FedEx® Billing Online
User Guide

Introduction

FedEx Billing Online allows you to efficiently manage and pay your FedEx invoices online. *It's free, easy and secure.*

FedEx Billing Online helps you streamline your billing process. With all your FedEx shipping information automatically cataloged and in one — secure — online location, you never have to worry about misplacing a paper invoice or sifting through reams of paper to find information for past shipments.

Inside you'll find step-by-step FedEx Billing Online operating instructions.

Contents

1   How to Register

To register for FedEx Billing Online, go to the login screen by selecting View/Pay Bills under the Manage tab on **fedex.com**. If you already have a **fedex.com** User ID and password (used for FedEx Ship Manager®, My FedEx®, etc.), enter it, click Login, and verify your account information. If you are new to **fedex.com**, register first by clicking on the Register Now link on the login screen.

The first user to register an account for FedEx Billing Online is by default the FedEx Billing Online administrator. A new administrator can be designated at any time following the completion of registration and receipt of password. Please provide all requested information including company and contact information.

Once the registration process is complete, the account administrator may register as many users as required to appropriately manage their invoices. All users registered by the account administrator will receive notification via email inviting them to access and use FedEx Billing Online.

2 Account Summary

Your Account Summary provides a complete overview of recent activity in your account, including an up-to-date balance and list of all open, past due and closed invoices. You can send notifications to other users from this screen as well as pay invoices.

At the top of this screen you will see your primary account number and totals for charges, payments, adjustments, balances due and any past due charges. Switch between multiple Bill To (primary) accounts by using the provided drop-down menu. The selected primary account will drive all activity and administration within FedEx Billing Online.
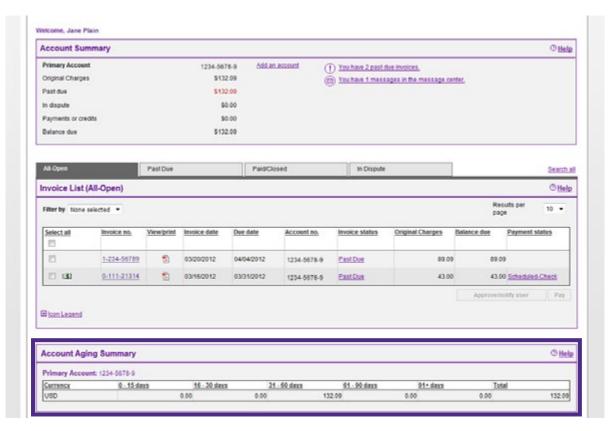
The table on this screen shows more detail — including invoice numbers, invoice dates and invoice status — so that you can review invoice information quickly and conveniently. This is a listing of all open invoices with their corresponding balances. You will also see invoices that are past due, in dispute or have been submitted for payment. You can also click on the PDF icon to view, print or save a PDF version of your invoice.

In the Invoice List, click on the status in the Invoice Status column to view all payment, dispute and adjustment activity on the invoice.

You can also view invoices by status. Just click on the corresponding tab to view All Open invoices, Past Due invoices, Paid/Closed invoices or invoices that are In Dispute. Invoices in the Paid/Closed tab are available up to 180 days from the closed date.

Note: when you leave the Account Summary screen to go to other screens in FedEx Billing Online, your web browser's Back button will always take you back to this screen.

2.1   Account Aging Summary

The Account Summary screen is easily customized if you want to see the information in a particular manner. For example, to show your invoices by due date, simply click the name of the column that you would like to sort. The table will automatically rearrange to show invoices sorted by your selected field.

A snapshot of your billing activity is available at the bottom of the Account Summary screen. Charges are grouped into the following time ranges:

- 0–15 days
- 16–30 days
- 31–60 days
- 61–90 days
- 91+ days

If there are open charges in any of the time ranges, the total amount of those charges will appear under the heading.

2.2   Viewing Invoice Detail

If you need to review detailed information on a particular invoice, click on the invoice number in the table. All invoice detail will appear on the screen — including tracking numbers, reference codes, status and balance. As with the Summary screen, you can sort by the details of each invoice.

Also, from the Invoice Detail screen, you can click on the value in the Product Group column to see additional details of "grouped" shipments, i.e. FedEx Ground Multiweight, FedEx International Priority DirectDistribution®, FedEx International Priority DirectDistribution® Freight, etc.

2.3   Message Center

FedEx periodically needs to send you important messages about your account and promotions. The number of new messages you have is indicated in the Messages section on the Account Summary screen. You can read your new messages by clicking the messages link or by clicking the Message Center tab at the top of the screen.

Once in the Message Center, you will see a list of any messages you have been sent. Clicking on a message subject link will open a new screen that shows the message details. Messages can be deleted from either the Message Center screen or the Message Detail screen.

2.4   Approving and Notifying Other Users

The Account Summary screen allows you to select one or more invoices and send an approval/notification to other users that the invoices are available to pay. Simply click on the check box to the left of each invoice number and click the Approve and Notify button. This will allow you to choose which of your additional users to send a notification to. It will also allow you to enter specific comment text that will be included in your email notification. With this feature, you can also approve or send approval requests to other listed users.

3　The Invoice Tabs

A series of tabs located in the middle section of the Account Summary screen allows you to navigate your open, past due, paid/closed and in dispute invoices.

3.1   All Open Invoices

This tab gives you an easy way to view summaries of all open invoices for your account. Just as the Account Summary screen allows you to pay or click on invoices for more detail, the All Open invoices view allows you to pay any or all of the invoices by selecting the check box to the left of the invoice number. To retrieve detailed information about an invoice, click on its invoice number.

3.2   Past Due Invoices

This tab gives you an easy-to-view summary of all past due invoices for your account. To quickly pay these invoices from this screen, simply click on the checkboxes to the left of the invoice number and click on the Pay button. These invoices will be added to your payment cart and

you will be taken to the payment cart review screen to complete your payment. If you need additional information before paying an invoice, click on its invoice number to view the invoice detail.

3.3   Paid/Closed Invoices

This tab gives you an easy-to-view summary of all closed invoices for your account from the last 180 days. To view detailed information regarding these invoices, simply click on the invoice number to be taken to the Invoice Detail screen. From the Invoice Detail screen, you can click on the

View Invoice History link to view all information regarding payments, disputes, credits and approvals for this invoice.

3.4   In Dispute Invoices

This tab gives you an easy-to-view summary of all invoices that are in dispute. From this screen you can quickly see the disputed amount and date of the invoice level dispute. To view more information regarding this invoice, simply click on the invoice number to be taken to the Invoice Detail screen. From the Invoice Detail screen, you can click on

the View Invoice History link to view all information regarding payments, disputes, credits and approvals for this invoice.

Note: Duty/Tax research (disputed) items will not display in this section.

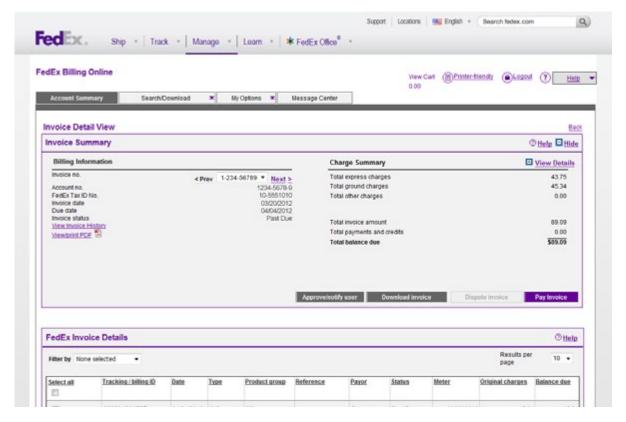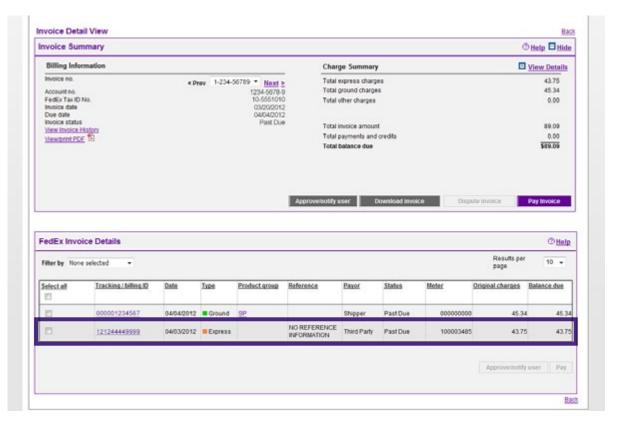# 4   Invoice Details

The Invoice Detail screen presents an easy-to-view summary of all invoice information in a format similar to the original printed invoice.

You can pay, dispute, download or send a notification on the entire invoice from this screen. At the top of this screen, you will see the invoice summary information, including the balance due, payment due date, total FedEx Express charges, total FedEx Ground charges and total Other Charges due for this invoice. There is a link to the Invoice History screen on the left-hand side of the summary. This screen contains all information regarding payments, disputes, adjustments and approvals made on the invoice.

To navigate to other invoices, use the drop-down menu at the top left of the screen containing the invoice number. This drop-down menu will contain all of the invoices related to the screen you were previously viewing (All Open, Past Due, Paid/Closed or In Dispute). You can print a copy of the original invoice by clicking on the View/Print PDF link near the top of the Invoice Detail screen. Adobe Acrobat Reader will open a copy of your original invoice in PDF format. You can then print it by selecting Print from the File menu.

FedEx Express Invoice Detail Overview

From the Invoice Detail screen you can see a detailed list of shipment summaries for your FedEx Express® shipments. Each individual shipment is listed in the table along with the tracking ID, ship date, shipment type, product group, reference, payor, meter number, status, original charges and balance due. To view detailed tracking ID information, click on the tracking ID number. You will be taken to the Tracking ID Detail screen giving you detailed information. Here you can click on the value in the Product Group column to see additional details of "grouped" shipments, i.e. FedEx International Priority DirectDistribution, FedEx International Priority DirectDistribution Freight, etc.

Duty/Tax Invoices

Duty/tax charges are displayed on duty/tax invoices separate from your shipping invoices. Duty/tax invoices are displayed alongside shipping invoices on the Account Summary screen. The supporting documentation as well as a printout of the invoice will be sent in hard-copy format to your account

bill-to address. You can pay for duty/tax invoices on FedEx Billing Online just as you pay for shipping invoices.

Paying for a FedEx Express Shipment

If you only need to pay for a shipment with an individual tracking ID, simply click on the corresponding checkbox in the left-hand column of the shipment table and then click the Pay button. This will add only the tracking ID that you have selected to the payment cart.

Disputing Charges for a FedEx Express Shipment

If you only need to dispute the charges for a shipment with an individual tracking ID, simply click on the tracking ID number to go to the Tracking ID Detail screen.

4.2   FedEx Ground Invoice Detail Overview (including FedEx SmartPost®)

From the Invoice Detail screen you can view the summary of your FedEx Ground® shipments at a service type level. Each individual shipment is listed in the table along with the tracking ID, ship date, shipment type, product group, reference, payor, meter number, status, original charges and balance due. To view detailed tracking ID information, click on the tracking ID number. You will be taken to the Tracking ID Detail screen giving you detailed information. Here you can click on the value in the Product Group column to see additional details of "grouped" shipments, i.e. FedEx Ground Multiweight.

Paying FedEx Ground Charges

From this screen you can also pay for individual FedEx Ground charges by selecting the FedEx Ground Tracking IDs and clicking on the Pay button. This will add these items to your payment cart.

Disputing FedEx Ground (including FedEx SmartPost) Charges

If you need to dispute an individual FedEx Ground shipment, click on the FedEx Ground Tracking ID number to be taken to the Tracking ID Detail screen. From this screen, click on the Dispute button to begin your dispute request.

Continued on next page.

FedEx Ground Multiweight Summary

On this screen, multiweight shipment bundles are indicated with the Product Group value MWT. To receive further details for each bundle, click on the MWT link. Details regarding these shipments are provided, including the number of packages per bundle, origin ZIP code, destination ZIP code, shipment weight, multiweight and net charge. You will then be taken to the Multiweight Detail screen by clicking the associated tracking ID for the bundle. The Multiweight Detail screen provides an accurate breakdown of all charges associated with the bundled shipment. You can also pay or dispute at the Multiweight detail level.

FedEx Ground Miscellaneous Charges

This screen presents links to the lists of all miscellaneous charges, such as Residential Surcharges and Weekly Pickup Charges. A link to view address correction detail information is also provided.

If you feel that a charge has been billed in error, this screen also allows you to dispute individual miscellaneous charges by clicking on the Dispute Invoice link on the right-hand side of each line item.

5   Tracking ID Details

Shipment Details

Ship date	04/03/2012
Payment type	Third Party
Service type	FedEx 2Day
Zone	08
Package type	Customer Packaging
Pieces	1
Weight	6.0 lbs
Rated method	000
Meter No.	100003485
Declared value	**$0.00**

Charges

Transportation Charge	37.55
Fuel Surcharge	6.20
Weekday Delivery	0.00
Total charges	**$43.75**

⊞ Enter promo code

Original Reference

Customer reference no.	NO REFERENCE INFORMATION
Department no.	
RMA no.	
Reference #2	
Reference #3	

Updated Reference   ⊞ Edit

Customer reference no.
Department no.
Reference #2
Reference #3

Proof of Delivery

Delivery date	04/05/2012 08.00
Service area code	A4
Signed by	J. DOE

View signature proof of delivery

Cost Allocation Reference   ⊞ Edit

Cost allocation

Shipment Notes

Back

[Approve/notify user] [Dispute] [Pay]

All available information regarding the shipment is presented on this screen.

To view the Tracking ID Details screen, click a Tracking ID number (found on the Invoice Detail screen).

Charges for each shipment are presented in an easy-to-read format. These charges may include: fuel surcharges, discounts, transportation charges and other special charges such as dangerous goods, Saturday delivery, etc.

If you believe that an error has been made (for example: a shipment was not delivered in a timely manner), click the Dispute button to begin the dispute request process.

The Tracking ID Details screen allows you to send a notification to other users. Simply click the Approve/Notify User button. This will allow you to choose which of your additional users to send a notification to and enter specific comment text that will be included in your email notification.
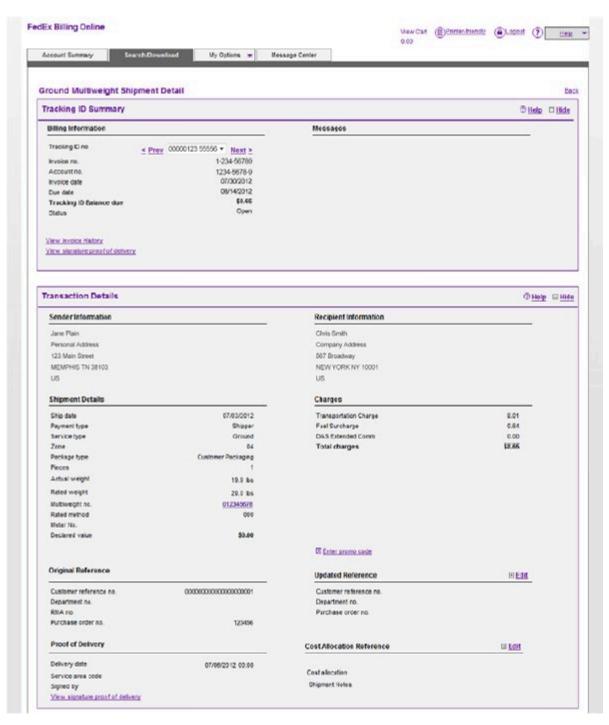
Clicking the Signature Proof-of-Delivery link will open a new window containing the recipient's signature (if available). You will be given a message if there is no signature available.

Promotion Code

FedEx periodically offers promotions in the form of discounts that can be used on invoice payments. If you are selected to receive a promotion, you will be sent a promotion code that you can enter on the Tracking ID Detail screen before paying. Make sure that the details of the promotion match the details of the shipment, or it cannot be applied. Once the promotion discount is applied, you can view the changes made to your balance on the following screens:

- Account Summary
- Invoice Detail
- Tracking ID Detail
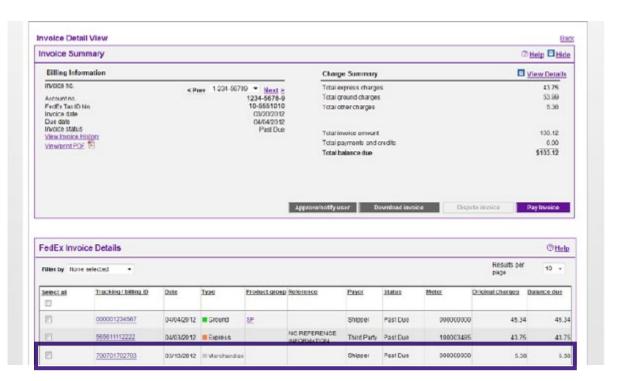- Invoice History

5.1   FedEx Ground Multiweight Summary

On the Invoice Detail screen, multiweight shipment bundles are indicated with the Product Group value MWT. To receive further details for each bundle, click on the MWT link. Details regarding these shipments are provided, including the number of packages per bundle, origin ZIP code, destination ZIP code, shipment weight, multiweight and net charge. Click the bundle's associated tracking ID to be taken to the Multiweight Detail screen. The Multiweight Detail screen provides an accurate breakdown of all charges associated with the bundled shipment.
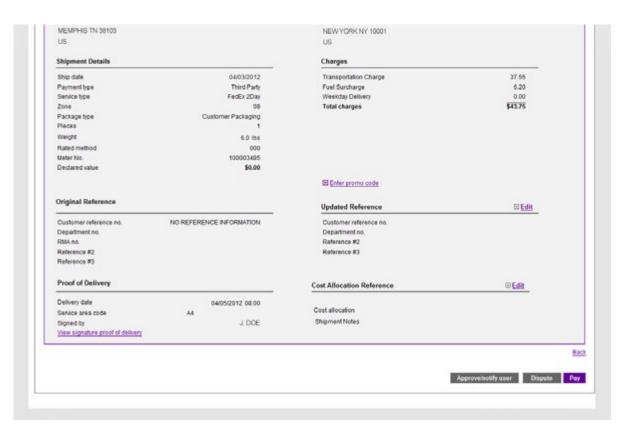
5.2   Other Charges

These items provide access to details on FedEx Other Charges, such as packaging purchased at a FedEx World Service Center®. These items are indicated in the Type column.

Each packaging purchase made at a FedEx World Service Center is identified by a transaction ID number. Click on this for a list of all items purchased within that transaction. Packaging sales charges cannot be disputed on FedEx Billing Online. Please call 1.800.622.1147 if you have questions regarding these charges.

Electronic Export Information (EEI) charges are also indicated in the Type column. Click on the transaction ID to an EEI item for more details regarding the specific charges included in your shipment.
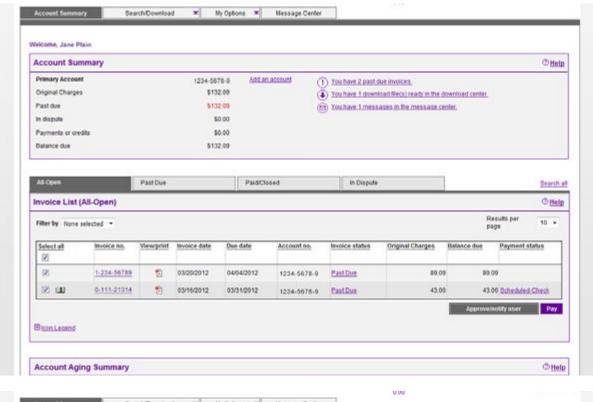
5.3   Disputing Charges

If you have questions about a specific invoice or shipment and feel the need to dispute it, you can click the Dispute button and enter the reason for your dispute. Depending on the dispute type, you may be prompted to provide other information regarding your request.
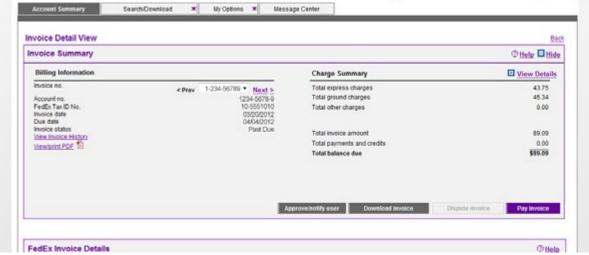
To dispute an entire invoice, click on the invoice number from the Account Summary screen. Once on the Invoice Detail screen, click on the Dispute Invoice button. Individual shipments and related charges can be disputed from the Shipment Detail screen.

Once submitted, your request will be researched and a response will be provided within 72 business hours. Disputed items and their status can be checked at any time by clicking on the In Dispute tab on the Account Summary screen.
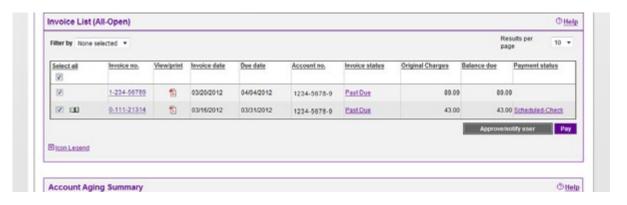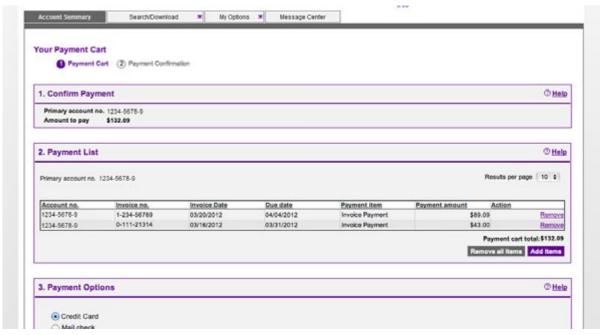
6 Paying

With FedEx Billing Online, you are in control of how you pay, when you pay and what you pay.

There are three methods of payment currently available with FedEx Billing Online — electronic payment, credit card or paper check. You can schedule payments of FedEx invoices from your bank account via Electronic Funds Transfer (EFT); pay with a credit card; or print a payment summary form and mail your payment to FedEx. Banking or credit card information needed to perform an EFT or credit card payment must be entered by accessing the My Options tab within FedEx Billing Online.
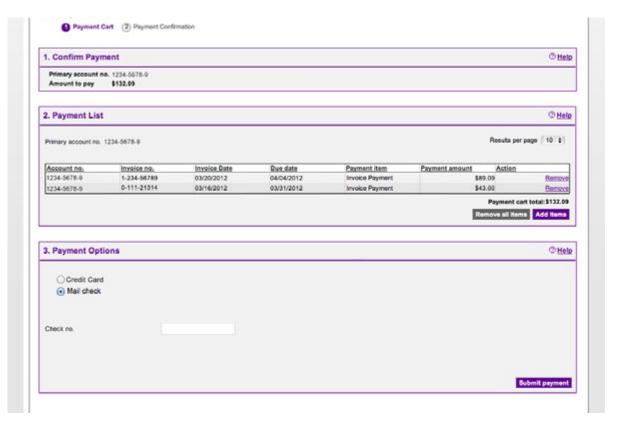
6.1   Paying an Invoice

Invoices that are open for payment are available from the Account Summary screen under the All Open or Past Due tabs. The invoices are displayed in a list. You can choose to pay all the invoices by clicking the check box at the top of the table. You can also select individual invoices or shipments.

Choose as many invoices or shipments as you like and click Pay. You will see a summary of all the items selected for payment. Click Add Items to continue to select more invoices or shipments for payment until you are ready to check out.
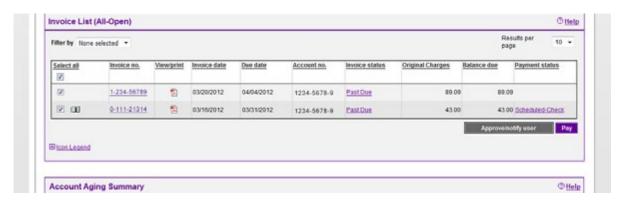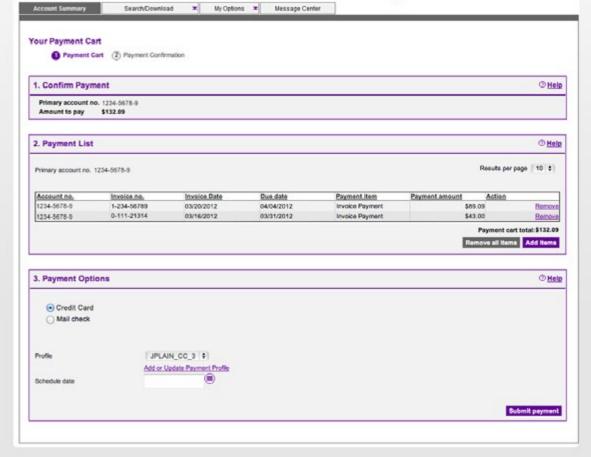
6.2 Paying by Check

If you choose to pay by check, you will need to enter the check number. Once completed, click Continue to complete the payment process and view the confirmation screen that indicates your payment request has been submitted. You will then need to print your Payment Summary form by clicking the Generate Payment Summary Form link.

When sending your Payment Summary to FedEx with your payment, be sure to send the complete summary and do not detach any part of the summary from the original printout. You will be notified via email if FedEx has not received the payment within 14 days.

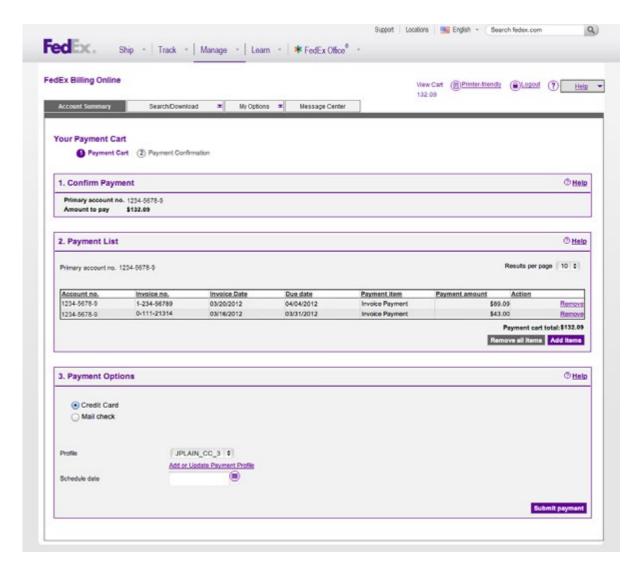## 6.3 Paying Invoices from the Account Summary

The Account Summary screen allows you to pay any or all of your open invoices. Simply click on the check box to the left of each and click the Pay Selected button. This will automatically add your selected invoices to the FedEx Billing Online payment cart. From the payment cart screen you will have the opportunity to review your selections, make any changes, add more items or complete your payment by checking out.
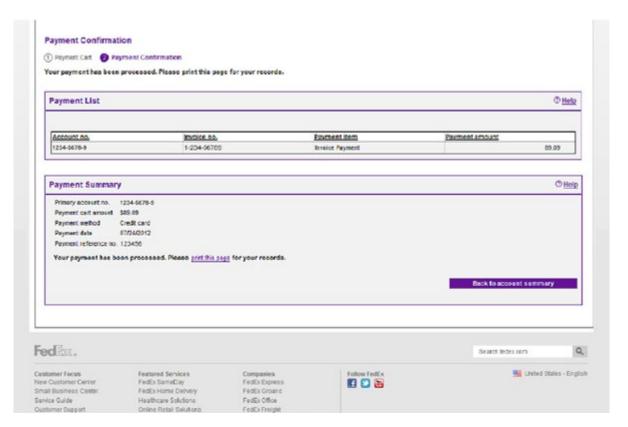
6.4   Viewing the Payment Cart

Click on the View Cart link in the top right hand of any screen within FedEx Billing Online to view the invoices that you have selected for payment. Electronic Funds Transfers require you to schedule a payment date from your bank account using the drop-down menu. An EFT payment can be scheduled up to 15 days from the actual date the payment request is made and submitted. Payments using a credit card will be submitted on the current date.
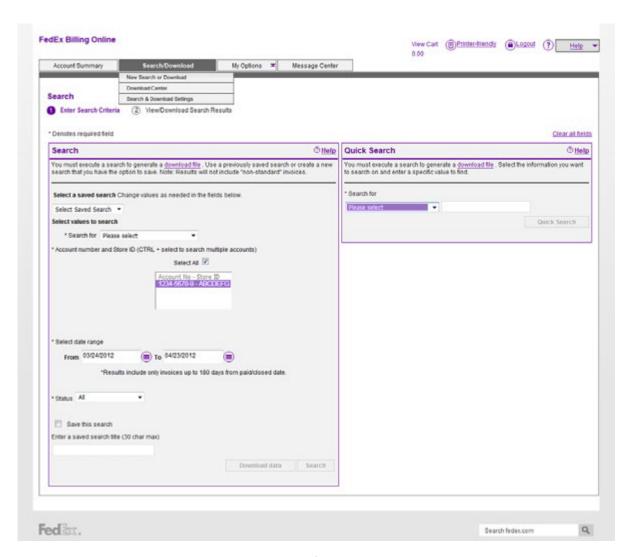
6.5   Payment Confirmation

When a payment request is submitted, you will receive a reference number which identifies a specific payment. The status of your payment will be updated automatically and indicated on the Payment Confirmation screen. Pending payment invoices will be indicated by the payment pending icon on the left-hand side of the table.

You always have the option to change the status of a scheduled payment. A payment can be cancelled at any time, from the date the payment request is submitted until the scheduled payment date. Simply click the link in the Payment Status column on the Account Summary screen to edit your scheduled payment.
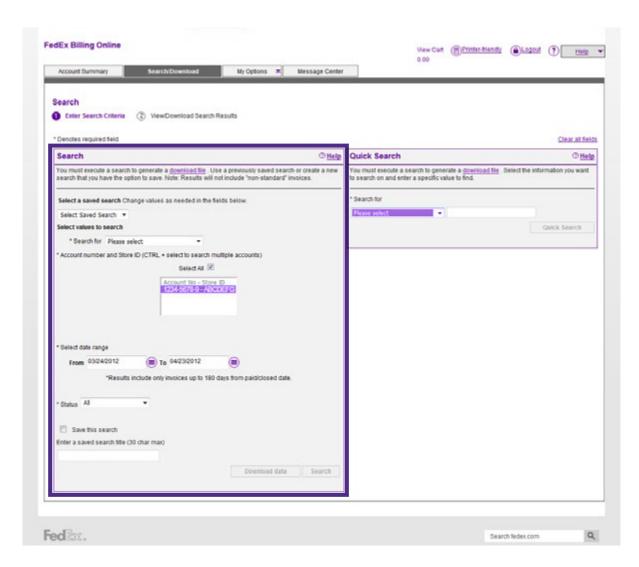
Search / Download

Use this screen to create and define detailed online reports.

Click on the Search/Download tab at the top of any screen within FedEx Billing Online and select the New Search or Download option. Two important sections on this screen give you the power to search and download information you need.
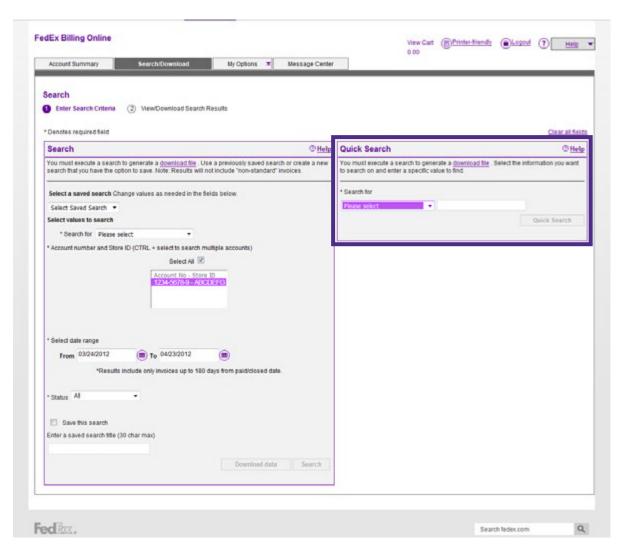
7.1   Using Search

Use the Search feature to create customized reports that can be printed or downloaded for your use. You can search by account, date range, type of shipment and various other shipment details. Your results will be displayed online and made available to you to download. You can also save your report type as a Saved Search, al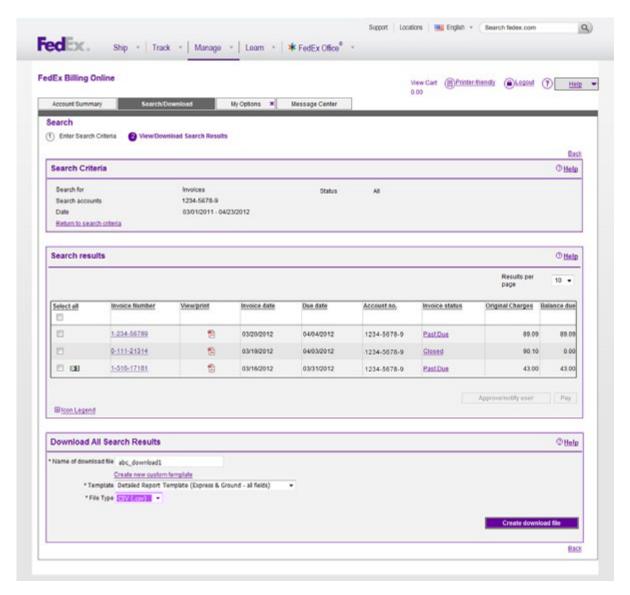lowing you to quickly launch a similar report from the Saved Search section. To save your search, click on the Save this search check box and enter a name for your search. Saved searches are available from the New Search or Download screen as well as the Saved Searches section on the Search and Download Settings screen of FedEx Billing Online.

7.2   Using Quick Search

Use the Quick Search feature if you know the specific item you need to find, such as Tracking ID, reference number, etc. Enter the information and click the Quick Search button. Your results will be displayed online and made available for you to download.
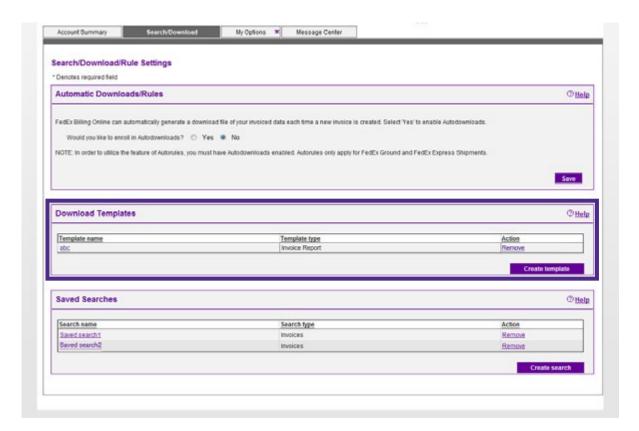
7.3   Search Results

Depending on the type of report results, you will have a number of options available.

You can download these search results using a standard template or a custom template. Complete downloads are available in the Download Center. To view your Download Center, simply select the Search/Download tab and the Download Center
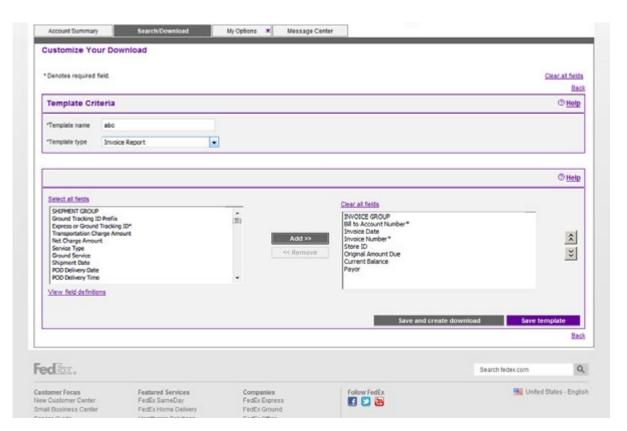
option at the top of the screen in the FedEx Billing Online navigation bar.

7.4　Standard Download Templates

There are four standard download templates for FedEx Express and FedEx Ground: Detailed Report Template, Brief Report Template, Expanded Report Template and Standard Report Template. The Standard Report Template (Flat File Tool) is the correct template for use with the FedEx Flat File Reporting Tool.

7.5 Creating a Custom Download

To create a custom download, you will first need to create a new template. Click the Create Template button on the Search and Download Settings screen. You will then be prompted to name your template and select a report type.
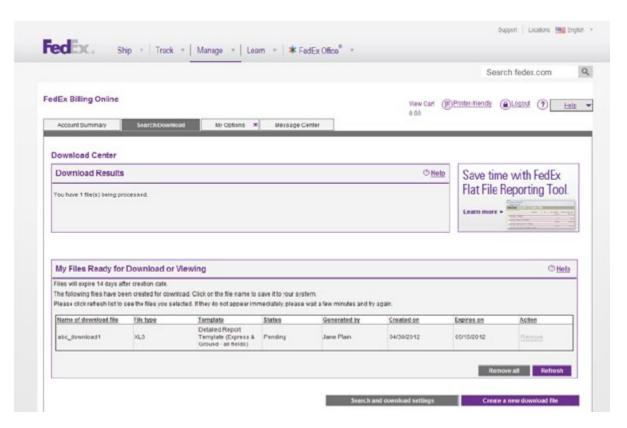
You will then have the option to pick which fields you would like to include in your download file. Required fields are denoted by the asterisk and will be added to your download based on the type of report being requested.

The list of available fields appears in the left-hand column organized in groups. You have the option to select the entire group, which includes all of the fields for the group, or select individual fields

from the list provided. To add a field or group, highlight the field name and click the Add button. Your fields will be added to the second column. You can adjust which order the fields appear in by selecting the field and clicking on the up or down buttons.

Once you are satisfied that the download is formatted appropriately, click the Save and Create Download button to request the file. Your template will automatically be saved and you will be taken to the Search or Download screen to create a download file.
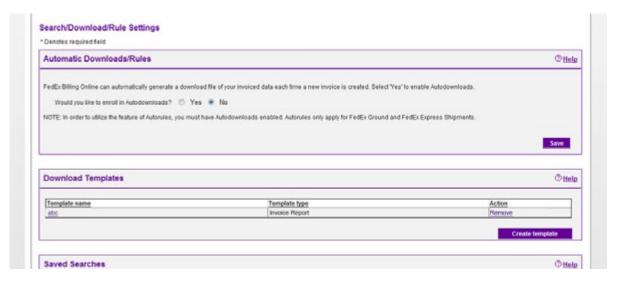
7.6   Downloading Files

You can create download files by using New Search, Download or Saved Searches. You will have the option to either download the screen results using a standard template or create a customized download file using a customized template.

To download a file from the Download Center, click on the file name then select the Save option presented to you by your browser.

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7.6   Downloading Files (Continued)

The shipment download process can be made more efficient with Automatic Downloads. To enroll, click the Yes button and select a download template and file type. Download files will automatically be created as soon as the charges are available on FedEx Billing Online.
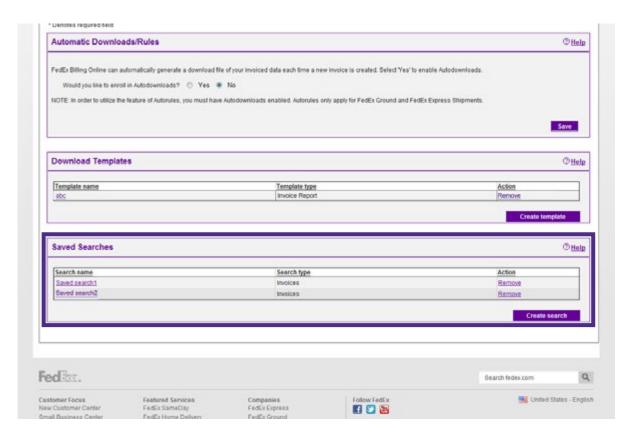
Using file extensions .csv or .txt for FedEx SmartPost® downloads could automatically truncate tracking numbers in Microsoft Excel®. Follow these directions to avoid such truncation:

- Save the download file to your Desktop or My Documents folder
- Open Microsoft Excel
- Select the Data tab
- Select From Text in the Get External Data group
  - Both .csv and .txt are considered text file formats
- Open the download file you have saved (text wizard will come up automatically)
- Make sure "text" is selected for the column containing the package ID number when you get to the third step in the wizard.

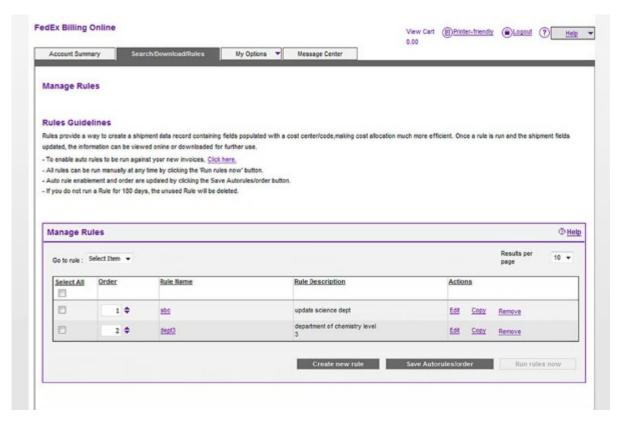Microsoft Access® does not truncate FedEx SmartPost tracking numbers.

7.7   Saved Searches

Access all of your Saved Searches from the Search and Download Settings screen. Saved Searches can easily be edited or deleted. Up to 15 favorite searches may be stored for your account.

Click the saved Search Name to launch a report. You will be taken to the Search screen with all fields pre-populated. Click the Search button to search and create your report.
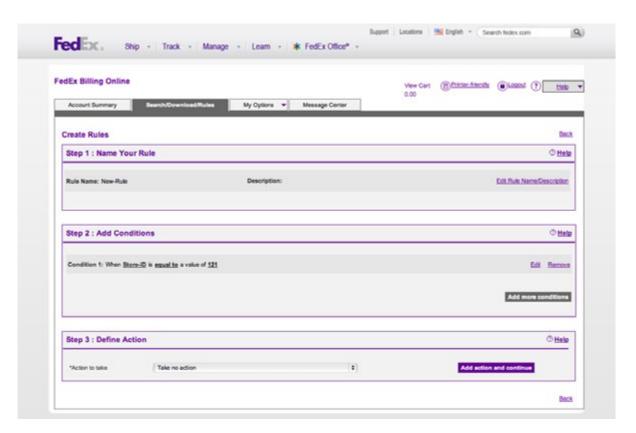
8 Rules

Rules provide a way to create a shipment data record containing fields populated with a cost center/code, making cost allocation much more efficient. Once a rule is run and the shipment fields update, the information can be viewed online or downloaded for further use.

- Enabled auto rules will be run against any new invoices
- All rules can be run manually at any time by clicking the Run Rules Now button
- Auto rule enablement and order are updated by clicking the Update Auto Rules/Order button
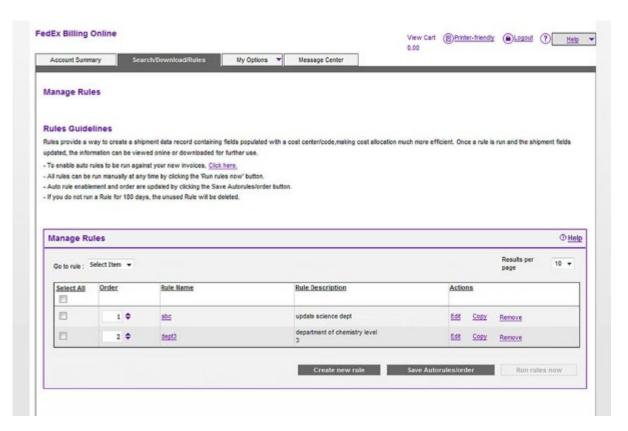- If you do not run a rule for 180 days, it will be deleted

8.1   Creating Rules

Click the Search/Download/Rules tab from the main screen and select Manage Rules. Click the Create Rules button to create a new rule. Enter the rule name and description on the next screen. The rule name should be unique and a maximum of 32 characters. The description field is optional, but recommended. Click Continue to add rule conditions. Select a field and criteria. Enter a value to be tested. For example, a condition might read "Condition 1: When Store-ID is equal to a value of 121". The condition can be edited or removed. Click Continue to go to the Define Action section. Select an action from the available drop-down menu. Each action item will ask you to enter appropriate value. Once done, click Add Action and Continue. From here you can save and add another rule, cancel the newly created rule or save and proceed to the Manage Rules screen.
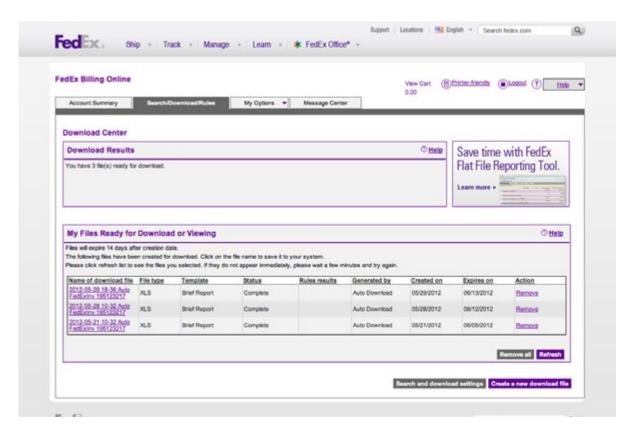
8.2   Using, Deleting and Managing Rules

The Manage Rules screen lists all the previously created rules. It automatically shows 10 rules, but you can view up to 50 per screen by selecting the desired number in the drop-down menu at the top right of the screen. For quick access to a particular rule, select the desired rule from the Go To Rule drop-down menu. Rules may be turned on or off by clicking Yes or No in the Auto Rule column. You can enter the order in which the rules will run (both auto and manual, whichever is applicable) in the third column called Order. Clicking on a rule name will take you to the details of the rule. Description of the rules will also be listed.
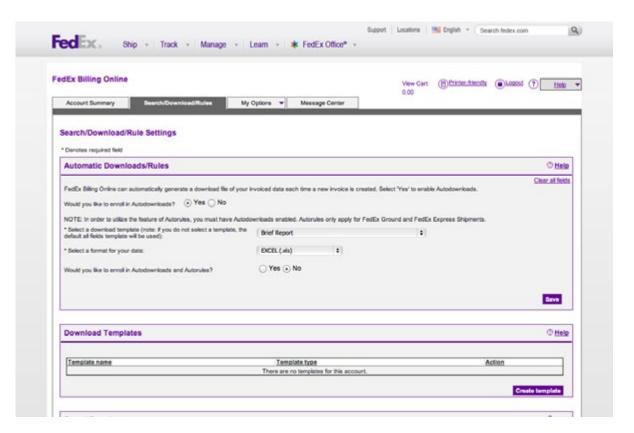
The last column helps you edit, copy or delete any rule. To edit or delete a rule select it and click Edit or Remove. Remember you can remove, edit or copy one rule at a time. Rules can be sorted by clicking either of the following headers: Auto Rule, Order, Rule Name or Rule Description. Click Update Auto Rule/Order to save changes.

8.3　Running Rules

Select a rule's check box and click Run Rules Now to run the rule. The run rule criteria will be displayed at the bottom. Fill in any additional criteria and name the rule result. View or download the result in the Download Center. To download the result from the Download Center, click on the name of the download file. To view the result, click on the View link in the Rules Results column.
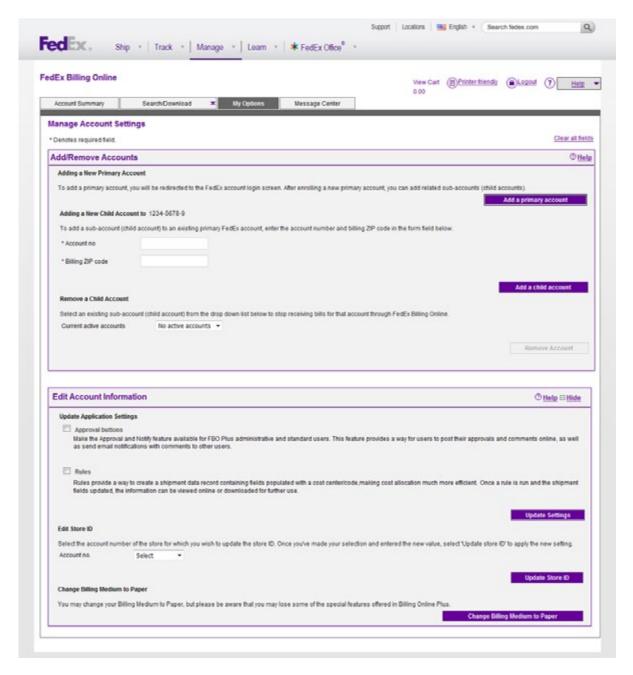
8.4   Automatic Download / Rules Settings

On the Search/Download/Rules Settings screen you can select Auto Download and Auto Rules settings. (If you have turned off the rules feature by deactivating it from the Manage My Account Settings screen, you will only see the Auto Download settings.) Auto Rules can only be used if Auto Download is selected.

Auto Rules is applicable for FedEx Ground and FedEx Express invoices. You can select your download templates and format here. If you choose both Auto Download and Auto Rule, you have the option to select View Results Only, Download Results Only or both View and Download Results.
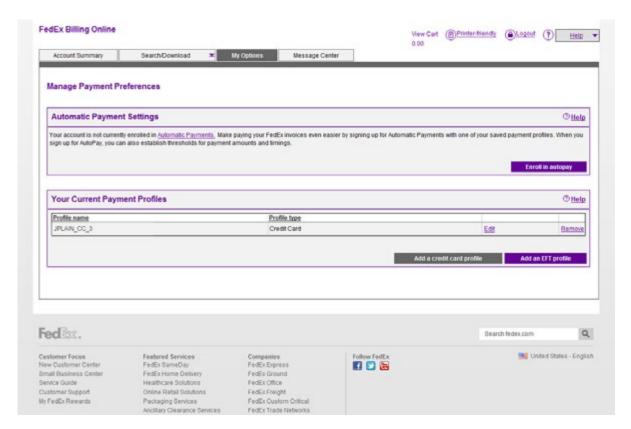
You will find Administrative Functions under the My Options tab. Functions include: adding accounts, editing Store ID labels, updating credit card information, changing/adding/deleting secondary users and updating the company address information.

Administration information is secure and is maintained by the FedEx Billing Online administrator. Secondary (or invited) users are only allowed to enroll in email notifications, update personal information and change their passwords.

9.1   Manage Automatic Payment Scheduling

Schedule your new FedEx invoices for automatic payment via Electronic Funds Transfer (EFT) or credit card by clicking the Enroll in Autopay button on the Manage Payment Preferences screen and selecting the Automatically Schedule Payment of Invoices button.

You will have to enter three pieces of information to set up the automatically scheduled payments.

The number of days from invoice issue date for payments to be processed. This drop-down menu allows you to select when the payment will be processed in relation to the invoice issue date. You can select a processing date for payment from the invoice issue date all the way up to 15 days past the invoice issue date.
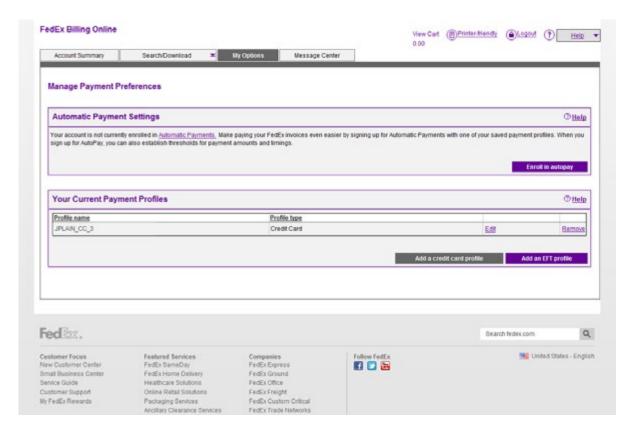
The maximum invoice amount. This is the threshold for automatic payment scheduling to activate. When you enter a threshold amount, all invoices that total less than the amount entered will be automatically scheduled for payment. Invoices with totals greater than the amount entered will not be automatically scheduled for payment.

This allows you to better monitor invoices with unexpectedly large totals. Setting the amount higher than all anticipated invoice totals will effectively automatically schedule all of your invoices.

The automatic payment EFT or credit card payment profile. This is the EFT account or credit card from which the automatically scheduled payments will be drawn. If you have multiple EFT accounts or credit cards entered, all will be displayed.

Note: any changes you make to the automatic payment settings (including switching back to all manual payments) will not affect any payments already scheduled. To make changes or cancel a payment already scheduled, click on the payment status indicator on the Account Summary screen to view the payment details and make any desired adjustments.

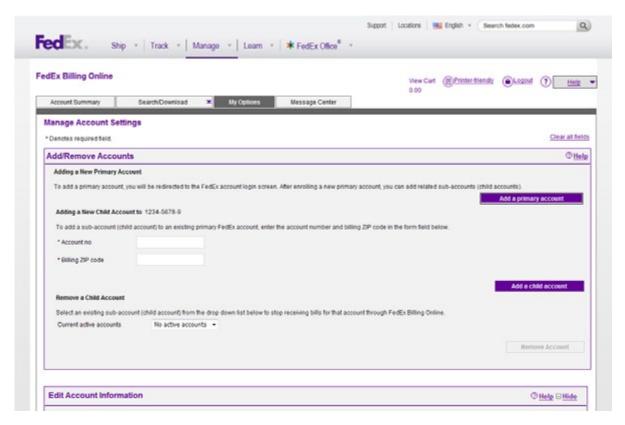## 9.2 Updating or Enrolling for EFT or Credit Card Users

From Manage Payment Preferences, you can update, delete or add the Electronic Funds Transfer or credit card payment profiles you want to use for quick online payment. Only the administrator has the ability to edit banking or credit card information.

You can store up to 10 EFT accounts and up to five credit cards in your payment profiles. To add a new payment profile, click the Add Payment Profile button. You will be prompted to enter the EFT or credit card information. Your bank routing number and bank account number are available at the bottom of your bank checks. If you have trouble identifying your bank routing number or bank account number, please contact your financial institution for assistance.

For credit card payment profiles, you will be required to enter your card identification number as well as the credit card number.

To update a payment profile, click on the Edit option to the right of the Profile name. To delete a payment profile, click on the Remove option to the right of the Profile name. If payments are currently scheduled to use the EFT account or credit card, you will not be able to delete the EFT account or credit card from your profile until the payments have processed.

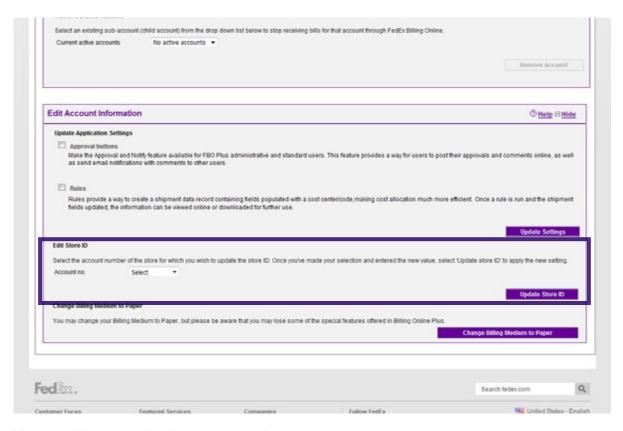# 9.3   Activate or Deactivate FedEx Accounts

From the Manage Account Settings screen, you can add new Bill To (primary) accounts to FedEx Billing Online. After adding new primary accounts, you can add child accounts. You may switch between primary accounts on the Account Summary screen.Your selected primary account will drive all activity and administration within FedEx Billing Online.

If you have one or more active FedEx accounts linked to your Bill To (primary) Account, you can add, edit and remove these child accounts within Manage Account Settings, as well. Accounts that are removed are only removed from FedEx Billing Online and will begin receiving paper invoices (they still remain active for company use).

If you want to link an account to your Bill To Account and begin receiving those invoices within FedEx Billing Online, enter the account number and the Bill To ZIP code for that account. Pending authorization, this account will be moved to FedEx Billing Online and will no longer receive paper invoices.
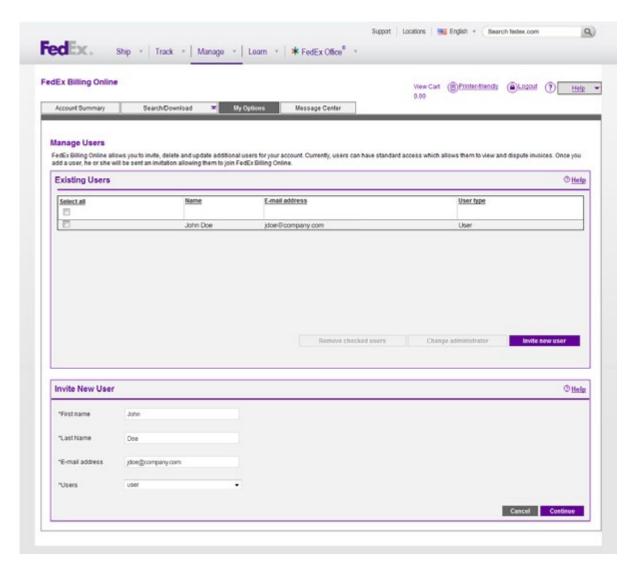
To close an account with FedEx, please contact FedEx Customer Service.

9.4   Edit Store ID

You can add a store or location name to each account number to help identify the accounts and bills for that store or location. Click on the My Options tab and select Manage Account Settings. Just select the account number, enter the store or location name and click Update Store ID.
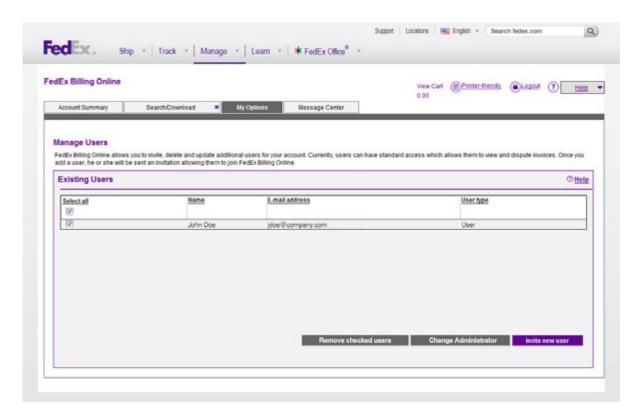
9.5   Manage and Invite Other Users

To add or delete users from FedEx Billing Online, click on the My Options tab and select the Manage Users option.
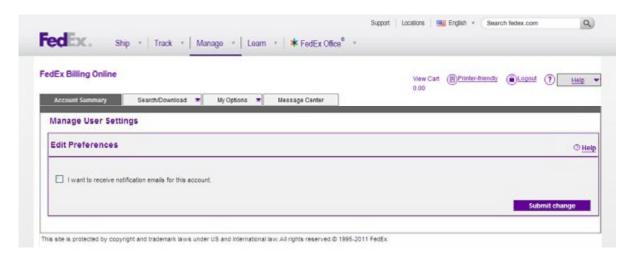
When you add users, they receive an email inviting them to use FedEx Billing Online. If your invited user doesn't already have a **fedex.com** User ID and password, they will be asked to go through a short registration process in order to create one. You control what features your users will have access to. You can authorize other users to (1) review, pay and dispute shipments, or (2) only view shipments online, with no disputing or payment privileges.
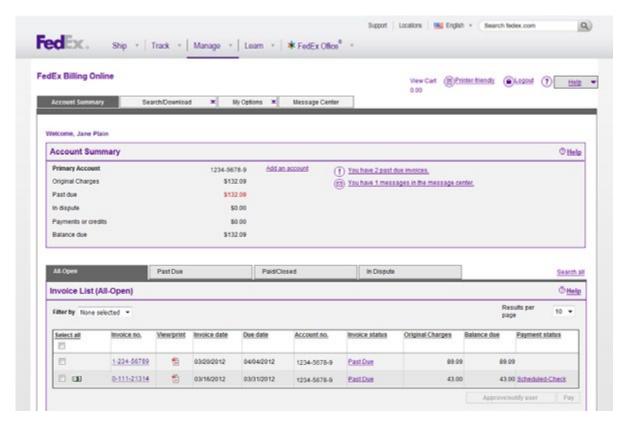
9.6   Change Administrator

Use this area to designate a new FedEx Billing Online administrator. Only current administrators can select Change Administrator.

9.7 Manage User Settings

For secondary (invited) users, FedEx Billing Online can send out emails to notify you of many different situations. Check the box next to the email description to indicate that you would like to receive these messages. Note: the FedEx Billing Online administrator will automatically receive these emails, including when your credit card needs updating.

Use the print feature to print your chosen view in a printer-friendly format for easy reference and filing.

Click the Printer-Friendly button in the upper right corner of the screen to generate a printable page. Use your web browser's print function to print this optimized page.

You may also print a copy of your original invoices by clicking on the PDF icon on the Account Summary screen or the View/Print PDF link near the top of the Invoice Detail screen. Adobe Acrobat Reader will open a copy of your original invoice in PDF format. Select Print from the File menu to send the document to your printer.