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.

Contents

1   How to Register

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.

2   Account Summary

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

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

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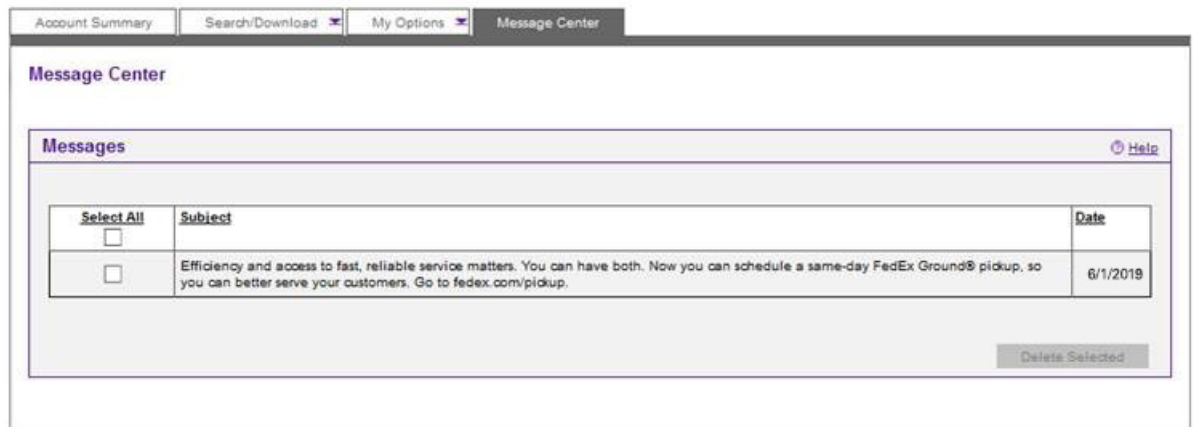
Sometimes FedEx will send you messages about your accounts or current promotions. If you have unread mail, you'll see the number of new messages on your Account Summary page in the Messages section. Click the Messages link or the Message Center tab to see a list of messages.

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.

3   Invoices Due to Declines

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.

4   Tracking ID Details

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

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

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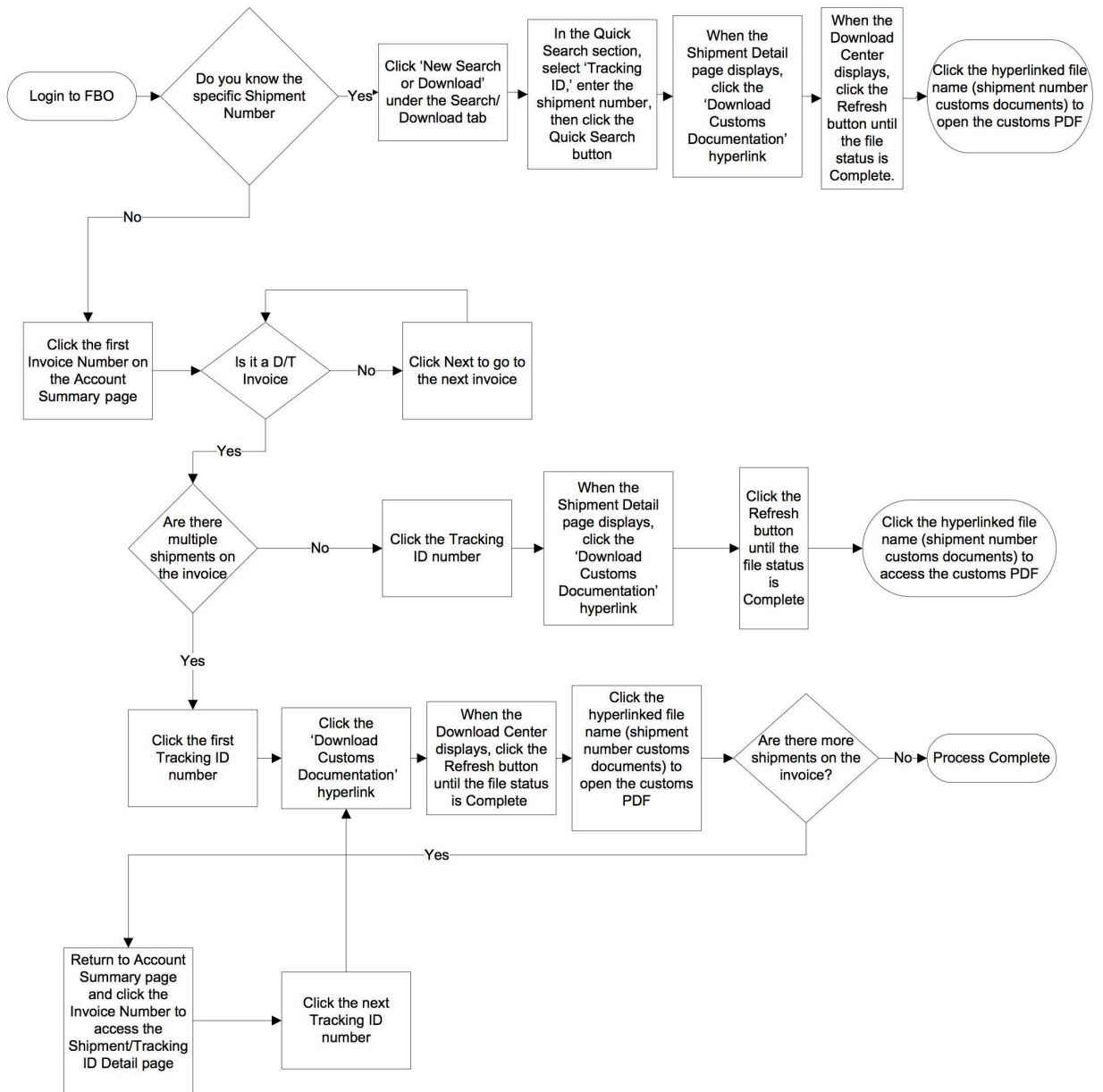
This diagram outlines the steps to access customs documentation on FedEx Billing Online.

4.4   Disputing Charges

> Personal Address
> 123 Main Street
> MEMPHIS TN 38103
> US
>
> Company Address
> 567 Broadway
> NEW YORK NY 10001
> US
>
> **Shipment Details**
>
> | | |
> |---|---|
> | 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 |
>
> **Charges**
>
> | | |
> |---|---|
> | Transportation Charge | 18.85 |
> | Fuel Surcharge | 3.11 |
> | Weekday Delivery | 0.00 |
> | **Total charges** | **$21.96** |
>
> **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.

Search / Download

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

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 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

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

5.5   Creating a Custom Download

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, .xlxs, .xml, and .txt. (PDF downloads aren't available for credit card account holders)

5.6 Downloading Files

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)

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.

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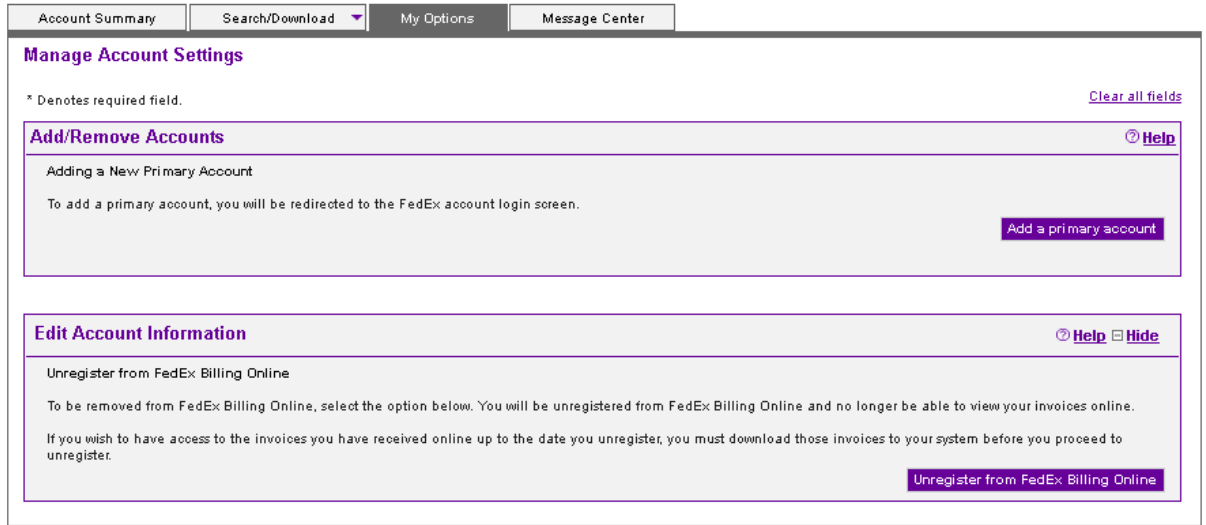
From the My Options tab, you can perform various administrative functions, like adding accounts, updating credit card information, changing/adding/deleting secondary users, and updating your address.

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

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

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

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.
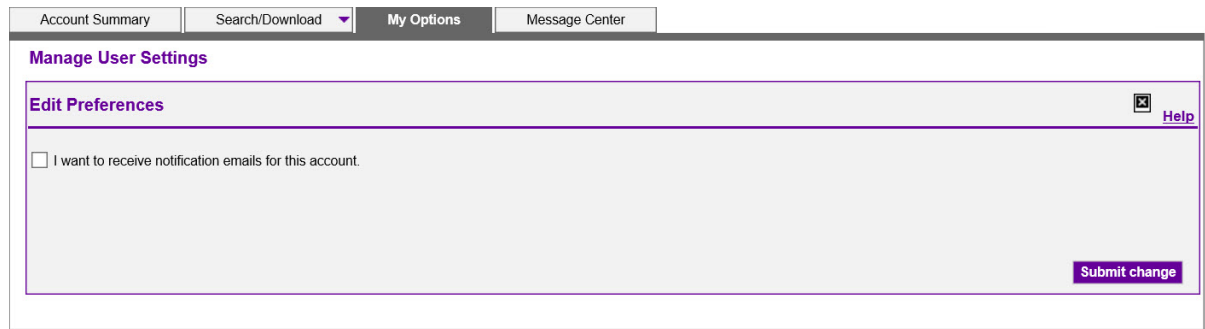
6.4   Changing the Administrator

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

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

Manage User Settings

Edit Preferences   ☒
                                                                                              Help

☐ I want to receive notification emails for this account.

                                                                               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.

7   Printing

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.