



United States Postal Service
Click-N-Ship[®] Enhanced Experience Job Aid

Last Updated – May 9th, 2022

Overview

The enhanced Click-N-Ship® (CNS) experience is catered specifically towards small business shippers. You will be able to efficiently create and pay for labels beyond the current CNS capabilities.

You will have access to the following new features and services:

- Create multiple labels at once with different label information (i.e., recipient details, package sizes, shipping methods, destinations)
- Group labels into shipments
- Create labels by uploading a file of addresses or label information from your computer
- Pay for labels with Apple Pay
- Create, save, and manage labels in your Label Manager where you can edit your saved labels before paying for them.

This Job Aid will go through the various features found on the enhanced CNS application and walk-through step by step on how to use them.

Thank you for choosing the USPS for your packing and shipping needs!

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How to access the enhanced Click-N-Ship® experience

1) Sign into the enhanced Click-N-Ship experience

- Navigate to the [enhanced Click-N-Ship log in page](#).
- Enter your USPS username and password.
- Click the “Sign-in” button and wait to be redirected to the enhanced Click-N-Ship landing page.

USPS.COM Click-N-Ship®

Sign In To Your Account

Already have an account?
Enter Your Username and Password ⓘ
* indicates a required field

* Username
[Text Input Field]

* Password
[Text Input Field]

Sign In

Forgot your username? ⓘ
Forgot your password? ⓘ

New to USPS.com?
Create a USPS.com Account to...

- print shipping labels.
- request a Package Pickup.
- buy stamps and shop.
- manage PO boxes.
- print custom forms online.
- file domestic claims.
- set a preferred language.

Sign Up Now

Feedback

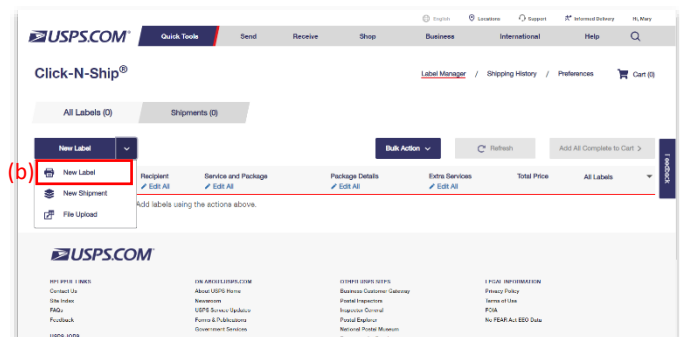
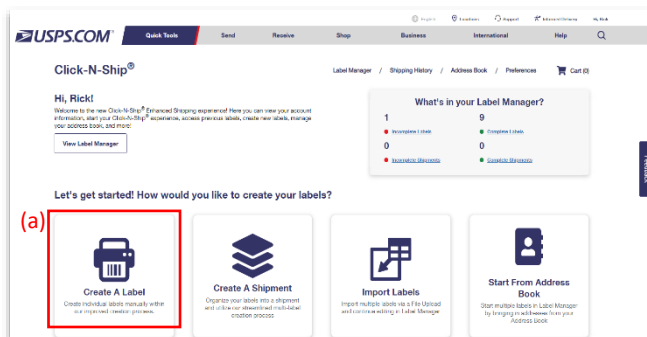
Label Creation Methods

Single Label Creation

Create a label for a single recipient following the steps below.

1) Begin Single Label Creation Process

- Option 1: Click on “Create a Label” box located on the landing page.
- Option 2: Click on “New Label” from Label Manager page.



2) Verify your Sender Details

The Sender Details section is pre-populated based on your account address by default. You can also set a different address in your Preferences to update your default address.

- a) If you would like to manually edit Sender Details information (i.e., Return Address, Email, Phone, Tracking Notifications selections), click “Edit” button to update those fields accordingly. Remember, to click “Save” within the Sender Details section to save any changes to the sender detail fields.
- b) If you are shipping from a different ZIP Code™ than the ZIP Code indicated in your Return Address, please enter the correct shipping from ZIP Code in the Ship from a different ZIP Code™ field. (e.g.: I am shipping items out of a warehouse in Washington, DC, but items should be returned to my location in New York. I would indicate I am shipping from Washington DC)

You can save your label to Label Manager after you have entered the Recipient Information. Once all required information is entered, you can add it directly to the Label Cart.

Step 1: Enter Recipient Details
Please provide information about the delivery address below. Recipient information is required before selecting package services.

Use Address Book

*First Name M.I. *Last Name

Company

*Country

*Street Address Apt./Suite

*City *State *ZIP Code™

Phone

Save to Address Book
 Send Recipient Email Notification

Sender Details
Each label you create will pre-populate with this sender information. If you would like to update this information, you may do so in your Preferences. Otherwise, you can edit each label once it is uploaded into Label Manager.

Return Address
Mary Doe
1234 Postal Lane
Washington, DC 98765

Ship from a different ZIP Code™

Email
ian.r.hutcherson@usps.gov

Phone
(443) 994-7291

Send me tracking notifications

3) Enter Recipient Details Manually

- a) Manually enter your Recipient’s Name, Company (if applicable), Country (if shipping internationally), Address, City, State, and ZIP Code™
- b) If you would like the package recipient to get email notifications about the package, check the “Send Recipient Email Notifications” checkbox. You will need to enter the recipient’s email address and can add an optional message (up to 125 characters).
- c) You can save the entered address to your Global Address Book for later reference or use by checkboxing “Save to Global Address Book” checkbox.

Step 1: Enter Recipient Details
Please provide information about the delivery address below. Recipient information is required before selecting package services.

Use Address Book

*First Name M.I. *Last Name

Company

*Country

*Street Address Apt./Suite

*City *State *ZIP Code™

Phone

Save to Address Book
 Send Recipient Email Notification

Sender Details
Each label you create will pre-populate with this sender information. If you would like to update this information, you may do so in your Preferences. Otherwise, you can edit each label once it is uploaded into Label Manager.

Return Address
Mary Doe
1234 Postal Lane
Washington, DC 98765

Ship from a different ZIP Code™

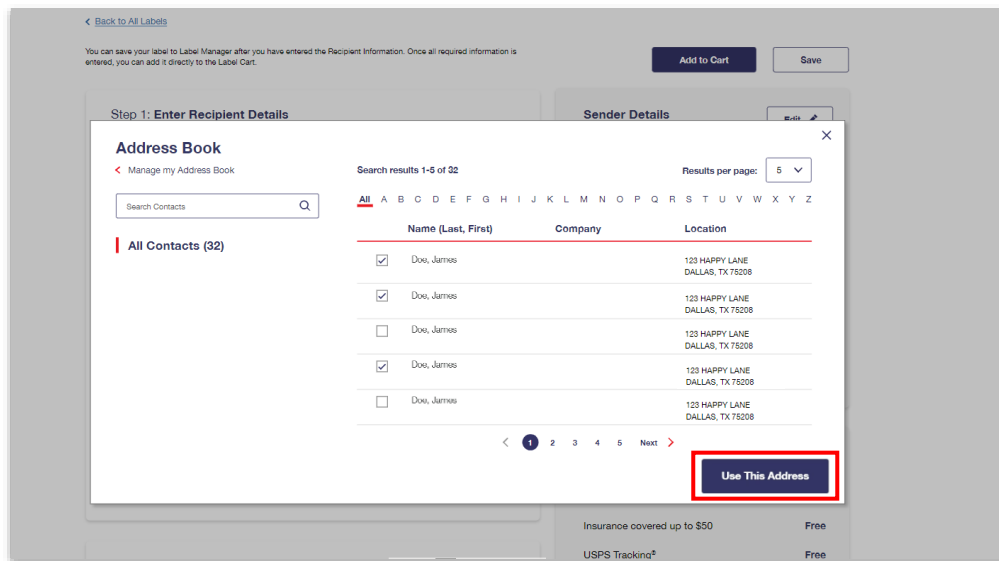
Email
ian.r.hutcherson@usps.gov

Phone
(443) 994-7291

Send me tracking notifications

4) Enter Recipient Details via Global Address Book

- a. You can also select a saved address from your Global Address Book. Click the “Use Address Book” button to access your Global Address Book.
- b. Search for your desired recipient address
- c. After selecting the desired recipient address, click the “Use This Address” button. The selected address should populate all the Recipient Detail fields.
- d. If you would like the package recipient to get email notifications about the package, check the “Send Recipient Email Notifications” checkbox. You will need to enter the recipient’s email address and can add an optional message (up to 125 characters).



5) Select Service and Package Type

- a) Select the date you would like the package to ship. You may select a date up to 3 days from today.
- b) Choose your Package Type: USPS Flat Rate Packaging or Choose your own box
 - i. If you select “Choose your own box” please enter package weight, package dimensions (if shipping a package greater than 12” long) and package girth (if applicable).
- c) Select your Service Type from the dropdown.
- d) Click “View Package Types” button to view all the service and package type options available based on your previous selections. *Prices and scheduled delivery dates displayed are calculated based on the Service Type selection and your Return Address and Recipient Address locations.* Select your desired service and package type from the table.
- e) If you don’t see your desired package type you can update your Shipping Date, Package Type, or Service Type to see other options.

Step 2: Select Your Service and Package Type

Choose a date up to 3 days from today.

01/06/2022

Choose Your Package Type

USPS Flat Rate Packaging

Choose your own box

Enter a non-zero value for pounds and ounces

0 lbs 0 oz

What if I don't know my package weight? (0)

This package has a dimension measuring over 12"

*Do any of the below characteristics apply to your package?
If multiple apply, please select one. Otherwise, choose None.

None

Select Your Service and Package Type

Selecting a Priority Mail Flat Rate product or a Priority Mail Express Flat Rate product requires USPS provided packaging.
If you plan to ship live animals, please go to your local Post Office™.

Service Type: which shipping method would you like for this package?

Priority Mail®

[View Package Types](#)

Prices below are based on shipping a from ZIP Code™ 20160 to 22202 on 1/6/2022. To change the options, update previous information.

Package Type	Scheduled Delivery	Price
<input type="radio"/> Priority Mail 1-Day®	Jan 07, 2022 1-Day	\$8.70 Per Label

6) Enter Package Content Details

Content Details section is only required for packages that require a Customs Form.

- Enter what will be inside the package. If there are multiple items, you can click the “Add Item” button.
- Enter the package value

Prices below are based on shipping a from ZIP Code™ 20160 to 22202 on 1/6/2022. To change the options, update previous information.

Package Type	Scheduled Delivery	Price
<input type="radio"/> Priority Mail 1-Day®	Jan 07, 2022 1-Day	\$8.70 Per Label

Don't see your Package Type? Update your Shipping Date, Package Type, and Service Type to see other options.

Step 3: Content Details

Package information is required before selecting package services in Step 3.

Item Details

If you'd like to add notes, use the fields below:

Item	Item Weight	Item Value	QTY
1	2	5	1

- Remove Item
+ Add Item

Package Details

Package Value

5

Enter a value up to and including \$5,000.00

7) Select Extra Services

- a) If you are interested in adding extra services to your package, please select one of the available Insurance options and Signature Services options

Label Summary

Priority Mail 1-Day®	\$8.70
USPS Tracking Electronic	Free
Insurance - Priority Mail	Free
Total	\$8.70

Step 4: Select Extra Services
Priority Mail covers up to \$50 of the package value. For packages with a value over \$50, additional insurance can be purchased to cover the balance.

Insurance

- Insurance for packages valued up to \$50 Free

Signature Services

- None
- Adult Signature 21 or Order Required 0 \$8.00
- Adult Signature Restricted Delivery 21 or Order 0 \$8.75
- Signature Confirmation Electronic 0 \$8.00
- Signature Confirmation Electronic Restricted Delivery 0 \$8.75

Included Services

- USPS Tracking Electronic Free

8) Final Steps

- a) Scroll to the top to review the “Label Summary” to verify all the details entered in the steps above.
- b) If everything is correct, click save at the top of the screen to save your label to your Label Manager
 - i. You are able to save at anytime as long as Recipient Details is provided. Saving will allow you to come back to this label later to make any changes prior to purchasing it
- c) If all required information is provided and you would like to proceed to purchase the label, please click “Add to Cart” button. You will be redirected to the Label Cart to complete your purchase

Step 1: Enter Recipient Details
Recipient information is required before selecting package services.

You can save your label to Label Manager after you have entered the Recipient information. Once all required information is entered, you can add it directly to the Label Cart.

Sender Details

Each label you create will pre-populate with this sender information. If you would like to update this information, you may do so in your Preferences. Otherwise, you can edit each label once it is uploaded into Label Manager.

Return Address
Mary Doe
1234 Postal Lane
Washington, DC 20755
Ship from a different ZIP Code™

Email
jared.l.cohan@accenturefederal.com
Phone
(312) 300-1234
 Send me tracking notifications

Label Summary

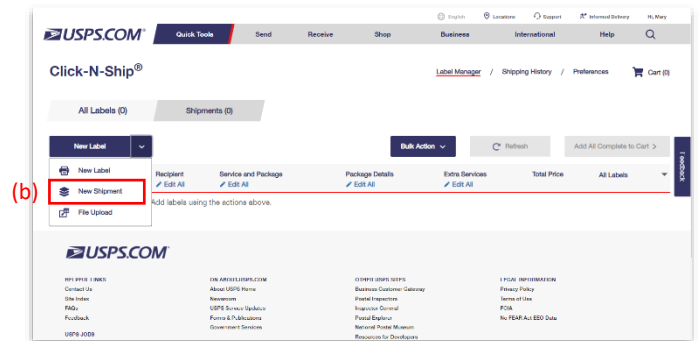
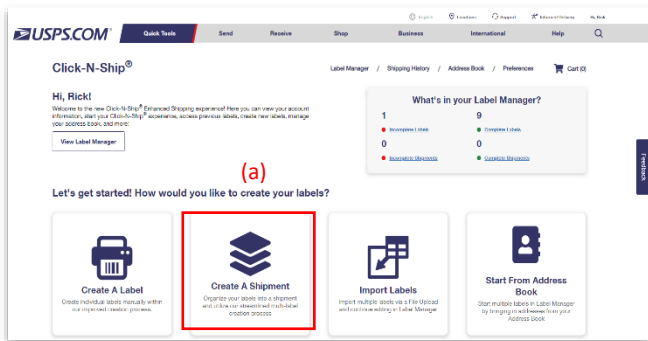
Priority Mail 1-Day®	\$8.70
USPS Tracking Electronic	Free
Insurance - Priority Mail	Free
Total	\$8.70

Multi Label Shipment

Create multiple labels for multiple recipients via the shipment methods.

1) Begin Multi-Label Shipment Process

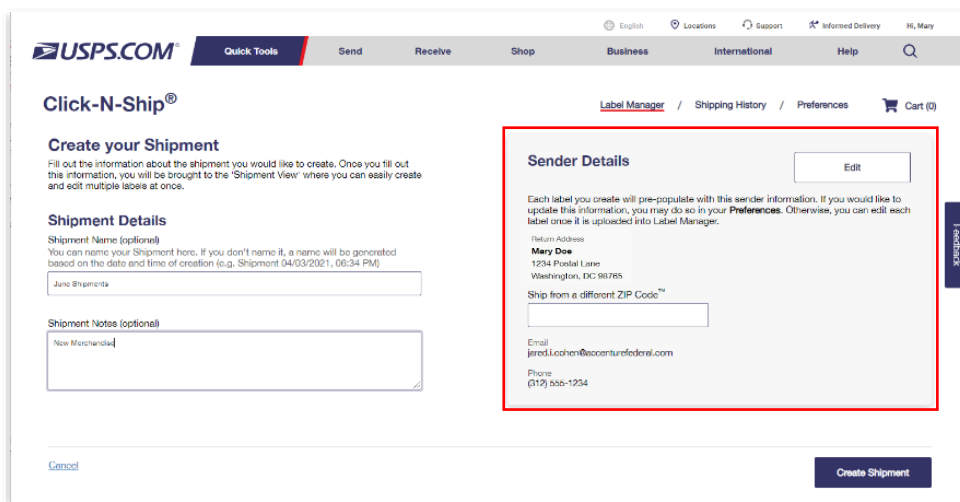
- a) Option 1: Click on “Create A Shipment” box located on the landing page
- b) Option 2: Click “New Shipment from Label Manager Page



2) Verify your Sender Details

Sender Details section is pre-populated based on what is set in your Preferences/under your USPS.com Account Information

- a) If you would like to manually edit Sender Details information (i.e., Return Address, Email, Phone, Tracking Notifications selections), click “Edit” button to update those fields. Remember, to click “Save” within the Sender Details section to save any changes to the sender detail fields.



3) Enter Shipment Details and Create Shipment

- Enter a shipment name. If no name is entered, it will autogenerate a shipment name.
- Enter optional shipment notes.
- Click “Create Shipment” to be directed to the “Shipment Summary” page and to start adding recipients.

USPS.COM Quick Tools Send Receive Shop Business International Help

Click-N-Ship® Label Manager / Shipping History / Preferences Cart (0)

Create your Shipment

Fill out the information about the shipment you would like to create. Once you fill out this information, you will be brought to the "Shipment View" where you can easily create and edit multiple labels at once.

Shipment Details

Shipment Name (optional)
You can name your Shipment here. If you don't name it, a name will be generated based on the date and time of creation (e.g. Shipment 04/03/2021, 06:34 PM)

Shipment Notes (optional)
New Merchandise

Sender Details Edit

Each label you create will pre-populate with this sender information. If you would like to update this information, you may do so in your Preferences. Otherwise, you can edit each label once it is uploaded into Label Manager.

Return Address
Mary Doe
1234 Postal Lane
Washington, DC 98765

Ship from a different ZIP Code™

Email
jared.lochen@ecourturefederal.com

Phone
(117) 555-1234

Feedback

Cancel **Create Shipment**

4) Adding Recipients

- Option 1: Add Recipients to a shipment via File Upload. Guidance on File Upload can be found below.
- Option 2: Add recipients to a shipment via Label Manager. Guidance on Label Manager actions can be found below.

USPS.COM Quick Tools Send Receive Shop Business International Help

Click-N-Ship® Label Manager / Shipping History / Preferences Cart (0)

Back to Shipments

Labels in the shipment automatically load as you enter information

Shipment: June Shipments Label(s) Edit Refresh

Shipment Summary

1x Insurance - Priority Mail	Free
1x USPS Tracking Electronic	Free
1x USPS Tracking®	Free

Total (0 Complete Labels) 231.08

Sender Information

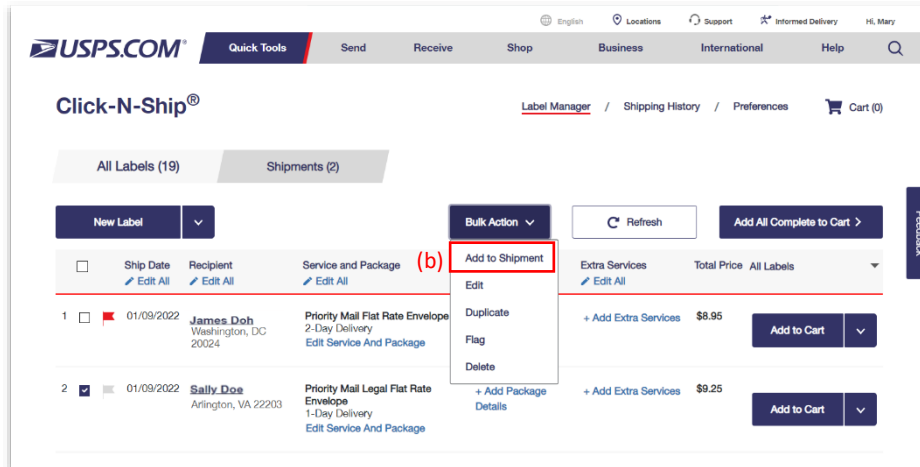
Mary Doe
1234 Postal Lane
Washington, DC 98765

Shipment Notes

New Merchandise

(a) **Add From File Upload** Bulk Action Add All Complete to Cart

	Ship Date	Recipient	Service and Package	Package Details	Extra Services	Total Price	All Labels
1	01/09/2022	James Doh Washington, DC 20034	Priority Mail Flat Rate Envelope 2-Day Delivery Edit Service And Package	+ Add Package Details	Insurance - Priority Mail USPS Tracking Electronic Edit Extra Services	\$8.95	Add to Cart
2	01/06/2022	Sally Doe Arlington, VA 22203	Priority Mail Legal Flat Rate Envelope 1-Day Delivery Edit Service And Package	+ Add Package Details	+ Add Extra Services	\$9.25	Add to Cart



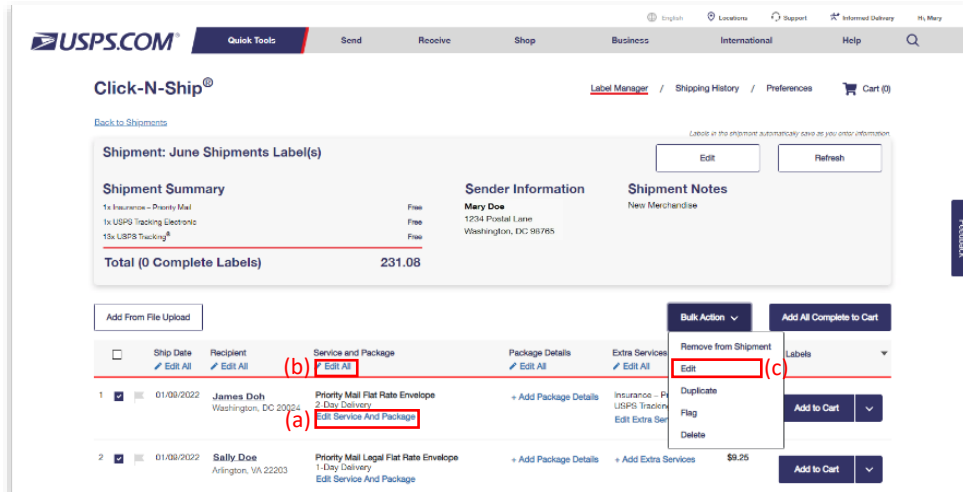
5) Select Service and Package Details

You must select a service and package type.

There are multiple ways to select your Service and Package Types. Steps (a)-(c) each outline a different method to select service and package details for the recipients.

If you have 50 or more labels destined for the same delivery area, you may be eligible for USPS Connect™ Regional. More information on USPS Connect™ Regional can be found [here](#).

- a) **Individual Recipient Method:** If you would like service and package details specific to each recipient you may click on the “Add Service and Package” button in the recipient’s label row. A pop-up will appear where you can select the service and package type for a single recipient.
- b) **“Edit All” Method:** If all recipients to have the same services and package details, you may select the “Edit All” button located beneath the “Service and Package” title. A pop-up will appear where you can select the service and package type for all recipients.
- c) **Bulk Action Method:** If there are sub-group of recipients with the same service and package details, you may check their names on the left, click the “Bulk Action” button, and select the “Edit” option in the drop-down menu. A pop-up will appear where you can select the service and package type for the sub-group of recipients.

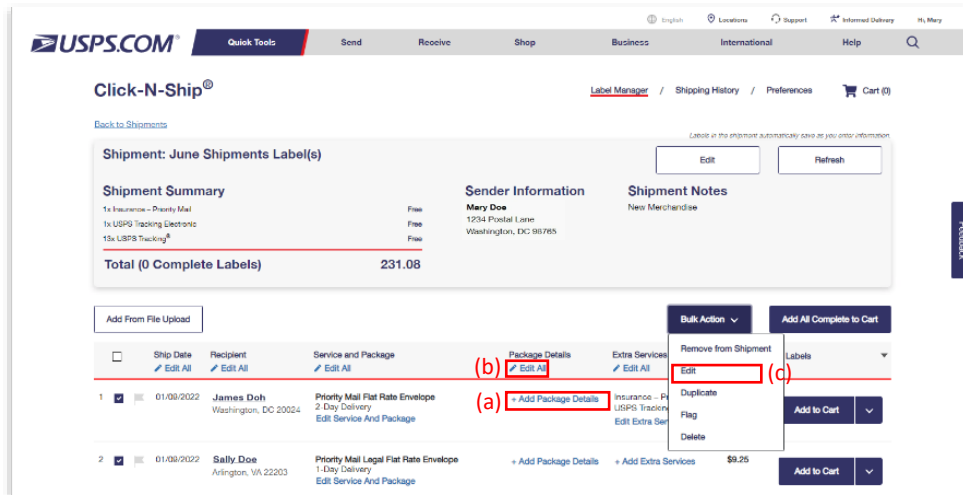


6) Edit Package Details

Content Details section is only required for packages that require a Customs Form.

There are multiple ways to enter package details for your labels. Steps (a)-(c) each outline a different method to select service and package details for the recipients.

- a) **Individual Recipient Method:** If you would like to input package details specific to each recipient you may click on the “Add Package Details” button in the recipient’s label row. A pop-up will appear where you can enter the package details for a single recipient.
- b) **“Edit All” Method:** If all recipients have the same package details, you may select the “Edit All” button located beneath the “Package Details” title. A pop-up will appear where you can enter the package details for all recipients.
- c) **Bulk Action Method:** If there are sub-group of recipients with the same package details, you may checkbox their names on the left, click the “Bulk Action” button, and select the “Edit” option in the drop-down menu. A pop-up will appear where you can enter the package details for the sub-group of recipients.

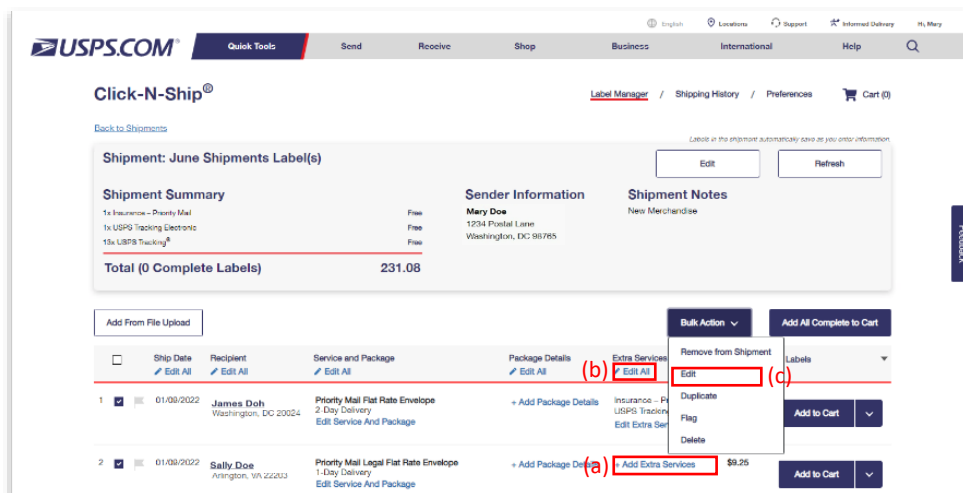


7) Select Extra Services

If you are interested in adding extra services to your package(s), please select one of the available Insurance options and Signature Services options.

There are multiple ways to select your Extra Services for your packages. Steps (a)-(c) each outline a different method to select service and package details for the recipients.

- a) **Individual Recipient Method:** If you would like to select Extra Services specific to each recipient you make click the “Extra Services” button in the recipient’s label row. A pop-up will appear where you can select the desired Extra Services for a single recipient.
- b) **“Edit All” Method:** If your batch of labels all have the same service and package type and all recipients require the same Extra Services, you may select the “Edit All” button located beneath the “Extra Services” title. A pop-up will appear where you can select the desired Extra Services for all recipients.
- c) **Bulk Action Method:** If there are sub-group of recipients with the same service and package type that need Extra Services, you may checkbox their names on the left “Bulk



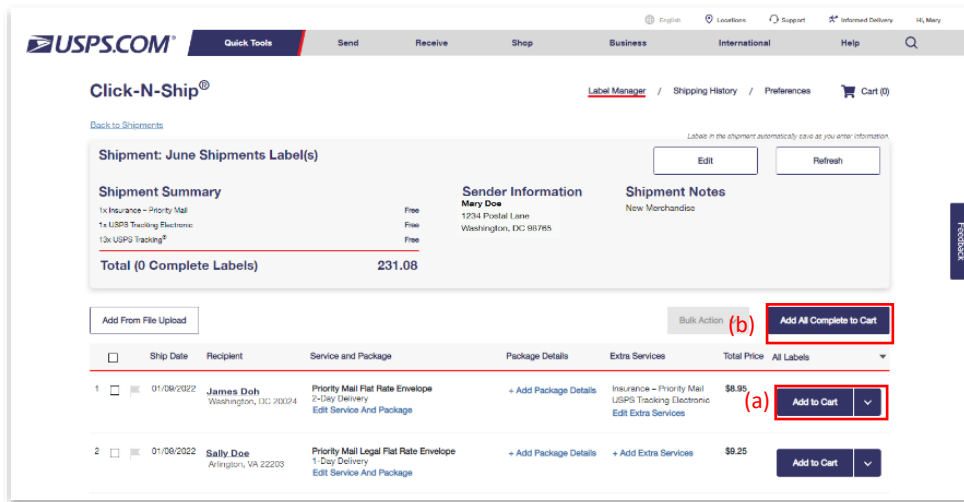
Action” button near the top, and select the “Edit” option in the drop-down menu. A pop-up will appear where you can select the desired Extra Services for the sub-group of recipients.

8) Adding Labels to Cart

Review all the recipient details, and if everything is correct begin adding labels to your cart for checkout.

There are multiple ways to add labels to the cart. Steps (a)-(b) each outline a different method to select service and package details for the recipients.

- a) **Individual Recipient Method:** Individually add labels to cart by clicking the “Add to Cart” button in the recipient’s row
- b) **“Add All” Method:** Add all labels by clicking the “Add All Complete to Cart” button

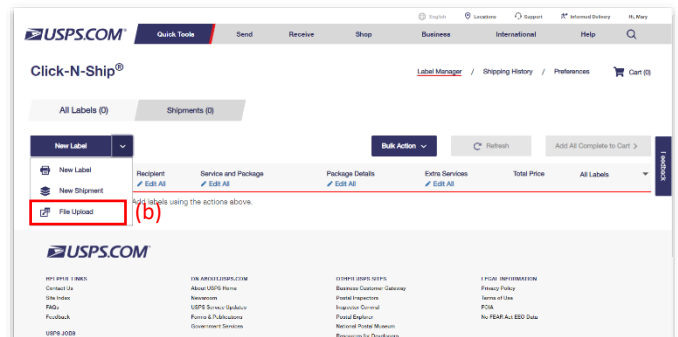
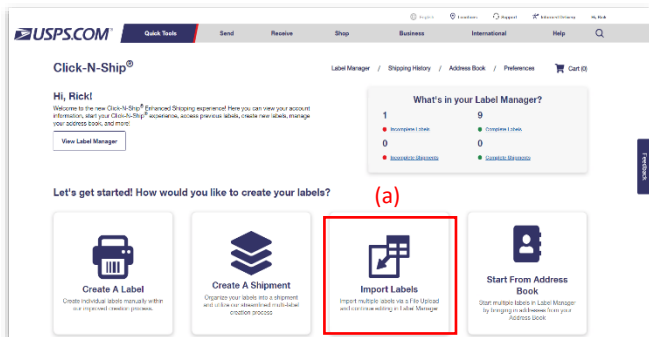


File Upload

Import multiple labels via the File Upload method outlined below.

1) Begin File Upload Process

- a) Option 1: Click on “Import Labels” box located on the landing page
- b) Option 2: Click on “File Upload” from Label Manager page



2) Verify your Sender Details

Sender Details section is pre-populated based on what is set in your Preferences/under your USPS.com Account Information

- a) If you would like to manually edit Sender Details information (i.e., Return Address, Email, Phone, Tracking Notifications selections), click “Edit” button to update those fields accordingly. Remember, to click “Save” within the Sender Details section to save any changes to the sender detail fields.

The screenshot shows the USPS Click-N-Ship File Upload interface. The 'Sender Details' section is highlighted with a red box. It includes an 'Edit' button and pre-populated information: Return Address (Mary Doe, 1234 Main St, Washington, DC 20001), Ship from a different ZIP Code, Email (jdoe123@usps.com), and Phone (301) 555-1234.

3) Enter Shipment Details and Upload File

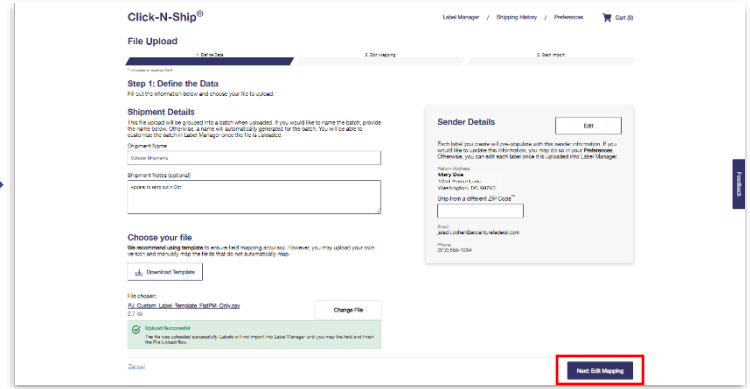
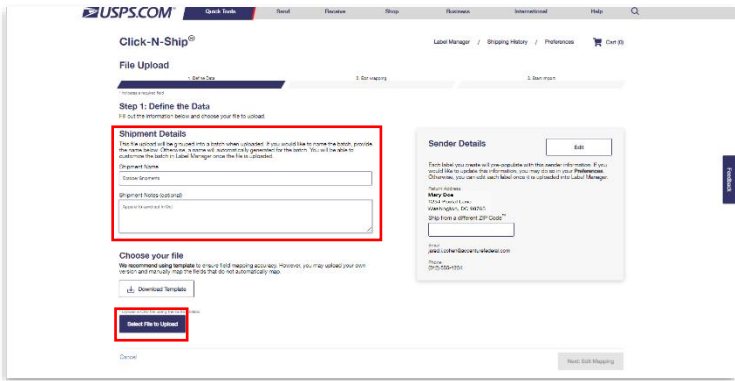
The file upload will be grouped into a shipment when uploaded.

- a) Enter a shipment name. If no name is entered, it will automatically generate a shipment name.
- b) Enter optional shipment notes.
- c) Click “Select File To Upload” button to upload your .csv file. If your file uploads successfully, you will see a green box verifying its successful upload
 - i) Note, you can also download the USPS File Upload template to ensure the field mappings are accurate.
 - ii) You may reference the File Upload guide file below to assist in building your own file. Please play special attention to the accepted Service and package types listed out in the example file.



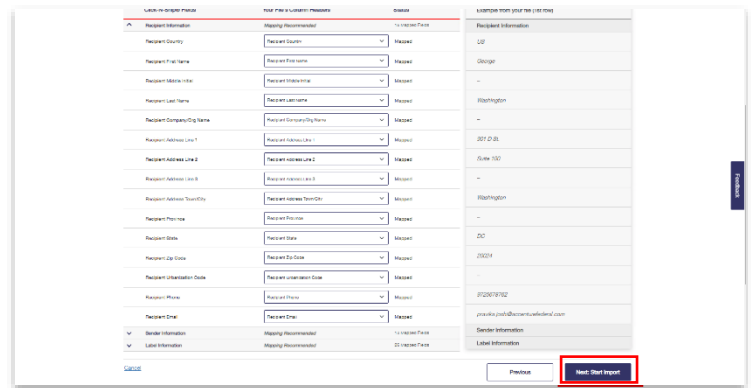
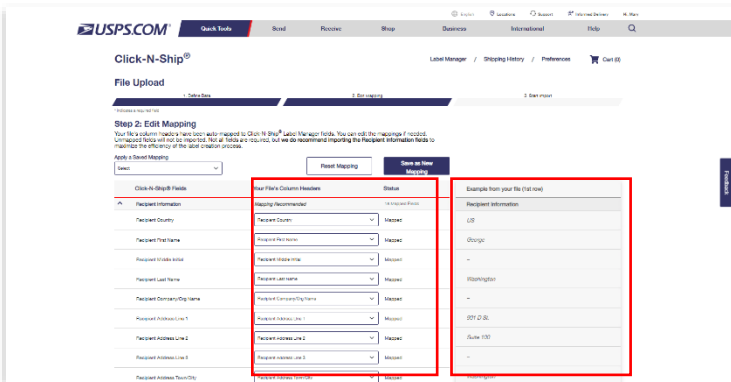
JobAid_FileUploadExample.xlsx

- d) Click “Next: Edit Mapping” button to proceed to the next steps.



4) Edit Mapping

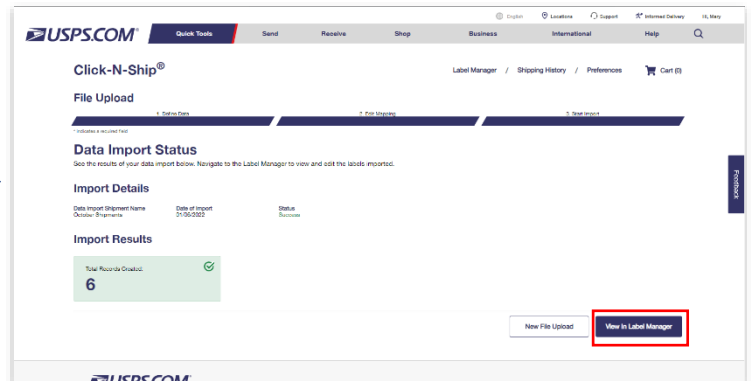
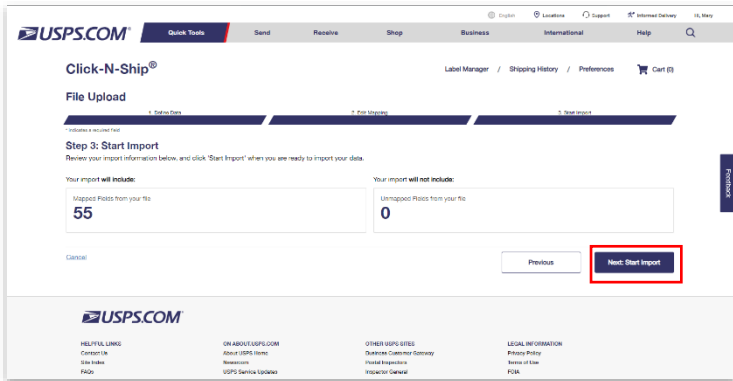
- a) Verify that your file-fields auto-mapped to the correct Click-N-Ship® fields. If a field is not correctly map, you may select another field from the drop-down menu.
 - i) You may save the current mapping as new mapping for future use by click the “Save A New Mapping” button.
 - ii) Note, unmapped fields will not be imported
- b) In the "Example from your file (1st row)" section, verify the example fields displayed contain the content from your file's first row.
- c) If all information is correct, you may click the “Next: Start Import” button.



5) Start Import

- a) Review the information on the “Step 3: Start Import” page. You can click the down carat to view the unmapped fields that will not be imported.
- b) If everything is correct, click “Start Import” button to begin importing your file.
- c) Once everything has been imported, you will be shown a “Data Import Status” page. Verify the Import Details and the Import Results are correct.
- d) If you have another file to upload, click the “New File Upload” button and repeat steps 1-5.

- e) Click “View In Label Manager” button to view the imported labels in the newly created shipment.



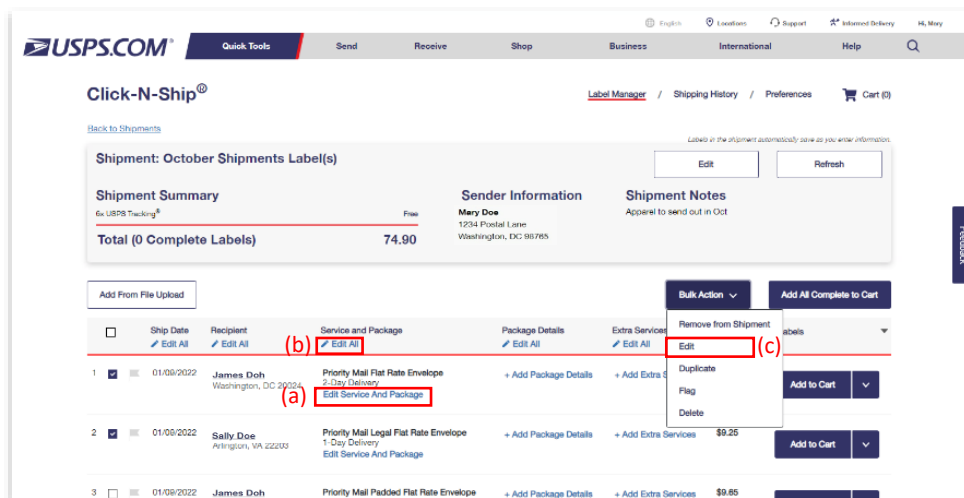
6) Select Service and Package Details

You must select a service and package type.

There are multiple ways to select your Service and Package Types. Steps (a)-(c) each outline a different method to select service and package details for the recipients.

If you have 50 or more labels destined for the same delivery area, you may be eligible for USPS Connect™ Regional. More information on USPS Connect™ Regional can be found [here](#).

- a) **Individual Recipient Method:** If you would like service and package details specific to each recipient you may click on the “Add Service and Package” button in the recipient’s label row. A pop-up will appear where you can select the service and package type for a single recipient.
- b) **“Edit All” Method:** If all recipients to have the same services and package details, you may select the “Edit All” button located beneath the “Service and Package” title. A pop-up will appear where you can select the service and package type for all recipients.
- c) **Bulk Action Method:** If there are sub-group of recipients with the same service and package details, you may checkbox their names on the left, click the “Bulk Action” button, and select



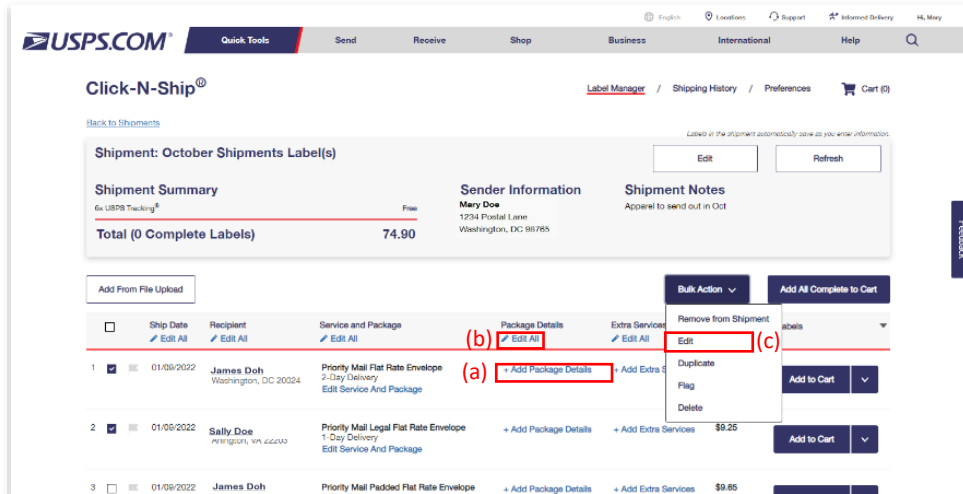
the “Edit” option in the drop-down menu. A pop-up will appear where you can select the service and package type for the sub-group of recipients.

7) Edit Package Details

Content Details section is only required for packages that require a Customs Form.

There are multiple ways to enter package details for your labels. Steps (a)-(c) each outline a different method to select service and package details for the recipients.

- a) **Individual Recipient Method:** If you would like to input package details specific to each recipient you may click on the “Add Package Details” button in the recipient’s label row. A pop-up will appear where you can enter the package details for a single recipient.
- b) **“Edit All” Method:** If all recipients have the same package details, you may select the “Edit All” button located beneath the “Package Details” title. A pop-up will appear where you can enter the package details for all recipients.
- c) **Bulk Action Method:** If there are sub-group of recipients with the same package details, you may checkbox their names on the left, click the “Bulk Action” button, and select the “Edit” option in the drop-down menu. A pop-up will appear where you can enter the package details for the sub-group of recipients.

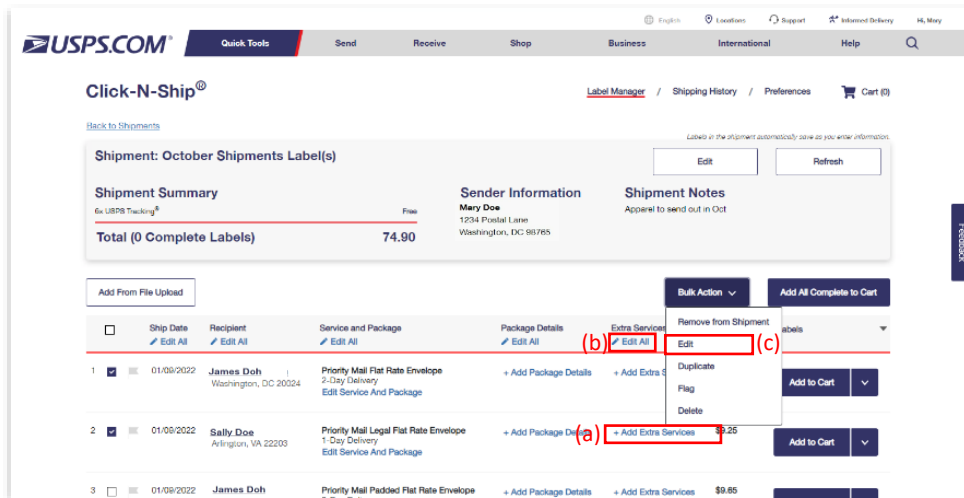


8) Select Extra Services

If you are interested in adding extra services to your package(s), please select one of the available Insurance options and Signature Services options.

There are multiple ways to select your Extra Services for your packages. Steps (a)-(c) each outline a different method to select service and package details for the recipients.

- a) **Individual Recipient Method:** If you would like to select Extra Services specific to each recipient you make click the “Extra Services” button in the recipient’s label row. A pop-up will appear where you can select the desired Extra Services for a single recipient.
- b) **“Edit All” Method:** If your batch of labels all have the same service and package type and all recipients require the same Extra Services, you may select the “Edit All” button located beneath the “Extra Services” title. A pop-up will appear where you can select the desired Extra Services for all recipients.
- c) **Bulk Action Method:** If there are sub-group of recipients with the same service and package type that need Extra Services, you may checkbox their names on the left, click the “Bulk Action” button near the top, and select the “Edit” option in the drop-down menu. A pop-up will appear where you can select the desired Extra Services for the sub-group of recipients.



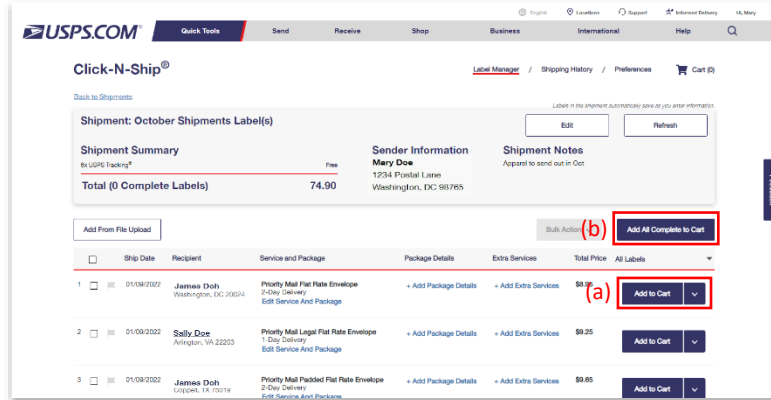
9) Adding Labels to Cart

Review all the recipient details, and if everything is correct begin adding labels to your cart for checkout.

There are multiple ways to add labels to the cart. Steps (a)-(b) each outline a different method to select service and package details for the recipients.

- a) **Individual Recipient Method:** Individually add labels to cart by clicking the “Add to Cart” button in the recipient’s row

b) **“Add All” Method:** Add all labels by clicking the “Add All Complete to Cart” button

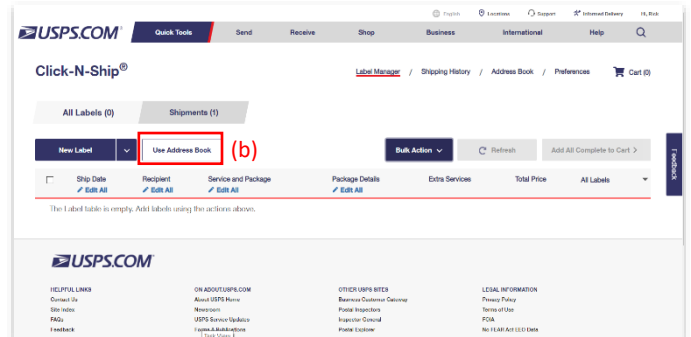
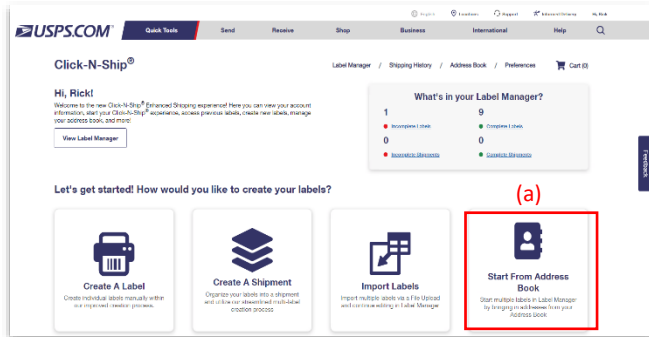


Label Creation via Global Address Book

Create multiple labels using your Global Address Book following the steps below.

1) Begin Global Address Book Label Creation Process

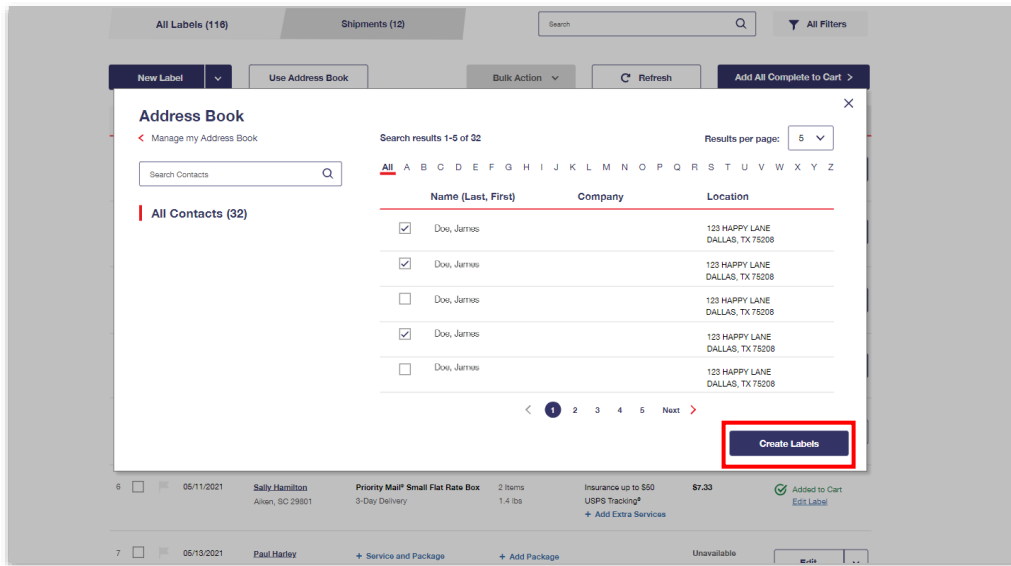
- a) Option 1: Click on “Start From Address Book” box located on the landing page
- b) Option 2: Click on “Use Address Book” from Label Manager page



2) Select Recipient Address from Global Address Book

- a) Search for and checkbox the desired recipient addresses

- b) After check boxing all the desired recipient addresses, click the “Create Labels” button. The selected addresses should appear in Label Manager. You may proceed to edit and manage the created labels as normal.

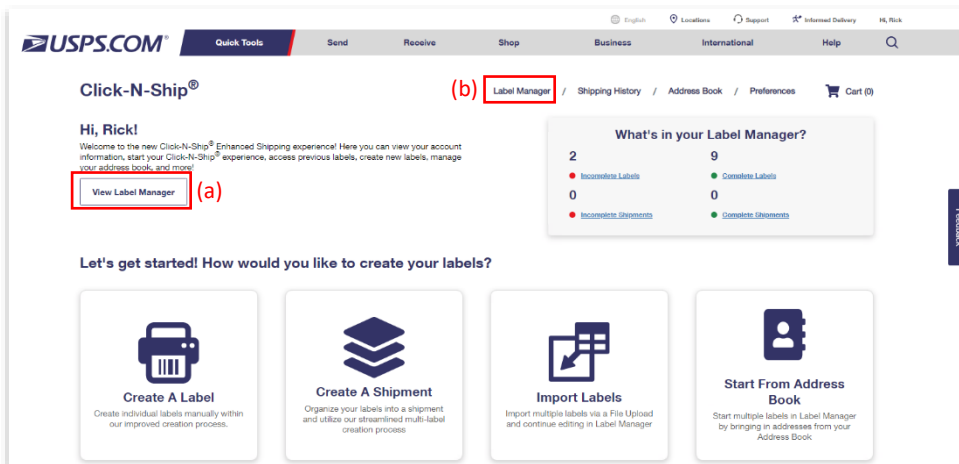


Manage Your Labels with Label Manager

The label manager helps customers review, edit, and organize all their existing labels. Find steps below to utilize the various features found within the label manager.

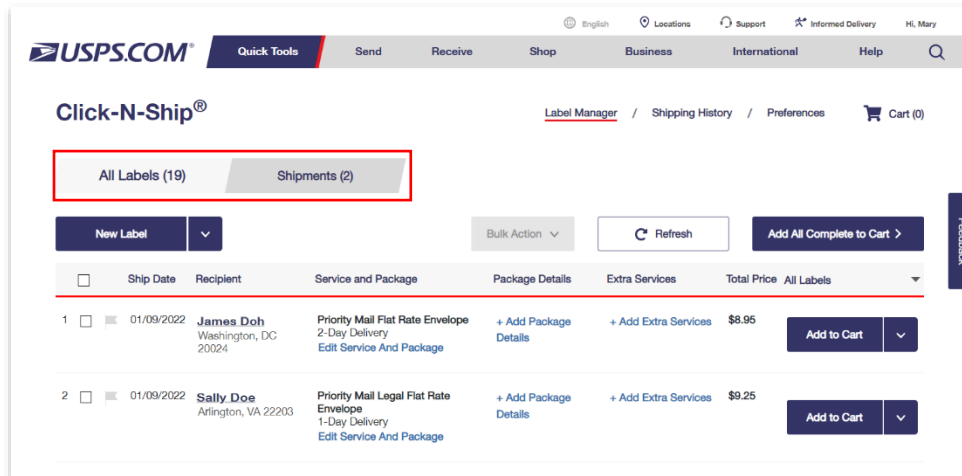
1) Access the Label Manager

- a) Option 1: Click on “View Label Manager” button located on the landing page
b) Option 2: Click on “Label Manager” tab in the navigation menu



2) Label Manager Views

- a) You can toggle between viewing all labels and viewing shipments. By default, you will be in the “All Labels” view.
- b) To view shipments, click the “Shipments” tab next to “All Labels”.



3) All Label View Actions

There are multiple actions that you can take within the All Label view.

- a) **Edit:** There are many ways to edit a label from the Label Manager. You can either click the “Edit” button of an incomplete label or click the dropdown menu next to the “Add to Cart” button and select “Edit”. If there are multiple labels you would like to edit, you may checkbox them and select “Edit” from the “Bulk Action” button dropdown.
- b) **Duplicate:** Duplicate labels by check boxing the desired label(s) and selecting “Duplicate” from the “Bulk Action” button drop down.
- c) **Delete:** Delete labels by check boxing the desired label(s) and selecting “Delete” from the “Bulk Action” button drop down.
- d) **Flag:** Flag a single label by clicking the flag icon in the label’s row. You may flag multiple labels by check boxing the desired labels and selecting “Flag” from the “Bulk Action” button drop down.
- e) **Filter:** See a filtered list of labels by clicking the “All Label” dropdown in the label table menu and selecting a filtered view of “Complete”, “Incomplete”, or “Flagged” labels.
- f) **Add to Cart:** You may add a single label by clicking the “Add to Cart” button in the label’s row or you can add all completed labels by clicking the “Add all Complete to Cart” button at the top.
- g) **Add to Shipment:** You may select labels to add to a shipment by check boxing the desired labels and selecting “Add to Shipment” from the “Bulk Action” button drop down.

- h) **Create New:** You can create a new label clicking the “New Label” button above the label table. You can create a new shipment clicking the drop down next to the “New Label” button and selecting either “New Shipment” or “File Upload”

The screenshot displays the USPS Click-N-Ship Label Manager interface. At the top, there's a navigation bar with the USPS logo, 'Quick Tools', and links for 'Send', 'Receive', 'Shop', 'Business', 'International', and 'Help'. Below this, the 'Click-N-Ship' logo is visible, along with a breadcrumb trail: 'Label Manager / Shipping History / Preferences' and a 'Cart (0)' icon. The main content area is divided into two tabs: 'All Labels (19)' and 'Shipments (2)'. A 'New Label' button with a dropdown arrow is highlighted with a red '(h)'. Below it is a table of shipments. The first shipment is for 'James Doh' in Washington, DC, with a 'Priority Mail Flat Rate Envelope' and '2-Day Delivery'. The second shipment is for 'Sally Doe' in Arlington, VA, with a 'Priority Mail Legal Flat Rate Envelope' and '1-Day Delivery'. A 'Bulk Action' dropdown menu is open over the first shipment, showing options: 'Add to Shipment (g)', 'Edit (a)', 'Duplicate (b)', 'Flag (d)', and 'Delete (c)'. To the right of the table, there are 'Extra Services' and 'Total Price' columns, with 'Add to Cart' buttons for each row. A 'Refresh' button and an 'Add All Complete to Cart' button are also present. A 'Feedback' button is on the far right.

4) Shipment View Actions

There are multiple actions that you can take within the All Label view.

- Edit:** There are many ways to edit a shipment from the Label Manager. You can either click the “Edit” button of an incomplete shipment or click the dropdown menu next to the “Add to Cart” button and select “Edit”.
- Duplicate:** Duplicate shipments by check boxing the desired shipments and selecting “Duplicate” from the “Bulk Action” button drop down.
- Delete:** Delete shipments by check boxing the desired shipments and selecting “Delete” from the “Bulk Action” button drop down.
- Flag:** Flag shipments by check boxing the desired shipments and selecting “Flag” from the “Bulk Action” button drop down.
- Filter:** See a filtered list of batches by click the “All Batches” dropdown in the shipment table menu and selecting a filtered view of “Complete”, “Incomplete”, or “Flagged” batches.
- Add to Cart:** You may add a single shipment by click the “Add to Cart” button in the shipment row or you can add all completed shipments by clicking the “Add all Complete to Cart” button at the top.

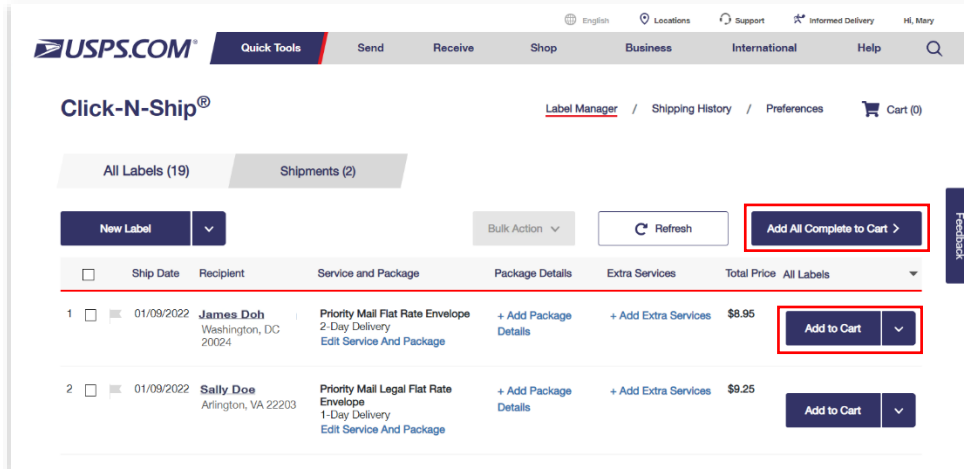
- g) **Create New:** You can create a new batch clicking the “New Batch” button above the shipment table.

The screenshot displays the USPS Click-N-Ship Label Manager interface. At the top, there is a navigation bar with the USPS logo, 'Quick Tools', and links for 'Send', 'Receive', 'Shop', 'Business', 'International', and 'Help'. Below this, the 'Click-N-Ship' logo is visible, along with a breadcrumb trail: 'Label Manager / Shipping History / Preferences' and a 'Cart (0)' icon. The main content area is divided into two tabs: 'All Labels (19)' and 'Shipments (2)'. A 'New Shipment' button is located on the left. A table lists shipments with columns for 'Shipment Name', 'Labels', 'Time Created', and 'Shipment Price'. A 'Bulk Action' dropdown menu is open over the first row, showing options: 'Duplicate (b)', 'Flag (d)', and 'Delete (c)'. Other buttons include 'Refresh', 'Add All Complete to Cart', and 'Add to Cart' for each row. The interface also includes a 'Feedback' button on the right side.

Pay for Labels

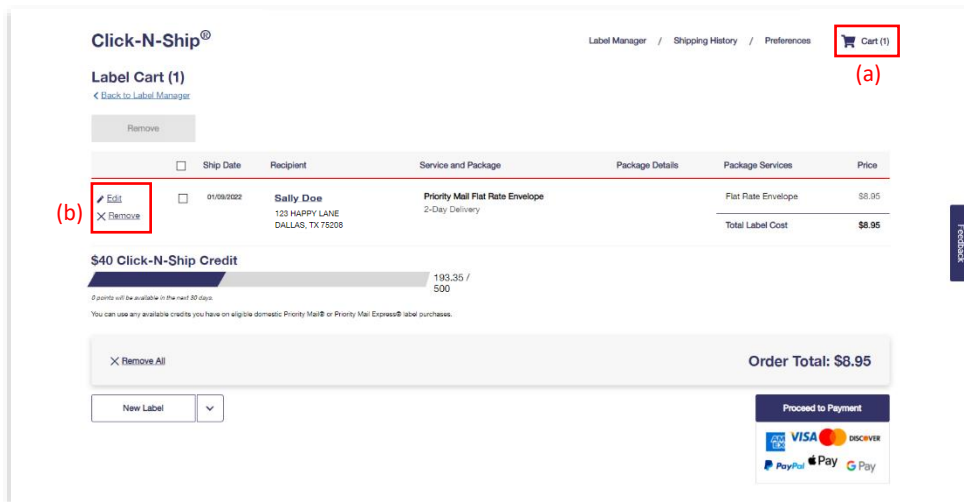
1) Adding Labels to Cart

- Click on “View Label Manager” button located on the landing page
- Review the labels you would like to purchase. If you would like to edit a label you can click the drop-down arrow on the Add to Cart button in the label row, then select "Edit"
- To add labels to your cart, you may click the “Add to Cart” button next each label you want to purchase OR you may click the “Add All Complete to Cart” button in the top row to add all the completed labels to your cart.



2) Review in Label Cart

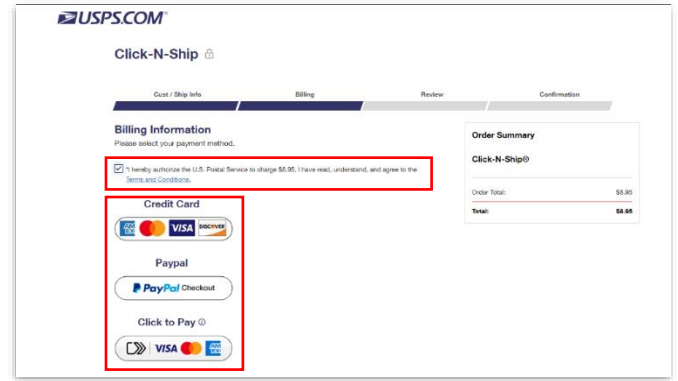
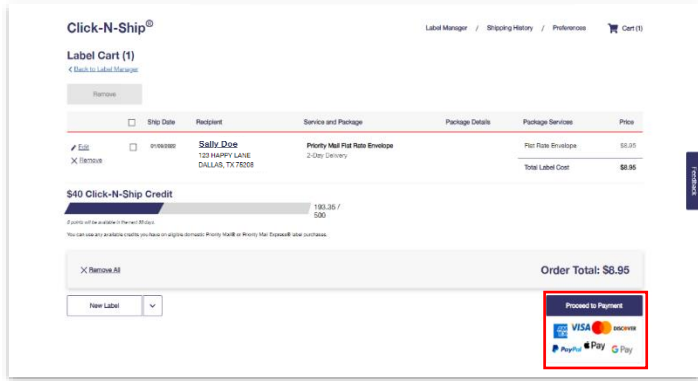
- a) Click on the “Cart” icon at the top of the Label Manager page to view all the labels in your cart
- b) Review Items in your Label Cart for accuracy.
 - i. If you would like to edit any labels you may click the “Edit” button next to the label.
 - ii. If you would like to remove any labels from your cart, you may click the “Remove” button next to the label. You may also checkbox a group of labels and click the “Remove” button at the top. Labels will still be in Label Manager after removal.



3) Label Payment

- a) After Label Cart review, you may proceed to payment by clicking the “Proceed to Payment” button at the bottom of the Label Cart Screen. You will be redirected to the payment page.

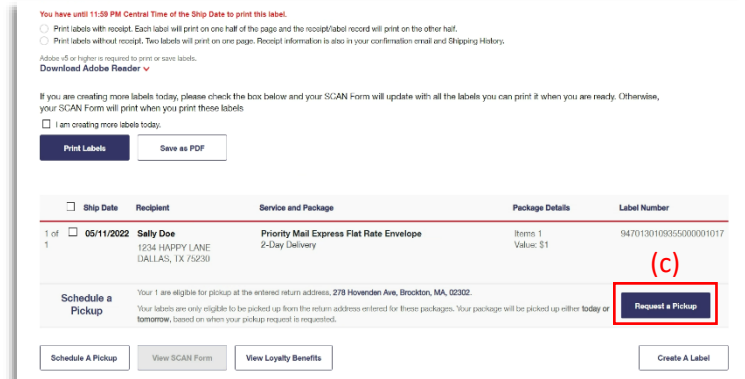
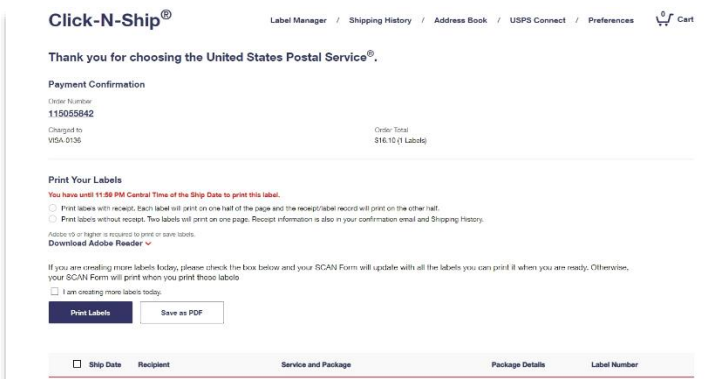
- b) On the payment page, checkbox the Terms and Conditions statement to accept them.
- c) Select your preferred payment methods – Credit Card, PayPal, Click to Pay, or Apple Pay
- d) Input your payment details
- e) Review your payment details and click “Next: Pay and Print” to proceed to the Payment Confirmation page.



Payment Confirmation

1) Review Order and Shipping History

- a) Review the “Payment Confirmation” page for accuracy
- b) Review the purchased label table at the bottom of the screen for accuracy.
- c) Note, if your return address is eligible for Carrier Pickup, a “Request a Pickup” button will be displayed in the purchased label table. If you would like to request a Carrier Pickup, you may click the button and complete the required fields in the pop-up dialogue.
 - i. Note, If your return address is not eligible for Carrier Pickup, you may still request a pickup through the “Schedule a Pickup” button at the bottom of the Payment Confirmation page. More details on “Schedule a Pickup” are below.



2) Printing and Saving your Labels

- a) If you are ready to print label, you can click the “Print Labels” button and choose to print with or without a receipt.
- b) You may save the labels by clicking the “Save as PDF” button.

The screenshot displays the Click-N-Ship interface. At the top, there's a navigation bar with links for Label Manager, Shipping History, Address Book, USPS Connect, and Preferences, along with a cart icon. Below this is a thank-you message for choosing USPS. The 'Payment Confirmation' section shows the order number 115055842, charged to VISA-0136, and an order total of \$16.10 for 1 label. A red-bordered box highlights the 'Print Your Labels' section, which includes a deadline notice, radio button options for printing with or without a receipt, a download link for Adobe Reader, and a checkbox for creating more labels today. At the bottom of this section are 'Print Labels' and 'Save as PDF' buttons. The footer contains a table with columns for Ship Date, Recipient, Service and Package, Package Details, and Label Number.

3) Extra features on Payment Confirmation Page

- a) **Schedule a Pickup:** If you would like your package to be picked up for shipping, you may click the “Schedule a Pickup” button at the bottom of the page. You will be redirected to the USPS Schedule a Pickup page.
 - i. Note, if your return address is eligible for Carrier Pickup, you can follow the steps outlined above to request a Carrier Pickup.
- b) **SCAN Form:** If you have a shipment of labels, you are eligible for a SCAN form. SCAN forms provide a master barcode that represent all of the packages in your shipment(s) and allow for better visibility while tracking your online labels.
 - i. Note, there will be a message displayed notifying you if you are eligible for a SCAN form.
- c) **Loyalty Benefits:** If you are enrolled in the USPS Loyalty Program, you may view your benefits by clicking the “View Loyalty Benefits” button at the bottom of the page. You will be redirected to the USPS Loyalty Customer Portal.
- d) **Create Label:** If you would like to create more labels, you may click the “Create A Label” button at the bottom of the page. You will be redirected back to the Label Manager.

You have until 11:59 PM Central Time of the Ship Date to print this label.

- Print labels with receipt. Each label will print on one half of the page and the receipt/label record will print on the other half.
- Print labels without receipt. Two labels will print on one page. Receipt information is also in your confirmation email and Shipping History.

Adobe v8 or higher is required to print or save labels.
[Download Adobe Reader](#) v

If you are creating more labels today, please check the box below and your SCAN Form will update with all the labels you can print if when you are ready. Otherwise, your SCAN Form will print when you print these labels.

I am creating more labels today.

[Print Labels](#) [Save as PDF](#)

<input type="checkbox"/>	Ship Date	Recipient	Service and Package	Package Details	Label Number
1 of 1	<input type="checkbox"/> 05/11/2022	Sally Doe 1234 HAPPY LANE DALLAS, TX 75230	Priority Mail Express Flat Rate Envelope 2-Day Delivery	Items 1 Value: \$1	9470130109355000001017

Schedule a Pickup Your 1 are eligible for pickup at the entered return address, 123 Postal Lane, Evanston, IL, 60201.
 Your labels are only eligible to be picked up from the return address entered for these packages. Your package will be picked up either today or tomorrow, based on when your pickup request is requested. [Request a Pickup](#)

[Schedule A Pickup](#) [View SCAN Form](#) [View Loyalty Benefits](#) [Create A Label](#)

How to Request a Refund for your Label

1) Navigate to Shipping History

- a) Click the "Shipping History" button located in the menu bar

The screenshot shows the USPS.com Click-N-Ship interface. The navigation bar at the top includes "Quick Tools", "Send", "Receive", "Shop", "Business", "International", and "Help". The "Shipping History" link in the navigation bar is highlighted with a red box. Below the navigation bar, the user is greeted with "Hi, Rick!" and a "View Label Manager" button. A "What's in your Label Manager?" summary card shows 2 Incomplete Labels, 0 Incomplete Shipments, 9 Complete Labels, and 0 Complete Shipments. Below this, a section titled "Let's get started! How would you like to create your labels?" offers four options: "Create A Label", "Create A Shipment", "Import Labels", and "Start From Address Book".

2) Find Label to Refund

- Search for the label you would like a refund for. You can use the label order number to search.

Did you know you can request a refund online for unused Click-N-Ship® labels in your Shipping History? Click [here](#) to learn more.

Click-N-Ship® [Create a Label](#) / [Preferences](#) / [Shipping History](#) / [Address Book](#) / [Shipping Cart \(0\)](#)

Account # 1000463267

Search by: Transaction Number: Label Number: Date + 31 days:

Advanced Search

Showing Results 1-1 of 1

Select labels from the table below by checking the corresponding checkbox, choose an action, and click "Go" to complete the task.

The USPS Loyalty Program allows business customers to earn shipping benefits based on their spending. Visit the [USPS Loyalty Customer Portal®](#) for more details.

<input type="checkbox"/>	Date	Order #	Service Type	Shipping Address	Label	Shipped	Payment	Status	Cost
<input type="checkbox"/>	01/01/2022	50146495	PM-FRE	Sally Doe 123 HAPPY LANE DALLAS, TX 75208	9405503699300200129142	No	VISA-0136	Account Charged	\$7.95

Labels Total (1): \$7.95

Results Per:

3) Request Refund

There are two ways to request a refund for a label.

- Option 1: Click the check box next to the label and click the "Refund" button that appears in the available actions
- Option 2: Click into the label, scroll down to available actions, and click "Request a Refund"

Account # 1000463267

Search by: Transaction Number: Label Number: Date + 31 days:

Advanced Search

Showing Results 1-1 of 1

Select labels from the table below by checking the corresponding checkbox, choose an action, and click "Go" to complete the task.

The USPS Loyalty Program allows business customers to earn shipping benefits based on their spending. Visit the [USPS Loyalty Customer Portal®](#) for more details.

1 Label Selected: Track Ship Again Print Save as PDF **Refund** Cancel Refund

<input type="checkbox"/>	Date	Order #	Service Type	Shipping Address	Label	Shipped	Payment	Status	Cost
<input checked="" type="checkbox"/>	01/01/2022	50146495	PM-FRE	Sally Doe 123 HAPPY LANE DALLAS, TX 75208	9405503699300200129142	No	VISA-0136	Account Charged	\$7.95

Labels Total (1): \$7.95

12:00 AM Delivery Address: **Sally Doe** Flat Rate Envelope

Delivery Status: 123 HAPPY LANE
No Data: DALLAS, TX 75208

More Actions

Order Number	Service Type	Price
50146495	Priority Mail®	\$7.95
	Flat Rate Envelope	\$7.95
Label Total		\$7.95

Need Help?

- [File an insurance claim](#)
- [Request A Refund](#)
- [Loyalty Activity History](#)

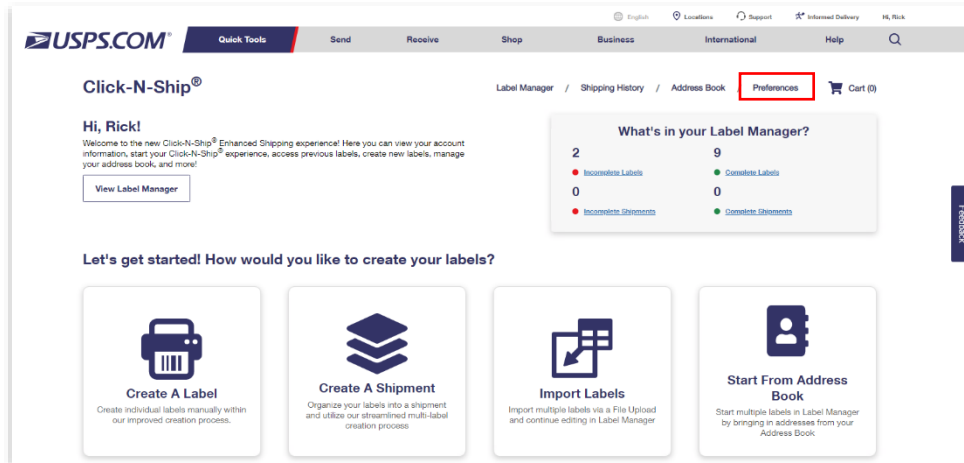
Payment Method: VISA-0136
Payment Status: Account Charged

Time Stamp	Message
12-29-2021 14:54:21	LABEL REPRINTED
12-29-2021 14:53:35	Setting Payment

Preferences

1) Begin Preferences Selection

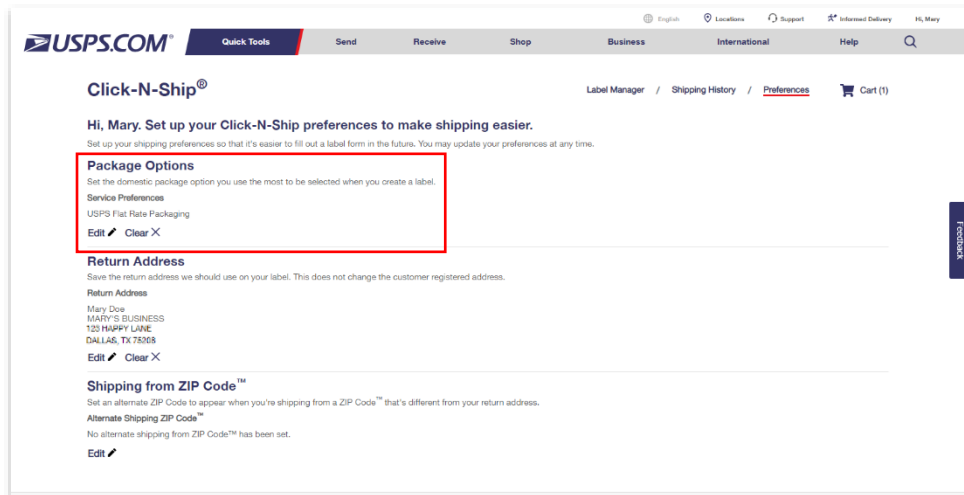
- a) Click on “Preferences” tab located on the landing page



2) Select “Package Options” Preferences

Set a preference for default service and package types.

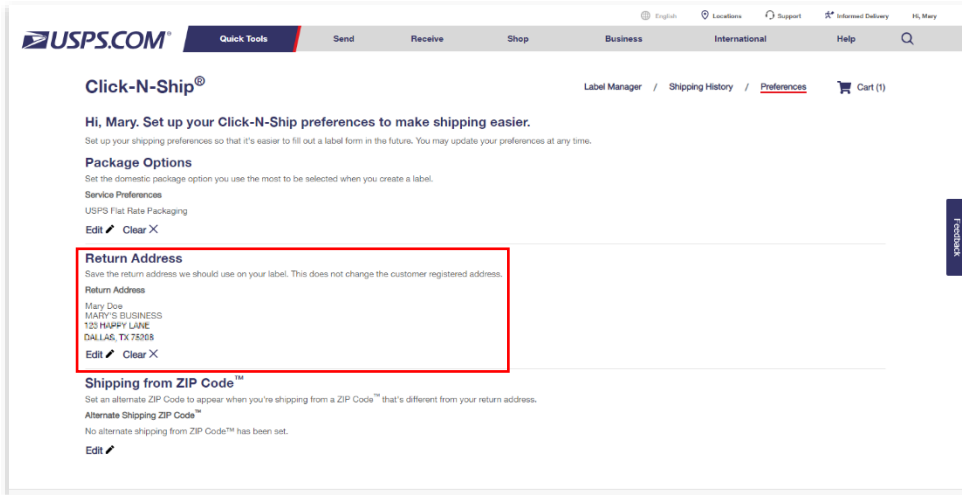
- a) Click the “Edit” button under Package Options. An expanded form will appear.
- b) Select a package type. Either “USPS Flat Rate Packaging” or “Choose your own box”.
 - i) If you select “Choose your own box” please enter package weight, package dimensions (if applicable) and package girth (if applicable)
- c) Click “Save” button to save any changes and set your package option preferences.



3) Set Default “Return Address”

Set a default return address for your labels. This does not change your customer registered address.

- Click the “Edit” button under Return Address. An expanded form will appear.
- Manually enter the return address details such as Name, Company (if applicable), Country, Address, City, State, and ZIP Code™.
- Click “Save” button to save any changes and set your default Return Address.



4) Set Default “Shipping from Zip Code™”

Set an alternate ZIP Code™ to appear when shipping from a ZIP Code™ that’s different from your return address.

- Click the “Edit” button under Shipping from Zip Code™. An expanded form will appear.
- Manually enter an alternate shipping ZIP Code™.
- Click “Save” button to save any changes and set your alternate ZIP Code™

