

Service Request Form (SRF) – User Instructions

[22 March 2019]

The Service Request Form (SRF) is a standardized document that must be completed by any organisation requesting services from the Logistics Cluster (included but not limited to Transport, Temporary Storage and Fuel Distribution). Accurate information on the forms is critical for successful tracking and documentation of the services provided. 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 Logistics Cluster will issue an SRF Tracking Number to the user and puts the data into an SRF tracking database¹.

I. SRF GUIDELINES AND SUBMISSION

Please note the following guidelines on submitting an SRF:

- You must complete one SRF per starting location and final location;
- 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.

Key Note: All SRF forms must be emailed in the Excel format to the email address indicated on the SRF in the upper right corner. Please do not save in another file format such as .jpeg or .pdf.

The above instructions are briefly summarized at the top of the Service Request Form.

II. GUIDELINES FOR SRF NUMBER ISSUANCE

Once an SRF has been cleared and accepted by the Logistics Cluster, the user will be contacted and issued a Consignment Number and Tracking Number for the request.



Consignment Report
RITA2 Test - Rome

rita.logcluster.org/rita2/
RITA.Global@wfp.org

The Consignment Number will be allocated from the Logistics Cluster Relief Item Tracking Application (RITA) along with a randomly generated Tracking Number.

ROM-0011

Tracking Code: 364388262 - Status: Closed



¹The current SRF form was designed using Microsoft Excel in Office 2013. If there are compatibility issues with an earlier version of Excel, the compatibility pack can be downloaded and installed: [Microsoft Office Support Package](https://support.office.com/en-us/article/compatibility-pack-for-microsoft-office-2013).

The figure above to the left shows the SRF has been assigned the number “ROM-0011” and a unique “Tracking code: 364388262” so the service user may look up their most recent disposition of your consignment online: <https://rita.logcluster.org/public/track.htm>

III. SERVICES REQUESTED

| | | |
|-----------------------------|--------------------------|----------------------|
| SERVICE(S) REQUESTED | TRANSPORT SERVICE | |
| | Ready to Load (date) : | <input type="text"/> |
| | FROM (Town/City Name) : | <input type="text"/> |
| | (Office/Facility Name) : | <input type="text"/> |
| | (Street Address) : | <input type="text"/> |
| | (Lat. / Long.) : | <input type="text"/> |
| | TO (Town/City Name) : | <input type="text"/> |
| | (Office/Facility Name) : | <input type="text"/> |
| | (Street Address) : | <input type="text"/> |
| | (Lat. / Long.) : | <input type="text"/> |
| STORAGE SERVICE | | |
| Location (To be stored in): | <input type="text"/> | |
| Beginning (date): | <input type="text"/> | |
| Until (date): | <input type="text"/> | |

If “TRANSPORT SERVICE” is requested, then this section will be utilized. **Users need to remember to submit an SRF for each location.**

The “Ready to Load” is the date the cargo will be available for movement. Make sure you fill it in as it will have an impact on the availability for transport planning.

Dispatch location should be clearly stated in the “FROM (Town/City name)” field. Specific locations such as “LC Warehouse” or “Customer Address” should be provided in the “(Office/Facility Name)” field. Other details of the location should be provided in the “(Street Address)” and/or (Lat./Long.)” fields.

Receipt location should be clearly stated in the “TO (Town/City name)” field other information should be clearly stated as per indicated above.

N.B. The mode of transport will be based on services being offered, availability and cargo priority.

If “STORAGE SERVICE” is requested, then this section will be utilized.

Location where the goods will be stored in should be clearly stated in the “Location” field (Town/City Name – Facility Name).

The “Beginning” date should be clearly stated as it will have an impact on the storage planning available space.

The “Until” date should be clearly stated as it will have an impact on the storage planning available space.

N.B. ensure the Storage Service request is on a temporary basis only (contact Logistics Cluster focal point to find out available storage duration).

IV. SENDING, RECEIVING ORGANIZATIONS AND CLEARING AGENT DATA

| | | |
|--------------------------|-------------------------|----------------------|
| POINTS OF CONTACT | SENDING ORGANIZATION: | <input type="text"/> |
| | Contact Name: | <input type="text"/> |
| | Telephone No: | <input type="text"/> |
| | Email: | <input type="text"/> |
| | Sender's reference No: | <input type="text"/> |
| | RECEIVING ORGANIZATION: | <input type="text"/> |
| | Contact Name: | <input type="text"/> |
| | Telephone No: | <input type="text"/> |
| | Email: | <input type="text"/> |
| | CLEARING AGENT: | <input type="text"/> |
| | Contact Name: | <input type="text"/> |
| | Telephone No: | <input type="text"/> |
| | Email: | <input type="text"/> |

The “**SENDING ORGANIZATION**” will be the agency and details of the person sending the items (Who has ownership and/or custody of the goods before they will be handed over for the service to be provided).

The “**RECEIVING ORGANIZATION**” is the agency receiving the items (Who will have ownership and/or custody of the goods immediately after the service has been provided).

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.

Key Note: Service Users must ensure all contact details provided in the SRF are accurate and valid.

The Logistics Cluster and/or WFP will not be the Consignor or Consignee for an agency unless the items are for WFP Programme implementation.

V. SPECIAL REQUEST(S)

| SPECIAL REQUEST(S) | | |
|----------------------------------|--------------------------|----------------------|
| <u>Cold chain</u> required: | <input type="checkbox"/> | YES/NO |
| <i>Temperature range from:</i> | <input type="checkbox"/> | C° |
| <i>to:</i> | <input type="checkbox"/> | C° |
| <u>Dangerous</u> goods included: | <input type="checkbox"/> | YES/NO |
| <i>UN ID Number:</i> | | |
| You can find the UN ID Number | | HERE |
| <u>Regulated</u> goods included: | <input type="checkbox"/> | YES/NO |
| <u>Fragile</u> goods included: | <input type="checkbox"/> | YES/NO |

If the Cargo requires special handling, then it will be indicated in this section of the form. The four boxes:

“**Cold Chain**”, “**Dangerous**”, “**Fragile**” and “**Regulated**” goods have simple **YES/NO** options for the user to pick.

Then there are cells for required supporting information:

“**Temperature range from/to**”
“**UN ID Number**”

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

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.

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 (by Clicking the [HERE](#) button you will access the relevant UN webpage to find out your dangerous goods UN ID).

Regulated – Items which may have locally implemented restrictions. For example, medicinal alcohol being shipped where in countries where alcohol is illegal.

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

Key Note: 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.

VI. CARGO LISTED

| | Category | Inventory Units | | Description | Handling Units | | Weight/Size | | Value (US Dollars) |
|--|----------|-----------------|-----------|-------------|----------------|-----------|-------------|----------|-----------------------|
| | | Quantity | Unit Type | | Quantity | Unit Type | Total Kg | Total m3 | |
| 1 | | | | | | | | | |
| 2 | | | | | | | | | |
| 3 | | | | | | | | | |
| 4 | | | | | | | | | |
| 5 | | | | | | | | | |
| 6 | | | | | | | | | |
| 7 | | | | | | | | | |
| 8 | | | | | | | | | |
| 9 | | | | | | | | | |
| 10 | | | | | | | | | |
| 11 | | | | | | | | | |
| 12 | | | | | | | | | |
| 13 | | | | | | | | | |
| 14 | | | | | | | | | |
| 15 | | | | | | | | | |
| TOTAL (Weight/Size/Value) for the Consignment | | | | | | | | | |
| COMMENT(S): Use the box below to specify special requirements for handling or transportation of your cargo/items or any other relevant logistics information. | | | | | | | | | |

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. The full list of categories, along with examples, can be seen at the end of this document. The identification of the item categories provides a critical piece of information when reporting Cluster support by sector.

Inventory Units – These are the lowest level of units being shipped.

- Quantity** - The Total No. of items can only be a whole number and the Unit Type needs to describe the items accurately.
- Unit Type** - Right now users can only pick from a drop-down menu of choices in order to ensure standardization of item info from the users. This can easily be expanded if required. The Unit choices are:
 Bulk (kg)
 Each
 Litre
 Pair
 Part

Description - A full and accurate description of the goods being shipped must be provided in the “**Description**” section of the SRF. 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 good such as food need

to be shipped in different modes.

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.*

Handling Units: This section describes how the individually counted units are packed together.

1. **Quantity** - The Total quantity of Handling Units can only be a whole number and the Unit Type needs to describe the items accurately.
2. **Unit Type** - Right now users can only pick from a drop-down menu of choices in order to ensure standardization of item info from the users. This can easily be expanded if required. Unit choices:

| | | | |
|-------------|-------------|------------|------|
| Bulk (kg) | Crate | None/Loose | Part |
| Bag/Sack | Drum/Barrel | Each | |
| Bale/Bundle | Kit/Set | Litre | |
| Box/Carton | Roll | Pair | |

Total Weight/Size

1. **Total 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.
2. **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 centimetres, calculate it in meters before calculating volume by dividing the centimetres 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 m³

An online calculator is available here: http://mathcentral.uregina.ca/volume_calculator

In the SRF, you will insert **total volume for the line item only**.

Key note: *The user needs to ensure this data is accurate and the totals for Weight and Volume make sense for the items being described.*

COMMENTS - This box can provide specific information and/or special requirements for handling or transportation of your cargo/items or any other relevant logistics information.

VII. CONDITIONS OF SERVICES

| CONDITIONS OF SERVICES |
|---|
| <p><u>All requests made with this SRF are subject to the following terms and conditions:</u></p> |
| <p>(i) The service provider acts as an agent for the service users.</p> <p>(ii) The service provider assumes no responsibility for the transportation and storage and/or for any loss of or damage to the Goods carried.</p> <p>(iii) Service users are responsible for making adequate arrangements for the insurance of their Goods.</p> <p>(iv) This SRF is not a document of transport; it is issued for administrative convenience and is not intended to replace, substitute or supersede the transport document that may be issued in connection with any movement under the SRF.</p> <p>(v) All duties and taxes assessed on the cargo listed on this SRF are the responsibility of the Sending Organisation, and should be resolved to the satisfaction of the relevant authorities prior to the cargo being handed over by the Sending Organisation or their Agent to the service provider.</p> <p>(vi) The information contained in this SRF will be treated digitally, and may be hosted on a 3rd party server.</p> |

“CONDITIONS OF SERVICES” refers to the terms and conditions that Service User agrees to abide by in order to use the Common Services provided by the Service Provider.

VIII. AFFIRMATION, DATE AND SIGNATURE

| AFFIRMATION |
|---|
| <p>I hereby certify that the listed cargo is the property of a humanitarian organisation and is for humanitarian purposes only. All required documentation will be ready and complete for the listed cargo by the "Date Ready to Load" in case of Transport Service, by the "Beginning (Date)" in the case of Storage Service, or whichever occurs first. I declare that all the information contained in this form to be true and correct to the best of my knowledge.</p> |
| Name and Position of Requester |
| |
| |
| Date (DD-MM-YY) |
| |

By filling in the “Name”, “Position” and “Date” cells, you agreed with the statement provided in the “AFFIRMATION” box and the statement in the “CONDITIONS OF SERVICES” box.

The Logistics Cluster accepts SRFs from a known agency email address as the SRF **must be submitted in an Excel file format**.

The Logistics Cluster will accept an email as the agency’s signature if it comes from a known email address and Service User; if a Service 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.

| | Category | Description | Common Examples |
|---|--|---|--|
|  | Camp Coordination and Camp Management | Items for the installation and support of refugee or IDP camp infrastructure | Cement, timber, shovels, portable containers |
|  | Early Recovery | Supporting materials for programmes involved in restoration of public service or livelihood programmes | Wheelbarrows, shovels, stationery |
|  | Education | School and student support equipment | Text books, stationery, construction materials, desks |
|  | Food Security | Products for direct nutritional support of the beneficiary | High Energy Biscuits, vegetable oil, maize, rice, plumpy nut, milk |
|  | General Operations | Items not directed towards the beneficiary and not covered by other categories. | Office supplies, stationery, desks |
|  | General Program | Any item required to support sectorial programs | Vouchers, distribution cards |
|  | Health | Any material required for the medical support of beneficiaries | Bandages, portable operating theatres, medicines |
|  | Logistics | Materials required for the direct logistical support of programmes | Fuel, motor oil, vehicles, generators, portable warehouses |
|  | Protection | Any item used to directly support programmes aimed at ensuring all people are protected in accordance with their human rights | Advocacy materials, mine action / removal equipment, debris removal items |
|  | Shelter | Materials used to protect beneficiaries from the elements | Tarpaulins, tents, plywood, nails, mattresses, blankets, plastic sheeting |
|  | Telecommunications | Equipment required to directly support field radio and information communications | Radios, satellite phones, radio towers |
|  | WASH | Water, sanitation and hygiene products for beneficiaries | Water purification tablets, personal hygiene kits, chlorine, sanitary kits |