



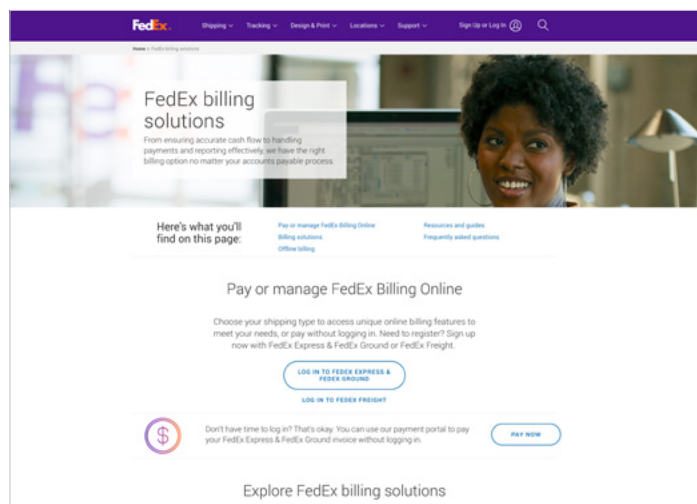
My FedEx Rewards



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.



If you are not enrolled in FedEx Billing Online, you may also use this link below to submit a request through the **invoice adjustment feature** at fedex.com.