

Known Ship Manager (SM) Café Errors – Frequently Asked Questions

1. Authorization Entry

Issue

- The Special Provision numbers required by Section 8.1.6.9.4; Step 9 will not print on the Declaration form.

Workaround

- Shippers can add Special Provision numbers in the Authorization field.

2. Section IB Lithium Batteries (UN 3480 and UN 3090)

Issue

- There is not an entry for Section IB in Ship Manager. Section IB Lithium Batteries (UN 3480 and UN3090) must show IB on the declaration.

Workaround

- “IB” must be included in the Authorization field.

3. Explosive Shipment Competent Authority Statement

Issue

- Ship Manager does not automatically print the competent authority statement required when shipping explosives with a Packing Instruction 101.

Workaround

- Shippers must include the following statement in the Additional Handling section on the Declaration:
Packaging approved by the competent authority of XXX
where “XXX” is the International Vehicle Registration Code (VRI Code) of the country for which the authority acts (for the U.S. the “XXX” is “USA” and can be supplemented with “DOT”, i.e., USA DOT).

4. Explosive Class 1

Issue

- Except for Cartridges, Small Arms, shippers must include a “CA Number / EX Number / NSN Number / DOTSP”. There is no entry for the Explosives approval number.

Workaround

- Shippers can include the applicable CA Number / EX Number / NSN Number / DOT-SP or notation in the Authorization field.

Known Ship Manager (SM) Café Errors – Frequently Asked Questions

5. Packaging Types

Issue

- Ship Manager allows any name / text to be included as a packaging type.

Workaround

- Shipper must ensure to enter a packaging type which is acceptable per the applicable IATA Packing Instruction.

6. Non-identical All Packed in One Packages within an Overpack

Issue

- Ship Manager does not allow non-identical All-Packed-in-One packages within an Overpack.

Workaround

- No workaround for this type of shipment. All Packed in Ones cannot be processed in the same Overpack.

7. Dry Ice in International MPS Shipments

Issue

- Ship Manager will not allow the ability to differentiate Dry Ice net weight at the package level within an International MPS.

Workaround

- Ship the packages on separate shipments or use identical amounts of dry ice.

8. Non-identical International MPS Shipments with All Packed in One or Overpack selection.

Issue

- Ship Manager does not allow International non-identical multi piece shipments that include All-Packed-in-One packages or Overpacks.

Workaround

- Ship the All Packed in One or Overpack packages on separate shipments.

Known Ship Manager (SM) Café Errors – Frequently Asked Questions

9. "All-Packed-in-One" Limited Quantity Dangerous Goods with a 30 kg G limit

Issue

- Per IATA DGR 8.1.6.9.2(d) and Figure 8.1.H:
 - Each limited quantity dangerous goods commodity in the All-Packed-in-One must be listed on the declaration with the net quantity (kg or L).
 - The gross weight (kg G) of the package must also be indicated on declaration after the Q-value.
- However, Ship Manager indicates kg G for the individual commodities and does not indicate the completed package gross weight.

Workaround

- The shipper must correct the individual commodity units of measure by marking through the kg G, adding the appropriate unit, and including their signature next to the change.
- The shipper must insert a notation (e.g., "Gross weight: XX kg G"), with a signature, following the Q Value (where XX represents the gross weight of the completed package).

10. Subsidiary Hazard Entry When a Subsidiary Hazard is not Indicated for the Commodity in the List of Dangerous Goods, IATA Table 4.2

Issue

- Per IATA DGR 8.1.6.9.1 Step 4 Note, requires entry a subsidiary hazard for some division 4.1 Flammable Solids and division 5.2 Organic Peroxides. This is also listed in Special Provision A150 for some commodities in IATA Table 4.2 – List of Dangerous Goods.
Ship Manager does not require or allow a subsidiary hazard entry.

Workaround

- It is the shipper's responsibility to ensure the declaration reflects a subsidiary hazard when required.
- The shipper must add the required subsidiary hazard and include their signature next to the change.

Known Ship Manager (SM) Café Errors – Frequently Asked Questions

11. Q-Value

Issue

- A “Q-Value” may show in Ship Manager for shipments that do not require one to be entered.

Workaround

- The shipper must correct the declaration by marking through the extraneous “Q-Value” and include their signature next to the correction.

12. UN3506 Mercury Contained in Manufactured Articles

Issue

- Ship Manager will not allow shippers to omit the Division 6.1 subsidiary hazard as per Special Provision A191 for shipments containing less than 5 kg of mercury.

Workaround

- The shipper should note Special Provision A191 in Authorization column / area (as per IATA DGR 8.1.6.9.4 Step 9a) and manually correct the Division 6.1 subsidiary hazard on the declaration when it prints out. The shipper should include their signature next to the correction.

13. Overpack Quantities

Issue

- Ship Manager will round down quantities to 2 decimal places for the total quantity listed in an Overpack.

Workaround

- The shipper can enter quantities only up to 2 decimals.
- The shipper can manually correct the declaration by adding the missing decimals including their signature next to the change.

14. UN2031 PG not listed.

Issue

- Ship Manager only has an option for UN2031 >20% <65% without a packing group listed.

Workaround

- The shipper must add the packing group and a signature on the declaration.