

*The Service Request Form (SRF) is the document which informs the Logistics Cluster of the specific requirements of the requesting agency, for either storage or cargo movements. So that the Logistics Cluster may have an accurate picture of the cargo to be shipped, it is essential that the volume, weight, and units are clearly and correctly stated on the SRF.*

## **Calculating Volume (Cubic Metres = m<sup>3</sup>)**

Volume is one of the most important aspects of logistics, especially with regards to non-food items (NFIs) as some items (such as mattresses, jerry cans, blankets, etc.) may have a relatively light weight but require additional space in warehouses and/or trucks due to their large size.

- The Logistics Cluster utilizes volume information to consolidate user data and ensure that Mobile Storage Units (MSUs) are adequate in their size to provide support to humanitarian organizations.
- Volume is calculated by measuring the height, width, and length of any item's perimeters and multiplying them together.
  - **Volume = height x width x length**
- For example, if an item's dimensions are 1.2m high x 2m wide x 1m long, your total volume for that box is:
  - **1.2m x 2m x 1m = 2.4m<sup>3</sup>**
- Some boxes are labelled in centimetres. If that is the case, convert centimetres into meters before calculating volume. This is done by dividing the centimetres by 100. For example if the box is 100cm high x 150cm wide x 200cm long, then:
  - **100cm high = 1.00m high**
  - **150cm wide = 1.50m wide**
  - **200cm long = 2.00m long**

Therefore, the volume is calculated as:

- **1.00m x 1.50m x 2.00m = 3m<sup>3</sup>**
- Some items are not in boxes and will be more difficult to calculate, however additional support is available and an online calculator is available at: [http://mathcentral.uregina.ca/volume\\_calculator](http://mathcentral.uregina.ca/volume_calculator).

## **Destination**

Logistics Cluster services are currently offered to humanitarian organizations in specific locations in Iraq such as Dahuk, Erbil and Baghdad. However, the Logistics Cluster maintains an emergency capacity to support organizations where a logistical gap is identified and services are required. Therefore, inserting the specific name of the location and specifying the type of support required is essential to guide the Logistics Cluster in determining the best method of support to humanitarian partners.

- Final destinations should be entered into the SRF form in terms of the locality not the specific building or compound. For example "old warehouse 1" or "NGO compound" are incorrect.
- GPS coordinates can be used to provide clarity on locations which are outside of normal operating areas (for example, for transport which is not currently provided on a regular basis to common operating areas, the request should be clear on location).
- Justification for services to locations outside of normal operations should be included in the "Special Instructions" field on the Service Request Form. Such requests will be handled in accordance with the SOPs, on a case by case basis and when funds are available.

## Item Description

Item descriptions must be as specific as possible or an SRF may be delayed in processing. The Logistics Cluster must have specific and detailed information on all cargo to be stored or shipped to ensure proper handling.

- Additionally, items such as fuel, which may contaminate other humanitarian relief goods such as food, need to be shipped by different modes.
- The Logistics Cluster has provided an extensive list of categories for items in a drop down menu on the SRF (“category” field) and each agency is requested to pay special attention to categorizing your items appropriately.

## Additional Support from the Logistics Cluster

- If you are unclear on the details of any of the requirements for submitting your SRF, please contact [iraq.clustercargo@wfp.org](mailto:iraq.clustercargo@wfp.org).
- Training is available for your individual organization should you need additional support.
- To access any services from the Logistics Cluster an SRF must be submitted; email requests without a submitted SRF will not be considered.
- Should you have any questions while completing the SRF, please contact the Logistics Cluster so that we may assist you with the appropriate format and submission guidelines.
- Organizations requesting services must provide a reasonable amount of time for acceptance of the request and as a general rule must provide 48 hours notice.

## SRF Instructions

- The Logistics Cluster has provided detailed instructions and examples for filling in the SRF here: <http://logcluster.org/document/service-request-form-instructions-6>.

## Common Storage Facilities

- All common storage facilities can be accessed by humanitarian organisations free to user. The SOPs for warehousing have been reviewed and are available here: <http://www.logcluster.org/document/sops-standard-operating-procedures-warehousing-mosul-update-01-november-2016>.

### **Contacts:**

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Julie Vander Wiel	<i>Logistics Cluster Coordinator</i>	Julie.vanderwiel@wfp.org
Valentina Signori	<i>Logistics Cluster Deputy Coordinator</i>	Valentina.signori@wfp.org
Georgia Farley	<i>Information Management Officer</i>	Georgia.farley@wfp.org
Joseph Mugisha	<i>Logistics Officer</i>	Joseph.mugisha@wfp.org