United States Postal Service
Enhanced Click-N-Ship®: **Label Creation**
User Guide

Last Updated – September 2024

*Please note that this guide will be continuously updated.

Table of Contents

Label Creation Overview

The Enhanced Click-N-Ship® experience is catered specifically towards business account customers that create multiple labels a day. The Enhanced Click-N-Ship® application allows business account customers and personal account customers to more efficiently create and pay for labels beyond the current Click-N-Ship® capabilities. For more information on the Enhanced Click-N-Ship® application, see Enhanced Click-N-Ship® Overview.

This user guide will cover all of the **Label Creation Methods** available within the Enhanced Click-N-Ship® application and will serve as a step-by-step guide on how to use them.

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

Create a Single Label

Create individual labels manually within our improved creation process.

Domestic Label

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

1) Begin Single Label Creation Process – Two Options

    a) **Option 1:** Click on **Create a Single Label** located on the landing page.

    b) **Option 2:** Click on **New Label** located on the Label Manager page.

2) Verify your Sender Details

The Sender Details section is pre-populated by default based on the address associated with your account. To change or update this default address, refer to the Preferences tab located at the top of the landing page.

a) If you would like to utilize a one-time return address, select the **Use a one-time return address** checkbox.

b) If you would like to utilize a previously saved return address, select the toggle down located under the **Select your return address** section, and select an address from the list. You will also be able to create a new return address within this section by selecting the **Create a new Sender Address** hyperlinked option.

c) 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)*.

d) If the **Use a one-time return address** or **Create a new Sender Address** options were selected, a **New Return Address** modal will be displayed.
   i. To pre-populate the sender information from a saved contact in your Address Book, enter the contact's name in the **Search your Address Book** text field and select the suggested contact.
   ii. To manually enter the sender information, enter the details in the **required*** text fields.
   iii. To save the sender information to your Address Book, select the **Save to Address Book** checkbox.
   iv. To set the sender information as your default return address, select the **Set as Default Return Address** checkbox *(note, this option is only displayed for the Create a New Sender Address option)*.
   v. Once the sender information is entered and you are ready to proceed, select **Next.**

(i)

New Return Address

Search your Address Book

*Sender Information
Please provide first and last name and/or company.

First Name   MI   Last Name

Company

Phone (optional)   Email (optional)

(ii)

Sender Address
Please provide a valid address. Required fields are marked with an asterik (*).

*Street Address   Apt/Suite

*City   *State   *ZIP Code™

AL - Alabama

(iii – iv)

☐ Save to Address Book
☐ Set as Default Return Address

Save   (v)

e) To opt into Sender Tracking Notifications, select the **Send me tracking notifications** checkbox.

Sender Details

You can manage your return addresses in Preferences.

☐ Use a one-time return address ⓘ

*Select your return address

Sender Test
800 N GLEBE RD
ARLINGTON, VA, 22203 ▾

Ship from a different ZIP Code™

22203 ⋯

Email
john.doe@gmail.com

Phone / SMS Text Message
(704) 780-2387

☐ Send me tracking notifications

f) If the **Send me tracking notifications** checkbox was selected, a **Tracking Notifications for Sender** modal will be displayed.

    i. Enter the desired email in the **Email** text field or the phone number in the **Phone** text field. *(note, international phone numbers are currently not supported by the Enhanced Click-N-Ship® application).*

    ii. Select the **Type of Notifications** that you want to receive.

    iii. Select **Save** to save these changes.

Tracking Notifications for Sender

Enter an email and/or phone number to receive notifications.

(i)

Email	Phone
john.doe@gmail.com	(704) 780-2387

Select which types of notifications you would like the user to receive?

Email   **Text**

(ii)

☐ ☐ All Below Updates

☐ ☐ Expect Delivery Updates
☐ ☐ Day of Delivery Updates
☐ ☐ Package Delivery
☐ ☐ Available for Pick Up
☐ ☐ Delivery Expectation Updates
☐ ☐ Package in Transit Updates

Save

(iii)

Privacy Act Statement

Your information will be used to respond to your mail recovery service request. Collection is authorized by 39 U.S.C. 401, 403, and 404. Providing the information is voluntary, but if not provided, we may not process your request in the mail recovery application. We do not disclose your information to third parties without your consent, except to facilitate the transaction, to act on your behalf or request, or as legally required. This includes the following limited circumstances: to a congressional office on enforcement agency in accordance with law. (e) to the sender or address of the mail-piece in connection with the resolution of a claim. (f) to an expert consultant for the purpose of determining the value of a lost or damaged item, or to determine otherwise the validity of the claim. For more information regarding our privacy policies visit www.usps.com/privacypolicy

3) Enter the Recipient Details

Within the Enhanced Click-N-Ship® application, you have the capability to either enter the recipient details manually or select an address from your Address Book.

a) To pre-populate the recipient information from a saved contact in your Address Book, enter the contact's name in the **Search your Address Book** text field and select the suggested contact.
   i. If you would like to be redirected to your CNSv2 Address Book, select the **Manage Address Book** hyperlink.

b) To manually enter the recipient information, enter the details in the **required*** text fields.

4) Enter the Reference Number (optional)

a) If you would like to enter a reference number, enter the number in the **Reference Number** text field *(note, this reference number will be printed on the label and has a maximum character limit of 30 characters).*

5) Save the Recipient Information to your Address Book (optional)

a) If the recipient information that you entered is new and you would like to save it as a contact in your Address Book, select the **Save to Address Book** checkbox.

6) Select Recipient Status Notifications (optional)

Within Enhanced Click-N-Ship®, you have the capability to have the recipient receive shipment status notifications via email, text, or both *(note, international phone numbers are currently not supported in the Enhanced Click-N-Ship® application and the recipient will receive a notification from USPS® asking them if they would like to opt-in to tracking notifications).*

a) If you would like the recipient to receive text or email notifications about the mailpiece, select the **Send recipient tracking notifications** checkbox.

b) If the **Send recipient tracking notifications** checkbox was selected, a **Tracking Notifications for Recipient** modal will be displayed.
    i. Enter the desired email in the **Email** text field or the phone number in the **Phone** text field. *(note, international phone numbers are currently not supported by the Enhanced Click-N-Ship® application).*
    ii. Select the **Type of Notifications** that you want to receive.
    iii. Select **Save** to save these changes.

Tracking Notifications for Recipient

Enter an email and/or phone number to receive notifications.

(i)

| Email | Phone |

Select which types of notifications you would like the user to receive?

(ii)

Email	Text	
☐	☐	All Below Updates
☐	☐	Expect Delivery Updates
☐	☐	Day of Delivery Updates
☐	☐	Package Delivery
☐	☐	Available for Pick Up
☐	☐	Delivery Expectation Updates
☐	☐	Package In Transit Updates

Save   (iii)

Privacy Act Statement

Your information will be used to respond to your mail recovery service request. Collection is authorized by 39 U.S.C. 401, 403, and 404. Providing the information is voluntary, but if not provided, we may not process your request in the mail recovery application. We do not disclose your information to third parties without your consent, except to facilitate the transaction, to act on your behalf or request, or as legally required. This includes the following limited circumstances: to a congressional office on enforcement agency in accordance with law. (e) to the sender or address of the mail-piece in connection with the resolution of a claim. (f) to an expert consultant for the purpose of determining the value of a lost or damaged item, or to determine otherwise the validity of the claim. For more information regarding our privacy policies visit www.usps.com/privacypolicy

7) Select Hold For Pickup (optional)
   a) If you would like to have your mailpiece held at a designated Post Office™ location for pick-up, select the **Hold for Pickup at Post Office**™ checkbox**.**

   b) If the **Hold for Pickup at Post Office**™ checkbox was selected, a **Hold for Pickup** modal will be displayed.
      i. To find the nearest Post Office™ location available for pickup, Enter the desire Zip Code™ in the **Enter the ZIP Code™** text field.

ii. Select the desired **Post Office**™ from one of the options displayed.

iii. If you would like to receive **text and / or email notifications** to notify you or the recipient that the mailpiece is ready for pickup, enter the email and / or phone number in the respective text fields**.**

iv. Select **Save** to proceed to the next step.

8) Confirm Sender and Recipient Details
   a) Once the sender and recipient details are entered and you are ready to proceed to the next section, select **Next** *(Note, you will not be able to proceed to the next section unless this is selected).*

9) Select Hazardous Material Type (If Applicable)
   a) Select '**Yes'** if your *mailpiece* contains any potential hazardous or dangerous material such as batteries, perfume, paint, aerosols, and more.
      i. To view a detailed list of HAZMAT examples, select *'View examples of mailable and nonmailable hazardous materials'*
   b) Select '**No**" if your *mailpiece* does not contain any hazardous or dangerous materials.

c) If **YES** was selected, a HAZMAT modal will be displayed.
    i. Read through the list of Mailable and Nonmailable HAZMAT types, and select **I understand** to proceed with selecting a category type.
    ii. If you are not shipping a HAZMAT material and would like to go back to the previous page, select **Nevermind, I am not shipping HAZMAT.**

HAZMAT

The following items are considered hazardous materials (HAZMAT) or Dangerous Goods

Here are examples of HAZMAT items which are regulated in the mail:

Mailable HAZMAT	Nonmailable HAZMAT (Prohibited)
Aerosol sprays	Air bags
Batteries (non-spillable)	Ammunition
Dry Ice	Bulk shipments of HAZMAT
Flammable liquids	Dynamite
Lighters (USPS authorization required)	Fireworks
Lithium Batteries	Gasoline
Matches	High Powered Lithium Batteries (i.e., bikes, electric cars, scooters)
Nail Polish Remover	*Mercury
Perfume	Pure Acetone
Propane	

*Do Not Mail Mercury! Mercury is a hazardous, silver liquid metal. Mercury is inside many older devices like thermometers, blood pressure cuffs, thermostats, and switches. Learn More

Note: This is not an all inclusive list of mailable or prohibited items. Please refer to USPS Publication 52 (Pub 52) for quantity, packaging, and labeling guidance for mailable items and/or to ensure your shipment is not prohibited in the mail.

Shipping improperly prepared, undeclared or prohibited HAZMAT can result in civil and criminal penalties under federal law. The following tutorial will help you learn how to securely package, label and ship HAZMAT for domestic destinations through USPS®. View tutorial at www.usps.com/hazmat

(i)   (ii)

| I understand | Nevermind, I am not shipping HAZMAT |

d) Click on the **dropdown** button and selecting the HAZMAT category type from one of the options listed.

Select ⌄   **Label Summary**

Air Eligible Ethanol (authorized fragrance and hand sanitizer shipments)

Toy Propellant/Safety Fuse

Hazardous Materials Class 3 - Package (Hand sanitizer, rubbing alcohol, ethanol base products, flammable liquids etc.)

Radioactive Materials (e.g., smoke detectors, minerals, gun sights, etc. - Special requirements Packaging Instructions 7A requirements)

Air Eligible Corrosive Materials (certain cleaning or tree/weed killing compounds, etc.)

Sealed lead acid batteries

Lithium Batteries - New individual or spare lithium batteries (marked UN3480 or UN3090 only)

Lithium Batteries - Used electronic devices containing or packaged with lithium batteries (markings required)

Lithium Batteries - New electronic devices packaged with lithium batteries (marked UN3481 or UN3091)

Dry Ice (limited to 5 lbs. if shipped via Air)

Lithium Batteries - New electronic devices installed or packaged with lithium batteries (no marking)

Magnetized Materials

Safety/strike on box matches, book matches, mailable flammable solids only

Hydrogen peroxide (8 to 20% concentration)

Organic Peroxides

Toxic materials (pesticides, herbicides, etc.)

Biological Substance, Category B (i.e., Lab Test) marked UN3373

Excepted Quantity Provision (e.g., small volumes of flammable liquids, corrosive, toxic or environmentally hazardous materials - marking required)

Surface Only Hazardous Materials (For items that are not listed, but are restricted to surface only)

Air Eligible ID8000 Consumer Commodity (Non-flammable aerosols, Flammable combustible liquids, Toxic Substance, Miscellaneous hazardous materials)

10) Select the Shipping Date

    a) Select the **date** you would like the mailpiece to ship *(you may now select a date up to 7 days from today)*.

11) Select the Mailpiece and Service Type (Option 1)

    a) Select the **USPS® Flat Rate Packaging** Mailpiece Type *(note, if HAZMAT was selected, only Choose your own box will be available)*.

b) If you selected *USPS® Flat Rate Packaging,* click on the **Select a Service** dropdown and select a **Service Type.**

c) Once the **Service Type** is selected**,** select **View Mailpiece Types** to proceed with seeing all of the mailpiece type available for that specific service type and select a **Mailpiece Type.**
   i. Note, if you selected Priority Mail® Express as your Service Type, you will be able to view the drop-off locations available by selecting the hyperlink.

(c)

(i)

12) Select the Mailpiece and Service Type (Option 2)

    a)   Select the **Choose Your Own Box** Mailpiece Type.

Shipping Date
Choose a date up to 7 days from today.

| 09/04/2024 | 🗓 |

Choose Your Mailpiece Type

○ USPS® Flat Rate Packaging

○ Choose your own box

    b)   If you selected ***Choose your own box***, you will be required to enter further details about the box.

         ii.   Enter the mailpiece **weight** and **dimensions** *(if shipping a mailpiece greater than 12" long)*

*What is the weight of your mailpiece?

| 0 | lb | 0 | oz |

*What are the dimensions of your mailpiece?

| Length | | Width | | Height | |
| 0 | in | 0 | in | 0 | in |

         iii.   If your mailpiece is not a standard rectangular box, select the **This mailpiece isn't a standard, rectangular box** checkbox and enter the **Girth** *(if applicable)*.

☑ This mailpiece isn't a standard, rectangular box.

Girth ⓘ

| 0 | in |

iv. If your mailpiece is a **nonmachinable** item *(an item that is lumpy, rigid, or square/oddly shaped that can't go through automated sorting machines and need special handling)*, select the **Characterstic** that best describes your mailpiece from the dropdown.

Do any of the below characteristics apply to your mailpiece? ⓘ

None ⌄

None
Glass container with more than 24oz of liquid
Metal or plastic container with more than 1 gallon of liquid
Metal-banded parcel
Insecurely wrapped
Can, Roll, or Tube
Wooden or Metal box
Books or other printed material weighing more than 25 pounds
Documents or personal correspondence

c) Select a **Service Type** by clicking on the dropdown button and selecting from the options available.

i. ***Note:*** *USPS Connect® Local Service Types will only be displayed for eligible addresses. Eligibility is determined by the sender address entered in step 1.*

d) If **USPS Connect® Local / Mail Service Types** was selected, click on the **View Mailpiece Types** button to view all of the mailpiece types available for that service type.

i. Select a **Mailpiece Type** from one of the options available based on your previous selections (*Note, the prices and scheduled delivery dates displayed are calculated based on the Service Type selection, your Return Address, and Recipient Address locations*).

ii. Once the **Mailpiece Type** is selected, select a **Drop-off Location** from the options displayed *(Note, the same-day / next-day drop-off locations that are displayed are determined by the sender address entered in step 1).*

iii. To view the full list of locations available, select **Show More Locations.**

Choose Your Drop-off Location

Please see the bottom of your label for the address of the postal facility where you must bring your SCAN form and mailpieces to drop off for processing.

USPS Connect® Local - Destination Delivery Unit ("DDU")

(ii)

○ DDU: NORTHEAST
1820 HARRIS HOUSTON RD CHARLOTTE, NC 28262
Total Distance: 1.5 Miles

For Same-day Delivery, you'll need to drop all your mailpieces off before 6 a.m. local time of your selected ship date.
* Mailpieces dropped off later may be delivered the next day.

(iii)   **Show More Locations**

e) If you selected any of the other **Service Types** (Priority Mail®, Priority Mail Express®, Priority Mail® Cubic, USPS Ground Advantage®, or USPS Ground Advantage® Cubic), click on the **View Mailpiece Types** button to view all of the mailpiece types available for that service type.

i. Select a **Mailpiece Type** from one of the options available based on your previous selections (*Note, the prices and scheduled delivery dates displayed are calculated based on the Service Type selection, your Return Address, and Recipient Address locations*).

ii. If you would like to drop off your mailpiece at a nearby Post Office™, select the **Priority Mail Express® Drop-Off Locations** hyperlink to see the near locations available.

iii. View the available Priority Mail Express® Drop-off locations along with the **service commitment** and **drop-off times** available for that location.

13) Enter Content Details (Optional)

The Content Details section is only required for mailpiece's that require a Customs Form (such as *International or military based addresses)*.

a) Enter the **item description**.
b) Enter the Item **weight (lbs.)** - *if not applicable, enter '0'*.
c) Enter the item **weight (oz)** - *if not applicable, enter '0'*.
d) Enter the **item value**.
e) Enter the item **quantity**.
f) To add another item, select **+Add Item**.
g) Enter the **mailpiece value** *(you can enter a value up to and including $5,000)*.

14) Select an Extra Service(s)

a) If you are interested in adding an extra service to your mailpiece(s), select the checkbox of the interested extra service *(note, the extra services listed will vary depending on the service and mailpiece type that was selected).*

b) If you would like to give the recipient the option to provide a USPS Electronic Signature Online® to inform the Shipper that the mailpiece(s) have been received, select the **Signature Services** checkbox and select a Signature Service by selecting the **Select a signature service** dropdown *(Note, the Signature Confirmation signature service will be FREE for Priority Mail Express® mailpiece types)*.

i. To view more information on the types of the signature services, select the **Signature Services Tooltip**.

Step 4: Select Extra Services

☐ Signature Services ⓘ   Fee Varies

ii. Once the tooltip is selected, a **Signature Services Available Popup Modal** will be displayed.

✕

Signature Services Available

For all signature services, you can request to have a Proof of Delivery letter e-mailed to you. The Proof of Delivery letter includes the signature of the recipient and the recipient's name (first initial and last name).

Signature Confirmation™

Provides added level of assurance by requiring the signature of any person at the recipient's address. After delivery, you'll be able to determine the date and time of delivery using USPS Tracking®.

Signature Confirmation™ Restricted Delivery

Provides added level of assurance by requiring the signature of a *specific addressee of their authorized agent* at the recipient's address. After delivery, you'll be able to determine the date and time of delivery using USPS Tracking®

Adult Signature 21 or Older Required

Provides added level of assurance by requiring the signature of any person 21 years of age or older at the recipient's address. After delivery, you'll be able to determine the date and time of delivery using USPS Tracking®

Signature Waiver is not available with this service and USPS® delivery personnel cannot leave a mailpiece at an address without the signature of an adult 21 years of age or older (government-issued photo identification is required).

Adult Signature Restricted Delivery 21 or Older

Provides added level of assurance by requiring the signature of a *specific addressee of their authorized agent, who must be 21 years of age or older.* After delivery, you'll be able to determine the date and time of delivery using USPS® Tracking

Signature Waiver is not available with this service and USPS® delivery personnel cannot leave a mailpiece at an address without the signature of an adult 21 years of age or older (government-issued photo identification is required).

c) If you would like to create a return label for your package, select the **Create a Return Label** checkbox and select a Return Service by selecting the **Select a return service** dropdown**.**

i. To view more information on return label services, select the **Return Service Tooltip**.

ii. Once the tooltip is selected, a **Create a Return Label Popup Modal** will be displayed.

d) If you would like to add the USPS® Label Delivery service (where USPS® delivers outbound and return labels to residential and business addresses for a fee charged per label), select the **Label Delivery** checkbox.

i. To view more information on the Label Delivery service, select the **Label Delivery Tooltip**.
ii. Once the tooltip is selected, a **Label Delivery Popup Modal** will be displayed.
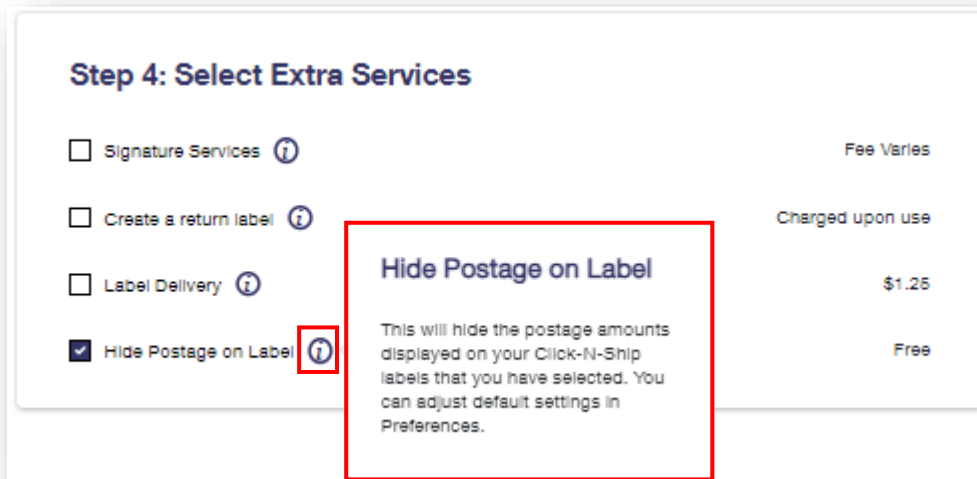
e) If you would like to hide the postage on your label, select the **Hide Postage on Label** service checkbox.

    i. To view more information on the Hide Postage on Label service, select the **Hide Postage on Label Tooltip**.

   ii. Once the tooltip is selected, a **Hide Postage on Label Popup Modal** will be displayed.

15) Review Label Summary

a) Refer to the **Label Summary** to get a brief summary of your label order. The Label Summary will be a grey box located at the top right of the page.

   i. Note, you will now see an estimated delivery date in green.

(i)

Label Summary

Estimated Delivery: Sep 07, 2024

Priority Mail Express® Flat Rate Envelope	$26.35
$100 insurance included	Free
USPS Tracking®	Free
Hide Postage on Label	Free
Total	**$26.35**

16) Add Label to Cart or Save Label to Label Manager

a) If all the required information is correct and you would like to add the label(s) to the Label Cart and proceed to payment, select **Add to Cart**.

b) If all the required information is correct and you would like to save your label to your Label Manager, select **Save**.

   i. *Note, you can save at any time if Recipient Details are provided. Saving will allow you to come back to this label later to make any changes prior to purchasing it.*

Add to Cart   **Save**

(a)   (b)

17) Select to Ship to a USPS® Smart Locker (Optional)

If the address that you are sending to is close to a secure, self-service USPS® Smart Locker, you will be notified via a pop-up modal when proceeding to the Label Cart or a via banner in the Label Manager.

a) **Option 1:** via **Label Cart** – after adding the label to the cart, you will be notified if a USPS® Smart Locker is available near the recipient's address. If you would like to ship your mailpiece to the USPS® Smart Locker, select **Ship to Locker.**

b) **Option 2:** via **Label Manager** – after saving the label to the Label Manager, you will be notified if a USPS® Smart Locker is available near the recipient's address. If you would like to ship your mailpiece to the USPS® Smart Locker, select **Ship to Locker.**

c) Once **Ship to Locker** is selected, you will be redirected to the **Find Smart Locker** modal where you will be able to see the available USPS® Smart Locker locations.
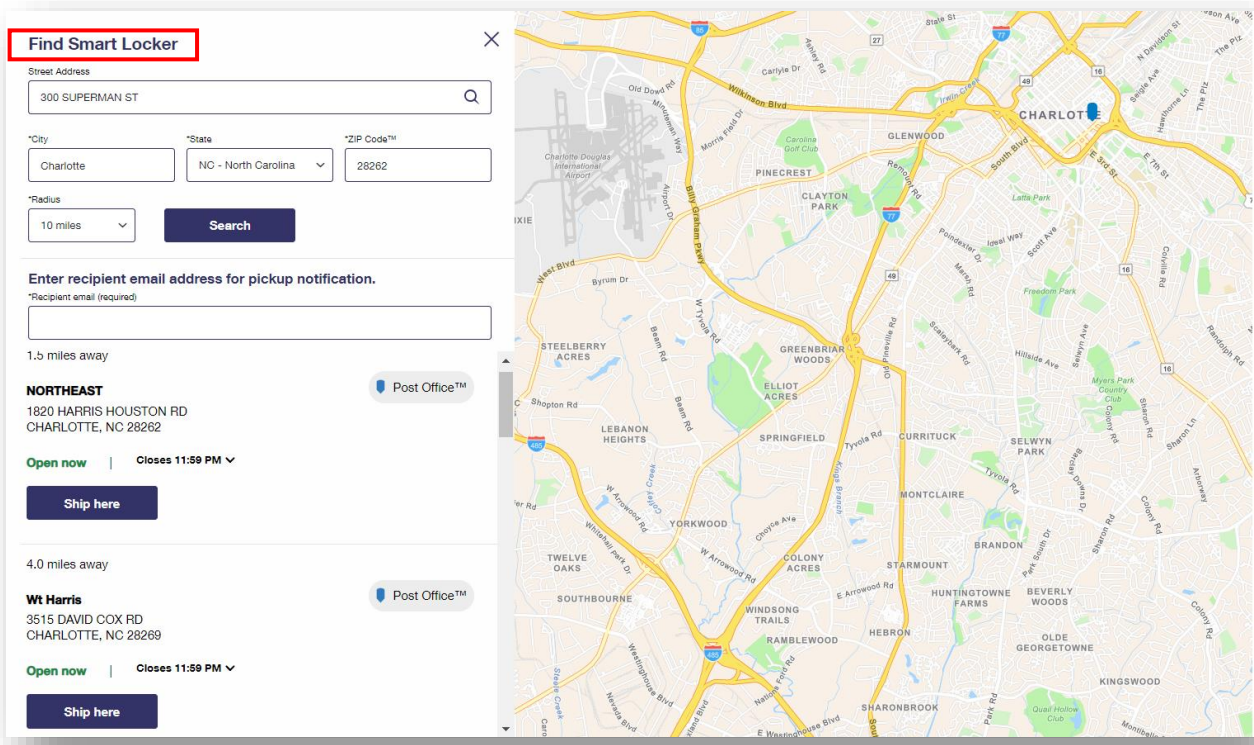
i. Select the **Radius (10 mi – 100 mi)** dropdown and then select **Search.**
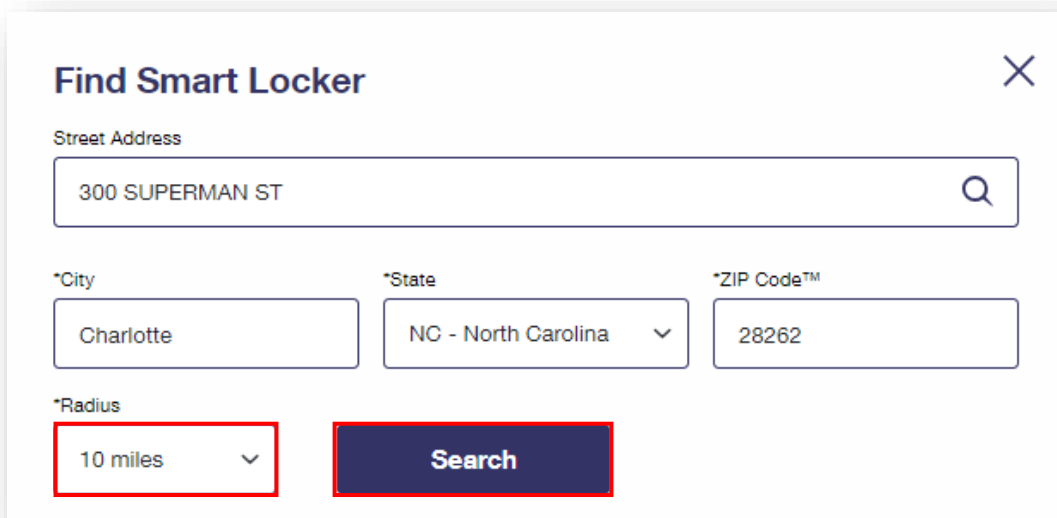
ii. Enter the **recipients email address** so that they can receive a pickup notification.

Enter recipient email address for pickup notification.
*Recipient email (required)

iii. Choose the USPS® Smart Locker of your choice from the options listed by selecting **Ship Here.**

1.5 miles away

NORTHEAST
1820 HARRIS HOUSTON RD
CHARLOTTE, NC 28262

Post Office™

Open now | Closes 11:59 PM ⌄

Ship here

4.0 miles away

Wt Harris
3515 DAVID COX RD
CHARLOTTE, NC 28269

Post Office™

Open now | Closes 11:59 PM ⌄

Ship here

International Label

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

1) Begin Single Label Creation Process – Two Options

    a) Option 1: Click on **Create a Single Label** located on the landing page.

    b) Option 2: Click on **New Label** located on the Label Manager page.

2) Verify your Sender Details

The Sender Details section is pre-populated by default based on the address associated with your account. To change or update this default address, refer to the Preferences tab located at the top of the landing page.

    a) If you would like to utilize a one-time return address, select the **Use a one-time return address** checkbox.

b) If you would like to utilize a previously saved return address, select the toggle down located under the **Select your return address** section, and select an address from the list. You will also be able to create a new return address within this section by selecting the **Create a new Sender Address** hyperlinked option.

c) 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)*.

d) If the **Use a one-time return address** or **Create a new Sender Address** options were selected, a **New Return Address** modal will be displayed.

   i. To pre-populate the sender information from a saved contact in your Address Book, enter the contact's name in the **Search your Address Book** text field and select the suggested contact.

ii. To manually enter the sender information, enter the details in the **required***
text fields.

iii. To save the sender information to your Address Book, select the **Save to
Address Book** checkbox.

iv. To set the sender information as your default return address, select the **Set as
Default Return Address** checkbox *(note, this option is only displayed for the
Create a New Sender Address option).*

v. Once the sender information is entered and you are ready to proceed, select
Next.

e) To opt into Sender Tracking Notifications, select the **Send me tracking notifications** checkbox.

f) If the **Send me tracking notifications** checkbox was selected, a **Tracking Notifications for Sender** modal will be displayed.

    i. Enter the desired email in the **Email** text field or the phone number in the **Phone** text field. *(note, international phone numbers are currently not supported by the Enhanced Click-N-Ship® application).*

    ii. Select the **Type of Notifications** that you want to receive.

    iii. Select **Save** to save these changes.

3) Enter the Recipient Details

Within the Enhanced Click-N-Ship® application, you have the capability to either enter the recipient details manually or select an address from your Address Book.

a) To pre-populate the recipient information from a saved contact in your Address Book, enter the contact's name in the **Search your Address Book** text field and select the suggested contact.
   i. If you would like to be redirected to your CNSv2 Address Book, select the **Manage Address Book** hyperlink.
b) To manually enter the recipient information, enter the details in the **required*** text fields.

4) Enter the Reference Number (optional)
   a) If you would like to enter a reference number, enter the number in the **Reference Number** text field *(note, this reference number will be printed on the label and has a maximum character limit of 30 characters).*

Recipient Address

Please provide a valid address. Required fields are marked with an asterisk (*)

*Country

Japan

*Address 1   Address 2

UNIT 5121

Address 3

*City   Province   Postal Code™

APO

Reference Number / Note (this will print on the label)

Max Character Limit: 30

5) Save the Recipient Information to your Address Book (optional)
   a) If the recipient information that you entered is new and you would like to save it as a contact in your Address Book, select the **Save to Address Book** checkbox.

USPS® Smart Lockers are available in select locations! They let you ship to people via self-service pickup at free, secure Smart Lockers in Post Office™ locations. You will have the option to ship eligible shipments to a USPS Smart Locker at checkout. Learn more.

☐ Save to Address Book

☐ Send recipient tracking notifications
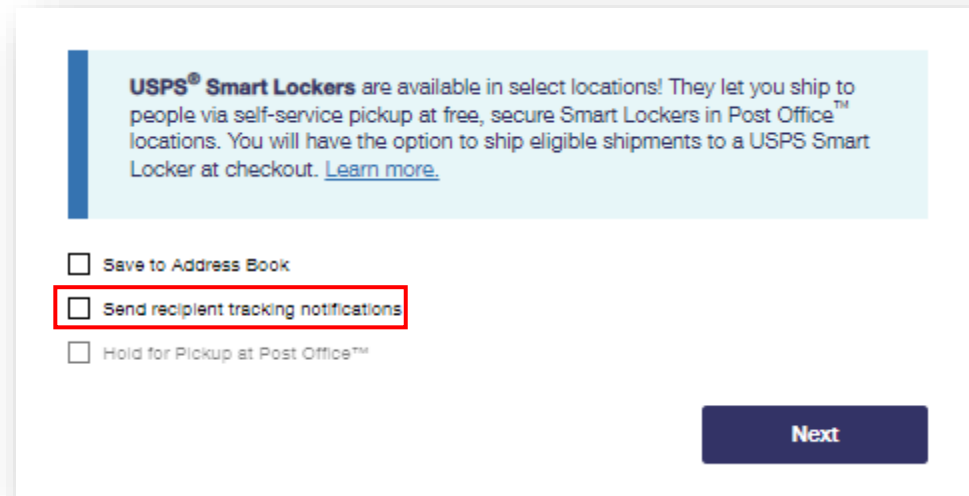
☐ Hold for Pickup at Post Office™

Next

6) Select Recipient Status Notifications (optional)

Within Enhanced Click-N-Ship®, you have the capability to have the recipient receive shipment status notifications via email, text, or both *(note, international phone numbers are currently not supported in the Enhanced Click-N-Ship® application and the recipient will receive a notification from USPS® asking them if they would like to opt-in to tracking notifications).*

    a) If you would like the recipient to receive text or email notifications about the mailpiece, select the **Send recipient tracking notifications** checkbox.

b) If the **Send recipient tracking notifications** checkbox was selected, a **Tracking Notifications for Recipient** modal will be displayed.
   i. Enter the desired email in the **Email** text field or the phone number in the **Phone** text field. *(note, international phone numbers are currently not supported by the Enhanced Click-N-Ship® application).*
   ii. Select the **Type of Notifications** that you want to receive.
   iii. Select **Save** to save these changes.

7) Confirm Sender and Recipient Details

a) Once the sender and recipient details are entered and you are ready to proceed to the next section, select **Next** *(Note, you will not be able to proceed to the next section unless this is selected).*

8) Select Hazardous Material Type (If Applicable)
   a) Select '**Yes'** if your *mailpiece* contains any potential hazardous or dangerous material such as batteries, perfume, paint, aerosols, and more
      iv. To view a detailed list of HAZMAT examples, select *'**View examples of mailable and nonmailable hazardous materials'***
   b) Select '**No**" if your *mailpiece* does not contain any hazardous or dangerous materials.

(i)

(a / b)

Does this parcel contain anything potentially hazardous?

Potentially hazardous items may include batteries, perfume, paint, aerosols, and more. View examples of mailable and nonmailable hazardous materials (HAZMAT).

Do Not Mail Mercury! Mercury is a hazardous, silver liquid metal. Mercury is inside many older devices like thermometers, blood pressure cuffs, thermostats, and switches. Learn More

*Are you shipping dangerous goods or hazardous materials? (i)
○ Yes
○ No

Notice: By clicking NO, you are confirming that your package does not contain any Hazardous Materials or Dangerous Goods. Shipping improperly prepared, undeclared, or prohibited HAZMAT can result in civil and criminal penalties under federal law.

c) If **YES** was selected, a HAZMAT modal will be displayed.
    v. Read through the list of Mailable and Nonmailable HAZMAT types, and select **I understand** to proceed with selecting a category type.
    vi. If you are not shipping a HAZMAT material and would like to go back to the previous page, select **Nevermind, I am not shipping HAZMAT.**

HAZMAT

The following items are considered hazardous materials (HAZMAT) or Dangerous Goods

Here are examples of HAZMAT items which are regulated in the mail:

Mailable HAZMAT	Nonmailable HAZMAT (Prohibited)
Aerosol sprays	Air bags
Batteries (non-spillable)	Ammunition
Dry Ice	Bulk shipments of HAZMAT
Flammable liquids	Dynamite
Lighters (USPS authorization required)	Fireworks
Lithium Batteries	Gasoline
Matches	High Powered Lithium Batteries (i.e., bikes, electric cars, scooters)
Nail Polish Remover	*Mercury
Perfume	Pure Acetone
Propane	

*Do Not Mail Mercury! Mercury is a hazardous, silver liquid metal. Mercury is inside many older devices like thermometers, blood pressure cuffs, thermostats, and switches. Learn More

Note: This is not an all inclusive list of mailable or prohibited items. Please refer to USPS Publication 52 (Pub 52) for quantity, packaging, and labeling guidance for mailable items and/or to ensure your shipment is not prohibited in the mail.

Shipping improperly prepared, undeclared or prohibited HAZMAT can result in civil and criminal penalties under federal law. The following tutorial will help you learn how to securely package, label and ship HAZMAT for domestic destinations through USPS®. View tutorial at www.usps.com/hazmat

(i)   (ii)

| I understand | Nevermind, I am not shipping HAZMAT |

d) Click on the **dropdown** button and selecting the HAZMAT category type from one of the options listed.

Select ⌄   Label Summary

Air Eligible Ethanol (authorized fragrance and hand sanitizer shipments)

Toy Propellant/Safety Fuse

Hazardous Materials Class 3 - Package (Hand sanitizer, rubbing alcohol, ethanol base products, flammable liquids etc.)

Radioactive Materials (e.g., smoke detectors, minerals, gun sights, etc. - Special requirements Packaging Instructions 7A requirements)

Air Eligible Corrosive Materials (certain cleaning or tree/weed killing compounds, etc.)

Sealed lead acid batteries

Lithium Batteries - New individual or spare lithium batteries (marked UN3480 or UN3090 only)

Lithium Batteries - Used electronic devices containing or packaged with lithium batteries (markings required)

Lithium Batteries - New electronic devices packaged with lithium batteries (marked UN3481 or UN3091)

Dry Ice (limited to 5 lbs. if shipped via Air)

Lithium Batteries - New electronic devices installed or packaged with lithium batteries (no marking)

Magnetized Materials

Safety/strike on box matches, book matches, mailable flammable solids only

Hydrogen peroxide (8 to 20% concentration)

Organic Peroxides

Toxic materials (pesticides, herbicides, etc.)

Biological Substance, Category B (i.e., Lab Test) marked UN3373

Excepted Quantity Provision (e.g., small volumes of flammable liquids, corrosive, toxic or environmentally hazardous materials - marking required)

Surface Only Hazardous Materials (For items that are not listed, but are restricted to surface only)

Air Eligible ID8000 Consumer Commodity (Non-flammable aerosols, Flammable combustible liquids, Toxic Substance, Miscellaneous hazardous materials) ▾

9) Select the Shipping Date

a) Select the **date** you would like the mailpiece to ship *(you may now select a date up to 7 days from today)*.

10) Select the Mailpiece and International Service Type (Option 1)

a) Select the **USPS® Flat Rate Packaging** Mailpiece Type.

b) If you selected *USPS® Flat Rate Packaging,* click on the **Select a Service** dropdown and select a **Service Type.**

c) Once the **Service Type** is selected, select **View Mailpiece Types** to proceed with seeing all of the mailpiece type available for that specific service type and select a **Mailpiece Type.**

(c)

11) Select the Mailpiece and International Service Type (Option 2)

      a)   Select the **Choose Your Own Box** Mailpiece Type.

      b)   If you selected **_Choose your own box_**, you will be required to enter further details about the box.

            i.   Enter the mailpiece **weight** and **dimensions** _(if shipping a mailpiece greater than 12" long)_

           ii.   If your mailpiece is not a standard rectangular box, select the **This mailpiece isn't a standard, rectangular box** checkbox and enter the **Girth** _(if applicable)._

iii. If your mailpiece is a **nonmachinable** item *(an item that is lumpy, rigid, or square/oddly shaped that can't go through automated sorting machines and need special handling)*, select the **Characterstic** that best describes your mailpiece from the dropdown.

c) Select an international **Service Type** by clicking on the dropdown button and selecting from the options available.

d) Once the international **Service Type** is selected**,** select **View Mailpiece Types** to proceed with seeing all of the mailpiece type available for that specific service type and select a **Mailpiece Type.**

12) Enter Content Details

The Content Details section is only required for mailpiece's that require a Customs Form (such as *International or military based addresses)*.

    a) Enter the **Mailpiece Value** *(you can enter a value up to and including $5,000)*.

13) Select Extra Services

    a) If you are interested in adding an extra service to your mailpiece(s), select the **checkbox** of the interested extra service *(note, the extra services listed will vary depending on the international service and mailpiece type that was selected)*.

b) If you would like to add additional insurance to your package, select the **Additional Insurance** checkbox and select an additional insurance by selecting the **Select additional insurance** dropdown.

i. To view more information about additional insurance, select the **Additional Insurance Tooltip**.

ii. Once the tooltip is selected, an **Additional Insurance Popup Modal** will be displayed.

14) Select Non-Delivery Options

  a) Select how the mailpiece should be overseen in the event that it cannot be delivered *(Return to Sender or Abandon).*

Step 5: Non-Delivery Options

Specify how the mailpiece should be handled in the event that it cannot be delivered.

Return to Sender	Abandon

15) Enter International Mailpiece Information (Required)

International mailpiece's require further mailpiece's information. Fill out the required information:

  a) Select the **Select a Content Type** drop down under the contents section and select the category that the describes your mailpiece.

Step 6: Mailpiece Information

International mailpieces within certain categories accepted by the Postal Service and/or delivery company must display an Internal Transaction Number (ITN), an AES Downtown Citation if unable to procure an ITN, or an AES Exemption.

*Contents

Select a content type   ⌄

- Documents
- Gifts
- Merchandise
- Returned Goods
- Commercial Sample
- Humanitarian Donation
- Dangerous Goods (Select this option if you are shipping lithium batteries)
- Other

b) Enter the **Mailpiece Description** (optional)
c) Enter **Additional Mailpiece Comments** (optional)

d) If your shipment required an export license, select the **Shipment requires an Export License** checkbox and enter **the AES Downtown Citation** from the U.S or **International Transaction Number (ITN)**.
   i. *Note, you are able to enter up to 14 alphanumerical values in this field.*

e) Enter a Sender's Customer Reference Number (optional)
f) If you are a Commercial Sender, you can enter the License Number, Certificate Number, and Invoice Number if desired.

16) Fill out the Custom Form (Required)

This customs form is used to declare the contents of your mailpiece's in order to pass through the corresponding Custom Agencies that control the flow of goods in and out of each country.
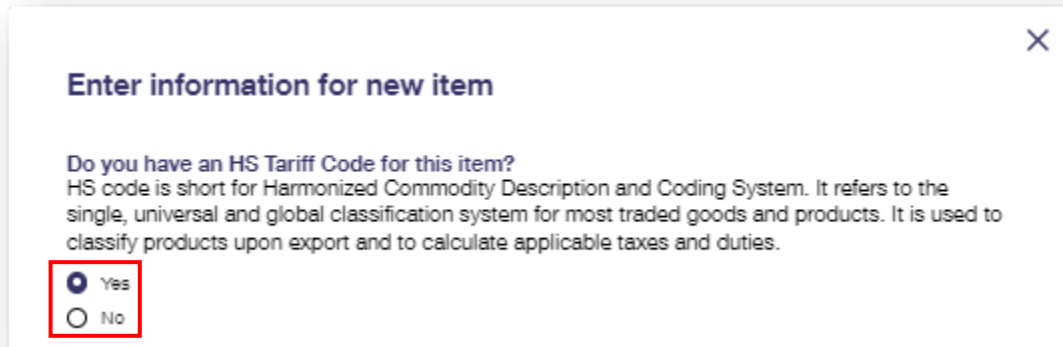
a) To begin filling out a customs form, select **Add an Item.**

b) Once the Add an Item option is selected, an **Enter Information for New Item** popup modal will be displayed where you will be asked if you have an HS Tariff Code for the item or not.

c) If **Yes** is selected, you will be required to provide / select the following details:
   i. Enter the **item description**.

ii.   Select a **category** that describes the item that is being shipped.

iii.   Select a **sub-category** that describes the item that is being shipped.

iv.   Enter the **HS Tariff Code** of the item that is being shipped.

* HS Tariff Code ⓘ   Please enter HS tariff code. It can
                      be 6-10 digits.

0000.00.0000

v.   Enter the **item quantity, value, and weight** of the item that is being shipped.

Tell us more about this item

* Quantity	*Item Value	*Weight (lbs)	*Weight (ozs)
1	$ 0	0 lbs	0 ozs

(-) (+)

The items in this mailpiece must be equal or less than the total mailpiece weight.

Current Weight: Total Weight:
[0 lbs 0 ozs]   [6 lbs 0 ozs]

vi.   Select the **Country of Origin** for the item that is being shipped.
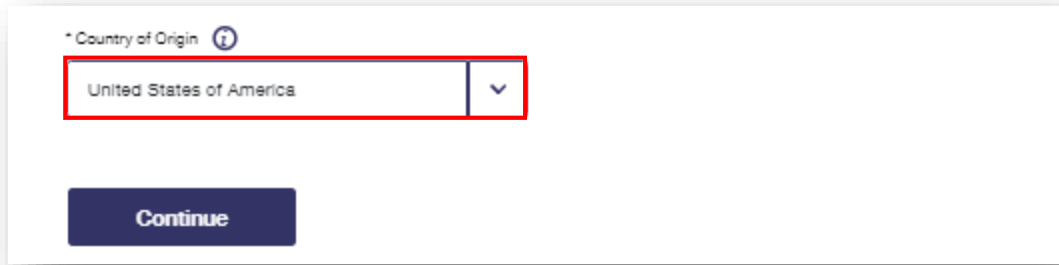
* Country of Origin ⓘ

⌄

United States of America
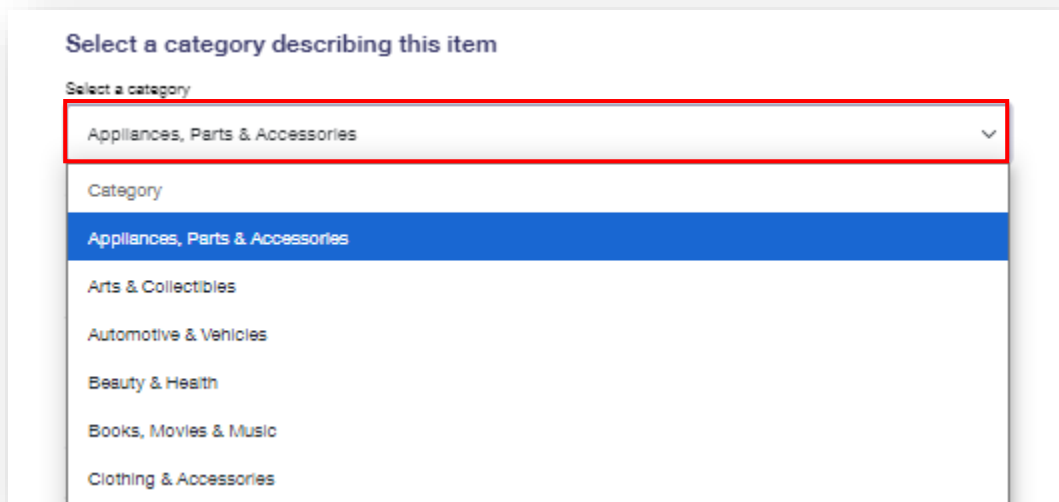
Afghanistan

Albania

vii.   Once finished, select **Continue** to proceed to the next step.

d)   If **No** is selected, you will be required to provide / select the following details:
i.   Enter the **item description**.

i.   Select a **category** that describes the item that is being shipped.

ii. Select a **sub-category** that describes the item that is being shipped.

iii. Select the **Country of Origin** for the item that is being shipped.

iv. Enter the **item quantity, value, and weight** of the item that is being shipped.

Tell us more about this item

* Quantity	*Item Value	*Weight (lbs)	*Weight (ozs)
1	$ 0	0 lbs	0 ozs

(-) (+)

Length (in)	Width (in)	Height (in)
in	in	in

The items in this mailpiece must be equal or less than the total mailpiece weight.

Current Weight:
[0 lbs 0 ozs]

Total Weight:
[6 lbs 0 ozs]

v. Once finished, select **Continue** to proceed to the next step.

The items in this mailpiece must be equal or less than the total mailpiece weight.

Current Weight:
[0 lbs 0 ozs]

Total Weight:
[6 lbs 0 ozs]

Continue

17) Review Calculated Landed Cost Estimate

The Calculated Landed Cost Estimate is a brief summary of your estimated landed cost for the international label *(includes the sum of the calculation of duties, taxes, and other import fees)*.

a) To view a detailed breakdown of the duties, fees, and taxes, select **View Summary**.
b) To receive a copy of your Landed Cost via email, enter your email and click **Submit**.

Step 8: Calculated Landed Cost Estimate

Landed cost includes the sum of the calculation of duties, taxes, and other import fees. These fees are paid by recipient upon arrival based on 1 item with a package value of $100 USD.

Duties	$31.91
Fees	$0.55
Taxes	$13.40
Total for Landed Cost	**$45.86**

(a)   **View Summary**   View a breakdown of the duties, fees and taxes.

Optional: Email a copy of the Landed Cost
Enter Email

(b)   [   ]   Submit

c) If **View Summary** was selected, review the **Detailed Breakdown Summary** of the duties, fees, and taxes.
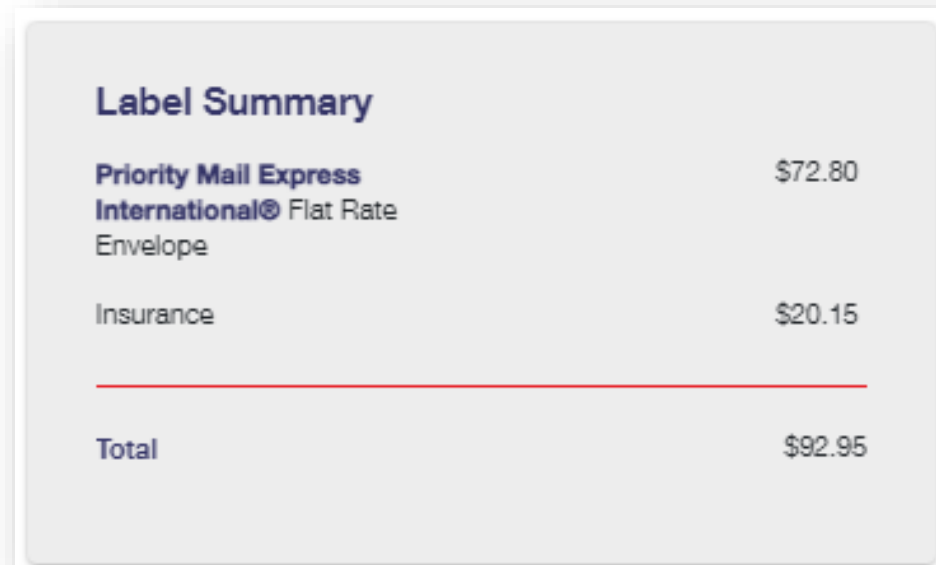
Item Breakdown of Calculated Landed Cost

Item	Qty	Value	Weight	
Sheet Music	0	$100.00	0 lbs, 1 ozs	Duties: $31.91
HS Tariff #				Taxes: $13.40
Origin: US				

Estimated Fees: $0.55
Estimated Duties and Taxes: $45.31
Total: $45.86

18) Review Label Summary

    a)   Refer to the **Label Summary** to get a brief summary of your label order. The Label Summary will be a grey box located at the top right of the page.

19) Add Label to Cart or Save Label to Label Manager

    a) If all the required information is correct and you would like to add the label(s) to the Label Cart and proceed to payment, select **Add to Cart**.

    b)   If all the required information is correct and you would like to save your label to your Label Manager, select **Save**.

        i.   *Note, you can save at any time if Recipient Details are provided. Saving will allow you to come back to this label later to make any changes prior to purchasing it.*

(a)   (b)

Domestic Label for Free Matter for the Blind Users

Create a domestic label for a single recipient free of postage through our eligible services if you are a qualifying member of the Free Matter for the Blind Program (FMB) by following the steps below.

1) Begin Single Label Creation Process – Two Options
    a) Option 1: Click on **Create a Single Label** located on the landing page.

    b) Option 2: Click on **New Label** located on the Label Manager page.

2) Verify your Sender Details

The Sender Details section is pre-populated by default based on the address associated with your account. To change or update this default address, refer to the Preferences tab located at the top of the landing page.

 a) If you would like to utilize a one-time return address, select the **Use a one-time return address** checkbox.

 b) If you would like to utilize a previously saved return address, select the toggle down located under the **Select your return address** section, and select an address from the list. You will also be able to create a new return address within this section by selecting the **Create a new Sender Address** hyperlinked option.

 c) 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)*.

Sender Details

You can manage your return addresses in Preferences.

(a) ☐ Use a one-time return address ⓘ

*Select your return address

(b)
Sender Test
800 N GLEBE RD
ARLINGTON, VA, 22203 ▾

Ship from a different ZIP Code™

(c) 22203 ⋯

Email
john.doe@gmail.com

Phone / SMS Text Message
(704) 780-2387

☐ Send me tracking notifications

d) If the **Use a one-time return address** or **Create a new Sender Address** options were selected, a **New Return Address** modal will be displayed.

    i. To pre-populate the sender information from a saved contact in your Address Book, enter the contact's name in the **Search your Address Book** text field and select the suggested contact.

    ii. To manually enter the sender information, enter the details in the **required*** text fields.

    iii. To save the sender information to your Address Book, select the **Save to Address Book** checkbox.

    iv. To set the sender information as your default return address, select the **Set as Default Return Address** checkbox *(note, this option is only displayed for the Create a New Sender Address option).*

    v. Once the sender information is entered and you are ready to proceed, select **Next.**

e) To opt into Sender Tracking Notifications, select the **Send me tracking notifications** checkbox.

f) If the **Send me tracking notifications** checkbox was selected, a **Tracking Notifications for Sender** modal will be displayed.
    i. Enter the desired email in the **Email** text field or the phone number in the **Phone** text field. *(note, international phone numbers are currently not supported by the Enhanced Click-N-Ship® application).*
    ii. Select the **Type of Notifications** that you want to receive.
    iii. Select **Save** to save these changes.

3) Enter the Recipient Details

Within the Enhanced Click-N-Ship® application, you have the capability to either enter the recipient details manually or select an address from your Address Book.

a) To pre-populate the recipient information from a saved contact in your Address Book, enter the contact's name in the **Search your Address Book** text field and select the suggested contact.

   i. If you would like to be redirected to your CNSv2 Address Book, select the **Manage Address Book** hyperlink.

b) To manually enter the recipient information, enter the details in the **required*** text fields.

4) Enter the Reference Number (optional)

a) If you would like to enter a reference number, enter the number in the **Reference Number** text field *(note, this reference number will be printed on the label and has a maximum character limit of 30 characters).*

5) Save the Recipient Information to your Address Book (optional)

a) If the recipient information that you entered is new and you would like to save it as a contact in your Address Book, select the **Save to Address Book** checkbox.

6) **Select Recipient Status Notifications (optional)**

Within Enhanced Click-N-Ship®, you have the capability to have the recipient receive shipment status notifications via email, text, or both *(note, international phone numbers are currently not supported in the Enhanced Click-N-Ship® application and the recipient will receive a notification from USPS® asking them if they would like to opt-in to tracking notifications).*

a) If you would like the recipient to receive text or email notifications about the mailpiece, select the **Send recipient tracking notifications** checkbox.

b) If the **Send recipient tracking notifications** checkbox was selected, a **Tracking Notifications for Recipient** modal will be displayed.

      i.   Enter the desired email in the **Email** text field or the phone number in the **Phone** text field. *(note, international phone numbers are currently not supported by the Enhanced Click-N-Ship® application).*

      ii. Select the **Type of Notifications** that you want to receive.

      iii. Select **Save** to save these changes.

7) Select Hold For Pickup (optional)

a) If you would like to have your mailpiece held at a designated Post Office™ location for pick-up, select the **Hold for Pickup at Post Office**™ checkbox.

b) If the **Hold for Pickup at Post Office**™ checkbox was selected, a **Hold for Pickup** modal will be displayed.

    i. To find the nearest Post Office™ location available for pickup, Enter the desire Zip Code in the **Enter the ZIP Code™** text field.

ii. Select the desired **Post Office**™ from one of the options displayed.

iii. If you would like to receive **text and / or email notifications** to notify you or the recipient that the mailpiece is ready for pickup, enter the email and / or phone number in the respective text fields**.**
iv. Select **Save** to proceed to the next step.

8) Confirm Sender and Recipient Details
   a) Once the sender and recipient details are entered and you are ready to proceed to the next section, select **Next** *(Note, you will not be able to proceed to the next section unless this is selected).*

9) Select Hazardous Material Type (If Applicable)
   a) Select '**Yes'** if your *mailpiece* contains any potential hazardous or dangerous material such as batteries, perfume, paint, aerosols, and more
       i. To view a detailed list of HAZMAT examples, select *'View examples of mailable and nonmailable hazardous materials'*
   b) Select '**No**" if your *mailpiece* does not contain any hazardous or dangerous materials.

Does this parcel contain anything potentially hazardous?

(i)

Potentially hazardous items may include batteries, perfume, paint, aerosols, and more. View examples of mailable and nonmailable hazardous materials (HAZMAT).

Do Not Mail Mercury! Mercury is a hazardous, silver liquid metal. Mercury is inside many older devices like thermometers, blood pressure cuffs, thermostats, and switches. Learn More

(a / b)

*Are you shipping dangerous goods or hazardous materials? ⓘ
○ Yes
○ No

Notice: By clicking NO, you are confirming that your package does not contain any Hazardous Materials or Dangerous Goods. Shipping improperly prepared, undeclared, or prohibited HAZMAT can result in civil and criminal penalties under federal law.

c) If **YES** was selected, a HAZMAT modal will be displayed.
   i. Read through the list of Mailable and Nonmailable HAZMAT types, and select **I understand** to proceed with selecting a category type.
   ii. If you are not shipping a HAZMAT material and would like to go back to the previous page, select **Nevermind, I am not shipping HAZMAT.**

HAZMAT

The following items are considered hazardous materials (HAZMAT) or Dangerous Goods

Here are examples of HAZMAT items which are regulated in the mail:

Mailable HAZMAT	Nonmailable HAZMAT (Prohibited)
Aerosol sprays	Air bags
Batteries (non-spillable)	Ammunition
Dry Ice	Bulk shipments of HAZMAT
Flammable liquids	Dynamite
Lighters (USPS authorization required)	Fireworks
Lithium Batteries	Gasoline
Matches	High Powered Lithium Batteries (i.e., bikes, electric cars, scooters)
Nail Polish Remover	***Mercury**
Perfume	Pure Acetone
Propane	

*Do Not Mail Mercury! Mercury is a hazardous, silver liquid metal. Mercury is inside many older devices like thermometers, blood pressure cuffs, thermostats, and switches. Learn More

Note: This is not an all inclusive list of mailable or prohibited items. Please refer to USPS Publication 52 (Pub 52) for quantity, packaging, and labeling guidance for mailable items and/or to ensure your shipment is not prohibited in the mail.

Shipping improperly prepared, undeclared or prohibited HAZMAT can result in civil and criminal penalties under federal law. The following tutorial will help you learn how to securely package, label and ship HAZMAT for domestic destinations through USPS®. View tutorial at www.usps.com/hazmat

(i)   (ii)

I understand   Nevermind, I am not shipping HAZMAT

82

d) Click on the **dropdown** button and selecting the HAZMAT category type from one of the options listed.

Select ∨   Label Summary

Air Eligible Ethanol (authorized fragrance and hand sanitizer shipments)

Toy Propellant/Safety Fuse

Hazardous Materials Class 3 - Package (Hand sanitizer, rubbing alcohol, ethanol base products, flammable liquids etc.)

Radioactive Materials (e.g., smoke detectors, minerals, gun sights, etc. - Special requirements Packaging Instructions 7A requirements)

Air Eligible Corrosive Materials (certain cleaning or tree/weed killing compounds, etc.)

Sealed lead acid batteries

Lithium Batteries - New individual or spare lithium batteries (marked UN3480 or UN3090 only)

Lithium Batteries - Used electronic devices containing or packaged with lithium batteries (markings required)

Lithium Batteries - New electronic devices packaged with lithium batteries (marked UN3481 or UN3091)

Dry Ice (limited to 5 lbs. if shipped via Air)

Lithium Batteries - New electronic devices installed or packaged with lithium batteries (no marking)

Magnetized Materials

Safety/strike on box matches, book matches, mallable flammable solids only

Hydrogen peroxide (8 to 20% concentration)

Organic Peroxides

Toxic materials (pesticides, herbicides, etc.)

Biological Substance, Category B (i.e., Lab Test) marked UN3373

Excepted Quantity Provision (e.g., small volumes of flammable liquids, corrosive, toxic or environmentally hazardous materials - marking required)

Surface Only Hazardous Materials (For items that are not listed, but are restricted to surface only)

Air Eligible ID8000 Consumer Commodity (Non-flammable aerosols, Flammable combustible liquids, Toxic Substance, Miscellaneous hazardous materials)

10) Select the Shipping Date

a) Select the **date** you would like the mailpiece to ship *(you may now select a date up to 7 days from today)*.

11) Select the Shipping Date and FMB Service Type

a) If you are a qualifying user of the Free Mater for the Blind (FMB) program, select the **I am shipping as Free Matter for the Blind** checkbox to proceed.

    i. Note, refer to the following article for more information about the [Free Matter for the Blind (FMB) Program](#).

b) Once the **Free Matter for the Blind** Checkbox is selected, you will be required to enter the following package details:
    i.   Enter the package **weight.**
    ii.   Enter the package **dimensions** *(if shipping a mailpiece greater than 12" long).*

    iii.   If your mailpiece is a **nonmachinable** item *(an item that is lumpy, rigid, or square/oddly shaped that can't go through automated sorting machines and need special handling)*, select the **Characterstic** that best describes your mailpiece from the dropdown.

12) Select the FMB Mailpiece Type

    a)   Once all the mailpiece dimensions are entered, select the **View Mailpiece Types** button to view the mailpiece types.

    b)   A **Free Matter for the Blind Mailpiece Type** will then be available based on your previous selections. No further action is required here.

(a)

View Mailpiece Types

You selected that you are shipping Free Matter for the Blind. To change that selection, please uncheck the Free Matter for the Blind checkbox under Ship Date.

(b)

Domestic Free Matter for the Blind ⓘ
(Choose your own box)

Service standards to this location are not available at this time.

$0.00
Per Label

Matter may be sent free of charge if mailed by or for the use of blind or other persons who cannot read or use conventionally printed materials due to a physical handicap. See tool tip for more information on what is considered Free Matter for the Blind or Handicapped.

13) Enter Content Details (Optional)

The Content Details section is only required for mailpiece's that require a Customs Form (such as *International or military based addresses)*.

a) Enter the item description.
b) Enter the Item weight (lbs.) - *if not applicable, enter '0'.*
c) Enter the item weight (oz) - *if not applicable, enter '0'.*
d) Enter the item value.
e) Enter the quantity of the item.
f) Add another item.
g) Enter the mailpiece value.

Step 3: Content Details
This information is required for labels that require a customs form.

Item Details
If you'd like to add items, use the fields below.

Item #1

Item Description (a)

Item lbs (b)

lbs

Item oz (c)

oz

Item Value

(d) $

QTY

(e)

(f) +Add Item

Mailpiece Details

Mailpiece Value

$ 0 (g)

Enter a value up to and including $5,000.00

14) Select Extra Services

    a) If you are interested in adding extra services to your mailpiece(s), please select one of the available Insurance, Signature Delivery, and Return services.

        i. *Note, any extra service selected will NOT be free and MUST be paid.*

15) Review Label Summary

    a) Refer to the **Label Summary** to get a brief summary of your label order. The Label Summary will be a grey box located at the top right of the page.

16) Add Label to Cart or Save Label to Label Manager

    a) If all the required information is correct and you would like to add the label(s) to the Label Cart and proceed to payment, select **Add to Cart**.

    b) If all the required information is correct and you would like to save your label to your Label Manager, select **Save**.

(a)   (b)

Domestic and International Labels Using 3rd Party Authorization (Business)

Eligible Enhanced Click-N-Ship® Business Users can now utilize the rates and Enterprise Payment System (EPS) Billing Account of another user to create, purchase, and ship labels on their behalf by following the steps below.

1) **Select a Payer Account**
   a) On the Enhanced Click-N-Ship® Homepage, select **Switch Payer Account** to choose the Payer's EPS account that you want to use to create the label(s) for.
      i. *Note, you can also switch between payer accounts via the Label Cart and Preferences section.*

b) Click on the dropdown under the **Select Account** section and select the Payer's EPS account that you want to use.
   i. *Note, anytime you switch Payer EPS accounts, the label(s) in their Label Manager and Label Cart will be unique to that specific EPS account.*
c) Once the Payer's EPS account is selected, select **Save Account** to proceed with creating label(s).
d) If you want to utilize your own personal EPS account to create and purchase label(s), select **Switch To My Account**.

2) Begin Single Label Creation Process – Two Options
   a) Option 1: Click on **Create a Single Label** located on the landing page.
      i. *Note, shippers will not be able to see the Payer's rates / prices when creating or purchasing label(s).*

   b) Option 2: Click on **New Label** located on the Label Manager page.
      i. *Note, shippers will not be able to see the Payer's rates / prices when creating or purchasing label(s).*

3) Verify your Sender Details

The Sender Details section is pre-populated by default based on the address associated with your account. To change or update this default address, refer to the Preferences tab located at the top of the landing page.

a) If you would like to utilize a one-time return address, select the **Use a one-time return address** checkbox.

b) If you would like to utilize a previously saved return address, select the toggle down located under the **Select your return address** section, and select an address from the list. You will also be able to create a new return address within this section by selecting the **Create a new Sender Address** hyperlinked option.

c) 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)*.

d) If the **Use a one-time return address** or **Create a new Sender Address** options were selected, a **New Return Address** modal will be displayed.

    i. To pre-populate the sender information from a saved contact in your Address Book, enter the contact's name in the **Search your Address Book** text field and select the suggested contact.

    ii. To manually enter the sender information, enter the details in the **required*** text fields.

    iii. To save the sender information to your Address Book, select the **Save to Address Book** checkbox.

    iv. To set the sender information as your default return address, select the **Set as Default Return Address** checkbox *(note, this option is only displayed for the Create a New Sender Address option).*

    v. Once the sender information is entered and you are ready to proceed, select **Next.**

e) To opt into Sender Tracking Notifications, select the **Send me tracking notifications** checkbox.

Sender Details

You can manage your return addresses in Preferences.

☐ Use a one-time return address ⓘ

*Select your return address

> **Sender Test**
> 800 N GLEBE RD
> ARLINGTON, VA, 22203   ▼

Ship from a different ZIP Code™

> 22203   ⋯

Email
john.doe@gmail.com

Phone / SMS Text Message
(704) 780-2387

☐ Send me tracking notifications

f) If the **Send me tracking notifications** checkbox was selected, a **Tracking Notifications for Sender** modal will be displayed.

    i. Enter the desired email in the **Email** text field or the phone number in the **Phone** text field. *(note, international phone numbers are currently not supported by the Enhanced Click-N-Ship® application).*

    ii. Select the **Type of Notifications** that you want to receive.

    iii. Select **Save** to save these changes.

4) Enter the Recipient Details

Within the Enhanced Click-N-Ship® application, you have the capability to either enter the recipient details manually or select an address from your Address Book.

a) To pre-populate the recipient information from a saved contact in your Address Book, enter the contact's name in the **Search your Address Book** text field and select the suggested contact.

      i. If you would like to be redirected to your CNSv2 Address Book, select the **Manage Address Book** hyperlink.

b) To manually enter the recipient information, enter the details in the **required*** text fields.

5) Enter the Reference Number (optional)

    a) If you would like to enter a reference number, enter the number in the **Reference Number** text field *(note, this reference number will be printed on the label and has a maximum character limit of 30 characters).*

6) Save the Recipient Information to your Address Book (optional)

    a) If the recipient information that you entered is new and you would like to save it as a contact in your Address Book, select the **Save to Address Book** checkbox.

7) **Select Recipient Status Notifications (optional)**

Within Enhanced Click-N-Ship®, you have the capability to have the recipient receive shipment status notifications via email, text, or both *(note, international phone numbers are currently not supported in the Enhanced Click-N-Ship® application and the recipient will receive a notification from USPS® asking them if they would like to opt-in to tracking notifications).*

a) If you would like the recipient to receive text or email notifications about the mailpiece, select the **Send recipient tracking notifications** checkbox.

b) If the **Send recipient tracking notifications** checkbox was selected, a **Tracking Notifications for Recipient** modal will be displayed.
   i. Enter the desired email in the **Email** text field or the phone number in the **Phone** text field. *(note, international phone numbers are currently not supported by the Enhanced Click-N-Ship® application).*
   ii. Select the **Type of Notifications** that you want to receive.
   iii. Select **Save** to save these changes.

Tracking Notifications for Recipient

Enter an email and/or phone number to receive notifications.

Email   Phone

(i)

Select which types of notifications you would like the user to receive?

Email	Text	
☐	☐	All Below Updates
☐	☐	Expect Delivery Updates
☐	☐	Day of Delivery Updates
☐	☐	Package Delivery
☐	☐	Available for Pick Up
☐	☐	Delivery Expectation Updates
☐	☐	Package In Transit Updates

(ii)

Save   (iii)

Privacy Act Statement

Your information will be used to respond to your mail recovery service request. Collection is authorized by 39 U.S.C. 401, 403, and 404. Providing the information is voluntary, but if not provided, we may not process your request in the mail recovery application. We do not disclose your information to third parties without your consent, except to facilitate the transaction, to act on your behalf or request, or as legally required. This includes the following limited circumstances: to a congressional office on enforcement agency in accordance with law. (e) to the sender or address of the mail-piece in connection with the resolution of a claim. (f) to an expert consultant for the purpose of determining the value of a lost or damaged item, or to determine otherwise the validity of the claim. For more information regarding our privacy policies visit www.usps.com/privacypolicy

8) Select Hold For Pickup (optional)
   a) If you would like to have your mailpiece held at a designated Post Office™ location for pick-up, select the **Hold for Pickup at Post Office**™ checkbox.

   b) If the **Hold for Pickup at Post Office**™ checkbox was selected, a **Hold for Pickup** modal will be displayed.
      i. To find the nearest Post Office™ location available for pickup, Enter the desire Zip Code™ in the **Enter the ZIP Code™** text field.

ii. Select the desired **Post Office**™ from one of the options displayed.

iii. If you would like to receive **text and / or email notifications** to notify you or the recipient that the mailpiece is ready for pickup, enter the email and / or phone number in the respective text fields**.**
iv. Select **Save** to proceed to the next step.

9) Confirm Sender and Recipient Details
   a) Once the sender and recipient details are entered and you are ready to proceed to the next section, select **Next** *(Note, you will not be able to proceed to the next section unless this is selected).*

10) Select Hazardous Material Type (If Applicable)

a) Select '**Yes'** if your *mailpiece* contains any potential hazardous or dangerous material such as batteries, perfume, paint, aerosols, and more

   i. To view a detailed list of HAZMAT examples, select *'View examples of mailable and nonmailable hazardous materials'*

b) Select '**No**" if your *mailpiece* does not contain any hazardous or dangerous materials.

Does this parcel contain anything potentially hazardous?

(i)

Potentially hazardous items may include batteries, perfume, paint, aerosols, and more. View examples of mailable and nonmailable hazardous materials (HAZMAT).

Do Not Mail Mercury! Mercury is a hazardous, silver liquid metal. Mercury is inside many older devices like thermometers, blood pressure cuffs, thermostats, and switches. Learn More

(a / b)

*Are you shipping dangerous goods or hazardous materials? ⓘ
○ Yes
○ No

Notice: By clicking NO, you are confirming that your package does not contain any Hazardous Materials or Dangerous Goods. Shipping improperly prepared, undeclared, or prohibited HAZMAT can result in civil and criminal penalties under federal law.

c) If **YES** was selected, a HAZMAT modal will be displayed.
   i. Read through the list of Mailable and Nonmailable HAZMAT types, and select **I understand** to proceed with selecting a category type.
   ii. If you are not shipping a HAZMAT material and would like to go back to the previous page, select **Nevermind, I am not shipping HAZMAT.**

HAZMAT

The following items are considered hazardous materials (HAZMAT) or Dangerous Goods

Here are examples of HAZMAT items which are regulated in the mail:

Mailable HAZMAT	Nonmailable HAZMAT (Prohibited)
Aerosol sprays	Air bags
Batteries (non-spillable)	Ammunition
Dry Ice	Bulk shipments of HAZMAT
Flammable liquids	Dynamite
Lighters (USPS authorization required)	Fireworks
Lithium Batteries	Gasoline
Matches	High Powered Lithium Batteries (I.e., bikes, electric cars, scooters)
Nail Polish Remover	*Mercury
Perfume	Pure Acetone
Propane	

*Do Not Mail Mercury! Mercury is a hazardous, silver liquid metal. Mercury is inside many older devices like thermometers, blood pressure cuffs, thermostats, and switches. Learn More

Note: This is not an all inclusive list of mailable or prohibited items. Please refer to USPS Publication 52 (Pub 52) for quantity, packaging, and labeling guidance for mailable items and/or to ensure your shipment is not prohibited in the mail.

Shipping improperly prepared, undeclared or prohibited HAZMAT can result in civil and criminal penalties under federal law. The following tutorial will help you learn how to securely package, label and ship HAZMAT for domestic destinations through USPS®. View tutorial at www.usps.com/hazmat

(i)   (ii)

I understand   Nevermind, I am not shipping HAZMAT

d) Click on the **dropdown** button and selecting the HAZMAT category type from one of the options listed.

Select ⌄ | **Label Summary**

Air Eligible Ethanol (authorized fragrance and hand sanitizer shipments)

Toy Propellant/Safety Fuse

Hazardous Materials Class 3 - Package (Hand sanitizer, rubbing alcohol, ethanol base products, flammable liquids etc.)

Radioactive Materials (e.g., smoke detectors, minerals, gun sights, etc. - Special requirements Packaging Instructions 7A requirements)

Air Eligible Corrosive Materials (certain cleaning or tree/weed killing compounds, etc.)

Sealed lead acid batteries

Lithium Batteries - New individual or spare lithium batteries (marked UN3480 or UN3090 only)

Lithium Batteries - Used electronic devices containing or packaged with lithium batteries (markings required)

Lithium Batteries - New electronic devices packaged with lithium batteries (marked UN3481 or UN3091)

Dry Ice (limited to 5 lbs. if shipped via Air)

Lithium Batteries - New electronic devices installed or packaged with lithium batteries (no marking)

Magnetized Materials

Safety/strike on box matches, book matches, mallable flammable solids only

Hydrogen peroxide (8 to 20% concentration)

Organic Peroxides

Toxic materials (pesticides, herbicides, etc.)

Biological Substance, Category B (i.e., Lab Test) marked UN3373

Excepted Quantity Provision (e.g., small volumes of flammable liquids, corrosive, toxic or environmentally hazardous materials - marking required)

Surface Only Hazardous Materials (For items that are not listed, but are restricted to surface only)

Air Eligible ID8000 Consumer Commodity (Non-flammable aerosols, Flammable combustible liquids, Toxic Substance, Miscellaneous hazardous materials) ⌄

11) Select the Shipping Date
    a) Select the **date** you would like the mailpiece to ship *(you may now select a date up to 7 days from today).*

12) Select the Mailpiece and Service Type (Option 1)
    a) Select the **USPS® Flat Rate Packaging** Mailpiece Type.

b) If you selected **USPS® Flat Rate Packaging**, click on the **Select a Service** dropdown and select a **Service Type.**

2) Once the **Service Type** is selected, select **View Mailpiece Types** to proceed with seeing all of the mailpiece type available for that specific service type and select a **Mailpiece Type.**

      i. *Note, if you selected Priority Mail Express® as your Service Type, you will be able to view the drop-off locations available by selecting the hyperlink.*

(c)

(i)

13) Select the Mailpiece and Service Type (Option 2)

    a)   Select the **Choose Your Own Box** Mailpiece Type.

    b)   If you selected **_Choose your own box_**, you will be required to enter further details about the box.

         i.   Enter the mailpiece **weight** and **dimensions** *(if shipping a mailpiece greater than 12" long)*

        ii.   If your mailpiece is not a standard rectangular box, select the **This mailpiece isn't a standard, rectangular box** checkbox and enter the **Girth** *(if applicable).*

iii.   If your mailpiece is a **nonmachinable** item *(an item that is lumpy, rigid, or square/oddly shaped that can't go through automated sorting machines and need special handling)*, select the **Characterstic** that best describes your mailpiece from the dropdown.

c) Select a **Service Type** by clicking on the dropdown button and selecting from the options available.

      i.   ***Note:*** *USPS Connect® Local Service Types will only be displayed for eligible addresses. Eligibility is determined by the sender address entered in step 1.*

Select Your Service and Mailpiece 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 mailpiece?

(e)
Select a Service

Priority Mail®	1-3 Day Delivery | Starting from $7.90
Priority Mail Express®	1-2 Day Delivery | Starting from $30.45
USPS Connect® Local	1-2 Day Delivery | Starting from $3.95
USPS Connect® Local Mail	1-2 Day Delivery | Starting from $2.95
USPS Ground Advantage™	2-5 Day Delivery | Starting from $3.79
USPS Ground Advantage™ Cubic	2-5 Day Delivery | Starting from $6.67
Priority Mail® Cubic	1-3 Day Delivery | Starting from $8.01

(i)

d) If **USPS Connect® Local / Mail Service Types** was selected, click on the **View Mailpiece Types** button to view all of the mailpiece types available for that service type.

i. Select a **Mailpiece Type** from one of the options available based on your previous selections (*Note, as the Shipper – you will not be able to see the Payer's rates and prices when creating label(s) for them*).

e) After the **Mailpiece Type** is selected, select the **Drop-off Location** from the options displayed:

      i. **Note**: *The same-day / next-day drop-off locations that are displayed are determined by the sender address entered in step 1. To view the full list of locations available, select* ***Show More Locations.***

Choose Your Drop-off Location

Please see the bottom of your label for the address of the postal facility where you must bring your SCAN form and mailpieces to drop off for processing.

USPS Connect® Local - Destination Delivery Unit ("DDU")

(b)
    ○ DDU: NORTHEAST
       1820 HARRIS HOUSTON RD CHARLOTTE, NC 28262
       Total Distance: 1.5 Miles

For Same-day Delivery, you'll need to drop all your mailpieces off before 6 a.m. local time of your selected ship date.
* Mailpieces dropped off later may be delivered the next day.

(i)
Show More Locations

f) If you selected any of the other **Service Types** (Priority Mail®, Priority Mail Express®, Priority Mail® Cubic, USPS Ground Advantage®, or USPS Ground Advantage® Cubic), click on the **View Mailpiece Types** button to view all of the mailpiece types available for that service type.

i. Select a **Mailpiece Type** from one of the options available based on your previous selections *(Note, as the Shipper – you will not be able to see the Payer's rates and prices when creating label(s) for them).*

8) Enter Content Details (Optional)

The Content Details section is only required for mailpiece's that require a Customs Form (such as *International or military based addresses)*.

    a)   Enter the **item description**.
    b)   Enter the Item **weight (lbs.)** - *if not applicable, enter '0'.*
    c)   Enter the item **weight (oz)** - *if not applicable, enter '0'.*
    d)   Enter the **item value**.
    e)   Enter the item **quantity**.
    f)   To add another item, select **+Add Item**.
    g)   Enter the **mailpiece value** *(you can enter a value up to and including $5,000)*.

9) Select Extra Services
   a) If you are interested in adding an extra service to your mailpiece(s), select the checkbox of the interested extra service *(note, the extra services listed will vary depending on the service and mailpiece type that was selected)*.
      i. *Note, as the Shipper – you will not be able to see the Payer's rates and prices when creating label(s) for them.*

10) Review Label Summary
    a) Refer to the **Label Summary** to get a brief summary of your label order. The Label Summary will be a grey box located at the top right or the bottom of the page.
       i. *Note, as the Shipper – you will not be able to see the Payer's rates and prices when creating label(s) for them.*

11) Add Label to Cart or Save Label to Label Manager

    a) If all the required information is correct and you would like to add the label(s) to the Label Cart and proceed to payment, select **Add to Cart**.

    b) If all the required information is correct and you would like to save your label to your Label Manager, select **Save**.

          (a)   (b)

Create a Batch

Organize your labels into a batch and utilize our streamlined multi-label creation process.

1) Begin Multi-Label Batch Process

   a) Option 1: Select **Create a Batch** located on the landing page.

   b) Option 2: Click **New Batch** from the Label Manager Page.

2) Enter Batch Details
   a) Enter a **Batch Name**. If no name is entered, it will autogenerate a batch name.
   b) Enter **Batch Notes** *(Optional)*
   c) Select **Create Batch** to be directed to the **Batch Summary** page and to start adding recipients.

Create your Batch
Fill out the information about the batch you would like to create. Once you fill out this information, you will be brought to the 'Batch View' where you can easily create and edit multiple labels at once.

Batch Details
Batch Name (optional)
You can name your Batch here. If you don't name it, a name will be generated based on the date and time of creation (e.g. Batch 2024-01-30, 18:00)

(a)

Batch Notes (optional)

(b)   (c)

Cancel   **Create Batch**

3) Add Recipients to Batch (Two Options)
   a) **Option 1:** Add Recipients to the newly created batch via <u>File Upload</u> by selecting **Add from File Upload.**

‹ Back to Batches   Labels in the batch automatically save as you enter information.

Batch: **John Doe (0 Labels)**   Edit   C Refresh

Batch Summary   **Sender Information**   **Batch Notes**
Select Services to see pricing ⓘ   **Clark Kent**   1233
                                    300 SUPERMAN ST
Total $0.00   CHARLOTTE, NC 33333

Add Recipient   Add From File Upload   Actions ⌄   Add All Complete to Cart ›

This Label Manager table is sorted by date and time created. Each new label will appear at the top of the table.

| ☐ | Ship Date | Recipient | Service and Mailpiece | Mailpiece Details | Extra Services | Total Price | All Labels | ▼ |

i. Once **Add from File Upload** is selected, you will be redirected to the **Import a List of Labels** page *(refer to page 128 for detailed next steps).*

b) **Option 2:** Add recipients to the newly created batch via Label Manager by selecting the **Label Manager** section at the top of the page.

i. Once you're redirected to your Label Manager, select the **checkbox** of a label(s) that you would like to add to your newly created Batch.

ii. Once the label(s) is selected, select the **Actions** dropdown and select **Add to Batch**.
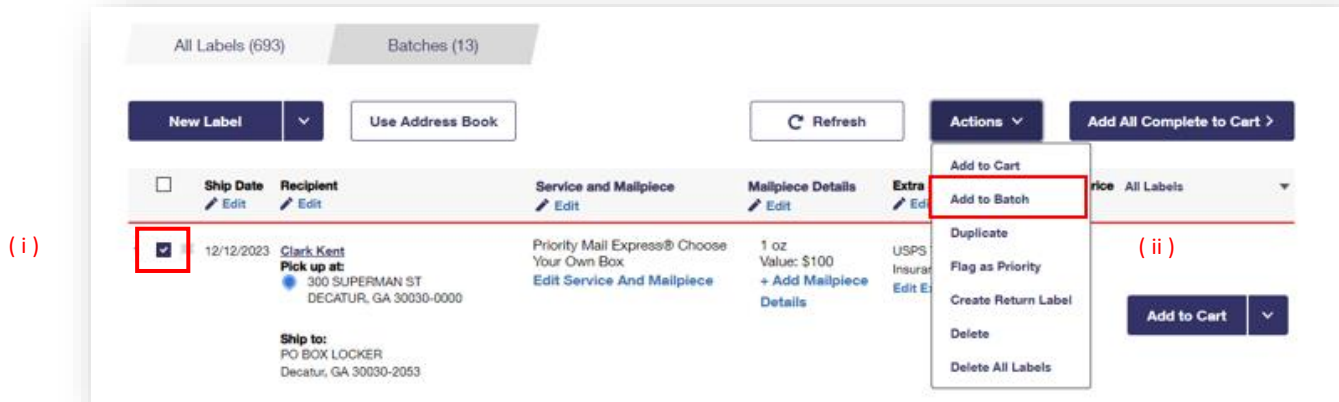
iii. An **Add to Batch** popup modal will be displayed where you will be prompted to select the specific batch that you want to add the label(s) to. Select **Existing Batch**
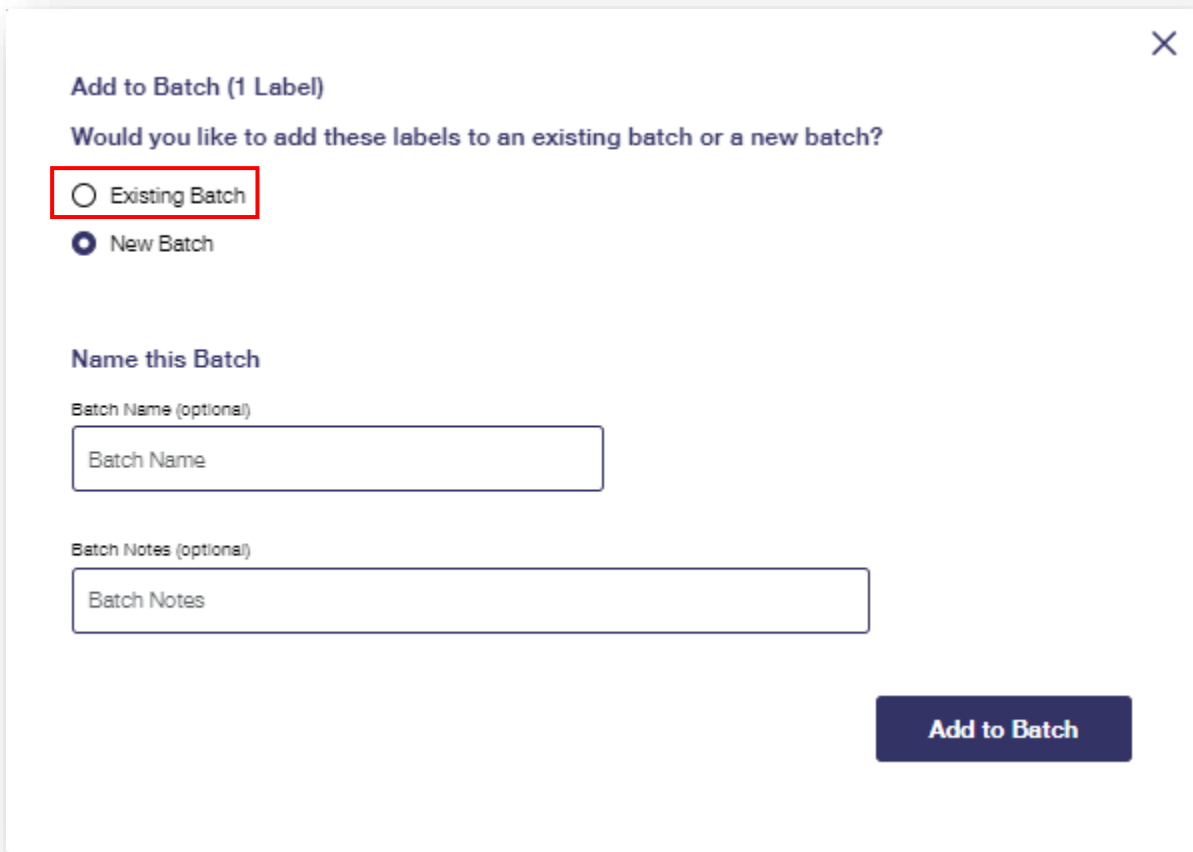
iv.   **Search** up the name of your newly created batch and **select the batch** from the list of batches displayed.

v.   Once the batch is selected, select **Add to Batch.**

vi. Once Add to Batch is selected, will be **redirected** back to your recently created **Batch** where the newly added label(s) will be displayed.

4) Select Service and Mailpiece Details

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

a) **Individual Recipient Method:** If you would like service and details specific to each recipient you may click on the "Edit Service and Mailpiece" button in the recipient's label row. A pop-up will appear where you can select the Service and Mailpiece type for a single recipient.

b) **Bulk Action Method:** If all recipients have the same Service and Mailpiece details, select the checkbox on the top left corner and then select the "Edit" button located beneath the "Service and Mailpiece" title. A pop-up will appear where you can select the Service and Mailpiece type for all recipients.

5) Edit Mailpiece Details

There are multiple ways to enter Mailpiece details for your labels. Steps (a)-(c) each outline a different methods to select enter Mailpiece details for the recipients.

a) **Individual Recipient Method:** If you would like to input Mailpiece details specific to each recipient you may click on the "Add Mailpiece Details" button in the recipient's label row. A pop-up will appear where you can enter the Mailpiece details for a single recipient.

b) **Bulk Action:** If all recipients have the same Mailpiece details, you may select the "Edit" button located beneath the "Mailpiece Details" title. A pop-up will appear where you can enter the Mailpiece details for all recipients.

6) Select Extra Services

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

There are multiple ways to select your Extra Services for your Mailpiece's. Steps (a)-(c) each outline a different method to select Extra Services for the recipients.

a) **Individual Recipient Method:** If you would like to select Extra Services specific to each recipient you may click the "Edit 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) **Bulk Action Method:** If your batch of labels all have the same Service and Mailpiece type and all recipients require the same Extra Services, you may select the "Edit" button located beneath the "Extra Services" title. A pop-up will appear where you can select the desired Extra Services for all recipients.

7) Add 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 add labels to the cart.

a) **Individual Recipient Method:** Individually add labels to cart by selecting **Add to Cart** in the recipient's row.

b) **"Add All" Method:** Add all labels to cart by selecting **Add All Complete to Cart**.

Import Labels

Import multiple labels via the File Upload method and continue editing in Label Manager.
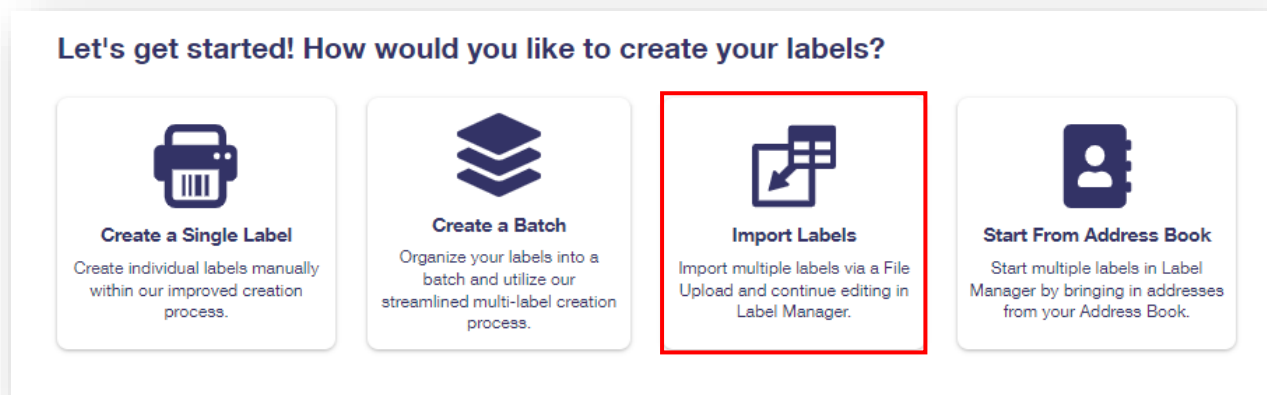
![Excel icon] CNSv2JobAid_FileUpload.xlsx Download here	Please use this guide file and the steps below to understand the required fields and necessary inputs for Enhanced Click-N-Ship® file upload. *Note, an updated Job Aid is currently under development which will be included in this document once completed.*

Import Labels Via File Upload

Import multiple labels via our File Upload method by following the steps below.

1) **Begin File Upload Process**
   a) **Option 1:** Select **Import Labels** located on the landing page.

   b) **Option 2:** Select **File Upload** located on the Label Manager page.

2) Select File Type and Upload CSV File

a) To upload your own personal file, select **I have my own file to upload**.

b) To select a file, click on **Select CSV File to Upload.**

    i. It is recommended to utilize the CSV template that is provided within this section. To download a copy of the CSV template, refer to the instructional column on the right hand side and select **Download CSV Template.**

    ii. To download step by step instructions on how to fill out the template, select **Download Instructions.**

c) If your personal file uploads successfully, you will see a green **Upload Successful** message box confirming that the upload was successful.

d) Select **Next** to proceed to the next steps.

3) Assign to Batch
   a) To add the labels to an *existing batch*, select **Add to an Existing Batch.**
      i. Search for an existing batch by name by entering it in the **Search for an Existing Batch** search box.

      ii. Once the existing batch is selected, select **Next: Import Labels.**

b) To add the labels to a *new batch,* select **Create a New Batch**
   i. If you want to name your new batch of labels, enter it in the **Batch Name (optional)** text field.
   ii. IF you want to add notes to your new batch, enter those in the **Add Note for yourself (optional)** text field.
   iii. Once ready, select **Next: Import Labels** to proceed to the next section.

4) Map Column Headers
   a) To apply a saved mapping to the current one, select one from the **Apply a Saved Mapping** dropdown section**.**
   b) To clear the current mapping headers, select **Clear Mapping.**

   c) Verify that your **file's column headers** have been mapped to the Enhanced Click-N-Ship® Label Manager fields.
   d) If a field is not correctly mapped, you may select another field from the **Mapping Recommended** dropdown.

e) To save the current filed mappings as a template for future CSV uploads, enter the **Field Mapping Name** and select **Save as New Mapping** to save the template (*optional*).
   i. *Note, unmapped fields will not be imported.*
f) Otherwise, if all information is correct and you would like to proceed with importing your labels, select **Confirm Mapping & Import Labels.**

Make subsequent uploads a streamlined process. (Optional)

You have the option of saving the field mappings as a template for future CSV uploads. If you plan to import this CSV template regularly, type in a name, we will save it for future use. (Leave blank if you don't want to save it.)

Field Mapping Name

(e)
| Enter Name for this Field Mapping | **Save As New Mapping** |

(f)
Confirm Mapping & Import Labels   Back

5) Review Import Label Results
   a) If the label import was successful, you will see a **green success message** with the total number of labels imported successfully.
   b) If you do not have any other files to upload, select **View in Label Manager** to view the imported labels in the newly created batch.
   c) If you have another file to upload, select **Upload a New File** and repeat steps 1-5.

Import Label Results

(a)

Total Labels Created

2 of 2

View Label Information in Click-N-Ship®

Go to Click-N-Ship Label Manager to view and edit the label information.

(b)   **View In Label Manager**

Import Another File

Have another file? Return to the beginning of the process to import another CSV file.

Upload a New File

(c)

d) If the label import was unsuccessful, you will see a **yellow box** with a total number of labels that were *not* imported successfully.
   i. In this case, refer to the **Label Row** and **Reasons record failed to import** section to review the items that need to be updated within the file in order to meet the upload requirements.
e) Once the updates have been made to the file, select **Upload A File** to reupload the file until the labels are imported successfully.

6) View Uploaded Labels in Label Manager

a) Once **View in Label Manager** is selected from the Import Labels results page, you will be **redirected** back to your **Label Manager** where your newly added label(s) will be displayed within a **Batch**.

7) Select Service and Mailpiece Types

There are multiple ways to select your Service and Mailpiece Types for labels within your batch.

a) **Individual Recipient Method:** If you would like to add a service and mailpiece type specific to each recipient, select **Edit Service and Mailpiece** located in the recipient's label row. A pop-up will appear where you can select the Service and Mailpiece type for a single recipient.

b) **Bulk Action Method:** If all recipients have the same Service and Mailpiece details, select the checkbox on the top left corner and then select **Edit** located beneath the **Service and Mailpiece** section. A pop-up will appear where you can select the Service and Mailpiece type for all recipients.

8) Edit Mailpiece Details

There are multiple ways to add Mailpiece details for labels within your batch.

a) **Individual Recipient Method:** If you would like to add Mailpiece details specific to each recipient, select **Add Mailpiece Details** located in the recipient's label row. A pop-up will appear where you can enter the Mailpiece details for a single recipient.

b) **Bulk Action:** If all recipients have the same Mailpiece details, select the checkbox on the top left corner and then select **Edit** located beneath the **Mailpiece Details** section. A pop-up will appear where you can enter the Mailpiece details for all recipients.

9) Select Extra Services

There are multiple ways to add Extra Services for labels within your batch.

a) **Individual Recipient Method:** To add an Extra Service specific to each recipient, select **+Add Extra Services** locate in the recipient's label row. A pop-up will appear where you can select the desired Extra Services for a single recipient.

b) **Bulk Action Method:** If your batch of labels all have the same Service and Mailpiece type and all recipients require the same Extra Services, select the checkbox on the top left corner and then select **Edit** located beneath the **Extra Services** section. A pop-up will appear where you can select the desired Extra Services for all recipients.

10) Add 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.

a) **Individual Recipient Method:** Individually add labels to cart by selecting **Add to Cart** located in the recipient's row.

b) **"Add All" Method:** Add all labels to cart by select the checkbox on the top left corner and then selecting **Add All Complete to Cart**.

Import Labels from an Online Marketplace

Import order exports from marketplaces such as Etsy, Shopify, BigCommerce, Rithum and directly upload them to Enhanced Click-N-Ship® to create labels by following the steps below.

1) **Begin File Upload Process**
   a) **Option 1:** Select **Import Labels** located on the landing page.

   b) **Option 2:** Select **File Upload** located on the Label Manager page.

2) Select File Type and Upload CSV File
   a) To upload a file from an Online Marketplace, select **I am uploading a file exported from an Online Marketplace.**
   b) Click on the **Select a Marketplace File** dropdown and select a marketplace type.

Import a List of Labels

It's easy to import labels, up to 1000 at a time. Start by selecting a CSV file to upload.

What file would you like to upload?

○ I have my own file to upload (This includes the downloadable template provided)

(a)   ● I am uploading a file exported from an online marketplace

Select a Marketplace File ▼   (b)

Select a Marketplace File

Etsy
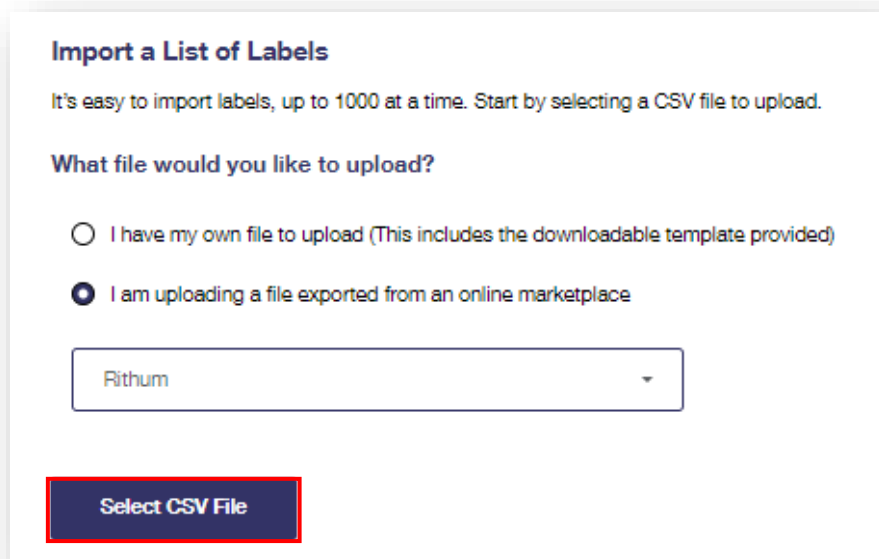
Shopify

BigCommerce

Rithum

   c) Once the marketplace is selected, click on the **Select CSV File** button to select your file.

Import a List of Labels

It's easy to import labels, up to 1000 at a time. Start by selecting a CSV file to upload.

What file would you like to upload?

○ I have my own file to upload (This includes the downloadable template provided)

● I am uploading a file exported from an online marketplace

Rithum ▼

Select CSV File

139

d) If your online marketplace file uploads successfully, you will see a green **Upload Successful** message box confirming that the upload was successful.
e) Select **Import Labels** to proceed to the next steps.

3) Assign to Batch

a) To add the labels to an *existing batch*, select **Add to an Existing Batch.**

    i. Search for an existing batch by name by entering it in the **Search for an Existing Batch** search box.

ii. Once the existing batch is selected, select **Next: Import Labels.**

b) To add the labels to a *new batch,* select **Create a New Batch**
   i.   If you want to name your new batch of labels, enter it in the **Batch Name (optional)** text field.
   ii. If you want to add notes to your new batch, enter those in the **Add Note for yourself (optional)** text field.
   iii. Once ready, select **Next: Import Labels** to proceed to the next section.

4) Review Import Label Results
   a) If the label import was successful, you will see a **green success message** with the total number of labels imported successfully.
   b) If you do not have any other files to upload, select **View in Label Manager** to view the imported labels in the newly created batch.
   c) If you have another file to upload, select **Upload a New File** and repeat steps 1-5.

Import Label Results

(a)
Total Labels Created
2 of 2

View Label Information in Click-N-Ship®

Go to Click-N-Ship Label Manager to view and edit the label information.

(b)   **View In Label Manager**

Import Another File

Have another file? Return to the beginning of the process to import another CSV file.

Upload a New File

(c)

d) If the label import was unsuccessful, you will see a **yellow box** with a total number of labels that were *not* imported successfully.
  i. In this case, refer to the **Label Row** and **Reasons record failed to import** section to review the items that need to be updated within the file in order to meet the upload requirements.
e) Once the updates have been made to the file, select **Upload A File** to reupload the file until the labels are imported successfully.

(d)

(e)

(i)

Labels that did not import (47)

Labels that had errors and didn't import

47 of 47

Instructions: We strongly recommend re-uploading a CSV with **only** these labels.

Upload A File

Label Row	Reasons record failed to Import
10	Unable to find rate
42	Unable to find rate
8	You have entered a non-deliverable Delivery Address. Please verify address, including apartment, suite, etc. Additional assistance is available at Find Zip Codes. Unable to find rate

5) View Uploaded Labels in Label Manager

a) Once **View in Label Manager** is selected from the Import Labels results page, you will be **redirected** back to your **Label Manager** where your newly added label(s) will be displayed within a **Batch**.

6) Select Service and Mailpiece Types

There are multiple ways to select your Service and Mailpiece Types for labels within your batch.

a) **Individual Recipient Method:** If you would like to add a service and mailpiece type specific to each recipient, select **Edit Service and Mailpiece** located in the recipient's label row. A pop-up will appear where you can select the Service and Mailpiece type for a single recipient.

b) **Bulk Action Method:** If all recipients have the same Service and Mailpiece details, select the checkbox on the top left corner and then select **Edit** located beneath the **Service and Mailpiece** section. A pop-up will appear where you can select the Service and Mailpiece type for all recipients.

7) Edit Mailpiece Details

There are multiple ways to add Mailpiece details for labels within your batch.

a) **Individual Recipient Method:** If you would like to add Mailpiece details specific to each recipient, select **Add Mailpiece Details** located in the recipient's label row. A pop-up will appear where you can enter the Mailpiece details for a single recipient.

b) **Bulk Action:** If all recipients have the same Mailpiece details, select the checkbox on the top left corner and then select **Edit** located beneath the **Mailpiece Details** section. A pop-up will appear where you can enter the Mailpiece details for all recipients.

8) Select Extra Services

There are multiple ways to add Extra Services for labels within your batch.

a) **Individual Recipient Method:** To add an Extra Service specific to each recipient, select **+Add Extra Services** locate in the recipient's label row. A pop-up will appear where you can select the desired Extra Services for a single recipient.

b) **Bulk Action Method:** If your batch of labels all have the same Service and Mailpiece type and all recipients require the same Extra Services, select the checkbox on the top left corner and then select **Edit** located beneath the **Extra Services** section. A pop-up will appear where you can select the desired Extra Services for all recipients.

9) Add 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.

a) **Individual Recipient Method:** Individually add labels to cart by selecting **Add to Cart** located in the recipient's row.

b) **"Add All" Method:** Add all labels to cart by select the checkbox on the top left corner and then selecting **Add All Complete to Cart**.

Start from Address Book

Create multiple labels in Label Manager by bringing in addresses from your Address Book.

1) Begin File Upload Process

    a) **Option 1:** Select **Start From Address Book** located on the landing page.

    b) **Option 2:** Select **Use Address Book** located on the Label Manager page.

2) Select Recipient from Address Book
   a) If **Start From Address Book** was selected from the homepage, you will be redirected to the **My Address Book** section.
      i. Search for and select the desired recipient by selecting **New Label**.
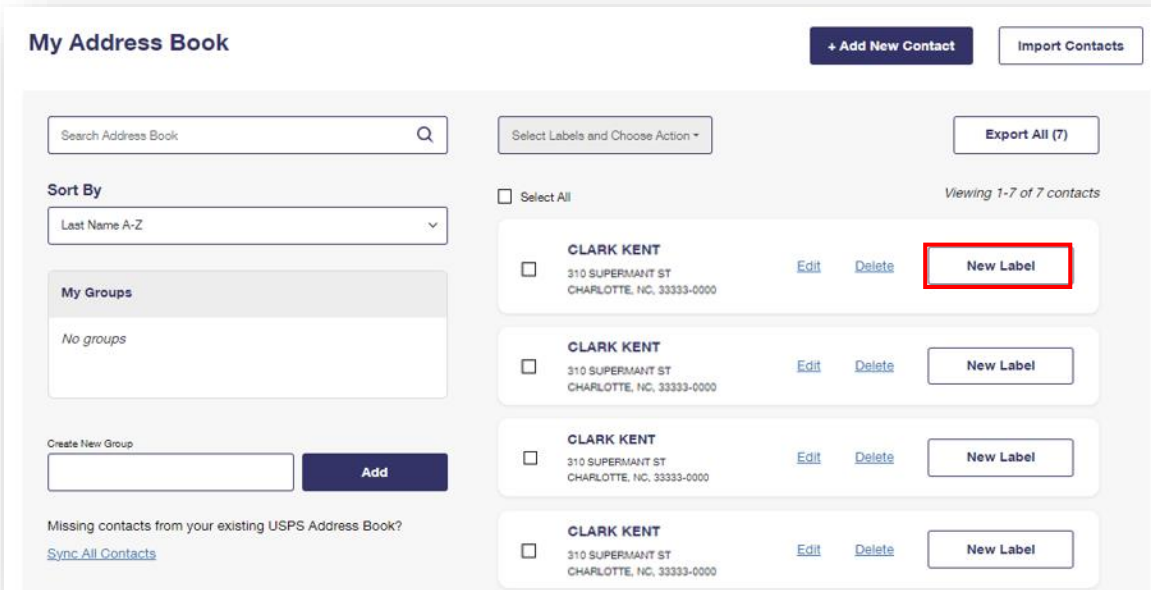
   b) If **Use Address Book** was selected from the Label Manager, an **Address Book** popup modal will be displayed.
      i. Search for, select the **checkbox** of the desired recipient, and select **Create Labels.**

3) View Labels in Label Manager
   a) The selected recipient addresses should now appear in your Label Manager along with any other labels that may have previously saved or created.

4) **Select / Edit Service and Mailpiece Details**
   Refer to **page 19** of the Enhanced Click-N-Ship® User Guide to follow the steps required to select your Service and Mailpiece details.

5) **Select / Edit Extra Services**
   Refer to **page 29** of the Enhanced Click-N-Ship® User Guide to follow the steps required to select your extra services.

Create a Return Label

Create individual return labels manually within our improved creation process.

Create Return Labels via Single Label Creation

Create an individual return label for a single recipient following the steps below.

1) Begin Single Label Creation Process – Two Options
    a) **Option 1:** Select **Create a Single Label** located on the landing page.

    b) **Option 2:** Select **New Label** located on the Label Manager page.

2) Follow Single Label Flow Creation Process
    a) Refer to **page 4** of the Enhanced Click-N-Ship® User Guide to follow the steps required to create your labels via the Single-Label Flow.

a) Once on the **Step 4: Select Extra Services** section, select the **Create a Return Label** checkbox and select a Return Service by selecting the **Select a return service** dropdown**.**

    i. *Note: All return packaging is Choose Your Own Box packaging. An estimated price will be displayed in the Return Package table; however, you will not be charged for the Return Label until it is scanned and used.*

    i. To view more information on return label services, select the **Return Service Tooltip**.

    ii. Once the tooltip is selected, a **Create a Return Label Popup Modal** will be displayed.

Create Return Labels via Label Manager

Create an individual return label for a single recipient from your Label Manager following the steps below.

1) Proceed to your Label Manager

    a) Select **View Label Manager** located on the landing page.

2) Add the Return Label Extra Service

There are multiple ways to add the Return Label Extra Service for labels within your Label Manager.

    a) **Individual Recipient Method:** To add an Extra Service specific to each recipient, select **+Add Extra Services** locate in the recipient's label row.

b) **Bulk Action Method:** If your batch of labels all have the same Service and Mailpiece type and all recipients require the same Extra Services, select the checkbox on the top left corner and then select **Edit** located beneath the **Extra Services** section.

c) Once either option is selected, the **Select Extra Services** popup modal will appear. Select **Create a return label** checkbox.

d) Select a return service type from the **Select a return service** dropdown.

e) Once the Return Service type is selected, you will see the estimated amount charged for the Return Label if it is used.

f) To proceed, select **Save.**

Viewing your Return Label(s)

Within this section you will understand where to find and how to view your created Return Label(s).

1) **View Return Labels via the Label Manager**

   a) Select **View Label Manager** located on the landing page.

   b) If a Return Label has been added to an Outbound Label, the Return Label will be displayed within the **Extra Services section** of the Outbound Label.

2) View Return Labels via the Label Cart
    a) Select **Label Cart** located on the landing page.

    b) Within the Label Cart, there will be a **Return Label indicator** for each outbound Label with a Return Label.

3) View Return Labels via the Payment Confirmation Page
   a) Once you've purchased a label, you will always be redirected to the **Payment Confirmation page.**
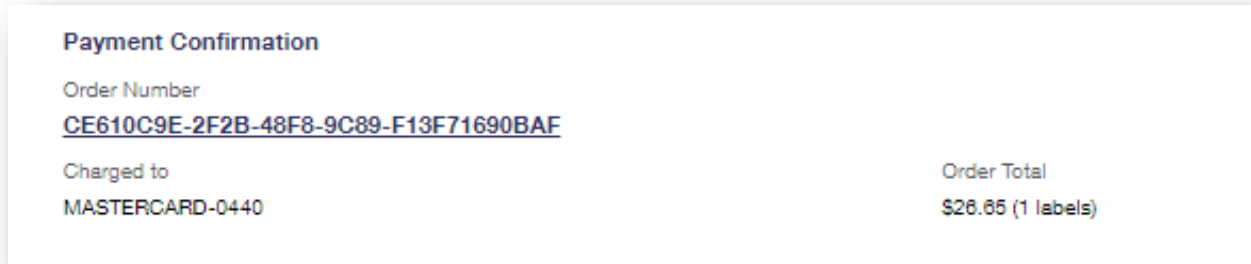

   b) Within the Payment Confirmation page, there will be a **Return Label indicator** for each outbound Label with a Return Label.
      i. *Note, you will also see the Return Label service type and tracking number in* [a] *the payment confirmation Label Table beneath its associated Outbound Label.*
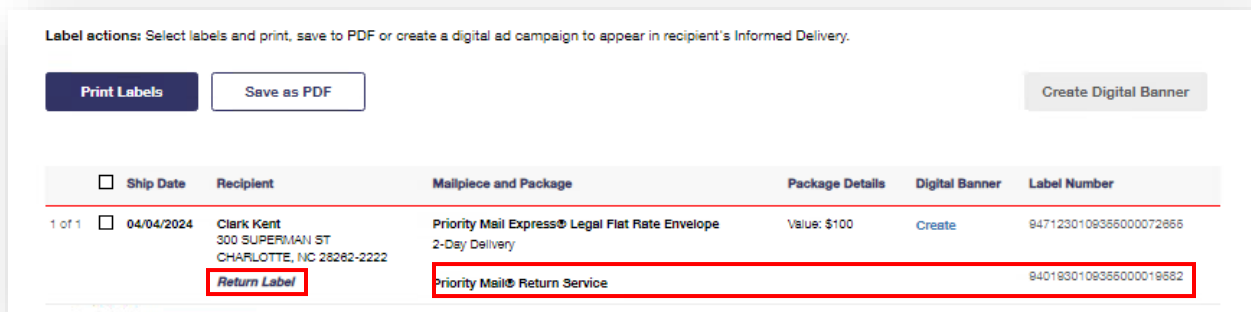
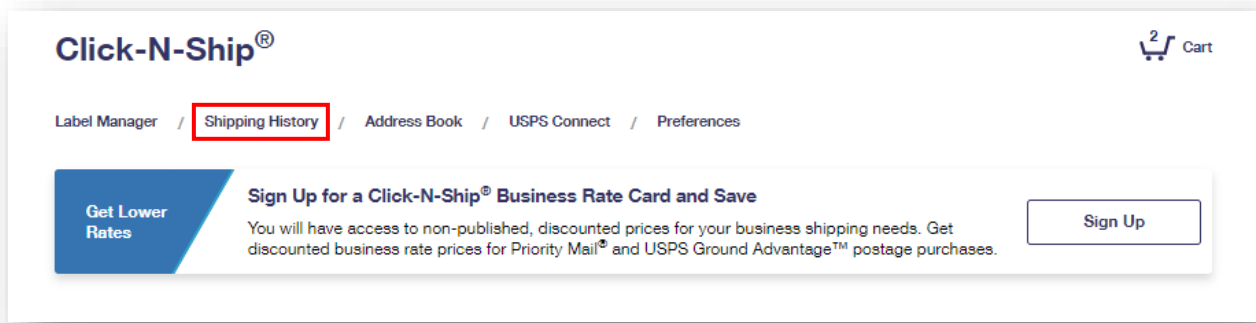(a)   (i)

   c) To print your Return Labels, select **Print Labels** located under the **Label Actions** section at the bottom of the payment confirmation page.
      i. *Note, your Return Labels which will be printed out with their associated Outbound Label.*
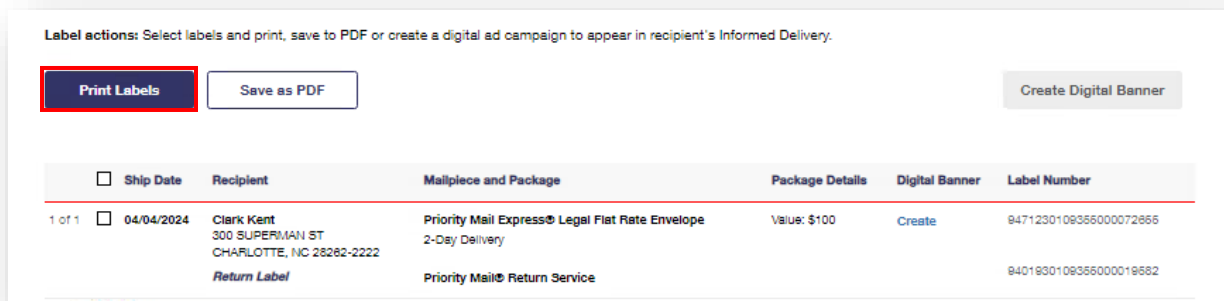
4) Viewing Return Labels via the Shipping History
   a) Select **Shipping History** located on the landing page.

   b) Within the Shipping History, your **purchased Return Labels** will be listed as their own line items.
   c) To distinguish a return label from a regular outbound label, refer to the **Service Type** section and look for **RTN,** which stands for **Return.**
      i. *Note, you will also be able to view other **Return Label details** such as the shipping address, label number, and label use status (e. g. Pending Use).*

Paying for Scanned Return Labels (Postage Dues)

Return Labels that are scanned and used will be listed a Postage Due on your account, that you will have to pay for. Pay for these Postage Dues by following the steps below.

1) **Pay for Scanned Return Labels via the Homepage**
   a) Return Labels that are scanned and used, will appear as a **Postage Due** on the **Landing Page**.

   b) To view more details of the Postage Due, select **View Details.** Once selected, you'll see which Return Labels were scanned, the reasoning for the Postage Due, and the postage cost owed for the scanned Return Label(s).
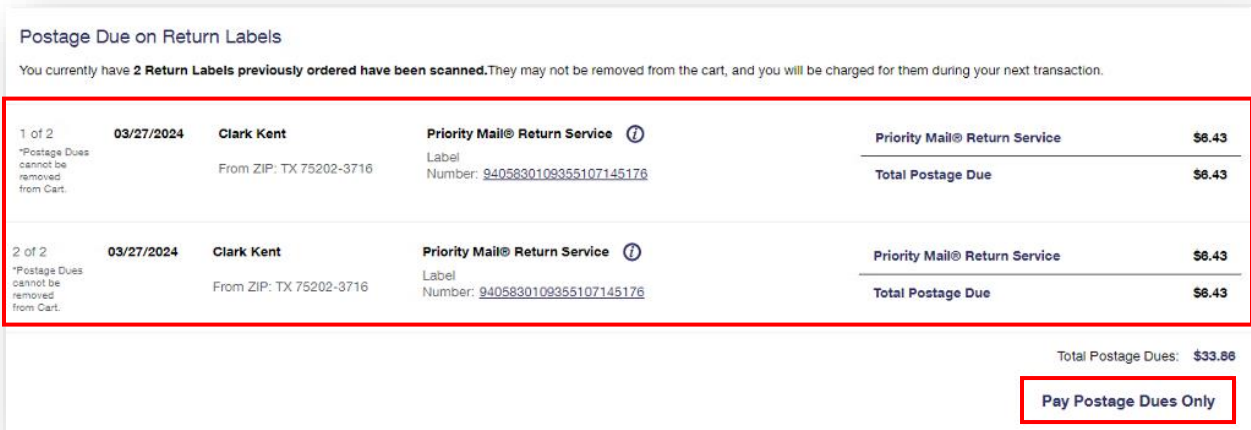   c) To pay for the Postage Due, select **Pay Now.**

2) Pay for Scanned Return Labels via the Label Cart
a) Select the **Label Cart** located on the landing page.
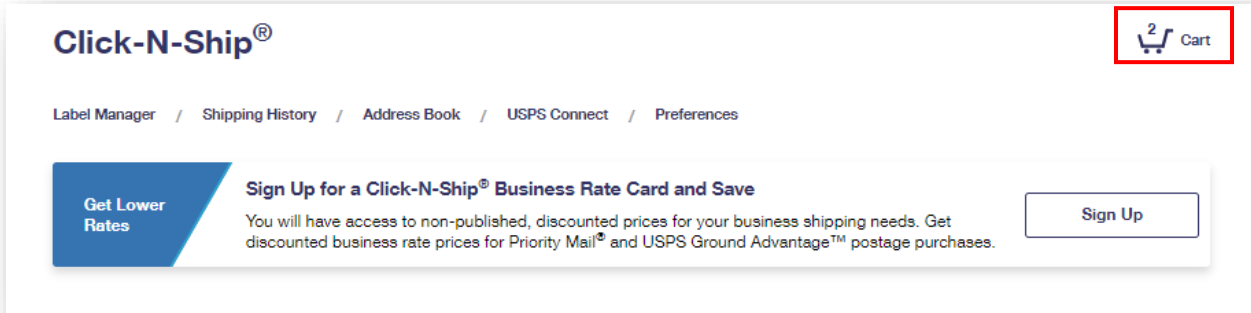
b) Return Labels that are scanned and used, will appear under the **Postage Due on Return Labels** section of the Label Cart.
c) To pay for these postage dues, select **Pay Postage Dues Only.**