



FedEx® Billing Online

User Guide



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SECTION - 1

1. Introduction to modernized FedEx Billing Online (FBO)

FedEx Billing Online simplifies and streamlines your accounts payable process. From helping ensure accurate cash flow to managing payments and reporting, 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, and it's about to get even better with the new modernized invoicing tool. With flexible ways to view, filter, and use data, you can create your ideal invoicing experience.

All the existing features of legacy FBO is now available in a modernized way in new FBO.

SECTION - 2

2. Features and benefits

Account summary



Provides balance due and past due amounts information for the account.

Invoice table



Provides the list of invoice numbers along with its account numbers and invoice details information in a tabulated format.

Invoice filters & search



Filter and quick search help you to filter and locate the exact invoice number.

Views and columns



Ability to customize the columns and change the views of the invoice table and save the customized views for future.

Payment flow



Seamless flow of payment from adding to pay card and reviewing the pay card items to checkout process.

Managing payments



Helps manage payment profiles, set up autopay and view your scheduled payments and credits.

Administration



Manage primary and secondary accounts and control who can access your accounts.

Reporting



Create and download your invoice/shipment reports to meet business needs.

Disputes



Dispute any invoice/shipment prior to payment and avoid paying extra charges.

SECTION – 3

3. Let's begin!

To log in to the new billing application, follow the below steps:



Step 1.

Go to FedEx home page.
Log in to the [home page](#).



Step 2.

Select FedEx Billing Online.
In the FedEx home page, click **Account** and select online billing.



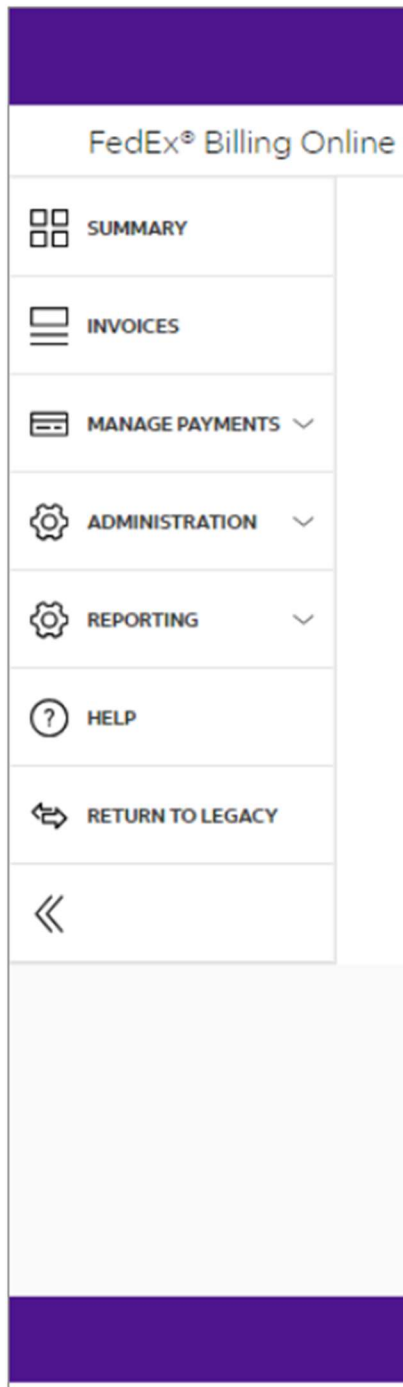
Step 3.

Log in to FedEx Billing Online.
Click **Access FedEx Billing Online** and log in to your FBO account. You will land in the below page.

The screenshot shows the FedEx Billing Online interface. At the top, there's a purple header with the FedEx logo and a 'LOGOUT' link. Below the header, the page title 'FedEx® Billing Online' is displayed. On the left, a sidebar contains navigation links: SUMMARY, INVOICES, MANAGE PAYMENTS, ADMINISTRATION, REPORTING, HELP, and RETURN TO LEGACY. The main content area shows account information: 'Amounts are shown in: USD', '\$38,355.42 ACCOUNT BALANCE', '\$0.00 DISPUTED', and '\$27,246.27 PAST DUE'. A 'VIEW ALL INVOICES' button is prominently displayed. Below this, there's a 'Search' section with instructions: 'Select the criteria and enter the content you'd like to search. This search will take to a specific page or allow you to view multiple results.' It includes a 'Search for*' dropdown menu with 'Select' as the current option and a 'SEARCH' button.

SECTION – 4

4. Short notes on menu



Summary

Here you will get the account number information and the account summary tiles of your balance due, past due, and amount information. Selecting any of these summary tiles will take you to the Invoice page.

Invoices

All the invoices linked to your account number are displayed here in a tabulated format, with the options to further drill down into details. The invoice table is fully customizable which allows you to make decisions of your choice.

Manage payments

Information related to your payments and payment accounts are listed in this section under three categories Scheduled Payments, Payment Profiles, Autopay.

Administration

Helps you to manage primary and secondary accounts, users, application settings, and email notifications.

Reporting

To create and download any reports, view all the downloaded reports, and enable automated settings.

Help

For extra guidance on the tool and new features.

Return to legacy

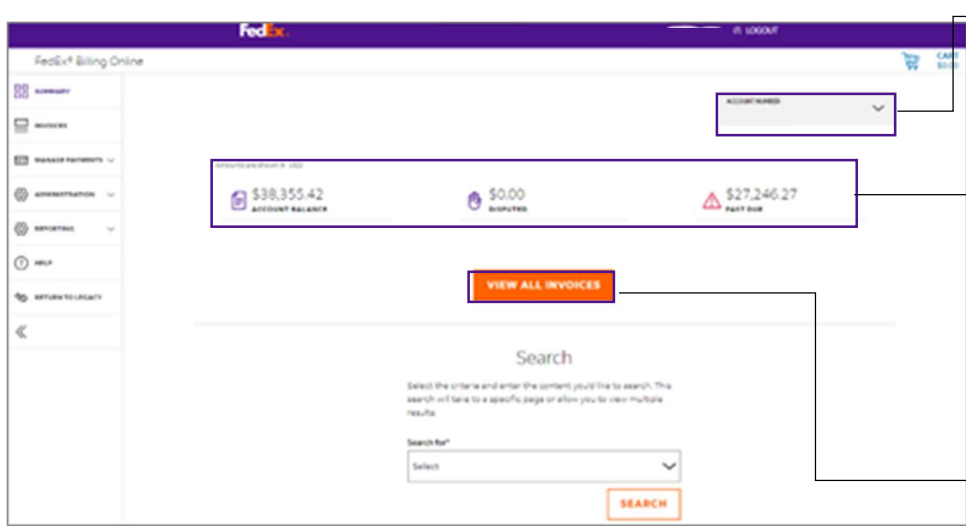
This will take you to the old FBO application.

SECTION – 5

5. Summary

After being directed to the new FBO experience, you will land on the Summary page. In the Summary page, you can view the account number information, balance due amount, and the past due amounts for the selected account number in your currency.

Desktop view:

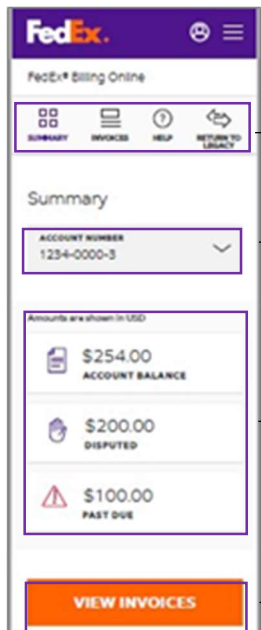


Account number drop-down provides you the list of all the account numbers you have access for.

Account Balance and Past Due are two account summary tiles. Selecting any of these account summary tiles, will direct you to the invoice table filtered with invoices related to the chosen summary tile.

Click **View Invoices** to go to your Invoices page.

Mobile view:



Access to navigation menu.

Account number drop-down provides you the list of all the account numbers you have access for.

Account Balance and Past Due are two account summary tiles. Selecting any of these account summary tiles, will direct you to the invoice table filtered with invoices related to the chosen summary tile.

Click **View Invoices** to go to your Invoices page.

SECTION – 6

6. Invoices

6.1 Invoice table

In the left navigation menu, click **Invoices**, to view the list of all the invoices for the selected account number in a tabulated format.

In the invoices table, you have options to filter your invoice data, edit the columns of invoice table, save your customized view, select default views, or search for any specific invoices.

Desktop view:

The screenshot displays the FedEx Billing Online interface for the 'Invoices' section. At the top, the FedEx logo and navigation menu are visible. The account number 1234-0000-3 is shown. A summary section indicates amounts in USD: \$254.00 ACCOUNT BALANCE, \$200.00 DISPUTED, and \$100.00 PAST DUE. Below this, a table of invoices is presented with columns: INVOICE NUMBER, INVOICE DATE, INVOICE STATUS, PDF STATUS, DUE DATE, CURRENT BALANCE, ORIGINAL AMOUNT DUE, PAYMENT STATUS, PAID, CURRENCY, and ADJUST. The table lists 11 invoices with various statuses like 'Past due', 'In dispute', 'Open', and 'Not supported'. A subtotal section at the bottom of the table shows 'Original amount due' as \$600.00 and 'Current balance' as \$554.00. The footer contains links for 'OUR COMPANY', 'MORE FROM FEDEX', 'LANGUAGE' (set to English), and 'FOLLOW FEDEX'.

INVOICE NUMBER	INVOICE DATE	INVOICE STATUS	PDF STATUS	DUE DATE	CURRENT BALANCE	ORIGINAL AMOUNT DUE	PAYMENT STATUS	PAID	CURRENCY	ADJUST
> 1-345-5323	02/10/2021	Past due	Available	02/28/2021	\$50.00	\$50.00	Pending	\$0.00	USD	\$0.00
> 1-422-1432	03/10/2021	Past due	Available	03/31/2021	\$50.00	\$50.00	Pending	\$0.00	USD	\$0.00
> 4-131-4224	04/10/2021	In dispute	Available	04/30/2021	\$100.00	\$100.00	Pending	\$0.00	USD	\$0.00
> 2-432-1333	05/10/2021	In dispute	Available	05/31/2021	\$100.00	\$100.00	Pending	\$0.00	USD	\$0.00
> 4-345-6745	06/10/2021	Open	Pending	06/30/2021	\$50.00	\$50.00	Pending	\$0.00	USD	\$0.00
> 3-112-1867	07/10/2021	Open	Pending	07/31/2021	\$50.00	\$50.00	Pending	\$0.00	USD	\$0.00
> 8-323-6723	08/10/2021	Open	Pending	08/31/2021	\$50.00	\$50.00	Pending	\$0.00	USD	\$0.00
> 2-333-9875	09/10/2021	Open	Not supported	09/30/2021	\$50.00	\$50.00	Pending	\$0.00	USD	\$0.00
> 4-333-7851	10/10/2021	Open	Not supported	10/31/2021	\$54.00	\$100.00	Pending	\$0.00	USD	\$0.00
> 6-333-7732	11/10/2021	Open	Available	11/30/2021	\$20.00	\$100.00	Pending	\$0.00	USD	\$0.00

Subtotal

Original amount due	\$600.00
Current balance	\$554.00

Mobile view:

The screenshot shows the mobile app interface for FedEx Billing Online. At the top, there's a purple header with the FedEx logo and a user profile icon. Below the header, there's a navigation bar with icons for SUMMARY, INVOICES, HELP, and RETURN TO LEGACY. The main content area is titled 'Invoices'. It features an 'ACCOUNT NUMBER' drop-down menu showing '1234-0000-3'. Below this, there are three summary tiles: 'ACCOUNT BALANCE' (\$254.00), 'DISPUTED' (\$200.00), and 'PAST DUE' (\$100.00). A section for 'All Invoices: 50' includes a search bar labeled 'Search by Invoice number'. The invoice list shows three entries, each with an 'INVOICE NUMBER', 'INVOICE DATE', 'INVOICE STATUS', and a 'VIEW MORE' link. Annotations with arrows point to various elements: the navigation bar, the account number drop-down, the summary tiles, the search bar, and specific invoice details and 'VIEW MORE' links.

Access to navigation menu

Account number drop-down provides you the list of all the account numbers you have access for.

Account Balance and Past Due are two account summary tiles. Selecting any of these account summary tiles, will direct you to the invoice table filtered with invoices related to the chosen summary tile.

You can customize and search the invoices in the invoice table using these filters options.

In the mobile view, the invoices are listed in this manner.

To know more details about the invoices, click the Invoice number.

You can also click **View More** option, to get the details of the invoice.

Invoice table and its elements

This tab allows you to search and customize your invoice table.

Columns of the invoice table.

Clicking the arrow will give you the details of the corresponding invoice number.

To get more details about the invoice, either click Invoice number or Invoice Details.

To download the PDF version of your invoice, click **Show Invoice (PDF)**.

INVOICE NUMBER	INVOICE DATE	INVOICE STATUS	PDF STATUS	DUE DATE	CURRENT BALANCE	ORIGINAL AMOUNT DUE	PAYMENT STATUS	PAID	CURRENCY	ADJUST
1-345-5323	02/10/2021	Past due	Available	02/28/2021	\$50.00	\$50.00	Pending	\$0.00	USD	\$0.00
1-422-1432	03/10/2021	Past due	Available	03/31/2021	\$50.00	\$50.00	Pending	\$0.00	USD	\$0.00
4-131-4224	04/10/2021	In dispute	Available	04/30/2021	\$100.00	\$100.00	Pending	\$0.00	USD	\$0.00
2-432-1333	05/10/2021	In dispute	Available	05/31/2021	\$100.00	\$100.00	Pending	\$0.00	USD	\$0.00

Invoice summary

BILLING INFORMATION

Invoice number: 1-345-5323
 Account number: 1234-0000-3
 Store ID number: 71-123-4567
 FedEx tax ID number: 02/10/2021
 Invoice date: 02/10/2021
 Invoice status: Past due
 Invoice type: Freight
 Due date: 03/10/2021
 Balance due: \$50.00

CHARGE SUMMARY

Express charges
 Special handling charges: \$ 46.39
 Base discount: \$ -21.25
 Transportation charges: \$ 107.51
 Total: \$ 132.65

Ground charges
 Base discount: \$ -20.00
 Transportation charges: \$ 40.00
 Total: \$ 20.00

Other charges
 X other charge: \$ 20.00
 Total: \$ 20.00

Total invoice amount: \$ 172.65
 Total payments and credits: \$ -172.65
TOTAL BALANCE DUE: \$ 0.00

SHOW INVOICE (PDF)

6.2 Invoice table filters and search

Filter - You can customize your invoice table, by clicking **Filters**.

Below is the list of filters available to customize the invoice table:

Filter Elements	Description
Invoice Details	
Account number	Select the account number you wish to see in your invoice table.
Invoice status	Select the invoice status as Open, Past Due, and Closed.
Invoice type	Select the invoice type as Duty Tax, Express, Ground, or Combined.
Payment status	Select the payment status as Scheduled, Submitted, Paid, Pending, Declined or Cancelled.
Payment type	Select the payment type as Pending, Scheduled or Completed.
Currency	Select your local currency from the list of currencies available.
Date	

Due date	Create or select the date range from the list of options available.
Invoice date	Create or select the date range from the list of options available.

FedEx Shipping Tracking Printing Services Locations Support Chris John White

Invoices

ACCOUNT NUMBER 1234-0000-3

Amounts are shown in USD

\$254.00 ACCOUNT BALANCE \$200.00 DISPUTED \$100.00 PAST DUE

All Invoices 20/50 FILTERS EDIT COLUMNS VIEWS

Invoice details

- Account number
- Currency
- Invoice number
- Invoice status
- Invoice type
- Payment status
- Payment type

Invoice status

- ☒ Open
- ☒ Open - in dispute
- ☒ Past due
- ☒ Past due - in dispute
- ☐ Closed
- ☐ Closed - in dispute

APPLY

>	6-333-7732	11/30/2021	Open	Available	11/30/2021	\$20.00	\$100.00	Pending	\$0.00	USD	\$0.00
<p>Subtotal</p> <p>Original amount due \$600.00</p> <p>Current balance \$554.00</p>											

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- Newsroom
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- FedEx Competitive
- Developer Resource Center
- FedEx Logistics

LANGUAGE

United States

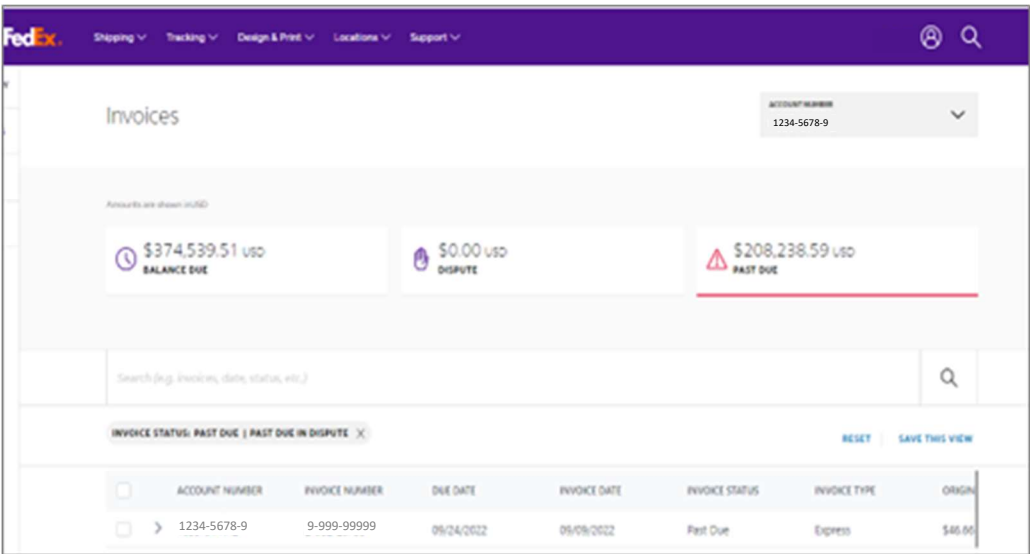
English

FOLLOW FEDEX

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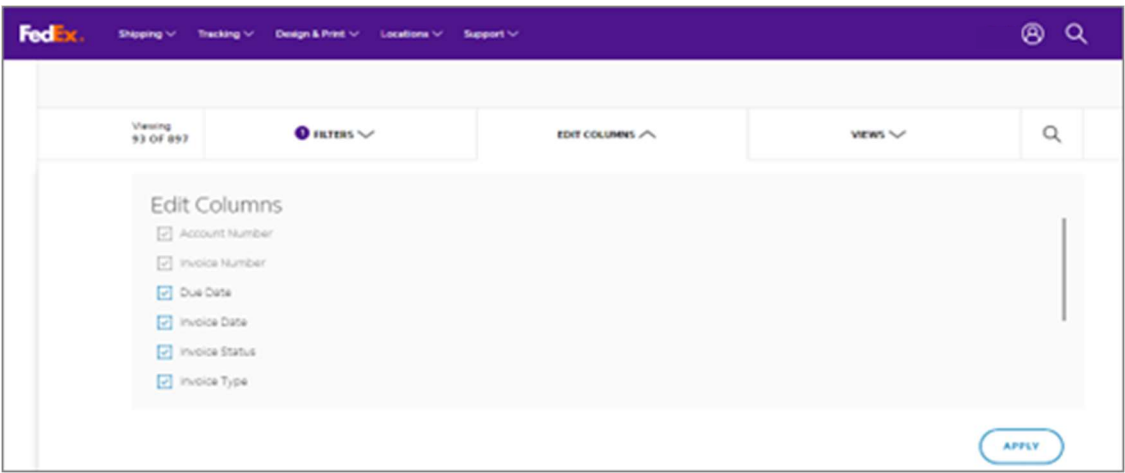
Search – To search any invoice, click the search icon, and enter your invoice number, date, or status of the invoice in the search text box. The invoice table displays the results for the search keyword.



6.3 Edit columns and views

Edit columns – Using the **Edit columns** feature; you can edit the columns available in the invoice table.

- Step 1.** Click the **Edit Columns** drop-down.
- Step 2.** Select/unselect the options you wish to include in your invoice table.
- Step 3.** Click **Apply**.

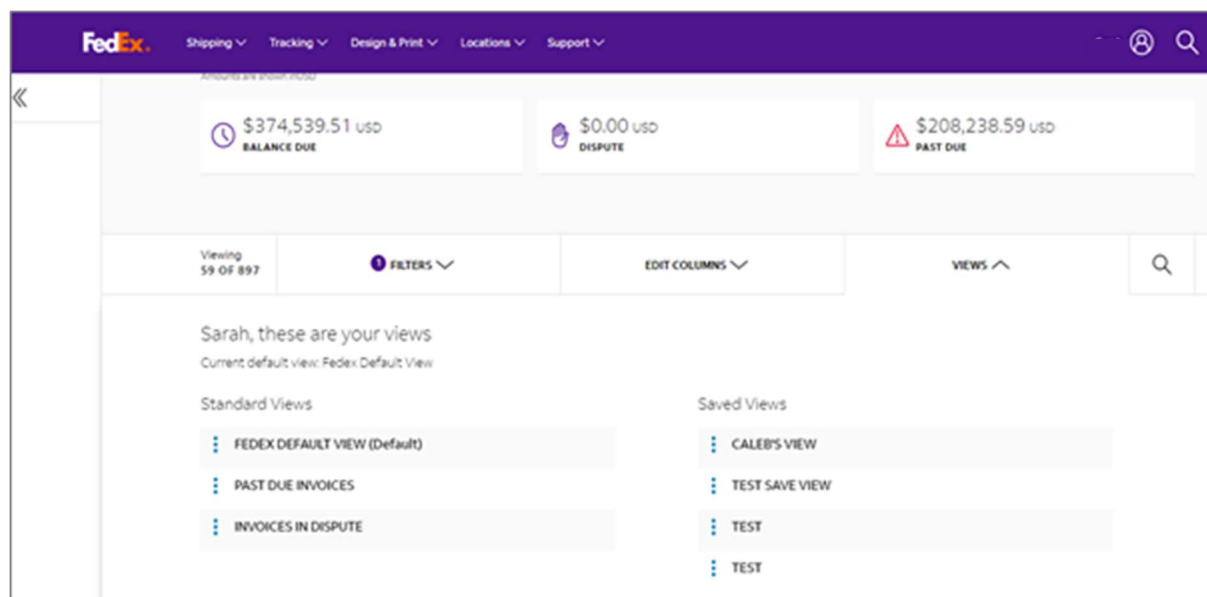


Edit views – In the invoice table, **Views** option is available to edit the view of the invoice table.

Using the Views option, you can filter the invoices you wish to see in your invoice table. By default, there are three standard views available: **FedEx Default View (default)**, **Past Due Invoices**, **Invoices in Dispute**.

To apply these Standard Views to your invoice table, follow the below mentioned steps:

- Step 1.** Click the **Views** drop-down in the invoice table.
- Step 2.** Select the required view, from the list of Standard Views.



You can also create and save new views using the following steps:

- Step 1.** Apply the filters you wish to include in your invoice table.
- Step 2.** Click **Save this View**.
- Step 3.** Enter the name of your view in **Enter View Name** and click **Save Changes**.
- Step 4.** Click the **Views** drop-down to review your saved views.

Amounts are shown USD

\$606,226.36 USD
 BALANCE DUE

\$2,635.19 USD
 DISPUTE

\$440,836.95 USD
 PAST DUE

Viewing 1023 OF 1023 FILTERS ▾ EDIT COLUMNS ▾ VIEWS ▲ 🔍

Sarah, these are your views
Current default view: FedEx Default View

Standard Views

- FEDEX DEFAULT VIEW (Default)
- PAST DUE INVOICES
- INVOICES IN DISPUTE

Saved Views

- OPEN & PAST DUES
 - Set as default
 - Rename
 - Delete
- TEST

11/21/2022	Open	Ground	\$4,362.20	\$4,362.20	USD
11/21/2022	Open	Freight	\$23,548.27	\$23,548.27	USD

To set your Standard Views as your default view, click the three dots on the left side of the corresponding Standard View and select **Set as default**.

Amounts are shown USD

\$606,226.36 USD
 BALANCE DUE

\$2,635.19 USD
 DISPUTE

\$440,836.95 USD
 PAST DUE

Viewing 1023 OF 1023 FILTERS ▾ EDIT COLUMNS ▾ VIEWS ▲ 🔍

Sarah, these are your views
Current default view: FedEx Default View

Standard Views

- FEDEX DEFAULT VIEW (Default)
 - Set as default
- PAST DUE INVOICES
- INVOICES IN DISPUTE

Saved Views

- OPEN & PAST DUES
- PAST DUE 0-15
- CALEB VIEW TEST

11/21/2022	Open	Ground	\$4,362.20	\$4,362.20	USD
------------	------	--------	------------	------------	-----

7. Invoice details

To get more details about your invoices, click the Invoice number or Invoice Details.

All Invoices30/90

FILTERS

EDIT COLUMNS

VIEWS

INVOICE NUMBER	INVOICE DATE	INVOICE STATUS	PDF STATUS	DUE DATE	CURRENT BALANCE	ORIGINAL AMOUNT DUE	PAYMENT STATUS	PAID	CURRENCY	ACTION
1-345-5323	33/10/2021	Paid due	Available	03/06/2021	\$50.00	\$50.00	Pending	\$0.00	USD	More

Invoice summary

BILLING INFORMATION

Invoice number

Account number

Store ID number

PayEx tax ID number

Invoice date

Invoice status

Invoice type

Due date

Balance due

1-345-5323

1234-0000-3

Store ID number

PayEx tax ID number

03/10/2021

Paid due

Freight

03/10/2021

\$50.00

CHARGE SUMMARY

Express charges

Special handling charges

Base discount

Transportation charges

Total

Ground charges

Base discount

Transportation charges

Total

Other charges

X other charge

Total

Total invoice amount

Total payments and credits

TOTAL BALANCE DUE

\$ 46.39

\$ -21.25

\$ 107.51

\$ 132.65

\$ -20.00

\$ 40.00

\$ 30.00

\$ 30.00

\$ 30.00

\$ 172.65

\$ -172.65

\$ 0.00

SHOW INVOICE (PDF)

Then, you will get the Invoice details page.

In the Invoice details page, there are five parameters: Invoice Details, Shipments, Payments and charges, Historical references, and Messages.

Invoice Details provides information about the Invoice number, Account number, ID numbers, Invoice date, Invoice due date, Invoice status, Invoice balance, Customer information, and other charges.

[Tracking](#)
[Printing Service](#)
[Locations](#)
[Support](#)
[Order your FedEx](#)

[Home](#) > [Invoice details](#)

INVOICE DETAILS

Invoice 4-345-6745

Invoice

10 of 10

Account number 123456789

BILLING INFORMATION

Invoice number	4-345-6745
Account number	123456789
From Number	000000
Public Key ID number	31-423-4342
Invoice date	05/10/2001
Invoice status	Closed
Invoice type	Flight
Due date	06/10/2001
Balance due	\$0.00

CHARGE SUMMARY

Special handling charges	\$40.00
Resealment	\$10.00
Resignation charges	\$140.00
Total express charges	\$190.00
Total ground charges	\$0.00
Total other charges	\$0.00
Total invoice charges	\$190.00
Total payments and credits	\$190.00
Total balance due	\$0.00

CUSTOMER INFORMATION

Mr. John (last name)	
0000 (last industry ID)	
0000000000 (last 10 digits of phone number)	
Repeat agent for Express/overnight shipping	
SWT	
123456	
SWT	

Payment Summary

CHARGES DUE TO SHIPPER	
Standard charges	\$0.00
Discounts	\$0.00
Additional charges	\$0.00
Taxes	\$0.00
Subtotal	\$0.00

CHARGES DUE TO CONSIGNEE	
Standard charges	\$0.00
Discounts	\$0.00
Additional charges	\$0.00
Taxes	\$0.00
Subtotal	\$0.00

CHARGES DUE TO THIRD PARTY	
Standard charges	\$0.00
Discounts	\$0.00
Additional charges	\$0.00
Taxes	\$0.00
Subtotal	\$0.00

[Download Invoice \(PDF\)](#)

To get the PDF format of your invoice details click **Show Invoice (PDF)**.

Shipments table provides detail about the Tracking ID, Date, Type of service, Product group, Reference number, Type of view, Invoice status, Meter value, Total billed, and Balance due.

Shipments									
30	FILTERS		EDIT COLUMNS		VIEWS				
TRACKING ID	DATE	TYPE	PRODUCT GROUP	REFERENCE	PAYOR	STATUS	METER	TOTAL BILLED	BALANCE DUE
7794342618	09/30/2021	Ground	MPS	PO#H45383-0	Shipper	Closed	987501286	\$0.00	\$0.00
284138421077	09/27/2021	Ground	MWT	PO-01109087	Shipper	Closed	420749610	\$0.00	\$0.00
774880606984	10/06/2021	Ground	MWT	DMR8Q40	Shipper	Closed	091755025	\$0.00	\$0.00
696477488960	10/07/2021	Express	MPS	No Reference	Shipper	Closed	106376398	\$0.00	\$0.00
889477488984	10/08/2021	Express	MWT	PO-02876018	Shipper	Closed	198429608	\$0.00	\$0.00
139428421077	10/11/2021	Express	MPS	PO-8981087	Shipper	Closed	458376098	\$0.00	\$0.00
498720964916	10/14/2021	Ground	MWT	DMR8Q73	Shipper	Closed	875003854	\$0.00	\$0.00
964348872016	10/22/2021	Express	MWT	PO-00182876	Shipper	Closed	129340561	\$0.00	\$0.00
081781755164	10/29/2021	Ground	MWT	PO#H45383-0	Shipper	Closed	987501286	\$0.00	\$0.00

Payments and charges table provides detail about Transaction history, Merchandise sale details, Miscellaneous charges, and Other miscellaneous charges of the invoice.

Payments and charges	
Transaction history	⌵
Merchandise sale details	⌵
Miscellaneous charges	⌵
Other miscellaneous charges	⌵

Historical reference provides detail on any changes made in the account information.

Historical reference	
Address correction	⌵
Approval and comments history	⌵

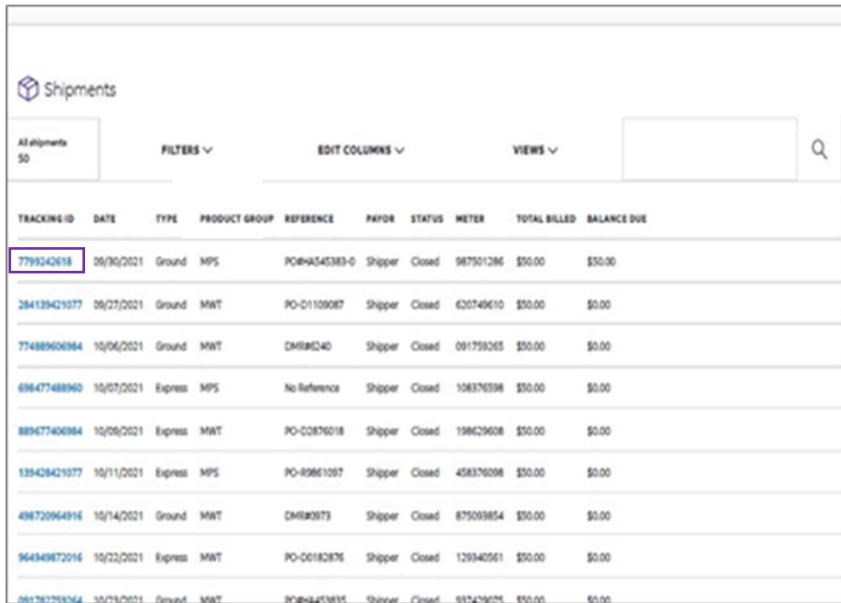
Messages includes information and messages specific to your invoice.

Messages	
Messages	⌵
Shipments included in this invoice received an earned discount. If you would like to know how it was calculated, please go to the following URL: https://www.fedex.com/EarnedDiscounts/ .	
Other discounts may apply.	
To pay your FedEx invoice, please go to www.fedex.com/payment . Thank you for using FedEx.	

SECTION - 8

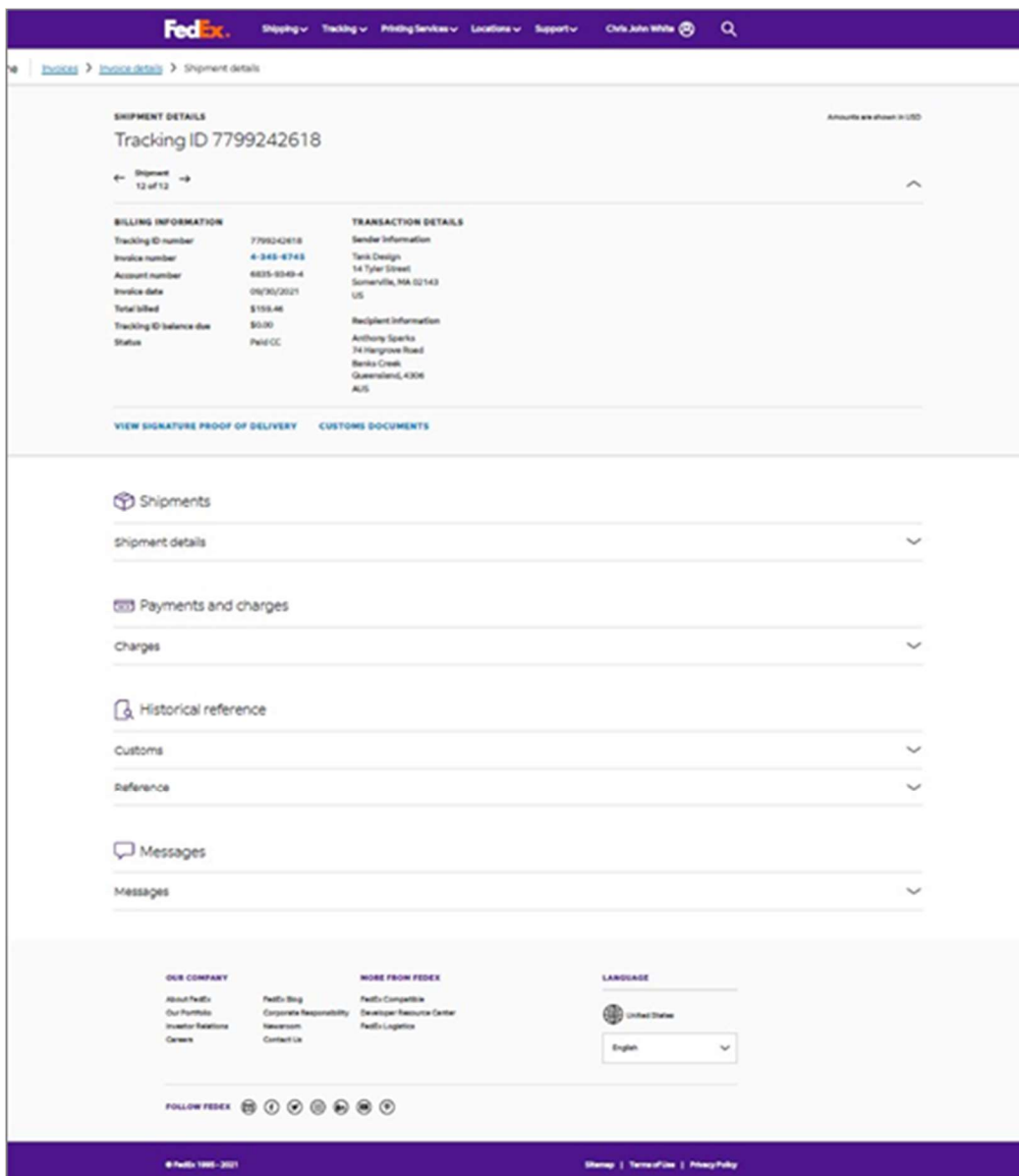
8. Shipment details

To get more information about the Shipment details, in the shipment table click the Tracking ID.




TRACKING ID	DATE	TYPE	PRODUCT GROUP	REFERENCE	PAYOR	STATUS	METER	TOTAL BILLED	BALANCE DUE
7795242616	08/30/2021	Ground	MPS	PO#94545383-0	Shipper	Closed	987501286	\$50.00	\$50.00
284139421077	08/27/2021	Ground	MWT	PO-C1109087	Shipper	Closed	620749610	\$50.00	\$0.00
774889606364	10/06/2021	Ground	MWT	CMR80240	Shipper	Closed	091759265	\$50.00	\$0.00
698477488960	10/07/2021	Express	MPS	No Reference	Shipper	Closed	108376038	\$50.00	\$0.00
889677406364	10/08/2021	Express	MWT	PO-C2876018	Shipper	Closed	198629608	\$50.00	\$0.00
139428421077	10/11/2021	Express	MPS	PO-89861087	Shipper	Closed	458376098	\$50.00	\$0.00
498720964916	10/14/2021	Ground	MWT	CMR80973	Shipper	Closed	875093854	\$50.00	\$0.00
964349872016	10/22/2021	Express	MWT	PO-C0182876	Shipper	Closed	129340561	\$50.00	\$0.00
0817877513564	10/13/2021	Ground	MWT	PO#84213815	Shipper	Closed	937479075	\$50.00	\$0.00

On clicking the Tracking ID, the Shipment details page is displayed.



In the Shipment details page, there are four parameters: Shipments, Payments and charges, Historical references, and Messages.


Shipments provide details about the Ship date, Tendered date, Payment type, Service type, Zone, Package type, Actual weight, rated weight, Pieces, Rated method, Meter number, Declared value, Delivery date and time, Service zip code, and Name of signer.


Shipments

Shipment details

Ship date	08/22/2022
Tendered date	08/22/2022
Payment type	Shipper
Service type	FedEx 2Day
Zone	05
Package type	Customer Packaging
Actual weight	1lbs
Rated weight	5lbs
Pieces	1
Rated method	1
Meter number	359682
Declared value	
Delivery date and time	
Service zip code	A1
Name of signer	


Payments and charges provide details about Transportation Charge, Discounts, Hold for Pickup, and Fuel Surcharge.


Payments and charges

Charges

CHARGES	
Transportation Charge	\$40.94
Discount	-\$25.97
Earned Discount	-\$3.89
Hold for Pickup	\$0.00
Fuel Surcharge	\$0.00
Total	

Historical reference provides details about customs and references.


Historical Reference

Customs

Entry Date
Entry Number
Declared Value
Customs Value

Reference

ORIGINAL REFERENCE	UPDATED REFERENCE	COST ALLOCATION REFERENCE
Original Customer Reference	Original Customer Reference	Cost allocation
Purchase order number	Purchase order number	Shipment Notes
Reference #3	Reference #3	
Department number	Department number	

Messages includes information and messages related to your shipments.


Messages

Messages

The Earned Discount for this ship date has been calculated based on a revenue threshold of 22626911.29 %F2

1st attempt Aug 31, 2022 at 03:07 PM.

We calculated your charges based on a dimensional weight of 139 %F2 using a dimensional factor of %F3

Distance Based Pricing, Zone 5

SECTION - 9

9. Payment reference

In the Payments and charges table, click the Reference ID.

Payments and charges							
Transaction history							
ACTIVITY	TRANSACTION DATE	TRANSACTION AMOUNT	CURRENCY	TRACKING/TRANSACTION ID	REFERENCE ID	STATUS	ORIGINAL
PAYMENT	10/21/2022	\$278,781.78	USD	999999999	99999999	Scheduled	

Then, you will get the Payment reference page, in the Payment reference page you will get the detailed information about your payments.

PAYMENT REFERENCE						
99999999						
PAYMENT DETAILS						
Payment Method		CHK				
Payment Date		2022-10-21T21:13:19Z				
Payments						
ACCOUNT NUMBER	INVOICE NUMBER	INVOICE DATE	DUE DATE	TRACKING/TRANSACTION ID	TRANSACTION AMOUNT	STATUS
				999999999	\$46.66	Scheduled
				999999999	\$1,409.38	Scheduled
1234-5678-9	9-999-99999	09/08/2022	09/23/2022	999999999	\$9,493.42	Scheduled
1234-5678-9	9-999-99999	09/08/2022	09/23/2022	999999999	\$14.69	Scheduled
1234-5678-9	9-999-99999	09/08/2022	09/23/2022	999999999	\$1,362.94	Scheduled
1234-5678-9	9-999-99999	09/07/2022	09/22/2022	999999999	\$26.16	Scheduled
1234-5678-9	9-999-99999	09/06/2022	09/21/2022	999999999	\$4,281.75	Scheduled
SUBTOTAL						
Payment Cart Total		\$278,781.78				

SECTION - 10

10. Signature proof of delivery

To get the detailed information about the tracking details and proof of delivery in the PDF format, click **View Signature Proof of Delivery** under Shipment details page.

SHIPMENT DETAILS Amounts are shown in USD

Tracking ID 7799242618

← Shipment 12 of 12 →

BILLING INFORMATION		TRANSACTION DETAILS
Tracking ID number	7799242618	Sender information
Invoice number	4-345-6745	Tank Design
Account number	1234-0000-3	14 Tyler Street
Invoice date	09/30/2022	Somerville, MA 02143
Total billed	\$254.00	US
Tracking ID balance due	\$0.00	Recipient information
Status	Paid CC	Anthony Sparks
		74 Hargrove Road
		Banks Creek
		Queensland, 4306
		AUS

[VIEW SIGNATURE PROOF OF DELIVERY](#) [CUSTOMS DOCUMENTS](#) [DISPUTE SHIPMENT](#) [ADD TO CART](#)

Then, you will get the FedEx Tracking page. To view the Proof of delivery in PDF format, click **View PDF**.

← FedEx® Tracking Track Another Shipment Help

Obtain proof of delivery

For a detailed proof of delivery, enter the 9-digit shipper or payer FedEx account number associated with this shipment.

ACCOUNT NUMBER (OPTIONAL)

[VIEW PDF](#)

On clicking the **View PDF**, you will get the signature proof of delivery document in PDF format.

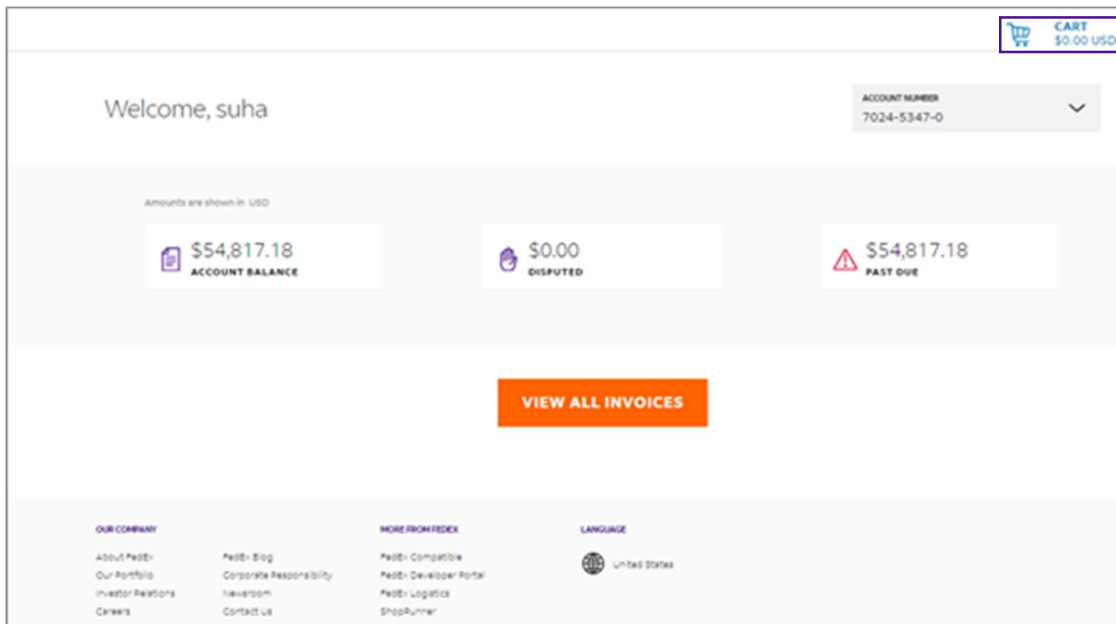
To view the complete tracking details of the shipments, click ← FedEx® Tracking. Then you will get the FedEx® Tracking page.

SECTION – 11

11. Pay cart

Pay cart allows you to add invoices or shipments of the invoice to your pay cart and make payments for the selected pay cart items or schedule the payments for future date. Pay cart items can only be selected for a pay cart at the invoice or shipment level.

NOTE: Pay cart functionality is not available for users with view-only access.




11. 1 Adding invoices/shipments to pay cart

To add invoices to pay cart, in the Summary page select any of the account summary tiles or click **View all Invoices** option to go to the Invoices page.

Only the invoices with invoice status as Past Due and Open can be added to pay cart. Disputed invoices cannot be added to pay cart until the dispute is resolved and closed invoices cannot be added to pay cart as the payment is already completed for those invoices.

In the Invoices page, invoices or shipments can be added to pay cart in multiple ways.

To add invoices to pay cart directly from the invoice table:

- Step 1.** In the invoice table, select the invoices for which you wish to make payment by clicking checkbox  of the respective invoice number.
- Step 2.** Once it is selected, **Add to Cart** option will be enabled, click **Add to Cart**.

Invoices

ACCOUNT NUMBER
7024-5347-0

Amounts are shown in USD

\$54,817.18
ACCOUNT BALANCE

\$0.00
DISPUTED

\$54,817.18
PAST DUE

Viewing 151 OF 151

FILTERS

EDIT COLUMNS

VIEWS

INVOICE STATUS: OPEN X INVOICE STATUS: OPEN IN DISPUTE X +2 FILTERS +

2 Selected ADD TO CART

	ACCOUNT NUMBER	INVOICE NUMBER	DUE DATE	INVOICE DATE	INVOICE STATUS	PDF STATUS	INVOICE TYPE	ORIGINAL AMOUNT DUE
<input checked="" type="checkbox"/>	> 7024-5347-0	3-311-66559	08/24/2023	08/09/2023	Past Due	Available	Transportation	\$356.21
<input checked="" type="checkbox"/>	> 7024-5347-0	3-311-66576	08/24/2023	08/09/2023	Past Due	Available	Transportation	\$290.80
<input type="checkbox"/>	> 7024-5347-0	3-311-66558	08/24/2023	08/09/2023	Past Due	Available	Transportation	\$290.80

To add invoices to pay cart in the invoice summary expanded view:

- Step 1.** In the invoice table, expand any invoice for which you wish to make payment by clicking the caret arrow icon of the respective invoice number.
- Step 2.** Scroll down through the invoice summary information and click **Add to Cart**.

Viewing 7 OF 7

FILTERS

EDIT COLUMNS

VIEWS

INVOICE 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
<input type="checkbox"/>	6093-9845-0	7-164-58779	08/24/2023	08/09/2023	Past Due

Invoice Summary

BILLING INFORMATION		CHARGE SUMMARY	
Invoice number	7-164-58779	Total express charges	\$0.00
Account number	6093-9845-0	Transportation charges	\$63.12
Store ID number		Other Handling Charges	\$74.94
FedEx tax ID number	71-0427007	Total ground charges	\$138.06
Invoice date	08/09/2023	Total late fee charges	\$0.00
Invoice due date	08/24/2023	Total other charges	\$0.00
Invoice status	Past Due	Total invoice Amount	\$138.06
Invoice balance	\$138.06	Total Payments and Credits	\$0.00
		Total balance due	\$138.06

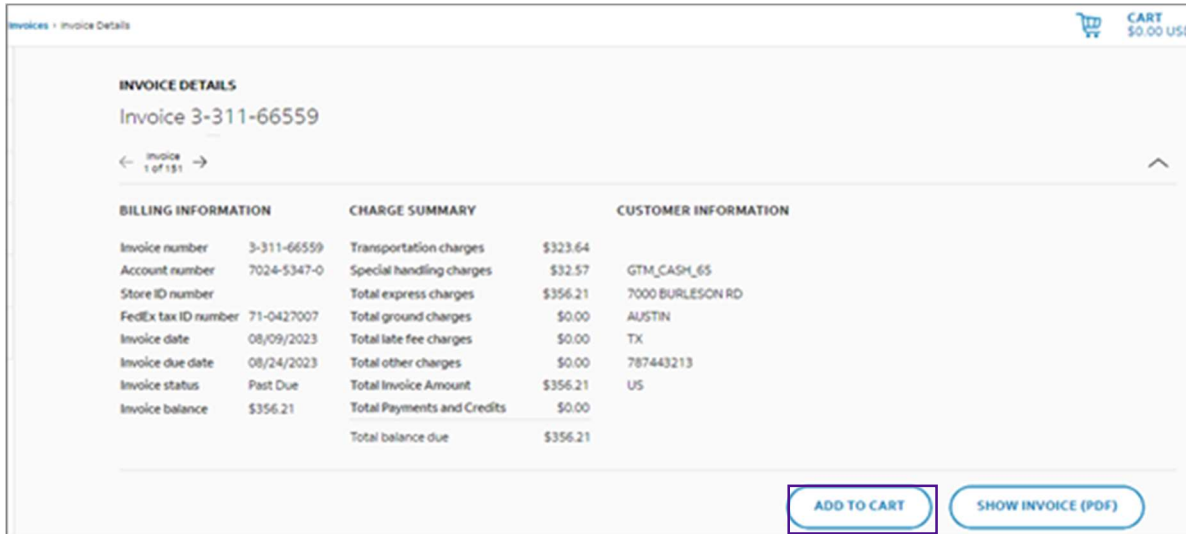
INVOICE DETAILS

ADD TO CART

SHOW INVOICE (PDF)

To add invoices to pay cart in the Invoice details page:

- Step 1.** In the invoice table, click the invoice number for which you wish to make payment.
- Step 2.** You will get the Invoice details page, here click **Add to Cart**.



INVOICE DETAILS
Invoice 3-311-66559

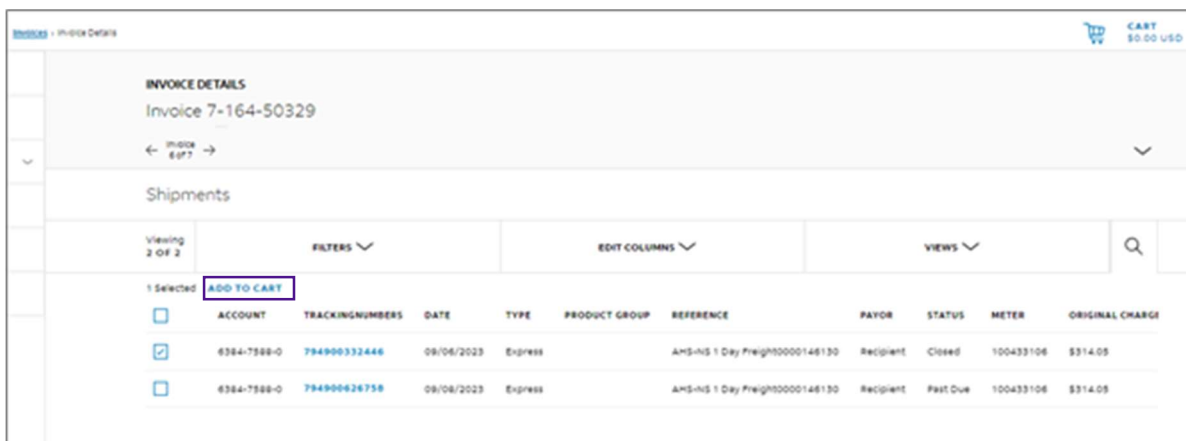
← Invoice 1 of 151 →

BILLING INFORMATION		CHARGE SUMMARY		CUSTOMER INFORMATION	
Invoice number	3-311-66559	Transportation charges	\$323.64		
Account number	7024-5347-0	Special handling charges	\$32.57	GTM_CASH_65	
Store ID number		Total express charges	\$356.21	7000 BURLESON RD	
FedEx tax ID number	71-0427007	Total ground charges	\$0.00	AUSTIN	
Invoice date	08/09/2023	Total late fee charges	\$0.00	TX	
Invoice due date	08/24/2023	Total other charges	\$0.00	787443213	
Invoice status	Past Due	Total Invoice Amount	\$356.21	US	
Invoice balance	\$356.21	Total Payments and Credits	\$0.00		
		Total balance due	\$356.21		

ADD TO CART **SHOW INVOICE (PDF)**

To add any specific shipments of a invoice to pay cart in the Invoice details page:

- Step 1.** In the invoice table, click the invoice number from which you wish to select the shipments for payment.
- Step 2.** The Invoice details page is displayed, in the Invoice details page, scroll down through the Shipments module.
- Step 3.** In the Shipments module, select any shipments for which you wish to make payment by clicking checkbox ☒ of the respective shipment number.
- Step 4.** Once it is selected, **Add to Cart** option will be enabled, click **Add to Cart**.



INVOICE DETAILS
Invoice 7-164-50329

← Invoice 6 of 7 →

Shipments

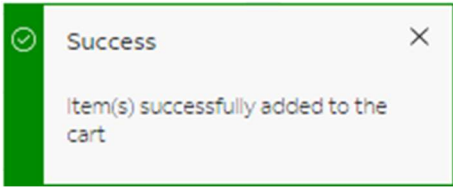
Viewing 2 of 2 **FILTERS** **EDIT COLUMNS** **VIEWS** **Q**


1 Selected **ADD TO CART**

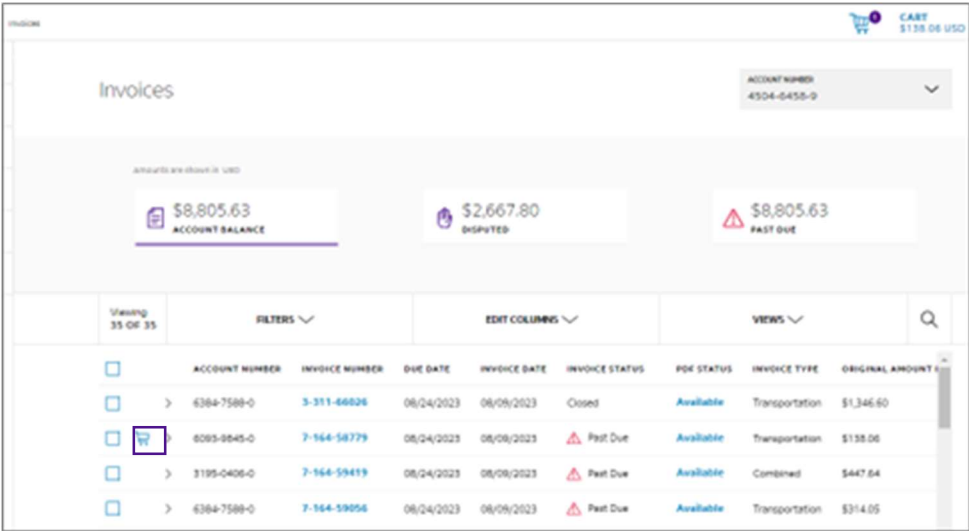
	ACCOUNT	TRACKING NUMBERS	DATE	TYPE	PRODUCT GROUP	REFERENCE	PAYOR	STATUS	METER	ORIGINAL CHARGE
<input checked="" type="checkbox"/>	6384-7588-0	794900332446	08/06/2023	Express		AMS-NIS 1 Day Freight0000146130	Recipient	Closed	100433106	\$314.05
<input type="checkbox"/>	6384-7588-0	794900426758	08/08/2023	Express		AMS-NIS 1 Day Freight0000146130	Recipient	Past Due	100433106	\$314.05

The selected invoices and shipments will be created as a new pay cart. If there are already any invoices in the pay cart, clicking add to cart option will add the invoice or shipment to the existing pay cart.

Once the invoices or shipments are added successfully to the pay cart, you will get the below message.



Once the invoices are added to the pay cart, you can view the shopping icon next to the checkbox  of the respective invoice number and the payment status will be updated as Added to cart.

A screenshot of the 'Invoices' page in a web application. At the top, there's a header with 'Invoices' and a dropdown for 'ACCOUNT NUMBER' showing '4504-6455-9'. Below this, three summary cards show: 'ACCOUNT BALANCE' of \$8,805.63, 'DISPUTED' amount of \$2,667.80, and 'PAST DUE' amount of \$8,805.63. A table below lists invoices with columns: ACCOUNT NUMBER, INVOICE NUMBER, DUE DATE, INVOICE DATE, INVOICE STATUS, PDE STATUS, INVOICE TYPE, and ORIGINAL AMOUNT. The second row is highlighted, and its checkbox has a shopping icon. The table has 5 rows of data.

	ACCOUNT NUMBER	INVOICE NUMBER	DUE DATE	INVOICE DATE	INVOICE STATUS	PDE STATUS	INVOICE TYPE	ORIGINAL AMOUNT
<input type="checkbox"/>	> 6384-7588-0	3-311-66626	06/24/2023	06/09/2023	Closed	Available	Transportation	\$1,346.60
<input checked="" type="checkbox"/>	> 6093-9845-0	7-164-18779	06/24/2023	06/09/2023	Past Due	Available	Transportation	\$135.06
<input type="checkbox"/>	> 3195-0406-0	7-164-59419	06/24/2023	06/09/2023	Past Due	Available	Combined	\$447.64
<input type="checkbox"/>	> 6384-7588-0	7-164-59056	06/24/2023	06/09/2023	Past Due	Available	Transportation	\$314.05

Error messages

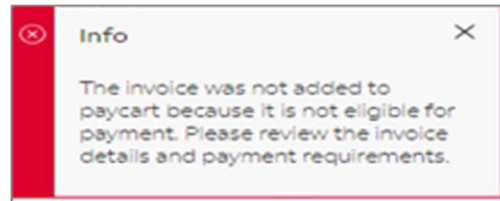
Scenarios

When you add any closed invoices, or invoices submitted for payment, or invoices scheduled for payment to pay cart, the below error message is displayed.

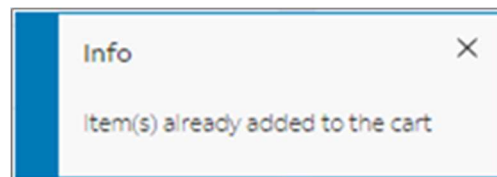
Error message



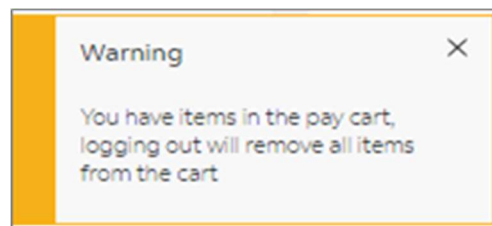
When you add any disputed invoices to pay cart, the below error message is displayed.



When you add any invoices or shipments which is already in pay cart, the below error message is displayed.



When you try to log out with the items in the pay cart and not submitted for payment, the below error message is displayed.



11.2 Review pay cart items

After adding invoices and/or shipments to the pay cart, to review the pay cart items, click the shopping icon or cart on the top right corner.

INVOICES

CART 2 \$647.01 USD

Invoices

ACCOUNT NUMBER 7024-5347-0

Amounts are shown in USD

\$54,817.18
ACCOUNT BALANCE

\$0.00
DISPUTED

\$54,817.18
PAST DUE

Viewing 151 OF 151 FILTERS EDIT COLUMNS VIEWS

INVOICE STATUS: OPEN INVOICE STATUS: OPEN IN DISPUTE +2 FILTERS RESET SAVE THIS VIEW

	ACCOUNT NUMBER	INVOICE NUMBER	DUE DATE	INVOICE DATE	INVOICE STATUS	PDF STATUS	INVOICE TYPE	ORIGINAL AMOUNT DUE
<input type="checkbox"/>	7024-5347-0	3-311-66559	08/24/2023	08/09/2023	Past Due	Available	Transportation	\$356.21
<input type="checkbox"/>	7024-5347-0	3-311-66576	08/24/2023	08/09/2023	Past Due	Available	Transportation	\$290.80
<input type="checkbox"/>	7024-5347-0	3-311-66558	08/24/2023	08/09/2023	Past Due	Available	Transportation	\$290.80

Clicking the shopping icon or the cart will display the total number of items added to the pay cart along with its details.

INVOICES > Cart

CART 2 \$647.01 USD

Cart

Total (2 Items) \$647.01

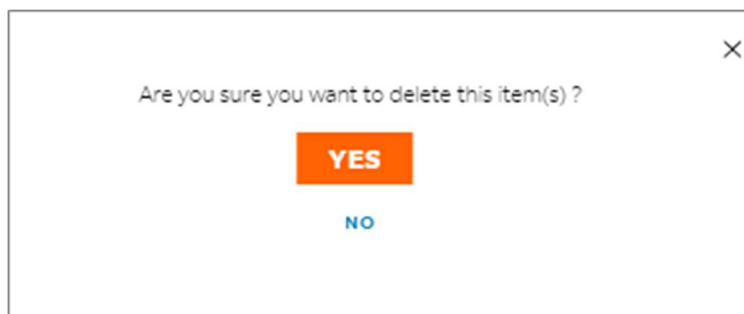
ACCOUNT NUMBER 7024-5347-0

ACCOUNT NUMBER	INVOICE NUMBER	TRACKING ID	INVOICE DATE	CURRENCY	DUE DATE	CURRENT BALANCE	
7024-5347-0	3-311-66559		08/09/2023	USD	08/24/2023	\$356.21	
7024-5347-0	3-311-66576		08/09/2023	USD	08/24/2023	\$290.80	

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 100 101 102 103 104 105 106 107 108 109 110 111 112 113 114 115 116 117 118 119 120 121 122 123 124 125 126 127 128 129 130 131 132 133 134 135 136 137 138 139 140 141 142 143 144 145 146 147 148 149 150 151 152 153 154 155 156 157 158 159 160 161 162 163 164 165 166 167 168 169 170 171 172 173 174 175 176 177 178 179 180 181 182 183 184 185 186 187 188 189 190 191 192 193 194 195 196 197 198 199 200 201 202 203 204 205 206 207 208 209 210 211 212 213 214 215 216 217 218 219 220 221 222 223 224 225 226 227 228 229 230 231 232 233 234 235 236 237 238 239 240 241 242 243 244 245 246 247 248 249 250 251 252 253 254 255 256 257 258 259 260 261 262 263 264 265 266 267 268 269 270 271 272 273 274 275 276 277 278 279 280 281 282 283 284 285 286 287 288 289 290 291 292 293 294 295 296 297 298 299 300 301 302 303 304 305 306 307 308 309 310 311 312 313 314 315 316 317 318 319 320 321 322 323 324 325 326 327 328 329 330 331 332 333 334 335 336 337 338 339 340 341 342 343 344 345 346 347 348 349 350 351 352 353 354 355 356 357 358 359 360 361 362 363 364 365 366 367 368 369 370 371 372 373 374 375 376 377 378 379 380 381 382 383 384 385 386 387 388 389 390 391 392 393 394 395 396 397 398 399 400 401 402 403 404 405 406 407 408 409 410 411 412 413 414 415 416 417 418 419 420 421 422 423 424 425 426 427 428 429 430 431 432 433 434 435 436 437 438 439 440 441 442 443 444 445 446 447 448 449 450 451 452 453 454 455 456 457 458 459 460 461 462 463 464 465 466 467 468 469 470 471 472 473 474 475 476 477 478 479 480 481 482 483 484 485 486 487 488 489 490 491 492 493 494 495 496 497 498 499 500 501 502 503 504 505 506 507 508 509 510 511 512 513 514 515 516 517 518 519 520 521 522 523 524 525 526 527 528 529 530 531 532 533 534 535 536 537 538 539 540 541 542 543 544 545 546 547 548 549 550 551 552 553 554 555 556 557 558 559 560 561 562 563 564 565 566 567 568 569 570 571 572 573 574 575 576 577 578 579 580 581 582 583 584 585 586 587 588 589 590 591 592 593 594 595 596 597 598 599 600 601 602 603 604 605 606 607 608 609 610 611 612 613 614 615 616 617 618 619 620 621 622 623 624 625 626 627 628 629 630 631 632 633 634 635 636 637 638 639 640 641 642 643 644 645 646 647 648 649 650 651 652 653 654 655 656 657 658 659 660 661 662 663 664 665 666 667 668 669 670 671 672 673 674 675 676 677 678 679 680 681 682 683 684 685 686 687 688 689 690 691 692 693 694 695 696 697 698 699 700 701 702 703 704 705 706 707 708 709 710 711 712 713 714 715 716 717 718 719 720 721 722 723 724 725 726 727 728 729 730 731 732 733 734 735 736 737 738 739 740 741 742 743 744 745 746 747 748 749 750 751 752 753 754 755 756 757 758 759 760 761 762 763 764 765 766 767 768 769 770 771 772 773 774 775 776 777 778 779 780 781 782 783 784 785 786 787 788 789 790 791 792 793 794 795 796 797 798 799 800 801 802 803 804 805 806 807 808 809 810 811 812 813 814 815 816 817 818 819 820 821 822 823 824 825 826 827 828 829 830 831 832 833 834 835 836 837 838 839 840 841 842 843 844 845 846 847 848 849 850 851 852 853 854 855 856 857 858 859 860 861 862 863 864 865 866 867 868 869 870 871 872 873 874 875 876 877 878 879 880 881 882 883 884 885 886 887 888 889 890 891 892 893 894 895 896 897 898 899 900 901 902 903 904 905 906 907 908 909 910 911 912 913 914 915 916 917 918 919 920 921 922 923 924 925 926 927 928 929 930 931 932 933 934 935 936 937 938 939 940 941 942 943 944 945 946 947 948 949 950 951 952 953 954 955 956 957 958 959 960 961 962 963 964 965 966 967 968 969 970 971 972 973 974 975 976 977 978 979 980 981 982 983 984 985 986 987 988 989 990 991 992 993 994 995 996 997 998 999 1000 1001 1002 1003 1004 1005 1006 1007 1008 1009 1010 1011 1012 1013 1014 1015 1016 1017 1018 1019 1020 1021 1022 1023 1024 1025 1026 1027 1028 1029 1030 1031 1032 1033 1034 1035 1036 1037 1038 1039 1040 1041 1042 1043 1044 1045 1046 1047 1048 1049 1050 1051 1052 1053 1054 1055 1056 1057 1058 1059 1060 1061 1062 1063 1064 1065 1066 1067 1068 1069 1070 1071 1072 1073 1074 1075 1076 1077 1078 1079 1080 1081 1082 1083 1084 1085 1086 1087 1088 1089 1090 1091 1092 1093 1094 1095 1096 1097 1098 1099 1100 1101 1102 1103 1104 1105 1106 1107 1108 1109 1110 1111 1112 1113 1114 1115 1116 1117 1118 1119 1120 1121 1122 1123 1124 1125 1126 1127 1128 1129 1130 1131 1132 1133 1134 1135 1136 1137 1138 1139 1140 1141 1142 1143 1144 1145 1146 1147 1148 1149 1150 1151 1152 1153 1154 1155 1156 1157 1158 1159 1160 1161 1162 1163 1164 1165 1166 1167 1168 1169 1170 1171 1172 1173 1174 1175 1176 1177 1178 1179 1180 1181 1182 1183 1184 1185 1186 1187 1188 1189 1190 1191 1192 1193 1194 1195 1196 1197 1198 1199 1200 1201 1202 1203 1204 1205 1206 1207 1208 1209 1210 1211 1212 1213 1214 1215 1216 1217 1218 1219 1220 1221 1222 1223 1224 1225 1226 1227 1228 1229 1230 1231 1232 1233 1234 1235 1236 1237 1238 1239 1240 1241 1242 1243 1244 1245 1246 1247 1248 1249 1250 1251 1252 1253 1254 1255 1256 1257 1258 1259 1260 1261 1262 1263 1264 1265 1266 1267 1268 1269 1270 1271 1272 1273 1274 1275 1276 1277 1278 1279 1280 1281 1282 1283 1284 1285 1286 1287 1288 1289 1290 1291 1292 1293 1294 1295 1296 1297 1298 1299 1300 1301 1302 1303 1304 1305 1306 1307 1308 1309 1310 1311 1312 1313 1314 1315 1316 1317 1318 1319 1320 1321 1322 1323 1324 1325 1326 1327 1328 1329 1330 1331 1332 1333 1334 1335 1336 1337 1338 1339 1340 1341 1342 1343 1344 1345 1346 1347 1348 1349 1350 1351 1352 1353 1354 1355 1356 1357 1358 1359 1360 1361 1362 1363 1364 1365 1366 1367 1368 1369 1370 1371 1372 1373 1374 1375 1376 1377 1378 1379 1380 1381 1382 1383 1384 1385 1386 1387 1388 1389 1390 1391 1392 1393 1394 1395 1396 1397 1398 1399 1400 1401 1402 1403 1404 1405 1406 1407 1408 1409 1410 1411 1412 1413 1414 1415 1416 1417 1418 1419 1420 1421 1422 1423 1424 1425 1426 1427 1428 1429 1430 1431 1432 1433 1434 1435 1436 1437 1438 1439 1440 1441 1442 1443 1444 1445 1446 1447 1448 1449 1450 1451 1452 1453 1454 1455 1456 1457 1458 1459 1460 1461 1462 1463 1464 1465 1466 1467 1468 1469 1470 1471 1472 1473 1474 1475 1476 1477 1478 1479 1480 1481 1482 1483 1484 1485 1486 1487 1488 1489 1490 1491 1492 1493 1494 1495 1496 1497 1498 1499 1500 1501 1502 1503 1504 1505 1506 1507 1508 1509 1510 1511 1512 1513 1514 1515 1516 1517 1518 1519 1520 1521 1522 1523 1524 1525 1526 1527 1528 1529 1530 1531 1532 1533 1534 1535 1536 1537 1538 1539 1540 1541 1542 1543 1544 1545 1546 1547 1548 1549 1550 1551 1552 1553 1554 1555 1556 1557 1558 1559 1560 1561 1562 1563 1564 1565 1566 1567 1568 1569 1570 1571 1572 1573 1574 1575 1576 1577 1578 1579 1580 1581 1582 1583 1584 1585 1586 1587 1588 1589 1590 1591 1592 1593 1594 1595 1596 1597 1598 1599 1600 1601 1602 1603 1604 1605 1606 1607 1608 1609 1610 1611 1612 1613 1614 1615 1616 1617 1618 1619 1620 1621 1622 1623 1624 1625 1626 1627 1628 1629 1630 1631 1632 1633 1634 1635 1636 1637 1638 1639 1640 1641 1642 1643 1644 1645 1646 1647 1648 1649 1650 1651 1652 1653 1654 1655 1656 1657 1658 1659 1660 1661 1662 1663 1664 1665 1666 1667 1668 1669 1670 1671 1672 1673 1674 1675 1676 1677 1678 1679 1680 1681 1682 1683 1684 1685 1686 1687 1688 1689 1690 1691 1692 1693 1694 1695 1696 1697 1698 1699 1700 1701 1702 1703 1704 1705 1706 1707 1708 1709 1710 1711 1712 1713 1714 1715 1716 1717 1718 1719 1720 1721 1722 1723 1724 1725 1726 1727 1728 1729 1730 1731 1732 1733 1734 1735 1736 1737 1738 1739 1740 1741 1742 1743 1744 1745 1746 1747 1748 1749 1750 1751 1752 1753 1754 1755 1756 1757 1758 1759 1760 1761 1762 1763 1764 1765 1766 1767 1768 1769 1770 1771 1772 1773 1774 1775 1776 1777 1778 1779 1780 1781 1782 1783 1784 1785 1786 1787 1788 1789 1790 1791 1792 1793 1794 1795 1796 1797 1798 1799 1800 1801 1802 1803 1804 1805 1806 1807 1808 1809 1810 1811 1812 1813 1814 1815 1816 1817 1818 1819 1820 1821 1822 1823 1824 1825 1826 1827 1828 1829 1830 1831 1832 1833 1834 1835 1836 1837 1838 1839 1840 1841 1842 1843 1844 1845 1846 1847 1848 1849 1850 1851 1852 1853 1854 1855 1856 1857 1858 1859 1860 1861 1862 1863 1864 1865 1866 1867 1868 1869 1870 1871 1872 1873 1874 1875 1876 1877 1878 1879 1880 1881 1882 1883 1884 1885 1886 1887 1888 1889 1890 1891 1892 1893 1894 1895 1896 1897 1898 1899 1900 1901 1902 1903 1904 1905 1906 1907 1908 1909 1910 1911 1912 1913 1914 1915 1916 1917 1918 1919 1920 1921 1922 1923 1924 1925 1926 1927 1928 1929 1930 1931 1932 1933 1934 1935 1936 1937 1938 1939 1940 1941 1942 1943 1944 1945 1946 1947 1948 1949 1950 1951 1952 1953 1954 1955 1956 1957 1958 1959 1960 1961 1962 1963 1964 1965 1966 1967 1968 1969 1970 1971 1972 1973 1974 1975 1976 1977 1978 1979 1980 1981 1982 1983 1984 1985 1986 1987 1988 1989 1990 1991 1992 1993 1994 1995 1996 1997 1998 1999 2000 2001 2002 2003 2004 2005 2006 2007 2008 2009 2010 2011 2012 2013 2014 2015 2016 2017 2018 2019 2020 2021 2022 2023 2024 2025 2026 2027 2028 2029 2030 2031 2032 2033 2034 2035 2036 2037 2038 2039 2040 2041 2042 2043 2044 2045 2046 2047 2048 2049 2050 2051 2052 2053 2054 2055 2056 2057 2058 2059 2060 2061 2062 2063 2064 2065 2066 2067 2068 2069 2070 2071 2072 2073 2074 2075 2076 2077 2078 2079 2080 2081 2082 2083 2084 2085 2086 2087 2088 2089 2090 2091 2092 2093 2094 2095 2096 2097 2098 2099 2100 2101 2102 2103 2104 2105 2106 2107 2108 2109 2110 2111 2112 2113 2114 2115 2116 2117 2118 2119 2120 2121 2122 2123 2124 2125 2126 2127 2128 2129 2130 2131 2132 2133 2134 2135 2136 2137 2138 2139 2140 2141 2142 2143 2144 2145 2146 2147 2148 2149 2150 2151 2152 2153 2154 2155 2156 2157 2158 2159 2160 2161 2162 2163 2164 2165 2166 2167 2168 2169 2170 2171 2172 2173 2174 2175 2176 2177 2178 2179 2180 2181 2182 2183 2184 2185 2186 2187 2188 2189 2190 2191 2192 2193 2194 2195 2196 2197 2198 2199 2200 2201 2202 2203 2204 2205 2206 2207 2208 2209 2210 2211 2212 2213 2214 2215 2216 2217 2218 2219 2220 2221 2222 2223 2224 2225 2226 2227 2228 2229 2230 2231 2232 2233 2234 2235 2236 2237 2238 2239 2240 2241 2242 2243 2244 2245 2246 2247 2248 2249 2250 2251 2252 2253 2254 2255 2256 2257 2258 2259 2260 2261 2262 2263 2264 2265 2266 2267 2268 2269 2270 2271 2272 2273 2274 2275 2276 2277 2278 2279 2280 2281 2282 2283 2284 2285 2286 2287 2288 2289 2290 2291 2292 2293 2294 2295 2296 2297 2298 2299 2300 2301 2302 2303 2304 2305 2306 2307 2308 2309 2310 2311 2312 2313 2314 2315 2316 2317 2318 2319 2320 2321 2322 2323 2324 2325 2326 2327 2328 2329 2330 2331 2332 2333 2334 2335 2336 2337 2338 2339 2340 2341 2342 2343 2344 2345 2346 2347 2348 2349 2350 2351 2352 2353 2354 2355 2356 2357 2358 2359 2360 2361 2362 2363 2364 2365 2366 2367 2368 2369 2370 2371 2372 2373 2374 2375 2376 2377 2378 2379 2380 2381 2382 2383 2384 2385 2386 2387 2388 2389 2390 2391 2392 2393 2394 2395 2396 2397 2398 2399 2400 2401 2402 2403 2404 2405 2406 2407 2408 2409 2410 2411 2412 2413 2414 2415 2416 2417 2418 2419 2420 2421 2422 2423 2424 2425 2426 2427 2428 2429 2430 2431 2432 2433 2434 2435 2436 2437 2438 2439 2440 2441 2442 2443 2444 2445 2446 2447 2448 2449 2450 2451 2452 2453 2454 2455 2456 2457 2458 2459 2460 2461 2462 2463 2464 2465 2466 2467 2468 2469 2470 2471 2472 2473 2474 2475 2476 2477 2478

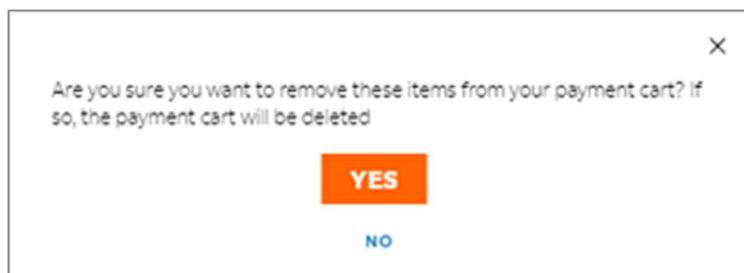
- c. A table with the following information: Account Number, Invoice Number (This will be a hyperlink that directs you to the Invoice details page), Tracking ID (If applicable, this will be a hyperlink that directs you to the Shipment details page), Invoice Date, Currency, Due Date, and Current Balance.

At the end of each row, you can view a trash can icon. To delete any invoices in the pay cart, click the trash can icon of the respective pay cart item. Clicking the trash can icon displays the below window.



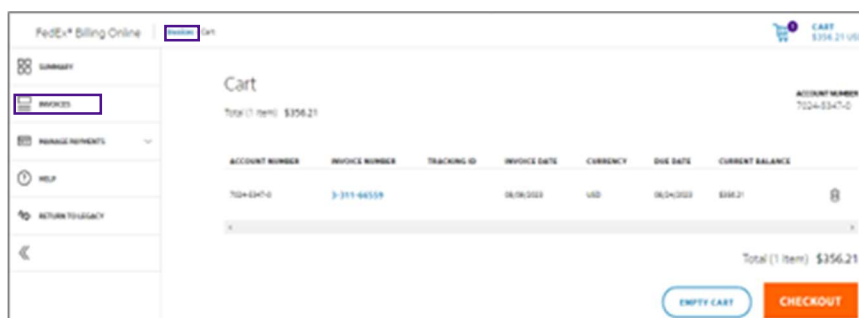
Click **Yes** to delete the respective pay cart item from the pay cart and click **No** to close the window.

To remove all the items in the pay cart, click **Empty cart**. Then, the below window will be displayed.

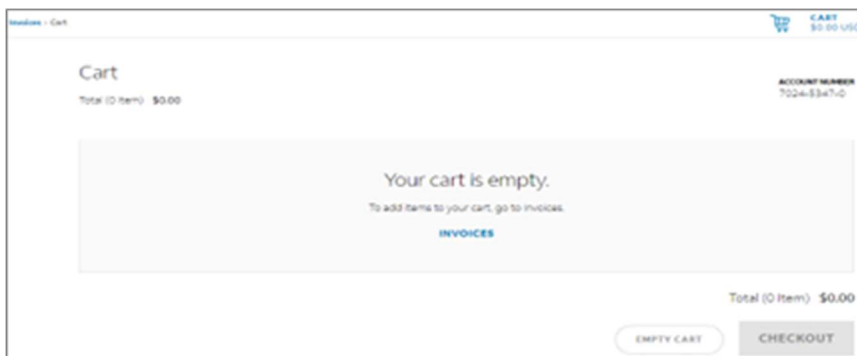


Click **Yes** to delete all the items from the pay cart and click **No** to close the window.

To return to the Invoices page, click **Invoices** on the top left corner next to the FedEx® Billing Online as indicated below or from the navigation menu, select **Invoices**.

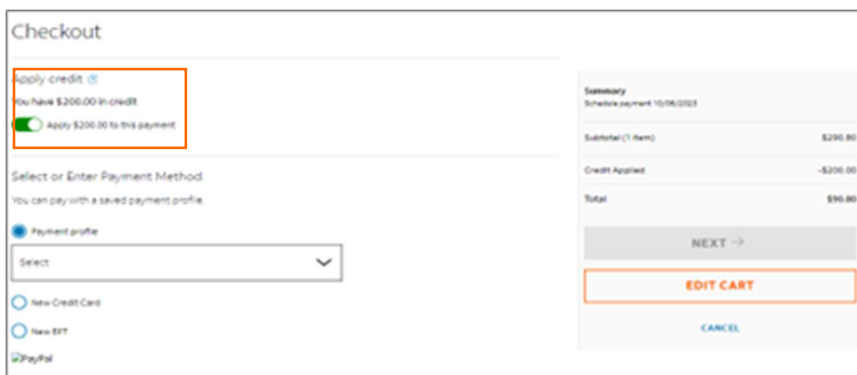



If you click the shopping icon or cart with no items in the pay cart, the below page will be displayed. Click the Invoices hyperlink to view the Invoices page.



11.3 Checkout process

To proceed with the payment option, click **Checkout**. Then, you will get the Checkout page.




In the Checkout page, if there are any available credits in your account you will get a Apply credit option. You can utilize this credit amount for your payment by simply enabling the toggle bar. 

NOTE: If your pay card has pay card items of more than one account number, then apply credit option will not be displayed.

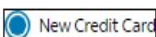
Then, select the payment method. If you have any saved payment profiles in your account, you can select them from the Payment profile drop-down.

NOTE: Payment profiles can be saved only by an admin user, though a standard user cannot save a payment profile, admin user can pitch in and save the profile for standard users.


If you don't have any saved payment profiles or you want to add a credit card or PayPal account (if available in your country), select the relevant icon  and fill in all the relevant details.

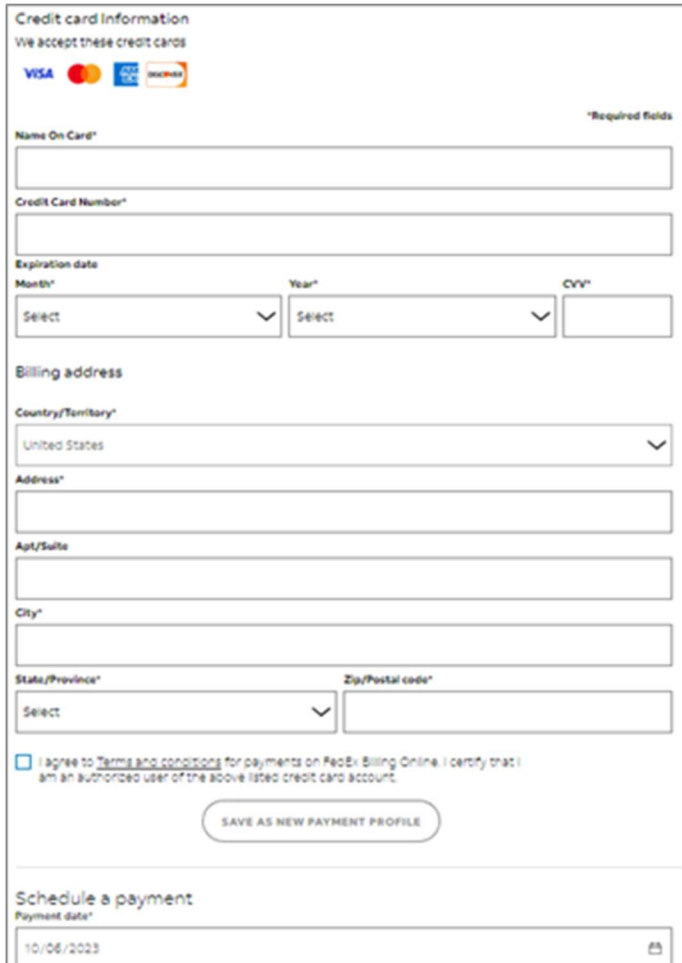
New Credit Card:

To add a new credit card, follow the below steps:

Step 1. Click the icon, next to New Credit Card. 

Step 2. Fill in the mandated input fields like Name on Card, Credit Card Number, Expiration Month and Year, CVV, and your Billing address.

Step 3. Click the checkbox to  accept the FedEx Billing Online terms and conditions.



The screenshot shows a web form titled "Credit card information" with a sub-header "We accept these credit cards" and logos for VISA, MasterCard, American Express, and Discover. A note indicates "*Required fields". The form includes input fields for "Name On Card*", "Credit Card Number*", and "Expiration date" (split into "Month*" and "Year*" dropdowns, and "CVV*" input). Below these is the "Billing address" section with fields for "Country/Territory*" (a dropdown menu currently showing "United States"), "Address*", "Apt/Suite", "City*", "State/Province*" (a dropdown menu currently showing "Select"), and "Zip/Postal code*". A checkbox is present with the text "I agree to [Terms and conditions](#) for payments on FedEx Billing Online. I certify that I am an authorized user of the above listed credit card account." Below the checkbox is a button labeled "SAVE AS NEW PAYMENT PROFILE". At the bottom, there is a "Schedule a payment" section with a "Payment date*" field showing "10/06/2023" and a calendar icon.

NOTE: A maximum of ten credit card information can be saved as a payment profiles, if the account already has nine saved credit card profiles, then while adding the tenth profile, you will get a message stating “There are already nine saved credit card profiles and the maximum number of saved profiles allowed for a single account is ten.” And if there are already ten saved credit card profiles the new credit card option will be disabled. Saving a payment profile functionality is available only for admin users.

Payments made with a credit card profile must be within the threshold of \$1-\$99,999


New PayPal account (if available in your country):

To add a new PayPal account, select the PayPal option and follow the PayPal instructions.

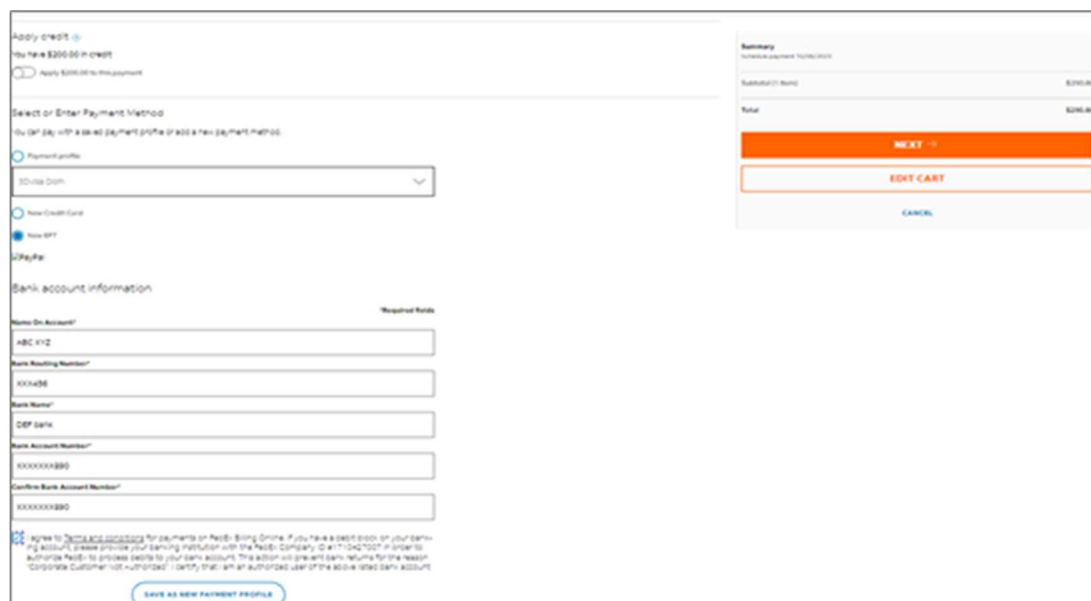
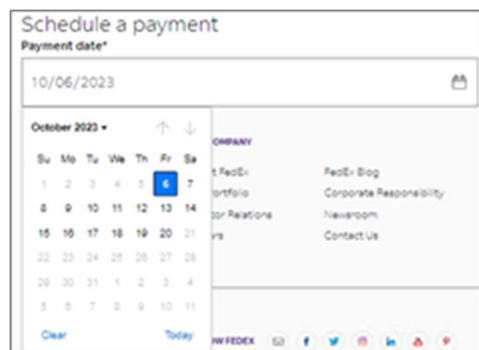
NOTE: You can save only one PayPal profile, after saving one profile the PayPal option will be disabled, and to add any new PayPal profile, delete the existing one.

Saving a payment profile functionality is available only for admin users. Payments made with a PayPal profile must be within the threshold of \$1-\$99,999.

Then, **Next** and **Save as New Payment Profile** option will be enabled.

Schedule the date on which you wish to make payment, by clicking the calendar selector  in the schedule a payment window. By default, the present day will be selected, and you can schedule the payment date within 14 days.

NOTE: With the PayPal account you can only make instant payments. Schedule a payment option will not be available for PayPal payment method.



Once all these payment preferences are completed, click **Next**. The Payment Summary page is displayed.

In the Payment Summary page, you can review payment details, pay cart items, and total cart value.

Payment Summary

Payment Details

Test123
VISA
 Visa ending in 0002
 Expires 12/2023

✓ \$200.00 credit applied
 Scheduled payment date 10/06/2023

[EDIT DETAILS](#)

Summary
 Schedule payment 10/06/2023

Subtotal (1 item)	\$290.80
Credit Applied	-\$200.00
Total	\$90.80

Cart

ACCOUNT NUMBER	INVOICE NUMBER	TRACKING ID	INVOICE DATE	DUE DATE	CURRENT BALANCE	CURRENCY
702453470	3-311-66576		08/09/2023		\$290.80	USD

[PAY →](#)
[EDIT CART](#)
[CANCEL](#)

If you wish to edit any of the payment details like payment method, applied credit amount, or scheduled payment date, click **Edit Details**. It will direct you to the Checkout page, and you will be able to make the required changes.

If you wish to edit any of the pay cart items click **Edit Cart**, and you will get the below window.

✕

Your unsaved changes will be lost
 If you leave this page, any changes you have made will be lost.

[LEAVE PAGE](#)
[CANCEL](#)

Click **Leave Page** to view the Pay cart page and click **Cancel** to close the window.

If you wish to cancel the selected payment, click **Cancel**, and you will get the below window.

✕

Your unsaved changes will be lost
 Are you sure you want to cancel without completing checkout.

[LEAVE PAGE](#)
[CANCEL](#)

Click **Leave Page** to view the Summary page and click **Cancel** to close the window.

If you wish to proceed with your payment, click **Pay**. Then, your payment will be scheduled, and the below page is displayed. The payment status of the selected invoice or shipment will be updated as Submitted, Scheduled or Pending depending on the status of the payment.

You have scheduled a payment

Payment Total

Total (1 Item) \$298.89

Payment Reference

99067792

Payment Detail

Payment method Test123

Payment date 10/06/2023

DONE

In the above page click **Done**, and you will be navigated to the Summary page.

Additional information on payment process:

- If the total pay card value exceeds the FedEx maximum amount for the given payment method, the pay card will not be submitted, and an error message will be displayed stating “The amount exceeds the maximum allowed for that payment type.”
- In the scheduled payments, if any of the payment gets cancelled due to the wrong payment details or insufficient funds or any other conditions, the invoices or shipments will be automatically updated to open status and amount will be added to the Balance or Past due amounts depending on the invoice. You will also get an email regarding the failed payment and the payment type associated with the failed payment card.
- If you schedule a payment for any invoices or shipments after the due date, then while submitting for payment, you will get a message that “At least one item in the pay card is scheduled for payment after the due date and will incur a late fee.”

SECTION – 12

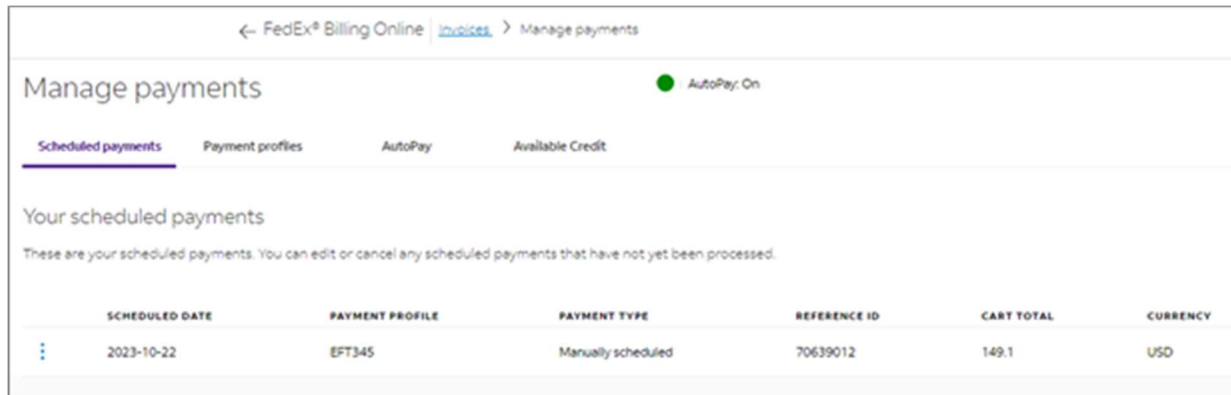
12. Manage payments

Manage payment section provides details related to your payment information under three different subsections: Scheduled payments, Payment profiles, AutoPay.

NOTE: Manage payments functionality is not valid for users with view-only access.

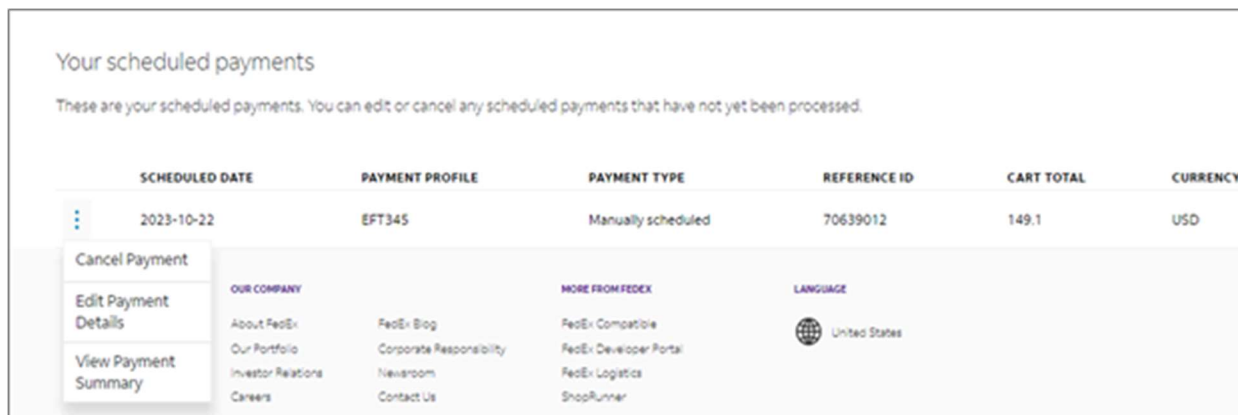
12.1 Scheduled payments

Any payments scheduled manually will be displayed in the scheduled payments tab. The scheduled payments tab has a table which provides following information: Scheduled Date, Payment Profile, Payment Type, Reference ID, Cart Total, and Currency.



SCHEDULED DATE	PAYMENT PROFILE	PAYMENT TYPE	REFERENCE ID	CART TOTAL	CURRENCY
⋮ 2023-10-22	EFT345	Manually scheduled	70639012	149.1	USD

In the scheduled payments table, you can view three dots **⋮** in each row. To make any changes to your scheduled payments, click the three dots. **⋮**



SCHEDULED DATE	PAYMENT PROFILE	PAYMENT TYPE	REFERENCE ID	CART TOTAL	CURRENCY
⋮ 2023-10-22	EFT345	Manually scheduled	70639012	149.1	USD

Cancel Payment

Edit Payment Details

View Payment Summary

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ShipRunner

LANGUAGE

United States

You will get three options: Cancel Payment, Edit Payment Details, View Payment Summary.

If you wish to cancel the scheduled payment, click **Cancel Payment**. The below window is displayed.

CANCEL

Cancel scheduled payment

Are you sure you want to cancel this payment?

Payment Total (1 item)

USD 149.1

Currency

USD

Scheduled Date

10/22/2023

Payment Profile

Test123


Payment Reference

70639012

CANCEL PAYMENT

BACK

Click **Cancel Payment** to cancel the scheduled payment and click **Back** to close the window.

If you wish to edit your payment details, click **Edit Payment Details**. It will direct you to the Checkout page. Here, you can edit your payment preferences as you wish and click the checkbox  to agree to the FedEx Billing Online terms and conditions, then the **Next** option will be enabled.

Checkout

Apply credit

You have \$200.00 in credit

☐ Apply \$200.00 to this payment

Select or Enter Payment Method

You can pay with a saved payment profile or add a new payment method

Payment profile

Test123

☐ New credit card

☐ New BPT

PayPal

Credit card information

VISA

Visa ending in 0002
Expires 12/2023
(Test123)@example.com
10 RED EX AVE
COLLEEN, TN 38017
US

[EDIT PAYMENT PROFILE](#)

Summary

Schedule payment 10/16/2023

Subtotal (1 item)

\$356.21

Total

\$356.21

NEXT

CANCEL

Click **Next**, the Payment Summary page will be displayed. To save the changes made to your payment details, click **Save changes**. Now the scheduled payments will be updated with the edited payment details.

Payment Summary

Payment Details

TEST123

VISA

Visa ending in 0119

Expires 12/2040

Scheduled payment date: 10/19/2023

[EDIT DETAILS](#)

Summary

Schedule payment 10/19/2023

Subtotal (1 item)	\$356.21
Total	\$356.21

[SAVE CHANGES](#)

Cart

ACCOUNT NUMBER	INVOICE NUMBER	TRACKING ID	INVOICE DATE	DUE DATE	CURRENT BALANCE	CURRENCY
702453470	3-311-66559		08/09/2023		\$356.21	USD

[CANCEL](#)

If you wish to view the summarized information of your payment details, click **View Payment Summary**. It will direct you to the Payment Summary page.

← FedEx® Billing Online | [Invoices](#) > [Manage payments](#) > [Summary](#)

Payment Details

TEST123

VISA

Visa ending in 0002

Expires 12/2023

Scheduled payment date: 10/19/2023

Summary

Schedule payment 10/19/2023

Subtotal (1 item)	\$356.21
Total	\$356.21

[EDIT PAYMENT](#)

Cart

ACCOUNT NUMBER	INVOICE NUMBER	TRACKING ID	INVOICE DATE	DUE DATE	CURRENT BALANCE	CURRENCY
702453470	3-311-66559		08/09/2023		\$356.21	USD

[BACK](#)

In the above page, click **Edit Payment** to view the Checkout page and click **Back** to view the Scheduled payments page.

If there are no scheduled payments for the selected account, the below page will be displayed.

Manage payments ● AutoPay: On

[Scheduled payments](#) | [Payment profiles](#) | [AutoPay](#) | [Available Credit](#)

Your scheduled payments

You do not have any scheduled payments.

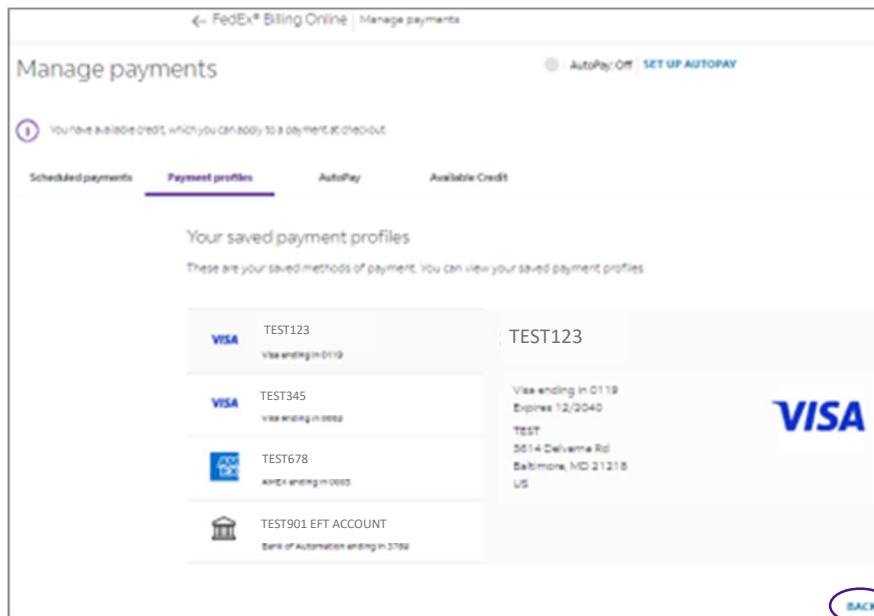
To schedule a payment, go to [Invoices](#) to get started.

[INVOICES](#)

12.2 Payment profiles

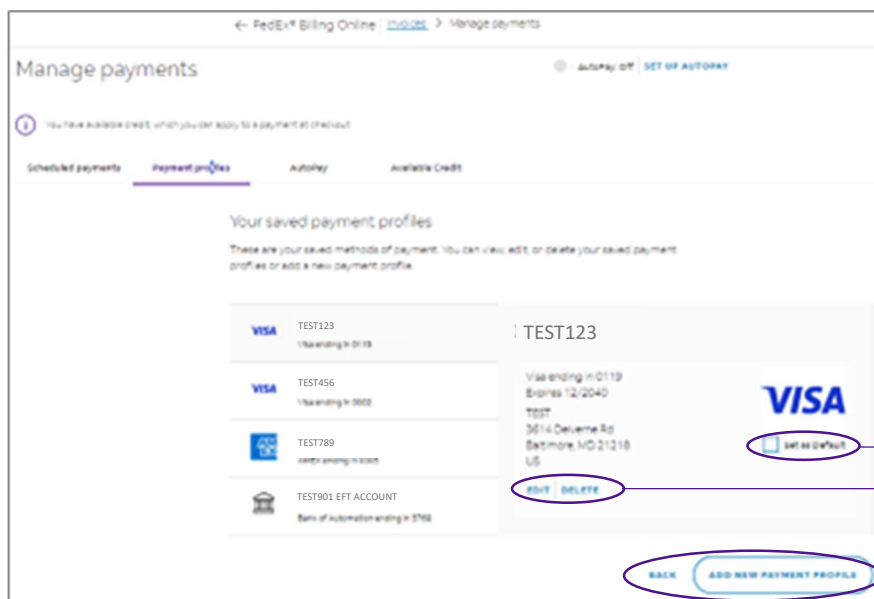
Payment profiles tab provides the list of all your saved payment profiles. In this tab, standard users can only view their saved payment profiles, whereas the admin users can view, edit, or create a payment profile for their account. Saved profiles in this tab is used for the checkout process.

For standard user:



For standard user, only back option is displayed, which denotes that you can only view your saved profiles.

For admin user:



Whereas, for admin users, there is an option to edit or delete the existing profile, set the default profile and an option to add a new payment profile.

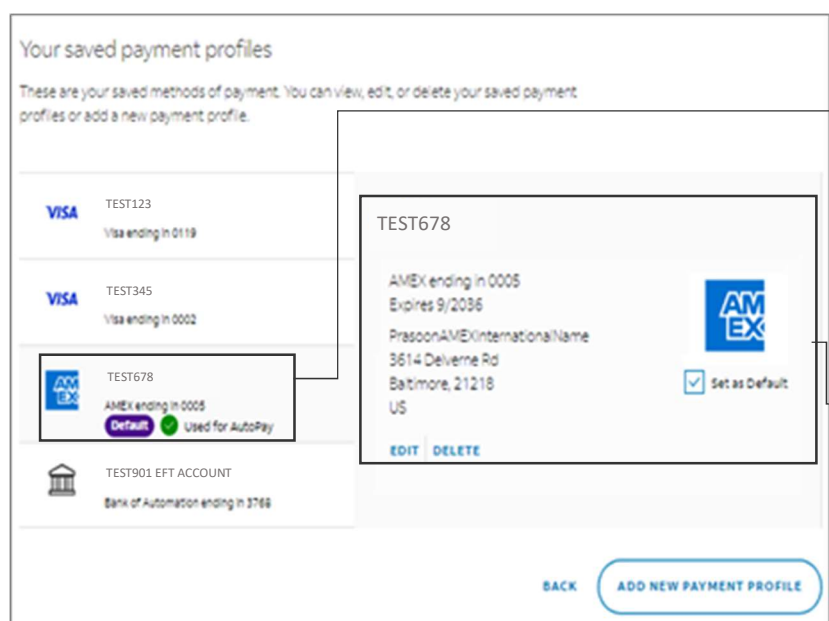
In Payment profiles tab, the saved profiles will be listed in an alphabetical order. If there is any profile which is selected as the default profile, then it will be at the top and the rest of the profiles will be listed in an alphabetical order.

If you have chosen any of the profiles for autopay, then “Used for AutoPay” message will be displayed in the saved profiles list below the profile name.

In addition to the above information, in the saved profile list, each profile will have additional information depending on the payment type of the profile.

Credit card profile:

In the saved profiles list, below credit card details are displayed:



The screenshot shows a web interface titled "Your saved payment profiles". Below the title is a subtitle: "These are your saved methods of payment. You can view, edit, or delete your saved payment profiles or add a new payment profile." There is a list of four profiles:

- VISA TEST123, Visa ending in 0119
- VISA TEST345, Visa ending in 0002
- AMEX TEST678, AMEX ending in 0005, Default, Used for AutoPay
- TEST901 EFT ACCOUNT, Bank of Automation ending in 3768

The AMEX TEST678 profile is selected, and a detailed view is shown on the right. This view includes:

- AMEX logo
- TEST678
- AMEX ending in 0005
- Expires 9/2036
- PrasoonAMEXInternationalName
- 3614 Delverne Rd
- Baltimore, 21218
- US
- Set as Default checkbox (checked)
- EDIT | DELETE links

At the bottom of the main list are "BACK" and "ADD NEW PAYMENT PROFILE" buttons.

- Icon of the card type
- Profile name
- Last four digit of the card
- In addition, the selected profile is chosen as a default payment method, so “Default” label is displayed. Also, it is chosen for autopay so “Used for AutoPay” message is displayed.




Clicking any credit card profile in the list displays the below additional information

- Card type logo
- Profile name
- Card type name along with last four digits of the card.
- Expiration details
- Billing address

To edit the selected profile, click **Edit** to view the below Edit Payment Method page. Here, you can edit your card details and billing information.

Edit your payment profile, then update to save any changes.

Credit card information
We accept these credit cards

VISA   

*Required fields

Profile Name*

Name On Card*

Credit Card Number*

Expiration date

Month* Year* CVV*

Billing address

Country/Territory*

Address*


Apt/Suite

City*

State/Province* Zip/Postal code*

☐ I agree to Terms and conditions for payments on FedEx Billing Online. I certify that I am an authorized user of the above listed credit card account.

[CANCEL](#) [UPDATE PAYMENT PROFILE](#)

Once you complete making the updates, enter the CVV and click the checkbox  to agree to the FedEx Billing Online terms and conditions, then Update Payment Profile option will be enabled.

To update the changes made to the card details, click **Update Payment Profile**, and to discard the changes made, click **Cancel**.

To delete the selected profile, click **Delete** and the below window will be displayed.

Delete payment profile

Are you sure you want to delete this payment profile?

VISA TEST123
Visa ending in 0002
Expires 12/2023

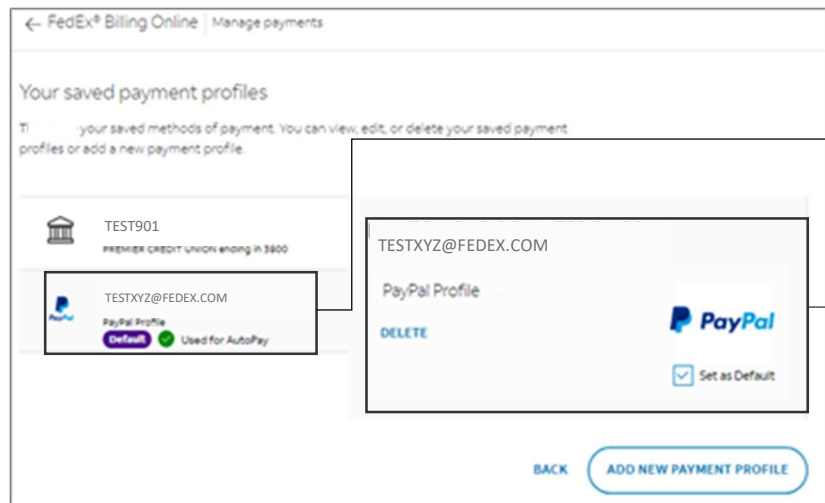
[DELETE](#)

[CANCEL](#)

Click **Delete** to delete the selected payment profile and click **Cancel** to close the window.

PayPal profile:

In the saved profiles list, below PayPal account details are displayed:



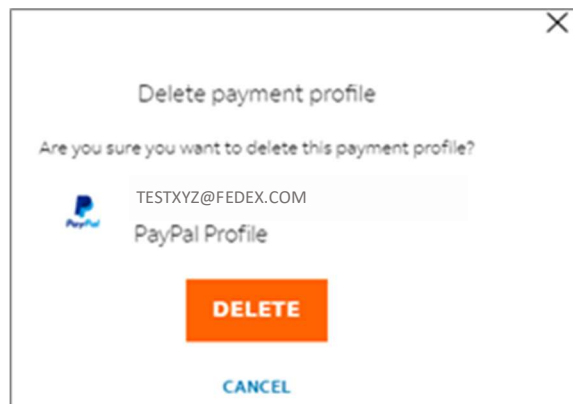
- Profile name (which is an email id linked with PayPal account).
- Payment type (i.e. PayPal profile)

Clicking PayPal profile in the list display this additional information:

- PayPal logo icon
- Profile name (which is an email id linked with PayPal account).
- Payment type (i.e. PayPal profile)

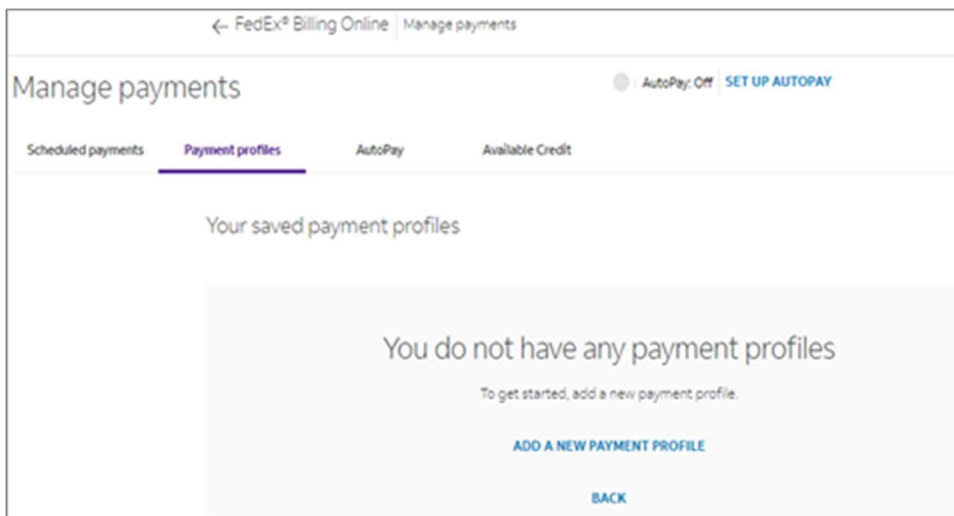
NOTE: In PayPal **Edit** option will not be available.

To delete the selected profile, click **Delete** and the below window will be displayed.



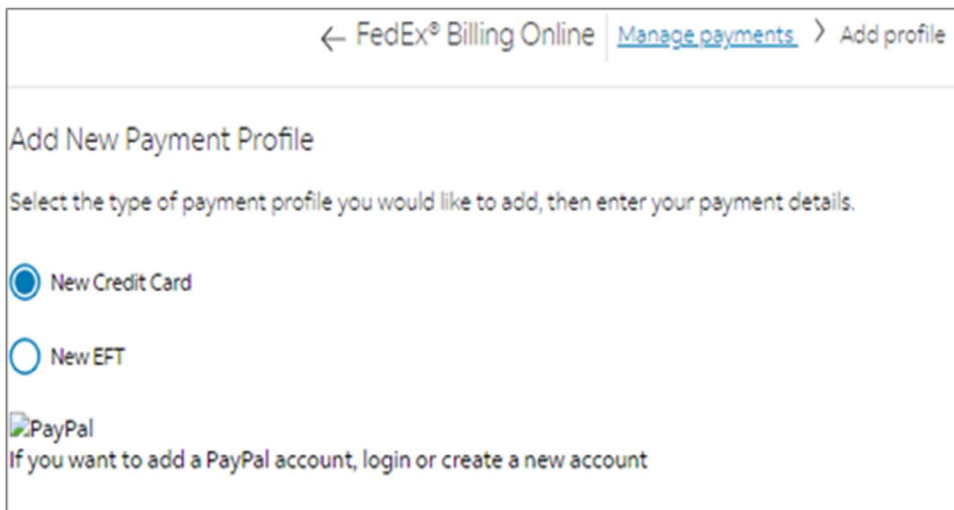
Click **Delete** to delete the selected payment profile and click **Cancel** to close the window.

If the user doesn't have any saved profiles, the below page will be displayed.



NOTE: Only Admin user will get the Add a new payment profile hyperlink.

To add a new payment profile, click **Add a New Payment Profile** hyperlink, the add new payment profile page is displayed.



To add new credit card, select New Credit Card and fill in all the relevant information. For more details on how to create a new credit card profile, please refer to New Credit Card topic.

Credit card information
We accept these credit cards

Profile Name*

Name On Card*

Credit Card Number*

Expiration date
Month* Year* CVV*

Billing address
Country/Territory*
Address*
Apt./Suite*
City*
State/Province* Zip/Postal code*

☐ I agree to Terms and conditions for payments on FedEx Billing Online. I certify that I am an authorized user of the above listed credit card account.

BACK ADD NEW PAYMENT PROFILE

To add a new PayPal account, please refer to [New PayPal account](#) topic.

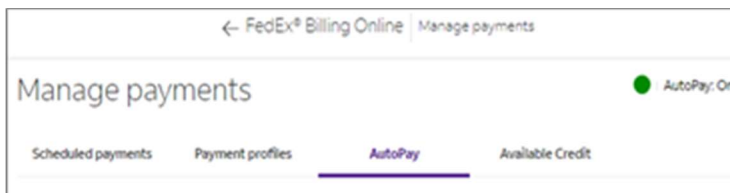
After filling the necessary information, click the checkbox ☒ to agree to the FedEx Billing Online terms and conditions, and click **Add New Payment Profile**. The profile will be added in the payment profiles tab.

In this way, you can review, create, edit, or delete your profiles and set default profiles in the Payment profiles page.

12.3 AutoPay

AutoPay option allows you to pay invoices automatically once the invoices are issued. Any changes made in the AutoPay tab will take effect in the next billing cycle.

If you are currently enrolled for AutoPay, then in the Manage payments section, at the top of all tabs a green dot indicator with the message ● “AutoPay: On” will be displayed.



If you are not currently enrolled for AutoPay, then in the Manage payments page, at the top of all tabs a grey dot indicator with the message ● “AutoPay: Off” will be displayed. Next to the message, **Set up AutoPay** hyperlink is displayed.

Click **Set up AutoPay** hyperlink to view the AutoPay tab.

In the AutoPay tab, to enroll for AutoPay follow the below mentioned steps:

- Step 1.** Select the Payment profile name from the drop-down.
- Step 2.** Enter the Maximum payment amount (This should not exceed the FedEx threshold amount, for Credit card and PayPal profile it is \$1 - \$99,999).
- Step 3.** Once the above information is entered, Set up AutoPay option will be enabled. Click **Set up AutoPay**.

In the AutoPay tab below information will be displayed.

← FedEx® Billing Online | Manage payments


Manage payments

AutoPay: On

Scheduled payments | Payment profiles | **AutoPay** | Available Credit

Your AutoPay details

With AutoPay, you can automatically pay invoices once they are issued. Any changes you make will take effect in the next billing cycle.

 TESTXYZ@FEDEX.COM

Profile Name
TESTXYZ@FEDEX.COM

Maximum payment amount
\$115.00

Payment date
4 days after your invoice is issued

[EDIT](#) | [STOP AUTOPAY](#)

Now, if you wish to make any changes in the AutoPay setup, click **Edit**. The below page is displayed, here you can make the required changes and click **Update AutoPay**.

← FedEx® Billing Online | Manage payments

Manage payments

AutoPay: On

Scheduled payments | Payment profiles | **AutoPay** | Available Credit

Your AutoPay details

With AutoPay, you can automatically pay invoices once they are issued. Any changes you make will take effect in the next billing cycle.

Payment profile name*
TESTXYZ@FEDEX.COM

Maximum payment amount*
115

Payment date*
4 days after your invoice is issued

[CANCEL](#) [UPDATE AUTOPAY](#)

If you enter the payment details above the FedEx threshold value, you will get the below error message.

Your AutoPay details

With AutoPay, you can automatically pay invoices once they are issued. Any changes you make will take effect in the next billing cycle.

Payment profile name*
AMEX2

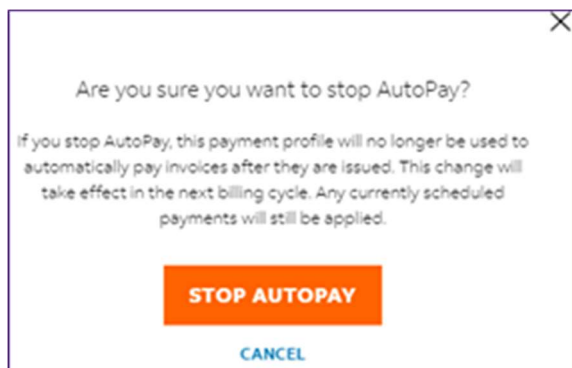
Maximum payment amount*
999991

Please enter amount between \$1 and \$99999.99 to complete AutoPay Setup.

Payment date*
14 days after your invoice is issued

Also, if any of the invoices exceeds the maximum payment amount specified, then the auto pay function cannot be applied for that invoice and payment must be done manually for those invoices.

If you wish to stop AutoPay, in the AutoPay details page, click **Stop AutoPay**. The below window is displayed.



Click **Stop AutoPay** to opt out for AutoPay and click **Cancel** to close the window.

SECTION - 13

13. Credit Card Billed account types

Apart from the view-only users, standard users, and admin users, there are other different users with different account types. There is Credit Card Billed account (CCA).

13.1 Credit Card Billed

Credit Card Billed (CCA) are accounts linked with a credit card and only allowed to have a single credit card on their profile. Users can make changes by “updating” their Credit card within the saved payment profile section.

Credit Card Billed accounts has a single payment profile, but here it is credit card profile.

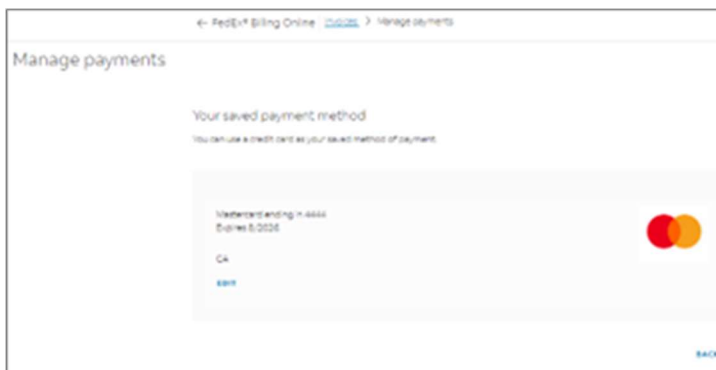
With Credit Card Billed accounts, invoices will be automatically paid once their account is billed using their credit card profile.

So, the invoice table will not have any open and past due invoices.

The screenshot shows the 'Invoices' page for account number 1211-6347-9. At the top, there are three summary boxes: 'ACCOUNT BALANCE' at \$0.00, 'DISPUTED' at \$0.00, and 'PAST DUE' at \$0.00. Below these are filters for 'INVOICE STATUS' (Open, Open in dispute) and 'INVOICE TYPE' (Transportation). A table lists the following invoices:

	ACCOUNT NUMBER	INVOICE NUMBER	DUE DATE	RENDER DATE	RENDER STATUS	REF STATUS	RENDER TYPE	ORIGINAL AMOUNT DUE	CURRENT BALANCE
<input type="checkbox"/>	1211-6347-9	7-769-47956	06/14/2025	06/14/2025	Closed	Pending	Transportation	\$104,523	\$0
<input type="checkbox"/>	1211-6347-9	7-769-47976	06/15/2025	06/15/2025	Closed	Pending	Transportation	\$104,523	\$0
<input type="checkbox"/>	1211-6347-9	7-769-47975	06/15/2025	06/15/2025	Closed	Pending	Transportation	\$104,523	\$0
<input type="checkbox"/>	1211-6347-9	7-769-47972	06/15/2025	06/15/2025	Closed	Pending	Transportation	\$104,523	\$0
<input type="checkbox"/>	1211-6347-9	7-769-48838	06/16/2025	06/16/2025	Closed	Pending	Transportation	\$104,523	\$0
<input type="checkbox"/>	1211-6347-9	7-769-48839	06/16/2025	06/16/2025	Closed	Pending	Transportation	\$104,523	\$0
<input type="checkbox"/>	1211-6347-9	7-769-48837	06/16/2025	06/16/2025	Closed	Pending	Transportation	\$104,523	\$0

Only payment profile is available under Manage payments section, you will not have any auto pay or scheduled payments tab, instead all your invoices will be billed directly to the associated credit card and the payments will be made automatically.



Also, under payment profiles, you will have only single CC profile, with the option to edit.

To edit the profile, click **Edit** to view the Edit Payment Method page. Here, you can edit any of your credit card details.

Once you complete making the updates, click the checkbox ☒ to agree to the FedEx Billing Online terms and conditions, and the Update option will be enabled.

To update the changes made to the credit card profile, click **Update Card**, and to discard the changes made, click **Cancel**.

Also, Credit Card Billed accounts will not have the following options: add to cart, shopping icon, cart on the top right corner, and Pay Cart page, because all the payments will be done automatically. Additionally, invoice PDF will not be available and Show invoice PDF option will be disabled.

The screenshot shows the 'Invoices' page in the FedEx Billing Online interface. At the top, there's a header with 'Invoices' and an account number '1231-4567-8'. Below this, there are two boxes showing '\$0.00' for 'ACCOUNT BALANCE' and 'PAID AMOUNT'. A navigation bar includes 'VIEWING 12 OF', 'FILTERS', 'REFRESH', 'VIEW', and a search icon. Below the navigation bar, there are tabs for 'INVOICE STATUS: OPEN', 'INVOICE STATUS: OPEN IN DISPUTE', and 'NO FILTERS'. A table of invoices is displayed with columns: 'INVOICE NUMBER', 'DUPLICATE', 'DUPLICATE DATE', and 'DUPLICATE STATUS'. The table contains one row with the following data: Invoice number: 1231-4567-8, Duplicate: No, Duplicate date: 12/12/2023, Duplicate status: Open. Below the table, there are links for 'INVOICE DETAILS' and 'VIEW INVOICE HISTORY'.

If a saved credit card is removed from the account by any FedEx agents, the account will be cashed, and the shipments cannot be made on the account until the CC profile is updated.

What to do if the saved credit card is about to expire?

If the credit card saved in the payment profile is about to expire, a trigger will be raised 1month and 15days before the expiration date. A banner will be displayed in the Summary page with a message “Credit card is about to expire, and the account will be placed on hold if the card expires” and **Update Card** option. This banner will remain in the Summary page until the card is updated.

Click **Update Card** to view the Edit Payment Method page.


The screenshot shows the 'Edit Payment Method' page. It starts with a heading 'Edit Payment Method' and a sub-heading 'Edit your method of payment, then update to save any changes'. Below this, there's a section for 'Credit card information' with a note 'Re-enter these credit cards'. There are logos for Visa, Mastercard, and American Express. A 'New On Card' section has a 'Request Note' link. Below this, there are fields for 'Credit Card Number', 'Expiration date' (with 'Month' and 'Year' dropdowns), and 'CVV'. A 'Billing address' section has a 'Country/Region' dropdown, and fields for 'Address', 'City', and 'State/Province'. At the bottom, there's a checkbox for 'I agree to Terms and Conditions for payments on FedEx Billing Online. I certify that all information provided is true and correct.' and an 'UPDATE CARD' button.

In Edit Payment Method page, enter the updated card details, and click the checkbox ☒ to agree to the FedEx Billing Online terms and conditions and update option will be enabled. Click **Update**.

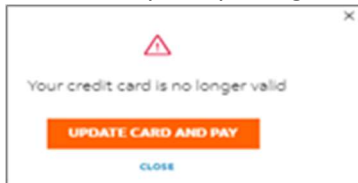
Now, the new credit card will be saved, and all the future invoices will be billed to the newly updated credit card.

What to do if the saved credit card expired?

If the saved credit card in the profile has expired, the payments for the items in the current billing cycle will be failed and the invoices will appear in Past Due status in the invoice table.

Also, in the invoice table, you can see a banner with the following message  Your credit card is no longer valid. [Update card & pay past due items](#)

This message will remain in the screen, until the credit card details are updated with the valid information. In this case, when you try to login to your Credit Card Billed account, the below window is displayed.



Click **Update Card and Pay** and you can view the Checkout page, in the Checkout page enter your updated credit card details.

In the Checkout page, the pay cart items will be automatically created with all the past due items in the invoice table, you can review the pay cart items and will not be able to edit them.

Once the credit card details are updated, click the checkbox ☒ to agree to the FedEx Billing Online terms and conditions and Update Card and Pay option will be enabled. Click **Update Card and Pay**.

Now, all the past due items will be scheduled for payment on the same day, and the future payments will be billed using the updated credit card.

NOTE: This is the only scenario where the Credit Card Billed account user can manually schedule payments, also it will update the FedEx account information with the newly updated credit card at the account level.

If an invoice is not paid for more than 45 days past due, then you will get an email informing “You must pay the selected invoices immediately or else you will lose your credit privileges as well as face third party intervention.”

If a Credit Card Billed account experiences three declined payments the account will be cashed until the CC information is updated.

Summary on different user capabilities

Users	Add to Cart, View pay cart	Manage payments	CC for one-time payment	PayPal profile	Editing saved CC profiles
View-only users	NA	NA	NA	NA	NA
Standard users	Applicable	Can only view the profiles and scheduled payments but cannot edit any of them.	Can view and add account for one-time payment but can't save profiles.	Can view and add new profile but cannot delete and edit saved profile.	Cannot add, edit, or delete saved profiles, or set default profiles.
Admin users	Applicable	Can view and edit profiles, scheduled payments and can set up AutoPay.	Can view and add account for one-time payment and can save profiles.	Can view, add, and delete profile but cannot edit profile.	Can add, edit, or delete saved profiles, or set default profiles.

SECTION - 14

14. Administration

Administration section helps you to manage your primary and secondary accounts, application settings, manage account users, and email notifications.

Under **Administration**, you will have four options: Manage accounts, Manage users, Application settings, and Email notifications.

14.1. Manage accounts

Manage accounts allows you to manage all your primary and secondary accounts. In the left navigation menu, select Administration, and click **Manage accounts**.

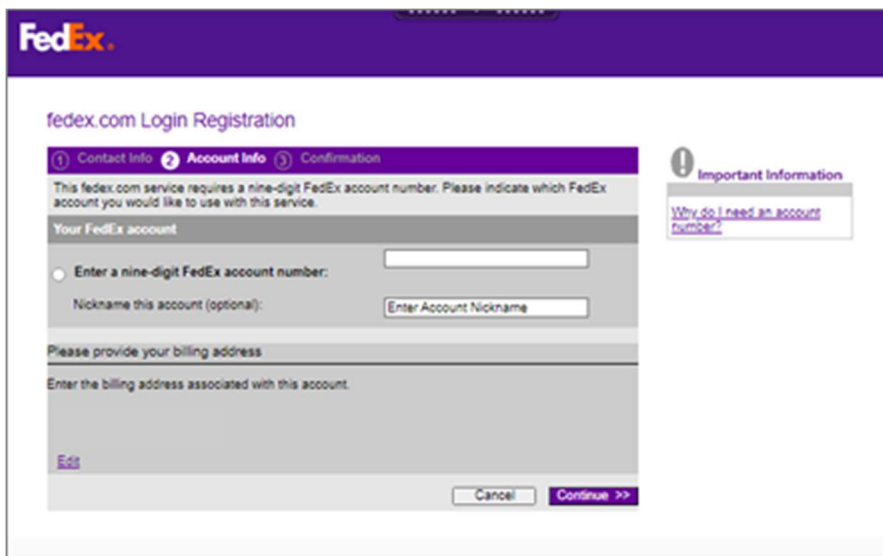
Manage primary accounts

Clicking Manage accounts will display Manage primary accounts page. Here, you can view the list of all the primary accounts in a tabulated format.

Manage primary accounts							
You are the administrator for these primary accounts.							
ADD PRIMARY ACCOUNT							
Primary accounts							
Primary accounts 2	FILTER ▾			Search primary account		Q	
<input type="checkbox"/>	ACCOUNT NUMBER	SECONDARY ACCOUNTS	CITY	STATE/PROVINCE	ZIP/POSTAL	COUNTRY	ROLE
⋮ <input type="checkbox"/>	2890-4588-0	-	MEMPHIS	TN	381203334	US	Admin
⋮ <input type="checkbox"/>	6077-2226-9	1 accounts	COLLIERVILLE	TN	380178711	US	Admin

The top left corner of the table displays the number of primary accounts linked to your account.

To add any new primary accounts to your account, click **Add primary account**, the below page is displayed.



FedEx.

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.

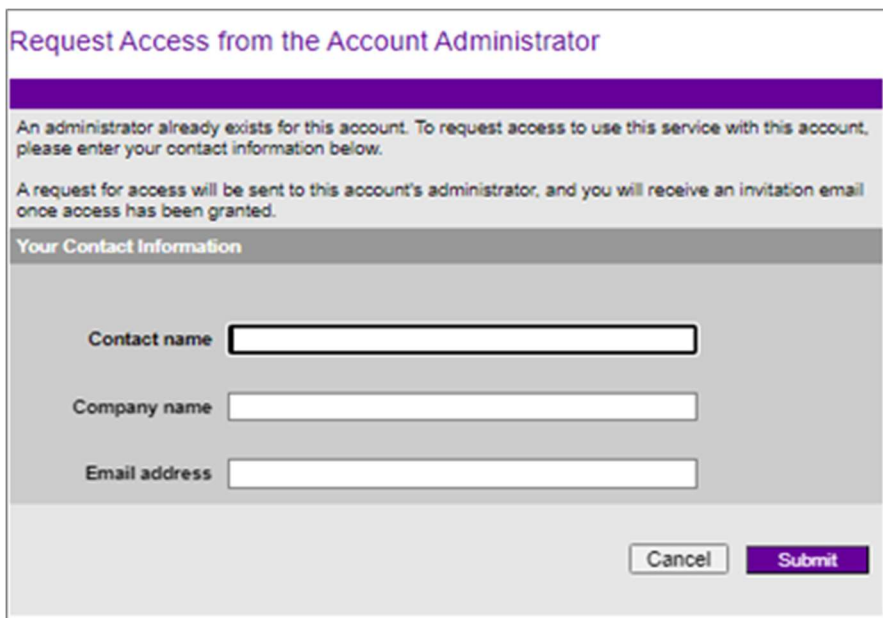
[Edit](#)

Important Information

[Why do I need an account number?](#)

To add your account details, click the select icon  and enter nine-digit account number in the text box. If you wish to add any nickname to the account, add it in the Enter Account Nickname text box and click **Continue**.

The account number will be added to your primary accounts list. If the entered account number already has an administrator, the below window is displayed.



Request Access from the Account Administrator

An administrator already exists for this account. To request access to use this service with this account, please enter your contact information below.

A request for access will be sent to this account's administrator, and you will receive an invitation email once access has been granted.




Your Contact Information

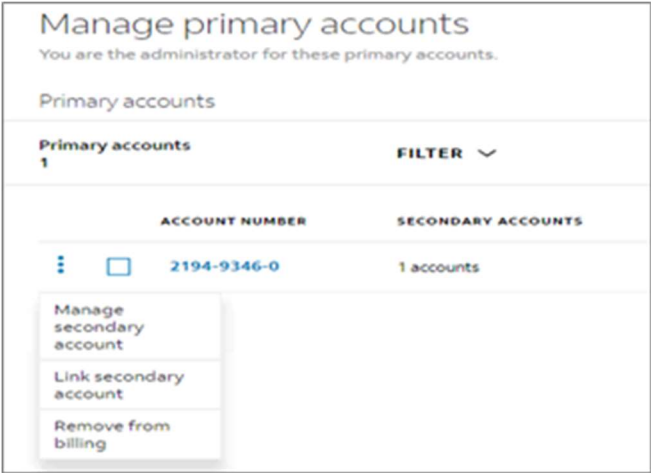
Contact name

Company name

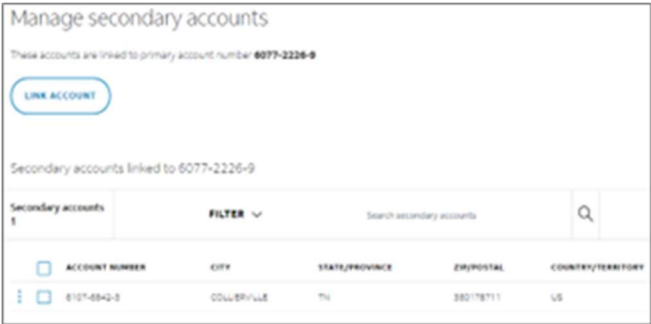
Email address

Enter the relevant details in the respective text box and click **Submit**. An email will be sent to the respective administrator, and once the administrator grants the access, you will receive an email with the confirmation.

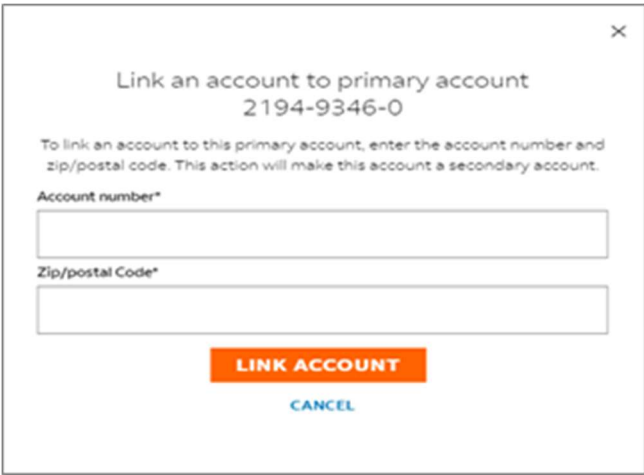
Also, in Manage primary accounts page, each row of the table has three dots  and a checkbox . Clicking the three dots  will display three different options: Manage secondary account, Link secondary account, and Remove from billing.



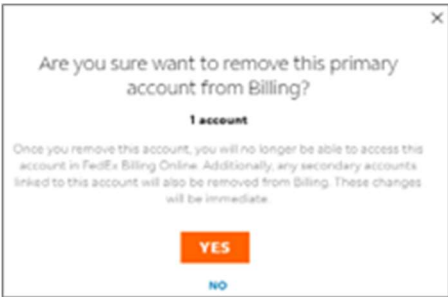
Clicking **Manage secondary account** will direct you to the Manage secondary accounts page.



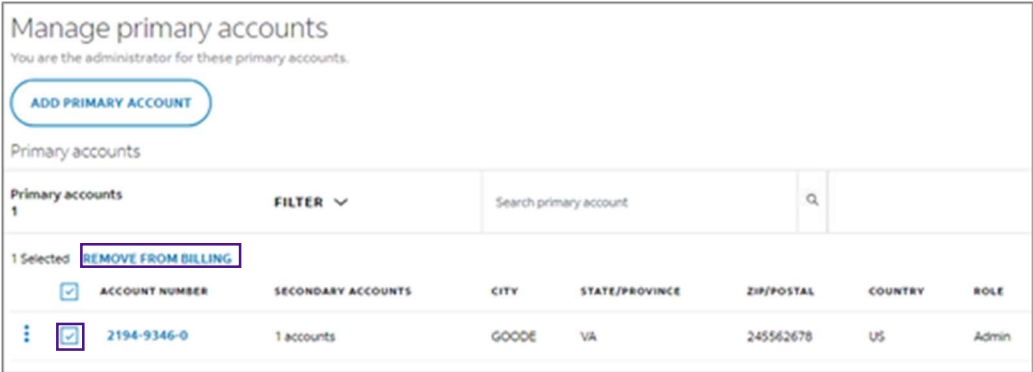
Clicking **Link secondary account** will direct you to the Link an account to primary account window.



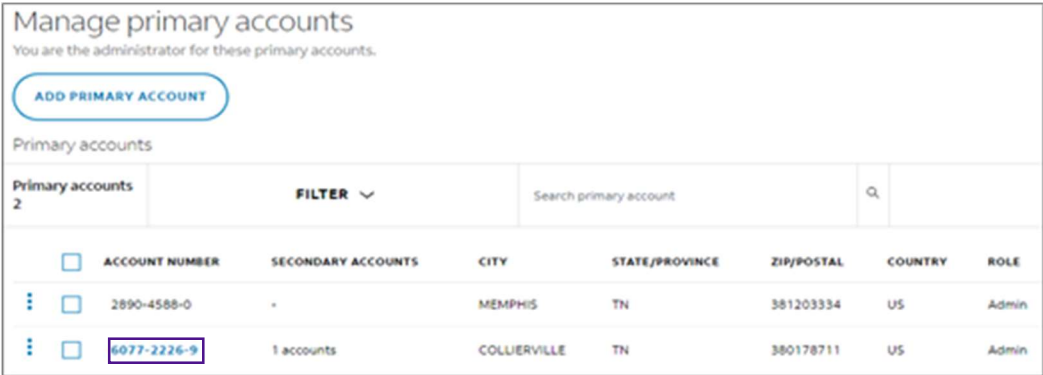
Clicking **Remove from billing** will direct you to the below window. Clicking **Yes** will remove the selected account from your FBO account and clicking **No** will close the window and no changes will be made.



Selecting the checkbox ☐ will also enable Remove from billing hyperlink. If you wish to remove multiple accounts, select the checkbox ☐ of the respective accounts, and click **Remove from billing**.



Any primary account number which has secondary accounts linked will have the hyperlink to the account number.



Clicking that hyperlink will direct you to the Manage secondary accounts page.

Manage secondary accounts

These accounts are linked to primary account number **6077-2226-9**

[LINK ACCOUNT](#)

Secondary accounts linked to 6077-2226-9

Secondary accounts 1	FILTER ▼	Search secondary accounts		Q	
<input type="checkbox"/>	ACCOUNT NUMBER	CITY	STATE/PROVINCE	ZIP/POSTAL	COUNTRY/TERRITORY
⋮ <input type="checkbox"/>	6107-6842-3	COLLIERVILLE	TN	380178711	US

Manage secondary accounts

Manage secondary accounts page displays the list of all the secondary accounts linked to the selected primary account. Similar to Manage primary accounts page you can view three dots ⋮ and a checkbox ☐; both the options allow you to unlink from primary account. You can use either of them to unlink the selected account(s) from the primary account.

Manage secondary accounts

These accounts are linked to primary account number **2194-9346-0**

[LINK ACCOUNT](#)

Secondary accounts linked to 2194-9346-0

Secondary accounts 1	FILTER ▼	Search secondary accounts		Q	
1 selected UNLINK FROM PRIMARY ACCOUNT					
<input type="checkbox"/>	ACCOUNT NUMBER	CITY	STATE/PROVINCE	ZIP/POSTAL	COUNTRY/TERRITORY
⋮ <input checked="" type="checkbox"/>	7102-3650-0	GOODE	VA	245562678	US
Unlink from primary account					

To link any new account to the selected primary account, click **Link account** and in the below window enter the account number and Zip/Postal code and click **Link account**.

×

Link an account to primary account

2194-9346-0

To link an account to this primary account, enter the account number and zip/postal code. This action will make this account a secondary account.

Account number*

Zip/postal Code*

LINK ACCOUNT

CANCEL

Both Manage primary accounts and Manage secondary accounts page comprises a table with options to filter and search the account numbers in the table.

Filter: You can sort the table using the Country, State/Province, Zip/Portal, and City filters.

Manage primary accounts

You are the administrator for these primary accounts.

ADD PRIMARY ACCOUNT

Primary accounts

Primary accounts

1

FILTER ^

Search primary account

Q

Country

Country

State/Province

State/Province

Zip/Postal

Zip/Postal

City

City

APPLY

Search: To search any account numbers in the table, click the search text box, enter the account number, and click **Enter**.

Manage primary accounts

You are the administrator for these primary accounts.

Primary accounts

Primary accounts

1

FILTER v

219493460

Q

219493460 X

COUNTRY: US X

RESET

ACCOUNT NUMBER	SECONDARY ACCOUNTS	CITY	STATE/PROVINCE	ZIP/POSTAL	COUNTRY	ROLE
2194-9346-0	1 accounts	GOODE	VA	240562678	US	Admin

Once the filters or search keywords are entered, reset option will be enabled. To reset all the filters and keywords applied, click **Reset**.

14.2. Manage users

Manage users provides account users' details including their respective roles.

Admin user of the account is displayed above the Active users table and all the other standard and view only users list are displayed in a tabulated format.

Note: Only the Admin users can view and access the Manage users' page.

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

ACCOUNT NUMBER
6096-7461-0

Admin: Unnati Varur [CHANGE ADMIN](#)

Active users INVITE USER

	FIRST NAME	LAST NAME	EMAIL	ROLE
<input type="checkbox"/>	Maddi	Venakat	PuneFedex_	<input checked="" type="radio"/> Standard <input type="radio"/> View Only
<input type="checkbox"/>	Nagaraju	Chinna	nagaraju.chinna	<input checked="" type="radio"/> Standard <input type="radio"/> View Only
<input type="checkbox"/>	Philip	Phis	punefedex	<input type="radio"/> Standard <input checked="" type="radio"/> View Only

If you wish to change the admin user of the account, click **Change admin** hyperlink and the below window is displayed.

Change Admin

Current admin: Unnati Varur | CBS_Test_Email_Notification@corp.ds.fedex.com

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*

Select

- Maddi VenakatVijayaLaxmi | PuneFedex_
- Nagaraju Chinna | nagaraju.chinna
- Philip Phis | punefedex

CANCEL

Click the Active users drop-down and you can view the list of all the active users of the account. Select the user, to whom you wish to assign the administrator role and click **Save**.

×

Change Admin

Current admin: Unnati Varur | CBS_Test_Email_Notification@corp.ds.fedex.com

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*

Nagaraju Chinna | nagaraju.chinnai

SAVE

CANCEL

Then, the below success message will be displayed, and the new admin will only be able to view and access the Manage users page of the respective account.

✓

×

You successfully changed Nagaraju Chinna role

If you wish to switch between other primary accounts in Manage users page, in the top right corner click account number drop-down. You can view the list of all the primary accounts, to switch between them, click the respective account number.

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

Admin: Unnati Varur [CHANGE ADMIN](#)

Active users

ACCOUNT NUMBER

6096-7461-0


1739-9614-4

6096-7461-0




INVITE USER

Users 3

	FIRST NAME	LAST NAME	EMAIL	ROLE	
<input type="checkbox"/>	Maddi	Venakati	PuneFedex_J	<input type="radio"/> Standard <input checked="" type="radio"/> View Only	
<input type="checkbox"/>	Nagaraju	Chinna	nagaraju.chinnai	<input checked="" type="radio"/> Standard <input type="radio"/> View Only	
<input type="checkbox"/>	Philp	Phis	punefedex	<input type="radio"/> Standard <input checked="" type="radio"/> View Only	

If you wish to remove any of the standard and view only users from the account, you can either click the trash can icon  or click the checkbox ☐ corresponding to the respective user(s) and click **Remove user**.

1 Selected REMOVE USER

<input type="checkbox"/>	FIRST NAME	LAST NAME	EMAIL	ROLE	
<input checked="" type="checkbox"/>	Maddi	Venakat	PuneFedex_	<input type="radio"/> Standard <input checked="" type="radio"/> View Only	
<input type="checkbox"/>	Nagaraju	Chinna	nagaraju.chinnai	<input checked="" type="radio"/> Standard <input type="radio"/> View Only	
<input type="checkbox"/>	Philp	Phis	punefedex	<input type="radio"/> Standard <input checked="" type="radio"/> View Only	

Clicking trash can icon  or **Remove user** will show the below window.

Are you sure want to remove these users?

2 users

Once you remove these users, they will lose access to this account. This change will be immediate.

FIRST NAME	LAST NAME	EMAIL
Maddi	Venakat	PuneFedex_
Nagaraju	Chinna	nagaraju.chinnai

YES

NO

Clicking **Yes** in the above window will remove the access of the selected user(s) from the account and clicking **No** will close the window and no changes will be made.

In addition to the above features, if you wish to invite any new users to the account, click **Invite user**.

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

Admin: Unnati Varur CHANGE ADMIN

Active users

ACCOUNT NUMBER
6096-7461-0

INVITE USER

Clicking Invite user will display the below page.

Invite user

Provide some contact information for the user you want to invite to FedEx billing online.

First name*

Last name*

Email*

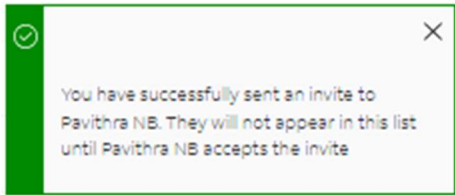
Role*


Select

CANCEL

SEND INVITE

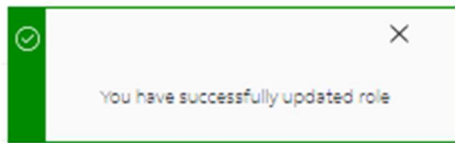
In the above window, fill in all the required information in the respective text box and click **Send invite**. Then, an email will be sent to invited user’s mail id and the below success message will be displayed.



Also, an admin user can change the roles of standard and view only user at any point of time by clicking the select icon  of the respective roles.

<input type="checkbox"/>	FIRST NAME	LAST NAME	EMAIL	ROLE		
<input type="checkbox"/>	Maddi	Venakati	PuneFedex_f	<input type="radio"/> Standard	<input checked="" type="radio"/> View Only	
<input type="checkbox"/>	Nagaraju	Chinna	nagaraju.chinnai	<input checked="" type="radio"/> Standard	<input type="radio"/> View Only	
<input type="checkbox"/>	Philp	Phis	punefedexi	<input type="radio"/> Standard	<input checked="" type="radio"/> View Only	

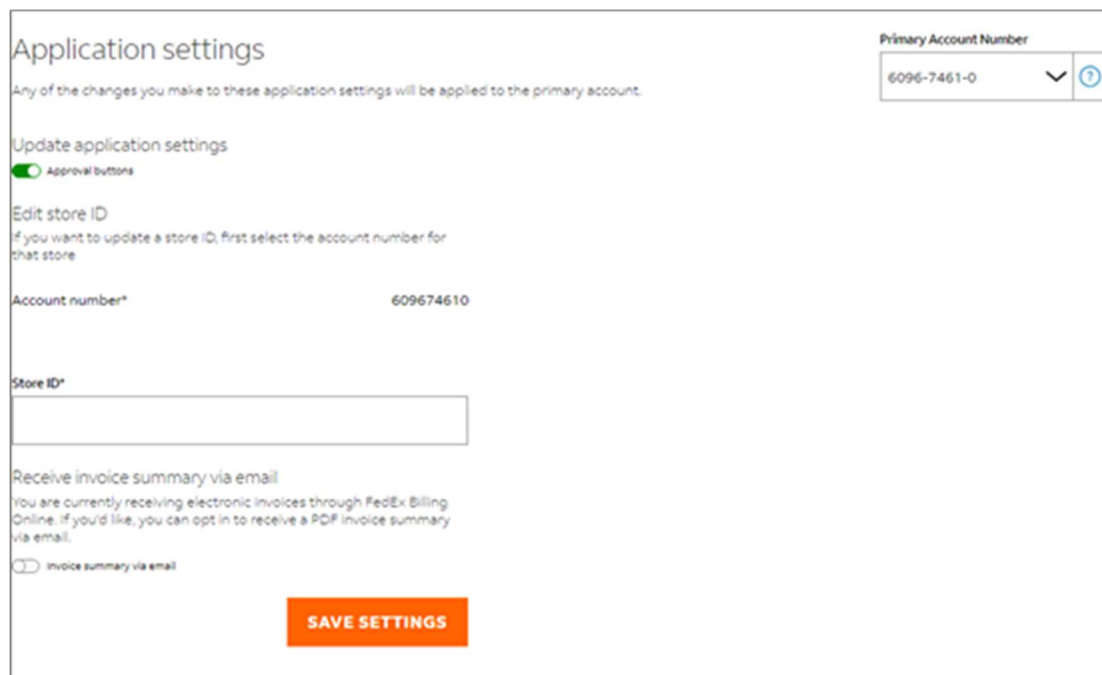
Once the roles of the users are changed, the below success message will be displayed.



14.3. Application settings

Application settings helps you to manage your preferences of the account. Any changes made in the application settings will be applied to the selected primary account.

Note: Only the Admin users can view and access the Application settings page.

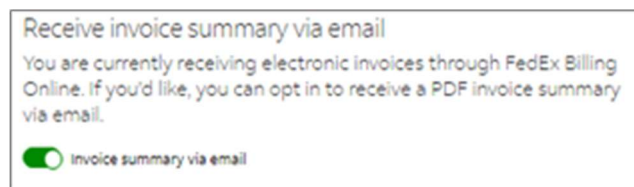


Under Application settings, you can make one major preference for the account: Invoice summary via email.

Receive invoice summary via email:

This setting allows you to select whether you want to receive your invoice summary via email.

If you wish to receive all your invoices summary in a PDF format via email, toggle On the Invoice summary via email toggle bar.



If it is toggled OFF, you will not be receiving the invoices summary via email, you can still view the electronic invoices in the application.

After applying all the required settings in the Application settings page, click **Save settings** to save the changes applied.

Application settings

Any of the changes you make to these application settings will be applied to the primary account.

Update application settings

☐ Approval buttons

Edit store ID

If you want to update a store ID, first select the account number for that store

Account number*

2194-9346-0

Store ID*

123456789

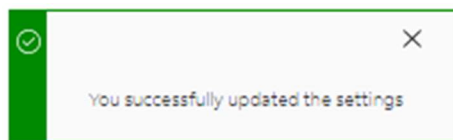
Receive invoice summary via email

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.

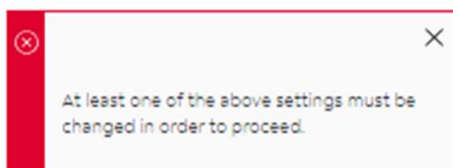
☒ Invoice summary via email

SAVE SETTINGS

Then, all your preferences will be saved, and the below success message will be displayed.



If you tried clicking Save settings with no changes applied, the below error message will be displayed.



14.4. Email notifications

This section allows you to view and select the scenarios for which you will receive an email notification.

An admin user will receive email notification for all the scenarios listed below.

Email notifications

As an administrator, these are the email notifications that you will receive for your account.

- **Invoices:** New or past due invoices and credit notes
- **Payments:** Changes, declines, and cancellations
- **Disputes:** Resolutions and credit notes
- **Account:** Status changes

Standard and view only user can select the scenarios from the list by clicking the checkbox ☐ and once the required scenarios are selected click **Save**.

Email notifications

Select the email notifications that you would like to receive for your account.

☐ **Invoices:** New or past due invoices and credit notes

☒ **Payments:** Changes, declines, and cancellations

☒ **Disputes:** Resolutions and credit notes

☐ **Account:** Status changes

SAVE

Once the preferences are saved, the below success message will be displayed.



Your email notifications setting changes are successfully applied

Historical Reference

Approval and comments history

DATE	NAME	TYPE	COMMENTS	NOTIFICATION TYPE	ACTION
2024-01-24	Unnati Varur	INVOICE	This step is optional	COMMENTS_ONLY	

SECTION - 15

15. Disputes

If you have concerns about any of the charges applied to the account prior to payment, you can raise a dispute online.

Disputes can be raised for shipments, duty/tax shipments, late fees, and multi package shipments.

Note: Only Admin and standard users will be able to raise disputes. Also, the items which are already in dispute, pay cart, or submitted for payment cannot be disputed.

15.1. Dispute shipments

To raise a dispute at shipment level, follow the below mentioned steps:

- Step 1.** In the left navigation menu, click **Invoices** or in the Summary page, click **View all invoices**.
- Step 2.** Click the invoice number from which you wish to select the tracking ID.
- Step 3.** In the Invoice details page, under Shipments module, click the tracking ID for which you wish to raise dispute.
- Step 4.** In the Shipment details page, click **Dispute shipment**.

SHIPMENT DETAILS

Tracking ID 7799242618

Amounts are shown in USD

← Shipment 12 of 12 →

BILLING INFORMATION		TRANSACTION DETAILS	
Tracking ID number	7799242618	Sender information	
Invoice number	4-345-6745	Tank Design	
Account number	1234-0000-3	14 Tyler Street	
Invoice date	09/30/2022	Somerville, MA 02143	
Total billed	\$254.00	US	
Tracking ID balance due	\$0.00	Recipient information	
Status	Paid CC	Anthony Sparks	
		74 Hargrove Road	
		Banks Creek	
		Queensland, 4306	
		AU IS	

[VIEW SIGNATURE PROOF OF DELIVERY](#) [CUSTOMS DOCUMENTS](#) [DISPUTE SHIPMENT](#) [ADD TO CART](#)

- Step 5.** In the Dispute shipment page, you can view the tracking ID, account number, invoice number, total original charges, and balance due amount.

Dispute shipment

Enter your shipment dispute details.

DISPUTE INFORMATION

Tracking ID	7799242618
Account number	1234-0000-3
Invoice number	4-345-6745
Total original charges	\$254.00
Balance due	\$254.00

Dispute amount*

254.00

Dispute type*

Select

- Step 6.** In the Dispute amount text box, the balance due amount will be prepopulated. You can still edit the dispute amount, but the dispute amount should be less than or equal to the balance due amount.
- Step 7.** Select the type of dispute from the dispute type drop-down. For shipment level dispute, there will be four types of disputes: Incorrect Charge, Service Failure, Payment Previously Sent, Incorrect Account.
- Step 8.** The Dispute reason drop-down will be enabled, and based on the selected dispute type, click the Dispute reason drop-down and select the appropriate reason for dispute.
- Note:** The Dispute reason list will be updated based on the selected dispute type.

Dispute shipment

Enter your shipment dispute details.

DISPUTE INFORMATION

Tracking ID	7799242618
Account number	1234-0000-3
Invoice number	4-345-6745
Total original charges	\$254.00
Balance due	\$254.00

Dispute amount*

254.00

Dispute type*

Service failure

Dispute reason*

Delivered late

Additional dispute comments

0/250 characters

[BACK](#) [SUBMIT DISPUTE](#)

- Step 9.** If you wish to add some additional information about the dispute, add them in the additional dispute comments, once all the required information is filled, click **Submit dispute**.

Now, the Invoice will be submitted for dispute, an email notification will be sent with the dispute details, and below success message will be displayed.



Note: If the selected tracking ID is an express Duty/Tax shipment, the dispute option is replaced with research option.

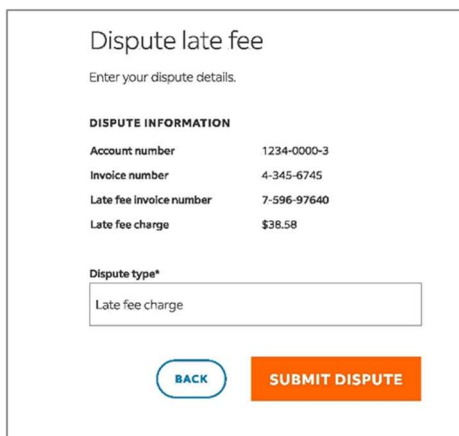
15.2. Dispute late fees

To raise a dispute for the late fee amount, follow the below mentioned steps:

- Step 1.** In the left navigation menu, click **Invoices** or in the Summary page, click **View all invoices**.
- Step 2.** Click the invoice number for which you wish to raise a dispute for late fees.
- Step 3.** In the Invoice details page, under Payments and charges, in the miscellaneous charges table, you can view the late fee charges.

Payments and charges									
Payment history									
Merchandise sale details									
Miscellaneous charges									
MISCELLANEOUS ITEMS	DESCRIPTION	QTY	ACCOUNT	ZIP CODE	CONVERSION RATE	DATE	OTHER HANDLING CHARGES	TOTAL CHARGES	
Weekly service chg (packages)	Transportation charge	1	-	-	-	01/10/2022	\$0.50	\$17.00	
Transportation charge (packages)	Automated pickup wk fee	1	-	-	-	01/10/2022	\$0.50	\$16.00	
Weekly service chg (packages)	Transportation charge	1	-	-	-	01/10/2022	\$0.50	\$18.50	
Weekly service chg (packages)	Transportation charge	1	-	-	-	01/10/2022	\$0.50	\$17.00	
Other miscellaneous charges									
MISCELLANEOUS ITEMS	DESCRIPTION	INVOICE DATE	AMOUNT						
⋮	Late fee charge	INVOICE 7-096-97640	01/10/2022	\$38.58					
Dispute									

- Step 4.** In the late fee charges row, click the three dots on the left side and you can view the Dispute option. Click **Dispute**.
- Step 5.** The Dispute late fee page you can view account number, invoice number, late fee invoice number, and late fee charge. The Dispute type will be auto populated as late fee charge in a read-only mode.



Dispute late fee

Enter your dispute details.

DISPUTE INFORMATION

Account number	1234-0000-3
Invoice number	4-345-6745
Late fee invoice number	7-596-97640
Late fee charge	\$38.58

Dispute type*

Late fee charge

[BACK](#) [SUBMIT DISPUTE](#)

Step 6. After reviewing the dispute information, click **Submit dispute**.

After reviewing the dispute information, for a valid dispute you will receive up to \$250 in your account number. This applies only to disputes submitted for the first time. If your account has any parent child relationship with another account, this amount will be credited as a one-time payment to the parent account.

After successful credit of your one-time payment, you will receive the following information in a message format, "We have issued a one-time late Fee forgiveness credit to your account. Future Late Fee disputes will be denied."

All the future late fee disputes will be automatically denied with the following information in a message format, "We regret to inform you that your request for a billing adjustment has been denied. This charge is not eligible for a credit."

15.3. Dispute Duty/Tax (D/T) shipments

You can dispute D/T shipments only at the shipment level. To raise a dispute for D/T shipments, follow the below mentioned steps:

- Step 1.** In the left navigation menu, click **Invoices** or in the Summary page, click **View all invoices**.
- Step 2.** Click the invoice number from which you want to select the D/T shipment.
- Step 3.** In the Invoice details page, under Shipments module, click the tracking ID of the D/T shipment for which you wish to raise dispute.
- Step 4.** In the Shipment details page, click **Dispute charges**.

SHIPMENT DETAILS

Amounts are shown in USD

Tracking ID 7799242618

← Shipment 12 of 12 →

⤴

BILLING INFORMATION

Tracking ID number

7799242618

Invoice number

4-345-6745

Account number

1234-0000-3

Invoice date

09/30/2022

Total billed

\$1,254.00

Tracking ID balance due

\$0.00

Status

Paid CC

TRANSACTION DETAILS

Sender information

Tank Design

14 Tyler Street

Somerville, MA 02143

US

Recipient information

Anthony Sparks

1 Rue des Carrieres

Quebec City, QC, G1R 4P5

Canada

VIEW SIGNATURE PROOF OF DELIVERY

CUSTOMS DOCUMENTS

DISPUTE CHARGES

ADD TO CART

Step 5. In the Dispute charges page, you can view tracking ID, account number, invoice number, ship date, entry number, and total duties, taxes customs, and other fees information.

Dispute charges

Enter your dispute details.

SHIPMENT INFORMATION

Tracking ID

7799242618

Account number

1234-0000-3

Invoice number

4-345-6745

Ship date

8/22/2022

Entry number

55514610015

Total duties, taxes, customs, and other fees

\$39.17

Dispute type*

Select

⌵

Step 6. In the Dispute type drop-down, there are two types of dispute available: Duty and Tax Rebill Notification and Clearance Charges Dispute.

Selecting either Duty and Tax rebill notification or Clearance charges dispute will again direct you to their respective pages for additional information, required to complete submitting the disputes.

Duty and Tax Rebill dispute type:

If you select Duty and tax dispute type from the drop-down, then the below additional fields will be displayed.

Dispute charges

Enter your dispute details.

DISPUTE INFORMATION

Tracking ID 7799242618
 Account number 1234-0000-3
 Invoice number 4-345-6745
 Ship date 8/22/2022
 Entry number 55514610015
 Total duties, taxes, customs, and other fees \$39.17

Dispute information

Dispute type*
 Duty and tax rebill notification

Relationship to the shipment*
 Select

Origin country/territory*
 US

Destination country/territory*
 CA

Amount of rebill*
 \$39.17

Reason for rebill*
 Select

Rebill comments
 0/250 characters

Contact information
 We'll use this information to contact you if we have additional questions about your dispute.

Contact name*

Company name*

Country/Territory*
 Select

Address*

Apt/suite

City*

State/Province*
 Select

Zip/postal code*
 xxxxxx

Contact phone*

Email address*

Fax number

Once you submit this dispute, it will be sent to a specialist for review. In 48 hours, you can then check on the status of your dispute.

[BACK](#) [SUBMIT DISPUTE](#)

→ **Dispute type:** Duty and tax rebill notification.

→ **Relationship to the shipment:** Select Shipper, Consignee, or Third party from the drop-down.

→ **Origin country/Territory:** US (Pre-populated)

→ **Destination country/Territory:** CA (Pre-populated)

→ **Amount of rebill:** Total duties, taxes, customs, and other fees amount (Pre-populated)

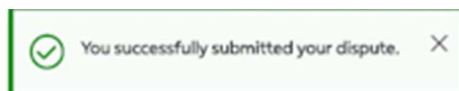
→ **Reason for rebill:** Select the reason from the drop-down menu: Recipient is responsible for charges, Shipper is responsible for charges, Shipment Unknown or Third party is responsible for charges.

→ **Rebill comments:** Text input field which allows you to add any additional information.

→ **Contact information:** Provide your contact information so FedEx can contact you if they need any additional information about the dispute. The contact information includes: Contact name, Company name, Country/Territory, Address, Apartment/Suite, City, State/Province, Zip/Postal code, Contact phone, Email address, and Fax number.

Once all the required information is filled out, click **Submit dispute**.

Now, the selected shipment will be submitted for dispute, an email notification will be sent with the dispute details, and below success message will be displayed.



Clearance charges dispute type:

If you select clearance charges from the dispute type drop-down, then the below additional fields will be displayed.

Dispute charges
Enter your dispute details.

DISPUTE INFORMATION

Tracking ID	7799242618
Account number	1234-0000-3
Invoice number	4-345-6745
Ship date	8/22/2022
Entry number	55514610015
Total duties, taxes, customs, and other fees	\$39.17

Dispute information

Dispute type*
Clearance charges dispute

Relationship to the shipment*
Select

Shipment sent from (origin country/territory)*
HK

Shipment sent to (destination country/territory)*
US

Reason for research request*
Select

What is wrong with the entry?
0/250 characters

What information should the entry reflect?
0/250 characters

Contact information
We'll use this information to contact you if we have additional questions about your dispute.

Contact name*
Company name*
Country/territory*
Select
Address*
Apt./suite
City*
State/Province*
Select
Zip/postal code*
XXXXXX
Contact phone*
Email address*
Fax number

Once you submit this dispute, it will be sent to a specialist for review. In 48 hours, you can then check on the status of your dispute.

CANCEL **SUBMIT DISPUTE**

Annotations:

- Dispute type:** Duty and tax rebill notification.
- Relationship to the shipment:** Select Shipper, Consignee, or Third party from the drop-down.
- Shipment sent from (origin country/territory):** HK (Pre-populated)
- Shipment sent to (destination country/territory):** US (Pre-populated)
- Reason for research request:** Select the relevant one from the following options: Aircraft Parts, Antiques/Artwork, Classification (Harmonized Tariff Code), Currency Conversion Error, Declared Value Error, GSP Eligible, Merchandise Processing Fee, NAFTA, Personal/Gift/Religious Items, Samples, VAT (Value Added Tax), Warranty/ Repair/Return Shipment, and Other.
- What is wrong with the entry?:** Text input field for additional information.
- What information should the entry reflect?:** Text input field for additional information.
- Contact information:** Provide your contact information so that, FedEx can contact you if they need any additional information about the dispute. The contact information includes: Contact name, Company name, Country/Territory, Address, Apartment /Suite, City, State/Province, Zip/Postal code, Contact phone, Email address, and Fax number.

Once all the required information is filled out, click **Submit dispute**.

Now, the selected shipment will be submitted for dispute, an email notification will be sent with the dispute details, and below success message will be displayed.

You successfully submitted your dispute.

15.4. Dispute Multi Package Shipments (MPS)

To raise a dispute at package level, follow the below mentioned steps:

- Step 1.** In the left navigation menu, click **Invoices** or in the Summary page, click **View all invoices**.
- Step 2.** Click the invoice number from which you wish to select the tracking ID.
- Step 3.** In the Invoice details page, scroll down through the Invoice details and under Shipments module, click the tracking ID from which you wish to select MPS shipments.
- Step 4.** And in the Shipment details page, scroll down through the Shipment details and under Shipments module, click **MPS details**.

SHIPMENT DETAILS

Amounts are shown in USD

Tracking ID 7799242618

← Shipment 1 of 7 →

BILLING INFORMATION

Tracking ID number 7799242618 (Master)
↓ 1 of 7 shipments
Product group MPS
Master tracking ID number 7799242780
Invoice number 4-345-6745
Account number 6835-9349-4
Invoice date 09/30/2021
Total billed \$159.46
Tracking ID balance due \$0.00
Status Paid CC

TRANSACTION DETAILS

Sender information
Tank Design
14 Tyler Street
Somerville, MA 02143
US
Recipient information
Anthony Sparks
74 Hargrove Road
Banks Creek
Queensland, 4306
AUS

VIEW SIGNATURE PROOF OF DELIVERY

CUSTOMS DOCUMENTS

ADD TO CART

Shipments

Shipment details

MPS details

- Step 5.** Under MPS details, select three dots on the left side of respective row and click **Dispute**.

MPS details

	TRACKING ID	DIMENSIONS	ACTUAL WEIGHT	ACTUAL WEIGHT UNIT OF MEASURE	RATED WEIGHT	RATED WEIGHT UNIT OF MEASURE	CHARGES
⋮	>	7799242618 (Master)	6"x6"x6"	15.5 LBS	17.0 LBS		\$ 5.27
⋮	>	284139421077	6"x6"x6"	15.5 LBS	20.0 LBS		\$ 567.50
⋮	>	774889606984	6"x6"x6"	15.5 LBS	20.0 LBS		\$ 33.89
⋮	✓	698477488960	6"x6"x6"	15.5 LBS	17.0 LBS		\$ 65.55

Charges

Additional handling - DIM \$ 13.50
Dry ice \$ 5.55
Dangerous goods \$ 46.50
TOTAL \$ 65.55

DISPUTE

⋮	>	889677406984	6"x6"x6"	15.5 LBS	16.0 LBS		\$ 3.50
⋮	>	139428421077	6"x6"x6"	15.5 LBS	17.0 LBS		\$ 77.19
⋮	>	498720954916	6"x6"x6"	15.5 LBS	17.0 LBS		\$ 142.21

- Step 6.** In the Dispute shipment page, you can view tracking ID, account number, invoice number, total original charges, and balance due amount.

Dispute shipment

Enter your shipment dispute details.

DISPUTE INFORMATION

Tracking ID	7799242618
Account number	1234-0000-3
Invoice number	4-345-6745
Total original charges	\$254.00
Balance due	\$254.00

Dispute amount*

254.00

Dispute type*

Select

Step 7. In the Dispute amount text box, the balance due amount will be pre-populated. You can still edit the dispute amount, but the dispute amount should be less than or equal to the balance due amount.

Step 8. "Incorrect Charge" dispute type is pre-selected.

Step 9. Select the dispute reason from the drop-down menu. Four choices are available: incorrect dimensions, weight, package other surcharge, package rate or discount.

Note: The Dispute reason list will be updated based on the selected dispute type.

Dispute shipment

Enter your shipment dispute details.

DISPUTE INFORMATION

Tracking ID	7799242618
Account number	1234-0000-3
Invoice number	4-345-6745
Total original charges	\$254.00
Balance due	\$254.00

Dispute amount*

254.00

Dispute type*

Incorrect charge

Dispute reason*

Dimensions

Correct dimensions (length x width x height)*

x x cm

[BACK](#) [SUBMIT DISPUTE](#)

Note: If the Dispute reason is selected as Dimensions, there is one more field available for adding the dimensions of the package selected for dispute.

Step 10. Once all the required information is filled, click **Submit dispute**.

Now, the MPS shipment is submitted for dispute.

15.5. View dispute items

There are several ways to view the items which are disputed.

Invoices

Account number

1234-0000-3

+ ADD ACCOUNT

Amounts are shown in USD

\$254.00

ACCOUNT BALANCE

\$200.00

DISPUTED

\$100.00

PAST DUE

All invoices
50

FILTERS

EDIT COLUMNS

VIEWS

	INVOICE NUMBER	INVOICE DATE	INVOICE STATUS	PDF STATUS	DUE DATE	CURRENT BALANCE	ORIGINAL AMOUNT DUE	PAYMENT STATUS	PAID	CI
<input type="checkbox"/>	> 1-345-5323	02/10/2022	Open - In dispute	Available	02/28/2022	\$ 50.00	\$ 50.00	-	\$0.00	U
<input type="checkbox"/>	> 1-422-1432	03/10/2022	Open - In dispute	Available	03/31/2022	\$ 50.00	\$ 50.00	-	\$0.00	U
<input type="checkbox"/>	> 4-131-4224	04/10/2022	Open - In dispute	Available	04/30/2022	\$ 25.00	\$ 25.00	-	\$0.00	U
<input type="checkbox"/>	> 2-432-1333	05/10/2022	Open - In dispute	Available	05/31/2022	\$75.00	\$75.00	-	\$0.00	U

1. In the Invoice table, all the invoices currently in Dispute will be updated with the status of Dispute along with their original status (i.e. Open-in-dispute).
2. If the dispute is created at the invoice level, the status of the invoice is provided with the hyperlink.

Invoices

Account number

1234-0000-3

+ ADD ACCOUNT

Amounts are shown in USD

\$254.00

ACCOUNT BALANCE

\$254.00

DISPUTED

\$100.00

PAST DUE

All Invoices

50

FILTERS

EDIT COLUMNS

VIEWS

Q

<input type="checkbox"/>	INVOICE NUMBER	INVOICE DATE	INVOICE STATUS	PDF STATUS	DUE DATE	CURRENT BALANCE	ORIGINAL AMOUNT DUE	PAYMENT STATUS	PAID	CI
<input type="checkbox"/>	> 4-345-6745	02/10/2022	<div><div></div>Open - In dispute</div>	Available	02/28/2022	\$ 324.65	\$ 324.65	-	\$0.00	U
<input type="checkbox"/>	> 1-422-1432	03/10/2022	Open	Available	03/31/2022	\$100.00	\$ 50.00	-	\$0.00	U
<input type="checkbox"/>	> 4-131-4224	04/10/2022	Open	Available	04/30/2022	\$100.00	\$100.00	Scheduled	\$0.00	U
<input type="checkbox"/>	> 2-432-1333	05/10/2022	Open	Available	05/31/2022	\$ 50.00	\$100.00	Pending	\$0.00	U
<input type="checkbox"/>	> 4-234-6745	06/10/2022	Open	Pending	06/30/2022	\$ 50.00	\$ 50.00	Added to cart	\$0.00	U
<input type="checkbox"/>	> 3-112-1867	07/10/2022	Open	Pending	07/31/2022	\$ 50.00	\$ 50.00	-	\$0.00	U
<input type="checkbox"/>	> 8-323-6723	08/10/2022	Open	Pending	08/31/2022	\$ 50.00	\$ 50.00	-	\$0.00	U
<input type="checkbox"/>	> 2-333-9875	09/10/2022	Open	Not supported	09/30/2022	\$ 50.00	\$ 50.00	-	\$0.00	U
<input type="checkbox"/>	> 2-112-3277	10/10/2022	Open	Not supported	10/31/2022	\$ 54.00	\$100.00	Added to cart	\$0.00	U
<input type="checkbox"/>	> 1-689-9908	11/10/2022	Open	Available	11/30/2022	\$ 20.00	\$100.00	Added to cart	\$0.00	U

Clicking the Invoice status hyperlink will direct you to the Dispute Details page.

DISPUTE DETAILS


Amounts are shown in USD

Dispute 5300684


DISPUTE INFORMATION

Account number	1234-0000-3
Invoice number	1-345-5323
Tracking ID	091782759264
Dispute date	06/15/2023
Dispute type	Service failure
Dispute reason	Delivered late
Comments	-
Dispute status	Submitted
Total original charges	\$61.89
Requested amount	\$31.09
Credited	-

BACK

- Similar to invoice dispute, if the dispute is created at shipment level the dispute icon will be available in the shipments table next to the three dots. Clicking the dispute icon  will direct you to the Dispute details page.

MPS details

	TRACKING ID	DIMENSIONS	ACTUAL WEIGHT	ACTUAL WEIGHT UNIT OF MEASURE	RATED WEIGHT	RATED WEIGHT UNIT OF MEASURE	CHARGES								
Dispute	> 7799242618 (Master)	6"x6"x6"	15.5	LBS	17.0	LBS	\$ 5.27								
	> 284139421077	6"x6"x6"	15.5	LBS	20.0	LBS	\$ 567.50								
	> 774889606984	6"x6"x6"	15.5	LBS	20.0	LBS	\$ 33.89								
	✓ 698477488960	6"x6"x6"	15.5	LBS	17.0	LBS	\$ 65.55								
<div>Charges</div> <table><tr><td>Additional handling - DIM</td><td>\$ 13.50</td></tr><tr><td>Dry ice</td><td>\$ 5.55</td></tr><tr><td>Dangerous goods</td><td>\$ 46.50</td></tr><tr><td>TOTAL</td><td>\$ 65.55</td></tr></table> <div>DISPUTE</div>								Additional handling - DIM	\$ 13.50	Dry ice	\$ 5.55	Dangerous goods	\$ 46.50	TOTAL	\$ 65.55
Additional handling - DIM	\$ 13.50														
Dry ice	\$ 5.55														
Dangerous goods	\$ 46.50														
TOTAL	\$ 65.55														
	> 809677406984	6"x6"x6"	15.5	LBS	16.0	LBS	\$ 3.50								
	> 139428421077	6"x6"x6"	15.5	LBS	17.0	LBS	\$ 77.19								
	 > 498720964916	6"x6"x6"	15.5	LBS	17.0	LBS	\$ 142.21								

- If a shipment in the invoice is submitted for dispute, then the invoice table will only display the status of the invoice and no hyperlink will be provided at the invoice level.

Invoices

Account number

1234.0000.3

+ ADD ACCOUNT

Amounts are shown in USD

\$254.00
ACCOUNT BALANCE

\$200.00
DISPUTED

\$100.00
PAST DUE

All Invoices
50

FILTERS

EDIT COLUMNS

VIEWS

	INVOICE NUMBER	INVOICE DATE	INVOICE STATUS	PDF STATUS	DUE DATE	CURRENT BALANCE	ORIGINAL AMOUNT DUE	PAYMENT STATUS	PAID	C
<input type="checkbox"/>	> 1-345-5323	02/10/2022	Open – In dispute	Available	02/28/2022	\$ 50.00	\$ 50.00	–	\$0.00	U
<input type="checkbox"/>	> 1-422-1432	03/10/2022	Open – In dispute	Available	03/31/2022	\$ 50.00	\$ 50.00	–	\$0.00	U
<input type="checkbox"/>	> 4-131-4224	04/10/2022	Open – In dispute	Available	04/30/2022	\$ 25.00	\$ 25.00	–	\$0.00	U
<input type="checkbox"/>	> 2-432-1333	05/10/2022	Open – In dispute	Available	05/31/2022	\$75.00	\$75.00	–	\$0.00	U

5. Once the dispute is raised, the dispute number will be created, and this will be updated in the Transaction history section of Payments and charges module. Clicking the dispute reference number directs you to the Dispute details page.

SECTION - 16

16. Reporting

Reporting feature allows you to create and download the invoice reports and helps you meet your billing needs. Under Reporting there are three options: Create report, Download center, and Automated settings.

16.1. Create report

Create report allows you to customize report parameters, create reports, and download it for future reference.

To start creating a report, in the left navigation menu select Reporting and click **Create report**.

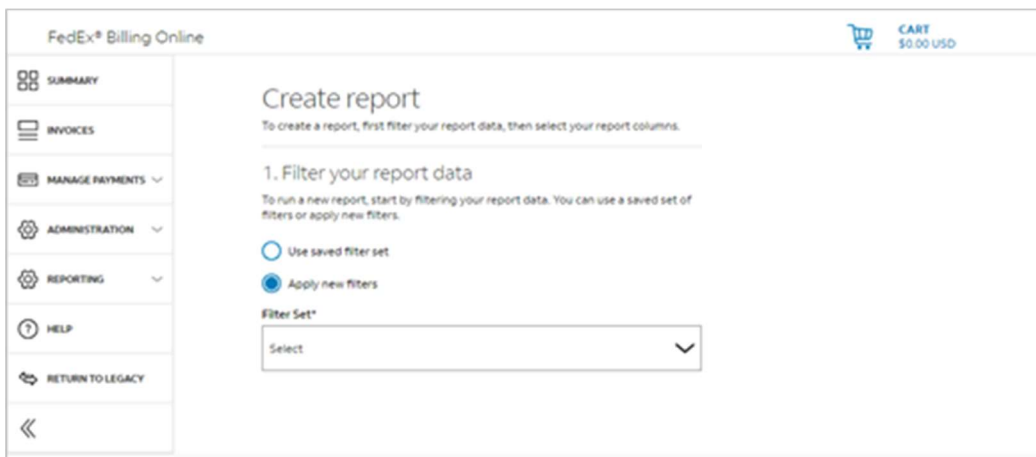
Create report involves two different sections: Filter your report data and Select your report columns.


Filter your report data:


To filter your report data, follow the below mentioned steps:

Step 1. In Create report page, select either **Use saved filter set** or **Apply new filters**.

- **Use saved filter set:** This option allows you to use the saved filter set from the Filter Set drop-down. All the values of that filter set will apply to the current report. [Click here](#) to know about Manage Filter Set.
- **Apply new filters:** This option allows you to create a new filter set, first select a filter set from the drop-down.



Step 2. Select the Account number(s) using the checkbox. 

Step 3. Set the date range using the calendar selector. 


Step 4. Select the invoice status from the status drop-down.

Saving option

Under Saving Option, there will be two scenarios:

1. Save filter set checkbox
2. Save as new and Update filter set.

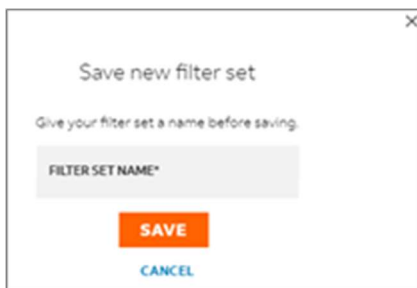
Save filter set checkbox

If you have selected Apply new filters option, Save Filter Set checkbox is displayed to save the new filter set for future use. To save, click Save filter set checkbox , provide a name in the Filter set name text box, and click **Save Filter Set** option.

Save as new and Update filter set

Save as new and Update filter set option is displayed, if you have selected Use saved filter set option and made any modifications to the pre-populated values of that filter set, like changing the date range or adding/removing the account number(s).

If you click **Save as new** option, then you will get the below window. Enter the filter name in the filter set name text box and click **Save**.



Save new filter set

Give your filter set a name before saving.

FILTER SET NAME*

SAVE

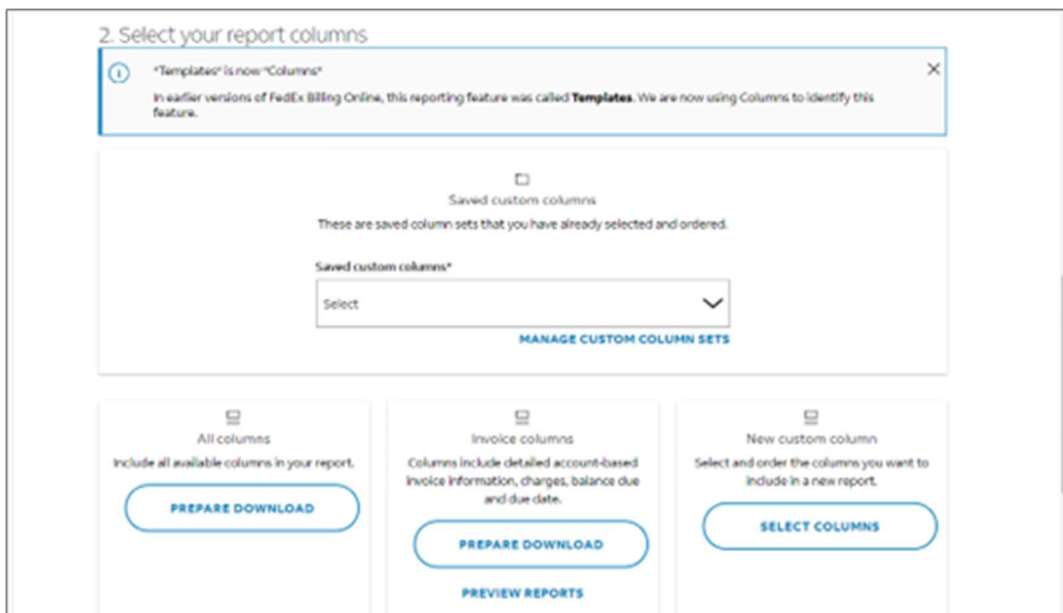
CANCEL

To update the existing filter set, click **Update filter set** option. The changes will be applied to the saved filter set.

Select your report columns:

Under this section, there are four ways to select your report columns:

1. [Saved custom columns](#)
2. [All columns](#)
3. [Invoice columns](#)
4. [New Custom column](#)



2. Select your report columns

*"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

1. [Saved custom columns](#)

In the saved custom columns drop-down all the custom columns which are already saved to the account are displayed.

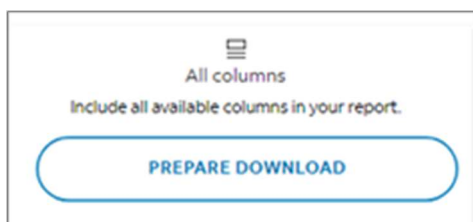
- **Saved Custom Columns:** Select the required saved custom column from the drop-down.
- **Manage Custom Column Sets:** Click **Manage custom column sets** link to see the saved column sets in the account. To delete the column set, select the checkbox(es), and click **Remove**.

- **Edit columns:** To further modify the columns in the report. [Click here](#) to know more about editing the columns in the report.
- **Prepare Download:** To download the report, follow the below steps:
 - Step 1.** Click **Prepare download** and it will direct you to the Prepare download page.
 - Step 2.** Enter file name in file name text box.
 - Step 3.** Select file type using the file type drop-down.
 - Step 4.** Click **Download**, and you will be directed to the Download center page.

In the Download center page, if the file status is completed, click the file name to download the report.

2. All columns

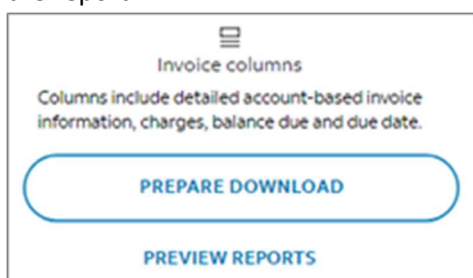
This option automatically includes all the columns available in the system into your report.



Click **Prepare download** (follow the steps mentioned in the referred section), and the report will be available in the download center.

3. Invoice columns

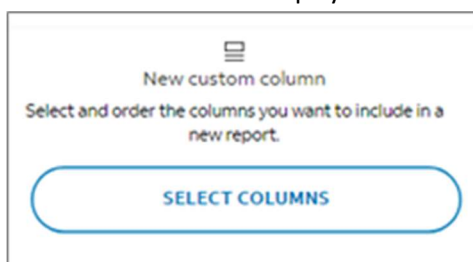
Invoice columns include the detailed account-level information such as charges, balance due, due date etc., in the report.



- **Prepare download:** Click **Prepare download** (follow the steps mentioned in the referred section) and the report will be available in the download center.
- **Preview reports:** Click **Preview reports** to preview the columns available in the invoice columns.

4. New custom column

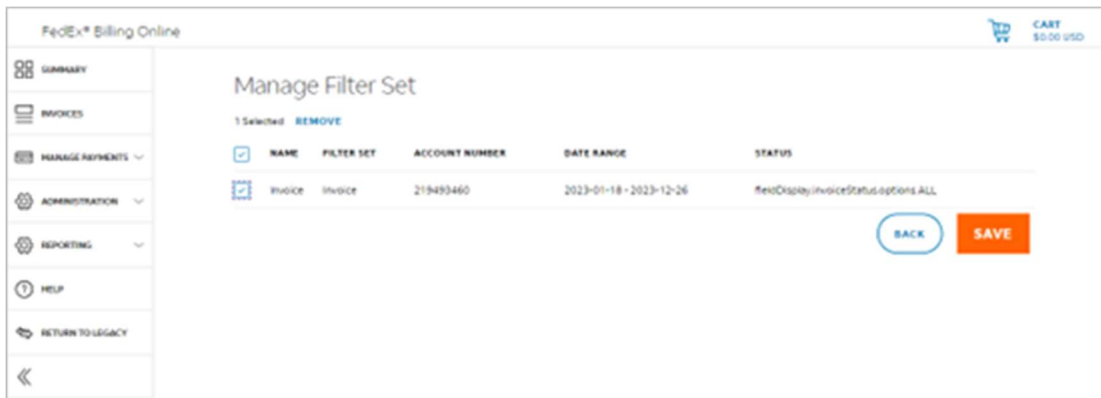
New custom column helps you to select the columns for your report.



- Click **Select columns**, and you will be directed to Select columns page.
- Select column page is same as Edit column page. Both the pages allow you to add/remove the columns from the report. To know more about this feature, click [Edit columns/New Custom Columns](#).

Manage filter set

In Manage Filter Set page, all the saved filter sets will be displayed, along with their details like name of the filter, date range, account number, filter set, and status.



To remove any saved filter, click the checkbox ☐, and remove option will be enabled. Click **Remove**.
To save the changes made in the Manage filter set page, click **Save**.

Edit columns/New custom column:

Edit columns or New custom column feature functionalities work in a similar way.

Edit columns: Edit columns option is enabled only when the saved column set is selected from the drop-down. Edit Columns allows you to add/remove the columns from the saved custom column set.

New custom column: This feature allows you to create a new column set. Click **Select Columns** under New custom column to customize the report column, and you can also save it for future reports.

There are two sections in the Edit columns/Select columns page:

Available columns: This section displays the list of all the available columns to create a report.

- **Search:** Use the search text box to find the required column.
- **Category:** Select the required category to narrow down the column list.
- **Add:** Click **Add** to include the column to your report one by one. The respective column will immediately display in the Selected column section.
- **Add all:** Click **Add all** to include all the available columns to the report.

Selected columns: This section lists all the existing columns selected for the report.

- **Remove:** To remove the respective column from the report, click **Remove**.
- **Remove all:** To remove all the selected columns from the list, click **Remove all**.
- **Sort Columns in standard Order:** To list the selected columns in a standard order, click Sort columns in standard order checkbox ☐.

Report Details [EDIT](#)

Data Set: Invoice
 Account number(s): 219493480,719236500
 Date: 2023-01-18 - 2023-12-24
 Invoice Status: All
 Payment Status: All
 Column Set: Invoice columns

Select your report columns
 Add columns to customize your report. You can search for columns by name or explore columns by category.

Add columns to report

Search

column categories:

Available Columns [ADD ALL](#)
 97 items

- Bill to Account Number [ADD](#)
- Invoice Number [ADD](#)
- Original Amount Due [ADD](#)
- Payor [ADD](#)
- Express or Ground Tracking ID [ADD](#)
- Transportation Charge Amount [ADD](#)
- Net Charge Amount [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.

Selected Columns [REMOVE ALL](#)
 5 items

- Consolidated Account Number [REMOVE](#)
- Invoice Date [REMOVE](#)
- Store ID [REMOVE](#)
- Current Balance [REMOVE](#)
- Ground Tracking ID Prefix [REMOVE](#)

☐ Sort columns in standard order

Saving Options
 You made changes to your saved column set or saved it as a new column set?

[SAVE AS NEW](#) [UPDATE COLUMNSET](#)

Prepare your report for download
 Get your download a file name, then select a file type.

File name:

File type:

[DOWNLOAD](#)

Edit column page

When you add/remove the columns to the saved custom column, Save as new and Update column set options will be enabled.

Save as New: If you wish to add the selected columns as a new column set, click **Save as new** option, enter the name of the column set, and click **Save**.

Update Column Set: To update the existing column set, click **Update column set**.

Select columns page

When you add columns in the Select columns page, Save as new column set option will be enabled. To save the selected column set for future use, click **Save as new column set**, enter the name of the column set, and click **Save**.

After selecting the required columns for the report, to prepare your report for download, enter a file name, select the file type from the drop-down, and click **Download**.

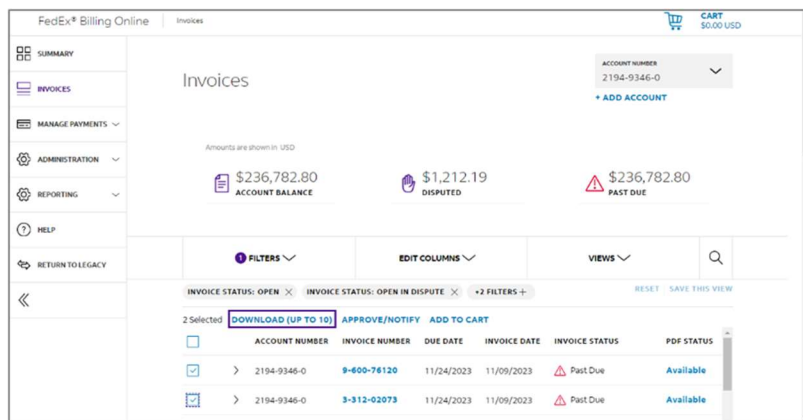
Your report will be downloaded and will be available in the Download center page.

16.2. Download center

To download the invoice, follow the below mentioned steps:

Step 1. In the invoice table, select the checkbox(es) for which you wish to download the invoices.

NOTE: You can download up to ten invoices at a time.



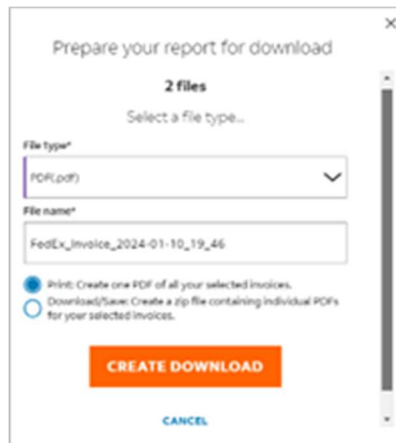
Step 2. Click **Download**, and it will direct you to the Prepare your report for download page.



Step 3. There are five different file types available: PDF, Excel, CSV, Txt, XML. Select the required file type from the drop-down.

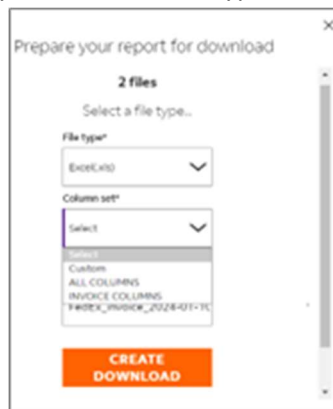
- a) If you select file type as PDF, you will have below two options:
 - i. **Print: Create one PDF of all your selected invoices** – A single PDF will be created with all the selected invoices.
 - ii. **Download/Save: Create a zip file containing individual PDFs for your selected invoices** – A zip file will be created containing a group of PDFs which includes individual invoices in it.

Note: By default, print option is selected. These options will be displayed only when PDF file type is selected.



- b) If you select file type as **CSV/ Excel/ Txt/ XML**, column set option will be available. Select the required column set from the drop-down, the drop-down displays the FedEx preset columns (invoice columns, all columns), and the saved column sets for the account.

Note: A single file will be downloaded with all the invoices (Zip file cannot be created) when you select the file type as CSV/ Excel/ Txt/ XML.




Step 4. The file name will be pre-populated. You can modify it if required, but the file name should not exceed more than 30 characters.

Step 5. Click **Create Download**, and it will direct you to the Download Center page.

Step 6. The Download Center page displays the list of all the files which are downloaded. Here, you can perform the following actions:

- Select the account number from the account number drop-down, for which you want to view the downloaded report.
- In the table, click file name to download the report.
- Click Refresh button at the bottom, to load the latest results in the table.

- d) Click three dots  in the left side of the row and click **Delete file** to delete the downloaded report.



16.3. Automated settings

Automated settings enable you to automatically download any new invoices once it is created.

Automated settings

Turn on automated settings to streamline your billing work flow

Autodownloads

FedEx Billing Online can automatically generate a report of your invoiced data each time a new invoice is created. Once generated, it will be available in the **Download center**.

☒ Autodownloads

Column set*

File type*

Note: if you do not select a column set, all column will be included in your report

SAVE SETTINGS

If the toggle bar is Off the Auto download feature will be disabled and if the toggle bar is On the Auto download feature will be enabled.

If the Auto downloads bar is toggled on, then you will be provided with Column set and Filter type drop-down option. Filter type drop-down is a mandatory field.

If no option is selected from column set option, then by default, all the columns will be included in the report.

Once the necessary changes are made in the Automated settings page, click **Save settings**.

SECTION - 17

17. Quick search

Quick search feature allows you to search for any specific payment type and retrieve its details based on the different criteria like Invoice number, Tracking ID, etc., in the Summary page.

The screenshot shows the 'Summary' page of the FedEx Billing Online interface. On the left is a navigation menu with options: SUMMARY, INVOICES, MANAGE PAYMENTS, ADMINISTRATION, REPORTS, HELP, and RETURN TO LEGACY. The main content area has a 'Summary' title and an 'Account number' dropdown menu set to '1234-0000-3'. Below this, three boxes show account status: '\$254.00 ACCOUNT BALANCE', '\$200.00 DISPUTED', and '\$100.00 PAST DUE'. A 'VIEW INVOICES' button is present. The 'Search' section includes a placeholder text 'Search for*' and a dropdown menu with 'Invoice number' selected. Below the dropdown is a text box containing '4-345-6745' and a 'SEARCH' button.

To search for any specific payment type using the quick search, follow the below mentioned steps:

- Step 1.** Select the required criteria from the Search for drop-down.
- Step 2.** Enter the valid value in the text box. For example: If you have selected Invoice number from Search for drop-down, then you have to enter valid invoice number in the text box.
- Step 3.** Click **Search**.

Based on the criteria selected, you will be either directed to Search results page or Details page as shown in the below table.

Search for	Textbox	End result
Invoice number	Enter the specific invoice number	Redirect to Invoice details page
Tracking ID/ Transaction ID	Enter the tracking/ transaction ID.	Redirect to Shipment details page
Payment reference number	Enter the Payment reference number	Redirect to Payment details page

Search results

Search results page displays when the search has more than one result. In the Search results page, you can view the below information:

- **Search Criteria:** Displays the criteria you selected, and the value entered in the textbox.
- **Edit search criteria:** Allows you to edit the criteria and the value entered.

- **Results:** Displays all the search results in a table. Click the hyperlink in the table to view more details about each search results.
- **Prepare your report for download:** To download the search results, provide a file name, file type, and click **Create download**.

The screenshot shows the 'Search results' page in the FedEx Billing Online system. The page has a sidebar on the left with navigation links: OVERVIEW, INVOICES, MANAGE PAYMENTS, ADMINISTRATION, REPORTS, HELP, and RETURN TO LOGOUT. The main content area is titled 'Search results' and includes a 'Search criteria' section with a search bar containing 'Express reference number' and a value '1234-5678-9'. Below the search bar is a button labeled 'EDIT SEARCH CRITERIA'. The 'Results' section shows a table with 5 results. Below the table is a section titled 'Prepare your report for download' with a text input for 'File name' and a dropdown for 'File type'. At the bottom is a red button labeled 'CREATE DOWNLOAD'.

PAYMENT DATE	PAYMENT REFERENCE	PAYMENT TYPE	PAYMENT STATUS	PAYMENT AMOUNT
02/07/23	981-23456	BT	PAID	\$175.00
02/07/23	981-23456	BT	PAID	\$175.00
02/08/23	981-23456	BT	PAID	\$175.00
02/13/23	981-23456	BT	PAID	\$175.00
02/16/23	981-23456	BT	PAID	\$175.00

Prepare your report for download
Give your download a file name, then select a file type.

File name*

File type*
Select

CREATE DOWNLOAD