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.

<table>
<tr><td>⚠️</td><td>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.</td></tr>
</table>

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

Dangerous Goods UN Identification number

UN-1017 - CHLORINE	⌄

RITA operators can customize the column display based on their requirements using the "**Customize Columns**" option at the top of the screen.

3 service requests waiting for your approval

Cha

316 results found ⚙ Customize Columns

nder	Receiver	Arriving To	Destination	Status	Created
FAM	OXFAM	Jordan - Consolidation Warehouse 4 (LC) (Storage)	Gaza - OXFAM Warehouse (Customer Address)	Accepted	16/Jan/202
FAM	OXFAM	Jordan - Consolidation Warehouse 4 (LC) (Storage)	Gaza - OXFAM Warehouse (Customer Address)	Accepted	16/Jan/202
FAM	OXFAM	Jordan - Consolidation Warehouse 4 (LC) (Storage)	Gaza - OXFAM Warehouse (Customer Address)	Accepted	16/Jan/202
:lthungerhilfe / rman Agro Action	CESVI	Jordan - Consolidation Warehouse 4 (LC) (Storage)	Gaza - UNRWA GFO Gaza Field Office (Customer Address)	Accepted	16/Jan/202
:lthungerhilfe / rman Agro Action	CESVI	Jordan - Consolidation Warehouse 4 (LC) (Storage)	Gaza - UNRWA GFO Gaza Field Office (Customer Address)	Accepted	14/Jan/202
:lthungerhilfe / rman Agro Action	CESVI	Jordan - Consolidation Warehouse 4 (LC)	Gaza - UNRWA GFO Gaza Field Office	Accepted	14/Jan/202

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

Weight	Volume
37,500.0 kg	1.00 m³

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.

Product Category

1: WASH - Test ☠ ❄ 15 - 25°C 📅 31/Jan/2025

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.
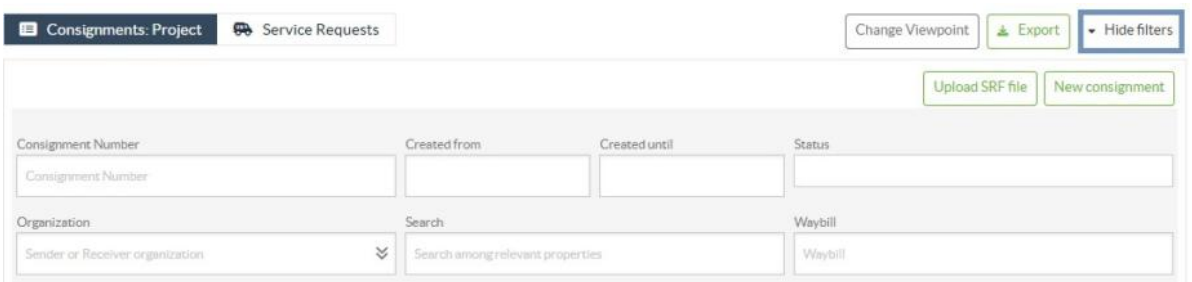
Change Viewpoint

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.
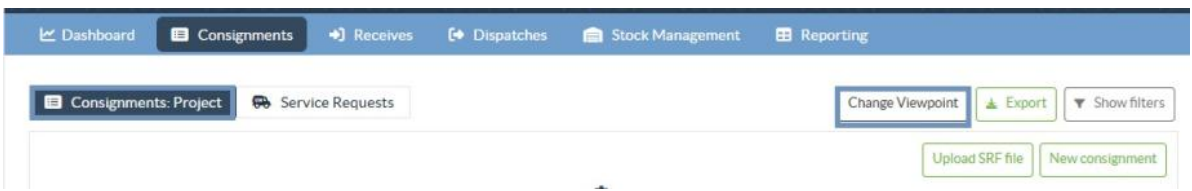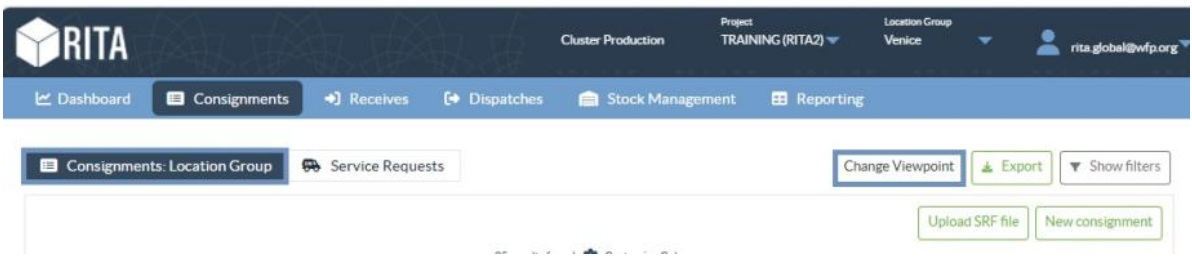
Show Filters

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.
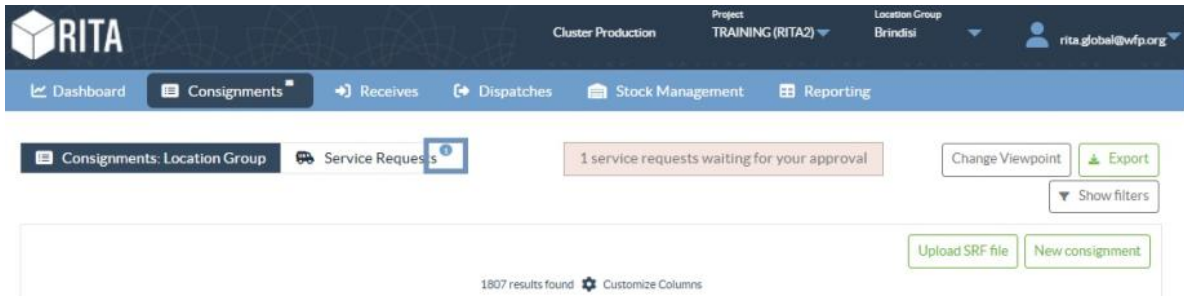
SRFs submitted online can have multiple different statuses:

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.

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 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.
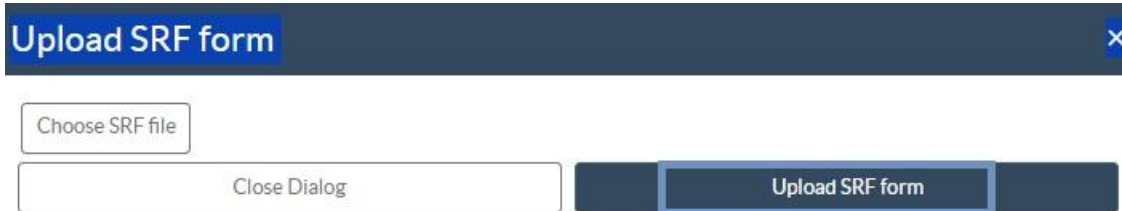
Create Consignment Manually

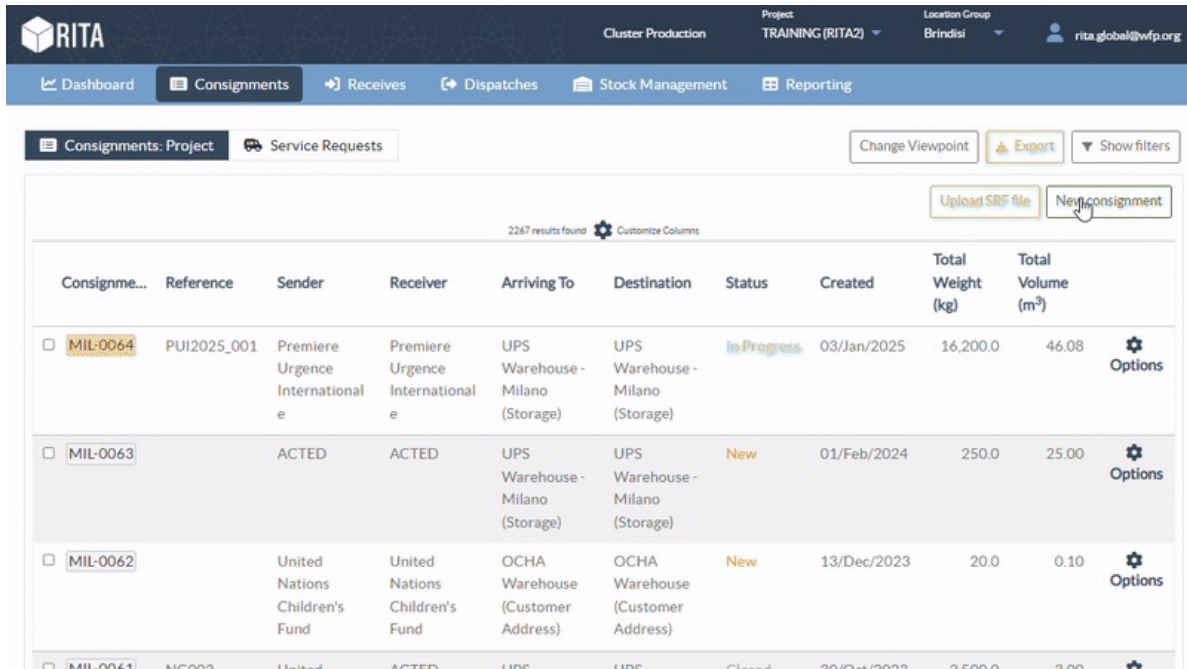If the operator wants to create a new consignment manually, click the **New Consignment**" button.

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.
- **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.
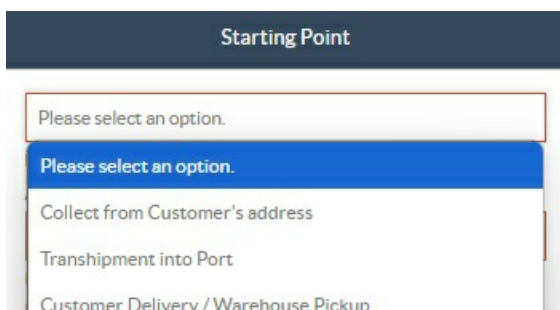

Starting Point: Select the starting point for the cargo.

- 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.

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.

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 requester 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.
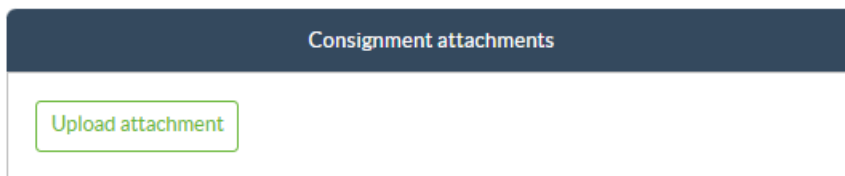

SLA/Invoice/Packing List Links: The requestor can make additional comments or remarks on the service request, such as on the SLA/Invoice/Packing List links.

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

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.
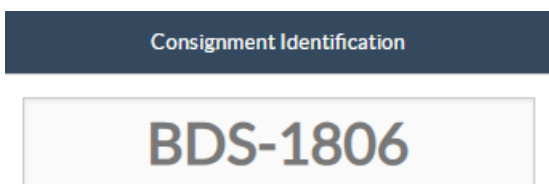
Show Disposition

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.***

ID: BDS-1686

Owner: United Nations World Food Programme

Owners reference:

Nutrition

Weight
230.00 kg

Volume
1.00 m³

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.

Edit Consignment

| ← Back | ≡ Show Disposition | 🖨 Consignment Report | 🔒 Save Changes |

Consignment Identification

MIL-0064

Location Group
Milan

Created by
diana.alshawabka@wfp.org, 03/Jan/2025

Tracking Code
357589533

Owner's Reference
PUI2025_001

Consignment Control

Status   [In Progress]   [Change Status]

Priority   [Normal]   [Change Priority]

[🕙 Show Changes]

Remarks
The cargo to be stored for 2 weeks, then to be released to PUI again after receiving RF

Number of pallets
24

Points of Contact

Sender Organization
Premiere Urgence Internationale   ⋮ ⌄

Sender Contact
Korina   ⋮

Receiver Organization
Premiere Urgence Internationale   ⋮ ⌄

Receiver Contact
Korina   ⋮

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:

| 📈 Dashboard | 📧 Consignments | ➡ Receives | ➡ Dispatches | 📦 Stock Management | ⊞ Reporting |

| 📧 Consignments: Location Group | 🚚 Service Requests | | | | Change Viewpoint | ⬇ Export | ▼ Show filters |

[Upload SRF file]   [New consignment]

1807 results found   ⚙ Customize Columns

	Consignment	Refer...	Sender	Recei...	Arriv... To	Desti...	Status	Created	Total Weight (kg)	Total Volume (m³)	
☐	BDS-1807	123ABC	United Nations World Food Programme	United Nations World Food Programme	Brindisi - UNLB (Customer Address)	Brindisi - UNHRD Warehouse 1 (Storage)	Closed	15/Jan/2025	500.0	2.00	⚙ Options

Edit Consignment
Cancel Consignment
Show Disposition

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

Cluster Production

Project
TRAINING (RITA2) ▼

Location Group
Brindisi ▼

👤 rita.global@wfp.org ▼

📈 Dashboard   📰 Consignments   ➡ Receives   ↪ Dispatches   🏠 Stock Management   ⊞ Reporting

This consignment cannot be edited as the status is set to In Progress

Edit Consignment

Consignment 1 of 1,807   **>**

← Back   ≡ Show Disposition   🖨 Consignment Report   🔒 Save Changes

Consignment Identification	Consignment Control	Points of Contact

Consignment Identification

BDS-1807

Location Group
Brindisi

Created by
kelly.bradley@wfp.org, 15/Jan/2025

Tracking Code
290464691

Owner's Reference
123ABC

Consignment Control

Status   [In Progress]   [Change Status]

Priority   [Normal]   [Change Priority]

[🕒 Show Changes]

Remarks
Remarks

Number of pallets

Points of Contact

Sender Organization
United Nations World Food Programme   ⋮ ⌄

Sender Contact
Kelly Bradley   ⋮

Receiver Organization
United Nations World Food Programme   ⋮ ⌄

Receiver Contact
Kelly Bradley   ⋮

Clearing Agent
Clearing agent company   ⌄

Starting Point   **Service Identification**

https://rita.logcluster.org/secured/request.xhtml?reqId=...