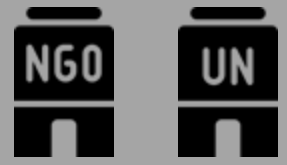
Steps to follow when bringing relief items to support the response

Before planning transport arrangements

1



Inform respective cluster lead about intention to bring relief items

Share list of relief items with respective cluster lead:

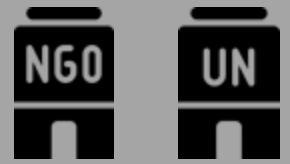
- Description
- Quantity
- Sector/Cluster
- Distribution plan
- Estimated distribution dates

Consolidated list submitted by cluster leads to NDMO IM

Verification and approval from the NDMO Controller

When transport arrangements are complete

2



Submit to:
ndmo.im@gmail.com &
logs.neoc.ndmo@gmail.com

- Share air waybill minimum 48 hours before planned commercial flight

or

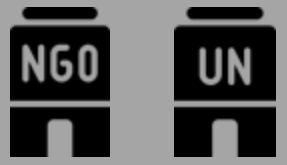
- Cargo Manifest as soon as available, if DFAT/MFAT flight

Exemption letter provided by the NDMO Director and customs exemption granted

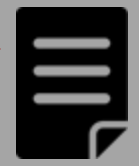
Agencies are encouraged to send a staff to the airport to be present during loading of goods into NDMO trucks before they are moved to the storage

Before in-country distribution

3



Contact respective cluster lead to release goods from storage.



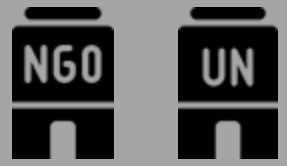
Request for Assistance (RFA) submitted by a respective cluster to facilitate release of items from the NDMO warehouse and/or transportation service supported by NDMO

RFA approval and goods released for distribution

Request for Assistance (RFA) Process Overview

1

Individual organisation



- Identifies needs and prepares distribution plan
- Provides comprehensive details of needs requirements (such as item description, weight, volume, quantity, locations etc)
- Communicates these needs to the respective National Cluster Lead

2

Respective Cluster Lead

- Reviews, consolidates, and prioritises request(s) from partner(s)
- Prepares the Request for Assistance (RFA) form and submits it to NDMO **(logs.neoc.ndmo@gmail.com)**

3

NDMO

- The NEOC Controller at the NDMO reviews and endorses the RFA
- The RFA is then sent to the NDMO Director for approval
- Once authorised, the RFA is directed to the correct focal point for action