

# Raise an invoice dispute the easy way by using FedEx® Billing Online

## FedEx® Billing Online

If you have concerns about an invoice or specific shipment and need to dispute it prior to payment, you can easily submit a dispute online through FedEx® Billing Online (FBO). FBO is an online invoice application that allows you to track invoice status, dispute charges, download invoice data, and even pay invoices online.

## Benefits of using FBO to raise invoice disputes

- **Direct submission:** You can submit a dispute directly from within FBO while you are reviewing the shipment details in the application.
- **Time saving:** FBO provides common dispute types and reasons from which you can easily choose.
- **History of disputes available:** FBO keeps a history of disputes raised under each invoice for your record.
- **Flexible options:** FBO allows you to dispute a specific shipment or an entire invoice covering multiple shipments.

## Not registered yet for FedEx® Billing Online?

Just fill in the enrolment form [here](#) and we'll register for you. It's that simple! The registration process will take about 3 business days to complete. If you prefer to register yourself, you can click [here](#) to download our FBO user guide that will lead you step-by-step through the online registration process.

# (A) Steps to raise a dispute for individual shipments

**Step 1:** Click [here](#) and go to FedEx® Billing Online where you can log in with your fedex.com User ID and password.

**Step 2:** Select the related invoice under “Account Summary”

Account Summary

Welcome, ██████████

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

Account Summary [Help](#)

Primary Account: 135██████████ [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-██████████		Freight	25-Oct-2022	24-Nov-2022	135██████████	Past Due	6,270.57	3,624.28		SGD

**Step 3:** Select the shipment (air waybill) under “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-██████████	30-Nov-2022			3rd Party	Closed	126177	135██████████	2646.29	0.00
	794878-██████████	30-Nov-2022			3rd Party	Past Due	100158890	135██████████	1404.30	1,404.30
	425248-██████████	30-Nov-2022			3rd Party	Past Due	126177	135██████████	666.35	666.35
	425248-██████████	30-Nov-2022			3rd Party	Past Due	126177	135██████████	1404.30	1,404.30
	794878-██████████	30-Nov-2022		d-any-mma payment	3rd Party	Past Due	100031802	135██████████	149.33	149.33

**Step 4:** Click the “Dispute” button in the lower right-hand corner

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

**Sender Information**

██████████  
S & E SERV LTD & PARTNERSHIP  
COMMERCE COURT W FLR 55  
COMMERCE COURT W FLR 55  
██████████ B9  
CA

**Recipient Information**

██████████  
P-64055-INTRA-CA-AUTO  
1900 SUMMIT TOWER  
SESER21ICB-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) Steps to raise a dispute for individual shipments

## Step 5: Select the “Dispute type” and “Dispute reason” that apply to your shipment

### 5.1 Dispute type: Incorrect Account

- If you select “**Rebill to the shipper**” as the dispute reason, then provide a written description in the text box provided (“Additional Dispute Comments”) which could help with our investigation.

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 input 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 labeled "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: "Description of the dispute : e.g., 'I was unaware of this shipment so should not have been invoiced for it.'" A red-bordered "Submit dispute" button is located at the bottom right, with a "Back" link below it.

- If you select “**Rebill to another account**” as the dispute reason, then you must enter another payer account number in the text box provided (“Account no.”). The new payer account must be valid and must have agreed to be rebilled.

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." input field is visible, containing the number "604". A yellow callout box with a purple border points to this field, containing the text: "Enter a different FedEx account number to be rebilled for the shipment." The "Submit dispute" button and "Back" link are also present.

- Click on the “**Submit dispute**” button as the last step.

# (A) Steps to raise a dispute for individual shipments

## Step 5: Select the “Dispute type” and “Dispute reason” that apply to your shipment

### 5.2 Dispute type: Incorrect Charge

- Select the reason most relevant to your shipment, and then provide a written description in the text box provided (“Additional Dispute Comments”) which could help with our investigation.

**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](#)

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.

OUR COMPANY [REDACTED] [REDACTED] FROM FEDEX

**Description of the dispute (examples):**

- Weight should be lighter, at XX kg.
- Dimensions should be L \* H \* W (cm/in).
- Service type should be 25kg box.
- No discount was applied on my shipment.

**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](#)

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](#)

- Click on the “**Submit dispute**” button as the last step.

# (A) Steps to raise a dispute for individual shipments

## Step 5: Select the “Dispute type” and “Dispute reason” that apply to your shipment

### 5.3 Dispute type: Service Failure

- Select the reason most relevant to your shipment, and then provide a written description in the text box provided (“Additional Dispute Comments”) which could help with our investigation.

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](#)

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

Description of the dispute (examples):

- It was a return shipment.
- Shipment was damaged when I received it.

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](#)

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

- Click on the “**Submit dispute**” button as the last step.

## (B) Steps to raise a dispute for an entire invoice

**Step 1:** Click [here](#) and go to FedEx® Billing Online where you can log in with your fedex.com User ID and password.

**Step 2:** Select the invoice to be disputed under “Account Summary”

The screenshot shows the 'Account Summary' page in FedEx Billing Online. At the top, there are navigation tabs for 'Account Summary', 'Search/Download', and 'My Options'. Below this, a welcome message is followed by a link to view account activity. The 'Account Summary' section displays the primary account number (135) and a table of charges and payments. Below this is the 'Invoice List (All-Open)' section, which includes a filter dropdown and a table of invoices. The first row in the table has the invoice number '86' highlighted with a red box.

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

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		Freight	25-Oct-2022	24-Nov-2022	135	Past Due	6,270.57	3,624.28		SGD

**Step 3:** Click the “Dispute invoice” button under invoice summary

The screenshot shows the 'Invoice Detail View' page for invoice 86. It is divided into 'Billing Information' and 'Charge Summary' sections. The 'Billing Information' section includes fields for invoice number, account number, control number, store ID, invoice type, date, and status. The 'Charge Summary' section shows a breakdown of charges and the total invoice amount. At the bottom right, there are two buttons: 'Download invoice' and 'Dispute invoice', with the latter highlighted by a red box.

Billing Information		Charge Summary	
Invoice no.	<Prev 8-863 [redacted] Next>	Total standard charges	9,310.86
Account no.	1350 [redacted]	Total discounts	0.00
Control no.	886 [redacted]	Total additional charges	1,846.09
Store ID no.	12	Total taxes	0.00
Invoice type	Freight	Total invoice amount	SGD 11,156.95
Invoice date	20-Oct-2022	Eleven thousand One Hundred Fifty Six and Ninety Five Cents	
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](#)

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

## (B) Steps to raise a dispute for an entire invoice

### Step 4: Select the type of dispute you want to initiate

- Provide a detailed written description in the text box provided (“Additional Dispute Comments”) which could help with our investigation and lead to quicker resolution.

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.

Description of the dispute (examples):

- Shipments under dispute include AWB1, AWB2, AWB3, etc.; and
  - If weight-/service-related: You must indicate correct weight or dimension or service type;
  - If rebilling to another account: You must indicate new billing option and the new payer account to rebill;
  - If surcharge-related: You must indicate surcharge type.

- Click on the “**Submit dispute**” button as the last step.



# (C) How to view invoice history and related disputes

**Step 1:** Click [here](#) and go to FedEx® Billing Online where you can log in with your fedex.com User ID and password.

**Step 2:** Select the invoice of interest under “Account Summary”

Account Summary Search/Download My Options

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

**Step 3:** Click “View Invoice History” button

Account Summary Search/Download My Options

**Invoice Detail View** [Back](#)

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

**Billing Information**

Invoice no. <Prev 8-862 [redacted] Next>  
Account no. 135 [redacted]  
Control no. [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

**Step 4:** Scroll down the history page. If a dispute was raised in FedEx® Billing Online for this invoice, such activities will be listed here.

**Dispute Activity** [Help](#)

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]

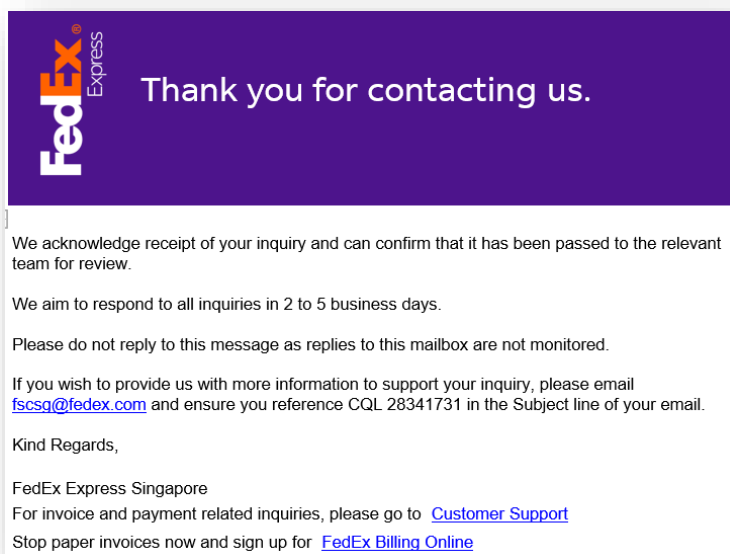


# Frequently Asked Questions

## 1. How long will it take to resolve a dispute involving my invoice if I submit the query through FedEx® Billing Online?

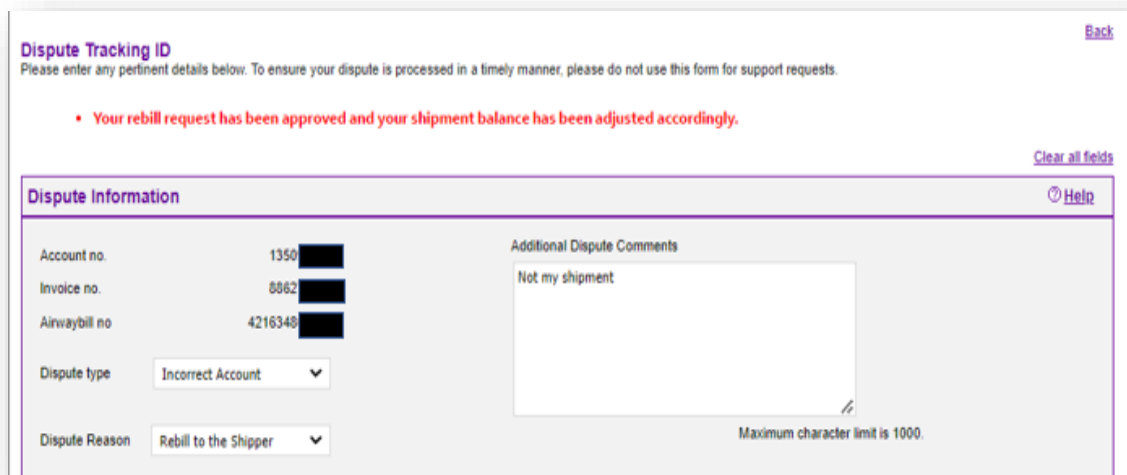
- **We aim to resolve basic disputes within 5 business days.**

When you go online to submit a dispute request through FedEx® Billing Online, you will receive an acknowledgement email from us confirming its receipt.



- **Benefit of submitting invoice disputes online through FedEx® Billing Online.**

For invoice disputes involving automatic rebilling of charges, the outcome of our investigation will be shown instantly on-screen. It will show that the rebill request is either approved or declined.

A screenshot of the FedEx Billing Online dispute resolution interface. The page title is "Dispute Tracking ID" with a "Back" link. Below the title 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 bubble states: "Your rebill request has been approved and your shipment balance has been adjusted accordingly." There are "Clear all fields" and "Help" links. The main form is titled "Dispute Information" and contains the following fields: "Account no." (1350), "Invoice no." (8862), "Airwaybill no." (4216348), "Dispute type" (Incorrect Account), and "Dispute Reason" (Rebill to the Shipper). There is also an "Additional Dispute Comments" text area containing "Not my shipment" and a note "Maximum character limit is 1000."

## 2. How do I download credit notes using FedEx® Billing Online?

- Please refer to the user guide available [here](#) to search/download credit notes from within FedEx® Billing Online (FBO). The availability of credit note may vary by countries or territories.