



FedEx® Billing Online

FedEx Billing Online is an electronic invoice application that offers a convenient and secure system to manage invoice-related tasks while eliminating excess paperwork and improving productivity. It allows you to review, manage and dispute FedEx invoices online.

With FedEx Billing Online, you can:

Review the account activity online:
List of open invoices
Total balance due
Total "Past due" amount (If applicable).

Search for specific invoices

Set Preferences:
Invite new users
Select electronic and paper billing options
Change user ID and password

Account Summary

Welcome, Justin Viator
You have 1 download file(s) ready in the download center.

Account Summary

Currency	Original charges	Payments or credits	Total due	Past due	Payments processing
USD	24,809.20	0.00	24,809.20	24,809.20	0.00

Invoice List

Invoice	Invoice type	Invoice activity	Age (days)	Due date	Currency	Amount due
915025740	Freight	Past due	70	20-Jul-2009	USD	4,961.84
915025827	Freight	Past due	77	21-Jul-2009	USD	4,961.84
915025909	Freight	Past due	76	22-Jul-2009	USD	4,961.84
915025994	Freight	Past due	73	25-Jul-2009	USD	4,961.84
915026075	Freight	Past due	72	26-Jul-2009	USD	4,961.84

Account Aging Summary

Currency	0 - 15 days	16 - 30 days	31 - 60 days	61 - 90 days	91+ days	Total due
USD	0.00	0.00	0.00	24,809.20	0.00	24,809.20

Generate a bank slip for payment

Invoice Detail View

Invoice Summary

Billing Information		Charge Summary	
Invoice no.	915025748	Total standard charges	4,259.10
Account no.		Total discounts	0.00
Control no.	915025748	Total additional charges	702.74
Invoice type	Freight	Total taxes	0.00
Invoice date	15 Jul 2009	Total invoice amount	USD 4,961.84
Due date	20 Jul 2009	CUATRO MIL NOVECIENTOS SESENTA Y UNO DOLARES CON OCHENTA Y CUATRO CENTAVOS	
Close date			

Shipment Details

Air waybill no.	Ship date	Payment type	Shipper reference	Shipper account	Amount
9356292003157	29-Jul-2009	Shipper	CL0802 ITG70124 LAC IPD	4961.84	2,843.62
9356292003283	29-Jul-2009	Shipper	CL0802 ITG70124 LAC IPD	4961.84	772.74
9356292003396	29-Jul-2009	Shipper	IPD MAINSTREAMING TEST	4961.84	772.74
9356292003341	29-Jul-2009	Shipper	CL0802 ITG70124 LAC IPD	4961.84	772.74

Download invoices in different formats

Dispute shipment charges

Benefits for Your Business

- Centralized account management from anywhere.
- Data available for analysis of trends anytime you need it.
- More control of your invoicing activities.
- Receive online invoicing information faster than with the paper invoicing method.
- Your invoicing information is secured.

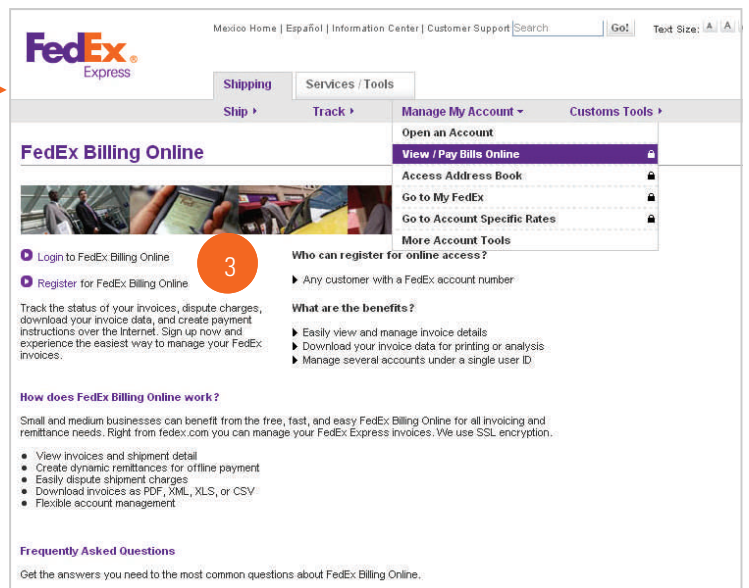
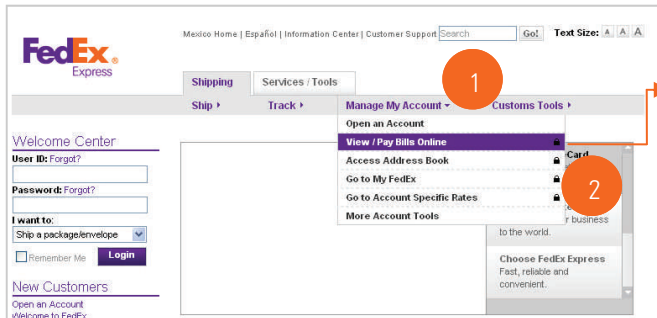
Requirements for FedEx Billing Online

To register for FedEx Billing Online, you will need your FedEx account number, Internet connection and a Web browser (FedEx recommends Internet Explorer 5.5 and above to ensure the latest security patches).

Follow these tips and take advantage of all the benefits that FedEx Billing Online can provide to your business.

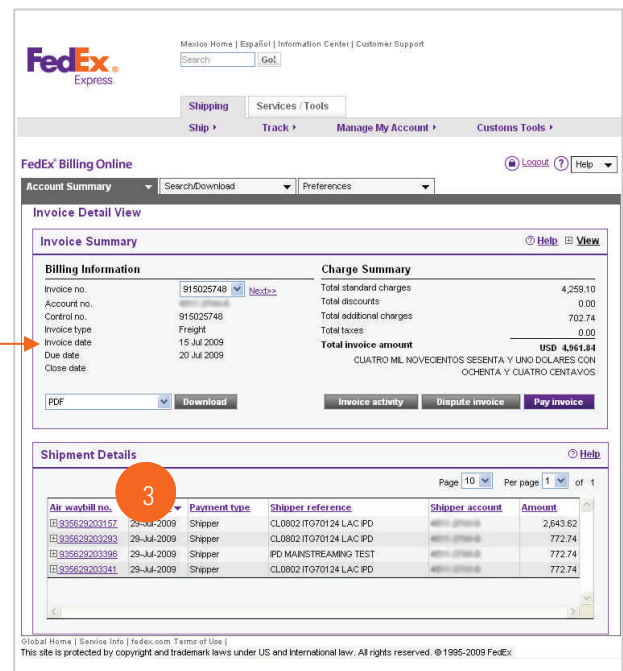
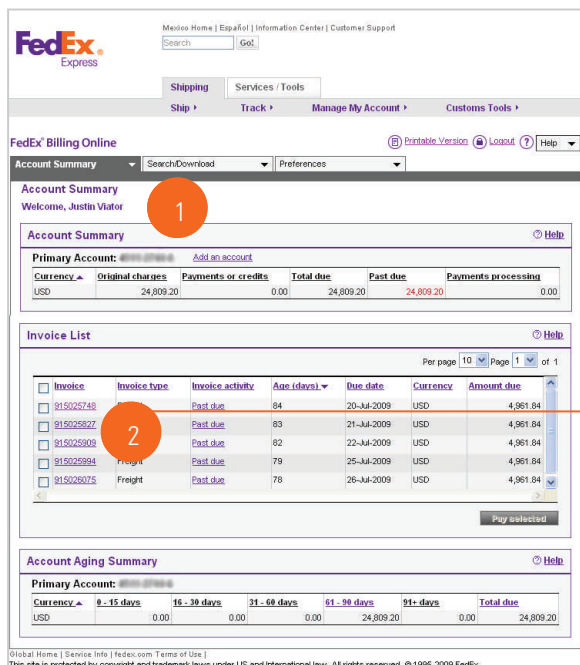
Tip #1: How to get started

1. Go to the **"Manage My account"** tab on fedex.com
2. Select **"View/Pay Bills On Line"**
3. Click **"Login"**
4. Login using **fedex.com user ID** and **password**.
New users to fedex.com can register online by clicking **"Sign Up Now"**



Tip #2: How to view my invoices and their details

1. Once you log in, you will see the **Account Summary** screen which includes:
 - a. List of your open invoices with corresponding balances
 - b. Total balance due
 - c. Total "past due" amount
2. Click an **invoice number** to view its details.
3. When you reach the **Invoice Detail View** screen, click on the **Air Waybill number** to view the shipment details.



Tip #3: How to print or save a copy of my invoice

Once you select the **invoice number** on the Account Summary screen, you will see the **Invoice Detail View** screen

1. Choose the **file format** (PDF in this case) and click the "Download" button.

FedEx Billing Online - Invoice Detail View

Invoice Summary

Billing Information

Invoice no. 915025748
Account no. 915025748
Control no. 915025748
Invoice type Freight
Invoice date 15 Jul 2009
Due date 20 Jul 2009
Close date

Charge Summary

Total standard charges 4,259.10
Total discounts 0.00
Total additional charges 702.74
Total taxes 0.00
Total invoice amount **USD 4,961.84**
CUATRO MIL NOVECIENTOS SESENTA Y UNO DOLARES CON OCHENTA Y CUATRO CENTAVOS

Download

PDF
XLS
CSV
XML

Invoice activity **Dispute invoice** **Pay invoice**

Air waybill no.	Ship date	Payment type	Shipper reference	Shipper account	Amount
R935629200157	29-Jul-2009	Shipper	CL0802 IT070124 LAC PD	4811-2396-8	2,643.62
R935629200293	29-Jul-2009	Shipper	CL0802 IT070124 LAC PD	4811-2396-8	772.74
R935629200398	29-Jul-2009	Shipper	PD MAINSTREAMING TEST	4811-2396-8	772.74
R935629200341	29-Jul-2009	Shipper	CL0802 IT070124 LAC PD	4811-2396-8	772.74

2. Go to the **Download Center** and refresh the browser window.
3. Click the **invoice link** and **print** or **save** it by using the menu options.

Note: To view the invoice in PDF format, you need to install the free Adobe Reader on your computer

FedEx Billing Online - Download Results

Download Results

The following files have been selected for download. Click on the link to download the file to your system.

Download Invoice Details

Filename	Size	Status	Creation date	Expiration date	Remove
915025748	Justin Viator	Pending	07-Oct-2009	21-Oct-2009	Remove

Tip #4: How to create a dispute

1. Once you select the **invoice number** on the Account Summary screen, you will see the **Invoice Detail View** screen
- 2a. Click the "Dispute Invoice" button.
- 2b. To dispute individual shipments, click the airway bill number and the "Dispute Shipment Charges" button.
3. Select a reason for the dispute and describe the nature of it and click **Submit**.
4. To view the details of your dispute, click the **status indicator** in the "Invoice Activity" column of the Account Summary list.

FedEx Billing Online - Invoice Detail View

Invoice Summary

Billing Information

Invoice no. 915025748
Account no. 915025748
Control no. 915025748
Invoice type Freight
Invoice date 15 Jul 2009
Due date 20 Jul 2009
Close date

Charge Summary

Total standard charges 4,259.10
Total discounts 0.00
Total additional charges 702.74
Total taxes 0.00
Total invoice amount **USD 4,961.84**
CUATRO MIL NOVECIENTOS SESENTA Y UNO DOLARES CON OCHENTA Y CUATRO CENTAVOS

Download

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CSV
XML

Invoice activity **Dispute invoice** **Pay invoice**

Air waybill no.	Ship date	Payment type	Shipper reference	Shipper account	Amount
R935629200157	29-Jul-2009	Shipper	CL0802 IT070124 LAC PD	4811-2396-8	2,643.62
R935629200293	29-Jul-2009	Shipper	CL0802 IT070124 LAC PD	4811-2396-8	772.74
R935629200398	29-Jul-2009	Shipper	PD MAINSTREAMING TEST	4811-2396-8	772.74
R935629200341	29-Jul-2009	Shipper	CL0802 IT070124 LAC PD	4811-2396-8	772.74

FedEx Billing Online - Dispute Request

Please enter any pertinent details below. To ensure your dispute is processed in a timely manner, please do not use this form for support requests.

Dispute Request Form

Account no. 915025748
Invoice no. 915025748

Dispute type: Please select
Please select
Incorrect discount applied
Other invoice dispute reason (please specify)

Additional Dispute Comments

Maximum character limit is 1000.

Cancel **Submit**

Tip #5: How to search for specific invoices

1. Go to the **Search/Download** tab and select **"Search for Invoice or Shipment"**.
 2. Enter the **invoice number** or **Air Waybill Number**.
 3. Click the **"Search"** button.
- If a particular invoice is found, you will be directed to the Invoice Detail page for that invoice.
 - If one or more Air Waybills are found, you will see a brief summary and the Air Waybill number (s) links.

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Search [] Go!

Shipping Services / Tools

Ship Track Manage My Account Customs Tools

FedEx Billing Online

Account Summary Search/Download Preferences

Account Summary

Welcome, Justin Viator

You have 1 download left(s) [refresh](#) [cancel](#)

Account Summary

Primary Account: [Add an account](#)

Currency	Original charges	Payments or credits	Total due	Paid due	Payments processing
USD	24,809.20	0.00	24,809.20	24,809.20	0.00

Invoice List

Per page: 10 Page 1 of 1

Invoice	Invoice type	Invoice activity	Age (days)	Due date	Currency	Amount due
<input type="checkbox"/> 919252746	Freight	Post due	85	20-Jul-2009	USD	4,961.84
<input type="checkbox"/> 919252927	Freight	Post due	84	21-Jul-2009	USD	4,961.84
<input type="checkbox"/> 919252909	Freight	Post due	83	22-Jul-2009	USD	4,961.84
<input type="checkbox"/> 919252984	Freight	Post due	80	25-Jul-2009	USD	4,961.84
<input type="checkbox"/> 919252076	Freight	Post due	79	26-Jul-2009	USD	4,961.84

Account Aging Summary

Primary Account: [Add an account](#)

Currency	0 - 15 days	16 - 30 days	31 - 45 days	46 - 60 days	61 - 90 days	91+ days	Total due
USD	0.00	0.00	0.00	0.00	24,809.20	0.00	24,809.20

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FedEx Billing Online

Account Summary Search/Download Preferences

Search for Invoices or Shipments

Search for Invoice or Shipment

Invoice no. []

Air waybill no. []

Search

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Tip #6: How to change my account information

1. Select **"Preferences"** tab at the top of the page.
- To change your profile
- 2a. Choose **"FedEx.com Profile"** and edit your username and password, nickname, update contact information or remove an account.
- To add users
- 2b. Choose **"Manage Users"**, enter the required information and click **"Invite new user"** button.

Note: Only the FedEx Billing Online Administrator can add new users to an account.

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Ship Track Manage My Account Customs Tools

FedEx Billing Online

Account Summary Search/Download Preferences

Account Summary

Welcome, Justin Viator

Manage Users

Manage Accounts

FedEx.com Profile

My Profile

Welcome, Justin Viator

Here you can manage all the FedEx accounts you use online, as well as the fedex.com services you use for each account.

My Services and Accounts

Click on the account number or any of the links below to edit account services and information.

Account Nickname	Account Number	Ship	Billing Online	My Rates
N/A	N/A	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Key: ☒ Your active services for this account ☒ Default account used for service

Change Profile

- [Change your fedex.com Login Information](#) - Change your user ID, password and/or Secret Question/Answer.
- [Edit Nickname](#) - Edit an account nickname.
- [Update Contact Info](#) - Update or edit your contact information for your profile.
- [Remove an Account](#) - Remove a FedEx account from your fedex.com profile.

Return to FedEx Billing Online

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FedEx Billing Online

Account Summary Search/Download Preferences

Manage Users

As the administrator on FedEx Billing Online, you can add/remove users and update their permissions. You can invite additional users with standard access, allowing them to view, pay and dispute invoices.

Invite New User

First name []

Last name []

E-mail address []

Invite new user

Existing Users

E-mail address	Name	Role	
jviator@fedex.com	Justin Viator	Administrator	Logout
heidi.borne@fedex.com	Heidi Borne	Standard	

Change Administrator

Current administrator: Justin Viator

New administrator: [Please select](#)

Change administrator

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Contact Information

You can obtain technical support through the following options:

1. **Billing Online Support Request:** Online form from where you can provide details regarding the nature of your support question.
2. **Local Technical Support Line:** For the most up to date contact information please go to your local fedex.com site (www.fedex.com) and click on the Customer Support link.
3. **FedEx Online CHAT** (Not available for all countries)

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Frequently asked questions

Account Summary
Welcome, Justin Viator

Account Summary [Help](#)

Primary Account: [Add an account](#)

Currency	Original charges	Payments or credits	Total due	Past due	Payments processing
USD	24,809.20	0.00	24,809.20	24,809.20	0.00

Invoice List [Help](#)

Per page: 10 Page 1 of 1

Invoice	Invoice type	Invoice activity	Age (days)	Due date	Currency	Amount due
<input type="checkbox"/> 915025748	Freight	Past due	84	20-Jul-2009	USD	4,961.84
<input type="checkbox"/> 915025827	Freight	Past due	83	21-Jul-2009	USD	4,961.84
<input type="checkbox"/> 915025909	Freight	Past due	82	22-Jul-2009	USD	4,961.84
<input type="checkbox"/> 915025994	Freight	Past due	79	25-Jul-2009	USD	4,961.84
<input type="checkbox"/> 915026075	Freight	Past due	78	26-Jul-2009	USD	4,961.84

Account Aging Summary [Help](#)

Primary Account: [Add an account](#)

Currency	0 - 15 days	16 - 30 days	31 - 60 days	61 - 90 days	91+ days	Total due
USD	0.00	0.00	0.00	24,809.20	0.00	24,809.20

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Account Summary Search/Download Preferences

Billing Online Support Request.

Please fill out this form if you are experiencing difficulty with FedEx Billing Online or have a question about one of its features. NOTE: To ensure disputes are processed in a timely manner, please do not use this form to dispute an invoice or a shipment. If you wish to file a dispute, please use the dispute form available by clicking on the particular invoice or shipment you wish to dispute.

Billing Online Support Request Form [Help](#)

Account no.: 4001-0704-0
User: Justin Viator
Contact e-mail: justin.viator@fedex.com
Contact phone: 780-545-2000
[Update FedEx.com profile](#)

Please provide any details that will help us process your request.

Support reason: Please select a topic

Maximum character limit is 1000.

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