

FedEx® Billing Online (FBO) User Guide

Quick Reference Guide

1. Registration
2. Login
3. Account Level Information
 - Account Summary
 - Download PDF Invoice
 - Payment Options
 - Invoice Details / Dispute
4. Search / Download
 - Invoice(s)
 - Custom Documentation
5. My Options
 - Account Settings
 - Manage Users
 - Manage Payment Preferences

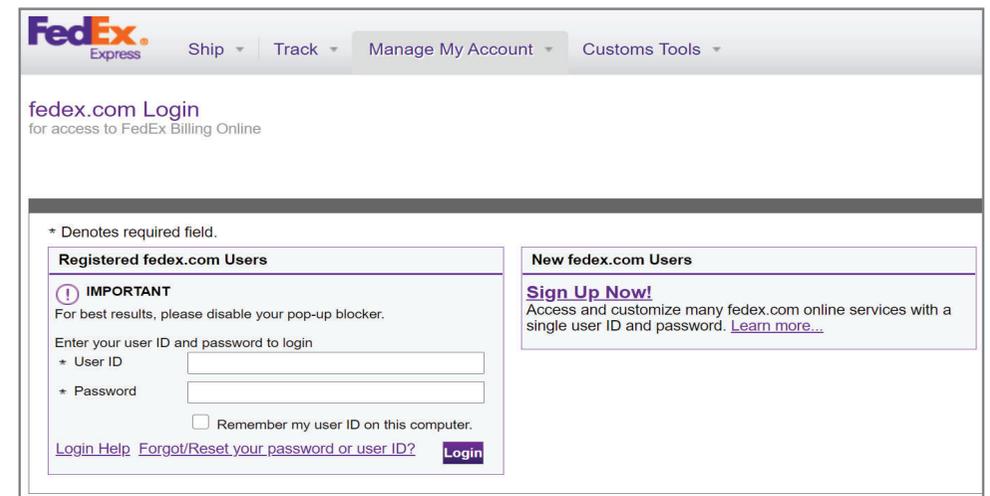
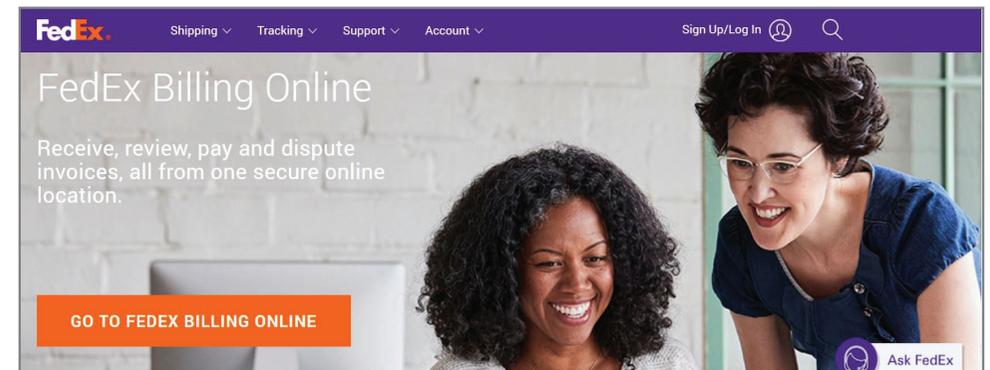
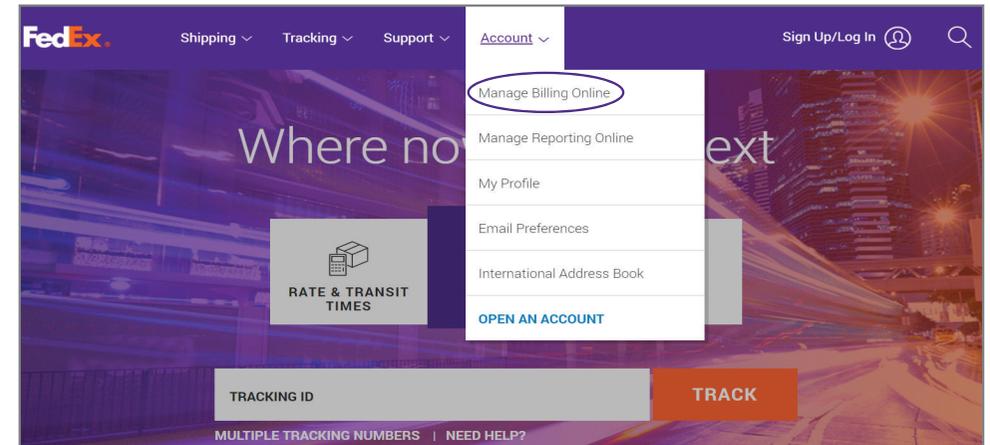


Registration

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.

The screenshot shows the 'fedex.com Login Registration' form. At the top, there are three steps: 1 Contact Info, 2 Account info, and 3 Confirmation. Below this, a note states '* Required fields are in bold.' The form is divided into several sections:

- Login Information:** Contains fields for '* Create a User ID' (with a note 'Use at least 6 characters.'), '* Create a Password' (with a note 'Password must use at least 8 characters and contain one upper case letter, one lower case letter and one numeric character.'), and '* Re-enter Password'.
- Your Secret Question:** Includes a note 'This question is an extra security measure used to access your profile or to confirm your identity in case you forget your password.', a '* Secret Question' dropdown menu, and a '* Secret Answer' text field.
- Contact Information:** Includes fields for '* First Name' and 'Initial', '* Last Name', 'Company' (with a note 'Please enter your company name (if applicable) and address to facilitate package pickup.'), '* Country/Territory' (dropdown menu), '* ZIP/Postal' (with a note 'Required for some countries'), '* Address 1', 'Address 2', '* City', '* State/Province' (with a note 'Required for US, Canada, and Puerto Rico'), '* Email', '* Re-enter e-mail', '* Phone #', and 'Fax #'.
- Terms and Conditions:** Includes a paragraph 'I have read, understood and agree to be bound by the following. I also understand how FedEx intends to use my information.' with links to 'fedex.com Terms of Use' and 'Privacy Policy'. Below this is a checkbox for 'I would like to receive information about FedEx via e-mail, including special offers and promotions. (You can withdraw your consent at any time.)' and two buttons: 'I Do Not Accept' and 'I Accept >>'.

Numbered callouts are placed on the left side of the form: 1.1 points to the 'Create a Password' field, 1.2 points to the 'Secret Question' dropdown, 1.3 points to the 'Country/Territory' dropdown, and 1.4 points to 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):

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 3.1

* Invoice A 3.1

* Invoice B

Cancel Continue >> 3.2

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**'*.

FedEx
FedEx Billing Online

FedEx Billing Online Registration

Your account currently receives paper invoices.

Register for FedEx Billing Online

I would like to register to receive:

- Electronic invoice only
- Electronic and Email invoice

FedEx Billing OnlineThe FedEx Billing Online service enables you to receive your digitally signed invoices securely through fedex.com. Invoices issued to your account will no longer be sent to you by mail. You will receive an email notifying you when new invoices are ready to be viewed.

With FedEx Billing Online:

- View and manage invoices faster!
- Print and save your invoices in XLS, XML, CSV and digitally PDF
- Monitor the payments and credit activity against your invoices
- Question or Dispute charges online
- Invite others to view and manage your invoices
- And much more

Electronic and Email invoice
Enables all the features of Electronic Invoice Only plus it enables you to receive your invoice as a PDF attachment via email. By signing up for this option you agree to receive your PDF email invoice in our Email specific layout.

Register my account for FedEx Billing Online and change my billing method. I understand I will no longer receive invoices by mail

Cancel Continue>>

Step 5. FedEx Billing Online registration: Confirmation

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

fedex.com Login Registration

1 Contact Info 2 Account Info 3 Confirmation

Your Registration is Complete! Thank you for registering an account with FedEx Billing Online on fedex.com.

User ID: online

Account Number: za -

Account Nickname: za

Billing Address:

Start Using FedEx Billing Online

[Sign up](#) for FedEx InSight® to monitor all your shipping and receiving activity

For Your Reference
You can access and update your profile information at any time by clicking on [My Profile](#) on the site at any time.

*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'.

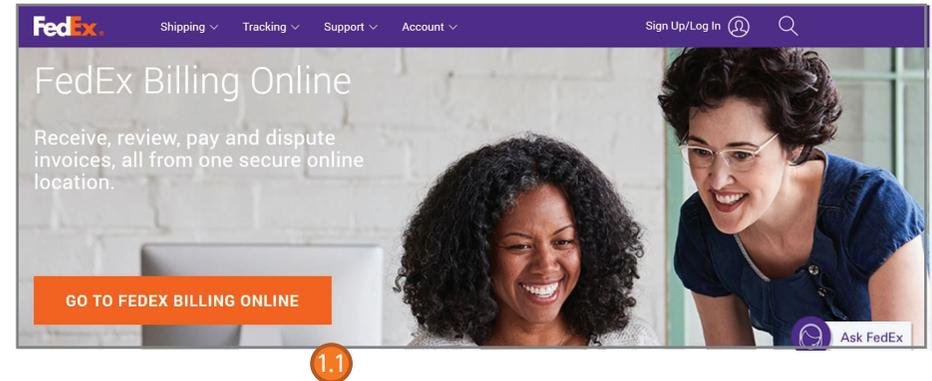
Step 1. Login to FedEx Billing Online: Existing Users

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.



fedex.com Login
for access to FedEx Billing Online

* Denotes required field.

Registered fedex.com Users

IMPORTANT
For best results, please disable your pop-up blocker.

Enter your user ID and password to login

* User ID **2.1**

* Password

Remember my user ID on this computer.

[Login Help](#) [Forgot/Reset your password or user ID?](#) **Login** **2.2**

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

Welcome,

Account Summary

Currency	Original Charges	Payments or credits	Total due	Past Due
USD	203,500.84	31,399.05	182,553.35	79,097.32

All-Open | Past Due | Paid/Closed | In Dispute

Invoice List (All-Open)

Filter by: None selected

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"/>			Duty/tax	25-Jan-2021	24-Feb-2021		Open	181.40	181.40		USD
<input type="checkbox"/>			Duty/tax	22-Jan-2021	21-Feb-2021		Open	329.21	329.21		USD
<input type="checkbox"/>			Freight	21-Jan-2021	28-Feb-2021		Open	19,646.24	19,646.24		USD
<input type="checkbox"/>			Duty/tax	21-Jan-2021	20-Feb-2021		Open	2,764.78	2,764.78		USD
<input type="checkbox"/>			Duty/tax	20-Jan-2021	19-Feb-2021		Open	2,308.03	2,308.03		USD
<input type="checkbox"/>			Duty/tax	18-Jan-2021	17-Feb-2021		Open	6.89	6.89		USD
<input type="checkbox"/>			Freight	14-Jan-2021	28-Feb-2021		Open	8,176.92	8,176.92		USD
<input type="checkbox"/>			Duty/tax	13-Jan-2021	12-Feb-2021		Open	27.23	27.23		USD
<input type="checkbox"/>			Duty/tax	11-Jan-2021	10-Feb-2021		Open	15.70	15.70		USD
<input type="checkbox"/>			Duty/tax	08-Jan-2021	07-Feb-2021		Open	1,392.35	1,392.35		USD

Download/Print/Save | Pay

Account Aging Summary

Currency	0 - 15 days	16 - 30 days	31 - 60 days	61 - 90 days	91+ days	Total
USD	33,456.40	16,929.20	55,461.95	63,489.81	13,216.13	182,553.35

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.

The screenshot shows the 'Invoice List (All-Open)' interface. At the top, there are tabs for 'All-Open', 'Past Due', 'Paid/Closed', and 'In Dispute'. Below the tabs, there is a 'Filter by' dropdown menu and a 'Results per page' dropdown menu. The main table has the following columns: 'Select all', 'Invoice no.', 'View/print', 'Invoice type', 'Invoice date', 'Due date', 'Account no.', 'Invoice status', 'Original Charges', 'Balance due', 'Payment status', and 'Currency'. The table contains 12 rows of invoice data. A 'Submit' button is located at the bottom right of the table area. A note at the bottom of the table area states: '*You may select up to 10 invoices at a time for the Download/Print/Save action.' Below the table, there is a 'File type' dropdown menu set to 'PDF (.pdf)'. There are two radio button options: 'Print: Create one PDF of all your selected invoices.' and 'Download/Save: Create a zip file containing individual PDFs for your selected invoices.' A 'Submit' button is located below the radio button options.

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

The screenshot shows the 'Download/Print/Save' and 'Pay' buttons. The 'File type' dropdown menu is set to 'PDF (.pdf)'. There are two radio button options: 'Print: Create one PDF of all your selected invoices.' and 'Download/Save: Create a zip file containing individual PDFs for your selected invoices.' A 'Submit' button is located at the bottom left.

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.

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"/>			Duty/tax	25-Jan-2021	24-Feb-2021		Open	181.40	181.40		USD
<input type="checkbox"/>			Duty/tax	22-Jan-2021	21-Feb-2021		Open	329.21	329.21		USD
<input type="checkbox"/>			Freight	21-Jan-2021	28-Feb-2021		Open	19,646.24	19,646.24		USD
<input type="checkbox"/>			Duty/tax	21-Jan-2021	20-Feb-2021		Open	2,764.78	2,764.78		USD
<input type="checkbox"/>			Duty/tax	20-Jan-2021	19-Feb-2021		Open	2,308.03	2,308.03		USD
<input type="checkbox"/>			Duty/tax	18-Jan-2021	17-Feb-2021		Open	6.89	6.89		USD
<input type="checkbox"/>			Freight	14-Jan-2021	28-Feb-2021		Open	8,176.92	8,176.92		USD
<input type="checkbox"/>			Duty/tax	13-Jan-2021	12-Feb-2021		Open	27.23	27.23		USD
<input checked="" type="checkbox"/>			Duty/tax	11-Jan-2021	10-Feb-2021		Open	15.70	15.70		USD
<input checked="" type="checkbox"/>			Duty/tax	08-Jan-2021	07-Feb-2021		Open	1,392.35	1,392.35		USD

Primary account number : 6536-7189-0
Amount to pay : USD 1,408.05

Account no.	Invoice no.	Invoice date	Due date	Currency	Payment item	Amount due	Payment amount	Action
6536-7189-0	2-101-53425	11-Jan-2021	10-Feb-2021	USD	Invoice Payment	15.70	15.70	Remove
6536-7189-0	2-101-52939	08-Jan-2021	07-Feb-2021	USD	Invoice Payment	1,392.35	1,392.35	Remove

Payment cart total: USD 1,408.05

Mail Check / Remittance Advice

Credit Card

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.

All-Open | Past Due | Paid/Closed | In Dispute | Search all

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

Filter by: None selected | Results per page: 10 | Previous | 1 | 2 | 3 | 4 | 5 | Next

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"/>		View	Duty/tax	25-Jan-2021	24-Feb-2021		Open	181.40	181.40		USD

Account Summary | Search/Download | My Options

Invoice Detail View [Back](#)

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

Billing Information		Charge Summary	
Invoice no.	8	Total standard charges	9.95
Account no.	0	Total discounts	0.00
Control no.	5	Total additional charges	171.85
Ship ID no.		Total taxes	0.00
Invoice type	Duty/tax	Total invoice amount	USD 181.40
Invoice date	25-Jan-2021		
Due date	24-Feb-2021		
Invoice status	Open		
Balance due	USD 181.40		

[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"/>	5	07-Jan-2021	D/T		3rd Party	Open			171.85	171.85
<input type="checkbox"/>	7	14-Jan-2021	D/T		3rd Party	Open			9.55	9.55

Express Duty/Tax Shipment Detail [Back](#)

Tracking ID Summary [Help](#) [Hide](#)

Billing Information		Messages	
Air waybill no.	5		
Invoice no.	8		
Account no.	0		
Ship date	07-JAN-2021		
Control no.			
Invoice date	25-Jan-2021		
Due date	24-FEB-2021		
Tracking ID Balance due	USD 171.85		
Status	Open		

[View Invoice History](#)
[View signature proof of delivery](#)
[Download Custom Documentation](#)

Duty/Tax Shipment Information [Help](#) [Hide](#)

Sender Information		Recipient Information	
US		CA	
Shipment Details		Charges	
Ship date	07-JAN-2021	HST Tax Duty	171.85
Payment type	3rd Party	Total charges	USD 171.85
Service type	FedEx Int'l Economy Freight		
Package type	01		
Actual weight	147.42kgs		
Rated weight	193.68kgs		
Customer Reference			
Reference #2			
Reference #3			
Pieces	1		
Meter No.			
Declared value	USD		
Customs Details			
Entry Date	09-Jan-2021 12:00		
Entry no.			
Declared Value			

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

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.

[Clear all fields](#) [Help](#)

Dispute Information

Account no. 0

Invoice no. 8

Airwaybill no. 5

Dispute type: Please Select

Additional Dispute Comments

Maximum character limit is 1000.

[Submit dispute](#)

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-redirect to the View / Download Search Results page.
Please select the result(s) and click on the 'Create Download File'.
4. It will re-redirect to download centre page, your download file will be prepared.
5. Once the file is ready, you can click and download.

Account Summary Search/Download My Options

Search

1 Enter Search Criteria 2 View/Download Search Results

* Denotes required field

Search [Help](#)

You must execute a search to generate a [download file](#). Use a previously saved search or create a new search that you have the option to save. Note: Results will not include "non-standard" invoices.

Select values to search Search results will be limited to 10000 Invoices or Tracking IDs per search.

* Search for

* Account number and Store ID (CTRL + select to search multiple accounts)
Select All

Account No - Store ID

* Select date range
From To

Only invoices viewable in FedEx Billing Online are available for download.

* Status

Account Summary Search/Download My Options

Search

1 Enter Search Criteria 2 View/Download Search Results

Search Criteria [Help](#)

Search for Invoice number Status All

Search accounts

Date 12-Jan-2021 - 26-Jan-2021

[Return to search criteria](#)

Search results [Help](#)

Results per page 5

Previous 1 2 Next

Select all	Invoice Number	View/print	Invoice type	Invoice date	Due date	Account no.	Invoice status	Original Charges	Balance due
<input type="checkbox"/>			Duty/tax	25-Jan-2021	24-FEB-2021		Open	181.40	181.40
<input type="checkbox"/>			Duty/tax	22-Jan-2021	21-FEB-2021		Open	329.21	329.21
<input type="checkbox"/>			Freight	21-Jan-2021	28-FEB-2021		Open	19,646.24	19,646.24
<input type="checkbox"/>			Duty/tax	21-Jan-2021	20-FEB-2021		Open	2,764.78	2,764.78
<input type="checkbox"/>			Duty/tax	20-Jan-2021	19-FEB-2021		Open	2,308.03	2,308.03

Account Summary Search/Download My Options

Download Center

Download Results [Help](#)

My Files Ready for Download or Viewing [Help](#)

Files will expire 14 days after creation date.
The following files have been created for download. Click on the file name to save it to your system.
Please click refresh list to see the files you selected. If they do not appear immediately, please wait a few minutes and try again.

Name of download file	File type	Status	Generated by	Created on	Expires on Action
There are currently no download files to process					

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.

The screenshot illustrates the process of searching for and downloading custom documentation in the FedEx Billing Online system. It is divided into four numbered steps:

- Step 1:** The user is on the 'Search/Download' page. They select 'New Search or Download' and 'Tracking ID' as the search criteria. They enter an air waybill number and click 'Quick Search'.
- Step 2:** The user is redirected to the 'Express Duty/Tax Shipment Detail' page. They select a shipment record and click on the 'Download Custom Documentation' link.
- Step 3:** The user is redirected to the 'Download Center' page. The system shows 'My Files Ready for Download or Viewing' with a table of files.
- Step 4:** The user clicks on the download file to download it.

The table in the 'My Files Ready for Download or Viewing' section is as follows:

Name of download file	File type	Status	Generated by	Created on	Expires on	Action
CustomsDocument	PDF	Pending		07-Dec-2020	22-Dec-2020	Remove

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.

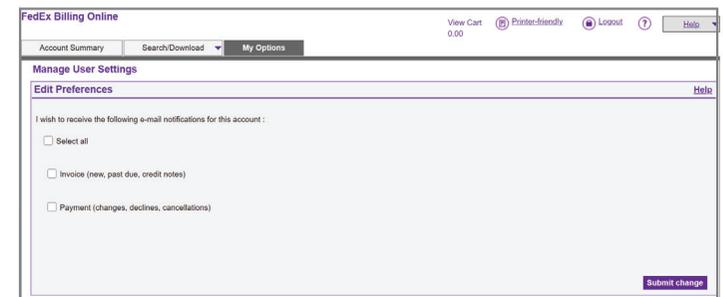
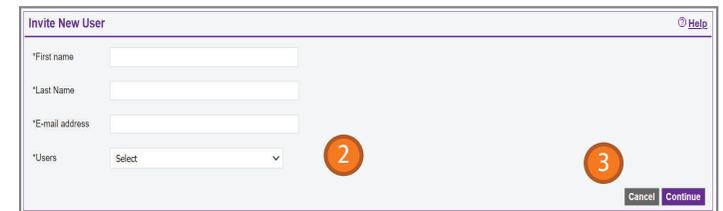
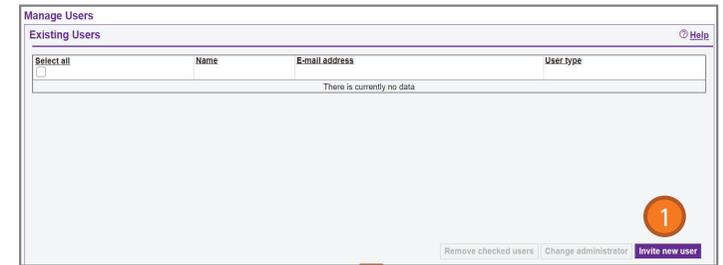
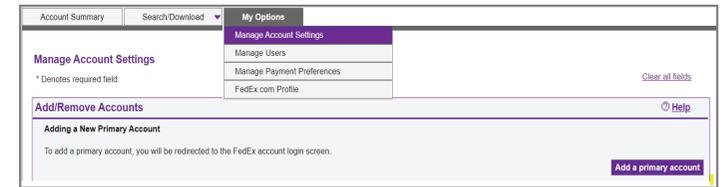
My Options – Manage Users

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

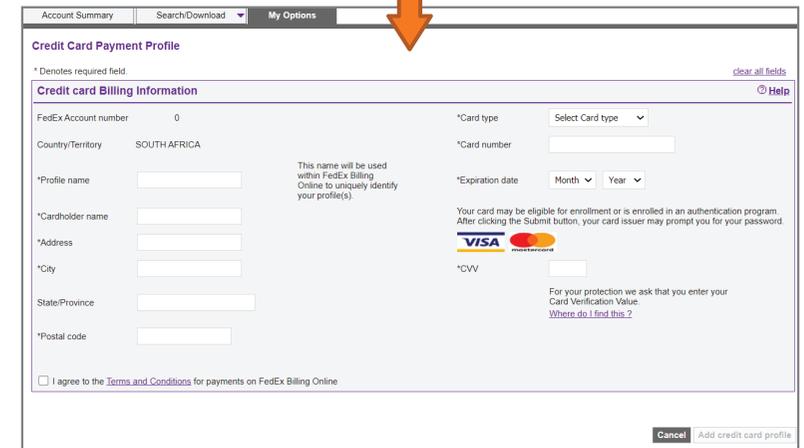
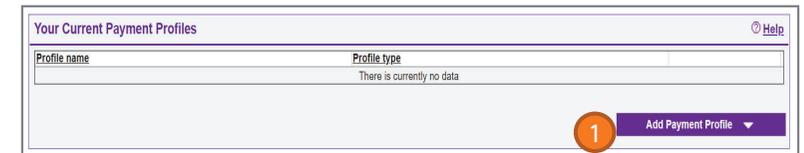
Payment options are available for South Africa only

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

Botswana +267 369 5500/1 / Malawi +265 1 812 672 / Namibia +264 61 264 777 / South Africa +27 8000 33339 / Swaziland +268 2422 0961/2 / Zambia +260 211 252 191/89