



FedEX[®]
Express

FedEx[®] Reporting Online (FRO)

Driving efficiency –
at the touch of a button

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 analyze patterns in your shipments, improving your decision-making.

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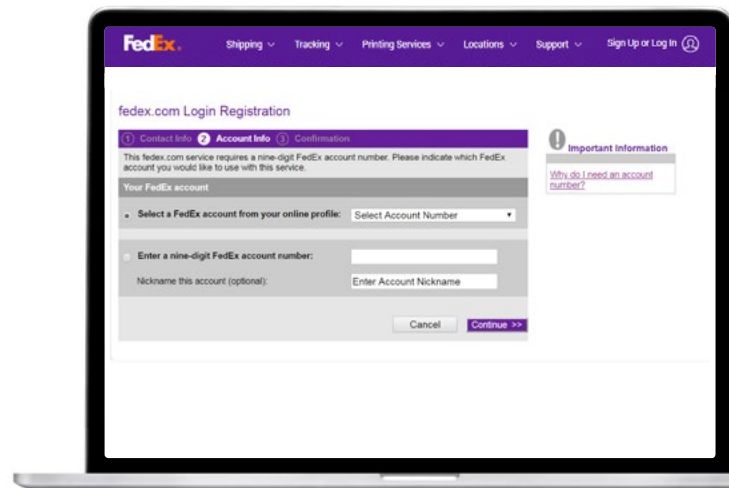
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Registration

To register for FRO, go to the [FedEx Reporting Online](#) landing page and click **Manage Reports**.

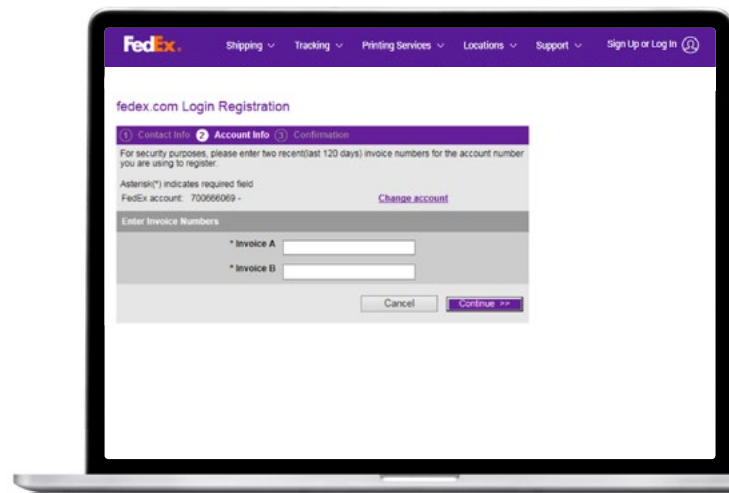


- 1 Enter your FedEx **user ID** and **password**.
- 2 You will be asked to confirm your **account number** from the 'Select account number' drop-down.
- 3 You will need to enter **two recent invoice numbers** to complete your registration.



If the account you want to use has already been registered for FRO by another person follow these steps.

- 1 Enter the account number you wish to have access to.
- 2 Fill out your contact information along with the email you used to register on fedex.com.
- 3 An email will be sent to the FedEx Administrator to grant you access to the account number you indicated.

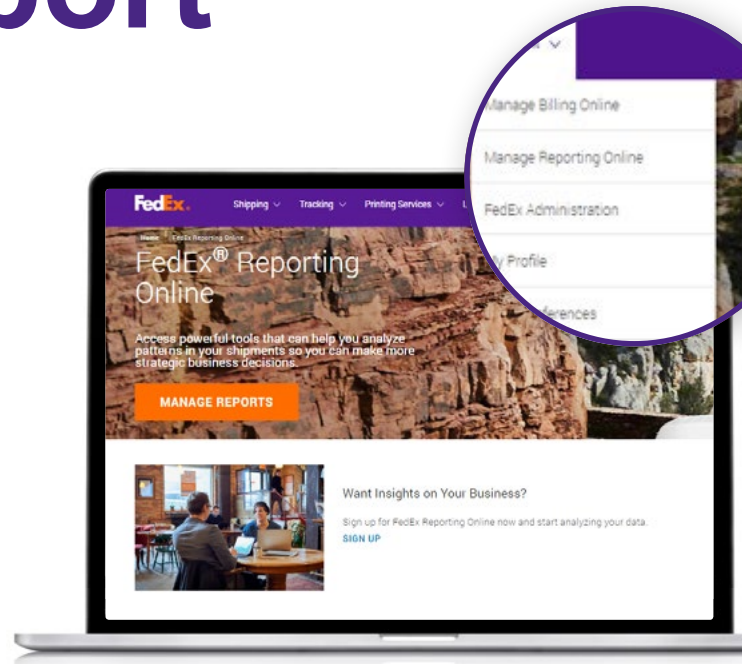


Create a report

After registering for FRO, go to [FRO Landing page](#) ↗.

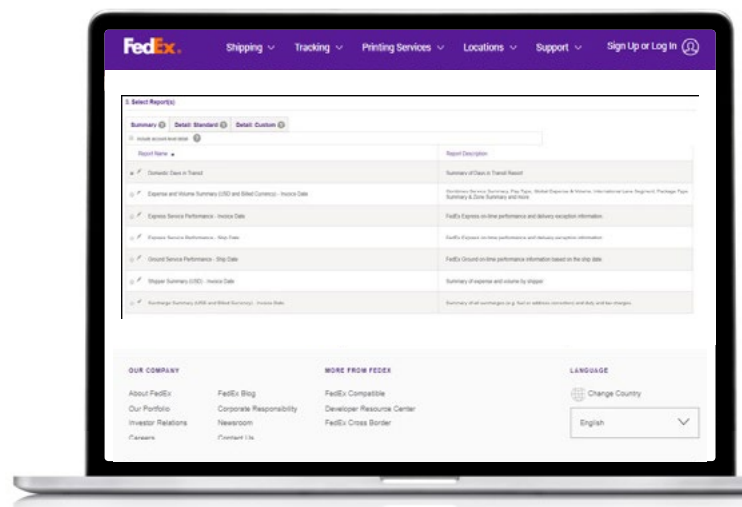
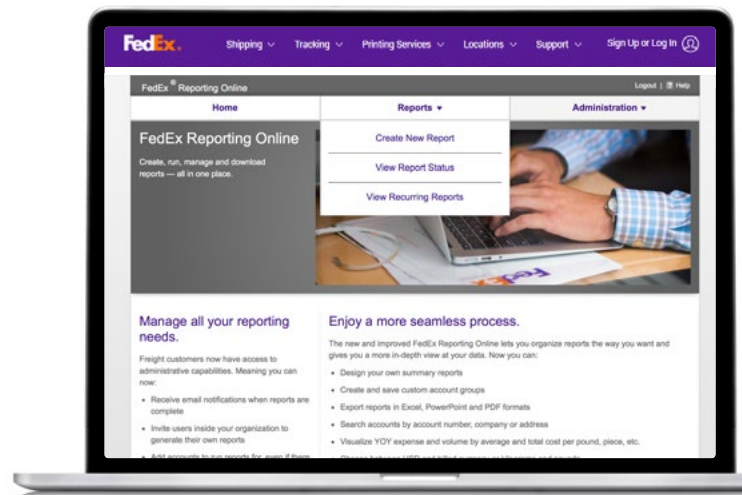
Click **MANAGE REPORTS** and enter the FedEx user ID and password.

Alternatively, you can login from the Account tab on [fedex.com](#) home page and choose [Manage Reporting Online](#).



Creating a report

- 1 Click on **Create New Report** under the **Reports** tab
- 2 Under **Report Parameters** select **Service** and **Shipment type**
- 3 Select **Account(s) type** e.g. National accounts, National sub-groups, Global Entity Number*
- 4 Select **Reports** e.g. Expense and Volume Summary (USD and Billed Currency) - Invoice Date
- 5 Select **Frequency** e.g. One time, Recurring Click **Run Report**
- 6 Click - **View Report Status**
- 7 Click the download **button** under **Options**



*To know your National accounts, National sub-groups, Global Entity Numbers contact your FedEx sales representative.

Report types

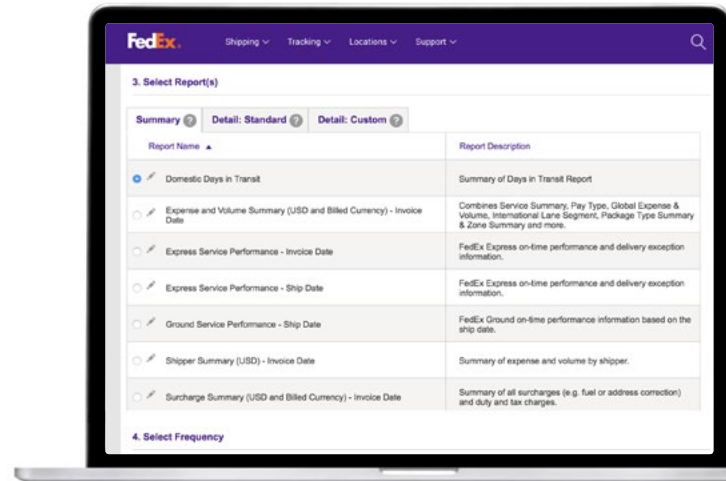
Create reports at any level.



Summary reports

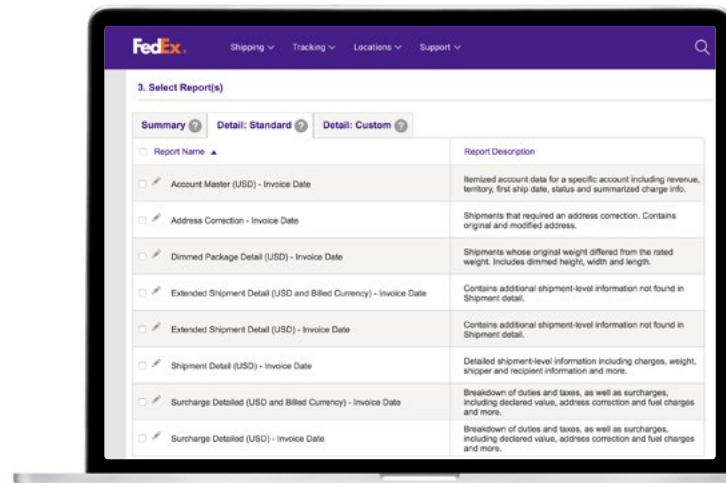
Provides summarized data by account type including:

- One-time and recurring report options
- Year-over-year trend charts
- Interactive reports



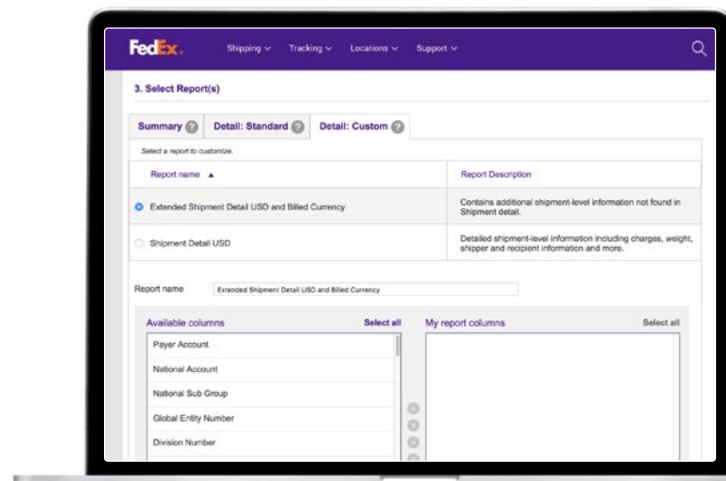
Detail: Standard reports

Provides a more in-depth view at report data and includes shipment-level reporting capabilities.



Detail: Custom reports

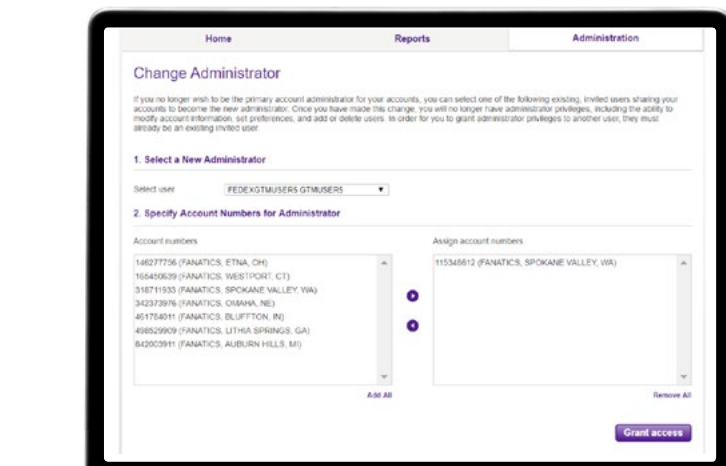
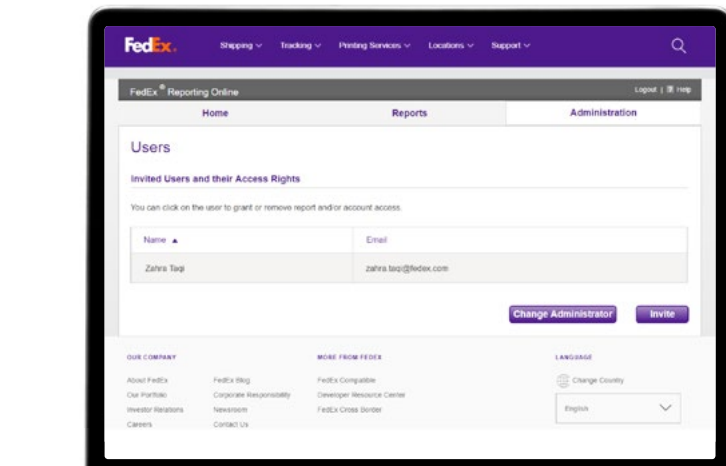
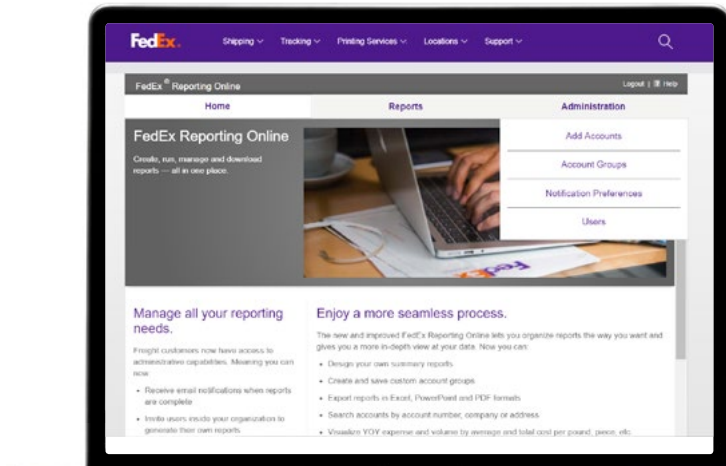
Provides the opportunity to select and order the data fields you want for one-time and recurring reports.



Change the account Administrator

FRO Administrators tend to change. The process of changing the Administrator is very simple and it increases the flexibility for users. Below are the steps to follow:

- 1 Under Administration tab select **Users**.
- 2 Select **Change Administrator**.
- 3 Select the **New Administrator**.
- 4 Specify **Account Numbers linked to the New Administrator**.
- 5 Click **Grant Access**.



Invite other users

FedEx Reporting Online provides administrative functionality that allows the Administrator to invite other users to share accounts.

1 Log in to FRO using your FedEx.com ID and password.

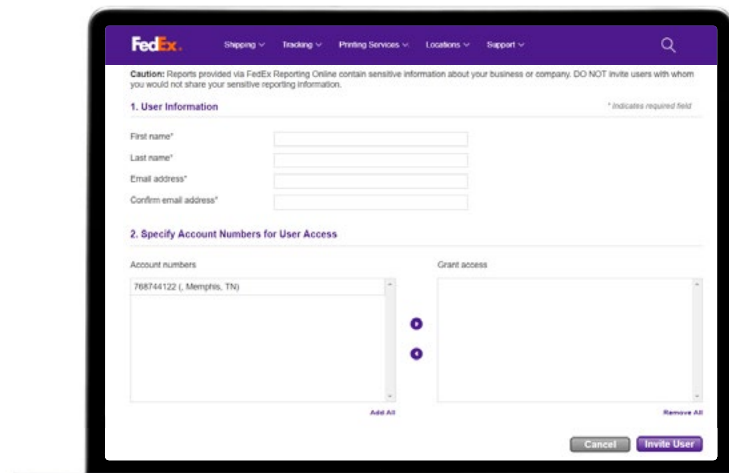
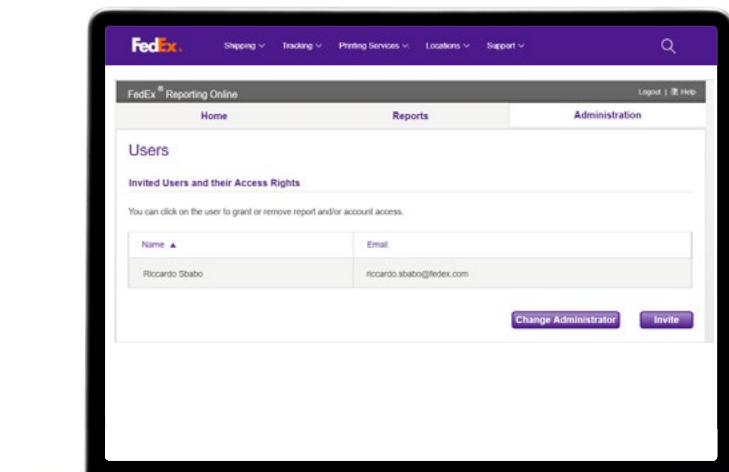
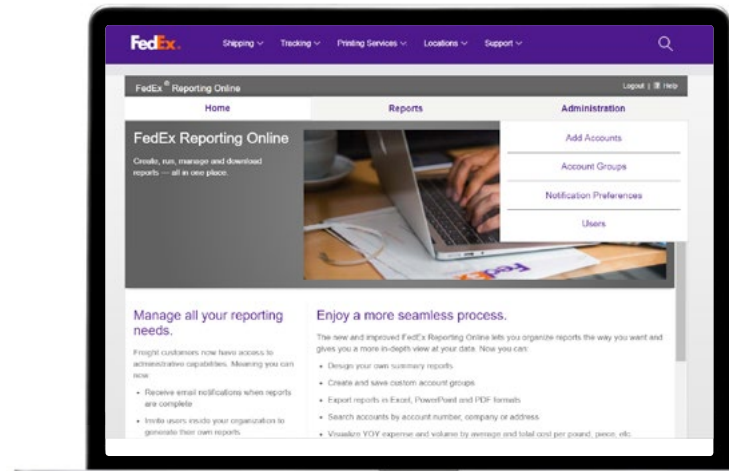
2 Click on **Administration** tab and then on **Users**.

3 Enter the user's first/last name as well as the email address they used to create their user ID.

Select the accounts you wish to give access to and click the right arrow.

Finally, click on **Invite User**.

4 The invited user will receive an invitation email with a link. Once they click on the link they will be prompted to log in and be directed to a confirmation page. They will now be able to access FRO.

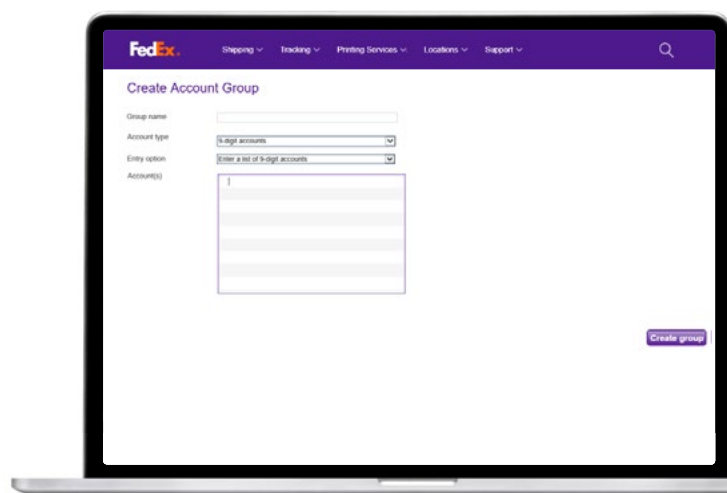


Create/edit an account group

Creating Account Groups will help you save time by generating reports for the account group, instead of running reports for each single account.

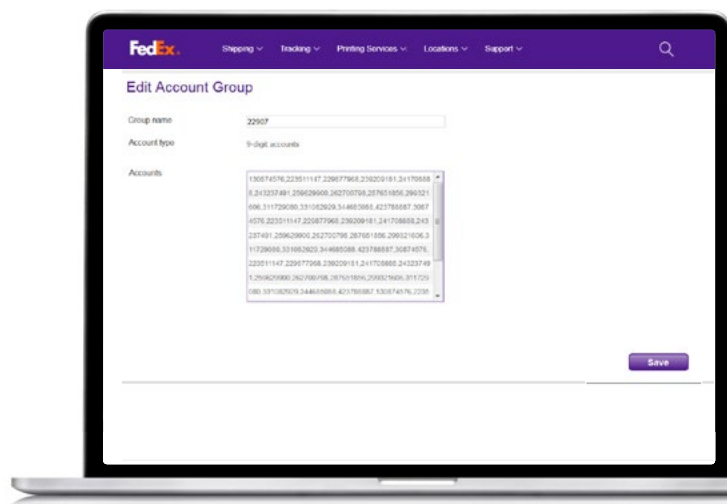
How to create an account group:

- 1 Select **Account Groups** from Administration Tab.
- 2 Name the Group and type in account numbers you want to group together. Click **Create**.



How to edit an account group:

- 1 Select **Account Groups** under Administration Tab.
- 2 Select the Account Group and click **Edit**.
- 3 Use the search functionality to find and delete specific account numbers and or add new ones.
- 4 Click **Save**.



Need further information, check out our [Frequently Asked Questions](#) section online or contact your FedEx account representative.