As an exclusive benefit for being a member of My FedEx Rewards, you can request a refund or credit if an eligible FedEx Express® or FedEx Ground® shipment arrives late.*

**How to submit a request for refund or credit**

**Step 1.** If you are already enrolled in FedEx® Billing Online, log in to your Billing Online account. If you are not enrolled, see instructions below.

**Step 2.** From the Account Summary page, select the Invoice Number associated with the package not delivered on time.

**Step 3.** Select the individual tracking number.

**Step 4.** Select the Dispute button, then Dispute type/Dispute Reason.

If you are not enrolled in FedEx Billing Online, go to fedex.com, click the Support tab, and click View & Pay Bill. FedEx Billing Online is an easy-to-use online tool that helps you manage your invoice-related tasks by eliminating excess paperwork and improving productivity.

*Terms and conditions apply. For more details see My FedEx Rewards Terms and Conditions.*