



FedEx® Billing Online

User Guide



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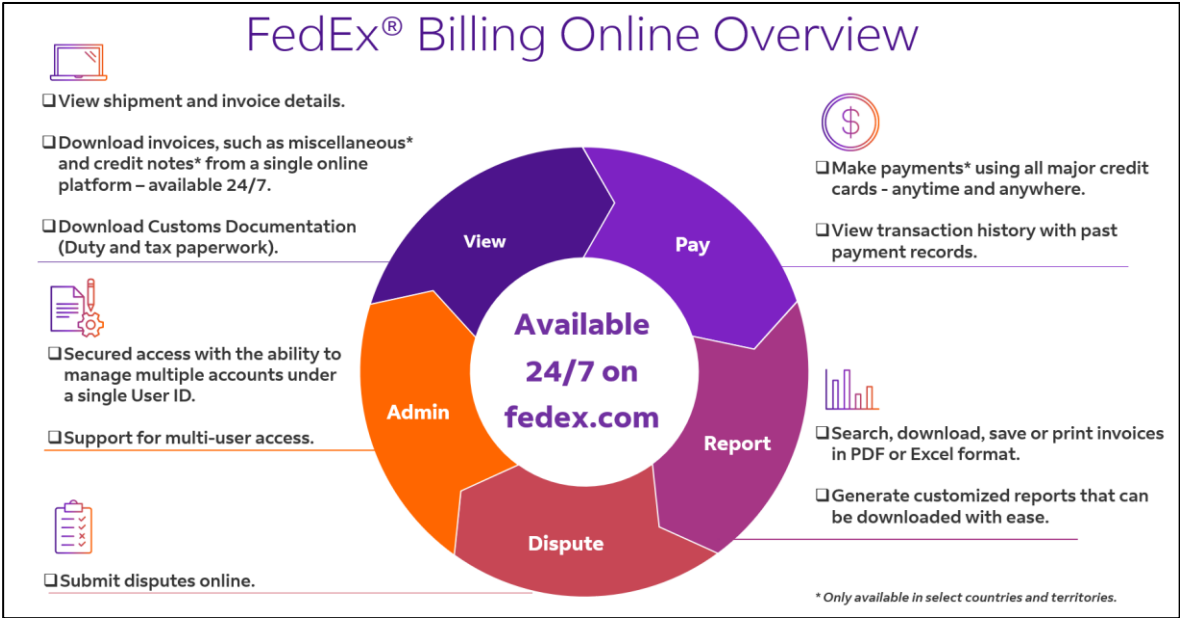
[Account settings to receive PDF Invoice via Email](#)

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.



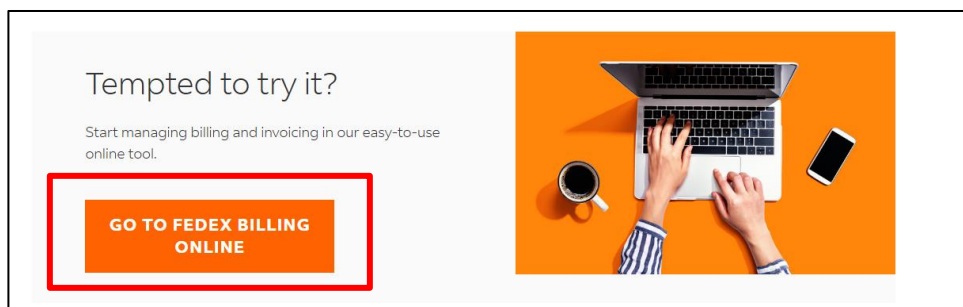
Section 2 – Register and Login

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.

A screenshot of the FedEx login page. At the top, it says 'Enter your user ID and password to log in'. Below this is a link that says 'CREATE A USER ID FOR AN EXISTING ACCOUNT'. There are two input fields: 'User ID' and 'Password'. The 'Password' field has a toggle icon to its right. Below the fields is a checkbox labeled 'Remember my user ID.' At the bottom is an orange button with the text 'LOG IN' in white.

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.

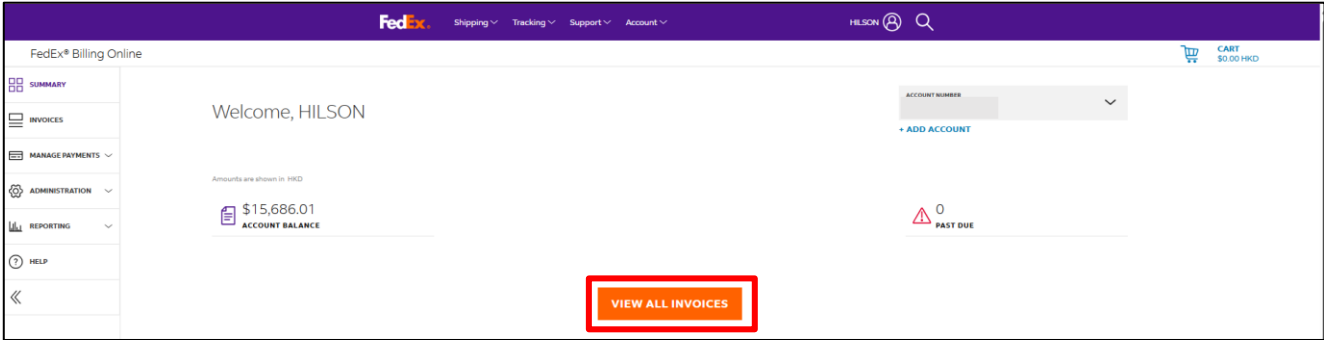
Step 5: *(for registration only)*

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

A screenshot of the FedEx PDF invoice preference page. It starts with the text 'Receive your invoices through fedex.com. You will receive an email notifying you when your invoices are ready to be viewed.' Below this is a section titled 'With FedEx Billing Online:' followed by a bulleted list of benefits: 'View invoices immediately, as soon as they are ready. You can print and save a PDF version of the invoice for your records, plus you have 180 days of invoice history', 'Pay online - several payment options available', 'Dispute and receive a response within 72 hours', 'Enroll in automatic downloads of invoice details', 'Invite additional users to view and pay invoices', and 'Plus much more'. Below the list, it says 'By selecting the option to receive PDF Invoices in your email, FedEx will send a PDF attachment for each new invoice.' and 'Your PDF invoice will be sent to [email@domain.com]. To change this address, go to the MyFedEx portal.' At the bottom is a checkbox labeled 'Receive PDF Invoices in your email'. At the very bottom are two buttons: 'CANCEL' and 'CONTINUE'.

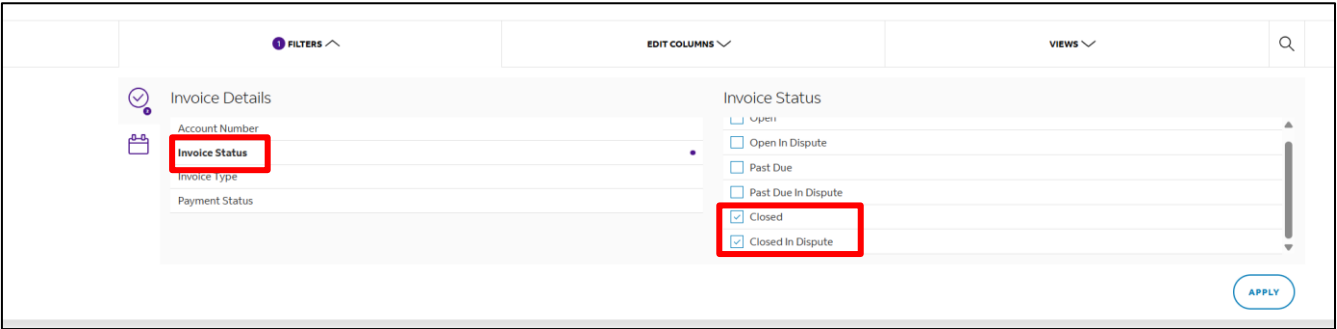
Invoices

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



| INVOICE STATUS: OPEN X INVOICE STATUS: OPEN IN DISPUTE X +2 FILTERS + | | | | | | | | | | | |
|---|----------------|----------------|------------|--------------|----------------|------------|----------------|---------------------|-----------------|----------------|-------|
| 0 Selected DOWNLOAD (UP TO 10) ADD TO CART | | | | | | | | | | | |
| | ACCOUNT NUMBER | INVOICE NUMBER | DUE DATE | INVOICE DATE | INVOICE STATUS | PDF STATUS | INVOICE TYPE | ORIGINAL AMOUNT DUE | CURRENT BALANCE | PAYMENT STATUS | CURRE |
| <input type="checkbox"/> | > | 02-09526 | 06/15/2025 | 05/16/2025 | Open | Pending | Transportation | \$8,514.22 | \$8,514.22 | | HKD |
| <input type="checkbox"/> | > | 01-68874 | 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.



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.

| INVOICE STATUS: OPEN X INVOICE STATUS: OPEN IN DISPUTE X +2 FILTERS + | | | | | | | | | | | |
|---|----------------|----------------|------------|--------------|----------------|------------|----------------|---------------------|-----------------|----------------|----------|
| 2 Selected DOWNLOAD (UP TO 10) ADD TO CART | | | | | | | | | | | |
| | ACCOUNT NUMBER | INVOICE NUMBER | DUE DATE | INVOICE DATE | INVOICE STATUS | PDF STATUS | INVOICE TYPE | ORIGINAL AMOUNT DUE | CURRENT BALANCE | PAYMENT STATUS | CURRENCY |
| <input checked="" type="checkbox"/> | > | 02-09526 | 06/15/2025 | 05/16/2025 | Open | Available | Transportation | \$8,514.22 | \$8,514.22 | | HKD |
| <input checked="" type="checkbox"/> | > | 01-68874 | 06/12/2025 | 05/13/2025 | Open | Available | Transportation | \$7,171.79 | \$7,171.79 | | HKD |

Section 3 – View / Download

Customs Document

Step 1:

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

| FILTERS | | | EDIT COLUMNS | | | | | VIEWS | | | | | |
|--|----------------|----------------|--------------|--------------|----------------|------------|--------------|---------------------|-----------------|----------------|----------|----------|--------------|
| 0 Selected DOWNLOAD (UP TO 10) ADD TO CART | | | | | | | | | | | | | |
| | 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 |

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 | | 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 | | | |
| Tracking ID balance due \$0.00 | | Recipient information | |
| Status Closed | | | |
| | | | |
| 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 1 | | | | | | | |
| FILE NAME | FILE TYPE | STATUS | REPORT COLUMNS | GENERATED BY | CREATED | EXPIRES | |
| 817700998191_CUSTOM_DOCUMENT | PDF | COMPLETED | downloadReport.null | | 05/24/2025 | 06/07/2025 | |

Section 4 – Pay

Make a Payment

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

1 FILTERS

EDIT COLUMNS

VIEWS

Q

INVOICE STATUS: OPEN

INVOICE STATUS: PAST DUE

RESET

SAVE THIS VIEW

2 Selected

DOWNLOAD (UP TO 5)

ADD TO CART

| | ACCOUNT NUMBER | INVOICE NUMBER | DUE DATE | INVOICE DATE | INVOICE STATUS | PDF STATUS | INVOICE TYPE | ORIGINAL AMOUNT DUE | CURRENT BALANCE | Pi |
|--|----------------|----------------|------------|--------------|----------------|------------|----------------|---------------------|-----------------|----|
| <div><div></div><div></div><div></div></div> | | 4192 | 05/27/2025 | 05/20/2025 | Open | Available | Duty/Tax | \$78.18 | \$78.18 | A |
| <div><div></div><div></div><div></div></div> | | 9355 | 05/21/2025 | 05/14/2025 | Past Due | Available | Duty/Tax | \$56.68 | \$56.68 | A |
| <div><div></div><div></div><div></div></div> | | 4963 | 06/05/2025 | 05/06/2025 | Open | Available | Transportation | \$2,749.15 | \$2,749.15 | |
| <div><div></div><div></div><div></div></div> | | 4964 | 06/05/2025 | 05/06/2025 | Open | Available | Transportation | \$512.87 | \$512.87 | |

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

Cart

Total (2 Items) \$134.86

ACCOUNT NUMBER

| ACCOUNT NUMBER | INVOICE NUMBER | TRACKING ID | INVOICE DATE | CURRENCY | DUE DATE | CURRENT BALANCE | |
|----------------|----------------|-------------|--------------|----------|------------|-----------------|--|
| | -34192 | | 05/20/2025 | SGD | 06/19/2025 | \$78.18 | |
| | -19355 | | 05/14/2025 | SGD | 06/13/2025 | \$56.68 | |

Total (2 Items) \$134.86

EMPTY CART

CHECKOUT

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

Checkout

ss.thuygia

Select or Enter Payment Method

You do not have any payment profiles. To get started, add a new profile.

Payment profile

Select

New Credit Card

Pay with credit card

Credit card information

Visa

Name On Card

Credit Card Number

Expiration MM/YY

Security code

Billing address

Your billing address must match your credit card address.

Country/Territory

Address

Apt/Suite

City

State/Province

Zip/Postal code

By entering your information, you're agreeing to the FedEx Billing Online Terms and Conditions and authorize the use of this payment method.

SAVE AS NEW PAYMENT PROFILE

Summary

Scheduled payment

06/27/2025

Subtotal (2 items)

\$134.86 SGD

Total

\$134.86 SGD

NEXT

GO TO CHECKOUT

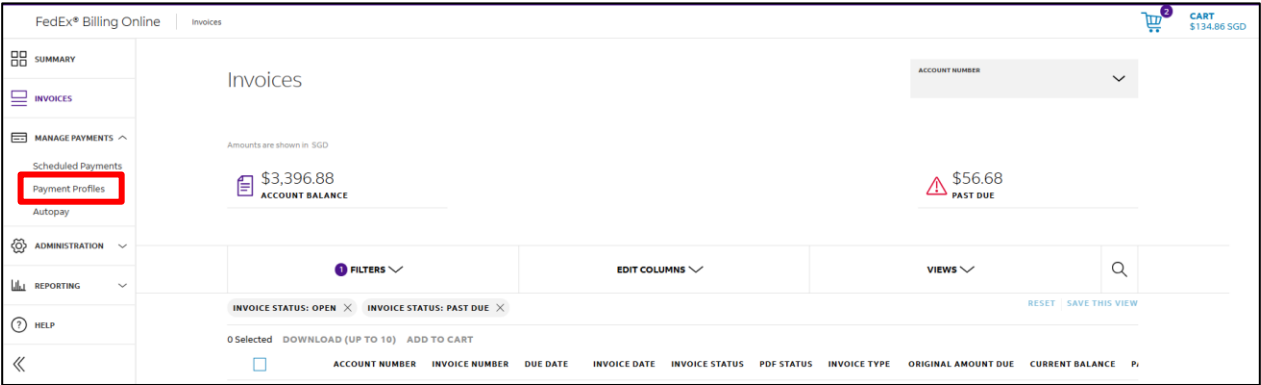
CANCEL

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

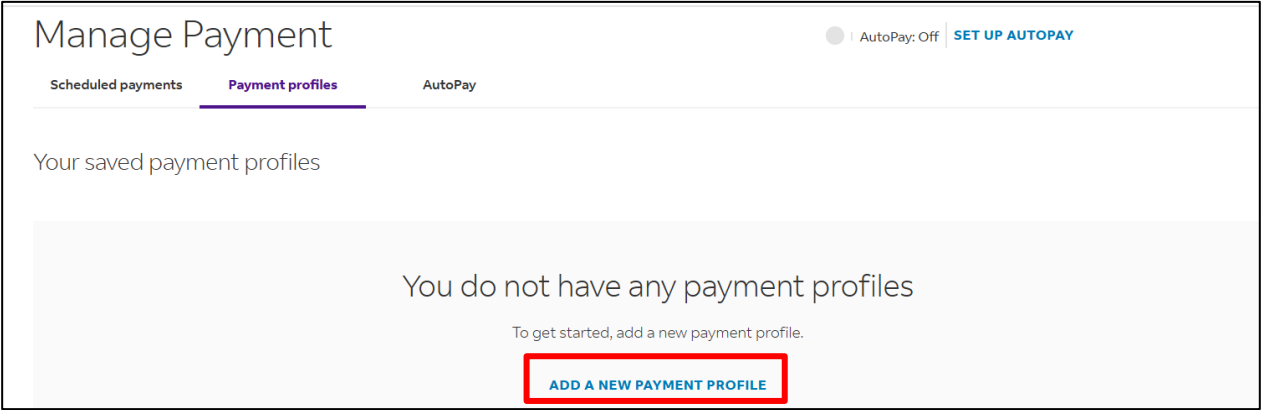
Section 4 – Pay

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'.

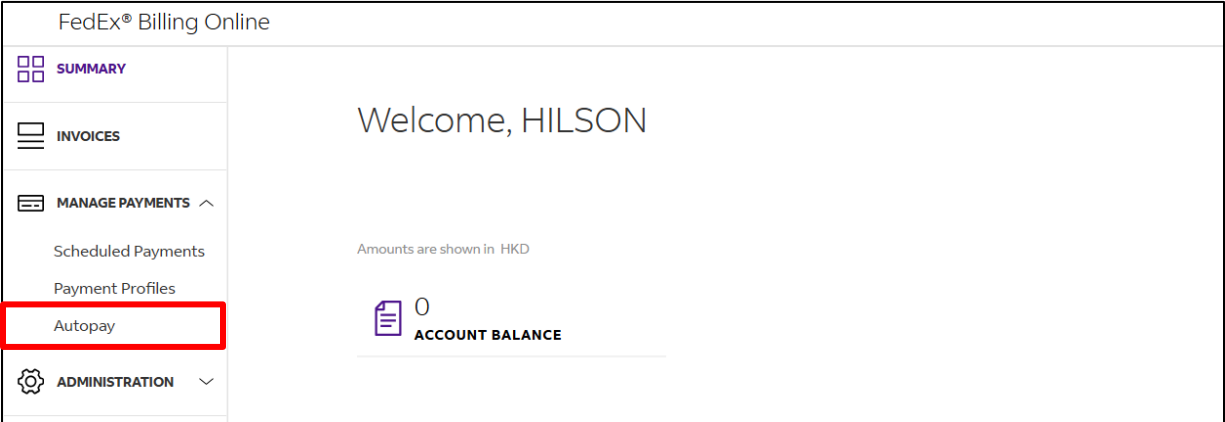


Step 3:
Select the type of payment profile you would like to add, then enter your payment details and click 'ADD NEW PAYMENT PROFILE'. Once you have added a payment profile, you can return to 'Payment Profiles' to make edits if required.

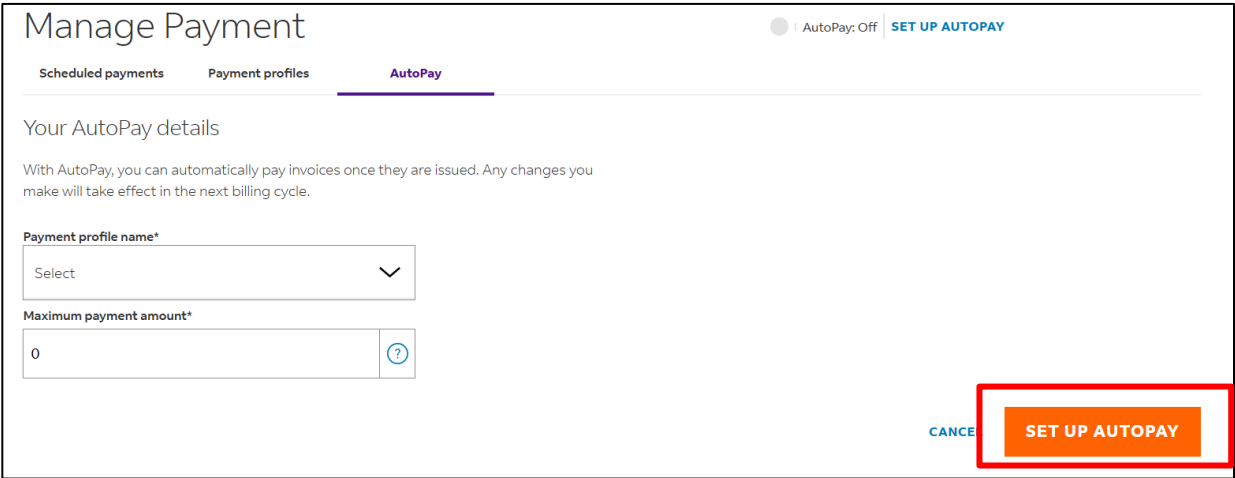
The screenshot shows the 'Add New Payment Profile' form. It is titled 'Add New Payment Profile' and includes a sub-header 'Select the type of payment profile you would like to add, then enter your payment details.' The form is for adding a new credit card payment profile. It includes fields for 'Profile Name', 'Name on Card', 'Credit Card Number', 'Expiration MM/YY', 'Security code', 'Billing address', 'Country/Territory', 'Address', 'Apartment', 'City', 'State/Province', and 'Zip/Postal code'. At the bottom, there is a red button labeled 'ADD NEW PAYMENT PROFILE', which is the target for Step 3.

Enroll / Stop autopay

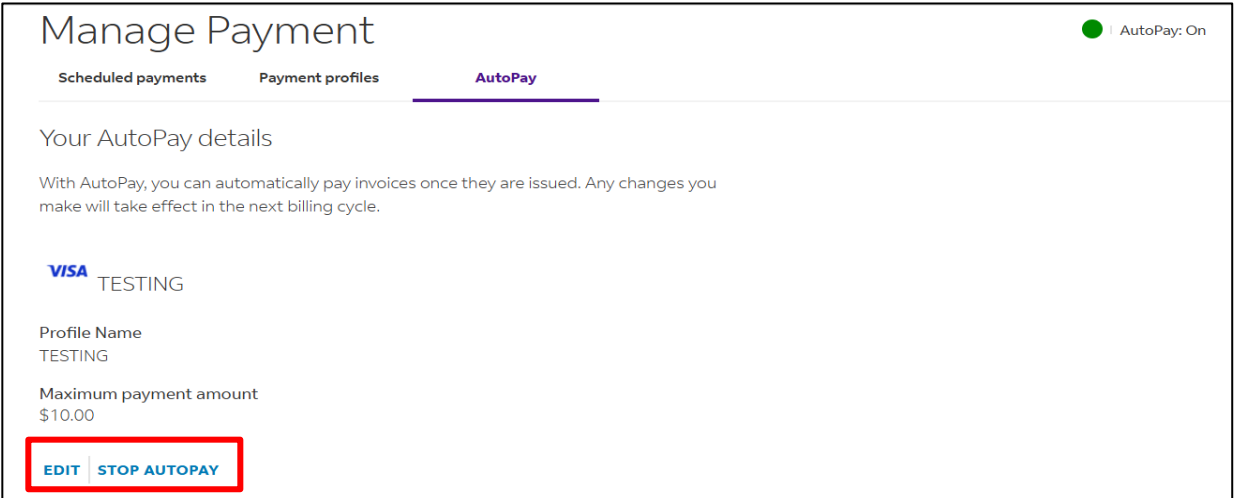
Step 1:
Select ‘Autopay’ from ‘Manage Payments’ in the navigation menu.



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

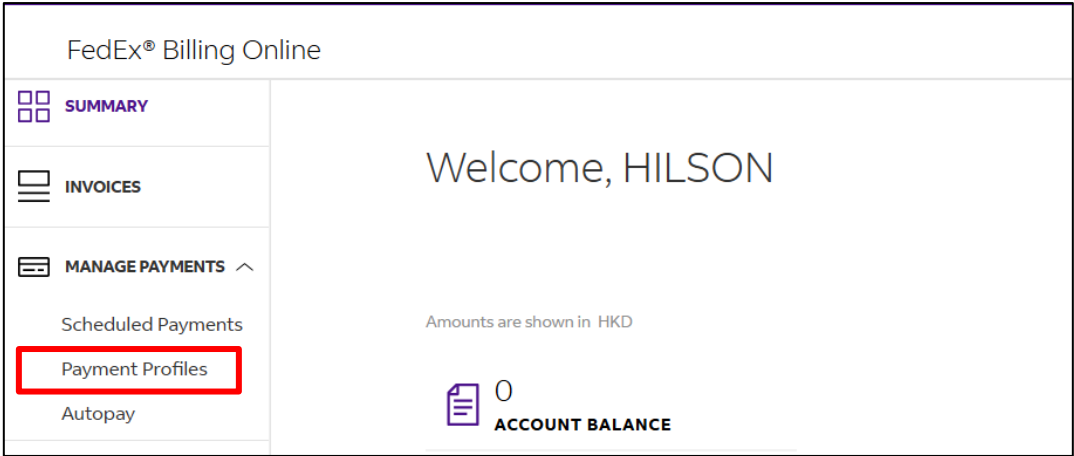


Step 3:
To change your autopay setting, choose either ‘EDIT’ or ‘STOP AUTOPAY’.

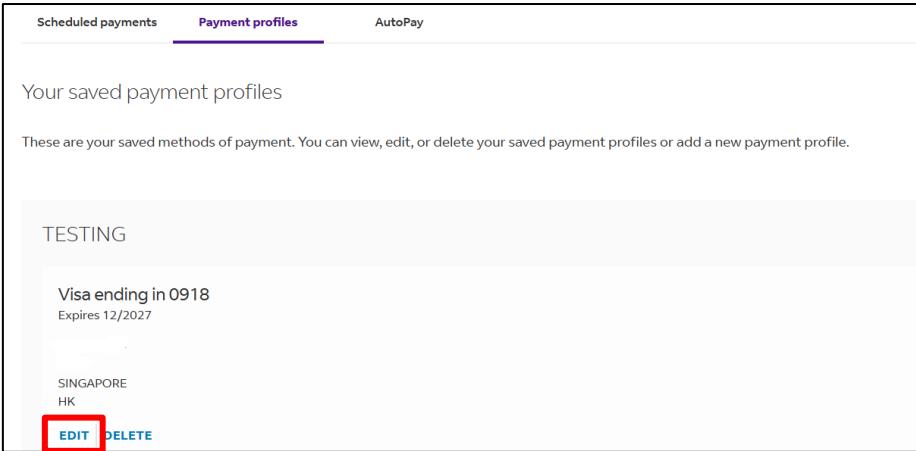


Update Credit Card Information

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'.

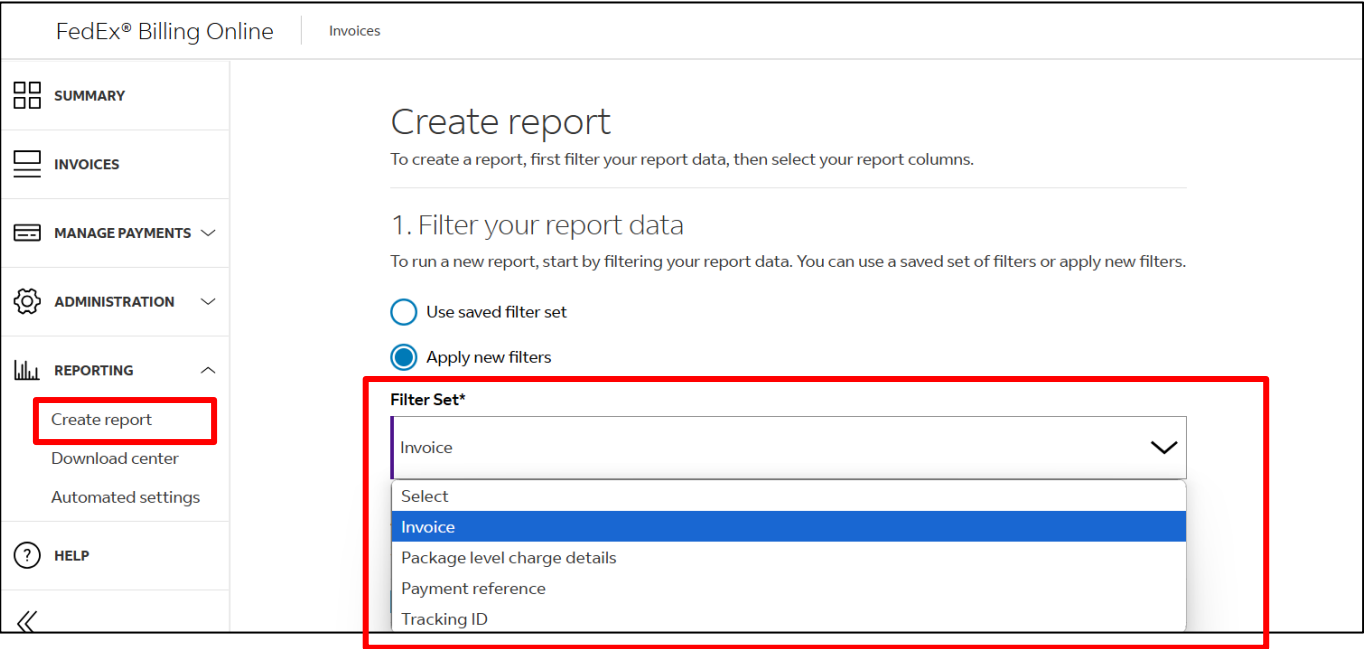
This screenshot shows the 'Edit Payment Method' form. It contains several sections: 'Credit card information' with fields for Name On Card, Credit Card Number, Expiration date (Month and Year), and CVC; 'Billing address' with fields for Country/Territory, Address, Apt./Suite, City, State/Province, and Zip/Postal code. At the bottom, there is a checkbox for agreeing to terms and conditions, and two buttons: 'CANCEL' and 'UPDATE CARD' (highlighted with a red rectangle).

Section 5 – 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/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

Section 5 – Report

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

1

“Templates” is now “Columns”

In earlier versions of FedEx Billing Online, this reporting feature was called **Templates**. We are now using Columns to identify this feature.

×

📁

Saved custom columns

These are saved column sets that you have already selected and ordered.

Saved custom columns*

Select

▼

MANAGE CUSTOM COLUMN SETS

☰

All columns

Include all available columns in your report.

PREPARE DOWNLOAD

☰

Invoice columns

Columns include detailed account-based invoice information, charges, balance due and due date.

PREPARE DOWNLOAD

PREVIEW REPORTS

☰

New custom column

Select and order the columns you want to include in a new report.

SELECT COLUMNS

Step 4:

Enter the file name and file type. Click ‘DOWNLOAD’.

PREPARE DOWNLOAD

Report Details

EDIT

Data Set

Invoice

Account number(s)

05/01/2025 - 05/24/2025

Invoice Status

All

Payment Status

All

Column Set

All columns

Prepare your report for download

Get your download a file name, then select a file type.

File name*

File type*

Select

▼

DOWNLOAD

Step 5:

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

Section 5 – Report

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.

PREPARE DOWNLOAD

Invoice columns

Columns include detailed account-based invoice information, charges, balance due and due date.

PREPARE DOWNLOAD

PREVIEW REPORTS

New custom column

Select and order the columns you want to include in a new report.

SELECT COLUMNS

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

Search

Q

column categories

All categories

Available Columns

60 Items

ADD ALL

Invoice Type

ADD

Bill to Account Number

ADD

Invoice Number

ADD

Due Date

ADD

Total Standard Charges

ADD

Total Taxes

ADD

Original Amount Due

ADD

Arrange columns

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.

Search

Q

Selected Columns

7 Items

REMOVE ALL

Billing Country/Territory

REMOVE

Settlement Type

REMOVE

Government Number

REMOVE

Invoice Date

REMOVE

Bill to Currency

REMOVE

Total Discounts

REMOVE

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

DOWNLOAD

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.

Invoices > Invoice Details > Shipment Details

SHIPMENT DETAILS

Tracking ID 436827751000

← Shipment 1 of 1 →

BILLING INFORMATION

Tracking ID number436827751000

Invoice number

Account number

Invoice date05/16/2025

Due date06/15/2025

Total billed\$8,514.22

Tracking ID balance due\$8,514.22

StatusOpen

TRANSACTION DETAILS

Sender information

Recipient information

VIEW SIGNATURE PROOF 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 Details > Shipment Details > Dispute shipment

Dispute shipment

Enter your shipment dispute details.

DISPUTE INFORMATION

Tracking ID436827751000

Account number

Invoice number

Total original charges\$8,514.22

Balance Due\$8,514.22

Dispute amount*

8514.22

Dispute type*

Incorrect charge

Dispute reason*

Select

Additional dispute comments

0/1000 characters

BACK

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.

Payments and charges

Transaction history

Dispute activity

Historical Reference

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 | | | EDIT COLUMNS | | | | | VIEWS | | | | | |
|--|----------------|----------------|--------------|--------------|----------------|------------|----------------|---------------------|-----------------|----------------|----------|-------------|--|
| 0 Selected DOWNLOAD (UP TO 10) ADD TO CART | | | | | | | | | | | | | |
| | ACCOUNT NUMBER | INVOICE NUMBER | DUE DATE | INVOICE DATE | INVOICE STATUS | PDF STATUS | INVOICE TYPE | ORIGINAL AMOUNT DUE | CURRENT BALANCE | PAYMENT STATUS | CURRENCY | ADJUSTED | |
| <div><div></div><div></div></div> | > | I-68874 | 06/12/2025 | 05/13/2025 | Open | Available | Transportation | \$7,171.79 | \$7,171.79 | | HKD | \$0.00 | |
| <div><div></div><div></div></div> | > | I-81575 | 05/07/2025 | 04/07/2025 | Closed | Available | Transportation | \$1,807.82 | \$0.00 | Paid | HKD | -\$1,807.82 | |
| <div><div></div><div></div></div> | > | I-31799 | 04/03/2025 | 03/04/2025 | Closed | Available | Transportation | \$3,462.76 | \$0.00 | Paid | HKD | -\$3,462.76 | |
| <div><div></div><div></div></div> | > | I-84520 | 01/01/2025 | 12/02/2024 | Closed | Available | Transportation | \$936.56 | \$0.00 | Paid | HKD | -\$936.56 | |
| <div><div></div><div></div></div> | > | I-20824 | 11/02/2024 | 10/03/2024 | Closed | Available | Transportation | \$703.80 | \$0.00 | Paid | HKD | -\$703.80 | |
| <div><div></div><div></div></div> | > | I-91490 | 10/10/2024 | 09/10/2024 | Closed | Available | Transportation | \$2,772.20 | \$0.00 | Paid | HKD | -\$2,772.20 | |
| <div><div></div><div></div></div> | > | I-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 and charges

Transaction history

Credit Note (PDF)

Digital Signature (PDF)

Dispute activity

Historical Reference

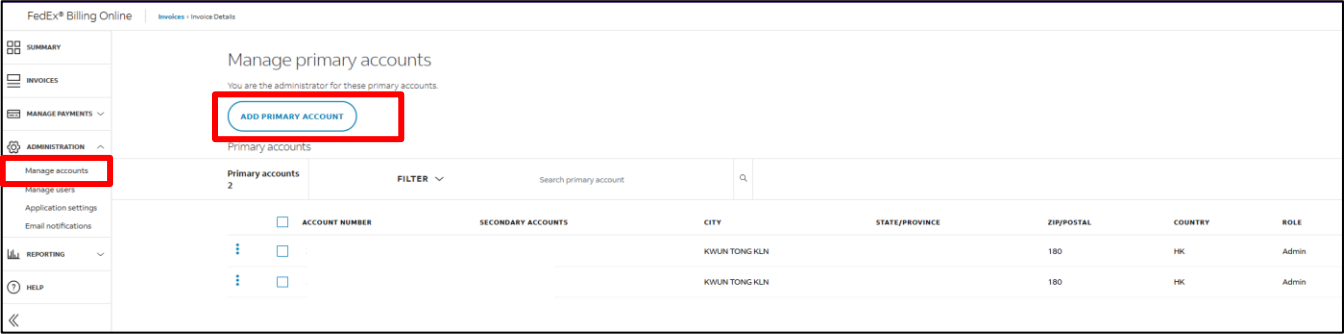
Address correction

Approval and comments history

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.

fedex.com Login Registration

1 Contact Info 2 Account Info 3 Confirmation

This fedex.com service requires a nine-digit FedEx account number. Please indicate which FedEx account you would like to use with this service.

Your FedEx account

☐ Enter a nine-digit FedEx account number:

Nickname this account (optional):

Please provide your billing address

Enter the billing address associated with this account.

Address 1

Address 2

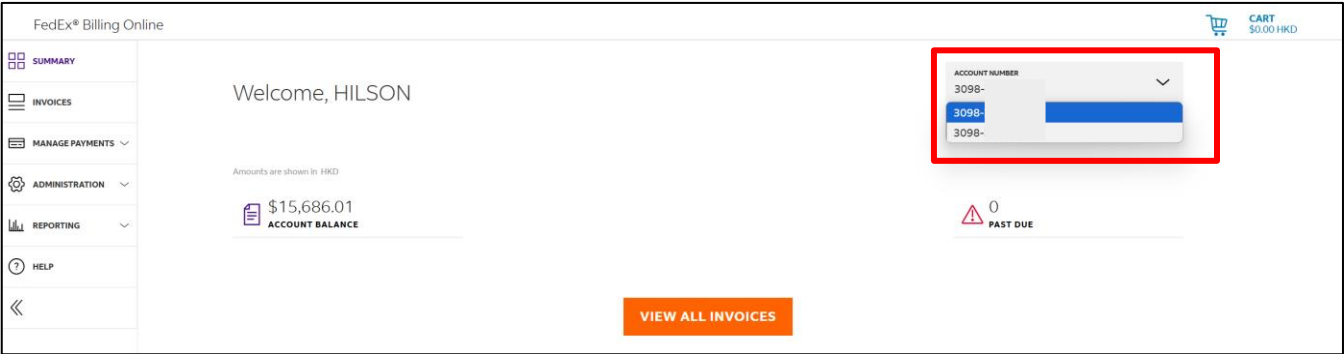
City

State

Zip/Postal Code

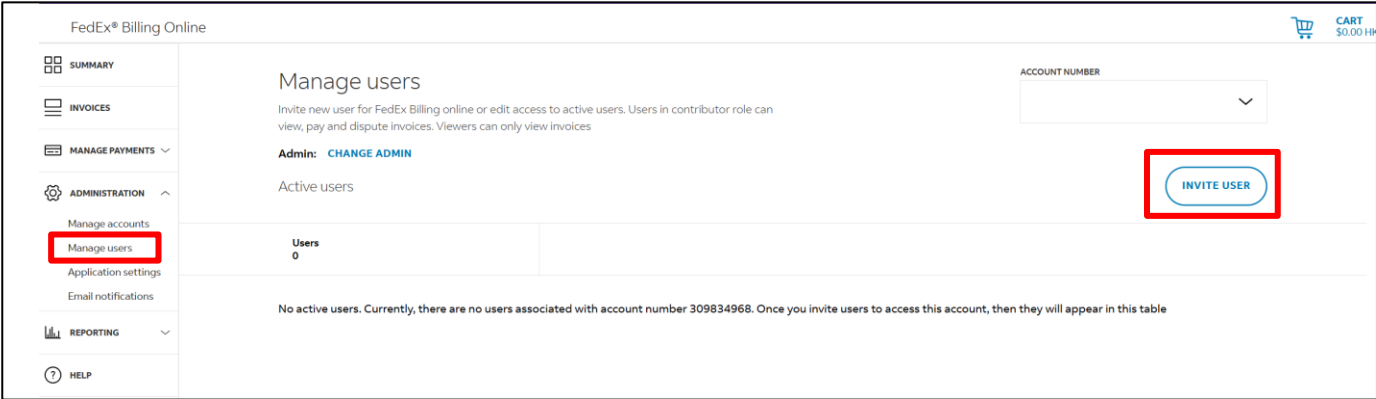
Country/Territory

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.*

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

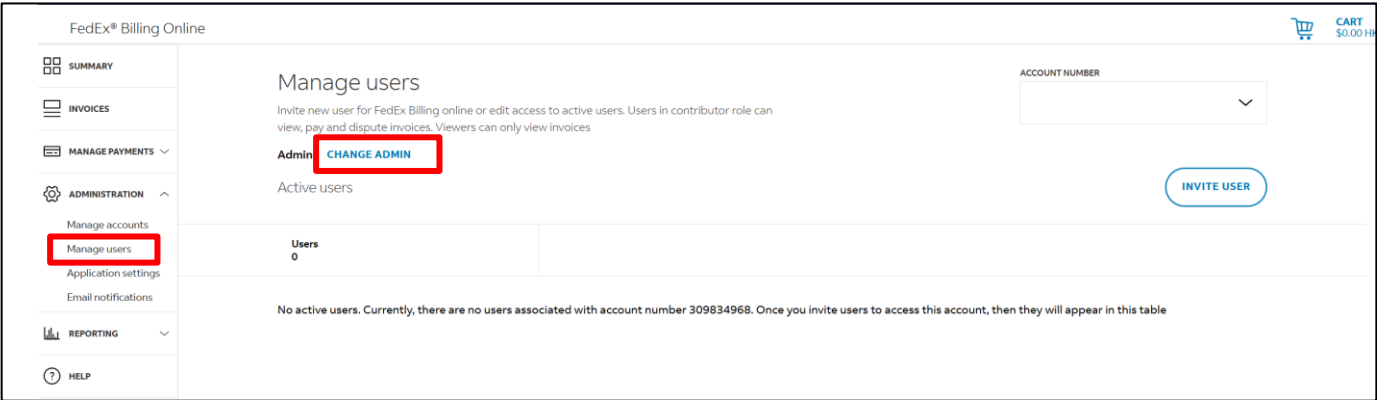
SEND INVITE

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.

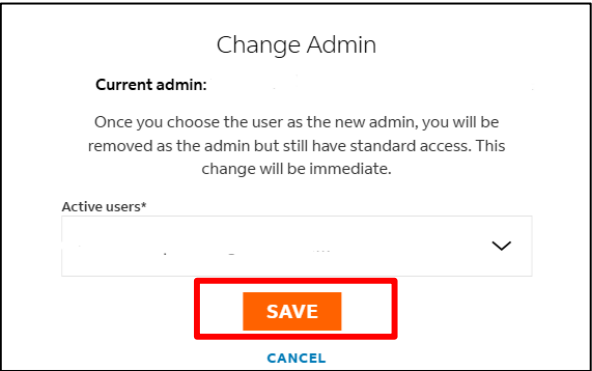
Section 7 –Account Settings and Users

Change Administrator

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

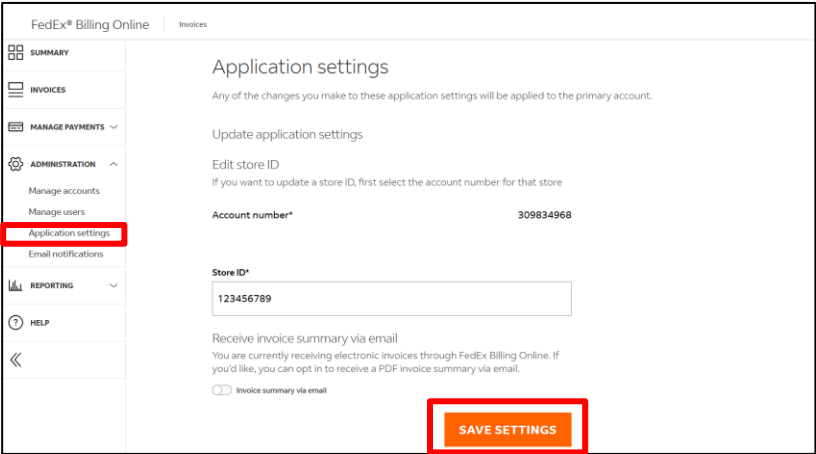


Step 2:
Select one of the active users that you had previously invited and click ‘SAVE’.



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’.