



FedEx Import Tool - User Guide

FedEx Import Tool is a new online solution that helps to get your goods across international borders seamlessly. FedEx Import Tool allows you to monitor and manage the clearance of your import shipments electronically, anytime, anywhere. Whether you're a regular FedEx account user or a guest, FedEx Import Tool has you covered.



View latest clearance status

Stay up-to-date on the clearance status of your import shipments



Get notified of pending clearance actions

Take action to complete clearance activities as they arise



Submit clearance information

Submit required clearance documents and related information online with ease



Download clearance documents

Access and download clearance related documents whenever you need them



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How do I access FedEx Import Tool?



fedex.com/en-id/import-tool

[CLICK HERE TO FEDEX IMPORT TOOL](#)

* Optimize your experience by using a desktop computer's web browser to access this tool.

Login to FedEx Import Tool

- FedEx users can log in with their existing fedex.com user ID and password
- Users without a fedex.com user ID can log in with their email address or the mobile phone number associated with the shipment.

Accessing FedEx Import Tool

I have a fedex.com user ID

LOGIN

Log in with your fedex.com user ID and password.

I don't have a fedex.com user ID

LOGIN

Log in with your email address/mobile phone number associated to the shipment*

**A one-time verification code will be sent to your email and/or mobile phone number to authenticate your access to FedEx Import Tool.*

Register Importer Customer Profile

- Importers need to register their customer profile to access FedEx Import Tool. Click '[REGISTER CUSTOMER PROFILE](#)' on the FedEx Import Tool homepage to register.



If you are an importer, please register your Customer Profile. By registering, you will have full visibility on your import shipments and get notified by FedEx Import Tool to better manage customs clearance.

[REGISTER CUSTOMER PROFILE](#)

How do I access FedEx Import Tool?

Login with “fedex.com user ID”

- Enter the fedex.com user ID and password and click on ‘**LOG IN**’.

Enter your user ID and password to log in

[CREATE A USER ID FOR AN EXISTING ACCOUNT](#)

User ID

Password

Remember my user ID.

LOG IN

Login with “mobile number or email address”

- Enter your email address or the mobile number associated with the shipment.
- Click on ‘**LOG IN**’.
- A one-time verification code will be sent to your email address and/or mobile number to authenticate your identity.
- Enter the verification code and click ‘**SUBMIT**’.

Enter your email address or mobile number to log in

[LOGIN WITH USER ID FOR AN EXISTING ACCOUNT](#)


Mobile number or email address

By using FedEx Import Tool, you hereby accept the [Terms Of Use](#), [Privacy Statement](#) and [Global Privacy Policy](#).
In addition, you hereby represent and warrant that you are the user and/or subscriber of the contact details provided by you through FedEx Import Tool.

LOG IN

Verification

Verification code sent is valid for
13:30 minutes.

 We have sent you a one time verification code on your mobile number

+91-XXX-XXX-0216

Didn't receive a code? [RESEND CODE](#) or [EDIT CONTACT](#)

SUBMIT

Dashboard

The dashboard provides an overview of shipments associated with your login account. Upon screen refresh, it displays a list of air waybill tracking numbers that reminds you to take clearance actions.

You'll have access to currently active shipments or those shipments within 90 calendar days of their pickup date.

Shipment status summary

Click each tab to view shipments under each status

FAQ

Frequently asked questions

Alerts

New shipments requiring document submission

The screenshot shows the FedEx Import Tool dashboard. At the top, there is a navigation bar with the FedEx logo, a 'Guest' user profile, a search icon, and a menu icon. Below the navigation bar, there are four status tabs: '249 IN TRANSIT', '6 CLEARANCE ACTION', '17 CUSTOMS CLEARED', and '292 ALL SHIPMENTS'. The 'CLEARANCE ACTION' tab is highlighted. Below the tabs, there is a search bar with the placeholder text 'Search by tracking number (min. 3 digit)'. To the right of the search bar are 'DOWNLOAD' and 'MANAGE VIEW' buttons. Below the search bar is a table with columns: 'TRACKING NUMBER', 'ACTIONS', 'CUSTOMS VALUE', 'SHIPPER COUNTRY/TERRITORY', and 'SHIP DATE'. The table contains six rows of data. Below the table, there is a pagination bar showing 'Showing items 1 - 6 of 6' and 'Items per page: 10'. A callout box with the number '1' is positioned above the pagination bar.

TRACKING NUMBER	ACTIONS	CUSTOMS VALUE	SHIPPER COUNTRY/TERRITORY	SHIP DATE
...	Submit clearance information	8104.00 JYE	Singapore	04/12/2024
...	Submit clearance information	8104.00 JYE	Singapore	15/11/2024
...	Submit clearance information	8XXX.X0 JYE	Singapore	27/08/2024
...	Submit clearance information	8XXX.X0 JYE	Singapore	26/08/2024
...	Submit clearance information	8XXX.X0 JYE	Singapore	20/08/2024
...	Submit clearance information	8XXX.X0 JYE	Singapore	19/08/2024

Search by tracking number

Enter tracking number to search

Download

Download the dashboard view or all records to csv file

Manage dashboard view

Add or delete dashboard information columns based on your preference

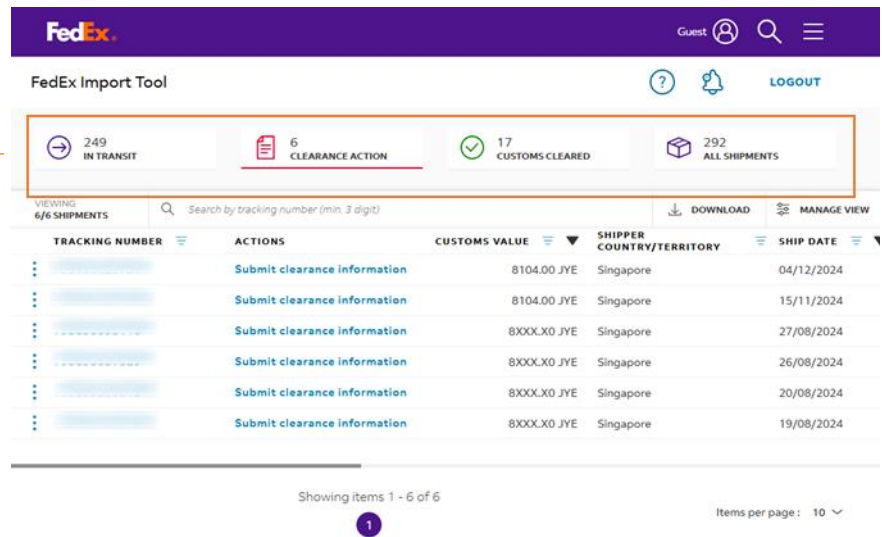
Dashboard

In our dashboard, shipments are grouped by their status, and you'll be able to view pending clearance actions that require your attention.

The default view of the dashboard is set to "Clearance Action".

Shipment status summary

- In transit
- Clearance action
- Customs cleared
- All shipments



The screenshot shows the FedEx Import Tool dashboard. At the top, there's a navigation bar with the FedEx logo, user information (Guest), search, and menu icons. Below that, the title "FedEx Import Tool" is displayed along with help, notifications, and logout buttons. A summary bar highlights four categories: 249 IN TRANSIT, 6 CLEARANCE ACTION, 17 CUSTOMS CLEARED, and 292 ALL SHIPMENTS. Below this is a search bar and a table of shipments. The table has columns for Tracking Number, Actions, Customs Value, Shipper Country/Territory, and Ship Date. The first row shows a shipment with tracking number 8104.00 JYE, a "Submit clearance information" action, a value of 8104.00 JYE, and a ship date of 04/12/2024. The table shows 6 items in total, with the current page displaying items 1-6 of 6.

TRACKING NUMBER	ACTIONS	CUSTOMS VALUE	SHIPPER COUNTRY/TERRITORY	SHIP DATE
8104.00 JYE	Submit clearance information	8104.00 JYE	Singapore	04/12/2024
8104.00 JYE	Submit clearance information	8104.00 JYE	Singapore	15/11/2024
8XXX.X0 JYE	Submit clearance information	8XXX.X0 JYE	Singapore	27/08/2024
8XXX.X0 JYE	Submit clearance information	8XXX.X0 JYE	Singapore	26/08/2024
8XXX.X0 JYE	Submit clearance information	8XXX.X0 JYE	Singapore	20/08/2024
8XXX.X0 JYE	Submit clearance information	8XXX.X0 JYE	Singapore	19/08/2024

❑ Shipment status

- **IN TRANSIT:** Your shipment is on the way to its destination.
- **CLEARANCE ACTION:** Some customs clearance actions are required; customer to complete or provide pending documents or information.
- **CUSTOMS CLEARED:** Shipments have been cleared by customs at destination.

❑ All shipments

- **ALL SHIPMENTS:** Includes all shipments.

Shipment Details

This section provides access to detailed shipment information, required clearance actions and document downloads.

Shipment alert

- Pending action alerts serve as a reminder to take necessary actions.

The 4 types of information available for each shipment:


1. Shipment & Contact
2. Clearance
3. Documents
4. Clearance instructions

1. Shipment & Contact


- a. Basic shipment information*
- b. Importer information* (Only the importer can see importer contact information)
- c. Recipient contact information*
- d. Sender contact information*

Review your shipment

Shipmen  **CLEARANCE ACTION**

 Clearance documents are required. Visit the "Clearance" section to submit

Shipment & Contact  Clearance Documents Clearance Instructor

Shipment
Tracking number: 
Role: 
From: 
To: 
Ship Date ⓘ : 
Weight: 
Total Pieces: 
Invoice Amount: 
Items/Documents: 

Service Details
Service: 
Duties and taxes payor: 
Special Handling Section: 
Note: Information here is based on the original Air Waybill. It may not be reflective of any later updates/changes.

Importer Details
Importer id: 
Importer name: 

Address: 



Recipient Details
Recipient name: 
Company: 
Address: 

Email: 
Phone Number: 

Sender Details
Sender name: 
Company: 
Address: 

Email: 
Phone number: 

Note: Information here may not be reflective of any later updates/changes.

- Shipment details: *The basic information was extracted from the original air waybill entries and may not reflect subsequent updates/changes.
- Importer/Sender/Recipient details: *The sender/recipient information was extracted from the original air waybill entries and may not reflect subsequent updates/changes.

Shipment Details

When clearance actions are needed, detailed explanations and instructions are provided to guide customers through the required steps. Only one-time submission is permitted for each clearance action.

Clearance actions must be completed within 5 calendar days. Clearance agent may reach out to customers if clarification on customs clearance information is needed.

2. Clearance

Contact Information

Submit your contact information here for our Customs Clearance team to contact you if clarification is needed.

Clearance Actions

Complete the customs clearance information based on the specified clearance requirement or issue.

Accept Terms of Use

You must accept the terms of use.

Click "Submit"

Shipment & Contact **Clearance** Documents Clearance Instructions

Required clearance information [COLLAPSE ALL](#)

Contact Information

Please provide your contact detail, clearance instruction for our agent to reach out to you if needed.

Customer name *

Customer email address *

Customer mobile number *

Customer type * Individual Corporate

Company name *

Importer ID

For corporate: Corporate number or JASTPRO code (required). For individual/sole proprietor: Customs importer/exporter code or JASTPRO code (optional).

Customer Role *

Regulatory confirmation is required under the Food Sanitation Law

This shipment requires regulatory confirmation under the **FOOD SANITATION LAW**. Please prepare and upload related documents via this page.

If we are unable to file a declaration, our customs clearance department will contact you for more details.

Detailed commodity description*

Attachment

UPLOAD FILES

You can upload a maximum of 4 files.

Clearance Instruction

Provide specific clearance instruction No Yes

I agree to these [TERMS OF USE](#)

SUBMIT

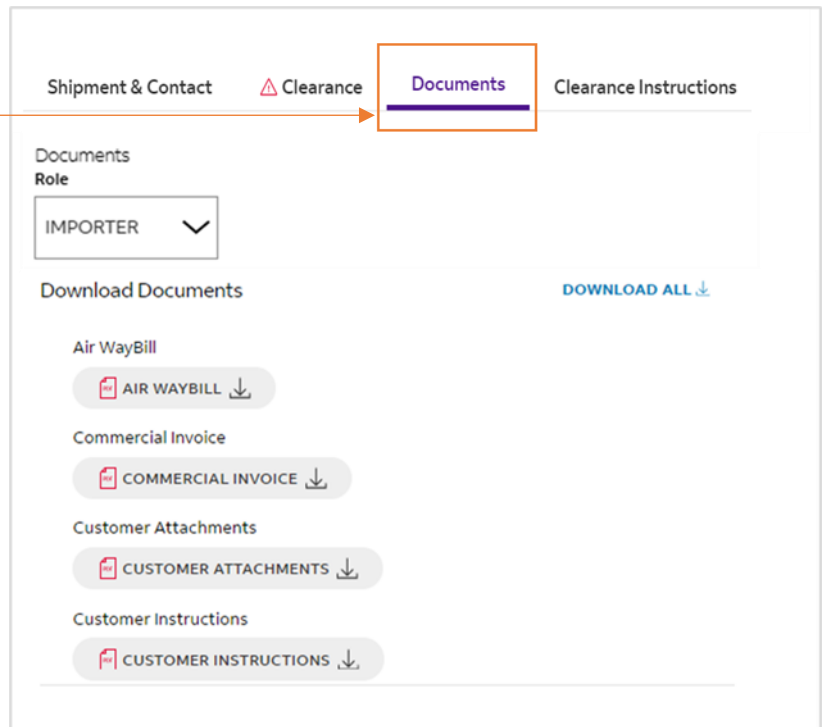
Shipment Details

This section allows you to download various documents that is readily accessible within FedEx Import Tool.

3. Documents

Shipment-related documents are available to download.

- Air waybill
- Commercial invoice
- Packing list
- Customer instructions
- Customer attachments
- Declaration documents



❑ Air waybill/ Commercial invoice/ Packing list

- Documents are available after shipment is picked up by us.

❑ Customer instructions/ Customer attachments

- Customer instructions are the clearance information that customers provided to complete clearance actions. (Downloadable by recipient and importer only)
- Customer attachments are the documents that customers uploaded to complete clearance actions. (Downloadable by importer only)

❑ Declaration documents

- Declaration documents are available 1 to 2 business days after the shipment has been cleared by Customs. (Downloadable by sender and importer only)

Shipment Details

You may upload clearance documents or instructions when the shipment status is “In Transit”.

Note: If the shipment requires a clearance action from you, this clearance instructions tab will be inactive. You can submit additional clearance documents and instructions through the Clearance Tab, along with the required clearance action.

4. Clearance instructions

Shipment IN TRANSIT

Shipment & Contact Documents Clearance Instructions

Please provide your contact detail, clearance instruction for our agent to reach out to you if needed.

Customer name *

Customer email address *

Customer mobile number *

Customer type *

Individual Corporate

Company name *

Importer ID

① For corporate: Corporate number or JASTPRO code (required). For individual/sole proprietor: Customs importer/exporter code or JASTPRO code (optional).

Customer Role *

Clearance instruction type (max. 3 selections)

Clearance instruction remarks *

300 / 300

If you would like to add any additional documentation or provide any further comments related to this request, please add them below.

① You can upload pdf, doc, docx, xls, xlsx, csv, jpg, jpeg, gif or png files. Each file can be up to 5 MB. You can upload up to 4 files with a total maximum size of 20 MB.

Upload files from your device

I enter your name agree to these [TERMS OF USE](#)

Contact information

Submit your contact information here for our Customs Clearance team to contact you if clarification is needed.

Clearance instruction

1. Select the type of clearance instruction.
2. Enter your clearance instruction in the Remarks field.
3. Upload additional documents if required.

Accept Terms of Use

You must accept the terms of use.

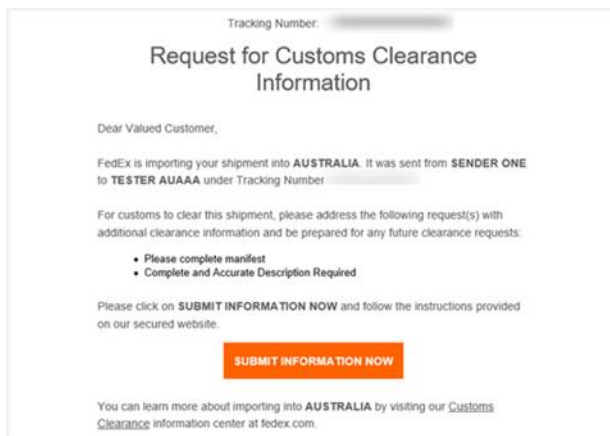
Click “Submit”

Notification from FedEx Import Tool

Aside from displaying an alert on its dashboard, FedEx Import Tool will also send a notification [email/mobile message](#) to either the importer, recipient or sender of the shipment, depending on who is responsible for taking clearance actions.

- **Email:**

The subject of our email will read: “Customs clearance information request for FedEx Shipment : 123456789012”



- **Mobile message:**

SMS and social messaging app sample messages

SMS

FedEx shipment 123456789012 needs information for customs clearance. Please login to FedEx Import Tool to make the submission. T&Cs apply.

Social messaging app

Hello! Your FedEx shipment 123456789012 to Indonesia sent from SHIPPER NAME to RECIPIENT NAME requires you to provide additional clearance information:

- *The action requires customers to update*

Please click on **Submit Information Now** and follow the instructions provided on our secured website.

Submit Information Now

Notification from FedEx Import Tool

Upon receiving our email or mobile notification, you should:

Click “SUBMIT INFORMATION NOW” in the email or click the link in mobile message.

- This will direct you to the clearance action page of FedEx Import Tool.

Once inside FedEx Import Tool, you can take the following actions:

Update / upload required clearance information

- Detailed explanations and instructions are provided to guide importers through the required steps. Only one-time submission is permitted for each clearance action.

View more shipment details

- Login is required to view more shipment details for this shipment.

Link will expire after action taken or after 5 calendar days

- The link in the email or mobile message expires once the clearance information request is fulfilled, or after 5 calendar days from the date it was sent, whichever is earlier. If you click on the email or mobile message link after the expiry date, you will see a message indicating that the link is no longer valid.