Use of the Service Request Form

Instructions for the User
The previously used Cargo Request Form and Temporary Storage Request Form have now been combined into one document. Users can now request either service on the same form. Accurate information on this form is critical for successful tracking and documentation of the work performance. The user should carefully review the document before electronically submitting the form to the cluster.

Once the SRF is considered accurate and complete, then the Cluster issues a SRF Tracking number to the user and puts the data into the SRF tracking database.

The current SRF form was designed using Microsoft Excel in Office 2010. If there are compatibility issues with an earlier version of Excel, the compatibility pack can be downloaded and installed:


SRF Guidelines for Submission
Please note the following guidelines on submitting an SRF:

• A separate SRF must be submitted for each location or storage facility
• A separate SRF must be submitted if goods are coming in from different locations
• For goods requiring special handling or storage, then they need to be on a separate SRFs
• If users run out of space on the Excel form, then they need to submit additional SRFs and not attempt to add more lines
• Any kitting or repacking requirements must have the individual items listed on the form, they cannot be summed up as a “Kit”

When in doubt, submit your request on multiple forms.

All SRF forms must be emailed in the Excel format to the Logistics Cluster cargo tracking email address. Please do not save in another file format such as .jpeg or .pdf.

Guidelines for SRF Number Issuance
Once a SRF has been cleared and accepted by the cluster, the user will be contacted and issued a Consignment number and tracking number for the request. The Consignment number will be allocated from the Cluster Relief Item Tracking Application (RITA) along with a randomly generated tracking number.
Consignor, Consignee, Clearing Agent Data

Users must ensure the contact data is accurate and valid. If international shipments are required, users need to ensure the clearing agent contact information is valid and country relevant (the clearing agents need to be in the country). Domestic movements will not require this information.

Transport Service

If the form is being used for Transport Services, then this section will be utilized. Users need to remember to submit a SRF for each location.

For example, if there are 20 cartons equally going to Town A and Town B, then there will need to be two SRF forms, one for 10 cartons to Town A and another for 10 cartons to Town B.

Be aware of the “Date Ready for Movement”, this will have an impact on the availability for transport planning. This is the date the cargo will be available to the Cluster. On the form, the user will only be able to enter a date. It will return an error if the user tries to put in different data.

The mode for transport has not been listed for selection. This will be directed by the Logistics Cluster based on availability, cargo priority and services being offered by the Cluster.

Some organizations are based in deep field locations and require additional support from the Logistics Intervention Fleet of vehicles to ensure delivery of their humanitarian goods. As such, another critical aspect of the SRF is the final destination.

Final destinations should be clearly stated in the “To” only and not specific locations such as “old warehouse 1” or “NGO Agency Compound, Malakal.” When the Logistics Cluster arranges for the transport of humanitarian goods to common operations areas, and as such requires some support from the requesting agency with regards to drop-off and pick-up of the agency cargo.
Special Services

This section will be dependent on what the Cluster offers in terms of services. In most operations, cargo will be required to be collected by the Consignee, rarely will the Cluster conduct final, or “last mile,” delivery. The user has simple Yes / No options available but then owes specific dates and address location if the services are to be utilized.

The last section covers the cargo storage request. Note the key date, “To be stored until date” and ensure the service request is on a temporary basis only. Again, all the boxes requiring dates will only take date inputs, users cannot add text to these entries.

Special Instructions

If the Cargo requires special handling, then it will be indicated in this section of the form. The four boxes: Fragile, Dangerous, Cold Chain and Regulated have simple Yes / No options for the user to pick. Then there are cells for required supporting information.

A user selecting any of these boxes must provide special instructions regarding Storage or Transport.

Fragile – These are any goods which require sensitive handling or careful storage (e.g. electronics or glass)

Dangerous Goods – items which can be considered hazardous or dangerous cargo through international shipping standards. Examples are lithium batteries, items containing fuel or petroleum products, or other chemicals. All such items will have a corresponding UN ID number which should be utilized.

Cold Chain – Items which require a constant temperature range for storage and transport. If applied, then the range needs to be indicated on the form.

Regulated – Items which may have locally implemented restrictions. For example, medicinal alcohol being shipped where in countries where alcohol is illegal.
Goods requiring special storage or handling must be put on a separate SRF. For example, vaccines requiring cold chain support cannot be put on the same SRF for other non-cold chain items such as tents or office equipment.

### Item Description

<table>
<thead>
<tr>
<th>Description</th>
<th>Total No. of Items</th>
<th>Unit Type</th>
<th>Total Gross Wt. (Kg)</th>
<th>Total Vol. (m³)</th>
</tr>
</thead>
<tbody>
<tr>
<td>VEGETABLE OIL</td>
<td>2000</td>
<td>Can</td>
<td>800</td>
<td>1.3</td>
</tr>
</tbody>
</table>

The cargo description portion of the form must have accurate data for the proper cargo tracking. The user needs to ensure this data is accurate and the totals for Gross Wt. and Total Vol. make sense for the items being described. The items in blue are an example for users to reference.

**Description** – A full description of the goods being shipped. This needs to be specific, for example, just putting the phrase “NFIs” is not an acceptable description of goods.

**Key note:** If an agency is shipping a relief item consisting of a pre-packaged basket of goods, they must attach the packing list of that basket. For example, if an agency is sending a pre-packed bag of cooking NFIs (pots, cups, etc…) then even though the bag is an individual item, the cluster still must have the packing list of those items for insurance and customs reasons.

Item descriptions need to be as specific as possible or your SRF may be delayed in processing. The Logistics Cluster needs to know very specific and detailed information on all cargo shipped so that the Cluster can ensure proper handling. Additionally, items such as fuel which may contaminate other humanitarian relief goods such as food need to be shipped in different modes.

**Accounting Units** – These are the lowest level of units being shipped. The Total No. of items can only be a whole number and the Unit Type needs to describe the items accurately. Right now the users can only pick from a drop down menu of choices in order to ensure standardization of item info from users. This can easily be expanded if required.

**Unit Choices:**

- Each
- Box
- 25 KG Bag
- 50 KG Bag
- Bag
- Carton
- 200 L Drum
- 50 L Drum
- Cylinder
- Package
- Kit
- Can
- Other

Packaging / Bundling – This section describes how the individually counted units are packed together. This can include, but not limited to: pallets, air pallets, 20’ Container, 40’ Container, etc.....

This might not always be filled in by the user and is dependent on the cargo. Some items may not be bundled into larger units and as such, this box may be left blank.

Total Gross WT (KG) – This must be filled out correctly. Only numerical entries can be entered by the user. The user must enter the total weight in KG of the line items.

Calculating Total (m³)

Calculating the volume of the items you are requesting the Logistics Cluster to handle is a critical component of cargo movements and storage. The Logistics Cluster uses this information to consolidate and ensure that the full use of Mobile Storage Units (MSUs) and common transport modes (boat, barge, truck, or fixed wing) are being utilized to their fullest potential.

- To calculate volume, you simply need to measure the height, width, and length of any item’s box and multiply. Volume = height x width x length.
- For example, if your box is 1.2 m high x 2 m wide x 1 m long, your total volume for that box is: 2.4 m³.
- If you have a small box in centimeters, calculate it in meters before calculating volume by dividing the centimeters by 100.
- For example, if your box is: 100 cm = 1.00 m; 150 cm = 1.50 m; and 200 cm = 2.00 m. Therefore, the volume is 1.00 x 1.50 x 2.00 m = 3 cubic meters.
- An online calculator is available here: http://mathcentral.uregina.ca/volume_calculator
- In the SRF, you will insert total volume for the line item.
Category – Users must identify the category of their items using the drop down menu. The item categories correspond to the Cluster associated with the items, though Nutrition and Food Security have been merged for Food items. The full list of categories:

<table>
<thead>
<tr>
<th>Category</th>
</tr>
</thead>
<tbody>
<tr>
<td>WASH</td>
</tr>
<tr>
<td>Shelter</td>
</tr>
<tr>
<td>Food (Nutrition and Food Security)</td>
</tr>
<tr>
<td>Electronics / Telecommunications</td>
</tr>
<tr>
<td>Logistics (including fuel, vehicles and power generation)</td>
</tr>
<tr>
<td>Protection</td>
</tr>
<tr>
<td>Early Recovery</td>
</tr>
<tr>
<td>Health</td>
</tr>
<tr>
<td>Camp Management and Coordination</td>
</tr>
<tr>
<td>Operational Support - (any non-humanitarian items required support an agency’s operation)</td>
</tr>
<tr>
<td>Agriculture</td>
</tr>
<tr>
<td>Education</td>
</tr>
</tbody>
</table>

The identification of the item categories provides a critical piece of information when reporting Cluster support by sector.
Signature and Authorization

This is used by the requesting agency for authorization. Historically, the Logistics Cluster accepts SRFs from a known email address. The SRF must be submitted in an Excel file format. The Cluster will accept an email as the agency’s signature if it comes from a known email address and user; if a user still wants to submit a signature, they may scan and paste a signature into the block or send a second file with the scanned document.