



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

2. Account Summary

- 2.1 Account Aging Summary
- 2.2 Viewing Invoice Detail
- 2.3 Message Center
- 2.4 Approving and Notifying Other Users

3. The Invoice Tabs

- 3.1 All Open Invoices
- 3.2 Past Due Invoices
- 3.3 Paid/Closed Invoices
- 3.4 In Dispute Invoices

4. Invoice Details

- 4.1 FedEx Express Invoice Detail Overview
- 4.2 FedEx Ground Invoice Detail Overview (including FedEx SmartPost®)

5. Tracking ID Details

- 5.1 FedEx Ground Multiweight® Summary
- 5.2 Other Charges
- 5.3 Disputing Charges

6. Paying

- 6.1 Paying an Invoice
- 6.2 Paying by Check
- 6.3 Paying Invoices from the Account Summary
- 6.4 Viewing the Payment Cart
- 6.5 Payment Confirmation

7. Search / Download

- 7.1 Using Search
- 7.2 Using Quick Search
- 7.3 Search Results
- 7.4 Standard Download Templates
- 7.5 Creating a Custom Download
- 7.6 Downloading Files
- 7.7 Saved Searches

8. Rules

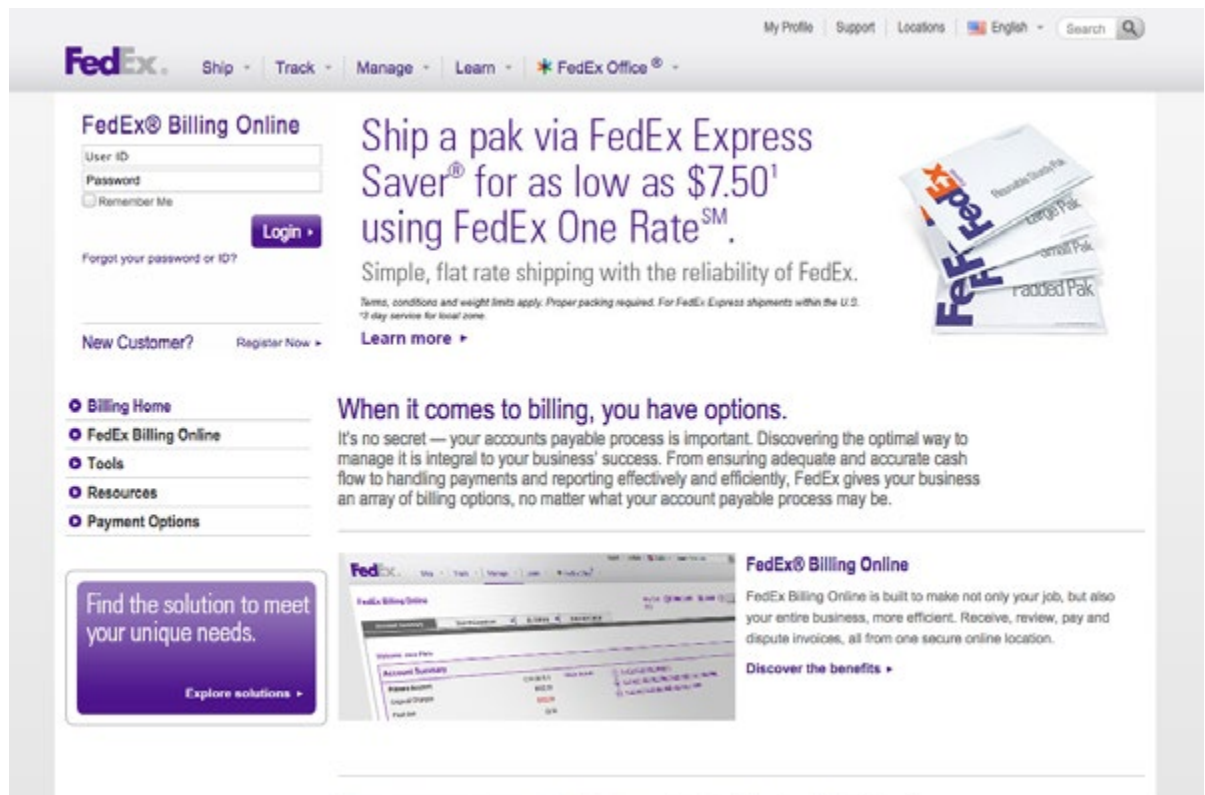
- 8.1 Creating Rules
- 8.2 Using, Deleting and Managing Rules
- 8.3 Running Rules
- 8.4 Automatic Download / Rules Settings

9. Administrative Functions

- 9.1 Manage Automatic Payment Scheduling
- 9.2 Updating or Enrolling for EFT or Credit Card Users
- 9.3 Activate or Deactivate FedEx Accounts
- 9.4 Edit Store ID
- 9.5 Manage and Invite Other Users
- 9.6 Change Administrator
- 9.7 Manage User Settings

10. Printing

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.

FedEx Billing Online

Welcome, Jane Plain

Account Summary

Primary Account: 1234-5678-9 [Add an account](#)

Original Charges: \$132.09

Past due: **\$132.09**

In dispute: \$0.00

Payments or credits: \$0.00

Balance due: \$132.09

Invoice List (All-Open)

Filter by: None selected

Select all	Invoice no.	View/print	Invoice date	Due date	Account no.	Invoice status	Original Charges	Balance due	Payment status
<input type="checkbox"/>	1-234-56789		03/20/2012	04/04/2012	1234-5678-9	Past Due	89.09	89.09	
<input type="checkbox"/>	0-111-21314		03/16/2012	03/31/2012	1234-5678-9	Past Due	43.00	43.00	Scheduled-Check

Results per page: 10

Approve/notify user Pay

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

Welcome, Jane Plain

Account Summary

Primary Account: 1234-5678-9 [Add an account](#)

Original Charges: \$132.09

Past due: **\$132.09**

In dispute: \$0.00

Payments or credits: \$0.00

Balance due: \$132.09

1 You have 2 past due invoices.
(3) You have 1 messages in the message center.

[Help](#)

All-Open | Past Due | Paid/Closed | In Dispute [Search all](#)

Invoice List (All-Open)

Filter by: None selected Results per page: 10

Select all	Invoice no.	View/print	Invoice date	Due date	Account no.	Invoice status	Original Charges	Balance due	Payment status
<input type="checkbox"/>	1-234-56789		03/20/2012	04/04/2012	1234-5678-9	Past Due	89.09	89.09	
<input checked="" type="checkbox"/>	0-111-21314		03/16/2012	03/31/2012	1234-5678-9	Past Due	43.00	43.00	Scheduled Check

[Icon Legend](#)

[Approve/notify user](#) [Pay](#)

Account Aging Summary

Primary Account: 1234-5678-9

Currency	0 - 15 days	16 - 30 days	31 - 60 days	61 - 90 days	91+ days	Total
USD	0.00	0.00	132.09	0.00	0.00	132.09

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.

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

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

2.2 Viewing Invoice Detail

FedEx Billing Online

View Cart 0.00 [Printer-friendly](#) [Logout](#) [Help](#)

[Account Summary](#) [Search/Download](#) [My Options](#) [Message Center](#)

Invoice Detail View

[Back](#) [Help](#) [Hide](#)

Invoice Summary

Billing Information

Invoice no. [1-234-56789](#) [Next >](#)
Account no. 1234-5678-9
FedEx Tax ID No. 10-5551010
Invoice date 03/20/2012
Due date 04/04/2012
Invoice status Past Due
[View Invoice History](#)
[View/print PDF](#)

Charge Summary [View Details](#)
Total express charges 43.75
Total ground charges 45.34
Total other charges 0.00
Total invoice amount 89.09
Total payments and credits 0.00
Total balance due \$89.09

[Approve/notify user](#) [Download invoice](#) [Dispute invoice](#) [Pay invoice](#)

FedEx Invoice Details

[Help](#)

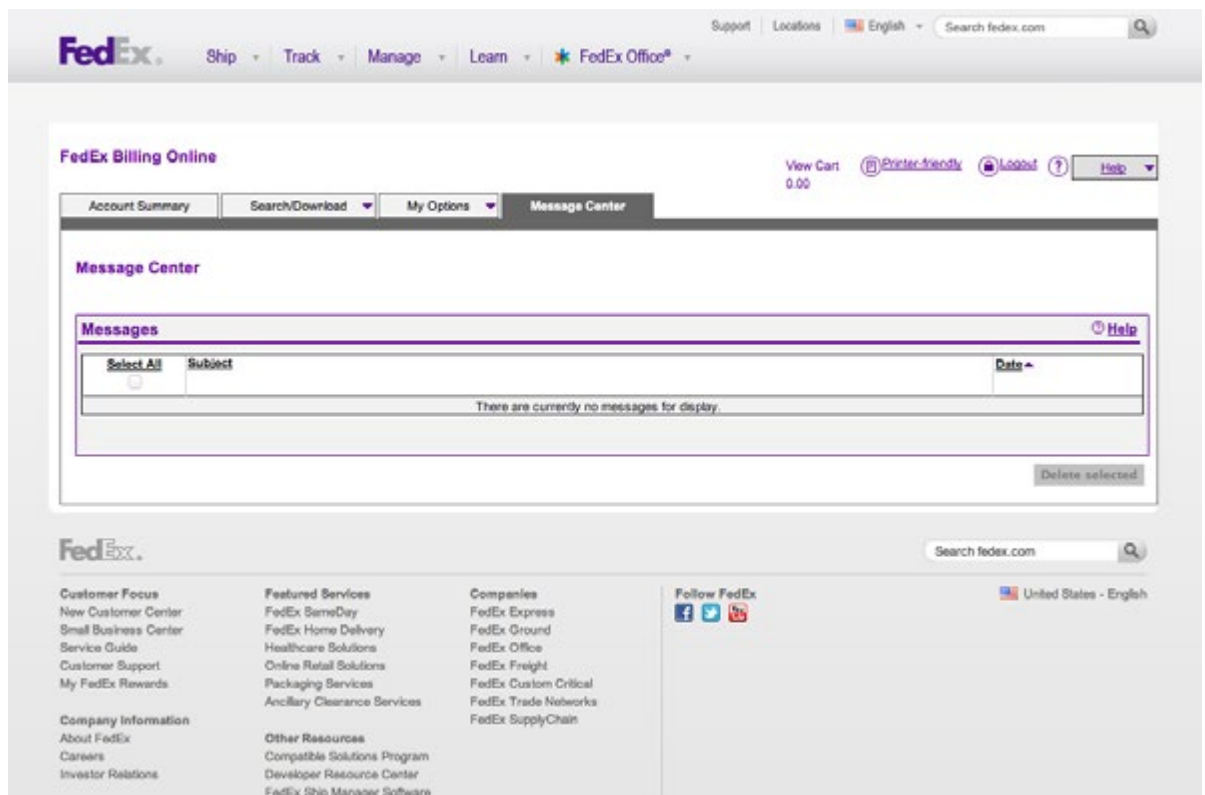
Filter by: None selected Results per page: 10

Select all	Tracking / billing ID	Date	Type	Product group	Reference	Parcel	Status	Meter	Original charges	Balance due
<input type="checkbox"/>	000001234567	04/04/2012	Ground	GP		Shipper	Past Due	000000000	45.34	45.34
<input type="checkbox"/>	121244449999	04/03/2012	Express		NO REFERENCE INFORMATION	Third Party	Past Due	100003485	43.75	43.75

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

FedEx Billing Online

Account Summary | Search/Download | My Options | Message Center

Approve Invoices and Notify Users

The items you have selected for approval/notification are listed. If you wish to notify users of the approval, select the user(s) from the list. Then click the appropriate button.

Selected for Approval/Notification

Invoice no.	Tracking ID no.	Account no.	Invoice date	Due date	Original charges	Balance due
1-234-56789		1234-5678-9	03/20/2012	04/04/2012	\$9.00	\$9.00

Your Comments(250 character limit):

Send notification to:

Select all	Name
<input checked="" type="checkbox"/>	
<input checked="" type="checkbox"/>	Chris Smith

Buttons: Cancel | Save comments only | Notify only | Approve only | Approve and Notify

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

The screenshot displays the 'Account Summary' screen. At the top, the 'Account Summary' section shows the primary account 1234-5678-9 with a balance due of \$132.00. Below this, the 'Invoice List (All-Open)' tab is selected, showing a table of invoices. The table has columns for 'Select all', 'Invoice no.', 'View/print', 'Invoice date', 'Due date', 'Account no.', 'Invoice status', 'Original Charges', 'Balance due', and 'Payment status'. Two invoices are listed: one for 1-234-56789 and another for 0-111-21314, both with a 'Past Due' status. Below the table, there is a 'Filter by' dropdown, a 'Results per page' dropdown set to 10, and a 'Search all' button. At the bottom, the 'Account Aging Summary' section shows a table with columns for 'Currency', '0 - 15 days', '16 - 30 days', '31 - 60 days', '61 - 90 days', '91+ days', and 'Total'. The table shows a total balance due of 132.00.

Account Summary [Help](#)

Primary Account 1234-5678-9 [Add an account](#)

Original Charges \$132.00

Past due \$132.00

In dispute \$0.00

Payments or credits \$0.00

Balance due \$132.00

Invoice List (All-Open) [Help](#)

Filter by: None selected

Results per page: 10

Select all	Invoice no.	View/print	Invoice date	Due date	Account no.	Invoice status	Original Charges	Balance due	Payment status
<input type="checkbox"/>	1-234-56789		03/29/2012	04/04/2012	1234-5678-9	Past Due	89.00	89.00	
<input checked="" type="checkbox"/>	0-111-21314		03/16/2012	03/31/2012	1234-5678-9	Past Due	43.00	43.00	Scheduled Check

[Icon Legend](#)

[Approve/notify user](#) [Pay](#)

Account Aging Summary [Help](#)

Primary Account: 1234-5678-9

Currency	0 - 15 days	16 - 30 days	31 - 60 days	61 - 90 days	91+ days	Total
USD	0.00	0.00	132.00	0.00	0.00	132.00

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

The screenshot displays the 'All Open Invoices' interface, which is divided into three main sections:

- Account Summary:** Shows the primary account (1234-5678-9) with a balance due of \$132.09. It also indicates that there are 2 past due invoices and 1 message in the message center.
- Invoice List (All-Open):** A table listing all open invoices. The 'All Open' tab is selected. The table has columns for Invoice no., View/print, Invoice date, Due date, Account no., Invoice status, Original Charges, Balance due, and Payment status. Two invoices are listed: 1-234-56789 (Past Due, \$89.09) and 0-111-21314 (Past Due, \$43.00, Scheduled Check).
- Account Aging Summary:** A table showing the aging of the account balance. It has columns for Currency, 0-15 days, 16-30 days, 31-60 days, 61-90 days, 91+ days, and Total. The total balance due is \$132.09.

Primary Account	1234-5678-9	Add an account
Original Charges	\$132.09	
Past due	\$132.09	
In dispute	\$0.00	
Payments or credits	\$0.00	
Balance due	\$132.09	

Select all	Invoice no.	View/print	Invoice date	Due date	Account no.	Invoice status	Original Charges	Balance due	Payment status
<input type="checkbox"/>	1-234-56789		03/20/2012	04/04/2012	1234-5678-9	Past Due	89.09	89.09	
<input type="checkbox"/>	0-111-21314		03/16/2012	03/31/2012	1234-5678-9	Past Due	43.00	43.00	Scheduled Check

Currency	0-15 days	16-30 days	31-60 days	61-90 days	91+ days	Total
USD	0.00	0.00	132.09	0.00	0.00	132.09

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

Account Summary

Primary Account	1234-5678-9	Add an account
Original Charges	\$132.09	
Past due	\$132.09	
In dispute	\$0.00	
Payments or credits	\$0.00	
Balance due	\$132.09	

Invoice List (All-Open)

Filter by: None selected

Select all	Invoice no.	View/print	Invoice date	Due date	Account no.	Invoice status	Original Charges	Balance due	Payment status
<input type="checkbox"/>	1-234-56789		03/20/2012	04/04/2012	1234-5678-9	Past Due	89.09	89.09	In Progress - CC
<input type="checkbox"/>	0-111-21314		03/16/2012	03/31/2012	1234-5678-9	Past Due	43.00	43.00	Scheduled Check

[Approve/notify user](#) [Pay](#)

Account Aging Summary

Currency	0 - 15 days	16 - 30 days	31 - 60 days	61 - 90 days	91+ days	Total
USD		0.00	0.00	132.09	0.00	0.00 132.09

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

The screenshot displays the FedEx account management interface. At the top, the 'Account Summary' section shows the primary account number 1234-5678-9 and a balance due of \$132.09. To the right, there are three notification icons: a red exclamation mark for 'You have 2 past due invoices', a blue download icon for 'You have 1 download file(s) ready in the download center', and a speech bubble for 'You have 1 message in the message center'. Below this, a navigation bar has four tabs: 'All-Open', 'Past Due', 'Paid/Closed' (which is highlighted with a red box), and 'In Dispute'. A search bar is located to the right of the tabs. The 'Invoice List (Paid/Closed)' section follows, with a filter dropdown set to 'None selected'. It contains a table with one invoice entry. Below the table is a link for 'Icon Legend'. The 'Account Aging Summary' section at the bottom shows a table with columns for currency, age ranges (0-15 days, 16-30 days, 31-60 days, 61-90 days, 91+ days), and a total. The table shows a balance due of \$132.09 in the 61-90 days range. The FedEx logo and footer navigation are at the bottom.

Account Summary [Help](#)

Primary Account: 1234-5678-9 [Add an account](#)

Original Charges: \$132.09

Past due: **\$132.09**

In dispute: \$0.00

Payments or credits: \$0.00

Balance due: \$132.09

1 You have 2 past due invoices.

2 You have 1 download file(s) ready in the download center.

3 You have 1 message in the message center.

All-Open Past Due **Paid/Closed** In Dispute [Search](#)

Invoice List (Paid/Closed) [Help](#)

Filter by: None selected

Invoice no.	View/print	Invoice date	Due date	Account no.	Original Charges	Adjusted	Paid	Balance due
1214-56789		01/15/2012	04/03/2012	*****	90.10	0.00	90.10	0.00

[Icon Legend](#)

Account Aging Summary [Help](#)

Primary Account: 1234-5678-9

Currency	0 - 15 days	16 - 30 days	31 - 60 days	61 - 90 days	91+ days	Total
USD	0.00	0.00	132.09	0.00	0.00	132.09

FedEx [Search fedex.com](#)

Customer Focus Featured Services Companies [Follow FedEx](#) United States - English

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

The screenshot displays the FedEx account management interface. At the top, the 'Account Summary' section shows the primary account number 1234-5678-0 and a balance due of \$132.09. To the right, there are three notification icons: a red exclamation mark for 'You have 2 past due invoices', a blue download icon for 'You have 1 download file(s) ready in the download center', and a speech bubble for 'You have 1 messages in the message center'. Below this, a navigation bar includes tabs for 'All Open', 'Past Due', 'Paid/Closed', and 'In Dispute', with the 'In Dispute' tab highlighted. The 'Invoice List (In Dispute)' section shows a filter dropdown set to 'None selected' and a table with columns for invoice details. A message states 'No invoices are in dispute for this account.' Below this is a 'User Logged' status. The 'Account Aging Summary' section shows a table with columns for currency, age ranges (0-15 days, 16-30 days, 31-60 days, 61-90 days, 91+ days), and a total balance due of \$132.09. The FedEx logo and footer information are at the bottom.

Primary Account	1234-5678-0	Add an account
Original Charges	\$132.09	
Past due	\$132.09	
In dispute	\$0.00	
Payments or credits	\$0.00	
Balance due	\$132.09	

Currency	0 - 15 days	16 - 30 days	31 - 60 days	61 - 90 days	91+ days	Total
USD	0.00	0.00	132.09	0.00	0.00	132.09

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.

FedEx Billing Online

Account Summary Search/Download My Options Message Center

Invoice Detail View

Invoice Summary

Billing Information		Charge Summary	
Invoice no.	1-234-56789	Total express charges	43.75
Account no.	1234-56789-9	Total ground charges	45.34
FedEx Tax ID No.	10-5551010	Total other charges	0.00
Invoice date	03/20/2012	Total invoice amount	89.09
Due date	04/04/2012	Total payments and credits	0.00
Invoice status	Past Due	Total balance due	\$89.09

[View Invoice History](#) [View/print PDF](#)

[Approve/notify user](#) [Download invoice](#) [Dispute invoice](#) [Pay invoice](#)

FedEx Invoice Details

Filter by: None selected Results per page: 10

Select all	Tracking / billing ID	Date	Type	Product group	Reference	Payor	Status	Meter	Original charges	Balance due
<input type="checkbox"/>										

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.

Invoice Detail View Back

Invoice Summary Help Hide

Billing Information

Invoice no. 1-234-56789 Prev Next

Account no. 1234-5678-9

FedEx Tax ID No. 10-5551010

Invoice date 03/20/2012

Due date 04/04/2012

Invoice status Past Due

[View Invoice History](#)

[Viewpoint PDF](#)

Charge Summary View Details

Total express charges 43.75

Total ground charges 45.34

Total other charges 0.00

Total invoice amount 89.09

Total payments and credits 0.00

Total balance due \$89.09

Approve/notify user Download invoice Dispute invoice Pay invoice

FedEx Invoice Details Help

Filter by: None selected Results per page: 10

Select all	Tracking / billing ID	Date	Type	Product group	Reference	Payor	Status	Meter	Original charges	Balance due
<input type="checkbox"/>										
<input type="checkbox"/>	000001234567	04/04/2012	Ground	SP		Shipper	Past Due	000000000	45.34	45.34
<input type="checkbox"/>	121244449999	04/03/2012	Express		NO REFERENCE INFORMATION	Third Party	Past Due	100003485	43.75	43.75

Approve/notify user Pay

Back

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.

FedEx Ground Invoice Detail Overview (including FedEx SmartPost®)

Invoice Detail View

Invoice Summary

Billing Information

Invoice No. 1234-56789 [View Details](#)

Amount Due 1234.5678-9

FedEx Tax ID No. 10-5551010

Invoice date 03/20/12

Due date 04/04/12

Invoice status Past Due

[View Invoice History](#)

[View Print PDF](#)

Charge Summary

Total express charges 43.75

Total ground charges 53.99

Total other charges 5.38

Total invoice amount 103.12

Total payments and credits 0.00

Total balance due \$103.12

[Approve/notify user](#) [Download Invoice](#) [Dispute Invoice](#) [Pay Invoice](#)

FedEx Invoice Details

Filter by None selected Results per page 10

Select all	Tracking / Billing ID	Date	Type	Product group	Reference	Payor	Status	Meter	Original charges	Balance due
<input type="checkbox"/>	000001234567	04/04/2012	Ground	SP		Shipper	Past Due	000000000	45.34	45.34
<input type="checkbox"/>	555511112222	04/03/2012	Express		NO REFERENCE	Third Party	Past Due	100013455	43.75	43.75
<input type="checkbox"/>	700701702703	03/20/2012	Merchandise			Shipper	Past Due	000000000	5.38	5.38
<input type="checkbox"/>	888888887777	03/07/2012	Ground	MYT	6000012345678901	Shipper	Past Due	000000000	8.85	8.85

[Approve/notify user](#) [Pay](#)

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.

Account Summary
Search/Download Rules
My Options
Message Center

Invoice Detail View

Invoice Summary

Billing Information
Invoice No. 1234-56789
Amount Due 1234.5678-9
FedEx Tax ID No. 10-5551010
Invoice date 03/20/2012
Due date 04/04/2012
Invoice status Past Due
[View Invoice History](#)
[View Print PDF](#)

Charge Summary
Total express charges 43.75
Total ground charges 53.99
Total other charges 5.38
Total invoice amount 103.12
Total payments and credits 0.00
Total balance due \$103.12

Approve/hold by user
Download invoice
Dispute invoice
Pay Invoice

FedEx Invoice Details

Filter by: None selected
Results per page: 10

Select all	Tracking/billing ID	Date	Type	Product group	Reference	Payor	Status	Rate	Original charges	Balance due
<input type="checkbox"/>										
<input type="checkbox"/>	000001234567	04/04/2012	Ground	SP		Shipper	Past Due	000000300	45.34	45.34
<input type="checkbox"/>	555511112222	04/03/2012	Express		NO REFERENCE INFORMATION	Third Party	Past Due	100003425	43.75	43.75
<input type="checkbox"/>	700701702703	03/13/2012	M Merchandise			Shipper	Past Due	000000300	5.38	5.38
<input type="checkbox"/>	555500007777	03/07/2012	Ground	MVY	0000012345678901	Shipper	Past Due	000000300	8.65	8.65

Approve/hold by user
Pay

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.

Shipment Details		Charges	
Ship date	04/03/2012	Transportation Charge	37.55
Payment type	Third Party	Fuel Surcharge	6.20
Service type	FedEx 2Day	Weekday Delivery	0.00
Zone	08	Total charges	\$43.75
Package type	Customer Packaging		
Pieces	1		
Weight	6.0 lbs		
Rated method	000		
Meter no.	100003485		
Declared value	\$0.00		
		Enter promo code	
Original Reference		Updated Reference Edit	
Customer reference no.	NO REFERENCE INFORMATION	Customer reference no.	
Department no.		Department no.	
RMA no.		Reference #2	
Reference #2		Reference #3	
Reference #3			
Proof of Delivery		Cost Allocation Reference Edit	
Delivery date	04/05/2012 08:00	Cost allocation	
Service area code	A4	Shipment Notes	
Signed by	J. DOE		
View signature proof of delivery			

[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

FedEx Billing Online

View Cart 0.02 | Contact Us | Logout | Help

Account Summary | Search/Download | My Options | Message Center

Ground Multiweight Shipment Detail

Back

Tracking ID Summary

Help | Hide

Billing Information

Tracking ID no. < Prev 00000123 55556 Next >

Invoice no. 1-234-56789

Account no. 1234-5678-9

Invoice date 07/30/2012

Due date 08/14/2012

Tracking ID balance due \$9.65

Status Open

[View invoice history](#)

[View signature proof of delivery](#)

Messages

Transaction Details

Help | Hide

Sender Information

Jane Plain

Personal Address

123 Main Street

MEMPHIS TN 38103

US

Shipment Details

Ship date 07/30/2012

Payment type Shipper

Service type Ground

Zone 04

Package type Customer Packaging

Pieces 1

Actual weight 19.9 lbs

Rated weight 20.0 lbs

Multweight no. 012345678

Rated method 000

Meter No.

Declared value \$0.00

Original Reference

Customer reference no. 00000000000000000001

Department no.

RTA no.

Purchase order no. 123456

Proof of Delivery

Delivery date 07/30/2012 00:00

Service area code

Signed by

[View signature proof of delivery](#)

Recipient Information

Chris Smith

Company Address

567 Broadway

NEW YORK NY 10001

US

Charges

Transportation Charge 0.01

Fuel Surcharge 0.54

DAS Extended Comm 0.00

Total charges \$9.65

[Enter promo code](#)

Updated Reference

Customer reference no.

Department no.

Purchase order no.

[Edit](#)

Cost Allocation Reference

[Edit](#)

Cost allocation

Shipment Notes

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

Invoice Detail View

Invoice Summary

Billing Information

Invoice No. [1234-5678-9](#) [Next](#)
Account No. 1234-5678-9
FedEx Tax ID No. 10-5551010
Invoice date 03/20/2012
Due date 04/04/2012
Invoice status Past Due
[View Invoice History](#)
[Viewment PDF](#)

Charge Summary

Total express charges 13.76
Total ground charges 33.99
Total other charges 5.36

Total invoice amount 103.12
Total payments and credits 0.00
Total balance due \$103.12

[Approve/notify user](#)
[Download invoice](#)
[Dispute invoice](#)
[Pay Invoice](#)

FedEx Invoice Details

Filter by: None selected
Results per page: 10

Select all	Tracking / Billing ID	Date	Type	Product Group	Reference	Payor	Status	Meter	Original charges	Balance due
<input type="checkbox"/>	000001234567	04/04/2012	Ground	SE		Shipper	Past Due	000000000	45.34	45.34
<input type="checkbox"/>	555511112222	04/03/2012	Express		NO REFERENCE INFORMATION	Third Party	Past Due	100003485	43.75	43.75
<input type="checkbox"/>	700701702703	05/10/2012	Merchandise			Shipper	Past Due	000000000	5.36	5.36

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.

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

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.

5.3 Disputing Charges

MEMPHIS TN 38103 US	NEW YORK NY 10001 US
Shipment Details	Charges
Ship date 04/03/2012	Transportation Charge 37.55
Payment type Third Party	Fuel Surcharge 6.20
Service type FedEx 2Day	Weekday Delivery 0.00
Zone 08	Total charges \$43.75
Package type Customer Packaging	
Pieces 1	
Weight 6.0 lbs	
Rated method 000	
Meter no. 100003485	
Declared value \$0.00	
	Enter promo code
Original Reference	Updated Reference Edit
Customer reference no. NO REFERENCE INFORMATION	Customer reference no.
Department no.	Department no.
RMA no.	Reference #2
Reference #2	Reference #3
Reference #3	
Proof of Delivery	Cost Allocation Reference Edit
Delivery date 04/05/2012 08:00	Cost allocation
Service area code A4	Shipment Notes
Signed by J. DOE	
View signature proof of delivery	
	Back
	Approve/Modify user Dispute Pay

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.

Account Summary

Welcome, Jane Ptain

Account Summary [Help](#)

Primary Account	1234-5678-9	Add an account	You have 2 past due invoices.
Original Charges	\$132.09		You have 1 download file(s) ready in the download center.
Past due	\$132.09		You have 1 messages in the message center.
In dispute	\$0.00		
Payments or credits	\$0.00		
Balance due	\$132.09		

Invoice List (All-Open) [Help](#)

Filter by: None selected Results per page: 10

Select all	Invoice no.	View/print	Invoice date	Due date	Account no.	Invoice status	Original Charges	Balance due	Payment status
<input checked="" type="checkbox"/>	1-234-56789		03/20/2012	04/04/2012	1234-5678-9	Past Due	89.09	89.09	
<input checked="" type="checkbox"/>	0-111-21314		03/16/2012	03/31/2012	1234-5678-9	Past Due	43.00	43.00	Scheduled Check

[Approve/notify user](#) [Pay](#)

[Icon Legend](#)

Account Aging Summary [Help](#)

Invoice Detail View [Back](#)

Invoice Summary [Help](#) [Hide](#)

Billing Information		Charge Summary	
Invoice no.	< Prev 1-234-56789 Next >	Total express charges	43.75
Account no.	1234-5678-9	Total ground charges	45.34
FedEx Tax ID No.	10-5551010	Total other charges	0.00
Invoice date	03/20/2012	Total invoice amount	89.09
Due date	04/04/2012	Total payments and credits	0.00
Invoice status	Past Due	Total balance due	\$89.09
View Invoice History			
View/print PDF			

[Approve/notify user](#) [Download invoice](#) [Dispute invoice](#) [Pay Invoice](#)

FedEx Invoice Details [Help](#)

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

The screenshot displays two web interface sections. The top section, 'Invoice List (All-Open)', features a filter dropdown set to 'None selected' and a 'Results per page' dropdown set to '10'. It contains a table with columns: Select all, Invoice no., View/print, Invoice date, Due date, Account no., Invoice status, Original Charges, Balance due, and Payment status. Two invoices are listed: one for 1-234-56789 with a balance of \$89.09, and another for 0-111-21314 with a balance of \$43.00. Both are marked 'Past Due'. Below the table are buttons for 'Approve/Verify user' and 'Pay', and a link to 'Icon Legend'.

The bottom section, 'Account Aging Summary', includes tabs for 'Account Summary', 'Search/Download', 'My Options', and 'Message Center'. It shows a progress bar for 'Your Payment Cart' with steps '1. Payment Cart' and '2. Payment Confirmation'. The '1. Confirm Payment' step shows a primary account number of 1234-5678-9 and an amount to pay of \$132.09. The '2. Payment List' step shows a table with columns: Account no., Invoice no., Invoice Date, Due date, Payment item, Payment amount, and Action. It lists two payment items: 'Invoice Payment' for \$89.09 and 'Invoice Payment' for \$43.00. A 'Payment cart total: \$132.09' is shown with 'Remove all items' and 'Add Items' buttons. The '3. Payment Options' step shows radio buttons for 'Credit Card' (selected) and 'Mail check'.

Select all	Invoice no.	View/print	Invoice date	Due date	Account no.	Invoice status	Original Charges	Balance due	Payment status
<input checked="" type="checkbox"/>	1-234-56789		03/20/2012	04/04/2012	1234-5678-9	Past Due		\$89.09	
<input checked="" type="checkbox"/>	0-111-21314		03/16/2012	03/31/2012	1234-5678-9	Past Due		\$43.00	Scheduled Check

Account no.	Invoice no.	Invoice Date	Due date	Payment item	Payment amount	Action
1234-5678-9	1-234-56789	03/20/2012	04/04/2012	Invoice Payment	\$89.09	Remove
1234-5678-9	0-111-21314	03/16/2012	03/31/2012	Invoice Payment	\$43.00	Remove

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

The screenshot displays a web interface for a payment cart. At the top, there are two tabs: '1 Payment Cart' (active) and '2 Payment Confirmation'. The main content is divided into three sections:

- 1. Confirm Payment**: Shows 'Primary account no. 1234-5678-9' and 'Amount to pay \$132.09'.
- 2. Payment List**: Displays a table of payment items with columns for Account no., Invoice no., Invoice date, Due date, Payment item, Payment amount, and Action. It also shows a 'Payment cart total: \$132.09' and buttons for 'Remove all items' and 'Add items'.
- 3. Payment Options**: Features radio buttons for 'Credit Card' and 'Mail check' (selected). Below this is a 'Check no.' field and a 'Submit payment' button.

Account no.	Invoice no.	Invoice date	Due date	Payment item	Payment amount	Action
1234-5678-9	1-234-56789	03/20/2012	04/04/2012	Invoice Payment	\$89.09	Remove
1234-5678-9	0-111-21314	03/16/2012	03/31/2012	Invoice Payment	\$43.00	Remove

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

Invoice List (All-Open)

Filter by: None selected

Results per page: 10

Select all	Invoice no.	View/print	Invoice date	Due date	Account no.	Invoice status	Original Charges	Balance due	Payment status
<input checked="" type="checkbox"/>	1-234-56789		03/20/2012	04/04/2012	1234-5678-9	Past Due	89.09	89.09	
<input checked="" type="checkbox"/>	0-111-21314		03/16/2012	03/31/2012	1234-5678-9	Past Due	43.00	43.00	Scheduled-Check

Approve/notify user Pay

Icon Legend

Account Aging Summary

Account Summary Search/Download My Options Message Center

Your Payment Cart

1. Confirm Payment

Primary account no. 1234-5678-9

Amount to pay \$132.09

2. Payment List

Primary account no. 1234-5678-9

Account no.	Invoice no.	Invoice Date	Due date	Payment item	Payment amount	Action
1234-5678-9	1-234-56789	03/20/2012	04/04/2012	Invoice Payment	\$89.09	Remove
1234-5678-9	0-111-21314	03/16/2012	03/31/2012	Invoice Payment	\$43.00	Remove

Payment cart total: \$132.09

Remove all items Add items

3. Payment Options

☒ Credit Card☐ Mail check

Profile JPLAIN_CC_3

[Add or Update Payment Profile](#)

Schedule date

Submit payment

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

The screenshot displays the 'Your Payment Cart' page in the FedEx Billing Online system. The page is divided into three main sections: 1. Confirm Payment, 2. Payment List, and 3. Payment Options.

1. Confirm Payment

Primary account no. 1234-5678-9
Amount to pay \$132.09

2. Payment List

Primary account no. 1234-5678-9 Results per page 10

Account no.	Invoice no.	Invoice Date	Due date	Payment item	Payment amount	Action
1234-5678-9	1-234-56789	03/20/2012	04/04/2012	Invoice Payment	\$89.09	Remove
1234-5678-9	0-111-21314	03/16/2012	03/31/2012	Invoice Payment	\$43.00	Remove

Payment cart total: \$132.09
[Remove all items](#) [Add items](#)

3. Payment Options

☒ Credit Card
☐ Mail check

Profile JPLAIN_CC_3
[Add or Update Payment Profile](#)

Schedule date

[Submit payment](#)

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

Payment Confirmation

① Payment Cart ② **Payment Confirmation**

Your payment has been processed. Please print this page for your records.

Payment List [Help](#)

Account no.	Invoice no.	Payment item	Payment amount
1234-5678-9	1-234-56789	Invoice Payment	\$9.09

Payment Summary [Help](#)

Primary account no. 1234-5678-9
Payment cart amount \$9.09
Payment method Credit card
Payment date 07/24/2012
Payment reference no. 123456

Your payment has been processed. Please [print this page](#) for your records.

[Back to account summary](#)

FedEx

Customer Focus
New Customer Center
Small Business Center
Service Guide
Customer Support

Featured Services
FedEx SameDay
FedEx Home Delivery
Healthcare Solutions
Online Retail Solutions

Companies
FedEx Express
FedEx Ground
FedEx Office
FedEx Freight

Follow FedEx

United States - English

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.

FedEx Billing Online

View Cart 0.00 | Printer-friendly | Logout | Help

Account Summary | **Search/Download** | My Options | Message Center

New Search or Download
Download Center
Search & Download Settings

Search

1 Enter Search Criteria 2 View/Download Search Results

* Denotes required field

Search [Help](#)

You must execute a search to generate a [download file](#). Use a previously saved search or create a new search that you have the option to save. Note: Results will not include "non-standard" invoices.

Select a saved search Change values as needed in the fields below.

Select Saved Search

Select values to search

* Search for Please select

* Account number and Store ID (CTRL + select to search multiple accounts)

Select All

Account No - Store ID
123456789-ADCEFG

* Select date range

From 03/24/2012 To 04/23/2012

* Results include only invoices up to 180 days from paid/closed date.

* Status All

Save this search

Enter a saved search title (30 char max)

Download data Search

Quick Search [Help](#)

You must execute a search to generate a [download file](#). Select the information you want to search on and enter a specific value to find.

* Search for

Please select

Quick Search

FedEx

Search fedex.com

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

FedEx Billing Online

View Cart 0.00 [Printer-friendly](#) [Logout](#) [Help](#)

[Account Summary](#) [Search/Download](#) [My Options](#) [Message Center](#)

Search

1 Enter Search Criteria 2 View/Download Search Results

* Denotes required field

Search [Help](#)

You must execute a search to generate a [download file](#). Use a previously saved search or create a new search that you have the option to save. Note: Results will not include "non-standard" invoices.

Select a saved search Change values as needed in the fields below.

Select Saved Search

Select values to search

* Search for Please select

* Account number and Store ID (CTRL + select to search multiple accounts)

Select All

Account No - Store ID
123456789-ABCDEF

* Select date range

From 03/24/2012 To 04/23/2012

*Results include only invoices up to 180 days from paid/closed date.

* Status All

☐ Save this search

Enter a saved search title (30 char max)

Download data Search

Quick Search

[Help](#)

You must execute a search to generate a [download file](#). Select the information you want to search on and enter a specific value to find.

* Search for Please select

Quick Search

FedEx

Search fedex.com

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, allowing 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

The screenshot displays the FedEx Billing Online web application. At the top, the header includes the FedEx logo, navigation tabs (Account Summary, Search/Download, My Options, Message Center), and user information (View Cart 0.00, Printer-friendly, Logout, Help). The main content area is titled 'Search' and contains two sections: 'Search' and 'Quick Search'. The 'Search' section includes a 'Select a saved search' dropdown, a 'Search for' dropdown, a date range selector (From 03/24/2012 To 04/23/2012), a status dropdown (All), and a 'Save this search' checkbox. The 'Quick Search' section is a simplified version of the search interface, featuring a 'Search for' dropdown and a 'Quick Search' button. Both sections include a 'Download data' button. The footer of the page shows the FedEx logo and a search bar with the text 'Search FedEx.com'.

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

The screenshot displays the FedEx Billing Online interface. At the top, there's a navigation bar with links for Ship, Track, Manage, Learn, and FedEx Office. Below this, the 'FedEx Billing Online' header is visible, along with links for View Cart, Printer-friendly, Logout, and Help. The main content area is divided into tabs: Account Summary, Search/Download (selected), My Options, and Message Center. The 'Search' section shows two steps: 'Enter Search Criteria' and 'View/Download Search Results' (current step). The 'Search Criteria' section includes fields for Search for (Invoices), Search accounts (1234-5678-9), and Date (03/01/2011 - 04/23/2012). Below this, the 'Search results' section displays a table of results. The table has columns for Select all, Invoice Number, View/print, Invoice date, Due date, Account no., Invoice status, Original Charges, and Balance due. Three results are shown, all with a status of 'Past Due'. Below the table, there's a section for 'Download All Search Results' with fields for Name of download file, Template (Detailed Report Template), and File Type (CSV (Low)). A 'Create download file' button is at the bottom right.

Select all	Invoice Number	View/print	Invoice date	Due date	Account no.	Invoice status	Original Charges	Balance due
<input type="checkbox"/>	1-234-56789		03/20/2012	04/04/2012	1234-5678-9	Past Due	89.09	89.09
<input type="checkbox"/>	0-111-21214		03/19/2012	04/03/2012	1234-5678-9	Closed	90.10	0.00
<input type="checkbox"/>	1-516-17181		03/16/2012	03/31/2012	1234-5678-9	Past Due	43.00	43.00

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

option at the top of the screen in the FedEx Billing Online navigation bar.

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

7.4 Standard Download Templates

Account Summary Search/Download My Options Message Center

Search/Download/Rule Settings

* Denotes required field

Automatic Downloads/Rules

FedEx Billing Online can automatically generate a download file of your invoiced data each time a new invoice is created. Select 'Yes' to enable Autodownloads.

Would you like to enroll in Autodownloads? ☐ Yes ☒ No

NOTE: In order to utilize the feature of Autorules, you must have Autodownloads enabled. Autorules only apply for FedEx Ground and FedEx Express Shipments.

Save

Download Templates

Template name	Template type	Action
abc	Invoice Report	Remove

Create template

Saved Searches

Search name	Search type	Action
Saved search1	Invoices	Remove
Saved search2	Invoices	Remove

Create search

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

The screenshot shows the 'Customize Your Download' page in the FedEx account management system. At the top, there are navigation tabs: 'Account Summary', 'Search/Download', 'My Options', and 'Message Center'. The 'Search/Download' tab is active. Below the tabs, the page title is 'Customize Your Download'. A note states '* Denotes required field.' and there are links for 'Clear all fields' and 'Back'. The 'Template Criteria' section contains a text input for '*Template name' with the value 'abc' and a dropdown for '*Template type' set to 'Invoice Report'. Below this is a large section for selecting fields, divided into two columns. The left column, titled 'Select all fields', lists various fields under the 'SHIPMENT GROUP' heading, including 'Ground Tracking ID Prefix', 'Express or Ground Tracking ID*', 'Transportation Charge Amount', 'Net Charge Amount', 'Service Type', 'Ground Service', 'Shipment Date', 'POD Delivery Date', and 'POD Delivery Time'. The right column, titled 'Clear all fields', shows the selected fields under the 'INVOICE GROUP' heading: 'Bill to Account Number*', 'Invoice Date', 'Invoice Number*', 'Store ID', 'Original Amount Due', 'Current Balance', and 'Payor'. Between the columns are 'Add >>' and '<< Remove' buttons. At the bottom of the field selection area are 'Save and create download' and 'Save template' buttons. The FedEx logo is at the bottom left, and a search bar and footer links are at the bottom right.

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

The screenshot shows the FedEx Billing Online interface. At the top, there's a navigation bar with links for Ship, Track, Manage, Learn, and FedEx Office. Below this, a search bar and a 'Search fedex.com' button are visible. The main content area is titled 'FedEx Billing Online' and includes a 'View Cart' button showing a total of \$ 0.00. There are also links for 'Printer-friendly', 'Logout', and 'Help'. The interface is divided into several sections: 'Account Summary', 'Search/Download', 'My Options', and 'Message Center'. The 'Download Center' section is active, showing 'Download Results' with a message: 'You have 1 file(s) being processed.' Below this, there's a section titled 'My Files Ready for Download or Viewing' with a 'Help' link. It contains a table of files ready for download, with columns for Name of download file, File type, Template, Status, Generated by, Created on, Expires on, and Action. The table lists one file: 'abc_download1' of type 'XLS' using the 'Detailed Report Template (Express & Ground - all fields)' template, with a status of 'Pending', generated by 'Jane Plain' on '04/09/2012', and expiring on '05/15/2012'. The 'Action' column has a 'Remove' link. Below the table are 'Remove all' and 'Refresh' buttons. At the bottom, there are buttons for 'Search and download settings' and 'Create a new download file'.

Name of download file	File type	Template	Status	Generated by	Created on	Expires on	Action
abc_download1	XLS	Detailed Report Template (Express & Ground - all fields)	Pending	Jane Plain	04/09/2012	05/15/2012	Remove

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.

Continued on next page.

Search/Download/Rule Settings

* Denotes required field

Automatic Downloads/Rules [Help](#)

FedEx Billing Online can automatically generate a download file of your invoiced data each time a new invoice is created. Select 'Yes' to enable Autodownloads.

Would you like to enroll in Autodownloads? ☐ Yes ☒ No

NOTE: In order to utilize the feature of Autorules, you must have Autodownloads enabled. Autorules only apply for FedEx Ground and FedEx Express Shipments.

[Save](#)

Download Templates [Help](#)

Template name	Template type	Action
abc	Invoice Report	Remove

[Create template](#)

Saved Searches [Help](#)

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.

*** Users required send

Automatic Downloads/Rules

FedEx Billing Online can automatically generate a download file of your invoiced data each time a new invoice is created. Select 'Yes' to enable Autodownloads.

Would you like to enroll in Autodownloads? ☐ Yes ☒ No

NOTE: In order to utilize the feature of Autorules, you must have Autodownloads enabled. Autorules only apply for FedEx Ground and FedEx Express Shipments.

Save

Download Templates

Template name	Template type	Action
abc	Invoice Report	Remove

Create template

Saved Searches

Search name	Search type	Action
Saved search1	Invoices	Remove
Saved search2	Invoices	Remove

Create search

FedEx

Search fedex.com

Customer Focus
New Customer Center
Small Business Center

Featured Services
FedEx SameDay
FedEx Home Delivery

Companies
FedEx Express
FedEx Ground

Follow FedEx
f t y

United States - English

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.

FedEx Billing Online

View Cart 0.00 [Printer-friendly](#) [Logout](#) [Help](#)

[Account Summary](#) [Search/Download Rules](#) [My Options](#) [Message Center](#)

Manage Rules

Rules Guidelines

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 updated, the information can be viewed online or downloaded for further use.

- To enable auto rules to be run against your new invoices, [Click here](#).
- 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 Save Autorules/order button.
- If you do not run a Rule for 180 days, the unused Rule will be deleted.

Go to rule : [Select Item](#) Results per page: 10

Select All	Order	Rule Name	Rule Description	Actions
<input type="checkbox"/>	1	abc	update science dept	Edit Copy Remove
<input type="checkbox"/>	2	dept3	department of chemistry level 3	Edit Copy Remove

[Create new rule](#)
[Save Autorules/order](#)
[Run rules now](#)

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

The screenshot displays the 'FedEx Billing Online' interface for creating rules. At the top, there's a navigation bar with links for Ship, Track, Manage, and Learn, along with a FedEx Office logo. Below this, the 'FedEx Billing Online' header includes a 'View Cart 0.00' link and buttons for 'Printer-friendly', 'Logout', and 'Help'. The main content area is divided into three steps:

- Step 1: Name Your Rule**: Features a 'Rule Name' field with the value 'New-Rule' and a 'Description' field. A 'Back' link is in the top right corner.
- Step 2: Add Conditions**: Shows a condition: 'Condition 1: When Store-ID is equal to a value of 121'. It includes 'Edit' and 'Remove' links for the condition and an 'Add more conditions' button at the bottom right.
- Step 3: Define Action**: Contains an '*Action to take' dropdown menu currently set to 'Take no action' and an 'Add action and continue' button.

Throughout the interface, 'Back' and 'Help' links are available for navigation.

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

FedEx Billing Online

View Cart 0.00 [Printer-friendly](#) [Logout](#) [Help](#)

[Account Summary](#) [Search/Download/Rules](#) [My Options](#) [Message Center](#)

Manage Rules

Rules Guidelines

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 updated, the information can be viewed online or downloaded for further use.

- To enable auto rules to be run against your new invoices, [Click here](#).
- 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 Save Autorules/order button.
- If you do not run a Rule for 180 days, the unused Rule will be deleted.

Manage Rules

Go to rule : [Select Item](#) Results per page: 10

Select All	Order	Rule Name	Rule Description	Actions
<input type="checkbox"/>	1	abc	update science dept	Edit Copy Remove
<input type="checkbox"/>	2	dept3	department of chemistry level 3	Edit Copy Remove

[Create new rule](#) [Save Autorules/order](#) [Run rules now](#)

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

The screenshot shows the FedEx Billing Online interface. At the top, there's a navigation bar with links for Ship, Track, Manage, Learn, and FedEx Office. Below this, the 'FedEx Billing Online' header is visible. The main content area is divided into two sections: 'Download Center' and 'My Files Ready for Download or Viewing'.

Download Center

Download Results

You have 3 file(s) ready for download.

My Files Ready for Download or Viewing

Files will expire 14 days after creation date.
The following files have been created for download. Click on the file name to save it to your system.
Please click refresh list to see the files you selected. If they do not appear immediately, please wait a few minutes and try again.

Name of download file	File type	Template	Status	Rules results	Generated by	Created on	Expires on	Action
2012-05-28 18:38 Auto FedExInv_195123217	XLS	Brief Report	Complete		Auto Download	05/29/2012	06/13/2012	Remove
2012-05-28 10:32 Auto FedExInv_195123217	XLS	Brief Report	Complete		Auto Download	05/28/2012	06/12/2012	Remove
2012-05-21 10:32 Auto FedExInv_195123217	XLS	Brief Report	Complete		Auto Download	05/21/2012	06/05/2012	Remove

[Remove all](#) [Refresh](#)

[Search and download settings](#) [Create a new download file](#)

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

The screenshot shows the FedEx Billing Online interface. At the top, there's a navigation bar with the FedEx logo, links for Ship, Track, Manage, and Learn, and a FedEx Office logo. A search bar is on the right. Below this, the 'FedEx Billing Online' header is visible, along with a 'View Cart 0.00' link and buttons for 'Printer-friendly', 'Logout', and 'Help'. The main navigation tabs include 'Account Summary', 'Search/Download/Rules' (which is active), 'My Options', and 'Message Center'. The 'Search/Download/Rule Settings' section has a sub-header 'Automatic Downloads/Rules' and a 'Help' link. A note states: 'FedEx Billing Online can automatically generate a download file of your invoiced data each time a new invoice is created. Select "Yes" to enable Autodownloads.' Below this, there's a question 'Would you like to enroll in Autodownloads?' with radio buttons for 'Yes' (selected) and 'No'. A 'Clear all fields' link is on the right. A 'NOTE' follows: 'In order to utilize the feature of Autorules, you must have Autodownloads enabled. Autorules only apply for FedEx Ground and FedEx Express Shipments.' Below the note, there are two selection fields: 'Select a download template (note: if you do not select a template, the default all fields template will be used):' with a dropdown menu showing 'Brief Report', and 'Select a format for your data:' with a dropdown menu showing 'EXCEL (.xls)'. Another question 'Would you like to enroll in Autodownloads and Autorules?' has radio buttons for 'Yes' (selected) and 'No'. A 'Save' button is at the bottom right of this section. Below this is the 'Download Templates' section, also with a 'Help' link. It contains a table with columns 'Template name', 'Template type', and 'Action'. The table is empty, with a message 'There are no templates for this account.' below it. A 'Create template' button is at the bottom right of this section.

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.

FedEx Billing Online

Support | Locations | English | Search fedex.com

Ship | Track | **Manage** | Learn | FedEx Office

View Cart 0.00 | Printer-friendly | Logout | Help

Account Summary | Search/Download | **My Options** | Message Center

Manage Account Settings

* Denotes required field. [Clear all fields](#)

Add/Remove Accounts [Help](#)

Adding a New Primary Account

To add a primary account, you will be redirected to the FedEx account login screen. After enrolling a new primary account, you can add related sub-accounts (child accounts).

Adding a New Child Account to 1234-5678-9

To add a sub-account (child account) to an existing primary FedEx account, enter the account number and billing ZIP code in the form field below.

* Account no.

* Billing ZIP code

Remove a Child Account

Select an existing sub-account (child account) from the drop down list below to stop receiving bills for that account through FedEx Billing Online.

Current active accounts: No active accounts ▼

Edit Account Information [Help](#) [Hide](#)

Update Application Settings

☐ Approval buttons
Make the Approval and Notify feature available for FBO Plus administrative and standard users. This feature provides a way for users to post their approvals and comments online, as well as send email notifications with comments to other users.

☐ 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 updated, the information can be viewed online or downloaded for further use.

Edit Store ID

Select the account number of the store for which you wish to update the store ID. Once you've made your selection and entered the new value, select 'Update store ID' to apply the new setting.

Account no.

Change Billing Medium to Paper

You may change your Billing Medium to Paper, but please be aware that you may lose some of the special features offered in Billing Online Plus.

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

FedEx Billing Online

View Cart 0.00 | [Printer-friendly](#) | [Logout](#) | [Help](#)

[Account Summary](#) | [Search/Download](#) | **My Options** | [Message Center](#)

Manage Payment Preferences

Automatic Payment Settings

Your account is not currently enrolled in [Automatic Payments](#). Make paying your FedEx invoices even easier by signing up for Automatic Payments with one of your saved payment profiles. When you sign up for AutoPay, you can also establish thresholds for payment amounts and timings.

[Enroll in autopay](#)

Your Current Payment Profiles

Profile name	Profile type		
JPLAIN_CC_3	Credit Card	Edit	Remove

[Add a credit card profile](#) [Add an EFT profile](#)

FedEx Search fedex.com

Customer Focus
New Customer Center
Small Business Center
Service Guide
Customer Support
My FedEx Rewards

Featured Services
FedEx SameDay
FedEx Home Delivery
Healthcare Solutions
Online Retail Solutions
Packaging Services
Ancillary Clearance Services

Companies
FedEx Express
FedEx Ground
FedEx Office
FedEx Freight
FedEx Custom Critical
FedEx Trade Networks

Follow FedEx
[f](#) [t](#) [v](#)

[United States - English](#)

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

FedEx Billing Online

View Cart 0.00 | [Printer-friendly](#) | [Logout](#) | [Help](#)

[Account Summary](#) | [Search/Download](#) | **My Options** | [Message Center](#)

Manage Payment Preferences

Automatic Payment Settings

Your account is not currently enrolled in [Automatic Payments](#). Make paying your FedEx invoices even easier by signing up for Automatic Payments with one of your saved payment profiles. When you sign up for AutoPay, you can also establish thresholds for payment amounts and timings.

[Enroll in autopay](#)

Your Current Payment Profiles

Profile name	Profile type		
JPLAIN_CC_3	Credit Card	Edit	Remove

[Add a credit card profile](#) [Add an EFT profile](#)

FedEx Search fedex.com

Customer Focus
New Customer Center
Small Business Center
Service Guide
Customer Support
My FedEx Rewards

Featured Services
FedEx SameDay
FedEx Home Delivery
Healthcare Solutions
Online Retail Solutions
Packaging Services
Ancillary Clearance Services

Companies
FedEx Express
FedEx Ground
FedEx Office
FedEx Freight
FedEx Custom Critical
FedEx Trade Networks

Follow FedEx
[Facebook](#) [Twitter](#) [YouTube](#)

[United States - English](#)

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.

FedEx Billing Online

Support | Locations | English | Search fedex.com

Ship | Track | **Manage** | Learn | FedEx Office

View Cart 0.00 | Printer-friendly | Logout | Help

Account Summary | Search/Download | **My Options** | Message Center

Manage Account Settings

* Denotes required field. [Clear all fields](#)

Add/Remove Accounts [Help](#)

Adding a New Primary Account

To add a primary account, you will be redirected to the FedEx account login screen. After enrolling a new primary account, you can add related sub-accounts (child accounts).

Adding a New Child Account to 1234-5678-9

To add a sub-account (child account) to an existing primary FedEx account, enter the account number and billing ZIP code in the form field below.

* Account no

* Billing ZIP code

Remove a Child Account

Select an existing sub-account (child account) from the drop down list below to stop receiving bills for that account through FedEx Billing Online.

Current active accounts No active accounts

[Add a primary account](#)

[Add a child account](#)

[Remove Account](#)

Edit Account Information [Help](#) [Hide](#)

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

Select an existing sub-account (child account) from the drop down list below to stop receiving bills for that account through FedEx Billing Online.

Current active accounts No active accounts ▼

[Remove Account](#)

Edit Account Information [Help](#) [Hide](#)

Update Application Settings

☐ Approval buttons
Make the Approval and Notify feature available for FBO Plus administrative and standard users. This feature provides a way for users to post their approvals and comments online, as well as send email notifications with comments to other users.

☐ 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 updated, the information can be viewed online or downloaded for further use.

[Update Settings](#)

Edit Store ID

Select the account number of the store for which you wish to update the store ID. Once you've made your selection and entered the new value, select 'Update store ID' to apply the new setting.

Account no. Select ▼

[Update Store ID](#)

Change Billing Medium to Paper

You may change your Billing Medium to Paper, but please be aware that you may lose some of the special features offered in Billing Online Plus.

[Change Billing Medium to Paper](#)

FedEx

Customer Focus Featured Services Companies Follow FedEx

Search fedex.com

United States - English

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

The screenshot displays the FedEx Billing Online interface. At the top, there's a navigation bar with the FedEx logo and links for Ship, Track, Manage, Learn, and FedEx Office. Below this, the 'FedEx Billing Online' header is visible, along with links for View Cart (0.00), Printer-friendly, Logout, and Help. The main content area is titled 'Manage Users' and includes a sub-header explaining that users can be invited, deleted, and updated. Below this, there's a section for 'Existing Users' with a table listing users. At the bottom of this section are buttons for 'Remove checked users', 'Change administrator', and 'Invite new user'. The 'Invite New User' section contains a form with fields for First name, Last Name, E-mail address, and Users (a dropdown menu), with 'Cancel' and 'Continue' buttons at the bottom right.

Select all	Name	E-mail address	User type
<input type="checkbox"/>	John Doe	jdoe@company.com	User

Buttons: Remove checked users, Change administrator, Invite new user

Invite New User

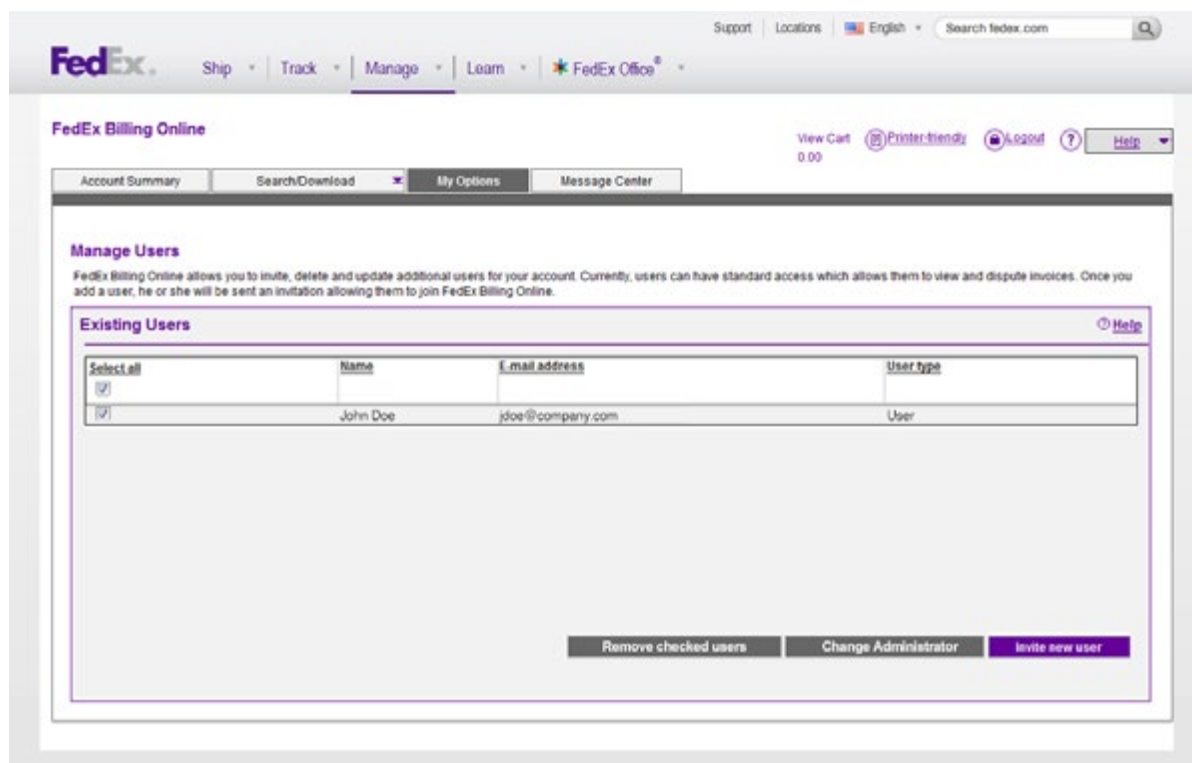
*First name: John
*Last Name: Doe
*E-mail address: jdoe@company.com
*Users: user

Buttons: Cancel, Continue

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.

The screenshot shows the FedEx Billing Online interface. At the top, there's a navigation bar with the FedEx logo and links for Ship, Track, Manage, Learn, and FedEx Office. A search bar is on the right. Below this, the 'FedEx Billing Online' header is visible, along with links for View Cart (0.00), Printer-friendly, Logout, and Help. A secondary navigation bar includes Account Summary, Search/Download, My Options, and Message Center. The main content area is titled 'Manage User Settings' and contains an 'Edit Preferences' section. In this section, there is a checkbox labeled 'I want to receive notification emails for this account.' and a 'Submit change' button. A 'Help' link is also present. At the bottom, a small copyright notice states: 'This site is protected by copyright and trademark laws under US and International law. All rights reserved © 1995-2011 FedEx.'

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.

The screenshot displays the FedEx Billing Online web application. At the top, the FedEx logo is on the left, and navigation links for Ship, Track, Manage, Learn, and FedEx Office are in the center. On the right, there are links for Support, Locations, English, and a search bar. Below the navigation bar, the 'FedEx Billing Online' header is on the left, and a 'View Cart 0.00' link, a 'Printer-friendly' button, a 'Logout' button, and a 'Help' button are on the right. The main content area is divided into two sections. The first section, 'Account Summary', shows a welcome message for Jane Plain and a table with account details. The second section, 'Invoice List (All-Open)', shows a table of invoices with columns for invoice number, date, due date, account number, status, original charges, balance due, and payment status. The 'Printer-friendly' button is highlighted in the top right corner of the interface.

Primary Account	1234-5678-9	Add an account
Original Charges	\$132.09	
Past due	\$132.09	
In dispute	\$0.00	
Payments or credits	\$0.00	
Balance due	\$132.09	

Invoice no.	View/print	Invoice date	Due date	Account no.	Invoice status	Original Charges	Balance due	Payment status
1-234-56789		03/20/2012	04/04/2012	1234-5678-9	Past Due	89.09	89.09	
0-111-21314		03/16/2012	03/31/2012	1234-5678-9	Past Due	43.00	43.00	Scheduled Check

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.