



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".

The screenshot shows the 'Invoices' page in FedEx Billing Online. On the right, the 'INVOICE DETAILS' section for Invoice 5-51394 is displayed. Under the 'CHARGE SUMMARY' tab, the 'Total additional charges' is highlighted in red, showing a value of \$1,091.00. The 'Total Invoice Amount' is \$12,567.00.

BILLING INFORMATION		CHARGE SUMMARY		CUSTOMER INFORMATION	
Invoice number	5-51394	Total standard charges	\$10,845.00	Port: Shipping	
Account number	4510-8776-3	Total Discounts	-\$2,169.00	ESRNG EQUIPMENT (THAILAND) LTD.	
Store ID number	TEST	Total additional charges	\$1,091.00	ACON INC. ESTATE 68/2-3 MOO 4 TRANKLANGLA MUANG	
Invoice Type	Transportation	Total taxes	\$0.00	LURPHUN	
Invoice date	16-May-2025			91000	
Invoice due date	06/15/2025	Total Invoice Amount	\$12,567.00	TH	
Invoice status	Past Due				
Invoice balance	\$12,567.00				

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

The screenshot shows the 'Shipments' page in FedEx Billing Online. A table lists shipment details. The column header 'TRACKING ID/TRANSACTION ID' is highlighted in red. The row shows a Tracking ID of 000000061 and a Status of 'Past Due'.

ACCOUNT	TRACKING ID/TRANSACTION ID	DATE	TYPE	PRODUCT GROUP	REFERENCE	PAYOR	STATUS
4510-8776-3	000000061	06/16/2025	Pickup			Shipper	Past Due

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.

The screenshot shows the 'Payments and charges' page in FedEx Billing Online. The 'Non-Airway bill charges' section is highlighted in red. It shows a 'Transaction ID' of 293839203978 and a 'Requestor' of Sally Hanson. The 'Pickup Address' is Nike Warehouse, Back Dock, 123 Main Street, Jackson, FL 32221. The 'On-call pickup' cost is \$ 8.21, and the 'TOTAL' is \$ 8.21.

Payments and charges	
Non-Airway bill charges	
Fuel Surcharge - FedEx has applied a fuel surcharge of 17.25%.	
Transaction ID	293839203978
Requested for	11/04/2024
Pickup date	11/04/2024
Requestor	Sally Hanson
Pickup Address	Nike Warehouse Back Dock 123 Main Street Jackson, FL 32221
On-call pickup	\$ 8.21
TOTAL	\$ 8.21

Dispute Transaction

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

1. 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.

Dispute Transaction
Enter your transaction dispute details.

DISPUTE INFORMATION

Tracking ID/Transaction ID: 00000011
Account number: 4510-87
Invoice number: 3-806-0
Total original charges: \$494.19
Balance Due: \$494.19

Dispute amount*: 494.19

Dispute type*: Incorrect account

Dispute reason*: Rebill to another account

Account number*:

Dispute Transaction
Enter your transaction dispute details.

DISPUTE INFORMATION

Tracking ID/Transaction ID: 00000011
Account number: 4510-87
Invoice number: 3-806-0
Total original charges: \$494.19
Balance Due: \$494.19

Dispute amount*: 494.19

Dispute type*: Incorrect charge

Dispute reason*: Select

Incorrect Address Surcharge
Incorrect Pickup Date
Incorrect Residential Classification

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.

Billing Cui	Invoice Ty	Settlement	Bill to Acc	Governme	FedEx Invc	Invoice Da	Due Date	Bill to Cui	Total Stan	Total Disc	Total Sur	Total Tax	Original Ar	Alternate	Alternate	(Air Waybill Number	Bill To	Shipper Re	Shipper Re	Shipper Re	POD Date
TH	Transports	Standard	45108770		38060067	06-May-2	05-Jun-20	THB	2,000.00	0.00	229,120.00	0.00	231,120.00			79494802	Recipient	00001453	1TD SHFT	00001453	20250604
TH	Transports	Standard	45108770		38060067	06-May-2	05-Jun-20	THB	14,360.96	0.00	2,752.27	0.00	17,113.23			83471747	3rd party	126917GD	TD SHFT		20250530
TH	Transports	Standard	45108770		38060067	06-May-2	05-Jun-20	THB	2,000.00	0.00	229,120.00	0.00	231,120.00			79494802	Recipient	00001453	1TD SHFT	00001453	20250604
TH	Duty/Tax	Standard	45108770		38060069	06-May-2	05-Jun-20	THB	0.00	0.00	12,357.83	0.00	12,357.83			10700747	Shipper	0DA00001			
TH	Transports		45108770		38060070	07-May-2	06-Jun-20	THB					231,120.00			79494865	Recipient	00001453	1TD SHFT	00001453	20250610
TH	Transports		45108770		38060070	07-May-2	06-Jun-20	THB					231,120.00			79494865	Recipient	00001453	1TD SHFT	00001453	20250610
TH	Transports		45108770		38060070	07-May-2	06-Jun-20	THB					17,113.23			17635747	3rd party	126917GD	TD SHFT		20250605
TH	Other		45108770		38060070	07-May-2	06-Jun-20	THB					494.19			00000011	Shipper				
TH	Transports	Standard	45108770		38060074	08-May-2	07-Jun-20	THB	2,000.00	0.00	229,120.00	0.00	231,120.00			79494924	Recipient	00001453	1TD SHFT	00001453	20250616
TH	Transports	Standard	45108770		38060074	08-May-2	07-Jun-20	THB	2,000.00	0.00	229,120.00	0.00	231,120.00			79494924	Recipient	00001453	1TD SHFT	00001453	20250616
TH	Transports	Standard	45108770		38060074	08-May-2	07-Jun-20	THB	14,360.96	0.00	2,752.27	0.00	17,113.23			70397747	3rd party	126917GD	TD SHFT		20250611

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

FedEx® Billing Online

3 SUMMARY

3 INVOICES

3 MANAGE PAYMENTS

3 ADMINISTRATION

1 REPORTING

3 HELP

Create report
To create a report, first filter your report data, then select your report columns.

1. Filter your report data
To run a new report, start by filtering your report data. You can use a saved set of filters or apply new filters.

☐ Use saved filter set

☒ Apply new filters

Filter Set*

Select

Select

Invoice

Package level charge details




Payment reference

Tracking ID

Transaction ID

Non-airway bill charges

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

<div></div> <div>All Non-airway bill columns</div> <div>Include all available columns in your report.</div> <div>PREPARE DOWNLOAD</div>	<div></div> <div>Non-airway bill columns</div> <div>Columns include detailed account-based invoice and non-airway bill charge information.</div> <div>PREPARE DOWNLOAD</div>	<div></div> <div>New custom column</div> <div>Select and order the columns you want to include in a new report.</div> <div>SELECT COLUMNS</div>
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