

## Service Request Form (SRF) – User Instructions

The Service Request Form (SRF) is a standardized document that must be completed by any organization requesting services from WFP (included 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. The user should carefully review the document before electronically submitting the form.

***Once the SRF is considered accurate and complete, then the WFP will issue an SRF Tracking Number to the user and puts the data into an SRF tracking database<sup>1</sup>.***

### I. 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.

***Key Note: All SRF forms must be emailed in the Excel format to the email address indicated on the SRF in the upper right corner. Please do not save in another file format such as .jpeg or .pdf.***

***The above instructions are briefly summarized at the top of the Service Request Form.***

### II. GUIDELINES FOR SRF NUMBER ISSUANCE

Once an SRF has been cleared and accepted by WFP, the user will be contacted and issued a Consignment Number and Tracking Number for the request.



**Consignment Report**  
RITA2 Test - Rome

[rita.logcluster.org/rita2/](http://rita.logcluster.org/rita2/)  
[RITA.Global@wfp.org](mailto:RITA.Global@wfp.org)

**ROM-0011**

Tracking Code: 364388262 - Status: Closed



The Consignment Number will be allocated from WFP Relief Item Tracking Application (RITA) along with a randomly generated Tracking Number.

<sup>1</sup>The current SRF form was designed using Microsoft Excel in Office 2013. If there are compatibility issues with an earlier version of Excel, the compatibility pack can be downloaded and installed: [Microsoft Office Support Package](#).

The figure above to the left shows the SRF has been assigned the number “ROM-0011” and a unique “Tracking code: 364388262” so the service user may look up their most recent disposition of your consignment online: <https://rita.wfp.org/public/track.htm>

### III. SERVICES REQUESTED

<b>SERVICE(S) REQUESTED</b>	<b>TRANSPORT SERVICE</b>	
	Ready to Load (date) :	
	FM (Town/City Name) :	
	Office/Facility Name) :	
	(Street Address) :	
	(Lat. / Long.) :	
	TO (Town/City Name) :	
	Office/Facility Name) :	
	(Street Address) :	
	(Lat. / Long.) :	
<b>STORAGE SERVICE</b>		
Location (To be stored in):		
Beginning (date):		
Until (date):		

If “TRANSPORT SERVICE” is requested, then this section will be utilized. **Users need to remember to submit an SRF for each location.**

The “Ready to Load” is the date the cargo will be available for movement. Make sure you fill it in as it will have an impact on the availability for transport planning.

Dispatch location should be clearly stated in the “FROM (Town/City name)” field. Specific locations such as “LC Warehouse” or “Customer Address” should be provided in the “(Office/Facility Name)” field. Other details of the location should be provided in the “(Street Address)” and/or “(Lat./Long.)” fields.

Receipt location should be clearly stated in the “TO (Town/City name)” field other information should be clearly stated as per indicated above.

***N.B. The mode of transport will be based on services being offered, availability and cargo priority.***

If “STORAGE SERVICE” is requested, then this section will be utilized.

Location where the goods will be stored in should be clearly stated in the “Location” field (Town/City Name – Facility Name).

The “Beginning” date should be clearly stated as it will have an impact on the storage planning available space.

The “Until” date should be clearly stated as it will have an impact on the storage planning available space.

***N.B. ensure the Storage Service request is on a temporary basis only (contact WFP focal point to find out available storage duration).***

#### IV. SENDING, RECEIVING ORGANIZATIONS 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:	

The “**SENDING ORGANIZATION**” 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 “**RECEIVING ORGANIZATION**” is the agency receiving the items (Who will have ownership and/or custody of the goods immediately after the service has been provided).

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.

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

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

#### V. SPECIAL REQUEST(S)

SPECIAL REQUEST(S)	
<u>Cold chain</u> required:	YES/NO
<i>Temperature range from:</i>	C°
<i>to:</i>	C°
<u>Dangerous</u> goods included:	YES/NO
<i>UN ID Number:</i>	
You can find the UN ID Number	<a href="#">HERE</a>
<u>Regulated</u> goods included:	YES/NO
<u>Fragile</u> goods included:	YES/NO

If the Cargo requires special handling, then it will be indicated in this section of the form. The four boxes:

“Cold Chain”, “Dangerous”, “Fragile” and “Regulated” goods have simple YES/NO options for the user to pick.

Then there are cells for required supporting information:

“Temperature range from/to”  
“UN ID Number”

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

**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.

**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 (by Clicking the [HERE](#) button you will access the relevant UN webpage to find out your dangerous goods UN ID).

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

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

**Key Note:** *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.*

## VI. CARGO LISTED

	Category	Inventory Units		Description	Handling Units		Weight/Size		Value (US Dollars)
		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									
<b>TOTAL (Weight/Size/Value) for the Consignment</b>									
<b>COMMENT(S):</b> Use the box below to specify special requirements for handling or transportation of your cargo/items or any other relevant logistics information.									

**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. 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.

**Inventory Units** – These are the lowest level of units being shipped.

- Quantity** - The Total No. of items can only be a whole number and the Unit Type needs to describe the items accurately.
- Unit Type** - 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. The Unit choices are:  
Bulk (kg)  
Each  
Litre  
Pair  
Part

**Description** - A full and accurate description of the goods being shipped must be provided in the “**Description**” section of the SRF. Item descriptions need to be as specific as possible or your SRF may be delayed in processing. WFP 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.

**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.*

**Handling Units:** This section describes how the individually counted units are packed together.

1. **Quantity** - The Total quantity of Handling Units can only be a whole number and the Unit Type needs to describe the items accurately.
2. **Unit Type** - 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:

Bulk (kg)	Crate	None/Loose	Part
Bag/Sack	Drum/Barrel	Each	
Bale/Bundle	Kit/Set	Litre	
Box/Carton	Roll	Pair	

### Total Weight/Size

1. **Total 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.
2. **Total m3** – Calculating the volume of the items you are requesting WFP to handle is a critical component of cargo movements and storage. WFP 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 centimeters, calculate it in meters before calculating volume by dividing the centimeters 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](http://mathcentral.uregina.ca/volume_calculator)

In the SRF, you will insert **total volume for the line item only**.

**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.*

**COMMENTS** - This box can provide specific information and/or special requirements for handling or transportation of your cargo/items or any other relevant logistics information.

## VII. CONDITIONS OF SERVICES

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 the transportation and storage and/or for any loss of 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 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)	All duties and taxes assessed on the cargo listed on this SRF are the responsibility of the Sending Organisation, 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.

“**CONDITIONS OF SERVICES**” refers to the terms and conditions that Service User agrees to abide by in order to use the Services provided by the Service Provider.

## VIII. AFFIRMATION, DATE AND SIGNATURE

AFFIRMATION	
I hereby certify that the listed cargo is the property of a humanitarian organisation 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.	
Name and Position of Requester	
Date (DD-MM-YY)	

By filling in the “**Name**”, “**Position**” and “**Date**” cells, you agreed with the statement provided in the “**AFFIRMATION**” box and the statement in the “**CONDITIONS OF SERVICES**” box.

WFP accepts SRFs from a known agency email address as the SRF **must be submitted in an Excel file format.**

WFP will accept an email as the agency’s signature if it comes from a known email address and Service User; if a Service 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.

Category	Description	Common Examples
 <b>Camp Coordination and Camp Management</b>	Items for the installation and support of refugee or IDP camp infrastructure	Cement, timber, shovels, portable containers
 <b>Early Recovery</b>	Supporting materials for programmes involved in restoration of public service or livelihood programmes	Wheelbarrows, shovels, stationery
 <b>Education</b>	School and student support equipment	Text books, stationery, construction materials, desks
 <b>Food Security</b>	Products for direct nutritional support of the beneficiary	High Energy Biscuits, vegetable oil, maize, rice, plumpy nut, milk
 <b>General Operations</b>	Items not directed towards the beneficiary and not covered by other categories.	Office supplies, stationery, desks
 <b>General Program</b>	Any item required to support sectorial programs	Vouchers, distribution cards
 <b>Health</b>	Any material required for the medical support of beneficiaries	Bandages, portable operating theatres, medicines
 <b>Logistics</b>	Materials required for the direct logistical support of programmes	Fuel, motor oil, vehicles, generators, portable warehouses
 <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, mine action / removal equipment, debris removal items
 <b>Shelter</b>	Materials used to protect beneficiaries from the elements	Tarpaulins, tents, plywood, nails, mattresses, blankets , plastic sheeting
 <b>Telecommunications</b>	Equipment required to directly support field radio and information communications	Radios, satellite phones, radio towers
 <b>WASH</b>	Water, sanitation and hygiene products for beneficiaries	Water purification tablets, personal hygiene kits, chlorine, sanitary kits