A woman with long dark hair, wearing a blue denim jacket, is seated at a table in a fabric store, working on a laptop. The background is filled with shelves of colorful spools of thread. A large, semi-circular digital overlay is centered over the woman and her laptop. This overlay features a dark blue background with a network of light blue lines and nodes, interspersed with various white icons representing technology, logistics, and commerce. The overall aesthetic is modern and tech-oriented.

# **FiT** (FedEx Import Tool) User Guide

What is the FiT (FedEx Import Tool)?

FiT (FedEx Import Tool) is a one stop, free, fast, and user-friendly solution for managing the clearance of import shipments.

# Benefits

It's designed to empower users to actively oversee and monitor import shipments electronically, anytime, anywhere.



View your import shipment clearance status and stay up to date timeously.



Update customs clearance instructions with ease.



Upload required customs clearance documents such as KYC and commercial invoices.



Download post clearance-related documents whenever you need them.

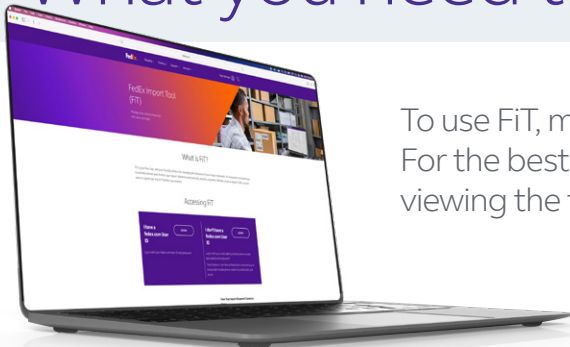


Pay duties and taxes directly through the tool, saving you time and effort.



Available 24/7, giving you the freedom to track your shipments at your convenience for up to 90 days after pick up.

## 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 on Google Chrome with a 100% layout.



# Access FiT (FedEx Import Tool)

Go to: <https://www.fedex.com/en-in/fit>. This page details the login process, features and Frequently Asked Questions.

## There are two ways to access FiT.

- Click on 'I have a fedex.com User ID' to login with your fedex.com user id and password.
- Click on 'I don't have a fedex.com User ID' to login with your contact details associated with the shipment. You will receive a one-time verification code to authenticate your access.

Whether you're a sender, recipient or importer, you can access FiT. Both FedEx Account Holders and Non-Account Holders can access the tool.

### Accessing the FiT

**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\*

*\*You'll receive a one-time authentication code sent to your email and/or mobile phone number to authenticate your access.*

FedEx. Shipping Tracking Support Account

## 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**

[FORGOT YOUR USER ID OR PASSWORD?](#)

Need help?  
[CUSTOMER SUPPORT](#)

Enter the fedex.com User ID and Password and click on 'LOG IN'.

# Access FiT

TRACKING NUMBER	ACTIONS	INVOICE VALUE	SHIP DATE	SHIPPER NAME	NO OF PACKAGES	DUTIES AND TAXES AMOUNT	SHIPPER STATE
75000101000001	Upload Documents	200.00 EUR	30/04/2024	Top Choice	1	-	RJ
75000101000002	Upload Documents	300.00 CAD	30/04/2024	Proton Medical	3	-	CO
75000101000003	Upload Documents	100.00 USD	30/04/2024	Proton Medical	1	-	CO
75000101000004	Upload Documents	10.00 USD	30/04/2024	Green Storage	1	-	ON
75000101000005	Upload Documents	90.00 CNY	30/04/2024	Green Storage	1	-	ON
75000101000006	Upload Documents	100.00 USD	30/04/2024	Proton Medical	1	471110.24 INR	-
75000101000007	Upload Documents	500.00 INR	13/04/2024	Proton Medical	1	173110.24 INR	CO
75000101000008	Upload Documents	500.00 INR	13/04/2024	Proton Medical	1	-	TX
75000101000009	Upload Documents	500.00 INR	13/04/2024	Proton Medical	1	-	TX
75000101000010	Upload Documents	1000.00 INR	04/04/2024	Western Union	1	-	NH
75000101000011	Upload Documents	50000.00 INR	01/04/2024	Western Union	1	-	NH

- Post login, you can view the shipments that match with the accounts associated to this fedex.com User ID.
- Authenticate your access using a one-time verification code to view and track shipments associated with your contact details.

- Select the contact detail you would like to verify and click on 'VERIFY'.
- After clicking on Verify you will receive a one-time verification code on your phone and/or email as selected.
- Enter the code received and click on 'SUBMIT' to login.
- The FiT dashboard will now load with additional shipments that are associated with your contact details.

Verification

Select the preferred way to receive verification code

Select all

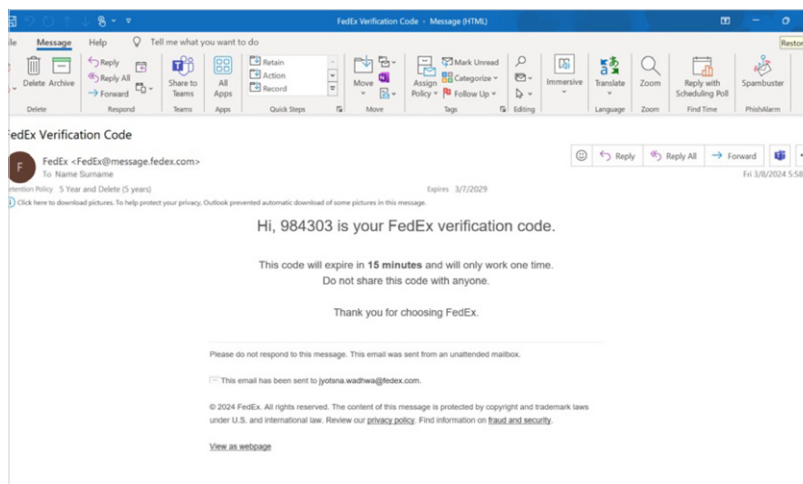
Mobile number

Primary mobile number  
0000000000

Email  
namesurname@company.com

VERIFY

SKIP



# Access FiT

Enter either mobile number or email

Email or mobile number

0000000000

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

LOG IN

Login process for 'I don't have a fedex.com User ID'.

- If you do not have a fedex.com User ID; you can login with your contact details linked to your shipment. You can login with either your mobile phone number or email.
- Enter your mobile number and click on 'Login'.
- You will receive a one-time verification code on your phone.
- Enter the code received on WhatsApp/ SMS.
- You can also track additional shipments that are associated with your email. You will receive a one time verification code on your email for the same.

## FiT Dashboard interface

Shipment Status Summary

Filtered view based on selection

The screenshot shows the FedEx FiT dashboard. At the top, there are navigation links for Shipping, Tracking, Support, and Account. The main header is 'FIT-FedEx Import Tool'. Below this, there is a summary bar with four status tabs: '54 IN TRANSIT' (selected), '55 DOCUMENT MISSING', '15 PAYMENT PENDING', and '3 CUSTOMS CLEARED'. There is also a link for '131 ALL SHIPMENTS'. Below the summary bar, there is a search bar and a table of shipments. The table has columns for Tracking Number, Actions, Action Needed From, Invoice Value, Shipper Country/Territory, Ship Date, and Shipper Company. The table shows several rows of shipments, each with an 'Upload Documents' action and a 'CONSIGNEE' action needed from.

TRACKING NUMBER	ACTIONS	ACTION NEEDED FROM	INVOICE VALUE	SHIPPER COUNTRY/TERRITORY	SHIP DATE	SHIPPER COMPANY
...	Upload Documents	CONSIGNEE	3XX.X0 USD	Indonesia	06/03/2025	-
...	Upload Documents	CONSIGNEE	3XX.X0 USD	Indonesia	06/03/2025	-
...	Upload Documents	CONSIGNEE	3XX.X0 USD	Indonesia	06/03/2025	-
...	Upload Documents	-	3XX.X0 USD	Indonesia	21/02/2025	-
...	Upload Documents	-	3XX.X0 USD	Indonesia	21/02/2025	-
...	Upload Documents	-	3XX.X0 USD	Indonesia	21/02/2025	-
...	Upload Documents	-	3XX.X0 USD	Indonesia	21/02/2025	-
...	Upload Documents	-	3XX.X0 USD	Japan	20/02/2025	-
...	Upload Documents	-	3XX.X0 USD	Japan	20/02/2025	-

The bar highlights the shipment status.

By default, the dashboard shows the 'Document missing' tab. You can select any of the statuses to get a filtered view.

The tool displays 4 shipment statuses; action is required on 2 statuses - Document Missing and Payment pending.

- **In Transit:** Your shipment is on the way to destination countries / territories.
- **Document Missing:** Some customs documents are missing and pending, users to upload related document.
- **Payment Pending:** Duties and Taxes are pending payment.
- **Customs Cleared:** Shipments are cleared by destination customs.

# FiT Dashboard view

## Tracking Number Search

Enter three or more digits of the tracking number # to search

## FAQs

- KYC FAQ
- Duties and Taxes FAQ
- FiT FAQ

## Alerts

New AWBs requiring document submission, duties and taxes payments, approval / rejection of submitted customs clearance instructions are reflected here

## Shipment Status Summary

Filtered view based on selection

The screenshot shows the FedEx FiT Dashboard interface. At the top, there are navigation tabs for Shipping, Tracking, Support, and Account. Below this is a summary bar with five categories: 54 IN TRANSIT, 55 DOCUMENT MISSING, 15 PAYMENT PENDING, 3 CUSTOMS CLEARED, and 131 ALL SHIPMENTS. Below the summary is a search bar and a table of shipment details. The table has columns for Tracking Number, Actions, Action Needed From, Invoice Value, Shipper Country/Territory, Ship Date, and Shipper Company. A dropdown menu is open under the 'Action Needed From' column, showing 'CONSIGNEE' as the selected option. At the bottom of the table, it says 'Showing items 1 - 10 of 56'.

TRACKING NUMBER	ACTIONS	ACTION NEEDED FROM	INVOICE VALUE	SHIPPER COUNTRY/TERRITORY	SHIP DATE	SHIPPER COMPANY
...	Upload Documents	CONSIGNEE	3XX.X0 USD	Indonesia	06/03/2025	-
...	Upload Documents	CONSIGNEE	3XX.X0 USD	Indonesia	06/03/2025	-
...	Upload Documents	CONSIGNEE	3XX.X0 USD	Indonesia	06/03/2025	-
...	Upload Documents	-	3XX.X0 USD	Indonesia	21/02/2025	-
...	Upload Documents	-	3XX.X0 USD	Indonesia	21/02/2025	-
...	Upload Documents	-	3XX.X0 USD	Indonesia	21/02/2025	-
...	Upload Documents	-	3XX.X0 USD	Indonesia	21/02/2025	-
...	Upload Documents	-	3XX.X0 USD	Indonesia	21/02/2025	-
...	Upload Documents	-	3XX.X0 USD	Japan	20/02/2025	-
...	Upload Documents	-	3XX.X0 USD	Japan	20/02/2025	-

## Download

Download the dashboard view to a CSV file

## Action needed from

Indicating who needs to upload the required document

## Manage Dashboard View

Add / delete dashboard columns as per your preference

## Dashboard Columns and Manage View:

While there are 8 default columns preselected, you can customize your own views through Manage View :

- Alerts: Click to view AWBs requiring document submission and duties and taxes payments, track approval status of submitted customs clearance instructions
- FAQs: FAQs related to KYC, Duties and Taxes are displayed under .
- Download: Download the dashboard report.
- Tracking Number Search: Enter 3 or more digits of the tracking number to search.



# FiT Dashboard view

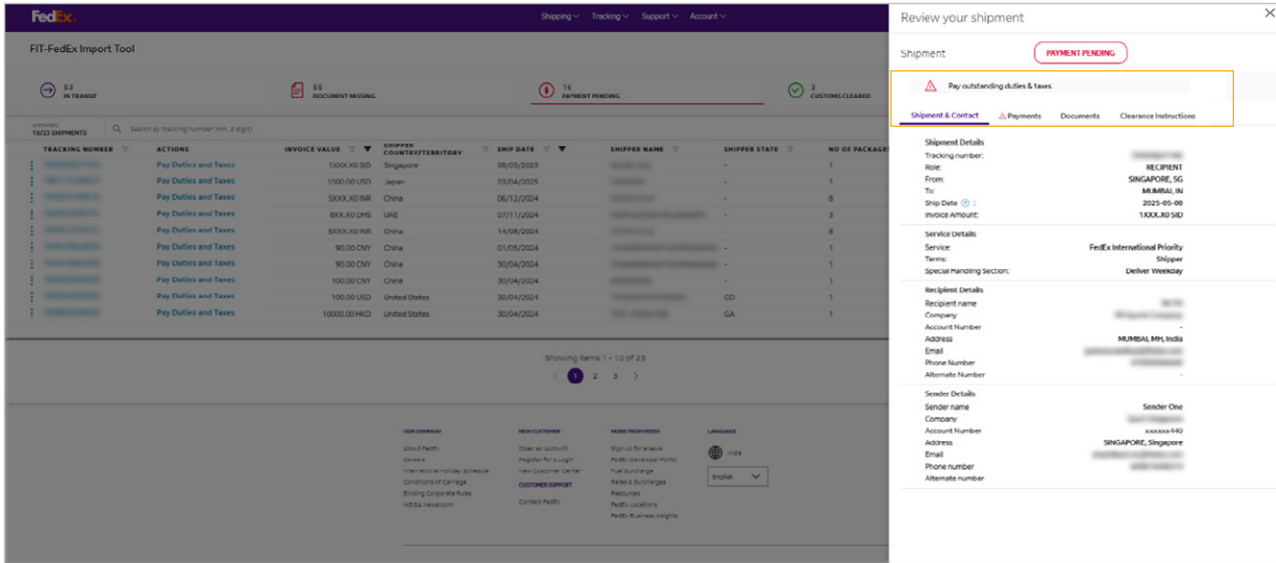
## AWB Detail Page

Click on any AWB to see its detailed page.

There are 4 key sections for each AWB:

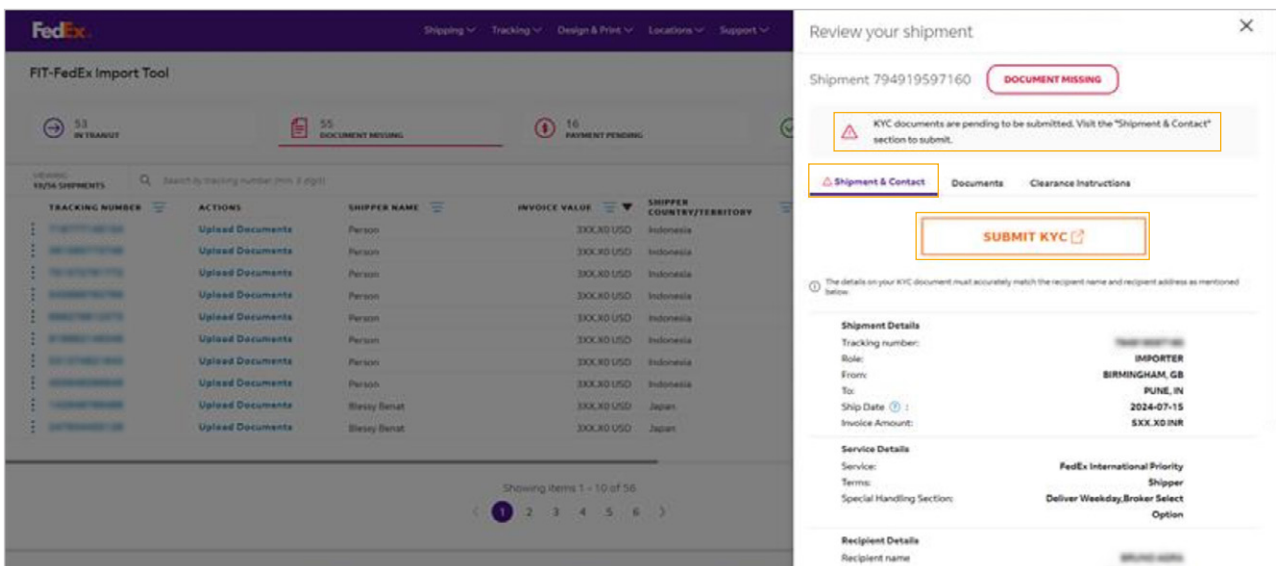
- Shipment and Contact
- Documents
- Payments
- Clearance Instructions

Customer pending actions are highlighted across all these sections for your quick reference.



## Shipment and Contact section

If a shipment requires KYC documents for customs clearance, the link 'Submit KYC' will be visible here for initial submissions. Upon clicking this link, you will be redirected to upload KYC documents of the recipient / importer.



# FiT Dashboard view

## KYC document submission

The information will be pre-populated with the details that are already available, enter the missing information to continue.

Select the relevant fields based on your type of import.

Upload the required document.

Review and accept the terms & conditions. Confirm the details and click on continue.

# FiT Dashboard view

## Documents section

Click the link 'Submit Documents' to upload clearance documents for initial submissions. Document upload functionality has also been enabled for shippers.

Download clearance related documents such as:

Air WayBill, Commercial Invoice, Proforma Invoice, Packing List, Duty and Tax Invoice and Bill of Entry (BOE).

Duty and Tax invoices are now available within 15 minutes post its generation!

The screenshot shows the FedEx FiT dashboard. On the left, a table lists shipments with columns for Tracking Number, Actions, Action Needed From, Invoice Value, and Shipper Country/Territory. The 'Actions' column contains 'Upload Documents' links for each shipment. The 'Review your shipment' panel on the right displays a 'DOCUMENT MISSING' warning and lists required documents: KYC documents, Clearance documents, and specific documents for content clarification, laptop use, and duty confirmation. It includes 'SUBMIT DOCUMENTS' and 'DOWNLOAD DOCUMENTS' buttons.

TRACKING NUMBER	ACTIONS	ACTION NEEDED FROM	INVOICE VALUE	SHIPPER COUNTRY/TERRITORY
784022780100	Upload Documents	-	3XX.X0 USD	Japan
784022780100	Upload Documents	-	5XX.X0 DHS	UAE
784022780100	Upload Documents	-	2XX.X0 DHS	UAE
784022780100	Upload Documents	-	5XX.X0 DHS	UAE
784022780100	Upload Documents	-	2XX.X0 ZAR	South Africa
784022780100	Upload Documents	-	2XX.X0 ZAR	South Africa
784022780100	Upload Documents	-	2XX.X0 ZAR	South Africa
784022780100	Upload Documents	-	5XXX.X0 INR	UAE
784022780100	Upload Documents	-	3XXX.X0 INR	UAE
784022780100	Upload Documents	-	3XXX.X0 INR	China

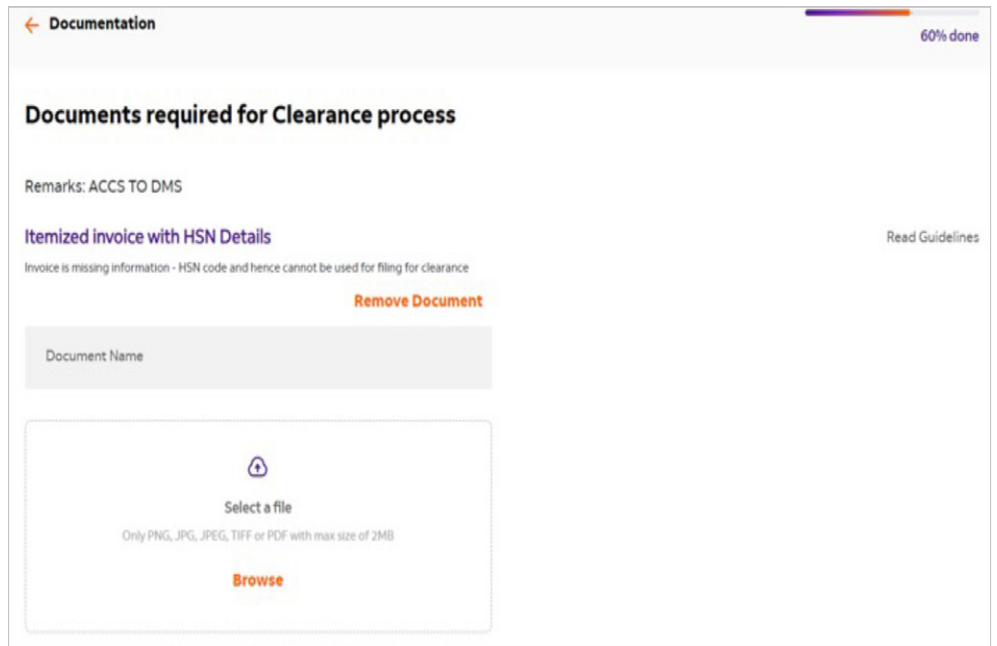
## Microsite flow for a clearance document submission

Tool will pre-populate the available information, enter the missing information to continue.

The screenshot shows a 'Verification' form with a progress indicator of '0% done' and a time estimate of '(10 min approx.)'. The form is titled 'Verification details' and includes the instruction 'Fill in the data for your shipment profile'. It contains four input fields, each with a red asterisk indicating a required field: 'Air waybill (Tracking) Number', 'Consignee Name', 'Mobile Number', and 'Email id'. Each field has a placeholder text: 'please enter air waybill number', 'please enter consignee name', 'please enter mobile number', and 'please enter email id'.

# FiT Dashboard view

Upload the required document and click on 'Continue' to make a submission.

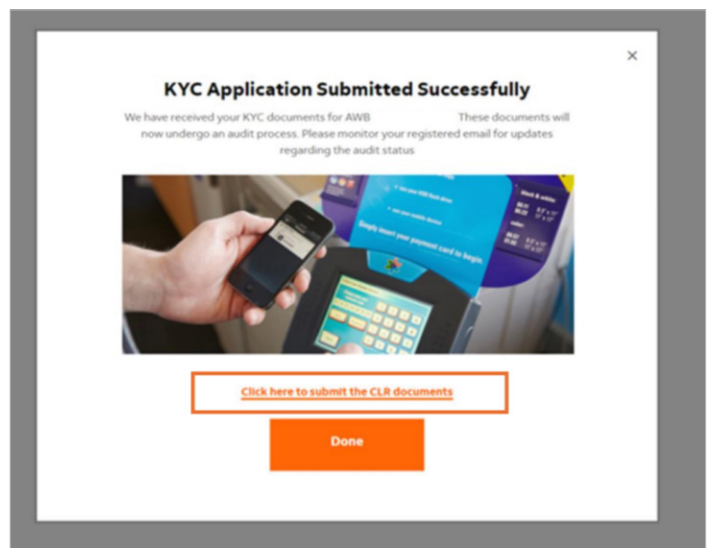


## Submit both KYC & Clearance document in one go

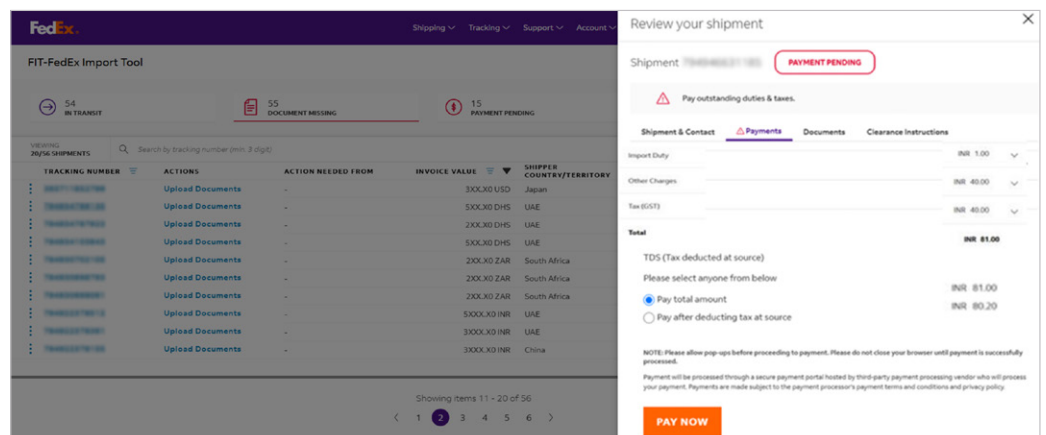
If a shipment has both KYC & clearance document requirement, after submission of KYC document, you would see a redirect link to submit clearance document.

This link will direct you to a microsite to view the documents required. Click the link and enter all the required details again.

Same process would apply if you submitted clearance document first and KYC document submission is pending.



If the submitted Clearance document has been rejected and requires resubmission, the link would reflect as 'RE-SUBMIT DOCUMENTS' under 'Documents' section.



# FiT Dashboard view

## Payments section

The section will be visible if there are outstanding duties and taxes on your shipment.

By default, 'Pay Total Amount' option would be selected

To avail Tax Deduction at Source (TDS), select 'Pay after deducting tax at source' option and then click on 'Pay Now'

The screenshot shows the FedEx FiT Dashboard interface. On the left, there's a summary of shipment status: 53 IN TRANSIT, 55 DOCUMENT MISSING, and 16 PAYMENT PENDING. Below this is a table of shipments with columns for Tracking Number, Actions, Action Needed From, Invoice Value, and Shipper Country/Territory. The main part of the dashboard is a 'Review your shipment' modal window. It displays the shipment ID and a 'PAYMENT PENDING' status. A warning icon indicates 'Pay outstanding duties & taxes.' Below this, there are tabs for 'Shipments & Contact', 'Payments', 'Documents', and 'Clearance Instructions'. The 'Payments' tab is active, showing a table of duties and taxes. The total amount is INR 19.00. There are two radio button options for TDS (Tax deducted at source): 'Pay total amount' (selected) and 'Pay after deducting tax at source'. A 'PAY NOW' button is at the bottom.

TRACKING NUMBER	ACTIONS	ACTION NEEDED FROM	INVOICE VALUE	SHIPPER COUNTRY/TERRITORY
...	Pay Duties and Taxes	CONSIGNEE,SHIPPER,IMPORTER	1XXX.X0 SGD	Singapore
...	Pay Duties and Taxes	-	1000.00 USD	Japan
...	Pay Duties and Taxes	-	5XXX.X0 INR	China
...	Pay Duties and Taxes	-	8XX.X0 DHS	UAE
...	Pay Duties and Taxes	-	5XXX.X0 INR	China
...	Pay Duties and Taxes	-	90.00 CNY	China
...	Pay Duties and Taxes	-	90.00 CNY	China
...	Pay Duties and Taxes	-	100.00 CNY	China
...	Pay Duties and Taxes	-	100.00 USD	United States
...	Pay Duties and Taxes	-	10000.00 HKD	United States

Item	Amount
Import Duty	INR 20.00
Deductions	INR 1.00
<b>Total</b>	<b>INR 19.00</b>

TDS (Tax deducted at source)  
Please select anyone from below

- Pay total amount INR 19.00
- Pay after deducting tax at source INR 19.00

**PAY NOW**

- Enter email ID to receive email acknowledgment post payment
- Select the preferred payment method and enter the details.
- The payment acknowledgment will be sent to the email ID provided.

The screenshot shows a modal window titled 'Email for payment acknowledgment'. It contains the text 'Please enter your Email to receive payment acknowledgment.' followed by a text input field labeled 'Email'. At the bottom right, there is an orange 'PROCEED' button.



# FiT Dashboard view

## Clearance Instructions

The clearance instruction tab will be available across all sections and will be open for a limited time in the shipment journey. During this time, you can enter the instructions, which would be further passed to the FedEx clearance agent for review.

## Input Customs Clearance Instruction

The screenshot shows the FedEx FiT dashboard with a list of 54 shipments in transit. A modal window titled 'Review your shipment' is open, showing the 'Clearance Instructions' tab. The modal includes a text input field for the customs clearance instruction and a 'SEND' button.

## Instruction under review

The modal shows the status 'UNDER REVIEW' with a green checkmark icon. A message states: 'Your import customs clearance instruction request is under review within 3 business hours (Mon-Fri 8:30AM-5:30PM except public holiday)'. Below this, the consignee information is displayed: 'CONSIGNEE' and '16/05/2025, 12:45 PM'.

## Instruction is approved

The modal shows the status 'APPROVED' with a green checkmark icon. A message from the 'FEDEX AGENT' states: 'The Customs clearance instruction has been accepted and we will process your shipment accordingly. Approved 15/05/2025, 11:36 AM'. Below this, the consignee information is displayed: 'CONSIGNEE' and 'Clear in courier mode 15/05/2025, 11:34 AM'.

## Instruction is rejected

You can submit new instructions provided the clearance window is still open for accepting any instructions.

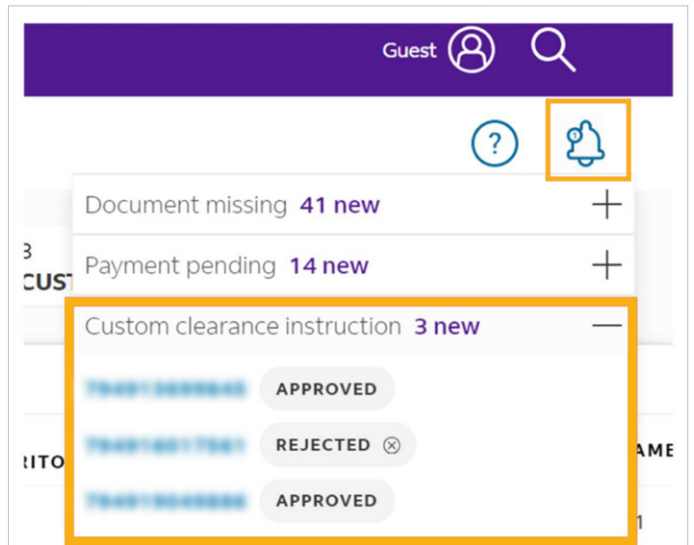
The modal shows the status 'REJECTED' with a red 'X' icon. A message from the 'FEDEX AGENT' states: 'The import Customs clearance instruction has been rejected. Please revise your instruction and submit again. Rejected 15/05/2025, 11:32 AM'. Below this, the consignee information is displayed: 'CONSIGNEE' and 'Clear in courier mode'.

# FiT Dashboard view

## Alerts

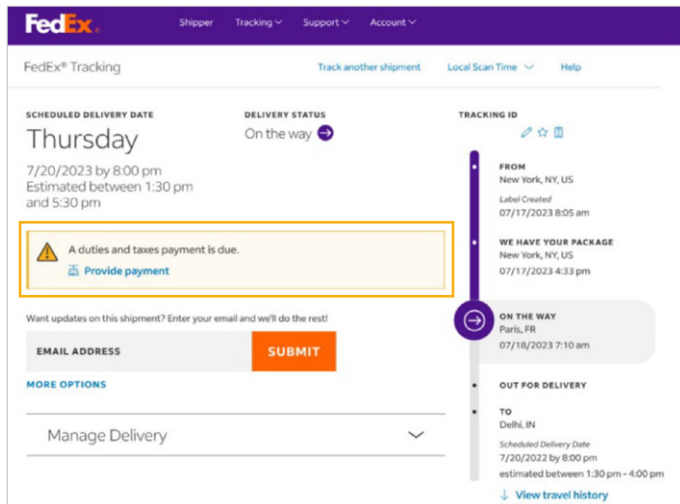
You can see the status of your submitted customs clearance instructions (approved or rejected) via an alert icon

- Click on the alert bell icon to view the instructions that are approved/ rejected
- Click on the AWBs to view the submitted instruction and the trace agent's feedback

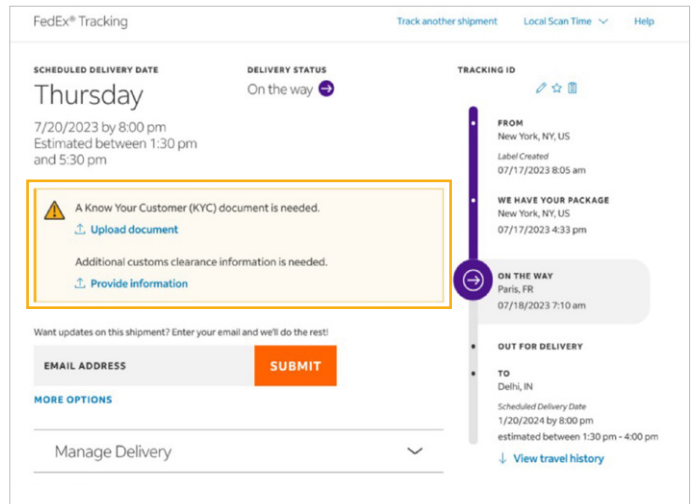


# View Pending actions on your shipment through the tracking page

## Outstanding duties & taxes



## Pending KYC / Clearance document



# Paying duties and taxes

## How can I make duties and taxes payment?

Make duties and taxes payments by accessing the shipment details and clicking on 'Payments' to view and settle any outstanding duties and taxes payment.

## Which payment methods can I use for online payment in FiT?

You can use various payment methods, including:

- Credit cards (Visa, Master, Rupay, Diners)
- Debit cards
- Unified Payment Interface (UPI)
- Net banking/internet banking (retail and corporate)
- Cash cards/wallets

## How do I know if FedEx has applied my payment?

A payment receipt will be sent to the payer's email address, and in FiT, the payment status will be updated.

Alternatively you can also view the pending actions on the shipment via the [tracking page](#).

Go to FedEx Website → Enter the Tracking ID under the Tracking Tab → Click on Track → Search result will be displayed → If there is any pending action, the message will be displayed → Click on the link to complete the action.



## How can I avail Tax Deduction at Source (TDS)?

A: You can easily pay Duties and Taxes online through our secure and convenient payment tool. Access the shipment details on FiT, click on 'Payments' tab to view and settle any outstanding duties and taxes payments. Detailed breakdown of the charges would be displayed along with two options – 'Pay total amount' or 'Pay after deducting tax at source.' To avail TDS (tax deduction at source), select the option 'Pay after deducting tax at source' option and click on 'Pay Now.' Choose the preferred digital payment mode and complete the payment. Once the payment is successful, the payer will receive an intimation on the payment portal and an email confirming the same.

# Customer support

Need further information on FiT:



Go to [fedex.com](https://www.fedex.com)



Scan the QR code to access the tool

