The Service Request Form (SRF) is a standardised document to streamline access for humanitarian organisations to Logistics Cluster Road Transport Services. This system minimises risks in information flow between requesting organisation and service provider and enhances workflows for a higher services quality. All transport requests must be made by submitting a SRF to: Ukraine.ClusterCargo@wfp.org

For access to transport services in Ukraine, please follow the steps:

Step 1:
Download the Service Request Form (SRF): [http://www.logcluster.org/service_request_form_ukraine](http://www.logcluster.org/service_request_form_ukraine)

Step 2:
The Service Request Form (SRF) must be received by the Logistics Cluster at least 5 working days before the cargo is due to move, in order to process the paperwork. The SRF must include:

a. Complete contact details (name, phone number and addresses) for the requesting organization and the consignee must be provided on the SRF;
b. Pickup location & destination of cargo;
c. Items description (including any special instructions), including weight and accurate volume of the cargo;
d. Date cargo to be transported.

The SRF must be accompanied by:

a. A detailed packing list (including the total number of items as well as the number of packages, transport specs, and category)
b. A word version of the requesting organisation’s letterhead.
c. The name of the organisation’s signatory and title for the additional documentation (see step 4). Ideally the signatory should be based in Kyiv.
d. A copy of the consignee’s proof of accreditation in Ukraine. Please contact the Logistics Cluster if your consignee is not registered.

Please note the following important information:

a. The contents of all kits must be detailed.
b. It is essential to specify the expiry date/shelf life of perishable goods, including items such as shampoo (e.g. the expiry date must correspond to the manufacturer’s).
c. Other documentation that may potentially be requested by the Ministry of Social Policy (MoSP) includes a certificate of origin; a customs declaration form (if imported); a proforma invoice (or estimated value of the goods).
d. The list of required documents is subject to change without notice.
Step 3:
Submit a Service Request Form (SRF) to Ukraine.ClusterCargo@wfp.org

Step 4:
To be completed by the Logistics Cluster: Upon reception, the Logistics Cluster will draw up the necessary documents for submission to the MoSP. These documents consist of:

a. A letter of application and translation;
b. A letter of donation and translation;
c. A letter of notification and translation;
d. A packing list and translation;
e. A distribution plan and translation.

Step 5:
To be completed by the requesting organisation: electronic copies of these letters will be provided to the requesting organisation to be printed, signed and stamped. Translations must also be stamped. The requesting organisation should send hard copies of stamped and signed documents to the Logistics Cluster office in Kyiv. The arrangements for transport process will be made between the Logistics Cluster and the requesting organisation once the documents have been prepared.

For more information, please visit the dedicated webpage: http://www.logcluster.org/ops/ukr15a that contains all updated contact information on the Logistics Cluster activities in Ukraine.