



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.

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 either mobile number or email

Mobile number or Email

Provide your mobile number for streamlined updates and a seamless online experience.

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

FAQs

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 'Shipping', 'Tracking', 'Support', and 'Account' menus, a 'Guest' user indicator, and a search icon. Below the navigation bar, there are four summary cards: 'In transit' (2), 'Clearance Action' (5), 'Customs cleared' (1), and 'All shipments' (8). A search bar is located above a table of shipments. The table has columns for 'TRACKING NUMBER', 'ACTIONS', 'CUSTOMS VALUE', 'SHIPPER COUNTRY/TERRITORY', 'SHIP DATE', and 'SHIP'. The 'ACTIONS' column contains 'Submit clearance information' links. Below the table, there is a 'Showing items 1 - 5 of 5' indicator and an 'Items per page: 10' dropdown. Callouts point to various elements: 'Shipment status summary' points to the summary cards; 'FAQs' points to the help icons; 'Alerts' points to the notification bell; 'Search by tracking number' points to the search bar; 'Download' points to the 'DOWNLOAD' button; and 'Manage dashboard view' points to the 'MANAGE VIEW' button.

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

The screenshot shows the FedEx Import Tool dashboard. At the top, there is a navigation bar with the FedEx logo and links for Shipping, Tracking, Support, and Account. Below this, the title "FedEx Import Tool" is displayed. The main content area features a summary section with four cards: "2 In transit", "5 Clearance Action" (highlighted with a red border), "1 Customs cleared", and "8 All shipments". Below the summary is a search bar and a table of shipment details. The table has columns for Tracking Number, Actions, Customs Value, Shipper Country/Territory, Ship Date, and Ship Status. The first five rows show "Submit clearance information" actions for shipments from Hong Kong. At the bottom, there is a pagination indicator showing "Showing items 1 - 5 of 5" and a dropdown for "Items per page: 10".

TRACKING NUMBER	ACTIONS	CUSTOMS VALUE	SHIPPER COUNTRY/TERRITORY	SHIP DATE	SHIP
...	Submit clearance information	1XX.X0 HKD	Hong Kong	19/08/2024	NAN
...	Submit clearance information	1XX.X0 HKD	Hong Kong	19/08/2024	NAN
...	Submit clearance information	1XX.X0 HKD	Hong Kong	15/08/2024	NAN
...	Submit clearance information	1XX.X0 HKD	Hong Kong	15/08/2024	NAN
...	Submit clearance information	1XX.X0 HKD	Hong Kong	14/08/2024	NAN

❑ 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

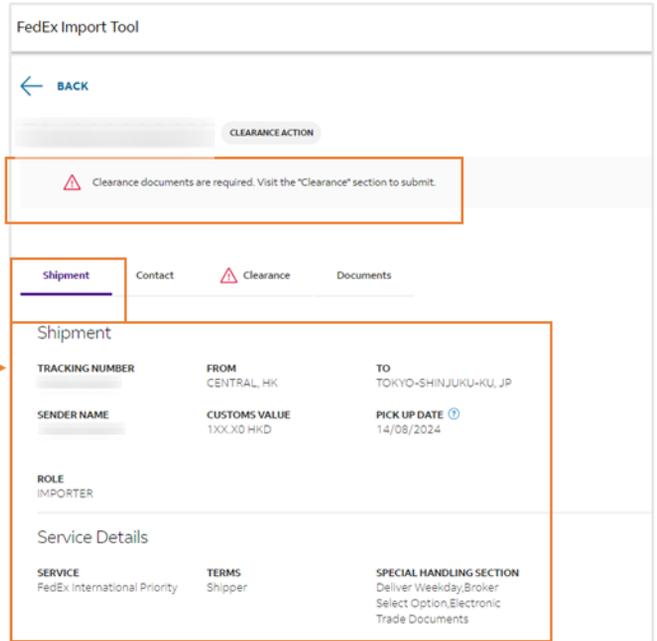
- **All shipments:** Includes all shipments.

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 screenshot shows the 'FedEx Import Tool' interface. At the top, there is a 'CLEARANCE ACTION' section with a warning icon and the text: 'Clearance documents are required. Visit the "Clearance" section to submit.' Below this, there are four tabs: 'Shipment', 'Contact', 'Clearance', and 'Documents'. The 'Shipment' tab is selected, showing details for a shipment with tracking number '1XX.X0 HKD', from 'CENTRAL, HK', to 'TOKYO-SHINJUKU-KU, JP', and a pick-up date of '14/08/2024'. The role is listed as 'IMPORTER'. Service details include 'FedEx International Priority' and 'Shipper' terms. A 'SPECIAL HANDLING SECTION' is also present with options like 'Deliver Weekday/Broker', 'Select Option/Electronic', and 'Trade Documents'.

The 4 types of information available for each shipment:

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

1. Shipment

- Basic shipment information*

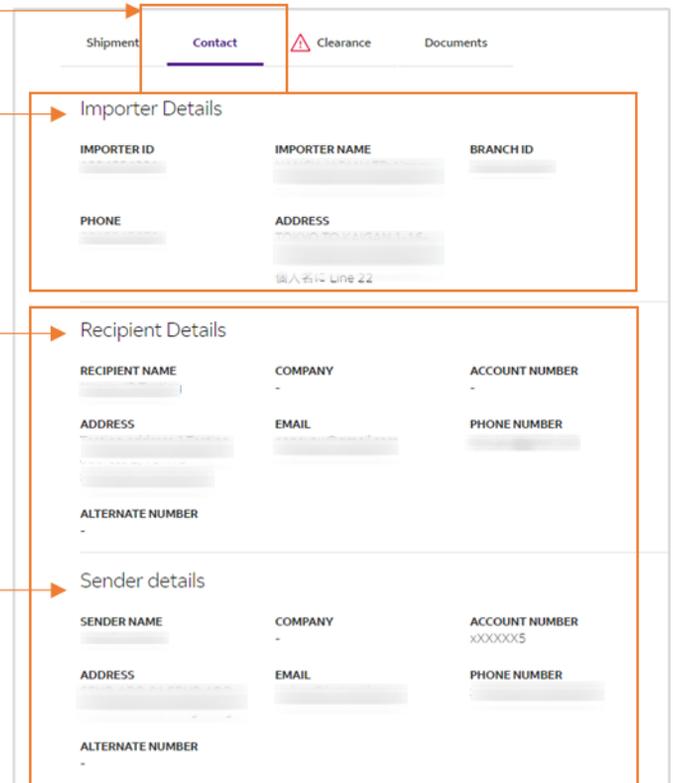
2. Contact

Importer information

- Only the importer can see importer contact information.

Recipient & Sender details

- Recipient and sender contact information*



The screenshot shows the 'Contact' tab selected in the FedEx Import Tool. It displays three sections: 'Importer Details', 'Recipient Details', and 'Sender details'. Each section contains fields for ID, name, company, address, phone number, and email. The 'Importer Details' section includes 'IMPORTER ID', 'IMPORTER NAME', 'BRANCH ID', 'PHONE', and 'ADDRESS'. The 'Recipient Details' section includes 'RECIPIENT NAME', 'COMPANY', 'ACCOUNT NUMBER', 'ADDRESS', 'EMAIL', and 'PHONE NUMBER'. The 'Sender details' section includes 'SENDER NAME', 'COMPANY', 'ACCOUNT NUMBER', 'ADDRESS', 'EMAIL', and 'PHONE NUMBER'. The 'ACCOUNT NUMBER' for the sender is shown as 'xxxxxx5'.

- 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 Contact **Clearance** Documents

Required clearance information [COLLAPSE ALL](#)

Contact Info

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

Customer name *

Customer name

Customer email *

Customer email

Customer phone *

Customer phone

Customer Type * Individual Corporate

Company name *

Company name

Importer ID / TAX ID *

Importer ID / TAX ID

Attachment

UPLOAD FILES

You can upload a maximum of 4 files.

Verify Incoterms (Trade terms) and declared value

We are unable to file a customs declaration as the Incoterms is missing on the commercial invoice. Please let us know the Incoterms and declared value in the space provided below and upload related documents.

Incoterms and declared value

Attachment

UPLOAD FILES

You can upload a maximum of 4 files.

I, agree to these [terms and conditions](#)

SUBMIT

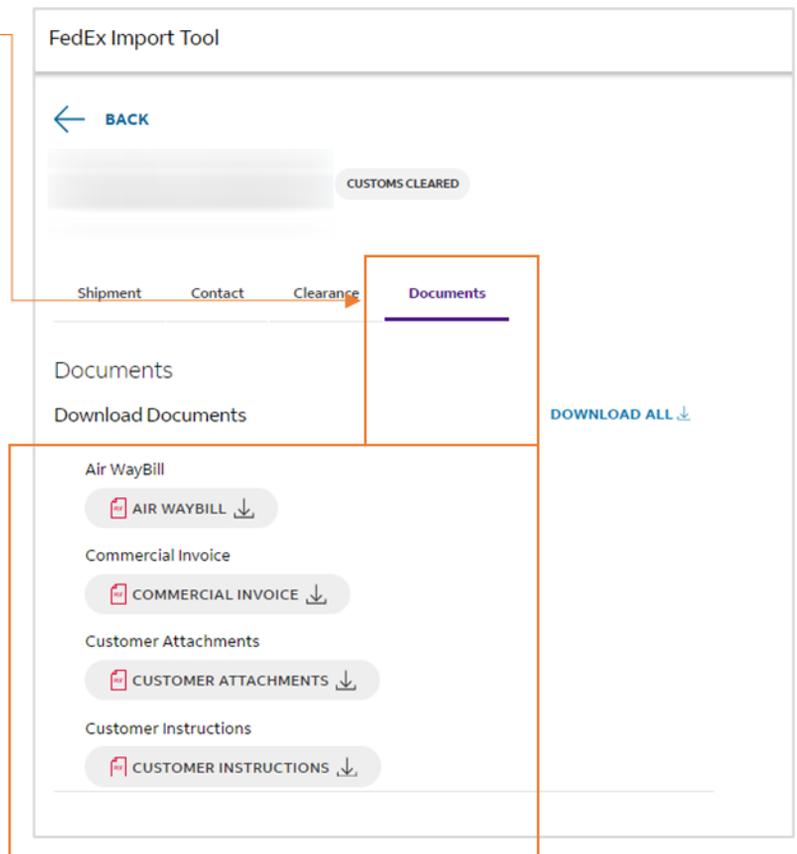
Shipment Details

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)

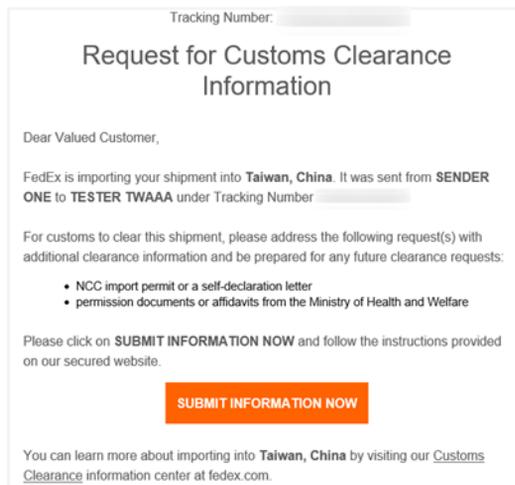
❑ Declaration documents

- 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 : XXXXXXXXXXXXX”



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."