



Shipment Manager User Guide

TABLE OF CONTENTS

Revisions & Changes.....	4
Shipment manager	5
Overview.....	5
Web Server	6
Production URL.....	6
How to Login to Shipment Manager	7
Manifesting.....	9
DoDAAC Selection.....	9
Document Selection	10
Completed Manifest.....	11
Shipments.....	12
DoDAAC Selection.....	12
Manifest Selection.....	13
Shipment Details.....	14
Weights, Dimensions and Measurements.....	14
TAC code.....	15
Dry Ice/Hazmat.....	15
Global Freight Management (GFM)	16



Shipment Manager User Guide

LAST UPDATED 10/1/2020



- Populating the GFM Shipment Data 16
- Carrier Selection 22
- Service Options..... 23
- Processing US Exports 24
- Shipments to Afloat Activities 25
- ATAC Excluded Items 26
- Classified Items 27
- Completed Shipment 30
 - Sample Label/Air Waybill 31
 - Sample Commercial Invoice 32
- Manual Proof of Shipment Entry 33
- Multi-Package Shipping 35
- Tracking & Reprint 38
- Void/Cancel a Shipment 44
- Reports 46
 - Shipments Report 47
 - PickUp Report 48
 - Delivery Report 49
 - DODAAC Lookup 50
 - REPSHIP Report 51
 - Exporting Reports 52
- Adobe Acrobat Reader Settings 54
- FAQ 56
 - Reporting a problem in Shipment Manager 56
 - Login Failures 56
 - The Carrier needed is not set up for the location 57
 - Manifests are not showing up in Shipment Manager 57
 - Manifests are showing up in Shipment Manager that have been shipped..... 57
 - Why can't I view my DRMO items? 58
 - AWB and/or Commercial Invoice does not appear 58
 - Japanese Invoice is displaying 58
 - POS/POD posting 60



Shipment Manager User Guide

LAST UPDATED 10/1/2020



- Ship TO/FROM Addresses are wrong or missing 60
- DHL Shipping Error 61
- FEDEX Weight Error 61
- FEDEX Intra-country (domestic) service not supported for that origin/destination country Error 62
- FEDEX Girth Error..... 62
- FedEx Package does not qualify for shipping service 62
- UPS Shipping Label is Metric 63
- UPS Incorrect Services 63
- UPS Invalid License Number Error 63
- DB Schenker Shipping Label is Missing..... 64
- Jas Forwarding Invalid Shipper Code..... 64
- Remote Name Error..... 64
- Connectivity Issues 65
- CAC PKI How-To find your Issued To/By value 65
- Dimensional Weight Calculation 66
- Saving/Exporting Reports 66
- Document Number Was Previously Shipped Error 67
- Invalid XML 68
- HTTP (Error) Status Codes 68
- CONUS to OCONUS Shipments Display Pop-Up Message 69



REVISIONS & CHANGES

All changes to this document are captured in the below table.

Change Date	Section	Detailed Description of Change
10/1/20	Populating the GFM Shipment Data	Added additional ATAC guidance.
9/22/20	Populating the GFM Shipment Data	Added "Ship From Region" and "Ship To Region."
9/14/20	Populating the GFM Shipment Data	Added GFM section (previously not included).



SHIPMENT MANAGER

Overview

Shipment Manager is the newest module of eRMS which improves the process of creating/tracking shipments for eRMS processed items, including Classified Shipments. It is connected to the FedEx, UPS, DHL, TTC (CONUS only), DB Schenker and NAC commercial carrier systems. Shipment Manager is available to any user who possesses a valid eRMS user account. Shipment Manager uses ATAC transportation account numbers (which is coordinated with ATAC San Diego).

Benefits of using Shipment Manager:

- The direct integration of eRMS manifest data and commercial carrier systems will eliminate issues associated with the manual transfer of eRMS data into the separate commercial carrier systems and provide the commercial carrier AWB (and other required documentation) automatically.
 - Automatic posting of Proof of Shipment - All shipments processed via Shipment Manager will provide automatic POS posting based on information received through our commercial carrier system integration.
 - Automatic posting of Proof of Delivery - All shipments processed via Shipment Manager will provide automatic POD posting based on information received through our commercial carrier system integration.
 - Centralized visibility of tracking information - Shipment Manager provides visibility of the status of the shipment tracking no matter what carrier is used.
-



Shipment Manager User Guide

LAST UPDATED 10/1/2020



Web Server

Production URL

<https://tarp.navsup.navy.mil/jdar/shipping>

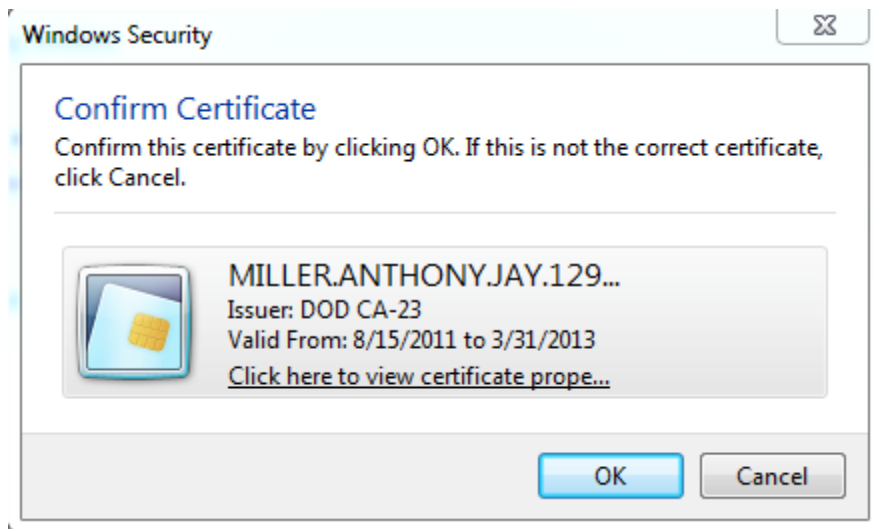
Any data entry using the production URL will create live shipments with the Carrier (FEDEX, UPS, etc.) and will post updates back to production eRMS and other applicable systems.

NOTE: Shipment Manager URLs are only able to support Internet Explorer (IE) 7 and later versions.

NOTE: Popups need to be enabled for the Shipment Manager website.

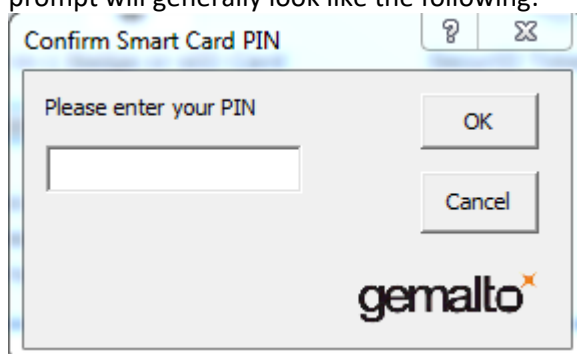
How to Login to Shipment Manager

The following prompts will be displayed when a user attempts to access one of the Shipment Manager URLs. If the user's computer system is reaching the web site, they will be prompted to provide a PKI. The prompt will generally look like the following:

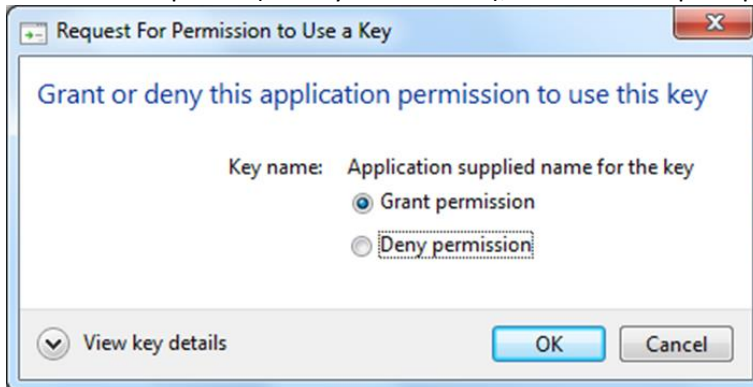


The user will want to ensure the PKI being selected is appropriate for the website. The word 'EMAIL' should not appear in the Issuer field. The PKI must be valid. The current calendar date should be between the valid from/to dates listed on the selected PKI. If not, the web server will reject the PKI and give an error message. There are various http error codes that can result from an invalid PKI, but usually the standard http 403 error message is produced.

After the user selects their PKI, they will be prompted to enter the pin associated with their CAC. The prompt will generally look like the following:



On some computers (usually commercial), an additional prompt may appear like the following:



This prompt usually defaults to “Deny permission” (as shown above); the user will need to change that option to “Grant Permission.” This prompt basically means the web server is requesting the certificate from the user’s computer. If denied or cancelled, the website will not be given the user’s PKI and they will not be able to access the website.

If an individual is not already an authorized user of eRMS, they will receive the message below. The user should follow the instructions on the page to gain access.

Access Denied. You are not an authorized user of Shipment Manager.

To request access, please follow the below instructions. If you have any questions, please let us know at tarphelp@leidos.com

IMPORTANT NOTE: If you currently have access to eRMS, you do not need to follow the below instructions but rather contact us to facilitate Shipment Manager access authorization.

- Go to <https://tarp.navsisa.navy.mil/certpub.nsf>
 - Download the SAAR form specifically for Shipment Manager
 - Upload your completed SAAR
 - Receive an email stating that your SAAR was approved
- Complete the user access form at <https://mrii.navsisa.navy.mil/eRMSNet/AccessRequest.aspx?DType=PROD>
 - For User ID, we suggest you enter lastnamefirstinitial
 - For Access Reason, please enter “Shipment Manager only”

Reason Access was Denied:
Unknown





Shipment Manager User Guide

LAST UPDATED 10/1/2020



If a valid user account is found in eRMS, the Shipment Manager Annoucements page will be displayed.

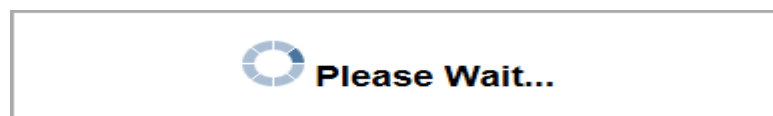
Manifesting

Once logged into Shipment Manager, the manifesting screen can be accessed by selecting “Create Manifest” from the “Shipping” menu tab. Once selected, the web page will be refreshed and the user will see “Create Manifest” in the web page header.

DoDAAC Selection

Upon entry into this screen, a dropdown box will appear with allowable UICs for the user logged in.

When a DoDAAC is selected, the screen will turn grey and there will be a brief pause while the system retrieves un-manifested documents. (NOTE: At present, only RDO/RFI documents are available for manifesting).





Shipment Manager User Guide

LAST UPDATED 10/1/2020



Document Selection

Documents will appear in the “Selected Documents” panel. (NOTE: If no documents are available or the ship from address is malformed, an error box will appear stating that. No open documents will be displayed).

Ship From Address (Show Details...)

Selected Documents:

Select	Document	NIIN	SHIP TO	UOI	QTY	WEIGHT	LENGTH	WIDTH	HEIGHT	Expedite
<input checked="" type="checkbox"/>	N004218024GH24	012168055	N00421	EA	1	140	42	23	22	Y
<input checked="" type="checkbox"/>	N004218081GH21	013000940	N00421	EA	1	224	41	37	39	Y
<input type="checkbox"/>	N443291354DR50A	011258493	R09112	EA	1	2	20	5	5	Y
<input type="checkbox"/>	R2099381571818	013574406	R20993	EA	1	50	24	22	16	Y
<input type="checkbox"/>	V033697207G448	012268646	V03369	EA	1	234	34	32	23	Y
<input type="checkbox"/>	V218530174G262	015442121	V21853	EA	1	207	39	30	24	Y

Build Manifest

Shipment Manager pulls document data in real time from eRMS production. Just select the checkbox next to the document(s) you wish to manifest. (NOTE: The “Build Manifest” button will not be enabled unless a least one document is selected). Once all of the documents are selected, select “Build Manifest.”



Shipment Manager User Guide

LAST UPDATED 10/1/2020



Completed Manifest

When "Build Manifest" is selected, the program will generate a new manifest number, associate the selected documents to that manifest, and pass all the manifest information to eRMS for processing. When the screen refreshes, it will display the manifest number and documents that have been selected. It will also present an open manifest listing. Below are samples of both:

Open Manifest List

Date: Thu, April 26, 2012
 Manifest Number: N630422117ZR00XXX

 Total Quantity: 2
 Ship From UIC: N63042
 Priority: Urgent

Receiving Party Signature: _____
 Printed Name: _____
 Date: 04/26/2012

Document Number	NSN	WEIGHT	Cube
N443176156GG04	1270014322474	1	1
N443176293G251	1285012168124	1	1

Ship From Address (Show Details...)

Selected Documents:

Select	Document	NIN	SHIP TO	UOI	QTY	WEIGHT	LENGTH	WIDTH	HEIGHT	Expedite
<input type="checkbox"/>	N443176156GG04	014322474	N68971	EA	1	1	1	1	1	Y
<input type="checkbox"/>	N443176293G251	012168124	N68971	EA	1	1	1	1	1	Y

Manifest Number is: N630422117ZR00XXX

At this point, the user may select "New Manifest" to build an additional manifest or "Ship Manifest" to potentially ship the manifest. (NOTE: If eRMS has not fully processed the manifest, it will not appear on the shipping screen).

Shipments

Once logged into Shipment Manager, the shipping screen can be accessed by selecting “Create Shipment” from the “Shipping” menu tab. Once selected, the web page will be refreshed and you will see “Create Shipment” in the web page header.



DoDAAC Selection

Upon entry into this screen, a dropdown box will appear with allowable UICs for the user logged in.



When a UIC is selected, the screen will turn grey and there will be a brief pause while the system retrieves the ship from address and unshipped manifests. This pause will happen each time the application needs to retrieve information.



****NOTE:** Shipment Manager will look for the pickup address, detachment address, TAC 2 address and finally the TAC 1 address. DAASINQ provides weekly updates for the TAC 1 and TAC 2 addresses but pickup/detachment addresses must be entered manually by TarpHelp. Requests for additions/updates can be made by contacting the Tarp Help Desk.



Shipment Manager User Guide

LAST UPDATED 10/1/2020



Manifest Selection

Manifests will appear in the “Selected Manifest” panel. (NOTE: If no manifests are available or the ship from address is malformed, an error box will appear stating that. No manifests will be displayed). Shipment Manager pulls manifest data in real time from eRMS production. eRMS stores manifest data in different databases depending on the type of user. An eRMS user does not require any special data entry for the manifests to appear in Shipment Manager.

ATAC users operating at an ATAC Node or HUB will need to value the “Mode” with T and “SCAC code” with ATAC. If manifests are not being displayed, the user should check which mode and SCAC values were entered in eRMS.

****NOTE:** Shipment Manager will not display any manifests/documents flagged in any way as shipped or purged.

The screenshot shows the Shipment Manager interface. At the top, there is a navigation bar with the eRMS logo and the title "Shipment Manager". Below this, there are several tabs: "Create Shipments", "Name: MILLER, ANTHONY", "Date - 07/30/2012", and "Julian - 12212". A dropdown menu is open, showing "N3310A - ATAC BAHRAIN" selected. To the right of the dropdown are buttons for "Menu", "(Development Account)", and "Log Off".

Below the navigation bar, there is a section for "Ship From Address" with a "(Show Details...)" link. Below that is a "Selected Manifest" section with a "Please Select a Manifest" prompt. A table of manifests is displayed below this prompt.

	Manifest	Manifest Date	Count	Label Dest	Expedite
Select	N3310A22128212RXX	7/30/2012 12:35:55 AM	1	N32395	0
Select	N3310A22128213RXX	7/30/2012 12:38:07 AM	1	Q99188	0
Select	N3310A22128214RXX	7/30/2012 12:40:01 AM	1	Q99188	0
Select	N3310A22128215RXX	7/30/2012 12:40:58 AM	1	SW310T	0
Select	N3310A22128267RXX	7/30/2012 3:19:12 AM	1	SW310T	0
Select	N3310A22128268RXX	7/30/2012 3:20:08 AM	1	SW310T	0
Select	N3310A22128273RXX	7/30/2012 3:25:10 AM	1	SW310T	0
Select	N3310A22128274RXX	7/30/2012 3:30:52 AM	1	W20763	0



Shipment Manager User Guide

LAST UPDATED 10/1/2020



Shipment Details

Once a manifest is selected the “Select Manifest” panel will collapse and the panels “Document Details”, “Ship To UIC”, and “Shipment Weight and Dimensions” will appear. “Document Details” and “Ship To UIC” are shown in their collapsed state. If this information needs to be viewed, simply select the appropriate header to expand it. NOTE: The current business rule is we must have a DoDAAC for the Ship To/From address. The 1149 shipping process outside of eRMS is the best solution if no DoDAAC is available.

Document Details (Show Details...)			⌵
Ship To Address (Show Details...)			⌵
Shipment Weight, Dimensions & Options (Hide Details...)			⌵
Units Of Measure: STANDARD ▾ ** Length (in.): <input type="text" value="39.000"/> ** Width (in.): <input type="text" value="26.000"/> ** Height (in.): <input type="text" value="15.000"/> **TAC Code <input type="text" value="N992"/>	** Actual Weight (lb.) <input type="text" value="216.000"/> <input type="checkbox"/> Override Dimensional Weight (lb.) <input type="text" value="110"/>	<div style="background-color: #4F81BD; color: white; padding: 5px; text-align: center; font-weight: bold;">Charge Weight (lb.)</div> <div style="background-color: #4F81BD; color: white; padding: 20px; text-align: center; font-size: 24px; font-weight: bold;">216.000</div>	
<input type="checkbox"/> Shipment Contains Dry Ice <input type="checkbox"/> Shipment Contains Inaccessible HazMat Items			
** Select A Carrier <input type="text" value="UPS"/> ▾	Account Number: (Non-Editable) <input type="text" value="706541372"/>	SCAC Code: (Non-Editable) <input type="text" value="UPSQ"/>	

Weights, Dimensions and Measurements

For manifests containing a single document, the Height, Length, Width, Cube, and Charge Weight fields will auto-populate along with the weight. For manifests containing multiple documents, only the Weight field will populate.

Weight field is calculated by adding all the individual document weights. For single package shipments, it can be modified by selecting the “Override” checkbox. In doing so, the actual weight field can be modified. The override is disabled for multiple package shipments.

Carrier Account Number and SCAC Code are NOT editable. The system will determine these values based on the Carrier, Carrier Service Type, DoDAAC, and weight.

If any document contains a Unit Of Issue, Weight, Nomenclature, or Price error, the system will force the user to correct the problems before allowing to continue. It will display the documents section and the user will be able to edit these fields accordingly. When finished editing, select “Update” to apply changes. The “Edit”, “Cancel”, and “Update” buttons will only be visible if there are mistakes detected within those four columns.



Shipment Manager User Guide

LAST UPDATED 10/1/2020



After Length, Width, and Height fields are completed, if not auto-populated, the dimensional weight of the package is displayed. In the future, this will help to auto determine what carrier or carriers are valid.

TAC code

Next, a TAC code (Transportation Accounting Code) needs to be provided. The system has been setup to auto-populate the TAC code with a list of the acceptable values based on pre-defined TAC code rules. If no TAC code can be determined from the rules, the system will prompt the user to enter an appropriate TAC code. Additionally, if the value(s) present are not acceptable, the user can override the value by choosing "Other" and entering the necessary value. Manually populated TAC code entries are flagged for further review so TAC code rules can be enhanced.

Dry Ice/Hazmat

For some carriers, the user also has the option to select Hazmat (Dangerous Goods) or Dry Ice. For Hazmat items, the carrier will also expect a Declaration for Dangerous Goods form to accompany the Air Waybill. For Dry Ice, the total weight of the ice will need to be entered. This will be displayed within the carrier options section.

Global Freight Management (GFM)

USTRANSCOM is requiring commands to integrate with their system in order to improve shipping, costs, and information available to Syncada for payments.



- *The GFM process will reach out to participating transportation carriers to get the best shipping options based on the criteria (i.e. weight, dimensions, hazardous, etc.) being submitted.*
- *The current requirement applies to any international shipments over 300 lbs.*
- *The process will only appear for automated (not already shipped) commercial shipments in eRMS 2.0. The other shipping processes are manual and considered offline/after the fact shipping options so the GFM process does not interject into those processes.*

When an international shipment over 300lbs is being processed, GFM must be contacted to obtain carriers participating in that shipping lane, prior to completing the shipping process.

Populating the GFM Shipment Data

ID	GLOBAL FREIGHT MANAGEMENT (GFM) SHIPMENT DATA	
1	Name	The name of the user processing the shipment.
2	Phone	The contact phone number for the user processing the shipment.
3	Fax	The fax number for the user processing the shipment.
4	Email	The electronic mail address for the user processing the shipment.
5	Issuing Office	The issuing office handling this shipment.
6	Service Code	The service code handling the shipment (i.e. Navy, etc.)
7	Ship From SPLC	Required for all US addresses and can be obtained from DAASINQ and/or Inform21.
8	Ship To SPLC	Required for all US addresses and can be obtained from DAASINQ and/or Inform21.
9	Ship From Region	Required for all USA/CAN addresses. A code that indicates a particular area of the country (i.e. a state/province). Choose the closest to your ship from location.

TARP HELP DESK | 866-427-8277 | Email: tarp@leidos.com | <https://tarp.navsup.navy.mil/tarp/hd.nsf>



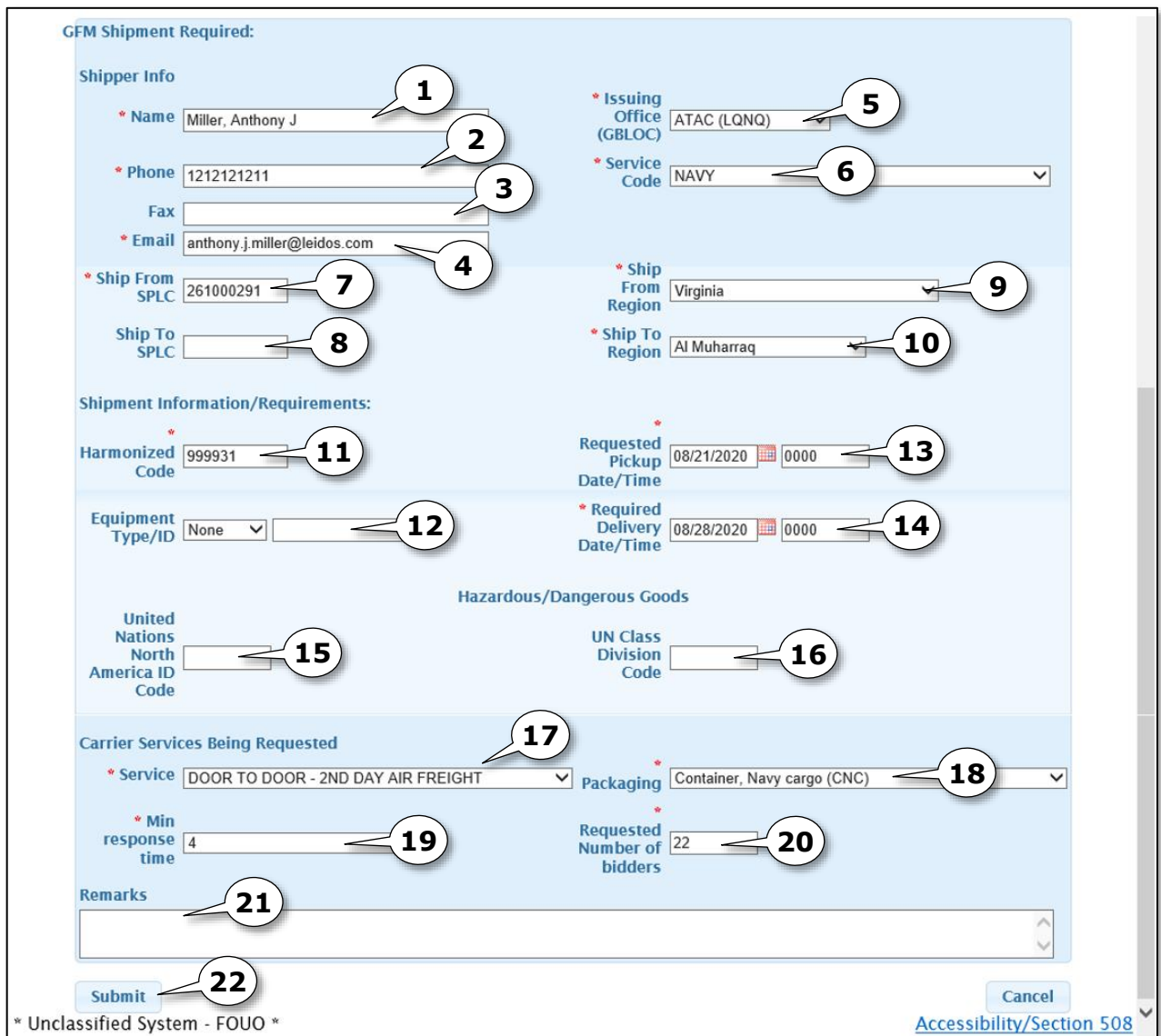
Shipment Manager User Guide

LAST UPDATED 10/1/2020



10 Ship To Region	Required for all USA/CAN addresses. A code that indicates a particular area of the country (i.e. a state/province). Choose the closest to your ship to location.
11 Harmonized Code	Enter the National Motor Freight Code for the item being processed. If unknown, this value can be obtained from FLIS and/or OneTouch.
12 Equipment Type/ID	If special equipment is needed to move the shipment, it can be specified via the type/id fields.
13 Requested Pickup Date/Time	Enter the date/time the package should be picked up by the carrier.
14 Required Delivery Date/Time	Enter the date/time the package must be delivered by the carrier.
15 United Nations North America ID Code	Required for hazardous items. This is the UN/NA/ID value indicating more information about the hazardous elements of the item.
16 UN Class Division Code	Required for hazardous items. This is the classification of the item.
17 Service	Speed/type of service being requested for the shipment.
18 Packaging	Packaging of the material being moved.
19 Min Response Time	The amount of time given to GFM to find participating carriers for the shipment.
20 Requested Number of Bidders	The number of carriers requested for this shipment.
21 Remarks	Any comments that you wish to relay to GFM and the carriers about the shipment.

The GFM Shipment screen displays.



GFM Shipment Required:

Shipper Info

- * Name: Miller, Anthony J (1)
- * Phone: 1212121211 (2)
- Fax: (3)
- * Email: anthony.j.miller@leidos.com (4)
- * Ship From SPLC: 261000291 (7)
- Ship To SPLC: (8)
- * Issuing Office (GBLOC): ATAC (LQNG) (5)
- * Service Code: NAVY (6)
- * Ship From Region: Virginia (9)
- * Ship To Region: Al Muharraq (10)

Shipment Information/Requirements:

- * Harmonized Code: 999931 (11)
- Equipment Type/ID: None (12)
- * Requested Pickup Date/Time: 08/21/2020 0000 (13)
- * Required Delivery Date/Time: 08/28/2020 0000 (14)

Hazardous/Dangerous Goods

- United Nations North America ID Code: (15)
- UN Class Division Code: (16)

Carrier Services Being Requested

- * Service: DOOR TO DOOR - 2ND DAY AIR FREIGHT (17)
- * Packaging: Container, Navy cargo (CNC) (18)
- * Min response time: 4 (19)
- * Requested Number of bidders: 22 (20)

Remarks: (21)

Submit (22) Cancel

* Unclassified System - FOUO * [Accessibility/Section 508](#)



Required fields have a red asterisk*. You can but do not have to add optional data.

1. Enter the **Name** of the shipper. This should default to your username.
2. Enter the **Phone Number**. This is not currently stored in the eRMS system.



Shipment Manager User Guide

LAST UPDATED 10/1/2020



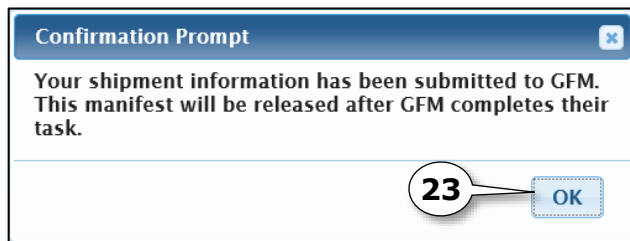
3. Enter the **Fax Number**. This is not currently stored in the eRMS system.
4. Enter the **Email** of the shipper. This should default to your email address, if known by eRMS.
5. Select the **Issuing Office**.
6. Select the **Service Code**. This is the branch handling the shipment.
7. Enter the **Ship From SPLC**. This is only required for US addresses.
8. Enter the **Ship To SPLC**. This is only required for US addresses.
9. Enter the **Ship From Region**. If your exact state/prov is not present, select the closest. This is only required for USA/CAN addresses.
10. Enter the **Ship To Region**. If your exact state/prov is not present, select the closest. This is only required for USA/CAN addresses.
11. Enter the **Harmonized Code**. This is considered the NMFC code assigned to the NIIN (in FLIS/One Touch).
12. Select **Equipment Type** and enter the **ID** (unique value about equipment).
13. Enter the **Requested Pickup Date/Time**.
14. Enter the **Required Delivery Date/Time**. ATAC business rules say to give 5 days for express and 12 days for routine. Okinawa is always 12 days.
15. For hazardous shipments, enter the **United Nations North America ID Code**.
16. For hazardous shipments, enter the **UN Class Division Code**.
17. Select the **Service** being requested for the shipment. ATAC shipments should use **"DOOR TO DOOR DEFERRED AIRFREIGHT"**.
18. Select the **Packaging** used for the shipment.
19. Select the **Min(imum) Response Time** (hrs) being given for GFM to get carrier availability. Note: The value is in hours (Ex. 6 = 6 hours minimum). ATAC recommends a minimum of 6 hours. For oversized shipments (125x88x59), they recommend 24 hours. If you receive feedback that no carriers bid on your shipment, it is recommended to cancel/resubmit giving them 24 hours to respond. If after that you do not get any response, ATAC recommends contacting them to handle it.
20. Enter the **Requested Number of bidders**. Note: This is the number of carriers you are requesting to respond, however GFM does not guarantee this number; you may get more or less participants.

21. Enter **Remarks**.

22. Click the **Submit button** to initiate the GFM process.

Note: Click Cancel to abort the creation of this movement and return to the manifest listing.

A Confirmation Prompt displays confirming the shipment information has been submitted to GFM and will be released after GFM completes this portion of the process.



23. Click the **OK button** to acknowledge the message.

Note: At this point, you will need to wait for a response from GFM. The min. response time you selected in step #19 is the amount of time you gave GFM for a response. Their response will provide commercial carrier availability for your shipment. Once received, you will get an email similar to the following and be able to proceed with your shipment.

This email notification is to let you know carrier information has been received from GFM. You may now schedule/book your shipment, in Shipment Manager, using one of the carriers listed in the following table. Please understand, your shipment information has not yet been sent to any of these carriers. It will only be sent to the carrier you select during the Shipment Manager scheduling process. The following carriers participated in the process:

JPFS	Jet Blue Airways (Pilot Airlines Freight) lowest bidder
FDE	FedEx
HAMF	Hawaiian Airlines (Priority Worldwide Services)
SWCP	Southwest Airlines (AIT Worldwide)
DLCF	Delta Airlines, Inc (AMCS)
NACG	National Airlines Cargo Group, Inc
AXAR	ABX Air Inc (Landstar Express America) highest bidder

If none of these carrier(s) are viable for your shipment, please contact ATAC Transportation.

****NOTE:** Shipment Manager is only integrated with FedEx, UPS, National Air Cargo, Pilot Delivers, First Coast Cargo, DB Schenker and DHL Express. This means you



Shipment Manager User Guide

LAST UPDATED 10/1/2020

will need to pick one of these carriers so shipping labels can be downloaded from their system.

ATAC also recommends including the CBL number in the body of the email when forwarding the shipping documents to the awarded carrier.

COMMERCIAL BILL OF LADING		DATE ISSUED 200929	B/L NO. ERMSS9000598755
CARRIER NAC	SCAC NACG	CARRIER ACCOUNT NO. 5146054	
DESTINATION (Name, address and ZIP code) MMG812 SPMAGTF CENT LCE AL JABER AIRBASE AL JABER AIRBASE, KWT		ORIGIN (Name, address and ZIP code) MMFAG8 BLDG 210645 ATTN Jerry Brown CAMP PENDLETON, US-CA	
CONSIGNEE (Name, address and ZIP code of installation) KWT		SPLC (Dest)	SPLC (Org) 889513280
		SHIPPER (Name, address and ZIP code)	

During the shipping process if the carrier you intend to use has "Not in ATAC Grid" beside the carrier name, please contact: Thaddeus.como@navy.mil, Sewmanew.b.demissie@navy.mil or ATACCustomerService@navy.mil to update the Grid.



Shipment Manager User Guide

LAST UPDATED 10/1/2020



Carrier Selection

Shipment Manager currently has interfaces with FedEx, UPS, DHL, National Air Cargo, JAS Forwarding, DB Schenker, Pilot Delivers and TTC. Not all of these carriers are available at all locations. The availability is closely controlled by ATAC personnel. If ATAC has approved the setup of a carrier for an activity, it will appear in the carrier drop down list for selection. If no carriers are displayed, then setup needs to be completed properly for the location (please contact support to resolve the issue). If a carrier mentioned above is missing, it can be setup with ATAC approval. However, setup can take seven to ten days (or more) depending on the carrier. If a carrier is not available for your location, the shipment must be handled using standard offline procedures. Please refer to the ATAC SOP.

For some locations, "Other" will be listed as an option. This option can be used to enter proof of shipment for carriers that do not currently have an interface with Shipment Manager. This option should only be used if/when a shipment was made manually outside the Shipment Manager application. Spot quotes are not supported by any carriers via their electronic interfaces, spot quotes must be handled using standard offline procedures.

The screenshot displays the 'Shipment Manager' application interface. At the top, the 'eRMS' logo is on the left, and the user's name 'MILLER, ANTHONY' and date '07/30/2012' are on the right. Below this is a navigation bar with 'Create Shipments' and a dropdown menu showing 'N60191 - NAS OCEANA'. The main content area is divided into several sections: 'Ship From Address', 'Selected Manifest' (N6019122128495RXX), 'Document Details' (MPS Shipment), 'Ship To Address', and 'Shipment Weight, Dimensions & Options'. The 'Shipment Weight, Dimensions & Options' section is expanded, showing input fields for Length (30.000), Width (30.000), Height (30.000), and Actual Weight (199.000). A 'Charge Weight (lb.)' box displays '199'. Below this are checkboxes for 'Shipment Contains Dry Ice' and 'Shipment Contains Inaccessible HazMat Items'. At the bottom, there is a 'Select A Carrier' dropdown menu with options: Please Select, DHL, United States Post Office, UPS, and Other. There are also fields for '(Non-Editable)' and 'SCAC Code: (Non-Editable)'.



Shipment Manager User Guide

LAST UPDATED 10/1/2020



Service Options

Once a carrier is selected, the specific criterion for that carrier is displayed below the carrier dropdown box. The options available for shipment will be selected in this area.

Service Type is currently the only option available to select. Once selected, the system will display the Carrier Account number and SCAC code to use for the shipment.

After the form is completed, select "Ship Selected." The system sends out a web request to the carrier selected to complete the transaction. Once the carrier confirms possession of the package via the tracking number, the proof of shipment will be interfaced to eRMS. (NOTE: Shipment Manager does not have the capability to delete manifests. These will need to be reversed in eRMS; eRMS will basically have to remove the LTCN from the documents).

Shipment Weight, Dimensions & Options (Hide Details...)
⊗

Units Of Measure: STANDARD ▾	Charge Weight (lb.) <div style="background-color: #ADD8E6; text-align: center; padding: 10px; font-size: 24px; font-weight: bold;">173</div>
** Length (in.): <input type="text" value="36.000"/>	** Actual Weight (lb.) <input type="text" value="134.000"/> <input type="checkbox"/> Override
** Width (in.): <input type="text" value="29.000"/>	Dimensional Weight (lb.) <input type="text" value="173"/>
** Height (in.): <input type="text" value="23.000"/>	
**TAC Code <input type="text" value="N992"/>	<input type="checkbox"/> Shipment Contains Dry Ice <input type="checkbox"/> Shipment Contains <input type="text" value="Inaccessible HazMat Items"/> ▾

**** Select A Carrier** **Account Number:** (Non-Editable) **SCAC Code:** (Non-Editable)

** Service Type Please Select ▾	Pickup Date <input type="text" value="7/31/2012"/>	** Dropoff Type REGULAR PICKUP ▾	** Packaging Type Other ▾
Carrier Delivery Instructions (300 Characters Max) <div style="border: 1px solid #ccc; height: 40px;"></div>			
Shipment Notes (300 Characters Max) <div style="border: 1px solid #ccc; height: 40px;"></div>			



Shipment Manager User Guide

LAST UPDATED 10/1/2020



Processing US Exports

When processing exports, additional information is requested from ATAC. If it is an export, it needs an export ITN (Internal Transaction Number). An example of what the user will see is shown below.

PENDING SHIPMENT

PLEASE BE ADVISED THIS SHIPMENT WAS PLACED INTO PENDING STATUS BY THE SHIPPER AND REQUIRES ASSISTANCE FROM ATAC TO BE COMPLETED. REASON ATAC ASSISTANCE IS NEEDED: EXPORT ITN NEEDED FOR SHIPMENT

SHIPPING CUSTOMER

DODAAC: N63042

COMMAND POC NAME: ANTHONY MILLER

COMMAND POC EMAIL: ANTHONY.J.MILLER@SAIC.COM

RECIPIENT

DODAAC: N45415

SHIPMENT INFORMATION

TCN DCMNTNR NIIN CIIC
[N630422254687RXX](#) N443212191GA97 012996753 7

ESTIMATED WEIGHT: 25.000 LBS



Shipment Manager User Guide

LAST UPDATED 10/1/2020



Shipments to Afloat Activities

For afloat activities, Shipment Manager does not have access to the movements, therefore, it was determined that ATAC would need to verify/update the address as needed. When such a shipment is encountered, Shipment Manager will display a message saying "ATAC Verification Needed." Users will not be able to ship the item until ATAC verifies the address. However, the user will be able to save the shipment as pending, which will automatically trigger an email to ATAC (and CC the user).

NOTE: If the shipment is not saved as pending, **ATAC will not be notified.** An example of what the user will see is shown below:

PENDING SHIPMENT

PLEASE BE ADVISED THIS SHIPMENT WAS PLACED INTO PENDING STATUS BY THE SHIPPER AND REQUIRES ASSISTANCE FROM ATAC TO BE COMPLETED. REASON ATAC ASSISTANCE IS NEEDED:
SHIPMENT SHIPTO ADDRESS NEEDS VERIFICATION AND EXPORT ITN NEEDED FOR SHIPMENT

SHIPPING CUSTOMER

DODAAC: Q95826

COMMAND/POC NAME: ANTHONY MILLER

COMMAND/POC EMAIL: ANTHONY.J.MILLER@SAIC.COM

RECIPIENT

DODAAC: V23027

SHIPMENT INFORMATION

TCN DCMNT NR NIIN CIIC
[V2302722911802XXX](#) V2302722911802 013802209 U

ESTIMATED WEIGHT: 42.000 LBS



Shipment Manager User Guide

LAST UPDATED 10/1/2020



ATAC Excluded Items

Some documents may contain items that are ATAC Excluded. When such an item is detected by Shipment Manager, a disclaimer window will appear indicating which item(s) are excluded by ATAC.

ATAC is not authorized to handle this material.

Documnet Nr	NIIN	REASON
N443212088BS75	014726178	ATAC EXCLUDED CIIC VALUE

By using ATAC to book this shipment, you are accepting full responsibility for ensuring that this means of shipment is consistent with the handling requirements for this item. Consult the Defense Transportation Regulation (DTR) 4500.9-R-Part II for [Print](#). ATAC will assist with normal transportation execution, but cannot accomodate special requirements for this material.

For further information, please contact ATAC Customer Service at 1-877-846-8728 or by ATACCustomerService@navy.mil

[Print](#)

For items excluded by ATAC, the user will not be allowed to select a carrier unless the disclaimer is digitally signed. However, once signed, processing will proceed.



Shipment Manager User Guide

LAST UPDATED 10/1/2020



Classified Items

When a classified item is encountered within Shipment Manager, the software will allow a PRE-REPSHIP message to be sent to the email address on file for the immediate destination but the manifest will be placed on hold. Once ATAC receives the acknowledgement from the destination site, they will release the manifest for booking. At that point, the shipper may book the shipment. However, ATAC does not currently handle the shipping of classified items and the shipper will be required to digitally sign the excluded items disclaimer before being allowed to process the item(s). By using ATAC to book this shipment, users are accepting full responsibility for ensuring that handling requirements, shipping methods, and paperwork are processed appropriately. Consult the Defense Transportation Regulation (DTR) [4500.9-R-Part II](#) for details. For further information, contact ATAC Customer Service at 1-877-846-8728 or ATACCustomerService@navy.mil.

When processing classified items, users will receive a message similar to the following.

This shipment has been placed on hold until ATAC receives acknowledgement from the destination that this shipment is acceptable. Once said acknowledgement has been received, ATAC personnel will release the shipment for further processing.

By clicking the 'Send E-Mail' button below, an e-mail will be sent to the destination advising them of the shipment and will request the acknowledgement on your behalf.

Send E-Mail

If the user selects “Send E-mail,” it will automatically generate an e-mail message to the pre-loaded contacts at the site and also CC the user (if the user’s e-mail address is loaded in eRMS). Once ATAC receives acknowledgement that the site can and will accept the package, they will release the HOLD and the shipment will be able to be processed via Shipment Manager. Users will still ensure they are properly shipping and handling the shipment as ATAC accepts no responsibility for the shipment (NOTE: If for some reason no contacts have been pre-loaded, Shipment Manager will request the contacts from the user).



Shipment Manager User Guide

LAST UPDATED 10/1/2020



Once the shipment is shipped, the receiving site will receive another e-mail with the shipment and tracking information and CC the user (if the user's e-mail address is loaded in eRMS).

The user can also record any information about a manifest using the REPSHIP DataEntry screen. It can be accessed by selecting "REPSHIP DataEntry" from the Shipping Tab.

The data entry screen is shown below. Enter the manifest number. When the user tabs out of the field, any related comments that already exist in the system will be displayed.

Manifest Nr: [Print](#)

Dcmnt Nr	NIIN	Qty	Length	Width	Height	Doc ID
N443212123GX44	014552563	1	0	0	0	BMD

Date	Comment
> 05/08/2012	Bob Dole e-mailed N58081 to ensure they could accept this package.
> 05/09/2012	PRE-REPSHIP ACKNOWLEDGED
05/10/2012	Shipment picked up by FEDEX
05/15/2012	Package delivered, signed for by Bill Clinton.
05/15/2012	FEDEX Tracking confirms package is out for delivery.
05/15/2012	Hilary Clinton notified us that they received the shipment.
05/16/2012	Process Complete.

To enter new comments, simply enter the date and comment in text boxes below and select "Post Comment." The screen will then refresh to show the comment.



Shipment Manager User Guide

LAST UPDATED 10/1/2020



To release the hold on a shipment, select “Release Shipment (Site Acknowledged PRE-REPSHIP)” (shown below). The system will automatically post a comment and the shipment will be available to ship immediately. Presently, ATAC has restricted this responsibility to their location.

Date:

6/4/2012

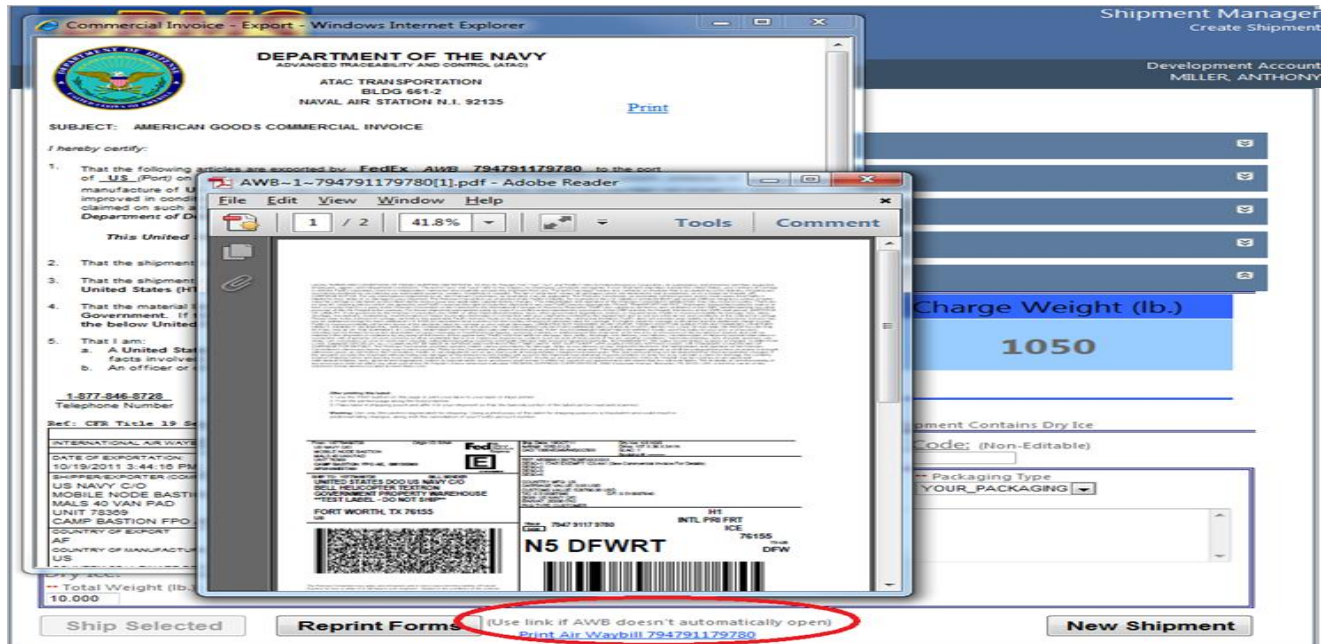
Release Shipment (Site Acknowledged PRE-REPSHIP)

Shipment Notes (300 Characters Max)

Post Comment

Start Over

Completed Shipment



When a response is received from the carrier, the Air Waybill and AGR commercial invoice are displayed for printing (NOTE: The commercial invoice will only display for international shipments that must pass through customs). Because shipment information is electronically sent to commercial carriers and customs, changes should no longer be made to the manifest in eRMS. If changes are deemed necessary, the tracking number/AWB should be canceled in Shipment Manager and re-issued. This avoids any delays in customs, POS/POD issues, and/or any Syncada billing mismatches.

“Reprint Forms” allows for both forms to be reprinted. The user should select “New Shipment” when they are done printing the forms if they would like to create another shipment.

IMPORTANT: On some computers the Air Waybill will not automatically open. The system’s security prevents the PDF from automatically opening without the user actually selecting a link. If this is the case, then open the Air Waybill by selecting the link circled in red in the picture above (see Adobe Acrobat Reader Settings following the Shipment Manager tutorial for more information on this subject).




Shipment Manager User Guide

LAST UPDATED 10/1/2020



Sample Commercial Invoice

https://mril.navsisa.navy.mil/?Test=&AuthorityLevel=1&SiteUIC=N3309A&ManifestNumber=N3309A8281K - Internet Explorer



DEPARTMENT OF THE NAVY
ADVANCED TRACEABILITY AND CONTROL (ATAC)

ATAC WESTERN REGION
BLDG 661-3
NAVAL AIR STATION N.I. 92135

[Print](#)

SUBJECT: AMERICAN GOODS COMMERCIAL INVOICE

I hereby certify:

- That the following articles are exported by FEDX AWB UNKNOWN to the port of USA (Port) on 01/06/2017 (Date) consist of products which are the growth, produce, or manufacture of USA, and have been exported from the United States without having been advanced in value or improved in condition by any process of manufacture or other means, and that no drawback has been or will be claimed on such articles, and that the articles currently belong to and are for the further use of the United States Department of Defense.

This United States Government shipment is arriving in the Country of USA on a commercial carrier.

- That the shipment does not contain military scrap.
- That the shipment is the entitled to entry under **subheading 9801.00.11. Harmonized Tariff Schedule of the United States (HTSUS) free of duty.**
- That the material listed on the below Commercial Invoice/Bill of Lading is **urgently needed by United States Government**. If this material is delayed at United States Customs for any reason, **please immediately contact the below United States Government Authorized Official.**
- That I am:
 - A **United States Department of Defense** military installation transportation officer having knowledge of the facts involved in this certificate. OR
 - An officer or official authorized by **United States Department of Defense** to execute this certificate.

Name/Rank/Title
717-605-5245 Telephone Number KEN.ENGLAND@NAVY.MIL Email Address KENNETH ENGLAND Transportation Officer, FISC ATAC

Ref: **CFR Title 19 Section 10.103 (A) & CFR Title 22 Section 123.4 (A) (1)**

COMMERCIAL INVOICE	
INTERNATIONAL AIR WAYBILL NO. / Bill of Lading	NOTE: All shipments must be accompanied by an International Waybill
Invalid LTCN: N3309A8281KE02XXX	

AGR (Commercial Invoice) is an HTML web page and can be printed by selecting the "Print" link (not shown) at the top right of the form (NOTE: This document is only generated for international shipments that pass through customs).



Shipment Manager User Guide

LAST UPDATED 10/1/2020



Manual Proof of Shipment Entry

Shipment Weight, Dimensions & Options (Hide Details...)

Units Of Measure: STANDARD

Charge Weight (lb.) **173**

Length (in.): 36.000 Actual Weight (lb.): 134.000 Override

Width (in.): 29.000 Dimensional Weight (lb.): 173

Height (in.): 23.000

TAC Code: N992 Shipment Contains Dry Ice

Shipment Contains Inaccessible HazMat Items

Select A Carrier: Other Account Number: (Non-Editable) SCAC Code: (Non-Editable)

Manual Proof of Shipment Entry

Select A Carrier: [Request NEW Carrier](#) SCAC Code: Mode:

PickUp Date: 7/30/2012 Tracking Number:

Remarks

Submit POS

The Manual Proof of Shipment option will appear when the user selects "Other" as a carrier. The entry on the manual proof of shipment form can proceed in two ways:

1. The user can enter the Carrier first and the system will update the screen with the SCAC codes appropriate for that carrier.
- OR
2. The user can enter the SCAC code and the system will auto-populate the carrier.

In either case, there is not a drop down list available. Due to some sites having low bandwidth, it was decided not to have the form pre-populate every single time with all the carriers and SCAC code combinations. Instead, the form will only query for data matching what is entered.

In the example on the right:

1. Only an 'a' was entered for the carrier and the system responded with carriers that have 'a' in their name.
2. Only 'ac' was entered for the SCAC code and the system responded with SCAC codes that have 'ac' in their value.

CARRIER	SCAC Code
a	ac
JAS Forwarding (POS)	NACG
Miramar (POS)	NACO
NAC (POS)	NACQ
Panalpina (POS)	NACW

NO MATCHES



Shipment Manager User Guide

LAST UPDATED 10/1/2020

As characters are entered, the system will continue to display any matches found in the database. If nothing is found, the system will display “NO MATCHES.”

Service Types (or eRMS Mode) are generic since what services may be offered for the offline carriers is unknown.

The “PickUp Date” defaults to the current date on the Shipment Manager server. This field should be valued with the date the carrier actually took possession of the package.

The Tracking Number needs to be populated with the master tracking number that the carrier provided. Remarks can be entered about this shipment and will be retained in Shipment Manager. After the form is completed, select “Submit POS.” The system writes the information to the database and is interfaced into the eRMS system.

Manual Proof of Shipment Entry

Select A Carrier: [Request NEW Carrier](#) SCAC Code: ALCE Mode: Please Select

EVERGREEN INTERNATIONAL / PickUp Date: 7/30/2012 Tracking Number: Remarks

Submit POS



Shipment Manager User Guide

LAST UPDATED 10/1/2020

Multi-Package Shipping

By default, all shipments processed in Shipment Manager will be considered a single package shipment. If a manifest has multiple documents or a document with a quantity greater than one, the "MPS Shipment" checkbox will appear on the document details bar (as show below). To use the MPS process, simply select "MPS Shipment." If the user decides not to use the MPS process, un-check the box and everything will revert back to how it was before MPS was enabled.

Once "MPS Shipment" is selected, the system will give the option to assign each document number to a package. In the example below, there are five documents assigned to the manifest. The system will allow you to ship each document separately (i.e. four different packages). In this example, documents were grouped into two packages. When the documents have been properly assigned package numbers, select "Update" to continue.

Action	Document#	NIIN	Qty	UOI	Pack Wgt	Nomenclature	Price	Mfr Prt #	Pack CB	
SPLIT	Pkg# 1	N6019122086555	013693370	1	Each	58	CHAMBER, COMBUSTIC	47369	6045T19G15	13
SPLIT	Pkg# 2	N6019122086502	011314730	1	Each	16	BEARING SUPPORT	16193	6042T24G01	4
SPLIT	Pkg# 3	N6019122086501	013584354	1	Each	49	FRAME, FRONT, AIRCRA	155379	6046T54G02	19
SPLIT	Pkg# 4	N6019122086500	011428749	1	Each	60	SHAFT, SHOULDERED	32432	6049T14G01	4
SPLIT	Pkg# 2	N6019122076530	011314730	1	Each	16	BEARING SUPPORT	16193	6042T24G01	4

Shipment Manager will add a new section to the screen that contains packaging information. There will be a spot for each package assigned in the document details section. If only a single document was assigned to a particular package, the document weight, length, width and height are carried forward automatically. If more than one document was assigned, the system does not default any values because it assumes the user is placing the objects in some type of shipping container which would change the weight and dimensions. Simply update the packaging weight and dimensions and select "Update" to continue.

Shipment#	Pkg Wgt	Pkg Length	Pkg Width	Pkg Height
1	0	0	0	0
2	0	0	0	0
3	0	0	0	0
4	0	0	0	0



Shipment Manager User Guide

LAST UPDATED 10/1/2020



Shipment Manager will tally individual packages and update the overall weight and dimensions of the shipment.

Shipment Weight, Dimensions & Options (Hide Details...)	
Units Of Measure: STANDARD	Charge Weight (lb.)
** Length (in.): 39.101	361
** Width (in.): 39.101	** Actual Weight (lb.) 200
** Height (in.): 39.101	Dimensional Weight (lb.) 361
**TAC Code	<input type="checkbox"/> Shipment Contains Dry Ice
	<input type="checkbox"/> Shipment Contains Inaccessible HazMat Items

As with single package shipments, just select the carrier and service type.

** Select A Carrier

UPS

Account Number: (Non-Editable)

97526V

SCAC Code: (Non-Editable)

UPSN

** Service Type UPS International Small Packages	** Dropoff Type REGULAR PICKUP	** Packaging Type Customer Supplied Package
Carrier Delivery Instructions (300 Characters Max)		
Shipment Notes (300 Characters Max)		

Ship Selected



Shipment Manager User Guide

LAST UPDATED 10/1/2020

Select "Ship Selected" once all data has been entered and Shipment Manager will send all the information to the selected carrier. If the carrier accepts the shipment and no errors occur, the commercial invoice and shipping labels/AWBs will appear. As shown below, Shipment Manager will request a label for each package. However, in some cases the web service provided by the carrier can/will only provide a single label.

For UPS Small Packages, the web service will provide a label per package. Each package will have a unique tracking number.

For UPS Freight Packages, the web service will only provide a single label. UPS does indicate the proper number of packages but they expect you to just print the number of copies you need and write in the package number.

For FEDEX, the web service will provide one label per package. Each package will have a unique tracking number. FEDEX multi-piece shipments take a longer than normal shipments because each package is transmitted separately.



Shipment Manager User Guide

LAST UPDATED 10/1/2020



Tracking & Reprint

The Tracking & Reprint page is a means for the user to search for track and reprint forms for a shipment made via Shipment Manager. You may also track any other valid tracking number that wasn't made through this program.

- 1) Track by Tracking Number
- 2) Track by Manifest Number
- 3) Track by filterable search (right side of screen)

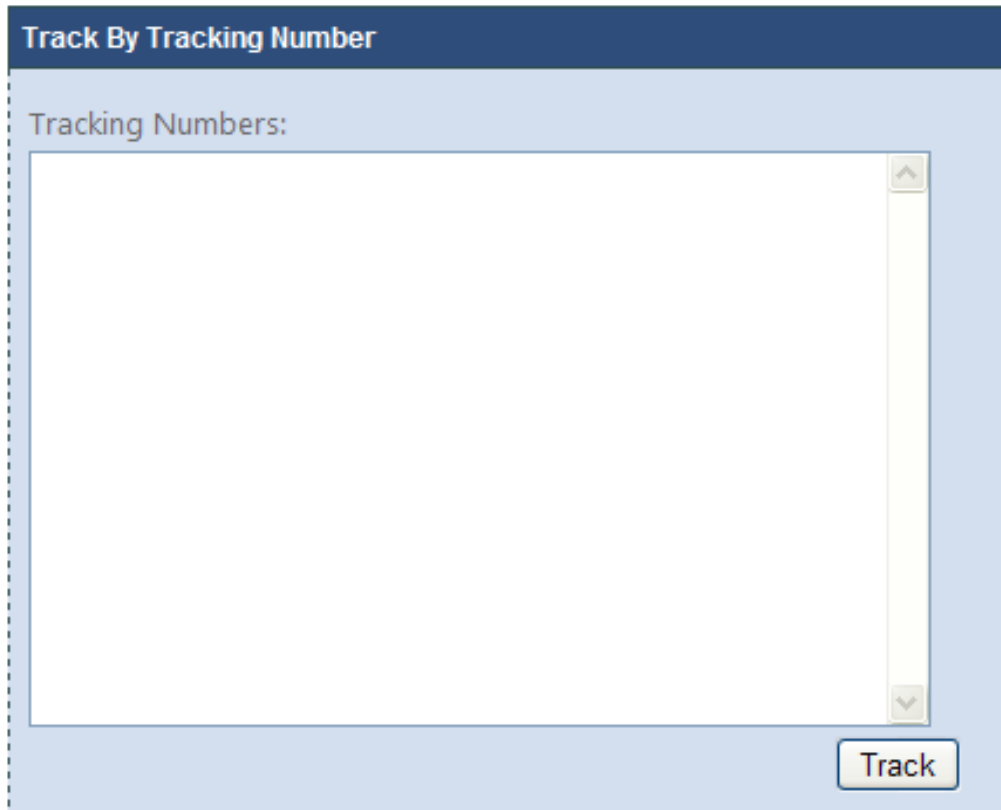
The first two ways to track appear on the left and are in an "accordion control." Whichever method is preferred can be attained by selecting the appropriate header on the accordion.

The third way is to track by a filterable search which will allow the user to select the From UIC, Start Date, and End Date. The user may also select the number of results to show in the results window. The default is 20.

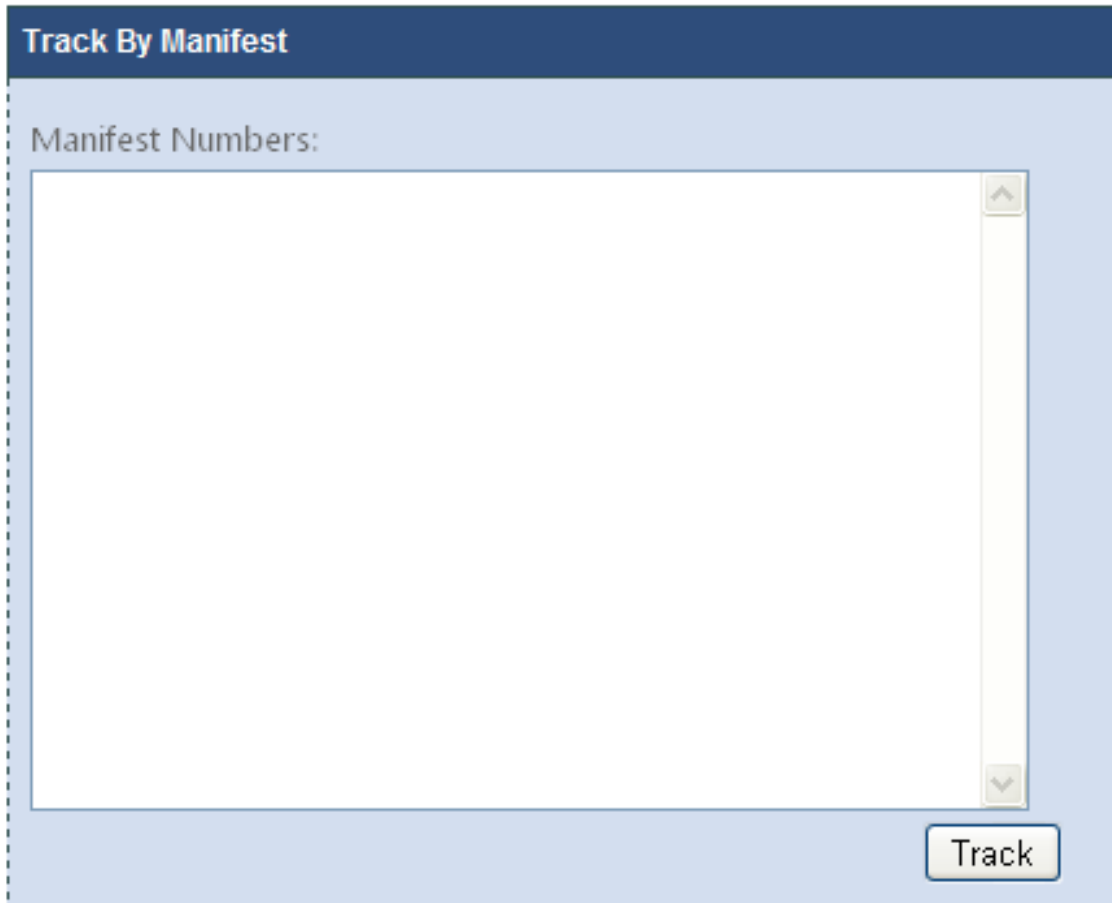
Once "Search" is selected, the results will be shown below.

The Carrier drop down box is an optional selection which would work with any of the three types of searches.

“Track By Tracking Number” is simply that. Type or paste the tracking number(s) into the field provided and select “Track.” The results will appear below. The user may enter as many tracking numbers as they wish.



“Track by Manifest” is similar to the “Track By Tracking Number.” The user will only enter manifest numbers. Selecting the “Track By Manifest” header will expand that option. As with “Track By Tracking Number” the user can enter as many manifest numbers as you wish.





Shipment Manager User Guide

LAST UPDATED 10/1/2020



Track by filterable search will allow the user to select the From UIC, Start Date, and End Date. The user may also select the number of results to show in the results window. Once “Search” is selected, the results will be shown below.

Search For Manifest/Tracking

From UIC:

Start Date:

End Date:

Number Of Results To Display
 10 20 50 100



Shipment Manager User Guide

LAST UPDATED 10/1/2020

Shipment Manager eRMS (Legacy)

Tracking and Reprint Name: MILLER, ANTHONY Date - 07/30/2012 Julian - 12212

[Menu](#) (Development Account) [Log Off](#)

Carrier (Optional)
Please Select

Track By Tracking Number

Tracking Numbers (20 Max):

[Track](#)

Track By Manifest

Search For Manifest/Tracking #

From DoDAAC:
N3310A - ATAC BAHRAIN

Start Date: End Date:

Number Of Results To Display
 10 20 50 100

[Search](#)

Multiple Results View (NOTE: Shipments > 90 Days can not be tracked) (Hide Details...)

Track	MANIFEST	CARRIER	TRACKING #	SHIP DATE	SHIP FROM	SHIP TO	Reprint	Reprint	Cancel
Track	N3310A22128211RXX	DHL	8954292200	7/30/2012 3:22:05 PM	N3310A	SW3122	AWB	AGR	Cancel
Track	N3310A22128210RXX	UPS	9286830366	7/30/2012 3:18:24 PM	N3310A	SW3122	AWB	AGR	Cancel
Track	V555762200GE13XXX	DHL	8952209184	7/19/2012 9:36:05 PM	N3310A	V55576	AWB	AGR	Cancel
Track	N3310A21668900RXX	DHL	8950463966	6/19/2012 7:24:18 PM	N3310A	Q99332	AWB	AGR	Cancel
Track	N3310A21585130RXX	UPS	1Z97526V0492353689	6/6/2012 9:19:15 PM	N3310A	N41948	AWB	AGR	Cancel
Track	N3310A21271597RXX	UPS	9286830355	5/8/2012 3:04:06 PM	N3310A	R09561	AWB	AGR	Cancel
Track	N3310A21239706RXX	UPS	9286830333	5/2/2012 4:15:05 PM	N3310A	N62507	AWB	AGR	Cancel

The results of ANY search (Tracking Number, Manifest Number, or Filterable) are show in the Multiple Results View panel. If only a single result is returned, the system will automatically display tracking information below the panel.

The user will also have the option to reprint the Air Waybill or the Commercial Invoice by selecting the “AWB” or “AGR” links respectively.

The “Cancel” link can be used to cancel a shipment IF the order has not left the dock and the carrier allows cancellations via web services. This function will reopen the manifest for shipping.



Shipment Manager User Guide

LAST UPDATED 10/1/2020



Tracking results shown below.

Tracking Header (Show Details...)

Tracking Details:

```

-----
Tracking number : 794795945035
Tracking number unique identifier : 2455707000~794795945035
Track Status : Delivered (DL)
Carrier code : FDXE
Actual Delivery Date: 5/31/2011 10:27:00 AM
ServiceInfo : FedEx 2Day Service
Package weight : 6.0 LB
Shipment weight : 6.0 LB
Packaging : Your Packaging
Package Sequence Number : 1
Package Count : 1
Ship timestamp : 5/26/2011 3:30:00 PM
Destination : Creve Coeur, MO
Actual delivery timestamp : 5/31/2011 10:27:00 AM
SPOD availability : True
Proof Of Delivery Notifications availability : True

```

Tracking Details (Show Details...)

LOCATION	DATE	TIME	ACTIVITY	DETAILS
Creve Coeur, MO (US)	5/31/2011	10:27:00 AM	Delivered (DL)	[DELIVERY_LOCATION]
EARTH CITY, MO (US)	5/31/2011	7:13:00 AM	On FedEx vehicle for delivery (OD)	[VEHICLE]
EARTH CITY, MO (US)	5/31/2011	7:10:00 AM	At local FedEx facility (AR)	[DESTINATION_FEDEX_FACILITY]
BERKELEY, MO (US)	5/28/2011	12:25:00 AM	At destination sort facility (AR)	[SORT_FACILITY]
INDIANAPOLIS, IN (US)	5/27/2011	6:50:00 PM	Departed FedEx location (DP)	[FEDEX_FACILITY]
INDIANAPOLIS, IN (US)	5/27/2011	7:11:00 AM	Arrived at FedEx location (AR)	[FEDEX_FACILITY]
NOVI, MI (US)	5/26/2011	9:05:00 PM	Left FedEx origin facility (DP)	[ORIGIN_FEDEX_FACILITY]
NOVI, MI (US)	5/26/2011	3:30:00 PM	Picked up (PU)	[PICKUP_LOCATION]
	5/25/2011	11:40:33 AM	Shipment information sent to FedEx (OC)	[CUSTOMER]



Void/Cancel a Shipment

A shipment can be canceled within Shipment Manager by selecting the “Cancel” link on the tracking and reprint page. When this option is selected, Shipment Manager contacts the carrier electronically and tells them the user wants to cancel the shipment. Shipment Manager will confirm whether or not the cancellation was successful. The cancellation should work as long as the carrier has not processed the shipment. Once the carrier processes the shipment, they will not allow it to be cancelled electronically. The shipment may still be cancelled, but the carrier must be contacted by telephone. Typically, a shipment is not considered processed until the carrier scans it (i.e. proof of shipment), but some carriers mark it processed during their nightly or weekend processing.

To cancel a shipment, simply use the tracking and reprint page to query/find the shipment you wish to cancel (i.e. any search using Tracking Number, Manifest Number, etc). Once the user finds the shipment they want to cancel on the screen, they simply select the “Cancel” link (as shown below).

The screenshot shows the Shipment Manager interface. At the top, there is a navigation bar with the eRMS logo, the text "Shipment Manager", and "eRMS (Legacy)". Below this is a sub-header with "Tracking and Reprint", "Name: MILLER, ANTHONY", "Date - 07/30/2012", and "Julian - 12212". There are also buttons for "Menu", "Log Off", and "(Development Account)".

Below the navigation bar, there is a "Carrier (Optional)" dropdown menu set to "Please Select". To the left is a "Track By Tracking Number" section with a text area for "Tracking Numbers (20 Max)" and a "Track" button. To the right is a "Search For Manifest/Tracking #" section with a "From DoDAAC:" dropdown set to "N3310A - ATAC BAHRAIN", "Start Date:" and "End Date:" input fields, a "Number Of Results To Display" section with radio buttons for 10, 20, 50, and 100, and a "Search" button.

Below the search form is a table with the following columns: Track, MANIFEST, CARRIER, TRACKING #, SHIP DATE, SHIP FROM, SHIP TO, Reprint, Reprint, and Cancel. The table contains 7 rows of shipment data. A red box highlights the "Cancel" links in the last three rows of the table. A red arrow points from one of these "Cancel" links to the "Cancel" button in the search form.

Track	MANIFEST	CARRIER	TRACKING #	SHIP DATE	SHIP FROM	SHIP TO	Reprint	Reprint	Cancel
Track	N3310A22128211RXX	DHL	8954292200	7/30/2012 3:22:05 PM	N3310A	SW3122	AWB	AGR	Cancel
Track	N3310A22128210RXX	UPS	9286830366	7/30/2012 3:18:24 PM	N3310A	SW3122	AWB	AGR	Cancel
Track	V555762200GE13XXX	DHL	8952209184	7/19/2012 9:36:05 PM	N3310A	V55576	AWB	AGR	Cancel
Track	N3310A21668900RXX	DHL	8950463966	6/19/2012 7:24:18 PM	N3310A	Q99332	AWB	AGR	Cancel
Track	N3310A21585130RXX	UPS	1Z97526V0492353689	6/6/2012 9:19:15 PM	N3310A	N41948	AWB	AGR	Cancel
Track	N3310A21271597RXX	UPS	9286830355	5/8/2012 3:04:06 PM	N3310A	R09561	AWB	AGR	Cancel
Track	N3310A21239706RXX	UPS	9286830333	5/2/2012 4:15:05 PM	N3310A	N62507	AWB	AGR	Cancel



Shipment Manager User Guide

LAST UPDATED 10/1/2020

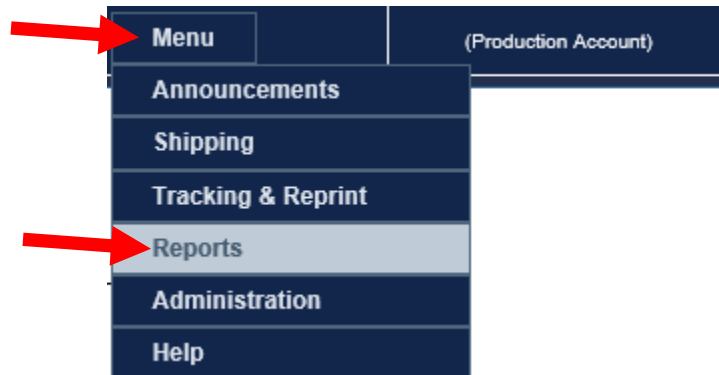


If the shipment was cancelled, the user should see a message similar to the following. It may vary depending on the carrier. Some carriers just say whether it worked and others send additional information.



Reports

The Report page is a means to obtain information about shipments entered into the Shipment Manager application.





Shipment Manager User Guide

LAST UPDATED 10/1/2020



Shipments Report

The Shipments Report allows the user to obtain a listing of shipments using the following criteria:

- 1) DoDAAC (optional)
- 2) Carrier (optional)
- 3) Start Date
- 4) End Date

Shipment Manager

Shipments Report

eRMS (Legacy)

Name: MILLER, ANTHONY Date - 07/30/2012 Julian - 12212

N60191 - NAS OCEANA (Activity) Menu (Development Account) Log Off

Carrier (Optional)

Please Select

Start Date

7/30/2012

End Date

7/30/2012

Once "Generate" is selected the results will be shown below.

2 of 6
75%
Find | Next

Shipments Report

2 of 8

DoDAAC	Carrier	Shipped	Reference	Tracking No	Ctry	City	St	Zip	Service Type	Count	Weight	
N3310A	UPS	12/12/2011	N3310A13459612RXXIIZZ	9267709550	US	MECHANICSBURG	PA	17050-0789	UPS Air Freight Direct		230	
			N3310A13459613RXXIIZZ	1297526V0496072930	US	MECHANICSBURG	PA	17050-0789	UPS International Small Packages		4	
		Totals For 12/12/2011:									2	234
		Totals For UPS:									2	234
Totals For N3310A - ATAC BAHRAINE									2	234		
N4568A	FedEx	12/11/2011	N4568A13459533RXXIIZZ	795498378108	US	HAVELOCK	NC	28532-9435	INTERNATIONAL_ECONOMY_FREIGHT		359	
			N4568A13459541RXXAA3P	797828850036	US	TOBYHANNA	PA	18466-5059	INTERNATIONAL_ECONOMY_FREIGHT		348	
		Totals For 12/11/2011:									2	707
		12/13/2011	N4568A13470217RXXIIZZ	793004432400	US	NORFOLK	VA	23511-420	INTERNATIONAL_ECONOMY_FREIGHT		332	
			N4568A13470286RXXAA3P	793004470113	US	RED RIVER ARMY DEPOT	TX	75507-5000	INTERNATIONAL_ECONOMY_FREIGHT		1730	
			N4568A13470287RXXAA3P	793004471760	US	TRACY	CA	95304-5000	INTERNATIONAL_ECONOMY_FREIGHT		1190	
			N4568A13470289RXXAA3P	797834926864	US	RED RIVER ARMY DEPOT	TX	75507-5000	INTERNATIONAL_ECONOMY_FREIGHT		1730	
			N4568A13470334RXXAA3P	797835035275	US	TOBYHANNA	PA	18466-5059	INTERNATIONAL_ECONOMY_FREIGHT		392	
			Totals For 12/13/2011:									5
		12/15/2011	N4568A13481326RXXIIZZ	797846002260	US	SALINE	MI	48176-1259	INTERNATIONAL_ECONOMY_FREIGHT		120	
			N4568A13491330RXXAA3P	793015580560	US	RED RIVER ARMY DEPOT	TX	75507-5000	INTERNATIONAL_ECONOMY_FREIGHT		2000	
			N4568A13491406RXXAA3P	797846143148	US	TOBYHANNA	PA	18466-5059	INTERNATIONAL_ECONOMY_FREIGHT		301	
			N4568A13491421RXXIIZZ	793015720125	US	NORFOLK	VA	23511-420	INTERNATIONAL_ECONOMY_FREIGHT		239	
Totals For 12/15/2011:									4	2660		
12/16/2011	N4568A13502038RXXIIZZ	793021418637	US	SALINE	MI	48176-1259	INTERNATIONAL_ECONOMY_FREIGHT		120			
	Totals For 12/16/2011:									1	120	
Totals For FedEx:									12	8861		
Totals For N4568A - ATAC MOBILE NODE KANDAHAR:									12	8861		



Shipment Manager User Guide

LAST UPDATED 10/1/2020

PickUp Report

The PickUp Report allows the user to obtain a listing of shipments that either have not been picked up or their pickup was overdue by a specified number of days.

- 1) DoDAAC (optional)
- 2) Carrier (optional)
- 3) Start Date (defaults to current day of last month)
- 4) End Date (defaults to the current date)
- 5) Number of Days PickUp Overdue
(Defaults to one day because most carriers pickup within 24 hours)
- 6) Use Weekend PickUp Dates
(If selected, the actual pickup date will be used in the overdue calculation. Otherwise, the following Monday is used in the overdue calculation.)

Shipment Manager eRMS (Legacy)

PickUp Report Name: MILLER, ANTHONY Date - 07/30/2012 Julian - 12212

Please Select (Activity) Menu (Development Account) Log Off

Carrier (Optional) Start Date End Date Nbr Days PickUp Overdue Use Weekend PickUp Dates?

Once "Generate" is selected, the results will be shown below.

ATAC

**Shipment Mgr
PickUP Report**

4/26/2012 - 5/2/2012

CARRIER	DODAAC	MANIFEST #	TRACKING #	EXP PICKUP	ACT PICKUP	OVERDUE	COUNT	
DHL	N63042 NAS LEMOORE	N6304221156336RXX	7992342536	04/28/2012	PENDING	4		
		Totals For N63042:						1
		Totals For DHL:						1
FedEx	N55901 DJIBOUTI ERMS OPS	N5590121156305RXX	794797963633	04/28/2012	PENDING	4		
		Totals For N55901:						1
	N63042 NAS LEMOORE	N6304221156177RXX	794797962843	04/28/2012	PENDING	4		
		N6304221156341RXX	794797963563	04/28/2012	PENDING	4		
Totals For N63042:						2		
Totals For FedEx:						3		
UPS	N63042 NAS LEMOORE	N6304221156241RXX	1ZX678050293454718	04/28/2012	PENDING	4		
		Totals For N63042:						1
Totals For UPS:						1		



Shipment Manager User Guide

LAST UPDATED 10/1/2020



Delivery Report

The Delivery Report allows the user to obtain a listing of shipments that either have been picked up but not yet delivered by the carrier or their delivery was overdue by a specified number of days.

- 1) DoDAAC (optional)
- 2) Carrier (optional)
- 3) Start Date (defaults to current day of last month)
- 4) End Date (defaults to the current date)
- 5) Number of Days Delivery Overdue
(Defaults to one day)
- 6) Only Show Shipments not Delivered
(If selected, the report will only show shipments without a delivery date.)

The screenshot shows a web browser window with the URL https://tarp.navsup.navy.mil/IDAR/Reports/rptSM_Shipment_Delivery.aspx. The page title is "Delivery Report". The application header includes the eRMS logo, "Shipment Manager", and user information: "Name: MILLER, ANTHONY", "Date - 02/07/2020", and "Julian - 20038". There are navigation buttons for "Menu" and "Log Off", and a "(Production Account)" label.

The main form area contains the following fields and controls:

- Carrier (Optional):** A dropdown menu with "Please Select" selected.
- Start Date:** A date input field with "1/7/2020" entered.
- End Date:** A date input field with "2/7/2020" entered.
- Over Number Days To Deliver:** A numeric input field with "1" entered.
- Only Show Shipments not Delivered:** A checkbox that is currently unchecked.

Below the input fields are three buttons: "Last Month", "Last 7 Days", and "Generate".



Shipment Manager User Guide

LAST UPDATED 10/1/2020

Once "Generate" is selected, the results will be shown below.

Carrier (Optional) Start Date End Date Over Number Days To Deliver Only Show Shipments not Delivered

Please Select 1/7/2020 2/7/2020 1

Last Month Last 7 Days Generate

1 of 226



Shipment Mgr Delivery Report

1 of 226

1/7/2020 - 2/7/2020

CARRIER	DODAAC	MANIFEST #	TRACKING #	LAST CHANGED BY	ACT PICKUP	DELIVERED	NBR DAYS
1st Coast Cargo	MMFAF5 2nd FSSG-RIP	MMFAF500092597RXX	086298438	FOX, JONATHAN	01/14/2020	01/27/2020	13
		MMFAF500092599RXX	086298444	FOX, JONATHAN	01/14/2020	01/21/2020	7
		MMFAF500092596RXX	086298431	FOX, JONATHAN	01/14/2020	01/21/2020	7
		MMFAF500143912RXX	086304581	FOX, JONATHAN	01/17/2020	01/21/2020	4
		MMFAF500143909RXX	086304579	FOX, JONATHAN	01/17/2020	01/23/2020	6
		MMFAF500143908RXX	086304578	FOX, JONATHAN	01/17/2020	01/23/2020	6

DODAAC Lookup

The DODAAC Lookup allows the user to obtain the address for a DODAAC. If a RIC is entered, the system will determine the DODAAC from the RIC and display its address.

REPSHIP Report

The REPSHIP Report allows the user to view what classified items are still waiting to be picked up. The user can select from the following statuses: Awaiting Release, Acknowledgement Received/Hold Released, Awaiting Booking, or Shipment Booked/REPSHIP Sent, Awaiting Receipt Confirmation. The user may also modify the number of days since the last status area as well (the default is one)

Status

Please Select

Please Select

Awaiting Release

Acknowledgement Received/Hold Released, Awaiting Booking

Shipment Booked/REPSHIP Sent, Awaiting Receipt Confirmation

Nbr Days Since Last Status


Once "Generate" is selected, the results will be shown below.

Status Nbr Days Since Last Status

Awaiting Release

1 of 1
100%
Find | Next

1 of 1



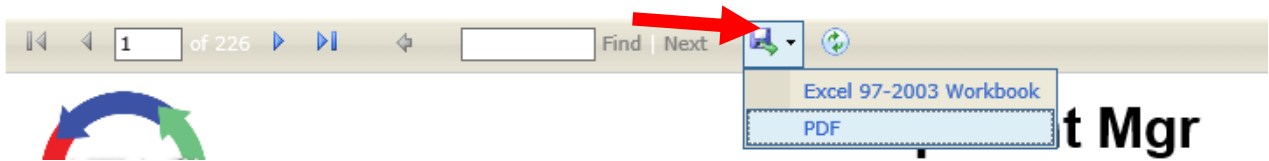
Shipment Mgr REPSHIP Report

Awaiting Release

DODAAC	MANIFEST #	DATE	TRACKING #	CARRIER
N60191 NAS OCEANA	N6019123413182RXX	12/11/2012		
				1

Exporting Reports

Shipment Manager reports can be exported to Excel or Adobe PDF by clicking the export icon.





Shipment Manager User Guide

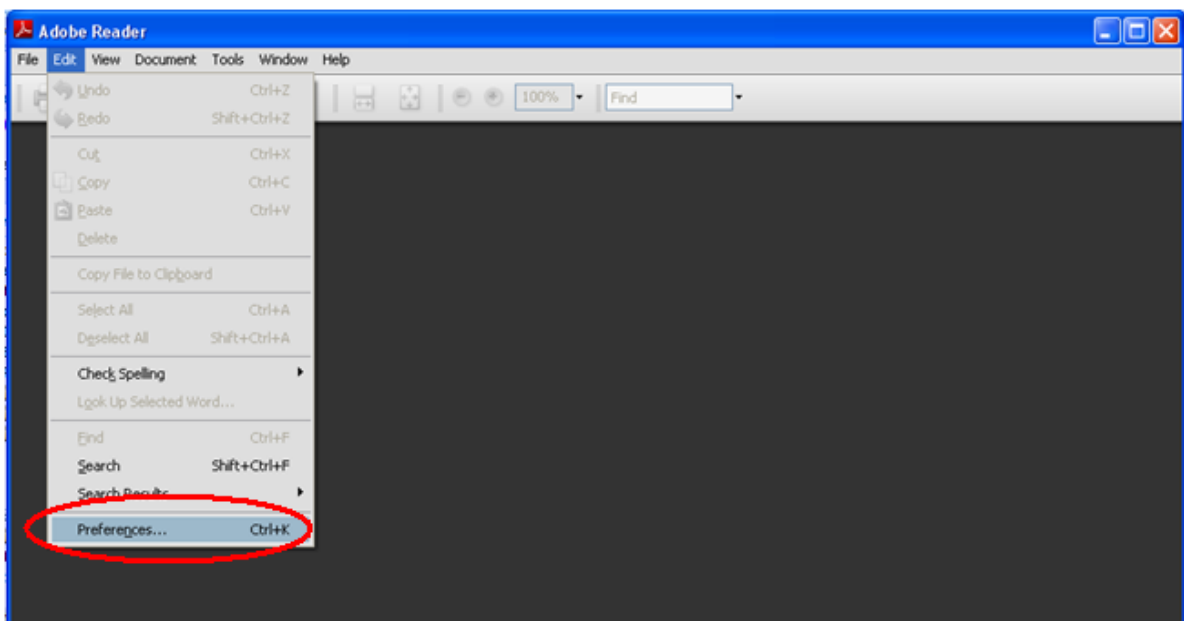
LAST UPDATED 10/1/2020



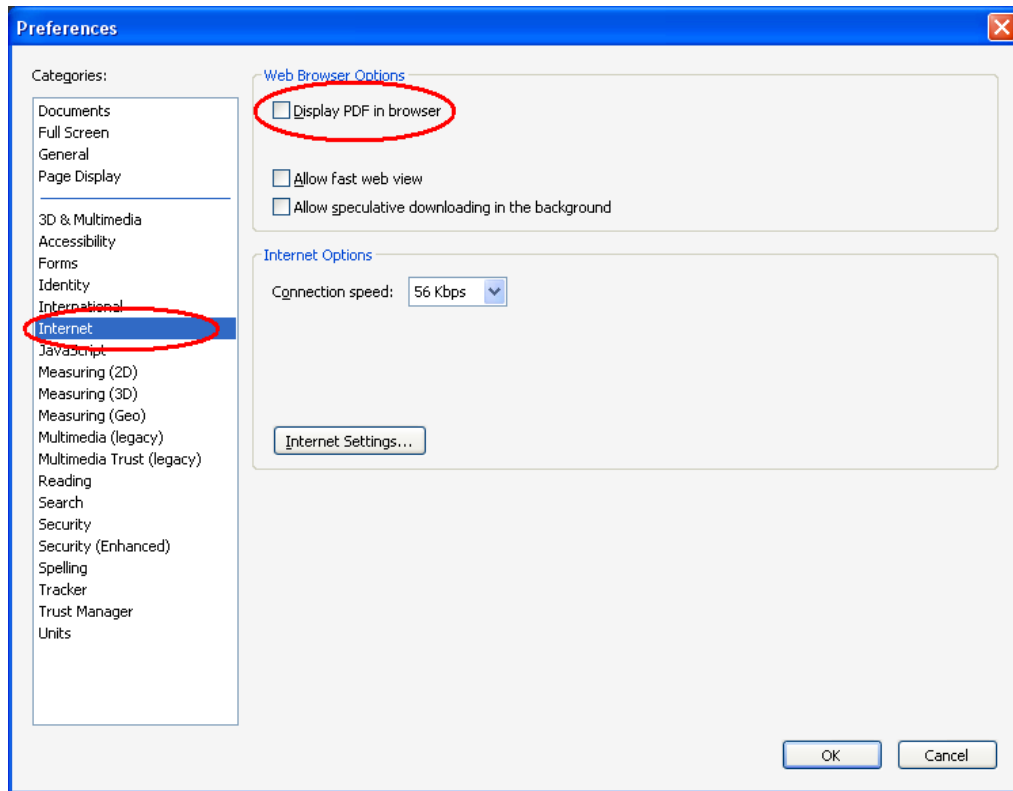
Adobe Acrobat Reader Settings

There is a setting in Adobe Acrobat Reader that will open the PDF in a separate adobe window rather than in the browser. Open Adobe, select “Edit,” and then choose “Preferences” (Pic 1). Select the Internet category and make sure the “Display PDF in browser” option is NOT checked. This will ensure the browser will not navigate away from the shipments or tracking page. On some versions of Adobe, this option does not exist.

Pic1



Pic 2





FAQ

Reporting a problem in Shipment Manager

When there are problems with Shipment Manager, the user can help resolve the issues more quickly by providing some basic information. At minimum, the user should provide the Ship From DODAAC, Manifest Number, Shipment/Package weight(s)/dimension(s), and the error message or description of the problem being encountered in the application.

In some cases, it may be best to provide a screen shot(s). With Windows, a user can capture the screen simply by selecting the print screen button (it doesn't actually print anything). On some portable computers, it is the function/control print screen. Once "print screen" is selected, Windows copies whatever is on the screen to its internal memory. The user can then go into Microsoft Word and paste the image (edit -> paste). Once the image is in Word, the user can attach the Word document to an e-mail and send it to Shipment Manager support (TARPHelp@leidos.com). Using Word (or another word processor) is recommended because if images are pasted directly in an e-mail, some e-mail servers may strip out the image.

**NOTE: Please make sure your screen does not have anything inappropriate on it.

Login Failures

Shipment Manager validates the user's CAC/PKI against the eRMS database. If the user has access to eRMS, they should have access to Shipment Manager. However, the user may still encounter a Login Failure even if they have access to eRMS. This should only occur if the eRMS database is down or if you they are using locations not yet implemented in Shipment Manager. The login failure screen should include a reason if failed. The reason should be included when the user contacts TarpHelp@leidos.com.



The Carrier needed is not set up for the location

A User May receive the error, "Carrier is not setup for your location, please choose another carrier" when trying to select a desired carrier within Shipment Manager. This may mean that the accounts have not been added for the carrier/site yet or that the setup is incomplete. This occurs for a few reasons: 1.) For DB Schenker shipments, a Project ID may not been entered for the shipping location. 2.) An account may not have been entered for the shipping location. 3.) ATAC may not have updated the shipping grid for Shipment Manager. It could also mean they do not want you using the selected carrier. The user should contact tarphelp@leidos.com with the site and carrier they are trying to use.

Manifests are not showing up in Shipment Manager

For eRMS Customers (i.e. non-ATAC), all unshipped manifests should be appearing in Shipment Manager. For ATAC users, only manifests with a mode of T and SCAC code value of ATAC will be displayed. All other manifests are not displayed in Shipment Manager.

The only other reason would be if the manifest was loaded under a different DODAAC than is currently being displayed in Shipment Manager.

Manifests are showing up in Shipment Manager that have been shipped

Shipment Manager only shows unshipped manifests. A manifest is considered unshipped until proof of shipment (POS) has been posted in eRMS. Manifests with POS posted are considered shipped and are not displayed. Please ensure POS has not been posted on the documents and/or manifest. Additionally, Shipment Manager only displays the last 30 days of documents (when manifesting) and manifests (when shipping). If records are not processed within 30 days, processing will need to occur in the main eRMS system.

****NOTE:** POS is posted automatically for shipments shipped using Shipment Manager.



Why can't I view my DRMO items?

DRMO is excluded from displaying in Shipment Manager. Arrangements must be made with the local DLADS for pickup/delivery of items directed to disposal.

AWB and/or Commercial Invoice does not appear

Some computers have policies (security) in place that block the windows from launching and displaying the AWBs and/or Commercial Invoices. In these circumstances, a URL link is on the screen to allow the user to manually launch the window. Popups should be enabled for the Shipment Manager website. The AWB/shipping labels produced are opened in a new window using Adobe PDF. If popups are disabled, these windows will not be displayed by the browser.

Commercial Invoices will only display for international shipments.

The Microsoft Search Helper add-on can interface with the PDF file processing in the browser. If this add-on is in use, the user could try disabling it to see if it resolves the problem. Ensure that the Adobe PDF Link Helper or Adobe PDF Reader add-on is enabled. Depending on which add-on is present, the user may have to "show all" add-ons to find it.

If a blank (empty) page is displaying, it could be an SSL issue beginning with Internet Explorer. The user should double-check that, "Do not save encrypted pages to disk" is checked in the Internet Explorer options.

Japanese Invoice is displaying

For shipments going to or being sent from Japan, a special document will display that should also be printed. This document is for imports/exports of Japan. It should not display for any other countries. Document Details are required

Regardless of the type of shipment being processed, Shipment Manager will attempt to gather the weight and dimensions for each document. The program checks eRMS for the information. When UOI and Nomenclature is missing, FLIS is also checked. If some of the information is missing, the shipper will be prompted to enter the information. The information is required and is used to feed other processes. An example below shows the weight, height width and length are missing for several documents.



Shipment Manager User Guide

LAST UPDATED 10/1/2020

Document Details (Hide Details...) MPS Shipment

Edit Values Cancel Update

Document#	NIN	Qty	UOI	Pack Wgt	Nomenclature	Price
N3310A2058ND01	012622988	1	Each		SHIPPING AND STORAG	510.00
N3310A2058ND02	012622988	1	Each		SHIPPING AND STORAG	510.00
N3310A2058ND03	012622988	1	Each		SHIPPING AND STORAG	510.00

Document N3310A2058ND01 has invalid Packing Weight Value ''
 Document N3310A2058ND01 has invalid Height Value ''
 Document N3310A2058ND01 has invalid Height Value ''
 Document N3310A2058ND01 has invalid Width Value ''
 Document N3310A2058ND01 has invalid Length Value ''
 Document N3310A2058ND02 has invalid Packing Weight Value ''
 Document N3310A2058ND02 has invalid Height Value ''
 Document N3310A2058ND02 has invalid Height Value ''

Once the information is entered, the system should allow the user to proceed to the next data entry section.

Document Details (Hide Details...) MPS Shipment

Document#	NIN	Qty	UOI	Pack Wgt	Nomenclature	Price	Mfr Prt #	Pack CB	Length	Width	Height	MRIL 1	MRIL 2
N3310A2058ND01	012622988	1	EA	30	SHIPPING AND STORAG	510.00	3321AS700	1	10	10	10		
N3310A2058ND02	012622988	1	EA	15	SHIPPING AND STORAG	510.00	3321AS700	1	5	5	5		
N3310A2058ND03	012622988	1	EA	50	SHIPPING AND STORAG	510.00	3321AS700	2	25	15	10		



Shipment Manager User Guide

LAST UPDATED 10/1/2020



POS/POD posting

POD (proof of delivery) is automatically posted for shipments made using the Shipment Manager module of eRMS. POD is not posted until tracking confirms that the package was delivered. Normally, POD should appear within 24 hours of delivery.

POS (proof of shipment) is posted for shipments made in Shipment Manager once tracking confirms that the package was accepted/picked up by the carrier.

Upon completion of a shipment, Shipment Manager should display the following text:

POS will be posted to ERMS automatically once Carrier confirms pickup.

Ship TO/FROM Addresses are wrong or missing

Sometimes it is found that the Ship TO and/or FROM addresses that appear in Shipment Manager are incorrect. The addresses are interfaced from DAAS/INQ. If the address is incorrect, DAAS needs to be contacted to correct the information. Tarp Help (tarphelp@leidos.com) can facilitate the request; they communicate with DAAS via NAVSUP WSS.

If an address is not available, it may need to be added to DAAS. In such cases, a contract number and cage code are usually required before they will add the address to their system. If that information can be provided up front, it would expedite the process.

Lastly, if the DoDAAC is considered afloat (i.e. a ship of some kind), ATAC requires Shipment Manager to allow them to approve and/or provide the address. In such cases, Shipment Manager should allow the user to enter the shipment and save it as pending, but they will not be able to complete the shipment. ATAC will need to be contacted to provide/approve/complete the shipment.



DHL Shipping Error

Some of the DHL errors can be slightly cryptic. If a user receives the error, "SV027a: Shipment date has passed" they should correct the shipment date and resubmit. If this problem reoccurs, they should contact their customer service representative. DHL is stating that the date is no longer valid and needs to be changed. Most likely, the user has the current day's date as the pickup date and it needs to be changed to the next valid business day.

If a user receives the error, "SV011a: Cannot determine destination service," they should check the recipient information and resubmit. The user is basically being told that something is wrong with the Ship To/Recipient/Consignee address. Usually, it is the postal code and/or country code that is causing the issue. The user should follow the instructions in "Ship TO/FROM Addresses Are Wrong" FAQ entry. If a user receives the error, "SV009: Dutiable segment Declared Amount," it usually means DHL does not recognize the city and country combination. Often, the state or province has been loaded as the city; therefore, the city needs to be checked to make sure it is valid. The user should follow the instructions in the "Ship TO/FROM Addresses are wrong" FAQ entry.

```
SV009:  Dutiable segment Declared Amount
        WARNING: Your shipment value exceeds limits for
        destination country and may require pre-approval and
        added transit time.
```

FEDEX Weight Error

FEDEX has a weight limit within their system. Generally the package must weigh under 2200lbs or have dimensions less than 119"x70"x130" (LxHxW). If either condition exists, the web service lets the package ship. The only exception that has been found is when the package weights more than 5000lbs. FEDEX web services have a hard limit of 5000lbs. They will not let anything over this weight be shipped using web services.

Terumi Carpenter/FEDEX (ttcarpenter@fedex.com) says to use dimensions 48"x48"x48" and 1000lbs to get web services to accept the shipment. The user should then hand write the correct size/weight on the label. Ms. Carpenter would also like the user to e-mail the tracking number to her for follow up/monitoring.



FEDEX Intra-country (domestic) service not supported for that origin/destination country Error

FEDEX does not support intra-country shipments for some countries. So far, this issue has only been found in Afghanistan. The FEDEX account representative said to change the SHIP TO country from Afghanistan to the United Arab Emirates when doing intra-country shipments.

FEDEX Girth Error

FEDEX has a min/max girth limit within their system. The current maximum for small packages is 130 (Girth + Length). The current minimum for heavy freight is 131. Girth is calculated as $(2 * \text{Width}) + (2 * \text{Height}) + \text{Length}$ (NOTE: For MPS shipments, FEDEX will always say Package #1 due to how they process multiple packages, i.e. each line is its own package, but from a user standpoint, it may not be package #1. It is best to check the girth on each package).

FedEx Package does not qualify for shipping service

This error message occurs if/when the package(s) being submitted are not appropriate for the service selected. If a user receives this error, they should check the overall weight, dimensional weight, girth, and length for each package. Each shipment must meet the minimum/maximum FedEx limits. For MPS shipments, the same rules apply because FedEx applies the same edits to each of the packages separately. If the user chooses a heavy freight option, all packages must qualify for heavy freight. If the user selects a small package option, all packages must qualify for small package shipping. Note: FedEx always states Package #1 for MPS shipments, but it isn't always the first package; it could be any of the packages.



Shipment Manager User Guide

LAST UPDATED 10/1/2020



UPS Shipping Label is Metric

The shipping label is generated by UPS. Ultimately, their system will print the shipping label in whatever units of measure are transmitted to their system. However, their UPSN service requires units of measure to be transmitted in the locally recognized measurement system. For sites in the United States, standard is recognized (inches, pounds, etc.). For many international sites (i.e. Bahrain, Afghanistan, etc.), metric is recognized (kilograms, centimeters, etc.). Shipment Manager converts the standard values to metric when required. If the shipping label is showing metric, it is because UPS required metric values for the origin country.

UPS Incorrect Services

Due to the UPS Metric requirement, some packages may be considered small packages using standard units of measure, but are considered heavy freight when converted to the metric system. An example from UPS is as follows:

A package in Bahrain has dimensions: 37 x 28 x 20 = 149.06LB Dim Weight; it should be shipped UPSN. However, UPS only recognizes metrics in Bahrain; therefore, this calculation must be in metric. Under the metric system, the dimensions are: 94 x 72 x 51 = 69.03KG ~ 153LB Dim Weight (UPS gains a few pounds due to rounding by forcing the conversion); at 153LB, it should be shipped UPSQ.

UPS Invalid License Number Error

A user may notice the below UPS error in the “Tracking Details” section when they look up a shipment by manifest or tracking number. It may appear for every UPS shipment. If this happens, it is most likely a temporary issue and will probably resolve itself and the error will disappear. If it doesn’t after 24 hours, contact TARP Help.

```

Tracking Header (Show Details...)
-----
Tracking Details:
-----
Tracking Number : 1ZX2679FD994744616
Authentication250003Invalid Access License number/soap:Envelope[1]/soap:Header[1]/UPSSecurity[1]/ServiceAccessToken
[1]/AccessLicenseNumber[1]NA

```



Shipment Manager User Guide

LAST UPDATED 10/1/2020



DB Schenker Shipping Label is Missing

DB Schenker will provide a booking number when shipments are created in their system. They do not provide a shipping label until a tracking number is generated. Therefore, a temporary shipping label will be generated by Shipment Manager with the booking number. The temporary shipping label will be replaced by DBS when they generate the tracking number on pickup. Note: the booking number can be used to track the shipment to its destination.

Jas Forwarding Invalid Shipper Code

If "Shipper Code: Invalid Code for this field" is received when trying to ship using JAS Forwarding, it means your Ship From DoDAAC has not been setup in the carrier's system. The DoDAAC is mapped to the appropriate account in the JAS system, but until it is setup by the carrier, you will not be able to ship material with the carrier. The user should contact tarphelp@leidos.com

Remote Name Error

Occasionally, a user may receive the following error when processing a shipment: "The remote name could not be resolved: 'onlinetools.ups.com', 'gemini.ups-scs.com', 'gateway.fedex.com', 'xmlpi-ea.dhl.com'," etc. This error means the **DNS (domain name server)**, either the carrier's or **ours**, could not give us the address for their server in a timely manner. This seems to be related to **the demand on the DNS server(s)**; they are being rebooted or some other similar situation is occurring. It is recommended that the user **wait a few minutes and try again**. Often, the situation has already resolved itself **by then**. If the problem persists, TarpHelp can open a ticket with the Navy network specialist in Mechanicsburg, PA to troubleshoot the DNS servers.



Shipment Manager User Guide

LAST UPDATED 10/1/2020



Connectivity Issues

If the user is unable to access the Shipment Manager application, please try the following and report your findings to TARPHelp@leidos.com so the problem can be identified and steps taken to rectify the issue:

1. Close all Internet browser windows.
2. Determine if an internet connection is established by trying to navigate to another URL (i.e. <http://www.navsup.navy.mil>, <http://google.com>, <http://fedex.com>, etc).
3. If other sites can be reached, try navigating to one of the two Shipment Manager URLs specified in the **Error! Reference source not found.** section of this document.
4. When attempting to navigate to the Shipment Manager URL, is the user prompted for a CAC PKI?
 - a. If no, what error is received?
5. After a CAC PKI is chosen, what happens next?
 - a. Does the web page update with an HTTP error code (i.e. like 401, 403, etc) or perhaps a message saying the page cannot be displayed? If so, who issued the CAC PKI (i.e. Verisign, DOD, etc.)?
 - b. Does the Shipment Manager web page display say you are not authorized? If so, what is the user's eRMS User ID and what is the Issued To value of your certificate?
 - c. What is the exact error message being received, if not one of the above?

CAC PKI How-To find your Issued To/By value

When a user navigates to a PKI website, it will prompt for a CAC PKI. When this happens, there is usually a link under each CAC PKI being displayed. The link in IE is labeled, "Select here to view certificate properties..." If selected, it will display the general properties of the certificate. The Issued To value should be display in about the middle of the window (i.e. usually formatted as LAST NAME, FIRST NAME, MIDDLE and EDI PI Number). The Issued By value should appear just under the Issued To value.

Dimensional Weight Calculation

Each carrier will calculate the dimension weight themselves based on the information passed to them when a shipment is shipped. However, Shipment Manager provides a “guesstimate” based on length, width, height and shipping method. Each carrier determines the dimensional weight using the following formula:

Dimensional Weight Calculation: $((\text{Length} * \text{Width} * \text{Height}) / (\text{Shipping Method Divisor}))$

Typically, the shipping method divisors are: 139 (international), 166 (domestic ground) and 194 (domestic air).

In Shipment manager, the divisor will default to 139 for international shipments and 166 for domestic shipments when the manifest is selected. However, since the divisor is based on how the user is shipping the package, it is not finalized until the shipping method is selected.

Saving/Exporting Reports

After a report has been run in Shipment Manager (from the Reports Menu), the user will have the option to save the report in another format (i.e. PDF). When the export/save option is selected, another window will appear and the file will begin to download.



If the error above appears, it is because IE is deleting the file before the user’s computer can process it. This issue appears to be related to an IE setting. Check IE advanced settings for “Do not store encrypted pages on disk.” If it is checked:

1. Uncheck it.
2. Re-run the report.
3. Try saving/exporting the report again.



Shipment Manager User Guide

LAST UPDATED 10/1/2020



Document Number Was Previously Shipped Error

A user may come across an error that reads "Document# XXXXX was previously shipped on Manifest # XXXXXX ; Tracking # XXXXXXX; the previous shipment needs to be canceled before this document can be shipped again." This message indicates that an individual at the user's location has already shipped that document under the listed manifest and tracking number. If the user is trying to ship it again, it means they changed the manifest and didn't cancel the shipment in Shipment Manager and so the information that was sent to the carrier is incorrect. The previous shipment needs to be canceled in Shipment Manager and re-shipped with the correct information.

The screenshot shows the 'Shipment Manager' web application interface. At the top, there is a navigation bar with the eRMS logo and the text 'Shipment Manager'. Below this, there are several tabs and buttons, including 'Create Shipments', 'Name: DMELLO, SEBASTIAN', 'Date: 01/02/2013', and 'Julian: 13002'. A dropdown menu shows 'N3310A - ATAC BAHRAIN' and a 'Menu' button. Below the navigation bar, there are sections for 'Ship From Address', 'Selected Manifest: No Manifest Selected', and a table with columns 'Manifest', 'Manifest Date', 'Count', 'Label Dest', and 'Expedite'. The table contains one row with the manifest number 'N3310A30021356RXX', date '1/2/2013 5:36:55 AM', count '6', label 'N62507', and expedite '0'. Below the table, there is a 'Ship To Address' section. At the bottom of the page, a red error message is displayed, stating: 'Document# R219792352CV63 was previously shipped on Manifest# N3310A30011245RXX Tracking# 1297526V0494231404; the previous shipment needs to be canceled before this document can be shipped again. Document# R219792352CV61 was previously shipped on Manifest# N3310A30011245RXX Tracking# 1297526V0494231404; the previous shipment needs to be canceled before this document can be shipped again. Document# R219792352CV60 was previously shipped on Manifest# N3310A30011245RXX Tracking# 1297526V0494231404; the previous shipment needs to be canceled before this document can be shipped again.'



Shipment Manager User Guide

LAST UPDATED 10/1/2020



Invalid XML

This is a generic error given by some of the carriers. It means that they did not accept or recognize some of the information sent to them. Unfortunately, it is not very descriptive since it could mean a variety of issues. In the production environment, it usually has to do with the credentials assigned to your location. Either the carrier hasn't activated the credentials, the credentials were typed incorrectly, or the credentials were not completely entered. If you receive this error, contact TarpHelp for assistance.

HTTP (Error) Status Codes

Some sites using Shipment Manager are in an error with an unpredictable internet connection. This sometimes causes failure on the webpage because the client is unable to communicate with the web server. In the event of an unhandled error, you should get a notification displayed on your screen. If the notification includes an http error (status) code, this table will give you additional information.

Error (Status) Code	Description
500	This is a catch-all error code. Usually it is accompanied with additional information about the problem.
12007	Server name or address could not be resolved. This error message means your computer could not connect to the website because your local DNS server could not get an IP address for the web server. If this occurs you simply have to retry your transaction. It should only happen when the DNS servers are being rebooted or overwhelmed. It may also happen if your internet connection has dropped momentarily.
12029	No HTTP Access. This error message means your computer could not connect to the internet in order to communicate with the web site. You should confirm your internet connection and retry the transaction.



Shipment Manager User Guide

LAST UPDATED 10/1/2020



CONUS to OCONUS Shipments Display Pop-Up Message

A user may receive a pop-up message asking them to contact ATAC Customer Service for shipping procedures while trying to ship CONUS to OCONUS. WSS CONUS to OCONUS shipments must site an EXPORT ITN (which is the Automated Export System Export Internal Transaction Number). ATAC is responsible for the assignment of these ITN numbers. Therefore all CONUS to OCONUS shipments are suspended until ATAC assigns the ITN.

