



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

Updated as of September 14th, 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 and review the status(es) of previous submission(s).
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 and add additional records

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
-

2. Detailed navigation guide

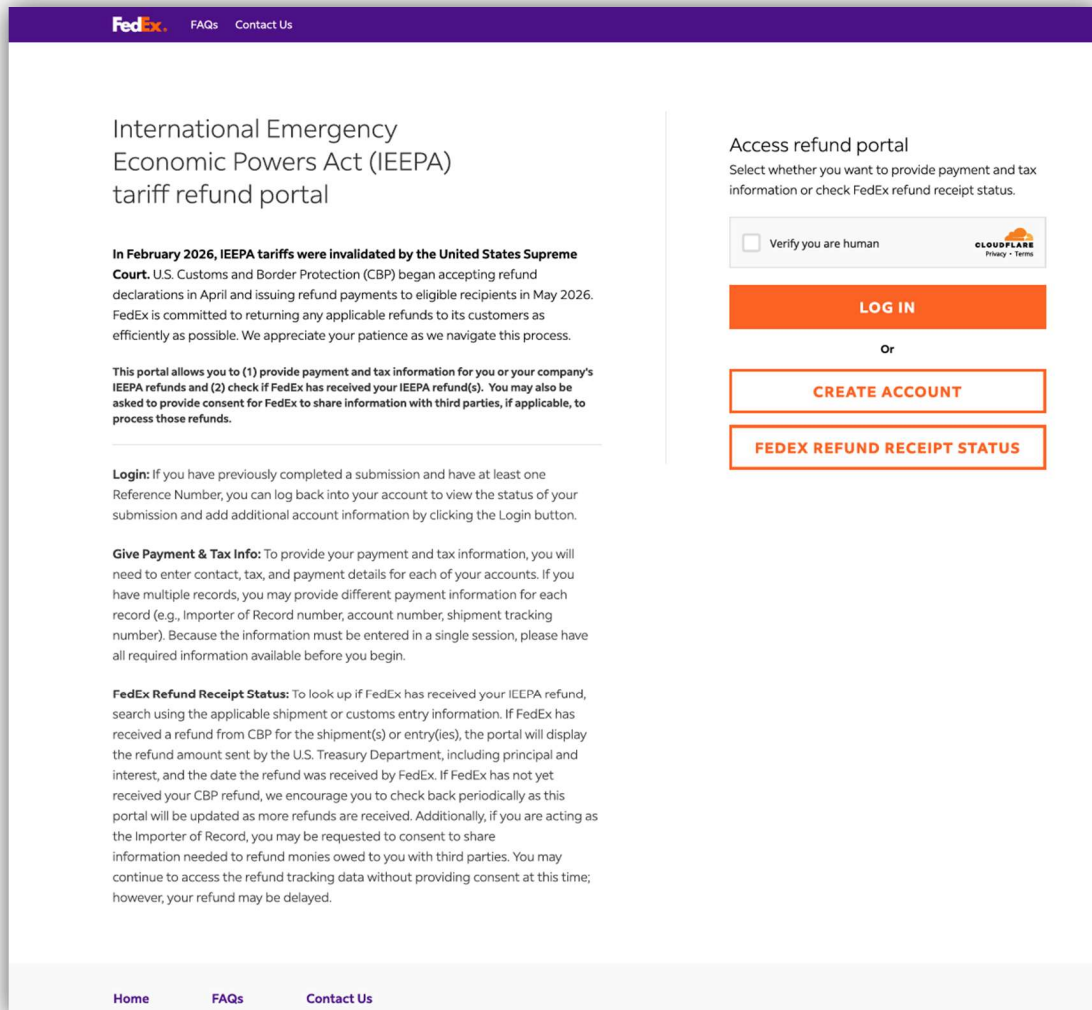
2.1 Landing page

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:



The screenshot shows the FedEx IEEPA tariff refund portal landing page. The page has a purple header with the FedEx logo and links for FAQs and Contact Us. The main content area is white and contains the following sections:

- International Emergency Economic Powers Act (IEEPA) tariff refund portal**
- In February 2026, IEEPA tariffs were invalidated by the United States Supreme Court.** U.S. Customs and Border Protection (CBP) began accepting refund declarations in April and issuing refund payments to eligible recipients in May 2026. FedEx is committed to returning any applicable refunds to its customers as efficiently as possible. We appreciate your patience as we navigate this process.
- This portal allows you to (1) provide payment and tax information for you or your company's IEEPA refunds and (2) check if FedEx has received your IEEPA refund(s). You may also be asked to provide consent for FedEx to share information with third parties, if applicable, to process those refunds.**
- Login:** If you have previously completed a submission and have at least one Reference Number, you can log back into your account to view the status of your submission and add additional account information by clicking the Login button.
- Give Payment & Tax Info:** To provide your payment and tax information, you will need to enter contact, tax, and payment details for each of your accounts. If you have multiple records, you may provide different payment information for each record (e.g., Importer of Record number, account number, shipment tracking number). Because the information must be entered in a single session, please have all required information available before you begin.
- FedEx Refund Receipt Status:** To look up if FedEx has received your IEEPA refund, search using the applicable shipment or customs entry information. If FedEx has received a refund from CBP for the shipment(s) or entry(ies), the portal will display the refund amount sent by the U.S. Treasury Department, including principal and interest, and the date the refund was received by FedEx. If FedEx has not yet received your CBP refund, we encourage you to check back periodically as this portal will be updated as more refunds are received. Additionally, if you are acting as the Importer of Record, you may be requested to consent to share information needed to refund monies owed to you with third parties. You may continue to access the refund tracking data without providing consent at this time; however, your refund may be delayed.

On the right side of the page, there is a section titled "Access refund portal" with the instruction: "Select whether you want to provide payment and tax information or check FedEx refund receipt status." Below this instruction are three buttons: "LOG IN" (orange), "CREATE ACCOUNT" (white with orange border), and "FEDEX REFUND RECEIPT STATUS" (white with orange border). Above the "LOG IN" button is a checkbox labeled "Verify you are human" with a Cloudflare logo and "Privacy - Terms" link.

The footer of the page is purple and contains links for Home, FAQs, and Contact Us.



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

Please confirm whether this form applies to you:

FedEx is refunding IEEPA duties to the party that paid them 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.

You must complete the payment and tax information process in a single session for all account records. If you exit before submitting, your progress will not be saved, and you will need to start over. You will be timed out after 67 minutes of no activity.

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 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



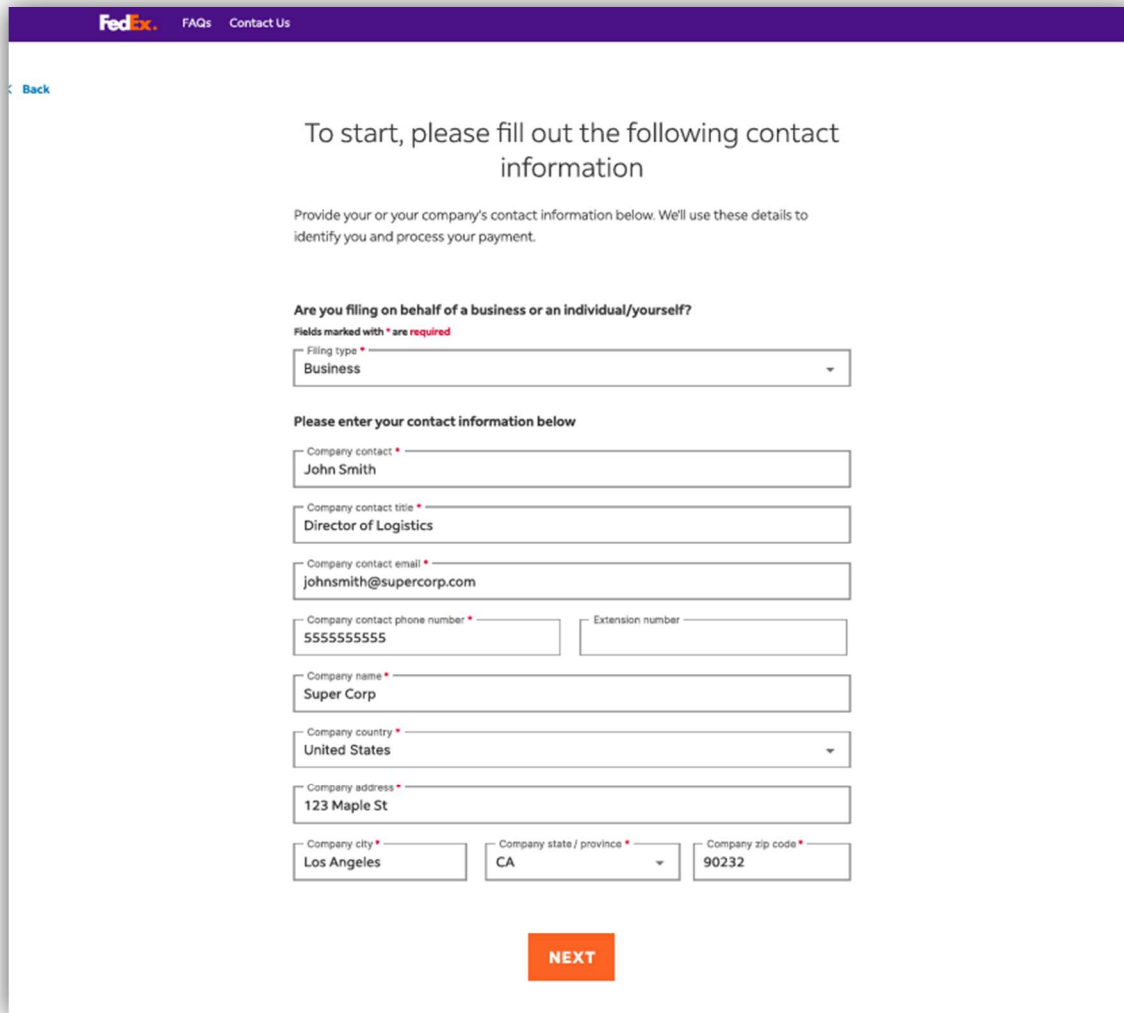
2.2.2 Enter contact information

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:



The screenshot shows the FedEx contact information page. At the top, there is a purple header with the FedEx logo and links for 'FAQs' and 'Contact Us'. Below the header, there is a 'Back' link. The main heading is 'To start, please fill out the following contact information'. A sub-heading states: 'Provide your or your company's contact information below. We'll use these details to identify you and process your payment.' A question asks: 'Are you filing on behalf of a business or an individual/yourself?'. Below this, a note says 'Fields marked with * are required'. A dropdown menu for 'Filing type' is set to 'Business'. A section titled 'Please enter your contact information below' contains several form fields: 'Company contact' (John Smith), 'Company contact title' (Director of Logistics), 'Company contact email' (johnsmith@supercorp.com), 'Company contact phone number' (5555555555) and 'Extension number' (empty), 'Company name' (Super Corp), 'Company country' (United States), 'Company address' (123 Maple St), 'Company city' (Los Angeles), 'Company state / province' (CA), and 'Company zip code' (90232). An orange 'NEXT' button is at the bottom.

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.

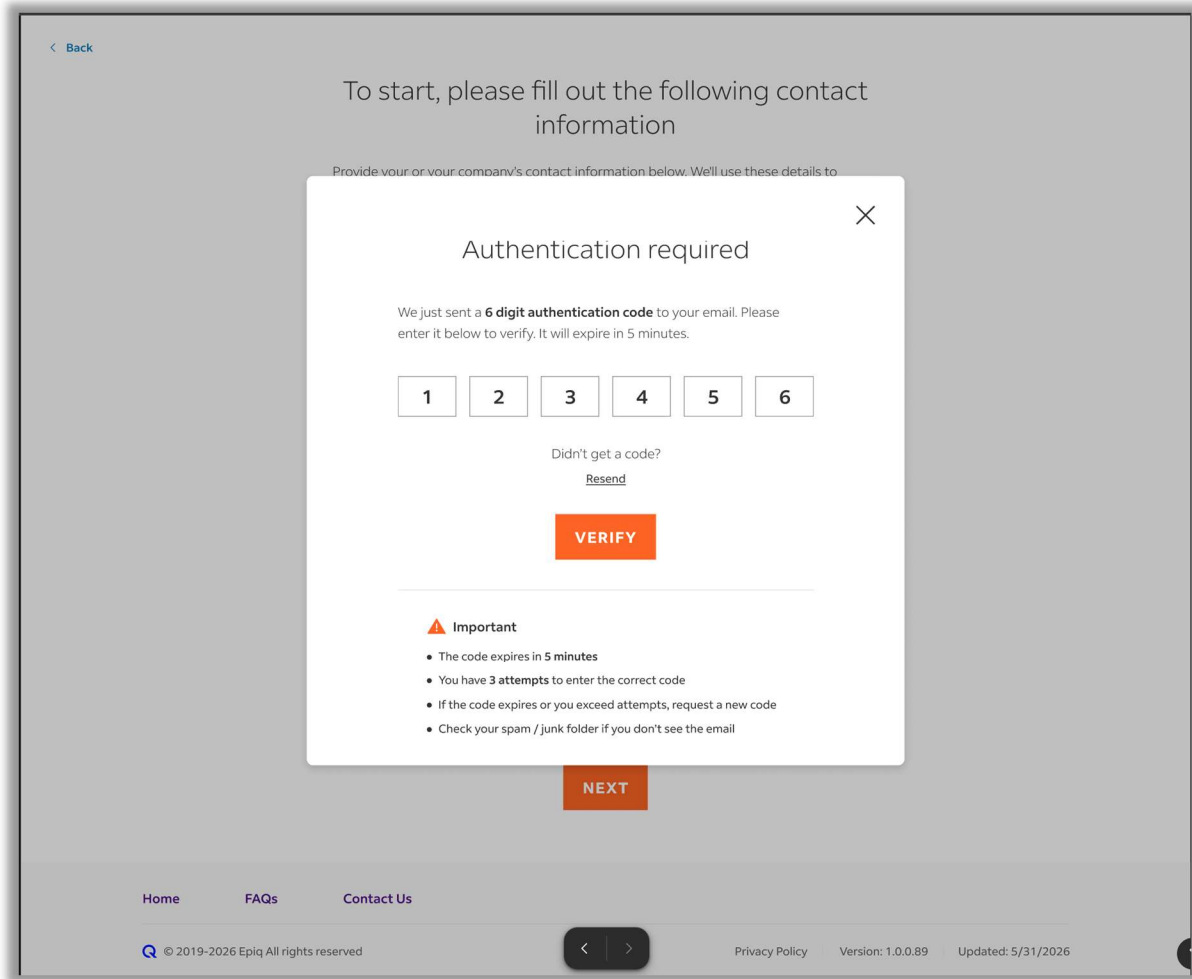
Steps for the customer:

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:



< Back

To start, please fill out the following contact information

Provide your or your company's contact information below. We'll use these details to

Authentication required

We just sent a **6 digit authentication code** to your email. Please enter it below to verify. It will expire in 5 minutes.

1 2 3 4 5 6

Didn't get a code?

[Resend](#)

VERIFY

Important

- The code expires in 5 minutes
- You have 3 attempts to enter the correct code
- If the code expires or you exceed attempts, request a new code
- Check your spam / junk folder if you don't see the email

NEXT

Home FAQs Contact Us

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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. Enter the full invoice amount (including decimals/commas if applicable) in the currency shown on the invoice provided
6. 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. 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

[← 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



Path B: FEC with a FedEx account:

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*
FEC - "FedEx" or Federal Express Corporation

Do you have an account with FedEx?

☒ Yes

☐ No

Please provide your FedEx 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 tracking numbers.

Please provide an invoice number or tracking number that contained IEEPA tariffs filed after February 4, 2025.

Select information type*
Invoice number

Invoice number*
112233445

Please provide the full invoice amount (dollars and cents) in the currency in which it was paid for the tracking number you provided above.

Invoice amount*
2,200

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](#)

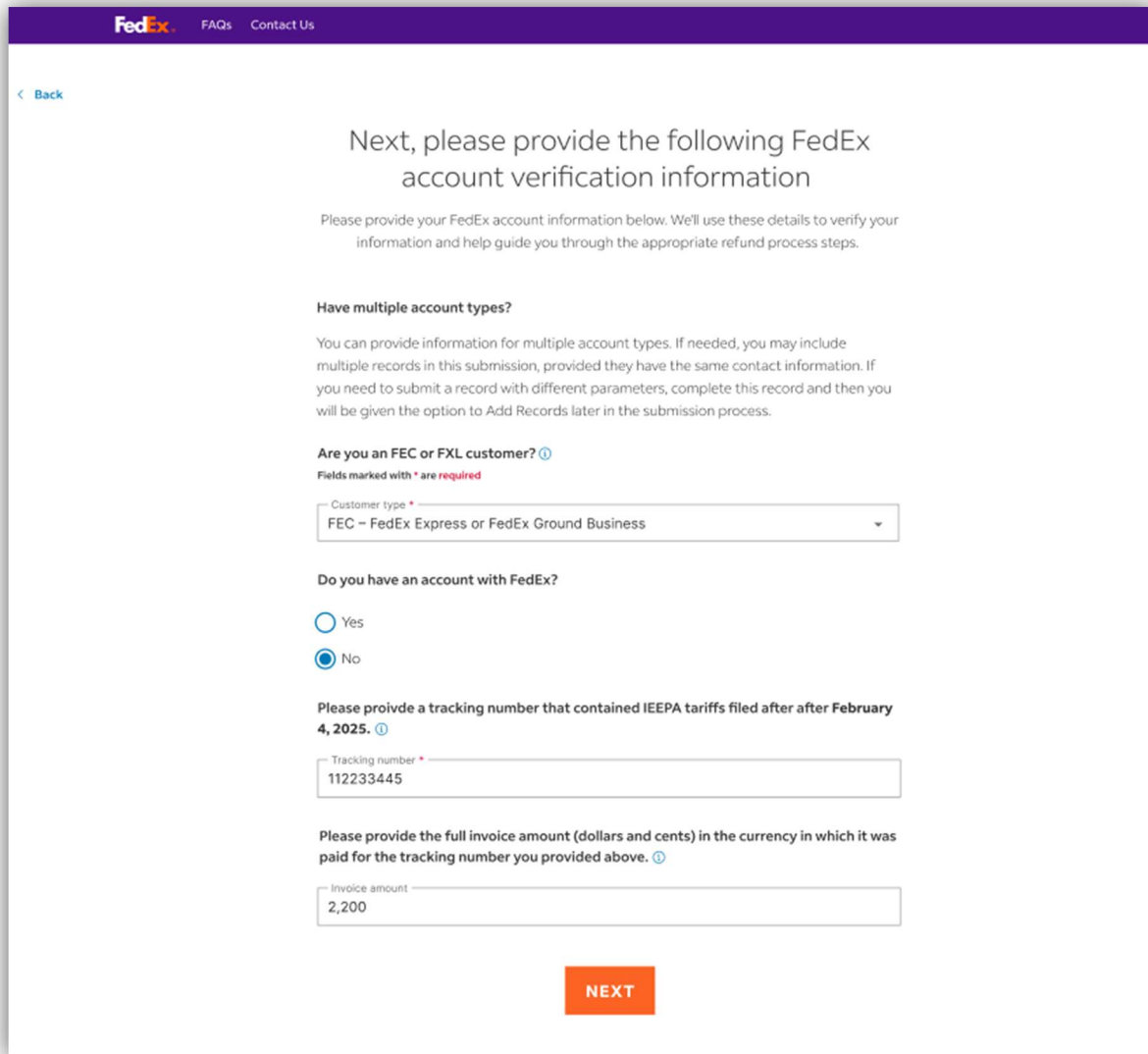
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Updated: 5/31/2026

Path C: FEC without a FedEx account:



The screenshot shows a web form for FedEx account verification. At the top is a purple header with the FedEx logo and links for 'FAQs' and 'Contact Us'. Below the header is a blue '< Back' link. The main heading is 'Next, please provide the following FedEx account verification information'. A sub-heading reads: '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.'

The form contains several sections:

- Have multiple account types?** A text block explaining that multiple records can be included if they share contact information, and that different parameters require separate records.
- Are you an FEC or FXL customer?** A dropdown menu with the selected option 'FEC - FedEx Express or FedEx Ground Business'. A note below states 'Fields marked with * are required'.
- Do you have an account with FedEx?** Two radio buttons: 'Yes' (unselected) and 'No' (selected).
- Tracking number** A text input field containing '112233445'. A note above the field asks for a tracking number with IEEPA tariffs filed after February 4, 2025.
- Invoice amount** A text input field containing '2,200'. A note above the field asks for the full invoice amount in the currency it was paid in.

At the bottom right of the form is an orange 'NEXT' button.

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:

[FAQs](#)
[Contact Us](#)

[Back](#)

We need your tax information

We are requesting certain tax information before issuing your refund in case the interest portion of your refund is subject to IRS reporting requirements. 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 (e.g., the person or entity receiving the payment). 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.

If you are a U.S. person or entity, use a W-9

Physical W-9

A U.S. person (including resident alien)

[DOWNLOAD](#)

If you are a Non-U.S. person or entity, use the applicable W-8 below

W-8BEN (Individual)

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

[DOWNLOAD](#)

Form 8233

A non-resident alien individual claiming an exemption from withholding on compensation for personal services because of an income tax treaty or the personal exemption amount

[DOWNLOAD](#)

W-8BEN-E (Entities)

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

[DOWNLOAD](#)

W-8ECI

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

[DOWNLOAD](#)

W-8IMY

A foreign intermediary, foreign flow-through entity, or certain U.S. branches for chapter 3 or 4 purposes

[DOWNLOAD](#)

W-8EXP

A foreign government, international organization, foreign central bank of issue, foreign tax-exempt organization, foreign private foundation, or government of a U.S. territory

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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:

FedEx
FAQs Contact Us

[◀ Back](#)

Please select how you'd like to receive your refund

At this moment, wire payment is the only payment method we are supporting.
 Additional payment methods will come available at a later time. Select the appropriate wire transfer option below to receive your refund. If we are unable to process your refund using the selected payment method, we may contact you to request alternative payment information at a later time.

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.



I want to send my wire transfer to a U.S.-based bank

WIRE TO U.S.-BASED BANK



I want to send my wire transfer to a non-U.S.-based bank

WIRE TO NON-U.S.-BASED BANK

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. If a U.S. bank, populate:
 - 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. If a non-U.S. bank, populate:
 - 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:

FedEx

FAQs

Contact Us

[Back](#)

Please enter your wire transfer information

The banking information you provide will be used to process your refund. Accurate and complete information will help ensure your payment is issued without delay.

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.

Fields marked with * are required

Complete this section if you are using an intermediary bank.

Intermediary bank name

Farmers Bank of the West

Intermediary bank ABA routing number

123345678

Please enter the information for the beneficiary bank

Beneficiary bank name *

Bank of USA

Beneficiary bank ABA routing number *

122484933

Beneficiary account name *

General Savings

Beneficiary account number *

124444442222

Beneficiary address 1 *

123 Bank Way

Beneficiary address 2

Suite 123

Beneficiary address 3

Beneficiary city *

Los Angeles

Beneficiary state *

California

Beneficiary ZIP code *

90232

Please provide any special wire instructions or further credit information.

FFC account name

FFC account number

Other special instructions

Please upload an authorized bank letter in a supported file format, such as JPG, JPEG, PNG, GIF, TIFF, PDF, DOC, or DOCX. * ⓘ

Document Name	Status	Actions
Bank Letter.pdf	Uploaded	

Page Size: 1 to 1 of 1 Page 1 of 1

UPLOAD DOCUMENT

NEXT



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:

[FAQs](#)
[Contact Us](#)

[Log Out](#)

Submission complete page

Thank you for your submission. We'll review and validate the information you provided and then initiate the disbursement process.

[RETURN TO ACCOUNT SUMMARY](#)
[+ ADD ANOTHER ACCOUNT](#)

Submission details

We emailed a copy of this information to you for your records.

Reference number	Customer type	Account number	Tracking number	Payment election
FD5654732	FEC	123456789		Domestic wire

Next steps

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.

Processing time may vary based on several factors, including:

- When the refund is received by FedEx from the U.S. Treasury
- The volume of your entries
- The complexity of your entry reconciliation
- Whether all required information is complete – including payment information and applicable tax documentation

Please note that FedEx has not yet received all refunds from the U.S. Treasury for Phases 1 and 2, and Phase 3 filing has not yet started, so check back periodically to see if your refunds are eligible for payment.

If you have questions about the portal, you can contact us at 1.877.517.7091. If you need to update information submitted through the portal, you can contact us at ieeparefunds@fedex.com with the subject line 'Add additional submission / records request' and include the Reference number.

Please have your reference number available when you call.

[Home](#)
[FAQs](#)
[Contact Us](#)

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 [Privacy Policy](#)
 Version: 1.0.0.89
 Updated: 5/31/2026

2.2.9 View current submissions

After logging in or completing your first record, you can view your current submissions. On this page, you can review the status of each submission, access submission details, and provide payment or tax information for additional records, as needed.

Instructions for the customer:

1. Review your existing submission(s) and the current status(es)
2. Select *Add another record* to submit payment and tax information for an additional record
3. 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 and in the queue.
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.
Payment complete	Your payment has been completed via the indicated payment method

Current submissions page


[FAQs](#)
[Contact Us](#)
Log Out 

Current submissions

Below are the submissions you have entered to date. If you entered additional submissions under a different email address, you can log in under that email address to see them. If you need to add an additional account, you may do so by clicking the "Add Another Account" button..



Reference number	Customer type	Account number	Tracking number / Invoice number	Payment election	Status ⓘ
ABC223456	FEC			Domestic wire	Submitted - Verification pending
DEF777561	FEC	525459989		Domestic wire	Payment in progress
FFB321654	FEC			Domestic wire	Payment in progress

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:

 [FAQs](#) [Contact Us](#)

International Emergency
Economic Powers Act (IEEPA)
tariff refund portal

On February 20, 2026, IEEPA tariffs were invalidated. US Customs and Border Protection (CBP) began accepting refund declarations in April and began issuing refund payments to eligible recipients on May 11, 2026. FedEx is committed to administering any applicable refunds to its customers as efficiently and expeditiously as possible. We appreciate your patience during this process as we have and will continue to receive a large volume of refunds from CBP, and we are actively working through the necessary validation and financial reconciliation to ensure the accuracy of refunds and the associated information provided to customers.

By entering your tracking number or entry number, as well as the contact information requested below, you will receive a response that identifies whether FedEx has received a refund from CBP for that particular shipment(s). If FedEx has received a refund from CBP, the refund amount (principal and interest) plus the date that the refund was received by FedEx will be shown. You can enter up to 100 tracking or entry numbers at a time.

Enter your information below to continue

Note: Company name and address fields are only required for business or corporate accounts. If you are self-employed or an individual, you may leave those fields blank and continue.

Fields marked with * are required.

Company name
Super Corp

Company country
United States

Company address
123 Maple St

Company city
Los Angeles

Company state
CA

Company zip
90232

Company contact / your name *
John Smith

Company contact / your title *
Director of Logistics

Company contact / your email *
johnsmith@supercorp.com

Company contact / your phone number *
5555555555

Extension number

 Success!

 CLOUDFLARE
Privacy - Terms

CONTINUE

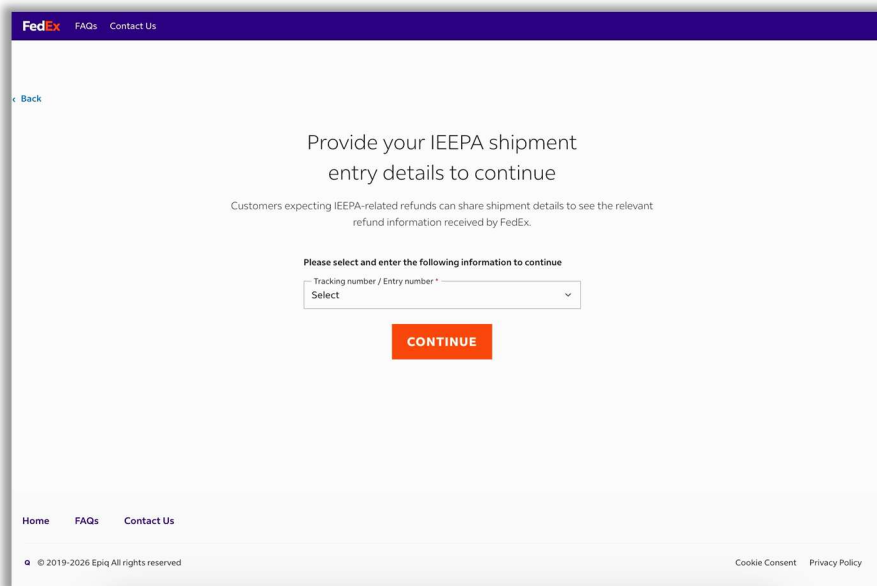
2.3.2 Shipment entry

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:

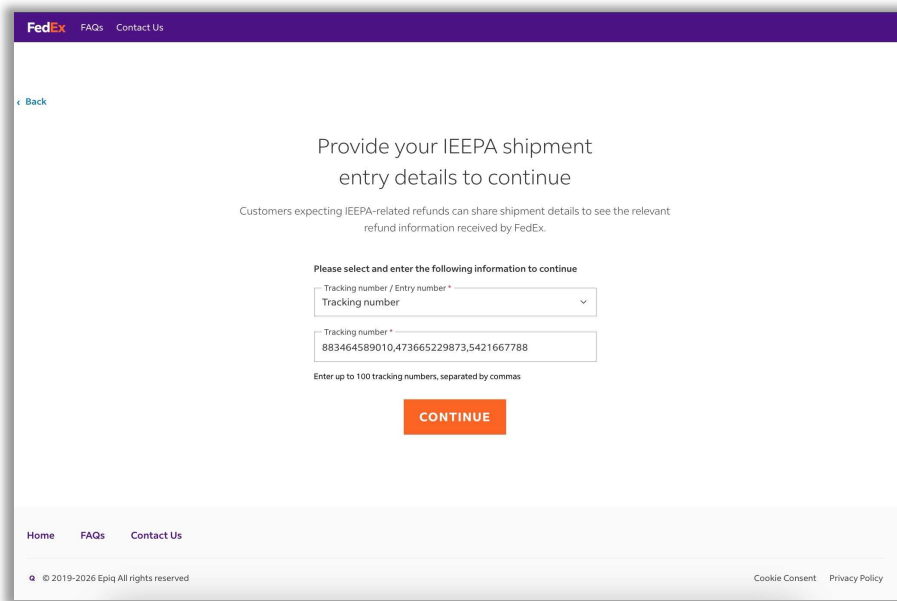
1. Select the search type from the dropdown: tracking number or entry number.
2. Enter one or more tracking numbers or entry numbers in the input field.
3. Search using either tracking numbers or entry numbers. You cannot combine both search types in a single search.
 - If entering multiple values, separate 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:



The screenshot shows a web page with a purple header containing the FedEx logo and links for 'FAQs' and 'Contact Us'. Below the header, there is a 'Back' link. The main heading reads 'Provide your IEEPA shipment entry details to continue'. A sub-heading states: 'Customers expecting IEEPA-related refunds can share shipment details to see the relevant refund information received by FedEx.' Below this, a prompt says 'Please select and enter the following information to continue'. There is a dropdown menu labeled 'Tracking number / Entry number *' with 'Select' as the current selection. An orange 'CONTINUE' button is positioned below the dropdown. At the bottom of the page, there is a footer with links for 'Home', 'FAQs', and 'Contact Us', along with copyright information '© 2019-2026 Epiq All rights reserved' and links for 'Cookie Consent' and 'Privacy Policy'.

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.

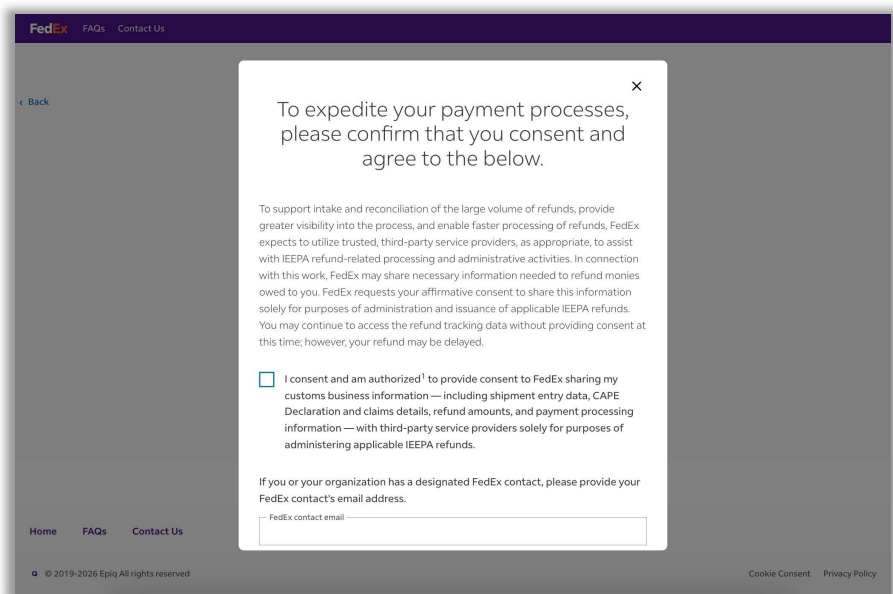
Note: If prompted, **you are strongly encouraged to provide consent**. Customers that do not provide consent could experience delays in refund processing due to the extensive amount of manual work required.

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:



⌕ Back

To expedite your payment processes, please confirm that you consent and agree to the below.

To support intake and reconciliation of the large volume of refunds, provide greater visibility into the process, and enable faster processing of refunds, FedEx expects to utilize trusted, third-party service providers, as appropriate, to assist with IEEPA refund-related processing and administrative activities. In connection with this work, FedEx may share necessary information needed to refund monies owed to you. FedEx requests your affirmative consent to share this information solely for purposes of administration and issuance of applicable IEEPA refunds. You may continue to access the refund tracking data without providing consent at this time, however, your refund may be delayed.

☐ I consent and am authorized¹ to provide consent to FedEx sharing my customs business information — including shipment entry data, CAPE Declaration and claims details, refund amounts, and payment processing information — with third-party service providers solely for purposes of administering applicable IEEPA refunds.

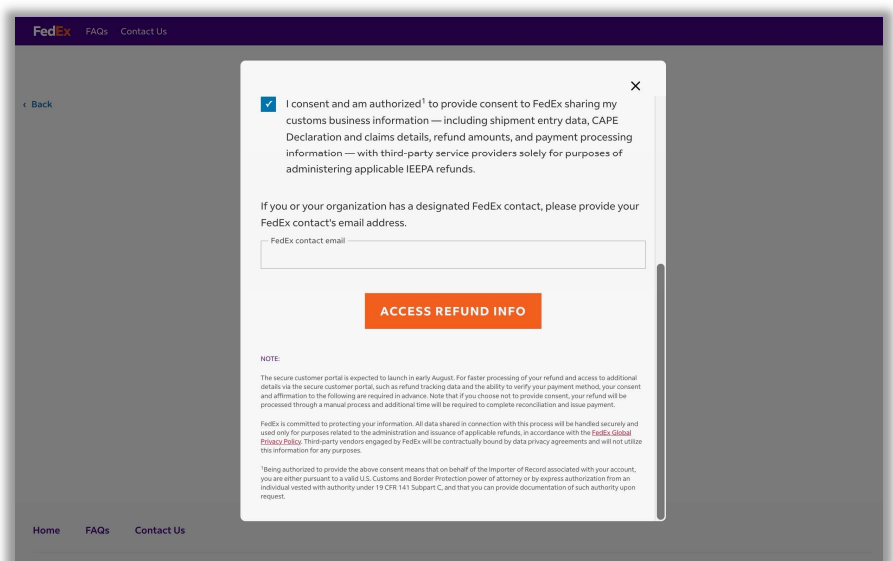
If you or your organization has a designated FedEx contact, please provide your FedEx contact's email address.

FedEx contact email

Home FAQs Contact Us

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Consent modal after acknowledgement:



⌕ Back

To expedite your payment processes, please confirm that you consent and agree to the below.

To support intake and reconciliation of the large volume of refunds, provide greater visibility into the process, and enable faster processing of refunds, FedEx expects to utilize trusted, third-party service providers, as appropriate, to assist with IEEPA refund-related processing and administrative activities. In connection with this work, FedEx may share necessary information needed to refund monies owed to you. FedEx requests your affirmative consent to share this information solely for purposes of administration and issuance of applicable IEEPA refunds. You may continue to access the refund tracking data without providing consent at this time, however, your refund may be delayed.

☒ I consent and am authorized¹ to provide consent to FedEx sharing my customs business information — including shipment entry data, CAPE Declaration and claims details, refund amounts, and payment processing information — with third-party service providers solely for purposes of administering applicable IEEPA refunds.

If you or your organization has a designated FedEx contact, please provide your FedEx contact's email address.

FedEx contact email

ACCESS REFUND INFO

NOTE

The secure customer portal is expected to launch in early August. For faster processing of your refund and access to additional details via the secure customer portal, such as refund tracking data and the ability to verify your payment method, your consent and affirmation to the following are required in advance. Note that if you choose not to provide consent, your refund will be processed through a manual process and additional time will be required to complete reconciliation and issue payment.

FedEx is committed to protecting your information. All data shared in connection with this process will be handled securely and used only for purposes related to the administration and issuance of applicable refunds. In accordance with the FedEx Global Privacy Policy, third-party vendors engaged by FedEx will be contractually bound by data privacy agreements and will not utilize this information for any purposes.

¹Being authorized to provide the above consent means that on behalf of the Importer of Record associated with your account, you are either pursuant to a valid U.S. Customs and Border Protection power of attorney or by express authorization from an individual vested with authority under 19 CFR 141 Subpart C, and that you can provide documentation of such authority upon request.

Home FAQs Contact Us

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:

The screenshot displays the FedEx IEEPA portal's 'Refund summary' page. At the top, there's a purple header with the FedEx logo and links for 'FAQs' and 'Contact Us'. Below the header, a 'Back' link is visible. The main heading is 'Refund summary'. A paragraph explains that the data is as of 6/29/2026 and reflects information received from U.S. Customs and Border Protection (CBP). It notes that displayed amounts reflect CAPE-designated refunds as shared by US CBP, and may include refunds of other / non-IEEPA duties for the same entry. A note mentions that refund amounts shown may differ from the final amount disbursed after FedEx completes validation, reconciliation, and any applicable adjustments. In addition, FedEx is unable to share refund details if CBP has not transmitted the refunds to FedEx.

On the right side, there's a 'Status key' section with two items: 'NIF' (No information found) and 'RNYR' (Refund Not Yet Received from CBP). Above this, a link 'Why am I seeing these results?' is visible. Below the status key, a table displays sample results:

Tracking number	Refund principal	Refund interest	FedEx funds receipt
883464589010	Not Received Yet		
473665229873	\$984.55	\$28.43	2026-06-25
5421667788			

Below the table, there's a 'Page Size' dropdown set to '10', a '1 to 3 of 3' indicator, and a 'Page 1 of 1' indicator. A 'DOWNLOAD CSV' button is located at the bottom left. At the bottom right, it says 'Data last updated: 6/29/2026'. The footer contains links for 'Home', 'FAQs', and 'Contact Us'.



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.

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 covered, 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.

Refund-status questions (Portal path #2):

13. 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.

14. 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.

15. 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.

16. 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.

17. 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.

18. 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.

19. 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., 005556666 was inputted as 5556666)
- 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.

20. 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.

21. 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.

22. 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.