



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 receive your invoices right in your inbox, in addition to download as PDF, XML, XLS or CSV files, and easily disputes your invoices.

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



Registration and Settings



View Invoices



Pay Invoices



Dispute Invoices



Email Invoice PDF



How to register for 'Electronic and Email invoice' with FedEx® Billing Online?

Register with FedEx Billing Online to take advantage of the new 'Electronic and Email Invoice' feature today with 3 easy steps.

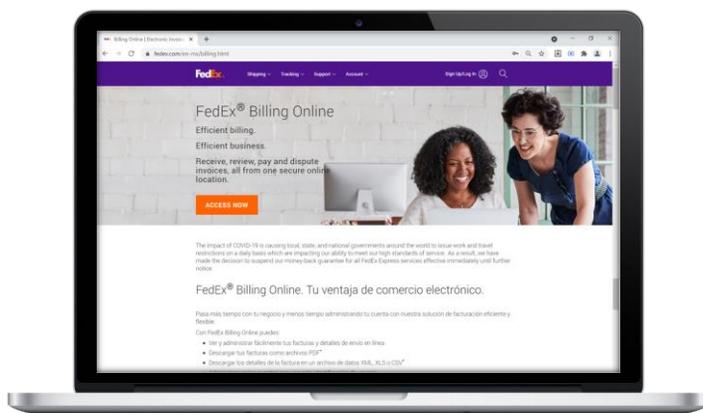
***EMAIL INVOICING available in the following countries only:** Argentina, Barbados, Bermuda, British Virgin Islands, Cayman Islands, Curacao, Grenada, Jamaica, Saint Kitts and Nevis, Saint Lucia, Saint Vincent and The Grenadines, Trinidad and Tobago, Turks and Caicos Islands, and US Virgin Islands.

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](#) 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'.

STEP 3: BILLING OPTIONS

Select Billing Option to register for 'Electronic and Email invoice'. Then click on 'Change billing medium' to confirm selection.



Email Confirmation

Once 'Electronic and *Email Invoice' has been activated, your next invoice will be sent to your billing 'Primary Email Address' registered in your FedEx Account.

Confirm or update your billing 'Primary Email Address' by completing the [online form](#).

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

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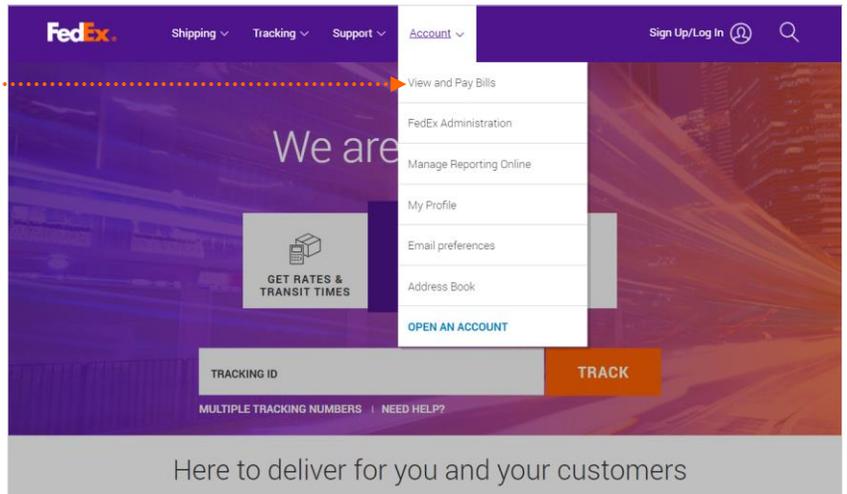


Register your FedEx account

Go to fedex.com/fedexbillingonline

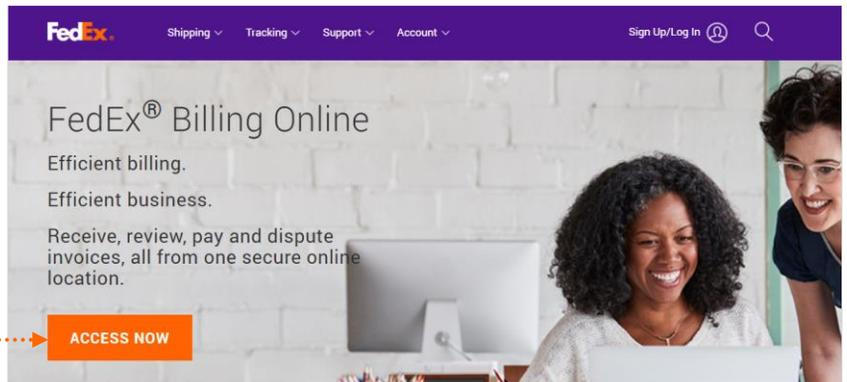
When you are logged-out:

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.

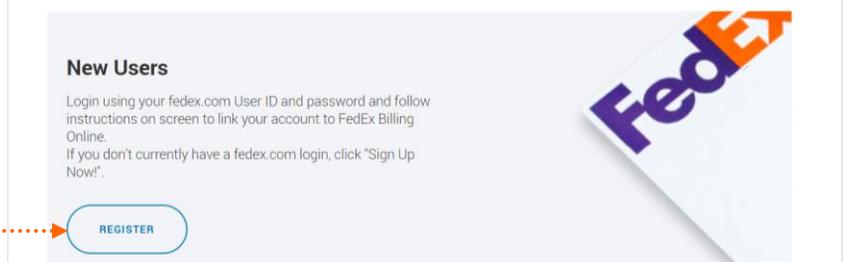
* Please allow 24 – 48 hours for PDF file and invoice details to be available in FedEx Billing Online after you receive an email notification.

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.

Electronic and Email Invoice Registration

Select 'Electronic and Email Invoice', then click on 'continue'.





Account Settings

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

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 us at: CARIB.CRO@Fedex.com





View your invoices

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

Please note: For more 'search and download' options go [here](#).



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

Welcome, Tim Smith

Account Summary

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

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"/>	2-123-10001		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

Invoice Details View Screen

Invoice Detail View

Invoice Summary

Billing information	Charge Summary
Invoice no.: 1-123-10001	Total Standard Charges: 1,210.00
Account no.: 1234-5678-9	Total discounts: 0.00
Control no.: 954758805	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	

FedEx Invoice Details

Select all	Air waybill no.	Date	Product code	Reference	Payor	Status	Meter	Shipper Account	Original charges	Balance due
<input type="checkbox"/>	484442273048	16-May-13		176NAF	Shipper	Open	101449021	1234-5678-9	805.00	805.00
<input type="checkbox"/>	484442273087	17-May-13		176NAF	Shipper	Open	101449021	1234-5678-9	805.00	805.00

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



You can receive your invoice PDF file by email. For more details how to register to 'Electronic and Email Invoicing' go [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 checked="" 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

[Icon 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

Billing Information

Invoice no. < Prev 1-123-10001 Next >
 Account no. 1234-5678-9
 Control no. 054758805
 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

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

FedEx Invoice Details

Filter by: None selected

Select all	Air waybill no.	Date	Product group	Reference	Payor	Status	Meter	Shipper Account	Original charges	Balance due
<input checked="" 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

Buttons: Download Invoice, Dispute Invoice, Pay Invoice

Click on 'Dispute'.

Transaction Details

Sender Information

Daniela Sosa
 XYZ Company
 Sarmiento 151, Piso 3, Oficina 311 BIS
 C1000ZAA BUENOS AIRES
 ARGENTINA

Recipient Information

Juana Aguirre
 XYZ Company
 Calle 39 No 1540
 B1000TBU San Sebastian
 ARGENTINA

Shipment Details

Ship Date 18-May-13
 Payment Date
 Service Type FedEx Intl Priority
 Package Type Customer Packaging
 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

Charges

Freight charges 605.00
 Base discount 0.00
 Fuel surcharge 0.00
Total charges 605.00

Buttons: Dispute, Pay

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

FedEx Billing Online

Account Summary Search/Download My Options

Dispute Tracking ID

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

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.

Buttons: 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.



Email Invoice PDF

Now you can receive your invoices by email.

From 'My Options' drop menu, click on 'Manage Account Settings'.

Select Billing Options: 'Register for Electronic and Email invoicing'.

Click on 'Change billing medium' to confirm selection.



Email Confirmation

Once 'Electronic and *Email Invoice' has been activated, your next invoice will be sent to your billing 'Primary Email Address' registered in your FedEx Account.

Confirm or update your billing 'Primary Email Address' by completing the [online form](#).

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

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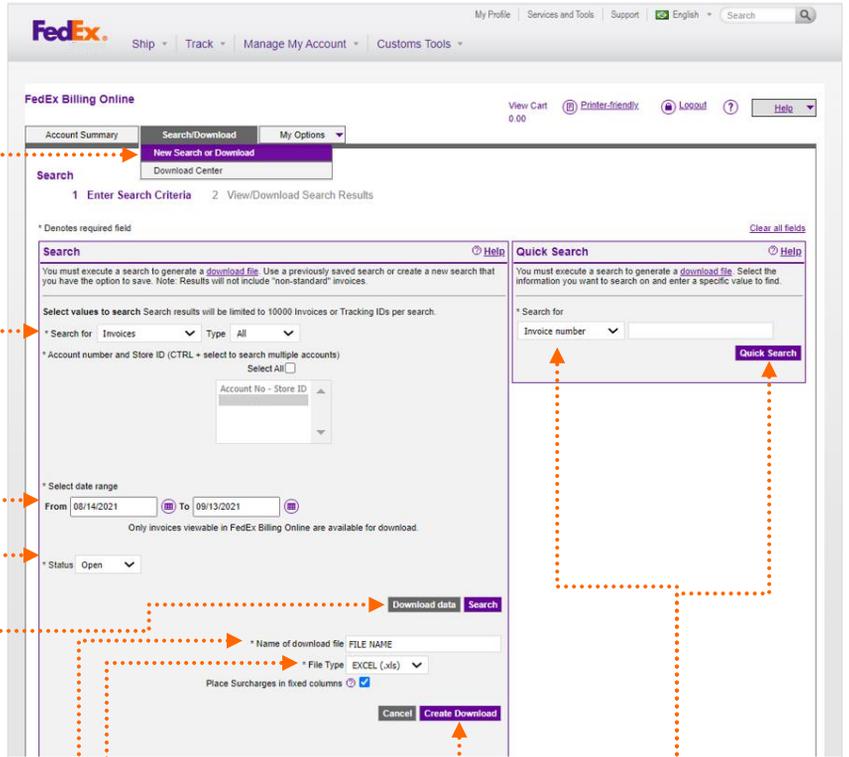
Search and download your invoices

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.

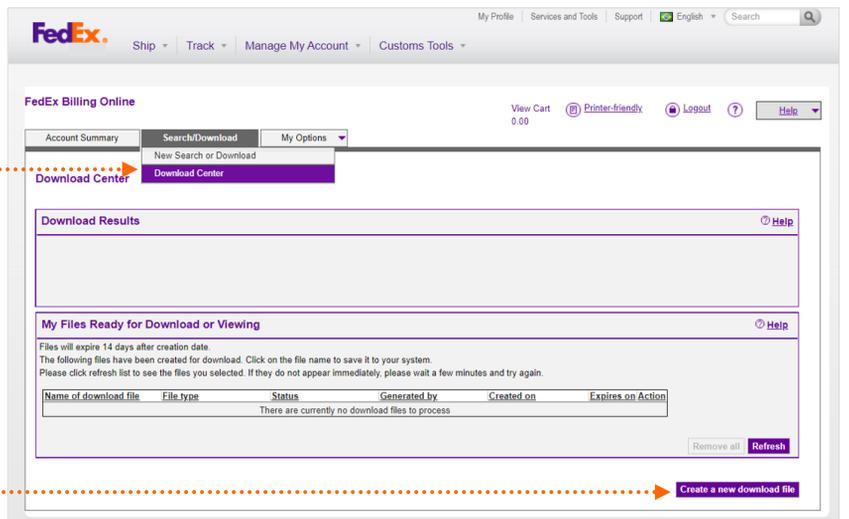
Then click on 'Search' or click on 'Download data'.

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

Do I need to register with FedEx® Billing Online to receive my invoices via email?

Yes, this feature is only available when you are registered in FedEx® Billing Online. Please note that your invoices will be emailed to the billing 'Primary Email Address' associated with your account.

I registered with FedEx® Billing Online to receive my invoices via email. I can see that new invoices were uploaded to the website, why I'm not receiving them via email?

When you choose the option 'Register for Electronic and Email invoicing' we send a copy of your invoice PDF file to the billing 'Primary Email Address' associated with your account. This email address could be different from the one registered in your FedEx Billing Online profile. Confirm or update your billing 'Primary Email Address' by completing the [online form](#), a FedEx representative will contact you to request additional information or to confirm your billing 'Primary Email Address' has been updated.

If I register for electronic and email invoicing, will I still be able to download invoices from my FedEx® Billing Online account?

Yes, when you choose the option 'Register for Electronic and Email invoicing' we will send a copy of your invoice PDF file directly to your email inbox in addition to the electronic copy that is uploaded to your FedEx Billing Online account. Please note that the invoice PDF file you will receive via email will only show the last 4 digits of your account number to protect your account information.

How do you ensure the security of my information?

The invoice PDF File you will receive via email will hide sensitive account data for privacy protection.

- Account number is masked

Can I receive my invoices in other formats (XML, XLS, etc)?

At the moment, this feature only allows us to email invoices PDF files. You can continue to download invoice details in XML, XLS or CSV from your FedEx Billing Online account.

Can you email my invoice PDF file to more than one account?

At the moment, this solution only allows us to email your invoice PDF file to your billing 'Primary Email Address'. Remember, the FedEx Billing Online Administrator has the option to invite other users to access invoicing information online.

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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

