



# FedEx® Billing Online Credit Card Account User Guide

## Introduction

You can use FedEx Billing Online to efficiently manage and view the details of any FedEx charges you see on your credit card statement. It's free, easy, and secure. This guide gives you step-by-step help for using the FedEx Billing Online Credit Card Account.

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# How to Register

**FedEx Billing**

Choose FedEx® Billing Online or another of our options for fast, easy invoicing.

**FedEx Billing** ▾

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.

**FedEx Billing Online**

Use our online billing method for efficient invoice processing. With FedEx Billing Online, you can receive, review, pay and dispute invoices from one secure online location.

[SIGN UP NOW](#)

**Already Registered?**

If you use FedEx Billing Online for your FedEx Express and FedEx Ground accounts, [log in here](#).

If you're a FedEx Freight "My Account" user, [log in here](#).

To register for FedEx Billing Online, go to [fedex.com](http://fedex.com), click the Support tab, and click View & Pay Bill.

- If you're new to [fedex.com](http://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 register as many users as you need to manage the charge review process. All users invited by the account administrator will receive an email notification.

# Account Summary

The screenshot shows the FedEx Billing Online interface. At the top, there are tabs for 'Account Summary', 'Search/Download', 'My Options', and 'Message Center'. Below this, a welcome message reads 'Welcome, Jane Plain'. A section titled 'Account Summary' displays a primary account number (1234-5678-9) and a balance due of '\$0.00'. There is a link to 'Add an account' and a 'Help' button. Below this, a navigation bar offers tabs for 'Last 30 days', '31 - 60 days', '61 - 90 days', '91 - 180 days', and 'In dispute', with 'Last 30 days' being selected. A 'Search all' link is also present. The main content area is titled 'Credit Card Billing Activity for Last 30 days' and includes a 'Help' button. It features a filter dropdown set to 'None selected'. A table lists four credit card billing entries:

Select all	Invoice Number	Tracking ID	Date	Type	Product Group	Reference	Status	Total Billed
<input type="checkbox"/>	<a href="#">1-234-56701</a>	<a href="#">123456789101</a>	12/17/2018	Express		2201,0005385900,C1000015	Paid CC	15.37
<input type="checkbox"/>	<a href="#">1-234-56702</a>	<a href="#">123456789102</a>	12/13/2018	Express		2100,0005385900,C1000070	Paid CC	14.23
<input type="checkbox"/>	<a href="#">1-234-56702</a>	<a href="#">123456789103</a>	12/13/2018	Express		2100,0005385900,C1000070	Paid CC	18.99
<input type="checkbox"/>	<a href="#">1-234-56702</a>	<a href="#">123456789104</a>	12/13/2018	Express		2100,0005385900,C1000070	Paid CC	18.08

Your Account Summary displays details such as balances and credit card billing activity.

At the top of this screen you'll see your primary account number and totals for any balance due you have accrued. 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 status so that you can review FedEx charges quickly and conveniently.

To view a summary of your FedEx charges by shipment number, ship date, reference, product group, or status, click the invoice number. You can also view charges by date range and status. Just click the corresponding tab to view billing activity from the last 30 days, 31–60 days, 61–90 days, 91–180 days, or charges that are in dispute.

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.

## 2.1

# Credit Card Billed Activity Summary

**Credit Card Billing Activity for 31 - 60 days**

Filter by **None selected** ▾

Select all	Invoice Number	Tracking/billing Id	Date	Type	Product Group	Reference	Status	Total Billed
<input type="checkbox"/>	<a href="#">1-234-56701</a>	<a href="#">123456789101</a>	04/02/2012	Express		NO REFERENCE INFORMATION	Paid CC	16.89
<input type="checkbox"/>	<a href="#">1-234-56702</a>	<a href="#">123456789102</a>	04/02/2012	Express		NO REFERENCE INFORMATION	Paid CC	21.96
<input type="checkbox"/>	<a href="#">1-234-56703</a>	<a href="#">123456789103</a>	04/02/2012	Express		NO REFERENCE INFORMATION	Paid CC	9.11
<input type="checkbox"/>	<a href="#">1-234-56704</a>	<a href="#">123456789104</a>	04/02/2012	Express		NO REFERENCE INFORMATION	Paid CC	9.14
<input type="checkbox"/>	<a href="#">1-234-56705</a>	<a href="#">123456789105</a>	04/02/2012	Express		NO REFERENCE INFORMATION	Paid CC	434.08
<input type="checkbox"/>	<a href="#">1-234-56706</a>	<a href="#">123456789106</a>	03/27/2012	Ground		MWT US to US	Paid CC	77.90
<input type="checkbox"/>	<a href="#">1-234-56707</a>	<a href="#">123456789107</a>	03/27/2012	Ground		Dom. Ground	Paid CC	17.57
<input type="checkbox"/>	<a href="#">1-234-56708</a>	<a href="#">123456789108</a>	03/27/2012	Ground		Dom. Ground	Paid CC	17.57
<input type="checkbox"/>	<a href="#">1-234-56709</a>	<a href="#">123456789109</a>	03/29/2012	Ground		MWT US to US	Paid CC	77.90
<input type="checkbox"/>	<a href="#">1-234-56710</a>	<a href="#">123456789110</a>	03/29/2012	Ground		Dom. Ground	Paid CC	17.57

**Credit Card Billed Activity Summary**

Account: 1234-5678-9

Currency	0-30 days	31-60 days	61-90 days	91-180 days
USD	0.00	28,364.03	0.00	0.00

You can sort your Account Summary data by clicking the column headers. For example, to see invoices by date, just click the 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:

- 0–30 days
- 31–60 days
- 61–90 days
- 91–180 days

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

## 2.2

# Invoice Detail View

The screenshot shows the FedEx Invoice Detail View interface. At the top, there are navigation links: Account Summary, Search/Download, My Options, and Message Center. Below this is the main content area:

- Invoice Detail View**: The title of the page.
- Invoice Summary**: A summary table with columns for Billing Information and Charge Summary. It includes links for Help, Hide, View Details, and Back.
- Billing Information** (Left):
 

Invoice no.	<Prev	1-234-56789	Next>
Account no.	1234-5678-9		
Store ID no.			
FedEx Tax ID No.			
Invoice date	04/23/2019		
Invoice status	Closed		
Balance due	\$0.00		
- Charge Summary** (Right):
 

Total express charges	0.00
Total ground charges	171.87
Total other charges	0.00
Total invoice amount	171.87
Total payments and credits	171.87
Total balance due	\$0.00
- Other discounts may apply.**: A note at the bottom left.
- Notify User**, **Download invoice**, and **Dispute invoice**: Action buttons at the bottom right.
- FedEx Invoice Details**: A section for tracking FedEx shipments. It includes a Filter by dropdown set to "None selected". A table lists two tracking entries:
 

Select all	Tracking ID	Date	Type	Product group	Reference	Payer	Status	Meter	Total Billed	Balance due
<input type="checkbox"/>	123456789101	04/10/2019	Ground	MWT	Pewter finish processing	Shipper	Closed	123456701	81.70	0.00
<input type="checkbox"/>	123456789102	04/10/2019	Ground	MWT	Pewter finish processing	Shipper	Closed	123456702	90.17	0.00
- Notify User**: An action button at the bottom right of the FedEx section.
- Back**: A link at the bottom right of the FedEx section.

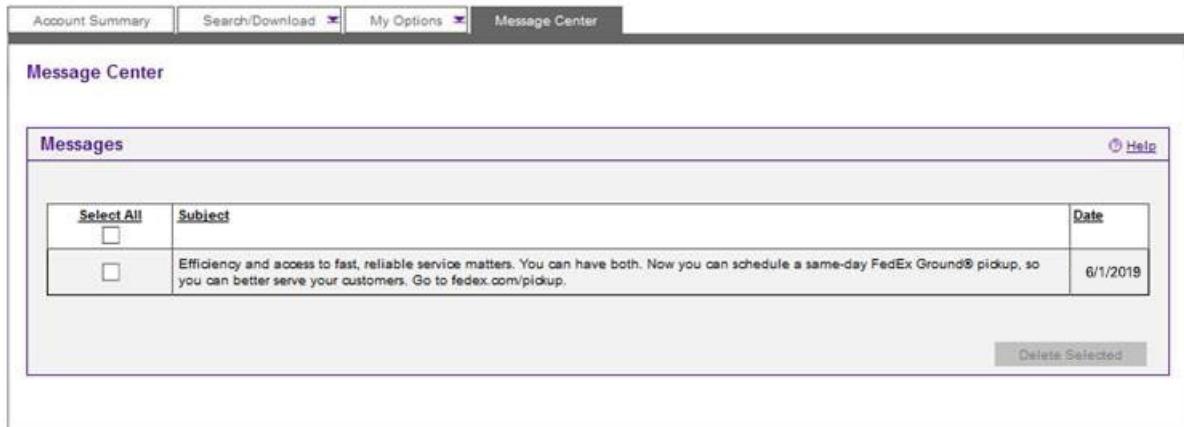
From the Account Summary screen, click the invoice number to view details, like high-level tracking numbers and product group information.

Click the tracking number in the table to see sender information, recipient information, shipment details, charge details, reference information, and proof of delivery. You can also take actions on your shipment from this screen.

Click the value in the Product Group column to see additional details of grouped shipments (i.e., FedEx Ground Multiweight (MWT), FedEx International Priority DirectDistribution® (IPD), FedEx International Priority DirectDistribution® Freight (IDF), FedEx SmartPost® (SP)).

## 2.3

## Message Center



The screenshot shows the FedEx Message Center interface. At the top, there are tabs for Account Summary, Search/Download, My Options, and Message Center. Below the tabs, the title "Message Center" is displayed. Underneath, a section titled "Messages" lists a single message. The message details are as follows:

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 <a href="http://fedex.com/pickup">fedex.com/pickup</a> .	6/1/2019

A "Delete Selected" button is located at the bottom right of the message list.

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.

# Invoices Due to Declines

The screenshot displays four panels of a software application:

- Account Summary:** Shows a primary account with number 1234-5678-9 and balance due \$66.78. It includes links for "Add an account", "Your credit card information needs to be updated. Click here", and "You have 1 past due invoices".
- Invoices Due to Declines:** A table showing one invoice row:
 

Select all	Invoice Number	View/print	Invoice date	Due Date	Account no.	Invoice Status	Original Charges	Balance due
<input type="checkbox"/>	<a href="#">0-123-456789</a>		04/19/2011	05/04/2011	1234-5678-9	Past Due	66.78	\$0.00

 Buttons for "Update Credit Card & Pay" and "Notify user" are present.
- Credit Card Billing Activity for Last 30 days:** A table showing no outstanding invoices for the last 30 days. It includes a "Filter by" dropdown and a "Search all" link.
- Credit Card Billed Activity Summary:** A table showing total billed amounts for different time periods based on currency (USD).

If a credit card is declined and shipping charges remain unpaid, those charges are put on an invoice. To pay these charges, click the Update Credit Card & Pay button and enter your new card details. Your outstanding balance will automatically be paid using your updated information.

Click the invoice number to see the details of any invoice. You can dispute or download invoices from this screen. The invoice summary section

includes the balance due, payment due date, total FedEx Express charges, total FedEx Ground charges, and total Other Charges due for this invoice. On the left there's a View History link which displays information about payments, disputes, and adjustments made to the invoice.

## Tracking ID Details

The screenshot shows the 'Tracking ID Details' screen with the following sections:

- Billing Information:**
  - Tracking ID no.: 565611112222 (with navigation buttons < Prev and Next >)
  - Invoice no.: 1-234-56789
  - Account no.: 1234-5678-9
  - Bill date: 04/04/2012
  - Total Billed: \$21.96
  - Status: Paid CC
- Messages:** Fuel Surcharge - FedEx has applied a fuel surcharge [Read More...](#)
- Transaction Details:**
  - Sender Information:** Jane Plain, Personal Address, 123 Main Street, MEMPHIS TN 38103, US
  - Recipient Information:** Chris Smith, Company Address, 567 Broadway, NEW YORK NY 10001, US

All available information regarding the shipment is presented on this screen.

To view the Tracking ID Details screen, click a Tracking ID number (found on the Invoice Details screen).

You'll see charges for each shipment, including 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 was delivered late), click the Dispute button to start the dispute request process.

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.

## 4.1

## FedEx Ground Multiweight Summary

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

**Ground Multiweight Summary** [Back](#)

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

<b>Invoice Summary</b>		<a href="#">Help</a> <a href="#">Hide</a>
<b>Billing Information</b> Invoice no. <a href="#">1-234-56789</a> <a href="#">&lt;Prev</a> <a href="#">Next&gt;</a> Account no. 1234-5678-9 Store ID no. FedEx Tax ID No. Invoice date 04/23/2019 Invoice status Closed Balance due \$0.00 <a href="#">View Invoice History</a>		<b>Charge Summary</b> <a href="#">View Details</a> Total express charges 0.00 Total ground charges 171.87 Total other charges 0.00 Total invoice amount 171.87 Total payments and credits 171.87 Total balance due \$0.00
<a href="#">Notify User</a> <a href="#">Download invoice</a> <a href="#">Dispute invoice</a>		
Other discounts may apply.		

<b>MWT Shipment Information</b>		<a href="#">Help</a> <a href="#">Hide</a>
Shipment Date 10/10/2018	Transportation Charge 57.88	
Origin Zip 77303	Fuel Surcharge 3.29	
Destination Zip 78705-100801	Third Party Billing 1.50	
Zone 002	Total MWT Shipment Amount \$62.65	
MWT Number 003436398		
MWT Pieces 10		
Actual weight 200.0		
Rated weight 180.0		

<b>MWT Shipment Details</b>		<a href="#">Help</a>				
Filter by None selected						
<input type="checkbox"/> <a href="#">Select all</a>	<a href="#">Transaction/ Billing ID</a>	<a href="#">Customer Reference</a>	<a href="#">PO no.</a>	<a href="#">Dept no.</a>	<a href="#">Weight</a>	<a href="#">Balance due</a>
	<a href="#">123456789101</a>	X97742	300020000188707		9.8	0.00
	<a href="#">123456789102</a>	X97742	300020000188707		9.8	0.00
	<a href="#">123456789103</a>	X97742	300020000188707		9.7	0.00
	<a href="#">123456789104</a>	X97742	300020000188707		9.8	0.00
	<a href="#">123456789105</a>	X97742	300020000188707		9.7	0.00
	<a href="#">123456789106</a>	X97742	300020000188707		9.7	0.00
	<a href="#">123456789107</a>	X97742	300020000188707		9.8	0.00
	<a href="#">123456789108</a>	X97742	300020000188707		9.6	0.00
	<a href="#">123456789109</a>	X97742	300020000188707		9.8	0.00
	<a href="#">123456789110</a>	X97742	300020000188707		9.7	0.00

On the Invoice Detail screen, multiweight shipment bundles are indicated with the Product Group value. Click the link under the Product Group column 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 FedEx Ground Multiweight Detail screen, where you'll see a breakdown of all the charges associated with the bundled shipment. For FedEx Express, review the tracking details page and click the bundle link for the multiweight summary.

## 4.2

# Other Charges

The screenshot shows the FedEx Billing Online interface. At the top, there are tabs for 'Account Summary', 'Search/Download', 'My Options', and 'Message Center'. Below these, the 'Invoice Detail View' section is displayed under 'Invoice Summary'. It contains two main tables: 'Billing Information' and 'Charge Summary'. The 'Billing Information' table includes fields like Invoice no., Account no., Store ID no., FedEx Tax ID No., Invoice date, Due date, Invoice status, and Balance due. The 'Charge Summary' table lists various charges with their amounts. At the bottom of this section, there are buttons for 'Download invoice' and 'Dispute invoice'. A note says 'Other discounts may apply.' In the bottom right corner of this section is a 'Back' link. Below this, the 'FedEx Invoice Details' section is shown, featuring a table of transaction details with columns for Select all, Tracking ID, Date, Type, Product group, Reference, Payor, Status, Meter, Original charges, and Balance due. Two transactions are listed: one for tracking ID 123456789101 and another for 123456789102. Both entries show 'Merchandise' in the Type column. There is also a 'Pay' button and a 'Back' link at the bottom right of this section.

Select all	Tracking ID	Date	Type	Product group	Reference	Payor	Status	Meter	Original charges	Balance due
<input type="checkbox"/>	123456789101	12/11/2018	Merchandise			Shipper	Closed	000000000	73.47	0.00
<input type="checkbox"/>	123456789102	12/12/2018	Merchandise			Shipper	Closed	000000000	24.24	0.00

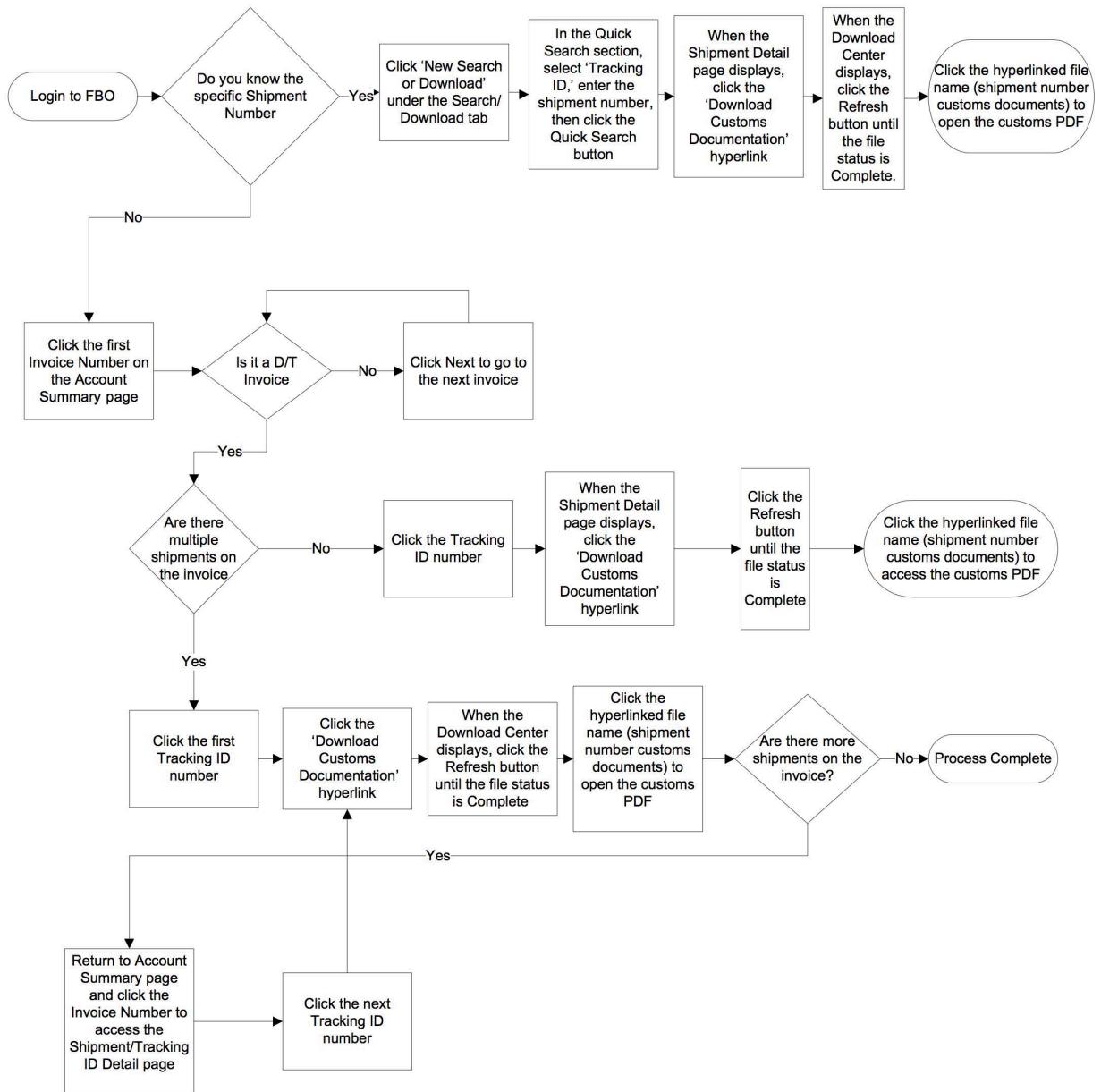
These items provide access to details on FedEx Other Charges, such as packaging purchased at a FedEx World Service Center®. These items are indicated in the Type column.

Each packaging purchase made at a FedEx World Service Center is identified by a transaction ID number. Click an ID number for a list of all items purchased within that transaction. Packaging sales charges cannot be disputed on FedEx Billing Online. Please call 1.800.622.1147 if you have questions regarding these charges.

Electronic Export Information (EEI) charges are also indicated in the Type column. Click the transaction ID or an EEI item for more details regarding the specific charges included in your shipment.

## 4.3

# Accessing Customs Documentation



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

## Disputing Charges

<p>Personal Address 123 Main Street MEMPHIS TN 38103 US</p> <p><b>Shipment Details</b></p> <table> <tr><td>Ship date</td><td>04/02/2012</td></tr> <tr><td>Payment type</td><td>Third Party</td></tr> <tr><td>Service type</td><td>FedEx Priority Overnight</td></tr> <tr><td>Zone</td><td></td></tr> <tr><td>Package type</td><td>Customer Packaging</td></tr> <tr><td>Pieces</td><td>1</td></tr> <tr><td>Weight</td><td>65.0 lbs</td></tr> <tr><td>Bundle no.</td><td>1234567</td></tr> <tr><td>Rated method</td><td>002</td></tr> <tr><td>Meter No.</td><td></td></tr> <tr><td>Declared value</td><td>\$0.00</td></tr> </table> <p><b>Original Reference</b></p> <table> <tr><td>Customer reference no.</td><td>NO REFERENCE INFORMATION</td></tr> <tr><td>Department no.</td><td>SES</td></tr> <tr><td>RMA no.</td><td></td></tr> <tr><td>Reference #2</td><td></td></tr> <tr><td>Reference #3</td><td></td></tr> </table> <p><b>Proof of Delivery</b></p> <table> <tr><td>Delivery date</td><td>04/03/2012 08:00</td></tr> <tr><td>Service area code</td><td>PM</td></tr> <tr><td>Signed by</td><td>J. DOE</td></tr> <tr><td colspan="2"><a href="#">View signature proof of delivery</a></td></tr> </table>	Ship date	04/02/2012	Payment type	Third Party	Service type	FedEx Priority Overnight	Zone		Package type	Customer Packaging	Pieces	1	Weight	65.0 lbs	Bundle no.	1234567	Rated method	002	Meter No.		Declared value	\$0.00	Customer reference no.	NO REFERENCE INFORMATION	Department no.	SES	RMA no.		Reference #2		Reference #3		Delivery date	04/03/2012 08:00	Service area code	PM	Signed by	J. DOE	<a href="#">View signature proof of delivery</a>		<p>Company Address 567 Broadway NEW YORK NY 10001 US</p> <p><b>Charges</b></p> <table> <tr><td>Transportation Charge</td><td>18.85</td></tr> <tr><td>Fuel Surcharge</td><td>3.11</td></tr> <tr><td>Weekday Delivery</td><td>0.00</td></tr> <tr><td><b>Total charges</b></td><td><b>\$21.96</b></td></tr> </table>	Transportation Charge	18.85	Fuel Surcharge	3.11	Weekday Delivery	0.00	<b>Total charges</b>	<b>\$21.96</b>
Ship date	04/02/2012																																																
Payment type	Third Party																																																
Service type	FedEx Priority Overnight																																																
Zone																																																	
Package type	Customer Packaging																																																
Pieces	1																																																
Weight	65.0 lbs																																																
Bundle no.	1234567																																																
Rated method	002																																																
Meter No.																																																	
Declared value	\$0.00																																																
Customer reference no.	NO REFERENCE INFORMATION																																																
Department no.	SES																																																
RMA no.																																																	
Reference #2																																																	
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Service area code	PM																																																
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Fuel Surcharge	3.11																																																
Weekday Delivery	0.00																																																
<b>Total charges</b>	<b>\$21.96</b>																																																

[Back](#)

Dispute Notify user

To dispute a shipment, click the Dispute button and select the reason from the dropdown. You can dispute individual shipments and related charges from the Shipment Detail screens. 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.

## Search / Download

**Search**

① Enter Search Criteria   ② View/Download Search Results

\* Denotes required field

**Search**      [② Help](#)

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**      [② Help](#)

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](#)

[Clear all fields](#)

Use this screen to create and define detailed online reports.

The Search/Download tab appears at the top of each screen in FedEx Billing Online. The New Search or Download option lets you search for and download information about your account activity, including invoices and previous shipments.

## 5.1

# Using Search

The screenshot shows the 'Search' and 'Quick Search' panels within a software application. The top navigation bar includes 'Account Summary', 'Search/Download', 'My Options', and 'Message Center'. The 'Search' panel on the left contains fields for 'Select a saved search', 'Select values to search' (with a dropdown for 'Search for' and a list box for 'Account No - Store ID' containing '1234-5678-9 - ABCDEFG'), 'Select date range' (from '12/07/2011' to '04/30/2012'), 'Status' (set to 'All'), and options to 'Save this search' and enter a title. The 'Quick Search' panel on the right contains a single search field labeled 'Search for' with a dropdown menu set to 'Please select'.

Use the Search feature to create, print, and download customized reports. Download formats are .csv, .xls, .xlsx, .xml, and .txt. (PDF downloads aren't available for credit card account holders.)

You can search by account, date range, shipment type, and more.

You can also save searches to relaunch similar reports in the future. To save your search, click the Save This Search checkbox and enter a name for your search. You can access your saved searches from the New Search or Download screen, or from the Saved Searches section of the Search and Download Settings screen.

## 5.2

# Using Quick Search

The screenshot shows two side-by-side search interfaces. The left interface is labeled "Search" and the right one is labeled "Quick Search". Both interfaces have tabs at the top: "Account Summary", "Search/Download", "My Options", and "Message Center".

**Search Interface:**

- Enter Search Criteria:** (1) Enter Search Criteria, (2) View/Download Search Results.
- Required Field:** \* 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:
    - \* 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:
    - To:
  - \* Status:
  - Save this search
  - Enter a saved search title (30 char max):
  -

**Quick Search Interface:**

- 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:** \* Search for:
- Buttons:** Quick Search, Clear all fields, Help.

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.

## 5.3

## 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  
 Search accounts: 1234-5678-9  
 Date: 12/07/2011 - 04/30/2012  
[Return to search criteria](#)

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

**Search results**

Select all	Invoice Number	Invoice date	Due date	Account no.	Invoice status	Original Charges	Balance due
<input type="checkbox"/>	<a href="#">1-234-56789</a>	03/20/2012	04/04/2012	1234-5678-9	<u>Closed</u>	491.18	0.00
<input type="checkbox"/>	<a href="#">0-111-21314</a>	03/20/2012	04/04/2012	1234-5678-9	<u>Closed</u>	323.93	0.00
<input type="checkbox"/>	<a href="#">1-516-17181</a>	03/20/2012	04/04/2012	1234-5678-9	<u>Closed</u>	227.58	0.00
<input type="checkbox"/>	<a href="#">9-202-12223</a>	03/20/2012	04/04/2012	1234-5678-9	<u>Past Due</u>	8,279.76	7,355.36
<input type="checkbox"/>	<a href="#">2-425-26272</a>	03/19/2012	04/03/2012	1234-5678-9	<u>Closed</u>	491.18	0.00
<input type="checkbox"/>	<a href="#">8-293-03132</a>	03/19/2012	04/03/2012	1234-5678-9	<u>Closed</u>	57.10	0.00
<input type="checkbox"/>	<a href="#">3-334-35363</a>	03/19/2012	04/03/2012	1234-5678-9	<u>Closed</u>	52.18	0.00
<input type="checkbox"/>	<a href="#">7-383-94041</a>	03/19/2012	04/03/2012	1234-5678-9	<u>Closed</u>	197.50	0.00
<input type="checkbox"/>	<a href="#">4-243-44454</a>	03/19/2012	04/03/2012	1234-5678-9	<u>Past Due</u>	8,295.99	7,371.59
<input type="checkbox"/>	<a href="#">6-474-84950</a>	03/19/2012	04/03/2012	1234-5678-9	<u>Closed</u>	197.28	0.00

[Notify User](#)

[Icon Legend](#)

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

**Download All Search Results**

\* Name of download file: abc\_download1

[Create new custom template](#)

\* Template: Detailed Report Template (Express & Ground - all fields)

\* File Type: EXCEL (.xls)

[Create download file](#)

[Back](#)

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

## 5.4

# Standard Download Templates

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

- Search and Download Settings**: A note indicates that an asterisk (\*) denotes a required field.
- Automatic Downloads**: A note states that FedEx Billing Online can automatically generate a download file of your invoiced data each time a new invoice is created. It asks if you would like to enroll in Autodownloads, with options  Yes and  No. A **Save** button is present.
- Download Templates**: A note says there are no templates for this account. A **Create template** button is available.
- Saved Searches**: A note says there are no saved searches for this account. A **Create search** button is available.

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

## 5.5

# Creating a Custom Download

The screenshot shows the 'Create Template' screen. At the top, there's a navigation bar with tabs for 'Account Summary', 'Search/Download' (which is selected), 'My Options', and 'Message Center'. Below the navigation bar, a sidebar titled 'Customize Your Download' lists options: 'New Search or Download', 'Download Center', and 'Search & Download Settings'. A note says '\* Denotes required field.' On the right side of the top bar are links for 'Clear all fields', 'Back', and 'Help'. The main content area has a title 'Template Criteria' with fields for 'Template name' (set to 'Test') and 'Template type' (set to 'Invoice Report'). Below this is a section titled 'Select Fields for Template' with a 'Select all fields' link. On the left, a list of available fields is shown under groups: INVOICE GROUP (Consolidated Account, Invoice Date, Invoice Number, Store ID, Original Amount Due, Current Balance, Payor), SHIPMENT GROUP (Express or Ground Tracking ID), and others like 'Ground Tracking ID Prefix'. There are up and down arrows to reorder fields and 'Add >>' and '<< Remove' buttons. On the right, a list of selected fields includes INVOICE GROUP, SHIPMENT GROUP, and Express or Ground Tracking ID. At the bottom right are 'Save and create download' and 'Save template' buttons, along with a 'Back' link.

To create a custom download, start by creating a new template. Click the Create Template button 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 select individual fields from the list provided. To add a field or group, highlight the field name and click the Add button. 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 the Save and Create Download button. Your template will automatically be saved, and you'll be taken to the Search or Download screen to create a download file. Download formats are .csv, .xls, .xlsx, .xml, and .txt. (PDF downloads aren't available for credit card account holders.)

## 5.6

# Downloading Files

The screenshot shows a software interface titled "Download Center". At the top, there are tabs for "Account Summary", "Search/Download", "My Options", and "Message Center". Below the tabs, the "Download Results" section displays a message: "You have 1 file(s) ready for download." A table titled "My Files Ready for Download or Viewing" lists four files with details like name, file type, template, status, generated by, created on, expires on, and action (Remove). At the bottom of the interface are buttons for "Remove all" and "Refresh", along with links for "Search and download settings" and "Create a new download file".

Name of download file	File type	Template	Status	Generated by	Created on	Expires on	Action
FedExInv 1-234-56789	CSV	Tax Department	Complete	Auto Download	12/27/2018	01/11/2019	<a href="#">Remove</a>
FedExInv 1-234-56789	CSV	Tax Department	Complete	Auto Download	01/10/2019	01/25/2019	<a href="#">Remove</a>
Bios 1-7-19	XLS	FedEx Standard Template	Complete	BioScrip Accounts Payable	01/07/2019	01/22/2019	<a href="#">Remove</a>
FedExInv 1-234-56789	CSV	Tax Department	Complete	Auto Download	01/03/2019	01/18/2019	<a href="#">Remove</a>

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, then select Save.

*Continued on next page.*

## 5.6

# Downloading Files (Continued)

The screenshot shows the 'Search and Download Settings' page. At the top, there are four tabs: 'Account Summary', 'Search/Download' (which is selected), 'My Options', and 'Message Center'. Below the tabs, a section titled 'Search and Download Settings' contains a note: '\* Denotes required field'. Under 'Automatic Downloads', it says: '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.' A radio button group shows 'Would you like to enroll in Autodownloads?' with 'Yes' (unchecked) and 'No' (checked). A 'Save' button is at the bottom right. In the 'Download Templates' section, there is a table:

Template name	Template type	Action
abc	Invoice Report	<a href="#">Remove</a>

A 'Create template' button is located at the bottom right of this section.

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. Download files will automatically be created as soon as the charges are available on FedEx Billing Online. Download formats are .csv, .xls, .xlsx, .xml, and .txt. (PDF downloads aren't available for credit card account holders.) Automatic downloads are included in the 50 files-per-day limit.

## Administrative Functions

The screenshot shows the 'My Options' tab selected in the top navigation bar. Below it, the 'Manage Account Settings' section is visible. Under 'Add/Remove Accounts', there's a sub-section for 'Adding a New Primary Account' with a note about being redirected to the FedEx account login screen and a button to 'Add a primary account'. Another section, 'Edit Account Information', includes a link to 'Unregister from FedEx Billing Online'.

From the My Options tab, you can perform various administrative functions, like adding accounts, 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. They can't edit credit card information, add or delete accounts, or add or delete other secondary users.

## 6.1

# Updating Credit Card Information

The screenshot shows a web-based form titled "Credit Card Payment Profile". At the top, there are four tabs: "Account Summary", "Search/Download", "My Options" (which is currently selected), and "Message Center". Below the tabs, a note says "\* Denotes required field." and there is a link to "clear all fields". A "Help" link is also present.

The main section is titled "Credit card Billing Information". It contains the following fields:

- \*Cardholder name: Text input field.
- \*Address: Text input field.
- \*City: Text input field.
- \*State: A dropdown menu showing "AL".
- \*Zip: Text input field.
- \*Country: A dropdown menu showing "Select".
- \*Card type: A dropdown menu showing "Select".
- \*Card no.: Text input field.
- \*Expiration date: A dropdown menu showing "01" and "2012".
- \*Card ID no.: Text input field.
- \*Profile name: Text input field.

Below the form, there is a note: "For your protection we ask that you enter your credit card ID Number" and a link "Where do I find this ?". At the bottom left, there is a checkbox labeled "I agree to the [Terms and Conditions](#) for payments on FedEx Billing Online". At the bottom right, there are "Cancel" and "Add credit card profile" buttons.

To update your credit card profile, select the Update Credit Card option from the My Options tab. You'll need to enter all of the information for the new credit card, including your billing address and the CVV code from the back of the card. Information entered is secure using 128-bit secure encryption.

## 6.2

# Activating or Deactivating FedEx Accounts

The screenshot shows the 'Manage Account Settings' screen with the 'Add/Remove Accounts' section active. It includes fields for adding a new primary account, a help link, and a button to add a primary account.

**Add/Remove Accounts**

\* Denotes required field. [Clear all fields](#) [Help](#)

Adding a New Primary Account

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

[Add a primary account](#)

**Edit Account Information**

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

Unregister from FedEx Billing Online

To be removed from FedEx Billing Online, select the option below. 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 the invoices you have received online up to the date you unregister, you must download those invoices to your system before you proceed to unregister.

[Unregister from FedEx Billing Online](#)

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

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

## 6.3

# Managing and Inviting Other Users

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

- Manage Users:** A table titled "Existing Users" with columns for "Select all", "Name", "E-mail address", and "User type". It displays a message: "There is currently no data". Buttons at the bottom include "Remove checked users", "Change administrator", and "Invite new user".
- Invite New User:** A form with fields for "First name" (John), "Last Name" (Doe), "E-mail address" (jdoe@company.com), and "Users" (user). Buttons at the bottom include "Cancel" and "Continue".

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 privileges.

## 6.4

# Changing the Administrator

The screenshot shows a user interface for managing account users. At the top, there are four tabs: 'Account Summary', 'Search/Download', 'My Options', and 'Message Center'. Below these is a section titled 'Manage Users' with a sub-section 'Existing Users'. This section contains a table with three columns: 'Name', 'E-mail address', and 'User type'. There is also a column header 'Select all' with a checkbox. A single row is visible, showing 'John Doe' in the Name column, 'jdoe@company.com' in the E-mail address column, and 'User' in the User type column. To the right of the table is a 'Help' link. At the bottom of the 'Existing Users' section are three buttons: 'Remove checked users', 'Change Administrator', and 'Invite new user'.

Select all	Name	E-mail address	User type
<input checked="" type="checkbox"/>	John Doe	jdoe@company.com	User

Only current administrators can use this area to designate a new FedEx Billing Online administrator. If the current administrator isn't available, email [fibillingsupport@fedex.com](mailto:fibillingsupport@fedex.com) for help.

## 6.5

# Managing User Settings

The screenshot shows a web-based application interface for managing user settings. At the top, there is a navigation bar with four items: 'Account Summary', 'Search/Download', 'My Options', and 'Message Center'. Below the navigation bar, the title 'Manage User Settings' is displayed. Underneath the title, the section 'Edit Preferences' is shown. Inside this section, there is a single checkbox labeled 'I want to receive notification emails for this account.' In the bottom right corner of the 'Edit Preferences' box, there is a purple rectangular button labeled 'Submit change'.

FedEx Billing Online automatically emails account alerts to the administrator, including credit card update alerts. Secondary (invited) users can also opt to receive these alerts by checking “I want to receive notification emails for this account” and clicking Submit.

# Printing

The screenshot shows a web-based account management interface. At the top, there are navigation links: Account Summary, Search/Download, My Options, and Message Center. A welcome message "Welcome, Jane Plain" is displayed. Below this is the "Account Summary" section, which includes a primary account number (1234-5678-9), a link to add an account, and a message center notification (1 message). The balance due is listed as \$0.00. Below the summary is a section titled "Credit Card Billing Activity for 31 - 60 days". It features a date range selector with options: Last 30 days, 31 - 60 days, 61 - 90 days, 91 - 180 days, and In dispute. A "Search all" link is also present. The main content area displays a table of billing activity with columns: Select all, Invoice Number, Tracking/billing Id, Date, Type, Product Group, Reference, Status, and Total Billed. Three rows of data are shown:

Select all	Invoice Number	Tracking/billing Id	Date	Type	Product Group	Reference	Status	Total Billed
<input type="checkbox"/>	1-234-56701	123456789101	04/02/2012	Express		NO REFERENCE INFORMATION	Paid CC	16.89
<input type="checkbox"/>	1-234-56702	123456789102	04/02/2012	Express		NO REFERENCE INFORMATION	Paid CC	21.96
<input type="checkbox"/>	1-234-56703	123456789103	04/02/2012	Express		NO REFERENCE INFORMATION	Paid CC	9.11

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. PDF invoice replicas are not available for credit card accounts.