



4 Steps to Import with FedEx



Step 1 Notified by Overseas Shippers

Step 2 Check Duties and Taxes

Step 3 Track Your Shipment

Step 4 Receive Shipment

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As an experienced international importer, FedEx helps you to prevent costly customs delays for your shipments.

Step 1 : Notified by Overseas Shippers

- An overseas shipper places an order and sends a shipment to you.
- The shipper can notify you of the International Air Waybill numbers and product details by using **FedEx Ship Manager**[®] at fedex.com, **Ship Alert**[®], or online tracking notification function.
- If the freight charges are billed to you as a recipient our integrated billing system allows you to pay by using **one** account number.

Step 2 : Check Estimated Duties & Taxes

- The amount of duties and taxes will depend on the type of commodity, product value, country of manufacture, and application of product.
- Details can be found on our website at https://www.fedex.com/GTM?cntry_code=my Then click on "**Estimate Duties and Taxes**". Although signing up is required to access, the service is free of charge for multiple queries with no limitations.

Step 3 : Track Your Shipment

- You can track your shipment status and get automated tracking updates (exception & delivery notification) by using our online tracking system that offers a selection of 16 different languages.
- You can email the tracking details to the shipper and 3 other parties.

Step 4 : Receive Shipment

- FedEx provides fast and smooth clearance for your shipments.
- FedEx also provides pre-clearance prior to shipments' arrival to expedite the customs release process so that you will receive your shipments earlier.

Import Hotline

Kuala Lumpur :(603) 8778 1888

Penang :(604) 643 8822

- Inbound clearance enquiries
- Fast and accurate import information
- First-hand information by clearance representative

Import Hotline Service Hours:

Mon - Fri :0800 - 1800

Sat :0800 - 1200

Sunday and public holidays :No service

