



## 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



### **Pay duties and taxes**

Conveniently settle outstanding duties and taxes directly through FedEx Import Tool, saving you time and effort

# How do I access FedEx Import Tool?



[fedex.com/en-jp/import-tool](https://fedex.com/en-jp/import-tool)

[CLICK HERE TO FEDEX IMPORT TOOL](https://fedex.com/en-jp/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?

## Here are two options to access FedEx Import Tool:

1. Quick Access: Log in with your email address or mobile number to view shipments linked to your contact details.
2. Full Access: Log in with your FedEx account number to see all shipments associated with your account.

### 1. 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 98888 88888 6

2 4 3 3 2 8

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

**SUBMIT**

### 2. Login with “fedex.com user ID”

- Enter the fedex.com user ID and password and click on ‘**LOG IN**’.
- Your FedEx login profile account number will be used to access AWB information.

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**

# 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 any 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 is a navigation bar with the FedEx logo and tabs for Shipping, Tracking, Support, and Account. On the right of the navigation bar are links for Guest, a search icon, and a Logout button. Below the navigation bar is a status summary section with five tabs: IN TRANSIT (8), CLEARANCE ACTION (2), PAYMENT PENDING (1), CUSTOMS CLEARED (0), and ALL SHIPMENTS (11). Below this is a search bar with the placeholder text "Search by tracking number (min. 3 digit)". To the right of the search bar are buttons for DOWNLOAD and MANAGE VIEW. The main content is a table with columns: TRACKING NUMBER, STATUS, ACTIONS, ACTION NEEDED FROM, CUSTOMS VALUE, and SHIP DATE. The table contains 11 rows of shipment data. At the bottom of the table, there is a pagination control showing "Showing items 1 - 10 of 11" and a dropdown for "Items per page: 10".

TRACKING NUMBER	STATUS	ACTIONS	ACTION NEEDED FROM	CUSTOMS VALUE	SHIP DATE
	In transit	-	-	1.X0 THB	20/08/2025
	In transit	-	-	1.X0 THB	20/08/2025
	In transit	-	-	8XXX.X0 JYE	07/08/2025
	In transit	-	-	8XXX.X0 JYE	05/08/2025
	Payment pending	Pay Duties and Taxes	CONSIGNEE,SHIPPER,IMPORTER	8XXX.X0 JYE	05/08/2025
	In transit	-	-	-	04/08/2025
	In transit	-	-	8XXX.X0 JYE	04/08/2025
	In transit	-	-	-	05/06/2025
	Clearance Action	Submit clearance information	SHIPPER	8XXX.X0 JYE	29/05/2025
	In transit	-	-	8XXX.X0 JYE	21/05/2025

## 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 actions that require your attention.

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

## Shipment status summary

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

The screenshot shows the FedEx Import Tool dashboard. At the top, there are navigation links for Shipping, Tracking, Support, and Account. The main header displays the FedEx logo and the text 'FedEx Import Tool'. Below this, a summary bar shows the following counts: 8 IN TRANSIT, 2 CLEARANCE ACTION, 1 PAYMENT PENDING, 0 CUSTOMS CLEARED, and 11 ALL SHIPMENTS. A search bar is present with the text 'Search by tracking number (min. 3 digits)'. Below the search bar is a table with columns: TRACKING NUMBER, STATUS, ACTIONS, ACTION NEEDED FROM, CUSTOMS VALUE, and SHIP DATE. The table contains 11 rows of shipment data. At the bottom, it shows 'Showing items 1 - 10 of 11' and 'Items per page: 10'.

TRACKING NUMBER	STATUS	ACTIONS	ACTION NEEDED FROM	CUSTOMS VALUE	SHIP DATE
...	In transit	-	-	1.X0 THB	20/08/2025
...	In transit	-	-	1.X0 THB	20/08/2025
...	In transit	-	-	8XXX.X0 .JYE	07/08/2025
...	In transit	-	-	8XXX.X0 .JYE	05/08/2025
...	Payment pending	Pay Duties and Taxes	CONSIGNEE,SHIPPER,IMPORTER	8XXX.X0 .JYE	05/08/2025
...	In transit	-	-	-	04/08/2025
...	In transit	-	-	8XXX.X0 .JYE	04/08/2025
...	In transit	-	-	-	05/06/2025
...	Clearance Action	Submit clearance information SHIPPER	8XXX.X0 .JYE	29/05/2025	
...	In transit	-	-	8XXX.X0 .JYE	21/05/2025

## 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.
- **PAYMENT PENDING:** Duties and Taxes are yet to be settled.
- **CUSTOMS CLEARED:** Shipments have been cleared by customs at destination.

## All shipments

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

# Shipment Details

Click any tracking number on the dashboard to open the details of that shipment. Each tab shows different information or pending actions for you to complete.

## Tracking number

## Shipment alert



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

## The 5 types of information available for each shipment:

- Shipment & Contact
- Clearance
- Payments
- Documents
- Clearance instructions

## Shipment & Contact

- Basic shipment information\*
- Importer information\* (Only the importer can see importer contact information)
- Recipient contact information\*
- Sender contact information\*

The screenshot shows a dashboard for a shipment with tracking number 795117281740. At the top, there is a 'PAYMENT PENDING' status. Below this, a warning message states 'Pay outstanding duties & taxes.' The dashboard is divided into several tabs: 'Shipment & Contact', 'Clearance', 'Payments', 'Documents', and 'Clearance Instructions'. The 'Shipment & Contact' tab is active and displays the following information:

Shipment	
Tracking number:	795117281740
Role:	
From:	SINGAPORE, SG
To:	KUMAMOTO-SHI, JP
Ship Date :	2025-04-02
Weight:	0.5 K
Total Pieces:	1
Invoice Amount:	8104.00 JYE
Items/Documents:	Items

Service Details	
Service:	FedEx International Priority
Duties and taxes payor:	Third Party
Special Handling Section:	Deliver Weekday

Note: Information here is based on the original Air Waybill. It may not be reflective of any later updates/changes.

Importer Details	
Importer Id	1234567890
Importer name	ACCS IMPORTER NAME ENGLISH ACCS 輸入者名英語 テストのみ
Address	IMPORTER ADDRESS ENGLISH LINE 01 IMPORTER ADDRESS ENGLISH LINE 02 輸入者住所英語行 01 テストのみ 輸入者住所英語行 02 テストのみ

Recipient Details	
Recipient name	NAOTO HIGASHI
Company	VARIAN MEDICAL SYSTEMS K.K.
Address	CUSTOMER SUPPORT DIV.,AXIA WILL OBIYAMA,, KUMAMOTO-SHI, Japan
Email	APAC_FIT_TEST_JP@fedex.com
Phone Number	81220131943

Sender Details	
Sender name	YUSRI / HAMEED
Company	VARIAN MEDICAL SYSTEMS PACIFIC, INC
Address	15 PIONEER WALK, #01-06,PIONEER HUB, SINGAPORE, Singapore
Email	APAC_FIT_TEST_01@fedex.com
Phone number	6584686812

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.

# Submit Clearance Instructions

When a shipment is "In Transit" status, a form under the Clearance Instructions tab lets you submit additional clearance data, documents, or instructions.

- You can submit multiple updates before the shipment enters the customs clearance process.
- If a clearance action is required, the Clearance Instructions tab will be active. In this case, please upload the necessary documents via the Clearance tab to proceed.
- Once the shipment has been declared to Customs, you can no longer submit new requests.

## Clearance instructions

### 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"

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

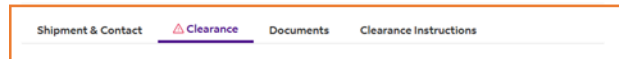
I  agree to these [TERMS OF USE](#)

# Supplement Clearance Action

When clearance actions are required, the Clearance tab becomes active and displays an alert. You must complete the customs clearance information based on the specified clearance requirement or issue within 5 calendar days from its issue date.

- If the shipment has already been declared to Customs, you will see the message “Your shipment is going through customs clearance. No action is needed.” In this case, you can no longer submit the request.
- If further clarification is needed, a clearance agent may contact you to request more details on the customs clearance information.

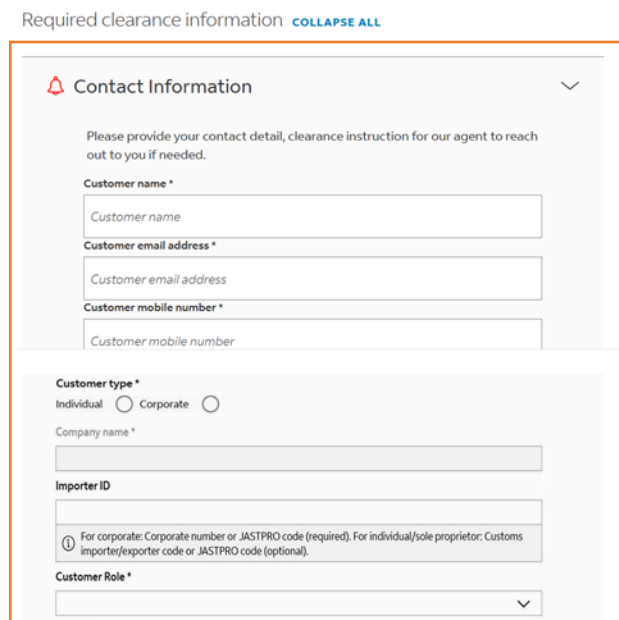
## Clearance




Shipment & Contact **Clearance** Documents Clearance Instructions

## Contact Information

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



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 \***

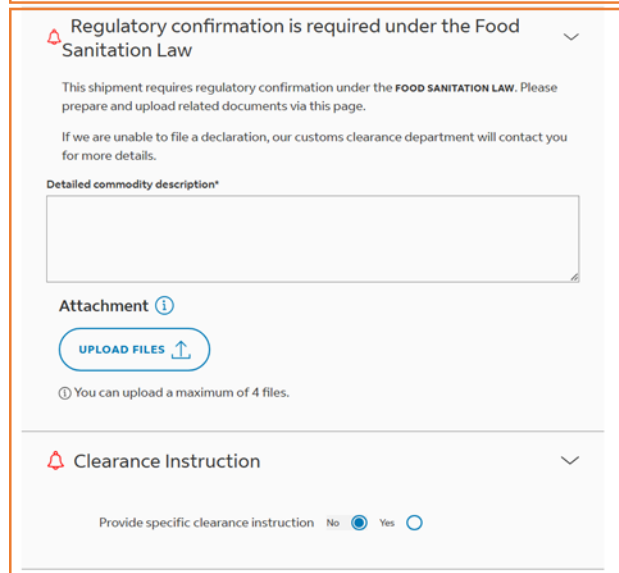
**Importer ID**


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

**Customer Role \***

## Clearance Actions

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





**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** 

① You can upload a maximum of 4 files.

**Clearance Instruction** 

Provide specific clearance instruction No  Yes

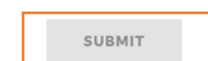
## Accept Terms of Use

You must accept the terms of use.



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

## Click “Submit”

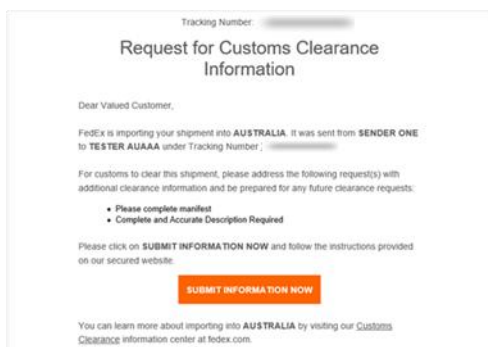


**SUBMIT**

# Supplement Clearance Action

Apart from an alert on the dashboard, FedEx Import Tool also sends 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 sample messages



FedEx shipment 123456789012 needs information for customs clearance. Please submit [fedex.com/xxxxxxx](https://fedex.com/xxxxxxx). Do not forward this link. T&Cs apply.

\*Use of FedEx Import Tool is governed by our [Terms of Use](#), [Privacy Statement](#) and [Global Privacy Policy](#).

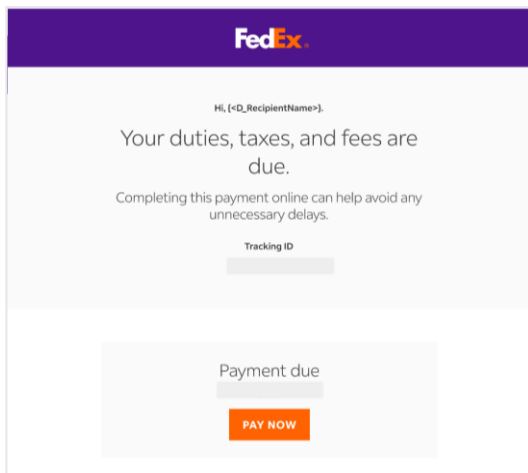
- Click “SUBMIT INFORMATION NOW” in the email or click the link in mobile message.**
  - This will direct you to the clearance action page of FedEx Import Tool.
- Update / upload required clearance information**
  - Detailed explanations and instructions are provided to guide importers through the required steps.
- 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.

# Settle Duty and Tax Payment

For payers of duty and tax who do not have a FedEx account, FedEx Import Tool provides payment notification through (a) Payment tab alert and (b) email or mobile message. Following the instructions in the email or mobile message, you will be taken to the Payments page to make the payment. The payment link remains valid for 3 calendar days from its issue date.

## Email message

Email subject: "Import charge payment due for your FedEx shipment <123456789012>"



## Mobile message

SMS sample message:  
Sent from "FedEx"



# Settle Duty and Tax Payment

On the fedex.com tracking page, you will find the duties and taxes payment link under your shipment details if there is any outstanding GST to be settled. Please click on "Provide payment" to process your payment.

The screenshot shows the FedEx tracking interface. At the top, there is a navigation bar with the FedEx logo and links for Shipping, Tracking, Support, and Account. Below this, the tracking ID is displayed in a search bar. The main content area is divided into several sections:

- SCHEDULED DELIVERY DATE:** Friday, 10/17/25 before 6:00 PM.
- Payment Alert:** A red box highlights a message: "A duties and taxes payment is due." with a question mark icon. Below this message is a prominent red button labeled "PROVIDE PAYMENT".
- Delivery Options:** A list of options including "Check For Delivery Options" and "Get updates", each with a dropdown arrow.
- Delivery History:** A vertical timeline on the right side of the page shows the package's progress:
  - FROM:** SINGAPORE, SG
  - WE HAVE YOUR PACKAGE**
  - DELIVERY UPDATED:** TOKYO-KOTO-KU JP, 10/16/25 1:50 PM. A red circle with an exclamation mark highlights this event, and a grey tooltip box provides more details, including a "View more details" link.
  - OUT FOR DELIVERY**
  - TO:** TOKYO-KOTO-KU, JP

# Settle Duty and Tax Payment

When duties and taxes are pending, the Payment tab becomes active and displays an alert. You must settle all outstanding payments within 3 calendar days from its issue date.

## Payments

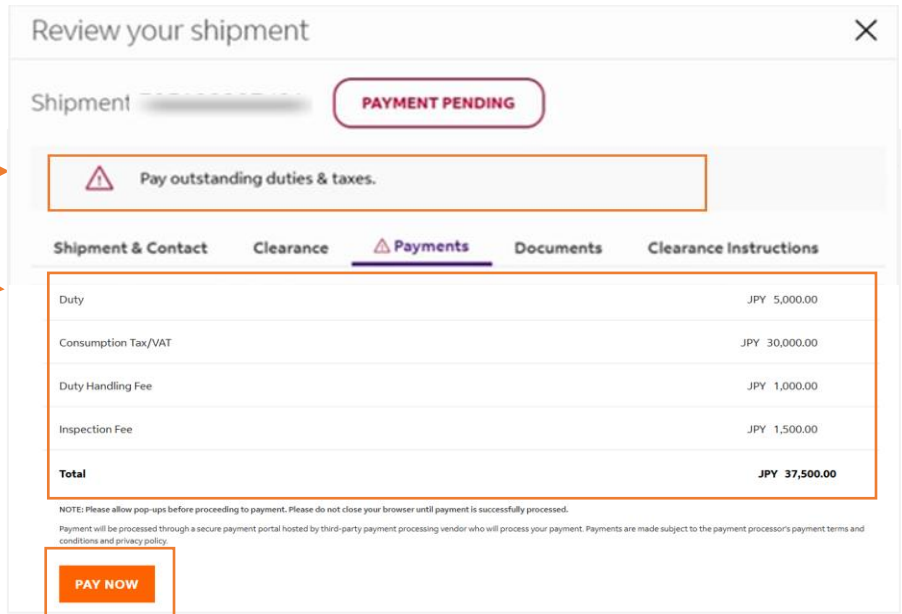
### Shipment alert

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

### Duties and Taxes Breakdown


- A list of items with duties and taxes pending and their corresponding cost

Click "PAY NOW"



Review your shipment

Shipment PAYMENT PENDING

 Pay outstanding duties & taxes.

Shipment & Contact   Clearance   **Payments**   Documents   Clearance Instructions

Duty	JPY 5,000.00
Consumption Tax/VAT	JPY 30,000.00
Duty Handling Fee	JPY 1,000.00
Inspection Fee	JPY 1,500.00
<b>Total</b>	<b>JPY 37,500.00</b>

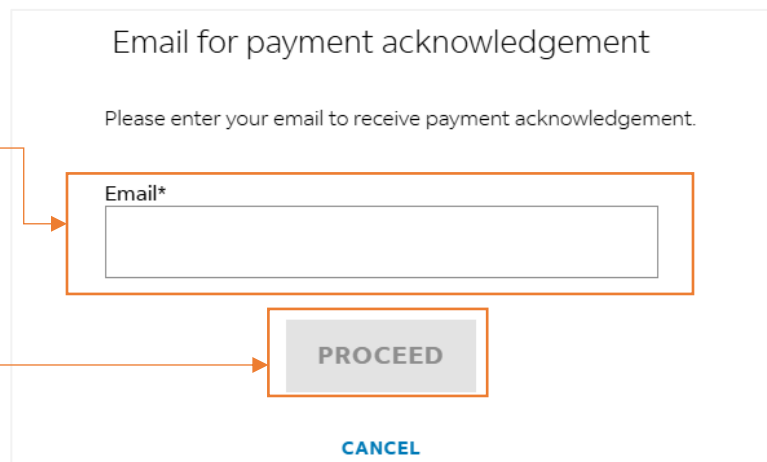
NOTE: Please allow pop-ups before proceeding to payment. Please do not close your browser until payment is successfully processed.  
Payment will be processed through a secure payment portal hosted by third-party payment processing vendor who will process your payment. Payments are made subject to the payment processor's payment terms and conditions and privacy policy.

**PAY NOW**

## Payment Acknowledgement

- Enter your email address
- Receive payment acknowledgement

Click 'PROCEED'



Email for payment acknowledgement

Please enter your email to receive payment acknowledgement.

Email\*

**PROCEED**

CANCEL

# Settle Duty and Tax Payment

## Confirm Payment

### Payment information

- Company name
- Total payment amount
- Transaction date

**FedEx** Shipping Tracking Support Account

### Confirm Payment

Company Name: REC COMP  
Total Payment Amount: JPY 37,500  
Transaction Date: 09-10-2025

Below are the air waybill(s) and amount(s) you have selected. Please review, and press "Continue" to proceed with payment.  
You must complete fields marked with an asterisk (\*).

Air Waybill Number(s)	Amount to Pay (JPY)
	37,500
<b>Total Payment Amount</b>	<b>37,500</b>

After you click the "Continue" button, you will be directed to the payment site for payment processing. Please note that a payment processing fee may be charged for card payments.

[Continue >](#)

### Click 'Continue'

- Click "Continue" to proceed to the next step for your selected payment option.

### Payment options

- Complete your payment by following the instructions displayed on each payment screen.

- ✓ Google Pay\*
- ✓ Apple Pay\*
- ✓ Credit/Debit card

## Desktop view

### worldpay

**Order summary**

Reference: JP\_AC885148896040\_...  
Description: FEDEX EXPRESS JAPAN G.K. || QR Payment  
Amount (JPY): ¥600

**Express Checkout**

Buy with Pay

**Payment details**

\*Indicates a required field

Card number \*

Cardholder's name \*

Expiry date \*  /

Security code \*  Last 3 digits on the back of card

\*Depending on the device and browser you are using, you may see only one of the two displayed.

## Mobile view

### worldpay

**注文概要**

参照番号:  
JP\_AC885148896040\_...

詳細:  
FEDEX EXPRESS JAPAN G.K. || QR Payment

金額 (JPY):  
¥600

**Express Checkout**

Buy with Pay

Pay

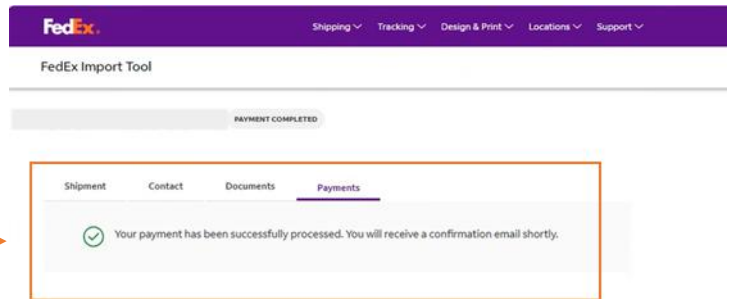
# Settle Duty and Tax Payment

Once the payment has successfully completed, you will receive an on-screen confirmation in the payment portal as well as via an email message.

## Payment Confirmation

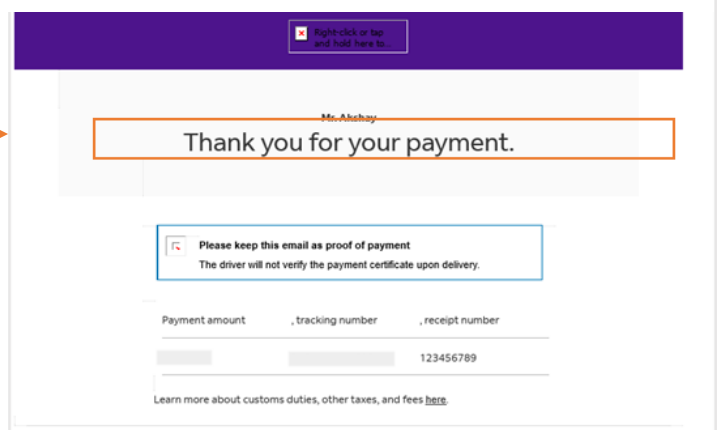
### Payment portal confirmation

- After payment is submitted, you'll see a confirmation message.



### Email confirmation

- An email will also be sent to the email address the user provided.



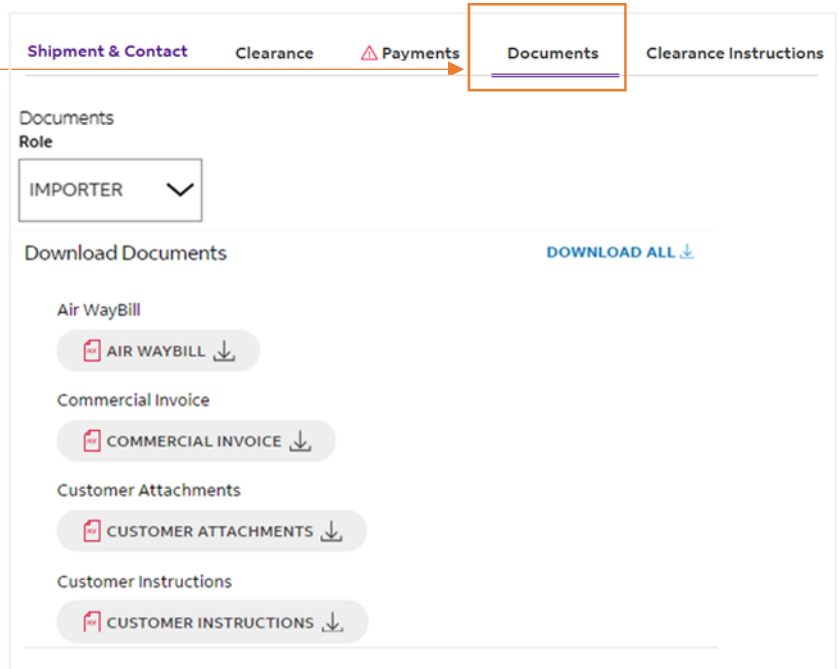
# Download Documents

Documents become available for download once the shipment is picked up by FedEx. Different documents are provided based on shipment status and the role of the logged in user.

## Documents

Shipment-related documents are available to download.

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



Shipment status	Customer role	Documents
In transit (After the shipment is picked up by FedEx)	Shipper & Recipient (duties and taxes payer)	1. Air waybill 2. Commercial invoice 3. Packing list
Clearance Action	Importer	1. Air waybill 2. Commercial invoice 3. Packing list 4. Customer instructions 5. Customer attachments
	Recipient (duties and taxes payer)	Customer instructions
Customs cleared	Importer & Shipper (duties and taxes payer)	Declaration documents*

\*Declaration documents are normally available 1 to 2 business days after the shipment has been cleared by Customs.