



FedEx[®] Billing Online Direct Invoice User Guide

Introduction

FedEx® Billing Online is a free, easy, secure way to manage and pay your invoices. Plus, you can use it to streamline your billing process. All of your FedEx invoicing information is cataloged in one secure online location, so you never have to worry about misplacing a physical invoice or sifting through reams of paper. This guide gives direct invoiced accounts step-by-step help for navigating FedEx Billing Online.

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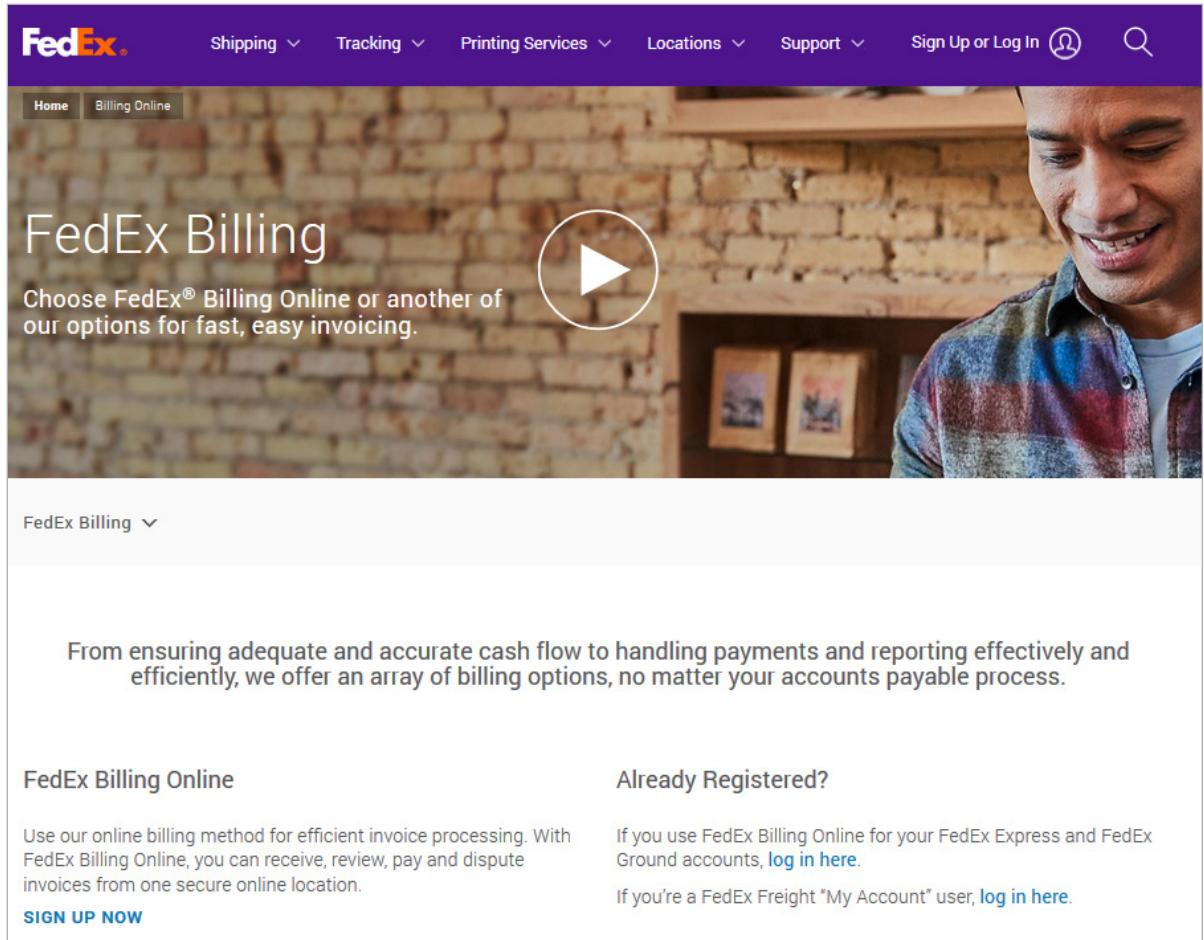
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How to Register



The screenshot shows the FedEx website with a purple header bar. The header includes the FedEx logo, navigation links for Shipping, Tracking, Printing Services, Locations, Support, and Sign Up or Log In, along with a search icon. Below the header, a banner features a man smiling and the text "FedEx Billing". A play button icon indicates a video player. The main content area has a heading "FedEx Billing" and a sub-section titled "Choose FedEx® Billing Online or another of our options for fast, easy invoicing." Below this, a large text block states: "From ensuring adequate and accurate cash flow to handling payments and reporting effectively and efficiently, we offer an array of billing options, no matter your accounts payable process." Two sections follow: "FedEx Billing Online" and "Already Registered?". The "FedEx Billing Online" section contains text about the service and a "SIGN UP NOW" button. The "Already Registered?" section contains links for logging in as a FedEx Express or Ground account user or a FedEx Freight "My Account" user.

To register for FedEx® Billing Online, go to **fedex.com**, click the Support tab, and click View & Pay Bill.

- If you're new to **fedex.com**, register first by clicking Sign Up Now under the FedEx Billing Online heading.
- If you already have a User ID and password (used for FedEx Ship Manager® and My FedEx®), click Log In Here under the Already Registered heading.

The first user to register an account for FedEx Billing Online is assigned as the administrator by default. Once you complete your registration and create your password, you can designate a new administrator any time. Provide all the company, contact, and credit card information in the spaces provided.

Once you're finished with the registration process, you can invite as many users as you need to manage the charge review process. See [Managing and Inviting Other Users](#) for details on this process. All users invited by the account administrator will receive an email notification.

Account Summary

Welcome, Jane Plain

Account Summary		Help
Primary Account	1234-5678-9	Add an account
Original Charges	\$40,560.85	
Past Due	\$15,411.63	
In dispute	\$0.00	
Payments and Adjustments	\$504.86	
Current Account Balance	\$40,055.99	
		(!) You have 45 past due invoices.
		(!) You have 2 download file(s) ready in the download center.

All-Open	Past Due	Paid/Closed	In Dispute	Search all
Invoice List (All-Open)				
Help				
Filter by	None selected			
Select all	Invoice no.	View/print	Invoice date	Due date
<input type="checkbox"/>	1-234-56781		04/12/2019	04/27/2019
<input type="checkbox"/>	1-234-56782		04/12/2019	04/27/2019
<input type="checkbox"/>	1-234-56783		04/12/2019	04/27/2019
<input type="checkbox"/>	1-234-56784		04/12/2019	04/27/2019
<input type="checkbox"/>	1-234-56785		04/12/2019	04/27/2019
				Print/Save invoices Approve/notify user Pay
Icon Legend				

Your Account Summary gives you a complete overview of your recent account activity, including an up-to-date balance and a list of all open, past-due, and closed invoices. You can send notifications to other users from this screen and pay invoices.

At the top of this screen you'll see your primary account number and totals for charges, payments, adjustments, balances due, and any past-due charges. If you have multiple Bill To (primary) accounts in FedEx® Billing Online, use the drop-down menu to switch between them. The selected primary account will control all activity and administration within FedEx Billing Online.

The table on this screen shows more detail (including invoice numbers, dates, and statuses) so you can review information quickly and conveniently. This is a listing of all open invoices and their balances. You'll also see invoices that are past due, in dispute, or have been submitted for payment. You can click the PDF icon to view, print, or save a PDF version of your invoice.

In the Invoice List section, click the status in the Invoice Status column to see an invoice's payment, dispute, and adjustment activity.

You can also view invoices by status by clicking the tabs labeled All Open, Past Due, Paid/Closed, or In Dispute. Invoices in the Paid/Closed tab are available up to 180 days from the closed date.

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. To return to the previous page within the application, use the back links at the top and bottom of the screen.

Duty/Tax Invoices

Duty/tax charges are invoiced separately from your shipping charges, and they're displayed alongside your shipping invoices on the Account Summary screen. You'll receive a printed invoice and supporting documentation at your bill-to address. You can pay duty/tax invoices on FedEx Billing Online the same way you pay shipping invoices.

2.1

Account Aging Summary

Welcome, Jane Plain

Account Summary		Help	
Primary Account	1234-5678-9	Add an account	
Original Charges	\$40,560.85		
Past Due	\$15,411.63		
In dispute	\$0.00		
Payments and Adjustments	\$504.86		
Current Account Balance	\$40,055.99		

All-Open	Past Due	Paid/Closed	In Dispute	Search all																																																												
Invoice List (All-Open)																																																																
Help																																																																
Filter by <select>None selected</select>																																																																
<table border="1"> <thead> <tr> <th>Select all</th> <th>Invoice no.</th> <th>View/print</th> <th>Invoice date</th> <th>Due date</th> <th>Account no.</th> <th>Invoice status</th> <th>Original Charges</th> <th>Balance due</th> <th>Payment status</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/></td><td>1-234-56781</td><td></td><td>04/12/2019</td><td>04/27/2019</td><td>1234-5678-1</td><td>Open</td><td>1,137.97</td><td>1,137.97</td><td></td></tr> <tr> <td><input type="checkbox"/></td><td>1-234-56782</td><td></td><td>04/12/2019</td><td>04/27/2019</td><td>1234-5678-2</td><td>Open</td><td>340.99</td><td>340.99</td><td></td></tr> <tr> <td><input type="checkbox"/></td><td>1-234-56783</td><td></td><td>04/12/2019</td><td>04/27/2019</td><td>1234-5678-3</td><td>Open</td><td>12.26</td><td>12.26</td><td></td></tr> <tr> <td><input type="checkbox"/></td><td>1-234-56784</td><td></td><td>04/12/2019</td><td>04/27/2019</td><td>1234-5678-4</td><td>Open</td><td>502.12</td><td>502.12</td><td></td></tr> <tr> <td><input type="checkbox"/></td><td>1-234-56785</td><td></td><td>04/12/2019</td><td>04/27/2019</td><td>1234-5678-5</td><td>Open</td><td>73.71</td><td>73.71</td><td></td></tr> </tbody> </table>				Select all	Invoice no.	View/print	Invoice date	Due date	Account no.	Invoice status	Original Charges	Balance due	Payment status	<input type="checkbox"/>	1-234-56781		04/12/2019	04/27/2019	1234-5678-1	Open	1,137.97	1,137.97		<input type="checkbox"/>	1-234-56782		04/12/2019	04/27/2019	1234-5678-2	Open	340.99	340.99		<input type="checkbox"/>	1-234-56783		04/12/2019	04/27/2019	1234-5678-3	Open	12.26	12.26		<input type="checkbox"/>	1-234-56784		04/12/2019	04/27/2019	1234-5678-4	Open	502.12	502.12		<input type="checkbox"/>	1-234-56785		04/12/2019	04/27/2019	1234-5678-5	Open	73.71	73.71		
Select all	Invoice no.	View/print	Invoice date	Due date	Account no.	Invoice status	Original Charges	Balance due	Payment status																																																							
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<input type="button" value="Print/Save invoices"/> <input type="button" value="Approve/notify user"/> <input type="button" value="Pay"/>																																																																
Icon Legend																																																																

Account Aging Summary							Help
Primary Account:							
Currency	0 - 15 days	16 - 30 days	31 - 60 days	61 - 90 days	91+ days	Total	
USD	24,644.36	15,411.63	0.00	0.00	0.00	40,055.99	

You can sort your Account Summary data by clicking the column headers. For example, to see invoices by date, click either the Invoice Date or Due Date column header.

A snapshot of your billing activity is available at the bottom of the Account Summary screen. Charges are grouped into the following date ranges:

- 0–15 days
- 16–30 days
- 31–60 days
- 61–90 days
- 91+ days

If there are open charges in any of the date ranges, the total amount will appear under the heading.

Continued on next page.

2.1

Account Aging Summary (Continued)

All-Open Past Due Paid/Closed In Dispute Search all

Invoice List (All-Open) [Help](#)

Filter by	None selected	Invoice Number	Account no.	Invoice status	Original Charges	Balance due	Payment stat us		
Select all	<input type="checkbox"/>								
	<input type="checkbox"/>	1-234-56781	PDF	02/07/2019	02/22/2019	1234-5678-1	Open	20.32	20.32
	<input type="checkbox"/>	1-234-56782	PDF	02/07/2019	02/22/2019	1234-5678-2	Open	1,900.19	1,900.19
	<input type="checkbox"/>	1-234-56783	PDF	02/07/2019	02/22/2019	1234-5678-3	Open	413.81	413.81
	<input type="checkbox"/>	1-234-56784	PDF	02/07/2019	02/22/2019	1234-5678-4	Open	9.59	9.59
	<input type="checkbox"/>	1-234-56785	PDF	02/07/2019	02/22/2019	1234-5678-5	Open	14.50	14.50

[Print/Save invoices](#) | [Approve/notify user](#) | [Pay](#)

[Icon Legend](#)

You can filter your Invoice List by invoice number, account number, invoice status, invoice date, due date, or aging.

2.2

Invoice Detail View

Account Summary
Search/Download/Rules
My Options ▾
Message Center

Invoice Detail View
[Help](#)
[Back](#)

Invoice Summary

Billing Information		Charge Summary	
Invoice no.	1-234-56789	Total express charges	0.00
Account no.	1234-5678-9	Total ground charges	10,963.85
Store ID no.	2999	Total other charges	0.00
FedEx Tax ID No.		Total invoice amount	10,963.85
Invoice date	10/17/2018	Total payments and credits	10,963.85
Due date	11/01/2018	Total balance due	\$0.00
Invoice status	Closed		
Balance due	\$0.00		

[View Invoice History](#)

[View/print PDF](#)

Charge Summary

Charge Summary	
Total express charges	0.00
Total ground charges	10,963.85
Total other charges	0.00
Total invoice amount	10,963.85
Total payments and credits	10,963.85
Total balance due	\$0.00

[Approve/notify user](#)
[Download invoice](#)
[Dispute invoice](#)
[Pay Invoice](#)

Shipments included in this invoice received an earned discount. If you would like to know how it was calculated, please go to the following URL: <https://www.fedex.com> [Read More...](#)

Other discounts may apply.

Tendered Date is the date the shipper gave possession of the shipment to FedEx and is used for rate calculations and currency conversions. Ship Date is the date [Read More...](#)

FedEx Invoice Details
[Help](#)

Filter by

for

Select all	Tracking ID	Date	Type	Product group	Reference	Payer	Status	Meter	Original charges	Balance due	
<input type="checkbox"/>	123456789101	10/10/2018	Ground	MWT	X97742	Third Party	Closed		000655172	8.27	0.00
<input type="checkbox"/>	123456789102	10/10/2018	Ground	MWT	X97742	Third Party	Closed		000655172	8.27	0.00
<input type="checkbox"/>	123456789103	10/10/2018	Ground	MWT	X97742	Third Party	Closed		000655172	8.27	0.00
<input type="checkbox"/>	123456789104	10/10/2018	Ground	MWT	X97742	Third Party	Closed		000655172	8.27	0.00
<input type="checkbox"/>	123456789105	10/10/2018	Ground	MWT	X97742	Third Party	Closed		000655172	8.27	0.00
<input type="checkbox"/>	123456789106	10/10/2018	Ground	MWT	X97742	Third Party	Closed		000655172	8.27	0.00
<input type="checkbox"/>	123456789107	10/10/2018	Ground	MWT	X97742	Third Party	Closed		000655172	8.27	0.00
<input type="checkbox"/>	123456789108	10/10/2018	Ground	MWT	X97742	Third Party	Closed		000655172	8.27	0.00
<input type="checkbox"/>	123456789109	10/10/2018	Ground	MWT	X97742	Third Party	Closed		000655172	8.27	0.00
<input type="checkbox"/>	123456789110	10/10/2018	Ground	MWT	X97742	Third Party	Closed		000655172	8.22	0.00

[Approve/notify user](#)
[Pay](#)

From the Account Summary page, click the invoice number to see details like tracking numbers, reference codes, status, and balance. You can sort your invoice data by clicking the column headers. Click the value in the Product Group column to see additional details of grouped shipments.

Account Summary | Invoice Detail View

8

2.3

Multiweight Summary View

Account Summary | Search/Download/Rules | My Options ▾ | Message Center | Back

Ground Multiweight Summary

Invoice Summary ⑦ Help □ Hide

Billing Information		Charge Summary		□ View Details
Invoice no.	1-234-56789	Total express charges		0.00
Account no.	1234-5678-9	Total ground charges		10963.85
Store ID no.	2999	Total other charges		0.00
FedEx Tax ID No.		Total invoice amount		10,963.85
Invoice date	10/17/2018	Total payments and credits		10,963.85
Due date	11/01/2018	Total balance due		\$0.00
Invoice status	Closed			
Balance due	\$0.00			
View Invoice History				
View/print PDF				

[Approve/notify user](#) [Download invoice](#) [Dispute invoice](#) [Pay Invoice](#)

Shipments included in this invoice received an earned discount. If you would like to know how it was calculated, please go to the following URL: <https://www.fedex.com>. Other discounts may apply.

Tendered Date is the date the shipper gave possession of the shipment to FedEx and is used for rate calculations and currency conversions. Ship Date is the date [Read More...](#).

MWT Shipment Information ⑦ Help □ Hide

Shipment Date	10/10/2018	Transportation Charge	57.86
Origin Zip	77303	Fuel Surcharge	3.29
Destination Zip	78705-100601	Third Party Billing	1.50
Zone	002	Total MWT Shipment Amount	\$62.65
MWT Number	123456789		
MWT Pieces	10		
Actual weight	200.0		
Rated weight	160.0		

MWT Shipment Details ⑦ Help

Filter by None selected ▾

Select all	Transaction/ Billing ID	Customer Reference	PO no.	Dept no.	Weight	Balance due
<input type="checkbox"/>	123456789001	123401	300020000188707		9.8	0.00
<input type="checkbox"/>	123456789002	123402	300020000188707		9.8	0.00
<input type="checkbox"/>	123456789003	123403	300020000188707		9.7	0.00
<input type="checkbox"/>	123456789004	123404	300020000188707		9.8	0.00
<input type="checkbox"/>	123456789005	123405	300020000188707		9.7	0.00
<input type="checkbox"/>	123456789006	123406	300020000188707		9.7	0.00
<input type="checkbox"/>	123456789007	123407	300020000188707		9.8	0.00
<input type="checkbox"/>	123456789008	123408	300020000188707		9.6	0.00
<input type="checkbox"/>	123456789009	123409	300020000188707		9.8	0.00
<input type="checkbox"/>	123456789010	123410	300020000188707		9.7	0.00

Clicking the Product Group column on the Invoice Detail page displays additional details of grouped shipments, like FedEx Ground Multiweight®, FedEx International Priority DirectDistribution®, FedEx International Priority DirectDistribution® Freight, etc.

2.4

Message Center

The screenshot shows the FedEx Message Center interface. At the top, there is a navigation bar with tabs: Account Summary, Search/Download, My Options, and Message Center. The Message Center tab is selected. Below the navigation bar, the title "Message Center" is displayed. Underneath the title, the word "Messages" is centered. A table lists a single message. The columns of the table are "Select All" (with a checkbox), "Subject" (containing the message subject), and "Date" (containing the message date). A "Delete Selected" button is located at the bottom right of the message list area.

Select All	Subject	Date
<input type="checkbox"/>	Efficiency and access to fast, reliable service matters. You can have both. Now you can schedule a same-day FedEx Ground® pickup, so you can better serve your customers. Go to fedex.com/pickup .	6/1/2019

Sometimes FedEx will send you messages about your accounts or current promotions. If you have unread mail, you'll see the number of new messages on your Account Summary page in the Messages section. Click the Messages link or the Message Center tab to see a list of messages.

To see a message's details, click the subject link. The message will open in a new screen. You can delete messages from the Message Center or from the Message Detail screen.

2.5

Approving Invoices and Notifying Other Users

The screenshot shows a software interface for managing invoices. At the top, there are navigation tabs: Account Summary, Search/Download, My Options, and Message Center. Below these, a section titled "Approve Invoices and Notify Users" contains a message: "The items you have selected for approval/notification are listed. If you wish to notify users of the approval, select the user(s) from the list. Then click the appropriate button." A table titled "Selected for Approval/Notification" lists one invoice: 123456701, with account number 123456780, invoice date 05/10/2019, due date 05/25/2019, original charges \$4,829.25, and balance due \$4,829.25. To the right, there's a "Send notification to" section with a "Select all" checkbox and a list containing "Jane Plain". Below the table is a text area for "Your Comments(250 character limit)". At the bottom, there are five buttons: Cancel, Save comments only, Notify only, Approve only, and Approve and Notify.

Invoice no.	Tracking ID no.	Account no.	Invoice date	Due date	Original charges	Balance due
123456701		123456780	05/10/2019	05/25/2019	4,829.25	4,829.25

From the Account Summary screen, you can approve invoices and then notify others that you've done so, and that they're ready to be paid. You can also send approval requests to others.

Click the checkboxes to the left of the invoices and choose an action:

- Click Approve Only to approve the invoices yourself.
- Click Notify Only to send an approval request, and then choose who to notify and enter comments.
- Click Approve and Notify to approve an invoice and let others know you've approved it. Then choose who to notify and enter comments.

All invoice approvals are saved on the Invoice History page (accessible from the Invoice Details page). If a user cancels a prior approval, the administrator receives an email notification.

Invoice Tabs

Welcome, Jane Plain

Account Summary		Help	
Primary Account	1234-5678-9	Add an account	
Original Charges	\$40,560.85		
Past Due	\$15,411.63		
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Primary Account:																							
Currency: USD																							
<table border="1"> <thead> <tr> <th>Currency</th> <th>0 - 15 days</th> <th>16 - 30 days</th> <th>31 - 60 days</th> <th>61 - 90 days</th> <th>91+ days</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>USD</td> <td>24,644.36</td> <td>15,411.63</td> <td>0.00</td> <td>0.00</td> <td>0.00</td> <td>40,055.99</td> </tr> </tbody> </table>										Currency	0 - 15 days	16 - 30 days	31 - 60 days	61 - 90 days	91+ days	Total	USD	24,644.36	15,411.63	0.00	0.00	0.00	40,055.99
Currency	0 - 15 days	16 - 30 days	31 - 60 days	61 - 90 days	91+ days	Total																	
USD	24,644.36	15,411.63	0.00	0.00	0.00	40,055.99																	

Use the tabs in the middle of the Account Summary screen to see your open, past due, paid/closed, and in-dispute invoices.

3.1

All Open Invoices

Welcome, Jane Plain

Account Summary										Help
Primary Account		1234-5678-9	Add an account							
Original Charges		\$40,560.85								
Past Due		\$15,411.63								
In dispute		\$0.00								
Payments and Adjustments		\$504.86								
Current Account Balance		\$40,055.99								

All-Open		Past Due		Paid/Closed		In Dispute		Search all			
Invoice List (All-Open)								Help			
Filter by <input type="button" value="None selected"/> <input type="button" value="▼"/>											
Select all	Invoice no.	View/print	Invoice date	Due date	Account no.	Invoice status	Original Charges	Balance due	Payment status		
<input type="checkbox"/>	1-234-56781	PDF	04/12/2019	04/27/2019	1234-5678-1	Open		1,137.97	1,137.97		
<input type="checkbox"/>	1-234-56782	PDF	04/12/2019	04/27/2019	1234-5678-2	Open		340.99	340.99		
<input type="checkbox"/>	1-234-56783	PDF	04/12/2019	04/27/2019	1234-5678-3	Open		12.26	12.26		
<input type="checkbox"/>	1-234-56784	PDF	04/12/2019	04/27/2019	1234-5678-4	Open		502.12	502.12		
<input type="checkbox"/>	1-234-56785	PDF	04/12/2019	04/27/2019	1234-5678-5	Open		73.71	73.71		

[Print/Save invoices](#) [Approve/notify user](#) [Pay](#)

[Icon Legend](#)

Account Aging Summary										Help	
Primary Account:											
Currency	0 - 15 days	16 - 30 days	31 - 60 days	61 - 90 days	91+ days	Total					
USD	24,644.36	15,411.63	0.00	0.00	0.00	40,055.99					

This tab shows you all the open invoices on your account. To get details on an invoice, click the invoice number. To pay invoices, click the checkboxes to the left of the invoice numbers and click Pay.

3.2

Past Due Invoices

Account Summary

Primary Account Original Charges Past Due In dispute Payments and Adjustments Current Account Balance	1234-5678-9 Add an account \$282,221.01 \$157,573.44 \$0.00 \$0.00 \$282,221.01	You have 28 past due invoices.
--	---	--------------------------------

[All-Open](#) [Past Due](#) [Paid/Closed](#) [In Dispute](#) [Search all](#)

Invoice List (Past Due)

Filter by [None selected](#) [▼](#)

Select all	Invoice no.	View/print	Invoice date	Due date	Account no.	Invoice status	Original Charges	Balance due	Payment status
<input type="checkbox"/>	1-234-56781		04/26/2019	05/11/2019	1234-5678-1	Past Due	162.19	162.19	
<input type="checkbox"/>	1-234-56782		04/26/2019	05/11/2019	1234-5678-2	Past Due	3,341.55	3,341.55	
<input type="checkbox"/>	1-234-56783		04/26/2019	05/11/2019	1234-5678-3	Past Due	857.34	857.34	
<input type="checkbox"/>	1-234-56784		04/26/2019	05/11/2019	1234-5678-4	Past Due	2,405.38	2,405.38	
<input type="checkbox"/>	1-234-56785		04/26/2019	05/11/2019	1234-5678-5	Past Due	1,877.68	1,877.68	

[Print/Save invoices](#) [Approve/notify user](#) [Pay](#)

[Icon Legend](#)

Account Aging Summary

[Primary Account:](#)

Currency	0 - 15 days	16 - 30 days	31 - 60 days	61 - 90 days	91+ days	Total
USD	124,647.57	102,868.01	54,705.43	0.00	0.00	282,221.01

This tab shows you all the past-due invoices on your account. To get details on an invoice, click the invoice number. To pay invoices, click the checkboxes to the left of the invoice numbers. Then click Pay to proceed to the Payment Cart page. See [Viewing the Payment Cart](#) for more information.

3.3

Paid/Closed Invoices

Account Summary

Primary Account Original Charges Past Due In dispute Payments and Adjustments Current Account Balance	1234-5678-9 Add an account \$282,221.01 \$157,573.44 \$0.00 \$0.00 \$282,221.01	You have 28 past due invoices.
--	---	--------------------------------

[Help](#)

[All-Open](#) [Past Due](#) **Paid/Closed** [In Dispute](#)
Search all

Invoice List (Paid/Closed)

[Help](#)

Filter by: [None selected](#)

Select all	Invoice no.	View/print	Invoice date	Due date	Account no.	Invoice status	Original Charges	Adjusted	Paid	Balance due
<input type="checkbox"/>	1-234-56781		04/19/2019	05/04/2019	1234-5678-1	Closed	42.70	0.00	42.70	0.00
<input type="checkbox"/>	1-234-56782		04/19/2019	05/04/2019	1234-5678-2	Closed	20.35	0.00	20.35	0.00
<input type="checkbox"/>	1-234-56783		04/19/2019	05/04/2019	1234-5678-3	Closed	94.38	0.00	94.38	0.00
<input type="checkbox"/>	1-234-56784		04/19/2019	05/04/2019	1234-5678-4	Closed	796.01	0.00	796.01	0.00
<input type="checkbox"/>	1-234-56785		04/19/2019	05/04/2019	1234-5678-5	Closed	170.23	0.00	170.23	0.00

[Print/Save invoices](#)

[Icon Legend](#)

Account Aging Summary

[Help](#)

Primary Account:

Currency	0 - 15 days	16 - 30 days	31 - 60 days	61 - 90 days	91+ days	Total
USD	124,647.57	102,868.01	54,705.43	0.00	0.00	282,221.01

This tab shows the closed invoices on your account *from the last 180 days only*. Click the invoice number to go to the Invoice Detail screen. There you can click View Invoice History to see all information about payments, disputes, credits, and approvals for the invoice.

3.4

In-Dispute Transportation Invoices

Account Summary		Help
Primary Account	1234-5678-9	Add an account
Original Charges	\$660,828.12	
Past Due	\$366,303.48	
In dispute	\$90,338.81	
Payments and Adjustments	\$11,804.52	
Current Account Balance	\$649,023.60	

All-Open	Past Due	Paid/Closed	In Dispute	Search all						
Invoice List (In Dispute)										
Help										
Filter by None selected										
Select all	Invoice no.	View/print	Invoice date	Due date	Account no.	Invoice status	Original Charges	Dispute date	Balance due	Dispute reason
<input type="checkbox"/>	1-234-56781	PDF	05/10/2019	05/25/2019	1234-5678-1	Open-In dispute	110.08	05/10/2019	58.01	Rebill Other Account
<input type="checkbox"/>	1-234-56782	PDF	05/03/2019	05/18/2019	1234-5678-2	Open-In dispute	473.70	05/03/2019	436.90	Rebill Other Account
<input type="checkbox"/>	1-234-56783	PDF	04/26/2019	05/11/2019	1234-5678-3	Past Due-In dispute	4,507.25	04/26/2019	4,292.01	Multiple Reasons
<input type="checkbox"/>	1-234-56784	PDF	04/19/2019	05/04/2019	1234-5678-4	Past Due-In dispute	6,253.00	04/19/2019	6,156.58	Rebill Other Account
<input type="checkbox"/>	1-234-56785	PDF	04/18/2019	05/03/2019	1234-5678-5	Past Due-In dispute	31,972.04	04/18/2019	31,933.17	Multiple Reasons

[Print/Save invoices](#)

[Icon Legend](#)

Account Aging Summary								Help
Primary Account:								
Currency								
USD	0 - 15 days	16 - 30 days	31 - 60 days	61 - 90 days	91+ days	Total		
USD	282,720.12	228,838.22	137,465.26	0.00	0.00	649,023.60		

This tab shows all of your invoices that are in dispute, including the disputed amount and the date of the dispute. Click the invoice number to go to the Invoice Detail screen. There you can click View Invoice History to see all information about payments, disputes, credits, and approvals for the invoice.

Note: Duty/Tax research (disputed) items won't display in this section. See [Disputing Duties and Taxes](#) for more information.

Invoice Details

Invoice Detail View

Invoice Summary

Billing Information

Invoice no.	<Prev	1-234-56701	Next>
Account no.	1234-5678-0		
Store ID no.			
FedEx Tax ID No.			
Invoice date	05/14/2019		
Due date	05/29/2019		
Invoice status	Open		
Balance due	\$4,307.37		
View Invoice History			
View/print PDF			

Charge Summary

Total express charges	4307.37
Total ground charges	0.00
Total other charges	0.00
Total invoice amount	4,307.37
Total payments and credits	0.00
Total balance due	\$4,307.37

Other discounts may apply.
Tendered Date is the date the shipper gave possession of the shipment to FedEx and is used for rate calculations and currency conversions. Ship Date is the date [Read More...](#)

Approve/notify user **Download invoice** **Dispute invoice** **Pay Invoice**

FedEx Invoice Details

Filter by **None selected ▾**

Select all	Tracking ID	Date	Type	Product group	Reference	Payer	Status	Meter	Original charges	Balance due
<input type="checkbox"/>	123456789100	05/06/2019	Express		NO REFERENCE INFORMATION	Recipient	Open	123456700	268.58	268.58
<input type="checkbox"/>	123456789101	05/04/2019	Express		NO REFERENCE INFORMATION	Recipient	Open	123456701	38.81	38.81
<input type="checkbox"/>	123456789102	05/03/2019	Express		NO REFERENCE INFORMATION	Recipient	Open	123456702	199.96	199.96
<input type="checkbox"/>	123456789103	05/06/2019	Express		NO REFERENCE INFORMATION	Recipient	Open	123456703	40.91	40.91
<input type="checkbox"/>	123456789104	05/07/2019	Express		NO REFERENCE INFORMATION	Recipient	Open	123456704	142.27	142.27

This screen shows you a summary of all your invoice information in a format that's similar to your original printed invoice.

Here you can pay, dispute, download, or send a notification on the entire invoice. The Invoice Summary section shows your balance, payment due date, total FedEx Express® charges, total FedEx Ground® charges, and total Other Charges due for the invoice. The Invoice History link in the Invoice Summary shows you all the invoice's payment, dispute, adjustment, and approval information.

View or print the original invoice by clicking View/Print PDF in the Invoice Summary. Adobe® Acrobat® Reader® will open a PDF, which you can print from the File menu.

To see other invoices, use the Invoice Number drop-down menu. The invoices you see will depend on which tab you were viewing when you navigated to the Invoice Details screen. (For example, if you were on the In Dispute tab, you'll only see invoices that are in dispute from this drop-down.)

FedEx Express® Invoice Detail Overview

The screenshot shows the FedEx Express Invoice Detail Overview interface. At the top, there are tabs for Account Summary, Search/Download, My Options, and Message Center. Below these are two main sections:

- Invoice Detail View** (highlighted in blue):
 - Invoice Summary** (highlighted in blue):

Billing Information		Charge Summary	
Invoice no.	<Prev 1-234-56701 Next>	Total express charges	4307.37
Account no.	1234-5678-0	Total ground charges	0.00
Store ID no.		Total other charges	0.00
FedEx Tax ID No.		Total invoice amount	4,307.37
Invoice date	05/14/2019	Total payments and credits	0.00
Due date	05/29/2019	Total balance due	\$4,307.37
Invoice status	Open		
Balance due	\$4,307.37		
View Invoice History			
View/print PDF			

 Other discounts may apply.
 Tendered Date is the date the shipper gave possession of the shipment to FedEx and is used for rate calculations and currency conversions. Ship Date is the date [Read More...](#).
 - Approve/notify user** | **Download invoice** | **Dispute invoice** | **Pay Invoice**
- FedEx Invoice Details** (highlighted in blue):

Select all	Tracking ID	Date	Type	Product group	Reference	Payor	Status	Meter	Original charges	Balance due
<input type="checkbox"/>	123456789100	05/06/2019	Express		NO REFERENCE INFORMATION	Recipient	Open	123456700	268.58	268.58
<input type="checkbox"/>	123456789101	05/04/2019	Express		NO REFERENCE INFORMATION	Recipient	Open	123456701	38.81	38.81
<input type="checkbox"/>	123456789102	05/03/2019	Express		NO REFERENCE INFORMATION	Recipient	Open	123456702	199.96	199.96
<input type="checkbox"/>	123456789103	05/06/2019	Express		NO REFERENCE INFORMATION	Recipient	Open	123456703	40.91	40.91
<input type="checkbox"/>	123456789104	05/07/2019	Express		NO REFERENCE INFORMATION	Recipient	Open	123456704	142.27	142.27

From the Invoice Detail screen you can see summaries of your FedEx Express shipments. Each shipment that was charged on the invoice is listed in the table, along with the tracking ID, ship date, shipment type, product group, reference, payor, meter number, status, original charges, and balance due. Click the value in the Product Group column to see additional details of “grouped” shipments, like FedEx International Priority DirectDistribution®, FedEx International Priority DirectDistribution® Freight, etc.

Click the Tracking/Billing ID to see the Tracking ID Details screen. (See [Tracking ID Details](#) for more information on this screen.)

Paying for FedEx Express Shipments

If you only need to pay for a shipment with an individual tracking ID, click the corresponding checkbox in the left-hand column of the shipment table. Click Pay to proceed to the Payment Cart page. [See section 6.2](#) for more information about the Payment Cart.

Disputing FedEx Express Charges

If you only need to dispute the charges for a shipment with an individual tracking ID, click the Tracking ID number to go to the Tracking ID Detail screen. From there, click Dispute to start your dispute request.

4.2

FedEx Ground® Invoice Detail Overview (including FedEx SmartPost®)

Account Summary | Search/Download/Rules | My Options ▾ | Message Center

Invoice Detail View

Invoice Summary

Billing Information

Invoice no.	1-234-56789
Account no.	1234-5678-9
Store ID no.	2999
FedEx Tax ID No.	
Invoice date	10/17/2018
Due date	11/01/2018
Invoice status	Closed
Balance due	\$0.00

[View Invoice History](#)

[View/print PDF](#)

Charge Summary

Total express charges	0.00
Total ground charges	10,963.85
Total other charges	0.00
Total invoice amount	10,963.85
Total payments and credits	10,963.85
Total balance due	\$0.00

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

Shipments included in this invoice received an earned discount. If you would like to know how it was calculated, please go to the following URL: <https://www.fedex.com> [Read More...](#)

Other discounts may apply.

Tendered Date is the date the shipper gave possession of the shipment to FedEx and is used for rate calculations and currency conversions. Ship Date is the date [Read More...](#)

[Approve/notify user](#) [Download invoice](#) [Dispute invoice](#) [Pay Invoice](#)

FedEx Invoice Details

Filter by [Product group](#) for [MWT](#)

Select all	Tracking ID	Date	Type	Product group	Reference	Payer	Status	Meter	Original charges	Balance due
<input type="checkbox"/>	123456789101	10/10/2018	Ground	MWT	X97742	Third Party	Closed	000655172	8.27	0.00
<input type="checkbox"/>	123456789102	10/10/2018	Ground	MWT	X97742	Third Party	Closed	000655172	8.27	0.00
<input type="checkbox"/>	123456789103	10/10/2018	Ground	MWT	X97742	Third Party	Closed	000655172	8.27	0.00
<input type="checkbox"/>	123456789104	10/10/2018	Ground	MWT	X97742	Third Party	Closed	000655172	8.27	0.00
<input type="checkbox"/>	123456789105	10/10/2018	Ground	MWT	X97742	Third Party	Closed	000655172	8.27	0.00
<input type="checkbox"/>	123456789106	10/10/2018	Ground	MWT	X97742	Third Party	Closed	000655172	8.27	0.00
<input type="checkbox"/>	123456789107	10/10/2018	Ground	MWT	X97742	Third Party	Closed	000655172	8.27	0.00
<input type="checkbox"/>	123456789108	10/10/2018	Ground	MWT	X97742	Third Party	Closed	000655172	8.27	0.00
<input type="checkbox"/>	123456789109	10/10/2018	Ground	MWT	X97742	Third Party	Closed	000655172	8.27	0.00
<input type="checkbox"/>	123456789110	10/10/2018	Ground	MWT	X97742	Third Party	Closed	000655172	8.22	0.00

[Approve/notify user](#) [Pay](#)

[Back](#)

From the Invoice Detail screen you can view your FedEx Ground shipments at a service type level. Each shipment that was charged on the invoice is listed in the table along with the tracking ID, ship date, shipment type, product group, reference, payor, meter number, status, original charges, and balance due. Click the value in the Product Group column to see additional details of "grouped" shipments, like FedEx Ground Multiweight®.

Click the Tracking ID to see the Tracking ID Details screen. (See [Tracking ID Details](#) for more information.)

Paying FedEx Ground Charges

To pay for individual FedEx Ground charges, click the checkboxes to the left of the invoice numbers. Then click Pay to proceed to the Payment Cart page. See [Viewing the Payment Cart](#) for more information.

Disputing FedEx Ground Charges (including FedEx SmartPost)

To dispute a FedEx Ground charge, click the FedEx Ground Tracking ID number to proceed to the Tracking ID Detail screen. From there, click Dispute to start your dispute request.

Continued on next page.

4.2

FedEx Ground Invoice Detail Overview (including FedEx SmartPost) (Continued)

Account Summary | Search/Download/Rules | My Options ▾ | Message Center | Back

Ground Multiweight Summary

Invoice Summary

Billing Information		Charge Summary		View Details
Invoice no.	1-234-56789	Total express charges	0.00	
Account no.	1234-5678-9	Total ground charges	10,963.85	
Store ID no.	2999	Total other charges	0.00	
FedEx Tax ID No.		Total invoice amount	10,963.85	
Invoice date	10/17/2018	Total payments and credits	10,963.85	
Due date	11/01/2018	Total balance due	\$0.00	
Invoice status	Closed			
Balance due	\$0.00			
View Invoice History				
View/print PDF				

Approve/notify user | Download invoice | Dispute invoice | Pay Invoice

Shipments included in this invoice received an earned discount. If you would like to know how it was calculated, please go to the following URL: <https://www.fedex.com> [Read More...](#).
Other discounts may apply.
Tendered Date is the date the shipper gave possession of the shipment to FedEx and is used for rate calculations and currency conversions. Ship Date is the date [Read More...](#).

MWT Shipment Information

Shipment Date	10/10/2018	Transportation Charge	57.86
Origin Zip	77303	Fuel Surcharge	3.29
Destination Zip	78705-100601	Third Party Billing	1.50
Zone	002	Total MWT Shipment Amount	\$62.65
MWT Number	123456789		
MWT Pieces	10		
Actual weight	200.0		
Rated weight	160.0		

MWT Shipment Details

Select all	Transaction/ Billing ID	Customer Reference	PO no.	Dept no.	Weight	Balance due
<input type="checkbox"/>	123456789001	123401	300020000188707		9.8	0.00
<input type="checkbox"/>	123456789002	123402	300020000188707		9.8	0.00
<input type="checkbox"/>	123456789003	123403	300020000188707		9.7	0.00
<input type="checkbox"/>	123456789004	123404	300020000188707		9.8	0.00
<input type="checkbox"/>	123456789005	123405	300020000188707		9.7	0.00
<input type="checkbox"/>	123456789006	123406	300020000188707		9.7	0.00
<input type="checkbox"/>	123456789007	123407	300020000188707		9.8	0.00
<input type="checkbox"/>	123456789008	123408	300020000188707		9.6	0.00
<input type="checkbox"/>	123456789009	123409	300020000188707		9.8	0.00
<input type="checkbox"/>	123456789010	123410	300020000188707		9.7	0.00

FedEx Ground Multiweight® Summary

Multiweight shipment bundles are indicated with the Product Group value MWT. Click MWT to go to the Multiweight Detail screen, where you'll see details on the bundle, including the number of packages, a breakdown of all associated charges, origin and destination ZIP codes, shipment weight, multiweight, and net charge.

From this screen you can pay or dispute the charge at the multiweight detail level.

Continued on next page.

4.2

FedEx Ground Invoice Detail Overview (including FedEx SmartPost) (Continued)

The screenshot shows the FedEx Ground Invoice Detail Overview screen. At the top, there are tabs for Account Summary, Search/Download, My Options, and Message Center. Below the tabs, the main content area has a header "Ground Miscellaneous Charges Summary" with a "Back" link.

Invoice Summary

Billing Information		Charge Summary	
Invoice no.	1-234-56789	Total express charges	1644.92
Account no.	1234-5678-9	Total ground charges	1279.52
Store ID no.	621606	Total other charges	0.00
FedEx Tax ID No.		Total invoice amount	2,924.44
Invoice date	02/07/2019	Total payments and credits	0.00
Due date	02/22/2019	Total balance due	\$2,924.44
Invoice status	Open		
Balance due	\$2,924.44		

[View Invoice History](#) [View/print PDF](#)

[Approve/notify user](#) [Download invoice](#) [Dispute invoice](#) [Pay invoice](#)

Shipments included in this invoice received an earned discount. If you would like to know how it was calculated, please go to the following URL: <https://www.fedex.com>. Other discounts may apply.

Miscellaneous Charges Details

Miscellaneous Items	Description	Qty	Zip Code	Conversion Rate	Date	Other Handling Charges	Total Charges
Weekly Service Chg (Packages)		1			01/28/2019		0.00 14.50

[Pay](#)

[Back](#)

FedEx Ground Miscellaneous Charges

From the Invoice Detail screen, if Miscellaneous appears in the type column, click the hyperlink to view the Miscellaneous Charges screen. There you'll see things like Residential Surcharges and Weekly Pickup Charges. A link to view address correction detail information is also provided.

If you think you've been billed incorrectly, you can dispute individual miscellaneous charges by clicking Dispute Invoice on the right side of each line item.

Tracking ID Details

Shipment Details		Charges
Account	1234-5678-0	70.20
Ship date	04/29/2019	5.09
Tendered date	04/27/2019	1.00
Payment type	Shipper	\$76.29
Service type	Ground	
Zone	08	
Package type	Customer Packaging	
Actual weight	52.00lbs	
Rated weight	80.00lbs	
Pieces	1	
Meter No.	123456780	
Declared value	\$0.00	
Original Reference		Updated Reference Edit
Customer reference no.		Customer reference no.
Department no.		Department no.
Purchase order no.		Purchase order no.
Proof of Delivery		Cost Allocation Reference Edit
Delivery date	2019-05-03T00:00:0000:00	Cost allocation
Service area code		Shipment Notes
Signed by		
View signature proof of delivery		

You can see all available information about a shipment on this page.

You can access this page by clicking a Tracking ID number on the Invoice Detail screen.

You can see charges for each shipment, which may include fuel surcharges, discounts, transportation charges, and other special charges such as dangerous goods, Saturday delivery, etc.

If you think you see an error (like a shipment that wasn't delivered in a timely manner), click the Dispute button to start the dispute request process.

Click Approve/Notify User to send notifications to other users. Then choose who you want to notify and enter comments to include in your notification.

Click View Signature Proof of Delivery to see the recipient's signature, if one is available. If no signature is available, you'll see a message letting you know.

Promotion Codes

Sometimes FedEx offers promotions, like discounts you can apply to your invoices. If you receive a promotion code, you can enter it on this screen by clicking Enter Promo Code before you pay. (Make sure the details of the promotion match the details of the shipment or it can't be applied.) Once the promotion discount is applied, you can see the changes to your balance on the following screens:

- Account Summary
- Invoice Detail
- Tracking ID Detail
- Invoice History

FedEx Multiweight Shipment Detail

Account Summary | Search/Download/Rules ▾ | My Options ▾ | Message Center

[Ground Multiweight Shipment Detail](#) [Back](#)

Tracking ID Summary		Help Hide																
Billing Information <table> <tr> <td>Tracking ID no.</td> <td><Prev 123456789100 Next></td> </tr> <tr> <td>Invoice no.</td> <td>1-234-56700</td> </tr> <tr> <td>Account no.</td> <td>1234-5678-0</td> </tr> <tr> <td>Ship date</td> <td>2019-04-29T00:00:00</td> </tr> <tr> <td>Invoice date</td> <td>05/08/2019</td> </tr> <tr> <td>Due date</td> <td>05/23/2019</td> </tr> <tr> <td>Tracking ID Balance due</td> <td>\$5.64</td> </tr> <tr> <td>Status</td> <td>Past Due</td> </tr> </table> View Invoice History View signature proof of delivery		Tracking ID no.	<Prev 123456789100 Next>	Invoice no.	1-234-56700	Account no.	1234-5678-0	Ship date	2019-04-29T00:00:00	Invoice date	05/08/2019	Due date	05/23/2019	Tracking ID Balance due	\$5.64	Status	Past Due	Messages We calculated your charges based on a dimensional Read More...
Tracking ID no.	<Prev 123456789100 Next>																	
Invoice no.	1-234-56700																	
Account no.	1234-5678-0																	
Ship date	2019-04-29T00:00:00																	
Invoice date	05/08/2019																	
Due date	05/23/2019																	
Tracking ID Balance due	\$5.64																	
Status	Past Due																	

Transaction Details		Help Hide																																	
Sender Information <p>JANE PLAIN 123 MAIN STREET MEMPHIS TN 38103 US</p> Shipment Details <table> <tr> <td>Account</td> <td>1234-5678-0</td> </tr> <tr> <td>Ship date</td> <td>2019-04-29T00:00:00</td> </tr> <tr> <td>Tendered date</td> <td>04/29/2019</td> </tr> <tr> <td>Payment type</td> <td></td> </tr> <tr> <td>Service type</td> <td>Ground</td> </tr> <tr> <td>Zone</td> <td>02</td> </tr> <tr> <td>Package type</td> <td>Customer Packaging</td> </tr> <tr> <td>Actual weight</td> <td>9.70lbs</td> </tr> <tr> <td>Rated weight</td> <td>18.00lbs</td> </tr> <tr> <td>Pieces</td> <td>1</td> </tr> <tr> <td>Multiweight no.</td> <td>1236240</td> </tr> <tr> <td>Meter No.</td> <td>123456780</td> </tr> <tr> <td>Declared value</td> <td>\$0.00</td> </tr> </table> Original Reference <p>Customer reference no. Department no. Purchase order no.</p> Proof of Delivery <p>Delivery date 2019-04-30T00:00:0000:00 Service area code Signed by View signature proof of delivery</p>	Account	1234-5678-0	Ship date	2019-04-29T00:00:00	Tendered date	04/29/2019	Payment type		Service type	Ground	Zone	02	Package type	Customer Packaging	Actual weight	9.70lbs	Rated weight	18.00lbs	Pieces	1	Multiweight no.	1236240	Meter No.	123456780	Declared value	\$0.00	Recipient Information <p>CHRIS SMITH 507 BROADWAY NEW YORK NY 10001 US</p> Charges <table> <tr> <td>Transportation Charge</td> <td>5.22</td> </tr> <tr> <td>Fuel Surcharge</td> <td>0.28</td> </tr> <tr> <td>Third Party Billing</td> <td>0.14</td> </tr> <tr> <td>Total charges</td> <td>\$5.64</td> </tr> </table> <input type="checkbox"/> Enter promo code Updated Reference <p>Customer reference no. Department no. Purchase order no.</p> Cost Allocation Reference <p>Cost allocation Shipment Notes</p>	Transportation Charge	5.22	Fuel Surcharge	0.28	Third Party Billing	0.14	Total charges	\$5.64
Account	1234-5678-0																																		
Ship date	2019-04-29T00:00:00																																		
Tendered date	04/29/2019																																		
Payment type																																			
Service type	Ground																																		
Zone	02																																		
Package type	Customer Packaging																																		
Actual weight	9.70lbs																																		
Rated weight	18.00lbs																																		
Pieces	1																																		
Multiweight no.	1236240																																		
Meter No.	123456780																																		
Declared value	\$0.00																																		
Transportation Charge	5.22																																		
Fuel Surcharge	0.28																																		
Third Party Billing	0.14																																		
Total charges	\$5.64																																		

[Approve/notify user](#) [Dispute](#) [Pay](#) [Back](#)

On the Invoice Detail screen, multiweight shipment bundles are indicated with the Product Group value MWT. Click MWT to see bundle details, including the number of packages per bundle, origin ZIP code, destination ZIP code, shipment weight, multiweight, and net charge.

Click the bundle's Tracking ID to go to the Multiweight Detail screen, where you'll see a breakdown of all associated charges.

5.2

Shipment Dimension Details

The screenshot shows a FedEx tracking interface. At the top, there are tabs for 'Account Summary', 'Search/Download/Rules', 'My Options', and 'Message Center'. Below these, the main content area has a header 'Tracking ID Details' and a sub-header 'Tracking ID Summary'. On the left, under 'Billing Information', there's a table with the following data:

Tracking ID no.	<Prev	123456789910	Next>
Invoice no.	1-234-56789		
Account no.	1234-5678-9		
Ship date	01/28/2019		
Invoice date	02/07/2019		
Due date	02/22/2019		
Tracking ID Balance due	\$41.86		
Status	Open		

Below this table are two links: 'View Invoice History' and 'View signature proof of delivery'.

On the right, under 'Messages', there is a box containing the following text:

We calculated your charges based on a dimensional weight of 9.0 lbs, 15" x 10" x 8", using a dimensional factor of 139.

We calculated your charges based on a dimensional [Read More](#).
Fuel Surcharge - FedEx has applied a fuel surcharge [Read More](#).

If your package is rated based on its dimensions and not its actual weight, you can find the dimension details in the Messages section at the top of the Tracking ID Details page. They're also available in the download file.

5.3

Other Charges

The screenshot shows two main sections of the FedEx Billing Online interface:

Invoice Detail View

Invoice Summary

Billing Information

Invoice no.	1-234-56789	<Prev	Next>
Account no.	1234-5678-9		
Store ID no.			
FedEx Tax ID No.			
Invoice date	12/17/2018		
Due date	01/01/2019		
Invoice status	Closed		
Balance due	\$0.00		
View Invoice History			
View/print PDF			

Charge Summary

Total express charges	0.00
Total ground charges	0.00
Total other charges	97.71
Total invoice amount	97.71
Total payments and credits	97.71
Total balance due	\$0.00

Other discounts may apply.

Download invoice **Dispute invoice** **Pay Invoice**

FedEx Invoice Details

Filter by **None selected**

Select all	Tracking ID	Date	Type	Product group	Reference	Payer	Status	Meter	Original charges	Balance due
<input type="checkbox"/>	123456789001	12/11/2018	Merchandise			Shipper	Closed	000000000	73.47	0.00
<input type="checkbox"/>	123456789002	12/12/2018	Merchandise			Shipper	Closed	000000000	24.24	0.00

Pay

Back

Items described as Other Charges in the Type column give you details about non-shipping charges on your account, like packaging you've purchased at a FedEx retail location.

These types of packaging purchases are identified by a Tracking/Transaction ID number. Click the number to see a list of all items purchased on that transaction. Packaging sales charges can't be disputed on FedEx® Billing Online. To ask questions about or dispute packaging charges, call 1.800.622.1147.

Electronic Export Information (EEI) charges are also indicated in the Type column. Click the Tracking/Transaction ID to an EEI item for more details about the specific charges included in your shipment.

Continued on next page.

5.3

Other Charges (Continued)

Account Summary | **Search/Download** ▾ | **My Options** ▾ | **Message Center**

Merchandise Sale Charges Summary [Back](#)

Invoice Summary		Help <input type="checkbox"/> Hide	
Billing Information		Charge Summary	
Invoice no.	<Prev 1-234-56789 Next>	Total express charges	0.00
Account no.	1234-5678-9	Total ground charges	0.00
Store ID no.		Total other charges	97.71
FedEx Tax ID No.		Total invoice amount	97.71
Invoice date	12/17/2018	Total payments and credits	97.71
Due date	01/01/2019	Total balance due	\$0.00
Invoice status	Closed		
Balance due	\$0.00		
View Invoice History			
View/print PDF			
Other discounts may apply.			
		Download invoice	Dispute invoice
		Pay Invoice	

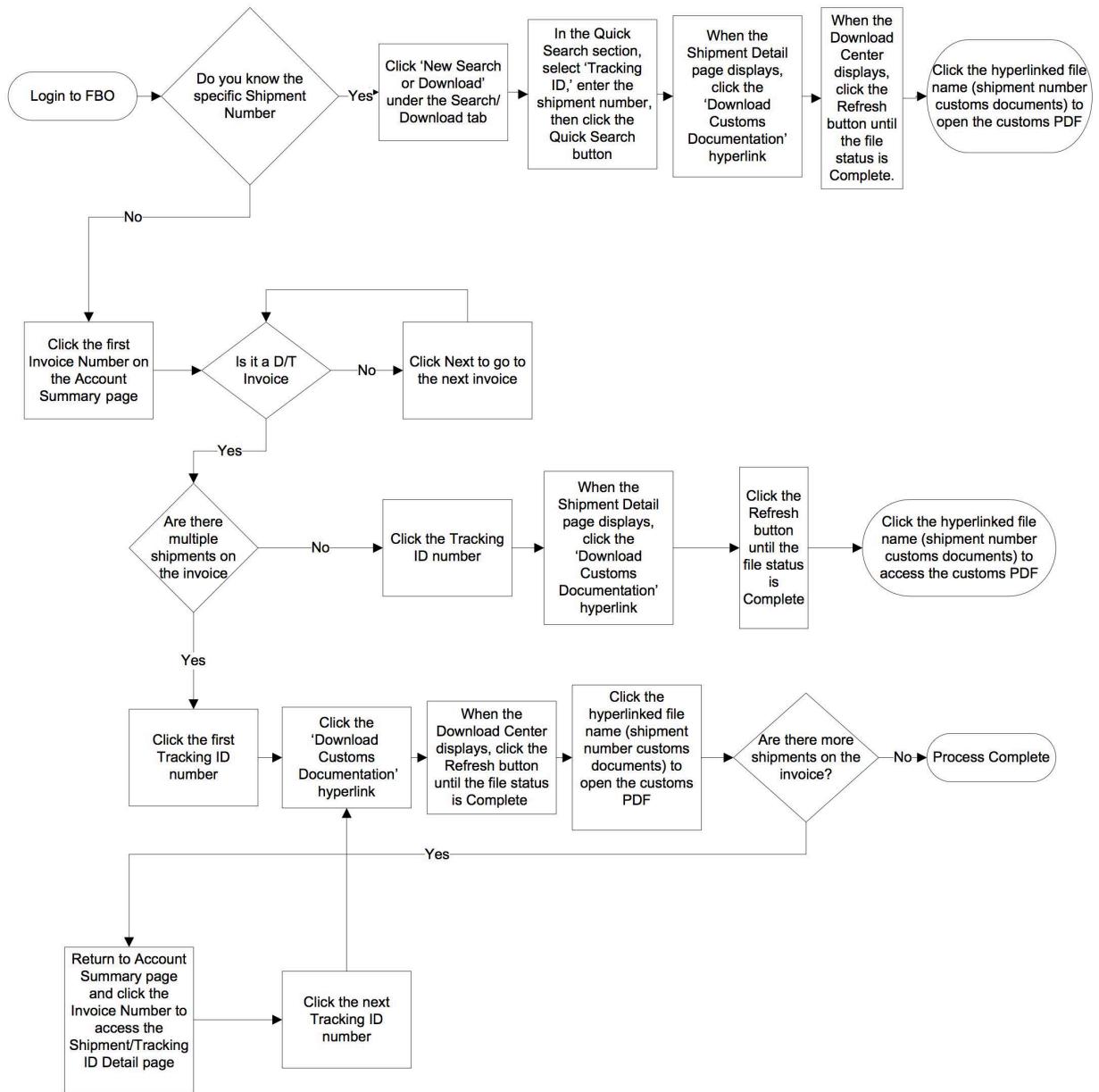
Merchandise Sale Details Help								
<input type="checkbox"/> Select All	Tracking/Billing Date	ID	Transaction Detail	Merchandise Qty Description	Unit Price	Charge	Balance due	Status
			PURCHASER: JANE PLAIN 123 MAIN ST MEMPHIS TN 38103	20"x20"x12" Box Retail Box- 23x17x12 Sales Tax Total Charges	4 1 0	4.00 6.50 0.00	16.00 6.50 1.74 \$ 24.24	0.00 Closed Dispute
			PURCHASER: JANE PLAIN 123 MAIN ST MEMPHIS TN 38103	PR Std Lg 24x24x24 PR Std 28x28x28 Sales Tax Total Charges	3 1 0	15.99 19.99 0.00	47.97 19.99 5.51 \$ 73.47	0.00 Closed Dispute

[Pay](#) [Back](#)

When you make purchases at a FedEx retail location, like shipping supplies, books, or other merchandise, you'll see those charges on your invoice summary. (This excludes print services.)

5.4

Accessing Customs Documentation



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

Disputing Transportation Charges

Shipment Details		Charges
Account	1234-5678-0	70.20
Ship date	04/29/2019	5.09
Tendered date	04/27/2019	1.00
Payment type	Shipper	\$76.29
Service type	Ground	
Zone	08	
Package type	Customer Packaging	
Actual weight	52.00lbs	
Rated weight	80.00lbs	
Pieces	1	
Meter No.	123456780	
Declared value	\$0.00	
Original Reference		Updated Reference Edit
Customer reference no.		
Department no.		
Purchase order no.		
Proof of Delivery		Cost Allocation Reference Edit
Delivery date	2019-05-03T00:00:0000:00	Cost allocation
Service area code		Shipment Notes
Signed by		
View signature proof of delivery		

To dispute a shipment, click the invoice number from the Account Summary screen. This takes you to the Invoice Detail screen. Click the tracking number of the shipment you want to dispute. This opens the Tracking ID Detail page. Click Dispute and select the reason from the drop-down. You might be asked to provide additional information, depending on the reason you select.

Once you submit your request, you can expect a response within three business days. You can check the status of your request by clicking the In Dispute tab on the Account Summary screen.

5.6

Disputing Duties and Taxes

Account Summary | Search/Download/Rules ▾ | My Options ▾ | Message Center

[Back](#)

Express Duty/Tax Shipment Detail

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

Tracking ID Summary	
Billing Information	Messages
Tracking ID no. Invoice no. Account no. Ship date Invoice date Due date Tracking ID Balance due Status	1234567891001 1-234-56789 1234-5678-9 01/15/2019 02/07/2019 02/22/2019 \$28.39 Open
View Invoice History View signature proof of delivery Download Custom Documentation	

Duty/Tax Shipment Information																					
Sender Information	Recipient Information																				
CHRIS SMITH COMPANY ADDRESS 123 BROADWAY NEW YORK, NY 10001 US	JANE PLAIN PERSONAL ADDRESS 123 MAIN STREET MEMPHIS, TN 38101 US																				
Shipment Details	Ancillary Charges & Customs Fees																				
Payment Type Service Type Orig/Dest Package type Pieces Weight Meter No. Reference Delivery Date Signed By	<table border="1"> <tr> <td>Shipper</td> <td>Jan 15, 2019 Conversion Rate</td> <td>CAD- USD</td> <td>1.32658</td> </tr> <tr> <td>FedEx Int'l Economy</td> <td>Customs Duty</td> <td>0.00CAD</td> <td>0.00USD</td> </tr> <tr> <td>ABCD EFGH</td> <td>Advancement Fee</td> <td>0.00CAD</td> <td>0.00USD</td> </tr> <tr> <td>Customer Packaging</td> <td>Canada HST</td> <td>37.02CAD</td> <td>28.39USD</td> </tr> <tr> <td>1</td> <td>Total Duties, Taxes, Customs, Other Fees</td> <td colspan="2">28.39USD</td> </tr> </table>	Shipper	Jan 15, 2019 Conversion Rate	CAD- USD	1.32658	FedEx Int'l Economy	Customs Duty	0.00CAD	0.00USD	ABCD EFGH	Advancement Fee	0.00CAD	0.00USD	Customer Packaging	Canada HST	37.02CAD	28.39USD	1	Total Duties, Taxes, Customs, Other Fees	28.39USD	
Shipper	Jan 15, 2019 Conversion Rate	CAD- USD	1.32658																		
FedEx Int'l Economy	Customs Duty	0.00CAD	0.00USD																		
ABCD EFGH	Advancement Fee	0.00CAD	0.00USD																		
Customer Packaging	Canada HST	37.02CAD	28.39USD																		
1	Total Duties, Taxes, Customs, Other Fees	28.39USD																			
Customs Details	Airwaybill Commodity Desc Cntry of Manufacture																				
Entry Date Entry no. Declared Value Customs Value	01/17/2019 1234567891001 USD185.00 USD185.99																				

[Research](#) [Pay](#)
[Back](#)

To dispute duties and taxes, click Research on the Shipment Details page. Select the reason for your dispute from the Research Request Type drop-down.

Continued on next page.

5.6

Disputing Duties and Taxes (Continued)

The screenshot shows a web-based application interface for disputing duties and taxes. At the top, there are navigation links: Account Summary, Search/Download/Rules, My Options, and Message Center. Below these, a title bar reads "Duty/Tax Research Request Tracking ID". A "Select the type of Research Request" section contains a dropdown menu with three options: "Please Select.....", "Clearance Charges Dispute", and "Duty and Tax Rebill Notification". The "Please Select....." option is highlighted with a blue background and white text. To the right of the dropdown is a "Help" link and a "Back" link.

Provide the required information in the free form fields and click Continue. You'll see a summary of the information you provided, and you'll be able to change the information before final submission.

Once you submit your dispute, you'll receive an e-mail confirming that our duties and tax research team has received your request. You'll receive resolution to your request via email.

We try to resolve disputes quickly, but research is often complicated and must comply with country standards. Resolution can take up to three months.

Payment

Welcome, Jane Plain

Account Summary		Help	
Primary Account	1234-5678-9	Add an account	
Original charges	\$40,569.05		
Past Due	\$15,411.63		
In dispute	\$0.00		
Payments and Adjustments	\$504.86		
Current Account Balance	\$40,055.99		

(You have 45 past due invoices.
 You have 2 download file(s) ready in the download center.)

All-Open	Past Due	Paid/Closed	In Dispute	Search all					
Invoice List (All-Open)				Help					
Filter by <input type="button" value="None selected"/> <input type="button" value="▼"/>									
Select all <input type="checkbox"/>	Invoice no.	View/print	Invoice date	Due date	Account no.	Invoice status	Original Charges	Balance due	Payment status
<input type="checkbox"/>	1-234-56781		04/12/2019	04/27/2019	1234-5678-1	Open	1,137.97	1,137.97	
<input type="checkbox"/>	1-234-56782		04/12/2019	04/27/2019	1234-5678-2	Open	340.99	340.99	
<input type="checkbox"/>	1-234-56783		04/12/2019	04/27/2019	1234-5678-3	Open	12.26	12.26	
<input type="checkbox"/>	1-234-56784		04/12/2019	04/27/2019	1234-5678-4	Open	502.12	502.12	
<input type="checkbox"/>	1-234-56785		04/12/2019	04/27/2019	1234-5678-5	Open	73.71	73.71	

[Print/Save invoices](#) [Approve/notify user](#) [Pay](#)

[Icon Legend](#)

Account Summary	Search/Download <input type="button" value="▼"/>	My Options <input type="button" value="▼"/>	Message Center
Invoice Detail View			
Back			
Invoice Summary			
Billing Information		Charge Summary	View Details
Invoice no.	<Prev 1-234-56701 Next>	Total express charges	25.41
Account no.	1234-5678-0	Total ground charges	4196.65
Store ID no.		Total other charges	0.00
FedEx Tax ID No.		Total invoice amount	4,222.06
Invoice date	05/10/2019	Total payments and credits	0.00
Due date	05/25/2019	Total balance due	\$4,222.06
Invoice status	Open		
Balance due	\$4,222.06		
View Invoice History			
View/print PDF			
Approve/notify user Download invoice Dispute invoice Pay Invoice			
Tendered Date is the date the shipper gave possession of the shipment to FedEx and is used for rate calculations and currency conversions. Ship Date is the date Read More . Shipments included in this invoice received an earned discount. If you would like to know how it was calculated, please go to the following URL: https://www.fedex.com . Other discounts may apply.			

With FedEx® Billing Online, you're in control of how, when, and how much you pay.

Here are your options for paying your FedEx invoices:

1. ACH or EFT
2. Stored credit card
3. Non-stored credit card (one-time payment)
4. Amex Express Checkout
5. PayPal
6. Paper check mailed with printed payment summary form

If you choose to pay with EFT or a credit card, go to the My Options tab and select Manage Payment Preferences to enter your banking or credit card information.

6.1

Paying an Invoice

All-Open **Past Due** **Paid/Closed** **In Dispute**

[Search all](#)

Invoice List (All-Open) [Help](#)

Filter by: None selected

Select all	Invoice no.	View/print	Invoice date	Due date	Account no.	Invoice status	Original Charges	Balance due	Payment status
<input type="checkbox"/>	1-234-56781		04/12/2019	04/27/2019	1234-5678-1	Open	1,137.97	1,137.97	
<input type="checkbox"/>	1-234-56782		04/12/2019	04/27/2019	1234-5678-2	Open	340.99	340.99	
<input type="checkbox"/>	1-234-56783		04/12/2019	04/27/2019	1234-5678-3	Open	12.26	12.26	
<input type="checkbox"/>	1-234-56784		04/12/2019	04/27/2019	1234-5678-4	Open	502.12	502.12	
<input type="checkbox"/>	1-234-56785		04/12/2019	04/27/2019	1234-5678-5	Open	73.71	73.71	

[Print/Save invoices](#) [Approve/notify user](#) [Pay](#)

[Icon Legend](#)

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

My Payment Cart

1. [Select Payment](#) 2. [Review Payment](#) 3. [Payment Confirmation](#)

[Help](#)

Primary account number : 1234-5678-9
Amount to pay : \$323.28

View items in payment cart

Account no.	Invoice no.	Invoice date	Due date	Currency	Payment item	Amount due	Payment amount	Action
1234-5678-9	1-234-56781	05/08/2019	05/23/2019	USD	Invoice Payment	323.28	323.28	Remove

Payment cart total: \$323.28

[Remove all items](#) [Add items](#)

Electronic Funds Transfer

Mail Check / Remittance Advice

Credit Card

Other Payment Methods The safer, easier way to pay

On the Account Summary screen, you can see lists of invoices that are available for payment on the All Open and Past Due tabs. Select individual invoices by clicking the checkboxes next to the invoice numbers or use the Select All checkbox to pay all invoices. Then click Pay. You'll see a summary of the items you've selected.

Click Add Items to select more invoices to pay until you're ready to check out. Only administrators can set up payment profiles.

6.2

Viewing the Payment Cart

The screenshot shows the 'My Payment Cart' section of the FedEx Billing Online interface. At the top, there are tabs for 'Account Summary', 'Search/Download', 'My Options', and 'Message Center'. Below the tabs, the title 'My Payment Cart' is displayed, followed by a navigation menu with three items: '1. Select Payment', '2. Review Payment', and '3. Payment Confirmation'. A 'Help' link is located in the top right corner.

Underneath the menu, account details are shown: 'Primary account number : 1234-5678-9' and 'Amount to pay : \$323.28'. To the right of these details is a 'Help' link with a question mark icon.

A section titled 'View items in payment cart' contains a table with one row, showing the following data:

Account no.	Invoice no.	Invoice date	Due date	Currency	Payment item	Amount due	Payment amount	Action
1234-5678-9	1-234-56781	05/08/2019	05/23/2019	USD	Invoice Payment	323.28	323.28	Remove

To the right of the table, the total amount 'Payment cart total: \$323.28' is displayed, along with two buttons: 'Remove all items' and 'Add items'.

Below the table, there are four expandable sections with arrows: 'Electronic Funds Transfer', 'Mail Check / Remittance Advice', 'Credit Card' (which displays logos for VISA, MasterCard, American Express, Discover, and Diners Club), and 'Other Payment Methods' (which displays logos for AMEX EXPRESS CHECKOUT and PAYPAL Check out).

To view the invoices you've selected for payment, click View Cart in the top right corner of any FedEx Billing Online screen.

To pay with an EFT or credit card, use the drop-down menu to schedule a payment date. You can schedule payments any time between the invoice issue date and 15 days after issue date.

Payment Options — ACH and EFT Payments

The difference between ACH and EFT

- ACH (Automated Clearing House): FedEx provides you with our bank account number and bank routing number. Your bank pushes funds to our account when you pay your invoices.
- EFT (Electronic Funds Transfer): You provide your bank account number and bank routing number. FedEx pulls the funds from your bank account, on the date you specify, for the amount you specify.

FedEx Billing Online allows administrators to store up to 10 EFT payment profiles. You can specify when you want your payment to be withdrawn from your account (any date from the invoice date to 14 days after).

Note: The maximum amount for EFT autopay is \$999,999,999.00. The maximum amount for credit card autopay or manual payments is \$99,999.00.

The FedEx Billing Online ACH Process

- Complete the ACH setup process with the ACH Request team.
- If you choose to pay invoices using ACH, choose the Pay by Check payment option in the Payment Cart. You'll see these invoices with a Scheduled Check status with the payment icon. (You'll receive two Pay by Check email notifications. One will come seven days after the payment submission date, and the next will come 14 days after the payment submission date. These are automatically generated by our system, but they aren't applicable to ACH payments. Please disregard them.)
- Submit your payment using the ACH payment instructions provided in your ACH setup.

ACH Payments Contact

If you have questions about ACH payment, send an email to:

ACH-Request@fedex.com

Be sure to include:

- Your customer account number
- Your contact information (name, email address, and phone number)

Continued on next page.

6.3

Payment Options — ACH and EFT Payments (Continued)

The screenshot shows a software interface with a top navigation bar containing 'Account Summary', 'Search/Download', 'My Options', 'Message Center', and 'Funds Available'. The 'Funds Available' tab is highlighted with a purple border.

Welcome, Jane Plain

Account Summary

Primary Account 1234-5678-0 Add an account

- Original Charges \$4,558,737.40
- Past Due **\$1,763,445.80**
- In Dispute \$0.00
- Payments and Adjustments \$1,616,159.70
- Current Account Balance \$2,943,577.70

(!) You have 56 past due invoices.
(!) You have funds available to use on your account.

Invoice List (All-Open)

All-Open Past Due Paid/Closed In Dispute Search all

Filter by None selected

Select all	Invoice no.	View/print	Invoice date	Due date	Account no.	Invoice status	Original Charges	Balance due	Payment status
<input type="checkbox"/>	1-234-56701		07/20/2018	08/04/2018	1234-5678-9	Open	20,426.57	20,426.57	
<input type="checkbox"/>	1-234-56702		07/19/2018	08/03/2018	1234-5678-9	Open	21,931.04	21,931.04	
<input type="checkbox"/>	1-234-56703		07/18/2018	08/02/2018	1234-5678-9	Open	44.27	44.27	
<input type="checkbox"/>	1-234-56704		07/18/2018	08/02/2018	1234-5678-9	Open	390.77	390.77	
<input type="checkbox"/>	1-234-56705		07/18/2018	08/02/2018	1234-5678-9	Open	15,273.89	15,273.89	
<input type="checkbox"/>	1-234-56706		07/18/2018	08/02/2018	1234-5678-9	Open	45.94	45.94	
<input type="checkbox"/>	1-234-56707		07/18/2018	08/02/2018	1234-5678-9	Open	31.18	31.18	
<input type="checkbox"/>	1-234-56708		07/18/2018	08/02/2018	1234-5678-9	Open	13,335.94	13,335.94	

Funds Available

If you have available funds in your account because of an overpayment, you'll see a new Funds Available tab to the right of the Message Center tab.

Continued on next page.

6.3

Payment Options — ACH and EFT Payments (Continued)

The screenshot shows a user interface for managing payment options. At the top, there are five tabs: Account Summary, Search/Download, My Options, Message Center, and Funds Available. The Account Summary tab is currently selected, displaying a summary of the account's status:

Primary Account	1234-5678-0	Add an account
Original Charges	\$4,558,737.40	
Past Due	\$1,763,445.80	
In Dispute	\$0.00	
Payments and Adjustments	\$1,616,159.70	
Current Account Balance	\$2,943,577.70	

To the right of the summary, there are two notifications:

- (!) You have 56 past due invoices.
- (!) You have funds available to use on your account.

Below the Account Summary, there is a Funds Available section with a sub-section titled "Funds Available". This section contains a table with one row, showing a receipt detail:

	Account no.	Receipt no.	Receipt date	Receipt amount	On Account Fund Amount	
	123456789				34.48	<input type="button" value="Use this amount"/>

Click the new tab to open the Funds Available page. You can use these funds to pay your open invoices, using the instructions on the screen.
(If there aren't any funds available on your account, you won't see the tab.)

6.4

Payment Options — Credit Card on File

Account Summary | Search/Download | My Options | Message Center

My Payment Cart

1. Select Payment 2. Review Payment 3. Payment Confirmation

Primary account number : 1234-5678-9
Amount to pay : \$6,455.83

View items in payment cart

Account no.	Invoice no.	Invoice date	Due date	Currency	Payment item	Amount due	Payment amount	Action
1234-5678-9	1-234-56789	04/18/2019	05/03/2019	USD	Invoice Payment	6,455.83	6,455.83	Remove

Payment cart total: \$6,455.83

[Remove all items](#) [Add items](#)

Electronic Funds Transfer

Mail Check / Remittance Advice

Credit Card     

Create one time payment [Pay with Payment profile](#)

Other Payment Methods    [PayPal Check out](#)
The safer, easier way to pay

FedEx Billing Online allows administrators to store up to five credit card payment profiles. FedEx accepts Visa, Mastercard, Amex, Discover, and Diners Club. Payments can be scheduled for any date from the next day up to 14 days from the invoice date.

Note: The maximum amount for credit card autopay or manual payments is \$99,999.00.

Payment Options — One-Time Credit Card

Account Summary | Search/Download | My Options | Message Center

My Payment Cart

1. Select Payment 2. Review Payment 3. Payment Confirmation

Primary account number : 1234-5678-9
Amount to pay : \$88.99 [Help](#)

[View items in payment cart](#)

Account no.	Invoice no.	Invoice date	Due date	Currency	Payment item	Amount due	Payment amount	Action
1234-5678-9	1-234-56789	06/25/2018	07/10/2018	USD	Invoice Payment	88.99	88.99	Remove

Payment cart total: \$88.99

[Remove all items](#) [Add items](#)

[Electronic Funds Transfer](#)

[Mail Check / Remittance Advice](#)

[Credit Card](#)

[Create one time payment](#) [Pay with Payment profile](#)

[Other Payment Methods](#)

You can schedule a one-time credit card payment without creating a payment profile. Your credit card information won't be saved.

Continued on next page.

Payment Options — One-Time Credit Card (Continued)

Account Summary | Search/Download | My Options | Message Center

My Payment Cart

1. Select Payment 2. Review Payment 3. Payment Confirmation

Primary account number : 1234-5678-9
Amount to pay : \$22.23

[Help](#)

View items in payment cart

Account no.	Invoice no.	Invoice date	Due date	Currency	Payment item	Amount due	Payment amount	Action
1234-5678-9	1-234-56789	04/04/2018	04/19/2018	USD	Invoice Payment	22.23	22.23	Remove

Payment cart total: \$22.23

[Remove all items](#) [Add items](#)

Electronic Funds Transfer

Mail Check / Remittance Advice

Credit Card 

Billing

Country/Territory
Cardholder name
Address
City
State/Province
Postal code

Payment

*Card type Select Card type ▾
*Card number
*Expiration date Month ▾ Year ▾
*CVV

For your protection we ask that you enter your Card Verification Value.
[Where do I find this?](#)

[Review Payment](#) [Cancel](#)

Other Payment Methods 

From the Payment Cart, click Create One Time Payment and enter your credit card information. Then click Review Payment to see your payment summary and Submit to submit your payment.

6.6

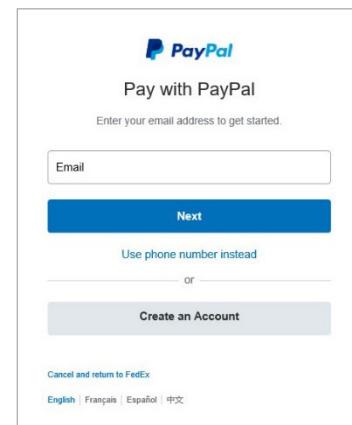
Payment Options — Amex Express Checkout and PayPal

The screenshot shows the 'Credit Card Payment Profile' section of the FedEx Billing Online interface. At the top, there's a banner for 'Streamline profile creation with AMEX EXPRESS CHECKOUT'. Below it, a note says '* Denotes required field.' and a 'clear all fields' link. The main form is titled 'Credit card Billing Information' and includes fields for FedEx Account number (123456789), Country/Territory (U.S.A.), *Profile name, *Cardholder name, *Address, *City, *State/Province (with a dropdown menu), and *Postal code. To the right, there are fields for *Card type (dropdown), *Card number (input field), *Expiration date (dropdowns for Month and Year), and *CVV (input field). A note states: 'This name will be used within FedEx Billing Online to uniquely identify your profile(s.)'. Below these, a note says: 'For your protection we ask that you enter your Card Verification Value. [Where do I find this?](#)' followed by a 'CVV' input field. At the bottom left is a checkbox for agreeing to the [Terms and Conditions](#). On the right, there's a checkbox for certifying being an authorized user, a 'Name' input field, and a note: 'I certify that I am an authorized user of the above listed credit card account'. At the bottom right are 'Cancel' and 'Add credit card profile' buttons.

To use Amex Express Checkout, go to the My Options tab and select Manage Payment Profiles. Then select Add Credit Card Profile. You'll see the Amex Express Checkout button. Clicking the button will take you to the Amex website where you can complete your profile. Once you complete your transaction on their website, you'll have the option to return to FedEx Billing Online.

For answers to questions about the Amex Express Checkout site, please contact American Express. For security reasons, FedEx has no visibility into the Amex Express Checkout website.

To use PayPal, go to the My Options tab and select Manage Payment Profiles. Select PayPal to display the PayPal login and proceed with your payment. You also have the option to cancel the transaction and return to FedEx Billing Online.



Payment Options — Automatic Payments

The screenshot shows a software interface for managing payment preferences. At the top, there are tabs for 'Account Summary', 'Search/Download', 'My Options' (which is selected), and 'Message Center'. Below the tabs, the title 'Manage Payment Preferences' is displayed. Under this title, there is a section titled 'Automatic Payment Settings' with a note: 'You are currently set up to automatically schedule invoices for payment through one of your saved payment profiles. If you would like to modify your current settings, please click Edit my autopay settings.' To the right of this note is a 'Help' link. Below this is a button labeled 'Edit my autopay settings'. The next section is titled 'Your Current Payment Profiles' with a 'Help' link. It contains a table with two columns: 'Profile name' and 'Profile type'. The single entry in the table is 'JANEPLAIN (AutoPay)' under Profile name and 'Electronic Funds Transfer' under Profile type. To the right of the table are 'Edit' and 'Remove' buttons. At the bottom of this section is a button labeled 'Add Payment Profile ▾'.

If you're an administrator, you can set your account to automatically pay new invoices. You can specify when you want your payment to be withdrawn from your account (any date from the invoice date to 14 days after). You can also specify a maximum amount for automatic payments. You can set up automatic payments with any one of your EFT, credit card, or PayPal profiles. (You can only use automatic payments on one profile. You can't split your autopayments between profiles.)

Automatic Payment Settings

Only administrators can set up automatic payments. Select Manage Payment Preferences under the My Options tab. Create a payment profile, then click Edit My Autopay settings.

Note: The maximum amount for EFT autopay is \$999,999,999.00. The maximum amount for credit card autopay or manual payments is \$99,999.00.

Continued on next page.

6.7

Payment Options — Automatic Payments (Continued)

The screenshot shows a web-based application interface for managing autopay options. At the top, there are four tabs: Account Summary, Search/Download, My Options (which is selected), and Message Center. Below the tabs, the title "Autopay Options" is displayed. A sub-section titled "Manage Automatic Payment Preference Settings" is shown. It includes a note that FBO can automatically schedule invoices for payment through one of your saved EFT or Credit Card payment profiles. There are four radio button options: "Automatically Schedule EFT Payments for Invoices" (unchecked), "Automatically Schedule Credit Card Payment for Invoices" (checked), "Automatically Schedule PayPal Payment for Invoices" (unchecked), and "Manually make payment decisions. I do not wish to automatically schedule payments for invoices." (unchecked). Below this is a note: "Enter the number of days from invoice issue date for payments to be processed." A dropdown menu is set to "Invoice issue date + 14 day". A note below says "Enter the maximum invoice amount for automatic payments." followed by a text input field containing "\$ 23500" and a message: "The maximum amount for a Credit Card payment is \$99,999." A note at the bottom states: "Note: Invoices totalling more than the amount entered above will need to be paid manually." At the bottom of the form, there is a section for "Automatic Payment Credit Card Payment Profile" with a dropdown menu set to "COMPANY ABC" and a checked checkbox next to the link "Add or Update Payment Profile". At the very bottom right are two buttons: "Cancel" and "Continue".

On this page, you can set the parameters of your autopay options, or remove autopay and go back to manually making payments.

6.8

Payment Options — Paper Checks

The screenshot shows the 'My Payment Cart' page with the following details:

- Primary account number :** 1234-5678-9
- Amount to pay :** \$1,448.36
- Payment cart total:** \$1,448.36
- Action Buttons:** Remove all items, Add items
- Payment Options:**
 - Electronic Funds Transfer**
 - Mail Check / Remittance Advice**
 - Credit Card** (Icons for VISA, MasterCard, American Express, Discover, and Diners Club)
 - Other Payment Methods** (Icons for AMEX EXPRESS CHECKOUT and PAYPAL CHECK OUT)

To pay by check, select Mail Check in the Payment Options section of the Payment Cart. Enter the check number and click Continue. On the confirmation screen, click Generate Payment Summary Form to print your payment summary. To complete payment, you must then mail the payment summary with your check to the address on the payment summary form. Be sure to send the complete summary. Don't detach any part of it from the original printout. If FedEx doesn't receive your payment within 14 days, you'll receive an email notification.

6.9

Payment Confirmation

Payment Confirmation

① Payment List ② Payment Confirmation

Your payment has been processed. Please print this page for your records.

Account no.	Invoice no.	Payment item	Payment amount
1234-5678-9	1-204-56789	Invoice Payment	\$89.09

Payment Summary

Primary account no. 1234-5678-9
Payment card amount \$89.09
Payment method Credit card
Payment date 07/04/2012
Payment reference no. 123456

Your payment has been processed. Please [print this page](#) for your records.

[Back to account summary](#)

After you submit a payment request, you'll receive a reference number to identify the payment. Your payment status will be automatically updated on the Payment Confirmation screen. Invoices with payments pending are indicated with an icon on the left of the table.

You always have the option to change the status of a scheduled payment. You can cancel a payment any time, from the date the payment request is submitted to the scheduled payment date. Click the link in the Payment Status column on the Account Summary screen to edit your scheduled payment.

Search/Download

The screenshot displays the 'Search/Download' page with a navigation bar at the top containing 'Account Summary', 'Search/Download' (which is the active tab), 'My Options', and 'Message Center'. A dropdown menu under 'Search/Download' includes 'New Search or Download', 'Download Center', and 'Search & Download Settings'. Below the navigation bar, there are two main search sections: 'Search' and 'Quick Search'.

Search Section:

- Search Criteria:** 'Enter Search Criteria' (link) and 'View/Download Search Results' (link).
- Help:** 'Clear all fields' (link).
- Description:** 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.
- Select a saved search:** 'Change values as needed in the fields below.' Includes a dropdown for 'Select Saved Search'.
- Select values to search:** Includes a dropdown for 'Search for' with 'Please select' and a checked checkbox for 'Select All'.
- Account number and Store ID:** A dropdown menu shows 'Account No - Store ID' and '1234-5678-9 - ABCDEFG'.
- Select date range:** 'From' set to '12/07/2011' and 'To' set to '04/30/2012'.
- Status:** A dropdown menu set to 'All'.
- Save this search:** A checkbox labeled 'Save this search'.
- Enter a saved search title:** A text input field for entering a title up to 30 characters.
- Buttons:** 'Download data' and 'Search'.

Quick Search Section:

- Help:** 'Clear all fields' (link).
- Description:** 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:** A dropdown menu set to 'Please select'.
- Buttons:** 'Quick Search'.

On this page you can create and define detailed online reports.

To access the page, click the Search/Download tab at the top of any screen and select the New Search or Download option. You'll see Search and Quick Search options that enable you to access information about your account.

Using Search

Search

① Enter Search Criteria ② View/Download Search Results

* Denotes required field

Search

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.

Select a saved search Change values as needed in the fields below.

Select Saved Search ▾

Select values to search

* Search for Please select ▾

* Account number and Store ID (CTRL + select to search multiple accounts)

Select All

Account No - Store ID
1234-5678-9 - ABCDEFG

* Select date range

From 12/07/2011 To 04/30/2012

*Results include only invoices up to 180 days from paid/closed date.

* Status All ▾

Save this search

Enter a saved search title (30 char max)

Download data Search

Quick Search

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

Please select ▾

Quick Search

You can use the Search feature to create, print, and download customized reports. Search by account, date range, type of shipment, and more. You'll see your results on the screen with an option to download them.

You can also save the report type by clicking the Save This Search checkbox and entering a title in the text box. This allows you to quickly launch a similar report in the future, from the Select Saved Search drop-down.

You can access saved searches from the New Search or Download screen, and from the Search and Download Settings screen from the Saved Searches section.

7.2

Using Quick Search

The screenshot shows two side-by-side search interfaces. The left interface is titled 'Search' and includes fields for 'Select a saved search', 'Select values to search' (with a dropdown for 'Search for' and a list for 'Account number and Store ID'), 'Select date range' (with 'From' and 'To' fields), 'Status' (dropdown), and 'Save this search'. The right interface is titled 'Quick Search' and has a similar structure, with a note about selecting information to search for. Both interfaces have 'Help' and 'Clear all fields' links at the top.

Search

① Enter Search Criteria ② View/Download Search Results

* Denotes required field

Search

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.

Select a saved search Change values as needed in the fields below.

Select Saved Search ▾

Select values to search

* Search for Please select ▾

* Account number and Store ID (CTRL + select to search multiple accounts)

Select All

Account No - Store ID
1234-5678-9 - ABCDEFG

* Select date range

From 12/07/2011 To 04/30/2012

*Results include only invoices up to 180 days from paid/closed date.

* Status All ▾

Save this search

Enter a saved search title (30 char max)

Download data Search

Quick Search

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

Please select ▾

Quick Search

The Quick Search feature lets you search for a specific invoice number, tracking ID, reference number, and more. Select the type of information from the drop-down, enter your search term, and click Quick Search to view and download your results.

7.3

Search Results

Account Summary | Search/Download | My Options | Message Center

Search

1 Enter Search Criteria 2 View/Download Search Results

[Back](#) [Help](#)

Search Criteria

Search for	Invoices	Status	All
Search accounts	1234-5678-0		
Date	04/13/2019 - 05/13/2019		
Return to search criteria			

Search results

Select all	Invoice Number	View/print	Invoice date	Due date	Account no.	Invoice status	Original Charges	Balance due
<input type="checkbox"/>	1-234-56700		05/08/2018	05/23/2019	123456700	Open	323.28	323.28
<input type="checkbox"/>	1-234-56701		05/07/2018	05/22/2019	123456701	Open	1,448.38	1,448.38
<input checked="" type="checkbox"/>	1-234-56702		05/01/2018	05/16/2019	123456702	Open	181.57	181.57
<input checked="" type="checkbox"/>	1-234-56703		04/30/2018	05/15/2019	123456703	Open	1,348.37	1,348.37
<input type="checkbox"/>	1-234-56704		04/24/2018	05/09/2019	123456704	Closed	80.11	0.00

[Icon Legend](#) [Approve/notify user](#) [Pay](#)

Download All Search Results

* Name of download file [Create new custom template](#)

* Template

* File Type

Place Surcharges in fixed columns

[Create download file](#)

[Back](#)

You can download your search results using a standard template or a custom template. Completed downloads are available in the Download Center, accessible from the Search/Download drop-down menu. You can download up to 50 files per day.

Standard Download Templates

The screenshot shows the FedEx Billing Online interface with the following sections:

- Account Summary**, **Search/Download**, **My Options**, and **Message Center** in the top navigation bar.
- Search and Download Settings** section with a note: "* Denotes required field".
- Automatic Downloads** section with a note: "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." and a radio button choice between Yes and No. A **Save** button is present.
- Download Templates** section with a table showing one template entry:

Template name	Template type	Action
ABC	Invoice Report	Remove

 A **Create template** button is located at the bottom right of this section.
- Saved Searches** section with a table showing no entries:

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

 A **Create search** button is located at the bottom right of this section.

The Standard Report Template is available for FedEx Express® and FedEx Ground®.

Creating a Custom Download

To create a custom download, start by creating a new template. Click Create Template on the Search and Download Settings screen. You'll be prompted to name your template and select a report type.

Then you'll have the option to pick which fields 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 you're requesting.

The list of available fields appears in the left column, organized in groups. You have the option to select the entire group, which includes all of the fields for the group, or to select individual fields from the list provided. To add a field or group, highlight the field name and click Add. Your fields will be added to the second column. You can adjust the field order by selecting the field and clicking the up or down buttons.

Once you're satisfied with the formatting, click Save and Create Download. Your template will automatically be saved, and you'll be taken to the Search or Download screen to create a download file.

7.6

Downloading Files

The screenshot shows a software interface titled "Download Center". At the top, there are tabs for "Account Summary", "Search/Download" (which is selected), "My Options", and "Message Center". Below the tabs, the "Download Results" section displays a message: "You have 1 file(s) ready for download." The main content area is titled "My Files Ready for Download or Viewing" and includes a note about file expiration. It lists four files in a table:

Name of download file	File type	Template	Status	Generated by	Created on	Expires on	Action
FedExInv 1-234-56701	CSV	Tax Department	Complete	Auto Download	12/27/2018	01/11/2019	Remove
FedExInv 1-234-56702	CSV	Tax Department	Complete	Auto Download	01/10/2019	01/25/2019	Remove
ABCD-1-7-19	XLS	ABCD-1-7-19	Complete	ABCD Accounts Payable	01/07/2019	01/22/2019	Remove
FedExInv 1-234-56703	CSV	Tax Department	Complete	Auto Download	01/03/2019	01/18/2019	Remove

At the bottom of the interface are buttons for "Remove all" and "Refresh". Below the interface are two sets of instructions and links:

You can create download files by using New Search, Download, or Saved Searches. You can 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 the file name and select Save.

Continued on next page.

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

You can create download files by using New Search, Download, or Saved Searches. You can 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 the file name and select Save.

Continued on next page.

Downloading Files (Continued)

Search and Download Settings

* Denotes required field

Automatic Downloads

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

Template name	Template type	Action
abc	Invoice Report	Remove

Create template

Automatic Downloads can simplify the shipment download process. To enroll, select Yes next to "Would you like to enroll in Autodownloads?" Then select a download template and file type. Downloads will automatically be created, beginning with the next billing cycle. Automatic downloads are included in the 50-files-per-day limit.

Saved Searches

The screenshot shows the FedEx Billing Online interface with three main sections:

- Automatic Downloads:** A form for enabling automatic downloads. It includes a note about generating files for new invoices, a radio button for 'Yes' (selected), and a dropdown for selecting a download template (set to 'FedEx Standard Template'). There's also a dropdown for file format ('CSV (.csv)'). A checkbox for placing surcharges in fixed columns is checked. A 'Save' button is at the bottom right.
- Download Templates:** A table listing existing download templates. It has columns for 'Template name' (containing 'bills'), 'Template type' (containing 'Invoice Report'), and 'Action' (containing 'Remove'). A 'Create template' button is located at the bottom right.
- Saved Searches:** A table listing saved searches. It has columns for 'Search name' (containing 'Saved search1' and 'Saved search2'), 'Search type' (both listed as 'Invoices'), and 'Action' (both containing 'Remove'). A 'Create search' button is located at the bottom right.

You can access, edit, and delete all of your Saved Searches from the Search and Download Settings screen. You can store up to 15 searches.

Click the saved Search Name to launch a report. You'll see the Search screen with pre-populated fields. Click Search to search and create your report.

Rules

The screenshot shows a software interface titled "Manage Rules". At the top, there are tabs for "Account Summary", "Search/Download/Rules", "My Options", and "Message Center". Below the tabs, a section titled "Rules Guidelines" contains instructions for using auto rules. A table lists five rules, each with a checkbox for "Select All", an "Auto Rule" column (all marked "Yes"), an "Order" column (values 1 through 5), a "Rule Name" column (Memphis to Chicago, Memphis to Dallas, Memphis to San Diego, Memphis to Knoxville, Memphis to NYC), a "Rule Description" column (Memphis to Chicago, Memphis to Dallas, Memphis to San Diego, Memphis to Knoxville, Memphis to NYC), and an "Actions" column with links for "Edit", "Copy", and "Remove". At the bottom of the table are buttons for "Create new rule", "Save Autorules/order", and "Run rules now".

Select All	Auto Rule	Order	Rule Name	Rule Description	Actions
<input type="checkbox"/>	Yes	1 ▲	Memphis to Chicago	Memphis to Chicago	Edit Copy Remove
<input type="checkbox"/>	Yes	2 ▲	Memphis to Dallas	Memphis to Dallas	Edit Copy Remove
<input type="checkbox"/>	Yes	3 ▲	Memphis to San Diego	Memphis to San Diego	Edit Copy Remove
<input type="checkbox"/>	Yes	4 ▲	Memphis to Knoxville	Memphis to Knoxville	Edit Copy Remove
<input type="checkbox"/>	Yes	5 ▲	Memphis to NYC	Memphis to NYC	Edit Copy Remove

You can use the Rules functionality to create a shipment data record that contains fields populated with a cost center/code. This makes cost allocation much more efficient. Once a rule is run and the shipment fields update, you can view the information online or in the download file.

- Enabled auto rules will be run against any new invoices.
- All rules can be run manually at any time by clicking Run Rules Now.
- Auto rule enablement and order are updated by clicking Update Auto Rules/Order.
- If you don't run a rule for 180 days, it will be deleted.

Creating Rules

The screenshot shows a web-based application for creating rules. At the top, there are navigation links: Account Summary, Search/Download/Rules, My Options (with a dropdown arrow), and Message Center. Below this is a title bar for 'Create Rules'.

Step 1 : Name Your Rule

Rule Name:ABC Description:Tax [Edit Rule Name/Description](#)

Step 2 : Add Conditions

Condition 1: When Store-ID is equal to a value of Math Dept [Edit](#) [Remove](#)

Step 3 : Define Action

*Action to take: Assign a value to Cost Allocation [Add action and continue](#)

Enter a value: Math Dept Limit of 49 characters

Back

You can enable the Rules feature if you are the administrator on your account. Go to the My Options tab and click Manage Account Settings. Scroll down to the Edit Account Information section and check the box next to Rules. Then click Update Settings. Once the Rules feature has been enabled, you'll see that the Search/Download tab has been renamed Search/Download/Rules.

To create a new rule, click the Search/Download/Rules tab from the main screen and select Manage Rules. Then click Create Rules. Enter a unique rule name (up to 32 characters) and a description on the next screen. (Descriptions are optional but recommended.)

Click Continue to add rule conditions. Select a field and criteria. Enter a value to be tested. For example, a condition might read, "Condition 1: When Store-ID is equal to a value of 121." The condition can be edited or removed.

Click Continue to go to the Define Action section. Select an action from the available drop-down menu. Each action item will ask you to enter an appropriate value. Once done, click Add Action and Continue. From here you can save and add another rule, cancel the newly created rule, or save and proceed to the Manage Rules screen.

8.2

Using, Deleting, and Managing Rules

The screenshot shows the 'Manage Rules' page with a header bar containing 'Account Summary', 'Search/Download/Rules', 'My Options', and 'Message Center'. Below the header is a 'Rules Guidelines' section with instructions for enabling auto rules. The main area is titled 'Manage Rules' and contains a table listing 10 rules. The table has columns: 'Select All', 'Auto Rule', 'Order', 'Rule Name', 'Rule Description', and 'Actions'. The 'Rule Name' column lists 'Memphis to Chicago', 'Memphis to Dallas', 'Memphis to San Diego', 'Memphis to Knoxville', and 'Memphis to NYC'. The 'Rule Description' column lists 'Memphis to Chicago', 'Memphis to Dallas', 'Memphis to San Diego', 'Memphis to Knoxville', and 'Memphis to NYC'. The 'Actions' column for each row contains 'Edit', 'Copy', and 'Remove' links. At the bottom of the table are buttons for 'Create new rule', 'Save Autorules/order', and 'Run rules now'.

Select All	Auto Rule	Order	Rule Name	Rule Description	Actions
<input type="checkbox"/>	Yes	1 ▲	Memphis to Chicago	Memphis to Chicago	Edit Copy Remove
<input type="checkbox"/>	Yes	2 ▲	Memphis to Dallas	Memphis to Dallas	Edit Copy Remove
<input type="checkbox"/>	Yes	3 ▲	Memphis to San Diego	Memphis to San Diego	Edit Copy Remove
<input type="checkbox"/>	Yes	4 ▲	Memphis to Knoxville	Memphis to Knoxville	Edit Copy Remove
<input type="checkbox"/>	Yes	5 ▲	Memphis to NYC	Memphis to NYC	Edit Copy Remove

The Manage Rules screen lists all the previously created rules. It displays 10 rules by default, but you can view up to 50 per page from the Results Per Page drop-down. To access a specific rule, select it from the Go to Rule drop-down menu.

You can turn rules on or off by clicking Yes or No in the Auto Rule column. You can enter the order in which the rules will run (auto or manual, whichever is applicable) in the third column called Order. Clicking a rule name will take you to the details of the rule. The Description column displays the description text you entered on the Create Rules page.

Use the links in the Actions column to edit, copy, or delete rules. To edit or delete a rule, click the checkbox next to it and click Edit or Remove. Remember, you can only remove, edit, or copy one rule at a time. You can sort rules by clicking the Auto Rule, Order, Rule Name, or Rule Description column headers. Note that re-sorting rules also re-sorts the order in which they're executed. Click Update Auto Rule/Order to save changes.

8.3

Running Rules

Account Summary | Search/Download/Rules | My Options ▾ | Message Center

Download Center

Download Results

You have 12 file(s) ready for download.

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	Rules results	Generated by	Created on	Expires on	Action
2019-05-01_01-23 Auto Rules FedEx 123456789	CSV	DEFAULT RULE RESULT	Complete	View		05/01/2019	05/16/2019	Remove
Test Rules	XLSX	DEFAULT RULE RESULT	Complete	View	Jane Plain	05/01/2019	05/16/2019	Remove

Account Summary | Search/Download/Rules | My Options ▾ | Message Center

Rule Results Detail

[Back](#)

Summary

Matched Items
There were 3 matches for rules on 2019-05-01 16:15:56.0

Non-Matched Items
There were 634 non-matches for rules on 2019-05-01 16:15:56.0

Results Detail

Note: Shipment results displayed with a balance of \$0.00 may be in dispute or previously paid.

Filter by: None Selected

Select All	Account Number	Invoice Number	Tracking ID	Updated Customer Reference	Updated Ref#2	Updated Ref#3	Updated PO Number	Updated Department Reference	Cost Allocation	Shipment Notes	Dispute Reason	Balance Due
<input type="checkbox"/>	123456789	123456701	123456789101	012-345-67890								208.78
<input type="checkbox"/>	123456789	123456702	123456789102	012-345-67890								208.78
<input type="checkbox"/>	123456789	123456703	123456789103	012-345-67890								208.78

[Manage Rules](#) [Create new rule](#) [Pay](#)

[Back](#)

To run a rule, select its check box and click Run Rules Now. You'll see the run rule criteria at the bottom. Fill in any additional criteria and name the rule result. To download the result, click the View and Download Results button when running the rule. You can view or download the results in the Download Center. From the Download Center, click the name of the download file. To view only, click the View link in the Rules Results column.

8.4

Automatic Download/Rules Settings

The screenshot shows the 'Search/Download/Rules Settings' page with the following sections:

- Automatic Downloads/Rules**:
 - 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
 - NOTE: In order to utilize the feature of Autorules, you must have Autodownloads enabled. Autorules only apply for FedEx Ground and FedEx Express Shipments.
 - * Select a download template (note: if you do not select a template, the default all fields template will be used): FedEx Standard Template
 - * Select a format for your data: EXCEL (.xlsx)
 - Place Surcharges in fixed columns
 - Would you like to enroll in Autodownloads and Autorules? Yes No
- Download Templates**:

Template name	Template type	Action
test Aug 2013 8_29	Invoice Report	Remove

[Create template](#)

On the Search/Download/Rules Settings screen you can select Auto Download and Auto Rules settings. (If you have turned off the rules feature by deactivating it from the Manage My Account Settings screen, you will only see the Auto Download settings.) Auto Rules can only be used if Auto Download is selected.

Auto Rules are applicable for FedEx Ground® and FedEx Express® invoices. You can select your download templates and format here. If you choose both Auto Download and Auto Rule, you have the option to select View Results Only, Download Results Only, or both View and Download Results.

Administrative Functions

Manage Account Settings

* Denotes required field.

Add/Remove Accounts		① Help
Adding a New Primary Account To add a primary account, you will be redirected to the FedEx account login screen. After enrolling a new primary account, you can add related sub-accounts (child accounts).		
		Add a primary account
Adding a New Child Account to 1234-5678-0 To add a sub-account (child account) to an existing primary FedEx account, enter the account number and billing ZIP code in the form field below. More...		
* Account no <input type="text"/>		Add a child account
* Billing ZIP code <input type="text"/>		
Remove a Child Account Select an existing sub-account (child account) from the drop down list below to stop receiving bills for that account through FedEx Billing Online. Current active accounts No active accounts ▾		
		Remove Account

Edit Account Information

Edit Account Information		① Help
Update Application Settings		
<input checked="" type="checkbox"/> Approval buttons Make the Approval and Notify feature available for FBO administrative and standard users. This feature provides a way for users to post their approvals and comments online, as well as send email notifications with comments to other users.		
<input checked="" type="checkbox"/> Rules Rules provide a way to create a shipment data record containing fields populated with a cost center/code, making cost allocation much more efficient. Once a rule is run and the shipment fields updated, the information can be viewed online or downloaded for further use.		
Update Settings		
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.	<input type="text" value="Select"/>	Update Store ID
Change Billing Medium and Unregister from FedEx Billing Online If you unregister from FedEx Billing Online you will receive paper hard copies of your FedEx Invoices via mail, to continue click the 'Change billing medium' button. By changing your billing medium to paper, you will be unregistered from FedEx Billing Online and no longer be able to view your invoices online.		
If you wish to have access to your invoices after you unregister you must download your invoices to your system before you proceed.		Change billing medium

From the My Options tab, you can perform various administrative functions, like adding accounts, editing Store ID labels, updating credit card information, changing/adding/deleting secondary users, and updating your address.

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.

9.1

Updating or Enrolling for EFT or Credit Card Users

The screenshot shows a user interface for managing payment preferences. At the top, there are four tabs: 'Account Summary', 'Search/Download/Rules ▾', 'My Options', and 'Message Center'. Below these tabs, the main content area is titled 'Manage Payment Preferences'. A section titled 'Automatic Payment Settings' contains a message stating that the account is not currently enrolled in Automatic Payments and encourages signing up for AutoPay. It includes a link to 'Enroll in autopay'. Another section titled 'Your Current Payment Profiles' lists existing profiles: 'ABC CARD' (Credit Card). There are 'Edit' and 'Remove' buttons next to each profile. A 'Help' link is located at the top right of this section. A 'Add Payment Profile' button is also present.

From Manage Payment Preferences, you can update, delete, or add Electronic Funds Transfer or credit card payment profiles for quick online payment. Only the administrator has the ability to edit banking or credit card information.

You can store up to 10 EFT accounts and up to five credit cards in your payment profiles. To add a new payment profile, click Add Payment Profile. Then enter your EFT or credit card information. (Your bank routing number and bank account number appear at the bottom of your bank checks. Contact your bank for help if you have trouble identifying either of these numbers.)

For credit card payment profiles, you'll need your credit card number and the 3- or 4-digit number that appears on the back of the card.

To update a payment profile, click the Edit option to the right of the profile name. To delete a payment profile, click the Remove option. If payments are currently scheduled to use the EFT account or credit card, you won't be able to delete the EFT account or credit card from your profile until the payments have processed.

Managing Automatic Payment Scheduling

The screenshot shows the 'Autopay Options' section of a software interface. At the top, there are tabs for 'Account Summary', 'Search/Download/Rules', 'My Options' (which is selected), and 'Message Center'. Below the tabs, the title 'Autopay Options' is displayed in purple. A sub-section titled 'Manage Automatic Payment Preference Settings' is shown in blue. The instructions state: 'FBO can automatically schedule invoices for payment through one of your saved EFT or Credit Card payment profiles. If you would like to set the timing and the dollar amount threshold for FBO to automatically schedule invoice payment, please enter details below.' There are three radio button options: 'Automatically Schedule EFT Payments for Invoices' (unchecked), 'Automatically Schedule Credit Card Payment for Invoices' (checked), and 'Manually make payment decisions. I do not wish to automatically schedule payments for invoices.' (unchecked). Below this is a dropdown menu labeled 'Invoice issue date' with a value of '1'. A note says: 'Enter the maximum invoice amount for automatic payments.' followed by a text input field containing '\$' and a red message: 'The maximum amount for a Credit Card payment is \$99,999.' A note below states: 'Note: Invoices totalling more than the amount entered above will need to be paid manually.' Under 'Automatic Payment Credit Card Payment Profile', there is a dropdown menu labeled 'Select profile name' with a value of 'None' and a link 'Add or Update Payment Profile'. At the bottom right are 'Cancel' and 'Continue' buttons.

To schedule your new FedEx invoices for automatic payment via Electronic Funds Transfer (EFT) or credit card, go to the My Options tab and click Manage Payment Preferences. In the Automatic Payment Settings section, click Enroll in Autopay. Then select either Automatically Schedule EFT Payments for Invoices, or Automatically Schedule Credit Card Payments for Invoices.

Enter the following information to automatically schedule payments.

- The number of days from invoice issue date for payments to be processed.* This drop-down menu allows you to select when the payment will be processed in relation to the invoice issue date. You can schedule automatic payments any time between the invoice issue date and 14 days after issue date.
- The maximum invoice amount.* When you enter a maximum amount, all invoices that total less than that amount will be automatically scheduled for payment. Invoices with totals greater than that amount won't be automatically scheduled for payment.

This allows you to better monitor invoices with unexpectedly large totals. Setting the amount higher than all anticipated invoice totals will effectively automatically schedule all of your invoices.

- The automatic payment EFT or credit card payment profile.* This is the EFT account or credit card from which the automatically scheduled payments will be drawn. If you have multiple EFT accounts or credit cards entered, you'll see all of them here.

Note: Any changes you make to the automatic payment settings (including switching back to all manual payments) will not affect any payments already scheduled. To change or cancel a previously scheduled payment, click the payment status indicator on the Account Summary screen to edit payment details.

9.3

Activating or Deactivating FedEx Accounts

The screenshot shows the 'Manage Account Settings' page with the following sections:

- Account Summary**, **Search/Download/Rules**, **My Options**, **Message Center** (top navigation bar).
- Manage Account Settings** (header).
- * Denotes required field.** (note).
- Add/Remove Accounts** (section header).
 - Adding a New Primary Account**: To add a primary account, you will be redirected to the FedEx account login screen. After enrolling a new primary account, you can add related sub-accounts (child accounts). [Clear all fields](#).
 - Adding a New Child Account to 1234-5678-0**: To add a sub-account (child account) to an existing primary FedEx account, enter the account number and billing ZIP code in the form field below. [More...](#) [Add a primary account](#).
 - Remove a Child Account**: Select an existing sub-account (child account) from the drop-down list below to stop receiving bills for that account through FedEx Billing Online. [Add a child account](#). [Remove Account](#).
- Edit Account Information** (section header). [Help](#) [Hide](#).

From the Manage Account Settings screen, you can add new Bill To (primary) accounts to FedEx Billing Online. After adding new primary accounts, you can add child accounts. You can switch between your primary accounts on the Account Summary screen. Your selected primary account will drive all activity and administration within FedEx Billing Online.

If you have one or more active FedEx accounts linked to your Bill To (primary) Account, you can add, edit, and remove these child accounts within Manage Account Settings. Removing accounts doesn't deactivate them, it just removes them from FedEx Billing Online. They stay active but will start receiving paper invoices.

If you want to link an account to your Bill To Account and start receiving those invoices within FedEx Billing Online, enter the account number and the Bill To ZIP code for that account and click Add a Child Account. Pending authorization, this account will be moved to FedEx Billing Online and will no longer receive paper invoices.

To close an account with FedEx, please contact FedEx Customer Service.

9.4

Editing Account Information

Edit Account Information

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

Update Application Settings

Approval buttons
Make the Approval and Notify feature available for FBO administrative and standard users. This feature provides a way for users to post their approvals and comments online, as well as send email notifications with comments to other users.

Rules
Rules provide a way to create a shipment data record containing fields populated with a cost center/code, making cost allocation much more efficient. Once a rule is run and the shipment fields updated, the information can be viewed online or downloaded for further use.

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.

Change Billing Medium and Unregister from FedEx Billing Online

If you unregister from FedEx Billing Online you will receive paper hard copies of your FedEx Invoices via mail, to continue click the 'Change billing medium' button. By changing your billing medium to paper, you will be unregistered from FedEx Billing Online and no longer be able to view your invoices online.

If you wish to have access to your invoices after you unregister you must download your invoices to your system before you proceed.

To help identify the accounts and bills from specific stores, you can add a store or location name to each account number. Click the My Options tab and select Manage Account Settings. Then select the account number you want to identify and enter the store or location name. Click Update Store ID to save.

The Approval feature enables you to send approval notifications and comments about invoices to other users through the FedEx Billing Online platform. Only the account administrator can enable approvals, by checking the Approvals box and clicking Update Settings to save. Your account must have secondary users to use the feature. Approvals are visible on the Invoice History page, accessible from the Invoice Detail page.

9.5

Managing and Inviting Other Users

The screenshot shows the FedEx Billing Online interface with the following sections:

- Manage Users:** A table listing existing users with columns for Select all, Name, E-mail address, and User type (Standard). Two users are listed: Jane Plain (jane.plain@company1.com) and John Doe (john.doe@company2.com), both set to Standard.
- Invite New User:** A form for adding new users, requiring First name (Jane), Last name (Doe), and E-mail address (jane.doe@company3.com). The User type dropdown is set to "Select" and includes options: Standard : User can view, pay and dispute or View Only: User can only view.

To add or delete users from FedEx Billing Online, click 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'll be asked to go through a short registration process 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 or payment privileges.

9.6

Changing the Administrator

The screenshot shows the FedEx Billing Online interface with the following sections:

- Manage Users:** A table listing existing users with columns for Select all, Name, E-mail address, and User type. Two users are listed: Jane Plain (Standard) and John Doe (Standard). Both have "update" buttons next to their respective user type dropdowns.
- Change Administrator:** A form where the current admin is set to Sophia Shafazand. Under "Users", a dropdown menu shows "Jane Doe". Buttons for "Cancel" and "Change administrator" are at the bottom.

Only current administrators can use this area to designate a new FedEx Billing Online administrator. If the current administrator isn't available, email fiobillingsupport@fedex.com for help.

Managing User Settings

Account Summary Search/Download My Options Message Center

Manage User Settings

Edit Preferences Help

I wish to receive the following e-mail notifications for this account

Select all

Invoice (new, past due)

Payment (changes, declines, cancellations)

Dispute (resolutions)

Account (status changes)

Submit change

FedEx Billing Online automatically emails all account alerts to the administrator, including credit card update alerts. Secondary (invited) users can choose which emails they want to receive, including notifications about invoices, payments, disputes, and account status changes. To manage these email notifications, go to the My Options tab and click Manage Users.

Printing

Welcome, Jane Plain

[Printer-friendly](#)

Account Summary		Help	
Primary Account	1234-5678-9	Add an account	
Original Charges	\$40,560.85		
Past Due	\$15,411.63		
In dispute	\$0.00		
Payments and Adjustments	\$504.86		
Current Account Balance	\$40,056.99		

[! You have 45 past due invoices.](#)

[Download You have 2 download file\(s\) ready in the download center.](#)

All-Open	Past Due	Paid/Closed	In Dispute	Search all					
Invoice List (All-Open)									
Filter by None selected									
Select all	Invoice no.	View/print	Invoice date	Due date	Account no.	Invoice status	Original Charges	Balance due	Payment status
<input type="checkbox"/>	1-234-56781	PDF	04/12/2019	04/27/2019	1234-5678-1	Open	1,137.97	1,137.97	
<input type="checkbox"/>	1-234-56782	PDF	04/12/2019	04/27/2019	1234-5678-2	Open	340.99	340.99	
<input type="checkbox"/>	1-234-56783	PDF	04/12/2019	04/27/2019	1234-5678-3	Open	12.26	12.26	
<input type="checkbox"/>	1-234-56784	PDF	04/12/2019	04/27/2019	1234-5678-4	Open	502.12	502.12	
<input type="checkbox"/>	1-234-56785	PDF	04/12/2019	04/27/2019	1234-5678-5	Open	73.71	73.71	

[Print/Save invoices](#) [Approve/notify user](#) [Pay](#)

[Icon Legend](#)

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

Click 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.

You can also print copies of original or adjusted invoices by clicking the PDF icon on the Account Summary screen, or by clicking the View/Print PDF link near the top of the Invoice Detail screen. Adobe Acrobat Reader will open a copy of your invoice in PDF format. Select Print from the File menu to send the document to your printer.