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.

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

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.
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

• 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)

- **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](https://logcluster.org/sector/lby18a) 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** – 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/lby18a](https://logcluster.org/sector/lby18a)
Service Request Form User Instructions, 3 March 2019
Libya

- **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.

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

  *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](https://logcluster.org/sector/lby18a). 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.

[https://logcluster.org/sector/lby18a](https://logcluster.org/sector/lby18a)
CONDITIONS OF SERVICES

(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 over.

AFFIRMATION, DATE AND SIGNATURE

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.

https://logcluster.org/sector/lby18a
<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
<th>Common Examples</th>
</tr>
</thead>
<tbody>
<tr>
<td>Camp Coordination and Camp Management</td>
<td>Items for the installation and support of refugee and IDP camp infrastructure</td>
<td>Cement, timber, shovels, portable containers</td>
</tr>
<tr>
<td>Early Recovery</td>
<td>Supporting materials for programmes involved in restoration of public service or livelihood programmes</td>
<td>Wheelbarrows, shovels, stationery</td>
</tr>
<tr>
<td>Education</td>
<td>School and student support equipment</td>
<td>Textbooks, stationery, construction materials, desks</td>
</tr>
<tr>
<td>Food Security</td>
<td>Products for the direct nutritional support of beneficiaries</td>
<td>High energy biscuits, vegetable oil, maize, rice, Plumpy Nut, milk</td>
</tr>
<tr>
<td>General Operations</td>
<td>Items not directed towards the beneficiaries and not covered by other categories</td>
<td>Office supplies, stationery, desks</td>
</tr>
<tr>
<td>General Program</td>
<td>Any items required to support sectoral programs</td>
<td>Vouchers, distribution cards</td>
</tr>
<tr>
<td>Health</td>
<td>Any material required for the medical support of beneficiaries</td>
<td>Bandages, portable operating theatres, medicines</td>
</tr>
<tr>
<td>Logistics</td>
<td>Materials required for the direct logistical support of programmes</td>
<td>Fuel, motor oil, vehicles, generators, portable warehouses</td>
</tr>
<tr>
<td>Protection</td>
<td>Any item used to directly support programmes aimed at ensuring all people are protected in accordance with their human rights</td>
<td>Advocacy materials, mine action/removal equipment, debris removal items</td>
</tr>
<tr>
<td>Shelter</td>
<td>Materials used to protect beneficiaries from the elements</td>
<td>Tarpaulins, tents, plywood, nails, mattresses, blankets, plastic sheeting</td>
</tr>
<tr>
<td>Telecommunications</td>
<td>Equipment required to directly support field radio and information communications</td>
<td>Radios, satellite phones, radio towers</td>
</tr>
<tr>
<td>WASH</td>
<td>Water, sanitation and hygiene products for beneficiaries</td>
<td>Water purification tablets, personal hygiene kits, chlorine, sanitary kits</td>
</tr>
</tbody>
</table>