



Mudahnya mengajukan perselisihan tagihan dengan FedEx® Billing Online

FedEx® Billing Online

Jika Anda memiliki keberatan atas tagihan yang Anda terima dan ingin mengajukan permasalahan tersebut sebelum melakukan pembayaran, Anda dapat mengajukannya dengan mudah melalui FedEx® Billing Online (FBO). FBO adalah aplikasi tagihan online yang memungkinkan Anda untuk mengetahui status tagihan, mengajukan perselisihan, mengunduh data tagihan, dan membayar tagihan secara online.

Keunggulan menggunakan FBO untuk mengajukan perselisihan tagihan.

- **Pengajuan langsung** : Anda dapat mengajukan perselisihan secara langsung di FBO bersamaan ketika Anda sedang memeriksa data rincian pengiriman di aplikasi tersebut.
- **Hemat waktu**: FBO menyediakan jenis-jenis perselisihan tagihan dan alasannya yang mudah untuk Anda pilih.
- **Tersedianya data historis pengajuan perselisihan**: FBO menyimpan data historis pengajuan perselisihan pada tiap tagihan sebagai catatan Anda.
- **Pilihan yang fleksibel**: Di FBO pengajuan perselisihan tagihan dapat dilakukan pada shipment tertentu maupun untuk tagihan yang meliputi pengiriman secara keseluruhan

Belum daftar dan pakai FedEx® Billing Online?

Langsung saja mengisi formulir [di sini](#) dan kami akan mendaftarkannya untuk Anda. Mudah bukan! Proses pendaftaran memakan waktu 3 hari kerja. Anda juga dapat melakukan pendaftaran secara mandiri dengan meng-klik [di sini](#) untuk mengunduh panduan pengguna FBO yang akan memandu Anda secara bertahap proses pendaftaran secara online.

(A) Langkah mengajukan perselisihan tagihan untuk satu pengiriman

Langkah 1: Klik [di sini](#) dan masuk ke FedEx® Billing Online menggunakan ID pengguna dan kata sandi Anda.

Langkah 2: Tentukan tagihan yang ingin diajukan dibawah “Account Summary”

Account Summary

Welcome, [redacted]

Please allow up to 24 hrs. for payments and credits to be reflected on your account.

Account Summary [Help](#)

Primary Account: 135 [redacted] [Add an account](#)

Currency	Original Charges	Payments or credits	Total due	Past Due
SGD	36,058.34	6,994.93	29,063.41	29,063.41

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

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

Filter by: None selected Results per page: 10

Select all	Invoice no.	View/print	Invoice type	Invoice date	Due date	Account no.	Invoice status	Original Charges	Balance due	Payment status	Currency
<input type="checkbox"/>	8- [redacted]		Freight	25-Oct-2022	24-Nov-2022	135 [redacted]	Past Due	6,270.57	3,624.28		SGD

Langkah 3: Pilih pengiriman (air waybill) di bawah “FedEx Invoice Details”.

FedEx Invoice Details [Help](#)

Filter by: None selected Results per page: 10

Select all	Air waybill no.	Date	Product group	Reference	Payor	Status	Meter	Shipper Account	Original charges	Balance due
<input type="checkbox"/>	425248 [redacted]	30-Nov-2022			3rd Party	Closed	126177	135 [redacted]	2646.29	0.00
	794878 [redacted]	30-Nov-2022			3rd Party	Past Due	100158890	135 [redacted]	1404.30	1,404.30
	425248 [redacted]	30-Nov-2022			3rd Party	Past Due	126177	135 [redacted]	666.35	666.35
	425248 [redacted]	30-Nov-2022			3rd Party	Past Due	126177	135 [redacted]	1404.30	1,404.30
	794878 [redacted]	30-Nov-2022		d-any-mma payment	3rd Party	Past Due	100031802	135 [redacted]	149.33	149.33

Langkah 4: Klik tombol “Dispute” di pojok kanan bawah layer.

Transaction Details [Help](#) [Hide](#)

Sender Information

[redacted]
S & E SERV LTD & PARTNERSHIP
COMMERCE COURT W FLR 55
COMMERCE COURT W FLR 55
[redacted] B9
CA

Recipient Information

[redacted]
P-64055-INTRA-CA-AUTO
1900 SUMMIT TOWER
SESR211CB-1010
MISSAUSSAGA ON L4V 1C5
CA

Shipment Details

Ship date: 07-DEC-2022
Payment type: 3rd Party
Service type: IP
Package type: 01
Weight: 6.80kgs
Customer Reference: GREEN104550 C0000104550
Reference #2
Reference #3
Pieces: 1
Meter No.: 100445095
Declared value: SGD

Charges

Freight Charges: 46.13
Fuel Surcharge: 2.25
Peak Surcharge: 13.77
Third Party Billing Surcharge: 7.02
OT HST for Express: 8.99
Total charges: SGD78.16

[Dispute](#)

(A) Langkah mengajukan perselisihan tagihan untuk satu pengiriman

Langkah 5: Pilih “Dispute type” dan “Dispute reason” yang terkait dengan pengiriman Anda.

5.1 Dispute type: Incorrect Account

- Jika Anda memilih “**Rebill to the shipper**” sebagai alasan, masukan deskripsi tertulis di kotak yang tersedia (“Additional Dispute Comments”) sehingga kami mudah untuk mengidentifikasinya.

The screenshot shows a web form titled "Dispute Tracking ID" with a "Back" link in the top right. Below the title is a note: "Please enter any pertinent details below. To ensure your dispute is processed in a timely manner, please do not use this form for support requests." There are links for "Clear all fields" and "Help". The form is divided into a "Dispute Information" section. On the left, there are fields for "Account no." (1350), "Invoice no." (886), and "Airwaybill no." (425248). Below these are dropdown menus for "Dispute type" (set to "Incorrect Account") and "Dispute Reason" (set to "Rebill to the Shipper"). On the right, there is a text area for "Additional Dispute Comments" containing the text "Not my shipment". A yellow callout box with a purple border points to this text area, containing the text: "Beri penjelasan perselisihan Anda : e.g., “ Saya tidak mengetahui pengiriman ini jadi seharusnya ini tidak ditagih ke saya.”". A red-bordered "Submit dispute" button is located at the bottom right, with a "Back" link below it.

- Apabila Anda memilih “**Rebill to another account**” sebagai alasannya, masukan nomor akun pihak pembayar pada kotak yang tersedia (“Account no.”). Nomor akun pihak pembayar harus valid dan setuju untuk ditagihkan.

The screenshot shows the same "Dispute Tracking ID" form. The "Dispute Reason" dropdown is now set to "Rebill to another account". A new "Account no." field is visible, containing the number "604". A yellow callout box with a purple border points to this field, containing the text: "Masukan nomor akun FedEx lainnya untuk penagihan ulang terkait pengiriman ini". The "Submit dispute" button and "Back" link are also present.

- Klik “**Submit dispute**” sebagai langkah terakhir.

(A) Langkah mengajukan perselisihan tagihan untuk satu pengiriman

Langkah 5: Pilih “Dispute type” dan “Dispute reason” yang terkait dengan pengiriman Anda.

5.2 Dispute type: Incorrect Charge

- Pilih alasan yang paling sesuai dengan pengiriman Anda, kemudian masukan deskripsi tertulis di kotak yang tersedia (“Additional Dispute Comments”) sehingga kami mudah untuk mengidentifikasinya.

Dispute Tracking ID
Please enter any pertinent details below. To ensure your dispute is processed in a timely manner, please do not use this form for support requests.

[Clear all fields](#)

Dispute Information [Help](#)

Account no. 13[REDACTED]
Invoice no. 88[REDACTED]
Airwaybill no. 42524[REDACTED]

Dispute type: Incorrect Charge

Dispute Reason: Dimensions

Additional Dispute Comments
Maximum character limit is 1000.

Submit dispute

OUR COMPANY [REDACTED] FROM FEDEX

Penjelasan atas perselisihan (contoh):

- Berat seharusnya lebih ringan, yakni XX kg.
- Dimensi seharusnya P*L*T (cm/in).
- Jenis layanan seharusnya 25kg box.
- Pengiriman saya tidak mendapat diskon sebagaimana mestinya.

Dispute Tracking ID
Please enter any pertinent details below. To ensure your dispute is processed in a timely manner, please do not use this form for support requests.

[Clear all fields](#)

Dispute Information [Help](#)

Account no. 13[REDACTED]
Invoice no. 88[REDACTED]
Airwaybill no. 42524[REDACTED]

Dispute type: Incorrect Charge

Dispute Reason: Dimensions

Additional Dispute Comments
dimension should be 20*30*35 cm
Maximum character limit is 1000.

Submit dispute

[Back](#)

Penjelasan atas perselisihan (contoh):

- Berat seharusnya lebih ringan, yakni XX kg.
- Dimensi seharusnya P*L*T (cm/in).
- Jenis layanan seharusnya 25kg box.
- Pengiriman saya tidak mendapat diskon sebagaimana mestinya.

- Klik “**Submit dispute**” sebagai langkah terakhir.

(A) Langkah mengajukan perselisihan tagihan untuk satu pengiriman

Langkah 5: Pilih “Dispute type” dan “Dispute reason” yang terkait dengan pengiriman Anda.

5.3 Dispute type: Service Failure: Pilih alasan yang paling sesuai dengan pengiriman Anda, kemudian masukan deskripsi tertulis di kotak yang tersedia (“Additional Dispute Comments”) sehingga kami mudah untuk mengidentifikasinya.

Dispute Tracking ID

Please enter any pertinent details below. To ensure your dispute is processed in a timely manner, please do not use this form for support requests.

Clear all fields

Dispute Information

Account no. 135 [REDACTED]

Invoice no. 886 [REDACTED]

Airwaybill no. 425248 [REDACTED]

Dispute type Service Failure

Dispute Reason Please select

- Please select
- Never Shipped
- Lost or Damaged
- Shipment Returned
- Delivered Late

Additional Dispute Comments

Maximum character limit is 1000.

Submit dispute

Penjelasan atas perselisihan (contoh):

- Ini adalah return shipment.
- Pengiriman rusak saat diterima.

Dispute Tracking ID

Please enter any pertinent details below. To ensure your dispute is processed in a timely manner, please do not use this form for support requests.

Clear all fields

Dispute Information

Account no. 1350 [REDACTED]

Invoice no. 8862 [REDACTED]

Airwaybill no. 4252483 [REDACTED]

Dispute type Service Failure

Dispute Reason Lost or Damaged

Additional Dispute Comments

shipment lost

Maximum character limit is 1000.

Submit dispute

- Klik “**Submit dispute**” sebagai langkah terakhir.

(B) Langkah mengajukan perselisihan untuk keseluruhan tagihan

Langkah 1: Klik [di sini](#) dan masuk ke FedEx® Billing Online menggunakan ID pengguna dan kata sandi Anda.

Langkah 2: Tentukan tagihan yang ingin diajukan dibawah “Account Summary”

Account Summary

Welcome, [REDACTED]

Please allow up to 24 hrs. for payments and credits to be reflected on your account.

Account Summary [Help](#)

Primary Account: 135 [REDACTED] [Add an account](#)

Currency	Original Charges	Payments or credits	Total due	Past Due
SGD	36,058.34	6,994.93	29,063.41	29,063.41

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

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

Filter by: None selected Results per page: 10

Select all	Invoice no.	View/print	Invoice type	Invoice date	Due date	Account no.	Invoice status	Original Charges	Balance due	Payment status	Currency
<input type="checkbox"/>	86 [REDACTED]		Freight	25-Oct-2022	24-Nov-2022	13 [REDACTED]	Past Due	6,270.57	3,624.28		SGD

Langkah 3: Klik “Dispute invoice” di bawah invoice summary

Account Summary

Invoice Detail View [Rack](#)

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

Billing Information

Invoice no. <Prev 8-863 [REDACTED] Next>

Account no. 1350 [REDACTED]

Control no. 886 [REDACTED]

Store ID no. 12

Invoice type Freight

Invoice date 20-Oct-2022

Due date 19-NOV-2022

Invoice status Past Due

Balance due SGD7,106.36

[View Invoice History](#)

[View/print digitally signed PDF](#)

[Download digitally signed PDF and signature validation](#)

Charge Summary [View Details](#)

Total standard charges 9,310.86

Total discounts 0.00

Total additional charges 1,846.09

Total taxes 0.00

Total invoice amount SGD 11,156.95

Eleven thousand One Hundred Fifty Six and Ninety Five Cents

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

Langkah 4: Pilih jenis keberatan yang ingin Anda ajukan

- Masukkan deskripsi tertulis di kotak yang tersedia (“Additional Dispute Comments”) sehingga kami mudah mengidentifikasinya dan membantu agar dapat memberi solusi secepatnya.

Account Summary Search/Download My Options FIO

Dispute invoice Back

Please enter any pertinent details below. To ensure your dispute is processed in a timely manner, please do not use this form for support requests. Clear all fields

Dispute Information Help

Account no. 17512

Invoice no. 3049

Dispute type Please select

- Please select
- Incorrect discount applied
- Other Invoice dispute reason (please specify)

Additional Dispute Comments

Maximum character limit is 1000.

Penjelasan atas perselisihan (contoh):

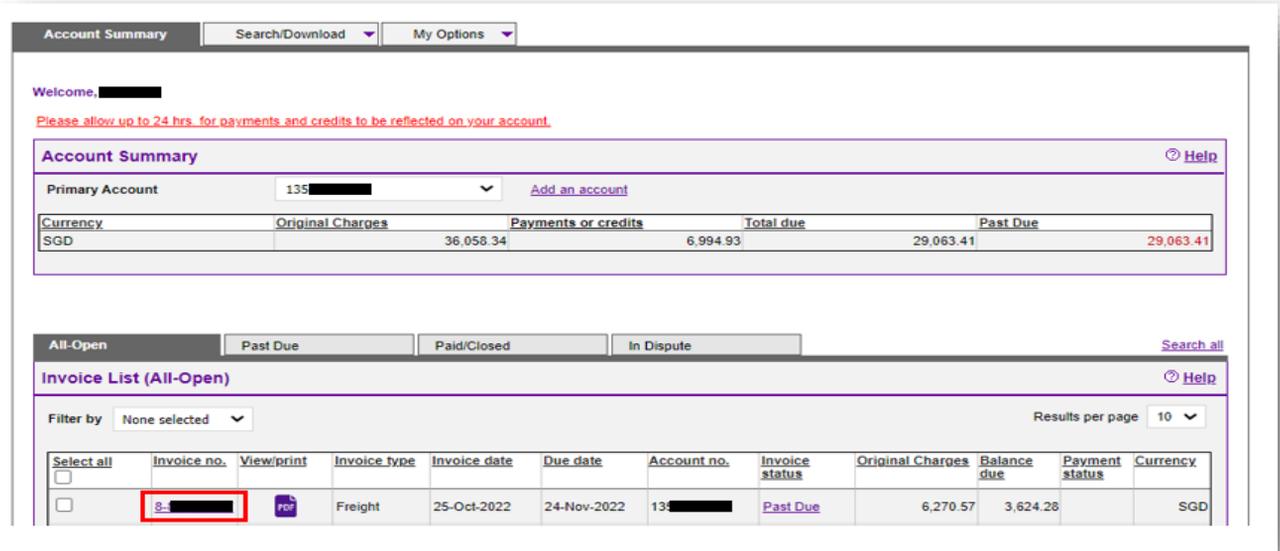
- Pengiriman yang termasuk dalam perselisihan termasuk AWB1, AWB2, AWB3, etc.; dan
 - Jika berhubungan dengan layanan/berat: cantumkan berat / dimensi yang benar dan jenis layanan yang benar;
 - Jika ditagihkan ke akun lain: infokan opsi penagihannya dan nomor akun lain yang akan ditagihkan ulang.;
 - Jika terkait surcharge: cantumkan jenis surchargenya.

- Klik “**Submit dispute**” sebagai langkah terakhir.

(C) Cara melihat histori tagihan dan keberatan yang diajukan

Langkah 1: Klik [di sini](#) dan masuk ke FedEx® Billing Online menggunakan ID pengguna dan kata sandi Anda.

Langkah 2: Tentukan tagihan yang ingin diajukan dibawah “Account Summary)



Account Summary

Welcome, [redacted]

Please allow up to 24 hrs. for payments and credits to be reflected on your account.

Account Summary

Primary Account: 135 [redacted] [Add an account](#)

Currency	Original Charges	Payments or credits	Total due	Past Due
SGD	36,058.34	6,994.93	29,063.41	29,063.41

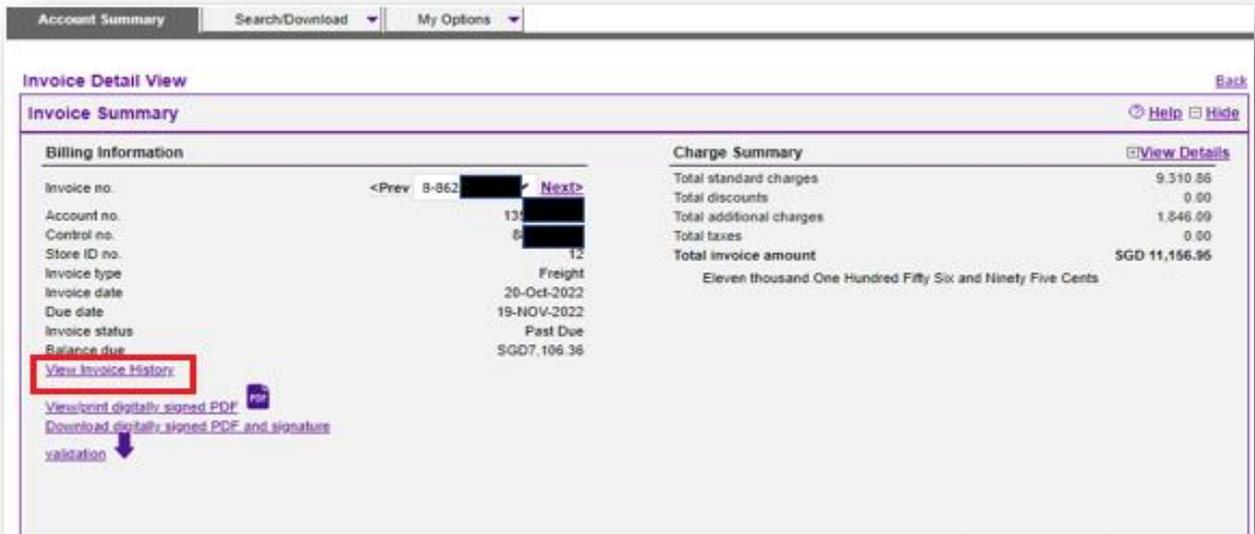
All-Open | Past Due | Paid/Closed | In Dispute [Search all](#)

Invoice List (All-Open)

Filter by: None selected Results per page: 10

Select all	Invoice no.	View/print	Invoice type	Invoice date	Due date	Account no.	Invoice status	Original Charges	Balance due	Payment status	Currency
<input type="checkbox"/>	[redacted]		Freight	25-Oct-2022	24-Nov-2022	135 [redacted]	Past Due	6,270.57	3,624.28		SGD

Langkah 3: Klik “View Invoice History”



Account Summary

Invoice Detail View

Invoice Summary

Billing Information

Invoice no. <Prev 8-862 [redacted] Next>

Account no. 135 [redacted]

Control no. 8 [redacted]

Store ID no. 12

Invoice type Freight

Invoice date 20-Oct-2022

Due date 19-NOV-2022

Invoice status Past Due

Balance due SGD7,106.36

[View Invoice History](#)

View/print digitally signed PDF

Download digitally signed PDF and signature validation

Charge Summary

Total standard charges 9,310.86

Total discounts 0.00

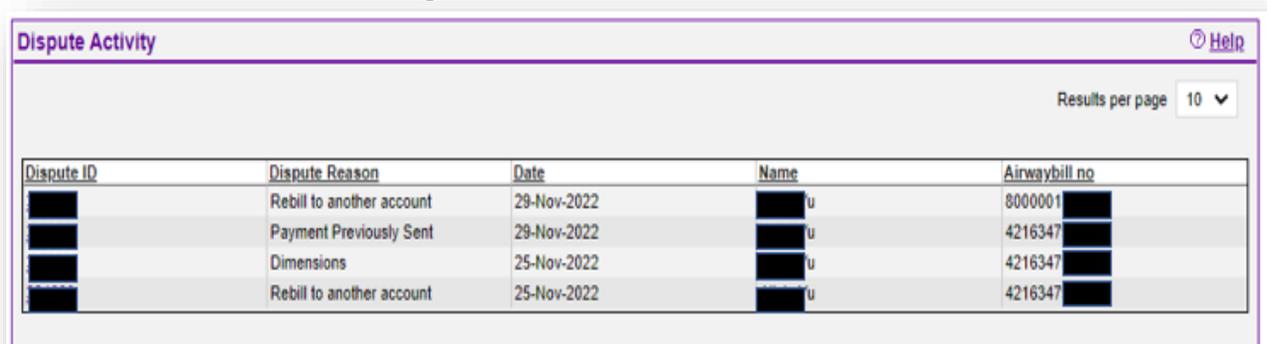
Total additional charges 1,846.09

Total taxes 0.00

Total invoice amount SGD 11,156.96

Eleven thousand One Hundred Fifty Six and Ninety Five Cents

Langkah 4: Gulir ke bawah pada halaman history. Anda akan menemukan daftar perselisihan tagihan yang pernah diajukan di FedEx® Billing Online.



Dispute Activity

Results per page: 10

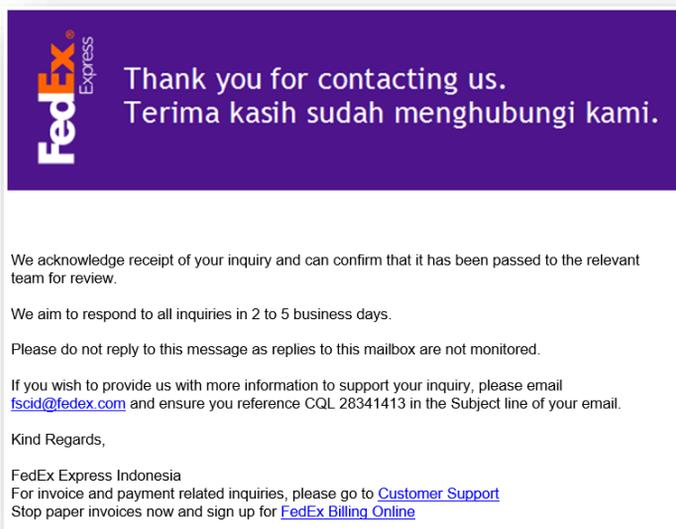
Dispute ID	Dispute Reason	Date	Name	Airwaybill no
[redacted]	Rebill to another account	29-Nov-2022	[redacted] u	8000001 [redacted]
[redacted]	Payment Previously Sent	29-Nov-2022	[redacted] u	4216347 [redacted]
[redacted]	Dimensions	25-Nov-2022	[redacted] u	4216347 [redacted]
[redacted]	Rebill to another account	25-Nov-2022	[redacted] u	4216347 [redacted]

Frequently Asked Questions

1. Berapa lama waktu penyelesaian perselisihan tagihan saya yang diajukan melalui FedEx® Billing Online?

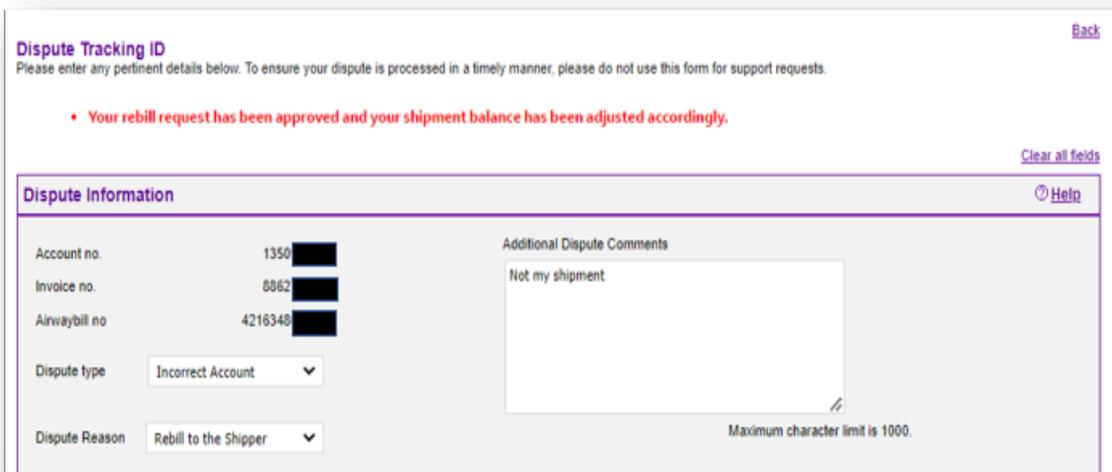
- Kami berupaya untuk dapat menyelesaikannya dalam waktu 5 hari kerja.

Saat Anda mengajukan perselisihan secara online melalui FedEx® Billing Online, Anda akan menerima notifikasi dari kami melalui email..



- Keunggulan mengajukan perselisihan tagihan secara online melalui FedEx® Billing Online.

Untuk pengajuan perselisihan tagihan yang melibatkan penagihan ulang kepada pembayar lain secara otomatis, hasil penelusuran kami akan tersedia secara cepat pada layar. Layar akan menunjukkan responnya baik itu disetujui atau pun ditolak.

A screenshot of the FedEx Billing Online dispute form. The form is titled "Dispute Tracking ID" and includes a "Back" link. Below the title, there is a message: "Please enter any pertinent details below. To ensure your dispute is processed in a timely manner, please do not use this form for support requests." A red notification message states: "Your rebill request has been approved and your shipment balance has been adjusted accordingly." There is a "Clear all fields" link. The form is divided into a "Dispute Information" section and an "Additional Dispute Comments" section. The "Dispute Information" section contains fields for "Account no." (1350), "Invoice no." (8862), "Airwaybill no." (4216348), "Dispute type" (Incorrect Account), and "Dispute Reason" (Rebill to the Shipper). The "Additional Dispute Comments" section contains a text area with the text "Not my shipment" and a "Maximum character limit is 1000." There is a "Help" link in the top right corner of the form.

2. Bagaimana cara mengunduh credit notes melalui FedEx® Billing Online?

- Silahkan mengacu pada panduan [di sini](#) untuk mencari/ mengunduh credit notes di FedEx® Billing Online (FBO). Saat ini, mengunduh credit notes di FBO belum tersedia untuk akun yang berada di Australia, Guam, Jepang, Korea, New Zealand, Taiwan China.