

## 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.

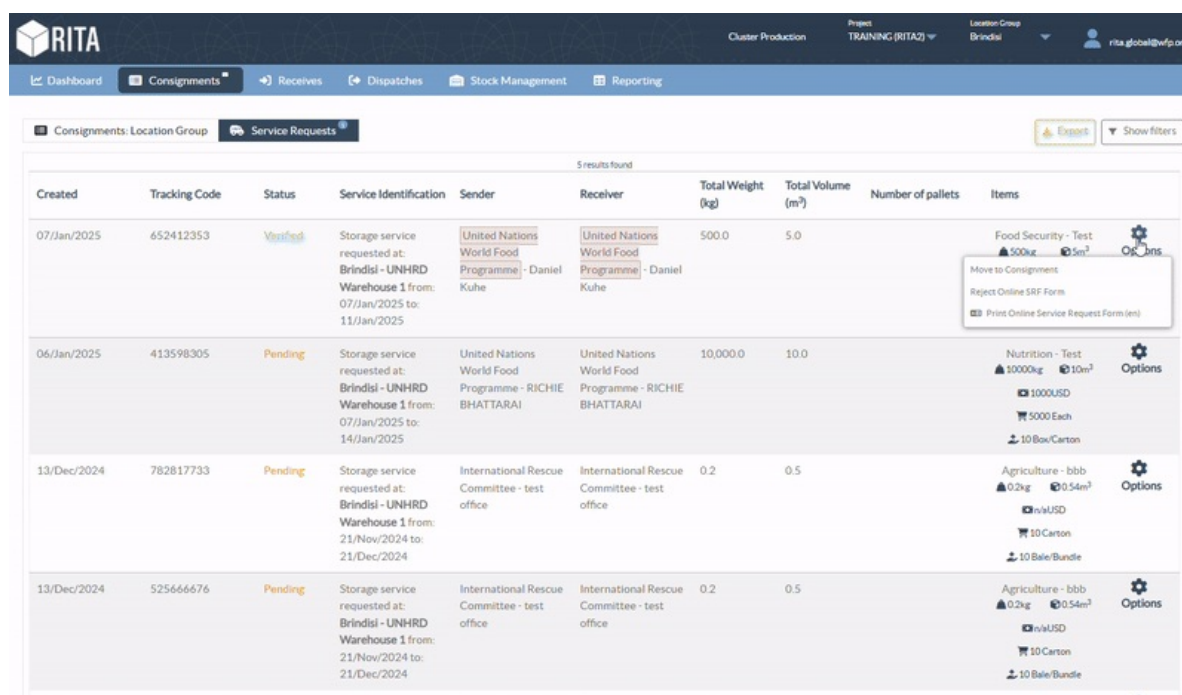
Operators should verify that the information provided in the service requests is accurately reflected in RITA. All information in the service request form is highlighted in yellow.

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.



The screenshot shows the RITA web application interface. At the top, there's a navigation bar with the RITA logo and various menu items like Dashboard, Consignments, Receives, Dispatches, Stock Management, and Reporting. Below this, there's a section for 'Service Requests' with a table of 5 results. The table has columns for Created, Tracking Code, Status, Service Identification, Sender, Receiver, Total Weight (kg), Total Volume (m³), Number of pallets, and Items. The first row shows a 'Verified' status for a storage service request from Brindisi - UNHRD Warehouse 1 to United Nations World Food Programme - Daniel Kuhe. The second row shows a 'Pending' status for a storage service request from Brindisi - UNHRD Warehouse 1 to United Nations World Food Programme - RICHIE BHATTARAI. The third and fourth rows also show 'Pending' status for storage service requests from Brindisi - UNHRD Warehouse 1 to International Rescue Committee - test office. Each row has an 'Options' button with a dropdown menu containing 'Move to Consignment', 'Reject Online SRF Form', and 'Print Online Service Request Form(s)'.

Created	Tracking Code	Status	Service Identification	Sender	Receiver	Total Weight (kg)	Total Volume (m³)	Number of pallets	Items
07/Jan/2025	652412353	Verified	Storage service requested at: Brindisi - UNHRD Warehouse 1 from: 07/Jan/2025 to: 11/Jan/2025	United Nations World Food Programme - Daniel Kuhe	United Nations World Food Programme - Daniel Kuhe	500.0	5.0		Food Security - Test ▲ 500kg ● 5m³ Options
06/Jan/2025	413598305	Pending	Storage service requested at: Brindisi - UNHRD Warehouse 1 from: 07/Jan/2025 to: 14/Jan/2025	United Nations World Food Programme - RICHIE BHATTARAI	United Nations World Food Programme - RICHIE BHATTARAI	10,000.0	10.0		Nutrition - Test ▲ 10000kg ● 10m³ 1000USD 5000 Each 10 Box/Carton Options
13/Dec/2024	782817733	Pending	Storage service requested at: Brindisi - UNHRD Warehouse 1 from: 21/Nov/2024 to: 21/Dec/2024	International Rescue Committee - test office	International Rescue Committee - test office	0.2	0.5		Agriculture - bbb ▲ 0.2kg ● 0.54m³ n/aUSD 10 Carton 10 Bale/Bundle Options
13/Dec/2024	525666676	Pending	Storage service requested at: Brindisi - UNHRD Warehouse 1 from: 21/Nov/2024 to: 21/Dec/2024	International Rescue Committee - test office	International Rescue Committee - test office	0.2	0.5		Agriculture - bbb ▲ 0.2kg ● 0.54m³ n/aUSD 10 Carton 10 Bale/Bundle Options

## 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.

Upload SRF form

Choose SRF file

Close Dialog

Upload SRF form

## Create Consignment Manually

If the operator wants to create a new consignment manually, click the **New Consignment** button.

Please fill in the information manually and select **"Save New Consignment"** at the top right of the screen.

- **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.

RITA

Cluster Production

Project  
TRAINING (RITA2)

Location Group  
Brindisi

rita.global@wfp.org

Dashboard

Consignments

Receives

Dispatches

Stock Management

Reporting

Consignments: Project

Service Requests

Change Viewpoint

Export

Show filters

Upload SRF file

New consignment

2267 results found

Customize Columns

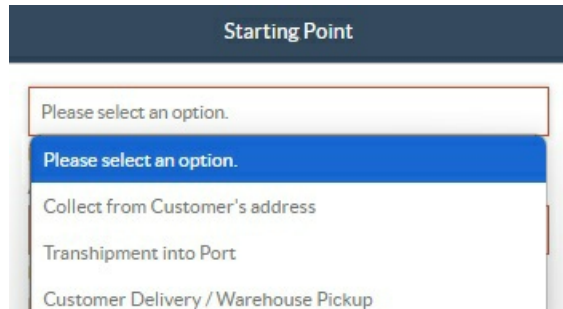
Consignme...	Reference	Sender	Receiver	Arriving To	Destination	Status	Created	Total Weight (kg)	Total Volume (m³)	
<input type="checkbox"/> MIL-0064	PUI2025_001	Premiere Urgence Internationale	Premiere Urgence Internationale	UPS Warehouse - Milano (Storage)	UPS Warehouse - Milano (Storage)	In Progress	03/Jan/2025	16,200.0	46.08	<div>Options</div>
<input type="checkbox"/> MIL-0063		ACTED	ACTED	UPS Warehouse - Milano (Storage)	UPS Warehouse - Milano (Storage)	New	01/Feb/2024	250.0	25.00	<div>Options</div>
<input type="checkbox"/> MIL-0062		United Nations Children's Fund	United Nations Children's Fund	OCHA Warehouse (Customer Address)	OCHA Warehouse (Customer Address)	New	13/Dec/2023	20.0	0.10	<div>Options</div>
<input type="checkbox"/> MIL-0061	NG002	United	ACTED	UPS	UPS	Closed	30/Oct/2023	2,500.0	3.00	<div>Options</div>

**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.

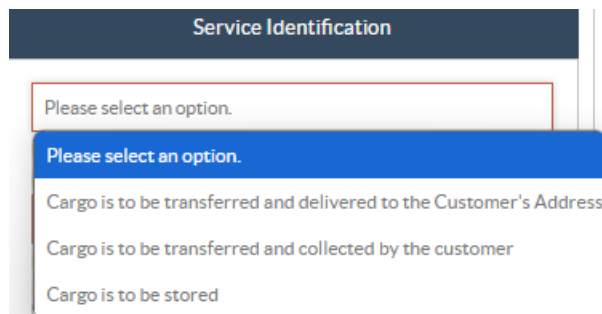


The screenshot shows a dark blue header bar with the text "Starting Point". Below it is a white dropdown menu with a red border. The menu is open, showing a blue header bar with the text "Please select an option." and a list of three options: "Collect from Customer's address", "Transshipment into Port", and "Customer Delivery / Warehouse Pickup".

**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.



The screenshot shows a dark blue header bar with the text "Service Identification". Below it is a white dropdown menu with a red border. The menu is open, showing a blue header bar with the text "Please select an option." and a list of three options: "Cargo is to be transferred and delivered to the Customer's Address", "Cargo is to be transferred and collected by the customer", and "Cargo is to be stored".

**Planned Movement:** Provide the scheduled date of movement, planned mode, and the transporter's number.

**Add Line Item:** Add the line items for the cargo details. Provide the details in the same format as required in the Service Request Form, starting with Product Category, Inventory Units, Item Description, Handling Units, Weight and Volume, and the special requests section for Fragile, Dangerous, and temperature-sensitive items.

Instructions

None

Mission or Transporter Number

Mission or Transporter Number

SLA/Invoice/Packing List Links

Consignment attachments

Upload attachment

Items

+ Add Line Item

Product Category	Owner Reference	Inventory Units	Handling Units	Weight	Volume
				0.0 kg	0.00 m <sup>3</sup>

LOGISTICS CLUSTER

WFP

#### Status:

- Select the status of the consignment. By default, the status will be selected as **New**.
- If all the criteria are met, the operator must select **'Accept'** from the dropdown menu.
- For other reasons, either select the "On-Hold" option to postpone the request or cancel it by choosing the **"Cancel"** option from the dropdown list.

#### 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 requestor can specify the number of pallets loaded onto trucks for the requested cargo transport and storage.

**Consignment attachments:** The operators can attach PDF and image files, such as waybills, packing lists, GRNs, etc., received from the requestor. For online SRF, the operator can review the attachments from the consignment screen. The file size is a maximum of 10 MB.

Consignment attachments

Upload attachment

**SLA/Invoice/Packing List Links:** The requestor can make additional comments or remarks on the service request, such as on the SLA/Invoice/Packing List links.

**Save Changes:** Finally, click the Save Changes button at the top right of the page to save the consignment.