



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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FedEx Shipping Tracking Printing Services Locations Support Sign Up or Log In

Home Billing Online

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**, 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 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 Search/Download My Options Message Center

Welcome, Jane Plain

Account Summary [Help](#)

Primary Account 1234-5678-9 [Add an account](#)
 Balance due \$0.00

Last 30 days 31 - 60 days 61 - 90 days 91 - 180 days In dispute [Search all](#)

Credit Card Billing Activity for Last 30 days [Help](#)

Filter by None selected

Select all	Invoice Number	Tracking ID	Date	Type	Product Group	Reference	Status	Total Billed
<input type="checkbox"/>								
<input type="checkbox"/>	1-234-56701	123456789101	12/17/2018	Express		2201,0005385900,C2100015	Paid CC	15.37
<input type="checkbox"/>	1-234-56702	123456789102	12/13/2018	Express		2100,0005385900,C1000070	Paid CC	14.23
<input type="checkbox"/>	1-234-56702	123456789103	12/13/2018	Express		2100,0005385900,C1000070	Paid CC	18.99
<input type="checkbox"/>	1-234-56702	123456789104	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 [Help](#)

Filter by: None selected

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
<input type="checkbox"/>	1-234-56704	123456789104	04/02/2012	Express		NO REFERENCE INFORMATION	Paid CC	9.14
<input type="checkbox"/>	1-234-56705	123456789105	04/02/2012	Express		NO REFERENCE INFORMATION	Paid CC	434.08
<input type="checkbox"/>	1-234-56706	123456789106	03/27/2012	Ground		MWT US to US	Paid CC	77.90
<input type="checkbox"/>	1-234-56707	123456789107	03/27/2012	Ground		Dom. Ground	Paid CC	17.57
<input type="checkbox"/>	1-234-56708	123456789108	03/27/2012	Ground		Dom. Ground	Paid CC	17.57
<input type="checkbox"/>	1-234-56709	123456789109	03/29/2012	Ground		MWT US to US	Paid CC	77.90
<input type="checkbox"/>	1-234-56710	123456789110	03/29/2012	Ground		Dom. Ground	Paid CC	17.57

[Notify user](#)

Credit Card Billed Activity Summary [Help](#)

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

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.

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

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

2.2

Invoice Detail View

Account Summary Search/Download My Options Message Center

Invoice Detail View [Back](#)

Invoice Summary [Help](#) [Hide](#)

Billing Information		Charge Summary View Details	
Invoice no.	<Prev 1-234-56789 Next>	Total express charges	0.00
Account no.	1234-5678-9	Total ground charges	171.87
Store ID no.		Total other charges	0.00
FedEx Tax ID No.		Total invoice amount	171.87
Invoice date	04/23/2019	Total payments and credits	171.87
Invoice status	Closed	Total balance due	\$0.00
Balance due	\$0.00		

[View Invoice History](#)

Other discounts may apply.

[Notify User](#) [Download invoice](#) [Dispute invoice](#)

FedEx Invoice Details [Help](#)

Filter by

Select all	Tracking ID	Date	Type	Product group	Reference	Payor	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](#)

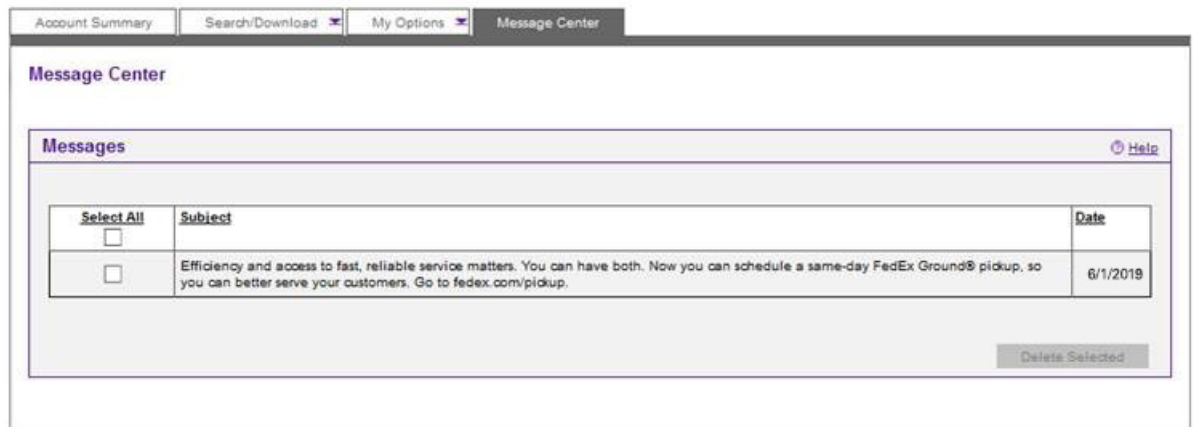
[Back](#)

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



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.

Account Summary
Search/Download ▾ My Options ▾ Message Center

Welcome, Jane Plain

Account Summary
[Help](#)

Primary Account	1234-5678-9	Add an account	Your credit card information needs to be updated. Click here
Balance due	\$66.78	! You have 1 past due invoices.	

Invoices Due to Declines
[Help](#)

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

Update Credit Card & Pay
Notify user

[Icon Legend](#)

Last 30 days
31 - 60 days
61 - 90 days
91 - 180 days
In dispute

[Search all](#)

Credit Card Billing Activity for Last 30 days
[Help](#)

Filter by None selected

Select all	Invoice Number	Tracking/billing Id	Date	Type	Product Group	Reference	Status	Total Billed
There are no outstanding invoices for Last 30 days								

Notify user

Credit Card Billed Activity Summary
[Help](#)

Account: 1234-5678-9

Currency	0-30 days	31-60 days	61-90 days	91-180 days	Total
USD		0.00	0.00	0.00	346.54

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.

The screenshot displays the 'Tracking ID Details' page. At the top, there are navigation tabs: 'Account Summary', 'Search/Download', 'My Options', and 'Message Center'. The main content area is titled 'Tracking ID Details' and includes a 'Back' link. Below this is a 'Tracking ID Summary' section with 'Help' and 'Hide' icons. It is divided into two columns: 'Billing Information' and 'Messages'. The 'Billing Information' column lists: Tracking ID no. (with navigation arrows and a dropdown menu), Invoice no. (1-234-56789), Account no. (1234-5678-9), Bill date (04/04/2012), Total Billed (\$21.96), and Status (Paid CC). Below this are links for 'View Tracking ID History' and 'View signature proof of delivery'. The 'Messages' column contains a message: 'Fuel Surcharge - FedEx has applied a fuel surcharg Read More...'. Below the summary is a 'Transaction Details' section with 'Help' and 'Hide' icons, also divided into 'Sender Information' and 'Recipient Information'. The 'Sender Information' lists: Jane Plain, Personal Address (123 Main Street, MEMPHIS TN 38103, US). The 'Recipient Information' lists: 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](#)

Invoice Summary [Help](#) [Hide](#)

Billing Information

Invoice no. <Prev 1-234-56789 Next>

Account no. 1234-5678-9

Store ID no. [REDACTED]

FedEx Tax ID No. [REDACTED]

Invoice date 04/23/2019

Invoice status Closed

Balance due \$0.00

[View Invoice History](#)

Charge Summary [View Details](#)

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**

Notify User Download invoice Dispute invoice

Other discounts may apply.

MWT Shipment Information [Help](#) [Hide](#)

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	160.0		

MWT Shipment Details [Help](#)

Filter by None selected v

Select all	Transaction/ Billing ID	Customer Reference	PO no.	Dept no.	Weight	Balance due
<input type="checkbox"/>	123456789101	X97742	300020000188707		9.8	0.00
	123456789102	X97742	300020000188707		9.8	0.00
	123456789103	X97742	300020000188707		9.7	0.00
	123456789104	X97742	300020000188707		9.8	0.00
	123456789105	X97742	300020000188707		9.7	0.00
	123456789106	X97742	300020000188707		9.7	0.00
	123456789107	X97742	300020000188707		9.8	0.00
	123456789108	X97742	300020000188707		9.8	0.00
	123456789109	X97742	300020000188707		9.8	0.00
	123456789110	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

Account Summary
Search/Download ▼
My Options ▼
Message Center

Invoice Detail View [Back](#)

Invoice Summary [Help](#) [Hide](#)

Billing Information

Invoice no. [<Prev](#) 1-234-56789 [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](#)

Charge Summary [View Details](#)

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

Download invoice
Dispute invoice

Other discounts may apply.

FedEx Invoice Details [Help](#)

Filter by None selected ▼

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

Pay

[Back](#)

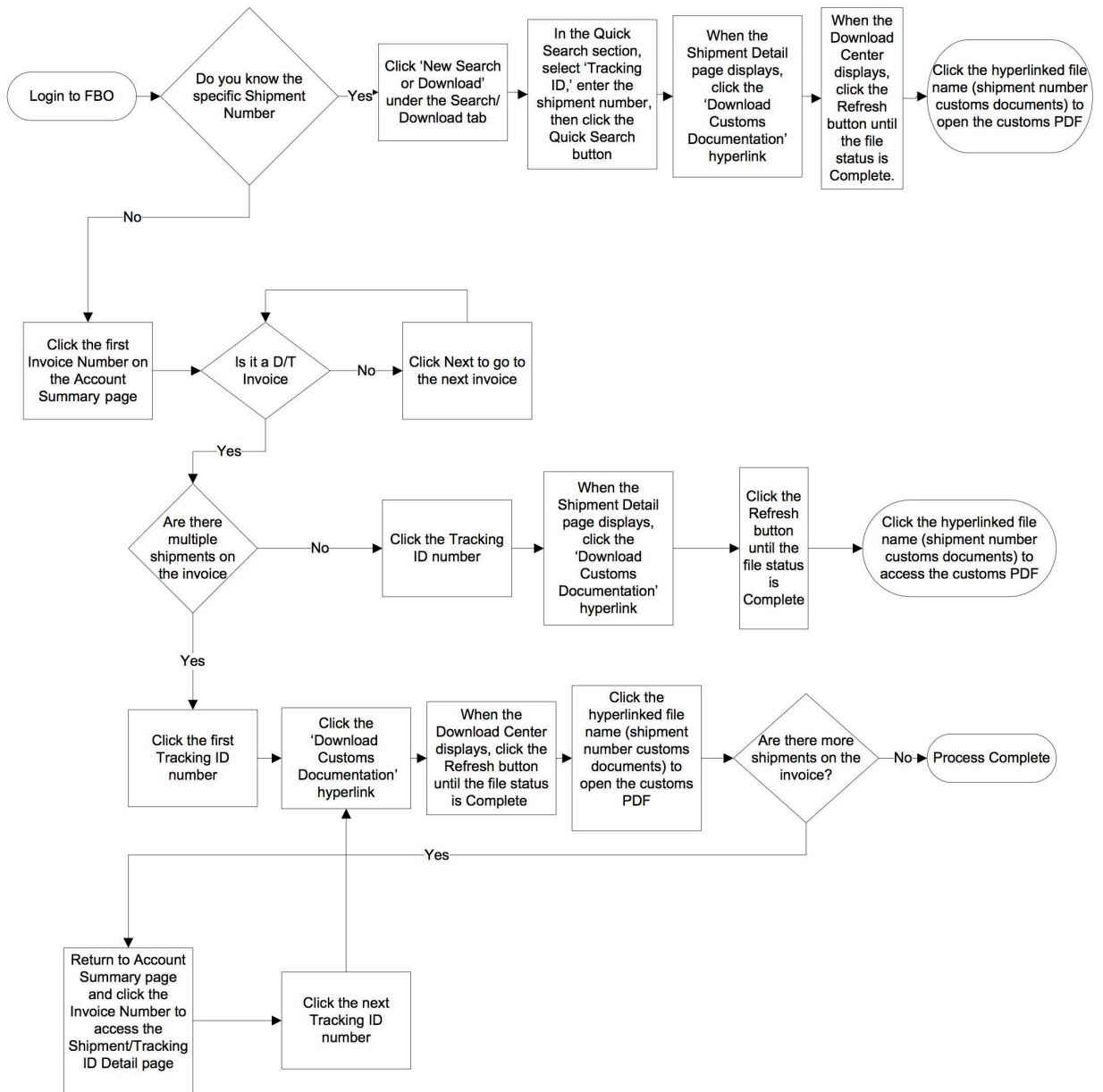
These items provide access to details on FedEx Other Charges, such as packaging purchased at a FedEx World Service Center®. These items are indicated in the Type column.

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.

4.4 Disputing Charges

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

[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.

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

New Search or Download
Download Center
Search & Download Settings

Search

1 Enter Search Criteria 2 View/Download Search Results

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

<p>Search Help</p> <p><small>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.</small></p> <p>Select a saved search Change values as needed in the fields below.</p> <p>Select Saved Search ▾</p> <p>Select values to search</p> <p>* Search for Please select ▾</p> <p><small>* Account number and Store ID (CTRL + select to search multiple accounts)</small></p> <p style="text-align: center;">Select All <input checked="" type="checkbox"/></p> <table border="1" style="margin: auto;"> <tr> <td style="padding: 2px;">Account No - Store ID</td> </tr> <tr> <td style="padding: 2px;">1234-5678-9 - ABCDEFG</td> </tr> </table> <p>* Select date range</p> <p>From 12/07/2011 <input type="text"/> To 04/30/2012 <input type="text"/></p> <p><small>*Results include only invoices up to 180 days from paid/closed date.</small></p> <p>* Status All ▾</p> <p><input type="checkbox"/> Save this search</p> <p>Enter a saved search title (30 char max)</p> <input style="width: 100%;" type="text"/> <p style="text-align: right;">Download data Search</p>	Account No - Store ID	1234-5678-9 - ABCDEFG	<p>Quick Search Help</p> <p><small>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.</small></p> <p>* Search for</p> <p>Please select ▾ <input style="width: 100%;" type="text"/></p> <p style="text-align: right;">Quick Search</p>
Account No - Store ID			
1234-5678-9 - ABCDEFG			

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.

The screenshot shows a web application interface with a top navigation bar containing 'Account Summary', 'Search/Download', 'My Options', and 'Message Center'. Below this, there are two main search panels. The left panel, titled 'Search', has a progress indicator with '1 Enter Search Criteria' and '2 View/Download Search Results'. It includes a 'Clear all fields' link. The 'Search' panel contains:

- A note: '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.' with a 'Select Saved Search' dropdown.
- 'Select values to search' section with a '* Search for' dropdown set to 'Please select'.
- '* Account number and Store ID (CTRL + select to search multiple accounts)' with a 'Select All' checkbox checked and a text input field containing '1234-5678-9 - ABCDEFG'.
- '* Select date range' with 'From' and 'To' date pickers set to '12/07/2011' and '04/30/2012' respectively. A note below says '*Results include only invoices up to 180 days from paid/closed date.'
- '* Status' dropdown set to 'All'.
- 'Save this search' checkbox.
- 'Enter a saved search title (30 char max)' text input.
- 'Download data' and 'Search' buttons at the bottom.

 The right panel, titled 'Quick Search', has a note: '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.' It includes a '* Search for' dropdown set to 'Please select' and a 'Quick Search' button.

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.

Account Summary Search/Download My Options Message Center

Search

1 Enter Search Criteria 2 View/Download Search Results

* Denotes required field Clear all fields

Search 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 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

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](#)

Search Criteria [Help](#)

Search for	Invoices	Status	All
Search accounts	1234-5678-9		
Date	12/07/2011 - 04/30/2012		

[Return to search criteria](#)

Search results [Help](#)

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

[Icon Legend](#)

Download All Search Results [Help](#)

* Name of download file

[Create new custom template](#)

* Template

* File Type

[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

Account Summary Search/Download My Options Message Center

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
There are no templates for this account.		

[Create template](#)

Saved Searches

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

[Create search](#)

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

5.5 Creating a Custom Download

The screenshot shows a web interface for creating a custom download. At the top, there are navigation tabs: 'Account Summary', 'Search/Download', 'My Options', and 'Message Center'. Below these, a dropdown menu is open under 'Search/Download', showing options: 'New Search or Download', 'Download Center', and 'Search & Download Settings'. A note states '* Denotes required field.' and there are links for 'Clear all fields' and 'Back'.

The main section is titled 'Customize Your Download' and contains two sub-sections:

- Template Criteria:** This section has two fields: '*Template name' with the value 'Test' and '*Template type' with a dropdown menu set to 'Invoice Report'. There is a 'Help' link.
- Select Fields for Template:** This section has two columns of fields. The left column, titled 'Select all fields', lists: INVOICE GROUP, Consolidated Account, Invoice Date, Invoice Number, Store ID, Original Amount Due, Current Balance, Payor, SHIPMENT GROUP, and Ground Tracking ID Prefix. Below this list is a 'View field definitions' link. The right column, titled 'Clear all fields', lists: INVOICE GROUP, Bill to Account Number, SHIPMENT GROUP, and Express or Ground Tracking ID. Between the columns are 'Add >>' and '<< Remove' buttons. To the right of the right column are up and down arrow buttons. At the bottom right, there are two buttons: 'Save and create download' and 'Save template'. A 'Back' link is at the bottom right corner.

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 appear 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 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)

Account Summary
Search/Download
My Options ▾
Message Center

Download Center

Download Results Help

You have 1 file(s) ready for download.

My Files Ready for Download or Viewing Help

Files will expire 14 days after creation date.
 The following files have been created for download. Click on the file name to save it to your system.
 Please click refresh list to see the files you selected. If they do not appear immediately, please wait a few minutes and try again.

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

Remove all Refresh

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, then select Save.

Continued on next page.

5.6

Downloading Files (Continued)

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

Search and Download Settings

* Denotes required field

Automatic Downloads [Help](#)

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

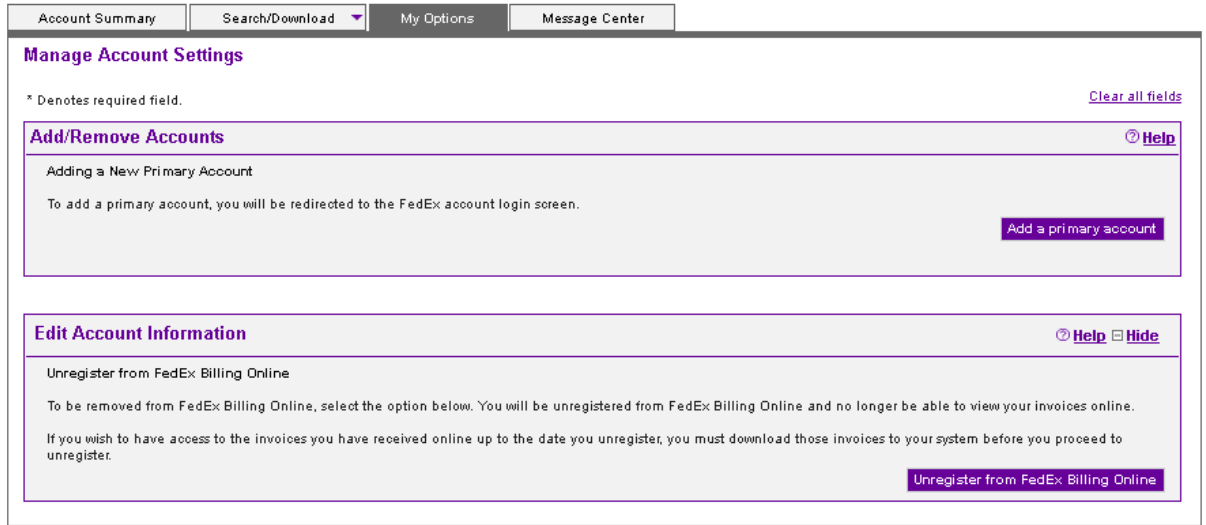
[Save](#)

Download Templates [Help](#)

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. 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.



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

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

Credit Card Payment Profile

* Denotes required field. [clear all fields](#)

Credit card Billing Information [Help](#)

*Cardholder name	<input type="text"/>	*Card type	Select <input type="button" value="v"/>
*Address	<input type="text"/>	*Card no.	<input type="text"/>
*City	<input type="text"/>	*Expiration date	01 <input type="button" value="v"/> 2012 <input type="button" value="v"/>
*State	AL <input type="button" value="v"/>	*Card ID no.	<input type="text"/>
*Zip	<input type="text"/>	For your protection we ask that you enter your credit card ID Number Where do I find this ?	
*Country	Select <input type="button" value="v"/>	*Profile name	<input type="text"/>

I agree to the [Terms and Conditions](#) for payments on FedEx Billing Online

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.

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

Manage Account Settings [Clear all fields](#)

* Denotes required field.

Add/Remove Accounts [Help](#)

Adding a New Primary Account

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

[Add a primary account](#)

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.

Account Summary
Search/Download
My Options
Message Center

Manage Users

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

Help

Select all	Name	E-mail address	User type
<input type="checkbox"/>			
There is currently no data			

Remove checked users
Change administrator
Invite new user

Help

***First name**

***Last Name**

***E-mail address**

***Users**

Cancel
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

Manage Users

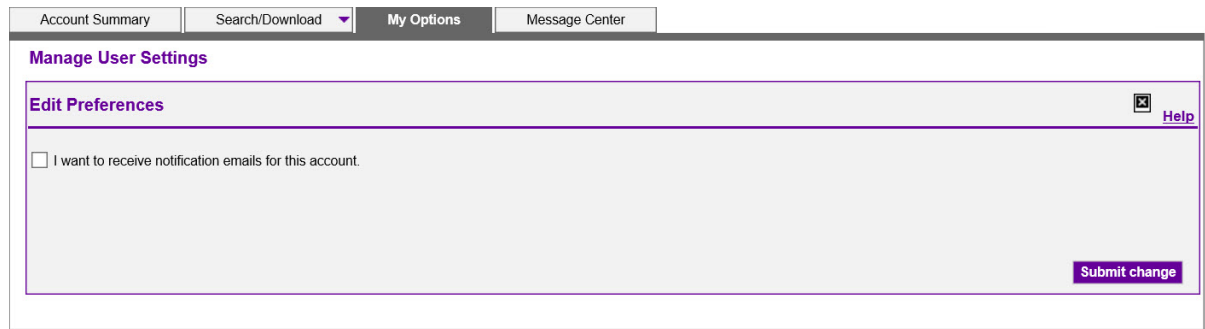
FedEx Billing Online allows you to invite, delete and update additional users for your account. Currently, users can have standard access which allows them to view and dispute invoices. Once you add a user, he or she will be sent an invitation allowing them to join FedEx Billing Online.

Existing Users [Help](#)

Select all	Name	E-mail address	User type
<input checked="" type="checkbox"/>			
<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 fiobillingsupport@fedex.com for help.

6.5 Managing User Settings



The screenshot shows a web interface with a navigation bar at the top containing four tabs: "Account Summary", "Search/Download" (with a dropdown arrow), "My Options", and "Message Center". Below the navigation bar is a section titled "Manage User Settings". Inside this section is a sub-section titled "Edit Preferences" with a "Help" link and a small icon in the top right corner. The main content area contains a single checkbox with the text "I want to receive notification emails for this account." In the bottom right corner of this area is a "Submit change" button.

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.

Account Summary Search/Download My Options Message Center

Welcome Jane Plain

Account Summary [Help](#)

Primary Account 1234-5678-9 [Add an account](#) You have 1 messages in the message center.

Balance due \$0.00

Last 30 days **31 - 60 days** 61 - 90 days 91 - 180 days In dispute [Search all](#)

Credit Card Billing Activity for 31 - 60 days [Help](#)

Filter by None selected

Select all	Invoice Number	Tracking/billing id	Date	Type	Product Group	Reference	Status	Total Billed
<input type="checkbox"/>								
<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.