FedEx® Billing Online

FedEx Billing Online is an electronic invoice application that offers a convenient and secure system to manage invoice-related tasks while eliminating excess paperwork and improving productivity. It allows you to review, manage and dispute FedEx invoices online.

With FedEx Billing Online, you can:

- Review the account activity online:
  - Summary of charges
  - Total balance due
  - Total “Past due” amount (if applicable)
  - List of open, past due, paid/closed, and disputed invoices

- Manage multiple accounts separately or under one user ID

- Search or download an invoice or shipment, or search or download by multiple criteria.

- Set My Options:
  - Add/remove accounts
  - Change your billing medium
  - Manage/invite new users

- Download invoices in different formats (PDF, CSV, XLS, XML).

- Dispute shipment charges

- Create a dynamic remittance advice or bank slip for payment

- Receive email notifications for new invoices, new credits, and past due invoices.

Benefits for your business:

- Centralized account management from anywhere.
- Information available for analysis of trends anytime you need it.
- More control of invoicing activities.
- Receive online invoicing information faster than with the paper invoicing method.
- Your invoicing information is secured.

Requirements for FedEx Billing Online:

To register for FedEx Billing Online, you will need your FedEx account number, Internet connection and a Web browser (FedEx recommends Internet Explorer 5.5 and above to ensure the latest security patches).
How to Access and register for FedEx Billing Online

2. Select “View/Pay Bills Online”.
3. If you already have a fedex.com username and password, click “Login” and verify your account information.
4. If necessary you will be asked to provide 2 FedEx invoice numbers issued within the last 60 days. If you do not have them, please contact FedEx Customer Service for account verification.

Note: The first user to register an account for FedEx Billing Online is by default online administrator.

How to register for FedEx Billing Online if you are new to fedex.com

1. In the FedEx Billing Online screen, click on the “Register” link.
2. In the next screen, click on the “Sign Up Now” link to register for fedex.com.
3. Once you have your fedex.com username and password, click on the “Login” link in the FedEx Billing Online page and follow the steps described in the previous section.
How to view my invoices and their details

Once you log in, you will see the Account Summary screen.
1. To view invoice level detail, click an invoice number.
2. When you reach the Invoice Detail View screen, click on the air waybill number to view the shipment details.

How to print or save a copy of my invoice

Once you select the invoice number in the Account Summary screen, you will see the Invoice Detail View screen.
1. Click the "Download Invoice" button.
2. Enter the file name and choose the file format (PDF, CSV, XLS, or XML), and click the "Download" button.
3. Go to the Download Center and click on the Refresh button.
4. Click on the invoice link and, print or save the file by using the menu options.

Note: To view the invoice in PDF format, you need to install the free Adobe Reader on your computer.
How to search for invoices

Go to the **Search/Download** tab in any of the FedEx Billing Online screens.

**A) To download a range of invoices:**
1. Search invoices by filtering by a particular service, status or date range from the drop-down boxes.
2. Click the “Download Data” button.
3. Your results will be stored in the Download Center for you to download.

**B) To search for specific invoice or shipment:**
1. Enter the invoice number or air waybill number.
2. Click the “Quick Search” button.
3. If one or more air waybills are found, you will see a brief summary of the results.
4. At this point you can request a PDF, CSV, or XML file for the invoice.

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How to create a dispute of my invoice

1. Once you select the invoice number on the **Account Summary** screen, you will see the **Invoice Detail View** screen.
2. Select the reason for the dispute and describe the nature of it and click “Submit”.
3. Once you submit a dispute request, a FedEx representative will contact you to request additional information or to inform you the dispute resolution.

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To dispute the entire invoice, click the “Dispute Invoice” button.

Dispute individual shipments by clicking the air waybill number and the “Dispute” button.

To view the details of your dispute, click the status indicator in the “Invoice Status” column of the Account Summary invoice list.
How to manage my account information

Select "My Options" tab at the top of the page.

A) Change profile information:
1. Choose "fedex.com Profile"
2. In the next screen, edit your username and password, nickname, update contact information or remove an account.

B) Add users:
1. Select "Manager Users", and enter the required information
2. Click the "Invite new user" button.

How to get technical support

You can obtain technical support through the following options:

1. Billing Online Support Request: Online form from where you can provide details regarding the nature of your support question.
2. Local Technical Support Line: For the most up to date contact information, please go to your local fedex.com site (www.fedex.com) and click on the Customer Support link.
3. FedEx Online Chat (available in certain countries).