



## **User Guide for Clearance and Delivery enquiry site**

### **Q1. What is the difference between the global tracking tool on fedex.com and this site?**

There are following three major different features.

#### ***I. More accurate estimated delivery date and time***

The tracking tool on the website can track both export and import shipments, and it displays the estimated delivery date & time based on the **delivery commitment date** (depending on the shipment status, the estimate may not be displayed). On the other hand, the Import Clearance and Delivery Enquiry site can track only import shipments, but it can display the estimated delivery date & time based on the **bonded out time from the import warehouse and delivery commitment date**, thus providing more accurate information.

#### ***II. Delivery subcontractor company name and their tracking number***

The tracking tool on our website does not show the name of the delivery subcontractor and their tracking number when the shipment is scheduled to be delivered by them, while the Clearance and Delivery Enquiry site does. This allows you to directly inquire through the subcontractor company's tracking site without having to call our Customer Service.

#### ***III. Notice about the reason for clearance hold before shipment arrival***

In the case of shipments with pending customs clearance, the reason for customs clearance hold will be displayed from the day before the shipment arrives, and the information will be provided in the tracking results. In such cases, customers can directly reply to our Customs Clearance Department by e-mail (or prepare the required documents in advance) for declaration, so that customs clearance and delivery can be carried out without delay.

### **Q2. When can I use the Clearance and Delivery Enquiry site?**

The Clearance and Delivery enquiry site is available 24 hours a day, but information is updated from 8:30 a.m. to 6:30 p.m., Monday through Friday. (\*Please note that this information is subject to change in the future.) In addition, the period that can be enquired on this site is from two weeks prior to today(search date) and the future arrival shipments (e.g. If the search date is May 15, 2023, you can only search for shipments arrived after May 1, 2023)

*\*Shipment that has been delivered already cannot be searched.*

### **Q3. Is the site available in English?**

Sorry, Japanese site only.

### **Q4. Can I search with a child tracking number(s) for multiple package shipment?**

No, you can only search by the master (parent) tracking number.