

A woman with short dark hair, wearing a vibrant green and gold patterned jacket over a grey top, is seated at a wooden desk. She is looking at a silver laptop, with her hands on the keyboard. In her left hand, she holds a decorative, beaded object. On the desk in front of her are several FedEx boxes, including one labeled 'Small Box' and another 'Large Box'. The background features a white brick wall adorned with various animal heads, including a lion and a zebra. A large, dark, textured object, possibly a sculpture, is visible on the right side of the frame.

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.



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.

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-za/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 email/mobile number 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.*

Enter your user ID and password to log in

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

USER ID

PASSWORD

Remember my user ID.

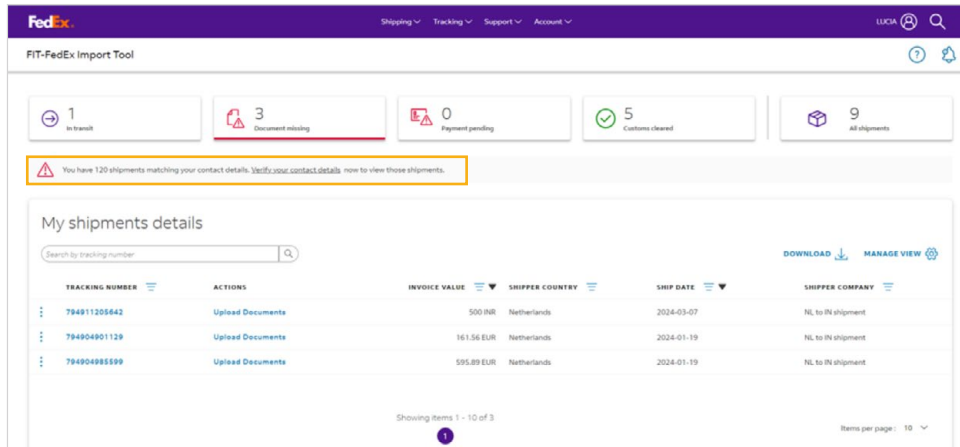
[LOG IN](#)

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

Need help?
[CUSTOMER SUPPORT](#)

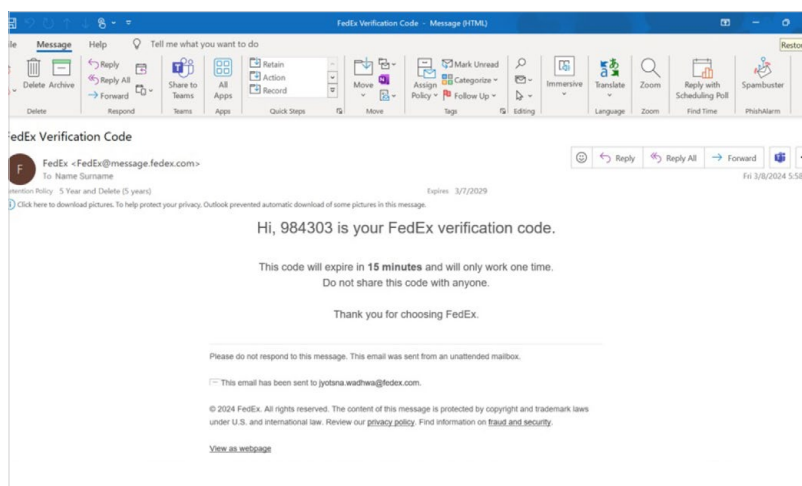
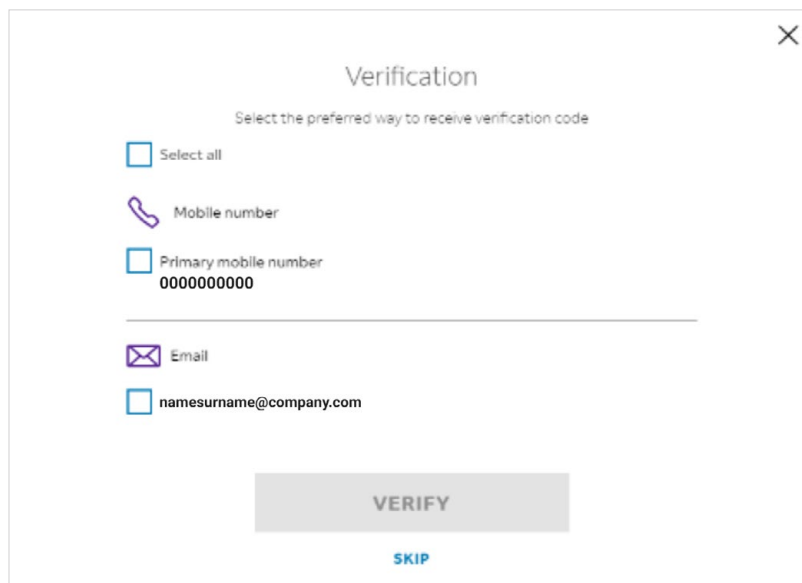
Enter the fedex.com User ID and Password and click on **'LOG IN'**.

Access FiT



- Post login, you can view the shipments that are matching 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 would receive a **one-time verification code** on your email as selected.
- Enter the code received and click on **SUBMIT** to login.
- The FiT dashboard would 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 FIT-FedEx Import Tool dashboard. At the top, there is a navigation bar with the title 'FIT-FedEx Import Tool' and a help icon. Below the navigation bar is a summary bar with five status cards: 'In transit' (1,800), 'Document missing' (200), 'Payment pending' (246), 'Customs cleared' (1,000), and 'All shipments' (2,700). The 'Document missing' card is highlighted with a yellow border. Below the summary bar is a section titled 'My shipment details' with a search bar and 'DOWNLOAD' and 'MANAGE VIEW' buttons. The main content is a table with columns: TRACKING NUMBER, ACTIONS, INVOICE VALUE, SENDER COUNTRY, SENDER COMPANY, and SHIP DATE. The table contains 12 rows of shipment data.

TRACKING NUMBER	ACTIONS	INVOICE VALUE	SENDER COUNTRY	SENDER COMPANY	SHIP DATE
121213123456	Upload documents	100.34 INR	Netherlands	Quality Ideas	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	Market Expansion Programs	05/10/2023
128899123450	Upload documents	100.34 INR	Ireland	Building Solutions	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	Market Expansion Programs	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

FiT FAQ

Alerts

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

FIT-FedEx Import Tool

1,800 In transit | 200 Document missing | 246 Payment pending | 1,000 Customs cleared | 2,700 All shipments

My shipment details

Search by tracking number

TRACKING NUMBER	ACTIONS	INVOICE VALUE	SENDER COUNTRY	SENDER COMPANY	SHIP DATE
121213123456	Upload documents	100.34 INR	Netherlands	Spotify India	05/10/2023
121213123456	Upload documents	100.34 INR	Great Britain	Innovation Software	05/10/2023
121323120022	Upload documents	80.34 INR	Germany	Strategic Product Support	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 Pvt Limited	05/10/2023
128899123450	Upload documents	100.34 INR	Ireland	Working Time Bank	05/10/2023
121213123456	Upload documents	100.34 INR	Netherlands	Next Gen Technologies	05/02/2023
121213120059	Upload documents	100.34 INR	Netherlands	Business Solutions	05/01/2023
128899123450	Upload documents	100.34 INR	Netherlands	Global Brands	04/15/2023
121213123456	Upload documents	100.34 INR	Denmark	Innovation Software	04/15/2023

DOWNLOAD | MANAGE VIEW

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 details
- Documents
- Payments

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

FedEx Import Tool

Shipping Tracking Support Account

778609205843 PAYMENT PENDING

Pay outstanding duties & taxes.

Shipment details Recipient & Sender details Clearance details Documents Payments

Shipment details

TRACKING NUMBER
778609205843

FROM
KWAI FONG, HK

TO
BOKSBURG, ZA

SHIP DATE
2024-09-16

INVOICE AMOUNT
2.XO ZAR

Service Details

SERVICE
FedEx International Economy

TERMS
Shipper

SPECIAL HANDLING SECTION
Deliver: Weekend, Electronic Trade Documents

Documents section Download clearance related documents such as:

Air WayBill, Commercial Invoice, Packing List, SAD500, Duty and Tax Invoice.

FedEx Import Tool

Shipping Tracking Support Account

778609103712 PAYMENT PENDING

Pay outstanding duties & taxes.

Shipment details Recipient & Sender details Clearance details Documents Payments

Documents

Download Documents

Bill of Entry (BOE)

BILL OF ENTRY (BOE)

Pro Forma Invoice

PRO FORMA INVOICE

DOWNLOAD ALL



FiT Dashboard view

Clearance

Clearance Section to view outstanding Customs clearance information that is required.

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

FedEx

Shipping Tracking Support Account

FedEx Import Tool

1234561256709 PENDING WITH CUSTOMER

Shipment details Recipient & Sender details Clearance details Documents

Required clearance information EXPAND ALL

VAT and Importer code

Please provide your Importers Code and VAT numbers below. The importers code is a unique number that companies are required to use when data is exchanged with customs. Don't have an Importers Code number? Apply for one via your [local government](#). This is a private shipment. ?

Importers Code

Importers Code: I x 123456789 ?

VAT Number

VAT Number: I x 42345678901 ?

Attachment ⓘ

UPLOAD FILES ↗

ⓘ You can upload a maximum of 4 files.

Comments

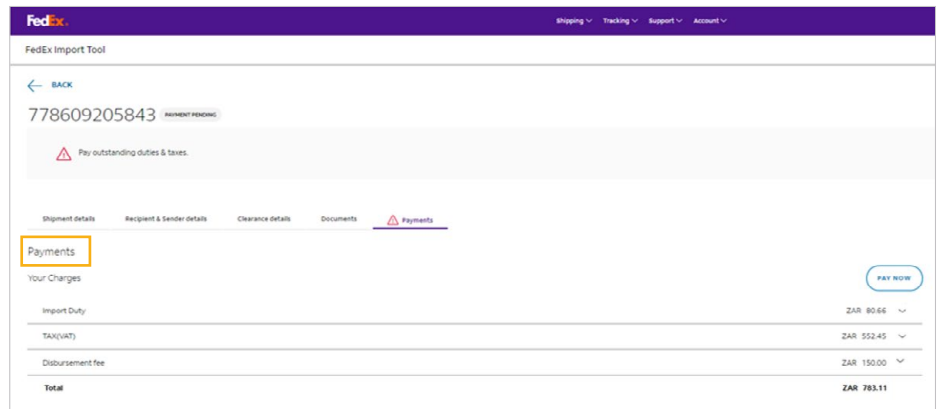


FiT Dashboard view

Payments section

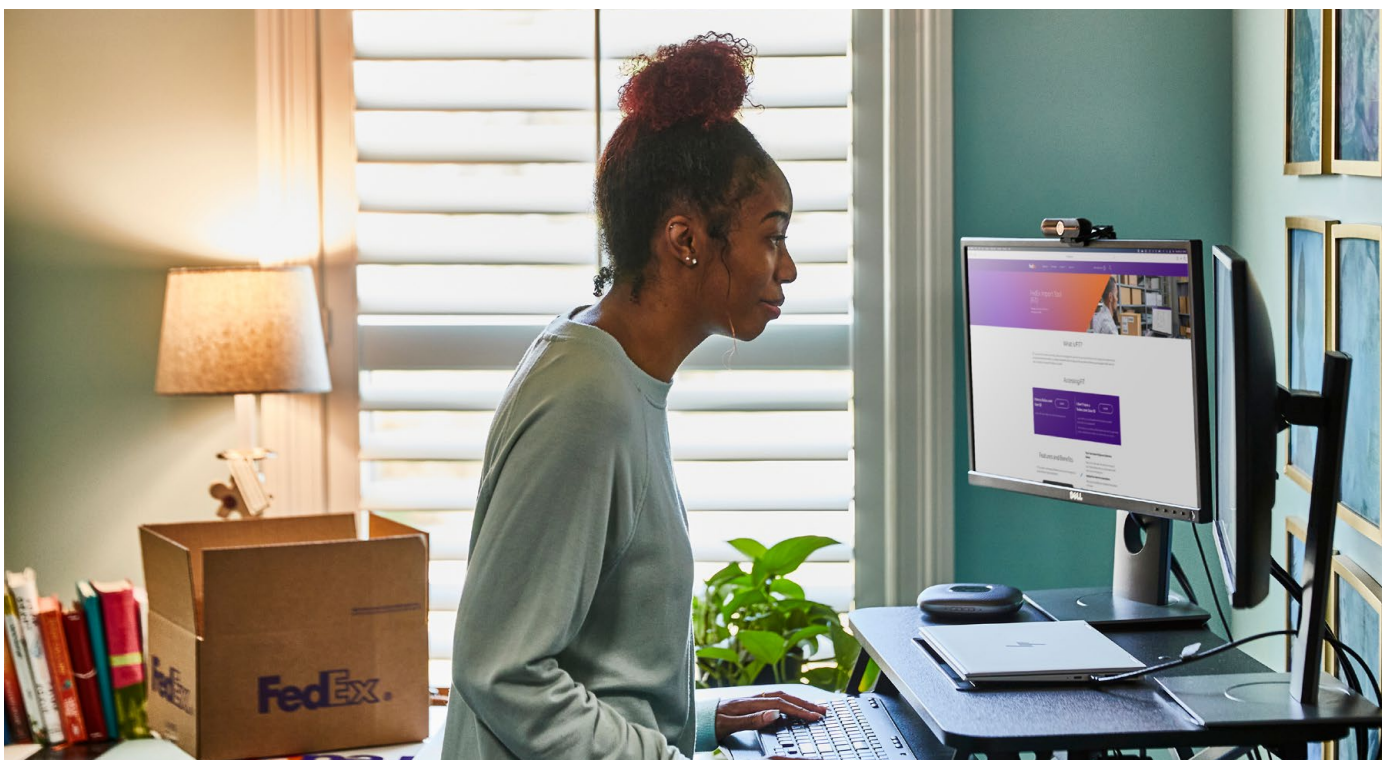
The section will be visible if there are outstanding duties and taxes on your shipment.

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 modal form is titled 'Email for payment acknowledgment' and includes a close button (X) in the top right corner. The main text reads: 'Please enter your Email to receive payment acknowledgment.' Below this is a text input field labeled 'Email'. At the bottom right of the modal is an orange button labeled 'PROCEED'.



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://www.fedex.com)



Scan the QR code to access the tool

