

How to receive PDF invoice / Credit note via email?

You can change your FBO setting to receive both your new invoice and credit note as PDF via email by following the below 5 simple steps,

- Login to [FedEx® Billing Online](#)
- Click 'My Options' at the top of the page
- Select 'Manage Account Settings'
- Scroll down to 'Change Billing Medium' section
- Select 'Electronic and Email' and click 'Change Billing Medium'.

Things for you to take note about invoice / invoice adjustment once you have changed your setting as 'Electronic and Email',

- **Invoice** - You will receive the new invoice email notification with PDF invoice attached
- **Invoice adjustment** - You will receive **2 emails** as per below,
 - A) You will continue to receive the email notification of adjustment with email subject 'FedEx Billing Online - New credit note' from BillingOnline@fedex.com
 - B) A new email with email subject 'Your New FedEx Billing Online credit note is attached' from FedEx FBO- Do not reply <APAC_FBO@fedex.com>. This is to supplement the earlier invoice adjustment notification email that you have received.

The screenshot shows the FedEx Billing Online interface. At the top, there are navigation tabs: 'Account Summary', 'Search/Download', and 'My Options'. The 'My Options' dropdown menu is open, with 'Manage Account Settings' highlighted. Below this, the 'Manage Account Settings' page is displayed. It includes a 'Clear all fields' link. The main content area is titled 'Add/Remove Accounts' and contains three sections: 'Adding a New Primary Account', 'Adding a New Child Account to', and 'Remove a Child Account'. The 'Adding a New Child Account to' section has input fields for 'Account no.' and 'Company name', and an 'Add a child account' button. The 'Remove a Child Account' section has a dropdown for 'Current active accounts' and a 'Remove Account' button. Below this is the 'Edit Account Information' section, which includes 'Edit Store ID' and 'Change Billing Medium'. The 'Change Billing Medium' section has a dropdown menu with 'Electronic and Email' selected, and a 'Change Billing Medium' button highlighted in yellow.