

# FedEx Billing Online PDF Help Guide

## Credit Card Customers

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## Introduction

FedEx Billing Online is the most efficient and streamlined way for you to handle your FedEx invoices. With this free, easy and secure tool, you can view, manage and download your shipment invoices; dispute charges; and make payments over the Internet, 24 hours a day, 7 days a week. Whether your charges are applied directly to your credit card or invoiced, electronic invoicing and payment processing can help businesses of all sizes streamline the accounts-payable process, improve productivity, and save time and money.

And when you register for FedEx Billing Online Plus, you can reduce your carbon footprint, cut down on storage requirements, and take advantage of special features.

FedEx Billing Online. Better for you. Better for the environment.

## Logging In/Your Account Summary

Begin by logging in to FedEx Billing Online Plus using your existing fedex.com username and password. If you are not currently enrolled on fedex.com, click “Register now,” complete the process, and return to FedEx Billing Online to log in.

**FedEx® Billing Online Plus**

User ID

Password

Remember me

[Login](#)

[Forgot your password or ID?](#)

[New Customer? Register Now](#)

**Faster visibility. Greater control. Better for the environment.**

With FedEx® Billing Online Plus, you can view and download your FedEx invoice data, pay electronically, create custom reports, even dispute charges — all without paper. It's fast. It's easy. It's secure. And it's free.

[See the demo](#)

[Compare to the standard FedEx® Billing Online](#)

[Learn about your FedEx billing options](#)

[Sign up now](#)

**Save time with FedEx Flat File Reporting Tool.**

[Learn more](#)

**FedEx® Reporting Online.**

Easy access to your FedEx data.

[Learn more](#)

From the homepage, you'll see everything you need is organized into four main tabs – Account Summary, Search/Download, My Options, and Message Center.

**FedEx® Billing Online Plus**

[Return to FBST](#) [View Cart \\$752.11](#) [Printer-friendly](#) [Help](#)

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

Welcome, Chandra Sekhar

**Account Summary** [Help](#)

<b>Primary Account</b>	0222-0222-1	<a href="#">Add an account</a>
Original charges	\$752.11	
Past due	\$752.11	
In dispute	\$752.11	
Payments or credits	\$0.00	
Balance due	\$752.11	

- You have 2 past due invoices.
- You have 2 items in your payment cart.
- You have 6 download files ready in the download center.
- You have 4 messages in the message center.

Your **Account Summary** displays details such as balances, past-due amounts, and any open invoices for that account, as well as the ability to view or print PDFs of your invoices. The **Search/Download** tab allows you to search invoices and shipments, or download them for your records. Under **My Options**, you'll be able to manage account settings, payment preferences, and users. And in the **Message Center**, you'll see any pending messages from FedEx. Let's take a closer look at some of the easy functionality of FedEx Billing Online Plus. In this document we'll cover **Viewing, Searching, Downloading, and Managing Users and Account Settings**.

## Viewing

Your Account Summary provides an overview of any balances due, your billing activity, and an activity summary. Messages are displayed in the top right.

Account Summary Search/Download My Options Message Center

Welcome, Chandra Sekhar

**Account Summary** [Help](#)

Primary Account  [Add an account](#)

Original charges	\$752.11	You have 2 past due invoices.
Past due	<b>\$752.11</b>	You have 2 items in your payment cart.
In dispute	\$752.11	You have 6 download files ready in the download center.
Payments or credits	\$0.00	You have 4 messages in the message center.
Balance due	\$752.11	

If you have more than one primary account, select the one you'd like to view or administer from the dropdown box. This will determine which sub-accounts you view or make changes to on FedEx Billing Online.

In the section below, tabs allow you to view past billing activity for a variety of date ranges as well as any disputed charges. You'll also see other shipping information such as tracking numbers, dates, service types, and other information.

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:  Per page:  Page:  of 1

Select all	Tracking/billing id	Date	Type	Product Group	Reference	Status	Total Billed
<input type="checkbox"/>	<a href="#">796650342906</a>	01/12/2011	Express			Submitted CC	20.83
<input type="checkbox"/>	<a href="#">292</a> <a href="#">510115000011</a>	01/13/2011	Ground			Paid CC	7.40
<input type="checkbox"/>	<a href="#">796695276940</a>	01/26/2011	Express			Submitted CC	6.67

[Notify User](#)

A Credit Card Billed Activity Summary is shown at the bottom.

**Credit Card Billed Activity Summary** [Help](#)

Account: 1245-5678-9

Currency	0-30 days	31-60 days	61-90 days	91-180 days
USD	27.50	0.00	0.00	0.00

To view activity on any individual shipment, simply click the corresponding Tracking number. From the FedEx Tracking ID Details page, you'll be able to view billing information and transaction details including sender, recipient, charges, and Proof of Delivery. You can take actions on your shipment at the bottom of the page.

Account Summary    Search/Download    My Options    Message Center

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### Tracking ID Details

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

<h5>Billing Information</h5> <table border="0"> <tr><td>Tracking ID no.</td><td>123456789013</td></tr> <tr><td>Invoice no.</td><td>8-043-62788</td></tr> <tr><td>Account no.</td><td>0222-0222-1</td></tr> <tr><td>Invoice date</td><td>08/02/2009</td></tr> <tr><td>Due date</td><td>08/12/2009</td></tr> <tr><td>Tracking ID balance due</td><td>9.18</td></tr> <tr><td>Invoice status</td><td>Open</td></tr> </table> <p><a href="#">View Invoice History</a>  <a href="#">View signature proof of delivery</a>  <a href="#">View customs documentation</a></p>	Tracking ID no.	123456789013	Invoice no.	8-043-62788	Account no.	0222-0222-1	Invoice date	08/02/2009	Due date	08/12/2009	Tracking ID balance due	9.18	Invoice status	Open	<h5>Messages</h5> <p>FedEx has audited this shipment <a href="#">Read full message...</a></p> <p>We calculated your charges based <a href="#">Read full message...</a></p> <p>Distance Based Pricing, Zone 8</p> <p>Fuel Surcharge - FedEx has applied <a href="#">Read full message...</a></p>
Tracking ID no.	123456789013														
Invoice no.	8-043-62788														
Account no.	0222-0222-1														
Invoice date	08/02/2009														
Due date	08/12/2009														
Tracking ID balance due	9.18														
Invoice status	Open														

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#### Transaction Details [Help](#)

<h5>Sender Information</h5> <p>Jason West  132 Sidney Ave  3rd Floor  San Francisco CA 94102  US</p>	<h5>Recipient Information</h5> <p>Acme Racquets  Steve Thomas  32 Rockland Street  Suite 123  Boston MA 02101  US</p>																												
<h5>Shipment Details</h5> <table border="0"> <tr><td>Ship date</td><td>08/17/2009</td></tr> <tr><td>Payment type</td><td>Third Party</td></tr> <tr><td>Service type</td><td>Bill third party</td></tr> <tr><td>Zone</td><td>02</td></tr> <tr><td>Actual weight</td><td>25 lbs.</td></tr> <tr><td>Rated weight</td><td>25 lbs.</td></tr> <tr><td>Declared value</td><td>0.00</td></tr> </table>	Ship date	08/17/2009	Payment type	Third Party	Service type	Bill third party	Zone	02	Actual weight	25 lbs.	Rated weight	25 lbs.	Declared value	0.00	<h5>Charges</h5> <table border="0"> <tr><td>Transportation charges</td><td style="text-align: right;">28.78</td></tr> <tr><td>Declared value charges</td><td style="text-align: right;">2.03</td></tr> <tr><td>Fuel surcharges</td><td style="text-align: right;">0.51</td></tr> <tr><td>Weekday delivery</td><td style="text-align: right;">0.00</td></tr> <tr><td>Discounts</td><td style="text-align: right;">-22.14</td></tr> <tr><td>Direct signature</td><td style="text-align: right;">0.00</td></tr> <tr><td><b>Total charges</b></td><td style="text-align: right; border-top: 1px solid black;"><b>9.18</b></td></tr> </table>	Transportation charges	28.78	Declared value charges	2.03	Fuel surcharges	0.51	Weekday delivery	0.00	Discounts	-22.14	Direct signature	0.00	<b>Total charges</b>	<b>9.18</b>
Ship date	08/17/2009																												
Payment type	Third Party																												
Service type	Bill third party																												
Zone	02																												
Actual weight	25 lbs.																												
Rated weight	25 lbs.																												
Declared value	0.00																												
Transportation charges	28.78																												
Declared value charges	2.03																												
Fuel surcharges	0.51																												
Weekday delivery	0.00																												
Discounts	-22.14																												
Direct signature	0.00																												
<b>Total charges</b>	<b>9.18</b>																												
<h5>Original Reference</h5> <table border="0"> <tr><td>Customer reference no.</td><td>2298x3</td></tr> <tr><td>Department no.</td><td></td></tr> <tr><td>RMA no.</td><td></td></tr> <tr><td>Reference #2</td><td>P0847631</td></tr> <tr><td>Reference #3</td><td>975456788</td></tr> </table>		Customer reference no.	2298x3	Department no.		RMA no.		Reference #2	P0847631	Reference #3	975456788																		
Customer reference no.	2298x3																												
Department no.																													
RMA no.																													
Reference #2	P0847631																												
Reference #3	975456788																												
<h5>Proof of Delivery</h5> <table border="0"> <tr><td>Delivery date</td><td>08/21/2009 06:46</td></tr> <tr><td>Service area code</td><td>A2</td></tr> <tr><td>Signed by</td><td>B.Newby</td></tr> </table> <p><a href="#">View signature proof of delivery</a></p>		Delivery date	08/21/2009 06:46	Service area code	A2	Signed by	B.Newby																						
Delivery date	08/21/2009 06:46																												
Service area code	A2																												
Signed by	B.Newby																												

[Back to invoice detail](#)    
Notify User
Dispute
Pay

Your charges are automatically paid for each shipment using your credit card information on file. To update your credit card information at any time, simply click the My Options tab and select the Update Credit Card Profile option.

If your card has expired or is declined for any other reason, your Account Summary will show an Invoices Due to Declines box.

**FedEx Billing Online** Printable Version Help

Account Summary Search/Download My Options Message Center

**Welcome, Allen Brooks**

**Account Summary** Help

Primary Account 0222-0222-1 [Add an account](#)

Balance due \$ 18.77

- ① [Your Credit Card information needs to be updated.](#)
- ① [You have 2 Past Due invoices.](#)
- 📄 [You have 2 items in your payment cart.](#)
- 📄 [You have 6 download files ready in the download center.](#)
- 📧 [You have 4 messages in the message center.](#)

**Invoices Due to Declines** Help

Invoice Number	View/Print	Invoice Date	Due Date	Account no.	Invoice Status	Original Charges	Balance due
<a href="#">8-916-S0107</a>		04/17/2009	04/28/2009	0222-0222-1	Open	18.77	18.77

[Update Credit Card & Pay](#)

Any unpaid shipment charges 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.

# Disputing

Disputing charges on individual shipments is simple to do.

To dispute a particular shipment, click a tracking/billing ID, and from the Tracking ID Details page, click the Dispute button at the bottom. Enter a dispute amount and select a reason for the dispute from the dropdown box. Fill in any relevant details, and click the Submit Dispute button. Again, a confirmation page will display.

## Dispute Tracking ID

1 Dispute 2 Dispute Confirmation

[Clear all fields](#)

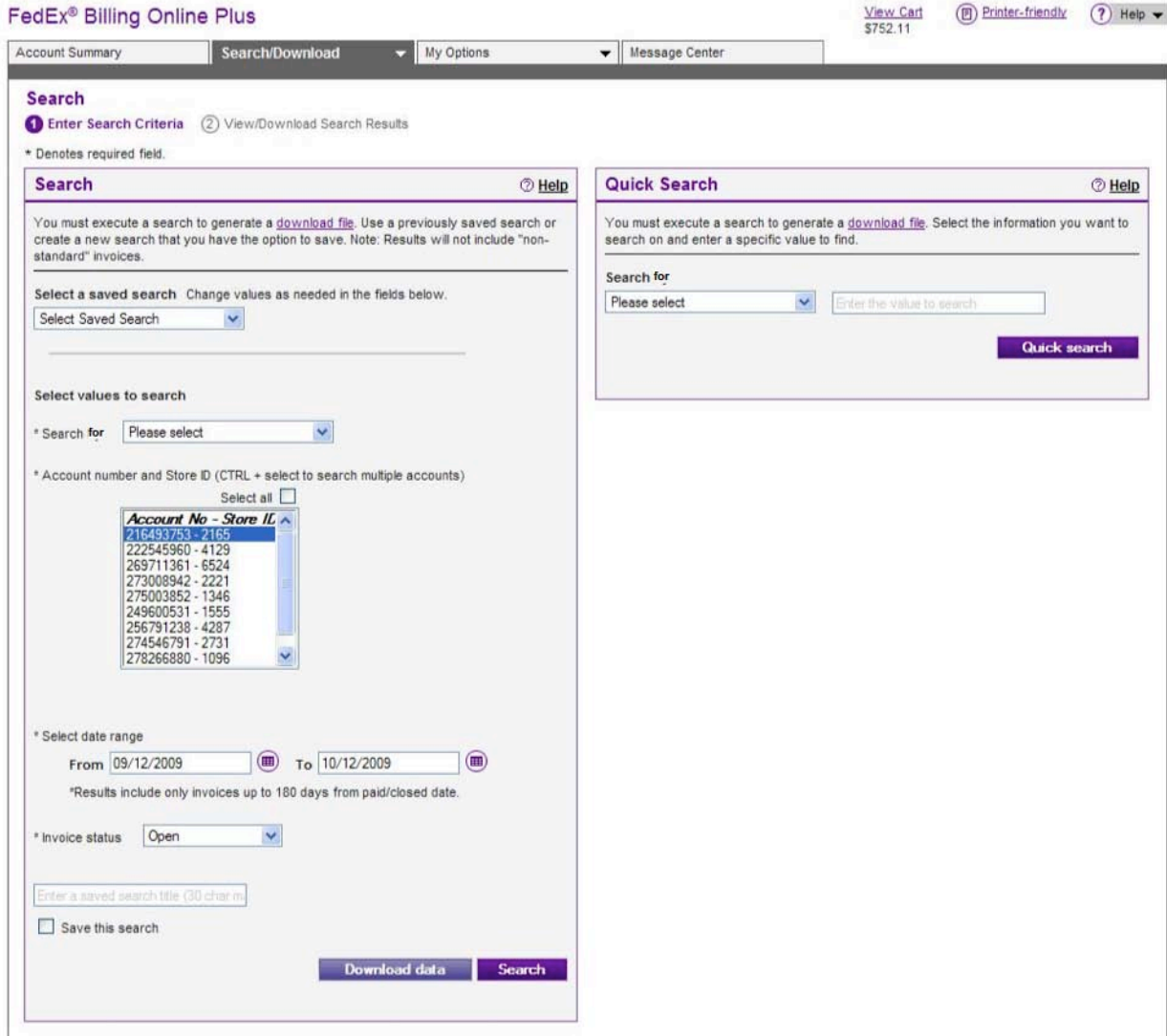
Dispute Information		<a href="#">Help</a>
Account no.	0222-0222-1	
Invoice no.	<a href="#">5587456</a>	
Tracking ID	123456789012	
Total original charges	\$15,372.22	
Balance due	\$8,072.22	
Dispute amount	<input type="text" value="\$7,300.00"/>	
Dispute type	<input type="text" value="Please select"/>	

[Back](#)

[Submit dispute](#)

# Searching

Performing a search is easy. Click the Search/Download tab and choose New Search or Download. Here you'll see the page is divided into two sections.



On the left, you can perform a search using previously saved criteria, or select values to search such as a date range or invoice status. When conducting such a search, be sure to choose the correct account number under which the search should be performed.

On the right, you can perform a Quick Search for more narrow criteria, such as a specific invoice or tracking ID.

For a regular search, choose the relevant values and click the Search button. You may also opt to save your search for future use. Simply give it a name and check the Save this Search box.

On the Search results page, you'll have a variety of options depending on the search criteria you entered. For example, open and past-due invoices may be selected to notify a user.

**Search Results** Help

Per page 10 Page 1 of 1

Select all	Invoice no. ▼	View/print	Account no.	Invoice status	Invoice date	Original charges	Balance due
<input type="checkbox"/>	<a href="#">8-723-87441</a>		0222-0222-1	<a href="#">Open</a>	03/05/2007	7.96	7.96
<input type="checkbox"/>	<a href="#">8-723-81271</a>		0222-0222-1	<a href="#">Past-Due</a>	03/05/2007	17.36	17.36
<input checked="" type="checkbox"/>	<a href="#">8-714-73269</a>		0222-0222-1	<a href="#">Past-Due, Scheduled-Check</a>	02/27/2007	4.24	4.24
<input type="checkbox"/>	<a href="#">8-723-87345</a>		0222-0222-1	<a href="#">Past Due</a>	02/05/2007	1.91	1.91
<input checked="" type="checkbox"/>	<a href="#">8-714-07779</a>		0222-0222-1	<a href="#">In-Dispute, Submitted-Credit Card</a>	01/27/2007	120.21	120.21
<input checked="" type="checkbox"/>	<a href="#">8-723-82145</a>		0222-0222-1	<a href="#">Past-Due, Scheduled-Check</a>	01/25/2007	14.91	14.91

[Notify User](#) [Pay](#)

[Icon legend](#)

You can also download your search results. Just assign a name, select a file type and template, and click Create Download File. This will place your new file in the Download Center. We'll talk about downloading in a moment.

**Download All Search Results** Help

Name of download file:

File type:

Template:  [Create new custom template](#)

[Create download file](#)

To change your search settings, click the Search/Download tab and choose Search & Download settings. Scroll to the bottom section marked Saved Searches. From here you can edit or remove previously entered saved searches or create a new one.

**Saved Searches** Help

Search name ▼	Search type	
<a href="#">Saved search #1</a>	Tracking ID	<a href="#">Remove</a>
<a href="#">Saved search #2</a>	Tracking ID	<a href="#">Remove</a>
<a href="#">Saved search #3</a>	Invoice	<a href="#">Remove</a>
<a href="#">Saved search #4</a>	Transaction ID	<a href="#">Remove</a>
<a href="#">Saved search #5</a>	Payment reference	<a href="#">Remove</a>
<a href="#">Saved search #6</a>	Invoice	<a href="#">Remove</a>

[Create search](#)

## Downloading

Click the Search/Download tab and choose New Search or Download. Fill out the criteria for a regular search on the left. (For more details on how to conduct searches, see the Searching section above.)

The screenshot shows the 'FedEx® Billing Online Plus' interface. At the top right, there are links for 'View Cart \$752.11', 'Printer-friendly', and 'Help'. Below the header is a navigation bar with 'Account Summary', 'Search/Download', 'My Options', and 'Message Center'. The main content area is titled 'Search' and has two steps: '1 Enter Search Criteria' and '2 View/Download Search Results'. A note indicates that an asterisk denotes a required field. There are two search panels: 'Search' and 'Quick Search'. The 'Search' panel includes a 'Select a saved search' dropdown, a 'Select values to search' section with a 'Search for' dropdown, an 'Account number and Store ID' list (with a 'Select all' checkbox), a 'Select date range' section with 'From' and 'To' date pickers, an 'Invoice status' dropdown, and a 'Save this search' checkbox. The 'Quick Search' panel has a 'Search for' dropdown and a 'Quick search' button. At the bottom of the 'Search' panel are 'Download data' and 'Search' buttons.

Click the Download Data button. In the section that appears, name your file, choose your desired file type and template, and then click the Create Download button.

The screenshot shows a dialog box with two buttons at the top: 'Download data' and 'Search'. Below the buttons are three input fields: '\* Name of download file' (a text box), '\* File type' (a dropdown menu with 'Select' as the current value), and '\* Template' (a dropdown menu with 'Select template' as the current value). At the bottom of the dialog are two buttons: 'Cancel' and 'Create download'.

In the Download Center, click the file name to download it. You may also delete files queued for downloading by clicking the “remove” link next to the file name.

**Download Center**

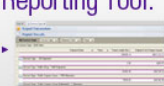
**Download Results** [Help](#)

You have 1 file(s) being processed.

You have 4 file(s) ready for download.

Save time with FedEx Flat File Reporting Tool.

[Learn more >](#)



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

Files will expire 14 days after creation date.

The following files have been created for download. Click on the file name to save it to your system.

Please click refresh list to see the files you selected. If they do not appear immediately, please wait a few minutes and try again.

Name of download file	File type	Template	Status	Generated by	Created on	Expires on	Action
<a href="#">Billing Data XLS 0205</a>	XLS	Detailed Report Template (Express & Ground - all fields)	Complete	Derrick Reives	02/06/2011	02/21/2011	<a href="#">Remove</a>
<a href="#">Billing Data CSV 0205</a>	CSV	Detailed Report Template (Express & Ground - all fields)	Complete	Derrick Reives	02/05/2011	02/20/2011	<a href="#">Remove</a>
<a href="#">Billing Data XML 0205</a>	XML	Brief Report	Complete	Derrick Reives	02/05/2011	02/20/2011	<a href="#">Remove</a>
InvPDF	PDF	Detailed Report Template (Express & Ground - all fields)	Pending	Derrick Reives	02/05/2011	02/20/2011	<a href="#">Remove</a>
<a href="#">Billing Data TXT 0205</a>	TXT	Detailed Report Template (Express & Ground - Flat File Tool)	Complete	Derrick Reives	02/05/2011	02/20/2011	<a href="#">Remove</a>

[Remove all](#) [Refresh](#)

[Search and download settings](#) [Create a new download file](#)

To change your download settings, click the Search/Download tab and choose Search & Download settings. In the section marked Automatic Downloads, you may enroll in Automatic Downloads, which will automatically generate a download file of invoice data each time a new invoice is created.

**Search and Download Settings**

\* Denotes required field

**Automatic Downloads** [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 Automatic Downloads?  Yes  No

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

Detailed Report Template (Express & Ground - Flat File Tool) ▼

[Save](#)

To customize your downloads, scroll to the Download Templates section. Here you'll see your saved templates, which can be edited or deleted. To make a new template, click the Create Template button.

Download Templates <span style="float: right;">Help</span>		
Template name ▼	Template type	
<a href="#">Sample template #1</a>	Invoice report	<a href="#">Remove</a>
<a href="#">Sample template #2</a> (autodownload)	Tracking ID / Transaction ID	<a href="#">Remove</a>
<a href="#">Sample template #3</a>	Invoice report	<a href="#">Remove</a>
<a href="#">Sample template #4</a>	Payment preferences report	<a href="#">Remove</a>
<a href="#">Sample template #5</a>	Invoice report	<a href="#">Remove</a>
<a href="#">Sample template #6</a>	Tracking ID / Transaction ID	<a href="#">Remove</a>

[Create template](#)

Enter a template name and type, and then select the fields for your template by highlighting the field name on the left and clicking the Add button in the middle. To remove criteria, highlight the field name on the right and click the Remove button.

**Template Criteria** Help

\* Template name

\* Template type

**Select Fields for Template** Help

[Select all fields](#)

- INVOICE GROUP
- Bill to Account Number\*
- Store Id
- Original Amount Due
- Current Balance
- Payor
- SHIPMENT GROUP
- Ground Tracking ID Prefix
- Express or Ground Tracking ID\*
- Transportation Charge Amount

[View field definitions](#)

[Add >>](#)

[<< Remove](#)

[Clear all fields](#)

When you're finished, click the Save Template button. Your new template will now be shown in the Download Templates section and can be applied to any future search or download.

## Managing Users and Account Settings

Managing your users and account settings within FedEx Billing Online Plus is quick and easy.

To manage your settings, click the My Options tab and select Manage Account Settings. From here you'll be able to add primary accounts and edit account information such as your store ID.

### Manage Account Settings

**Add/Remove Accounts** [Help](#)

**Adding a New Primary Account**

To add a primary account, you will be redirected to the FedEx account login screen.

[Add a primary account](#)

To create a new primary account, click the Add a Primary Account button and you will be directed to the FedEx account registration screen to complete the necessary information. Afterwards, you'll be able to use the dropdown on the Account Summary screen to choose between primary accounts. All actions performed within FedEx Billing Online will be conducted only within the chosen account.

Edit your store ID by choosing the account number of the store or location, entering a new ID, and clicking the Update Store ID button.

**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.

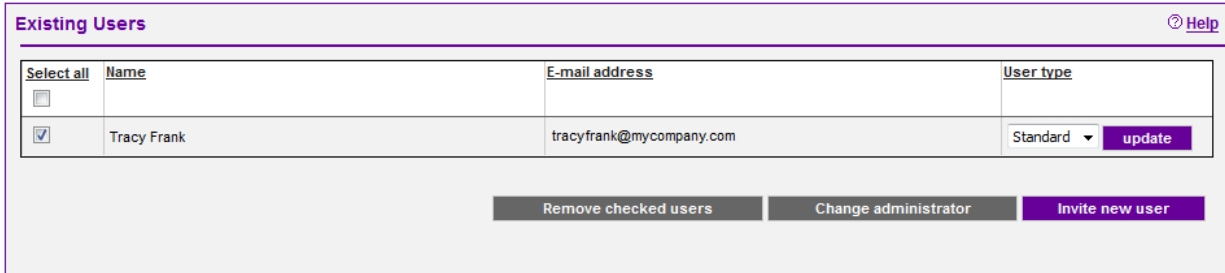
Account no.

[Update store ID](#)

To invite, delete and update additional users for your account, click the My Options tab and select Manage Users.

### Manage Users

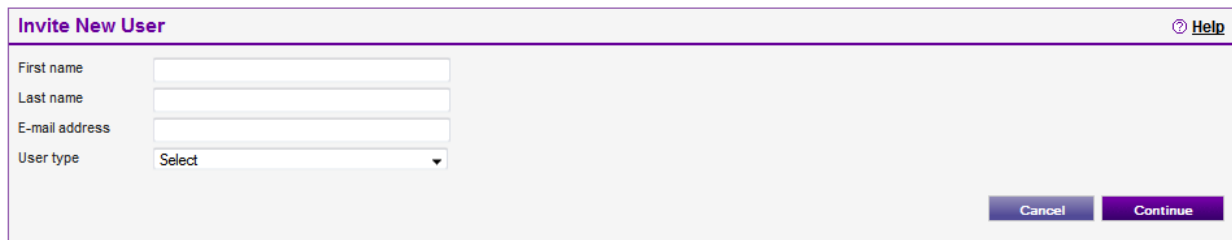
FedEx Billing Online allows you to invite, delete and update additional users for your account. Currently, users can have standard access which allows them to view, pay and dispute invoices. Once you add a user, he or she will be sent an invitation allowing them to join FedEx Billing Online.



The 'Existing Users' interface features a table with columns for selection, name, email address, and user type. A single user, Tracy Frank, is listed with a checked selection box and a user type of 'Standard'. Below the table are three buttons: 'Remove checked users', 'Change administrator', and 'Invite new user'. A 'Help' link is located in the top right corner.

Select all	Name	E-mail address	User type
<input type="checkbox"/>			
<input checked="" type="checkbox"/>	Tracy Frank	tracyfrank@mycompany.com	Standard <input type="button" value="update"/>

To add a new user, click the Invite New User button.



The 'Invite New User' form contains four input fields: 'First name', 'Last name', 'E-mail address', and 'User type'. The 'User type' field is a dropdown menu currently set to 'Select'. 'Cancel' and 'Continue' buttons are positioned at the bottom right. A 'Help' link is in the top right corner.

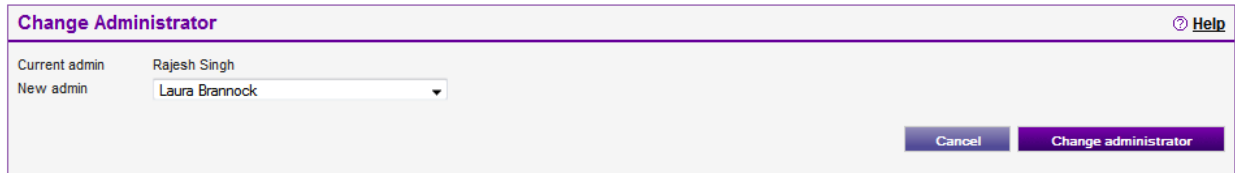
First name:   
Last name:   
E-mail address:   
User type:

In the box that appears, enter the person's name, email address, and user type: Standard, which allows the user to view, pay and dispute invoices, or View Only, which allows the user only to view invoices. Then click the Continue button. Your user will be sent an invitation email to join FedEx Billing Online. Once the invitation is accepted, he or she will be added to your Existing Users.

To edit permissions for existing users, select Standard or View Only from the drop-down next to each person's name.

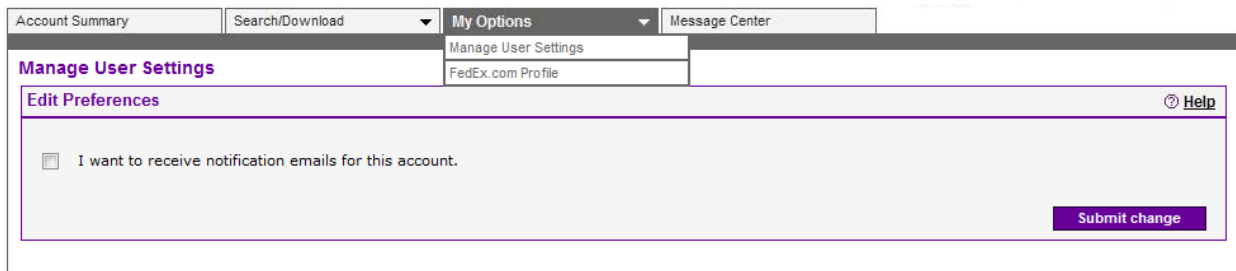
To delete a user from the list, check the box next to the person's name in the left column and then click the Remove Checked Users button.

You may also change the administrator for your account. Simply click the Change Administrator button and from the box that appears, select the new administrator from the dropdown list of invited users and click the Change Administrator button.



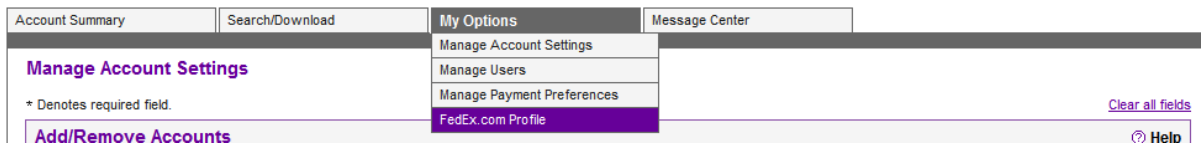
The 'Change Administrator' dialog box shows the current administrator as 'Rajesh Singh' and the new administrator selected as 'Laura Brannock' from a dropdown menu. There are 'Cancel' and 'Change administrator' buttons at the bottom right.

If you are an invited user, you can also choose to receive email notifications. To do this, click the My Options tab, choose Manage User Settings, select the checkbox, and click Submit Change. Please note this action is only for invited users. FedEx Billing Online administrators will automatically receive email notifications when, for example, files are ready to download or when credit card information needs updating.



The 'Manage User Settings' dialog box is open under the 'My Options' tab. It shows 'Manage User Settings' and 'FedEx.com Profile' in the sub-menu. The main content area has a checkbox labeled 'I want to receive notification emails for this account.' and a 'Submit change' button at the bottom right.

You can select the FedEx.com Profile option to change your user profile for all of fedex.com.



The 'Manage Account Settings' dialog box is open under the 'My Options' tab. The sub-menu shows 'Manage Account Settings', 'Manage Users', 'Manage Payment Preferences', and 'FedEx.com Profile' (which is highlighted). There is a 'Clear all fields' link and a 'Help' icon at the bottom right.