FedEx® Reporting Online (FRO)

Information
Driving Efficiency

FedEx Reporting Online (FRO)
User guide

FedEx Reporting Online (FRO) gives you the tools to access your shipment data whenever you want and in the format of your choice. This will streamline your business process and save you time and money. FRO will also help you find and analyse patterns in your shipments, improving your decision-making.

This user guide will show you how to:

1   Create standard and customised reports of your FedEx shipments

2   Download reports and build interactive reports
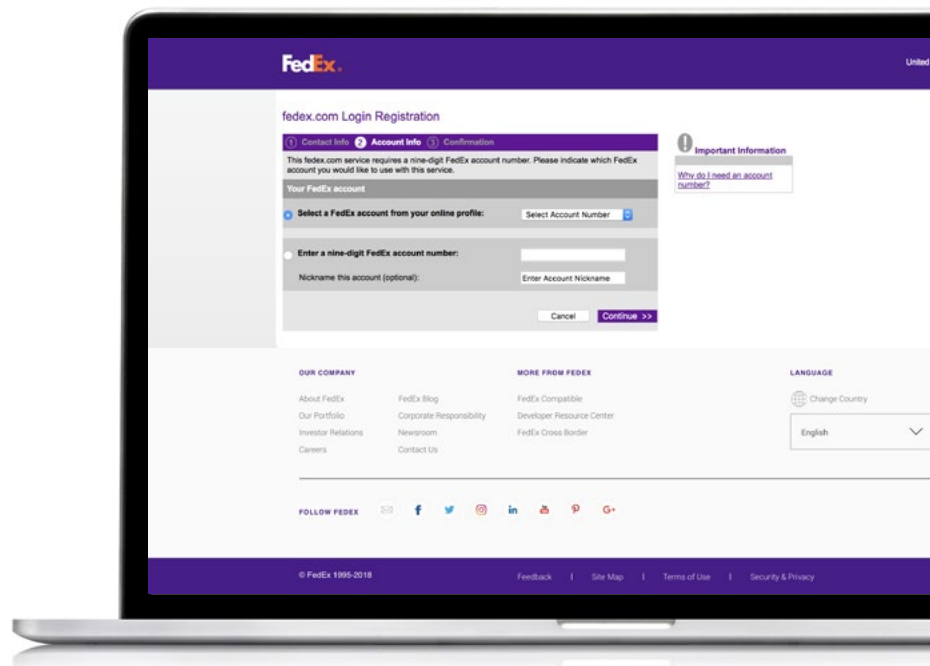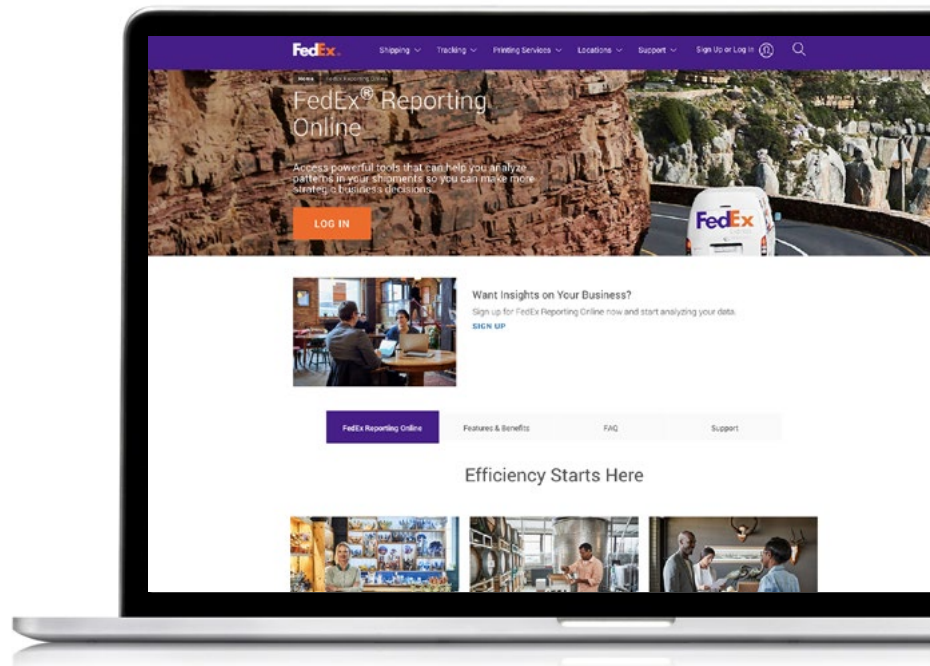
3   View recurring reports

Registration

To register for FRO, go to [click here](#) ⬈ and click on 'Log in'.

1 Enter your FedEx **user ID** and **password**.

2 You will be asked to confirm your **account number** from the 'Select account number' drop-down.

3 You will need to enter **two recent invoice numbers** to complete your registration.

Getting started

After registering for FRO, go to fedex.com [↗] .

1 Click on **Sign Up/Log In** and enter your FedEx user ID and password.

2 Select **'FedEx Reporting Online'** from the drop-down profile menu.

Alternatively, you can login from the **FedEx Reporting Online** page or select 'Manage Reporting' through the Account menu on **fedex.com** homepage.

Creating a report

Go to the **'Reports'** drop-down menu. Click on **'Create New Report'** (other options are 'View Report Status' and 'View Recurring Reports').

First, set your report parameters. Select your service type (e.g. FedEx Express). Then choose either a **'Shipper'** or **'Payer'** report.

Now select the account/accounts you would like to include in the report (e.g. 9-digit, national, national sub-group, global entity, division, country, group accounts). Then, scroll down to choose the account numbers from the table.
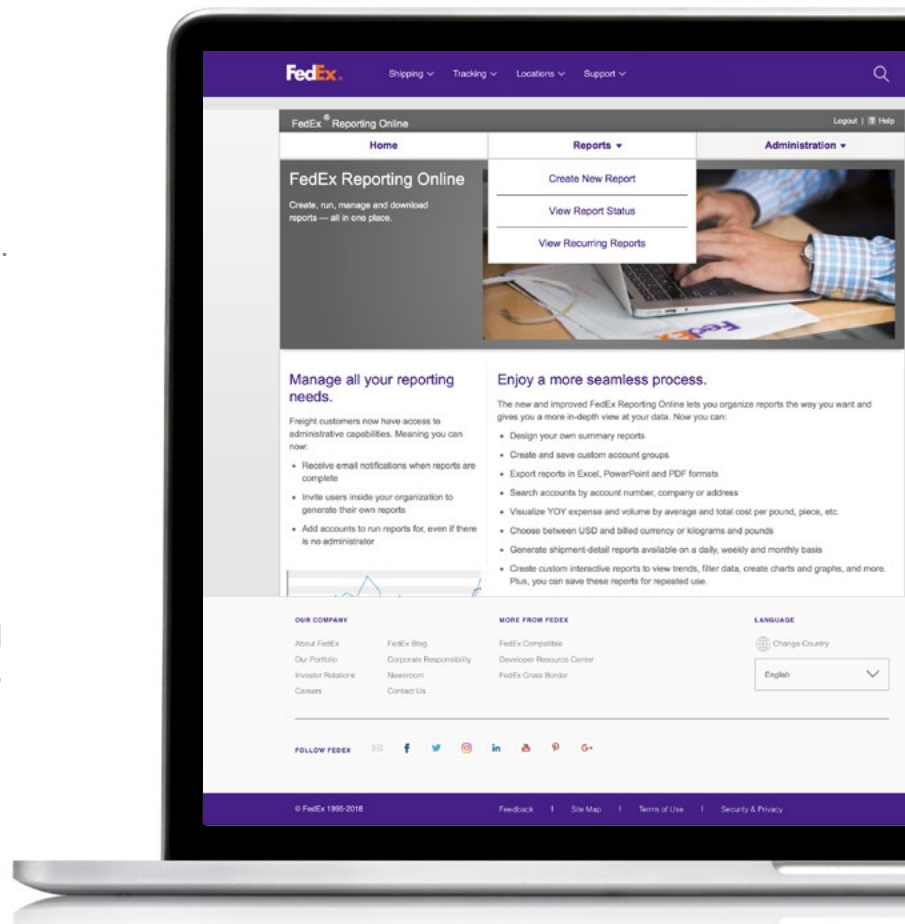
Select a report type

Now you are ready to choose a report type. You can choose from:

Summary reports

These include Domestic Days in Transit; Expense and Volume Summary; Express Service Performance, with Invoice Date or Ship Date; Shipper Summary; Surcharge Summary. The name of these reports, as with the others, can be changed and personalised.

Detail: Standard reports

These include Address Correction; Dimmed Package Detail; Shipment Detail; Surcharge Detail for USD and Billed Currency; Extended Shipment Detail (USD and Billed Currency).

Detail: Custom reports

These allow you to select the data fields you want to customise your report. Choose either Extended Shipment Detail reports (e.g. if you are looking for billed currency) or Shipment Detail reports. Custom reports have an additional filter for international shipments.

Finally, select the report frequency. Choose if you want a one-off report or a recurring report with its date range, e.g. weekly or monthly. Now click **'Run Report'**. You can check its status by selecting 'View Report Status' under the **'Reports'** tab. Once its status shows **'Complete'** you can download the report by clicking its arrow icon.
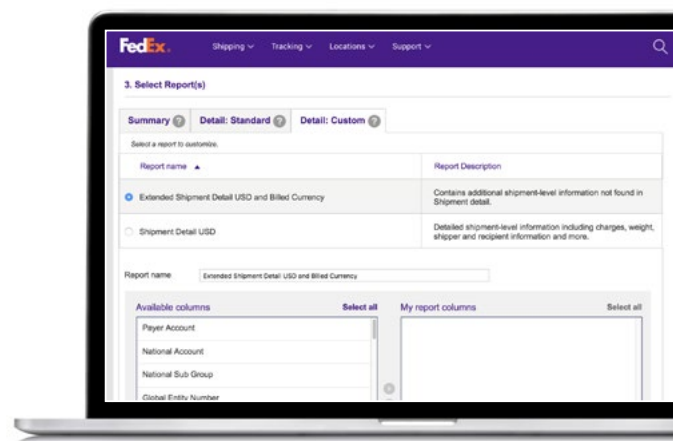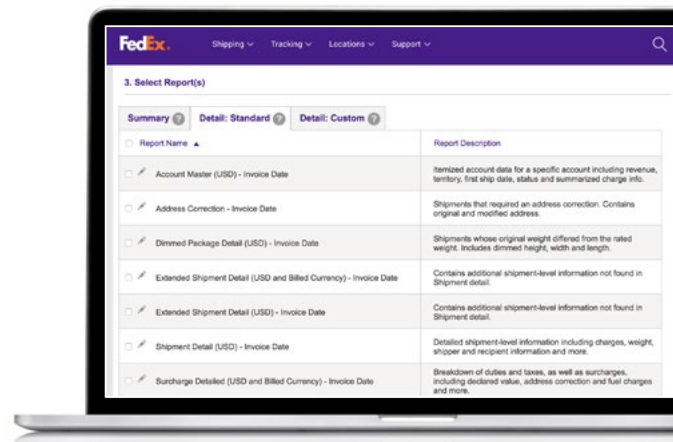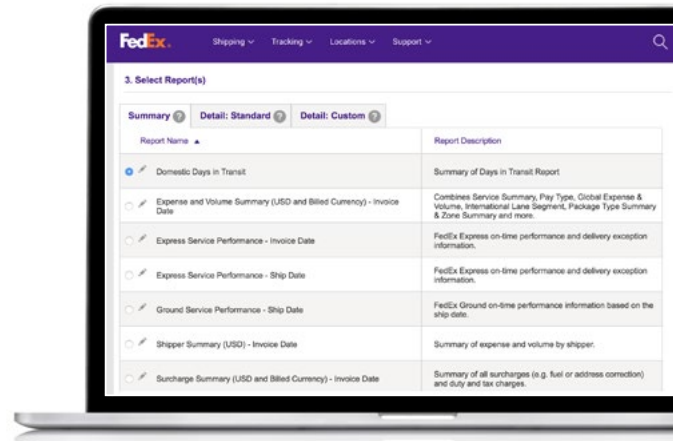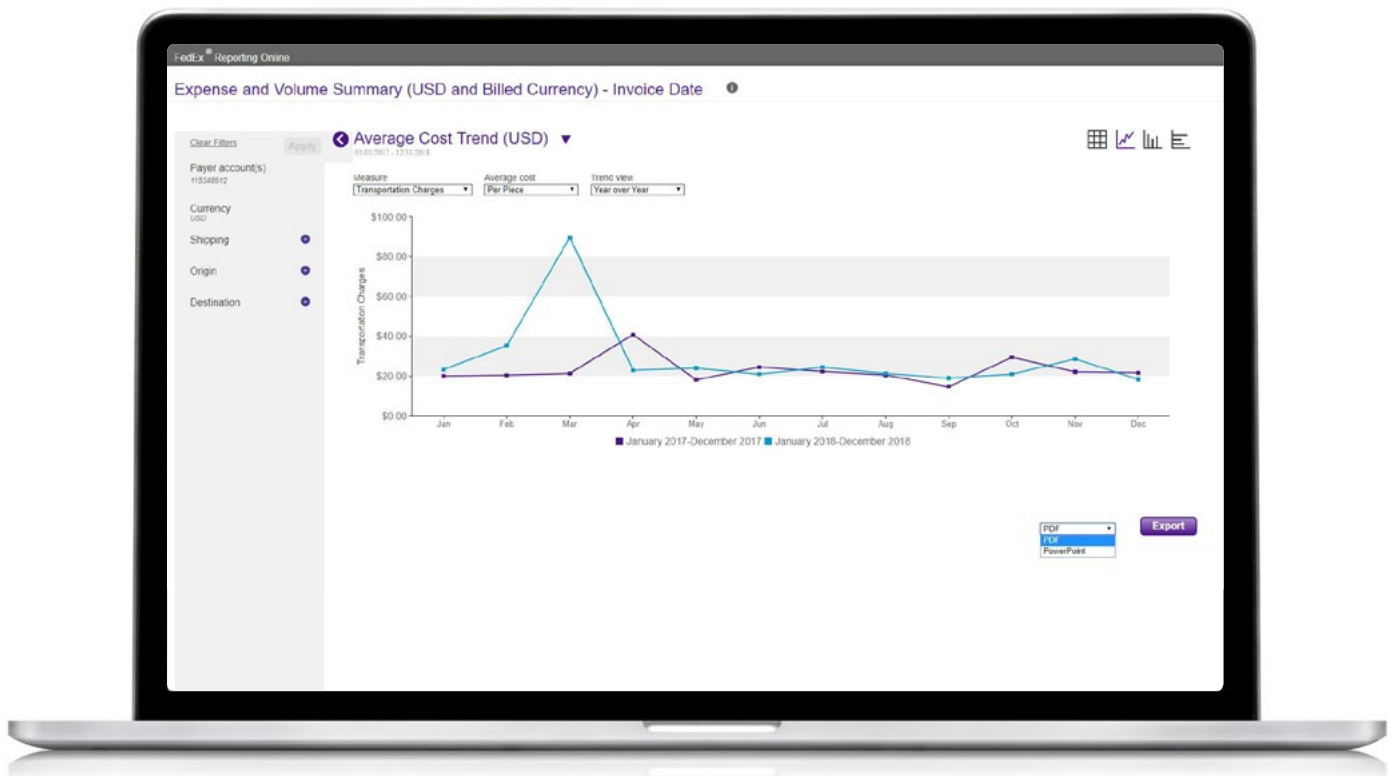
Interactive reports

FRO also offers you interactive reports, creating charts and graphs to represent your shipment data.

Interactive reports

Once your report status is 'Complete', click on the chart's icon to view it. You can also export the data in Excel and export the chart in PDF and PowerPoint.

Recurring reports

Finally, to view recurring reports, go to the 'Reports' tab and select 'Recurring Reports' from the drop-down.

Recurring reports

You can view details such as the report name, associated accounts, report frequency, next available run date, and the format of the report (i.e. pdf, excel).

To remove a report from your recurring reports, select the check box next to the report and click 'Delete'.

Create/edit an account group

To create an account group, click on the 'Administration' tab.

1 Select **'Account Groups'** from the drop-down menu.

2 Enter the account type. Here you will be able to paste or enter a list of **9-digit accounts**. You will also be able to create a 9-digit account group from an existing national or sub-group.

3 To edit an account group, select '**Account Group'** from the **'Administration'** tab and click the **'Edit'** hyperlink. You can then delete specific account numbers.
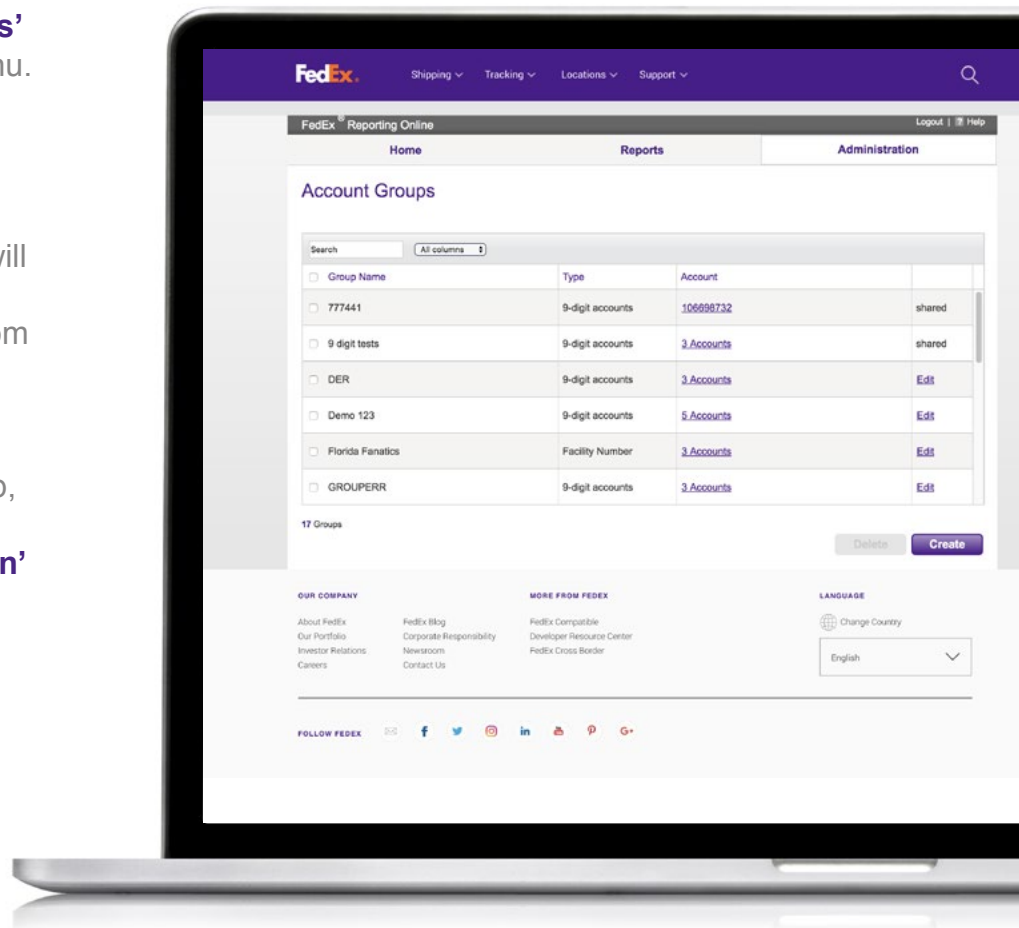
Need further information, check out our Frequently Asked Questions section online or contact your FedEx account representative.