

# 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 information [can 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.

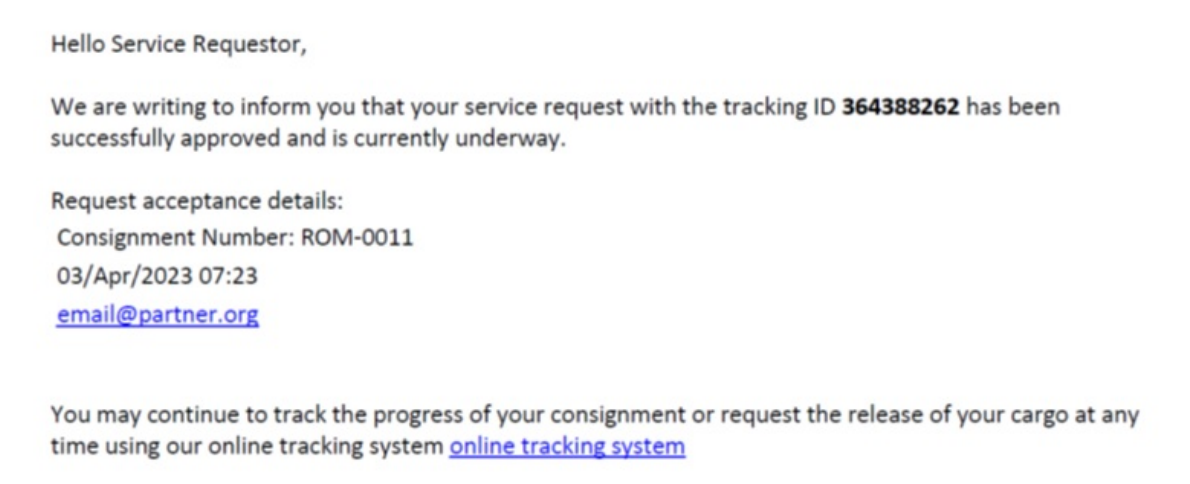
An email from a known Service User is considered a valid electronic signature. While not required, users may optionally scan and paste a signature into the designated box if preferred.

**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.



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>

A screenshot of a web interface titled "Consignment Tracking". It instructs the user to "Insert your 9 digit tracking code below and click the 'Track' button." A text input field contains the tracking code "364388262". Below the input field, there are two buttons: "Track" and "Create Release Order". These two buttons are highlighted with a red rectangular border. At the bottom of the interface, there are two language selection buttons: "Español" and "Français", each with a small flag icon.

- **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.**