FedEx®

FedEx® Billing Online

User Guide

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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.
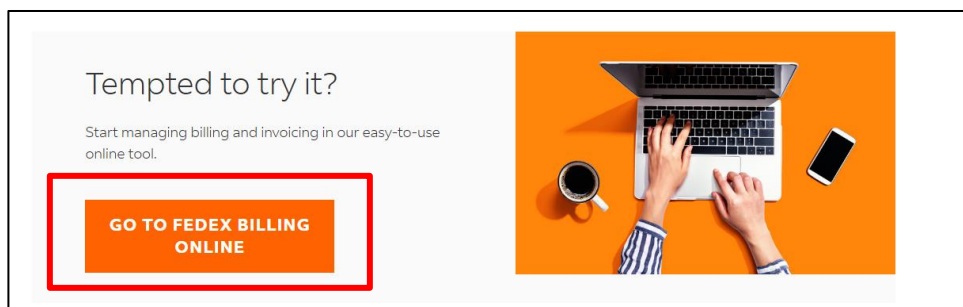
FedEx® Billing Online Overview

❑ View shipment and invoice details.

❑ Download invoices, such as miscellaneous* and credit notes* from a single online platform – available 24/7.

❑ Download Customs Documentation (Duty and tax paperwork).

❑ Secured access with the ability to manage multiple accounts under a single User ID.

❑ Support for multi-user access.

❑ Submit disputes online.

View — **Pay** — **Report** — **Dispute** — **Admin**

Available 24/7 on fedex.com

❑ Make payments* using all major credit cards - anytime and anywhere.

❑ View transaction history with past payment records.

❑ Search, download, save or print invoices in PDF or Excel format.

❑ Generate customized reports that can be downloaded with ease.

Only available in select countries and territories.

Step 1:
Go to the billing page on fedex.com.

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.

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'.

Invoices

Step 1:
Click 'VIEW ALL INVOICES' and by default you will view all open invoices.

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.
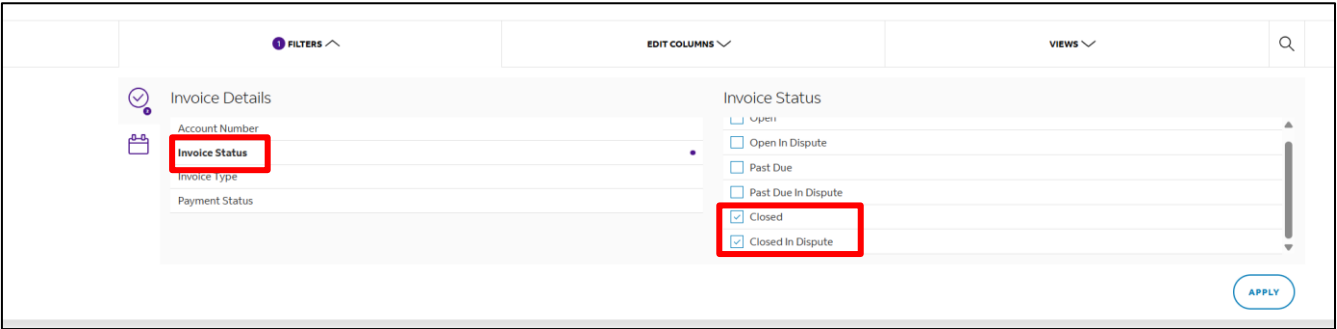
Step 3:
You can select the checkbox and click 'DOWNLOAD (UP TO 10)' to download up to 10 invoices at the same time or click on the 'Available' button to download one invoice.

Customs Document

Step 1:
If this is a duty & tax invoice, you can download the customs document by clicking on the invoice.

		ACCOUNT NUMBER	INVOICE NUMBER	DUE DATE	INVOICE DATE	INVOICE STATUS	PDF STATUS	INVOICE TYPE	ORIGINAL AMOUNT DUE	CURRENT BALANCE	PAYMENT STATUS	CURRENCY	ADJUSTED
⋮ ☐	›		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

FILTERS ⌄   EDIT COLUMNS ⌄   VIEWS ⌄   🔍
0 Selected   DOWNLOAD (UP TO 10)   ADD TO CART

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 ⌄   EDIT COLUMNS ⌄   VIEWS ⌄   🔍
0 Selected   ADD TO CART

		ACCOUNT	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 INFORMATION

Tracking ID number	817700998191
Invoice number	
Account number	
Invoice date	05/19/2025
Due date	06/18/2025
Total billed	$553.70
Tracking ID balance due	$0.00
Status	Closed

TRANSACTION DETAILS

Sender information

Recipient information

VIEW SIGNATURE PROOF OF DELIVERY   DISPUTE SHIPMENT   CUSTOM DOCUMENT

Step 4:
The customs document will then be available in the download center for download.

Downloads

Files
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	FILE NAME	FILE TYPE	STATUS	REPORT COLUMNS	GENERATED BY	CREATED	EXPIRES
⋮	817700998191_CUSTOM_DOCUMENT	PDF	COMPLETED	downloadReport.null		05/24/2025	06/07/2025

Make a Payment

Step 1:
Choose the invoices to pay by selecting their checkboxes and clicking 'ADD TO CART'. Click on the cart icon.

Step 2:
Review the cart items and click 'CHECKOUT'.

Step 3:
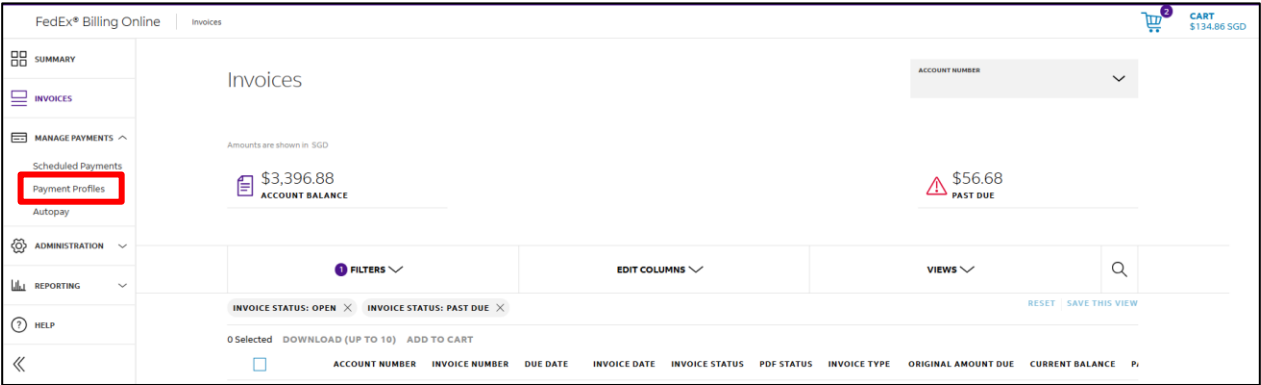Select one of your payment profiles or available payment methods by filling in the details and then clicking 'NEXT'.

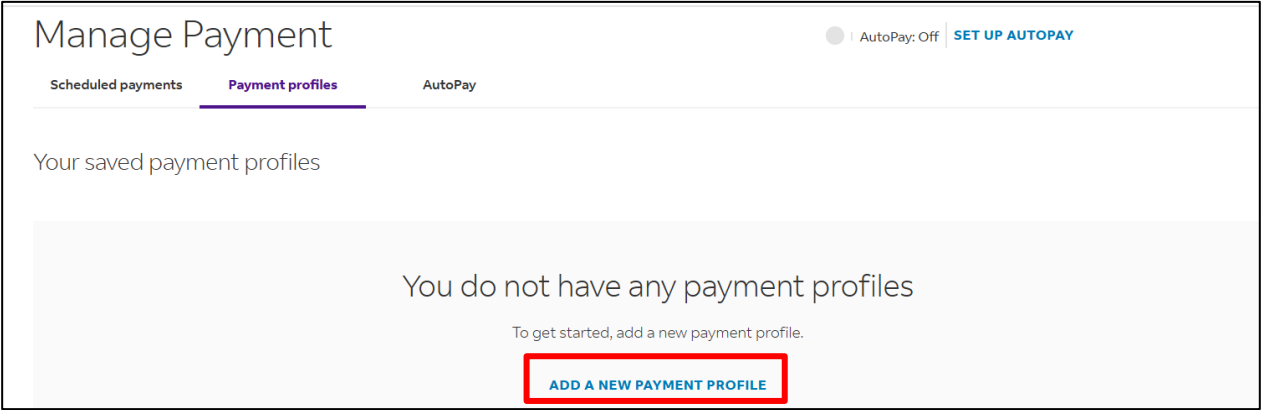* You can pay up to USD 99,999 (or the equivalent amount in your local currency) per payment transaction.

Add a Payment Profile

Step 1:
Select 'Payment Profiles' from under 'Manage Payments' in the navigation menu

Step 2:
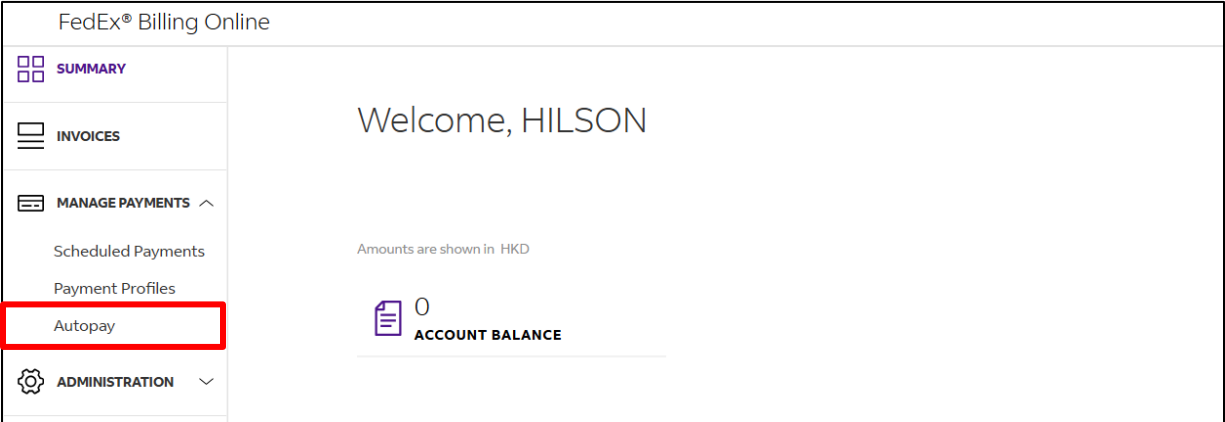Click on 'ADD A NEW PAYMENT PROFILE'.

Step 3:
Select the type of payment profile you would like to add, then enter your payment details and click 'ADD NEW PAYMENT PROFILE'. Once you have added a payment profile, you can return to 'Payment Profiles' to make edits if required.
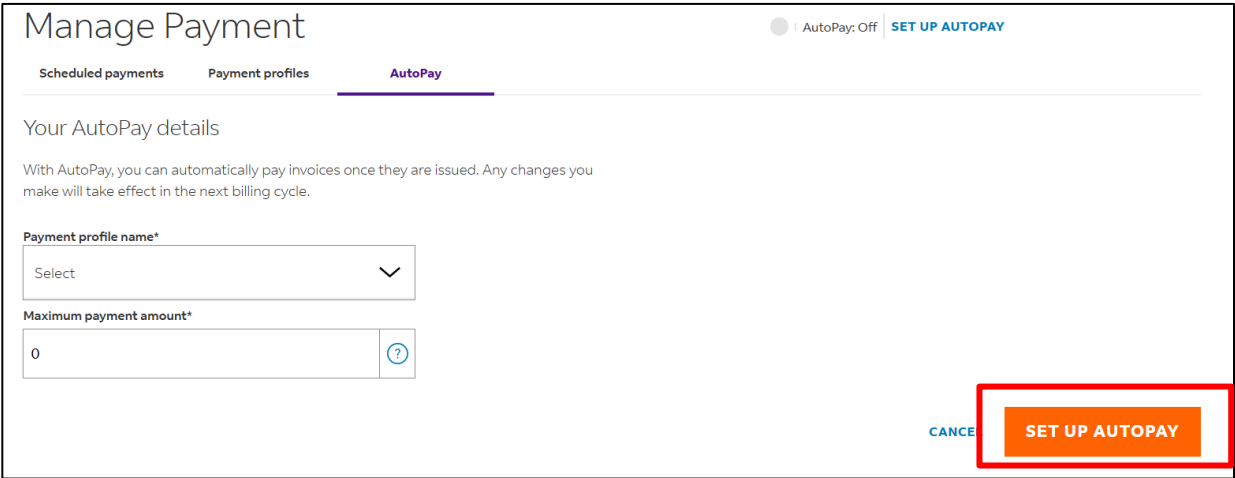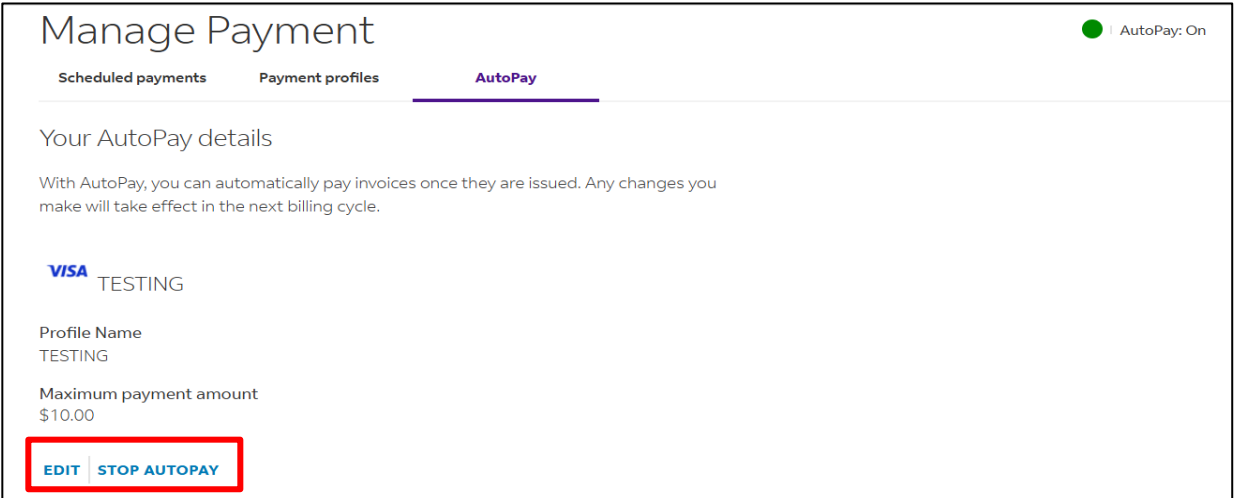

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Enroll / Stop autopay

Step 1:
Select 'Autopay' from 'Manage Payments' in the navigation menu.

Step 2:
Select the respective payment profile and provide the maximum payment amount. Click 'SET UP AUTOPAY' to enroll for autopay.
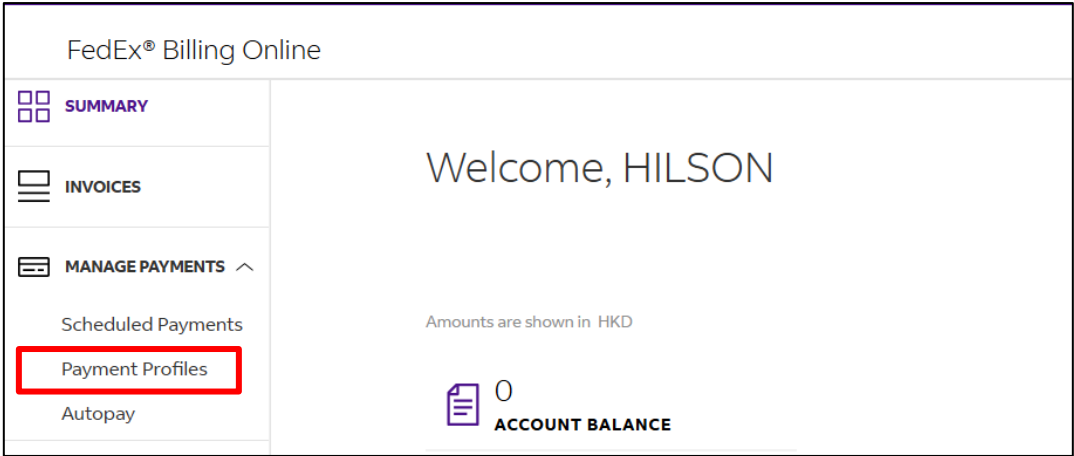

Step 3:
To change your autopay setting, choose either 'EDIT' or 'STOP AUTOPAY'.
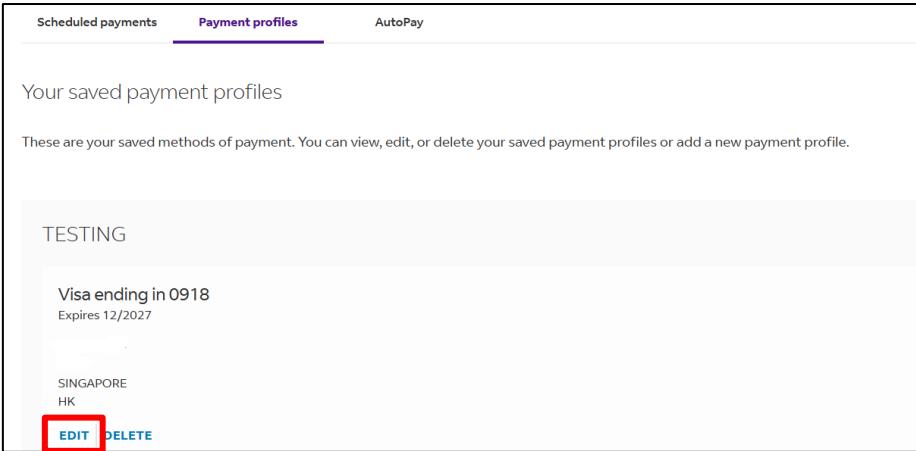
Update Credit Card Information

Step 1:
Select 'Payment Profiles' from 'Manage Payments' in the navigation menu.

Step 2:
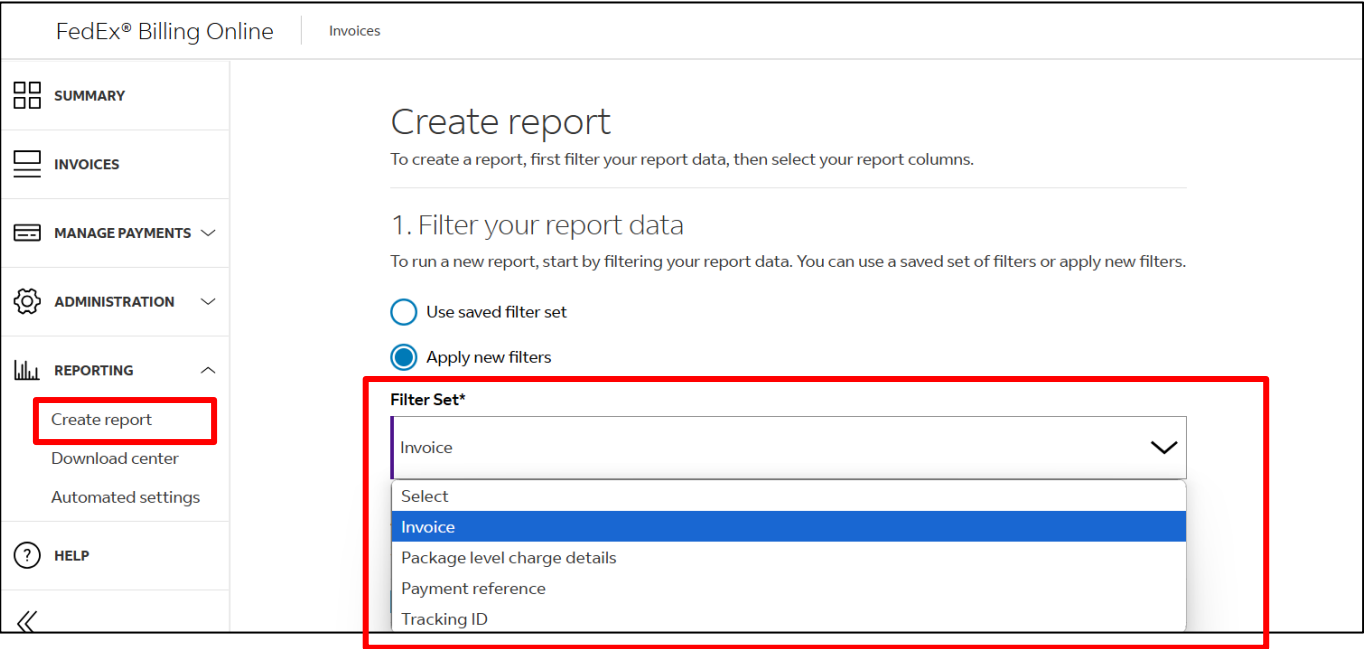Click 'Edit' and enter the credit card information to be updated. Once it is done, click 'UPDATE CARD'.

Download a Report

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

FedEx® Billing Online | Invoices

- SUMMARY
- INVOICES
- MANAGE PAYMENTS ∨
- ADMINISTRATION ∨
- REPORTING ∧
  - Create report
  - Download center
  - Automated settings
- 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*

Invoice ⌄

Select
Invoice
Package level charge details
Payment reference
Tracking ID

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

Account Number

Select the account numbers/store ID you want to include in your report.

☐ **Account Number and Store ID**

☐

Date range

Results will include only invoices up to 180 days from the paid/closed date

FROM

mm/dd/yyyy

TO

mm/dd/yyyy

Status*

Select ⌄

Select
All
Open
Past Due
Closed

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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'.

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

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'.

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.

Section 6 – Dispute

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.

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'.

Section 6 – 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.

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.

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.

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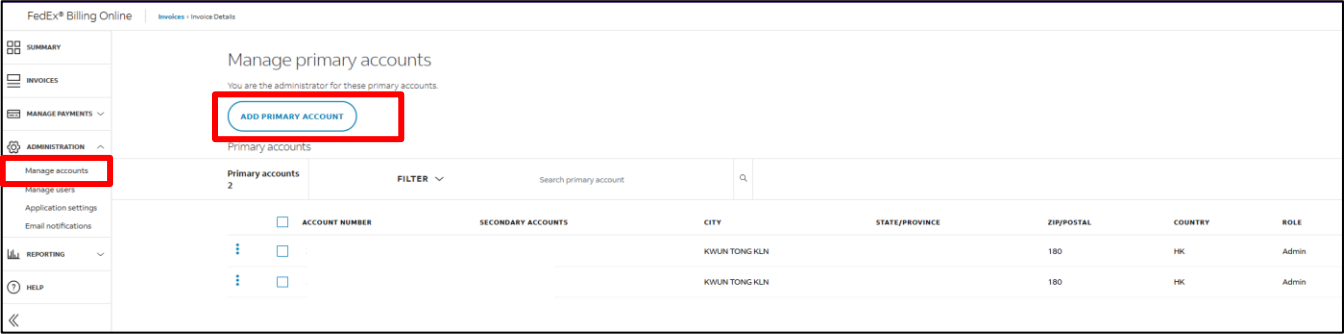
Step 3:
Enter the account information, including two recent invoice numbers.
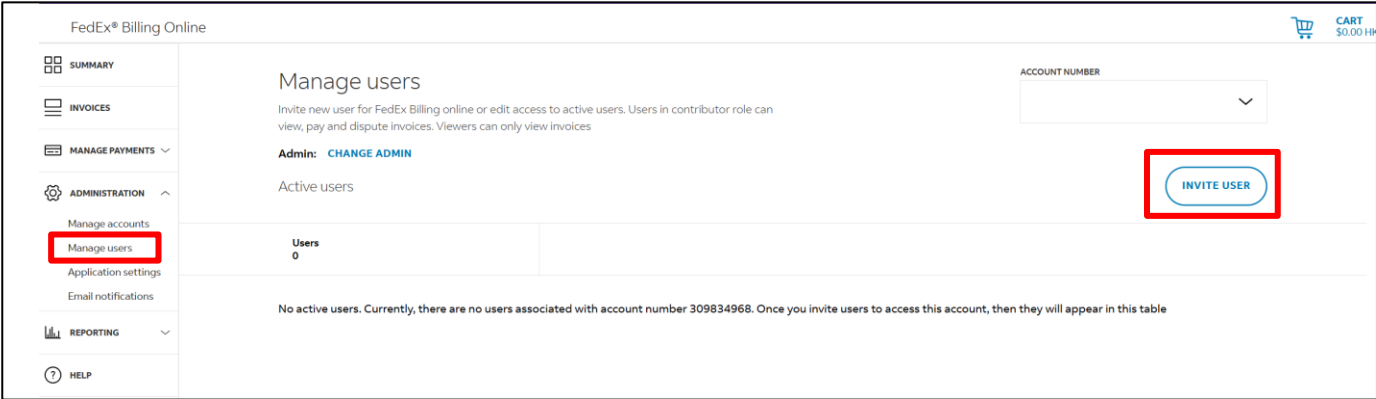

Step 4:
Once you have successfully added the account, the list of account numbers registered for FBO will be displayed in the Primary Account drop down list.
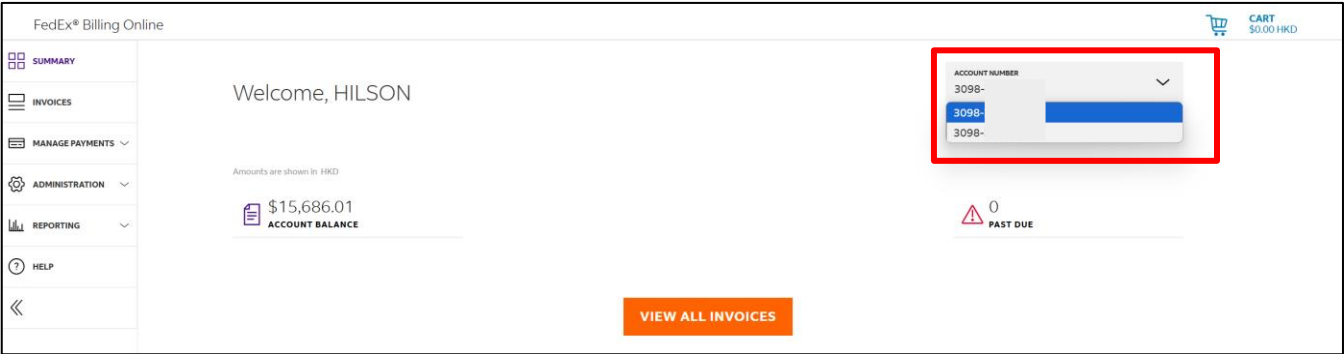
Manage Users

Step 1:
Go to 'Manage users' under Administration from the navigation menu and click on 'INVITE USER'.

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.
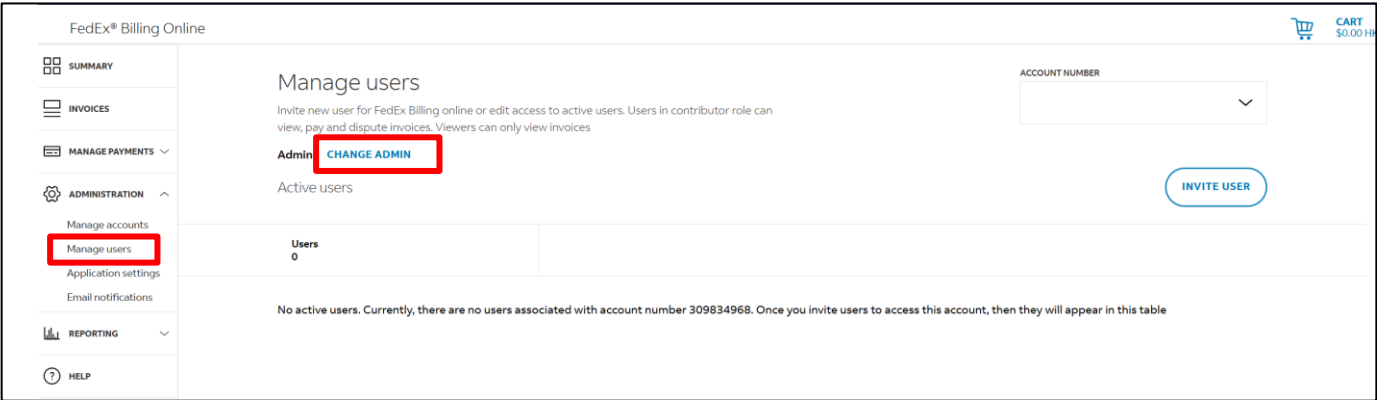

Step 3:
The invited user will receive an email prompting them to register for a fedex.com login or they can use their existing login to FedEx Billing Online.
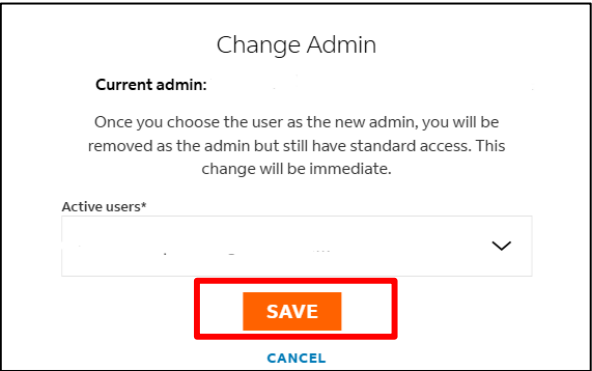
Change Administrator

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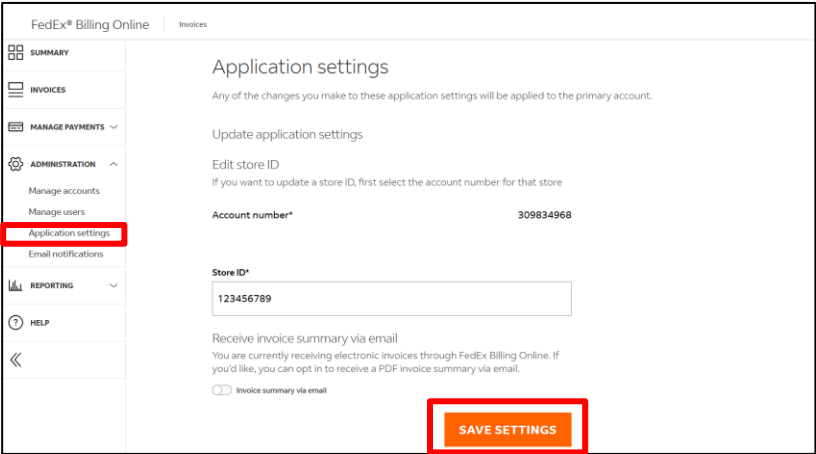

Step 2:
Select one of the active users that you had previously invited and click 'SAVE'.

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'.

Step 2:
Toggle on the 'Invoice summary via email' button* under 'Receive invoice summary via email' and click 'SAVE SETTINGS'.

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