Steps to follow when bringing relief items to support the response

**Before planning transport arrangements**

1. Inform respective cluster lead about intention to bring relief items.
   - Share list of relief items with respective cluster lead:
     - Description
     - Quantity
     - Sector/Cluster
     - Distribution plan
     - Estimated distribution dates
   - Consolidated list submitted by cluster leads to NDMO IM
   - Verification and approval from the NDMO Controller

2. Submit air waybill minimum 48 hours before planned commercial flight or Cargo Manifest as soon as available, if DFAT/MFAT flight.
   - Exemption letter provided by the NDMO Director and customs exemption granted
   - Agencies are encouraged to send a staff to the airport to be present during loading of goods into NDMO trucks before they are moved to the storage

3. Contact respective cluster lead to release goods from storage.
   - Request for Assistance (RFA) submitted by a respective cluster to facilitate release of items from the NDMO warehouse and/or transportation service supported by NDMO
   - RFA approval and goods released for distribution

Before in-country distribution
Request for Assistance (RFA) Process Overview

**Individual organisation**

1. **NGO**
   - Identifies needs and prepares distribution plan
   - Provides comprehensive details of needs requirements (such as item description, weight, volume, quantity, locations etc)
   - Communicates these needs to the respective National Cluster Lead

2. **Respective Cluster Lead**
   - Reviews, consolidates, and prioritises request(s) from partner(s)
   - Prepares the Request for Assistance (RFA) form and submits it to NDMO (logs.neoc.ndmo@gmail.com)

3. **NDMO**
   - The NEOC Controller at the NDMO reviews and endorses the RFA
   - The RFA is then sent to the NDMO Director for approval
   - Once authorised, the RFA is directed to the correct focal point for action