



FedEx® Billing Online

View, Manage and Pay Your Bills Online



FedEx® Billing Online is a free, fast, and easy way to manage your invoicing and payment needs online.

Now you can view the details of your invoices online, download files in PDF, XML, XLS or CSV format, and easily dispute your invoices.

Register now to experience and manage your FedEx invoices at: fedex.com/fedexbillingonline



Registration and Settings



View Invoices



Pay Invoices



Dispute Invoices



Search and Download



How to register for 'ELECTRONIC INVOICE' with FedEx® Billing Online?

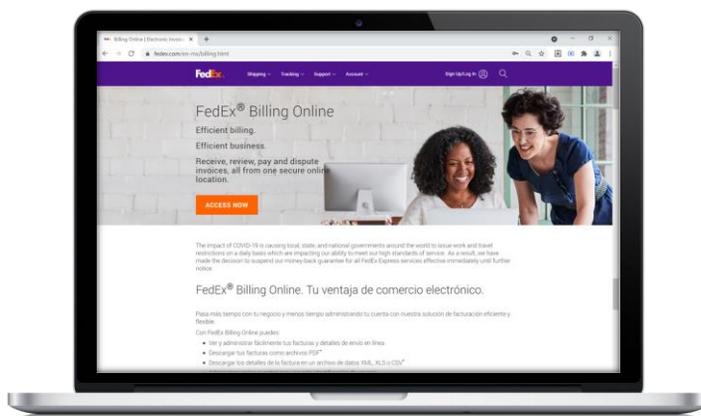
Register with FedEx Billing Online to take advantage of your invoices today and download electronic files in 3 easy steps.

STEP 1: REGISTER

Go to fedex.com/fedexbillingonline and enter the user ID and password for your FedEx account. Follow instructions on screen to link your account to FedEx Billing Online.

Remember to bookmark the [link](https://fedex.com/fedexbillingonline) so you can easily find it when you want to pay your bills. For more frequently asked questions go [here](#).

Don't have a FedEx user ID yet? Create one [here](#).





STEP 2: ACCOUNT SETTINGS

From 'My Options' drop menu, click on 'Manage Account Settings' to add your 'Primary Account' and/or 'New Child Account'.

FedEx FedEx Billing Online [Return To FBST](#) [Logout](#) [Help](#)

Account Summary | Search/Download | **My Options** | International Electronic Only

- Manage Account Settings
- Manage Users
- Manage Payment Preferences
- FedEx.com Profile

Manage Account Settings [Clear all fields](#)

* Denotes required field.

Add/Remove Accounts [Help](#)

Adding a New Primary Account
To add a primary account, you will be redirected to the FedEx account login screen. [Add a primary account](#)

Adding a New Child Account to
To add a sub-account (child account) to an existing primary FedEx account, enter the account number and Company Name in the form field below. [More...](#)

* Account no

* Company name Enter the Company Name as it is displayed on this account's invoices. [Add a child account](#)

Remove a Child Account
Select an existing sub-account (child account) from the drop down list below to stop receiving bills for that account through FedEx Billing Online.

Current active accounts No active accounts

STEP 3: BILLING OPTIONS

Your account will be set as 'Electronic Only'. You can 'Change Billing Medium' at anytime.

Edit Account Information [Help](#) [Hide](#)

Edit Store ID
Select the account number of the store for which you wish to update the store ID. Once you've made your selection and entered the new value, select 'Update store ID' to apply the new setting.

Account no. [Update Store ID](#)

Change Billing Medium
Your current billing option is set to Electronic only. To switch to another method or to be removed from FedEx Billing Online, please select an option below.

Billing Options [Change Billing Medium](#)

Once 'Electronic only' invoicing has been activated, you will be able to view and download your electronic invoices in different file formats: PDF, XML, XLS or CSV.

For more 'Frequently Asked Questions' go [here](#).

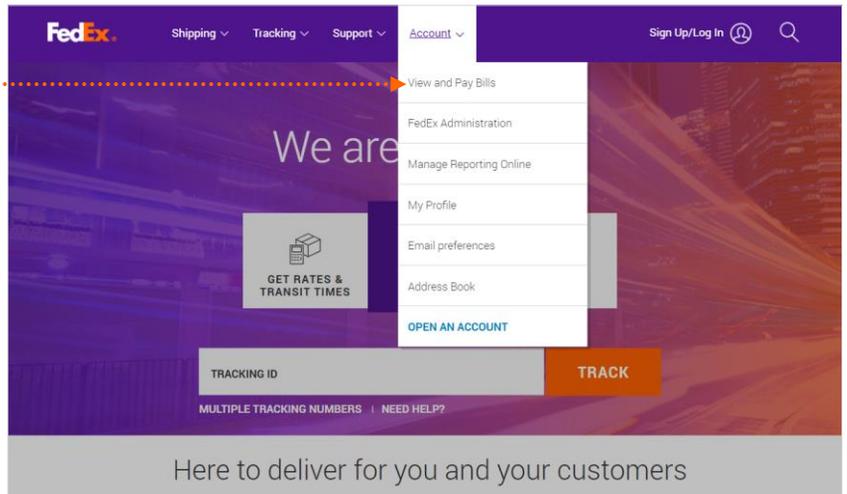


Register your FedEx account

Go to fedex.com/fedexbillingonline

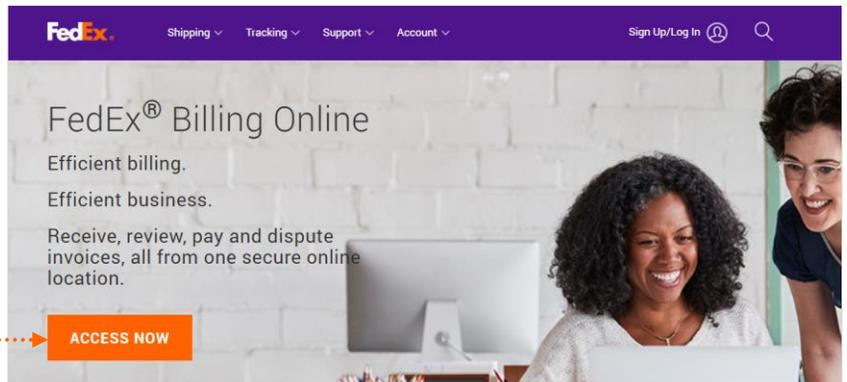
When you are logged-out:

From home page drop menu 'Account' click on 'View and Pay Bills'.



Click on 'Access Now' and enter your user ID and password for your FedEx account.

Please note: If your account is not registered with FedEx® Billing Online, please follow instructions on screen to register your account to FedEx Billing Online. For more details of this step go [here](#).



The impact of COVID-19 is causing local, state, and national governments around the world to issue work and travel restrictions on a daily basis which are impacting our ability to meet our high standards of service. As a result, we have made the decision to suspend our money-back guarantee for all FedEx Express services effective immediately until further notice.

FedEx Billing Online. Your electronic business advantage.

Spend more time on your business and less time managing your account with our efficient and flexible invoicing and billing solution.

FedEx Billing Online benefits include:

- View and manage your invoices and shipment details online
- Download your invoices as PDF files*
- Download invoice details in a XML, XLS or CSV data file*
- Manage several accounts under a single user ID
- Pay invoices online using credit cards (not available in every country)
- Manage payment preferences via Automatic Payments (must be able to pay with a credit card)
- Easily dispute invoices online. You will receive an immediate on-screen response for eligible submissions for individual air waybills.

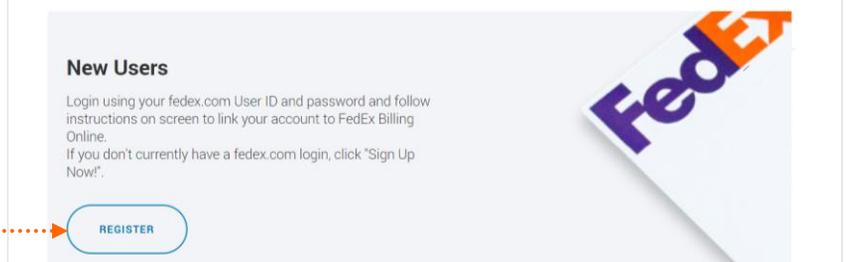
* Please allow 24 – 48 hours for PDF file and invoice details to be available in FedEx Billing Online after you receive an email notification.

Register now to experience the easiest way to manage your FedEx invoices.

Login with your FedEx User ID and password and follow instructions on screen to **Register your FedEx account to FedEx® Billing Online.**



Don't have a FedEx user ID yet? Create one [here](#).





Account confirmation

Select your **FedEx account** from your online profile to be registered to FedEx® Billing Online.

First time logged-in users can enter FedEx Account number and nickname the account.

Enter **2 recent invoice numbers** to validate your FedEx account.

Click on the **arrow** to start using FedEx® Billing Online.



Account Settings

Start using FedEx® Billing Online or **Select** to complete next steps to enter your payment information and invite others to have access to your FedEx Billing Online account information.

Click here to view a demo.

From the top main menu tabs you can select to access 'Account Summary', 'Search/Download', 'My Options', and 'Message Center'.

From the 'Invoice List' tabs you can select to access 'All-Open', 'Past Due', 'Paid/Closed', and '*In Dispute'.

***In Dispute:** Dispute history currently unavailable. For Dispute status update or support please contact your sales representative or customer service.



View your invoices

Click on the invoice number from the 'Account Summary' screen to view your 'Invoice Summary'.



Click on the 'PDF icon' to open/download your invoice.

Welcome, Tim Smith

Account Summary [Help](#)

Primary Account: 1234-5678-9 [Add an account](#)

Currency	Original charges	Payments or credits	Total due	Past due
ARS	4,423.00		1,292.00	3,131.00
				911.00

All-Open
 Past Due
 Paid/Closed
 In Dispute
 [Search all](#)

Invoice List (All-Open) [Help](#)

Filter by: **None selected** Results per page: **10**

Select all	Invoice no.	View/print	Invoice type	Invoice date	Due date	Account no.	Invoice status	Original charges	Balance due	Payment status	Currency
<input type="checkbox"/>	1-123-10001		Freight	27-May-13	11-Jun-13	1234-5678-9	Open	1,210.00	1,210.00		ARS
<input type="checkbox"/>	2-333-11002		Freight	20-May-13	04-Jun-13	1234-5678-9	Open	273.00	273.00		ARS
<input type="checkbox"/>	2-444-11003		Freight	13-May-13	28-May-13	1234-5678-9	Open	348.00	348.00		ARS
<input type="checkbox"/>	2-159-11004		Freight	29-Apr-13	14-May-13	1234-5678-9	In Dispute	389.00	389.00		ARS
<input type="checkbox"/>	2-159-11002		Freight	15-Apr-13	30-Apr-13	1234-5678-9	Past Due	911.00	911.00		ARS

[Icon Legend](#) [Print/Save](#) [Pay](#)

Invoice PDF View

FedEx

Invoice Number: 20 Aug 2021
Account Number: ****

Amount Due: **TTD 635.98**
Payment Due Date: 29 Sep 2021

Questions?
For any discrepancies or disagreement on the charges, please contact customer service at 1-800-850-8242.

Invoice Summary

Transportation Charges	Amount
Transportation Charges	780.57
Discount	(100.00)
Net Transportation Charges	680.57
Fuel Surcharge	13.58
Fuel Surcharge	51.99
Subtotal	TTD 635.98
Total	TTD 635.98

Together we can connect you with a world of possibilities.
We Connect Possibilities.

To pay your FedEx invoice, please go to www.fedex.com/invoice. Thank you for using FedEx.

Please check with the bank your credit card, please make the payment with our partner's bank. Please do not cash a bank check.

FedEx

Payment Due Date: 29 Sep 2021

Invoice Number	Account Number	Amount Due	Amount Paid
8 133 31751	TTD 635.98	TTD 0.00	

Remittance Advice
Transportation Charges

FEDERAL EXPRESS THINDAG, LTD
PORT OF SPAIN
THINDAG

THINDAG AND TOBAGO

Invoice Details View Screen

Invoice Detail View

Invoice Summary [Help](#) [Hide](#)

Billing information [View Details](#)

Invoice no. [1-123-10001](#) [New](#)
Account no. 1234-5678-9
Control no. 954758805
Store ID no. 123
Invoice type Freight
Invoice date 27-May-13
Due date 11-Jun-13
Invoice Status Open
Balance Due ARS 1,210.00
[View Invoice History](#)

Charge Summary

Total Standard Charges	1,210.00
Total discounts	0.00
Total additional charges	0.00
Total taxes	0.00
Total invoice amount	ARS 1,210.00

[Download Invoice](#) [Dispute Invoice](#) [Pay Invoice](#)

FedEx Invoice Details [Help](#)

Filter by: **None selected** Results per page: **10**

Select all	Air waybill no.	Date	Product code	Reference	Payor	Status	Meter	Shopper Account	Original charges	Balance due
<input type="checkbox"/>	484443273048	16-May-13		176NAF	Shipper	Open	101449021	1234-5678-9	605.00	605.00
<input type="checkbox"/>	484443273087	17-May-13		176NAF	Shipper	Open	101449021	1234-5678-9	605.00	605.00

[Dispute Invoice](#) [Pay Invoice](#)

The invoice will provide your 'Billing Information', 'Charge Summary', and 'FedEx Invoice Details' per each 'Air WayBill' (AWB) number.



You can perform more types of searches and download invoices in different electronic files format such as PDF, XML, XLS or CSV. For more information, click [here](#).



Set up your payment options

You can pay your invoices with a credit card; all payments require ‘payment set up’ and payments can be made automatically with FedEx® Billing Online AutoPay.

Please note: You can add up to 5 credit cards in your account for payments. Partial payments are not allowed.

From ‘My Options’ tab drop menu, click on ‘Manage Payment Preferences’.

Click on ‘Add a credit card profile’.

Enter your credit card information.

Accept the ‘Terms and Conditions’ for payments on FedEx Billing Online.

Click on ‘Add Credit Card Profile’ to continue.

Once you have added a credit card to your profile, you can ‘Enroll in autopay’.





Pay your invoices

Select your 'FedEx Invoice' or you can click on 'Select All' to pay multiple invoices.

After selecting your invoices click on 'Pay'.

Select all	Invoice no.	View/print	Invoice type	Invoice date	Due date	Account no.	Invoice status	Original charges	Balance due	Payment status	Currency
<input checked="" type="checkbox"/>	1-123-10001		Freight	27-May-13	11-Jun-13	1234-5678-9	Open	263.00	263.00		AWG
<input type="checkbox"/>	2-333-11002		Freight	20-May-13	04-Jun-13	1234-5678-9	Open	89.00	89.00		AWG
<input type="checkbox"/>	2-444-11003		Freight	13-May-13	28-May-13	1234-5678-9	Open	75.00	75.00		AWG
<input type="checkbox"/>	2-123-14005		Freight	29-Apr-13	14-May-13	1234-5678-9	In Dispute	84.00	84.00		AWG
<input type="checkbox"/>	2-159-11002		Freight	15-Apr-13	30-Apr-13	1234-5678-9	Past Due	198.00	198.00		AWG

Credit card / PayPal payment

Review and confirm your payment by selecting your 'Payment Profile', 'New Credit Card' or 'PayPal' payment option

Click on 'Submit Payment'

Please note: You can still add more invoices to your cart before making your payment. Click on 'Add items'.

Account no.	Invoice no.	Invoice date	Due date	Currency	Payment item	Amount due	Payment amount	Action
	43134	03-Jan-2022	02-Feb-2022	BRL	Invoice Payment	1,015.63	1,015.63	Remove

Mail your payment

Select 'Mail Check/Create remittance advice' payment option, enter your 'Check no.', and click on 'Submit Payment'.

Review your payment details and click on 'Create Payment Instruction'.





Dispute your invoices

You have the option to dispute an entire invoice or individual shipments within an invoice.

At 'Account Summary' screen, under 'Invoice List' section, click on the invoice number.

Welcome, Tim Smith

Account Summary [Help](#)

Primary Account 1234-5678-9 [Add an account](#)

Currency	Original charges	Payments or credits	Total due	Past due
ARS	4,423.00		1,292.00	3,131.00
				911.00

All-Open | Past Due | Paid/Closed | In Dispute [Search all](#)

Invoice List (All-Open) [Help](#)

Filter by: None selected Results per page: 10

Select all	Invoice no.	View/print	Invoice type	Invoice date	Due date	Account no.	Invoice status	Original charges	Balance due	Payment status	Currency
<input type="checkbox"/>	1-123-10001		Freight	27-May-13	11-Jun-13	1234-5678-9	Open	1,210.00	1,210.00		ARS
<input type="checkbox"/>	2-333-11002		Freight	20-May-13	04-Jun-13	1234-5678-9	Open	273.00	273.00		ARS
<input type="checkbox"/>	2-444-11003		Freight	13-May-13	28-May-13	1234-5678-9	Open	348.00	348.00		ARS
<input checked="" type="checkbox"/>	2-123-14005		Freight	29-Apr-13	14-May-13	1234-5678-9	In Dispute	389.00	389.00		ARS
<input type="checkbox"/>	2-159-11002		Freight	15-Apr-13	30-Apr-13	1234-5678-9	Past Due	911.00	911.00		ARS

[View Legend](#) [Print/Save](#) [Pay](#)

Click on 'Dispute Invoice'.

Invoice Detail View

Invoice Summary [Help](#) [Hide](#)

Billing Information		Charge Summary View Details	
Invoice no.	< Prev 1-123-10001 Next >	Total Standard Charges	1,210.00
Account no.	1234-5678-9	Total discounts	0.00
Control no.	954758605	Total additional charges	0.00
Store ID no.	123	Total taxes	0.00
Invoice type	Freight	Total invoice amount	ARS 1,210.00
Invoice date	27-May-13		
Due date	11-Jun-13		
Invoice Status	Open		
Balance Due	ARS 1,210.00		

[View Invoice History](#)

[Download Invoice](#) [Dispute Invoice](#) [Pay Invoice](#)

FedEx Invoice Details [Help](#)

Filter by: None selected Results per page: 10

Select all	Air waybill no.	Date	Product group	Reference	Payor	Status	Meter	Shipper Account	Original charges	Balance due
<input type="checkbox"/>	484442273048	16-May-13		178NAF	Shipper	Open	101449021	1234-5678-9	605.00	605.00
<input type="checkbox"/>	484442273057	17-May-13		178NAF	Shipper	Open	101449021	1234-5678-9	605.00	605.00

[Dispute Invoice](#) [Pay Invoice](#)

Select the 'Dispute type' from the drop-down menu.

FedEx Billing Online [View Cart 0.00](#) [Printer friendly](#) [Logout](#) [Help](#)

Account Summary | Search/Download | My Options

Dispute Invoice

Please enter any pertinent details below. To ensure your dispute is processed in a timely manner, please do not use this form for support requests.

Dispute Information [Help](#)

Account no. 1234-5678-9
 Invoice no. 1-123-10001
 Dispute type: [Please Select](#)

Additional Dispute Comments

Maximum character limit is 1000.

[Submit Dispute](#)

Click on 'Submit Dispute'.



Once you have submitted a dispute request, a FedEx representative will contact you to request additional information or to inform you of the dispute resolution.



Dispute an individual shipment

At 'Invoice Detail View' screen, click on the **Air Waybill** number (AWB) that you want to dispute.

Invoice Detail View

Invoice Summary Help Hide

Billing Information				Charge Summary			
Invoice no.	< Prev	1-123-10001	Next >	Total Standard Charges	1,210.00		
Account no.	1234-5678-9			Total discounts	0.00		
Control no.	054758805			Total additional charges	0.00		
Store ID no.	123			Total taxes	0.00		
Invoice type	Freight			Total invoice amount	ARS 1,210.00		
Invoice date	27-May-13						
Due date	11-Jun-13						
Invoice Status	Open						
Balance Due	ARS 1,210.00						

[View Invoice History](#)

[Download Invoice](#) [Dispute Invoice](#) [Pay Invoice](#)

FedEx Invoice Details Help

Filter by: None selected Results per page: 10

Select all	Air waybill no.	Date	Product group	Reference	Payor	Status	Meter	Shipper Account	Original charges	Balance due
<input type="checkbox"/>	484442273048	18-May-13		178NAF	Shipper	Open	101449021	1234-5678-9	605.00	605.00
<input type="checkbox"/>	484442273057	17-May-13		178NAF	Shipper	Open	101449021	1234-5678-9	605.00	605.00

[Dispute Invoice](#) [Pay Invoice](#)

[Back](#)

Click on 'Dispute'.

Transaction Details Help Hide

Sender Information		Recipient Information	
Daniela Sosa XYZ Company Sarmiento 151, Piso 3, Oficina 311 BIS C1000ZAA BUENOS AIRES ARGENTINA		Juana Aguirre XYZ Company Calle 39 No 1540 B1000TBU San Sebastian ARGENTINA	
Shipment Details		Charges	
Ship Date	18-May-13	Freight charges	605.00
Payment Date		Base discount	0.00
Service Type	FedEx Intl Priority	Fuel surcharge	0.00
Package Type	Customer Packaging	Total charges	605.00
Weight	4.0 kg / 8.8 lb.		
Customer reference	178NAF		
Reference #2			
Reference #3			
Pieces	1		
Meter no.	101449021		
Declared value	ARS 16,552.00		

[Dispute](#) [Pay](#)

Select the 'Dispute type' from the drop-down menu.

FedEx Billing Online View Cart 0.00 Printer friendly Logout Help

[Account Summary](#) [Search/Download](#) [My Options](#)

Dispute Tracking ID Back

Please enter any pertinent details below. To ensure your dispute is processed in a timely manner, please do not use this form for support requests. [Clear all fields](#)

Dispute Information Help

Account no.	1234-5678-9
Invoice no.	1-123-10001
Airwaybill no.	484442273048
Dispute type	Please Select ▼

Additional Dispute Comments

Maximum character limit is 1000.

[Submit Dispute](#)

Click on 'Submit Dispute'.



Once you have submitted a dispute request, a FedEx representative will contact you to request additional information or to inform you of the dispute resolution.



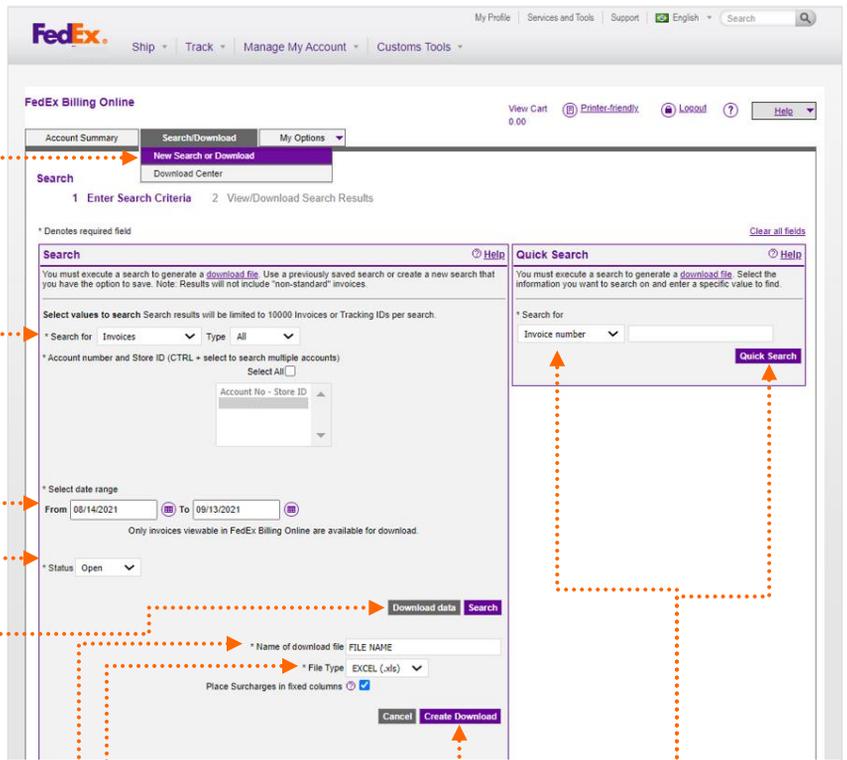
Search and download your invoices

From 'Search / Download' tab drop menu, click on 'New search or download'.

You can perform a search by selecting the default values such as 'Type', 'select date range' and 'Status' of the invoices.

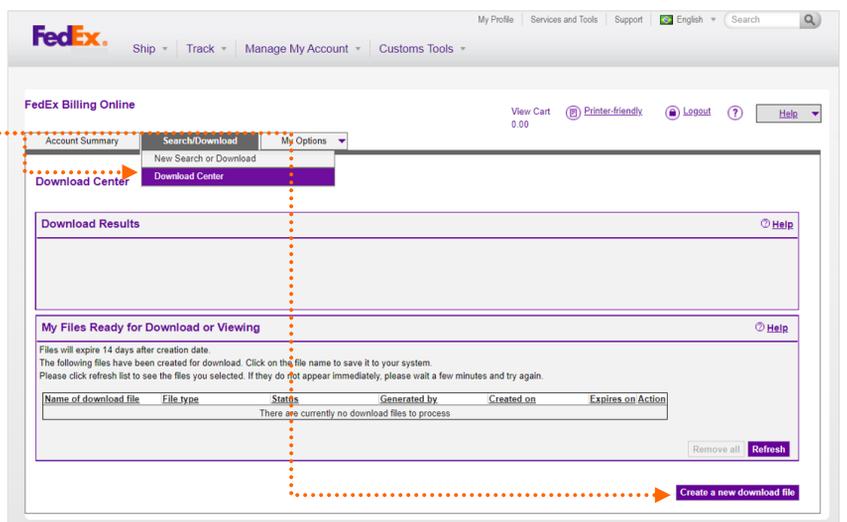
Then click on 'Search' or click on 'Download data'.

You can download your search by selecting 'File Type'. Then click on 'Create download'.



Please note: You can do a 'Quick search' by 'Invoice number', 'Tracking ID' or 'Payment Reference'.

From 'Search / Download' tab drop menu, click on 'Download Center', to view the list of downloads on your account or 'Create a new download file'.





Frequently Asked Questions

How do I know my invoice information is secure?

The security of your account information is very important to FedEx. FedEx Billing Online automatically encrypts your confidential information using Secure Sockets Layer (SSL) protocol with an encryption key length of 128 bits, the highest encryption level commercially available.

If I have multiple accounts, how will my invoice information be presented?

Your invoices will be presented in the same way as before. Either you will receive a separate invoice for each account or, if you currently receive one invoice with charges for all of your accounts, this format will not change.

My FedEx account is linked to a credit card, can I pay invoices through FedEx Billing Online?

Invoices that are issued to your account will normally be paid automatically using the credit card linked to your FedEx account and therefore are not available to be paid via FedEx Billing Online. However, if a payment cannot be processed then the invoice will be outstanding and available for payment in FedEx Billing Online.

Can I print or save a copy of my invoices?

You can retrieve a PDF version of your invoice to be saved or printed by clicking the invoice number from the account summary and clicking the “Download Invoice” button. The PDF file should be available in your Download Center within a few minutes.

What should I do if the data I attempt to download exceeds the maximum file size

To ensure download results are displayed quickly, FedEx Billing Online prevents the download of very large files. In the event that your download request exceeds the maximum 30MB file size and shows a Status of “Exceeds Limit”, use the drop-down boxes and/or the date range option to reduce the amount of records downloaded.

How do I know when and how disputed charges have been resolved?

If you are disputing an entire invoice, a FedEx representative will contact you to request additional information or to inform you of the dispute resolution. FedEx Billing Online will indicate that a dispute has been raised but does not show the status of disputes.

If you are disputing an individual shipment, you will receive an immediate on-screen response indicating whether your request has been approved, denied or routed to an agent for further review. FedEx Billing Online will automatically update your account balance if the dispute is approved. If further review is needed, a FedEx representative will contact you to request additional information or to inform you of the dispute resolution. In this case, FedEx Billing Online will indicate that a dispute has been raised but does not show the status of disputes.



Support

Contact your sales representative or customer service:

1.800 GO FEDEX (1.800.463.3339) | International: 1.800.247.4747

[fedex.com](https://www.fedex.com) (Contact Us)

helpdesk@fedex.com

