



YOUR GUIDE TO FIT: FEDEX IMPORT TOOL

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FEDEX IMPORT TOOL



WHAT IS FiT? FEDEX IMPORT TOOL

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

What are the benefits to using FiT?

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



View import shipment clearance status and stay up to date.



Submit information for customer profile completion.



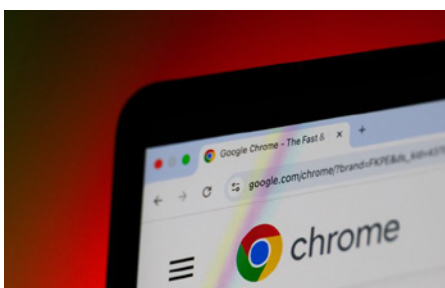
Download post clearance-related documents when you need them.



Pay duties & 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.

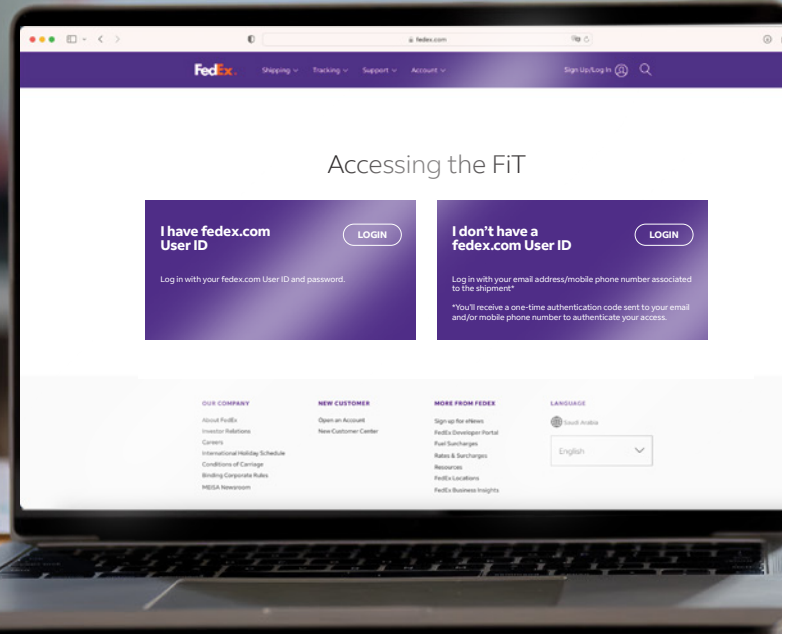


What you need to access FiT?

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.

ACCESSING FiT

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



FEDEX IMPORT TOOL



Click the button or go to:

<https://www.fedex.com/en-sa/customs-tools/fedex-import-tool.html>.

This page details the login process, features and Frequently Asked Questions.

There are two ways to access FiT.

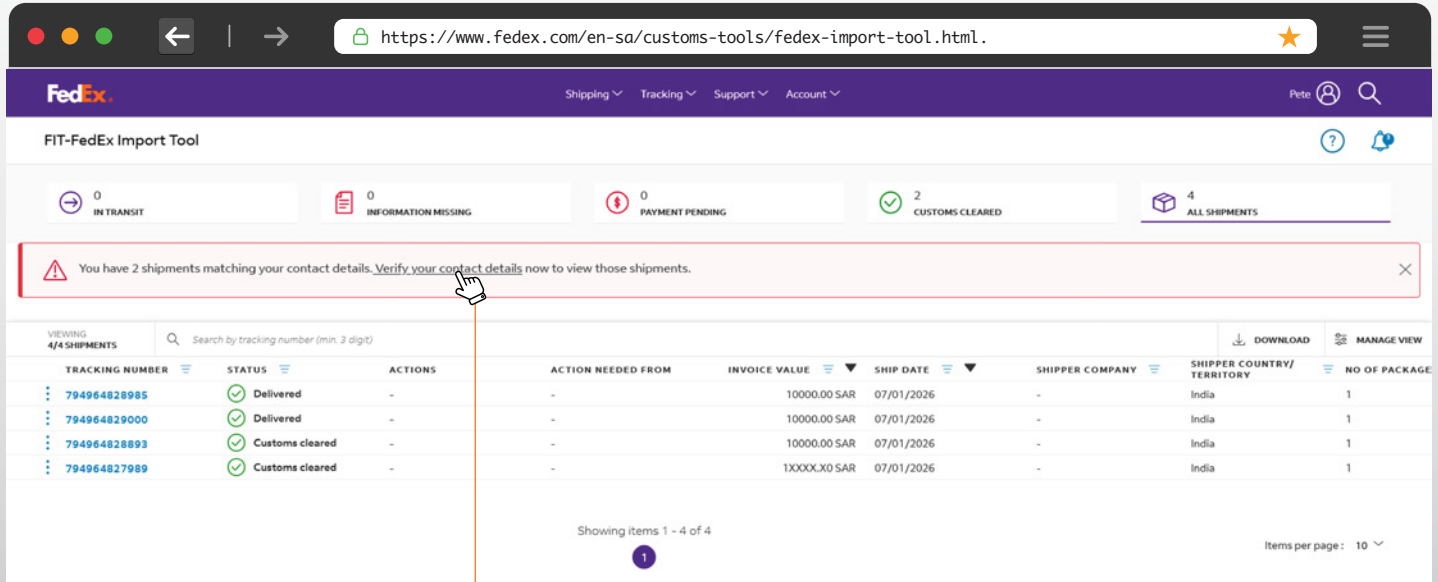
- Click on 'I have a fedex.com User ID' to login with your fedex.com user id and password.
- Click on 'I don't have a fedex.com User ID' to login with your contact details associated with the shipment. You will receive a one-time verification code to authenticate your access.

Login process for 'I have a fedex.com User ID'.

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

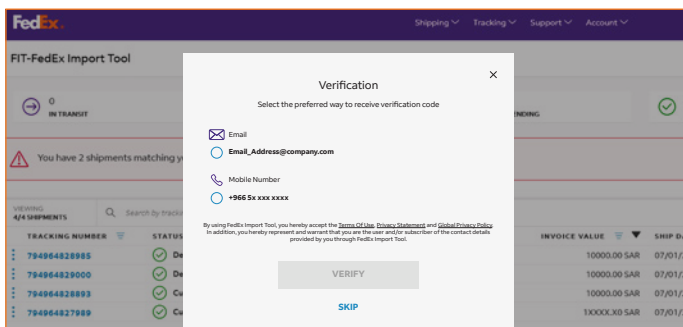
For users with fedex.com User ID

Post login, you can view the shipments that are matching with the accounts associated to this fedex.com User ID.



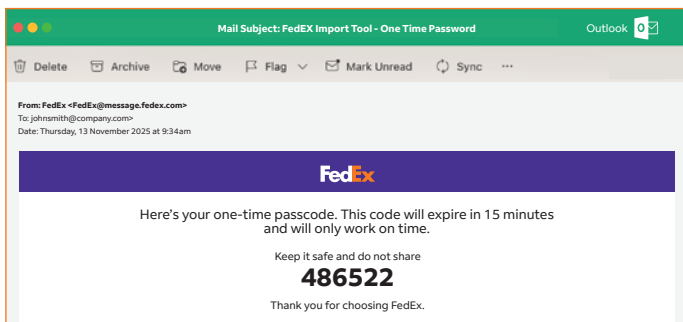
1

Authenticate your access using a one-time verification code to view and track shipments associated with your contact details.



2

Select the contact detail you would like to verify and click on 'VERIFY'.



3

After clicking on Verify you would receive a one-time verification code on your email as selected. Enter the code received and click on 'SUBMIT' to login.

The FIT dashboard would now load with additional shipments that are associated with your contact details.

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 your mobile number or email address.

1

Enter your mobile number or email address and click on 'Login'.

2

You would receive a one-time verification code. Enter the code received.

You now have access to the FiT Dashboard interface.

The bar highlights the shipment status. By default, the dashboard shows the "Information Missing" tab. You can select any of the status to get a filtered view. The tool displays 4 shipment status, action required on 2 status – Information missing and Payment pending.

- **In Transit:** Your shipment is on the way to destination countries / territories.
- **Information Missing:** Information to complete customer profile is pending, users to upload the related information
- **Payment Pending:** Duties and Taxes are pending payment.
- **Customs Cleared:** Shipments are cleared by destination customs.

TRACKING NUMBER	ACTIONS	RECIPIENT COUNTRY/ TERRITORY	RECIPIENT STATE	RECIPIENT CITY	BROKER OPTION	RECIPIENT NAME	RECIPIENT COMPANY
396767281139	-	Saudi Arabia	-	Riyadh	N	Kendre	FEDEX
795130173150	-	Saudi Arabia	-	Riyadh	N	VIKRAM	CSCSWAPI-WBUS1100
565444254728	-	Saudi Arabia	-	Riyadh	N	Kendre	FEDEX
419233792400	-	Saudi Arabia	-	Riyadh	N	Kendre	FEDEX

NAVIGATING THE FIT DASHBOARD

Get familiar with the dashboard for easy access of information and tracking tools.

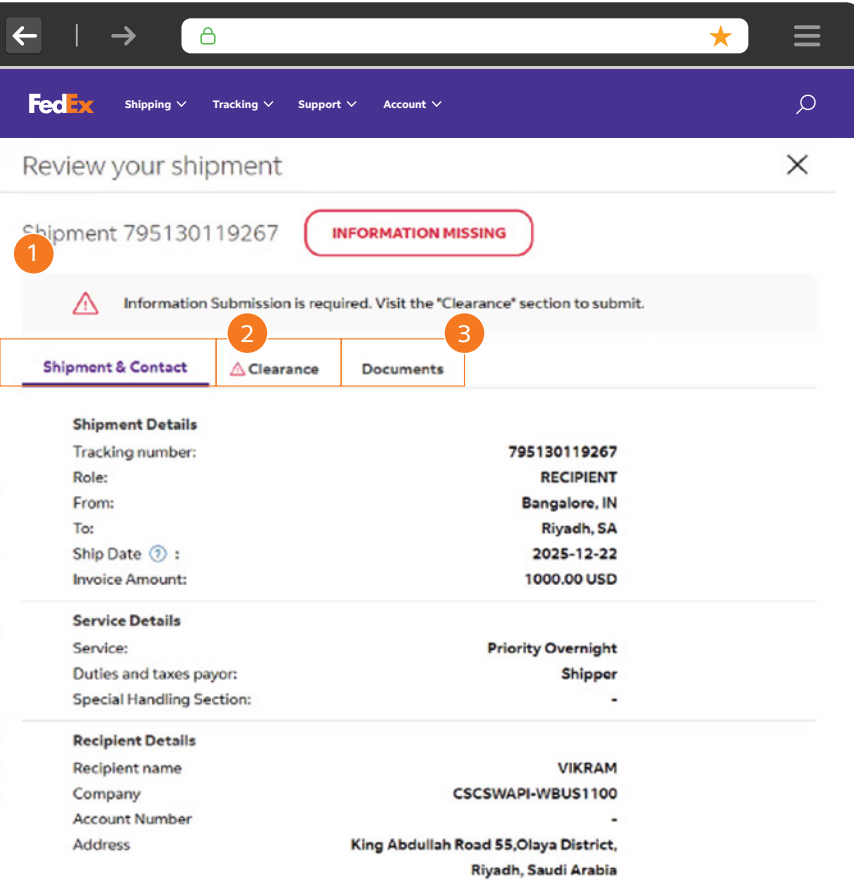
- 1 **Tracking Number Search:** Enter exact tracking # to search
- 2 **FAQs:** FIT FAQ
- 3 **Alerts:** New AWBs requiring information submission and duties and taxes payments are reflected here
- 4 **Download:** Download the dashboard view to CSV file
- 5 **Manage Dashboard View:** Add/ delete dashboard columns as per convenience
- 6 **Action Needed from :** Indicates who needs to submit the required information

The screenshot shows the FedEx FIT Import Tool dashboard. The browser address bar displays <https://www.fedex.com/en-sa/customs-tools/fedex-import-tool.html>. The dashboard header includes the FedEx logo, navigation menus for Shipping, Tracking, Support, and Account, and user options for Guest, Logout, and a search icon. Below the header, there are summary cards for '61 IN TRANSIT', '13 INFORMATION MISSING', '3 PAYMENT PENDING', '1 CUSTOMS CLEARED', and '82 ALL SHIPMENTS'. A search bar is present with the placeholder text 'Search by tracking number (min. 3 digits)'. The main content area is a table with columns: TRACKING NUMBER, ACTIONS, INVOICE VALUE, SHIP DATE, SHIPPER COMPANY, SHIPPER COUNTRY/TERRITORY, NO OF PACKAGES, SHIPPER NAME, and ACTION NEEDED. The table lists several shipments from WAPSENDER-WBUS1100 in India. Callouts 1-6 are placed over the search bar, the top right navigation area, the summary cards, the table's 'DOWNLOAD' and 'MANAGE VIEW' buttons, and the 'ACTION NEEDED' column header respectively.

Dashboard Columns and Manage View:

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

- **Shipment details:** Tracking number, ship date, invoice value, number of packages, service type, etc.
- **Shipper details:** Shipper name, company, Country/Territory, state, and city
- **Recipient details:** Recipient name, company, Country/Territory, state, and city



AWB Detail Page

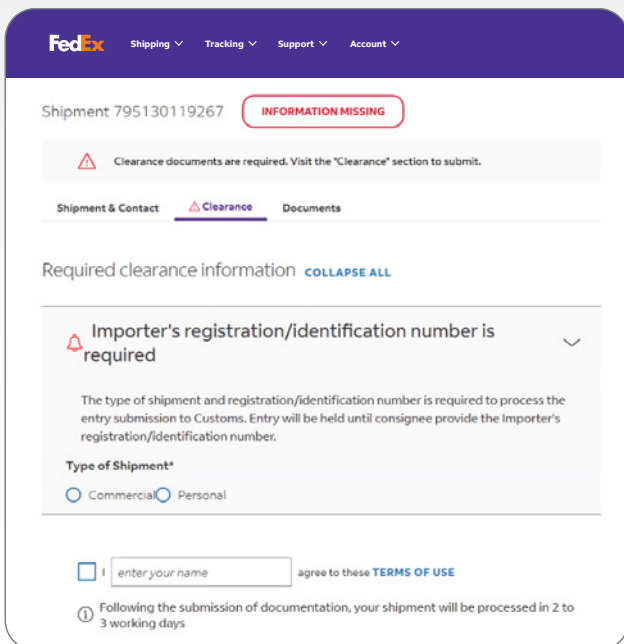
Click on any AWB to see its detailed page. There are 4 key sections for each AWB:

- Shipment and Contact
- Clearance
- Documents
- Payments

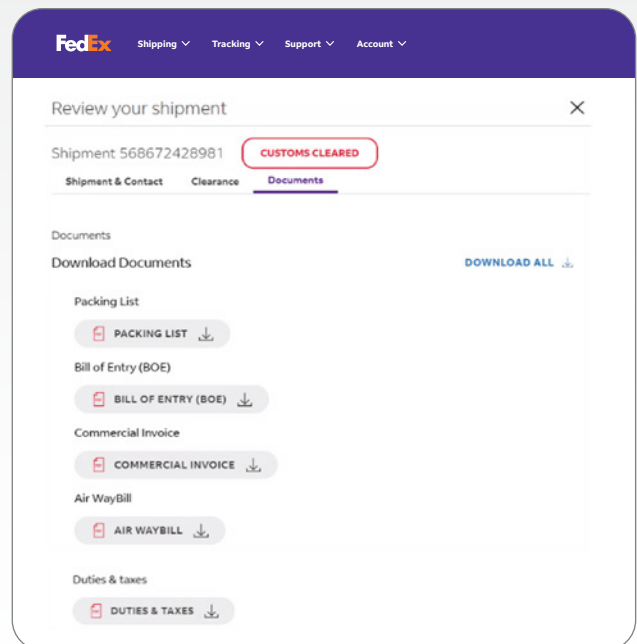
Customer pending actions are highlighted across all these sections for your quick reference.

1 **Shipment and Contact section**

2 **Clearance Section**
Submit required information for customer profile completion



3 **Documents section:** Download clearance related documents such as Air WayBill, Commercial Invoice, Duty and Tax Invoice, Bayan and more



Payments section

The section would be visible if there is an outstanding duties and taxes on your shipment.

Click on **'PAY NOW'**.

Email for payment acknowledgment

Please enter your Email to receive payment acknowledgment.

Email

PROCEED

- Enter email id to receive email acknowledgment post payment.
- Enter the credit card details
- The payment acknowledgment would be sent to the email id provided.

The screenshot shows the 'Review your shipment' page for shipment 419333792400. The status is 'PAYMENT PENDING'. A warning icon indicates 'Pay outstanding duties & taxes.' Below this, there are tabs for 'Shipment & Contact', 'Clearance', 'Payments', and 'Documents'. The 'Payments' tab is active, showing a table of charges:

Charge Type	Amount
Import Duty	SAR 71.25
Import VAT	SAR 75
Custom Service Charges	SAR 71.25
Total	SAR 217.5

At the bottom of the page, there is a prominent orange **PAY NOW** button with a hand cursor icon pointing to it.

View pending actions on your shipment through the tracking page:

Outstanding duties and taxes

The screenshot shows the tracking page with a notification: 'A duties and taxes payment is due.' A red button labeled 'PROVIDE PAYMENT' is visible. The tracking progress shows: 'WE HAVE YOUR PACKAGE', 'ON THE WAY', 'OUT FOR DELIVERY', and 'TO Riyadh, SA'. The bottom navigation bar includes links for 'OUR COMPANY', 'NEW CUSTOMER', 'MORE FROM FEDEX', and 'LANGUAGE' (set to English).

Pending information submission

The screenshot shows the tracking page with a notification: 'Additional customs-clearance information is needed.' A red button labeled 'UPLOAD INFORMATION' is visible. Below this, there is a form with the label 'Email address*' and a 'SUBMIT' button. The tracking progress is the same as in the previous screenshot. The bottom navigation bar is also present.



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 the below payment method:
Credit cards (Visa, Master)



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 would be displayed.
- If there is any pending action, the message would be displayed. Click on the link to complete the action.



NEED FURTHER INFORMATION ON FiT?

Go to fedex.com/sa

Scan the QR code to access the tool

