FedEx® Billing Online (FBO) User Guide

Quick Reference Guide

FedEx Billing Online (FBO) User guide

Registration

You will need a fedex.com User ID in order to register for FedEx Billing Online. Select the tab "Account" from the drop down menu and click on option "Manage Billing Online".

Select "Go to FedEx Billing Online".

If you are a registered fedex.com user, enter your User ID and password to login. If you are a new fedex.com user, click on Sign Up Now to register.
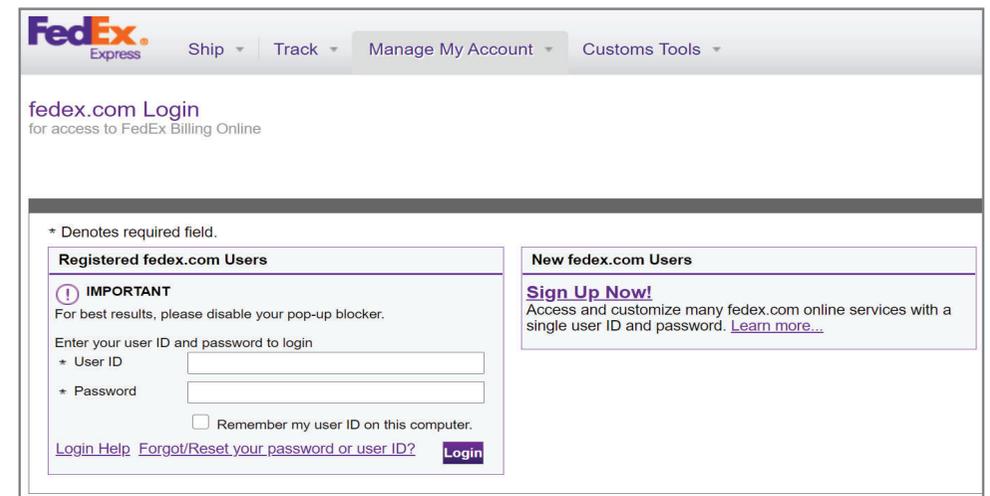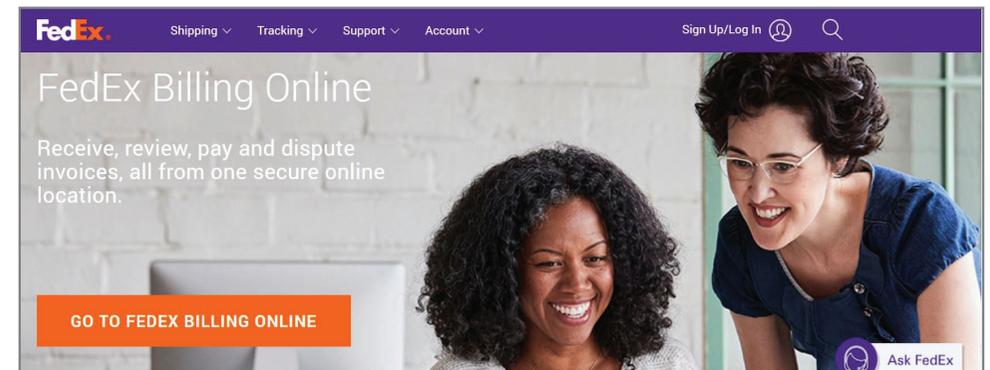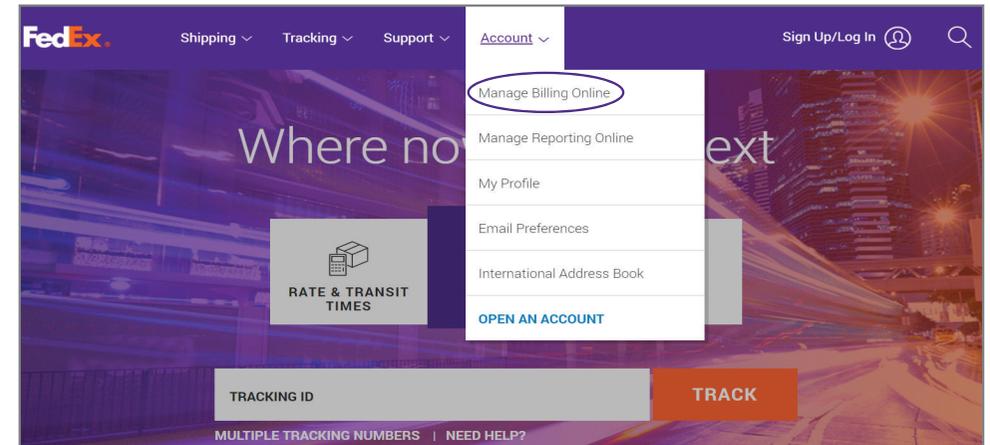
Registration

Step 1. Register for User ID

1.1 Create your User ID and Password under 'Login Information'.

1.2 Select one of the Secret Questions and provide the answer. This is an extra security measure used to access your profile or to confirm your identity in case you forget your password.

1.3 Provide the details of your contact information.

1.4 After you have read the terms and condition, click on the 'I accept >>' button.

Registration

Step 2. FedEx Billing Online registration: Account Info

After you have obtained your fedex.com User ID, you will need to provide your FedEx account number that will be linked to FBO.

2.1 Enter your FedEx account number.

2.2 Click 'Continue >>' to move to the next page.

Step 3. FedEx Billing Online registration: Validation

3.1 Key in 2 invoice numbers billed to the account within the last 120 days.

3.2 Click 'Continue >>' to move to the next page.

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

2.1

● Enter a nine-digit FedEx account number:

Nickname this account (optional): Enter Account Nickname

Please provide your billing address

Enter the billing address associated with this account.

ZA

Edit

2.2

Cancel | Continue >>

fedex.com Login Registration

① Contact Info ② Account Info ③ Confirmation

For security purposes, please enter two recent(last 120 days) invoice numbers for the account number you are using to register.

Asterisk(*) indicates required field

FedEx account: My Account — Change account

Enter Invoice Numbers

* Invoice A [   ] 3.1

* Invoice B [   ]

3.2

Cancel | Continue >>

Registration

Step 4. FedEx Billing Online registration: Paperless confirmation

4.1 After the 2 invoices verification, you can either select 'Electronic invoice only' or 'Electronic and Email invoice'*.

Step 5. FedEx Billing Online registration: Confirmation

You are now ready to use FBO and the benefits that it offer.


*Available for Botswana, Namibia, South Africa, Swaziland and Zambia.

Login

Once you have your fedex.com login, select 'Billing Options' from the drop down list under 'Support'.

Step 1. Login to FedEx Billing Online: Existing Users

1.1 Click on the 'Go To FedEx Billing Online' button.

Step 2. Login to FedEx Billing Online: Access to FBO

2.1 Enter your User ID and Password.

2.2 Click on the 'Login' button.
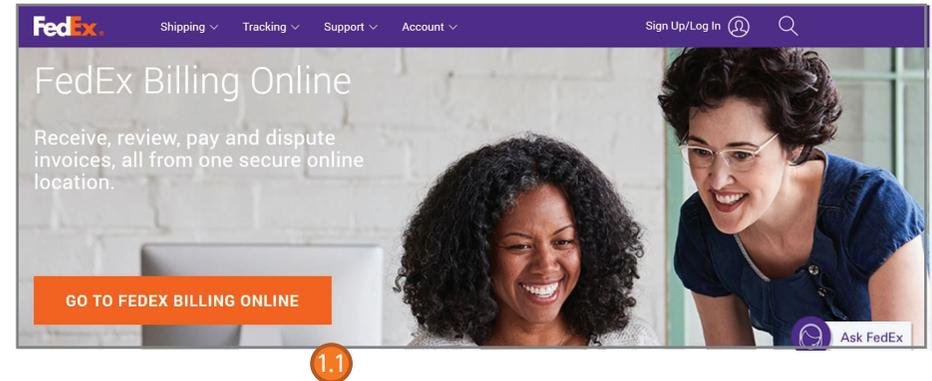
Account Level Information

After you have logged into FBO, you will be able to view the Account Summary page.

1. Account Summary

Display the overview of your account balance due.

2. Invoice list

Invoices are grouped according to the current invoice status. You can view invoices by selecting from the grouping tabs displayed.

• All-Open: This is the default view and shows all invoices that are currently open, including those that are Past Due or In Dispute.

• Past Due: This view will only show those invoices that have a Past Due status.

• Paid/Closed: This view will show invoices for which there is currently no outstanding balance.

• In Dispute: This view shows those invoices for which you have raised a dispute of the charges, either for the entire invoice or one or more shipments linked to the invoice.

Account Summary – Download PDF Invoice

You can select to Print / Save multiple PDF invoices in the format that you prefer.

1. Select the corresponding grouping tabs.
2. Select those invoices that you would like to Print / Save.
3. Select the preferred format and click on the 'Submit' button.

You may select up to 10 invoices at a time for the Print / Save action.

Account Summary – Payment Options

Payment options are available for South Africa only

You can simply select multiple invoices for payment under 'Account Summary'.

1. Select the invoice(s) that you would like pay.

2. Click on the 'Pay' button.

3. It will re-direct to My Payment Cart page, from where you can remove / add invoices.

4. Select the respective payment method*.

5. You can either 'Create one time payment' or 'Pay with Payment Profile'**.

*FedEx offer convenient payment methods such as Direct debit and Credit card.

Regardless of how you choose to pay your invoice, you are always eligible to sign up to receive your invoices electronically via FedEx Billing Online.

**You can setup multiple Payment Profiles under Manage Payment Preferences to enable you to quickly choose different payment methods with which to pay your invoices.

Account Summary – Invoice details and dispute

You can select the invoice under 'Account Summary' screen to view the details.

1. Click on the Invoice no. that you would like to check.

2. It will re-direct to invoice details view page. You may also click on the Air waybill no. for further details.

3. It will re-direct to shipment details page. You may view the related information.

4. You may click on the 'Dispute' button if you would like to dispute part or all amounts on the invoice.

5. Please select the dispute type and provide the additional dispute comments. Click on the 'Submit dispute' button.

Search / Download – Invoice(s)

You can search and download the invoices / tracking ID / payment reference by the preferred file type under 'Search / Download' option.

1. Click on the 'New Search or download' under 'Search / Download' and provide the values for search.

2. Click on the 'Search' button.

3. It will re-direct to the View / Download Search Results page.
   Please select the result(s) and click on the 'Create Download File'.

4. It will re-direct to download centre page, your download file will be prepared.

5. Once the file is ready, you can click and download.

Search / Download - Custom Documentation

You can search and download your customs document (paperwork) for your duty / tax shipments.

1. Click on the 'New Search or download' under Search / Download', select 'Tracking ID' as the search criteria and key in the air waybill number and click 'Quick Search'.

2. Select the duty / tax shipment record and you will be re-directed to the Express Duty / Tax Shipment Detail screen. Click on the 'Download Custom Documentation' link.

3. It will re-direct to download centre page, your download file will be prepared.

4. Once the file is ready, you can click on it and download.

My Options – Manage Account Settings

You can add a primary account via 'Manage Account Settings' under 'My options'.

Once you have successfully added an account, you will be able to use the same login to manage multiple accounts in FBO.

My Options – Manage Users

You can either invite new users or change administrator via 'Manage User' under 'My options'.

To invite a new user,

1. Click on the 'Invite new user' button

2. Provide the details of the invited new user.

3. Click on the 'Continue' button.

4. The invited user will receive an email to register for the fedex.com login.

Note: Once user has been invited as a secondary user, they are able to login to FBO and manage the notifications that they want to receive under 'Manage User Settings'.
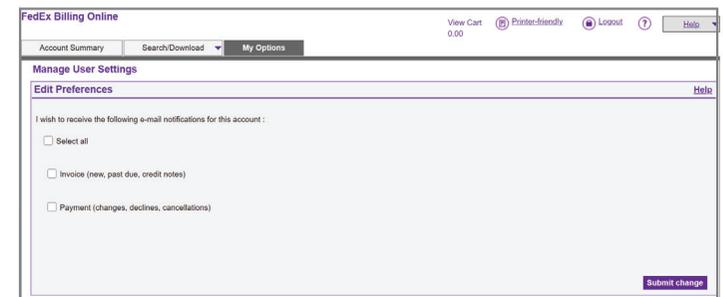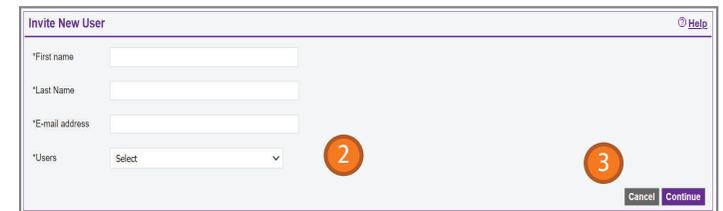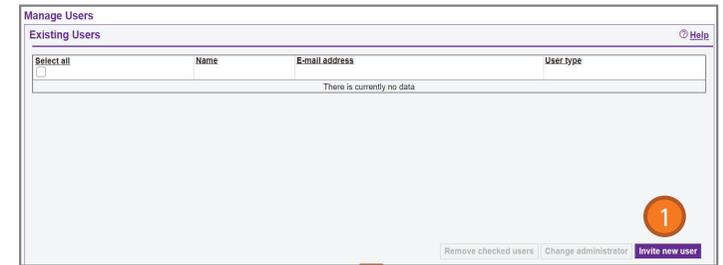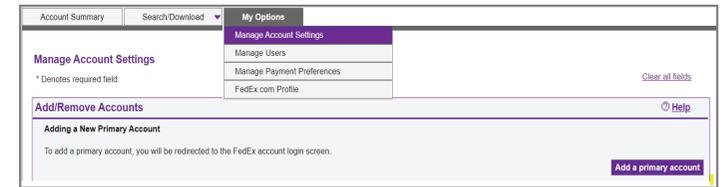
My Options – Manage Payment Preferences

Payment options are available for South Africa only

You can create a payment profile and enrol in autopay via 'Manage Payment Preferences' under 'My Options'.

To add a payment profile,

1. Click the 'Add Payment Profile' button and select the respective payment method*.

2. Provide the relevant details.

3. If it is credit card, click on the 'Add credit card profile' button.

FedEx offer convenient payment methods such as Direct debit and Credit card.
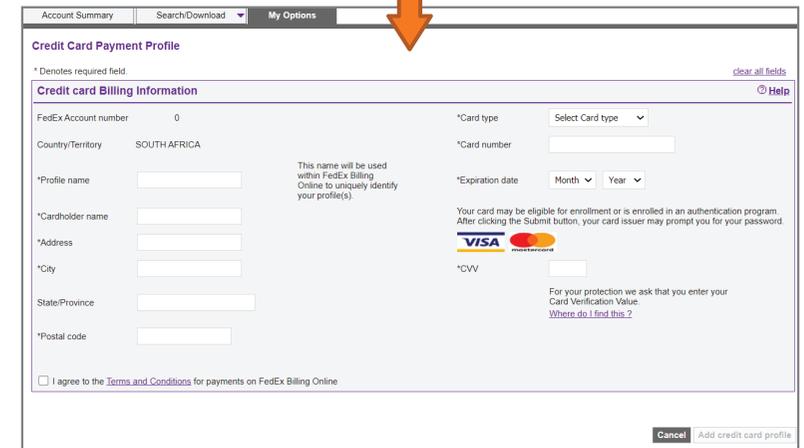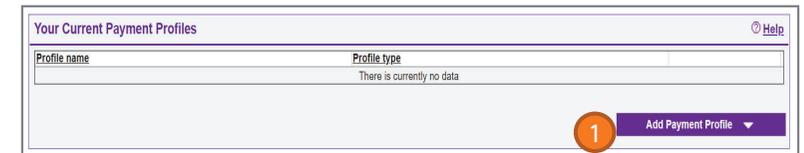
Customer Support

Need further information, check out our Frequently Asked Questions section online. Click here for FAQs or contact your FedEx account representative.

To find out more about the FedEx Billing Online features you can view the Interactive Demo by clicking here.

More info
- Go to fedex.com
- Contact your Sales Representative
- Call FedEx Customer Service
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