

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.

LOGISTICS

Workbook last modified: 7/10/2024

TRANSPORT SERVICE

STORAGE SERVICE

POINTS OF CONTACT

SENDING ORGANIZATION:
Contact Name:
Telephone No:
Email:
Sender's reference No:
RECEIVING ORGANIZATION:
Contact Name:
Telephone No:
Email:
CLEARING AGENT:
Contact Name:
Telephone No:
Email:

COU

AFFIRMATION
I hereby certify that the filled form is the proper form collection requested for and to be used for purposes only. All required documents shall be complete due to the stated scope of the "Work Order" for use of Transport Services, by the "Requester" in the case of Storage Services, or otherwise. I declare that all the information contained herein is true and correct to the best of my knowledge and belief. I understand that the Requesting Organization will be held responsible for the accuracy and completeness of the information provided in this form.

Requester
Name:
Position:
Date:

FOR LOGISTICS CLUSTER PURPOSE ONLY
Service Request Form Number

SERVICE(S) REQUESTED
TO (Town/City Name):
Office/Facility Name):
(Street Address):
(Lat. / Long.):
TO (Town/City Name):
Office/Facility Name):
(Street Address):
(Lat. / Long.):
Location (To be stored in):
Beginning (date):
Until (date):

Category	Inventory Units		Description	Handling Units		Weight/Size		Value (US Dollars)	Dangerous Goods (DG) Item is DG?	Item is Regulate	Item is Frag
	Quantity	Unit Type		Quantity	Unit Type	Total Kg	Total m3				
1											
2											
3											
4											
5											
6											
7											
8											
9											
10											
11											
12											
13											
14											
15											
TOTAL (Weight/Size/Value) for the Consignment											

COMMENT(S):
Use the box below to specify special requirements for handling or transportation of your cargo/items or any other relevant logistics information

Transport Service (s)

TRANSPORT SERVICE	
Ready to Load (date) :	
FROM (Town/City Name) :	
(Office/Facility Name) :	
(Street Address) :	
(Lat. / Long.) :	
TO (Town/City Name) :	
(Office/Facility Name) :	
(Street Address) :	
(Lat. / Long.) :	

"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)

STORAGE SERVICE	
Location (To be stored in):	
Beginning (date):	
Until (date):	

- 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

POINTS OF CONTACT	SENDING ORGANIZATION:		
	Contact Name:		
	Telephone No:		
	Email:		
	Sender's reference No:		
	RECEIVING ORGANIZATION:		
	Contact Name:		
	Telephone No:		
	Email:		
	CLEARING AGENT:		
	Contact Name:		
	Telephone No:		
	Email:		

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

	Category	Inventory Units		Description	Handling Units		Weight/Size		Value	Dangerous Goods (DG)		Item is	Item
		Quantity	Unit Type		Quantity	Unit Type	Total Kg	Total m3		Item is DG?	UN ID #	Regulate	Frag
1													
2													
3													

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.

CONDITIONS OF SERVICES	
All requests made with this SRF are subject to the following terms and conditions:	
(i)	The service provider acts as an agent for the service users.
(ii)	The service provider assumes no responsibility for any loss or damage to the goods carried. All carried goods are subject to quality assurance requirements of WFP and applicable rules and regulations.
(iii)	Service users are responsible for making adequate arrangements for the insurance of their Goods.
(iv)	This SRF is not a document of transport; it is issued for administrative convenience and is not intended to replace, substitute or supersede the transport document that may be issued in connection with any movement under the SRF.
(v)	The sending or requesting organization shall ensure that all duties and taxes assessed on the cargo listed on this SRF are paid in a timely manner, and should be resolved to the satisfaction of the relevant authorities prior to the cargo being handed over by the Sending Organisation or their Agent to the service provider.
(vi)	The information contained in this SRF will be treated digitally, and may be hosted on a 3rd party server.

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.

AFFIRMATION	
<p>I hereby certify that the listed cargo is the property of a humanitarian organization and is for humanitarian purposes only. All required documentation will be ready and complete for the listed cargo by the “Date Ready to Load” in case of Transport Service, by the “Beginning (Date)” in the case of Storage Service, or whichever occurs first. I declare that all the information contained in this form to be true and correct to the best of my knowledge. By submitting the Service Request Form, the Requesting Organization affirms the Requesting Officer’s authority to act on behalf of the Requesting Organization and accepts full responsibility for all actions and obligations arising from the service request.</p>	
Name and Position of Requester	
Name	<input type="text"/>
Position	<input type="text"/>
Date	<input type="text"/>

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:

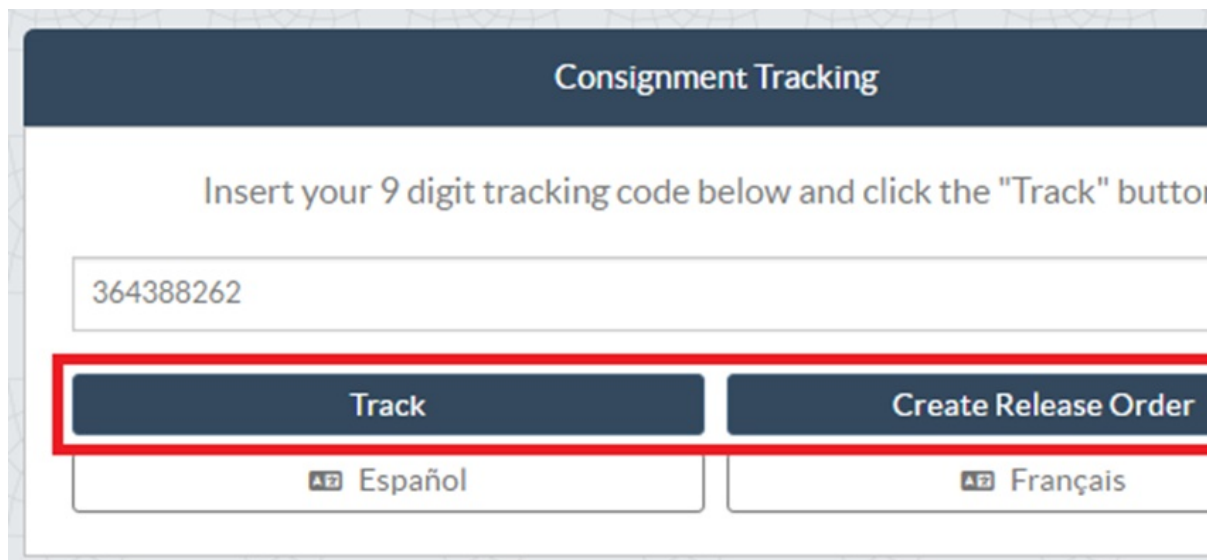
Consignment Number: ROM-0011

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.*