Online Service Request Form (SRF) – User Instructions

[05 March 2024]

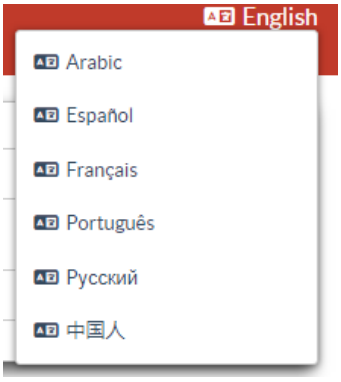
The Service Request Form (SRF) is a standardized document that must be completed by any organization requesting transport and / or storage services from the Logistics Cluster. Accurate information on the request is critical for successful tracking , documentation, and accountability of the services to be provided. The user should carefully review the document before submitting the form to the cluster.

Once the SRF is considered accurate and complete, then the Logistics Cluster will issue a SRF Tracking Number to the user and puts the data into a SRF tracking database.

A. SRF GUIDELINES AND SUBMISSION (Link : Please Click here)

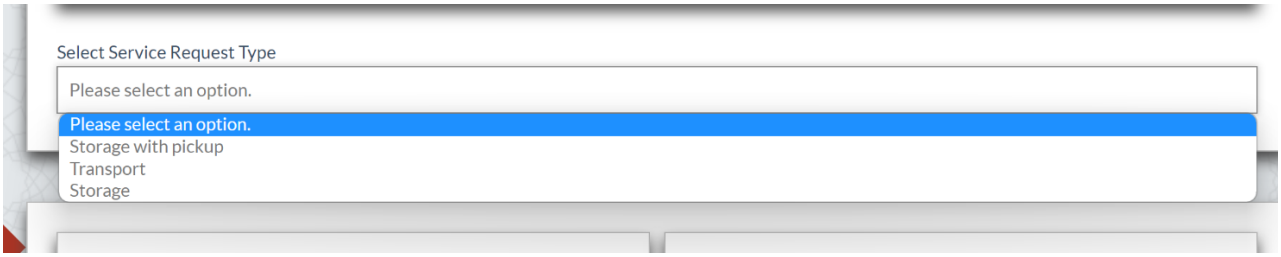
1. Selection of Language

Service requestors can select the preferred language to submit their request from the top right corner. The available languages at the moment are: English, French, Spanish, Portuguese, Arabic and Russian.



2. Selection of Service (s)

The drop-down list provides list of services that logistics cluster / sector is providing which includes: Storage, Transport and Storage with pick up. The service types will be limited by the types of services available in that country mission.



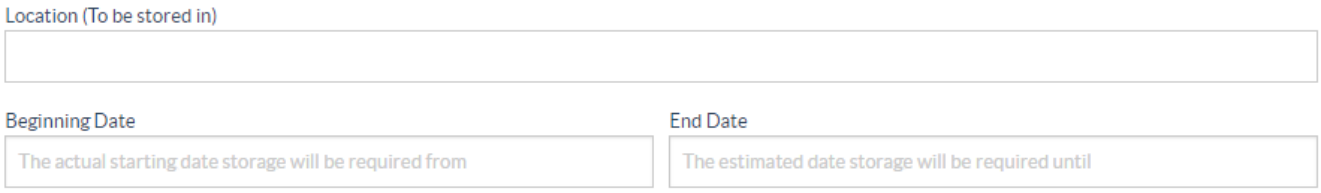
Once the service type selection made, please enter the location and dates required for the service.

3. Service Details (s)

Depending on the type of service, users will be asked to provide additional relevant information for each service type.

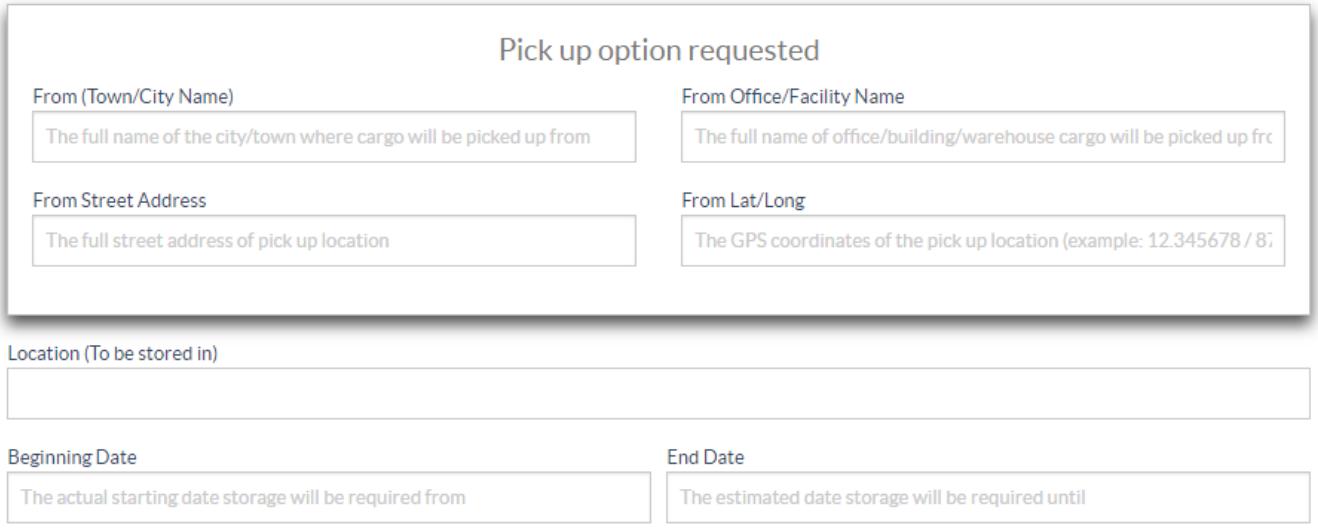
For storage only:

Requestors will need to define the desired storage location. Only locations that are active will be available to select. Requestors will also need to define the anticipated start dates and the last date of storage. If the exact duration isn't known, service requestors should use their best estimations to help with planning purposes. A separate storage SRF must be submitted for each location or storage facility.

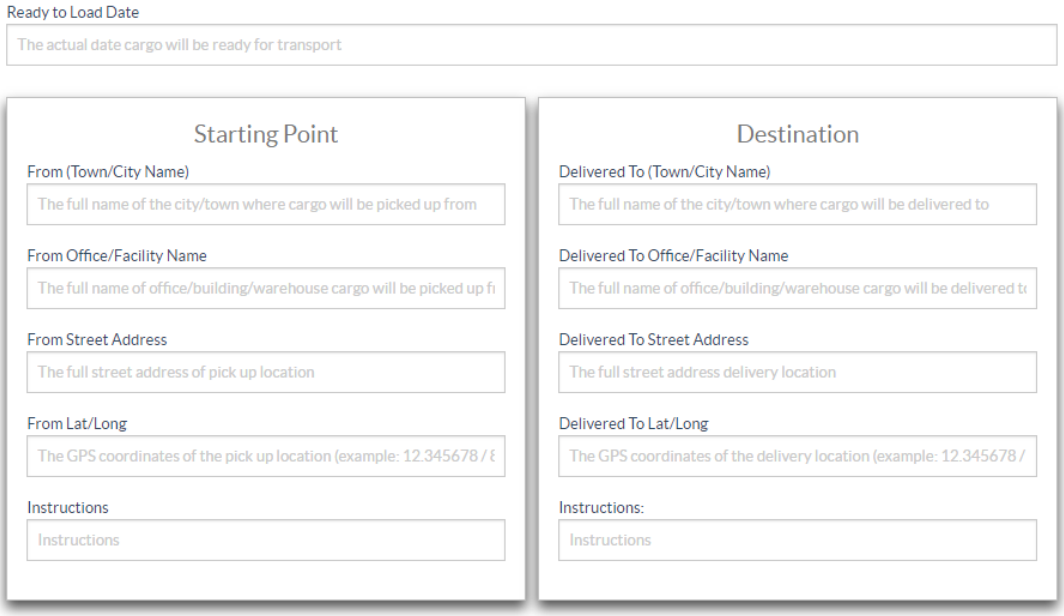


For storage with pick up:

If requestors require pick up services for stored cargo, they will need to include the name of the town, facility location, street address, and if possible, the GPS coordinates. Please be as accurate as possible. If requestors wish to later have cargo delivered to their location, this can be done at the time of requesting release of cargo. The local focal point can also arrange delivery.

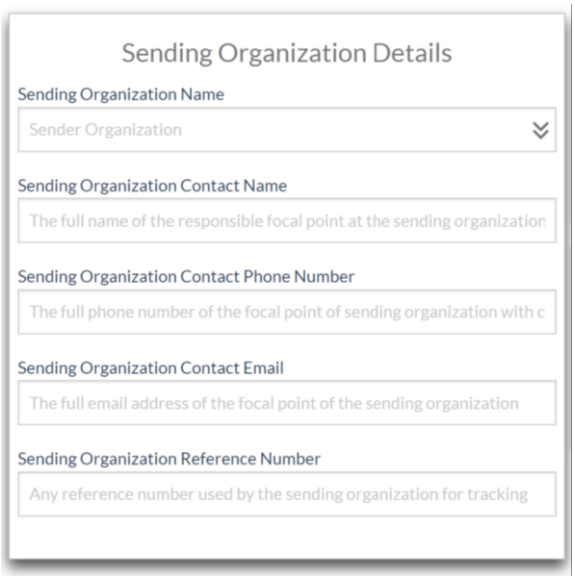


For transport only:
Requestors requiring transport services only, please accurately and correctly indicate the date cargo is ready to load, and the information on the pick-up and delivery location, including the town, the physical address, the name of the building or facility, and if possible, the GPS coordinates. Requestors should indicate any special instructions, including hours of operation, specifical arrival information, contact information, or any other information that will be useful when picking cargo up.

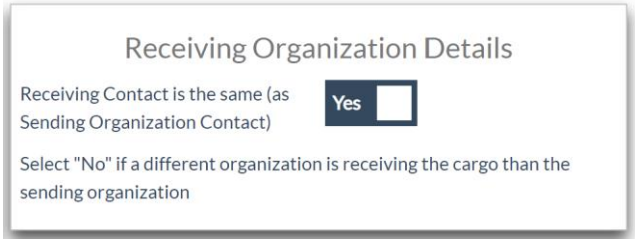


4. Points of Contact

Service users should fill the point of contacts for both the sending and receiving end. If same service user's point of contact is sending and receiving the cargo, then the toggle at receiving contact detail can be left as it is.

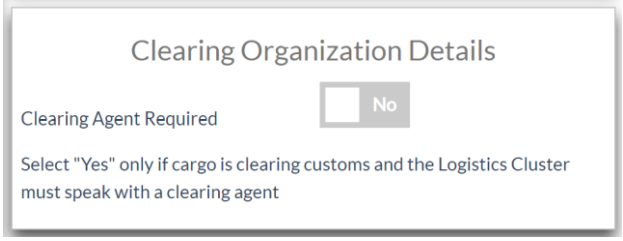


The request form will default to the sender and receiver having the same information. If the receiver organization is different from the sender organization, please select "no".



5. Clearing organization detail

By default the toggle for clearing organization details is “no”. If a clearing agent is needed, select “yes” and enter clearing agent information.

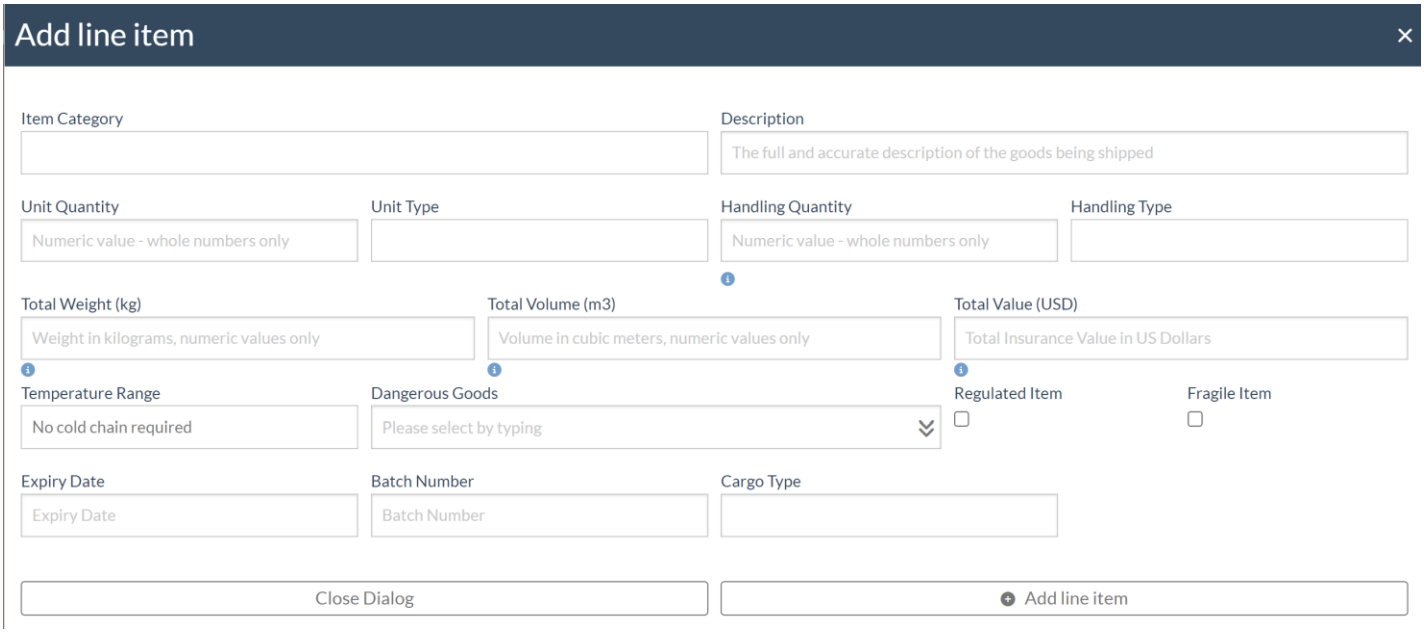


Key Note: Users must ensure all contact details provided in the SRF are accurate and valid.

6. Cargo Information

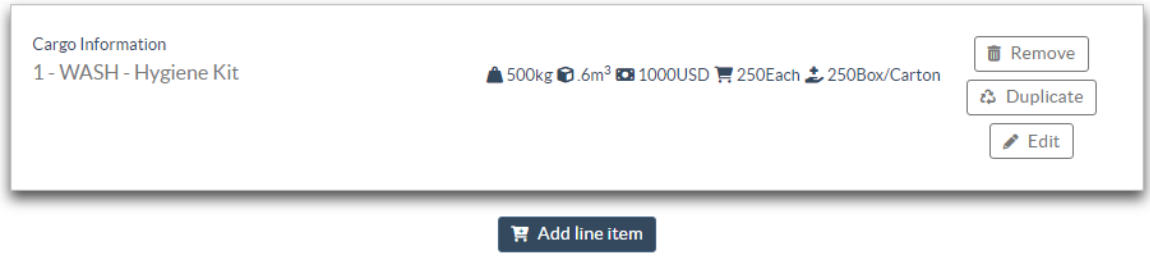
Service requestors must add at least one line item. Line items can be added by selecting the “add line item” button.

Once selected, a new window will pop up with item level information.



Requestor should fill in as much data as required to ensure proper management of cargo items. Note: some data fields are mandatory. Once completed, select “add line item.” The line item will now be

displayed on the form:



Requestors may add as many line items as required. They may also remove, duplicate and edit line items.

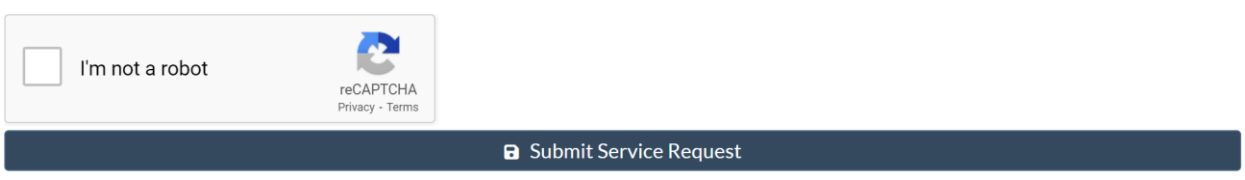
B. AFFIRMATION, DATE AND SIGNATURE

Requestors are required to include their information before submitting. By default, the requestor information will be the same as the cargo sender/owner.

If you are submitting a request and you are not the same as the person as the name listed in the "sender" section, please select "no". Note: the verification email will be sent to the requestor only – if the email in the affirmation box is not yours, you will not be able finalize the SRF. Please be sure to list only emails you can actively access.

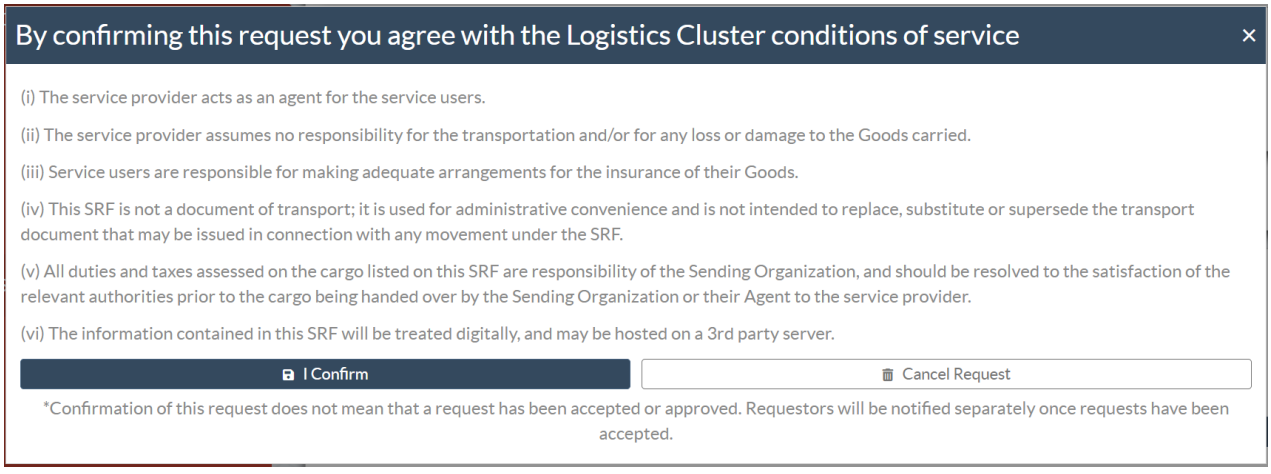
Requestor details:

Once the requestor details are fully entered, users should fill out the security CAPCHA and select "Submit Service Request".

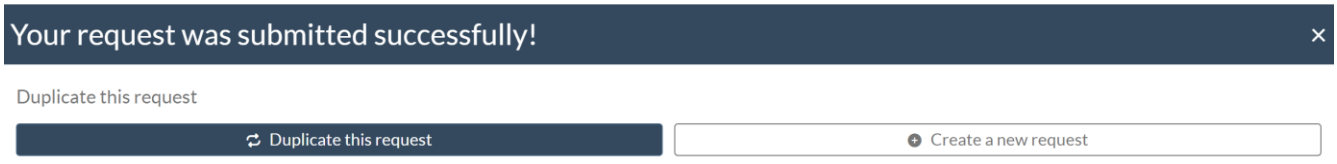


C. CONDITIONS OF SERVICE

"CONDITIONS OF SERVICES" refers to the terms and conditions that Service User agrees to abide by to use the Common Services provided by Service Provider. In order to finalize the request, you must submit "I Confirm."



Once a request has been fully submitted, users will be asked if they would like to start a new service request or if they would like to duplicate the current service request. Duplicating a request will speed up the process of making another similar request – requestors can alter some key details but otherwise redo the entire process quickly.



The last step of the process: the email listed as the "requestor" will receive a confirmation email asking the requestor to confirm by following a link. The confirmation email will remain active for 24 hours. Unless the requestor confirms this link, the request will never be fully received by the customer service representative.

Additional information on terms and tracking can be found below:

Item Category – Users must identify the category of their items using the drop-down menu. The item categories correspond to the Cluster associated with the items, practically which need to be picked based on the **use of the line-item cargo**. 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 Cluster support by sector.

Inventory Units – These are the lowest level of units being shipped.

1. **Quantity** - The Total No. of items can only be a whole number and the Unit Type needs to describe the items accurately.

2. **Unit Type** - Right now users can only pick from a drop-down menu of choices in order to ensure standardization of item info from the users. This can easily be expanded if required. Unit choices:
    - Each
    - Litre
    - Pair
    - Part
    - Bulk (kg)

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 your SRF may be delayed in processing. The Logistics Cluster needs to know very specific and detailed information on all cargo shipped so that the Cluster can ensure proper handling. Additionally, items such as fuel which may contaminate other humanitarian relief goods such as food need to be shipped in different modes.

Key note: If an agency is shipping 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 cluster still must have the packing list of those items for insurance and customs reasons.

Handling Units: This section describes how the individually counted units are packed together.

1. **Quantity** - The Total quantity of Handling Units can only be a whole number and the Unit Type needs to describe the items accurately. Please note that the Handling Units Quantity should only be the same or less than the Inventory Units Quantity.
2. **Unit Type** - Right now users can only pick from a drop-down menu of choices in order to ensure standardization of item info from the users. This can easily be expanded if required. Unit choices:

Bulk (kg)	**Crate**	**None/Loose**	**Bale/Bundle**	**Kit/Set**	**Litre**
Bag/Sack	**Drum/Barrel**	**Each**	**Box/Carton**	**Roll**	**Pair**

Total Weight, Volume and Value of Cargo

1. **Total Kg** - This must be filled out correctly. Only numerical entries can be entered by the user. The user must enter the total weight in KG of the line items.
2. **Total m3** – Calculating the volume of the items you are requesting the Logistics Cluster to handle is a critical component of cargo movements and storage. The Logistics Cluster uses this information to consolidate and ensure that the full use of Mobile Storage Units (MSUs) and common transport modes (boat, barge, truck, or fixed wing) are being utilized to their fullest potential.

- To calculate volume, you simply need to measure the height, width, and length of any item's box and multiply.

    Volume = height x width x length. ***For example, if your box is 1.2 m high x 2 m wide x 1 m long, your total volume for that box is: 2.4 m3***

- If you have a small box in centimetres, calculate it in meters before calculating volume by dividing the centimetres by 100. ***For example, if your box is: 100 cm = 1.00 m; 150 cm = 1.50 m; and 200 cm = 2.00 m.***

    Therefore, the volume is 1.00 x 1.50 x 2.00 m = 3 m3

- An online volume calculator is available here: https://volumecalculators.com/

- In the SRF, you will insert **total volume for the line item only**.

3. **Total Value ($) –** Total value of each line items on US dollars must be filled. If it is purchased in any other currency then converting the sum into USD can be done.

Dangerous Goods – Items which can be considered hazardous or dangerous cargo through international shipping standards. Examples are lithium batteries, items containing fuel or petroleum products, or other chemicals. All such items will have a corresponding UN ID number which can be received once service user start to type the item description or UN ID number.

Regulated – Items which may have locally implemented restrictions. For example, wireless communications equipment in certain locations where communications equipment is heavily regulated.

Fragile – These are any goods which require sensitive handling or careful storage (e.g. electronics or glass).

Temperature Range – Items that are temperature sensitive and may require special storage or handling. To indicate temperature requirement ranges select one of the pre-defined ranges from the drop-down in the SRF. For ranges that are not expressed in the drop-down, please include the temperature ranges in the comments section of the SRF.

Temperature Range	**Common Name**
Below -15°C	Frozen Storage
2° to 8°C	Refrigerated Storage
8° to 15°C	Cool
15° to 25°C	Climate Controlled or "Room Temperature"

Expiration Date – For items that have specific expiration dates that need to be tracked, including food, medical and chemicals. Expiration date is not mandatory, and is generally only included where required.

Batch/Lot Number – For items that must be tracked by batch/lot of production, usually pharmaceuticals, certain types of food or medical consumables. Batch/Lot number is not mandatory, and is generally only included where required.

Comments - This box can provide specific information and/or special requirements for handling or transportation of your cargo/items or any other relevant logistics information.

- Any kits on the SRF must be accompanied by a packing list of the items within the kit.
  If you are submitting an online SRF that includes kit components, please email your cargo focal point referencing the consignment number.

When in doubt, contact the Logistics Sector at somalia.clustercargo@wfp.org

D. GUIDELINES FOR SRF NUMBER ISSUANCE

Once a SRF has been cleared and accepted by the Logistics Cluster, the person requesting the cargo will receive an automatic email containing a **Consignment Number** and **Tracking Number** for the request. Consignment numbers and tracking ID numbers are automatically generated for future reference by service requestors.

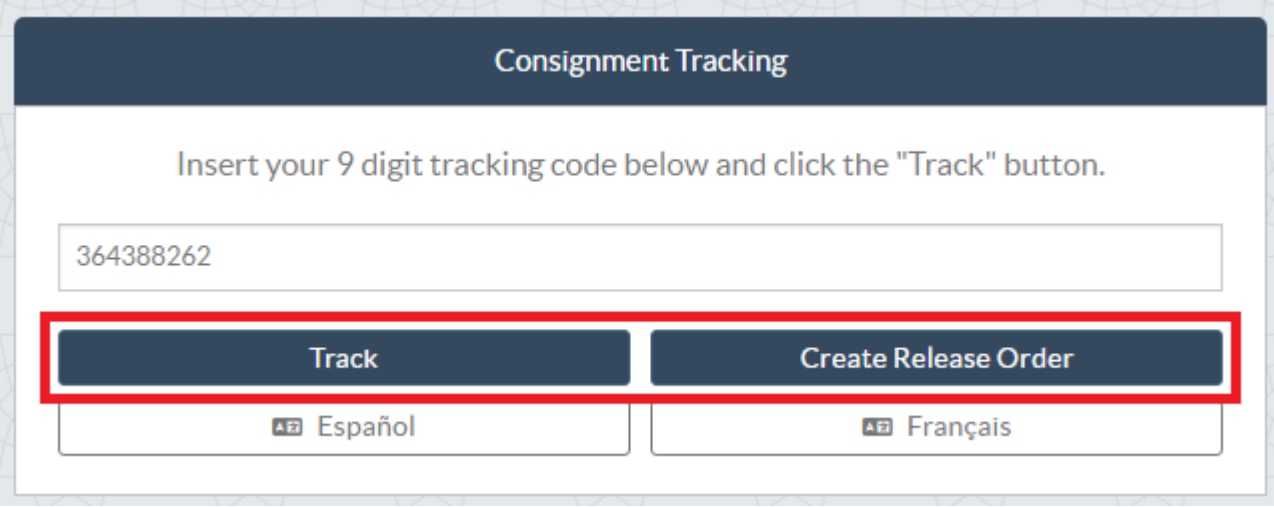
Hello Service Requestor,

We are writing to inform you that your service request with the tracking ID **364388262** has been successfully approved and is currently underway.

Request acceptance details:
Consignment Number: ROM-0011
03/Apr/2023 07:23
email@partner.org

You may continue to track the progress of your consignment or request the release of your cargo at any time using our online tracking system online tracking system

The above image shows an automatic email where the SRF has been assigned the number "**ROM-0011**" and a unique tracking ID "**364388262**". Requestors of services will be able view and manage their requests online at the following location: https://rita.logcluster.org/public/track.htm



- **Tracking Cargo:** Service requestors may search for and monitor up the most recent status of their consignment.
- **Releasing Cargo**: Service users can request the release of part or all of the cargo associated with their consignments.

Key note: The user needs to ensure this data is accurate and the totals for Weight and Volume make sense for the items being described

LC - SOMALIA

CATEGORIES	DESCRIPTION	COMMON EXAMPLES
Camp Coordination and Camp Management	Items for the installation and support of refugee or 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, construction materials
Education	School and student support equipment	Text books, stationery, , desks
Food Security	Food Products for support of the beneficiary	Rice, vegetable oil,maize, milk
General Operations	Items not directed towards the beneficiary and not covered by other categories.	Office supplies, stationery, desks
General Program	Any item required to support sectorial 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
Nutrition	Food considered in relation to the body's dietary needs	Plumpy' Sup, Plumpy'Nut, High energy biscuits (HEB)
Protection	Any item used to directly support programmes aimed at ensuring all people are protected in accordance with their human	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	hygiene kits, chlorine, sanitary kits