

# FedEx®



## **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.



Update pre-clearance instructions with ease.



Upload required customs clearance documents such as KYC and commercial invoices.



Download post clearance-related documents whenever you need them.

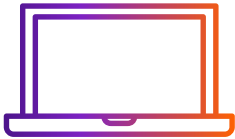


Pay duties and taxes directly through the tool, saving you time and effort.



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

# 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: <https://www.fedex.com/en-in/fit>. 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 contact details 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.

Accessing the FiT

**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\*

*\*You'll receive a one-time authentication code sent to your email and/or mobile phone number to authenticate your access.*

FedEx. Shipping Tracking Support Account

Enter your user ID and password to log in

[CREATE A USER ID FOR AN EXISTING ACCOUNT](#)

USER ID

PASSWORD

Remember my user ID.

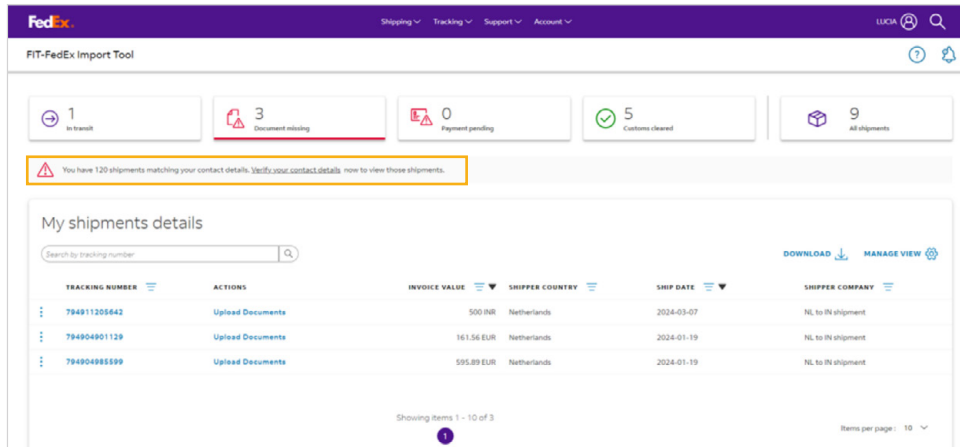
**LOG IN**

[FORGOT YOUR USER ID OR PASSWORD?](#)

Need help?  
[CUSTOMER SUPPORT](#)

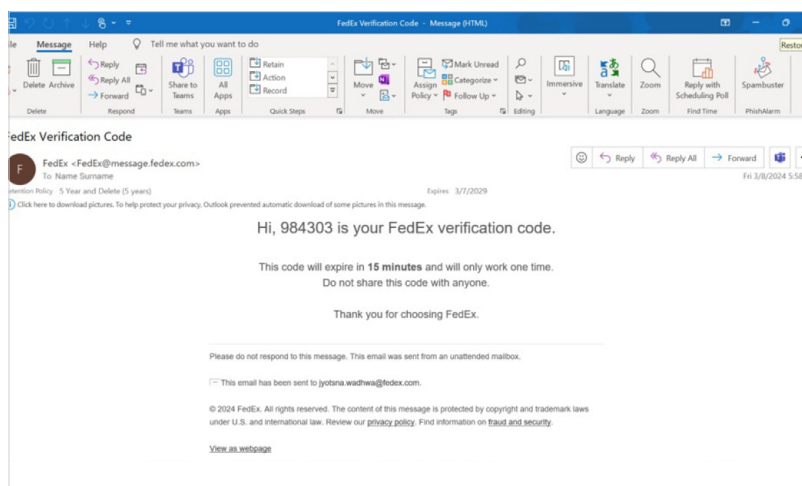
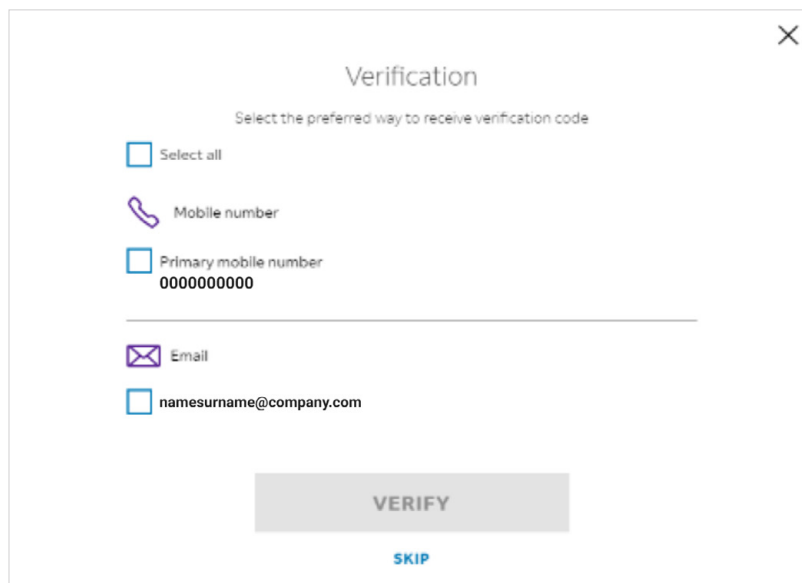
Enter the fedex.com User ID and Password and click on '**LOG IN**'.

# 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 phone and/or 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 either your mobile phone number or email.
- Enter your mobile number and click on '**Login**'.
- You will receive a **one-time verification code** on your phone.
- **Enter the code** received on SMS.
- You can also track additional shipments that are associated with your email. You will receive a **one time verification code** on your email for the same.

## FiT Dashboard interface.

### Shipment Status Summary

Filtered view based on selection

The screenshot shows the FIT-FedEx Import Tool dashboard. At the top, there are five status tabs: 'In transit' (1,800), 'Document missing' (200), 'Payment pending' (246), 'Customs cleared' (1,000), and 'All shipments' (2,700). The 'Document missing' tab is highlighted with a red bar. Below the tabs is a search bar for tracking numbers and buttons for 'DOWNLOAD' and 'MANAGE VIEW'. The main section is titled 'My shipment details' and contains a table with columns for Tracking Number, Actions, Invoice Value, Sender Country, Sender Company, and Ship Date. The table lists 12 shipments with their respective details.

TRACKING NUMBER	ACTIONS	INVOICE VALUE	SENDER COUNTRY	SENDER COMPANY	SHIP DATE
121213123456	Upload documents	100.34 INR	Netherlands	Spaerly White	05/10/2023
121213123456	Upload documents	100.34 INR	Great Britain	Innovation Solutions	05/10/2023
121323120022	Upload documents	80.34 INR	Germany	Strategic Partnerships	05/10/2023
121213123456	Upload documents	100.34 INR	Great Britain	Global Industries	05/10/2023
121323120022	Upload documents	100.34 INR	Iceland	Millennium Coalitions Private Limited	05/10/2023
128899123450	Upload documents	100.34 INR	Ireland	Building Enterprises	05/10/2023
121213123456	Upload documents	100.34 INR	Netherlands	Next Gen Innovations	05/02/2023
121213120059	Upload documents	100.34 INR	Netherlands	Global Industries	05/01/2023
128899123450	Upload documents	100.34 INR	Netherlands	Global Brands	04/15/2023
121213123456	Upload documents	100.34 INR	Denmark	Innovation Solutions	04/15/2023
121213120000	Upload documents	100.34 INR	Iceland	Millennium Coalitions Private Limited	04/15/2023

### 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 4 shipment statuses; action is required on 2 statuses - Document Missing and Payment pending.

- **In Transit:** Your shipment is on the way to destination countries / territories.
- **Document Missing:** Some customs documents are missing and pending, users to upload related document.
- **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

- KYC FAQ
- Duties and Taxes FAQ
- FiT FAQ

## Alerts

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

TRACKING NUMBER	ACTIONS	INVOICE VALUE	SENDER COUNTRY	SENDER COMPANY	SHIP DATE
121213123456	Upload documents	100.34 INR	Netherlands	Sperry shoes	05/10/2023
121213123456	Upload documents	100.34 INR	Great Britain	Innovation Systems	05/10/2023
121323120022	Upload documents	80.34 INR	Germany	Strategic Products	05/10/2023
121213123456	Upload documents	100.34 INR	Great Britain	Allied Industries	05/10/2023
121323120022	Upload documents	100.34 INR	Iceland	Wilbert Construction Ltd	05/10/2023
128899123450	Upload documents	100.34 INR	Ireland	Woolmark Products	05/10/2023
121213123456	Upload documents	100.34 INR	Netherlands	Next Gen Innovations	05/02/2023
121213120059	Upload documents	100.34 INR	Netherlands	Woolmark Products	05/01/2023
128899123450	Upload documents	100.34 INR	Netherlands	Global Brands	04/15/2023
121213123456	Upload documents	100.34 INR	Denmark	Innovation Systems	04/15/2023

## 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 related to KYC, Duties and Taxes 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 4 key sections for each AWB:

- Shipment Details
- Recipient and Sender Details
- Documents
- Payments

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

FIT-FedEx Import Tool

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398482603 DOCUMENT MISSING

KYC documents are pending to be submitted. Visit 'Recipient and Sender details' section to submit.

Clearance documents are required. Visit 'Documents' section to submit.

Shipment details Recipient & Sender details Documents Payments

Shipment details

TRACKING NUMBER	FROM	TO

SENDER NAME	INVOICE AMOUNT	SHIP DATE

Services details

SERVICE	TERMS	SPECIAL
FedEx International Economy	Recipient	Delivery weekday

Customs clearance instruction

NOTE: Recommend to include type of declaration, clearance instruction, contact name, phone number and email address for our agent to reach out to you if needed.

Enter Import Customs Clearance instruction for clearance agent approval

250/250 characters

CANCEL SEND

## Recipient and Sender details section

If a shipment requires KYC documents for Customs clearance, the link 'Submit KYC' will be visible here. Upon clicking this link, you will be redirected to upload KYC documents of the recipient / importer.

FedEx

Shipment Tracking Support Account

Sign up/Login

FIT-FedEx Import Tool

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3232123234 DOCUMENT MISSING

KYC documents are pending to be submitted. Visit 'Recipient and Sender details' section to submit.

Clearance documents are required. Visit 'Documents' section to submit.

Shipment details Recipient & Sender details Documents Payments

Recipient & Sender details

RECIPIENT NAME COMPANY ACCOUNT NUMBER

ADDRESS EMAIL

PHONE NUMBER ALTERNATE NUMBER

Sender details

SENDER NAME COMPANY ACCOUNT NUMBER

ADDRESS EMAIL

PHONE NUMBER ALTERNATE NUMBER

Customs clearance instruction

NOTE: Recommend to include type of declaration, clearance instruction, contact name, phone number and email address for our agent to reach out to you if needed.

Enter Import Customs Clearance instruction for clearance agent approval

250/250 characters

CANCEL SEND

SUBMIT KYC

# FiT Dashboard view

## KYC document submission

The information will be pre-populated with the details that are already available, enter the missing information to continue.

← Verification (10 min approx.) 0% done

### Verification details

Fill in the data for your shipment profile

Air waybill (Tracking) Number \*

please enter air waybill number

Consignee Name \*

please enter consignee name

Mobile Number \*

please enter mobile number

Email id \*

please enter email id

Select the **relevant fields** based on your type of import.

### Who is the receiver?

Individual

Company

Others

Upload the **required document**.

### Mandatory documents required for KYC process

Select Document(s) \*

Aadhaar Card

\*Mandatory document(s) are auto selected.

**Review and accept** the terms & conditions.  
**Confirm** the details and click on continue.

← Review Summary (10 min approx.) 90% done

### Consignee Details Summary

Review your KYC summary. Edit your details here if required, or click on "Continue" to proceed.

**Personal details**

Consignee Name

Address Type

Nationality

**Documentation**

Aadhaar Card

Continue



# FiT Dashboard view

## Documents section

Click the tab **'Submit Documents'** to upload clearance documents.

## Download clearance related documents such as:

Air WayBill, Commercial Invoice, Packing List, Duty and Tax Invoice and Bill of Entry (BOE).

FIT-FedEx Import Tool

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3232123234 DOCUMENT MISSING

⚠ Clearance documents are required. Visit 'Documents' section to submit.

Shipment details Recipient & Sender details **Documents** Payments

Documents

Upload documents **SUBMIT DOCUMENTS**

Clearance document is required

Download documents **DOWNLOAD DOCUMENTS**

Commercial Invoice

COMMERCIAL INVOICE

Customs clearance instruction

**NOTE:** Recommended to include type of declaration, clearance instruction, contact name, phone number and email address for our agent to reach out to you if needed.

Enter Import Customs Clearance instruction for clearance agent approval

250/250 characters

CANCEL SEND

## Microsite flow for a clearance document submission

Tool will pre-populate the available information, enter the missing information to continue.

← Verification (10 min approx.) 0% done

**Verification details**

Fill in the data for your shipment profile

**Air waybill (Tracking) Number \***

please enter air waybill number

**Consignee Name \***

please enter consignee name

**Mobile Number \***

please enter mobile number

**Email Id \***

please enter email id

Upload the required document and click on **'Continue'** to make a submission.

← Documentation 60% done

**Documents required for Clearance process**

Remarks: ACCS TO DMS

**Itemized invoice with HSN Details** [Read Guidelines](#)

Invoice is missing information - HSN code and hence cannot be used for filing for clearance

**Remove Document**

Document Name

Select a file

Only PNG, JPG, JPEG, TIFF or PDF with max size of 2MB

**Browse**

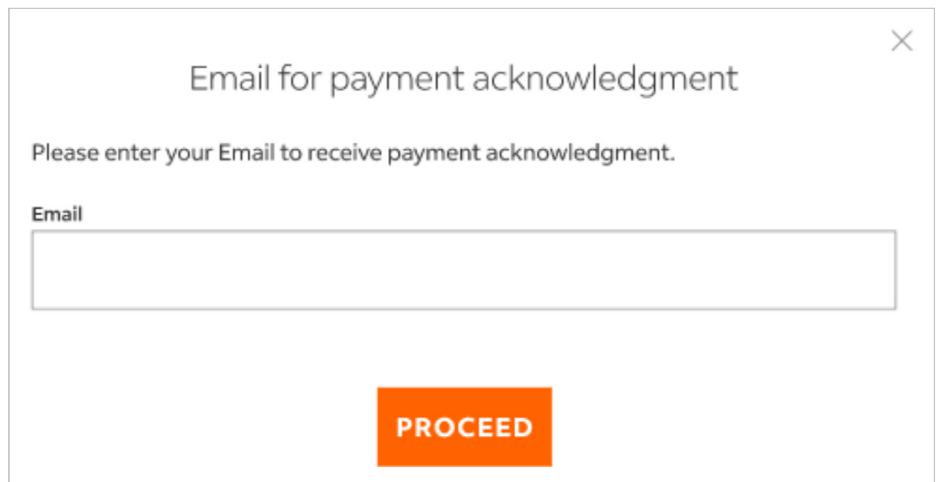
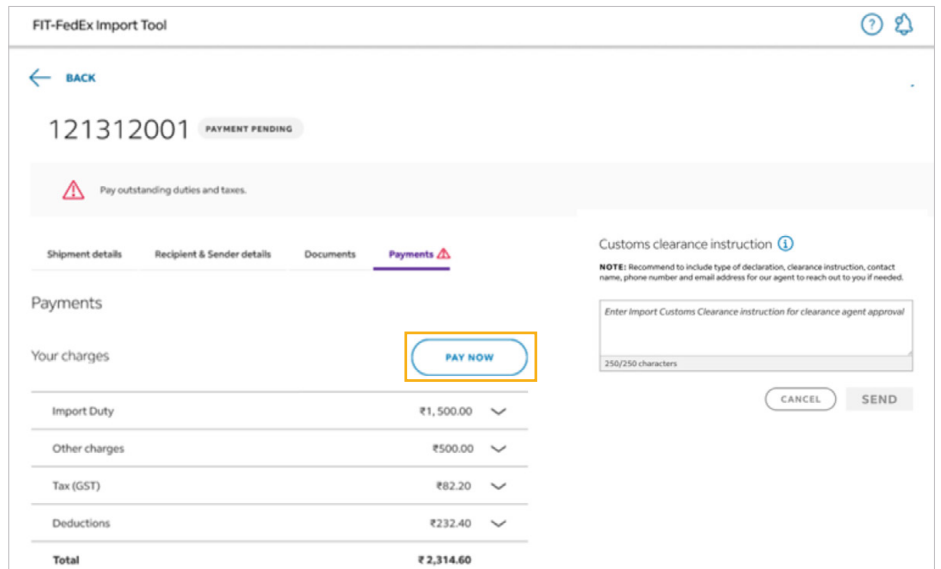
# FiT Dashboard view

## Payments section

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

Click on **'PAY NOW'**.

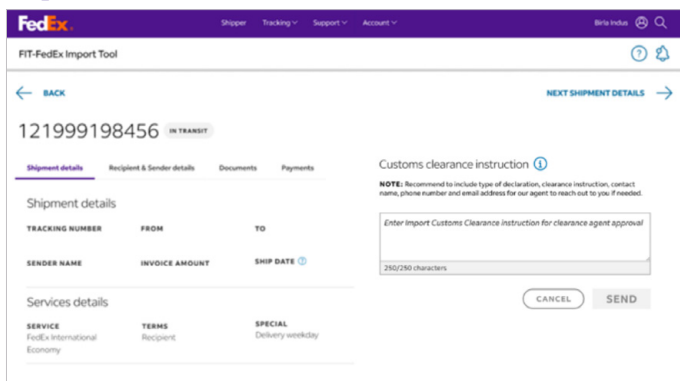
- **Enter email id** to receive email acknowledgment post payment.
- Select the **preferred payment method** and enter the details.
- The payment acknowledgment will be **sent to the email id** provided.



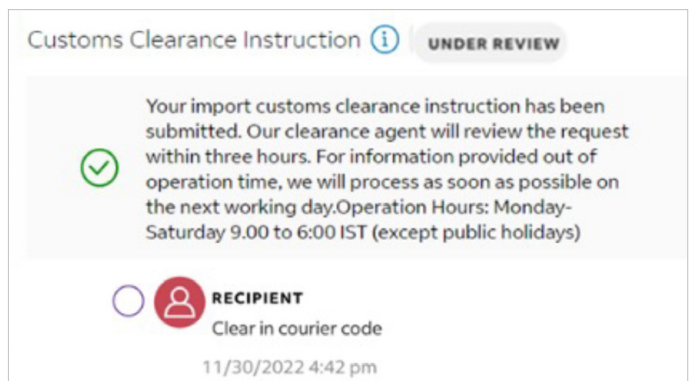
## Customs Clearance Instructions

The customs clearance instruction window will be available across all sections and will be open for a limited time in the shipment journey. During this time, you can enter the instructions, which would be further passed to the FedEx clearance agent for review.

## Input Customs Clearance Instruction



## Instruction under review



# FiT Dashboard view

## Instruction is approved

Custom clearance instruction ⓘ APPROVED ✓

**FEDEX AGENT** APPROVED ✓  
The Customs clearance instruction has been accepted and we will process your shipment accordingly.  
12/01/2022 4:42 pm

**RECIPIENT**  
Clear in courier code  
11/30/2022 4:42 pm

## Instruction is rejected

You can submit new instructions provided the clearance window is still open for accepting any instructions.

Customs clearance instruction ⓘ REJECTED ⊗

**NOTE:** Recommend to include type of declaration, clearance instruction, contact name, phone number and email address for our agent to reach out to you if needed.

Enter Import Customs Clearance instruction for clearance agent approval

250/250 characters

CANCEL SEND

**AGENT 1** REJECTED ⊗  
The import Customs clearance instruction has been rejected. Please revise your instruction and submit again.  
12/01/2022 4:42 pm

**RECIPIENT**  
Clear in courier code  
11/30/2022 4:42 pm



# View Pending actions on your shipment through the tracking page

## Outstanding duties & taxes

The screenshot shows the FedEx Tracking interface for a shipment. The tracking ID is 121312001. A yellow warning box highlights the message: "A duties and taxes payment is due." with a "Provide payment" link. The shipment is scheduled for Thursday, 7/20/2023 by 8:00 pm, with an estimated delivery time between 1:30 pm and 5:30 pm. The tracking history shows the package is currently "ON THE WAY" in Paris, FR, and is expected to be "OUT FOR DELIVERY" in Delhi, IN on 7/20/2023 by 8:00 pm.

## Pending KYC / Clearance document

The screenshot shows the FedEx Tracking interface for a shipment. The tracking ID is 39848233603. A yellow warning box highlights the message: "A Know Your Customer (KYC) document is needed." with "Upload document" and "Provide information" links. The shipment is scheduled for Thursday, 7/20/2023 by 8:00 pm, with an estimated delivery time between 1:30 pm and 5:30 pm. The tracking history shows the package is currently "ON THE WAY" in Paris, FR, and is expected to be "OUT FOR DELIVERY" in Delhi, IN on 1/20/2024 by 8:00 pm.

## 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 various payment methods, including:

- Credit cards (Visa, Master, Rupay, Diners, AMEX)
- Debit cards
- Unified Payment Interface (UPI)
- Net banking/internet banking (retail and corporate)
- Cash cards/wallets
- Equal monthly installments (EMI)

### 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.

Alternatively you can also view the pending actions on the shipment via the tracking page.

Go to FedEx Website → Enter the Tracking ID under the Tracking Tab → Click on Track → Search result will be displayed → If there is any pending action, the message will be displayed → Click on the link to complete the action.

## Customer support

### Need further information on FiT:



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



Scan the QR code to access the tool

