



# FiT (FedEx Import Tool)

## User Guide

### **What is the FiT (FedEx Import Tool)?**

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

# Benefits

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



View your import shipment clearance status and stay up to date timeously.



Upload required customs clearance documents such as commercial invoices.



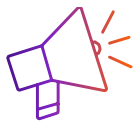
Download post clearance-related documents whenever you need them.



Pay duties and taxes directly through the tool, saving you time and effort.

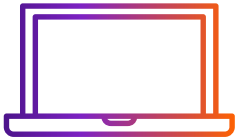


Available 24/7, giving you the freedom to track your shipments at your convenience for up to 90 days after pick up.



Update pre-clearance instructions.

# What you need to access FiT



To use FiT, make sure you have internet access and a web browser. For the best experience, update your browser, and we recommend viewing the tool on Google Chrome with a 100% layout.



# Access FiT (FedEx Import Tool)

Go to: [www.fedex.com/en-ae/customs-tools/fedex-import-tool.html](http://www.fedex.com/en-ae/customs-tools/fedex-import-tool.html). This page details the login process, features and Frequently Asked Questions.

## There are two ways to access FiT.

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

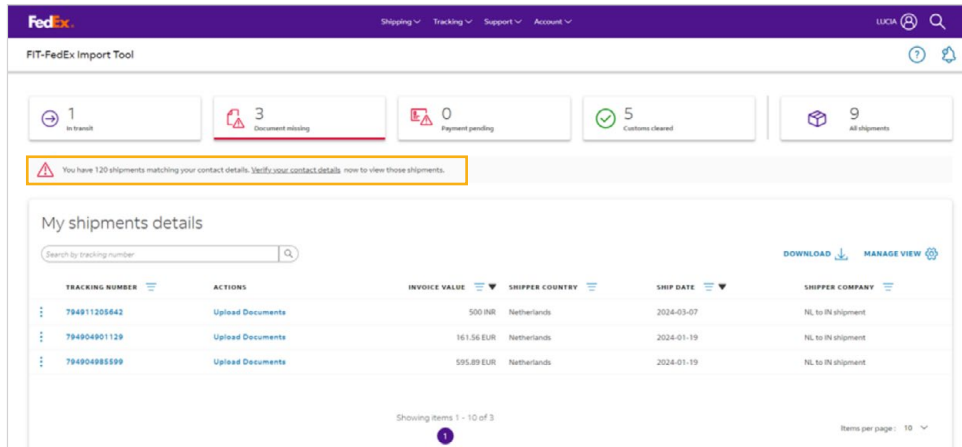
**Whether you're a sender, recipient or importer, you can access FiT. Both FedEx Account Holders and Non-Account Holders can access the tool.**

The screenshot shows a purple header with the text "Accessing FiT". Below the header are two columns. The left column is titled "I have a fedex.com User ID" and contains a "LOGIN" button and the text "Log in with your fedex.com User ID and password." The right column is titled "I don't have a fedex.com User ID" and contains a "LOGIN" button and the text "Log in with your email address associated to the shipment\*" followed by a note: "\*You'll receive a one-time authentication code sent to your email to authenticate your access."

The screenshot shows the FedEx website's login page. At the top is the FedEx logo and navigation links for Shipping, Tracking, Support, and Account. The main heading is "Enter your user ID and password to log in". Below this is a link for "CREATE A USER ID FOR AN EXISTING ACCOUNT". There are two input fields: "USER ID" and "PASSWORD". Below the fields is a checkbox labeled "Remember my user ID." and an orange "LOG IN" button. At the bottom, there is a link for "FORGOT YOUR USER ID OR PASSWORD?" and a "Need help? CUSTOMER SUPPORT" link.

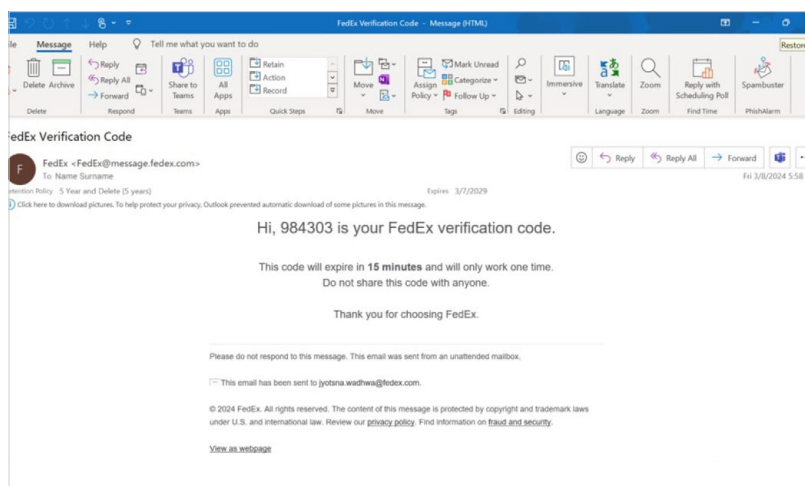
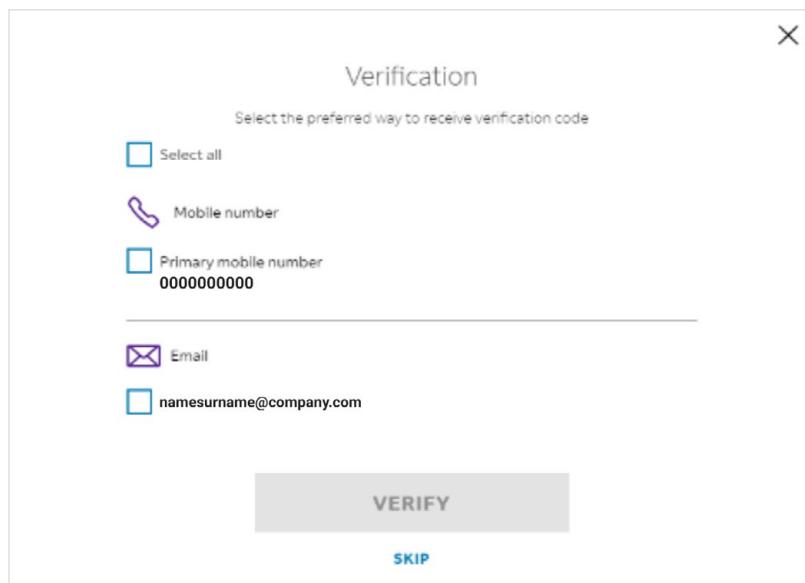
Enter the fedex.com User ID and Password and click on **'LOG IN'**.

# Access FiT



- Post login, you can view the shipments that match with the accounts associated to this fedex.com User ID.
- Authenticate your access using a **one-time verification code** to view and track shipments associated with your contact details.

- Select the contact detail you would like to verify and click on **'VERIFY'**.
- After clicking on Verify you will receive a **one-time verification code** on your email as selected.
- Enter the code received and click on **'SUBMIT'** to login.
- The FiT dashboard will now load with additional shipments that are associated with your contact details.



# Access FiT

Enter either mobile number or email

Email or mobile number

0000000000

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

LOG IN

## Login process for 'I don't have a fedex.com User ID'.

- If you do not have a fedex.com User ID; you can login with your contact details linked to your shipment. You can login with your email address.
- Enter your email address and click on **'Login'**.
- You would receive a **one-time verification code** on your email.
- Enter the code received on email.

## FiT Dashboard interface.

### Shipment Status Summary

Filtered view based on selection

The screenshot shows the FedEx FiT dashboard. At the top, there are navigation links for Shipping, Tracking, Support, and Account. The main header displays the title 'FIT-FedEx Import Tool' and a user profile icon. Below the header, a summary bar highlights three status categories: 15 In transit, 3 Payment pending, and 1 Customs cleared. A search bar for tracking numbers is present. The main content area is titled 'My shipments details' and contains a table with columns for Tracking Number, Actions, Invoice Value, Shipper Country, Ship Date, Shipper Name, Shipper City, Shipper State, Shipper Company, and No of Packages. A single shipment is listed with tracking number 716238456425, shipper country Singapore, and ship date 26/06/2024. The table footer indicates 'Showing items 1 - 1 of 1' and 'Items per page: 10'.

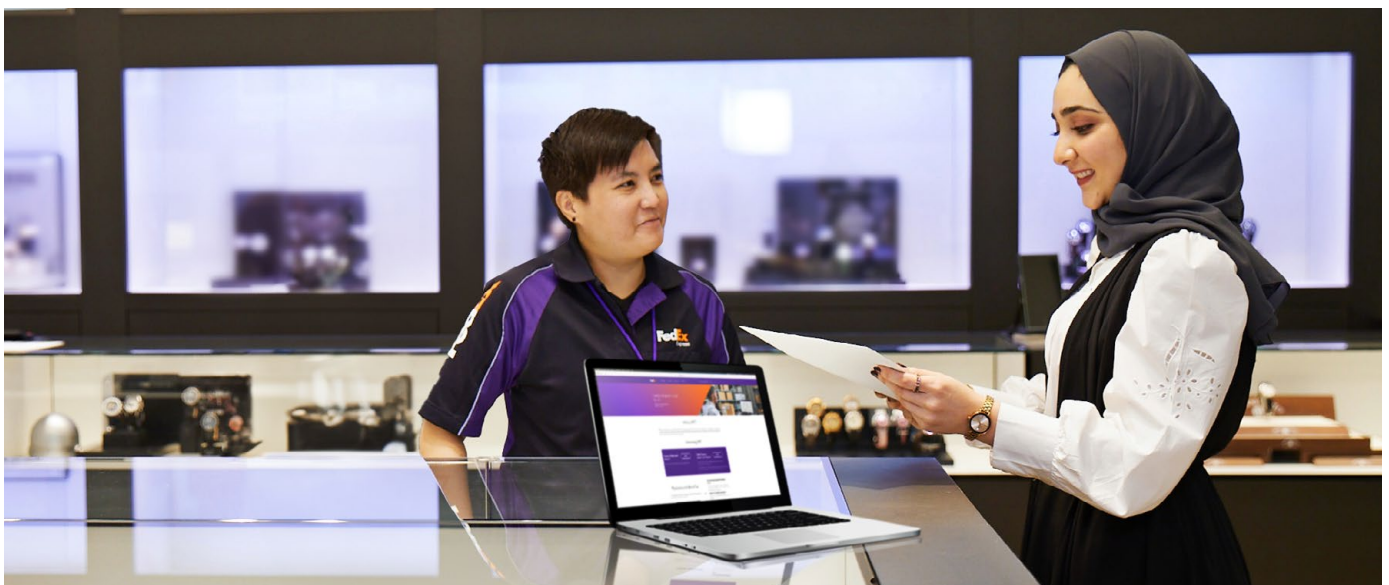
TRACKING NUMBER	ACTIONS	INVOICE VALUE	SHIPPER COUNTRY	SHIP DATE	SHIPPER NAME	SHIPPER CITY	SHIPPER STATE	SHIPPER COMPANY	NO OF PACKAGES
716238456425		1XXX.X0.50	Singapore	26/06/2024	VIVEX MARINEBAR	SENITIGA		FDXSC	1

### The bar highlights the shipment status.

By default, the dashboard shows the 'Document missing' tab. You can select any of the statuses to get a filtered view.

The tool displays 3 shipment statuses; action is required on Payment pending status.

- **In Transit:** Your shipment is on the way to destination countries / territories.
- **Payment Pending:** Duties and Taxes are pending payment.
- **Customs Cleared:** Shipments are cleared by destination customs.



# FiT Dashboard view

## Tracking Number Search

Enter exact tracking # to search

## FAQs

FiT FAQ

## Alerts

New AWBs requiring document submission and duties and taxes payments are reflected here

The screenshot shows the FedEx FiT Dashboard interface. At the top, there's a navigation bar with 'Shipping', 'Tracking', 'Support', and 'Account' menus. Below this, there are four summary cards: '15 In transit', '3 Payment pending', '1 Customs cleared', and '20 All shipments'. The main section is titled 'My shipments details' and features a search bar for tracking numbers. Below the search bar is a table with columns: TRACKING NUMBER, ACTIONS, INVOICE VALUE, SHIPPER COUNTRY, SHIP DATE, SHIPPER NAME, SHIPPER CITY, SHIPPER STATE, SHIPPER COMPANY, and NO OF PACKAGES. A single row is visible with tracking number 716284546425. To the right of the table are 'DOWNLOAD' and 'MANAGE VIEW' buttons. A 'Showing items 1 - 1 of 1' indicator is at the bottom of the table.

## Download

Download the dashboard view to a CSV file

## Manage Dashboard View

Add / delete dashboard columns as per your preference

## Dashboard Columns and Manage View:

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

- **Alerts:** Click to view AWBs requiring document submission and duties and taxes payments.
- **FAQs:** FAQs are displayed under .
- **Download:** Download the dashboard report.
- **Tracking Number Search:** Enter the tracking number to search.



# FiT Dashboard view

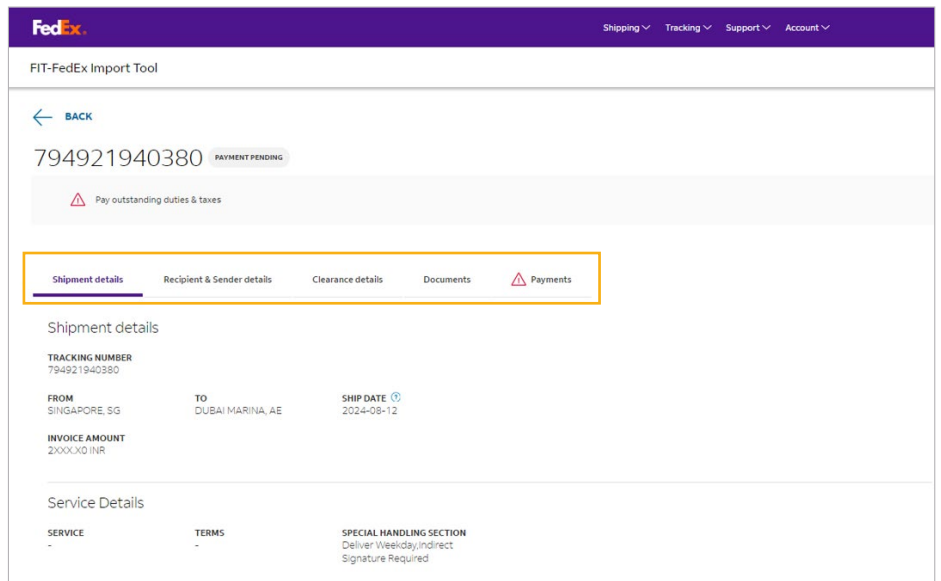
## AWB Detail Page

Click on any AWB to see its detailed page.

There are 5 key sections for each AWB:

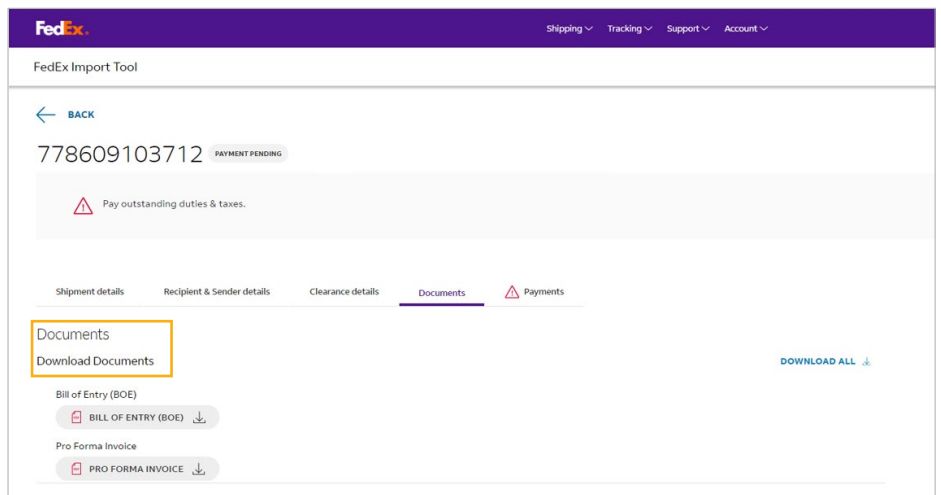
- Shipment Details
- Recipient and Sender Details
- Clearance documents
- Payments

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



## Documents section Download clearance related documents such as:

Air WayBill, Commercial Invoice, Packing List, Duty and Tax Invoice.



# FiT Dashboard view

## Payments section

The section will be visible if there are outstanding duties and taxes on your shipment.

Click on **'PAY NOW'**.

- **Enter email id** to receive email acknowledgment post payment.
- Select the **preferred payment method** and enter the details.
- The payment acknowledgment will be **sent to the email id** provided.

The screenshot shows the FedEx FIT-FedEx Import Tool interface. At the top, there's a purple header with the FedEx logo and navigation links for Shipping, Tracking, Support, and Account. Below the header, the page title is 'FIT-FedEx Import Tool'. A navigation bar includes a 'BACK' button and a tracking number '716284546470' with a 'PAYMENT PENDING' status. A warning message states 'Pay outstanding duties & taxes.' Below this, there are tabs for 'Shipments details', 'Recipient & Sender details', 'Clearance details', 'Documents', and 'Payments'. The 'Payments' tab is active, showing a 'PAY NOW' button. A table lists charges: 'Import Duty' (AED 211.00), 'Other Charges' (AED 722.00), and 'Disbursement fee' (AED 459.90), with a 'Total' of 'AED 1,392.90'.

The screenshot shows a modal window titled 'Email for payment acknowledgment'. It contains the text 'Please enter your Email to receive payment acknowledgment.' and an input field for the email address. Below the input field is an orange 'PROCEED' button.





## Paying duties and taxes

### How can I make duties and taxes payment?

Make duties and taxes payments by accessing the shipment details and clicking on 'Pay Duties & taxes' to view and settle any outstanding duties and taxes payment.

### Which payment methods can I use for online payment in FiT?

You can use the below payment method:

Credit cards (Visa, Master)

### How do I know if FedEx has applied my payment?

A payment receipt will be sent to the payer's email address, and in FiT, the payment status will be updated.

## Customer support

### Need further information on FiT:



Go to [fedex.com](https://fedex.com)



Scan the QR code to access the tool

