

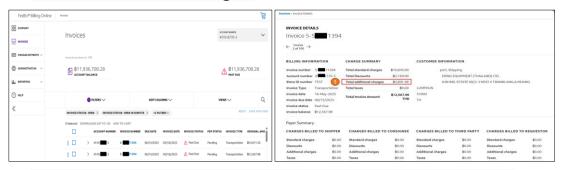
## FedEx Billing Online (FBO)

## **Key Updates Related to Non-transportation Charges**

With the rollout of non-transportation charges, FBO has been enhanced to allow you to view charges, process payments, submit disputes, and download invoice reports.

#### **Invoice Details**

1. The non-transportation charge (i.e. offshore pickup) amount is included under "Total additional charges".



2. TRACKING ID has been renamed as "TRACKING ID/TRANSACTION ID".



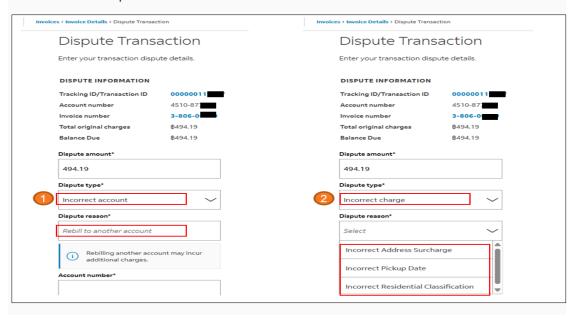
3. Transaction ID details appear under "Non-Air Waybill Charges" within the "Payments and charges" section, while Tracking ID details continue to appear under the "Shipment Details" section as before.



### **Dispute Transaction**

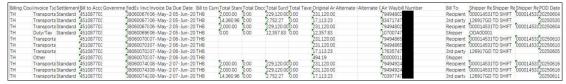
There are two types of dispute transactions, each with corresponding dispute reasons:

- If "Incorrect account" is selected, then the dispute reason will default to "Rebill to another account". You will only need to provide the new account number.
- 2. If "Incorrect charge" is selected, then you will be able to choose from three available dispute reasons.

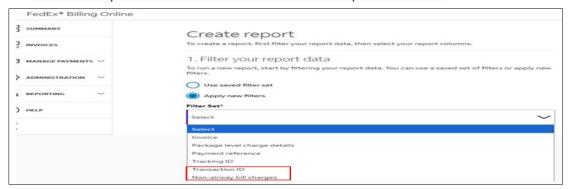


#### **Reports**

1. There is no change to your current "Invoice" report. Non-transportation charges will be included in the report if your invoice contains this charge.



2. One new reports are available in the "Create report" section.



# 2.1 Non-Air Waybill Charges: Three specific report columns will be available for download.

