



# Non-Compliant Hazardous Materials (Hazmat) Reimbursement Program

Frequently Asked Questions

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### When did this program begin?

Effective June 1, 2019, any shipper of a non-compliant hazmat package offered for transport will be billed for reimbursement. The minimum reimbursement per package is US\$350.00.

### Why is FedEx Ground imposing these reimbursements to the shipper?

FedEx Ground must perform additional unplanned services in order to safely and properly handle damaged and/or otherwise non-compliant hazmat packages. These additional services are mandated by requirements set forth in the FedEx Service Guide, FedEx Ground Tariff, OP-910 qualification form, U.S. Department of Transportation (DOT), and/or applicable Transportation of Dangerous Goods Regulations in Canada which govern the transportation of dangerous goods (DG)/hazardous materials using the FedEx Ground network.

The minimum reimbursement of US\$350.00 seeks to recover the expense to FedEx Ground for repacking, relabeling, cleanup, materials, administrative fees, potential disposal costs, fines by the U.S. DOT, cargo claims, and any other incidental or consequential expenses incurred by FedEx Ground as a result of a non-compliant hazmat package. Please note that this is a minimum reimbursement, and we reserve the right to seek additional money from the shipper, should our expenses exceed US\$350.00 for a particular package, according to the FedEx Ground Tariff.

Most importantly, non-compliant hazmat packages have been known to cause injuries to employees, contracted service providers, customers, and shippers. We care about the safety of our employees and customers. We aim to work together across organizations to reach common goals of increasing safety performance and expediting service flow.

Additionally, the U.S. DOT can issue substantial monetary penalties to FedEx Ground and our customers for tendering and transporting non-compliant hazmat packages. By promoting safe and compliant hazmat shipping practices, we strive to protect both FedEx Ground and our customers from regulatory liability.

## What does “non-compliant” mean?

When a shipment is non-compliant, it has been tendered in a manner not in accordance with either the U.S. DOT hazmat regulations or FedEx Ground hazmat shipping requirements. This could apply to inner or outer packaging, container closure, labeling, or marking. Non-compliant also refers to any prohibited, undeclared, or abandoned package. The U.S. DOT hazmat regulations require proper packaging, including the following:

*Each package used for the shipment of hazardous materials under this subchapter shall be designed, constructed, maintained, filled, its contents so limited, and closed, so that under conditions normally incident to transportation...there will be no identifiable release of hazardous materials to the environment.*

*Securing and cushioning. Inner packagings of combination packagings must be so packed, secured, and cushioned to prevent their breakage or leakage and to control their shifting within the outer packaging under conditions normally incident to transportation. Cushioning material must not be capable of reacting dangerously with the contents of the inner packagings or having its protective properties significantly weakened in the event of leakage.*

## Is there a limit to the number of packages that will be billed for reimbursement in any given day, week, or month?

No. Every hazmat package deemed to be non-compliant will be billed for reimbursement.

## If my shipment is still at the origin station and can be returned to me, will I still be billed?

This would apply only to prohibited or undeclared shipments that cannot be transported. If the package is able to be returned to the shipper from the origin station, the package would not need to be reported to the FedEx Ground Department of Safety; therefore, the package would not trigger a non-compliant incident to be billed.

## What if my customer or I refuse the hazmat package?

If the package is refused, it will be considered “undeliverable,” and FedEx Ground will pay to dispose of the package. The shipper will be billed for a minimum US\$350.00 reimbursement.

## I have known packaging issues. How can I get help?

Shippers of hazardous materials (including ORM-D/Limited Quantity and lithium batteries) must have training, which includes how to properly package and prepare shipments for transport. FedEx Ground provides hazardous materials and battery training specific to transport within our network. This training can be accessed at [shipsafeshipmart.com](https://shipsafeshipmart.com).

Also, your FedEx account executive can request complimentary package testing through the **FedEx Packaging Lab**. FedEx Packaging Services does not test or provide recommendations for packages containing dangerous goods tendered to FedEx Express or hazardous materials tendered to FedEx Ground. They will test shipments with substituted, non-hazardous substances. Any provided recommendations are in support of our non-hazardous package performance testing procedures.

International SafeTransit Association (ISTA) tests are used primarily to evaluate the effectiveness of packaging in protecting the product when transported within the FedEx network. DG and hazmat testing emphasizes safely containing the material, not necessarily preventing the packaging from damage.

For more information and to remain compliant, search online for “Hazmat testing lab” to find a packaging lab near you. You can also review ISTA test procedures at [ista.org](https://www.ista.org).

## I have U.S. DOT-certified hazmat packaging. I believe my packaging was adequate and I want to dispute the reimbursement. What should I do?

Shipments in a small-package environment like FedEx Ground are subject to significant additional handling compared to a less-than-truckload environment. These packages are under more stress and often require further measures to ensure they survive small-package carrier conditions. To dispute a reimbursement, you must follow the dispute process that includes your FedEx account executive through iSell or QuickTeams.



## What additional resources can I review?

For more information, please review the U.S. DOT hazardous materials regulations regarding packaging, including 49 CFR 173.24 and 173.24a. You can also check information from your packaging supplier, including applicable packaging instructions.

Pay particular attention to proper closure of the inner containers. You are required to have proper training in order to correctly package hazardous materials. The FedEx Ground **Ship Safe Ship Smart** online hazmat training program includes packaging information, along with the FedEx Ground Hazardous Materials Shipping Guide.

## Where can I find more information?

- Go to [fedex.com/dangerousgoods](https://www.fedex.com/dangerousgoods) and [fedex.com/hazardousmaterials](https://www.fedex.com/hazardousmaterials) to review guidelines.
- Call the FedEx Dangerous Goods/Hazardous Materials Hotline at **1.800.GoFedEx** (and say "dangerous goods"). Hours of operation are Monday through Friday, 7 a.m. to 7 p.m. Central time, and Saturday, 10 a.m. to 2 p.m. Central time.
- Review the **FedEx Ground Hazardous Materials Shipping Guide**.