



Registered to:

John Doe
AVANADE, INC

Status: Initializing...

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USER GUIDE

January 27, 2013

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USPS® Customer Commitment

The U.S. Postal Service™ fully understands the importance of providing information and service anytime day or night to your Internet and ecommerce customers. For that reason, USPS® is committed to providing service 7 days a week, 24 hours a day, 365 days a year. Thank you for your continued patronage.

We invite you to share your comments on how we can improve this application for you and enhance functions offered in future releases of Click-N-Ship for Business®.

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If you require technical support, contact the USPS® Internet Customer Care Center (ICCC). This center is available Monday thru Friday: 8:00 am to 8:30 pm ET, Saturdays 8:00 am to 6:00 pm ET and is closed Sundays and all major holidays except for Martin Luther King Day, President's Day, Columbus Day, and Veteran's Day when hours are from 9:00 am to 6:00 pm ET.

Email: uspstechsupport@esecurecare.net

Telephone: 1-800-344-7779



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Chapter 1

Introduction



Chapter 1. Introduction

Click-N-Ship for Business® is a free and convenient software application that provides easy access to shipping services from the United States Postal Service®. Major functionality includes the ability to create domestic, international, Open and Distribute™ and Merchandise Return Service labels as well as customs 2976/CN22, customs 2976A/CP72 labels and forms and First-Class Mail® Letter shipments; the ability to answer your customers' questions about shipping fees or tracking information; the ability for your company's customer service representatives in a call center, customer service, or shipping department to easily access shipping-related data and create electronic Merchandise Return Service labels that may be provided along with your package or e-mailed to your customer. In more detail, Click-N-Ship for Business® provides the following USPS® shipping services and information:

Create Shipping Labels

- **Domestic Shipping Label** generates a single-ply barcode label for Express Mail®, USPS Tracking/Delivery Confirmation™ or Signature Confirmation™ bar-coded labels for Priority Mail®, First-Class Mail® Parcels, First-Class™ Package Service Parcels, and Package Services (Standard Post™, Media Mail®, and Library Mail). If integrated with a postage meter or e-VS® functionality, users can include insurance, print postage, and capture weight.
- **International Shipping Label** generates a multiple-ply bar-coded label for Global Express Guaranteed®, Express Mail International®, Priority Mail International®, First-Class Mail International®, and First-Class Package International Service™. If integrated with a postage meter, users can include insurance (if available), print postage, and capture weight. (Note: The Commercial Invoice (PS Form 6182), the required documentation for certain Global Express Guaranteed items, is also available if needed.)
- **Customs 2976/CN22 Form and Customs 2976A/CP72 Form** generates the required form (based on mail class, value, weight and destination) to accompany international shipments, as well as items sent to domestic APO/FPO/DPO and US Territories locations.
- **Electronic Merchandise Return Service (MRS) Label** generates a return label with your MRS Permit account number for items to be returned by Priority Mail®, First-Class Mail® parcels, or Package Services.
- **Open and Distribute™ Label** provides the ability to create Priority Mail Open and Distribute™ labels, as well as automatically creating a PS 3152 Form, *Confirmation Services Certification*. Users can pay for postage via permit or meter device.
- **First-Class Mail® Letters** provides the ability to print sender and return addresses on envelopes and The Postal Store® offered label stock.



Import Orders

- **Import Orders** provides the ability to import domestic or international labels using an XML, CSV, or Microsoft Access® file or eBay® account.

Shipping Cart

- **Shipping Cart** provides the ability to store created labels for processing and printing at a later time. In addition, the Shipping Cart allows you to print SCAN forms for your label shipments and view/fix errors for labels in an ERROR state. If integrated with a postage meter, users can print postage from the Shipping Cart.

Shipping History

- **Shipping History** provides the ability to view previously printed label data, track status, schedule Package Pickup requests, and leverage information to recreate labels and create electronic Merchandise Return Service (MRS) labels. If integrated with a postage meter, users can print postage from Shipping History.
- **Package Pickup** section provides the ability to schedule USPS® Package Pickup requests for printed domestic and international labels based on the Next Postal Delivery Date available.

Use Shipping Tools

- **Track & Confirm** checks the bar coded status of any package shipped, whether created with Click-N-Ship for Business®, USPS® retail location, or other channel, for which the Track & Confirm tool is available.
- **Get Address Info** is a standalone address-checking tool. The address-checking tool provides address standardization, and city/state and ZIP Code™ lookup features. Click-N-Ship for Business® uses the USPS® Address Management System database to standardize addresses by correcting errors in street addresses and returns the ZIP + 4®. City/state lookup provides the city and state corresponding to any given ZIP Code™.
- **Calculate a Price** standards calculate and compare single piece postage prices, delivery standards, discounted electronic prices, Confirmation services fees, and insurance fees for packages shipped domestically by First-Class Mail® Parcel, First-Class™ Package ,



Express Mail® (includes parcels and flat rate envelope), Priority Mail® (includes parcels, flat rate envelope, medium flat rate box, large flat rate box, and small flat rate box), and Package Services mail classes, or internationally by Global Express Guaranteed®, Express Mail International®, Priority Mail International®, First-Class Mail International®, and First-Class Package International Service™. Also provides country specific mailing conditions and restrictions. If integrated with a postage meter, users can print postage and include insurance within Shipping Tools.

Address Book

- **Address Book** provides the ability to add, edit, and delete individual addresses, manage address groups, and apply addresses to create labels faster and easier.

Preferences

- **Preferences** provide the ability to assign default information into your shipping labels and other areas of Click-N-Ship for Business®. A unique set of preferences can exist for each selected sender address, allowing you to create multiple profiles of preferences within a single version of Click-N-Ship for Business®. Preferences also provide the ability to manage an external device such as a postage meter and imports.

Messages

Messages provides the ability to view USPS® Click-N-Ship® for Business or mail service related message updates via a browser within Click-N-Ship for Business®. Also, access The Postal Store® for ordering free mailing supplies or self-adhesive labels.

Offline Capabilities

- **Offline** capabilities throughout the application provide a way to make use of limited-functionality of Click-N-Ship for Business® without Internet connectivity. Offline functionality available includes, but is not limited to, adding **g** domestic, international, and/or customs labels/forms to the Shipping Cart.

Print Postage and Capture Weight with external device



- Integration with an external device provides the ability to capture the weight of an item and print postage directly from Click-N-Ship for Business® to the postage device.

For further quick-reference information, refer to the Help link in the Click-N-Ship for Business® application.



Chapter 2

Getting Started



Chapter 2. Getting Started

System Requirements

Click-N-Ship for Business® is supported on Windows XP Home®, XP Professional®, Vista®, Windows 7®, and Windows® 8 Operating Systems. In addition, you will be required to have:

- Internet Explorer® version 6.0.1 (or higher).
- At least 14 MB of free space to install and run the program (If .NET® 2.0 framework is already installed. If not, .NET® 2.0 framework requires at least an additional 80 MB of free space.).
- Screen Resolution is set at a minimum of 1024 x 768 pixels.
- At least one printer installed in order to use the *Print Preview* functionality in Shipping Cart.
- Adobe Reader is required to view electronic Merchandise Return Service (MRS) labels via the attachment when an email recipient is requested by the Sender.
- A PC with an Internet connection is required to register for Click-N-Ship for Business® and use the key online capabilities and attain application updates from USPS®.
- If you wish to print postage and capture weight through a postage device, ensure that all associated programs (Example: mailstation™) are running and minimized to the taskbar prior to launching Click-N-Ship for Business®.

Data Entry Guidelines

Before using Click-N-Ship for Business®, you should have a working knowledge of the following guidelines for data entry that apply to all screens in the application:

- Any fields with an **asterisk** adjacent to field label name are required fields.
- Click-N-Ship for Business® will not alert you to invalid data until a request is submitted. An error message dialog box will be returned when an error is encountered.
- Fields with drop down boxes contain all valid entries for that field. You cannot enter any other data.



- **ZIP Code™** fields only accept five numeric characters.
- **ZIP + 4®** fields only accept four numeric characters.
- **Pounds** and **ounces** fields only allow numeric characters. If the total weight is invalid, an error message will be displayed.
- Invalid combinations of city/state or city/state/ZIP Code™ will cause an error message to be displayed. This error message will have to do with an invalid address rather than invalid characters.
- If an error message is returned, a pop-up box will appear with the error description. If the error was due to the input on the screen, corrections can be made and the request re-submitted.
- Communication between your session of Click-N-Ship for Business® and USPS® servers occurs via a Secure Sockets Layer (SSL) connection to maintain integrity of the data.



Chapter 3

Shortcuts



Chapter 3. Shortcuts

When selecting records within Tables

In Shipping Cart, Shipping History, Package Pickup and Shipping Tools - Track/Confirm tables, the following shortcuts apply when selecting (i.e., highlighting) and/or checking records.

IMPORTANT: In general, always first select (i.e., highlight) the rows you wish to apply an action to (i.e., edit, delete) and then make use of the checkboxes.

Q. How do I select (i.e. highlight) a record?

A. Click on any of the read-only text field columns in the grid.

To check multiple label records in a row:

- 1 Select (i.e., highlight) a label row by clicking on any of the text fields. When a record is selected, the entire row will be highlighted.
- 2 Hold down **Shift** key.
- 3 Select another label row by clicking on any of the text fields. All records between the first and last selected rows will be selected.

TIP

- To deselect one of the rows while multiple rows are selected, press the **Ctrl** key and click on any of the text fields on the row that you wish to deselect.

- 4 Click on a single checkbox of one of the selected (i.e., highlighted) rows. All highlighted rows will be checked.

TIP

- To uncheck all records that are selected simply click one of the checkboxes again. All records that are selected will be unchecked.

To check multiple label records not in a row:



- 1 Select a label row by clicking on any of the text fields. When a record is selected, the entire row will be highlighted.
- 2 Hold down **Ctrl** key.
- 3 Select another label row by clicking on any of the text fields. Only the rows clicked on will be selected.

TIP

- To deselect one of the rows while multiple rows are selected, press the **Ctrl** key and click on any of the text fields on the row that you wish to deselect.

- 4 Click on a single checkbox of one of the selected (i.e., highlighted) rows. All highlighted rows will be checked.

TIP

- To uncheck all records that are selected simply click one of the checkboxes again. All records that are selected will be unchecked.

Keyboard Shortcuts

To check a checkbox for a record in the Shipping History, Address Book, Package Pickup, Shipping Cart, or Shipping Tools - Track/Confirm tables:

- 1 Tab into the checkbox column for a specific record.
- 2 Press the **spacebar** key. A checkbox for the selected record will be checked.

To open the edit panel for an address in the Address book:

- 1 Tab into the **Edit** button for a specific record.
- 2 Press the **Enter** key. The record will be open for editing.

To display the context menu in Shipping Cart, Shipping History, Package Pickup tables:

- 1 Tab into any of the text columns of a specific record. *Note: Shipping History and Package Pickup tables will require you to check the row selected in order to access all of the functionality available in the context menus.*



- 2 Click the **Context Menu** key and use the up and down arrows to navigate to select an action.
- 3 Click **Enter**.

To display a specific main window using shortcut keys:

- 1 To have JAWS users read status in the middle of processing a request, click **Insert > Page Down**.



Chapter 4

Installation



Chapter 4. Installation

In this introduction to installation, you will learn how to do the following:

ONLINE connection status:

- Download Click-N-Ship for Business® via the **Internet**
- **Upgrade** Click-N-Ship for Business®
- **Uninstall** Click-N-Ship for Business®

OFFLINE connection status:

- **Uninstall** Click-N-Ship for Business®

Getting Started

Prior to installing the Click-N-Ship for Business® application, verify that all [System Requirements](#) have been met.



Download Click-N-Ship for Business® via Internet

- 1 The Click-N-Ship for Business® software can be downloaded from the Click-N-Ship for Business® web site (www.USPS.com/business/Click-N-Ship-for-business.htm).
- 2 Click the **Download Now** link on the main Click-N-Ship for Business® page.

The screenshot shows the USPS.com website interface. At the top, there is a navigation bar with links for 'Ship a Package', 'Send Mail', 'Manage Your Mail', 'Shop', and 'Business Solutions'. Below this, the main heading is 'Click-N-Ship for Business' with the subtext 'Print labels and manage shipments from your desktop'. A 'Download Now' button is prominently displayed. To the left, there is a sidebar with 'Business Solutions' and 'Get help to...' sections. To the right, there are sections for 'Still Have Questions?', 'Budget for Your Shipping Needs', and 'Find a Post Office Near You'. The 'Overview' section contains text describing the software's features and benefits.

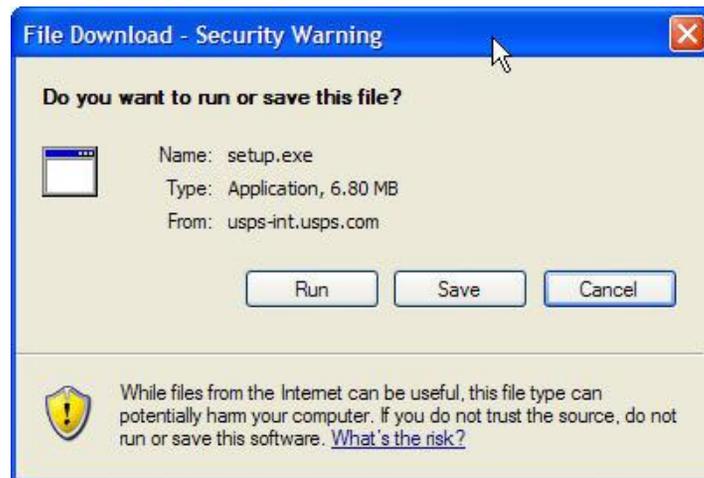
- 3 Click **Install** or **Run** from the popup box.



TIP

- If your computer does not have .NET® 2.0 Framework already installed, it will automatically be installed onto your computer along with Click-N-Ship for Business®.

Note: If you are using Internet Explorer® 6.1 or later versions, you will see the following dialog. Click **Run** or **Save** to your desktop and run from the Start menu.



4 Click **Install** from the popup box.



Note: *If you are using Netscape® 6.X or Firefox® browsers, you will see the following dialog. Click OK or Save to your desktop and run from the Start menu. You will then see the Click-N-Ship for Business® Installation dialog which is digitally signed.*





- 5 If you do not have .NET® 2.0 framework already installed, please note that the additional dialog boxes will display. Click **Run**:



- 5a View Install Shield Wizard indicating that .NET® Framework can be installed.



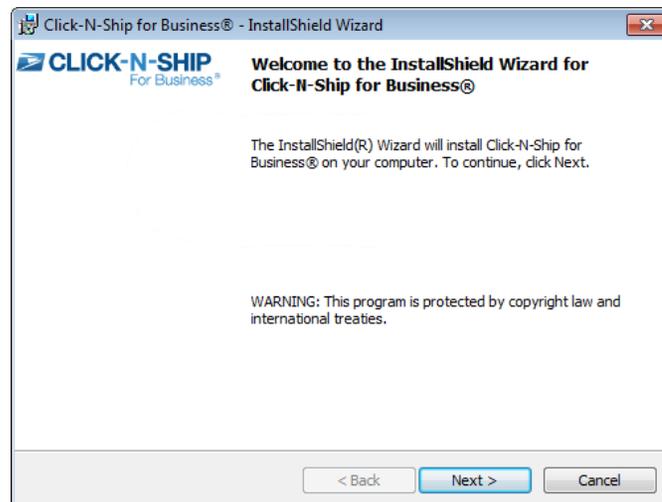


5b In the middle of processing, click **Run** on the following dialog box.



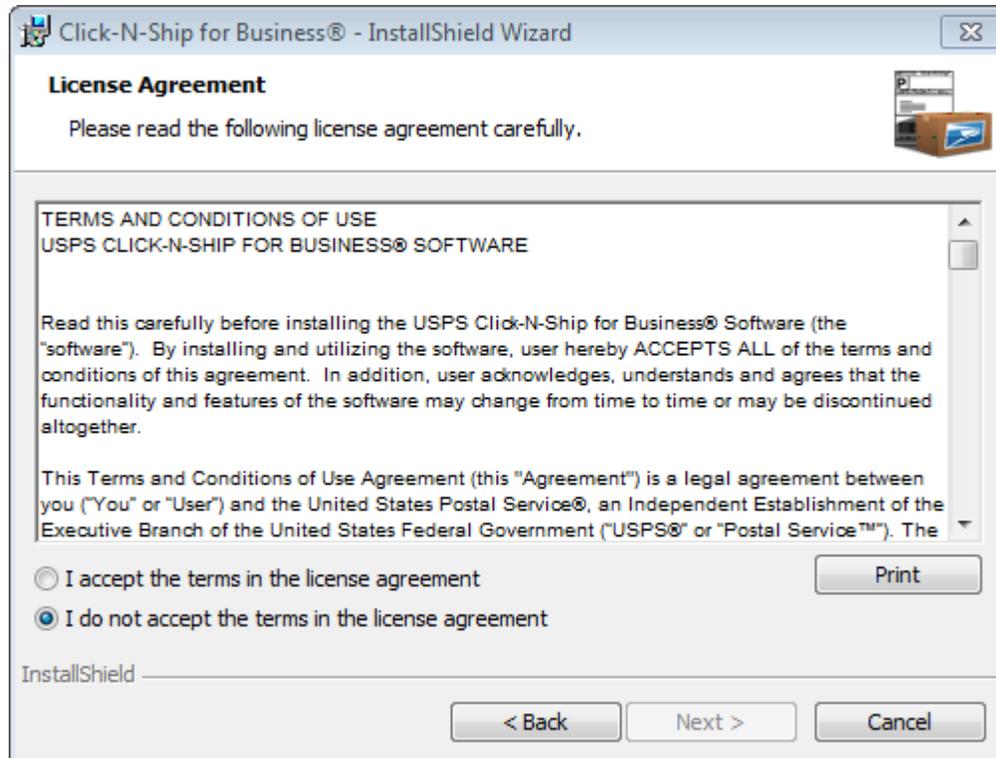
5c View Install Shield Wizard after .NET® framework has been installed.

6 View the Click-N-Ship for Business® Installation Wizard Welcome Page. Click **Next**.





- 7 View *Terms and Conditions*. You will be required to accept the terms and conditions in order to continue with the Click-N-Ship for Business® installation process. Click **Next**.



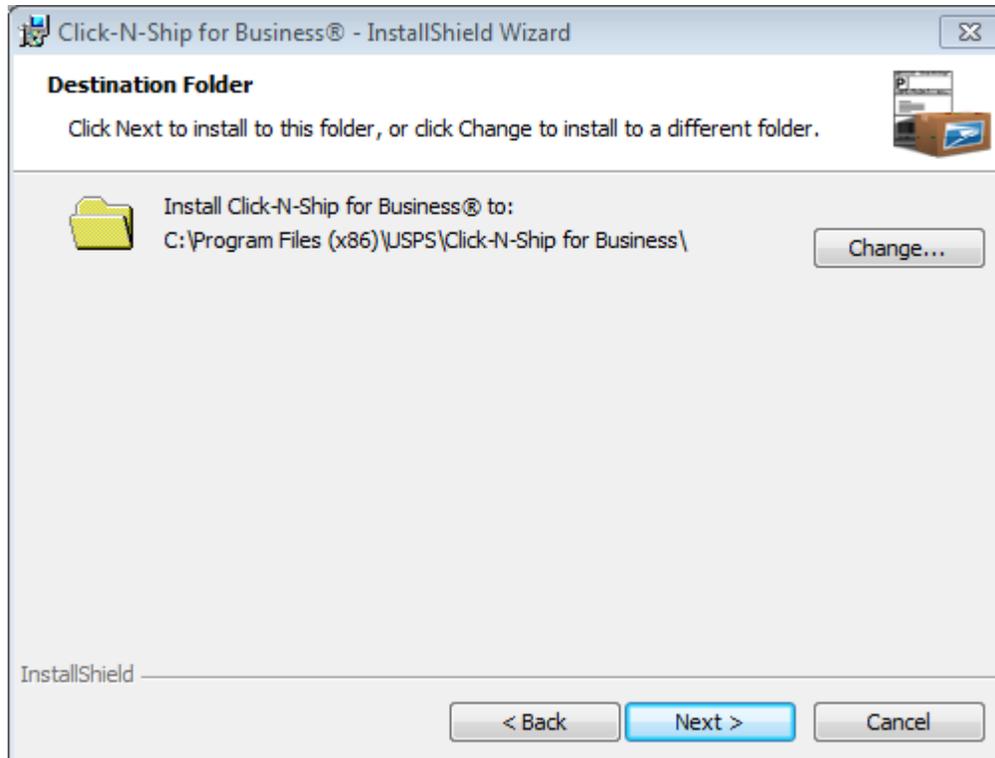


- 8 Enter Customer Information. Click **Next**.

A screenshot of a Windows-style dialog box titled "Click-N-Ship for Business® - InstallShield Wizard". The dialog has a close button (X) in the top right corner. The main content area is titled "Customer Information" and contains the instruction "Please enter your information." Below this, there are two text input fields: "User Name:" with the text "John Doe" and "Organization:" with the text "USPS". At the bottom of the dialog, there are three buttons: "< Back", "Next >" (which is highlighted in blue), and "Cancel". The "InstallShield" logo is visible in the bottom left corner of the dialog box.

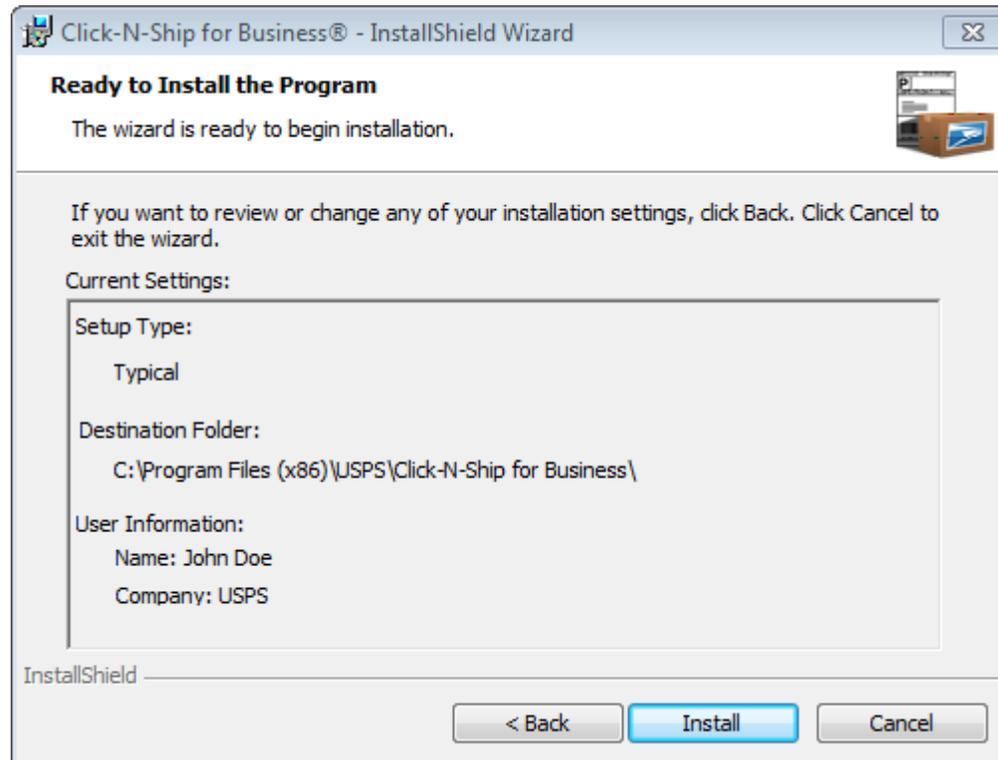


- 9 Verify the destination folder to store Click-N-Ship for Business® files. Click **Next**. *Note: In order to change the destination folder, click Change and navigate the new destination folder.*



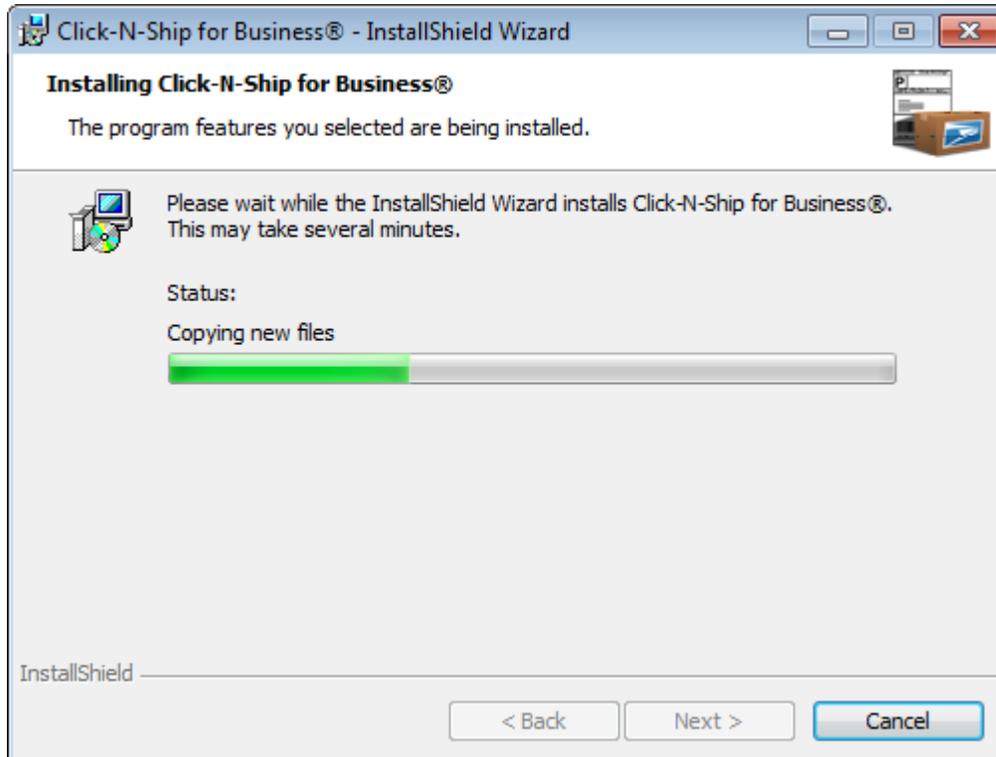


10 Review all Installation settings. Click **Install**.



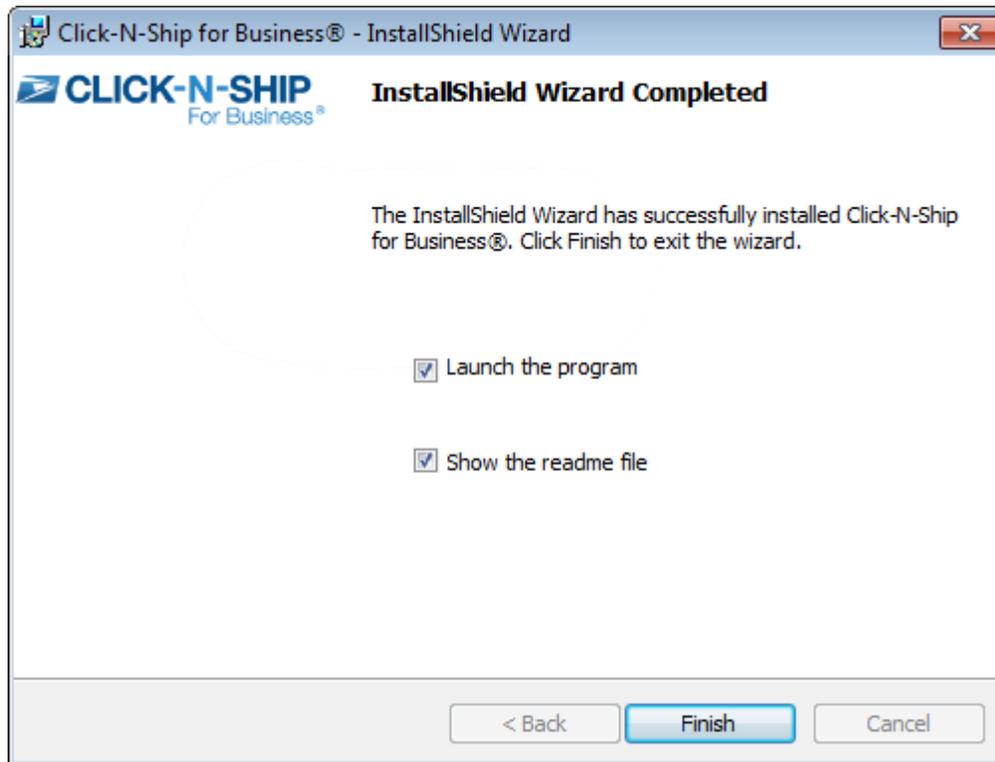


- a. Please wait as Click-N-Ship for Business® installs onto your computer.





- b. View Install Shield Wizard Completion page. Click **Finish**. Note: In order to auto-launch Click-N-Ship for Business® after installation process is complete, verify that the **launch program** checkbox is checked.



- c. After downloading the application, the Click-N-Ship for Business® splash bar followed by the Click-N-Ship for Business® registration page will appear for first time users. Note: Registration is NOT required when upgrading to a new version of Click-N-Ship for Business®.



Upgrade to Click-N-Ship for Business®

Note: Click-N-Ship for Business® will auto-detect if a patch or file updates and/or a new version of the application is available upon launching the old application. **IMPORTANT: Upgrading Click-N-Ship for Business® will maintain your entire address book, shipping cart, and shipping history data.**

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You must be logged in as a System Administrator in order to complete the update process for Click-N-Ship for Business® successfully. Please note that 'elevated administrator rights' specific to the Vista® operating environment, will not suffice when attempting to upgrade, install, or uninstall Click-N-Ship for Business®.

Please follow the instructions under the [Troubleshooting](#) section in order to obtain the required Click-N-Ship for Business® update. Once these steps are completed, all Vista users going forward will automatically be prompted for Click-N-Ship for Business® updates per the guidelines below.

- 1 Open the Click-N-Ship for Business® Application.
- 2 If patch or file updates and/or a new version of the application are available, a pop-up box indicating that an update to the application is available. Click **Continue**.

TIP

- The Click-N-Ship for Business® application will not prompt you to upgrade to a new version while the application is running. To check for updates while the application is running, view new messages in the Message Center. If a new version is available, exit out of Click-N-Ship for Business® and re-launch the application while ONLINE.

Version Updates. **IMPORTANT:** Version Updates will prompt you to walk through the installation process again upon completing the update.

- 3 Click **Ok**.



- 4 Click **Continue**.
- 5 The Click-N-Ship for Business® will automatically upgrade. *Note: No backwards capabilities will be provided for. You will need to obtain a new update to continue using the Click-N-Ship for Business® application.*



Uninstall Click-N-Ship for Business®

Note: These steps may differ based on the operating environment. Please see general help in order to locate the add/remove programs functionality on a specific operating environment.

- 1** Click **Start** on your desktop.
- 2** Click **Control Panel**.
- 3** Click **Add or Remove Programs**.
- 4** Select **Click-N-Ship for Business®**.
- 5** Click **Change/Remove**.
- 6** Select **Remove the Application** from this Computer.
- 7** Click **OK**.



Chapter 5

Registration



Chapter 5. Registration

In this introduction to registration, you will learn how to do the following:

ONLINE connection status:

- Complete **profile information**.
- **Agree to Hazmat Question and view Privacy Policy**.
- **Modify connection settings**.
- **Register** with Click-N-Ship for Business®.

IMPORTANT: If you have a MID/DUNS number, contact ICCC at 1-800-344-7779 in order to activate your account on Click-N-Ship for Business®.

Getting Started

After completing the installation process, you will have the option to auto-launch Click-N-Ship for Business®. If you choose to automatically launch, you will be navigated to the Click-N-Ship for Business® Registration screen. Registration is only required the first time after installing the Click-N-Ship for Business® application.



Register with Click-N-Ship for Business®

- 1 Fill out the required fields on the registration screen.

Create Your Click-N-Ship for Business® Account

We Need Your Name and Contact Info

* Indicates a required field

<p>Enter Your Name or Company</p> <p>* Full Name and/or <input type="text"/></p> <p>Company Name <input type="text"/></p> <p>Enter Your Address</p> <p>* Street Address <input type="text"/></p> <p>Apt/Suite/Other <input type="text"/></p> <p>* City <input type="text"/></p> <p>* State <input type="text" value="Select State"/></p> <p>ZIP Code™ <input type="text"/></p> <p>Urbanization <input type="text"/></p> <p><small>Privacy Notice: For information regarding our privacy policies, visit www.usps.com/privacypolicy</small></p>	<p>Enter Your Phone Number</p> <p>* Phone Number <input type="text"/></p> <p>Enter Your Email Address</p> <p>* Email Address <input type="text"/></p> <p>Hazardous materials come in a wide variety of forms and can be chemical, biological, radioactive, or a combination. The Postal Service's definition of a hazardous material includes many common household and consumer products. They may not be dangerous on your shelf at home, but they can become a hazard when shaken or when the temperature or pressure changes.</p> <p>Check the hazardous materials list on USPS.com</p> <p><input type="checkbox"/> I agree that I will present any items that are liquid, perishable or potentially hazardous to a postal employee for acceptance and that all fragile items are properly packaged.</p>
------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

[CONNECTION PREFERENCES](#)
Create Account

- 2 Check to agree to the *Hazmat Terms*.
- 3 Please see our **Privacy Policy** via the link provided.
- 4 Verify **connection settings**. The application will automatically default the connection settings to use Internet Explorer® settings. To modify connection settings prior to registering, see [Modify Connection Settings](#).

**TIP**

- To modify connection settings in the future, access the Preferences > General tab once the application has launched.

- 5 Click **Cancel**.
- 6 Click **Register**. Once registration is successfully completed, the Click-N-Ship for Business® splash screen will redisplay and navigate you to the Create Shipping Label view of the application.

IMPORTANT: If you are having any problems with your addresses, please first ensure that your address is valid by ensuring that your address returns on [ZIP Code™ Lookup page](http://www.usps.com/zip4) (<http://www.usps.com/zip4>). If your address does not appear contact your local AMS offices, which can be identified by using the [AMS Office Locator Tool](http://www.usps.com/ncsc/lookups/ams_office_locator.html). (http://www.usps.com/ncsc/lookups/ams_office_locator.html)

Modify Connection Settings

- 1 Click **connection settings**.
- 2 Select the **Use Proxy Server** radio button to manually enter connection information.
- 3 Enter a Proxy Address (ex. <http://proxy.test.com>).

TIP

- Click-N-Ship for Business® is not able to execute proxy scripts to determine the actual proxy server. If a proxy script is being used with Click-N-Ship for Business®, then you should select 'Use IE settings' and insert the value in Internet Explorer® as this browser is capable of executing such scripts.

- 4 Enter a Proxy Port (ex.8080).
- 5 Click **Save**.



Create Your Click-N-Ship for Business® Account
✕

We Need Your Name and Contact Info

* Indicates a required field

Enter Your Name or Company

* Full Name and/or

Company Name

Enter Your Address

* Street Address

Apt/Suite/Other

* City

* State

ZIP Code™

Urbanization

Privacy Notice: For information regarding our privacy policies, visit www.usps.com/privacypolicy

Connection Settings

Use Internet Explorer
 Use proxy server

Address

Port

Specify Proxy Credentials

Username

Password

CANCEL
SAVE

CONNECTION PREFERENCES

in a wide variety of forms and can be active, or a combination. The Postal hazardous material includes many consumer products. They may not be home, but they can become a hazard temperature or pressure changes.

[materials list on USPS.com](#)
 I agree that I will present any items that are liquid, perishable or potentially hazardous to a postal employee for acceptance and that all fragile items are properly packaged.

Create Account



Chapter 6

Create Shipping Labels



Chapter 6. Create Shipping Labels

In this introduction to create shipping labels, you will learn how to do the following:

ONLINE connection status:

- **Add to Cart** for printing at a later time.
- **Compare Service Types** related to all services available for an individual package.
- Use the **Calculate** functionality to view exact postage, insurance (only if integrated with a meter and printing postage), and service fees due for an individual package.
- **Email, or Save** an electronic Merchandise Return Label by using the **Submit** button.
- **Edit** sender address using information that exists in the Address Book.
- Edit Recipient Address using **Open Address Book**.
- Add Recipient Addresses entered to Address Book using **Save to Address Book**.
- **Print Postage** and **Capture Weight** with integrated postage device.

OFFLINE connections status:

- **Add to Cart** for printing at a later time. **IMPORTANT:** For international addresses, verify that your domestic Sender Address has a phone number in the address book prior to plugging OFFLINE.
- **Edit** sender address using information that exists in the Address Book.
- Edit Recipient Address using **Open Address Book**.

Getting Started

The Create Shipments navigation allows the user to create Domestic Labels, International Labels (with a Commercial Invoice for GXG label), Customs 2976/CN22 and Customs 2976A/CP72 Forms, APO/FPO/DPO and Possessions, Territories and Freely Associated States (PTFAS) Labels, Open and Distribute™, and First-Class Mail® Letters. The Return Labels navigation allows the user to create Electronic Merchandise Return Labels.



Create a Domestic Label

- 1 Select **Domestic Shipping Label** from the Create Shipments navigation.
- 2 Edit the *Sender Information* by clicking **Edit**. This button will display the Address Book where a new Sender Address can be chosen or an existing Sender Address can be modified.

From

EDIT

Joe Doe
901 D ST

WASHINGTON, DC

TIP

- For more details on how to **Edit**, see [Address Book and Create Labels](#) section.
- For more details on how to pre-populate the domestic label, see edit [Preferences](#).
- Some domestic labels require the use of a customs form. More details can be found in DMM 608.2.4 and DMM 608.2.5.



- 3 Enter *Recipient Information*. Either manually fill in the required fields in the Recipient Information or click **Open Address Book**. Open Address Book will display the Address Book where the user can choose a previously saved address(es) for the Recipient Information. Only domestic addresses and/or APO/FPO/DPO addresses may be selected in this section.

To

* Full Name and/or

Company

Short Name

*Address 1

Address 2

*City

*State

ZIP Code™ +4

Urbanization

Phone

Email

Customer Ref #

PO Box™ Address

TIP

- For more details on how to **Open Address Book**, see [Address Book and Create Labels](#) section.
 - Also, when you begin typing in the Full Name or a Short Name, matching full names or short names in the Address book will appear in a dropdown box.
- Select** the correct Full Name or Short Name and click **tab** in order pre-populate the Recipient field with address information.

- 4 You may save new addresses to the Address Book by clicking **Save To Address Book** before proceeding with entering package information. All domestic addresses will automatically be standardized to USPS® formatting standards upon performing this action.



TIP

- For more details on how to **Save To Address Book**, see [Address Book and Create Labels](#) section.

- 5 Enter *Package Information*. Click **Capture**, if available, when you wish to capture the weight of your package on your integrated weight scale. Also, if available, enter a Value to be insured and subsequently pay for Insurance along with postage. See [Chapter 14](#) for more details.

Please visit the [Troubleshooting](#) section for the most frequently asked questions regarding Click-N-Ship for Business® changes due to USPS® price changes.

Example without “Custom Packages” option:

Details

*Weight LBS OZ

*Ship Date

Ship From ZIP Code™ * If different from sender's ZIP Code™

*Service

*Container

Any dimensions over 12"?

Shape Rectangular Non-Rectangular

[HOW TO MEASURE DIMENSIONS](#)

Length Width

Height Girth

Non-machinable?

Or [COMPARE SERVICE TYPES](#)



TIP:

How to measure dimensions

- For further direction on how to measure Length, Width, Height, and Girth for Large / Priority Mail® items, click on **How to Measure Dimensions** button on the create domestic label screen or view [appendix](#).

Using Custom Packaging option

- If shipping with a constant package size, you can create Custom Packages for selection with certain Services. For more information on creating Custom Packages, view [Preferences](#).

Compare Service Types

- Enter a **Ship From ZIP Code™** if you intend on mailing your package from a ZIP Code™ that differs from your Sender ZIP Code™ to ensure correct postage price attained for your mail piece.

- Select the **Service** you wish to use to ship your package. If you want to see a list of all available Services based on the Origination and Destination ZIP Code™(s), Weight, and Size entered, click **Compare Service Types** prior to selecting a service. This will provide the cost, estimated delivery time, and a brief description of the available Services should you wish to shop across USPS® services.

- 1** Click **Compare Service Types**.
- 2** Highlight the desired Service.
- 3** Click **Apply Selected Service Type**.

Note: For a mapping of how the service names in the Compare Service Types pop-up related to the services in the Create Shipping Label service dropdown, refer to [Compare Domestic Rates and Service Commitments](#) section.



- 6 Enter *Package Options*. Depending on the service chosen, various package additional options will be available. Choose those you wish to include on your Domestic Shipping label as an endorsement. *Note: For more information regarding the confirmation services available, refer to the [Glossary](#) section.*

Options

* Confirmation Service USPS Tracking/Delivery Confirmation™ ▾

- Send Email To Recipient
- Request Address Service
- Separate Receipt
- No Holiday Delivery
- No Weekend Delivery
- Require Signature
- No Receipt

- 7 Click **Calculate** in order to display the postage(for domestic destinations, the Commercial Base price applies if calculated with a postage meter, otherwise the retail price applies), insurance fees, service fees, and estimated delivery associated with the label you have created. Provided that enough information is provided, domestic addresses will automatically be standardized to USPS® standards upon performing this action. If there is missing information, you will be prompted to correct error(s) and re-calculate to obtain prices.

Label

CALCULATE

Postage	\$-
Services	\$-
Total Due	\$-

- Agree to APO/FPO/DPO Restrictions
- Agree to Insurance Conditions

Number of Unique Labels

Estimate Delivery Days -

Add to Cart



TIP

- If *Express Mail®* service was selected, click **Express Mail® Service Commitments** to view drop off location, drop off times, and service commitments. Note: *Express Mail® Service Commitments* are based on *Ship From ZIP Code™* if entered; otherwise based on *Sender ZIP Code™*.

- 8** Click **APO/FPO/DPO restrictions** to view mailing conditions regarding recipient military addresses (*if applicable*).
- 9** Click the **APO/FPO/DPO checkbox** to agree to APO/FPO/DPO restrictions (*required if applicable*).
- 10** Click the **Insurance checkbox** to agree to Insurance conditions (*available only if printing postage & required if applicable*).
- 11** Entering a number into the **Number of Unique Copies** text box will create that many labels with individual barcode properties. The maximum number of labels that can be printed or saved in this manner is 2000.
- 12** Click **Add to Cart** to save the label to the shipping cart in order to print. If online, all domestic addresses will automatically be checked for proper Postal Service™ format and standardized if necessary. Note: *The delivery address manually entered on the label may be different than the address that appears on the label. Check to ensure that the standardized address displayed on your printed label is accurate.*
- 13** If you do not wish to add to cart, click the **clear all** button.

TIP

- See [Preferences](#) for more details on how to immediately have new preferences take effect.



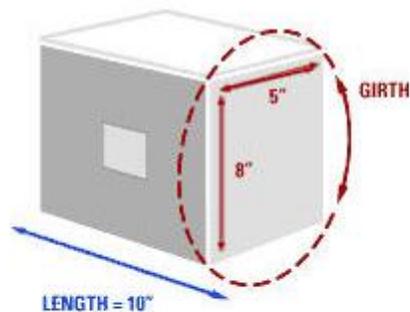
For information regarding **package size** requirements and how to measure packages, refer to the screenshot below:

To determine if your package is larger than 84 inches in length and girth combined simply:

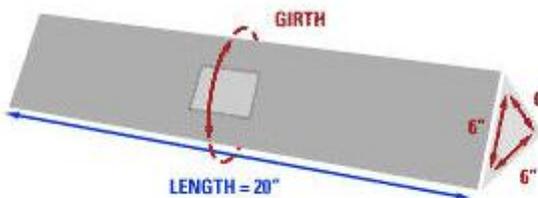
1. Measure the Length of your package.
2. Find the Girth of your package: Height + Height + Width + Width = Girth
3. Add Length + Girth

Maximum Measurements

Length + Girth = 108" Weight = 70 Pounds



Length = 10"
Girth (8 + 5 + 8 + 5) = 26"
Length + Girth = 36"



Length = 20"
Girth (6 + 6 + 6 + 6) = 18"
Length + Girth = 38"



Create an Express Mail International®, Priority Mail International®, First-Class Mail International® or First-Class Package International Service™ Label

- 1 Select **International Shipping Label** from the Create Shipments navigation.
- 2 Edit the *Sender Information* by clicking **Edit**. This button will display the Address Book where a new Sender Address can be chosen or an existing Sender Address can be modified.

From

EDIT

Joe Doe
901 D ST

WASHINGTON, DC

TIP

- For more details on how to **Edit** Sender Information, see [Address Book and Create Labels](#) section.
- For more details on how to pre-populate the international label, see edit [Preferences](#).



- 3 Enter *Recipient Information*. Either manually fill in the required fields in the Recipient Information or click **Open Address Book**. Open Address Book will display the Address Book where the user can choose a previously saved address to populate the Recipient Information. Only international addresses may be selected.

To

* Full Name and/or	<input type="text"/>
Company	<input type="text"/>
Short Name	<input type="text"/>
* Address 1	<input type="text"/>
Address 2	<input type="text"/>
Address 3	<input type="text"/>
* City	<input type="text"/>
* Country	<input type="text" value="Select Country"/>
Province	<input type="text"/>
Postal Code	<input type="text"/>
Phone	<input type="text"/>
Fax	<input type="text"/>
Email	<input type="text"/>
Customer Ref #	<input type="text"/>

PO Box™ Address

TIP

- For more details on how to **Open Address Book**, see [Address Book and Create Labels](#) section.
- Also, when you begin typing in the Full Name or a Short Name, matching full names or short names in the Address book will appear in a dropdown box. **Select** the correct Full Name or Short Name and click **tab** in order pre-populate the Recipient field with address information.



- 4 You may save a new address to the Address Book by clicking **Save To Address Book** (*optional*).

TIP
 - For more details on how to **Save To Address Book**, see [Address Book and Create Labels](#) section.

- 5 Enter *Package Information*. Enter total weight of the package in pounds and ounces including packaging and shipping labels. *Note: Your total unit weight should not exceed the package weight.* Click **Capture**, if available, when you wish to capture the weight of your package on your integrated weight scale. See [Chapter 14](#) for more details.

Please visit the [Troubleshooting](#) section for the most frequently asked questions regarding Click-N-Ship for Business® changes due to USPS® Price Change.

Example with “Custom Packages” option:

Details

*Weight LBS OZ

*Ship Date

Ship From ZIP Code™ * If different from sender's ZIP Code™

*Service

*Container

Custom Packages

Non-machinable? Gift?

Any dimensions larger than 12"?

Dimensions

Or

**TIP**

- Enter a **Ship from ZIP Code™** if you intend on mailing your package from a ZIP Code™ that differs from your Sender ZIP Code™.

- Select the **Service** you wish to use to ship your package. If you want to see a list of all available Services based on the Weight and Country entered, click **Compare Service Types** prior to selecting a service. This will provide the cost, delivery time, and a brief description of the available Services. Note: If no service displays, then it is a good indication that the services offered for creating online labels via Click-N-Ship for Business® is not available to the destination country entered. Another convenient way to check what services are available is by going to your **Shipping Tools**. If no services display in the Compare Service Types pop-up, it means that none of the services are available for creating an international label in Click-N-Ship for Business® to the destination country.

- 1** Click **Compare Service Types**.
- 2** Highlight the desired Service.
- 3** Click **Apply Selected Service**.

Note: For a mapping of how the service names in the Compare Service Types pop-up related to the services in the Create Shipping Label service dropdown, refer to [Compare International Rates and Service Commitments](#) section.



- 6 Enter the *Customs Information* describing your package. Also, choose the delivery option you want if, for some reason, your package cannot be delivered. These options *may* result in extra charges. Also, enter or select an Automated Export System (AES) Exemption or Internal Transaction Number. *Note: For more information regarding the customs information available, refer to the [Glossary](#) section.*

Customs

* [Contents](#)

Explanation

Comments

Sender's Customs Ref #

Importer's Customs Ref #

License #

Certificate #

Invoice #

* In Case of No Delivery

* AES/ITN/Exemption

- 7 For some international label types, the Census Bureau requires either an Automated Export Compliance/Internal Tracking Number/Exemption. To provide AES or ITN information, click the **SELECT** button. Either select a commonly used Exemption, manually enter the AES, or mark the My Package Requires an Export license and enter the ITN information.



Automated Export System Exemption

Enter an Internal Transaction Number or Choose an Automated Export System Exemption X

International packages within certain categories, accepted by the Postal Service or any delivery company, must display an Internal Transaction Number (ITN) or an Automated Export System Exemption. Please provide the information requested below.

Note: Customers who fail to electronically file their export information may be subject to civil and criminal penalties.

My package requires an export license

Automated Export System Exemption is a notation entered on the Customs Declaration (PS2976-A) that indicates the basis for not filing electronic export information. The most common exclusion legends are provided in the drop down list. Any mail pieces containing any type of goods (per Schedule B Export Codes at <http://www.census.gov/foreign-trade/schedules/b/>) valued at more that \$2,500 or requiring an export license under U.S. law must have a Internal Transaction Number (ITN) issued by the U.S. Census Bureau. Customers with shipments not meeting the mandatory filing requirements under IMM 523.21 may apply an PLUS Automated Export System Exemption such as the following.

Common Automated Export System Exemptions

NOEEI 30.37(a)
Value of each class of goods is \$2,500 or less, when an export license is not required.

NOEEI 30.37(h)
Authorized shipments of gift parcels or humanitarian donations.

NOEEI 30.36
Shipments destined to Canada, when an export license is not required.

Choose an Automated Export System Exemption NOEEI 30.36 or For additional exemptions call the U.S. Census Bureau at 800-549-0595, option #3, then enter the Automated Export System Exemption here.

Save this AES as the default for future shipments

CANCEL
SELECT



Internal Transaction Number

Enter an Internal Transaction Number or Choose an Automated Export System Exemption

International packages within certain categories, accepted by the Postal Service or any delivery company, must display an Internal Transaction Number (ITN) or an Automated Export System Exemption. Please provide the information requested below.

Note: Customers who fail to electronically file their export information may be subject to civil and criminal penalties.

My package requires an export license

Generate an Internal Transaction Number (ITN) from the U.S. Census Bureau's Web site or call 800-549-0595, option #3, then enter it below.

Internal Transaction Number (ITN) is an alphanumeric number provided by the US Census Bureau upon successfully filing electronic export information. Electronic filing of export information is required when either of the following conditions are met:

- A. One or more classes of goods (per schedule B Export Codes at www.census.gov/foreign-trade/schedules/b) within the item are valued at more than \$2,500, unless the shipment falls under an exemption or exclusion. See IMM 524.1.
- B. The item requires an export license under U.S. law. (See IMM 530 for additional information.)
- C. The item is destined to a terrorist supporting country.
- D. The item is destined to a terrorist supporting country and the shipment does not qualify as a "gift parcel or humanitarian donation" as defined by 15 CFR 740.12

Internal Transaction Number [Generate an ITN](#)

CANCEL SELECT



- 8 Add the various items to your package by entering a *Description*, *Quantity*, *Unit Value*, *Unit Weight*, *Country of Origin*, and/or *HS Tariff Number* and click **Add Item**. The item and subsequent items added will be displayed in the Item Content table. *Note: The maximum number of items for Express Mail International®, and Priority Mail International® parcels (excludes the Flat Rate Envelopes and Small Flat Rate Boxes),, Large Flat Rate Box, and Medium Flat Rate Box is 30 items. For other international service types (e.g., the Priority Mail International Flat-Rate Envelopes and Small Flat Rate boxes), the maximum is 5 items.*

Items

*Description

*Quantity

*Item Value \$

*Item Weight LBS. OZ.

Country Of Origin

HS Tariff #

Description	#	WT	AMT
No items have been added.			
Total	0	0.00lbs	\$0.00

TIP

- To **Delete** a Content Item, select the item in the items table, **right-click** to view context menu and select **Delete Item** or click the **Delete** button.
- To **Modify** a Content Item **double-click** an item in the items table, verify that content details populates in respective fields, and modify information. Prior to re-adding the modified item, user must delete original item record from item contents table.



- 9 Click **Calculate** in order to display the postage, insurance fees, and estimated delivery days associated with the label you have created.
Note: Estimated days represent the time period for the package to go from the origin to its destination; please note that this does not include time for the package to go through customs.

Label CALCULATE

Postage	\$- . - . -
Total Due	
\$- . - . -	

I understand and agree to the [Mailing Conditions](#), [Customs Information](#), [Mailing Restrictions](#), [Mailer Responsibility and Insurance Conditions](#)

Number of Unique Labels

Estimated Delivery Days: - Add to Cart

CLEAR ALL

- 10 Click the **mailing conditions** hyperlink. This link will display any Restrictions, Prohibitions, Observations, Customs Form Notes, and Express Mail International Notes based on the country you have selected.
- 11 Click on the **customs information** hyperlink. This link will display static customs information related to all international labels.
- 12 Click the **mailing conditions**, **customs information**, and **Insurance conditions** (applicable and required only if printing postage) checkbox to agree to international mailing conditions, customs information, and insurance conditions (*required*).
- 13 Entering a number into the **Number of Unique Labels** text box will create that many labels with individual barcode properties. The maximum number of labels that can be printed or saved in this manner is 2000.
- 14 Click **Add to Cart** to save the label to the shipping cart in order to print.

TIP

- If you receive an error message that states "Requested Service is not available" it could mean that (1) The service indicated is not available to the destination country or (2) The weight or value indicated exceeds the maximum allowed by the destination country. For more information on how to view what services are available to different destination countries and details regarding maximum weight and dimension, refer to the [Shipping Tools](#) section.



15 If you do not wish to print or save to cart, click **clear all** button.

TIP

- See *preferences* for more details on how to immediately have new preferences take effect.



Create an International Global Express Guaranteed® (GXG®) Label

- 1 Select **International Shipping Label** from the Create Shipments navigation.
- 2 Edit the *Sender Information* by clicking **Edit**. This button will display the Address Book where a new Sender Address can be chosen or an existing Sender Address can be modified.

From

EDIT

John Doe
123 MAIN ST
HOMETOWN, AL 12345

TIP

- For more details on how to **Edit** Sender Information, see [Address Book and Create Labels](#) section.
- For more details on how to pre-populate the international label, see edit [Preferences](#).



- 3 Enter *Recipient Information*. Either manually fill in the required fields in the Recipient Information or click **Open Address Book**. Open Address Book will display the Address Book where the user can choose a previously saved address to populate the Recipient Information. Only international addresses may be selected.

To

*Full Name and/or

Company

Short Name

*Address 1

Address 2

Address 3

*City

*Country

Province

Postal Code

Phone

Fax

Email

Customer Ref #

PO Box™ Address

TIP

- For more details on how to **Open Address Book**, see [Address Book and Create Labels](#) section.
- Also, when you begin typing in the Full Name or a Short Name, matching full names or short names in the Address book will appear in a dropdown box. **Select** the correct Full Name or Short Name and click **tab** in order pre-populate the Recipient field with address information.



- 4 You may save a new address to the Address Book by clicking **Save To Address Book** (optional).

TIP

- For more details on how to **Save To Address Book**, see [Address Book and Create Labels](#) section.

- 5 Enter *Package Information*. Enter total weight of the package in pounds and ounces including packaging and shipping labels. In addition, select Global Express Guaranteed® (GXG®) as your service type as well as an option for container type. *Note: Your total unit weight should not exceed the package weight.*
- 6 *Select Origin Post Office™*. Check the checkbox of the Post Office™ facility you intend to drop your GXG® package at. If you do not wish to drop the package off at any of the listed Post Office™(s) you will have the option to check the drop off at another location checkbox. When complete, click the Next button. *Note: By checking the other location checkbox, the guaranteed delivery date will be void.*

Site Name	Address	City	State	Retail Closing	Saturday Closing
<input checked="" type="checkbox"/> SOUTHWEST STATION	45 L ST SW	WASHINGTON	DC	5:00 PM	2:00 PM

While you can drop off your shipment at any Post Office, shipping from one of these participating locations will ensure a guaranteed GXG® delivery date.

I'll drop my package off at another Post Office. I understand that by doing so I won't be guaranteed a delivery date.



- 7** *Select Delivery City.* Select the delivery city radio button that you wish to use for your package. When complete, click the Next button. *Note: You will be able to save all updates to your selected address by checking the Save in Address Book checkbox.*

Destinations in ITALY matching cities like ROME

	Destination City	Postal Code
<input checked="" type="checkbox"/>	Rome	00100
<input type="checkbox"/>	Rome Africano	00199
<input type="checkbox"/>	Rome Anagnina	00118
<input type="checkbox"/>	Rome Balduina	00136
<input type="checkbox"/>	Rome Caffarella	00179
<input type="checkbox"/>	Rome Casal Bruciato	00158

Check box if you would like to save your selection to the Address Book



- 8** *Enter Package Information.* Select or enter all required Package and Content Information. When complete, click the Next button. *Note: You will be required to add at least one and no more than four contents. Also Note: If required, you might have to answer some additional questions or fill out a commercial invoice (PS Form 6182) if your contents require it.*

Global Express Guaranteed® Wizard

Enter Package Information
Please provide the required package information.

Package Information:

*Contents:

Tax ID #:

*Package Shape: Rectangular Non Rectangular

*Package Dimensions: Length: Width:
[Package Dimension?](#) Height: Girth:

Content Details:

*Item Type:

*Description:

*Quantity: Unit of Measure:

*Item Weight: LBS. OZ.

*Unit Value: HS Tariff #:

*Country of Origin:

Item Type	Description	#	AMT(\$)	WT
No items have been added.				
TOTAL				<input type="button" value="CLEAR"/>



- 9 *Summary.* The Summary page will list a condensed review of your order. You will have to agree to the terms and conditions before you will be able to Save the label to the shopping cart.

Global Express Guaranteed Wizard®

Guaranteed Date and Final Price

To ensure this delivery date ship from Postal location selected earlier.

Guaranteed Delivery Date: 01/15/2013

Postage: \$89.40

[Duties and taxes?](#)

Shipping Label Information

Sender: W311S108 WILDWOOD TRL
DELAFIELD, WI 53018

Recipient: Corso Francia 35
Rome, TO Italy

Package Weight: 3 lbs., 4 oz

Package Items: Advertising

Holidays or Non-Business Days:
SAT
SUN

I Agree to [Terms and Condition:](#)*

Back Cancel Add To Cart



Create a Customs Form 2976/CN22

- 1 Select **Customs Form 2976/CN22** from the Create Shipments navigation.
- 2 Edit the *Sender Information* by clicking **Edit**. This button will display the **Address Book** where a new **Sender Address** can be chosen or an existing **Sender Address** can be modified

From

EDIT

Joe Doe
901 D ST

WASHINGTON, DC

TIP

- For more details on how to **Edit** Sender Information, see [Address Book and Create Labels](#) section.
- For more details on how to pre-populate the Customs 2976/CN22 Form, see edit [Preferences](#).



- 3 Enter *Recipient Information*. Either manually fill in the required fields in the Recipient Information or click **Open Address Book**. Open Address Book will display the Address Book where the user can choose a previously saved address to populate the Recipient Information. Only International addresses, APO/FPO/DPO addresses, or Possessions, Territories and Freely Associated States (PTFAS) addresses may be selected. *NOTE: Possessions, Territories and Freely Associated States (PTFAS) addresses are listed as Domestic addresses.*

Example: APO/FPO/DPO

To

APO/FPO/DPO Address
 US Pos/Ter/FAS

*Full Name and/or
 Company
 Short Name
 *Address 1
 Address 2
 *City
 *State
 *APO/FPO/DPO ZIP Code™
 Phone
 Fax
 Email
 Customer Ref #

TIP

- For more details on how to **Open Address Book**, see [Address Book and Create Labels](#) section.

- 4 You may save a new address to the Address Book by clicking **Save To Address Book** (*optional*).



TIP

- For more details on how to **Save To Address Book**, see [Address Book and Create Labels](#) section.

- Enter *Package Information*. Enter total weight of the package in pounds and ounces including packaging and shipping labels. *Note: Your total unit weight should not exceed the package weight.* Click **Capture**, if available, when you wish to capture the weight of your package on your integrated weight scale. See [Chapter 14](#) for more details. Also, enter or select an Automated Export Compliance/Internal Tracking Number/Exemption.

Example:

Details

*Weight LBS OZ

*[Contents](#)

Country of Origin

HS Tariff #

*AES/ITN/Exemption

TIP

- **Country of Origin and HS Tariff #** are optional fields and are of use to Commercial Senders only.

- For CN22 Custom Forms, the Census Bureau sometimes requires that an Automated Export System (AES) Exemption be selected. The AES/ITN/Exemption field will be enabled and marked with an * when required. To provide AES information, click the **SELECT** button and select an AES from the Choose an Automated Export System (AES) Exemption dropdown.



Automated Export System (AES) Exemption

Enter an Internal Transaction Number or Choose an Automated Export System Exemption

International packages within certain categories, accepted by the Postal Service or any delivery company, must display an Internal Transaction Number (ITN) or an Automated Export System Exemption. Please provide the information requested below.

Note: Customers who fail to electronically file their export information may be subject to civil and criminal penalties.

Automated Export System Exemption is a notation entered on the Customs Declaration (PS2976-A) that indicates the basis for not filing electronic export information. The most common exclusion legends are provided in the drop down list. Any mail pieces containing any type of goods (per Schedule B Export Codes at <http://www.census.gov/foreign-trade/schedules/b/>) valued at more than \$2,500 or requiring an export license under U.S. law must have a Internal Transaction Number (ITN) issued by the U.S. Census Bureau. Customers with shipments not meeting the mandatory filing requirements under IMM 523.21 may apply an PLUS Automated Export System Exemption such as the following.

Common Automated Export System Exemptions

NOEEI 30.37(a)
Value of each class of goods is \$2,500 or less, when an export license is not required.

NOEEI 30.37(h)
Authorized shipments of gift parcels or humanitarian donations.

NOEEI 30.36
Shipments destined to Canada, when an export license is not required.

Choose an Automated Export System Exemption or For additional exemptions call the U.S. Census Bureau at 800-549-0595, option #3, then enter the Automated Export System Exemption here.

Save this AES as the default for future shipments



- 7 Add the various items to your package by entering a *Description*, *Quantity*, *Unit Value*, and *Unit Weight*, and clicking **Add Item**. The item and subsequent added items will be display in the Item Content Box. *Note: The maximum number of items that can be added to a CN22 form is 3 items.*

Items

*Description

*Quantity

*Item Value \$

*Item Weight LBS. OZ.

Description	#	WT	AMT
No items have been added.			
Total	0	0.00	\$0.00

TIP

- To **Delete** a Content Item, select the item in the items table, **right-click** to view context menu and select **Delete Item** or click **Delete** button
- To **Modify** a Content Item **double-click** an item in the items table, verify that content details populates in respective fields, and modify information. Prior to re-adding the modified item, user must delete original item record from item contents table.

- 8 Click **Add to Cart** to save the label to the shipping cart in order to print.

- 9 If you do not wish to print or save to cart, click on the **clear all** button.

TIP

- See preferences for more details on how to immediately have new preferences take effect.



Create a Customs Form 2976A/CP72

- 1 Select **Customs Form 2976A/CP72** from the Create Shipments navigation.
- 2 Edit the *Sender Information* by clicking **Edit**. This button will display the **Address Book** where a new **Sender Address** can be chosen or an existing **Sender Address** can be modified.

From

Joe Doe
901 D ST

WASHINGTON, DC

EDIT

TIP

- For more details on how to **Edit Sender Information**, see [Address Book and Create Labels](#) section.
- For more details on how to pre-populate the Customs 2976A/CP72 form, see edit [Preferences](#).

- 3 Enter *Recipient Information*. Either manually fill in the required fields in the Recipient Information or click **Open Address Book**. Open Address Book will display the Address Book where the user can choose a previously saved address for the Recipient Information. Only International addresses, APO/FPO/DPO addresses, or Possessions, Territories and Freely Associated States (PTFAS) addresses may be selected. *NOTE: Possessions, Territories and Freely Associated States (PTFAS) addresses are listed as Domestic addresses.*

TIP

- For users shipping to APO/FPO/DPO or US Possessions, Territories, and Freely Associated States, the "APO/FPO/DPO and PTFAS" Label can be used. This label combines all required domestic and customs form information.



Example: International

To

APO/FPO/DPO Address
 US Pos/Ter/FAS

* Full Name and/or
Company

Short Name

* Address 1
Address 2

* City

* Country

Postal Code

Phone

Fax

Email

Customer Ref #

TIP
- For more details on how to **Open Address Book**, see [Address Book and Create Labels](#) section.

4 You may save new addresses to the Address Book by clicking **Save To Address Book** (optional).

TIP
- For more details on how to **Save To Address Book**, see [Address Book and Create Labels](#) section.



- 5 Enter *Package Information*. Enter total weight of the package in pounds and ounces including packaging and shipping labels. *Note: Your total unit weight should not exceed the package weight.* Also, choose the delivery option you want if, for some reason, your package cannot be delivered; note that these may result in extra charges. Click **Capture**, if available, when you wish to capture the weight of your package on your integrated weight scale. See [Chapter 14](#) for more details. Also, enter or select an Automated Export System (AES) Exemption or Internal Transaction Number (ITN).

Details

*Weight LBS OZ

*[Contents](#)

Explanation

Sender's
Customs Ref #

License #

Certificate #

Invoice #

In Case of No
Delivery

*AES/ITN/ Exemption

- 6 For CP72 Customs Form, the Census Bureau sometimes requires either an Automated Export Compliance/Internal Tracking Number/Exemption. The AES/ITN/Exemption field will be enabled and marked with an * when required. To provide AES or ITN information, click the **SELECT** button. Either select a commonly used AES or enter the ITN for the package, or mark the My Package Requires an Export License box and enter the ITN information.



Automated Export System Exemption

Enter an Internal Transaction Number or Choose an Automated Export System Exemption

International packages within certain categories, accepted by the Postal Service or any delivery company, must display an Internal Transaction Number (ITN) or an Automated Export System Exemption. Please provide the information requested below.

Note: Customers who fail to electronically file their export information may be subject to civil and criminal penalties.

My package requires an export license

Automated Export System Exemption is a notation entered on the Customs Declaration (PS2976-A) that indicates the basis for not filing electronic export information. The most common exclusion legends are provided in the drop down list. Any mail pieces containing any type of goods (per Schedule B Export Codes at <http://www.census.gov/foreign-trade/schedules/b/>) valued at more than \$2,500 or requiring an export license under U.S. law must have a Internal Transaction Number (ITN) issued by the U.S. Census Bureau. Customers with shipments not meeting the mandatory filing requirements under IMM 523.21 may apply an PLUS Automated Export System Exemption such as the following.

Common Automated Export System Exemptions

NOEEI 30.37(a)
Value of each class of goods is \$2,500 or less, when an export license is not required.

NOEEI 30.37(h)
Authorized shipments of gift parcels or humanitarian donations.

NOEEI 30.36
Shipments destined to Canada, when an export license is not required.

Choose an Automated Export System Exemption NOEEI 30.36 or

For additional exemptions call the U.S. Census Bureau at 800-549-0595, option #3, then enter the Automated Export System Exemption here.

Save this AES as the default for future shipments

CANCEL
SELECT



Internal Transaction Number

Enter an Internal Transaction Number or Choose an Automated Export System Exemption

International packages within certain categories, accepted by the Postal Service or any delivery company, must display an Internal Transaction Number (ITN) or an Automated Export System Exemption. Please provide the information requested below.

Note: Customers who fail to electronically file their export information may be subject to civil and criminal penalties.

My package requires an export license

Generate an Internal Transaction Number (ITN) from the U.S. Census Bureau's Web site or call 800-549-0595, option #3, then enter it below.

Internal Transaction Number (ITN) is an alphanumeric number provided by the US Census Bureau upon successfully filing electronic export information. Electronic filing of export information is required when either of the following conditions are met:

- A. One or more classes of goods (per schedule B Export Codes at www.census.gov/foreign-trade/schedules/b) within the item are valued at more than \$2,500, unless the shipment falls under an exemption or exclusion. See IMM 524.1.
- B. The item requires an export license under U.S. law. (See IMM 530 for additional information.)
- C. The item is destined to a terrorist supporting country.
- D. The item is destined to a terrorist supporting country and the shipment does not qualify as a "gift parcel or humanitarian donation" as defined by 15 CFR 740.12

[Generate an ITN](#)

Internal Transaction Number

TIP
 - **Country of Origin and HS Tariff #** are optional fields and are used by Commercial Senders only.



- 7** Add the various items in your package by entering a *Description, Quantity, Unit Value, and Unit Weight*, and clicking **Add Item**. The item and subsequent items added will be displayed in the Item Box. *Note: The maximum number of items that can be added to a CP72 form is 30 items.*

Items

*Description

*Quantity

*Item Value \$

*Item Weight LBS. OZ.

Country Of Origin

HS Tariff #

Description	#	WT	AMT
No items have been added.			
Total	0	0.00lbs	\$0.00

TIP

- To **Delete** a Content Item, select the item in the items table, **right-click** to view context menu and select **Delete Item** or click **Delete Item** button.
- To **Modify** a Content Item **double-click** an item in the items table, verify that content details populates in respective fields, and modify information. Prior to re-adding the modified item, user must delete original item record from item contents table.

- 8** Click **Add to Cart** to save the label to the shipping cart in order to print.
- 9** If you do not wish to add to cart, click the **clear all** button.

TIP

- See preferences for more details on how to immediately have new preferences take effect.



Create an APO/FPO/DPO and Possessions, Territories and Freely Associated States (PTFAS) Label

Important Note:

- When you create labels on the APO/FPO/DPO and Possessions, Territories and Freely Associated States (PTFAS) module labels will be printed as either an integrated shipping label with a customs form or as a separate domestic label and customs form.

- 1 Select **APO/FPO/DPO & PTFAS Label** from the Create Shipments navigation.
- 2 Edit the *Sender Information* by clicking **Edit**. This button will display the Address Book where a new Sender Address can be chosen or an existing Sender Address can be modified.

From

EDIT

Joe Doe
901 D ST

WASHINGTON, DC

TIP

- For more details on how to **Edit**, see [Address Book and Create Labels](#) section.
- For more details on how to pre-populate the APO/FPO/DPO and Possessions, Territories and Freely Associated States (PTFAS) label, see edit [Preferences](#).
- Some domestic labels require the use of a customs form. More details can be found in DMM 608.2.4 and DMM 608.2.5.



- 3 Enter *Recipient Information*. Either manually fill in the required fields in the Recipient Information or click **Open Address Book**. Open Address Book will display the Address Book where the user can choose a previously saved address(es) for the Recipient Information. Only APO/FPO/DPO and Possessions, Territories and Freely Associated States (PTFAS) addresses may be selected in this section.

To

* Full Name and/or Company

Short Name

* Address 1

Address 2

* City

* State

* ZIP Code™ +4

Phone

Email

Customer Ref #

PO Box™ Address

TIP

- For more details on how to **Open Address Book**, see [Address Book and Create Labels](#) section.
- Also, when you begin typing in the Full Name or a Short Name, matching full names or short names in the Address book will appear in a dropdown box. **Select** the correct Full Name or Short Name and click **tab** in order pre-populate the Recipient field with address information.



- 4 You may save new addresses to the Address Book by clicking **Save To Address Book** before proceeding with entering package information. All domestic addresses will automatically be standardized to USPS® formatting standards upon performing this action.

TIP

-For more details on how to **Save To Address Book**, see [Address Book and Create Labels](#) section.

- 5 Enter Package Enter *Package Information and Customs Information* describing your package. Click **Capture**, if available, when you wish to capture the weight of your package on your integrated weight scale. Also, if available, enter a value to be insured and subsequently pay for Insurance along with postage. See [Chapter 14](#) for more details. Also, choose the delivery option you want if, for some reason, your package cannot be delivered. These options *may* result in extra charges. *Note: For more information regarding the customs information available, refer to the [Glossary](#) section.*

Please visit the [Troubleshooting](#) section for the most frequently asked questions regarding Click-N-Ship for Business® changes due to USPS® price changes.



Example with “Custom Packages” option:

Details

*Weight LBS OZ

Insurance Value

*Ship Date

Ship From ZIP Code™ *If different from sender's ZIP Code™

*Service

*Container

Custom Packages

Non-machinable?

Any dimensions larger than 12"?

Dimensions

Or

*[Contents](#)

Explanation

Sender's Customs Ref #

License #

Certificate # Invoice #

In Case of No Delivery

AES/ITN Exemption

TIP:

How to measure dimensions

- For further direction on how to measure Length, Width, Height, and Girth for Large / Priority Mail® items, click on **How to Measure Dimensions** button on the create domestic label screen or view [appendix](#).



Compare Service Types

- Enter a **Ship From ZIP Code™** if you intend on mailing your package from a ZIP Code™ that differs from your Sender ZIP Code™ to ensure correct postage price attained for your mail piece.
- Select the **Service** you wish to use to ship your package. If you want to see a list of all available Services based on the Origination and Destination ZIP Code™(s), Weight, and Size entered, click **Compare Service Types** prior to selecting a service. This will provide the cost, estimated delivery time, and a brief description of the available Services should you wish to shop across USPS® services.
 - Click **Compare Service Types**.
 - Highlight the desired Service.
 - Click **Apply Selected Service Type**.

Note: For a mapping of how the service names in the Compare Service Types pop-up related to the services in the Create Shipping Label service dropdown, refer to [Compare Domestic Rates and Service Commitments](#) section.

- 6 For some international label types, the Census Bureau requires either an Automated Export Compliance/Internal Tracking Number/Exemption. To provide AES or ITN information, click the **SELECT** button. Either select a commonly used AES, manually enter the AES, or mark the My Package Requires an Export license and enter the ITN information.



Automated Export System Exemption

Enter an Internal Transaction Number or Choose an Automated Export System Exemption X

International packages within certain categories, accepted by the Postal Service or any delivery company, must display an Internal Transaction Number (ITN) or an Automated Export System Exemption. Please provide the information requested below.

Note: Customers who fail to electronically file their export information may be subject to civil and criminal penalties.

My package requires an export license

Automated Export System Exemption is a notation entered on the Customs Declaration (PS2976-A) that indicates the basis for not filing electronic export information. The most common exclusion legends are provided in the drop down list. Any mail pieces containing any type of goods (per Schedule B Export Codes at <http://www.census.gov/foreign-trade/schedules/b/>) valued at more than \$2,500 or requiring an export license under U.S. law must have a Internal Transaction Number (ITN) issued by the U.S. Census Bureau. Customers with shipments not meeting the mandatory filing requirements under IMM 523.21 may apply an PLUS Automated Export System Exemption such as the following.

Common Automated Export System Exemptions

NOEEI 30.37(a)
Value of each class of goods is \$2,500 or less, when an export license is not required.

NOEEI 30.37(h)
Authorized shipments of gift parcels or humanitarian donations.

NOEEI 30.36
Shipments destined to Canada, when an export license is not required.

Choose an Automated Export System Exemption NOEEI 30.36 ▼ or For additional exemptions call the U.S. Census Bureau at 800-549-0595, option #3, then enter the Automated Export System Exemption here.

Save this AES as the default for future shipments

CANCEL
SELECT



Internal Transaction Number

Enter an Internal Transaction Number or Choose an Automated Export System Exemption

International packages within certain categories, accepted by the Postal Service or any delivery company, must display an Internal Transaction Number (ITN) or an Automated Export System Exemption. Please provide the information requested below.

Note: Customers who fail to electronically file their export information may be subject to civil and criminal penalties.

My package requires an export license

Generate an Internal Transaction Number (ITN) from the U.S. Census Bureau's Web site or call 800-549-0595, option #3, then enter it below.

Internal Transaction Number (ITN) is an alphanumeric number provided by the US Census Bureau upon successfully filing electronic export information. Electronic filing of export information is required when either of the following conditions are met:

- A. One or more classes of goods (per schedule B Export Codes at www.census.gov/foreign-trade/schedules/b) within the item are valued at more than \$2,500, unless the shipment falls under an exemption or exclusion. See IMM 524.1.
- B. The item requires an export license under U.S. law. (See IMM 530 for additional information.)
- C. The item is destined to a terrorist supporting country.
- D. The item is destined to a terrorist supporting country and the shipment does not qualify as a "gift parcel or humanitarian donation" as defined by 15 CFR 740.12

[Generate an ITN](#)

Internal Transaction Number

- 7 Enter *Package Options*. Depending on the service chosen, various package options will be available. Choose those you wish to include on your Domestic Shipping label as an endorsement. *Note: For more information regarding the confirmation services available, refer to the [Glossary](#) section.*



Options

* Confirmation Service USPS Tracking/Delivery Confirmation™ ▼

Send Email To Recipient No Holiday Delivery
 Request Address Service No Weekend Delivery
 Separate Receipt Require Signature

- 8** Add the various items contained in your package by entering a *Description, Quantity, Unit Value, Unit Weight, Country of Origin, and/or HS Tariff Number* and click **Add Item**. The item and subsequent items added will be displayed in the Item Content table. *Note: The maximum number of items that can be added to an APO/FPO/DPO and Possessions, Territories and Freely Associated States (PTFAS) label is 30 items.*

Items

* Description

* Quantity *Item Value \$

* Item Weight LBS OZ

Country of Origin Select Country ▼

HS Tariff #

CLEAR ADD ITEM

Description	#	WT	AMT
No items have been added.			
Total	0	0.00lbs	\$0.00

DELETE ITEM

TIP

- To **Delete** a Content Item, select the item in the items table, **right-click** to view context menu and select **Delete Item** or click the **Delete** button.



- To **Modify** a Content Item **double-click** an item in the items table, verify that content details populates in respective fields, and modify information. Prior to re-adding the modified item, user must delete original item record from item contents table.



- 9 Click **Calculate** in order to display the postage, insurance fees, and estimated delivery days associated with the label you have created.
Note: Estimated days represent the time period for the package to go from the origin to its destination; please note that this does not include time for the package to go through customs.

Label CALCULATE

Postage	\$- . . .
Services	\$- . . .
Total Due	\$- . . .

I agree to the [Mailing Restrictions, Customs Information, and Mailer Responsibilities](#)

Agree to APO/FPO/DPO Restrictions

Agree to Insurance Conditions

Separate label and customs form

1 Number of Unique Labels

Estimate Delivery Days [Express Mail Commitment](#)

🛒 Add to Cart

GET SHIPPING SUPPLIES CLEAR ALL

- 10 Click the **Mailing Restrictions, Customs Information, and Mailer Responsibilities** checkbox to agree to international mailing restrictions, customs information, and mailer responsibilities (*required*).
- 11 Click the APO/FPO/DPO Restrictions checkbox to agree to APO/FPO/DPO restrictions (*required*).
- 12 Click the Insurance Conditions checkbox to agree to insurance conditions (*required*).
- 13 Entering a number into the **Number of Unique Labels** text box will create that many labels with individual barcode properties. The maximum number of labels that can be printed or saved in this manner is 2000.
- 14 Click the “Separate Label and Customs Form” checkbox if you would like the APO/FPO/DPO and PTFAS Label to be added to the cart as a separate Domestic Label and CP72 label. This will allow you to print the Domestic Label and CP72 in different print formats .
- 15 Click **Add to Cart** to save the label to the shipping cart in order to print.



TIP

- If you receive an error message that states “Requested Service is not available” it could mean that (1) The service indicated is not available to the destination country or (2) The weight or value indicated exceeds the maximum allowed by the destination country. For more information on how to view what services are available to different destination countries and details regarding maximum weight and dimension, refer to the [Shipping Tools](#) section.
- If you choose to add a separate Domestic label and Customs form to the cart, these labels will be treated independently i.e., if you edit the domestic label, the customs form associated to this label will not reflect these changes and must be manually updated. Please see Chapter 8 “Shipping Cart” for instructions on how to edit labels from the cart.

16 If you do not wish to add to the cart, click **clear all** button.

TIP

- See preferences for more details on how to immediately have new preferences take effect.



Create an electronic Merchandise Return Service (MRS) Label

- 1 Click the **Return label** button on the lower navigation.
- 2 Enter your required *Retailer Information*. Either manually fill in the required fields in the Retailer Information or click **Open Address Book**. Open Address Book will display the Address Book where the user can choose a previously saved address to populate the Retailer Information. Only Retailer addresses may be selected.

Retailer

*Retailer Name

*Address

*Permit #

*Issuing City

*Issuing State

*ZIP Code™

TIP

- The Permit holder guarantees payment of the proper postage and fees on all returned merchandise return service (MRS) articles distributed under the permit holder's MRS **permit number**. **Information about MRS permits and related advance deposit accounts can be obtained from your local Post Office™.**



- Enter the required *Postage Due Unit Information*. Either manually fill in the required fields in the Postage Due Unit Information or click **Open Address Book**. Open Address Book will display the Address Book where the user can choose a previously saved address to populate the Postage Due Unit Information. Only PDU addresses may be selected. The PDU (“POSTAGE DUE UNIT”) in the delivery address line includes the city, state, and ZIP Code of the postage due unit at the Post Office where the permit is authorized,

PDU OPEN ADDRESS BOOK

*Address

*City

*State

*ZIP Code™ +4

CLEAR SAVE TO ADDRESS BOOK

- Enter the required *Customer Information* requesting a parcel return. This information will serve as the Return Address on the electronic Merchandise Return Service label. If you wish to email the Return Label to your customer, be sure to enter the customer’s email address. Either manually fill in the required fields in the Customer Information or click **Open Address Book**. Open Address Book will display the Address Book where the user can choose a previously saved address to populate the Customer Information. Only Domestic or APO/FPO/DPO addresses may be selected.

Customer OPEN ADDRESS BOOK

*Full Name

*Address 1

Address 2

*City

*State

*ZIP Code™ +4

Email

CLEAR SAVE TO ADDRESS BOOK



5 Enter *Package Information*.

Details

Weight LBS OZ

*Service

- 6 Enter any **Label Options** that you wish to appear on the electronic Merchandise Return Service label. You may choose to enter an amount you wish to be *insured*, a *package identification number*, and a *return merchandise authorization (RMA)* number you indicate to expedite your inbound returns processing. The system will calculate the insurance fee and display it on the label based on the value of contents you have specified. You may also choose to apply USPS Tracking/Delivery Confirmation™. *Note: USPS Tracking/Delivery Confirmation™ selected for electronic Merchandise Return Service labels is charged at the retail price.*

Use RMA # in Barcode **checkbox** and *Label Format* **radio buttons** have been added. If the user checks *Use RMA # in Barcode*, the RMA # would then be substituted for the Sequential Package ID in the label number (PIC). This option is only available to those mailers who have obtained and entered their unique DUNS/Mailer ID during registration. The *Label Format* radio buttons allow any user the ability to print electronic Merchandise Return Service labels so that the Customer Address appears within the window of two different types of #10 window envelopes.



Options

USPS Tracking/Delivery Confirmation

Insurance \$

Package I.D.

RMA #

Use RMA # In Barcode

Label Format #10 Window Envelope (Left)
 #10 Window Envelope (Right)

- 7** If you wish to email the Return Label to the customer, select the **Email Label To Customer** radio button and click **Submit**. If you wish to save the Return Label in order to store it for a later date, select the **Save Label to Cart** radio button and click **Submit**.

Label

Email Label To Customer
 Save Label To Cart

Submit

- 8** If you do not wish to email or save, click the **clear all** button.



Options

USPS Tracking/Delivery Confirmation

Insurance \$

Package I.D.

RMA #

Use RMA # In Barcode

Label Format #10 Window Envelope (Left)
 #10 Window Envelope (Right)

Create an Open and Distribute™ Label

Note: Open and Distribute™ Label will not be enabled unless users have a MID/DUNS number assigned to their Click-N-Ship for Business®.

Also, a popup will open telling users to call ICCC if they attempt to access the Open and Distribute™ Label page without a MID/DUNS number.

Note: Instructions on how to create a permit can be found at <http://pe.usps.com/businessmail101/postage/applyPermit.htm>

- 1 Select **Open and Distribute™ Label** from the Create Shipments navigation.
- 2 Edit the *Sender Information* by clicking **Edit**. This button will display the Address Book where an existing Sender Address can be modified or a new Sender Address can be chosen or added.

From

John Doe
123 MAIN ST
HOMETOWN, AL 12345

EDIT

TIP

- For more details on how to **Edit** Sender Information, see [Address Book and Create Labels](#) section.

- For more details on how to pre-populate the Open and Distribute™ form, see edit [Preferences](#).



- 3 Enter *Facility Information*. Either manually fill in the required fields in the Facility Information or click **Open Address Book**. Open Address Book will display the Address Book where the user can choose a previously saved address to populate the Facility Information. Only Open and Distribute™ addresses may be selected.

To

* Facility Type

* Facility Name

* Address 1

* Address 2

* Facility City

* Facility State

* ZIP Code™ +4

Note: Select the destination Facility Type based on the mailing contents. If facility information is needed, click the [Lookup Facility Address](#) link and you will be directed to USPS® Facility Access and Shipment Tracking (FAST®) page. Follow the FAST® instructions that appear when you click the Lookup Facility Addresses button.



The screenshot shows the USPS FAST web application. At the top left is the USPS logo. A navigation bar contains a "Home" link. Below the navigation bar is a breadcrumb trail: "Facility Access and Shipment Tracking (FAST)". The main content area is titled "Facility Access and Shipment Tracking (FAST)" and contains a "Reports" section. The "Reports" section includes a paragraph of instructions, a list of three report types with descriptions and "Go >" buttons, and a "Resources" section in the left sidebar.

United States Postal Service® Home

Facility Access and Shipment Tracking (FAST)

Facility Access and Shipment Tracking (FAST)

Reports

Please select the type of report to view from the left menu or from the report list below which gives a brief description of each report.

If you would like to return to pages previously viewed within a report, please use the upper navigation bar or the "Previous Screen" link found in the upper right of each level of a generated report.

- ▶ **Appointment Calendar**
Displays the number and types of appointments for a designated date range or a month at a specified facility. Drill-down capabilities allow the user to get more detailed information for a specific date and hour. Go >
- ▶ **Closeout Data Report**
The Closeout Data Report allows users to enter appointment or recurring appointment Id's and view those appointments closeout information. Go >
- ▶ **Mail Direction Search**
The Mail Direction Search allows users to view current and future drop entry points by ZIP, Discount, Mail Shape, Mail Class and Effective Date combinations. Go >

Resources

[Login to FAST Facilities](#)
▶ [Reports](#)
[Appointment Calendar](#)
[Closeout Data Report](#)
[Mail Direction Search](#)

- 4 You may save new addresses to the Address Book by clicking **Save To Address Book** (optional). Open and Distribute™ addresses can only be used within the Open and Distribute™ label.



TIP

- For more details on how to **Save To Address Book**, see [Address Book and Create Labels](#) section.

- 5 Enter *Package Information*. Enter total weight of the drop shipment package in pounds and ounces including packaging and shipping labels. Enter Ship Date, Ship From ZIP Code™ if different from sender ZIP Code™, the mail class of the Open and Distribute™ drop shipment, and the mail class enclosed. If the mail class enclosed is not listed, choose Other and enter the appropriate text in the Explanation field. **If a scale is integrated, a Capture button would be available to capture the current weight on the scale.** See [Chapter 14](#) for more details regarding an integrated weight scale.

Details

* Container Weight LBS OZ

* Ship Date

Ship From ZIP Code™ * If different from sender ZIP Code™

* Open and Distribute™ Class

* Mail Class Enclosed

Explanation

* If mail class enclosed is "other"

- 6 Enter *Package Options*. If you wish to pay for postage through your Permit, enter the Permit Number here along with the ZIP Code™ where the permit is authorized. Check Separate Receipt to print the label and the receipt on separate pages.

Options

Permit #

Permit Issuing ZIP Code™

* ZIP Code™ Required If Permit # Entered

Separate Receipt

- 7 Click Calculate to obtain the price for the Open and Distribute™ package. Click **Add to Cart** for printing at a later time. Multiple Open and Distribute™ labels can be created at one time using the **Number Of Unique Copies** function.



- 8 From the Shipping Cart, Open and Distribute™ labels may be printed. Open and Distribute™ labels can only be printed with other Open and Distribute™ labels. When Printing an Open and Distribute™ label, Click-N-Ship for Business® will automatically create and print a PS 3152 Form, *Confirmation Services Certification*.

Label

Postage	\$- - - -
Total Due	\$- - - -

Number of Unique Labels

Estimated Delivery Days

-

Note: If you wish to assign multiple labels to the same PS Form 3152 you will need to select all labels you wish to associate in the Shipping Cart and then click the Print button.

Urgent Message:

- When you click the Print button in the Shipping Cart tab for Open and Distribute™ labels, an electronic file with label information is transmitted to the Postal Service. Once submitted, there are no means to retrieve the file or remove any of the labels or label information linked to the file. Please only print labels intended for use.

For detailed information and frequently asked questions surrounding the Open and Distribute™ service, please see [Chapter 18 – Troubleshooting](#).



Create First-Class Mail® Letter Shipments

- 1 Select **First-Class Mail® Letter** from the Create Shipments navigation.
- 2 Edit the *Sender Information* by clicking **Edit**. This button will display the Address Book where an existing Sender Address can be modified or a new Sender Address can be chosen or added. A checkbox to Print the Sender Information for your print job is also available below the sender address.

From

EDIT

Joe Doe
901 D ST

WASHINGTON, DC

TIP

- For more details on how to **Edit**, see [Address Book and Create Labels](#) section.
- For more details on how to pre-populate the First-Class Mail® Letter, see edit [Preferences](#).



- 3 Enter *Recipient Information*. If you wish to manually fill in the required fields in the Recipient Information, do so. You may save new addresses to the Address Book by clicking **Save To Address Book** before proceeding with entering package information. All domestic addresses will automatically be standardized to USPS® formatting standards upon performing this action. Once this is complete, you can add the address to the print job by clicking **Add To Job**.

Print Sender Information

To

*Full Name and/or

Company

Short Name

*Address 1

Address 2

*City

*State

ZIP Code™ +4

Urbanization

Phone

Email

Customer Ref #

PO Box™ Address

**TIP**

- For more details on how to **Save To Address Book**, see [Address Book and Create Labels](#) section.
- Also, when you begin typing in the Full Name or a Short Name, matching full names or short names in the Address book will appear in a dropdown box. **Select** the correct Full Name or Short Name and click **tab** in order pre-populate the Recipient field with address information.

- 4 Enter *Package Information*. Enter the weight of the letter; select the service and container you wish to use and check the Non-Machinable checkbox if applicable. *Note:* All label stocks and envelopes offered in the Stock Type dropdown list are available to purchase from The Postal Store® (<https://shop.usps.com>).

Details

* Stock Type	Select a Label Stock Type ▼
Number of Letters	0
* Weight of Each Package	<input type="text"/> OZ
* Service	First-Class Mail® ▼
* Container	Letter ▼
	<input type="checkbox"/> Non-machinable?
Permit Number	<input type="text"/>
Permit Issuing ZIP Code™	<input type="text"/>



- 5 *Select Recipients.* If you do not wish to manually fill in the required fields in the Recipient Information, the Recipient section allows you to click the **Open Address Book** button. Open Address Book will display the Address Book where the user can choose a previously saved address(es) for the Recipient Information. Only domestic addresses may be selected. The **Remove Address From Job** button will allow you to remove any address from the job.

Recipients OPEN ADDRESS BOOK

NAME	ZIP Code™
------	-----------

REMOVE ADDRESS FROM JOB

Number of Letters: 0

TIP

- For more details on how to **Open Address Book**, see [Address Book and Create Labels](#) section.



- 6 Click **Calculate** in order to display the postage and service fees with the label you have created. If there is missing information, you will be prompted to correct error(s) and re-calculate to obtain prices.

Label

Postage	\$-.-.-
Total Due	\$-.-.-

- 7 Click **Add to Cart** to save the label to the shipping cart in order to print.
- 8 If you do not wish to save to cart, click **clear all**.

TIP
- See [Preferences](#) for more details on how to immediately have new preferences take effect.



Address Book Contacts and Create Label

Edit Sender Address

To edit information in current sender information: (**IMPORTANT**: When choosing a sender address, verify that a 10-digit numeric phone number has been entered as most of the labels will require a phone number when attempting to the print the label.)

- 1 Select **any label option** from the Create Shipments navigation.
- 2 Click **Edit**. The Address Book section will display.
- 3 Click **Edit** next to the address currently in the Sender information.
- 4 Make changes.
- 5 Click **Save**.

OR

To change sender information to an address stored in address book:

- 1 Click **Edit**. The Address Book section will display.
- 2 Select (i.e., highlight) a different Domestic address that should be inputted as the Sender Address.
- 3 Click **Use Selected**.

Open Address Book

- 1 On the Create Shipping Label screen, click **Open Address Book**.
- 2 Select (i.e., highlight) the address(es) that should be inputted as the Recipient Address.
- 3 Click **Use Selected**.

Save to Address Book

- 1 Enter the Recipient Information into Create Shipping Label screen.
- 2 Click **Save to Address Book**.

TIP

- A unique short name will automatically be created if no Short Name is entered, based on the Full Name and/or Company entered.
- All addressed added will be added to default group "Unassigned".
- You cannot save addresses **OFFLINE** because all domestic addresses must be validated prior to being saved to the Address Book requiring communication with USPS®.

- 3 Click **Save**.



Chapter 7

Address Book



Chapter 7. Address Book

Getting Started

The Address Book allows you to add, edit, delete, bulk import/export addresses as well as manage addresses within groups. The search functionality further allows you to quickly find addresses within the Address Book for use in the application.

Add an Address

- 1 Click on the **Address Book** section in the upper navigation. The Address Book selections shall appear.
- 2 Click on the **Add New Address** button to option.
- 3 To add a **Domestic Address**, leave the default Country as **United States**, and fill out all required fields.

The form contains the following fields:

- Country: United States (dropdown)
- * Full Name: [text input]
- Company: [text input]
- Short Name: [text input]
- * Address 1: [text input]
- Address 2: [text input]
- * City: [text input]
- * State: Select State (dropdown)
- ZIP Code™: [text input] +4 [text input]
- Urbanization: [text input]
- Phone: [text input]
- Fax: [text input]
- Email: [text input]
- Customer Ref #: [text input]
- Group: Sample Group (checkbox) and a large empty text area

Buttons: Cancel, Save

- 4 Select one or more groups to assign the address (*optional*).



TIP

- If no groups are checked or available, the address will automatically be placed as an **Unassigned** address.
- To create a new user defined group, refer to [Add New Group](#) section.

- 5 Click **Save** to save the new domestic address to the Address Book. Note: If you decide not to save the address, make sure to click the **Cancel** button to exit the **Add a New Address** section.

TIP

- All domestic addresses are immediately validated against the USPS® Address Management database and standardized upon saving/editing or importing. No invalid domestic addresses will be allowed to be saved in the Click-N-Ship for Business® Address book.
- The system will automatically create a **Short Name** for the address record if you do not provide one. The Short Name is used as a unique identifier and cannot be duplicated.

- 6 To add an **International Address**, select a country other than the U.S., and fill out all of the required fields.

- 7 Click **Save** to save the new international address to the Address Book.



- 8 Facility addresses are to be used for Open and Distribute™ drop shipments. Users must use the **Save to Address Book** button directly from the Open and Distribute™ Create Shipping Label view to save facility addresses. Once saved to the address book, a user can edit the facility address from the Address Book.
- 9 Retailer and PDU (Postage Due Unit) are to be used for electronic Merchandise Return Service labels. Users must use the **Save to Address Book** button directly from the Merchandise Return Service label view to save Retailer or PDU addresses. Once saved to the address book, a user can edit the Retailer or PDU address from the Address Book.



Edit an Address

- 1 Click on the **Address Book** section in the upper navigation. The Address Book selections shall appear.
- 2 Click on the **View All Addresses** button.
- 3 Click on the **Edit** button.

Example: Domestic Address

- 4 View the *Address Details* panel with pre-populated information.

The screenshot shows a form for editing an address. The form is divided into several sections:

- Country:** A dropdown menu set to "United States".
- Full Name:** A text field containing "John Doe".
- Company:** A text field containing "ACME CORP.".
- Short Name:** A text field containing "DoeJohn".
- Address 1:** A text field containing "123 Main Street".
- Address 2:** An empty text field.
- City:** A text field containing "Any Place".
- State:** A dropdown menu set to "Virginia".
- ZIP Code™:** A text field containing "24142" followed by a "+4" and an empty field.
- Urbanization:** An empty text field.
- Phone:** A text field containing "2022222222".
- Fax:** An empty text field.
- Email:** An empty text field.
- Customer Ref #:** An empty text field.
- Group:** A checkbox labeled "Sample Group" which is checked.

At the bottom of the form, there are two buttons: "Cancel" and "Save".

- 5 Modify the address information as desired.
- 6 To change the type of address record (domestic or international), simply change the selected **Country**.
- 7 Click **Save** to save the edited address to the Address Book or **Cancel** to discard changes.

TIP

- All domestic addresses are immediately validated upon saving/editing or importing addresses. No invalid domestic addresses will be allowed to be saved in the Click-N-Ship for Business® Address book.

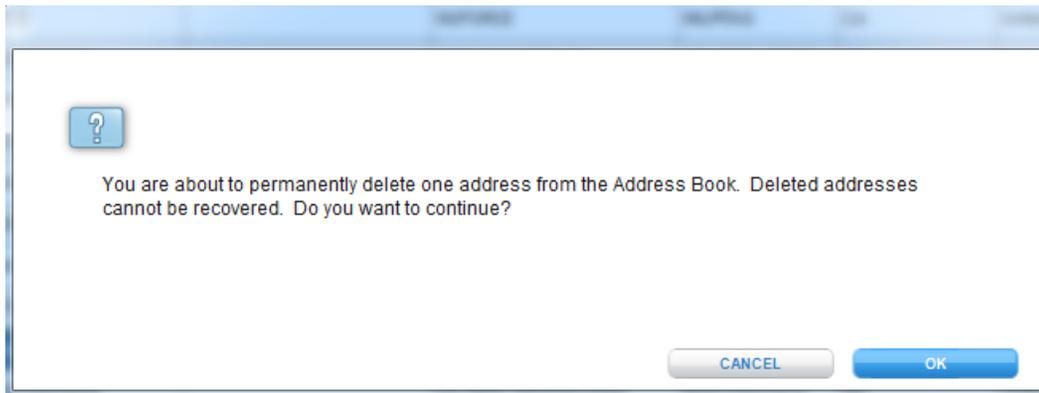


- If the Country is grayed out, this indicates that the specific address that you are attempting to edit is currently being used as the Sender Address in the Create Shipping Label Tab. Since the Sender address can only be a domestic address, the country cannot be edited for this address until a new Sender Address is selected.



Delete an Address

- 1 Click on the **Address Book** section in the upper navigation. The Address Book selections shall appear.
- 2 Click on the **View All Addresses** button.
- 3 Check one or more addresses to permanently delete.
- 4 Click the **delete address** button to delete the addresses.



- 5 Click **OK** in the confirmation window. *Note: Deleting an address will permanently delete an address from the application, regardless of how many groups the address may be a part of.*

TIP

- To simply remove an address from a specific group refer to [Manage My Groups](#).



Add a New Group

- 1 Click on the **Address Book** section in the upper navigation. The Address Book selections shall appear.
- 2 Click on the **View All Addresses** button.
- 3 Click on the **Add Group** button.

The screenshot shows a dialog box titled "Add New Group". Inside the dialog, there is a text input field with the label "New Group Name:". Below the input field are two buttons: a "Cancel" button and a "Save" button.

- 4 Enter a group name and click **Save**.
- 5 View the new group in the *Show* drop-down. This dropdown allows you to filter your addresses based on user-defined groups. For more details on how to filter the address book, refer to [View Addresses in a Specific Group section](#).

The screenshot shows a dropdown menu with the label "Show" and the selected option "AllAddresses".

- 6 View the new group in the Groups selection box in the *Address Details* panel when adding/editing an address record.



Delete a Group

- 1 Click on the **Address Book** section in the upper navigation. The Address Book selections shall appear.
- 2 Click on the **View All Addresses** button.
- 3 Select a Group from the Show drop-down menu to filter address book list.



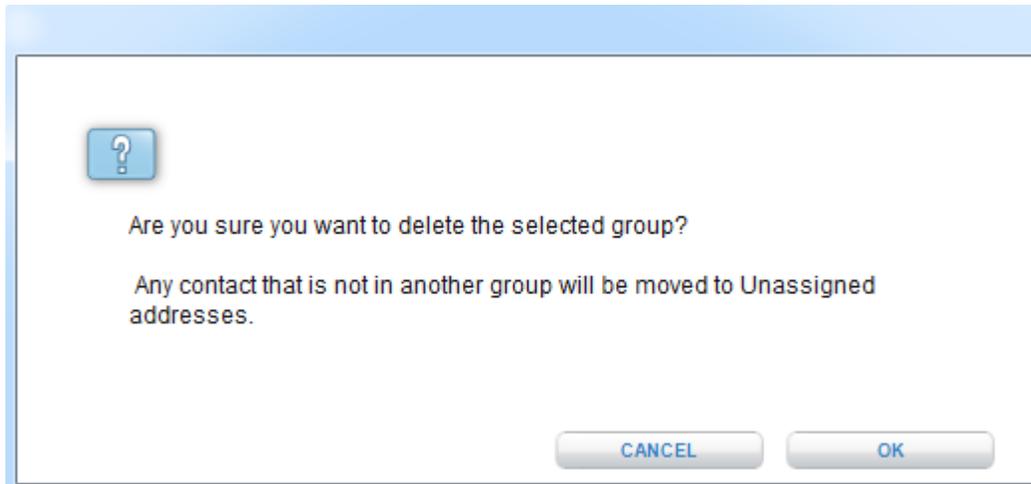
TIP

- Unassigned group cannot be deleted as this is the default group that addresses are added to when no specific group has been specified. In other words, 'Unassigned' represents those addresses that are not assigned to any specific group.

- 4 Click the **delete group** button to delete an existing group. **IMPORTANT:** Any addresses that are not assigned to another group will be moved to Unassigned Addresses. This action DOES NOT permanently delete any addresses. In order to permanently Delete an Address, see [Delete an Address](#) section.

Scenario 1: If you have an address assigned to only one group, please note that by performing **delete a group**, the address will reset this address to **unassigned**, as it is not assigned to any user-defined groups.

Scenario 2: If you have an address assigned to more than one group, please note that by performing **delete a group**, the address will remain in the group that was not deleted.





Manage My Groups

The Manage Addresses section is particularly useful for managing a large number of addresses at one time. However, users may also modify group assignments individually by accessing the address details panel for individual records via the Edit button.

Move an Address to Another Group

This feature allows users to remove addresses from one group and/or move them to a new group. This functionality should primarily be used when dealing with multiple addresses.

- 1 Click on the **Address Book** section in the upper navigation. The Address Book selections shall appear.
- 2 Click on the **View All Addresses** button.
- 3 Select a group from the Show drop-down menu to filter the address book by a specific group. For more details on how to filter the address book, refer to [View Addresses in a Specific Group section](#).

Show AllAddresses ▼

- 4 Check one or more addresses within the group selected. View the **Manage Addresses** section in the lower right-hand corner of the Address Book panel.

Select Action ▼ [] GO

- 5 Select **Move to** from the *Select Action* drop-down menu.
- 6 Select a group from the *Address Group* drop-down menu. **IMPORTANT:** Any address that is not assigned to a user-defined group is listed as an **Unassigned** Address. Since an address cannot simultaneously exist as Unassigned and assigned to another group the address will be **removed if 'Unassigned' is selected in the Address Group dropdown**.

Add to ▼ Sample Group ▼ GO

IMPORTANT: If you wish to simply remove an address from a particular group, click on the **Edit button** in the Address book and uncheck the group in which you wish to remove the address from. See [Edit an Address](#) section for more details

- 7 Click **Go**.

TIP

- The selected address record now no longer exists in the group for which the table is filtered but does exist in the group selected in the Address Group drop-down menu. To verify, select the group name that the address was moved to in the Show dropdown box in the Address Book.



Add an Address to Another Group

This feature allows users to assign an address to multiple user-defined groups in the address book. **Please note:** Address records cannot exist in a user-defined group AND in “Unassigned” addresses. “Unassigned” is the default for address records not assigned to any other group.

- 1 Click on the **Address Book** section in the upper navigation. The Address Book selections shall appear.
- 2 Click on the **View All Addresses** button.
- 3 Select a group from the Show drop-down menu to ensure that the addresses within a specific group are displayed. *Note: A user-defined group does not include **All Addresses** or **Unassigned**.*

- 4 Check one or more addresses from the group selected to add to an additional group by selecting the corresponding checkbox. View the **Manage Addresses** section in the lower right-hand corner of the Address Book panel.

- 5 Select **Add to** from Select Action drop-down menu.
- 6 Select a group from the Address Group drop-down menu.

TIP

- Any address that is not assigned to a user-defined group is considered **unassigned**. If an address is **Move To > Unassigned**, the address will be removed from all groups that it was previously assigned to.

- 7 Click **Go**.

TIP

- The selected address record now exists in the user defined group for which the table is filtered AND in the group selected in the Address Group drop-down menu.

View Addresses in a Specific Group

Show (i.e., filter) Addresses within a Group



- 1 Click on the **Address Book** section in the upper navigation. The Address Book selections shall appear.
- 2 Click on the **View All Addresses** button.
- 3 Select a group from the Show drop-down menu in order to view addresses in a specific group selected.



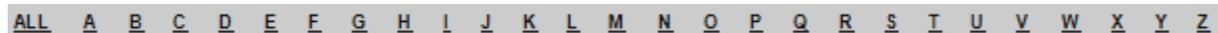
Search Address Book

Search Addresses

- 1 Click on the **Address Book** section in the upper navigation. The Address Book selections shall appear.
- 2 Click on the **View All Addresses** button.
- 3 Verify that the show dropdown displays a view of addresses in a specific group of the records you wish to conduct your search on.



- 4 Verify that ALL is selected under the Search For dropdown to ensure that ALL addresses within the selected group in the Show dropdown are displayed.



- 5 Enter a keyword in the Search For textbox.
- 6 Select a column name in the Field Name drop-down to specify a specific column to search.



- 7 Click **Filter**. Only addresses that match the search criteria will display in the Address Book table.

IMPORTANT: In order to clear the filter to view **All Addresses**, please conduct the following steps:

- 1 Clear out **Search For** text.
- 2 Select **All Columns** in Search dropdown.
- 3 Select **All Addresses** in the Show dropdown.



- 4 Select **All** link below the Search For box.
- 5 Click **Go** next to the All Columns dropdown.

Filter by Letter

- 1 Click on the **Address Book** section in the upper navigation. The Address Book selections shall appear.
- 2 Click on the **View All Addresses** button.
- 3 Click a letter link to view all addresses with a **Full Name** that begins with that letter.

TIP

- If a letter is disabled it means that there are no addresses in the address book where the Full Name begins with that letter.



Import Addresses

- 1 Click on the **Address Book** section in the upper navigation. The Address Book selections shall appear.
- 2 Click on the **Import Addresses** button.
- 3 **Export** your addresses from another application or **create your own** .csv file.
- 4 On the **Address Import Wizard** popup, you are able to choose to import CSV or Microsoft Access® formatted files. *Note: You can only store 25 imports at a time. Go to the Preferences hyperlink to delete extra imports.*
- 5 Once you have selected your data source type, click the **Next** button.

- 6 On the Select Import File, select File Path using the Browse button.
 - a. If you wish to add your imported addresses to an existing address group, please check on the address group checkbox.



- 7 Click the **Next** button.
- 8 (Certain files types only) On the Select a mapping page, you may select to create a new or select an existing mapping for the import. If you select a New Mapping, you must enter a mapping name.
 - a. If you selected an Existing Import, the Select a mapping page will default to show the previously used mapping for the import. You can still choose to create a new one or select a different existing mapping.

- 9 Click the **Next** button.

Label Import Wizard

Mapping Page
 User should select the column dropdown selection that matches the imported field. To aid users, a column showing sample data is provided.

SHIPPING LABEL FIELDS	CSV COLUMN NAMES	DEFAULT VALUE	SAMPLE
* Full Name	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>
Company	COMPANY	<input type="text" value=""/>	<input type="text" value=""/>
* Address 1	ADDRESS 1	<input type="text" value=""/>	<input type="text" value=""/>
Address 2	ADDRESS 2	<input type="text" value=""/>	<input type="text" value=""/>
* City	CITY	<input type="text" value=""/>	<input type="text" value=""/>
* State	STATE	Select State	<input type="text" value=""/>
ZIP Code™	ZIP CODE	<input type="text" value=""/>	<input type="text" value=""/>
ZIP +4®	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>
Urbanization	URBANIZATION	<input type="text" value=""/>	<input type="text" value=""/>
Phone	PHONE	<input type="text" value=""/>	<input type="text" value=""/>
E-mail	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>
Customer Ref. #	<input type="text" value=""/>	<input type="text" value=""/>	<input type="text" value=""/>

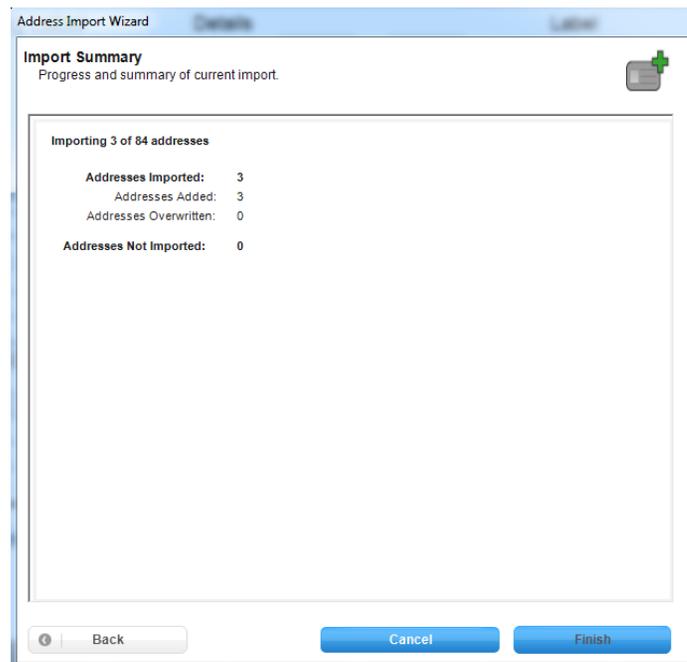
PREVIOUS SAMPLE Address 1 of 50 NEXT SAMPLE

Back Cancel Next

- 10 (Certain files types only) On the Mapping Page, you can align the CSV file column names with the Click-N-Ship for Business® fields that match. Click-N-Ship for Business® will automatically match columns that have identical names to their respective Shipping Label Field. You may also enter a value into the Default Value, which will fill any blank cell in that column with the default value. Fields with Asterisks (*) are required.



- a. If you selected an Existing Mapping, the columns will be aligned as the Existing Mapping had them. The columns are still editable.
- 11 Click the **Next** button.
 - 12 View the import summary window, which details how many records were successful imported (added and/or overwritten)/and which address failed import.

**TIP**

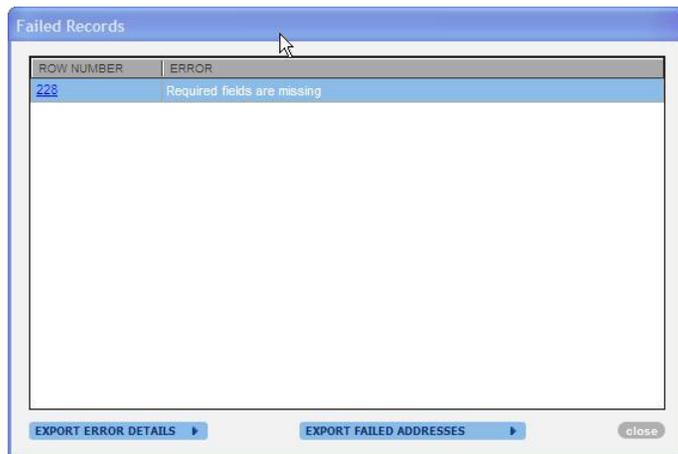
- If an address is imported with a duplicate Short Name as an address that currently exists in the application, the system will overwrite the existing address. The number of **overwritten** addresses will be displayed in the Import Summary window.
- All domestic addresses imported will be validated. Any invalid domestic addresses will NOT be imported into the Address Book. In order to identify which lines of your .csv file failed to import, see View Failed Import Address Section



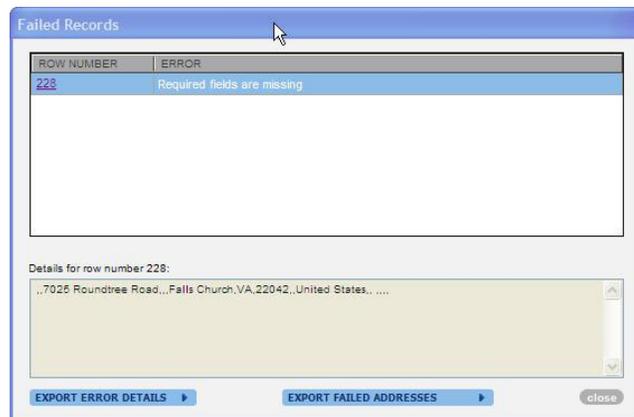
- 13 Click the **Finish** button to return to the Address Book. Note: It is recommended to disable the 'Enable Verbose Application Log' checkbox once all import actions are completing for better performance.

View Failed Addresses

- 1 After the import process is complete, click on the **Failed Records** hyperlink. The Failed Records pop-up will appear.



- 2 To view the address related to each error on the screen, click on any of the row number hyperlinks.





3a To export the error log (a text file version of the errors on the screen) click on the **Export Error Details** button.

Description: The Error Details allows you to easily identify which rows in your original .csv file failed, the reasons why they failed, and the address information associated with each failed record.

- a. Enter in a name and a directory to save the error log and click **Save**.
- b. View confirmation pop-up that confirms that your error log has been written to a file. Click **Close**.
- c. Open error log in a text pad application to view details on which records failed

```

Failed_AddressRecords.txt - Notepad
File Edit Format View Help
Original Row #52:
Address Not Found.
ROBERT CLAPP,EMPI,INDUSTRIAL PARK,,CLEAR LAKE,SD,57226,,United States,,(605) 874-6217,,,
Original Row #63:
Default address: The address you entered was found but more information is needed (such as an apartment, suite, or box
SUE BORNS,PROFESSIONAL MAILING & MARKETING,305 BROWN COUNTY 19 S,,,ABERDEEN,SD,57401,,United States,,(605) 882-3365,,,
Original Row #78:
Default address: The address you entered was found but more information is needed (such as an apartment, suite, or box
ROD TITUS,PROFESSIONAL MAILING & MARKETING,305 BROWN COUNTY 19 S,,,ABERDEEN,SD,57401,,United States,,(605) 226-3356,,r
Original Row #112:
Multiple addresses were found for the information you entered, and no default exists.
JULIE MORLOCK,BOBCAT COMPANY,250 BEATON DR,,WEST FARGO,ND,58078,,United States,,(701) 241-8720,,,
Original Row #113:
Multiple addresses were found for the information you entered, and no default exists.
PAUL POSEL,BOBCAT COMPANY,250 BEATON DR,,WEST FARGO,ND,58078,,United States,,(651) 646-5244,,pose11967@attbi.com,,
Original Row #114:
Multiple addresses were found for the information you entered, and no default exists.
JIM SHARP,BOBCAT COMPANY,250 BEATON DR,,WEST FARGO,ND,58078,,United States,,(701) 241-8700,,,
Original Row #116:
Default address: The address you entered was found but more information is needed (such as an apartment, suite, or box
BRUCE BERKEY,BOBCAT COMPANY,112 N UNIVERSITY DR,,FARGO,ND,58102,,United States,,(704) 997-7004,,,
Original Row #125:
Default address: The address you entered was found but more information is needed (such as an apartment, suite, or box
SHERRY ILLICH,MAIL CENTER,1335 2nd Ave N,,FARGO,ND,58102,,United States,,(701) 280-3150,,mailpresort@yahoo.com,,
Original Row #130:
Invalid number of columns for row.
CHUCK MCGUIRE,"DAKOTA DRUG, INC",4121 12TH AVE NW,,MINOT,ND,58102,,United States,,(701) 298-9026,,cmcguire@dakdrug.com
Original Row #134:
Invalid number of columns for row.
DEAN PLANTE,SWANSON HEALTH PRODUCTS INC,1318 39TH ST NW,,FARGO,ND,58102,,United States,,(701) 356-2828,,dplante@swans
Original Row #138:
Default address: The address you entered was found but more information is needed (such as an apartment, suite, or box
WANDA ROATH,BOBCAT COMPANY,112 N UNIVERSITY DR,,FARGO,ND,58102,,United States,,(701) 241-8740,,wanda_roath@bobcat.com,

```



3b To export ONLY failed address records into a NEW .csv file, click **Export Failed Addresses..**

Description: The *Export Failed Addresses* allows you to easily create a new .csv file of ONLY failed addresses that you can work on to correct the missing information detailed on the screen and re-import easily into your Click-N-Ship® for Business address book

- a. Enter in a name and directory to save the .csv file with exported addresses and click **Save**.
- b. View confirmation pop-up that confirms that your .csv file has been written to your desktop. Click **Close**.
- c. Open .csv file, correct errors and re-import.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
1	Full Name	Company	Address 1	Address 2	Address 3	City	State	Zip Code	Province	Country	Urbanizatic	Phone	Fax	E Mail	Customer	Short Name		
2	JOE CUSTOMER	USPS	901 D STREET SW			WASHINGTON	DC	20024		United States								
3																		
4																		
5																		
6																		
7																		

4 Click **Close**.



Export Addresses

- 1 Click on the **Address Book** section in the upper navigation. The Address Book selections shall appear.
- 2 Click on the **Export Addresses** button.

Address Book Export

To export addresses from your address book to a file or database:

1. Select the destination type
2. Click Browse, then select the file or database to which the addresses will be saved.
3. If exporting to Access - Either Select the table name from the dropdown or provide a table name to have a new table created.
4. If desired, select group from which addresses will be exported.
(Note: If you don't specify a group, all addresses will be exported.)
5. Click Export button.

Select Destination Type:
Export to CSV

Select a File Path:
BROWSE...

Select Desired Address Group:
All Addresses

CANCEL EXPORT

- 3 Click the **Browse** button to choose a file path for the exported file and type in the **new** file name for your exported desired address list.
- 4 Click **Save File**. Make sure the file path is displayed in the 'Select a File Path' text box.
- 5 In the *Select Desired Address Group* drop-down menu, select *All Addresses* or a *specific address group* to export records from a specific group.
- 6 Click the **Export** button to export the records into a .csv file.

TIP

- If replacing an existing file, make sure the .csv file is not open upon trying to export addresses. The system will throw an error message if the file is in use.



- Exporting addresses is recommended prior to deleting addresses for archiving purposes. In order to delete addresses after archiving, refer to the [Delete Address](#) section for instructions.

- Open and Distribute™ facility addresses will not be exported by Click-N-Ship for Business®.

- 7 Follow the chosen file path to view the .csv file containing the exported address records. All exported files can be re-imported into the application using the import instructions in the .csv format detailed in the [Import Address](#) section above. *Note: As long as the Short Name remains the same, modifications to the export file will overwrite the original record upon re-importing.*



Chapter 8

Shipping Cart



Chapter 8. Shipping Cart

In this introduction to shipping cart, you'll learn how to do the following:

ONLINE connection status:

- **Print** READY labels.
- **Print** PENDING labels.
- **Print w/ SCAN Form** PENDING labels.
- **Edit** labels.
- **Bulk Print Postage** with integrated postage device.
- **Update the Date** the label will be printed.

OFFLINE connections status:

- **Edit** labels.

Getting Started

The Shipping Cart provides a venue where labels and forms can be stored for printing at a later date. From the shipping cart, a user can preview a label, edit a label, and view errors on a label. Refer to the [Detailed Description of Shipping Cart Status](#) for more information.

Detailed Description of Shipping Cart Status

In order to view ALL labels with the respective statuses below, take advantage of the Show dropdown on the upper right hand corner of the Shipping Cart which allows you to filter all records based on a specific status.

READY: Represents a label that is ready to be printed.

PENDING: Label has not been processed, print will validate label information.

- If a label is added to the Shipping Cart while the user is OFFLINE, the label will *always* be set to PENDING status. In order to successfully print labels in PENDING status, ONLINE status is required.

ERROR: Represents a label that has errors that need to be corrected prior to reprocessing and printing.

- Upon printing a PENDING label, the system will set the label to ERROR status if an error is encountered while processing the label.

For more information related to the Shipping Cart actions available, refer to the [Shipping Cart Actions](#) instructions.



Shipping Cart Actions

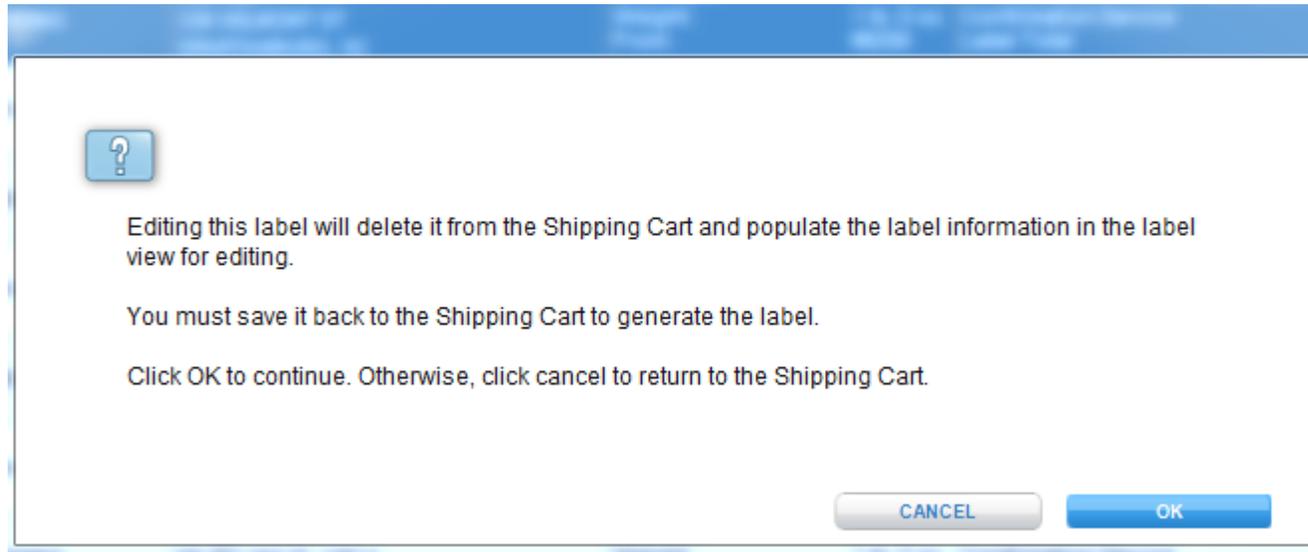
- **Edit:** This action gives the users the ability to remove the label from the Shipping Cart and repopulate the original information into the create label page for editing.
- **Delete:** This action gives users the ability to remove label(s) from the Shipping Cart. Deleting a label(s) will permanently remove that label. This action is available to all labels.
- **Update Date:** This action gives users the ability to update the printing date for label(s) in the Shipping Cart. Doing this will cause the updated labels to have a status of PENDING.

Edit Label

- 1 Click on the **Label** tab on the upper right hand side of the application. The Shipping Cart side tab will display.
- 2 Click the **Edit** button next to a label.



- 3 View the confirmation pop-up window, which explains that upon editing the label, the label will be removed from the shipping cart and re-populated in the label view for editing. Click **OK**.



- 4 View the label page you wish to edit (based on the label type) with pre-populated information in the fields.
- 5 Modify the information as necessary.
- 6 Click the **Add to Cart** button to add the edited label back into the Shipping Cart.

Print Labels from Shipping Cart Without Postage

- 1 Click on the **Label** tab on the upper right hand side of the application. The Shipping Cart side tab will display.
- 2 Check the label you wish to print. **IMPORTANT:** Labels can only be printed when **ONLINE**.



3 Click **Continue without Postage**. View the Print Wizard – Updating Postage rates.

Updating Label Rates

Retrieving updated postage rates

Updating label postage rates for selected checkout method 

If you are online, all labels with READY and PENDING status will be processed. If you are offline, all labels with READY status will be processed. Processing of labels will verify that the label information and ship date are valid prior to printing.

Remaining Labels: 0
Labels Processed: 1
Labels In Error: 0

Complete





- 4 Click **Next**. View the Thanks for Your Order page indicating details of your shipment including total number of labels and total cost

Click-N-Ship for Business®

CLICK-N-SHIP | For Business®

Account Messages Address Book Shipping Tools Labels

Thanks for Your Order

Your 1/10/2013 Order Total(1): **\$19.95**

Check your email for an order confirmation as well as status notifications.
This transaction will be saved in your [Shipping History](#).

Print Your Labels Now

! You'll have until 11:59PM CST on the ship date to print these labels.

SHIPPING ADDRESS	PACKAGE INFORMATION	SERVICE	
Label Three 7050 FAIRGROUNDS PKWY SAN ANTONIO, TX 78238	Ship Date: Weight: From:	1/10/2013 0 lb. 10 oz. 53018	Express Mail® Flat Rate Envelope Confirmation Service Label Total
			\$19.95 \$0.00 \$19.95

* I agree to the [Hazard Policy](#) Print with a SCAN Form

Create Shipments Import Orders Shipping History Return Labels Track & Confirm Tool

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- 5** If you wish to have a SCAN Form included with your label, click on the **Print with a SCAN Form** checkbox. **IMPORTANT:** The Print w/SCAN Form checkbox will only be enabled if the following conditions are met:
- a. If one label is selected from the Shipping Cart:
 - i. The selected label is in the "Pending" state **and**
 - ii. The selected label is an "Open and Distribute™" label **and**
 - iii. All selected labels have the same Ship Date **and**
 - iv. All labels must have the same Sender or Ship From ZIP Code™
 1. If a label has a "Ship From" ZIP Code™ that will be used as the ZIP code™
 2. If not, use the label's "Sender" ZIP Code™.
 - b. If two or more labels are selected from the Shipping Cart:
 - i. All selected labels are in the "Pending" state **and**
 - ii. All "Ship Dates" match **and**
 - iii. All ZIP Code™(s) match **and**
 1. If a label has a "Ship From" ZIP Code™, match against that.
 2. If not, use the label's "Sender" ZIP Code™.
 - iv. All selected labels are one of the following four types:
 1. Domestic.
 2. International.
 3. Customs Form CN22.
 4. Customs Form CP72.
 - v. All selected labels are one of the following four types:
 1. Domestic Priority Mail®, First-Class Mail®, First-Class™ Package Service, Standard Post®, Library Mail, Media Mail® can be on the same SCAN Form, but **cannot** be on the same SCAN Form as any of the following Domestic Express, GXG®, EMI, PMI, FCMI, FCPIS and customs forms CP72 and CN22.



- 6 Agree to Hazmat Policy and click **Print Labels**. Verify the Print Wizard – Preparing Labels page will appear.

Print Wizard

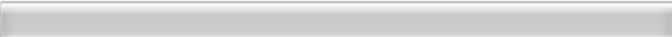
Preparing Labels

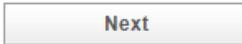
Preparing the labels for printing 

If you are online, all labels with READY and PENDING status will be processed. If you are offline, all labels with READY status will be processed. Processing of labels will verify that the label information and ship date are valid prior to printing.

Remaining Labels: **1**
Labels Processed: **0**
Labels In Error: **0**

Preparing Label 1 of 1



TIP

- If any of the labels cannot be processed because they are in ERROR, a message will display asking whether or not you wish to continue processing all remaining labels. Once remaining labels are processed, the statuses of all the labels in the cart will be updated. Refer to [View/Fix Errors](#) on Label section for more details.



- 7 Click **Next**. View the second page of the Print Wizard – Indicating enhanced print preferences.

Print Wizard

Preferences
Preferences for printing labels 

Specify a page layout:

Print all selected 4" x 6" labels 2 per page, in addition to all remaining labels

Print labels using standard format

Print all labels 4" x 8" with a perforated 4" x 2" receipt.

Specify additional print preferences:

Print Preview, based on specified page layout, prior to printing

Do not show this screen in the future (you may re-enable this dialog box from Preferences link)

- 8 Click **Next**. View the second page of the Print Wizard – Indicating enhanced print preferences.
- a. *Print labels normally* – This means that all labels selected will print back to back and include all pages (inc. separate receipt, if indicated, mailing instructions pages, etc.)
- 9 Check **do not show** checkbox if you do not wish to every print two 4x6 labels per page **or** print preview labels prior to printing. (*optional*)

TIP

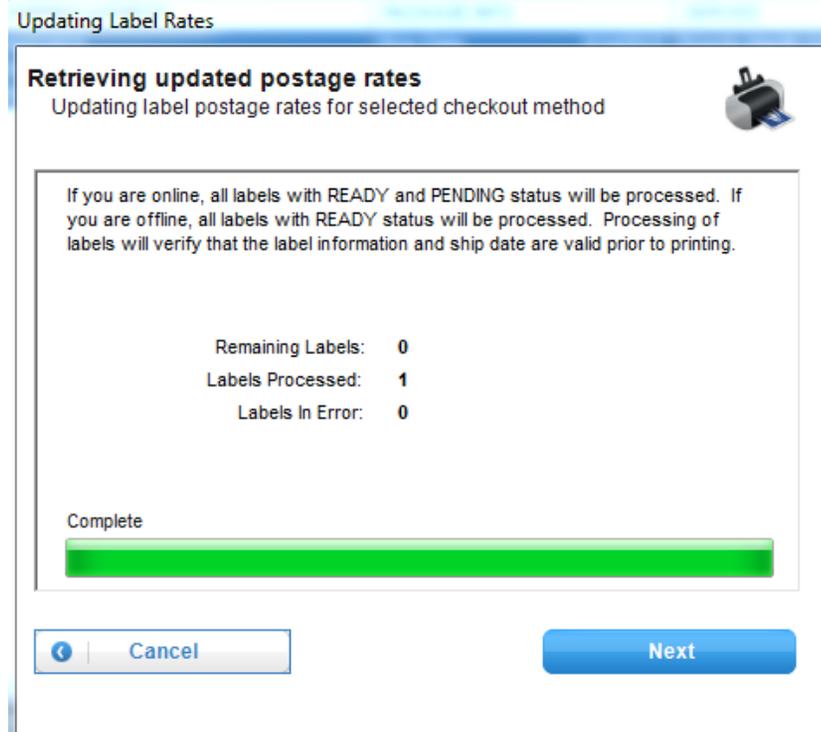
- Once checking 'do not show' checkbox, users can always re-enable the ability to specify enhanced print preferences for each print job by going to Preferences link – General tab.



- 10 Check **Next**. View either print preview dialog box or print dialog box.
 - a. On the print preview dialog box, click the print icon on the top in order to complete print job.
 - b. On the print dialog box, click the OK button in order to complete print job.
- 11 View the Shipping History section to see the list of shipping labels that successfully printed.

Print Labels from Shipping Cart with Postage

- 1 Click on the **Label** tab on the upper right hand side of the application. The Shipping Cart side tab will display.
- 2 Check the label you wish to print. **IMPORTANT:** Labels can only be printed when **ONLINE**.
- 3 Click **Add Postage**. View the Print Wizard – Updating Postage rates.





- 4 Click **Next**. View the Billing Information page indicating payment options as well as order totals such as total number of labels and total cost.

A screenshot of the Click-N-Ship web application's Billing Information page. The browser window title is "Click-N-Ship for Business®". The page header includes the "CLICK-N-SHIP | For Business®" logo and navigation links for "Account", "Messages", "Address Book", "Shipping Tools", and "Labels". The main content area is titled "Billing Information" and shows an "Order Total (1): \$22.40". There are three radio button options for payment: "Pay with Postage Meter", "Pay with e-VS® Account", and "Pay with Permit". At the bottom of the main area, there is a "Back" button, a checkbox for "I agree to the Terms and Conditions", and a "Pay Now" button. A footer bar contains icons and labels for "Create Shipments", "Import Orders", "Shipping History", "Return Labels", and "Track & Confirm Tool", along with the copyright notice "©2013 United States Postal Service All Rights Reserved".

- 5



Select the payment type you wish to use, agree to the Terms and Conditions and click **Next**. View the Thanks for Your Order page indicating details of your shipment including total number of labels and total cost.

Click-N-Ship for Business®

CLICK-N-SHIP For Business® Account Messages Address Book Shipping Tools Labels

Thanks for Your Order

Your 1/10/2013 Order Total(1): **\$19.95**

Check your email for an order confirmation as well as status notifications.
This transaction will be saved in your [Shipping History](#)

Print Your Labels Now

! You'll have until 11:59PM CST on the ship date to print these labels.

SHIPPING ADDRESS	PACKAGE INFORMATION	SERVICE	
Label Three 7050 FAIRGROUNDS PKWY SAN ANTONIO, TX 78238	Ship Date: 1/10/2013 Weight: 0 lb. 10 oz. From: 53018	Express Mail® Flat Rate Envelope Confirmation Service Label Total	\$19.95 \$0.00 \$19.95

I agree to the [Hazard Policy](#) Print with a SCAN Form **Print Labels**

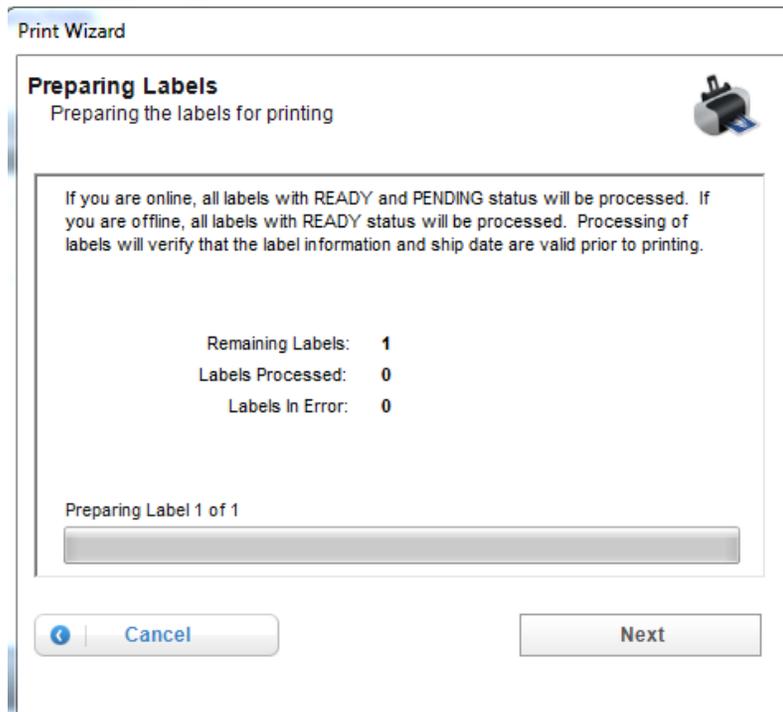
Create Shipments Import Orders Shipping History Return Labels Track & Confirm Tool

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- 6 If you wish to have a SCAN Form included with your label, click on the **Print with a SCAN Form** checkbox. **IMPORTANT:** The Print w/SCAN Form checkbox will only be enabled if the following conditions are met:
 - c. If one label is selected from the Shipping Cart:
 - i. The selected label is in the "Pending" state **and**



- 7 Agree to Hazmat Policy and click **Print Labels**. Verify the Print Wizard – Preparing Labels page will appear.



TIP

- If any of the labels cannot be processed because they are in ERROR, a message will display asking whether or not you wish to continue processing all remaining labels. Once remaining labels are processed, the statuses of all the labels in the cart will be updated. Refer to [View/Fix Errors](#) on Label section for more details.



- 8 Click **Next**. View the second page of the Print Wizard – Indicating enhanced print preferences.

Print Wizard

Preferences
Preferences for printing labels

Specify a page layout:

- Print all selected 4" x 6" labels 2 per page, in addition to all remaining labels
- Print labels using standard format
- Print all labels 4" x 8" with a perforated 4" x 2" receipt.

Specify additional print preferences:

- Print Preview, based on specified page layout, prior to printing
- Do not show this screen in the future (you may re-enable this dialog box from Preferences link)

Cancel Next

- 9 Click **Next**. View the second page of the Print Wizard – Indicating enhanced print preferences.
- b. *Print labels normally* – This means that all labels selected will print back to back and include all pages (inc. separate receipt, if indicated, mailing instructions pages, etc.)
- 10 Check **do not show** checkbox if you do not wish to every print two 4x6 labels per page **or** print preview labels prior to printing. (*optional*)

TIP

- Once checking 'do not show' checkbox, users can always re-enable the ability to specify enhanced print preferences for each print job by going to Preferences link – General tab.



- 11 Check **Next**. View either print preview dialog box or print dialog box.
 - c. On the print preview dialog box, click the print icon on the top in order to complete print job.
 - d. On the print dialog box, click the OK button in order to complete print job.
- 12 View the Shipping History section to see the list of shipping labels that successfully printed.

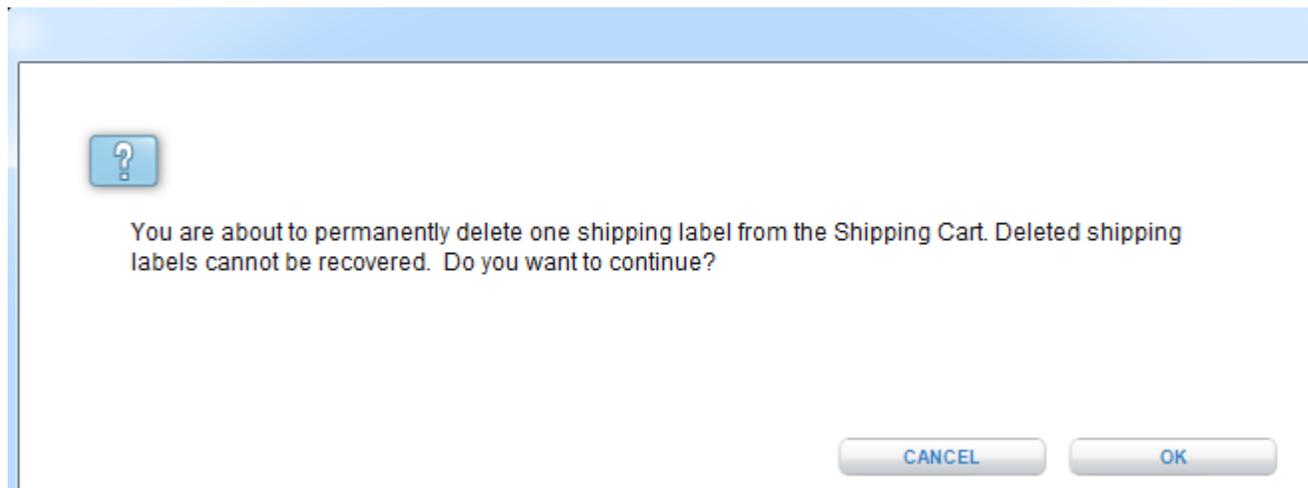
Delete From Shipping Cart

- 1 Click on the **Label** tab on the upper right hand side of the application. The Shipping Cart side tab will display.
- 2 Check one or more labels for deletion.

TIP

- In order to quickly check one or more labels, see [shortcuts](#) for more instructions.

- 3 Click **Delete**.
- 4 View Delete Shipping Cart record confirmation module. Click **OK**.





Chapter 9

Import Orders / Labels



Chapter 9. Order Orders / Labels

Import New Orders / Labels

- 1 Click the **Import Orders** button on the bottom navigation.
- 2 Click on either Import from XML File, Import from CSV File, Import from Microsoft Access® or Import from eBay® options. *Note: You can only store 25 imports at a time. Go to the Preferences hyperlink to delete extra imports if needed.*
- 3 On the Select Import File, select a Label Import File Type, Data Source Name, and a File Path using the Browse button.

The screenshot shows a 'Label Import Wizard' dialog box with the following content:

Label Import Wizard
Select Import File

Please specify the file path as well as a unique name to assign to this data source. The name you assign to this data source will allow you to more quickly import data from the same file path by bypassing this step of the wizard.
Also, please note that by clicking on the next button, you agree to the [APO/FPO/DPO restrictions](#).

Label Import File Type
 Domestic label import file International label import file

Label Import Data Source
*Data Source Name
*File Path



- 4 Click the **Next** button. *Note: For XML files, clicking **NEXT** navigates you to the Summary page, step 10.*

- 5 (Certain files types only) On the Select a mapping page, you may select to create a new or select an existing mapping for the import. If you select a New Mapping, you must enter a mapping name.
- 6 Click the **Next** button.



Domestic Example:

Label Import Wizard

Mapping Page
 User should select the column dropdown selection that matches the imported field. To aid users, a column showing sample data is provided.

SHIPPING LABEL FIELDS	CSV COLUMN NAMES	DEFAULT VALUE	SAMPLE
* Full Name	<input type="text"/>	<input type="text"/>	<input type="text"/>
Company	COMPANY	<input type="text"/>	<input type="text"/>
* Address 1	ADDRESS 1	<input type="text"/>	<input type="text"/>
Address 2	ADDRESS 2	<input type="text"/>	<input type="text"/>
* City	CITY	<input type="text"/>	<input type="text"/>
* State	STATE	Select State	<input type="text"/>
ZIP Code™	ZIP CODE	<input type="text"/>	<input type="text"/>
ZIP +4®	<input type="text"/>	<input type="text"/>	<input type="text"/>
Urbanization	URBANIZATION	<input type="text"/>	<input type="text"/>
Phone	PHONE	<input type="text"/>	<input type="text"/>
E-mail	<input type="text"/>	<input type="text"/>	<input type="text"/>
Customer Ref. #	<input type="text"/>	<input type="text"/>	<input type="text"/>

PREVIOUS SAMPLE Address 1 of 50 NEXT SAMPLE

Back Cancel Next



International Example:

Label Import Wizard

Mapping Page
 User should select the column dropdown selection that matches the imported field. To aid users, a column showing sample data is provided.

SHIPPING LABEL FIELDS	CSV COLUMN NAMES	DEFAULT VALUE	SAMPLE
* Full Name	FULL NAME		Muse du Louvre
Company	COMPANY		This Company
* Address 1	ADDRESS 1		Rue de Rivoli, 75001
Address 2	ADDRESS 2		Cedex 01
Address 3	ADDRESS 3		Apt 1
* City	CITY		Paris
* Country	COUNTRY	Select a Country	France
Province	PROVINCE		CA
Postal Code	POSTAL CODE		75058
Phone	PHONE		2102102100
Fax	FAX		2102102101
E-mail	E-MAIL		this@thiscompany.com

PREVIOUS SAMPLE Label 1 of 2 NEXT SAMPLE

Back Cancel Next

- On the Mapping Page, you can align the CSV or Microsoft Access® files column names with the Click-N-Ship for Business® fields that match. Shipping Assist will automatically match columns that have identical names to their respective Shipping Label Field. You may also enter a value into the Default Value, which will fill any blank cell in that column with the default value. Fields with Asterisks (*) are required.



8 Click the **Next** button.

Label Import Wizard

Import Summary
View, Print, Fix Imported Labels

The Import Wizard has completed. Please examine the table below for the status of the labels that have been imported. If you wish to move your successfully imported labels to the Shipping Cart click the 'Save to Cart' button. If you wish to print your successfully imported labels please click the 'Print' button.

SUCCEEDED: 82
FAILED: 2

Set Filter: **Failed Labels**

ACTION	TO	CITY	STATE	WEIGHT	SERVICE
FIX		Lexington	VA	1 lb. 0 oz.	Priority Mail® Gift Card Flat Rate
FIX		Newark	DE	1 lb. 0 oz.	Priority Mail® Gift Card Flat Rate

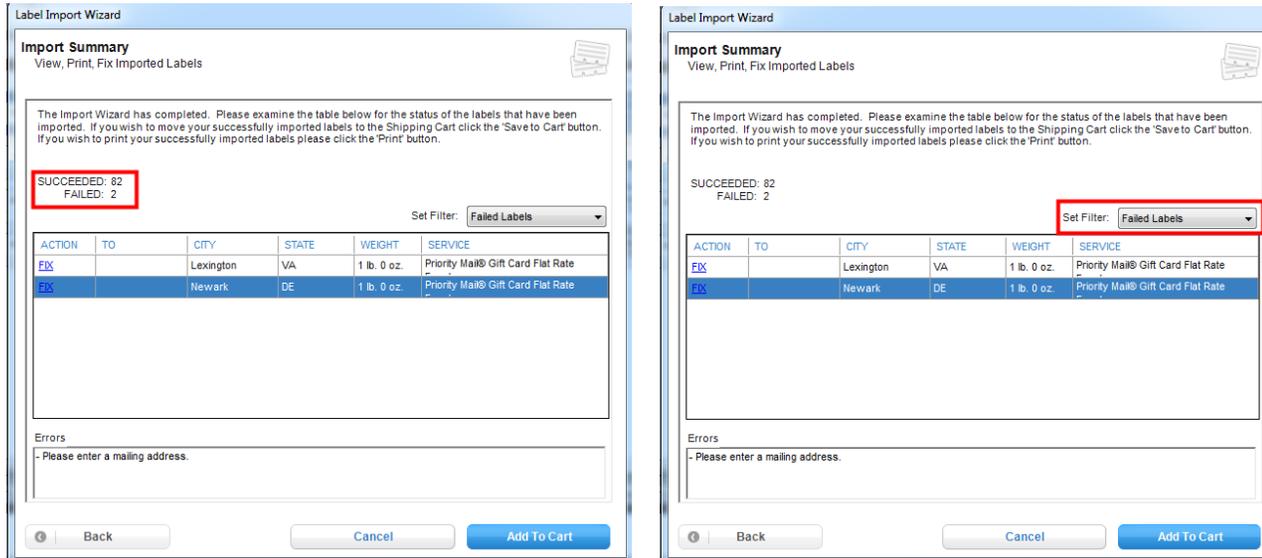
Errors

- Please enter a mailing address.

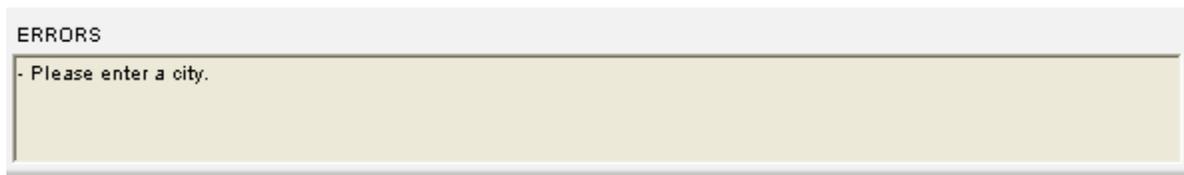
Back Cancel Add To Cart



- 9 The Import Summary page allows you to view a count of failed and successful labels, view All, Successful, and Failed labels, Fix/Modify labels, view the errors in failed labels, Save the Imported Labels by clicking **Add to Cart**.



- a. There is a count of the successful and failed label imports. You can also change the **Filter** to view All Labels, Successful Labels, and Failed Labels.





- b. When a Failed label is highlighted, the system will list the errors for the label.

Domestic Example:

Label Import Fix

<p>To</p> <p>* Full Name and/or Company <input type="text"/></p> <p>Short Name <input type="text"/></p> <p>* Address 1 <input type="text"/></p> <p>Address 2 <input type="text"/></p> <p>* City <input type="text"/></p> <p>* State <input type="text" value="Select State"/></p> <p>ZIP Code™ <input type="text" value=""/> +4 <input type="text"/></p> <p>Urbanization <input type="text"/></p> <p>Phone <input type="text"/></p> <p>Email <input type="text"/></p> <p>Customer Ref # <input type="text"/></p> <p><input type="checkbox"/> PO Box™ Address</p> <p><input type="button" value="CLEAR"/> <input type="button" value="SAVE TO ADDRESS BOOK"/></p>	<p>Details</p> <p>* Weight <input type="text" value="4"/> LBS <input type="text"/> OZ</p> <p>* Ship Date <input type="text" value="5/24/2012"/></p> <p>Ship From ZIP Code™ <input type="text"/> <small>* If different from sender's ZIP Code™</small></p> <p>* Service <input type="text" value="Express Mail®"/></p> <p>* Container <input type="text" value="Flat Rate Envelope"/></p> <p>Shape <input type="checkbox"/> Any dimensions over 12"? <input type="radio"/> Rectangular <input type="radio"/> Non-Rectangular</p> <p>HOW TO MEASURE DIMENSIONS</p> <p>Length <input type="text"/> Width <input type="text"/></p> <p>Height <input type="text"/> Girth <input type="text"/></p> <p><input type="checkbox"/> Non-machinable?</p> <p>Or <input type="button" value="COMPARE SERVICE TYPES"/></p> <p>Options</p> <p>* Confirmation Service <input type="text" value="Delivery Confirmation™"/></p> <p><input type="checkbox"/> Send Email To Recipient</p> <p><input type="checkbox"/> Request Address Service</p> <p><input type="checkbox"/> Separate Receipt</p> <p><input type="checkbox"/> No Holiday Delivery</p> <p><input type="checkbox"/> No Weekend Delivery</p> <p><input type="checkbox"/> Require Signature</p> <p><input type="button" value="CANCEL"/> <input type="button" value="FIX"/></p>
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International Example:

Label Import Fix

To

* Full Name and/or Company: This Company

Short Name:

* Address 1:

Address 2:

Address 3:

* City:

* Country:

Province:

Postal Code:

Phone:

Fax:

Email:

Customer Ref #:

PO Box™ Address

Details

* Weight: LBS OZ

* Ship Date:

Ship From ZIP Code™: * If different from sender's ZIP Code™

* Service:

* Container:

Custom Packages:

Non-machinable? Gift?

Any dimensions larger than 12"?

Dimensions:

Or:

Items

* Description:

* Quantity:

* Item Value \$:

* Item Weight: LBS OZ

Country of Origin:

HS Tariff #:

Description	#	WT	AMT
testing	1	1.0625	1
testing	1	1.0625	1
testing	1	1.0625	1
Total	5	5.31lbs	\$5.00

Customs

* Contents:

Explanation:

Comments:

Sender's Customs Ref #:

Importer's Customs Ref #:

License #:

Certificate #:

Invoice #:

* In Case of No Delivery:

* AES/ITN/Exemption:



- c. To **Modify** a successful label or **Fix** a failed label, click the Modify or Fix button. This will open a popup with the fields listed. Edit the incorrect fields. Fields that must be corrected are marked with red text. *Note: The system will not allow you to fix or modify a label if a field is left incorrect.*

Label Import Wizard

Import Summary
View, Print, Fix Imported Labels

The Import Wizard has completed. Please examine the table below for the status of the labels that have been imported. If you wish to move your successfully imported labels to the Shipping Cart click the 'Save to Cart' button. If you wish to print your successfully imported labels please click the 'Print' button.

SUCCEEDED: 82
FAILED: 2

Set Filter: **Failed Labels**

ACTION	TO	CITY	STATE	WEIGHT	SERVICE
FIX		Lexington	VA	1 lb. 0 oz.	Priority Mail® Gift Card Flat Rate
FIX		Newark	DE	1 lb. 0 oz.	Priority Mail® Gift Card Flat Rate

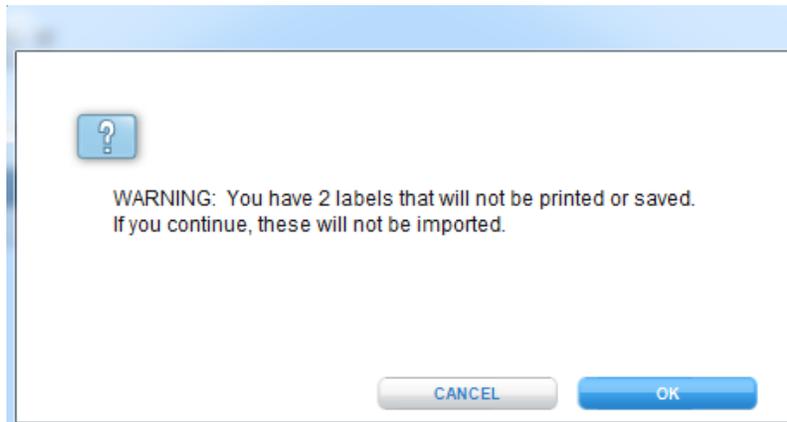
Errors

Please enter a mailing address.

Back Cancel **Add To Cart**



- d. The Summary page also gives the option to **Save** the labels to the Shipping Cart. Failed labels will not be printed or moved to the Shipping Cart. *Note: If Click-N-Ship for Business® is offline, the Print option will not be available.*



Import eBay® Labels

- 1 Click the **Import Orders** button on the bottom navigation.
- 2 Click on the Import from eBay® option. *Note: You can only store 25 imports at a time. Go to the Preferences hyperlink to delete extra imports.*
- 3 Once you have selected either a new or existing data source type, click the **Next** button.
- 4 On the Set Up Your eBay® Import screen, enter an Import Name as well as your eBay UserID.
- 5 Click the **Next** button. *Note: For existing imports, **NEXT** navigates you to the Summary page, step 11.*
- 6 On the Set Up eBay® Access screen, click on the eBay® Authentication Page link.
- 7 On the Set Up eBay® Access screen, click on the eBay Authentication Page link.



- 8 Once the new pop-up appears, enter your eBay® UserID and Password. Once this is complete, click on the **Sign In** button.

eBay Authorization Page

Sign in to link your eBay account to United States Postal Service

Not an eBay member yet? Register here

Join the millions of people who are already a part of the eBay family. Don't worry, we have room for one more.

Register as an eBay Member and enjoy privileges including:

- Bid, buy and find bargains from all over the world
- Shop with confidence with PayPal Buyer Protection
- Connect with the eBay community and more!

Sign in to your account

Sign in with your eBay user ID and password to link your account to United States Postal Service

User ID

[I forgot my user ID](#)

Password

[I forgot my password](#)

Having problems with signing in? [Get help.](#)

Protect your account: Check that the Web address in your browser starts with <https://signin.ebay.com/>. [More account security tips.](#)

[About eBay](#) | [Announcements](#) | [Security Center](#) | [Resolution Center](#) | [eBay Toolbar](#) | [Policies](#) | [Government Relations](#) | [Site Map](#) | [Help](#)

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eBay official time

VeriSign Identity Protection

- 9 On the Link your eBay® account to United States Postal Service® screen, click on the **I Agree** button.
- 10 Click on the **Close** button on the confirmation pop-up.
- 11 On the Select Transactions to import screen, select the checkboxes of all of the labels you wish to import.



12 Click the **Next** button.

Label Import Wizard

Select Transactions to Import
Select Transactions to Import

Sort By: Last Modified Date **All** Transaction Status **Sold And Paid**

*due to limitations from eBay, we can only return transactions from the last 30 days.

<input type="checkbox"/>	STATUS	ITEM NUMBER	ITEM TITLE	PAID DATE	BUYER NAME
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Back Cancel Next



- 13** The Import Summary page allows you to view a count of failed and successful labels, view All, Successful, and Failed labels, Fix/Modify labels, view the errors in failed labels, Save the Imported Labels by clicking **Add to Cart**.

Label Import Wizard
Import Summary
 View, Print, Fix Imported Labels

The Import Wizard has completed. Please examine the table below for the status of the labels that have been imported. If you wish to move your successfully imported labels to the Shipping Cart click the 'Save to Cart' button. If you wish to print your successfully imported labels please click the 'Print' button.

SUCCEEDED: 82
 FAILED: 2

Set Filter: Failed Labels

ACTION	TO	CITY	STATE	WEIGHT	SERVICE
FIX		Lexington	VA	1 lb. 0 oz.	Priority Mail® Gift Card Flat Rate
FIX		Newark	DE	1 lb. 0 oz.	Priority Mail® Gift Card Flat Rate

Errors
 - Please enter a mailing address.

Back Cancel Add To Cart

- a.** There is a count of the successful and failed label imports. You can also change the **Filter** to view All Labels, Successful Labels, and Failed Labels.

ERRORS

- Please enter a city.



b. When a Failed Label is highlighted, the system will list the errors for the label.

Label Import Fix

<p>To</p> <p>* Full Name and/or Company <input type="text"/></p> <p>Short Name <input type="text"/></p> <p>* Address 1 <input type="text"/></p> <p>Address 2 <input type="text"/></p> <p>* City <input type="text"/></p> <p>* State <input type="text" value="Select State"/></p> <p>ZIP Code™ <input type="text" value=""/> +4 <input type="text"/></p> <p>Urbanization <input type="text"/></p> <p>Phone <input type="text"/></p> <p>Email <input type="text"/></p> <p>Customer Ref # <input type="text"/></p> <p><input type="checkbox"/> PO Box™ Address</p> <p><input type="button" value="CLEAR"/> <input type="button" value="SAVE TO ADDRESS BOOK"/></p>	<p>Details</p> <p>* Weight <input type="text" value="4"/> LBS <input type="text"/> OZ</p> <p>* Ship Date <input type="text" value="5/24/2012"/></p> <p>Ship From ZIP Code™ <input type="text"/> <small>* If different from sender's ZIP Code™</small></p> <p>* Service <input type="text" value="Express Mail®"/></p> <p>* Container <input type="text" value="Flat Rate Envelope"/></p> <p><input type="checkbox"/> Any dimensions over 12"?</p> <p>Shape <input type="radio"/> Rectangular <input type="radio"/> Non-Rectangular</p> <p>HOW TO MEASURE DIMENSIONS</p> <p>Length <input type="text"/> Width <input type="text"/></p> <p>Height <input type="text"/> Girth <input type="text"/></p> <p><input type="checkbox"/> Non-machinable?</p> <p>Or <input type="button" value="COMPARE SERVICE TYPES"/></p> <p>Options</p> <p>* Confirmation Service <input type="text" value="Delivery Confirmation™"/></p> <p><input type="checkbox"/> Send Email To Recipient</p> <p><input type="checkbox"/> Request Address Service</p> <p><input type="checkbox"/> Separate Receipt</p> <p><input type="checkbox"/> No Holiday Delivery</p> <p><input type="checkbox"/> No Weekend Delivery</p> <p><input type="checkbox"/> Require Signature</p> <p><input type="button" value="CANCEL"/> <input type="button" value="FIX"/></p>
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- c. To **Modify** a successful label or **Fix** a failed label, click the Modify or Fix button. This will open a popup with the fields listed. Edit the incorrect fields. Fields that must be corrected are marked with red text. *Note: The system will not allow you to fix or modify a label if a field is left incorrect.*

Label Import Wizard

Import Summary
View, Print, Fix Imported Labels

The Import Wizard has completed. Please examine the table below for the status of the labels that have been imported. If you wish to move your successfully imported labels to the Shipping Cart click the 'Save to Cart' button. If you wish to print your successfully imported labels please click the 'Print' button.

SUCCEEDED: 82
FAILED: 2

Set Filter: **Failed Labels**

ACTION	TO	CITY	STATE	WEIGHT	SERVICE
Fix		Lexington	VA	1 lb. 0 oz.	Priority Mail® Gift Card Flat Rate
Fix		Newark	DE	1 lb. 0 oz.	Priority Mail® Gift Card Flat Rate

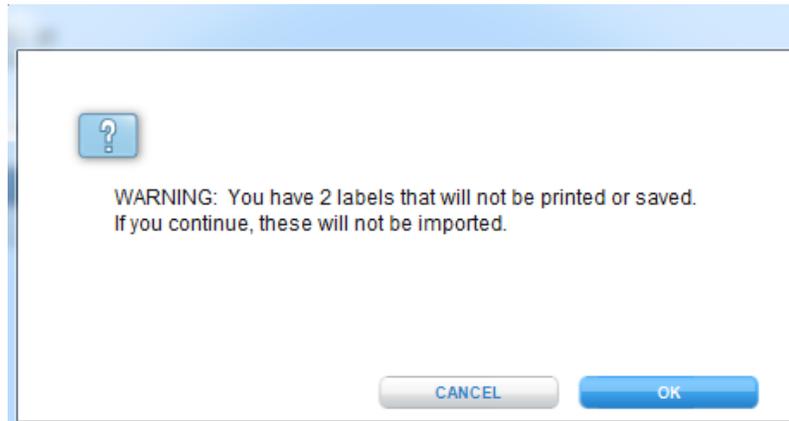
Errors

Please enter a mailing address.

Back Cancel **Add To Cart**



- d. The Summary page also gives the option to **Save** the labels to the Shipping Cart. Failed labels will not be printed or moved to the Shipping Cart. *Note: If Click-N-Ship for Business® is offline, the Print option will not be available.*



Import Existing Orders / Labels

- 1 Click the **Import Orders** button on the bottom navigation.
- 2 Click the Use Existing Import option.



3 Select which file you want to import from the Select Existing Data Source table

Label Import Wizard
Select a New or Existing Import Data Source

Select New Data Source:
Import From CSV File

Select Existing Data Source:

TYPE	NAME	IMPORT TYPE	FILE PATH	LAST IMPORT DATE
eBay	domestic eBay 4	None		12/12/2012
Access	international Access	International	C:\Users\halley.lundern	10/29/2012
XML	test	International	C:\Users\halley.lundern	10/31/2012
CSV	12/12	International	C:\Users\halley.lundern	12/12/2012

Back Cancel Next



- 4 On the Select Import File the Data Source Name and File Path will be pre-populated, but editable.

Label Import Wizard

Select Import File
Select Import File

Please specify the file path as well as a unique name to assign to this data source. The name you assign to this data source will allow you to more quickly import data from the same file path by bypassing this step of the wizard.

Also, please note that by clicking on the next button, you agree to the [APO/FPO/DPO restrictions](#).

Label Import File Type

Domestic label import file International label import file

Label Import Data Source

*Data Source Name

*File Path



- 5** Click the **Next** button. *Note: For XML files, clicking **NEXT** navigates you to the Summary page, step 10.*

- 6** (Certain files types only) On the Select a mapping page, you may select to create a new or select an existing mapping for the import. If you select a New Mapping, you must enter a mapping name
- a.** If you selected an Existing Import, the Select a mapping page will default to show the previously used mapping for the import. You can still choose to create a new one or select a different existing mapping.
- 7** Click the **Next** button.



Domestic Example:

Label Import Wizard

Mapping Page
 User should select the column dropdown selection that matches the imported field. To aid users, a column showing sample data is provided.

SHIPPING LABEL FIELDS	CSV COLUMN NAMES	DEFAULT VALUE	SAMPLE
* Full Name	<input type="text"/>	<input type="text"/>	<input type="text"/>
Company	COMPANY	<input type="text"/>	<input type="text"/>
* Address 1	ADDRESS 1	<input type="text"/>	<input type="text"/>
Address 2	ADDRESS 2	<input type="text"/>	<input type="text"/>
* City	CITY	<input type="text"/>	<input type="text"/>
* State	STATE	Select State	<input type="text"/>
ZIP Code™	ZIP CODE	<input type="text"/>	<input type="text"/>
ZIP +4®	<input type="text"/>	<input type="text"/>	<input type="text"/>
Urbanization	URBANIZATION	<input type="text"/>	<input type="text"/>
Phone	PHONE	<input type="text"/>	<input type="text"/>
E-mail	<input type="text"/>	<input type="text"/>	<input type="text"/>
Customer Ref. #	<input type="text"/>	<input type="text"/>	<input type="text"/>

PREVIOUS SAMPLE Address 1 of 50 NEXT SAMPLE

Back Cancel Next



International Example:

Label Import Wizard

Mapping Page
 User should select the column dropdown selection that matches the imported field. To aid users, a column showing sample data is provided.

SHIPPING LABEL FIELDS	CSV COLUMN NAMES	DEFAULT VALUE	SAMPLE
* Full Name	FULL NAME		Muse du Louvre
Company	COMPANY		This Company
* Address 1	ADDRESS 1		Rue de Rivoli, 75001
Address 2	ADDRESS 2		Cedex 01
Address 3	ADDRESS 3		Apt 1
* City	CITY		Paris
* Country	COUNTRY	Select a Country	France
Province	PROVINCE		CA
Postal Code	POSTAL CODE		75058
Phone	PHONE		2102102100
Fax	FAX		2102102101
E-mail	E-MAIL		this@thiscompany.com

PREVIOUS SAMPLE Label 1 of 2 NEXT SAMPLE

Back Cancel Next

- 8 (Certain file types only) On the Mapping Page, you can align the CSV file column names with the Click-N-Ship for Business® fields that match. Click-N-Ship for Business® will automatically match columns that have identical names to their respective Shipping Label Field. You may also enter a value into the Default Value, which will fill any blank cell in that column with the default value. Fields with Asterisks (*) are required.
 - a. If you selected an Existing Mapping, the columns will be aligned as the Existing Mapping had them. The columns are still editable.



9 Click the **Next** button.

Label Import Wizard

Import Summary
View, Print, Fix Imported Labels

The Import Wizard has completed. Please examine the table below for the status of the labels that have been imported. If you wish to move your successfully imported labels to the Shipping Cart click the 'Save to Cart' button. If you wish to print your successfully imported labels please click the 'Print' button.

SUCCEEDED: 82
FAILED: 2

Set Filter: **Failed Labels**

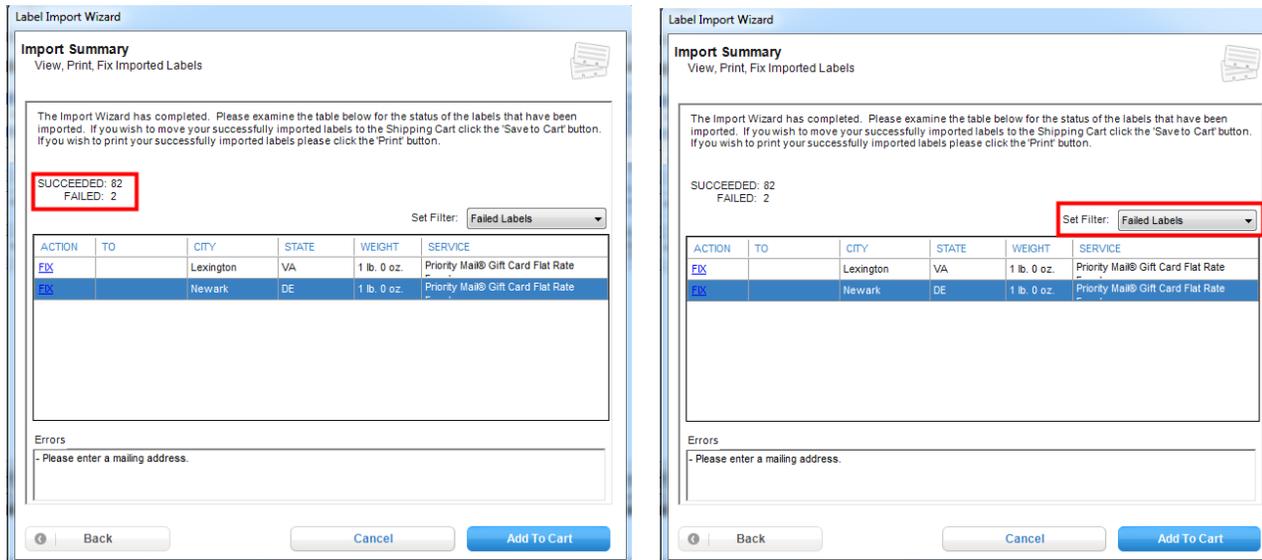
ACTION	TO	CITY	STATE	WEIGHT	SERVICE
FIX		Lexington	VA	1 lb. 0 oz.	Priority Mail® Gift Card Flat Rate
FIX		Newark	DE	1 lb. 0 oz.	Priority Mail® Gift Card Flat Rate

Errors

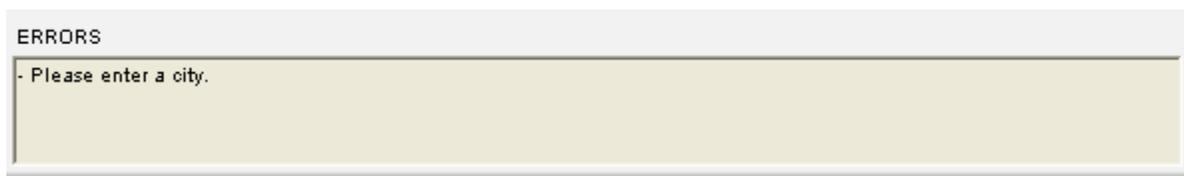
- Please enter a mailing address.



- 10 The Import Summary page allows you to view a count of failed and successful labels, view All, Successful, and Failed Labels, Fix/Modify labels, view the errors in failed labels, Save the Imported Labels by clicking **Add to Cart**.



- a. There is a count of the successful and failed label imports. You can also change the **Filter** to view All Labels, Successful Labels, and Failed Labels.





- b. When a Failed label is highlighted, the system will list the errors for the label

Domestic Example:

Label Import Fix

<p>To</p> <p>* Full Name and/or Company <input type="text"/></p> <p>Short Name <input type="text"/></p> <p>* Address 1 <input type="text"/></p> <p>Address 2 <input type="text"/></p> <p>* City <input type="text"/></p> <p>* State <input type="text" value="Select State"/></p> <p>ZIP Code™ <input type="text" value=""/> +4 <input type="text"/></p> <p>Urbanization <input type="text"/></p> <p>Phone <input type="text"/></p> <p>Email <input type="text"/></p> <p>Customer Ref # <input type="text"/></p> <p><input type="checkbox"/> PO Box™ Address</p> <p><input type="button" value="CLEAR"/> <input type="button" value="SAVE TO ADDRESS BOOK"/></p>	<p>Details</p> <p>* Weight <input type="text" value="4"/> LBS <input type="text"/> OZ</p> <p>* Ship Date <input type="text" value="5/24/2012"/></p> <p>Ship From ZIP Code™ <input type="text"/> <small>* If different from sender's ZIP Code™</small></p> <p>* Service <input type="text" value="Express Mail®"/></p> <p>* Container <input type="text" value="Flat Rate Envelope"/></p> <p>Shape <input type="checkbox"/> Any dimensions over 12"? <input type="radio"/> Rectangular <input type="radio"/> Non-Rectangular</p> <p><input type="button" value="HOW TO MEASURE DIMENSIONS"/></p> <p>Length <input type="text"/> Width <input type="text"/></p> <p>Height <input type="text"/> Girth <input type="text"/></p> <p><input type="checkbox"/> Non-machinable?</p> <p>Or <input type="button" value="COMPARE SERVICE TYPES"/></p> <p>Options</p> <p>* Confirmation Service <input type="text" value="Delivery Confirmation™"/></p> <p><input type="checkbox"/> Send Email To Recipient</p> <p><input type="checkbox"/> Request Address Service</p> <p><input type="checkbox"/> Separate Receipt</p> <p><input type="checkbox"/> No Holiday Delivery</p> <p><input type="checkbox"/> No Weekend Delivery</p> <p><input type="checkbox"/> Require Signature</p> <p><input type="button" value="CANCEL"/> <input type="button" value="FIX"/></p>
-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------



International Example:

Label Import Fix

To

* Full Name and/or Company: This Company

Short Name:

* Address 1:

Address 2:

Address 3:

* City:

* Country:

Province:

Postal Code:

Phone:

Fax:

Email:

Customer Ref #:

PO Box™ Address

Details

* Weight: LBS OZ

* Ship Date:

Ship From ZIP Code™: * If different from sender's ZIP Code™

* Service:

* Container:

Custom Packages:

Non-machinable? Gift?

Any dimensions larger than 12"?

Dimensions:

Or:

Customs

* Contents:

Explanation:

Comments:

Sender's Customs Ref #:

Importer's Customs Ref #:

License #:

Certificate #:

Invoice #:

* In Case of No Delivery:

* AES/ITN/Exemption:

Items

* Description:

* Quantity:

* Item Value \$:

* Item Weight: LBS OZ

Country of Origin:

HS Tariff #:

Description	#	WT	AMT
testing	1	1.0625	1
testing	1	1.0625	1
testing	1	1.0625	1
Total	5	5.31lbs	\$5.00



- c. To **Modify** a successful label or **Fix** a failed label, click the Modify or Fix button. This will open a popup with the fields listed. Edit the incorrect fields. Fields that must be corrected are marked with red text. *Note: The system will not allow you to fix or modify a label if a field is left incorrect.*

Label Import Wizard

Import Summary
View, Print, Fix Imported Labels

The Import Wizard has completed. Please examine the table below for the status of the labels that have been imported. If you wish to move your successfully imported labels to the Shipping Cart click the 'Save to Cart' button. If you wish to print your successfully imported labels please click the 'Print' button.

SUCCEEDED: 82
FAILED: 2

Set Filter: **Failed Labels**

ACTION	TO	CITY	STATE	WEIGHT	SERVICE
FIX		Lexington	VA	1 lb. 0 oz.	Priority Mail® Gift Card Flat Rate
FIX		Newark	DE	1 lb. 0 oz.	Priority Mail® Gift Card Flat Rate

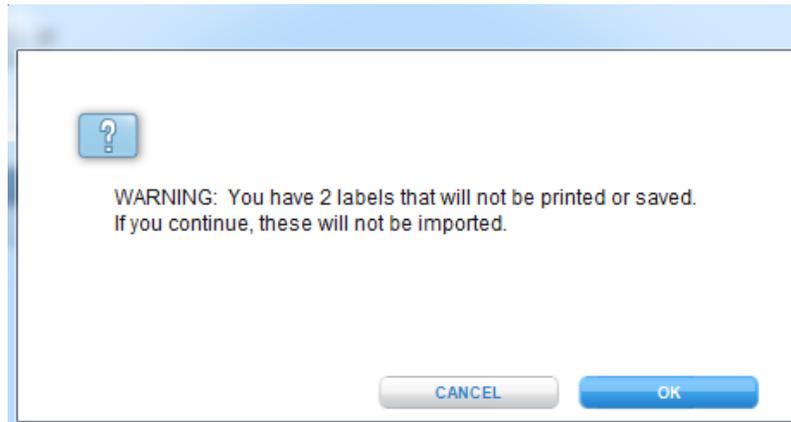
Errors

Please enter a mailing address.

Back Cancel **Add To Cart**



- d. The Summary page also gives the option to **Save** the labels to the Shipping Cart. Failed labels will not be printed or moved to the Shipping Cart. *Note: If Click-N-Ship for Business® is offline, the Print option will not be available.*





Chapter 10

Shipping History



Chapter 10. Shipping History

In this introduction to shipping history, you'll learn how to do the following:

ONLINE connection status:

- **Recreate** previously printed **Label or Form**.
- **Create electronic MRS Label** (*applies to domestic, APO/FPO/DPO and Possessions, Territories and Freely Associated States (PTFAS), or First-Class Mail® Letter labels only*).
- **Reprint a PS Form 3152**.
- **Delete printed labels**.
- **Check Status of Packages**.
- **Filter Labels** In Shipping History table based on general tracking status.
- **Search** Shipping History.
- **Bulk Print Postage** for labels via integrated postage device.

OFFLINE connections status:

- **Recreate** previously printed **Label or Form**.
- **Create electronic MRS Label** (*applies to domestic, APO/FPO/DPO and Possessions, Territories and Freely Associated States (PTFAS), or First-Class Mail® Letter labels only and must be online to email or print*).
- **Delete printed labels**.
- **Display only Labels** In Shipping History table based on general tracking status.
- **Search** Shipping History.
- **Bulk Print Postage** for labels via integrated postage device.

Getting Started

The Shipping History page shows you all labels and forms that have been printed within the Click-N-Ship for Business® application, based on the user selected purge history information. It allows you to recreate previously printed labels/forms (with a new label/receipt number), create



Electronic Merchandise Return Service labels, and track the status of shipments. In addition, you can schedule free Package Pickup requests for package(s) that were printed via Click-N-Ship for Business®.

Search

- 1 Click on **Shipping History**.
- 2 Enter search criteria in the Search for textbox.

Search for in **All Columns** Show **All Shipments** **FILTER** **CLEAR** Sort by **None**

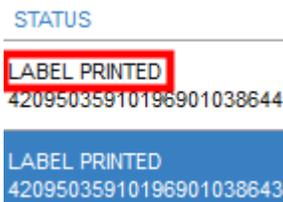
- 3 Select a specific column from the **All Columns** dropdown to search within (*optional*).
- 4 Select a specific group, based on tracking status, which you wish to conduct your Search on in the **Show** dropdown.
- 5 Click **Filter**. Note: To clear the search click **Clear**.

Check Status of Packages

- 1 Click **Shipping History** main tab.
- 2 Click on the Action column and select **Track and Confirm**.
- 3 User will be navigated to the USPS.com® Track and Confirm page where their detailed package status is displayed.

Or

- 1 Click **Shipping History** main tab.
- 2 Verify that the Status column lists the status of your package.





Display Labels for a Specific Status

- 1 Click on **Shipping History**.
- 2 Select a status from the Show dropdown in order to display labels based on a specific status the Shipping History table. *Note: Verify that Search is clear if you wish to view all labels in a particular status.* Statuses include the following below:

Search for in All Columns Show All Shipments FILTER CLEAR Sort by None

LABEL PRINTED: This represents a label that has been printed but whose package label information has not been transferred to USPS®. Once the tracking number has been acknowledged by the USPS® mailing system, you will notice that the status column for a particular record will change to ELECTRONIC SHIPPING INFO RECEIVED. Although the detailed status has changed, the label will still display when filtering the Shipping History table by LABEL PRINTED, as the package has still not been transferred to USPS®.

IN TRANSIT: This represents all Product Tracking System (PTS) scan event status that imply that a label is en route and has not yet reached its final destination. For more details regarding where specifically a package is within the system, refer to the [view track details](#) instructions.

DELIVERED: This represents all PTS scan event status that imply that a label has been delivered to its final destination. For more details regarding the delivery, refer to the [view track details](#) instructions.

UNDELIVERABLE: This represents all PTS scan event status that imply that a label was not able to reach its final destination. For more details regarding what caused the package to be undeliverable, refer to the [view track details](#) instructions.

Reship / Recreate Label

Assumption: A label has already been printed via the Create Shipping Label view or via Shipping Cart. For further instructions on how to add a label to the cart, refer to [Create Shipping Label](#) section.



- 1 Click on **Shipping History**.
- 2 Click on the Action column and select **Ship Again**.
- 3 All information that was detailed in the printed label is transferred into the respective label page. *Note: New PIC and new price will be attained for this label.*

Re-Create PS Form 3152

IMPORTANT: PS Form 3152 is required for all Open and Distribute™ shipments.

- 1 Click on **Shipping History**.
- 2 Click on an **Open and Distribute™** label or label printed with a SCAN Form.
- 3 Right click the label.
- 4 Click **Reprint SCAN Form**.

Create electronic Merchandise Return Service (MRS) label

IMPORTANT: It is required to have a MRS permit and advance deposit account in order to use the merchandise return service method to pay return postage. Contact your local Post Office™ for more information. *Assumption: A domestic label has already been created and you have a Permit Number with USPS®.* For further instructions on how to add a domestic label to the cart, refer to [Create Shipping Label](#) section.

- 1 Click on **Shipping History**.
- 2 Click on the Action column and select **Create electronic MRS Label**.
- 3 All information that was detailed in the domestic label is transferred into an electronic MRS form for printing/emailing. The original label will NOT be removed from the Shipping History table.

Delete printed labels

- 1 Click **Shipping History** main tab.
- 2 Check one or more labels.



- 3 Click **Delete** or right click to view context menu and click **Delete package record(s)**. The record(s) will be permanently removed from the Shipping History table.

Export Shipping History

- 1 Click **Shipping History** main tab.
- 2 Check one or more labels.
- 3 Click **Export** and choose a file path and file name for the export
- 4 Click **Continue** and select the columns that you wish to be included in the export
- 5 Click **Export** and when the export has successfully completed, click **Finish**

TIP

- Users can save a default selection of the columns they wish to export. This is done by selecting "Save as Default" on the Review Shipping History Export screen. The next time the user exports their shipping history, their default column selections will be

Return label Tracking Numbers to eBay

- 1 Click **Shipping History** main tab.
- 2 Check the checkbox of all of the eBay® labels you want to update.
- 3 Click on **UPDATE EBAY®** button.
- 4 Check the checkbox of all of the eBay® labels you want to update.
- 5 Click on **UPDATE** button.



Chapter 11

Package Pickup



Chapter 11. Package Pickup

In this introduction to Package Pickup, you'll learn how to do the following:

ONLINE connection status:

- **Schedule** a New Package Pickup collection.
- **Modify** Package Pickup.
- **Cancel** a Package Pickup.
- **Cancel and Reschedule** Package Pickup.

Getting Started

The purpose of the schedule Package Pickup feature is to allow you to schedule a pickup of packages from a designated location rather than dropping the packages off at the Post Office™.

Schedule Package Pickup

- 1 Click **Shipping History** main tab.
- 2 Check one or more labels for next day Package Pickup. **IMPORTANT: At LEAST ONE Domestic Express Mail®**, **Domestic Priority Mail®**, **Global Express Guaranteed®**, **Express Mail International®** or **Priority Mail International®** is required to schedule Package Pickup. To add your First-Class Mail® parcel, First-Class™ Package Service parcel and Package Services labels to an open Package Pickup request, check the labels and click **Add to Package Pickup**. Note: Labels can only be added/removed from Package Pickup upon scheduling or rescheduling. Scheduling or Rescheduling Package Pickup does not guarantee a specified collection.

TIP

- Customs 2976/CN22 forms or Customs 2976-A/CP72 forms cannot be part of Package Pickup.



- 3 Click **Create New Package Pickup**. *Note: For additional information on next day Package Pickup view USPS.com® Package Pickup (<http://www.usps.com/shipping/carrierpickup/welcome.htm>) link for more details per free, next day Package Pickup.*

TIP

- To **add** labels to Package Pickup, check the label from the Shipping History table and click **Add to Package Pickup**. *Note: Labels can only be added to/removed from Package Pickup upon scheduling or rescheduling. Scheduling or Rescheduling Package Pickup can only be scheduled for the next regular mail delivery day.*
- To **remove** labels from Package Pickup, select the label from the Packages in Package Pickup table and click **Remove from Package Pickup**.
- Tracking Details is not available while in Package Pickup mode.

- 4 Enter the Package Pickup Address information in the Package Pickup Details or click **Open Address Book**.
- 5 Enter the Package Pickup location information in the Package Pickup Details. The pickup location of the packages is associated with your next day Package Pickup request. You may want to give further description to your carrier in the Special Instructions section text box if **Other** is selected.



- 6** Click **Schedule Package Pickup**. Once scheduled, all packages will appear in the Shipping History table with a confirmation number. **IMPORTANT: Please note that the collection date cannot be specified upon scheduling and cannot be modified without *rescheduling* Package Pickup.** Collection dates are determined by the **Next Scheduled Delivery Date available**. Both the collection date and confirmation number are displayed *after* successfully scheduling Package Pickup.

Package Pickup

PICKUP CONFIRMATION #	PICKUP DAY	PICKUP DATE	# Q
<input type="checkbox"/> WTC48239118	Wednesday	10/31/2012	1
<input type="checkbox"/> WTC48611668	Friday	12/7/2012	1

- 7** A Package Pickup *confirmation number* for packages in your collection *will be available from the Shipping History table*. Note: To hide the Package Pickup panel, click on **hide Package Pickup**

Edit Package Pickup

- 1** Click **Shipping History** main tab.
- 2** Click **Show Package Pickups**.
- 3** Check a scheduled Package Pickup.
- 4** Click **Show Package Pickup Details** or **right-click** and click Show Package Pickup Details.



- 5 Edit the **PACKAGE PICKUP LOCATION** and/or **SPECIAL INSTRUCTIONS** information. *Only* the collection location and special instructions can be changed. If you wish to add/remove packages or modify pickup address, refer to Cancel and Reschedule Package Pickup instructions.
- 6 Click **Modify Package Pickup**. **IMPORTANT: Package Pickup can only be modified/cancelled prior to 2AM CST of the day of collection.**

Cancel Package Pickup

- 1 Click **Shipping History** main tab.
- 2 Click **Show Scheduled Pickups**.
- 3 Check the Package Pickup that is to be canceled.
- 4 Click **Cancel Package Pickup** or right **click** and select Cancel Package Pickup.
- 5 Click **Cancel** from the popup box.
- 6 The canceled Package Pickup will be removed from the Scheduled Package Pickup table. **IMPORTANT: Package Pickup can only be cancelled or location pickup can be modified prior to 2AM CST of the day of pickup.**

TIP

- To cancel multiple Package Pickup, select the Package Pickup records and click the **Cancel Package Pickup(s)** button at the bottom of the Package Pickup screen

Cancel and Reschedule Package Pickup

- 1 Click **Shipping History** main tab.
- 2 Click **Show Scheduled Pickups**.
- 3 Check the Package Pickup that is to be rescheduled.
- 4 Click **Cancel Package Pickup**.



- 5 Click the **Cancel and Reschedule** from the popup box. **IMPORTANT:** Clicking *Cancel and Reschedule* does in fact first Cancel the Package Pickup and sets up a new Package Pickup package to be re-scheduled. Please note that upon rescheduling a Package Pickup, a NEW confirmation will be created.
- 6 Add/Remove Packages as desired (*optional*).
- 7 Modify Package Pickup Address and/or Package Pickup Location (*optional*). Note: Collection address and location will default to what is indicated in preferences and note what was previously populated.
- 8 Click **Schedule Package Pickup**.
- 9 The rescheduled Package Pickup date will appear in the Package Pickup table. **IMPORTANT: Collection date cannot be specified upon modifying Package Pickup.** The collection date is determined based on the **Next Scheduled Delivery Date** available and will be displayed after successfully scheduling Package Pickup.



Chapter 12

Shipping Tools and Track and Confirm Tool



Chapter 12. Shipping Tools and Track and Confirm Tool

In this introduction to shipping tools, you'll learn how to do the following:

ONLINE connection status:

- View **Domestic Prices/Service Commitments and APO/FPO/DPO restrictions**.
- **Capture Weight and Print Postage** for a returned domestic price.
- View **International Prices/Service Commitments, international mailing conditions, maximum weight/dimensions allowed to a specific country**, etc.
- **Capture Weight and Print Postage** for a returned international price.
- **Track and Confirm** packages printed both inside and outside Click-N-Ship for Business®.
- Conduct a **Address lookup, ZIP Code™ lookup, and/or City/State lookup**.

Getting Started

With the Address Lookup feature you can verify an address, look up a ZIP Code™ for any given city/state, or look up a city/state using any given ZIP Code™. You can check the status of a mailing by entering a label or receipt number using the track packages feature. The Service Prices Calculator allows the user to compare service options, delivery times, and prices for Domestic or International packages. All information entered in Shipping Tools will only be maintained within a single session.

Calculate a Price (Domestic)

- 1 Click **Shipping Tools** upper navigation and select Calculate a Price.
- 2 Enter all required fields. Click **Capture**, if available, to populate the weight from the integrated postage device

TIP

- Enter optional confirmation service and/or value of contents to obtain fees associated with confirmation service and insurance respectively.



3 Click Calculate Rates.

Example: Calculate a Price Page (Domestic)

The following information is returned as you scroll over:

SERVICE: This column displays the service names that are associated with the domestic prices.



ESTIMATED DELIVERY TIMES: This column details the estimated delivery times for services based on the Ship Date, Weight, and origin and destination ZIP Code™(s). In order to view **Express Mail® Service Commitments**, click on the **Overnight to most areas** link.

TOTAL DUE: This column details the total due (i.e., LABEL TOTAL) including all postage, fees, and insurance associated with a particular service.

POSTAGE: This column details the postage associated with a particular service.

INSURANCE: This column details the insurance fee associated with a particular service based on the Value of Contents.

CONFIRMATION SERVICE: This column details the confirmation service fees for an online label. Confirmation service is required when creating a domestic label via Click-N-Ship for Business®, except for Express Mail®. USPS Tracking/Delivery Confirmation™ is included at no additional charge when using Priority Mail®.

- 4 Click **APO/FPO/DPO restrictions** to see mailing conditions regarding military addresses (*if applicable button will be enabled*). On the labels, you MUST agree to APO/FPO/DPO restrictions prior to printing or saving this label to the cart if the Recipient address is a military address.
- 5 If integrated with a postage device, highlight a service row and click **Print Postage** to print a meter strip to an integrated postage device. See [Chapter 14](#) for more details.

Calculate a Price (International)

- 1 Click **Shipping Tools** upper navigation and select Calculate a Price.
- 2 Select a *Destination country*.
- 3 Enter all required fields. Click **Capture**, if available, to populate the weight on the integrated postage device.

TIP



- In order to view the max weight for a specific country, enter '1 LBS' in the weight field and click **calculate rate**. Then, scroll over to view max weight for the specific country selected.

4 Click Calculate Rates.

Example: Calculate a Price Page (International)

The screenshot shows the 'Calculate a Price' page in the Click-N-Ship For Business interface. The page includes a navigation bar with 'Account', 'Messages', 'Address Book', 'Shipping Tools', and 'Labels'. The main content area is titled 'Calculate a Price' and contains the following fields and options:

- *Destination:** Afghanistan
- *Mail Type:** Envelope
- Dimensions:**
 - Any dimensions larger than 12"
 - Shape:** Rectangular Non Rectangular
 - [HOW TO MEASURE DIMENSIONS](#)
- Length:** [input field] **Width:** [input field]
- Height:** [input field] **Girth:** [input field]
- Non-machinable?
- Gift?
- PO Box™?
- *Weight:** [input field] LBS [input field] OZ
- Insurance Value [input field]

At the bottom of the form are buttons for 'MAILING CONDITIONS', 'CLEAR ALL', 'Pay and Print', and 'Calculate Rates'. To the right of the form is a table with the following structure:

SERVICE	EST DELIVERY DAYS	TOTAL DUE
No Shipment criteria has been selected.		

The bottom of the page features a navigation bar with icons for 'Create Shipments', 'Import Orders', 'Shipping History', 'Return Labels', and 'Track & Confirm Tool', along with the copyright notice: ©2013 United States Postal Service. All Rights Reserved.



The following information is returned as you scroll over:

SERVICE: This column displays the service names associated with international prices.

ESTIMATED DELIVERY TIMES: This column details the estimated delivery times for services based on the Ship Date, Weight, and destination country.

TOTAL DUE: This column details the total due (i.e., LABEL TOTAL) including all postage and insurance associated with a particular service and the information provided.

POSTAGE: This column details the postage associated with a particular service and the information provided.

INSURANCE FEE: This column details the insurance fee associated with a particular service and the information provided.

INSURANCE COMMENT: This column details the insurance details associated with a particular service and the information provided.

MAX WEIGHT: This column details maximum package weight allowed to the specified destination country.

DIMENSIONS: This column details maximum package dimensions allowed to specified destination country.

ORDINARY INDEMNITY: This column details the ordinary indemnity associated with a Priority Mail International® label. Essentially, it is insurance that is built into the price of the service. When the ordinary indemnity value meets or exceeds the value of your package, then it is not necessary to pay an extra charge to insure your package.

- 5** Select **mailing conditions** to view the required customs forms, restrictions and prohibitions for each country. **IMPORTANT:** Click **Calculate** to be able to access mailing conditions. ONLINE connectivity is required.



- 6 If integrated with a postage device, highlight a service row and click **Print Postage** to print a meter strip to an integrated postage device. See [Chapter 14](#) for more details.

Verify Address

Verify/Standardize Address

- 1 Click **Shipping Tools** upper navigation and select Verify Address.
- 2 Enter Address Information (as much as known).
- 3 Click **Find**. A validated address will be returned and displayed in all CAPS.

Lookup a City and State

- 1 Click **Shipping Tools** upper navigation and select Verify Address.
- 2 Enter a ZIP Code™ in Address Information.
- 3 Click **Find**. A valid city/state will populate based on the ZIP Code™ entered.

Lookup a ZIP Code™

- 1 Click **Shipping Tools** upper navigation and select Verify Address.
- 2 Enter Address 1.
- 3 Enter a City.
- 4 Enter a State
- 5 Click **Find**. A valid ZIP Code™ will populate based on the Address Lookup. *Note: If an Address 2 has not been entered and is needed the system will throw a message indicating that additional information is required for a valid address, but will proceed to populate the correct ZIP Code™. Address 1 must be provided to lookup a ZIP Code™, as multiple ZIP codes™ can exist for a specific city and state combination.*



Track and Confirm Tool

Track Packages

- 1 Click **Track and Confirm Tool** tab on the lower navigation main tab.
- 2 Enter the Label No. or Receipt No. field. *Note: There should be no spaces or dashes.*
- 3 Click **Check Status**. The last USPS® delivery scan event will display. For detailed information about the last scan event, and all scans related to your barcode(s), click on the **tracking number** hyperlink.

Track & Confirm

TIP

- There is no limit to the number of tracking numbers that can be added to the track/confirm table; but all tracking numbers will be removed upon exiting the application. Invalid tracking numbers will not be allowed to be added to the track/confirm table.



- 4 In order to obtain the newest scan event information for tracking numbers that already exist in the table, click **Refresh**.

Delete Tracking Numbers

- 1 Click **Track and Confirm Tool** tab on the lower navigation main tab.
- 2 Check the records to be deleted.
- 3 Click **Delete**.



Chapter 13

Preferences



Chapter 13. Preferences

In this introduction to preferences, you'll learn how to do the following:

ONLINE & OFFLINE connection status:

- **Save** your preferences
- Create **multiple profiles** of preferences
- **Restore default** preferences

Getting Started

The Preferences section allows you to set the most often re-used fields when creating Domestic Label, International Label, Customs 2976/CN22 Form, Customs 2976-A/CP72 Form, Electronic Merchandise Return Label, Open and Distribute™ Label, or APO/FPO/DPO and Possessions, Territories and Freely Associated States (PTFAS) Label. Your preferences will automatically populate the selected fields every time you launch Click-N-Ship for Business®. In addition, default view of Click-N-Ship for Business® upon launching, default values for when creating Package Pickup, and much more can also be set in preferences. A profile of preferences can be created one at a time for each sender address specified in the labels at any given time.

Save Your Preferences

- 1 Click **Account** in and upper navigation and then click on the **Preferences** option.



2 Click **General** (default).

- The address currently selected as the default Sender address displays on the summary tab. This indicates the profile preferences that can currently be saved.

TIP Multiple Profiles for Preferences

- To create a new profile of preferences for a different address, first [edit sender address](#) and then return to these instructions.

Preferences

Defaults that are chosen or defined will pre-populate the corresponding fields within the Click-N-Ship for Business® application. Fields with default values defined will be editable in the Shipping Label view. RESET ALL PREFERENCES

<p>General</p> <p>Package Pickup</p> <p>Customs Form 2976</p> <p>Customs Form 2976A</p> <p>First-Class Mail® Letter</p> <p>MRS Label</p> <p>International Label</p> <p>Open and Distribute™</p> <p>Domestic Label</p> <p>APO/FPO/DPO & PTFAS</p> <p>Import Options</p> <p>Payment Options</p> <p>Custom Packages</p>	<p>FROM: SENDER INFORMATION</p> <p>JAY HAYES 7517 N SHERIDAN RD APT 1E CHICAGO, IL 60626-1468</p> <p>GENERAL PREFERENCES</p> <p>Open Click-N-Ship for Business® with: Domestic Shipping Label</p> <p>Purge Shipment Records From History After: 120 Days</p>	<p>PRINT WIZARD OPTIONS</p> <p><input checked="" type="checkbox"/> Allow preferences below to be specified during each printjob:</p> <p><input checked="" type="checkbox"/> Print selected 4" x 6" labels 2 per page, in addition to all remaining labels</p> <p><input type="checkbox"/> Print preview labels prior to printing</p> <p><input type="checkbox"/> Print labels 4" x 8" with a perforated 4" x 2" receipt</p> <p>OTHER ADVANCED OPTIONS</p> <p><input type="checkbox"/> Minimize to Tray on Close</p> <p><input type="checkbox"/> Disable Tool Tips</p> <p>CONNECTION SETTINGS</p> <p>Proxy Server: <input type="text"/></p> <p>Server Port: <input type="text"/></p> <p style="text-align: center;">MODIFY</p>
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Cancel Save



- 3 Select a page from the **open Click-N-Ship for Business® with** dropdown to display upon launching the application.
- 4 Enter *Connection Preferences*. For more details on how set connection settings, refer to [Modify Connection Settings](#) section.
- 5 Select *General Preferences*.
 - **PURGE FROM HISTORY AFTER: 60, 90, 120 days, or hold indefinitely**, represent the number of days you wish to keep old printed labels in Shipping History. If 120 days is selected, labels that were printed more than 120 days ago and Package Pickup(s) whose collection dates were more than 120 days ago will automatically be permanently deleted upon launching the Click-N-Ship for Business® application. Once these labels/Package Pickup records are deleted, they cannot be retrieved. **IMPORTANT:** Information deleted or purged from Shipping History cannot be retrieved. If you wish to save your historical information outside of Click-N-Ship® for Business, copy the information displayed in the Shipping History table and paste into a Microsoft Excel or click on the 'export results' button in Shipping History.
 - **PRINT WIZARD OPTIONS:** These checkboxes allow you to indicate enhanced print preferences when printing labels from the Shipping Cart. These items include: ability to print select labels 2 per page (4x6), ability to print preview print jobs prior to sending to printer, and print a 4X2 receipt on 4X8 stock.
 - **OTHER ADVANCED OPTIONS:** This section allows you to change the preference to use the **X** button to completely exit the Click-N-Ship for Business® application or turn off Tooltips.



6 Click **Package Pickup**.

7 Enter *Package Pickup Preferences*.

Preferences

Defaults that are chosen or defined will pre-populate the corresponding fields within the Click-N-Ship for Business® application. Fields with default values defined will be editable in the Shipping Label view.

[RESET ALL PREFERENCES](#)

<ul style="list-style-type: none"> General <li style="background-color: #0070C0; color: white; padding: 2px;">Package Pickup Customs Form 2976 Customs Form 2976A First-Class Mail® Letter MRS Label International Label Open and Distribute™ Domestic Label APO/FPO/DPO & PTFAS Import Options Payment Options Custom Packages 	<p>PACKAGE PICKUP PREFERENCES</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%;">Full Name</td> <td><input type="text"/></td> <td style="width: 25%;">Address 1</td> <td><input type="text"/></td> <td style="width: 25%;">Package Pickup Location</td> <td><input type="text" value="Select Location"/></td> </tr> <tr> <td>Company</td> <td><input type="text"/></td> <td>Address 2</td> <td><input type="text"/></td> <td></td> <td></td> </tr> <tr> <td>City</td> <td><input type="text"/></td> <td>State</td> <td><input type="text" value="Select State"/></td> <td>Special Instructions</td> <td><div style="border: 1px solid #ccc; height: 30px; width: 100%;"></div></td> </tr> <tr> <td>ZIP Code™</td> <td><input type="text"/> + 4 <input type="text"/></td> <td>Urbanization</td> <td><input type="text"/></td> <td></td> <td></td> </tr> <tr> <td>Phone</td> <td><input type="text"/></td> <td>Email</td> <td><input type="text"/></td> <td></td> <td></td> </tr> </table>	Full Name	<input type="text"/>	Address 1	<input type="text"/>	Package Pickup Location	<input type="text" value="Select Location"/>	Company	<input type="text"/>	Address 2	<input type="text"/>			City	<input type="text"/>	State	<input type="text" value="Select State"/>	Special Instructions	<div style="border: 1px solid #ccc; height: 30px; width: 100%;"></div>	ZIP Code™	<input type="text"/> + 4 <input type="text"/>	Urbanization	<input type="text"/>			Phone	<input type="text"/>	Email	<input type="text"/>		
Full Name	<input type="text"/>	Address 1	<input type="text"/>	Package Pickup Location	<input type="text" value="Select Location"/>																										
Company	<input type="text"/>	Address 2	<input type="text"/>																												
City	<input type="text"/>	State	<input type="text" value="Select State"/>	Special Instructions	<div style="border: 1px solid #ccc; height: 30px; width: 100%;"></div>																										
ZIP Code™	<input type="text"/> + 4 <input type="text"/>	Urbanization	<input type="text"/>																												
Phone	<input type="text"/>	Email	<input type="text"/>																												



- 8 Click **Customs Form 2976**.
- 9 Enter *Default Customs Form 2976 Package Details*.
- 10 Select *Default Customs Form 2976 Destination Options*.
- 11 Enter *Default Customs Form 2976 Content Details*.

Preferences

Defaults that are chosen or defined will pre-populate the corresponding fields within the Click-N-Ship for Business® application. Fields with default values defined will be editable in the Shipping Label view.

[RESET ALL PREFERENCES](#)

<ul style="list-style-type: none"> General Package Pickup Customs Form 2976 Customs Form 2976A First-Class Mail® Letter MRS Label International Label Open and Distribute™ Domestic Label APO/FPO/DPO & PTFAS Import Options Payment Options Custom Packages 	<p>DEFAULT CUSTOMS FORM 2976 PACKAGE DETAILS</p> <p>Weight <input type="text"/> LBS <input type="text"/> OZ</p> <p>Contents <input type="button" value="Select Contents"/></p> <p>Country of Origin <input type="button" value="Select Country"/></p> <p>HS Tariff # <input type="text"/></p> <p>AES/ITN/Exemption <input type="button" value="Click SELECT to choose"/></p> <p style="text-align: center;"><input type="button" value="SELECT"/></p> <p>DEFAULT CUSTOMS FORM 2976 DESTINATION OPTIONS</p> <p><input type="checkbox"/> APO/FPO/DPO Address</p> <p><input type="checkbox"/> US Pos/Ter/FAS Address</p>	<p>DEFAULT CUSTOMS FORM 2976 CONTENT DETAILS</p> <p>Description <input type="text"/></p> <p>Quantity <input type="text"/></p> <p>Item Value \$ <input type="text"/></p> <p>Item Weight <input type="text"/> LBS <input type="text"/> OZ</p>
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- 12** Click **Customs Form 2976A**.
- 13** Enter *Default Customs Form 2976A Package Details*.
- 14** Select *Default Customs Form 2976A Content Details*.
- 15** Select *Default Customs Form 2976A Destination Options*.

Preferences

Defaults that are chosen or defined will pre-populate the corresponding fields within the Click-N-Ship for Business® application. Fields with default values defined will be editable in the Shipping Label view.

[RESET ALL PREFERENCES](#)

<ul style="list-style-type: none"> General Package Pickup Customs Form 2976 <li style="background-color: #e0e0e0;">Customs Form 2976A First-Class Mail® Letter MRS Label International Label Open and Distribute™ Domestic Label APO/FPO/DPO & PTFAS Import Options Payment Options Custom Packages 	<p>DEFAULT CUSTOMS FORM 2976A PACKAGE DETAILS</p> <p>Weight <input type="text"/> LBS <input type="text"/> OZ</p> <p>Contents <input type="text" value="Select Contents"/></p> <p>Explanation <input type="text"/></p> <p>Sender's Customs Reference # <input type="text"/></p> <p>License # <input type="text"/></p> <p>Certificate # <input type="text"/></p> <p>Invoice # <input type="text"/></p> <p>AES/ITN/Exemption <input type="text" value="Click SELECT to choose"/> SELECT</p> <p>DEFAULT CUSTOMS FORM 2976A DESTINATION OPTIONS</p> <p><input type="checkbox"/> APO/FPO/DPO Address</p> <p><input type="checkbox"/> US Pos/Ter/FAS Address</p>	<p>DEFAULT CUSTOMS FORM 2976A CONTENT DETAILS</p> <p>Description <input type="text"/></p> <p>Quantity <input type="text"/></p> <p>Item Value \$ <input type="text"/></p> <p>Item Weight <input type="text"/> LBS <input type="text"/> OZ</p> <p>Country of Origin <input type="text" value="Select Country"/></p> <p>HS Tariff # <input type="text"/></p> <p>In Case of No Delivery <input type="text" value="RETURN TO SENDER"/> EDIT REDIRECT ADDRESS</p>
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[Cancel](#) [Save](#)



- 16** Click **First-Class Mail® Letter**.
- 17** Enter *Default Stock Type*.
- 18** Enter *Default Label Information*.

Preferences

Defaults that are chosen or defined will pre-populate the corresponding fields within the Click-N-Ship for Business® application. Fields with default values defined will be editable in the Shipping Label view.

[RESET ALL PREFERENCES](#)

<ul style="list-style-type: none"> General Package Pickup Customs Form 2976 Customs Form 2976A <li style="background-color: #0070c0; color: white; padding: 2px;">First-Class Mail® Letter MRS Label International Label Open and Distribute™ Domestic Label APO/FPO/DPO & PTBAS Import Options Payment Options Custom Packages 	<p>DEFAULT STOCK TYPE</p> <p>Avery White Address Labels ▼</p> <hr/> <p>DEFAULT LABEL INFORMATION</p> <p>Weight of Each Package <input type="text"/> OZ</p> <p>Service First-Class Mail® ▼</p> <p>Container Letter ▼</p> <p><input type="checkbox"/> Non-machinable?</p>
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Cancel
Save



- 19** Click **MRS Label**.
- 20** Enter *Default Retailer Information*.
- 21** Enter *Default MRS Label PDU Information*.
- 22** Enter *Default MRS Label Package Details*.
- 23** Enter *Default MRS Label Service Options*.

Preferences

Defaults that are chosen or defined will pre-populate the corresponding fields within the Click-N-Ship for Business® application. Fields with default values defined will be editable in the Shipping Label view.

[RESET ALL PREFERENCES](#)

<ul style="list-style-type: none"> General Package Pickup Customs Form 2976 Customs Form 2976A First-Class Mail® Letter <li style="background-color: #0070c0; color: white; padding: 2px;">MRS Label International Label Open and Distribute™ Domestic Label APO/FPO/DPO & PTFAS Import Options Payment Options Custom Packages 	<p>DEFAULT RETAILER INFORMATION</p> <p>Retailer Name <input type="text"/></p> <p>Address <input type="text"/></p> <p>Permit # <input type="text"/></p> <p>Issuing City <input type="text"/></p> <p>Issuing State <input type="text" value="Select State"/></p> <p>ZIP Code™ <input type="text"/></p> <p>DEFAULT MRS LABEL PDU INFORMATION</p> <p>Address <input type="text"/></p> <p>City <input type="text"/></p> <p>State <input type="text" value="Select State"/></p> <p>ZIP Code™ <input type="text"/> +4 <input type="text"/></p>	<p>DEFAULT MRS LABEL PACKAGE DETAILS</p> <p>Weight <input type="text"/> LBS <input type="text"/> OZ</p> <p>Service <input type="text" value="Select Service"/></p> <p>DEFAULT MRS LABEL SERVICE OPTIONS</p> <p><input type="checkbox"/> USPS Delivery/Tracking Confirmation™</p> <p>Insurance \$ <input type="text"/></p> <p>Package I.D. <input type="text"/></p> <p><input type="checkbox"/> Use RMA # In Barcode</p> <p>Label Format <input checked="" type="radio"/> #10 Window Envelope (Left) <input type="radio"/> #10 Window Envelope (Right)</p>
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Click **International Label**.

- 24** Enter *Default International Package Details*.
- 25** Enter *Default International Content Details*.
- 26** Enter *Default International Package Options*.

Preferences

Defaults that are chosen or defined will pre-populate the corresponding fields within the Click-N-Ship for Business® application. Fields with default values defined will be editable in the Shipping Label view.

[RESET ALL PREFERENCES](#)

<ul style="list-style-type: none"> General Package Pickup Customs Form 2976 Customs Form 2976A First-Class Mail® Letter MRS Label <li style="background-color: #0070c0; color: white; padding: 2px;">International Label Open and Distribute™ Domestic Label APO/FPO/DPO & PTFAS Import Options Payment Options Custom Packages 	<p>DEFAULT INTERNATIONAL PACKAGE DETAILS</p> <p>Weight <input type="text"/> LBS <input type="text"/> OZ</p> <p>Ship Date <input type="text" value="Today"/></p> <p>Ship From ZIP Code™ <input type="text"/></p> <p>Service <input type="text" value="Select Service"/></p> <p>Container <input type="text" value="Select Container"/></p> <p>Custom Packages <input type="text" value="Select Default Custom Package"/></p> <p>Dimensions <input type="checkbox"/> Any dimensions larger than 12"?</p> <p style="margin-left: 20px;"><input type="text"/> <input type="button" value="SELECT"/></p> <p><input type="checkbox"/> Non-machinable?</p> <p>DEFAULT INTERNATIONAL CONTENT DETAILS</p> <p>Description <input type="text"/></p> <p>Quantity <input type="text"/> Item Value \$ <input type="text"/></p> <p>Item Weight <input type="text"/> LBS <input type="text"/> OZ</p> <p>Country of Origin <input type="text" value="Select Country"/></p> <p>HS Tariff # <input type="text"/></p> <p style="text-align: center;"><input type="checkbox"/> Separate Receipt</p>	<p>DEFAULT INTERNATIONAL PACKAGE OPTIONS</p> <p>Contents <input type="text" value="Select Contents"/></p> <p>Explanation <input type="text"/></p> <p>Comments <input type="text"/></p> <p>Sender's Customs Ref # <input type="text"/></p> <p>Importer's Customs Ref # <input type="text"/></p> <p>License # <input type="text"/></p> <p>Certificate # <input type="text"/></p> <p>Invoice # <input type="text"/></p> <p>In Case of No Delivery <input type="text" value="ABANDON"/></p> <p style="text-align: center;"><input type="button" value="EDIT REDIRECT ADDRESS"/></p> <p>AES/ITN/Exemption <input type="text" value="Click SELECT to choose"/></p> <p style="text-align: center;"><input type="button" value="SELECT"/></p>
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- 27** Click **Open and Distribute™ Label**.
- 28** Enter *Default Open and Distribute™ Package Details*.
- 29** Enter *Default Open and Distribute™ Package Options*.

Preferences

Defaults that are chosen or defined will pre-populate the corresponding fields within the Click-N-Ship for Business® application. Fields with default values defined will be editable in the Shipping Label view.

<p>General</p> <p>Package Pickup</p> <p>Customs Form 2976</p> <p>Customs Form 2976A</p> <p>First-Class Mail® Letter</p> <p>MRS Label</p> <p>International Label</p> <p style="background-color: #0070c0; color: white; padding: 2px;">Open and Distribute™</p> <p>Domestic Label</p> <p>APO/FPO/DPO & PTFAS</p> <p>Import Options</p> <p>Payment Options</p> <p>Custom Packages</p>	<p>OPEN AND DISTRIBUTE PACKAGE DETAILS</p> <p>Container Weight <input type="text"/> LBS <input type="text"/> OZ</p> <p>Ship Date <input type="text" value="Today"/></p> <p>Ship From ZIP Code™ <input type="text"/></p> <p>Open And Distribute Mail Class <input type="text" value="Priority Mail®"/></p> <p>Mail Class Enclosed <input type="text" value="Select Mail Class Enclosed"/></p> <p>Explanation <input type="text"/></p>	<p>OPEN AND DISTRIBUTE PACKAGE OPTIONS</p> <p>Permit # <input type="text"/></p> <p>Permit Issuing ZIP Code™ <input type="text"/></p> <p><input type="checkbox"/> Separate Receipt</p>
<p>OPEN AND DISTRIBUTE LABEL ORIENTATION</p> <p><input type="checkbox"/> Rotate Label</p>		



- 30** Click **Domestic Label**.
- 31** Enter *Default Domestic Package Details*.
- 32** Enter *Default Domestic Package Options*.

Preferences

Defaults that are chosen or defined will pre-populate the corresponding fields within the Click-N-Ship for Business® application. Fields with default values defined will be editable in the Shipping Label view.

[RESET ALL PREFERENCES](#)

<ul style="list-style-type: none"> General Package Pickup Customs Form 2976 Customs Form 2976A First-Class Mail® Letter MRS Label International Label Open and Distribute™ <li style="background-color: #0070c0; color: white; padding: 2px;">Domestic Label APO/FPO/DPO & PTFAS Import Options Payment Options Custom Packages 	<p>DEFAULT DOMESTIC PACKAGE DETAILS</p> <p>Weight <input type="text"/> LBS <input type="text"/> OZ</p> <p>Ship Date <input type="text" value="Today"/></p> <p>Ship From ZIP Code™ <input type="text"/></p> <p>Service <input type="text" value="Select Service"/></p> <p>Container <input type="text" value="Select Container"/></p> <p>Custom Packages <input type="text" value="Select Default Custom Package"/></p> <p><input type="checkbox"/> Any dimensions larger than 12" ?</p> <p>Shape <input type="radio"/> Rectangular <input type="radio"/> Non-Rectangular</p> <p style="text-align: center;">HOW TO MEASURE DIMENSIONS</p> <p>Dimensions</p> <p>Length <input type="text"/> Width <input type="text"/></p> <p>Height <input type="text"/> Girth <input type="text"/></p> <p><input type="checkbox"/> Non-machinable?</p>	<p>DEFAULT DOMESTIC PACKAGE OPTIONS</p> <p>Confirmation Service <input type="text" value="USPS Tracking/Delivery Confirmation™"/></p> <p><input type="checkbox"/> Send Email to Recipient</p> <p><input type="checkbox"/> Request Address Service</p> <p><input type="checkbox"/> Separate Receipt</p> <p><input type="checkbox"/> No Holiday Delivery</p> <p><input type="checkbox"/> No Weekend Delivery</p> <p><input type="checkbox"/> Require Signature</p> <p>DEFAULT DOMESTIC LABEL ORIENTATION</p> <p><input type="checkbox"/> Rotate Label</p>
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Click **APO/FPO/DPO & PTFAS**.

- 33** Enter *Default Package Details*.
- 34** Enter *Default Package Options*.
- 35** Click on *Customs Information* tab.
- 36** Enter *Default Customs Information Package Details*.
- 37** Enter *Default Customs Information Content Details*.

38

Preferences

Defaults that are chosen or defined will pre-populate the corresponding fields within the Click-N-Ship for Business® application. Fields with default values defined will be editable in the Shipping Label view.

[RESET ALL PREFERENCES](#)

<p>General</p> <p>Package Pickup</p> <p>Customs Form 2976</p> <p>Customs Form 2976A</p> <p>First-Class Mail® Letter</p> <p>MRS Label</p> <p>International Label</p> <p>Open and Distribute™</p> <p>Domestic Label</p> <p style="background-color: #0070C0; color: white; padding: 2px;">APO/FPO/DPO & PTFAS</p> <p>Import Options</p> <p>Payment Options</p> <p>Custom Packages</p>	<p style="text-align: center;">Package Information Customs Information</p> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p>DEFAULT PACKAGE DETAILS</p> <p>Weight <input type="text"/> LBS <input type="text"/> OZ</p> <p>Ship Date <input type="text" value="Today"/> ▼</p> <p>Ship From ZIP Code™ <input type="text"/></p> <p>Service <input type="text" value="Select Service"/> ▼</p> <p>Container <input type="text" value="Select Container"/> ▼</p> <p>Custom Packages <input type="text" value="Select Default Custom Package"/> ▼</p> <p><input type="checkbox"/> Non-machinable?</p> <p><input type="checkbox"/> Any dimensions larger than 12" ?</p> <p>Dimensions <input type="text"/></p> <p style="text-align: right;">SELECT</p> </div> <div style="width: 45%;"> <p>DEFAULT PACKAGE OPTIONS</p> <p>Confirmation Service <input type="text" value="USPS Tracking/Delivery Confirmation™"/> ▼</p> <p><input type="checkbox"/> Send Email to Recipient</p> <p><input type="checkbox"/> Request Address Service</p> <p><input type="checkbox"/> Separate Receipt</p> <p><input type="checkbox"/> No Holiday Delivery</p> <p><input type="checkbox"/> No Weekend Delivery</p> <p><input type="checkbox"/> Require Signature</p> <p>OTHERS</p> <p><input type="checkbox"/> Print separate label and customs form</p> </div> </div>
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[Cancel](#) [Save](#)



Click **Import Options**.

39 Setup/Edit or Delete Imports on the *Import Management* tab

40 Delete or view *Import Mappings*

Preferences

Defaults that are chosen or defined will pre-populate the corresponding fields within the Click-N-Ship for Business® application. Fields with default values defined will be editable in the Shipping Label view.

[RESET ALL PREFERENCES](#)

<ul style="list-style-type: none"> General Package Pickup Customs Form 2976 Customs Form 2976A First-Class Mail® Letter MRS Label International Label Open and Distribute™ Domestic Label APO/FPO/DPO & PTFAS <li style="background-color: #0070C0; color: white;">Import Options Payment Options Custom Packages 	<p>Import Management Import Mappings</p> <table border="1"> <thead> <tr> <th>TYPE OF IMPORT</th> <th>IMPORT NAME</th> <th>IMPORT TYPE</th> <th>FILE PATH</th> <th>LAST IMPORT DATE</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table> <p style="text-align: right;"> SETUP/EDIT DELETE </p> <p style="text-align: center;"> Cancel Save </p>	TYPE OF IMPORT	IMPORT NAME	IMPORT TYPE	FILE PATH	LAST IMPORT DATE					
TYPE OF IMPORT	IMPORT NAME	IMPORT TYPE	FILE PATH	LAST IMPORT DATE							



- 41** Click **Payment Options**.
- 42** Click on *Instructions on Setting up your External Device*. Read through steps to ensure that your external device is setup correctly.
- 43** Check *Use Postal Meter*.
- 44** Select a manufacturer and select a *meter device (Pitney Bowes® only)* or enter the meter device type and serial number for non-integrated IBI meters.
- 45** Click on the Payment Default dropdown and select a payment option (Note: Only enabled options shall appear in the dropdown)

Preferences

Defaults that are chosen or defined will pre-populate the corresponding fields within the Click-N-Ship for Business® application. Fields with default values defined will be editable in the Shipping Label view.

[RESET ALL PREFERENCES](#)

<ul style="list-style-type: none"> General Package Pickup Customs Form 2976 Customs Form 2976A First-Class Mail® Letter MRS Label International Label Open and Distribute™ Domestic Label APO/FPO/DPO & PTBAS Import Options <li style="background-color: #0070c0; color: white; padding: 2px;">Payment Options Custom Packages 	<p>Payment Options</p> <p>Instructions on Setting up your External Device</p> <p><input type="checkbox"/> Use Postage Meter Terms and Conditions</p> <p>Manufacturer <input type="text" value="Select Manufacturer"/></p> <p>Select Meter Device <input type="text" value="Please select a meter"/></p> <p>Meter Device <input type="text"/></p> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 5px;"> <p>METER INFO</p> <p>Device Name</p> <p>Serial Number</p> <p>Software Version</p> <p>Current Balance</p> <p>Status N/A</p> </div> <p><input type="checkbox"/> Use Integrated Scale</p> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 5px;"> <p>SCALE INFO</p> <p>Current Weight</p> <p>Max Weight</p> <p>Status N/A</p> <p style="text-align: center;">ZERO SCALE</p> </div>	<p>Default Payment Options</p> <p>Select Default Payment <input type="text" value="Select a Payment Default"/></p>
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- 46 Click **Custom Packages**.
- 47 Enter a custom package name.
- 48 Enter Length, Width, Height and Girth
- 49 Click **Save**.
- 50 View message that indicates that all preferences will take effect upon creating the next shipping label. Click **OK**.

Preferences

Defaults that are chosen or defined will pre-populate the corresponding fields within the Click-N-Ship for Business® application. Fields with default values defined will be editable in the Shipping Label view.

[RESET ALL PREFERENCES](#)

General

Package Pickup

Customs Form 2976

Customs Form 2976A

First-Class Mail® Letter

MRS Label

International Label

Open and Distribute™

Domestic Label

APO/FPO/DPO & PTFAS

Import Options

Payment Options

Custom Packages

CREATE A CUSTOM PACKAGE

Custom Package Name

Shape Rectangular Non-Rectangular

[HOW TO MEASURE DIMENSIONS](#)

Length Width

Height Girth

[SAVE](#)

AVAILABLE CUSTOM PACKAGES

	CUSTOM PACKAGE NAME	SHAPE	DIMENSIONS
<input checked="" type="checkbox"/>	test	Non-Rectangular	5x5x5x5
<input type="checkbox"/>	test 2	Rectangular	5x5x5

[EDIT](#) [DELETE](#)

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

TIP

- In order to have preferences take effect immediately, either click **Clear All Label Fields** button on the shipping label form or **Clear** button on Package Pickup or simply exit and re-launch the application. This was done in order to prevent the user from losing currently stored shipping label information.



Restore Default Preferences

- 1 Click **Account** in and upper navigation and then click on the **Preferences** option.
- 2 Click **reset all preferences**. Preferences in all of the tabs for the specified Sender address indicated on the Summary tab will automatically be reset to their original settings that took effect upon original installation.
- 3 Click **Save**.

Preferences

Defaults that are chosen or defined will pre-populate the corresponding fields within the Click-N-Ship for Business® application. Fields with default values defined will be editable in the Shipping Label view.

RESET ALL PREFERENCES

<div style="background-color: #e0e0e0; padding: 2px; margin-bottom: 5px;">General</div> <div style="padding: 2px; margin-bottom: 5px;">Package Pickup</div> <div style="padding: 2px; margin-bottom: 5px;">Customs Form 2976</div> <div style="padding: 2px; margin-bottom: 5px;">Customs Form 2976A</div> <div style="padding: 2px; margin-bottom: 5px;">First-Class Mail® Letter</div> <div style="padding: 2px; margin-bottom: 5px;">MRS Label</div> <div style="padding: 2px; margin-bottom: 5px;">International Label</div> <div style="padding: 2px; margin-bottom: 5px;">Open and Distribute™</div> <div style="padding: 2px; margin-bottom: 5px;">Domestic Label</div> <div style="padding: 2px; margin-bottom: 5px;">APO/FPO/DPO & PTFAS</div> <div style="padding: 2px; margin-bottom: 5px;">Import Options</div> <div style="padding: 2px; margin-bottom: 5px;">Payment Options</div> <div style="padding: 2px;">Custom Packages</div>	<p>FROM: SENDER INFORMATION</p> <p>JAY HAYES 7517 N SHERIDAN RD APT 1E CHICAGO, IL 60626-1468</p> <p>GENERAL PREFERENCES</p> <p>Open Click-N-Ship for Business® with: Domestic Shipping Label</p> <p>Purge Shipment Records From History After: 120 Days</p> <p>PRINT WIZARD OPTIONS</p> <p><input checked="" type="checkbox"/> Allow preferences below to be specified during each print job:</p> <p><input checked="" type="checkbox"/> Print selected 4" x 6" labels 2 per page, in addition to all remaining labels</p> <p><input type="checkbox"/> Print preview labels prior to printing</p> <p><input type="checkbox"/> Print labels 4" x 8" with a perforated 4" x 2" receipt</p> <p>OTHER ADVANCED OPTIONS</p> <p><input type="checkbox"/> Minimize to Tray on Close</p> <p><input type="checkbox"/> Disable Tool Tips</p> <p>CONNECTION SETTINGS</p> <p>Proxy Server: <input style="width: 100%;" type="text"/></p> <p>Server Port: <input style="width: 100%;" type="text"/></p> <div style="text-align: center; margin-top: 5px;"> MODIFY </div>	
-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--

Cancel
Save





View message that indicates that all preferences will take effect upon creating the next shipping label. Click **OK**.

TIP

*- In order to have preferences take effect immediately, either click **Clear All Label Fields** button on the shipping labels form or **Clear** button on Package Pickup or simply exit and re-launch the application. This was done in order to prevent the user losing currently stored shipping label information.*



Chapter 14

Working with an External Device



Chapter 14. Working with an External Device

In this introduction *to working with a postage device*, you'll learn how to do the following:

ONLINE connection status:

- **Capture Weight** and **Print Postage** via *Create Shipping Label* for domestic and international labels.
- **Capture Weight** and **Print Postage** via *Shipping Tools* for domestic and international labels.
- **Print Postage** via *Shipping History* for domestic and international labels.
- **Print Postage** for **bulk** labels via *Shipping Cart* for domestic and international labels.

OFFLINE connection status:

- **Print Postage** via *Shipping History* for domestic and international labels.
- **Print Postage** for bulk labels via *Shipping Cart* for domestic and international labels.

Getting Started

Click-N-Ship for Business® now supports a postage printing device! You can print postage to a meter strip and capture weight to make creating your labels even easier and faster. Please follow the steps below in order to customize your version of Click-N-Ship for Business® to work with the postage device.

Install PC Meter Connect™

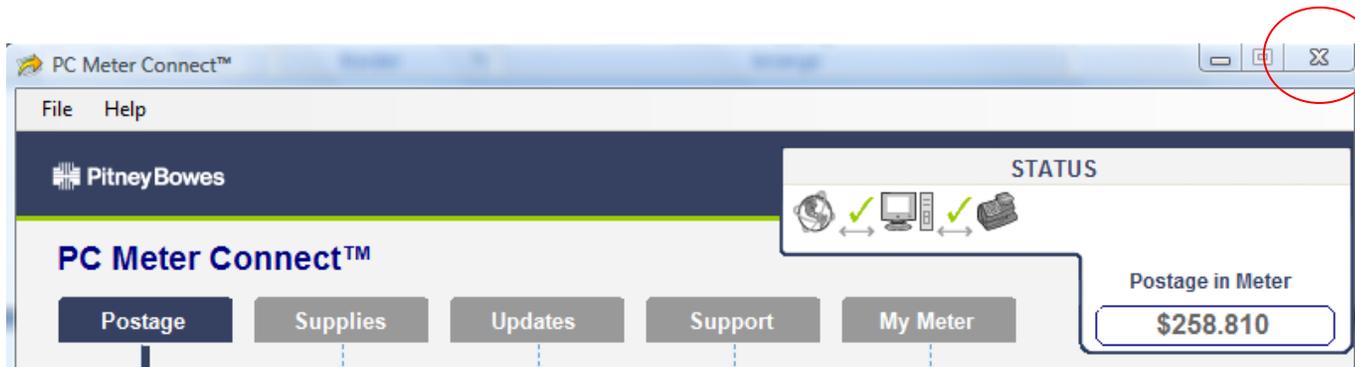
- 1 Navigate to <http://support.pb.com/ekip/index?id=FA2391&page=content>.
- 2 Double-click the Download Now button.
- 3 Follow the prompts to install the software.
- 4 After downloading the application, the PC Meter Connect™ user interface will display. Please wait until the application is finished updating balance and obtaining updates.



- 5 Confirm that PC Meter Connect™ was successfully able to connect to the external device by verifying that the image in the upper left hand corner matches the image below:



- 6 Click on the **X** on the upper-right hand corner OR select File > Close in order to minimize the application to the taskbar. **IMPORTANT: Click-N-Ship for Business® will only allow users to communicate with external device if PC Meter Connect™ is running in the taskbar.**



Click Here to minimize PC Meter Connect™ to the taskbar



Setting Your External Device and Click-N-Ship for Business® Preferences

- 1 Prior to setting up your preferences in Click-N-Ship for Business®, conduct the following checklist to ensure that the application will be able to successfully detect your external device.
 - Verify that your mailstation 2™ (PCN K7M0) hardware USB connection is plugged into your PC.
 - Verify that your mailstation 2™ (PCN K7M0) hardware device power is plugged into an outlet.
 - Verify that mailstation Assistant™ application is *only* running in the taskbar. **Tip: To verify that PC Meter Connect™ is only running in the taskbar, right click the image and ensure that *open PC Meter Connect* is enabled**



Right-click
here

- 2 **Launch** Click-N-Ship for Business®.
- 3 Once you're on the main screen, click **Account - Preferences** option on the upper navigation of the application.
- 4 Click **Postage Options** tab. This area allows you to indicate whether or not you wish to connect to an external device.
- 5 Check **Use Connected External Device**.
- 6 From *select meter device* dropdown, select *mailstation 2™ (PCN K7M0)* in the dropdown. Checking this box will enable you to print postage through various modules throughout the application. **IMPORTANT:** If an error message displays, walk through the checklist in step 1 again.
- 7 Check **Use Integrated Scale**. Checking this box will enable you to capture weight through various modules throughout the application. This checkbox will only be enabled if your selected hardware device includes a weight scale platform.
- 8 Click **Save** in preferences.
- 9 Click **Close** on the confirmation message stating that all information will take effect on the next shipping label.
- 10 View new status bar on the bottom of Click-N-Ship or Business®.





From Create Shipping Label

- 1 Click on **Create Shipments**. Select the label type you wish to create.
- 2 Enter all required fields. For the weight field, click the **Capture** button once an item is placed on the scale.
- 3 Click **Add to Cart**.
- 4 Click **Add Postage**.
- 5 Click **Pay with Meter**.
- 6 Once label is sent to the print queue, view **Print Label Postage** dialog box.
- 7 View the left-hand side of the dialog box, where it states **Print Status**.
- 8 Click **Show Label Details** button to view Sender/Recipient information for current request.
- 9 Wait until the *print status* states **Insert Strip**.

The screenshot shows the 'Print Label Postage' dialog box. On the left, under 'Print Status', the 'Insert Strip' option is selected and circled in red. The main area contains a welcome message, financial details (Remaining Balance: \$455.14, Postage Amount: \$19.50, Postage Device: K7M0), and recipient information for 'Bob Customer'. A 'HIDE LABEL DETAILS' button is at the bottom left and a 'CANCEL' button is at the bottom right.

Print Label Postage

Print Status

- Connecting
- Insert Strip**
- Printing
- Printed Successfully
- Completed

Ready for strip...

Welcome to the print postage wizard. This wizard will guide you through the process of printing one or more postage strips.

Remaining Balance: \$455.14
Postage Amount: \$19.50
Postage Device: K7M0

Printing Postage for Label 1 of 1

FROM: Sender Information

Joe Customer
901 D ST SW
STE 101
WASHINGTON, DC 20024-2198

TO: Recipient Information

Bob Customer
901 D ST SW
STE 100
WASHINGTON, DC 20024-2113

HIDE LABEL DETAILS ▶

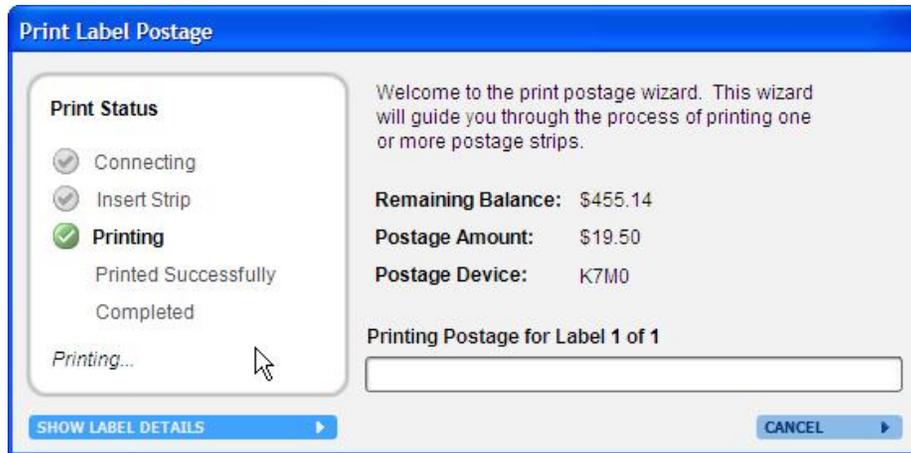
CANCEL ▶



- 10 View meter screen on mailstation 2™ (PCN K7M0).

\$19.50	0lb 0.0oz
Controlled by PC	

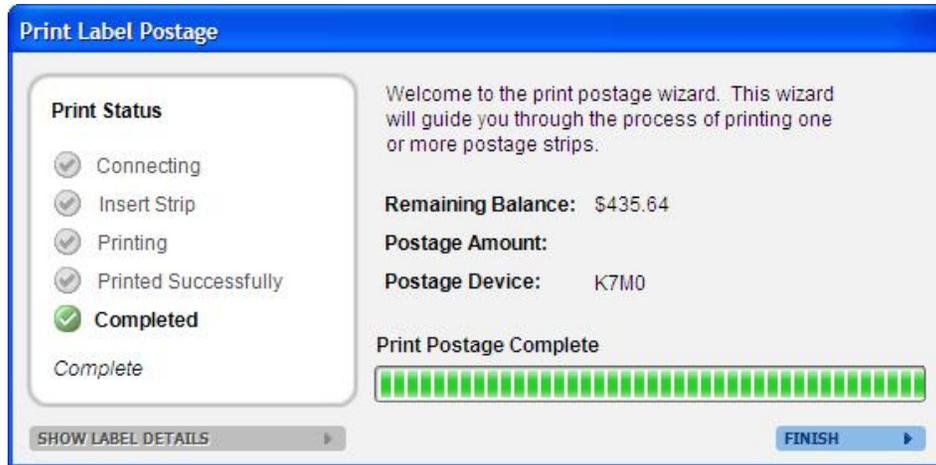
- 11 Insert strip into mailstation 2™ (PCN K7M0).
- 12 Notice that **Print Status** on the Print Postage Dialog box changes to *Printing*. **IMPORTANT: Ship date printed will match what was selected on the CSL page.**



- 13 Once printing is completed, **remove envelope** from external device.
- 14 Notice that the **Print Status** on the Print Postage Dialog box changes to *Printed successfully.... Please wait.*



- 15 Once Click-N-Ship for Business® has completed the transaction, notice that the Print Status on the Print Postage Dialog box changes to *Completed*. **IMPORTANT: If there are multiple print postage requests, the Print Status will repeat the cycle. Users will be able to tell their progress by referring to the progress bar.**



- 16 Click **Finish**.

From Shipping History

- 1 Click **Shipping History** tab in the lower navigation.
- 2 Check one or more domestic/international labels that you wish to print postage for.
- 3 Click **Pay for Postage**.
- 4 View the **Print Postage Dialog Box**. **IMPORTANT: Ship date printed will be the current date and will NOT match what was originally selected on the CSL page.**
- 5 Follow the instructions above *from create shipping label*, from steps 5 through 15, to complete the print postage process for each individual request.

From Shipping Tools

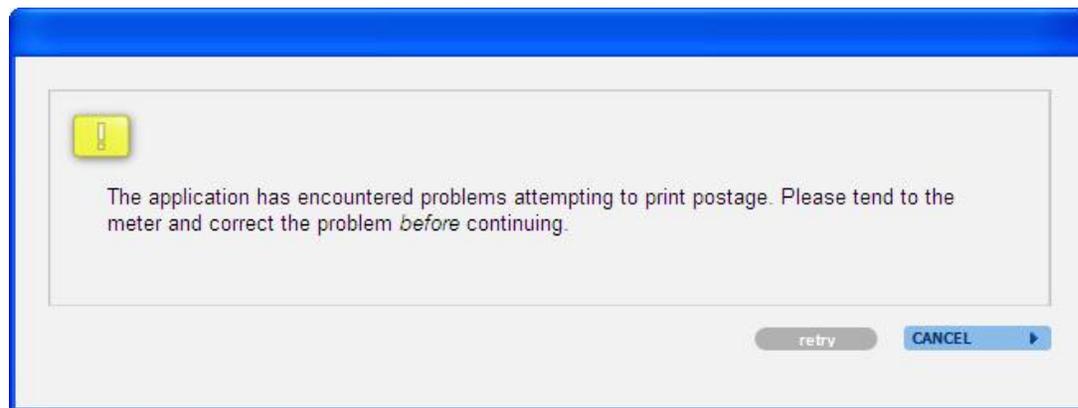


- 1 Click the **Shipping Tools** tab and click Calculate a Price.
- 2 For either a domestic or international price, select country and enter all required fields. For the weight field, click the **Capture** button once an item is placed on the scale. If insurance is desired, check insurance checkbox and enter value of contents.
- 3 Click **Calculate Rates**.
- 4 Highlight one of the rows.
- 5 Click Print Postage button.
- 6 View the Print Postage Dialog Box. **IMPORTANT**: Ship date printed will be the current date and will NOT match what was originally selected on the CSL page.

Cancel/Errors during Printing

For errors...

In the event of an error occurring, either manual attendance to the postage device will be required or user can click on **retry** to repeat the last postage request OR, for more critical errors (i.e., Out of Funds) the user will be forced to terminate all pending print postage requests and attend to the meter accordingly. All postage can be re-printed via **Shipping History**. Note: Ship Date printed via Shipping History will always be set to the current date.





For cancelled print postage requests....

Clicking cancel on the Print Postage Dialog box will terminate all pending print postage requests. If printing postage from Create Shipping Label or Shipping Cart, all labels will move to Shipping History regardless if print postage is successfully or not. All postage can be re-printed via Shipping History.

Additional Features

Zero Weight Scale directly from Click-N-Ship for Business®

- 1** Click **Account – Preferences**.
- 2** Click on **Postage Devices** tab.



3 Click on **Zero Weight** button located in the *Use Integrated Scale* section.

Payment Options

[Instructions on Setting up your External Device](#)

Use Postage Meter [Terms and Conditions](#)

Manufacturer

Select Meter Device

Meter Device

METER INFO

Device Name K7M0
Serial Number 2807552
Software Version 9.05.01
Current Balance \$1,230.41
Status Idle

Use Integrated Scale

SCALE INFO

Current Weight 0 lbs 0 ozs
Max Weight 5 lbs 0 ozs
Status Idle

ZERO SCALE

See FAQs for Troubleshooting/Frequently Asked questions for information about working with your external device.



Chapter 15

Help



Chapter 15. Help

Click **Help** to view full instructions for Click-N-Ship for Business®.

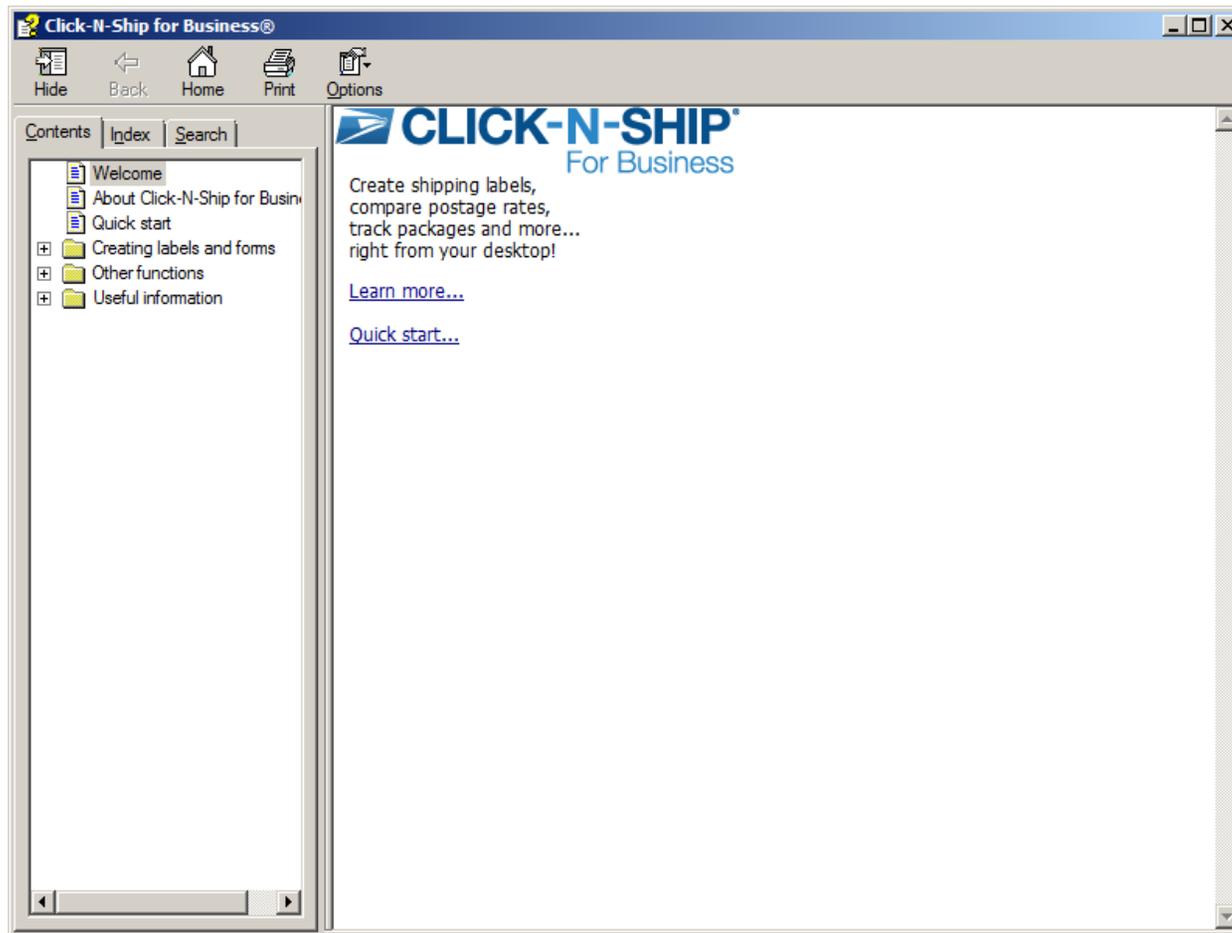
- 1 Click **Account - Help** option on the upper navigation.

Use the following tabs to find information easier:

CONTENTS: The contents tab allows you to click on keywords in order to easily reference quick instructions related to a specific area of the application.

INDEX: Allows you to type in a keyword and conducts a search based on the content keywords defined.

SEARCH: Allows you to type in a keyword and search ALL content in the Help file in order to find any information related to the key word entered. Under Options > Search Highlight On will allow you to easily find the keyword that was entered within each related module.





Chapter 16

About



Chapter 16. About

Click **About** regarding Click-N-Ship for Business® trademark information and customer support. In addition, users can easily access the privacy policy and terms and conditions that were initially available during registration.

IMPORTANT: When contacting Customer Support, whether via email or phone, please provide the identification number (located below the 'Registered To:' title).

About Click-N-Ship For Business®



Click-N-Ship For Business®
Label creation, package management and shipping tools for USPS services.
Version 4.1.156.0
© 2013 United States Postal Service. All rights reserved.

Registered To:
John Doe (376USPST3446)
AVANADE, INC
DUNS/MAILER ID: 454545454 (To change DUNS, contact Customer Support)

USPS and the USPS logo are trademarks of USPS, registered in the U.S. and in other countries. Click-N-Ship for Business® and the Click-N-Ship for Business® logo are trademarks of USPS.

On the Web: Customer Support: www.usps.com/business/click-n-ship-for-business.htm
By phone: 1-800-344-7779

Monday through Friday: 8:00 am to 8:30 pm ET
Saturday: 8:00 am to 6:00 pm ET
Sundays: Closed
Holidays: Closed except for the following: Martin Luther King Day, President's Day, Columbus Day, and Veteran's Day with hours from 9:00 am to 6:00 pm ET

By e-mail: uspstechsupport@esecurecare.net

Privacy Notice: For information regarding our privacy policies, visit www.usps.com/privacypolicy

[TERMS & CONDITIONS](#) [Close](#)



Chapter 17

Message Center



Chapter 17. Message Center

Click the **Messages** tab to view the latest news from USPS®. Be sure to check when the message center tab turns yellow. News can include weather alerts, country restrictions or if there are new messages available on the Click-N-Ship for Business® browser. If you are ONLINE and cannot access the message center, be sure to update connection settings via Preferences > General tab.

TIP

- Your Internet Explorer browser connection settings must be set correctly in order to access the Message Center within the Click-N-Ship for Business® application, even if manual settings have been indicated under the Preferences link .



Chapter 18

Troubleshooting



Chapter 18. Troubleshooting

This document provides answers to frequently asked questions about Click-N-Ship for Business®.

General FAQs

Q. How do I set my Screen Resolution to be a minimum of 1024 x 768?

A. Right click on your desktop and select properties. Click on the Settings tab and drag your screen resolution to be set at 1024 x 768.

Q. When I highlight multiple rows, only the first and last records actually check off.

A. There is a difference between selecting (i.e., highlighting) and checking records throughout the Click-N-Ship for Business® application. When selecting (i.e., highlighting) rows, make sure to click on one of the read-only fields prior to checking the checkbox. See [Shortcuts](#) section for more information.

Q. I received an error, “Another Instance of Click-N-Ship for Business® is already running!”, but I do not appear to have Click-N-Ship for Business® running.

A. Click-N-Ship for Business® will run in the task bar, as opposed to exiting, when clicking ‘X’. To display the current session of Click-N-Ship for Business® double-click on the system tray on the task bar. Note: If you wish to exit the application entirely upon clicking ‘X’, see **Preferences > [General](#)** section for more details.

Q. I get an error message stating, “Unable to connect to remote server.” What does this mean and what should I do?

A. This error message indicates that your computer is not able to connect to a network. This could either mean that Click-N-Ship for Business® could not connect to the USPS.com® Web Services or may indicate that the **preferences > General** settings are incorrect. Please verify these settings with your system administrator.



Q. I am receiving a message indicating that Click-N-Ship for Business® could not connect to the Message Center Server, but I know that the proxy settings I manually entered in my Preferences are correct.

A. The Message Center actually is displaying a browser within the Click-N-Ship for Business® application; therefore even if manual proxy settings are established in Preferences > General tab you MUST have the correct proxy settings in your **Internet Explorer®** browser to access the Message Center. In order to fix, exit Click-N-Ship for Business®, verify that your Internet Explorer proxy settings are correct, and re-launch. Proxy settings in Internet Explorer can be found under **Tools > Internet Options > Connections > LAN Settings**.

Installing Click-N-Ship for Business®

Q. I received an error, “Click-N-Ship for Business® could not detect your network connection status. Please verify that any desktop security software (intrusion protection, firewall, virus protection, etc.) allows Click-N-Ship for Business® to run as a trusted application. Please contact your system administrator or USPS® Customer Care Center (uspstechsupport@esecurecare.net).” What should I do?

A. This message indicates that there is another application on your desktop that is preventing Click-N-Ship for Business® from identifying your connection status. To fix this, you must identify which software is preventing this application and ensure that it is notified to run Click-N-Ship for Business® as a trusted application.

Q. How do I uninstall Click-N-Ship for Business®?

A. Click-N-Ship for Business® can be uninstalled through the Add/Remove Programs function under the Start menu. **IMPORTANT:** Uninstalling Click-N-Ship for Business® will NOT remove any of your data or registration information. This ensures that all of your information will remain intact, regardless if a new version of Click-N-Ship for Business® is downloaded. *Please note that the add/remove programs function location may differ for Vista users.*

Q. I received a .NET® Framework Initialization Error when attempting to launch Click-N-Ship for Business®. What should I do?

A. Under **Start > Control Programs > Add/Remove Programs** run a **repair** on .NET® Framework 2.0 and re-launch Click-N-Ship for Business®.



Q. Is Windows 98® supported?

A. No. Click-N-Ship for Business® supports XPHome®, XPProfessional®, Vista®, Windows 7® and Windows® 8. Please refer to [System Requirements](#) for further details.

Q. When installing on a Vista® machine, I received the following error message while running the setup.exe file, “Unable to save file: c:\\Windows\\Downloaded Installations\\ {A42486BE-D155-4ECA-AC29-089D0}Assistant 3.0.msi. The system cannot find the path specified.” What should I do?

A. Upon clicking **OK** in this dialog box, you will be prompted to select a different path. Select the **Public > Public Downloads** folder and click **OK**; then complete the installation process as normal.

Q. How do I remove my data and my registration information if I want to install a clean-version of Click-N-Ship for Business® under the same logon name?

A. The default location for Click-N-Ship for Business® files is the following. Although, please note that during the installation process you do have the ability to change the destination location of these files:

WARNING: Completing the following steps WILL PERMANENTLY DELETE ALL DATA FROM YOUR CLICK-N-SHIP FOR BUSINESS®. It is recommended that a backup file be saved.

BE SURE TO COMPLETE BOTH STEPS. Please note that the hard drive (ex. C:\) may differ depending on the default hard drive setup on the individual computer:

- 1** To remove the registration, remove the folders in the following mapping: C:\Documents and Settings\\Local Settings\Application Data\Click-N-Ship for Business
 - 2** To remove the database, remove the **Database** and **Images** folders in the following mapping: C:\Documents and Settings\
- Delete **all** folders

Q. My question is not answered in the FAQ. What should I do?

A. Contact uspstechsupport@esecurecare.net.



Upgrade Click-N-Ship for Business®

Having trouble upgrading your version of Click-N-Ship for Business®? Read below for the most Frequently Asked Questions

Q. Is there any way to bypass the upgrade process?

A. No. All updates to Click-N-Ship for Business® are mandatory.

Q. How do I upgrade my version of Click-N-Ship for Business® if I am not an admin user?

A. You must be a System Administrator in order to complete any updates and/or uninstall/re-install Click-N-Ship for Business®. Once your system administrator has upgraded to the new version of Click-N-Ship for Business®, all non-admin users will be automatically updated.

Q. Upon upgrading Click-N-Ship for Business®, will I lose all of my data?

A. No. Upon upgrading to a new version of Click-N-Ship for Business®, all your data will remain intact; data includes registration information, preferences, address book contacts, shipping cart labels, Shipping History information, and Package Pickup(s).

Registration

Q. I keep receiving 'Invalid email' when attempting to register, but everything looks correct.

A. Verify that no spaces exist within your email addresses.

Q. Do I have to register with Click-N-Ship for Business®?

A. Yes. Registration is required prior to accessing Click-N-Ship for Business®.

Create Shipping Label



All Labels

Q. Do I need Adobe Acrobat to view my labels?

A. In Click-N-Ship for Business®, you do not need Adobe Acrobat Reader® 5.0 or higher to “Print Label”. The new Click-N-Ship for Business® does not use Adobe® for printing the **electronic MRS** Label. However, if you use the “Email Label To Customer” option, a PDF attachment will be emailed to the customer and retailer, the customer and the retailer require Adobe Acrobat® Reader 5.0 or higher to open and print the **electronic MRS**Label.

Q. I am attempting to highlight a service when viewing Compare Service Types, but the highlighted service changes before I am able to click Apply Selected Service. How do I select a specific service?

A. You must either double-click the service you wish to select or click where there is white space on the row the service is listed on (as opposed to the hyperlink). Clicking on the white space will ensure the service remains highlighted while moving the mouse to click **Apply Selected Service**.

Q. I modified an address in the Recipient section and clicked Save to Address Book, but my address in my address book was not updated, why?

A. Clicking Save to Address Book only adds new addresses to the Address Book. If the exact same address is added more than once, a new Short Name will be created. To modify an existing address you must go into the Address Book and click the Edit panel. See [Edit Address](#) section for more details.

Q. I attempted to print multiple copies of my label, through the print dialog box, but only one copy printed.

A. The application will only allow one copy of the label to be printed at a time. In addition, changing any of the format options in the print dialog box will not take effect as labels must be printed based on USPS® standards.

Q. The Ship Date dropdown doesn't appear to include today's date. What should I do?

A. The Ship Date dropdown currently repopulates every time the application is launched. If the application has been running in the task bar for more than four days, you must exit Click-N-Ship for Business® and re-launch in order for the ship date dropdown to repopulate with today's date.

**Q. Can I print ONLY 1 page of a label?**

A. For all labels, when printing immediately, you can specify a consecutive range of pages you wish to print via the print dialog box. For example, if you are creating a domestic label w/ separate receipt and click 'print', you can indicate that you wish to only print 1 out of 2 pages in order to avoid printing the 'separate receipt' page.

Q. How do I 'check' the address when in the process of creating a shipping label?

A. Prior to saving a label to the cart, you can click **Calculate** which will automatically check your address and re-populate the Recipient address with the validated information. Please note that if you do not click calculate prior to saving to the cart, your address will automatically be checked and display validated at the time of saving the label.

Q. In what type of units do I enter Length, Width, Height, and Girth?

A. Length, Width, Height, and Girth should be measured, rounded to the nearest integer and entered in by inches .

Q. Does Click-N-Ship for Business® support thermal printers?

A. Yes. Click-N-Ship for Business® supports the following thermal printers: Zebra LP 2844, Zebra LP 2844-Z, Zebra S4M and Zebra GK420d. (Note: For proper functionality, please install either the 'Zebra LP2844' or 'ZDesigner LP 2844' driver for the Zebra LP 2844 printer, 'Zebra LP2844-Z' or 'ZDesigner LP 2844-Z' driver for the Zebra LP 2844-Z printer, the 'Zebra S4M ZPL' (200dpi) driver for the S4M-ZPL printer or 'ZDesigner GK420d' driver for the Zebra GK420d printer.

*Domestic Labels***Q. Why can't I enter Value of Contents in on the domestic label?**

A. The ability to calculate the insurance, based on the value of contents entered, is currently not available at this time via the Create Shipping Label. To view the amount of insurance available, based on a specific value of contents, see [Shipping Tools](#) section.

Q. Since Click-N-Ship for Business® prints only single-ply labels for Express Mail®, how do I obtain a receipt?

A. Click-N-Ship for Business® replaces the usual Express Mail® multi-ply label with a single-ply label and a printed Online Label Record. When delivering the package to the Post Office™, present the printed Online Label Record to USPS® personnel to receive the service guarantee and become eligible for a refund if the service guarantee isn't met.

**Q. How do I know if my package is non-machinable?**

A. Non-machinable is a mail piece that cannot be sorted on mail processing equipment because of size, shape, content, or address legibility. Such mail must be processed manually. If shipping by Standard Post®, verify whether or not your item is non-machinable and check the box accordingly.

*International Labels***Q. How do I know what services are available to a specific destination country when creating an international shipping label?**

A. By selecting a destination country, and entering the required package information, you can view all available services by clicking **Compare Service Types** button. All available services as well as their prices, based on the information provided, will display. This feature is also available via the Calculate a Price **Shipping Tool**.

Q. What isn't my mailing conditions being displayed?

A. Hit the **Calculate** button again to ensure that the correct mailing conditions are being displayed.

Q. I'm getting an "Unable to calculate postage rates." message when I calculate or try to save to cart.

A. Not all services are available to every country. Additionally, some countries have limits on the weight that a service can be. A list of countries, available services, and maximum weights for services can be found on the USPS® Price List (<http://pe.usps.com/text/dmm300/Notice123.htm>)

*International Labels/Customs Forms***Q. How do I delete a content item that I have already added on the International and/or Customs forms?**

A. **Right-click** on the content item table and select **delete item** or highlight the content item and click the **delete item** button.

Q. How do I modify an existing content item?

A. You must **double-click** an existing content item in the table to re-populate all information. **IMPORTANT:** Prior to re-adding the modified item, you must first delete the existing content item in the table. To delete a content item, right click on the content item and select **delete** item.

**Q. Why can't I enter all of my customs information when creating an international shipping label?**

A. When fields are grayed out on the create shipping label page, it indicates that the fields do not apply based on the service selected. You will notice that when different services are selected, all information that does not apply will be disabled.

*Electronic Merchandise Return Service***Q. What is the USPS® Merchandise Return Service?**

A. The Merchandise Return Service (MRS) enables a retailer to provide a customer with a return shipping label (i.e., from customer to retailer), with postage being collected from the permit holder only when a package is returned. A retailer must pay an annual permit fee and establish an advance deposit account to pay postage and extra service fees in order to use the Merchandise Return Service option. Contact your local Post Office™ for more information on how to obtain and MRS permit and establish an account.

Q. How does Click-N-Ship for Business® support Merchandise Return Service?

A. In Click-N-Ship for Business®, you can print a Merchandise Return Service label to place inside the outgoing package, or you can submit a label to the USPS® electronic Merchandise Return Service for delivery to your customer via e-mail.

Import Orders**Q. I'm getting an error "You already have 25 imports. You must remove one to add a new import".**

A. You will need to delete an import from preferences in order to create a new import. Note, you can use an existing import without deleting an import.

Below are the steps to delete import from the Preferences.

- 1** Click **Account** in and upper navigation and then click on the **Preferences** option.
- 2** Select **Import Options**.
- 3** Select one or more imports to delete.
- 4** Click **Delete** and agree to the confirmation popup.



Q. Why aren't all my eBay orders displaying?

A. Due to eBay limitations, only orders from the last 30 days are displayed. If the order is less than 30 days old, follow the following steps to ensure that no filter is prohibiting the orders from displaying.

- 1** Select **All** from the Last Modified Date dropdown.
- 2** Select **All** from the Transaction Status dropdown.

Q. Can I import Global Express Guaranteed® (GXG®) labels?

A. At this time, Global Express Guaranteed® (GXG®) labels cannot be imported.

Q. When I save my imported labels, I get an error saying that I have labels that will not be imported.

A. Labels with validation errors will not be imported. To correct errors on the labels click **Fix** next to the label in error, make the required updates and click the **Fix** button to save the changes.

Q. Where can I find a sample of the label import files?

A. Download a sample at the [Click-N-Ship for Business® Website \(www.USPS.com/business/click-n-ship-for-business.htm\)](http://www.USPS.com/business/click-n-ship-for-business.htm).

Q. How does the mapping page work?

A. The mapping automatically matches column names from the imported file with the field names on the mapping page if the names are identical. If a field is not automatically mapped, you can select the desired column name from the dropdown next to the field. Additionally, if you wish to change the mappings of an automapped field, you will be able to do so as well.

Q. What kind of files can I import?

A. Click-N-Ship for Business® currently supports CSV, XML, and Microsoft Access file types. Additionally, Click-N-Ship for Business® allows you to import labels from your eBay account.



Address Book

General

Q. I cannot seem to access my existing address book contacts, instead I see a form in which to add or edit an address.

A. Click **cancel** on the add or edit address book window that is currently displayed. This will close the address book panel and return you to your address contact information.

Q. It appears that some of my addresses are no longer in Address Book. Where did they go?

A. Conduct the following steps to ensure that there is no filter that is prohibiting specific addresses from displaying:

- 1** Clear out **Search For** text.
- 2** Select **All Columns** in Search dropdown.
- 3** Select **All Addresses** in the Show dropdown.
- 4** Select **All** link below the Search For box.
- 5** Click **Go** next to the All Columns dropdown.

Q. Why is the Country dropdown grayed out on my Sender Address in Address Book?

A. This represents that the current address being viewed is also the same address that is listed as the Sender Address on all of the labels. Since the sender address can only be a domestic address, the Country cannot be modified until a new Sender address is selected. In order to change the sender address, click **Edit** on a create label page and select a new sender address. See [Address Book and Create Label](#) instructions for more details.

Q. How do I select multiple addresses in the address book list?

A. See [shortcuts](#) section for further details.

Q. How many addresses can the Address Book hold?

A. The Address Book's capacity is limited only by the amount of space available on your hard drive.

**Q. Can I restore a deleted address?**

A. No. Deleted addresses cannot be recovered. When you delete an address, you are asked to confirm the deletion. That is your last change to decide whether or not you want to delete the address. It is recommended to export addresses you wish to delete in order to archive for future reference.

Q. What can I use address groups for?

A. Groups provide a way to organize addresses. If you run a small business, for example, you might have “Friends”, “Family” and “Customers” groups. If you run multiple businesses, you could set up an address group for each business.

Q. If I remove an address from a group, does that delete those addresses from the Address Book?

A. No. Removing addresses from a group does not delete those addresses from the Address Book. Addresses removed from a group are marked as Unassigned (unless previously assigned to another group). You can view them by selecting Unassigned in the Show list.

Q. What is the difference between ‘Export Error Log’ and ‘Export Failed’ Addresses button in the ‘Failed Records’ pop-up in Address book?

A. The **Export Error log** allows you to view the original row number (from the original .csv imported file), the address as it was imported into Click-N-Ship for Business®, and the reason that the particular line failed. The **Export Failed Addresses** allows you to simply create a new .CSV of only the failed addresses from your original imported .CSV file. You can use this new .CSV file to modify any errors noted in the Error Log.

*Import Addresses***Q. What is .CSV file?**

A. The comma-separated values (or CSV) file format has each data record on a line, with each record containing data fields separated by commas.

Q. Where can I find a sample .csv file to import so that I can ensure my file properly formatted?

A. Download a sample at the [Click-N-Ship for Business® Website \(www.USPS.com/business/click-n-ship-for-business.htm\)](http://www.USPS.com/business/click-n-ship-for-business.htm).

**Q. How much time can I expect Click-N-Ship for Business® to take to import a file?**

A. There is no exact time estimate that will be provided via Click-N-Ship for Business® at this time. Please note that the larger the file, the longer the import process will take, depending on your internet connection status and the time required to standardize these addresses.

Q. None of my addresses imported, why?

A. Verify that all of your proxies are correct in **Preferences > [General](#)** section prior to importing. Since domestic addresses are required be standardized prior to importing, if your file contains domestic addresses and Click-N-Ship for Business® cannot connect correctly, the addresses will fail import.

Q. How can I view which address lines failed during my import process?

A. The ability to view a report of which address lines failed during the import process is currently not available through the user interface at this time. In order to identify which lines failed, conduct the [failed import](#) instructions for further instructions.

Q. I attempt to import a .csv file and the entire application froze.

A. In this case, we recommend ending the task by clicking **Ctrl > Alt > Delete, selecting the task, and clicking End Task**. This may have occurred due to a bad file or internet connection. First, refer to the [Import Address Specifications](#) section in the user guide to ensure that your .csv file is correctly formatted prior to importing into Click-N-Ship for Business®. Then re-launch, and try again. If you are still having problems, contact uspstechsupport@esecurecare.net.

Q. I re-imported a address import file and expected some of the addresses to be overwritten, but instead the system created a whole new address record. Why?

A. The system recognizes whether or not an imported address is the same as an existing address record if and only if the 'short name' detailed is the same. If you initial did not provide a 'short name' for each address record upon importing, the system will have created a short name for you; therefore it is recommended that you export the entire address book (which will include the associated short names) if you wish to make modifications offline and then e-import.



Q. In the ‘Failed Records’ detailed pop-up, is the row numbers referring to my original .csv file that I imported or is it referring to the new .csv file that can be exported by clicking ‘Export Failed Addresses’ from the Failed Records pop-up.

A. The row numbers referenced on the Failed Records pop-up references the row number on the original imported .csv file. The new .csv file that can be created of ONLY failed addresses is to allow users to easily pull out failed address lines.

Export Addresses

Q. Is there a way to export only certain addresses?

A. By selecting a group from the “Select Desired Address Group” dropdown, you can export only addresses in the specified group.

Shipping Cart

Q. What is a PENDING shipping label?

A. Click-N-Ship for Business® must be able to communicate with a USPS® Server to process and create your shipping label. When communication isn’t possible, you cannot print labels – you can only save them to the Shipping Cart. In the Shipping Cart, these labels will have PENDING in the Status column. You can print pending labels from the Shipping Cart after communication is established. See [Detailed Description of Shipping Cart Status](#) for further details.

Q. I printed a label in the Shipping Cart and now it’s gone. Where is it?

A. All printed shipping labels are listed in the Shipping History page (click the Shipping History button near the top of Click-N-Ship for Business® to see the list).

Q. Can I restore a deleted shipping label?

A. No. Deleted shipping labels cannot be recovered. When you delete a shipping label, you are asked to confirm the deletion. That is your last chance to decide whether you really want to delete the label.



Q. How do I select multiple labels in the shipping cart list?

A. See [Shortcuts](#) section for further details.

Q. My label is in ERROR. Is there any way I can check what error the label has?

A. Yes. When you right-click on the label in ERROR a popup menu will open. Selecting the option “View/Fix Error” will open a window with error information and a prompt to fix the error on the label page.

Print Label and Shipping Cart

Q. When I click ‘print’ from the ‘print preview’ view in the Shipping Cart, nothing happens and my label does not move to ‘Shipping History’

A. Most likely, you are OFFLINE and your default printer is a network printer (vs. a local printer). Since network printers require you to be connected to the network, you must be ONLINE in order to print or if you wish to print READY labels offline, change your default printer to a local printer.

Q. What are the different types of 4x6 labels that are eligible to be printed two-per page when indicating print preferences?

A. 4x6 labels include

- *Domestic* Priority Mail®
- *Domestic* First-Class Mail® Parcel
- *Domestic* First-Class™ Package Service Parcel
- *Domestic* Library Mail
- *Domestic* Media Mail®
- *Domestic* Standard Post®
- *International* Express Mail International®
- *International* Priority Mail International®
- *International* First-Class Mail International®
- *International* First-Class Package International Service™



Q. Why aren't the receipts/mailing instructions pages for my 4x6 labels printing out?

A. Prior to printing if you specify that you wish to print two 4x6 labels per page, Click-N-Ship for Business® will NOT print any of the corresponding receipt or mailing instructions page associated with the labels.

Q. Is it possible, when printing two 4x6 labels on one page, for an international label and a domestic label to be printed on the same page?

A. Yes.

Shipping History

General

Q. Is there a way to check the status of ALL my labels in Shipping History?

A. Yes. Verify that none of your labels are checked, and click **check status**. You will be asked to confirm whether or not you wish to check the status of all of the labels in your Shipping History table, as it may take sufficient processing time.

Q. Why aren't any of my tracking details displaying when I click the tracking number hyperlink?

A. In order to view tracking details under Shipping History section, you must exit out of the Package Pickup view by clicking **hide Package Pickup** and be ONLINE.

Package Pickup

Q. When I click *Cancel and Reschedule Package Pickup*, will my previous request be cancelled?

A. Yes. Upon re-scheduling Package Pickup please note that a new confirmation number will be available upon completing your request. See [Cancel and Reschedule Package Pickup](#) instructions for more details.



Q. I selected (i.e., highlighted) a label in Shipping History and clicked Create Package Pickup, but none of my packages moved over to the Package Pickup view, why?

A. You must **check** which items you wish to include in your Package Pickup package prior to clicking Create Package Pickup. Clicking Create Package Pickup without checking any items will simply create a blank Package Pickup form in which you can then add and remove labels.

Q. I selected a label to be added to Package Pickup and it no longer appears under my Shipping History view.

A. When creating Package Pickup, any labels that have been added to the Package Pickup package will temporarily not display in the Shipping History table. Once you have completed scheduling your Package Pickup, the labels that are a part of the Package Pickup package will reappear in your Shipping History table and will include a confirmation number in the last column of the table to illustrate that they are part of Package Pickup.

Q. In the Package Pickup view, I placed a checkbox next to the labels I wished to schedule my package with, but after scheduling it appears that all of my labels were scheduled.

A. Clicking the checkboxes only relates to the **Remove from Package Pickup** button. If you do not wish to include labels currently in your Package Pickup view, you must first **check** those labels and click **Remove from Package Pickup** prior to Scheduling the Package Pickup.

Q. Why won't Click-N-Ship for Business® let me cancel or modify a Package Pickup?

A. Package Pickup(s) can only be cancelled and/or modified prior to 2AM CST of the day of the pickup. Any modifications at this time are prohibited.

Q. I clicked on show scheduled Package Pickup, but do not see a list of all scheduled Package Pickup(s).

A. Click **close** on the Package Pickup view that you are currently on. Upon completing this action, you will be returned to a list of all scheduled Package Pickup(s).

Q. Why doesn't the Schedule Package Pickup button do anything when I click it?

A. Package Pickup must include at least one domestic Express Mail® or Priority Mail® package, so review the packages you've selected to be sure one such package is present. Also, make certain all required fields are filled in.



Q. Can I schedule Package Pickup for next week?

A. No. Package Pickup(s) can only be scheduled for the next scheduled delivery day.

Q. Can I remove a package from a scheduled Package Pickup?

A. No. Once Package Pickup is scheduled you cannot remove a package from it without canceling the current collection. Click-N-Ship for Business® makes canceling and editing labels in a package easy by making use of the *Cancel and Reschedule Package Pickup* functionality. See [Cancel and Reschedule Package Pickup](#) section for more details.

Shipping Tools

Domestic/International Price and Service

Q. I want to calculate postage with Insurance and a Confirmation Service, but both fields are disabled.

A. Insurance and Confirmation Service costs can only be calculated when using specific services. To calculate postage with Insurance or a Confirmation Service, select a service option from the Service dropdown and an option from the Container dropdown, if available.

Tracking

Q. Why can't I add certain tracking numbers to the tracking table?

A. If a tracking number does not have a status that is deemed valid (i.e., information has been archived), a message will immediately appear indicating why the tracking number is invalid.

Address Verification

Q. What does address verification do?

A. Address verification compares the address you entered to the USPS® list of known addresses. If you entered an address incorrectly (wrong ZIP Code™ or misspelled street name, for instance), verification automatically updates the address fields with the correct information.



Q. What happens if an address can't be verified?

A. If Click-N-Ship for Business® cannot verify an address, it will display a message identifying a possible problem. Correct the problem and try verifying the address again.

Q. Why does address verification change addresses to all uppercase letters?

A. USPS® has standardized on uppercase letters to eliminate capitalization inconsistencies during information processing and automated mail processing.

Preferences

Q. Why aren't my preferences taking affect?

A. In order to avoid overwriting existing information entered on the labels, you must either click **clear all label fields** on each of the respective labels and/or finish **saving to cart**. Exiting and re-launching Click-N-Ship for Business® will also allow preferences to take effect immediately for all labels.

Q. Can I have different preferences setup for different Sender Addresses within the same copy of Click-N-Ship for Business®?

A. Yes. Every time you select a new Sender Address by clicking **edit sender address** in the **Create Shipping Label** section, a new profile is created and new preferences can be set. Please note that when a new sender address is selected, all preferences defined in the previous sender address are automatically duplicated. In order to reset preferences to blank for all fields, click **reset preferences** in Preferences.

Q. If I recreate a label, will the Sender Address's preferences that are populated in the Sender field take affect after I print the current label?

A. No. Recreating labels from Shipping History only temporarily populates the Sender Address in the respective label. After printing/saving to cart, the current Sender addresses' preferences will populate the create shipping label fields.

Q. How can I tell which addresses I have created preferences for?

A. This functionality is not available at the current time. You can only view the preferences that have been saved for the current Sender Address.



Q. What do the preference settings do?

A. Most of the preferences automatically populate fields when you are creating labels. By presetting fields to the values you use most often, you will reduce label creation time and minimize errors.

Q. Do I have to fill in every preference field?

A. No fill in just the fields that will be the same for most labels. Preference fields you don't fill in will remain blank (or at least their default settings) when you create labels.

Q. If I set preference fields, will I have to use those values in every label?

A. No. When you are creating labels, you can override any pre-populated field.

Q. How should I set the Connection Preferences in the General tab?

A. In most cases, select the Use Internet Explorer option. If you have a proxy server, select the Use Proxy Server option and fill in the Address and Port. If you aren't certain which option to select, check with your System or Network Administration.

Q. What does 'Specify Print Preferences' checkbox represent?

A. If this is checked, you will have the ability to view the enhanced print preferences page during every print job from the Shipping Cart. This will allow you to indicate special print features such as ability to print two 4x6 labels on a single page or print preview a set of selected labels prior to printing.

Messages

Q. Why is the Messages section yellow?

A. The Messages section is yellow when new information is available from USPS®. When you open the Messages, the tab changes back to its normal color.

Q. What kinds of information shows up in the Messages?

A. What you see in the Messages may change from day to day. Messages may include USPS® news, Click-N-Ship for Business® announcements and tips, special promotions and information from USPS® partners.



Chapter 19

Appendix



Chapter 19. Appendix

Domestic Service Descriptions

Express Mail® / Customer's Packaging = Next day delivery by noon or 3:00pm to many U.S. destinations. Delivery to most locations 365 days a year, including Sundays and holidays at no extra charge. Must be mailed by scheduled acceptance time. <https://www.usps.com/business/express-mail-flat-rates-for-business.htm>

Express Mail® / USPS™ Flat Rate Envelope (12.5" x 9.5") = Next day delivery by noon or 3:00pm to many U.S. destinations. Delivery to most locations 365 days a year, including Sundays and holidays at no extra charge. Must be mailed by scheduled acceptance time. Official USPS® packaging and is required for domestic Express Mail®; these can be purchased online at The Postal Store® or at your local retail Post Office™ for free.

Priority Mail® / Customer's Packaging = For sending a package up to 70 pounds and maximum length plus girth of 108 inches. Delivery is made in an average of 2 to 3 days.

Priority Mail® / USPS™ Flat Rate Envelope (12.5" x 9.5") = For sending a document for one rate, regardless of weight. Delivery is made in an average of 2 to 3 days. Official USPS® packaging and stickers is required for USPS® flat rate products; these can be purchased online at the Postal Store or at your local retail Post Office™ for free.

Priority Mail® / USPS™ Flat Rate Box (11.25" x 8.75" x 6") = For sending a package for one rate, regardless of weight. Delivery is made an average of 2 to 3 days. Official USPS® packaging and stickers is required for USPS® flat rate products; these can be purchased online at the Postal Store or at your local retail Post Office™ for free.

Priority Mail® / USPS™ Flat Rate Box (14" x 12" x 3.5") = For sending a package for one rate, regardless of weight. Delivery is made an average of 2 to 3 days. Official USPS® packaging and stickers is required for USPS® flat rate products; these can be purchased online at the Postal Store or at your local retail Post Office™ for free.

Priority Mail® / USPS™ Small Flat Rate Box (8.625" x 5.375" x 1.625") = For sending a package for one rate, regardless of weight. Delivery is made an average of 2 to 3 days. Official USPS® packaging and stickers is required for USPS® flat rate products; these can be purchased online at the Postal Store or at your local retail Post Office™ for free.

First-Class Mail® = First-Class Mail® is used for personal and business correspondence. It includes postcards, letters, large envelopes, small packages, and any item weighing 13 ounces or less.

Media Mail® = For sending parcels, or large envelopes with specific contents and that is neither mailed or required to be mailed as First-Class Mail nor entered as Periodicals. Contents is limited to books, manuscripts, sound recordings, recorded videotapes and recorded computer-readable media.



Library Mail = For sending items between schools, colleges, universities, public libraries, museums, or herbarium or a nonprofit religious, education, scientific, philanthropic (charitable), agricultural, labor, veterans, or fraternal organization or association and that is neither mailed or required to be mailed as First-Class Mail nor entered as Periodicals.

Domestic Service Options

Summary: The list below displays the weight limit and size options available for each of the domestic mail service container options.

- √ Express Mail®: Standard/Customer's Packaging weight limit is **70 lb. 0 oz.**
- √ Express Mail®: Flat Rate Envelope weight limit is **70 lb. 0 oz.**
- √ Express Mail®: Flat Rate Box weight limit is **70 lb. 0 oz.**

- √ Priority Mail®: Standard/Customer's Packaging weight limit is **70 lb. 0 oz.**
- √ Priority Mail®: Flat Rate Envelope weight limit is **70 lb. 0 oz.**
- √ Priority Mail®: Medium Flat Rate Box weight limit is **70 lb. 0 oz.**
- √ Priority Mail®: Large Flat Rate Box weight limit is **70 lb. 0 oz.**
- √ Priority Mail®: Small Flat Rate Box weight limit is **70 lb. 0 oz.**

- √ First-Class Mail®: Postcards, letters, flats/large envelopes or parcels, weight limit is **0 lb. 13 oz.**

- √ First-Class Package Service™: Parcel weight limit is **0 lb. 13 oz.**
- √ Library Mail weight limit is **70 lb. 0 oz.**
- √ Media Mail® weight limit is **70 lb. 0 oz.**

International Service Descriptions

Global Express Guaranteed® = Global Express Guaranteed® (GXG®) international delivery provided by FedEx Express® (FedEx Express® is a registered trademark of the Federal Express Corporation and is used by permission) in 1-3 business days (For many major markets. Average number of



days may vary. Visit usps.com/international for more information). to more than 190 countries with a money-back guarantee (Some restrictions apply. See [GXG money-back guarantee details \[link to page where details are provided\]](#)) and up to a 12% online discount.

Express Mail International® = Expedited air service to over 185 countries with delivery time average of 3-5 business days and a service guarantee to select destinations. Tracking available and free insurance up to \$100 for documents and \$200 for merchandise. Check destination country weight limitations.

Priority Mail International® = Accelerated air service with 6 - 10 business days average delivery. Tracking available to major destinations with ordinary indemnity included at no additional cost.

First-Class Mail International® and First-Class Package International Service = Airmail service worldwide up to 4 pounds. Registered Mail™ service is available.

International Service Options

Summary: The list below displays the weight and content item limits for each of the international mail service options. International mail services options available vary by destination country. Refer to the International Mail Manual for additional information

- √ Global Express Guaranteed® weight limit is **70 lb. 0 oz.** and content item limit is **30 items**.
- √ Express Mail International® weight limit is **70 lb. 0 oz.** and content item limit is **30 items**. Note: by choosing 'Express Mail International®', the Abandon option of In Case Of No Delivery will be disabled.
- √ Priority Mail International® weight limit is **70 lb. 0 oz.** and content item limit is **30 items**.
- √ Priority Mail International® / Medium Flat Rate Box weight limit is **20 lb. 0 oz.** and content item limit is **30 items**.
- √ Priority Mail International® / Large Flat Rate Box weight limit is **20 lb. 0 oz.** and content item limit is **30 items**.
- √ Priority Mail International® / Flat Rate Envelope weight limit is **4 lb. 0 oz. and \$400** and content item limit is **5 items**.
- √ Priority Mail International® / Small Flat Rate Box weight limit is **4 lb. 0 oz. and \$400** and content item limit is **5 items**.
- √ First-Class Mail International® package (small packet) weight limit is **4 lb. 0 oz. and \$400** and content item limit is **5 items**.





Chapter 20

Resources



Chapter 20. Resources

[Order Self-Adhesive Labels](https://store.usps.com/store/browse/productDetailSingleSku.jsp?categoryNavIds=catGetMailingShippingSupplies%3asubcatMSS_MSS_Labels&categoryNav=false&navAction=push&navCount=0&productId=P_841815&categoryId=subcatMSS_MSS_Labels)

(https://store.usps.com/store/browse/productDetailSingleSku.jsp?categoryNavIds=catGetMailingShippingSupplies%3asubcatMSS_MSS_Labels&categoryNav=false&navAction=push&navCount=0&productId=P_841815&categoryId=subcatMSS_MSS_Labels)

[Order Shipping Supplies](https://store.usps.com/store/) (<https://store.usps.com/store/>)

[Domestic Mail Manual](http://pe.usps.gov/text/dmm300/dmm300_landing.htm)

(http://pe.usps.gov/text/dmm300/dmm300_landing.htm)

[International Mail Manual](http://pe.usps.gov/text/imm/welcome.htm) (<http://pe.usps.gov/text/imm/welcome.htm>)

[IMM® Special Services](http://pe.usps.gov/text/imm/immc3_001.html) (http://pe.usps.gov/text/imm/immc3_001.html)

General Information

1-800-ASK-USPS® or (800) 275-8777

Hours of Operation:

Monday through Friday from 8:00 a.m. to 8:30 p.m. (Eastern Time)

Saturdays from 8:00 a.m. to 6:00 p.m. (Eastern Time)

Closed Sundays and Holidays

Domestic Package Tracking

1-800-222-1811

Hours of Operation:

Monday through Friday from 7:30 a.m. to 10:30 p.m. (Eastern Time)

Saturdays, Sundays and Holidays from 9:00 a.m. to 8:00 p.m.

(Eastern Time)

International Package Tracking

1-800-222-1811

Hours of Operation:

Monday through Friday from 8:00 a.m. to 9:30 p.m. (Eastern Time)

Saturdays from 9:00 a.m. to 7:00 p.m. (Eastern Time)

Closed Sundays and Holidays

TDD/TTY

1-877-TTY-2HLP (877-889-2457)

Hours of Operation:

Monday through Friday from 7:30 a.m. to 10:00 p.m. (Eastern Time)

Saturdays from 8:00 a.m. to 8:00 p.m. (Eastern Time)

Sundays and Holidays from 9:00 a.m. to 8:00 p.m. (Eastern Time)

USPS® Internet Customer Care Center

uspstechsupport@esecurecare.net



Chapter 21

Glossary



Chapter 21. Glossary

Add to: add an address to multiple groups.

AES/ITN: data required for sending Express Mail International®, and Priority Mail International® Standard/Customer's Packaging, Medium Flat Rate Box, and Large Flat Rate Boxes, which require a customs form 2976/CN22 or a customs form 2976A/CP72.

APO/FPO/DPO information: describes mailing conditions for sending a mail piece to an Army Post Office (APO), Fleet Post Office (FPO), or Diplomatic Post Office (DPO) address.

Check Status: updates the tracking status of selected labels.

Contents: general description of the package contents.

Country of Origin: the country from which the item(s) being mailed originated from.

Create electronic MRS label: creates an electronic Merchandise Return Service label. (Note: Labels can be created by manually entering information or by creating a label from a CNSB domestic label that has already been printed.)

Create Package Pickup: creates a new Package Pickup collection.

Customer Reference #: a number identifier chosen by the user for the recipient.

Default Sender Address: Indicates the address currently displayed in the Sender Address for all of the labels. This address is the same address that displays on the Summary tab of the Preferences link, indicating that saved preferences are tied to this Sender Address.

Edit Sender Address: changes/modifies sender address for the selected shipping label.

Error: label has errors that need to be corrected.

Export Addresses: copies selected addresses into a .csv file and saves them in a user defined location.



HS Tariff Number: A 6 digit number used to classify products for customs purposes as a means amongst international business community to standardize import/export classifications. When users ship products internationally, they are required to assign products this 6 digit long code that complies with the HS (Harmonized System) standard. All businesses required to determine/assign code. Selling a single item, however, such as from an auction site, internationally may not require a HS number, only a customs form.

Import Addresses: imports a .csv file of addresses into the address book.

In: searches in a chosen field of a table for the criteria entered in 'Search for'.

Ordinary indemnity value: a value that is associated with a Priority Mail International® label for a Priority Mail International parcel, except for a Priority Mail International Small Flat Rate Priced Box, for which indemnity coverage against loss, damage, or missing contents, up to the amounts shown in IMM [Exhibit 232.83](#), is provided as part of the service. Indemnity is limited to the lesser of the actual value of the contents or the maximum indemnity based on the weight of the article. When the Ordinary indemnity value that is covered by a Priority Mail International® label for a Priority Mail International parcel, except for a Priority Mail International Small Flat Rate Priced Box, is greater than the value of contents, then you do not have to pay any extra charge for coverage of your shipping package

Open Address Book: inserts a recipient address into the selected shipping label from the Address Book.

Package Pickup Location: identifies where the package will be left for collection.

Mailing Permit: A payment method for bulk and commercial mailings. (Note: Permit payment is only eligible for Electronic Merchandise Return labels and Open and Distribute labels using Click-N-Ship for Business®.)

Move to: move an address from one group to another.

No Holiday Delivery: will not deliver the Express Mail® package on a Holiday.



Non-Machinable: mailpieces that cannot be sorted on mail processing equipment because of size, shape, content, or address legibility. Such mail must be processed manually.

No Weekend Delivery: will not deliver the Express Mail® package on a Weekend.

Package ID: An ID created/specified by the retailer to associate a label to a product, or customer. It really is wholly retailer defined. It is an identifier of the package coming back that a retailer may or may not choose to use.

Permit Number: The merchandise return service (MRS) permit holder guarantees payment of the proper postage and extra service fees (except for insurance and certificate of mailing purchased by the sender) on all parcels returned via a special label produced by the permit holder. MRS permit information can be obtained from your local Post Office™.

Pending: label is in queue.

Product Tracking Service (PTS): The system that provides the status of Priority Mail®, Express Mail®, and Package Services (Standard Post®, Library Mail, and Media Mail®) packages with USPS Tracking/Delivery Confirmation™.

PS Form 3152: a *Confirmation Service Certification* form that is required for Priority Mail Open and Distribute® containers.

Quantity: number of items being shipped.

Ready: label is ready to be printed.

Recreate Label or Form: recreates a label or form that has already been printed.

Request Service Address: directs the Postal Office™ on how to handle a mail piece that cannot be delivered.

Require Signature: authorizes delivery of an Express Mail® piece requiring a recipient signature.

Return Label: prints a Merchandise Return Service (MRS) label to be used by the recipient if he or she sends the mailed item back to the sender. Postage is collected only for items returned.



Save to Address Book: saves the recipient address information to the Address Book.

SCAN Form: a form (either 3152 or 5630) that contains a master barcode that represents the packages in a shipment and is scanned when your shipment is received by the Postal Service™. This single scan enters all of your associated packages into our Track & Confirm database as "Shipment Accepted" and allows both you and the recipient to see when the package entered the mailstream.

Search for: searches a table for the criteria entered in the text box.

Send Email to Recipient: generates and sends an email to the recipient informing them of shipment details.

Separate Receipt: prints a separate receipt showing details about the shipping label.

Service: lists the mail service types available to ship a package.

Ship Date: the date the package will be delivered to the Postal Service.

Ship from ZIP Code™: identifies the ZIP Code™ from which the package is being shipped if different from the sender address.

Show: shows only the group or status selected in the table.

Signature Confirmation™ Service: provides date, ZIP Code™, time your package was delivered and requires a signature from the person who accepts the package.

Unit Value \$: represents the value of a single item. For example, a box of 50 pens is worth \$1.00; therefore the unit value is \$1.00.

Unit Weight: represents the weight of a single item. For example, a box of 50 pens weights 1 lb 0 ounces; therefore the unit weight is 1 lbs. 0 ounces.

USPS Tracking/Delivery Confirmation™ Service: provides date, ZIP Code™ and time your package was delivered.

Value of Contents: identifies the value of the contents being shipped.