



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.

Contents

1. How to Register

2. Account Summary

- 2.1 Credit Card Billed Activity Summary
- 2.2 Viewing Shipment Detail
- 2.3 Message Center
- 2.4 Notifying Other Users

3. Invoice Due to Declines

4. Tracking ID Details

- 4.1 FedEx Ground Multiweight® Summary
- 4.2 Other Charges
- 4.3 Access Customs Documentation
- 4.4 Disputing Charges

5. Search / Download

- 5.1 Using Search
- 5.2 Using Quick Search
- 5.3 Search Results
- 5.4 Standard Download Templates
- 5.5 Creating a Custom Download
- 5.6 Downloading Files

6. Administrative Functions

- 6.1 Updating Credit Card Information
- 6.2 Activate FedEx Accounts
- 6.3 Edit Store ID
- 6.4 Manage and Invite Other Users
- 6.5 Change Administrator
- 6.6 Manage User Settings

7. Printing

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.

The screenshot displays the FedEx Billing Online interface. At the top, there are navigation links for Ship, Track, Manage, Learn, and FedEx Office. The main header includes 'FedEx Billing Online' and a 'View Cart' showing 0.00. Below the header, there are tabs for 'Account Summary', 'Search/Download', 'My Options', and 'Message Center'. A welcome message for 'Jane Plain' is shown. The 'Account Summary' section displays the primary account number '1234-5678-9' and a balance due of '\$0.00'. Below this, there are tabs for 'Last 30 days', '31 - 60 days', '61 - 90 days', '91 - 180 days', and 'In dispute'. The '31 - 60 days' tab is selected, showing 'Credit Card Billing Activity for 31 - 60 days'. A table with columns for 'Select all', 'Invoice Number', 'Tracking/billing Id', 'Date', 'Type', 'Product Group', 'Reference', 'Status', and 'Total Billed' is displayed. The table contains three rows of data, all with a status of 'Paid CC'.

Select all	Invoice Number	Tracking/billing Id	Date	Type	Product Group	Reference	Status	Total Billed
<input type="checkbox"/>	1-234-56789	56561112222	04/02/2012	Express		NO REFERENCE INFORMATION	Paid CC	16.89
<input type="checkbox"/>	0-111-21314	121244449999	04/02/2012	Express		NO REFERENCE INFORMATION	Paid CC	21.95
<input type="checkbox"/>	1-516-17181	787855550000	04/02/2012	Express		NO REFERENCE INFORMATION	Paid CC	9.11

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.

2.1 Credit Card Billed Activity Summary

Credit Card Billing Activity for 31 - 60 days Help

Filter by: None selected Results per page: 10

Previous **1** 2 3 4 5 Next

Select all	Invoice Number	Tracking/billing id	Date	Type	Product Group	Reference	Status	Total Billed
<input type="checkbox"/>	1-234-56789	565611112222	04/02/2012	Express		NO REFERENCE INFORMATION	Paid CC	16.89
<input type="checkbox"/>	0-111-21314	121244449999	04/02/2012	Express		NO REFERENCE INFORMATION	Paid CC	21.95
<input type="checkbox"/>	1-516-17181	787855550000	04/02/2012	Express		NO REFERENCE INFORMATION	Paid CC	9.11
<input type="checkbox"/>	9-202-12223	343488886666	04/02/2012	Express		NO REFERENCE INFORMATION	Paid CC	9.14
<input type="checkbox"/>	2-425-25272	909022224444	04/02/2012	Express		NO REFERENCE INFORMATION	Paid CC	434.08
<input type="checkbox"/>	8-293-03132	00000123 555566667777	03/27/2012	Ground		MWT US to US	Paid CC	77.90
<input type="checkbox"/>	3-334-35363	00000456 222288887777	03/27/2012	Ground		Dom. Ground	Paid CC	17.57
<input type="checkbox"/>	7-382-94241	00000789 333366661111	03/27/2012	Ground		Dom. Ground	Paid CC	17.57
<input type="checkbox"/>	4-243-44454	00000234 888855559999	03/29/2012	Ground		MWT US to US	Paid CC	77.90
<input type="checkbox"/>	6-474-84950	00000567 333322221111	03/29/2012	Ground		Dom. Ground	Paid CC	17.57

Notify user

Credit Card Billed Activity Summary Help

Account: 1234-5678-9

Currency	0-30 days	31-60 days	61-90 days	91-180 days
USD		0.00	28,354.03	0.00

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.

2.2 Viewing Shipment Detail

The screenshot displays the FedEx Billing Online interface. At the top, there is a navigation bar with 'FedEx Billing Online' on the left and 'View Cart 0.00', 'Printer-Friendly', 'Logout', and 'Help' on the right. Below this is a secondary navigation bar with 'Account Summary', 'Search/Download', 'My Options', and 'Message Center'. The main content area is titled 'Invoice Detail View' and contains two sections: 'Invoice Summary' and 'FedEx Invoice Details'.

Invoice Summary

Billing Information		Charge Summary	
Invoice no.	1-234-56789	Total express charges	491.18
Account no.	1234-5678-9	Total ground charges	0.00
Store ID no.	ABCDEFGHI	Total other charges	0.00
FedEx Tax ID No.	10-555-1010	Total invoice amount	491.18
Invoice date	03/23/2012	Total payments and credits	491.18
Due date	04/04/2012	Total balance due	\$0.00
Invoice status	Closed		

Buttons: Notify User, Download invoice, Dispute invoice

FedEx Invoice Details

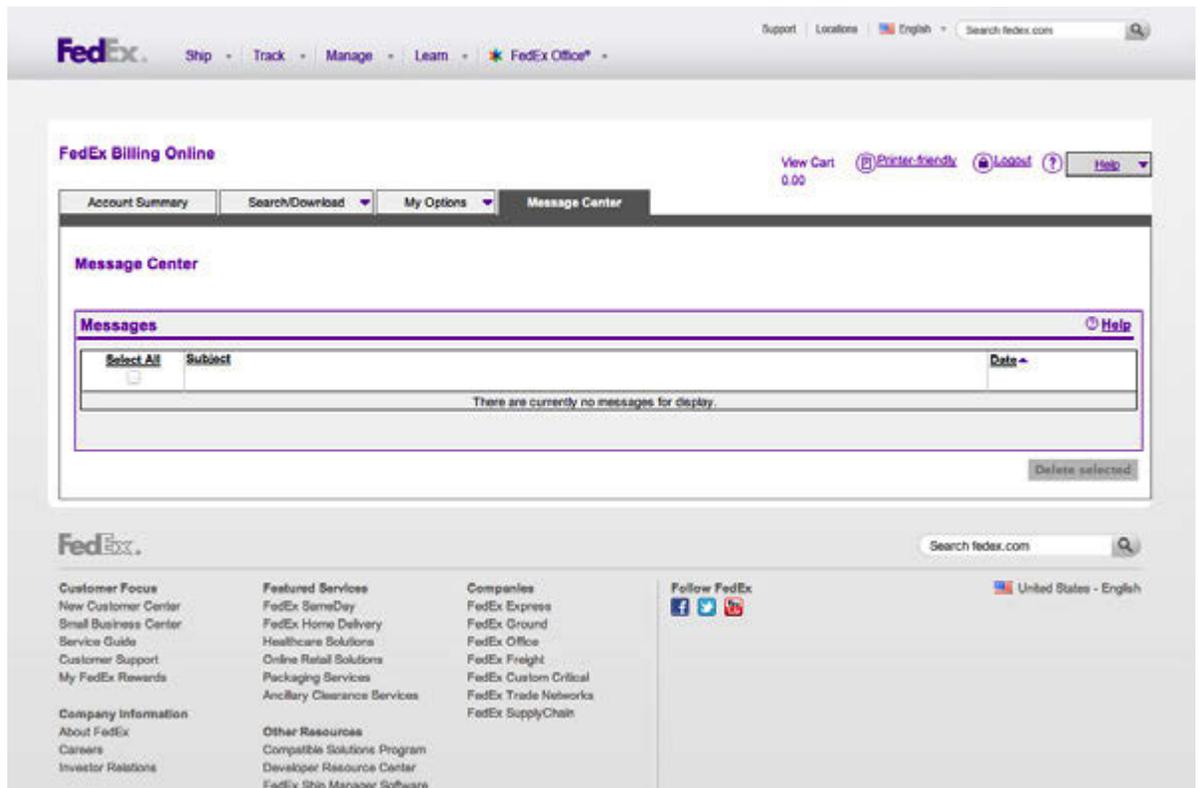
Filter by: None selected | Results per page: 10

Select all	Tracking / Billing ID	Date	Type	Product Group	Reference	Print	Status	Meter	Total Billed	Balance due
<input type="checkbox"/>	565611112222	04/02/2012	Express		NO REFERENCE INFORMATION	Third Party	Closed	000153161	16.09	0.00
<input type="checkbox"/>	121244449999	04/02/2012	Express		NO REFERENCE INFORMATION	Third Party	Closed	000153161	21.96	0.00
<input type="checkbox"/>	787855550000	04/02/2012	Express		NO REFERENCE INFORMATION	Third Party	Closed	000153161	9.11	0.00

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.

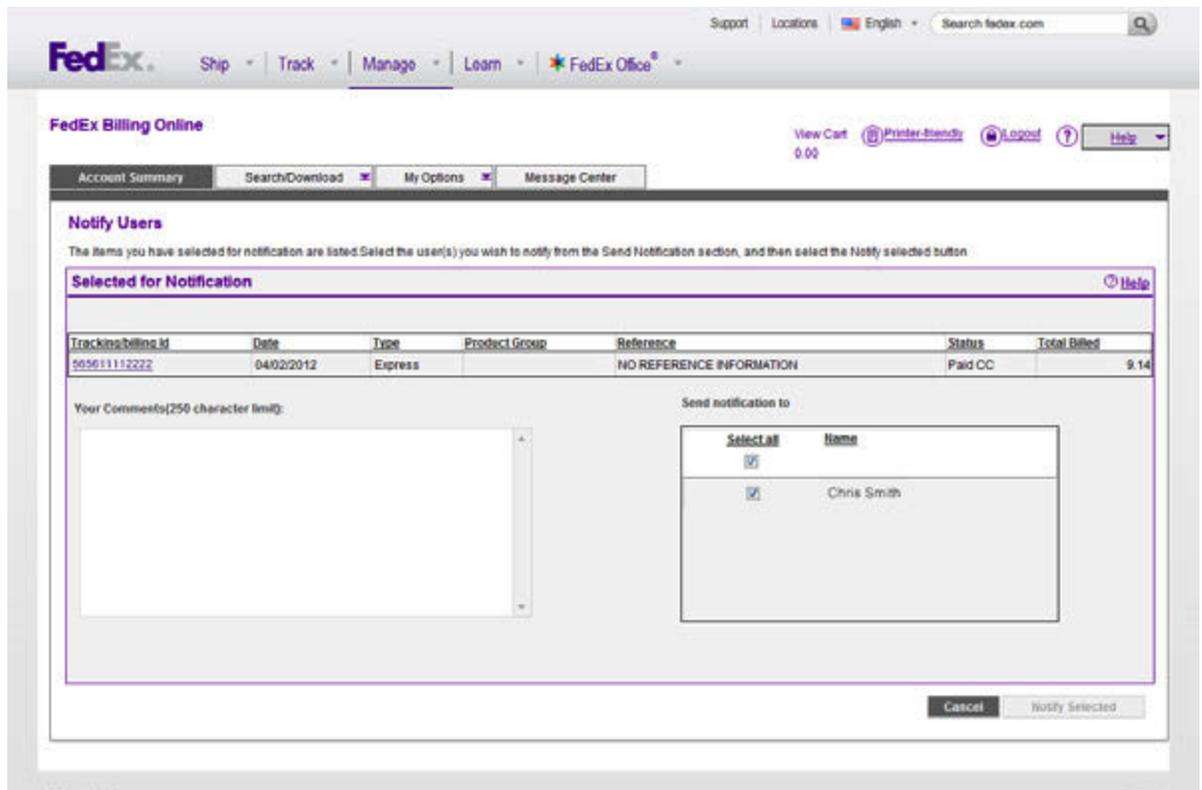
2.3 Message Center



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.

2.4 Notifying Other Users



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.

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

Account Summary [Search/Download](#) [My Options](#) [Message Center](#)

Welcome, Jane Plan

Account Summary [Help](#)

Primary Account 1234-5678-9 [Add an account](#) [Your credit card information needs to be updated. Click here](#)
 Balance due \$66.78 **1** You have 1 past due invoice.

Invoices Due to Declines [Help](#)

Results per page 5

Select all	Invoice Number	View/print	Invoice date	Due Date	Account no.	Invoice Status	Original Charges	Balance due
<input type="checkbox"/>	1-234-56789		04/19/2011	05/04/2011	1234-5678-9	Past Due	66.78	\$0.00

[Update Credit Card & Pay](#) [Notify user](#)

[Icon Legend](#)

Last 30 days [31 - 60 days](#) [61 - 90 days](#) [91 - 180 days](#) [In dispute](#) [Search all](#)

Credit Card Billing Activity for Last 30 days [Help](#)

Filter by: None selected

Select all	Invoice Number	Tracking/billing id	Date	Type	Product Group	Reference	Status	Total Billed
There are no outstanding invoices for Last 30 days								

[Notify user](#)

Credit Card Billed Activity Summary [Help](#)

Account 1234-5678-9

Currency	0-30 days	31-60 days	61-90 days	91-180 days	Total
USD		0.00	0.00	0.00	346.54

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.

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. Below this, there are links for Account Summary, Search/Download, My Options, and Message Center. The main content area is titled 'Tracking ID Details' and contains two sections: 'Tracking ID Summary' and 'Transaction Details'. The 'Tracking ID Summary' section is divided into 'Billing Information' and 'Messages'. The 'Billing Information' section displays details for Tracking ID no. 56561112222, Invoice no. 1-234-56789, Account no. 1234-5678-9, Bill date 04/04/2012, Total Billed \$21.96, and Status Paid CC. The 'Messages' section displays a message about a Fuel Surcharge. The 'Transaction Details' section is divided into 'Sender Information' and 'Recipient Information'. The 'Sender Information' section displays details for Jane Plain, Personal Address, 123 Main Street, MEMPHIS TN 38103, US. The 'Recipient Information' section displays details for Chris Smith, Company Address, 567 Broadway, NEW YORK NY 10001, US.

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).

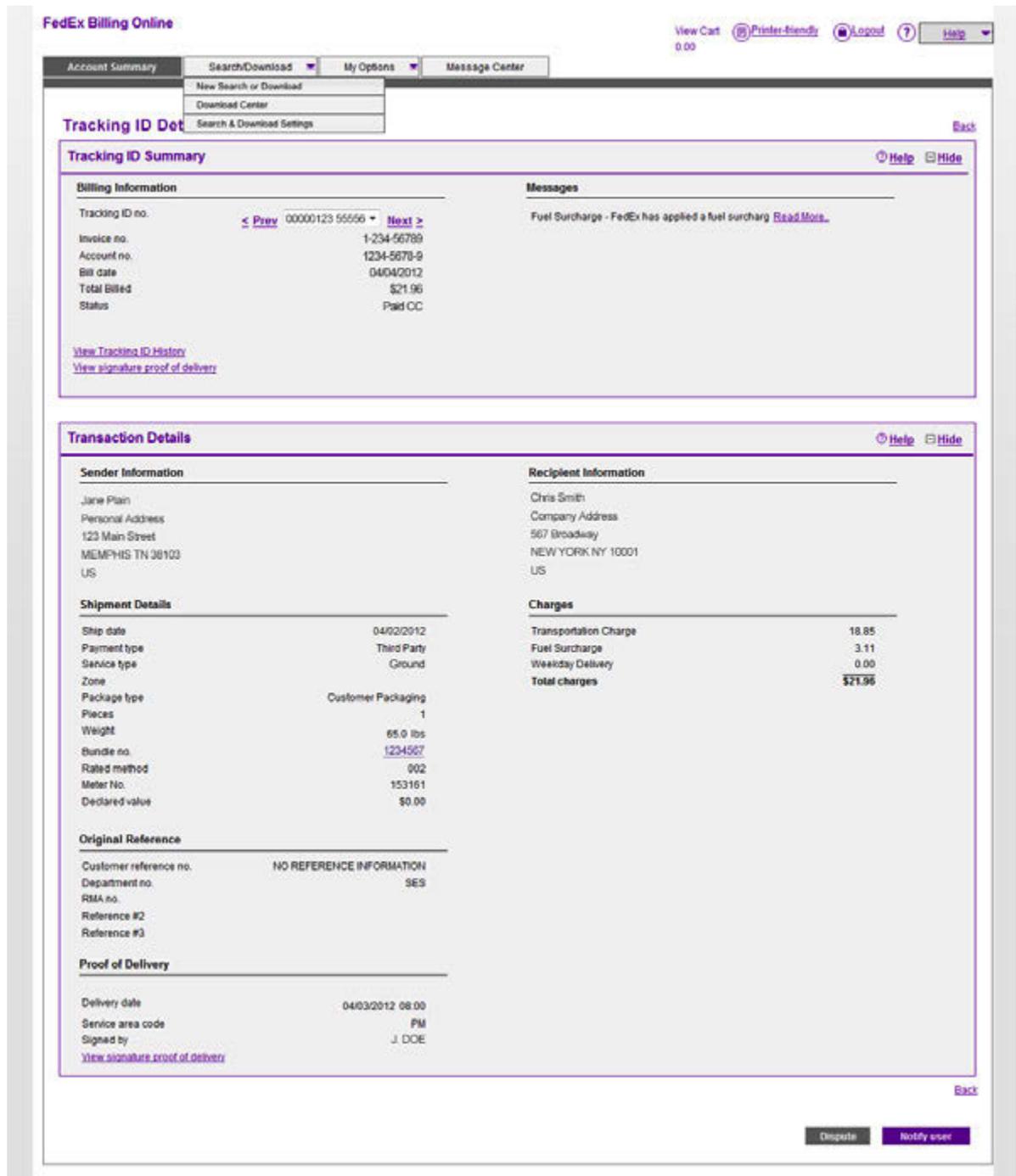
Charges for each shipment are presented in an easy-to-read format. These charges may include: fuel surcharges, discounts, transportation charges and other special charges such as dangerous goods, Saturday delivery, etc.

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.



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.

FedEx Billing Online

View Cost 0.00 [Print Friendly](#) [Logout](#) [Help](#)

Account Summary Search/Download Rules My Options Message Center

Invoice Detail View

[Back](#)

Invoice Summary

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

Billing Information		Charge Summary	
Invoice no.	< Prev 1234-56789 Next >	Total express charges	43.75
Account no.	1-234-5678-9	Total ground charges	45.34
FedEx Tax ID No.	5,634,0009	Total other charges	0.53
Invoice date	03/03/2012	Total invoice amount	90.02
Due date	04/04/2012	Total payments and credits	0.53
Invoice status	Past Due	Total balance due	\$89.09
View Invoice History		View Details	
View/print PDF			

[Notify User](#) [Download Invoice](#) [Dispute Invoice](#)

FedEx Invoice Details

[Help](#)

Filter by: None selected Results per page: 10

Select	Tracking / Billing ID	Date	Type	Product group	Reference	Payor	Status	Meter	Original charges	Balance due
<input type="checkbox"/>	565611112222	04/04/2012	Ground	GP		Shipper	Past Due	306000000	45.34	45.34
<input type="checkbox"/>	121244449999	04/03/2012	Express		NO REFERENCE INFORMATION	Third Party	Past Due	104003495	43.75	43.75
<input type="checkbox"/>	787855550000	07/28/2012	Merchandise			Shipper	Closed	306000000	0.63	0.00

[Notify User](#)

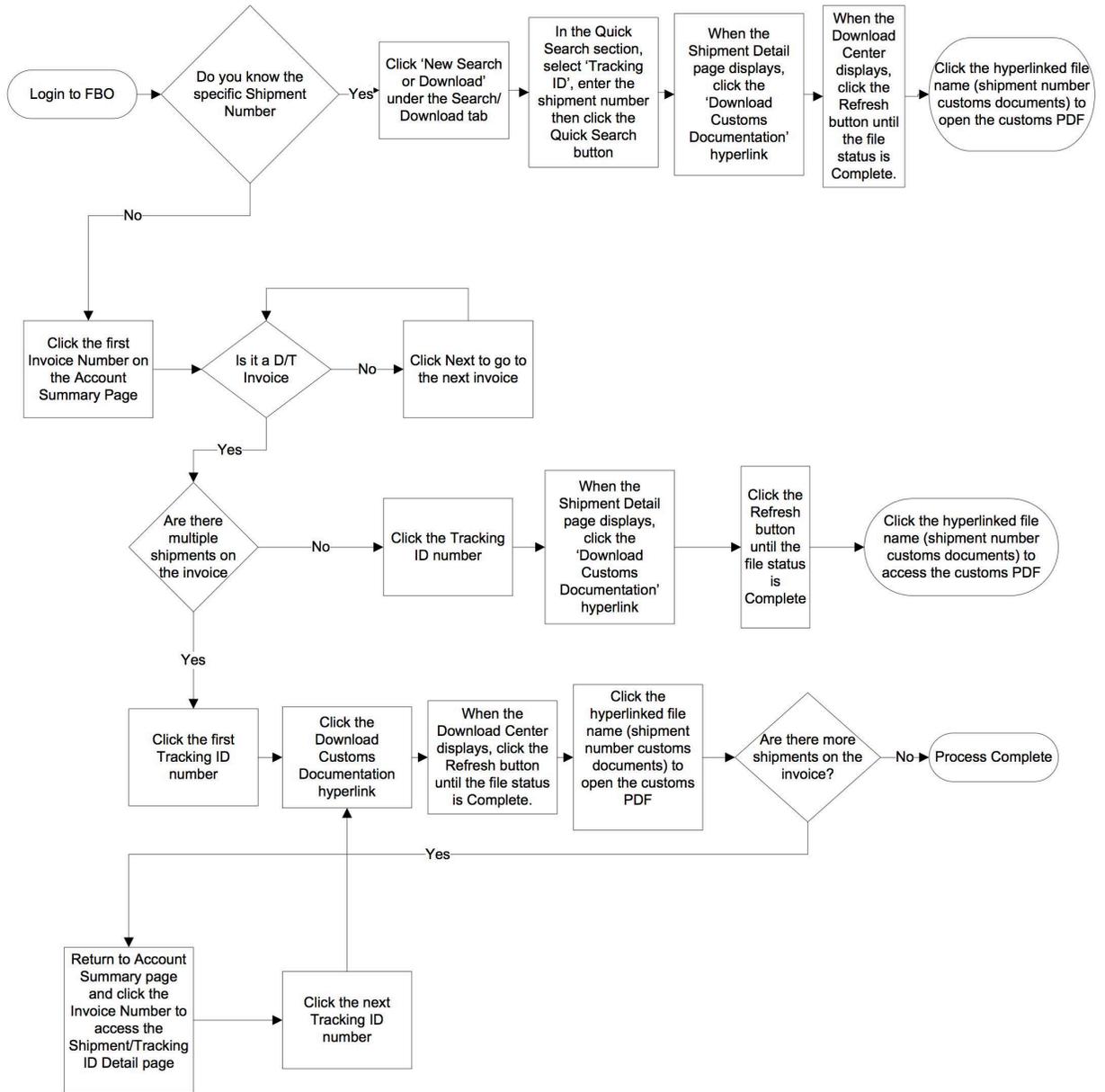
These items provide access to details on FedEx Other Charges, such as packaging purchased at a FedEx World Service Center®. These items are indicated in the Type column.

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.

4.3

Access Customs Documentation



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

4.3 Disputing Charges

Personal Address 123 Main Street MEMPHIS TN 38103 US	Company Address 567 Broadway NEW YORK NY 10001 US
Shipment Details	Charges
Ship date: 04/02/2012	Transportation Charge: 18.85
Payment type: Third Party	Fuel Surcharge: 3.11
Service type: FedEx Priority Overnight	Weekday Delivery: 0.00
Zone:	Total charges: \$21.96
Package type: Customer Packaging	
Pieces: 1	
Weight: 85.0 lbs	
Bundle no.: 1234567	
Rated method: 002	
Meter No.: 152161	
Declared value: \$0.00	
Original Reference	
Customer reference no.: NO REFERENCE INFORMATION	
Department no.: SES	
RMA no.:	
Reference #2:	
Reference #3:	
Proof of Delivery	
Delivery date: 04/03/2012 08:00	
Service area code: PH	
Signed by: J. DOE	
View signature proof of delivery	

[Back](#)

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.

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 'FedEx Billing Online' header is visible, along with a 'View Cart' section showing a balance of 0.00 and a 'Logout' button. The main content area is divided into several sections:

- Navigation Tabs:** Account Summary, Search/Download (active), My Options, and Message Center.
- Search/Download Menu:** A dropdown menu under the 'Search/Download' tab with options: New Search or Download, Download Center, and Search & Download Settings.
- Search Section:**
 - Instructions: "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."
 - Section: "Select a saved search Change values as needed in the fields below." with a "Select Saved Search" dropdown.
 - Section: "Select values to search"
 - "Search for" dropdown (value: Please select)
 - "Account number and Store ID (CTRL + select to search multiple accounts)" section with a "Select All" button and a table:

Account No.	Store ID
123456789	ABCDEF
 - "Select date range" section with "From" (12/07/2011) and "To" (04/09/2012) date pickers. Note: "Results include only invoices up to 180 days from paid/closed date."
 - "Status" dropdown (value: All)
 - "Save this search" checkbox
 - "Enter a saved search title (30 char max)" text input field
 - "Download data" and "Search" buttons
- Quick Search Section:**
 - Instructions: "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" dropdown (value: Please select)
 - "Quick Search" button

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.

5.1 Using Search

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, a secondary navigation bar includes 'Account Summary', 'Search/Download', 'My Options', and 'Message Center'. The main content area is titled 'Search' and contains two sections: 'Search' and 'Quick Search'. The 'Search' section is highlighted with a red border and contains the following fields and options:

- Select a saved search:** A dropdown menu labeled 'Select Saved Search'.
- Select values to search:** A section with a 'Search for' dropdown menu and a 'Please select' option.
- Account number and Store ID:** A section with a 'Select All' checkbox and a table with columns 'Account No.' and 'Store ID'. The table contains one row with the values '172842719' and 'AEM11ERT'.
- Select date range:** A section with 'From' and 'To' date pickers. The 'From' date is '12/07/2011' and the 'To' date is '04/09/2012'. Below the date pickers, it states '*Results include only invoices up to 180 days from paid/closed date.'
- Status:** A dropdown menu currently set to 'All'.
- Save this search:** A checkbox labeled 'Save this search'.
- Enter a saved search title (30 char max):** A text input field.
- Buttons:** 'Download data' and 'Search' buttons at the bottom.

The 'Quick Search' section is also highlighted with a red border and contains the following fields and options:

- Search for:** A dropdown menu labeled 'Please select'.
- Buttons:** A 'Quick Search' button.

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.

5.2 Using Quick Search

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: Account Summary, Search/Download, My Options, and Message Center. The Search section is highlighted with a purple border and contains the following elements:

- Search** (with a Help icon)
- Instructions: "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."
- Section: **Select a saved search** (Change values as needed in the fields below.)
- Field: Select Saved Search (dropdown menu)
- Section: **Select values to search**
- Field: * Search for (Please select dropdown)
- Field: * Account number and Store ID (CTRL + select to search multiple accounts)
- Field: Select All (checkbox)
- Field: Account No - Store ID (172842719 - ABC123)
- Section: **Select date range**
- Field: From (12/07/2011) To (04/09/2012)
- Note: *Results include only invoices up to 180 days from paid/closed date.
- Field: * Status (All dropdown)
- Field: Save this search
- Field: Enter a saved search title (30 char max)
- Buttons: Download data, Search

The Quick Search section is also highlighted with a purple border and contains the following elements:

- Quick Search** (with a Help icon)
- Instructions: "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."
- Field: * Search for (Please select dropdown)
- Field: Input field for search value
- Button: Quick Search

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.

5.3 Search Results

The screenshot displays the 'Search/Download' 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 is divided into three sections: 'Search', 'Search results', and 'Download All Search Results'.

Search Criteria:

Search for	Invoices	Status	All
Search accounts	1234-5678-9		
Date	12/07/2011 - 04/09/2012		

[Return to search criteria](#)

Search results:

Results per page: 10

Previous 1 2 Next

Select all	Invoice Number	Invoice date	Due date	Account no.	Invoice status	Original Charges	Balance Due
<input type="checkbox"/>	1-234-56789	03/20/2012	04/04/2012	1234-5678-9	Closed	491.18	0.00
<input type="checkbox"/>	9-111-21314	03/20/2012	04/04/2012	1234-5678-9	Closed	323.93	0.00
<input type="checkbox"/>	1-516-17181	03/20/2012	04/04/2012	1234-5678-9	Closed	227.58	0.00
<input type="checkbox"/>	9-202-12225	03/20/2012	04/04/2012	1234-5678-9	Past Due	8,279.76	7,355.36
<input type="checkbox"/>	2-425-26272	03/19/2012	04/03/2012	1234-5678-9	Closed	491.18	0.00
<input type="checkbox"/>	8-293-03132	03/19/2012	04/03/2012	1234-5678-9	Closed	57.10	0.00
<input type="checkbox"/>	3-334-35363	03/19/2012	04/03/2012	1234-5678-9	Closed	52.18	0.00
<input type="checkbox"/>	7-383-94041	03/19/2012	04/03/2012	1234-5678-9	Closed	197.50	0.00
<input type="checkbox"/>	4-243-44454	03/19/2012	04/03/2012	1234-5678-9	Past Due	8,295.99	7,371.59
<input type="checkbox"/>	8-474-84950	03/19/2012	04/03/2012	1234-5678-9	Closed	197.28	0.00

[Notify User](#)

[Icon Legend](#)

Download All Search Results:

* Name of download file:

[Create new custom template](#)

* Template: Detailed Report Template (Express & Ground - all fields)

* File Type: EXCEL (.xls)

[Create download file](#)

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

Account Summary Search/Download My Options Message Center

Search and Download Settings

* Denotes required field

Automatic Downloads [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

[Save](#)

Download Templates [Help](#)

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

[Create template](#)

Saved Searches [Help](#)

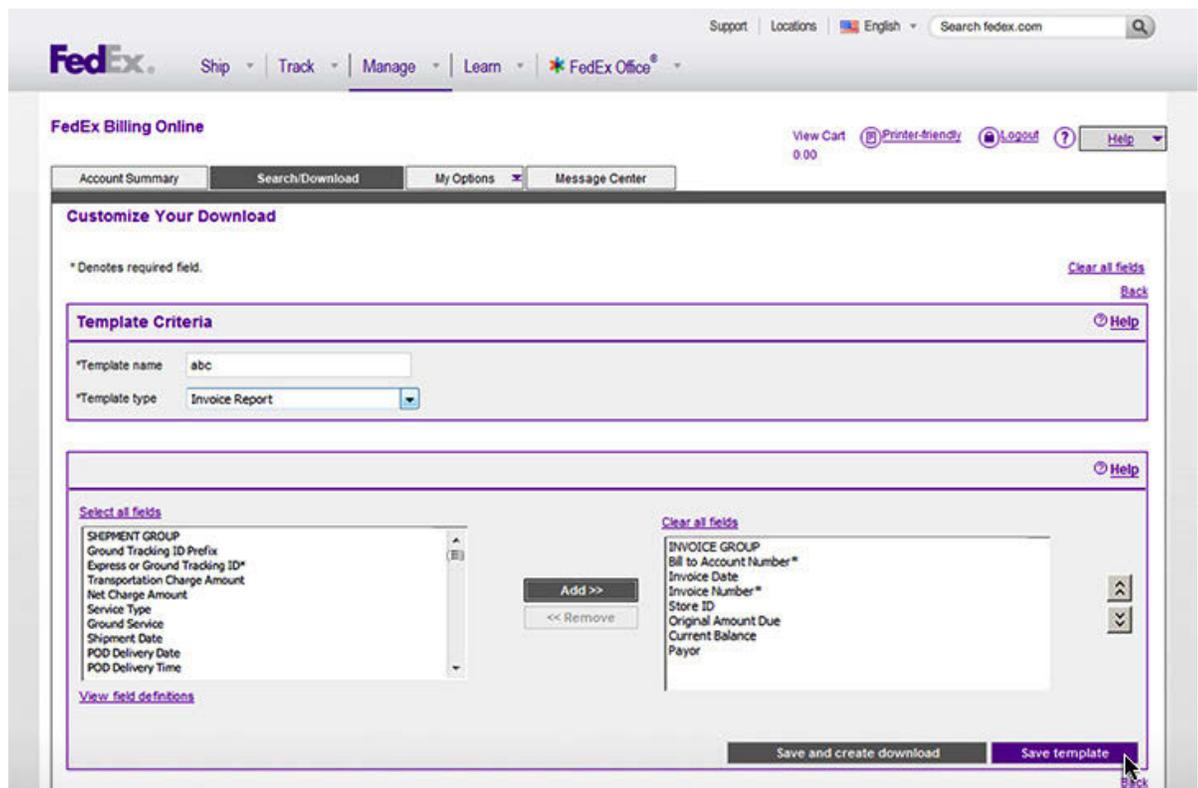
Search name	Search type	Action
There are no saved searches for this account.		

[Create search](#)

FedEx Search fedex.com

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.

5.5 Creating a Custom Download



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.

5.6 Downloading Files

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 located in the top right corner. Below the navigation bar, there are tabs for Account Summary, Search/Download, My Options, and Message Center. The main content area is titled "Download Center" and contains two sections: "Download Results" and "My Files Ready for Download or Viewing".

Download Results

You have 1 file(s) being processed.

My Files Ready for Download or Viewing

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

Name of download file	File type	Template	Status	Generated by	Created on	Expires on	Action
abc_download1	XLS	Detailed Report Template (Express & Ground - all fields)	Pending	Jane Plain	04/30/2012	05/15/2012	Remove

Buttons: Remove all, Refresh

Footer: Search and download settings, Create a new download file

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.

5.6 Downloading Files (Continued)

Search and Download Settings

* Denotes required field

Automatic Downloads [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

[Save](#)

Download Templates [Help](#)

Template name	Template type	Action
abc	Invoice Report	Remove

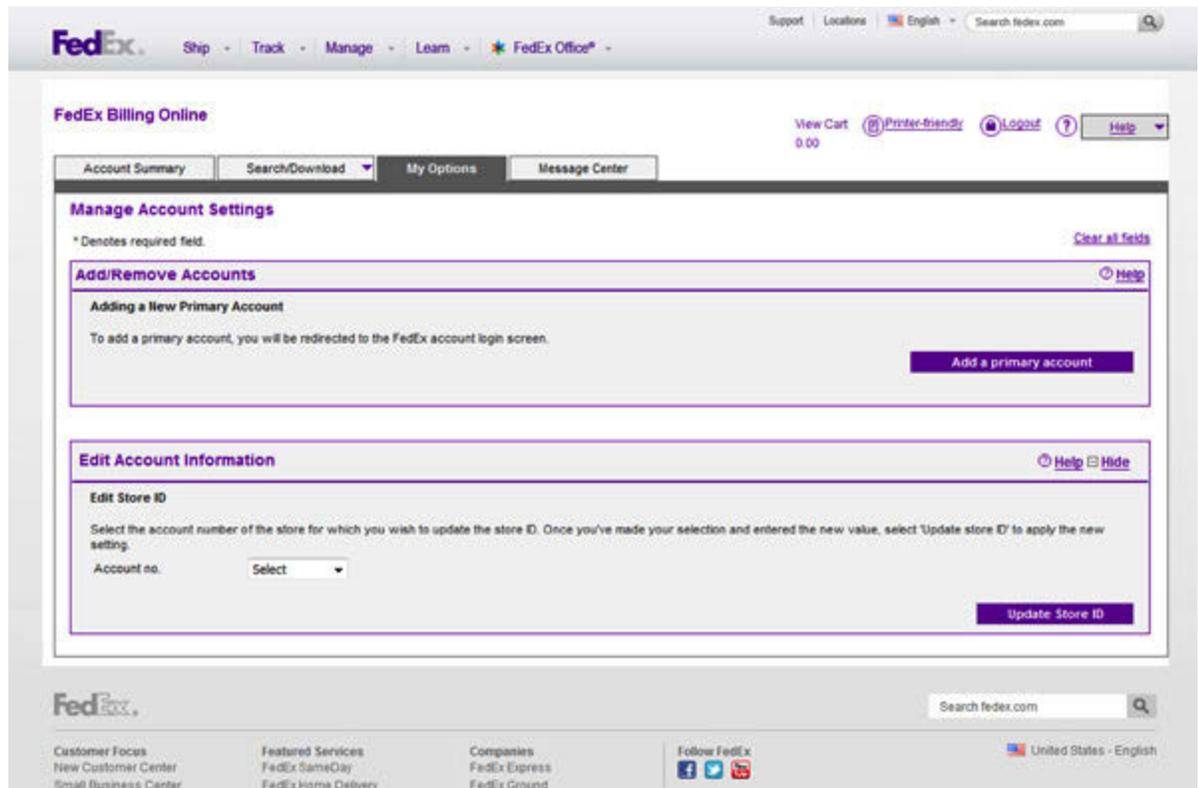
[Create template](#)

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.



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.

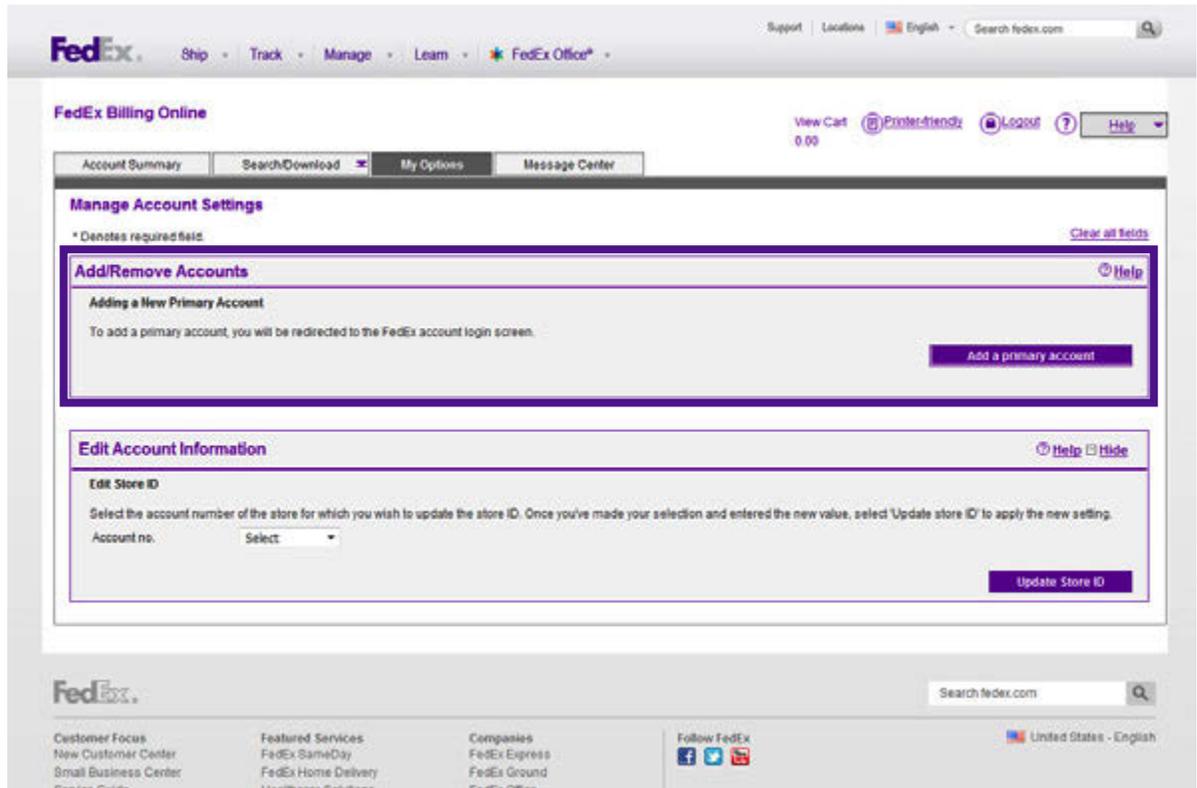
Administration information is secure and is maintained by the FedEx Billing Online administrator. Secondary (invited) users are only allowed to enroll in email notifications, update personal information and change their passwords.

6.1 Updating Credit Card Information

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 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'. A secondary navigation bar contains 'Account Summary', 'Search/Download', 'My Options', and 'Message Center'. The main content area is titled 'Credit Card Payment Profile' and includes a 'clear all fields' link. Below this is a section for 'Credit card Billing information' with a 'Help' link. The form contains several fields: *Cardholder name, *Address, *City, *State (set to AL), *Zip, *Country, *Card type (dropdown), *Card no., *Expiration date (set to 01/2012), *Card ID no., and *Profile name. A checkbox is present for 'I agree to the Terms and Conditions for payments on FedEx Billing Online'. At the bottom right of the form are 'Cancel' and 'Add credit card profile' buttons. The footer of the page includes the FedEx logo, a search bar, and various service links like 'Customer Focus', 'Featured Services', 'Companies', and 'Follow FedEx'.

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.

6.2 Activate FedEx Accounts



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.

6.3 Edit Store ID

The screenshot shows the FedEx Billing Online interface. At the top, there is a navigation bar with the FedEx logo, links for Ship, Track, Manage, and Learn, and a FedEx Office logo. 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', 'Print/Download', 'Logout', and 'Help'. A secondary navigation bar contains 'Account Summary', 'Search/Download', 'My Options', and 'Message Center'. The main content area is titled 'Manage Account Settings' and includes a 'Clear all fields' link. Below this, there is a section for 'Add/Remove Accounts' with a 'Help' link. Underneath, the 'Adding a New Primary Account' section contains a message: 'To add a primary account, you will be redirected to the FedEx account login screen.' and an 'Add a primary account' button. The 'Edit Account Information' section, which is highlighted with a red border, contains the 'Edit Store ID' heading and a 'Help Hide' link. The text below the heading reads: '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.' There is a form with 'Account no.' and a 'Select' dropdown menu, and an 'Update Store ID' button at the bottom right of the section. The footer of the page includes the FedEx logo, a search bar, and several columns of links: 'Customer Focus' (New Customer Center, Small Business Center, Getting Started), 'Featured Services' (FedEx SameDay, FedEx Home Delivery, FedEx Solutions), 'Companies' (FedEx Express, FedEx Ground, FedEx Office), 'Follow FedEx' (Facebook, Twitter, YouTube), and 'United States - English'.

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.

6.4 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'. Below this, there are links for 'Account Summary', 'Search/Download', 'My Options', and 'Message Center'. The 'Manage Users' section is highlighted, showing a table for 'Existing Users' with columns for 'Name', 'E-mail address', and 'User type'. Below the table are buttons for 'Remove checked users', 'Change administrator', and 'Invite new user'. The 'Invite New User' form includes fields for 'First name' (John), 'Last Name' (Doe), 'E-mail address' (jdoe@company.com), and 'Users' (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.

6.5 Change Administrator

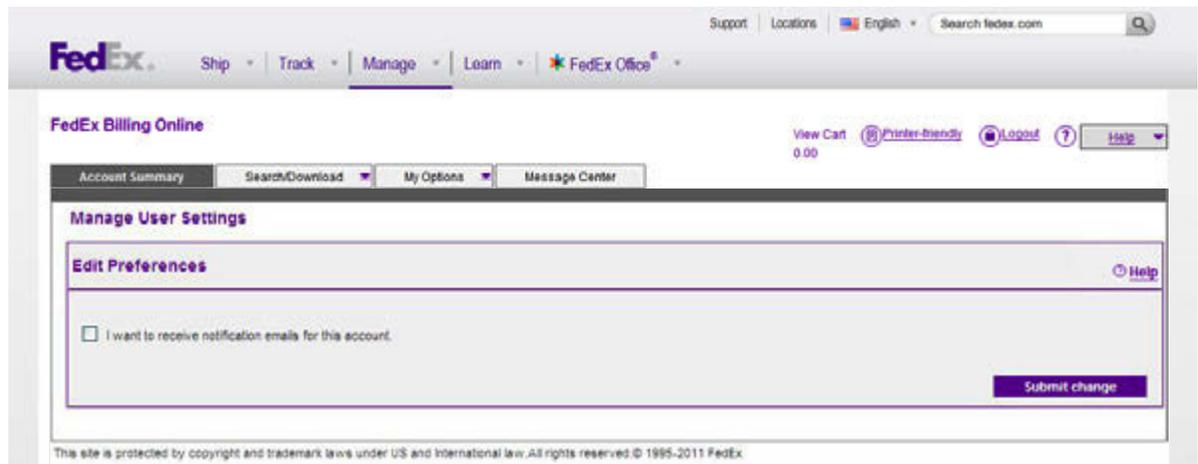
The screenshot displays the FedEx Billing Online interface. At the top, there is a navigation bar with the FedEx logo and links for Ship, Track, Manage, and Learn. Below this, the page title is 'FedEx Billing Online'. On the right side, there are links for View Cart (0.00), a user profile (jprinter-friendly), 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 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.

6.6 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.

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". In the upper right corner of the main content area, there is a "View Cart" section showing a balance of 0.00 and a "Printer-friendly" button. Other buttons include "Logout" and "Help".

The main content area is divided into sections. The first section is "Account Summary" with a "Help" link. It displays the following information:

Primary Account	1234-5678-9	Add an account	You have 1 messages in the message center.
Balance due	\$0.00		

Below the account summary, there are tabs for "Last 30 days", "31 - 60 days", "61 - 90 days", "91 - 180 days", and "In dispute". The "31 - 60 days" tab is selected. The section is titled "Credit Card Billing Activity for 31 - 60 days" with a "Help" link. It includes a "Filter by" dropdown set to "None selected" and a "Results per page" dropdown set to "10". Navigation buttons for "Previous", "1", "2", "3", "4", "5", and "Next" are present.

The main data is presented in a table with the following columns: Select All, Invoice Number, Tracking/billing Id, Date, Type, Product Group, Reference, Status, and Total Billed.

Select All	Invoice Number	Tracking/billing Id	Date	Type	Product Group	Reference	Status	Total Billed
<input type="checkbox"/>								
<input type="checkbox"/>	1-234-56789	565611112222	04/02/2012	Express		NO REFERENCE INFORMATION	Paid CC	16.99
<input type="checkbox"/>	0-111-21214	121244449999	04/02/2012	Express		NO REFERENCE INFORMATION	Paid CC	21.99
<input type="checkbox"/>	1-516-17181	787855550000	04/02/2012	Express		NO REFERENCE INFORMATION	Paid CC	9.11

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

Simply click on 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.