

FedEx Billing Online PDF Help Guide Invoiced Customers

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Introduction

FedEx® Billing Online is the most efficient and streamlined way for you to handle your FedEx invoices. With this free, easy and secure tool, you can view, manage and download your shipment invoices; dispute charges; and make payments over the Internet, 24 hours a day, 7 days a week. Whether your charges are applied directly to your credit card or invoiced, electronic invoicing and payment processing can help businesses of all sizes streamline the accounts-payable process, improve productivity, and save time and money.

And when you register for FedEx Billing Online Plus, you can reduce your carbon footprint, cut down on storage requirements, and take advantage of special features.

FedEx Billing Online. Better for you. Better for the environment.

Logging In/Your Account Summary

Begin by logging in to FedEx Billing Online Plus using your existing fedex.com username and password. If you are not currently enrolled on fedex.com, click “Register Now,” complete the process, and return to FedEx Billing Online to log in.

From the homepage, you’ll see everything you need is organized into four main tabs – Account Summary, Search/Download, My Options, and Message Center.

Your **Account Summary** displays details such as balances, past-due amounts, and any open invoices for that account, as well as the ability to view or print PDFs of your invoices. The **Search/Download** tab allows you to search invoices and shipments, or download them for your records. Under **My Options**, you'll be able to manage account settings, payment preferences, and users. And in the **Message Center**, you'll see any pending messages from FedEx.

Let's take a closer look at some of the easy functionality of FedEx Billing Online Plus. In this document we'll cover **Viewing, Paying, Disputing, Searching, Downloading, and Managing Users and Account Settings.**

Viewing

Your Account Summary provides an overview of any balances due, your billing activity, and an activity summary. Messages are displayed in the top right.

FedEx® Billing Online Plus View Cart \$752.11

Account Summary | Search/Download | My Options | Message Center

Welcome, Chandra Sekhar

Account Summary

Primary Account: [Add an account](#)

Original charges	\$752.11	You have 2 past due invoices.
Past due	\$752.11	You have 2 items in your payment cart.
In dispute	\$752.11	You have 6 download files ready in the download center.
Payments or credits	\$0.00	You have 4 messages in the message center.
Balance due	\$752.11	

If you have more than one primary account, select the one you'd like to view or administer from the dropdown box. This will determine which sub-accounts you view or make changes to on FedEx Billing Online.

Tabs to view open, past due, paid or closed, and in dispute invoices are in the middle section.

All-Open | Past Due | Paid/Closed | In Dispute [Search all](#)

Invoice List (All-Open)

Filter by Per page 10 Page 1 of 1

Select all	Invoice no.	View/print	Invoice date	Due date	Account no.	Invoice status	Original Charges	Balance due	Payment status
<input type="checkbox"/>									
<input type="checkbox"/>	0-999-99999		06/20/2009	06/25/2009	0222-0222-1	Open	3,900.24	3,900.24	Scheduled-EFT
<input type="checkbox"/>	1-999-99999		06/20/2009	06/23/2009	0222-0222-1	Open	2,752.34	2,752.34	
<input type="checkbox"/>	2-999-9999		08/01/2009	08/14/2009	0222-0222-1	Open	4,052.98	4,052.98	
<input type="checkbox"/>	3-999-9999		07/10/2009	07/19/2009	0222-0222-1	Open	4,340.00	4,340.00	

[Notify user](#) [Pay](#)

[Icon legend](#)

You can click the PDF icon to view a PDF of any invoice. You can also begin a payment or notification from this screen.

An Account Aging Summary is shown at the bottom.

Account Aging Summary Help						
Primary Account: 0222-0222-1						
Currency	0 - 15 days	16 - 30 days	31 - 60 days	61 - 90 days	91+ days	Total
USD	0.00	0.00	752.11	0.00	0.00	752.11

Invoice status
Open

(From the middle section of the Account Summary screen – Invoice List) To view an invoice’s history, simply click the corresponding invoice status. Here you’ll see a history of the payments, disputes, and other items relevant to the invoice.

Invoice History

Invoice Information Help			
Invoice no:	8-043-62788	Original charges:	\$752.11
FedEx tax id no:	71-8376017	Past due:	\$752.11
Account no:	0222-0222-1	In dispute:	\$752.11
Invoice date:	08/02/2009	Payments or credits:	\$0.00
Due date:	08/12/2009	Balance due:	\$752.11
Invoice status:	Open		
View Invoice Detail View/print PDF			

Payment History Help

Payment date ▼	Payment scheduled date	Payment reference	Payment type	Payment status	Amount
08/07/2009	08/07/2009	389033251	389748279834	Submitted-EFT	\$95.48
08/06/2009	08/06/2009	364770339	745934230483	Submitted-EFT	\$175.48
08/05/2009	08/05/2009	765000938	123654378984	Submitted-EFT	\$125.48
08/04/2009	08/04/2009	204983764	345883176886	Submitted-EFT	\$5.31
08/03/2009	08/03/2009	938763029	123456789818	Submitted-EFT	\$250.16

Dispute History Help

Dispute date	Dispute no.	Tracking/transaction ID ▼	Original reason	Modified reason	Status	Requested amount	Credited
07/28/2009	867780	1234567890	Pricing Error	Pricing Error	Denied	\$12.76	\$0.00
07/28/2009	868739	1234567890	Pricing Error	Pricing Error	Other	\$21.37	\$0.00
07/16/2009	867778	1234567890	No Knowledge of Shipment	No Knowledge of Shipment	Denied	\$5.48	\$0.00
07/12/2009	867788	1234567890	Pricing Error		Submitted	\$567.66	

Invoice no.
15-587-4256
22-222-2222
8-649-71989
8-043-62788
5587456
5587456
5587456

(From the middle section of the Account Summary screen – Invoice List) To view activity on any individual invoice, simply click the corresponding Invoice number.

Invoice Detail View

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

Billing Information

Invoice no. 8-043-62788

Account no. 0222-0222-1

Store ID no. 71-8376017

FedEx Tax ID no. 71-8376017

Invoice date 08/02/2009

Due date 08/12/2009

Invoice status Open

[View Invoice History](#)

[View print PDF](#)

[View address corrections](#)

[View alternate address pickups](#)

Charge Summary [View Details](#)

Total express charges 548.78

[Total ground charges](#) 106.14

Total other charges 23.54

691.32

Total invoice amount

Total payments and credits 264.28

Total balance due 320.36

Notify User
Download invoice
Dispute invoice
Pay invoice

This is a summary of all your shipments on this invoice. Please, click on each tracking number to view more information. [Read more...](#)
Other discounts may apply.

FedEx Invoice Details
[Help](#)

Filter by None selected
Per page 10
Page 1 of 1

Select all	Tracking / billing ID	Date	Type	Product group	Reference	Payor	Status	Meter	Original charges	Balance due
<input type="checkbox"/>	123456789012	08/15/2009	Ground		123456	Shipper	Open		0 9.18	9.18
<input type="checkbox"/>	123456789013	08/12/2009	Express	IPD	123456	Shipper	Open		0 12.69	12.69
<input type="checkbox"/>	123456789018	08/12/2009	Merchandise Sales			Shipper	Open		0 20.00	20.00
<input type="checkbox"/>	123456789023	08/12/2009	Ground	MWT		Shipper	Open		0 12.69	12.69
<input type="checkbox"/>	123456789028	08/11/2009	Ground	SP		Shipper	Open		0 35.00	35.00

Notify User
Pay

From this screen (Invoice Details page), you'll be able to view tracking numbers, dates, delivery types, and charges and balances for each shipment. You can also take several actions on your invoice.

To see shipment details, click the corresponding tracking ID. On the Tracking ID Details page, you'll see shipment details including sender, recipient, charges, reference information, and Proof of Delivery. You can take actions on your shipment at the bottom of the page.

Account Summary	Search/Download	My Options	Message Center
-----------------	-----------------	------------	----------------

Tracking ID Details

Tracking ID Summary Help Hide

<h5>Billing Information</h5> <table border="0"> <tr><td>Tracking ID no.</td><td>123456789013</td></tr> <tr><td>Invoice no.</td><td>8-043-82788</td></tr> <tr><td>Account no.</td><td>0222-0222-1</td></tr> <tr><td>Invoice date</td><td>08/02/2009</td></tr> <tr><td>Due date</td><td>08/12/2009</td></tr> <tr><td>Tracking ID balance due</td><td>9.18</td></tr> <tr><td>Invoice status</td><td>Open</td></tr> </table> <p> View Invoice History View signature proof of delivery View customs documentation </p>	Tracking ID no.	123456789013	Invoice no.	8-043-82788	Account no.	0222-0222-1	Invoice date	08/02/2009	Due date	08/12/2009	Tracking ID balance due	9.18	Invoice status	Open	<h5>Messages</h5> <p>FedEx has audited this shipment Read full message...</p> <p>We calculated your charges based Read full message...</p> <p>Distance Based Pricing, Zone 8</p> <p>Fuel Surcharge - FedEx has applied Read full message...</p>
Tracking ID no.	123456789013														
Invoice no.	8-043-82788														
Account no.	0222-0222-1														
Invoice date	08/02/2009														
Due date	08/12/2009														
Tracking ID balance due	9.18														
Invoice status	Open														

Transaction Details Help

<h5>Sender Information</h5> <p>Jason West 132 Sidney Ave 3rd Floor San Francisco CA 94102 US</p>	<h5>Recipient Information</h5> <p>Acme Racquets Steve Thomas 32 Rockland Street Suite 123 Boston MA 02101 US</p>																												
<h5>Shipment Details</h5> <table border="0"> <tr><td>Ship date</td><td>08/17/2009</td></tr> <tr><td>Payment type</td><td>Third Party</td></tr> <tr><td>Service type</td><td>Bill third party</td></tr> <tr><td>Zone</td><td>02</td></tr> <tr><td>Actual weight</td><td>25 lbs.</td></tr> <tr><td>Rated weight</td><td>25 lbs.</td></tr> <tr><td>Declared value</td><td>0.00</td></tr> </table>	Ship date	08/17/2009	Payment type	Third Party	Service type	Bill third party	Zone	02	Actual weight	25 lbs.	Rated weight	25 lbs.	Declared value	0.00	<h5>Charges</h5> <table border="0"> <tr><td>Transportation charges</td><td>28.78</td></tr> <tr><td>Declared value charges</td><td>2.03</td></tr> <tr><td>Fuel surcharges</td><td>0.51</td></tr> <tr><td>Weekday delivery</td><td>0.00</td></tr> <tr><td>Discounts</td><td>-22.14</td></tr> <tr><td>Direct signature</td><td>0.00</td></tr> <tr><td>Total charges</td><td>9.18</td></tr> </table> <p>Enter promo code</p>	Transportation charges	28.78	Declared value charges	2.03	Fuel surcharges	0.51	Weekday delivery	0.00	Discounts	-22.14	Direct signature	0.00	Total charges	9.18
Ship date	08/17/2009																												
Payment type	Third Party																												
Service type	Bill third party																												
Zone	02																												
Actual weight	25 lbs.																												
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Weekday delivery	0.00																												
Discounts	-22.14																												
Direct signature	0.00																												
Total charges	9.18																												
<h5>Original Reference</h5> <table border="0"> <tr><td>Customer reference no.</td><td>2298x3</td></tr> <tr><td>Department no.</td><td></td></tr> <tr><td>RMA no.</td><td></td></tr> <tr><td>Reference #2</td><td>PO847631</td></tr> <tr><td>Reference #3</td><td>975456788</td></tr> </table>	Customer reference no.	2298x3	Department no.		RMA no.		Reference #2	PO847631	Reference #3	975456788	<h5>Updated Reference Edit</h5> <table border="0"> <tr><td>Customer reference no.</td><td>2298x3</td></tr> <tr><td>Department no.</td><td></td></tr> <tr><td>Reference #2</td><td>PO847631</td></tr> <tr><td>Reference #3</td><td>975456788</td></tr> </table>	Customer reference no.	2298x3	Department no.		Reference #2	PO847631	Reference #3	975456788										
Customer reference no.	2298x3																												
Department no.																													
RMA no.																													
Reference #2	PO847631																												
Reference #3	975456788																												
Customer reference no.	2298x3																												
Department no.																													
Reference #2	PO847631																												
Reference #3	975456788																												
<h5>Proof of Delivery</h5> <table border="0"> <tr><td>Delivery date</td><td>08/21/2009 06:46</td></tr> <tr><td>Service area code</td><td>A2</td></tr> <tr><td>Signed by</td><td>B.Newby</td></tr> </table> <p>View signature proof of delivery</p>		Delivery date	08/21/2009 06:46	Service area code	A2	Signed by	B.Newby																						
Delivery date	08/21/2009 06:46																												
Service area code	A2																												
Signed by	B.Newby																												

[Back to invoice detail](#)
Notify User
Dispute
Pay

Approving and Notifying

All FedEx Billing Online users – administrators, standard users, and view only users – can issue notifications. However, if an administrator has opted to allow it, administrators and standard users also have the ability to approve invoices for payment.

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

Account Summary
Search/Download
My Options
Message Center

Invoice History Back

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

Billing Information	Charge Summary	View Details
Invoice no. 5-945-27293	Total express charges	2,855.06
Account no. 6010-0104-7	Total ground charges	0.00
FedEx Tax ID No. 71-0427007	Total other charges	0.00
Invoice date 11/11/2010		
Due date 11/26/2010		
Invoice status Past Due		
View Invoice Detail	Total invoice amount	2,855.06
View/print PDF	Total payments and credits	0.00
	Total balance due	\$2,855.06

Other discounts may apply.
 Invoice Explanation: The Tracking ID field on the left hand side of each shipment detail section is the Master Airwaybill tracking number. If shown in the same [Read More...](#)

Approval and Comments History [Help](#)

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Date/Time	Status	Name	Type	Comments	Action
03/31/2011	Approval cancelled	Sanjay Rout	Invoice	I want to cancel this approval pending further research	
03/31/2011	Approved	Sanjay Rout	Invoice	I approve this invoice to be paid.	Cancel Approval
03/31/2011	Approved	Sanjay Rout	Invoice		Cancel Approval
03/30/2011	Approved	Sanjay Rout	Invoice	some comments	Cancel Approval

Payment History [Help](#)

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Payment date	Payment item	Payment reference	Payment type	Payment Status	Amount
03/24/2011	INVOICE PAYMENT	391546	EFT	Submitted-EFT	2855.06

Dispute and Adjustment History [Help](#)

Activity date	Dispute no	Tracking/transaction ID	Original reason	Modified reason	Status	Requested amount	Credited
There is no dispute activity.							

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This can be done at both the invoice and individual shipment levels from three places within FedEx Billing Online: The Account Summary screen, the Invoice Detail screen, and the Tracking ID Detail screen.

From the Account Summary screen, use the checkboxes on the left to choose which invoices you'd like to approve and/or send notifications about. When you're done, click the Approve/Notify User button.

Account Summary		Help
Primary Account	6010-0104-7	Add an account ! You have 7 past due invoices.
Original Charges	\$7,047.26	
Past due	\$7,020.28	
In dispute	\$0.00	
Payments or credits	\$26.98	
Balance due	\$7,020.28	

All-Open	Past Due	Paid/Closed	In Dispute	Search all					
Invoice List (All-Open) Help									
Filter by	None selected	Per page	10	Page 1 of 1					
Select all	Invoice no.	View/print	Invoice date	Due date	Account no.	Invoice status	Original Charges	Balance due	Payment status
<input type="checkbox"/>									
<input checked="" type="checkbox"/>	4-210-06883		11/16/2010	12/01/2010	6010-0104-7	Past Due Approved	251.91	251.91	
<input type="checkbox"/>	4-210-06884		11/16/2010	12/01/2010	6010-0104-7	Past Due Approved	213.54	213.54	
<input type="checkbox"/>	4-210-05784		11/15/2010	11/30/2010	6010-0104-7	Past Due Approved	26.98	26.98	Scheduled-Check
<input type="checkbox"/>	5-945-27293		11/11/2010	11/26/2010	6010-0104-7	Past Due Approved	2,855.06	2,855.06	Submitted-EFT
<input type="checkbox"/>	4-210-05180		11/10/2010	11/25/2010	6010-0104-7	Past Due	323.76	296.78	
<input type="checkbox"/>	4-210-05181		11/10/2010	11/25/2010	6010-0104-7	Past Due	520.95	520.95	
<input type="checkbox"/>	5-945-26318		11/10/2010	11/25/2010	6010-0104-7	Past Due	2,855.06	2,855.06	
								Approve/notify user	Pay
Icon Legend									

From the Invoice Detail screen, use the checkboxes on the left to choose which shipments within that invoice you want to approve and/or send notifications about, then click the Approve/Notify User button.

Invoice Detail View [Back](#)

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

Billing Information

Invoice no. [< Prev](#) 4-210-09298 [Next >](#)
 Account no. 4514-1622-7
 Store ID no. 2344444444
 FedEx Tax ID No. 71-0427007
 Invoice date 03/21/2011
 Due date 04/05/2011
 Invoice status Past Due
[View Invoice History](#)
[View/print PDF](#)
[View address corrections](#)

Charge Summary [View Details](#)

Total express charges 141.78
 Total ground charges 0.00
 Total other charges 0.00
 Total invoice amount 141.78
 Total payments and credits 0.00
Total balance due \$141.78

[Approve/notify user](#) [Download invoice](#) [Dispute invoice](#) [Pay Invoice](#)

Other discounts may apply.

FedEx Invoice Details [Help](#)

Filter by [None selected](#)

Select all	Tracking / billing ID	Date	Type	Product group	Reference	Payor	Status	Meter	Original charges	Balance due
<input type="checkbox"/>										
<input checked="" type="checkbox"/>	718554916123	03/30/2011	Express		NO REFERENCE INFORMATION	Shipper	Past Due	000108557	141.78	141.78

[Approve/notify user](#) [Pay](#)

[Back](#)

From the Tracking ID Detail screen for an individual shipment, simply click the Approve/Notify User button at the bottom.

Tracking ID Details [Back](#)

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

Billing Information		Messages
Tracking ID no.	718554916123	Distance Based Pricing, Zone 5
Invoice no.	4-210-09298	Fuel Surcharge - FedEx has applied a fuel surcharg Read More..
Account no.	4514-1622-7	
Invoice Date	03/21/2011	
Due Date	04/05/2011	
Tracking ID Balance due	\$141.78	
Status	Past Due	

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

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

Sender Information		Recipient Information	
Celita White BST PLC2009 85405 20 FedEx Pkwy COLLIERVILLE TN 38017 US		ITG85405-304144 TC004 413 N Front St MARQUETTE MI 49855 US	
Shipment Details		Charges	
Ship date	03/30/2011	Transportation Charges	112.90
Payment type	Shipper	Declared Value Charge	2.25
Service type		Fuel Surcharge	18.63
Zone	05	Weekday Delivery	0.00
Package Type		Additional Handling Charge - Weight	8.00
Pieces	1	Total charges	\$141.78
Weight	80.0 lbs		
Rated Method	000		
Meter No.	108557		
Declared value	\$150.00		
		Enter promo code	
Original Reference		Updated Reference Edit	
Customer reference no.	NO REFERENCE INFORMATION	Customer reference no.	
Department no.	AHS WGT	Department no.	
RMA no.		Reference #2	
Reference #2		Reference #3	
Reference #3			
Proof of Delivery			
Delivery date	03/31/2011 08:00		
Service area code	A5		
Signed by	J.LANGSTON		
	View signature proof of delivery		

[Back](#)

On the Approve & Notify screen, you'll see details such as invoice numbers, tracking ID numbers, account numbers, and due dates. If you'd like to include comments, you may do so in the Your Comments field. On the right, choose which users should receive the notification.

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

Account Summary Search/Download My Options Message Center

Approve Invoices and Notify Users

The items you have selected for approval/notification are listed. If you wish to notify users of the approval, select the user(s) from the list then click the appropriate button.

Selected for Approval/Notification [Help](#)

Per page 10 Page 1 of 1

Invoice no.	Tracking ID no.	Account no.	Invoice date	Due date	Original charges	Balance due
421006883		601001047	11/16/2010	12/01/2010	251.91	251.91
421006884		601001047	11/16/2010	12/01/2010	213.54	213.54

Your Comments(250 character limit):

Approved for payment

Send notification to

Select all	Name
<input type="checkbox"/>	
<input checked="" type="checkbox"/>	Sanjay Rout

You'll now have several options.

- The Approve & Notify button will approve payment of the invoices or shipments you've selected and send an email notification including any comments entered to your chosen users.
- Approve Only will simply approve payment of the invoices and shipments.
- Notify Only will send a notification of the invoices and shipments, including any comments entered, without approving them for payment.
- Comments Only will simply save your comments about these invoices and shipments and store them on the Invoice History screen.

Once you've made a selection, you'll see a confirmation screen. Review your actions for accuracy and click Continue to process them.

Canceling Approvals

If invoice/tracking id has been approved for payment but you'd later like to cancel it, you can now do so from within FedEx Billing Online.

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

Account Summary
Search/Download
My Options
Message Center

Invoice History [Back](#)

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

Billing Information	Charge Summary View Details
Invoice no. 5-945-27293	Total express charges 2,855.06
Account no. 6010-0104-7	Total ground charges 0.00
FedEx Tax ID No. 71-0427007	Total other charges 0.00
Invoice date 11/11/2010	
Due date 11/26/2010	
Invoice status Past Due	
View Invoice Detail	Total invoice amount 2,855.06
View/print PDF	Total payments and credits 0.00
	Total balance due <u>\$2,855.06</u>

Other discounts may apply.
 Invoice Explanation: The Tracking ID field on the left hand side of each shipment detail section is the Master Airwaybill tracking number. If shown in the sam [Read More](#).

Approval and Comments History [Help](#)

Per page 10 Page 1 of 1

Date/Time	Status	Name	Type	Comments	Action
03/31/2011	Approval cancelled	Sanjay Rout	Invoice	I want to cancel this approval pending further research	
03/31/2011	Approved	Sanjay Rout	Invoice	I approve this invoice to be paid.	Cancel Approval
03/31/2011	Approved	Sanjay Rout	Invoice		Cancel Approval
03/30/2011	Approved	Sanjay Rout	Invoice	some comments	Cancel Approval

Payment History [Help](#)

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Payment date	Payment item	Payment reference	Payment type	Payment Status	Amount
03/24/2011	INVOICE PAYMENT	391546	EFT	Submitted-EFT	2855.06

Dispute and Adjustment History [Help](#)

Activity date	Dispute no	Tracking/transaction ID	Original reason	Modified reason	Status	Requested amount	Credited
There is no dispute activity.							

[Back](#)

From the Invoice History screen, you'll see all previous actions taken on the invoice in the Approval and Comments History section. These actions will be listed in chronological order, with the most recent action at the top. If no actions have been taken, the Status column will be blank.

To cancel an approval, click the "cancel approval" link on the right. On the screen that follows, select the items within the invoice that should have payment approval canceled. To cancel all approvals of the items listed within an invoice, tick the Select All box at the top.

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

Account Summary Search/Download My Options Message Center

Cancel Approval

Select items from the list for which you want to cancel approval. You may also select users to notify of the cancellation

Selected for Approval/Notification [Help](#)

Per page 10 Page 1 of 1

Select all	Invoice no.	Tracking ID no.	Account no	Invoice date	Due date	Original charges
<input type="checkbox"/>						
<input type="checkbox"/>	421006884		601001047	11/16/2010	12/01/2010	213.54
<input checked="" type="checkbox"/>	421006883		601001047	11/16/2010	12/01/2010	251.91

Your Comments(100 character limit):

Send notification to

Select all	Name
<input type="checkbox"/>	
<input checked="" type="checkbox"/>	Sanjay Rout

If you'd like, you may enter a comment and choose the people who should be notified of the cancellation. Then choose the appropriate button:

- Cancel Approval/Notify will cancel the approval and notify the users you've selected.
- Cancel Approval will cancel the approval without sending any notifications.

- Return to Invoice History screen will take no action at all and simply send you back to the invoice's history screen where you started.

If you canceled any approvals, you'll now see a confirmation screen. Review your actions for accuracy and click Continue to process them.

Actions you've taken will now be saved on the Invoice History screen in the Approval and Comments History section.

Paying

You may pay entire invoices or individual shipments.

To pay several invoices at once, mark the checkboxes next to those you wish to pay from the Account Summary screen and then click the Pay button.

The screenshot shows the 'Invoice List (All-Open)' interface. At the top, there are filter tabs: 'All-Open' (selected), 'Past Due', 'Paid/Closed', and 'In Dispute'. A 'Search all' link is on the right. Below the tabs is the title 'Invoice List (All-Open)' and a 'Help' icon. A 'Filter by' dropdown is set to 'None selected'. On the right, 'Per page' is set to 10 and 'Page' is 1 of 1. The main table has the following data:

Select all	Invoice no.	View/print	Invoice date	Due date	Account no.	Invoice status	Original Charges	Balance due	Payment status
<input type="checkbox"/>	0-999-99999		06/20/2009	06/25/2009	0222-0222-1	Open	3,900.24	3,900.24	Scheduled-EFT
<input type="checkbox"/>	1-999-99999		06/20/2009	06/23/2009	0222-0222-1	Open	2,752.34	2,752.34	
<input type="checkbox"/>	2-999-9999		08/01/2009	08/14/2009	0222-0222-1	Open	4,052.98	4,052.98	
<input type="checkbox"/>	3-999-9999		07/10/2009	07/19/2009	0222-0222-1	Open	4,340.00	4,340.00	

At the bottom right of the table area, there are two buttons: 'Notify user' and 'Pay'. At the bottom left, there is a link for 'Icon legend'.

To pay for specific shipments instead, click an invoice number, choose which shipments within the invoice you'd like to pay, and then click the Pay button.

FedEx Invoice Details Help

Filter by: None selected Per page: 10 Page 1 of 1

Select all	Tracking / billing ID	Date	Type	Product group	Reference	Payor	Status	Meter	Original charges	Balance due
<input type="checkbox"/>	123456789012	08/15/2009	Ground		123456	Shipper	Open		0	9.18
<input type="checkbox"/>	123456789013	08/12/2009	Express	IPD	123456	Shipper	Open		0	12.69
<input type="checkbox"/>	123456789018	08/12/2009	Merchandise Sales			Shipper	Open		0	20.00
<input type="checkbox"/>	123456789023	08/12/2009	Ground	MWT		Shipper	Open		0	12.69
<input type="checkbox"/>	123456789028	08/11/2009	Ground	SP		Shipper	Open		0	35.00

Review your selections, add more if you choose, and select a payment method. You can pay by EFT –electronic funds transfer – or by check. Let’s review an EFT payment.

Your Payment Cart

1 Payment Cart 2 Payment Confirmation

1. Confirm Payment Help

Primary account no. 0222-0222-1
 Amount to pay \$21.93

2. Payment List Help

Primary account no. 2748-6016-2 Per page: 10 Page 1 of 1

Account no.	Invoice no.	Invoice date	Due date	Payment item	Payment amount	Action
0222-0222-1	8-043-62788	09/02/2009	09/12/2009	123456789013	9.79	Remove
0222-0222-1	8-649-71989	09/20/2009	09/25/2009	123456789013	12.14	Remove

Total amount 21.93

3. Payment Options Help

EFT

Profile: My EFT Account #1
[Add or Update Payment Profile](#)

Schedule Date: 12/5/2010

Mail check

Choose an existing payment profile. (If you haven’t created a payment profile, click “add a payment profile” to do so, then return to the payment cart.)

After you've chosen a payment profile and a date for payment, click the Submit Payment button. On the Payment Confirmation page that follows, you'll see a Payment Summary and have the ability to print the page for your records or generate a payment summary form.

Payment Confirmation

① Payment Cart ② **Payment Confirmation**

Your payment has been processed. Please print this page for your records.

Payment List Help

Per page: 10 Page 1 of 1

Account no. ▼	Invoice no.	Payment item	Payment amount
0222-0222-1	8-043-62788	123456789013	9.79
0222-0222-1	8-649-71989	123456789013	12.14

Payment Summary Help

Primary account no. 2748-6016-2
 Payment cart amount \$21.93
 Payment method EFT Account #1
 Payment date 12/6/2010
 Payment reference no. 1092035

Your payment has been processed. Please [print this page](#) for your records.

Back to account summary
Generate payment summary form

After payment is submitted for any invoice or shipment, there is a processing period during which changes can be made. These payments are marked in a pending payment status in your open Invoice List. To make changes, simply click the Payment Status link.

All-Open

Past Due

Paid/Closed

In Dispute

[Search all](#)

Invoice List (All-Open) Help

Filter by None selected Per page: 10 Page 1 of 1

Select all	Invoice no.	View/print	Invoice date	Due date	Account no.	Invoice status	Original Charges	Balance due	Payment status
<input type="checkbox"/>	0-999-99999		06/20/2009	06/25/2009	U222-U222-1	Open	3,900.24	3,900.24	Scheduled-EFT
<input type="checkbox"/>	1-999-99999		06/20/2009	06/23/2009	0222-0222-1	Open	2,752.34	2,752.34	
<input type="checkbox"/>	2-999-99999		08/01/2009	08/14/2009	0222-0222-1	Open	4,052.98	4,052.98	
<input type="checkbox"/>	3-999-99999		07/10/2009	07/19/2009	0222-0222-1	Open	4,340.00	4,340.00	

Notify user
Pay

[Icon legend](#)

After the payment has been processed, paid items will be moved to the Paid/Closed tab.

All-Open		Past Due		Paid/Closed		In Dispute		Search all	
Invoice List (Paid/Closed) Help									
Filter by None selected						Per page 10		Page 1 of 1	
Select all	Invoice no.	View/print	Invoice date ▲	Due date	Account no.	Original charges	Adjusted	Paid	Balance due
<input type="checkbox"/>	1234567		11/20/2009	11/25/2009	0222-0222-1	1,911.14	1,911.14	0.00	0.00
<input type="checkbox"/>	1234568		01/20/2009	01/23/2009	0222-0222-1	1,723.44	0.00	1,723.44	0.00
<input type="checkbox"/>	1234569		05/10/2009	05/19/2009	0222-0222-1	7,366.06	220.06	0.00	0.00
<input type="checkbox"/>	1234570		05/01/2009	05/14/2009	0222-0222-1	2,073.78	0.00	2,073.78	0.00
<input type="checkbox"/>	1234571		04/11/2009	04/16/2009	0222-0222-1	12.15	0.00	12.15	0.00
<input type="checkbox"/>	1234572		04/02/2009	04/12/2009	0222-0222-1	634.53	0.00	634.53	0.00

[Icon legend](#)

From there, you can see invoice details by clicking the invoice number. Then, select the View Invoice History link to see your payment history. Finally, you can click the payment reference number to view specific payment details.

Invoice History

Invoice Information				Help	
Invoice no:	8-043-82788	Original charges:	\$752.11	Past due:	\$752.11
FedEx tax Id no:	71-8376017	Account no:	0222-0222-1	In dispute:	\$752.11
Invoice date:	08/02/2009	Invoice status:	Open	Payments or credits:	\$0.00
Due date:	08/12/2009	Balance due:	\$752.11		
View Invoice Detail View/print PDF					

Payment History

Payment History						Help	
Payment date ▼	Payment scheduled date	Payment reference	Payment type	Payment status	Amount		
08/07/2009	08/07/2009	389033251	389748279834	Submitted-EFT	\$95.48		
08/06/2009	08/06/2009	364770339	745934230483	Submitted-EFT	\$175.48		
08/05/2009	08/05/2009	765000938	123654378984	Submitted-EFT	\$125.48		
08/04/2009	08/04/2009	204983764	345883176886	Submitted-EFT	\$5.31		
08/03/2009	08/03/2009	938763029	123456789818	Submitted-EFT	\$250.16		

Dispute History

Dispute History								Help	
Dispute date	Dispute no.	Tracking/transaction ID ▼	Original reason	Modified reason	Status	Requested amount	Credited		
07/28/2009	867780	1234567890	Pricing Error	Pricing Error	Denied	\$12.76	\$0.00		
07/28/2009	868739	1234567890	Pricing Error	Pricing Error	Other	\$21.37	\$0.00		
07/16/2009	867778	1234567890	No Knowledge of Shipment	No Knowledge of Shipment	Denied	\$5.48	\$0.00		
07/12/2009	867788	1234567890	Pricing Error		Submitted	\$567.56			

Disputing

You can dispute charges in two ways – either for invoices or individual shipments.

To dispute an entire invoice, click the Dispute Invoice button from the Invoice Details page. Select a reason for the dispute from the dropdown box, fill in any relevant details, and click the Submit Dispute button. A confirmation page will show your dispute details.

Dispute Entire Invoice

1 Dispute 2 Dispute Confirmation

[Clear all fields](#)

Dispute Information		Help
If you wish to dispute an individual shipment, please go to the Invoice Detail screen and select the shipment you would like to dispute.		
Account no.	0222-0222-1	
Invoice no.	5587456	
Total original charges	\$15,372.22	
Balance due	\$15,372.22	
Dispute amount	\$15,372.22	
Dispute type	<input type="text" value="Please select"/>	

[Back](#)

[Submit dispute](#)

To dispute a particular shipment, click a tracking/billing ID, and from the Tracking ID Details page, click the Dispute button at the bottom. Enter a dispute amount and select a reason for the dispute from the dropdown box. Fill in any relevant details, and click the Submit Dispute button. Again, a confirmation page will display.

Dispute Tracking ID

1 Dispute 2 Dispute Confirmation

[Clear all fields](#)

Dispute Information		Help
Account no.	0222-0222-1	
Invoice no.	5587456	
Tracking ID	123456789012	
Total original charges	\$15,372.22	
Balance due	\$8,072.22	
Dispute amount	<input type="text" value="\$7,300.00"/>	
Dispute type	<input type="text" value="Please select"/>	

[Back](#)

[Submit dispute](#)

On your Account Summary page, you can see all your current unresolved disputes under the In Dispute tab.

All-Open	Past Due	Paid/Closed	In Dispute		Search all				
Invoice List (In Dispute) Help									
Filter by None selected					Per page 10 Page 1 of 1				
	Invoice no.	View/print	Invoice date	Due date	Account no.	Original charges	Dispute date	Balance due	Dispute reason
 Pending	15-587-4222		01/20/2009	02/20/2009	0222-0222-1	3,900.24	03/27/2009	3,900.24	In-Dispute, Submitted-EFT
Icon legend									

View any relevant details by clicking on the dispute reason. On the Invoice History screen, you'll see the dispute history section and can click on the dispute number for even more details.

Dispute History Help							
Dispute date	Dispute no.	Tracking/ transaction ID	Original reason	Modified reason	Status	Requested amount	Credited
07/28/2009	867780	1234567890	Pricing Error	Pricing Error	Denied	\$12.76	\$0.00
07/28/2009	868739	1234567890	Pricing Error	Pricing Error	Other	\$21.37	\$0.00
07/16/2009	867778	1234567890	No Knowledge of Shipment	No Knowledge of Shipment	Denied	\$5.48	\$0.00
07/12/2009	867788	1234567890	Pricing Error		Submitted	\$567.56	

If your disputes have been resolved, click the view invoice history link (on the Invoice Detail page) to bring up the Invoice History screen. Here you'll again see the dispute history section and can click on the dispute number for in-depth information.

Searching

Performing a search is easy. Click the Search/Download tab and choose New Search or Download. Here you'll see the page is divided into two sections.

FedEx® Billing Online Plus [View Cart](#) \$752.11 [Printer-friendly](#) [Help](#)

Account Summary Search/Download My Options Message Center

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 a saved search Change values as needed in the fields below.

Select Saved Search

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
216493753 - 2165
222545960 - 4129
269711361 - 6524
273008942 - 2221
275003852 - 1346
249600531 - 1555
256791238 - 4287
274546791 - 2731
278266880 - 1096

* Select date range

From 09/12/2009 To 10/12/2009

*Results include only invoices up to 180 days from paid/closed date.

* Invoice status Open

Enter a saved search title (30 char m)

Save this search

Download data Search

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

Please select Enter the value to search

Quick search

On the left, you can perform a search using previously saved criteria, or select values to search such as a date range or invoice status. When conducting such a search, be sure to choose the correct account number under which the search should be performed.

On the right, you can perform a Quick Search for more narrow criteria, such as a specific invoice or tracking ID.

For a regular search, choose the relevant values and click the Search button. You may also opt to save your search for future use. Simply give it a name and check the Save this Search box.

On the Search results page, you'll have a variety of options depending on the search criteria you entered. For example, open and past-due invoices may be selected for payment.

Search Results [Help](#)

Per page Page of 1

Select all	Invoice no. ▼	View/print	Account no.	Invoice status	Invoice date	Original charges	Balance due
<input type="checkbox"/>	8-723-87441		0222-0222-1	Open	03/05/2007	7.96	7.96
<input type="checkbox"/>	8-723-81271		0222-0222-1	Past Due	03/05/2007	17.36	17.36
<input checked="" type="checkbox"/>	8-714-73269		0222-0222-1	Past Due, Submitted-EFT	02/27/2007	4.24	4.24
<input type="checkbox"/>	8-723-87345		0222-0222-1	Past Due	02/05/2007	1.91	1.91
<input checked="" type="checkbox"/>	8-714-07779		0222-0222-1	In-Dispute, Submitted-EFT	01/27/2007	120.21	120.21
<input checked="" type="checkbox"/>	8-723-82145		0222-0222-1	Past Due, Submitted-EFT	01/25/2007	14.91	14.91

[Icon legend](#)

Download All Search Results [Help](#)

Name of download file:

File type:

Template: [Create new custom template](#)

To change your search settings, click the Search/Download tab and choose Search & Download settings. Scroll to the bottom section marked Saved Searches. From here you can edit or remove previously entered saved searches or create a new one.

Saved Searches [Help](#)

Search name ▼	Search type	
Saved search #1	Tracking ID	Remove
Saved search #2	Tracking ID	Remove
Saved search #3	Invoice	Remove
Saved search #4	Transaction ID	Remove
Saved search #5	Payment reference	Remove
Saved search #6	Invoice	Remove

Downloading

Click the Search/Download tab and choose New Search or Download. Fill out the criteria for a regular search on the left. (For more details on how to conduct searches, see the Searching section above.)

The screenshot shows the FedEx Billing Online Plus interface. At the top, there are navigation tabs: Account Summary, Search/Download (selected), My Options, and Message Center. On the right, there are links for View Cart (\$752.11), Printer-friendly, and Help. The main content area is titled "Search" and has two steps: 1. Enter Search Criteria and 2. View/Download Search Results. A note indicates that an asterisk (*) denotes a required field. There are two search panels: "Search" and "Quick Search". The "Search" panel includes a "Select a saved search" dropdown, a "Select values to search" section with a "Search for" dropdown, an "Account number and Store ID" list (with a "Select all" checkbox), a "Select date range" section with "From" and "To" date pickers, an "Invoice status" dropdown, and a "Save this search" checkbox. The "Quick Search" panel has a "Search for" dropdown and an "Enter the value to search" text input. Both panels have "Download data" and "Search" buttons at the bottom.

Click the Download Data button. In the section that appears, name your file, choose your desired file type and template, and then click the Create Download button.

The screenshot shows a dialog box titled "Download data" with a "Search" button. It contains the following fields: "* Name of download file" (text input), "* File type" (dropdown menu), and "* Template" (dropdown menu). At the bottom, there are "Cancel" and "Create download" buttons.

In the Download Center, click the file name to download it. You may also delete files queued for downloading by clicking the “remove” link next to the file name.

Download Center

Download Results
[Help](#)

You have 1 file(s) being processed.

You have 4 file(s) ready for download.

Save time with FedEx Flat File Reporting Tool.

[Learn more >](#)



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	Template	Status	Generated by	Created on	Expires on	Action
Billing Data XLS 0205	XLS	Detailed Report Template (Express & Ground - all fields)	Complete	Derrick Reives	02/06/2011	02/21/2011	Remove
Billing Data CSV 0205	CSV	Detailed Report Template (Express & Ground - all fields)	Complete	Derrick Reives	02/05/2011	02/20/2011	Remove
Billing Data XML 0205	XML	Brief Report	Complete	Derrick Reives	02/05/2011	02/20/2011	Remove
InvPDF	PDF	Detailed Report Template (Express & Ground - all fields)	Pending	Derrick Reives	02/05/2011	02/20/2011	Remove
Billing Data TXT 0205	TXT	Detailed Report Template (Express & Ground - Flat File Tool)	Complete	Derrick Reives	02/05/2011	02/20/2011	Remove

Remove all Refresh

Search and download settings
Create a new download file

To change your download settings, click the Search/Download tab and choose Search & Download settings. In the section marked Automatic Downloads, you may enroll in Automatic Downloads, which will automatically generate a download file of invoice data each time a new invoice is created.

Search and Download Settings

* Denotes required field

Automatic Downloads
[Help](#)

[Clear all fields](#)

FedEx Billing Online can automatically generate a download file of your invoiced data each time a new invoice is created. Select "Yes" to enable Autodownloads.

Would you like to enroll in Automatic Downloads? Yes No

* Select a download template (note: if you do not select a template, the default all fields template will be used):

Detailed Report Template (Express & Ground - Flat File Tool)

Save

To customize your downloads, scroll to the Download Templates section. Here you'll see your saved templates, which can be edited or deleted. To make a new template, click the Create Template button.

Download Templates [Help](#)

Template name ▼	Template type	
Sample template #1	Invoice report	Remove
Sample template #2 (autodownload)	Tracking ID / Transaction ID	Remove
Sample template #3	Invoice report	Remove
Sample template #4	Payment preferences report	Remove
Sample template #5	Invoice report	Remove
Sample template #6	Tracking ID / Transaction ID	Remove

[Create template](#)

Enter a template name and type, and then select the fields for your template by highlighting the field name on the left and clicking the Add button in the middle. To remove criteria, highlight the field name on the right and click the Remove button.

Template Criteria [Help](#)

* Template name

* Template type

Select Fields for Template [Help](#)

[Select all fields](#)

- INVOICE GROUP
- Bill to Account Number*
- Store Id
- Original Amount Due
- Current Balance
- Payor
- SHIPMENT GROUP
- Ground Tracking ID Prefix
- Express or Ground Tracking ID*
- Transportation Charge Amount

[View field definitions](#)

[Add >>](#)

[<< Remove](#)

[Clear all fields](#)

When you're finished, click the Save Template button. Your new template will now be shown in the Download Templates section and can be applied to any future search or download.

Managing Users and Account Settings

Managing your users and account settings within FedEx Billing Online Plus is quick and easy.

To manage your settings, click the My Options tab and select Manage Account Settings. From here you'll be able to add primary accounts, add sub-accounts – or “child” accounts – to a primary account, remove an account, and edit account information such as your application settings and your store ID.

The screenshot displays the 'Manage Account Settings' page. At the top left, it says 'Manage Account Settings' with a note '* Denotes required field.' and a 'Clear all fields' link. The main content is divided into two sections: 'Add/Remove Accounts' and 'Edit Account Information'.
Add/Remove Accounts: This section includes:

- Adding a New Primary Account:** A text box explaining that users will be redirected to the FedEx login screen. A purple button labeled 'Add a primary account' is on the right.
- Adding a New Child Account to 1234-5678-9:** A text box explaining that users need to enter the account number and billing ZIP code. There are two input fields: '* Account no' and '* Billing ZIP code'. A purple button labeled 'Add a child account' is on the right.
- Remove a Child Account:** A text box explaining that users should select an existing sub-account from a dropdown to stop receiving bills. A dropdown menu labeled 'Current active accounts' with 'Select' as the current value is shown. A purple button labeled 'Remove Account' is on the right.

Edit Account Information: This section includes:

- Edit Store ID:** A text box explaining that users should select an account number and enter a new value, then click 'Update store ID'. A dropdown menu labeled 'Account no.' with 'Select' as the current value is shown. A purple button labeled 'Update Store ID' is on the right.
- Change Billing Medium to Paper:** A text box explaining that users can change their billing medium to paper but may lose some features. A purple button labeled 'Change Billing Medium to Paper' is on the right.

To create a new primary account, click the Add a Primary Account button and you will be directed to the FedEx account registration screen to complete the necessary information. Afterwards, you'll be able to use the dropdown on the Account Summary screen to choose between primary accounts. All actions performed within FedEx Billing Online will be conducted only within the chosen account.

To add a child account to an existing primary account, be sure you're logged in under the correct account, and then fill in the child account number and ZIP code. Click the Add a Child Account button.

Adding a New Child Account to 1234-5678-9

To add a sub-account (child account) to an existing primary FedEx account, enter the account number and billing ZIP code in the form field below.

* Account no

* Billing ZIP code

Add a child account

To remove a child account and stop viewing bills for that account through FedEx Billing Online, select it from the dropdown and click the Remove Account button.

Remove a Child Account

Select an existing sub-account (child account) from the drop down list below to stop receiving bills for that account through FedEx Billing Online.

Current active accounts

Remove Account

Under Edit Account Information, you'll see the option to update your application settings.

If you are a FedEx Billing Online administrator, you can opt to make the Approval and Notify feature available for all standard users. By default this feature is on. It provides a way for users to post their approvals and comments online, as well as send email notifications with comments to other users. Toggling this feature off will remove the approval functionality, but all users will still be able to issue notifications.

“Keep in mind that the Approve/Notify functionality will be visible and accessible to administrators and standard users only, View-only users are limited to issuing notifications.

Edit Account Information [Help](#) [Hide](#)

Update Application Settings

Approval buttons
 Make the Approval and Notify feature available for FBO Plus administrative and standard users. This feature provides a way for users to post their approvals and comments online, as well as send email notifications with comments to other users.

[Update Settings](#)

Edit Store ID

Select the account number of the store for which you wish to update the store ID. Once you've made your selection and entered the new value, select 'Update store ID' to apply the new setting.

Account no.

[Update Store ID](#)

Change Billing Medium to Paper

You may change your Billing Medium to Paper, but please be aware that you may lose some of the special features offered in Billing Online Plus.

[Change Billing Medium to Paper](#)

Edit your store ID by choosing the account number of the store or location, entering a new ID, and clicking the Update Store ID button.

Edit Store ID

Select the account number of the store for which you wish to update the store ID. Once you've made your selection and entered the new value, select 'Update store ID' to apply the new setting.

Account no.

[Update Store ID](#)

Edit your payment preferences by choosing Manage Payment Preferences from the My Options tab. Here you can sign up for automatic payments to make paying your FedEx invoices quick and easy. Just click Enroll in Autopay and enter your payment preferences.

Manage Payment Preferences

Automatic Payment Settings [Help](#)

Your account is not currently enrolled in [Automatic Payments](#). Make paying your FedEx invoices even easier by signing up for Automatic Payments with one of your saved payment profiles. When you sign up for AutoPay, you can also establish thresholds for payment amounts and timing.

[Enroll in autopay](#)

You can also update your current payment profiles. Click “edit” next to any existing payment profile to make changes, or add a new payment profile.

The screenshot shows a web interface titled "Your Current Payment Profiles" with a "Help" icon in the top right. It contains a table with two columns: "Profile name" and "Profile type". There are three rows, each representing a sample EFT profile. To the right of each row is an "Edit" link. Below the table is a button labeled "Add an EFT profile".

Profile name	Profile type	
EFT Profile Sample #1	EFT	Edit
EFT Profile Sample #2	EFT	Edit
EFT Profile Sample #3	EFT	Edit

[Add an EFT profile](#)

To invite, delete and update additional users for your account, click the My Options tab and select Manage Users.

Manage Users

FedEx Billing Online allows you to invite, delete and update additional users for your account. Currently, users can have standard access which allows them to view, pay and dispute invoices. Once you add a user, he or she will be sent an invitation allowing them to join FedEx Billing Online.

The screenshot shows a web interface titled "Existing Users" with a "Help" icon in the top right. It contains a table with four columns: "Select all", "Name", "E-mail address", and "User type". There is one row for a user named "Tracy Frank" with the email "tracyfrank@mycompany.com" and a "Standard" user type. There is an "update" button next to the user type. Below the table are three buttons: "Remove checked users", "Change administrator", and "Invite new user".

Select all	Name	E-mail address	User type
<input type="checkbox"/>	Tracy Frank	tracyfrank@mycompany.com	Standard update

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

To add a new user, click the Invite New User button.

The screenshot shows a web interface titled "Invite New User" with a "Help" icon in the top right. It contains a form with four fields: "First name", "Last name", "E-mail address", and "User type". The "User type" field is a dropdown menu currently set to "Select". At the bottom right are two buttons: "Cancel" and "Continue".

First name:
Last name:
E-mail address:
User type:

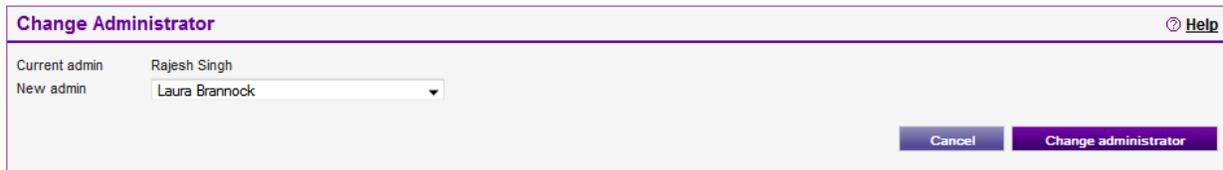
[Cancel](#) [Continue](#)

In the box that appears, enter the person’s name, email address, and user type: Standard, which allows the user to view, pay and dispute invoices, or View Only, which allows the user only to view invoices. Then click the Continue button. Your user will be sent an invitation email to join FedEx Billing Online. Once the invitation is accepted, he or she will be added to your Existing Users.

To edit permissions for existing users, select Standard or View Only from the drop-down next to each person’s name.

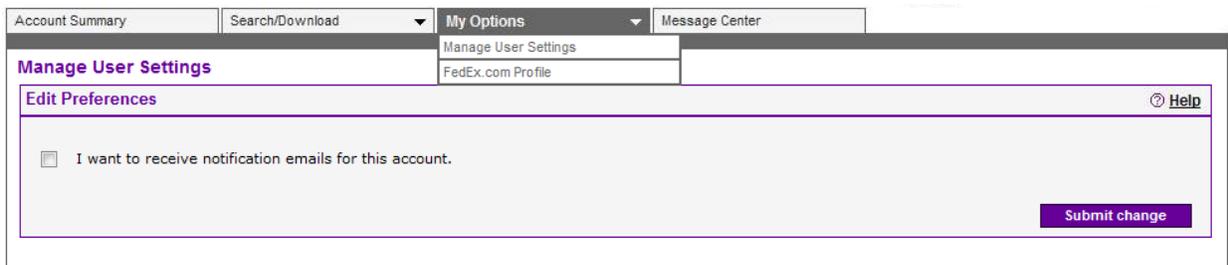
To delete a user from the list, check the box next to the person's name in the left column and then click the Remove Checked Users button.

You may also change the administrator for your account. Simply click the Change Administrator button and from the box that appears, select the new administrator from the dropdown list of invited Standard users and click the Change Administrator button.



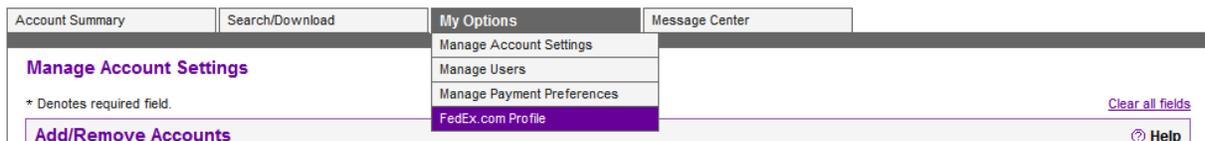
The image shows a dialog box titled "Change Administrator" with a "Help" icon in the top right corner. It contains two rows of information: "Current admin" with the name "Rajesh Singh" and "New admin" with a dropdown menu showing "Laura Brannock". At the bottom right, there are two buttons: "Cancel" and "Change administrator".

If you are an invited user, you can also choose to receive email notifications. To do this, click the My Options tab, choose Manage User Settings, select the checkbox, and click Submit Change. Please note this action is only for invited users. FedEx Billing Online administrators will automatically receive email notifications when, for example, new invoices are ready for payment, when files are ready to download, or when payments have been updated.



The image shows a screenshot of the "Manage User Settings" dialog box. The top navigation bar includes "Account Summary", "Search/Download", "My Options", and "Message Center". The "My Options" dropdown menu is open, showing "Manage User Settings" and "FedEx.com Profile". The "Manage User Settings" option is selected. The dialog box has a title bar "Manage User Settings" and a sub-header "Edit Preferences" with a "Help" icon. The main content area contains a checkbox labeled "I want to receive notification emails for this account." and a "Submit change" button at the bottom right.

You can select the FedEx.com Profile option to change your user profile for all of fedex.com.



The image shows a screenshot of the "Manage Account Settings" dialog box. The top navigation bar includes "Account Summary", "Search/Download", "My Options", and "Message Center". The "My Options" dropdown menu is open, showing "Manage Account Settings", "Manage Users", "Manage Payment Preferences", and "FedEx.com Profile". The "FedEx.com Profile" option is selected. The dialog box has a title bar "Manage Account Settings" and a sub-header "Add/Remove Accounts" with a "Help" icon. The main content area contains a note "* Denotes required field." and a "Clear all fields" link at the bottom right.