A Logistics handbook

For disaster preparedness and response

Australian Red Cross
THE POWER OF HUMANITY

Humanitarian Aid
and Civil Protection

croix-rouge française

About this book

T he handbook that you are holding is about logistics in relation to disaster preparedness and response. It focuses in particular on warehouse management and stock movement control, according to IFRC standards and procedures. In fact, it is in large part an adaptation of the IFRC Warehouse Manual. It does however not substitute the official manual .

It was developed as a handbook to accompany the Basic Logistics Training that the French Red Cross organised in collaboration with Australian Red Cross in 6 National Societies in the Pacific, within the framework of a capacity building project funded by the European Commission.

Although logistics is not limited to disaster preparedness and relief operations, the handbook only treats logistics in this context. The main reason for this choice was the urgent need felt by the Pacific National Societies to improve their logistics response capacity. "Disaster preparedness and response are among our main activities and it is of life-saving importance that we do them right!"

How to use this book?

The handbook is intended as a guide and tool for anyone involved in logistics activities that are linked to disaster preparedness and response. It explains logistics concepts and IFRC procedures in simple terms using concrete examples.

Practically speaking:

- The handbook is divided in 9 colour-coded chapters.
- Each chapter is as complete as possible and can be read on its own. Aspects that overlap are repeated in all relevant chapters. Where needed, references to other chapters are indicated.
- Its specific structure and lay-out allow easy finding of specific information.
- It also contains concrete examples of the IFRC standard logistics documents.
- And checklists that can be copied and used when sending or receiving goods.

Table of contents

Logistics

What?

➡ Logistics is a support service, not a program in itself.

➡ It supports other programs and departments, such as DM, health and first aid in doing their work.

➡ The logistics department assists the other programs with:
- Procurement (in collaboration with the finance department)
- Transportation (fleet management and organising external transportation)
- Warehousing and stock management
- Reporting

Why?

➡ Accountability towards donors and beneficiaries.

We have a responsibility to use the available funds in the best possible way!

When?

➡ Continuously supporting other programs.

Who?

➡ The logistics department, the logistics officer and/or logistics volunteers (depending on the structure of each NS).

➡ If not available the DM department is responsible for all logistics linked to relief.

How?

➡ Following the logistics cycle:

Logistics Assessment

Procurement (Mobilisation)

Reporting

Logistics Key functions

Transport

Warehousing

Assessment = Finding out what you need, where you can find it and how to get it to its final destination.

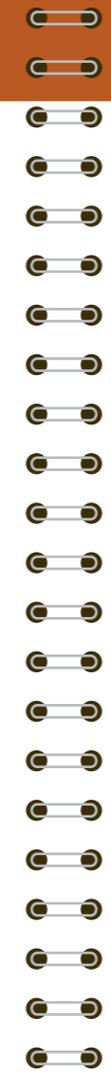**Procurement/Mobilisation =** Getting what you need.

Transport = Getting it where you want it.

Storage = Keeping it safe, secure and in good condition.

Reporting = Informing HQ and donors on where it came from and where it went to.

➡ While keeping in mind the 5 "rights":
- To the RIGHT place
- At the RIGHT time
- In the RIGHT quantity
- At the RIGHT quality
- At the RIGHT price

💡 What?

➡ **Collecting all possible information on logistical aspects that will help you in case you need to respond to a disaster.**

➡ **Developing arrangements/ understandings with key suppliers and other agencies prior to a disaster.**

❓ Why?

➡ **To be prepared: to know your options and limits.**

➡ **To be efficient: you can plan and make decisions quickly.**

➡ **To be prepared for specific difficulties.**

🕐 When?

➡ **Before every cyclone season.**

➡ **In the first days after a disaster.**

👤 Who?

➡ **HQ and each branch for their respective areas.**

🔧 How?

➡ **Gathering and writing down information on:**
  - Available transportation means
  - Transportation infrastructures (e.g. bridges, runways, wharfs, …) and their condition
  - Relief items in stock
  - Local availability of relief items
  - Available storage areas and their condition
  - Communication options
  - Available human resources (volunteer database)
  - Support material for the teams in the field
  - Laws and regulations, such as customs law
  - Partners and stakeholders in disaster preparedness and response

➡ **Sharing this information with Red Cross and other partners.**

What transport infrastructures exists on each of the inhabitated islands in your island group?	Logistics Assessment: Transport infrastructure Sanma Province, 2012				
	Islands				
Name of the island?	Santo	Malo	Aore	Tutuba	Tangoa
Population on the islands	36601	4279	556	609	394
General road conditions (good, average, bad)	Good condition in town, average to rural areas	Average	Man made roads	Man made roads	Tracks only no vehicles
Important transport infrastructures (bridges, paved roads)	Bridges, some in good condition and fine average	No bridges, paved roads only	Man made roads, no bridges	Man made roads, no bridges	No roads for vehicles
Location of these infrastructures	North, NE, East, SE and South	all around the island	all around the island	all around the island	Tracks all around the island
Roads that usually become impracticable when there's bad weather?	Mostly to rural communities	At streams and creeks crossing, over hills round the islands	At low lying areas and hills around the island	At low lying areas and streams	Tracks only no vehicles
Presence of wharf? Yes/No?	Yes	No.	Yes	No	No.
Location of wharf on the island?	West, North and south	Nil	At the Aore resort	No	No
General condition of the wharf?	Good condition, for local and international vessels	Nil	For OBM / Small boats only	Nil	Nil

→ Relief items — 03

💡 What?

→ **Relief items are non-food items that bring relief to people in need.**

Includes:
- **Items for shelter:** tarpaulins, tents, timber, …
- **Household items:** blankets, kitchen sets, cleaning products, buckets, clothes, jerry cans, hurricane lamps, mosquito nets, …
- **Items for personal hygiene:** hygiene kits (soap, toothbrush, towels, hygiene pads, …)
- **Tools:** machetes, hammers and nails, …

❓ Why?

→ **To save lives.**
→ **To give basic comfort.**
→ **To restore dignity in difficult situations.**
→ **To help affected people to rebuild their lives.**

🕐 When?

→ **Needed during a humanitarian response to a disaster or conflict.**

👤 Who?

→ **All those involved in planning, managing or implementing a humanitarian response.**
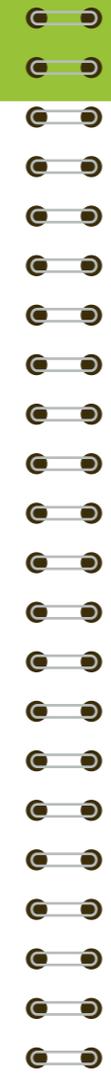
🛠 How?

1 > Sphere Standards

→ **People affected by disasters have the right to assistance and the right to a life with dignity. Therefore, the international community set certain minimum standards that need to be met in disaster assistance projects.**

→ **There are standards for 4 key sectors:**
- Water supply, sanitation and hygiene promotion
- Food security and nutrition
- Shelter, settlement and non-food items
- Health Action

→ **The Sphere Standards are available:**
- In book form or on CD (ask HQ, IFRC, ICRC)
- Online at www.spherehandbook.org

You always need to keep these standards in mind when you plan and organise relief operations.

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⚒ How?

Some examples of Sphere Standards

Example 1:

➡ **Sector: Water and sanitation**

➡ **Specific topic: Water supply**

- Average water use for drinking, cooking and personal hygiene in any household is at least 15 litres per person per day.

Example 2:

➡ **Sector: Shelter**

➡ **Specific topic: Clothing**

- Women, girls, men and boys have at least one full set of clothing in the correct size, appropriate to the culture, season and climate.
- Infants and children up to two years old also have a blanket of a minimum 100 cm x 70 cm.

Basic survival water needs according to Sphere Standards

Survival needs water intake (drinking and food)	2,5–3 litres per day	Depends on the climate and individual physiology
Basic hygiene practices	2–6 litres per day	Depends on social and cultural norms
Basic cooking needs	3–6 litres per day	Depends on food type and social and cultural norms
Total basic water needs	7,5–15 litres per day	

⚒ How?

2 > Core items for the Pacific

➡ **The National Societies of the pacific decided that the following items should be in the Red Cross containers and warehouses:**

- Tarpaulins with rope
- Buckets
- Water containers/Jerry cans
- Kitchen sets (for 5 persons)
- Blankets
- Mosquito nets
- Hygiene parcels
- Hurricane lamps/Solar lanterns
- Shelter tool kits
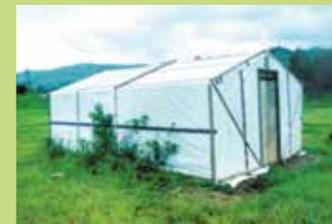
➡ **The list can vary in different regions and other items can be added according to specific needs and context.**

✖ How?

3 > Standardisation

➡ **Standardisation means setting certain standards on quality, size, type, material, … that all Red Cross relief items should respect.**

➡ **We do this:**

- To guarantee good quality
- To make sure the items are appropriate
- To save money (we buy cheaper when we buy in great quantities for all NS together)
- To save time
- To facilitate field operations and logistics support (all is packed in the same way)
- To facilitate coordination, communication and reporting (we all speak the same language)

➡ **However, we need to be flexible and adapt to local cultures and specific needs (appropriate hygiene kits, …).**

> **The idea is that all National Societies use the same kind and quality of items, or even better, the exact same products!**

> **Note that Standardisation influences 3 of the 5 "rights" for good logistics: right time, right quality, right price!**
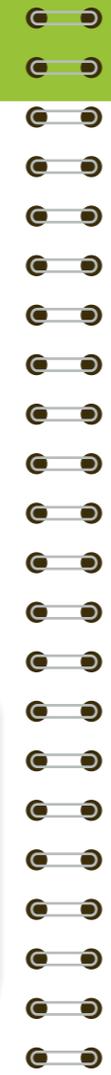
✖ How?

4 > Emergency Items Catalogue

➡ **List of all the relief items that respect Red Cross standards and that IFRC and ICRC can provide.**

➡ **The catalogue describes in great detail the specifications of all the items:**

- Item code
- Size
- Quality
- Estimated price
- Packaging
- Weight
- Volume
- Accessories
- Ideas and options on how to use the item

➡ **It makes the selection of items easy and helps in the planning, budgeting and implementation of any program in disaster preparedness and disaster response.**

➡ **The catalogue is available:**

- In book form or on CD (ask HQ, IFRC or ICRC)
- Online at: www.ifrc.org/emergency-items

Below an example of a page out of the Emergency Items Catalogue.

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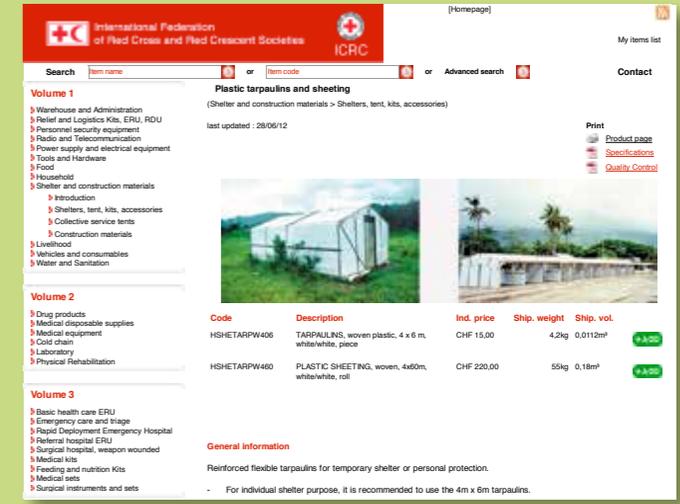
💡 What?

➜ Storing relief items in strategic places in the country.

❓ Why?

➜ To be able to respond quickly to any disaster.

➜ To be prepared for disaster and save precious time.

➜ To not depend on availability of relief items on the local market.

➜ To start responding before international help arrives in case of big disasters.

🕐 When?

➜ Make sure that stock is always in good condition and ready to be sent out.

➜ Check stock regularly and replenish if needed.

> Make sure that you are prepared before the cyclone season starts!

👤 Who?

➜ HQ and branch management together.

🛠 How?

1 > Identifying the appropriate items

➜ You need to identify the items you want to store in your container/warehouse.

➜ Make sure they respect the standards and are appropriate to the culture and the conditions in your specific region (see chapter 3).

Working with family kits

➜ You can consider each item as an individual item or you can put them together in family kits.

➜ IFRC uses a standard family size of 5 persons. This means that each kit should be enough for 5 people that live together.

➜ The composition of the kit will vary according to the requirements of each region, but a possible family kit for 5 persons could be:

- 1 x lantern
- 1 x bucket
- 1 x jerry can (10 liters)
- 1 x tarpaulin
- 1 x rope (20 m)
- 1 x hygiene kit (for 5 persons)
- 1 x kitchen set (for 5 persons)
- 3 x blankets

In this case, having 50 family kits = having 50 lanterns, 50 buckets, 50 jerry cans, 150 blankets, …

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✕ How?

➡ **Using the concept of family kits makes your stock planning and stock management easier since you consider a family package, not many different items individually.**

1 family kit ≠ 1 kit per family

➡ **Working with family kits does not mean that you always distribute 1 kit per affected family.**

➡ **The number of items per family depends on the size of the family and the specific needs as identified in the needs assessment!**

For example:

Family size	Family kits
2 persons	Individual items based on their needs
4 or 5 persons	1 kit
6, 7, 8 persons	1 kit with some extra blankets and extra jerry cans according to their needs
9 or 10 persons	2 kits

➡ **In some cases, you might only distribute 1 specific item not the whole kit. For example, if there's a problem with the water system in town, people only need jerry cans, not blankets!**

✕ How?

2 > Setting minimum stock levels

➡ **Before storing anything, you should decide the minimum stock levels for each item in your warehouse. This means the number of each item that you always want to have in your possession to be able to respond to a disaster.**

➡ **If after distribution, you have fewer items than these minimum stock levels, you need to replenish (= order and purchase more of these items).**

➡ **Setting the minimum stock levels is linked to strategic planning and therefore done by HQ.**

➡ **Asking for replenishment because the actual stock is approaching or below this minimum level is the responsibility of the person managing the storage area.**

See an example on the next page.

Some factors you need to consider when setting the stock minimum:

- Total population in the area
- Total population at risk in case of disaster
- The kind of disasters that might occur
- The probability of disasters happening
- The kind of items needed
- Replenishment time = the time it would take to get relief items from HQ or other partners to your area
- The response capacity of the branch (number of active volunteers trained in emergency response and/or logistics)
- Available storage space
- Available transportation means…

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🛠 How?

A concrete example

➡ **The initial situation:**
- In Sinapai branch, they decided to stock at least 50 family kits (= 50 lanterns, 50 buckets, 50 jerry cans, 150 blankets, …).
- Their actual stock is 60 complete family kits.

➡ **The distribution:**
- After a small disaster, the branch distributed 10 family kits with 15 extra jerry cans and 10 extra blankets.

➡ **The new situation:**
- They only have 35 complete family kits left.

➡ **Replenishment needs:**
- They absolutely need to replenish 15 jerry cans and 10 blankets to reach their stock minimum of 50 complete family kits.
- They can also decide to replenish the 10 complete family kits they distributed to get back to their original level of 60.
(It's always better to have a bit more than your minimum stock level! But it depends on your available space!).

🛠 How?

3 > Adequate storage space

➡ **If you want to store relief items you need adequate storage areas. This can be a warehouse, a container or a storage room. These storage areas need to have certain characteristics and need to be maintained to be functional. These aspects are treated in more detail in chapter 5.**

4 > Stock management

➡ **If you preposition stock, you also need to manage this properly. You need to keep your relief items in good condition. This means that you need to work with them. This is treated in detail in chapter 7.**

Remember that logistics is not just about relief items! This is valid also for other program materials. Just think about the materials for your first aid training or your stationery!

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💡 What?

➡ Creating and maintaining adequate storage space.

This also applies to temporary storage areas that might be set up to facilitate the response in case of a big disaster.

❓ Why?

➡ To keep relief items in good condition.

🕐 When?

➡ Before you decide to store relief items.
➡ Regularly checking the condition of the storage area. At least once a month!
➡ Repairing where necessary in order to keep it in good condition.

👤 Who?

➡ HQ and branches: the logistics officer, the logistics volunteer or the person in charge of the storage area.

🛠 How?

1 > Characteristics of a good warehouse

➡ Solid building with a flat, firm floor.
➡ Dry and well ventilated.
➡ Gives protection against animals, insects and birds.
➡ Gives protection against humidity, extreme temperature fluctuations and local weather conditions.
➡ Easy access for trucks.
➡ Easy loading and unloading.
➡ Secure against theft (locked, gate, …).
➡ In an appropriate site (low disaster vulnerability: above flood level, away from salt spray, …).

Also consider:
• Size of the warehouse
• Accessibility 24/7
• Red Cross visibility
• Ownership of the warehouse or the land it is on
• Avoid sharing with other agencies. If not possible mark very well the area that belongs to you

🛠 How?

2 > Available space

➡️ **Make sure you have enough space before replenishing your warehouse.
You can calculate available space and volume of your items easily.**

In any kind of warehouse:

70% = storage space

30% = open space for ventilation, passage ways, handling and repacking

Calculation of volume and available space

Volume of a box = Length x Width x Height

Example: IFRC kitchenset:

L = 30 cm (= 0,3 m); W = 30 cm (= 0,3 m); H = 27 cm (= 0,27 m)

- Unit volume = 1 kitchenset = 0,3 x 0,3 x 0,27 = 0,0243 m^3
- Total volume of 50 kitchensets = 0,0243 m^3 x 50 = 1,215 m^3
- Total volume of all your items = sum of all total volumes per item

Available space = length x width x height of the empty space in your storage area

An example: internal of a 20 ft container: L = 5,87 m; W = 2,33 m; H = 2,35 m

- Total available space = 5,87 x 2,33 x 2,35 = 32,14 m^3 (This is completely filled!)
- Total space for storage = 70% of 32,14 m^3 = 22,49 m^3
- Total space available in a half filled container =
    - Sum of the volume of the empty spaces you can use for storage
    - Or total space for storage – volume of space already occupied

The same rules apply when using feet, yards and cubic yards!

27 cm

30 cm

30 cm

Available Space
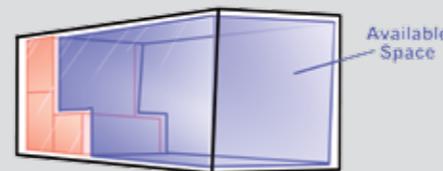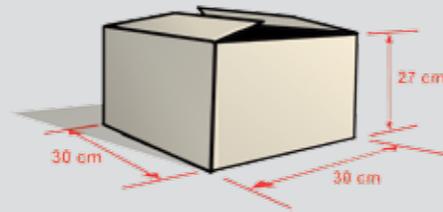
🛠 How?

3 > Preparing a warehouse

➡️ **Before any warehouse is used:**
- Floors, ceilings, doors and frames should be checked and thoroughly cleaned
- If necessary they need to be repaired
- The exterior should be cleared of weeds and rubbish to avoid attracting rats, mice and insects
- If necessary, walls and floors can be treated with insecticides

4 > Installing a container

➡️ **If a container is used for long-term storage, you need to install it in a certain manner to create optimal conditions for its maintenance and the relief items stored in it.**

Some important points for ideal storage in a container

➡️ **You need air circulation around and in the container (very important in tropical climates).**
- The container should be off the ground and placed on reinforced concrete blocks
- It should be at least 1 meter away from other structures
- It should have waterproof lateral air vents (for cooler air to enter)
- It should have a waterproof turbine ventilator on the roof (for hotter air to get out)

➡️ **The container needs to be in good condition and protected.**
- It should be weather and rust proof
- It should be rodent proof
- It should have a roof. A pointed roof of 120° is preferable because it protects better against heavy rains
- It should be painted with 2 coats of anti-corrosion paint on the inside and outside (preferably white paint)
- It should have a red cross painted on it for visibility
- Repair when necessary: rust, doors, floor, …

⚒ Retrofitting process of a Tropical Mobile Storage Unit

Place the container on 10" reinforced concrete blocks, repair it where necessary and make it weather and rust proof (1 inch = 2,5 cm).

Make 4 to 8 rodent proof lower lateral 12" x 12" air vents by drilling series of ½" holes through the inner groove of the container wall. (Inside view)

(source: IFRC)

Cover these air vents on the outside with home made moulded galvanized steel plates welded ¾ around to prevent vertical & lateral water infiltration.

Apply 2 coats of anti-corrosion white paint inside and outside the container. Cover the air vents on the inside with mosquito screening to prevent insect infestation.

Characteristics of the ventilator

- **Galvanized steel or aluminium**
- **Lubricated track system**
- **Min. diameter: 12"/30 cm**
- **Min. height: 12"/30 cm**
- **Min. number of vanes: 20**

Cut out the opening for the turbine ventilator and weld a (4") inch circular turbine base to the opening. (The base must not stick out more than (2") inches).

Paint the logos on the container for visibility.

Place the 12" diameter turbine ventilator into the welded base and bolt it to it for added security. The rotating vanes will prevent rain penetration.

Build a roof (canopy structure, tin roofing, …) preferable with an angle of 120° and fix it to the container.

40' HC Tropical Mobile Storage Unit (TMSU) - Perspective View

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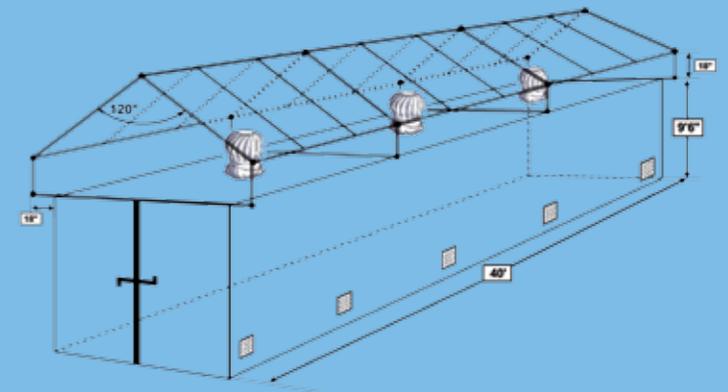
🛠 How?

5 > Maintenance of the storage area

➡ **Keep the surroundings clear of weeds and rubbish to avoid attracting rodents.**
➡ **If you don't have an adequate airing system, open the doors of your storage areas every chance you have. Daily if possible!**
➡ **Make sure that your roof is in good condition and that there's no water sitting on the roof of your container or warehouse.**
➡ **Sweep the storage area once a week.**
➡ **Clean the storage area once a month.**
➡ **Clean the storage area thoroughly (taking all the goods out) every quarter.**
➡ **Treat the storage area against pests if necessary.**
➡ **Repair when necessary.**
➡ **Treat rust on your container immediately.**

Before

Clean-up

Sweep-up

After

🛠 How?

6 > Warehouse security

➡ **Relief items are very valuable and need to be protected.**

Some important things to keep in mind

➡ **Keep gates, doors, windows of the warehouse locked at all times.**
➡ **Use padlocks bought just for this purpose.**
➡ **The keys should be kept by the logistics officer, logistics volunteer or person responsible for the warehouse.**
➡ **A set of spare keys should be kept by the branch manager/HQ.**
➡ **A clear visible Red Cross emblem might contribute to its security.**
➡ **Access to the warehouse is restricted to authorised personnel only. Others need to be escorted by the logistics officer, logistics volunteer or person responsible for the warehouse.**
➡ **A security plan and safety rules should be put in the warehouse.**

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What?

➡️ **All the steps in the logistics process during a relief operation.**

➡️ **The flow of relief items from the supplier all the way to the beneficiaries.**

➡️ **It includes:**
  • Procurement
  • Transportation
  • Warehousing
  • Delivery to the distribution points

Why?

➡️ **As Red Cross, you are responsible for bringing relief items to beneficiary distribution points with a minimum of delay and loss. Therefore you have to organise this in the best possible way.**

➡️ **The logistics department supports the relief team by organising the procurement, transport, warehousing, delivery and the reporting of the relief items.**

When?

➡️ **In case of disasters.**

Who?

➡️ **HQ and branches:**
  • Logistics team
  • Relief team in the field

Remember that this logistics process is the same for all other programs as well!

How?

Some important aspects

➡️ **Always look for the best solutions, skipping unnecessary steps in the chain where possible to save time and/or money.**

➡️ **Communication between the logistics team and the relief team is very important.**

➡️ **Documents are used to communicate clearly and establish responsibility.**

➡️ **Each document has a number that is put on the next document in the chain, allowing tracing of the goods.**

➡️ **Each team performs the tasks of receiving, storing and sending goods (IN-STORE-OUT).**

➡️ **Each team needs to play their part in a responsible way to make the chain work.**

Disaster

RELIEF TEAM | **HQ Management** | **HQ Logistics / DMO**

Needs Assessment

Field Reports

Requisition

Based on needs assessment and initial plan of action.

REQ

Approval of Requisition

HQ evaluates the possibilities and approves the request.

Goods in branch container

Goods in HQ container

Send goods OUT | Receive goods IN

Not enough goods in NS containers

Procurement | Receive goods IN | Store goods STORE | Send goods OUT | Receive goods IN

Waybill 1 | Stock HQ | Waybill 2

From suppliers, IFRC, partners or donors

The relief team elaborates the plan of action and distribution plan

The logistics teams check their logistics mapping and evaluate their options

BRANCH Logistics | **RELIEF TEAM** | **BRANCH Logistics**

Send goods Back OUT

Store goods STORE | Send goods OUT

Waybill 3

Receive goods IN

Stock Relief

Store goods STORE

Distr-Card 1

Distribute goods OUT

Send goods Back OUT

In case of temporary storage in the field.

In case goods remain after distribution.

Stock Branch | Waybill 3

Store goods STORE | Send goods OUT

Waybill 4

Receive goods IN | Store goods STORE

Stock Branch

Report to HQ

Report to IFRC and donor

Distribution report to HQ

Replenishment

HQ follows up on the response

💡 What?

➡ **Keeping your stock in good condition and ready for use with the appropriate documents in place.**

➡ **It is closely linked to stock movement control which is treated in chapter 8.**

❓ Why?

➡ **To be able to respond effectively to the needs of the affected population in case of disaster.**

➡ **To know at any given moment what supplies are in the warehouse, where they came from and where they went.**

🕐 When?

➡ **Stock has to be in good condition and ready to be sent out at all times.**

👤 Who?

➡ **The logistics officer, the logistics volunteer or the person responsible for the storage area.**

🛠 How?

The 11 Major Rules of Running a Warehouse

➡ **Rotate stock so old goods are used first: FIFO (First in-First out).**

➡ **Stack goods safely.**

➡ **Plan layout of goods for easy access and finding them again!**

➡ **Record all movements or losses on the correct forms.**

➡ **File all papers immediately.**

➡ **Plan ahead: what goods/staff/transport will I need tomorrow/ next week/next month.**

➡ **Keep goods secure.**

➡ **Keep warehouse clean: daily, weekly, monthly schedules.**

➡ **Dispose of spoiled goods correctly and quickly.**

➡ **Communicate effectively.**

➡ **Conduct physical inventory on a regular basis.**

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⚒ How?

1 > Storing goods

Do's and don'ts:

➡ **Make sure you have enough space for all your goods, calculating their volume as well as your warehouse capacity (see chapter 5).**

➡ **If necessary, (re)arrange space in your warehouse before goods arrive.**

➡ **Make a storage plan of where you keep the different goods.**

➡ **Separate different items and packages.**

➡ **Keep separate the same goods coming from different donors or arriving at different times.**

➡ **Never store fuel, chemicals, fertilizers, pesticides or cement in the same premises as foodstuffs.**

➡ **Make sure all goods are packed in such a way that they are ready for immediate dispatch.**

➡ **Keep in store only relief items that are useful in case of disasters. Keep donations of goods that do not respect the standards separate from your relief items. Find ways to use those donations in other ways (donation to schools, hospitals or other organisations s or a garage sale to earn some money for your activities).**

⚒ How?

2 > Stacking goods

Do's and don'ts:

➡ **Do not store goods directly against walls to avoid dampness.**

➡ **You can use shelves or racks or in your warehouse or container to facilitate storage of smaller items. Big and heavy items are better stored in stacks.**

➡ **Leave a corridor of about 1,20 m between different storage stacks or shelves.**

➡ **Stack goods safely. For instance don't put heavy items or bush knives on the top shelf.**

➡ **Always stack bags or boxes in order, preferably creating interlocking layers (see illustration). This saves storage space, keeps packages from being damaged, facilitates handling and counting and helps to prevent loss or theft.**

➡ **Wherever possible stack goods on pallets and not directly on the floor to avoid their contact with water. Prioritise the bagged foodstuffs if the number of pallets is insufficient.**

➡ **If there are no pallets available, stack on plastic sheeting.**

➡ **Keep maximum stack height at 2,5 m to preserve lower-layer packages.**

A Logistics handbook
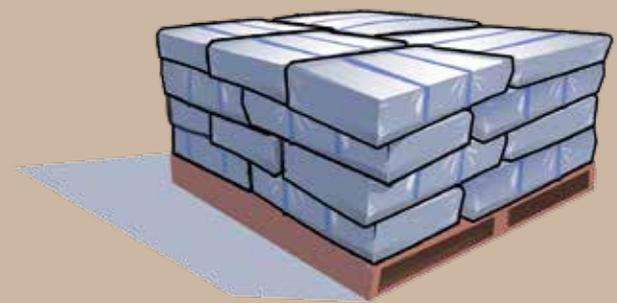
🛠 How?

3 > Stock management

Do's and don'ts:

➡ Register all entries to and dispatches from the warehouse on Stock Cards.

➡ Keep signed copies of the Waybill and/or Goods Received Note in the warehouse. They certify receipt or dispatch of goods.

➡ Check the quantity and quality of all incoming and outgoing goods before they are accepted or sent out. Write any problems on the appropriate document (Loss Card, Waybill/GRN).

➡ Dispatch goods from the warehouse only after receipt of a Requisition (authorisation of dispatch).

➡ Always apply the rule FIFO: "first in – first out" unless newer goods are in poorer condition than the old stock.

➡ Make sure you use the goods before they become unfit for use or consumption. For example: donate the rice you have in store before it expires.

➡ Conduct a Physical Inventory (stock take) regularly, checking the condition of the boxes and the goods.

➡ If items such as cloths and blankets are damp or wet, hang them to dry and repack them.

➡ Write Stock Reports and send them regularly to HQ and/or IFRC.

➡ Request for replenishment when your stock levels are reaching the stock minimum.

Major causes of loss

• Inadequate supervision
• Theft, looting, pilferage
• Leakage during transport or distribution
• Poor packing and/or handling
• Prolonged, bad storage
• Weather damage
• Infestation
• Contamination
• Fire

🛠 How?

4 > Maintenance and security of the goods

Do's and don'ts:

➡ Air your storage area regularly, especially if you don't have an adequate airing system in place. Daily would be optimal.

➡ Keep your storage area clean.

➡ Check the condition of the storage area regularly and repair where necessary.

➡ Check security.

➡ Check the condition of the goods once a month. Restack and repack if necessary.

➡ Dispose of spoiled goods quickly and correctly (with the Loss Card).

Pest control

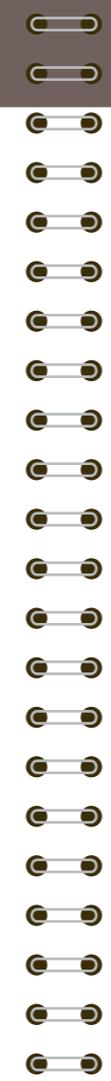The aim of pest control is to protect and preserve the goods stored.

This is done:
• Either by killing the insects during every stage of their development (eggs, larvae, chrysalis and adult).
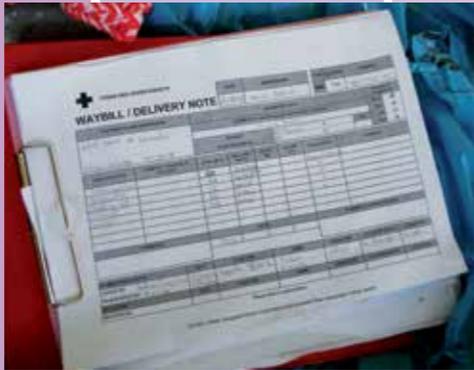• Or by preventing the infestation of stocks.

Pest control measures must be applied in such a way as to prevent or minimize infestation without damaging the product and causing risks to consumers.

A Logistics handbook

💡 What?

➡ **Keeping track of stock movement using a set of simple documents that show exactly what we do with our goods:**
- What it is
- Where it came from
- Where it went to
- In what quantities
- With what vehicle or carrier

❓ Why?

➡ **To have records of everything we do with our stock.**

➡ **To keep our commitments with the beneficiaries.**

➡ **To be able to report to our donors.**

🕐 When?

➡ **Every time we receive, send and distribute goods.**

👤 Who?

➡ **Every one that receives or sends the goods:**
- The supplier
- The logistics officer
- The transporter
- The receiver (the relief team)
- The beneficiary

🛠 The logistics chain in documents (see also chapter 6)

The Supplier sends the goods to HQ with Waybill 1

HQ LOG receives, signs Waybill 1 / GRN 1 and updates Stock Cards

HQ LOG sends to Branch with Waybill 2 and updates Stock Cards

Branch LOG receives, signs Waybill 2 / GRN 2 and updates Stock Cards

Branch LOG sends to Relief team with Waybill 3

Relief team receives and signs Waybill 3 / GRN 3. Update of Stock Cards only in case of temporary storage

Relief team distributes with Distribution Card 1

Beneficiary receives the goods and signs Distribution Card 1

WAYBILL 1
WAYBILL 2
WAYBILL 3
DISTRIBUTION POINT

You can trace the goods by the numbers that link the documents

REQ
Waybill 1 / GRN 1
IN Stock HQ OUT
Waybill 2 / GRN 2
IN Stock Branch OUT
Waybill 3 / GRN 3
Distribution Card 1

⚒ How?

Some important rules

➔ Relief items change hands only with a signed document (Waybill, Goods Received Note, Beneficiary List/Distribution Cards).

➔ Before you sign any document, you count the items and check if they are in good condition. If something is missing or damaged, you write it down on these documents.

➔ Your responsibility for the quantity and quality of the goods ends at the moment the next person in the chain signs the document.

➔ Each party involved keeps a copy of these documents (sender, transporter and receiver).

➔ All Stock Reports should be based on the information of these documents.

Transport companies have their own Waybills and will make you sign their document. The document may look very different, but the information on it is the same as on the IFRC standard form!

If you don't have the documents with you? You make one up!

This is the minimal information that you need to put on these documents:

• The date
• The place
• The name and exact quantity of the goods
• The condition of the goods on receipt
• The name and signature of all the persons involved (sender, transporter, receiver)

⚒ Checklist for receiving goods

➔ **Before receiving:**
 ❒ Communicate with HQ/supplier for arrival schedule
 ❒ Check the condition of your storage area
 ❒ Plan your storage space: How much space do you need? How are you going to organise it?
 ❒ Prepare your storage area: clean it, (re)arrange space, …
 ❒ Check security issues
 ❒ Engage volunteers/workmen for loading and off loading as required

➔ **When receiving:**
 ❒ Check the quality and quantity of the goods
 ❒ Make sure that it corresponds to what is written on the Waybill (transport document)
 ❒ Note any discrepancies in quality or quantity on the Waybill (if anything is broken, wasted or missing you write it on the Waybill)
 ❒ Write a Goods Received Note if there are no legible copies of the Waybill or any other problems
 ❒ Sign the Waybill and the Goods Received Note
 ❒ Have the transporter sign the Goods Received Note
 ❒ File the original copies of the Waybill and the Goods Received Note and keep them together (white copy of the carbon copy book). If IFRC/HQ asks for it, send them the original of the GRN
 ❒ Give 1 signed copy of the Waybill to the transporter (the blue copy of the carbon copy book)
 ❒ Send the other Waybill and a copy of the Goods Received Note to the sender for confirmation of reception (the green copy of the carbon copy book)
 ❒ Register your supplies on Stock Cards
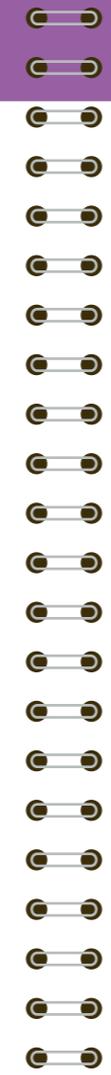
🛠 Checklist for sending goods

❐ Receive and check the Requisition if it's correctly filled out and authorised

❐ Communicate with the requester and HQ if anything is not clear

❐ Decide which goods to send and in what order

❐ Arrange appropriate transportation and staff

❐ Load the supplies on the truck

❐ Write a Waybill for dispatch in 4 copies

❐ Sign the Waybill

❐ Have the transporter sign the Waybill

❐ Give the original and 2 copies to the transporter (white, blue and green copies of the carbon copy book)

❐ File 1 copy in your warehouse folder (the yellow copy of the carbon copy book)

❐ Advise the requester that the goods have been sent

❐ Update your Stock Cards

❐ Clean your warehouse and rearrange your goods to maximize space and prepare for arrival of new items

❐ Request for replenishment if needed

❐ Check and file the green copy of the Waybill that you'll get back from the receiver with the copy of the Requisition and the Goods Received Note

🛠 Checklist for distributing & reporting goods

➡ **When distributing goods:**

❐ Have the beneficiaries sign for the goods on the Beneficiary List or Cards

❐ File the Beneficiary List or Cards

➡ **When reporting goods:**

❐ Write a Stock Report based on your Stock Cards, showing what and how much was received from your supplier and what and how much was dispatched to the distribution points

❐ Write a Distribution Report based on Waybills and Beneficiary Lists/Cards, showing what and how much was received at the distribution point and distributed to the beneficiaries

❐ Cross check all the information on the different documents and reports

❐ Investigate if there are any discrepancies (losses, difference in what was sent and received, …)

A Logistics handbook

💡 What?

➡ **The document:**
- With which a certain department requests for goods
- Which authorises the logistics department to buy goods or take them out of the warehouse

➡ **It can be used to ask the logistics department to:**
- Look for quotations
- Purchase goods, services and works
- To dispatch goods from the RC warehouse

❓ Why?

➡ **To transmit all the necessary information on the request:**
Who?
What?
Where?
When?
How?
How many?
What for?

➡ **To authorise the treatment of the request.**

🕐 When?

➡ **Every time you want to buy something or take something out of your warehouse/ container.**

👤 Who?

➡ **Anyone in the NS needing certain goods or services will have to write a Requisition.**
- The relief team in a certain village
- A project manager
- A volunteer responsible for a certain activity…

➡ **Who approves depends on the structure and authorisation levels of each NS. It might be one or more of these persons:**
- The Branch Manager
- The Disaster Manager/The Log officer at HQ
- The Program Manager
- The Finance Manager
- The Secretary General

🛠 How?

Some important rules

➡ **Make sure you write clearly.**

➡ **Give the Requisition a unique number:**
- Make sure you never have 2 Requisitions with the same number
- Each NS decides its own numbering system

➡ **Make sure you put as many details as possible in each of the boxes. Being precise makes communication easier and avoids misunderstandings!**
- E.g. Not just "jerry cans", but "jerry cans 10 litres, collapsible"
- E.g. Not just "John in Toro village", but "John Doe, primary school, Bora road, Toro village"

➡ **If necessary, communicate directly with the logistician to follow-up and to make sure he understands what you're asking for. Together you can find solutions to most difficulties!**

➡ **Always ask for a little bit more than you actually need, just in case some goods get damaged or lost during transport.**

➡ **Make sure you indicate your "unit" or "unit of measure" correctly! This refers to the way you counted your quantities! Are you talking about individual pieces, boxes of 25 or bags of 50.**

> **Clear communication between the requester and the logistician is the key !**

N°	Description	Quantity	Unit of measure
1	Jerry cans, 10l collapsible	25	Pieces
2	Jerry cans, 10l collapsible	1	Box of 25

In case 1: you get 25 jerry cans, but you don't know how they will be packed
In case 2: you'll get 25 jerry cans packed in 1 box

How?

➡ **Be reasonable when you indicate the date you want to receive the goods. The logistician cannot perform miracles! You cannot expect to receive the goods in 24 hours if you're on a remote island!**

➡ **If you know the exact prices, write them down. This is important to see if you have the necessary budget for it. If you don't know them, you can ask logistics and finance to help you with this.**

➡ **A Requisition is prepared by the requester in 4 copies:**

- The yellow copy is kept by the requester
- The white one (the original) is received and kept by the logistics officer
- The green one is kept by finance and filed together with the invoice
- The blue one is kept by the logistics department as well or can be used for reporting

➡ **Without the necessary signatures, the logistics department is not authorised to treat the request.**

➡ **If approval is given over the phone, write the date and the name of the person who authorised the treatment of the request on the Requisition and have the document signed later.**

➡ **When you receive a Requisition and you're not sure what's being requested, clarify this with the requester. Do not interpret or guess! Check!**

How?

To illustrate how the documents are used and linked, we use a concrete example of a disaster response.

See below the explanations of the filled out Requisition you'll find on the next page.

Context: **A cyclone hit Toro village on Rumbuso Island. Rumbuso Island is part of the Sinapai Province where the Buraco Red Cross has a branch with ERT volunteers and a container with relief items.**

➡ **John Doe is an ERT volunteer from the Sinapai branch. He's sent to Toro with a team of volunteers to conduct the needs assessment after the cyclone passed.**

➡ **On 22/03/2012, he sent a Requisition (based on the needs assessment) to HQ for approval.**

➡ **On 24/03/2012, the Requisition was approved by all the necessary persons allowing the logistics department to start organising the dispatch.**

➡ **The logs department has to send the items by boat to Toro and deliver them at the primary school on 28/03/2012, with stickers on the boxes and protected from water damage.**

➡ **The logs department checks on their latest Inventory Sheets if they have all the items in store or if they have to purchase them. It is decided that the goods will be dispatched directly from Sinapai branch, since they have the items in their container. This is the fastest and most cost-effective solution.**

➡ **The Requisition is then given to Julie Davis, the logistics officer of the Sinapai branch, so she can organise the dispatch.**

➡ **There's no item code for the hygiene kits because they are purchased locally.**

A Logistics handbook

What do you want logistics to do?
1) Ask for prices 2) Purchase
3) Get it out of the warehouse

Details on the requester and the receiver:
• Department that is requesting
• Name and contact details of the receiver
• Precise place of delivery

Details of the items you need:
• IFRC-ICRC item code
• Detailed description of the items
• The quantities requested
• The unit of measure or how you considered your quantities (in pieces, in boxes of 20, …)
• Unit and total prices to see if you have the necessary budget for it

What are you going to use the items for?

Approval:
• The signatures of the persons that need to approve the Requisition
• The dates of request and approval

Form 1 (left)

BURACO RED CROSS SOCIETY

REQUISITION

FOR QUOTATION ☐
FOR PURCHASE ☐
OTHER (WH dispatch, etc) ☒

Country code	Number
BU	REQ-SI-2012-015

Requesting Department or Program
RELIEF TEAM IN TORO VILLAGE

Accounting codes	
Account	652
Project	10
Activity	DISTRIBUTION AFTER CYCLONE
Donor	ECHO

Name & full delivery address
JOHN DOE
PRIMARY SCHOOL, BORA ROAD
TORO VILLAGE, RUMBUSO ISLAND

Budgeted: Yes ☐ No ☐
Budget limit: 1500 BUR DOLLARS
Desired delivery date 28/03/2012
Transport means: Air ☐ Road ☐ Sea ☒

Contact name: JOHN DOE   Tel/Fax: 555-4321

No.	Item code	Item description	Quantity	Unit of Measure (if quantities, unit, kg,..)	Budgetary Limit	
					Unit price	Total price
1	KRELCOOSETA	KITCHEN SET, FAMILY OF 5	20	SET	10	200
2	HSHEMNET2S	MOSQUITO NET, IMPREGNATED, DOUBLE BED	40	PCE	5	200
3		HYGIENE KIT (5 PERSONS/1 MONTH)	20	KIT	5	100
4	HCONJCANPF10	JERRY CAN, 10L, COLLAPSIBLE	30	PCE	5	200
5	HSHETARPW406	TARPAULIN, 6 X 4 M	30	PCE	10	300

	Currency	Total value
For action: DITRIBUTION TORO VILLAGE ON 30/03/2012	BURDOLLARS	1000

Shipping marks (ex: Commodity tracking no, Red Cross Logo, ECHO logo)
RED CROSS LOGO ON ALL HYGIENE KITS AND KITCHEN SETS

Remarks (clearing agent, packing instructions, etc.)
MAKE SURE ALL PRODUCTS ARE PROTECTED AGAINST WATER DAMAGE

Field Approval			
	Name	Signature	Date
Requester	JOHN DOE		22/03/2012
Branch Manager	DIANE BELL		22/03/2012
Logistics officer/DMO	JACK PLATT		23/03/2012
Programme Manager			
Finance	PETER JONES		23/03/2012
Secretary General	JANE HULL		24/03/2012

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Form 2 (right)

The number of the Requisition.

Accounting codes:
Finance can help you with this

The date you want to receive the goods and the means of transport you suggest to use.

The **item code** is a specific code that all standardized Red Cross items have. See the IFRC-ICRC Emergency Items Catalogue. If you don't know the precise code, ask logistics or leave it open (locally procured items generally do not have this code).

Any specific requests or remarks you might have:
• Specific indications on your items (logo, codes, …)
• Customs clearance
• Packaging and protection, …

A Logistics handbook

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What?

→ **The transport document used for dispatching goods from the warehouse.**

→ **It is also used to confirm the reception of the goods.**

It indicates:
- The warehouse that sends the goods
- The person/department that will receive the goods
- The details of the means of transportation used
- All information on the items: description, donor, quantity, unit of measure, weight, volume, condition, …
- The people responsible for loading, transporting and receiving and their signatures

Why?

→ **To keep track of everything you send out of the warehouse.**

→ **To keep track of what is received at the other end.**

→ **To indicate any problems and the person responsible for losses, damages, …**

→ **It serves as basis for payment to the transport companies.**

When?

→ **You write one, every time you send something out of your warehouse to another warehouse or a distribution point.**

→ **You receive one, every time you receive goods.**

Who?

→ **The person in charge of the storage area writes the Waybill.**

→ **The transporter checks and signs and hands it over to the receiver on arrival.**

→ **The receiver checks the items upon arrival and signs for reception. He indicates any discrepancies or problems on the Waybill.**

Good to know

Transport companies have their own Waybills and will make you sign their document. The document may look very different, but the information on it is the same as on the IFRC standard form!

How?

Some important rules

→ **Make sure you write clearly.**

→ **Give the Waybill a unique number:**
  - Make sure you never have 2 Waybills with the same number
  - Each NS decides its own numbering system

→ **Make sure you put as many details as possible in each of the boxes. Being precise makes communication easier and allows a better control of what was sent and received!**

→ **Make sure you put the number of the Requisition that authorises the dispatch on the Waybill!**

→ **Make sure you indicate your "unit of measure" correctly! This refers to the way you counted your quantities!**

On the Waybill you rather count in boxes, bales and bags than in individual pieces. This makes counting easier and quicker!

Item description	Donor	Number of units	Unit of measure/ Unit weight
Jerry cans, 10 L, collapsible	ECHO	1	Box of 30/20 kg
Jerry cans, 10 L, collapsible	ECHO	30	Piece/0,66 kg

Both examples are correct. The first one is only more practical for counting.

How?

➡️ **A Waybill is prepared by the storekeeper in 4 copies:**

- The yellow copy is kept by the storekeeper after he and the driver have signed it. It's kept in the files of the sending warehouse
- The other 3 copies go with the driver and are signed by the receiver on arrival
- The white one (the original) is kept by the consignee/the receiver
- The green one is returned to the sender for confirmation of reception
- The blue one is kept by the transporter

➡️ **Do not sign the Waybill before you have checked and double checked the quantity and quality of the items!**

How?

To illustrate how the documents are used and linked, we use a concrete example of a disaster response.
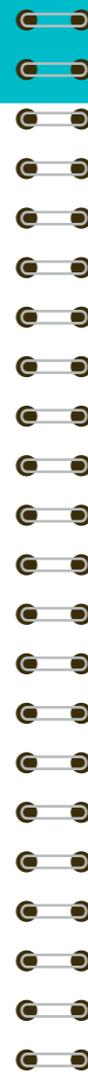
See below the explanations of the filled out Waybill you'll find on the next page.

➡️ **Julie Davis, the logistics officer of the Sinapai branch, received the Requisition that was signed and approved by HQ.**

➡️ **She made sure that she had all the requested items in her warehouse and looked for a suitable means of transport.**

➡️ **She organised the transport on 28/03/2012 as requested by John Doe and his relief team in Toro village.**

➡️ **She loaded the boat, filled out the Waybill and had Steven Beck, the boat captain sign.**

➡️ **Julie kept the yellow copy and gave the other 3 to Steven who left at about 12h.**

➡️ **John Doe received the goods and checked the quantity and quality on reception.**

➡️ **Before signing the 3 copies in Toro Village, John wrote on the Waybill that 1 kitchen set was lost and that 2 hygiene kits were damaged during transport.**

➡️ **He kept the original, sent the green one back to Julie and gave the blue one to Steven for his records.**

➡️ **Steven will get paid for his services by Julie only when he presents the Waybill signed by John.**

A Logistics handbook

How?

The details on the receiver:
- Name and contact details of the receiver
- Precise delivery address

The details on the items:
- Detailed description
- Donor (name or CTN number)
- Quantities of the items you put on the vessel
- Unit of measure or the way you considered your quantities (on the Waybill mostly in boxes and bales) and the weight of 1 of these units
- Total weight and total volume of the different items
- Total number of units and total weight of all the items together
- Remarks

Signatures of acceptance of responsibility:
- Name, function and signatures of the sender, transporter and receiver
- Dates
- Location and condition of the goods

Waybill / Delivery Note (left)

BURACO RED CROSS SOCIETY

WAYBILL / DELIVERY NOTE

DATE	DISPATCHING WAREHOUSE	TYPE	COUNTRY	WAYBILL NUMBER
28/03/2012	SINAPAI branch container	WB	BU	SI-2012-003

DESTINATION AND BENEFICIARY (full name and address)	TRANSPORT DATA			MEANS OF TRANSPORT	
JOHN DOE PRIMARY SCHOOL, BORA ROAD TORO VILLAGE RUMBUSO ISLAND	COMMERCIAL OR RED CROSS TRANSPORT CONTRACT			ROAD	❏
	COMMERCIAL : BECK TRANSPORTATION			AIR	❏
	VEHICLE	(1) FIBER BOAT (2)	ETD	SEA	X
	REGISTRATION No.	(1) VO 250 (2)	12h	HAND	❏

ITEM DESCRIPTION	DONOR	N°OF UNITS (quantity)	UNIT of MEASURE/ UNIT WEIGHT	TOTAL WEIGHT (kg)	TOTAL VOLUME (m3)	REQUISITION N°	REMARKS
KITCHEN SET (5 persons)	ECHO	20	set/5kg	100 kg	0,45	REQ-SI-2012-015	
MOSQUITO NET (impreg, DB)	AUSAID	2	bale of 20/20kg	40 kg	0,075	REQ-SI-2012-015	
HYGIENE KIT (5 persons)	BUR RC	20	kit/5kg	100 kg	0,52	REQ-SI-2012-015	
JERRY CAN (10L, collaps)	ECHO	1	box of 30/20 kg	20 kg	0,06	REQ-SI-2012-015	
TARPAULIN, 6x4m	AUSAID	6	Bale of 5/20 kg	120 kg	0,348	REQ-SI-2012-015	

COMMENTS		TOTAL		COMMENTS FROM RECEIVER
	49		380 kg	2 HYGIENE KITS WERE DAMAGED. 1 KITCHEN SET WAS LOST DURING TRANSPORT. WE RECEIVED ONLY 19.

COMMODITIES LOADED		DATE	FUNCTION	NAME	SIGNATURE	LOCATION (SITE)	CONDITION
LOADED BY	RC SINAPAI BRANCH	28/03/2012	LOGISTICS OFFICER	JULIE DAVIS		SINAPAI WHARF	Good
TRANSPORTED BY	BECK TRANSPORTATION	28/03/2012	BOAT CAPTAIN	STEVEN BECK		SINAPAI WHARF	Good
RECEPTION		DATE	FUNCTION	NAME	SIGNATURE	LOCATION (SITE)	CONDITION
RECEIVED BY	RELIEF TEAM TORO	28/03/2012	TEAM LEADER	JOHN DOE		TORO village	See remarks

White copy: Consignee / Green copy: Back to Sender / Blue copy: Transporter / Yellow copy: Sender

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The date and the warehouse you're sending the goods from.

The number of the Waybill.

All the information on the transport that you use:
- Commercial vehicle
- Name of the transport company
- Type and registration number of the vessel/vehicle

The number of the Requisition used to request these goods.

Comments:
- Remarks on the items, the packaging and/or problems of any kind
- From the sender and transporter on one side; from the receiver on the other

Waybill / Delivery Note (right)

What?

➡ **The document that confirms the reception of goods.**

Why?

➡ **To track the goods that we receive.**

➡ **To indicate any problems and the person responsible for losses, damages, …**

➡ **To indicate if there will be a claim for reimbursement or not.**

When?

➡ **Every time we receive goods, especially if there is no copy of the Waybill and some of the goods are damaged or missing.**

Note that the GRN is almost the exact copy of the Waybill! In fact, it has the same function as the Waybill. This means that in case the Waybill is filled out correctly and signed by all parties, a GRN wouldn't be necessary.

But, the GRN becomes very important:
- If there's no Waybill or there are problems with it (not readable, torn, …)
- If there are damages or problems with the items

If you use a transport company which uses their own Waybill, you can also make a GRN to facilitate internal Red Cross communication!

Who?

➡ **The receiver of the goods:**
- The person in charge of the warehouse
- The relief team in the field

➡ **The transporter.**

How?

Some important rules

➡ **Make sure you write clearly.**

➡ **Give the Goods Received Note a unique number:**
- Make sure you never have 2 GRN with the same number
- Each NS decides its own numbering system

➡ **Make sure you put as many details as possible in each of the boxes. This makes communication easier and allows a better control of what was received.**

➡ **Write on the Goods Received Note only the items that you actually receive.**
- You can include damaged items that the transporter leaves with you, indicating clearly the number of items that are damaged
- In case the transporter takes the damaged goods with him, you write only the actual number of items that you received

Description	Donor	Number of units	Unit of measure	Goods received according to document and in good condition
Kitchen sets	ECHO	20	kits	2 of these are damaged
Hygiene kits	ECHO	18	sets	2 were damaged and kept by the transporter

A Logistics handbook

How?

➡ **Make sure you put the number of the Waybill that came with the items on the Goods Received Note!**

➡ **Make sure you indicate your "unit of measure" correctly!**
  This refers to the way you counted your quantities.
  As on the Waybill you rather count in boxes, bales and bags than in individual pieces.
  This makes counting easier and quicker!

➡ **A GRN is prepared by the receiver in 4 copies:**
  • The white copy (the original) is kept by the receiver.
  • The green one is returned to the sender for confirmation
  • The blue one is kept by the driver/carrier
  • The yellow one is returned to the sender for report to donors

➡ **Check and double check the quantity and quality of the items before you prepare the GRN!**

> **IFRC or donors might request the original copy of the GRN. In that case the receiver keeps the yellow copy.**

How?

> **To illustrate how the documents are used and linked, we use a concrete example of a disaster response.**
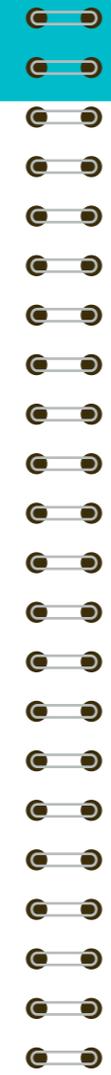
See below the explanations of the filled out Goods Received Note you'll find on the next page.

➡ **John Doe, the relief team leader in Toro village received the items sent by the Sinapai branch on 28/03/2012.**

➡ **He checked the Requisition and the Waybill and counted and checked the items.**

➡ **He noticed that 1 kitchen set was missing and 2 hygiene kits were damaged during transport.**

➡ **He already noted this information on the Waybill and signed it, but preferred to issue a Goods Received Note as well.**

➡ **He copied most of the information from the Waybill, indicating clearly that he received only 19 kitchen sets.**

➡ **He also noted that he received all 20 hygiene kits but that 2 of them are damaged.**

➡ **He explained everything well in the comments, so the log officer, the branch manager and HQ can understand what happened when they receive the document.**

➡ **He had Steven, the boat captain, sign the GRN in agreement.**

➡ **He sent the GRN to Julie, the log officer of the Sinapai branch and to HQ.**

➡ **With this document, Steven can claim payment for his services to Julie.**

Information on the parties involved and respect of procedures:
- Department that receives the goods
- Department that sent the goods
- Date of reception
- Was a Waybill received and if no, explain the problem

Information on the transport used:
- Transportation means
- Registration number

All the information on the items you received:
- Item code, if you know it
- Detailed description of the items
- The identification of the donor by name or CTN number
- The quantities of the items you received
- The unit of measure or the way you counted your items (in pieces, in boxes) and the weight of 1 unit
- Total weight

BURACO RED CROSS SOCIETY

GOODS RECEIVED NOTE

COUNTRY CODE	GOODS RECEIVED NOTE NUMBER
BU	GRN-SI-2012-005

RECEIVER/CONSIGNEE (LOCATION)	RELIEF TEAM TORO	RECEIVED FROM	SINAPAI BRANCH

DATE OF ARRIVAL	28/03/2012	DOCUMENT WELL RECEIVED Yes/No	YES	IF NO, PLEASE SPECIFY	

MEANS OF TRANSPORT	ROAD ☐	Waybill No.:	REGISTRATION N°	
	AIR ☐	AWB n°:	FLIGHT N°	
	SEA X	B/L n°: WB-SI-2012-003	VESSEL	FIBRE BOAT, VO250
	Handcarried by ☐			

		GOODS RECEIVED			FOR FOOD INDICATE NET WEIGHT			
ITEM CODE	DESCRIPTION	COMMODITY TRACKING N° OR DONOR	NB. OF UNITS (quantity)	UNIT OF MEASURE/ UNIT WEIGHT	TOTAL WEIGHT (kg)	RECEIVED ACCORDING TO TRANSPORT DOCUMENT AND RECEIVED IN GOOD CONDITIONS	CLAIM
	KITCHEN SET (family of 5)	ECHO	19	set/5kg	100 kg	1 KITCHEN SET MISSING	X
	MOSQUITO NET, impreg., double bed	AUSAID	2	bale of 20/20kg	40 kg	YES	☐
	HYGIENE KIT (family of 5)	BUR RC	20	kit/5kg	100 kg	2 HYGIENE KITS DAMAGED	X
	JERRY CAN, 10L, collapsible	ECHO	1	box of 30/20 kg	20 kg	YES	☐
	TARPAULIN, 6 x 4 m	AUSAID	6	Bale of 5/20 kg	120 kg	YES	☐
							☐
							☐

COMMENTS
1 KITCHEN SET WAS LOST AND 2 HYGIENE KITS WERE DAMAGED DURING TRANSPORT. THE TRANSPORTER TAKES FULL RESPONSIBILITY. HE LEFT US THE 2 DAMAGED HYGIENE KITS

DELIVERED BY	DATE	FUNCTION	NAME (IN BLOCK LETTER)	SIGNATURE
BECK TRANSPORT.	28/03/2012	BOAT CAPTAIN	STEVEN BECK	

RECEIVED BY	DATE	FUNCTION	NAME (IN BLOCK LETTER)	SIGNATURE / STAMP
RELIEF TEAM TORO	28/03/2012	TEAM LEADER	JOHN DOE	

White copy: Consignee / Green copy: Back to Sender / Blue copy: Transporter / Yellow copy: Sender

---

🛠 ## How?

BURACO RED CROSS SOCIETY

GOODS RECEIVED NOTE

COUNTRY CODE	GOODS RECEIVED NOTE NUMBER
BU	GRN-SI-2012-005

RECEIVER/CONSIGNEE (LOCATION)	RELIEF TEAM TORO	RECEIVED FROM	SINAPAI BRANCH

DATE OF ARRIVAL	28/03/2012	DOCUMENT WELL RECEIVED Yes/No	YES	IF NO, PLEASE SPECIFY	

MEANS OF TRANSPORT	ROAD ☐	Waybill No.:	REGISTRATION N°	
	AIR ☐	AWB n°:	FLIGHT N°	
	SEA X	B/L n°: WB-SI-2012-003	VESSEL	FIBRE BOAT, VO250
	Handcarried by ☐			

		GOODS RECEIVED			FOR FOOD INDICATE NET WEIGHT			
ITEM CODE	DESCRIPTION	COMMODITY TRACKING N° OR DONOR	NB. OF UNITS (quantity)	UNIT OF MEASURE/ UNIT WEIGHT	TOTAL WEIGHT (kg)	RECEIVED ACCORDING TO TRANSPORT DOCUMENT AND RECEIVED IN GOOD CONDITIONS	CLAIM
	KITCHEN SET (family of 5)	ECHO	19	set/5kg	100 kg	1 KITCHEN SET MISSING	X
	MOSQUITO NET, impreg., double bed	AUSAID	2	bale of 20/20kg	40 kg	YES	☐
	HYGIENE KIT (family of 5)	BUR RC	20	kit/5kg	100 kg	2 HYGIENE KITS DAMAGED	X
	JERRY CAN, 10L, collapsible	ECHO	1	box of 30/20 kg	20 kg	YES	☐
	TARPAULIN, 6 x 4 m	AUSAID	6	Bale of 5/20 kg	120 kg	YES	☐
							☐
							☐

COMMENTS
1 KITCHEN SET WAS LOST AND 2 HYGIENE KITS WERE DAMAGED DURING TRANSPORT. THE TRANSPORTER TAKES FULL RESPONSIBILITY. HE LEFT US THE 2 DAMAGED HYGIENE KITS

DELIVERED BY	DATE	FUNCTION	NAME (IN BLOCK LETTER)	SIGNATURE
BECK TRANSPORT.	28/03/2012	BOAT CAPTAIN	STEVEN BECK	

RECEIVED BY	DATE	FUNCTION	NAME (IN BLOCK LETTER)	SIGNATURE / STAMP
RELIEF TEAM TORO	28/03/2012	TEAM LEADER	JOHN DOE	

White copy: Consignee / Green copy: Back to Sender / Blue copy: Transporter / Yellow copy: Sender

The number of the Goods Received Note.

The number of the Waybill that came with the items.

Information on the reception of the goods:
- Confirmation of reception as indicated on the Waybill
- Indication of damages, losses or other problems if necessary
- Indication if claim for reimbursement from transporter should be pursued or not

Comments or explanations in case of problems.

Dates, names and signatures of the receiver and the transporter.

What?

→ **The most important document for stock management and control.**

→ **It is the history of what happens to your stock.**

It indicates:
- What you have in stock at any given moment in time (inventory of the goods)
- What comes in and what goes out on certain dates
- Where it came from and where it went to (receiving and sending goods – link with the Waybill and GRN)

Why?

→ **To keep track of your stock at all times.**

→ **To be able to identify your needs and plan for replenishment.**

→ **To be able to report to your donors on how you manage and use the stock they have provided.**

When?

→ **Every time you do something with your stock. Immediately!**

- Physical inventory
- Receiving goods
- Sending goods
- Disposing of broken or wasted goods

Golden rule
When it moves, record it!
When it doesn't, count it!

Who?

→ **The person in charge of the storage area is responsible for the Stock Cards.**

How?

Some things you need to know

→ **Each item has its own Stock Card.**
E.g. Blankets of different sizes and materials, each have a different Stock Card.

→ **The same items from different donors, have different Stock Cards.**
E.g. Woolen blankets from ARC and the same woolen blankets from IFRC each have a different Stock Card.

→ **The same items with different expiration dates, have different Stock Cards.**
E.g. Rice that expires in July is on a different Stock Card than rice that expires in August.

→ **As soon as a new item comes in, you open a new Stock Card.**

→ **In case you receive an identical item from the same donor, you can add this new quantity on the already existing Stock Card.**

→ **Stock Cards are not to be destroyed, even if the stock of a particular item is finished. They are kept in the archives for future reference.**

→ **If your Stock Card for a specific item is full, but you still have these items, you raise a new Stock Card with the same number to be able to continue. The full Stock Card goes into the archive.**

STOCK CARD N°		STC-S-005
ITEM INFORMATION		
DESCRIPTION	**ITEM CODE**	**UNIT OF MEASURE**
Jerry can, 10 L, collapsible	HCONJCPF10	PCE
COMMODITY TRACKING N° OR DONOR	**EXPIRY DATE**	**STOCK MINIMUM**
ECHO		50

A Logistics handbook

How?

➡ **Once the heading is completed, it doesn't change anymore.**

- Make sure it is complete! If you don't know the information, find out.
- Make sure you describe the items in great detail as in the example on the previous page.
- The **item code** refers to a specific code that all standardised Red Cross items have. See IFRC-ICRC emergency catalogue. Locally procured items do not have this code, so in that case you can leave this space open or create a code.
- The **Commodity tracking number** is a number that IFRC uses to identify the donor of the item. It should be written on each document to allow tracking and accurate reporting. A number is more specific and precise, but you can use the name of the donor as well, as is done in the example.

Some important rules

➡ **Make sure you write clearly!**

➡ **Give each Stock Card a unique number:**
- Make sure you never have 2 open Stock Cards with the same number!
- You might re-use an old number only after the Stock Card has been in the archive for at least 5 years.
- Each NS decides its own numbering system.
- Don't put the year in the number as we do with the other documents; the same Stock Cards might be used for several years.

➡ **The unit of measure on the Stock Card is always the smallest countable unit, so you know the exact quantity of items you have.**
E.g. You want to know how many pieces of jerry cans you have, not how many boxes of jerry cans.

Pay attention !
On the Stock Card and the Requisition you consider individual pieces. On the Waybill and GRN you often consider the boxes or bales.

How?

➡ **Open or update your Stock Cards immediately after receiving or sending goods.**

➡ **Each operation is written on a new line, even if they happen on the same day! Do not combine IN and OUT on the same line for example.**

➡ **You only put on your Stock Card what actually enters your warehouse. Items that were damaged during transport don't need to be put on the Stock Cards. However, you could do this though to keep track of all the damages you suffer. Just write a second line to indicate that they're not in your stock.** See example below.

Date	Doc. Ref. N°	From or To	Store N°	IN	OUT	Balance	Remarks
06/05/12	WB-BU-2012-034	HQ	1	50		50	
06/05/12	WB-BU-2012-034/ GRN-SI-2012-006	HQ	1		3	47	Damaged during transport

➡ **If during a stock take the number on the Stock Card is different from what you counted, you have to adjust the Stock Card to fit the actual quantity. Then note the adjustment in the remarks.**

➡ **Keep your Stock Cards in good condition. The best place is in a folder in the office. Do not let them lie around. These documents are very important!**

The number of the Stock Card.

Detailed information on the Item:
• Precise description
• IFRC-ICRC item code
• Unit of measure or the way you counted the quantities (on the Stock Card mostly in individual pieces)
• The identification of the donor (by name or CTN number)
• The expiry date
• The stock minimum

The document reference numbers are:
• The Waybill N° for sending goods
• The Waybill or GRN N° for receiving goods
• The Inventory Sheet N° for stock take
• The Loss Card N° for taking out wasted goods

The stock minimum = the minimum quantity you always need to have in stock. When your stock approaches or goes under this level, you need to replenish (see chapter 4).

All the information on the operations:
• The date of the operation
• The number of the document that refers to the operation
• Where the goods came from or went to
• The number of the storage area where the goods are located (necessary if you have more than 1 storage area)
• The quantities that come IN or go OUT and the new balance
• Any remarks you might have

See explanation on p 73 with the Bin Card.

BURACO RED CROSS SOCIETY

STOCK CARD

Stock card N° STC-S-007

ITEM INFORMATION		
ITEM DESCRIPTION	ITEM CODE	UNIT OF MEASURE (i.e. piece, set, kit, kg,
KITCHEN SET, FAMILY OF 5	KRELCOOSETA	SET
COMMODITY TRACKING N°/DONOR	EXPIRY DATE	STOCK MINIMUM
ECHO		50

DATE	DOCUMENT REF. N° (i.e. Waybill, GRN or Loss card)	FROM or TO	STORE No.	IN	OUT	BALANCE	REMARKS
26/09/11	WB-BU-2011-012	HQ	1	70		70	
30/09/11	INV-SI-2011-003		1			70	
14/10/11	WB-SI-2011-005	FAATU	1		5	65	
14/10/11	WB-SI-2011-006	DEMBA	1		3	62	
15/10/11	INV-SI-2011-004		1			61	CORRECTION OF BALANCE; 1 KS MISSING
31/12/11	INV-SI-2011-005		1			61	
28/03/12	LC-SI-2012-001		1		1	60	BROKEN WHILE LOADING
28/03/12	WB-SI-2012-003	TORO	1		20	40	
04/04/12	WB-SI-2012-004	TORO	1	2		42	RETURN AFTER DISTRIBUTION
04/04/12	INV-SI-2012-001		1			42	NEED TO REPLENISH

This record is not to be destroyed / A ne pas détruire

BURACO RED CROSS SOCIETY

STOCK CARD

Stock card N° STC-S-007

ITEM INFORMATION		
ITEM DESCRIPTION	ITEM CODE	UNIT OF MEASURE (i.e. piece, set, kit, kg,
KITCHEN SET, FAMILY OF 5	KRELCOOSETA	SET
COMMODITY TRACKING N°/DONOR	EXPIRY DATE	STOCK MINIMUM
ECHO		50

DATE	DOCUMENT REF. N° (i.e. Waybill, GRN or Loss card)	FROM or TO	STORE No.	IN	OUT	BALANCE	REMARKS
26/09/11	WB-BU-2011-012	HQ	1	70		70	
30/09/11	INV-SI-2011-003		1			70	
14/10/11	WB-SI-2011-005	FAATU	1		5	65	
14/10/11	WB-SI-2011-006	DEMBA	1		3	62	
15/10/11	INV-SI-2011-004		1			61	CORRECTION OF BALANCE; 1 KS MISSING
31/12/11	INV-SI-2011-005		1			61	
28/03/12	LC-SI-2012-001		1		1	60	BROKEN WHILE LOADING
28/03/12	WB-SI-2012-003	TORO	1		20	40	
04/04/12	WB-SI-2012-004	TORO	1	2		42	RETURN AFTER DISTRIBUTION
04/04/12	INV-SI-2012-001		1			42	NEED TO REPLENISH

This record is not to be destroyed / A ne pas détruire

What?

➡ **The document that shows the history of what happened to the goods of a certain stack, pile or grouping on a shelf in the storage area.**

➡ **It is very similar to the Stock Card and shows more or less the same information.**

➡ **The difference is that it refers not to the entire stock, but only to the stack or pile it is physically attached to.**

Why?

➡ **To facilitate stock management in big warehouses.**
  • Storage plan
  • Identification of goods
  • First in - First out

When?

➡ **Every time we do something with the stock of a certain stack or pile.**
  • Physical inventory
  • Receiving goods
  • Sending goods
  • Disposal of broken or wasted goods

Who?

➡ **The logistics officer, logistics volunteer or the person in charge of the storage area (storekeeper).**

How?

Some things you need to know

➡ **The Stock Card refers to the entire stock of a certain item, the Bin Card only to the stack it is attached to.**
E.g. You have 200 identical Kitchen sets, stacked on 2 pallets of 100.

This means that: - You have 1 Stock Card of 200 kitchen sets in your folder
                        - You have 2 separate Bin Cards of 100 on each of the pallets

➡ **For the rest, the same rules apply as for the Stock Card:**
  • Each stack or pile has its own Bin Card
  • Only the same items, from the same donors with the same expiration dates can be put together in a stack or a pile
  • In case you receive an identical item from the same donor, you can add this new quantity on the already existing Bin Card
  • Bin Cards are not to be destroyed, even if a particular stack is completely dispatched. They are kept in the archives for future reference
  • Each Bin Card has a unique number
  • The unit of measure is always the smallest countable unit, so you know the exact quantity of items you have in your stack or pile
  • Open or update your Bin Cards immediately after receiving or sending goods.
  • Write each operation on a new line, even if they happen on the same day! Do not combine IN and OUT on the same line for example

The number of the Bin Card.

The storage area where this particular stock is located.

All the information on the item: Description, donor, unit of measure, item code, expiry date

All the information on the operation:
• Date of the operation
• Locations where the goods came from or went to
• The document that refers to the operation (see chapter Stock Card)
• Quantities that entered
• Quantities that exited
• The new balance after the operation

Initials and signature of the person responsible for the storage area and stock.

✚ **BURACO RED CROSS SOCIETY**

BIN CARD

N°: BC-SI-009

ITEM INFORMATION	
DONOR	UNIT
ECHO	SET
ITEM CODE	
KRELCOOSETA	
ITEM DESCRIPTION	
KITCHEN SET (FAMILY OF 5)	

STOCK LOCATION

SINAPAI CONTAINER 1

Exp. date:

DATE	FROM / TO	WB N°	QUANTITY IN UNIT OF MEASURE			STOREKEEPER *Magasinier*	
			IN (+)	OUT (-)	BALANCE (=)	INITIALS	SIGNATURE
26/09/11	HQ:	WB-BU-2011-012	70		70	JD	
30/09/11		INV-SI-2011-003			70	JD	
14/10/11	FAATU:	WB-SI-2011-005		5	65	JD	
14/10/11	DEMBA:	WB-SI-2011-006		3	62	JD	
15/10/11		INV-SI-2011-004			61	JD	
31/12/11		INV-SI-2011-005			61	JD	
28/03/12		LC-SI-2012-001		1	60	JD	
28/03/12	TORO:	WB-SI-2012-003		20	40	JD	
04/04/12	TORO:	WB-SI-2012-004	2		42	JD	
04/04/12		INV-SI-2012-001			42	JD	

🔧 **How?**

To illustrate how the documents are used and linked, we use a concrete example of a disaster response.

See below the explanations of the Stock and Bin Cards on p 68/72.

➡️ **All the kitchen sets in Julie's container are stacked on 1 pallet. She has therefore only 1 Bin Card which is identical to her Stock Card.**

➡️ **Julie has to keep both documents up to date after each operation: the Stock Card in her folder and the Bin Card attached to the pallet of Kitchen Sets in the container.**

➡️ **These documents give the history of what happened with the kitchen sets from the moment they arrived. This is what we can make out:**

➡️ **Previous operations:**
• Arrival of the kitchen sets from HQ Buraco on 26/09/2011. Waybill N°: "WB-BU-2012-012".
• Stock take (or physical inventory) at the end of the 3rd trimester (30/09/11), Inventory Sheet N°: "INV-SI-2011-003".
• Dispatch of 5 kitchen sets to Faatu and 3 sets to Demba on 14/10/2011 Waybill N°: "WB-SI-2011-005" and "WB-SI-2011-006".
• Stock take after the operation on 15/10/2011. Inventory Sheet N°: "INV-SI-2011-004", 1 kitchen set is unaccounted for. The physical count becomes the new balance.
• Stock take at the end of the 4rd trimester (31/12/2011). Inventory Sheet N°: "INV-SI-2011-005".

➡️ **The present operation:**
• Loss of 1 kitchen set during loading on 28/03/2012. Loss Card N°: "LC-SI-2012-001".
• Dispatch of 20 kitchen sets to Toro village on 28/03/2012. Waybill N°: "WB-SI-2012-003".
• Return of 2 kitchen sets after the distribution in Toro was concluded (the relief team sent these extra kitchen sets back). Waybill N°: WB-SI-2012-004".
• Stock take at the end of the operation and end of 1st trimester on 04/04/2012, Inventory Sheet N°: "INV-SI-2012-001".

A Logistics handbook

What?

➡ **The document that is used to take damaged or wasted goods out of the storage area.**

Some important rules

1 > Make sure you write clearly.

2 > Give the Loss Card a unique number.

3 > Make sure you put as many details as possible to facilitate communication.

4 > Make sure you get authorisation for the disposal of the goods.

5 > Don't forget to update your Stock Card as well.

Why?

➡ **To justify and get authorisation for the disposal of goods that are damaged or expired.**

➡ **To indicate the reason for the loss, the way of disposal and the solutions put in place to avoid similar losses in the future.**

When?

➡ **Every time you take something damaged, wasted or expired out of your storage area.**

Who?

➡ **The logistics officer, logistics volunteer or the person in charge of the storage area (storekeeper).**

> The Loss Card is only used for goods already in the warehouse! Information on damages that happened during transportation is noted on the Waybill and the Goods Received Note!

BURACO RED CROSS SOCIETY

LOSS CARD

LOSS CARD Nº.	LC-SI-2012-001

REASON:

| BROKEN | X | STOLEN | |
| LOST | | DESTRUCTION | |

ITEM DESCRIPTION and QUANTITY	1 KITCHEN SET (family of 5)
ACCESSORIES	N/A
SUPPLIER	N/A
BUDGET / PROJECT	10 - DISTRIBUTION TORO
INCIDENT DATE	28/03/2012

REASONS	TAKEN ACTION *including method of disposal*
FELL ON THE GROUND DURING LOADING AND WAS CRUSHED BY A TRUCK THAT WAS MANEUVRING.	ACCIDENTAL LOSS, BUT WE'LL INTRODUCE A NEW SECURITY RULE THAT STATES THAT ALL ACTIVITY MUST STOP WHEN VEHICLES ARE IN MOTION. THE DAMAGED KITCHEN SET WAS BROUGHT TO THE OLD IRON COLLECTION POINT.
Loss responsible Names & signatures (of persons recommending disposal and preparing this form)	**Approval of disposal** Names & signatures (of person approving write off or disposal)
JULIE DAVIS, LOGISTICS OFFICER, SINAPAI BRANCH	JACK PLATT, DMO BUR RC

The number of the Loss Card.

Quick indication of how the item was lost.

Information on the item that was lost:
• Description and quantities
• Accessories
• Supplier
• Budget and project
• Date of the incident

Detailed description of how the item was lost.

The measures taken:
• To avoid similar losses in the future
• To dispose of the item

The signatures:
• The person responsible for the warehouse
• The person that approves/accepts the loss

💡 What?

→ **The document that goes with the stock take. This is the physical counting and checking of all the goods in your warehouse.**

→ **It is a detailed list of all the goods you have in stock at a certain moment in time. It is basically a summary of all the Stock Cards you have.**

❓ Why?

→ **To check the condition and the quantities of the items you have in store.**

→ **To report to HQ, partners and donors on your stock levels.**

🕐 When?

→ **Every month.**

→ **After every operation.**

👤 Who?

→ **The logistics officer, the logistics volunteer or the person in charge of the storage area (the storekeeper).**

🛠 How?

Some important rules

→ **Make sure you write clearly!**

→ **Give the Physical Inventory Sheet a unique number.**

→ **Make sure you indicate your "unit of measure" correctly! This refers to the way you counted your quantities!**
On the Inventory Sheet you count the individual pieces. This gives you an immediate overview of what you have in stock.

→ **Write the results of your stock take on the Stock Cards as well. Adjust the balance to the actual quantity if necessary.**

→ **Send the Physical Inventory Sheet to HQ.**

→ **HQ will gather all the Physical Inventory Sheets and make 1 overview of total stock in the NS. This information should then be shared with partners and donors.**

How to conduct a thorough stock take:

- Take out all the items of your storage area
- Check the storage area
- Find solutions for any problems you encounter (rodents, insects, water leakage, humidity, theft)
- Clean the warehouse thoroughly
- Check all the goods and their packaging
- Remove any damaged or wasted goods, using the appropriate documents (Loss Card, Stock Card)
- Count all the goods
- Repack if necessary
- Restack everything in your warehouse
- Update your Stock Cards
- Write the Physical Inventory Sheet

Do a thorough stock take at least every quarter!

A Logistics handbook

Information on the stock take:
- Name of the branch
- Date of the stock take
- Number of the Inventory Document

The Number of the Inventory Document.

Information on the items:
- Detailed description of the items
- Quantities you have in store
- Donor

Stock organisation:
- The number of the Stock Card of the item
- The place where the different items are kept

BURACO RED CROSS SOCIETY

PHYSICAL INVENTORY SHEET

HQ/ BRANCH:	SINAPAI BRANCH
DATE:	04/04/2012
Doc. number:	INV-SI-2012-001

Description of the item	Quantity	Donor	N°Stock Card	Stock location
SOLAR LANTERNS	60	IFRC	STC-SI-001	SINAPAI BR. CONTAINER 1
BUCKET, 14 L, PLASTIC, WITH LID	60	IFRC	STC-SI-002	II
JERRY CAN, 10 L, COLLAPSIBLE	90	ECHO	STC-SI-003	II
TARPAULIN, 6 x 4 m	40	AUSAID	STC-SI-004	II
ROPE, COIL OF 20 m	40	AUSAID	STC-SI-005	II
HYGIENE KIT (5 persons/1 month)	80	BUR RC	STC-SI-006	II
KITCHEN SET (FAMILY OF 5)	42	ECHO	STC-SI-007	II
BLANKETS, WOOL, DOUBLE BED	150	ARC	STC-SI-008	SINAPAI BR. STORE ROOM 2
MOSQUITO NET, impregnated, double b	60	NZRC	STC-SI-009	II

⚒ How?

To illustrate how the documents are used and linked, we use a concrete example of a disaster response.

See below the explanations of the filled out Physical Inventory Sheet you'll find on the previous page.

➡ **Julie, the logistics officer of the Sinapai branch, just finished the first stock take of the year after the relief operation in Toro village.**

➡ **She will send this to HQ as part of her report.**

➡ **She noticed that the branch needs to replenish tarpaulins and rope, kitchen sets and blankets because these items have approached or passed their stock minimums.**

➡ **She will prepare the Requisition for replenishment soon.**

What?

➡ **The document that is used to report on the movement of stock of a certain storage area.**

➡ **It indicates where the goods came from and went to over a certain period of time.**

➡ **Together with the Physical Inventory Sheet it becomes a full Stock Report.**

Why?

➡ **To be able to report to HQ, partners and donors on the movement of your stock.**

When?

➡ **Every month, especially if your stock moves a lot. If not every quarter.**

➡ **After every operation.**

Who?

➡ **The logistics officer, logistics volunteer or the person in charge of the storage area (storekeeper).**

How?

Some important things to keep in mind

➡ **Adapt the document to your needs (more columns for locations for example).**

➡ **You can find the information you need on your Stock Cards, Waybills and GRNs.**

➡ **Make sure the values of all these documents correspond. If not, find the mistakes and solve the problem!**

➡ **You can insert your losses as well on this document, indicate it as one of the locations (see example).**

➡ **You only consider the goods that moved during the period covered by the report.
The goods that didn't move are integrated in the Physical Inventory Sheet.**

A Logistics handbook

How?

Name of the Warehouse.

Date of the report.

Signatures of the persons that prepared the report.

Information on the items:
- Identification of the donor, using the CTN tracking number and/or the name
- Detailed description
- Unit of measure or how you considered your quantities (pieces, boxes)
- Opening balance = the balance from the previous report It refers to the quantities you had in stock before the stock movement that is covered in this report

Physical Inventory: the new balance of all the items you have in stock.

To illustrate how the documents are used and linked, we use a concrete example of a disaster response.

BURACO RED CROSS SOCIETY

STOCK MOVEMENT REPORT

| Warehouse's name | SINAPAI BRANCH CONTAINER AND STORAGE ROOM |
| Date | 04/04/2012   REGARDING 1st TRIMESTER 2012 |

Tracking number	Donor	Item description	Unit of Measure	Opening Balance	Total In	Total Out	Distribution locations TORO VILLAGE	LOSS (in WH)	Remarks	Closing Balance
	ECHO	JERRY CAN, 10L, Collapsible	PCE	120		30	30			90
	AUSAID	TARPAULIN, 6X4M	PCE	70		30	30			40
	BUR RC	HYGIENE KIT (5 persons)	PCE	100		20	20			80
	ECHO	KITCHENSET (family of 5)	PCE	61	2	21	18	1	1 Kitchen set damaged during handling, 2 came back after distribution.	42
	AUSAID	MOSQUITO NET	PCE	100		40	40			60

Prepared and verified by:
Julie Davis, logistics office
Diane Bell, branch manager
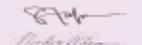
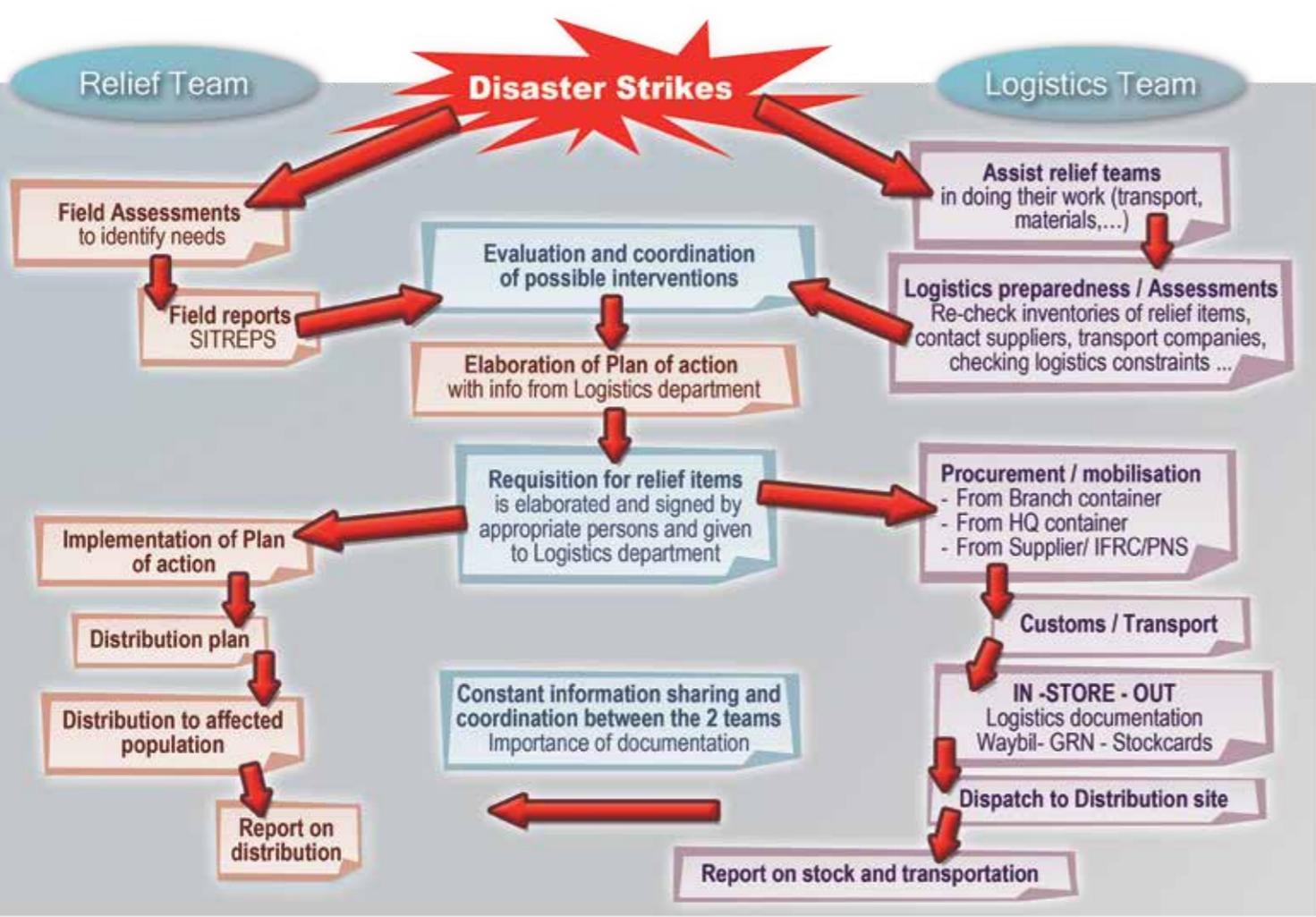| Total Quantities in Stock at Present		
ITEM	Unit	QTY
SOLAR LANTERNS	PCE	60
BUCKET, 14L, PLASTIC WITH LID	PCE	60
JERRY CAN 10L, COLLAPSIBLE	PCE	90
TARPAULIN 6 x 4 m	PCE	40
ROPE, COIL of 20 m	PCE	40
HYGIENE KIT (5 persons)	PCE	80
KITCHEN SET (5 persons)	PCE	42
BLANKET, WOOL, DOUBLE BED	PCE	150
MOSQUITO NET, IMPREGNATED, DOUBLE BED	PCE	60

Explanation

➡ **Julie Davis, the logistics officer of the Sinapai branch, took all the information from her Stock Cards, Waybills and GRNs and filled out the Stock Movement Report, making sure all the quantities on each of the documents corresponded. She also added the Physical Inventory Sheet.**

➡ **She sends both documents to HQ to report on what she sent to the distribution point in Toro village as well as the current situation in her warehouse.**

➡ **John Doe, the relief team leader, will prepare the Distribution Report indicating what he received in Toro village and distributed there.**

Information on the movements in the period the report covers:
- TOTAL IN = total quantity of what came in from all locations
- TOTAL OUT = total quantity of what went out to all locations
- Quantities that went to the different locations. Here you split up the TOTAL OUT over the different distribution locations
- Remarks
- Closing balance = the new balance after the stock movements covered in this report. This should be the same as your Physical Inventory Sheet

Relief Team

Disaster Strikes

Logistics Team

Field Assessments
to identify needs

Field reports
SITREPS

Evaluation and coordination of possible interventions

Elaboration of Plan of action
with info from Logistics department

Assist relief teams
in doing their work (transport, materials,…)

Logistics preparedness / Assessments
Re-check inventories of relief items, contact suppliers, transport companies, checking logistics constraints ...

Requisition for relief items
is elaborated and signed by appropriate persons and given to Logistics department

Implementation of Plan of action

Distribution plan

Distribution to affected population

Constant information sharing and coordination between the 2 teams
Importance of documentation

Report on distribution

Procurement / mobilisation
- From Branch container
- From HQ container
- From Supplier/ IFRC/PNS

Customs / Transport

IN -STORE - OUT
Logistics documentation
Waybil- GRN - Stockcards

Dispatch to Distribution site

Report on stock and transportation

The French Red Cross is present in the Pacific since 2007. That year, it established the South Pacific Regional Intervention Platform (PIROPS) in New Caledonia. This platform has become an important tool for disaster response in the region with its prepositioned stock and intervention teams in Health, Watsan and logistics/relief. At present, the French Red Cross also implements Disaster Risk Reduction projects in New Caledonia, The Solomon Islands and Vanuatu.

In the Pacific, Australian Red Cross supports the International Federation and 11 Pacific National Societies with a wide range of activities including disaster management, climate change adaptation, HIV/ AIDS awareness, organisational development, water and sanitation and many more. Their support to the Red Cross Movement in the Pacific and beyond has proven very valuable over the years.

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