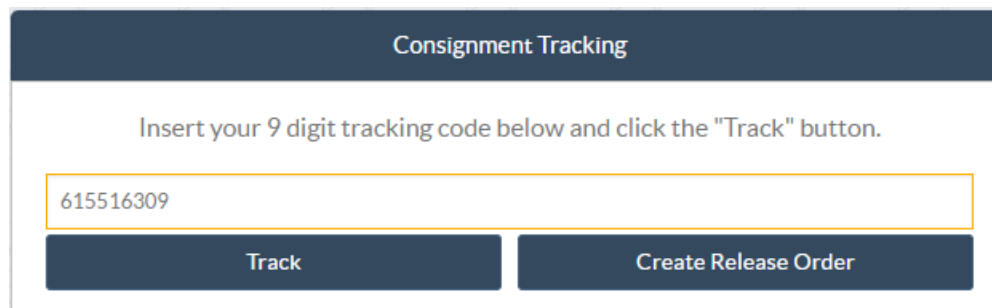# Online Release Order Form (ROF) User Instruction

Steps for Completing an Online Release Order Form

After uploading a Service Request Form (SRF) into the Logistics Cluster's Relief Item Tracking Application (RITA), the Logistics Cluster will promptly share a Consignment Number and a Tracking Code, both of which are automatically generated in RITA. The service requestor can use the tracking code online to access the most up-to-date information about their consignment and also generate a Release Order Form. This streamlined process ensures efficient tracking and retrieval of items.
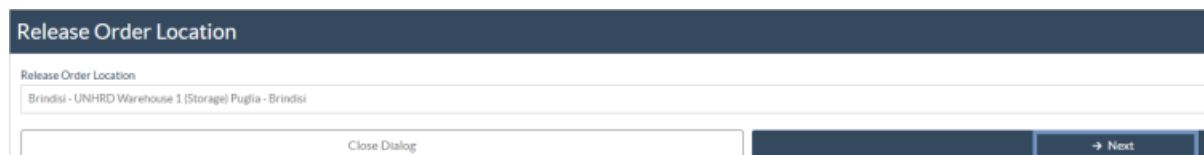
Access the RITA Tracking Page

Visit https://rita.logcluster.org/public/track.htm.

Enter the 9-digit tracking code in the designated field and click on "Create Release Order.".

Select Release Location

Choose the appropriate release location from the list and click "Next."

Complete the Release Order Form

A "Create a Release Order" window will appear. Complete the required fields and enter the quantity of items to be released for each line item. Then click "Release Goods."

Required Fields Explained

Requested Release Date - The desired date when the cargo should be handed over to the service user, either picked up from the warehouse or delivered to the user's location.

Requested Release Location - The current location where the cargo is stored and needs to be released from.

Requested Delivery Location - The delivery address for the cargo if a transport service is requested. This should be the office/facility/warehouse address where the cargo should be delivered.

Organisation Released to - The name of the agency cargo will be collected by/delivered to, including: The name of the organisation collecting the cargo independently (not using Logistics Cluster transport). In cases where cargo is released to a different organisation than the one that requested storage, the name of the organisation collecting the cargo must be indicated in the "released to" section.

Actual Person Items Released to - Name and contact of the driver or staff member collecting the cargo on behalf of the receiving organisation.

Receiving Organisation Contact - Contact details for the organisation collecting the cargo, if different from what was originally provided in the storage request.

Quantity of release - Specify the quantity to be released for each item listed in the request.

Once submitted, a PDF version of the Release Order Form is automatically generated.

Print the form and present it at the warehouse when collecting the cargo.

Release Order Form
TRAINING (RITA2)

Release Order Number	BDS-1812-ACTED-250512-0
Requested Release Date	May 12, 2025
Requested Release Location	Brindisi - UNHRD Warehouse 1 (Storage)
Requested Delivery Location	
Receiver	ACTED - Richie

Requested Release Items
Sender Organization: ACTED

Description	Days in Stock	Inventory Units	Handling Units	T
BDS-1812-1: Health - Test	77	50 Each	5 Box/Carton	
			5.0 kg / Box/Carton	
			0.02 m³ / Box/Carton	

Prepared by: rita.global@wfp.org
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Notes:

- Once a Release Order is submitted, the corresponding stock will be marked as "Committed stock" in RITA.
- Once the stock is marked as committed, users cannot generate any additional release order forms for the same cargo through the online system, even if the cargo has not yet been physically collected.
- If a release order needs to be cancelled, the requesting agency must contact their designated Logistics Cluster focal point directly.

Manual Release Order Form (ROF) User Instruction

Steps for Manually Generating a Release Order Form (ROF)

In cases where the online functionality is not accessible, the Logistics Cluster in-country team can provide a downloadable version of the Release Order Form (ROF). This manual form serves the same purpose as the online version and requires the same set of information to be completed by the service user.

ROF - RELEASE ORDER FORM

LOGISTICS CLUSTER

For Logistics Cluster use ONLY:

[insert country ISO code] **- ROF -** -

receiving org.   yymmdd

Please return via email to:
COUNTRY.ClusterCargo@wfp.org

1) REQUESTED RELEASE DATE:	
2) REQUESTED RELEASE LOCATION:	
2.1) REQUESTED DELIVERY LOCATION:	

3) Complete in ALL cases; to reflect the "Receiving Organisation" on the original SRF & Consignment Report.		3.1) Complete ONLY in cases where cargo will be collected by/delivered to a partner of the RECEIVING ORGANISATION		3.2) Complete ONLY in cases where cargo from the RELEASE LOCATION by non-Cluster	
RECEIVING ORGANISATION:		COLLECTING ORGANISATION:		TRANSPORT COMPANY:	
CONTACT NAME:		CONTACT NAME:		CONTACT NAME:	
CONTACT PHONE:		CONTACT PHONE:		CONTACT PHONE:	
CONTACT EMAIL:		CONTACT EMAIL:		NUMBER OF TRUCKS:	

4) Item Reference Number		5) Inventory Units		6) Description	7) Handling Units		8) Comme
SRF NO.	Line Item NO.	Quantity	Unit Type		Quantity	Unit Type	

Required Fields for Manual ROF Completion

Requestors must complete the following fields:

Requested Release Date - The date on which the cargo is expected to be handed over to the service user.

Requested Release Location - The location from which the cargo is to be released.

Requested Delivery Location (if applicable) - The address where the cargo should be delivered, if transportation is requested.

1) REQUESTED RELEASE DATE:	
2) REQUESTED RELEASE LOCATION:	
2.1) REQUESTED DELIVERY LOCATION:	

Receiving Organization Details:

3) Complete in ALL cases; to reflect the "Receiving Organisation" on the original SRF & Consignment Report.		3.1) Complete ONLY in cases where cargo will be collected by/delivered to a partner of the RECEIVING ORGANISATION		3.2) Complete ONLY in cases from the RELEASE LOCATION
RECEIVING ORGANISATION:		COLLECTING ORGANISATION:		TRANSPORT COMPAN
CONTACT NAME:		CONTACT NAME:		CONTACT NAM
CONTACT PHONE:		CONTACT PHONE:		CONTACT PHON
CONTACT EMAIL:		CONTACT EMAIL:		NUMBER OF TRUCK

Organisation Released to - This section must always be completed, regardless of whether:

- The receiving organisation is collecting the cargo directly, or
- A partner or implementing partner is collecting the cargo on their behalf.

Partner of Receiving Organisation - Fill this field only if the cargo is to be collected or delivered to a partner of the receiving organisation.
You may leave this field empty if the receiving organisation listed in the original Service Request Form (SRF) is collecting the cargo directly.

Transport Company (if applicable) - This field should be completed only if a transport company is collecting the cargo on behalf of either:

- The receiving organisation.
- Its designated partner.

Consignment Item Details:

4) Item Reference Number		5) Inventory Units		6) Description	7) Handling Units		
SRF NO.	Line Item NO.	Quantity	Unit Type		Quantity	Unit Type	

Item Reference Number - Enter the item reference number, which combines the SRF number and the line-item number of the consignment.

Inventory Units - Indicate the number of inventory units of the item requested for release or delivery.

Description - Provide the name and description of the product/item being requested.

Handling Units - Specify the number of handling units of the item to be released or delivered.

Comments - Include any relevant remarks or instructions regarding the cargo release.

Note:

- Unlike the online system, the manual ROF does not auto-populate consignment information. It is the responsibility of the requestor to provide complete and accurate details to ensure timely processing.
- A single manual ROF can be used to release multiple consignments, provided all information is properly filled in.