

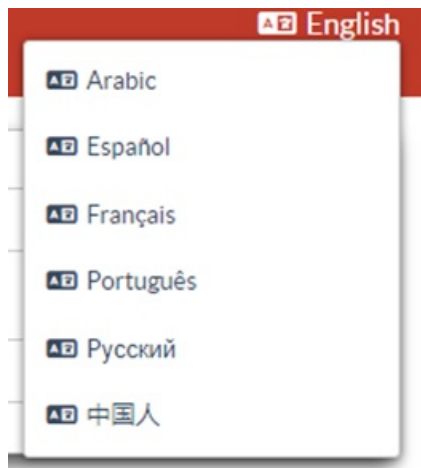
## Online Service Request Form (SRF) User Instructions

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.**

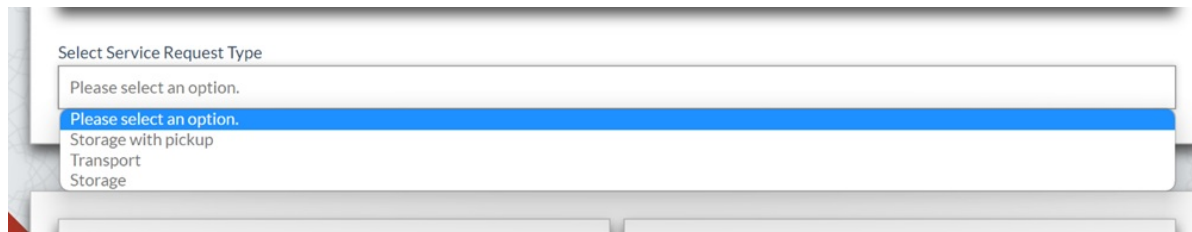
### Selection of Language

Service requestors can select the preferred language to submit their request from the top right corner. The available languages at the moment are: English, French, Spanish, Portuguese, Arabic and Russian.



### Selection of Service (s)

The drop-down list provides list of services that logistics cluster / sector is providing which includes: Storage, Transport and Storage with pick up. The service types will be limited by the types of services available in that country mission.



Once the service type selection made, please enter the location and dates required for the service.

### Service Details (s)

Depending on the type of service, users will be asked to provide additional relevant information for each service type.

**For storage only:**

Requestors will need to define the desired storage location. Only locations that are active will be available to select. Requestors will also need to define the anticipated start dates and the last date of storage. If the exact duration isn't known, service requestors should use their best estimations to help with planning purposes. A separate storage SRF must be submitted for each location or storage facility.

Location (To be stored in)	
<input type="text"/>	
Beginning Date	End Date
<input type="text"/>	<input type="text"/>

**For storage with pick up:**

If requestors require pick up services for stored cargo, they will need to include the name of the town, facility location, street address, and if possible, the GPS coordinates. Please be as accurate as possible. If requestors wish to later have cargo delivered to their location, this can be done at the time of requesting release of cargo. The local focal point can also arrange delivery.

Pick up option requested	
From (Town/City Name)	From Office/Facility Name
<input type="text"/>	<input type="text"/>
From Street Address	From Lat/Long
<input type="text"/>	<input type="text"/>
Location (To be stored in)	
<input type="text"/>	
Beginning Date	End Date
<input type="text"/>	<input type="text"/>

**For transport only:**

Requestors requiring transport services only, please accurately and correctly indicate the date cargo is ready to load, and the information on the pick-up and delivery location, including the town, the physical address, the name of the building or facility, and if possible, the GPS coordinates. Requestors should indicate any special instructions, including hours of operation, specific arrival information, contact information, or any other information that will be useful when picking cargo up.

#### Ready to Load Date

The actual date cargo will be ready for transport

Starting Point	Destination
<b>From (Town/City Name)</b> The full name of the city/town where cargo will be picked up from	<b>Delivered To (Town/City Name)</b> The full name of the city/town where cargo will be delivered to
<b>From Office/Facility Name</b> The full name of office/building/warehouse cargo will be picked up fi	<b>Delivered To Office/Facility Name</b> The full name of office/building/warehouse cargo will be delivered to
<b>From Street Address</b> The full street address of pick up location	<b>Delivered To Street Address</b> The full street address delivery location
<b>From Lat/Long</b> The GPS coordinates of the pick up location (example: 12.345678 / 12.345678)	<b>Delivered To Lat/Long</b> The GPS coordinates of the delivery location (example: 12.345678 / 12.345678)
<b>Instructions</b> Instructions	<b>Instructions:</b> Instructions

## Points of Contact

Service users should fill the point of contacts for both the sending and receiving end. If same service user's point of contact is sending and receiving the cargo, then the toggle at receiving contact detail can be left as it is.

### Sending Organization Details

**Sending Organization Name**  
Sender Organization

**Sending Organization Contact Name**  
The full name of the responsible focal point at the sending organization

**Sending Organization Contact Phone Number**  
The full phone number of the focal point of sending organization with c

**Sending Organization Contact Email**  
The full email address of the focal point of the sending organization

**Sending Organization Reference Number**  
Any reference number used by the sending organization for tracking

The request form will default to the sender and having the same information. If the receiving organization is different from the sender organization please select "no".

### Receiving Organization Details

Receiving Contact is the same (as Sending Organization Contact) **Yes** ☐

Select "No" if a different organization is receiving the sending organization

## Clearing Organization Detail

By default the toggle for clearing organization details is "no". If a clearing agent is needed, select "yes" and enter clearing agent information.

### Clearing Organization Details


Clearing Agent Required
☐ No

Select "Yes" only if cargo is clearing customs and the Logistics Cluster must speak with a clearing agent

**Key Note: Users must ensure all contact details provided in the SRF are accurate and valid.**

CARGO INFORMATION

Service requestors must add at least one line item. Line items can be added by selecting the “add line item” button.

 Add line item

Once selected, a new window will pop up with item level information.

Add line item

Item Category

Description

The full and accurate description of the goods being shipped

Unit Quantity

Numeric value - whole numbers only

Unit Type

Handling Quantity

Numeric value - whole numbers only

Handling Type

Total Weight (kg)

Weight in kilograms, numeric values only

Total Volume (m3)

Volume in cubic meters, numeric values only

Total Value (USD)

Total Insurance Value in US Dollars

Temperature Range

No cold chain required

Dangerous Goods

Please select by typing

Regulated Item

☐

Fragile Item

☐

Expiry Date

Expiry Date

Batch Number

Batch Number

Cargo Type

Close Dialog

Add line item

Requestor should fill in as much data as required to ensure proper management of cargo items. Some data fields are mandatory. Once completed, select “add line item.” The line item will now be displayed on the form:

Cargo Information

1 - WASH - Hygiene Kit

500kg

0.6m³

1000USD

250Each

250Box/Carton

Remove

Duplicate

Edit

Add line item

Requestors may add as many line items as required. They may also remove, duplicate and edit line items.

**Proper Cargo Details** - Requestors must fill in the appropriate cargo information [can be found here](#).

## Consignment Attachment

Service Requestors can upload supporting documents, such as waybills, packing lists, and Goods Received Notes (GRNs) - in PDF or image format as part of the consignment record. Please note that the maximum file size for each attachment is 10 MB.

## AFFIRMATION, DATE AND SIGNATURE

Requestors are required to include their information before submitting. By default, the requestor information will be the same as the cargo sender/owner.

Requestor is the same as cargo owner

Yes ☐

If you are submitting a request and you are not the same as the person as the name listed in the “sender” section, please select “no”. Note: the verification email will be sent to the requestor only – if the email in the affirmation box is not yours, you will not be able to finalize the SRF. Please be sure to list only emails you can actively access.

### Requestor details:

Name of Person Making Request

Name of Person Making Request

Position/Title of Person Making Request


Name of Person Making Request


Email of Person Making Request

Email of Person Making Request

Once the requestor details are fully entered, users should fill out the security CAPCHA and select “Submit Service Request”.

☐ I'm not a robot

  
reCAPTCHA  
Privacy - Terms

 Submit Service Request

## CONDITIONS OF SERVICE

“CONDITIONS OF SERVICES” refers to the terms and conditions that Service User agrees to abide by to use the Common Services provided by Service Provider. In order to finalize the request, you must submit “I Confirm.” The Logistics Cluster Conditions of Service can be viewed online at any time here: <https://www.logcluster.org/en/conditions-of-service>

By confirming this request you agree with the Logistics Cluster conditions of service

(i) The service provider acts as an agent for the service users.

(ii) The service provider assumes no responsibility for the transportation and/or for any loss or damage to the Goods carried.

(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 used 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) All duties and taxes assessed on the cargo listed on this SRF are responsibility of the Sending Organization, and should be resolved to the satisfaction of the relevant authorities prior to the cargo being handed over by the Sending Organization 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.

I Confirm

Cancel Request

\*Confirmation of this request does not mean that a request has been accepted or approved. Requestors will be notified separately once requests have been accepted.

Once a request has been fully submitted, users will be asked if they would like to start a new service request or if they would like to duplicate the current service request. Duplicating a request will speed up the process of making another similar request – requestors can alter some key details but otherwise redo the entire process quickly.

Your request was submitted successfully!

Duplicate this request

Duplicate this request

Create a new request

## Confirmation Email

The last step of the process: the email listed as the “requestor” will receive a confirmation email with “[Further Action Required]” in the subject asking the requestor to confirm by following a link. The confirmation email will remain active for 24 hours. Unless the requestor confirms this link, the request will never be fully received by the customer service representative.

Requests cannot be approved until they are validated! Please click the following link to validate your request: [verify your service request](#)

## 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

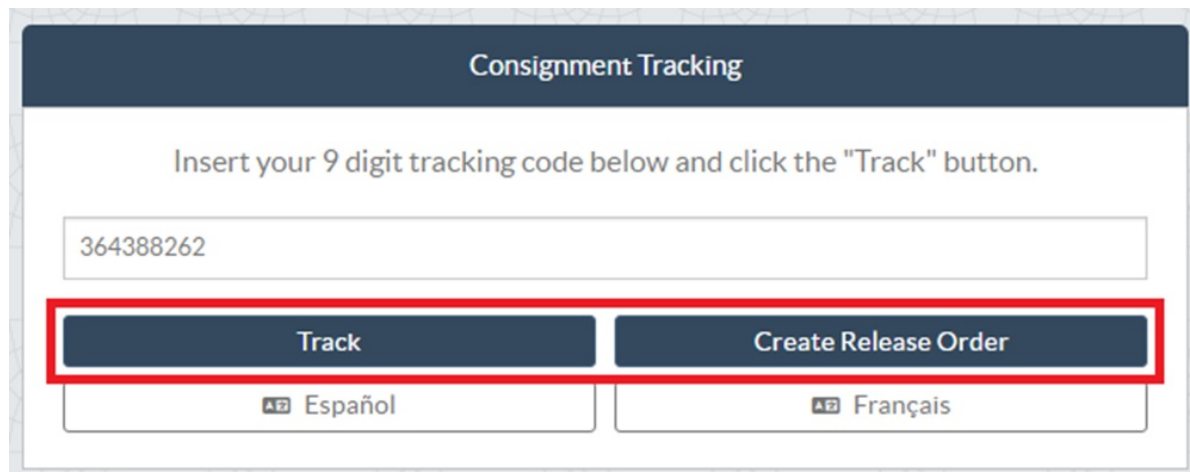
03/Apr/2023 07:23

[email@partner.org](mailto: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.**

## Manual Service Request Form (SRF) User Instruction

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**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**

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[email@partner.org](mailto:email@partner.org)

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## Item Category

CATEGORIES	DESCRIPTION	CO
		EX

CATEGORIES		DESCRIPTION	CO EX
	<b>Camp Coordination and Camp Management</b>	Items for the installation and support of refugee or IDP camp infrastructure	Cement, timber containers
	<b>Early Recovery</b>	Supporting materials for programmes involved in restoration of public service or livelihood programmes	Wheelbarrows, construction materials
	<b>Education</b>	School and student support equipment	Text books, stationery
	<b>Food Security</b>	Food Products for support of the beneficiary	Rice, vegetable
	<b>General Operations</b>	Items not directed towards the beneficiary and not covered by other categories.	Office supplies, equipment
	<b>General Program</b>	Any item required to support sectorial programs	Vouchers, distribution materials
	<b>Health</b>	Any material required for the medical support of beneficiaries	Bandages, portable theatres, medical supplies
	<b>Logistics</b>	Materials required for the direct logistical support of programmes	Fuel, motor oil, portable warehouses
	<b>Nutrition</b>	Food considered in relation to the body's dietary needs	Plumpy' Sup, Plumpy' energy biscuits
	<b>Protection</b>	Any item used to directly support programmes aimed at ensuring all people are protected in accordance with their human rights	Advocacy materials, removal equipment, legal items
	<b>Shelter</b>	Materials used to protect beneficiaries from the elements	Tarpaulins, tent mattresses, blankets, sheeting
	<b>Telecommunications</b>	Equipment required to directly support field radio and information communications	Radios, satellite towers
	<b>WASH</b>	Water, sanitation and hygiene products for beneficiaries	Hygiene kits, chemicals

## Finding Cargo Dimensions

### Measuring Cargo for Transport and Storage

Measuring cargo for storage and transportation requires planners to imagine how those cargo items will realistically occupy space. Though as certain volume of liquid may be contained in a cylinder, the physical cylinder itself will still require additional "real" volumetric space. Real used volumetric space can always be envisioned as a measure of:

#### Length (l) x Width (w) x Height (h)

Due to the nature of storage facilities and transport facilities, it is helpful to imagine a box around any not cubic object, with edges at the longest and tallest points. The length of those

imaginary edges will be used to plan volume for storage and transport.

Unit Type	"Real" Volumes for Storage and Transport
<b>Boxes</b>	To find the volume of regular boxes, multiply the width, length and height of the box along the outer edges.
<b>Cylinders</b>	Though there's a formula for determining liquid volume in a cylinder, the volume for storage and transport is measured by the maximum length of it's edges.
<b>Stacked or Nested Cargo</b>	If cargo will be shipped or stored stacked or "nested", measure the volume of all anticipated cargo items as they will ultimately be shipped or stored, nested into each other or stacked on top of each other. Do not account for the size of each individual unit.
<b>Irregular Shapes</b>	The volume needs of irregular shapes will vary. Unless irregular cargo items are stacked in a pile, planner may need to view the total volume used to properly store or transport an irregular shaped item.

## Cargo Dimension Calculator

## Cargo Dimension Calculator

## Unit Converter Tool

Use the below to switch between different units of measure.

# Dangerous Goods Lookup Tool