



FedEx® Billing Online

User Guide



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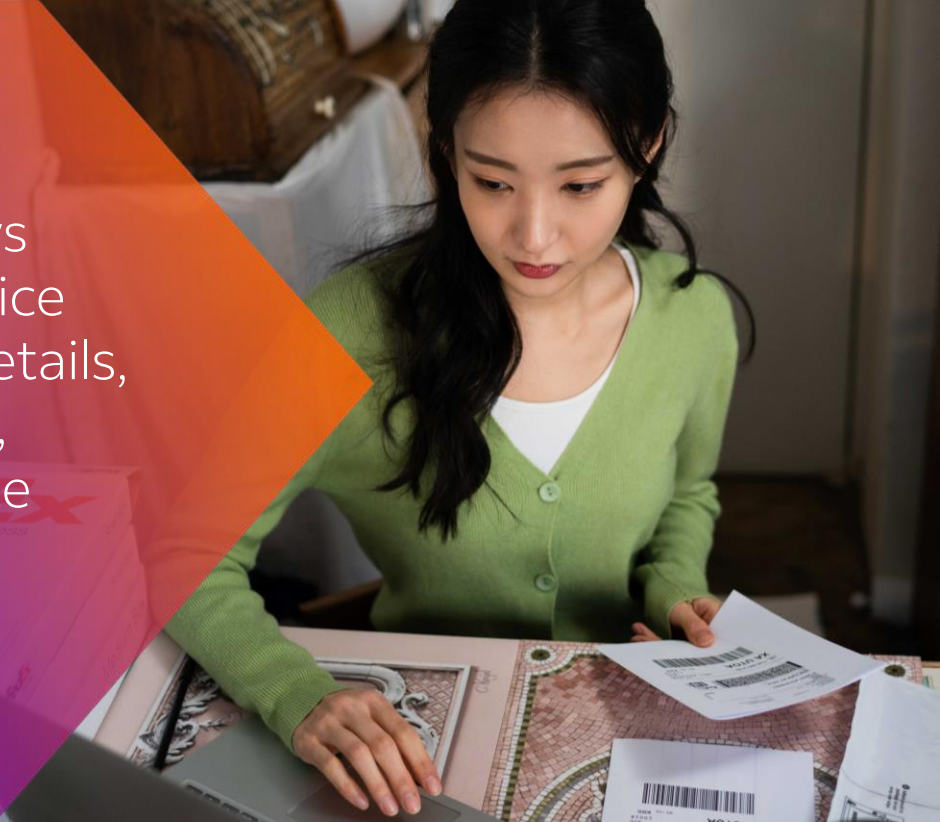
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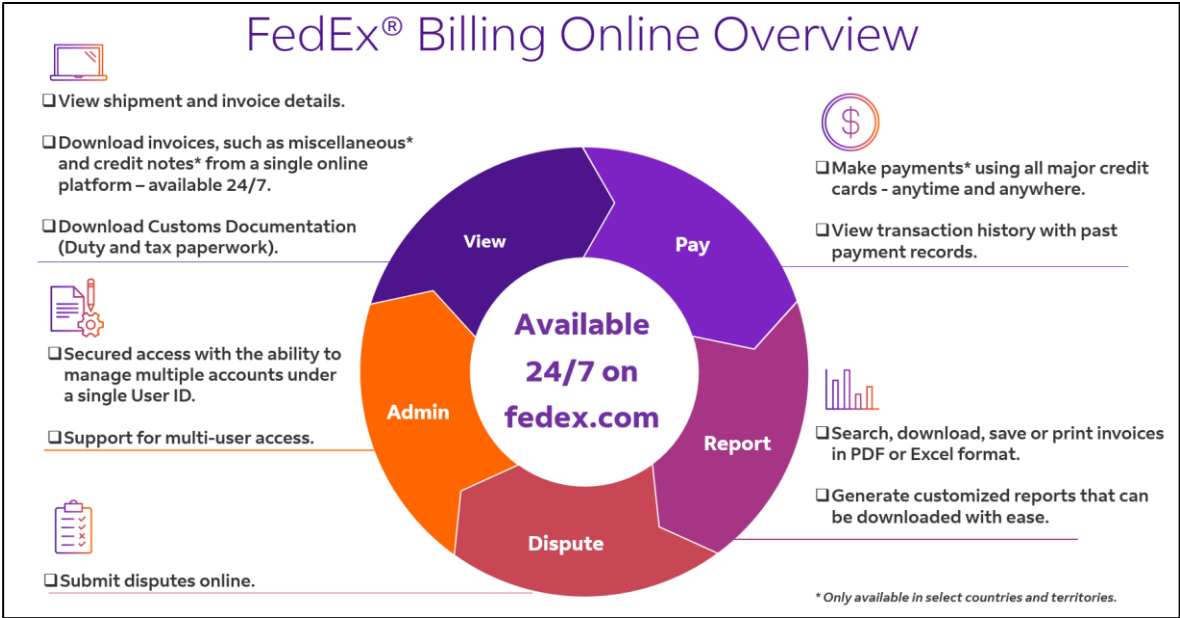
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A tool that allows you to view invoice and shipment details, dispute charges, download invoice data, and pay invoices.



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.



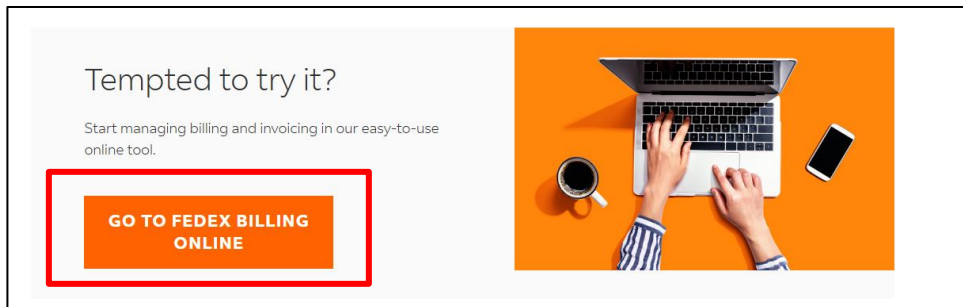
Section 2 – Register and Login

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 the right. Below the fields is a checkbox labeled 'Remember my user ID.' and an orange 'LOG IN' button.

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.

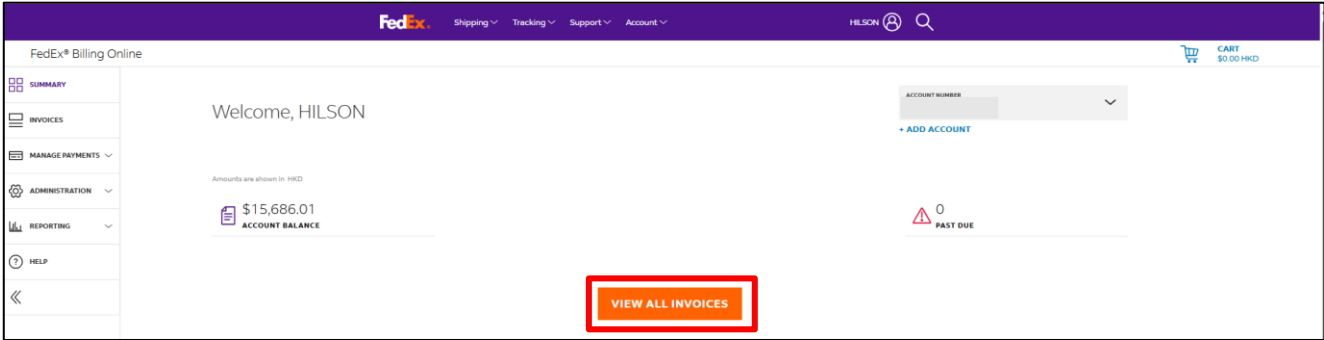
Step 5: *(for registration only)*

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, there is a checkbox labeled 'Receive PDF invoices in your email' and two buttons: 'CANCEL' and 'CONTINUE'.

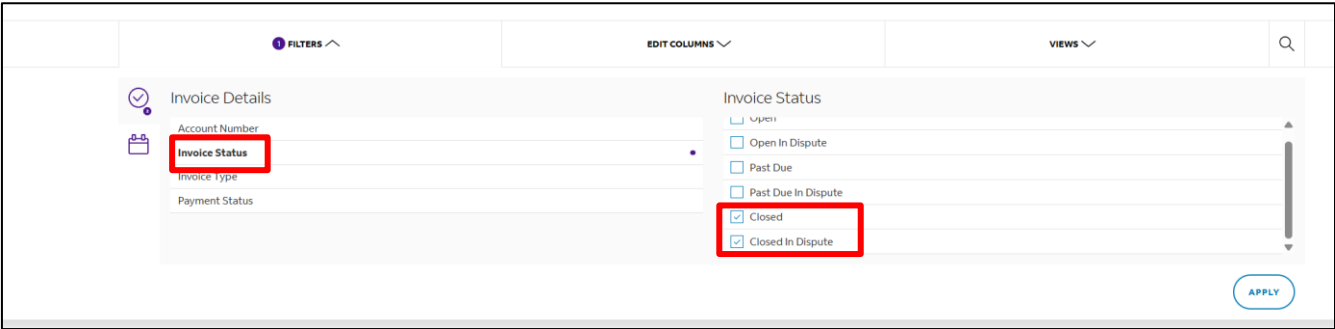
Invoices

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



INVOICE STATUS: OPEN × INVOICE STATUS: OPEN IN DISPUTE × +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 × INVOICE STATUS: OPEN IN DISPUTE × +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.

Step 4:

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

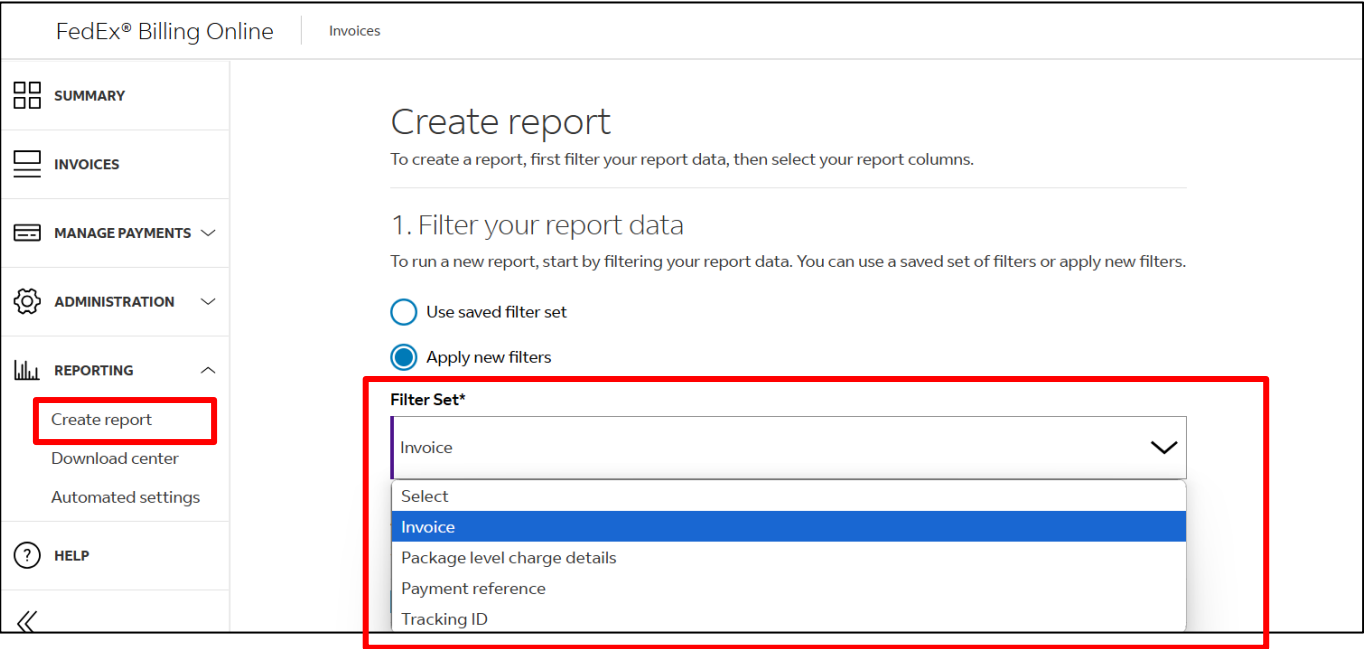
Downloads							
Files 1							
FILE NAME	FILE TYPE	STATUS	REPORT COLUMNS	GENERATED BY	CREATED	EXPIRES	
817700998191_CUSTOM_DOCUMENT	PDF	COMPLETED	downloadReport.null		05/24/2025	06/07/2025	

Section 4 – 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 4 – 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 4 – 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

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

10

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 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

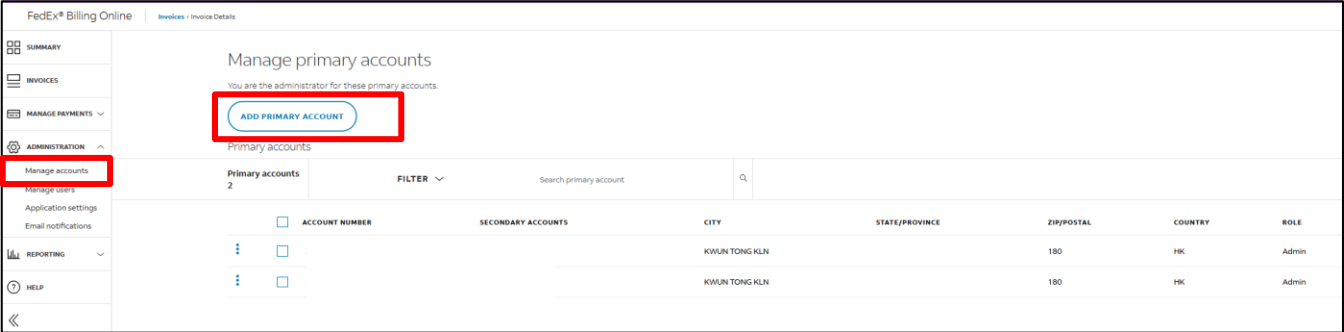
Address correction

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: [text input]
 Nickname this account (optional): [text input]

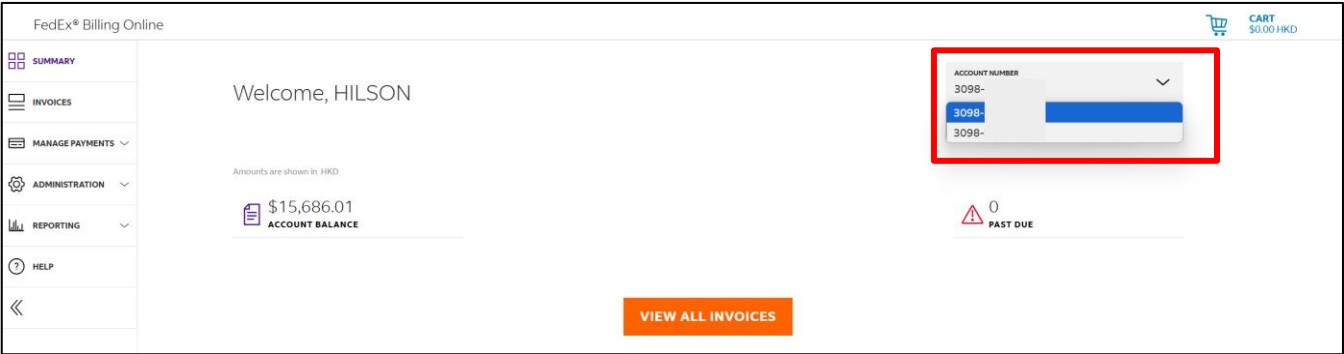
Please provide your billing address

Enter the billing address associated with this account.

Address 1 [text input]
 Address 2 [text input]
 City [text input]
 State [text input]
 Zip/Postal Code [text input]
 Country/Territory [dropdown menu]

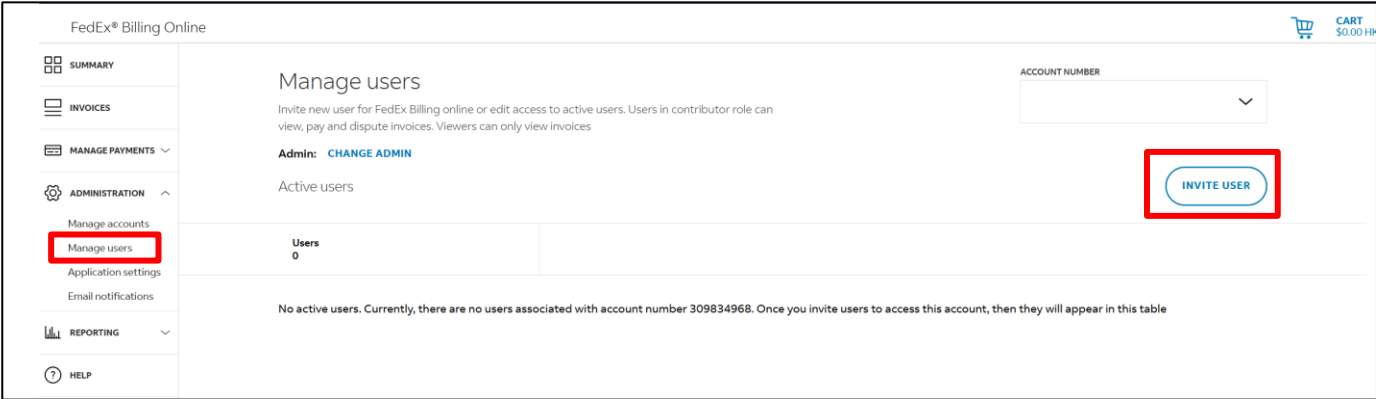
Cancel Continue

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.



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.*

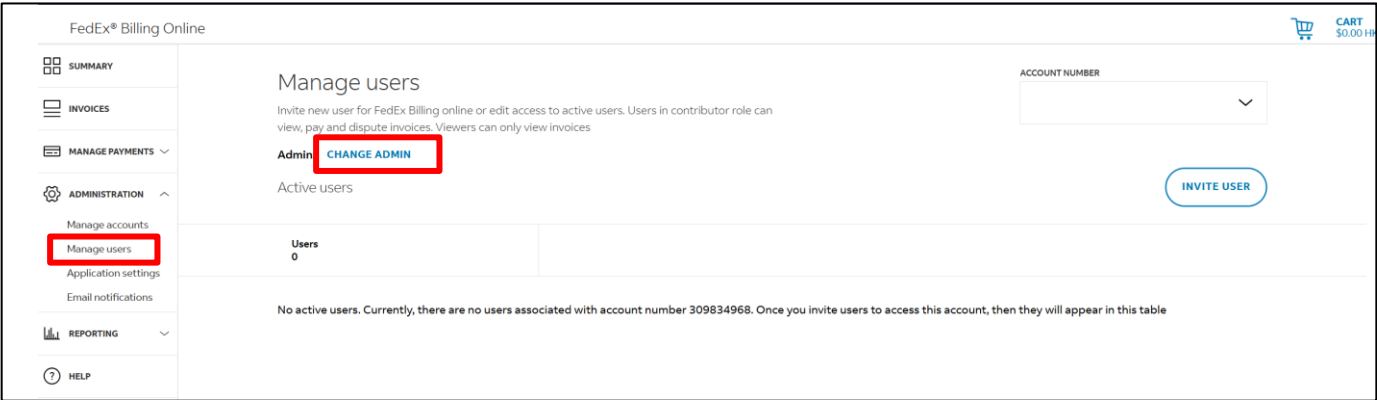
A screenshot of the 'Invite user' form. The title is 'Invite user' with a subtitle: 'Provide some contact information for the user you want to invite to FedEx billing online.' The form contains four required fields: 'First name*', 'Last name*', 'Email*', and 'Role*'. The 'Role*' field is a dropdown menu currently showing 'Select'. At the bottom right, there are two buttons: 'CANCEL' and 'SEND INVITE'. The 'SEND INVITE' button is highlighted with a red box.

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.

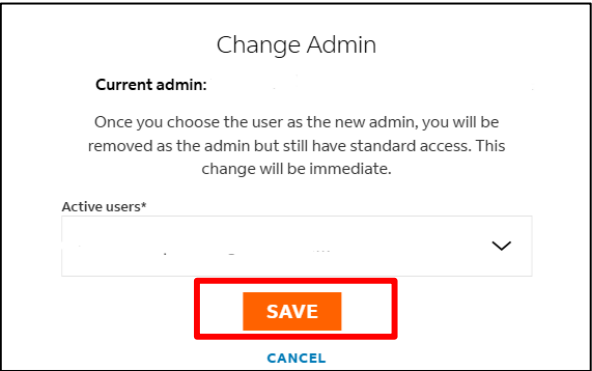
Section 6 –Account Settings and Users

Change Administrator

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

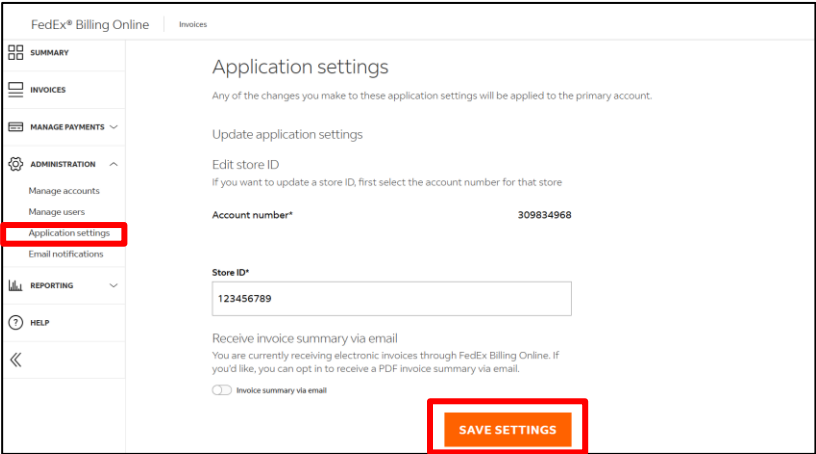


Step 2:
Select one of the active users that you had previously invited and click ‘SAVE’.



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’.