

# **FEDEX EDI INVOICING AND REMITTANCE OVERVIEW**

**ASC X12 4060 FORMAT - 110 TRANSACTION SET  
250-BYTE PROPRIETARY FORMAT  
CSV (COMMA SEPARATED VALUES) FORMAT**

**Air & Ground Shipments**

**U.S. Payor**

**JANUARY 2012**

**This version is effective as of January 2012. Prior to implementation, contact your Electronic Commerce analyst to ensure you have the latest version available.**

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# **INTRODUCTION**

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The purpose of this guide is to assist electronic data trading partners with information about implementing an Electronic Data Interchange (EDI) process with FedEx for Invoicing and Remittance data of FedEx Express and FedEx Ground shipments. The guide discusses benefits of EDI and how to get started with implementation. High-level overviews of supported formats are discussed to help trading partners choose a format that is right for their business needs. Finally, this guide will provide resources for getting additional information.

FedEx provides an additional electronic Invoicing and Remittance solution besides traditional EDI, which is FedEx Billing Online. This solution is outlined in more detail at: <http://www.fedex.com/us/account/billoptions/>. You can also call your FedEx Account Executive or Electronic Revenue Support (ERS) Analyst for more information.

- FedEx Billing Online Plus (FBO+) is a web-based solution allowing users view and settle all FedEx Express and FedEx Ground invoices. Benefits include:
  - o View invoices and shipment detail
  - o Schedule Electronic Funds Transfer payments or pay with a check
  - o Create reports and complete administrative functions
  - o Question shipment charges
  - o Download invoice data
  - o Register on-line

## INTRODUCTION

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### WHAT IS EDI?

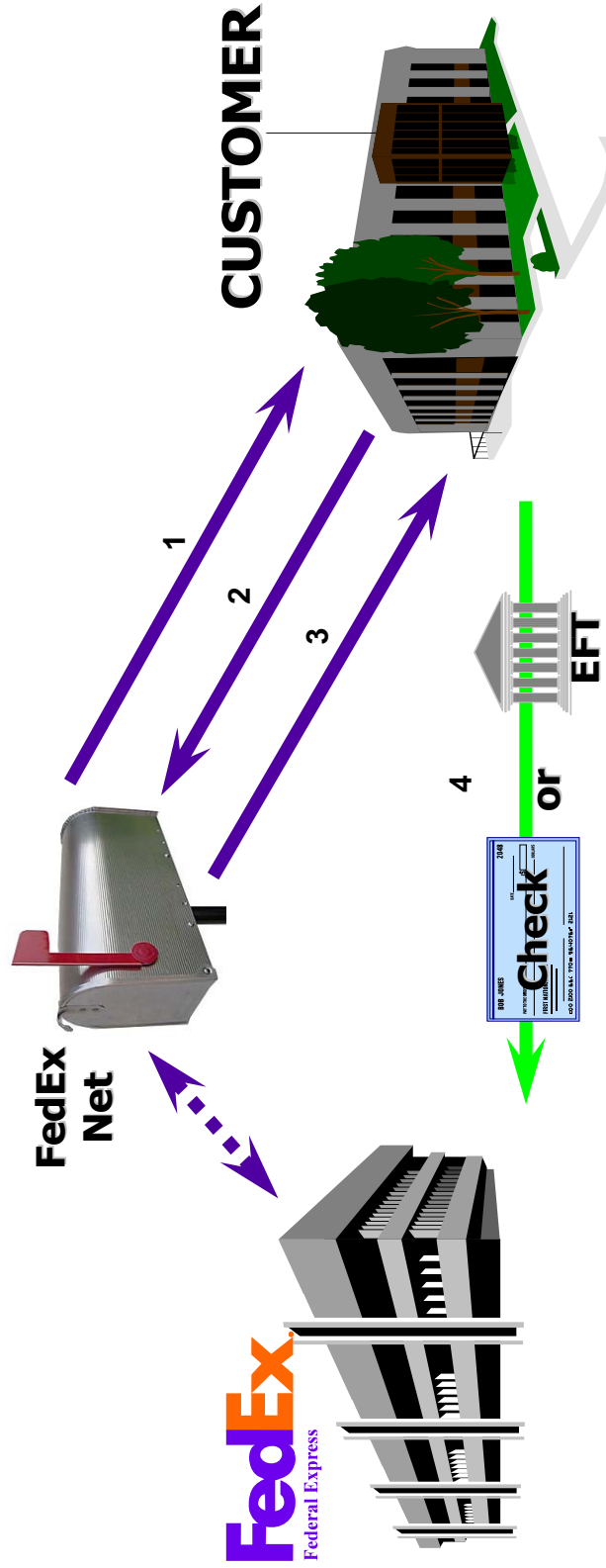
Electronic Data Interchange (EDI) is the electronic exchange of business documents using a standardized format. The entities that transmit or receive this electronic data are called *trading partners*.

EDI can be used to transfer invoice and remittance data for FedEx Express and Ground shipments between FedEx and authorized trading partners.

EDI processing helps FedEx deliver top-quality service that takes advantage of advanced information-management technology. EDI can help customers increase efficiency while reducing errors and operating costs. Additional specific benefits of implementing EDI with FedEx include:

- Reduced paper handling and mailing costs. In most cases the costs to transmit an electronic document is considerably less than mailing costs.
- Invoices for multiple FedEx accounts can be combined into a single transmission. Electronic invoicing enhances your control over accounts payable, even when shipments originate from multiple sites.
- Eliminates keying of invoice data and reduces errors, so you'll spend less time and effort verifying and processing your bills.
- Electronic invoicing provides convenient verification of shipping charges and proof of delivery (FedEx Express only).
- Electronic invoicing allows for quick and accurate allocation of shipping costs to internal departments and third parties, streamlining your accounting and improving cash flow.
- Invoice adjustments can be submitted electronically.
- Multiple data formats allow easy integration with Accounts Payable processes.

# Electronic File Data Flow



Electronic Data transmitted to/from FedExNet mailbox (or VAN of choice)

1. Express and Ground Invoices transmitted to customer
2. Remittance Advice and/or Dispute/Non-Pay Request transmitted to FedEx
3. Dispute/Non-Pay Resolution transmitted to customer
4. Payment via Check or Electronic Funds Transfer (EFT)

## **INTRODUCTION**

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# **GUIDELINES AND LIMITATIONS**

## **General**

In addition to the terms and conditions stated in the FedEx Service Guide:

- To be eligible for electronic invoicing, you must send your remittance data electronically. Payment can be made via check or Electronic Funds Transfer (EFT).
- Past due charges will be sent electronically. In accordance with the FedEx Service Guide, payment must be made within 15 days of the invoice date.
- On your normal billing cycle, you will receive an invoice file for all account numbers requested to be billed electronically.
- All shipments billed to the accounts that you provide to us for electronic invoicing will be included in the invoice transmission with the exception of Same Day Service,.
- You can receive Intra-U.S. and International invoices for both Express and Ground.
- Duty/tax invoices for International shipments can be included in the International file if desired.
- Electronic documents are not considered "received" until they are accessible on the receiving mailbox.
- Electronic documents transmitted for electronic invoice and remittance are considered written documents. They constitute an original when they are printed from electronic files or records established and maintained in the course of business.
- Failure to retrieve electronic invoice files in a timely manner may result in termination of electronic invoicing by FedEx. Paper invoicing will resume.
- Lack of reference data provided by the shipper is not a valid reason for invoice adjustments.
- Short payment problems identified by FedEx that are related to programming in your accounts payable system or databases must be corrected immediately.
- FedEx may modify electronic invoice and remittance formats at any time.
- After implementation, either party can terminate electronic invoice and remittance with prior notice.
- Shipments are governed by service conditions in the current FedEx Service Guide and Addendum.
- If there is a conflict between this guide and the FedEx Service Guide, the Service Guide will take precedence.

## **INTRODUCTION**

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### **GUIDELINES AND LIMITATIONS (cont.)**

#### **...For Duty/Tax Invoicing (International Express shipments only)**

The following guidelines and limitations apply to the FedEx Electronic Duty/Tax Invoicing process:

- Duty/tax adjustment requests may not be submitted electronically, and must be submitted in writing.
- Duty/tax paperwork will be mailed to the Bill-To address for the electronic invoicing master account number (Refer to the 'Testing' section).
- The duty/tax tracking number in the duty/tax record will be the same tracking number used for the transportation charges of the shipment.
- The International freight charges and duty/tax charges may be billed on separate invoices and may appear in different electronic invoice files.

#### **...For Remittances (U.S. Payor only)**

The following guidelines and limitations apply to the FedEx Electronic Remittance process:

- All remittances can be included on your transmission regardless of the billing medium (electronic or paper).
- Domestic and International invoices can be included in one remit file.
- All payments on the transmission must total to a single check or EFT. Invoice adjustments can be included in the same transmission.

#### **...For Transmissions**

FedEx will transmit your invoice files either daily or weekly on your preferred billing day.

The following guidelines and limitations apply:

- Your ERS Analyst will assign a mailbox to you on our network, FedEx Net.
- At no cost to you, FedEx will pay for the transmission of invoice and remittance files to an electronic mailbox or to a value-added network of our choice. However, if you choose a different network, FedEx pays the costs of the transmission interconnect only. Your company is responsible for all charges from your value-added network provider.
- You will provide and maintain your equipment, software, services, and testing necessary to effectively and reliably send and receive electronic documents.
- You are responsible for using proper mailbox procedures to ensure that all electronic documents are duly authorized and protected from improper access.

# INVOICING

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## INVOICE OVERVIEW

FedEx offers three formats for electronic invoicing. They are:

- CSV variable length format, which contains one Invoice Record per tracking number, multiple records per electronic file.
- 250 Proprietary fixed length format, which contains a Header Record, Detail Record and Summary Record.
- ASC X12 standard (variable) format, which contains one invoice per transaction set, and multiple transaction sets per electronic invoice file. Detail tracking number information contains one tracking number per LX loop, multiple tracking numbers per invoice transaction set.

All three formats support Intra-U.S. and International shipments. You can elect to receive Intra-U.S., Ground, International (freight and/or duty tax) or both on electronic invoicing.

<b>DOMESTIC</b>	<b>INTERI</b>
Express	Fi
Ground	Du

In the electronic invoicing file all tracking number detail follows the invoice number it supports. Once all the detail records have been supplied for a particular invoice, the next invoice record begins. This cycle repeats until the last invoice file is completed.

# **REMITTANCE**

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## **PROCEDURES FOR SUBMITTING REMITTANCE DATA**

You must create a remittance file to indicate which shipments are being paid. Your remittance file may contain all of your Intra-U.S. Ground and Express, and International invoices (electronic or paper).

FedEx accepts three different remittance formats which are:

- ASC X12 820 Remittance
- FedEx Proprietary 80-Byte Remittance
- FedEx Proprietary CSV (Comma Separated Values)

For an explanation of how to structure a remittance/invoice adjustment file, refer to the "Remittance Record Layout" section.

When sending electronic remittance data, you have the following options:

- Pay full amount of invoice. If you pay all of the tracking numbers on an invoice, create only one payment record for that invoice
- Make a partial invoice payment. If you make a partial payment, create a separate record for each tracking number.
- You have the option of submitting payments and invoice adjustments in the same remittance file, or in separate files.

## REMITTANCE

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### PAYMENT OPTIONS

#### PAYMENT BY CHECK:

1. Prepare your payment and your remittance file, including the invoice adjustments.

The amount of your check or EFT must agree with the total amount of the remittance file. (Negative amounts cannot be submitted.)

2. Send your check and any remittance documentation to:

By US mail:

FedEx ERS  
P.O. Box 371741  
Pittsburgh, PA 15250-7741

By FedEx Priority Overnight Letter:

FedEx ERS  
Attn: Box 371741  
500 Ross Street  
Room 154-0455  
Pittsburgh, PA 15250  
Phone: (412) 234-5494

#### ELECTRONIC PAYMENT:

3. If you wish to make payment via EFT/Electronic Funds Transfer or ACH/Automated Clearing House, please contact your ERS Analyst. Accompanying remittance data can be submitted via CTX, CCD, CCD+ or other supported formats.

## REMITTANCE

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### ELECTRONIC INVOICE ADJUSTMENT NOTIFICATION

You can also use the remittance file to dispute invoicing charges. These are referred to as invoice adjustment items. Once FedEx has processed the invoice adjustment items submitted in your remittance file, you will receive an electronic invoice adjustment resolution file. The invoice adjustment resolution file uses the same structure as the invoicing file. You will receive the invoice and tracking number detail along with the invoice adjustment information. The file will contain one of the following resolution types for each tracking number:

- Credit
- Denial
- Refund
- Reject
- Other

**NOTE:**

- *Duty/tax adjustment requests must be submitted in writing.*
- *Adjustment requests for service failure or no proof of delivery must be submitted through the invoice adjustment feature on [fedex.com](http://fedex.com) or the telephone invoice adjustment system at (800) 622-1147.*

# X12 SEGMENT SYNTAX

## X12-4060 INVOICE SEGMENT SYNTAX

One invoice per 110 transaction set, and multiple tracking numbers per invoice. Individual tracking numbers within an invoice are provided in the LX Loop.

Segment/ID	Segment	Requirement	MaxUse	LoopID	Loop Repeat
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**Table 1 - Header**

ST	Transaction Set Header	M	1		
B3	Beginning Segment for Carrier's Invoice	M	1		
B3A	Invoice Type	O	1		
ITD	Terms of Sale/Deferred Terms of Sale	O	1		

**Table 2 - Detail**

N1	Name (Bill-To Party)	O	1	N1	3
N2	Additional Name Info	O	1	N1	
N3	Address Information	O	2	N1	
N4	Geographic Location	O	1	N1	
<i>(N1, N3, N4 Segments Repeat for 'Remit To' Information)</i>					
N9	Reference Information	O	30	N1	

LX	Sequential Number	M	1	LX	>1																																				
<table border="1"> <tbody> <tr> <td>N1</td> <td>Name (Shipper)</td> <td>O</td> <td>1</td> <td>N1</td> <td>2</td> </tr> <tr> <td>N2</td> <td>Additional Name Information</td> <td>O</td> <td>1</td> <td>N1</td> <td></td> </tr> <tr> <td>N3</td> <td>Address Information</td> <td>O</td> <td>2</td> <td>N1</td> <td></td> </tr> <tr> <td>N4</td> <td>Geographic Location</td> <td>O</td> <td>1</td> <td>N1</td> <td></td> </tr> <tr> <td>N9</td> <td>Reference Information</td> <td>O</td> <td>30</td> <td>N1</td> <td></td> </tr> <tr> <td colspan="6"><i>(N1, N2, N3, N4, N9 Segments Repeat for Recipient Information)</i></td> </tr> </tbody> </table>						N1	Name (Shipper)	O	1	N1	2	N2	Additional Name Information	O	1	N1		N3	Address Information	O	2	N1		N4	Geographic Location	O	1	N1		N9	Reference Information	O	30	N1		<i>(N1, N2, N3, N4, N9 Segments Repeat for Recipient Information)</i>					
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P1	Pickup	O	1	LX																																					
R1	Route Information (Air)	O	1	LX																																					
POD	Proof of Delivery	O	1	LX																																					
V9	Event Detail	O	1	LX																																					
RMT	Remittance Advice	O	10	LX																																					
NTE	Note/Special Instruction	O	10	LX																																					
<table border="1"> <tbody> <tr> <td>L5</td> <td>Description, Marks, and Numbers</td> <td>M</td> <td>1</td> <td>L5</td> <td>4</td> </tr> <tr> <td>L0</td> <td>Line Item - Quantity and Weight</td> <td>O</td> <td>1</td> <td>L5</td> <td></td> </tr> <tr> <td>L4</td> <td>Measurement</td> <td>O</td> <td>4</td> <td>L5</td> <td></td> </tr> <tr> <td>L10</td> <td>Weight</td> <td>O</td> <td>4</td> <td>L5</td> <td></td> </tr> <tr> <td>SL1</td> <td>Tariff Reference</td> <td>O</td> <td>1</td> <td>L5</td> <td></td> </tr> </tbody> </table>						L5	Description, Marks, and Numbers	M	1	L5	4	L0	Line Item - Quantity and Weight	O	1	L5		L4	Measurement	O	4	L5		L10	Weight	O	4	L5		SL1	Tariff Reference	O	1	L5							
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<table border="1"> <tbody> <tr> <td>L1</td> <td>Rate and Charges</td> <td>O</td> <td>1</td> <td>L1</td> <td>30</td> </tr> <tr> <td>C3</td> <td>Currency</td> <td>O</td> <td>1</td> <td>L1</td> <td></td> </tr> </tbody> </table>						L1	Rate and Charges	O	1	L1	30	C3	Currency	O	1	L1																									
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C3	Currency	O	1	L1																																					

**Table 3 - Summary**

L3	Total Weight and Charges	M	1		
SE	Transaction Set Trailer	M	1		

### 820 TRANSACTION SET - REMITTANCE LAYOUT

One payment per 820 Transaction Set. Provide individual tracking numbers within the RMR segment; invoice numbers within the REF segment. Invoice adjustments requests are submitted in the ADX segment.

### 110 TRANSACTION SET - INVOICE ADJUSTMENT RESOLUTION LAYOUT

FedEx will return a 110 transaction set response file containing an RMT segment reflecting invoice adjustment resolution information.

# 250-BYTE SYNTAX

## 250-BYTE INVOICE SYNTAX

An invoice file may have multiple invoices. An invoice may have multiple tracking numbers. An invoice will have three header records (or four if the invoice contains both Express and Ground shipments), and multiple detail (tracking number) records. The last detail record will be followed by two Summary records. Numeric fields are right justified and zero filled if data is not provided. Alphanumeric fields are left justified and space filled if data is not provided. Each record is 250-bytes.

<b>INVOICE FILE LAYOUT</b>			
<b>HEADER:</b>			
Invoice 1	HA1 INVOICE	1 record per invoice	Invoice number, date, total charge
	HA2 NAME	1 record per invoice	Name and address of billed account
	HA5 INVSUMMARY	1 record if an Express shipments	Summarizes pieces, weight and charges by payor type
	HA6 INVSUMMARY	1 record if any Ground shipments	Summarizes pieces, weight and charges by payor type
<b>DETAIL:</b>			
1st Tracking Number	DB1 NAME	1 per tracking number	Name and address of shipper
	DB2 NAME	1 per tracking number	Name and address of recipient
	DB3 NAME	1 optional record for address corrections	Name and original address of recipient, if corrected
	DB5 NAME	1 optional record for alternate pick-up address	Alternate pick-up address
	DC1 AIRBILL	1 per tracking number	Tracking number, service, net charges, Reference 1
	DC2 AIRBILLEXT	1 per tracking number	Bundle #, Reference 2 (Express), Reference 3 (Express)
	DD1 Delivery	1 per tracking number	Proof of Deliver and delivery exception information
	DE1 PACKAGE	1 per tracking number	Pieces, weight, declared value, Ground reference fields
	DE2 PACKAGE EXT	1 optional record, only for duties/taxes	For certain ancillary charges or France waiver
	DF1 CHARGE	Multiple, 1 for each charge component	Charge code, amount, exchange rate
DG1 COMMODITY	1 optional record, only for duties/taxes	Country of manufacture and description	
2nd Tracking Number	DB1 NAME	1 per tracking number	Name and address of shipper
	DB2 NAME	1 per tracking number	Name and address of recipient
	DB3 NAME	1 optional record for address corrections	Name and original address of recipient, if corrected
	DB5 NAME	1 optional record for alternate pick-up address	Alternate pick-up address
	DC1 AIRBILL	1 per tracking number	Tracking number, service, net charges, Reference 1
	DC2 AIRBILLEXT	1 per tracking number	Bundle #, Reference 2 (Express), Reference 3 (Express)
	DD1 Delivery	1 per tracking number	Proof of Deliver and delivery exception information
	DE1 PACKAGE	1 per tracking number	Pieces, weight, declared value, Ground reference fields
	DE2 PACKAGE EXT	1 optional record, only for duties/taxes	For certain ancillary charges or France waiver
	DF1 CHARGE	Multiple, 1 for each charge component	Charge code, amount, exchange rate
DG1 COMMODITY	1 optional record, only for duties/taxes	Country of manufacture and description	
<b>HEADER:</b>			
Invoice 2	HA1 INVOICE	1 record per invoice	Invoice number, date, total charge
	HA2 NAME	1 record per invoice	Name and address of billed account
	HA5 INVSUMMARY	1 record if an Express shipments	Summarizes pieces, weight and charges by payor type
	HA6 INVSUMMARY	1 record if any Ground shipments	Summarizes pieces, weight and charges by payor type
<b>DETAIL:</b>			
1st Tracking Number	Detail records above repeat, starting with DB1		
<b>SUMMARY:</b>			
	SZ1 TRAILER	1 per file	Number of invoices, shipments, total charges
	SZ2 NAME	1 per file	FedEx Remittance Address

### REMITTANCE RECORD LAYOUT (US Payors Only)

**HEADER:** One 80-byte record providing your check/reference number, settlement date if EFT, and Master EDI Account Number.  
**DETAIL:** One 80-byte record for each invoice or tracking number or payment and/or invoice adjustment request; multiple records as needed.

### INVOICE ADJUSTMENT RESOLUTION FILE LAYOUT (US Payors Only)

The Invoice Adjustment Resolution file will contain all the records of an invoice file with the addition of the DW1 NONPAY record (after COMMODITY). One NONPAY record will generate for each item submitted for an invoice adjustment using our remittance layout.

## COMMA SEPARATED VALUES SYNTAX

### CSV INVOICE SYNTAX

The first record is a header record, providing an abbreviated name of each field. All field names are separated by commas. Multiple detail records follow, one for each tracking number. These records are variable length, each field separated by a comma. If no data is present in a field, it is noted by a comma.

#### CSV INVOICE EXAMPLE:

```
Master EDI No,Invoice Number,Invoice Date,Type,Settle,Inv Charge,Trans Cnt,
199913921,123456789,20050701,O,D,61.45,5,114114114,US,,,2,,333333333333,,
199913921,123456790,20050701,O,D,9.65,7,115115115,US,,,2,,222222222222,,
```

### REMITTANCE RECORD SYNTAX

You will create one detail record for each invoice or tracking number payment and/or invoice-adjustment request (no header record). The file can be built in Excel, however, the file must be saved and sent as a 'csv' file. You can also send a comma-delimited text document with multiple records as needed.

#### CSV REMITTANCE EXAMPLE:

```
Ref,Ck,EDI Acct #,Invoice #,Account #,Tracking #,Pynt,Inv Adj,Amt,Reason
345,K,999999999,333333444,121212121,111111111111,46.85,,,
345,K,999999999,333333360,121212122,222222222222,26.10,,,
345,K,999999999,333333500,121212123,333333333333,27.94,,,
345,K,999999999,333350000,121212124,444444444444,26.10,22,5.20,7 LBS
345,K,999999999,333340000,121212125,555555555555,23.98,,,
345,K,999999999,333340000,121212125,666666666666,0.00,21,36.82,BILL TO 313131313
345,K,999999999,333330000,121212126,777777777777,52.49,,,
```

### INVOICE ADJUSTMENT RESOLUTION SYNTAX

This is the FedEx response file to any request for invoice adjustment that you submit using the Remittance Records above.

The first record is a header record, providing an abbreviated name of each field; all fields are separated by commas. Multiple detail records follow, one for each tracking number submitted for an invoice adjustment using our remittance layout.

#### CSV INVOICE ADJUSTMENT EXAMPLE:

```
Master EDI No,Invoice Number,Invoice Date,Type,Grd Prefix,Tracking Number,Ck
Ref No,Resolution,Reason Code,Request Amt,Amt Due,Amt Adjusted,Orig Adj
Code
```

```
399999999,855555555,20060626,N,227,999999999990,05122222,C,,5.55,.00,5.55,,
399999999,855555555,20060626,N,227,999999999991,05122222,C,,4.55,.00,4.55,,
399999999,855555555,20060626,N,227,999999999992,05122222,C,,4.55,.00,4.55,,
399999999,855555666,20060626,N,999999999993,05122222,C,,7.12,.00,7.12,,
399999999,855555666,20060626,N,999999999994,05122222,C,,29.00,.00,29.00,,
```

# COMMUNICATION OPTIONS

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It is a FedEx Information Security requirement that customer data, both inbound and outbound, either be encrypted or be sent via a secured website (https). FedEx offers the following options for communication of data to trading partners.

## sFTP (secure File Transfer Protocol)

sFTP (secure File Transfer Protocol) uses dedicated ports to transfer data securely between FedEx and the customer. The connection is secure so no certificates or keys need to be exchanged. This also means that the commands, as well as the passwords, are secure. This option uses secure shell (SSH) encryption and a binary transfer. The data can either be pushed or delivered to a mailbox on FedExNet.

## AS2

AS2 also known as EDI INT, or EDI over the internet is also supported by FedEx. **AS2** essentially creates a wrapper around EDI or flat files that enables sending them over the Internet. **AS2** is a real-time technology that provides security and encryption around the HTTP packets. It enables information transmitted over public and private global networks to be digitally signed, secured, and non-repudiated. The customer must have AS2 software to be able to use this option, but there are no network charges.

## TDAccess

TDAccess is software that allows trading partners to connect to their FedExNet mailbox. TDAccess handles encryption and compression of the files. A FedEx vendor supplies the software and walks the customer through the installation process. The vendor will make sure the trading partner can communicate correctly and helps the trading partner to configure TDAccess to poll the mailbox at specified times. If files are present, they will be moved to a specified directory on the trading partner's system. There are no fees to the trading partner for this service.

## Secured Website (https)

Trading Partners may wish to access their mailbox via a secured website (https). This is a manual process whereby the trading partner connects to a secure URL using a provided User ID and password. The website allows the trading partner to upload and download files. Only one file can be uploaded or downloaded at a time.

## Value Added Network

FedEx has the ability to transmit to a Value-Added Network (VAN). GXS is the VAN FedEx uses and GXS can interconnect to the trading partner's VAN. There are transmission costs for this option. FedEx will incur up to 50% of the transmission costs.

## **GETTING STARTED**

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Once you have decided to use electronic invoice and remittance, follow this guide for testing and implementation. If you need help along the way, consult the 'Getting Help' section at the back of this guide.

You will need to successfully complete these steps before electronic invoice and remittance may begin:

1. Request an electronic invoice test file by contacting your FedEx Account Executive or your assigned Electronic Revenue Support (ERS) Analyst. If you need your Account Executive's name and telephone number, call Customer Service at 800-463-3339. Your Account Executive will submit the request to Electronic Revenue Support (ERS). You may also contact your ERS Analyst directly by dialing 888-450-1774. Your ERS Analyst will contact you to gather information and guide you through testing and implementation.
2. Program your system to read the invoice file FedEx sends you, process it through your Accounts Payable System, generate and send the remittance transmission (U.S. Payor only) (refer to the 'Invoice' section), and return to FedEx a remittance data file.
3. If you request invoice adjustments electronically, program your system to generate and send adjustment information and receive adjustment resolution files (U.S. Payor only) (refer to the 'Remittance/Adjustment' section).
4. Test in coordination with FedEx (Refer to the Implementation Guide for details).
5. When invoice testing is complete and remittance testing is approved, provide your ERS Analyst with a list of all shipping accounts and the associated company names you want implemented. At your requested production date, paper invoicing will be replaced with electronic invoicing.

# RESOURCES

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WHAT YOU NEED	WHAT YOU DO
To request specific electronic format Implementation Guides...	<ul style="list-style-type: none"> <li>• Call your assigned Electronic Revenue Support Analyst</li> <li>• Or Call <b>888 450-1774</b> Option 1</li> <li>• Or visit <a href="http://www.fedex.com/billing/options">fedex.com</a> billing options at <a href="http://www.fedex.com/us/solutions/edi.html">http://www.fedex.com/us/solutions/edi.html</a></li> <li>• Or Call your FedEx account executive</li> </ul>
To test Electronic Invoice & Remittance ...	Call your Electronic Revenue Support Analyst or call your FedEx account executive. To obtain your ERS Analyst's name and contact information call <b>888 450-1774</b> .
To contact your account executive ...	Obtain your account executive's name and telephone number by calling Customer Service at <b>800 463-3339</b> (800 Go FedEx).
Answers to billing questions or to request Duties & Taxes adjustments...	Call FedEx Revenue Services at: <b>800 622-1147</b> between 7 A.M. and 6 P.M. (CST).
Answers to technical questions or to obtain a replacement invoice file ...	Call your assigned Electronic Revenue Support Analyst or call <b>888 450-1774</b> .
After implementing Electronic Invoice and remittance...	
To notify FedEx of any change in electronic communications, account setup or maintenance 3rd party designee, or address...	Contact your Electronic Revenue Support (ERS) Analyst. To obtain your ERS Analyst's name and contact information call <b>888 450-1774</b> .
To obtain service information ...	Consult the current <i>FedEx Service Guide</i> . It is the official source for service offerings, delivery schedules, and conditions for Money-Back Guarantee. It is an essential reference for programming when auditing the electronic invoice. To request a copy of the <i>FedEx Service Guide</i> , call Customer Service at: <b>800 463-3339</b> .
FedEx Billing Online Technical Support	Call <b>877 339-2774</b> , when prompted say: "Billing Online".
To pay a FedEx invoice by phone	Call the Pay-by-phone hotline at: <b>888 780-4580</b> .
For information on electronic shipment status including the ASC X12 214 document or FedEx proprietary format...	Send an email to: <a href="mailto:ptgroup@fedex.com">ptgroup@fedex.com</a> or call <b>800 546-5222</b> and select the EDI Support option.

## RESOURCES

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### WHAT YOU NEED

To obtain information on how to set up an automatic debit of invoices from your bank account (EZDebit)

### WHAT YOU DO

Visit the EZDebit information page at:  
<http://www.fedex.com/us/account/invhome/other/ezdebit.html>

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To obtain technical assistance with TDAccess, TDClient, or EZAccess communication products...

Contact your Electronic Revenue Support (ERS) Analyst. To obtain your ERS Analyst's name and contact information call **888 450-1774**.

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To obtain assistance with Ground shipment data uploaded from FedEx approved devices via Electronic Package Data Interchange (EPDI) or the ASC X12 215 to FedEx...

EPDI  
Contact the EPDI Hotline at: **800 546-5222** and select the EPDI support option or send an email to: [epdi@fedex.com](mailto:epdi@fedex.com).

ASC X12 215  
Contact the EDI Hotline at **800 546-5222** and select the EDI support option or send an email to: [edihelp@fedex.com](mailto:edihelp@fedex.com).

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