

FedEx[®] Billing Online

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User Guide

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<u>Manage multiple accounts</u> <u>Manage users</u> <u>Change account administrator</u> <u>Account settings to receive PDF Invoice via Email</u> A tool that allows you to view invoice and shipment details, dispute charges, download invoice data, and pay invoices.

Section 1 – Introduction

FedEx[®] Billing Online (FBO) simplifies and streamlines your accounts payable process. From managing payments and reporting, to raising a dispute, we have the right billing option and solution that best fits your needs. FBO is an easy-to-use online tool that helps you manage your invoice-related tasks by eliminating excess paperwork and improving productivity. With flexible ways to view, filter, and use data, you can create your ideal invoicing experience.



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Step 1: Go to the billing page on <u>fedex.com</u>.

Step 2: Click on 'GO TO FEDEX BILLING ONLINE'.



Step 3:

Register by using your existing fedex.com login, or create a user ID if you do not have one. You could log in to FBO if you have registered.

Enter your user ID and password to log in							
CREATE A USER ID FOR AN EXISTING ACCOUNT							
User ID							
Password							
	<i>S</i>						
Remember my user ID.							
LOG IN							

Step 4: (for registration only)

Once you have logged in with your fedex.com login, key in 2 of your most recent invoice numbers. Ensure both invoices are from the past 120 days, and that there is no special character, such as "-", between each number.

Step 5: (for registration only)

Select the checkbox 'Receive PDF invoices in your email' and click 'CONTINUE'.

Receive your invoices through fedex.com. You will receive an email notifying you when your invoices are ready to be viewed. With FedEx Billing Online:
View involces immediately, as soon as they are ready. You can print and save a PDF version of the involce for your recording, blue you have 180 days of involce history Pay online - several payment options available Dispute and receive a response version that 72 hours Dispute and receive a response version that 72 hours Port and the additional users to view and pay invoices Plus much more
By selecting the option to receive PDF Invoices in your email, FedEx will send a PDF attachment for each new invoice.
Your PDF invoice will be sent to [email@domain.com]. To change this address, go to the MyFedEx portal.
Receive PDF invoices in your email
CANCEL CONTINUE

Invoices

Step 1:

Click 'VIEW ALL INVOICES' and by default you will view all open invoices.

	Fed Ex. Shippi	ng ~ Tracking ~ Support ~ Account ~	HESON (B) Q	
FedEx® Billing Online				CART \$0.00 HKD
			ACCOUNT NUMBER	
	Welcome, HILSON		+ ADD ACCOUNT	
MANAGE PAYMENTS V				
\bigotimes administration $~\sim~$	Amounts are shown in HKD		. 0	
$\underline{ }_{\underline{l}_{1}}$ reporting \sim				
(?) HELP				
«		VIEW ALL INVOICES		

(?) HELP														
«				$f 0$ filters \smallsetminus				EDIT COLUMNS `	~			VIEWS 🗸		Q
		INVOICE ST	TATUS: OPE	EN $ imes$ invoice sta	TUS: OPEN IN DISPUT	TE X +2 FIL	ters +						RESET SAVE T	HIS VIEW
		0 Selected	DOWNLO	AD (UP TO 10) AD	D TO CART									
				ACCOUNT NUMBER	INVOICE NUMBER	DUE DATE	INVOICE DATE	INVOICE STATUS	PDF STATUS	INVOICE TYPE	ORIGINAL AMOUNT DUE	CURRENT BALANCE	PAYMENT STATUS	CURRE
			>		j02-09526	06/15/2025	05/16/2025	Open	Pending	Transportation	\$8,514.22	\$8,514.22		HKD
		: 🗆	>		i01-68874	06/12/2025	05/13/2025	Open	Available	Transportation	\$7,171.79	\$7,171.79		HKD

Step 2:

You can click on one of the invoice numbers to view more, including shipment details. If you need to view closed invoices, you could update the filter as appropriate based on invoice status or invoice type.

	filters ^		views ~ Q
⊘ #	Invoice Details Account Number Invoice Status Payment Status	Invoice Status	APPLY

Step 3:

You can select the checkbox and click 'DOWNLOAD (UP TO 10)' to download up to 10 invoices at the same time or click on the 'Available' button to download one invoice.

		\sim		EDIT COLUMNS V					views 🗸			Q		
NVOICE STATU	OICE STATUS: OPEN X INVOICE STATUS: OPEN IN DISPUTE X •2 FILTERS +									RESET	SAVE THIS VIEW			
	ACCOUNT NUMBER	INVOICE NUMBER	DUE DATE	INVOICE DATE	INVOICE STATUS	PDF STATUS	INVOICE TYPE	ORIGINAL AM	OUNT DUE	CURRENT BALANCE	PAYMENT STATUS	CURRENCY	ADJUSTED	
	>)2-09526	06/15/2025	05/16/2025	Open	Available	Transportation	\$8,514.22		\$8,514.22		HKD	\$0.00	
	>)1-68874	06/12/2025	05/13/2025	Open	Available	Transportation	\$7,171.79		\$7,171.79		HKD	\$0.00	

Customs Document

Step 1:

If this is a duty & tax invoice, you can download the customs document by clicking on the invoice.

		FILTERS	iv			EDIT COLUMNS V					VIEWS 🗸				
0 Selected	DOWNLO	DAD (UP TO 10) ADD	TO CART												
		ACCOUNT NUMBER	INVOICE NUMBER	DUE DATE	INVOICE DATE	INVOICE STATUS	PDF STATUS	INVOICE TYPE	ORIGINAL A	MOUNT DUE	CURRENT BALANCE	PAYMENT STATUS	CURRENCY	ADJUSTED	î
: 🗆	>		21747	05/26/2025	05/19/2025	Closed	Available	Duty/Tax	\$553.70		\$0.00	Paid	HKD	-\$553.70	
: 🗆	>		95955	05/16/2025	04/16/2025	Closed	Available	Transportation	\$1,085.53		\$0.00	Paid	HKD	-\$1,085.53	
: 🗆	>		95272	04/27/2025	03/28/2025	Closed	Available	Transportation	\$10,666.77		\$0.00	Paid	HKD	-\$10,666.77	
: 🗆	>		39014	03/20/2025	03/13/2025	Closed	Available	Duty/Tax	\$1,834.70		\$0.00	Paid	HKD	-\$1,834.70	
: 🗆	>		00846	01/29/2025	01/22/2025	Closed	Available	Duty/Tax	\$507.76		\$0.00	Paid	HKD	-\$507.76	

Step 2:

Once you are at the invoice details screen, you can click on one of the shipments for which you would like to download the customs document.

Shipments											
Viewing 1 OF 1		FILTERS V			EDIT COLUMNS V			VIEWS V			Q
0 Selected ADD TO CART											
ACCOUN	IT TRACKING ID	DATE	TYPE	PRODUCT GROUP	REFERENCE	PAYOR	STATUS	METER	ORIGINAL CHARGES	BALANCE DUE	ADJUSTED
:	817700998191	08-May-2025	Express	DT		Third Party	Closed		\$553.70	\$0.00	

Step 3: Click on the 'CUSTOMS DOCUMENT' button to download the customs document.

BILLING INFORMATIO	ON	TRANSACTION DETAILS
Tracking ID number	817700998191	Sender information
Invoice number		
Account number		
Invoice date	05/19/2025	
Due date	06/18/2025	
Total billed	\$553.70	Recipient information
Tracking ID balance due	\$0.00	
Status	Closed	
VIEW SIGNATURE PRO	DOF OF DELIVERY DISPUTE SHIPMENT	CUSTOM DOCUMENT

Step 4:

The customs document will then be available in the download center for download.

Downloads							
Files 1							
FILE NAME		FILE TYPE	STATUS	REPORT COLUMNS	GENERATED BY	CREATED	EXPIRES
817700998191_CUSTOM_DO	DCUMENT 🕹	PDF	COMPLETED	downloadReport.null		05/24/2025	06/07/2025

Section 4 – Report

Download a Report

Step 1: Go to 'Create report' under 'Reporting' from the navigation menu.



Step 2: Select the filter set (report type), account number, date range and status.

Account Number Select the account numbers/sto	ore ID you want to inclue	de in your report.		
Account Number and Store	≥ID			
Date range Results will include only invoices	s up to 180 days from th	ne paid/closed date		
FROM		то		
mm/dd/yyyy		mm/dd/yyyy		
Status*				
Select			\sim	
Select				
All				
Open				
Past Due				
Closed				

Download a Report

Step 3:

Select the report columns (you can use a saved template with customized columns or select from one of our available templates). Click 'PREPARE DOWNLOAD'.

2. Select your report columns							
(i) "Templates" is now "Columns"			×				
In earlier versions of FedEx Billing Online,	this reporting featu	re was called Templates . We are now using Columns to identify this featu	ire.				
		Saved custom columns					
		These are saved column sets that you have already selected and ordered					
	Saved custom co	olumns*					
	Select 🗸						
		MANAGE CUSTOM	COLUMN SETS				
All columns		Invoice columns	 New custom column				
Include all available columns in your re	port.	Columns include detailed account-based invoice information,	Select and order the columns you want to include in a new report.				
		charges, balance due and due date.					
PREPARE DOWNLOAD		PREPARE DOWNLOAD	SELECT COLUMNS				
L							
		PREVIEW REPORTS					

Step 4: Enter the file name and file type. Click 'DOWNLOAD'.

		DOWNLOAD]
Select		~	
File type*			
File name*	the name, then select	carne cyper	
Get your download	, file name, then select	t a file type.	
Prepare your re	port for downlo	ad	
Column Set	All columns		
Payment Status	All		
Invoice Status	All		
Date	05/01/2025 - 05/24	4/2025	
Data Set	Invoice		
Report Deta	ils		EDIT
PREPARE	DOWNLO	DAD	

Step 5:

You will be re-directed to our download center to download the file.

Customize a Report

Step 1:

Follow and complete steps 1-2 under the topic 'Download a report' and click 'Select columns' under 'New custom column'.

All columns Include all available columns in your report.	Invoice columns Columns include detailed account-based invoice information, charges, balance due and due date. PREPARE DOWNLOAD PREVIEW REPORTS	Select and order the columns you want to include in a new report.
--	---	---

Step 2:

Select the needed columns and click 'ADD' from the 'Available Columns' section.

Step 3:

Arrange the sequence of columns by dragging and dropping them in the order that you want them to appear in your report.

Step 4:

Click 'SAVE AS NEW COLUMNSET' if you would like to download the same format of report in the future. Enter the file name, then select a file type and click 'DOWNLOAD'.

Step 5: You will be re-directed to our download center to download the file.

Add columns to report		Arrange columns		
Search	٩	Once you add columns to your report, you can then drag and drop them into the order you want them to appear in your report.		
column categories		Search		
All categories	\sim	Gealei		
Available Columns 60 Items	ADD ALL	Selected Columns 7 Items	REMOVE ALL	
Invoice Type	ADD	Billing Country/Territory	REMOVE	
Bill to Account Number	ADD	iii Settlement Type	REMOVE	
Invoice Number	ADD	Government Number	REMOVE	
Due Date	ADD	Invoice Date	REMOVE	
Total Standard Charges	ADD	Bill to Currency	REMOVE	
Total Taxes	ADD	Total Discounts	REMOVE	
Original Amount Due	ADD 🚽	Total Surcharges	REMOVE	
		Sort columns in standard order		
			SAVE AS NEW COLUMNSET	
Prepare your report for download				
Get your download a file name, then select a file type.				
File name*				
File type*				
Select				

Submit a Dispute

Step 1:

To dispute a shipment, please go to the shipment details page and click on 'DISPUTE SHIPMENT'. You can find the shipment by clicking on one of the invoices from the 'Invoices' screen.

Invoices > Invoice De	Invoice Details - Shipment Details								
	SHIPMENT DETAILS Tracking ID 43 $\leftarrow \frac{Shipment}{1 \text{ of } 1} \rightarrow$	6827751000							
	BILLING INFORMATIO	2N	TRANSACTION DETAILS						
	Tracking ID number Invoice number	436827751000	Sender information						
	Account number Invoice date	05/16/2025 06/15/2025							
	Total billed	\$8,514.22 \$8,514.22	Recipient information						
	due Status	90,514.22 Open							
	VIEW SIGNATURE PRO	OF OF DELIVERY DISPUTE SHIPMENT CUSTOM DOCUMENT							

Step 2:

Select the appropriate dispute type and dispute reason. Provide the additional dispute comments which could help with our investigation and click 'SUBMIT DISPUTE'.

Invoices > Invoice E	Details > Shipment Details > Dispute ship	pment	
	Dispute shipm	ent	
	Enter your shipment dispute	details.	
	DISPUTE INFORMATION		
	Tracking ID	436827751000	
	Account number		
	Invoice number		
	Total original charges	\$8,514,22	
	Balance Due	\$8,514.22	
	Dispute amount*		
	8514.22		
	Dispute type*		
	Incorrect charge		\sim
	Dispute reason*		
	Select		\sim
	Additional dispute comments		
			1.
	0/1000 characters		
	BAC		
1			

Section 5 – Dispute

Dispute Activity

To find past disputes that you have raised through FBO, please go to the respective invoice details screen where you can expand the 'Dispute activity' information under the 'Payments and charges' section.

Payments and ch	Payments and charges							
Transaction history	_	~						
Dispute activity		~						
Historical Refere	nce							

Credit Note (This is only available in select countries or territories)

Step 1:

To view/download a credit note, select one of the invoices that was adjusted, then go to the invoice details screen by clicking on the invoice number.

	FILTERS V								views \checkmark					Q			
0 Se	05eketed DOWNLOAD (UP TO 10) ADD TO CART																
			ACCOUNT NUMBER	INVOI	CE NUMBER	DUE DATE	INVOICE DATE	INVOICE STATUS	PDF STATUS	INVOICE TYPE	ORIGINAL AMO	OUNT DUE	CURRENT BALANCE	PAYMENT STATUS	CURRENCY	ADJUSTED	•
- 1		>		1	1-68874	06/12/2025	05/13/2025	Open	Available	Transportation	\$7,171.79		\$7,171.79		HKD	\$0.00	
- 8		>		,	/-81575	05/07/2025	04/07/2025	Closed	Available	Transportation	\$1,807.82		\$0.00	Paid	HKD	-\$1,807.82	
÷		>		1	1-31799	04/03/2025	03/04/2025	Closed	Available	Transportation	\$3,462.76		\$0.00	Paid	HKD	-\$3,462.76	
:		>		5	5-84520	01/01/2025	12/02/2024	Closed	Available	Transportation	\$936.56		\$0.00	Paid	HKD	-\$936.56	
- 1		>))-20824	11/02/2024	10/03/2024	Closed	Available	Transportation	\$703.80		\$0.00	Paid	HKD	-\$703.80	
÷		>		,	7-91490	10/10/2024	09/10/2024	Closed	Available	Transportation	\$2,772.20		\$0.00	Paid	HKD	-\$2,772.20	
:		>		2	2-91618	08/18/2024	07/19/2024	Closed	Available	Transportation	\$2,248.12		\$0.00	Paid	HKD	-\$2,248.12	

Step 2:

Scroll down to 'Payments and charges' section and expand the 'Transaction history' information. You will see the 'Credit Note (PDF)' button which you can click on to download the document.

Payments an	d charges							_	
Transaction history									^
ΑCTIVITY	TRANSACTION DATE	TRANSACTION AMOUNT	CURRENCY	TRACKING/TRANSACTION ID	REFERENCE ID	PAYMENT TYPE	STATUS	_	
Credit Note (PDF) Digital Signature (PDF)	07/22/2024	-\$2,248.12	HKD				Credited		
		•							
Dispute activity									\sim
Historical Ref	ference								
Address correction									~
Approval and comments hist	tory								~

Manage Multiple Accounts

Step 1:

You can view invoices for all your accounts under the same login by adding them as primary account. Go to 'Manage accounts' under Administration from the navigation menu.

Step 2:

Click 'ADD PRIMARY ACCOUNT' and you will be re-directed to fedex.com page.

FedEx® Billing Or	line Invoice Details									
SUMMARY	Manage	Manage primary accounts								
	You are the administrator for these primary accounts.									
\fbox manage payments \checkmark		ADD PRIMARY ACCOUNT								
ADMINISTRATION ~	Primary accou	ints								
Manage accounts Manage users	Primary account: 2	s filter \sim	Search primary account	٩						
Application settings Email notifications		ACCOUNT NUMBER	SECONDARY ACCOUNTS	сітч	STATE/PROVINCE	ZIP/POSTAL	COUNTRY	ROLE		
LL REPORTING ~	: 🗆			KWUN TONG KLN		180	нк	Admin		
(?) HELP	: 🗆			KWUN TONG KLN		180	нк	Admin		
«										

Step 3: Enter the account information, including two recent invoice numbers.

fedex.com Log	fedex.com Login Registration							
1 Contact Info	2 Account Info ③ Confirmation							
This fedex.com serv account you would li	vice requires a nine-digit FedEx account number. Please indicate w like to use with this service.	hich FedEx						
Your FedEx accour	nt							
 Enter a nine-dig 	O Enter a nine-digit FedEx account number:							
Nickname this ac	ccount (optional): Enter Account Nickname							
Please provide your	r billing address							
Enter the billing addre	ess associated with this account.							
Address 1								
Address 2								
City								
State								
Zip/Postal Code	000000							
Country/Territory	Singapore							
	Cancel	Continue >>						

Step 4:

Once you have successfully added the account, the list of account numbers registered for FBO will be displayed in the Primary Account drop down list.

FedEx® Billing Or	line			SO.00 HKD
			ACCOUNT NUMBER	
	Welcome, HILSON		3098- 3098-	
MANAGE PAYMENTS 🗸			3098-	
\bigotimes administration \checkmark	Amounts are shown in HKD			
LILI REPORTING 🗸 🗸	Account balance		Dest due	
() HELP				
«		VIEW ALL INVOICES		

Manage Users

Step 1:

Go to 'Manage users' under Administration from the navigation menu and click on 'INVITE USER'.

FedEx® Billing Online		Ĥ	CART \$0.00
	Manage users		
	Invite new user for FedEx Billing online or edit access to active users. Users in contributor role can view, pay and dispute invoices. Viewers can only view invoices	~	
\blacksquare MANAGE PAYMENTS \lor	Admin: CHANGE ADMIN		
	Active users		
Manage accounts Manage users	Users 0		
Email notifications	No active users. Currently, there are no users associated with account number 309834968. Once you invite users to access this account, then they will appear in	this table	
LI_ REPORTING V			
(?) HELP			

Step 2: Enter the contact information of the new user that you want to invite and select their appropriate role*. Click 'SEND INVITE'.

*'Standard' users can raise disputes and process payments while 'View' users can only view information but cannot raise disputes or process payment.

Invoices	
	Invite user
	Provide some contact information for the user you want to invite to FedEx billing online.
	First name*
	Last name*
	Email*
	Role*
	Select 🗸
	CANCEL SEND INVITE

Step 3:

The invited user will receive an email prompting them to register for a fedex.com login or they can use their existing login to FedEx Billing Online.

Change Administrator

Step 1: Go to 'Manage user' under 'Administration' from the navigation menu and click 'CHANGE ADMIN'.

FedEx® Billing Online	e	ĴË	CART \$0.00 H			
	Invite new user for FedEx Billing online or edit access to active users. Users in contributor role can					
	Admin CHANGE ADMIN					
⟨Õ⟩ administration ∧	Active users					
Manage accounts Manage users Application settings	Users O					
Email notifications	No active users. Currently, there are no users associated with account number 309834968. Once you invite users to access this account, then they will appear in this table					
(?) HELP						

Step 2: Select one of the active users that you had previously invited and click 'SAVE'.

	Change Admin			
Current a	idmin:			
Once you choose the user as the new admin, you will be removed as the admin but still have standard access. This change will be immediate.				
Active users	• _ ····	~		
	SAVE			
	CANCEL			

Account Settings to receive PDF Invoice via Email (This is only available in select countries or territories)

Step 1:

Go to 'Application settings' under 'Administration' from the navigation menu and click 'CHANGE ADMIN'.

	FedEx® Billing O	ng Online Invoices			
88	SUMMARY	Application settings			
⊒	INVOICES	Any of the changes you make to these application settings will be applied to the primary account.			
=		Update application settings			
\ \ \ \ \ \	ADMINISTRATION ^	Edit store ID If you want to update a store ID, first select the account number for that store			
	Manage users	Account number* 309834968			
	Application settings				
	Email notifications				
<u>lılı</u>	Reporting \sim	Store ID* 123456789			
?	HELP	Receive invoice summary via email			
«		You are currently receiving electronic invoices through FedEx Billing Online. If you'd like, you can opt in to receive a PDF invoice summary via email.			
		Invoice summary via email SAVE SETTINGS			

Step 2:

Toggle on the 'Invoice summary via email' button* under 'Receive invoice summary via email' and click 'SAVE SETTINGS'.