

MOVEMENT OF PAX/CARGO WITHIN SUDAN

UNHAS Aircraft
As of August 2008

Ledger

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Special thanks to UNHAS for their cooperation and input in creating this document.

Movement of PAX/Cargo within Sudan (North & South) on UNHAS Aircraft

Overview

UNHAS provides both passenger and cargo movement services for the humanitarian community. The following document is designed to consolidate and streamline the passage of information regarding UNHAS flights within Sudan for efficient use by humanitarian agencies and to ensure UNHAS can continue to provide an effective service.

1. Passenger Booking

It is mandatory that all UN passengers possess a "Security Clearance" from UNDSS, a handheld VHF radio, photo ID and their passports/UNLP (Internationals) which contains their Sudanese visa.

How to Book Passengers

1. Booking of passengers must be made to UNHAS office, at least three (3) working days prior to departure date, but not earlier than 30 days.
2. In North Sudan, bookings may be made Saturdays – Thursdays from 08:30 - 15:00 hours. The booking office is closed on Fridays in the North. In South Sudan, bookings may be made Mondays – Saturdays, 08:30 – 15:00 hours. The booking office is closed on Sundays in the South.
3. All bookings must be made on the "Passenger Booking Form" http://www.unjlc.org/sudan/transport/air/cargo_passenger/UPDATED_UNHAS_Booking_Form_FOR_NGO_s.xls/view
4. The form must bear the organization's local office stamp and be signed by the authorized person.
5. A maximum of five (5) bookings per flight may be submitted by the same agency or NGO.
6. UNHAS also accepts scanned booking forms submitted by e-mail, if sent by the agency approved focal point to UNHAS (unhas.sudan@wfp.org) or as otherwise indicated for each location. The requestor will receive a confirmation of receipt for the booking request (not to be confused with confirmation of the flight).
7. Confirmation of booking must be made one (1) day prior to departure. Passengers can check the flight manifest at UNHAS booking office. Tickets must be collected between 14:00 and 16:00 hours the day before the flight. Note: Tickets for Saturday flights should be collected on Thursday.
8. No changes can be made to Passenger Manifests after the issuance, as copies are distributed to Government of Sudan (GoS) authorities.
9. Tickets are only valid for the person named on the ticket; tickets are not transferable.
10. Cancellations must be received in writing (using the booking form originally submitted) at the UNHAS Flight Office 48 hours prior to the flight. No-shows will be penalised.

For e-mail bookings: please contact unhas.sudan@wfp.org

For telephone enquiries: please contact 01832 246142 extension 3040

To Travel On:	Book By:
Sunday	Tuesday 10:00 hrs
Monday	Friday 10:00 hrs
Tuesday	Saturday 10:00 hrs
Wednesday	Sunday 10:00 hrs
Thursday	Monday 10:00 hrs

2. Cargo Bookings for North Sudan

UNHAS provides a small cargo and unaccompanied luggage service, which is in conjunction with their passenger service and is weight limited (25 kg per box)

Booking of Cargo

UNHAS manages all contracted aircraft and, in liaison with the contracted operator(s), facilitates ground handling procedures.

For the deployment of dedicated aircraft to transport cargo, UNJLC is responsible for the prioritization and coordination of cargo requests within the humanitarian community to ensure that established priorities are upheld in relation to transport of cargo.

All cargo bookings must be made using the "Cargo Booking Form":

http://www.unjlc.org/sudan/transport/air/cargo_passenger/UNHAS_CM_R_May_08.xls/view and emailed to unhas.sudan@wfp.org

Users are strongly encouraged to adhere to the following directions to facilitate cargo transportation in a timely and efficient manner:

- Cargo must be within the limit of 25kg per box, and not exceeding 100kg total
- Packages will be opened and inspected on site prior to acceptance
- Packing must be secure and clearly marked
- Check computerized reply
- Comply with delivery time and date as instructed by UNHAS
- Cargo should be delivered via Khartoum Cargo Village for screening purposes.
- Khartoum Cargo Village may apply handling charges, please see this link for details: http://www.unjlc.org/sudan/transport/air/Khartoum_Cargo_Village_Handling_Charges_080904.PDF/view
- To ensure smooth handling WFP / UNHAS personnel will be at the Khartoum Cargo Village on working days between 11:00 and 14:00
- Ensure there is a focal person at the destination to receive the package.

3. Cargo Bookings for South Sudan

As of May 2008, UNHAS-South Sudan announced that they will allocate 20 hours of flying time each month for the movement of humanitarian cargo. UNJLC is responsible for managing the cargo bookings from humanitarian agencies and prioritizing cargo for the allotted time. For further information, please e-mail UNJLC South Sudan at sudan.juba@unjlc.org.

Maximum Dimensions for all Cargo Movements

Maximum dimensions of cargo compartment for locations served by the Caravan:

Width 76cm Height 38cm

Maximum dimensions of cargo compartment for locations served by the Dash 8

Width 118cm Height 138cm

Note: All locations on the most recent UNHAS schedule (16/06/08) are served by the Caravan with the exception of Wau, Rumbek, Malakal, Khartoum and Tharjath, which are served by the Dash 8.

Small Cargo

Small cargo is defined as weighing 100 kilograms or less. Small cargo can be booked directly with the UNHAS cargo department in Juba utilizing the small cargo booking form, which can be obtained from the UNHAS or UNJLC Juba offices or by emailing wfphas.juba@wfp.org. Small cargo will be moved on passenger flights when spare capacity is available.

http://www.unjlc.org/sudan/transport/air/cargo_passenger/wfp_has_Cargo_Booking_Form_ss

Large Cargo

Large cargo is defined as more than 100 kilograms or exceeding the maximum dimensions as described above for destinations served by the Caravan. UNHAS has dedicated 20 hours per month of cargo flying time to the humanitarian community in South Sudan. Large cargo should be booked directly with UNJLC using the Cargo Movement Request Form (CMR), which can be found on the UNJLC website:

http://www.unjlc.org/sudan/transport/air/cargo_passenger/cmrs_largecargo_ss_form

. Accurate dimensions of the cargo (L x W x H) must be included on the booking form, so as to ensure proper planning of cargo loading.

Booking Process

- UNJLC receives CMRs and consolidate until they have enough cargo (up to 1 ton)
- UNJLC notifies agencies of the date/time of the flight
- Agency delivers cargo directly to the aircraft at the Juba airport
- An UNHAS Air Movement Officer will be present to assist with entry to the airstrip
- *Note:* A nominal fee (approximately SDG20) may be requested from airport authority to enter the airfield

Prioritization of Cargo

As agreed by the User Group Committee in 2005, the prioritization of commodities for cargo movement should be as follows:

Priority 1: Medical items

Priority 2(a): Interagency communication and IT equipment for MOSS compliance

Priority 2(b): Communication and IT equipment

Priority 3: NFIs; Shelter Material; Water and sanitation material

For a complete list, please visit the following site:

http://www.unjlc.org/sudan/transport/air/cargo_passenger/sudan_air_cargo_prioritization/view

4. Special Flight Requests – Passengers

Special Flight Requests

Passenger Special Flight Requests (SFRs) for UNHAS are only for helicopters, which solely operate in Darfur.

Subject to availability, special flights may be scheduled provided that requests are received **7 days in advance** and sufficient flying hours are available to meet the basic schedule requirements for the period.

UNJLC is the Focal Point for special flight requests. Request forms can be obtained upon request to UNJLC sudan@unjlc.org.

The request must reach your respective UNJLC (Darfur Field) Office **at least 7 days** prior to the scheduled flight date, but preferably 14 - 30 days in advance. **A minimum of 6 passengers** will remain as a requisite for the application of a special flight request.

The preferred mode of submission is hard copy form (signed and stamped) to your respective UNJLC (Darfur field) Office with copies for OCHA and WFP-UNHAS. Requests may also be sent by e-mail (signed, stamped, and scanned) to your respective UNJLC (Darfur Field) Office or to sudan@unjlc.org.

Note: WFP-UNHAS free services may be changed to partial or full cost-recovery options as per the UNHAS mandate and, or, due to a lack of donor funding.

5. Special Flight Requests – Cargo

Special Flight Requests

Special Flight Requests (SFRs) for cargo on UNHAS are only for helicopters, which solely operate in Darfur.

Special flights may be scheduled within the available slots, provided that requests are received **7 days in advance** and sufficient flying hours are available to meet the basic schedule requirements for the period.

UNJLC is the Focal Point for special flight requests. Request forms can be obtained by requesting to UNJLC sudan@unjlc.org. The request must reach your respective UNJLC (Darfur Field) Office **at least 7 days** prior to the scheduled flight date, but preferably 14 - 30 days in advance.

The preferred mode of submission is hard copy form (signed and stamped) to your respective UNJLC (Darfur field) Office with copies for OCHA and WFP-UNHAS. Requests may also be sent by e-mail (signed, stamped, and scanned) to your respective UNJLC (Darfur Field) Office or to sudan@unjlc.org.

Note: UNHAS free services may be changed to partial- or full-recovery option as may be the mandate or due to lack of donor funding.

6. Booking of Cargo in Emergency Conditions

UNJLC is responsible for the prioritization and coordination of cargo requests for the humanitarian community to ensure that priorities (as established by the Humanitarian Coordinator) are maintained through the emergency phase.

UNJLC is also the focal point for all cargo bookings. Requests should be sent by e-mail to sudan@unjlc.org

All requests to airlift cargo must be made to UNJLC not less than **five (5) working days** in advance.

1. All cargo requests must be made on the "Cargo Booking Form". This form must be completed in full, including all relevant contact details.
2. Transport of cargo will only be approved if the agency or I/NGO is able to demonstrate their ability to have the cargo customs cleared and fully documented prior to transportation to the delivery point. UNJLC will consolidate and prioritize the cargo requests based on the priorities given by the Humanitarian Coordinator.
3. Cargo requests must include weight, volume, dimensions, type of package, number of items, and contact details for hazardous material.