

# 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 top menu bar includes File, Databases, Customize, Utilities, Integration, Inbound, fedex.com, and Help. The main window is titled 'FedEx Ship Manager v.2904 | 0499362'. The 'Ship' tab is selected, and the 'Ship/Alert' button is highlighted. The form 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'.
- Package and shipment details:** Includes fields for Number of packages (1), Weight (1), Service type (1 - FedEx Priority Overnight), Package type (1 - Your Packaging), Package dimensions (Select an item...), Ship date (12/09/2015), and Declared value (\$).
- 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, Dry Ice Only, Hold at Location, Non-Standard Packaging, and Pharmacy Delivery.

Numbered callouts 1 through 6 highlight specific areas: 1. Ship tab, 2. Recipient information fields, 3. Save in/Update my address book checkbox, 4. Package and shipment details section, 5. Billing details section, and 6. Special Services box.

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** Dangerous Goods

1 - Other 2 - Dangerous goods entry

Regulations: IATA

Title of signatory:

Name of signatory:

Place of signatory:

Emergency telephone: ( ) - Ext.

Additional handling:

☐ All Packed in One

Packing type of outer container:

☐ Consignment of All Packed in One

Number of completed All Packed in One:

☐ Overpacks used

☐ Consignment of Overpacks

Number of completed Overpacks:

**Infectious substance shipment information**

Responsible party:

Responsible party telephone: ( ) - Ext.

OK Override preferences Cancel

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 OK. The "Options" screen displays.

View/Edit Dangerous Goods

1 - Other 2 - Dangerous goods entry

**Dangerous goods details**

Dangerous goods ID: Select an item...

UN#/ID#: UN 1263

# of packages: 1

Packing instruction: 353

Net quantity/Gross mass: 1.00000 L

Net explosive mass: 0.00000

Technical name:

Type of packing: Fibreboard box

Percentage: 00 %

**Aircraft type**

☒ Passenger and cargo

☐ Cargo aircraft only

**Qualifying word**

☐ mixture

☐ melt

☐ 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
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

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

Delete Update Clear all More

## 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**

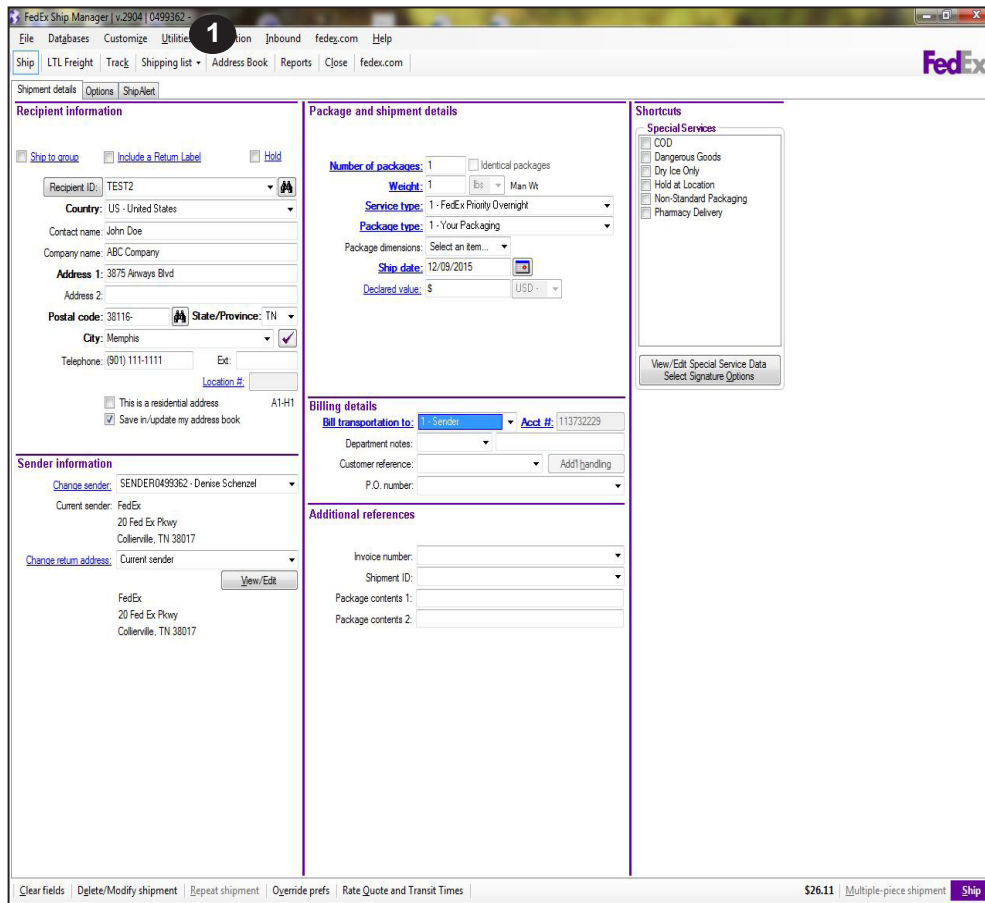
Proper shipping name	UN Number	Class	1 pkg inst	Number of Packages	Type of Pkg	Net Quantity	Measurement
----------------------	-----------	-------	------------	--------------------	-------------	--------------	-------------

Delete Update Clear all More

OK Override preferences Cancel



## Create a Shipping Profile



**1**

**Recipient information**

☒ Ship to group ☐ Include a Return Label ☐ Hold

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 Ext:

Location #:

☐ This is a residential address A1-H1

☒ Save in/update my address book

**Sender information**

Change sender: SENDER049362 - Denise Schenkel

Current sender: FedEx  
20 Fed Ex Pkwy  
Collerville, TN 38017

Change return address: Current sender

View/Edit

**Package and shipment details**

Number of packages: 1 ☐ Identical packages

Weight: 1 lbs Man Wt

Service type: 1 - FedEx Priority Overnight

Package type: 1 - Your Packaging

Package dimensions: Select an item...

Ship date: 12/09/2015

Declared value: \$ USD

**Billing details**

Bill transportation to: 1 - Sender Acct #: 1113732229

Department notes:

Customer reference:

P.O. number:

**Additional references**

Invoice number:

Shipment ID:

Package contents 1:

Package contents 2:

**Shortcuts**

Special Services

☐ COO

☐ Dangerous Goods

☐ Dry Ice Only

☐ Hold at Location

☐ Non-Standard Packaging

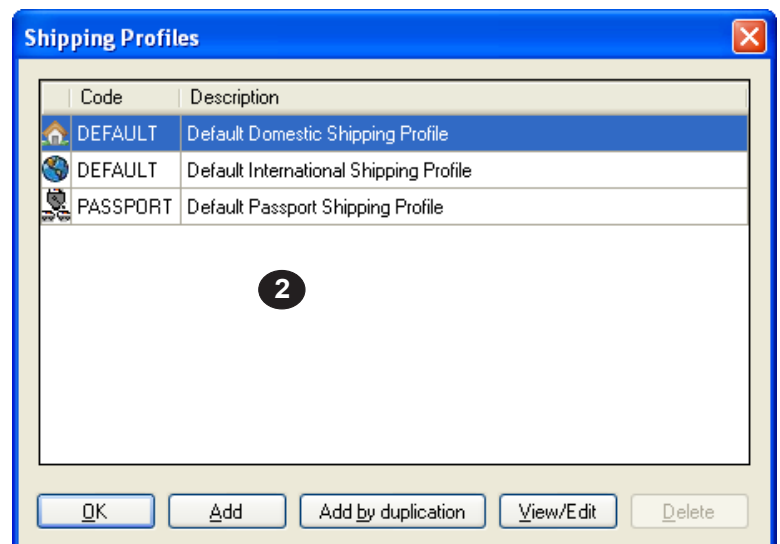
☐ Pharmacy Delivery

View/Edit Special Service Data  
Select Signature Options

Clear fields | Delete/Modify shipment | Repeat shipment | Override prefs | Rate Quote and Transit Times | \$26.11 | Multiple-piece shipment | 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".



**Shipping Profiles**

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

**2**

OK Add Add by duplication View/Edit Delete



## Create a Shipping Profile (continued)

**View/Edit Domestic Shipping Profile**

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

6

3. 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.
4. In the "Behavior" section click on "Constant" to set up the default settings.
5. Depending on the preference type, the "Field Vaue" section may need to be completed (if applicable).
6. When all fields have been completed, click "OK".
7. 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

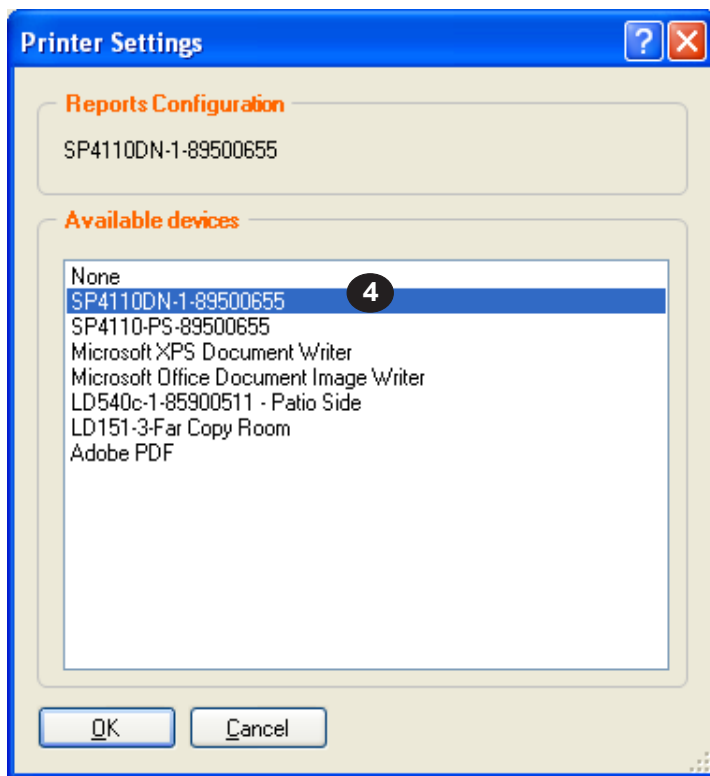
The screenshot shows the FedEx Ship Manager v.2468 interface. The 'Ship' menu is highlighted, and the 'Form Settings' window is open. The 'Form Settings' window has a 'Form settings' tab selected. The 'Label/Report Type' column lists various report types, and the 'Printer/Device' column shows the assigned printer for each. The 'Reports' section is highlighted, and the 'FedEx Express Domestic Labels' report is selected. The 'Commercial invoice letterhead settings' section shows 'Plain paper' selected. The 'Dangerous Goods 1421C Copies' section shows 'Print one copy for the shipment' selected. The 'Additional number of 1421C copies' is set to 0. The 'Additional number of copies to print' is also set to 0. The 'Change' button is visible at the bottom right of the 'Form Settings' window.

To setup a printer for shipments, do the following:

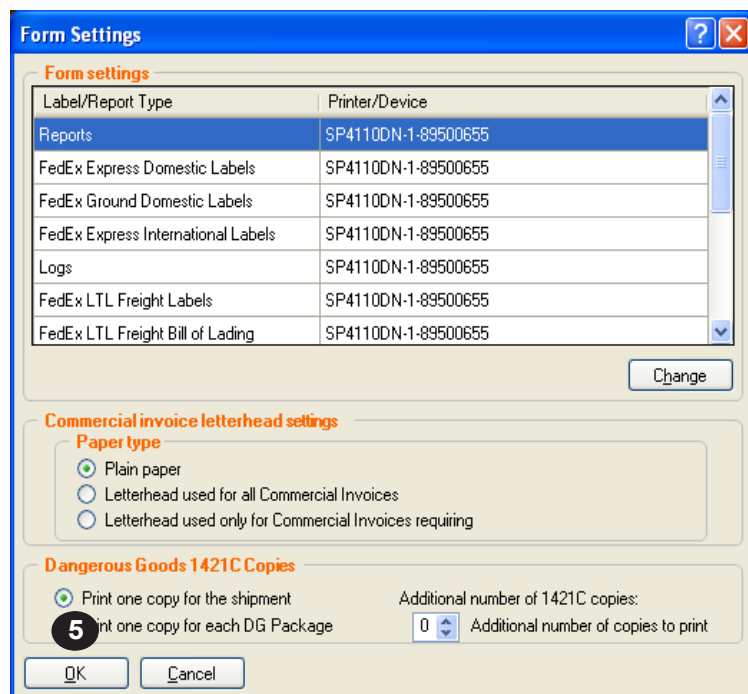
1. Select "Forms" from the Customize drop-down menu.
2. The Forms Settings window will display. Highlight the Report or Label type you wish to setup.
3. Click "Change".

The screenshot shows the 'Form Settings' window with the 'Form settings' tab selected. The 'Label/Report Type' column lists various report types, and the 'Printer/Device' column shows the assigned printer for each. The 'Reports' section is highlighted, and the 'FedEx Express Domestic Labels' report is selected. The 'Commercial invoice letterhead settings' section shows 'Plain paper' selected. The 'Dangerous Goods 1421C Copies' section shows 'Print one copy for the shipment' selected. The 'Additional number of 1421C copies' is set to 0. The 'Additional number of copies to print' is also set to 0. The 'Change' button is visible at the bottom right of the 'Form Settings' window.

## Printer Setup (continued)



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



## Create a Dangerous Goods Database

**FedEx 1 Manager | v.2468 | 780209**

File Databases Customize Utilities Integration Inbound fedex.com Help

Ship Track Shipping list Address Book Reports Close fedex.com

Shipment details Options ShipAlert Return shipment

**Recipient information**

☐ Ship to group **2** ☐ Hold

Recipient ID: [Dropdown] [Icon]

Country: Select country... [Dropdown]

Contact name: [Text Box]

Company name: [Text Box]

Address 1: [Text Box] [Checkmark]

Address 2: [Text Box]

Postal code: [Text Box] [Icon] State/Province: [Dropdown]

City: [Text Box] [Dropdown]

Telephone: [Text Box] Ext: [Text Box]

Tax ID/EIN: [Text Box] Location #: [Text Box]

☐ This is a residential address

☐ Save in/update my address book

**Package and shipment details**

Number of packages: [Text Box] ☐ Identical packages

Weight: [Text Box] [Dropdown]

Service type: Select service type... [Dropdown]

Package type: Select package type... [Dropdown]

Package dimensions: Select an item... [Dropdown]

Ship date: 10/27/2010 [Calendar Icon]

Declared/Carriage Value: \$0.00 [Text Box] [Dropdown]

☐ Waybill

**Sender information**

Current sender: MG Designs  
12136 S. Broadway  
Los Angeles, CA 90061

Change sender: SENDER780209 - Miguel Dent [Dropdown]

Change return address: Current sender [Dropdown]

**Billing details**

Bill transportation to: Select an item... [Dropdown] Acct #: [Text Box]

Department notes: [Text Box] [Dropdown]

Customer reference: [Text Box] [Dropdown] Add'l handling [Text Box]

Clear fields Delete/Modify shipment Repeat shipment Override prefs Rate quote Multiple-piece shipment Ship

Comm Idle Wednesday, October 27, 2010 8:30 AM

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)

**View Dangerous Goods**

Dangerous goods list

Enter Dangerous Goods ID or select from list to view details below:

DG ID	UN/ID#	Pkg Inst	Type of Packing

**Dangerous goods details:**

Regulations:  **4**

UN#/ID#: UN

# of packages:

Packing instruction:

Net quantity/Gross mass:

Technical name:

Type of packing:

Percentage:  %

**Aircraft type**

☐ Passenger and cargo ☐ Excepted Pkg Radioactive (RQ)

☐ Cargo aircraft only ☐ Reportable quantity

☐ A Indication

Authorization:

**Radioactive information**

Radionuclide:

Activity:

Packaging type:

Transport index:  Label type:

Surface reading:  mem/h

Package dimensions:  X  X

Physical form:

Chemical form:

**3**

Number of items: 0

- Click "Add". The Add Dangerous Goods box will display
- Complete the "Dangerous Goods details" section.
- All applicable proper shipping names will display in the IATA Dangerous Goods Regulations box. Select the item you are shipping.
- 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".
- The new item will display under "IATA Dangerous Goods Regulations" section.
- Verify and click "OK".

**Add Dangerous Goods**

Enter Dangerous Goods Information

Dangerous goods ID:

Regulations: IATA

UN#/ID#: UN  **6**

# of packages:

Packing instruction:

Net quantity/Gross mass:

Technical name:

Type of packing:

Percentage:  %

**Aircraft type**

☐ Passenger and cargo ☐ Excepted Pkg Radioactive (RQ)

☐ Cargo aircraft only ☐ Reportable quantity

☐ A Indication

Authorization:

**Radioactive information**

Radionuclide:

Activity:

Packaging type:

Transport index:  Label type:

Surface reading:  mem/h

Package dimensions:  X  X

Physical form:

Chemical form:

**IATA Dangerous Goods Regulations**

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**

**8**

1 - Passenger and Cargo Aircraft 2 - Cargo Aircraft Only

## Create a FedEx Ground shipment

**1** Ship

**2** Recipient information

**3** Sender information

**4** Package and shipment details

**5** Billing details

**6** Special Services

Clear fields | Delete/Modify shipment | Repeat shipment | Override prefs | Rate Quote and Transit Times | \$6.89 | Multiple-piece shipment | Ship

Comm Idle | Wednesday, December 09, 2015 10:33 AM

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.

**6** Options

**Special Services**

**FedEx InSight®**

**Optional information**

Clear fields | Delete/Modify shipment | Repeat shipment | Override prefs | Rate quote | \$5.97 | Multiple-piece shipment | Ship

Comm Idle | Wednesday, October 27, 2010 1:47 PM

## Create a FedEx Ground shipment (continued)

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.



## Create a Hazardous Materials Database

**FedEx Ship Manager | v.2468 | 780209**

File Databases Customize Utilities Integration Inbound fedex.com Help

Ship Track Shipping list Address Book Reports Close fedex.com

Shipment details Options ShipAlert Return shipment

### Recipient information

☐ Ship to group **2** ☐ Hold

Recipient ID:

Country: Select country...

Contact name:

Company name:

Address 1:

Address 2:

Postal code:  State/Province:

City:

Telephone:  Ext:

Tax ID/EIN:  Location #:

☐ This is a residential address  
☐ Save in/update my address book

### Package and shipment details

Number of packages:  ☐ Identical packages

Weight:

Service type: Select service type...

Package type: Select package type...

Package dimensions: Select an item...

Ship date: 10/27/2010

Declared/Carriage Value: \$0.00

☐ Waybill

### Sender information

Current sender: MG Designs  
 12136 S. Broadway  
 Los Angeles, CA 90061

Change sender: SENDER780209 - Miguel Dent

Change return address: Current sender

### Billing details

Bill transportation to: Select an item... Acct #:

Department notes:

Customer reference:  Add'l handling

Clear fields Delete/Modify shipment Repeat shipment Override prefs Rate quote Multiple-piece shipment Ship

Comm Idle 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)

**View Hazardous Materials**

**Hazardous materials list**

Enter a Hazardous materials ID or select from list to view details below:

Hazardous materials ID	DOT shipping name

**Hazardous materials details**

DOT Identification number:

DOT shipping name of material:

Technical Name:

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

DOT Label type, ltd.qty., exemption #:

Emergency Contact Number:  **3**

Number of items: 0

**Add Hazardous Materials**

**Enter hazardous materials commodity information**

Hazardous materials ID:  **4** **7**

DOT Identification number: UN

DOT Proper Shipping Name	PG	Label Type	Restrictions	Hazard Class

**5**

DOT shipping name of material:  **6**

Technical Name:

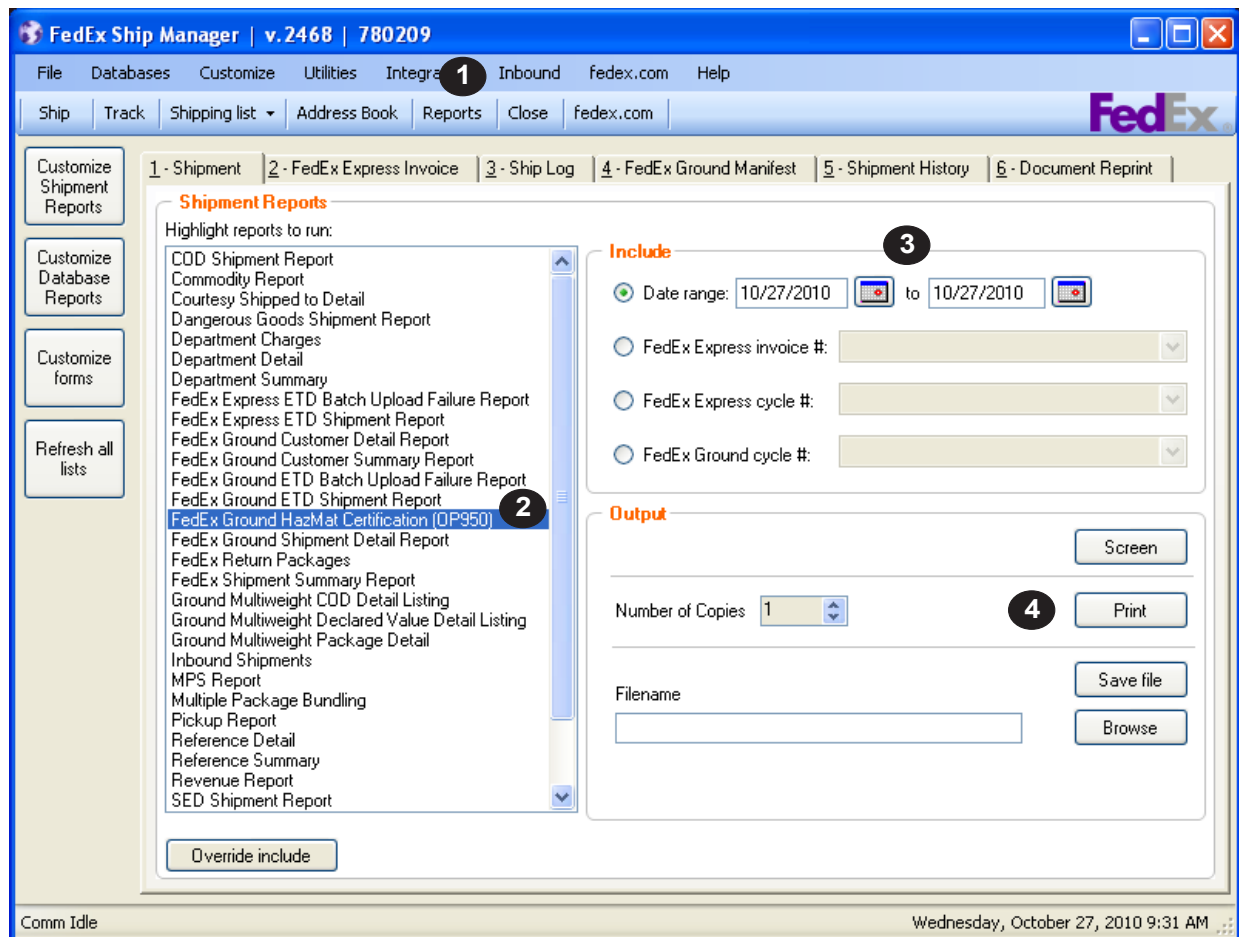
Hazard class or division code:  Packing group:  Commodity Weight:  lbs

DOT Label type, ltd.qty., exemption #:

Emergency Contact Number: ( ) - Ext.  **8**

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.

