



FedEx Import Tool (FiT) User Guide

Streamlining your customs clearance process

What is FiT (FedEx Import Tool)?

FiT (FedEx Import Tool) is a free, one stop, fast, and user-friendly solution that offers the ability to expedite the customs clearance process.

Benefits of Using FiT

It's designed for customers shipping internationally who have missing, incomplete, or additional information required to expedite the custom clearance process.



Reduce customs delays by responding quickly to clearance requests



Upload and update required customs clearance documents and information



Download clearance related documents for your records

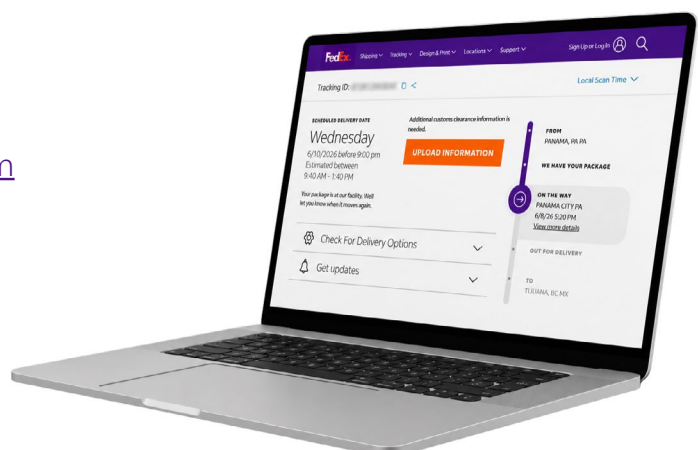
What you need to access FiT

To use FiT, make sure you have internet access and a web browser. For the best experience, update your browser, and we recommend viewing the tool with a 100% layout.

How to Access FiT

There are two ways to access FiT:

1. Via a **Secure Email Notification**
2. Via your **Tracking Number** on [fedex.com](https://www.fedex.com)



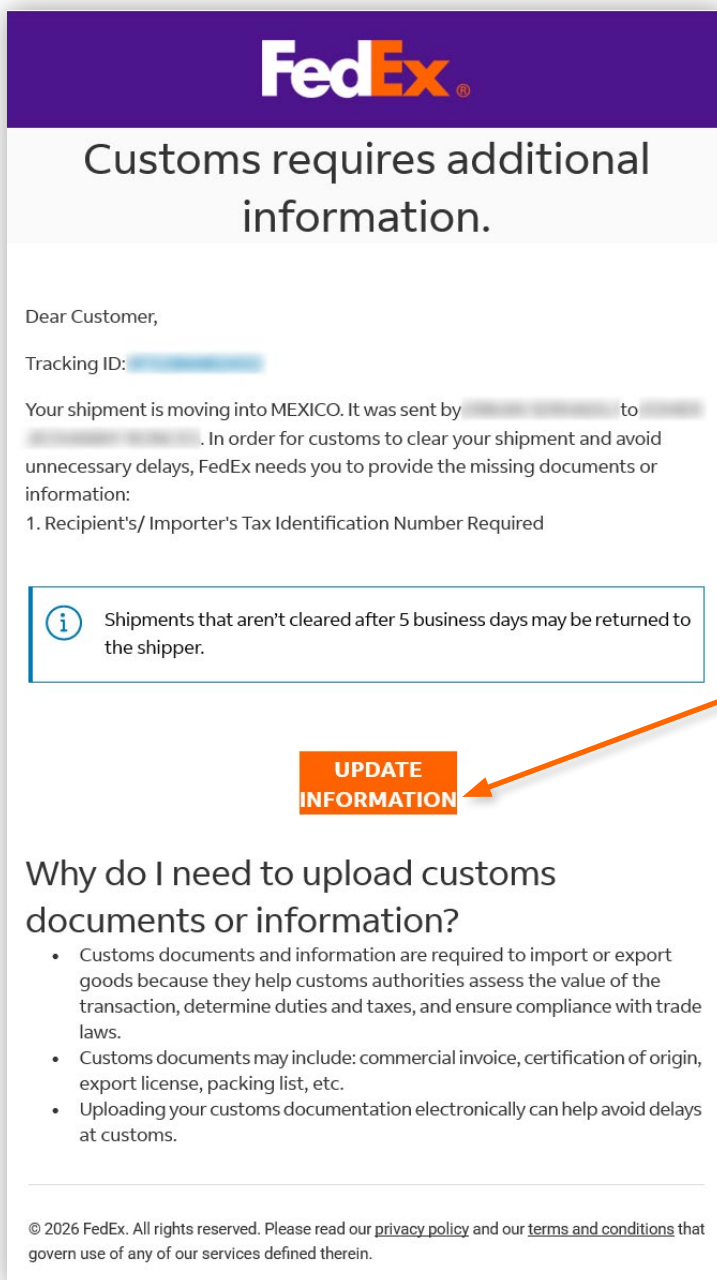
1. Access to FiT via Email Notification

This option is for when you receive a direct email notification that information is needed for your shipment.

① Open the Email

You will receive a secure link via email from FedEx when your action is required. This link is valid for 5 business days. Click the **“Update Information”** button in the email to go to FiT.

From: FedEx <NOREPLY@fedex.com>
Subject: Information request for FedEx Shipment



Click **“UPDATE INFORMATION”** to go to FiT

Note: The email notification is sent to the shipper, recipient, or another relevant party based on the information required.

② Review required actions

Once in FiT, click the **“Clearance details”** tab. Here you will see detailed instructions about the missing documentation or information required for your shipment.



Expand
“Clearance details”
tabs here

3 Upload your documents

To submit the requested information, you must complete all required fields for each pending clearance request.

Note: A shipment may have one or more of these items requiring action. For each one, you can click the **“UPLOAD FILES”** button to attach any necessary documents.

Once all information has been provided, you must accept the terms and conditions, enter your name, and click **“Submit”** to securely send the information to FedEx.

Click **“SUBMIT”**

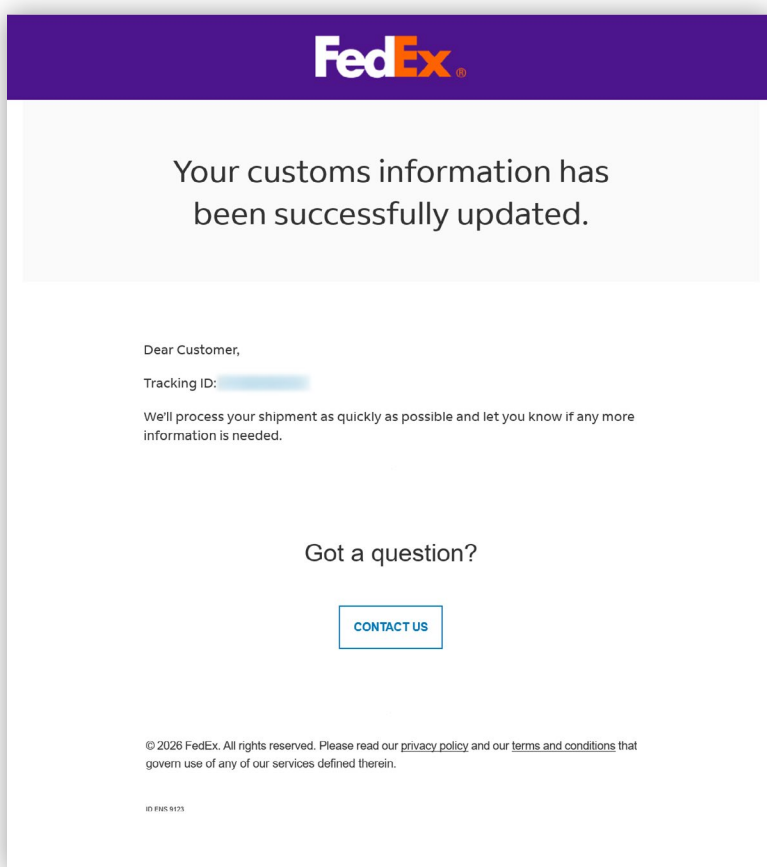


4 Confirmation

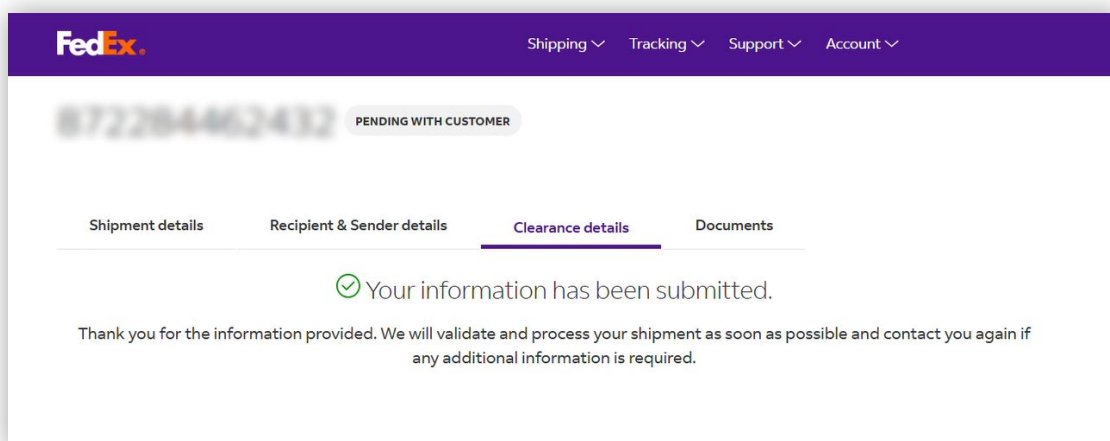
After submitting the information, you will receive a confirmation email from FedEx indicating that the customs information was successfully updated.

From: FedEx <NOREPLY@fedex.com>

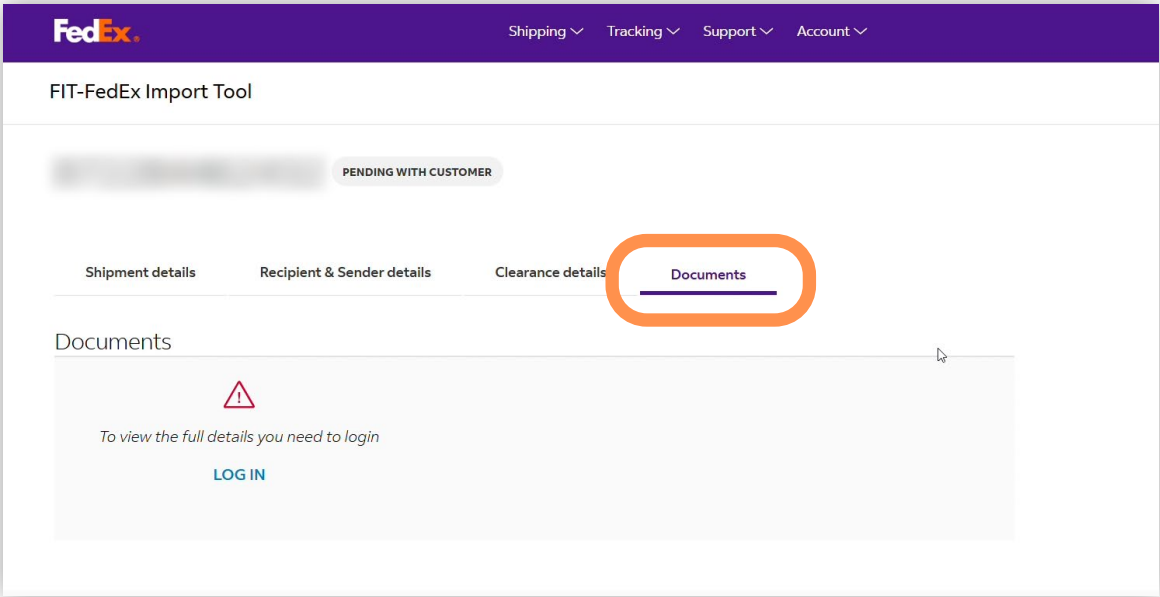
Subject: Information request for FedEx Shipment



The shipment status in FiT is also updated accordingly.



Additionally, you can log in to access the “Documents” tab. Here you can access and download clearance-related documents your records.



What if the secure email link expires?

The secure link sent to your email by FedEx is only valid for 5 business days. If the link expires before you can submit your documentation, please contact [FedEx Customer Service](#) for assistance.

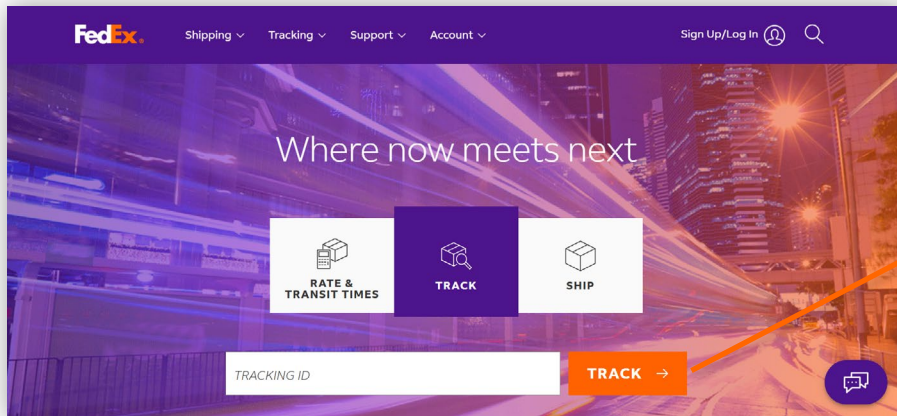


2. Access to FiT with your Tracking Number

You can also access FiT directly from the FedEx website using your shipment's tracking number.

① Track Your Shipment

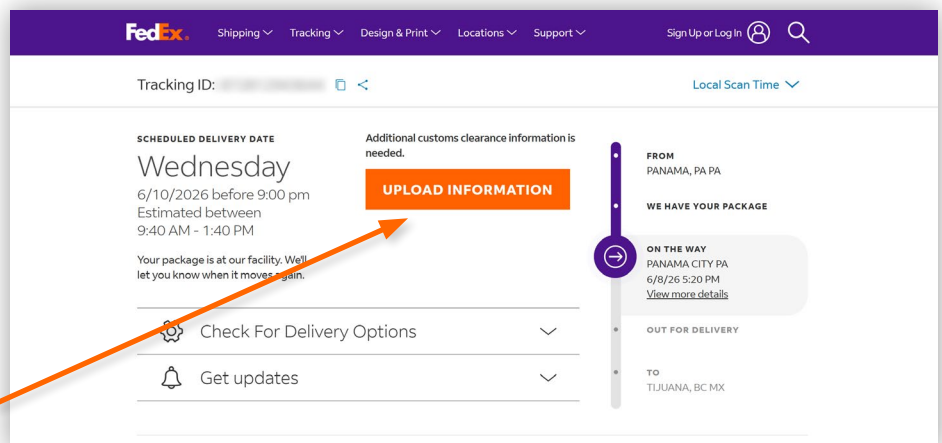
Go to your local fedex.com page. Enter your shipment's tracking ID and click **"TRACK."**



Enter Tracking ID
and click **"TRACK"**

② Look for a Notification

If your shipment has pending customs clearance information, the tracking results page will display a notification message. Click **"UPLOAD INFORMATION"** to access FiT.



Click **"UPLOAD INFORMATION"**



③ Authenticate Your Access

Enter the email address associated with the shipment and click **“LOG IN.”**

Please enter your email address

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

You will then receive an authentication email with a one-time code. Enter this code and click **“SEND”** to continue.

FedEx

Shipping Tracking Support Account

Sign Up/Log In

Verification

Verification code sent is valid for
14:56 minutes

✉ We have sent you a one time verification code on your email address

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

SUBMIT

OUR COMPANY CUSTOMER SUPPORT MORE FROM FEDEX LANGUAGE

Note: If you enter an email that is not associated with the shipment, you will see the message in the red box explaining the request may be for another party or email. If you entered the email correctly, and still can't continue, no further action may be required unless instructed otherwise by FedEx.

Please enter your email address

ⓘ This request may be for another party or email. If you entered the email correctly and still can't continue — then no action is needed.

Email Address

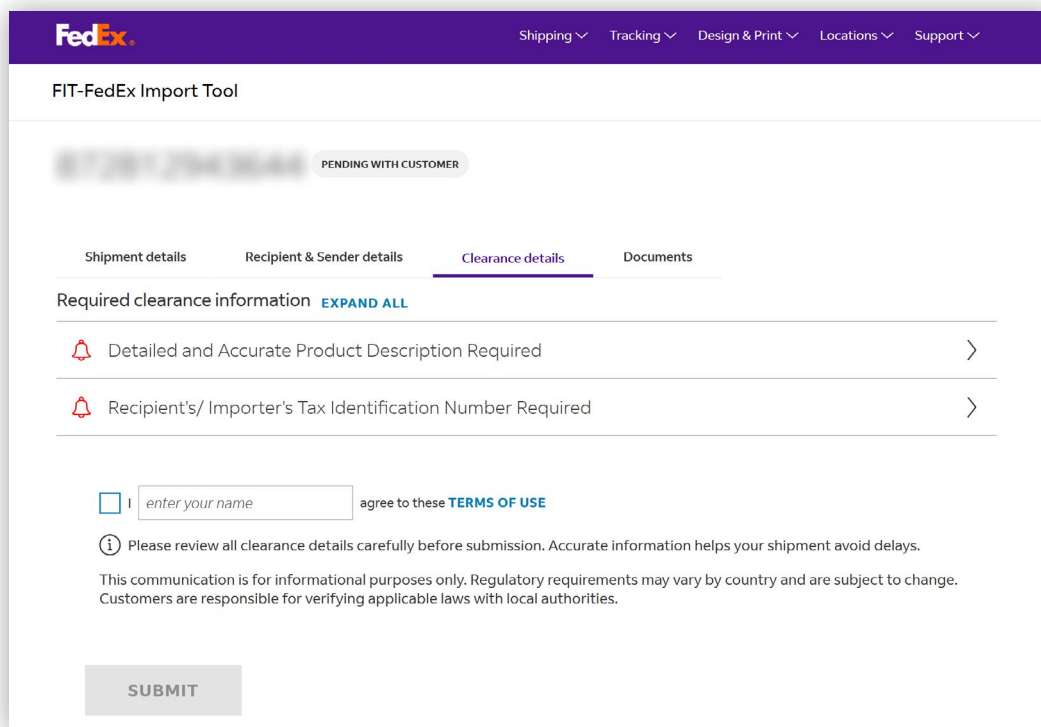
By using FedEx Import Tool, you hereby accept the [Terms Of Use](#), [Privacy Statement](#) and [Global Privacy Policy](#).
In addition, you hereby represent and warrant that you are the user and/or subscriber of the contact details provided by you through FedEx Import Tool.

LOG IN



④ Manage Your Shipment in FiT

Once authenticated, you will be directed into FiT. From there, you can submit missing or incomplete information for the customs clearance process. To complete your submission, please click and follow **Step 2: Review Required Actions** from the previous section.



The screenshot displays the FedEx FIT-FedEx Import Tool interface. At the top, the FedEx logo is on the left, and navigation links for Shipping, Tracking, Design & Print, Locations, and Support are on the right. Below the header, the title "FIT-FedEx Import Tool" is shown. A status bar indicates "PENDING WITH CUSTOMER". The main content area has four tabs: "Shipment details", "Recipient & Sender details", "Clearance details" (which is selected and underlined), and "Documents". Under the "Clearance details" tab, there is a section titled "Required clearance information" with a link to "EXPAND ALL". Two items are listed: "Detailed and Accurate Product Description Required" and "Recipient's/ Importer's Tax Identification Number Required", each with a right-pointing arrow. Below this list, there is a checkbox for agreement, a text input field with the placeholder "enter your name", and a link to "TERMS OF USE". A note with an information icon states: "Please review all clearance details carefully before submission. Accurate information helps your shipment avoid delays. This communication is for informational purposes only. Regulatory requirements may vary by country and are subject to change. Customers are responsible for verifying applicable laws with local authorities." At the bottom left, there is a "SUBMIT" button.



Customer Support

Need further information on FiT?



Visit FiT at fedex.com



Contact customer support at fedex.com



FedEx®

