating Procedures (SOPs) is to provide guidelines and procedures for access to and usage of any of the hubs within the UNHRD Network. These SOPs cover:

- General guidelines;
- Explanation of who are authorized users/users of the UNHRD Network;
- Activation of hub services and the UNHRD Customer Service;
- Financial procedures;
- Type of stocks that can be stored in hubs and options for users to access them;
- Delivery of stocks into the hubs, including technical details on import documentation and packaging details;
- Exporting stocks from the hubs;
- Type of services offered by UNHRD; and
- Quality indicators for standard services.



2. The Users

2.1 Authorized users

Recognized humanitarian UN and non-UN organizations, humanitarian agencies, governmental and non-governmental organizations whose activities are in line with UNHRD mission may register with the UNHRD Network as authorized users. To become an authorized user, organizations sign a Technical Agreement (TA) with WFP to use the UNHRD Network. The TA template can be found on <https://unhrd.org/> and is to be read in conjunction with these SOPs. These two documents (SOP and TA) represent the legal framework between WFP and the authorized user for the provision of standard and specific services within the UNHRD Network. Authorized users may hold stocks in one or more hubs and may request services from any hubs. Authorized users may request services even if they do not have stocks stored in any of the hubs. For example, procurement services are offered by the UNHRD Network to all authorized users.

2.2 Ad-hoc users

Other humanitarian organizations/entities wishing to use UNHRD facilities and specific services may request services at cost on an ad-hoc basis.

All users are required to comply with these SOPs.

3. Releasing authority (RA)

Each entity that has signed a TA with WFP/ UNHRD must indicate personnel authorized to represent their organization in relation to UNHRD. These focal points are called releasing authorities (RA). Entities must submit an RA form that is provided by UNHRD upon confirmation of a signed TA and any time after upon request should there be any change in personnel.

Only RAs are authorized to make decisions that involve financial obligations on the side of an authorized user, i.e. approval of PIs or loans, end of year inventory reports' endorsement. Other personnel not indicated by the authorized user as an RA that communicates with UNHRD on behalf of the organization should keep relevant RA in copy.

For WFP, releasing authorities are established as per internal rules and regulations regarding delegation of authority.

4. The Services

4.1 'One-Stop-Shop' - the UNHRD Customer Service

The UNHRD Customer Service mailbox represents the entry point for all users to access all UNHRD services. All requests for services should be sent by email to the dedicated



email address: UNHRD.customerservice@wfp.org. The manager of the hub involved in the transaction should be copied in the email (please see relevant contacts on the UNHRD website: <https://unhrd.org/>). In the subject line of the email, the name of the involved country/destination should always be mentioned. Customer Service will follow up on inquiries promptly. Each request coming through the UNHRD Customer Service mailbox is assigned with a reference number that is used in all subsequent e-mail subject-lines to identify the service provision throughout the process.

At the onset of an emergency (i.e. a serious and unexpected event requiring immediate action, such as an earthquake, hurricane, other natural and man-made disasters), Customer Service and other relevant UNHRD personnel are available 24/7, holidays and weekends included. In the case of an internal emergency on the part of the authorized user, relevant notification of high urgency should be inserted into the email’s subject-line.

4.2 Standard services

Standard services are related to the UNHRD mandate as a prepositioning facility and are only offered to authorized users who have signed a TA with WFP/ UNHRD. These services are offered at no cost to the authorized user.

Standard services include routine management of stocks from the point of receipt at the hub and during the period of storage at the hub.

Standard services include:

- Offloading of cargo received (packaged according to SOPs);
- Issuance of inspection report that confirms conformity of received items to the packing list (PL), regarding quantity and packaging;
- Provision of required import and export documentation for customs clearance;
- Placement of stocks in storage;
- Provision of storekeeping services throughout period of storage;
- Preparation of cargo for dispatch;
- Preparation of activity reports (on receipt/dispatch);
- Conduct of annual stock inventory.

The services will be granted to all authorized users in line with the quality indicators and timeframe below.

	Standard Service	Output expected	Timeframe
1	Receipt of stock into hub	Cargo receipt is acknowledged	24/48 hrs
2	Storage	Items are placed in appropriate space (dry storage, cold chain storage, special storage for dangerous goods)	While receiving cargo in the warehouse



3	Inspection of stocks at hub	Inspection report is issued confirming conformity with the PL and informing authorized user about any visible damage/discrepancy	Inspection report to be issued as soon as possible, maximum 24/48 hrs from offloading Visible damage to the packaging to be reported immediately by email to the authorized user and noted on the transport document while receiving the cargo
4	Regular/routine storekeeping	Annual physical count is conducted Authorized users are kept informed with data regarding perishable items Warehouse documentation related to stock movement is maintained Authorized users are informed about any repair needs or repackaging of stock	December each year Regularly shown in the stock report with expiry date/batch Immediate and ongoing Immediate and ongoing
5	Handling within hub premises	Palletized cargo is offloaded Cargo is prepared for loading	As soon as delivered at hub Upon receipt of dispatch request
6	Preparation of import and export documentation	Documentation IN and OUT is prepared	In line with the host government timelines, rules and regulations
7	Issue of stock reports	On-line stock report is available in the restricted area of the website and kept up to date	Immediate and continuous
8	Access to the website	User name and passwords are issued to RAs Website is maintained	Within one week of request Continuous
9	Access to hub premises	Access is ensured on working days	Within 24 hrs

4.3 Specific services

UNHRD may also provide other services related to fulfilment of its mandate, which would require financial engagement by users. These services, called specific services, are provided only upon user’s request and based on full cost recovery.



UNHRD does not intend to compete with private sector service providers. There is no obligation for authorized users to use the specific services provided by UNHRD, except for loading cargo out of the warehouse, which will be always performed by UNHRD personnel.

The list of specific services for which prices have been set is available on the partner area of the UNHRD website and subject to periodic review. UNHRD Customer Service will provide a cost estimation for the remaining specific services and estimated timeline for provision of the services upon request.

The costs of specific services provided by UNHRD are not negotiable.

Specific services mainly relate to:

- Procurement of stock and services (including transport services) on behalf of users;
- Specific maintenance of stock during storage period in the hub. This includes, but not limited to, additional inspections or physical counts, disposal of expired stock, maintenance and technical check of machines, repairs and refurbishments, supervision of specialists in case of items requiring special storage conditions i.e. drugs or dangerous goods;
- Repackaging and reconfiguration of stocks received that are not in compliance with this SOP or upon authorized user's request, including palletization and kitting;
- Stock insurance for the period of storage and transportation up to the final delivery point;
- Offloading and transfer of unpalletized cargo into the warehouse;
- Offloading and transfer of cargo into the warehouse in cases where specialized equipment is required, excluding use of forklift for offloading of palletized cargo;
- Handling cargo moving out from the warehouse and shunting;
- Use of UNHRD facilities for training and events;
- Organization of trainings on subjects related to supply chain management;
- Technical assistance in the field;
- Any service provided by other WFP services/branches and requested through UNHRD, under the TA umbrella and related SOPs or requiring a financial commitment from WFP.

5. Payment for Specific Services

5.1 Pro forma invoice

When a specific service is requested, the UNHRD Customer Service submits a **pro forma invoice (PI)** to the user with:

- the estimated cost of specific services requested;
- a safety margin, set at 5% of the estimated cost which is applicable only in cases where UNHRD has no set price in place for the requested specific service. The application of the safety margin is at the discretion of hub managers;



- Management cost recovery fee (MCR), representing the cost of providing the specific services, set at 7% of the cost estimation inclusive of safety margin. Should WFP change the MCR percentage applicable, all authorized users will be immediately notified.

The user's approval and signature of the PI by the RA represents a formal financial engagement up to the amount indicated on the document. In the case of a WFP authorized user, posting and release of a purchase order (ZINT PO) in favour of UNHRD Vendor is also required. Once signed and returned by the user to UNHRD Customer Service, the **endorsed PI represents the formal request and allows for immediate action by UNHRD to execute the request.**

If during the purchasing process, the cost of the service is higher than the estimation on the PI (inclusive of safety margin if applicable), a revised PI will then be issued and submitted for acceptance by the user. UNHRD will not perform any service which exceeds the estimated costs, unless the user approves the amount detailed in the submitted revised invoice.

The following details are included in the pro forma invoice:

- The proforma invoice number;
- The date of issuance;
- A complete and clear description of the services and/or goods being requested;
- The quantity of the services and/or goods being requested;
- The estimated total price of the service and/or goods being requested (and estimated unit price where applicable);
- The currency in which the service and/or goods will be sold (**US dollars**);
- The physical address of both UNHRD and the authorized user;
- The estimated delivery schedule and delivery terms, where applicable;
- The UNHRD Customer Service tracking number assigned to the transaction;
- Any other information relevant to the order.

Upon receipt of the approved and signed PI, UNHRD advances funds for the services to be provided, in accordance with the PI. The actual costs of services provided are recovered from the authorized user(s) upon delivery of the requested services.

One PI is usually issued per service request, however, upon an authorized user's request, UNHRD can issue a PI for the same type of recurring specific services provided in a set period and reconcile them periodically. Periodical PIs can include services provided to an authorized user in different hubs in the agreed timeframe.

5.2 Settlement of the final invoice (debit note):

The final invoice/debit note (DN) is a financial document submitted to the authorized user after services are rendered with:

- A description of services provided;
- The actual value of the services provided;
- MCR (7% of total actual cost of services provided);
- Any additional relevant information.



Settlement of the debit note is to be done via bank transfer according to the banking instructions appearing on the debit note.

In the case of WFP, settlement of the debit note is to be via internal payment through the ZINT PO.

In the case of a cash advance modality, settlement is done through cash advance reduction as explained below.

Payments are to be made within 30 days from the issuance of the debit note.

5.3 Cash advance modality

Authorized users may transfer funds, earmarked for the requested services, into the UNHRD special account. The transferred lump sum will be registered under the authorized user's customer code. After service provision is completed, UNHRD will issue a DN about the incurred actual costs, which same will be recovered from the advanced funds. The latest cash advance statement with the residual balance accompanied by the DN will be given to the authorized user.

5.4 Payment for specific services provided on ad hoc basis

In the case of service provision requested on an ad hoc basis by a humanitarian actor that does not have a TA with WFP/UNHRD, advanced payment based on and up to amount of signed PI is required before any service is rendered. The balance of funds, if any, will be returned to the humanitarian actor after the service provision is complete and after reconciliation by UNHRD.

6. Stocks

The UNHRD Network is designed to support emergency response, hence assets are readily available for deployment within a 24/48-hour time frame. UNHRD Network facilities are not to be considered as long-term storage solutions or drop-off sites for equipment which has no emergency value or is unserviceable.

Authorized users are responsible for ensuring their stock rotates frequently. If no movement is recorded in 36 months, UNHRD will collaborate with the users to implement measures to increase stock rotation. In addition, UNHRD will initiate with the user a revalidation exercise. The revalidation exercise serves to confirm that stock is still suitable for deployment. It shall be offered by UNHRD as a standard service, however, should an external entity be needed to conduct the exercise, the service will be carried out on a cost recovery basis plus 7% MCR. Pro forma invoices will be presented for authorized user's approval prior to providing above mentioned specific services.

If stock is deemed viable after the revalidation exercise, it can remain in the warehouse for another 24 months and will be recorded accordingly in the system. At the end of the 24 months, if stock has still not rotated, users will be asked to remove that stock. In



such case, UNHRD will facilitate for the users, to the extent possible, either dispatch, donation, or disposal of the stock on full cost recovery as necessary plus 7% MCR.

If stock is deemed unviable after a revalidation exercise, users will be asked to remove that stock. In such case, UNHRD will facilitate for the users, to the extent possible, either dispatch, donation, or disposal of the stock on full cost recovery as necessary plus 7% MCR.

If an authorized user abandons its stock or is unable to meet the financial requirements of maintaining the stocks, the hub manager, after giving proper notification to the owner, will dispose of the stocks in the most appropriate and cost-effective manner.

The online stock report with information on items stored in all UNHRD hubs is available on the UNHRD website (<https://unhrd.org/>). The stock report available on the partner area of the UNHRD website also displays estimated prices of the available items.

6.1 Type of Stocks

Items stored in UNHRD hubs are divided into two categories depending on their ownership:

- **Authorized users' stock** is specific to the organizational mandate of the authorized user. These stocks can either be procured directly by the authorized users or, upon request, through UNHRD as a specific service. Value of this stock is established based on the shipping documentation available upon arrival of items to the UNHRD warehouse, but could be adjusted at a later date;
- **Suppliers' stock** (formerly referred to as white stock) is suppliers' stock stored within the Network premises pursuant to a Long-Term Agreement (LTA) with WFP. These LTAs establish product specifications, price, expected delivery timeframe within the UNHRDs and related availability. These stocks are not "owned" by WFP/UNHRD nor by authorized users and are not guaranteed to be permanently in-stock at each hub; they are still owned by the supplier and they are not marked with any logo/emblems. UNHRD may offer these stocks to its users under the same terms and conditions and pending their availability in the hubs.

Hubs are designed to utilize new stocks and process the movement of stocks one-way only from the supplier/hubs to the destination. However, there are exceptions whereby used items could be brought back to UNHRD for storage and refurbishment. This practice is at the discretion of hub managers.

Stock levels per hub will be established by the Network Coordinator of each hub and the respective hub manager through (i) storage space requested and expressed in volume and (ii) type and quality of stock needed in the region served by each hub. The storage space requested is subject to revision and it will be based on (a) storage space availability (b) recognized needs in the region of the type of relief items stored by each authorized user, based on research supported by the lead Cluster agencies, (c) stock rotation. In case of space limitation, priorities will be determined in line with the region's



needs as per (b) above and is at the ultimate discretion of the Network Coordinator of each hub.

6.2 Physical Stock Count

At the end of every year, each hub carries out a physical count of its stocks and submits the result to the authorized user's RAs for endorsement. The annual physical count is considered a standard service. Any request by authorized users for an additional physical count exercise – or for a physical count to be held at a different time of the year – will be treated as a specific service.

7. Loans and Borrowing mechanism

Any user interested in borrowing items belonging to authorized users as per the online stock report should contact: UNHRD.CustomerService@wfp.org. Upon receipt of the request, UNHRD Customer Service, on behalf of the requestor, will verify whether a loan is possible with the respective item owner's releasing authority and inform both parties about options and related timelines. Once the loan is approved by the releasing authority in writing, UNHRD Customer Service prepares the PI for requestor's approval. The PI will include the estimated value of items loaned, cost estimation of their insurance during the period of storage and delivery up to the final destination, and estimation of charges related to handling of these items out from the warehouse. Other services can be added to the PI if requested by the user (for example procurement of transport services). Once the PI is endorsed by the requestor, the loaned items will be treated as belonging to the requestor and can be immediately dispatched upon request.

7.1 Closing of open loans

While facilitating the loan and borrowing transaction, UNHRD Customer Service informs all users involved (borrower and lender) about options available to close the loan:

Items can be either replenished up to the value indicated on the PI related to the transaction (price of items as indicated in the online stock report plus safety margin) or repaid up to the value of items indicated in the online stock report.

The lender can request replenishment of items with the same technical specifications as the items loaned or replenishment of different type of items at the same value. Replenishment is done by UNHRD and thus WFP Procurement rules and regulations will apply throughout the process.

In cases of cash repayment, the value of items loaned is transferred by UNHRD to the lender's account and the same amount is recovered from the borrower through the DN.

WFP users involved in the loans and borrowing modality as lenders can only replenish items loaned.



8. Shipments in and out of hubs

8.1 Receipt and import procedures into hubs

The authorized user is required to notify UNHRD about any incoming shipment at least one week prior to its dispatch from the supplier's/authorized user's premises. UNHRD will confirm space availability, cross check shipping documentation and ensure that all required information is passed to authorized user's appointed clearing agent in time. Notification of the delivery must be sent to UNHRD.CustomerService@wfp.org and the responsible hub manager. Cargo should be shipped out of supplier's/ authorized user's premises only after UNHRD confirms space availability and accuracy of shipping documents.

Should sufficient space not be available at the required hub, UNHRD will inform the authorized user accordingly and reserve the right to refuse the shipment. The hub manager may propose alternative solutions including the provision of dedicated storage space as a specific service.

Stocks should arrive in appropriate packaging that allows hub staff to process the offloading, inspection, location and preparation for later rapid dispatch. All stocks are to be delivered packed, wrapped, strapped and palletized, preferably on euro pallets. All pallets should have certification that confirms they have been fumigated. The height of pallets (maximums-minimums) depends on the type of racking used in each hub (further details can be found at UNHRD website <https://unhrd.org>). UNHRD may provide palletization, as a specific service- at authorized user's cost, if cargo arrives unpalletized.

The documents and information listed below are the basic requirements for all UNHRD authorized users to import items into a hub:

- Notification of shipment by authorized user specifying cargo description and packaging, estimated time of arrival, complete contact details of the clearing and forwarding agent;
- Original shipping documents, signed and stamped by authorized personnel, including:
 - o Air waybill (AWB), Bill of Lading (BoL) or CMR/Waybill depending on mode of transportation;
 - o Invoice or gift certificate. Any non-commercial/invoice should provide the following information to be considered valid: invoice number, description of goods, number of units/pieces, value and currency for each line item and total value of shipped goods, country of origin for each line item, Harmonized System Code for each line item, weight for each line item and in case of items with expiry date – expiry date for each batch;
 - o Packing list. The packing list should provide the following information to be considered valid: description of goods, number of units/pieces, value and currency for each line item and total value of shipped goods, Harmonized System Code for each line item, weight for each line item and in case of items with expiry date – expiry date for each batch;



- Certificate of origin (including Harmonized System Code for each line item);
- Material Safety Data Sheet for dangerous goods from the supplier when applicable;
- Any other certificate relevant and/or required by the host government to the specific cargo (confirm with hub manager in advance).
- Copy of the purchase order and technical specifications;
- In cases where the type of incoming items has been previously stored by the authorized user in UNHRD, the authorized user is to provide the material code already assigned to the type of items. In cases where a new type of items is being sent, the Material Master Request Form, available on the UNHRD website, is to be provided with proposed goods description to be included in the UNHRD inventory management system.
- Every pallet/package sent to UNHRD should have a shipping unit label indicating dimension, weight, item description, number of units inside, user reference number, storage conditions required (temperature, humidity etc.).

A full list of additional documentation required per types of cargo and mode of shipment in each hub is available on the UNHRD website <https://unhrd.org/>.

For customs clearance purposes, original shipping documents must show '**UNITED NATIONS WORLD FOOD PROGRAMME + Country, Attention: UNHRD**' as consignee of the cargo. Exact shipping address for each hub is available on UNHRD website.

Appropriate documentation, as enumerated above, should be sent to UNHRD.CustomerService@wfp.org and the concerned hub manager for review before dispatch and once more, by email and courier (the originals), immediately after dispatch of cargo. Email correspondence should mention the name of the concerned hub in the subject line (UNHRD + country).

UNHRD prepares import documentation based on the scanned shipping documents provided by authorized users before shipment from the supplier's premises. Any change related to the shipment or to the shipping documents will affect the customs clearance process and needs to be immediately communicated to the respective hub manager. Any charges resulting from delay in providing original and correct documentation will be borne by the authorized user.

WFP/UNHRD obtains duty and tax exemption and/or exception of import permits in accordance with the applicable conventions and agreements with host countries. UNHRD will provide the authorized user with the necessary documentation accordingly. Information on specific documentation provided by hubs is available on the website. <https://unhrd.org/>.

Authorized users are required to deliver only customs cleared cargo to hubs. Authorized users are requested to liaise with the hubs in case of any special offloading requirements.

Any additional costs related to deliveries will be borne by the authorized user/stock owner.



Each hub acknowledges receipt of stocks via e-mail and will issue the inspection report confirming receipt of cargo and its conformity with the packing list (quantity and conditions of packaging only, in case of items procured directly by authorized users). Any visible damage to the outer packaging or discrepancies in quantities of packages will be noted on the accompanying transport document upon receipt of cargo and immediately communicated to the authorized user. Stocks should arrive pre-packaged in a manner suitable for rapid export. When the items delivered are not in line with the packing list or when their packaging is not appropriate, the inspection report will include recommendations for actions to be taken.

A more detailed inspection, inclusive of random sampling to confirm adherence of product to purchase order/technical specifications can be arranged as a specific service upon request.

8.2 Outbound dispatches and export procedures out of hubs

Requests for export from a hub should be submitted via email to UNHRD.CustomerService@wfp.org and to the responsible hub manager by the releasing authority of the authorized user.

The authorized user or its designated recipient shall provide the following documents and information which are the basic requirements for all authorized users to export items from a hub:

In advance:

- Written authorization from the stock owner's releasing authority (signed pro forma invoice). For WFP authorized users the released ZINT PO is also necessary;
- Description of stock (cargo), indicating the material code of the dispatched items as assigned by UNHRD (information available in the online stock report). UNHRD releases items in the same configuration as they were received in the warehouse. In the case that an authorized user wishes to release individual components of units stored (for example a bale from the pallet), repackaging can be done as a specific service;
- Quantity of items to be released;
- Consignee's details and delivery address;
- Type and quantity of original copies of shipping documentation required and place of delivery of such documentation;
- Type of specific service, if requested (for example labelling);
- Any import authorization or agreement established with the recipient country authorities for tax exemption or any other import fees if requested by the hub manager;
- Any certificate needed for import procedures in the recipient country or for transport purposes (e.g. Certificate of Origin/IATA Certificate for dangerous goods);
- Any other information/documentation that may be required;
- In cases where UNHRD organizes transportation information regarding delivery terms, conditions and means of transport to be used should be provided.



Upon receipt of goods at the final destination, where UNHRD organizes transportation:

- Signed packing list or transport document (BL, WB/CMR, AWB - depending on mode of transportation) confirming delivery of said items. The above will serve as the basis for preparation of DN;
- In the absence of the signed transport document, written acknowledgement from the user/consignee will serve as proof of delivery and basis for preparation of the DN;

If UNHRD does not receive any feedback from authorized user/consignee confirming delivery after three requests for proof of delivery, the shipment will be considered as completed based on freight forwarder's confirmation of effectuated shipment.

In cases where authorized users organize their own transportation, UNHRD will issue a DN after releasing cargo from the warehouse.

UNHRD will provide:

- Minimum two sets of shipping documents to accompany the cargo. The number of original copies for customs clearance may vary depending on national regulations. Shipping documentation will include:
 - o Packing list;
 - o AWB, BoL or CMR/WB as per means of transport requested;
 - o Gift certificate or invoice, the latter if provided by authorized user upon receipt of cargo;
- Any other certificate if available and needed (e.g. IATA Certificate for dangerous goods/Health Certificate/Certificate of Origin...).
- UNHRD's (consignor) point of contact.

NB: UNHRD or the clearing agent appointed by the authorized user will handle export customs clearance. The consignee indicated by the authorized user is responsible for custom clearance at the final destination.

UNHRD will facilitate the pooling of transport assets where possible and appropriate.