The Service Request Form (SRF) is the document which informs the Logistics Cluster of the specific requirements of the requesting agency, for either storage or cargo movements. So that the Logistics Cluster may have an accurate picture of the cargo to be shipped, it is essential that the volume, weight, and unit are clearly and correctly stated on the SRF.

SRFs can be downloaded from the Logistics Cluster website at [www.logcluster.org/service_request_form_ukraine](http://www.logcluster.org/service_request_form_ukraine). Once filled, SRFs should be submitted to Ukraine.ClusterCargo@wfp.org.

This snapshot is designed to be used by requestors as an addendum to the already existing Service Request Form Instructions available at: [www.logcluster.org/document/service-request-form-user-instructions-4](http://www.logcluster.org/document/service-request-form-user-instructions-4).

**CALCULATING VOLUME (Cubic Metres = m³)**

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

- Volume is calculated by measuring the height, width, and length of any item’s box and multiplying them together.

  \[ \text{Volume} = \text{height} \times \text{width} \times \text{length}. \]

- For example, if the box is 1.2 m high x 2 m wide x 1 m long, your total volume for that box is:
  1.2 m x 2 m x 1 m = 2.4 m³.

- If the box is small, and the measurements are in centimeters, convert these into meters before calculating volume. This is done by dividing the centimeters by 100. For example if the box is 100 cm high x 150 cm wide x 200 cm long then:
  - 100 cm high = 1.00 m high
  - 150 cm wide = 1.50 m wide
  - 200 cm long = 2.00 m long
  Therefore, the volume is:
  - 1.00 m x 1.50 m x 2.00 m = 3 m³.

- An online calculator is available at: [http://mathcentral.uregina.ca/volume_calculator](http://mathcentral.uregina.ca/volume_calculator)

**INSERTING DESTINATION**

- Logistics Cluster services are currently offered to different organizations. Some organizations are based in field locations. As such, another critical aspect of the SRF is the final destination.

- Final destinations should be entered into the SRF form in terms of the locality (street, building #, city).

- Through WFP, the Logistics Cluster arranges for the transport of humanitarian goods to common operations areas in east Ukraine and, as such requires support from the requesting organization with regards to drop-off of the cargo for which they are the consigner, and pick-up of the cargo for which they are the consignee.

**ITEM DESCRIPTIONS**

- Item descriptions must be as specific as possible or an SRF may be delayed in processing. The Logistics Cluster must have specific and detailed information on all cargo shipped to 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.

- The Logistics Cluster has provided an extensive list of goods in a drop-down menu on the SRF and each agency is requested to pay special attention to categorizing your items appropriately.

**ADDITIONAL SUPPORT FROM THE LOGISTICS CLUSTER**

- Should you have any questions while completing the SRF, please contact the Logistics Cluster so that we may assist you with the appropriate format and submission guidelines.

**SERVICE REQUEST FORM INSTRUCTIONS**

- The Logistics Cluster will provide detailed instructions and examples online here: [www.logcluster.org/ops/ukr15a](http://www.logcluster.org/ops/ukr15a)

**LINKS & INFORMATION**

- Website: [www.logcluster.org/ops/ukr15a](http://www.logcluster.org/ops/ukr15a)
- SRF: [www.logcluster.org/service_request_form_ukraine](http://www.logcluster.org/service_request_form_ukraine)
- Send all SRFs to: Ukraine.ClusterCargo@wfp.org

For further information please refer to the Ukraine Logistics Cluster Web page: [http://www.logcluster.org/ops/ukr15a](http://www.logcluster.org/ops/ukr15a)