EDI Invoicing and Remittance Overview Guide

FedEx Express

FedEx Ground

FedEx Freight

April 2021

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Introduction

The purpose of this guide is to assist electronic data trading partners with information about implementing an Electronic Data Interchange (EDI) process with FedEx for Invoicing and Remittance data of FedEx Express® and FedEx Ground® shipments. The guide discusses benefits of EDI and how to get started with implementation. This guide also provides resources for obtaining additional information.

FedEx provides an additional electronic Invoicing and Remittance solution that can be used instead of traditional EDI, which is FedEx® Billing Online. This solution is outlined in more detail at: FedEx billing & invoices.

FedEx Billing Online Plus is a web-based solution allowing users view and settle all FedEx Express and FedEx Ground invoices. Benefits include:

- View invoices and shipment detail
- Schedule Electronic Funds Transfer payments or pay with a paper check
- Create reports and complete administrative functions
- Question shipment charges
- Download invoice data
- Register online

What is EDI?

Electronic Data Interchange (EDI) is the electronic exchange of business documents using a standardized format. The entities that transmit or receive this electronic data are called trading partners. EDI can be used to transfer invoice and remittance data for FedEx Express and Ground shipments between FedEx and authorized trading partners.

EDI processing helps FedEx deliver top-quality service that takes advantage of advanced information management technology. EDI can help customers increase efficiency while reducing errors and operating costs. Additional specific benefits of implementing EDI with FedEx include:

- Reduced paper handling and mailing costs. In most cases the costs to transmit an electronic document is considerably less than mailing costs.

- Invoices for multiple FedEx accounts can be combined into a single transmission. Electronic invoicing enhances your control over accounts payable, even when shipments originate from multiple sites.

- Eliminates keying of invoice data and reduces errors, so you'll spend less time and effort verifying and processing your bills.

- Electronic invoicing provides convenient verification of shipping charges and proof of delivery (FedEx Express only).

- Electronic invoicing allows for quick and accurate allocation of shipping costs to internal departments and third parties, streamlining your accounting and improving cash flow.
- Invoice adjustment requests can be submitted electronically.

- Remittance Advice data telling FedEx how to apply payment can be submitted electronically.

- Multiple data formats allow easy integration with Accounts Payable processes.

Electronic Invoice / Remittance / Payment Process Flow
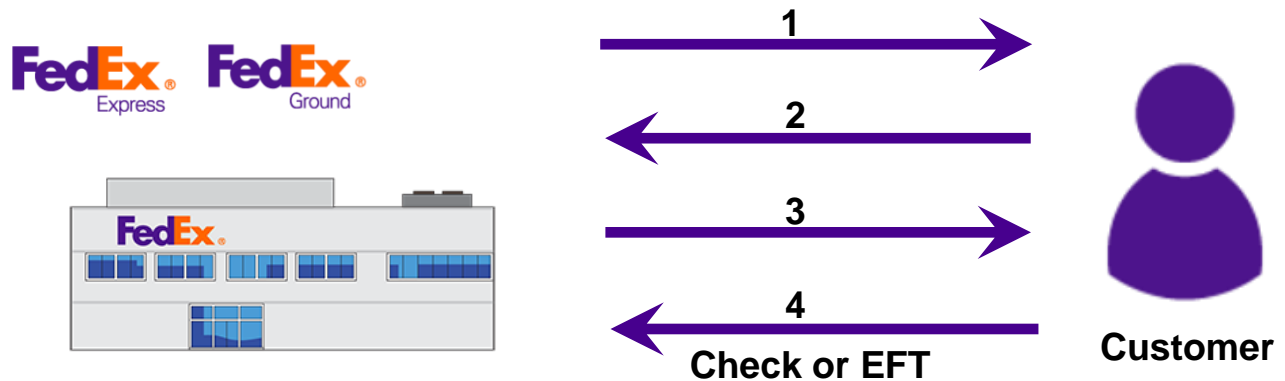
Electronic Data transmitted to/from FedExNet mailbox (or VAN of choice)

1. Invoices transmitted to customer

2. Remittance Advice and/or Invoice Adjustment requests are transmitted to FedEx

3. Dispute Resolution or corrected invoice transmitted to customer

4. Payment via Paper Check or Electronic Funds Transfer (EFT)

Guidelines and Limitations

In addition to the terms and conditions stated in the FedEx Service Guide:

- **To be eligible for electronic invoicing, you must send your remittance data electronically** (US). Payment can be made via paper check or Electronic Funds Transfer (EFT).

- Past due charges will be invoiced electronically. In accordance with the FedEx Service Guide, payment must be made within 15 days of the invoice date.

- Packaging Supplies/Retail Sales and Electronic Export Information/EEI charges will be included with EDI files unless otherwise requested.

- On your normal billing cycle, you will receive an invoice file for all account numbers requested to be billed electronically.

- All shipments billed to the accounts that you provide to FedEx for electronic invoicing will be included in the invoice transmission with the exception of Same Day Service.

- You can receive Intra-U.S. and International invoices (separate invoice files) for both Express and Ground.

- Duty/tax invoices for International shipments will be included in the International file. Unless otherwise instructed.

- Electronic documents are not considered "received" until they are accessible on the receiving mailbox.

- Electronic documents transmitted for electronic invoice and remittance are considered written documents. These documents constitute an original when they are printed from electronic files or records established and maintained in the course of business.

- Failure to retrieve electronic invoice files in a timely manner may result in termination of electronic invoicing by FedEx. Paper invoicing will resume.

- Lack of reference data provided by the shipper is not a valid reason for invoice adjustments.

- Short payment problems identified by FedEx that are related to programming in your accounts payable system or databases must be corrected immediately.

- FedEx may modify electronic invoice and remittance formats at any time.

- After implementation, either party can terminate electronic invoice and remittance with prior notice.

- Shipments are governed by service conditions in the current FedEx Service Guide and Addendum.

- If there is a conflict between this guide and the FedEx Service Guide, the Service Guide will take precedence.

Invoicing

FedEx Express and FedEx Ground (Parcel) Invoicing Formats

- The ASC X12 standard formats, the '110 Air Freight Invoice' and the '210 Motor Freight Invoice' which each contain one invoice per transaction set and multiple transaction sets per electronic invoice file. Detail tracking number information contains one tracking number per LX loop and multiple tracking numbers per invoice.

- The CSV (Comma Separated Value) variable length format which contains one invoice record per tracking number, multiple records per electronic file.

- The 250 Proprietary fixed length format which contains a Header Record, Detail Records and a Summary Record.

All three formats support Intra-U.S. and International shipments. You can elect to receive Intra-U.S., International (transportation and/or duty tax) or both on electronic invoicing. Note: PDF images of Duty/Tax Activity records and customs documents can also be transmitted.

FedEx Freight (LTL) Invoicing Formats

- ASC X12 standard (variable) format (210 – Motor Freight Invoice), which contains one invoice per transaction set, and multiple transaction sets per electronic invoice file. Detail charge information contains one charge per LX loop.

- CSV variable length format, which contains one record per invoice.

- PDF Image Delivery, which contains the invoice, bill of lading, and delivery receipt for a shipment. Each PDF contains these documents for one invoice. The file naming of the file indicates the invoice number, account number, and invoice date

Duty/Tax Invoicing

The following guidelines and limitations apply to the FedEx Electronic Duty/Tax Invoicing process:

- Duty/tax adjustment requests may not be submitted electronically – these must be submitted in writing.

- Duty/tax Customs documentation may be mailed or available online.

- The duty/tax tracking number in the duty/tax record will be the same tracking number used for the transportation charges of the shipment.

- The International freight charges and duty/tax charges may be billed on separate invoices and may appear in different electronic invoice files.

Remittance Advice - U.S. Payors Only

EDI customers must create a remittance advice/data file to indicate which shipments are being paid. Your remittance advice / data file may contain invoices billed via EDI or paper.

FedEx Express and FedEx Ground (Parcel)

FedEx accepts three different remittance formats which are:
- ASC X12 820 Remittance Advice
- FedEx Proprietary 80-Byte Remittance
- FedEx Proprietary CSV (Comma Separated Values)

FedEx Freight (LTL)

FedEx accepts either of the following formats:
- ASC X12 820 Remittance Advice
- FedEx Proprietary CSV (Comma Separated Values)

The following guidelines and limitations apply to the FedEx Electronic Remittance Advice process:

1. FedEx Express and FedEx Ground files must be separate from FedEx Freight files as each are sent to different electronic locations.

2. All invoices can be included on your transmission regardless of the billing medium (electronic or paper).

3. Domestic and International invoices can be included in one remittance data file.

4. Remittance data files must exactly match to the penny of the associated payment provided for efficient A/R application.

5. Invoice adjustment requests can be included in the same remittance data file transmission.

6. Credits or negative amounts are not allowed in the remittance data file.

7. When sending electronic remittance data, there are three options:
   - Pay full amount of invoice. To pay all the tracking numbers for an invoice, create only one payment record for that invoice.

   - Make a partial invoice payment. To make a partial payment, create a separate record for each tracking number and advise how much is being paid on/for each Tracking Number.

   - You have the option of submitting payments and invoice adjustments in the same remittance file, or in separate files.

Payment Option - U.S. Payors Only

Payment can be supplied by either a paper check or EFT/Electronic Funds Transfer or ACH/Automated Clearing House. The amount of your payment must match to the penny of the total amount of the remittance advice. (Negative amounts cannot be submitted.)

NOTE: Non-U.S. accounts should contact the billing or Credit & Collections department of your Country/Territory for payment options and address.

Electronic Invoice Adjustment Requests - For Parcel U.S. Payors only

You may also use the remittance advice to request invoice adjustments. Once FedEx has processed the invoice adjustment requests submitted in your remittance file, you will receive an electronic invoice adjustment resolution file. The invoice adjustment resolution file uses the same structure as the invoicing file and will contain the invoice and tracking number detail along with the invoice adjustment information. The file will contain one of the following resolution types for each tracking number:

- Credit
- Denial with explanation of why the invoice adjustment request was denied
- Reject with explanation of why the invoice adjustment request was rejected
- Other

NOTE:
- Duty/tax adjustment requests must be submitted in writing.
- Adjustment requests for service failure or no proof of delivery must be submitted through the invoice adjustment feature on fedex.com or the telephone invoice adjustment system at (800) 622-1147.

How does the transmission process work?

FedEx will transmit your invoice files daily or weekly based on your preferred billing day.
The following guidelines and limitations apply:

- The Electronic Revenue Services Analyst will assign a FedExNet mailbox to you.

- At no cost to you, FedEx will pay for the transmission of invoice and remittance files to an electronic mailbox or to a value-added network of our choice. However, if you choose a different network, FedEx pays the costs of the transmission interconnect only. Your company is responsible for all charges from your value-added network provider.

- You will provide and maintain your equipment, software, services, and testing necessary to effectively and reliably send and receive electronic documents.

- You are responsible for using proper mailbox procedures to ensure that all electronic documents are duly authorized and protected from improper access.

Transmission Communication Options

It is a FedEx Information Security requirement that customer data, both inbound and outbound, either be encrypted or be sent via a secured website. FedEx offers the following options for communication of data to trading partners.

sFTP (secure File Transfer Protocol)

sFTP (secure File Transfer Protocol) uses dedicated ports to transfer data securely between FedEx and the customer. The connection is secure so no certificates or keys need to be exchanged. This also means that the commands, as well as the passwords, are secure. This option uses secure shell (SSH) encryption and a binary transfer. The data can either be pushed or delivered to a mailbox on FedEx Net for customers retrieval

AS2

AS2 also known as EDI INT, or EDI over the internet is also supported by FedEx. AS2 essentially creates a wrapper around EDI or flat files that enables sending them over the Internet. AS2 is a technology that provides security and encryption around the HTTP packets. It enables information transmitted over public and private global networks to be digitally signed, secured, and non-repudiated. The customer must have AS2 software to be able to use this option, but there are no network charges.

Secured Website

Trading Partners may wish to access their mailbox via a secured website. This is a manual process whereby the trading partner connects to a secure URL using a provided User ID and password. The FedEx Net website allows the trading partner to upload and download files. Only one file can be uploaded or downloaded at a time.

Value Added Network

FedEx has the ability to transmit to a Value-Added Network (VAN). GXS is the VAN FedEx uses and GXS can interconnect to the trading partner's VAN. There are transmission costs for this option.

Getting Started

Once you have decided to use the electronic invoice and remittance file process:

1. Please send your request for an EDI Invoicing and Remittance setup to EDI-InvandRemit@fedex.com. Please include Company Name, Account Number(s), EDI Contact Name, EDI Contact Email, EDI Contact Phone, and description of request. An email with a Case Number will be returned to you with next-step guidance. If you prefer, your Sales Account Executive will submit the request for the EDI Invoicing and Remittance setup on your behalf. If you need your Account Executive's name and telephone number, please call Customer Service at 800-463-3339.

2. Program your system to read the electronic invoice file FedEx sends you, process it through your Accounts Payable System, and generate and transmit the remittance advice (U.S. Payors only). Be sure to include any invoice adjustments requests that can be submitted via EDI as well – the full list of valid invoice adjustment types that can be submitted via EDI can be found in the parcel EDI Implementation Guides. Be prepared to accept and process the invoice adjustment resolution response file that will be returned to ensure all credits/denials are updated to you AP system.

3. Test your processes in coordination with FedEx.

4. At your requested production date, paper invoicing will be replaced with electronic invoicing.

Resources

WHAT IS NEEDED	WHAT TO DO
To request a specific EDI Implementation Guide:	Please email EDI-InvandRemit@fedex.com for assistance.
To validate Electronic Invoice & Remittance processes:	Please email EDI-InvandRemit@fedex.com for assistance.
To contact your account executive:	Obtain your account executive's name and telephone number by calling Customer Service at **800 463-3339 (800 Go FedEx).**
Answers to billing questions or to request Duties & Taxes adjustments:	Call FedEx Revenue Services at**: 800 622-1147** between 7 A.M. and 6 P.M. (CST).
To obtain service information:	Consult the current FedEx Service Guide. It is the official source for service offerings, delivery schedules, and conditions for Money-Back Guarantee. It is an essential reference for programming when auditing the electronic invoice. To obtain the latest FedEx Service Guide visit FedEx Service Guide - Home
FedEx Billing Online Technical Support	Call **877- 339-2774**, when prompted say, "**Billing Online**"
For information on electronic shipment status support including the ASC X12 214 documents:	• Contact the EDI Hotline at 855-408-9440 and select the EDI Option. • Email request to edihelp@fedex.com.
To obtain assistance with Ground shipment data including the ASC X12 215 uploaded from FedEx approved devices:	• Contact the EDI Hotline at **855-408-9440** and select the EDI Electronic Package Data Interchange (EPDI) support option • Email request to edihelp@fedex.com.