FedEx Import Tool - User Guide

FedEx Import Tool is a new online solution that helps to get your goods across international borders seamlessly. FedEx Import Tool allows you to monitor and manage the clearance of your import shipments electronically, anytime, anywhere. Whether you're a regular FedEx account user or a guest, FedEx Import Tool has you covered.

View latest clearance status
Stay up-to-date on the clearance status of your import shipments

Get notified of pending clearance actions
Take action to complete clearance activities as they arise

Submit clearance information
Submit required clearance documents and related information online with ease

Download clearance documents
Access and download clearance related documents whenever you need them

How do I access FedEx Import Tool?

fedex.com/en-kr/customs-tools/fedex-import-tool.html

CLICK HERE TO FEDEX IMPORT TOOL

* Optimize your experience by using a desktop computer's web browser to access this tool.

Login to FedEx Import Tool

- FedEx users can log in with their existing fedex.com user ID and password
- Users without a fedex.com user ID can log in with their email address or the mobile phone number associated with the shipment.

Accessing FedEx Import Tool

I have a fedex.com user ID   LOGIN

Log in with your fedex.com user ID and password.

I don't have a fedex.com user ID   LOGIN

Log in with your email address/mobile phone number associated to the shipment*

*A one-time verification code will be sent to your email and/or mobile phone number to authenticate your access to FedEx Import Tool.

Register Importer Customer Profile

- Importers need to register their customer profile to access FedEx Import Tool. Click 'REGISTER CUSTOMER PROFILE' on the FedEx Import Tool homepage to register.

If you are an importer, please register your Customer Profile. By registering, you will have full visibility on your import shipments and get notified by FedEx Import Tool to better manage customs clearance.

REGISTER CUSTOMER PROFILE

How do I access FedEx Import Tool?

Login with "fedex.com user ID'

- Enter the fedex.com user ID and password and click on 'LOG IN'.

Enter your user ID and password to log in

CREATE A USER ID FOR AN EXISTING ACCOUNT

User ID

Password

☐ Remember my user ID.

LOG IN

Login with "mobile number or email address"

- Enter your email address or the mobile number associated with the shipment.
- Click on 'LOG IN'.
- A one-time verification code will be sent to your email address and/or mobile number to authenticate your identity.
- Enter the verification code and click 'SUBMIT'.

Enter either mobile number or email

Mobile number or Email

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

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

LOG IN

Verification

Verification code sent is valid for
13:30 minutes.

📞 We have sent you a one time verification code on your mobile number

+91- XXX-XXX-0216

2 4 3 3 2 8

Didn't receive a code? **RESEND CODE** or **EDIT CONTACT**

SUBMIT

Dashboard

The dashboard provides an overview of shipments associated with your login account. Upon screen refresh, it displays a list of air waybill tracking numbers that reminds you to take clearance actions.

You'll have access to currently active shipments or those shipments within 90 calendar days of their pickup date.

Shipment status summary
Click each tab to view shipments under each status

FAQs
Frequently asked questions

Alerts
New shipments requiring document submission

Search by tracking number
Enter tracking number to search

Download
Download the dashboard view or all records to csv file

Manage dashboard view
Add or delete dashboard information columns based on your preference

Dashboard

In our dashboard, shipments are grouped by their status, and you'll be able to view pending clearance actions that require your attention.

The default view of the dashboard is set to "Clearance Actions".

Shipment status summary

- In transit
- Clearance actions
- Customs cleared
- All shipments

❑ **Shipment status**

- **In transit**: Your shipment is on the way to its destination.

- **Clearance actions**: Some customs clearance actions are required; customer to complete or provide pending documents or information.

- **Customs cleared**: Shipments have been cleared by customs at destination.

❑ **All shipments**

- **All shipments**: Includes all shipments.

Shipment Details

This section provides access to detailed shipment information, required clearance actions and document downloads.

Shipment alert ⚠️

- Pending action alerts (e.g., missing documents) serve as a reminder to take necessary actions.

The 4 types of information available for each shipment:

1. Shipment
2. Contact
3. Clearance
4. Documents

1. Shipment

- Basic shipment information*

2. Contact

Importer information

- Only the importer can see importer contact information.

Recipient & Sender details

- Recipient and sender contact information*

- Shipment details: *The basic information was extracted from the original air waybill entries and may not reflect subsequent updates/changes.
- Importer/Sender/Recipient details: *The sender/recipient information was extracted from the original air waybill entries and may not reflect subsequent updates/changes.

Shipment Details

When clearance actions are needed, detailed explanations and instructions are provided to guide importers through the required steps. Only one-time submission is permitted for each clearance action.

Clearance actions must be completed within 5 calendar days. The clearance agent may reach out to customers if clarification on customs clearance information is needed.

3. Clearance

Contact Information

Submit your contact information here for our Customs Clearance team to contact you if clarification is needed.

Clearance Actions ⚠

Complete the customs clearance information based on the specified clearance requirement or issue.

Accept Terms of Use

You must accept the terms of use.

Click "Submit"

Shipment	Contact	⚠ Clearance	Documents

Required clearance information COLLAPSE ALL

🔔 Contact Info   ⌄

Please provide your contact detail, clearance instruction for our agent to reach out to you if needed

Customer name *

> Customer name

Customer email *

> Customer email

Customer phone *

> Customer phone

Customer Type *   Individual ○   Corporate ○

Company name *

> Company name

Importer ID / TAX ID *

> Importer ID / TAX ID

Attachment ⓘ

(UPLOAD FILES ↑)

ⓘ You can upload a maximum of 4 files.

🔔 Verify Incoterms (Trade terms) and declared value   ⌄

We are unable to file a customs declaration as the Incoterms is missing on the commercial invoice. Please let us know the Incoterms and declared value in the space provided below and upload related documents.

Incoterms and declared value

>

Attachment ⓘ

(UPLOAD FILES ↑)

ⓘ You can upload a maximum of 4 files.

☐ I [enter your name] agree to these terms and conditions

[SUBMIT]

Shipment Details

This section allows you to download various documents that is readily accessible within FedEx Import Tool

4. Documents

Shipment-related documents are available to download

- Air waybill
- Commercial invoice
- Packing list
- Customer instructions
- Customer attachments
- Declaration documents

FedEx Import Tool

← BACK

CUSTOMS CLEARED

Shipment   Contact   Clearance   **Documents**

Documents

Download Documents   DOWNLOAD ALL ↓

Air WayBill
📄 AIR WAYBILL ↓

Commercial Invoice
📄 COMMERCIAL INVOICE ↓

Customer Attachments
📄 CUSTOMER ATTACHMENTS ↓

Customer Instructions
📄 CUSTOMER INSTRUCTIONS ↓
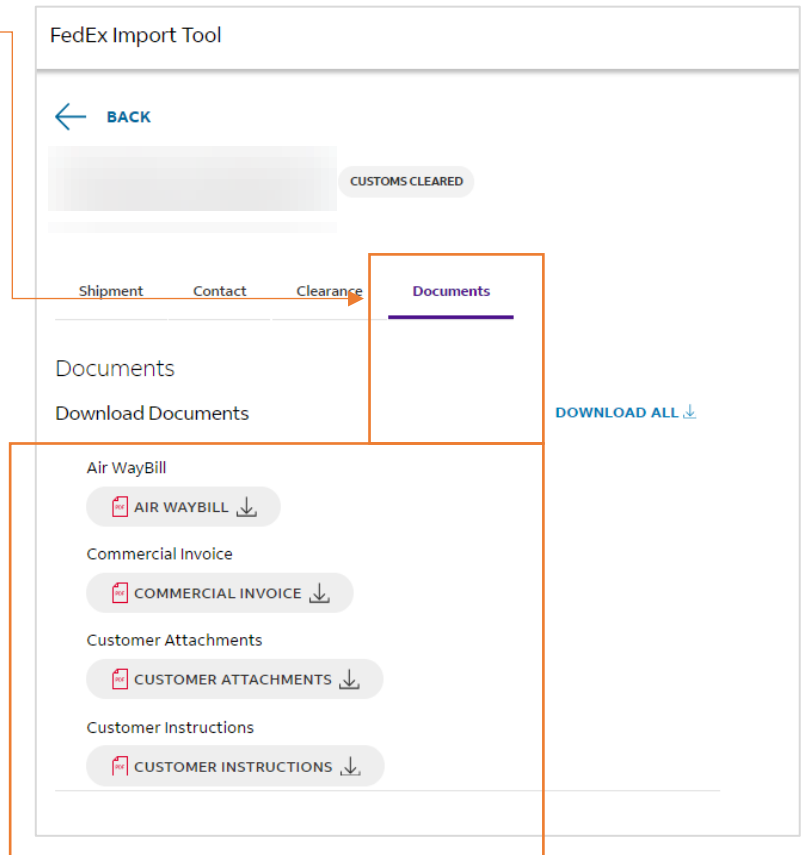
☐ **Air waybill/ Commercial invoice/ Packing list**
- Documents are available after shipment is picked up by us.

☐ **Customer instructions/ Customer attachments**
- Customer instructions are the clearance information that customers provided to complete clearance actions. (Downloadable by recipient and importer only)
- Customer attachments are the documents that customers uploaded to complete clearance actions. (Downloadable by importer only)

☐ **Declaration documents**
- Declaration documents are available 1 to 2 business days after the shipment has been cleared by Customs. (Downloadable by sender and importer only)

Notification email from FedEx Import Tool

Aside from displaying an alert on its dashboard, FedEx Import Tool will also send a notification email to either the importer, recipient or sender of the shipment, depending on who is responsible for taking clearance actions.

The subject of our email will read: "Customs clearance information request for FedEx Shipment : XXXXXXXXXXXX"
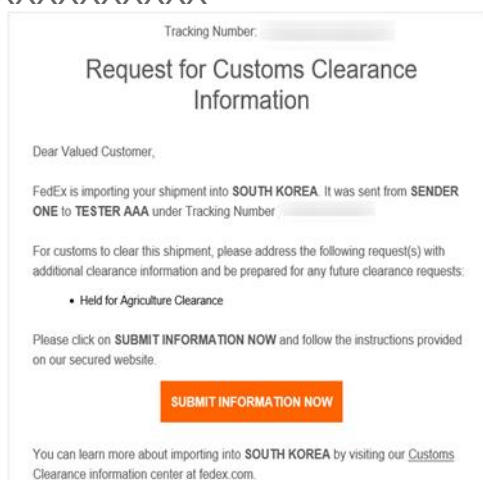
Upon receiving our notification email, you should:

☐ **Open the email and click on "SUBMIT INFORMATION NOW"**
  - This will direct you to FedEx Import Tool's clearance action page without the need to login with credentials.

Once inside FedEx Import Tool, you can take the following actions:

☐ **Update / upload required clearance information**

  - Detailed explanations and instructions are provided to guide importers through the required steps. Only one-time submission is permitted for each clearance action.

☐ **View more shipment details**
  - Login is required to view more shipment details for this shipment.

☐ **Email link will expire after action taken or after 5 calendar days**

  - The link in the email expires once the clearance information request is fulfilled, or after 5 calendar days from the date it was sent, whichever is earlier. If you click the "SUBMIT INFORMATION NOW" button in the email after expiry, you will see the message, "This link is no longer valid."

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