Guidelines for Transport and Storage Services
Service Request Form (SRF) and Release Order (RLO) 
(01 December 2014)

The Service Request Form (SRF) and the Release Order (RLO) are standardised documents to streamline access for humanitarian organisations to Logistics Cluster Transport and Storage Services. This system minimises risks in information flow between requesting organisation and service provider and enhances workflows for a higher services quality. For service access, please follow the steps:

**Step 1:** Download the Service Request Form (SRF): [http://www.logcluster.org/document/sierra-leone-service-request-form](http://www.logcluster.org/document/sierra-leone-service-request-form)

**Step 2:** Fill in the Form, including all relevant information such as:

a. Pick up location (e.g., Freetown Port, Lungi Airport, Makeni Forward Logistics Base, Kenema, Customer Location); when requesting pickup from customer location, include details of the location in the text of the email requesting services

b. Delivery location (same as above)

c. Date ready for movement (e.g., if requesting transport, date to be collected; if requesting storage, date your organization will deliver)

d. Item description, accounting units, packaging, transport specs, volume, weight, and category (e.g. Bucket, 20 ltr, 1000 each, 6 pallets, 780kg, 46m³, WASH)

e. Special instructions (e.g., cold chain, dangerous goods, fragile)

f. Special services for storage or transport of large quantities (e.g., special handling required, crane for offloading 20' container, etc.)

**Step 3:** Send the completed SRF to: sierraleone.cargo@logcluster.org

**MINIMUM 48 HOURS IN ADVANCE**

**Step 4:** The Logistics Cluster will confirm directly with partners, via email, if their request is accepted or if additional information is required

a. Logistics Cluster will be responsible for the coordination of the movement of cargo

b. Logistics Cluster does not clear customs on behalf of partners

**Step 5:** Once cargo is stored, a Release Order (RLO) is required for dispatch. Please complete the following form: [http://www.logcluster.org/document/release-order-form-6](http://www.logcluster.org/document/release-order-form-6)

**Step 6:** Submit the RLO to: sierraleone.cargo@logcluster.org

For more information, please visit the dedicated webpage: [http://www.logcluster.org/ops/ebola14](http://www.logcluster.org/ops/ebola14) that contains all updated contact information on the Logistics Cluster staff currently in Sierra Leone.

[www.logcluster.org](http://www.logcluster.org)