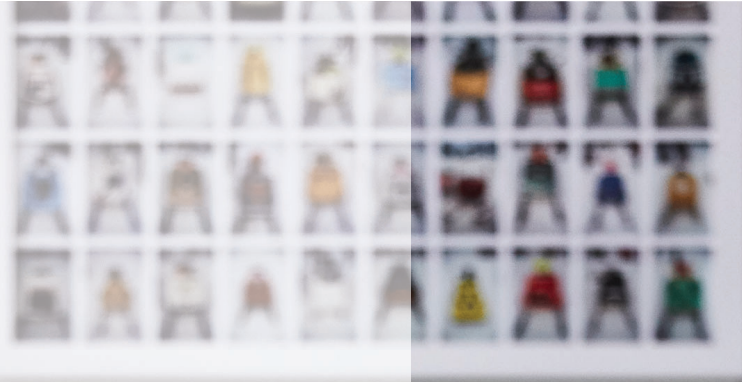


FedEx[®] Billing Online User Guide

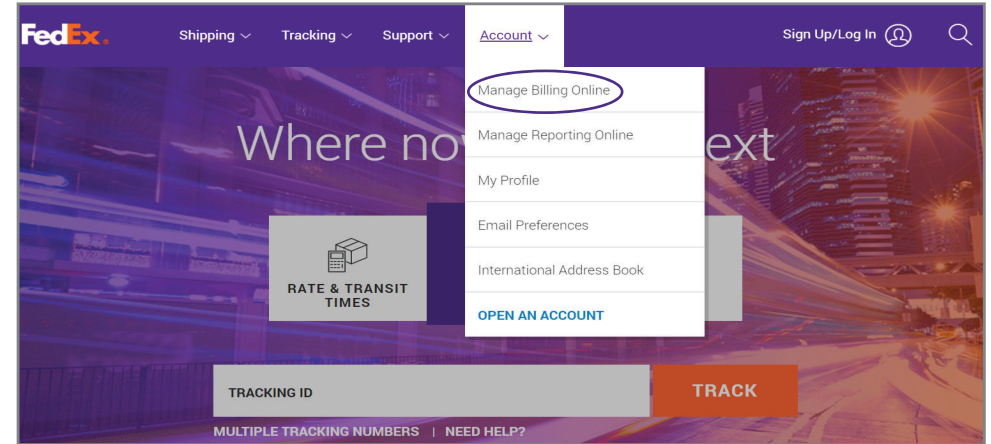
Quick Guide

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

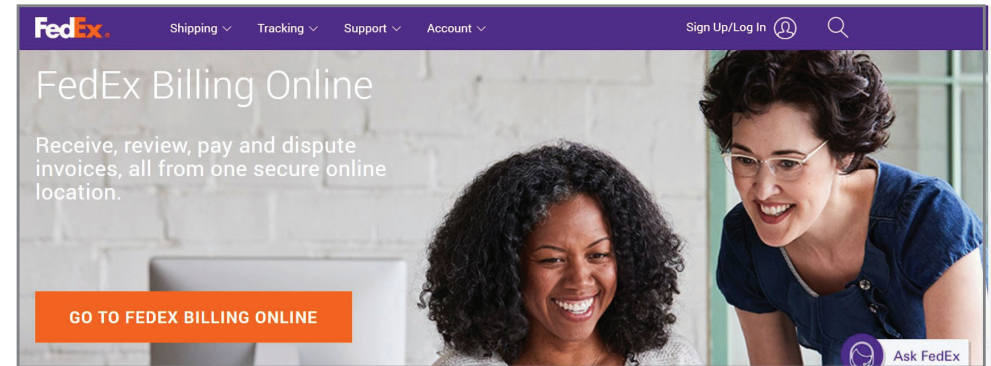


Registration

You will need to have a fedex.com User ID in order to register to FedEx Billing Online. Select the tab "Account" from the drop down menu and click on option "Manage Billing Online" on fedex.com.



Select "Go to FedEx Billing Online" button, this will take you to fedex.com



If you are a registered fedex.com user, enter your User ID and password to login. If you are a new fedex.com user, click on Sign Up Now to register.



Registration

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.

The screenshot shows the 'fedex.com Login Registration' form, divided into three steps: 1. Contact Info, 2. Account Info, and 3. Confirmation. The form is titled '1 Contact Info' and includes the following sections:

- Login Information:** Contains fields for 'Create a User ID' (with a note: 'User ID must be at least 6 characters.' and 'Use at least six characters.'), 'Create a Password' (with a note: 'Password must use at least 8 characters and contain one upper case letter, one lower case letter and one numeric character.'), and 'Re-enter Password'.
- Your Secret Question:** Includes a dropdown for 'Secret Question' and a text field for 'Secret Answer'. A note states: 'This question is an extra security measure used to access your profile or to confirm your identity in case you forget your password.'
- Contact Information:** Includes fields for 'First Name' and 'Initial', 'Surname', 'Company' (with a note: 'Please enter your company name (if applicable) and address to facilitate package pickup.'), 'Country' (set to 'United Arab Emirates'), 'Postcode' (with a note: 'Required for some countries'), 'Address 1', 'Address 2', 'City', 'County/Region' (with a note: 'Required for US, Canada, and Puerto Rico'), 'Email', 'Re-enter email', 'Phone #', and 'Fax #'.
- Terms and Conditions:** Includes a checkbox for 'I would like to receive information about FedEx® via e-mail, including special offers and promotions. (You can withdraw your consent at any time.)' and two buttons: 'I Do Not Accept' and 'I Accept >>'.

Numbered callouts are placed on the form: 1.1 points to the 'Create a Password' field; 1.2 points to the 'Secret Question' dropdown; 1.3 points to the 'Company' field; and 1.4 points to the 'I Accept >>' button.

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 Enter your FedEx account number.

2.2 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.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 **2.1**

Enter a nine-digit FedEx account number:

Nickname this account (optional):

Please provide your billing address

Enter the billing address associated with this account.

Dubai, 00, 0000, AE

[Edit](#)

2.2

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: My Account [Change account](#)

Enter Invoice Numbers **3.1**

* Invoice A

* Invoice B

3.2

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**'

FedEx
FedEx Billing Online

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 Online The 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>>

Step 5. FedEx Billing Online registration: Confirmation

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
A ME -

Account Number
A ME -

Account Nickname
A ME

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'.

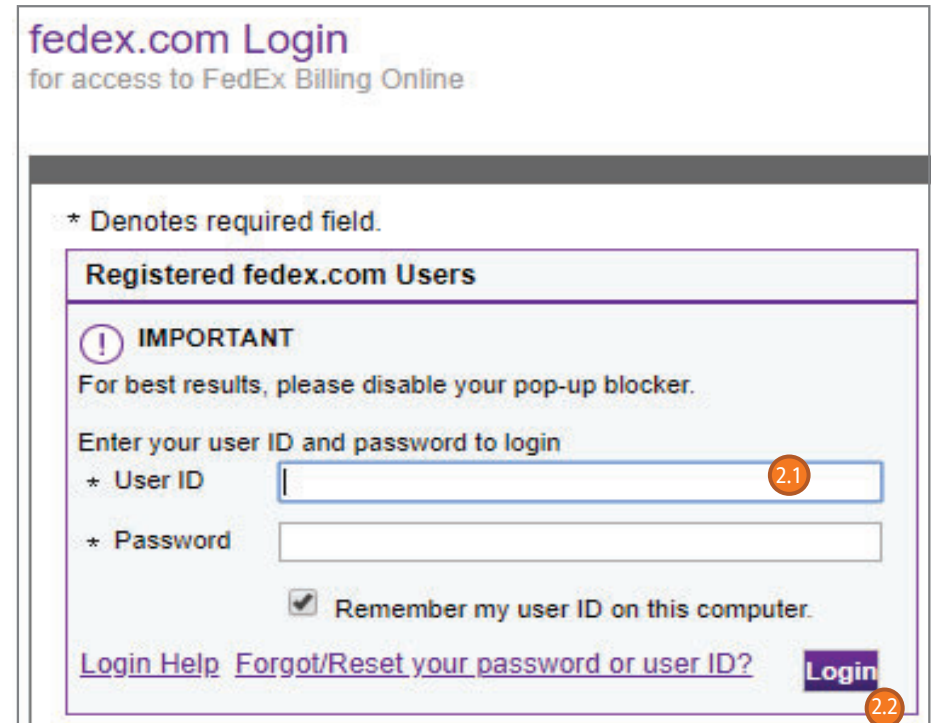
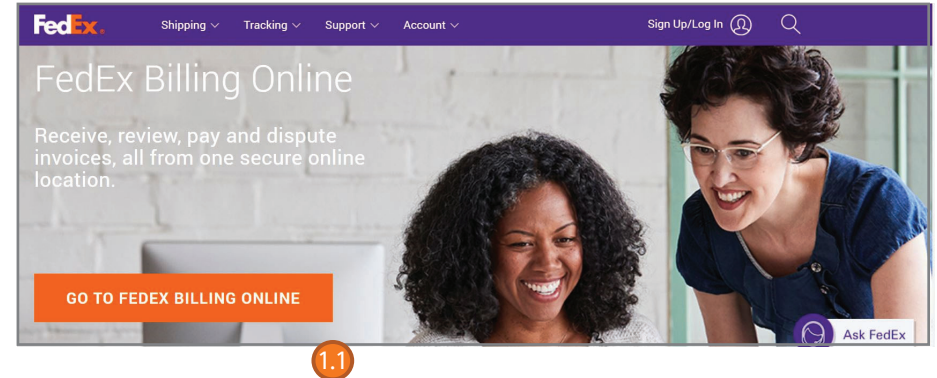
Step 1. Login to FedEx Billing Online: Existing Users

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.



Account Summary

After you have login to FBO, you will be able to view 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

Welcome

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

Currency	Original Charges	Payments or credits	Total due	Past Due
AED	4,730.35	0.00	4,730.35	1,583.57

Invoice List (All-Open)

Select all	Invoice no.	Invoice type	Invoice date	Due date	Account no.	Invoice status	Original Charges	Balance due	Payment status	Currency
<input type="checkbox"/>		Duty/tax	07-Dec-2020	08-Jan-2021		Open	371.34	371.34		AED
<input type="checkbox"/>		Duty/tax	30-Nov-2020	30-Dec-2020		Open	167.00	167.00		AED
<input type="checkbox"/>		Freight	26-Nov-2020	26-Dec-2020		Open	240.68	240.68		AED
<input type="checkbox"/>		Duty/tax	23-Nov-2020	23-Dec-2020		Open	363.11	363.11		AED
<input type="checkbox"/>		Freight	19-Nov-2020	19-Dec-2020		Open	628.46	628.46		AED
<input type="checkbox"/>		Duty/tax	16-Nov-2020	16-Dec-2020		Open	167.00	167.00		AED
<input type="checkbox"/>		Freight	12-Nov-2020	12-Dec-2020		Open	870.89	870.89		AED
<input type="checkbox"/>		Duty/tax	09-Nov-2020	09-Dec-2020		Open	338.30	338.30		AED
<input type="checkbox"/>		Freight	05-Nov-2020	05-Dec-2020		Past Due	220.28	220.28		AED
<input type="checkbox"/>		Freight	22-Oct-2020	21-Nov-2020		Past Due	605.74	605.74		AED

Account Aging Summary

Currency	0 - 15 days	16 - 30 days	31 - 60 days	61 - 90 days	91+ days	Total
AED	1,142.13	2,004.65	1,021.69	561.88	0.00	4,730.35

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.*

Select all	Invoice no.	Invoice type	Invoice date	Due date	Account no.	Invoice status	Original Charges	Balance due	Payment status	Currency
<input type="checkbox"/>		Duty/tax	07-Dec-2020	06-Jan-2021		Open	371.34	371.34		AED
<input type="checkbox"/>		Duty/tax	30-Nov-2020	30-Dec-2020		Open	167.00	167.00		AED
<input type="checkbox"/>		Freight	26-Nov-2020	26-Dec-2020		Open	240.68	240.68		AED
<input type="checkbox"/>		Duty/tax	23-Nov-2020	23-Dec-2020		Open	363.11	363.11		AED
<input type="checkbox"/>		Freight	19-Nov-2020	19-Dec-2020		Open	628.46	628.46		AED
<input type="checkbox"/>		Duty/tax	16-Nov-2020	16-Dec-2020		Open	167.00	167.00		AED
<input type="checkbox"/>		Freight	12-Nov-2020	12-Dec-2020		Open	870.89	870.89		AED
<input type="checkbox"/>		Duty/tax	09-Nov-2020	09-Dec-2020		Open	338.30	338.30		AED
<input checked="" type="checkbox"/>		Freight	05-Nov-2020	05-Dec-2020		Past Due	220.28	220.28		AED
<input checked="" type="checkbox"/>		Freight	22-Oct-2020	21-Nov-2020		Past Due	605.74	605.74		AED

Download/Print/Save Pay

PDF is not available for all the invoices selected

* File type: CSV (.csv) ▾

Download/Save: Create one file of all the invoices you have selected

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’**.

* FedEx offers a range of convenient payment methods such as: Direct debit / Electronic Bank Transfer / Credit Debit.

Regardless of how you choose to pay your invoice, you are always eligible to sign up to receive your invoices electronically via FedEx Billing Online.

**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.

Invoice List (All-Open)

Filter by: None selected

Results per page: 10

Select all	Invoice no.	Invoice type	Invoice date	Due date	Account no.	Invoice status	Original Charges	Balance due	Payment status	Currency
<input type="checkbox"/>		Duty/tax	07-Dec-2020	06-Jan-2021		Open	371.34	371.34		AED
<input type="checkbox"/>		Duty/tax	30-Nov-2020	30-Dec-2020		Open	167.00	167.00		AED
<input type="checkbox"/>		Freight	26-Nov-2020	26-Dec-2020		Open	240.68	240.68		AED
<input type="checkbox"/>		Duty/tax	23-Nov-2020	23-Dec-2020		Open	363.11	363.11		AED
<input type="checkbox"/>		Freight	19-Nov-2020	19-Dec-2020		Open	628.46	628.46		AED
<input type="checkbox"/>		Duty/tax	16-Nov-2020	16-Dec-2020		Open	167.00	167.00		AED
<input type="checkbox"/>		Freight	12-Nov-2020	12-Dec-2020		Open	870.89	870.89		AED
<input checked="" type="checkbox"/>		Duty/tax	09-Nov-2020	09-Dec-2020		Open	338.30	338.30		AED
<input checked="" type="checkbox"/>		Freight	05-Nov-2020	05-Dec-2020		Past Due	220.28	220.28		AED
<input checked="" type="checkbox"/>		Freight	22-Oct-2020	21-Nov-2020		Past Due	605.74	605.74		AED

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

Download/Print/Save Pay

2

FedEx Billing Online

View Cart AED 826.02

Printer-friendly Logout Help

Account Summary Search/Download My Options

My Payment Cart

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

Primary account number : -2
Amount to pay : AED 826.02

View items in payment cart

Account no.	Invoice no.	Invoice date	Due date	Currency	Payment item	Amount due	Payment amount	Action
-2	0	05-Nov-2020	05-Dec-2020	AED	Invoice Payment	220.28	220.28	Remove
-2	9	22-Oct-2020	21-Nov-2020	AED	Invoice Payment	605.74	605.74	Remove

Payment cart total: AED 826.02

Remove all items Add items

Mail Check / Remittance Advice

Credit Card



4

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-redirect to invoice details view page. You may also click on the Air waybill no. for further details.
3. It will re-redirect 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.

Invoice List (All-Open)

Select all	Invoice no.	Invoice type	Invoice date	Due date	Account no.	Invoice status	Original Charges	Balance due	Payment status	Currency
<input type="checkbox"/>	2	Duty/tax	07-Dec-2020	06-Jan-2021		Open	371.34	371.34		AED

Account Summary

Invoice details for this invoice are not available.
Statement Details for this invoice are not available.

Invoice Detail View

Invoice Summary

Billing Information		Charge Summary	
Invoice no.	2	Total standard charges	0.00
Account no.	2	Total discounts	0.00
Control no.	4	Total additional charges	0.00
Store ID no.	4	Total taxes	0.00
Invoice type	Duty/tax	Total invoice amount	AED 371.34
Invoice date	07-Dec-2020		
Due date	06-Jan-2021		
Invoice status	Open		
Balance due	AED 371.34		

FedEx Invoice Details

Select all	Air waybill no.	Date	Product group	Reference	Payor	Status	Meter	Shipper Account	Original Charges	Balance due
<input type="checkbox"/>	21-NOV-2020	D/T	X	Consignee	Open				28.34	28.34
<input type="checkbox"/>	23-NOV-2020	D/T	S	Consignee	Open				343.00	343.00

Account Summary

Express Duty/Tax Shipment Detail

Tracking ID Summary

Billing Information		Messages	
Air waybill no.	614		
Invoice no.	2		
Account no.	8		
Ship date	21-NOV-2020		
Control no.			
Invoice date	07-Dec-2020		
Due date	06-Jan-2021		
Tracking ID Balance due	AED28.34		
Status	Past Due		

Duty/Tax Shipment Information

Sender Information		Recipient Information	
Shipment Details		Charges	
Ship date	28-OCT-2020	UAE VAT 5.%	2.50
Payment type	Consignee	Advancement Fee	50.00
Service type	FedEx International Priority	Original VAT	64.80
Package type	01	Total charges	AED107.3
Rated weight	kgs		
Customer Reference	023		
Reference #2			
Reference #3			
Pieces	1		
Meter No.	9		
Declared value	AED		
Customs Details			
Entry Date	29-Oct-2020 12:00		
Entry no.			
Declared Value			

Account Summary

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.

Dispute Information

Account no.	2		
Invoice no.	2	1	
Airwaybill no.	9	1	
Dispute type	Please Select		

Additional Dispute Comments

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 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

* Select date range

From 11/07/2020 To 12/07/2020

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

* Status All

Download data Search

Account Summary Search/Download My Options

Search

1 Enter Search Criteria 2 View/Download Search Results [Back](#)

Search Criteria [Help](#)

Search for Invoice number Status All

Search accounts

Date 07-Nov-2020 - 07-Dec-2020 [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 checked="" type="checkbox"/>			Dutytax	30-Nov-2020	30-DEC-2020		Open	167.00	167.00
<input checked="" type="checkbox"/>			Freight	26-Nov-2020	26-DEC-2020		Open	240.68	240.68
<input checked="" type="checkbox"/>			Dutytax	23-Nov-2020	23-DEC-2020		Open	363.11	363.11
<input type="checkbox"/>			Freight	19-Nov-2020	19-DEC-2020		Open	628.46	628.46
<input type="checkbox"/>			Dutytax	16-Nov-2020	16-DEC-2020		Open	167.00	167.00
<input type="checkbox"/>			Freight	12-Nov-2020	12-DEC-2020		Open	870.89	870.89
<input type="checkbox"/>			Dutytax	09-Nov-2020	09-DEC-2020		Open	338.30	338.30
<input type="checkbox"/>			Dutytax	07-DEC-2020	06-JAN-2021		Open	371.34	371.34

[Pay](#)

Account Summary Search/Download My Options

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
CustomDoc	CSV	Complete		28-Jan-2021	12-Feb-2021	Remove

[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-redirect 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.

The screenshots show the following steps:

- Search/Download Page:** The user navigates to the 'Search/Download' section and selects 'New Search or Download'. The search criteria is set to 'Tracking ID'. The 'Quick Search' button is highlighted with a red circle '1'.
- Express Duty/Tax Shipment Detail Page:** The user selects a shipment record. The 'Download Custom Documentation' link is highlighted with a red circle '2'.
- Download Center Page:** The user is redirected to the 'Download Center' page. The 'Download Results' section is empty, and the 'My Files Ready for Download or Viewing' section is highlighted with a red circle '3'.
- My Files Ready for Download or Viewing Table:** The table shows a file ready for download. The file name is 'CustomsDocument', the file type is 'PDF', and the status is 'Pending'. The 'Download' button is highlighted with a red circle '4'.

Name of download file	File type	Status	Generated by	Created on	Expires on	Action
CustomsDocument	PDF	Pending		07-Dec-2020	22-Dec-2020	Remove

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.

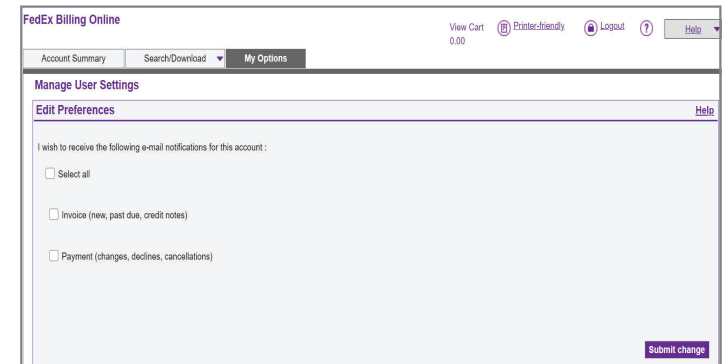
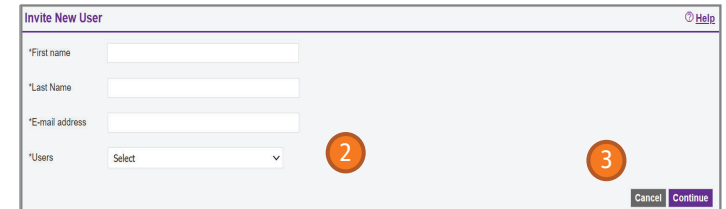
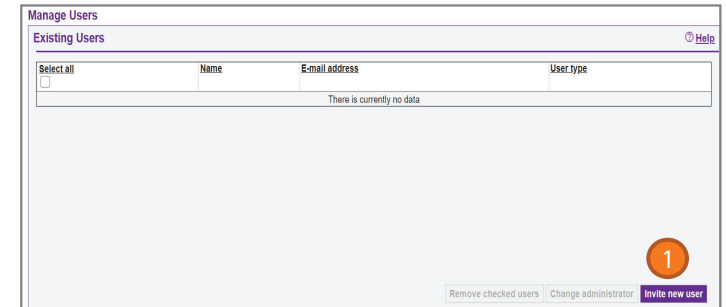
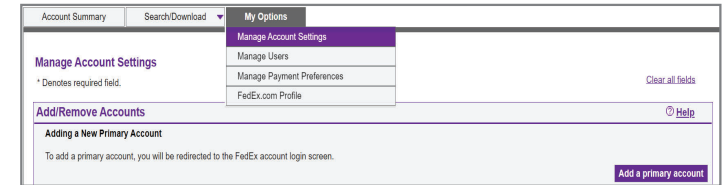
My Options – Manage Users

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 on the
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’.



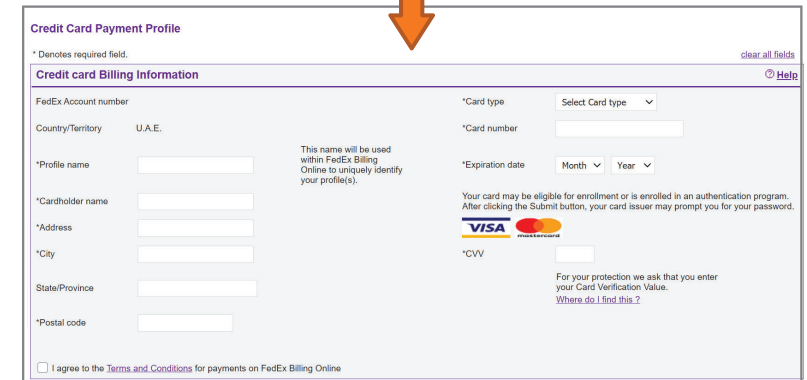
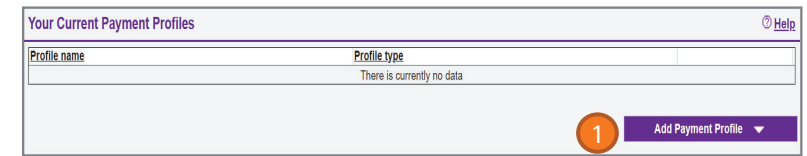
My Options – Manage Payment Preferences

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 respective payment method*.
2. Provide the related details.
3. If it is credit card, click on the 'Add credit card profile' button.

*FedEx offers a range of convenient payment methods such as: Direct debit / Electronic Bank Transfer / Credit Debit.



Cancel Add credit card profile

Customer Support

Need further information, check out our Frequently Asked Questions section online. Click here for UAE/ Bahrain/ Kuwait or contact your FedEx account representative.

To know more on the FedEx Billing Online features you can view the Interactive Demo by clicking here for UAE/ Bahrain/ Kuwait



More info

- Go to fedex.com
- Contact your Sales Representative
- Call FedEx Customer Service

UAE 80033339 / Bahrain 17334448 / Kuwait 1802233