



# **FedEx Safety Reporting System**

## **ASAP / MSR**

**TechOps Submitter – Job Aid**

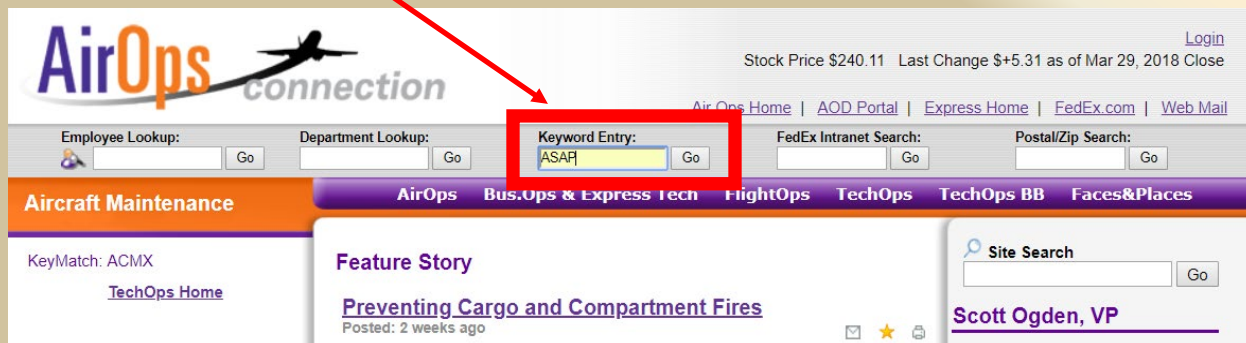
**March 2020**

## Background

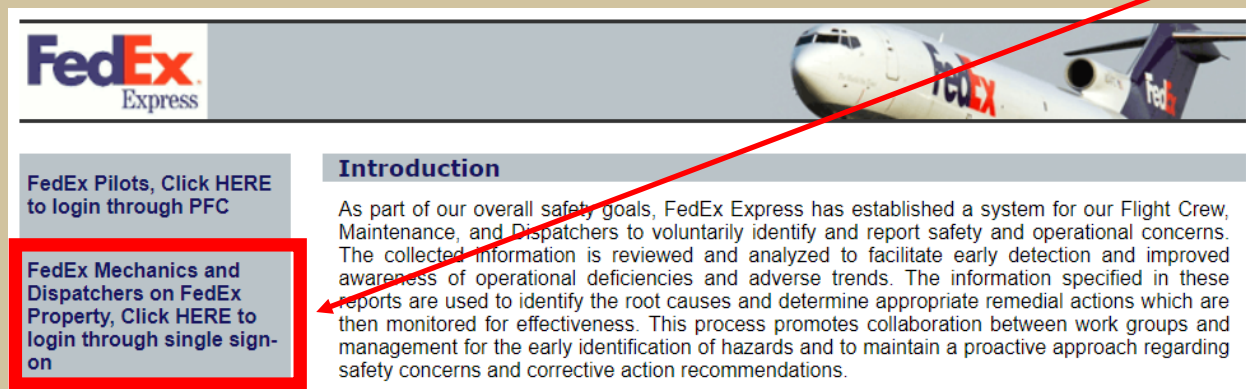
The FedEx Safety Reporting System software will be updated with a GUI (Graphic User Interface) version in May of 2018. This is necessary in order to retain support and enable enhancements and system development progression. The new version retains all of the current functionality, is more intuitive and user-friendly. This Job Aid will provide an overview of the basic functions: submitting / reviewing ASAP & MSR reports, and viewing and replying to messages.

## Access

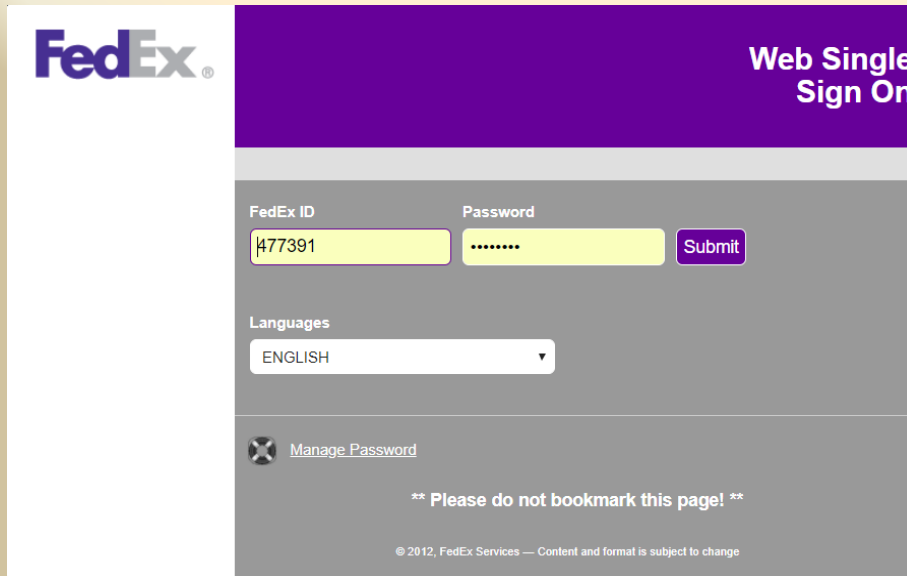
Enter “ASAP” or “MSR” into the Keyword Entry block of any FedEx Intranet Website.



On the Introduction Page, Click on the left link for FedEx Mechanics.

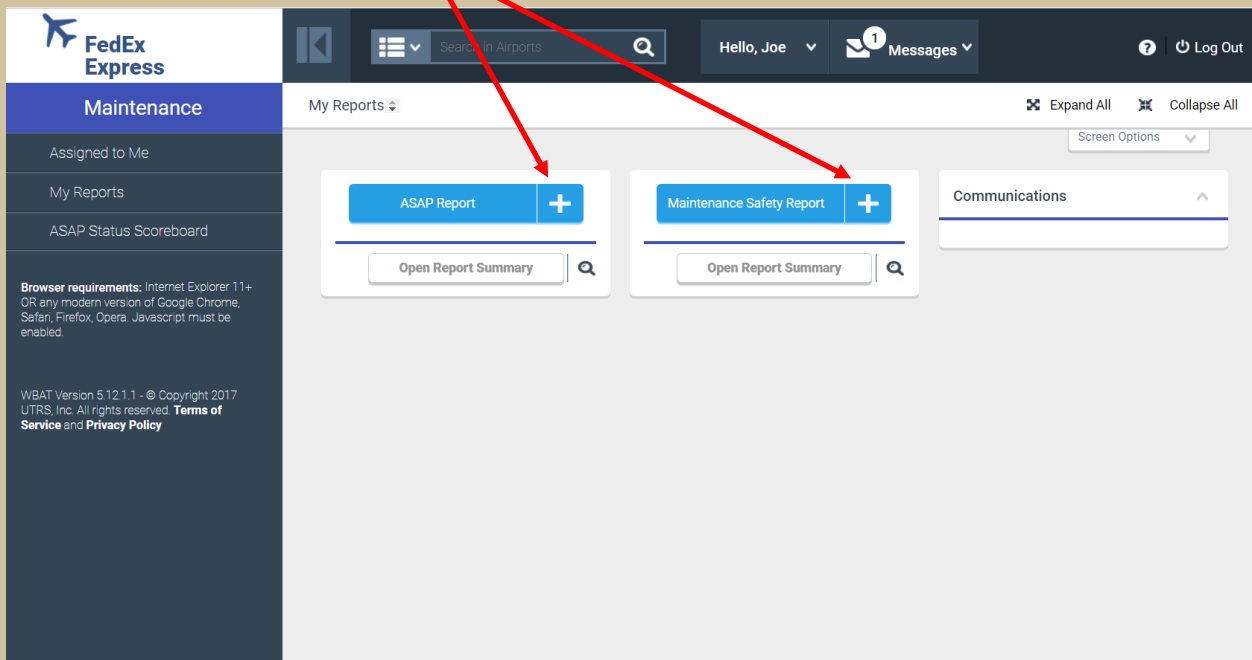


Enter your FedEx ID number and LDAP password on the Single Sign On page, then click “Submit”.

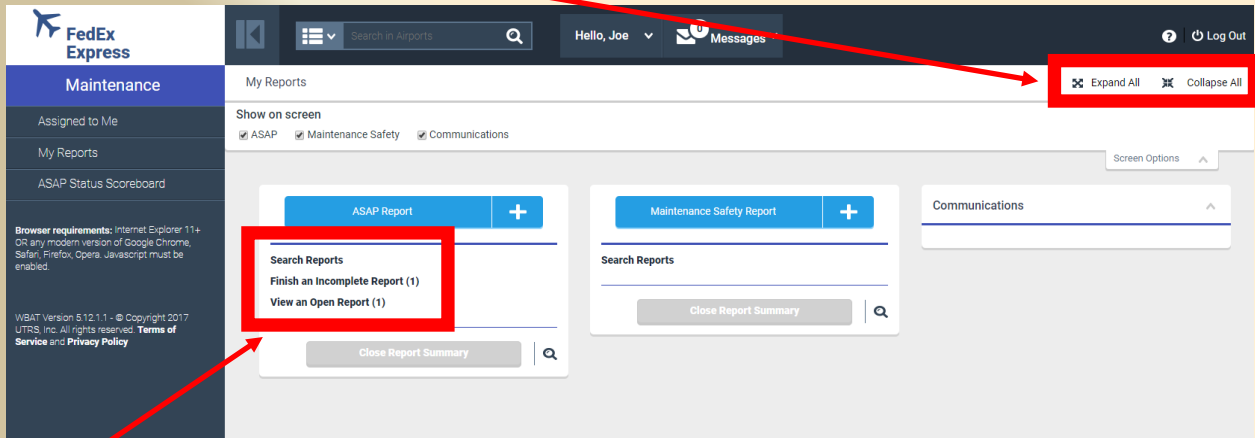


## Reporting

The initial page contains links for adding a new ASAP or MSR reports by clicking on the “+” sign.

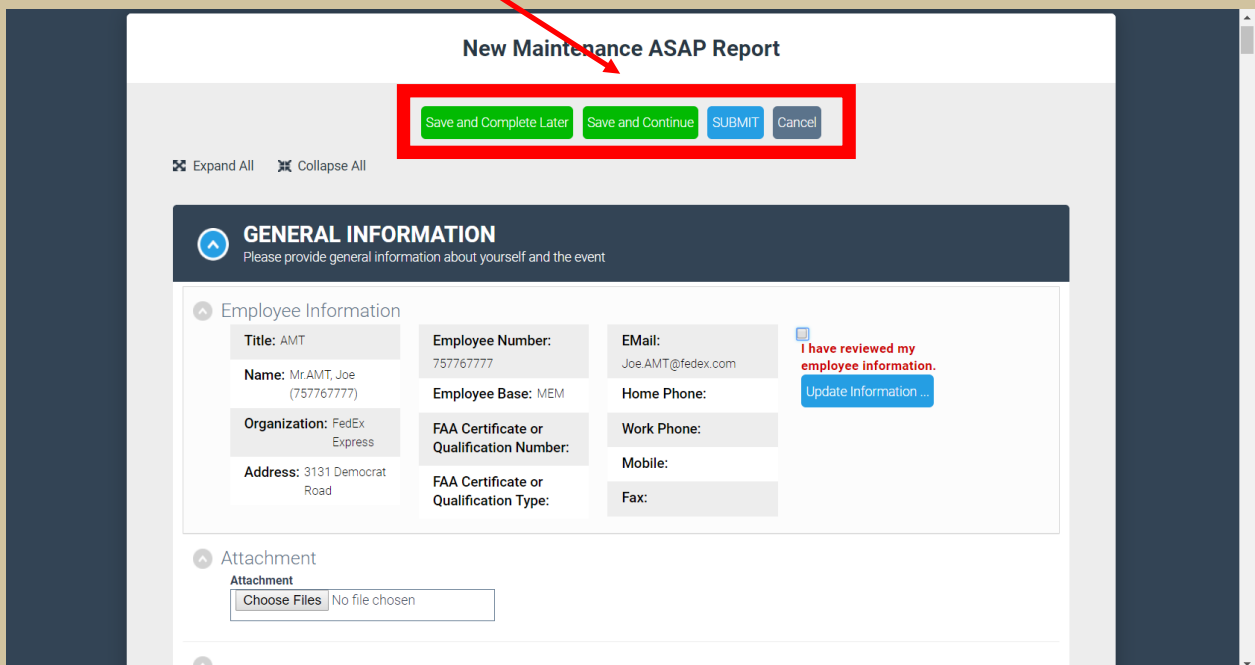


Menus can be expanded or collapsed by clicking the links in the top navigation pane.



This will provide additional links for searching reports, finishing incomplete reports, and viewing open reports.

Buttons at the top and bottom of new reports allow for saving, submitting, or cancelling.



Text in **RED** indicates a required action. When first submitting a report, employee information must be reviewed and verified by clicking the check box.

**New Maintenance ASAP Report**

Save and Complete Later Save and Continue SUBMIT Cancel

Expand All Collapse All

**GENERAL INFORMATION**  
Please provide general information about yourself and the event

**Employee Information**

<b>Title:</b> AMT	<b>Employee Number:</b> 757767777	<b>Email:</b> Joe.AMT@fedex.com	<input checked="" type="checkbox"/> <b>I have reviewed my employee information.</b> Update Information ...
<b>Name:</b> Mr AMT, Joe (757767777)	<b>Employee Base:</b> MEM	<b>Home Phone:</b>	
<b>Organization:</b> FedEx Express	<b>FAA Certificate or Qualification Number:</b>	<b>Work Phone:</b>	
<b>Address:</b> 3131 Democrat Road	<b>FAA Certificate or Qualification Type:</b>	<b>Mobile:</b>	
		<b>Fax:</b>	

Complete the form by scrolling down and checking applicable boxes. You can add attachments, identify additional employees involved in the event, and indicate whether your report should be submitted to the NASA [Aviation Safety Reporting System](#) (ASRS).

**Attachment**  
Attachment  
Choose Files No file chosen

**Date/Time When Event Occurred**  
 Z  US only

**Aware Date/Time**  
 Z  US only

**Do you want to submit your report to NASA ASRS?**

**Other Employees: Please list other employees involved in the event.**

	Employee Number	Last Name	Suffix	First Name	Middle Initial	Duty
Find Employee ...	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Find Employee ...	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Find Employee ...	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Find Employee ...	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

The report contains sections for Event Information and Maintenance System Failures.

**EMPLOYEE INFORMATION**

Shift of Error

Line Maintenance  
 Hangar Operations  
 Did Event Occur on Overtime?  
 Hours on Duty at Time of Event

Close

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**LOCATION AND AIRCRAFT INFORMATION**

Station Code

Tail Number

Aircraft Type

Flight Number (if not applicable, enter N/A)

Close

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**EVENT INFORMATION**  
Check all that apply

Location of Event  
 Ramp  
 Gate  
 Hangar  
 In-Flight  
 Other Location

Type of Event (Check all that apply)  
 Aircraft Damage/Encounter  
 Damage Caused by Environment

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**MAINTENANCE SYSTEM FAILURE**  
Please select the maintenance system failure(s) that caused the event.

1. Installation Failure  
 Cross Connection  
 Damaged on Installation  
 Extra Parts Installed  
 Wrong Equipment/Part Installed  
 Mis-rigging (controls, doors, etc.)  
 Improper Location  
 Incomplete Installation  
 Wrong Consumable Used  
 Unserviceable Part Installed  
 Equipment/Part Not Installed  
 Consumable Not Used  
 System/Equipment not Reactivated/Deactivated  
 Access Not Closed  
 Wrong Orientation  
 Other Installation Failure(s)

2. Servicing Failure  
 System/Equipment not Deactivated/Reactivated  
 Too Much Fluid  
 Wrong Fluid Type  
 Required Servicing Not Performed  
 Not Enough Fluid  
 Access Not Closed  
 Other Servicing Failure

3. Repair Failure  
 Incorrect  
 Unapproved  
 Incomplete  
 Other Repair Failure

4. Fault Isolation/Test/Inspection Failure  
 Access Not Closed  
 Did not Detect Fault  
 Not Found by Task Inspection  
 Not Found by Part Inspection  
 Not Found by Operational/Functional Test  
 Technical Log Oversight  
 Not Found by Visual Inspection  
 Not Found by Fault Isolation

On the Contributing Factors Checklist, check the box for any factor that may have contributed to the Event. Free text may be entered into the “Other” field at the bottom of each section.

**CONTRIBUTING FACTORS CHECKLIST**  
Please provide information outlining why the event occurred

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**Information (work cards, maintenance manuals, service bulletins, maintenance tips, non-routines, Illustrated Parts Catalogs, etc.)**

- Inadequate
- Information Not Used
- Incorrect
- Incorrectly Modified Manufacturer's MM/SB
- Update process is too long/complicated
- Not Available/Inaccessible
- Not Understandable
- Uncontrolled
- Too Much/Conflicting Information

Other Information factor(s)



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**Ground Support Equipment/Tools/Safety Equipment**

- Cannot Use in Intended Environment
- Inappropriate for the Task
- Incorrectly Labeled/Marked
- Incorrectly Used
- Unsafe
- Out of Calibration
- No Instructions
- Inaccessible
- Unavailable
- Not Used
- Layout of Controls or Displays
- Too Complicated
- Past Expiration Date
- Unreliable

Other Ground Support Equipment factor(s)



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**Aircraft Design/Configuration/Parts/Equipment/Consumables**

- Aircraft Configuration Variability
- Not used
- Complex
- Easy to Install Incorrectly
- Inaccessible
- Consumable Unavailable
- Parts/Equipment Incorrectly Labeled
- Parts/Equipment Unavailable
- Not User Friendly
- Wrong Consumable Used
- Expired Consumable Used

Other Aircraft Design/Configuration/Parts/Equipment/Consumables factor(s)

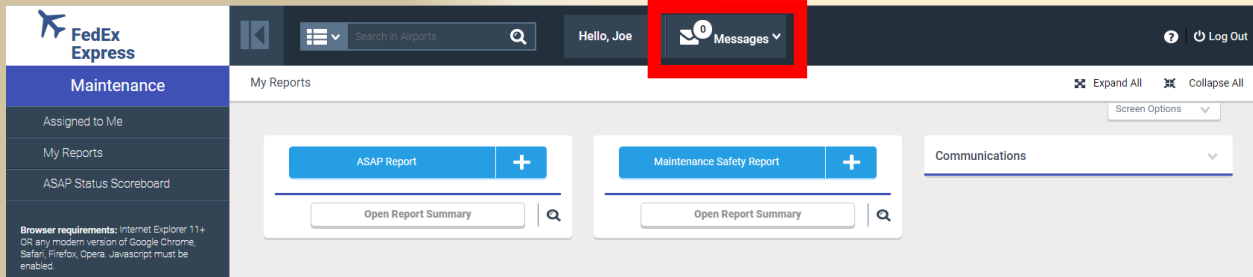
Use the Chronological Summary of the Event field to fully describe what happened with as much detail as possible. Remember to use the blue “SUBMIT” button at the bottom of the page.

The screenshot shows a web form with two main sections. The first section is titled "CHRONOLOGICAL SUMMARY OF THE EVENT" and includes a sub-header "Description Narrative" and a large text input field. The second section is titled "HOW DO YOU THINK THIS TYPE OF EVENT CAN BE PREVENTED?" and includes a sub-header "Suggestions Narrative" and another large text input field. At the bottom of the form, there are four buttons: "Save and Complete Later", "Save and Continue", "SUBMIT", and "Cancel". The "SUBMIT" button is highlighted with a red rectangular box. In the bottom left corner, there are two icons: "Expand All" and "Collapse All".

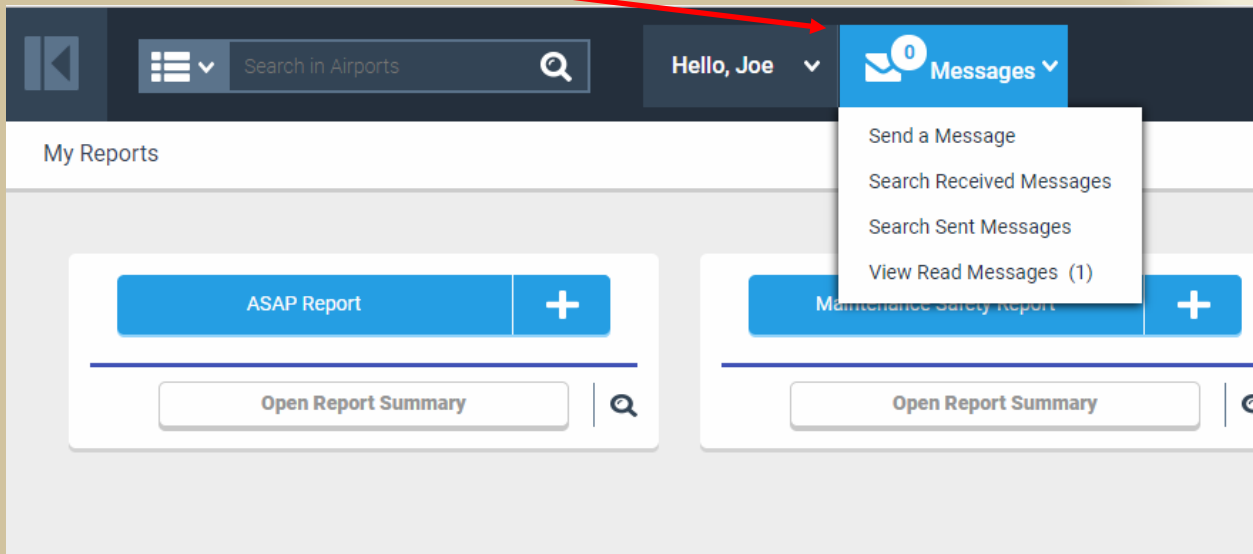


## Messaging

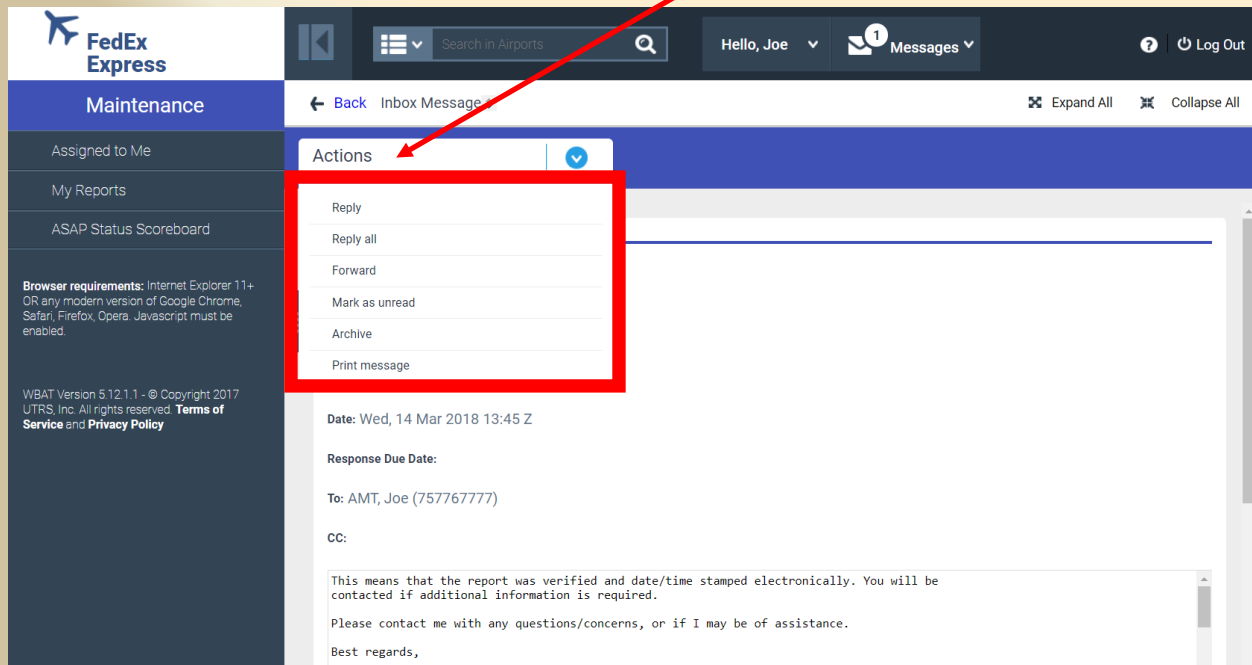
Messages can be sent or received within the FedEx Safety Reporting System.



Placing the cursor in the “Messages” field will display message options.



With a message open, place the cursor in the “Actions” block for options to manage the message.



## Questions / Assistance

Email: [TechOps ASAP](mailto:TechOps ASAP)

Please contact ASAP Program Managers:

Mark Campbell [markcampbell@fedex.com](mailto:markcampbell@fedex.com) (901) 224-6156

Carl Lawrence [celawrence@fedex.com](mailto:celawrence@fedex.com) (901) 224-0629