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?

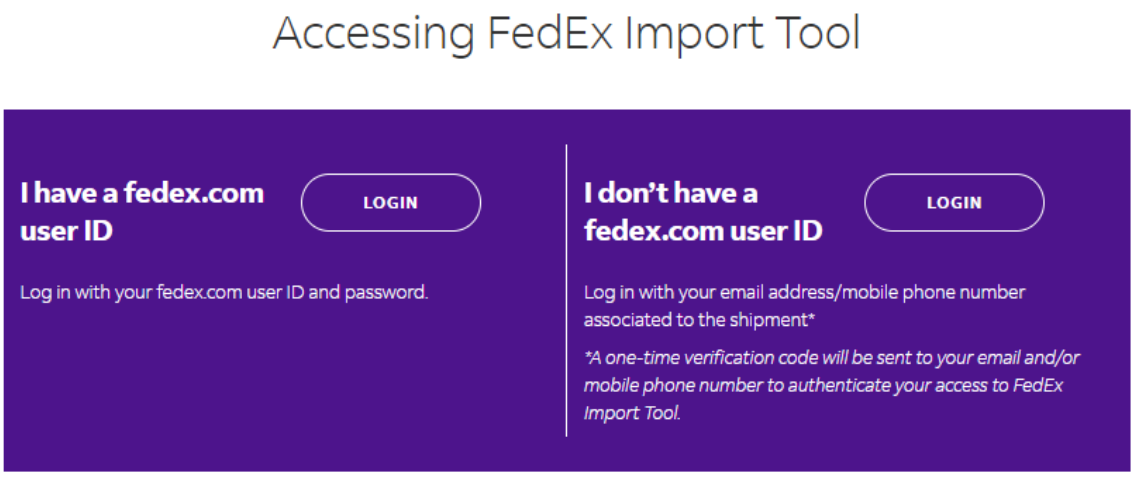
fedex.com/en-my/import-tool

CLICK HERE TO FEDEX IMPORT TOOL

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

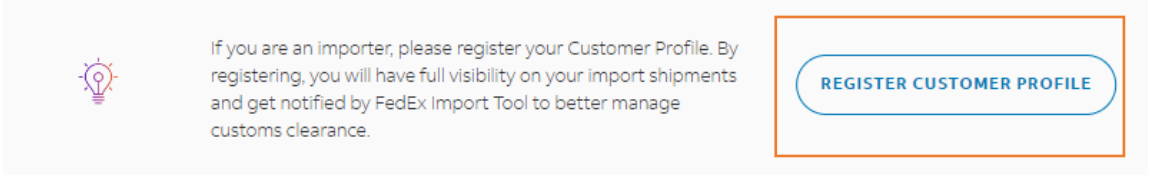
Login to FedEx Import Tool

- 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.



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.



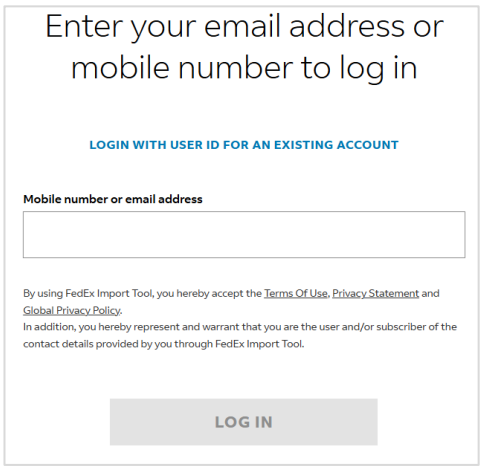
How do I access FedEx Import Tool?

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.

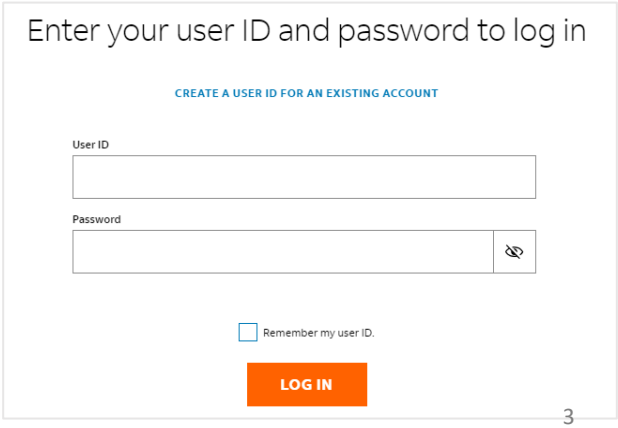
1. Login with "mobile number or email address"

- 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'.



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.



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

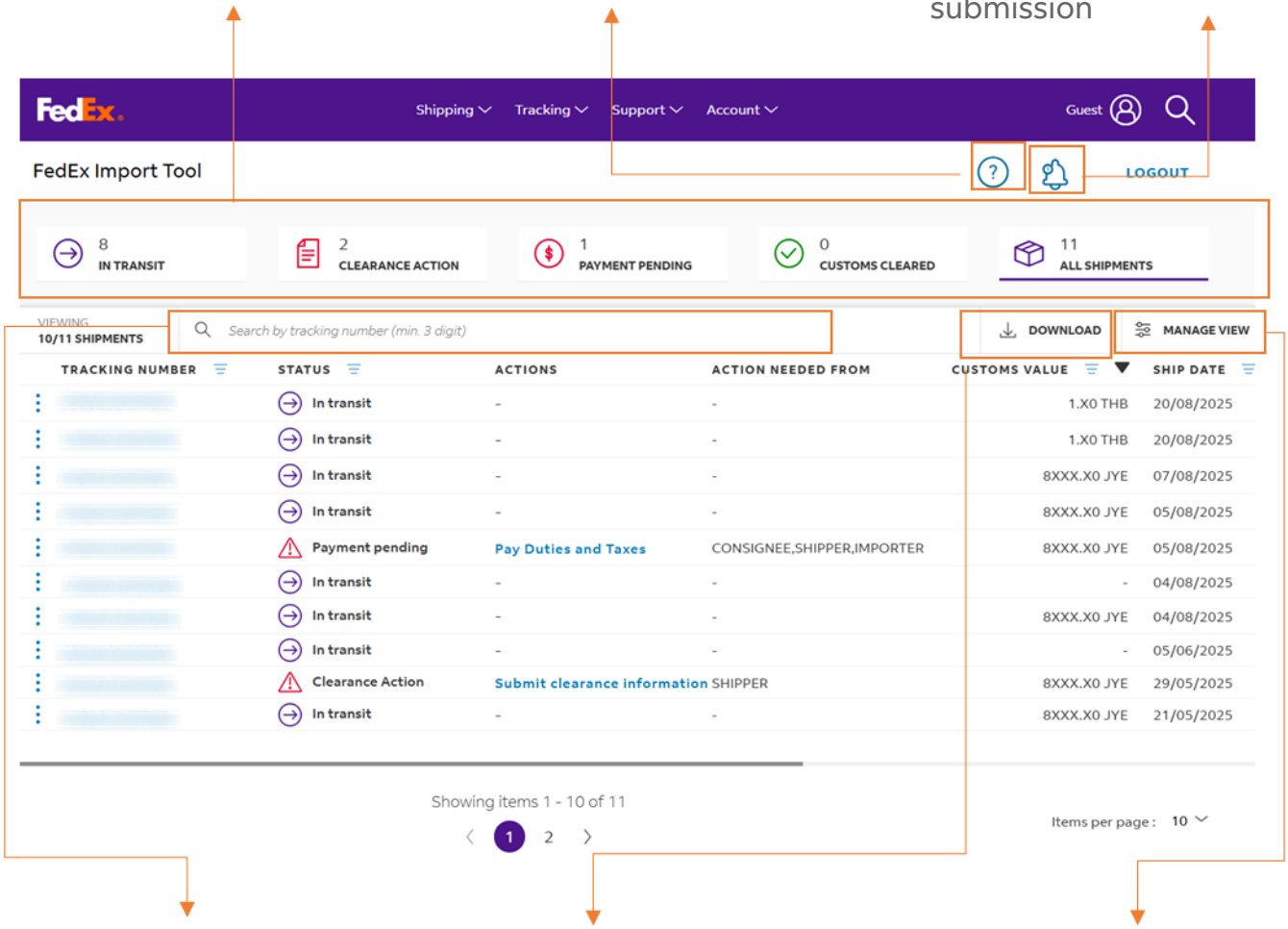
Click each tab to view shipments under each status

FAQ

Frequently asked questions

Alerts

New shipments requiring document submission



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

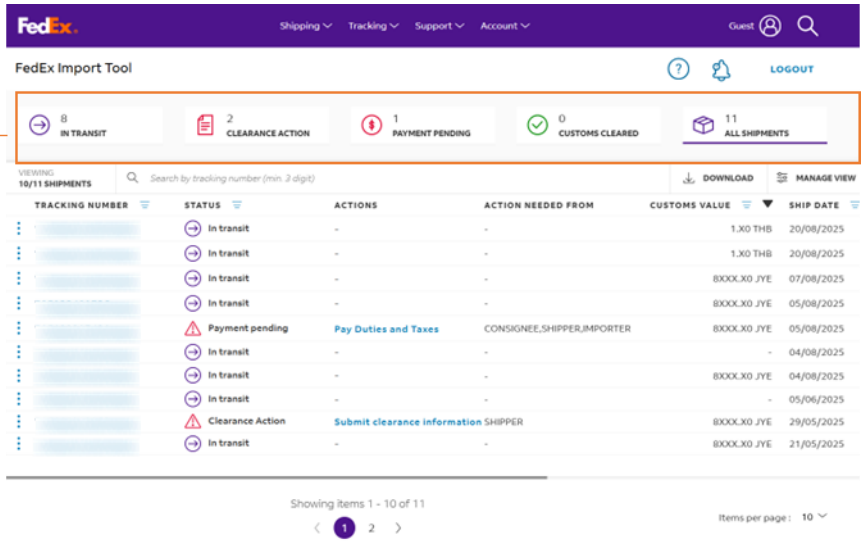
Dashboard

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



❑ 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.

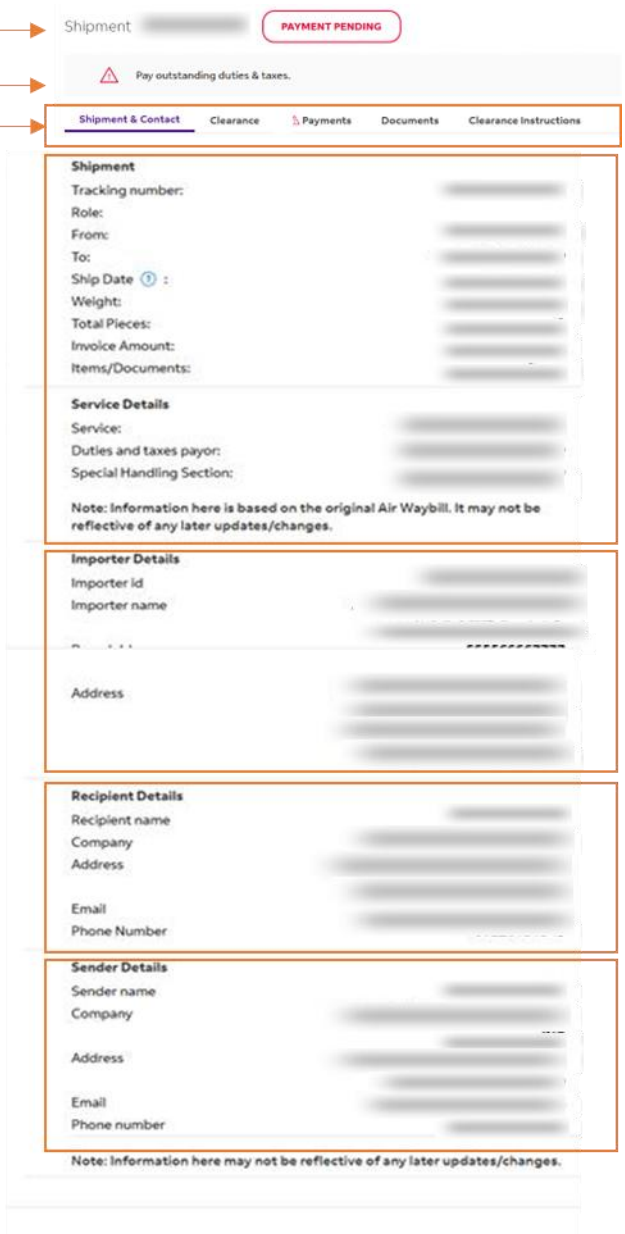
Tracking number

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

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

- 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.

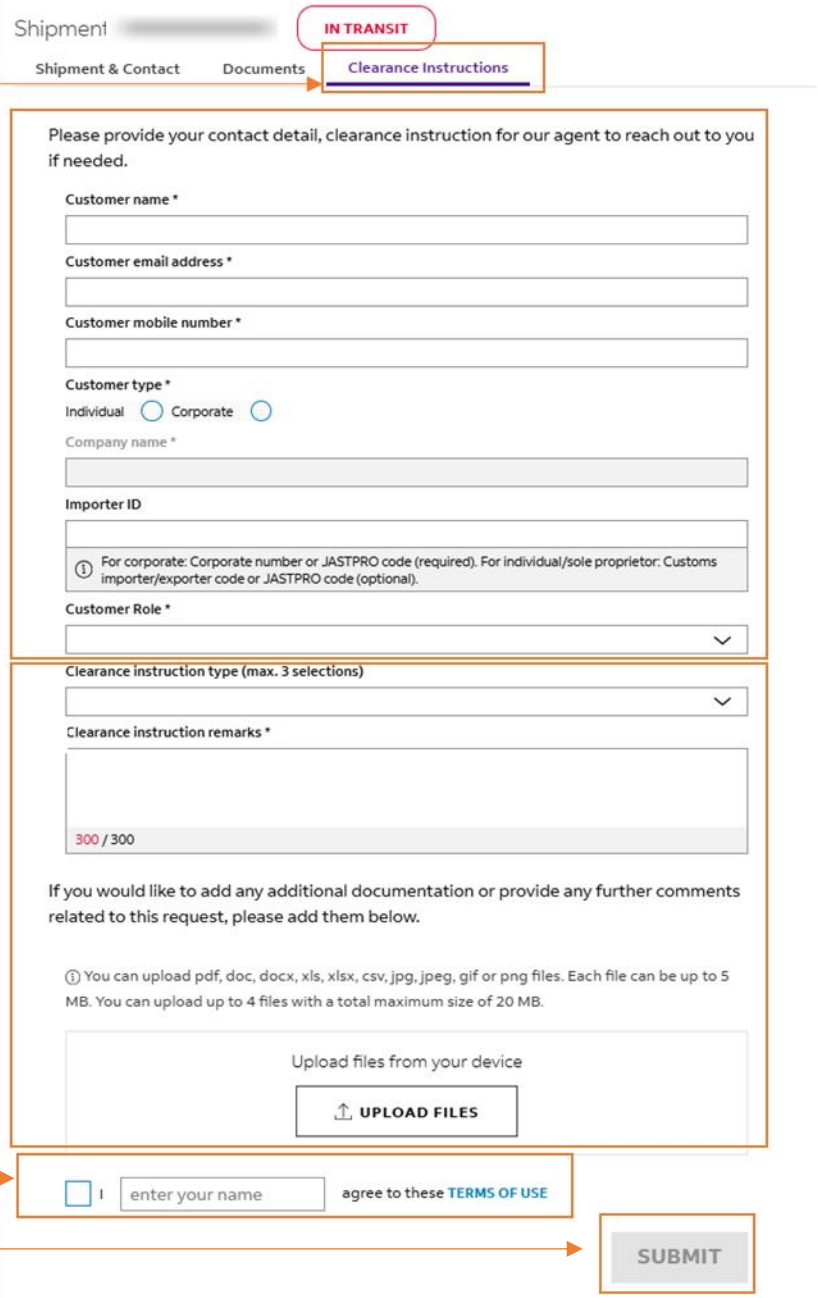
Clearance instruction

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”

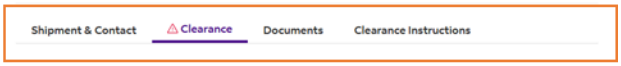


Supplement Clearance Action

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.

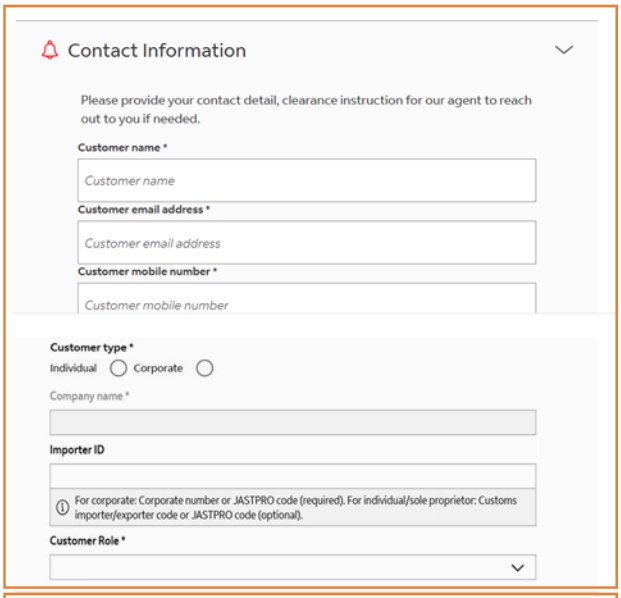
Clearance ⚠



Required clearance information COLLAPSE ALL

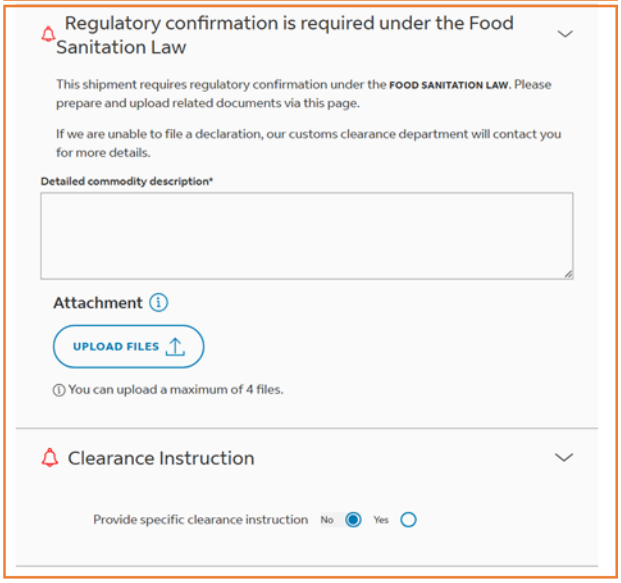
Contact Information

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

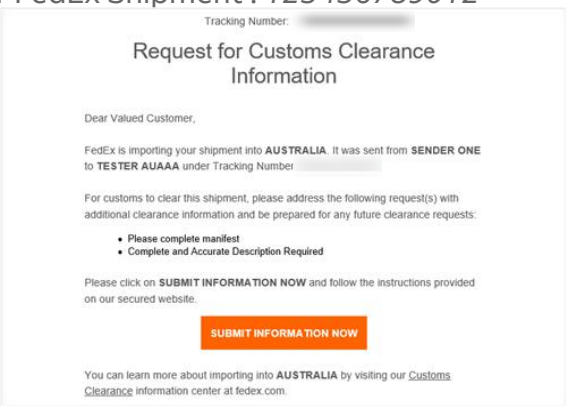
You must accept the terms of use.

Click “Submit”

Supplement Clearance Action

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*”



Tracking Number:

Request for Customs Clearance Information

Dear Valued Customer,

FedEx is importing your shipment into **AUSTRALIA**. It was sent from **SENDER ONE** to **TESTER AUAAA** under Tracking Number

For customs to clear this shipment, please address the following request(s) with additional clearance information and be prepared for any future clearance requests:

- **Please complete manifest**
- **Complete and Accurate Description Required**

Please click on **SUBMIT INFORMATION NOW** and follow the instructions provided on our secured website.

SUBMIT INFORMATION NOW

You can learn more about importing into **AUSTRALIA** by visiting our Customs Clearance information center at fedex.com.

- **Mobile message:**
  SMS and social messaging app sample messages

SMS

FedEx shipment *123456789012* needs information for customs clearance. Please submit *fedex.com/xxxxxxxx.* Do not forward this link. T&Cs apply.

Social messaging app

Hello! Your FedEx shipment *123456789012* to Malaysia 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

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 5 calendar days from its issue date.

Payments

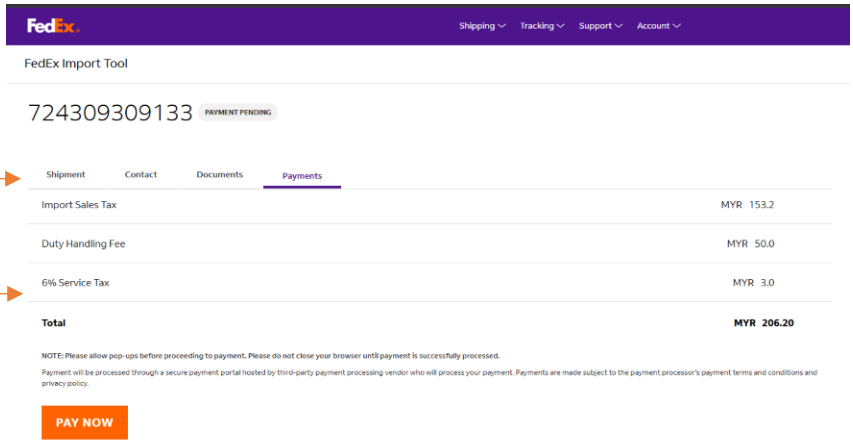
Shipment alert ⚠

- 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

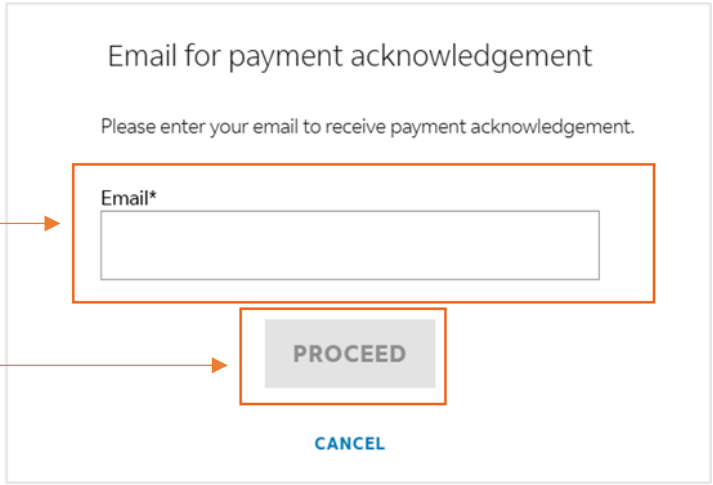
Click “PAY NOW”



Payment Acknowledgement

- Enter your email address
- Receive payment acknowledgement

Click ‘PROCEED’



Settle Duty and Tax Payment

Confirm Payment

Payment information

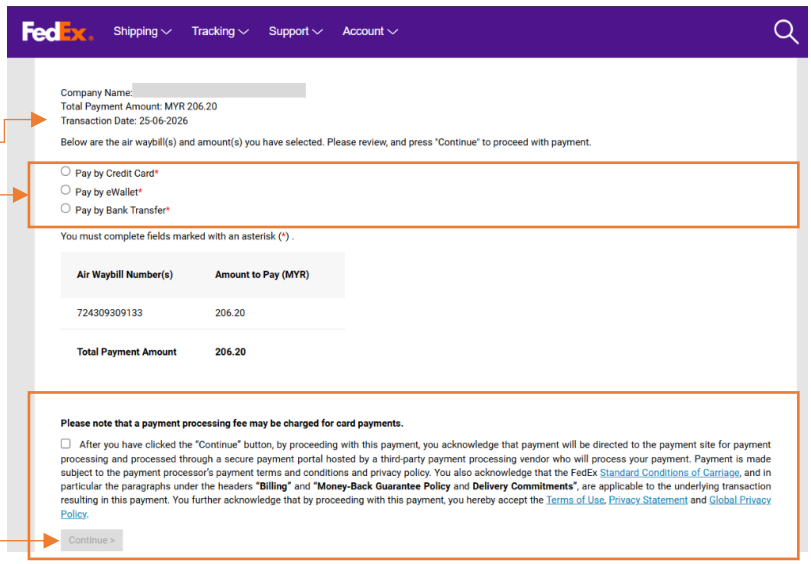
- Company name
- Total payment amount
- Transaction date

Select Payment Method

- Pay by Credit Card*
- Pay by eWallet*
- Pay by Bank Transfer*

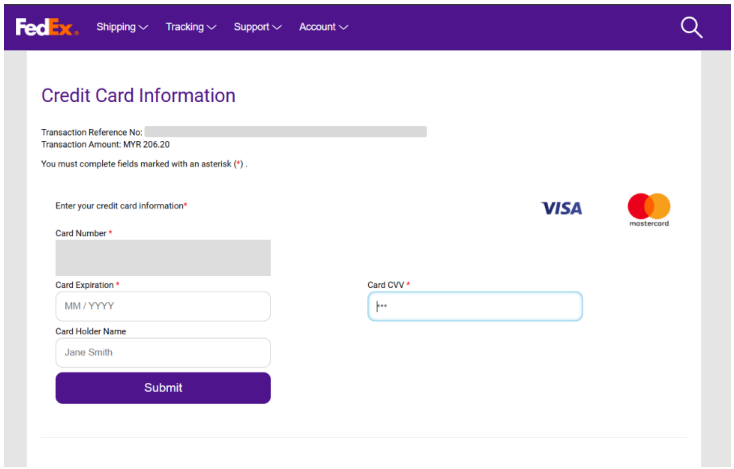
Click ‘Continue’

- Click Check box to acknowledge and then "Continue" to proceed to the next step where you will enter the payment information.



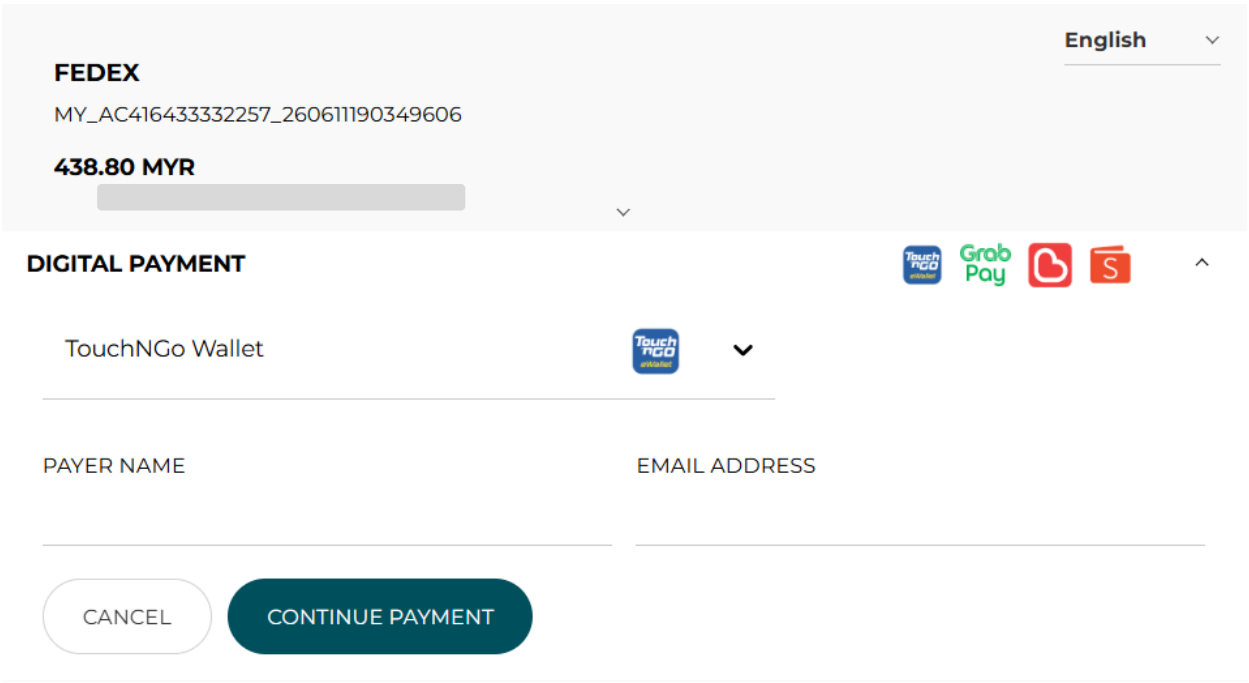
Select Payment Method

- Credit Card (VISA/Master card)

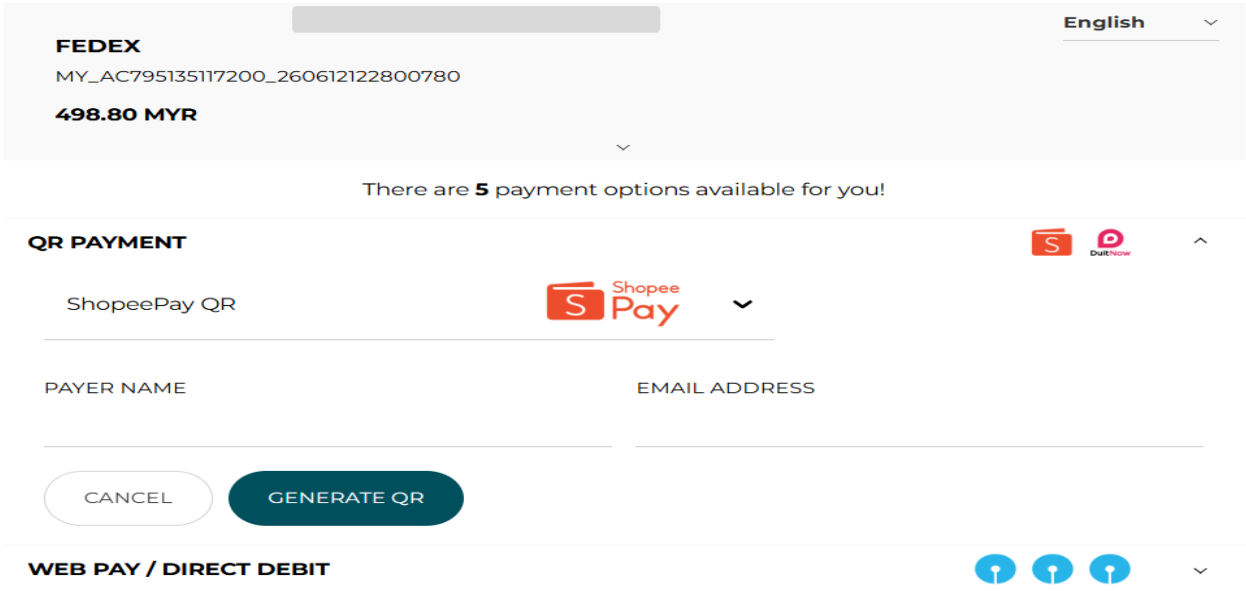


Settle Duty and Tax Payment

- E-Wallet (Touch N'Go, GrabPay, Boost, ShopeePay)

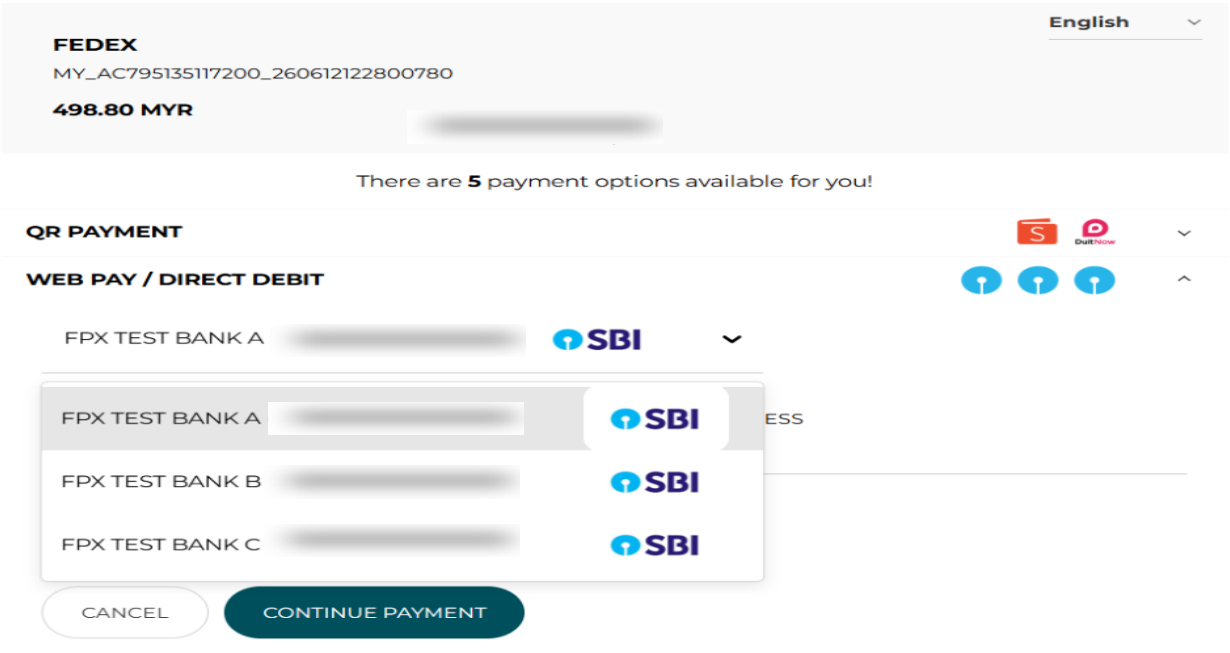


- Transfer ((FPX-Financial Process Exchange, DuitNow QR, ShopeePay QR)



Settle Duty and Tax Payment

- Transfer ((FPX-Financial Process Exchange, DuitNow QR, ShopeePay QR)



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

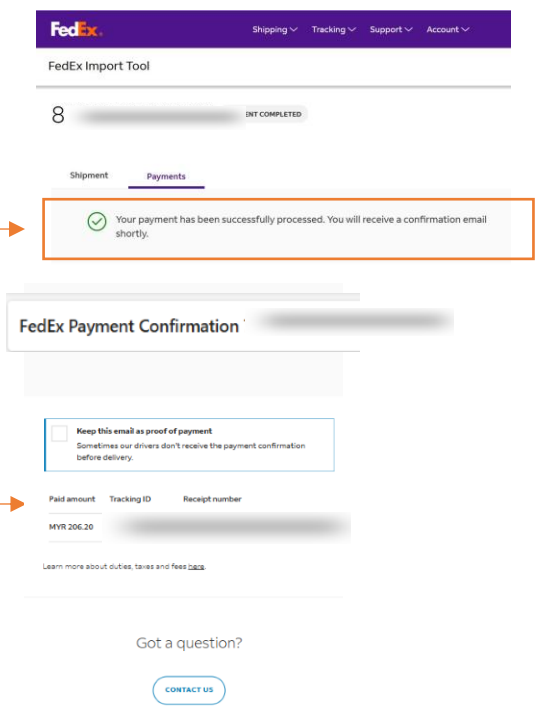
Payment Confirmation

Payment portal confirmation

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

Email confirmation

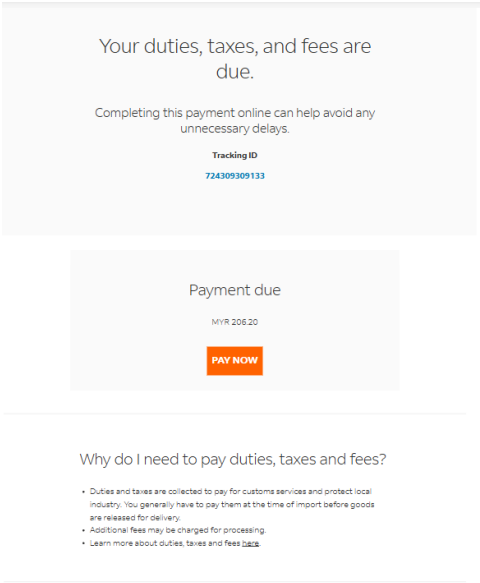
- An email will also be sent to the email address the user provided.



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) Email or Mobile message
(b) Payment pending tab in FIT dashboard
(c) Search AWB in FedEx tracking page
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 5 calendar days from its issue date.

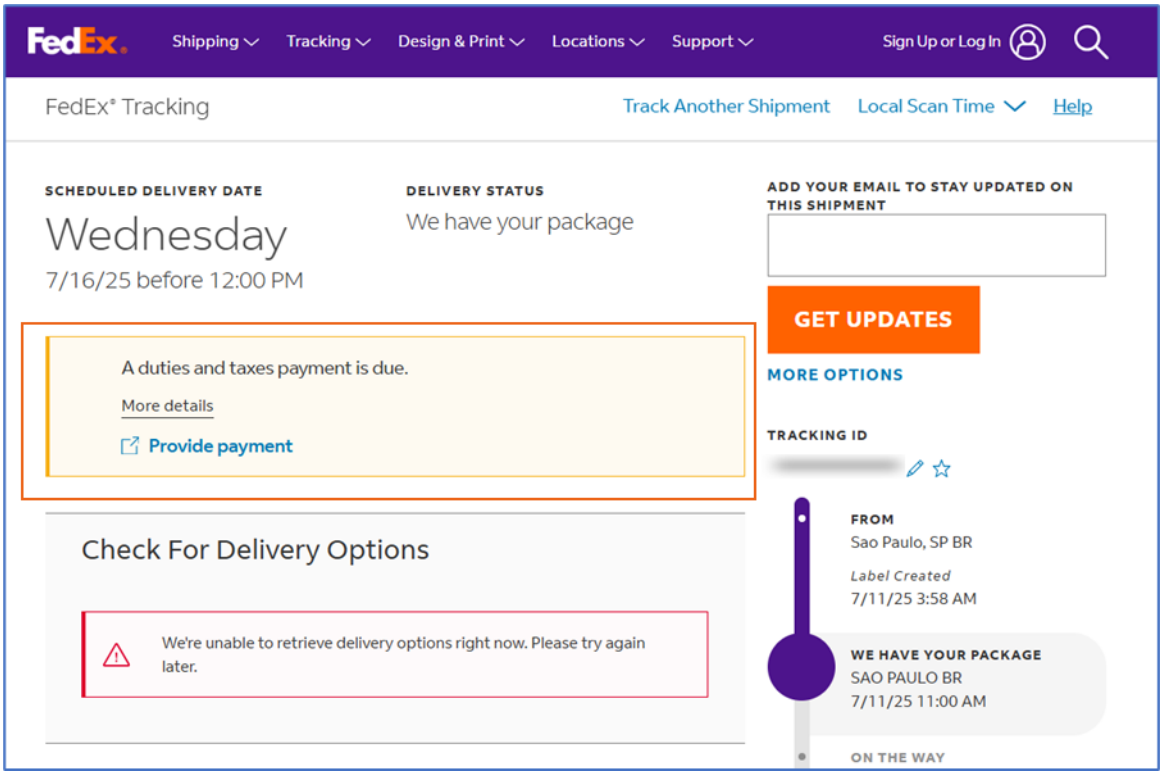
- **Email Message:**
  The subject of our email will read: "Customs clearance information request for FedEx Shipment : *123456789012*"



Whatsapp Message
Sent from "FedEx MY" with a blue tick

Settle Duty and Tax Payment

On the FedEx tracking page, a payment link for duties and taxes will appear under Shipment Details if any charges are outstanding. Click “Provide payment” to complete the transaction. Once payment is confirmed, your delivery will be scheduled automatically.



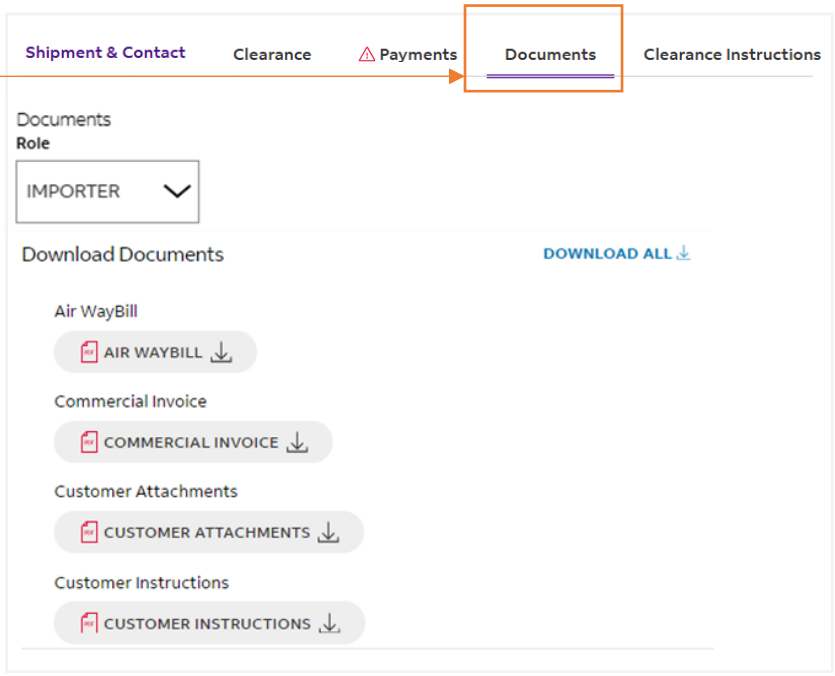
Download Documents

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 payor)	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.