

# FedEx Express Self-Clearance Guide

Please take the following steps to complete the self-clearance of your FedEx Express commercial shipments with the Canada Border Services Agency (CBSA):

## STEP 1: REQUEST SELF-CLEARANCE DOCUMENTATION

Email [clearancehelpline@fedex.com](mailto:clearancehelpline@fedex.com) to request self-clearance for your delayed shipment(s).

FedEx will provide the following:

- A copy of the supporting shipment documentation
- A cargo manifest or summary sheet for each shipment

Note: If the paperwork includes original permits, or if you do not have access to a printer, you must pick up the paperwork at a nearby FedEx location.

We will also provide our address and hours of operation (if needed).

## STEP 2: SUBMIT A 'TYPE C' COMMERCIAL ACCOUNTING DECLARATION (CAD)

Log in to your CARM Client Portal (CCP) business account to submit your 'Type C' CAD.

Need help?

[CARM Client Portal User Guide: Submit a Commercial Accounting Declaration \(CAD\) for Type C and for all declaration types](#)

## STEP 3: ASSEMBLE YOUR RELEASE & ACCOUNTING PACKAGE

For each shipment, prepare a package containing the following:

- The supporting shipment documentation and cargo manifest/summary sheet from FedEx

- Two printed copies of the 'Type C' CAD
- A completed [CFIA Form 5272](#) for goods regulated by the Canadian Food Inspection Agency

## STEP 4: TAKE YOUR ACCOUNTING PACKAGE TO A CBSA OFFICE FOR CUSTOMS CLEARANCE

FedEx will provide you with the address, phone number, and hours of operation of the nearest CBSA location (if needed).

## STEP 5: PAY DUTIES & TAXES (IF APPLICABLE)

After customs clearance, the CBSA will update the CAD to 'complete' in the CCP and you must pay any applicable import duties and/or taxes directly to the CBSA. The CBSA officer will issue you an official receipt upon payment.

Acceptable payment methods:

- Credit Card
- Visa/MasterCard debit card
- Cheque

## STEP 6: SUBMIT YOUR OFFICIAL CBSA RECEIPT TO FEDEX

Please bring your official CBSA receipt to customer service at your local FedEx location or email it to the FedEx representative who provided your shipment documentation, including the cargo summary. Once we receive the receipt, we'll process your shipment for delivery.

We will provide our address and hours of operation (if needed).