



# FedEx® Billing Online

## User Guide



## Table of Contents

### **1. [Introduction](#)**

### **2. [Register and Login](#)**

### **3. View / Download**

[Invoices](#)

[Customs Document](#)

### **4. Pay**

[Make a payment](#)

[Add a payment profile](#)

[Enroll / Stop autopay](#)

[Update credit card information](#)

### **5. Report**

[Download a report](#)

[Customize a report](#)

### **6. Dispute**

[Submit a dispute](#)

[Dispute activity](#)

[Credit note](#)

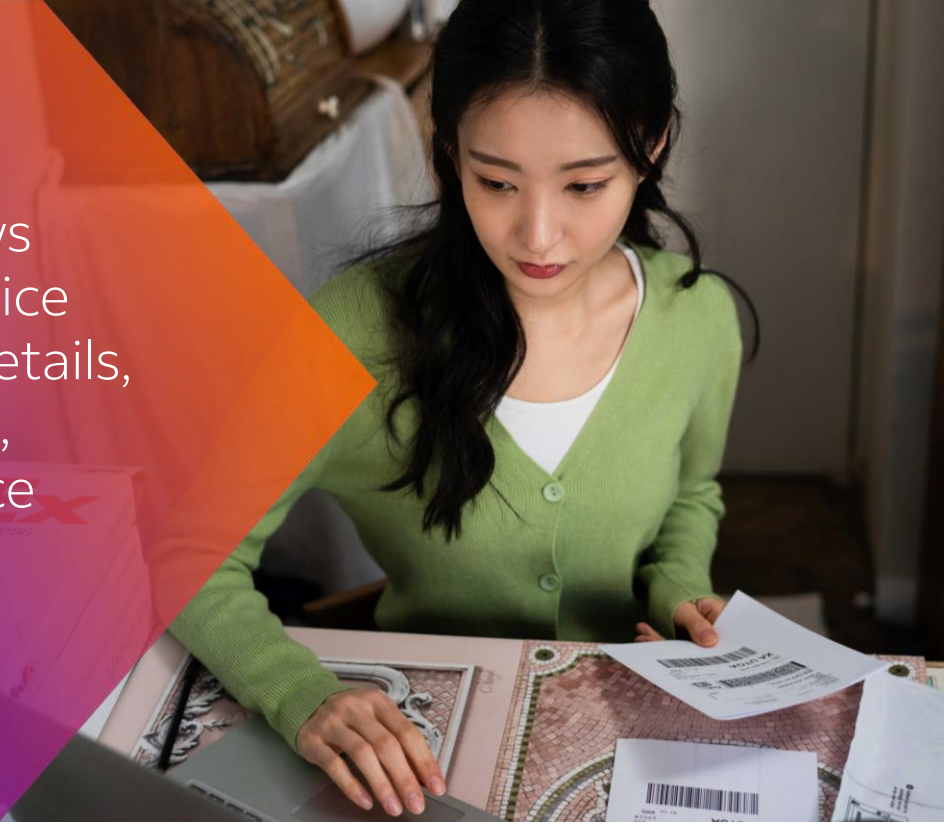
### **7. Account Settings and Users**

[Manage multiple accounts](#)

[Manage users](#)

[Change account administrator](#)




A tool that allows you to view invoice and shipment details, dispute charges, download invoice data, and pay invoices.

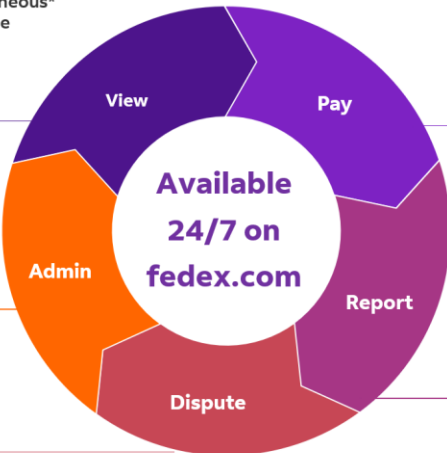




## Section 1 – Introduction

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.



-   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.

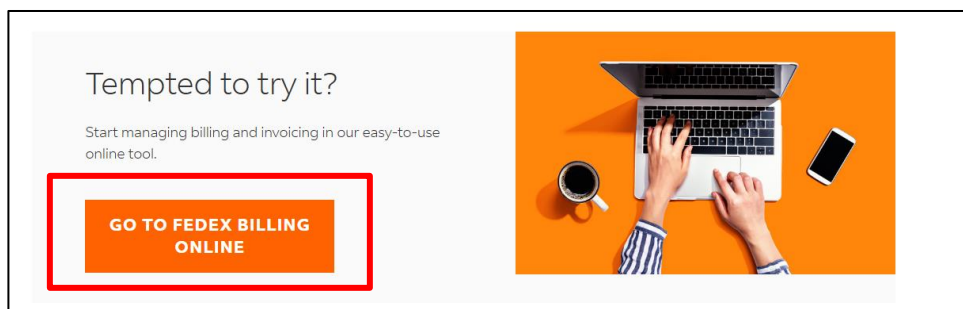
## Section 2 – Register and Login

Step 1:

Go to the billing page on [fedex.com](https://fedex.com).

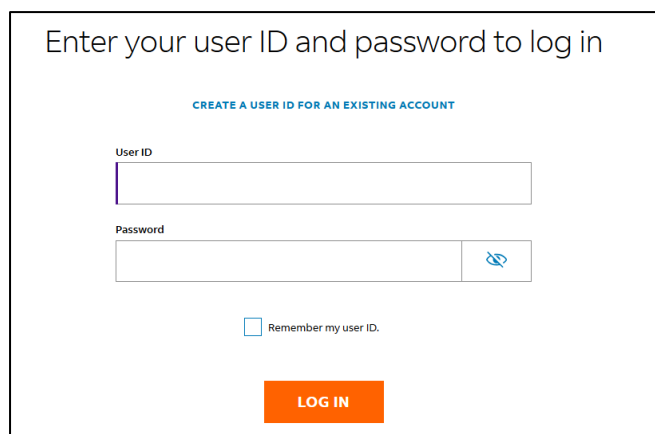
Step 2:

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 a login form on a white background. The heading is "Enter your user ID and password to log in". Below it is a blue link: "CREATE A USER ID FOR AN EXISTING ACCOUNT". There are two input fields: "User ID" and "Password". The "Password" field has a small icon of an eye with a slash through it. Below the fields is a checkbox labeled "Remember my user ID." At the bottom is an orange button with the text "LOG IN".

Step 4: *(for registration only)*

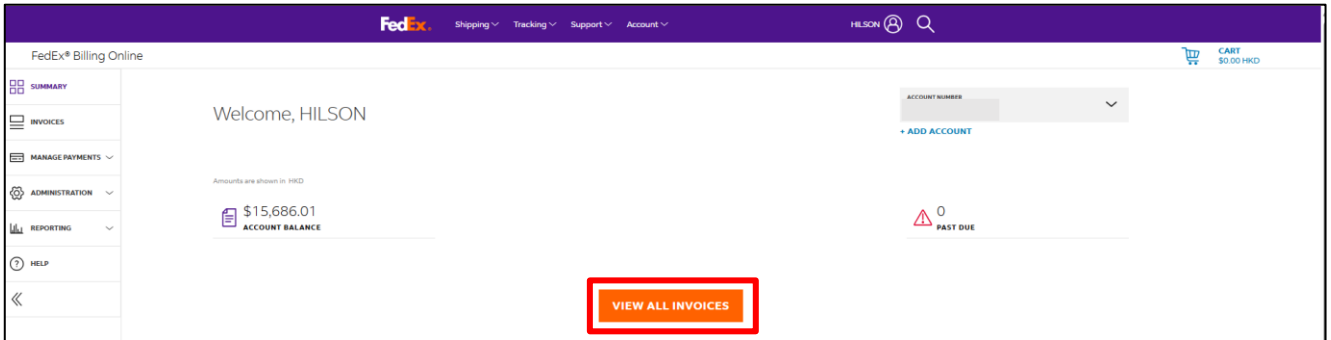
Once you have logged in with your fedex.com login, key in 2 of your most recent invoice numbers. Ensure both invoices are from the past 120 days, and that there is no special character, such as "-", between each number.

# Section 3 – View / Download

## Invoices

### Step 1:

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

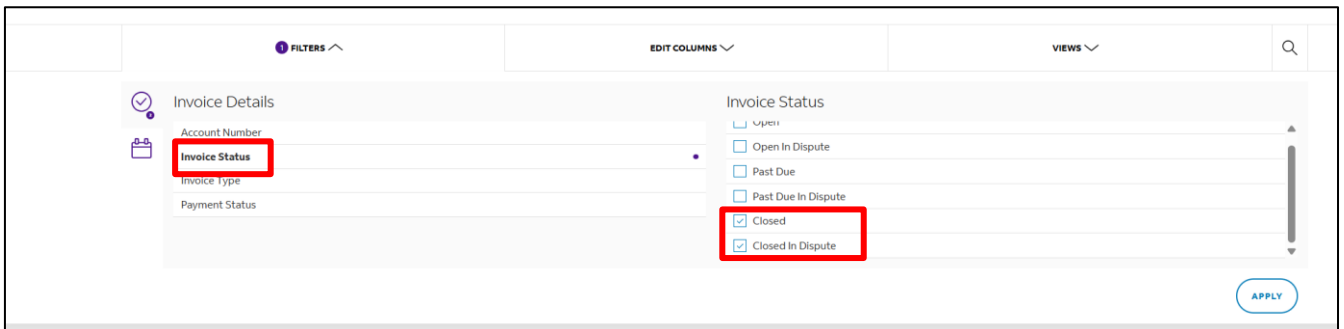


The screenshot shows a table of invoices. The 'INVOICE NUMBER' column has '02-09526' highlighted in a red box. The table has columns for Account Number, Invoice Number, Due Date, Invoice Date, Invoice Status, PDF Status, Invoice Type, Original Amount Due, Current Balance, Payment Status, and Currency.

ACCOUNT NUMBER	INVOICE NUMBER	DUE DATE	INVOICE DATE	INVOICE STATUS	PDF STATUS	INVOICE TYPE	ORIGINAL AMOUNT DUE	CURRENT BALANCE	PAYMENT STATUS	CURRE
	02-09526	06/15/2025	05/16/2025	Open	Pending	Transportation	\$8,514.22	\$8,514.22		HKD
	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.

The screenshot shows the invoice list table with two invoices selected. The 'DOWNLOAD (UP TO 10)' button and the 'Available' button in the PDF Status column are highlighted in red boxes.

ACCOUNT NUMBER	INVOICE NUMBER	DUE DATE	INVOICE DATE	INVOICE STATUS	PDF STATUS	INVOICE TYPE	ORIGINAL AMOUNT DUE	CURRENT BALANCE	PAYMENT STATUS	CURRENCY	ADJUSTED
	02-09526	06/15/2025	05/16/2025	Open	Available	Transportation	\$8,514.22	\$8,514.22		HKD	\$0.00
	01-68874	06/12/2025	05/13/2025	Open	Available	Transportation	\$7,171.79	\$7,171.79		HKD	\$0.00

# 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					Q
0 Selected	DOWNLOAD (UP TO 10)	ADD TO CART										
<input type="checkbox"/>	ACCOUNT NUMBER	INVOICE NUMBER	DUE DATE	INVOICE DATE	INVOICE STATUS	PDF STATUS	INVOICE TYPE	ORIGINAL AMOUNT DUE	CURRENT BALANCE	PAYMENT STATUS	CURRENCY	ADJUSTED
<input type="checkbox"/>	>	21747	05/26/2025	05/19/2025	Closed	Available	Duty/Tax	\$553.70	\$0.00	Paid	HKD	-\$553.70
<input type="checkbox"/>	>	95955	05/16/2025	04/16/2025	Closed	Available	Transportation	\$1,085.53	\$0.00	Paid	HKD	-\$1,085.53
<input type="checkbox"/>	>	95272	04/27/2025	03/28/2025	Closed	Available	Transportation	\$10,666.77	\$0.00	Paid	HKD	-\$10,666.77
<input type="checkbox"/>	>	39014	03/20/2025	03/13/2025	Closed	Available	Duty/Tax	\$1,834.70	\$0.00	Paid	HKD	-\$1,834.70
<input type="checkbox"/>	>	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				Q
0 Selected	ADD TO CART												
<input type="checkbox"/>	ACCOUNT	TRACKING ID	DATE	TYPE	PRODUCT GROUP	REFERENCE	PAYOR	STATUS	METER	ORIGINAL CHARGES	BALANCE DUE	ADJUSTED	
<input type="checkbox"/>		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.

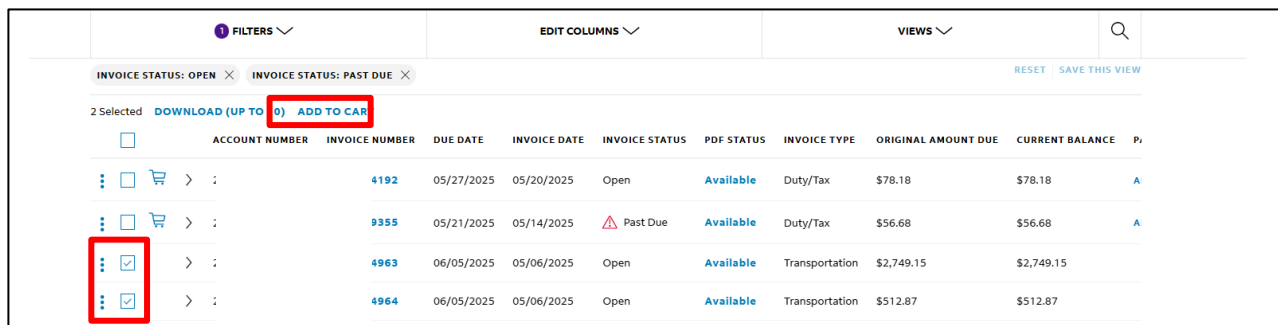
Downloads							
Files 1							
FILE NAME	FILE TYPE	STATUS	REPORT COLUMNS	GENERATED BY	CREATED	EXPIRES	
817700998191_CUSTOM_DOCUMENT	PDF	COMPLETED	downloadReport.null		05/24/2025	06/07/2025	

# 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.

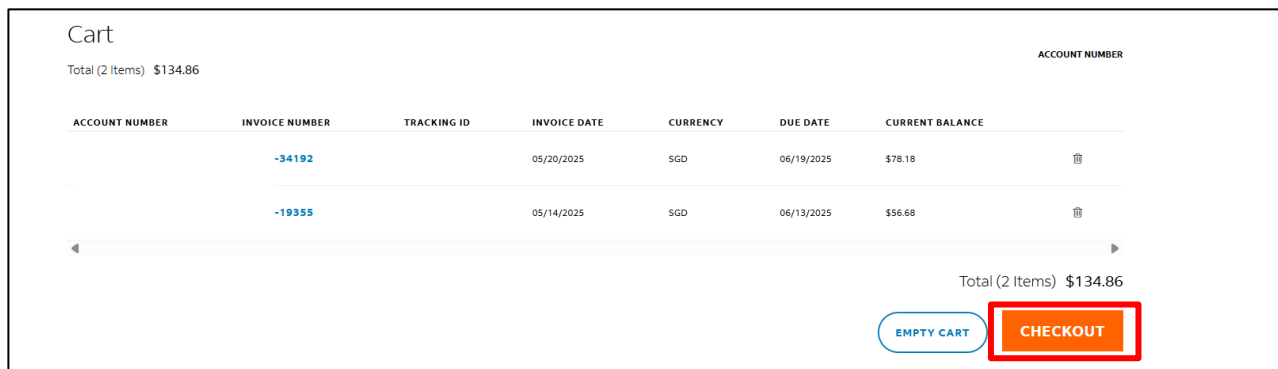


The screenshot shows a table of invoices with columns: ACCOUNT NUMBER, INVOICE NUMBER, DUE DATE, INVOICE DATE, INVOICE STATUS, PDF STATUS, INVOICE TYPE, ORIGINAL AMOUNT DUE, CURRENT BALANCE, and Pi. Two invoices are selected, and the 'ADD TO CART' button is highlighted in red.

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

### Step 2:

Review the cart items and click 'CHECKOUT'.

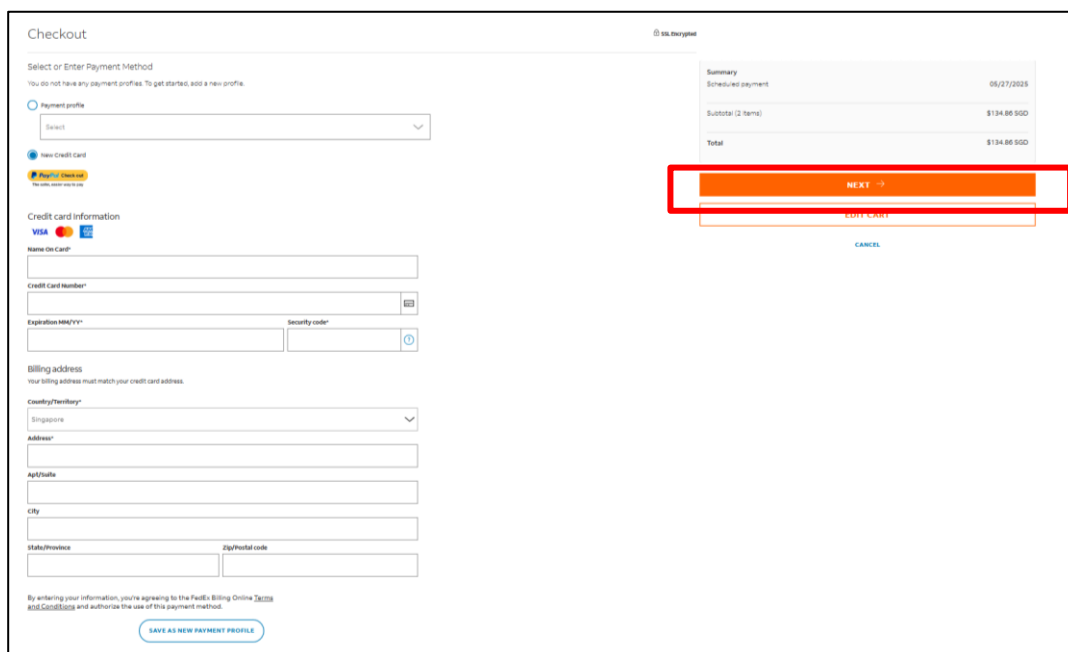


The screenshot shows a shopping cart with two items. The total is \$134.86. The 'CHECKOUT' button is highlighted in red.

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

### Step 3:

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



The screenshot shows a checkout form with fields for payment profile, credit card information, and billing address. The 'NEXT' button is highlighted in red.

Checkout

Select or Enter Payment Method

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

Payment profile

Select

View Credit Card

Payment checked

Credit card information

Card type: 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\*

Ap/Unit\*

City\*

State/Province\*

Zip/Postal code\*

Summary

Scheduled payment 05/27/2025

Subtotal (2 items) \$134.86 SGD

Total \$134.86 SGD

NEXT

EDIT CART

CANCEL

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

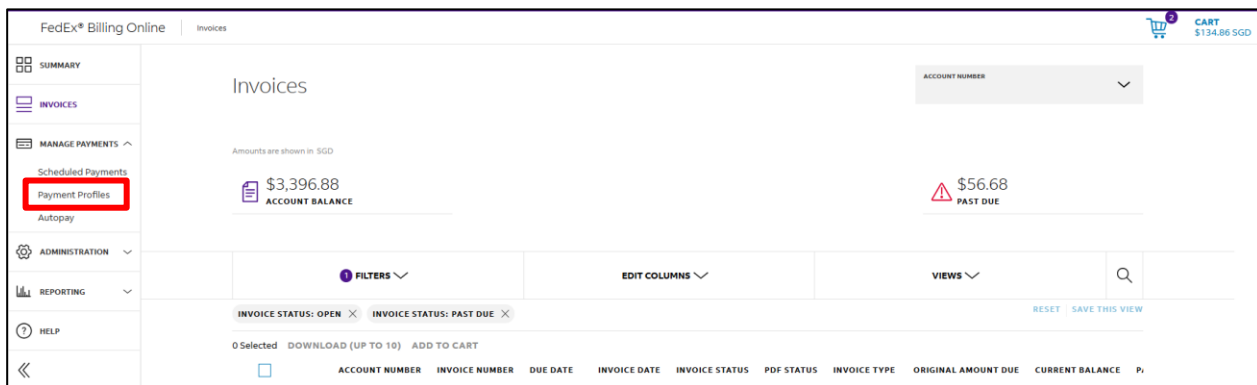
\* You can pay up to USD 99,999 (or the equivalent amount in your local currency) per payment transaction.

# Section 4 – Pay

## Add a Payment Profile

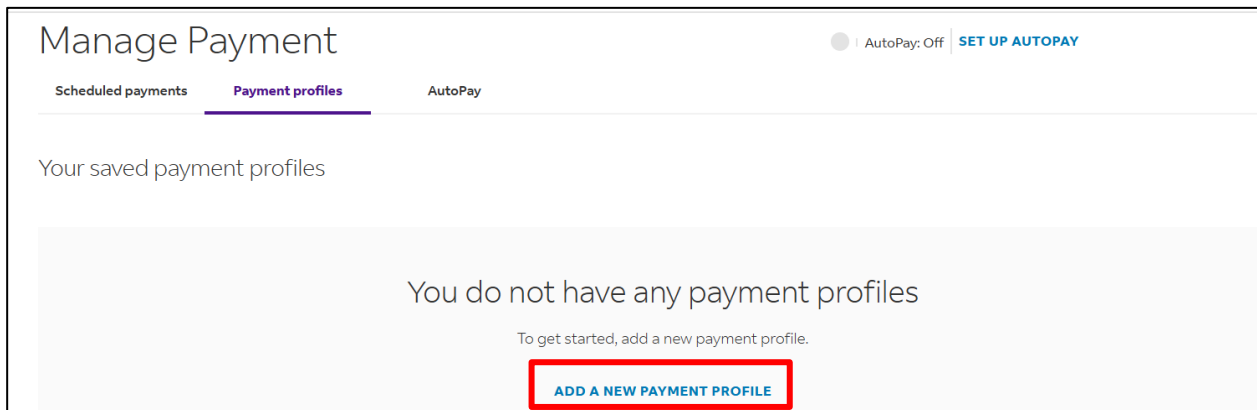
Step 1:

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



Step 2:

Click on 'ADD A NEW PAYMENT PROFILE'.



Step 3:

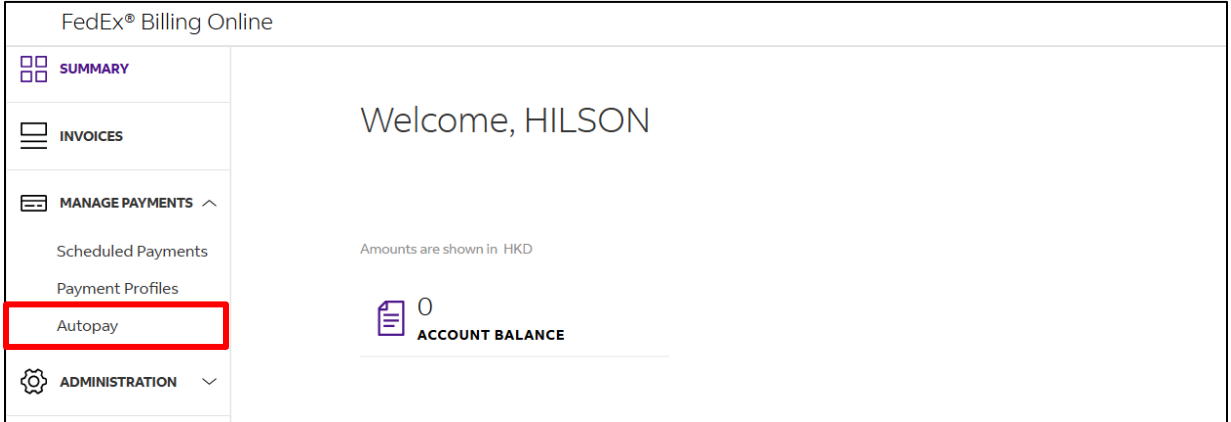
Select the type of payment profile you would like to add, then enter your payment details and click 'ADD NEW PAYMENT PROFILE'. Once you have added a payment profile, you can return to 'Payment Profiles' to make edits if required.

# Section 4 – Pay

## Enroll / Stop autopay

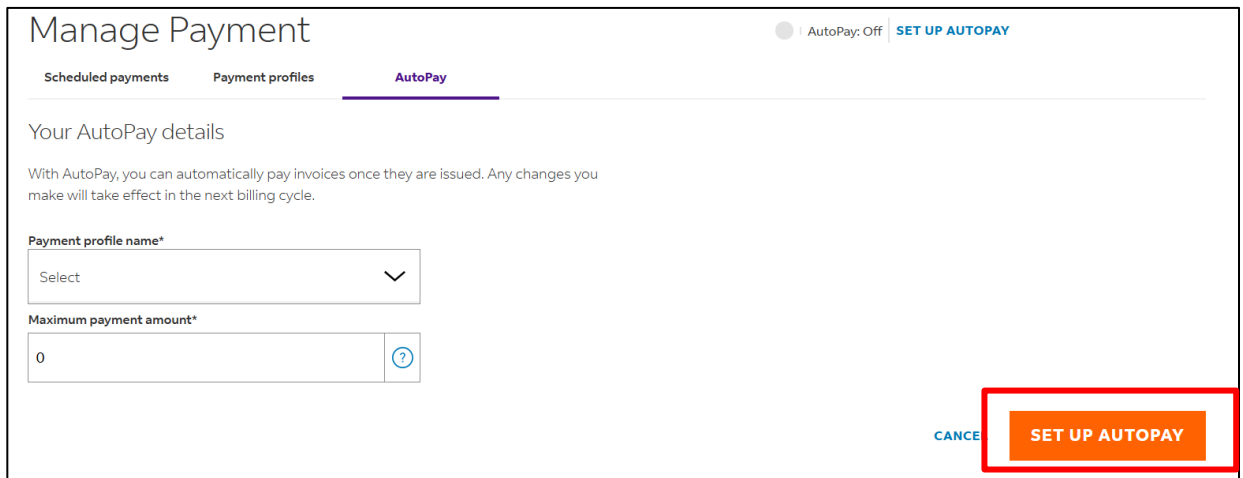
### Step 1:

Select 'Autopay' from 'Manage Payments' in the navigation menu.



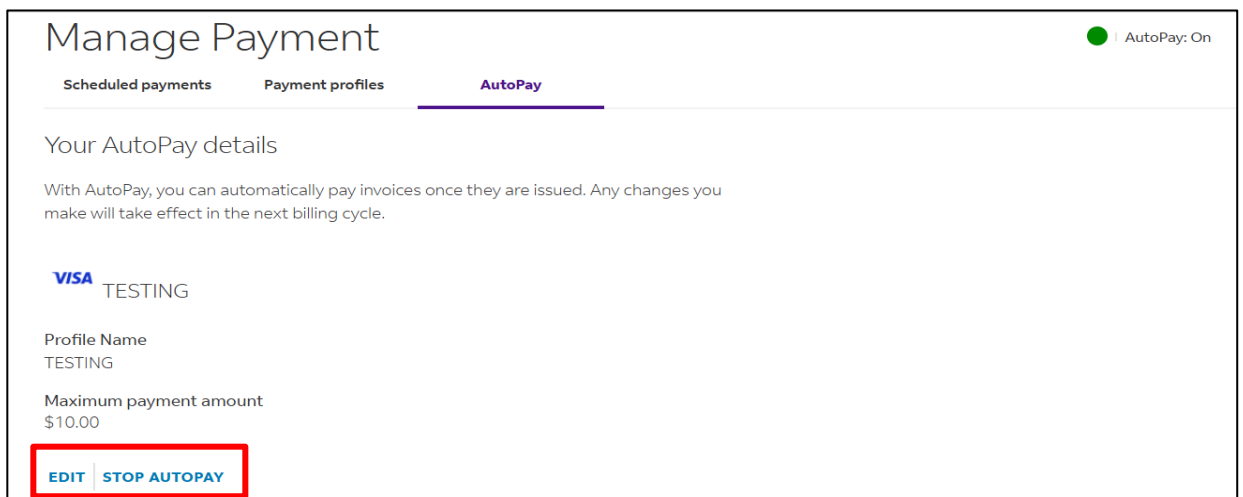
### Step 2:

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



### Step 3:

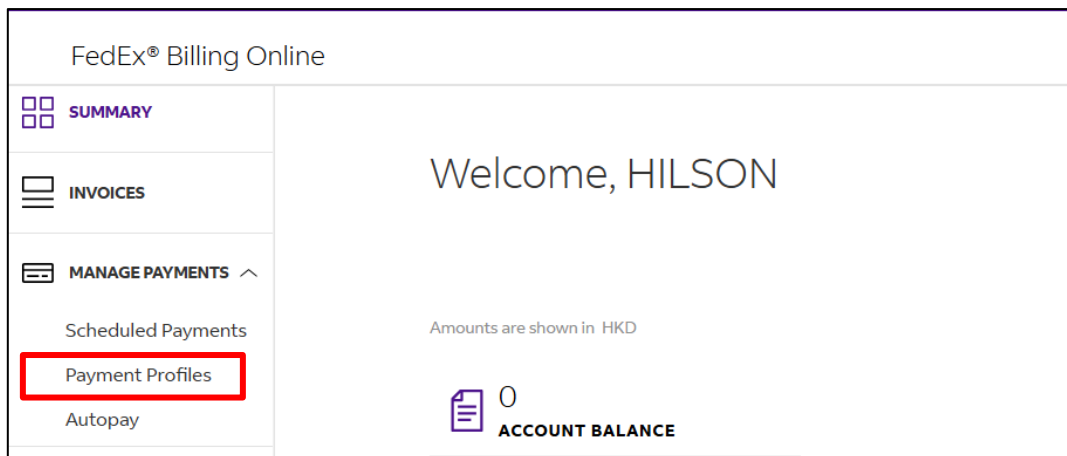
To change your autopay setting, choose either 'EDIT' or 'STOP AUTOPAY'.



## Update Credit Card Information

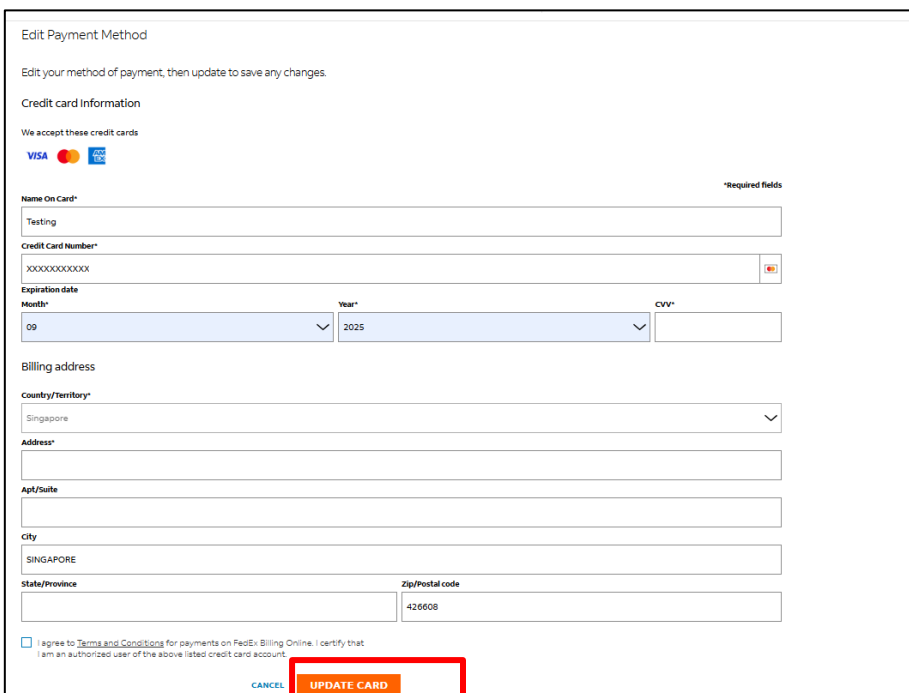
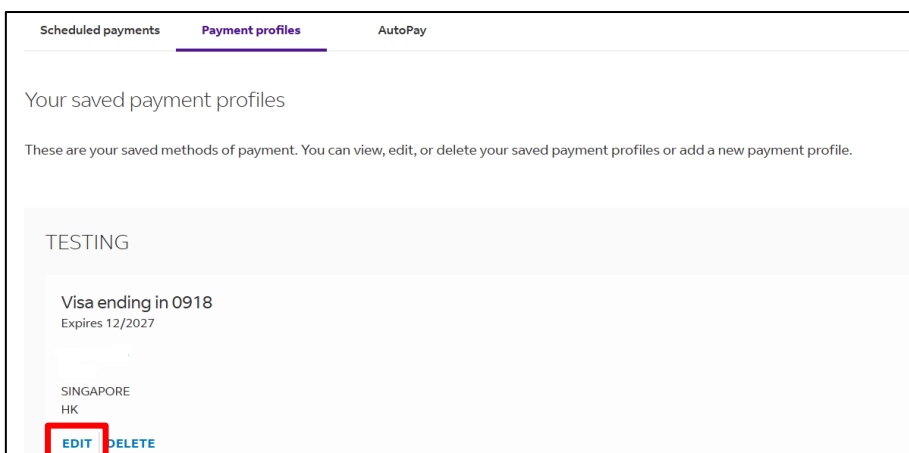
Step 1:

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'.

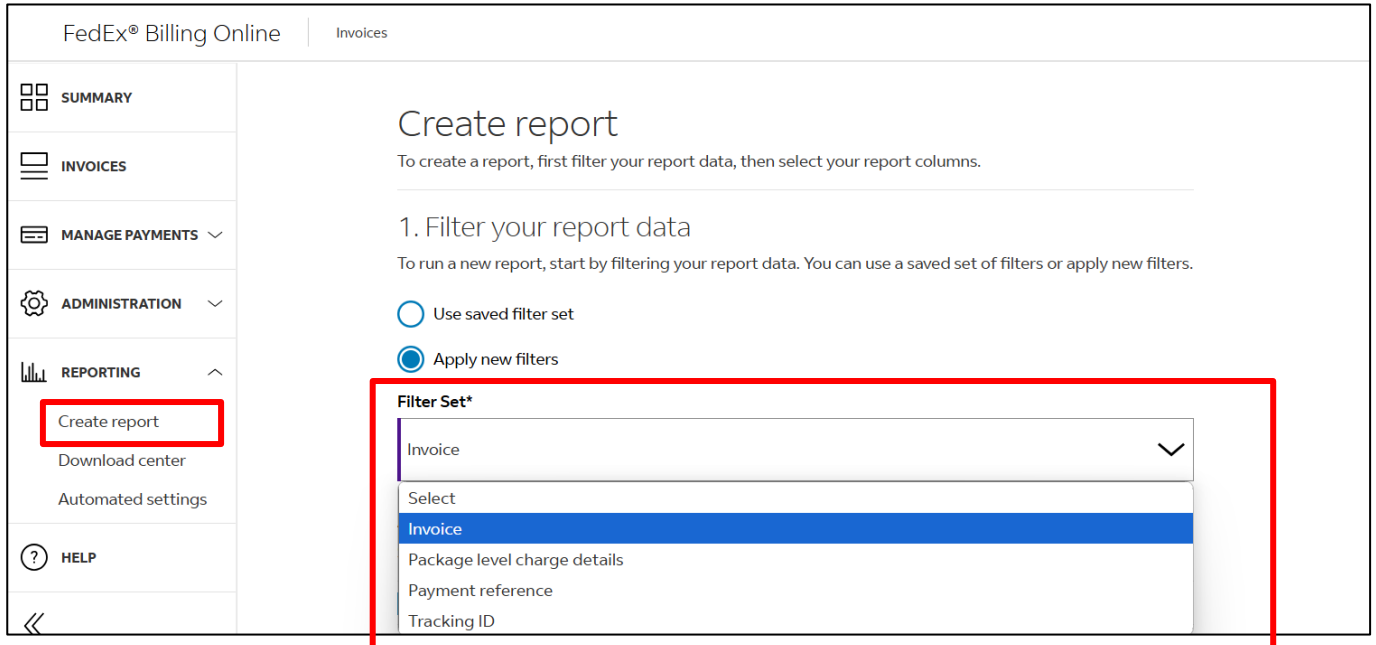


# Section 5 – Report

## Download a Report

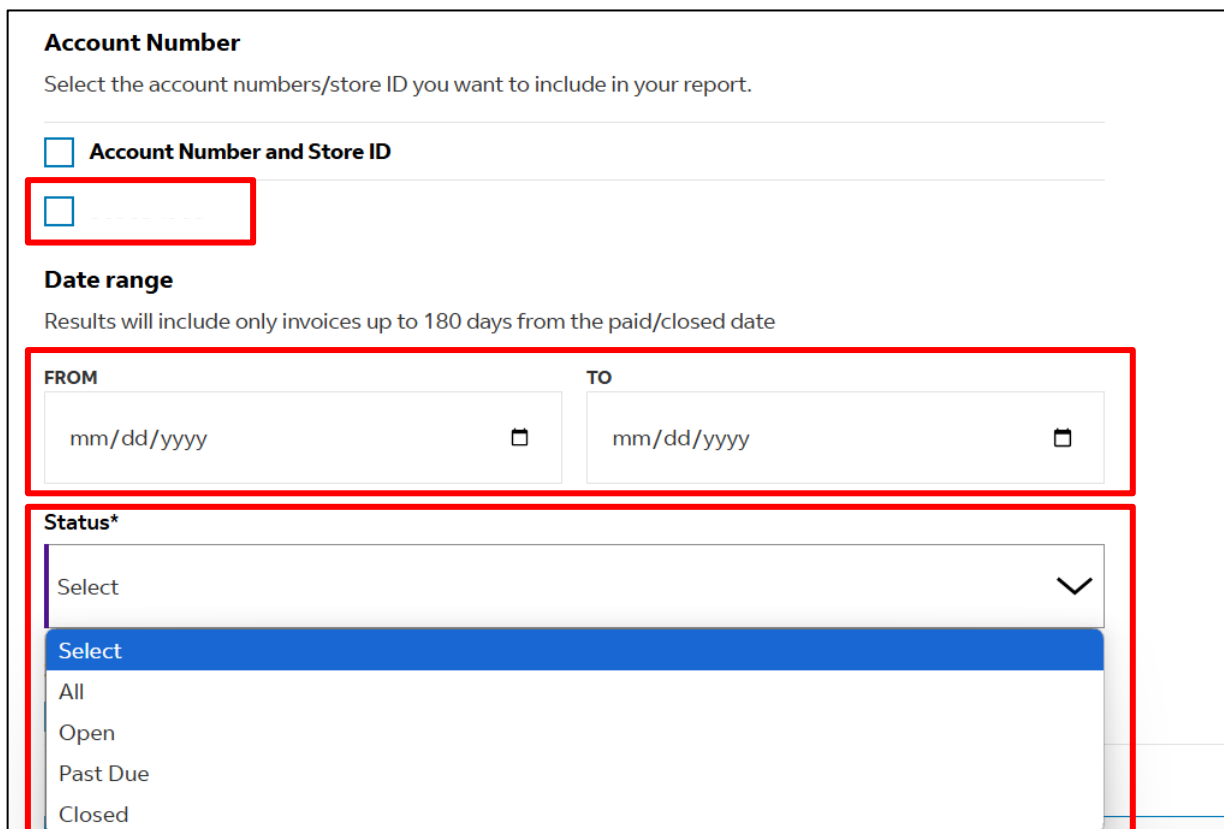
### Step 1:

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



### Step 2:

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



# 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)  
Date 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:

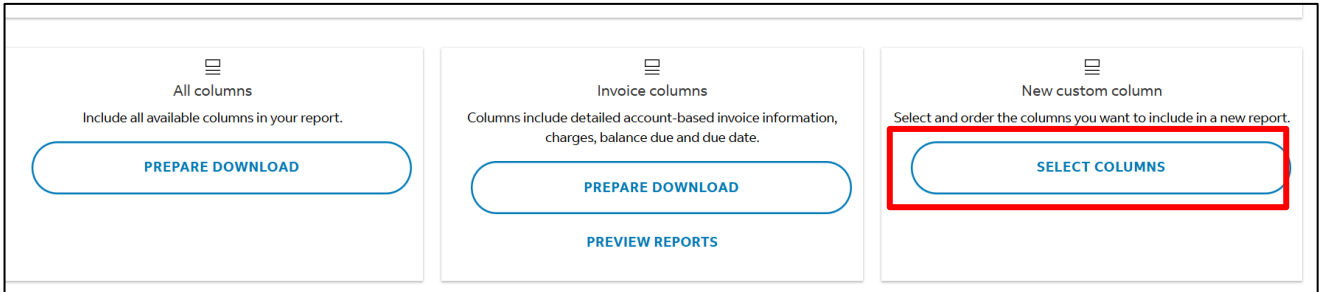
You will be re-directed to our download center to download the file.

# 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’.



### Step 2:

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

### Step 3:

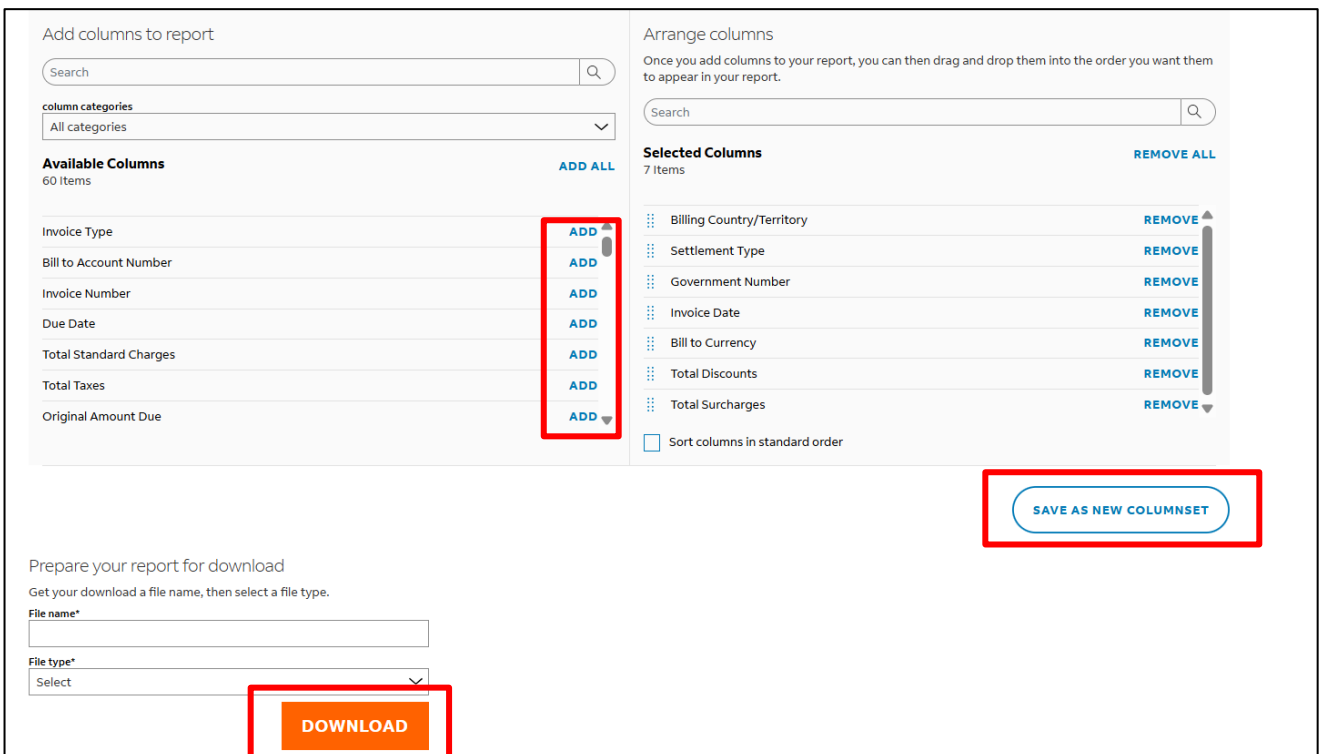
Arrange the sequence of columns by dragging and dropping them in the order that you want them to appear in your report.

### 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.

Invoices > Invoice Details > Shipment Details

**SHIPMENT DETAILS**  
Tracking ID 436827751000  
← Shipment 1 of 1 →

**BILLING INFORMATION**

Tracking ID number	436827751000
Invoice number	
Account number	
Invoice date	05/16/2025
Due date	06/15/2025
Total billed	\$8,514.22
Tracking ID balance due	\$8,514.22
Status	Open

**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 ID	436827751000
Account number	
Invoice number	
Total original charges	\$8,514.22
Balance Due	\$8,514.22

Dispute amount\*

Dispute type\*

Dispute reason\*

Additional dispute comments

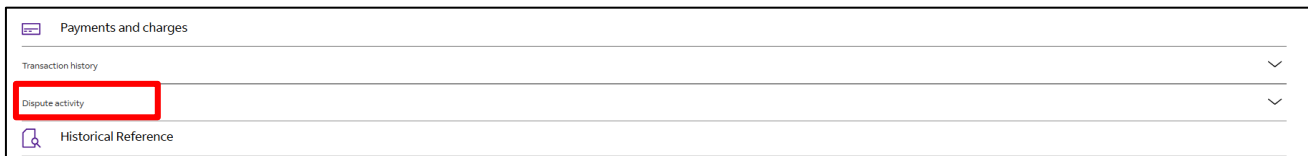
0/1000 characters

[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.



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

### Step 1:

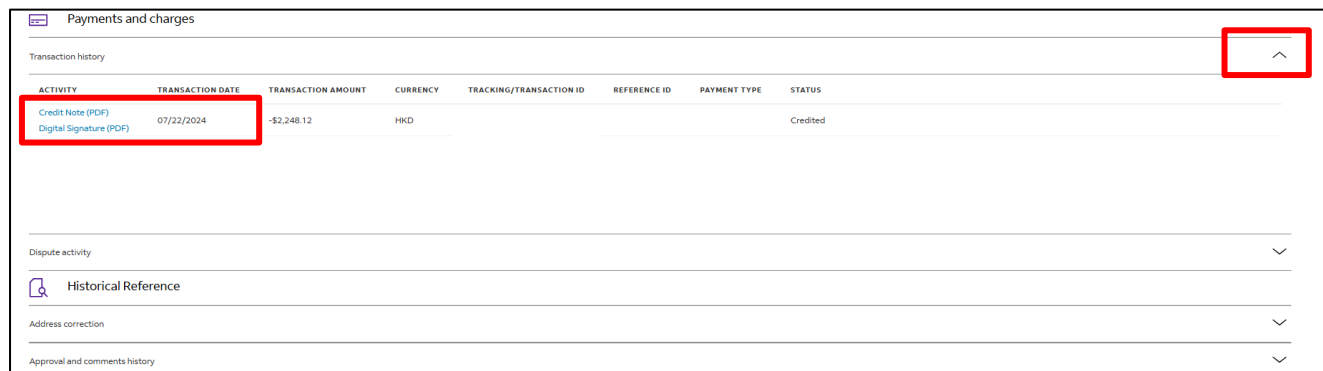
To view/download a credit note, select one of the invoices that was adjusted, then go to the invoice details screen by clicking on the invoice number.

The screenshot shows a table of invoices with columns: ACCOUNT NUMBER, INVOICE NUMBER, DUE DATE, INVOICE DATE, INVOICE STATUS, PDF STATUS, INVOICE TYPE, ORIGINAL AMOUNT DUE, CURRENT BALANCE, PAYMENT STATUS, CURRENCY, and ADJUSTED. The row for invoice number I-91490 is highlighted with a red box.

ACCOUNT NUMBER	INVOICE NUMBER	DUE DATE	INVOICE DATE	INVOICE STATUS	PDF STATUS	INVOICE TYPE	ORIGINAL AMOUNT DUE	CURRENT BALANCE	PAYMENT STATUS	CURRENCY	ADJUSTED
	I-68874	06/12/2025	05/13/2025	Open	Available	Transportation	\$7,171.79	\$7,171.79		HKD	\$0.00
	I-81575	05/07/2025	04/07/2025	Closed	Available	Transportation	\$1,807.82	\$0.00	Paid	HKD	-\$1,807.82
	I-31799	04/03/2025	03/04/2025	Closed	Available	Transportation	\$3,462.76	\$0.00	Paid	HKD	-\$3,462.76
	I-84520	01/01/2025	12/02/2024	Closed	Available	Transportation	\$936.56	\$0.00	Paid	HKD	-\$936.56
	I-20824	11/02/2024	10/03/2024	Closed	Available	Transportation	\$703.80	\$0.00	Paid	HKD	-\$703.80
	I-91490	10/10/2024	09/10/2024	Closed	Available	Transportation	\$2,772.20	\$0.00	Paid	HKD	-\$2,772.20
	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.



# Section 7 –Account Settings and Users

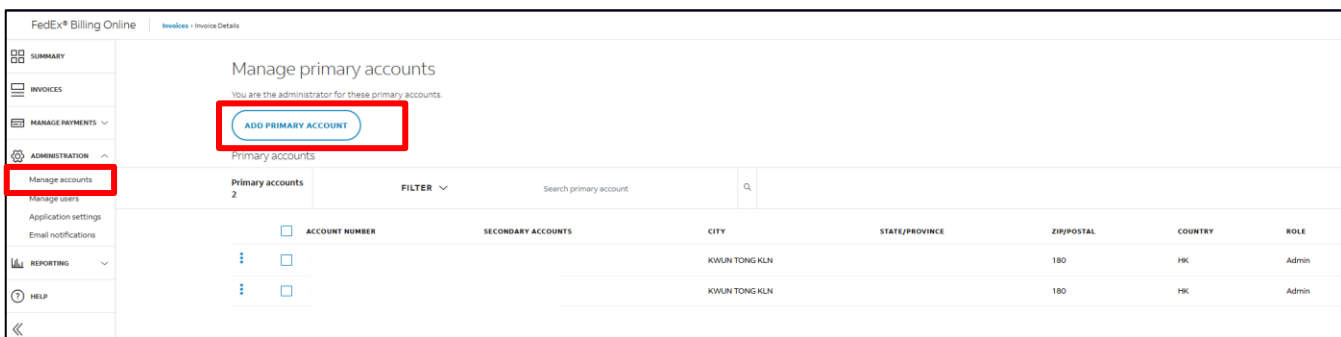
## Manage Multiple Accounts

### 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

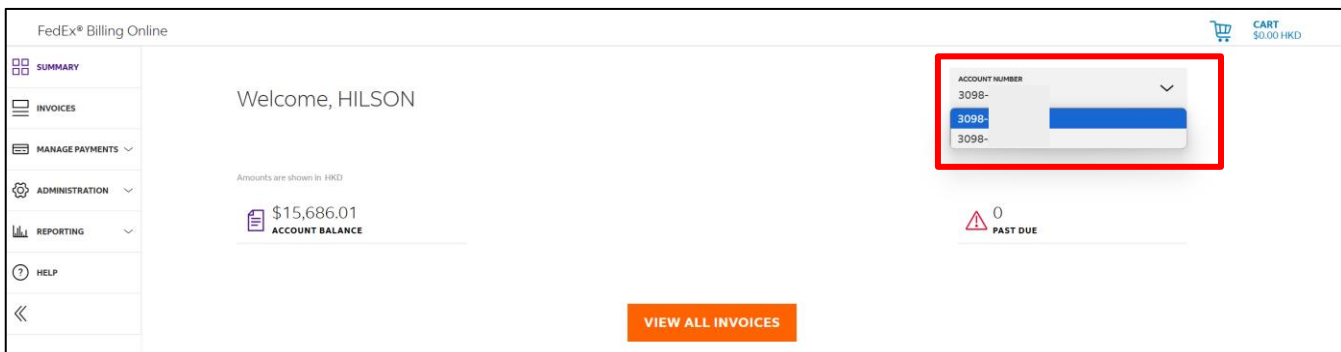
State

Zip/Postal Code

Country/Territory

### Step 4:

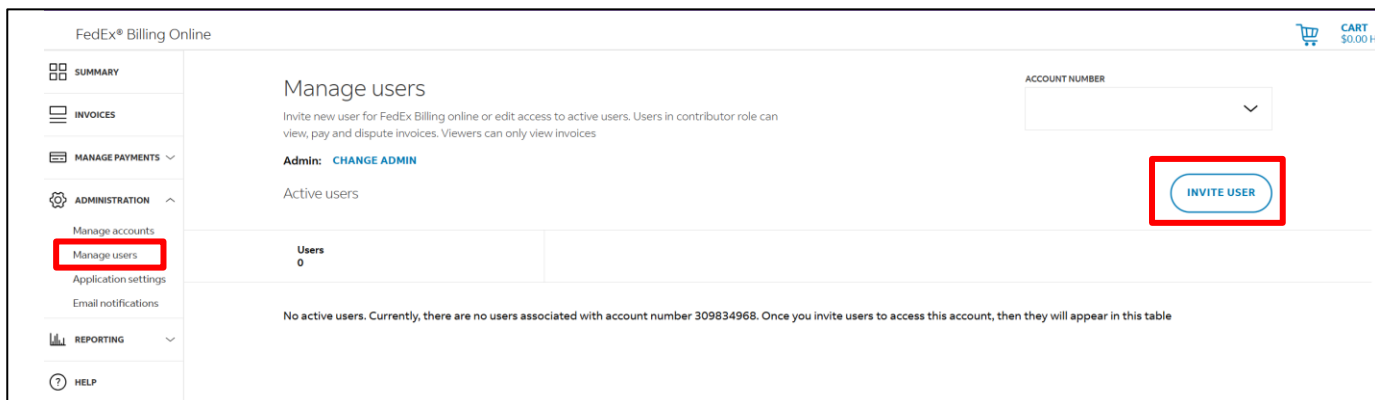
Once you have successfully added the account, the list of account numbers registered for FBO will be displayed in the Primary Account drop down list.



## 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.*

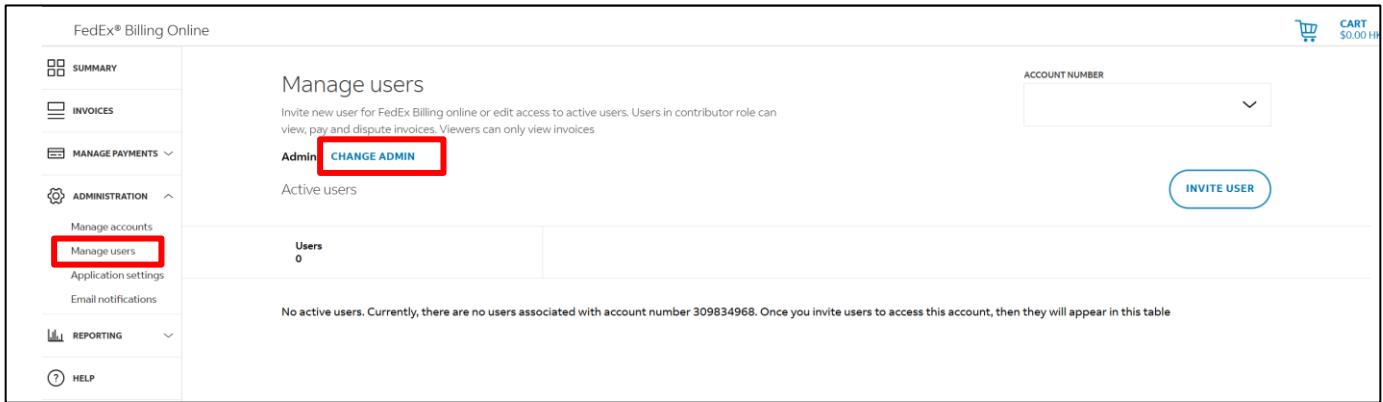
### Step 3:

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'.

