

## Standard Operating Procedures (SOPs) Use of the Service Request Form for Cargo transport & Storage

### 1. Instructions for the User

Accurate information on this form is critical for acceptance, tracking and dispatch of the consignment. The user should carefully review the document before electronically submitting the form to the Logistics Cluster (LC). All user relevant SOPs are on the website <http://logcluster.org/ops/ssd11a>

### 2. Service Request form guidelines for Submission

Please note the following guidelines on accepting a Service Request form (SRF):

- A separate SRF must be submitted for each location
- For items requiring special handling or storage (i.e. cold chain), a separate SRF needs to be raised
- If users run out of space on the excel form then an additional form needs to be used (do not add lines)
- Incomplete, inaccurate, or incorrect versions formats will be rejected immediately.
- All SRF forms must be emailed in the Excel format to the LC cargo tracking email address on the form. Do not send in other file formats such as .jpeg or .pdf as these will be rejected.
- Excel Version 4.4 only will be accepted.
- Email the form to the following email address : [Southsudan.ClusterCargo@wfp.org](mailto:Southsudan.ClusterCargo@wfp.org)
- Do not email to individuals in the LC as the above email address is sent to all LC staff

### 3. SRF Number Issuance

Once the SRF request has been cleared and accepted by the LC, the user will be contacted within 48 hours and issued a consignment and tracking number for the request. The consignment number is allocated from the Relief Item Tracking application (RITA) and should be referenced in any correspondence with the LC on any specific consignment related queries.

### 4. Accessing the SRF Form

- Download the SRF from the LC website under Key Documents, labelled Service Request form or go direct to:  
<http://logcluster.org/document/service-request-form-3>
- The current Version 4.4 is the only one that will be accepted by the LC

## 5. Consignor, Consignee, Clearing agent information

Logistics Service Request Form v4.4			
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/lines, please use additional forms - please do NOT add lines to the current form.			
Email to:	Southsudan.ClusterCargo@wfp.org	* : indicate mandatory field	CONSIGNEE *
CONSIGNOR *			Contact Name *
Contact Name *	The agency name		Telephone No *
Telephone No *			E-Mail *
E-Mail *			SRF Number (Issued by WFP)
Consignor Reference			
Clearing Agent			Telephone No *
Contact Name *			E-Mail *

**Consignor detail:** Complete fully with sending organisations contact details

**Consignee:** Identify the receiving organisation on the ground with complete contact detail.

**Clearing agent:** For international shipments received by the LC directly only, domestic movements as is the case in South Sudan (SSUD) do not require this information.

## 6. Transport Service

Transport Service	
FROM :	TO :
Date Ready for Movement: (DD/MM/YY)	

If the SRF is for transport services then this section needs to be utilized. A separate SRF should be used for each location.

**From:** Indicates where the consignment will leave from. If there is any doubt please contact the LC prior to submitting the SRF. (i.e. Rumbek, Bor, Juba)

**To:** Indicates the final destination (i.e. Lankien, Akobo).

**Date ready for movement:** The date the cargo will be available to the LC. Only a date can be entered on the form. SRFs should not be generated if the cargo is not available.

The mode for transport has not been listed for selection, this will be decided upon by the LC in discussion with the user if multiple options exist. If the cargo is being pre-positioned for onward delivery at a later stage then still indicate the final destination.

## 7. Special Services

Special Services (Δ: available only in some areas - Check operating procedures for availability)			
Cargo to be collected from Consignor Δ:	YES / NO	Date ready to be collected (DD/MM/YY):	
Collection Site Address:			
Cargo to be delivered to Consignee Δ:	YES / NO		
Delivery Site Address:			
Cargo is to be stored Δ:	YES / NO	To be stored until date (DD/MM/YY):	
Site:			

This section is dependent on what the LC offers in terms of services. In most cases the cargo will be collected by the consignee or will be temporarily stored until the users collect the cargo from the warehouses. The user has simple Yes/No options available but then requires specific dates and address locations if cluster services are to be utilized. In general the first 2 sections are rarely used.

**Cargo is to be stored:** this is for long term storage requests only and not for transit storage. Prior to requesting long term storage this should be discussed with the LC.

## 8. Special Instructions

Special Instructions				
Fragile		Dangerous**		* Cold Chain temperature range (C°):
Cold chain*		Regulated		** UN ID Number for Dangerous cargo:
<b>Special Instruction (For Storage or Transport):</b>				

If the cargo requires special handling then it needs to be indicated in this section of the SRF. The four boxes: Fragile, Dangerous Goods, Cold chain and Regulated need only to be filled in with a Yes if the cargo fits one of these categories.

**Fragile:** Goods which require sensitive handling ( i.e. electronics, glass)

**Dangerous goods:** Items considered hazardous or dangerous cargo through International shipping standards. This includes fuels and chemicals. A dangerous goods form must accompany the SRF on delivery to the dispatching warehouse from the user. Please refer to the *SOP for Dangerous Goods shipment* in the LC website.

**Cold Chain:** Items which require to be kept at a defined temperature range for transport. This is the responsibility of the user as the LC does not have any facilities to support cold chain shipments.

**Regulated:** Items which may have locally implemented restrictions. (i.e. medical alcohol in countries where alcohol is illegal).

There is no need to do a separate SRF for items under the above 4 categories if other “non-special” items are also included on the SRF.

## 9. Item description

S/N	Description •	Accounting Units		Packaging / Bundling		Transport Specs		Category
		Total No. of Items •	Unit Type •	No. of Package •	Packages or Bundling Description • (Only if Applicable)	Total Gross Wt. (KG) •	Total Vol. (m3) •	
ex	BUCKET - 20 LITRE	1000	Each	6	Pallet	780	46	WASH
1								
2								
3								
4								
5								
6								
7								
8								
9								
<b>Totals:</b>						0	0	

The cargo description section of the form must have accurate data for cargo tracking and tasking especially relevant to cargo carried by air. **The user needs to ensure this data is accurate and the Gross wt and Volume make sense for the items being described.**

The line items in blue are an example for reference for the users.

**Description:** A full description of items being transported. This needs to be specific, do not use generic NFIs for example. If kits are being sent (i.e. Kitchen kits), where possible, please attach a copy of the packing slip attached to the SRF on presentation to the warehouse.

**Accounting units:** This is the lowest level of units being transported. The total number of units can only be a whole number and the Unit type needs to describe the items accurately. The most appropriate unit type is selected from the drop-down list showing a number of selections available.

**Packaging/Bundling:** Number of packages refers to how the individually packed units are put together. Regarding the Packaging or Bundling description the drop down box selection is to be used however 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 if this is the case the box can be left blank.

**Transport Specifications:** This information MUST be accurate as this is especially relevant, both weight and volume for the air operation especially for safety purposes.

- **Total Gross Wt:** Items in question should be weighed by the user if in doubt and the correct weight entered
- **Total Volume:** The volume calculation is as critical as the correct weight calculation. This information is used to consolidate consignment transportation and storage.
  - *To calculate volume, you simply need to measure the height, width and length of any package and multiply.  $Volume = height \times width \times length$*
  - *For example, if a box is 1.2m high x 2m width x 1 m long, the calculation is  $1.2 \times 2 \times 1 = 2.4m^3$*
  - *If you have a small unit in centimeters, convert the measurements to meters to calculate the volume by dividing the centimeter measurements by 100. (i.e  $100cm = 100/100 = 1m$ ).*
  - *If a box is 100cm x 150cm x 200cm, convert the centimeters to meters by dividing each centimeter measurement by 100 to give  $1 \times 1.5 \times 2 = 3m^3$ .*
  - *Timber in the past has created a number of inaccurate measurements by the users. Identify the different timber types, measure the volume of one piece accurately and multiply by the number of pieces there are and indicate on the SRF.*
  - *An online calculator is available at <http://www.calculator.net/volume-calculator.html>*
- **Category:** Users must identify the most appropriate category or their items using the drop down menu. The item categories generally correspond to the Cluster associated with the items, the only exception will be Operational support (i.e. prefabs, office supplies).
- These categories consist of the following
  - Agriculture, Camp Management & coordination, Early recovery, Education, Electronics & telecommunication, Food (Nutrition & Food security), Health, Logistics, Operational support, Protection, Shelter, WASH.
  - *Fuel, Vehicles and Generators come under Logistics*
  - *Operational support is any non-humanitarian item that supports an organisations operation.*
- The correct identification of the items category provides a critical piece of information when reporting Cluster support by sector.

## 10. Signature and Authorisation

1. All customs/governmental/taxation/transport issues should be completed and the cargo available at the departure location as requested by the Logistics Officer at the respective loading location. Please note the service provider cannot be held liable for any damage or loss of any goods

2. 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 for the items to be transported on the date entered above. I declare that all the information contained in this form to be true and correct.

Name :	<input type="text"/>	Date (DD/MM/YY):	<input type="text"/>
Position :	<input type="text"/>	Signature :	<input type="text"/>

**Conditions of service:**


**All cargo movement 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. 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 SRF.**


**(iv) Consignment data entered into the Relief Item Tracking Application (RITA) will be hosted on a 3rd party server.**



This is used by the organisation for their own internal authorization. The SRF can only be accepted by the LC in Excel format hence only electronic or pasted signatures can be used. If this is not available send it in unsigned.

## 11. Sending to the Logistics Cluster

**Logistics Service Request Form v4.4**



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/lines, please use additional forms - please do NOT add lines to the current form.

Email to:	<a href="mailto:Southsudan.ClusterCargo@wfp.org">Southsudan.ClusterCargo@wfp.org</a>	• : indicate mandatory field	CONSIGNEE •:
-----------	--	------------------------------	--------------

Once the form is completed it is to be sent to the LC using the email address in the top left of the form.

Email it to [Southsudan.ClusterCargo@wfp.org](mailto:Southsudan.ClusterCargo@wfp.org)

Do not send the form to individuals, this address delivers the request to all LC staff involved in the process.

## 12. Logistics Cluster acceptance

The Logistics Cluster (LC) will screen the SRF and if the required standards are met (e.g. correct version, all columns correctly fill in) the SRF will be accepted and a consignment number will be sent back to the requesting organization.

Once transport plans are communicated by the LC and the cargo is called forward, partners are expected to deliver their cargo to the appropriate dispatch hub by the requested date. If the situations arises that it cannot be delivered in time, the LC must be informed.

Once the cargo arrives in the staging area, the LC will be in contact with the concern organization regarding the date for transport.

Note the following requirements:

- All SRFs requesting airlift transport must be approved by each respective Cluster Coordinator (e.g. WASH, Health, Nutrition).
- Logistics Cluster does not deal with any external customs clearance processes.
- The storage facilities in response locations are for temporary/transit storage only. Cargo must be collected from the final destination as soon as possible.