



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-gb/customs-tools/import-tool.html

CLICK HERE FOR 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.



I have a fedex.com user ID

Log in with your FedEx.com user ID and password.

LOGIN



I don't have a fedex.com user ID

Log in with your email address/mobile phone number associated with the shipment*

LOGIN

**A one-time verification code will be sent to your email address and/or mobile phone number to authenticate your access to FedEx Import Tool.*

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**’.

Enter your email address or mobile number to log in

[LOGIN WITH USER ID FOR AN EXISTING ACCOUNT](#)

Mobile number or email address

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:

+91-9888888888

2 4 3 3 2 8

Didn't receive a code? [RESEND CODE](#) or [EDIT CONTACT](#)

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.

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

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

The screenshot shows the FedEx dashboard interface. At the top, there are navigation tabs for Shipping, Tracking, Support, and Account. Below this, there's a header for 'FIT-FedEx Import Tool' with a dropdown menu for 'Shipments to other countries' set to 'Netherlands'. On the right, there are icons for help, alerts, and a 'LOGOUT' button. Below the header, there are five status summary cards: '50 IN TRANSIT', '9 DOCUMENT MISSING', '11 PAYMENT PENDING', '4 CUSTOMS CLEARED', and '81 ALL SHIPMENTS'. Below these cards is a search bar with the text 'Search by tracking number (min. 3 digit)'. To the right of the search bar are 'DOWNLOAD' and 'MANAGE V' buttons. The main content area is a table with columns: TRACKING NUMBER, ACTIONS, INVOICE VALUE, SHIP DATE, SHIPPER COMPANY, SHIPPER COUNTRY/TERRITORY, NO OF PACKAGES, and SPECIAL HANDLING. The table contains 9 rows of shipment data. Below the table, there's a pagination indicator 'Showing items 1 - 9 of 9' and a 'Items per page: 10' dropdown. At the bottom of the dashboard, there are four sections: 'OUR COMPANY', 'NEW CUSTOMER', 'MORE FROM FEDEX', and 'LANGUAGE'. The 'LANGUAGE' section shows 'Netherlands' and 'English' as options.

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

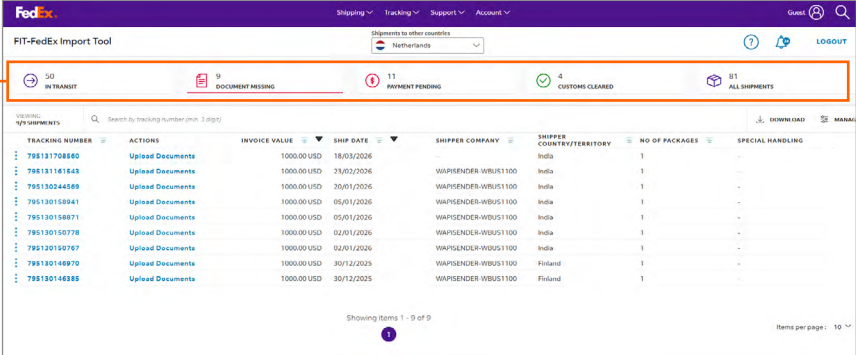
Dashboard

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 “Document Missing”.

Shipment status summary

- In transit
- Document missing
- Payment pending
- Customs cleared
- All shipments



The screenshot shows the FedEx FIT-FedEx Import Tool dashboard. At the top, there are navigation tabs for Shipping, Tracking, Support, and Account. Below this, a summary bar displays the following counts: 50 IN TRANSIT, 9 DOCUMENT MISSING, 11 PAYMENT PENDING, 4 CUSTOMS CLEARED, and 81 ALL SHIPMENTS. An orange arrow points to the 'IN TRANSIT' tab. Below the summary bar is a table of shipments with columns for Tracking Number, Actions, Invoice Value, Ship Date, Shipper Company, Shipper Country/Territory, No of Packages, and Special Handling. The table contains 9 rows of data, all with 'Upload Documents' as the action. The status 'Showing items 1 - 9 of 9' and 'Items per page: 10' are visible at the bottom of the table.

| TRACKING NUMBER | ACTIONS | INVOICE VALUE | SHIP DATE | SHIPPER COMPANY | SHIPPER COUNTRY/TERRITORY | NO OF PACKAGES | SPECIAL HANDLING |
|-----------------|------------------|---------------|------------|--------------------|---------------------------|----------------|------------------|
| 795131708560 | Upload Documents | 1000.00 USD | 18/03/2026 | | India | 1 | |
| 795131161643 | Upload Documents | 1000.00 USD | 21/02/2026 | WAPSENDER-WBUS1100 | India | 1 | |
| 795130244569 | Upload Documents | 1000.00 USD | 20/01/2026 | WAPSENDER-WBUS1100 | India | 1 | |
| 795130158941 | Upload Documents | 1000.00 USD | 05/01/2026 | WAPSENDER-WBUS1100 | India | 1 | |
| 795130158871 | Upload Documents | 1000.00 USD | 05/01/2026 | WAPSENDER-WBUS1100 | India | 1 | |
| 795130150778 | Upload Documents | 1000.00 USD | 02/01/2026 | WAPSENDER-WBUS1100 | India | 1 | |
| 795130150797 | Upload Documents | 1000.00 USD | 02/01/2026 | WAPSENDER-WBUS1100 | India | 1 | |
| 795130146970 | Upload Documents | 1000.00 USD | 30/12/2025 | WAPSENDER-WBUS1100 | Finland | 1 | |
| 795130146385 | Upload Documents | 1000.00 USD | 30/12/2025 | WAPSENDER-WBUS1100 | Finland | 1 | |

Shipment status

- **IN TRANSIT:** Your shipment is on the way to its destination.
- **DOCUMENT MISSING:** 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.

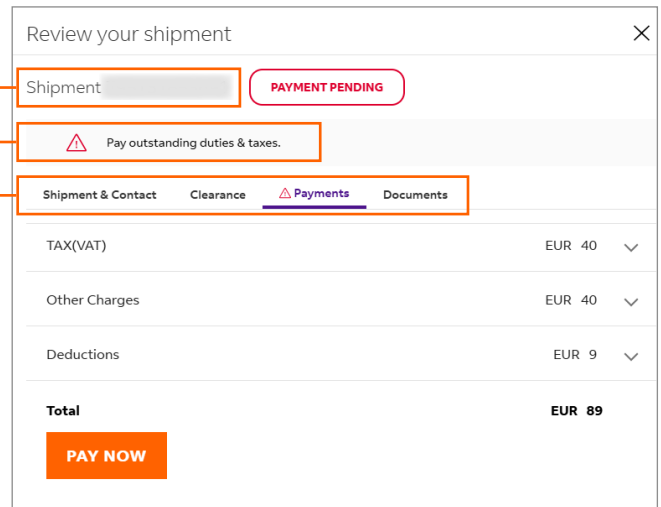
Tracking number

Shipment alert

- Pending action alerts serve as a reminder to take necessary actions.


The four types of information available for each shipment:

- Shipment & Contact
- Clearance
- Payments
- Documents



Review your shipment

Shipment PAYMENT PENDING

 Pay outstanding duties & taxes.

Shipment & Contact Clearance Payments Documents

| | | |
|---------------|---------------|---|
| TAX(VAT) | EUR 40 | ▼ |
| Other Charges | EUR 40 | ▼ |
| Deductions | EUR 9 | ▼ |
| Total | EUR 89 | |

PAY NOW

Shipment & Contact

- a. Basic shipment information*
- b. Recipient contact information*
- c. Sender contact information*

- Shipment details: *The basic information was extracted from the original air waybill entries and may not reflect subsequent updates/changes.
- Sender/Recipient details: *The sender/recipient information was extracted from the original air waybill entries and may not reflect subsequent updates/changes.

Supplement Document Missing

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 

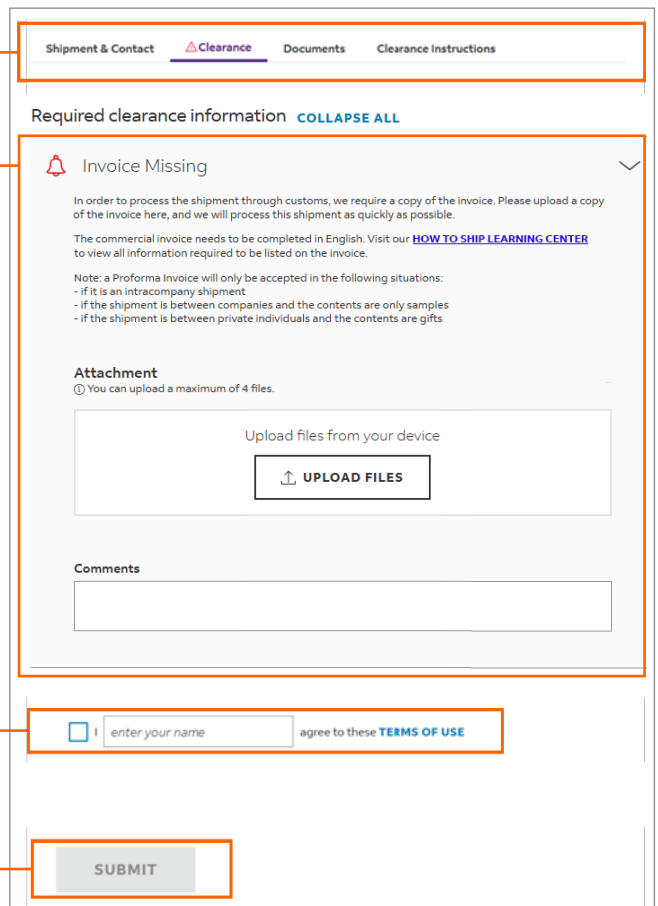
Document Missing 

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”



The screenshot shows a web interface with a top navigation bar containing 'Shipment & Contact', 'Clearance', 'Documents', and 'Clearance Instructions'. The 'Clearance' tab is active. Below the navigation bar, there is a section titled 'Required clearance information' with a 'COLLAPSE ALL' link. A notification card titled 'Invoice Missing' is displayed, containing instructions to upload a commercial invoice in English, a link to a 'HOW TO SHIP LEARNING CENTER', and a note about Proforma Invoice acceptance. Below the notification is an 'Attachment' section with an 'UPLOAD FILES' button. At the bottom of the form, there is a checkbox for 'I enter your name agree to these TERMS OF USE' and a 'SUBMIT' button.

Supplement Document Missing

Apart from an alert on the dashboard, FedEx Import Tool also sends a notification email/mobile message to either the 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”



Mobile message:

SMS sample messages

FedEx shipment 123456789012 needs information for customs clearance. Please submit [fedex.com/xxxxxxx](https://www.fedex.com/xxxxxxx). Do not forward this link. T&Cs apply.

*Use of FedEx Import Tool is governed by our [Terms of Use](#), [Privacy Statement](#) and [Global Privacy Policy](#).

Click “SUBMIT INFORMATION NOW” in the email or click the link in mobile message.

- This will direct you to the clearance action page of FedEx Import Tool.

Update / upload required clearance information

- Detailed explanations and instructions are provided to guide importers through the required steps.

View more shipment details

- Login is required to view more shipment details for this shipment.

Link will expire after action taken or after 5 calendar days

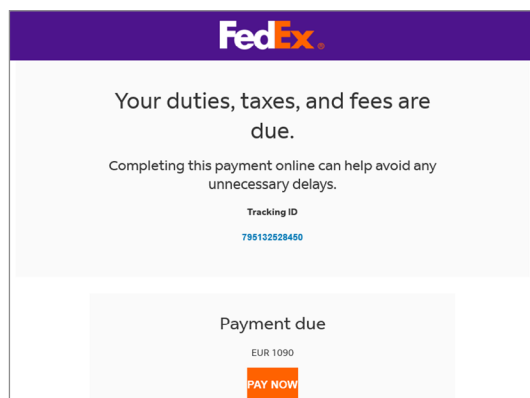
- The link in the email or mobile message expires once the clearance information request is fulfilled, or after 5 calendar days from the date it was sent, whichever is earlier. If you click on the email or mobile message link after the expiry date, you will see a message indicating that the link is no longer valid.

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) Payment tab alert and (b) email or mobile message. 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 30 days from its issue date or until delivery, whichever is earlier.

Email message

Email subject: "Import charge payment due for your FedEx shipment <123456789012>"



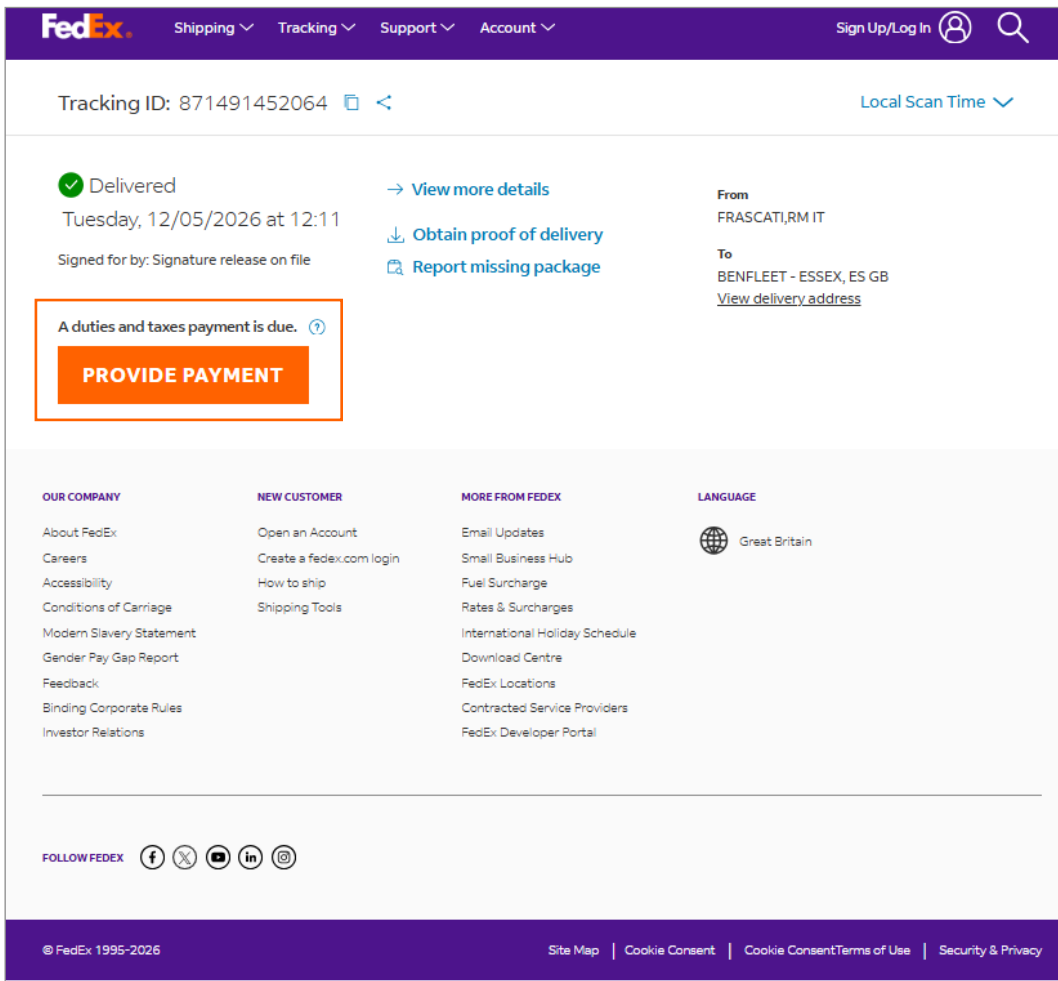
Mobile message

SMS sample message:
Sent from "FedEx"



Settle Duty and Tax Payment

On the fedex.com tracking page, you will find the duties and taxes payment link under your shipment details if there is any outstanding duties and taxes to be settled. Please click on “**Provide payment**” to process your payment. Once the payment has been made, delivery of your shipment will be arranged automatically.



Settle Duty and Tax Payment

When duties and taxes are pending, the Payment tab becomes active and displays an alert. All outstanding payments must be settled immediately upon receipt of this notice.

Payments

Shipment alert

Pending action alerts serve as a reminder to take necessary actions.

Duties and Taxes Breakdown

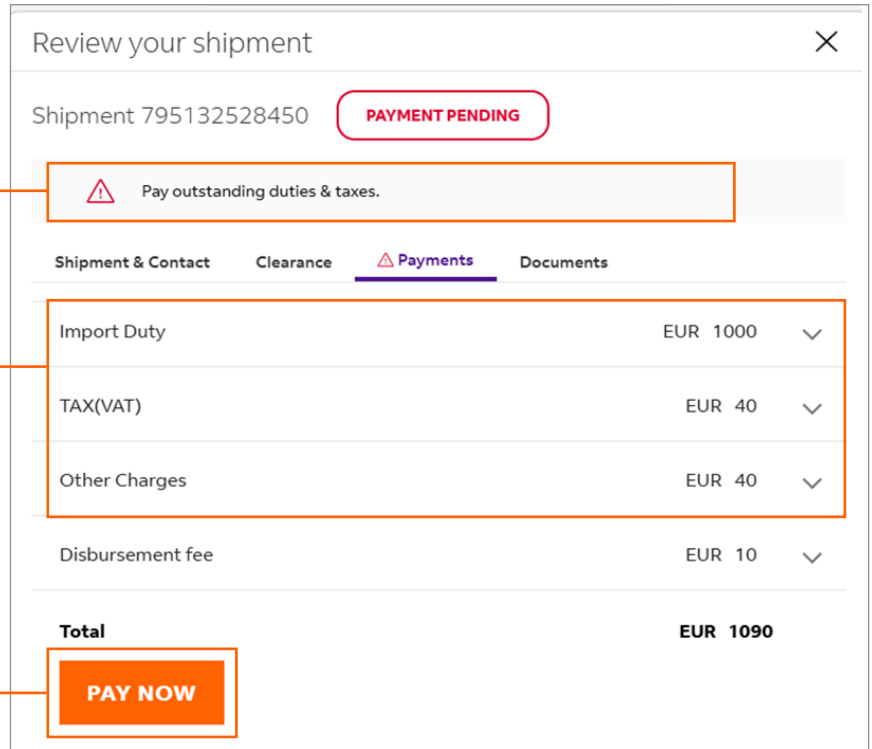
A list of items with duties and taxes pending and their corresponding cost

Click "PAY NOW"

Payment Acknowledgement


- Enter your email address
- Receive payment acknowledgement

Click 'PROCEED'



Review your shipment ✕

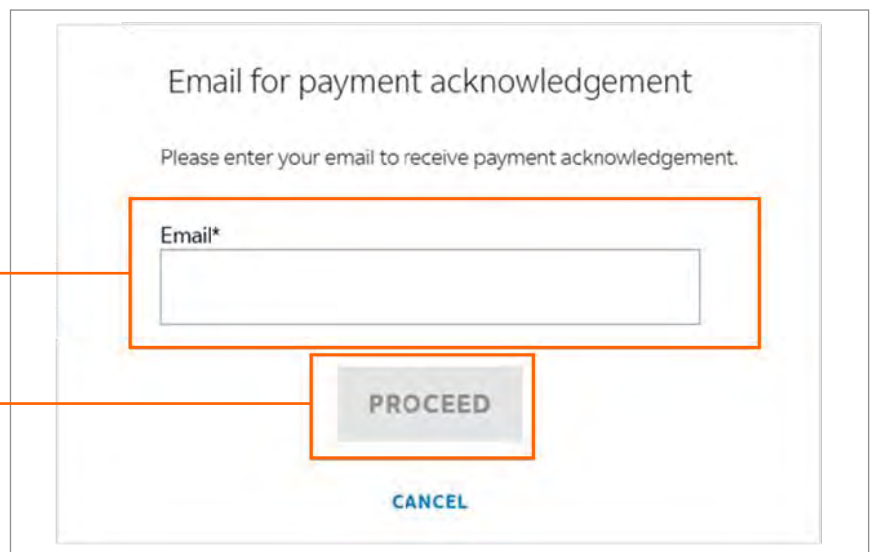
Shipment 795132528450 PAYMENT PENDING

 Pay outstanding duties & taxes.

Shipment & Contact Clearance **Payments** Documents

| | | |
|------------------|-----------------|---|
| Import Duty | EUR 1000 | ▼ |
| TAX(VAT) | EUR 40 | ▼ |
| Other Charges | EUR 40 | ▼ |
| Disbursement fee | EUR 10 | ▼ |
| Total | EUR 1090 | |

PAY NOW



Email for payment acknowledgement

Please enter your email to receive payment acknowledgement.

Email*

PROCEED

CANCEL

Settle Duty and Tax Payment

Choose payment method



Enter your payment information and click “Pay” to complete the transaction. Once the payment has successfully completed, you will receive an on-screen confirmation in the payment portal as well as via an email message.

Checkout SSL Encrypted

Select or Enter Payment Method

Credit Card

Credit Card Information

VISA  

Name on card*

Credit card number*

Expiring MM/YY* Security code*

Billing address
Your billing address must match your credit card address.

Country/Territory*


Address*

Flat/Suite

City*

Payments

Your charges

| | |
|-----------------|---|
| Tracking Number | 795132528450 |
| Payment amount | €1,090.00 EUR |
| Payment method |  |
| Total | €1,090.00 EUR |

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