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

How do I access FedEx Import Tool?

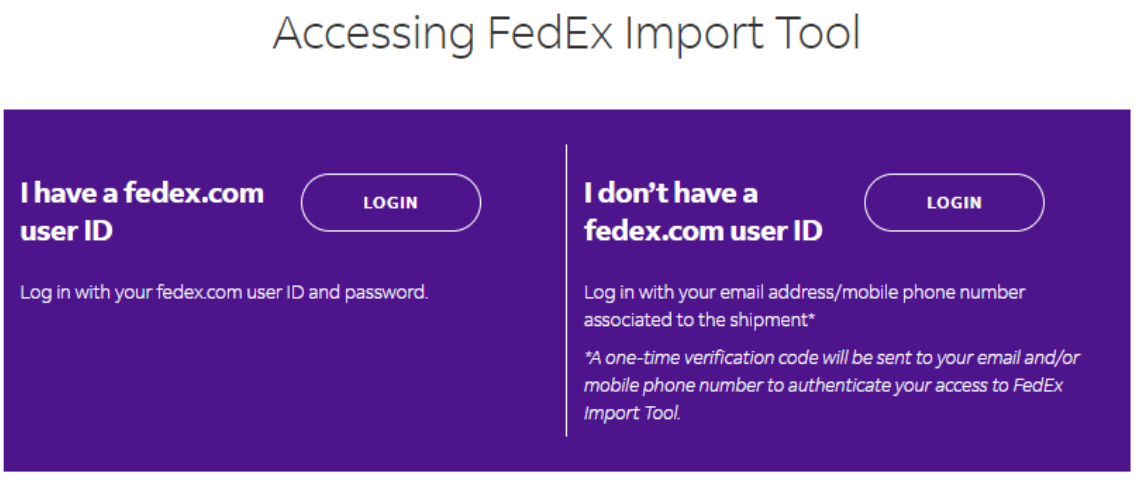
fedex.com/en-tw/customs-tools/fedex-import-tool.html

CLICK HERE TO FEDEX IMPORT TOOL

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

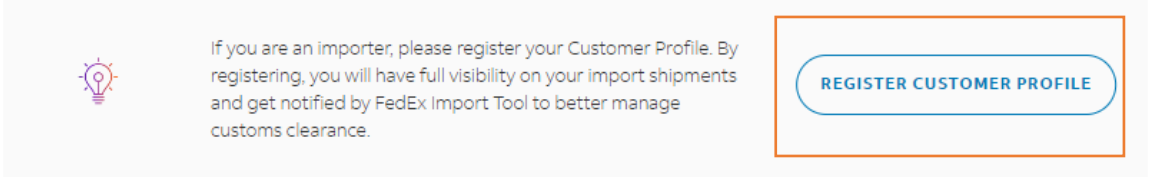
Login to FedEx Import Tool

- 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

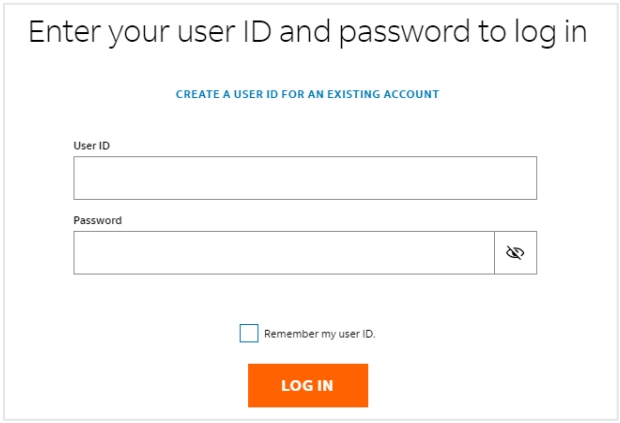
- Importers need to register their customer profile to access FedEx Import Tool. Click 'REGISTER CUSTOMER PROFILE' on the FedEx Import Tool homepage to register.



How do I access FedEx Import Tool?

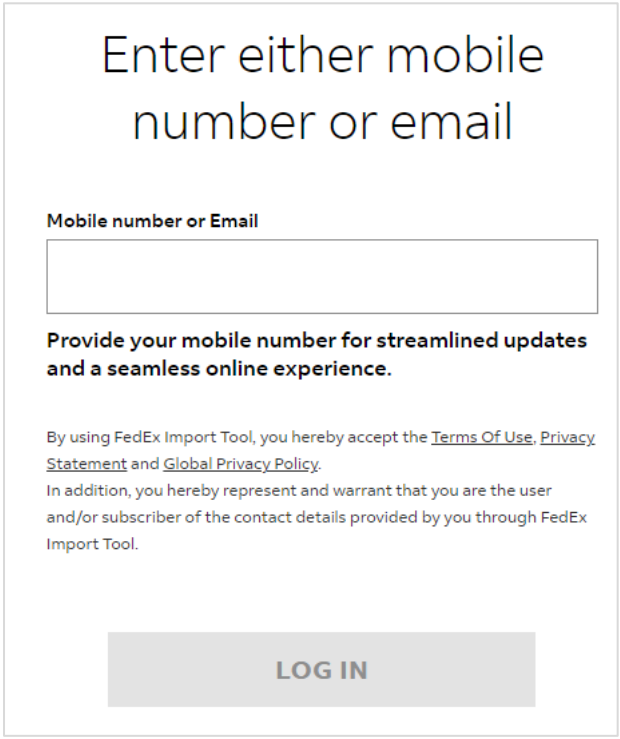
Login with “fedex.com user ID’

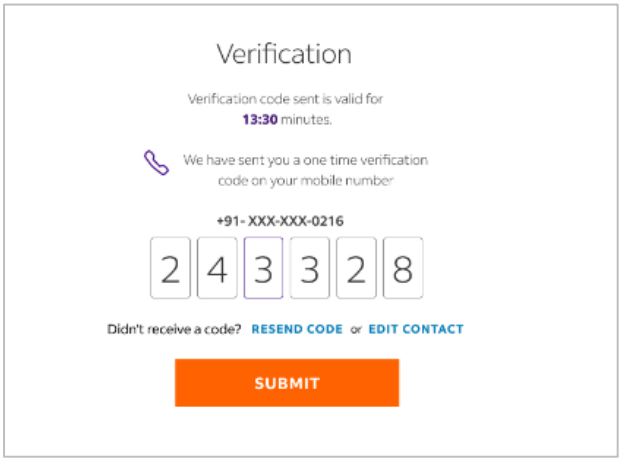
- Enter the fedex.com user ID and password and click on ‘LOG IN’.



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’.





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

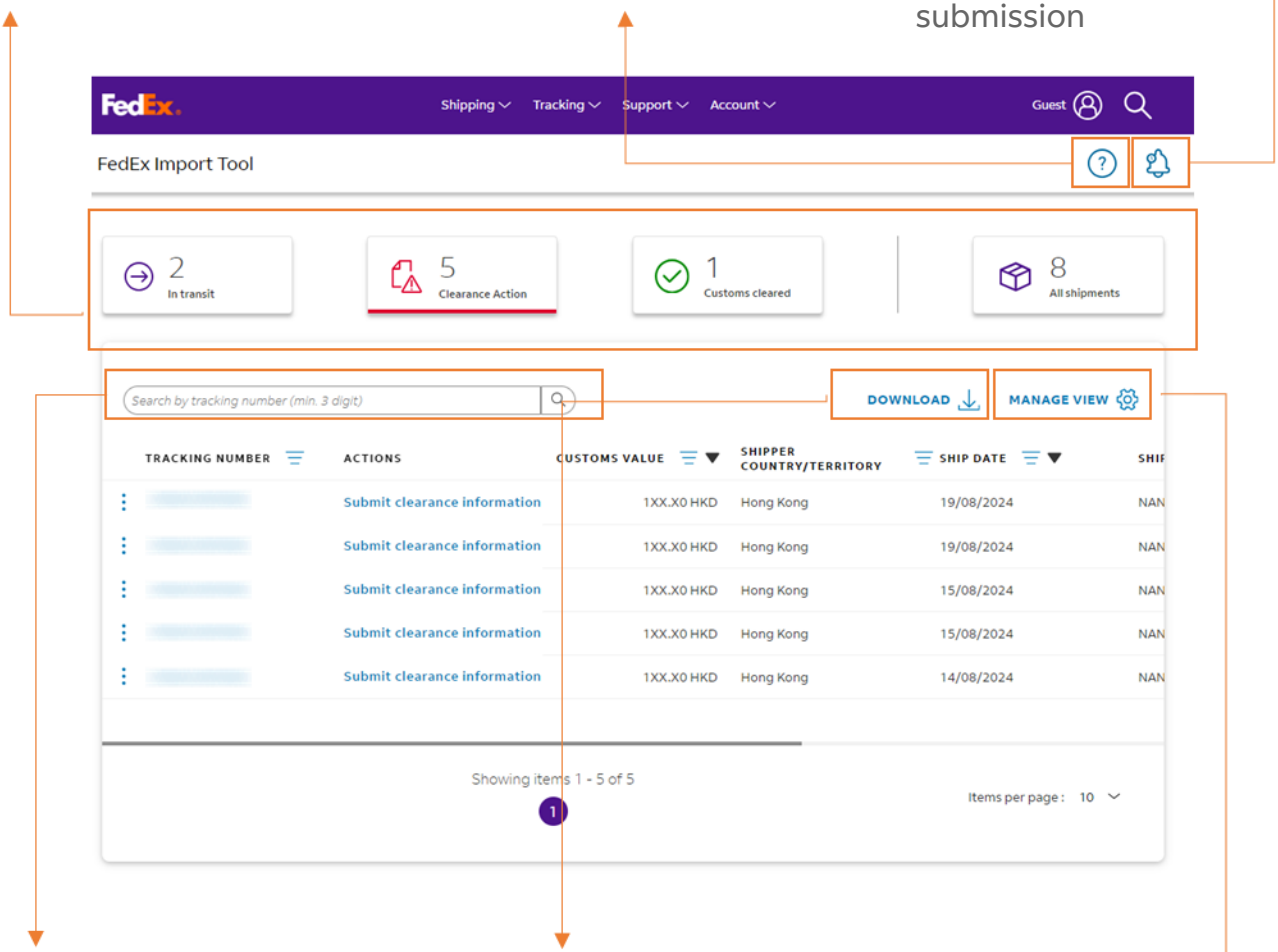
Click each tab to view shipments under each status

FAQs

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

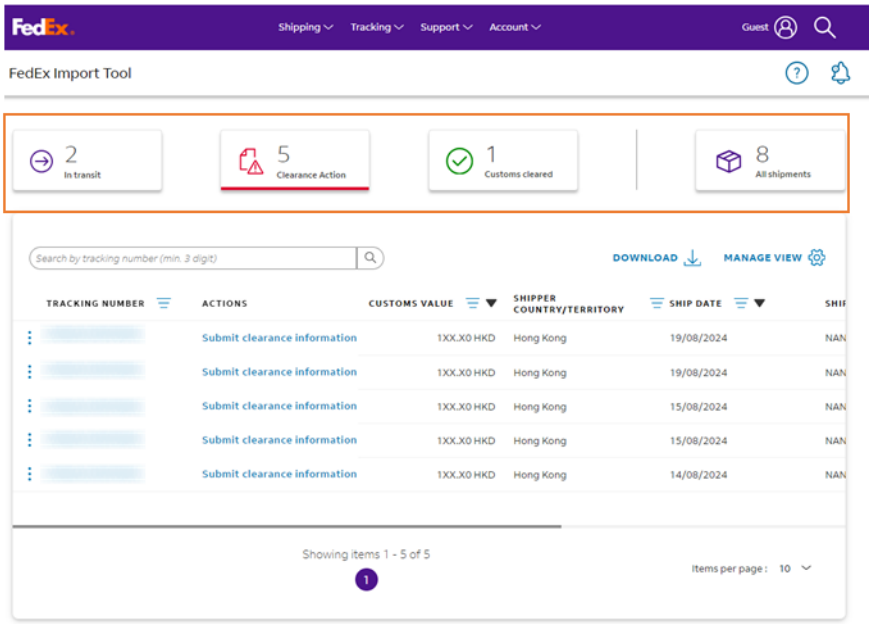
Dashboard

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

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

Shipment status summary

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



❑ Shipment status

- **In transit**: Your shipment is on the way to its destination.
- **Clearance actions**: 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

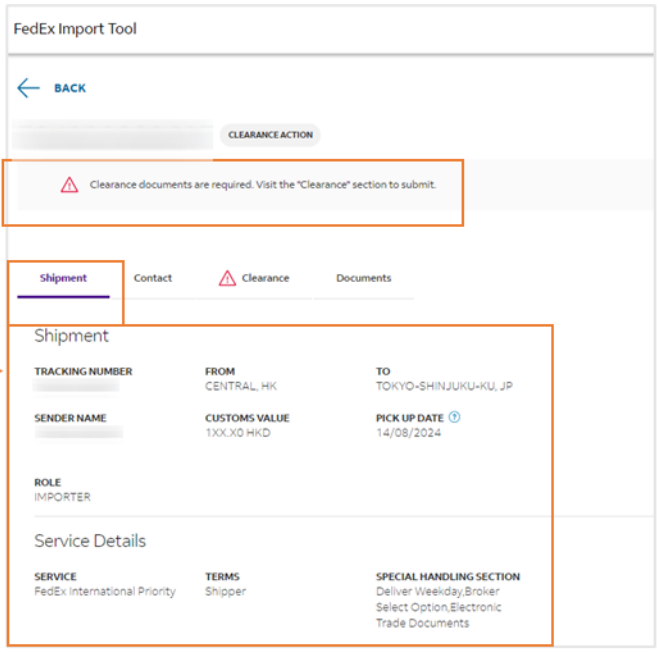
This section provides access to detailed shipment information, required clearance actions and document downloads.

Shipment alert ⚠

- Pending action alerts (e.g., missing documents) serve as a reminder to take necessary actions.

The 4 types of information available for each shipment:

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



1. Shipment

- Basic shipment information*

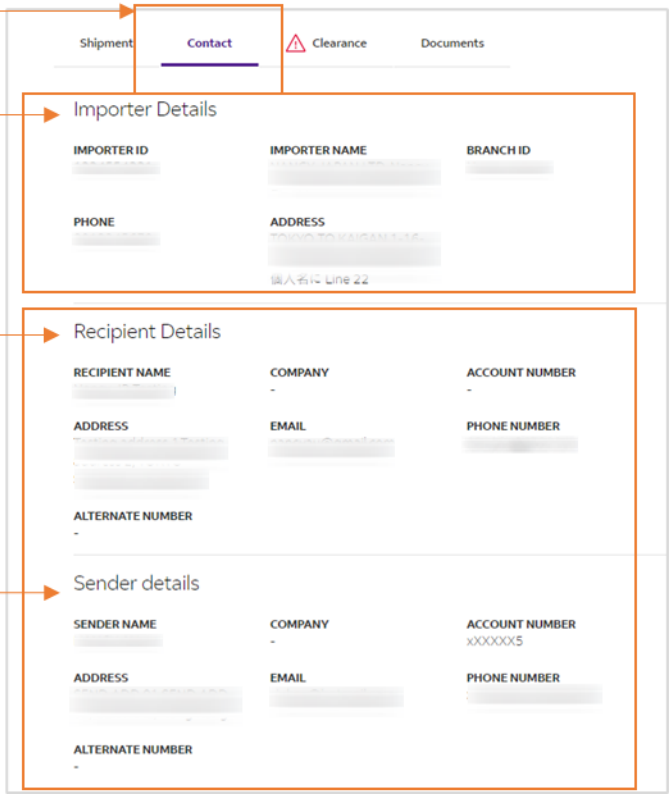
2. Contact

Importer information

- Only the importer can see importer contact information.

Recipient & Sender details

- Recipient and 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.

Shipment Details

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

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

3. Clearance

Contact Information

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

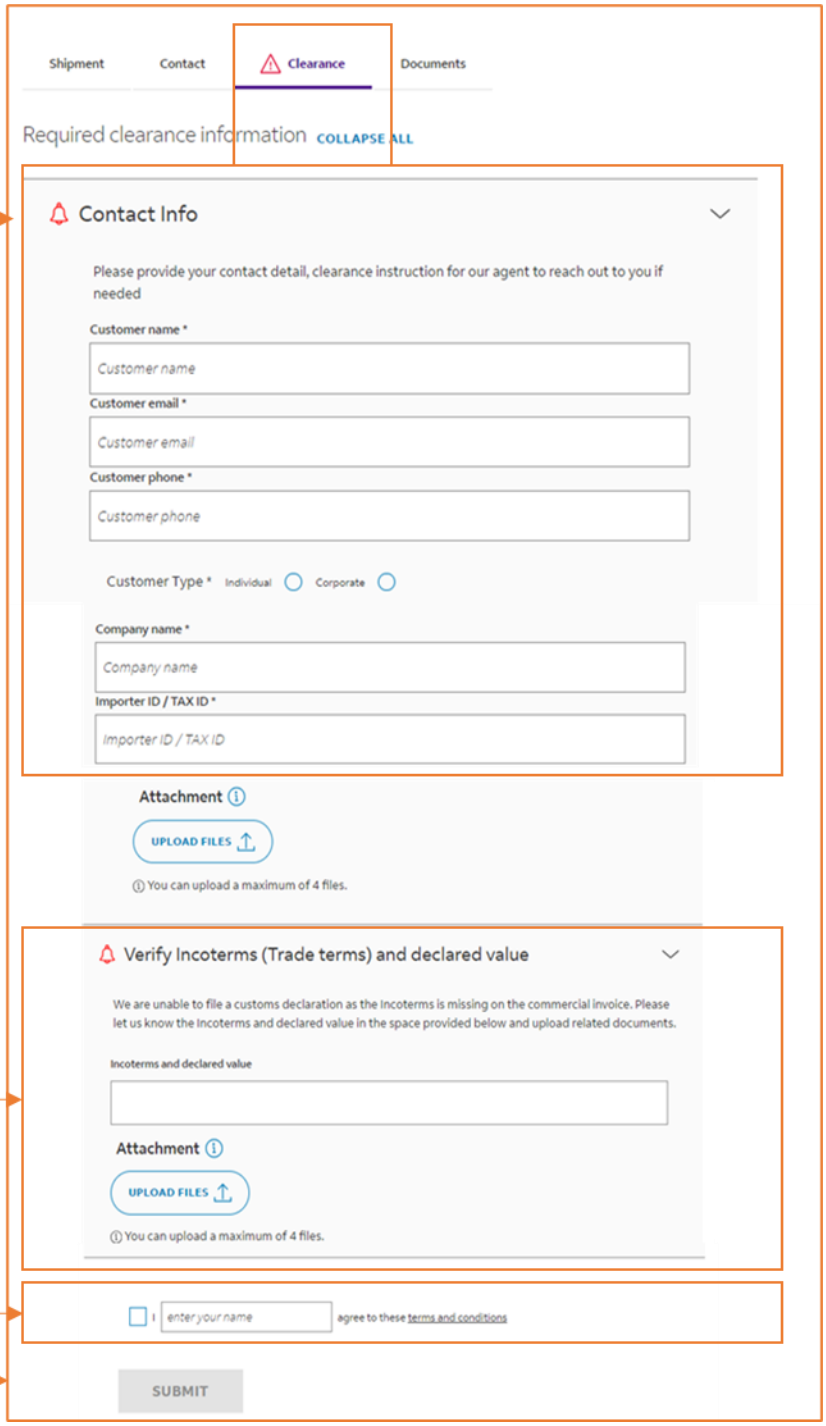
Clearance Actions

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”



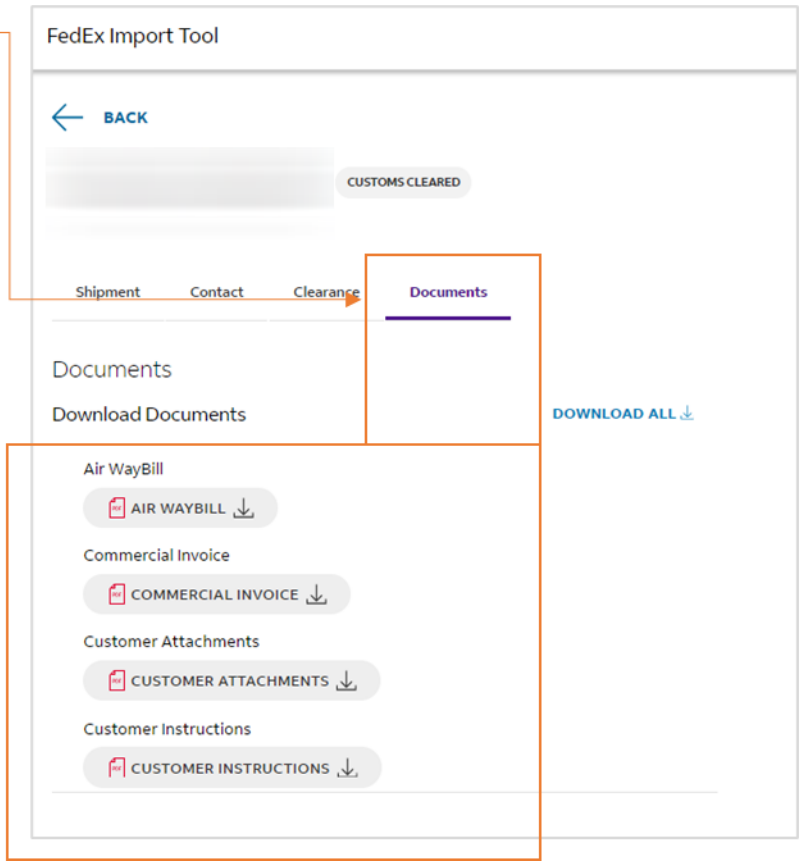
Shipment Details

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

4. 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)

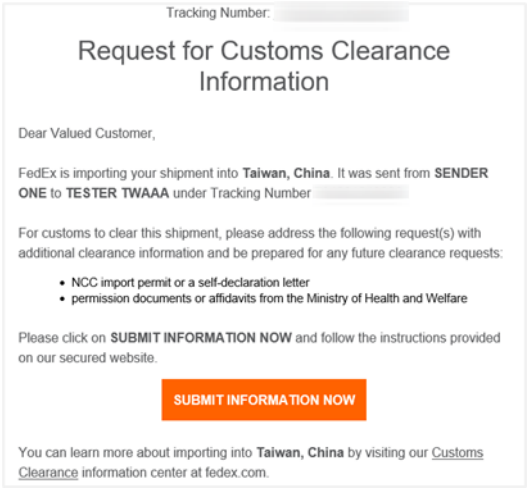
❑ Declaration documents

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

Notification email from FedEx Import Tool

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

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



Tracking Number:

Request for Customs Clearance Information

Dear Valued Customer,

FedEx is importing your shipment into **Taiwan, China**. It was sent from **SENDER ONE** to **TESTER TWAAA** 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:

- NCC import permit or a self-declaration letter
- permission documents or affidavits from the Ministry of Health and Welfare

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 **Taiwan, China** by visiting our Customs Clearance information center at fedex.com.

Upon receiving our notification email, you should:

❑ Open the email and click on “SUBMIT INFORMATION NOW”

- This will direct you to FedEx Import Tool’s clearance action page without the need to login with credentials.

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.

❑ Email link will expire after action taken or after 5 calendar days

- The link in the email 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 the “SUBMIT INFORMATION NOW” button in the email after expiry, you will see the message, "This link is no longer valid."