1. Download the Service Request Form (SRF) from the Logistics Cluster website according to the country of operation:
   - Sierra Leone: http://www.logcluster.org/document/sierra-leone-service-request-form

2. Fill in the form, including all relevant information including:
   a. Pick up location (e.g. Monrovia Airport, Port);
   b. Delivery location (e.g. Foya, Gbargna);
   c. Item description, accounting units, packaging, transport specs, volume and category (e.g. Bucket – 20 litre; 1000 each; 6 pallets; 780 Kg; Health);
   d. Special instructions (e.g. fragile);
   e. Special services for storage or transport of large quantities;

3. According to the country of operation, send the completed form to:
   - Liberia: liberia.clustercargo@wfp.org
   - Sierra Leone: sierraleone.clustercargo@wfp.org
   - Guinea: guinea.clustercargo@wfp.org

4. The Logistics Cluster will screen the SRF and if the required standards are met (e.g. correct version, all columns correctly fill in), and the SRF is accepted, a cargo booking confirmation will be sent back to the requesting organization, detailing all relevant service information.

5. When the Logistics Cluster is picking up cargo from a partner location, partners are expected to ensure that their cargo is ready and available in the appropriate location by the requested service date. If the situation arises that the cargo is not readily available, the Logistics Cluster must be informed as soon as possible.
   For partners presenting consignments at Logistics Cluster stores, agreed timing and location of dispatch/pick up should be adhered to, unless otherwise communicated.

6. The Logistics Cluster will provide regular stock reports to partners on all consignments stored in Logistics Cluster warehouses.

NB:
   a. The Logistics Cluster is not involved with any external customs clearance processes.
   b. Storage and transport services of materials requiring cold chain are not provided.
   c. For more information please visit: http://www.logcluster.org/ops/ebola14

www.logcluster.org