



FedEx[®] Billing Online User Guide

Introduction

FedEx Billing Online allows you to efficiently manage and pay your FedEx invoices online. *It's free, easy and secure.*

FedEx Billing Online helps you streamline your billing process. With all your FedEx shipping information automatically cataloged and in one — secure — online location, you never have to worry about misplacing a paper invoice or sifting through reams of paper to find information for past shipments.

Inside you'll find step-by-step FedEx Billing Online operating instructions.

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The screenshot shows the FedEx Billing Online interface. At the top, there are navigation links for 'My Profile', 'Support', 'Locations', 'English', and a search bar. Below this is a main navigation bar with 'FedEx Office' and links for 'Ship', 'Track', 'Manage', and 'Learn'. The main content area is divided into several sections:

- FedEx® Billing Online:** A login section with fields for 'User ID' and 'Password', a 'Remember Me' checkbox, and a 'Login' button. Below the login fields are links for 'Forgot your password or ID?' and 'New Customer? Register Now'.
- Ship a pak via FedEx Express Saver® for as low as \$7.50¹ using FedEx One RateSM.** A promotional banner with an image of FedEx boxes and the text 'Simple, flat rate shipping with the reliability of FedEx.' and a 'Learn more' link.
- When it comes to billing, you have options.** A section with a sub-header and a paragraph explaining the benefits of FedEx Billing Online.
- Navigation Menu:** A vertical list of links: 'Billing Home', 'FedEx Billing Online', 'Tools', 'Resources', and 'Payment Options'.
- Find the solution to meet your unique needs.** A purple call-to-action box with an 'Explore solutions' link.
- FedEx Billing Online:** A section with a sub-header and a paragraph describing the service, followed by a 'Discover the benefits' link.

To register for FedEx Billing Online, go to the login screen by selecting View/Pay Bills under the Manage tab on **fedex.com**. If you already have a **fedex.com** User ID and password (used for FedEx Ship Manager®, My FedEx®, etc.), enter it, click Login, and verify your account information. If you are new to **fedex.com**, register first by clicking on the Register Now link on the login screen.

The first user to register an account for FedEx Billing Online is by default the FedEx Billing Online administrator. A new administrator can be designated at any time following the completion of registration and receipt of password. Please provide all requested information including company and contact information.

Once the registration process is complete, the account administrator may register as many users as required to appropriately manage their invoices. All users registered by the account administrator will receive notification via email inviting them to access and use FedEx Billing Online.

The screenshot displays the FedEx Billing Online interface. At the top, there is a navigation bar with the FedEx logo and links for Ship, Track, Manage, Learn, and FedEx Office. Below this, the page title is 'FedEx Billing Online'. A user menu on the right includes 'View Cart 0.00', 'Printer-friendly', 'Logout', and 'Help'. The main content area is titled 'Account Summary' and includes a 'Search/Download' dropdown, 'My Options', and 'Message Center' tabs. A welcome message reads 'Welcome, Jane Platin'. The 'Account Summary' section shows the following details:

Primary Account	1234-5678-9	Add an account	1 You have 2 past due invoices.
Original Charges	\$132.09		1 You have 1 messages in the message center.
Past due	\$132.09		
In dispute	\$0.00		
Payments or credits	\$0.00		
Balance due	\$132.09		

Below the summary, there are tabs for 'All Open', 'Past Due', 'Paid/Closed', and 'In Dispute'. The 'Invoice List (All-Open)' section is active, showing a table of invoices:

Select all	Invoice no.	View/print	Invoice date	Due date	Account no.	Invoice status	Original Charges	Balance due	Payment status
<input type="checkbox"/>	1-234-56789		03/20/2012	04/04/2012	1234-5678-9	Past Due	89.09	89.09	
<input checked="" type="checkbox"/>	0-111-21314		03/16/2012	03/31/2012	1234-5678-9	Past Due	43.00	43.00	Scheduled-Check

At the bottom of the invoice list, there are buttons for 'Approve/notify user' and 'Pay'.

Your Account Summary provides a complete overview of recent activity in your account, including an up-to-date balance and list of all open, past due and closed invoices. You can send notifications to other users from this screen as well as pay invoices.

At the top of this screen you will see your primary account number and totals for charges, payments, adjustments, balances due and any past due charges. Switch between multiple Bill To (primary) accounts by using the provided drop-down menu. The selected primary account will drive all activity and administration within FedEx Billing Online.

The table on this screen shows more detail — including invoice numbers, invoice dates and invoice status — so that you can review invoice information quickly and conveniently. This is a listing of all open invoices with their corresponding balances. You will also see invoices that are past due, in dispute or have been submitted for payment. You can also click on the PDF icon to view, print or save a PDF version of your invoice.

In the Invoice List, click on the status in the Invoice Status column to view all payment, dispute and adjustment activity on the invoice.

You can also view invoices by status. Just click on the corresponding tab to view All Open invoices, Past Due invoices, Paid/Closed invoices or invoices that are In Dispute. Invoices in the Paid/Closed tab are available up to 180 days from the closed date.

Note: when you leave the Account Summary screen to go to other screens in FedEx Billing Online, your web browser's Back button will always take you back to this screen.

2.1 Account Aging Summary

Welcome, Jane Plain

Account Summary Help

Primary Account	1234-5678-9	Add an account	1 You have 2 past due invoices.
Original Charges	\$132.09		1 You have 1 messages in the message center.
Past due	\$132.09		
In dispute	\$0.00		
Payments or credits	\$0.00		
Balance due	\$132.09		

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 date	Due date	Account no.	Invoice status	Original Charges	Balance due	Payment status
<input type="checkbox"/>	1-234-56789		03/20/2012	04/04/2012	1234-5678-9	Past Due	89.09	89.09	
<input checked="" type="checkbox"/>	0-111-21314		03/16/2012	03/31/2012	1234-5678-9	Past Due	43.00	43.00	Scheduled Check

[Approve/notify user](#) [Pay](#)

[Icon Legend](#)

Account Aging Summary Help

Primary Account: 1234-5678-9

Currency	0 - 15 days	16 - 30 days	31 - 60 days	61 - 90 days	91+ days	Total
USD	0.00	0.00	132.09	0.00	0.00	132.09

The Account Summary screen is easily customized if you want to see the information in a particular manner. For example, to show your invoices by due date, simply click the name of the column that you would like to sort. The table will automatically rearrange to show invoices sorted by your selected field.

If there are open charges in any of the time ranges, the total amount of those charges will appear under the heading.

A snapshot of your billing activity is available at the bottom of the Account Summary screen. Charges are grouped into the following time ranges:

- 0–15 days
- 16–30 days
- 31–60 days
- 61–90 days
- 91+ days

2.2 Viewing Invoice Detail

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

Account Summary Search/Download My Options Message Center

Invoice Detail View

[Back](#) [Help](#) [Hide](#)

Invoice Summary

Billing Information		Charge Summary	
Invoice no.	< Prev 1-234-56789 Next >	Total express charges	43.75
Account no.	1234-5678-9	Total ground charges	45.34
FedEx Tax ID No.	10-5551010	Total other charges	0.00
Invoice date	03/20/2012	Total invoice amount	89.09
Due date	04/04/2012	Total payments and credits	0.00
Invoice status	Past Due	Total balance due	89.09

[View Invoice History](#) [View/print PDE](#) [View Details](#)

Approve/notify user Download invoice Dispute invoice **Pay Invoice**

FedEx Invoice Details

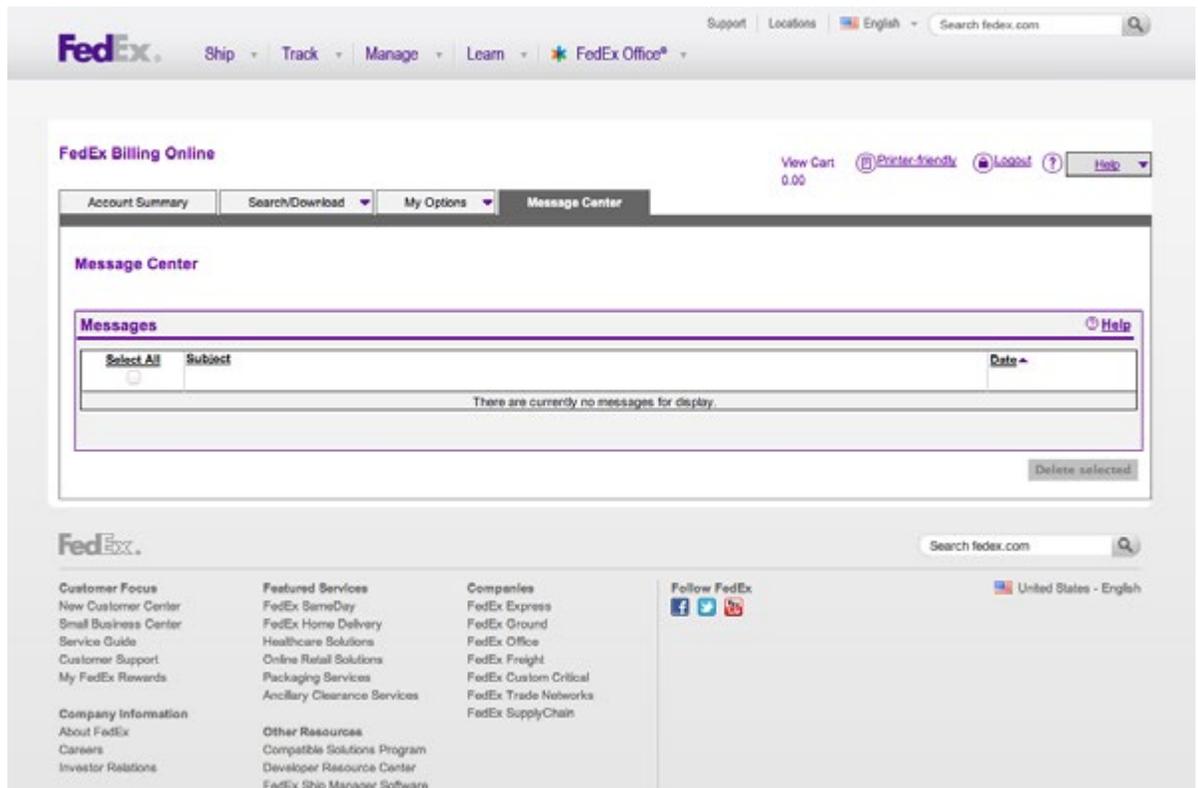
Filter by: None selected Results per page: 10

Select all	Tracking / billing ID	Date	Type	Product group	Reference	Parcel	Status	Meter	Original charges	Balance due
<input type="checkbox"/>	000001234567	04/04/2012	Ground	GP		Shipper	Past Due	000000000	45.34	45.34
<input type="checkbox"/>	12124449999	04/03/2012	Express		NO REFERENCE INFORMATION	Third Party	Past Due	100003485	43.75	43.75

If you need to review detailed information on a particular invoice, click on the invoice number in the table. All invoice detail will appear on the screen — including tracking numbers, reference codes, status and balance. As with the Summary screen, you can sort by the details of each invoice.

Also, from the Invoice Detail screen, you can click on the value in the Product Group column to see additional details of “grouped” shipments, i.e. FedEx Ground Multiweight, FedEx International Priority DirectDistribution®, FedEx International Priority DirectDistribution® Freight, etc.

2.3 Message Center



FedEx periodically needs to send you important messages about your account and promotions. The number of new messages you have is indicated in the Messages section on the Account Summary screen. You can read your new messages by clicking the messages link or by clicking the Message Center tab at the top of the screen.

Once in the Message Center, you will see a list of any messages you have been sent. Clicking on a message subject link will open a new screen that shows the message details. Messages can be deleted from either the Message Center screen or the Message Detail screen.

The screenshot displays the 'Approve Invoices and Notify Users' section of the FedEx Billing Online interface. At the top, there are navigation links for 'Ship', 'Track', 'Manage', 'Learn', and 'FedEx Office'. The main content area is titled 'Approve Invoices and Notify Users' and includes a sub-header 'Selected for Approval/Notification'. Below this is a table with the following data:

Invoice no.	Tracking ID no.	Account no.	Invoice date	Due date	Original charges	Balance due
1-234-56789		1234-5678-9	03/20/2012	04/04/2012		09.00

Below the table, there is a 'Your Comments(250 character limit):' text area and a 'Send notification to' section. The 'Send notification to' section contains a table with the following data:

Select all	Name
<input checked="" type="checkbox"/>	
<input checked="" type="checkbox"/>	Chris Smith

At the bottom of the interface, there are five buttons: 'Cancel', 'Save comments only', 'Notify only', 'Approve only', and 'Approve and Notify'.

The Account Summary screen allows you to select one or more invoices and send an approval/ notification to other users that the invoices are available to pay. Simply click on the check box to the left of each invoice number and click the Approve and Notify button. This will allow you to

choose which of your additional users to send a notification to. It will also allow you to enter specific comment text that will be included in your email notification. With this feature, you can also approve or send approval requests to other listed users.

Account Summary Help

Primary Account	1234-5678-9	Add an account	1 You have 2 past due invoices.
Original Charges	\$132.00		1 You have 1 messages in the message center.
Past due	\$132.00		
In dispute	\$0.00		
Payments or credits	\$0.00		
Balance due	\$132.00		

Search all

Invoice List (All-Open) Help

Filter by: None selected Results per page: 10

Select all	Invoice no.	View/print	Invoice date	Due date	Account no.	Invoice status	Original Charges	Balance due	Payment status
<input type="checkbox"/>	1-234-56789		03/20/2012	04/04/2012	1234-5678-9	Past Due	89.00	89.00	
<input checked="" type="checkbox"/>	0-111-21314		03/16/2012	03/31/2012	1234-5678-9	Past Due	43.00	43.00	Scheduled Check

[Icon Legend](#)

Account Aging Summary Help

Primary Account: 1234-5678-9

Currency	0 - 15 days	16 - 30 days	31 - 60 days	61 - 90 days	91+ days	Total
USD		0.00	0.00	132.00	0.00	0.00
						132.00

A series of tabs located in the middle section of the Account Summary screen allows you to navigate your open, past due, paid/closed and in dispute invoices.

3.1 All Open Invoices

Account Summary Help

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

Original Charges: \$132.09

Past due: \$132.09

In dispute: \$0.00

Payments or credits: \$0.00

Balance due: \$132.09

Alerts:
 You have 2 past due invoices.
 You have 1 messages in the message center.

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 date	Due date	Account no.	Invoice status	Original Charges	Balance due	Payment status
<input type="checkbox"/>	1-234-56789		03/20/2012	04/04/2012	1234-5678-9	Past Due	89.09	89.09	
<input type="checkbox"/>	0-111-21314		03/16/2012	03/31/2012	1234-5678-9	Past Due	43.00	43.00	Scheduled Check

[Approve monthly user](#) [Pay](#)

[Icon Legend](#)

Account Aging Summary Help

Primary Account: 1234-5678-9

Currency	0 - 15 days	16 - 30 days	31 - 60 days	61 - 90 days	91+ days	Total
USD		0.00	0.00	132.09	0.00	0.00
						132.09

This tab gives you an easy way to view summaries of all open invoices for your account. Just as the Account Summary screen allows you to pay or click on invoices for more detail, the All Open invoices view allows you to pay any or

all of the invoices by selecting the check box to the left of the invoice number. To retrieve detailed information about an invoice, click on its invoice number.

3.2 Past Due Invoices

Account Summary [Help](#)

Primary Account	1234-5678-9	Add an account	You have 2 past due invoices.
Original Charges	\$132.09		You have 1 download file(s) ready in the download center.
Past due	\$132.00		You have 1 message in the message center.
In dispute	\$0.00		
Payments or credits	\$0.00		
Balance due	\$132.09		

Account tabs: All-Open | **Past Due** | Paid/Closed | In Dispute [Search](#)

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

Filter by: None selected Results per page: 10

Select all	Invoice no.	View/print	Invoice date	Due date	Account no.	Invoice status	Original Charges	Balance due	Payment status
<input type="checkbox"/>	1-234-56789		03/20/2012	04/04/2012	1234-5678-9	Past Due	89.09	89.09	In Progress - CC
<input type="checkbox"/>	0-111-21314		03/16/2012	03/01/2012	1234-5678-9	Past Due	43.00	43.00	Scheduled-Check

[Approve/notify user](#) [Pay](#)

[Icon Legend](#)

Account Aging Summary [Help](#)

Primary Account: 1234-5678-9

Currency	0 - 15 days	16 - 30 days	31 - 60 days	61 - 90 days	91+ days	Total	
USD		0.00	0.00	132.09	0.00	0.00	132.09

This tab gives you an easy-to-view summary of all past due invoices for your account. To quickly pay these invoices from this screen, simply click on the checkboxes to the left of the invoice number and click on the Pay button. These invoices will be added to your payment cart and

you will be taken to the payment cart review screen to complete your payment. If you need additional information before paying an invoice, click on its invoice number to view the invoice detail.

3.3 Paid/Closed Invoices

Account Summary [Help](#)

Primary Account	1234-5678-9	Add an account	1 You have 2 paid due invoices.
Original Charges	\$132.09		↓ You have 1 download file(s) ready in the download center.
Past due	\$132.09		✉ You have 1 message in the message center.
In dispute	\$0.00		
Payments or credits	\$0.00		
Balance due	\$132.09		

All-Open Fast Due **Paid/Closed** In Dispute [Search](#)

Invoice List (Paid/Closed) [Help](#)

Filter by: None selected

Invoice no.	View/print	Invoice date	Due date	Account no.	Original Charges	Adjusted	Paid	Balance due
1-214-56789		01/19/2012	04/03/2012	*****	90.10	0.00	90.10	0.00

[Icon Legend](#)

Account Aging Summary [Help](#)

Primary Account: 1234-5678-9

Currency	0 - 15 days	16 - 30 days	31 - 60 days	61 - 90 days	91+ days	Total
USD	0.00	0.00	132.09	0.00	0.00	132.09

FedEx Search fedex.com

Customer Focus Featured Services Companies Follow FedEx United States - English

This tab gives you an easy-to-view summary of all closed invoices for your account from the last 180 days. To view detailed information regarding these invoices, simply click on the invoice number to be taken to the Invoice Detail screen. From the Invoice Detail screen, you can click on the

View Invoice History link to view all information regarding payments, disputes, credits and approvals for this invoice.

3.4 In Dispute Invoices

Account Summary [Help](#)

Primary Account	1234-5678-9	Add an account	You have 2 past due invoices.
Original Charges	\$132.09		You have 1 download file(s) ready in the download center.
Past due	\$132.09		You have 1 messages in the message center.
In dispute	\$0.00		
Payments or credits	\$0.00		
Balance due	\$132.09		

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

Invoice List (In Dispute) [Help](#)

Filter by: None selected

Invoice no.	View/print	Invoice date	Due date	Account no.	Original Charges	Dispute date	Balance due	Dispute reason
No invoices are in dispute for this account.								

[User Logged](#)

Account Aging Summary [Help](#)

Primary Account: 1234-5678-9

Currency	0 - 15 days	16 - 30 days	31 - 60 days	61 - 90 days	91+ days	Total	
USD		0.00	0.00	132.09	0.00	0.00	132.09

FedEx. [Search](#)

Customer Focus | Featured Services | Companies | Follow FedEx | United States - English

This tab gives you an easy-to-view summary of all invoices that are in dispute. From this screen you can quickly see the disputed amount and date of the invoice level dispute. To view more information regarding this invoice, simply click on the invoice number to be taken to the Invoice Detail screen. From the Invoice Detail screen, you can click on

the View Invoice History link to view all information regarding payments, disputes, credits and approvals for this invoice.

Note: Duty/Tax research (disputed) items will not display in this section.

The screenshot displays the 'Invoice Detail View' page in the FedEx Billing Online system. The page is organized into several sections:

- Account Summary:** Includes 'Search/Download', 'My Options', and 'Message Center' tabs.
- Invoice Summary:** Contains 'Billing Information' and 'Charge Summary' tables.
- Billing Information:**

Invoice no.	< Prev	1-234-56789	Next >
Account no.		1234-5678-9	
FedEx Tax ID No.		10-5551010	
Invoice date		03/20/2012	
Due date		04/04/2012	
Invoice status		Past Due	
- Charge Summary:**

Total express charges	43.75
Total ground charges	45.34
Total other charges	0.00
Total invoice amount	89.09
Total payments and credits	0.00
Total balance due	\$89.09
- Actions:** Buttons for 'Approve/notify user', 'Download invoice', 'Dispute invoice', and 'Pay invoice'.
- FedEx Invoice Details:** A table with columns: Select all, Tracking / billing ID, Date, Type, Product group, Reference, Payor, Status, Meter, Original charges, Balance due.

The Invoice Detail screen presents an easy-to-view summary of all invoice information in a format similar to the original printed invoice.

You can pay, dispute, download or send a notification on the entire invoice from this screen. At the top of this screen, you will see the invoice summary information, including the balance due, payment due date, total FedEx Express charges, total FedEx Ground charges and total Other Charges due for this invoice. There is a link to the Invoice History screen on the left-hand side of the summary. This screen contains all information regarding payments, disputes, adjustments and approvals made on the invoice.

To navigate to other invoices, use the drop-down menu at the top left of the screen containing the invoice number. This drop-down menu will contain all of the invoices related to the screen you were previously viewing (All Open, Past Due, Paid/Closed or In Dispute). You can print a copy of the original invoice by clicking on the View/Print PDF link near the top of the Invoice Detail screen. Adobe Acrobat Reader will open a copy of your original invoice in PDF format. You can then print it by selecting Print from the File menu.

4.1 FedEx Express Invoice Detail Overview

Invoice Detail View Back

Invoice Summary Help Hide

Billing Information		Charge Summary	
Invoice no.	1-234-56789	Total express charges	43.75
Account no.	1234-5678-9	Total ground charges	45.34
FedEx Tax ID No.	10-5551010	Total other charges	0.00
Invoice date	03/20/2012	Total invoice amount	89.09
Due date	04/03/2012	Total payments and credits	0.00
Invoice status	Past Due	Total balance due	\$89.09

[View Invoice History](#) [View/print PDF](#)

Approve/invoice user Download invoice Dispute invoice Pay invoice

FedEx Invoice Details Help

Filter by: None selected Results per page: 10

Select all	Tracking / billing ID	Date	Type	Product group	Reference	Payor	Status	Meter	Original charges	Balance due
<input type="checkbox"/>										
<input type="checkbox"/>	000001234567	04/04/2012	Ground	SP		Shipper	Past Due	000000000	45.34	45.34
<input type="checkbox"/>	12124449999	04/03/2012	Express		NO REFERENCE INFORMATION	Third Party	Past Due	100003485	43.75	43.75

Approve/invoice user Pay

Back

From the Invoice Detail screen you can see a detailed list of shipment summaries for your FedEx Express® shipments. Each individual shipment is listed in the table along with the tracking ID, ship date, shipment type, product group, reference, payor, meter number, status, original charges and balance due. To view detailed tracking ID information, click on the tracking ID number. You will be taken to the Tracking ID Detail screen giving you detailed information. Here you can click on the value in the Product Group column to see additional details of “grouped” shipments, i.e. FedEx International Priority DirectDistribution, FedEx International Priority DirectDistribution Freight, etc.

Duty/Tax Invoices

Duty/tax charges are displayed on duty/tax invoices separate from your shipping invoices. Duty/tax invoices are displayed alongside shipping invoices on the Account Summary screen. The supporting documentation as well as a printout of the invoice will be sent in hard-copy format to your account

bill-to address. You can pay for duty/tax invoices on FedEx Billing Online just as you pay for shipping invoices.

Paying for a FedEx Express Shipment

If you only need to pay for a shipment with an individual tracking ID, simply click on the corresponding checkbox in the left-hand column of the shipment table and then click the Pay button. This will add only the tracking ID that you have selected to the payment cart.

Disputing Charges for a FedEx Express Shipment

If you only need to dispute the charges for a shipment with an individual tracking ID, simply click on the tracking ID number to go to the Tracking ID Detail screen.

FedEx Ground Invoice Detail Overview (including FedEx SmartPost®)

Invoice Detail View

Invoice Summary

Billing Information

Invoice No.	1234-56789
Amounts	1234-5678-9
FedEx Tax ID No.	10-5551010
Invoice date	03/20/12
Due date	04/04/12
Invoice status	Past Due
View Invoice History	
ViewPrint.PDF	

Charge Summary

Total express charges	43.75
Total ground charges	53.99
Total other charges	5.36
Total invoice amount	103.12
Total payments and credits	0.00
Total balance due	\$103.12

FedEx Invoice Details

Filter by: None selected | Results per page: 10

Select all	Tracking / Billing ID	Date	Type	Product Group	Reference	Payor	Status	Meter	Original charges	Balance due
<input type="checkbox"/>	000001234567	04/04/2012	Ground	SP		Shipper	Past Due	00000300	45.34	45.34
<input type="checkbox"/>	55551112222	04/03/2012	Express		NO REFERENCE (RECEIVED)	Third Party	Past Due	100013455	43.75	43.75
<input type="checkbox"/>	700701702703	03/10/2012	Merchandise			Shipper	Past Due	00000300	5.36	5.36
<input type="checkbox"/>	855500067777	03/07/2012	Ground	MW	60J0012345678901	Shipper	Past Due	00000300	8.85	8.85

Approve/notify user | Pay

From the Invoice Detail screen you can view the summary of your FedEx Ground® shipments at a service type level. Each individual shipment is listed in the table along with the tracking ID, ship date, shipment type, product group, reference, payor, meter number, status, original charges and balance due. To view detailed tracking ID information, click on the tracking ID number. You will be taken to the Tracking ID Detail screen giving you detailed information. Here you can click on the value in the Product Group column to see additional details of "grouped" shipments, i.e. FedEx Ground Multiweight.

Paying FedEx Ground Charges

From this screen you can also pay for individual FedEx Ground charges by selecting the FedEx Ground Tracking IDs and clicking on the Pay button. This will add these items to your payment cart.

Disputing FedEx Ground (including FedEx SmartPost) Charges

If you need to dispute an individual FedEx Ground shipment, click on the FedEx Ground Tracking ID number to be taken to the Tracking ID Detail screen. From this screen, click on the Dispute button to begin your dispute request.

Continued on next page.

Invoice Detail View

Invoice Summary

Billing Information

Invoice No.	< Prev 1234-56789	Next >
Account No.	1234-5678-9	
FedEx Tax ID No.	10-5551010	
Invoice date	03/20/12	
Due date	04/04/12	
Invoice status	Past Due	
View Invoice History		
View/print PDF		

Charge Summary

Total express charges	43.75
Total ground charges	53.99
Total other charges	5.38
Total invoice amount	103.12
Total payments and credits	0.00
Total balance due	\$103.12

[Approve/notify user](#) [Download invoice](#) [Dispute invoice](#) [Pay Invoice](#)

FedEx Invoice Details

Filter by: None selected Results per page: 10

Select all	Tracking/Billing ID	Date	Type	Product group	Balance	Flavor	Status	Meter	Original charges	Balance Due
<input type="checkbox"/>	000001234567	04/04/12	Ground	SP		Shipper	Past Due	00000300	45.34	45.34
<input type="checkbox"/>	555511112222	04/03/12	Express		NO REFERENCE	Third Party	Past Due	10003425	43.75	43.75
<input type="checkbox"/>	700701702703	03/13/12	Merchandise			Shipper	Past Due	00000300	5.38	5.38
<input type="checkbox"/>	555566667777	03/07/12	Ground	MW	80001234567890	Shipper	Past Due	00000300	8.85	8.85

[Approve/notify user](#) [Pay](#)

FedEx Ground Multiweight Summary

On this screen, multiweight shipment bundles are indicated with the Product Group value MWT. To receive further details for each bundle, click on the MWT link. Details regarding these shipments are provided, including the number of packages per bundle, origin ZIP code, destination ZIP code, shipment weight, multiweight and net charge. You will then be taken to the Multiweight Detail screen by clicking the associated tracking ID for the bundle. The Multiweight Detail screen provides an accurate breakdown of all charges associated with the bundled shipment. You can also pay or dispute at the Multiweight detail level.

FedEx Ground Miscellaneous Charges

This screen presents links to the lists of all miscellaneous charges, such as Residential Surcharges and Weekly Pickup Charges. A link to view address correction detail information is also provided.

If you feel that a charge has been billed in error, this screen also allows you to dispute individual miscellaneous charges by clicking on the Dispute Invoice link on the right-hand side of each line item.

Shipment Details		Charges	
Ship date	04/03/2012	Transportation Charge	37.55
Payment type	Third Party	Fuel Surcharge	6.20
Service type	FedEx 2Day	Weekday Delivery	0.00
Zone	08	Total charges	\$43.75
Package type	Customer Packaging		
Pieces	1		
Weight	6.0 lbs		
Rated method	000		
Meter no.	100003485		
Declared value	\$0.00		
Original Reference		Updated Reference	
Customer reference no.	NO REFERENCE INFORMATION	Customer reference no.	
Department no.		Department no.	
RMA no.		Reference #2	
Reference #2		Reference #3	
Reference #3			
Proof of Delivery		Cost Allocation Reference	
Delivery date	04/05/2012 08:00	Cost allocation	
Service area code	A4	Shipment Notes	
Signed by	J. DOE		
View signature proof of delivery			

[Back](#)

[Approve/notify user](#)
[Dispute](#)
[Pay](#)

All available information regarding the shipment is presented on this screen.

To view the Tracking ID Details screen, click a Tracking ID number (found on the Invoice Detail screen).

Charges for each shipment are presented in an easy-to-read format. These charges may include: fuel surcharges, discounts, transportation charges and other special charges such as dangerous goods, Saturday delivery, etc.

If you believe that an error has been made (for example: a shipment was not delivered in a timely manner), click the Dispute button to begin the dispute request process.

The Tracking ID Details screen allows you to send a notification to other users. Simply click the Approve/Notify User button. This will allow you to choose which of your additional users to send a notification to and enter specific comment text that will be included in your email notification.

Clicking the Signature Proof-of-Delivery link will open a new window containing the recipient's signature (if available). You will be given a message if there is no signature available.

Promotion Code

FedEx periodically offers promotions in the form of discounts that can be used on invoice payments. If you are selected to receive a promotion, you will be sent a promotion code that you can enter on the Tracking ID Detail screen before paying. Make sure that the details of the promotion match the details of the shipment, or it cannot be applied. Once the promotion discount is applied, you can view the changes made to your balance on the following screens:

- Account Summary
- Invoice Detail
- Tracking ID Detail
- Invoice History

5.1 FedEx Ground Multiweight Summary

FedEx Billing Online | View Cart | 0.02 | [Print Friendly](#) | [Logout](#) | [Help](#)

Account Summary | Search/Download | My Options | Message Center

Ground Multiweight Shipment Detail

[Back](#)

Tracking ID Summary

[Help](#) [Hide](#)

Billing Information		Messages	
Tracking ID no.	< Prev 00000123 55556 Next >		
Invoice no.	1-234-56789		
Account no.	1234-5678-9		
Invoice date	07/30/2012		
Due date	08/14/2012		
Tracking ID balance due	\$1.65		
Status	Open		

[View invoice history](#)
[View signature proof of delivery](#)

Transaction Details

[Help](#) [Hide](#)

Sender Information		Recipient Information	
Jane Plain Personal Address 123 Main Street MEMPHIS TN 38103 US		Chris Smith Company Address 567 Broadway NEW YORK NY 10001 US	

Shipment Details		Charges	
Ship date	07/02/2012	Transportation Charge	0.01
Payment type	Shipper	Fuel Surcharge	0.54
Service type	Ground	DAS Extended Comm	0.00
Zone	04	Total charges	\$1.55
Package type	Customer Packaging		
Pieces	1		
Actual weight	19.0 lbs		
Rated weight	20.0 lbs		
Multweight no.	012345678		
Rated method	000		
Meter No.			
Declared value	\$0.00		

[Enter promo code](#)

Original Reference		Updated Reference	
Customer reference no.	00000000000000000001	Customer reference no.	
Department no.		Department no.	
RTA no.		Purchase order no.	
Purchase order no.	123456		

[Edit](#)

Proof of Delivery		Cost Allocation Reference	
Delivery date	07/06/2012 00:00	Cost allocation	
Service area code		Shipment Notes	
Signed by			

[View signature proof of delivery](#)

[Edit](#)

On the Invoice Detail screen, multiweight shipment bundles are indicated with the Product Group value MWT. To receive further details for each bundle, click on the MWT link. Details regarding these shipments are provided, including the number of packages per bundle, origin ZIP

code, destination ZIP code, shipment weight, multiweight and net charge. Click the bundle's associated tracking ID to be taken to the Multiweight Detail screen. The Multiweight Detail screen provides an accurate breakdown of all charges associated with the bundled shipment.

5.2

Other Charges

The screenshot displays the 'Invoice Detail View' for a FedEx invoice. It is divided into two main sections: 'Billing Information' and 'Charge Summary'.

Billing Information:

- Invoice No.: 1234-5678-9
- Account No.: 1234-5678-9
- FedEx Tax ID No.: 10-5551010
- Invoice date: 03/20/12
- Due date: 04/04/12
- Invoice status: Past Due

Charge Summary:

- Total express charges: 13.76
- Total ground charges: 53.89
- Total other charges: 5.36
- Total invoice amount: 135.12
- Total payments and credits: 0.00
- Total balance due: \$135.12

Below the summary is a table titled 'FedEx Invoice Details'. It has columns for 'Select All', 'Tracking / Billing ID', 'Date', 'Type', 'Product/SHIP Subservice', 'Payor', 'Status', 'Meter', 'Original charges', and 'Balance due'. The table contains three rows of data:

Select All	Tracking / Billing ID	Date	Type	Product/SHIP Subservice	Payor	Status	Meter	Original charges	Balance due
<input type="checkbox"/>	00001234567	04/04/12	Ground	SE	Shipper	Past Due	00000000	45.34	45.34
<input type="checkbox"/>	55551112222	04/03/12	Express	NO REFERENCE INFORMATION	Third Party	Past Due	10003485	43.75	43.75
<input type="checkbox"/>	700701702703	05/10/12	Merchandise		Shipper	Past Due	00000000	5.36	5.36

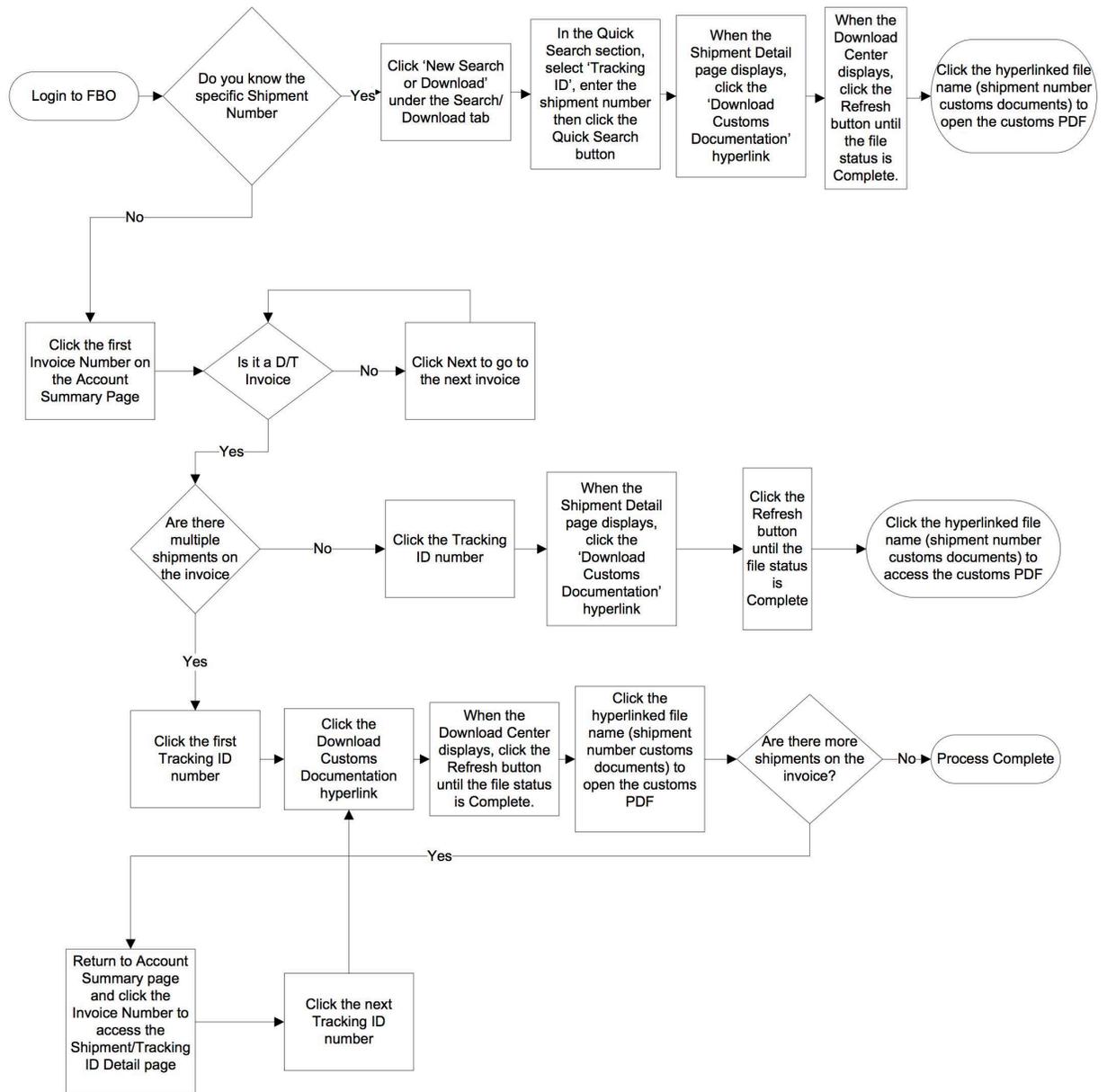
These items provide access to details on FedEx Other Charges, such as packaging purchased at a FedEx World Service Center®. These items are indicated in the Type column.

Electronic Export Information (EEI) charges are also indicated in the Type column. Click on the transaction ID to an EEI item for more details regarding the specific charges included in your shipment.

Each packaging purchase made at a FedEx World Service Center is identified by a transaction ID number. Click on this for a list of all items purchased within that transaction. Packaging sales charges cannot be disputed on FedEx Billing Online. Please call 1.800.622.1147 if you have questions regarding these charges.

5.3

Access Customs Documentation



This diagram outlines the steps to access customs documentation on FedEx Billing Online.

5.4 Disputing Charges

MEMPHIS TN 38103 US	NEWYORK,NY 10001 US
Shipment Details	Charges
Ship date 04/03/2012	Transportation Charge 37.55
Payment type Third Party	Fuel Surcharge 6.20
Service type FedEx 2Day	Weekday Delivery 0.00
Zone 08	Total charges \$43.75
Package type Customer Packaging	
Pieces 1	
Weight 6.0 lbs	
Rated method 000	
Meter No. 100003485	
Declared value \$0.00	
	Enter promo code
Original Reference	Updated Reference Edit
Customer reference no. NO REFERENCE INFORMATION	Customer reference no.
Department no.	Department no.
RMA no.	Reference #2
Reference #2	Reference #3
Reference #3	
Proof of Delivery	Cost Allocation Reference Edit
Delivery date 04/05/2012 08:00	Cost allocation
Service area code A4	Shipment Notes
Signed by J. DOE	
View signature proof of delivery	
	Back
	Approve/notify user Dispute Pay

If you have questions about a specific invoice or shipment and feel the need to dispute it, you can click the Dispute button and enter the reason for your dispute. Depending on the dispute type, you may be prompted to provide other information regarding your request.

To dispute an entire invoice, click on the invoice number from the Account Summary screen. Once on the Invoice Detail screen, click on the Dispute Invoice button. Individual shipments and related charges can be disputed from the Shipment Detail screen.

Once submitted, your request will be researched and a response will be provided within 72 business hours. Disputed items and their status can be checked at any time by clicking on the In Dispute tab on the Account Summary screen.

Welcome, Jane Ptalin

Account Summary [Help](#)

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

Original Charges: \$132.09

Past due: \$132.09

In dispute: \$0.00

Payments or credits: \$0.00

Balance due: \$132.09

- You have 2 past due invoices.
- You have 1 download file(s) ready in the download center.
- You have 1 messages in the message center.

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

Filter by: None selected Results per page: 10

Select all	Invoice no.	View/print	Invoice date	Due date	Account no.	Invoice status	Original Charges	Balance due	Payment status
<input checked="" type="checkbox"/>	1-234-56789		03/20/2012	04/04/2012	1234-5678-9	Past Due	89.09	89.09	
<input checked="" type="checkbox"/>	0-111-21314		03/16/2012	03/31/2012	1234-5678-9	Past Due	43.00	43.00	Scheduled-Check

[Approve/notify user](#) [Pay](#)

[Icon Legend](#)

Account Aging Summary [Help](#)

Invoice Detail View [Back](#)

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

Billing Information

Invoice no. < Prev 1-234-56789 Next >

Account no. 1234-5678-9

FedEx Tax ID No. 10-5551010

Invoice date 03/20/2012

Due date 04/04/2012

Invoice status Past Due

[View Invoice History](#)

[View/print PDF](#)

Charge Summary [View Details](#)

Total express charges	43.75
Total ground charges	45.34
Total other charges	0.00
Total invoice amount	89.09
Total payments and credits	0.00
Total balance due	\$89.09

[Approve/notify user](#) [Download invoice](#) [Dispute invoice](#) [Pay Invoice](#)

FedEx Invoice Details [Help](#)

With FedEx Billing Online, you are in control of how you pay, when you pay and what you pay.

There are three methods of payment currently available with FedEx Billing Online — electronic payment, credit card or paper check. You can schedule payments of FedEx invoices from your bank account via Electronic Funds Transfer (EFT); pay with a credit card; or print a payment

summary form and mail your payment to FedEx. Banking or credit card information needed to perform an EFT or credit card payment must be entered by accessing the My Options tab within FedEx Billing Online.

6.1 Paying an Invoice

The image shows two screenshots from a web application. The top screenshot is titled "Invoice List (All-Open)" and displays a table of invoices. The bottom screenshot is titled "Your Payment Cart" and shows the payment confirmation process.

Invoice List (All-Open)

Filter by: None selected | Results per page: 10

Select all	Invoice no.	View/print	Invoice date	Due date	Account no.	Invoice status	Original Charges	Balance due	Payment status
<input type="checkbox"/>	1-234-56789		03/20/2012	04/04/2012	1234-5678-9	Past Due	89.09	89.09	
<input checked="" type="checkbox"/>	0-111-21314		03/16/2012	03/31/2012	1234-5678-9	Past Due	43.00	43.00	Scheduled-Check

Approve/Modify user | Pay

Account Aging Summary

Your Payment Cart

1. Confirm Payment

Primary account no. 1234-5678-9
Amount to pay \$132.09

2. Payment List

Primary account no. 1234-5678-9 | Results per page: 10

Account no.	Invoice no.	Invoice Date	Due date	Payment item	Payment amount	Action
1234-5678-9	1-234-56789	03/20/2012	04/04/2012	Invoice Payment	\$89.09	Remove
1234-5678-9	0-111-21314	03/16/2012	03/31/2012	Invoice Payment	\$43.00	Remove

Payment cart total: \$132.09
Remove all items | Add items

3. Payment Options

Credit Card
 Mail check

Invoices that are open for payment are available from the Account Summary screen under the All Open or Past Due tabs. The invoices are displayed in a list. You can choose to pay all the invoices by clicking the check box at the top of the table. You can also select individual invoices or shipments.

Choose as many invoices or shipments as you like and click Pay. You will see a summary of all the items selected for payment. Click Add Items to continue to select more invoices or shipments for payment until you are ready to check out.

6.2 Paying by Check

The screenshot displays a payment confirmation interface with three main sections:

- 1. Confirm Payment:** Shows the primary account number (1234-5678-9) and the amount to pay (\$132.09).
- 2. Payment List:** Displays a table of payment items with columns for Account no., Invoice no., Invoice Date, Due date, Payment Item, Payment amount, and Action. The total payment cart amount is \$132.09.
- 3. Payment Options:** Offers two options: Credit Card and Mail check. The Mail check option is selected. A field for the check number is provided, and a Submit payment button is located at the bottom right.

Account no.	Invoice no.	Invoice Date	Due date	Payment Item	Payment amount	Action
1234-5678-9	1-234-56789	03/20/2012	04/04/2012	Invoice Payment	\$89.09	Remove
1234-5678-9	0-111-21314	03/16/2012	03/31/2012	Invoice Payment	\$43.00	Remove

If you choose to pay by check, you will need to enter the check number. Once completed, click Continue to complete the payment process and view the confirmation screen that indicates your payment request has been submitted. You will then need to print your Payment Summary form by clicking the Generate Payment Summary Form link.

When sending your Payment Summary to FedEx with your payment, be sure to send the complete summary and do not detach any part of the summary from the original printout. You will be notified via email if FedEx has not received the payment within 14 days.

6.3 Paying Invoices from the Account Summary

The screenshot displays the 'Invoice List (All-Open)' section at the top, which includes a table of open invoices. Below this is the 'Account Aging Summary' section. The main part of the screenshot is the 'Your Payment Cart' section, which is divided into three steps: '1. Confirm Payment', '2. Payment List', and '3. Payment Options'.

Invoice List (All-Open)

Select all	Invoice no.	View/print	Invoice date	Due date	Account no.	Invoice status	Original Charges	Balance due	Payment status
<input type="checkbox"/>									
<input checked="" type="checkbox"/>	1-234-56789		03/20/2012	04/04/2012	1234-5678-9	Past Due		89.09	
<input checked="" type="checkbox"/>	0-111-21314		03/16/2012	03/31/2012	1234-5678-9	Past Due		43.00	Scheduled-Check

Account Aging Summary

Your Payment Cart

1. Confirm Payment

Primary account no. 1234-5678-9
Amount to pay **\$132.09**

2. Payment List

Primary account no. 1234-5678-9

Account no.	Invoice no.	Invoice Date	Due date	Payment item	Payment amount	Action
1234-5678-9	1-234-56789	03/20/2012	04/04/2012	Invoice Payment	\$89.09	Remove
1234-5678-9	0-111-21314	03/16/2012	03/31/2012	Invoice Payment	\$43.00	Remove

Payment cart total: **\$132.09**
[Remove all items](#) [Add items](#)

3. Payment Options

Credit Card
 Mail check

Profile: JPLAIN_CC_3
[Add or Update Payment Profile](#)

Schedule date:

[Submit payment](#)

The Account Summary screen allows you to pay any or all of your open invoices. Simply click on the check box to the left of each and click the Pay Selected button. This will automatically add your selected invoices to the FedEx Billing Online

payment cart. From the payment cart screen you will have the opportunity to review your selections, make any changes, add more items or complete your payment by checking out.

6.4 Viewing the Payment Cart

FedEx Billing Online

View Cart 132.09 | Printer-friendly | Logout | Help

Account Summary | Search/Download | My Options | Message Center

Your Payment Cart

1. Payment Cart | 2. Payment Confirmation

1. Confirm Payment

Primary account no. 1234-5678-9
Amount to pay **\$132.09**

2. Payment List

Primary account no. 1234-5678-9 | Results per page 10

Account no.	Invoice no.	Invoice Date	Due date	Payment item	Payment amount	Action
1234-5678-9	1-234-56789	03/20/2012	04/04/2012	Invoice Payment	\$89.09	Remove
1234-5678-9	0-111-21314	03/16/2012	03/31/2012	Invoice Payment	\$43.00	Remove

Payment cart total: **\$132.09**
[Remove all items](#) [Add items](#)

3. Payment Options

Credit Card
 Mail check

Profile: [Add or Update Payment Profile](#)

Schedule date: [Schedule](#)

[Submit payment](#)

Click on the View Cart link in the top right hand of any screen within FedEx Billing Online to view the invoices that you have selected for payment. Electronic Funds Transfers require you to schedule a payment date from your bank account using the drop-down menu. An EFT payment can be

scheduled up to 15 days from the actual date the payment request is made and submitted. Payments using a credit card will be submitted on the current date.

6.5 Payment Confirmation

Payment Confirmation

① Payment Cart ② **Payment Confirmation**

Your payment has been processed. Please print this page for your records.

Payment List [Help](#)

Account no.	Invoice no.	Payment item	Payment amount
1234-5678-9	1-204-56789	Invoice Payment	89.09

Payment Summary [Help](#)

Primary account no. 1234-5678-9
Payment cart amount \$89.09
Payment method Credit card
Payment date 8/24/2012
Payment reference no. 123456

Your payment has been processed. Please [print this page](#) for your records.

[Back to account summary](#)

FedEx Search fedex.com

Customer Focus: New Customer Center, Small Business Center, Service Guide, Customer Support
Featured Services: FedEx SameDay, FedEx Home Delivery, Healthcare Solutions, Online Retail Solutions
Companies: FedEx Express, FedEx Ground, FedEx Office, FedEx Freight
Follow FedEx: [f](#) [t](#) [v](#)
United States - English

When a payment request is submitted, you will receive a reference number which identifies a specific payment. The status of your payment will be updated automatically and indicated on the Payment Confirmation screen. Pending payment invoices will be indicated by the payment pending icon on the left-hand side of the table.

You always have the option to change the status of a scheduled payment. A payment can be cancelled at any time, from the date the payment request is submitted until the scheduled payment date. Simply click the link in the Payment Status column on the Account Summary screen to edit your scheduled payment.

FedEx Billing Online View Cart 0.00 Printer-friendly Logout Help

Account Summary **Search/Download** My Options Message Center

New Search or Download
Download Center
Search & Download Settings

Search
1 Enter Search Criteria 2 View/Download Search Results

* Denotes required field Clear all fields

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 a saved search Change values as needed in the fields below.
Select Saved Search Select

Select values to search
* Search for Please select

* Account number and Store ID (CTRL + select to search multiple accounts)
Select All
Account No - Store ID
123456789 - ABCDEF

* Select date range
From 03/24/2012 To 04/23/2012
*Results include only invoices up to 180 days from paid/closed date.

* Status All

Save this search
Enter a saved search title (30 char max)

Download data Search

Quick Search Help

You must execute a search to generate a [download file](#). Select the information you want to search on and enter a specific value to find.

* Search for
Please select

Quick Search

FedEx

Search fedex.com

Use this screen to create and define detailed online reports.

Click on the Search/Download tab at the top of any screen within FedEx Billing Online and select the New Search or Download option. Two important sections on this screen give you the power to search and download information you need.

FedEx Billing Online

View Cart 0.00 [Printer-friendly](#) [Logout](#) [Help](#)

Account Summary **Search/Download** My Options Message Center

Search

1 Enter Search Criteria 2 View/Download Search Results

* Denotes required field [Clear all fields](#)

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 a saved search Change values as needed in the fields below.

Select Saved Search

Select values to search

* Search for Please select

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

Select All

Account No - Store ID
123456789-ADCC00FG

* Select date range

From 03/24/2012 To 04/23/2012

*Results include only invoices up to 180 days from paid/closed date.

* Status All

Save this search

Enter a saved search title (30 char max)

Download data Search

Quick Search [Help](#)

You must execute a search to generate a [download file](#). Select the information you want to search on and enter a specific value to find.

* Search for

Please select

Quick Search

FedEx. Search fedex.com

Use the Search feature to create customized reports that can be printed or downloaded for your use. You can search by account, date range, type of shipment and various other shipment details. Your results will be displayed online and made available to you to download. You can also save your report type as a Saved Search, allowing you to quickly launch a similar report

from the Saved Search section. To save your search, click on the Save this search check box and enter a name for your search. Saved searches are available from the New Search or Download screen as well as the Saved Searches section on the Search and Download Settings screen of FedEx Billing Online.

FedEx Billing Online View Cart 0.00 Printer-friendly Logout Help

Account Summary Search/Download My Options Message Center

Search
 1 Enter Search Criteria 2 View/Download Search Results

* Denotes required field [Clear all fields](#)

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 a saved search Change values as needed in the fields below.
 Select Saved Search ▾

Select values to search
 * Search for Please select ▾

* Account number and Store ID (CTRL + select to search multiple accounts)
 Select All
 Account No. - Store ID
 1724-2070-G-ANUC1010

* Select date range
 From 03/24/2012 To 04/23/2012
 *Results include only invoices up to 180 days from paid/closed date.

* Status All ▾

Save this search
 Enter a saved search title (30 char max)

Download data Search

Quick Search [Help](#)
 You must execute a search to generate a [download file](#). Select the information you want to search on and enter a specific value to find.

* Search for
 Please select ▾

Quick Search

FedEx Search fedex.com

Use the Quick Search feature if you know the specific item you need to find, such as Tracking ID, reference number, etc. Enter the information and click the Quick Search button. Your results will be displayed online and made available for you to download.

7.3 Search Results

The screenshot displays the FedEx Billing Online interface. At the top, there is a navigation bar with the FedEx logo and links for Ship, Track, Manage, Learn, and FedEx Office. A search bar is located in the top right corner. Below the navigation bar, the page title is "FedEx Billing Online". On the right side, there are links for "View Cart 0.00", "Printer-friendly", "Logout", and "Help".

The main content area is divided into several sections:

- Search:** A progress indicator shows "1 Enter Search Criteria" and "2 View/Download Search Results".
- Search Criteria:** A form showing search parameters: "Search for Invoices", "Search accounts 1234-5678-9", "Date 03/01/2011 - 04/23/2012", and "Status All". A "Return to search criteria" link is provided.
- Search results:** A table displaying search results with columns: "Select all", "Invoice Number", "View/print", "Invoice date", "Due date", "Account no.", "Invoice status", "Original Charges", and "Balance due". The table contains three rows of data. A "Results per page" dropdown is set to 10.
- Download All Search Results:** A section for downloading the search results. It includes a text input for "Name of download file" (abc_download1), a "Create new custom template" link, a dropdown for "Template" (Detailed Report Template (Express & Ground - all fields)), and a dropdown for "File Type" (CSV (low)). A "Create download file" button is located at the bottom right.

Depending on the type of report results, you will have a number of options available.

option at the top of the screen in the FedEx Billing Online navigation bar.

You can download these search results using a standard template or a custom template. Complete downloads are available in the Download Center. To view your Download Center, simply select the Search/Download tab and the Download Center

Account Summary Search/Download My Options Message Center

Search/Download/Rule Settings

* Denotes required field

Automatic Downloads/Rules [Help](#)

FedEx Billing Online can automatically generate a download file of your invoiced data each time a new invoice is created. Select 'Yes' to enable Autodownloads.

Would you like to enroll in Autodownloads? Yes No

NOTE: In order to utilize the feature of Autorules, you must have Autodownloads enabled. Autorules only apply for FedEx Ground and FedEx Express Shipments.

[Save](#)

Download Templates [Help](#)

Template name	Template type	Action
abc	Invoice Report	Remove

[Create template](#)

Saved Searches [Help](#)

Search name	Search type	Action
Saved search1	Invoices	Remove
Saved search2	Invoices	Remove

[Create search](#)

There is one standard download template for FedEx Express and FedEx Ground: Standard Report Template. The Standard Report Template (Flat File Tool) is the correct template for use with the FedEx Flat File Reporting Tool.

7.5 Creating a Custom Download

The screenshot shows the 'Customize Your Download' interface. At the top, there are navigation tabs: 'Account Summary', 'Search/Download', 'My Options', and 'Message Center'. The main heading is 'Customize Your Download'. Below it, there's a note: '* Denotes required field.' and a 'Clear all fields' link. The 'Template Criteria' section has a 'Template name' field with 'abc' and a 'Template type' dropdown set to 'Invoice Report'. Below that, there's a 'Select all fields' section with two columns of fields. The left column lists various shipment and tracking fields, some with asterisks. The right column lists invoice-related fields, also some with asterisks. Between the columns are 'Add >>' and '<< Remove' buttons. To the right of the right column are up and down arrow buttons. At the bottom of this section are 'Save and create download' and 'Save template' buttons. The footer includes the FedEx logo, a search bar, and links for Customer Focus, Featured Services, Companies, and social media.

To create a custom download, you will first need to create a new template. Click the Create Template button on the Search and Download Settings screen. You will then be prompted to name your template and select a report type.

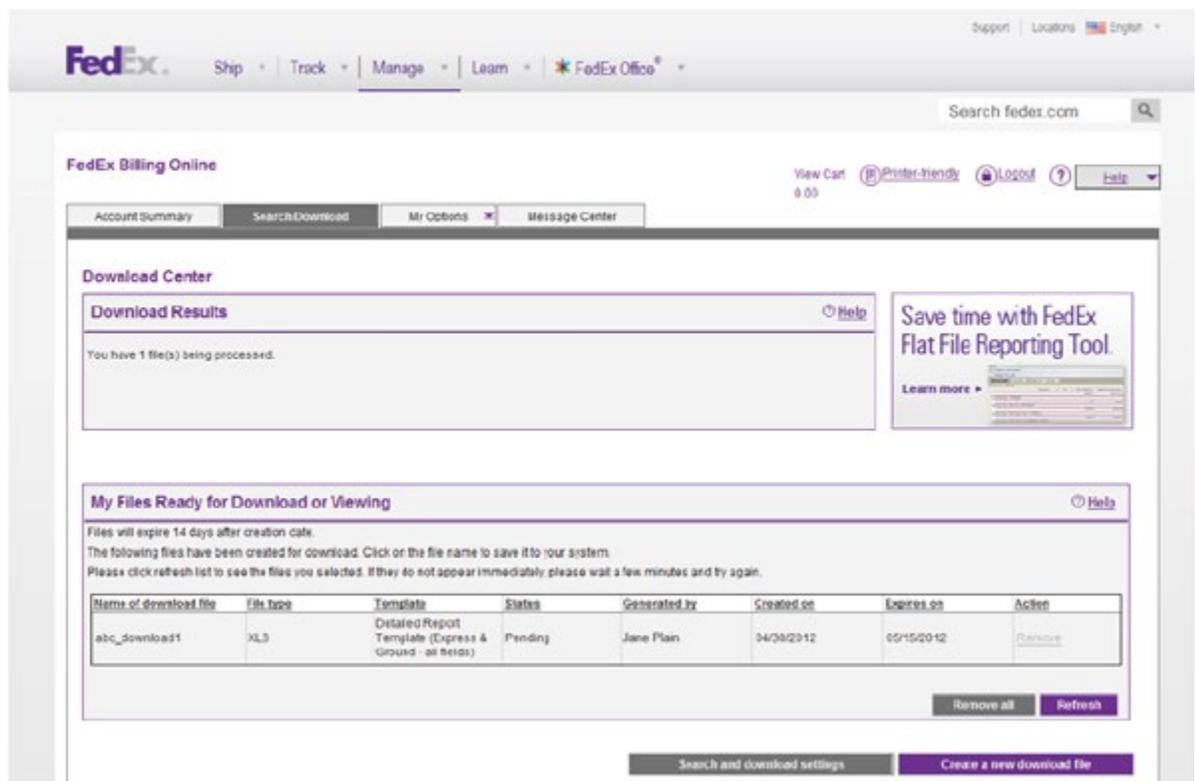
You will then have the option to pick which fields you would like to include in your download file. Required fields are denoted by the asterisk and will be added to your download based on the type of report being requested.

The list of available fields appears in the left-hand column organized in groups. You have the option to select the entire group, which includes all of the fields for the group, or select individual fields

from the list provided. To add a field or group, highlight the field name and click the Add button. Your fields will be added to the second column. You can adjust which order the fields appear in by selecting the field and clicking on the up or down buttons.

Once you are satisfied that the download is formatted appropriately, click the Save and Create Download button to request the file. Your template will automatically be saved and you will be taken to the Search or Download screen to create a download file.

7.6 Downloading Files



You can create download files by using New Search, Download or Saved Searches. You will have the option to either download the screen results using a standard template or create a customized download file using a customized template.

To download a file from the Download Center, click on the file name then select the Save option presented to you by your browser.

Continued on next page.

Search/Download/Rule Settings

* Denotes required field

Automatic Downloads/Rules [Help](#)

FedEx Billing Online can automatically generate a download file of your invoiced data each time a new invoice is created. Select 'Yes' to enable Autodownloads.

Would you like to enroll in Autodownloads? Yes No

NOTE: In order to utilize the feature of Autorules, you must have Autodownloads enabled. Autorules only apply for FedEx Ground and FedEx Express Shipments.

Save

Download Templates [Help](#)

Template name	Template type	Action
abc	Invoice Report	Remove

Create template

Saved Searches [Help](#)

The shipment download process can be made more efficient with Automatic Downloads. To enroll, click the Yes button and select a download template and file type. Download files will automatically be created as soon as the charges are available on FedEx Billing Online.

Using file extensions .csv or .txt for FedEx SmartPost® downloads could automatically truncate tracking numbers in Microsoft Excel®. Follow these directions to avoid such truncation:

- Save the download file to your Desktop or My Documents folder
- Open Microsoft Excel
- Select the Data tab
- Select From Text in the Get External Data group
 - Both .csv and .txt are considered text file formats
- Open the download file you have saved (text wizard will come up automatically)
- Make sure "text" is selected for the column containing the package ID number when you get to the third step in the wizard.

Microsoft Access® does not truncate FedEx SmartPost tracking numbers.

* Usernames required send

Automatic Downloads/Rules [Help](#)

FedEx Billing Online can automatically generate a download file of your invoiced data each time a new invoice is created. Select 'Yes' to enable Autodownloads.

Would you like to enroll in Autodownloads? Yes No

NOTE: In order to utilize the feature of Autorules, you must have Autodownloads enabled. Autorules only apply for FedEx Ground and FedEx Express Shipments.

[Save](#)

Download Templates [Help](#)

Template name	Template type	Action
abc	Invoice Report	Remove

[Create template](#)

Saved Searches [Help](#)

Search name	Search type	Action
Saved search1	Invoices	Remove
Saved search2	Invoices	Remove

[Create search](#)

FedEx [Search](#)

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Access all of your Saved Searches from the Search and Download Settings screen. Saved Searches can easily be edited or deleted. Up to 15 favorite searches may be stored for your account.

Click the saved Search Name to launch a report. You will be taken to the Search screen with all fields pre-populated. Click the Search button to search and create your report.

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

Account Summary Search/Download/Rules My Options Message Center

Manage Rules

Rules Guidelines

Rules provide a way to create a shipment data record containing fields populated with a cost center/code, making cost allocation much more efficient. Once a rule is run and the shipment fields updated, the information can be viewed online or downloaded for further use.

- To enable auto rules to be run against your new invoices, [Click here](#).
- All rules can be run manually at any time by clicking the 'Run rules now' button.
- Auto rule enablement and order are updated by clicking the Save Autorules/order button.
- If you do not run a Rule for 180 days, the unused Rule will be deleted.

Manage Rules [Help](#)

Go to rule: Results per page 10

Select All	Order	Rule Name	Rule Description	Actions
<input type="checkbox"/>				
<input type="checkbox"/>	1	abc	update science dept	Edit Copy Remove
<input type="checkbox"/>	2	dept3	department of chemistry level 3	Edit Copy Remove

Rules provide a way to create a shipment data record containing fields populated with a cost center/code, making cost allocation much more efficient. Once a rule is run and the shipment fields update, the information can be viewed online or downloaded for further use.

- Enabled auto rules will be run against any new invoices
- All rules can be run manually at any time by clicking the Run Rules Now button
- Auto rule enablement and order are updated by clicking the Update Auto Rules/Order button
- If you do not run a rule for 180 days, it will be deleted

8.1 Creating Rules

The screenshot displays the 'FedEx Billing Online' interface for creating a new rule. At the top, there are navigation links for 'Ship', 'Track', 'Manage', and 'Learn', along with a 'FedEx Office' logo. The main content area is titled 'Create Rules' and is divided into three steps:

- Step 1: Name Your Rule**: This step includes a 'Rule Name' field with the value 'New-Rule' and a 'Description' field. A 'Back' link is located at the top right of this section.
- Step 2: Add Conditions**: This step shows a single condition: 'Condition 1: When Store-ID is equal to a value of 121'. There are 'Edit' and 'Remove' links for this condition, and an 'Add more conditions' button at the bottom right.
- Step 3: Define Action**: This step features an '*Action to take' dropdown menu with 'Take no action' selected. An 'Add action and continue' button is positioned to the right of the dropdown. A 'Back' link is at the bottom right.

Click the Search/Download/Rules tab from the main screen and select Manage Rules. Click the Create Rules button to create a new rule. Enter the rule name and description on the next screen. The rule name should be unique and a maximum of 32 characters. The description field is optional, but recommended. Click Continue to add rule conditions. Select a field and criteria. Enter a value to be tested. For example, a condition might read "Condition 1: When Store-ID is equal

to a value of 121". The condition can be edited or removed. Click Continue to go to the Define Action section. Select an action from the available drop-down menu. Each action item will ask you to enter appropriate value. Once done, click Add Action and Continue. From here you can save and add another rule, cancel the newly created rule or save and proceed to the Manage Rules screen.

Manage Rules

Rules Guidelines

Rules provide a way to create a shipment data record containing fields populated with a cost center/code, making cost allocation much more efficient. Once a rule is run and the shipment fields updated, the information can be viewed online or downloaded for further use.

- To enable auto rules to be run against your new invoices, [Click here](#).
- All rules can be run manually at any time by clicking the 'Run rules now' button.
- Auto rule enablement and order are updated by clicking the Save Autorules/order button.
- If you do not run a Rule for 180 days, the unused Rule will be deleted.

Manage Rules Help

Go to rule: Results per page: 10

Select All	Order	Rule Name	Rule Description	Actions
<input type="checkbox"/>	1	abc	update science dept	Edit Copy Remove
<input type="checkbox"/>	2	dept3	department of chemistry level 3	Edit Copy Remove

The Manage Rules screen lists all the previously created rules. It automatically shows 10 rules, but you can view up to 50 per screen by selecting the desired number in the drop-down menu at the top right of the screen. For quick access to a particular rule, select the desired rule from the Go To Rule drop-down menu. Rules may be turned on or off by clicking Yes or No in the Auto Rule column. You can enter the order in which the rules will run (both auto and manual, whichever is applicable) in the third column called Order. Clicking on a rule name will take you to the details of the rule. Description of the rules will also be listed.

The last column helps you edit, copy or delete any rule. To edit or delete a rule select it and click Edit or Remove. Remember you can remove, edit or copy one rule at a time. Rules can be sorted by clicking either of the following headers: Auto Rule, Order, Rule Name or Rule Description. Click Update Auto Rule/Order to save changes.

8.3 Running Rules

The screenshot shows the FedEx Billing Online interface. At the top, there is a navigation bar with the FedEx logo and links for Ship, Track, Manage, Learn, and FedEx Office. A search bar is also present. Below the navigation bar, the page title is "FedEx Billing Online" and there is a "View Cart 0.00" link. The main content area is divided into several sections:

- Download Center:** A section with a "Download Results" box containing the text "You have 3 file(s) ready for download." and a "Help" link.
- My Files Ready for Download or Viewing:** A section with a "Help" link and a table of files ready for download. The table has columns for Name of download file, File type, Template, Status, Rules results, Generated by, Created on, Expires on, and Action. There are three rows of data, all with a status of "Complete" and a "Remove" link in the Action column.

At the bottom of the page, there are two buttons: "Search and download settings" and "Create a new download file".

Name of download file	File type	Template	Status	Rules results	Generated by	Created on	Expires on	Action
2012-05-29 18:38 Auto FedExInv 195123217	XLS	Brief Report	Complete		Auto Download	05/29/2012	06/13/2012	Remove
2012-05-28 10:32 Auto FedExInv 195123217	XLS	Brief Report	Complete		Auto Download	05/28/2012	06/12/2012	Remove
2012-05-21 10:32 Auto FedExInv 195123217	XLS	Brief Report	Complete		Auto Download	05/21/2012	06/05/2012	Remove

Select a rule's check box and click Run Rules Now to run the rule. The run rule criteria will be displayed at the bottom. Fill in any additional criteria and name the rule result. View or download the result in the Download Center. To download the result from the Download Center, click on the name of the download file. To view the result, click on the View link in the Rules Results column.

8.4 Automatic Download / Rules Settings

FedEx Billing Online

Account Summary Search/Download/Rules My Options Message Center

View Cart 0.00 Printer-friendly Logout Help

Search/Download/Rule Settings

* Denotes required field

Automatic Downloads/Rules [Help](#)

[Clear all fields](#)

FedEx Billing Online can automatically generate a download file of your invoiced data each time a new invoice is created. Select 'Yes' to enable Autodownloads.

Would you like to enroll in Autodownloads? Yes No

NOTE: In order to utilize the feature of Autorules, you must have Autodownloads enabled. Autorules only apply for FedEx Ground and FedEx Express Shipments.

* Select a download template (note: if you do not select a template, the default all fields template will be used):

* Select a format for your data:

Would you like to enroll in Autodownloads and Autorules? Yes No

[Save](#)

Download Templates [Help](#)

Template name	Template type	Action
There are no templates for this account.		

[Create template](#)

On the Search/Download/Rules Settings screen you can select Auto Download and Auto Rules settings. (If you have turned off the rules feature by deactivating it from the Manage My Account Settings screen, you will only see the Auto Download settings.) Auto Rules can only be used if Auto Download is selected.

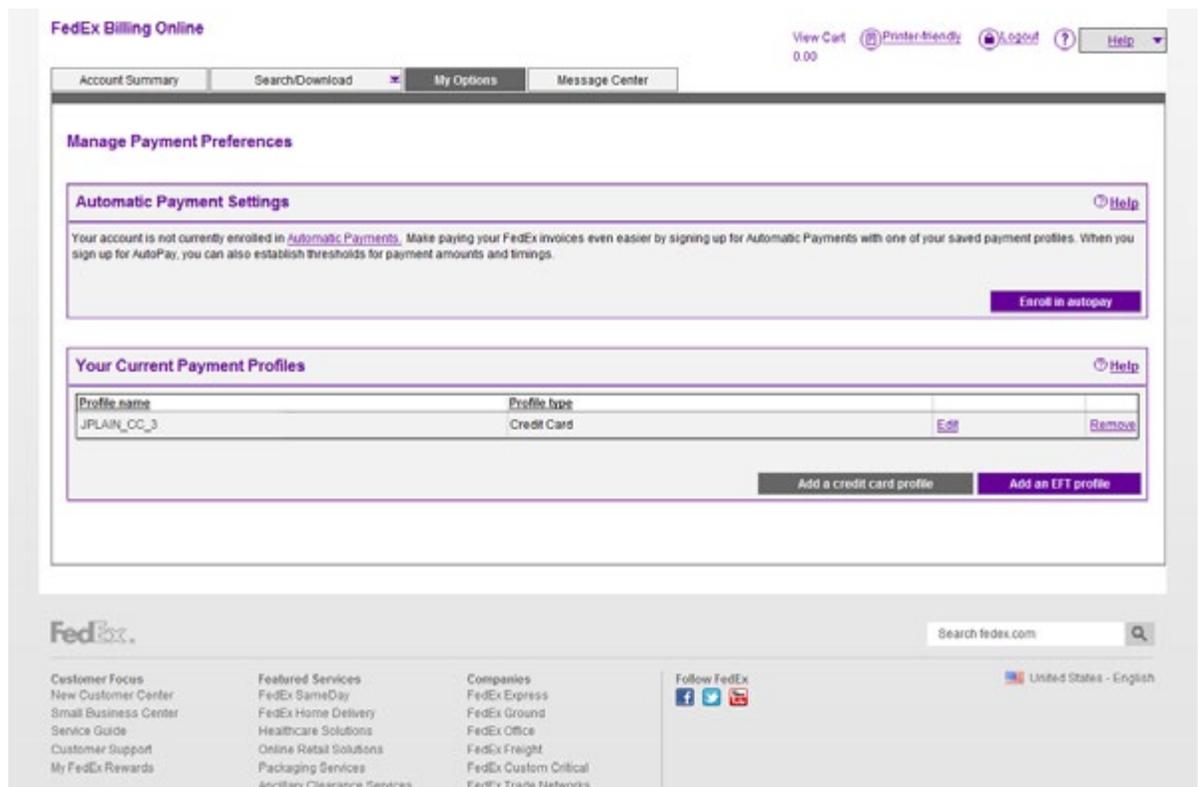
Auto Rules is applicable for FedEx Ground and FedEx Express invoices. You can select your download templates and format here. If you choose both Auto Download and Auto Rule, you have the option to select View Results Only, Download Results Only or both View and Download Results.

The screenshot shows the FedEx Billing Online interface. At the top, there is a navigation bar with 'Support', 'Locations', 'English', and a search bar. Below this, the 'FedEx Billing Online' header is visible, along with 'View Cart 0.00', 'Printer-friendly', 'Logout', and 'Help' links. The main navigation tabs are 'Account Summary', 'Search/Download', 'My Options', and 'Message Center'. The 'My Options' tab is selected, leading to the 'Manage Account Settings' page. This page has a 'Clear all fields' link and a 'Help' icon. The 'Add/Remove Accounts' section contains three main options: 'Add a New Primary Account', 'Add a New Child Account to 1234-5678-9', and 'Remove a Child Account'. The 'Add a New Child Account' section has input fields for 'Account no.' and 'Billing ZIP code'. The 'Edit Account Information' section includes 'Update Application Settings' (with checkboxes for 'Approval buttons' and 'Rules'), 'Edit Store ID' (with a dropdown for 'Account no.'), and 'Change Billing Medium to Paper'.

You will find Administrative Functions under the My Options tab. Functions include: adding accounts, editing Store ID labels, updating credit card information, changing/adding/deleting secondary users and updating the company address information.

Administration information is secure and is maintained by the FedEx Billing Online administrator. Secondary (or invited) users are only allowed to enroll in email notifications, update personal information and change their passwords.

9.1 Manage Automatic Payment Scheduling



Schedule your new FedEx invoices for automatic payment via Electronic Funds Transfer (EFT) or credit card by clicking the Enroll in Autopay button on the Manage Payment Preferences screen and selecting the Automatically Schedule Payment of Invoices button.

You will have to enter three pieces of information to set up the automatically scheduled payments.

The number of days from invoice issue date for payments to be processed. This drop-down menu allows you to select when the payment will be processed in relation to the invoice issue date. You can select a processing date for payment from the invoice issue date all the way up to 15 days past the invoice issue date.

The maximum invoice amount. This is the threshold for automatic payment scheduling to activate. When you enter a threshold amount, all invoices that total less than the amount entered will be automatically scheduled for payment. Invoices with totals greater than the amount entered will not be automatically scheduled for payment.

This allows you to better monitor invoices with unexpectedly large totals. Setting the amount higher than all anticipated invoice totals will effectively automatically schedule all of your invoices.

The automatic payment EFT or credit card payment profile. This is the EFT account or credit card from which the automatically scheduled payments will be drawn. If you have multiple EFT accounts or credit cards entered, all will be displayed.

Note: any changes you make to the automatic payment settings (including switching back to all manual payments) will not affect any payments already scheduled. To make changes or cancel a payment already scheduled, click on the payment status indicator on the Account Summary screen to view the payment details and make any desired adjustments.

The screenshot displays the 'Manage Payment Preferences' section of the FedEx Billing Online interface. It includes a navigation bar with 'Account Summary', 'Search/Download', 'My Options', and 'Message Center'. The main content area is divided into two sections: 'Automatic Payment Settings' and 'Your Current Payment Profiles'. The 'Automatic Payment Settings' section contains a message about enrolling in Automatic Payments and an 'Enroll in autopay' button. The 'Your Current Payment Profiles' section features a table with the following data:

Profile name	Profile type		
JPLAUN_CC_3	Credit Card	Edit	Remove

Below the table are buttons for 'Add a credit card profile' and 'Add an EFT profile'. The footer of the page includes the FedEx logo, a search bar, and various service links.

From Manage Payment Preferences, you can update, delete or add the Electronic Funds Transfer or credit card payment profiles you want to use for quick online payment. Only the administrator has the ability to edit banking or credit card information.

You can store up to 10 EFT accounts and up to five credit cards in your payment profiles. To add a new payment profile, click the Add Payment Profile button. You will be prompted to enter the EFT or credit card information. Your bank routing number and bank account number are available at the bottom of your bank checks. If you have trouble identifying your bank routing number or bank account number, please contact your financial institution for assistance.

For credit card payment profiles, you will be required to enter your card identification number as well as the credit card number.

To update a payment profile, click on the Edit option to the right of the Profile name. To delete a payment profile, click on the Remove option to the right of the Profile name. If payments are currently scheduled to use the EFT account or credit card, you will not be able to delete the EFT account or credit card from your profile until the payments have processed.

The screenshot displays the FedEx Billing Online interface. At the top, there is a navigation bar with the FedEx logo and links for Ship, Track, Manage, Learn, and FedEx Office. Below this is the 'FedEx Billing Online' header with a 'View Cart 0.00' link and buttons for 'Printer-friendly', 'Logout', and 'Help'. The main content area is titled 'Manage Account Settings' and includes a 'Clear all fields' link. The primary section is 'Add/Remove Accounts', which contains a 'Help' icon and two sub-sections: 'Adding a New Primary Account' and 'Adding a New Child Account to 1234-5678-9'. The 'Adding a New Child Account' section has instructions and two input fields: 'Account no' and 'Billing ZIP code'. Below this is the 'Remove a Child Account' section, which features a dropdown menu for 'Current active accounts' (currently showing 'No active accounts') and a 'Remove Account' button. At the bottom of the page, there is an 'Edit Account Information' section with 'Help' and 'Hide' links.

From the Manage Account Settings screen, you can add new Bill To (primary) accounts to FedEx Billing Online. After adding new primary accounts, you can add child accounts. You may switch between primary accounts on the Account Summary screen. Your selected primary account will drive all activity and administration within FedEx Billing Online.

If you have one or more active FedEx accounts linked to your Bill To (primary) Account, you can add, edit and remove these child accounts within Manage Account Settings, as well. Accounts that are removed are only removed from FedEx Billing Online and will begin receiving paper invoices (they still remain active for company use).

If you want to link an account to your Bill To Account and begin receiving those invoices within FedEx Billing Online, enter the account number and the Bill To ZIP code for that account. Pending authorization, this account will be moved to FedEx Billing Online and will no longer receive paper invoices.

To close an account with FedEx, please contact FedEx Customer Service.

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 ▾ [Remove Account](#)

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

Update Application Settings

Approval buttons
Make the Approval and Notify feature available for FBO Plus administrative and standard users. This feature provides a way for users to post their approvals and comments online, as well as send email notifications with comments to other users.

Rules
Rules provide a way to create a shipment data record containing fields populated with a cost center code, making cost allocation much more efficient. Once a rule is run and the shipment fields updated, the information can be viewed online or downloaded for further use.

[Update Settings](#)

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 to Paper

You may change your Billing Medium to Paper, but please be aware that you may lose some of the special features offered in Billing Online Plus.

[Change Billing Medium to Paper](#)

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You can add a store or location name to each account number to help identify the accounts and bills for that store or location. Click on the My Options tab and select Manage Account Settings. Just select the account number, enter the store or location name and click Update Store ID.

9.5 Manage and Invite Other Users

The screenshot displays the FedEx Billing Online interface. At the top, there is a navigation bar with the FedEx logo and links for 'Ship', 'Track', 'Manage', and 'Learn'. A search bar is located in the top right corner. Below the navigation bar, the page title 'FedEx Billing Online' is visible, along with a 'View Cart' button showing '0.00' and links for 'Printer-friendly', 'Logout', and 'Help'.

The main content area is titled 'Manage Users' and includes a sub-header: 'FedEx Billing Online allows you to invite, delete and update additional users for your account. Currently, users can have standard access which allows them to view and dispute invoices. Once you add a user, he or she will be sent an invitation allowing them to join FedEx Billing Online.'

Below this text is a section titled 'Existing Users' with a 'Help' icon. It contains a table with the following data:

Select all	Name	E-mail address	User type
<input type="checkbox"/>	John Doe	jdoe@company.com	User

At the bottom of the 'Existing Users' section are three buttons: 'Remove checked users', 'Change administrator', and 'Invite new user'.

Below the 'Existing Users' section is a section titled 'Invite New User' with a 'Help' icon. It contains a form with the following fields:

- *First name: John
- *Last Name: Doe
- *E-mail address: jdoe@company.com
- *Users: user

At the bottom right of the 'Invite New User' section are two buttons: 'Cancel' and 'Continue'.

To add or delete users from FedEx Billing Online, click on the My Options tab and select the Manage Users option.

When you add users, they receive an email inviting them to use FedEx Billing Online. If your invited user doesn't already have a **fedex.com** User ID and password, they will be asked to go through a short registration process in order to create one. You control what features your users will have access to. You can authorize other users to (1) review, pay and dispute shipments, or (2) only view shipments online, with no disputing or payment privileges.

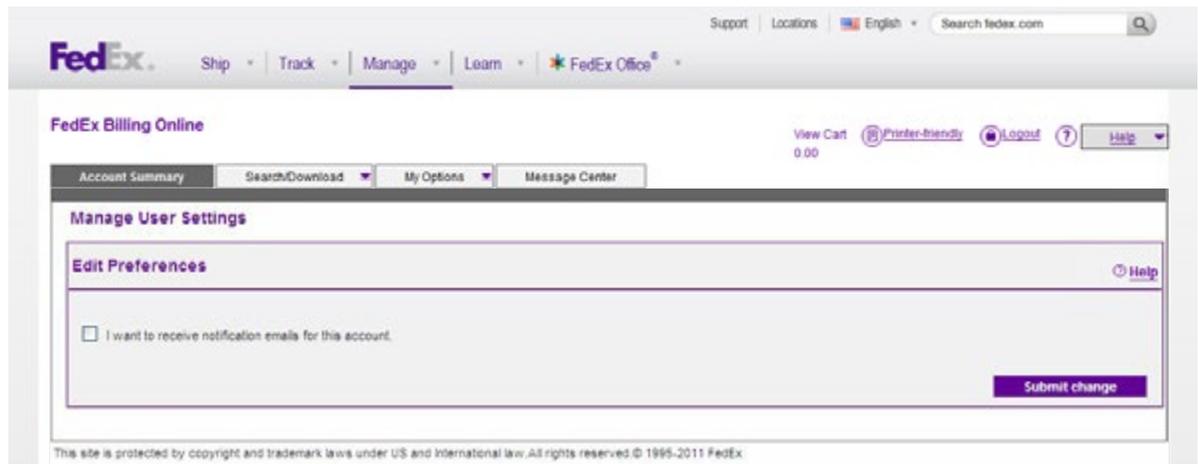
9.6 Change Administrator

The screenshot displays the FedEx Billing Online interface. At the top, there is a navigation bar with the FedEx logo and links for Ship, Track, Manage, and Learn. Below this, the 'FedEx Billing Online' header is visible, along with a 'View Cart' section showing a total of 0.00 and links for Printer-friendly, Logout, and Help. The main content area is titled 'Manage Users' and includes a sub-section 'Existing Users'. This section contains a table with the following data:

Select all	Name	E-mail address	User type
<input checked="" type="checkbox"/>	John Doe	jdoe@company.com	User

Below the table, there are three buttons: 'Remove checked users', 'Change Administrator', and 'Invite new user'.

Use this area to designate a new FedEx Billing Online administrator. Only current administrators can select Change Administrator.



For secondary (invited) users, FedEx Billing Online can send out emails to notify you of many different situations. Check the box next to the email description to indicate that you would like to receive these messages. Note: the FedEx Billing Online administrator will automatically receive these emails, including when your credit card needs updating.

The screenshot displays the FedEx Billing Online web application. At the top, there is a navigation bar with the FedEx logo and links for Ship, Track, Manage, Learn, and FedEx Office. A search bar is located in the top right corner. Below the navigation bar, the page title is "FedEx Billing Online". On the right side, there are links for "View Cart 0.00", "Printer-friendly", "Logout", and "Help".

The main content area is divided into two sections. The first section is the "Account Summary" for user Jane Ptain. It shows the following details:

Account Summary	Search/Download	My Options	Message Center
Welcome, Jane Ptain			
Account Summary Help			
Primary Account	1234-5678-9	Add an account	1 You have 2 past due invoices.
Original Charges	\$132.09		1 You have 1 messages in the message center.
Past due	\$132.09		
In dispute	\$0.00		
Payments or credits	\$0.00		
Balance due	\$132.09		

The second section is the "Invoice List (All-Open)". It includes a filter dropdown set to "None selected" and a "Results per page" dropdown set to "10". Below this is a table of invoices:

Select all	Invoice no.	View/Print	Invoice date	Due date	Account no.	Invoice status	Original Charges	Balance due	Payment status
<input type="checkbox"/>	1-234-56789		03/20/2012	04/04/2012	1234-5678-9	Past Due	89.09	89.09	
<input checked="" type="checkbox"/>	0-111-21314		03/16/2012	03/31/2012	1234-5678-9	Past Due	43.00	43.00	Scheduled-Check

At the bottom right of the invoice list, there are buttons for "Approve/notify user" and "Pay".

Use the print feature to print your chosen view in a printer-friendly format for easy reference and filing.

Click the Printer-Friendly button in the upper right corner of the screen to generate a printable page. Use your web browser's print function to print this optimized page.

You may also print a copy of your original invoices by clicking on the PDF icon on the Account Summary screen or the View/Print PDF link near the top of the Invoice Detail screen. Adobe Acrobat Reader will open a copy of your original invoice in PDF format. Select Print from the File menu to send the document to your printer.