



New enhancement to FedEx Billing Online (FBO)

Ready access to multiple-piece shipment details with FedEx Billing Online (FBO)

To provide full transparency on your multiple-piece shipment (MPS), the package-level details in a MPS are now accessible in FedEx Billing Online (FBO). We hope this added information can help you address common weight-related questions on MPS.

As a registered user of FBO, not only can you view MPS package-level details by logging into fedex.com/en-nz/billing.html, but you can also download detailed package information from the Data Download Center in FBO.

A. Invoice detail view

- 1. Air waybill no. :** Click the air waybill link to see more details
- 2. Product group:** Identify all your MPS

FedEx Billing Online View Cart 0.00 [Printer-friendly](#) [Logout](#) [Help](#)

Account Summary Search/Download My Options

Invoice Detail View [Back](#)

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

Billing Information				Charge Summary			
Invoice no.	<Prev	Invoice #	Next>	Total standard charges	2,026.20		
Account no.		Account #		Total discounts	0.00		
Control no.		Control #		Total additional charges	385.58		
Store ID no.				Total taxes	0.00		
Invoice type		Freight		Total invoice amount	NZD 2,411.78		
Invoice date		22-Nov-2021		Two thousand Four Hundred Eleven and Seventy Eight Cents			
Invoice status		Closed					
Balance due		NZD0.00					
View Invoice History							

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

FedEx Invoice Details [Help](#)

Filter by None selected Results per page 10

Select all	Air waybill no.	Date	Product group	Reference	Payor	Meter	Shipper Account	Total Billed	Balance due
<input type="checkbox"/>	1 Air waybill #	09-Dec-2021	MPS 2	0000135195	Consignee	1046573	Account #	2411.78	0.00

[Back](#)

B. Tracking ID details

1. FedEx Intl MPS Package Trk# List (New Section): Get details on your MPS packages
2. MPS Package Trk#: Click on the air waybill # link to see MPS package details

FedEx Billing Online View Cart 0.00 [Printer-friendly](#) [Logout](#) [?](#) [Help](#)

[Account Summary](#) [Search/Download](#) [My Options](#)

Tracking ID Details [Back](#)

Tracking ID Summary [Help](#) [Hide](#)

Billing Information		Messages	
Air waybill no.	Air waybill #		
Invoice no.	Invoice #		
Account no.	Account #		
Bill date	09-DEC-2021		
Total Billed	2411.78		
Control no.	Control #		
Tracking ID Balance due	NZD0.00		

[View Invoice History](#)
[View signature proof of delivery](#)

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

Sender Information		Recipient Information	
[Redacted]		[Redacted]	
COLORADO SPRINGS CO 80921 US		NAPIER 4001 NZ	
Shipment Details		Charges	
Ship date	09-DEC-2021	Freight Charges	2,026.20
Payment type	Consignee	Fuel Surcharge	296.18
Service type	IP	Out of Delivery Area Tier B	30.00
Zone		Peak Surcharge	59.40
Package type	01	Total charges	NZD2411.78
Weight	33.00kgs		
Customer Reference	0000135195		
Reference #2			
Reference #3			
Pieces	4		
Meter No.	1046573		
Declared value	NZD		

[Dispute](#)

1. FedEx Intl MPS Package Trk# List

Results per page

MPS Package Trk#	MPS Master Tracking Id	Ship Date	Rated Weight	Rated Wgt UOM
Air waybil #	Air waybil #	12/09/2021	10	kg
Air waybil #	Air waybil #	12/09/2021	9	kg
Air waybil #	Air waybil #	12/09/2021	9	kg
Air waybil #	Air waybil #	12/09/2021	5	kg

[Back](#)

C. MPS package tracking# details (new FBO screen)

1. [Dispute]: Click this button to submit a dispute on the weight or dimensions of your MPS package. Note: For other types of disputes that are not related to package weight or dimensions, please submit a dispute from **Tracking ID Details** (see page 2)

FedEx Billing Online View Cart 0.00 [Printer-friendly](#) [Logout](#) [?](#) [Help](#)

[Account Summary](#) [Search/Download](#) [My Options](#)

MPS Package Tracking# Details [Help](#)

Sender Information	Recipient Information
<div style="background-color: #f0f0f0; height: 30px; width: 100%;"></div> <p>COLORADO SPRINGS CO 80921 US</p>	<div style="background-color: #f0f0f0; height: 30px; width: 100%;"></div> <p>NAPIER 4001 NZ</p>

MPS Package Details

Tracking id	Air waybill #
Master Tracking ID	Air waybill #
Account	Account #
Ship Date	12/09/2021
Actual Weight	
Rated Weight	9 kg
Dimensions	10 x 10 x 10 cm

1 [Dispute](#)

[Back](#)

D. Dispute tracking ID (For package-level disputes) (new FBO screen)

1. Dispute Reason: Please select a reason from this drop-down list.

- If **'Incorrect Dimension'** is selected, a set of numeric entry fields for dimensions and the Unit Of Measure (UOM) will be displayed
- If **'Incorrect Weight'** is selected, numeric entry fields for weight and the UOM will be displayed

2. Additional Dispute Comments: You may provide other helpful information here.

FedEx Billing Online View Cart 0.00 [Printer-friendly](#) [Logout](#) [?](#) [Help](#)

[Account Summary](#) [Search/Download](#) [My Options](#)

Dispute Tracking ID [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](#)

Tracking Id	Air waybill #	<div style="border: 1px solid #ccc; padding: 5px; min-height: 100px;"> <p style="text-align: center; font-weight: bold; font-size: 24px;">2</p> <p>Additional Dispute Comments</p> </div> <p style="text-align: right; font-size: 10px;">Maximum character limit is 1000.</p>
Account no.	Account #	
Invoice no.	Invoice #	
Master Tracking ID	Air waybill #	
Rated Weight	9 kg	
Dimensions	10 x 10 x 10 cm	

1 [Dispute Reason](#) Please select

Please select
Incorrect Dimension
Incorrect Weight

[Submit dispute](#)

[Back](#)

E. Search/Download

- 1. Search:** Please complete search fields with one or more shipping accounts
- 2. Quick search:** You can search with your **MPS master tracking ID** or **MPS package tracking ID**

FedEx Billing Online View Cart 0.00 [Printer-friendly](#) [Logout](#) [Help](#)

Account Summary **Search/Download** My Options

Search [Clear all fields](#)

1 Enter Search Criteria 2 View/Download Search Results

* Denotes required field

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 values to search Search results will be limited to 15 Invoices or Tracking IDs per search.

* Search for

* Account number and Store ID (CTRL + select to search multiple accounts)
Select All

Account No - Store ID

700341321

Account #

* Select date range

From To

Only invoices viewable in FedEx Billing Online are available for download.

* Status

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

F. File download

- Your downloaded file will consist of MPS package details including the following additional columns appended from column BE :

Column Name	Column	Single-piece shipment	MPS shipment level	MPS package level
MPS Package Tracking ID	BE			Y
Dimensional (Dim) Length	BF			Y
Dim Width	BG			Y
Dim Height	BH			Y
Dim Divisor	BI	Y		Y (only master)
Dim Unit	BJ			Y
Rated Weight Amount	BK	Y	Y	Y
Rated Weight Units	BL	Y	Y	Y
Zone Code	BM	Y	Y	

- The new download file template with the additional columns will apply to both multiple-piece and single-piece shipments
- MPS package records can be filtered by 'MPS Package Tracking ID' column
- Weight Unit will change from 'L' to 'P' for pound in the existing 'Actual Weight Units' (column AI). 'Rated Weight Units' (column BL) will also use 'P' for pound

Air Waybill Number	MPS Package Tracking ID	Dim Length	Dim Width	Dim Height	Dim Divisor	Dim Unit	Rated Weight Amount	Rated Weight Units	Zone Code
Air waybill #							50	P	2
Air waybill #	Air waybill #	10	10	10	139	I	20	P	
Air waybill #	Air waybill #	10	10	10		I	15	P	
Air waybill #	Air waybill #	10	10	10		I	15	P	

MPS shipment-level information

MPS package-level information

