Manage Claims With FedEx® Reporting Online

Overview

Viewing your FedEx claims is an important part of managing your business, and now it's easier than ever with FedEx Reporting Online. Track activity with customizable claims reports for FedEx Express® and FedEx Ground® services, available for domestic shipments in the United States. Getting started is simple, whether you're already a FedEx Reporting Online customer or planning on becoming one.

Capabilities

- Access up to 24 months worth of claims reports

- Create one-time claims reports or recurring weekly or monthly reports

- Download any or all reports as Excel or CSV files

- Choose from standard and custom report layouts to suit your business needs

- View itemized operational and financial details for cargo claims activity, including shipment status, updates and settlement information, all organized by claim file date

- View reports at national or other levels once access is granted

- Set customers up by account number to leverage existing FedEx Reporting Online data to view all claims filed on the account

- View all claims filed, with reports available on both Bill To Customer and Level IDs

Not registered for FedEx Reporting Online yet?

If you're already an existing fedex.com customer but still need to register for FedEx Reporting Online, follow the steps below. New fedex.com customers will be able to access FedEx Reporting Online without this information.

1. Go to fedex.com.

2. Log in using your FedEx ID and password.

3. Register for FedEx Reporting Online using your existing fedex.com information, including your 9-digit account number, billing address and two recent invoice numbers.
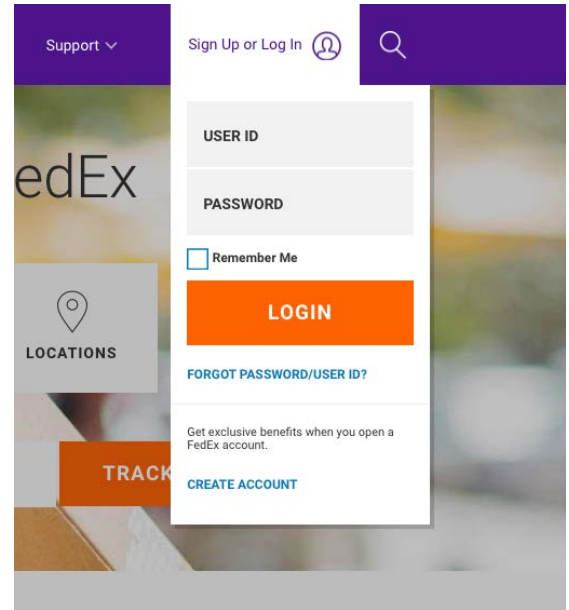
Create a Claims Report in FedEx Reporting Online

1. Choose a service type.

2. Choose a shipment type: shipper or payer.

3. Choose an account type, and select the account(s) to run the report on.

4. Choose either the detailed standard report or customize your own report.

5. Choose the date range of the report.