**LIMITATIONS ON SERVICE PROVISION**

- The system cannot be used to book passengers (PAX), it is strictly to consolidate requests for movement of humanitarian relief items via Military Assets.

- **CONDITIONS OF SERVICE**
  1. Requesting organisations MUST provide the following information:
     - Contact details for Consignor in Cebu (Organisation/Contact Name/Phone Number/Email) & Consignee at final destination (Organisation/Contact Name/Phone Number/Email).
     - Location to be moved From, Location to be moved To, Date Consignment will be ready to move.
     - Fragile, Cold Chain, and/or Special Instructions.
     - Line items: Description, Total No. of Items, Unit Type, Total Weight per Line Item, Total Volume per Line Item, Category.

- 3. Category information should describe the Sector of Humanitarian Activity the relief goods will be used to support.

- 4. Cargo will move in accordance with the priorities set by the Humanitarian Country Team.

- 5. Organisations who receive notification via email that their consignment will be transported via a specific Military Asset, with a specific loading time, are strongly advised to confirm their acceptance as quickly as possible.

- 6. Requests submitted prior to the Deadline for submission will be added to the system, and the complete consignment list (ACCEPTED & ON HOLD) will be considered during the 0900 Logistics meeting at the Mactan/Cebu operations centre the following day.

- 7. Logistics Focal Points for organisations who have submitted requests are encouraged to attend the 0900 meeting the day after their requests have been submitted.

- 8. Organisations with consignments confirmed for flights departing prior to 0800 the following day may ask to deliver the consignment for loading the night prior to the flight’s departure day.

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**REQUESTING THE USE OF MILITARY ASSETS FOR MOVEMENT OF CONSIGNMENT**

- Organisations Complete a Service Request Form for Military Assets (SRF-CivMil).
- Deadline for submission 7pm.
- Information from the SRF-CivMil is uploaded to the Relief Item Tracking System (RITA).
- Status set to ACCEPTED.
- A “Consignment Report” is generated listing all consignments with NEW status.
- Status set to ON HOLD.
- Consignments that will be ready to move on time are Prioritised.
- Consent does not given priority will remain in the system to be eligible for movement the following day.
- Status set to CANCELLED.

**WITHDRAWING A REQUEST FOR SUPPORT**

- Organisation withdraws request for the use of Military Assets.
- Status set to CANCELLED.

**REQUEST ACCEPTED, CONSIGNMENT DELIVERED TO BE LOADED**

- Prioritised Consignments are matched against available Military Assets for the next day.
- Notification via email is sent to the requesting Organisation with the Logistics Cluster in copy.
- Organisation replies & commits to deliver consignment to agreed upon location ready for loading at agreed upon time.
- Organisation delivers consignment to agreed upon location ready for loading at agreed upon time.

**DELIVERY OF CONSIGNMENT TO FINAL DESTINATION**

- Consignment is loaded on the requested Military Asset.
- Status set to IN PROGRESS.
- If Military Asset is unable to land and returns with consignment, this consignment will be loaded on the next available flight to the required destination.

**RECEIPT OF CONSIGNMENT AT FINAL DESTINATION**

- Consignment is off loaded at the requested location.
- Status set to CLOSED.

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**LIMITATIONS ON SERVICE PROVISION**

The Logistics Cluster is providing this service as a means to consolidate requests for the use of Military Assets to transport Humanitarian Cargo; to assist with tacking of assets in accordance with established humanitarian priorities.

However, control of the assets remains with the respective Military organisation operating the aircraft. As such the ultimate decision concerning what consignments will be carried rests with the respective Military organisation and their support staff on the ground.