

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 location.

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

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How to Register

1



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 company, contact or credit card information. Once the registration process is complete, the account administrator may register as many users as required to appropriately manage the charge review process. All users registered by the account administrator will receive notification via email inviting them to access and use FedEx Billing Online.

Account Summary

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Your Account Summary displays details such as balances and credit card billing activity.

At the top of this screen you will see your primary account number and totals for any balances due. If you have multiple Bill To (primary) accounts in FedEx Billing Online, then you can switch between them by using the provided drop-down menu. The selected primary account will control all activity and administration within FedEx Billing Online. The table on this screen shows more detail — including tracking numbers, dates and status — so that you can review shipment information quickly and conveniently. This is a listing of all recent shipments with their corresponding charges. You can also view shipment charges by date range and status. Just click on the corresponding tab to view billing activity from the last 30 days, 31–60 days, 61–90 days, 91–180 days, or charges that are In Dispute.

Duty/Tax, miscellaneous and some other charges are displayed separately from your shipping charges in the same table.

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.

Credit Card Billed Activity Summary

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| D | 7-202-94041 | 00000789 | 03/27/2012 | Ground | | Dom. Ground | Paid CC | 17.4 |
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The Account Summary screen is easily customized if you want to see the information in a particular manner. For example, to show your shipments by date, simply click the name of the column that you would like to sort. The table will automatically rearrange to show shipments sorted by your selected field.

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

- 0–30 days
- 31–60 days
- 61–90 days
- 91–180 days

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

Viewing Shipment Detail

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If you need to review detailed information on a particular shipment, click on the tracking number in the table. All shipment details will appear on the screen — including sender information, recipient information, shipment details, charge details, reference information and proof of delivery. You can also take actions on your shipment from this screen. 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.

Message Center

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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.

Notifying Other Users

2.4



The Account Summary screen allows you to select one or more shipments and send a notification to other users. Simply click on the checkbox to the left of each tracking number and click the Notify User button. This will allow you to choose which of your additional users to send a notification to. You will also be able to enter specific comment text to be included in your email notification.

Invoices Due to Declines

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Any unpaid shipment charges due to a declined credit card, are rolled into an invoice. To pay these charges, click the Update Credit Card & Pay button and enter your new card details. Once this is done, your outstanding balance will automatically be paid using your updated information.

For additional details on an invoice, click the invoice number. The FedEx Billing Online Invoice Detail screen presents an easy-to-view summary of all invoice information. You can 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. On the left-hand side of the summary there is a link to the Invoice History screen. This screen contains all information regarding payments, disputes and adjustments made on the invoice.

Tracking ID Details

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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 Account Summary 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.

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4.1 FedEx Ground Multiweight Summary

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On the Invoice Detail screen, multiweight shipment bundles are indicated with the Product Group value. To receive further details for each bundle, click on the 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.

Other Charges

4.2

| nvoice Det | all View | | | | | | | | | Ba |
|--|--|----------------------------------|------------------|--|--|---|--|---|--|--|
| Invoice Su | nmary | | | | | | | | d | Help 🖬 Hid |
| Billing Info | mation | | - | | Charg | e Summary | | | | View Details |
| Account no. FedEs Tax ID Involce cale Due cale Involce statu View Involce View Involce | No. Issan E B | < Pr | W 1204-0070 | * Hext 2 1-234-5678-9 5-654-9009 03/2012012 04/04/2012 Past Due | Total c Total c Total c Total p Total p Total p | voice amount ayness charges ther charges woice amount ayments and v alance due | credits | | | 45.34 96.02 9.53 \$\$\$0.09 |
| | | | | | | - Ne | dly Isan | Dewelaud my | 91C# 040 | arter invoice |
| FedEx Invo | ice Details | | | | | - fic | dly Iser | Devertoud erv | Sice Disp | ate invoice @ <u>Hol</u> g |
| FedEx Invo | ice Details 1 adected • | | | | 4255 | - Ne | diy Duer | Download ew | Results per | ate in oce O <u>Help</u> 10 - |
| FedEx Invo Filter by Non Soloct all | ice Details • selected • Tracking/billing.12 | Date | Des | Product aroup | Reference | Danar. | GFy Duer | Desweitaust env | Reculto per page Qrainal charges | (7) Help 10 - Balance due |
| FedEx Inve Filter by Non Selectal | ice Details • sected • Tracking/billing IP 565611112222 | Date 04/04/2012 | Tates Circund | Product group | Reference | Paust Dhipper | Status Past Due | Download me Meter 304000000 | Results per page Orginal charges 45.34 | ate in oce O <u>Holp</u> 10 - Balance das 4 45.3 |
| FedEx Invo | ice Details + selected • Trackins_billins_12 565611112222 121244449999 | Date 04/04/2012 04/03/2012 | Date Circund | Product areas | Balaransa NO REFERENCE | Parast Dhipper Third Party | Dry Sver Status Past Due Past Due | Deweloud eve Meter 104000000 104002485 | Reculto per page Orginal charage 45.34 43.75 | C Help 10 - Balance dus 4 45.3 5 43.7 |

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.

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

Access Customs Documentation

4.3



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

4.3 Disputing Charges

| US | | US | |
|--|---|--|----------------------------------|
| Shipment Details | | Charges | |
| Ship date Payment type Service type Zone Plackage type Places Weight Bundle no. | 0402/2012 Third Party FedEx Priority Overnight Customer Packaging 1 65.0 lbs 1224507 000 | Transportation Charge Fuel Surcharge Weekday Delivery Total charges | 18.85 3.11 0.00 \$24.96 |
| Meter No. Declared value Original Reference | 152161 \$0.00 | | |
| Customer reference no. Department no. Reference #2 Reference #3 | NO REFERENCE INFORMATION SES | | |
| Delivery date Service area code Signed by | 04032012 00:00 PM J DOE | | |
| Ynew signature proof of delivery | | | |

If you have questions about a specific shipment and feel the need to dispute it, you can click the Dispute button and enter the reason for your dispute. Individual shipments and related charges can be disputed from the Shipment Detail screens.

When Dispute is selected, you will be asked to select a reason for the dispute and depending on the dispute type, you may be prompted to provide other information regarding your request. Once submitted your request will be researched and a response will be provided within 72 business hours.

The status of a dispute can be checked at any time by clicking on the In Dispute tab on the Account Summary screen.

Search / Download

| Account Summary StattCh Download My Options Message Center New Search or Cownload Download Center Search 6 Download Search Results Exter Search Criteria View/Download Search Results | |
|--|---|
| Search Criteria (2) ViewDownload Search Results | |
| Search Search Criteria (2) ViewDownload Setings | |
| Exter Search & Downlad Settings Exter Search Criteria View/Download Search Results | |
| Enter Search Criteria (2) ViewDownload Search Results | |
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| | |
| Denotes required field | Glear all fe |
| Search ® | Help Quick Search @He |
| You must execute a search to generate a <u>download file</u> . Use a previously saved search or create a search that you have the option to save. Note: Results will not include "non-standard" involces. | New You must execute a search to generate a <u>download file</u> . Select the information you want to search on and enter a specific value to find. |
| Select a saved search Change values as needed in the fields below | * Search for |
| Select Saved Search + | Please select - |
| Select values to search | Guick Search |
| Therease for these solutions | |
| dearch in hilling hilling | |
| * Account number and Store ID (CTRL + select to search multiple accounts) | |
| Select All | |
| Account No - Store ID 1224-2019-97 MERCERT | |
| * Select date range | |
| From 12/07/2011 (a) To 04/30/2012 (a) | |
| "Results include only invoices up to 180 days from paid/closed date. | |
| • Status Al · | |
| E Save this search | |
| Enter a saved search title (30 char max) | |
| | |

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.

Using Search

5.1

| dEx Billing Online | | View Cart @Printer-# 0.00 | mendy @Logod () Help |
|---|---|--|---|
| Account Summary Search/Download N | ly Options 🗶 Message Center | | |
| earch Exter Search Criteria ② ViewDownicad Search Re | suts | | |
| Denotes required field | | | Olear all field |
| Search | © Help Quick S | Search | © Hel |
| You must execute a search to generate a <u>download file</u> . Use search that you have the option to save. Note: Results will not | a previously saved search or create a new You must include 'non-standard' invoices. You search | execute a search to generate a <u>downlos</u> on and enter a specific value to find | ad file . Select the information you want |
| Select a saved search Change values as needed in the feld | ts below. • Search h | or | |
| Select Saved Search * | Please so | elect • | |
| Select values to search | | | Quick Search |
| * Search for Please select - | | | |
| Select AI 🕅 | | | |
| | | | |
| From 12/07/2011 (E) To 04/30/2012 | | | |
| From 1207/2011 (B) To 04/30/2012 "Results include only invoices up to 180 da | ys from paid/closed dale. | | |
| From 12/07/2011 To 04/30/2012 "Results include only invoices up to 180 da "Status Al | ys from paidiclosed dale. | | |
| From 12/07/2011 From 12/07/2011 Results include only invoices up to 180 da Glatus Al Save this search | ys from paidclosed dale. | | |

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 checkbox 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.

Using Quick Search

| dEx Billing Online | View Carl (B)Printer-triendly (B)Logout (7) 19 |
|--|---|
| Account Summary Stratech/Download My Options × Nessage Center | er 👘 |
| Search | |
| Enter Search Criteria (2) ViewDownload Search Results | |
| Denotes required field | Otextal |
| Search | Ditele Quick Search (0) |
| You must execute a search to generate a <u>download file</u> . Use a previously saved search or create search that you have the option to save. Note: Results will not include "non-standard" involces. | a new You must execute a search to generate a <u>download file</u> . Select the information you w to search on and enter a specific value to find. |
| Select a saved search Change values as needed in the fields below. | * Search for |
| Select Saved Search * | Please select + |
| Select values to search | Quick Search |
| * Search for Please select - | |
| Account No - Store 87 Account No - Store 87 T222 207/8-0 M2000ERG | |
| From 12/07/2011 (a) To 04/30/2012 (a) | |
| "Results include only invoices up to 180 days from paidklosed date. | |
| • Status Al 👻 | |
| | |
| Save this search | |
| Save this search Enter a saved search title (30 char max) | |

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 to you to download.

Search Results

5.3

| learch Crite | ria | | | | | | ® Heli |
|---|-------------------|---|------------|-------------|----------------|------------------|------------------|
| Search for Search accour Date Return to sear | ts zh.stitetia | Invoices 1234-5678-9 1207/2011 - 04/30/20 | 112 | Status / | м | | |
| earch resu | its | | | | | | Ottel |
| | | | | | | Resu Previous | ts per page 10 + |
| ielect all | Invoice Number | Invoice date | Due date | Account no. | Invoice status | Original Charges | Balance due |
| 23 | 1-234-50789 | 03/20/2012 | 04/04/2012 | 1234-5678-9 | Closed | 491,18 | 0.00 |
| 13 | 0-111-21314 | 03/20/2012 | 04/04/2012 | 1234-5678-9 | Closed | 323.93 | 0.00 |
| 13 | 1-516-17181 | 03/20/2012 | 04/04/2012 | 1234-5678-9 | Closed | 227.58 | 0.00 |
| 13 | 9-202-12223 | 03/20/2012 | 04/04/2012 | 1234-5678-9 | PastOve | 8,279.76 | 7,355.36 |
| 8 | 2-425-20272 | 03/19/2012 | 04/03/2012 | 1234-5678-9 | Qlosed | 491.18 | 0.00 |
| Ø | 8-293-03132 | 03/19/2012 | 04/03/2012 | 1234-5678-9 | Closed | 57.10 | 0.00 |
| 8 | 3-334-35363 | 03/19/2012 | 04/03/2012 | 1234-5678-9 | Closed | 52.18 | 0.00 |
| 13 | 7-383-94041 | 03/19/2012 | 04/03/2012 | 1234-5678-9 | Closed | 197.50 | 0.00 |
| 13 | 4.243.44454 | 03/19/2012 | 04/03/2012 | 1234-5678-9 | PastDue | 8,295.99 | 7,371.59 |
| 13 | 6-474-84950 | 03/19/2012 | 04/03/2012 | 1234-5678-9 | Closed | 197.28 | 0.00 |
| R Icon Legend | | | | | | | Notity Oser |
| lownload A | Il Search Results | | | | | | Ottel |

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

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

5.4 Standard Download Templates

| Automatic Downloads | | |
|--|---|-------------------------------|
| | | Ottel |
| edEx Billing Online can automatically generate a Would you like to enroll in Autodownioads? | download file of your invoiced data each time a new invoice is created. Select Yes' to en | tälle Autodowneoaids. Save |
| Download Templates | | © Hel |
| Template same | Tomolate hope There are no templates for this account. | Action |
| | | Create template |
| Saved Searches | | Øttel |
| Formation and | Search tree There are no saved searches for this account. | Action |
| Starca name | | |

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

Creating a Custom Download

5.5

| Ex Billing On | line | | | View Cart (B)Prints 0.00 | er-triendly @Logout ? Help |
|-------------------|-----------------|------------|-----------------|-----------------------------|----------------------------|
| Account Summary | Search/Download | My Options | × Message Cente | r | |
| ustomize Yo | ur Download | | | | |
| Denotes required | field. | | | | Clear all field |
| | 52.0 | | | | Bas |
| Template Cri | teria | | | | ී <u>Help</u> |
| Template name | abc | | | | |
| Template type | Invoice Report | | | | |
| 1002102100020 | | | | | |
| | | | | | |
| - | | | | | O <u>Help</u> |
| Select all fields | | | | Class of Falls | © <u>Неір</u> |

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.

Downloading Files

5.6

| Ex Billing Online | | | | | View Cart | (D)Printer-triendy | ELIZON ? Hell |
|---|--|--|---|--|--------------------------------------|--------------------------|-----------------|
| Account Summary | Search/Download | My Options 🕷 | Message Cer | nter | 0.00 | RACK A | |
| ownload Center | | | | | | ~ | |
| Download Results | 0 | | | | OH | Save tim | e with FedEx |
| (ou have 1 Ne(s) being pr | ocessed. | | | | | Flat File | Reporting Tool. |
| | | | | | | Learn more | |
| My Files Ready for | Download or Vie | wing | | | | Learn more - | O Help |
| Ny Files Ready for res will expre 14 cays at the following files have be tease dick reflesh list to fileme of download file abc_download1 | Download or Vier tercreation date, encreated for download see the files you selecte Effection XLS | wing 1. Clicc on the file name to d. If they do not appear imp <u>Template</u> Detailed Report Template Detailed Report | iave itto your syste nediately, please w <u>Status</u> Pending | m. ait a lew minutes and to Generated by Jane Plan | again Created.on 04/30/2012 | Expires on 05/15/2012 | C Help |
| My Files Ready for res will expire 14 cars at the following files have be rease click reflects his to name of download file abc_download 1 | Download or Vier er created for download see the first you selecter Effe hote XLS | wing 1 Clict on the file name to i d if they do not appear imr <u>Template</u> Detailed Report Template filtpress & Ground - all fields) | Jave Ilto your syste nectately, please w <u>Status</u> Pending | m. ait a lew minutes and to Generated by Jane Plain | / again. Created on 04/20/2012 | Expires on 05/15/2012 | C Help |

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.

Downloading Files (Continued)

| Denotes required field | | |
|---|---|------------------------------|
| Automatic Downloads | | Ottes |
| FedEx Billing Online can automatically generate a Would you like to enroll in Autodownloads? | Iowniced file of your invoiced data each time a new invoice is created. Select "V O Yes ③ No | es' to enable Autodownibads. |
| | | Save |
| Download Templates | | Save © Hel |
| Download Templates | Template type | Save © Hel Action |

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.

Administrative Functions

| dEx Billing Online Account Summary Search/Download My Options Message Center | View Cart @Printer-triansty @Logout () 0.00 | Help |
|---|--|---------------------------------------|
| Manage Account Settings | | Ciear all fek |
| Add/Remove Accounts | | Otes |
| Adding a New Primary Account To add a primary account, you will be redirected to the FedEx account login screen. | Add a primary account | int |
| Adding a New Primary Account To add a primary account, you will be redirected to the FedEx account login screen. Edit Account Information | Add a primary accour O Help | int p 🗆 <u>Hide</u> |
| Adding a New Primary Account To add a primary account, you will be redirected to the FedEx account login screen. Edit Account Information Edit Store ID Select the account number of the store for which you wish to update the store ID. Once you've mad setting. Account no. Select • | Add a primary accou <u> O Help</u> ryour selection and entered the new value, select 'Update store D' to apply the s <u> Update Store</u> | nt p D <u>Hide</u> new re 10 |

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 (invited) users are only allowed to enroll in email notifications, update personal information and change their passwords.

6.1 Updating Credit Card Information

| dEx Billing Online | | | | View Cart | BPrinter-friendly | () 1001 | Help |
|---------------------------|-------------------------------------|----------------|------------------------------|------------------------|------------------------|-----------------|-----------|
| Account Bummary | Search/Download - My | Options Messag | po Centor | | | | _ |
| Credit Card Payme | ant Profile | | | | | | |
| | | | | | | | |
| * Denotes required field. | | | | | | <u>cies</u> | al feid |
| Credit card Billin | g Information | | | | | | O He |
| "Cardholder name | | | "Card type | Select | : | | |
| *Address | | | "Card no. | | | | |
| *City | | | *Expiration date | (01 2) 2012 | • | | |
| "State | AL + | | "Card ID no. | | | | |
| *Zip | | | For your protectio Number | n we ask that you enti | er your credit card ID | Where do I fe | nd this 7 |
| *Country | Select \$ | | *Profile name | | | | |
| I agree to the Terms | and Conditions for payments on FedE | Billing Online | | | | | |
| | | | | | Cancel | Add credit card | profile |
| | | | | | | | |
| | | | | | | | |

To update your credit card profile, select the Update Credit Card option from the My Options tab. You will need to enter all of the information, including your billing address, for the new credit card. Be sure to have your card in front of you, as you will need to enter the three-digit CVV code that appears on the back of your credit card. Information entered is secure and utilizes 128-bit secure encryption.

Activate FedEx Accounts

6.2

| dEx Billing Online | Search Download T Un Ori | Hessare Carler | View Cart (| Protectionaly @Leasus (?) |
|--|---|---|--|---|
| Manage Account Se | ettings | | | - Chev (1) |
| Add/Remove Acco | unts | | | OH |
| | | | | |
| Edit Account Infor | mation | | | © <u>Help</u> B Hide |
| Edit Account Infor Edit Siore ID Select the account num Account no. | mation ber of the store for which you wish to upd Select • | ale the atore ID. Once you've made your r | selection and entered the new value, sel | ⁽⁾ <u>Help</u> II <u>Hid</u> ed Update store IO' to apply the new setting. Update Store ID |
| Edit Account Infon Edit Store ID Select the account num Account no. | mation ther of the store for which you wish to upd Select • | ate the atore ID. Once you've made your | selection and entered the new value, sel | Itelp II Hidd ed Update store ID' to apply the new setting Update Store ID Search fedex.com |

From the Manage Account Settings screen, you can add new Bill To (primary) accounts to FedEx Billing Online. 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.

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

Edit Store ID

6.3



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. Select the account number and enter the store or location name, and click Update Store ID.

Manage and Invite Other Users

6.4

| Account Summary | Search/Download 💌 My Oy | All second and an and an and an and an and an and an an and an | |
|--|---|---|---|
| | | tions Message Center | |
| lanage Users edEx Billing Online al dd a user, he or she i | ws you to invite, delete and update addito II be sent an invitation allowing them to joi | nal users for your account. Currently, users can have sta h FedEx Billing Online | ndard access which allows them to view and dispute invoices. Once you |
| Existing Users | an an tha tha an an an tha an an tha an an an an an an an a | a Na Antonio de Colonia National | © <u>Hel</u> |
| Selectal | liame | E-mail address | User type |
| | | | |
| | | There is currently no data | |
| | | There is currently no data Remove chacked users | Change administrator Invite Saw User |
| | | There is currently no data Bernove chacked users | Change administrator Novile New User |
| nvite New User | | There is currently no data | Change administrator Newto and User |
| nvite New User | John | There is currently no data | n Change administrator Invite Bew User |
| nvite New User "First name "Last Name | John | There is currently no data | n Change administrator Invite New User |
| Invite New User First name "Last Name "E-mail address | John Doe plon@company.com | There is currently no data | Change administrator Newto aww user |

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 privileges.

Change Administrator

6.5

| | | | View Carl (Printer-triendly Logast P |
|--------------------------------|--|---|--|
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| 1223 | | | |
| inage Users | to in the delate and we date a delivery | discussion and Provide states to be a | de la fait como de la classificación de la como de la classificación de la como de la como de la como de la como |
| d'a user, he or she will be si | to invite, delete and update addition ant an invitation allowing them to join | al users for your account. Currently, users can have : FedEx Billing Online. | standard access which allows them to view and dispute invoices. Once y |
| xisting Users | | | OH |
| | the contract of | | |
| Select all | Name | E-mail address | User type |
| [2] | John One | ideelii company com | liner |
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Use this area to designate a new FedEx Billing Online administrator. Only current administrators can select Change Administrator.

Manage User Settings



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.

Printing

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