



International Emergency Economic Power Act (IEEPA) tariff refund portal user guide

1. Overview of the IEEPA Customer-Facing Portal

1.1 Purpose of the IEEPA Tariff Refund Portal

The US IEEPA Tariff Refund Portal will allow you to view refund information for your shipments. The link to the portal is here: ieepa-refunds.fedex.com

Using the portal, you can:

- Check refund information for up to 100 tracking numbers or entry numbers at a time.
- View available refund details, including the refund amount, interest, and the date FedEx received the funds from CBP.

Keep in mind:

- The portal displays the latest refund information available to FedEx from CBP as of the data refresh date (indicated on the refund summary tab).
- The portal is updated weekly as FedEx receives new refund information from CBP.
- The refund information displayed in the portal may not reflect the final amount disbursed, as refunds are subject to final reconciliation and validation.
- Displayed refund amounts reflect CAPE-designated refunds as shared by US CBP. In some cases, they may include refunds of other/non-IEEPA duties for the same entry.

1.2 Customer Experience Flow

Customers can progress through up to four screens to view available refund information (*to be further detailed in:*

1. **Landing Page:** Enter contact information
2. **Shipment Entry:** Search tracking numbers or entry numbers.
3. **Consent modal:** Provide consent to share limited refund information (for IORs only)
4. **Refund summary / output page:** View and download refund information for requested shipments



2. Detailed Navigation Guide

2.1 Landing page

Description:

The landing page introduces the portal and asks you to enter contact information before continuing. Company name and address fields are required only for business or corporate accounts, while self-employed users or individuals may leave those company fields blank and continue.

Note: A customer will need to re-submit contact information each time they access the refund portal; information will not be saved from prior searches.

Steps for the customer:

1. Review the introductory information about the IEEPA tariff refund process
2. **If using the portal for a business or corporate account**, enter company information (company name, company country, company address, company city, company state, and company ZIP)
 - **If self-employed or using the portal as an individual**, leave company name and address fields blank if they do not apply
3. Enter the remaining required contact information (name, title, email, phone number, and extension number if applicable)
4. Complete the human verification step
5. Select *Continue*



Landing Page with Completed Contact Information:

FedEx [FAQs](#) [Contact Us](#)

International Emergency Economic Powers Act (IEEPA) tariff refund portal

On February 20, 2026, IEEPA tariffs were invalidated. US Customs and Border Protection (CBP) began accepting refund declarations in April and began issuing refund payments to eligible recipients on May 11, 2026. FedEx is committed to administering any applicable refunds to its customers as efficiently and expeditiously as possible. We appreciate your patience during this process as we have and will continue to receive a large volume of refunds from CBP, and we are actively working through the necessary validation and financial reconciliation to ensure the accuracy of refunds and the associated information provided to customers.

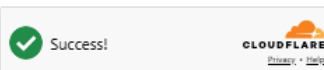
By entering your tracking number(s) or entry number(s), and the contact information requested below you will see a result that identifies whether FedEx has received a refund from CBP for your particular shipment(s). If FedEx has received a refund from CBP, the refund amount (principal and interest) plus the date that the refund was received by FedEx will be shown. You can enter up to 100 tracking or entry numbers at a time.

Enter your information below to continue

Note: Company name and address fields are only required for business or corporate accounts. If you are self-employed or an individual, you may leave those fields blank and continue.

Fields marked with * are required

Company name _____ Super Corp		
Company country _____ United States		
Company address _____ 123 Maple St		
Company city _____ Los Angeles	Company state _____ California	Company zip code _____ 90232
Company contact / your name * _____ John Smith		
Company contact / your title * _____ Director of Logistics		
Company contact / your email * _____ johnsmith@supercorp.com		
Company contact / your phone number * _____ 5555555555	Extension number _____	



CONTINUE



2.2 Shipment entry

Description:

After submitting your contact information, you will be prompted to provide the shipment details for which you would like refund information. you must first select whether you want to search by tracking number or entry number and then enter one or more corresponding values.

Steps for the customer:

1. On the Shipment Entry Details page, select the search type from the dropdown: **Tracking Number** or **Entry Number**.
2. Enter one or more tracking numbers or entry numbers in the input field.
3. Search using **either** tracking numbers **or** entry numbers. You cannot combine both search types in a single search.
 - a. If entering multiple values, separate each entry with a comma.
 - b. You may enter up to **100** tracking numbers or entry numbers in a single search. Customers can search as many times as they would like.
 - c. Enter only alphanumeric characters.
4. Review your entries for accuracy & ensure no formatting errors.
5. Select **Continue**.



Examples:

Shipment entry details page before search type is selected:

The screenshot shows the FedEx IEEPA shipment entry details page. At the top, there is a purple header with the FedEx logo and links for FAQs and Contact Us. Below the header, a back arrow and the text "Back" are visible. The main heading reads "Provide your IEEPA shipment entry details to continue". Below this, a subheading states: "Customers expecting IEEPA-related refunds can share shipment details to see the relevant refund information received by FedEx." A prompt says "Please select and enter the following information to continue". There is a dropdown menu labeled "Tracking number / Entry number *" with the word "Select" inside. Below the dropdown is an orange "CONTINUE" button. At the bottom, there is a footer with links for Home, FAQs, and Contact Us, and a copyright notice "© 2019-2026 Epiq All rights reserved" and a link to the Privacy Policy.

Shipment entry details page with sample tracking numbers entered:

The screenshot shows the same FedEx IEEPA shipment entry details page, but with sample tracking numbers entered. The dropdown menu "Tracking number / Entry number *" now shows "Tracking number". Below it, a text input field contains the sample tracking numbers "883464589010, 473665229873, 5421667788". Below the input field, a small text prompt says "Enter up to 100 tracking numbers, separated by commas". The orange "CONTINUE" button is still present. The footer remains the same with links for Home, FAQs, and Contact Us, and the copyright notice "© 2019-2026 Epiq All rights reserved" and a link to the Privacy Policy.



2.3 Consent modal

Description:

After entering shipment details, you may see a consent modal if you are the Importer of Record (IOR) for one or more of the shipments searched. The modal asks whether they consent to FedEx sharing limited customs business information with trusted third-party service providers solely to support the administration of applicable IEEPA refunds. Your information will not be used for any other purpose and will be handled in accordance with FedEx data protection policies.

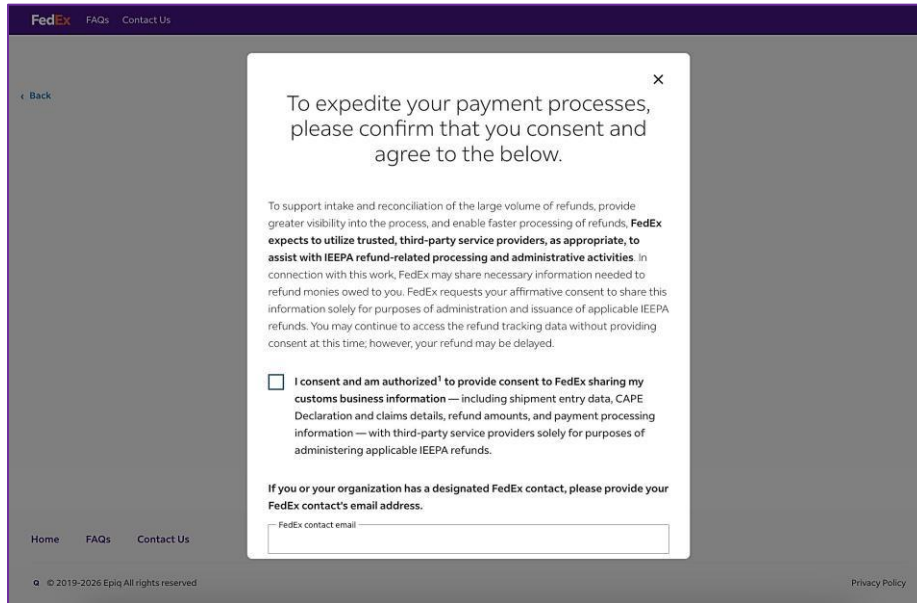
Note: If prompted, you are strongly encouraged to provide consent. Customers that do not provide consent could experience delays in refund processing due to the extensive amount of manual work required. Customers are highly encouraged to provide consent, as doing so may help avoid delays in refund processing.

Steps for the customer:

1. Please provide consent by clicking the checkbox, as it is critical for you to avoid delays in your refunds.
2. Provide the email address of your designated FedEx contact (e.g., who you typically correspond with).
3. Scroll down to select access refund info to continue to the next screen.

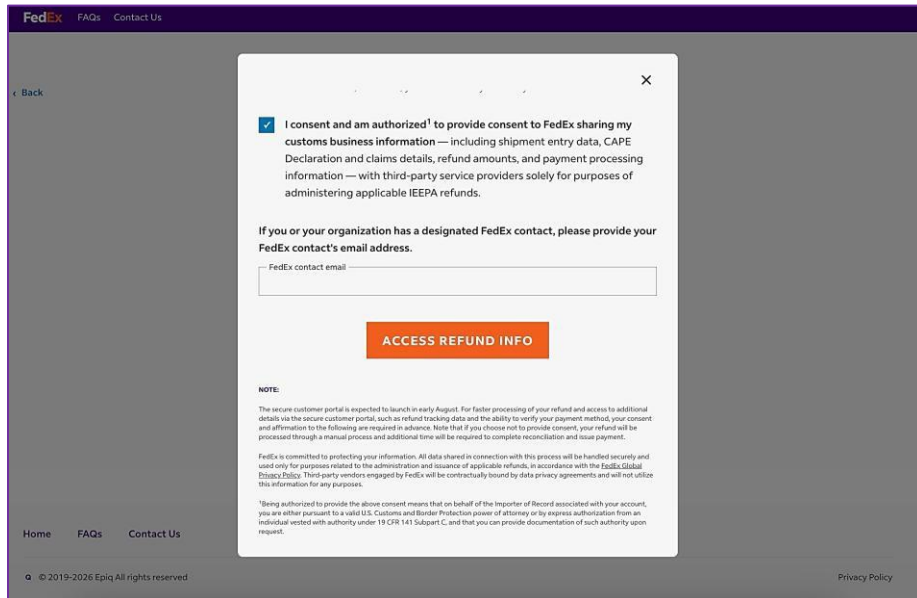
Examples

Consent modal before checkbox is selected:



The screenshot shows a modal window with a dark purple header containing the FedEx logo and links for 'FAQs' and 'Contact Us'. The modal has a close button (X) in the top right corner. The main text reads: 'To expedite your payment processes, please confirm that you consent and agree to the below.' Below this, a paragraph explains that FedEx expects to utilize trusted, third-party service providers to assist with IEEPA refund-related processing and administrative activities. A checkbox is present, which is currently unchecked. The text next to the checkbox reads: 'I consent and am authorized¹ to provide consent to FedEx sharing my customs business information — including shipment entry data, CAPE Declaration and claims details, refund amounts, and payment processing information — with third-party service providers solely for purposes of administering applicable IEEPA refunds.' Below the checkbox, there is a section for providing a designated FedEx contact's email address, with a text input field labeled 'FedEx contact email'. The footer of the modal includes a 'Back' link, 'Home', 'FAQs', and 'Contact Us' links, a copyright notice '© 2019-2026 Epiq All rights reserved', and a 'Privacy Policy' link.

Consent modal after checkbox is selected:



The screenshot shows the same modal window as before, but the checkbox is now checked. The text next to the checkbox remains the same. Below the checkbox, there is a section for providing a designated FedEx contact's email address, with a text input field labeled 'FedEx contact email'. Below the input field, there is an orange button labeled 'ACCESS REFUND INFO'. Below the button, there is a 'NOTE' section with a paragraph explaining that the secure customer portal is expected to launch in early August and that faster processing of the refund and access to additional details via the secure customer portal, such as refund tracking data and the ability to verify your payment method, your consent and affirmation to the following are required in advance. Note that if you choose not to provide consent, your refund will be processed through a manual process and additional time will be required to complete reconciliation and issue payment. Below the note, there is a paragraph stating that FedEx is committed to protecting user information and that all data shared in connection with this process will be handled securely and used only for purposes related to the administration and issuance of applicable refunds, in accordance with the FedEx Global Privacy Policy. Third-party vendors engaged by FedEx will be contractually bound by data privacy agreements and will not utilize this information for any purposes. Below the paragraph, there is a footnote ¹ stating that being authorized to provide the above consent means that on behalf of the Importer of Record associated with your account, you are either pursuant to a valid U.S. Customs and Border Protection power of attorney or by express authorization from an individual vested with authority under 19 CFR 141 Subpart C, and that you can provide documentation of such authority upon request. The footer of the modal includes a 'Back' link, 'Home', 'FAQs', and 'Contact Us' links, a copyright notice '© 2019-2026 Epiq All rights reserved', and a 'Privacy Policy' link.



2.4 Refund summary / output

Description:

The refund summary page displays refund information currently available to FedEx based on refund information received from CBP; it also shows status indicators as applicable and a status key explaining why certain results appear.

Note:

Displayed refund amounts reflect CAPE-designated refunds as shared by US CBP. In some cases, they may include refunds of other/non-IEEPA duties for the same entry.

Refund amounts shown on the portal may differ from the final amount disbursed after FedEx completes validation, reconciliation, and any applicable adjustments.

The refund data displayed in the FedEx IEEPA portal will lag the Automated Commercial Environment (ACE) Portal because it is refreshed on a weekly basis. To determine the most recent data included, refer to the "as of" date in the refund summary and the "data last updated" date below the table. These dates indicate the point through which refund data has been updated in this portal. Refund data is currently refreshed by Monday each week.

Fields that may appear include:

- Tracking number or entry number (*based on what was searched*)
- Refund principal
- Refund interest
- FedEx funds receipt date
- Status indicators, such as NIF (No Information Found) and RNYR (Refund Not Yet Received from CBP)

Steps for the customer:

1. View the available refund information for each tracking number or entry number searched.
2. Use the status Key to interpret status badges.
3. Select "Why am I seeing these results?" to view additional explanations for statuses or blank fields.
4. Select Download CSV to export the displayed results, if needed.



Example

Refund summary page with sample results:

FedEx

FAQs

Contact Us

Back

Refund summary

The information below reflects data currently available to FedEx based on refund information received from U.S. Customs and Border Protection (CBP). Note that refund amounts shown may differ from the final amount disbursed after FedEx completes validation, reconciliation, and any applicable adjustments. In addition, FedEx is unable to share refund details if CBP had not transmitted the refunds to FedEx.

Why am I seeing these results?

Status key

NIF

No information found

ENYR

Refund Not Yet Received from CBP

Tracking number	Refund principal	Refund interest	FedEx funds receipt
883464589010	Not Received Yet		
473665229873	\$984.55	\$28.43	2026-06-25
5421667788			

Page Size: 10

1 to 3 of 3

Page 1 of 1

DOWNLOAD CSV

Data last updated: 07/07/2026

Home

FAQs

Contact Us



3. FAQs

Overall:

1. **Do I need to create an account or log-in?**

No. The portal does not require a login or customer account. Contact information must be entered each time the portal is accessed.

2. **Who should I contact if I have inquiries?**

You should first reference FAQs within the portal and on FedEx.com. If you have further questions, please reach out to your designated FedEx Point of Contact.

Landing Page:

1. **Why do I need to provide my contact information?**

Contact information is collected to help facilitate future communications related to the refund process, including eventual refund disbursement.

2. **Will contact information be saved each time a new refund is searched?**

No. The portal does not save contact information. You must re-enter your contact information each time you access the portal to search for refund information.

Shipment Entry Details:

1. **What if I do not know my tracking number or entry number?**

FedEx tracking number can typically be found in your shipment confirmation, FedEx invoice, FedEx account shipment history, or other shipment documentation. Entry number may be found on the customs entry or other import documentation associated with the shipment.

2. **How many tracking numbers or entry numbers can customers enter at one time?**

You can enter up to **100** tracking numbers or entry numbers in a single search. Multiple values must be entered as a **comma-separated list**. File uploads are not supported.

Consent Modal Page:

1. **Why am I requested to provide consent to share information if I am the IOR?**

To support intake and reconciliation of the large volume of refunds, provide greater visibility into the process, and enable faster processing of refunds, FedEx expects to utilize trusted, third party service providers, as appropriate, to assist with IEEPA refund-related processing and administrative activities.

In connection with this work, FedEx may need to share the information necessary to administer and issue applicable IEEPA refunds with these third-party service providers. Only information necessary to this process will be shared, and the data will be handled in accordance with FedEx Data Protection policies. If you are identified as the Importer of Record related to one or more of the



shipments searched for, we are required to obtain your affirmative consent before sharing any information with these third parties. Providing consent is not required to receive your refund. However, we strongly encourage you to provide consent to help streamline processing, as your refund may be delayed due to manual processing without it. Commercial users providing consent in the portal must have the authority to do so on behalf of their business.

2. Will consent be required each time the customer searches for refund information?

Yes. Because the portal does not save customer information or prior searches, customers who are presented with the consent screen must review and provide consent each time they access the portal.

Refund Summary / Output Page:

1. Why am I not seeing any information associated with my search / Why am I seeing NIF when I input my tracking number or entry number?

NIF (No Information Found) means FedEx could not find a matching refund record for the tracking number or entry number entered.

Possible reasons include:

- The tracking number or entry number was entered incorrectly
- Multiple search keys were not separated by commas
- The search key includes special characters or incorrect digits
- Leading zeros may not have been included on the tracking number or entry number (e.g., 00555666 was inputted as 555666)
- IEEPA duties and taxes may not have been paid on the shipment
- The refund may not yet have been filed with CBP

Please verify that all information was entered correctly and try again.

2. What does RNYR mean? / Why is Refund Interest and FedEx Funds Received blank?

If RNYR is returned when searching a given tracking number or entry number, it means FedEx has not yet received the refund payment as of the data refresh date. CBP advises that refund payments may take 60–90 days after a refund request is accepted to be issued.

The Date Received will be populated once FedEx receives the funds from CBP – as of July 10th, the data refresh cadence is once a week, but this may continue to evolve. Please continue to check the portal periodically.

3. Will the amount shown be the exact amount I receive?

Not necessarily. Refund amounts shown may differ from the final amount disbursed after FedEx completes validation, reconciliation, and any applicable adjustments.



In addition, displayed refund amounts reflect CAPE-designated refunds as shared by US CBP. In some cases, they may include refunds of other/non-IEEPA duties for the same entry.

4. What does “Data Last Updated” mean?

It shows the date through which the portal data has been updated. Note that the data is currently updated on a weekly basis with data being updated by Monday each week (cadence may evolve and we will update the team if it does), and results may change as FedEx receives additional refund information or funds from CBP.

Note that upon launch (7/10/2026), the data will be shown as of 6/29/2026