



FedEx Ship Manager® Software Help Guide



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Purpose

This help guide is provided as a supplement to assist those locations equipped with FedEx Ship Manager® in performing the appropriate functions to process dangerous goods and hazardous materials shipments for transport.

Overview

FedEx Express

You can ship domestic and international dangerous goods from Canada and the U.S. In the U.S., you can also ship domestic and U.S. territories (e.g., Puerto Rico) commodities.

When you ship dangerous goods via FedEx Express using FedEx Ship Manager Software:

- Checks that the information complies with International Air Transport Association (IATA) Dangerous Goods regulations.
- With built-in IATA tables, the Dangerous Goods database saves you time and provides accurate information.
- Prints the Shipper's Declaration for Dangerous Goods.

Requirements and other important steps for shipping dangerous goods are as follows:

1. Create a FedEx Express® shipment.
2. Create a shipping profile.
3. Set up printer.
4. Create a dangerous goods database.

FedEx Ground

FedEx Ship Manager® Software helps you provide the proper paperwork and information required for FedEx Ground® hazardous materials shipments. Requirements and other important steps for shipping hazardous materials are as follows:

1. Create a FedEx Ground shipment.
2. Create a shipping profile.
3. Set up a printer.
4. Create a shipment for FedEx Ground.
5. Create a hazardous materials database.
6. Print OP950 Hazardous Materials Certification.

Create a FedEx Express Shipment

The screenshot shows the FedEx Ship Manager software interface. The main window is titled "FedEx Ship Manager v.2304 | 0499362". The menu bar includes "File", "Databases", "Customize", "Utilities", "Integration", "Inbound", "fedex.com", and "Help". The toolbar contains "Ship", "LTL Freight", "Track", "Shipping list", "Address Book", "Reports", "Close", and "fedex.com".

The form is divided into several sections:

- Recipient information:** Includes fields for Recipient ID (TEST12), Country (US - United States), Contact name (John Doe), Company name (ABC Company), Address 1 (3875 Airways Blvd), Address 2, Postal code (38116), State/Province (TN), City (Memphis), Telephone (901) 111-1111, and Ext. A checkbox "This is a residential address" is checked. A "Save in/Update my address book" checkbox is also checked.
- Package and shipment details:** Includes fields for Number of packages (1), Weight (1 lbs), Service type (1 - FedEx Priority Overnight), Package type (1 - Your Packaging), Package dimensions (Select an item...), Ship date (12/09/2015), and Declared value (\$ USD).
- Billing details:** Includes fields for Bill transportation to (1 - Sender), Acct # (113732229), Department notes, Customer reference, and P.O. number.
- Additional references:** Includes fields for Invoice number, Shipment ID, Package contents 1, and Package contents 2.
- Special Services:** Includes checkboxes for CDD, Dangerous Goods (checked), Dry Ice Only, Hold at Location, Non-Standard Packaging, and Pharmacy Delivery. A "View/Edit Special Service Data" button and "Select Signature Options" button are also present.

At the bottom of the form, there are buttons for "Clear fields", "Delete/Modify shipment", "Repeat shipment", "Override prefs", "Rate Quote and Transit Times", "S26.11", "Multiple-piece shipment", and "Ship".

To ship dangerous goods using FedEx Express:

1. Select the "Ship" tab.
2. On the "Shipment details" tab complete the "Recipient Information" fields.
Note: Assign an ID number or name to your recipients to save them in the database.
3. Ensure a check is in the "Save in/Update my address book" box.
4. Complete the "Package and shipment details" section (Select from the dropdown menu).
5. Complete the "Billing details" section.
6. In Special Services box, check "Dangerous Goods."

Create a FedEx Express Shipment (continued)

7. Select tab “1-Other” and complete signatory fields.
8. On tab “2- Dangerous Goods entry” tab, complete either of two options:
 - Select the item of a previously saved DG ID from the drop down menu and proceed. or;
 - Complete the fields of the Dangerous Goods Details section.
9. Complete the “Packing Instruction, Net Quantity per package, unit of measure and type of packaging” fields. Hit Enter.
10. Select the appropriate Aircraft type.
11. Highlight and select the proper shipping name for your shipment.
12. Click “Add to Shipment” to add dangerous goods information to the “Dangerous Goods in shipment” section.
13. Click “More” then click “OK” the OK button displays. Then the “Options” screen displays.

Proper shipping name	Class	Sub risk	PG	1 pkg inst	1 max qty	1 pkg inst	1 max qty	2 pkg inst	2 max qty
Paint	3		I	351	1 L	Forbidden		361	30 L
Paint	3		II	353	5 L	Y341	1 L	364	220 L
Paint	3		III	355	60 L	Y344	10 L	366	220 L
Paint related material	3		I	351	1 L	Forbidden		361	30 L
Paint related material	3		II	353	5 L	Y341	1 L	364	60 L

Explosive Shipment

Per IATA Regulations 8.1.6.9.2 (i) the net quantity indicated for each package must be supplemented with the net explosive mass contained in the package followed by the unit of measurement. The abbreviations “NEW”, “NEC”, or “NEW” may be indicated in association with the value provided.

View/Edit Dangerous Goods

1 - Other 2 - Dangerous goods entry

Dangerous goods details

Dangerous goods ID: Select an item...
 UN#/ID#: UN 0323
 # of packages: 1
 Packing instruction: 134
 Net quantity/Gross mass: 1.00000 kg
 Net explosive mass: 10.00000 g
 Technical name:
 Type of packing:
 Percentage: 00 %

Radioactive information

Radionuclide:
 Activity:
 Packaging type:
 Transport index:
 Surface reading: 0.0 mrem/h
 Dimensions: L xW xH
 Physical form:
 Chemical form:
 Criticality safety index:

Aircraft type

Passenger and cargo
 Cargo aircraft only

Qualifying word

mixture
 molten
 solution
 stabilized

Excepted Pkg Radioactive (RQ)
 Reportable quantity
 A indication A109

Authorization:

Proper shipping name	Class	Sub risk	PG	1 pkg inst	1 max qty	1 pkg inst	1 max qty	2 pkg inst	2 max qty
Cartridges, power device	1.4S			134	25 kg	Forbidden		134	100 kg

Add to shipment

Dangerous goods in shipment

Proper shipping name	UN Number	Class	1 pkg inst	Number of Packages	Type of Pkg	Net Quantity	Measurement
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Delete Update Clear all More

OK Override preferences Cancel

Create a Shipping Profile

The screenshot shows the FedEx Ship Manager software interface. The main window is titled "FedEx Ship Manager | v.2904 | 0499362". The menu bar includes "File", "Databases", "Customize", "Utilities", "Inbound", "fedex.com", and "Help". The "Ship" menu is open, showing options like "LTL Freight", "Track", "Shipping list", "Address Book", and "Reports".

The main content area is divided into several sections:

- Recipient information:** Includes fields for Recipient ID (TEST2), Country (US - United States), Contact name (John Doe), Company name (ABC Company), Address 1 (3875 Airways Blvd), Address 2, Postal code (38116), State/Province (TN), City (Memphis), Telephone (901) 111-1111, and a checkbox for "This is a residential address". A red circle with the number "1" is placed over the "Ship to group" checkbox.
- Package and shipment details:** Includes fields for Number of packages (1), Weight (1), Service type (1 - FedEx Priority Overnight), Package type (1 - Your Packaging), Ship date (12/09/2015), and Declared value (\$).
- Billing details:** Includes fields for Bill transportation to (1 - Sender), Acct # (1113732229), Department notes, Customer references, and P.O. number.
- Sender information:** Includes fields for Change sender (SENDER0499362 - Denise Scherzel), Current sender (FedEx, 20 Fed Ex Pkwy, Colleville, TN 38017), and Change return address.
- Shortcuts:** A list of special services including COD, Dangerous Goods, Dry Ice Only, Hold at Location, Non-Standard Packaging, and Pharmacy Delivery.

The bottom status bar shows "Clear fields", "Delete/Modify shipment", "Repeat shipment", "Override prefs", "Rate Quote and Transit Times", "\$26.11", "Multiple-piece shipment", and "Ship".

To set up a profile where information will be stored for future shipments, do the following:

1. Select "Shipping Profiles" from the Customize drop-down menu.
2. The "Shipping Profiles" window displays. Highlight Default Domestic Shipping Profile and click "View/Edit".

The screenshot shows the "Shipping Profiles" window in the FedEx Ship Manager software. The window has a blue title bar and a close button in the top right corner. It contains a table with the following data:

Code	Description
DEFAULT	Default Domestic Shipping Profile
DEFAULT	Default International Shipping Profile
PASSPORT	Default Passport Shipping Profile

Below the table, there are five buttons: "OK", "Add", "Add by duplication", "View/Edit", and "Delete". A red circle with the number "2" is placed over the "View/Edit" button.

Create a Shipping Profile (continued)

Shipping Profile Code: Description:

4 - FedEx ShipAlert Preferences | 5 - Ground Preferences

1 - Field Preferences | 2 - FedEx Express Preferences | 3 - Group Shipping Preferences

3 Preference Type:

Additional reference 1
Additional reference 2
Additional Reference 3
Customer Reference
Department/Notes
DG Emergency Phone Number
DG Name of Signatory
DG Regulations
Duplicate Packages
FedEx 3rd Party Acct #
FedEx Express Freight Charge Type
FedEx Express Package Type
FedEx Express Payment Type
FedEx Express Special Services
FedEx Ground Freight Charge Type
FedEx Ground Package type
FedEx Ground Payment Type
FedEx Ground Special Services
Haz Mat Emergency Phone Number
Haz Mat Name Of Signatory
Haz Mat Offeror Name
HazMat Packaging Type

Behaviors

None
 Constant 4
 Carry

Field value

5
(901) 344-3000 Ext.

Other preferences

COD Remittance Code:

Validate & Require Department/Notes
 Default recipients to Residential

Start position

Recipient ID

6

- The "1- Field Preferences" tab will display. Select the preference type you would like to set up. Continue to click on each preference that you want to save for your shipping profile.
- In the "Behavior" section click on "Constant" to set up the default settings.
- Depending on the preference type, the "Field Vaue" section may need to be completed (if applicable).
- When all fields have been completed, click "OK".
- The Shipping Profiles window will display, click "OK" to save preferences.

Shipping Profiles

Code	Description
DEFAULT	Default Domestic Shipping Profile
DEFAULT	Default International Shipping Profile
PASSPORT	Default Passport Shipping Profile

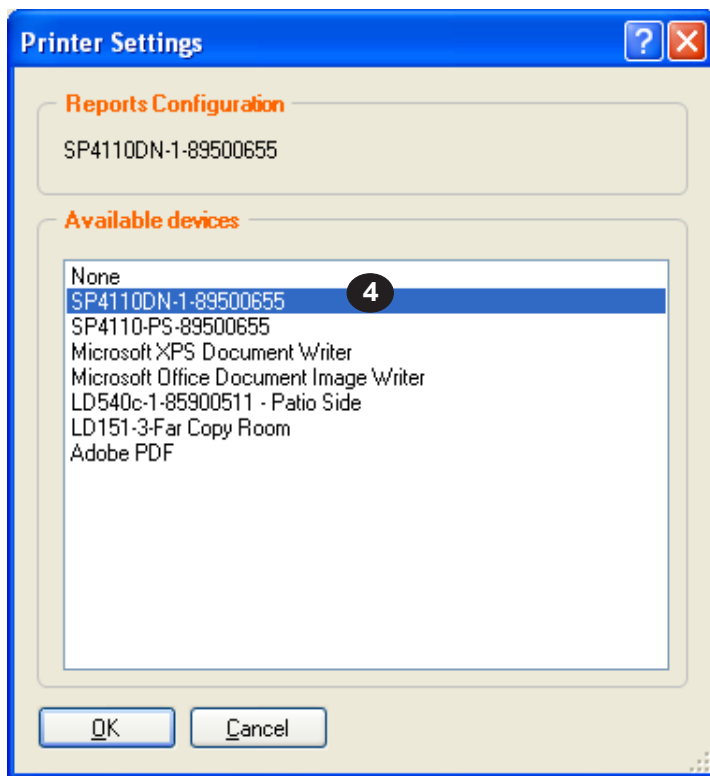
7

Printer Setup

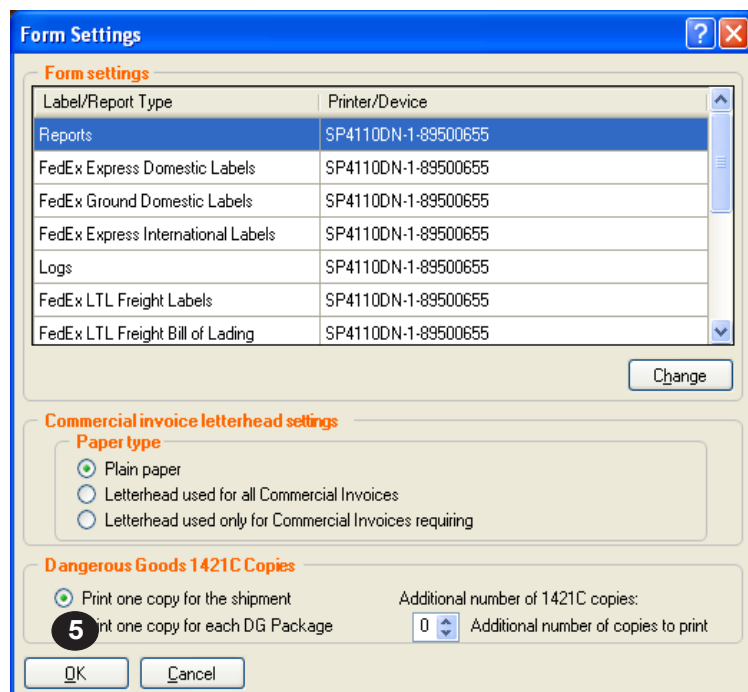
To setup a printer for shipments, do the following:

1. Select "Forms" from the Customize drop-down menu.
2. The Forms Settings window will display. Highlight the Report or Label type you wish to setup.
3. Click "Change".

Printer Setup (continued)



- Choose the printer where you would like your reports/labels to print and click "OK".
- Repeat step(s) to specify printer for each form and click "OK".



Create a Dangerous Goods Database

The screenshot shows the FedEx Ship Manager software interface. At the top, there is a menu bar with 'File', 'Databases', 'Customize', 'Utilities', 'Integration', 'Inbound', 'fedex.com', and 'Help'. Below the menu bar, there are tabs for 'Ship', 'Track', 'Shipping list', 'Address Book', 'Reports', 'Close', and 'fedex.com'. The main window is titled 'FedEx 1 Manager | v.2468 | 780209'. The interface is divided into several sections:

- Recipient information:** This section contains fields for 'Recipient ID', 'Country', 'Contact name', 'Company name', 'Address 1', 'Address 2', 'Postal code', 'City', 'Telephone', 'Tax ID/EIN', and 'Location #'. There are also checkboxes for 'Ship to group' (marked with a red circle '2') and 'Hold'. A red circle '1' is placed over the 'Databases' menu item.
- Package and shipment details:** This section contains fields for 'Number of packages', 'Weight', 'Service type', 'Package type', 'Package dimensions', 'Ship date', and 'Declared/Carriage Value'. There is also a checkbox for 'Waybill'.
- Sender information:** This section contains fields for 'Current sender', 'Change sender', and 'Change return address'.
- Billing details:** This section contains fields for 'Bill transportation to', 'Acct #', 'Department notes', and 'Customer reference'.

At the bottom of the window, there is a status bar with 'Comm Idle' on the left and 'Wednesday, October 27, 2010 8:30 AM' on the right. A toolbar at the bottom contains buttons for 'Clear fields', 'Delete/Modify shipment', 'Repeat shipment', 'Override prefs', 'Rate quote', 'Multiple-piece shipment', and 'Ship'.

1. Select "Dangerous Goods" from the Databases drop-down menu to add dangerous goods commodities to the database.
2. The View Dangerous goods box will display. There are two choices to add dangerous goods to the database:
 - Select dangerous goods from the drop-down list of previously saved shipments or
 - Complete the "Recipient Information" section.

Create a Dangerous Goods Database (continued)

3. Click "Add". The Add Dangerous Goods box will display
4. Complete the "Dangerous Goods details" section.
5. All applicable proper shipping names will display in the IATA Dangerous Goods Regulations box. Select the item you are shipping.
6. Complete the number of packages, Packing Instruction, Net Quantity, unit of measurement, Technical name (if applicable) and type of packing. Select Aircraft type and click "OK".
7. The new item will display under "IATA Dangerous Goods Regulations" section.
8. Verify and click "OK".

Proper shipping name	Class	Sub risk	PG	1 pkg inst	1 max qty	1 pkg inst	1 max qty	2 pkg inst	2 max qty
7									

Create a FedEx Ground shipment

The screenshot shows the FedEx Ship Manager interface with the 'Ship' tab selected. The interface is divided into several sections:

- 1**: 'Ship' button in the top navigation bar.
- 2**: 'Recipient ID' dropdown menu in the 'Recipient information' section.
- 3**: 'Save in/update my address book' checkbox in the 'Recipient information' section.
- 4**: 'Service type' dropdown menu in the 'Package and shipment details' section.
- 5**: 'Bill transportation to' dropdown menu in the 'Billing details' section.

Other visible fields include: Recipient name (John Doe), Address 1 (3875 Airways Blvd), Postal code (38116), City (Memphis), Telephone ((901) 111-1111), Package dimensions, Ship date (12/09/2015), Declared value (\$), and Billing details (Bill transportation to: 1 - Sender, Acct #: 113732229).

To ship hazardous materials using FedEx Ground:

1. Select the "Ship" tab.
2. On the "Shipment details" tab complete fields for "Recipient ID".
Note: Assign an ID number or name to your recipients to save them in the database.
3. Ensure a check is in the "Save in/Update my address book" box.
4. Complete the "Package and shipment details" (Select from the dropdown menu)
5. Complete the "Billing details" fields.
6. Click the "Options" tab, Select Hazardous Materials and the Add Hazardous Materials box will display.

The screenshot shows the FedEx Ship Manager interface with the 'Options' tab selected. The 'Special Services' section is expanded, showing a list of services with checkboxes:

- Dry Ice Only
- COD
- Hazardous Materials
- Non-Standard Packaging
- Return Labels
- Ground ORM-D
- Small Quantity Exception [SQE]
- Lithium Battery

The 'Optional information' section includes fields for Invoice number, Shipment ID, and Delivery instructions. The 'Signature Options' dropdown is set to 'None'. The 'FedEx InSight' section shows 'Shipment contents' and a 'Print shipment receipt' link.

Create a FedEx Ground shipment (continued)

Add Hazardous Materials

Enter hazardous materials commodity information

Hazardous materials ID: **7**

DOT Identification number: UN

DOT Proper Shipping Name	PG	Label Type	Restrictions	Hazard Class
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DOT shipping name of material:

Technical Name:

Hazard class or division code: Packing group: Commodity Weight: lbs

DOT Label type, ltd qty, exemption #:

Add to Package

Hazardous materials in package

DOT Proper Shipping Name	ID #	Class	PG	Label Type
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View/Edit Delete

Enter hazardous materials package information

HazMat Package Type: Offeror Name:

Emergency contact number: () - Ext. Name Of Signatory:

OK Override preferences Cancel

7. On the “Add Hazardous Materials” box complete the “Enter hazardous materials commodity information” section by one of two options:
 - If the Hazards Materials ID is from a previously saved shipment, select the item from the drop down menu and proceed.
 - If not, complete the UN/ID# and number of packages fields.
8. Highlight and select the proper shipping name for your shipment.
9. Complete “Technical name” if required and “Commodity weight”.
10. Click “Add to Package” and your Hazardous material information will display under the “Hazardous materials in package” section.
11. Complete the “Enter the hazardous materials package information” section.
12. Click “OK”.
13. The “Special Services” Box should reappear and click “Ship” to generate shipment.

Add Hazardous Materials

Enter hazardous materials commodity information

Hazardous materials ID: **7**

DOT Identification number: UN 1760

DOT Proper Shipping Name	PG	Label Type	Restrictions	Hazard Class
Corrosive liquids, n.o.s.	I	CORROSIVE		8
Corrosive liquids, n.o.s.	II	CORROSIVE		8
Corrosive liquids, n.o.s.	III	CORROSIVE		8

DOT shipping name of material:

Technical Name:

Hazard class or division code: Packing group: Commodity Weight: lbs

DOT Label type, ltd qty, exemption #:

Add to Package

Hazardous materials in package

DOT Proper Shipping Name	ID #	Class	PG	Label Type
--------------------------	------	-------	----	------------

View/Edit Delete

Enter hazardous materials package information

HazMat Package Type: Offeror Name:

Emergency contact number: () - Ext. Name Of Signatory:

OK Override preferences Cancel

Create a Hazardous Materials Database

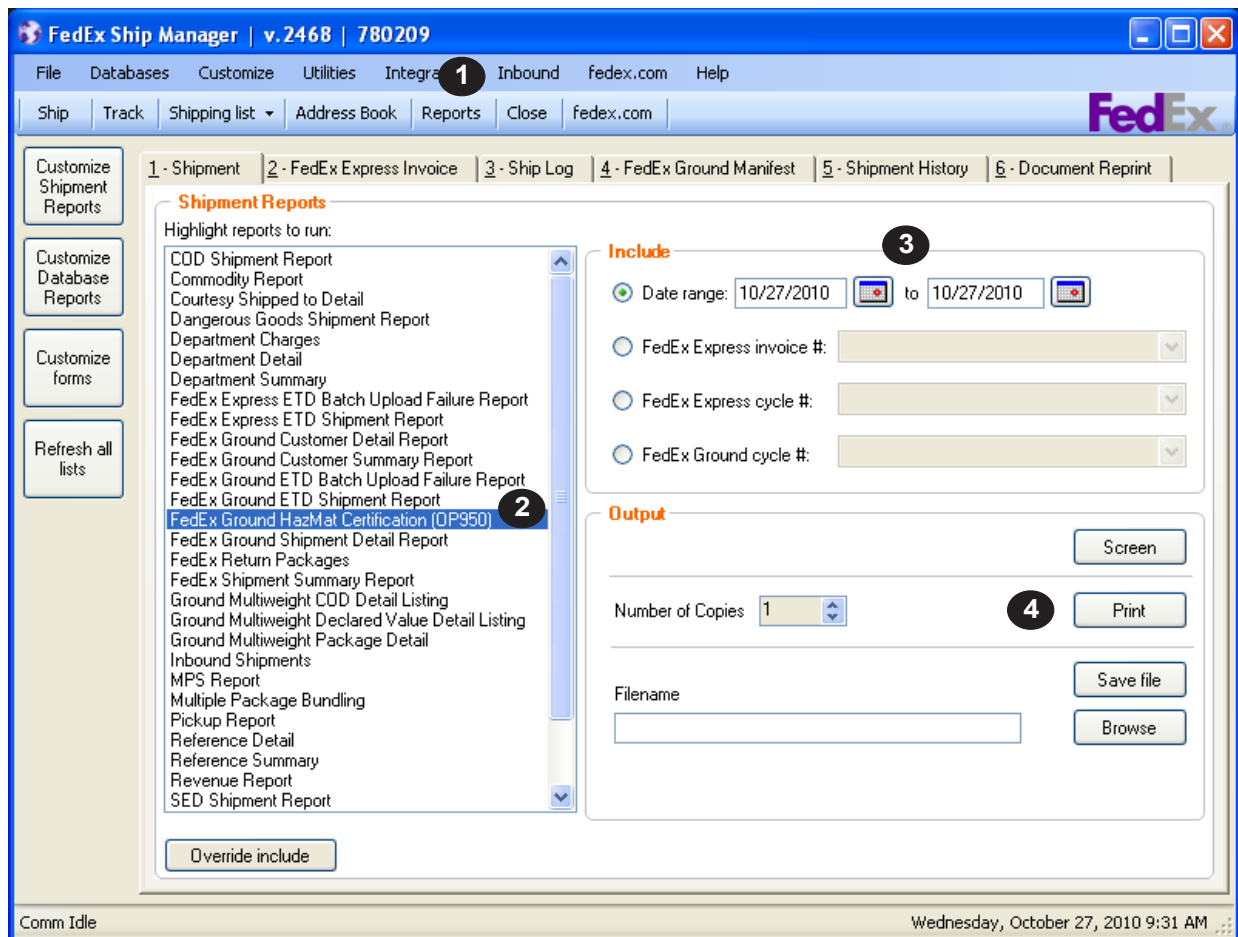
The screenshot shows the FedEx Ship Manager software interface. The title bar indicates the version is v.2468 and the account number is 780209. The main menu includes File, Databases, Customize, Utilities, Integration, Inbound, fedex.com, and Help. The 'Ship' button is highlighted in orange. Below the menu, there are tabs for 'Shipment details', 'Options', 'ShipAlert', and 'Return shipment'. The 'Recipient information' section includes fields for Recipient ID (with a dropdown menu), Country, Contact name, Company name, Address 1, Address 2, Postal code, City, Telephone, and Tax ID/EIN. A checkbox labeled 'Ship to group' is circled in red with a '2'. The 'Package and shipment details' section includes fields for Number of packages, Weight, Service type, Package type, Package dimensions, Ship date, and Declared/Carriage Value. The 'Sender information' section shows the current sender as MG Designs in Los Angeles, CA, with options to change the sender or return address. The 'Billing details' section includes a dropdown for Bill transportation to, an Acct # field, Department notes, and a Customer reference field with an 'Add'l handling' button. At the bottom, there are buttons for 'Clear fields', 'Delete/Modify shipment', 'Repeat shipment', 'Override prefs', 'Rate quote', 'Multiple-piece shipment', and 'Ship'. The status bar shows 'Comm Idle' and the date/time 'Wednesday, October 27, 2010 8:30 AM'.

1. Select "Hazardous Materials" from the Databases drop-down menu to add hazardous materials commodities to the database.
2. The "View Hazardous Materials" box will display. There are two choices to add hazardous materials IDs to the database:
 - Select Hazardous Materials ID from the drop-down list of previously saved shipments or
 - Enter the Hazardous Materials ID in the field.

Create a Hazardous Material Database (continued)

3. Click "Add". The "Add Hazardous Materials" box will display
4. Complete the "Enter hazardous materials commodity information" section.
5. All applicable proper shipping names will display in the "DOT Proper Shipping name" box. Select the item you are shipping.
6. Complete the "Commodity Weight, unit of measurement, Technical name (if applicable)" and click "OK".
7. The new item will display under Hazardous Materials list.
8. Verify and click "OK".

Print OP950 Hazardous Materials Certification



1. From the FedEx Ship Manager Main Menu, select the “Reports” tab.
2. From the “Shipment Reports,” highlight FedEx Ground Hazmat Certification (OP950).
3. Select the applicable fields in the “Include” section.
4. In the “Output” section, click “Print” to print or “Screen” to view the OP950 prior to printing.

Troubleshooting

Most Common FedEx Ship Manager Errors

Dangerous Goods Entry Screen

The following fields on the Dangerous Goods Entry screen may not be required for all shipments. Please refer to the descriptions below for clarity.

- **TECHNICAL NAME FIELD:** This space is only used for those entries with an * (asterisk) symbol after the proper shipping name in IATA. If there is no * then this field will be left blank. **DO NOT DUPLICATE THE PROPER SHIPPING NAME IN THIS FIELD.** IATA 4.1.2.1(d)
- **TYPE OF PACKAGING FIELD:** This space is used for the type of packaging **ONLY. DO NOT PUT THE NUMBER OF PACKAGES IN THIS FIELD.** For example: fiberboard box, steel drum, fiber drum etc.

Common Errors

The following are common errors. Please adhere to regulations pertaining to your shipment and verify the following if it applies:

- **ALTERATIONS/AMENDMENTS:** Any alteration or amendment made to the Shipper's Declaration must be signed by the shipper with the same signature used to sign the document. IATA 8.1.2.6.1.
- **SHIPPER'S DECLARATION COMPLETION:** Before tendering the completed Shipper's Declaration for Dangerous Goods to FedEx, the shipper should thoroughly check to make sure all items are completed correctly. For example: Make sure that the letters UN are preceding the UN number and verify the signature of shipper is the same name as Name/Title of Signatory etc.
- **ALL PACKED IN ONE/OVERPACK SHIPMENTS:** Do not select "All packed in One" or "Overpack" unless they apply to your shipment. The Responsible person name and telephone number is required for Infectious Substance shipments only.
- **DANGEROUS GOODS ID FIELD:** Dangerous Goods ID field is not a required field. This field is optional and is designed to access frequently shipped Dangerous Goods that you have saved under a Dangerous Goods ID code in your Database. If you do not wish to use this function then go directly to the UN/ID # field to enter your four digit UN number.

For Reference Purposes Only