International Emergency Economic Powers Act (IEEPA) tariff refund portal user guide

Updated as of October 7th, 2026

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1. Overview of the IEEPA customer-facing portal

1.1 Purpose of the IEEPA tariff refund portal

FedEx is refunding IEEPA duties to the party that paid them. This could either be the party that was billed by and paid FedEx, or it could be the Importer of Record in cases where the duties were paid directly to customs.

- **If you have entries where you were billed by and paid FedEx or FedEx Logistics directly for IEEPA duties:** Complete this form for those entries.
- **For entries where the Importer of Record (IOR) paid IEEPA duties directly to CBP through the U.S. Customs and Border Protection Automated Clearinghouse Daily Statement Payment Program:** Do not complete this form for those entries. FedEx will contact the IOR directly to collect the required payment and tax information. If you are an Importer of Record and have questions about this process, please contact your FedEx point of contact.
- **If you have both types of entries** (entries paid to FedEx as a bill-to party, and paid directly to customs as IOR), you will receive multiple refunds as they will be processed separately.

The IEEPA tariff refund portal will allow you to (1) provide payment and tax information needed to process applicable CBP refunds and (2) view refund information for your shipments and provide consent for FedEx to share information with third parties, if applicable.

The link to the portal is here: ieepa-refunds.fedex.com

Using the portal, you can:

1. Provide payment information and tax documentation, as applicable, for one or more refund records, review the status(es) of previous submission(s), and view correspondence with FedEx.
2. View available refund details for up to 100 tracking numbers or entry numbers at a time, including whether FedEx received CBP refunds, refund principal amount, refund interest amount, and the date FedEx received the funds from U.S. Customs and Border Protection (CBP).

Note: You only need to provide payment and tax information once per validation ID. The validation ID depends on your portal pathway:

- FEC (“FedEx” or Federal Express Corporation (including legacy FedEx Ground business)) customer with an account: Account number
- FEC (“FedEx” or Federal Express Corporation (including legacy FedEx Ground business)) customer without an account: Tracking number
- FXL (FedEx Logistics Business) customer: Account number

Once you submit using one of these validation IDs, all entry/tracking/invoice numbers associated with that ID will be automatically included. You do not need to submit a separate form for each one. Any additional information requested on the validation page is collected for verification purposes only —

your refund will be processed at the validation ID level. You may submit multiple validation IDs, as appropriate for your situation.

Note: If you are an FEC customer without an account, payment and tax information will need to be entered for each individual tracking number.

Keep in mind:

- When providing payment and tax information:
  - A portal account will be created once you submit your first record in the portal. You can then use your email to login, view the status of your submission(s), and add additional records.
  - You should have contact, account-verification (e.g., FedEx account number, invoice number, tracking number, invoice amount, and IEEPA entry number – depending on the applicable customer pathway), tax, wire-routing, and applicable supporting documentation ready before beginning
  - Progress on a record will not be saved if you exit before submitting. You will be timed out after 67 minutes of no activity.
  - The portal will send a six-digit authentication code to the email address you provide; you must verify the code before continuing
  - The payment and tax information should match the bill-to account in name for validation purposes. If you are aware of any situations where there may be complications with your submission (e.g., differing names of payment account and bill-to account), please contact us at ieeparefunds@fedex.com

- When checking whether FedEx received CBP refunds:
  - The portal displays the refund information available to FedEx from CBP as of the data refresh date (indicated on the refund summary view)
  - The portal is updated weekly as FedEx receives new refund information from CBP
  - The refund information displayed in the portal may not reflect the final amount disbursed, as refunds are subject to final reconciliation and validation
  - Displayed refund amounts reflect CAPE-designated refunds as shared by CBP. In some cases, they may include refunds of other/non-IEEPA duties for the same entry

1.2 Customer experience flow

Customers begin on the landing page and can, after completing the human-verification step, select one of two actions*:*

Portal path #1: Provide payment and tax information *(see section 2.2):*

- Contact information: Select whether you are providing information for a business or as an individual, and provide contact information
- Email authentication: Verify your email using the six-digit code sent by the portal
- Account verification: Select the applicable FXL or FEC pathway and provide the required information (e.g., account, invoice, tracking, or entry)
- Tax information: Upload tax information *(as applicable)*

- Payment selection: Select payment approach
- Wire information: Input wire details
- Submission completion: Complete flow and view submission confirmation
- Current submissions: View previous portal submissions, add additional records, download entry-level data for submissions after payment is complete by FedEx, and respond to FedEx requests for additional information

Portal path #2: FedEx refund receipt status *(see section 2.3):*

- Contact information: Select whether you are providing information for a business or as an individual, and provide contact information
- Shipment entry: Search tracking numbers or customs entry numbers
- Consent modal: Provide consent to share limited refund information (for instances where customer / customer's company is the Importer of Record)
- Refund summary / output page: View and download refund information for requested shipments

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2. Detailed navigation guide

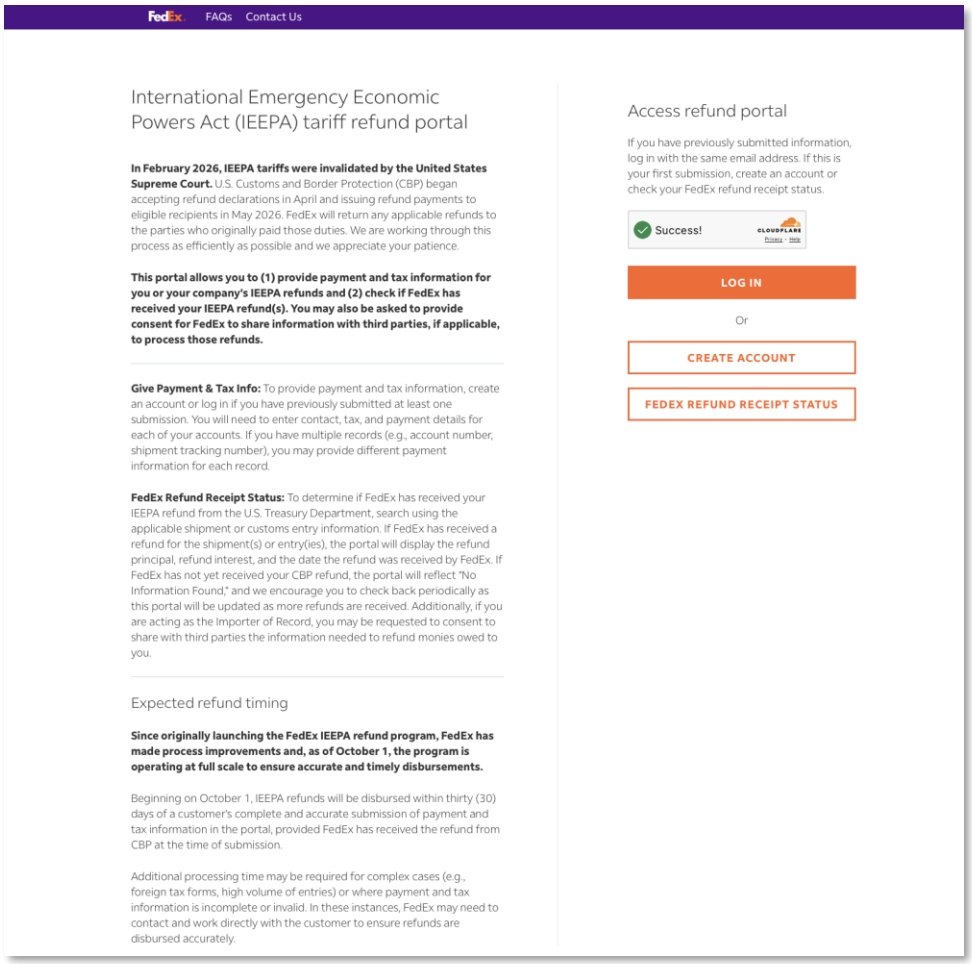
2.1 Landing page

The landing page introduces the refund process and allows the customer to select one of the portal's two available paths.

Steps for the customer:

1. Review the introductory information about the IEEPA tariff refund process
2. Complete the human verification step
3. Determine which portal path you would like to take,
    a. To provide payment and tax information, select *Log in* if you have made a previous submission or select *Create account* if this is your first submission
    b. To check if FedEx has received your IEEPA refund from the U.S. Treasury, select *FedEx refund receipt status*

Landing page with both available actions:



2.2 Provide payment and tax information (Portal path #1)

Use this path to provide the payment and tax information FedEx needs to validate the applicable refund records and to process payment and view the status of previous submission(s).

2.2.1 Prepare before you begin

You must complete the payment and tax information process for each record in a single session. If you exit before submitting a record, your progress will not be saved and you will need to start over. Once you create a portal account, you can come back to view previous submissions and add additional records.

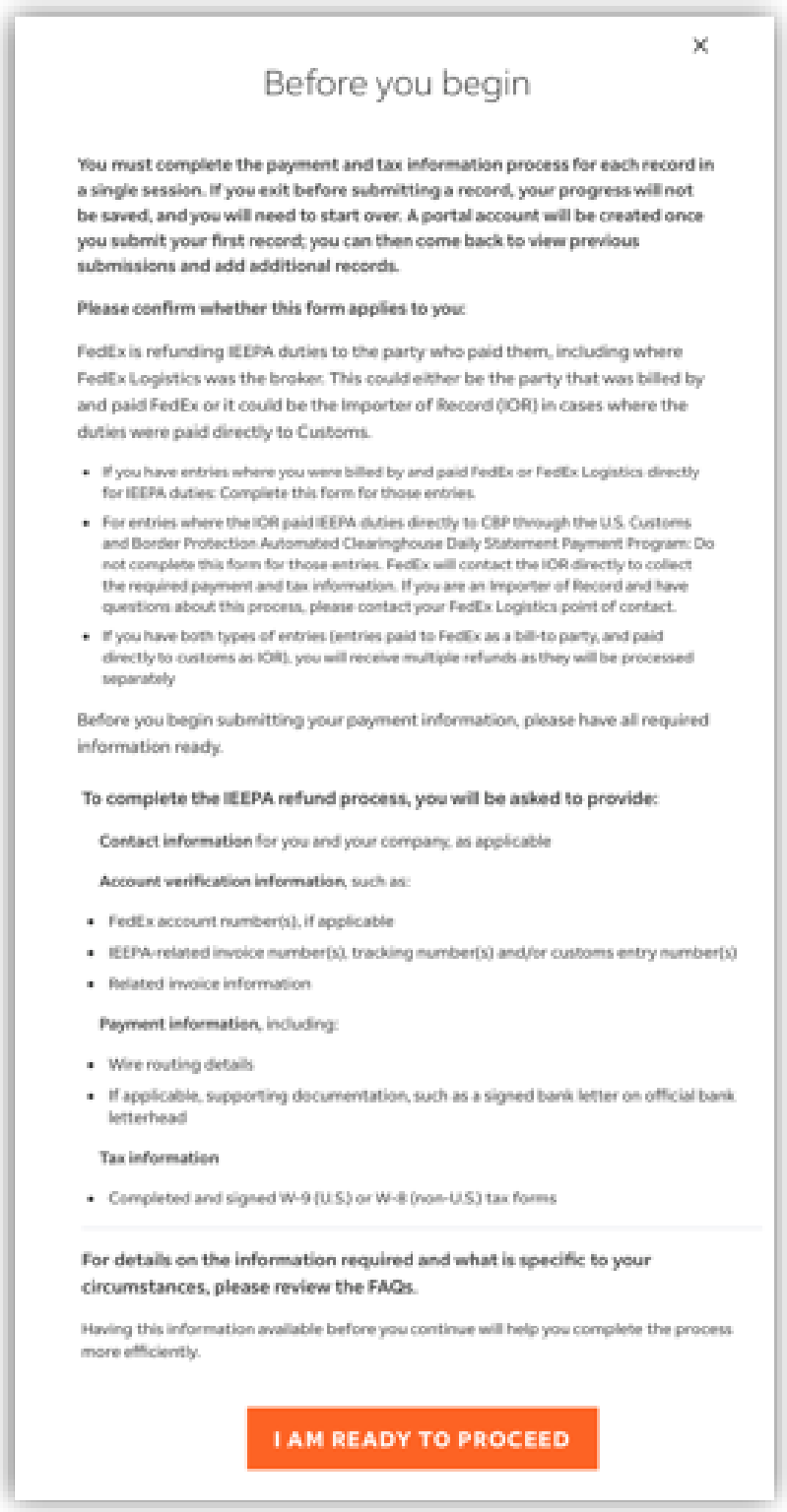
Have the following information ready (additional details in applicable sections of this user guide):

- Contact information for you and your company, as applicable
- Account verification information (e.g., FedEx account number, invoice number, tracking number, IEEPA entry number, and invoice amount – depending on the applicable customer pathway)
- Payment information, including wire-routing details and any required supporting bank documentation
- A completed and signed Form W-9 or applicable Form W-8 tax form

Steps for the customer:

1. Review the list of information that you will be asked to provide in the portal
2. Select *I am ready to proceed*

Before you begin message shown after selecting Provide Payment and Tax Info



Before you begin

You must complete the payment and tax information process for each record in a single session. If you exit before submitting a record, your progress will not be saved, and you will need to start over. A portal account will be created once you submit your first record; you can then come back to view previous submissions and add additional records.

Please confirm whether this form applies to you:

FedEx is refunding IEEPA duties to the party who paid them, including where FedEx Logistics was the broker. This could either be the party that was billed by and paid FedEx or it could be the Importer of Record (IOR) in cases where the duties were paid directly to Customs.

- If you have entries where you were billed by and paid FedEx or FedEx Logistics directly for IEEPA duties: Complete this form for those entries.
- For entries where the IOR paid IEEPA duties directly to CBP through the U.S. Customs and Border Protection Automated Clearinghouse Daily Statement Payment Program: Do not complete this form for those entries. FedEx will contact the IOR directly to collect the required payment and tax information. If you are an Importer of Record and have questions about this process, please contact your FedEx Logistics point of contact.
- If you have both types of entries (entries paid to FedEx as a bill-to party, and paid directly to customs as IOR), you will receive multiple refunds as they will be processed separately

Before you begin submitting your payment information, please have all required information ready.

To complete the IEEPA refund process, you will be asked to provide:

Contact information for you and your company, as applicable

Account verification information, such as:

- FedEx account number(s), if applicable
- IEEPA-related invoice number(s), tracking number(s) and/or customs entry number(s)
- Related invoice information

Payment information, including:

- Wire routing details
- If applicable, supporting documentation, such as a signed bank letter on official bank letterhead

Tax information

- Completed and signed W-9 (U.S.) or W-8 (non-U.S.) tax forms

For details on the information required and what is specific to your circumstances, please review the FAQs.

Having this information available before you continue will help you complete the process more efficiently.

I AM READY TO PROCEED

2.2.2 Enter contact information

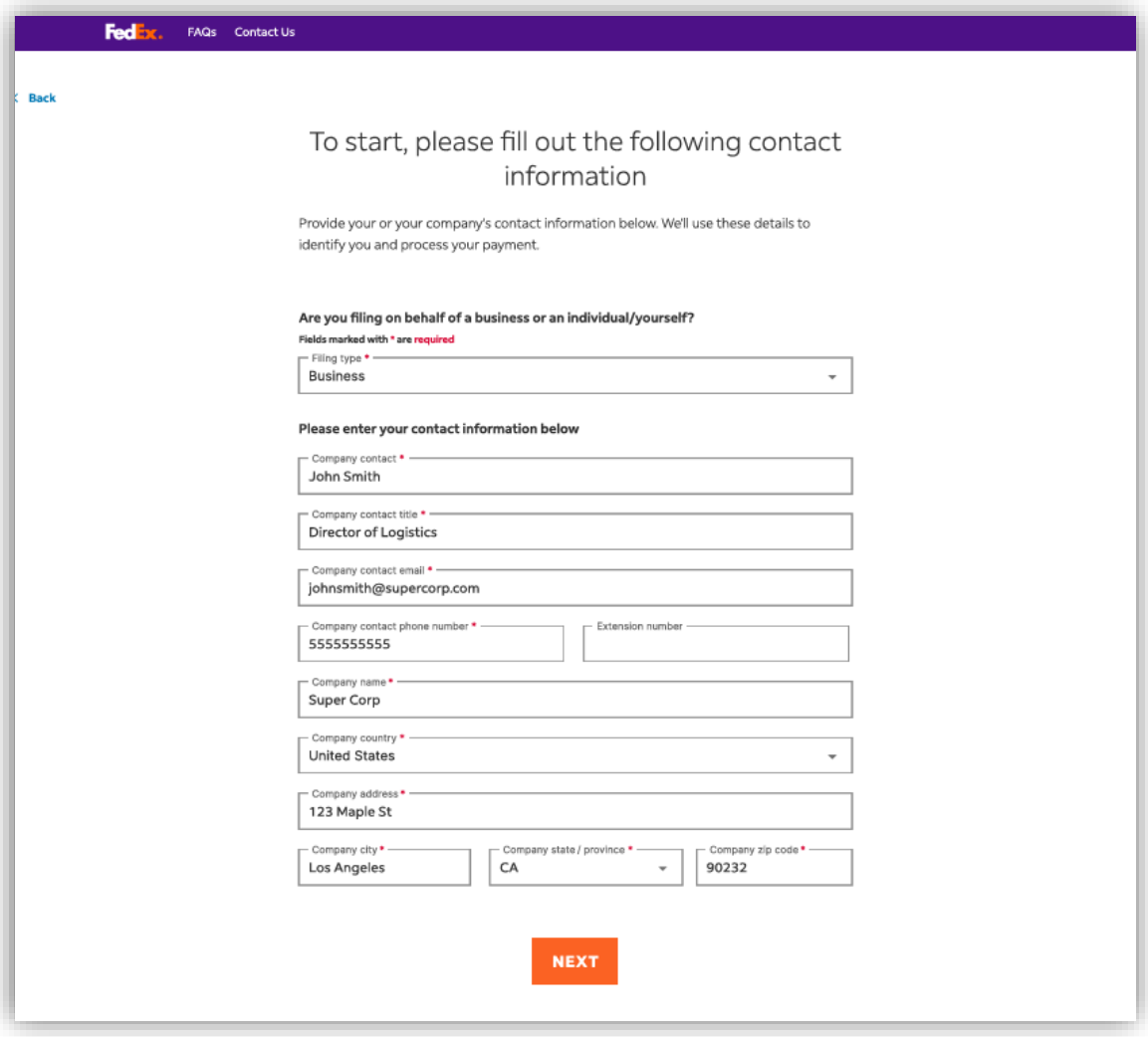
If this is your first time using the portal, enter the required contact information to create your account. The email address you provide will be used to create your portal account and will serve as the email

associated with your account for future access. FedEx will also use your contact information for identification and to process your payment.

Instructions for the customer:

1. Select Business or Individual from the dropdown, as applicable
2. Enter the required contact information displayed for your selection:
    - Contact name and title
    - Email address and phone number
    - Business or individual name
    - Country and address information
3. Select *Next*

Contact information page:



2.2.3 Verify your email address

After selecting Next on the contact information page, the portal will send a six-digit authentication code to the email address you entered. You must verify the code before continuing.

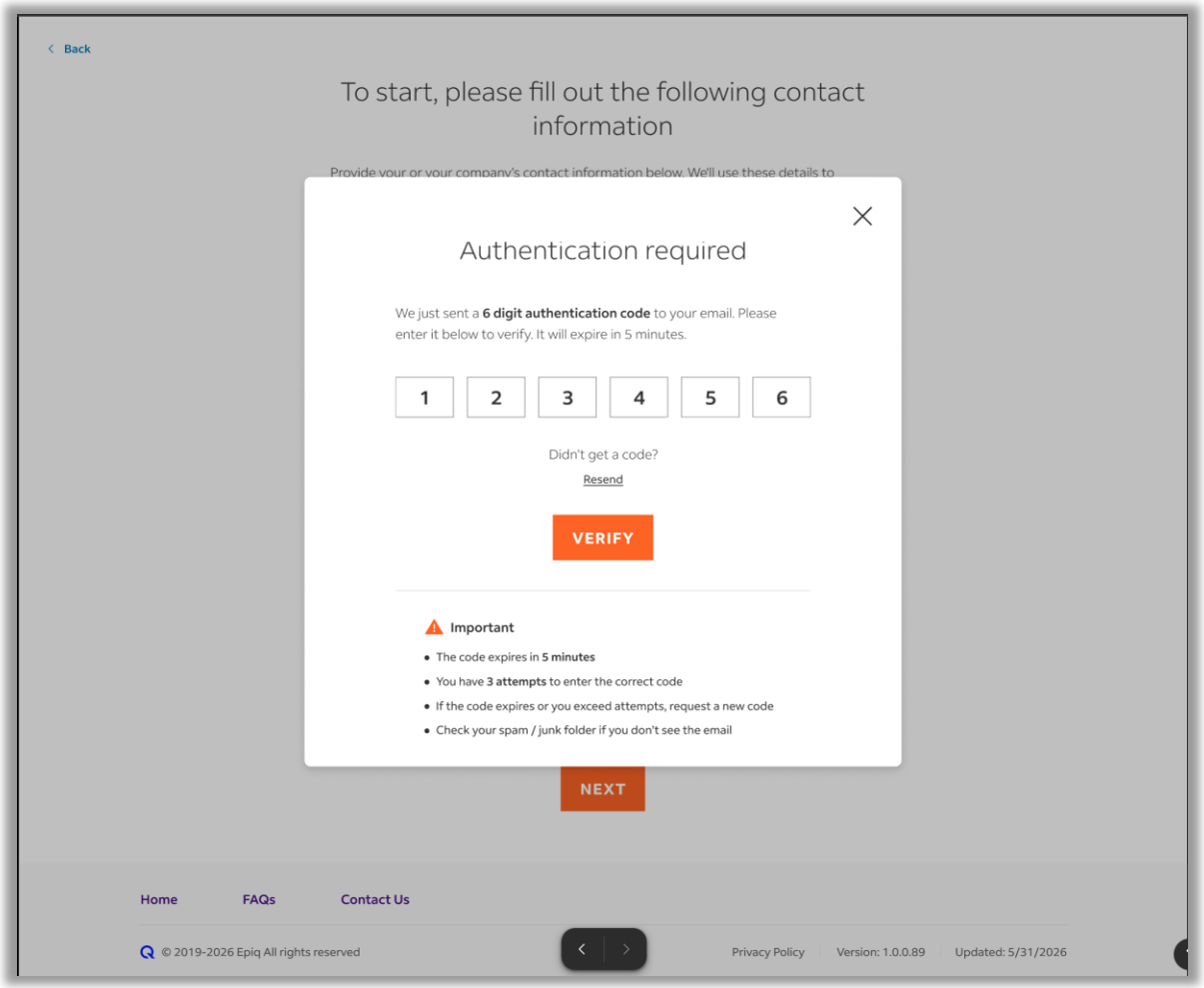
Steps for the customer:

1. Enter the six-digit authentication code from the authentication email
2. Select Verify
3. If you do not receive the code, select Resend and check your spam or junk folder

Note:

- The code expires after five minutes
- You have three attempts to enter the correct code
- If the code expires or you exceed the allowed attempts, request a new code
- Check your spam or junk folder if you do not see the email

Email authentication pop-up:



2.2.4 Verify the applicable refund record

After verifying your email address, select the FedEx entity that issued your invoice and provide the verification information requested for the applicable pathway. The information required depends on whether you are an FXL customer, an FEC customer with a FedEx account, or an FEC customer without an account.

Instructions for the customer:

1. Follow the applicable path below:
   A. If you are validating as a FedEx Logistics (FXL) customer, you may need:

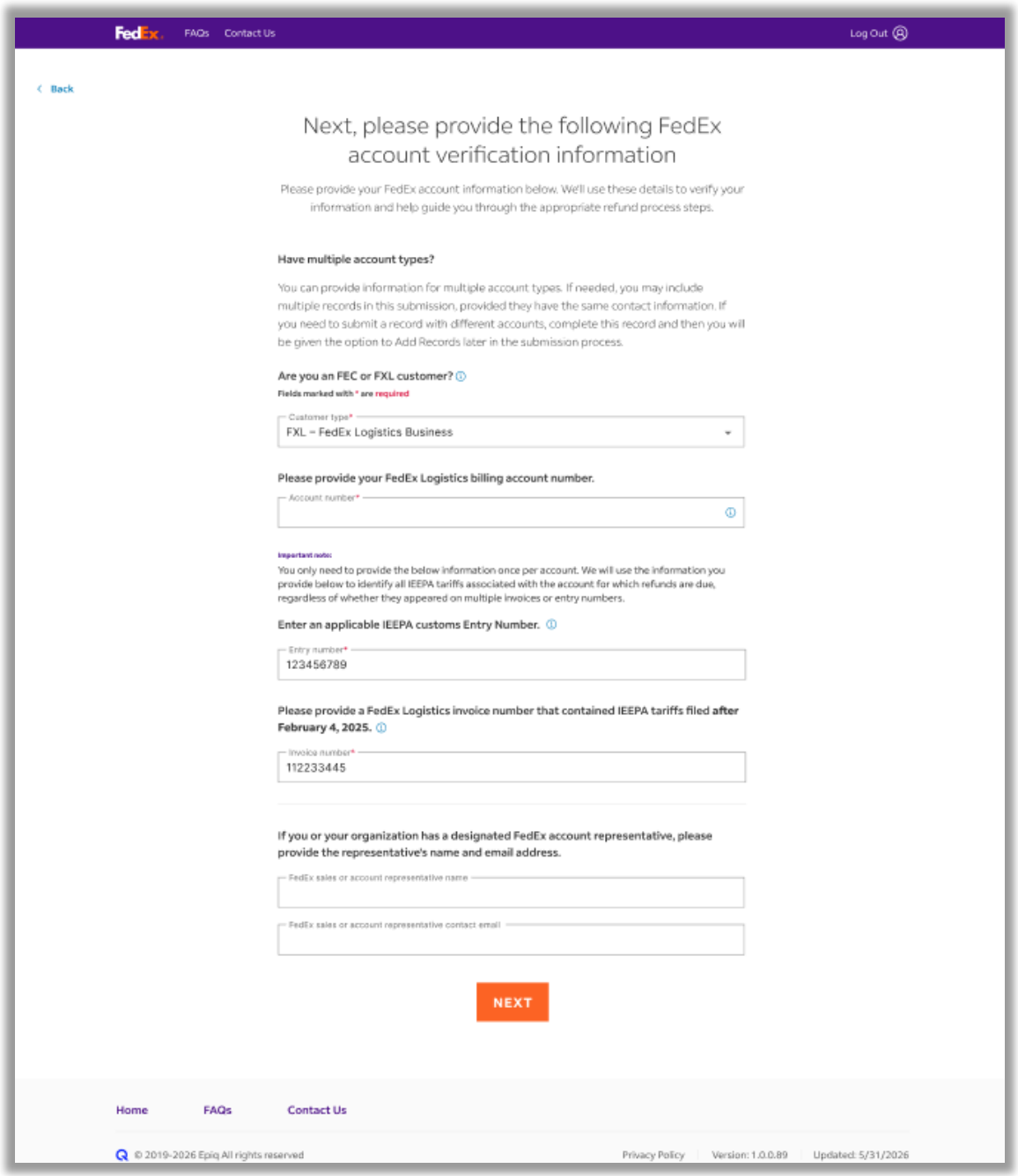
      1. Select FXL – FedEx Logistics Business
      2. Enter your FedEx Logistics account number
      3. Enter an applicable entry number
      4. Enter the invoice number from the applicable FedEx Logistics invoice
      5. If applicable, provide your designated FedEx account or sales representative name and email address

   B. If you are validating as an FEC ("FedEx" or Federal Express Corporation (including legacy Ground business)) customer and have a FedEx account, you may need:
      1. Select FEC – “FedEx” or Federal Express Corporation (including legacy ground business)
      2. Select Yes when asked whether you have a FedEx account
      3. Enter your FedEx account number
      4. Select invoice number or tracking number and enter the applicable number
      5. Select the currency type in which the invoice was paid
      6. Enter the full invoice amount (including decimals/commas if applicable) in the currency shown on the invoice provided
      7. If applicable, provide your designated FedEx account or sales representative name and email address

   C. If you are validating as an FEC ("FedEx" or Federal Express Corporation (including legacy Ground business)) customer and do not have a FedEx account, you may need:
      1. Select FEC – “FedEx” or Federal Express Corporation (including legacy ground business)
      2. Select No when asked whether you have a FedEx account
      3. Select tracking number and enter the applicable number
      4. Select the currency type in which the invoice was paid
      5. Enter the full invoice amount (including decimals/commas if applicable) in the currency shown on the invoice provided

2. Select *Next* after completing the applicable pathway

Path A: FXL


FedEx
FAQs
Contact Us
Log Out
Back
Next, please provide the following FedEx account verification information
Please provide your FedEx account information below. We'll use these details to verify your information and help guide you through the appropriate refund process steps.
Have multiple account types?
You can provide information for multiple account types. If needed, you may include multiple records in this submission, provided they have the same contact information. If you need to submit a record with different accounts, complete this record and then you will be given the option to Add Records later in the submission process.
Are you an FEC or FXL customer?
Fields marked with * are required
Customer type*
FXL – FedEx Logistics Business
Please provide your FedEx Logistics billing account number.
Account number*
Important note:
You only need to provide the below information once per account. We will use the information you provide below to identify all IEEPA tariffs associated with the account for which refunds are due, regardless of whether they appeared on multiple invoices or entry numbers.
Enter an applicable IEEPA customs Entry Number.
Entry number*
123456789
Please provide a FedEx Logistics invoice number that contained IEEPA tariffs filed after February 4, 2025.
Invoice number*
112233445
If you or your organization has a designated FedEx account representative, please provide the representative's name and email address.
FedEx sales or account representative name
FedEx sales or account representative contact email
NEXT
Home
FAQs
Contact Us
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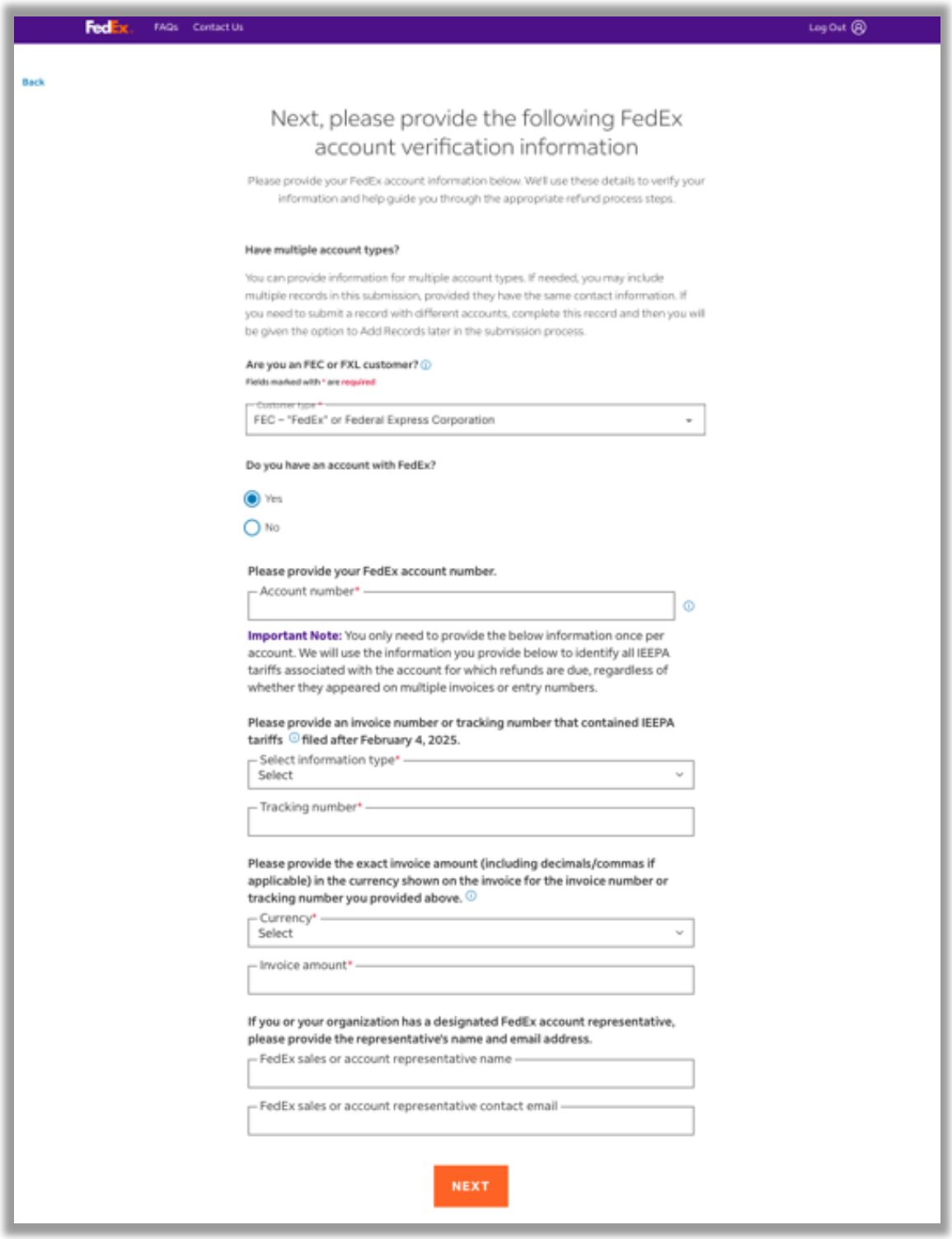
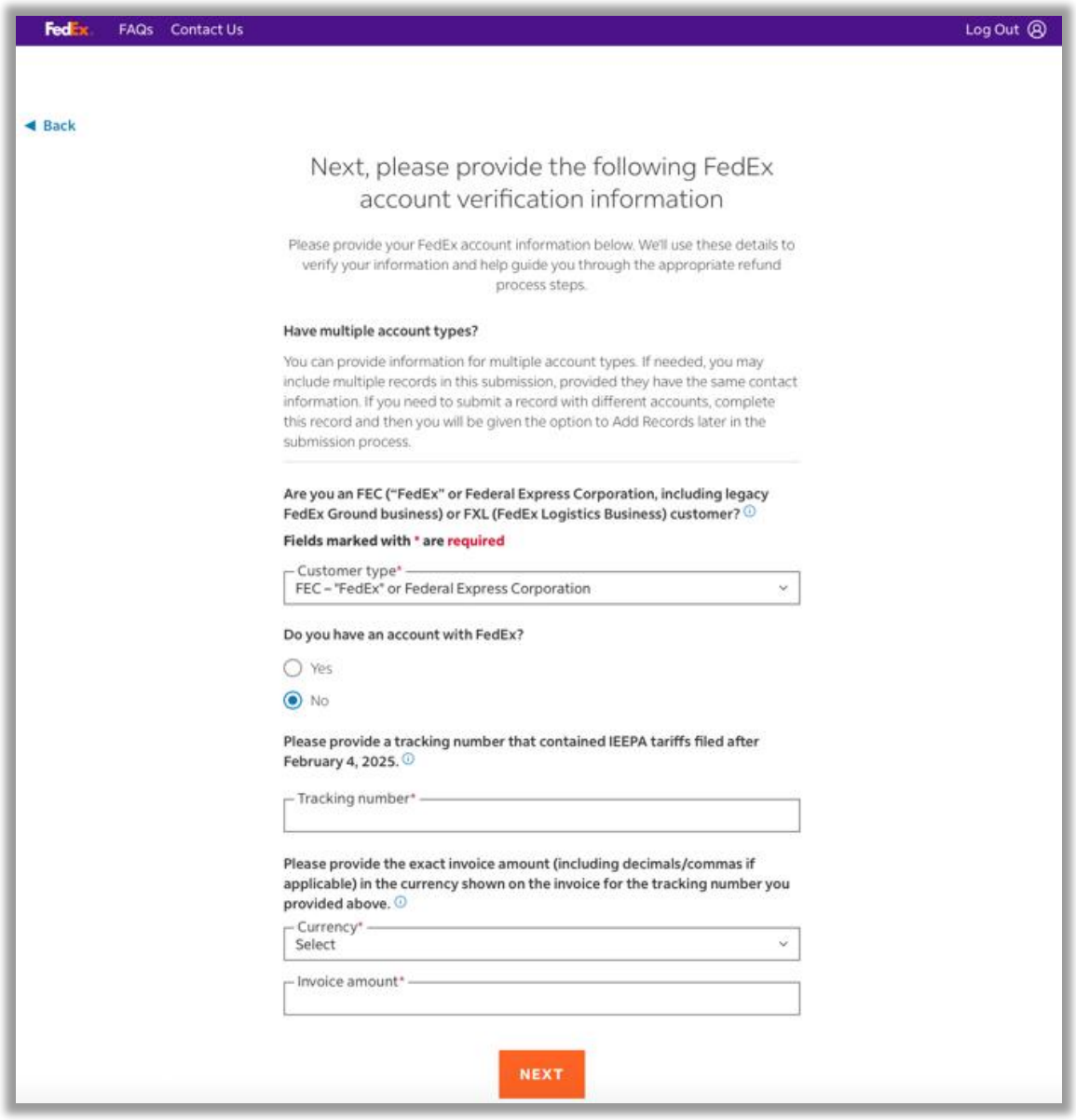
Privacy Policy
Version: 1.0.0.89
Updated: 5/31/2026

Path B: FEC with a FedEx account:



Path C: FEC without a FedEx account:



2.2.5 Provide tax information

After you have entered your IEEPA refund record, select and upload the tax form that applies to the tax status of the person or entity receiving the refund interest. U.S. persons or entities generally provide Form W-9; foreign persons or entities should select the applicable Form W-8. Consult your attorney or tax advisor if you are unsure which form applies.

Instructions for the customer:

1. Select an entity type
2. Enter your / your company's full legal name
3. Select whether the person or entity is U.S.-based or non-U.S.-based for tax purposes
4. Provide your / your company's Taxpayer Identification Number

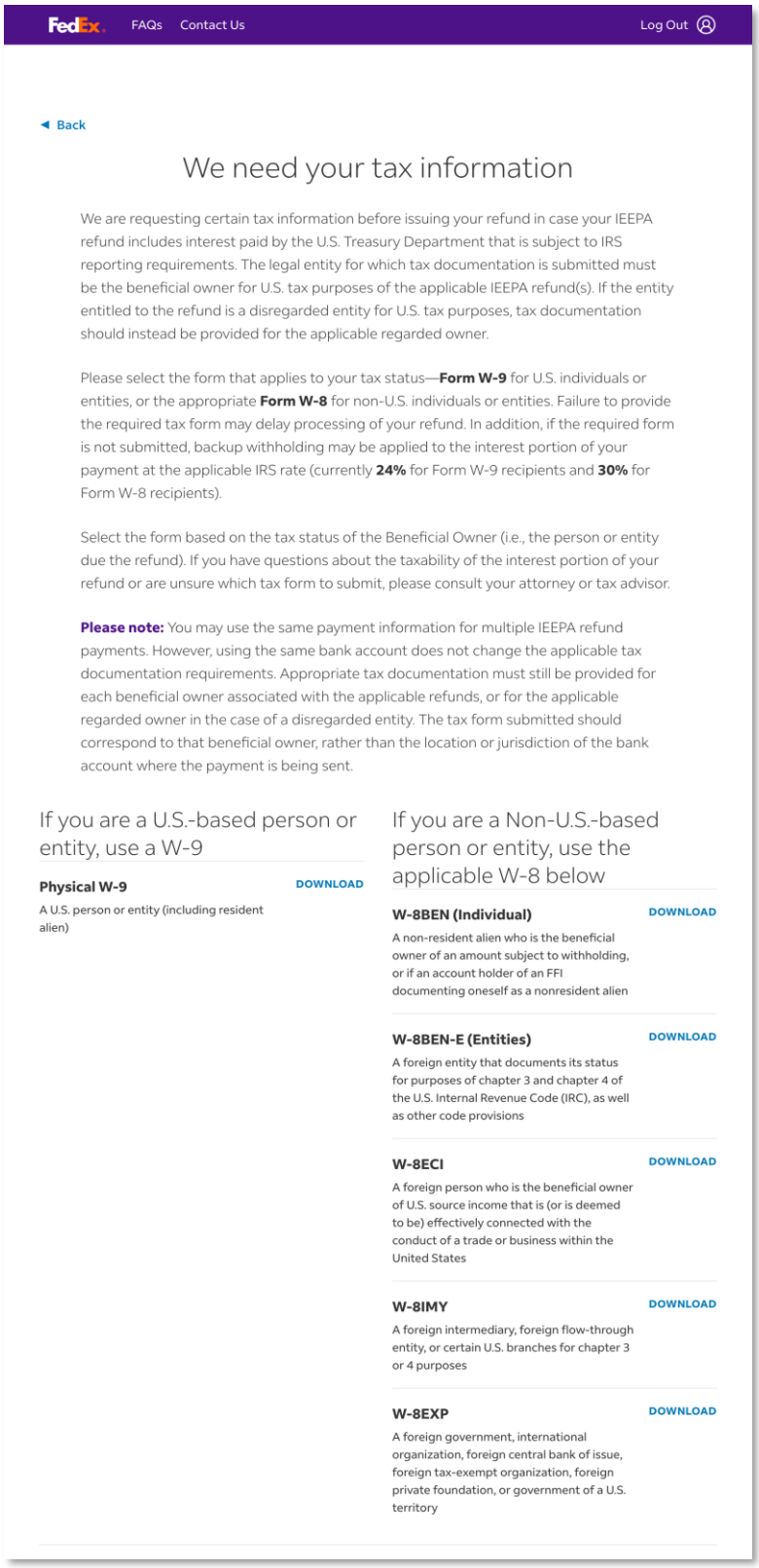
a. Note: Include your company's business TIN on the applicable tax form. Do not provide an individual's Social Security Number unless required

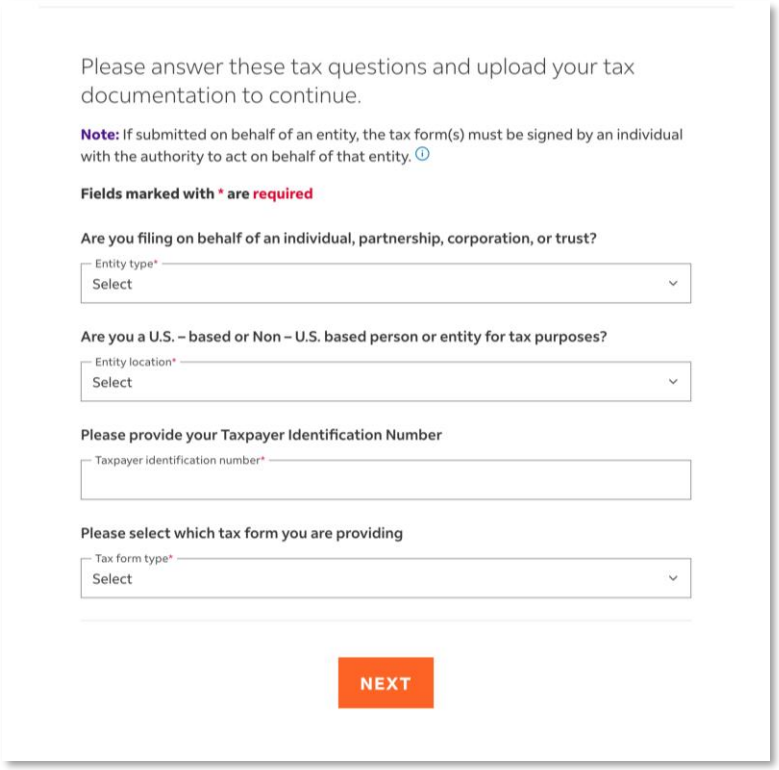
5. Select the tax-form type you will be uploading
6. Upload the signed form
7. If you proceed without uploading a tax form, confirm an acknowledgement
8. Select *Next*

Note:

- Supported upload formats include JPG, JPEG, PNG, GIF, TIF, TIFF, PDF, DOC, and DOCX.
- Tax form(s) must be on the most recent version of the IRS Form and cannot have a signature date that is earlier than the version date.
- Tax forms must be signed by an individual authorized to act for the person or company. Failure to provide a signed form may delay the refund and may result in withholding or other legally required processing.

Tax information page:


FedEx
FAQs
Contact Us
Log Out
Back
We need your tax information
We are requesting certain tax information before issuing your refund in case your IEEPA refund includes interest paid by the U.S. Treasury Department that is subject to IRS reporting requirements. The legal entity for which tax documentation is submitted must be the beneficial owner for U.S. tax purposes of the applicable IEEPA refund(s). If the entity entitled to the refund is a disregarded entity for U.S. tax purposes, tax documentation should instead be provided for the applicable regarded owner.
Please select the form that applies to your tax status—Form W-9 for U.S. individuals or entities, or the appropriate Form W-8 for non-U.S. individuals or entities. Failure to provide the required tax form may delay processing of your refund. In addition, if the required form is not submitted, backup withholding may be applied to the interest portion of your payment at the applicable IRS rate (currently 24% for Form W-9 recipients and 30% for Form W-8 recipients).
Select the form based on the tax status of the Beneficial Owner (i.e., the person or entity due the refund). If you have questions about the taxability of the interest portion of your refund or are unsure which tax form to submit, please consult your attorney or tax advisor.
Please note: You may use the same payment information for multiple IEEPA refund payments. However, using the same bank account does not change the applicable tax documentation requirements. Appropriate tax documentation must still be provided for each beneficial owner associated with the applicable refunds, or for the applicable regarded owner in the case of a disregarded entity. The tax form submitted should correspond to that beneficial owner, rather than the location or jurisdiction of the bank account where the payment is being sent.
If you are a U.S.-based person or entity, use a W-9
Physical W-9
DOWNLOAD
A U.S. person or entity (including resident alien)
If you are a Non-U.S.-based person or entity, use the applicable W-8 below
W-8BEN (Individual)
DOWNLOAD
A non-resident alien who is the beneficial owner of an amount subject to withholding, or if an account holder of an FFI documenting oneself as a nonresident alien
W-8BEN-E (Entities)
DOWNLOAD
A foreign entity that documents its status for purposes of chapter 3 and chapter 4 of the U.S. Internal Revenue Code (IRC), as well as other code provisions
W-8ECI
DOWNLOAD
A foreign person who is the beneficial owner of U.S. source income that is (or is deemed to be) effectively connected with the conduct of a trade or business within the United States
W-8IMY
DOWNLOAD
A foreign intermediary, foreign flow-through entity, or certain U.S. branches for chapter 3 or 4 purposes
W-8EXP
DOWNLOAD
A foreign government, international organization, foreign central bank of issue, foreign tax-exempt organization, foreign private foundation, or government of a U.S. territory



2.2.6 Select a payment method

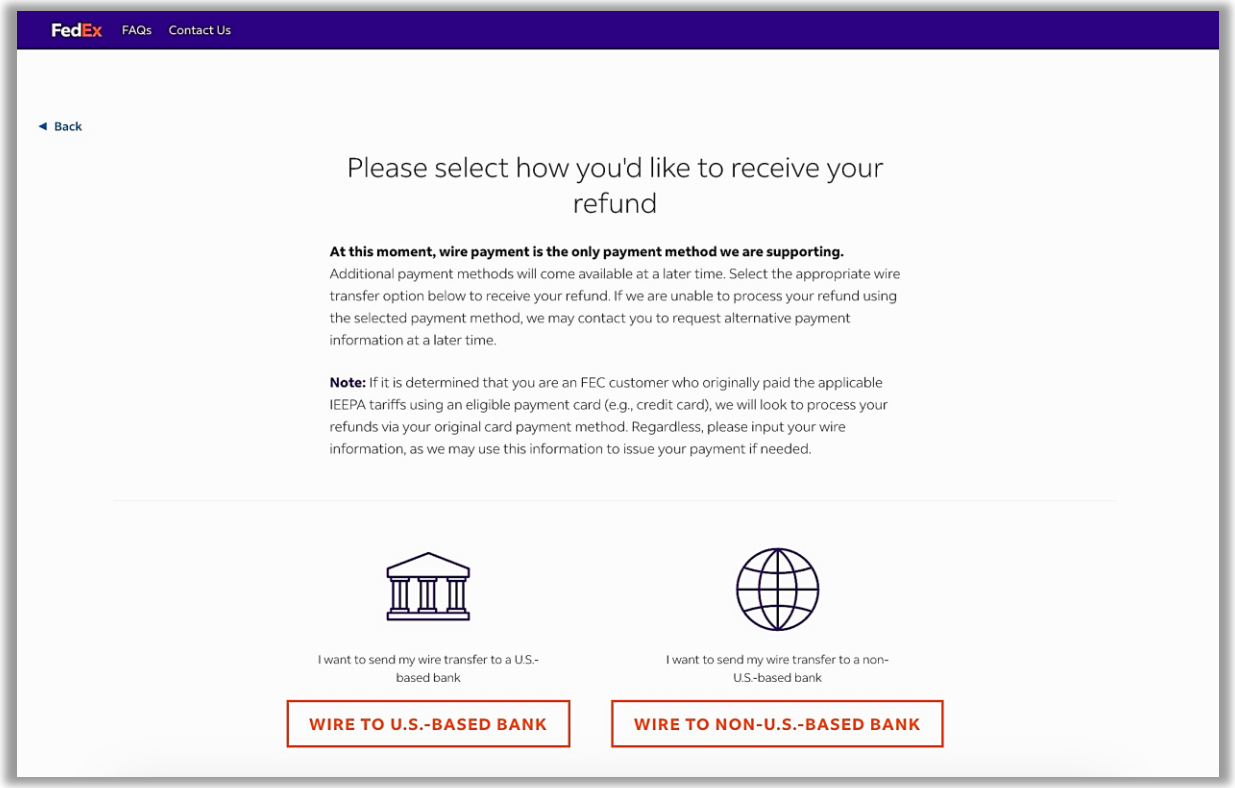
After you have entered your tax information, you will be asked to select a payment method. At this time, wire transfer is the payment method supported through the portal.

Note: If it is determined that you are an FEC customer who originally paid the applicable IEEPA tariffs using an eligible payment card (e.g., credit card), we will look to process your refunds via your original card payment method. Regardless, please input your wire information, as we may use this information to issue your payment if needed.

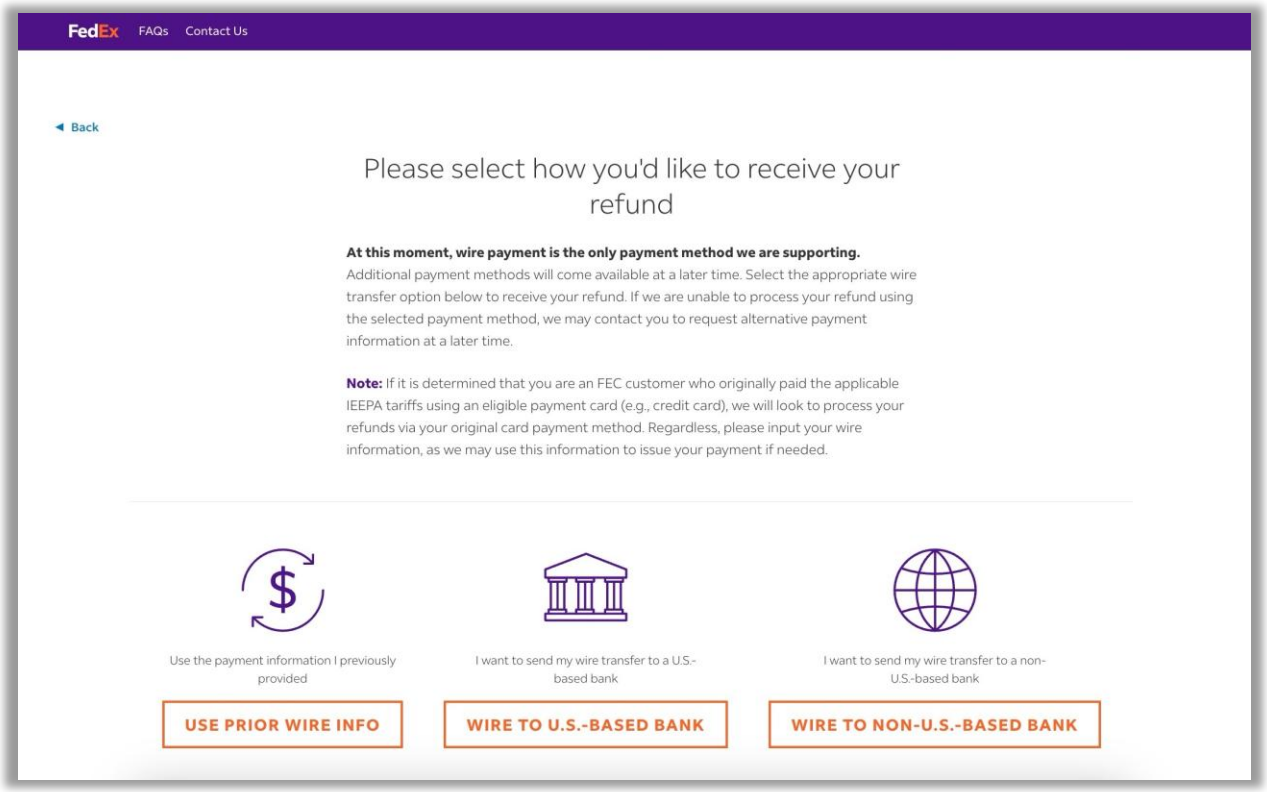
Instructions for the customer:

1. Select the option that matches the destination of the bank account.
    - Wire to U.S.-based bank
    - Wire to non-U.S.-based bank
2. Once you have completed your initial record, if you elect to input additional records, you will be shown the option to use the wire information that you previously input. Select *Use prior wire info* to use previously input wire information.

Payment-method selection page:



Reuse prior wire information or select a different wire destination



2.2.7 Enter wire information (U.S. or non-U.S.)

After you select a payment method, enter your wire information. The information required will differ between U.S. and non-U.S. banks.

Instructions for the customer:

1. <u>If a U.S. bank, populate:</u>
   - Provide your beneficiary bank information, including your bank name, ABA routing number, account details, and bank address
   - If applicable, provide your intermediary bank information and any special wire transfer instructions (including FFC information)
2. <u>If a non-U.S. bank, populate:</u>
   - Provide your beneficiary bank information, including your bank name, account details, banking identifiers (e.g., SWIFT/IBAN), and bank address
   - If applicable, provide your intermediary bank information and any special wire transfer instructions (including FFC information)
3. If applicable, upload a letter from your bank on bank letterhead to verify your wire transfer information.
4. Select *Next*

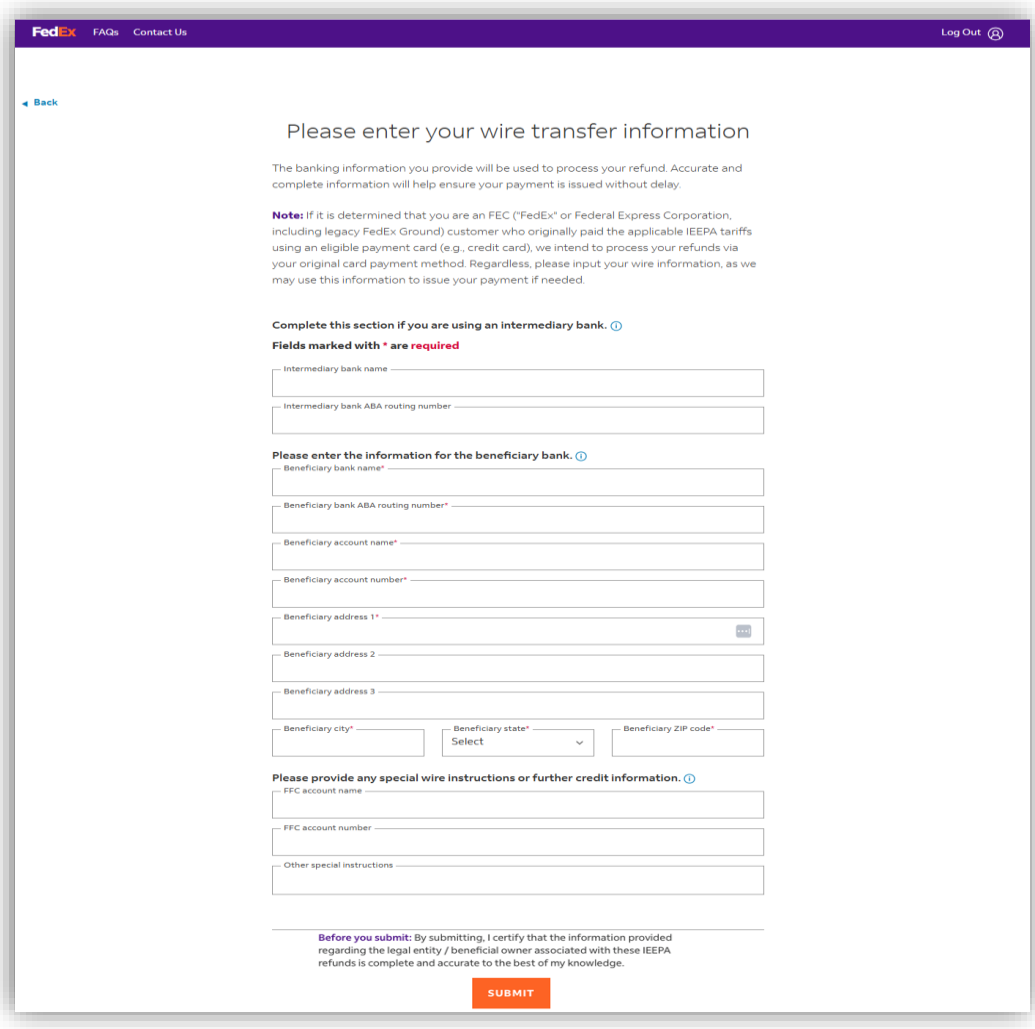
Note: Wire transfer terminology is defined as:

- Intermediary Bank – A go-between bank that helps route your payment when your bank and the recipient's bank don't have a direct relationship.

- FFC (For Further Credit) – Identifies the final account the funds should be directed to after reaching the intermediary bank.
- Beneficiary Bank – The recipient's bank where the funds ultimately land.

Note: FXL customers are required to upload an authorized bank letter. The letter must be on official bank letterhead and include the beneficiary name, account number, ACH routing number, and wire routing number.

U.S. wire-information page:



2.2.8 Submission complete page

After entering payment information for a record, you will see a summary of your submissions and will receive a submission confirmation email. You can then add another record associated with the same contact information or finish your submission.

Instructions for the customer:

1. Select *Add another record* to include a new record in your current submission
2. Select *Return to account summary* to view previously submitted account details.

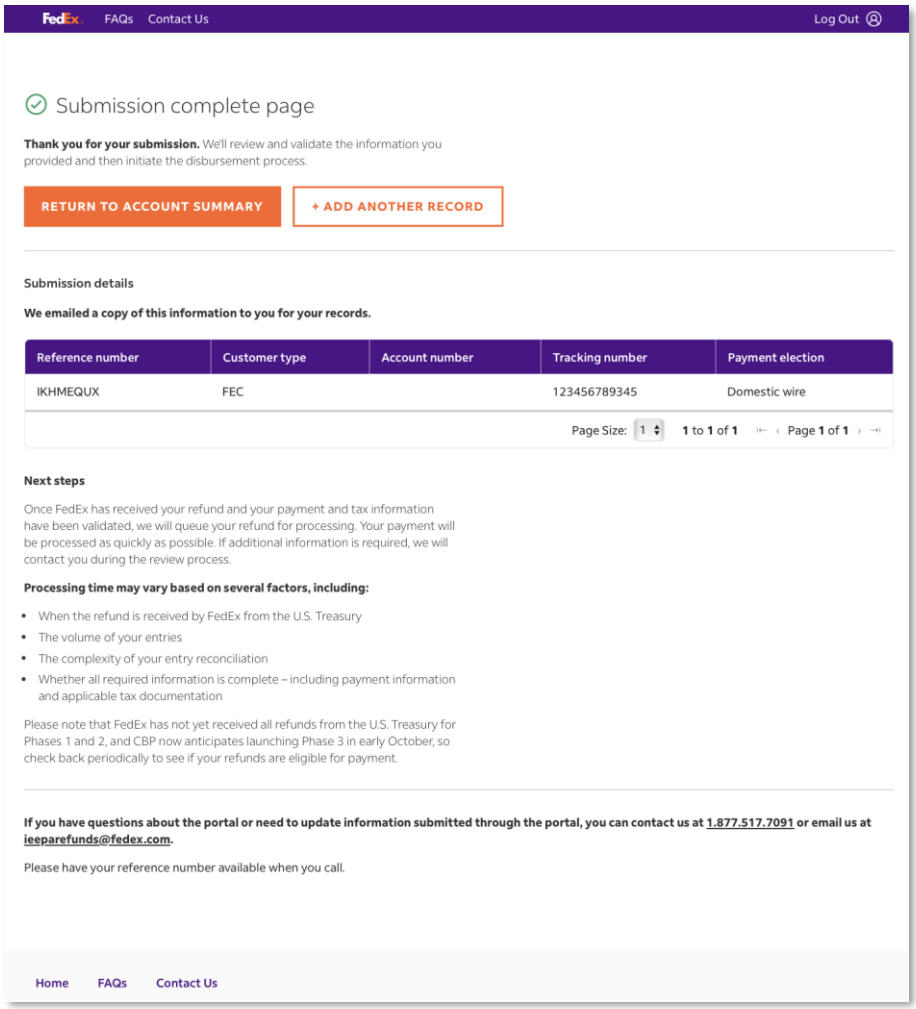
If you are entering multiple records in a submission, you may apply a different payment account to each. The verification information used for each record depends on the pathway selected:

- FXL customer: FedEx account number
- FEC customer with a FedEx account: FedEx account number
- FEC customer without a FedEx account: Tracking number

Note: For an additional record, you may reuse the wire information already provided or enter different U.S. or non-U.S. wire information.

Once FedEx has received your refund and your payment and tax information have been validated, we will queue your refund for processing. Your payment will be processed as quickly as possible. If additional information is required, we will contact you during the review process.

Add another record or finish the submission:



2.2.9 View current submissions

After logging in or completing your first record, you can view your current submission(s). On this page, you can review submission status, view correspondence with FedEx, provide payment or tax information for additional records, and download transaction data for submissions after the refund has been disbursed by FedEx.

Instructions for the customer:

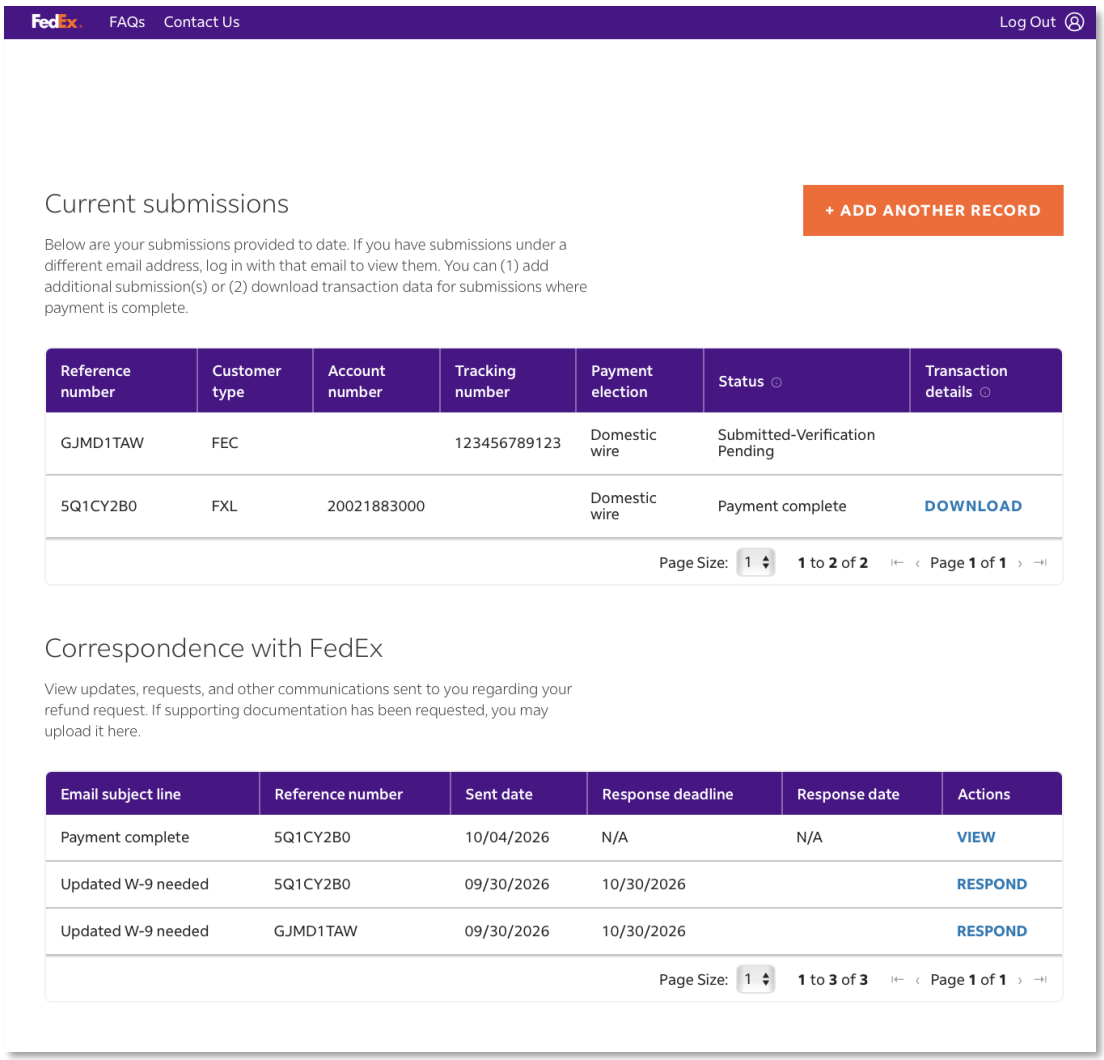
1. Review your existing submission status(es), and download transaction data
2. Respond to FedEx requests for additional documentation for existing submissions, via correspondence grid. If no correspondence is shown, FedEx has not requested anything further from you at this time. You can reach us at 1.877.517.7091 with any questions.
3. Select *Add another record* to submit payment and tax information for an additional record
4. If you submitted information using a different email address, return to the portal homepage to login using that email address to view the associated submissions

Submission status descriptions

Status	Description

Submitted – verification pending	Your submission is under review. The status will be updated once review is complete.
Verification complete	Your submission has been reviewed and determined to be sufficient, no further information is needed at this time. You will receive an email once your refund has been approved for payment.
Account previously verified	This account number was verified through a prior submission. If you submitted this account number more than once, you should see a separate submission with a status of "Verification complete." If you do not, it is likely that someone else from your organization also submitted this account.
Tracking number previously verified	This Tracking number was submitted and verified in a prior submission.
Payment in progress	Your refund has been approved for payment. The timing of your payment depends on the payment method and other factors.
Payment complete	Your payment has been completed via the indicated payment method

Current submissions page



2.3 FedEx refund receipt status (Portal path #2)

Use this path to search for available refund information.

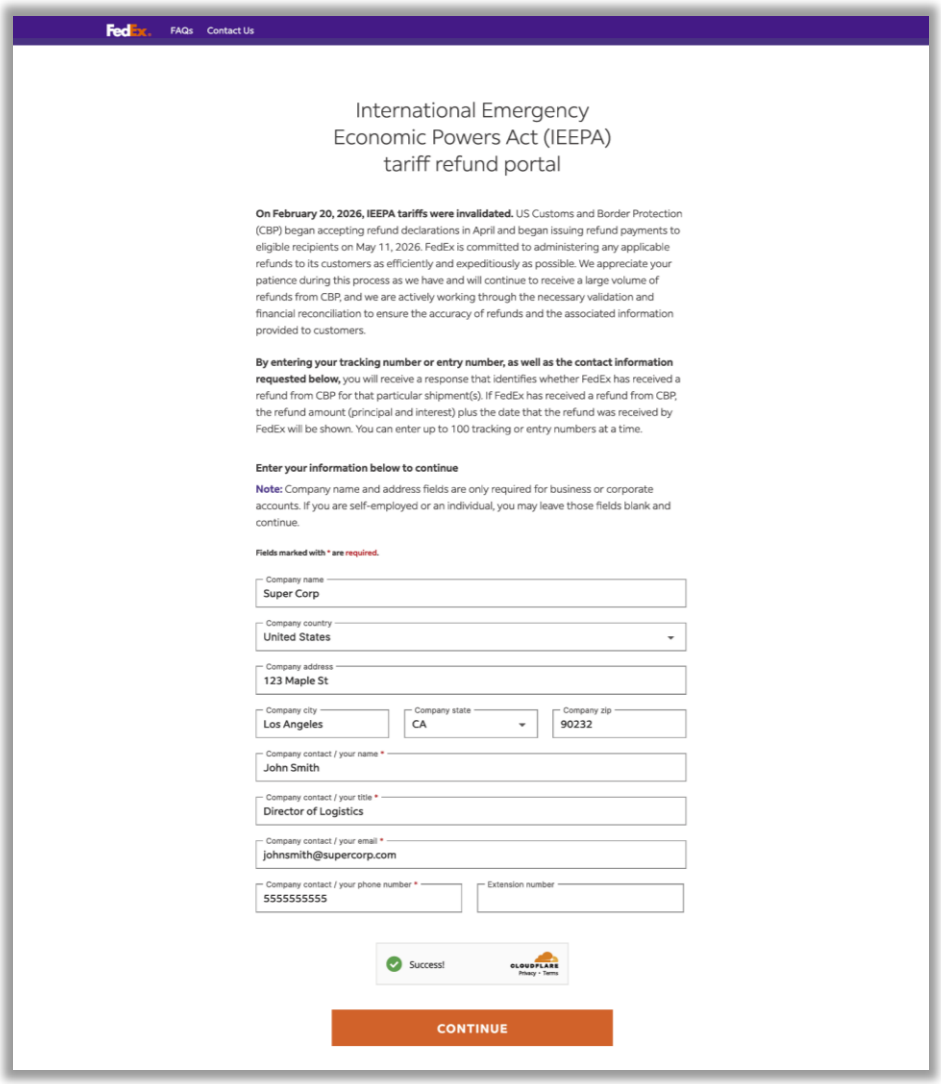
2.3.1 Enter contact information

After selecting FedEx Refund Receipt Status, enter the requested contact information and complete the verification. Contact information collected when looking up refund receipt status is used to support the refund-status inquiry and is not saved for future searches.

Steps for the customer:

1. If using the portal for a business or corporate account, enter company information (company name, company country, company address, company city, company state, and company ZIP).
2. If self-employed or using the portal as an individual, leave company name and address fields blank if they do not apply.
3. Enter the remaining required contact information (name, title, email, phone number, and extension number if applicable).
4. Complete the human verification step.
5. Select Continue.

Refund-status contact information page:



2.3.2 Shipment entry

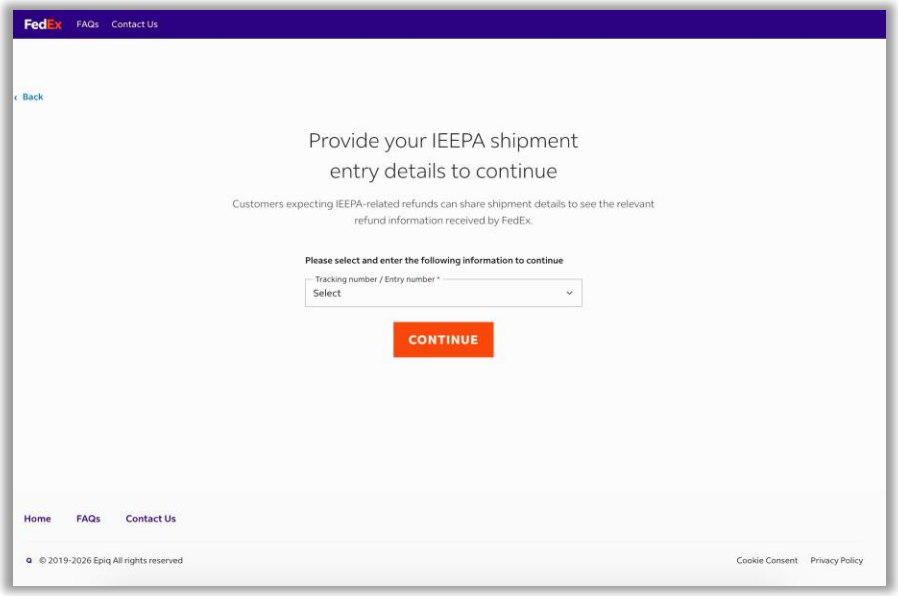
After submitting your contact information, you will be prompted to provide the shipment details for which you would like refund information. You must first select whether you want to search by tracking number or customs entry number and then enter one or more corresponding values.

Steps for the customer:

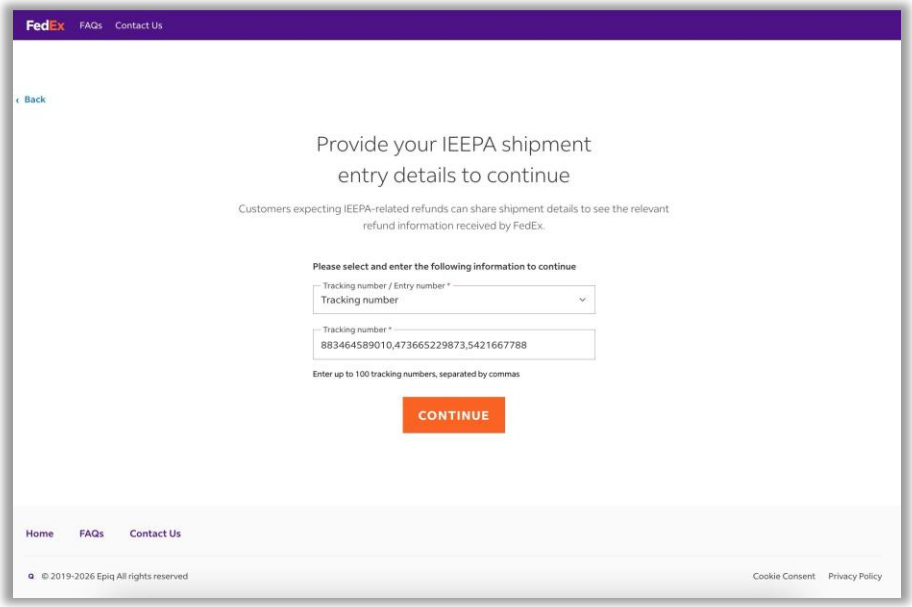
1. Select the search type from the dropdown: tracking number or entry number.
2. Enter one or more tracking numbers or entry numbers in the input field.
3. Search using either tracking numbers or entry numbers. You cannot combine both search types in a single search.
    - If entering multiple values, separate each entry with a comma.
    - You may enter up to 100 tracking numbers or entry numbers in a single search. Customers can search as many times as they would like.
    - Enter only alphanumeric characters.

4. Review your entries for accuracy and ensure no formatting errors.
5. Select ***Continue***.

Shipment entry details page before search type is selected:



Shipment entry details page with sample tracking numbers entered:



2.3.3 Consent modal

After entering shipment details, you may see a consent modal if you / your company is the Importer of Record for one or more of the shipments searched. The modal asks whether you consent to FedEx sharing limited customs business information with trusted third-party service providers solely to support

the administration of applicable IEEPA refunds. Your information will not be used for any other purpose and will be handled in accordance with FedEx data protection policies.

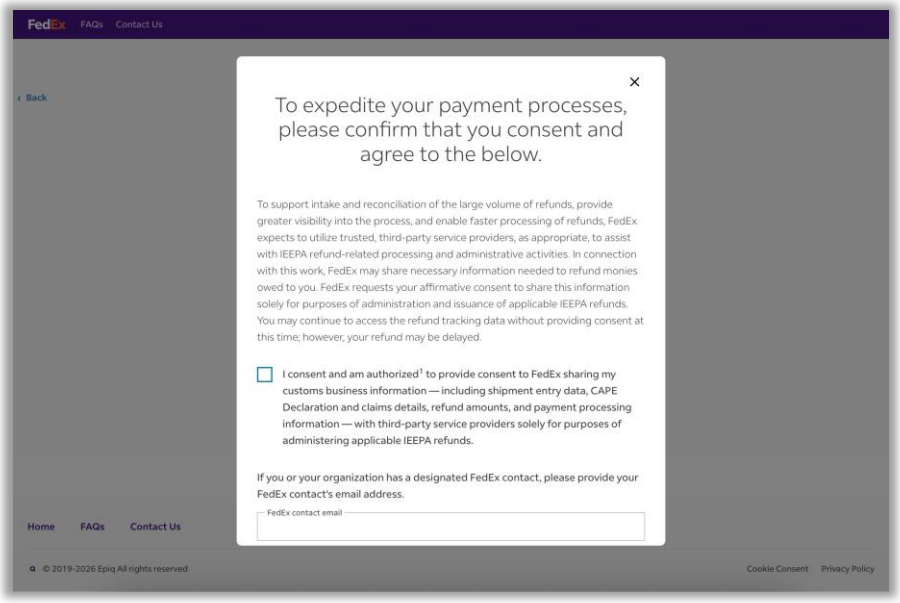
Note: If prompted, **you are strongly encouraged to provide consent**. Customers that do not provide consent could experience delays in refund processing due to the extensive amount of manual work required.

Commercial users providing consent in the portal must have the authority to do so on behalf of their business.

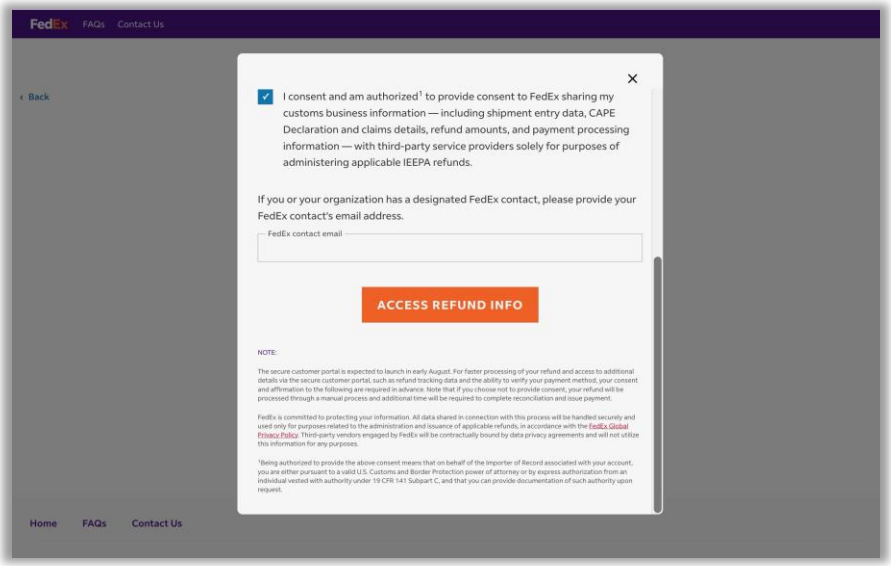
Steps for the customer:

1. Please provide consent by clicking the checkbox, as it is critical for you to avoid delays in your refunds.
2. Provide the email address of your designated FedEx contact (e.g., who you typically correspond with).
3. Scroll down to select *Access refund info* to continue to the next screen.

Consent modal before acknowledgement:



Consent modal after acknowledgement:



2.3.4 Refund summary / output

The refund summary page displays refund information currently available to FedEx based on refund information received from CBP; it also shows status indicators as applicable and a status key explaining why certain results appear.

Note:

- Displayed refund amounts reflect CAPE-designated refunds as shared by CBP. In some cases, CBP may include refunds of other/non-IEEPA duties for the same entry.
- Refund amounts shown on the portal may differ from the final amount disbursed after FedEx completes validation and reconciliation.
- The refund data displayed in the FedEx IEEPA portal will lag the Automated Commercial Environment (ACE) Portal because it is refreshed on a weekly basis. To determine the most recent data included, refer to the “as of” date in the refund summary and the “data last updated” date below the table. These dates indicate the point through which refund data has been updated in this portal. Refund data is currently refreshed by Monday each week.

Fields that may appear include:

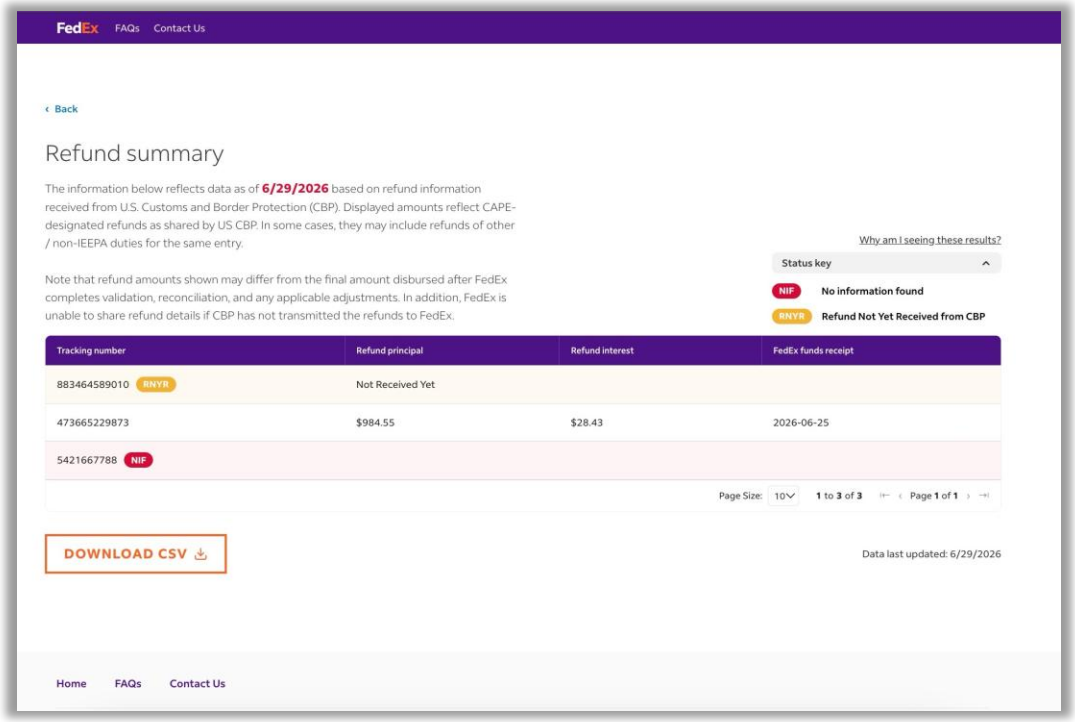
- Tracking number or entry number (*based on what was searched)*
- Refund principal
- Refund interest
- FedEx funds receipt date
- Status indicators, such as NIF (No information found) and RNYR (Refund not yet received from CBP*)*

Steps for the customer:

1. View the available refund information for each tracking number or entry number searched.
2. Use the status key to interpret status badges.
3. Select “*Why am I seeing these results?”* to view additional explanations for statuses or blank fields.

4. Select *Download CSV* to export the displayed results, if needed.

Refund summary page with sample results:



3. FAQs

Overall:

1. **Do I need to create an account or log-in?**
   Yes, you need to create an account to enter payment and tax information required for refund processing, but portal account creation is simple. Once you submit at least one record with complete payment and tax information and receive a confirmation email, an account will be created. You can use the email used for the submission to login, check the status of your submission(s), and add additional records. You do not need to create a portal account or log in to use FedEx Refund Receipt Status.

2. **Which portal option should I select?**
   Select *FedEx refund receipt status* to search for available refund information and provide consent for FedEx to share information with third parties, if applicable. Select *Create Account* or *Log In* to submit the contact, tax, and payment information required to process your refund and to review previous submission(s).

3. **Who should I contact if I have inquiries?**
   You should first reference FAQs within the portal and FAQs on FedEx.com. If you have further questions, you can contact us at 1.877.517.7091.

Payment and tax information questions (Portal path #1):

4. **Can I save my progress and return later?**
   You may return to your account at any time to view existing submissions and add additional records. However, each record must be completed in a single session. Once you begin entering payment and tax information for a record, you cannot save and return to it later. Please have all required information and documents ready before you begin. If you exit before submitting, your progress will not be saved and you will need to start over. You will also be timed out after 67 minutes of inactivity.

5. **What information should I have ready?**
   The required information depends on the applicable pathway, but may include contact information, FedEx account number, invoice number, tracking number, entry number, invoice amount, tax form, wire-routing information, and supporting bank documentation. Please refer to sections 2.2.1 and 2.2.4 for the information that will be requested for your situation.

6. **Can I submit information for more than one record in my submission?**
   Yes. If you have multiple account numbers (FXL or FEC with account) or tracking numbers (FEC without account), you will need to submit payment and tax information for each record. After completing the payment and tax information process for one record, you will be given the option to input additional account and/or tracking numbers.

7. **What if my email address was already used?**
   If you submitted at least one record with complete payment and tax information and received a confirmation email, an account has been automatically created using your submission email

address. You may use that email address to log in, check the status of your submissions, and add additional records.

8. Which tax form should I provide?

U.S. persons generally provide Form W-9. Foreign persons or entities should select the applicable Form W-8. Consult your attorney or tax advisor if you are unsure which form applies.

9. What payment methods are available?

If it is determined that you are an FEC customer who originally paid the applicable IEEPA tariffs using an eligible payment card (e.g., credit card), we will look to process your refunds via your original card payment method.

Otherwise, payments will be issued by bank wire transfer. When prompted, select the option that matches the destination of your bank account:

- Wire to U.S. Bank if your payment will be sent to a U.S.-based bank account
- Wire to Non-U.S. Bank if your payment will be sent to an international bank account

10. When is a bank letter required?

For security purposes, bank letters are required for FXL customers. The letter should be on official bank letterhead, be signed or officially generated by the bank, and include the required beneficiary and routing information.

11. How do I update my payment, tax, or contact information after I have submitted it through the portal?

If you need to update your information after it has been submitted, contact us at 1.877.517.7091 or ieeparefunds@fedex.com as soon as possible. Please have your reference number ready, a representative will review your request and advise you on the available options based on the status of your submission.

Please note that changes may not be possible if your request is received after payment processing has begun. Requesting changes may also require additional review and could delay the payment process.

12. Will I receive all of my IEEPA refunds in one payment?

Payments may be issued either as a single payment or in multiple payments. The timing and number of payments depends on several factors, including when FedEx receives the applicable refunds from the U.S. Treasury, when all required customer information is received (such as tax forms and payment information), the volume of your entries, the complexity of your entry reconciliation , whether your refund was from FEC or FXL, and other processing considerations. Receiving one payment does not necessarily mean that all of your eligible refunds have been processed. Additional payments may follow as FedEx receives and processes additional applicable refunds. If refunds are received in batches at different times, for example, your payments may also be issued in batches.

13. **When will I receive my IEEPA refund from FedEx?**
    Processing IEEPA duty refunds is a complex undertaking, and the FedEx IEEPA refund program is operating at full scale as of October 1 to ensure accurate and timely disbursements. Beginning on October 1, IEEPA refunds will be disbursed within thirty (30) days of a customer's complete and accurate submission of payment and tax information in the portal, provided FedEx has received the refund from CBP at the time of submission.

    Additional processing time may be required for complex cases (e.g., foreign tax forms, high volume of entries) or where payment and tax information is incomplete or invalid. In these instances, FedEx may need to contact and work directly with the customer to ensure refunds are disbursed accurately.

Refund-status questions (Portal path #2):

14. **Why do I need to provide my contact information?**
    Contact information is collected to help facilitate future communications related to the refund process, including eventual refund disbursement.

15. **Will contact information be saved each time a new refund is searched?**
    No. When you use the portal to access refund details, contact information is not saved. You must re-enter your contact information each time you access the portal to search for refund information.

16. **What if I do not know my tracking number or customs entry number?**
    FedEx tracking numbers can typically be found in your shipment confirmation, FedEx invoice, FedEx account shipment history, or other shipment documentation. Entry number may be found on the customs entry or other import documentation associated with the shipment.

17. **How many tracking numbers or customs entry numbers can customers enter at one time?**
    You can enter up to 100 tracking numbers or entry numbers in a single search. Multiple values must be entered as a comma-separated list. File uploads are not supported.

18. **Why am I requested to provide consent to share information if I am / my company acted as the Importer of Record?**
    To support intake and reconciliation of the large volume of refunds, provide greater visibility into the process, and enable faster processing of refunds, FedEx is utilizing trusted, third-party service providers, as appropriate, to assist with IEEPA refund-related processing and administrative activities.

    In connection with this work, FedEx may need to share the information necessary to administer and issue applicable IEEPA refunds with these third-party service providers. Only information necessary to this process will be shared, and the data will be handled in accordance with FedEx

data protection policies. If you are identified as the Importer of Record related to one or more of the shipments searched for, we are requesting your affirmative consent before sharing any information with these third parties. Providing consent is not required to receive your refund. However, we strongly encourage you to provide consent to help streamline processing, as your refund may be delayed due to manual processing without it. Commercial users providing consent in the portal must have the authority to do so on behalf of their business.

19. Will consent be required each time I search for refund information?

Yes. Because the portal does not save customer information or prior searches, customers who are presented with the consent screen must review and provide consent each time they access the portal.

20. Why am I not seeing any information associated with my search? / Why am I seeing NIF when I input my tracking number or entry number?

NIF (No information found) means FedEx could not find a matching refund record for the tracking number or entry number entered.

Possible reasons include:

- The tracking number or entry number was entered incorrectly
- Multiple search keys were not separated by commas
- The search key includes special characters or incorrect digits
- Leading zeros may not have been included on the tracking number or entry number (e.g., 00555666 was inputted as 555666)
- IEEPA duties were not paid on the shipment, so no refund is due
- The customs entry may not yet have been declared to CBP as eligible for an IEEPA refund

Please verify that all information was entered correctly and try again.

21. What does RNYR mean? / Why is Refund Interest and FedEx Funds Received blank?

If RNYR (Refund Not Yet Received) is returned when searching a given tracking number or entry number, it means that FedEx has not yet received the refund payment as of the data refresh date. CBP advises that refund payments may take 60–90 days after a refund request is accepted to be issued.

Possible reasons include:

- The refund was submitted & accepted by CBP, but approval for payment has not yet been sent to the U.S. Treasury
- The refund was submitted & accepted by CBP and was paid by the U.S. Treasury directly to the customer
- The refund was submitted but rejected by CBP as currently ineligible
- The refund was not submitted in Phase 1 or Phase 2 of the IEEPA declaration process

The Date Received will be populated once FedEx receives the funds from CBP – currently the data refresh cadence is once a week, but this may continue to evolve. Please continue to check the portal periodically.

22. Will the amount shown be the exact amount I receive?

Not necessarily. If applicable, refund amounts shown on the portal may differ from the final amount disbursed after FedEx completes validation and reconciliation due to the application of the refund toward unpaid IEEPA-related duties associated with the entry for which FedEx received the refund.

In addition, displayed refund amounts reflect CAPE-designated refunds as shared by CBP. In some cases, they may include CBP refunds of other/non-IEEPA duties for the same entry.

23. What does “Data last updated” mean?

It shows the date through which the portal data has been updated. Note that the data is currently updated on a weekly basis with data being updated by Monday each week, and results may change as FedEx receives additional refund information or funds from CBP.