Global Logistics Cluster

Service Request Form (SRF) – User Instructions

13 May 2015

The Service Request Form (SRF) is a standardised document that must be completed by any organisation requesting services from the Logistics Cluster (Transport and Temporary Storage). Accurate information on the forms is critical for successful tracking and documentation of the services provided. The user should carefully review the document before electronically submitting the form to the cluster.

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[1].

1. SRF GUIDELINES AND SUBMISSION

Please note the following guidelines on submitting an SRF:

- You must complete one SRF per starting location and final location;
- A separate SRF must be submitted for each location or storage facility;
- A separate SRF must be submitted if goods are coming in from different locations;
- For goods requiring special handling or storage, then they need to be on a separate SRFs;
- If users run out of space on the Excel form, then they need to submit additional SRFs and not attempt to add more lines;
- Any kitting or repacking requirements must have the individual items listed on the form, they cannot be summed up as a "Kit";

When in doubt, submit your request on multiple forms.

All SRF forms must be emailed in the Excel format to the email address indicated on the SRF in the upper left corner, just below "INSTRUCTIONS FOR USE". Please do not save in another file format such as .jpeg or .pdf.

2. GUIDELINES FOR SRF NUMBER ISSUANCE

Once a SRF has been cleared and accepted by the Logistics Cluster, the user will be contacted and issued a Consignment Number and Tracking Number for the request. The Consignment Number will be allocated from the Cluster Relief Item Tracking Application (RITA) along with a randomly generated Tracking Number.

Consignment Details
Internal Practice / Texas

logcluster.org
cameron.birge@wfp.org

TXP-0001
Tracking Code: 407119255 - Status: Closed

The figure to the left shows the SRF has been assigned the number TXP-0001 and a unique tracking number so the user may look up their most recent disposition of your consignment online: http://rita.logcluster.org

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[1] The current SRF form was designed using Microsoft Excel in Office 2010. If there are compatibility issues with an earlier version of Excel, the compatibility pack can be downloaded and installed: **Microsoft Office Support Package**.

3. CONSIGNOR, CONSIGNEE, CLEARING AGENT DATA

INSTRUCTIONS FOR USE: Please complete this form as complete as possible and attach a full packing list as a supplement. The form and packing list may be sent electronically to the Logistics Cluster as an **Excel file.** If there is insufficient space in the Load Description area, please use additional forms - please do NOT add lines to the current form.

Email to:		• : indicate mandatory fields	CONSIGNEE •:	
CONSIGNOR •:			Contact Name •:	
Contact Name •:			Telephone No •:	
Telephone No •:			E-Mail •:	
E-Mail •:			SRF Number (Issued by WFP)	
Consignor Reference				
Clearing Agent			Telephone No •:	
Contact Name •:			E-Mail •:	

The **Consignor** will be the agency and details of the person sending the items (Who has ownership and/or custody of the goods before they will be handed over for the service to be provided). The **Consignee** is the agency receiving the items (Who will have ownership and/or custody of the goods immediately after the service has been provided).

WFP will not be the Consignor or Consignee for an agency unless the items are for WFP programme implementation.

Users must ensure the contact data is accurate and valid. If international shipments are required, users need to ensure the **clearing agent** contact information is valid and country relevant (the clearing agents need to be in the country). Domestic movements will not require this information.

4. TRANSPORT SERVICE

	Transport Service		
12	Be prepared to move cargo to the loading point with 24 hours notice		
13	FROM :		TO :
14	Date Ready for Movement: (DD/MM/YY)		

If the form is being used for Transport Services, then this section will be utilized. Users need to remember to submit a SRF for each location.

For example, if there are 20 cartons equally going to Town A and Town B, then there will need to be two SRF forms, one for 10 cartons to Town A and another for 10 cartons to Town B.

Be aware of the "Date Ready for Movement", this will have an impact on the availability for transport planning. This is the date the cargo will be available for movement. On the form, the user will only be able to enter a date. It will return an error if the user tries to put in different data.

The mode for transport has not been listed for selection. This will be based on availability, cargo priority and services being offered.

Final destinations should be clearly stated in the "To" only and not specific locations such as "old warehouse 1" or "NGO Agency Compound, Kathmandu."

5. SPECIAL SERVICES

This section will be dependent on what the Cluster offers in terms of services. In most operations, cargo will be required to be collected by the Consignee, rarely will the Cluster conduct final, or "last mile," delivery. The user has simple Yes / No options available but then owes specific dates and address location if the services are to be utilized.

The last section covers the cargo storage request. Note the key date, "To be stored until date" and ensure the service request is on a temporary basis only. Again, all the boxes requiring dates will only take date inputs, users cannot add text to these entries.

6. SPECIAL INSTRUCTIONS

If the Cargo requires special handling, then it will be indicated in this section of the form. The four boxes: Fragile, Dangerous, Cold Chain and Regulated have simple Yes / No options for the user to pick. Then there are cells for required supporting information.

A user selecting any of these boxes **must** provide special instructions regarding Storage or Transport.

Fragile – These are any goods which require sensitive handling or careful storage (e.g. electronics or glass)

Dangerous Goods – items which can be considered hazardous or dangerous cargo through international shipping standards. Examples are lithium batteries, items containing fuel or petroleum products, or other chemicals. All such items will have a corresponding UN ID number which should be utilized.

Cold Chain – Items which require a constant temperature range for storage and transport. If applied, then the range needs to be indicated on the form.

Regulated – Items which may have locally implemented restrictions. For example, medicinal alcohol being shipped where in countries where alcohol is illegal.

Goods requiring special storage or handling must be put on a separate SRF. For example, vaccines requiring cold chain support cannot be put on the same SRF for other non-cold chain items such as tents or office equipment.

7. ITEM DESCRIPTION

S/N	Description •	Accounting Units		Packaging / Bundling		Shipping Specs		Category
		Total No. of Items •	Unit Type •	No. of Package •	Packages or Bundling Description•	Total Gross Wt. (KG) •	Total Vol. (m3) •	
ex	VEGETABLE OIL	2000	Can	2	Pallets	800	1.3	FOOFAT - Oil & Fat
1								
2								
3								
4								
5								
6								
7								
8								
9								
	Totals:					0.0	0.0	

(top note: cylinders/thermometers). If you are in any doubt about the nature of your cargo, please consult with relevant agency.)

The cargo description portion of the form must have accurate data for the proper cargo tracking. ***The user needs to ensure this data is accurate and the totals for Gross Wt. and Total Vol. make sense for the items being described***. The items in blue are an example for users to reference.

Description – A full description of the goods being shipped. This needs to be specific, for example, just putting the phrase "NFIs" is not an acceptable description of goods.

Key note: If an agency is shipping a relief item consisting of a pre-packaged basket of goods, they must attach the packing list of that basket. For example, if an agency is sending a pre-packed bag of cooking NFIs (pots, cups, etc…) then even though the bag is an individual item, the cluster still must have the packing list of those items for insurance and customs reasons.

Item descriptions need to be as specific as possible or your SRF may be delayed in processing. The Logistics Cluster needs to know very specific and detailed information on all cargo shipped so that the Cluster can ensure proper handling. Additionally, items such as fuel which may contaminate other humanitarian relief good such as food need to be shipped in different modes.

Accounting Units – These are the lowest level of units being shipped. The Total No. of items can only be a whole number and the Unit Type needs to describe the items accurately. Right now users can only pick from a drop-down menu of choices in order to ensure standardization of item info from the users. This can easily be expanded if required. Unit choices:

Bag 25 kg	Bale	Carton	Each	None	Sack	Vial
Bag 50 kg	Box	Crate	Gallon	Pack	Set	
Bag 90 kg	Bulk	Dose	Kit	Pallet	Unit	
Bag	Bundle	Drum	Litre	Roll	Vehicle	

Packaging / Bundling – This section describes how the individually counted units are packed together. This can include, but not limited to: pallets, air pallets, 20' Container, 40' Container, etc…..

This might not always be filled in by the user and is dependent on the cargo. Some items may not be bundled into larger units and as such, this box may be left blank.

Total Gross WT (KG) – This must be filled out correctly. Only numerical entries can be entered by the user. The user must enter the total weight in KG of the line items.

Total Volume (m3) – Calculating the volume of the items you are requesting the Logistics Cluster to handle is a critical component of cargo movements and storage. The Logistics Cluster uses this information to consolidate and ensure that the full use of Mobile Storage Units (MSUs) and common transport modes (boat, barge, truck, or fixed wing) are being utilized to their fullest potential.

- To calculate volume, you simply need to measure the height, width, and length of any item's box and multiply. Volume = height x width x length. *For example, if your box is 1.2 m high x 2 m wide x 1 m long, your total volume for that box is: 2.4 m3*
- If you have a small box in centimetres, calculate it in meters before calculating volume by dividing the centimetres by 100. *For example, if your box is: 100 cm = 1.00 m; 150 cm = 1.50 m; and 200 cm = 2.00 m. Therefore, the volume is 1.00 x 1.50 x 2.00 m = 3 m3*
- An online calculator is available here: http://mathcentral.uregina.ca/volume_calculator
- In the SRF, you will insert total volume for the line item.

Category – Users must identify the category of their items using the drop down menu. The item categories correspond to the Cluster associated with the items, though Nutrition and Food Security have been merged for Food items. The full list of categories, along with examples, can be seen at the end of this document. The identification of the item categories provides a critical piece of information when reporting Cluster support by sector.

8. SIGNATURE AND AUTHORISATION

39	1. All customs/governmental/taxation/transport issues should be complete and the cargo available at the departure location as requested by the Logistics Officer at the respective loading location. Please note that WFP cannot held liable for any damage or loss of any goods			
40	2. This Service Request Form 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 SFR or any other form.			
41	3. I hereby certify that the details above are complete/correct and that the listed cargo is the property of a humanitarian organisation and is for humanitarian purposes only. The required documentation will be ready to be transported on the date entered above. I declare that all the information contained in this form to be true and correct.			
42	Name :		Date (DD/MM/YY):	
43	Position :		Signature :	

This is used by the requesting agency for authorization. The Logistics Cluster accepts SRFs from a known agency email address as the SRF must be submitted in an Excel file format. The Cluster will accept an email as the agency's signature if it comes from a known email address and user; if a user still wants to submit a signature, they may scan and paste a signature into the block or send a second file with the scanned document.

Global Logistics Cluster

	Category	Description	Common Examples
	Agriculture	Products for direct support of agriculture programs	Seeds, hoes, plastic hosing for irrigation, fishing nets, tractors
	Camp Management and Coordination	Items for the installation and support of refugee or IDP camp infrastructure	Cement, timber, shovels, portable containers
	Early Recovery	Supporting materials for programmes involved in restoration of public service or livelihood programmes	Wheelbarrows, shovels, stationary
	Education	School and student support equipment	Text books, stationary, construction materials, desks
	Electronics / Telecommunications	Equipment required to directly support field radio and information communications	Radios, satellite phones, radio towers
	Food (Nutrition and Food Security)	Products for direct nutritional support of the beneficiary	High Energy Biscuits, vegetable oil, maize, rice, plumpy nut, milk
	Health	Any material required for the medical support of beneficiaries	Bandages, portable operating theatres, medicines
	Logistics	Materials required for the direct logistical support of programmes	Fuel, motor oil, vehicles, generators, portable warehouses
	Operational Support	Items not directed towards the beneficiary and not covered by other categories.	Office supplies, stationary, desks
	Protection	Any item used to directly support programmes aimed at ensuring all people are protected in accordance with their human rights	Advocacy materials, mine action / removal equipment, debris removal items
	Shelter	Materials used to protect beneficiaries from the elements	Tarpaulins, tents, plywood, nails, mattresses, blankets , plastic sheeting
	WASH	Water, sanitation and hygiene products for beneficiaries	Water purification tablets, personal hygiene kits, chlorine, sanitary kits