



FedEx 在线账单自助服务（FBO） 与非运输类费用相关的重要更新

随着非运输类费用的推出，FBO 系统已全面升级，现支持费用查看、付款处理、争议提交及账单报告下载等功能。

账单详情

1. 非运输类费用（如海外取件费）金额已包含在“Total additional charges（附加费总额）”中

FedEx Billing Online Home	
SUMMARY INVOICES TRANSMITTALS ADMINISTRATION REPORTING HELP	Invoices Accounts are shown in THB ACCOUNT BALANCE ฿11,936,708.28 PAST DUE
INVOICE STATUS: OPEN INVOICES ACCOUNT NUMBER: 4510-8770-3	
INVOICE DETAILS Invoice 5-5 1394	
BILLING INFORMATION CHARGE SUMMARY CUSTOMER INFORMATION	
Invoice number: 5-5 1394 Total standard charges: ฿10,845.00 port, Shipping	
Account number: 4510-8770-3 Total Discounts: ฿2,169.00	
Invoice Type: Transportation Total additional charges: ฿1,091.00	
Invoice date: 16-May-2025 Total Invoice Amount: ฿13,567.00	
Invoice due date: 06/15/2025	
Invoice status: Past Due	
Invoice balance: ฿13,567.00	
Payer Summary	
CHARGES BILLED TO SHIPPER CHARGES BILLED TO CONSIGNEE CHARGES BILLED TO THIRD PARTY CHARGES BILLED TO REQUESTOR	
Standard charges: ฿0.00 Standard charges: ฿0.00 Standard charges: ฿0.00 Standard charges: ฿0.00	
Discounts: ฿0.00 Discounts: ฿0.00 Discounts: ฿0.00 Discounts: ฿0.00	
Additional charges: ฿0.00 Additional charges: ฿0.00 Additional charges: ฿0.00 Additional charges: ฿0.00	
Taxes: ฿0.00 Taxes: ฿0.00 Taxes: ฿0.00 Taxes: ฿0.00	

2. “TRACKING ID（追踪 ID）”已更名为“TRACKING ID/TRANSACTION ID（追踪 ID/交易 ID）”

Shipments

Viewing 1 OF 1	FILTERS		EDIT COLUMNS		VIEWS			
0 Selected	ADD TO CART	2						
	ACCOUNT	TRACKING ID/TRANSACTION ID	DATE	TYPE	PRODUCT GROUP	REFERENCE	PAYOR	STATUS
	4510-8[REDACTED]-3	000000061[REDACTED]	06/16/2025	Pickup			Shipper	Past Due

3. “Transaction ID（交易 ID）”将显示在“Payments and charges（付款和费用）”中的“Non-Air Waybill Charges（非运单费用）”栏目下，而“Tracking ID（追踪 ID）”则仍显示在“Shipment Details（货件详情）”部分。

Payments and charges	
Non-Airway bill charges	
Fuel Surcharge - FedEx has applied a fuel surcharge of 17.25%.	
Transaction ID: 293839203978	Pickup Address: Nike Warehouse, Back Dock, 123 Main Street, Jackson, FL 32221
Requested for: 11/04/2024	On-call pickup: \$ 8.21
Pickup date: 11/04/2024	Requestor: Sally Hanson
TOTAL: \$ 8.21	
SHIPMENT DETAILS	
Tracking ID 79495142	
BILLING INFORMATION TRANSACTION DETAILS	
Tracking ID number: 79495142	
Invoice number: 5-544-7	
Account number: 4510-8770-3	
Invoice date: 05/16/2025	
Due date: 06/15/2025	
Total billed: ฿14,011.50	
Tracking ID balance due: ฿14,011.50	
Status: Past Due	
Sender information: AISHWARYA MULE, EST OFBO PHASE I, 996 RAMA IV RD, BANGKOK 10210 TH	
Recipient information: 449088, YESHWANTH NEELAM, 3A OLD GARTNER DR, SRI GOMBAK BATU CAVES SELANGOR MY 68000 MY	

争议交易

争议交易分为两种类型，每种类型对应不同的争议原因：

- 1. 如果选择 “Incorrect account（账户错误）”，系统将默认争议原因为 “Rebill to another account（重新计费至其他账户）”。您只需提供新的账号即可。
- 2. 如果选择 “Incorrect charge（收费错误）”，则可以从三个可选的争议原因中进行选择。

Invoices > Invoice Details > Dispute Transaction

Dispute Transaction

Enter your transaction dispute details.

DISPUTE INFORMATION

Tracking ID/Transaction ID00000011

Account number4510-87

Invoice number3-806-0

Total original charges\$494.19

Balance Due\$494.19

Dispute amount*494.19

Dispute type*Incorrect account

Dispute reason*Rebill to another account

Rebiling another account may incur additional charges.

Account number*

Invoices > Invoice Details > Dispute Transaction

Dispute Transaction

Enter your transaction dispute details.

DISPUTE INFORMATION

Tracking ID/Transaction ID00000011

Account number4510-87

Invoice number3-806-0

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

报告

- 1. 您当前的“账单”报告将保持不变。如果您的账单包含非运输类费用，则该费用将自动纳入报告内容。

Billing Cycle	Invoice Type	Settlement	Bill to Account	Governor	FedEx Invoice	Invoice Date	Due Date	Bill to Company	Total Stamp	Total Disc	Total Sur	Total Tax	Original Air	Alternate Air	Alternate Air	Waybill Number	Bill To	Shipper Ref	Shipper Ref	Shipper Ref	POD Date
TH	Transporte Standard	451087703	38060067106	May-20	Jun-20	THB		2,000.00	0.00		229,120.00	0.00	321,120.00			79494802	Recipient	000014531TD SHIF	000014531TD SHIF	000014531TD SHIF	20250604
TH	Transporte Standard	451087703	38060067106	May-20	Jun-20	THB		14,360.96	0.00		2,752.27	0.00	17,113.23			79494802	3rd party	126917GD TD SHIF	126917GD TD SHIF	126917GD TD SHIF	20250630
TH	Transporte Standard	451087703	38060067106	May-20	Jun-20	THB		2,000.00	0.00		229,120.00	0.00	321,120.00			79494802	Recipient	000014531TD SHIF	000014531TD SHIF	000014531TD SHIF	20250604
TH	Duty/Tax Standard	451087703	38060069606	May-20	Jun-20	THB		0.00	0.00		12,357.83	0.00	12,357.83			79494802	Shipper	00A00001	00A00001	00A00001	20250604
TH	Transporte	451087703	38060070207	May-20	Jun-20	THB		2,000.00	0.00		229,120.00	0.00	321,120.00			79494865	Recipient	000014531TD SHIF	000014531TD SHIF	000014531TD SHIF	20250610
TH	Transporte	451087703	38060070207	May-20	Jun-20	THB		2,000.00	0.00		229,120.00	0.00	321,120.00			79494865	Recipient	000014531TD SHIF	000014531TD SHIF	000014531TD SHIF	20250610
TH	Transporte	451087703	38060070207	May-20	Jun-20	THB		2,000.00	0.00		229,120.00	0.00	321,120.00			79494865	3rd party	126917GD TD SHIF	126917GD TD SHIF	126917GD TD SHIF	20250605
TH	Other	451087703	38060070207	May-20	Jun-20	THB		2,000.00	0.00		229,120.00	0.00	321,120.00			79494865	Shipper	00000001	00000001	00000001	20250605
TH	Transporte Standard	451087703	38060074108	May-20	Jun-20	THB		2,000.00	0.00		229,120.00	0.00	321,120.00			79494924	Recipient	000014531TD SHIF	000014531TD SHIF	000014531TD SHIF	20250616
TH	Transporte Standard	451087703	38060074108	May-20	Jun-20	THB		2,000.00	0.00		229,120.00	0.00	321,120.00			79494924	Recipient	000014531TD SHIF	000014531TD SHIF	000014531TD SHIF	20250616
TH	Transporte Standard	451087703	38060074108	May-20	Jun-20	THB		14,360.96	0.00		2,752.27	0.00	17,113.23			79494924	3rd party	126917GD TD SHIF	126917GD TD SHIF	126917GD TD SHIF	20250611

- 2. “创建报告” 部分新增 1 份报告

FedEx® Billing Online

SUMMARY

INVOICES

MANAGE PAYMENTS

ADMINISTRATION

REPORTING

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 (非运单费用)：将提供三个特定的报表栏位供下载使用。

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