# Introduction & Background to RITA

# Background

WFP and the Logistics Cluster support the broader humanitarian community during an emergency by providing logistical services, covering the storage and transportation of supplies (commonly known as "**Relief Items**") from various entry points to extended points of delivery. Managing the information necessary to perform this task effectively is complex and time-consuming. Although the basic aim across all operations is the same – the tracking of cargo - the underlying operational requirements often differ widely, which led to the development of a variety of tracking solutions – ranging from white-boards, Excel spread sheets and Access databases, or some combination of the three.

In most cases, the tools developed were specific to a particular operation. This meant users with experience in one operation had to learn a completely new set of procedures and tools when placed in a new operation. It also resulted in information gathered during an operation effectively being discarded, as it was impossible to compare data across different operations.

RITA was developed in response to these shortcomings. By using a single system across multiple operations, procedures can be standardized, training becomes more efficient, and statistics can be accurately compared between operations.

# Scope of Service Provision

The diagram below shows the scope of service provided by the Logistics Cluster during an emergency operation:

The Logistics Cluster tracks humanitarian food and non-food cargo within an emergency response, wherever the Logistics Common Transport or Storage Services are being used. Cargo movements within an operation that *do not* use the common service provision are outside the responsibility of the Logistics Cluster.

In other words, the transfer of goods from the customer to the initial delivery point; and the transfer of goods from the Extended Deliver Point (EDP) to the beneficiaries is the responsibility of the partner and are therefore explicitly outside the scope of the tracking system.

Goods are tracked from initial arrival at a designated entry point. The goods then travel through various Consolidation & Loading Points (CLP). Tracking ends once the goods leave the final Extended Delivery Point.

## Purpose

RITA is a tool to manage the logistics of transporting (mainly non-food) cargo for the humanitarian community. The main purposes of the system are:

- **Manage incoming cargo** – both direct pick-up from customers' warehouses; and delivery by a customer to cluster-controlled warehouse.
- **Manage cargo in transit** – from determining vehicle requirements and schedules to answering customer enquiries about the status and whereabouts of their cargo.
- **Manage customs requirements**, by having a better view of what each consignment

contains.

- **Manage outgoing cargo** – both releases (where the customer picks up their goods from the cluster-controlled warehouse); and deliveries (to a customer-specified address).
- **Improve customer service** - Organisations need to know where their goods are in the delivery chain, if only at a high level – In transit, Received, Dispatched, Delivered, etc.
- **Basic warehouse management** reporting and monitoring.
- **Reporting operation**-wide statistics.

This translates into a number of specific features:

- Maintain a single reference point for the goods over the lifetime of the consignment (Consignment ID).
- Track the movement of all goods with full transparency, via a DHL-style online tracking mechanism (Consignment Tracking Number). Because RITA is internet-based, customers can now independently see the progress of their goods through the use of a computer-generated tracking number to ensure confidentiality.
- Simplify the complex process of scheduling vehicles over multi-point routes – this is currently done at dispatch time. The dispatch operator can split a single consignment to different vehicles and plan a multi-stop route.

# Accessing and Navigating RITA

## RITA Website

To access RITA, open your web browser (Google Chrome is recommended as the default browser), and enter the appropriate URL (for the Logistics Cluster: https://rita.logcluster.org, for On-Demand Service Provision: https://rita.wfp.org).

A login screen will appear, and the operator must provide the details of their login ID (email address) and password.

By default, the language used is English. However, the operator has the option to switch to Spanish, French, Portuguese, Arabic, Russian, and Chinese language.

## Logging in

Operators with WFP email addresses can type their email addresses and sign in by clicking on "**Login with WFP password**" and using their corporate password.

For other email addresses, email RITA GLOBAL atrita.global@wfp.org to request access. Once RITA Administrators assign access to the User ID (usually the email address), the operator is given a default password. Type these values into the "**Email**" and "**Password**" fields and click "**Login**".

You will now be looking at the RITA Main Menu:

RITA provides automatic account notifications that notify users of account and password expiration in advance.

**Note: For External Users, the password must be changed after logging in. To change the password, follow the steps below.**

**Step 1:** After logging in to RITA, click on Preferences from the user interface, as shown in the screenshot.

**Step 2:** The Preferences dialog box will open. This screen displays the user's organization, email address, name, and preferred language.

**Step 3:** Click on the Change Password button within the Preferences dialog.

**Step 4:** Enter the required password details following the on-screen instructions. Click Save Changes to confirm and apply the new password.

## Navigating RITA

The RITA Main Menu has the following key elements listed below:

**RITA Logo:** Clicking the RITA logo from anywhere within RITA will return the operator to the Main Menu screen.

**Project:** This option displays the current project and lets the operator choose if access has been granted to many

**Location Group:** When the operator clicks on the '**Location Group**" option, a drop-down menu with all the sites within the current project appears.

**User Email:** When the operator clicks on the email address, a drop-down menu appears with three options explained below:

- **Preferences**: This tab allows the operator to change their language preference. Currently, the available options for RITA users are English, French, and Spanish.
- **About:** Clicking the "About" option will display the user's ID and details about the server.
- **Logout**: Clicking the "Logout" link will exit RITA.

### Customize Columns

RITA provides a flexible Customize Columns feature across various screens allowing users to tailor their data views based on operational needs and preferences. This functionality lets users display only the most relevant columns of information.

On the Consignment screen, users can click the '**Customize Columns**" button to access a comprehensive list of available fields.

These include:

- Core fields like Consignment, Reference, Sender, Receiver, Destination, Status, consignment created date, Total Weight (kg) and Total Volume ($m^3$).
- Operational details like Attachments, Sub-project description, Cold Chain, Dangerous Goods, Fragile, Regulated, Tracking code, Created by, Expiry Dates, First Expiry Date, Total Value (USD), Batch Numbers, Remarks, Transport Unit Quantity and Expected Arrival Date.
- The Specific columns available vary from page to page, and are based on context.

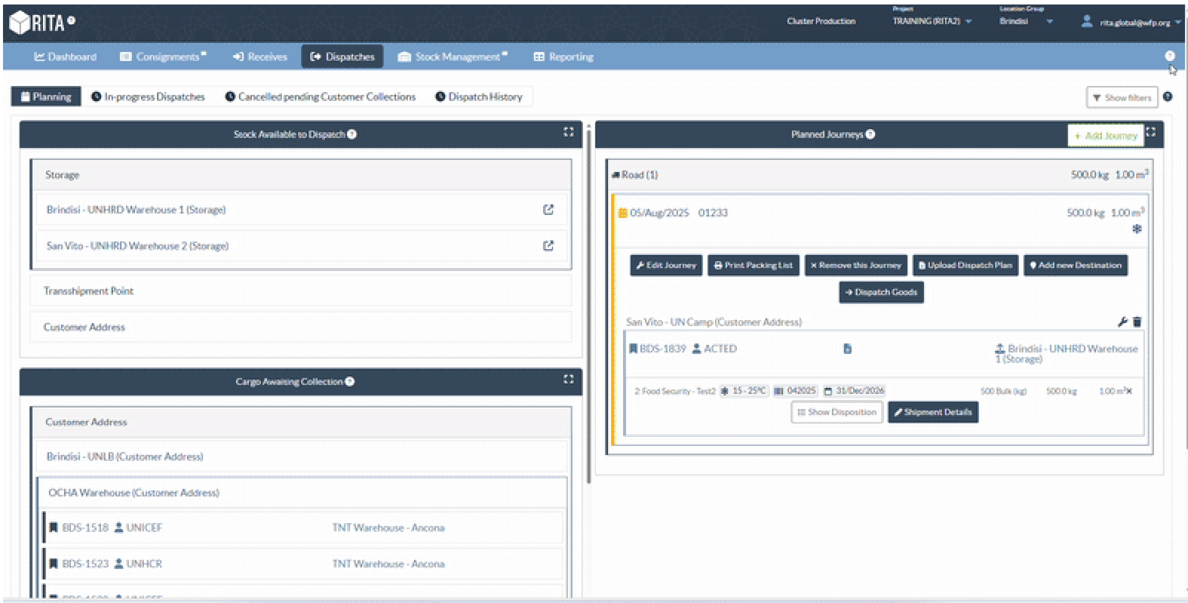
By checking or unchecking the boxes next to each field, users can control what is displayed on their screen. Once the desired fields are selected, clicking "Save" will apply the new view.


#### Help Icons

Across various tabs within RITA (such as **Dispatches**, **Consignments** and **Stock Management**), users will notice a **small question mark icon** next to section titles (e.g., "Dispatches" as shown in the image below).

This **Help Icon** is an interactive support feature. When clicked, it redirects users to the relevant section of the **RITA Online User Guide**, providing step-by-step instructions and helpful context specific to that functionality.

For example: In the **Dispatch Planning** tab, clicking the help icon beside "Stock Available to Dispatch" will open the guide on how to plan a journey using available stock.




*Note: The Help Icon is also available for RITA users submitting service requests to the Logistics Cluster using the Service Request Form (SRF) and Release Order Form (ROF).*

*Clicking the icon will redirect users to the corresponding online instruction pages, such as the Online SRF Instructions or Online ROF Instructions, where they can find detailed guidance on how to correctly complete and submit the forms.*

### Dashboard

The dashboard provides the operator with a snapshot of performance to date. The graphing dashboard allows operators to select multiple variables (weight, volume, consignments), select date ranges, select locations, and transport routes, and, in some instances, overlay data. For details on the dashboard tab, please refer chapter "Reporting- Dashboard".

## RITA Automatic Notifications

RITA sends automatic emails to notify partners and cargo owners about any changes to their shipments or consignments. Below are some of the conditions under which the automatic emails are sent:

RITA's user-friendly interface effortlessly enables individuals to submit service requests online in six different languages. Furthermore, it can automatically send notifications in English, Spanish, French, Portuguese, Russian, and Chinese, ensuring effective communication with a diverse user base.

| | |
|---|---|
| **Account and password Expiration reminder:** | RITA provides automated notifications one week in advance to remind users of upcoming account and password expirations. |
| **Password Reset and Confirmation Email:** | RITA automatically notifies users to reset their password with a password reset link and sends confirmation email after the password has been reset. |
| **Service Request Form Submission:** | Service requests submitted through manual or online SRF will trigger alert emails to requestors and RITA operators, notifying key personnel and documenting the workflow. If the owner of the cargo is different from the requestor of the service, RITA sends a separate email to each of them. |
| **Online Service Request Reminder:** | When a user has pending service requests submitted online and they have not been verified, RITA sends a reminder email to the customer to verify their submitted request. |
| **Service Request Rejected:** | When service requests submitted by users are rejected, the cargo owner will be notified, including notes for the rejection. |
| **Service Request Accepted:** | When service requests submitted by users are approved, the person who submitted the online service request will be notified about the acceptance of their request. They will also receive the cargo tracking ID number along with a hyperlink to the tracking page. From there, the user can track the disposition of the cargo. |
| **Cargo Received:** | When cargo from multiple consignments is received in a single location, RITA sends automatic email notifications to the cargo owners and partners (if different than the owners). |
| **Release Order Submitted:** | Release order requests submitted through manual or online form will trigger alert emails to requestors and RITA operators. |
| **Release Order Rejection Notification:** | When a release order request is rejected by the RITA operator, the person who submitted the release order request will be notified, along with rejection notes. |
| **Cargo Dispatch:** | When a single journey includes cargo from multiple consignments and is dispatched to multiple locations/recipients, RITA automatically sends email notifications to cargo owners and recipients (if different from the owner) when the cargo is dispatched on a vehicle. |
| **Cancellation of Dispatch:** | If a dispatch is cancelled, cargo owners and recipients (if different from the owner) will receive automatic notifications of the changes. RITA operators will be required to provide an explanation for the cancellation of the dispatch. |

# Consignments

## Consignment vs Line Item

RITA's default setting is to view all incoming cargo items as consignments first. A consignment is a single request that can contain a wide variety of items and require storage or transport to a wide variety of locations. Every time a new request is submitted and accepted, it is treated as a single "consignment".

Each consignment will contain its own line items. Under the current structure, if two different consignments are submitted with the same items, RITA will still treat them as separate line items.

Consignments are submitted using what is known as a Service Request Form (SRF)

### Service Request Form (SRF)

The Service Request Form (SRF) is a standardized document that must be completed by any organization requesting services from the Logistics Cluster (including, but not limited to, Transport, Temporary Storage, and Fuel Distribution). Accurate information on the forms is critical for successful tracking and documentation of the services provided.

> Users can submit requests online using the online SRF system. Each operation will have its own specific online SRF linked to the locations and services provided. The online SRF can be shared with any party via a link or on each country's website.

SRFs can be submitted in a variety of ways, including through an online SRF portal, through a pre-formatted excel file, or can even be manually entered by hand if required.

**Note:**

Legacy tracking systems have focused on the Service Requests applied to cargo items – called respectively **Cargo Movement Requests** (**CMR**) and **Temporary Storage Requests** (**TSR**). Tracking the Service Requests rather than the actual Consignment has number of drawbacks:

- While the individual cargo movements were uniquely identifiable, it was not possible to easily see the whole path taken by the cargo – from initial receipt into the system, across every movement, up to final release back to the customer. Given that one of the key features offered by RITA is the ability to track cargo throughout the distribution network, it would have been confusing to users to see multiple numbers representing the same pieces of cargo.
- By identifying, only, the individual movements rather than the actual cargo, it was only possible to calculate total movements in and out of each site, and not possible to calculate total movements in and out of the overall operation.

## Consignment List

The Consignment screen presents all the consignments created in RITA, along with their basic details and shipping information.

RITA highlights consignments with items approaching expiration dates. It marks items with fewer than nine months of shelf life in yellow and items with fewer than three months in red.

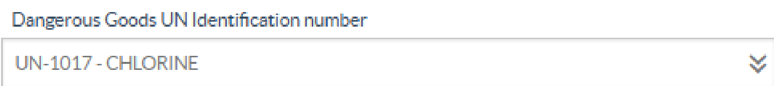
The Consignment screen will only initially show those created at that particular project and location group. To see the consignment details created at other location group, the user must change their site location using the tab “Change Viewpoint”.

To list consignments created at another RITA location, but sent to the current site for action, use the drop-down filter at the top of the screen below the name of the operation.

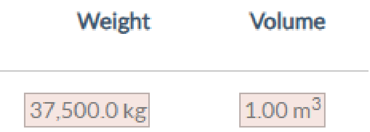
The order of the information shown on the screen can be changed by clicking the column header. For example, by clicking on the “**Consignment header**,” the consignment will be listed by order of creation, from the first consignment created to the latest and vice versa. Similarly, the “**Status**” column can change the consignment order from on-hold, new, accepted to closed, and reverse order when the arrow is clicked downward. In the same way, column information can be sorted by sender, receiver, arriving and destination location, value- -weight, and volume column in an ascending or descending order by clicking on it.

The list of columns displayed in the consignment screen is as follows:

- **Consignment Number:** Consignment number generated by RITA once a Consignment has been successfully uploaded and saved.
- **Reference:** Reference corresponds to any internal agency tracking number entered on the SRF. This allows a RITA operator to search by an agency's internal number if required.
- **Sender:** The organization sending the items or the Consignor.
- **Receiver:** The organization receiving the items, or Consignee.
- **Arriving At:** The starting location of the consignment.
- **Destination:** The final destination for the consignment.
- **Priority:** The priority status of the consignment as identified by the RITA operator.
- **Status:** Current status of the consignment: on hold, new, accepted, in progress, canceled, or closed. For details, see Appendix C, “Consignment Statuses.”
- **Created:** The date when the consignment was created in RITA.
- **Total Volume:** The total volume of the consignment being shipped in cubic meters, $m^3$.
- **Total Weight:** The total weight of the consignment in Kilogram(kg),
- **Dangerous Goods:** Operators can see information about the DG UNID number directly in the Consignment screen, enabling RITA operators to catch errors



Impossible weights and volumes: RITA will automatically highlight potential errors on the consignment page if the weight to volume ratio is excessive or suspicious




**Missing Data** - RITA will inform users if key data is missing from the SRF/Consignment at the point of upload/creation. For example, if the requestor submits an SRF with temperature-sensitive items without specifying a temperature range, it will be highlighted in the consignment screen.

**System Icons** - RITA enables users to see new system icons displayed if items are dangerous, temperature-controlled, fragile, or regulated in the consignment. These icons will follow items throughout their movements within RITA.


The mode indicated in **Consignment** screen is based on the initial input by the RITA operator when creating the consignment. It does not necessarily correspond to how the consignment will travel as some shipments may be multi-modal or require a change dependent on the journey it makes.

## Change Viewpoint

This option switches the list of consignments created at the current Project to a screen displaying all the consignments created in all the Project site's location groups.

## Show Filters

After selecting the appropriate viewpoint, you can narrow the consignments by clicking the "Show Filters" option in the top right corner.

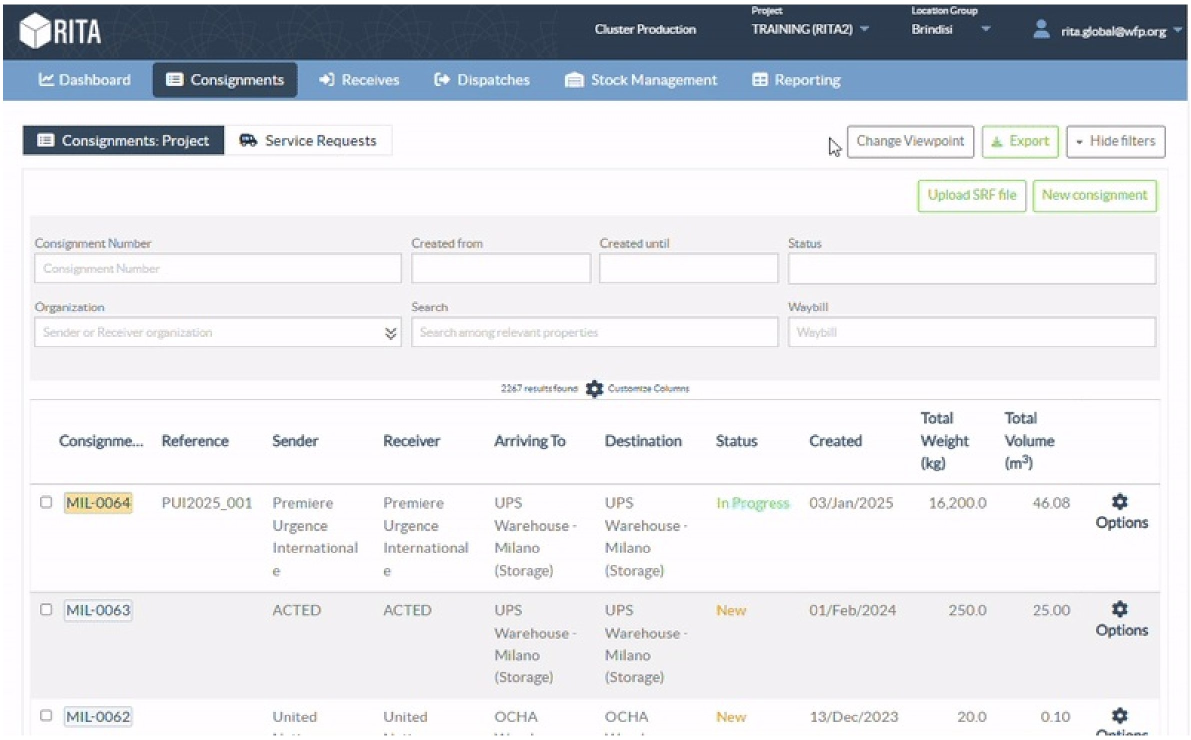
The following options are available under the filter section:

- **Consignment Number**: Enter all or part of the consignment number you wish to find. For example, entering "**BDS**" will find all the consignments within the current viewpoint that start with **"BDS**." Entering "**33**" will find '**BDS-0033**", "**BDS-0133**", "**BDS-01330**", "BDS-2339", etc., that is all consignments starting with "**BDS**" and which have the number "33" in them.
- **Creation Date**: This filter has two fields. '**Created from**" will display all consignments created on or after the entered date. "**Created until**" will find all consignments created on or before the selected date. Entering both dates will find all consignments created on or between the two dates.
- **Status**: Select the specific consignment status you wish to see. For example, you may want to show all Consignments within the current viewpoint with an "On Hold" status.
- **Waybill**: Enter any part of a waybill to see all Consignments within the current viewpoint that have a matching waybill number. For example, to see if a consignment exists with the waybill number "411-2333-5432", enter "2333" or "5432" into this field.
- **Organization**: Enter the abbreviation (e.g.,"**WFP**") or all or part of the full name ('**World Food Programme**") of the organization you are searching for. Consignments within the current viewpoint with a matching **Sending** or **Receiving** organization will be shown.
- **Search**: Enter the details you want to filter the consignment by in the search criteria, and you can locate the consignment with the details provided within the current viewpoint. For example, suppose you type "**United Nations**" in the search button. In that case, all the consignments with "United Nations" will be displayed either under the sending or receiving organization name or in the Address arriving to or Destination.

## Export

The Export button helps to export data from RITA and download it as spreadsheets in .xlsx file format with color-coded column headings to facilitate further filtering, visualization, and analysis independent of the application and as needed per service context. It provides a summary of activities or regular status updates on the consignments.

For the details on the Export option, please refer to the *Chapter "Reporting."*



## Online Service Requests

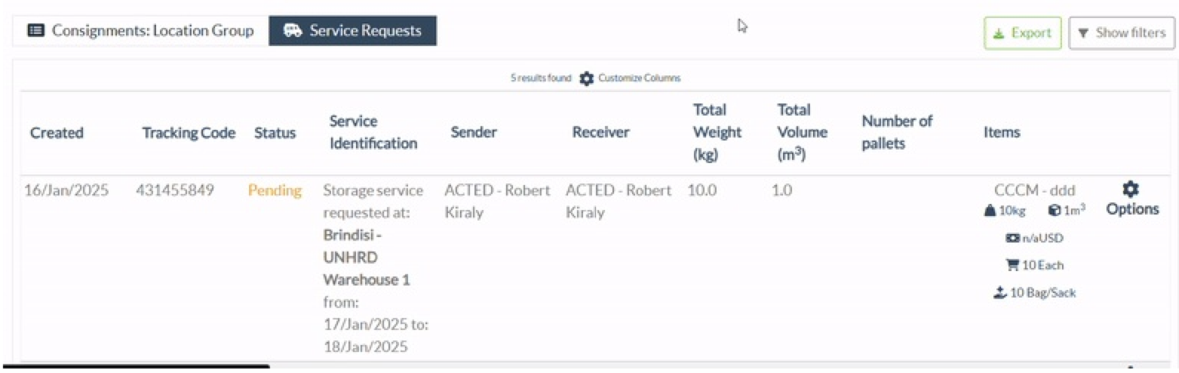
If enabled, some operations will have an online SRF available for requestors. the online SRF enables requestors to submit requests directly through a website without having to fill out an excel file. Requests submitted online have the advantage of being able to see instantly and can be accepted/rejected directly through RITA. When an online SRF is submitted, an automatic email will be sent to the project defined email address notifying operators of a new request, and an icon will appear under the "**Service Requests**" tab of the "**Consignments**" screen.

**Validation email:** Partners must validate service requests by clicking a link automatically shared to their specified email address. Requests that are not validated will only show up as

**SRFs submitted online can have multiple different statuses:**

| | |
|---|---|
| Pending | The request has been submitted by a requestor using the online SRF, however the requestor has not validated the link sent to their email address. Please note, requests that are still pending cannot be approved, they can only be rejected. RITA operators can send an automatic reminder to the requestor from the options menu to the right of the pending request - the reminder email will resend the link to be validated by the requestor. |
| Verified | A verified request has been validated by the requestor, meaning they have confirmed their identity by clicking the validation link in the automatic email. Verified requests can be moved to accepted status. |
| Accepted | Accepted online SRFs have already been moved to a consignment status. |
| Rejected | A rejected online SRF is any online SRF that has been rejected by a RITA operator. Rejected SRFs cannot be returned to verified status. |

Viewing online SRF submissions of different status can be done by changing the filters in the "**Service Requests**" screen.



Consignments: Location Group | Service Requests | Export | Show filters

5 results found | Customize Columns

| Created | Tracking Code | Status | Service Identification | Sender | Receiver | Total Weight (kg) | Total Volume ($m^3$) | Number of pallets | Items | |
|---|---|---|---|---|---|---|---|---|---|---|
| 16/Jan/2025 | 431455849 | Pending | Storage service requested at: Brindisi - UNHRD Warehouse 1 from: 17/Jan/2025 to: 18/Jan/2025 | ACTED - Robert Kiraly | ACTED - Robert Kiraly | 10.0 | 1.0 | | CCCM - ddd 10kg 1m³ n/aUSD 10 Each 10 Bag/Sack | Options |

RITA operators have three options for online SRFs, depending on the status of the SRF:

1. **Move to Consignment**: This option allows the operator to create a new consignment on the consignment screen.
2. **Reject Online SRF**: The operator can reject the SRF by showing a valid justification for not accepting the request.
3. **Print Online Service Request Form**: The operator can print the online SRF.

**User notification system:** When users request services through manual or online SRF, alert emails will be sent to requestors and RITA operators alerting key personnel and documenting the workflow.

When the operator selects the option "**Move to consignment**," the edit consignment screen opens.

The point of contact, organisation, starting point, service identification are all automatically filled in. The contact information provided in the service requests is highlighted in yellow.

The operator must verify that all the information is entered correctly into RITA and click on “**Save New Consignment**” at the top right of the Consignment screen.

RITA will display an error message if an organization is not pre-registered. Please contact RITA GLOBAL at rita.global@wfp.org for registration.

## Uploading SRFs

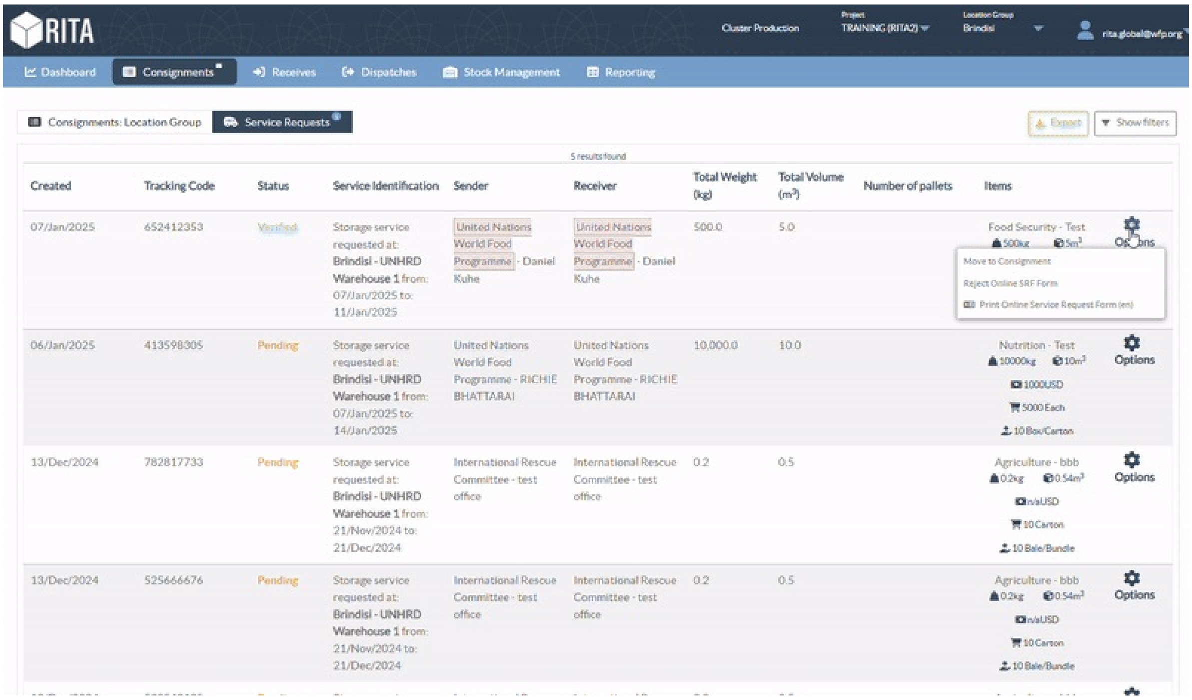
RITA operators must select the “Move to Consignment” option to approve service requests from partners. This action will redirect you to the Consignment page.

Operators should verify that the information provided in the service requests is accurately reflected in RITA. All information in the service request form is highlighted in yellow.

Once the operator confirms that all the information is correctly entered into RITA, they should click “**Save New Consignment**” at the top right of the consignment screen. RITA will then issue a consignment identification number.

Finally, when the Logistics Cluster is ready to provide the service, change the consignment status to “**Accept**” to proceed with the cargo movement.

RITA will display an error message if an organization is not pre-registered. Please contact RITA GLOBAL at [rita.global@wfp.org](mailto:rita.global@wfp.org) for registration.




## Uploading SRF Excel Template

If the operator wants to upload a saved Service Request Form (SRF) in the template Excel format, click the “**Upload SRF form**” button on the top right section of the screen:

- Click on **Choose SRF file** and select the SRF file saved on the desktop or in the local folder.
- Upload the file by clicking the **Upload SRF form** button.

## Create Consignment Manually

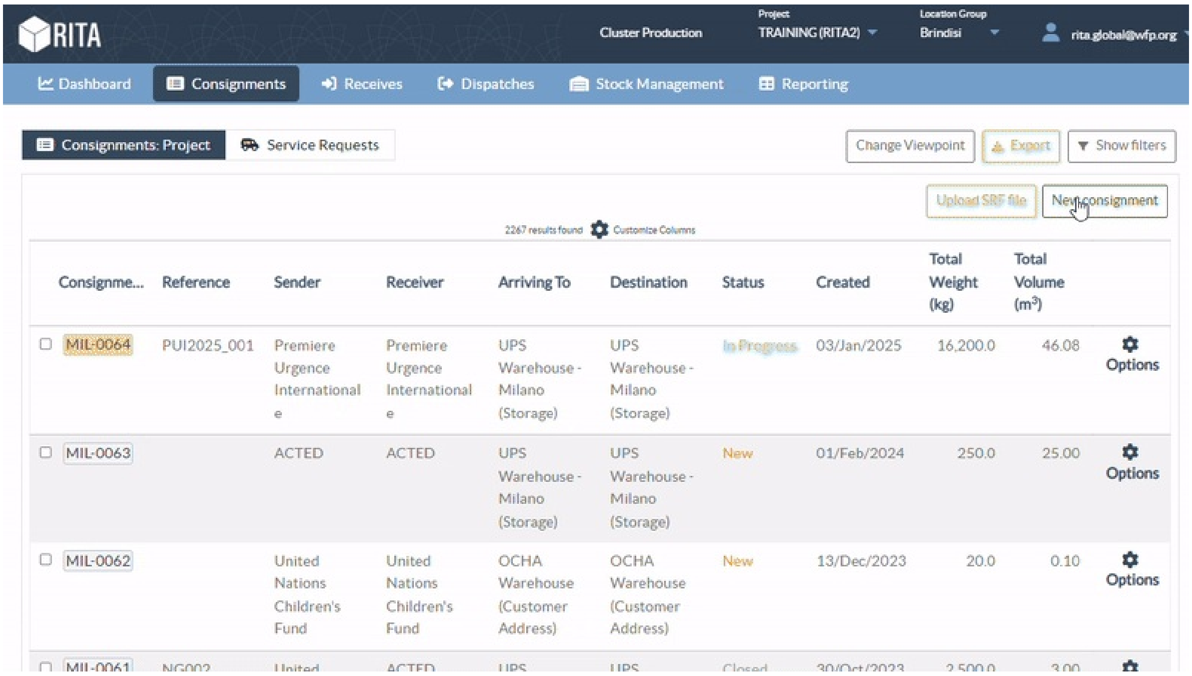
If the operator needs to create a new consignment manually, click on the **New Consignment**” button located on the right side of the screen.

Please fill in the required information manually in the corresponding fields, ensuring that the following details are completed:

- **Sender/Receiver Organization:** Select the sender and receiver organization from the list of organizations registered in RITA. If any new organization is not registered in RITA, the operator must request RITA GLOBAL at [rita.global@wfp.org](mailto:rita.global@wfp.org).

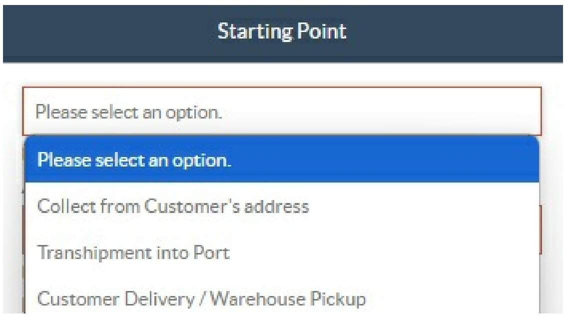
- **Sender Contact:** Click the plus sign **"+"** next to the sender's contact. In the box, provide the receiver's name, job title, phone number, and email address, and click "**Save Changes**."
- **Receiver Contact:** Click the plus sign **"+"** next to the receiver's contact. In the box, provide the receiver's name, job title, phone number, and email address, and click "**Save Changes**."
- **Clearing Agent details:** Click the plus sign **"+"** next to the clearing agent box. Then, on the screen that appears, provide the details of the clearing and forwarding agent.

**Note:** *Each requestor can provide up to three email addresses and contact numbers.*




**Starting Point**: Select the starting point for the cargo.

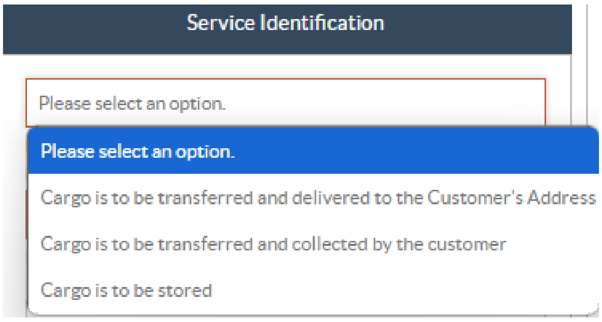
- If the cargo is to be picked from the Partners/Customers Address, select the "**Collect from Customers Address**" option.
- If the cargo is shipped to the port or terminal for temporary storage before transferring to the final destination, select the "**Transshipment into Port**" option.
- If the cargo is picked up by the customers from the warehouse or delivered to the warehouse by the customer, select the Customer "**Delivery/Warehouse Pickup**" option.




**Pick-up address**: Select the pickup address according to the starting point of the cargo selected.

**Service Identification**: Select the service requested from the dropdown lists of the Service Identification box.

- If transport service is requested from a starting point to the destination, select **Cargo is to be transferred and delivered to the customers address**” option.
- If transport is requested to a certain point, after which it is released to the customer, select “**Cargo is to be transferred and collected by the customer**.”
- If cargo is to be stored at the warehouse, select the **Cargo is to be stored**” option.




**Consignment Attachments:** The operator can attach supporting PDF or image files such as waybills, packing lists, GRNs, or other relevant documents received from the requestor. For online SRFs, attachments can be viewed directly from the Consignment screen.

**Note:** The maximum file size allowed for each attachment is 10 MB.

**Step1:** Click on **“Upload Attachment".**

**Step2:** A dialog box will open, allowing you to either**choose** a file from your computer or**drag and drop** a file directly into the drop zone. Under Attachment Type, select the appropriate document category from the dropdown list. The available options include Waybill, Packing List, Pictures of Cargo, GRN-In, GRN-Out, Loss Report, Other.

**Step3:** Once the file is selected and the type is defined, click**“Upload”** to attach the document to the consignment.

Note: Multiple files can be uploaded individually, and each attachment must be categorized using the appropriate Attachment Type.

**SLA/Invoice/Packing List Links**: This section allows the operator to include additional comments or reference links related to the consignment, such as Service Level Agreements (SLA), Invoices, or Packing Lists. These links or notes serve as supporting references for documentation and verification purposes.

**Note:** This field is optional and can be used to provide quick access to external documents.

**Save Changes**: Click the "**Save Changes"** button at the top right of the page to save the consignment.

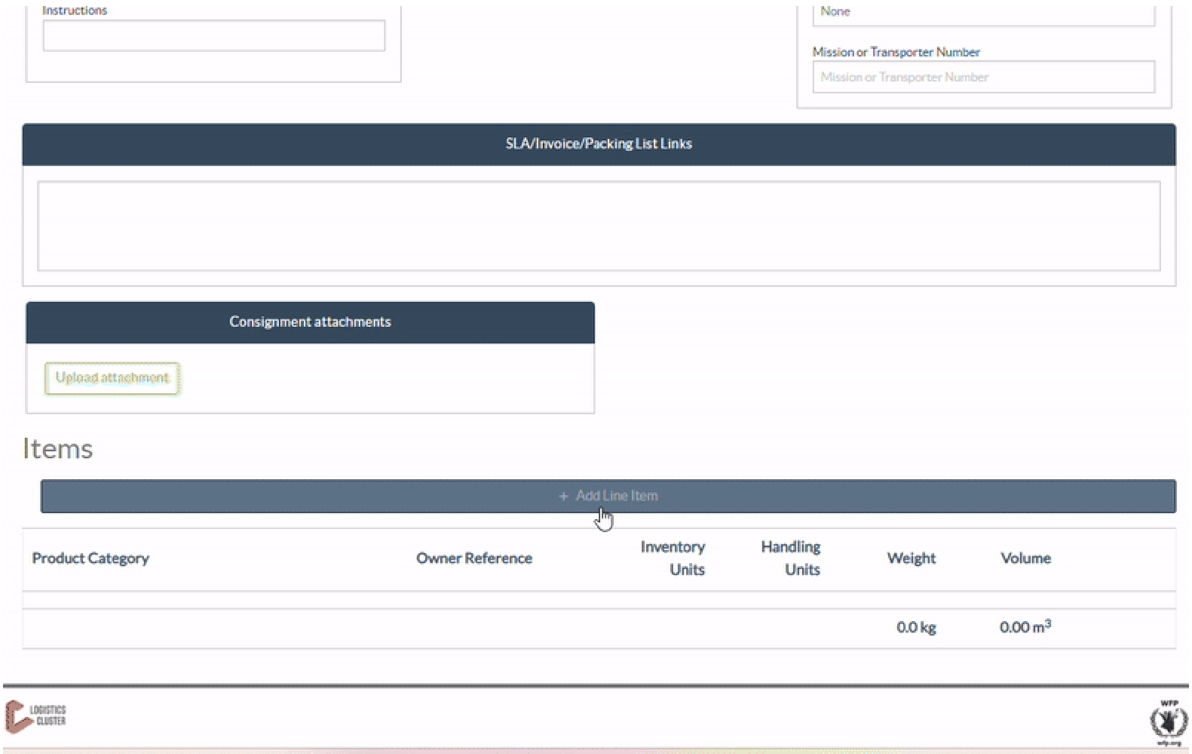
**Add Line Item:** Once the consignment is saved, the “**Add Line Item**” button will appear under the Items tab. Click this button to enter detailed cargo information for the consignment.

**Step1:** Click on the “**Add Line Item**” button to enter detailed cargo information under the Items tab.

**Step2:** When selected, a dialog box titled ‘**Consignment Line Details**” will open. Within this window, the operator must fill in all relevant cargo details in the same format used in the Service Request Form (SRF). This includes Product Category, Inventory Units and Quantity, Item Description, Handling Units and Quantity, Weight and Volume, Owner Reference (E.g., Packing list number), Batch Number, Program Number, and Product Code (If any), and the special handling instructions, such as Fragile, Dangerous, or Cold Chain items (with the option to define a temperature range)

**Step3:** Once all fields are completed, click**"Save Changes"** to add the line item to the consignment record.

**Note:** The **"Add Line Item"** button becomes available only after the consignment has been saved.




**Details of Transportation:** The Details of Transportation tab provides users with an overview of pallets associated with a consignment.

Once a pallet is defined in the Service Request Form (SRF) by partners, the related Transport Unit details are automatically transferred into the system and displayed under this tab. Clicking on the "**Details of Transportation**" tab opens a page listing all pallets linked to the consignment.

**Note:** Pallet information can only be modified when the consignment is in **Accepted**" status.

**Viewing Options:** To adapt the display for operational requirements, two features are available:

- **Show Details:** A toggle switch that expands each pallet to display detailed cargo information (such as item name, quantity, and unit type). When turned off, the view collapses into a compact format.
- **Group Similar:** When enabled, pallets containing similar item categories (e.g., Logistics, WASH, Shelter) are grouped together. This feature supports a cleaner display and easier navigation, especially when managing large inventories.

**Accept Consignment:** Once all the required information has been entered and verified, scroll to the top of the screen to access the **"Consignment Control"** section.

**Status:**

- Under this section, you will find the **"Status"** field. By default, the consignment status is set to "**New**."
- The operator must click on "**Change Status**" and select "**Accepted**" from the dropdown list to confirm and proceed with the consignment.
- If the consignment cannot yet be processed, the operator may select "**On-Hold**" to temporarily postpone the request or choose "**Cancel**" to withdraw it entirely.

**Priority**:

- Click "**Change Priority**" to choose the service request priority.
- The service provider can select between Urgent, High, Normal, or Low, depending on the priority of the request, and provide the reason for the same.

**Remarks**: The requestor can utilize the remarks section to provide specific handling instructions or any relevant information regarding cargo storage and the requested transport service.

**Number of Pallets**: The requester can specify the number of pallets loaded onto trucks for the requested cargo transport and storage.

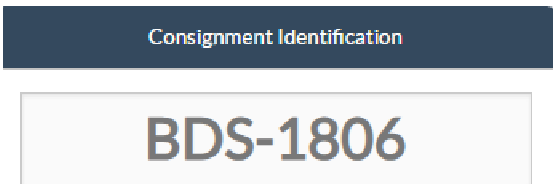
**Planned Movement:** Enter the scheduled date of movement, planned mode of transport, and the transporter's contact or reference number.

**Note:** This information is optional and can also be defined later during the Dispatch Planning stage.

## Consignment Identification

When the consignment is saved, the system generates the consignment reference number. Hereafter the request will be referred to by the Consignment Identification Number [XXX]-[####], where 'XXX' is a set of characters that identify the location group and '####' is a correlative number for that location group.

The consignment identification will show the location group where the consignment was uploaded (site), the operator's email (created by), the tracking code, and the owner's reference, if any, provided by the customer.




### Show Disposition

The show disposition option provides the user with the current status and information regarding the consignment line items. It appears in the consignment header next to the Save Changes option when uploading the SRF and can also be accessed from the main menu on the "**Maintain Consignment**" page. Move the cursor to the "**Options**" button next to the consignment number and select the show disposition option.

## Print Shipping Label

RITA has the option of automatically producing shipping labels. If enabled, shipping labels will be automatically emailed to service requestors once the request has been accepted. The requestor can print the shipping labels and place them outside boxes, pallets, or warehouses near shipments. ***The requestor and the operator can print shipping labels for all consignments and individual items using the disposition screen.***

---

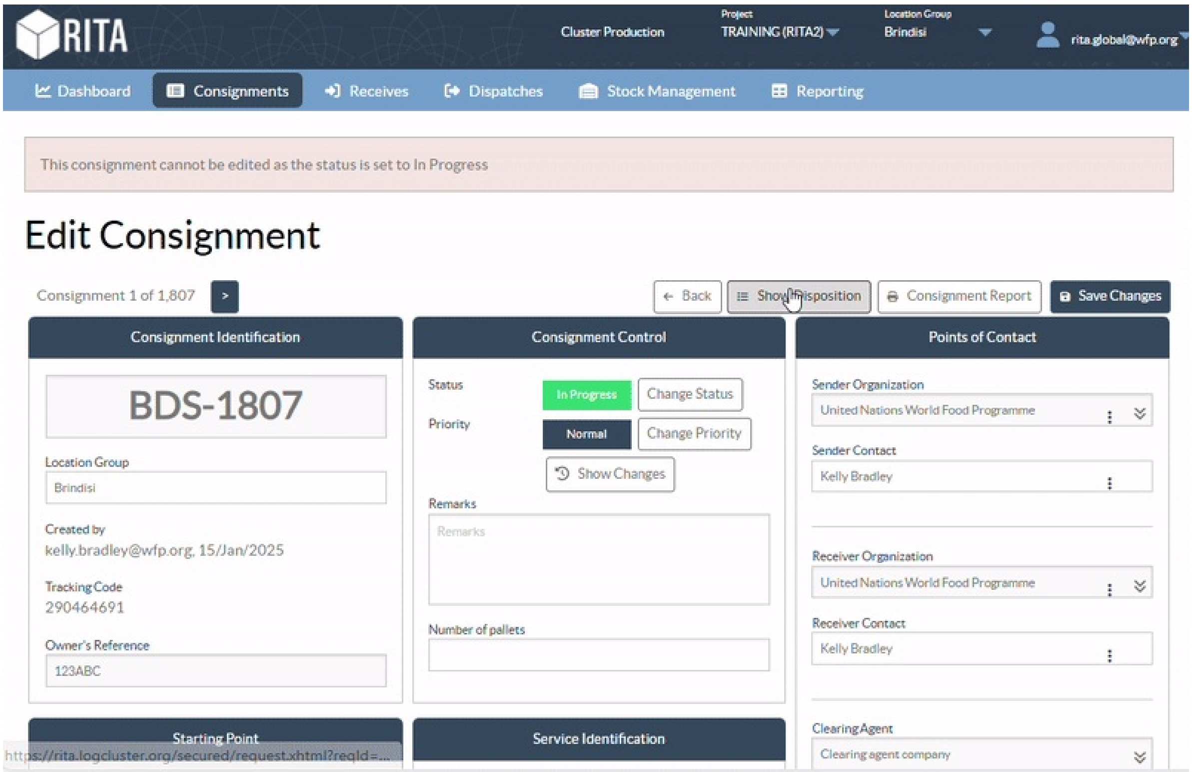
## Consignment Report

The Consignment Report prints a summary of the consignment details. This can be used to email the customer for confirmation. The consignment report appears on the consignment header when uploading the SRF.

**Consignment Options**: The "Options" button allows the operator to edit the consignment, put it on hold, cancel it, and show the disposition of the selected consignment.

- From the RITA main menu, click "Consignments".
- Filter a Consignment from the list that appears, and the operator will find "**Options**" in the same line towards the right end of the consignment number.
- Click on the Options button, and the following drop-down menu will appear:

> RITA sends automatic emails to notify partners and cargo owners about any changes to their shipments/consignments.




## Receiving Cargo

Receiving cargo is the act of telling RITA that cargo has physically arrived and should now be counted toward stock on hand at the current site.

This chapter explains how to receive cargo (either from a customer or from another warehouse) and store it in a warehouse within the Current Site.

The ‘Receive from a site/customer’ screen is broken into several key parts:

1. Receive.
2. Receive History.
3. Lost or Not Sent Items.

- If you are looking for a consignment in the “**Receive**” screen and can’t find it, go to the “**Consignment**” screen and check the Consignment’s status.
- Only consignments with a status of “**Accepted**” or “**In-Progress**” (if there is still outstanding cargo to be received) will be visible here.
- If the consignment you want to Receive has a status of “**New**,” “**On-Hold**,” or “**Cancelled**,” you must first change the status to “**Accepted**” and then return to this screen to receive the cargo.

## Receive

## Receive

The "**Receive**" screen displays all the cargo that has been accepted and has physically arrived on site toward stock on hand.

The receiving screen is broken into two key parts:

- Internal Transfers.
- Customer Deliveries.

The operators can expand/collapse menus in the "Receives" screen to make management easier

### Internal Transfers

Internal transfers refer to consignments dispatched within RITA and expected to arrive at a designated location. When the cargo arrives from another site tracked by RITA, we know the vehicle load composition and the transporter details. The composition of a vehicle load is determined as part of the Dispatch process. Such consignments are listed under "Internal Transfers." listed by Destination and by Journey (Vehicle ID, date and waybill number)

**Customer Address:** Users should click on "Customer Address" to get the details of the consignment arriving at the customer's address.

**Storage:** Users should click on "Storage" to get the details of the consignment arriving at the warehouse.

**Transshipment Point**: Users should click on "Transshipment Point" to view the details of the consignment arriving at a transit location, such as ports or airports.

The operator will see the mode of transport, dispatch date, and waybill number in the box. Clicking on the lines will show the nested information on the waybill: consignment number, agency, item category, item name, quantity, weight, and cargo volume.

If you have the journey waybill number, you can receive multiple consignments during the journey. Click on the "**Receive Waybill**" button. The operator must confirm the quantity received and the condition in which it was received, declare losses in transit (if any), and click on the "**Receive"** button to confirm the receipt of goods.

Another method for bringing cargo into RITA is not covered here: "**Collect from Customer Address**". Unlike the customer delivery and transshipment arrival options, collecting from customers is categorized as dispatch since we need to allocate, schedule, and dispatch vehicles to pick up the cargo. Therefore, you can find information about "Collect from Customer" in the "**Dispatches.**"

## Customer Deliveries

These are items that the Customer will deliver. When the customer delivers the cargo, it is entering the RITA system for the first time, and so the operator normally doesn't know what the composition of the vehicle load will be.

**Storage:** Users should click on '**Storage**" to get the details of the consignment arriving at the storage.

**Transshipment Point**: Users should click on '**Transshipment Point**" to get the details of the consignments arriving at the transit location, such as an airport or port.

**Receive**: After physically inspecting the items, the operator should click on "Receive" to receive the cargo.

**Show Disposition**: It provides the RITA operator with the status and information regarding consignment line items.

**Cancel Pending**: The users may either deliver part of the items initially requested and cancel the remaining delivery or unsent the request. The operator can select the "**Cancel Pending**" option during such instances. These items will be listed as "Will Never Arrive" in the section "Lost or Not Sent Items" in the "**Receive**" tab.

"Cancel Pending" cancels the pending items in the consignment. The operator can provide a reason for the cancellation. The consignment will be "**In progress**, " but only for the quantity received.

> Remember, when dispatching to a location belonging to another RITA site, the consignment details will appear in the Incoming Transfers screen for the reporting RITA site.

## Confirming Arrival of Shipments

### Acknowledgment of received goods:

Upon physical inspection of the items, operator has two choices:

- Click on "**Receive Waybill**" to receive all the consignments of a single waybill.
- Click on "**Receive**" to receive per consignment.

**Show Disposition**: It provides the customer with the status and information regarding their consignment line items.

**Receive**: When the cargo is physically received at the destination, it is inspected for any damages or losses before entering it in the system. To receive the consignment in RITA, operators have two options:

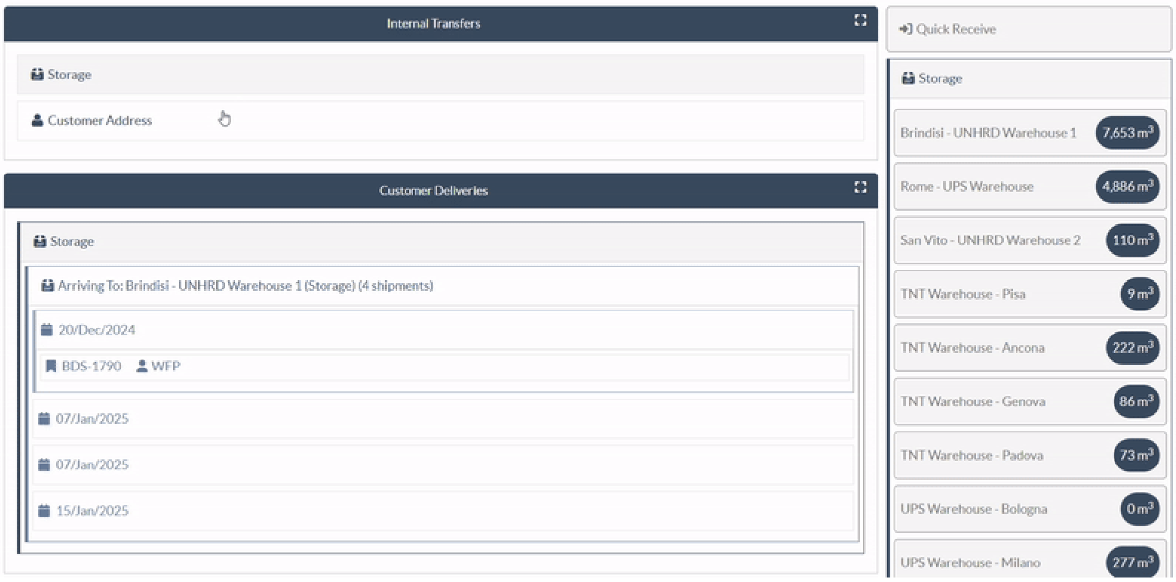
***Method 1:***

The operator clicks on "**Receive**" and a window appears that allows the operator to confirm the Receiving Location, Actual Date of Receipt, Transport Documentation Number and Quantity of the items received.

***Method 2:***

The operator can "drag and drop" consignments directly from the either the expected "**Internal Transfer**" section or the anticipated "**Customer Deliveries**" section to the desired storage location. Storage locations are indicated in a list on the left-hand side of the screen. For the drag and drop feature:

- Dragging a consignment to "Quick Receive" will receive the cargo items into the planed warehouse.
- Dragging a consignments to any other area will assign the received items to that new location.




**Received in Good Condition**: If all the items received are in good condition, the operator enters the quantity of items received in the column "**Received in Good Condition**". The operator can switch between Handling Unit and Inventory Unit to input the quantity.

**Received in Damaged Condition:** When items are received at the designated location, the operator can inspect and record any damages or losses observed and enter any comments required. To record items damaged during transit, the operator must enter the quantity under "**Received in Damaged Condition**" The operator can switch between Handling Unit and

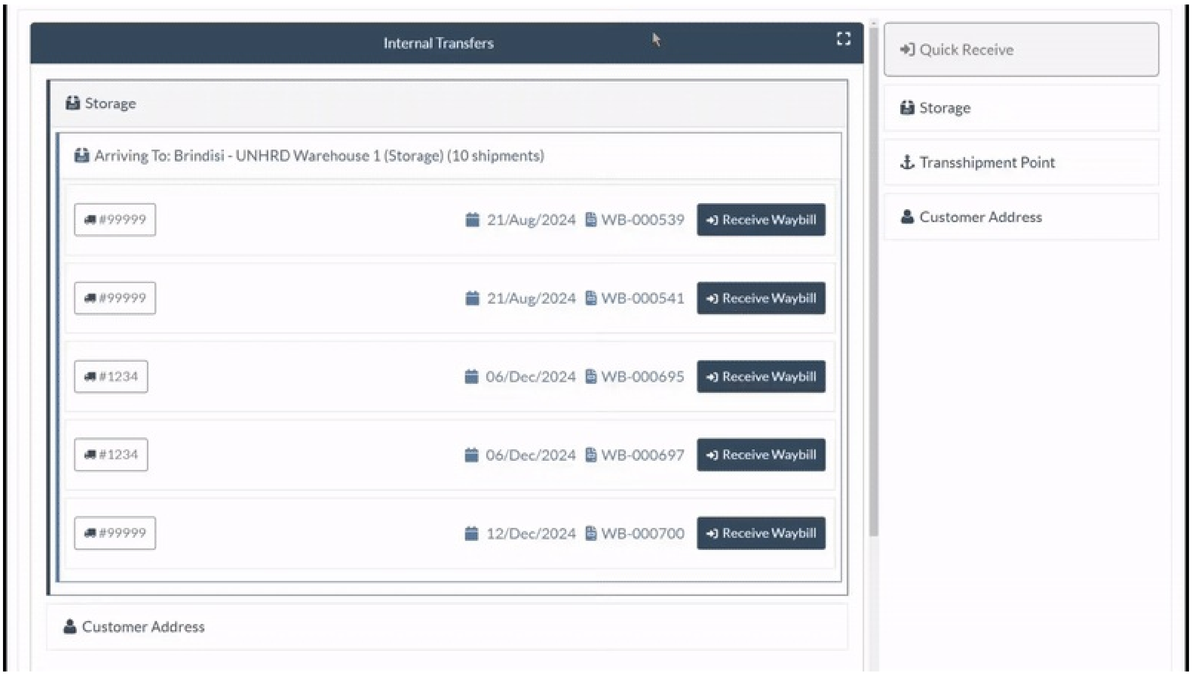
Inventory Unit to input the quantity.

Consignments that comprise of items received in good or damaged condition will be listed under "**Receives in Stock**" section of the "**Receive from a site/customer**"

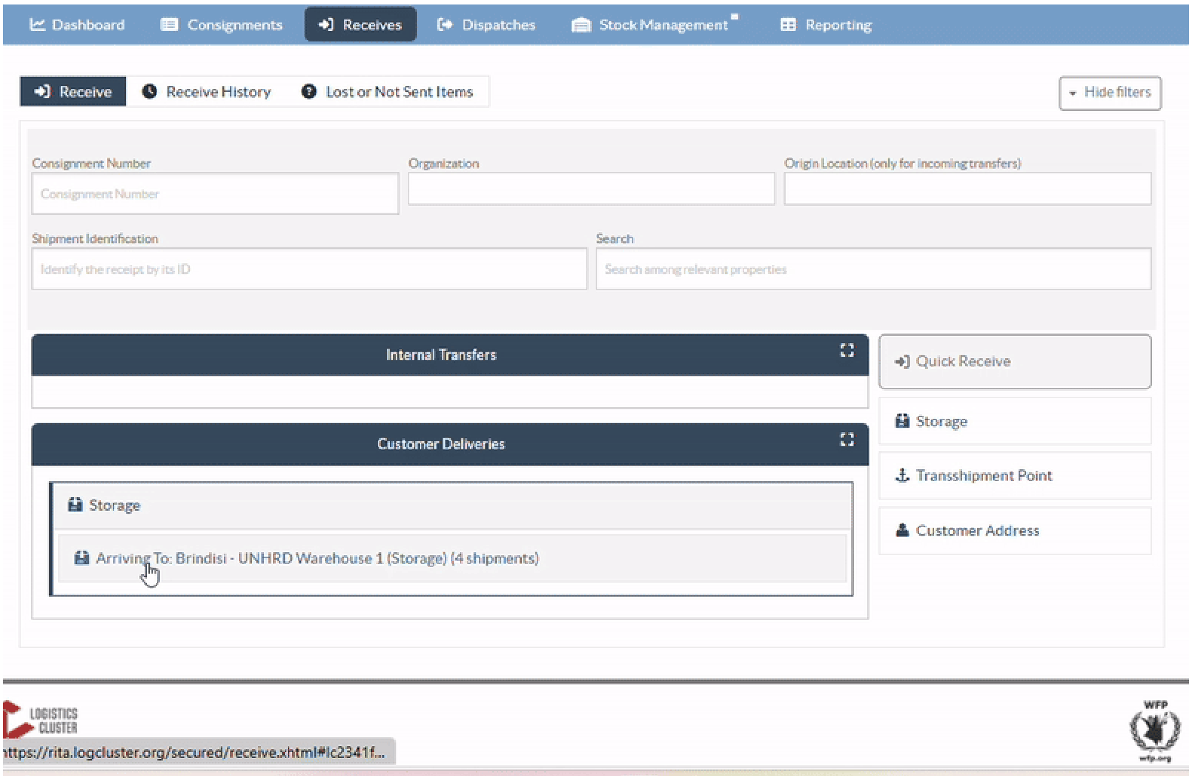
**Lost in Transit:** Like the above paragraphs, if any items are lost during the transit, the operator can record the quantity lost in the section "**Lost in Transit**" The operator can switch between Handling Unit and Inventory Unit to input the quantity.

When a consignment comprises of items recorded as "**Lost in transit**", they are listed under the section "**Lost or Not Sent Items**" inside the tab "Receive from a site/customer"

When items are recorded as lost in transit, operators will be asked to provide an explanation for the loss.  Users will also have the option of generating a loss report directly from the receives screen. Loss reports can also be generated after the fact through the "**Lost or Not Sent Items**" tab.



**Remaining**: There are cases where all the items requested for storage do not arrive at once. In such cases the users must only enter the quantity received. The outstanding cargo to be received will be displayed in the column referred to as "**Remaining**".




## Details of Transportation (Pallet Receipt):

The Details of Transportation option within the Receive screen allows operators to build, configure, and confirm pallets at the point of reception. This ensures that incoming cargo is accurately structured and recorded within RITA.

**Method 1: Configure Pallets at Reception:**When receiving a consignment, operators can configure pallets directly from the Receive screen:

**Step 1:** Click on Details of Transportation.

**Step 2:** Select Add Transport Unit and choose the pallet type (Air Pallet, Warehouse Pallet, or Wooden Crate).

**Step 3:** Drag and drop the consignment into the pallet details and specify the unit quantity per pallet.

**Step 4:** Click on Receive to confirm receipt of the consignment.

**Method 2: Confirm Pallet Configuration:**If pallets are already pre-configured in the system, operators can confirm and validate them during receipt:

**Step 1:** Click on Details of Transportation.

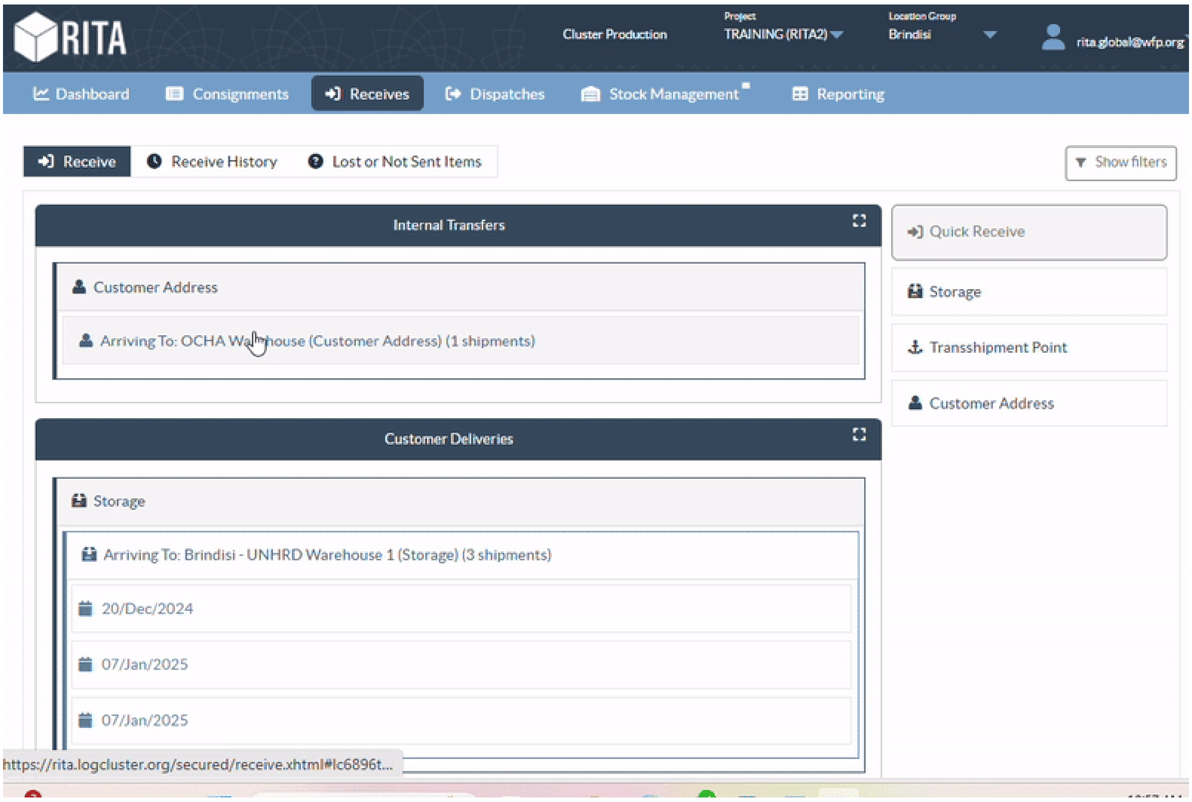
**Step 2:** Review the pre-configured pallets and verify the units against the received cargo.

**Step 3:** Confirm or adjust the pallet configuration if discrepancies are found.

## Receive and Release Option

### Receive and Release

For the consignments listed under "**Internal Transfer**", operators can choose to receive and release the items to the final customer at the same time. First, input the received items according to the instructions provided in the above paragraphs. Then, click on the "**Receive and Release**" option to release them to the final customer.




### Print Goods Received Note

RITA operators can automatically generate a goods received note for the consignment by selecting the option "**Print Goods Received Note**".

Goods Received Notes will contain all relevant information for the received items, as indicated by the RITA operator.

After cargo has been successfully received, warehouse managers should still use paper stock cards – please reference the section "**Print Stock Card**" for further instructions on how to fill the stock card.

### Dangerous Goods Warnings for Storage and Transport

If RITA operators are accepting DG items or planning transport with DG items, RITA will alert the operators managing storage/transport of possible harmful or dangerous chemical interactions based on the DG UNID number specified.

> RITA Users can also generate automatic Goods Received Note from "**Receive History**" tab in the Stock Management screen.
>
> RITA sends automatic email notifications to partners and cargo owners when cargo items are received at the warehouse.

## Receive History

When the operator receives cargo in RITA, partially or in full, the consignments are listed under "**Receive History**."

Receive History has the following options:

- Shipment Details
- Add comment to shipment
- Show Disposition
- Pring Goods Received Note
- Print Packing List
- Cancel

### Shipment Details

The operators can view the details of the received consignment by selecting the '**Shipment Details**" option.

### Add Comment to Shipment

This option allows users to add any missed comments when receiving the cargo. Updated comments can be found under the "**Additional Comments**" box in the shipment details.

### Show Disposition

Refer to chapter Consignments for the details on show disposition.

### Print Goods Received Note

RITA operators can automatically generate goods received notes for the consignment by selecting the option "**Print Goods Received Note**." For details on the Goods Received Note, refer to the "**Receive"** page.

### Print Packing List:

Refer to the "**Print packing Lists and Waybills**" section in the chapter "**Dispatches**."

### Cancel Receive

RITA allows the operator to cancel the receipt made in the consignment. By choosing the "**Cancel**" option in the "**Receive History**" screen, the selected receipt will be canceled, and the consignment will return to the "**Receive**" screen awaiting confirmation of receipt from the operator under "**Incoming Transfer**" or "**Customer Deliveries & Transshipments**."

Reversals must follow the order in which the consignment was processed. Actions performed later (e.g. Release or Dispatch) must be reversed before earlier actions (e.g. Receive). Therefore, not all received consignments will have the option to cancel.

**Steps to cancel the receipt:**

**Step 1**: Go to the show filter option and filter by the details of the consignment to find the consignment that requires reversal.

**Note:** A clock icon displayed next to the Journey Type (e.g. Internal Transfer or Customer Delivery) indicates that the consignment is reversible (cancellable).

To view the clock icon, users must ensure that the "**Cancellable**" option is enabled under Customized Columns. If this option is not selected, the clock icon will not be visible, even if the consignment is eligible for reversal.

**Step 2**: Click on the "**Options**" icon towards the right end of the consignment the operator wants to reverse.

**Step 3**: A drop-down menu appears. Select "**Cancel**" to cancel the receipt.

**Step 4**: From the box, the operator must confirm the details and click "Delete" to confirm the cancellation of receipt for the selected consignment.

To reverse or cancel any consignment that comprises Lost or Not Sent Items, the operator must find them under the section "**Lost or Not Sent Items**"

## Lost or Not Sent Items

If cargo is lost in transit or cargo is unsent by the customer, the consignment is listed under "**Lost or Not Sent Items**".

### Cancel Lost or Not Sent Items

When an operator needs to reverse or cancel any consignments containing Lost or Not sent items, the following steps need to be followed.  ing the found report number and provide details about the quantity of the found item. Additionally, any comments regarding the found items can be added to the loss report.

**Step 1:** Go to the "**Show filters**" option and filter by consignment number to find the consignment that requires reversal.

**Step 2:** Click on the "**Options**" button towards the right end of the consignment and select "**Cancel Loss**" from the list of dropdown menu.

**Step 3:** Within the comment box, enter the reason for cancellation and click on "**Cancel Loss"** to confirm the cancellation.

**Step 4:** Click the "**Print Loss Report"** option and the loss report will be printed. Details on loss report explained in paragraph below.

### Print Loss Report

Operators of RITA can generate loss reports for items lost in transit under the

**Step 1:** Go to the "**Show filters**" option and filter by consignment number to find the consignment that requires reversal.

**Step 2:** Click on the "**Options**" button towards the right end of the consignment and select "**Print Loss Report Form**" from the list of dropdown menu.

A PDF loss report will automatically be generated, and available to download. Loss reports for items lost in transit will be specific to each journey, and have information relating to:

- The route (destination and origin of the vehicle).
- The Waybill Number.
- The Transport Company.
- Any Vehicle Registration Numbers.

---

## Dispatching Cargo

Dispatching cargo is the act of telling RITA that cargo has physically departed to a location or has been released to the customer and is no longer in stock at the current site. When RITA operators dispatch cargo to another RITA Site, it instantly becomes available for receipt at that site. In this way, the receiving warehouse can see what is being sent and determine how much warehouse space to prepare.

This chapter explains how to Dispatch cargo (either to another RITA Site or for delivery to a customer).

The dispatches are divided into four key parts:

1. Planning:
    1. Planning and Managing a Journey
    2. Stock Available to Dispatch
    3. Cargo Awaiting Collection
2. In-Progress Dispatches.
3. Cancelled pending Customer Collections.
4. Dispatch History.

## Planning and Managing a Journey

The "**Planned Journey**" section is essential for organizing a dispatch or collection. Depending on the type of service requested for the consignment, you can either create a new Journey (a specific trip for a particular vehicle), add a new Dispatch Destination to an existing Journey, or override the dispatch destination recorded in the **Service Identification** section of the Consignment.

### Add New Journey

The "**Add New Journey**" option allows the operator to create '**Journey Plans**" for the collection of full or partial consignments from one point to another. These consignments are usually collected from a Storage, a Customer Address, or a Transshipment Point to be sent to other warehouses or released to the customer. A journey can have multiple consignments assigned to it.

Within the "**Add a New Journey**" box, the operator will provide the following information about the Journey Plans:

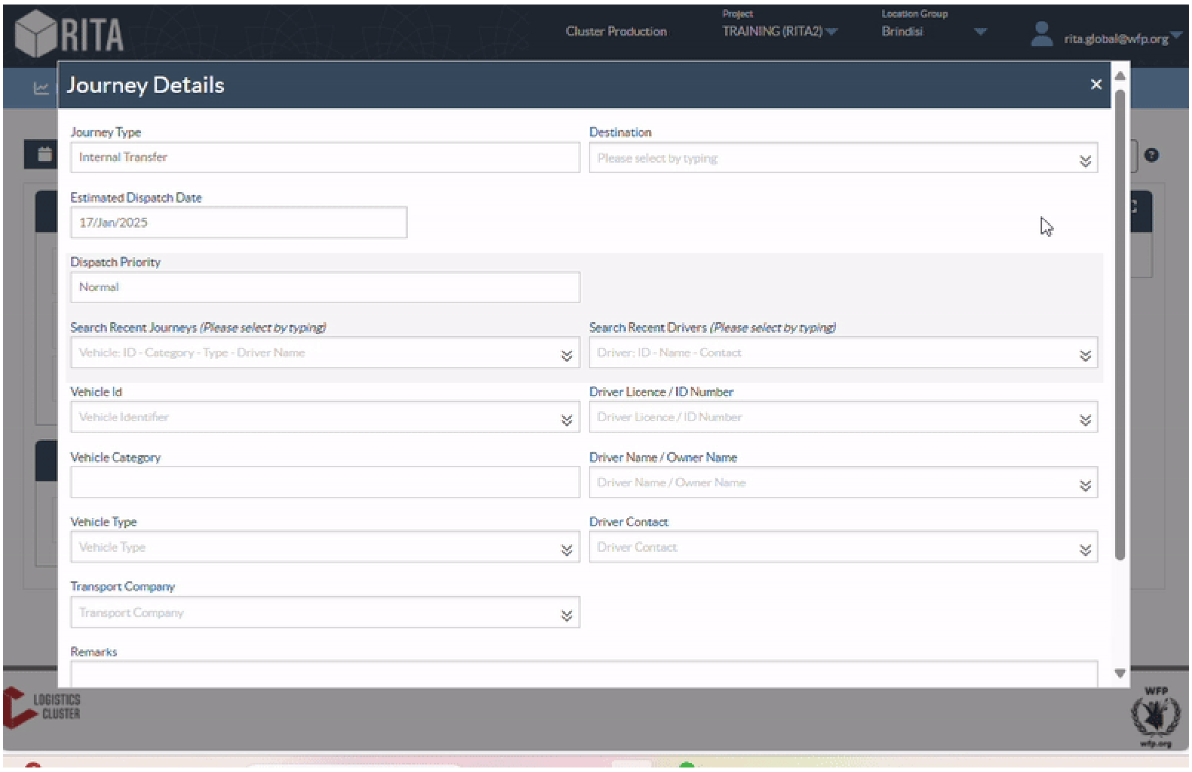
**Journey Type:** This option will show a drop-down menu with two journey types:

1. **Customer Delivery:** If the cargo is to be transferred and delivered to the customer, the "Customer Delivery" option must be selected from the dropdown menu.
2. **Internal Transfer:** When the planned journey is into the storage or a transshipment point such as an airport or port, the operator must select the "**Internal Transfer**" option from the drop-down list.

| | |
|---|---|
| **Destination:** | When a consignment is created, it records the final destination the customer requested. However, there are times when the consignment must also plan for an intermediate destination, such as a transshipment hub. When this takes place, the user must choose a new destination. |
| **Convoy Name:** | If a journey is part of a planned convoy, click on the "Convoy Name" option. A list will appear displaying all available convoys, allowing the operator to select the desired convoy to which the journey will be assigned. Selecting the appropriate convoy will automatically link the journey under that convoy for dispatch and tracking purposes. |
| **Estimated Dispatch Date:** | The operator should enter the estimated dispatch date for the cargo collection. |
| **Dispatch Priority:** | Selecting the Dispatch Priority allows the operator to define the urgency level of the journey. Choosing between Urgent, High, Normal, or Low helps prioritize the dispatch sequence and ensures that time-sensitive consignments are processed and delivered accordingly. |
| **Route:** | Selecting the Route allows the operator to define the planned path of the journey, ensuring that dispatch and delivery follow the designated transportation corridor between the origin and destination. |
| **Temperature Loggers:** | Enabling the Temperature Logger toggle allows the operator to specify the required temperature range for the journey. Selecting the appropriate temperature category will automatically record the storage condition- such as Frozen Storage: Below -20°C, Refrigerator Storage: 2 to 8°C, Cool: 8 to 15°C, or Temperature Controlled: 15 to 25°C, which will be linked to the journey details for monitoring and reporting. |
| **Select Recent Journeys:** | Selecting the recent journey type will automatically fill in all the information about the vehicle used for the new journey, which will be based on the previous journey made. |
| **Select Recent Drivers:** | Selecting recent drivers will automatically fill in the details of the driver for the new journey created based on the previous journey made. |
| **Vehicle ID (Plate):** | The license plate number and flight number – any identifier differentiating this vehicle from any other. |
| **Driver's License/ID number:** | An ID number—usually a license or employee ID number, etc. |
| **Drivers Name:** | Their name. |
| **Vehicle Category:** | The category of the vehicle. RITA operators should ensure they use a standardized value for reporting in this category. The Releases in a Period will produce a report identifying the total cargo amount moved by a vehicle category. |

| | |
|---|---|
| **Vehicle Type:** | The broad classification of the vehicle within the category. |
| **Driver Contact:** | Provide the driver's contact details, such as phone number, radio ID, email, etc. |
| **Transport Company:** | The transport company responsible for the vehicle. |
| **Remarks:** | Any remarks that the dispatcher needs to be aware of |
| **(If required) LTI #:** | The Landside Transport Instructions (LTI) number (if needed). |

Finally, click on the “Save” option to save the details of the new journey.




## Edit Journey

The “**Edit Journey**” button shows the details of the journey created. To learn how to add a new journey, refer to the paragraph "**Add new Journey**" in this chapter.

## Remove this Journey

The “**Remove this Journey**” button allows the operator to delete the journey created. When journeys are removed but no cargo has been assigned, cargo owners will not be notified – owners will only be notified if a journey is canceled after it has been dispatched.

## Upload Dispatch Plan

The dispatch plan is a document the customer provides to distribute their consignments in storage. RITA operators can upload a dispatch plan while planning a journey for the consignment. This is important for future verification and reconciliation of stock. Though not commonly used by the Logistics Cluster, it is crucial for WFP's on-demand service (ODS). Additionally, a template is available for the dispatch plan that the RITA operator can utilize.

## Add New Destination

The “**Add New Destination**” button allows the operator to add or change a new destination and location type to the planned journey.

# Managing Consignments on a Journey

## Add a Consignment to Planned Journeys

Once the new journey is created, we add a consignment to the planned journey as follows:

***Method 1:***

**Step 1:** Filter the consignment number that will be added to the planned journey.

**Step 2:** Within the consignment box, click on the “Assign to Journey” option:

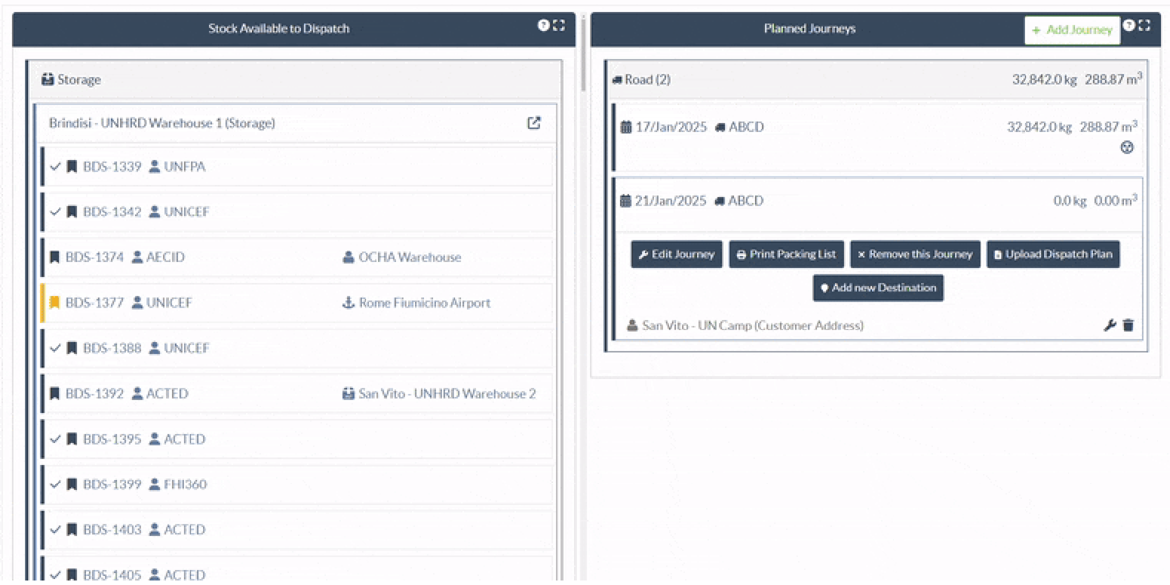
**Step 3:** Select the Journey planned for the cargo and click on the ‘**Assign**” button. Within the box, provide the Delivery Time as well as the quantity to be shipped. The users can ship full items in the SRF or only part of the items on the SRF. RITA also allows the operator to input the quantity in damaged condition.

Finally, click **Save**’, and the cargo will be added to the journey selected.

***Method 2:***

**Step 1:** Filter the consignment number that will be added to the planned journey.

**Step 2:** Select the consignment to be loaded, and "drag and drop" the consignment to the desired journey by clicking and holding the mouse button.

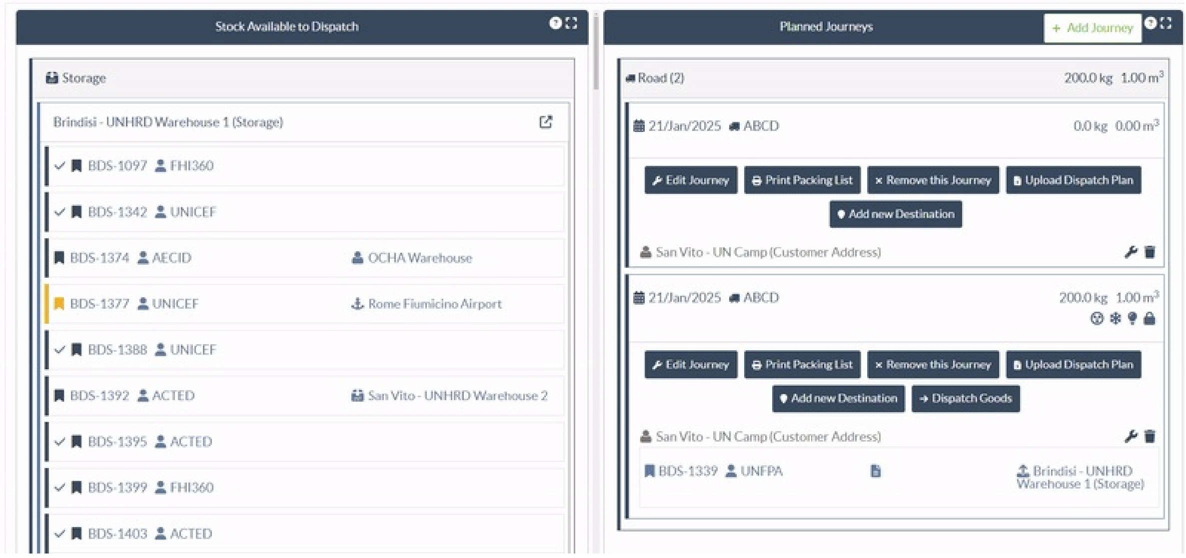



**Step 3:** Within the box, provide the Delivery Time as well as the quantity to be shipped. The users can ship full items in the SRF or only part of the items on the SRF. RITA also allows the operator to input the quantity in damaged condition.

Finally, click **Save**’, and the cargo will be added to the journey selected

## Move Consignments Between Planned Journeys

If a cargo from a consignment is already assigned to a journey, and a RITA operator wishes to assign the already assigned consignment cargo to a new journey, they may drag and drop the assigned consignment cargo directly between two planned journeys




Prior to moving cargo to a new journey, the new journey will still need to be created first.

If RITA operators do not drag and drop assigned cargo, they can also cancelled the assigned journey for the consignment and reassign the consignment to a new journey at a later date.

## Canceling an Assigned Journey for the Consignment

If the operator needs to cancel the assigned journey, follow the steps below:

**Step 1:** Go to the "**Dispatches**" tab and click on "**Planned Journeys.**"

**Step 2:** Clicking on the journey will show the nested information: the journey date, vehicle ID, weight, and volume of the consignment. Further clicking on it will show additional information such as the consignment number, organization, and pickup address.

**Step 3:** Click the delete icon next to the details to delete the consignment assigned to the journey.

Following the above steps, the dispatch will be reversed, and the consignment will be moved back to "Stock on Hand" or "Cargo Awaiting collection" section depending upon the service type requested.

## Confirming a Dispatch

Once the cargo has been added to the journey created, the operator will click on Dispatch Goods to dispatch the cargo in the system.

**Step 1:** Click on the journey type (Fixed Wing/Road/Sea/Pack Animals, etc.) and click on the consignment that needs to be transported.

Within the box, the operator will see the following options:

**Show Details:** It shows the Journey details provided by the operator while planning a journey.

**Print Packing List:** The packing list is the shipment receipt that can be attached to the waybill for confirming the dispatch of the cargo.

**Remove this Journey:** This option allows the operator to delete the journey created. If the cargo is already allocated to the journey, this act will simply return the planned cargo to the "Stock on hand" or "Cargo Awaiting Collection" section.

**Add new Destination:** This option allows the operator to add a new destination and location type to the planned journey.

**Step 2:** Dispatch Goods: Select the consignment and click on '**Dispatch Goods**" to confirm the dispatch.

Once the dispatch has been completed, the consignment will move to "**Receive from a site/customer**" screen where the operator must confirm the reception at the destination, See *Chapter "Receiving Cargo*".

When the operator clicks on '**Dispatch Goods**", the following window will popup:

**Actual Date of Dispatch:** It allows the operator to enter the actual date of dispatch for the items.

**Number of Pallets:** RITA operator can specify the number of pallets loaded on the vehicle added to the journey.

**Print Waybill after dispatching:** This feature allows RITA operators to automatically generate waybills when dispatching cargo. Please note:

- Waybills are only printable at the time of dispatching cargo, not before.
- Waybills can always be printed after the fact.

  **Manual Waybill:** If managers choose not to use the automatically generated waybill, they can manually enter the waybill number. There are three methods for entering the journey waybill number:

1. **Manual Waybill:** RITA operators can input a unique waybill number for each consignment or use a generic one for all consignments dispatched under one journey.
2. **Manual Waybill, one waybill number for each destination:** This option enables the operator to include a location-specific waybill number for each destination in the planned journey.
3. **Manual Waybill, one waybill number for each destination and receiver:** Operators can enter the waybill numbers for each destination and receiver, allowing multiple waybill numbers per customer if there are multiple receivers in the same destination

## Planned Convoys

## Planned Convoys

The "**Planned Convoys**" feature is designed to enhance coordination and management of multiple journeys moving under a single convoy. This section allows operators to group several journeys into one unified Convoy Plan, facilitating bulk dispatching, tracking, and receiving. Convoys are typically created when multiple vehicles with multiple consignments are moving toward the same destination or through a common route.

This chapter explains how to plan, dispatch and receive full convoys using a built-in convoy planner tool.

### Add Convoy:

Operators can define convoy-level details such as convoy name, origin and destination points, estimated departure date, and remarks. Each convoy can include multiple journeys, each assigned to individual vehicles carrying different consignments.

After clicking on "Add Convoy", the operator will be required to provide the following key details about the convoy and save the convoy.

- Convoy Name
- Origin and Destination Location name
- Expected Departure Date
- Remarks or Special Instruction

### Assign a Journey to a Planned Convoy:

Once the new convoy is created, journeys can be assigned to the planned convoy as follows:

**Step 1:** Within the Planning tab, ensure that your convoy is already created under the Planned Convoy section.

**Step 2:** In the Planned Journey section, select the journey that you wish to assign to the convoy.

**Step 3:** Click on the "Convoy Name" option. List will appear showing the available convoys as well as option

**Step 4:** From the list, choose the desired convoy to which you want to assign the journey, and then click on "Save."

**Step 5:** The selected journey will now appear under the chosen convoy. This feature allows multiple journeys to be grouped under one convoy.

## Assign a Waybill to a Convoy:

Once the convoy or individual journey is ready for dispatch, the operator can assign a manual waybill through the "**Dispatch**" dialog box. This allows for customized waybill numbering when automatic generation is not preferred.

**Step 1:** Click on the "**Dispatch**" button next to the convoy or individual journey that needs to be dispatched. The Dispatch Goods dialog box will appear.

**Step 2:** Under the Waybill Type dropdown, select the preferred option for waybill generation. The system provides four options:

- Waybill generated automatically
- Manual waybill, one waybill number for each consignment
- Manual waybill, one waybill number for each destination
- Manual waybill, one waybill number for each destination and receiver

**Step 3:** Based on the selection, input the required waybill numbers in the respective fields. For example, when selecting Manual waybill, one waybill number for each destination and receiver, the operator must provide a unique waybill number for each receiver at the destination, as shown in the illustration below.

**Step 4:** Click "**Save"** to record the waybill information. The assigned waybill numbers will be automatically linked to the convoy and visible in subsequent tracking and reporting modules.

## Dispatch Convoy:

Once all the journeys have been assigned and the convoy plan is finalized, the operator can proceed to dispatch the convoy. Convoys can be dispatched either as a whole (all journeys together) or individually by journey, depending on operational needs.

**Step 1:** Navigate to the Planned Convoys section under the Planning tab. All convoy plans created will appear here, showing convoy name, route, and associated journeys.

**Step 2:** To dispatch the entire convoy at once, click the "Dispatch" button next to the convoy name. This action will automatically mark all journeys within that convoy as dispatched.

**Step 3:** Insert the details such as the Actual Date of Dispatch, confirm the Waybill Numbers, and click "**Dispatch Goods**" to finalize the dispatch.

*Note:* Even at this stage, the operator can modify any waybill number assigned earlier or select the checkbox "Waybill generated automatically" if they prefer the system to automatically generate waybill numbers before finalizing the dispatch.

**Step 3:** If only one journey within the convoy is ready for movement, you may dispatch that specific journey separately by clicking the "Dispatch" button next to the journey entry under the convoy.

**Step 4:** Once dispatched, the system will record the dispatch details, including date, weight, and volume, and will make the convoy visible in the In-Progress Dispatches list for tracking and monitoring.

The "***Dispatch History"*** and "***Partial Dispatch History"*** tabs include columns related to Convoy, allowing users to review the convoy name. This information is also reflected in the "***Transport Overview Report".***

## Receive Convoy:

Once a convoy has been dispatched, the receiving location can acknowledge and process the arrival of each journey within the convoy by following the steps listed below:

**Step 1:** Navigate to the "Receives" tab.

**Step 2:** Under the Internal Transfers section, select the "Convoy" option. This will display a list of all convoys that have been created and dispatched to the current receiving location.

**Step 3:** Click on "Receive Convoy" next to the convoy to begin the receiving process for that specific journey.

After selecting a convoy from the Internal Transfers list and clicking on "Receive Convoy," RITA will open the Receive Convoy dialog. This screen displays all journeys associated with the selected convoy, allowing the receiving location to confirm the arrival of each vehicle and the cargo it carries.

**Step 4:** Confirm the “Origin” and Destination for the convoy, Convoy Name, and the "Actual Date of Receipt" at the top of the dialog.

Below this section, each row represents consignment line item associated with a vehicle and its corresponding waybill. For each line item, the operator can:

1. Review the Vehicle Identifier, Waybill Number, and Consignment Line (item description and packing unit)
2. Verify the Quantity expected for each consignment line.
3. Record received quantities by entering values under:
   - Received in Good Condition
   - Received in Damaged Condition
   - Lost in Transit
4. Review the remaining quantity which is automatically calculated based on the values entered.
5. Confirm the Receive Location for the cargo which may be different from the convoy destination.
6. Enter any Comments related to discrepancies, observations, or notes
7. Provide the Transport Documentation Number (e.g., Waybill Number, Goods Received Note Number)

Note: A “Reset Quantities” option is available to clear entered values and re-enter quantities if needed.

**Optional:** At the bottom of the screen, the operator can choose whether to Print the Goods Received Note.

**Step 5:** Once all required details have been entered, click “Receive” to complete the convoy receiving process.

**Selective Receive of Vehicle within the convoy:**
If users wish to receive journeys individually rather than receiving the entire convoy at once, they can process each journey separately using the selective receive option.

**Step 6:** Click on “Receive Waybill” next to the corresponding journey within the convoy to receive that specific vehicle and waybill.

The operator can then receive each journey individually at its respective destination by following the same steps and data entry process described in the “**Confirming Arrival of Shipment**” section of the “**Receiving**” chapter in this manual. Once completed, the journey will be marked as received in the system.

## Print Packing Lists and Waybills

## Print Packing List

"**Print Packing List**" generates a shipment receipt that can be sent with all outbound cargo. It bears the waybill number, transport company name, vehicle ID, origin and destination location, sender and receiver organization name, and the details of the items shipped, including consignment number, item description, quantity, packaging, weight, volume, and column to specify the condition of goods (good/damaged) when received. Finally, it bears the preparer's signature, which is usually the RITA operator, and a section with the option to provide the receiver's name, date, and signature confirming receipt of the items at the destination.

In the planned journey section, the packing list remains empty until a consignment is added.

**Print Medical Packing List:**

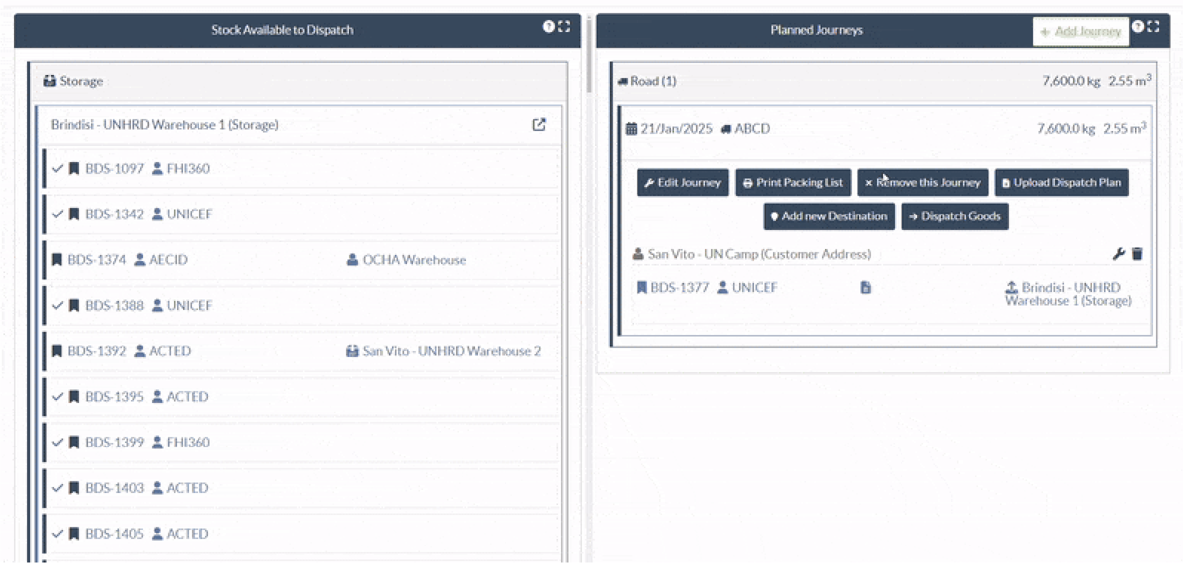
RITA enables users to print a packing list layout specifically designed for medical items. The Med Packing List condenses all the items into a single table instead of separating them by consignment. This function is more prevalent when medicines are stored and transported in an operation.

## Print Waybills

Waybills can be generated directly from RITA.

Waybills can only be generated at the time of a journey being dispatched, or after the journey has been dispatched. Waybills cannot be pre generated.

If the waybill feature is enabled for the RITA project, operators can generate waybills at the time of dispatching cargo by selecting the "**Print Waybill after Dispatch**" check box, and then selecting the "**Dispatch Goods**" button. A waybill will be automatically created for that journey.




Waybills can also be printed at any time after a journey has been dispatched. This may be done by going to either the "**In-Progress Dispatches**" or "**Dispatch History**" tabs.

In the "**Options**" tab menu to each dispatched journey, users may select '**Print Waybill**."

# Stock Available to Dispatch

This section shows stock currently available in a) **Storage** (within the current Site and Project), b) **Transshipment Point**, or c) **Customer Address**, where the goods are located. Once the journey has been planned and the consignment is assigned, the consignment is moved from "**Stock Available to Dispatch**" to "**Planned Journeys**."

*The Stock Available to Dispatch section records all stock in storage. Even though items have been dispatched and the receipt confirmed at the destination, the consignment still needs to be released to the customer.*

**Storage:** When the operator receives cargo in the warehouse registered as storage within the current site and the project, those consignments are listed under the option "**Storage**" in the Stock Available to Dispatch section of the dispatch screen.

**Transshipment Point:** When the operator receives cargo in the transit points such as airports or ports registered as transshipment points within the current site and the project, those consignments are listed under the "**Transshipment Point**" in the Stock Available to Dispatch section of the dispatch screen.

**Customer Address:** When the operator receives cargo in the customer's warehouse or transshipment point registered as customer address within the current site and the project, those consignments are listed under "**Customer Address**" in the Stock Available to Dispatch section of the dispatch screen.

The consignment must still be released to the customer within the receipt confirmed at the destination. Box, the operator will see the following options:

### Show Disposition

The “**Show Disposition**” option provides the operator with the current status and information regarding the consignment line items.

### Assign to Journey

“**Assign to Journey**” assigns the consignment to a planned journey. After this step, the consignment will be moved from “Stock on Hand” to the “**Planned Journey**” section. The details on how to assign a consignment to a planned journey are provided in the paragraphs below:

## Cargo Awaiting Collection

When the service request from the Customer is to collect the cargo from the customer address (not necessarily at the same Site) or a transshipment point, the consignments will be listed under the section “**Cargo Awaiting Collection**.” This section is divided into two parts:

- Customer Address
- Transshipment Point

**Customer Address:** Within the box, the operator will see the Pickup location listed as “**Customer Address**.” Clicking on it will show the nested information of the consignment: Consignment Number, agency name, destination of the cargo, item category, item description, quantity, weight, and volume.

**Transshipment Point:** Within the box, the operator will see the Pickup location listed as the transit point, such as an airport or a seaport. Clicking on it will show the nested information of the consignment: the Consignment Number, agency name, final destination of the cargo, item category, item description, quantity, weight, and volume.

Within the box, the operator will see the following options:

### Cancel Pending

The users can cancel the service request in entirety or cancel the pending collection of items. During such instances, the operator can click on “**Cancel Pending**” button.

“**Cancel Pending**” will result in the following:

- Cancelation of the whole consignment as cargo will never arrive. The consignment will be closed.
- The pending items in the consignment will be canceled. The operator can provide a reason for the cancellation. The consignment will be in progress, but only for the actual quantity transported.

These consignments will be listed as "**Cancelled by Service User**" under the section “**Cancelled pending Customer Collections**” in the “**Dispatches**” tab.

The other options within the box include: "**Show Disposition**" and "**Assign to Journey**". They are described in the **Stock Available to Dispatch** paragraph of this chapter.

When users cancel the request for collections, such consignments are listed under "**Cancelled pending Customer Collections**" in the "**Dispatches**" screen. To reverse such consignments, the users must go to the "**Cancelled pending customer collections**" and follow the reversal process.

# In Progress Dispatches

In-Progress Consignments with partial dispatches are listed under In-Progres Dispatches if there is still stock on hand at the current location group.

## Cancel Dispatches

The steps to Cancel Dispatches are listed below:

**Step 1:** Show Filter: Use the '**Show Filter**" option on top right section, next to Export button to find the dispatch that must be cancelled.

The operator can search the consignment by its number, actual date dispatch, or by providing any other details of the consignment in the search box.

**Step 2:** Click on the "**Options**" button towards the right end of the consignment and select the button "**Cancel**" from the drop-down menu that appears.

All the consignments with confirmed dispatches will be listed under "In-progress Dispatches". To cancel the confirmed dispatch, the operator must go to the tab "In-progress dispatches" and follow the steps of reversal

**Step 3:** A box with the dispatch details appears. The operator must confirm the details and click on the button "Delete" to confirm the cancellation of the dispatch.

The selected dispatches will be returned to the Planned Journeys section. Note all the boxes are as previously entered by the operator at the time of dispatch and are disabled. The operator cannot make any changes in them. If a dispatch is cancelled, cargo owners and cargo recipients (if different than the owner) will be automatically notified of changes. RITA operators will be asked to provide an explanation for why the dispatch was cancelled.

The In-Progress Dispatches tab includes additional options such as Print Waybill, Print Packing List, and Upload Temperature Logger File. All these functions are also available under the “**Dispatch History**” tab. For detailed steps on how to perform these actions, refer to the “Dispatch History” section of this manual.

## Cancelled pending Customer Collections

This section, “**Cancelled pending customer collections**,” lists all the consignments with canceled cargo collection requests.

The operator can reverse the consignment that the customers recorded as unsent or canceled. To do so, follow the steps below:

**Step 1: Show Filter:** Use the “**Show Filter**” option at the top right to find the consignment that must be canceled.

The operator can search the consignment by its number, actual date of dispatch or by providing any other details of the consignment in the search box.

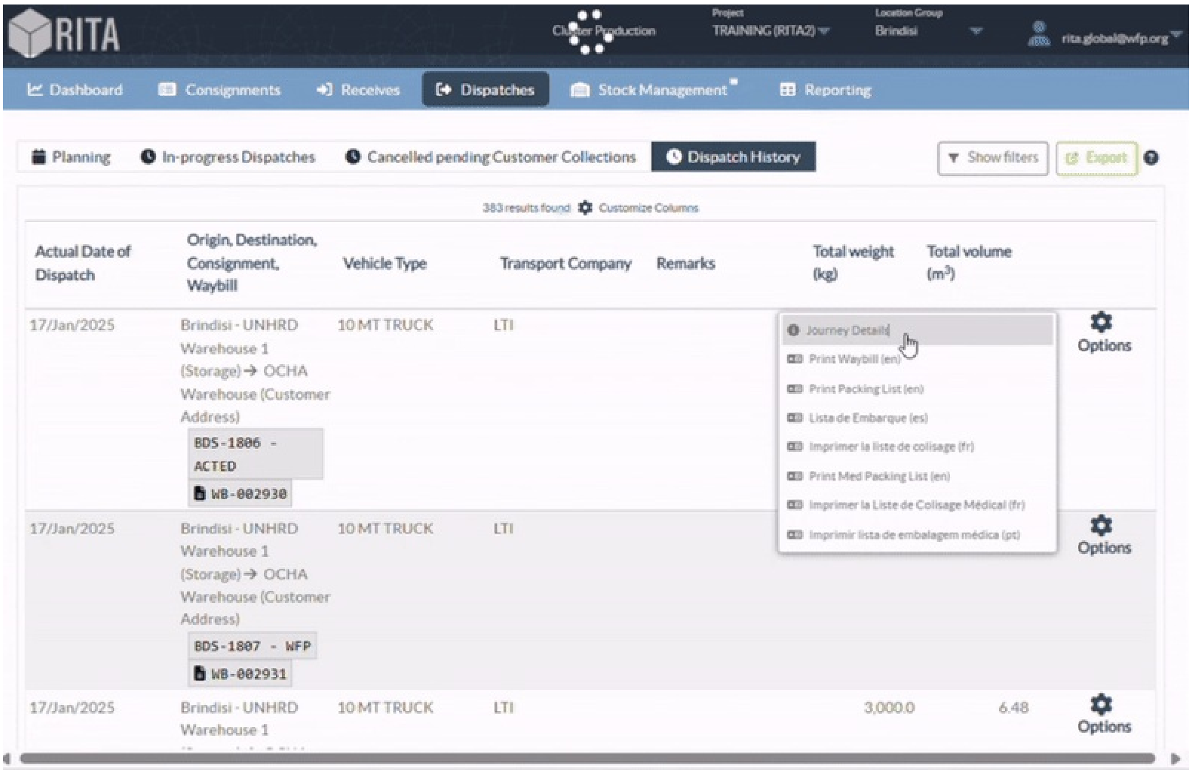
**Step 2:** Click on the “**Options**” tab towards the right end of the selected consignment and select the option “Cancel”.

**Step 3:** The operator must check the details of the selected consignment and click on “**Save**” to confirm the cancellation. By doing so, the cancellation of the pending items will be reversed and the items within the consignment will move back to “**Cargo Awaiting Collection**”.

## Dispatch History

The dispatch History page lists all dispatches from the current location group confirmed as sent.

A dropdown menu appears when clicking on the options tab. The RITA operator can view the journey details, print waybills, and view the packing list of the cargo dispatch.




## Upload Temperature Logger File

The "**Upload Temperature Logger File**" function allows operators to attach temperature data collected from pre-defined temperature data logger devices during the transport of consignments, ensuring that all temperature-controlled movements are properly monitored and recorded.

**Step 1:** Go to the "**Dispatch History"** tab and click on the option '**Upload Temperature Logger File**.'

**Step 2:** Define the "**Equipment Name**" and attach the corresponding temperature logger file. The operator can either click "**Choose File**" or use the **drag-and-drop** feature to upload the file directly into the drop zone.

***Note:*** Only specific file formats from specific devices in .CSV and .TXT are currently supported for upload.

**Step 3:** Add any relevant Remarks and click '**Save**.'

Once saved, the uploaded file will be linked to the respective journey or convoy, allowing authorized users to view and analyze the temperature records for verification and compliance.

## Journey Details:

Clicking on "**Journey Details**" displays the complete information related to the selected journey. This includes journey-specific data such as Convoy Name, Vehicle Category, Vehicle

Type, Transport Company, Driver Information, Dispatch Priority, and the Defined Route. Operators can also view the Temperature Logger field, which indicates whether the journey includes temperature-controlled cargo and the specific temperature range selected (e.g., Cool: 8 to 15°C, Frozen: Below -20°C).

**Temperature Monitoring Graph:**

At the bottom of the Journey Details window, the system displays a temperature monitoring graph generated from the uploaded data logger file. This graph visually represents the temperature variations recorded throughout the transport period, helping operators verify whether the shipment maintained the required temperature range.

**Uploaded Temperature Loggers:**

Uploaded temperature logger files are listed under the "Uploaded Temperature Loggers" section, where operators can review the file name, **download**, or **delete** the record if necessary.

| | |
|---|---|
| ! | The Delete option is restricted to users with PRA (Project Administrator) rights due to the sensitivity of temperature monitoring information. |

| | |
|---|---|
| | The same "Upload Temperature Logger File" function is also available under the "**In-Progress Dispatches**" tab, allowing operators to upload logger data before the dispatch is fully completed. |

The Dispatch History view includes columns related to Temperature Loggers. Users can review temperature logger data (including anomalies and uploaded files) directly from this screen. These fields are also included when exporting dispatch data, allowing for detailed monitoring and reporting of temperature-controlled shipments.

| | |
|---|---|
| | The "**Transport Overview**" Report includes additional columns to capture temperature control details for each dispatch. These fields display whether the dispatch was temperature-controlled (true/false) along with the corresponding maximum and minimum recorded temperature values. |

## Stock Management

Stock Management is viewing and managing stock managed and maintained by the Logistics Cluster in one or more locations.

This chapter explains how to register losses and damages to cargo in stock, release cargo to the final customer, and perform inventory counts.

Stock Management is divided into five key parts:

- Stock on Hand
- Release Orders
- Lost from Stock
- Release History
- Inventory Count

# Stock on Hand

The "**Stock on Hand**" tab allows RITA operators to manage their stock. They can view the consignment details via the stock disposition screen, register losses and/or damages in storage, release goods to the final customer, and print a stock card.

The initial screen lists all the items received in storage, at a transshipment point, or the customer's address, along with their basic details and shipping information.

The page provides the operators with three additional options for viewing the file:

- They can switch the presentation mode from item level to consignment view (card-based)
- They can see the graphs showing the utilization of storage.
- Also, export the consignment details to XLS or a PDF file.

## Stock Disposition

Please refer to the chapter "Consignment Identification".

## Register Damages

When items are stored in a designated warehouse (storage/transshipment point/customer address), the operators can record any damages or losses reported during the inspection. To register the damage to the items in storage, click on the option “**Register Damages**” within the box.

The operator should provide the number of damaged items, the damage report number, and comments. Please note that RITA only accepts damaged quantities in Inventory Units.

## Register Losses

When items are stored in a designated warehouse (storage/transshipment point/customer address), the operators can record any losses noted during an inspection. To register the loss of items in storage, click on the option “Register Losses” within the box.

The operator must provide the quantity of lost items, the loss report number, and any comments. Please note that RITA only accepts lost quantities in inventory units.

## Print Loss Report

Within the “Loss Register” box, users can select “Print Loss Report,” which enables the RITA operator to generate automatic forms for the lost items in the consignment.

The loss Report includes the following details:

| | |
|---|---|
| **Consignment Description:** | Description of the missing items, including product category, quantities, units of measurement, their condition, volume, and weight. |
| **Loss Reported Location:** | The exact location where the loss occurred. |
| **Loss Reported Date:** | It reflects the date on which loss is registered in RITA |
| **Loss Report Number:** | The report number is automatically generated by RITA. |
| **Comments:** | The RITA operator must provide a detailed account of how the loss occurred, including possible reasons such as mishandling, theft, and errors. They should give the approximate financial value of the lost or damaged goods and recommend steps to prevent similar losses if available. |
| **Signatures:** | Relevant personnel, such as warehouse managers and storekeepers, must sign the loss report to verify it. |

All the consignments with registered losses are listed under the “**Lost from Stock**” section of the “**Dispatches**” screen. To reverse the losses, the operator must go to the section “**Cancel Losses**” and follow the steps of reversal

## Release to Customer

The “**Release to Customer**” button is selected to transfer the goods to the customer. The "**Stock on Hand**" screen records all the cargo received in storage, at a transshipment point, or at the customer address that has not been released to the customer.

Even though items have been dispatched and receipt confirmed at the destination, the consignment still needs to be released to the customer so it can no longer be considered in the inventory. Therefore, for all the releases, the operator must open the “**Stock on Hand**” tab of the “**Stock Management**” screen.

Clicking on the option “**Release to Custome**r,” the following window will appear:

| | |
|---|---|
| **Transport Company or Organization released to:** | Insert either the name of the organization receiving the items or the name of the transport company picking up the items on behalf of the receiver. |
| **Actual Date of Release:** | Provide the actual date of release of the items. |
| **Document Number:** | If there is a document confirming the receipt, insert the document number- for example, Waybill # or GRN # |
| **Actual Person Items Release to:** | Insert the name of the organization’s representative receiving the items or the name of the driver of the transport company. |
| **Receiving Organization contact:** | Provide the contact details of the organization that received the consignment. |
| **How was the reception verified:** | This explains how the RITA operator confirmed that the customer has received their items, either verbally by Phone, in writing by email, or through a Goods Received Document (this can be a signed Waybill). |
| **Additional details:** | Any additional information, such as transport type, truck plate number, etc., that the operator may want to type for the release. |

After completing the fields, click ‘**Release Goods**” to confirm the final release of the cargo to the customer.

When goods are finally released to the customer, the consignments are listed under the “**Release History**.” Therefore, the operator must find the consignment under “Release History” to cancel the releases and follow the reversal steps.

## Print Goods Release Note

Rita allows users to automatically print the "**Goods Release Note**" from the system. This note acts as an official record confirming the release of a shipment to the final customer. It includes all relevant details of the shipment provided by the RITA operator at the time of release outlined below:

- Description of items being released, including quantity, units, weight, volume, and value
- Exact date when the items were handed over to the final customer.
- Details of the person or organization receiving the goods
- Signature of responsible parties, including both service provider and receiving organization.

- Document Number (if any) manually entered by the service provider at the time of release.
- When the RITA operator checks the box to print the released goods, the system automatically generates a goods release note number, which is then printed.

RITA Operators can also generate automatic Goods Release Notes from the "Release History" tab in the Stock Management screen. Please refer to "Release History."

### Print Stock Card

Click on "**Options**" and select "**Print Stock Card"** from the dropdown menu

- The "**Print Stock Card**" option automatically enables the RITA operators to produce Stock Cards from RITA. A stock card is a physical record used to track the movements of specific items in and out of the warehouse.
- Stock cards are specific to each line item, and the QR code enables access to full consignment details.

The following are the details listed on the stock card form:

- Consignment number and line-item number.
- Sending and receiving organization details.
- Item description such as its name, product category, unit quantity and packaging, batch number, temperature range, and dangerous goods identification (if any).
- The dates on which the inventory transactions (such as receiving, dispatching, releasing, damage loss, found) occur.
- Any document number such as waybill, goods received/released note, or damage/loss report.
- Quantity of stock added or removed from the inventory and balance quantity after each transaction
- Initials/Signature of the storekeeper or any authorized personnel.

### Moving Consignments or Line Items

The options "**Move this consignment to another location**" and "**Move this line item to another location**" will only appear in the Options menu if a Storage Area has been defined within the consignment.

A **Storage Area** refers to a designated sub-location within the main Storage Location (e.g., a specific zone or shelf within a warehouse) where goods are stored. Defining this field allows the system to track and manage inventory at a more granular level.

These two movement options serve the following purposes:

- **Move this consignment to another location**: Transfers the entire consignment from one storage area to another within the same warehouse or across different storage areas.
- **Move this line item to another location**: Allows users to relocate a specific item (line item) within the consignment, without moving the full consignment.

These features are useful for inventory reorganization, optimizing space, or handling segregation requirements such as damaged, temperature-sensitive goods or expired goods.

**Stock on Hand Report**

RITA provides the functionality to export stock on hand reports by organization into either Excel or PDF format. To do so, follow the steps below:

**Step 1:** Click the "**Export**" option located on the right side of the screen.

**Step 2:** A Storage Overview dialog box will appear. RITA operators may select specific dates and the organization for which to generate reports.

- By default, the date will indicate the current date, but RITA operators may select any previous date to generate a stock report from any point in the past.
- If the "Organization" dropdown list is left blank, the report will return results for all organizations.

**Step 3:** Click "Export" to proceed. RITA will prompt you to choose the file format, either .xls or .pdf.

**Step 4:** Selecting PDF will generate a report showing the stock on hand for the selected organization on the specified date.

Example: The PDF below will display a summary of closing stock quantities for WFP at Brindisi Warehouse (Storage) as of date: 08/Jul/2025

**Step 5:** Selecting XLS will download a simplified Excel spreadsheet providing a storage overview.

Example: This file includes only the closing stock on hand of WFP at Brindisi Warehouse (Storage) as of date: 08/Jul/2025

# Temperature Loggers

## Upload Temperature Logger File:

The Upload Temperature Logger feature allows operators to upload, manage, and monitor temperature data recorded within the storage. This function helps ensure that all temperature-controlled storage conditions are properly documented and compliant with operational standards. This functionality allows users to maintain complete visibility of temperature-controlled storage environments, ensuring that warehouse conditions meet the required quality and safety parameters.

**Step 1:** Go to the "**Stock Management"** tab and select the storage location. Click on the Temperature Loggers icon on the top right corner of the screen.

**Step 2:** In the Upload Temperature Logger File window, enter the Equipment Name and provide any relevant Remarks. You can either click "**Choose File**" or **drag and drop** the file directly into the drop zone to upload the temperature logger data.

Note: Only .CSV and .TXT file formats from specific devices are currently supported for temperature logger uploads.

**Step 3:** Click "**Save**" to upload the file. Once saved, the logger data will be linked to the corresponding warehouse and stored for reference and reporting.

**Step 4: Manage Data -** To review previously uploaded files, click '**Manage Data.**" from the list. This screen displays details such as the Equipment Name, Date Range, and Uploaded By information. Authorized users can download or delete the uploaded record if required.

> The Delete option is restricted to users with PRA (Project Administrator) rights due to the sensitivity of temperature monitoring information.

## Warehouse Charts

Under the Stock Management module, users have access to two analytical charts.

- Temperature Loggers
- Warehouse Utilization

Both charts can be accessed using the icon menu in the upper right corner of the **Stock Management** screen, allowing quick switching between Temperature Loggers and Warehouse Utilization views.

**Temperature Loggers:**

The Temperature Loggers chart displays the temperature readings recorded by data loggers installed within the warehouse. This allows operators to visually monitor temperature variations over a selected time period and ensure that sensitive commodities are maintained within the required storage range. Each line on the graph represents data from a specific logger, making it easier to track environmental consistency across different warehouse zones.

**Warehouse Utilization:**

The Warehouse Utilization chart presents a visual overview of storage occupancy trends based on Weight (mt) and Volume ($m^3$). This helps operators assess how effectively warehouse space is being used over time, supporting planning and decision-making related to stock allocation, optimization, and throughput management.

The "**Storage Overview"** Report includes columns that capture temperature control details for each storage location. These fields indicate whether the warehouse is temperature-controlled (true/false) and display the corresponding maximum and minimum recorded temperature values.

# Pallet View

**Switch to Pallet View**

The Pallet View under the Stock Management tab allows operators to efficiently manage and visualize inventory stored on transport units (pallets or crates). This interface supports pallet creation and organization, improving warehouse traceability and operational control.

**Step 1:** Click the pallet icon in the top-right corner of the Stock Management screen.

The screen will display a two-pane layout:

**Loose Items:** Inventory not yet assigned to any pallet.

**Palletized Items:** Inventory already grouped into transport units.

**Step 2:** Operators can create pallets using two methods:

**Direct Pallet Creation:**

- In the Loose Items section, click the pallet icon.
- Enter the Transport Unit type, quantity, and (optionally) pallet position.
- Click Palletize Me to group the selected Handling Units into the defined pallets.

**Drag-and-Drop Palletization:**

- In the Palletized Items section, click Add Transport Unit and add the type of pallet used.
- Drag and drop loose cargo into the pallets.

**Assigning Pallets to a Planned Journey:**

Operators can assign pallets to a planned journey directly from the stock management screen:

**Step1:** Select the pallet with the respective consignment.

**Step 2:** Drag and drop it into the planned journey, displayed on the right side of the screen.

**Assigning Pallets to Release**

Pallets can be directly released from the Stock Management screen using the Pallet View. This allows operators to quickly assign pallets to outbound movements without navigating through multiple screens.

To release pallets:

**Step1:** From the Pallet View, select the pallet associated with the relevant consignment.

**Step 2:** Drag and drop the selected pallet into the Quick Release tab located on the right side of the screen.

**Step 3:** In the release window, input the following information:

- Date of Release.
- Transport Company or Organization Released To.
- Name of Individual Receiving the Items.
- Quantity Released.
- Additional details: Use this free-text field to include logistical notes such asvehicle type, license plate, or other relevant tracking information.
- Attachment Type: Select the type of document being uploaded (e.g., Waybill, Release Note, Proof of Delivery).
- Choose File: Attach the related file. Only images and PDF files under 10MB are accepted.

After entering all required details, click the Release button to complete the transaction.

**Show Filter:** This feature allows users to filter consignments more efficiently by applying criteria such as **Consignment Number, Organization, Service Type**, or **Keyword Search**. When activated, the filter tab expands at the top of the screen, enabling users to quickly narrow results and locate specific consignments or items within a warehouse.

**Step 1:** Click Show filters (Top- right). The filter panel appears at the top of the page.

**Step 2:** In the pop up, enter one of more criteria:

- **Consignment Number:** type a full or partial number (e.g., 0056 or 56) and press Enter.
- **Organization:** Choose from the list of organizations.
- **Service Type:** Choose from the list.
- **Search:** Enter keywords found in line-item details (e.g., item name, product category etc.). *For example, filtering with consignment number 0056 in the screenshot below- RITA operators can see only matching loose items and palletized items for the consignment 0056 in stock.* You can add additional filters to refine further; filters can be combined.
-

**Step 3:** To remove a filter, click on “×” and all filter will be removed.

**Step 4:** Finally click **"Hide Filters"** to collapse the filter tab when you are done.

Note: Hide filters do not clear filter.

**Additional Pallet Features:**

**Viewing Options:**

To tailor the pallet display to operational needs, two user-friendly viewing options are available in the Pallet View screen:

**Show Details:** A toggle switch that expands each pallet to display detailed cargo information such as - Item name, Quantity and Unit type.

When turned off, the display collapses for a more compact view, improving screen readability.

**Group Similar:** When enabled, this feature automatically groups pallets containing similar item categories (e.g., Logistics, WASH, Shelter) together. It provides a cleaner, more structured layout for easier navigation.

> When Group By is enabled, the drag-and-drop function is disabled. Because multiple pallets and consignments are combined into a single grouped view, users will not be able to drag pallets into a journey or release operation. To re-enable drag-and-drop, toggle Group By off.

**Item Tracking:**

A magnifying glass icon next to each line item opens the Stock Disposition Screen, showing detailed tracking information.

**QR Code Printing:**

Each pallet includes the option to generate and print a QR code label for tracking and identification purposes. To print a QR code for a pallet, follow the steps below:

**Step 1:** Click the printer icon located next to the pallet in the Pallet View.

**Step 2:** A QR code will be generated, linking to the pallet's digital summary.

**Step 3:** Use a QR scanner to access detailed pallet information, including Current pallet location, Transport unit type, Total weight and volume, Sender organization, Item description, IU (Item Unit) and HU (Handling Unit) quantities, Flags for temperature-controlled, fragile, or dangerous goods

# Release Orders

## Release Order Form

The **"Release Order Form (ROF)"** is a standardized document that must be completed by any organization requesting cargo release from a storage location managed by the Logistics

Cluster (including requests for transporting cargo to the final destination).

Users can submit release requests by email or through RITA's online platform. The online ROF can be shared with any party using a link or can be found on each country's website.

## Online Release Orders

Upon receipt of the online release order form, a notification will be displayed on the "Release Order" tab under the "Stock Management" screen.

After clicking the "Release Order" tab, the operator will have four options, which are explained below:

### Reject Release Order

Click on the option and select "**Reject Release Order**" from the dropdown menu:

A dialog box appears. Under the comment section, the operator must provide a valid reason for rejecting the release request and click on "**Reject Release Order**."

**Note:** The person who submitted the online release order will be notified when the release order is rejected, and notes on the rejection will be included.

### Accept & Release

RITA operator should select the option "**Accept and Release**" to approve the release request of the cargo from any given warehouse.

A box will appear where the operator should enter the following details:

- The transport company or organization to which the cargo is released.
- The actual date of release.
- The document number.
- The exact person to whom the items are released.
- Documents verifying reception.
- Any additional details the operators may want to include.
- Print Goods Release Note

For guidance on filling in the release details, please refer to paragraph "**Release to Customer**" under the chapter Stock Management- "Planning."

### Accept & Transfer

When the release request involves transportation to a destination, the RITA operator must select the "Accept & Transfer" option.

A box appears displaying all the planned journeys, and the operator needs to assign the released item to the journey designated for the transport. Note: The operator must first plan a journey in the "Dispatches" screen (For instructions on adding a new journey, please refer to "**Planning and Managing a Journey**." under Dispatches.

### Print Release Order Form

- The print release order option enables the RITA operator to print the release request form submitted by the customer online.
- Click on Options and select "**Print Release Order Form**" from the drop-down menu.

The details in the release order form include the following:

- Release order number generated automatically from RITA.
- Requested release date of the items.
- Requested release location
- Receiver organization name.
- Product description, such as consignment number and line-item number, product category, item name, packaging units, weight, volume, quantity requested for the release, total volume, and weight.
- Name of the preparer.

**User notification system:** When users request cargo release through manual or online ROF, alert emails will be sent to requestors and RITA operators, alerting key personnel and documenting the workflow.

#### Manual Release Form

Users can also submit an email containing an Excel attachment to request the release of their cargo. In these cases, the operator can facilitate the release through the Stock Management-"Planning" page. For detailed instructions on how to process the release, please refer to the section titled "**Release to Customer**" in the Stock Management chapter under "Planning."

## Lost from Stock

If cargo is reported as lost during storage, at a transshipment point, or after it has been delivered to the customer's address, it will be classified as "Lost from Stock." To register the loss, users should navigate to the Stock Management tab and click "Lost from Stock."

The RITA operator has two options regarding this process.

**Option 1:** The "**Cancel**" option enables the RITA operator to cancel previously registered losses.

**Option 2:** "**Print Loss Report**" allows the RITA operator to automatically generate forms for the registered lost items in the consignment. A loss report can be generated immediately upon registration of the lost items. Refer to "Print Loss Report" under the stock management-planning chapter.

### Cancel Losses

The operator can cancel the losses previously registered as "items found." The steps to Cancel

Losses are listed below:

**Step 1:** Click the "**Lost from Stock**" tab on the "Stock Management" page.

**Step 2:** Use the "**Show Filter**" option in the top right section to find the consignment that must be canceled. The operator can search the consignment by its number, actual date of dispatch receipt, or actual date of receipt, or by providing any other details of the consignment in the search box.

**Step 3:** Click on the "**Options**" tab towards the right end of the selected consignment and select the option "**Cancel**".

**Step 4:** A box appears that allows the operator to provide the details such as quantity of items found, report number, and comments if any. Further the operator must click on the "**Cancel**" button to confirm the cancellation of losses registered for the selected consignment. By doing so, the items will move back as "**Stock on Hand**' under the "Dispatches" screen.

***Note: The details and quantity of the found items will be highlighted in red within the loss report, located just below the lost item details for the respective consignment.***

## Release History

The "**Release History**" page provides a comprehensive overview of all consignments that have been either partially or fully released to the final customer.

In the history tab, you will find a list of all consignments and their release details recorded by the RITA operator during the cargo release process. This information includes the actual release date, release location, organization, the individual who received the release, the document reference number (if entered manually), and the goods release note number (if it was automatically generated by RITA).

The operator can use the "**Show Filter**" feature to locate specific released consignments. Additionally, they have the option to export the details to Excel format via the "**Export**" function.

### Cancel Release

The operator has the option to reverse the release made. To do so, follow the steps below:
**Step 1:** Click on "Release History" under the Stock Management page

**Step 2:** Use the "**Show Filter**" option in the top right corner, to find consignments requiring reversal on a specific release date.

**Step 3:** To reverse the consignment back to stock, click "**Options**" and select "**Cancel Release**" from the drop-down menu.

**Step 4:** A box with the details will appear on the screen. The operator must confirm the details of the consignment and provide a reason for the cancellation. Finally, click on "**Delete**" to confirm the cancellation of the release. By doing this, the selected release will be canceled and returned to "**Stock on Hand**."

If a dispatch is made to a different location group, the cancellation process must be done in that location group.

## Inventory Count

This function enables RITA users to directly conduct and manage physical inventories through RITA. Simply click on "**Inventory Count**" from the "Stock Management Tab."

In the "Inventory Count" tab, operators will by default see a list of all past inventories that were conducted and are able to print the results of those inventories. The "**Show filters**" option assists RITA operators in easily searching for past inventories and generating historical records using consignment number, date of inventory count, and other relevant properties.

### Print Inventory Count Sheet

This option enables RITA operators to print the inventory count sheet containing the list of items located at any warehouse location requiring a physical inventory. Printing the inventory count sheet enable warehouse or project managers to conduct a direct "offline" inventory using printed sheets.

The printed inventory form has a feature called "**Blind Count**", clicking on which, the managers can only print the list of consignment line items stored in the warehouse without the item count.

### Start Inventory Count

This option enables the RITA operator to follow the steps for conducting inventory count using RITA physical inventory. The outlined steps for inventory count are as follows:

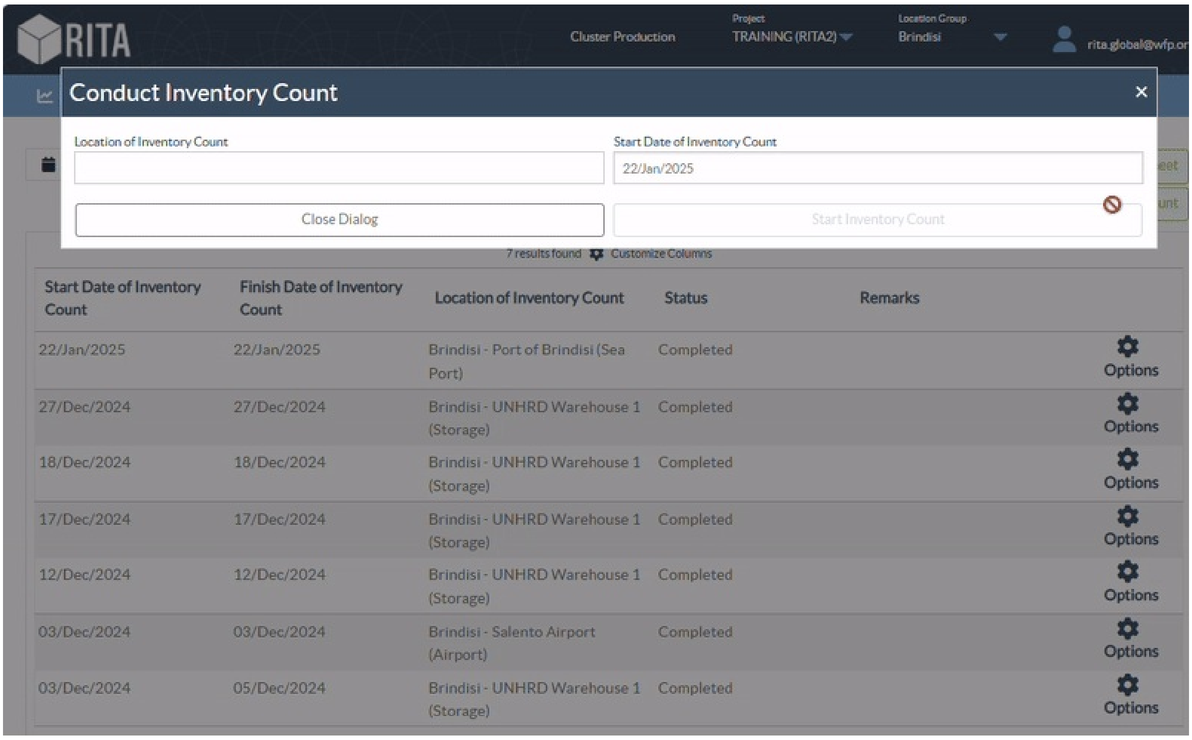
**Step 1:** Click on the option "**Start Inventory Count**" on the top right section of RITA

**Step 2:** Select the warehouse for the inventory count and pick the starting date for the physical count.

When you choose a warehouse for the inventory, all transactions in that warehouse will be put on hold. This allows the warehouse teams to do a complete count. You cannot conduct the inventory count if there are planned transfers or committed stock in the warehouse.

RITA operators cannot perform any transactions in RITA on the day of the inventory count, even after the count is finished. They must wait until the next day to make updates in RITA. Additionally, RITA operators cannot reconcile transactions that happened before the inventory count. Any dispatches or receipts of cargo at the storage location prior to the inventory date are not allowed.

**Step 3:** RITA will display a list of all items in the warehouse along with their existing inventory in the system. Operators can begin the physical inventory by clicking on "**Start Inventory Count**." The status of the inventory count will change to '**in progress.**"

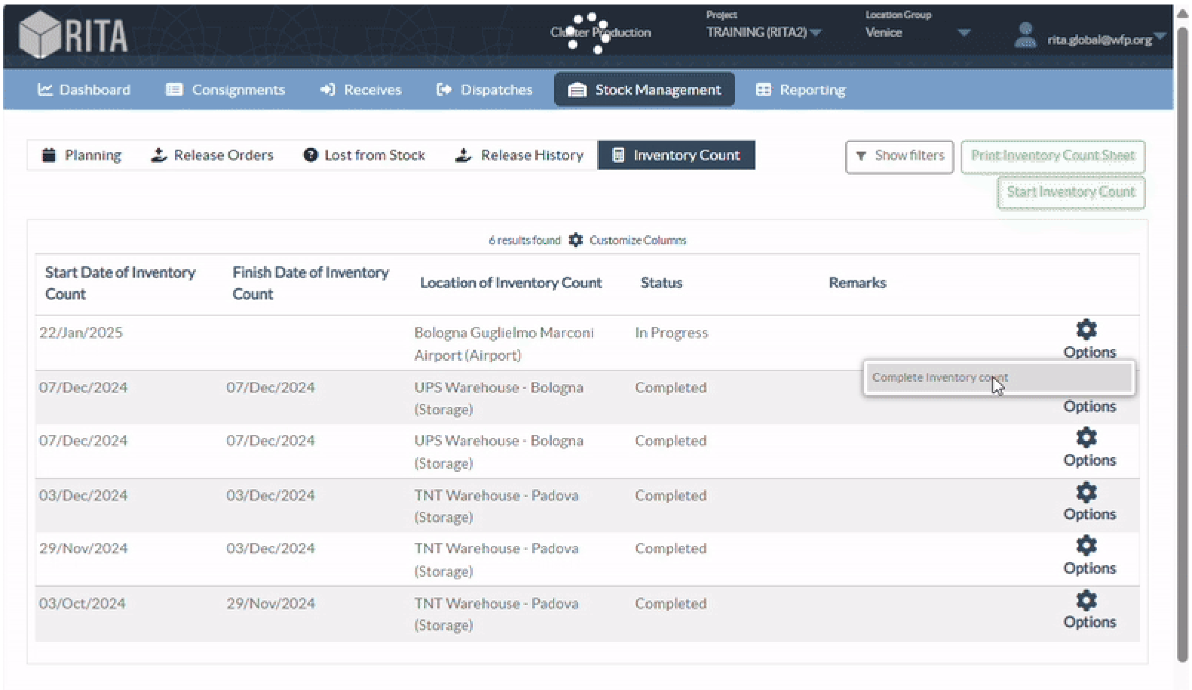



**Step 4:** After conducting physical count, operator must select **"Complete Inventory Count"**

**Note:** Completing an inventory count involves entering the results of the inventory. In small warehouses, or those with reliable internet connectivity, inventories can often be conducted directly through the web interface. However, in most cases, the inventory count will be based on the results from "offline" paper inventory count sheets. Depending on the size of the storage location and the number of unique items stored, updating the physical inventory numbers may take a considerable amount of time. Ideally, only managers with authorized access should enter the final numbers.

**Step 5:** A pop-up box will appear, allowing RITA operators to input the physical count of the items. Users can enter the quantity of items in good and damaged condition, along with any comments. The system, RITA, will automatically calculate the remaining items as losses. Operators can also include overall remarks for the inventory. Additionally, when a loss is reported, a comment box will appear to allow the user to provide reasons for the loss. Further clicking on the loss report will generate an automatic loss report from the system.

Finally, click on "**Complete Inventory**" to change the physical inventory status to "**Completed**."




**Step 6:** The system will maintain a record of all previous inventories, and users will be able to generate reports for future requirements.

When you chose a warehouse for physical inventory, all transactions in that warehouse will be put on hold, allowing the warehouse teams to perform full counts. The inventory count cannot be conducted if there are planned transfers or committed stock in the warehouse.

## Upload attachment

RITA allows users to upload completed physical inventory files directly to the inventory record. The uploaded document will be linked to the corresponding inventory count for reference.

**Step 1:** From the Inventory Count page, once the inventory status is marked as Completed, click on the "**Options"** icon and select Upload attachment.

**Step 2:** In the upload window, drag the desired file into the**drop zone** or click "**Choose File"** to select it manually. From the Attachment Type dropdown, select the appropriate category:

**Completed physical inventory** - to attach finalized physical inventory sheets.

**Loss Report** - to upload documentation related to reported losses.

**Pictures of Cargo** - to include photos taken during the inventory or inspection.

**Other** - for any additional supporting documents.

**Step 3:** All uploaded attachments appear under the new Attachment column in the Inventory Count list, where users can view or delete files as needed.

- The Delete option is restricted to users with PRA (Project Administrator) rights due to the sensitivity of inventory count information.
- Only image and PDF files are supported for upload.

## Reporting

RITA allows for service-related information to be consolidated and displayed in a coherent and useful way within the software and makes this information available as "**Export Data**" that can be downloaded from the software and shared as needed.

In the Reporting tab, seven different reports can be generated.

| | |
|---|---|
| Operations Reports: | • Transport Overview<br>• Transport Planning<br>• Storage Overview<br>• Storage Planning |
| Communications and Reporting: | • Service Overview<br>• Release Overview<br>• Consignment Overview |

RITA users can select the unit of measurement (Kg or MT) they want displayed in a downloadable report.

The Export Data options available from RITA are critical for sharing information about services: both with logistics operations and planning personnel, who may not regularly access the software directly; and, with external stakeholders and Service Users, who may require a summary of activities or regular status updates on their cargo. This data is exported from RITA and downloaded as spreadsheets in .xls file format with color-coded column headings to facilitate further filtering, visualization, and analysis independent of the application and as needed per service context.

The Export[ed] Data includes the following overarching classes of information:

To understand the relationship within this data it's important to understand the relationship between "**Events**" and the overall requests, or '**SRFs**".

- Providing the service (as requested) on a single SRF may require multiple Events: for example, a single SRF may require the collection of cargo at location X and delivery to location Y, but it might not be possible to move all cargo at once, and it might not be possible to travel directly from X to Y.
- Each SRF may include multiple lines of cargo, with different handling units: for example, a single SRF may include 50 boxes of item A, 40 bags of item B, and 30 bundles of item C. In the above example the SRF, or overall request, will only be complete after:
- All 50 boxes, 40 bags and 30 bundles have been collected (***or cancelled in full, or in part***) at location X;
- All cargo not cancelled is dispatched (***all at once, or in smaller groups***);
- All cargo not cancelled arrives at location Y(***directly, or through other locations***).
- All cargo not cancelled (***or reported lost in full, or in part***) is returned to the Service User.

Understanding the Events tells you what has happened to the cargo, and where the cargo is now in what quantities; understanding the SRFs tells you what support was asked for, agreed to, and therefore what still needs to be done with any cargo on-hand or still waiting to be collected.

The main pieces of information related to '**Events**" includes, but is not limited to:

In the example of Export[ed] Data below you can see the format of the spreadsheet, and a part of the Event details. Taking the example of the top line:

- "1 Each" with no packaging (lack of packaging is indicated by "handling unit" of "None/Loose")
- Was "Received in Period", in "Bad Condition" on a "Received Date" of "03-Jan-2018"
- ***Other event details*** (i.e. where this "1 Each" cargo was received) would follow on the same line

The main pieces of information related to 'SRFs'" includes, but is not limited to:

In the example of Export[ed] Data below you can see the format of the spreadsheet, and a part of the SRF details (these lines are the matching SRF details from the sample Event lines above). Taking the example of the top line:

- SRF "VEN-0003" was recorded in RITA on "03-Jan-2018" and has been "Closed"
- Was sent by "United Nations World Food Programme"

***Other SRF details*** (i.e., where "VEN-0003" was supposed to be handed over) ***would follow on the same line.***

# Transport Overview and Planning Report

## Options to Export "Operations" Data

All Export Data options found on the “Reporting” screen, are available for download (as spreadsheets in .xls file format) and collected into groups based on the general purpose or intended audience/user of the data:
“**Operations**”, to support logistics operations and planning personnel.

“**Communications & Reporting**”, to support coordination and information management personnel.
“**Administration**”, to support logistics services management personnel.

The individual Export Data options within some groups have an on-screen description in a standard format that identifies: the overall requests or ***Consignments*** that are included in the Export[ed] Data, based on status; the actions that are included in the Export[ed] Data; and finally, the location types that are covered by the Export[ed] Data.

### Transport Overview

This option will extract transaction-level data for all transport service(s) that have been registered by the respective Service Provider(s), over the full duration of the Project or within the date-range specified on screen; the “**From Date**” and “**To Date**” (see below) can be set to any value and will define the date-range for the Export[ed] Data. Additionally, for the purposes of verifying invoicing or checking the performance of a specific Service Provider or their sub-contracted transport company(s), the Export[ed] Data can be filtered by “**Transport Company**” before download.

*The “From Date” and “To Date” values, will be checked against the “Actual Dispatch Date” for all recorded transport service(s), any dispatch that started between or on these dates will be included in the Export Data that is downloaded.*

*The “Transport Company” value, if provided, will be checked against the “Transport Company” entered under the “Journey Details” for all recorded transport services, and only transport services that have a matching value will be included in the Export Data that is downloaded.*

After setting a date-range (by default, the date range is set to the current day only) or filter by Transport Company (only if needed, this field can be left blank), the data can be exported and downloaded by clicking on the “**Export Data**” button/bar.

The download will proceed according to the preferences established by individuals on their own computers/devices, any questions about setting download preferences or managing files on your computer/device should be directed to the responsible IT Support and/or IT Help Desk.

The spreadsheet file (in .xls format) that is downloaded will contain data sorted and arranged by relevant “Events” that affect single units of cargo, per line, per Consignment, per location, per day. Using simple analytical and visualization tools (i.e. Pivot Tables in Microsoft Excel) allows an in-depth look at specific information that can be tailored to meet a specific purpose, and/or aggregated by any single detail.

***You can, for example, check all dispatches by transport mode and sum the total volume sent by product category, or by sending organization, or by date of dispatch or receive.***

The Transport Overview data may include the following events, along with corresponding values for date and cargo quantity (IU, HU, weight, volume, value), as well as additional details such as temperature control (if applicable, including minimum and maximum temperatures) and dangerous goods identification (if applicable, showing the DG ID). Further, cargo quantities may be positive or negative depending on the event (i.e. “Opening Dispatches” and “Dispatched in Period” quantities are positive, while “Received in Period” quantities are negative, so any positive balance indicates cargo currently being transported).

The "Columns broken down by" option allows users to further categorize and analyze data in the report. This feature enhances visibility by grouping information under the following categories:

**Destination:** Indicates the final delivery point for the cargo, as specified in the accepted service request. This is the location where the service is expected to be completed.

**Origin Location:** Refers to the starting point from which the cargo is transported, based on the agreed service request. This may be a storage facility, a customer address, or a transshipment hub.

**Corridor:** Represents predefined transit points through which cargo moves from origin to destination. This helps in tracking movement along critical operational pathways.

**Condition:** Reflects the physical status of the cargo.

## Transport Planning

This option will extract relevant data for all service requests, or Consignments that are awaiting some action by the ***Service Provider*** (i.e. collection or ***Receipt*** from a ***Service User***, ***Dispatch*** to another location, or Release). Additionally, for the purposes of managing transport activities in large operations, or where different offices may be responsible to manage services in specific areas, the Export[ed] Data can be filtered by “**Location Region**” before download.

*The “Location Region” value, if provided, will be checked against all locations where cargo is expected to arrive, be collected, or is currently on-hand with a Service Provider; any service that will take place or is currently underway at a location in this “Region” will be included in the Export Data that is downloaded.*

*“Region” values are based on reference data maintained for all locations established on a RITA Project; and are based on 1st level Administrative Boundaries in each country.*

After entering any required information to set a specific region of interest (this field can be left blank) the data can be exported and downloaded by clicking on the “**Export Data**” button/bar.

***You can, for example check for cargo waiting to be moved in a town/city/village and sum the total weight by product category, or by sending organization, or by the region of the final destination.***

The Transport Planning data may include the following Events, and corresponding values for date and cargo quantity (IU, HU, weight, volume, value). Further, in this case all cargo quantities will be positive (i.e. all events reflect some positive quantity of cargo awaiting some action to be taken).

The Transport Planning data includes details of three locations. Understanding the relationship between these locations, the overall/full service originally requested and the “**Events**” is necessary to effectively use the information consolidated in RITA to plan transport services.

# Storage Overview and Planning Report

## Storage Overview

This option will extract transaction-level data for all storage service(s) that have been registered by the respective **Service Provider(s)**, over the full duration of the **Project** or within the date-range specified on screen; the “**From Date**” and “**To Date**” (see below) can be set to any value and will define the date-range for the Export[ed] Data. Additionally, for the purposes of managing single warehouses, the Export[ed] Data can be filtered by “Location” before download.

*The “From Date” and “To Date” values will be checked against the “Actual” Receive/Dispatch/Release Date, or date when a loss or find was reported for all recorded storage service(s); any opening stock and receive, dispatch, release, loss or find that occurred at a ‘storage’ or ‘transhipment’ type location, between or on these dates will be included in the Export Data that is downloaded.*

*The “Location” value, if provided, will be checked against all ‘storage’ and ‘transhipment’ type locations where cargo is on- hand or was received, dispatched, released, lost or found; any qualifying transaction that occurred at the matching location will be included in the Export Data that is downloaded.*

*The "Stock Type" value allows for reports separate cargo either as "All" cargo, or cargo that is either "anticipated" or "planned".*

After entering a date-range (by default, the date range is set to the current day only) or filtering by Location (only if needed, this field can be left blank), the data can be exported and downloaded by clicking on the “Export Data” button/bar.

***You can, for example check all cargo received in a single month or quarter, and sum the total volume by day, by product category and by Service User.***

The Storage Overview data may include the following Events, and corresponding values for date and cargo quantity (IU, HU, weight, volume, value) as well as additional details such as temperature control (if applicable, including minimum and maximum temperatures) and dangerous goods identification (if applicable, showing the DG ID). Further, cargo quantities may be positive or negative depending on the event (i.e. “Opening Stock” and “Received in Period” quantities are positive while “Dispatched in Period” and “Released in Period” quantities are negative, so any positive balance indicates cargo currently in stock).

The Storage Overview data may include other details and references for the events, based on relevance of data captured in RITA to the management of storage services.

## Simplified Stock Reporting

RITA users can quickly generate a simplified “stock on hand” report for their storage by selecting the option “Closing Stock on hand”.

This report enables users to extract simplified "Stock on Hand" data for all storage service(s) registered by the respective Service Provider(s). The report will be limited to a specific date, defined by the "To Date" field on the screen. Users may also filter the data by "Location" to generate warehouse-specific exports.

By selecting "Closing Stock on Hand", RITA users can quickly generate a report that shows the closing stock available at their storage facility on a specified date (by default, the date range is set to the current day only).

The **Closing Stock on Hand** may include the following Events, and corresponding values for date and cargo quantity (IU, HU, weight, volume, value)

| | | |
|---|---|---|
| **EVENT LABEL** | Closing Stock on Hand - Good Condition<br>Closing Stock on Hand - Bad Condition | Show all cargo available at the storage fa<br>(total quantity of stock less the committe<br>planned stock) as of the “To Date” |
| | Closing Stock on Hand-Committed - Good Condition<br>Closing Stock on Hand-Committed - Bad Condition | Show all cargo quantity reserved under requested Release Order. |
| | Closing Stock on Hand-Planned - Good Condition<br>Closing Stock on Hand-Planned - Bad Condition | Show all cargo quantity assigned to a Pla<br>Journey that has not yet been dispatchec |

RITA operators can also select individual reports based on both "Committed Stock" and "Planned Stock", which will display only the cargo items in those specific states. A report with "All" will deliver a report with all cargo in all conditions.

### Storage Planning

This option will extract transaction-level data for all storage service(s) that have been registered by the respective **Service Provider.**

This option will extract relevant data for all service requests, or **Consignments** that are awaiting some action at a **Service Location** by the **Service Provider** (i.e. **Receipt** from a **Service User**, **Dispatch** to another location, or **Release**). Additionally, for the purposes of managing single warehouses, the Export[ed] Data can be filtered by "Location" before download.

*The "Location" value, if provided, will be checked against all 'storage' and 'transhipment' type locations where cargo is expected to arrive, be collected, or is currently on-hand with a Service Provider; any service that will take place or is currently underway at the matching location will be included in the Export Data that is downloaded.*
*All storage' and 'transhipment' type locations can be collectively referred to as "Service Locations", these are specific facilities where a Service Provider is responsible for cargo on- hand.*

After entering any required information to set a specific location of interest (this field can be left blank) the data can be exported and downloaded by clicking on the "**Export Data**" button/bar.

***You can, for example check for cargo expected to arrive at a warehouse and sum the total weight by sending organization and expected date of arrival.***

The Storage Planning data may include the following Events, and corresponding values for date and cargo quantity (IU, HU, weight, volume, value). Further, in this case all cargo quantities will be positive (i.e. all events reflect some positive quantity of cargo awaiting some action to be taken).

The Storage Planning data includes details of three locations. Understanding the relationship between these locations, the overall/full service originally requested, and the "Events" is necessary to effectively use the information consolidated in RITA to plan storage services.

## Service Overview Report

### Options to Export "Communications and Reporting" Data

The "Communications & Reporting" Export Data options are developed to provide key information to logistics coordination and reporting/communications personnel working in the **Service(s) Management & Coordination Office** and/or with the ***Service Users***. Specifically, these reports are intended to support the work of: (1) any Logistics or Information Management Officer coordinating or reporting on service(s); (2) any Logistics Officer responsible for accessing or maintaining oversight of service(s) used.

Within the Relief Item Tracking Application, the Export Data options can be found on the "**Reporting**" screen.

All Export Data options found on the "Reporting" screen, are available for download (as spreadsheets in .xls file format) and collected into groups based on the general purpose or intended audience/user of the data:

- “**Operations**”, to support logistics operations and planning personnel.
- “**Communications & Reporting**”, to support logistics coordination and information management personnel.
- “**Administration**”, to support logistics services management personnel.

The individual Export Data options within some groups have an on-screen description in a standard format that identifies: the overall requests or ***Consignments*** that are included in the Export[ed] Data, based on status; the actions that are included in the Export[ed] Data; and finally, the location types that are covered by the Export[ed] Data.

*For example, the Service Overview Export Data option will include data for all consignments that are "In-Progress" and "Closed"; all receives, dispatches, releases, losses, and found cargo for those consignment; where these actions, for these consignments may be recorded in any location.*

*It is also possible to apply additional filters for some Export Data, as appropriate to a specific need (i.e. by date range, region or location, etc).*

## Service Overview

This option will extract transaction level data for all service(s) that have been registered by the respective Service Provider(s), over the full duration of the Project or within the date-range specified on screen; the “From Date” and “To Date” (see below) can be set to any value and will define the date-range for the Export[ed] Data.

*The "From Date" and "To Date" values will be checked against the "Actual" Receive/Dispatch/Release Date, or date when a loos or find reported for all recorded service(s); any opening stock and receive, dispatch, release, loss or find that occurred at any location, between or on these dates will be included in the new Export Data that is downloaded.*

*The **Service Overview** option is a comprehensive version of the **Storage Overview**. Where the **Storage Overview** is limited in scope to the "Service Locations", the **Service Overview** checks all locations.*

After entering information to set a date-range (by default, the date range is set to the current day only) the data can be exported and downloaded by clicking on the “**Export Data**” button/bar.

***You can, for example check all cargo received and sum the total volume by Region and product***

***category, then aggregate by month, or by week, or by day.***

The Service Overview data may include the following Events, and corresponding values for date and cargo quantity (IU, HU, weight, volume, value). Further, cargo quantities may be positive or negative depending on the event (i.e. "**Opening Stock**" and "Received in Period" quantities are positive while "**Dispatched** in Period" and "**Released in Period**" quantities are negative, so any positive balance indicates cargo currently in stock).

The Service Overview data may include other details and references for the events, based on relevance of data captured in RITA to the management of all services.

# Consignment Overview Report

## Consignment Overview

This option will extract basic and baseline data for all requests, or '**Consignment**" registered by the ***Services Management & Coordination*** office, over the full duration of the ***Project*** or within the date-range specified on screen; the "From Date" and "To Date" (see below) can be set to any value and will define the date-range for the Export[ed] Data.

*The "From Date" and "To Date" values will be checked against the "Consignment Created Date" for all consignments, any consignment that was created in RITA between or on these dates will be included in the Export Data that is downloaded.*

After entering information to set a date-range (by default, the date range is set to the current day only) the data can be exported and downloaded by clicking on the "Export Data" button/bar.

***You can, for example, check all consignments created by quarter, month or week and sum total volume by Service User and product category.***

The Consignment Overview report includes only one event, '**Consignment Registered**" or the first transaction for a service request (i.e. when a particular overall request, or SRF was recorded in RITA).

# Release Overview Report

## Release Overview

This option will extract basic or baseline data for all release(s) that have been registered by the respective ***Service Provider(s)*** and/or confirmed by the ***Services Management & Coordination*** office, over the full duration of the ***Project*** or within the date-range specified on screen; the "From Date" and "To Date" (seen below) can be set to any value and will define the date-range for the Export[ed] Data.

*The "From Date" and "To Date" values will be checked against the "Actual Release Date" for all recorded services(s), any release of cargo (in full or in part) that occurred between or on these dates will be included in the Export Data that is downloaded.*

After entering information to set a date-range (by default, the date range is set to the current day only) the data can be exported and downloaded by clicking on the “Export Data” button/bar.

***You can, for example, check all cargo released from all locations and sum the total weight by Region and product category, then aggregate by month, or by week, or by day.***

The Release Overview data includes only one event, Released in Period (in good or bad condition), and corresponding the values for date and cargo quantity (IU, HU, weight, volume, value). Further, in this case all cargo quantities will be negative (i.e. this event reflects some quantity of cargo that has been returned to a Service User).

The Release Overview data may include other details and references for the event, based on relevance of data captured in RITA to the verification of cargo release back to a Service User (or their representative), and includes:

## Loss Overview Report

RITA operators can now report total losses from the "**Reporting**" tab of RITA. This functionality enables users to extract loss data related to both transport and storage, either over the full duration of the project or within a specified date range.

The “**From Date**” and “**To Date**” fields allow users to define the time frame for the report, while additional filtering options enable reports to be generated for a specific partner or a specific location group. If no filters are applied, the system will generate a comprehensive report covering all recorded losses for the project.

Reports are currently only available in PDF format.

## Dashboard

The Dashboard provides the operation an instant snapshot of performance to date.  It is an interactive tool that enables RITA operators to choose from multiple variables (such as weight, volume, value, line item, and consignments), select date ranges, locations and transport routes. In some instances, it's possible to overlay data. RITA operators can export both data and static images.

Dashboard has four key components:

- Storage Overview
- Transport Overview
- Service Users Overview
- Mapping

### Printing and Downloading Options

| | |
|---|---|
| **View in full screen:** | The operator can expand the chart or graph in full screen for better visibility. |
| **Print Chart:** | The print option enables RITA operators to directly print the displayed graph/chart. |
| **Download PNG Image:** | RITA operators can download the graph/chart as a PNG file. PNG is a widely popular format known for its ability to maintain high image quality. It is ideal for use in presentations, documents, and for sharing digital images. |
| **Download JPEG Image:** | RITA operators can save the chart as a JPEG file. JPEG files are generally smaller in size and can be used for quicker sharing. |
| **Download PDF document:** | The operators can export the chart as a PDF file, making it easy for sharing and printing. |
| **Download SVG vector Image:** | Dashboard enables the operator to download the chart in an SVG file, a scalable vector format that enables infinite zoom without loss of quality, making it perfect for design and editing purposes. |
| **Download CSV:** | The operators can download the data behind the chart in CSV (Comma-Separated Values) format, which can be opened in spreadsheet programs like Excel etc. |
| **Download XLS:** | The operators can download the chart's data in XLS format, which is compatible with Microsoft Excel for further analysis. |

## Storage Overview (Dashboard)

The storage overview gives a comprehensive view of the overall stock on hand and stock movement across different locations registered in RITA. Storage overview has two main components:

- Stock on hand
- Stock Movement

"**Stock on hand**" shows the inventory available at the storage facility, including the warehouse and transshipment point, on the specified date. The dashboard allows RITA operators to customize the view by selecting specific locations and appropriate grouping criteria based on individual needs.

"**Stock Movement**" enables the RITA operator to get a graphical presentation of the overall stock movement, received, released, dispatched, and lost from the warehouse- filtered by location, product dimensions such as weight, volume, value, number of consignments, line items, and date:

Different criteria's for filtering the data are listed below:

**Location Filter:** A dropdown menu with all the storage facilities registered in the project location group appears. By default, "**Select All**" shows data for all the locations.
**Show Metric:** RITA operators can use the "**Show Metric**" dropdown to display different metrics in the chart, outlined below. These metrics are listed on the X-Axis (Horizontal column) of the chart:

| | |
|---|---|
| **Weight:** | Displays the weight of the stock in MT. |
| **Volume:** | Displays the volume of the stock in M3 |
| **Value:** | Shows the value of the stock in USD. |
| **Number of Consignments:** | Displays the total number of consignment created, in progress or closed. |
| **Number of dangerous consignment lines:** | Highlights the number of consignment line items containing dangerous items. |

**Group by:** The "**group by**" dropdown allows RITA operators to group the data by different categories, highlighted below; these metrics are on the chart's Y-axis (vertical rows).

| | |
|---|---|
| **Date:** | Transaction date as needed in the chart, by the operation |
| **Location:** | Storage locations and transshipment point registered under the project. |
| **Sub-Region:** | Sub Region is a more specific area within the region such as city/district/county, in which the location belongs. |
| **Region:** | Region refers to larger geographical area such as state/ department where the location belongs |
| **Service User:** | Service users are organizations that have used the storage service. |
| **Service user type:** | Service user types are categories that an organization belongs to, such as UN, INGO, NGO, Government, commercial sector, etc. |
| **Product Category:** | Product category refers to the project for which the stored items are used, such as food security, health, shelter, education, logistics, etc. |

**Stock Condition:** The graph uses different colors to indicate the condition of the goods:

| | |
|---|---|
| **Blue Color:** | Good condition |
| **Red Color:** | Damaged condition |
| **Orange Color:** | Lost items |
| **Light Blue Color:** | Committed stock |

The **Stock Movement** The stock movement chart displays different stock activities: cargo released to the customer, cargo lost from stock, cargo received from the site or customer delivered by the customer, and cargo dispatched, each represented by distinct colors as indicated in the legend.

**Example 1**: The graph below illustrates the stock on hand in MT (good, damage, committed, and lost) in six selected locations of the project, grouped by product category:

**Example 2**: The graph below illustrates the stock movement by weight over the last six months (in MT). It shows items received, released, dispatched, and lost from stock, further grouped by all locations.

The operators can also see a summary of the top active warehouses (warehouses with the highest number of transactions) and top five service users (service users based on their percentage of total stock weight), along with their respective usage percentages within the specified period.

## Transport Overview (Dashboard)

The operator can get a graphical representation of the transport recorded in RITA grouped by location (origin and destination location, region and sub-region), product category, service user, and its type, filtered by weight and date range.

Different criteria for filtering the data are listed below:

**Show Metric:** Show metric dropdown allows RITA operator to switch between displaying weight, volume, value, number of consignments, consignment line and dangerous items. These metrics are listed on the X-Axis (horizontal) line of the chart. For details on the metrics, refer Dashboard- Storage Overview.

**Group By:** The group by dropdown allows RITA operators to group the data by different categories, listed below. These metrics are on the Y-axis (vertical alignment) of the graph.

| | |
|---|---|
| **Date:** | Date when the transaction occurred. |
| **Origin Location:** | Starting point from where the goods are transported, as per agreed service request This could be storage, customer address or transshipment point. |
| **Origin Location Region:** | Region refers to larger geographical area such as state/ department where the origin location is located. |
| **Origin Location Sub-Region:** | Sub Region is a more specific area within the region such as city/district/county where the origin location is. |
| **Destination Location:** | Location where the cargo is expected to be finally delivered to at the end of the service, as per the accepted service request. |
| **Destination Location Region:** | Broader geographical area, such as the state/department where the destination is located. |
| **Destination Location Sub-Region:** | Specific area within the destination region such as city/ district/county where the destination is located. |
| **Service User:** | Service users, which are organizations that have used the transport service. |

| | |
|---|---|
| **Service User Type:** | Service user types are categories that an organization belongs to, such as UN, INGO, NGO, Government, commercial sector, etc. |
| **Product Category:** | Product category refers to the project for which the transported items are used, such as food security, health, shelter, education, logistics, etc. |

**Columns broken down by:** The "**Columns broken down by**" option allows users to further categorize and analyze data in the report. This feature enhances visibility by grouping information under the following categories:

| | |
|---|---|
| **Destination** | Indicates the final delivery point for the cargo, as specified in the accepted service request. This is the location where the service is expected to be completed. |
| **Origin Location** | Refers to the starting point from which the cargo is transported, based on the agreed service request. This may be a storage facility, a customer address, or a transshipment hub. |
| **Corridor** | Represents predefined transit points through which cargo moves from origin to destination. This helps in tracking movement along critical operational pathways. |
| **Condition** | Reflects the physical status of the cargo.<br>• Orange color indicates damaged goods.<br>• Red color indicates lost items. |

**Date Range:** The RITA operator can specify the period for which the graph is displayed (for example, the last two weeks, months, year, or a custom date period).

**Status:** Displays the current stage of the transport process.

| | |
|---|---|
| **Dispatched** | Cargo has been sent from the origin location. |
| **Received** | Cargo has reached the final delivery destination. |

**Transport Mode:** Identifies the means of transport used for the movement of cargo. Available options include None, Fixed-Wing. Helicopter. Road, River, Sea and Pack Animals

**Example:** The graph below shows the dispatched cargo**weight (in MT)** over the last **two weeks**, filtered by Status: **Dispatched** and Transport Mode: **Fixed-Wing.**

The operators can also view a summary of the**top five service users** (organizations that have utilized the transport services) and the **top five transporters** (transport providers for the selected mode, such as Fixed-Wing), displaying their respective contribution percentages to the total transported weight.

# Service Users (Dashboard)

"**Service users**" graph enable RITA operators to generate graphs per agency across all types of services.

The chart displays different services: cargo transferred, cargo released to the customer address, cargo delivered by the customer, and cargo collected from the customer address, each represented by distinct colors as indicated in the legend.

Different criteria for filtering graphs are listed below:

**Service User Filter**: A dropdown menu displays all the service users registered in the project location group. By default, "**All Selected**" shows all the users.

**Location Filter:** A dropdown menu appears with all the locations, including storage facilities, customer addresses, and transshipment points registered in the project location group. By default, "**Select All**" displays data for all locations.

**Display Filter:** The display filter allows the RITA operator to choose between Weight and Volume. Selecting "**Weight**" shows the cargo weight in metric tons (MT), while selecting "**Volume**" displays the data in cubic meters ($m^3$).

**Date Range:** This option enables the RITA operator to select the desired transaction date range.

Operators can view a summary of the top five service users that have primarily utilized the Logistics Cluster services within the selected locations and date range - this summary is based on the weight or volume criteria chosen.

Operators can also see the top five product categories stored or transported by these service users through the cluster facility – this summary includes the respective usage percentages for each service user and product category within the specified period.

# Mapping (Dashboard)

RITA enables operators to visualize the project's country on a world map, displaying the movement and status of cargo throughout the operation. Various symbols and icons represent different aspects of cargo movement and storage. For instance, symbols like planes, trucks, and pack animals indicate the types of transportation used to move cargo. Similarly, other symbols represent warehouses, ports, and customer addresses.

## Colored Circles

Colored circles in the map represent stock information in the cluster-operated facility:

**Gray Circle represents the *"Cargo Awaiting Collection"*:**

This section lists consignments pending collection either from the customer's address or a transshipment point. The Yellow Circle represents "Stock Available to Dispatch." This section records all stock currently in storage. Even if items have been dispatched and receipt has been confirmed at the destination, the consignment remains counted as stock available to dispatch until it is officially released to the customer.

**Red Circle represents *"Expected Cargo Deliveries"*:**

This section includes cargo that the customer has yet to deliver, whether to a cluster-controlled warehouse and/or a transshipment point.

**Blue Circle represents *"Released Cargo"*:**

This section lists all consignments that have been partially or fully released to the final customer.

### Show Filter

The show filter option at the top right corner of the map enables the RITA operator to filter the displayed data based on various criteria, such as Consignment Number, Organization, and Vehicle Category.

### Selection Layers

The top right corner allows the users to toggle between layers of information to be displayed on the map. The different layers are listed below:

| | |
|---|---|
| **Service Locations:** | Displays the cluster-operated locations where services are being offered. |
| **Customer Locations:** | Shows the customer address registered in RITA. |
| **Accepted Services:** | Highlights service requests that the RITA operators have accepted. |
| **In-Progress Services:** | Displays requests that have been accepted and are currently underway. |
| **Released Cargo:** | Shows cargo that has been released to the final customer. |
| **Completed Journey:** | Displays all the dispatches completed in RITA as per the planned journey. |

### Group By

Mapping allows RITA operators to group data further on the map based on geographic coordinates or addresses defined in RITA. The different grouping options provided enable users to view and analyze the operations data at varying levels of detail, depending on their specific needs. Various grouping options are listed below

| | |
|---|---|
| **Location:** | The warehouse, customer address, or transshipment point location is registered in RITA. |
| **Country:** | Country of operation |
| **Region:** | Broader regions within the country, for example, states or provinces |
| **Sub-Region:** | Smaller subdivisions within regions like districts, municipalities, and counties. |
| **Location Group:** | Custom-defined based on project- different state or district operations are usually registered under different location groups. |

### Navigation Controls

The RITA operator will find the standard map control for zooming in and out and resetting the view at the top left corner of the page.

### Timing

The clock symbol at the bottom right corner of the mapping page allows the RITA operator to scroll the date to see the history of transactions.

### Options for viewing, printing and downloading maps/charts

Scrolling in the map will open dropdown menu with various options for viewing, printing, and downloading data from the map. Some of the options are listed below:

**View Data table:** This option enables RITA operator to view the underlying data of the chart in a tabular format within the interface. This provides a quick way to examine the numbers behind the maps/graphs

**View the pie chart:** Clicking on the released cargo allows RITA operator to see the pie chart for the released cargo by product and users.

Other options include viewing in full screen, printing charts, downloading PNG, JPEG, and SVG vector images, and downloading PDF, CSV, and XLS formats. For details, refer "Printing and downloading options" in chapter "Dashboard".

## RITA Operators Quick Start Guide

# 1. Log On

To access RITA, open your web browser (Google Chrome is recommended as the default browser) and enter the appropriate URL (for the Logistics Cluster: https://rita.logcluster.org, for On Demand Service Provision: https://rita.wfp.org).

In the field provided for this purpose:

- For WFP users, press '**Login to RITA**.''
- For External Users, Insert your email address.
- Insert the password provided to you by RITA GLOBAL.

- The RITA offline function is currently unavailable; all operations are conducted directly over the internet.
- The Operators can use the application in four languages- English, Spanish, French, and Portuguese.

# 2. Create and Manage Consignments

From the RITA Home page, click on "**Consignments**.": You have five options for managing consignments at the top right side of the screen:

- If you have a saved Service Request Form (SRF), click the '**Upload SRF file**" button to upload it
- To manually create a new consignment, click the '**New Consignment**" button
- To edit or view the details of an existing consignment, use the '**Show Filter**" to search for the shipment.

The "**Show filters**" option is at the top of every RITA screen. It helps you locate consignments by providing search criteria such as consignment number, organization, waybill, created date, or other details.

- You can also use the "**Export**" button to sort and search. Once you find the consignments you want, click on the "**Edit Consignment**" option to view or edit the details.

If you need to work on multiple consignments, you can mark all the consignments you want to work on within the Consignment List. After selecting, you will have four options: to edit/view the consignment, change consignment priority, place the consignment on hold, or cancel consignments.

Select the appropriate option for multiple consignments and click the "**Apply**" button.

The consignment screen initially shows only those created for that project and location group. To see the consignment details created at other location groups, users must change their site location using the "**Change Viewpoint**".

**Incoming Online Service Request:**

You will receive a notification for all online requests in the '**Service Request**" tab at the top. Only requests with "**Verified**" status are valid. Click on '**Options**."

**Option 1:** Move to Consignment: This option will take the operator to the Consignment screen. Operators must verify all information as listed in paragraph 2.3 below and click on the status "**Accept**" to create a new consignment.

**Option 2:** Reject Online SRF: The operator can reject the SRF by explaining why the request cannot be accepted.

**Option 3**: Print Online Service Request Form: The operator can print the online SRF

Online service requests pending partner verification will appear as "**Pending**" and cannot be approved. Customers must validate requests by clicking on the link shared with them via email.

**New Consignment:**

Once the SRF is uploaded in the system (either manually or online), you must check the following:

**Sender/Receiver Organization:** Verify the sender and receiver organization.

**Sender/Receiver contact:** Use the "**+**" sign on the right-hand side of the box to add the contact details, if not added automatically.

**Starting Point:** You can select from the three options listed:

- Select "**Collect from Customer's Address**" for pickup from the Partner's/Customer's address.
- Choose "**Transshipment into Port**" for temporary storage at the port or terminal
- Select "**Customer Delivery/Warehouse Pickup**" for customer pickup or delivery to the warehouse.

**Service Identification:**

- Select "**Cargo is to be transferred and delivered to the customer's address**" for transport service from starting point to destination.
- Choose **"Cargo is to be transferred and collected by the customer**" for transport to a certain point and release to the customer.
- Select "**Cargo is to be stored**" for storing at the warehouse.

- If an organization or address is not registered with RITA, an error message will be displayed. Please contact RITA GLOBAL at rita.global@wfp.org for registration details.
- RITA highlights consignments with items approaching expiration dates. It marks items with fewer than nine months of shelf life in yellow and items with fewer than three months in red.

**System Icons:** RITA enables users to see the display of new system icons if items are Dangerous, Temperature controlled, Fragile, or Regulated in the consignment and will follow items throughout their movements within RITA.

**Item Details:** Verify the product category, name, units of measurement, volume, weight and value and “**Save**”. Use the option “**Edit consignment**” to make any changes.

You cannot edit the item details once the consignment is ‘‘**In Progress**”.

# 3. Receive Deliveries of Cargo Into a Warehouse

From the RITA Home Page, click ‘**Receives**.” The Receive screen displays all the cargo that has been accepted and has physically arrived on site toward stock on hand.

RITA distinguishes between two types of cargo deliveries:

1. When the customer delivers the cargo to us directly from their location, it enters the RITA system for the first time. Therefore, we usually don’t know the composition of the vehicle load. Such consignments are listed under the heading “**Customer Deliveries**,” listed by the Heading location name order.
2. When the cargo arrives from another site tracked by RITA, we know the vehicle load composition and the transporter details. The composition of a vehicle load is determined as part of the Dispatch process. Such consignments are listed under “**Internal Transfers.**” listed by Destination and by Journey (Vehicle ID, date and waybill number)

- Select the location where the consignment is to be received.
- If you have the journey waybill number, you can receive multiple consignments during the journey. Click on the "**Receive Waybill**" button.
- For any other type of delivery, click on the ‘**Receive**” button to receive per consignment.

- Please confirm the quantity of goods received:

1. Input quantity "**Received in good condition**".
2. Input quantity "**Received in damaged condition**" (if any).
3. Input quantity "**Lost in transit**" (if any)

- Click on the "**Receive**" button to confirm the receipt of goods.
- For the consignments listed under "**Internal Transfer**," the operators have the option to receive and release them to the final customer at once. Click on Receive and Release.

**Print Goods Received Note**: RITA operators can automatically generate goods received notes for the consignment by selecting the checkbox "**Print Goods Received Note**" when confirming receipt.

**Dangerous Goods warnings for storage and transport:**

RITA will alert the operators managing storage/transport of possible harmful or dangerous chemical interactions based on the DG UNID number specified.

| Dangerous goods in Transport | Dangerous Goods In Storage |
|---|---|

**Cancel Pending Cargo:** RITA distinguishes between two types of cancellation of pending cargo:

**When the customer requests us to cancel the pending cargo to be collected from the customer's address**

- Go to the "**Cargo Awaiting Collection**" box under the "**Dispatches**" screen.
- Click on the consignment; within the box, select "**Cancel Pending**."
- Explain the reason for cancellation and click "**Save**."

**When the customer requests us to cancel the pending cargo to be delivered by the customer.**

- Go to the Customer Deliveries box under the "**Receive**" screen.
- Usually, the consignment is listed under Storage or Transshipment Point; you can use the filter option to find the consignment.
- Click on "**Cancel Pending**"

- Provide reason for cancellation and click ‘**Save**.”

| **Cargo to be collected from the customer's address** | **Cargo to be delivered by the customer.** |
|---|---|

"**Collect from Customer address**” is another method for receiving cargo into RITA. This option requires dispatching vehicle to collect the cargo and is found under **“Dispatches”** screen

# 4. Collect Cargo from a Customer’s Warehouse/Supplier

From the RITA Main menu, click “**Dispatches**”.

Each time you transport consignment (s) by any mode, you must create a new journey in the “**Planned Journeys**” section.

- A journey can have multiple consignments assigned to it.
- When a consignment is created, it records the final destination. However, there are times when the shipment must plan for the intermediate destination; when this occurs, the user can “**Add New Destination**” while planning the journey.

To create new Journey, click on**“Add Journey”**

The "**Journey Details**" window will appear; you must fill in all the required fields. This step is crucial when planning a dispatch or a collection. Depending on the type of service requested for the consignment, the system will either create a new journey for a specific vehicle, add a new dispatch destination to an existing journey, or override the dispatch destination recorded in the consignment's Service Identification section.

Under the planned journey section, the packing list does not show the details and is usually blank until the consignment has been added to the journey.

Please include the following details:

Destination, Type of journey, Dispatch priority, Driver's name, ID and contact number, Vehicle type, Vehicle ID, Transport company, Remarks, and LTI# if available.

**Add a Consignment to Planned Journeys:**

Once the new journey is created, we add a consignment to the planned journey as follows:

- (If required) Filter the consignment number that will be added to the planned journey using "**Show Filter**"
- Within the consignment box, click on the "**Assign to Journey**" option:
- Select the journey cargo to be assigned and click "**Assign"**.
- Update the dispatch quantity and click "**Save"**.

Click on the journey type (Fixed Wing/Road/Sea/Pack Animals, etc.), select the consignment that needs to be transported, and click "**Dispatch Goods**."

**Print Waybills:**

- Much like packing lists, users can automatically print the waybills from RITA as well. The need for waybills is dependent on needs of the operation on the ground, but all shipments can generate waybills at the point of dispatching cargo.
- Manually enter the waybill number by selecting the option "**Waybill generated manually**" or select "**Waybill generated automatically**" and click "**Print Waybill after dispatching"** to print the waybill from RITA. automatically

**Print Packing List:**

- Users can automatically print the packing list from RITA.
- RITA enables the users to print "**medical packing list**" specifically designed for medical items

**Number of Pallets:** RITA operator can specify the number of pallets loaded on the vehicle added to the journey.

## 5. Release Cargo to the Customer

- From the RITA Main Menu, click "**Stock Management**."
- For Release orders received manually in Excel Form, click on "**Planning**."
- For online release forms, click on "**Release Orders**." you have four options:

- Reject release order.
- Accept and release the cargo if the requestor collects it.
- Accept and transfer if the requestor has asked for transportation service for cargo delivery. When the operator chooses the Accept & Transfer option, you will see the "**Assign Journey**" box. Follow the steps explained in paragraph 4, on how to assign a journey for dispatch.
- Print the release order form.

The Stock Management Planning tab enables RITA operators to manage the current stock. They can view consignment details using the "**stock disposition screen**," register any losses or damages occurred during storage, release goods to the final customer, and print stock cards.

If the RITA operator received the cargo using the waybill number, they can receive and release it simultaneously.

- Click on "**Receive Waybill"**, and a dialog box appears
- Input Quantity Received
- Click on the "**Receive and Release**" button

New Window "**Release Details**" opens.

- Confirm the number of items to be released.
- Input the required document and release information.
- Click on "**Release Goods**".

The “**Print Goods Release Note**” option allows warehouse managers to generate goods release notes automatically from RITA.

RITA distinguishes between the two types of cargo releases:

**When the cargo is released directly to the customer, follow the steps below:**

- Go to the Planning tab on the Stock Management page and filter the consignment you want to release.
- Click on Options and choose ‘**Release to Customer**.”.

**When the cargo is transported and released to the customer, follow the steps below:**

- Crete new journey and dispatch the cargo as explained in paragraph 4.
- Go to the “**Planning tab**” on the stock management page and filter the consignment you want to release.
- The consignment will be listed under “Customer Address”; select “**Release to the customer**.”
- The release box will appear; provide the required release information and click “**Release Goods.**”

# 6. Inventory Counts

This function enables RITA users to conduct and manage physical inventories directly within RITA. To do so, click "Inventory Count" from the "**Stock Management Tab**."

Click on “**Start Inventory Count**”

Select the location (warehouse) where you want to conduct a physical inventory. The users will be asked to confirm the physical county directly through a special inventory count screen.

Selecting and starting a warehouse for conducting physical inventory will freeze all transactions in the warehouse and enable warehouse teams to conduct full counts. The inventory count cannot be conducted if there are planned transfers or committed stock in the warehouse.

Any losses or damage will be registered, and loss reports can be generated directly from the screen. The system will keep a record of all past inventories, and users will be able to generate reports for future needs.

RITA lets users print the **"Inventory Count Sheet**" with the "**Blind Count**" option, which excludes item counts for consignment line items in the warehouse.

## Project Administrator (PRA)

RITA now includes a newly added Project-Based Information tab, designed for PRA users to create, update, and manage locations and multiple consignments under their assigned projects.

### New Location creation

All locations used in RITA must be registered in the system before they can be used for consignments, dispatches, or storage transactions.

To begin creating or managing locations and consignments, navigate to the Maintenance screen.

**Step 1:** Click on your user profile icon (top-right corner of the RITA interface) and select Maintenance from the dropdown menu.

**Step 2:** Once inside the Maintenance screen, two tabs will appear at the top:

- Maintain Variable System Lists
- Project-Based Information

Click on the "**Project-Based Information"** tab to proceed.

**Step 3:** Next to the "**Locations for this Group**" box, click the **Create** button.

**Step 4:** Within the Location for this Group box, complete the fields as follows:

**Location Type:** Different location type includes:

- **Customer Address:** This option is selected when the user requests services that include pickup or delivery to a new customer address.
- **Storage:** This option is selected when a new warehouse needs to be registered in the system. Note: These must be Logistics Cluster-managed warehouses or partner-managed facilities where WFP financially covers, in part or in full, the storage activities provided by the partner.
- **Transshipment point:** For transit hubs such as airports, seaports, or border crossings- when a new transit point must be registered, this option is selected.

**Location Group:** The administrator must select the site where the new location is created.

**Project:** This field is disabled, as the project is already defined. Note: Only the assigned project for the PRA user is automatically enabled for selection.

**Location:** Specify the name of the location.

**City/Town/Village Name:** Specify the name of the city/town/village where the location is situated.

**Country:** Provide the country's name.

**Location Region:** Provide the region for the new location, i.e., the first level of the administrative division (state, department, region).

**Location Sub-Region:** Provide the sub-region for the new location, i.e., the second level of the administrative division (province, district).

*The region and sub-region information is pre-registered by the RITA administrator when the project is created.*

**GPS Coordinates:** The administrator can fill in the decimal GPS coordinates or the coordinates in degrees, minutes, seconds.

**Remarks:** Any comments provided can be filled in the Remarks column.

**Building Type:** Specify if the address includes permanent structured building or mobile storage tent.

**Location is Active (Can Receive Goods):** Tick this box to mark the location as active. Only active locations can receive goods, appear in SRF drop-downs, and be used for dispatch or release.

**Additional Details for Storage Creation:** When users select "**Storage**" as the location type, additional fields appear that can be filled in to define the storage capacity and the operational status of the warehouse.

- **Storage Area (in $m^2$):** Specify the total usable area of the warehouse in square meters. This information helps track and report warehouse capacity.
- **Storage Volume (in $m^3$):** Specify the total storage volume in cubic meters. This value supports space utilization calculations and planning.
- **Is Location Enabled to Accept Online Storage Service Requests?** Tick this checkbox to

see if the warehouse should be visible and available for online Service Request Forms (SRFs) related to storage.

> These fields are optional and leaving them blank will not prevent users from creating the location. Providing accurate capacity data, however, is recommended to support operational reporting and capacity management in RITA.

**Additional Details for creation of Transshipment Point:** When users select "Transshipment Point" as the location type, additional fields appear to capture key operational and customs-related details.

**Transshipment Point Type:** Select the type of transshipment facility from the dropdown list. Examples include Sea Port, Airport, Landing Zone, or Border Crossing etc.

**Port ISO Code:** Enter the official three-letter ISO code corresponding to the port location. This standard code helps ensure global uniformity and simplifies data export and reporting.

**Port Consignee Detail:** Provide the consignee's name or organization responsible for receiving cargo at the specified port.

**Is 'Notification' SRF Service Type Enabled?** Tick this box if the location should receive SRFs (Service Request Forms) notifications.

> These fields are optional and not providing them will not prevent the creation of the location. However, entering complete information is strongly recommended for improved coordination, customs documentation accuracy, and reporting consistency across RITA.

**Step 5:** The location is mapped and displayed to the user in the form of Google Maps. Check for accuracy and click on "Save" button to save the address.

## Modifying an Existing Location

Operators can edit or update the information of an existing location at any time. To do so, click on the "**Modify**" button next to the "**Locations for this Group**" box.

This action opens the same dialog box used during the creation of the location, allowing users to review and update previously entered details such as the location name, location group, region, sub-region, coordinates etc. After making the necessary changes, click "**Save"** to apply the updates.

## Storage Areas for Location:

The Storage Areas section allows the administrator to define and categorize specific physical zones within a location.

**Step 1:** Next to the "Storage Areas for this location" box, click on the option "**Create.**"

**Step 2:** A dialog box appears where users must specify the name of the storage area within the selected location. After entering the name, click **"Save"** to create the storage area.

**Example:** In the figure below, the storage area "Dispatch Staging Area", which is typically used for preparing and consolidating cargo before dispatch, is created under the location "Brindisi – UNHRD Warehouse 1 (Storage)", allowing users to effectively organize and manage distinct operational zones within the warehouse.

### Modifying an Existing Storage Areas

Operators can edit, delete, or update the details of an existing storage area as required. To do so, click on the "**Modify**" button next to the "**Storage Areas for this Location**" box.

This opens the same dialog box used during the creation of the storage area, displaying the existing information such as the storage area name. From here, users can perform the following actions:

- Update the name or details of the storage area as needed, then click **"Save"** to apply the changes.
- Remove the storage area completely by clicking the **"Delete"** button.
- Exit the modification window without making changes by clicking **"Close Dialog"**

### Massive Upload of Consignments:

This feature allows users to add multiple consignments to a project at once using an Excel upload, rather than entering each consignment manually.

**Step 1:** Download Template

- Click on Download Template to obtain the standardized Excel format.
- Complete all required fields in the exact format of the provided in the template.

**Step 2:** Upload:

- Select the completed file via Choose File, then click Upload.
- The system will automatically import all consignments under the selected project.

**Note:** Ensure that the file follows the exact format of the provided template. Incorrect or missing data may result in upload errors, and only Excel files (xlsx) are supported.

> Ensure that all mandatory columns in the template are filled correctly and that the file format remains unchanged to prevent upload errors

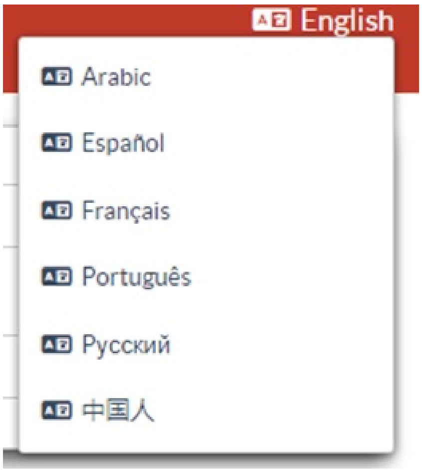
## Online Service Request Form (SRF) User Instructions

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. An SRF only needs to be submitted once - users should not submit a second SRF for the same cargo items.

**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.**

### 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.




## 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.

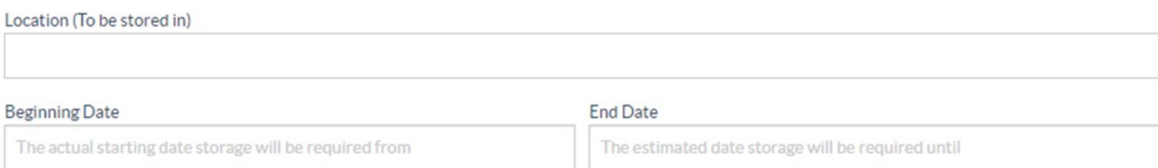

Once the service type selection made, please enter the location and dates required for the service.

## Service Details (s)

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

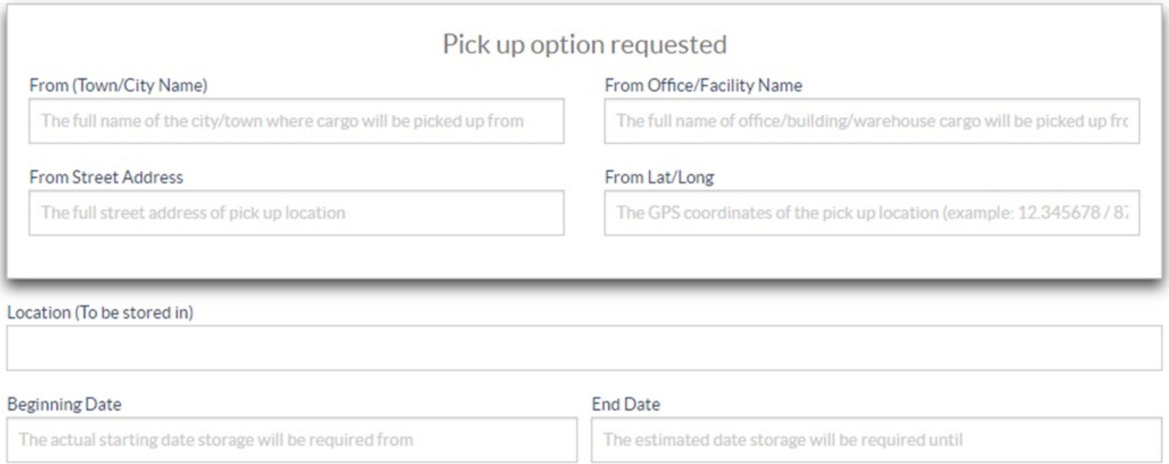
**For storage only:**

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.



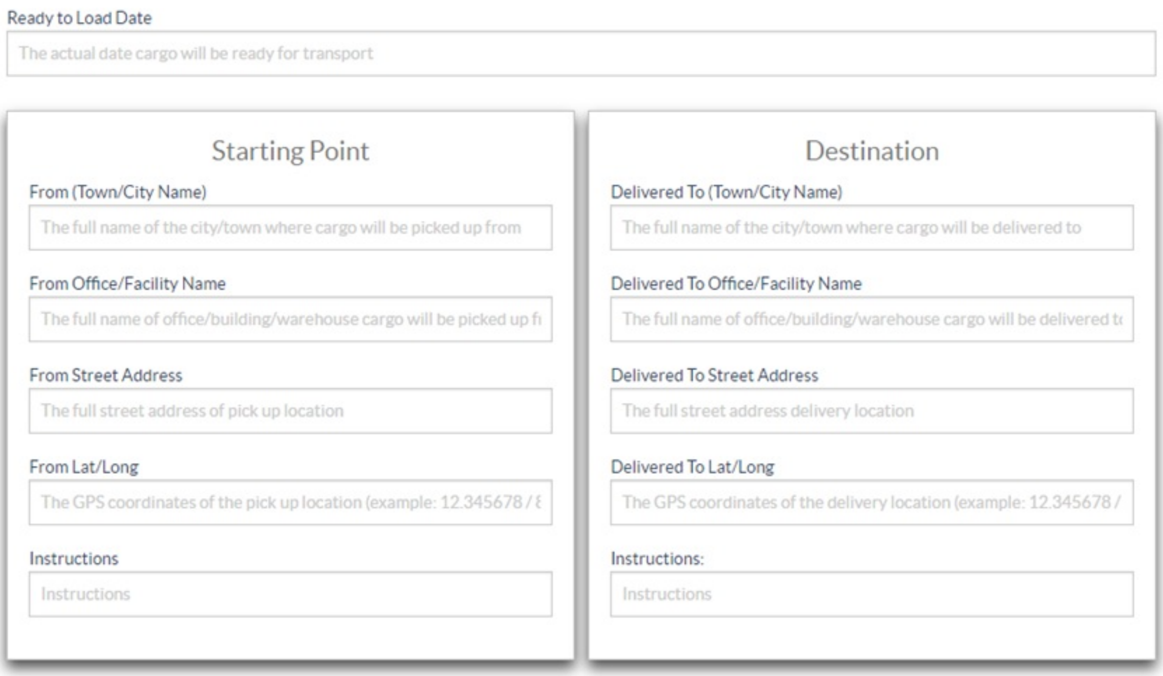

**For storage with pick up:**

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.



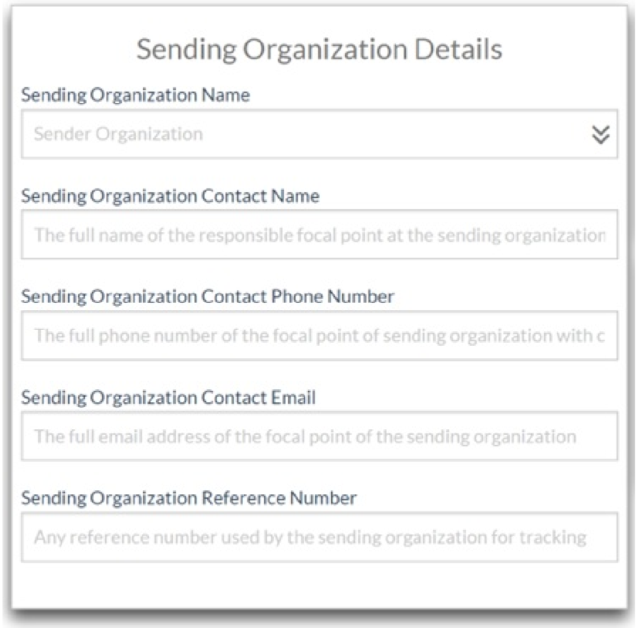

**For transport only:**

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.

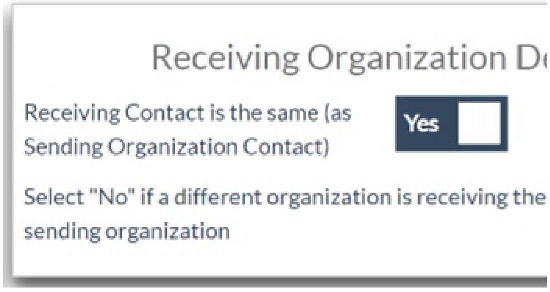



## Points of Contact

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.

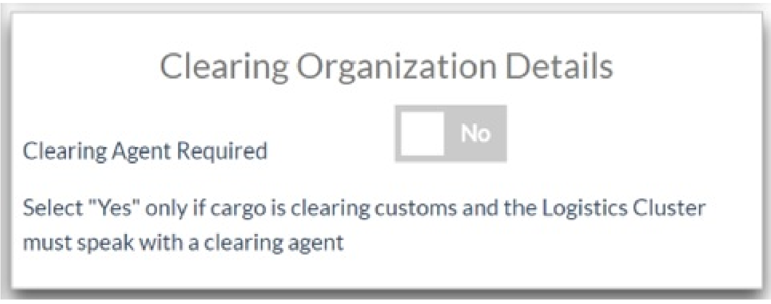



The request form will default to the sender ar having the same information. If the rec organization is different from the sender org please select “no”.




## 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.

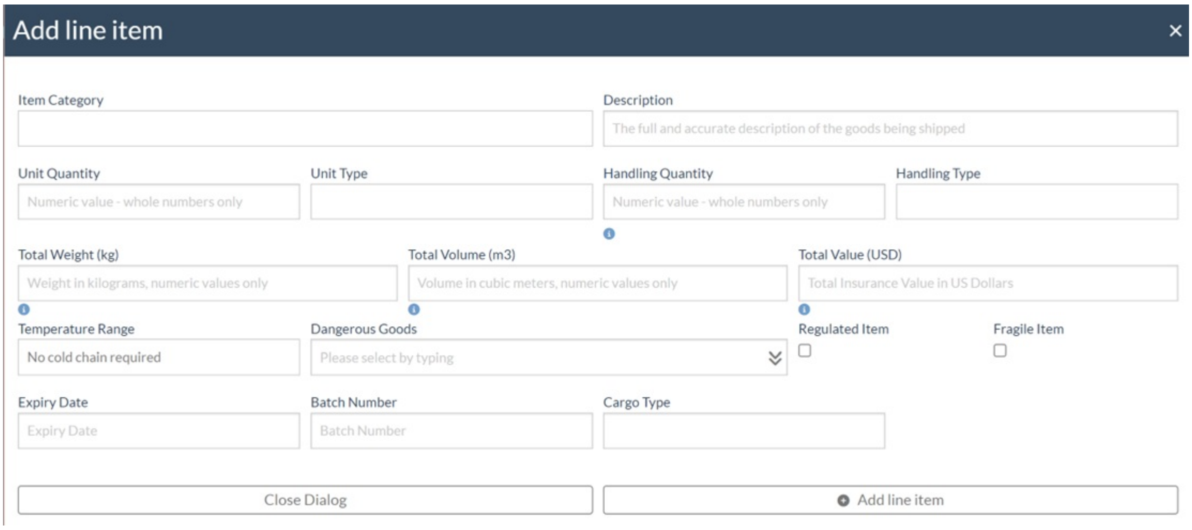



**Key Note: Users must ensure all contact details provided in the SRF are accurate and valid.**

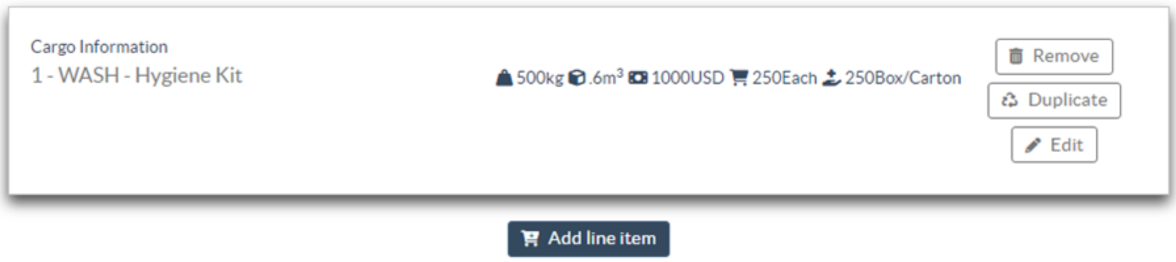
# CARGO INFORMATION

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. 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.

**Proper Cargo Details -** Requestors must fill in the appropriate cargo information[can be found here](#).

### Consignment Attachment

Service Requestors can upload supporting documents, such as waybills, packing lists, and Goods Received Notes (GRNs) - in PDF or image format as part of the consignment record. Please note that the maximum file size for each attachment is 10 MB.

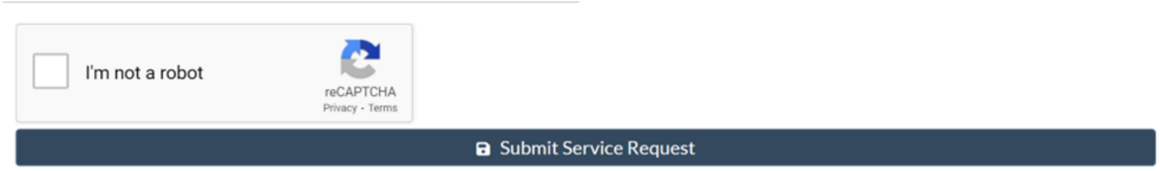
## AFFIRMATION, DATE AND SIGNATURE

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.

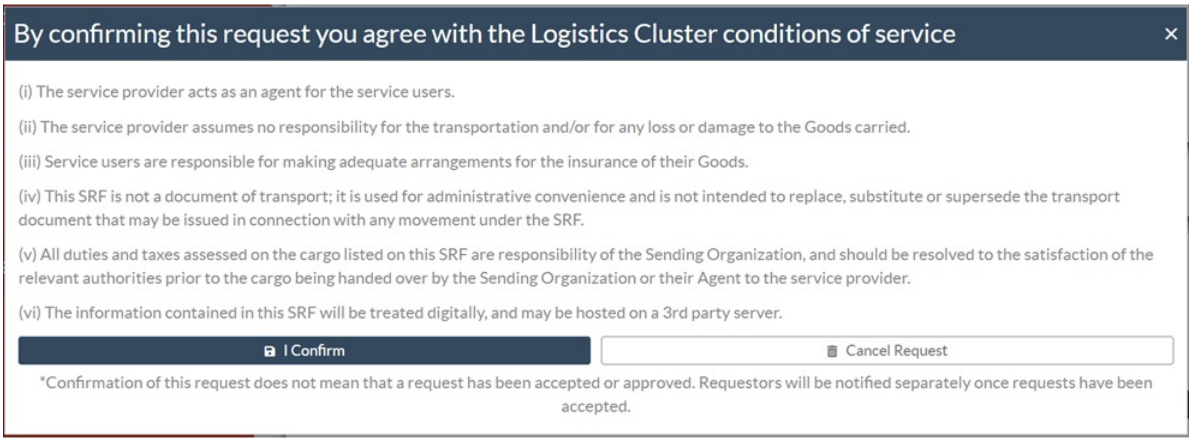
**Requestor details:**


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




# CONDITIONS OF SERVICE

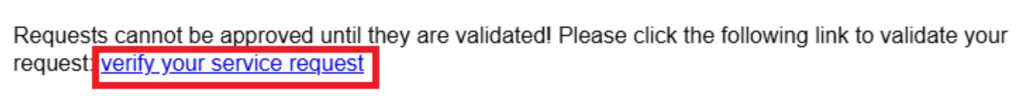
“CONDITIONS OF SERVICES” refers to the terms and conditions that Service User agrees to abide by to use the Common Services provided by Service Provider. In order to finalize the request, you must submit “I Confirm.” The Logistics Cluster Conditions of Service can be viewed online at any time here: https://www.logcluster.org/en/conditions-of-service




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.


## Confirmation Email

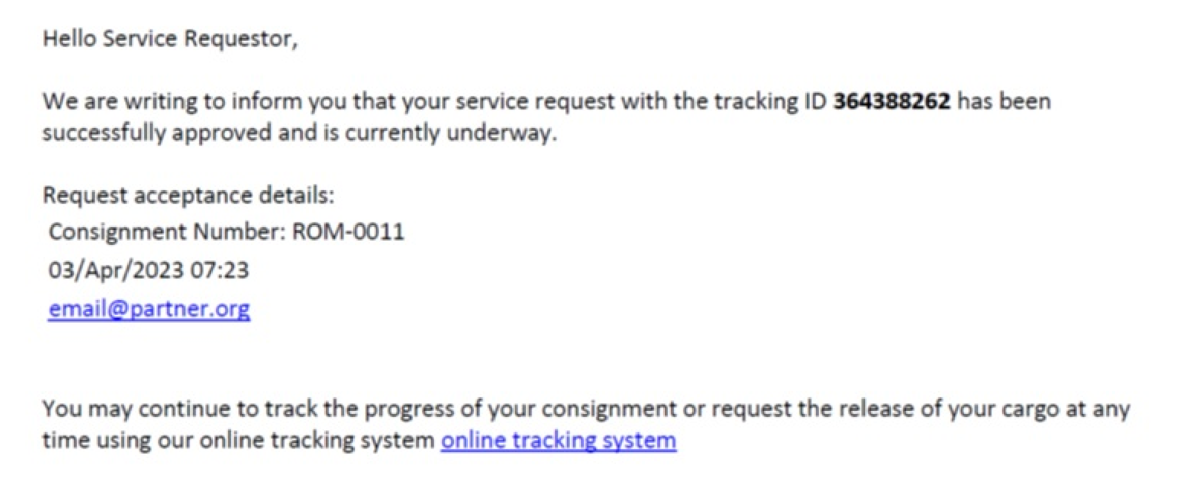
The last step of the process: the email listed as the “requestor” will receive a confirmation email with "[Further Action Required]" in the subject asking the requestor to confirm by following a link. The confirmation email will remain active for 24 hours. Unless the requestor confirms this link, the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



Requests cannot be approved until they are validated! Please click the following link to validate your request: verify your service request

## 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.



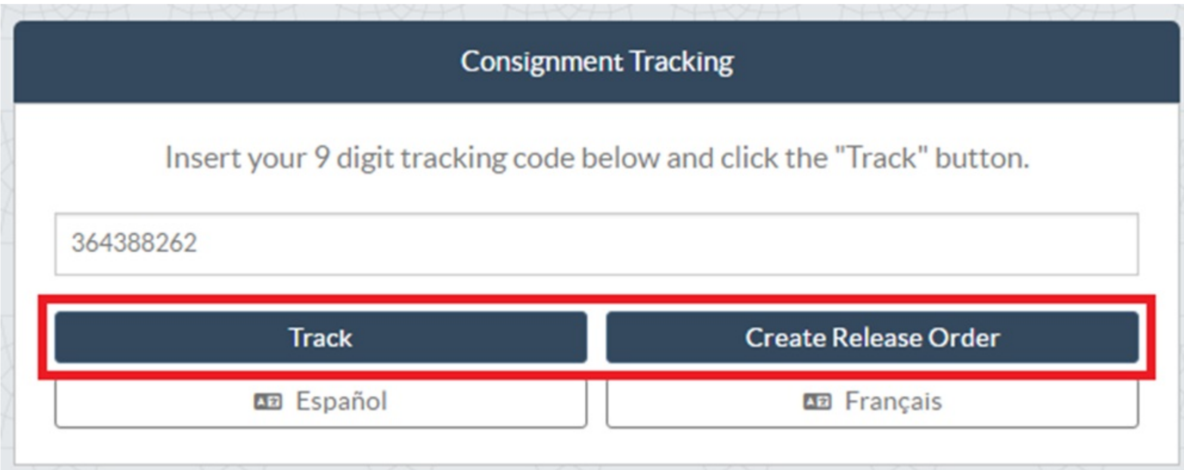
Hello Service Requestor,

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. Guidelines on how to release cargo using the Release Order Form (ROF) can be found here.

***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.***

# Manual Service Request Form (SRF) User Instruction

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. An SRF only needs to be submitted once - users should not submit a second SRF for the same cargo items.

**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.**

## Manual SRF

The Logistics Cluster in-country team can provide a downloadable Service Request Form (SRF) version when online functionality is inaccessible. This manual form serves the same purpose as the online version and requires the service user to complete the same information set.

## Transport Service (s)

"**Ready to Load (date)**":

- Indicate the date the cargo will be available for pick-up. This is essential for effective transport planning.

**Dispatch Location ("FROM"):**

- Enter the town or city name in the "FROM (Town/City Name)" field.
- Specify the exact facility (e.g., “LC Warehouse”, “Organization Warehouse”) in the " (Office/Facility Name)" field.
- Include any additional location details in the "(Street Address)" and/or "(Lat./Long.)" fields.

**Receipt Location ("TO"):**

- Enter the receiving town or airstrip in the "TO (Town/City Name)" field.
- Specify the exact facility (e.g., “LC Warehouse”, “Organization Warehouse”) in the " (Office/Facility Name)" field.
- Include any additional location details in the "(Street Address)" and/or "(Lat./Long.)" fields.

**Note:**

- The mode of transport will depend on available services, accessibility, and cargo priority.
- A Service Request Form (SRF) must be submitted for each separate location.

## Storage Service (s)

- Specify the storage location in the "Location" field using the format: Town/City Name –

Facility Name

- Beginning" date: When the cargo is expected to arrive at the storage site.
- "Until" date: Estimated end date of the storage period.

**Note** - Storage requests should be for temporary use only. Please contact your Logistics Cluster focal point to confirm storage availability and maximum duration.

## SENDER, RECEIVER AND CLEARING AGENT DATA

**Sending Organization** - Provide the organization name and designated contact person responsible for dispatching the items. This organization holds ownership and/or custody of the goods prior to handover for service provision.

**Receiving Organization** - Provide the organization name and designated contact person that will take possession of the items after the service is completed, assuming ownership and/or custody of the goods at that point.

**Clearing Agent** - For international shipments, provide valid contact information for a designated clearing agent located in the clearance country. Note: This is not required for domestic transport.

## CARGO INFORMATION

**Proper Cargo Details -** Requestors must fill in the appropriate cargo informationcan be found here.

## CONDITIONS OF SERVICE

"Conditions of Services" refers to the terms and conditions that the Service User must accept and adhere to in order to access and use the Common Services provided by the Service Provider.

## AFFIRMATION, DATE AND SIGNATURE

By completing the “Name,” “Position,” and “Date” fields, the Service User confirms agreement with the statements in both the “Affirmation” and “Conditions of Services” sections.

The Logistics Cluster only accepts SRFs submitted in Excel format and sent from a recognized agency email address.

An email from a known Service User is considered a valid electronic signature. While not required, users may optionally scan and paste a signature into the designated box if preferred.

**Note:** A physical signature is not mandatory for SRF submission.

## 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:
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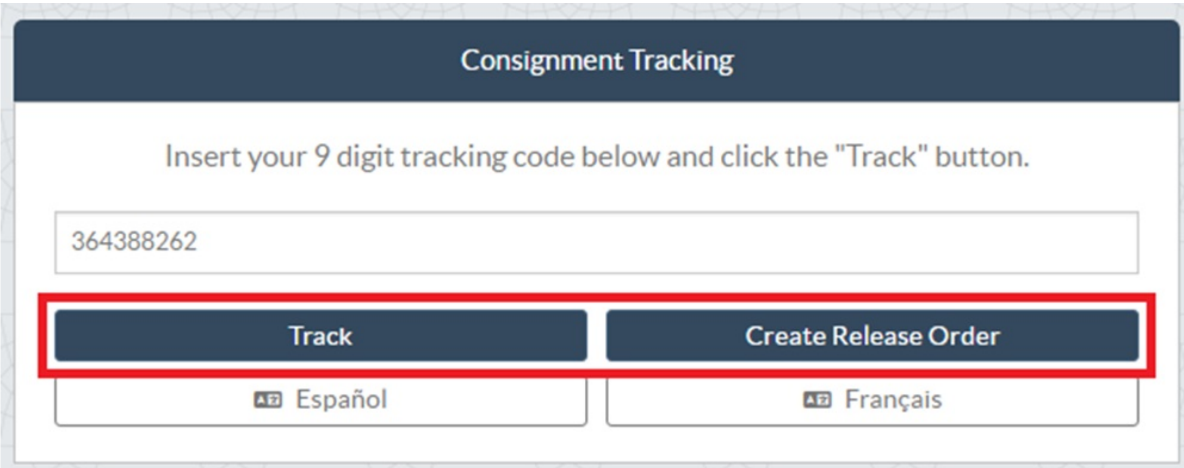


- **Tracking Cargo:** Service requestors may search for and monitor up the most recent status of their consignment.
- **Releasing Cargo:** Service users can request the release of part or all of the cargo associated with their consignments. Guidelines on how to release cargo using the Release Order Form (ROF) can be found here.

***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.***

## Proper Cargo Details

**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. A guide on different item categories can be found here.

**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.

**Inventory Units** - These are the lowest level of units being shipped:

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

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

- **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.
- **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:
  - Bag/Sack
  - Bale/Bundle
  - Box/Carton
  - Crate
  - Drum/Barrel
  - Kit/Set
  - None/Loose
  - Roll

**Transport Unit (TU)** - This section describes how the Handling Units are placed on transport structures such as pallets or crates for movement and storage:

- **Quantity** - The total number of Transport Units (TUs) can only be a whole number. Each TU represents a distinct container (e.g., pallet or crate) used for transporting grouped Handling Units. Please note that the number of TUs should not exceed the number of Handling Units.
- **Unit Type** – Users can only select from a pre-defined drop-down list to ensure standardization across the system. These values are defined by the ADM role and cannot be modified by requestors. Unit choices currently available:
  - Warehouse Pallet
  - Wooden Crate

**Distribute Items Between Pallets**

A checkbox labeled "**Distribute items between pallets manually**" appears when a Transport Unit is added.

**If Unchecked:**
The system will automatically distribute the cargo evenly among the selected pallets.

*Example: 1,000 IU / 100 HU across 2 pallets results in:*

- Pallet 1 □ 500 IU / 50 HU
- Pallet 2 □ 500 IU / 50 HU

**If Checked:**
The user must drag and drop individual Inventory Units (IUs) or Handling Units (HUs) manually across the pallets. This allows for customized packing.

*Example: 1,000 items (100 HUs) can be distributed as:*

- Pallet 1 □ 800 IU / 80 HU
- Pallet 2 □ 200 IU / 20 HU

**Total Weight and Total Volume** - When submitting the weights and volumes of cargo items through the online SRF, it is important that weights and volumes are filled out correctly! The Logistics Cluster uses these dimensions to assess the ability to provide services and plan for activities. More detailed info on calculating cargo dimensions can be found here. An online dimension calculator can be found here.

- **Total Kg** - The total weight in kilograms (kg) of all inventory units for that line item. Numeric values only.
- **Total m3** - The total volume in cubic meters (m3) of all inventory units for that line item. Numeric values only.

**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.

**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 |
|---|---|
| +15°C to +25°C | "Controlled ambient" or "Temperature-Controlled" |
| +8°C to +15°C | "Cool" |
| +2°C to +8°C | "Cold" or "Chilled" or "Refrigerated" |
| -25°C to -15°C | "Deep freeze" or "Frozen" |
| different ranges between -80°C to -40°C | "Ultra-low" |

**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. Dangerous Goods UN ID numbers can be looked up using [the online DG lookup tool](#).

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

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

**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.

## Item Category

| CATEGORIES | DESCRIPTION | CO EX |
|---|---|---|
| **Camp Coordination and Camp Management** | Items for the installation and support of refugee or IDP camp infrastructure | Cement, timber containers |
| **Early Recovery** | Supporting materials for programmes involved in restoration of public service or livelihood programmes | Wheelbarrows, construction ma |
| **Education** | School and student support equipment | Text books, stat |
| **Food Security** | Food Products for support of the beneficiary | Rice, vegetable |
| **General Operations** | Items not directed towards the beneficiary and not covered by other categories. | Office supplies, |
| **General Program** | Any item required to support sectorial programs | Vouchers, distri |
| **Health** | Any material required for the medical support of beneficiaries | Bandages, port theatres, medic |
| **Logistics** | Materials required for the direct logistical support of programmes | Fuel, motor oil, portable wareh |
| **Nutrition** | Food considered in relation to the body's dietary needs | Plumpy' Sup, Pl energy biscuits |
| **Protection** | Any item used to directly support programmes aimed at ensuring all people are protected in accordance with their human rights | Advocacy mater removal equipn items |

| CATEGORIES | DESCRIPTION | CO EX |
| --- | --- | --- |
| Shelter | Materials used to protect beneficiaries from the elements | Tarpaulins, tent mattresses, bla sheeting |
| Telecommunications | Equipment required to directly support field radio and information communications | Radios, satellite towers |
| WASH | Water, sanitation and hygiene products for beneficiaries | Hygiene kits, ch |

## Finding Cargo Dimensions

## Measuring Cargo for Transport and Storage

Measuring cargo for storage and transportation requires planners to imagine how those cargo items will realistically occupy space. Though as certain volume of liquid may be contained in a cylinder, the physical cylinder itself will still require additional "real" volumetric space. Real used volumetric space can always be envisioned as a measure of:

**Length (l) x Width (w) x Height (h)**

Due to the nature of storage facilities and transport facilities, it is helpful to imagine a box around any not cubic object, with edges at the longest and tallest points. The length of those imaginary edges will be used to plan volume for storage and transport.

| Unit Type | "Real" Volumes for Storage and Transport |
| --- | --- |
| Boxes | To find the volume of regular boxes, multiply the width, length and height of the box along the outer edges. |

| Unit Type | "Real" Volumes for Storage and Transport |
|---|---|
| **Cylinders** | Though there's a formula for determining liquid volume in a cylinder, the volume for storage and transport is measured by the maximum length of it's edges. |
| **Stacked or Nested Cargo** | If cargo will be shipped or stored stacked or "nested", measure the volume of all anticipated cargo items as they will ultimately be shipped or stored, nested into each other or stacked on top of each other. Do not account for the size of each individual unit. |
| **Irregular Shapes** | The volume needs of irregular shapes will vary. Unless irregular cargo items are stacked in a pile, planner may need to view the total volume used to properly store or transport an irregula shaped item. |

# Cargo Dimension Calculator

## Cargo Dimension Calculator

## Unit Converter Tool

Use the below to switch between different units of measure.

# Dangerous Goods Lookup Tool

# Online Release Order Form (ROF) User Instruction

## Steps for Completing an Online Release Order Form

After uploading a Service Request Form (SRF) into the Logistics Cluster’s Relief Item Tracking

Application (RITA), the Logistics Cluster will promptly share a Consignment Number and a Tracking Code, both of which are automatically generated in RITA. The service requestor can use the tracking code online to access the most up-to-date information about their consignment and also generate a Release Order Form. This streamlined process ensures efficient tracking and retrieval of items.

**Access the RITA Tracking Page**

Visit https://rita.logcluster.org/public/track.htm.

Enter the 9-digit tracking code in the designated field and click on "Create Release Order.".

**Select Release Location**

Choose the appropriate release location from the list and click "Next."

**Complete the Release Order Form**

A "Create a Release Order" window will appear. Complete the required fields and enter the quantity of items to be released for each line item. Then click "Release Goods."

## Required Fields Explained

**Requested Release Date** - The desired date when the cargo should be handed over to the service user, either picked up from the warehouse or delivered to the user's location.

**Requested Release Location** - The current location where the cargo is stored and needs to be released from.

**Requested Delivery Location** - The delivery address for the cargo if a transport service is requested. This should be the office/facility/warehouse address where the cargo should be delivered.

**Organisation Released to** - The name of the agency cargo will be collected by/delivered to, including: The name of the organisation collecting the cargo independently (not using Logistics Cluster transport). In cases where cargo is released to a different organisation than the one that requested storage, the name of the organisation collecting the cargo must be indicated in the "released to" section.

**Actual Person Items Released to** - Name and contact of the driver or staff member collecting the cargo on behalf of the receiving organisation.

**Receiving Organisation Contact** - Contact details for the organisation collecting the cargo, if different from what was originally provided in the storage request.

**Quantity of release** - Specify the quantity to be released for each item listed in the request.

Once submitted, a PDF version of the Release Order Form is automatically generated.

Print the form and present it at the warehouse when collecting the cargo.

## Notes:

- Once a Release Order is submitted, the corresponding stock will be marked as “Committed stock” in RITA.
- Once the stock is marked as committed, users cannot generate any additional release order forms for the same cargo through the online system, even if the cargo has not yet been physically collected.
- If a release order needs to be cancelled, the requesting agency must contact their designated Logistics Cluster focal point directly.

# Manual Release Order Form (ROF) User Instruction

## Steps for Manually Generating a Release Order Form (ROF)

In cases where the online functionality is not accessible, the Logistics Cluster in-country team can provide a downloadable version of the Release Order Form (ROF). This manual form serves the same purpose as the online version and requires the same set of information to be completed by the service user.

## Required Fields for Manual ROF Completion

Requestors must complete the following fields:

**Requested Release Date** - The date on which the cargo is expected to be handed over to the service user.

**Requested Release Location** - The location from which the cargo is to be released.

**Requested Delivery Location** (if applicable) - The address where the cargo should be delivered, if transportation is requested.

**Receiving Organization Details:**

**Organisation Released to** - This section must always be completed, regardless of whether:

- The receiving organisation is collecting the cargo directly, or
- A partner or implementing partner is collecting the cargo on their behalf.

**Partner of Receiving Organisation** - Fill this field only if the cargo is to be collected or delivered to a partner of the receiving organisation.
You may leave this field empty if the receiving organisation listed in the original Service Request Form (SRF) is collecting the cargo directly.

**Transport Company (if applicable)** - This field should be completed only if a transport company is collecting the cargo on behalf of either:

- The receiving organisation.
- Its designated partner.

**Consignment Item Details:**

**Item Reference Number** - Enter the item reference number, which combines the SRF number and the line-item number of the consignment.

**Inventory Units** - Indicate the number of inventory units of the item requested for release or delivery.

**Description** - Provide the name and description of the product/item being requested.

**Handling Units** - Specify the number of handling units of the item to be released or delivered.

**Comments** - Include any relevant remarks or instructions regarding the cargo release.

### Note:

- Unlike the online system, the manual ROF does not auto-populate consignment information. It is the responsibility of the requestor to provide complete and accurate details to ensure timely processing.
- A single manual ROF can be used to release multiple consignments, provided all information is properly filled in.