
From: spo
Sent: Tuesday, October 21, 2014 11:09 AM
To: spo
Subject: SPO ALERT: Federal Express Service Upgrade (Same Day Service)
Attachments: FedEx_SDC_UserGuide.pdf; FedEx_SDC_ActivationFlyer_Map Phoenix.pdf

SPO ALERT

Date: October 21, 2014

To: State Agency Chief Procurement Officers and Cooperative Members

From: State Procurement Office

Re: Federal Express Service Upgrade (Same Day Service)

The Arizona State Procurement Office (SPO) is pleased to announce FedEx has upgraded their existing "Same Day City" courier services to the State of Arizona on Contract ADSP012-010493 Small Package Delivery Services. FedEx merged with Kinko's Print Service and made a business decision to dedicate that fleet of vehicles to Same Day Delivery Service, separate from regular FedEx delivery services. This Same Day Courier Service features continuous updates of package tracking and delivery information via their website.

Effective immediately, Eligible Agencies can use their existing account numbers to use this service. A separate login is required to schedule deliveries at <https://www.fedexsameday.com>.

A "Same Day Account Manager" is available to assist interested parties to set up the separate login to the site, answer any questions about the service, and provide one-on-one training at your site if requested. The contact information has been provided below.

Contact Information:

Philip J. Birmingham
Worldwide Account Manager
FedEx SameDay® City
M:480-318-1339
philip.birmingham@fedex.com

Please see attachments for more information about the service and/or contact Philip at FedEx (local AZ Representative). Rate sheets for the Same Day Priority and Standard Services are attached to the Contract in ProcureAZ. Please forward this notice to your Buyers and Procurement Professionals to pass along to users of FedEx. If you have any questions regarding this announcement, please contact Cindy Tucker at 602-364-1347 or cindy.tucker@azdoa.gov.

****The information contained in this communication is privileged and confidential and is intended solely for the individual[s] and/or entities named herein. This information is not to be disseminated. If you have received this message in error, please reply to the sender and notify the sender of the error and then permanently delete the message and sent item. Thank you.****



Get fast, reliable delivery across the metro area. Use FedEx SameDay® City.

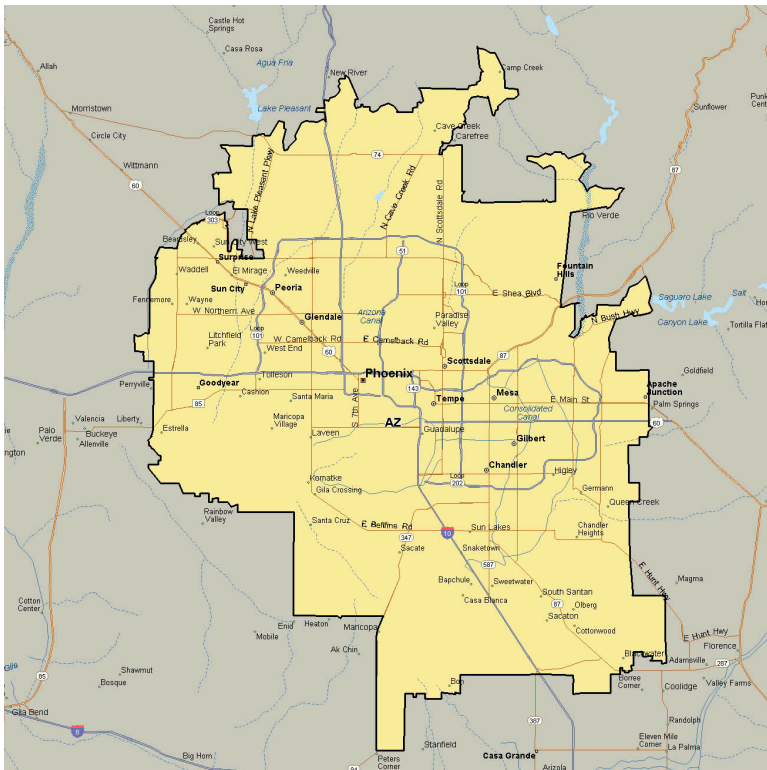


Start scheduling deliveries ASAP.

Why wait? Use FedEx SameDay City local courier service to get time-critical packages delivered across the Phoenix metro area today. It's easy. Here's how

Go to **fedex.com/samedaycity** or call **1.800.399.5999** to schedule a pickup or delivery, get rate quotes, and more.

Phoenix metro service area



Get started today.

Questions? Contact us for answers.
Philip Birmingham
Worldwide Account Manager
1.480.318.1339
philip.birmingham@fedex.com



FedEx SameDay[®] City

User Guide

Your step-by-step guide for sending time-critical packages with our local courier service



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SECTION 1: REGISTER ONLINE

Before shipping with FedEx SameDay® services, you need to create a user ID specific to FedEx SameDay. It can be the same user ID and password that you use to log in to **fedex.com**. However, your current **fedex.com** ID will not work unless you register for FedEx SameDay services.

Note: To get FedEx SameDay rates, as well as to access the FedEx SameDay ship, track and manage functions, you must log in to the FedEx SameDay site. These functions will not be visible when you log in to **fedex.com**.

To register, go to **fedex.com/sameday**.

On the left side of the page, under Register, click on Register for fedexsameday.com.

The screenshot shows the FedEx SameDay website interface. At the top, there is a navigation bar with the FedEx logo and links for Rate, Ship, Track, and Manage. Below this, the main content area is divided into two columns. The left column contains a 'FedEx SameDay Login' section with fields for User ID and Password, a dropdown for 'I want to:' (set to 'Get Rates/Transit Times'), a 'Remember Me' checkbox, and a 'Login' button. Below the login section is a 'Register' section with three links: 'New Customer Center', 'Register for fedexsameday.com' (highlighted with a red box), and 'Access User Guide'. The right column features a large banner for 'FedEx SameDay® City' with the tagline 'Cross-city delivery within hours' and an image of FedEx delivery trucks. Below the banner is a 'Track' section with a 'Track Shipments' heading, a text input field for the tracking number, and a large 'Track' button.

FedEx Rate Ship Track Manage

FedEx SameDay Login

User ID: [Forgot?](#)

Password: [Forgot?](#)

I want to:
Get Rates/Transit Times

☐ Remember Me **Login**

Register

[New Customer Center](#)
[Register for fedexsameday.com](#)
[Access User Guide](#)

Explore FedEx

Learn about:

- FedEx SameDay® City
- FedEx SameDay®
- FedEx SameDay® Freight

Contact FedEx SameDay®
Customer Service ▶
1.800.399.5999

FedEx SameDay® City
Cross-city delivery within hours

Track

Track Shipments

Enter your FedEx SameDay® tracking number:

Track

SECTION 1: REGISTER ONLINE (continued)

Enter your FedEx 9-digit account number that you would like to associate with your **fedexsameday.com** login in the Account field.

Complete all the required fields, then click Continue.

Register for fedexsameday.com

Enter your FedEx 9-digit account information that you would like to associate with your fedexsameday.com login

* Denotes required field

Enter Your Registration Information [Help](#)

Contact Information	Login Information
Enter the shipping address you want associated with your login.	
* Account	* Create a user ID
* First name	Use at least 6 characters.
* Last name	* Create a password
* Company Name	Use at least 6 characters and use at least one letter and one number.
* Address 1	* Re-enter password
Address 2	
* City	
* State	
* Zip Code	
* Country	
Phone no.	
Fax no.	
* Email	
* Re-enter email	
Default Time Zone	

Terms and Conditions

☐ I have read, understood and agree to be bound by the [FedEx.com Terms of Use](#). I also understand how FedEx intends to use my information. [Privacy Policy](#)

Cancel **Continue**

Important Tip: Your registration information must exactly match the information associated with your existing FedEx account.

You can reference a current invoice for your registration information or call **1.800.399.5999** to have a representative walk you through the process.

A New User Registration email will be sent to the email address provided in the form. Click on the link provided in the email to complete your registration.

FedEx SameDay® Online - New User Registration

system@fedexsameday.com

Follow up. Start by Tuesday, November 12, 2013. Due by Tuesday, November 12, 2013.

Sent: Tue 11/12/2013 2:41 PM

To:

Thank you for registering with FedEx SameDay® Online. Please begin taking full advantage of all the services we offer.

To confirm your registration click on the link below.

https://www.fedexsameday.com/framework/fdx_confirmreg.aspx?xid=47848

Your Log in Name is: FedExCustomer

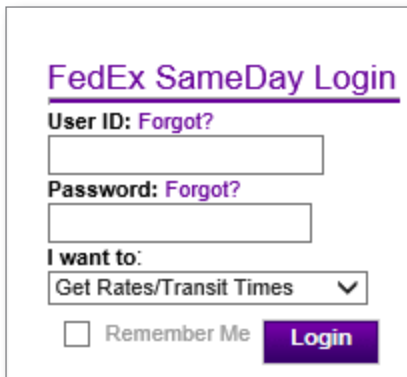
Please let us know if we can be of any assistance to you.

FedEx SameDay®

SECTION 2: LOG IN

Go to **fedex.com/sameday**.

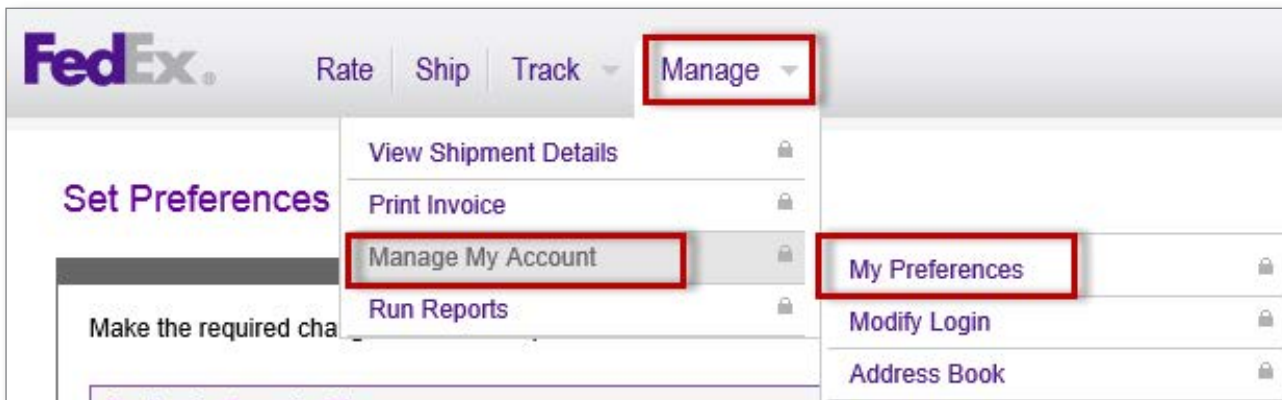
Enter your user ID and password. Click on Login.



The image shows the FedEx SameDay Login page. It has a purple header with the text "FedEx SameDay Login". Below the header, there are two input fields: "User ID: [Forgot?](#)" and "Password: [Forgot?](#)". Below these fields is a dropdown menu labeled "I want to:" with the option "Get Rates/Transit Times" selected. At the bottom, there is a checkbox labeled "Remember Me" and a purple "Login" button.

SECTION 3: ENTER OR EDIT ACCOUNT INFORMATION

To enter or update your default pickup and delivery addresses, reference information, time zone, and notification settings, hover over Manage, then over Manage My Account. Click on My Preferences.



The image shows the FedEx website's top navigation bar. The "Manage" dropdown menu is open, showing several options: "View Shipment Details", "Print Invoice", "Manage My Account", and "Run Reports". The "Manage My Account" option is highlighted with a red box. To the right of the dropdown menu, there is a "My Preferences" link, also highlighted with a red box. Below the "Manage My Account" link, there are links for "Modify Login" and "Address Book".

SECTION 3: ENTER OR EDIT ACCOUNT INFORMATION (continued)

Enter the information you want to set as the default. Click Save.

Make the required changes in the fields provided below and click the Save button.

Default Ready Time
When are you shipping? (Now) ▾

Pickup Details
Company
* Address 1 123 FedEx Way
* Address 2
* City Minneapolis
* State MN ▾
ZIP Code 55402

Delivery Details
Company
* Address 1
* Address 2
* City
* State ▾
ZIP Code

Default Reference Information that should appear on your invoice.
Reference

Choose a default Customer Account.

Active Orders Auto-Refresh Mode
Mode OFF ▾

Set your default Time Zone
Default Time Zone Central ▾

AUTO NOTIFY - SHIPPER
Order Received ☒ Pickup ☒
A/L Drop ☐ QDT Change ☒
Recover ☐ Exception ☐
Delivered ☒

AUTO NOTIFY - CONSIGNEE
Order received ☒ Pickup ☒
A/L Drop ☐ QDT Change ☒
Recover ☐ Exception ☐
Delivered ☒

Save Help

SECTION 3.1: CHANGE/UPDATE LOGIN INFORMATION

You can change your password, login information and contact details at any time.

Hover over Manage, then over Manage My Account. Click Modify Login.

FedEx. Rate Ship Track **Manage** ▾

Get Rates & Trans
Use this simple tool to obtain
Customer Account # HA

Manage My Account
View Shipment Details
Print Invoice
Run Reports

Modify Login
My Preferences
Address Book

SECTION 3.1: CHANGE/UPDATE LOGIN INFORMATION (continued)

Update information. Click Save.

The screenshot shows a web form titled "Change Your Login Information" with a purple header bar. Below the header, there is a section "Your Login Information" with a purple bar. It contains a "Login Name" field with the value "FedExCustomer" and a note "•User ID is at least 6 characters." Below this is a "Modify Password" section with a "Modify Password" button. The next section is "Your Contact Details" with fields for "First Name" (FedEx), "Last Name" (Customer), "Email Address" (FedExCustomer@FedEx.com), "Phone" (000-000-0000), and "Fax". At the bottom right are "Save" and "Cancel" buttons.

Change Your Login Information

Create a new user ID and/or password

Your Login Information

Login Name: FedExCustomer •User ID is at least 6 characters.

Modify Password: [Modify Password](#)

Select a new Secret Question and provide an answer

Your Contact Details

First Name: FedEx

Last Name: Customer

Email Address: FedExCustomer@FedEx.com

Phone: 000-000-0000

Fax:

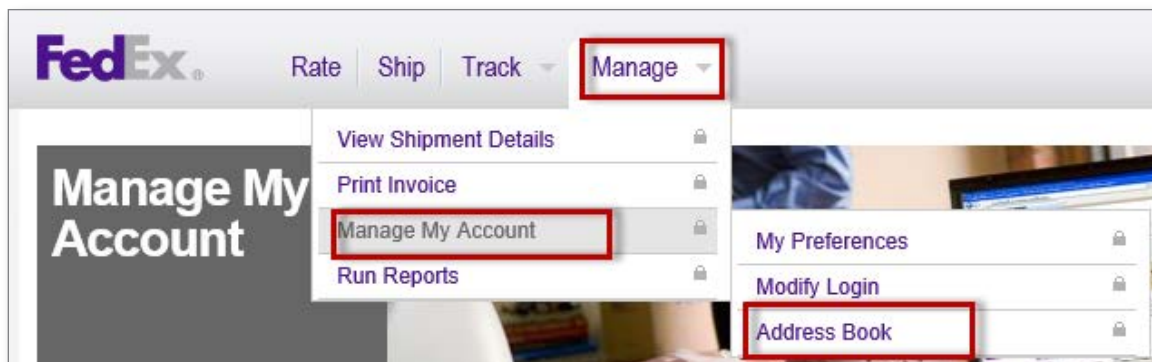
[Save](#) [Cancel](#)

SECTION 3.2: CREATE AND MANAGE ADDRESS BOOK

Create an address book to quickly access your customers' information. You can add addresses individually or import them from a spreadsheet.

Add an Individual Address

Hover over Manage, then over Manage My Account. Click on Address Book.



SECTION 3.2: CREATE AND MANAGE ADDRESS BOOK (continued)

Click on the Create Address button.

Enter contact information. Click Save.

Addresses		Import / Export
Create / Edit Address Welcome, FedEx Customer * Denotes required field		
Contact Information		? Help
Company :	<input type="text"/>	
Attention :	<input type="text"/>	
<hr/>		
* Address 1 :	<input type="text"/>	
Address 2 :	<input type="text"/>	
* City :	<input type="text"/>	
* State :	<input type="text" value="v"/>	
* ZIP :	<input type="text"/>	
* Phone No :	<input type="text"/>	
<hr/>		
* Instruction :	<input type="text"/>	
* Quick Code :	<input type="text"/>	
<hr/>		
* Email :	<input type="text"/>	
* Auto Load :	<input checked="" type="checkbox"/>	
Save		Cancel

SECTION 3.2: CREATE AND MANAGE ADDRESS BOOK (continued)

Import Addresses From a Spreadsheet

Note: The file you are importing must be saved as TEXT.

Click on the Import/Export tab.

Complete Steps 1–4, shown here, and click Import.

Addresses

Import / Export

Welcome, **FedEx Customer**

* Denotes required field

[Clear all fields](#)

Step 1 - Select and establish order of address fields in your text file.

CURRENT FIELD LIST

Company
Address 1
Address 2
City

AVAILABLE FIELD LIST

Add

Remove

Down

Up

Step 2 - Choose the delimiter type used in your text file.

Tab

Step 3 - Browse for the path of the text file you wish to import.

C:\Users\cpham\Desktop\SDC-import.txt

Browse...

Step 4 - Choose whether or not to have all Addresses cleared upon Import.

No, don't clear old addresses

Cancel

Import

Please Note:

- Importing a large address book may take several minutes depending upon your connection speed.
- Please click the Import button only once and do not click any other buttons in your browser while the import is being processed.

A preview of the address list will appear. Verify that the headers match the data; if so, click Complete Process. If not, you need to adjust the order of fields on your spreadsheet. Return to your address book to re-import.

Address Import Preview

Listed below is a sample of the addresses you are attempting to import. If the address book field headers match the address data in the grid simply click on the 'Complete Process' link below.

Company	Address 1	Address 2	City	State	ZIP Code	Phone	Fax	Email	Attn	Instruction	Quick Code
Company A	34345 Northwest Blvd	Suite 3	Plymouth	MN	55442	222-222-2222		companyA@email.com	Manager		1234
Media Company	76345 First Avenue		St. Paul	MN	55302	333-333-3333		mediacompany@email.com		Deliver to side door	
ABC Business	99102 Customer Street	Suite 22	Brooklyn Park	MN	55429	111-222-3333		ABC@ABC.com			

Complete Process

SECTION 3.3: EDIT OR DELETE A CONTACT

Locate the contact in your address book.

To edit a contact, click Edit. Update fields and click Save.

To delete a contact, click Delete. Click OK to confirm deletion.

Sort Order:

Company

▼

ALL A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

Addresses

Edit

Delete

Company: ABC Business

Address 1: 99102 Customer Street

Address 2: Suite 22

City/State: Brooklyn Park, MN

ZIP Code: 55429

Phone #: 111-222-3333

Attention:

Instruction:

Quick Code:

Fax #:

Email: ABC@ABC.com

Auto Load: Yes

SECTION 4: SCHEDULE A DELIVERY

Click on the Ship tab.



FedEx

Rate Ship Track Manage

Complete sections 1–6, shown here.

* Denotes required field

1. From

(Address Lookup) (Clear)

Quick Code

* Country/Location United States ▼

Company

* Contact name

* Address 1

Address 2

☐ This is Residence

* City

* State ▼

Instructions

Business open time Hour: 8 Minute: 00 AM ▼

Business close time Hour: 5 Minute: 00 PM ▼

4. Billing Details

Bill transportation to WILEY WOOD MARKETING - #1007045 ▼


Your Reference

5. Contact Info

* Name

* Phone no.

Email Notifications (optional)


AUTO NOTIFY SHIPPER 

7. Rates and Transit Times

Amounts are shown in USD [Calculate](#)

Promotion Code

3. Package & Shipment Details

Shipment Ready Date 11/14/2013 

Time Hour: 7 Minute: 35 AM ▼

Packaging Type Your Packaging ▼

* No. of Packages 1

* All Dimensions and Actual Wt are required

L: W: H: Act Wt: Rate Wt:

Total Act Wt: 1 Rate Wt:

Declared value 0.00 USD

8. Complete your Shipment

SECTION 4: SCHEDULE A DELIVERY (continued)

In section 7, click on Calculate to calculate pricing.

7. Rates and Transit Times

Amounts are shown in USD

Promotion Code

[Calculate](#)

Select Priority or Standard if prompted.

7. Rates and Transit Times

Amounts are shown in USD

Select	Transit Time	Your Rate
<input checked="" type="radio"/>	FedEx SameDay City Priority 14 Nov 2013 12:55 PM	16.58
<input type="radio"/>	FedEx SameDay City Standard 14 Nov 2013 05:00 PM	14.37

Promotion Code

[Re-Calculate](#)

Click Ship.

8. Complete your Shipment

[Ship](#)

Click OK to confirm.

Message from webpage

Are you sure you wish to complete this order?

[OK](#) [Cancel](#)

SECTION 4: SCHEDULE A DELIVERY (continued)


Review your shipment. Click Confirm.

Outbound Shipment			
From	FedEx Shipper 123 FedEx Way Minneapolis MN USA 55401	Ship Date	11/14/2013
		Service Type	FedEx SameDay City Priority
		Rate	44.20 USD
		Shipment Ready Time	11/14/2013 09:00 AM
		Delivery Commitment	11/14/2013 12:00 PM
		Package Type	FedEx Envelope
		Number of Packages	1
		Total Weight	1 lbs
		Declared value	0.00 USD
To	FedEx Customer 5456 Avenue A Minneapolis MN USA 55401	Bill transportation to	5456 Avenue A, Minneapolis, MN 55401
		Your reference	1234567890
		Special services	Signature Release

FedEx SameDay shipments that require COD services, or that contain diagnostic or clinical specimens or samples or alcoholic beverages (beer, wine, spirits), require special accommodation and therefore must be scheduled via the FedEx SameDay Call Center. If this applies to your shipment, please call 1.800.GoFedEx and say "SameDay."

Cancel
Edit
Confirm

Shipment will be scheduled, and your shipment receipt and tracking number will appear.



[Rate](#)
[Ship](#)
[Track](#)
[Manage](#)

Shipment Receipt

[Print Label](#)
[Print Receipt](#)
[Create New Shipment](#)
[Done](#)

Please print this receipt for your records.

Shipment Tracking # 509130785520

From

FedEx Shipper
123 FedEx Way
Minneapolis
MN
USA
55401

Ship Date

11/14/13

To

FedEx Customer
5456 Avenue A
Minneapolis
MN
USA
55401

Service Type

FedEx SameDay City Priority

Rate

44.20 USD

Shipment Ready Time

11/14/13 09:00 AM

Delivery Commitment

11/14/13 12:00 PM

Package Type

FedEx Envelope

Number of Packages

1 pc.

Total Weight

1 lb.

Declared value

0.0 USD

Bill transportation to

509130785520

Your reference

Special services

Signature Release

Package Details

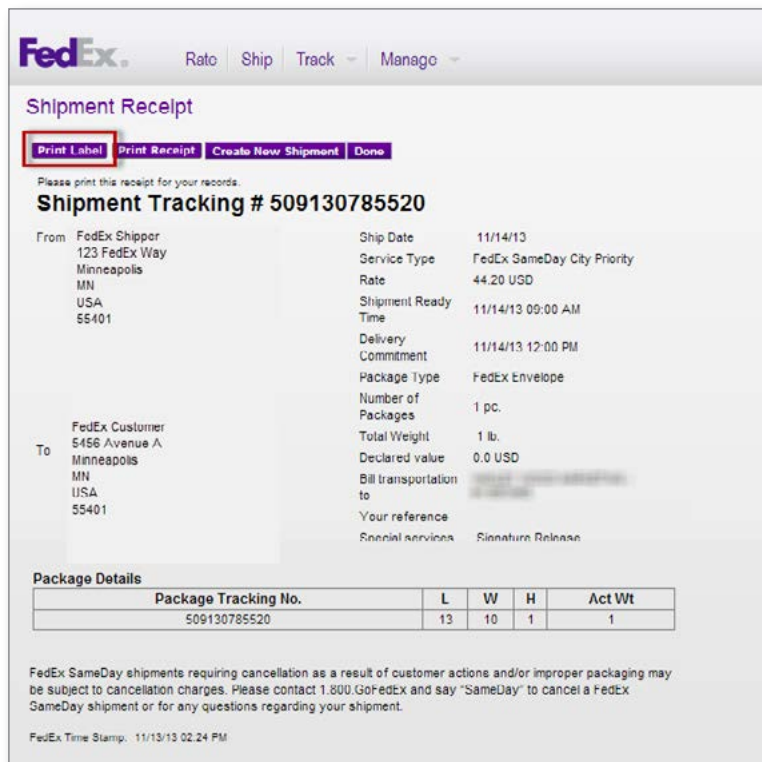
Package Tracking No.	L	W	H	Act Wt
509130785520	13	10	1	1

FedEx SameDay shipments requiring cancellation as a result of customer actions and/or improper packaging may be subject to cancellation charges. Please contact 1.800.GoFedEx and say "SameDay" to cancel a FedEx SameDay shipment or for any questions regarding your shipment.

FedEx Time Stamp: 11/13/13 02:24 PM

SECTION 4.1: PRINT A LABEL

On the Shipment Receipt page, click Print Label.



FedEx Rate Ship Track Manage

Shipment Receipt

[Print Label](#) [Print Receipt](#) [Create New Shipment](#) [Done](#)

Please print this receipt for your records.

Shipment Tracking # 509130785520

From: FedEx Shipper 123 FedEx Way Minneapolis MN USA 55401	Ship Date: 11/14/13 Service Type: FedEx SameDay City Priority Rate: 44.20 USD Shipment Ready Time: 11/14/13 09:00 AM Delivery Commitment: 11/14/13 12:00 PM Package Type: FedEx Envelope Number of Packages: 1 pc. Total Weight: 1 lb. Declared value: 0.0 USD Bill transportation to: Your reference: Special services: Signature Release
To: FedEx Customer 5456 Avenue A Minneapolis MN USA 55401	

Package Details

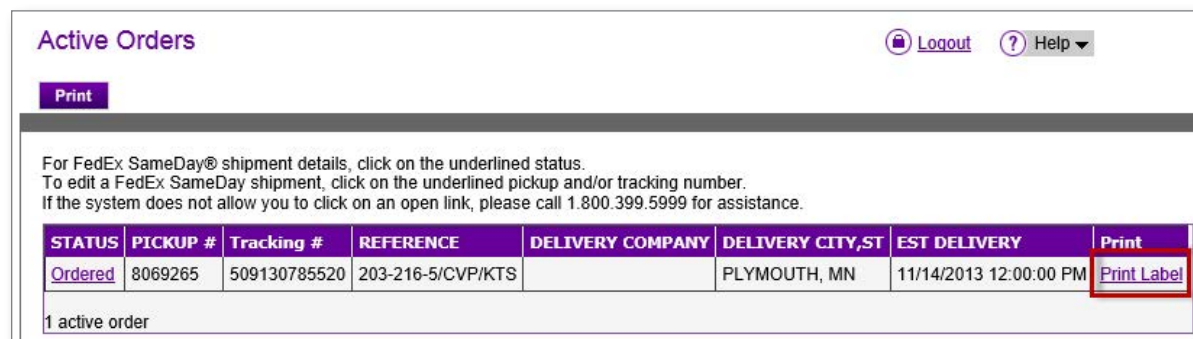
Package Tracking No.	L	W	H	Act Wt
509130785520	13	10	1	1

FedEx SameDay shipments requiring cancellation as a result of customer actions and/or improper packaging may be subject to cancellation charges. Please contact 1.800.GoFedEx and say "SameDay" to cancel a FedEx SameDay shipment or for any questions regarding your shipment.

FedEx Time Stamp: 11/13/13 02:24 PM

If you've already navigated away from the Shipment Receipt page, hover over the Track tab, then click Active Shipment.

Click on Print Label.



Active Orders

[Logout](#) [Help](#)

[Print](#)

For FedEx SameDay® shipment details, click on the underlined status.
To edit a FedEx SameDay shipment, click on the underlined pickup and/or tracking number.
If the system does not allow you to click on an open link, please call 1.800.399.5999 for assistance.

STATUS	PICKUP #	Tracking #	REFERENCE	DELIVERY COMPANY	DELIVERY CITY,ST	EST DELIVERY	Print
<u>Ordered</u>	8069265	509130785520	203-216-5/CVP/KTS		PLYMOUTH, MN	11/14/2013 12:00:00 PM	Print Label

1 active order

The label will open in a new window. Print using your printer.


SECTION 5: TRACK YOUR SHIPMENT BY TRACKING NUMBER

Click on the Track tab.



Enter your tracking number in the field. Click Track.

Track



- Track by Tracking Number
- Active Shipment
- Recent Deliveries

Track by Tracking Number

Enter your tracking number

Track

☐ Save your tracking numbers ?
[Clear your saved tracking numbers ?](#)

Need Help?

Call us for support at
1.800.399.5999

SECTION 5.1: TRACK VIA ACTIVE SHIPMENT PAGE

Hover over the Track tab, then click Active Shipment. A list of active orders will display.

Click on the status of the order you wish to track for details.

Active Orders

[Logout](#)
[Help](#)

Print

For FedEx SameDay® shipment details, click on the underlined status.
To edit a FedEx SameDay shipment, click on the underlined pickup and/or tracking number.
If the system does not allow you to click on an open link, please call 1.800.399.5999 for assistance.

STATUS	PICKUP #	Tracking #	REFERENCE	DELIVERY COMPANY	DELIVERY CITY,ST	EST DELIVERY	Print
<u>Ordered</u>	8069265	509130785520	203-216-5/CVP/KTS		PLYMOUTH, MN	11/14/2013 12:00:00 PM	Print Label

1 active order

Tracking results will load as shown.

FedEx SameDay® Tracking Results

STATUS: In Transit

Tracking #: 509130785520

Ship Date: 11/14/2013 9:00:00 AM (CT)

Est. Delivery Date: 11/14/2013 12:00:00 PM (CT)

Planned Itinerary Times displayed in Local Time.

Description	Completed
Order Received	11/13/2013 4:25:00 PM (CT)
Picked up	11/14/2013 9:07:00 AM (CT)
Shipment In Transit	11/14/2013 9:07:00 AM (CT)
Delivered	

Reference Information.

REFERENCE: 203-216-5/CVP/KTS

PICKUP AT:

MINNEAPOLIS MN 55401

Pieces: 1 Weight: 1

DELIVER TO:

PLYMOUTH MN 55442

Package Tracking No.	L	W	H	Act Wt
509130785520	13	10	1	1

Send a link to this page via email to

Send

(Note: Separate multiple email addresses with semicolons)

Current time is 11/14/2013 7:18:18 AM (pt)

SECTION 5.2: TRACK RECENT DELIVERIES

Hover over the Track tab, then click Recent Deliveries.

Recent Deliveries						
Print						
Shipments that have been delivered within the last 24 hours. Customize						
STATUS	PICKUP #	VOUCHER #	REFERENCE	DELIVERY COMPANY	DELIVERY CITY,ST	EST DELIVERY
Delivered	8069265	509130785520	203-216-5/CVP/KTS		PLYMOUTH, MN	11/14/2013 12:00:00 PM

Click the status to view delivery details.

SECTION 5.3: CUSTOMIZE RECENT DELIVERIES VIEW

Click on Customize to change the order of fields and which ones are displayed.

The Current Field List contains the fields in the order that they will display on the list. The Available Field List contains the fields available for display. To add a field to the view, highlight it in the Available Field List and click the Add button. To remove a field from the view, highlight it in the Current Field List and click the Remove button. To change the order of a field in the Current Field List, highlight it, then click on the Up or Down button. When finished, click the Update button to save the changes and return to the Recent Deliveries page.

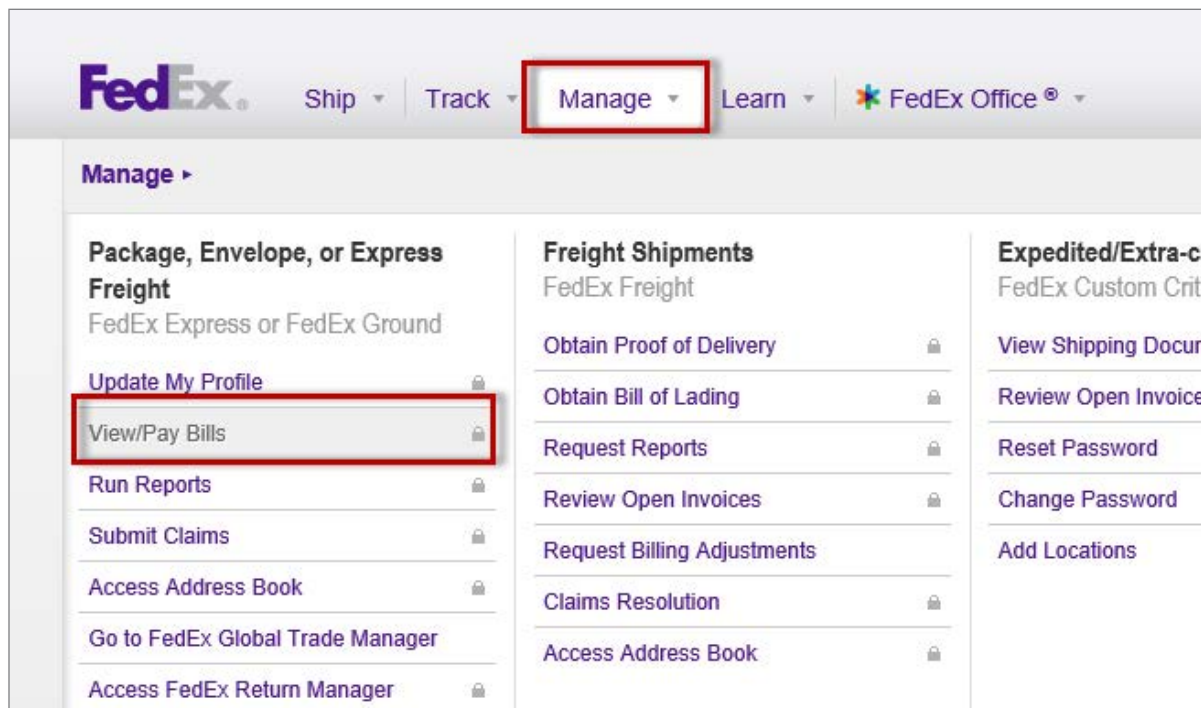
Customize Recent Deliveries		Logout	Help
<p>You can use the fields below to customize the Recent Deliveries view. The first list contains the fields in the order that they will display on the list. The second list contains the fields available for display. To add a field to the view, highlight it in the Available list and press the ADD button. To remove a field from the view, highlight it in the Current List and press the REMOVE button. To change the order of a field in the Current List, highlight it, then click on the UP or DOWN button. When finished, press the UPDATE button to save the changes and return to the Recent Deliveries page.</p>			
<div>Custom Fields</div> <div><div>CURRENT FIELD LIST</div><div>Status Pickup ID Voucher # Reference</div><div>Up Down Remove</div></div>			
<div>AVAILABLE FIELD LIST</div> <div>Pickup Airport Pickup Address(short form) Pickup Address(long form) Pickup Company Name</div> <div>Add</div>			
Update			

SECTION 6: MANAGE BILLING AND INVOICING

After your shipment has been completed, a paper invoice will be created and sent. The invoice will also be posted to FedEx® Billing Online Plus, where you can pay by a credit card associated with your FedEx Billing Online Plus account.

Note: You can only see FedEx SameDay City invoice *amounts* on FedEx Billing Online Plus, not the full invoice. To reprint invoices see Section 8 of this guide.

To access FedEx Billing Online Plus, log in to your **fedex.com** account. Click on the Manage tab, then select View/Pay Bills.



SECTION 6: MANAGE BILLING AND INVOICING (continued)

Click on the invoice number to view and pay online.

The screenshot shows the FedEx Billing Online Plus interface. At the top, there's a navigation bar with links for Ship, Track, Manage, Learn, and FedEx Office. Below this, the 'Account Summary' section displays the primary account 1234-5678-9 with original charges of \$132.09 and a past due amount of \$132.09. To the right, there are two notification icons: a red circle with a '1' indicating 'You have 2 past due invoices' and a blue circle with a '1' indicating 'You have 1 messages in the message center'. Below the account summary, the 'Invoice List (All-Open)' section shows a table of invoices. The first invoice, 1-234-56789, is highlighted with a red box. The second invoice, 0-111-21314, is also listed. At the bottom right, there are buttons for 'Approve/notify user', 'Pay', and 'Download invoice'.

Select all	Invoice no.	View/print	Invoice date	Due date	Account no.	Invoice status	Original Charges	Balance due	Payment status
<input type="checkbox"/>	1-234-56789		03/20/2012	04/04/2012	1234-5678-9	Past Due	89.09	89.09	
<input type="checkbox"/>	0-111-21314		03/16/2012	03/31/2012	1234-5678-9	Past Due	43.00	43.00	Scheduled Check

Click on Pay Invoice.

The screenshot shows the 'Invoice Detail View' for invoice 1-234-56789. The 'Billing Information' section on the left shows the invoice number, account number, and due date. The 'Charge Summary' section on the right shows the total invoice amount of \$89.09. At the bottom right, there are buttons for 'Approve/notify user', 'Download invoice', 'Dispute invoice', and 'Pay Invoice'. The 'Pay Invoice' button is highlighted with a red box. Below this, the 'FedEx Invoice Details' section shows a table of invoice items. The first item, 000001234567, is highlighted with a red box. The second item, 12124449999, is also listed. At the bottom right, there are buttons for 'Approve/notify user' and 'Pay'.

Select all	Tracking / billing ID	Date	Type	Product group	Reference	Payer	Status	Meter	Original charges	Balance due
<input type="checkbox"/>	000001234567	04/04/2012	Ground	SP		Shipper	Past Due	000000000	45.34	45.34
<input type="checkbox"/>	12124449999	04/03/2012	Express		NO REFERENCE INFORMATION	Third Party	Past Due	100003485	43.75	43.75

SECTION 6: MANAGE BILLING AND INVOICING (continued)

Click on Pay.

Account Summary Search/Download My Options Message Center

Welcome, Jane Plain

Account Summary [Help](#)

Primary Account	1234-5678-9	Add an account	You have 2 past due invoices.
Original Charges	\$132.09		You have 1 download file(s) ready in the download center.
Past due	\$132.09		You have 1 messages in the message center.
In dispute	\$0.00		
Payments or credits	\$0.00		
Balance due	\$132.09		

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 date	Due date	Account no.	Invoice status	Original Charges	Balance due	Payment status
<input checked="" type="checkbox"/>									
<input checked="" type="checkbox"/>	1-234-56789		03/20/2012	04/04/2012	1234-5678-9	Past Due	89.09	89.09	
<input checked="" type="checkbox"/>	0-111-21314		03/16/2012	03/31/2012	1234-5678-9	Past Due	43.00	43.00	Scheduled-Check

[Icon Legend](#) Approve/notify user **Pay**

Review your payment in the Payment Cart. Click Submit payment.

Your Payment Cart [Help](#)

1 Payment Cart 2 Payment Confirmation

1. Confirm Payment [Help](#)

Primary account no. 1234-5678-9
Amount to pay **\$132.09**

2. Payment List [Help](#)

Primary account no. 1234-5678-9 Results per page: 10

Account no.	Invoice no.	Invoice Date	Due date	Payment item	Payment amount	Action
1234-5678-9	1-234-56789	03/20/2012	04/04/2012	Invoice Payment	\$89.09	Remove
1234-5678-9	0-111-21314	03/16/2012	03/31/2012	Invoice Payment	\$43.00	Remove

Payment cart total: **\$132.09**
[Remove all items](#) [Add items](#)

3. Payment Options [Help](#)

☒ Credit Card
☐ Mail check

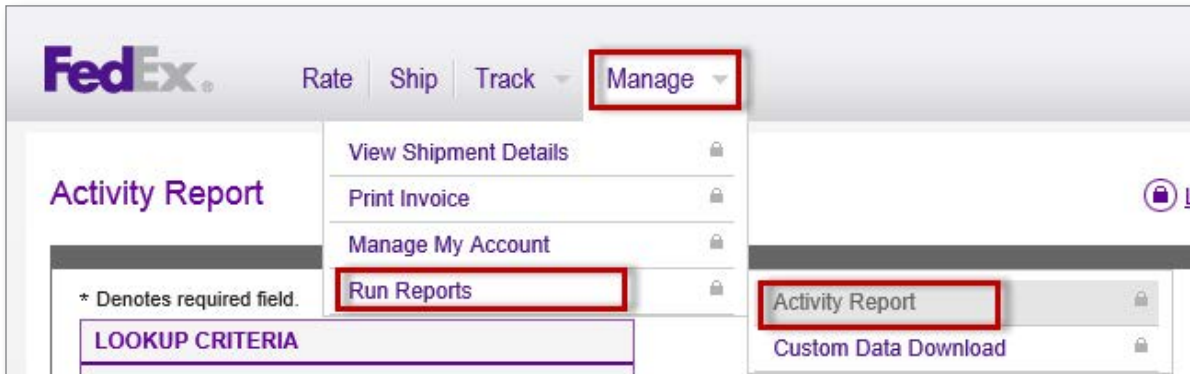
Profile: JPLAIN_CC_3 | [Add or Update Payment Profile](#)

Schedule date:

Submit payment

SECTION 7: RUN ACTIVITY REPORTS

To view shipping activity for your accounts, hover over the Manage tab, then over Run Reports.
Click on Activity Report.



Choose a time range by entering start and end dates. You can refine your search by reference, shipper, account number and/or invoice number. Click on Run Report.

A screenshot of the 'Activity Report' form. The form has a title 'Activity Report' and a note '* Denotes required field.' Below this is a section titled 'LOOKUP CRITERIA'. It contains several input fields: '* Start Date' (with a date picker icon), '* End Date' (with a date picker icon), 'Reference', 'Shipper', 'Acct #' (with a dropdown arrow), and 'Invoice #'. A red box highlights the 'Run Report' button at the bottom right of the form.

SECTION 7: RUN ACTIVITY REPORTS (continued)

The report will appear. Default view is shown here.

[Run Again](#) [Print](#)

Click on the Tracking number to view detail information.

Start Date: 11/14/2013 End Date: 11/14/2013 Acct: 116970465


Tracking#	Origin	Dest	Service	Pcs	Wt	Reference	Deliver To	City	State	Zip	Delivered	Signature	Charge*	Caller
509130785520	MSP	MSP	PR	1	1	203-216-5/CVP/KTS		PLYMOUTH	MN	55442	11/14/2013		\$44.20	
TOTALS				1	1								\$44.20	

*Charge subject to change.

SECTION 7.1: DOWNLOAD A CUSTOM REPORT

You can create a custom report using the Custom Data Download function. The data will download as an Excel spreadsheet.

Hover over the Manage tab, then over Run Reports. Click on Custom Data Download.









[Rate](#) [Ship](#) [Track](#) [Manage](#)

Activity Report

* Denotes required field.

LOOKUP CRITERIA

[View Shipment Details](#) 
[Print Invoice](#) 
[Manage My Account](#) 
[Run Reports](#) 
[Activity Report](#) 
[Custom Data Download](#) 

SECTION 7.1: DOWNLOAD A CUSTOM REPORT (continued)



Use the arrows to move Available Fields to Requested Fields. Click on Generate.
You will be prompted to save or open the document.

Custom Data Download

[Generate](#) [Back](#)

Report Name [Save as New](#)

☒ Show Sum Calculations

PU Date  to 

Account

(Ctrl + Click for multiple selections)

Add Custom Field [Add](#)

Available Fields

Account #

Caller

Consignee

Customer ID

Declared Value

DEL Addr 1

DEL Addr 2

DEL Airport

DEL Attempt Count

DEL Company

DEL Country

DEL Instruction

DEL Mileage

DEL State

DEL Wait Time

DEL Zip

Delivery Exception Code

Elapsed Job Time (mins)

EST Delivery Date

EST Delivery Time

EST Pickup Date

EST Pickup Time

Invoice Date

Invoice Number

Item Comment

>>

<<

Requested Fields

Charged Weight

DEL City

AWB

Dim Weight

Invoice Amount

EST Pickup Date/Time

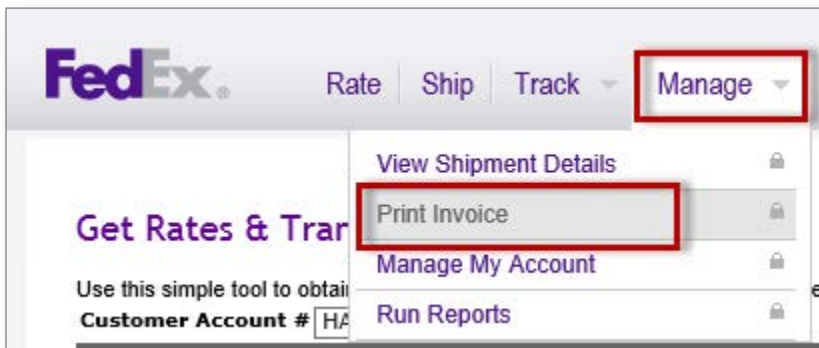
EST Delivery Date/Time

UP

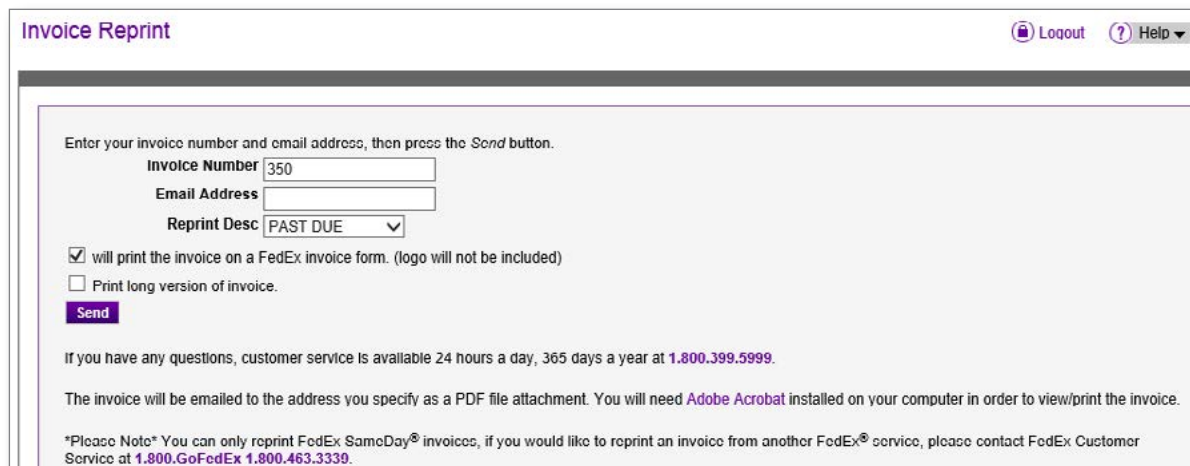
DOWN

SECTION 8: REPRINT INVOICES

Hover over the Manage tab and select Print Invoice.



Enter your invoice number and email address. Select the Reprint Desc option that applies. Click Send to print.

A screenshot of the 'Invoice Reprint' form on the FedEx website. The form is titled 'Invoice Reprint' and has a 'Logout' and 'Help' link in the top right. The form contains the following fields and options:

- Instructions: 'Enter your invoice number and email address, then press the Send button.'
- 'Invoice Number' field: Contains the value '350'.
- 'Email Address' field: Empty.
- 'Reprint Desc' dropdown: Set to 'PAST DUE'.
- Checkboxes:
 - ☒ will print the invoice on a FedEx invoice form. (logo will not be included)
 - ☐ Print long version of invoice.
- 'Send' button: A purple button.
- Footer text: 'If you have any questions, customer service is available 24 hours a day, 365 days a year at 1.800.399.5999.' and 'The invoice will be emailed to the address you specify as a PDF file attachment. You will need Adobe Acrobat installed on your computer in order to view/print the invoice.'
- *Please Note*: 'You can only reprint FedEx SameDay® invoices, if you would like to reprint an invoice from another FedEx® service, please contact FedEx Customer Service at 1.800.GoFedEx 1.800.463.3339.'

The invoice will be emailed to the address you specify as a PDF attachment.