

FIXIT FLOW

User Manual

Version 1

A practical guide to submitting, receiving and recovering K1, K2, K3, K8 and K9 declaration files.

Resolving Issues. Saving Time.

1. Welcome to FIXIT Flow

FIXIT Flow helps customs declarants prepare declaration files from shipping documents with less repetitive data entry.

How it works

1	Send documents	Email the required documents from your approved email address to admin@fixitflow.net.
2	FIXIT Flow processes	Sender, points, documents, extraction and validation are checked.
3	Declaration generated	K1, K2, K3, K8 or K9 is prepared.
4	Receive by email	The generated declaration file is returned as an email attachment.
5	Verify	Check the declaration before importing or submitting it to ALDEC.

Customer Portal

- Check available points.
- Manage approved sender email addresses.
- View declaration history and status.
- Download a completed declaration.
- Request a completed declaration to be resent by email.

Email remains the primary delivery method. The portal provides account management and recovery options.

2. Create Your FIXIT Flow Account

1. Open the Customer Portal

Select **Create Account** from the FIXIT Flow login page.

2. Enter Your Details

Enter your full name, company name, email address and password. Use an email address you normally use to send declaration documents.

3. Create Account

Your registered email becomes the main email associated with your FIXIT Flow account.

4. Sign In

Return to the login page, enter your email and password, then select **Login**.

Forgot your password?

Select **Forgot password?**, enter your registered email and follow the reset link sent to your email.

3. Approved Email Addresses

FIXIT Flow identifies customers from the email address that sends the documents.

Your registered account email is automatically an approved sender. Additional company email addresses may be added in the Customer Portal, up to the account limit.

If an unapproved email sends documents: FIXIT Flow will not process the declaration. The sender will be told that registration or authorization is required, and no point is deducted.

4. Points

1 successfully generated declaration = 1 point

- Failed generation: no point deducted.
- A FIXIT Flow-caused retry should not consume another point.
- Download an existing declaration: 0 points.
- Resend an existing declaration: 0 points.
- If the balance reaches 0, a new declaration will not be processed until points are added.

5. How to Submit a Declaration

1. Prepare your documents

Attach the available Invoice, Packing List and Delivery Order (when applicable). Documents may be separate or combined where supported.

2. Use an approved email

Send from a registered/approved sender to **admin@fixitflow.net**.

3. State the declaration type

Clearly state whether you require **K1, K2, K3, K8 or K9**.

4. Supply only missing HS Code / COO

If HS Code or Country of Origin is already clearly stated in the Invoice or Packing List, you do not need to type it again. If required information is missing, include it in the email. For K2, the user does not need to provide COO.

5. Multiple items

Where required information is missing for multiple items, identify it item by item.

6. Send

The normal workflow is **Email -> FIXIT Flow -> Email**. You do not need to log into the portal for every submission.

7. Processing

FIXIT Flow checks the sender and points, reads the documents, extracts information, validates it and generates the declaration.

8. Receive

If successful, the declaration is returned as an email attachment and one point is deducted.

6. What to Write in Your Email

Keep the email short. FIXIT Flow should use information already available in the submitted documents.

Single item - when HS Code / COO are missing

Subject: K1

HS Code: 3923.21.9900

COO: MY

Documents attached.

For K2

Subject: K2

HS Code: 3923.21.9900

Documents attached.

Multiple items

Item 1

HS Code: 3923.21.9900

COO: MY

Item 2

HS Code: 8504.40.9000

COO: CN

Rule: If the information is already clearly stated in the Invoice or Packing List, do not type it again. If required information is missing, provide it in the email.

7. Receiving & Checking Your Declaration

The completed declaration is sent to your approved email address as an attachment. Email is the primary delivery method.

Before ALDEC

- HS Code
- Country of Origin
- Quantity and Unit of Measurement
- Value
- Weight
- Duty and Tax information
- Other declaration information

Even information obtained directly from your Invoice or Packing List should be verified before submission.

Cannot find the attachment?

Open the Customer Portal and use **Download K1/K2/K3/K8/K9** or **Resend Email**. Neither action uses another point.

Status

- Processing - FIXIT Flow is still preparing the declaration.
- Completed - declaration generated successfully.
- Failed - declaration could not be generated successfully; no point is deducted.

8. When Something Goes Wrong

Email not registered or approved

Register an account or add the sender as an approved email, then resend the original email and documents. No point is deducted.

Not enough points

Add/purchase points, then resend the documents. The rejected attempt does not consume a point.

Declaration processing failed

Review any instructions provided and resend when necessary. No point is deducted for an unsuccessful generation.

Completed but email not received

Check Inbox and Spam/Junk. Then use Customer Portal -> Declaration History -> Resend Email or Download.

Forgot password

Select Forgot password? on the login page and follow the reset instructions.

Need help? Email support@fixitflow.net and include the FIXIT Job Number shown in your Customer Portal.

9. Quick Reference

SEND TO	admin@fixitflow.net
ATTACH	Invoice + Packing List + Delivery Order (when applicable)
STATE	K1 / K2 / K3 / K8 / K9
HS CODE / COO	If already stated in Invoice/Packing List, do not retype. If missing, provide in email. K2: user does not need to provide COO.
MULTIPLE ITEMS	Provide missing information item by item.
POINTS	Successful generation = 1 point. Failed = 0. Download = 0. Resend = 0.
DELIVERY	Primary: email attachment. Backup: Customer Portal Download / Resend Email.
VERIFY	HS Code, COO, Quantity/UOM, Value, Weight, Duty/Tax and other declaration information.
SUPPORT	support@fixitflow.net - include FIXIT Job Number.

Prepare Documents -> Email FIXIT Flow -> Declaration Generated -> Receive Attachment -> Verify -> ALDEC

10. Important Information & User Responsibility

FIXIT Flow assists with extracting information from submitted documents and preparing declaration files. Automated extraction and processing may not always interpret every document or shipment correctly.

The declarant must verify the final declaration before importing or submitting it to ALDEC.

Always check

- HS Code - correct and applicable to the goods.
- Country of Origin - correct for each item where applicable.
- Quantity & Unit of Measurement - matches shipment documents.
- Value & Weight - correct declared values and weights.
- Duty & Tax - applicable duty, tax, exemption and related information.
- Other declaration information - review the declaration as a whole.

Information supplied by the user may be used by FIXIT Flow, but providing it does not remove the need to verify the generated declaration.

FIXIT Flow prepares the declaration file. The declarant remains responsible for reviewing the declaration and submitting the appropriate information to Customs through ALDEC.

Support: support@fixitflow.net