

OVERVIEW

The Service Request Form (SRF) is a standardised document that must be completed by any organisation requesting services from the Logistics Sector. 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 Logistics Sector.

Once the SRF is considered accurate and complete, the Logistics Sector will issue an SRF Tracking Number to the user and enter the data into an SRF tracking database.

SRF GUIDELINES AND SUBMISSION

Please note the following guidelines on submitting an SRF:

- A separate SRF must be submitted if goods are coming in from different locations;
- Goods requiring special handling or storage need to be submitted on a separate SRF;
- If users run out of space on the Excel form, then they must submit additional SRFs rather than attempting to add more lines to the existing form.

When in doubt, submit your request on multiple forms.

NOTE: All SRFs must be emailed in Excel file format to the email address indicated in the top right corner of the form. Please do not save in another file format such as JPEG or PDF. The above instructions are also briefly summarised at the top of the SRF.

GUIDELINES FOR ISSUING OF SRF NUMBERS

Once an SRF has been cleared and accepted by the Logistics Sector, the user will be contacted and issued a Consignment Number and a Tracking Number for the request. The Consignment Number will be allocated in from the Relief Item Tracking Application (RITA) along with a randomly generated Tracking Number.



Consignment Report
RITA2 Test - Rome

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

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

ROM-0011
Tracking Code: 364388262 - Status: Closed



SERVICES REQUESTED

- When **“STORAGE SERVICE”** is requested, then this section will be utilised. The location where the goods will be stored 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.

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"/>	

NOTE: Ensure that the storage service request is on a temporary basis only (contact the Logistics Sector to find out the available storage duration).

SENDING/RECEIVING ORGANISATIONS AND CLEARING AGENT DATA

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

- The **SENDING ORGANISATION** 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 ORGANISATION** is the agency receiving the items (who will have ownership and/or custody of the goods immediately after the service has been provided.)
- If goods are to be delivered or collected by a **CLEARING AGENT**, users must ensure that their contact information is specified.

NOTE: Users must ensure that all contact details provided on the SRF are accurate and valid.

The Logistics Sector and/or WFP will not be the consignor or consignee for an agency unless the items are for WFP programme implementation.

SPECIAL REQUESTS

- If the cargo requires special handling, then it must be indicated in this section of the form. The four boxes indicating **Cold Chain, Dangerous, Fragile** and **Regulated** goods have simple **Yes/No** options for the user to select. A user selecting any of these boxes **must** provide special instructions regarding storage.
- There are cells for required supporting information: **Temperature range from/to** and **UN ID number**.

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

- **Cold Chain** – items which require a constant temperature range for storage. If requested, then this range needs to be indicated on the form.
- **Dangerous Goods** – items which can be considered hazardous or dangerous cargo through international shipping standards. Examples include lithium batteries, items containing fuel or petroleum products, or other chemicals. All such items will have a corresponding UN ID number which should be used (click [here](#) to access the relevant UN webpage to locate this information).
- **Regulated** – items which may have locally implemented restrictions, e.g. medicinal alcohol in countries where alcohol is banned.
- **Fragile** – items which require sensitive handling or careful storage (e.g. electronics or glass).

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.

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): <small>Use the box below to specify special requirements for handling or transportation of your cargo/items or any other relevant logistics information.</small>										

- **Category** – Users must identify the category of their items using the drop-down menu. The item categories correspond to the sector 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 the Logistics Sector’s support by sector.
- **Inventory Numbers** – These are the lowest level of units being shipped.
<https://logcluster.org/sector/by18a>

- **Quantity** – The total number of items can only be a whole number and the **unit type** needs to describe the items accurately.
- **Unit Type** – Users can only select from a drop-down menu of choices in order to ensure the standardisation of item information from users, but the options can be expanded if required. The current choices are bulk (kg), each, litre, pair and 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 the SRF may experience processing delays. The Logistics Sector needs to know very specific and detailed information on all cargo shipped so that proper handling can be arranged. Additionally, items such as fuel which may contaminate other humanitarian relief goods such as food need to be stored separately.

NOTE: If an agency is storing 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 sector must still have the packing list of those items for insurance and customs purposes.

- **Handling Units** – This section describes how the individually counted units are packaged together.
 - **Quantity** – The total quantity of handling units can only be a whole number and the unit type needs to describe the item accurately.
 - **Unit Type** – Users can only select from a drop-down menu of choices in order to ensure the standardisation of item information from users, but the options can be expanded if required. The current choices are bulk (kg), bag/sack, bale/bundle, box/carton, crate, drum/barrel, kit/set, roll, none/loose, each, litre, pair and part.
- **Total Weight/Size**
 - **Total kg** – This must be filled out correctly. Only numerical entries can be entered by the user. The user must enter the total weight of the line items in kilograms.
 - **Total m³** – Calculating the volume of the items you are requesting the Logistics Sector to handle is a critical component of cargo storage. The Logistics Sector uses this information to consolidate and ensure the full use of storage facilities. To calculate volume, you simply need to measure the height, width and length of any item's box and multiply together.

Volume = length x width x height

e.g. For a box measuring 1.2 m high, 2 m wide and 1 m long, the volume would be 2.4 m³.

For small boxes measuring under a metre in size, convert to metres before calculating the volume.

An online volume calculator is available [here](#). Please note, in the SRF you need to insert the **total volume for the line item only**.

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 of cargo/items or any other relevant logistics information.

CONDITIONS OF SERVICES

CONDITIONS OF SERVICES	
All requests made with this SRF are subject to the following terms and	
(i)	The service provider acts as an agent for the service users.
(ii)	The service provider assumes no responsibility for the transportation and storage and/or for any loss of or damage to the Goods carried.
(iii)	Service users are responsible for making adequate arrangements for the insurance of their Goods.
(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.
(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

- **Conditions of Services** refers to the terms and conditions that the Service User agrees to abide by in order to use the Common Services provided by the Service Provider.

AFFIRMATION, DATE AND SIGNATURE













AFFIRMATION
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
Name and Position of Requester
Date (DD-MMM-YYYY)

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

Service Request Form User Instructions, 3 March 2019

Libya



	Category	Description	Common Examples
	Camp Coordination and Camp Management	Items for the installation and support of refugee and 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	Textbooks, stationery, construction materials, desks
	Food Security	Products for the direct nutritional support of beneficiaries	High energy biscuits, vegetable oil, maize, rice, Plumpy Nut, milk
	General Operations	Items not directed towards the beneficiaries and not covered by other categories	Office supplies, stationery, desks
	General Program	Any items required to support sectoral 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