FedEx Billing Online PDF Help Guide
Invoiced Customers

Table of Contents

Introduction

FedEx® Billing Online is the most efficient and streamlined way for you to handle your FedEx invoices. With this free, easy and secure tool, you can view, manage and download your shipment invoices; dispute charges; and make payments over the Internet, 24 hours a day, 7 days a week. Whether your charges are applied directly to your credit card or invoiced, electronic invoicing and payment processing can help businesses of all sizes streamline the accounts-payable process, improve productivity, and save time and money.

And when you register for FedEx Billing Online Plus, you can reduce your carbon footprint, cut down on storage requirements, and take advantage of special features.

FedEx Billing Online. Better for you. Better for the environment.

Logging In/Your Account Summary

Begin by logging in to FedEx Billing Online Plus using your existing fedex.com username and password. If you are not currently enrolled on fedex.com, click "Register Now," complete the process, and return to FedEx Billing Online to log in.

From the homepage, you'll see everything you need is organized into four main tabs – Account Summary, Search/Download, My Options, and Message Center.

Your **Account Summary** displays details such as balances, past-due amounts, and any open invoices for that account, as well as the ability to view or print PDFs of your invoices. The **Search/Download** tab allows you to search invoices and shipments, or download them for your records. Under **My Options**, you'll be able to manage account settings, payment preferences, and users. And in the **Message Center**, you'll see any pending messages from FedEx.

Let's take a closer look at some of the easy functionality of FedEx Billing Online Plus. In this document we'll cover **Viewing, Paying, Disputing, Searching, Downloading,** and **Managing Users and Account Settings.**

Viewing

Your Account Summary provides an overview of any balances due, your billing activity, and an activity summary. Messages are displayed in the top right.

If you have more than one primary account, select the one you'd like to view or administer from the dropdown box. This will determine which sub-accounts you view or make changes to on FedEx Billing Online.

Tabs to view open, past due, paid or closed, and in dispute invoices are in the middle section.

You can click the PDF icon to view a PDF of any invoice. You can also begin a payment or notification from this screen.

An Account Aging Summary is shown at the bottom.

Account Aging Summary   ⑦ **Help**

Primary Account: 0222-0222-1

Currency	0 - 15 days	16 - 30 days	31 - 60 days	61 - 90 days	91+ days	Total
USD	0.00	0.00	752.11	0.00	0.00	752.11

Invoice status	
Open	
Open	
Open	
Open	
Open	

(From the middle section of the Account Summary screen – Invoice List) To view an invoice's history, simply click the corresponding invoice status. Here you'll see a history of the payments, disputes, and other items relevant to the invoice.

Invoice History

Invoice Information   ⑦ **Help**

Invoice no:	8-043-62788		Original charges:	$752.11
FedEx tax Id no:	71-8376017		Past due:	$752.11
Account no:	0222-0222-1		In dispute:	$752.11
Invoice date:	08/02/2009		Payments or credits:	$0.00
Due date:	08/12/2009		Balance due:	$752.11
Invoice status:	Open			

View Invoice Detail

View/print PDF 📄

Payment History   ⑦ **Help**

Payment date ▼	Payment scheduled date	Payment reference	Payment type	Payment status	Amount
08/07/2009	08/07/2009	389033251	389748279834	Submitted-EFT	$95.48
08/06/2009	08/06/2009	364770339	745934230483	Submitted-EFT	$175.48
08/05/2009	08/05/2009	765000938	123654378984	Submitted-EFT	$125.48
08/04/2009	08/04/2009	204983764	345883176886	Submitted-EFT	$5.31
08/03/2009	08/03/2009	938763029	123456789818	Submitted-EFT	$250.16

Dispute History   ⑦ **Help**

Dispute date	Dispute no.	Tracking/ transaction ID ▼	Original reason	Modified reason	Status	Requested amount	Credited
07/28/2009	867780	1234567890	Pricing Error	Pricing Error	Denied	$12.76	$0.00
07/28/2009	868739	1234567890	Pricing Error	Pricing Error	Other	$21.37	$0.00
07/16/2009	867778	1234567890	No Knowledge of Shipment	No Knowledge of Shipment	Denied	$5.48	$0.00
07/12/2009	867788	1234567890	Pricing Error		Submitted	$567.56	

Invoice no.	
15-587-4256	
22-222-2222	
8-649-71989	
8-043-62788	
5587456	
5587456	
5587456	

(From the middle section of the Account Summary screen – Invoice List) To view activity on any individual invoice, simply click the corresponding Invoice number.

Invoice Detail View

Invoice Summary ⑦ Help ⊟ Hide

Billing Information

Invoice no.	8-043-62788 ▼
Account no.	0222-0222-1
Store ID no.	71-8376017
FedEx Tax ID no.	71-8376017
Invoice date	08/02/2009
Due date	08/12/2009
Invoice status	Open

View Invoice History
View/print PDF
View address corrections
View alternate address pickups

Charge Summary ⊞ View Details

Total express charges	548.78
Total ground charges	106.14
Total other charges	23.54
	691.32
Total invoice amount	
Total payments and credits	264.28
Total balance due	320.36

[Notify User] [Download invoice] [Dispute invoice] [Pay invoice]

This is a summary of all your shipments on this invoice. Please, click on each tracking number to view more information. Read more...
Other discounts may apply.

FedEx Invoice Details ⑦ Help

Filter by None selected ▼   Per page 10 ▼   Page 1 ▼ of 1

Select all	Tracking / billing ID	Date ▼	Type	Product group	Reference	Payor	Status	Meter	Original charges	Balance due
☐	123456789012	08/15/2009	◼ Ground		123456	Shipper	Open	0	9.18	9.18
☐	123456789013	08/12/2009	◼ Express	IPD	123456	Shipper	Open	0	12.69	12.69
☐	123456789018	08/12/2009	◻ Merchandise Sales			Shipper	Open	0	20.00	20.00
☐	123456789023	08/12/2009	◼ Ground	MWT		Shipper	Open	0	12.69	12.69
☐	123456789028	08/11/2009	◼ Ground	SP		Shipper	Open	0	35.00	35.00

[Notify User] [Pay]

From this screen (Invoice Details page), you'll be able to view tracking numbers, dates, delivery types, and charges and balances for each shipment. You can also take several actions on your invoice.

To see shipment details, click the corresponding tracking ID. On the Tracking ID Details page, you'll see shipment details including sender, recipient, charges, reference information, and Proof of Delivery. You can take actions on your shipment at the bottom of the page.

Account Summary	Search/Download	My Options	Message Center

Tracking ID Details

Tracking ID Summary ⑦ Help ⊟ Hide

Billing Information

Tracking ID no.	123456789013 ▾
Invoice no.	8-043-62788
Account no.	0222-0222-1
Invoice date	08/02/2009
Due date	08/12/2009
Tracking ID balance due	9.18
Invoice status	Open

View Invoice History
View signature proof of delivery
View customs documentation

Messages

FedEx has audited this shipment Read full message...

We calculated your charges based Read full message...

Distance Based Pricing, Zone 8

Fuel Surcharge – FedEx has applied Read full message...

Transaction Details ⑦ Help

Sender Information

Jason West
132 Sidney Ave
3rd Floor
San Francisco CA 94102
US

Recipient Information

Acme Racquets
Steve Thomas
32 Rockland Street
Suite 123
Boston MA 02101
US

Shipment Details

Ship date	08/17/2009
Payment type	Third Party
Service type	Bill third party
Zone	02
Actual weight	25 lbs.
Rated weight	25 lbs.
Declared value	0.00

Charges

Transportation charges	28.78
Declared value charges	2.03
Fuel surcharges	0.51
Weekday delivery	0.00
Discounts	-22.14
Direct signature	0.00
Total charges	9.18

⊞ Enter promo code

Original Reference

Customer reference no.	2298x3
Department no.	
RMA no.	
Reference #2	PO847631
Reference #3	975456788

Updated Reference ⊞ Edit

Customer reference no.	2298x3
Department no.	
Reference #2	PO847631
Reference #3	975456788

Proof of Delivery

Delivery date	08/21/2009 06:46
Service area code	A2
Signed by	B.Newby

View signature proof of delivery

Back to invoice detail   Notify User   Dispute   Pay

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Approving and Notifying

All FedEx Billing Online users – administrators, standard users, and view only users – can issue notifications. However, if an administrator has opted to allow it, administrators and standard users also have the ability to approve invoices for payment.

This can be done at both the invoice and individual shipment levels from three places within FedEx Billing Online: The Account Summary screen, the Invoice Detail screen, and the Tracking ID Detail screen.

From the Account Summary screen, use the checkboxes on the left to choose which invoices you'd like to approve and/or send notifications about. When you're done, click the Approve/Notify User button.

From the Invoice Detail screen, use the checkboxes on the left to choose which shipments within that invoice you want to approve and/or send notifications about, then click the Approve/Notify User button.

FedEx Billing Online Plus

| 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 4-210-09298 ▼ Next >	Total express charges	141.78
Account no.	4514-1622-7	Total ground charges	0.00
Store ID no.	2344444444	Total other charges	0.00
FedEx Tax ID No.	71-0427007		
Invoice date	03/21/2011		
Due date	04/05/2011	Total invoice amount	141.78
Invoice status	Past Due	Total payments and credits	0.00
View Invoice History		**Total balance due**	**$141.78**
View/print PDF			
View address corrections			

Other discounts may apply.

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

FedEx Invoice Details   ? Help

Filter by None selected ▼

Select all ☐	Tracking / billing ID	Date	Type	Product group	Reference	Payor	Status	Meter	Original charges	Balance due
☑	718554916123	03/30/2011	■ Express		NO REFERENCE INFORMATION	Shipper	Past Due	000108557	141.78	141.78

[Approve/notify user] [**Pay**]

Back

From the Tracking ID Detail screen for an individual shipment, simply click the Approve/Notify User button at the bottom.

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FedEx Billing Online Plus

View Cart 0.00   📄 Printer-friendly   🔒 Logout   ❓   Help ▼

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

Tracking ID Details   Back

Tracking ID Summary   ❓ Help   ⊟ Hide

Billing Information

Tracking ID no.	718554916123
Invoice no.	4-210-09298
Account no.	4514-1622-7
Invoice Date	03/21/2011
Due Date	04/05/2011
Tracking ID Balance due	**$141.78**
Status	Past Due

View Invoice History
View signature proof of delivery

Messages

Distance Based Pricing, Zone 5
Fuel Surcharge - FedEx has applied a fuel surcharg Read More..

Transaction Details   ❓ Help   ⊟ Hide

Sender Information

Celita White
BST PLC2009 85405
20 FedEx Pkwy
COLLIERVILLE TN 38017
US

Recipient Information

ITG85405-304144
TC004
413 N Front St
MARQUETTE MI 49855
US

Shipment Details

Ship date	03/30/2011
Payment type	Shipper
Service type	
Zone	05
Package Type	
Pieces	1
Weight	80.0 lbs
Rated Method	000
Meter No.	108557
Declared value	**$150.00**

Charges

Transportation Charges	112.90
Declared Value Charge	2.25
Fuel Surcharge	18.63
Weekday Delivery	0.00
Additional Handling Charge - Weight	8.00
Total charges	**$141.78**

⊞ Enter promo code

Original Reference

Customer reference no.	NO REFERENCE INFORMATION
Department no.	AHS WGT
RMA no.	
Reference #2	
Reference #3	

Updated Reference   ⊞ Edit

Customer reference no.	
Department no.	
Reference #2	
Reference #3	

Proof of Delivery

Delivery date	03/31/2011 08:00
Service area code	A5
Signed by	J.LANGSTON

View signature proof of delivery

Back

[Approve/notify user]   [Dispute]   [Pay]

On the Approve & Notify screen, you'll see details such as invoice numbers, tracking ID numbers, account numbers, and due dates. If you'd like to include comments, you may do so in the Your Comments field. On the right, choose which users should receive the notification.

You'll now have several options.

- The Approve & Notify button will approve payment of the invoices or shipments you've selected and send an email notification including any comments entered to your chosen users.
- Approve Only will simply approve payment of the invoices and shipments.
- Notify Only will send a notification of the invoices and shipments, including any comments entered, without approving them for payment.
- Comments Only will simply save your comments about these invoices and shipments and store them on the Invoice History screen.

Once you've made a selection, you'll see a confirmation screen. Review your actions for accuracy and click Continue to process them.

Canceling Approvals

If invoice/tracking id has been approved for payment but you'd later like to cancel it, you can now do so from within FedEx Billing Online.

From the Invoice History screen, you'll see all previous actions taken on the invoice in the Approval and Comments History section. These actions will be listed in chronological order, with the most recent action at the top. If no actions have been taken, the Status column will be blank.

To cancel an approval, click the "cancel approval" link on the right. On the screen that follows, select the items within the invoice that should have payment approval canceled. To cancel all approvals of the items listed within an invoice, tick the Select All box at the top.

If you'd like, you may enter a comment and choose the people who should be notified of the cancellation. Then choose the appropriate button:

- Cancel Approval/Notify will cancel the approval and notify the users you've selected.
- Cancel Approval will cancel the approval without sending any notifications.

- Return to Invoice History screen will take no action at all and simply send you back to the invoice's history screen where you started.

If you canceled any approvals, you'll now see a confirmation screen. Review your actions for accuracy and click Continue to process them.

Actions you've taken will now be saved on the Invoice History screen in the Approval and Comments History section.

Paying

You may pay entire invoices or individual shipments.

To pay several invoices at once, mark the checkboxes next to those you wish to pay from the Account Summary screen and then click the Pay button.

To pay for specific shipments instead, click an invoice number, choose which shipments within the invoice you'd like to pay, and then click the Pay button.

Review your selections, add more if you choose, and select a payment method. You can pay by EFT –electronic funds transfer – or by check. Let's review an EFT payment.

Choose an existing payment profile. (If you haven't created a payment profile, click "add a payment profile" to do so, then return to the payment cart.)

After you've chosen a payment profile and a date for payment, click the Submit Payment button. On the Payment Confirmation page that follows, you'll see a Payment Summary and have the ability to print the page for your records or generate a payment summary form.

After payment is submitted for any invoice or shipment, there is a processing period during which changes can be made. These payments are marked in a pending payment status in your open Invoice List. To make changes, simply click the Payment Status link.

After the payment has been processed, paid items will be moved to the Paid/Closed tab.

Select all ☐	Invoice no.	View/print	Invoice date ▲	Due date	Account no.	Original charges	Adjusted	Paid	Balance due
☐	1234567	📄	11/20/2009	11/25/2009	0222-0222-1	1,911.14	1,911.14	0.00	0.00
☐	1234568	📄	01/20/2009	01/23/2009	0222-0222-1	1,723.44	0.00	1,723.44	0.00
☐	1234569	📄	05/10/2009	05/19/2009	0222-0222-1	7,366.06	220.06	0.00	0.00
☐	1234570	📄	05/01/2009	05/14/2009	0222-0222-1	2,073.78	0.00	2,073.78	0.00
☐	1234571	📄	04/11/2009	04/16/2009	0222-0222-1	12.15	0.00	12.15	0.00
☐	1234572	📄	04/02/2009	04/12/2009	0222-0222-1	634.53	0.00	634.53	0.00

From there, you can see invoice details by clicking the invoice number. Then, select the View Invoice History link to see your payment history. Finally, you can click the payment reference number to view specific payment details.

Invoice History

Invoice Information   ⑦ Help

Invoice no:	8-043-62788		Original charges:	$752.11
FedEx tax Id no:	71-8376017		Past due:	$752.11
Account no:	0222-0222-1		In dispute:	$752.11
Invoice date:	08/02/2009		Payments or credits:	$0.00
Due date:	08/12/2009		Balance due:	$752.11
Invoice status:	Open			

View Invoice Detail
View/print PDF 📄

Payment History   ⑦ Help

Payment date ▼	Payment scheduled date	Payment reference	Payment type	Payment status	Amount
08/07/2009	08/07/2009	389033251	389748279834	Submitted-EFT	$95.48
08/06/2009	08/06/2009	364770339	745934230483	Submitted-EFT	$175.48
08/05/2009	08/05/2009	765000938	123654378984	Submitted-EFT	$125.48
08/04/2009	08/04/2009	204983764	345883176886	Submitted-EFT	$5.31
08/03/2009	08/03/2009	938763029	123456789818	Submitted-EFT	$250.16

Dispute History   ⑦ Help

Dispute date	Dispute no.	Tracking/ transaction ID ▼	Original reason	Modified reason	Status	Requested amount	Credited
07/28/2009	867780	1234567890	Pricing Error	Pricing Error	Denied	$12.76	$0.00
07/28/2009	868739	1234567890	Pricing Error	Pricing Error	Other	$21.37	$0.00
07/16/2009	867778	1234567890	No Knowledge of Shipment	No Knowledge of Shipment	Denied	$5.48	$0.00
07/12/2009	867788	1234567890	Pricing Error		Submitted	$567.56	

Disputing

You can dispute charges in two ways – either for invoices or individual shipments.

To dispute an entire invoice, click the Dispute Invoice button from the Invoice Details page. Select a reason for the dispute from the dropdown box, fill in any relevant details, and click the Submit Dispute button. A confirmation page will show your dispute details.

Dispute Entire Invoice

1 Dispute   ② Dispute Confirmation

Clear all fields

Dispute Information   ⑦ **Help**

If you wish to dispute an individual shipment, please go to the Invoice Detail screen and select the shipment you would like to dispute.

Account no.	0222-0222-1
Invoice no.	5587456
Total original charges	$15,372.22
Balance due	$15,372.22
Dispute amount	$15,372.22
Dispute type	Please select ▼

Back

Submit dispute

To dispute a particular shipment, click a tracking/billing ID, and from the Tracking ID Details page, click the Dispute button at the bottom. Enter a dispute amount and select a reason for the dispute from the dropdown box. Fill in any relevant details, and click the Submit Dispute button. Again, a confirmation page will display.

Dispute Tracking ID

1 Dispute   ② Dispute Confirmation

Clear all fields

Dispute Information   ⑦ **Help**

Account no.	0222-0222-1
Invoice no.	5587456
Tracking ID	123456789012
Total original charges	$15,372.22
Balance due	$8,072.22
Dispute amount	$7,300.00
Dispute type	Please select ▼

Back

Submit dispute

On your Account Summary page, you can see all your current unresolved disputes under the In Dispute tab.

	Invoice no.	View/print	Invoice date ▼	Due date	Account no. ▼	Original charges	Dispute date	Balance due	Dispute reason
🗐 Pending	15-587-4222	🗎	01/20/2009	02/20/2009	0222-0222-1	3,900.24	03/27/2009	3,900.24	In-Dispute, Submitted-EFT

All-Open　Past Due　Paid/Closed　**In Dispute**　Search all
Invoice List (In Dispute)　⑦ Help
Filter by None selected ▼　Per page 10 ▼　Page 1 ▼ of 1
⊞ Icon legend

View any relevant details by clicking on the dispute reason. On the Invoice History screen, you'll see the dispute history section and can click on the dispute number for even more details.

Dispute History　⑦ Help

Dispute date	Dispute no.	Tracking/ transaction ID ▼	Original reason	Modified reason	Status	Requested amount	Credited
07/28/2009	867780	1234567890	Pricing Error	Pricing Error	Denied	$12.76	$0.00
07/28/2009	868739	1234567890	Pricing Error	Pricing Error	Other	$21.37	$0.00
07/16/2009	867778	1234567890	No Knowledge of Shipment	No Knowledge of Shipment	Denied	$5.48	$0.00
07/12/2009	867788	1234567890	Pricing Error		Submitted	$567.56	

If your disputes have been resolved, click the view invoice history link (on the Invoice Detail page) to bring up the Invoice History screen. Here you'll again see the dispute history section and can click on the dispute number for in-depth information.

Searching

Performing a search is easy. Click the Search/Download tab and choose New Search or Download. Here you'll see the page is divided into two sections.
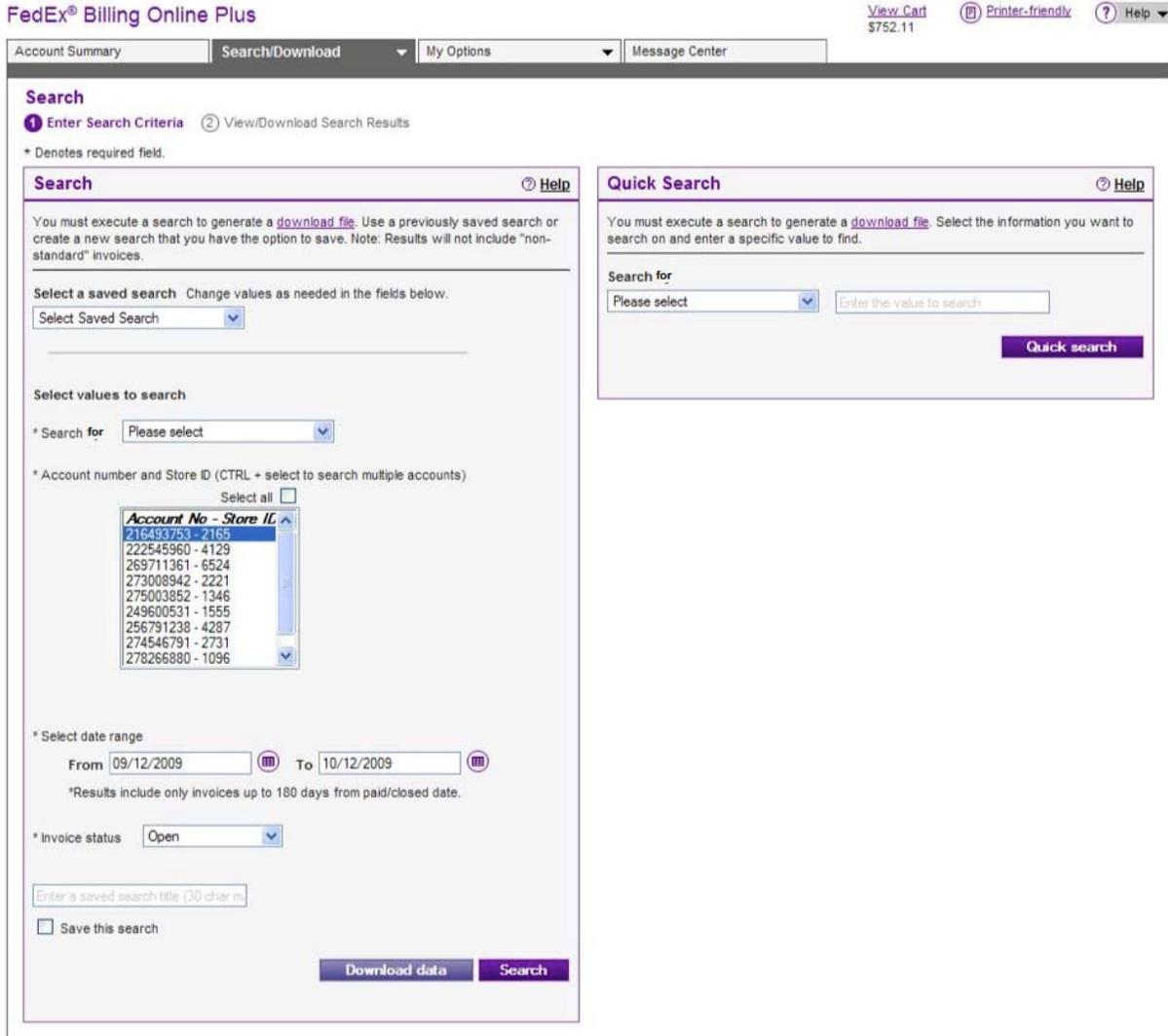
On the left, you can perform a search using previously saved criteria, or select values to search such as a date range or invoice status. When conducting such a search, be sure to choose the correct account number under which the search should be performed.

On the right, you can perform a Quick Search for more narrow criteria, such as a specific invoice or tracking ID.

For a regular search, choose the relevant values and click the Search button. You may also opt to save your search for future use. Simply give it a name and check the Save this Search box.

On the Search results page, you'll have a variety of options depending on the search criteria you entered. For example, open and past-due invoices may be selected for payment.

To change your search settings, click the Search/Download tab and choose Search & Download settings. Scroll to the bottom section marked Saved Searches. From here you can edit or remove previously entered saved searches or create a new one.

Downloading

Click the Search/Download tab and choose New Search or Download. Fill out the criteria for a regular search on the left. (For more details on how to conduct searches, see the Searching section above.)

Click the Download Data button. In the section that appears, name your file, choose your desired file type and template, and then click the Create Download button.

In the Download Center, click the file name to download it. You may also delete files queued for downloading by clicking the "remove" link next to the file name.

Download Center

Download Results	⑦ Help
You have 1 file(s) being processed.	
You have 4 file(s) ready for download.	

Save time with FedEx
Flat File Reporting Tool.

Learn more ▶

My Files Ready for Download or Viewing ⑦ 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
Billing Data XLS 0205	XLS	Detailed Report Template (Express & Ground - all fields)	Complete	Derrick Reives	02/06/2011	02/21/2011	Remove
Billing Data CSV 0205	CSV	Detailed Report Template (Express & Ground - all fields)	Complete	Derrick Reives	02/05/2011	02/20/2011	Remove
Billing Data XML 0205	XML	Brief Report	Complete	Derrick Reives	02/05/2011	02/20/2011	Remove
InvPDF	PDF	Detailed Report Template (Express & Ground - all fields)	Pending	Derrick Reives	02/05/2011	02/20/2011	Remove
Billing Data TXT 0205	TXT	Detailed Report Template (Express & Ground - Flat File Tool)	Complete	Derrick Reives	02/05/2011	02/20/2011	Remove

Remove all | Refresh

Search and download settings | Create a new download file

To change your download settings, click the Search/Download tab and choose Search & Download settings. In the section marked Automatic Downloads, you may enroll in Automatic Downloads, which will automatically generate a download file of invoice data each time a new invoice is created.

Search and Download Settings

* Denotes required field

Automatic Downloads	⑦ Help
	Clear all fields

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 Automatic Downloads? ⦿ Yes ○ No

* Select a download template (note: if you do not select a template, the default all fields template will be used): Detailed Report Template (Express & Ground - Flat File Tool) ▾

Save

To customize your downloads, scroll to the Download Templates section. Here you'll see your saved templates, which can be edited or deleted. To make a new template, click the Create Template button.

Download Templates

Template name ▾	Template type	
Sample template #1	Invoice report	Remove
Sample template #2 (autodownload)	Tracking ID / Transaction ID	Remove
Sample template #3	Invoice report	Remove
Sample template #4	Payment preferences report	Remove
Sample template #5	Invoice report	Remove
Sample template #6	Tracking ID / Transaction ID	Remove

Create template

⑦ Help

Enter a template name and type, and then select the fields for your template by highlighting the field name on the left and clicking the Add button in the middle. To remove criteria, highlight the field name on the right and click the Remove button.

Template Criteria

⑦ Help

* Template name
* Template type   Select ▾

Select Fields for Template

⑦ Help

Select all fields

INVOICE GROUP
Bill to Account Number*
Store Id
Original Amount Due
Current Balance
Payor
SHIPMENT GROUP
Ground Tracking ID Prefix
Express or Ground Tracking ID*
Transportation Charge Amount

View field definitions

Clear all fields

Add >>

<< Remove

Save and create download   **Save template**

When you're finished, click the Save Template button. Your new template will now be shown in the Download Templates section and can be applied to any future search or download.

Managing Users and Account Settings

Managing your users and account settings within FedEx Billing Online Plus is quick and easy.

To manage your settings, click the My Options tab and select Manage Account Settings. From here you'll be able to add primary accounts, add sub-accounts – or "child" accounts – to a primary account, remove an account, and edit account information such as your application settings and your store ID.

Manage Account Settings

* Denotes required field.   Clear all fields

Add/Remove Accounts   ⑦ Help

Adding a New Primary Account

To add a primary account, you will be redirected to the FedEx account login screen. After enrolling a new primary account, you can add related sub-accounts (child accounts).

Add a primary account

Adding a New Child Account to 1234-5678-9

To add a sub-account (child account) to an existing primary FedEx account, enter the account number and billing ZIP code in the form field below.

* Account no   [   ]

* Billing ZIP code   [   ]

Add a child account

Remove a Child Account

Select an existing sub-account (child account) from the drop down list below to stop receiving bills for that account through FedEx Billing Online.

Current active accounts   [Select ▼]

Remove Account

Edit Account Information   ⑦ Help ⊟ Hide

Edit Store ID

Select the account number of the store for which you wish to update the store ID. Once you've made your selection and entered the new value, select 'Update store ID' to apply the new setting.

Account no.   [Select ▼]

Update Store ID

Change Billing Medium to Paper

You may change your Billing Medium to Paper, but please be aware that you may lose some of the special features offered in Billing Online Plus.

Change Billing Medium to Paper

To create a new primary account, click the Add a Primary Account button and you will be directed to the FedEx account registration screen to complete the necessary information. Afterwards, you'll be able to use the dropdown on the Account Summary screen to choose between primary accounts. All actions performed within FedEx Billing Online will be conducted only within the chosen account.

To add a child account to an existing primary account, be sure you're logged in under the correct account, and then fill in the child account number and ZIP code. Click the Add a Child Account button.

Adding a New Child Account to 1234-5678-9

To add a sub-account (child account) to an existing primary FedEx account, enter the account number and billing ZIP code in the form field below.

* Account no   [   ]

* Billing ZIP code   [   ]

                                                Add a child account

To remove a child account and stop viewing bills for that account though FedEx Billing Online, select it from the dropdown and click the Remove Account button.

Remove a Child Account

Select an existing sub-account (child account) from the drop down list below to stop receiving bills for that account through FedEx Billing Online.

Current active accounts   [Select ▼]

                                                Remove Account

Under Edit Account Information, you'll see the option to update your application settings.

If you are a FedEx Billing Online administrator, you can opt to make the Approval and Notify feature available for all standard users. By default this feature is on. It provides a way for users to post their approvals and comments online, as well as send email notifications with comments to other users. Toggling this feature off will remove the approval functionality, but all users will still be able to issue notifications.

"Keep in mind that the Approve/Notify functionality will be visible and accessible to administrators and standard users only, View-only users are limited to issuing notifications.

Edit Account Information   ⑦ Help ⊟ Hide

Update Application Settings

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

[Update Settings]

Edit Store ID

Select the account number of the store for which you wish to update the store ID. Once you've made your selection and entered the new value, select 'Update store ID' to apply the new setting.

Account no.   [Select   ▼]

[Update Store ID]

Change Billing Medium to Paper

You may change your Billing Medium to Paper, but please be aware that you may lose some of the special features offered in Billing Online Plus.

[Change Billing Medium to Paper]

Edit your store ID by choosing the account number of the store or location, entering a new ID, and clicking the Update Store ID button.

Edit Store ID

Select the account number of the store for which you wish to update the store ID. Once you've made your selection and entered the new value, select 'Update store ID' to apply the new setting.

Account no.   [Select   ▼]

[Update Store ID]

Edit your payment preferences by choosing Manage Payment Preferences from the My Options tab. Here you can sign up for automatic payments to make paying your FedEx invoices quick and easy. Just click Enroll in Autopay and enter your payment preferences.

Manage Payment Preferences

Automatic Payment Settings   ⑦ **Help**

Your account is not currently enrolled in Automatic Payments. Make paying your FedEx invoices even easier by signing up for Automatic Payments with one of your saved payment profiles. When you sign up for AutoPay, you can also establish thresholds for payment amounts and timing.

[Enroll in autopay]

You can also update your current payment profiles. Click "edit" next to any existing payment profile to make changes, or add a new payment profile.

To invite, delete and update additional users for your account, click the My Options tab and select Manage Users.

To add a new user, click the Invite New User button.
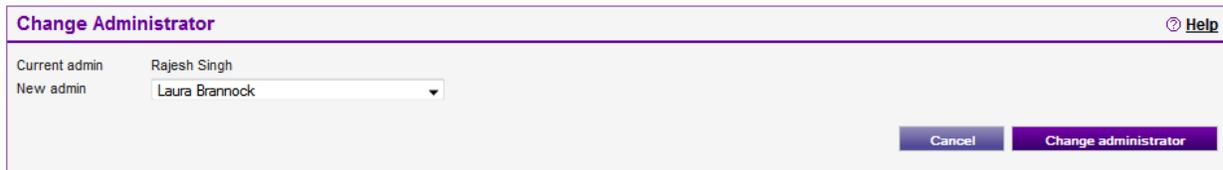

In the box that appears, enter the person's name, email address, and user type: Standard, which allows the user to view, pay and dispute invoices, or View Only, which allows the user only to view invoices. Then click the Continue button. Your user will be sent an invitation email to join FedEx Billing Online. Once the invitation is accepted, he or she will be added to your Existing Users.

To edit permissions for existing users, select Standard or View Only from the drop-down next to each person's name.

To delete a user from the list, check the box next to the person's name in the left column and then click the Remove Checked Users button.

You may also change the administrator for your account. Simply click the Change Administrator button and from the box that appears, select the new administrator from the dropdown list of invited Standard users and click the Change Administrator button.
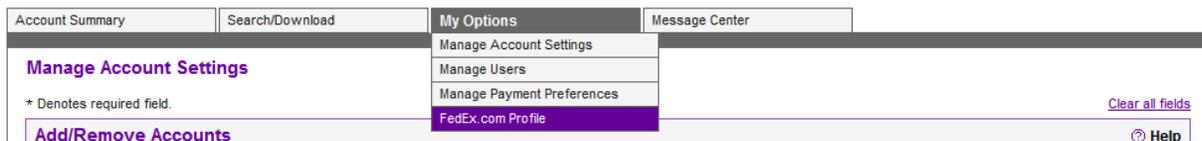

If you are an invited user, you can also choose to receive email notifications. To do this, click the My Options tab, choose Manage User Settings, select the checkbox, and click Submit Change. Please note this action is only for invited users. FedEx Billing Online administrators will automatically receive email notifications when, for example, new invoices are ready for payment, when files are ready to download, or when payments have been updated.
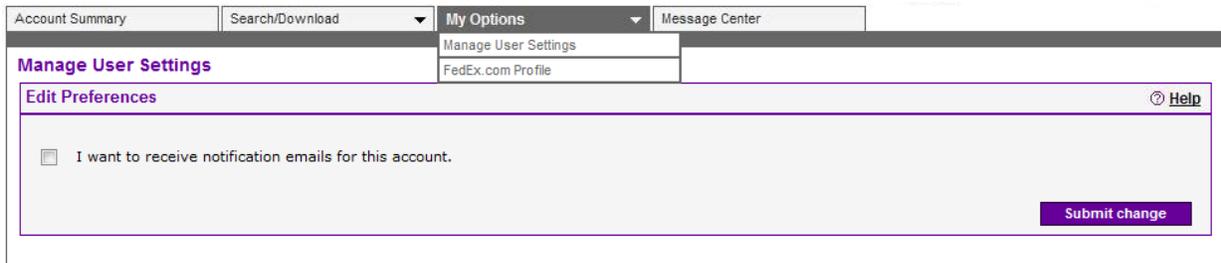
You can select the FedEx.com Profile option to change your user profile for all of fedex.com.