



FedEx® Billing Online User Guide

Quick Guide

1. Registration
2. Login
3. Account Summary
 - Account Summary
 - Download PDF Invoice
 - Payment Options
 - Invoice Details / Dispute
4. Search / Download
 - Invoice(s)
 - Custom Documentation
5. My Option
 - Account Settings
 - Manage Users
 - Manage Payment Preferences



Registration

You will need to have a fedex.com User ID in order to register FedEx Billing Online (FBO). Select the options 'Don't have a fedex.com User ID' under 'Sign Up / Log in'* on fedex.com for registration if you do not have an existing login.

Step 1. Provide your contact information

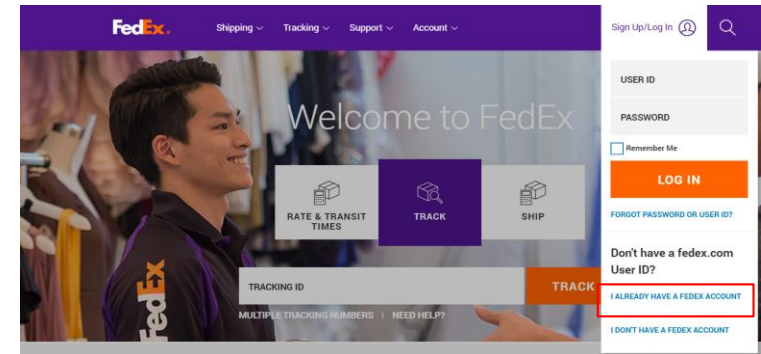
1.1 Create your User ID and Password under 'Login Information'.

1.2 Select one of the Secret Questions and provide the answer. This is an extra security measure used to access your profile or to confirm your identity in case you forget your password.

1.3 Provide the details on your contact information.

1.4 After you have read the terms and condition, click on the 'I accept >>' button.

**If you have a fedex.com login, please start from step 2 on the next page.*



fedex.com Login Registration

1 Contact info 2 Account info 3 Confirmation

* Required fields are in bold.

Login Information

User ID must be at least 6 characters.

* Create a User ID [input] Use at least 6 characters.

* Create a Password [input] Password must use at least 8 characters and contain one upper case letter, one lower case letter and one numeric character.

* Re-enter Password [input]

Your Secret Question

This question is an extra security measure used to access your profile or to confirm your identity in case you forget your password.

* Secret Question [Please select a secret question] [dropdown]

* Secret Answer [input]

Contact Information

* First Name [input] Initial [input]

* Last Name [input] Please enter your company name (if applicable) and address to facilitate package pickup.

Company [input]

* Country/Territory [Singapore] [dropdown]

* ZIP/Postal [input] * Required for some countries

* Address 1 [input] Address 2 [input]

* City [input]

* State/Province [input] * Required for US, Canada, and Puerto Rico

* Email [input]

* Re-enter e-mail [input]

* Phone # [input] Fax # [input]

Terms and Conditions

I have read, understood and agree to be bound by the following. I also understand how FedEx intends to use my information.

- [Fedex.com Terms of Use](#)
- [Privacy Policy](#)

I would like to receive information about FedEx via e-mail, including special offers and promotions. (You can withdraw your consent at any time.)

[I Do Not Accept] [I Accept >>]

Registration

Step 2. FedEx Billing Online registration: Account Info

After you have obtained your fedex.com ID, you will need to provide your FedEx account number that you would like to register for FBO.

2.1 Select 'Billing options' under 'Support' drop down on fedex.com homepage.

2.2 Enter your FedEx account number.

2.3 Click 'Continue >>' to the next page.

Step 3. FedEx Billing Online registration: Validation

3.1 Key in 2 invoice numbers billed to the account within the last 120 days.

3.2 Click 'Continue >>' to the next page.

FedEx® Billing Online. Your electronic business advantage.

Now you can choose to receive your invoices electronically via FedEx Billing Online and never receive a paper version again! These digitally-signed invoices are exactly the same as paper invoices but with added benefits, including:

- View**
 - Search, download, print and save invoices in a variety of formats.
 - View invoices for multiple shipments from one account.
 - Review charges based on your invoice or air waybill number.
- Pay**
 - Pay invoices online by credit card* or PayPal*
 - Pay multiple invoices at once.
- Manage**
 - Assign viewing and/or access privileges to multiple users.
 - Reconcile invoices and disputes over shipment charges.
 - Integrate voice data with your accounting systems.
 - Customize your reports.
 - Receive email notifications for invoice transactions.

* Selected countries or territories only.

Experience the easiest way to manage your FedEx invoices.

[SIGN UP](#)

1

fedex.com Login Registration

① Contact Info ② Account Info ③ Confirmation

This fedex.com service requires a nine-digit FedEx account number. Please indicate which FedEx account you would like to use with this service.

Your FedEx account

Enter a nine-digit FedEx account number:

Nickname this account (optional):

fedex.com Login Registration

① Contact Info ② Account Info ③ Confirmation

For security purposes, please enter two recent (last 120 days) invoice numbers for the account number you are using to register.

Asterisk(*) indicates required field

FedEx account: - [Change account](#)

Enter Invoice Numbers

* Invoice A

* Invoice B

Registration

Step 4. FedEx Billing Online registration: Paperless confirmation

4.1 After the 2 invoices verification, you can either select 'Electronic invoice only' or '**Electronic and Email invoice**' which you can receive your new invoice as a PDF attachment sent directly to your email inbox.

4.2 Click 'Continue >>' to complete the registration.

Step 5. FedEx Billing Online registration: Confirmation

FedEx Billing Online Registration

Your account currently receives paper invoices.

Register for FedEx Billing Online

I would like to register to receive:

- Electronic invoice only
- Electronic and Email invoice

FedEx Billing OnlineThe FedEx Billing Online service enables you to receive your digitally signed invoices securely through fedex.com. Invoices issued to your account will no longer be sent to you by mail. You will receive an email notifying you when new invoices are ready to be viewed

With FedEx Billing Online:

- View and manage invoices faster!
- Print and save your invoices in XLS, XML, CSV and digitally signed PDF
- Monitor the payments and credit activity against your invoices
- Question or Dispute charges online
- Invite others to view and manage your invoices
- And much more

Electronic and Email invoice
Enables all the features of Electronic Invoice Only plus it enables you to receive your invoice as a PDF attachment via email. By signing up for this option you agree to receive your PDF email invoice in our Email specific layout.

Register my account for FedEx Billing Online and change my billing method. I understand I will no longer receive invoices by mail

Cancel Continue>>

fedex.com Login Registration

1 Contact info 2 Account info 3 Confirmation

Your Registration is Complete! Thank you for registering an account with FedEx Billing Online on fedex.com.

User ID

Account Number
My Account - 576

Account Nickname

Billing Address

Start Using
FedEx Billing Online

[Sign up](#) for FedEx InSight® to monitor all your shipping and receiving activity

For Your Reference
You can access and update your profile information at any time by clicking on [My Profile](#) on the site at any time.

Login

Once you have the fedex.com login, select 'Billing Options' from the drop down list of 'Support'.

Step 1. Login to FedEx Billing Online: Existing Users

1.1 Click on the 'Go To FedEx Billing Online' button.

Step 2. Login to FedEx Billing Online: Access to FBO

2.1 Enter your User ID and Password.

2.2 Click on the 'Login' button.



fedex.com Login
for access to FedEx Billing Online

A screenshot of the FedEx Billing Online login page. At the top, it says "* Denotes required field." Below that is a box titled "Registered fedex.com Users". Inside the box, there is an "IMPORTANT" notice with an exclamation mark icon: "For best results, please disable your pop-up blocker." Below the notice, it says "Enter your user ID and password to login". There are two input fields: "* User ID" and "* Password". A circled number "1" is overlaid on the User ID field. Below the password field is a checkbox labeled "Remember my user ID on this computer." At the bottom of the form, there are links for "Login Help", "Forgot/Reset your password or user ID?", and a "Login" button. A circled number "2" is overlaid on the Login button.

Account Summary

After you have login to FBO, you will be able to the Account Summary page.

1. Account Summary

It is the overview of your account balance due.

2. Invoice list

Invoices are grouped according to their current Invoice status. You can view invoices of different status by selecting from the grouping tabs displayed.

- All-Open: This is the default view and shows all invoices that are currently open, including those that are Past Due or In Dispute.
- Past Due: This view will only show those invoices that have a Past Due status.
- Paid/Closed: This view will show invoices for which there is currently no balance to pay.
- In Dispute: This view shows those invoices for which you have raised a dispute of the charges, either for the entire invoice or one or more shipments linked to it.

Account Summary Search/Download My Options International Electronic Only

Welcome **1**

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

Account Summary [Help](#)

Primary Account Add an account

Currency	Original Charges	Payments or credits	Total due	Past Due
SGD	1,331.88	0.00	1,331.88	17.12

All-Open Past Due Paid/Closed In Dispute **2** [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"/>			Duty/tax	20-Jun-2019	27-Jun-2019		Open	602.96	602.96		SGD
<input type="checkbox"/>			Freight	13-Jun-2019	13-Jul-2019		Open	344.10	344.10		SGD
<input type="checkbox"/>			Freight	06-Jun-2019	06-Jul-2019		Open	367.70	367.70		SGD
<input type="checkbox"/>			Freight	23-May-2019	22-Jun-2019		Past Due	17.12	17.12		SGD

[Print/Save invoices](#) [Pay](#)

[Icon Legend](#)

Account Aging Summary [Help](#)

Primary Account:

Currency	0 - 15 days	16 - 30 days	31 - 60 days	61 - 90 days	91+ days	Total
SGD	947.06	367.70	17.12	0.00	0.00	1,331.88

Account Summary – Download PDF Invoice

You can select to Print / Save multiple PDF invoices in the format that you prefer.

The steps are as follow,

1. Select the corresponding grouping tabs.
2. Select those invoices that you would like to Print / Save.
3. Select the preferred format and click on the 'Submit' button.

**You may select up to 10 invoices at a time for the Print/Save action.*

The screenshot shows the 'Invoice List (All-Open)' interface. At the top, there are tabs for 'All-Open', 'Past Due', 'Paid/Closed', and 'In Dispute'. The 'Past Due' tab is selected and highlighted with a red circle containing the number '1'. Below the tabs, there is a 'Filter by' dropdown menu set to 'None selected' and a 'Results per page' dropdown set to '10'. A table of invoices is displayed with columns: 'Select all', 'Invoice no.', 'View/print', 'Invoice type', 'Invoice date', 'Due date', 'Account no.', 'Invoice status', 'Original Charges', 'Balance due', 'Payment status', and 'Currency'. The table contains four rows of invoice data. The second and third rows are selected, indicated by checkmarks in the 'Select all' column. A red circle containing the number '2' is placed over the selection checkboxes. Below the table, there is a note: '*You may select up to 10 invoices at a time for the Print/Save action.' To the right of this note are buttons for 'Print/Save invoices' and 'Pay'. Below the note, there is a section titled 'Would you like to:' with two radio button options: 'Print: Create one file with a PDF of all the invoices you have selected.' and 'Save: Create a zipped file of separate invoice PDF images.' The 'Save' option is selected. A red circle containing the number '3' is placed over the 'Submit' button. An orange arrow points from the 'Submit' button in the screenshot to a larger, detailed view of the 'Would you like to:' section below.

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"/>			Duty/tax	20-Jun-2019	27-Jun-2019		Open	602.96	602.96		SGD
<input type="checkbox"/>			Freight	13-Jun-2019	13-Jul-2019		Open	344.10	344.10		SGD
<input checked="" type="checkbox"/>			Freight	06-Jun-2019	06-Jul-2019		Open	367.70	367.70		SGD
<input checked="" type="checkbox"/>			Freight	23-May-2019	22-Jun-2019		Past Due	17.12	17.12		SGD

Would you like to:

Print: Create one file with a PDF of all the invoices you have selected.

Save: Create a zipped file of separate invoice PDF images.

Submit

Account Summary – Payment Options

You can simply select multiple invoices for payment under 'Account Summary'.

The steps are as follow,

1. Select the invoice(s) that you would like pay.
2. Click on the 'Pay' button.
3. It will re-direct to My Payment Cart page, you can remove / add invoices from here.
4. Select the respective payment method*.
5. You can either 'Create one time payment' or 'Pay with Payment Profile'**.

* Credit card and PayPal only for selective countries and territories only.

** You can setup multiple Payment Profiles under Manage Payment Preferences to enable you to quickly choose different payment methods with which to pay your invoices.

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"/>			Duty/tax	20-Jun-2019	27-Jun-2019		Open	602.96	602.96		SGD
<input type="checkbox"/>			Freight	13-Jun-2019	13-Jul-2019		Open	344.10	344.10		SGD
<input checked="" type="checkbox"/>			Freight	06-Jun-2019	06-Jul-2019		Open	367.70	367.70		SGD
<input checked="" type="checkbox"/>			Freight	23-May-2019	22-Jun-2019		Past Due	17.12	17.12		SGD

My Payment Cart

1. Select Payment
2. Review Payment
3. Payment Confirmation

Primary account number :
Amount to pay : SGD 384.82

View items in payment cart

Account no.	Invoice no.	Invoice date	Due date	Currency	Payment item	Amount due	Payment amount	Action
		06-Jun-2019	06-Jul-2019	SGD	Invoice Payment	367.70	367.70	Remove
		23-May-2019	22-Jun-2019	SGD	Invoice Payment	17.12	17.12	Remove

Payment cart total: SGD 384.82

[Remove all items](#) [Add items](#)

5

Account Summary – Invoice details and dispute

You can select the invoice under 'Account Summary' screen to view the details.

The steps are as follow,

1. Click on the **Invoice No.** that you would like to check.
2. It will re-direct to invoice details view page. You may also click on the **Air waybill no.** for further details.
3. It will re-direct to shipment details page. You may view the related information.
4. You may click on the '**Dispute**' button if you would like to dispute.
5. Please select the dispute type and provide the additional dispute comments. Click on the '**Submit dispute**' button.

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"/>			Duty/tax	20-Jun-2019	27-Jun-2019		Open	602.96	602.96		SGD

Invoice Detail View

Invoice Summary

Billing Information	Charge Summary
Invoice no.	Total standard charges 0.00
Account no.	Total discounts 0.00
Control no.	Total additional charges 602.96
Store ID no.	Total taxes 0.00
Invoice type	Total invoice amount SGD 602.96
Invoice date	Six Hundred Two and Ninety Six Cents
Due date	
Invoice status	
Balance due	
View Invoice History	
View/print digitally signed PDF	
Download digitally signed PDF and signature validation	

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

Select all	Air waybill no.	Date	Product group	Reference	Payor	Status	Meter	Shipper Account	Original charges	Balance due
<input type="checkbox"/>		12-Jun-2019	D/T		Consignee	Open	008705100		602.96	602.96

Express Duty/Tax Shipment Details

Tracking ID Summary

Billing Information	Messages
Air waybill no.	
Invoice no.	
Account no.	
Ship date	
Control no.	
Invoice date	
Due date	
Tracking ID Balance due	
Status	
View Invoice History	
View signature proof of delivery	
Download Customs Documentation	

Duty/Tax Shipment Information

Sender Information	Recipient Information
Shipment Details	Charges
Ship date: 12-JUN-2019	Singapore GST: 574.05
Payment type: Consignee	Duty Advancement Fee: 28.71
Service type: IE	Total charges: SGD 602.96
Package type: 01	
Weight: 52.98kgs	
Customer Reference: SOW 80835	
Reference #3: 2	
Pieces: 2	
Meter No.: 008705100	
Declared value: SGD	
Customs Details	
Entry Date: 18-Jun-2019 12:00	
Entry no.: IRSPED10P18055	
Declared Value:	

[Dispute](#) [Pay](#)

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](#) [Help](#)

Dispute Information

Account no.		Additional Dispute Comments
Invoice no.		
Airwaybill no.		
Dispute type	Please select	

Maximum character limit is 1000.

[Submit dispute](#)

Search / Download – Invoice(s)

You can search and download the invoices/tracking ID/payment reference by the preferred file type under 'Search/Download' option.

The steps are as follow,

1. Click on the 'New Search or download' under 'Search/Download' and provide the values for search.
2. Click on the 'Search' button.
3. It will re-direct to the View/Download Search Results page. Please select the result(s) and click on the 'Create Download File'.
4. It will re-direct to download centre page, your download file will be prepared.
5. Once the file is ready, you can click on it and download.

Account Summary Search/Download My Options

Search

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 for Please select

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

Select All

Account No - Store ID

* Select date range

From 05/28/2019 To 06/25/2019

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

* Status All

Download data Search

Search

1 Enter Search Criteria 2 View/Download Search Results

Search Criteria Help

Search for Invoice number Status All

Search accounts

Date 26-May-2019 - 25-Jun-2019

Return to search criteria

Search results Help

Results per page 10

Select all	Invoice Number	View/print	Invoice type	Invoice date	Due date	Account no.	Invoice status	Original Charges	Balance due
<input type="checkbox"/>			Duty/tax	31-May-2019	07-JUN-2019		Closed	260.86	0.00
<input checked="" type="checkbox"/>			Duty/tax	20-Jun-2019	27-JUN-2019		Open	602.96	602.96
<input checked="" type="checkbox"/>			Freight	13-Jun-2019	13-JUL-2019		Open	344.10	344.10
<input type="checkbox"/>			Freight	06-Jun-2019	06-JUL-2019		Open	367.70	367.70

Icon Legend Pay

Download All Search Results Help

* Name of download file Testind

* File Type EXCEL (.xls)

Place Surcharges in fixed columns

Create download file

Download Center

Download Results Help

You have 1 file(s) ready for download.

4

My Files Ready for Download or Viewing 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	Status	Generated by	Created on	Expires on	Action
Testind	XLS	Complete		25-Jun-2019	10-Jul-2019	Remove

5

Remove all Refresh

Create a new download file

Search / Download - Custom Documentation

You can search and download your customs document (paperwork) for your duty/tax shipments.

The steps are as follow,

1. Click on the 'New Search or download' under 'Search/Download', select 'Tracking ID' as the search criteria and key in the air waybill number and click 'Quick Search'.
2. Select the duty/tax shipment record and you will re-direct to the Express Duty/Tax Shipment Detail screen. Click on the 'Download Custom Documentation' link.
3. It will re-direct to download centre page, your download file will be prepared.
4. Once the file is ready, you can click on it and download.

Note: The availability of custom documentation may vary by country/territory.

Account Summary Search/Download My Options

Welcome

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

Account Summary Help

Search

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.

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

Tracking ID

Quick Search

Select values to search Search results will be limited to 10000 Invoices or Tracking IDs per search.

* Search for Please select

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

Select All

Account No - Store ID

Express Duty/Tax Shipment Detail

Tracking ID Summary

Billing Information Messages

Air waybill no. <Prev 7704

Invoice no.

Account no.

Ship date

Control no.

Invoice date

Due date

Tracking ID Balance due

Status

[View Invoice History](#)

[View signature proof of delivery](#)

[Download Custom Documentation](#)

Download Center

Download Results Help

You have 1 file(s) ready for download.

My Files Ready for Download or Viewing 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	Status	Generated by	Created on	Expires on	Action
zstomsDocument	PDF	Complete		12-Jun-2020	27-Jun-2020	Remove

Remove all Refresh

My Options – Manage Account Settings

You can add a primary account via 'Manage Account Settings' under 'My options'.

Once you have successfully added, you will be able to use the same login to manage multiple accounts in FBO.

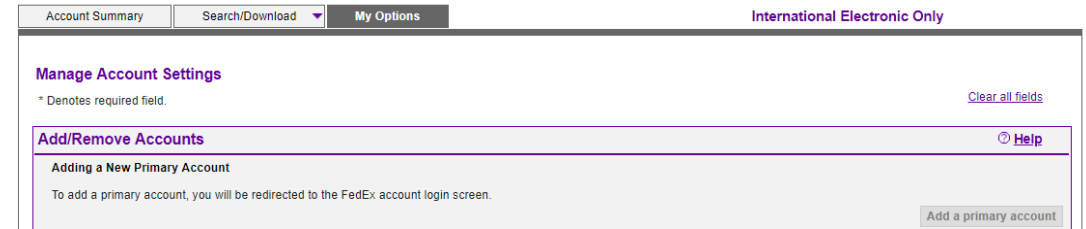
My Options – Manage Users

You can either invite new users or change administrator via 'Manage User' under 'My options'.

To invite a new user, the steps are as follow,

1. Click on the 'Invite new user' button.
2. Provide the details of the invited new user.
3. Click on the 'Continue' button.
4. The invited user will receive an email to register for the fedex.com login.

Note: Once user has been invited as a secondary user, they are able to login to FBO and manage the notifications that they want to receive under 'Manage User Settings'.



Account Summary Search/Download My Options International Electronic Only

Manage Account Settings

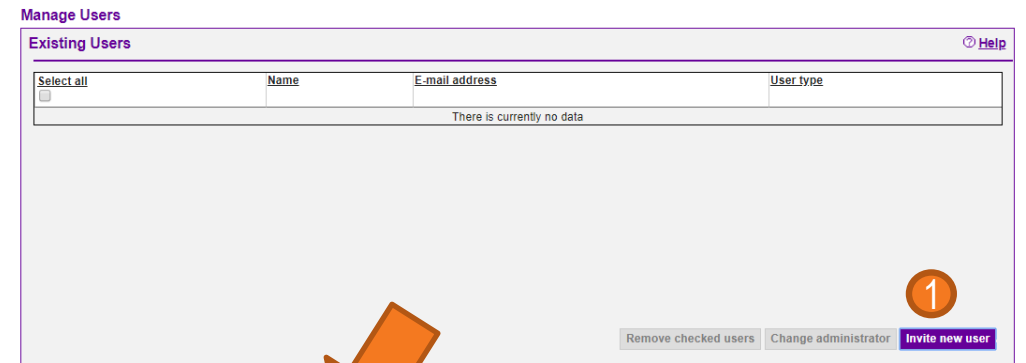
* Denotes required field. [Clear all fields](#)

Add/Remove Accounts [Help](#)

Adding a New Primary Account

To add a primary account, you will be redirected to the FedEx account login screen.

[Add a primary account](#)



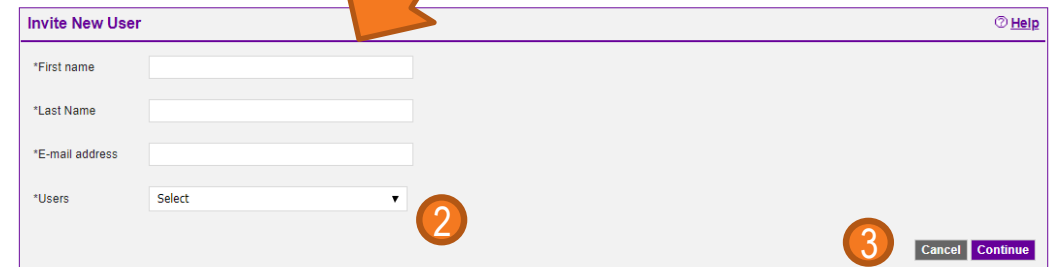
Manage Users

Existing Users [Help](#)

Select all	Name	E-mail address	User type
<input type="checkbox"/>			

There is currently no data

[Remove checked users](#) [Change administrator](#) [Invite new user](#) **1**



Invite New User [Help](#)

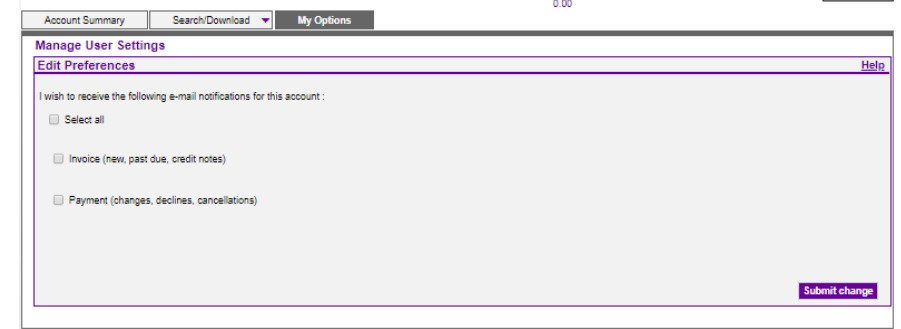
*First name

*Last Name

*E-mail address

*Users

2 **3** [Cancel](#) [Continue](#)



Account Summary Search/Download My Options 0.00

Manage User Settings

Edit Preferences [Help](#)

I wish to receive the following e-mail notifications for this account :

Select all

Invoice (new, past due, credit notes)

Payment (changes, declines, cancellations)

[Submit change](#)

My Options – Manage Payment Preferences

You can create payment profile and enrol in autopay via ‘Manage Payment Preferences’ under ‘My Options’.

To add payment profile, the steps are as follow,

- 1. Click on ‘Add Payment Profile’ button and select the respect payment method*.
- 2. Provide the related details.
- 3. If it is credit card, click on the ‘Add credit card profile’ button.

* Credit card and PayPal only for selective countries and territories only.

Your Current Payment Profiles Help

Profile name	Profile type		
	Credit Card	Edit	Remove
	Credit Card	Edit	Remove
	Credit Card	Edit	Remove

1 [Add Payment Profile](#)

Credit Card Payment Profile

* Denotes required field. clear all fields

Credit card Billing Information Help

FedEx Account number	*Card type	Select Card type	
Country/Territory	SINGAPORE	*Card number	
*Profile name	<input type="text"/>	*Expiration date	Month Year
*Cardholder name	<input type="text"/>	Your card may be eligible for enrollment or is enrolled in an authentication program. After clicking the Submit button, your card issuer may prompt you for your password.	
*Address	<input type="text"/>		
*City	<input type="text"/>	*CVV	<input type="text"/>
State/Province	<input type="text"/>	For your protection we ask that you enter your Card Verification Value. Where do I find this ?	
*Postal code	<input type="text"/>		

I agree to the [Terms and Conditions](#) for payments on FedEx Billing Online

[Cancel](#) [Add credit card profile](#)