

在线服务请求

在线 SRF 使申请者能够直接通过网站提交申请，而无需填写 excel 文件。在线提交的申请具有即时查看的优势，并可直接通过 RITA 接受/拒绝。在线 SRF 提交后，将自动向项目定义的电子邮件地址发送一封电子邮件，通知操作员有新的请求，并在“托运”屏幕的“服务请求”选项卡下显示一个图标。



The screenshot shows the RITA software interface. At the top, there is a header with the RITA logo, project name "TRAINING (RITA2)", and location group "Brindisi". Below the header, there is a navigation bar with links for Dashboard, Consignments, Receives, Dispatches, Stock Management, and Reporting. The "Service Requests" link is highlighted. A message box indicates "1 service requests waiting for your approval". The main content area displays a table of service requests with columns: Created, Tracking Code, Status, Service Identifier, Sender, Receiver, Total Weight (kg), Total Volume (m³), Number of pallets, and Items. One row in the table is expanded to show details: "16/jan/2025", "431455949", "Pending", "Storage service requested at: Brindisi - UNIBRD Warehouse", "ACTED - Robert Kraly", "ACTED - Robert Kraly", "50.0", "1.0", "0", and "CCCM - dd". A tooltip for the "Options" button says "Request Online SRF Form", "Send requester email to the receiver", and "Print Online Service Request Form (pdf)".

在线提交的 SRF 可以有多种不同状态：

Pending

请求人已使用在线 SRF 提交请求，但请求人尚未验证发送至其电子邮件地址的链接。请注意，仍在处理中的申请无法批准，只能拒绝。RITA 操作员可从待处理申请右侧的选项菜单中向申请者发送自动提醒邮件，提醒邮件将重新发送链接供申请者验证。

Verified

已验证的申请已由申请者验证，即申请者已通过点击自动电子邮件中的验证链接确认了自己的身份。通过验证的申请可转入已接受状态。

Accepted

已接受的在线 SRF 已转入寄售状态。

Rejected

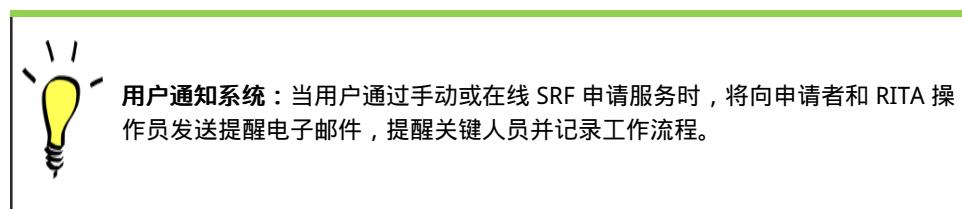
被拒绝的在线 SRF 是指被 RITA 操作员拒绝的任何在线 SRF。被拒绝的 SRF 无法返回已验证状态。

可通过更改“服务请求”屏幕中的筛选器来查看不同状态的在线 SRF。

Consignments: Location Group		Service Requests							Export	Share
							5 results found Customize Columns			
Created	Tracking Code	Status	Service Identification	Sender	Receiver	Total Weight (kg)	Total Volume (m³)	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 USD n/a 10 Each 10 Bag/Sack	

根据 SRF 的状态 , RITA 操作员有三种在线 SRF 选项 :

1. 移动到托运 : 该选项允许操作员在 "寄售 "屏幕上创建新的寄售。
2. 拒绝在线 SRF : 操作员可拒绝 SRF , 方法是出示不接受请求的有效理由。
3. 打印在线服务申请表 : 操作员可以打印在线 SRF。



当操作员选择"移动到托运"选项时 , 将打开编辑托运屏幕。

Dashboard Consignments Receives Dispatches Stock Management

Edit Consignment

Consignment Identification	Consignment Control														
<input type="text" value="XXX-XXXX"/> <div>Location Group Brindisi</div> <div>Created by rita.global@wfp.org, 24/Jan/2025</div> <div>Tracking Code 440955057</div> <div>Owner's Reference Owner's Reference</div>	<table border="1"> <tr><td>Status</td><td>New</td></tr> <tr><td>Priority</td><td>Normal</td></tr> <tr><td>Remarks</td><td>Urgent</td></tr> <tr><td>Remarks</td><td>High</td></tr> <tr><td>Remarks</td><td>Normal</td></tr> <tr><td>Remarks</td><td>Low</td></tr> <tr><td>Number of pallets</td><td></td></tr> </table>	Status	New	Priority	Normal	Remarks	Urgent	Remarks	High	Remarks	Normal	Remarks	Low	Number of pallets	
Status	New														
Priority	Normal														
Remarks	Urgent														
Remarks	High														
Remarks	Normal														
Remarks	Low														
Number of pallets															

联系点、组织、起点、服务标识都会自动填写。服务请求中提供的联系信息以黄色高亮显示。

操作员必须确认所有信息都已正确输入 RITA , 然后点击 "托运 "屏幕右上方的 "保存新托运"。

[← Back](#)

 Save New Consignment

Points of Contact

Online SRF user entry

Sending Organization Name

United Nations World Food Programme

Sending Organization Contact Name

Richie

Sending Organization Contact Phone Number

123455678

Sending Organization Contact Email

richie.bhattarai@wfp.org

Sender Organization

United Nations World Food Programme



Sender Contact

Richie



如果组织未预先注册，RITA 将显示错误消息。请通过 rita.global@wfp.org 联系 RITA GLOBAL 进行注册。