

# WFP Service Marketplace

## Quick Reference User Guide

### Welcome to the WFP Service Marketplace!

This user guide will provide you with few essential information you need to easily navigate the platform and make the best use of its functionalities.



#### How it works

1

##### Register to request services

Please note that to request some services you need an agreement.

2

##### Submit the request

Use the search tools to filter the services you want to request.

3

##### Track your request

Stay updated with your requests.

## REGISTER & LOGIN

To begin, click on the 'Register to request services' button. Create a new account by providing a valid email address and a password.

A validation email is sent to the address provided. Confirm the account registration and fill a form with additional information.

The form will require the following mandatory information to be provided:

- Email address
- Password
- First and last name
- Organization
- Work title
- Country
- Phone number

WFP reviews user's details and approves the account. A message notifies the activation of the account. You can now login!

WFP SERVICE MARKETPLACE

### Registration

Fields with \* are mandatory

Email (\*) - it will be used for the login

Password (\*)

Confirm Password (\*)

First name (\*)

Last name (\*)

Organization (\*)

Work Title (\*)

Country (\*)

Mobile (\*)

Existing User? [Login](#)

For any question or support, please [contact us](#) | Go back [home](#)

[Register](#)

EMERGENCY SERVICE MARKETPLACE

### Login

Email

Password

[Forgot your password?](#) | New user? [Register](#)

For any question or support, please [contact us](#) | Go back [home](#)

[Login](#)



## HOMEPAGE

The intuitive homepage welcomes you with key information on WFP service catalogue, the possibility to navigate your organization's spaces (SLAs, Orders) and a quick overview of your latest and closed orders.

**My requests** [View all](#)

**Storage** Submitted

Submit date: Invalid date  
[View](#) [Edit](#) [Request again](#)

**Storage** Submitted

Submit date: Invalid date  
[View](#) [Edit](#) [Request again](#)

**Landside Transport** Submitted

Submit date: 2021-08-27 5:50 am  
[View](#) [Edit](#) [Request again](#)

**Agreements** [View all](#)

[Fuel Sourcing](#) Active  
Sudan 2021-08-26 - 2021-12-12

[Landside Transport](#) Active  
[General Aviation](#)  
[Storage](#)  
Congo (the Democratic Republic of the) 2021-08-25 - 2021-12-31

[Landside Transport](#) Active  
[General Aviation](#)  
[Storage](#)  
Congo (the Democratic Republic of the) 2021-08-25 - 2021-12-31

**Service types**

Logistics Administration

**Goods & Services Sourcing**  
View 3 Services

**Goods Transport**  
View 4 Services

**Passenger Transport**  
View 1 Services

**Safety & Quality**  
View 1 Services

**Storage**  
View 2 Services

## AGREEMENTS

Before placing a request, a valid Service Level Agreement (SLA) must be signed with the WFP. The Service Level Agreement is a framework document allowing WFP to provide its services in a transparent and reliable way.

The Agreements section will help you keep track of the valid, about-to-expire and expired SLAs. The signature process will be followed up offline, and a soft copy of the signed document will be uploaded and stored for your reference.

**Service level agreements**

Filter start date: From → To | Filter expiry date: From → To | Filter service name: | Filter status: All

Services	Start date	Expiry date	Status	Document
<a href="#">Fuel Sourcing - Sudan</a>	2021-08-26 12:00:00 am	2021-12-12 12:00:00 am	ACTIVE	<a href="#">Download</a>
<a href="#">Landside Transport - Congo (the Democratic Republic of the)</a> <a href="#">General Aviation - Congo (the Democratic Republic of the)</a> <a href="#">Storage - Congo (the Democratic Republic of the)</a>	2021-08-25 12:00:00 am	2021-12-31 12:00:00 am	ACTIVE	<a href="#">Download</a>
<a href="#">Landside Transport - Congo (the Democratic Republic of the)</a> <a href="#">General Aviation - Congo (the Democratic Republic of the)</a> <a href="#">Storage - Congo (the Democratic Republic of the)</a>	2021-08-25 12:00:00 am	2021-12-31 12:00:00 am	ACTIVE	<a href="#">Download</a>
<a href="#">General Aviation - Congo (the Democratic Republic of the)</a> <a href="#">Landside Transport - Congo (the Democratic Republic of the)</a> <a href="#">Storage - Congo (the Democratic Republic of the)</a>	2021-08-25 12:00:00 am	2021-12-31 12:00:00 am	ACTIVE	<a href="#">Download</a>
<a href="#">General Aviation - Congo (the Democratic Republic of the)</a> <a href="#">Landside Transport - Congo (the Democratic Republic of the)</a> <a href="#">Storage - Congo (the Democratic Republic of the)</a>	2021-08-25 12:00:00 am	2021-12-31 12:00:00 am	ACTIVE	<a href="#">Download</a>

## CREATE A REQUEST

The service catalogue details the full list of services that WFP offers. Each service has a unique form which captures all the details needed for WFP to consider your request. You can browse the catalogue directly in the homepage ('Find a service' button) and start requesting a service by clicking on 'Request'.

Select a service to request

The screenshot shows a service catalogue interface. On the left, there are filters for 'All services', 'Catalogue', 'Any service' (UNHRD services), 'Service types', 'Favourite services', and 'Agreement'. The main area displays six service cards: 'Air Transport', 'Food Sourcing', 'Fuel Sourcing', 'General Aviation', 'Landside Transport', and 'NFI Sourcing'. Each card has a 'Request' button. A modal window is open for 'Air Transport', showing a description: 'Effective and cost-efficient airlift, airfreight and air drops providing access for humanitarian cargo into some of the world's most hostile and challenging places, or to remote areas.' The modal also has 'Cancel', 'Save', and 'Request this service' buttons.

## SERVICE REQUEST FORM

The Service Request Forms collects the minimum required information for each service in a standardized and streamlined way.

The information is organized into different navigable sections. You have the possibility to save a draft and complete the submission on a later stage. The review section allows you to check and, if needed, edit the information before submission.

Create Request | Air Transport

### Air Transport

provided by The United Nations World food Programme (WFP).

Effective and cost-efficient airlift, airfreight and air drops providing access for humanitarian cargo into some of the world's most hostile and challenging places, or to remote areas.

The screenshot shows the 'Step 1/5: Origin and destination airport' section of the request form. It includes a progress indicator with five steps: 'Origin and destination airport', 'Cargo', 'List of items', 'Additional information', and 'Review and submit request'. The current step is 'Origin and destination airport', with instructions: 'Origin and destination information are required to setup the logistics network of the requested service'. There is a 'Filter Air drops Location' toggle set to 'no'. Below, there are input fields for 'Origin' (with a search icon and 'Type to search origin'), 'Consignor', and 'Name & Last name'.

### Provide the list of items you need to transport

The following table works like a spreadsheet where each row correspond to a single item.

General information				
Item	Sector	Goods type	Sub sector	Item detail
#1	LOGISTICS	Logistics Support Equipm	Warehousing	MSU 10 x 32 NRS Model
#2	HEALTH	Infection Prevention & Cc	Personal Protective Equip	MASK, MEDICAL / SURGIC
#3	EMERGENCY SHELTER	Relief Items	Plastic Sheeting	Plastic Sheets
#4	Select goods sector	Select goods type	Select goods subsector	Select goods item

Remove Items Add item

## REQUESTS

Once you've created or submitted your request, you'll be able to find it in the 'My requests' tab.

In here, you'll be able to see all your historical and ongoing requests, get updates on their status and see details of the orders.

The reorder function allows you to place a new order starting from an existing and pre-filled request form, that can be changed/adjusted before the new submission.

The edit function allows you to edit an active service request and amend any details on the form before the execution phase has started.

In this section you can also access your reports and dashboard with live data.

### Requests

All Requests Ongoing Requests Completed Requests Report

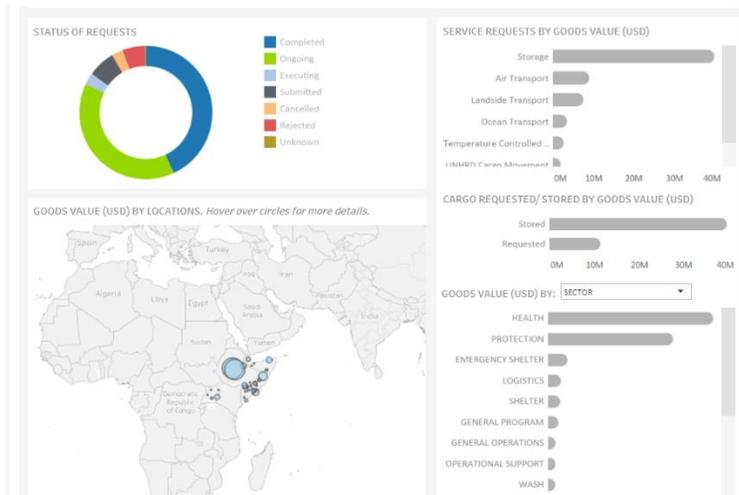
Filter submit date: Start Date → End Date

Filter service, ticket no. request no.:

Filter status: All

Request no.	Req ticket no.	Submit date	Service	Status	Actions	Invoices
439	n.a.	n.a.	Storage	draft	Reorder Edit	Details
438	S210512_0114	2021-05-12 6:31:42 am	Landside Transport	Completed	Reorder Edit	Details
424	S210512_0105	2021-05-12 6:21:16 am	Air Transport	Ongoing	Reorder Edit	Details
424	S210512_0104	2021-05-12 6:21:16 am	Air Transport	Completed	Reorder Edit	Details
424	S210512_0106	2021-05-12 6:21:16 am	Ocean Transport	Submitted	Reorder Edit	Details

Items per page: 10 | 1-5 of 5 items | 1 of 1 pages | 1



## 24/7 SUPPORT

Need support? Any doubts on your orders? Would you like to receive clarifications on the service catalogue? A full committed team is here to help you. Use the 'Contact us' button and fill the form. We will get back to you within 24 hours.

### Contact Us

If you need support about your orders or if you need clarification about the platform, please fill the following form:

**Order you want to ask for support**

Select an order

**Your message**

Send your message

# WELCOME ON BOARD!