United States Postal Service
Enhanced Click-N-Ship®: **Shipping History**
User Guide

Last Updated – February 2025

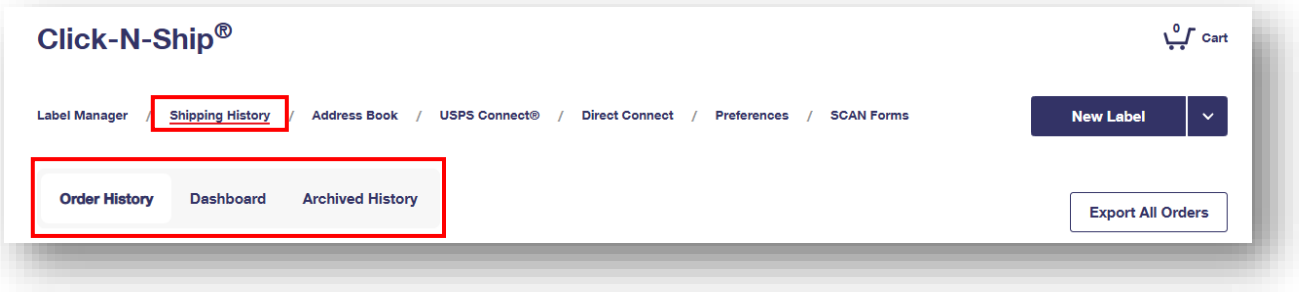
**Please note that this guide will be continuously updated.*

Shipping History Overview

The Enhanced Click-N-Ship® experience is specifically designed to allow business and personal account customers to more effectively and efficiently create, pay, and print their labels beyond the capabilities of the *Legacy Click-N-Ship®* application which was discontinued on February 27th, 2025. For more information on the Enhanced Click-N-Ship® application, see Enhanced Click-N-Ship® Overview.

The **Shipping History** is split up into three main sections:

1) The Enhanced Click-N-Ship® **Order History**
2) The Enhanced Click-N-Ship® **Dashboard**
3) The Legacy Click-N-Ship® **Archived History**



This user guide will cover all of the functionalities and features available within the Enhanced Click-N-Ship® **Shipping History** and each of its sections and will serve as a step-by-step guide on how to use it. To begin, proceed to the next page and review the Table of Contents.

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

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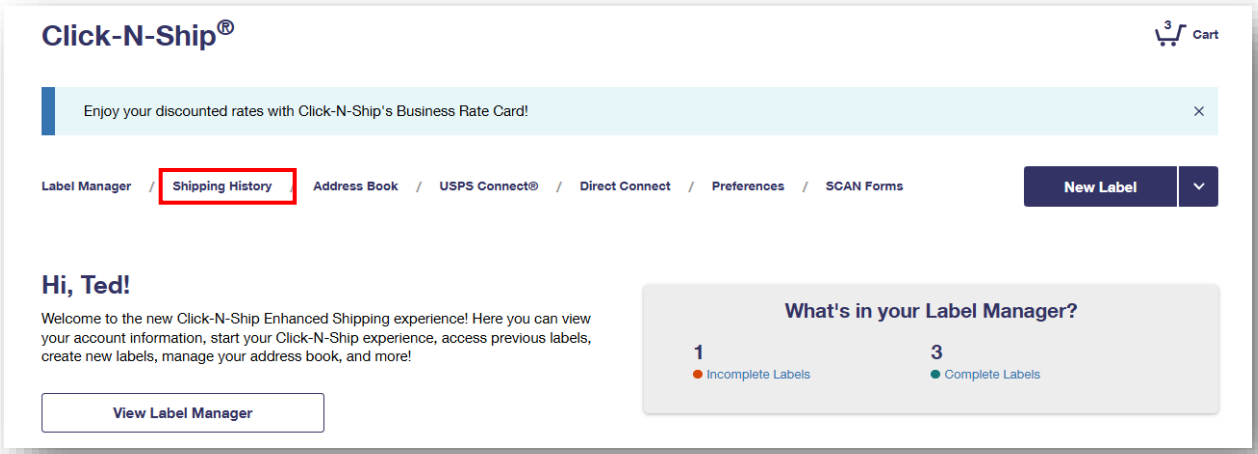
Enhanced Click-N-Ship Order History

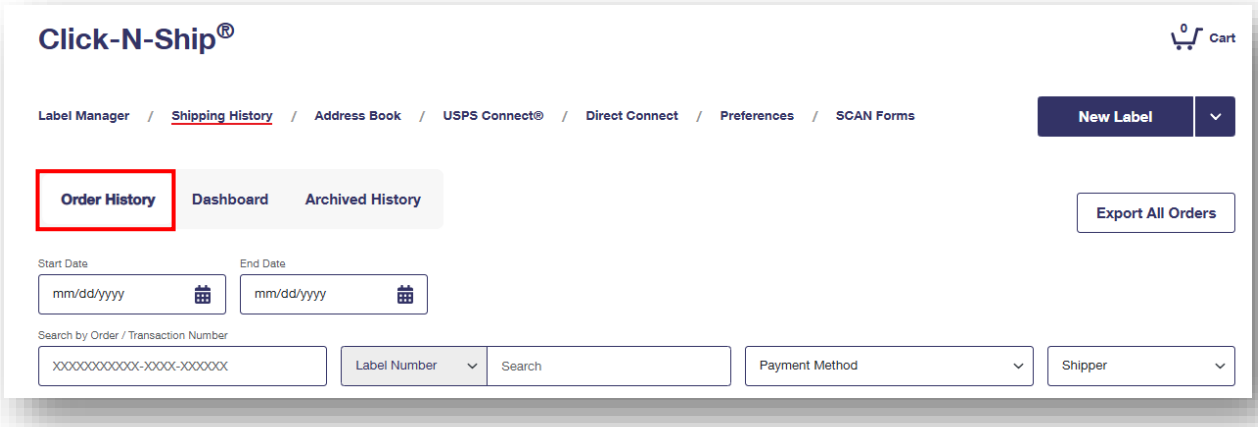
Within the Enhanced Click-N-Ship® Order History, you will be able to view all of the previous Orders, Labels, and Transactions that you have made using the Enhanced Click-N-Ship® application.

1) Access the Enhanced Click-N-Ship® Order History

a) Click on **Shipping History** tab in the navigation menu.



b) By default, you will be in the **Order History** view.

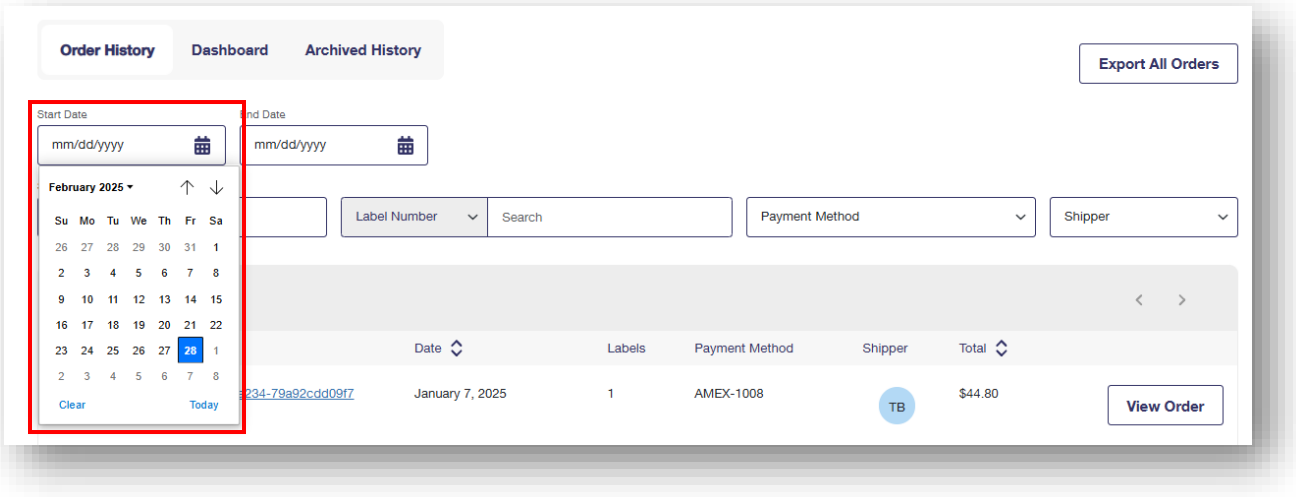


Searching for Orders within Order History

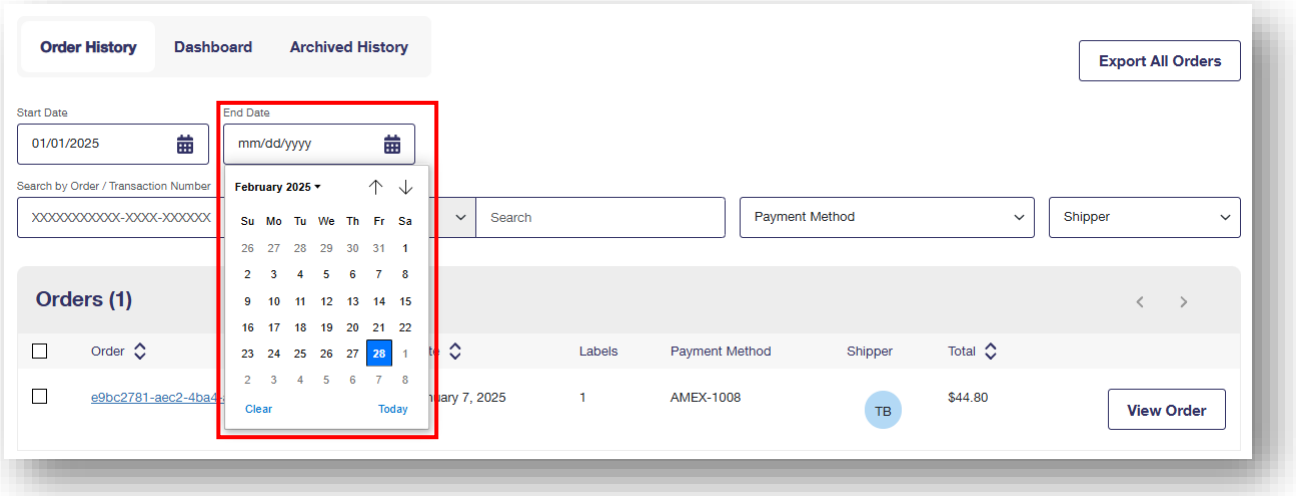
Within the Order History, you'll be able to filter the search for your purchased orders by different filters.

Search by Date Range

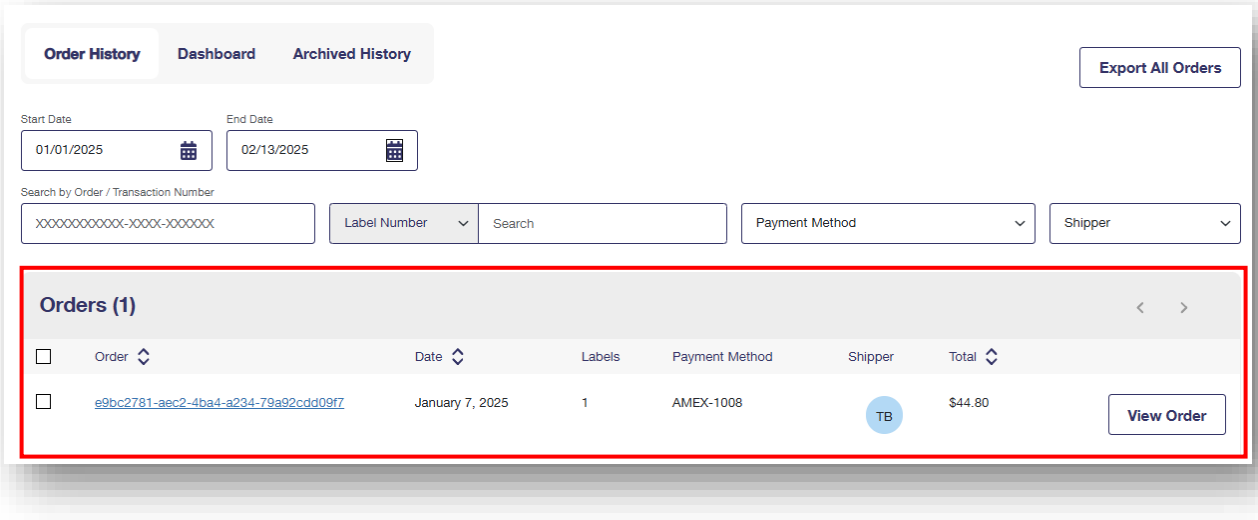
a) Select the **Calendar** icon from the **Start Date** section and select a date.



b) Select the **Calendar** icon from the **End Date** section and select a date.

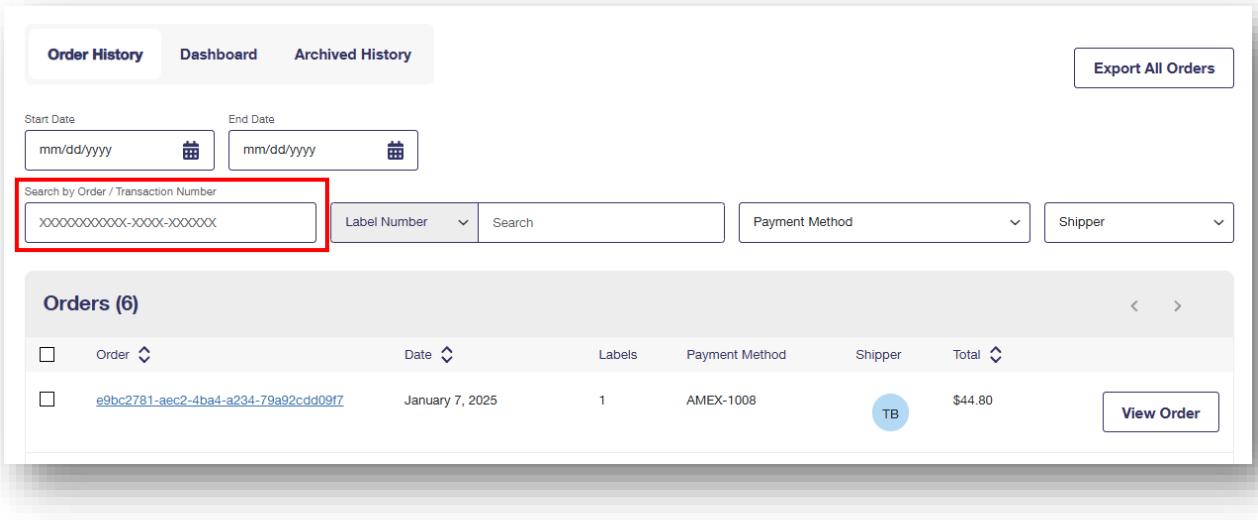


c) Once the Start and End Date are selected, the associated order(s) will automatically be displayed in the **Orders Table.**

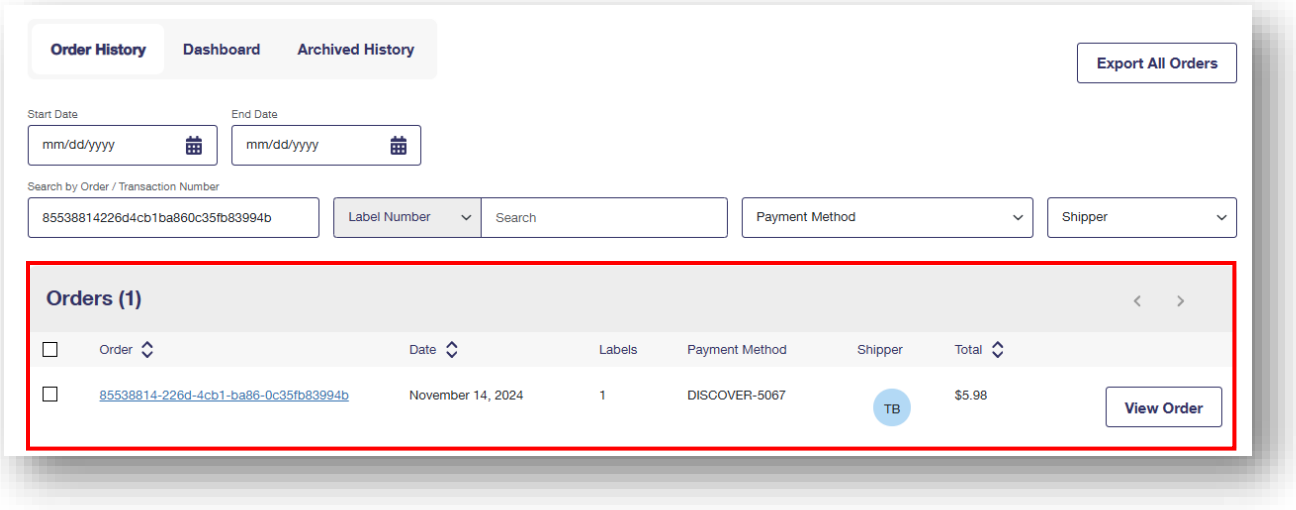


Search by Order / Transaction Number

a) Enter the Order or Transaction Number in the **Search by Order / Transaction Number** textbox *(please do not include any dashes or special symbols in the text box, otherwise the order will not populate as needed)*.

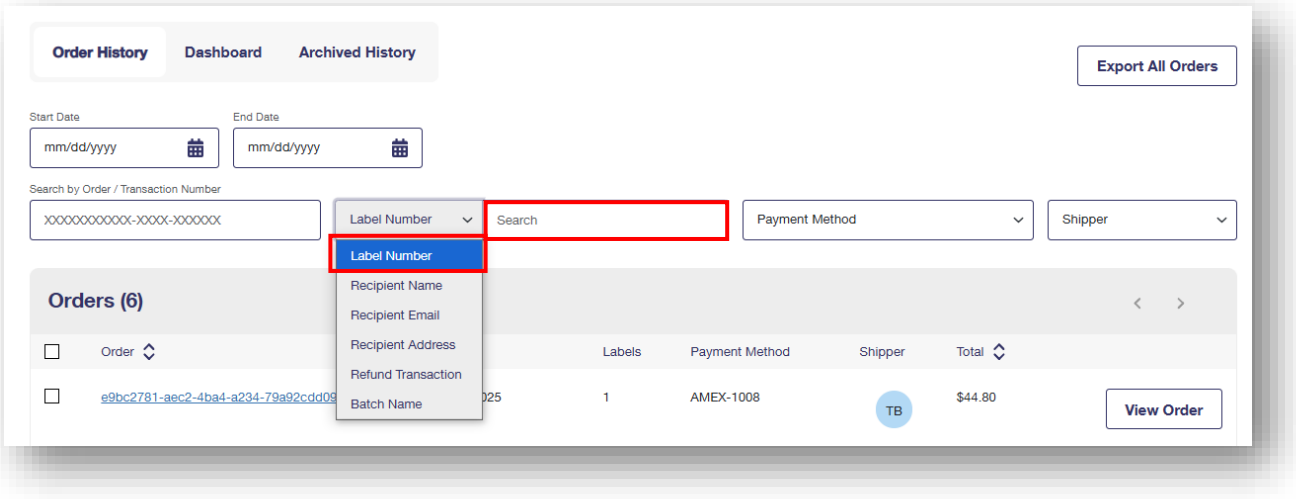


b) Once the Order or Transaction Number is entered, the associated order will automatically be displayed in the Order Table.

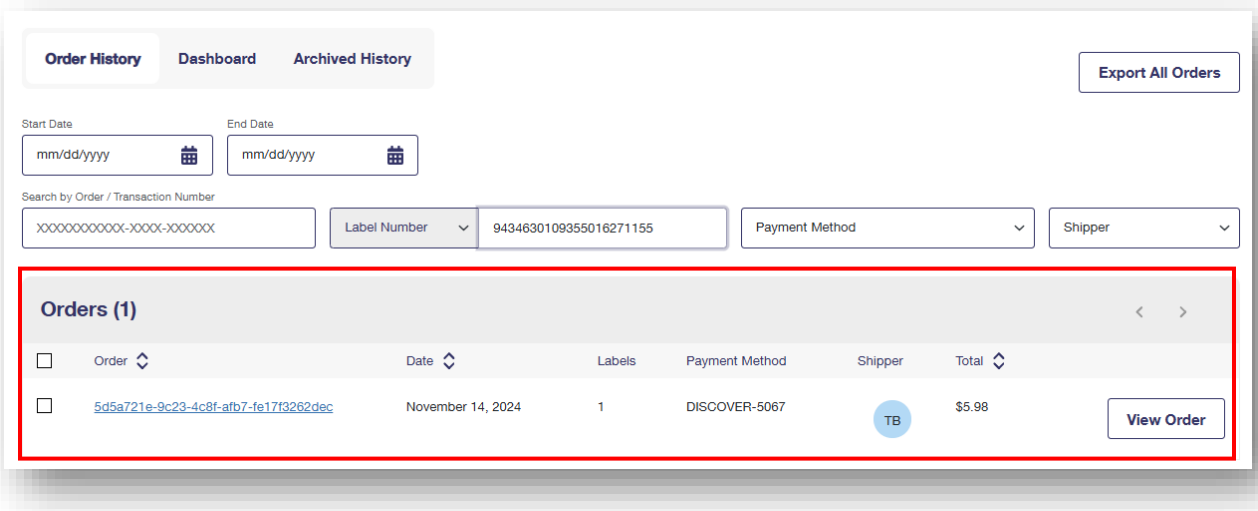


Search by Label Number

a) Click on the action dropdown and select **Label Number.** Once selected, enter the 22-digit Label Number associated with a specific order in the **Search** textbox.

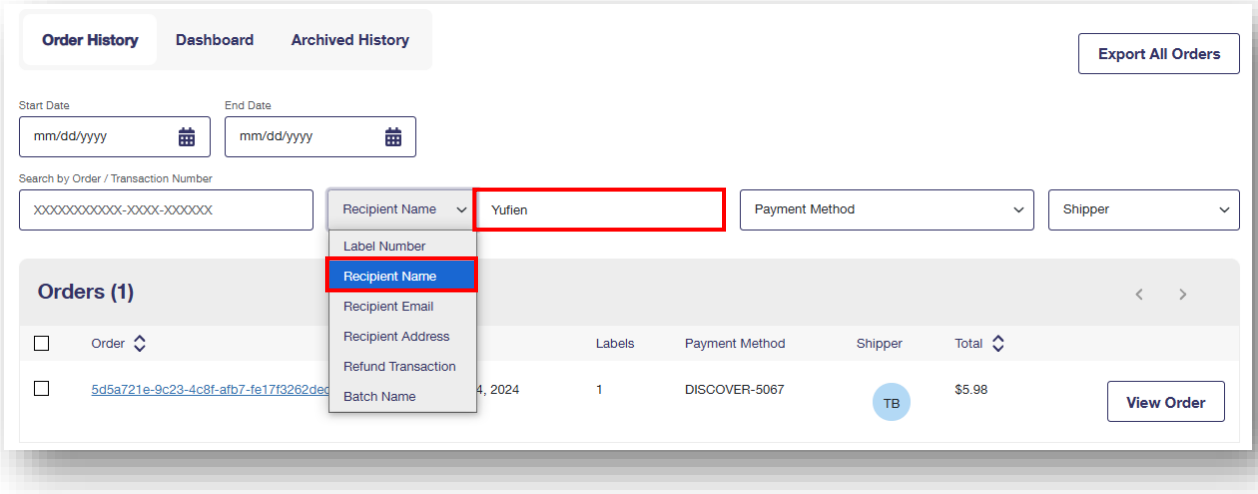


b) Once the **Label Number** is entered, the associated order(s) will automatically be displayed.

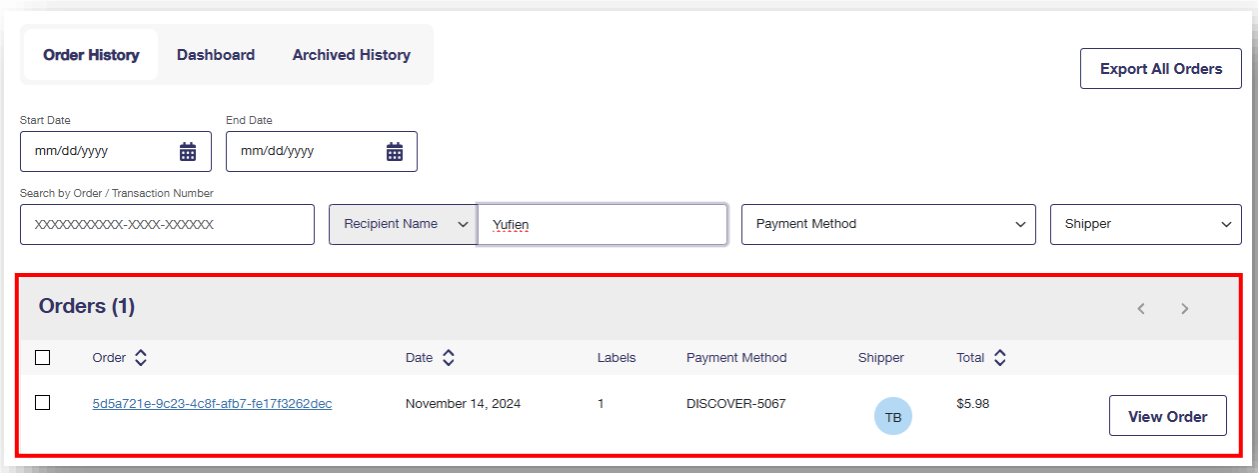


Search by Recipient Name

a) Click on the action dropdown and select **Recipient Name.** Once selected, enter the Recipient Name associated with a specific order in the **Search** textbox.

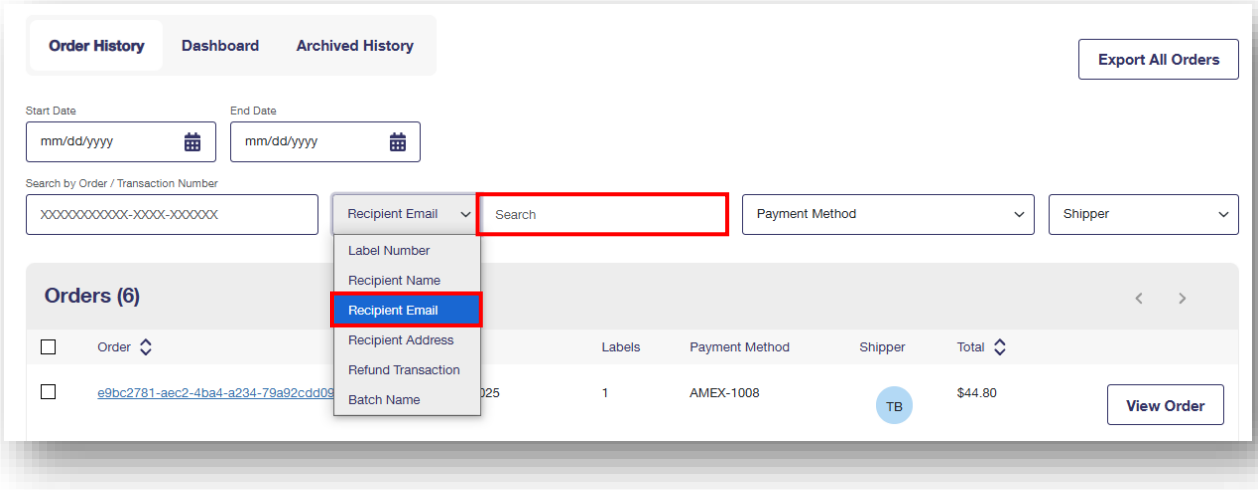


b) Once the **Recipient Name** is entered, the associated order(s) will automatically be displayed.

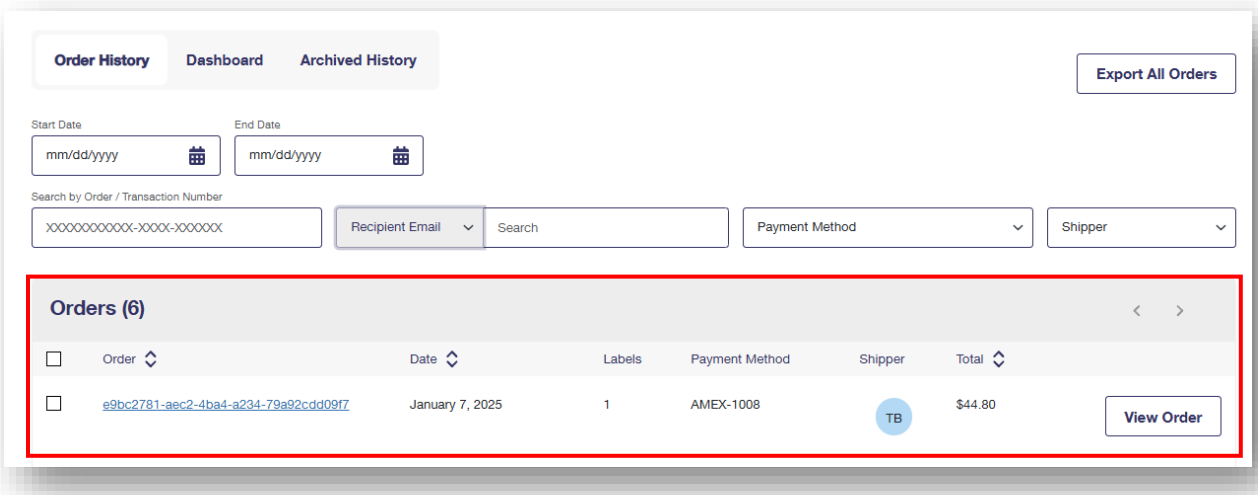


Search by Recipient Email

a) Click on the action dropdown and select **Recipient Email.** Once selected, enter the Recipient Email associated with a specific order in the **Search** textbox.

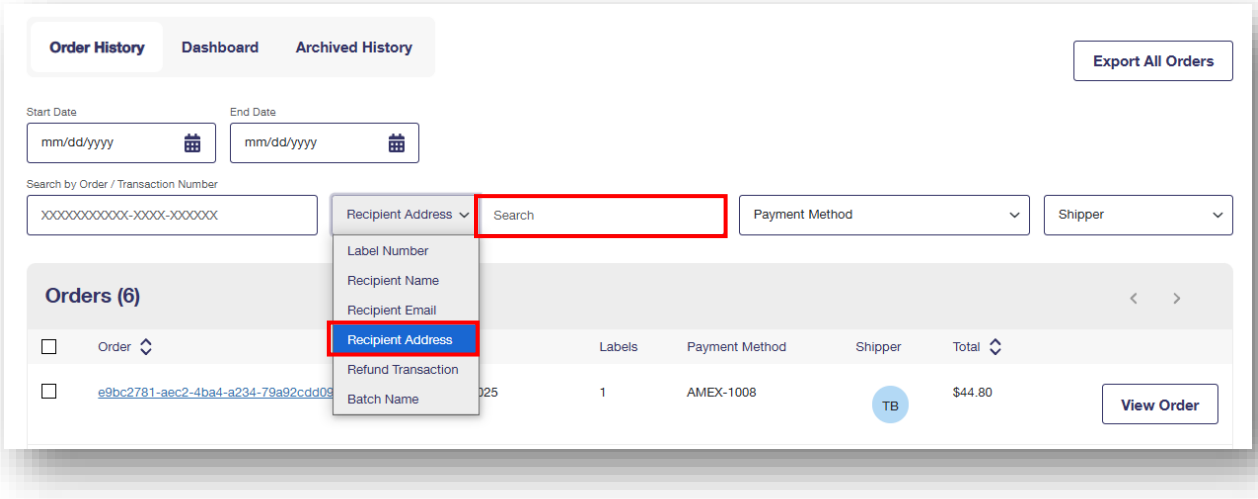


b) Once the **Recipient Email** is entered, the associated order(s) will automatically be displayed.

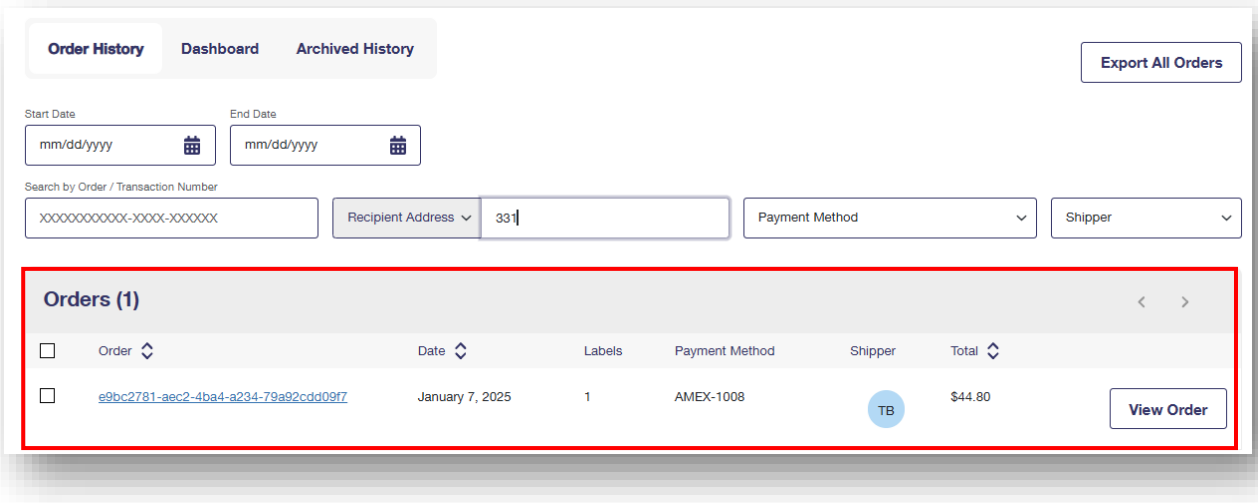


Search by Recipient Address

a) Click on the action dropdown and select **Recipient Address.** Once selected, enter the Recipient Address associated with a specific order in the **Search** textbox.

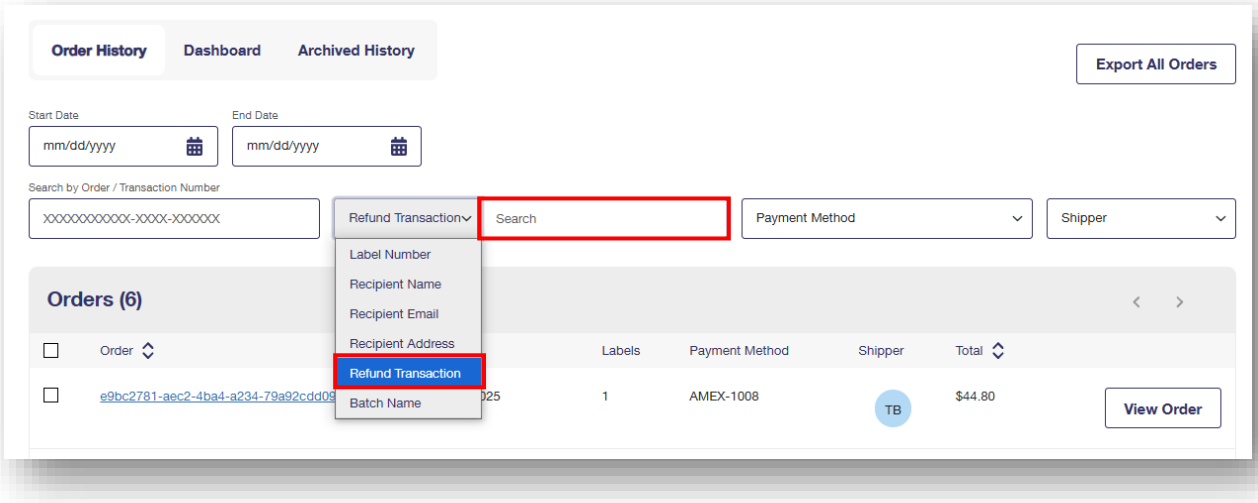


b) Once the **Recipient Address** is entered, the associated order(s) will automatically be displayed.

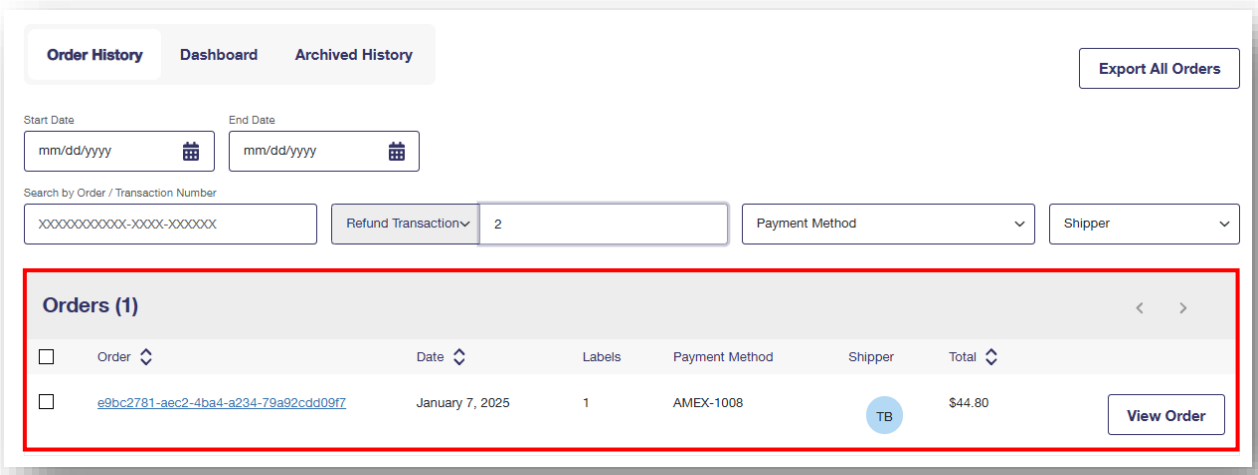


Search by Refund Transaction

a) Click on the action dropdown and select **Refund Transaction.** Once selected, enter the Refund Transaction Number associated with a specific order in the **Search** textbox.

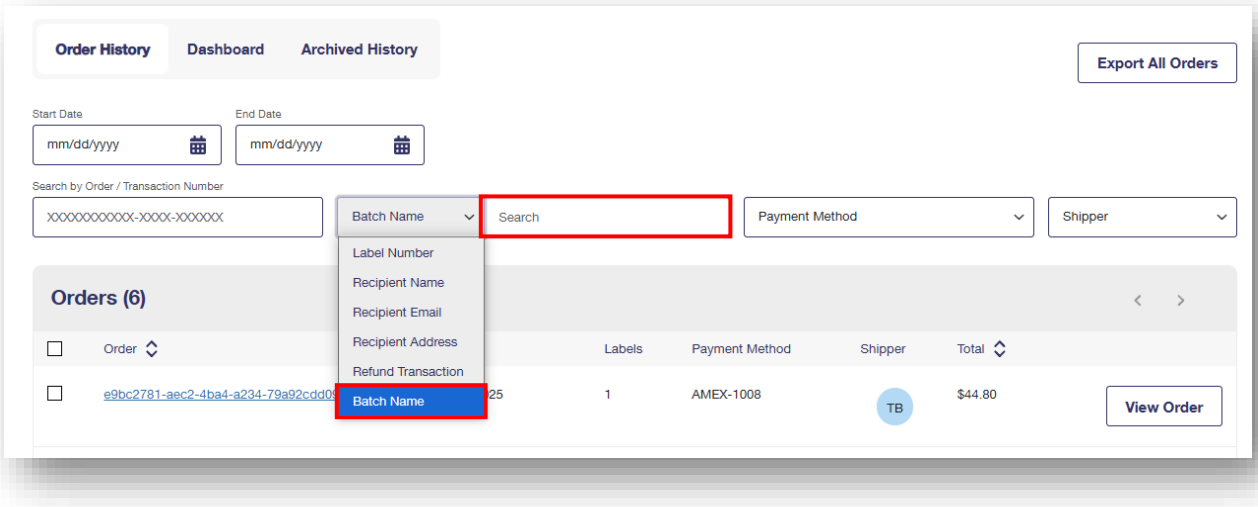


b) Once the **Refund Transaction Number** is entered, the associated order(s) will automatically be displayed.

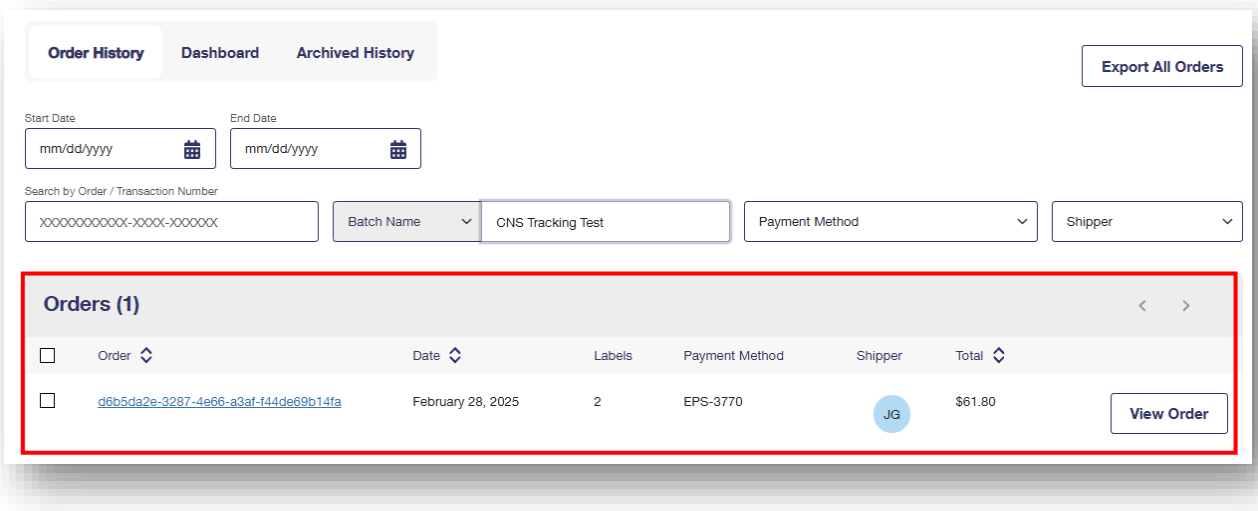


Search by Batch Name

a) Click on the action dropdown and select **Batch Name.** Once selected, enter the Batch Name associated with a specific order in the **Search** textbox.

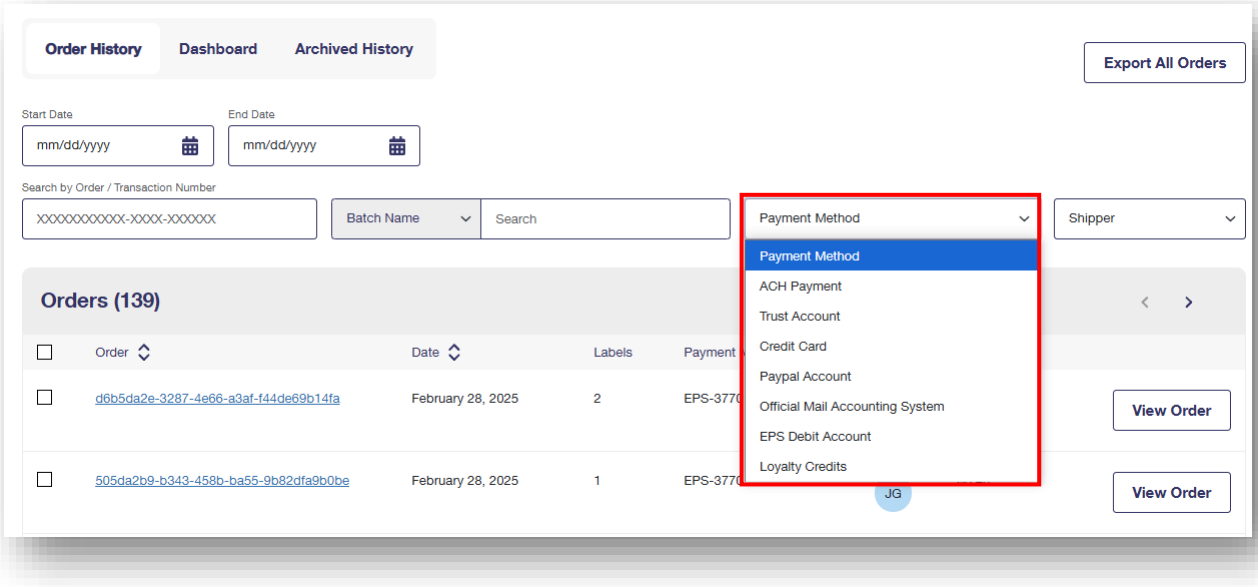


b) Once the **Batch Name** is entered, the associated order(s) will automatically be displayed.

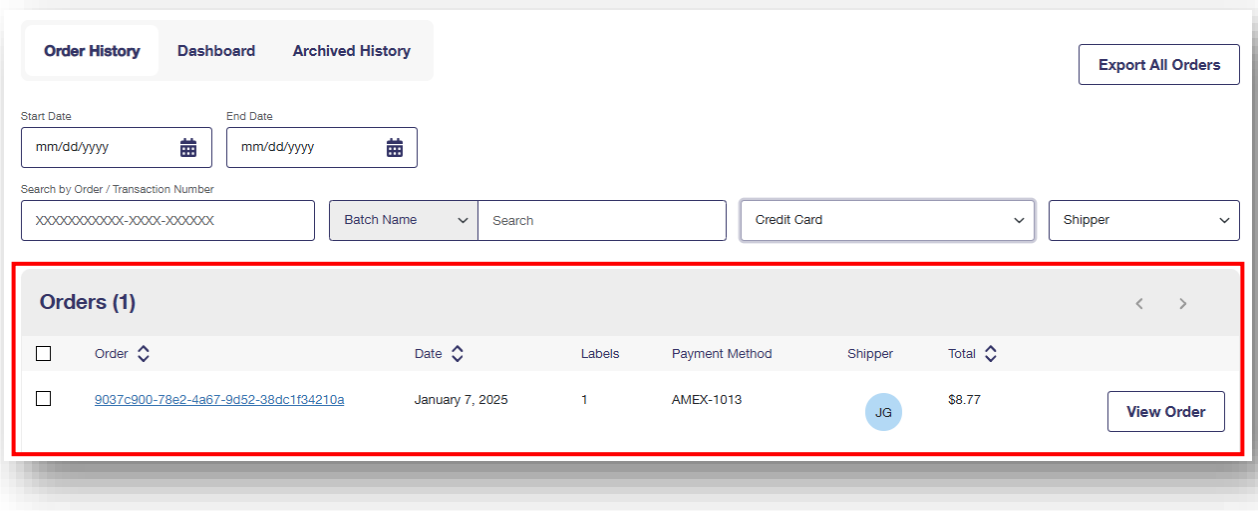


Search by Payment Method

a) Select the **Payment Method** dropdown and select a payment method type.



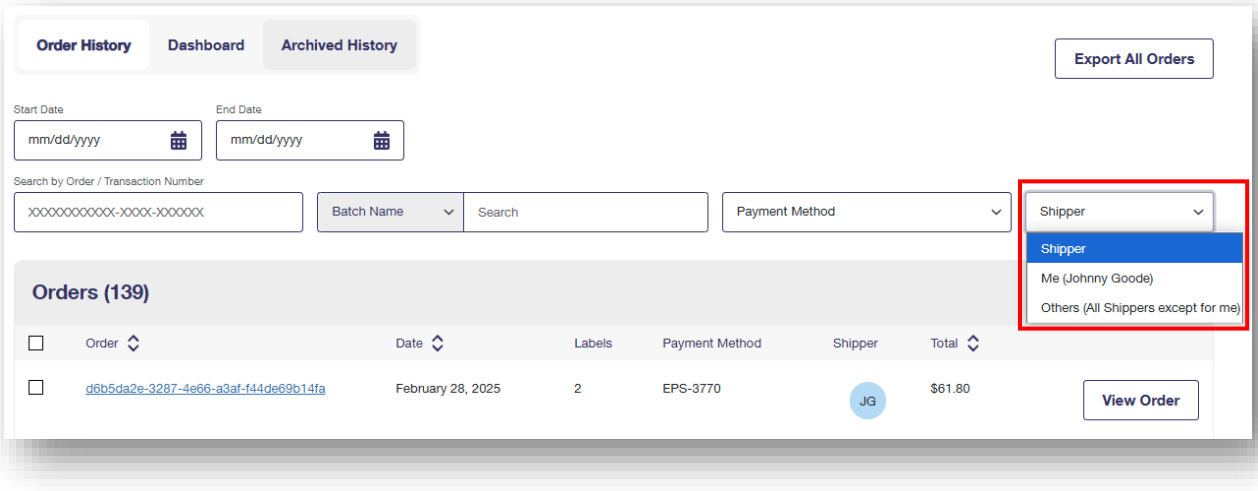
b) Once the Payment Method type is selected, the associated order(s) will automatically be displayed.



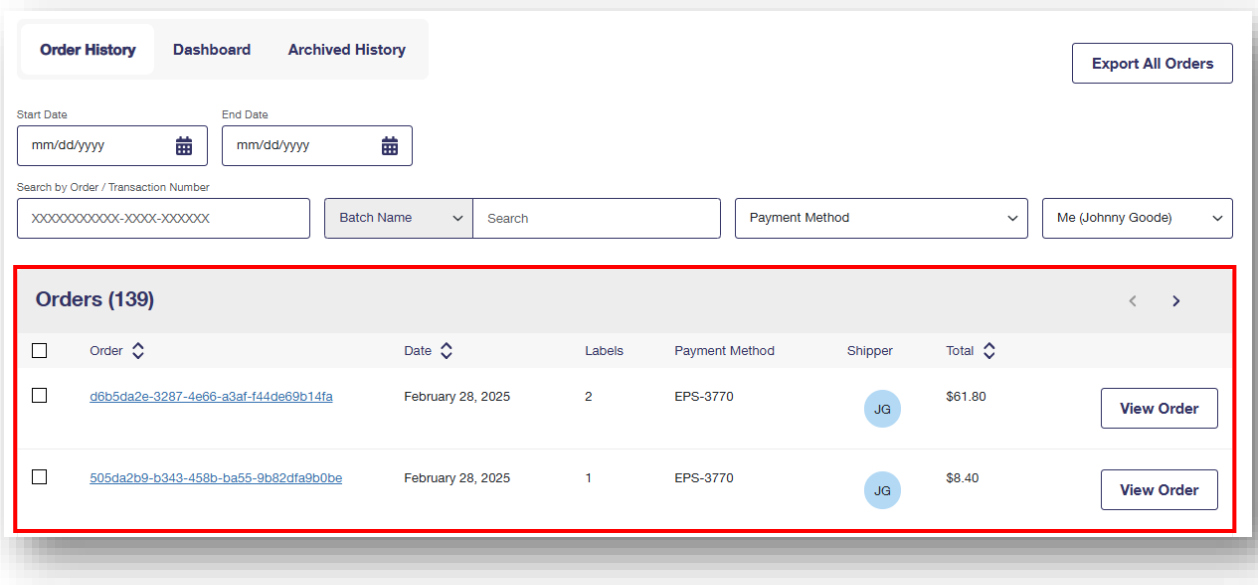
Search by Shipper Type (Business Accounts)

a) Select the **Shipper** dropdown and select a Shipper type.

   i. *Note, to view by a different shipper that is not yourself, an organization ID must be set up and connected.*



a) Once the Shipper is selected, the associated order(s) for the selected Shipper will automatically be displayed.

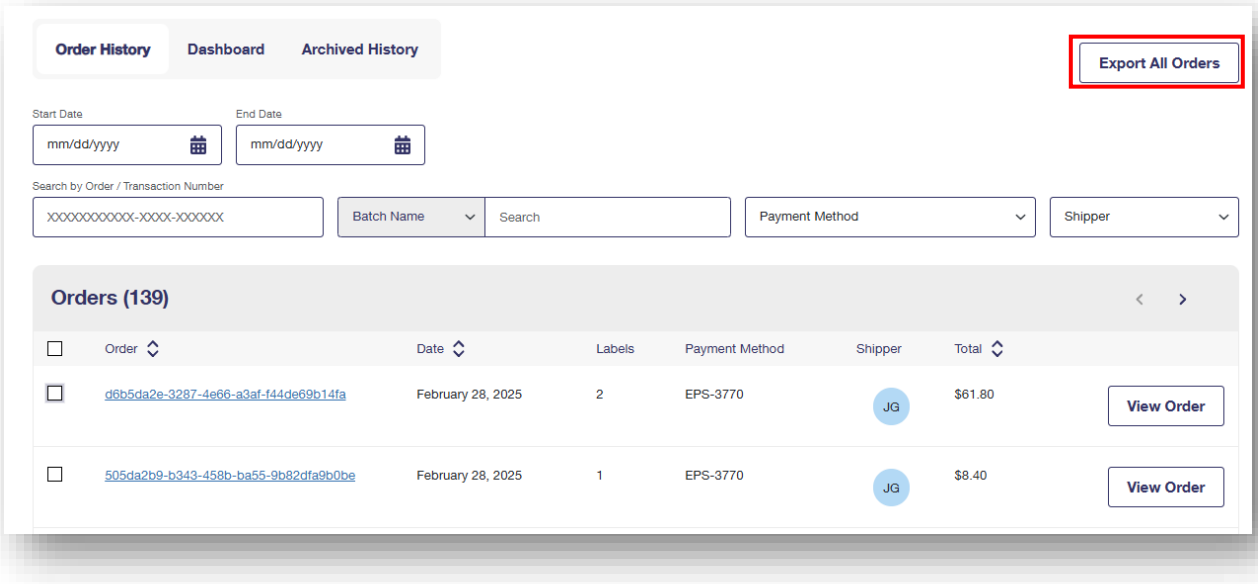


All Actions for Orders within Order History

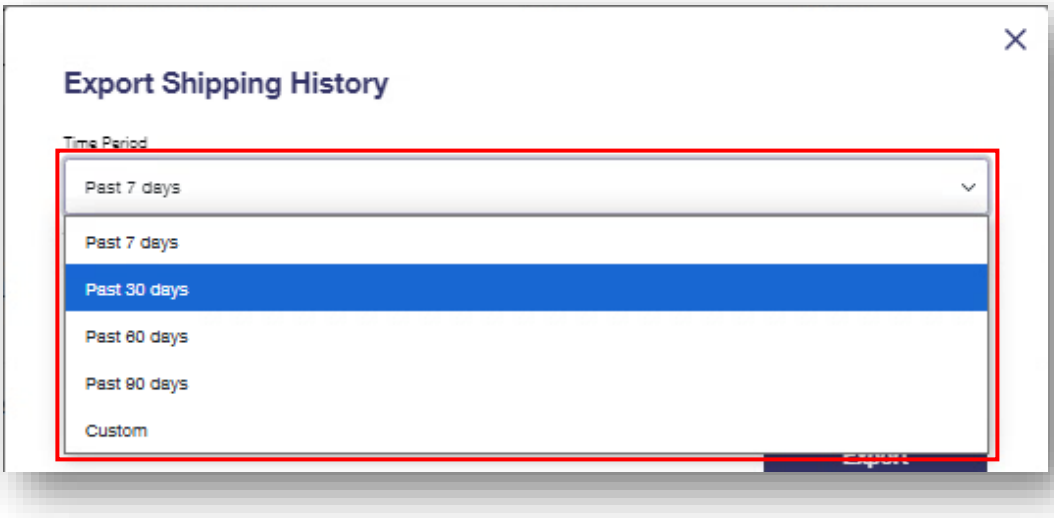
Within the Order History, you'll be able to perform multiple actions to one or multiple orders at a time.

Export All Order History via CSV File

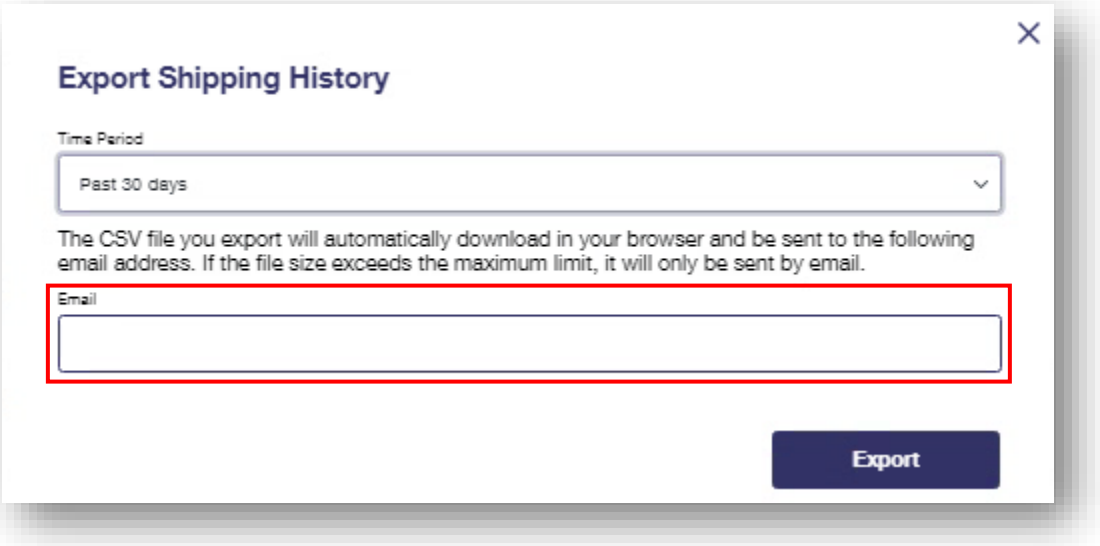
a) To export your entire Order History at once, select **Export All Orders** button (this option will be displayed by default if no orders are selected).



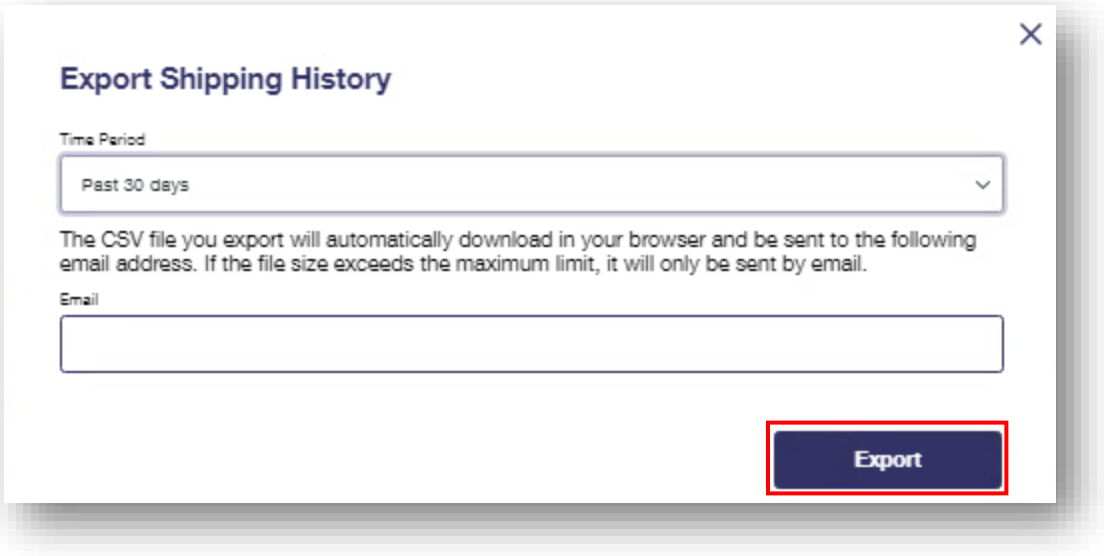
b) Once selected, an **Export Shipping History** popup modal will be displayed. Select a time frame from the **Time Period** dropdown.



c) Enter your email in the **Email** section to have the CSV file emailed to you (optional).



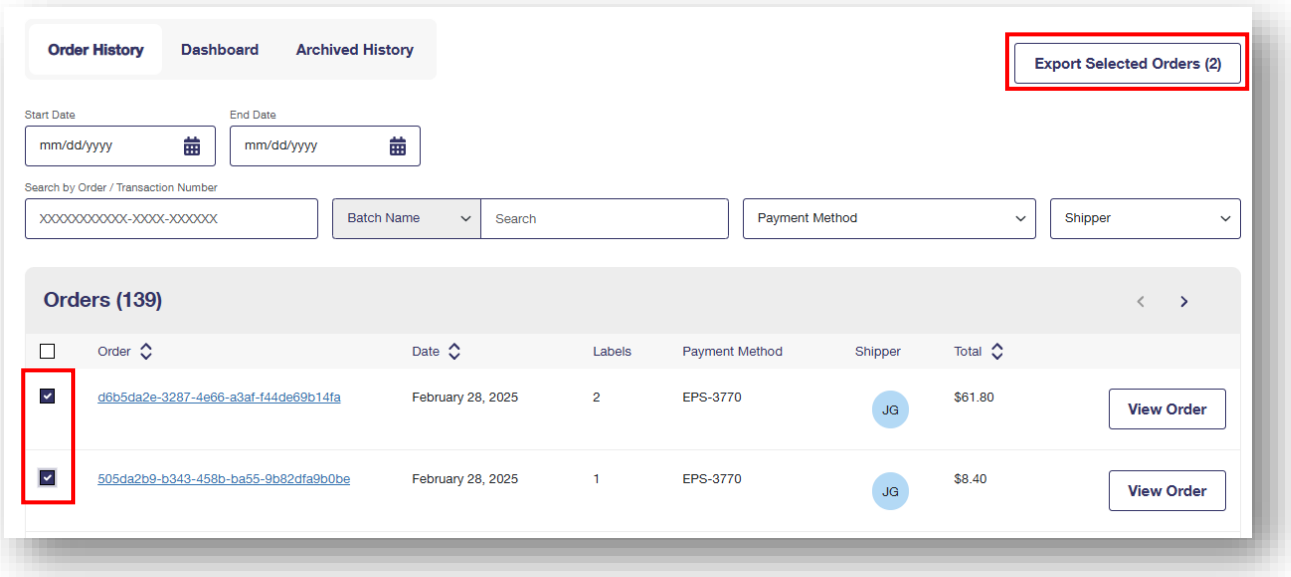
d) Select **Export** to export the CSV file.



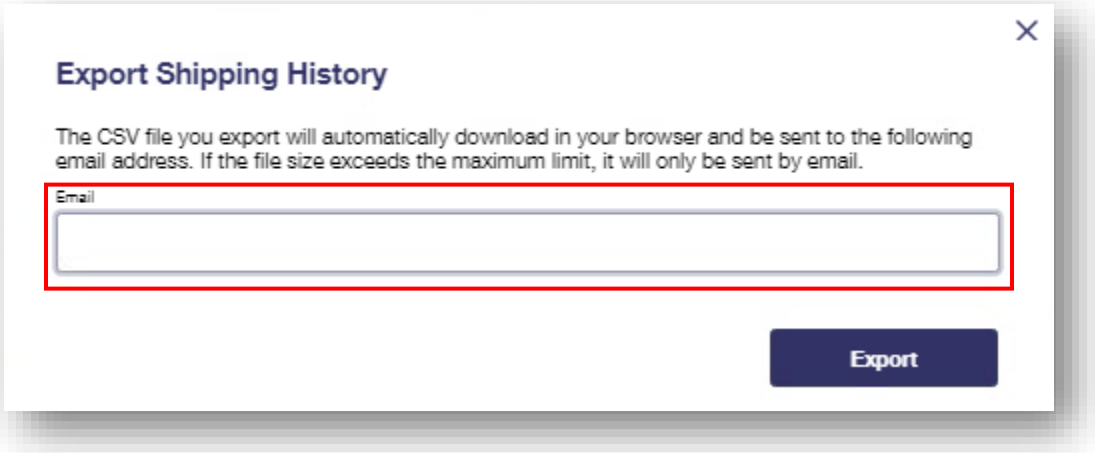
Export Specific Orders from Order History via CSV File

a) To export specific orders from your Order History, select the **checkbox** of the Orders that you would like to export.

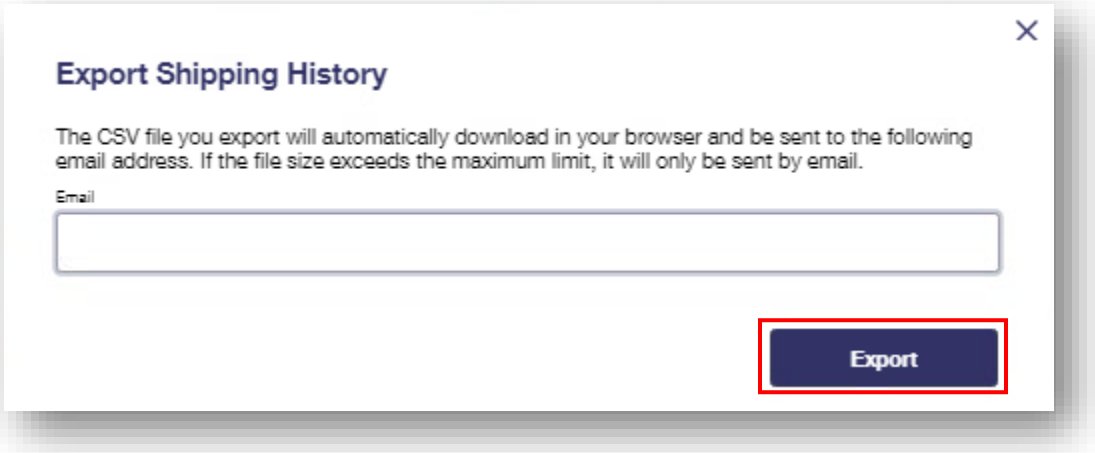
b) Select the **Export Selected Orders** button.



c) Once selected, an **Export Shipping History** popup modal will be displayed. Enter your email in the **Email** section to have the CSV file emailed to you (optional).

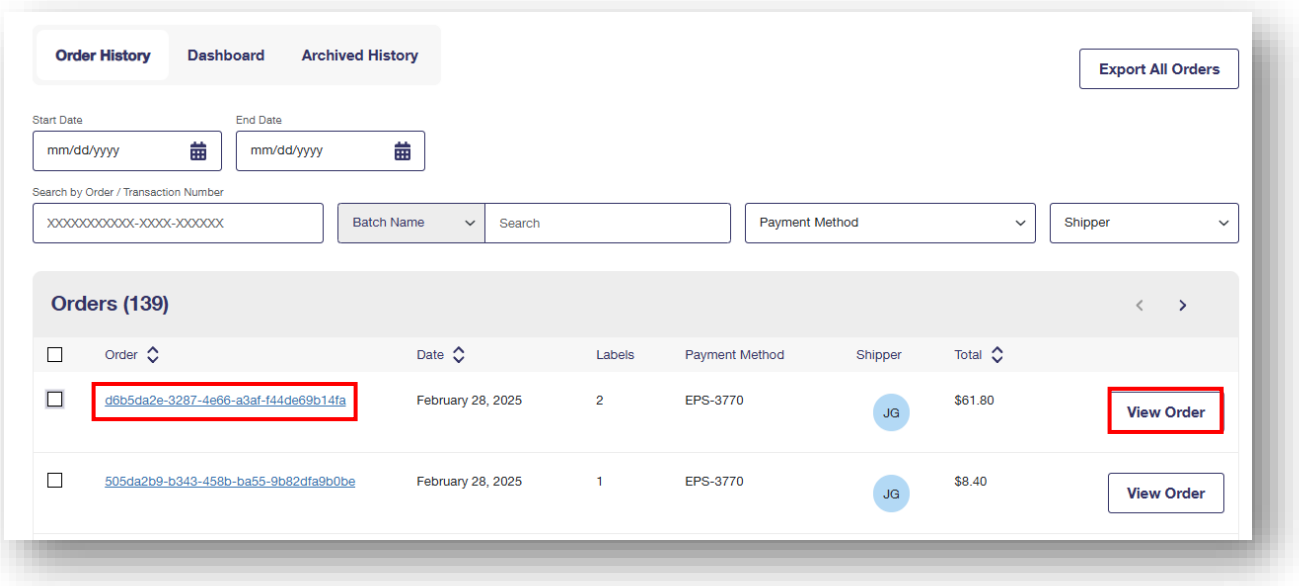


d) Select **Export** to export the CSV file.



View Order Details

a) To view the details of an order, select the **View Order** button or the **Order ID hyperlink** under the Order section.

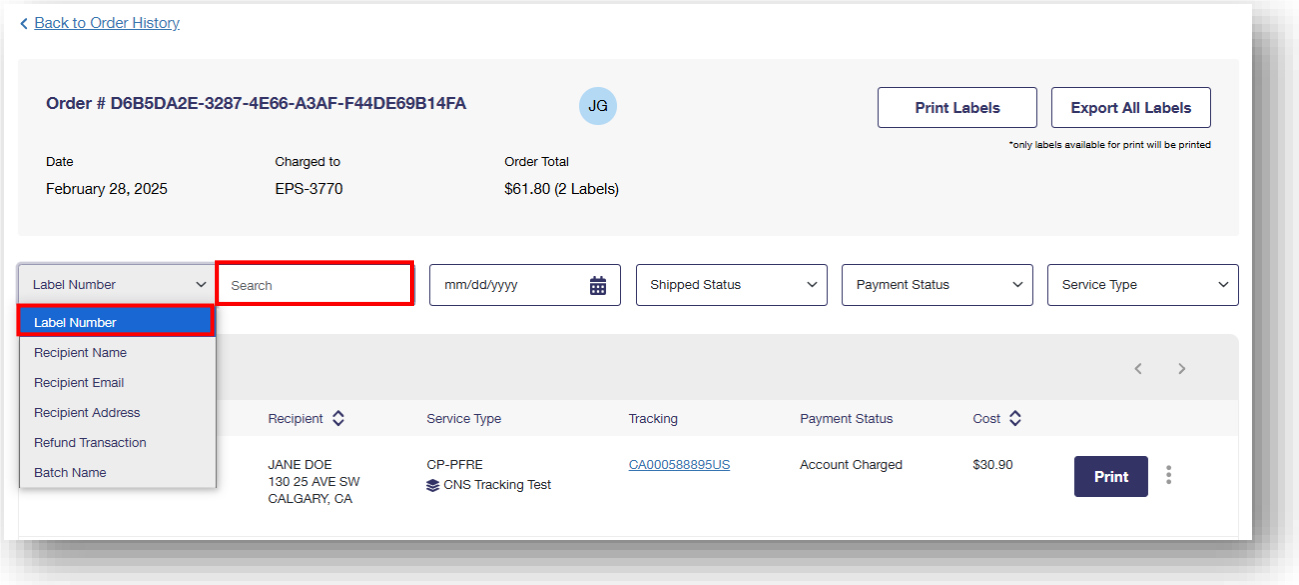


Searching for Labels within Order Details Page

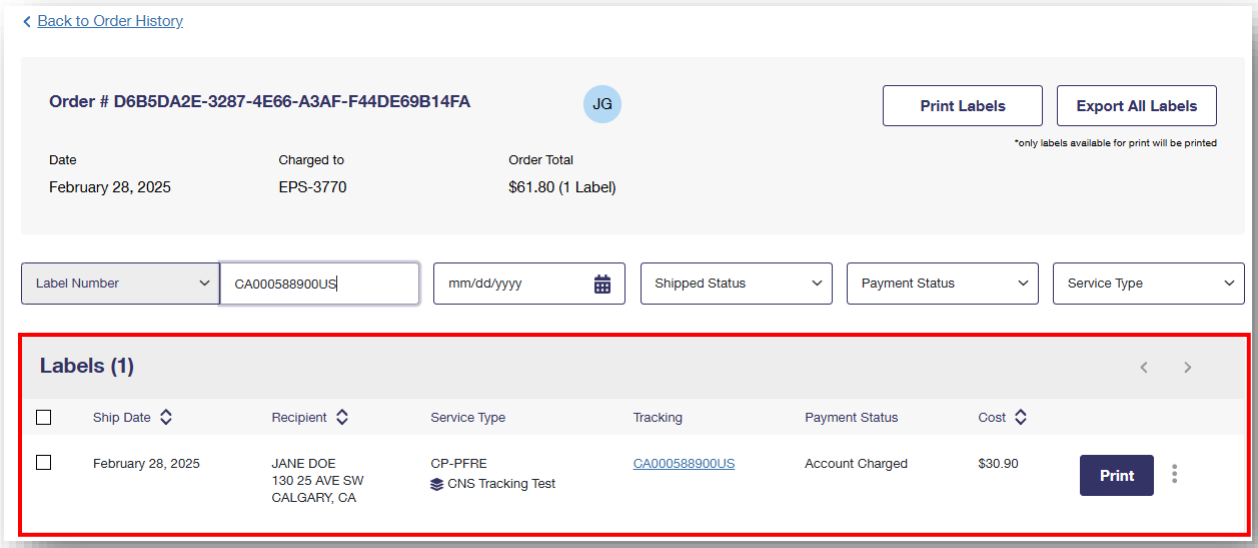
Within the Order Details page, you'll be able to filter search for your purchased labels by different filters.

Search by Label Number

a) Select **Label Number** from the dropdown and enter the Label Number in the **Search** textbox.

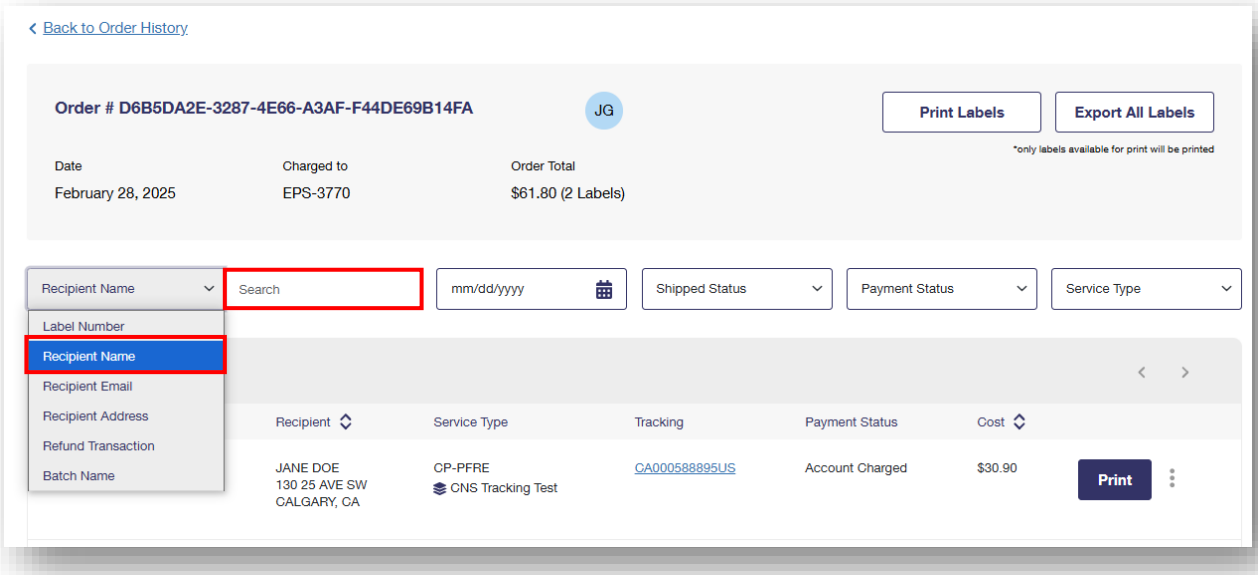


b) Once the Label Number is entered, the associated label(s) will automatically be displayed.

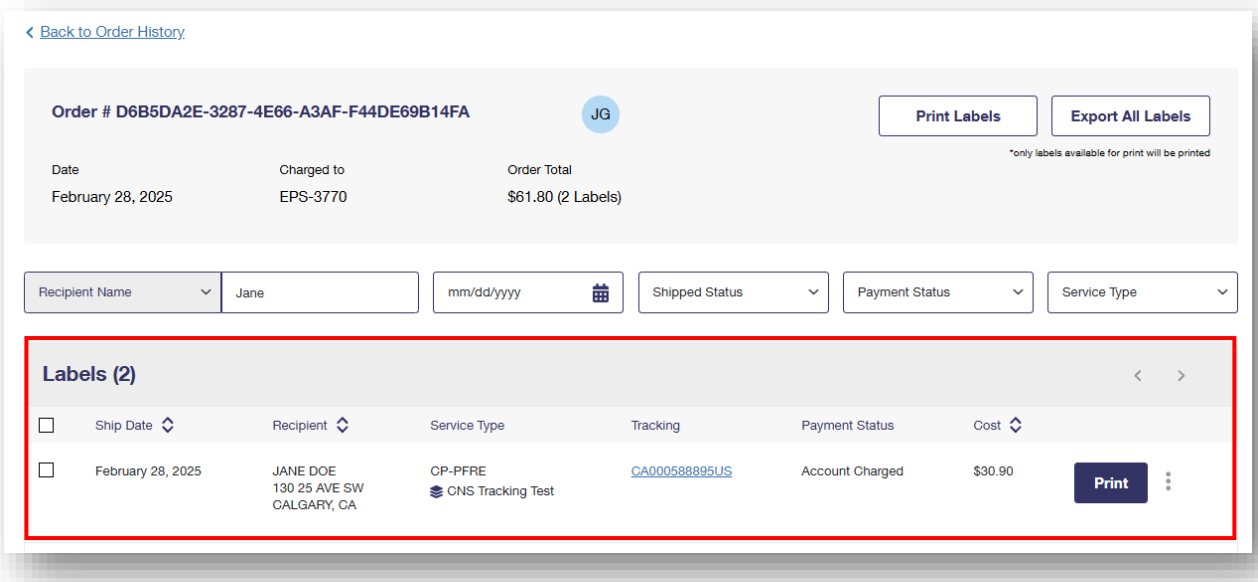


Search Recipient Name

a) Select **Recipient Name** from the dropdown and enter the recipient's name in the **Search** textbox.

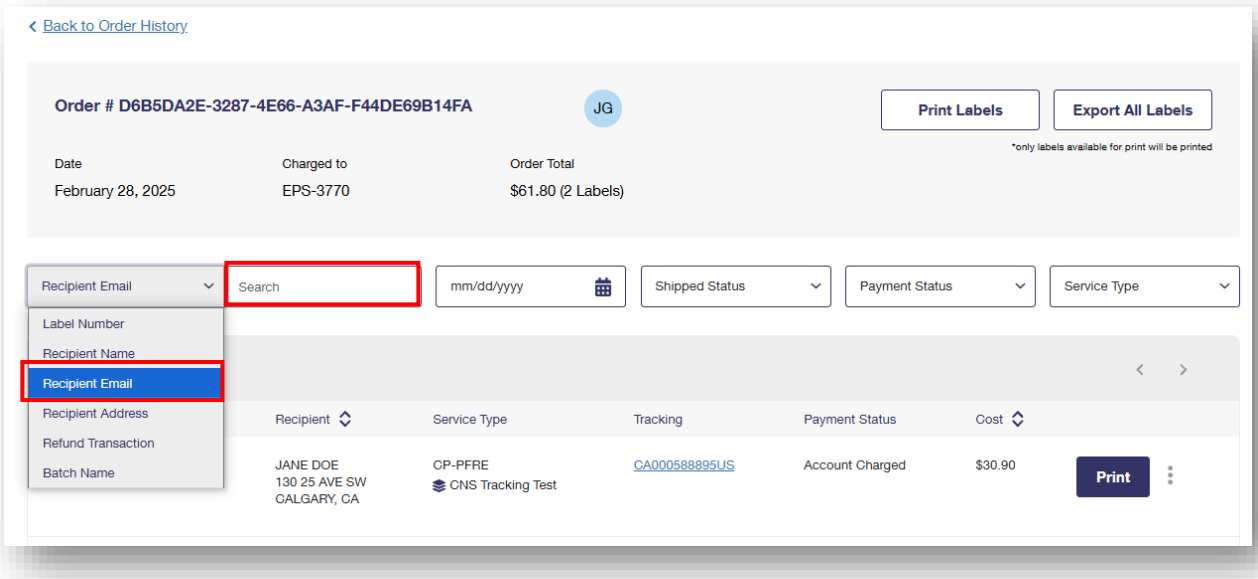


b) Once the recipient's name is entered, the associated label(s) will automatically be displayed.

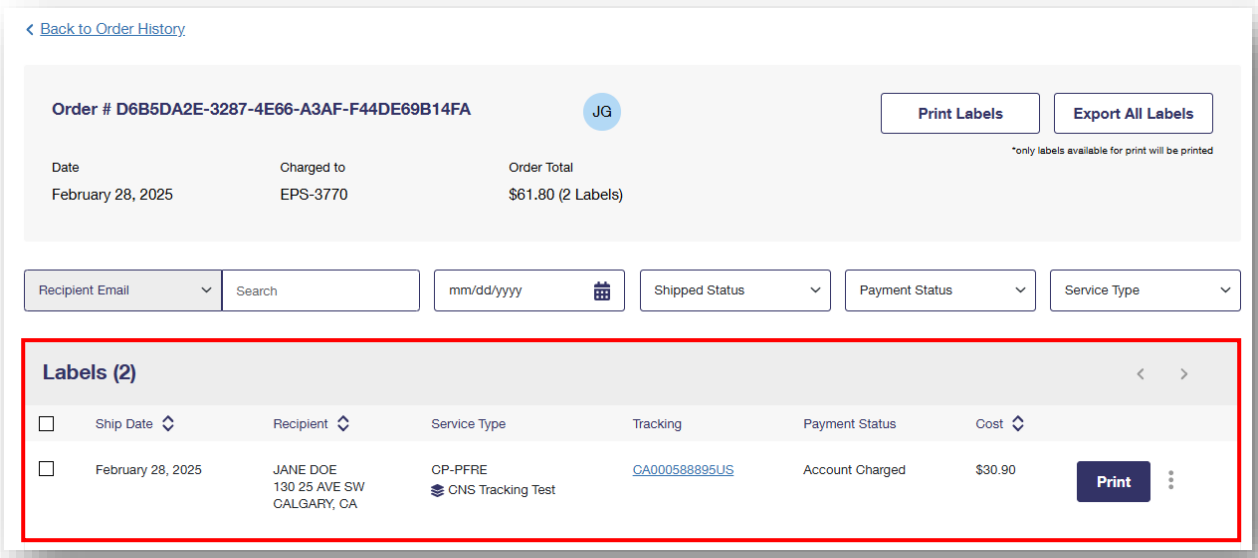


Search Recipient Email

a) Select **Recipient Email** from the dropdown and enter the recipient's email in the **Search** textbox.

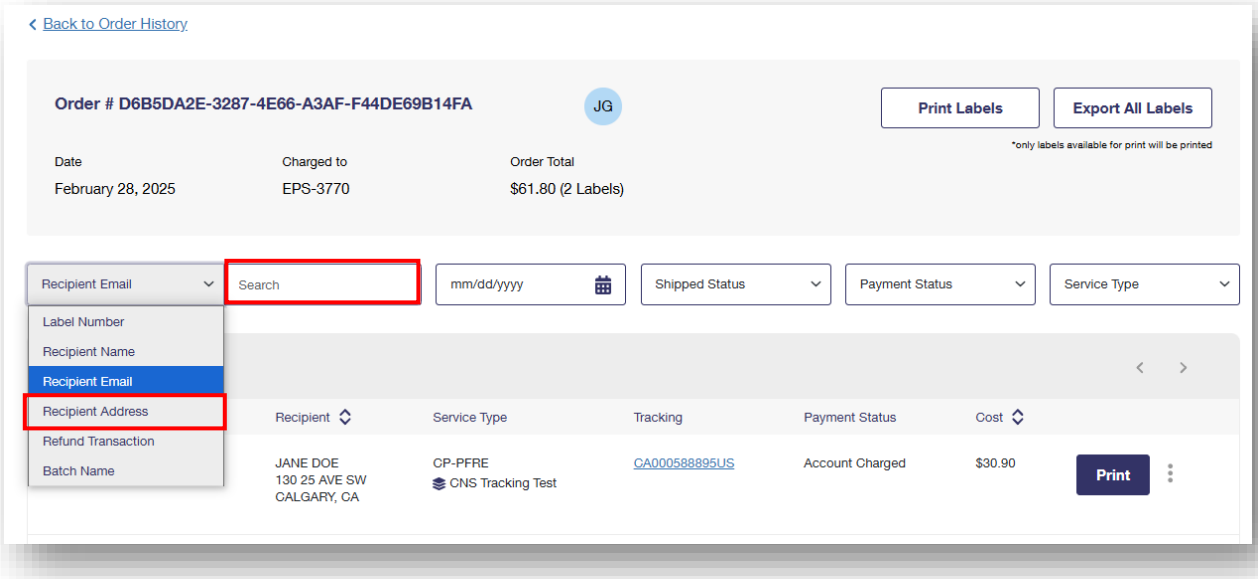


b) Once the recipient's email is entered, the associated label(s) will automatically be displayed.

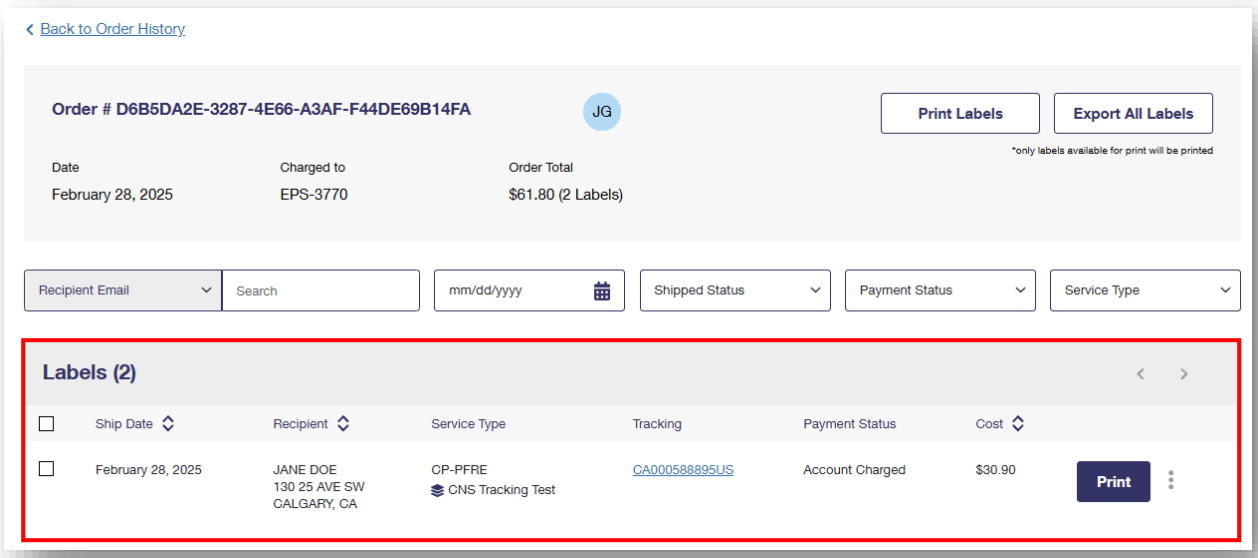


Search by Recipient Address

a) Select **Recipient Address** from the dropdown and enter the recipient's address in the **Search** textbox.

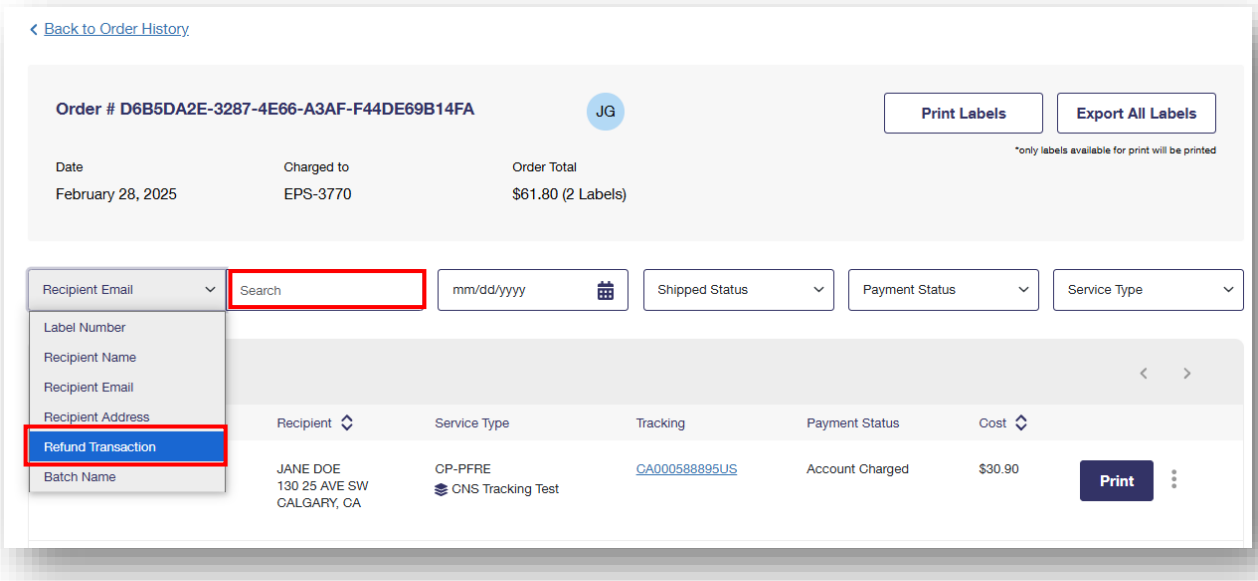


b) Once the recipient's address is entered, the associated label(s) will automatically be displayed.

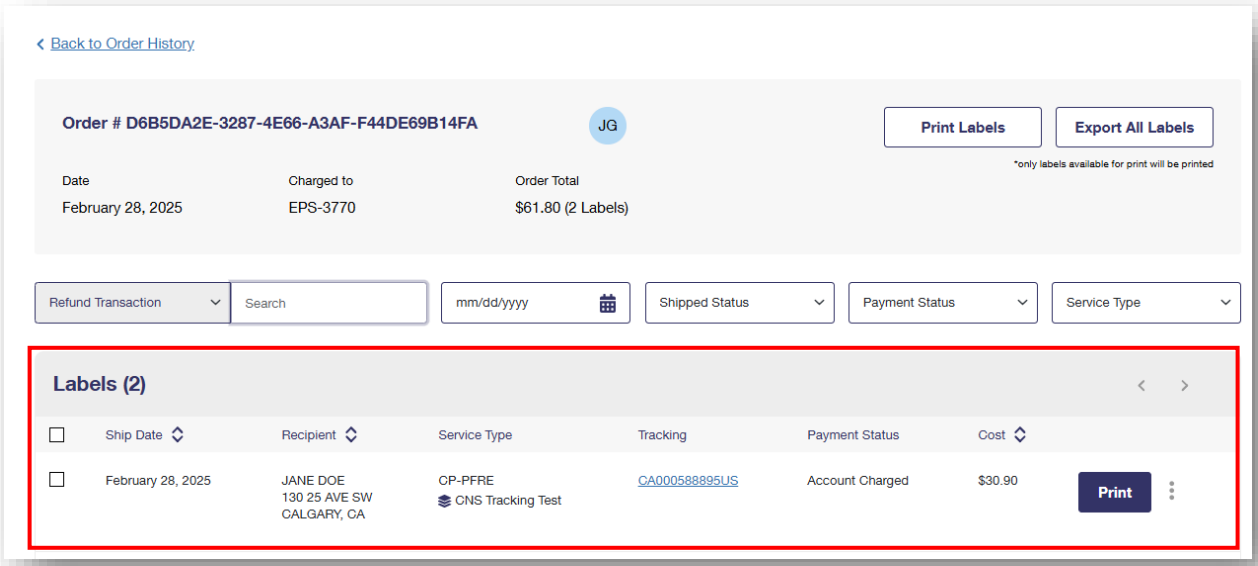


Search by Refund Transaction

a) Select **Refund Transaction** from the dropdown and enter the Refund Transaction ID in the **Search** textbox.

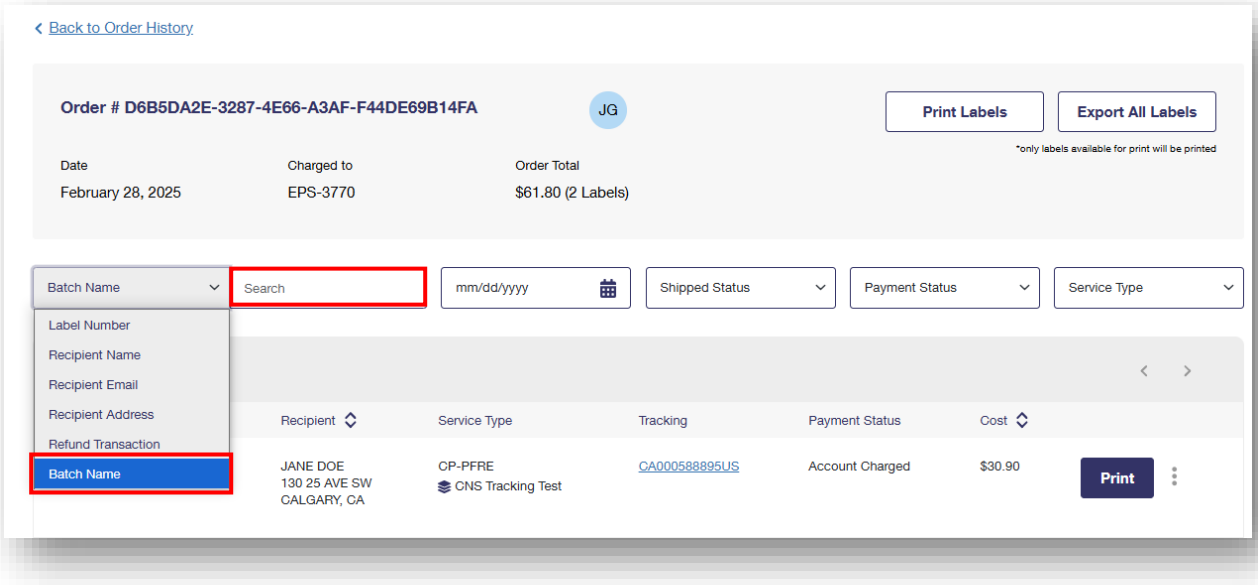


b) Once the refund transaction ID is entered, the associated label(s) will automatically be displayed.

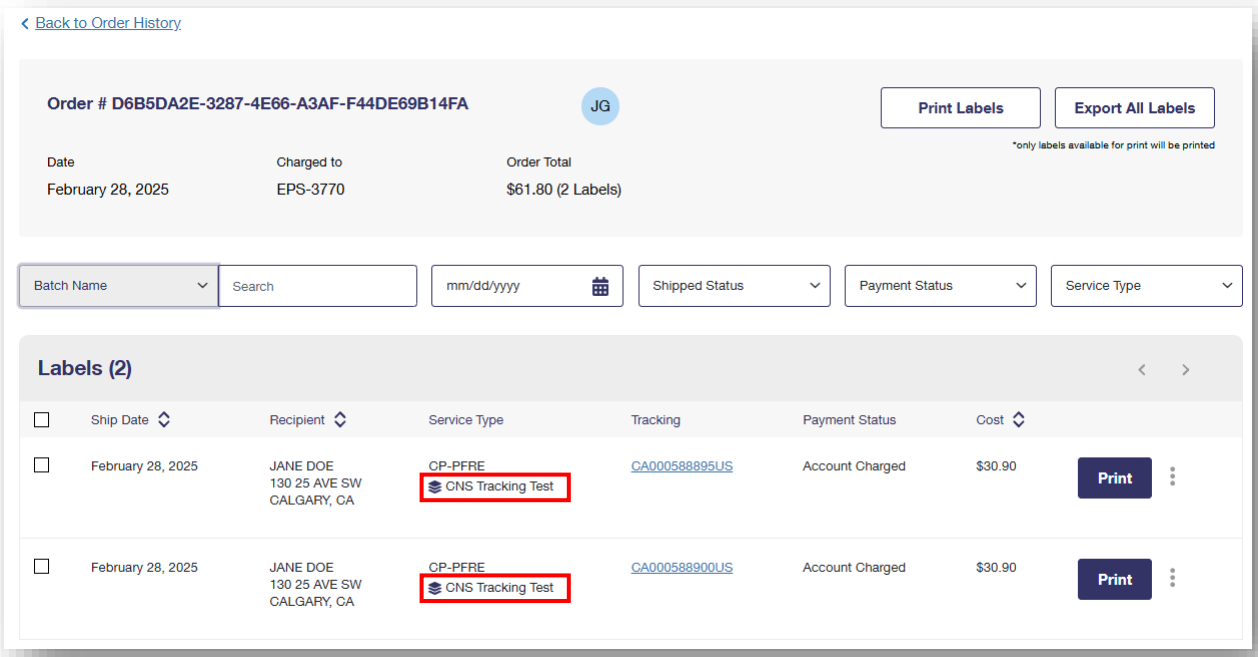


Search by Batch Name

a) Select **Batch Name** from the dropdown and enter the Batch Name the **Search** textbox.

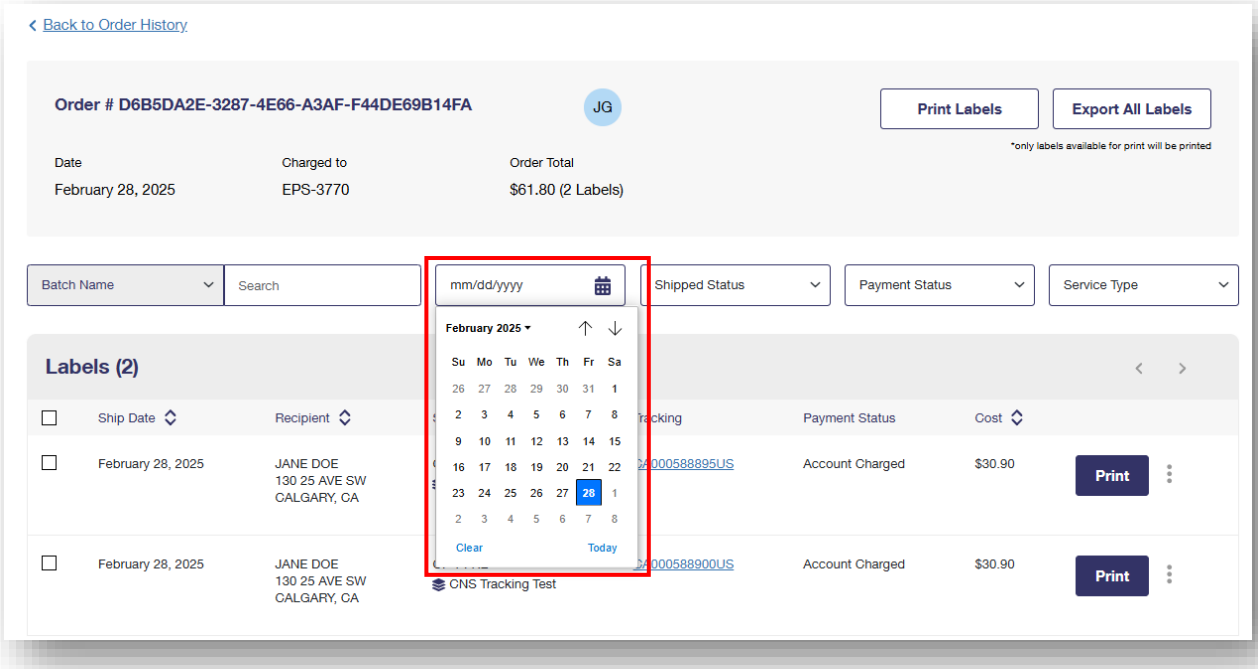


b) Once the Batch Name is entered, the associated label(s) will automatically be displayed. The labels associated with a batch will have the batch name and symbol displayed below the service type.

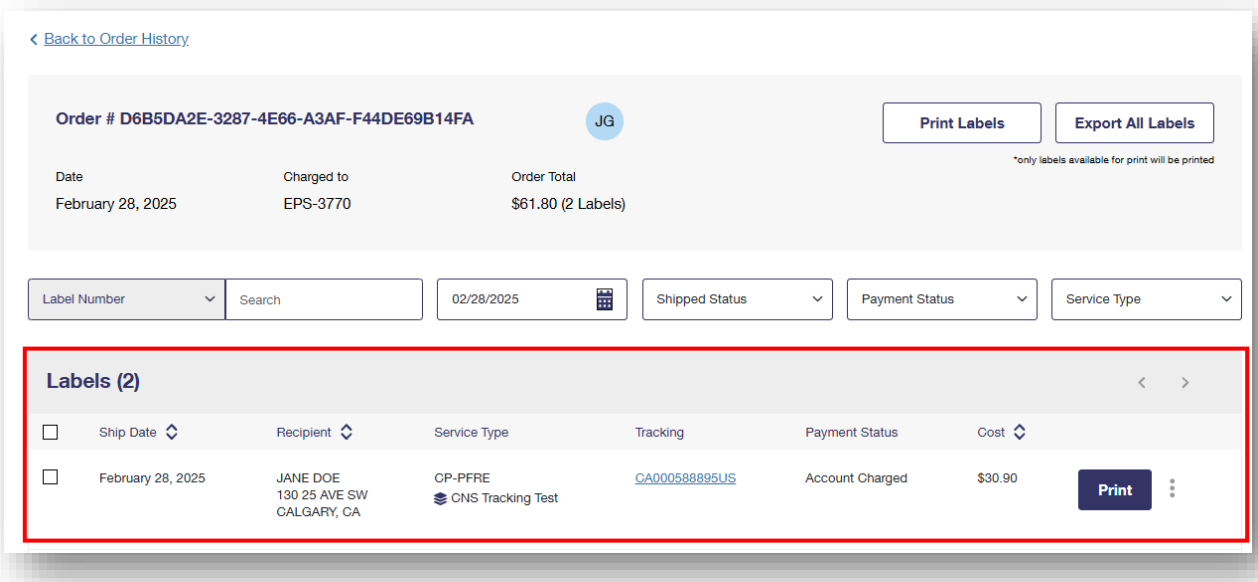


Search by Date

a) Select the calendar icon from the **Date** section.

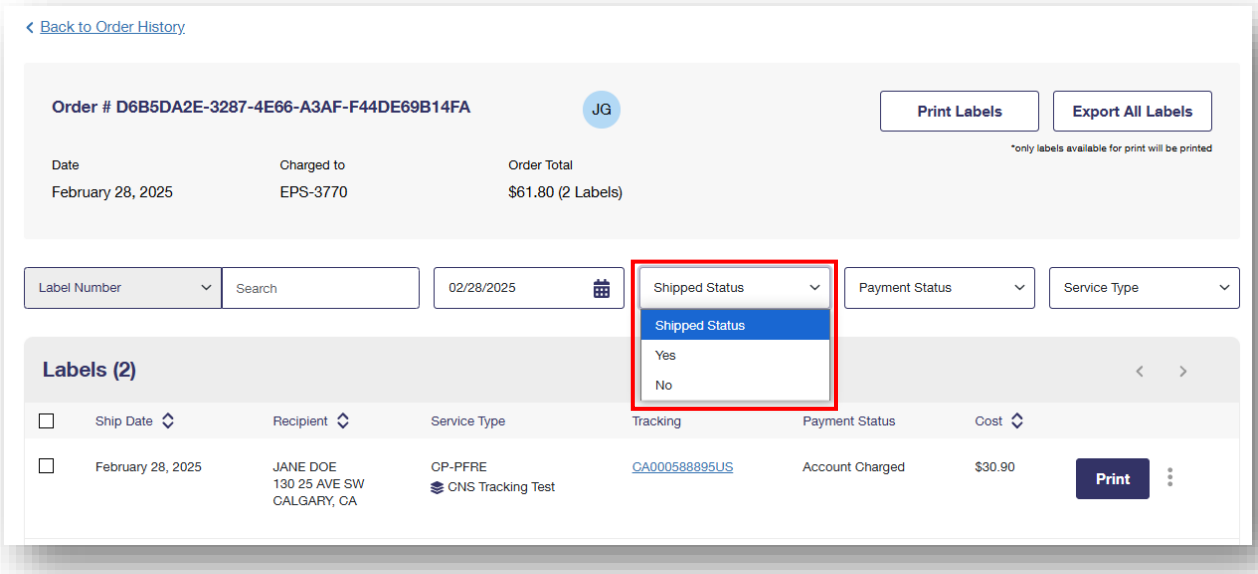


b) Once the date is selected, the associated label(s) will automatically be displayed.

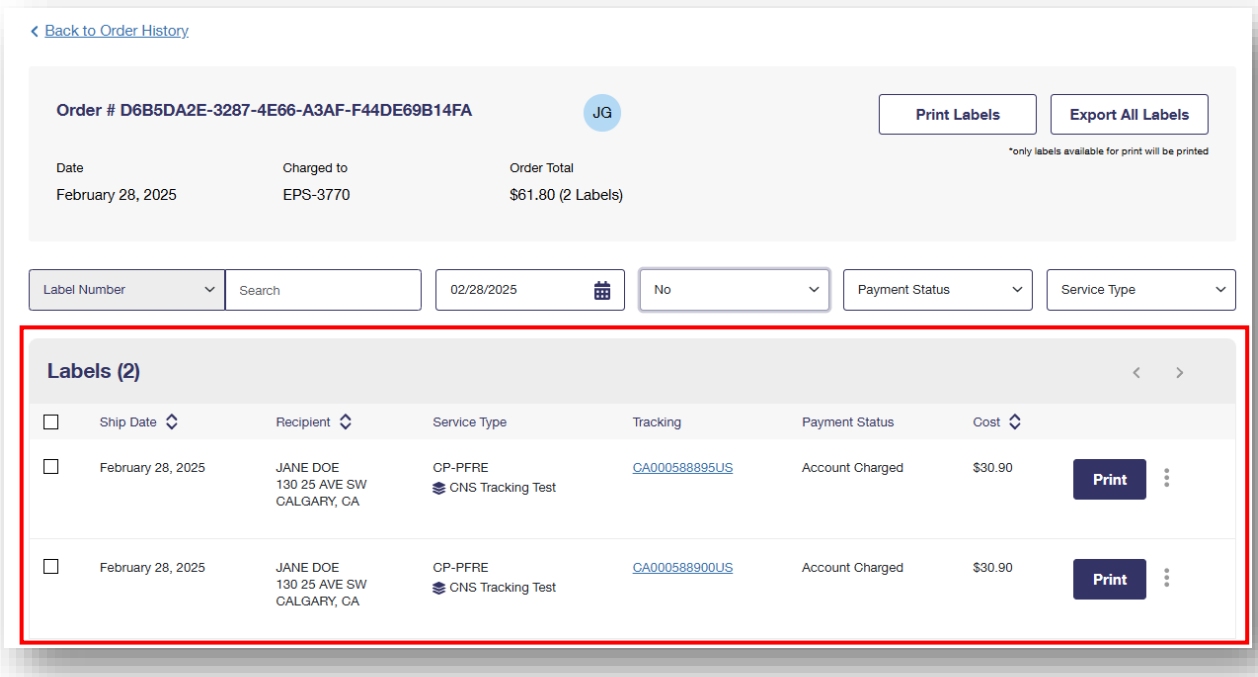


Search by Shipped Status

a) Select a Shipped Status type from the **Shipped Status** section.

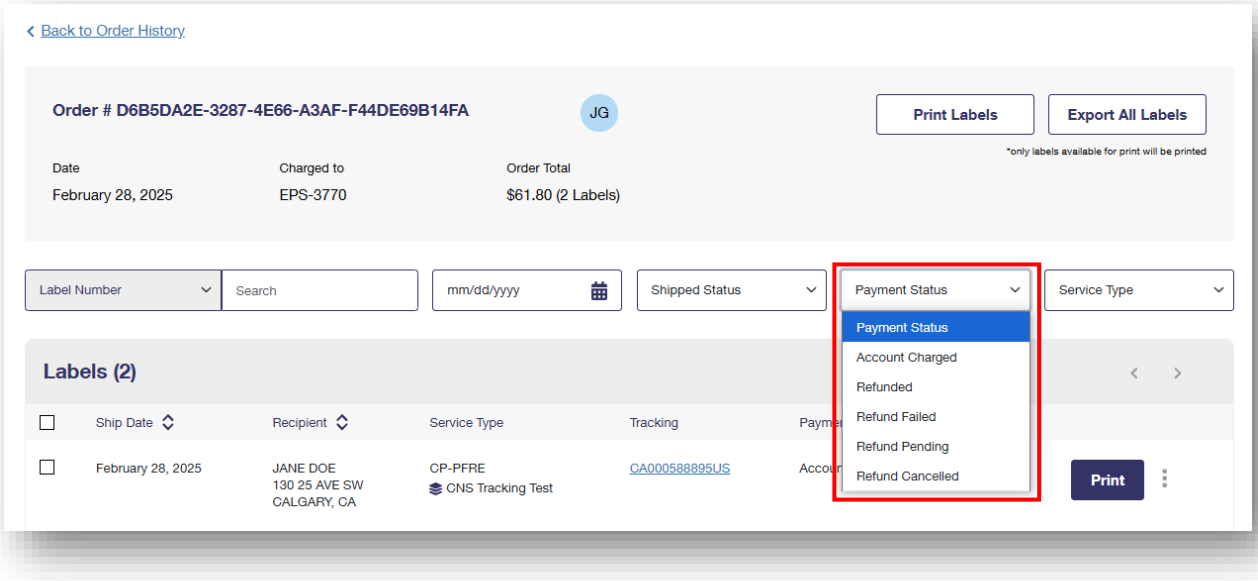


b) Once the Shipped Status is selected, the associated label(s) will automatically be displayed.

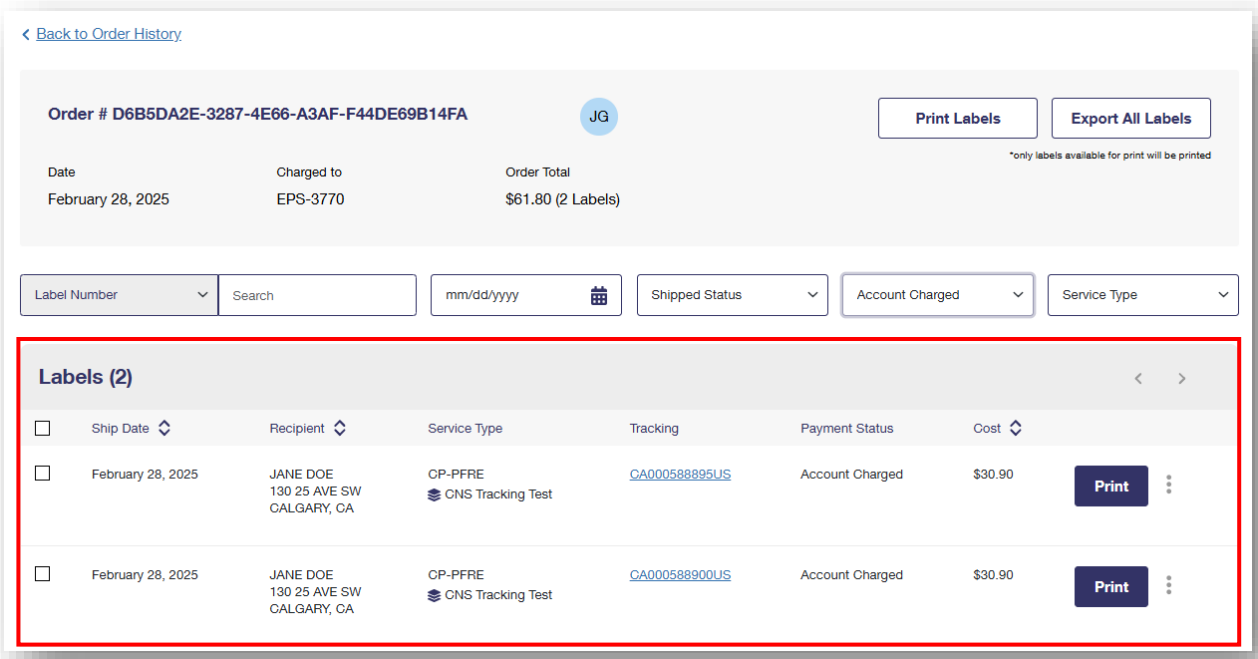


Search by Payment Status

a) Select a Payment Status type from the **Payment Status** section.

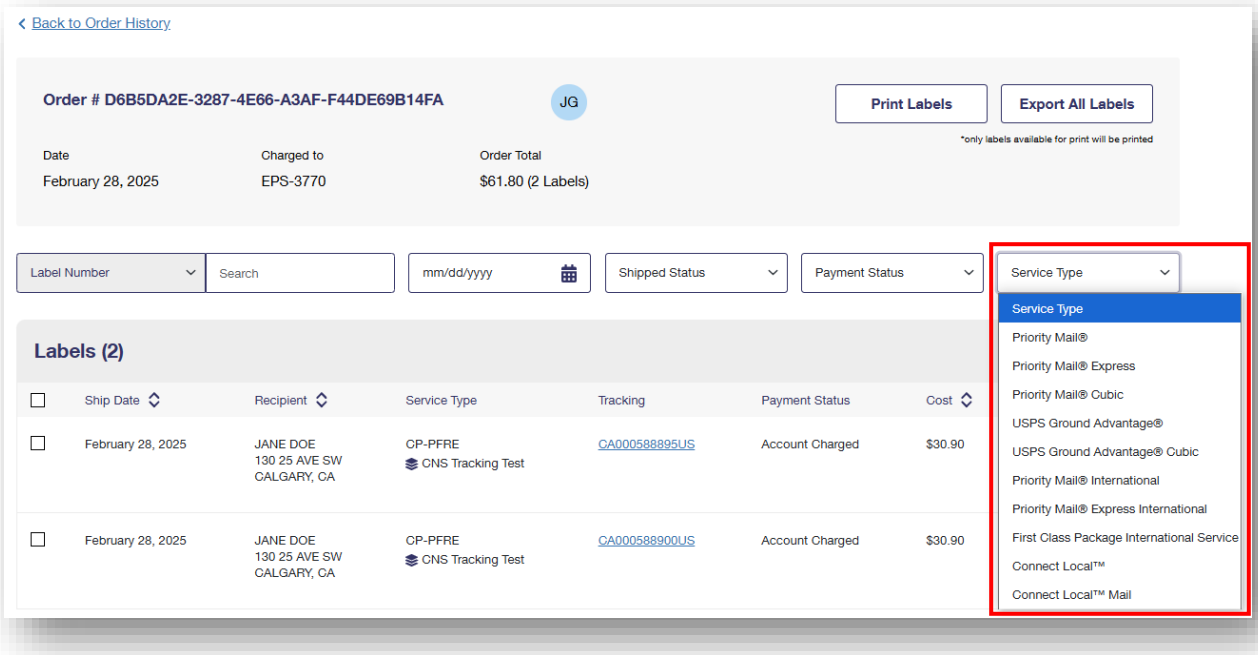


b) Once the Payment Status is selected, the associated label(s) will automatically be displayed.

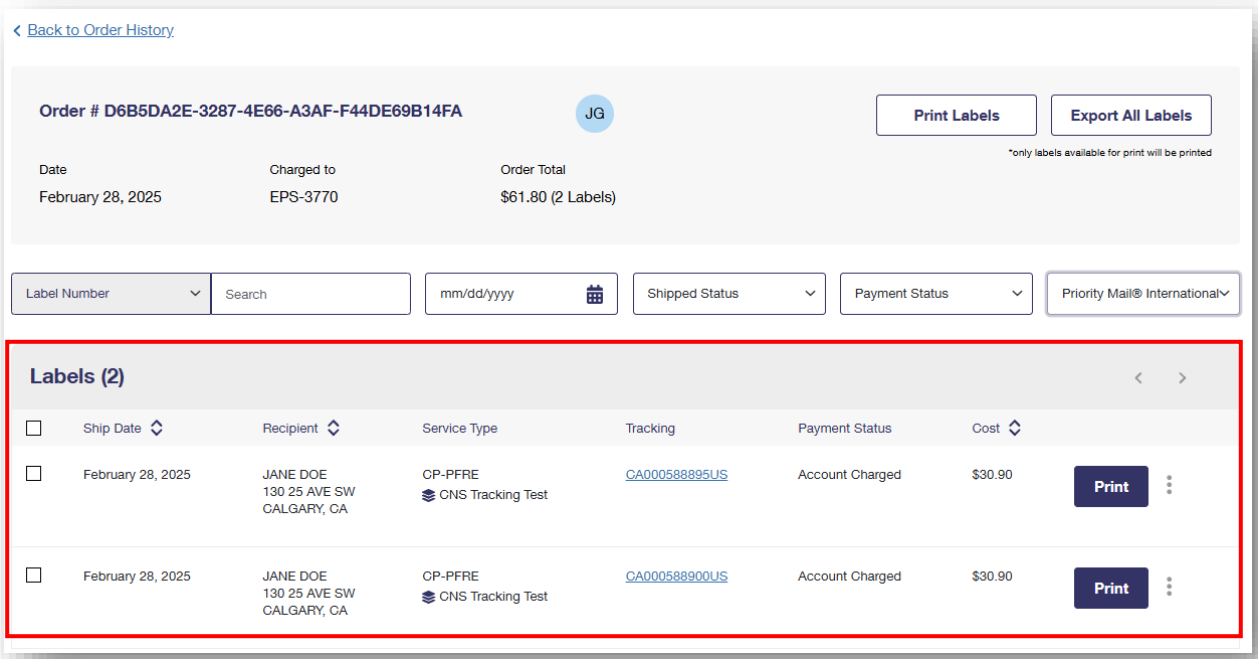


Search by Service Type

a) Select a Service Type from the **Service Type** dropdown.



b) Once the Service Type is selected, the associated label(s) will automatically be displayed.

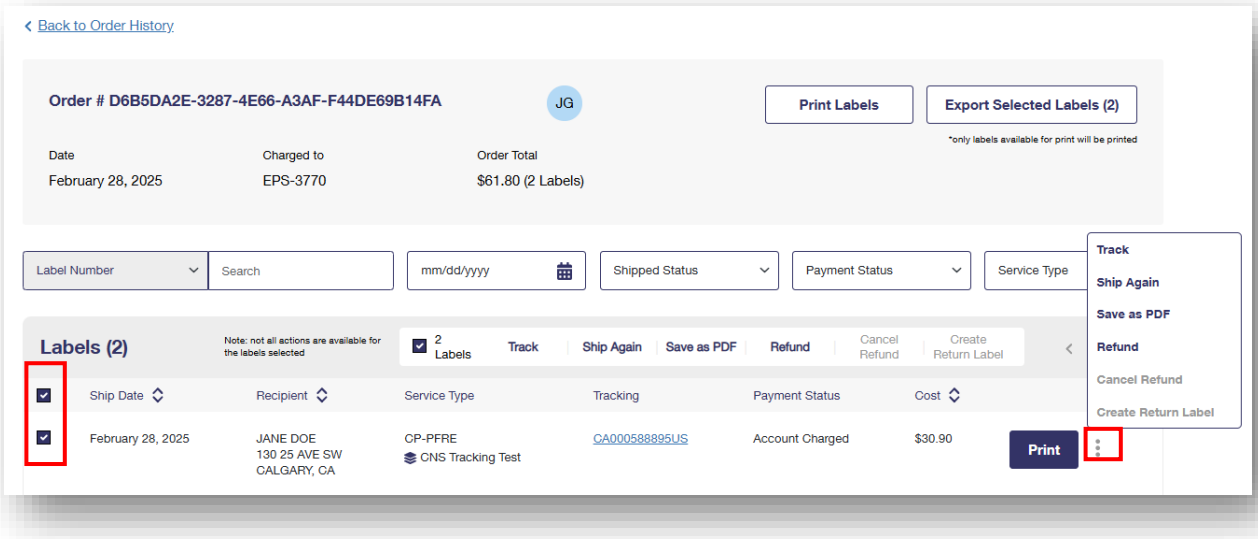

Back to Order History
Order # D6B5DA2E-3287-4E66-A3AF-F44DE69B14FA
JG
Print Labels
Export All Labels
*only labels available for print will be printed
Date
February 28, 2025
Charged to
EPS-3770
Order Total
$61.80 (2 Labels)
Label Number
Search
mm/dd/yyyy
Shipped Status
Payment Status
Priority Mail® International
Labels (2)
Ship Date
Recipient
Service Type
Tracking
Payment Status
Cost
February 28, 2025
JANE DOE
130 25 AVE SW
CALGARY, CA
CP-PFRE
CNS Tracking Test
CA000588895US
Account Charged
$30.90
Print
February 28, 2025
JANE DOE
130 25 AVE SW
CALGARY, CA
CP-PFRE
CNS Tracking Test
CA000588900US
Account Charged
$30.90
Print

All Actions for Labels within Order Details Page

Within the Order Details page, you'll be able to perform multiple actions to one or multiple labels at a time.

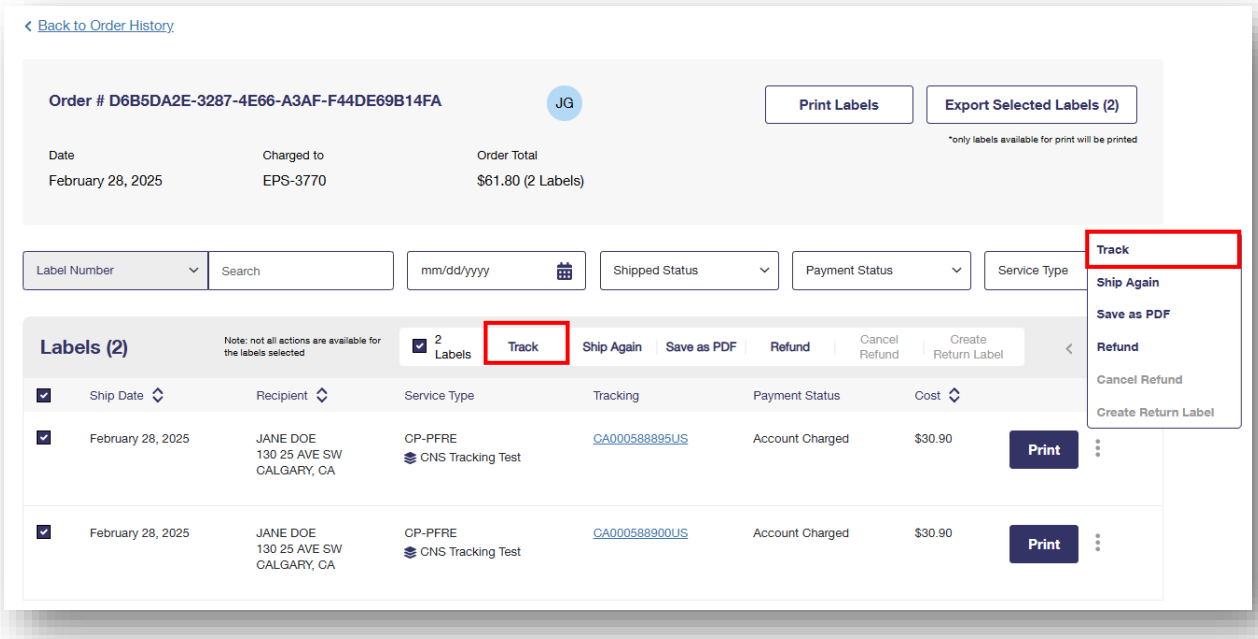
a) Select Label(s)

a) Select the **Checkbox** of the specific label(s) that you would like to modify.

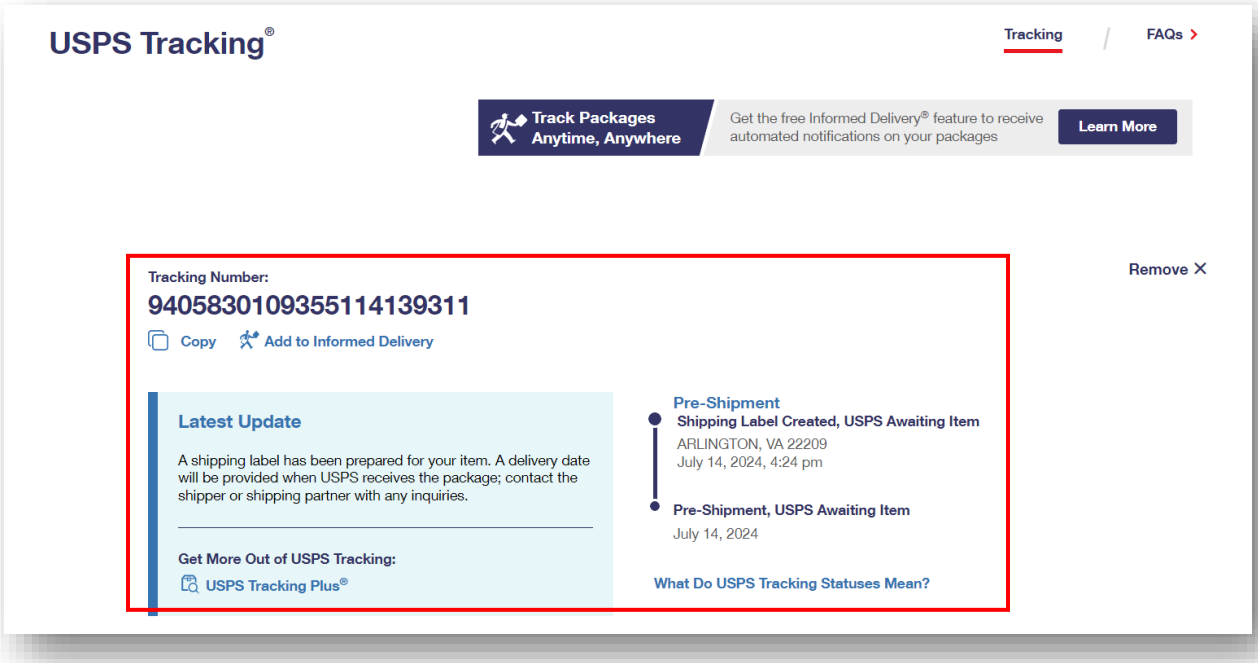


View USPS Tracking

a) If you would like to view the USPS® tracking for the selected label, select **Track.**

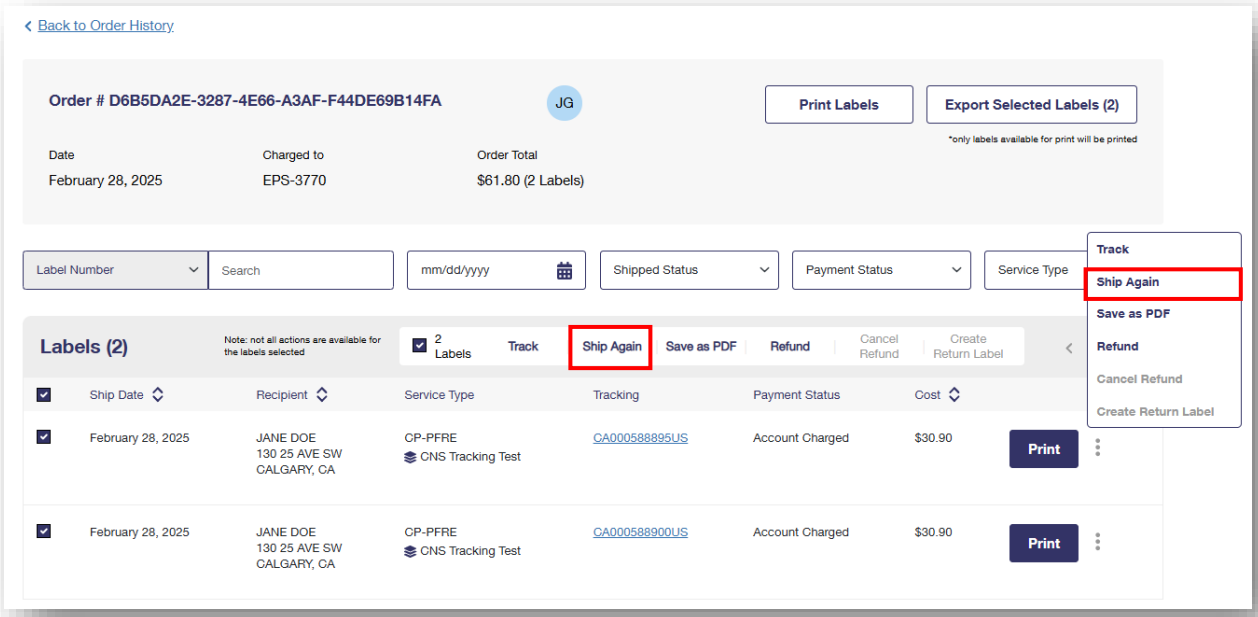


b) Once selected, you will be redirected to the **USPS® Tracking page** for that label**.**

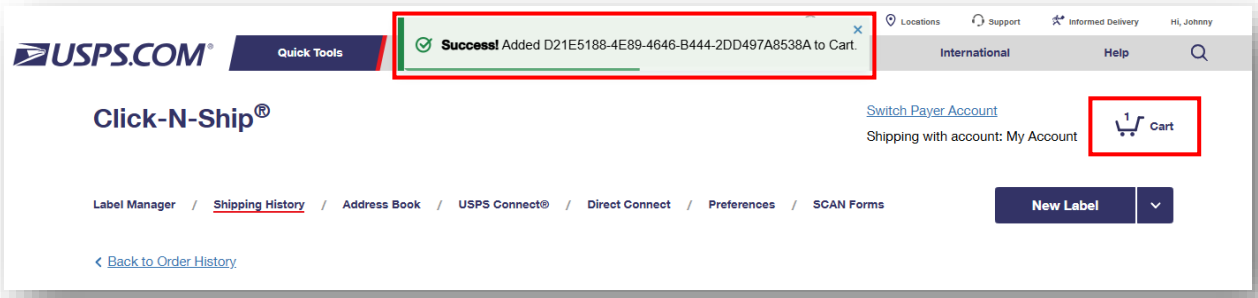


Ship Label Again

a) If you would like to ship the same label again, select **Ship Again.**

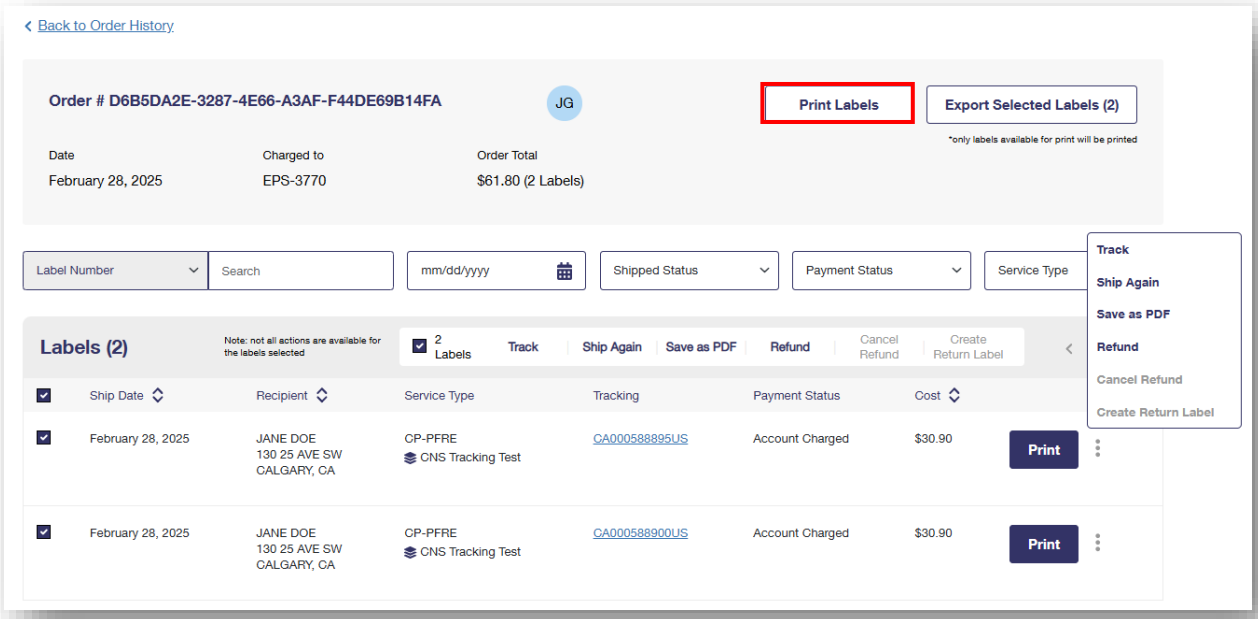


b) Once selected, a new label with the exact same details will be readded to your Label Cart and the following **green message bar** will be displayed at the top of the page.

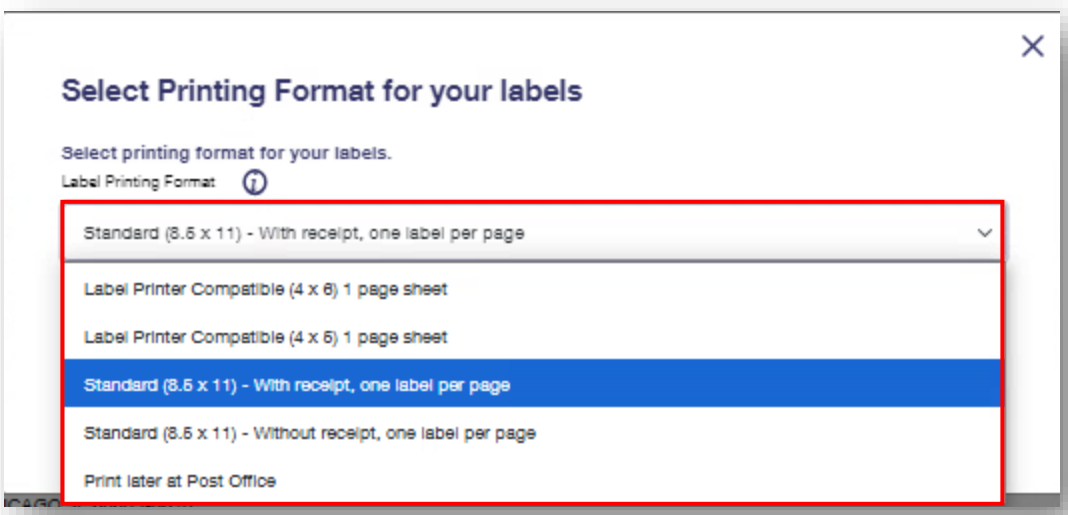


Print / Re-print Labels

a) If you would like to print or re-print the selected label, select the **Print Labels** button**.**

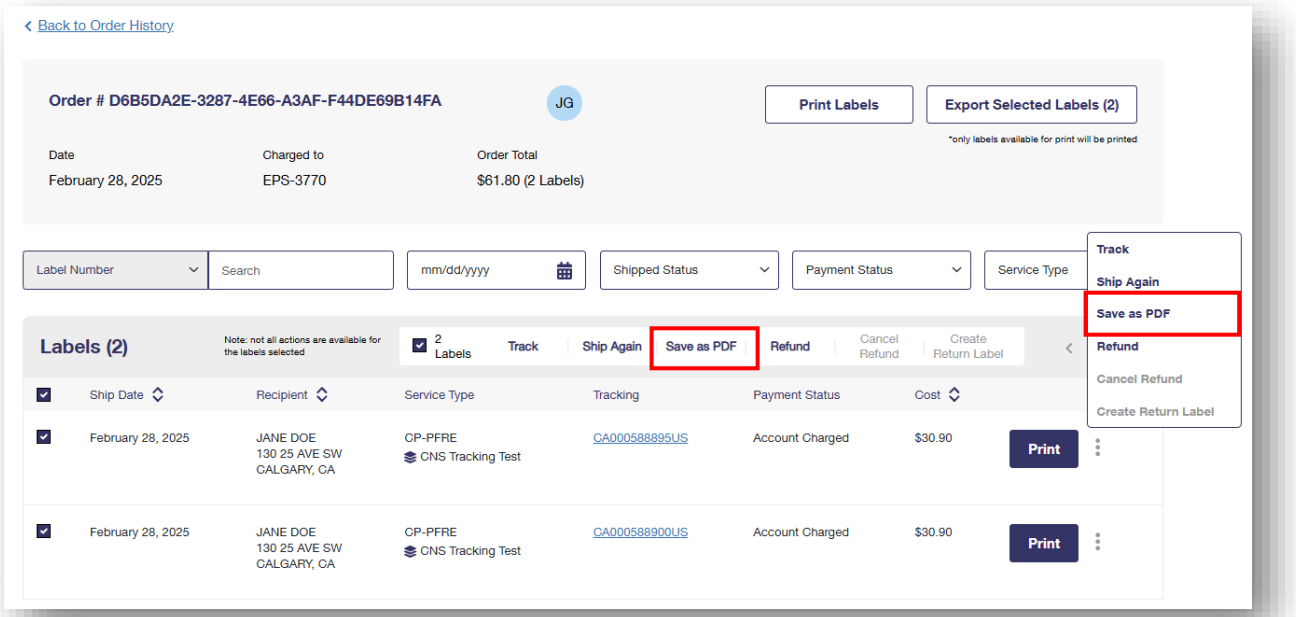


b) A **Select Printing Format for your Labels** popup modal will be displayed. Select a **printing format type** and select **Get PDF** to print.

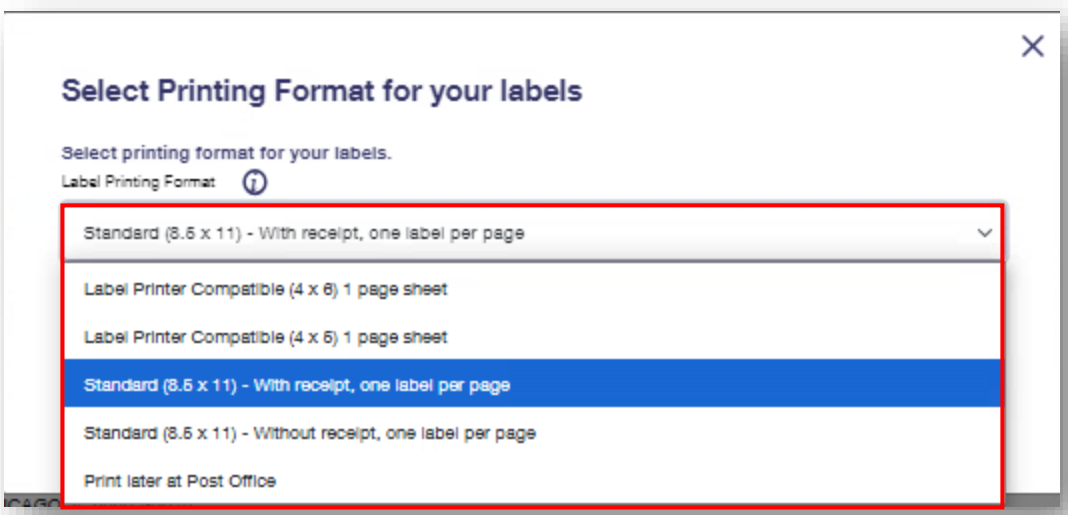


Save Label(s) as PDF

a) If you would like to save the selected label as a PDF, select **Save as PDF.**

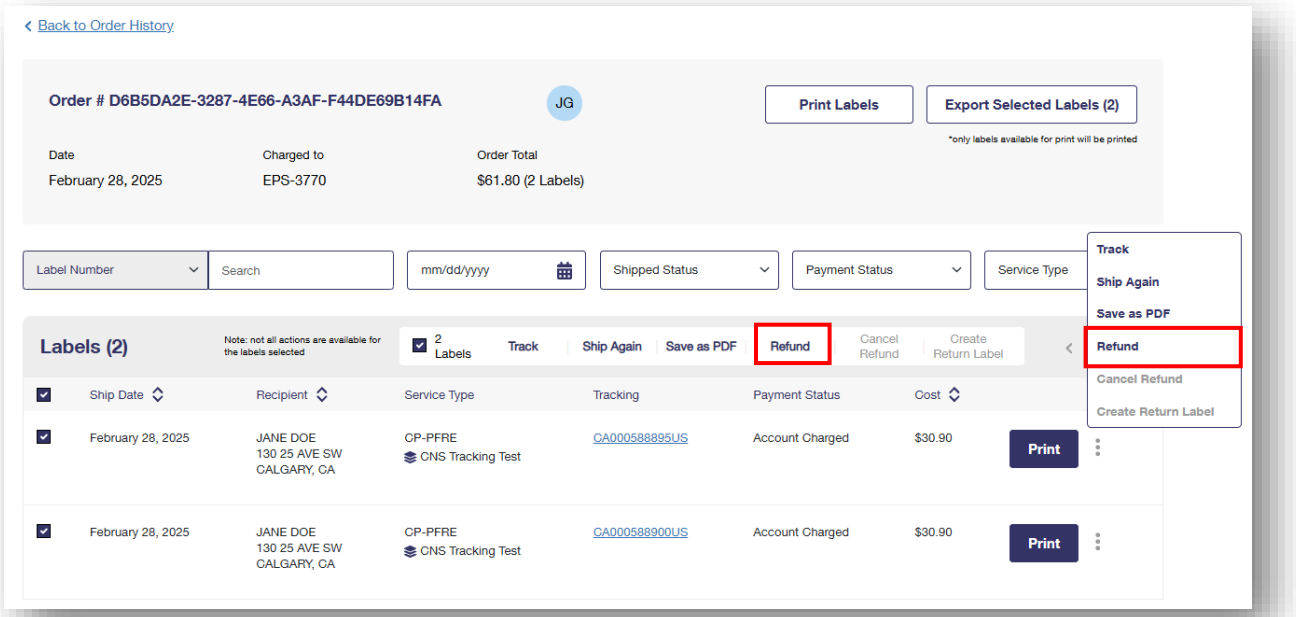


b) A **Select Printing Format for your Labels** popup modal will be displayed. Select a **printing format type** and select **Get PDF** to print.



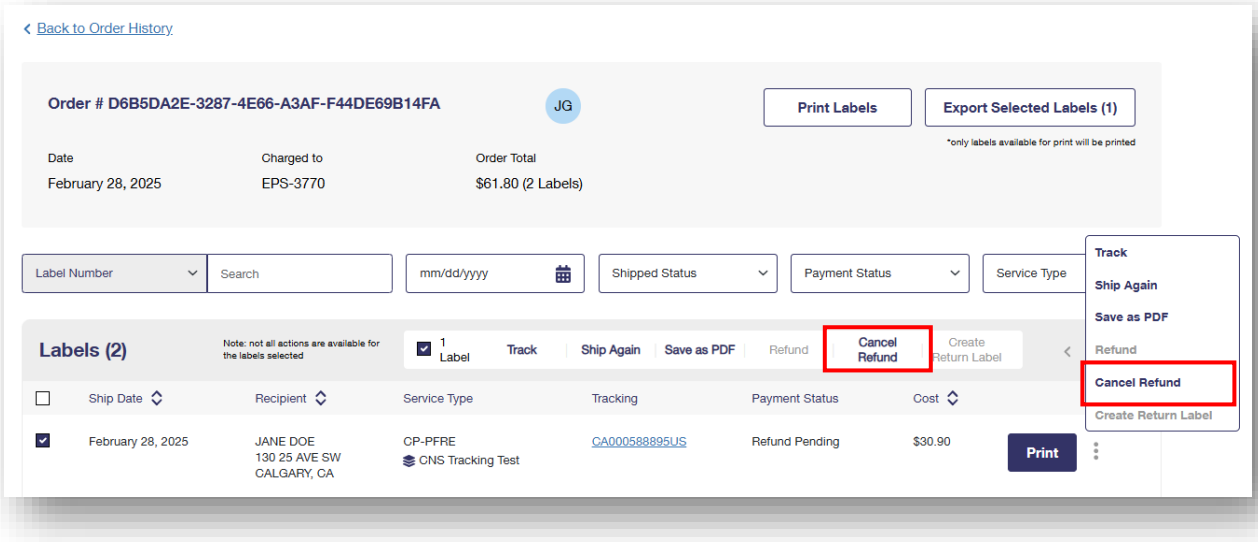
Request / Cancel Refund for Label(s)

a) If you would like to request a refund for the selected label, select **Refund.**

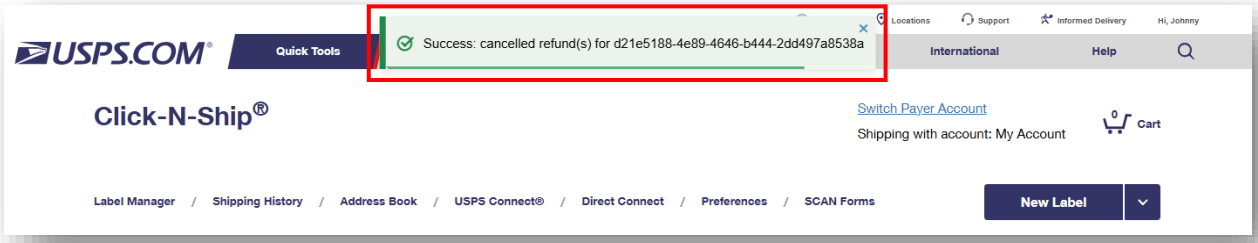


b) If the refund is successful, you will see the following green message bar displayed at the top of the page.

c) If you have requested a refund for the selected label and would like to cancel a refund, select **Cancel Refund.**

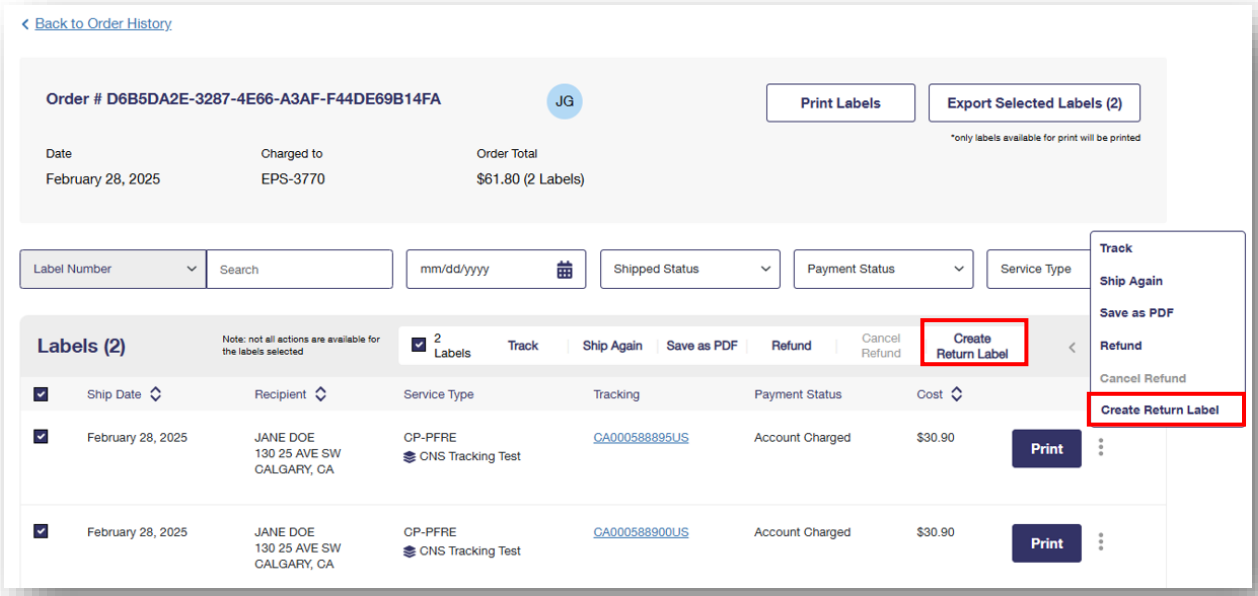


d) If the refund is successfully canceled, you will see the following **green message bar** displayed at the top of the page.

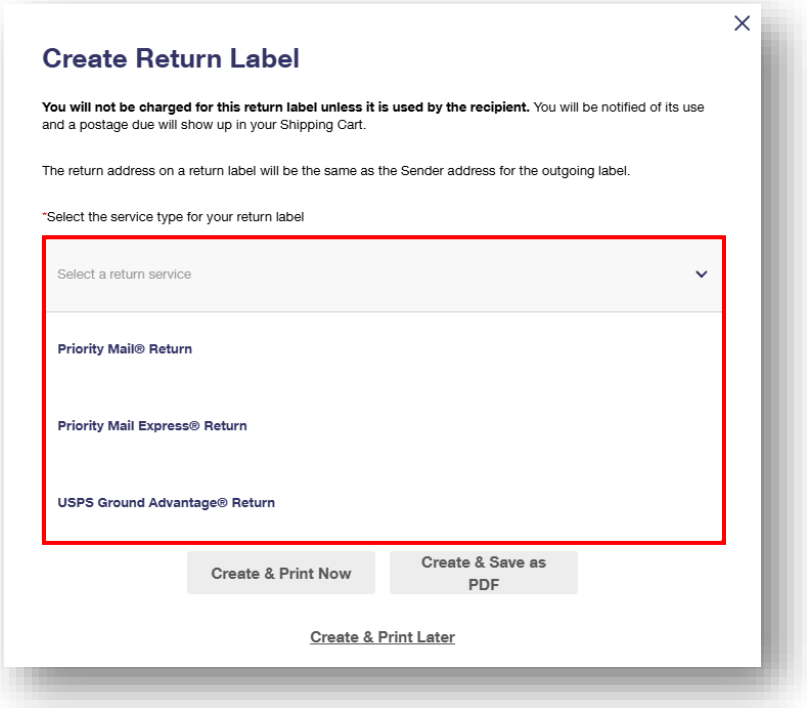


Create a Return Label

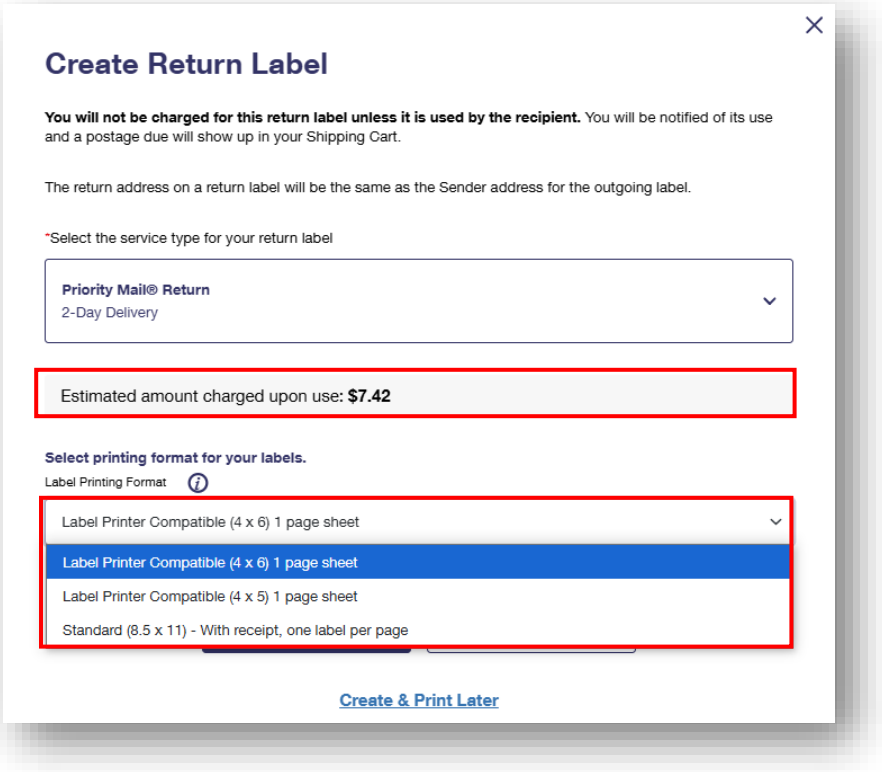
a) To create a return label or the selected label, select **Create Return Label** (note, you will not be charged for this return label unless it is used by the recipient)**.**



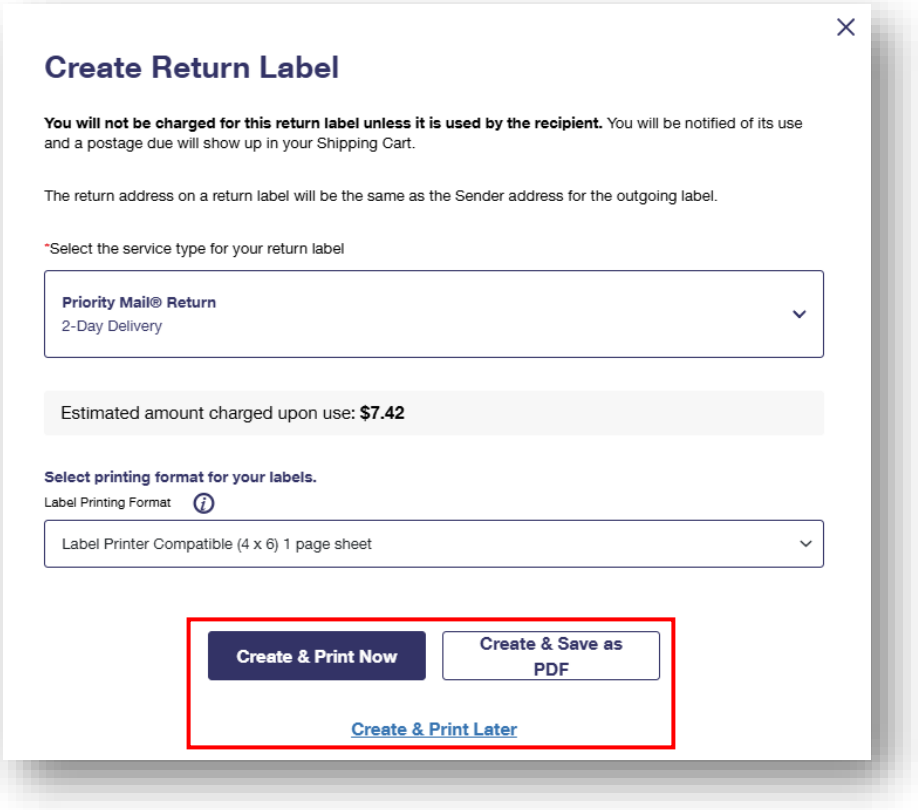
b) Once selected, a **Create a Return Label** popup modal will be displayed. Select the **Service Type** for your Return Label.



c) Once the Service Type is selected, the estimated charge amount when used will be displayed. Then, select the **Label Printing Format.**

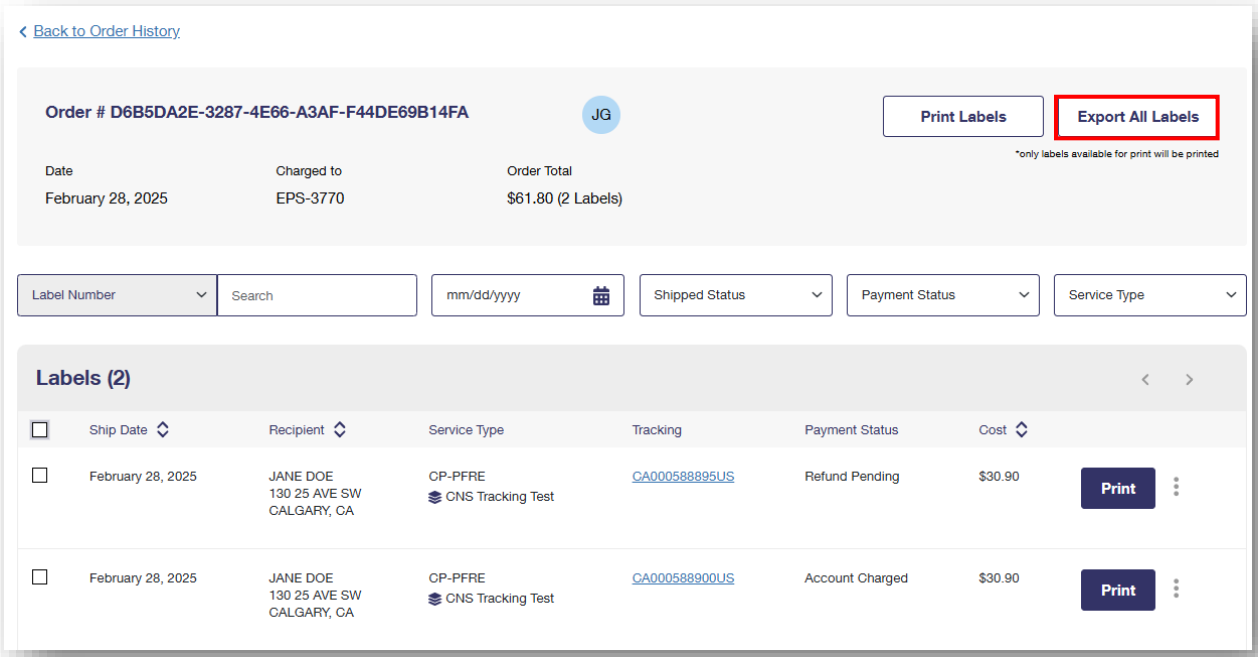


d) Finally, review the Return Label details and select the **Create & Print Now, Create & Save as PDF,** or **Create & Print Later**.

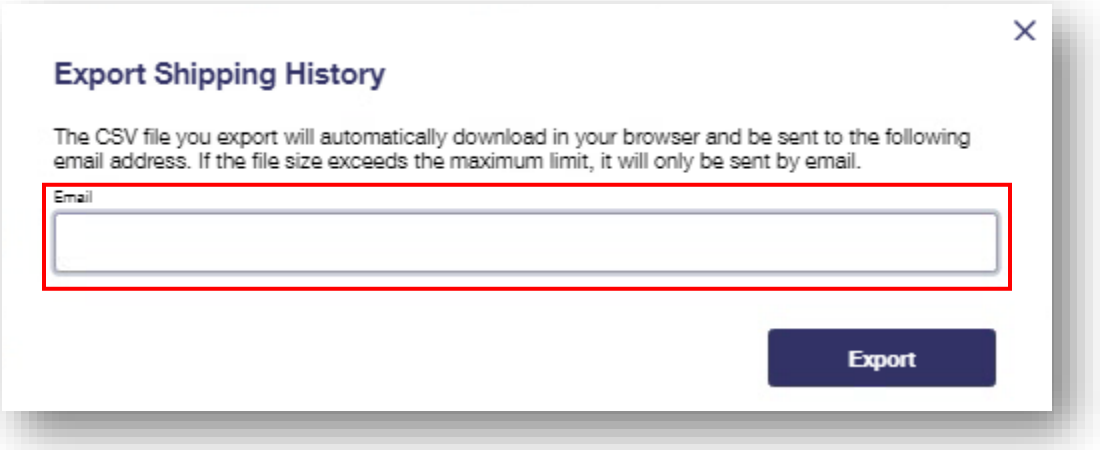


Export All Labels from an Order via CSV File

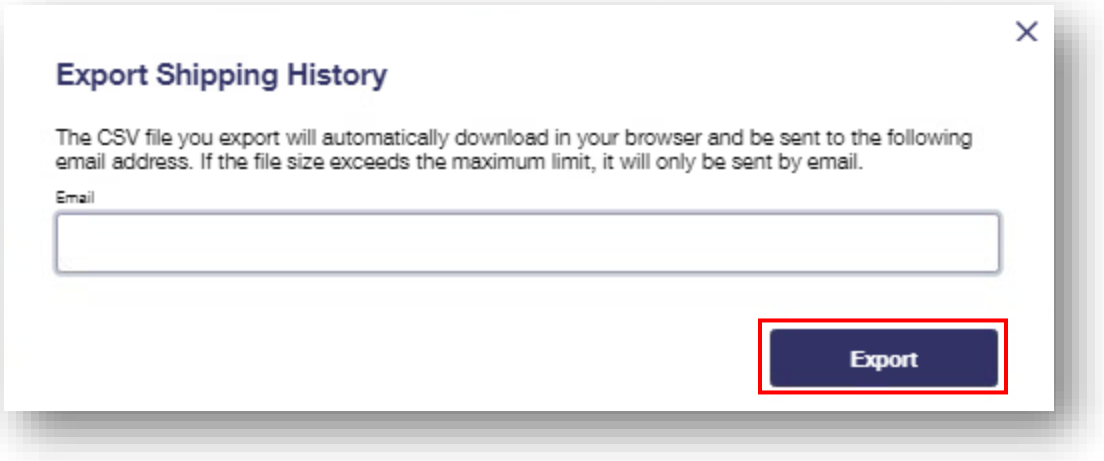
a) to export all labels via CSV file, select the **Export All** button (this option is selected by default if no labels are selected).



b) Once selected, an **Export Shipping History** popup modal will be displayed. Enter your email in the **Email** section to have the CSV file emailed to you (optional).

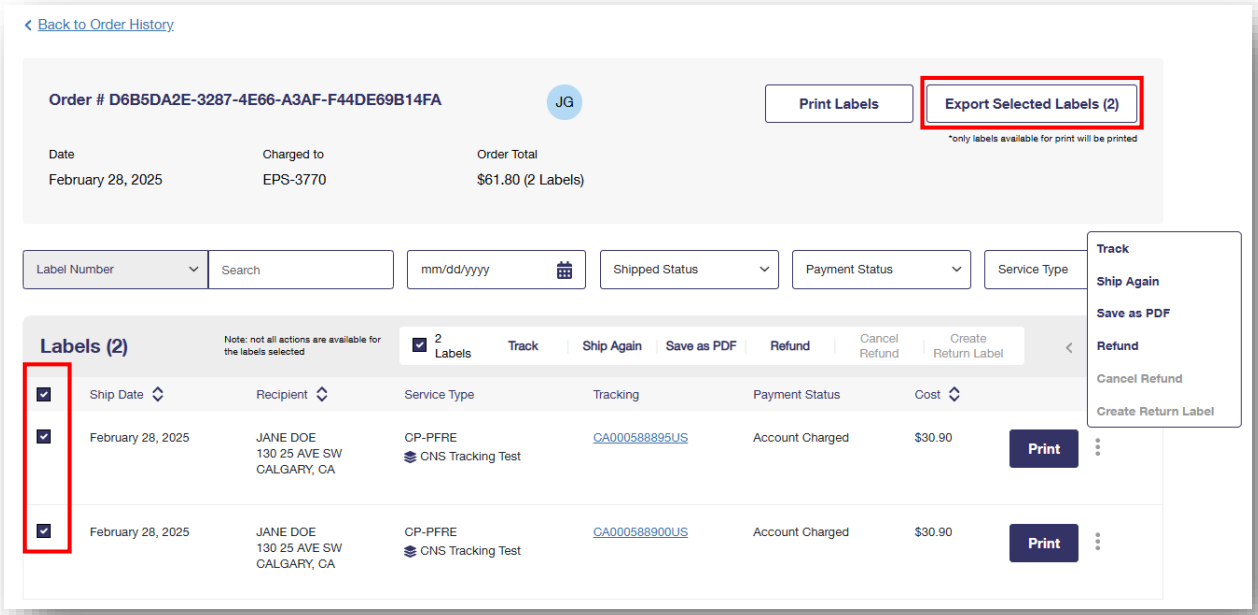


c) Select **Export** to export the CSV file.

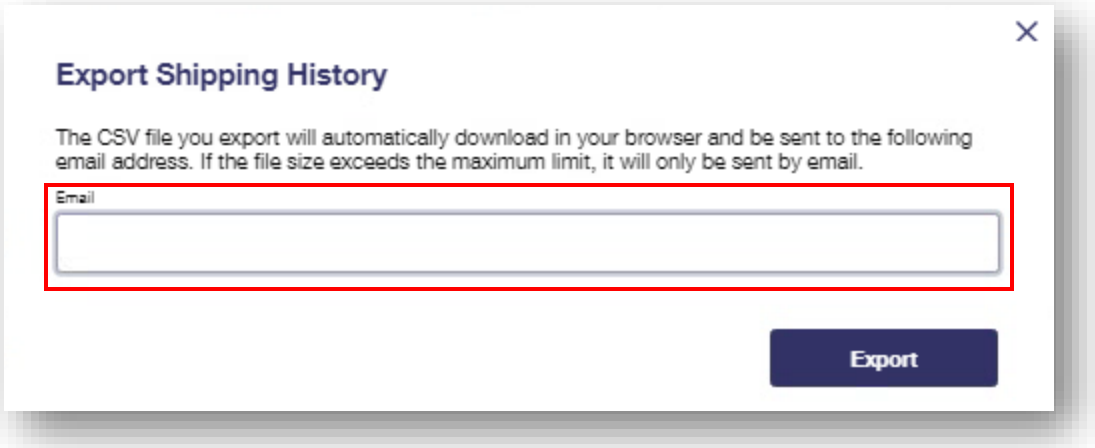


Export Specific Labels from an Order via CSV File

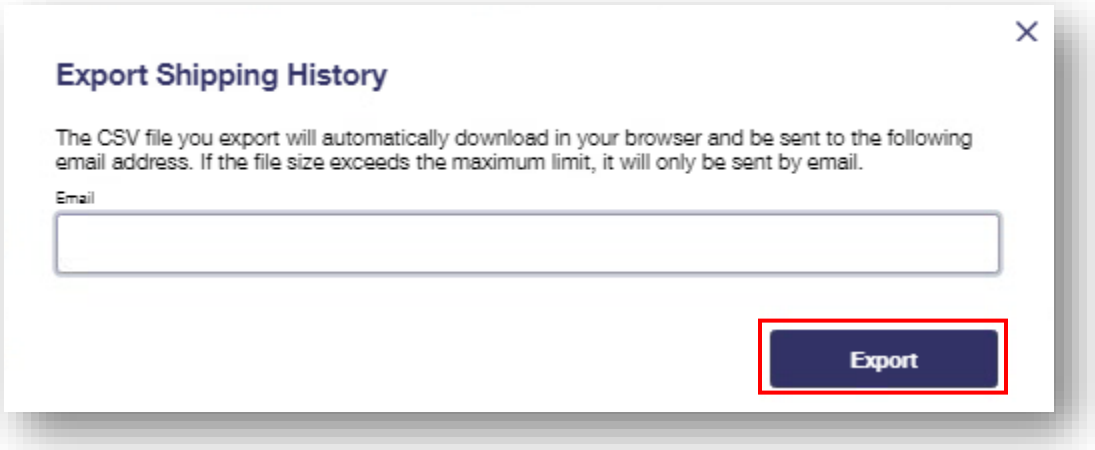
a) to export selected labels via CSV file, select the checkbox of the labels and then select the **Export Selected Labels** button.



b) Once selected, an **Export Shipping History** popup modal will be displayed. Enter your email in the **Email** section to have the CSV file emailed to you (optional).



c) Select **Export** to export the CSV file.

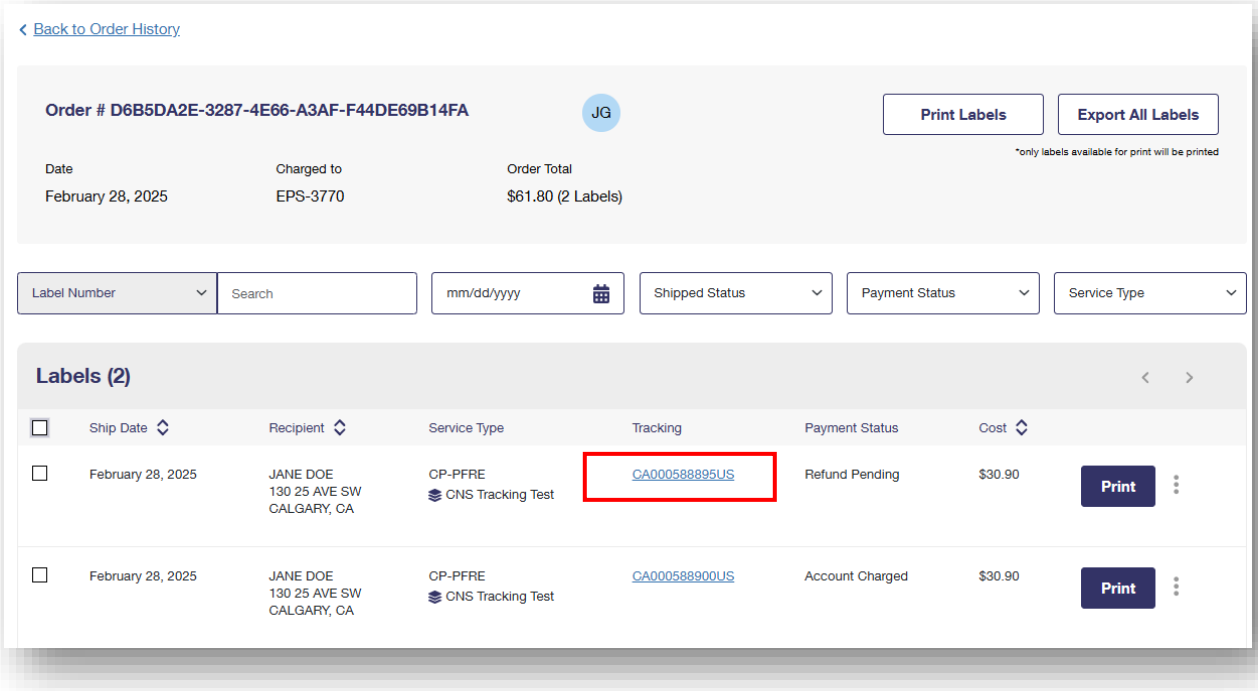


All Actions within the Label Details Page

Within the Label Details page of a selected label, you'll be able to perform multiple actions to that specific label.

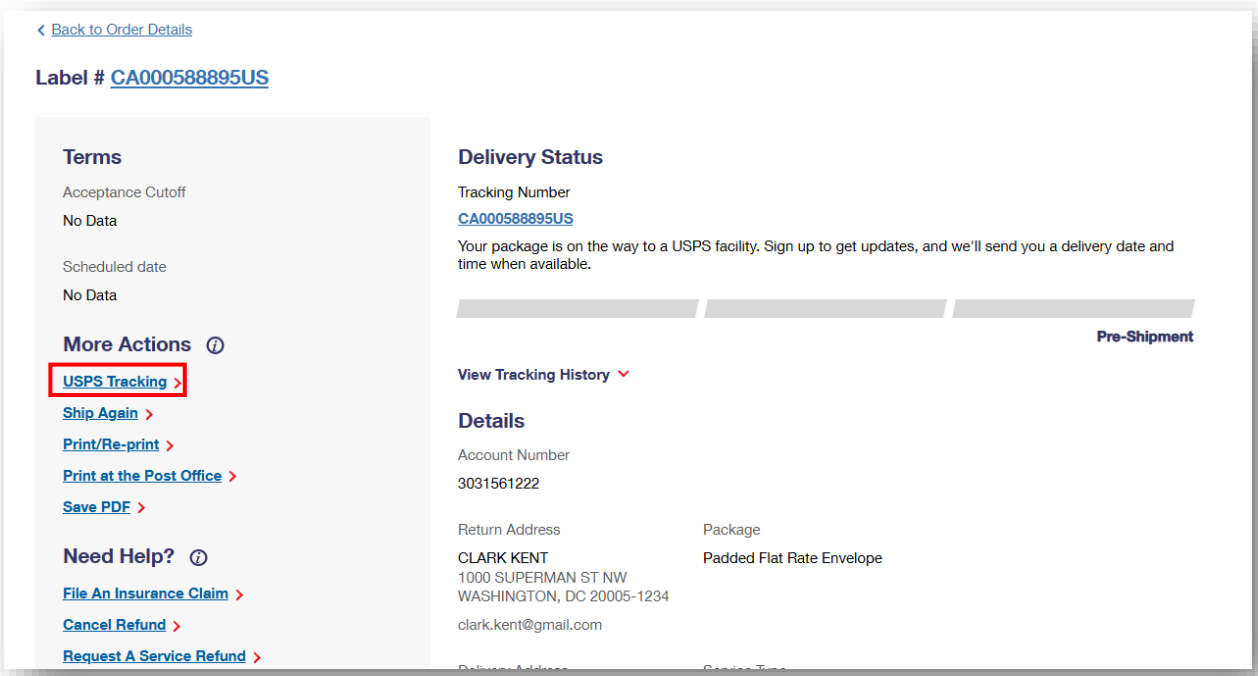
1) Select a Label to View

a) Select the **Label Number hyperlink** of the label that you would like to view.

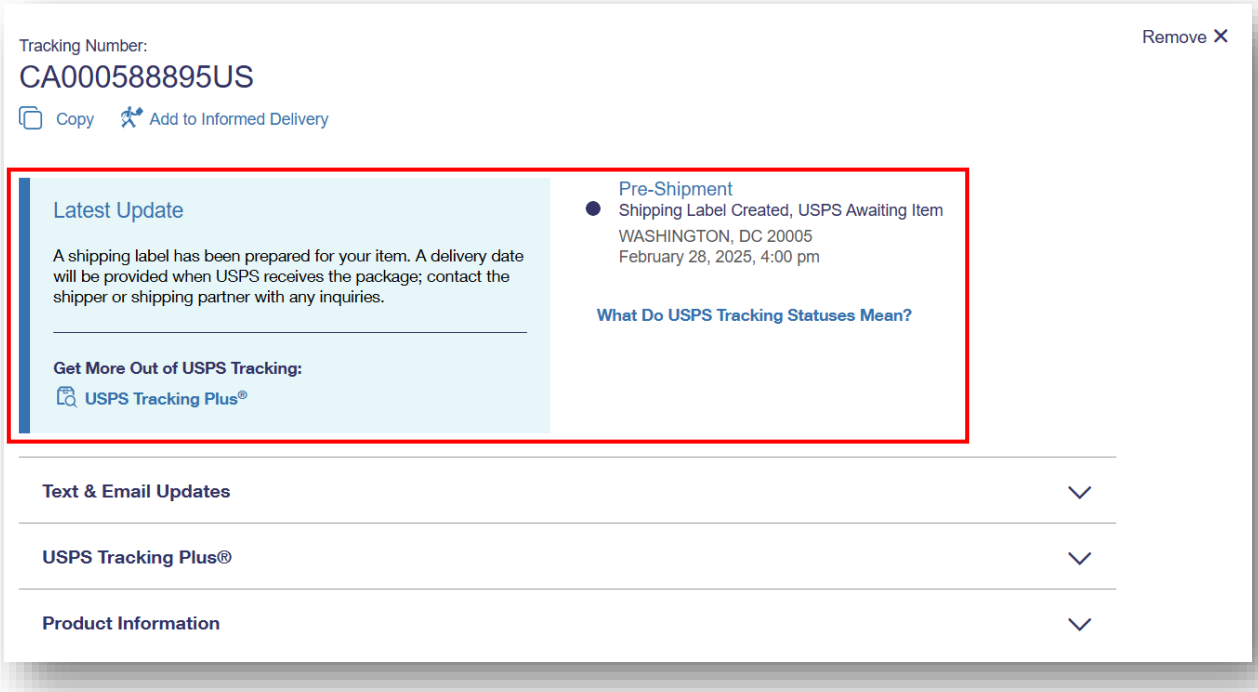


View USPS Tracking for Label

a) If you would like to view the USPS® tracking for the label, select **USPS Tracking** from the **More Actions** section, and you'll be redirected to the USPS® tracking page for that label.

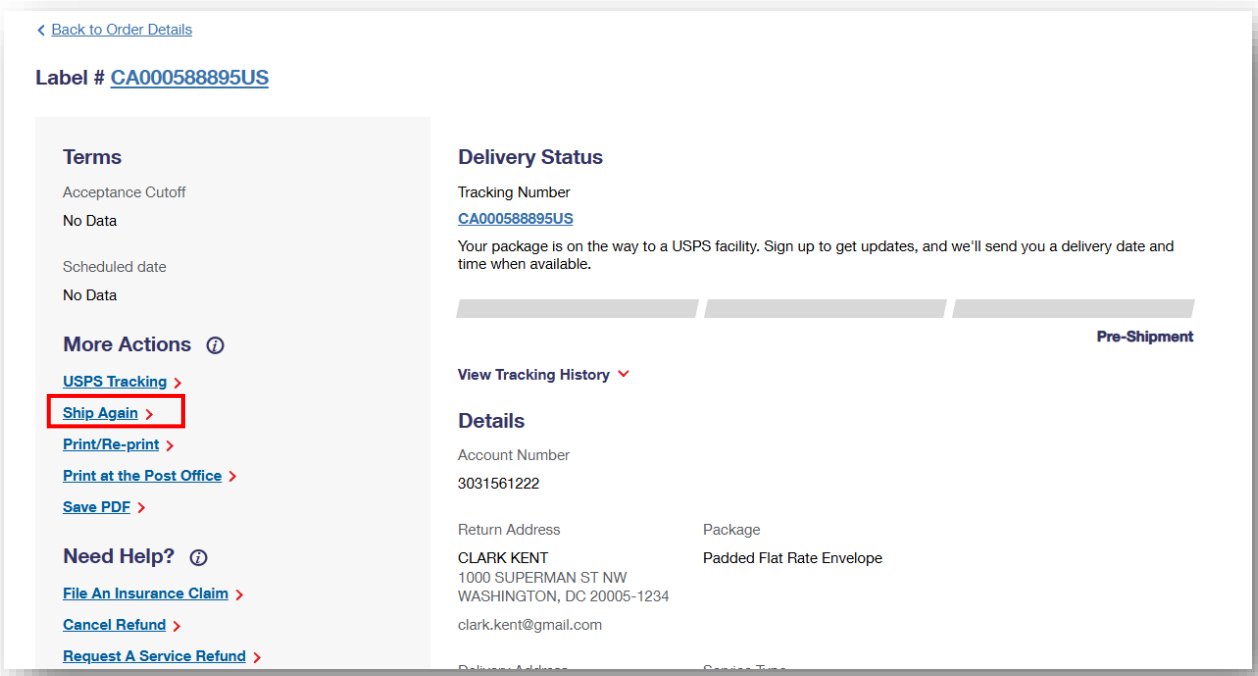


b) Once selected, you will be redirected to the **USPS® Tracking page** for that label**.**



Ship Label Again

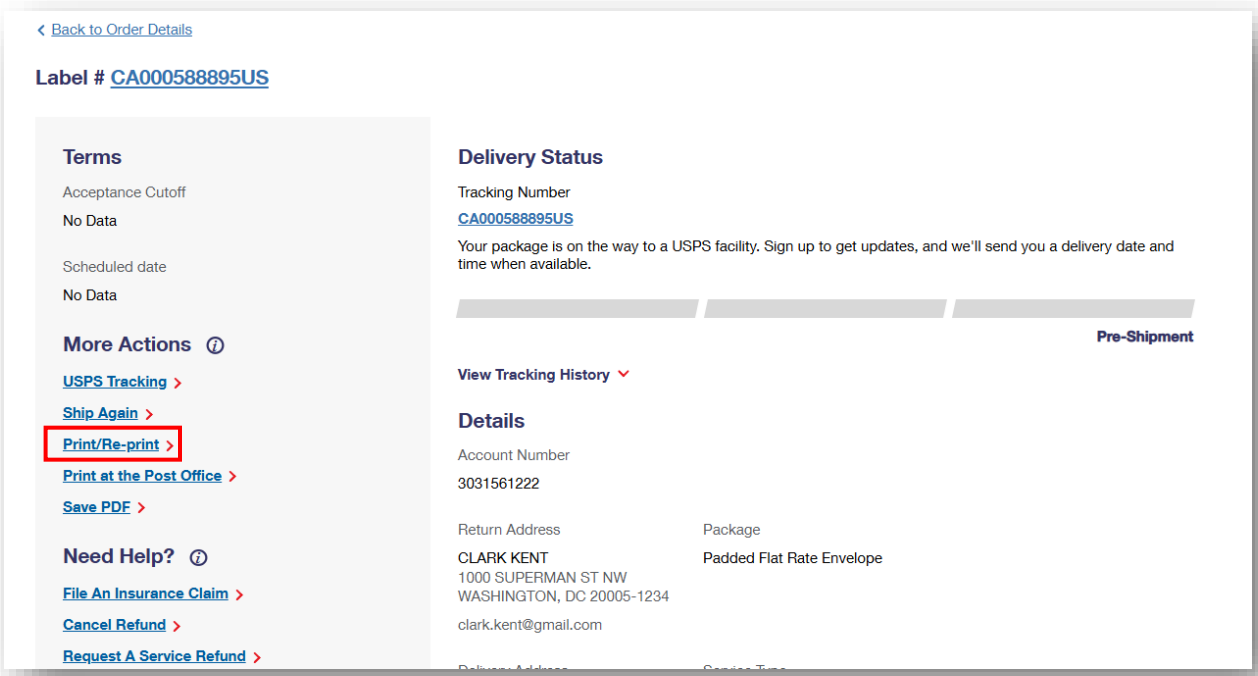
a) If you would like to ship the same label again, select **Ship Again.**



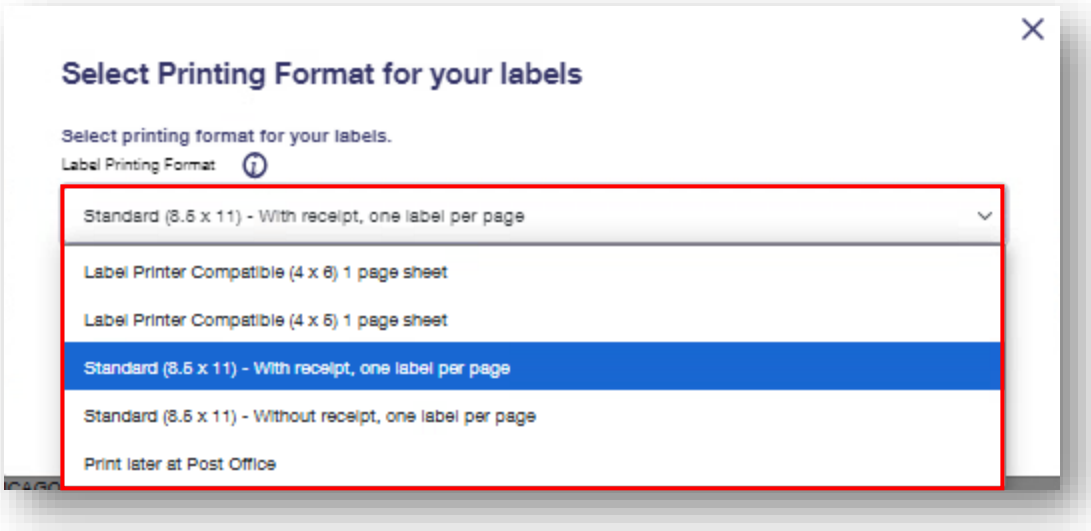
b) Once selected, a new label with the exact same details will be readded to your Label Cart and the following **green message bar** will be displayed at the top of the page.

Print / Re-Print Label

a) If you would like to print or re-print the selected label, select the **Print Labels** button**.**

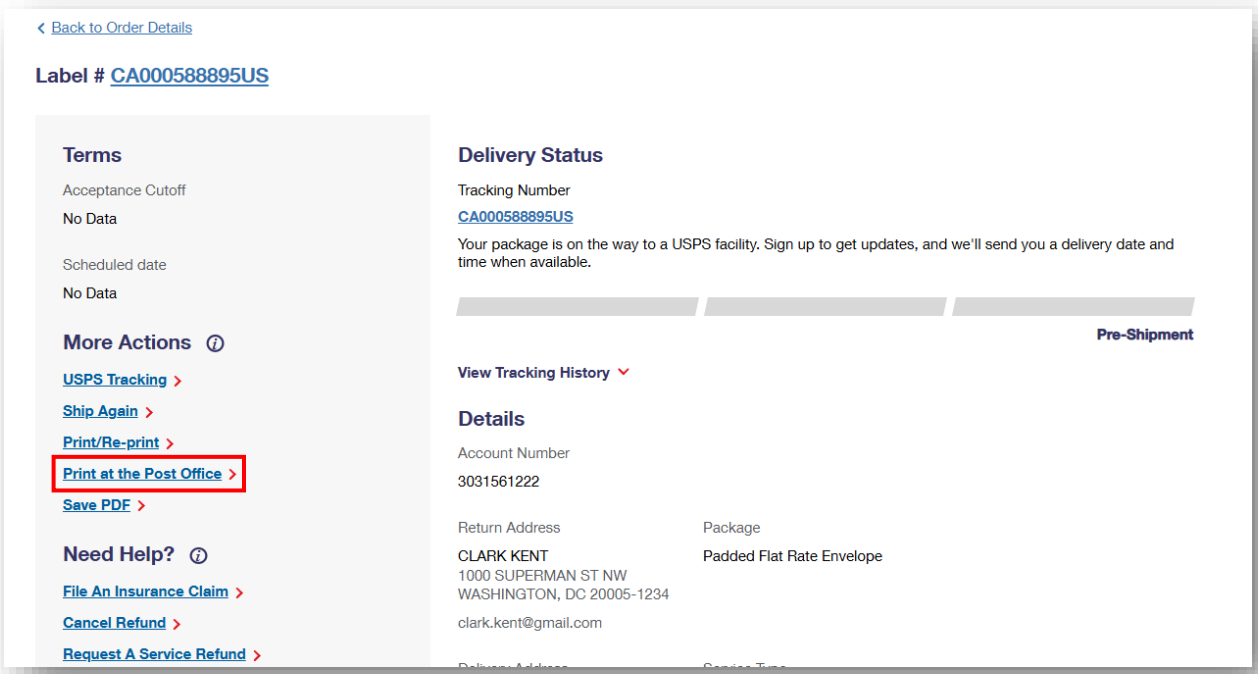


b) A **Select Printing Format for your Labels** popup modal will be displayed. Select a **printing format type** and select **Get PDF** to print.

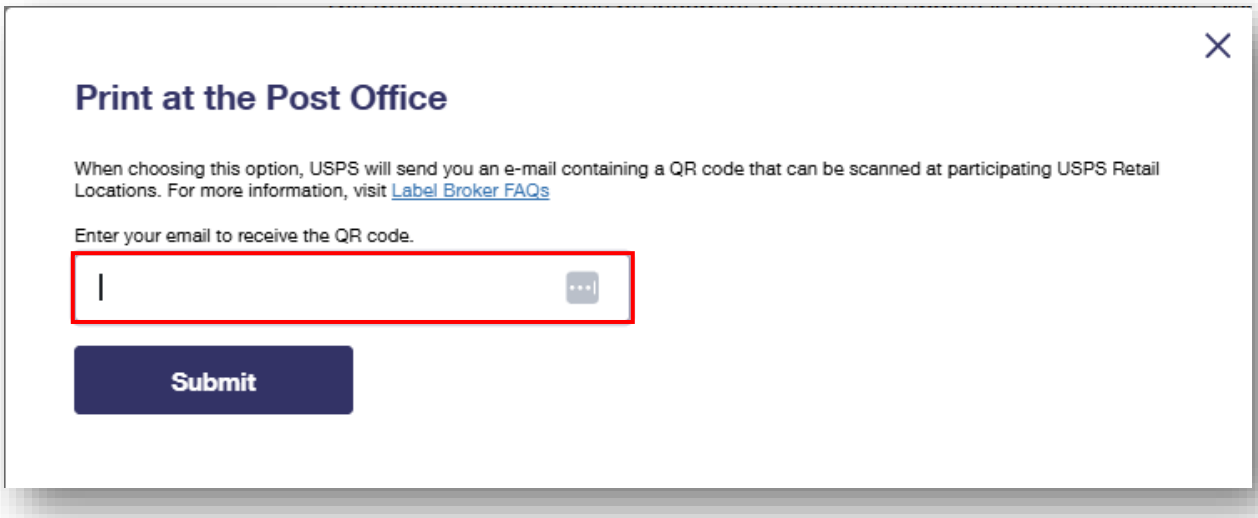


Print Label at the Post Office (Label Broker)

a) If you would like to print your label at a nearby USPS® Post Office™, select **Print at the Post Office.**

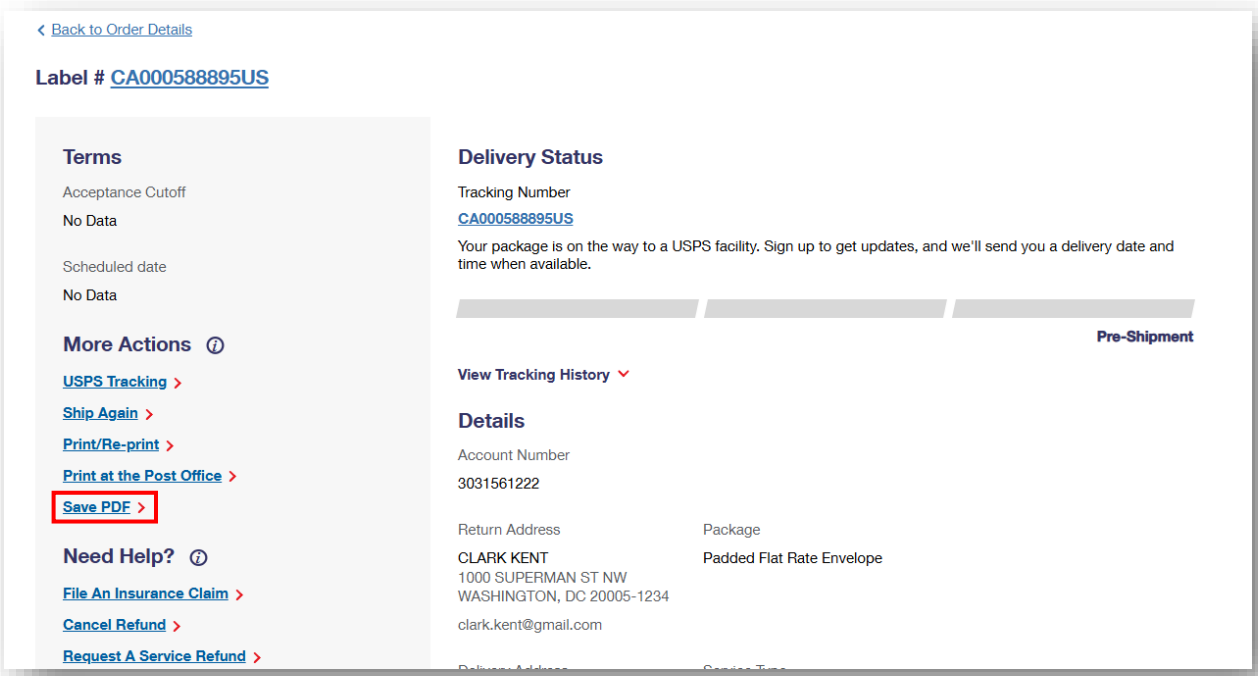


b) Enter the email in the provided textbox to and select **Submit** to receive a QR code that can be scanned at the USPS® Post Office™.

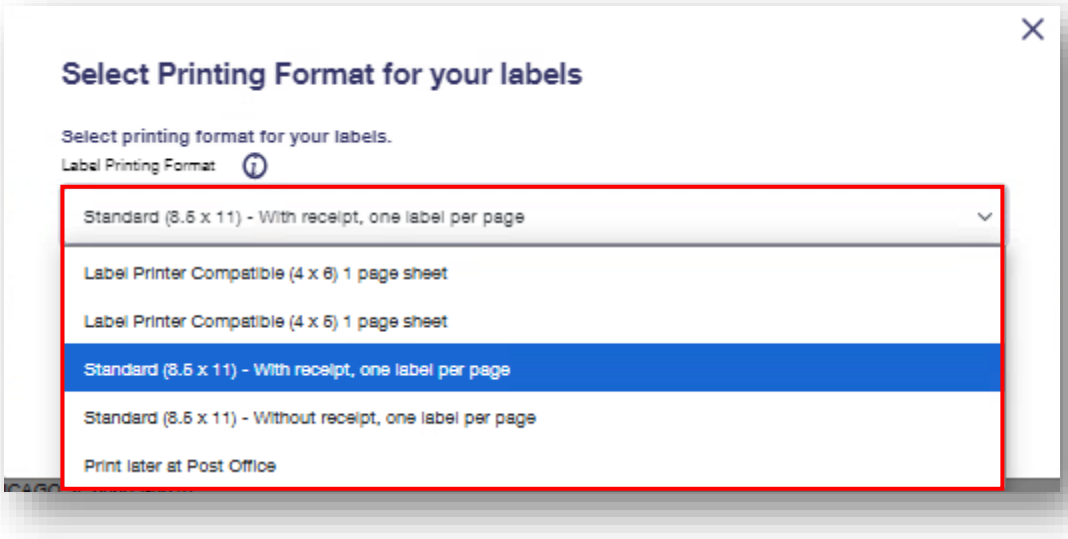


Save Label as PDF

a) If you would like to save the selected label as a PDF, select **Save as PDF.**

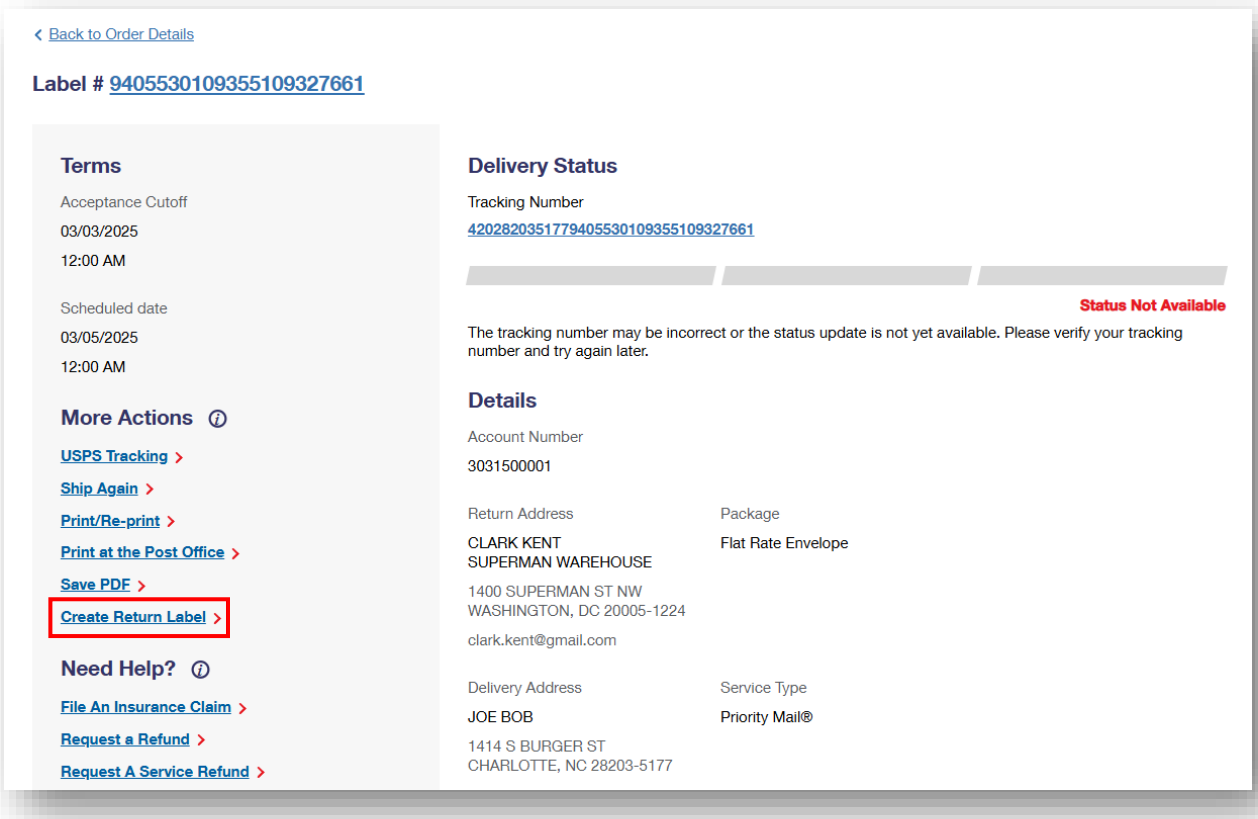


b) A **Select Printing Format for your Labels** popup modal will be displayed. Select a **printing format type** and select **Get PDF** to print.

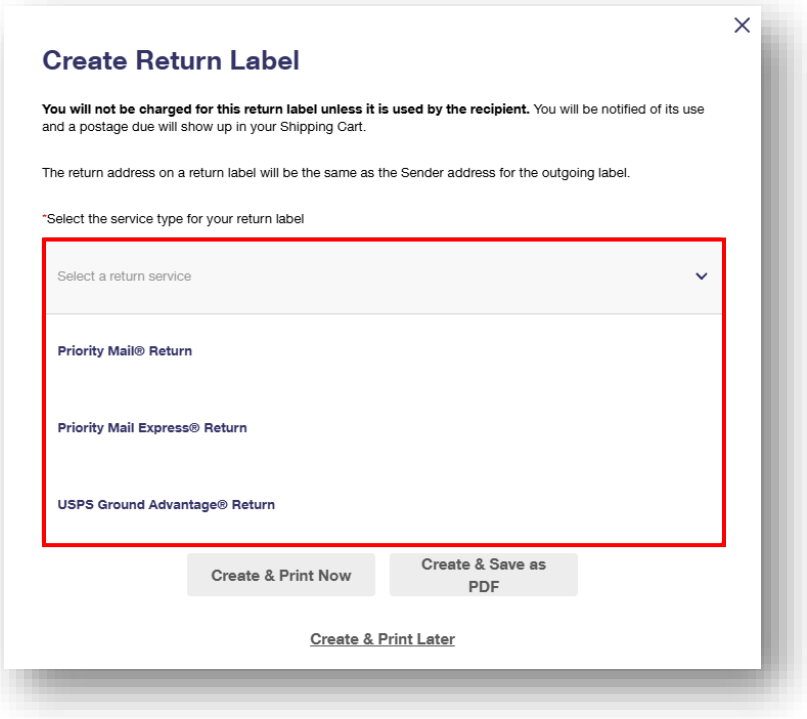


Create a Return Label

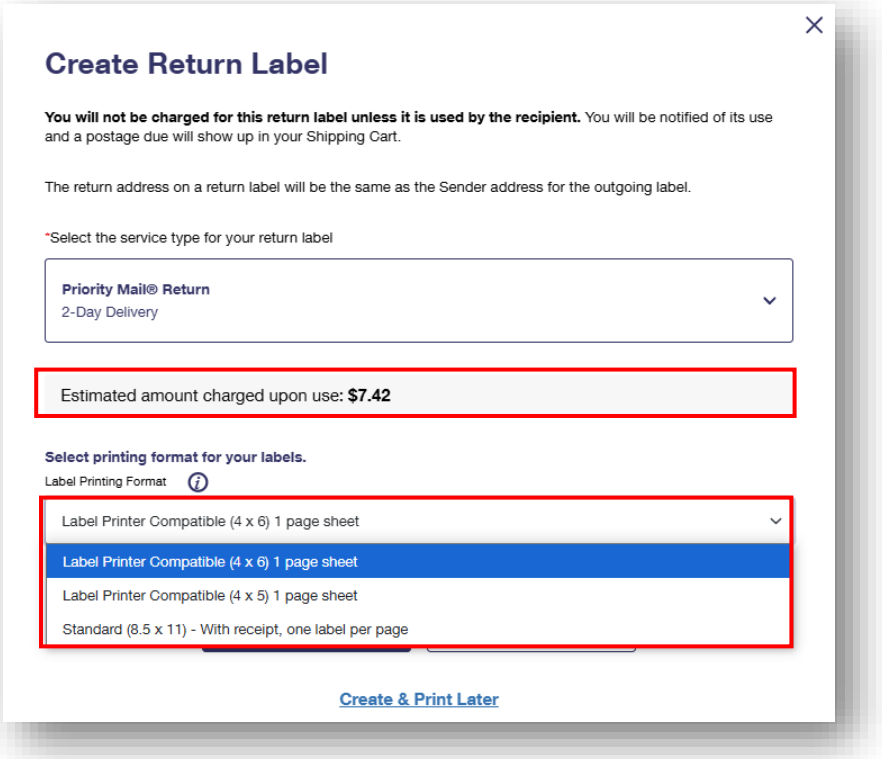
a) To create a return label or the selected label, select **Create Return Label** (note, you will not be charged for this return label unless it is used by the recipient)**.**



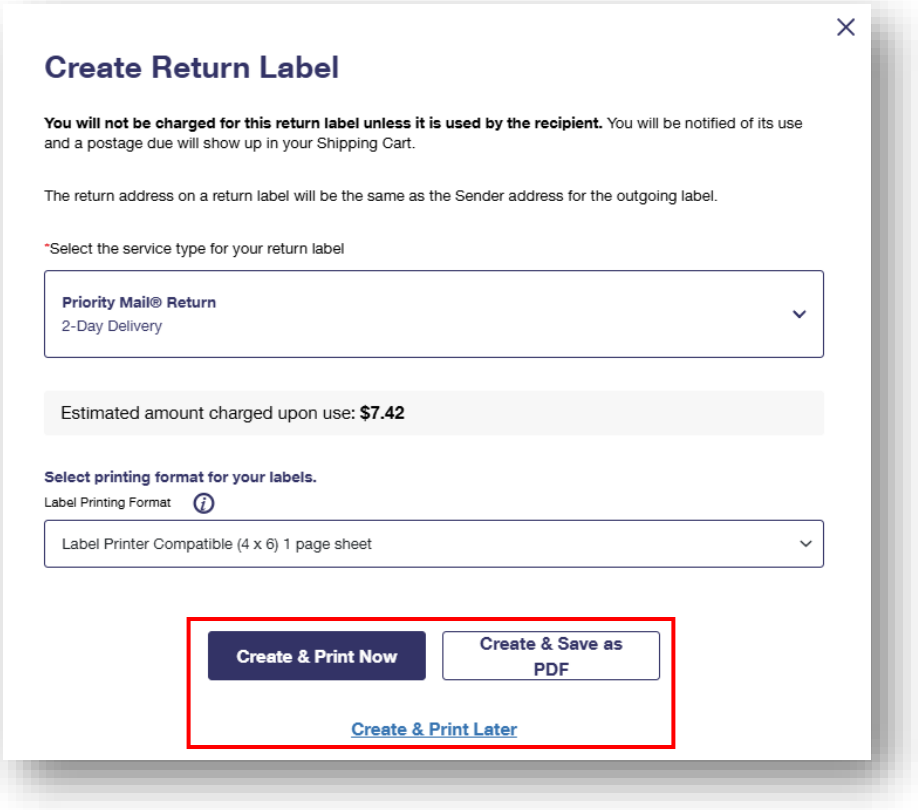
b) Once selected, a **Create a Return Label** popup modal will be displayed. Select the **Service Type** for your Return Label.



c) Once the Service Type is selected, the estimated charge amount when used will be displayed. Then, select the **Label Printing Format.**



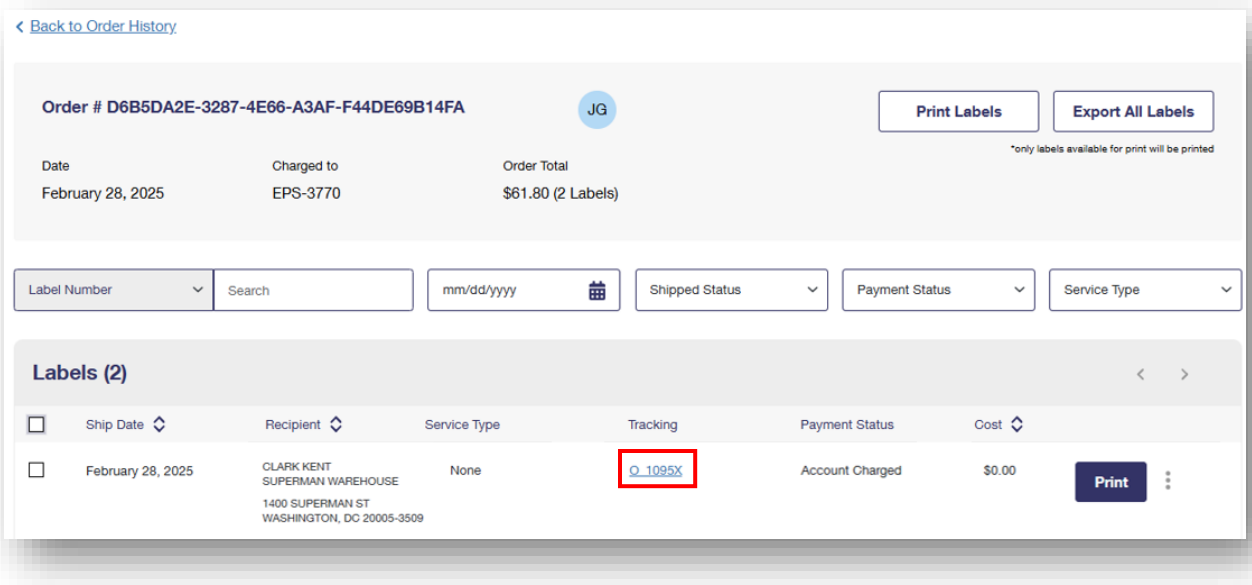
d) Finally, review the Return Label details and select the **Create & Print Now, Create & Save as PDF,** or **Create & Print Later**.



View Free Shipping Supplies Order Details & Status

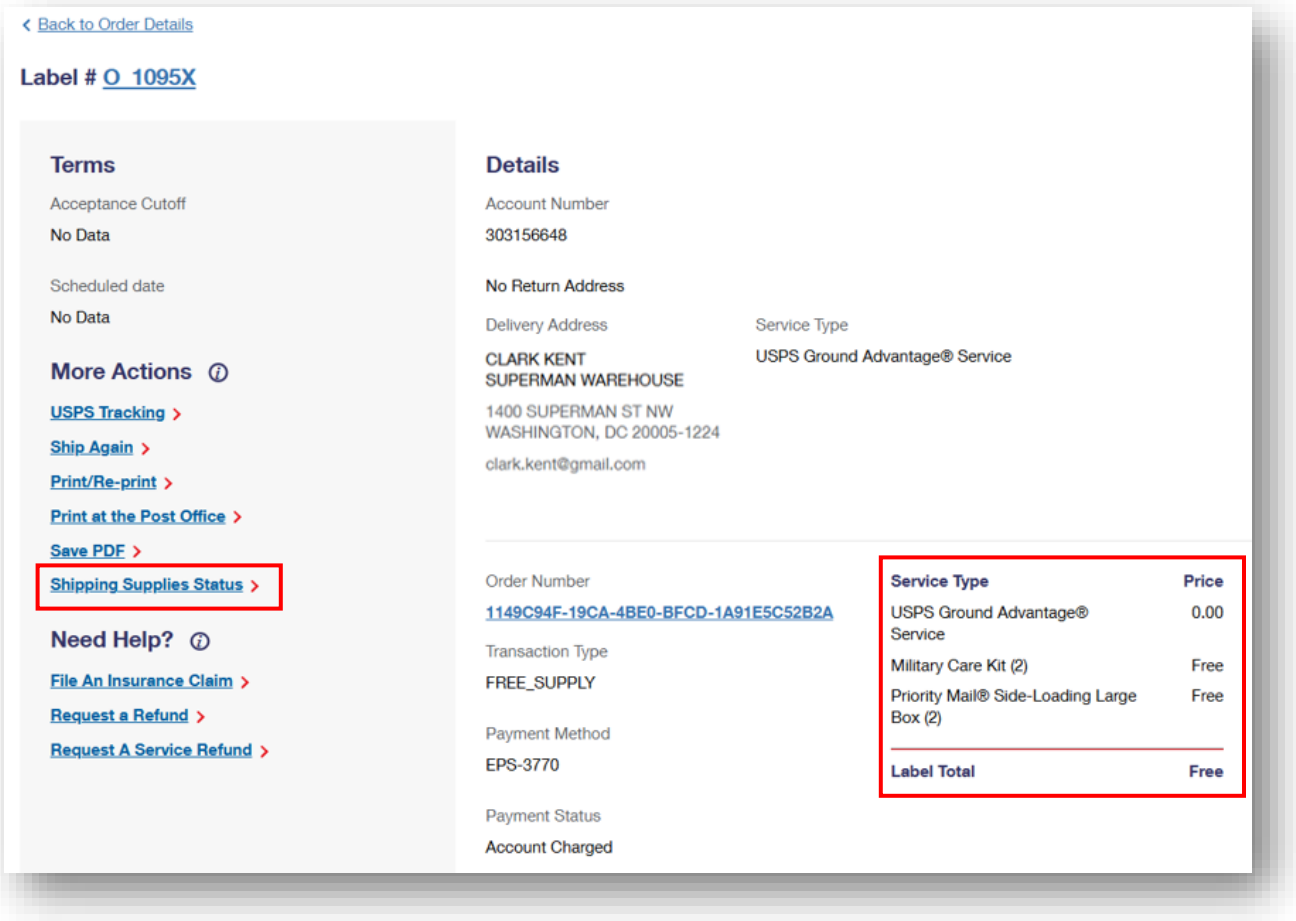
a) To view the status of your shipping supplies (if they were added to your order at purchase), select **Shipping Supplies Status.**

   i. *Note, the Free Shipping Supplies will be displayed as its own line item within the Order Details page as shown below. To view the Shipping Supplies details page, select the Shipping Supplies Order ID.*



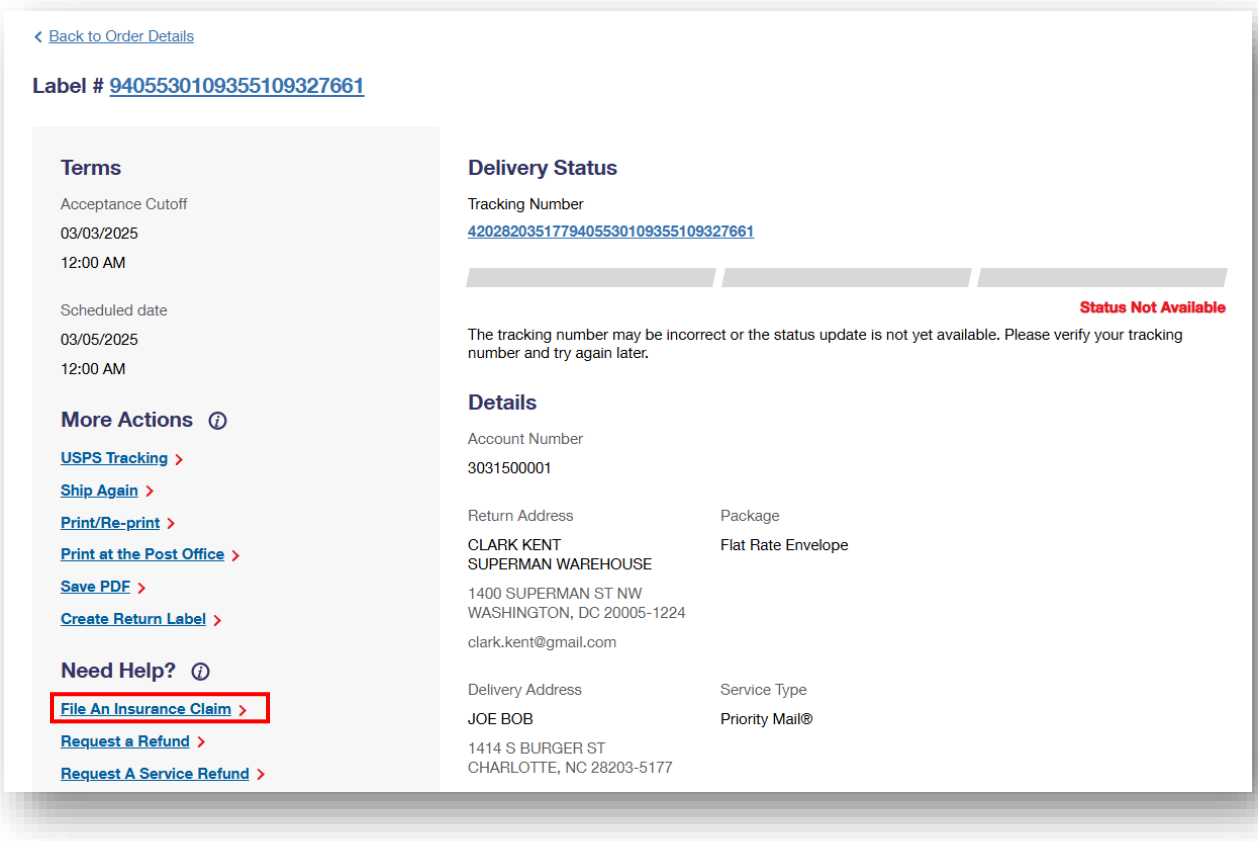
b) Once on the Free Shipping Supplies, select **Shipping Supplies Status** and you will be redirected to your USPS Activity History**.**

c) To view details about the selected Free Shipping Supplies, refer to the **Details** section.



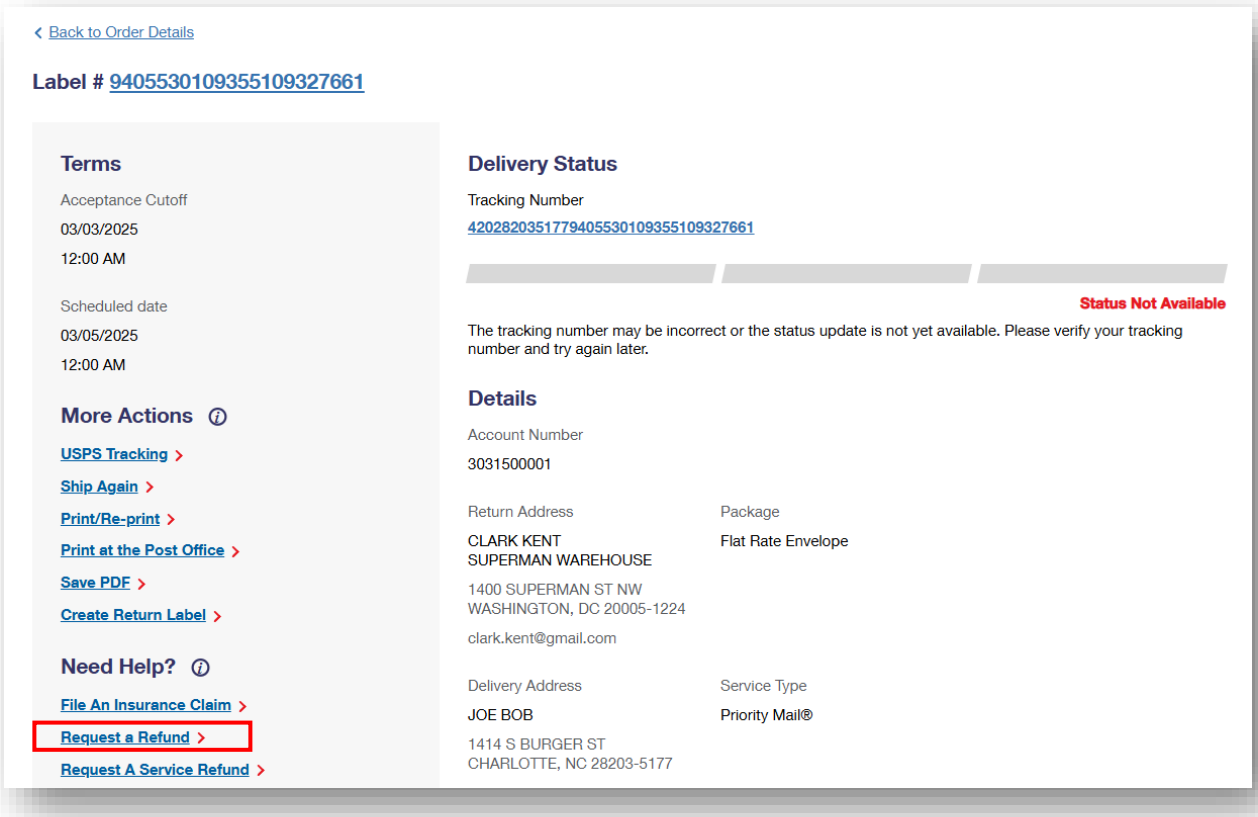
File an Insurance Claim for the Label

a) If you would like to file an insurance claim for the selected label, refer to the **Need Help** section and select **File an Insurance Claim** and you will be redirected to the USPS® Claims Portal.

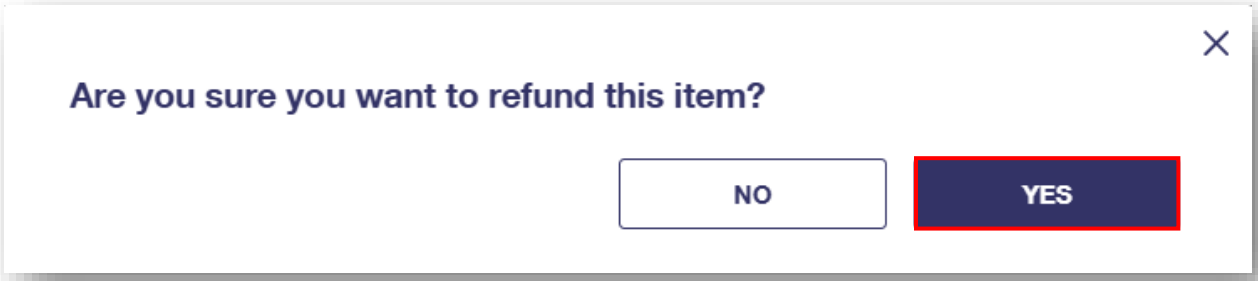


Request / Cancel a Refund

e) If you would like to request a refund for the selected label, refer to the **Need Help** section and select **Request a Refund.**

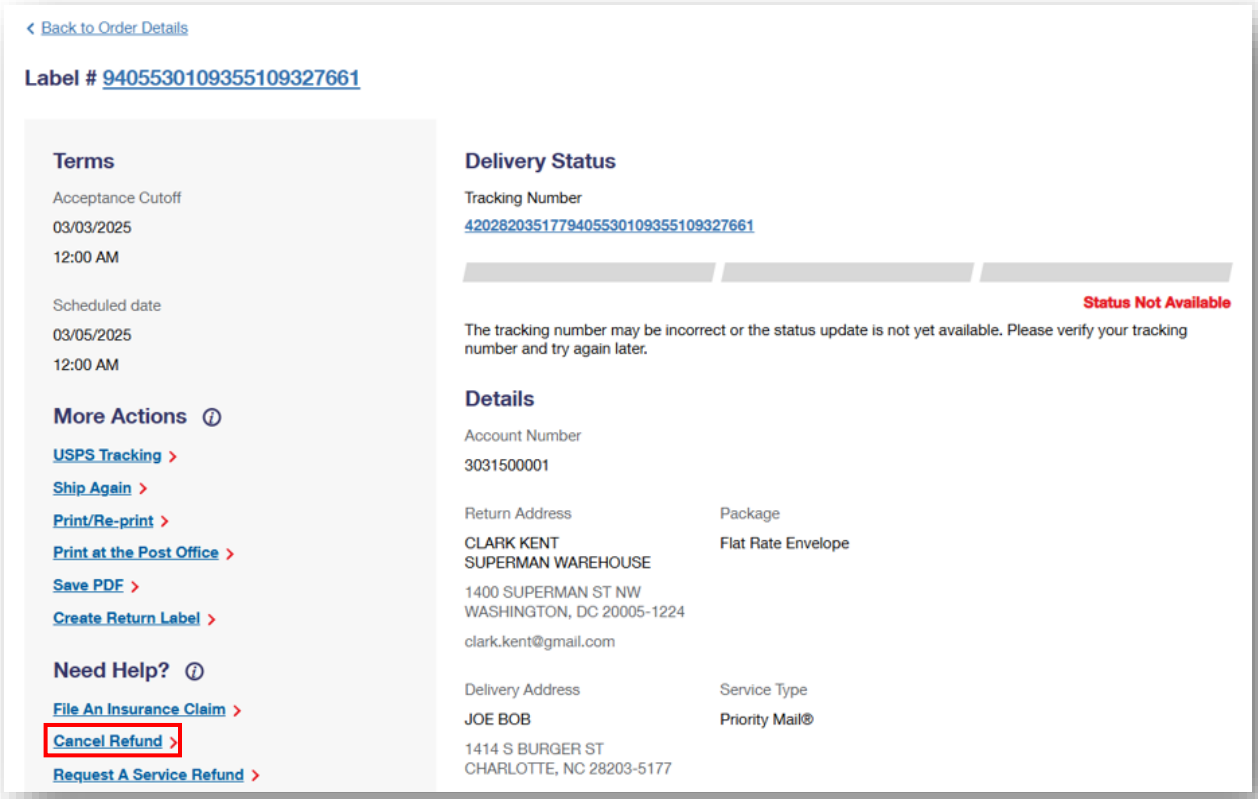


f) Once selected, a confirmation popup will be displayed. Select **Yes** to proceed with requesting a refund.

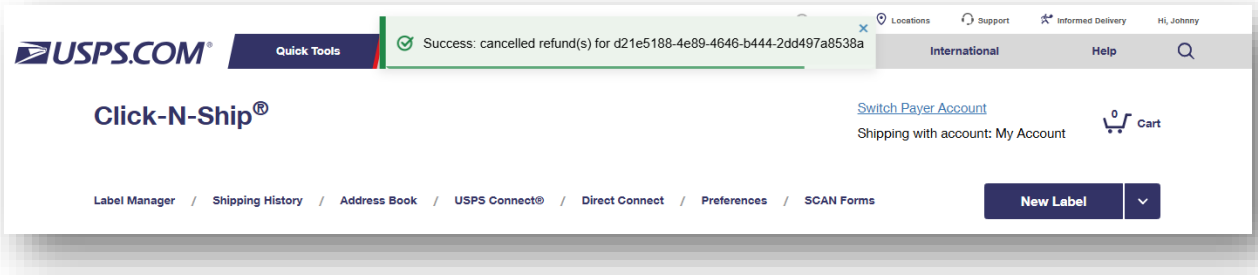


g) If the refund is successful, you will see the following green message bar displayed at the top of the page.

h) If you have requested a refund for the selected label, refer to the **Need Help** section again and select **Cancel Refund.**

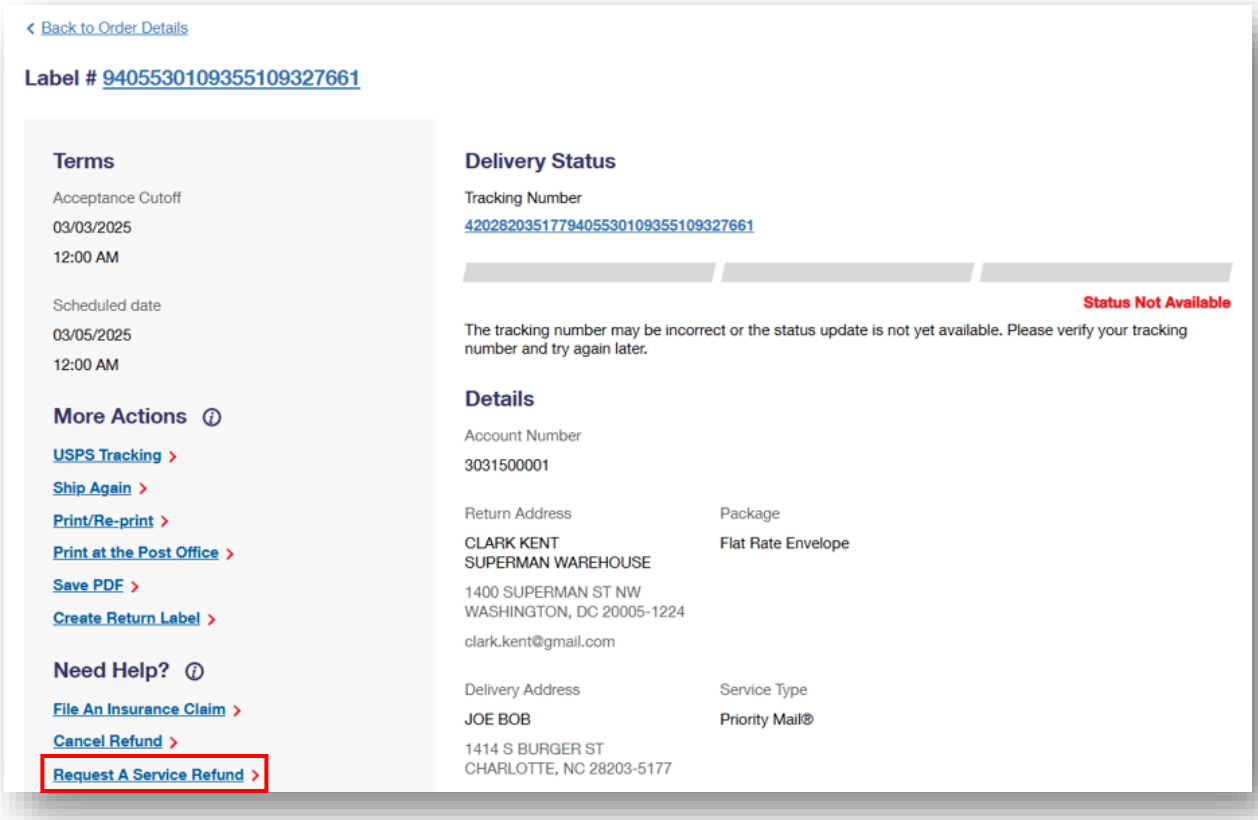


i) If the refund is successfully canceled, you will see the following **green message bar** displayed at the top of the page.



Request a Service Refund

a) To request a refund for an unused or unwanted extra service, refer to the **Need Help** section and select **Request a Service Refund** and you will be redirected to the [USPS® Service Refund Portal](#).

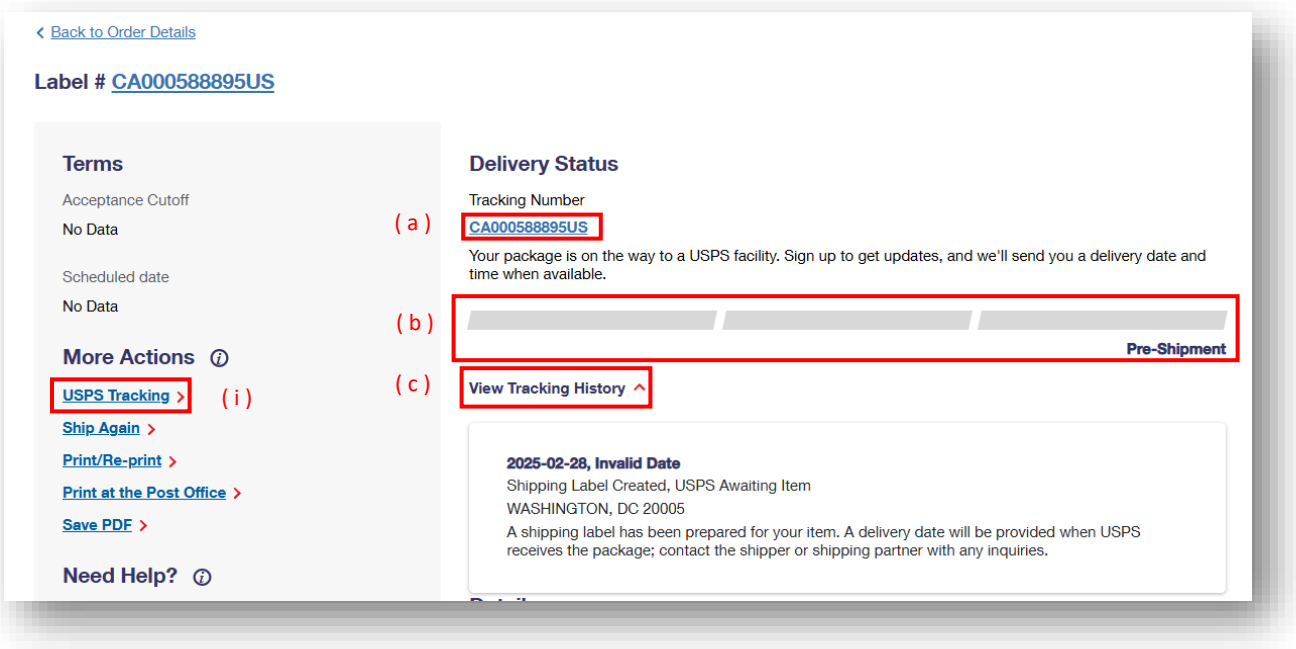


View Label's Delivery Status

a) To view the label's Delivery Status, refer to the **Delivery Status** section and select the hyperlinked **Tracking Number** to be redirected to the USPS® tracking page for that label.
   i. *Note, this can also select **USPS Tracking** from the **More Actions** section, and you'll be redirected to the USPS® tracking page for that label.*

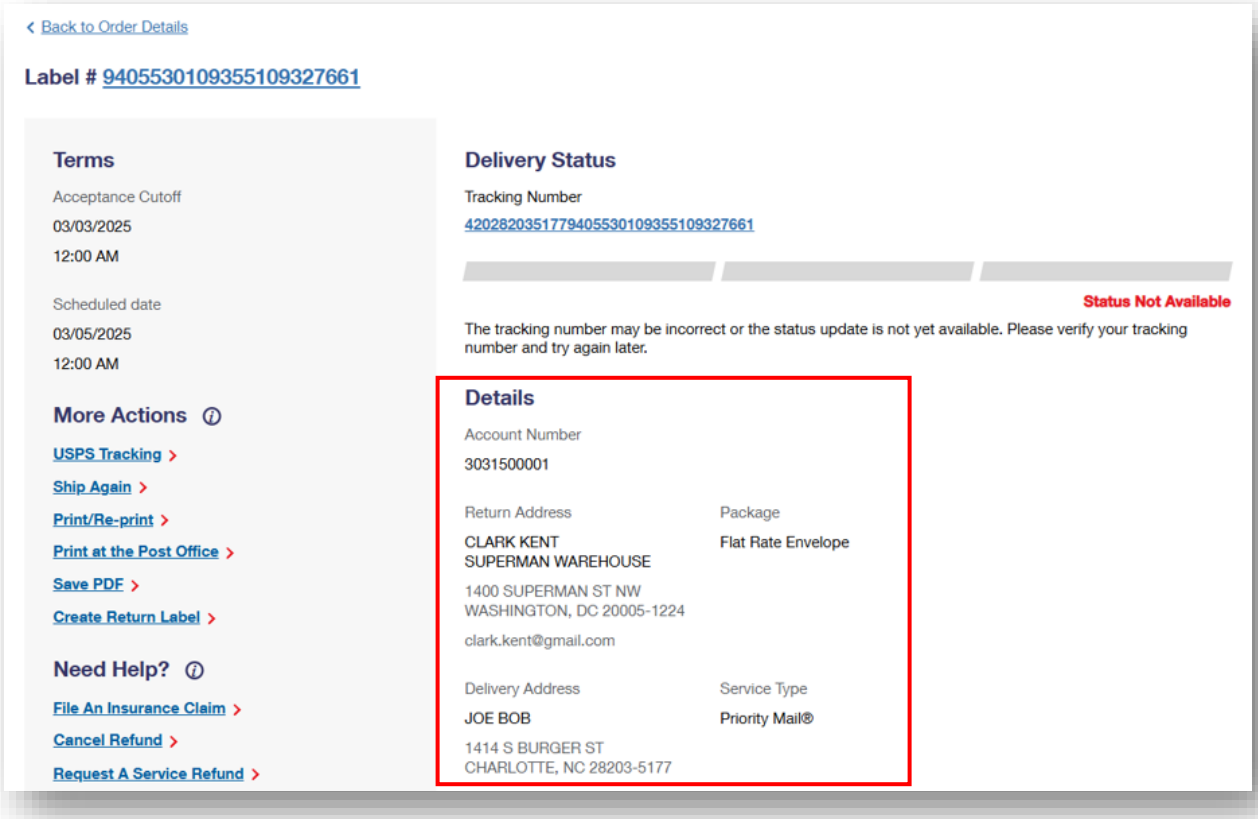
b) To view the delivery status of the package, refer to the **Delivery Status progress bar**.

c) To view the entire tracking history, select the **View Tracking History** toggle.



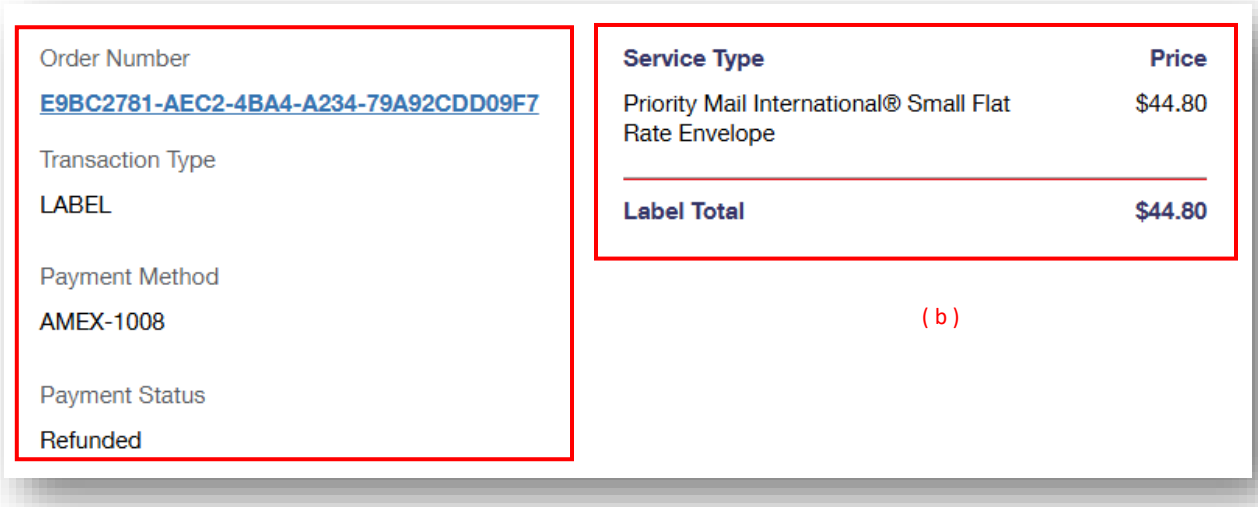
View Label Details & Order Summary

a) To view the label details *(such as Return Address, Delivery Address, Package Type, and Service Type)*, refer to the **Details** section of the Label Details page.



b) To view the **Order Details** *(such as the Order Number ID, Transaction Type, Payment Method Type, and Payment Status)*, refer to the left side of the **Details** section.

c) To view the **Label Summary,** refer to the right side of the **Details** section.

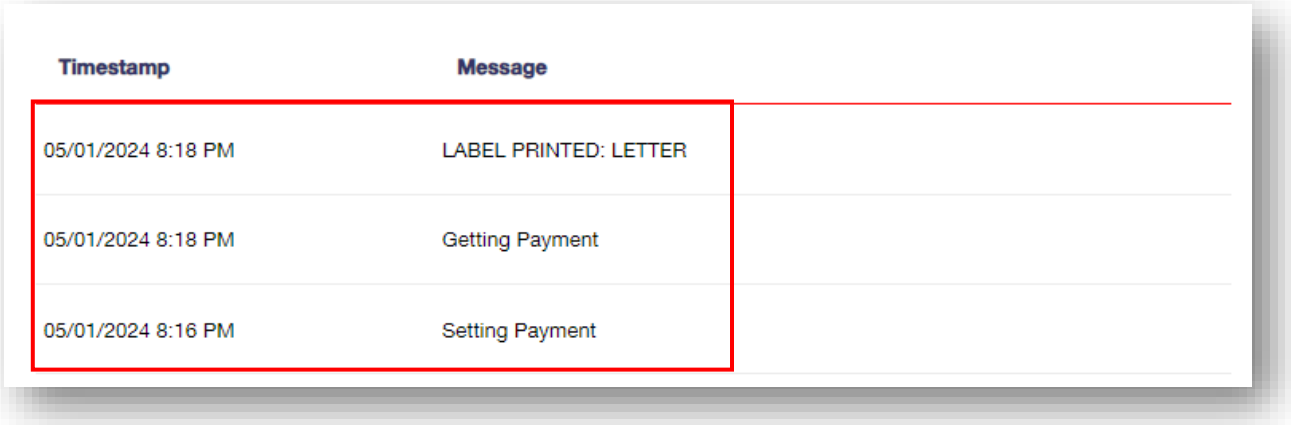


(a)

(b)

View Labels Action History Table

a) To view all actions made toward the label, refer to the **Label History table** at the bottom of the Label Details page. Here you will see the timestamp along with the action that was performed on that specific label *(such as paying, printing, requesting a refund, etc.)*.



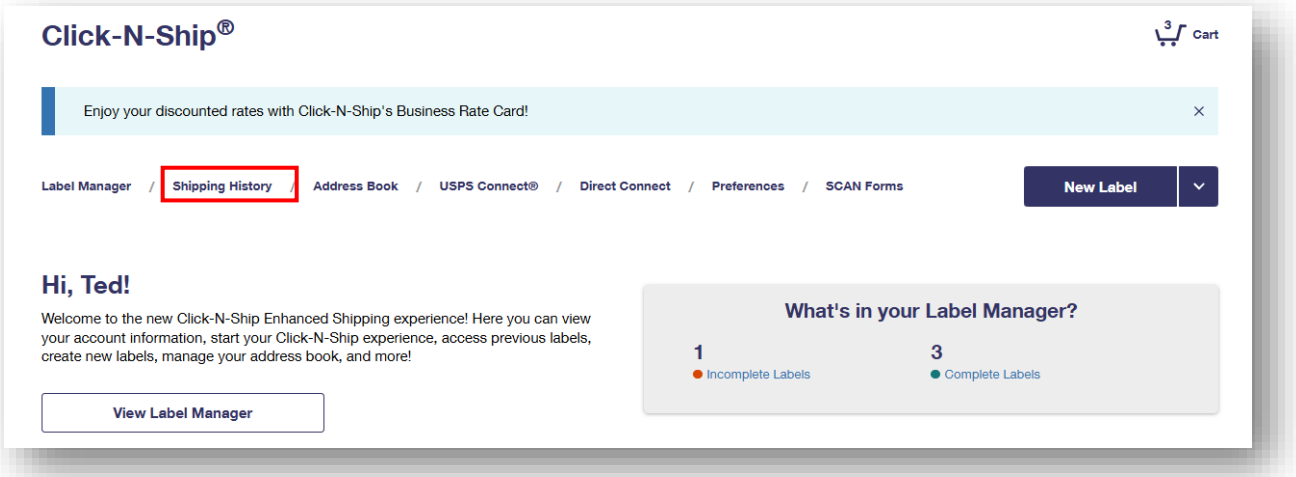
Timestamp	Message
05/01/2024 8:18 PM	LABEL PRINTED: LETTER
05/01/2024 8:18 PM	Getting Payment
05/01/2024 8:16 PM	Setting Payment

Enhanced Click-N-Ship Shipping History Dashboard

Within your Shipping History Dashboard, you will be able to see an analytical overview of the labels that you have created, purchased, and shipped through the Enhanced Click-N-Ship® application.

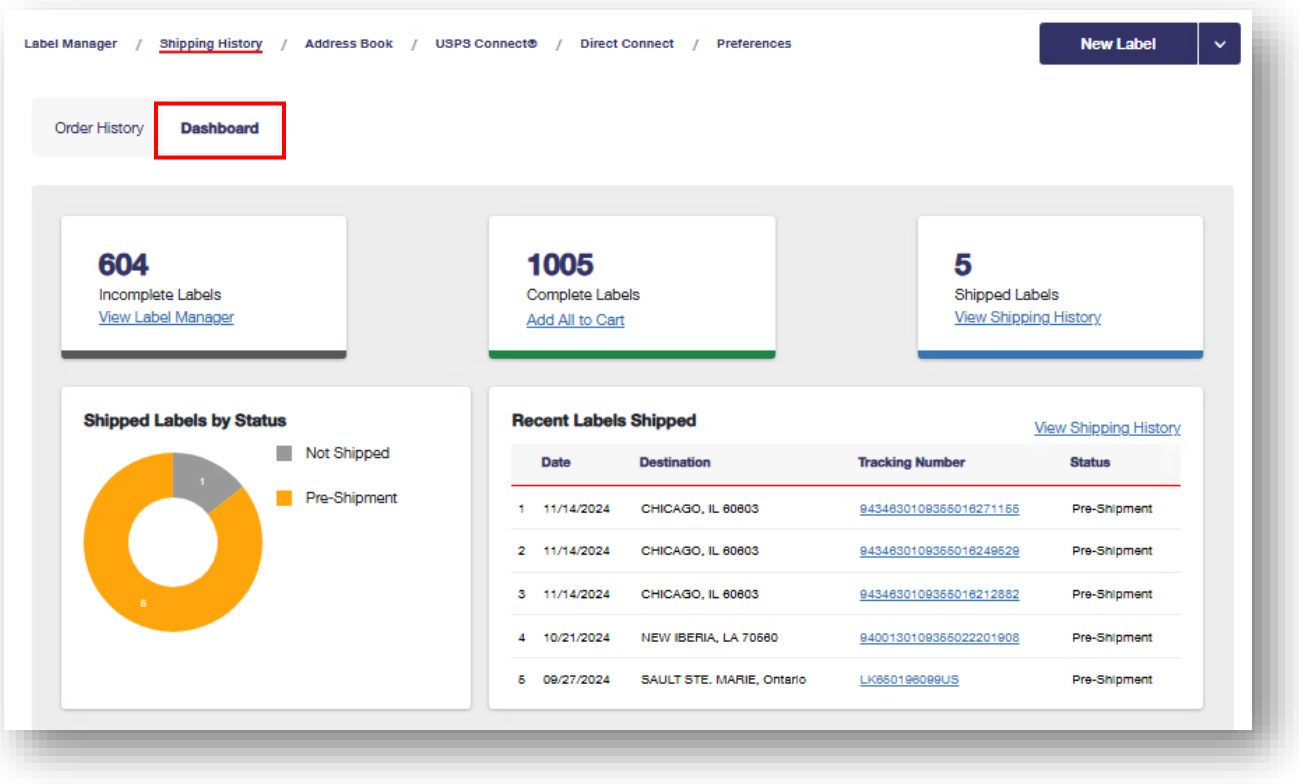
1) Access the Shipping History Dashboard

a) Click on **Shipping History** tab in the navigation menu.



2) View the Shipping History Dashboard

a) By default, you will be in the Order History view. Select the **Dashboard** tab.



All Actions within Shipping History Dashboard

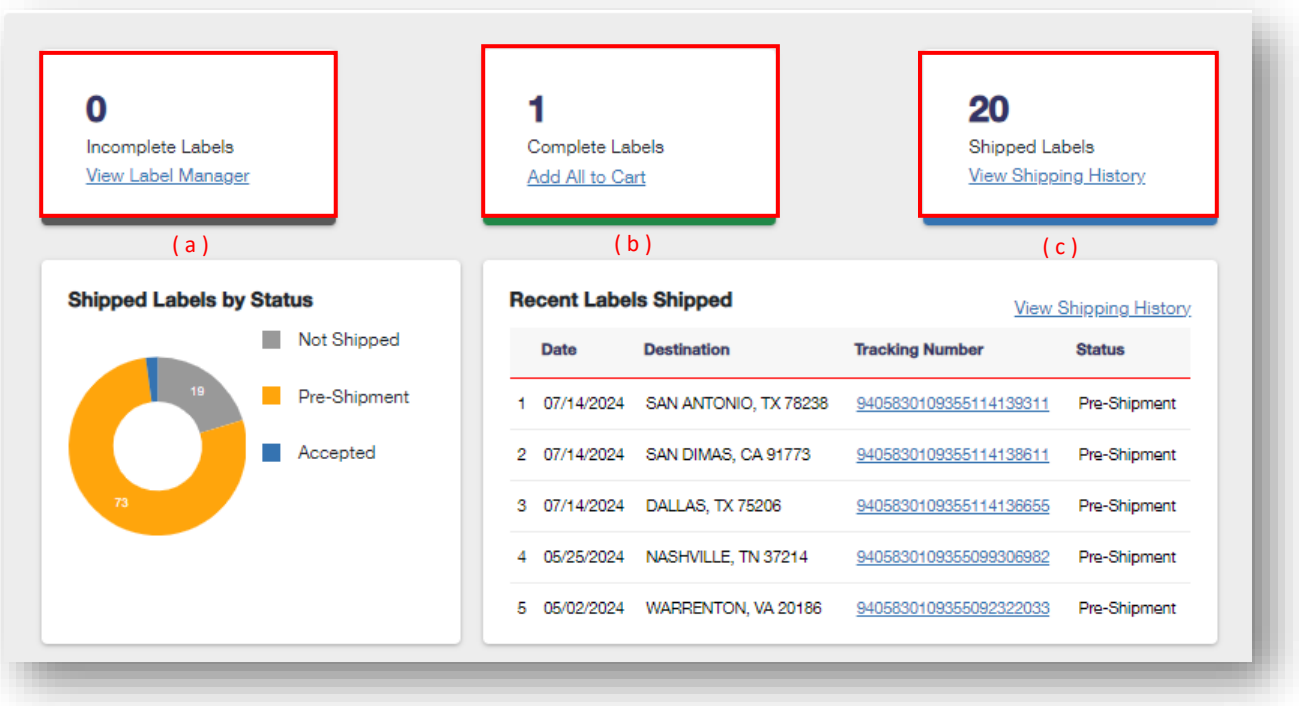
Within the Shipping History Dashboard, you'll be able to see and perform the following actions to the following sections.

View Incomplete, Complete, and Shipped Labels

a) To view the total number of *incomplete* labels that are in your Label Manager, refer to the **Incomplete Labels** section. You can also choose to view the incompletes labels via your Label Manager by selecting **View Label Manager.**

b) To view the total number of *complete* labels that are in your Label Manager, refer to the **Complete Labels** section. You can also choose to add all of the completed labels that are within your Label Manager to the Label Cart by selecting **Add All to Cart.**

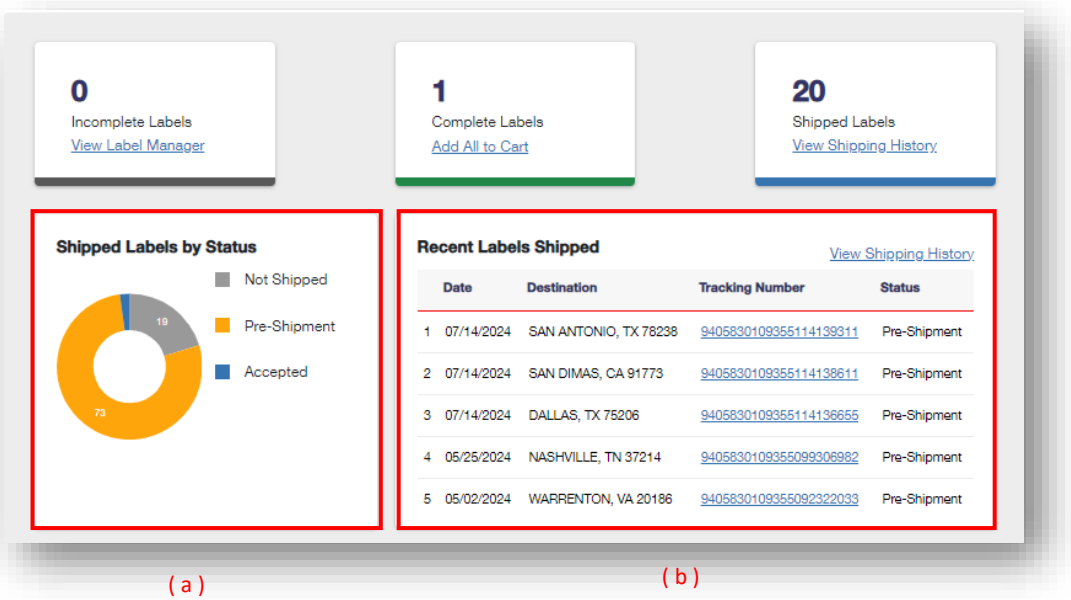
c) To view the total number of *shipped* labels that are in your Shipping History, refer to the **Shipped Labels** section. You can also choose to view all the shipped labels via your Shipping History by selecting **View Shipping History.**



View Shipped Labels by Status and Recent Labels Shipped

a) To view a detailed breakdown of the total number of *shipped* labels by status, refer to the **Shipped Labels by Status** section.

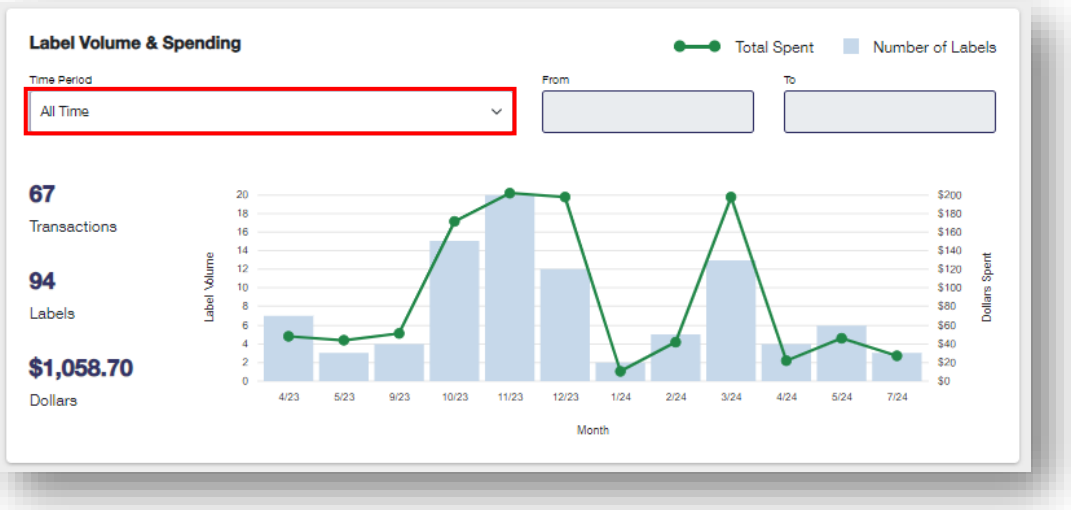
b) To view a list of the most recent labels that you've shipped, refer to the **Recent Labels Shipped** section. You can also choose to view the recently shipped labels via your Shipping History by selecting **View Shipping History.**



View Label Volume & Spending

a) To view a detailed breakdown of your label volume and spending, refer to the **Label Volume & Spending** section.

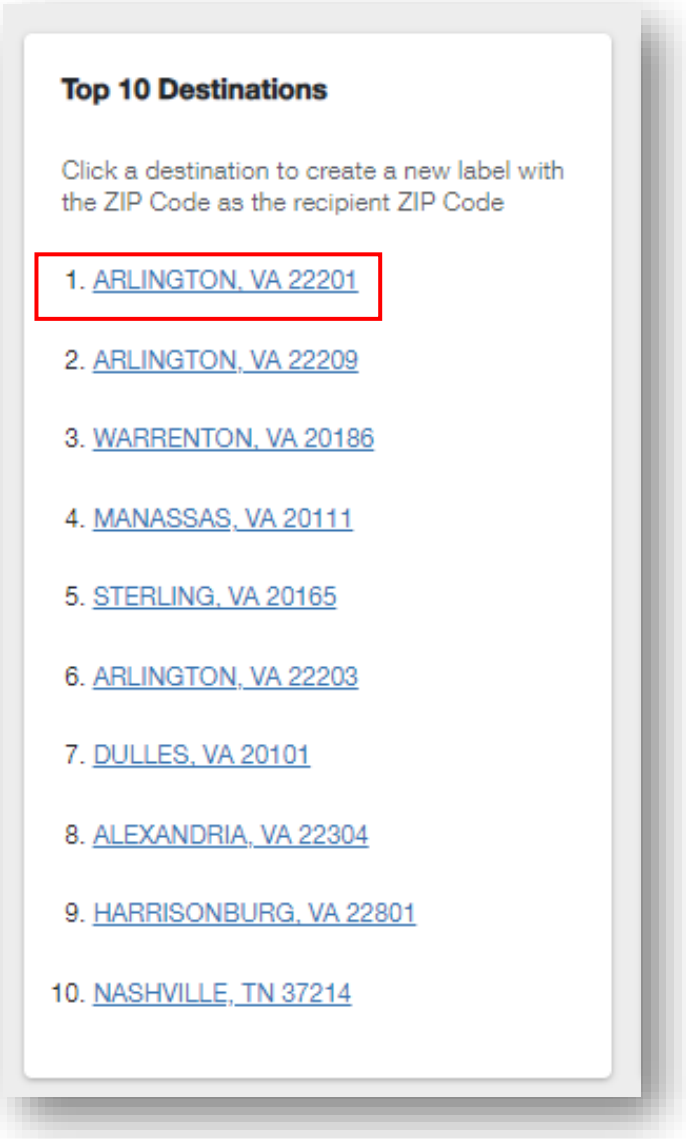
b) To filter by time period, select the **Time Period** dropdown, and select a time period from the options available.



View Your Top 10 Shipping Destinations

a) To view a list of the top ten destinations that you most recurringly ship to refer to the **Top 10 Destinations** section.

b) You can also choose to create a label by selecting on the **City hyperlink.** Once selected, you will be redirected to the single label flow page where you'll be able to create a label with the prepopulated city, state, and zip code™ fields.



View Label Volume by Destination

a) To view detailed breakdown of your label volume by destination (ZIP code™), refer to the **Label Volume by Destination** section.

b) To filter by time period, select the **Time Period** dropdown, and select a time period from the options available.

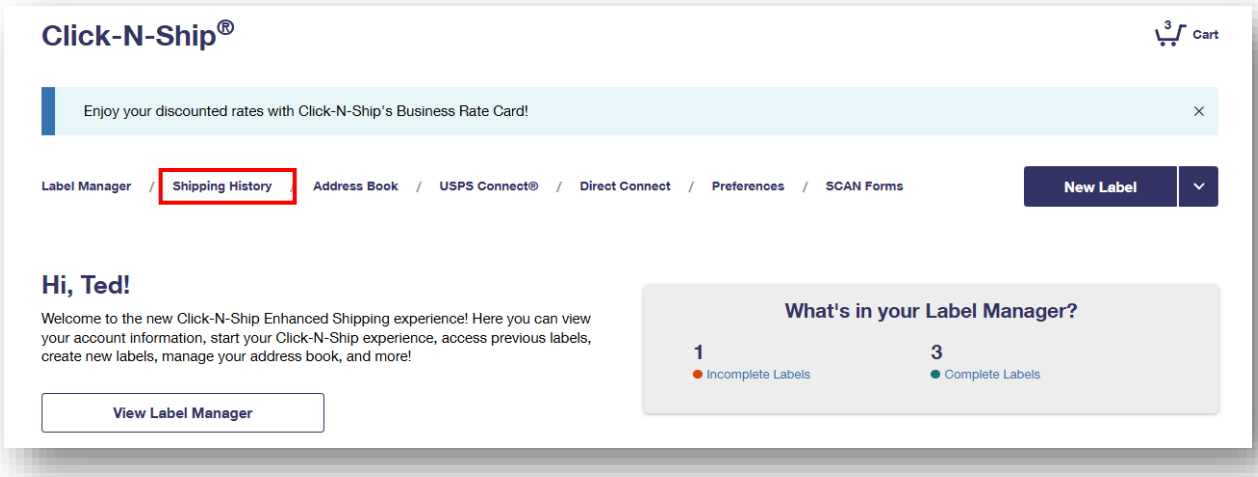
Label Volume by Destination
Number of Labels
Time Period
All Time
From
To
Label Volume
0
5
10
15
20
25
30
35
38
9
5
4
4
4
3
3
22201
22209
20186
20111
20165
22203
20101
22304
22801
37214
Destination ZIP Code

Legacy Click-N-Ship Archived History

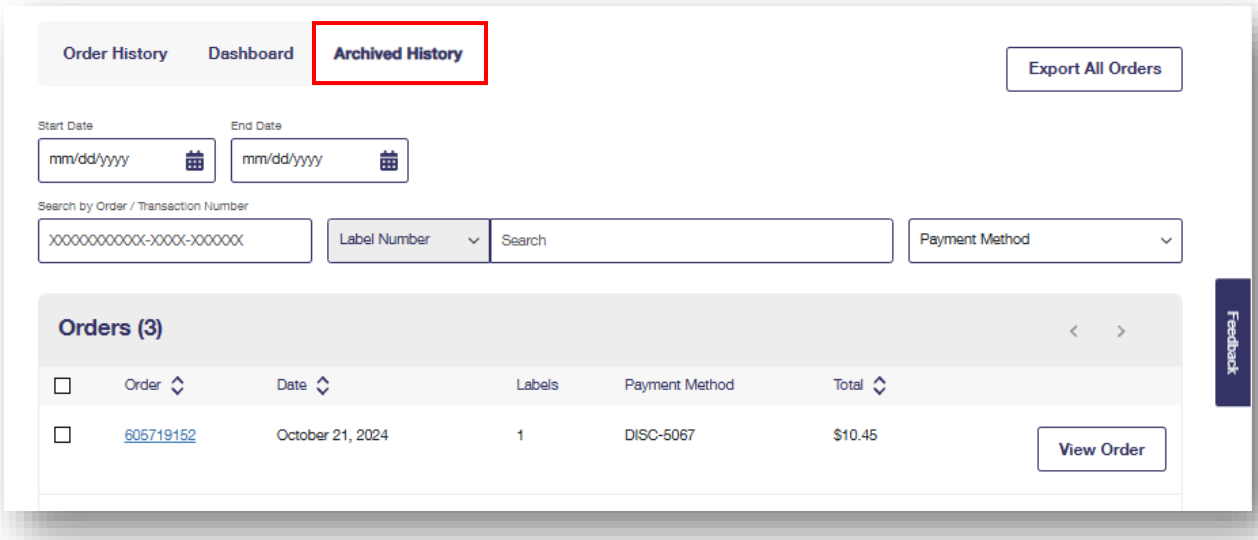
Within the Legacy Click-N-Ship® Archived History, you will be able to view all of the previous Orders, Labels, and Transactions that you have made using the Legacy Click-N-Ship® application over the last 12 months (**February 20th, 2024 – February 20th, 2025**).

1) Access the Legacy Click-N-Ship® Archived History

a) Click on **Shipping History** tab in the navigation menu.



b) By default, you will be in the Order History view. Select the **Archive History** tab to proceed with viewing the Legacy CNS Order History.

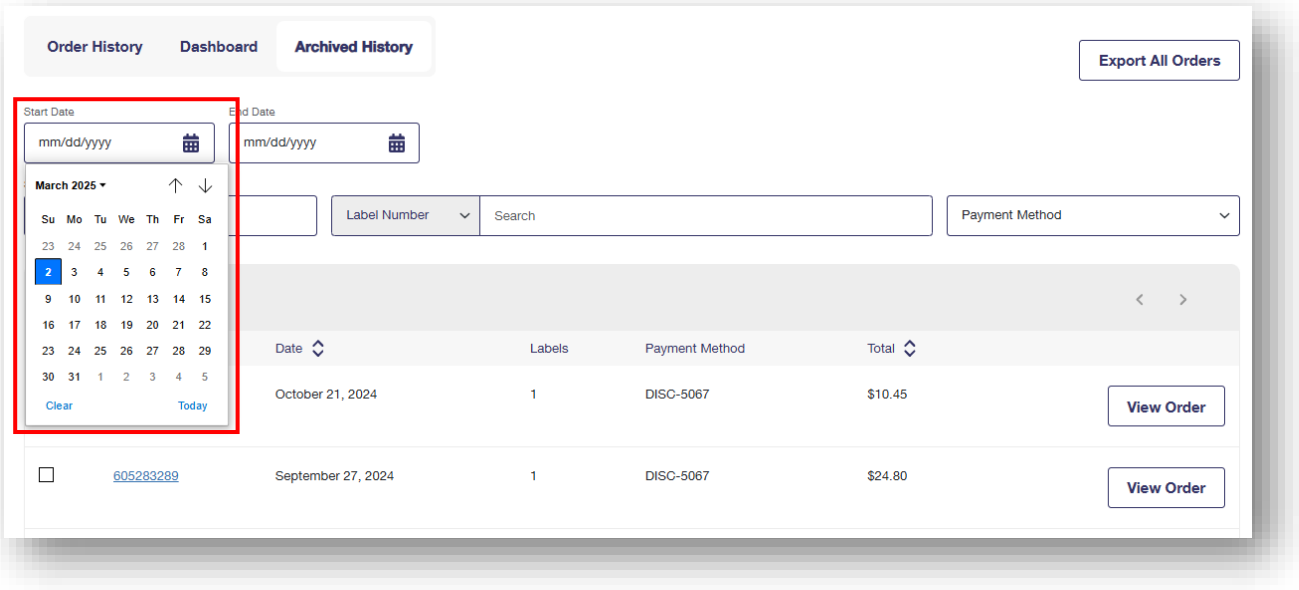


Searching for Legacy Orders within Archived History

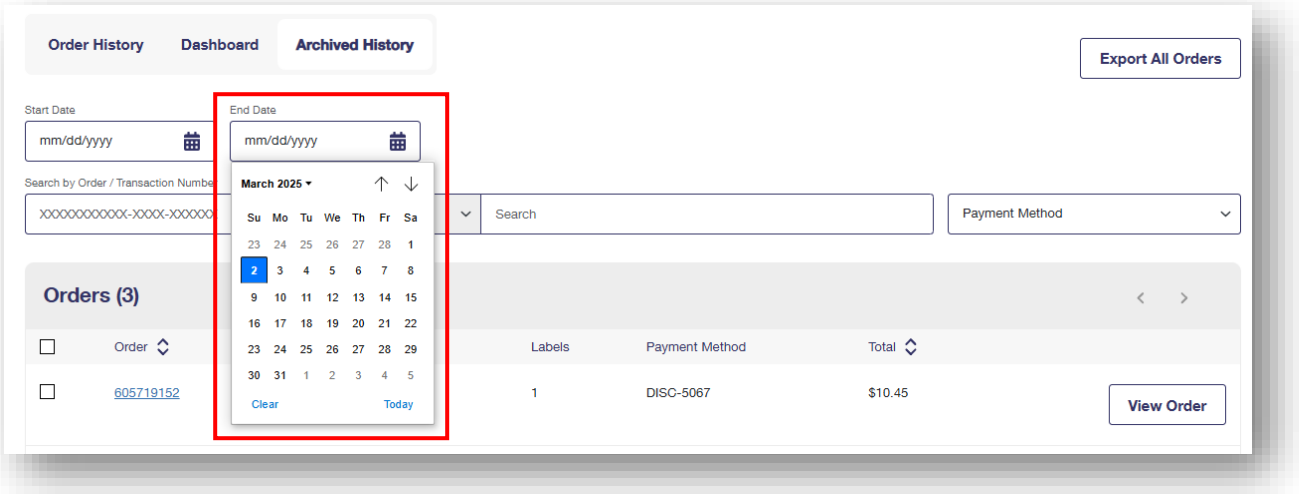
Within the Archived History, you'll be able to filter the search for your purchased Legacy orders by different filters.

Search by Date Range

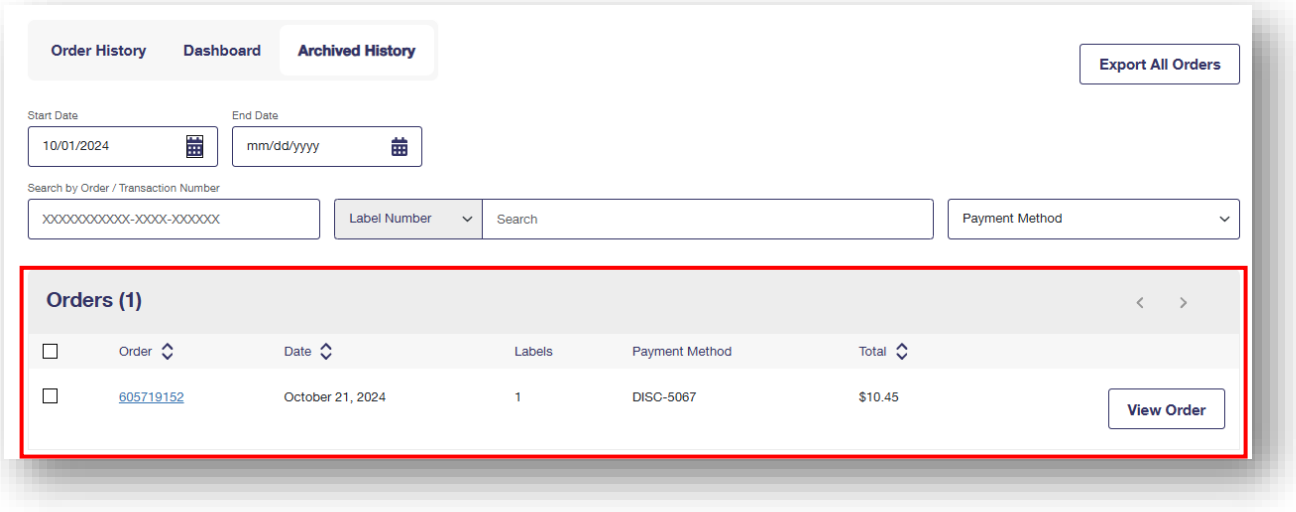
a) Select the **Calendar** icon from the **Start Date** section and select a date.



b) Select the **Calendar** icon from the **End Date** section and select a date.

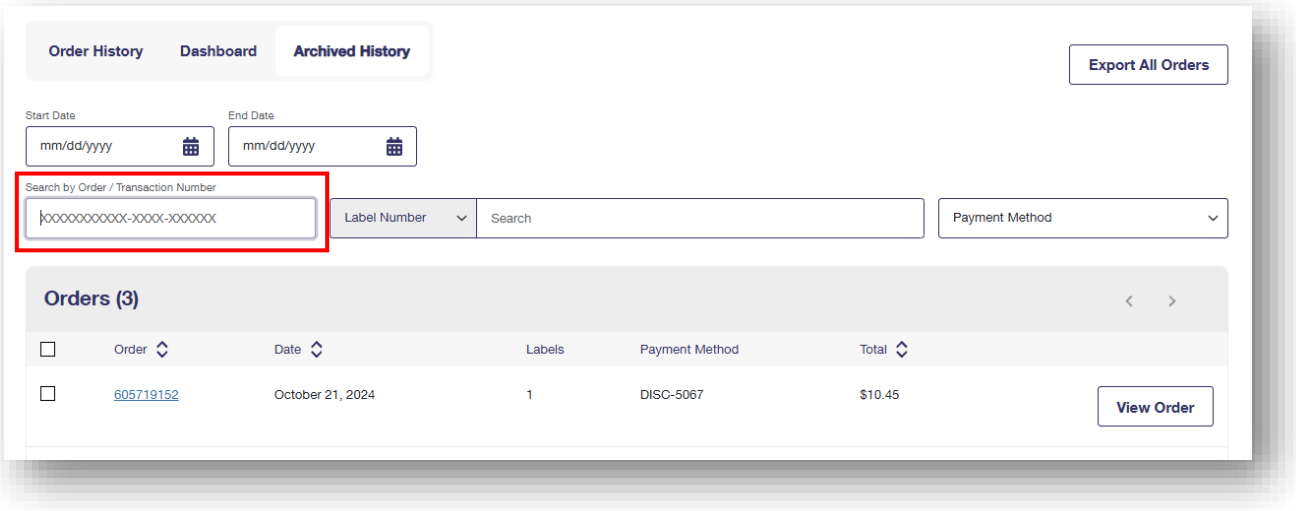


c) Once the Start and End Date are selected, the associated order(s) will automatically be displayed in the **Orders Table.**

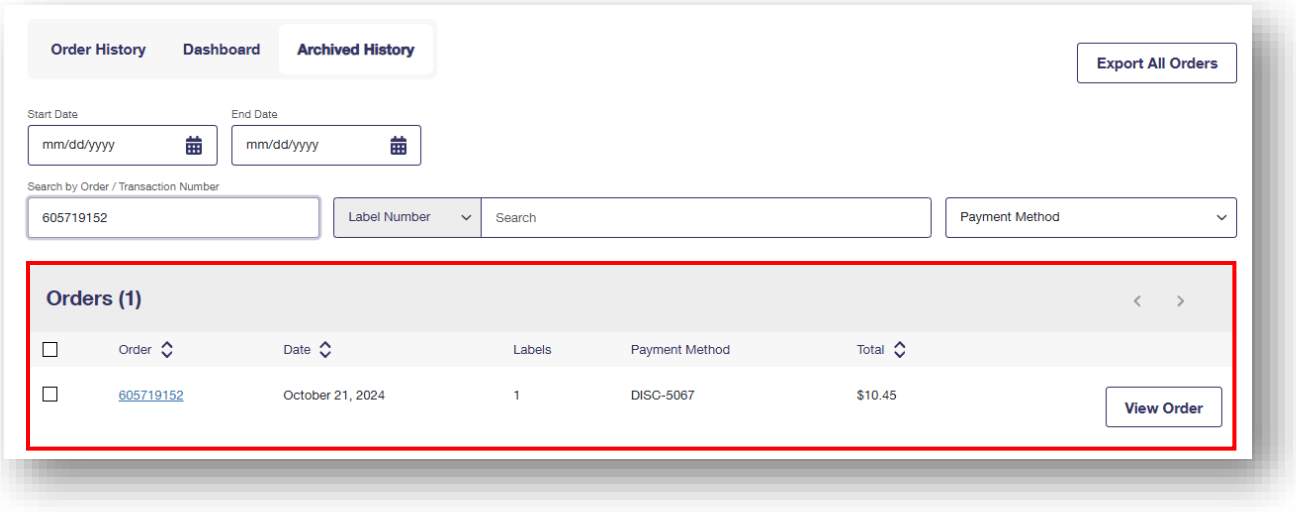


Search by Order / Transaction Number

a) Enter the Legacy Order or Transaction Number in the **Search by Order / Transaction Number** textbox *(please do not include any dashes or special symbols in the text box, otherwise the order will not populate as needed)*.

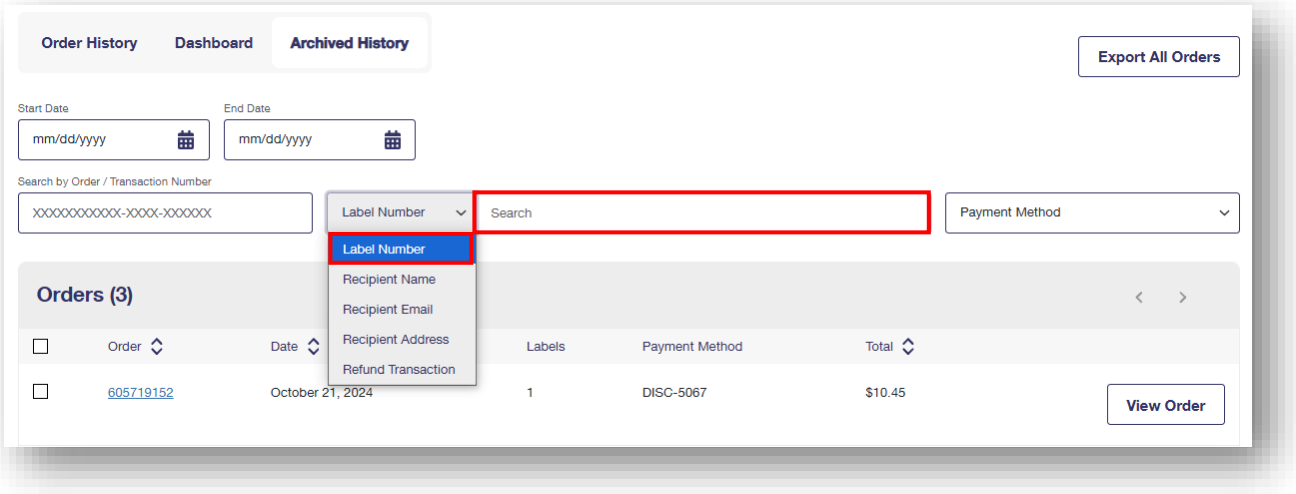


b) Once the Legacy Order or Transaction Number is entered, the associated order will automatically be displayed in the Order Table.

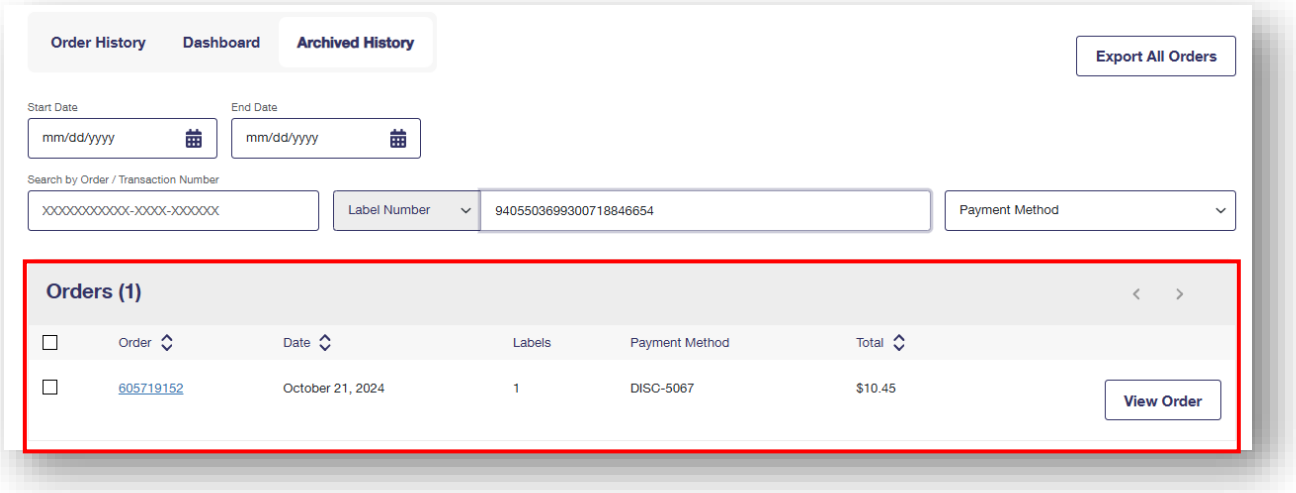


Search by Label Number

a) Click on the action dropdown and select **Label Number.** Once selected, enter the 22-digit Legacy Label Number associated with a specific Legacy order in the **Search** textbox.

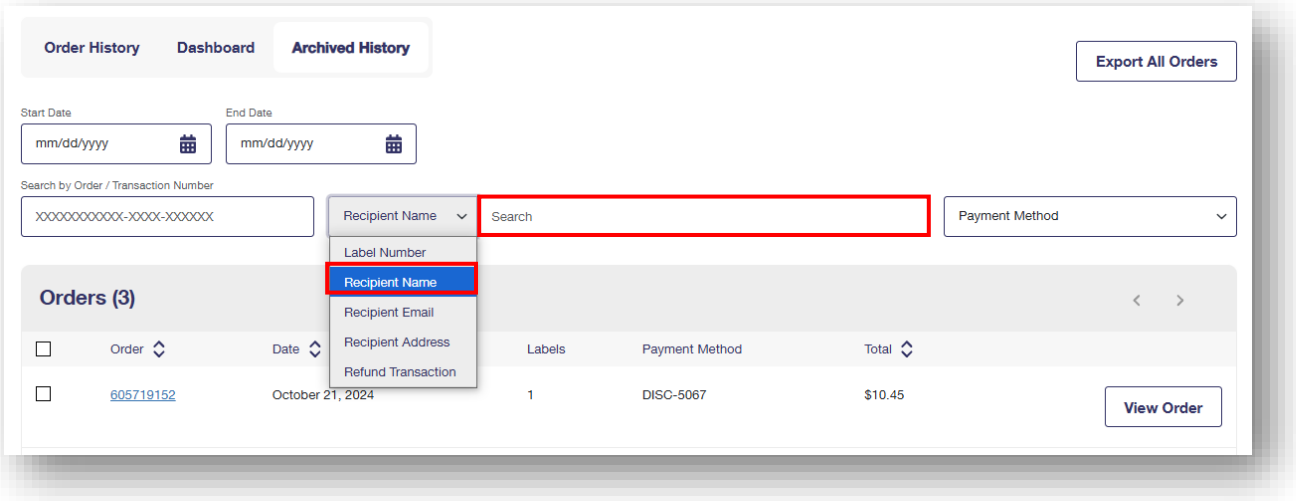


b) Once the Legacy **Label Number** is entered, the associated Legacy order(s) will automatically be displayed.

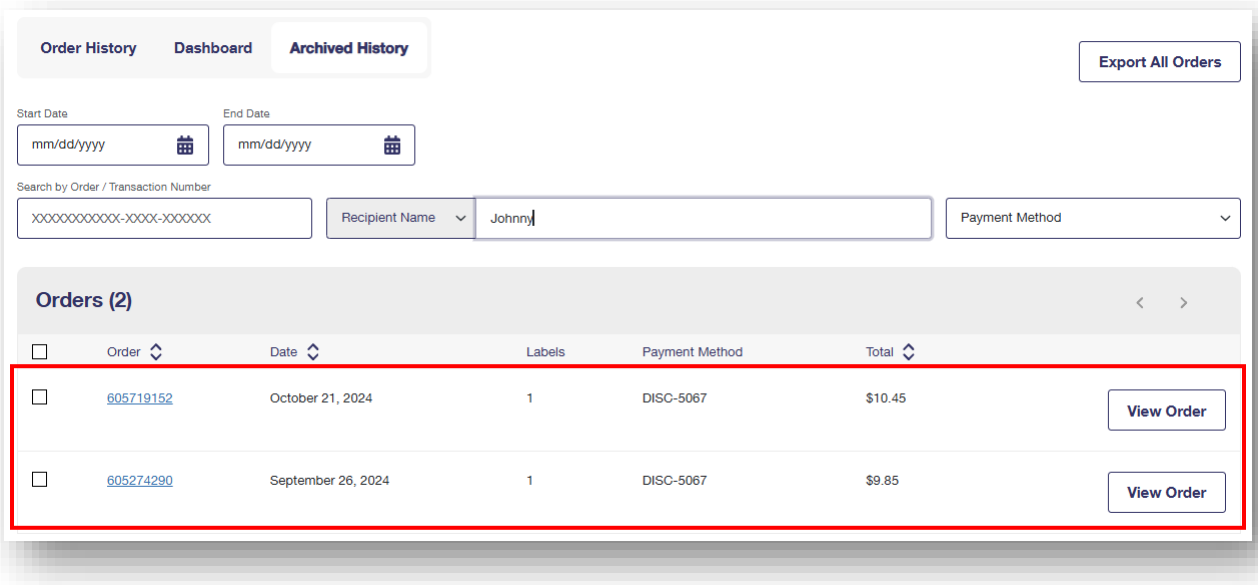


Search by Recipient Name

a) Click on the action dropdown and select **Recipient Name.** Once selected, enter the Recipient Name associated with a specific Legacy order in the **Search** textbox.

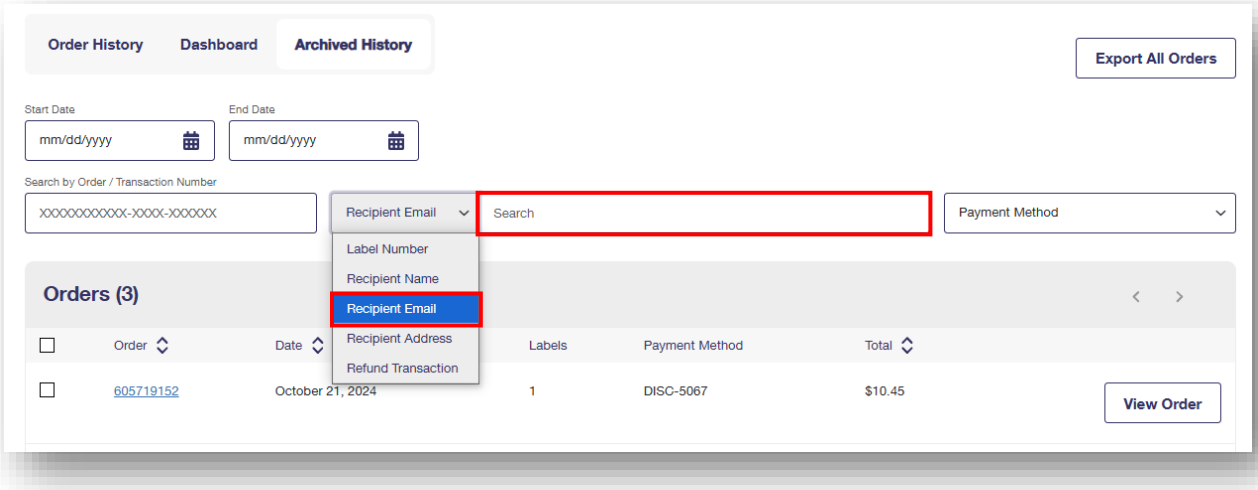


b) Once the **Recipient Name** is entered, the associated Legacy order(s) will automatically be displayed.

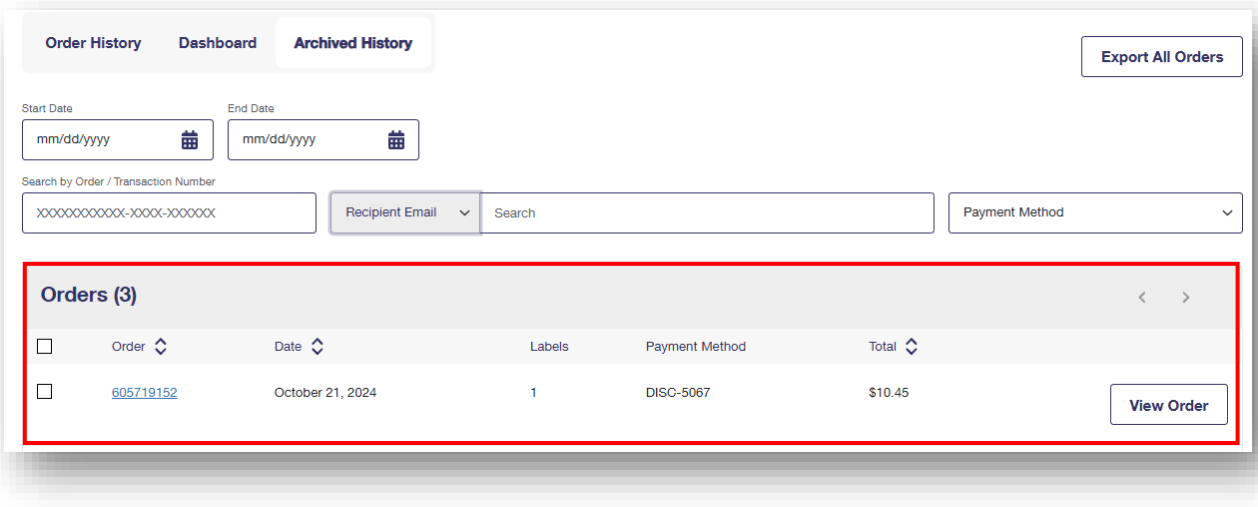


Search by Recipient Email

a) Click on the action dropdown and select **Recipient Email.** Once selected, enter the Recipient Email associated with a specific Legacy order(s) in the **Search** textbox.

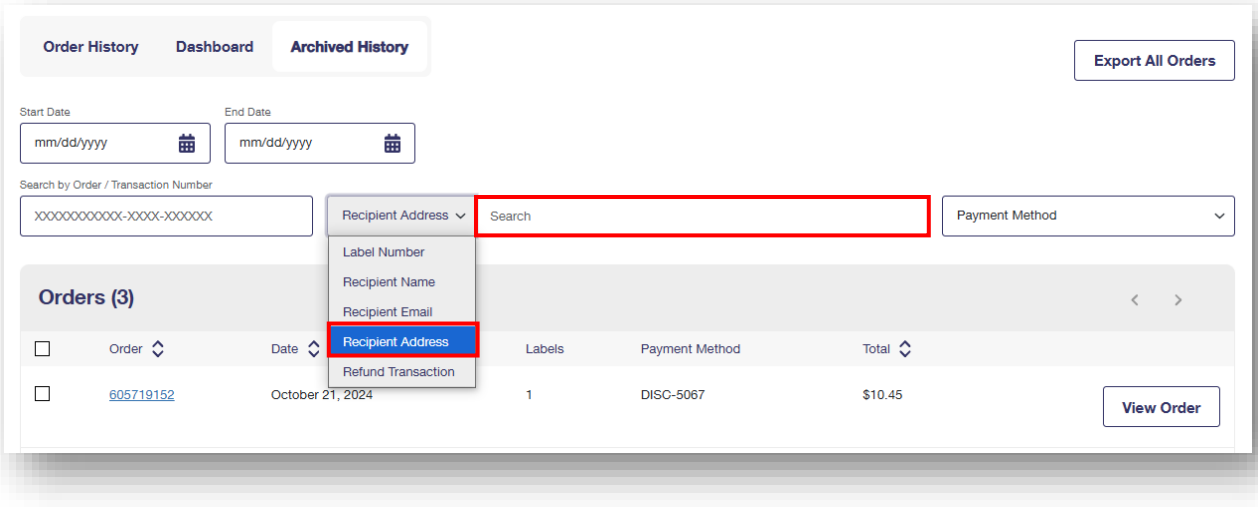


b) Once the **Recipient Email** is entered, the associated Legacy order(s) will automatically be displayed.

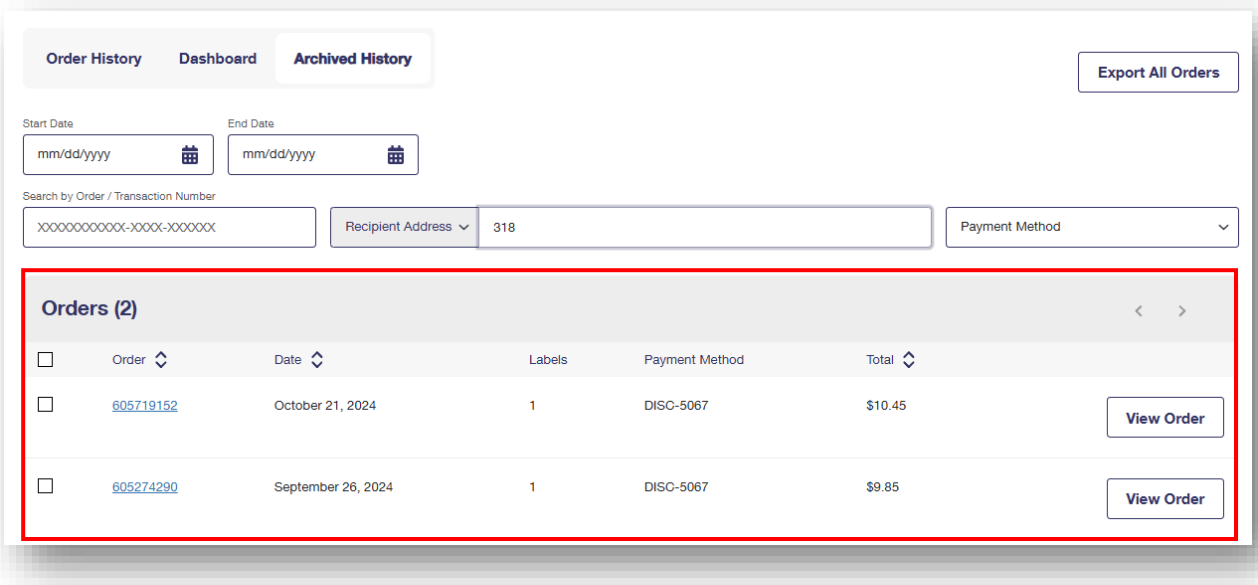


Search by Recipient Address

a) Click on the action dropdown and select **Recipient Address.** Once selected, enter the Recipient Address associated with a specific Legacy order in the **Search** textbox.

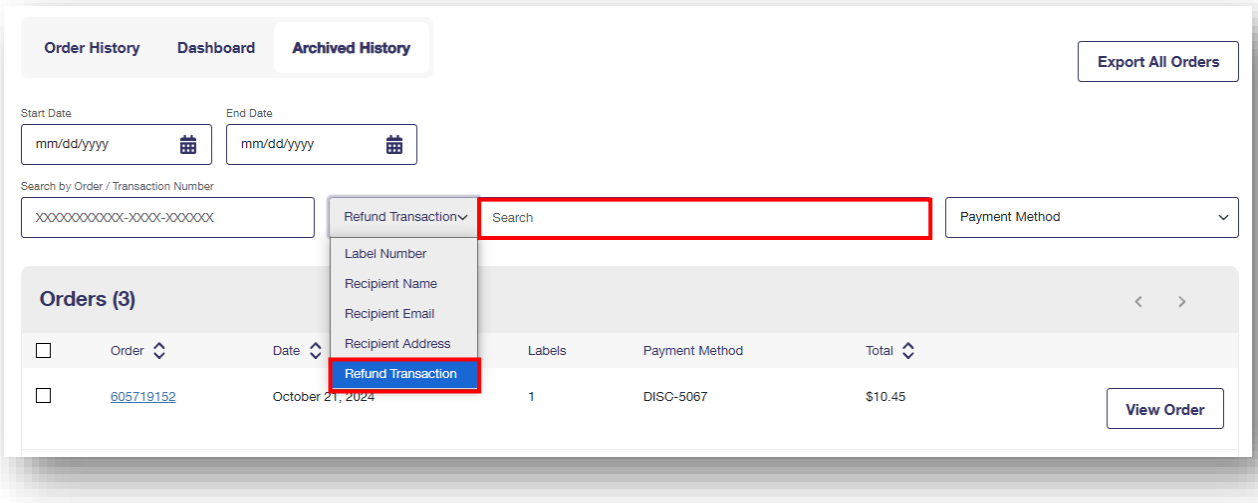


b) Once the **Recipient Address** is entered, the associated Legacy order(s) will automatically be displayed.

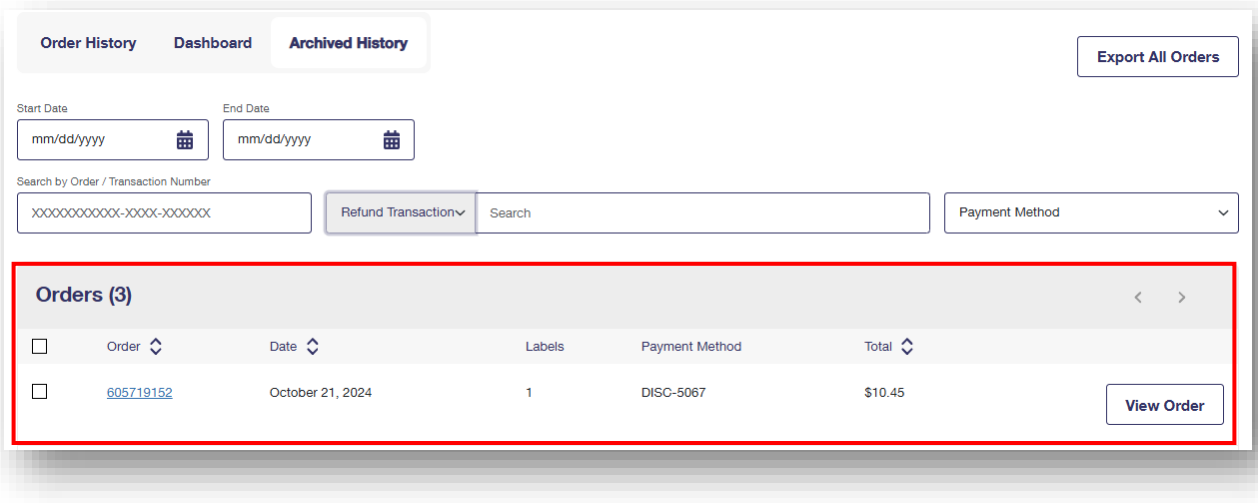


Search by Refund Transaction

a) Click on the action dropdown and select **Refund Transaction.** Once selected, enter the Legacy Refund Transaction Number associated with a specific Legacy order in the **Search** textbox.

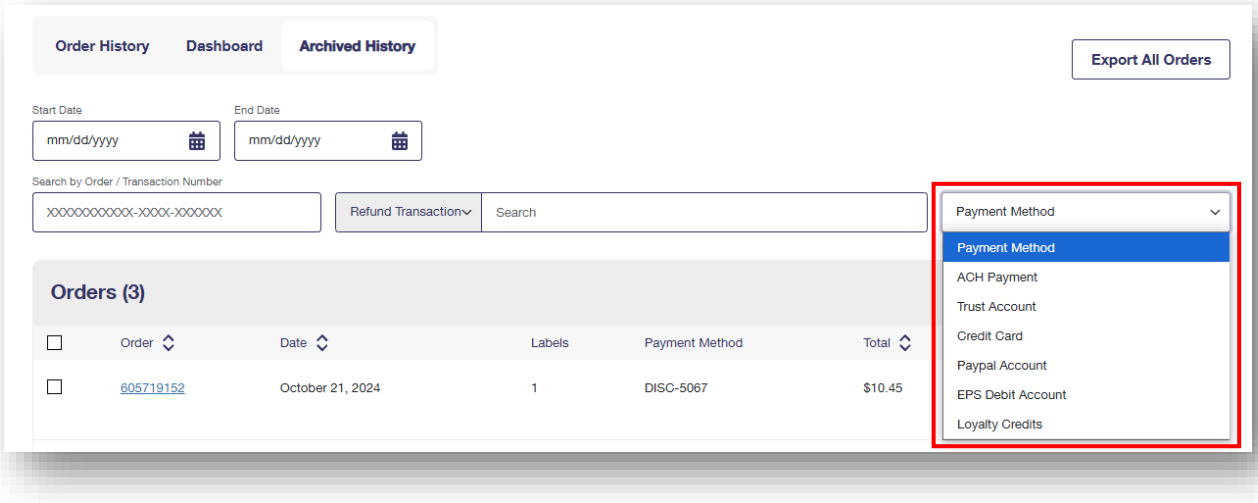


b) Once the Legacy **Refund Transaction Number** is entered, the associated Legacy order(s) will automatically be displayed.

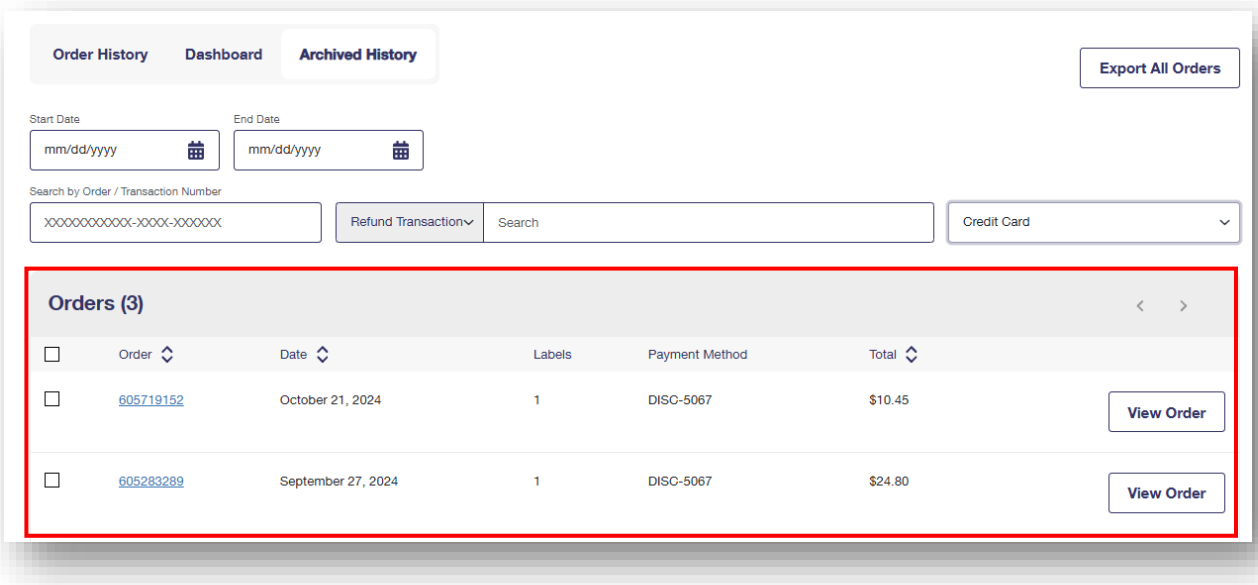


Search by Payment Method

a) Select the **Payment Method** dropdown and select a payment method type.



b) Once the Payment Method type is selected, the associated Legacy order(s) will automatically be displayed.

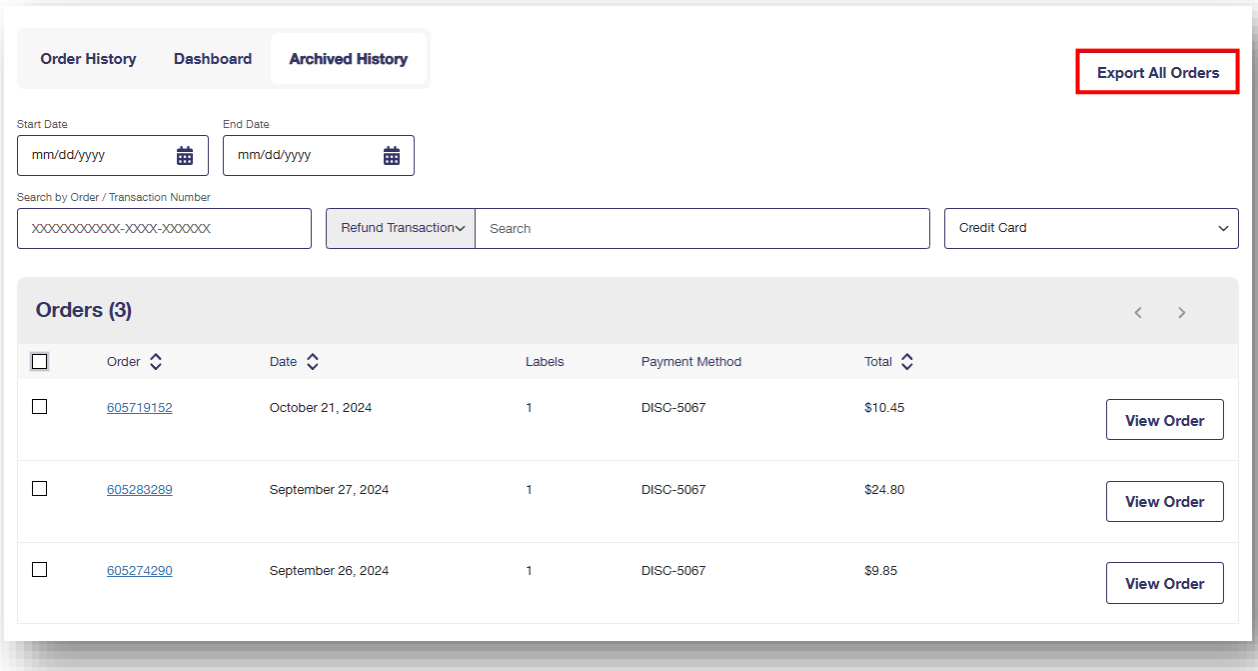


All Actions for Legacy Orders within Archived History

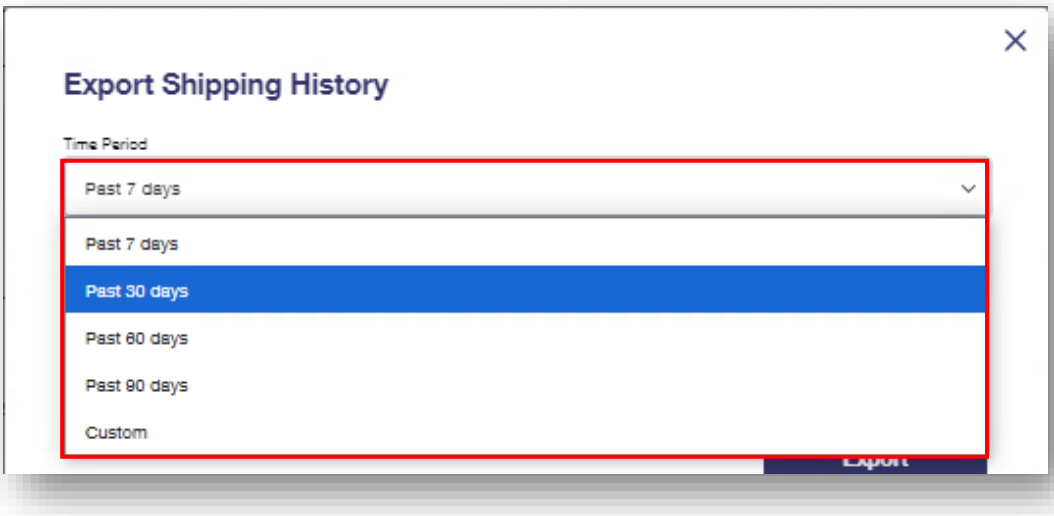
Within the Archived History, you'll be able to perform multiple actions to one or multiple Legacy orders at a time.

Export All Order History via CSV File

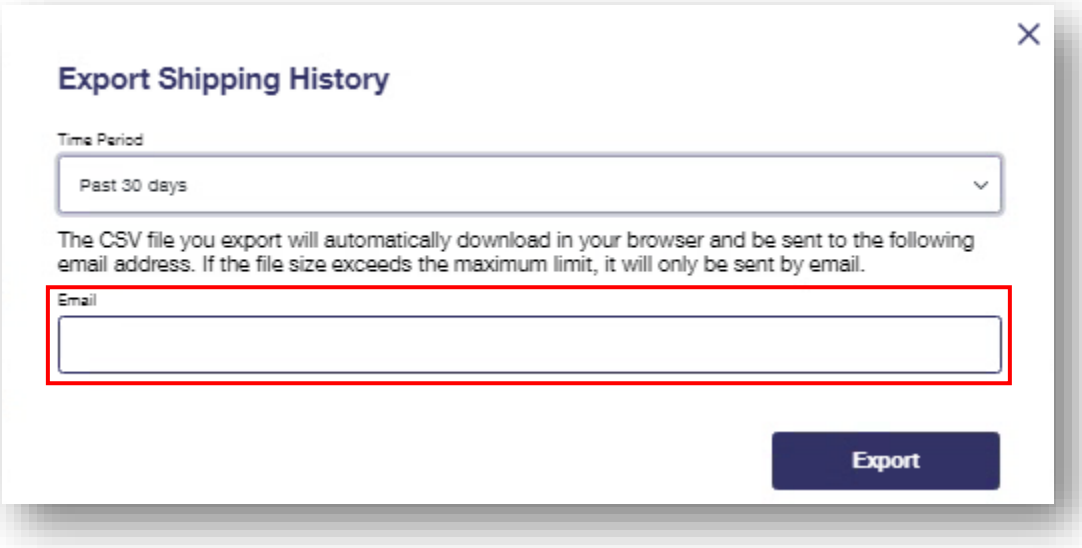
a) To export your entire Legacy Order History at once, select **Export All Orders** button (this option will be displayed by default if no Legacy orders are selected).



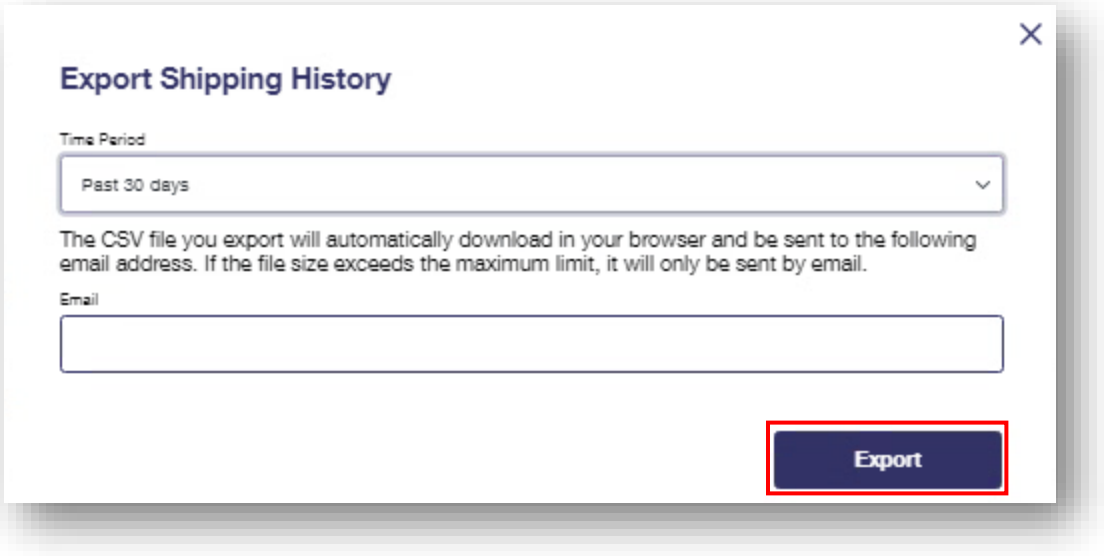
b) Once selected, an **Export Shipping History** popup modal will be displayed. Select a time frame from the **Time Period** dropdown.



c) Enter your email in the **Email** section to have the CSV file emailed to you (optional).



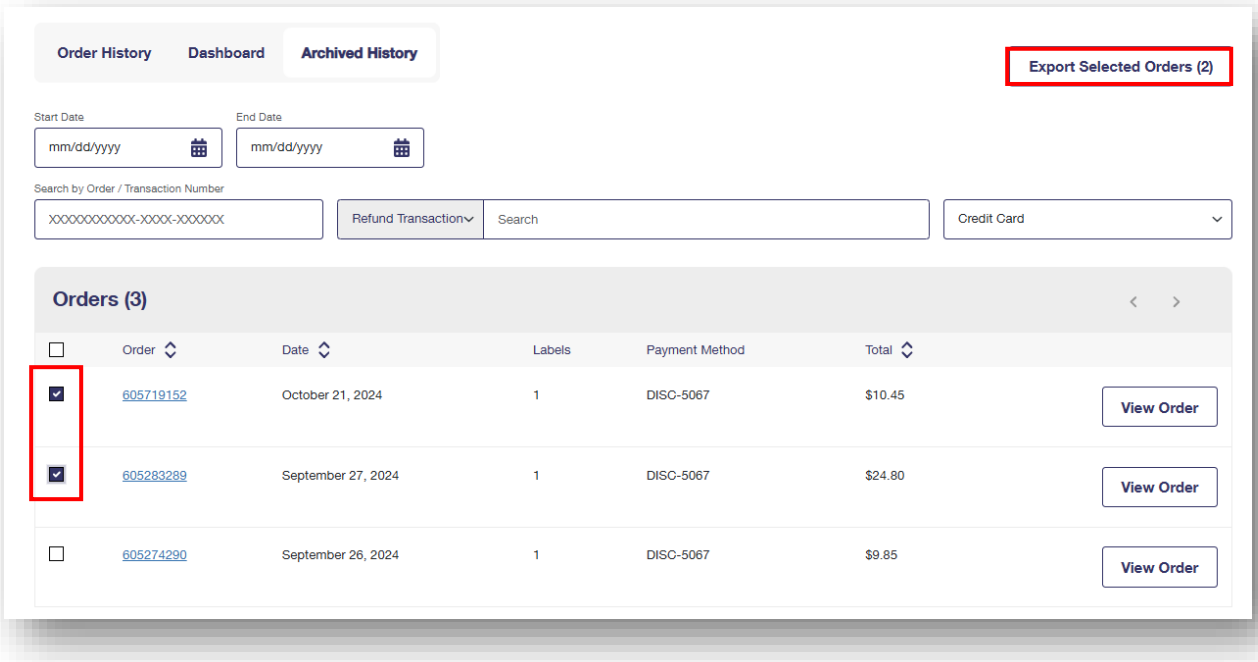
d) Select **Export** to export the CSV file.



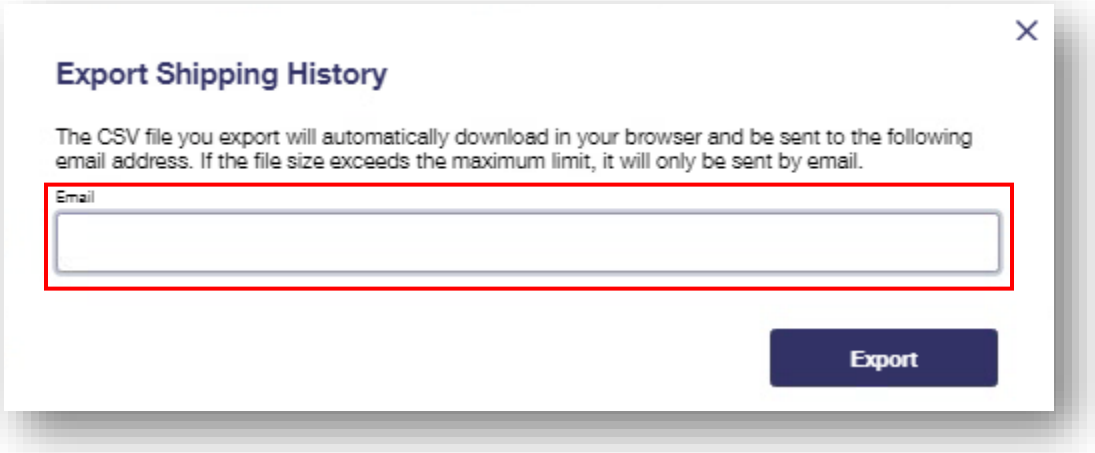
Export Specific Legacy Orders from Archived History via CSV File

a) To export specific Legacy orders from your Archived History, select the **checkbox** of the Legacy Orders that you would like to export.

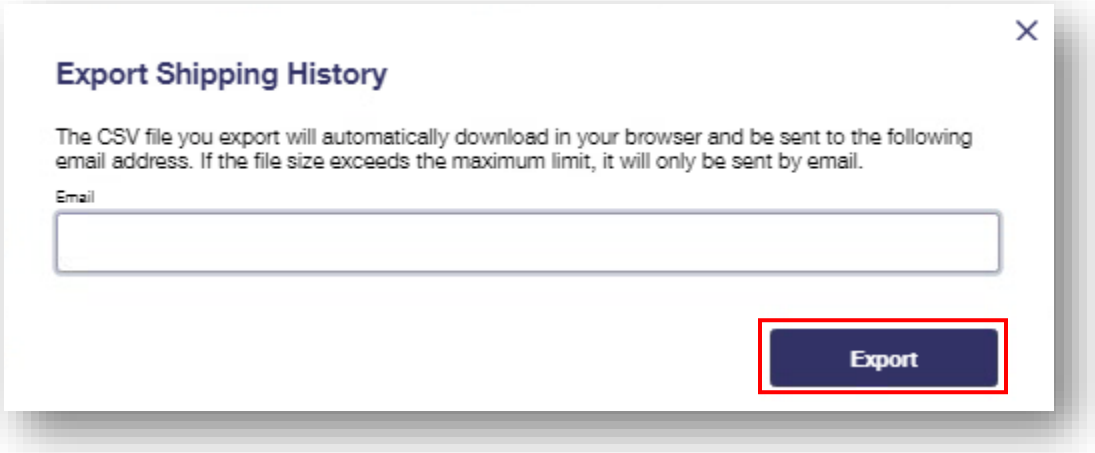
b) Select the **Export Selected Orders** button.



c) Once selected, an **Export Shipping History** popup modal will be displayed. Enter your email in the **Email** section to have the CSV file emailed to you (optional).

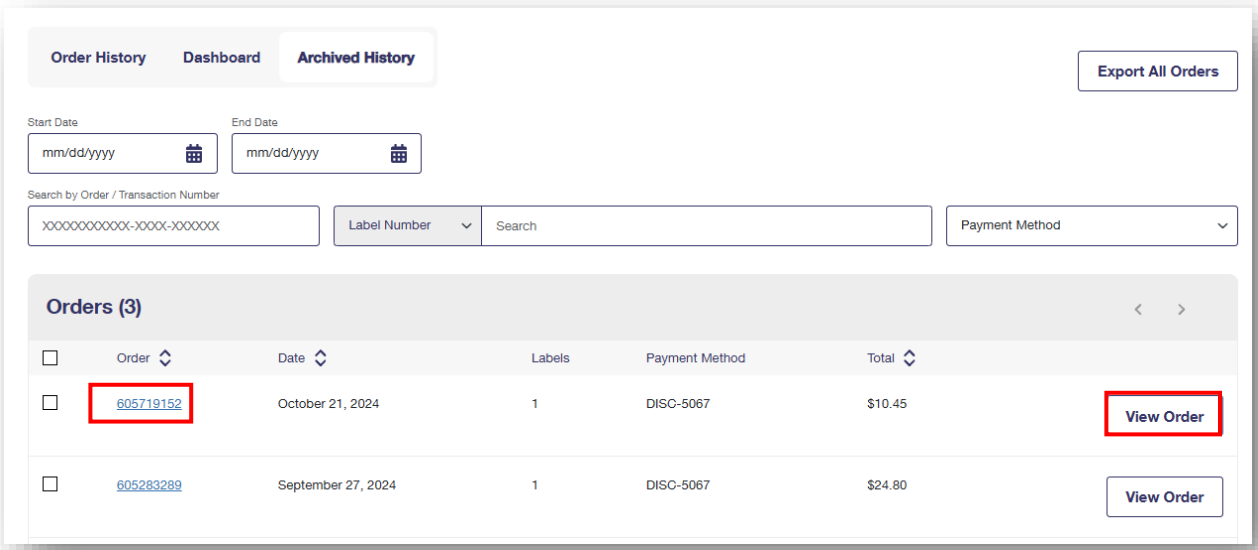


d) Select **Export** to export the CSV file.



View Order Details

a) To view the details of a Legacy order, select the **View Order** button or the **Order ID hyperlink** under the Order section.

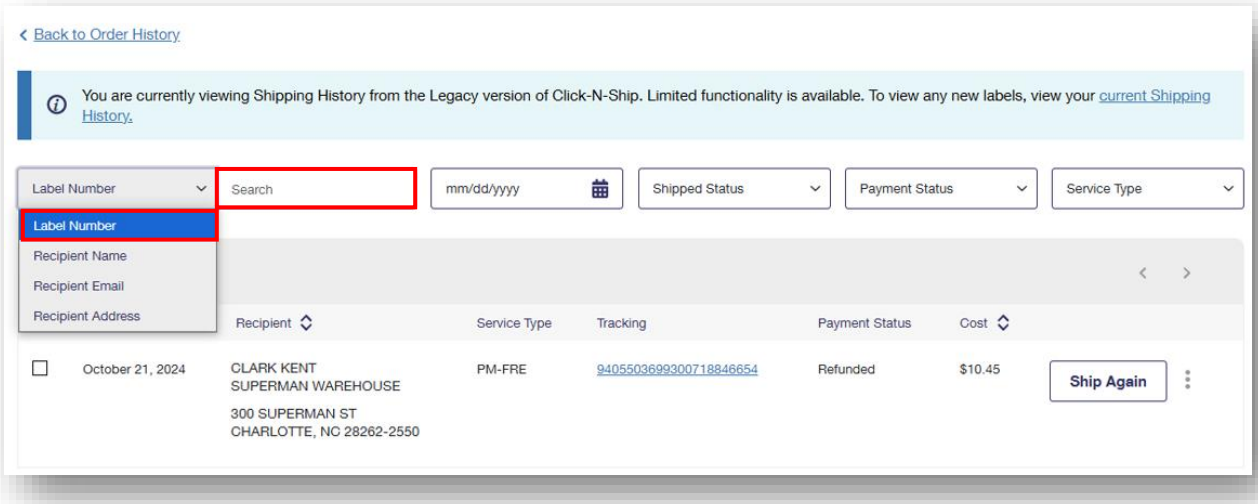


Searching for Legacy Labels within Legacy Order Details Page

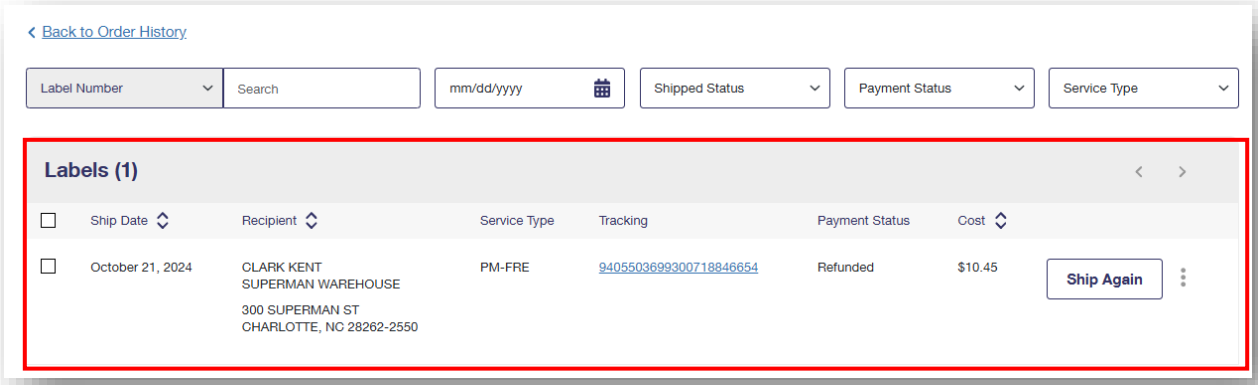
Within the Leacy Order Details page, you'll be able to filter search for your purchased labels by different filters. A banner will also be displayed to let you know that *'you are currently viewing Shipping History from the Legacy version of Click-N-Ship. Limited functionality is available'*.

Search by Label Number

a) Select **Label Number** from the dropdown and enter the Legacy Label Number in the **Search** textbox.

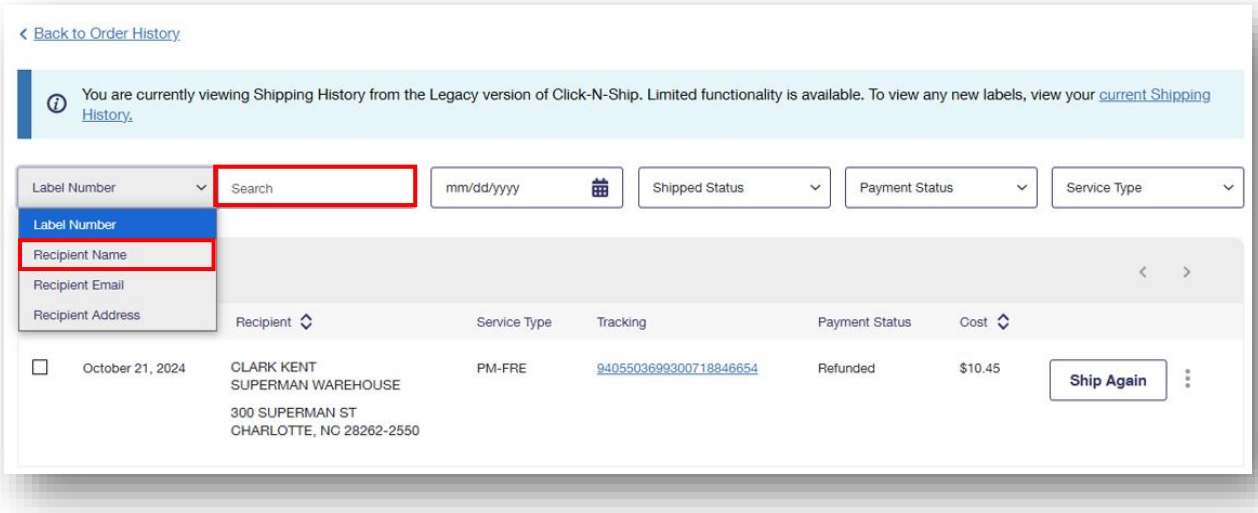


b) Once the Label Number is entered, the associated Legacy label(s) will automatically be displayed.

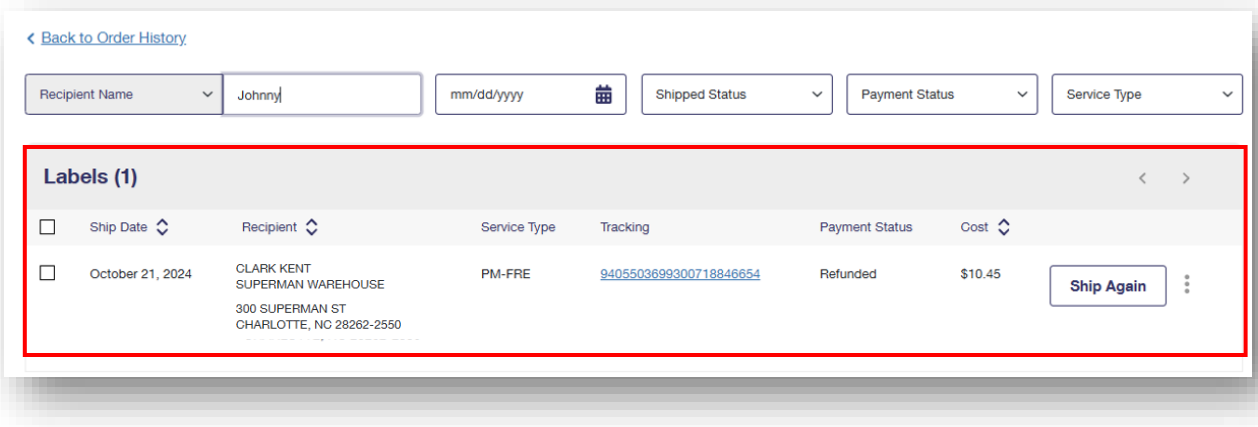


Search Recipient Name

a) Select **Recipient Name** from the dropdown and enter the recipient's name in the **Search** textbox.

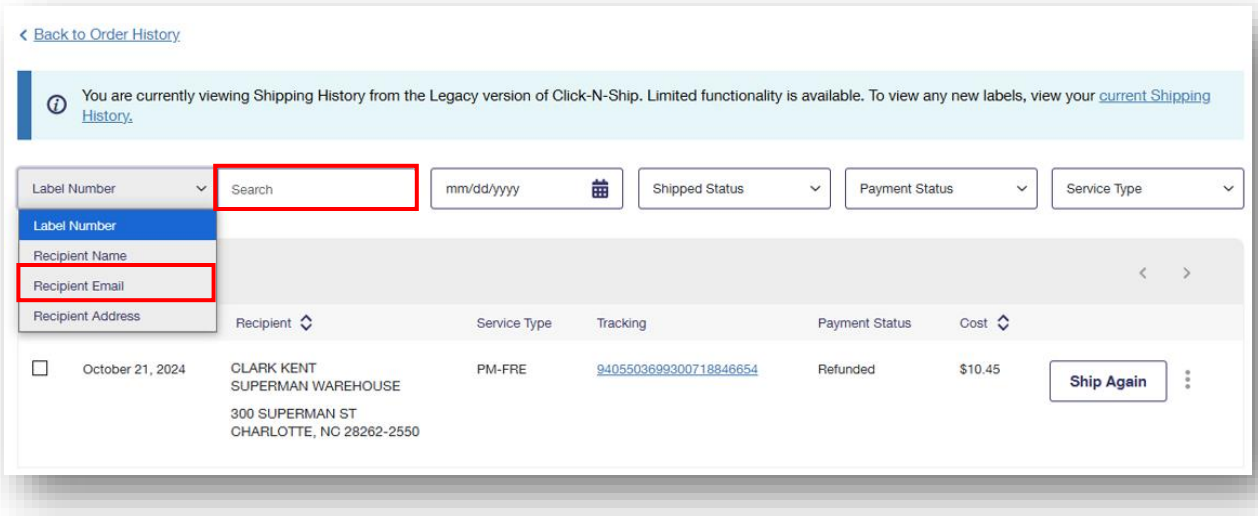


b) Once the recipient's name is entered, the associated Legacy label(s) will automatically be displayed.

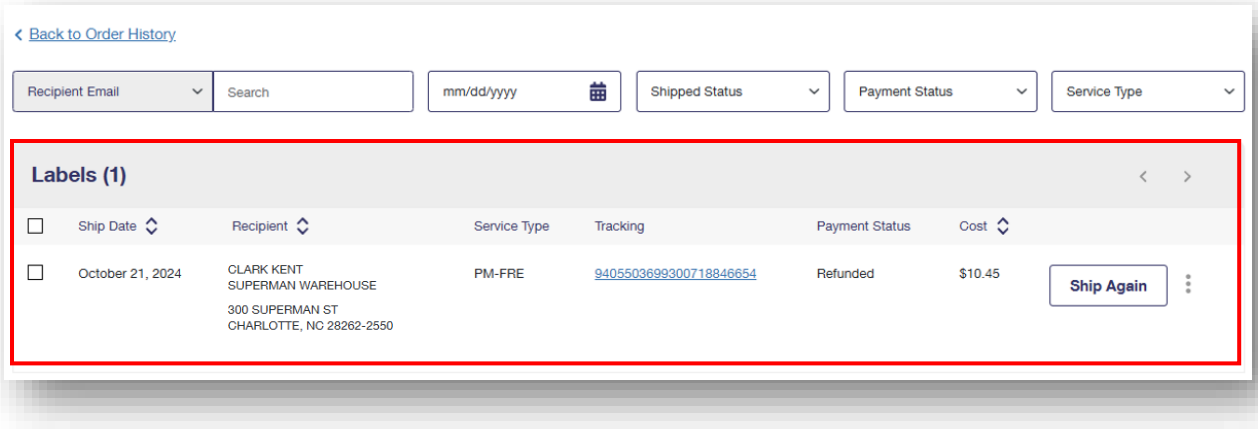


Search Recipient Email

a) Select **Recipient Email** from the dropdown and enter the recipient's email in the **Search** textbox.

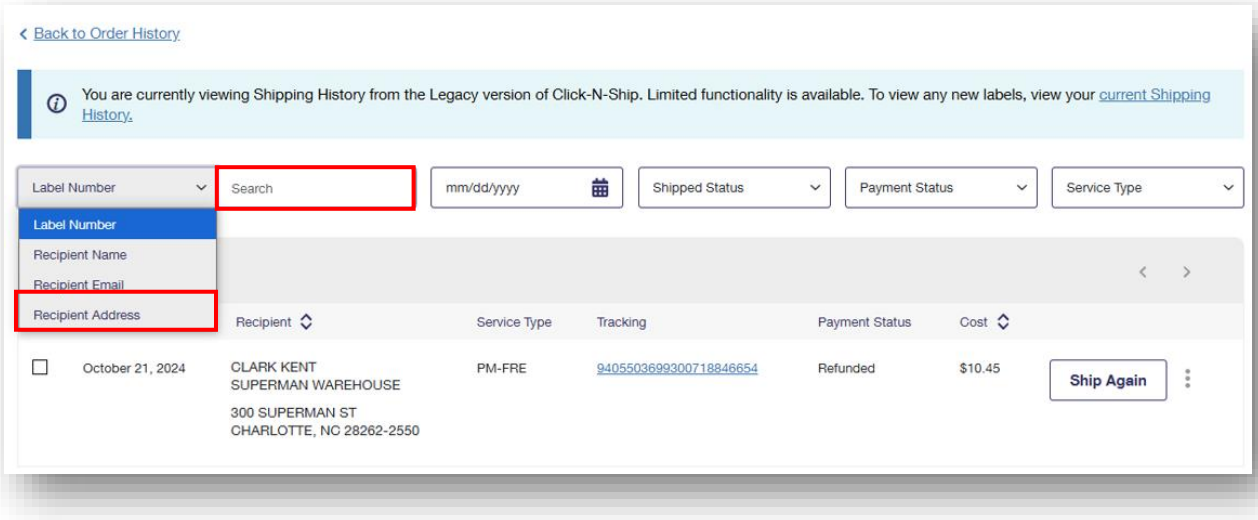


b) Once the recipient's email is entered, the associated Legacy label(s) will automatically be displayed.

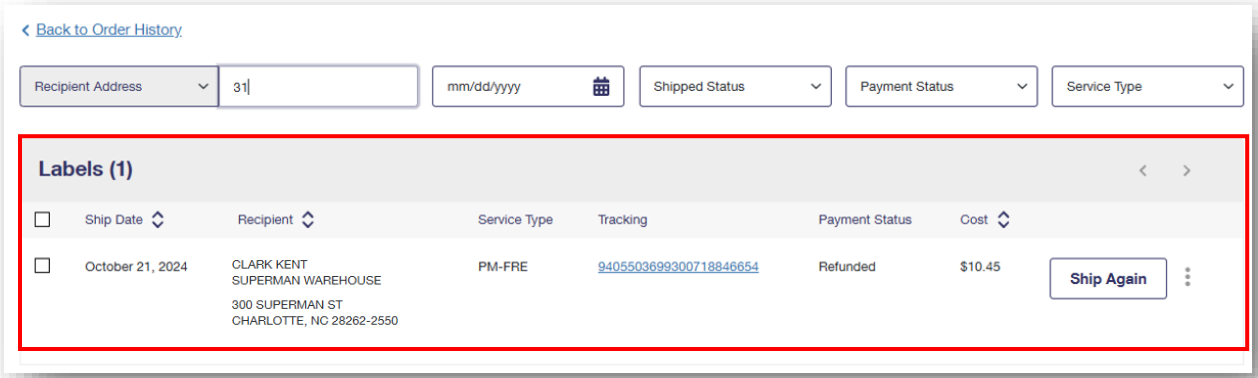


Search by Recipient Address

a) Select **Recipient Address** from the dropdown and enter the Recipient Address in the **Search** textbox.

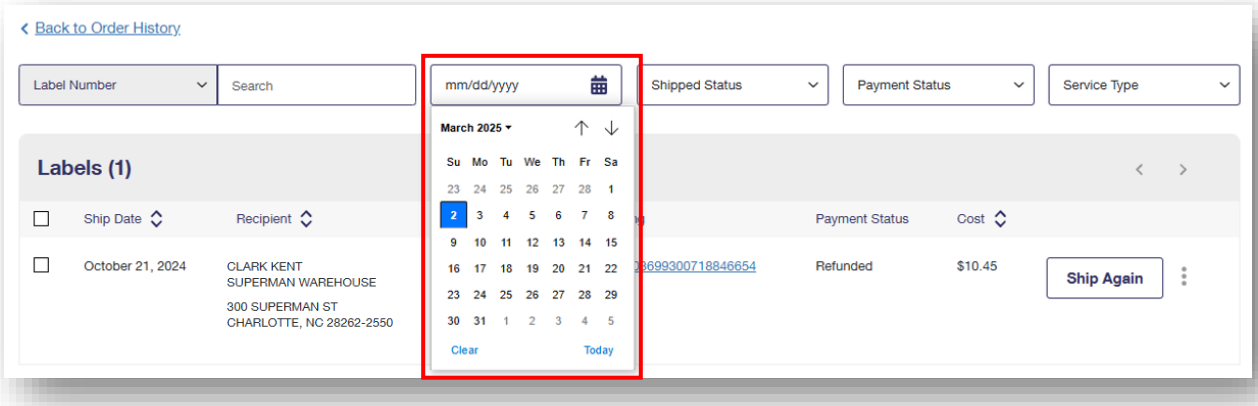


b) Once the Recipient Address is entered, the associated Legacy label(s) will automatically be displayed.

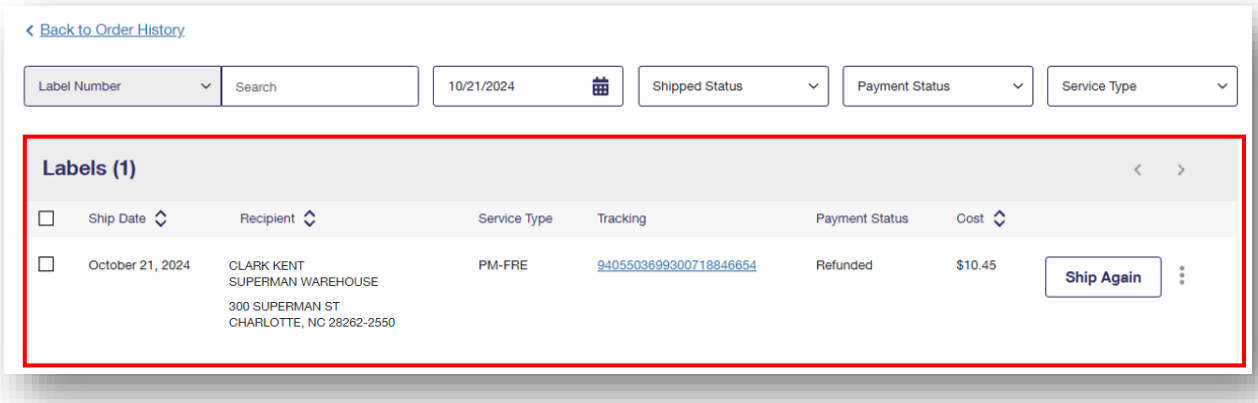


Search by Date

a) Select the calendar icon from the **Date** section.

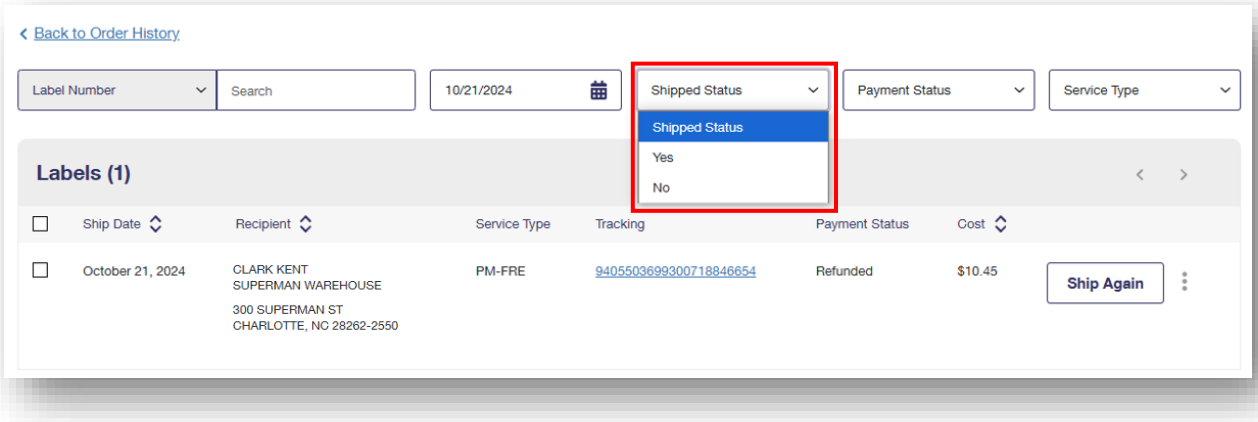


b) Once the date is selected, the associated Legacy label(s) will automatically be displayed.

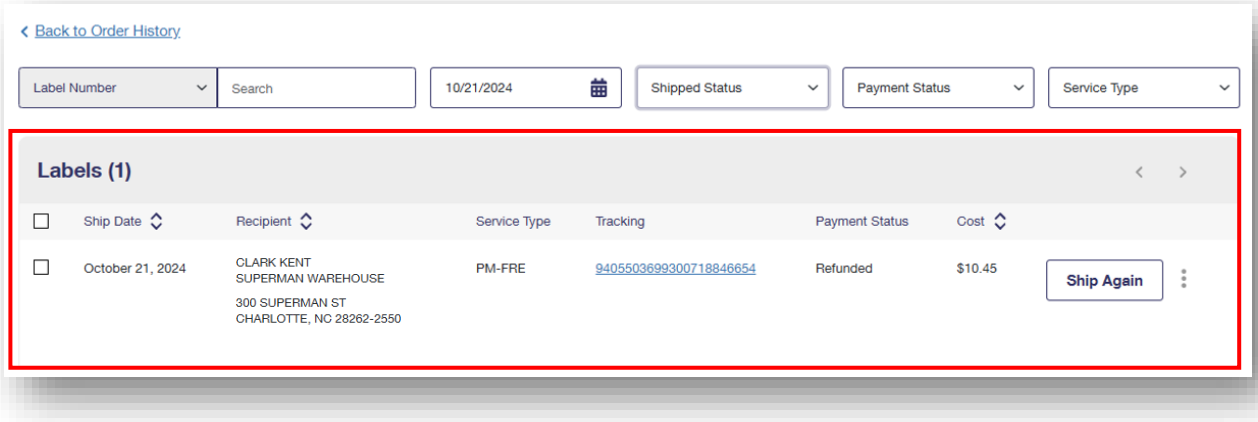


Search by Shipped Status

a) Select a Shipped Status type from the **Shipped Status** section.

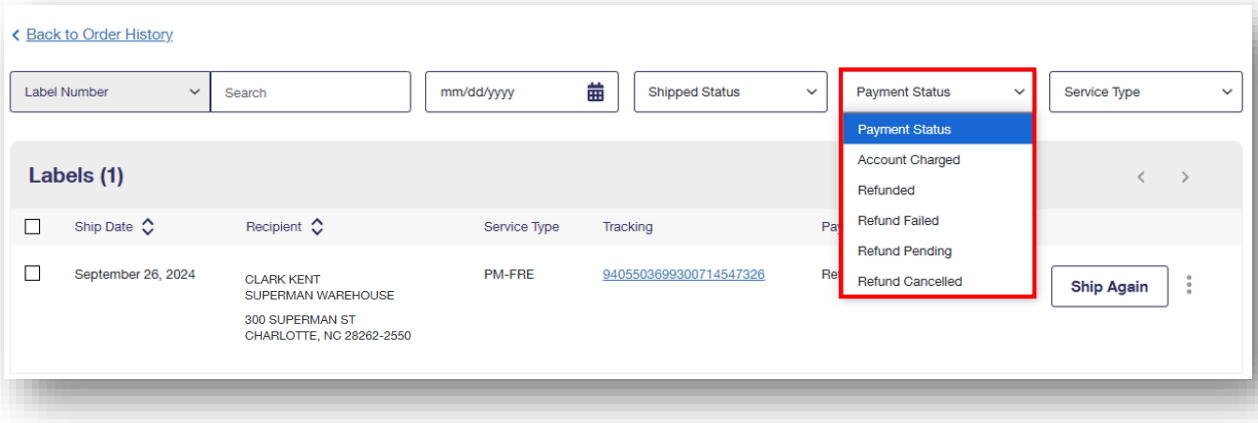


b) Once the Shipped Status is selected, the associated Legacy label(s) will automatically be displayed.

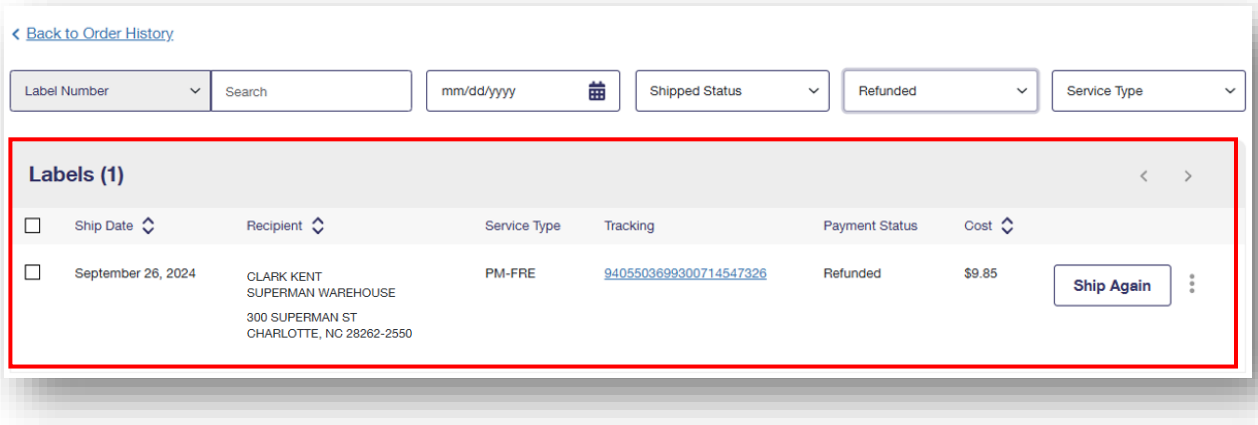


Search by Payment Status

a) Select a Payment Status type from the **Payment Status** section.

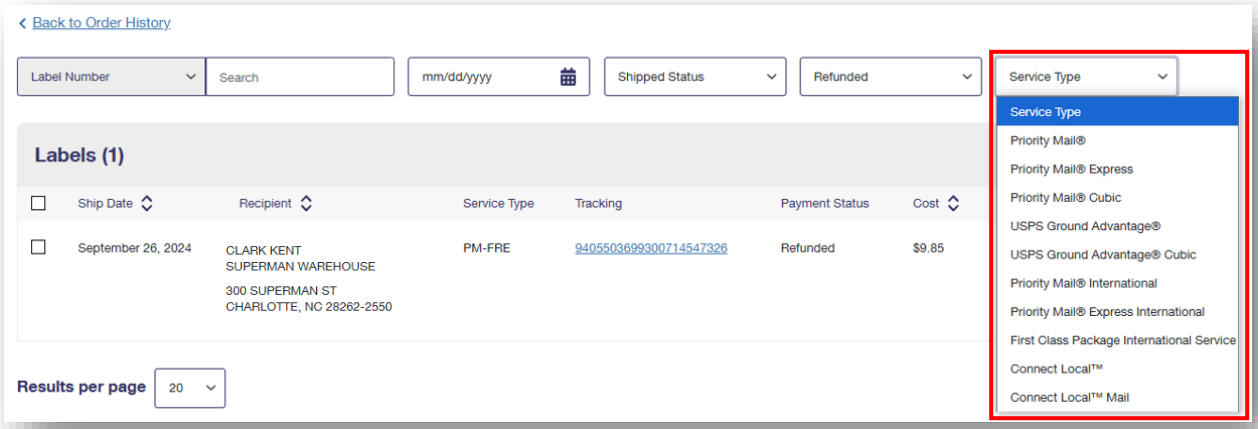


b) Once the Payment Status is selected, the associated Legacy label(s) will automatically be displayed.

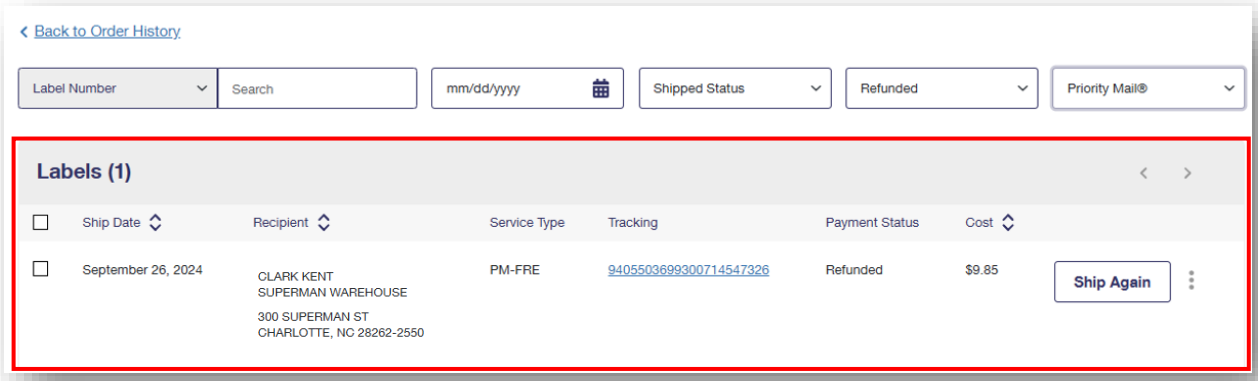


Search by Service Type

a) Select a Service Type from the **Service Type** dropdown.



b) Once the Service Type is selected, the associated Legacy label(s) will automatically be displayed.

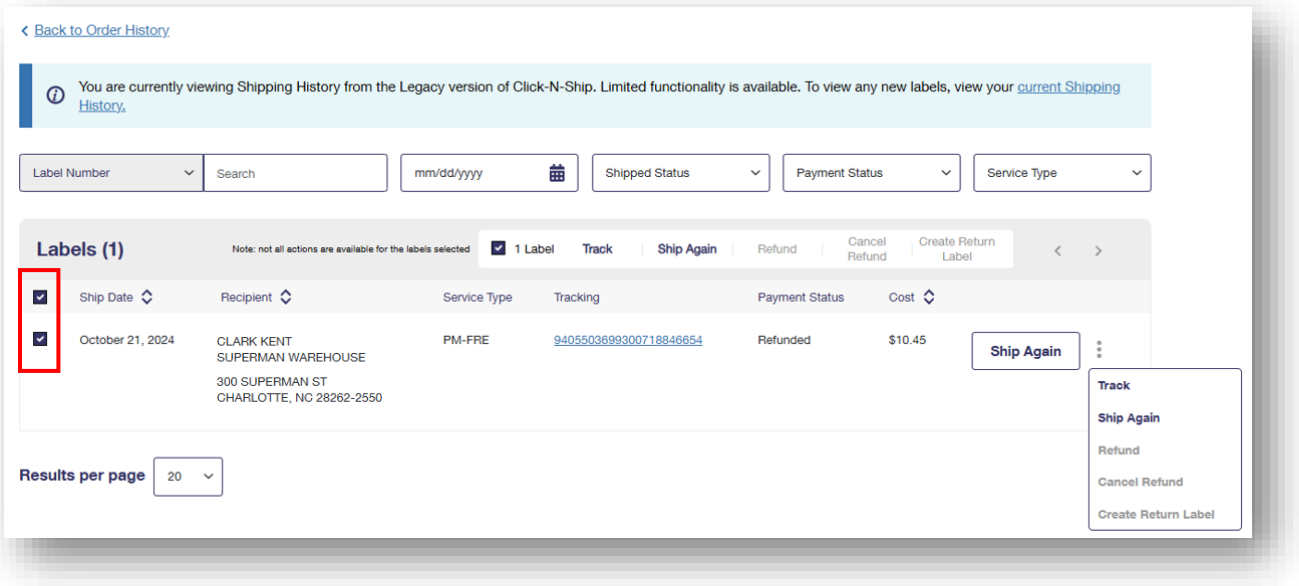


All Actions for Legacy Labels within Legacy Order Details Page

Within the Legacy Order Details page, you'll be able to perform multiple actions to one or multiple Legacy labels at a time. A banner will also be displayed to let you know that *'you are currently viewing Shipping History from the Legacy version of Click-N-Ship. Limited functionality is available'*. Please note, the **Printing functionality is not available for Legacy labels**.

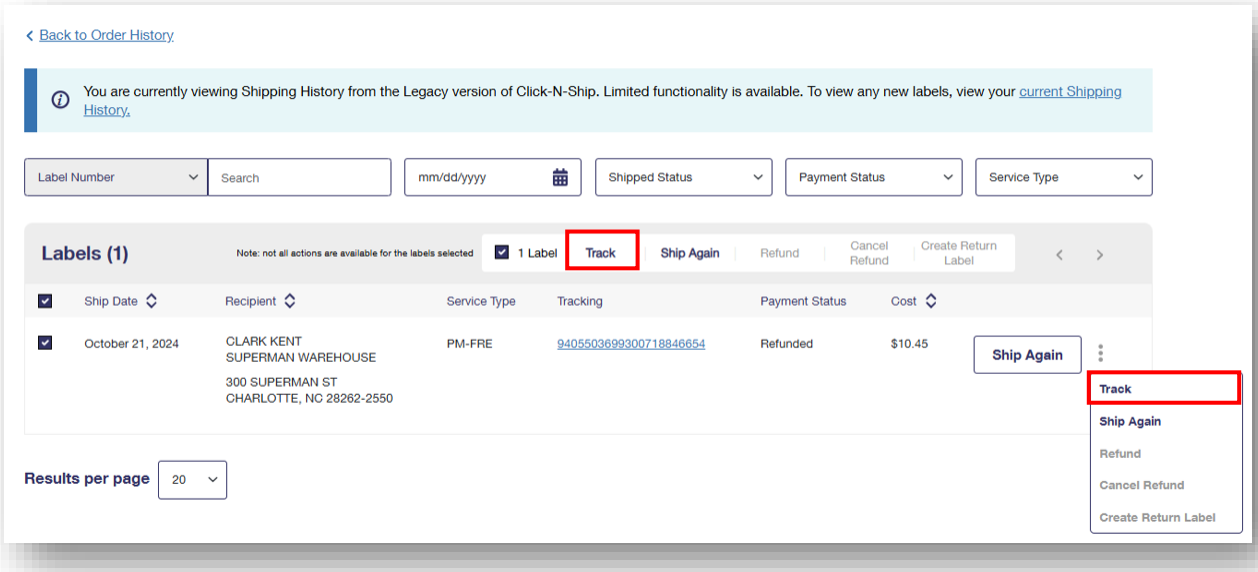
1) Select Label(s)

a) Select the **Checkbox** of the specific label(s) that you would like to modify.

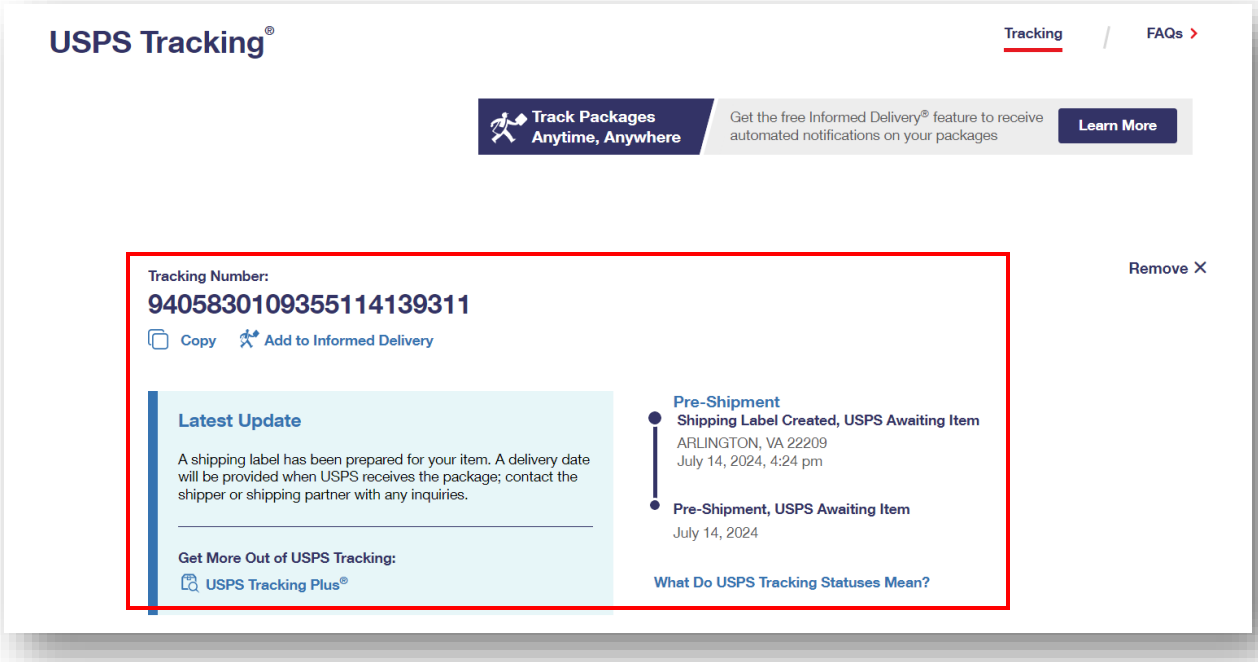


View USPS Tracking

a) If you would like to view the USPS® tracking for the selected Legacy label, select **Track.**

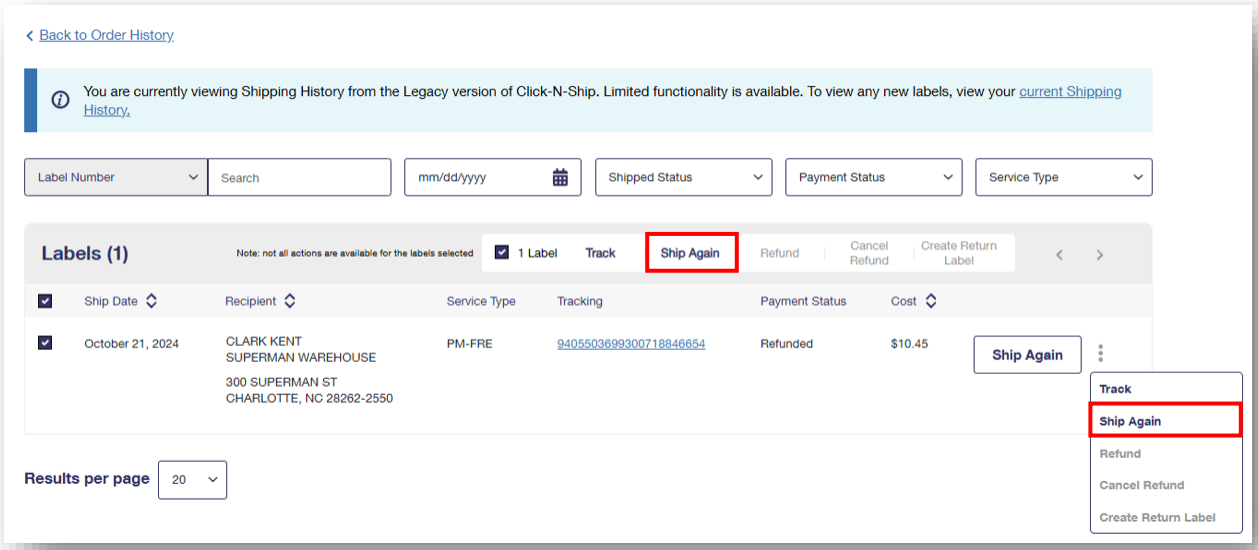


b) Once selected, you will be redirected to the **USPS® Tracking page** for that Legacy label**.**

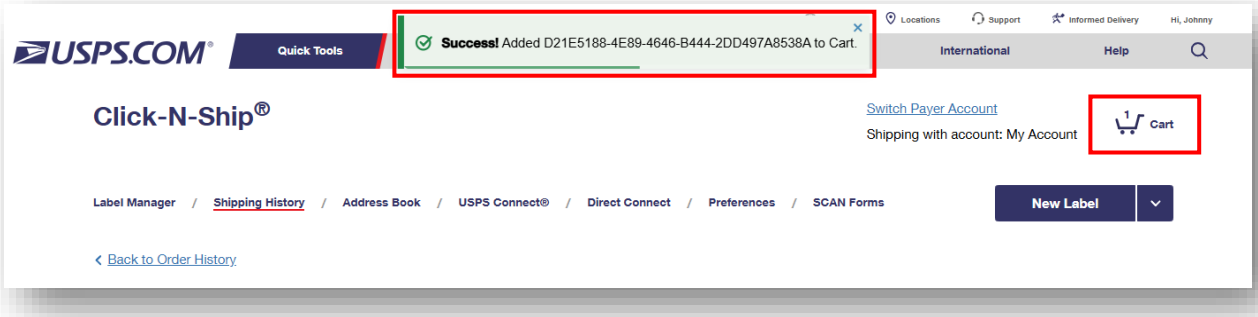


Ship Label Again

a) If you would like to ship the same label again, select **Ship Again.**

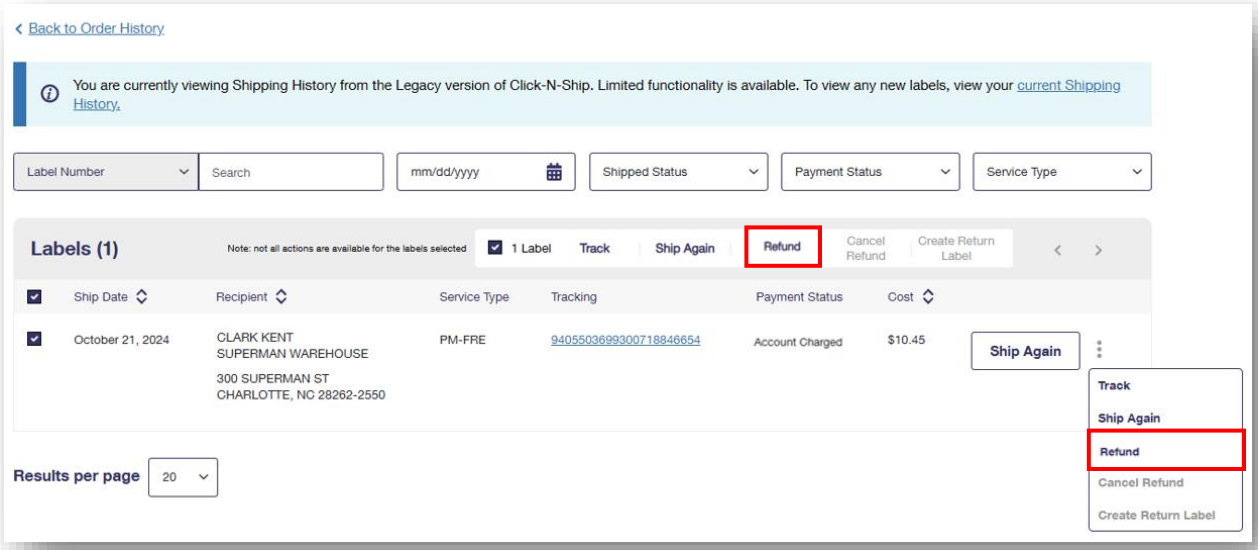


b) Once selected, a new label with the exact same details will be readded to your Label Cart and the following **green message bar** will be displayed at the top of the page.



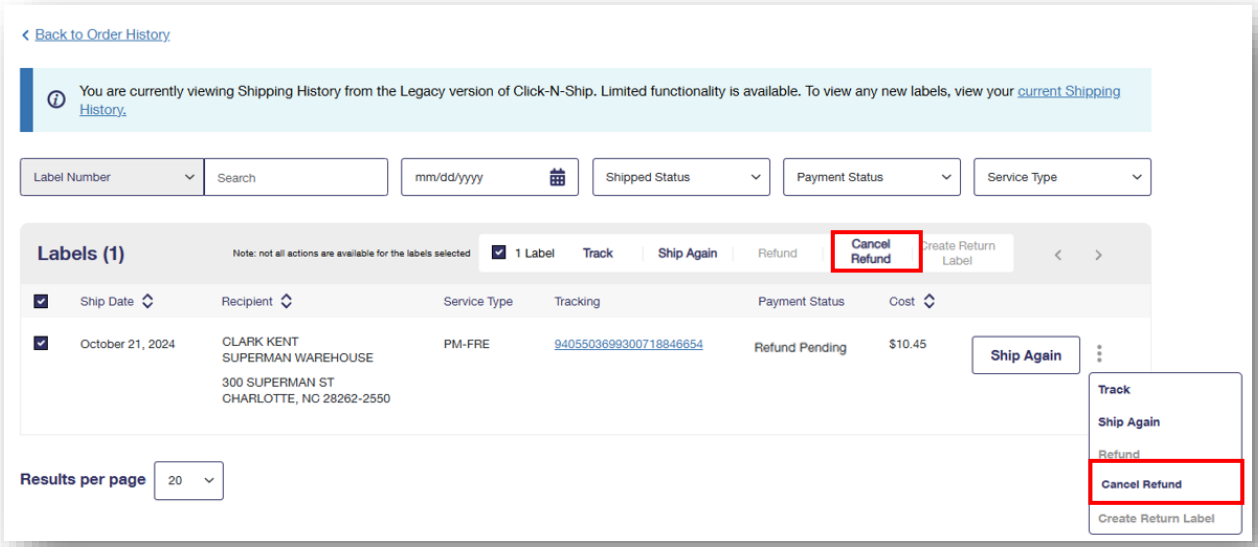
Request / Cancel Refund for Label(s)

a) If you would like to request a refund for the selected Legacy label, select **Refund.**

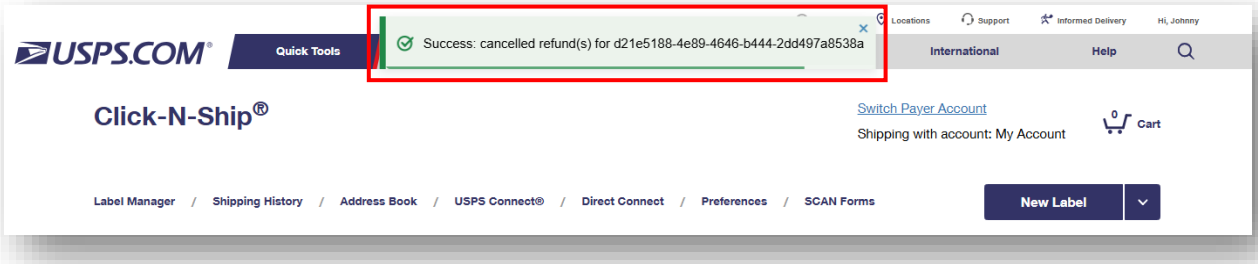


b) If the refund is successful, you will see the following green message bar displayed at the top of the page.

c) If you have requested a refund for the selected Legacy label and would like to cancel a refund, select **Cancel Refund.**



d) If the refund is successfully canceled, you will see the following **green message bar** displayed at the top of the page.

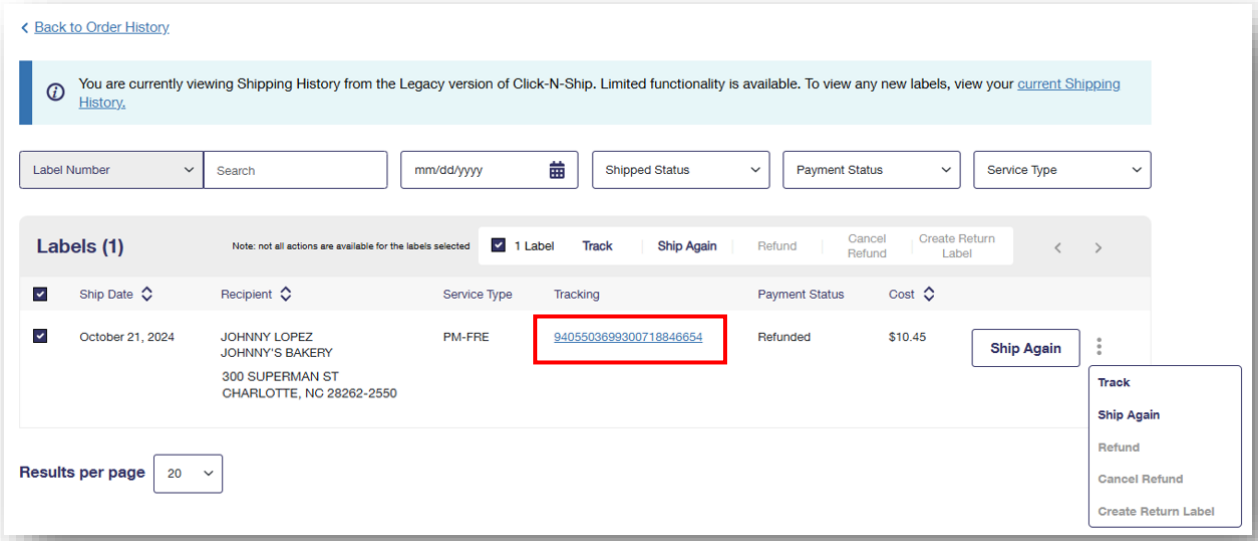


All Actions within the Legacy Label Details Page

Within the Legacy Label Details page of a selected Legacy label, you'll be able to perform multiple actions to that specific label. A banner will also be displayed to let you know that *'you are currently viewing Shipping History from the Legacy version of Click-N-Ship. Limited functionality is available'*. Please note, the **Printing functionality is not available for Legacy labels**.

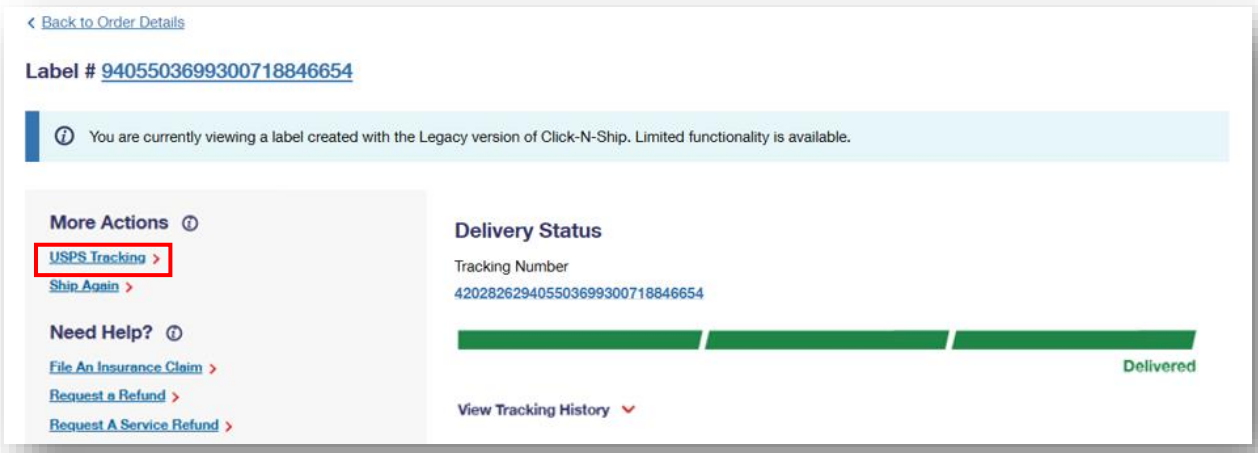
1) Select a Label to View

a) Select the **Label Number hyperlink** of the Legacy label that you would like to view.

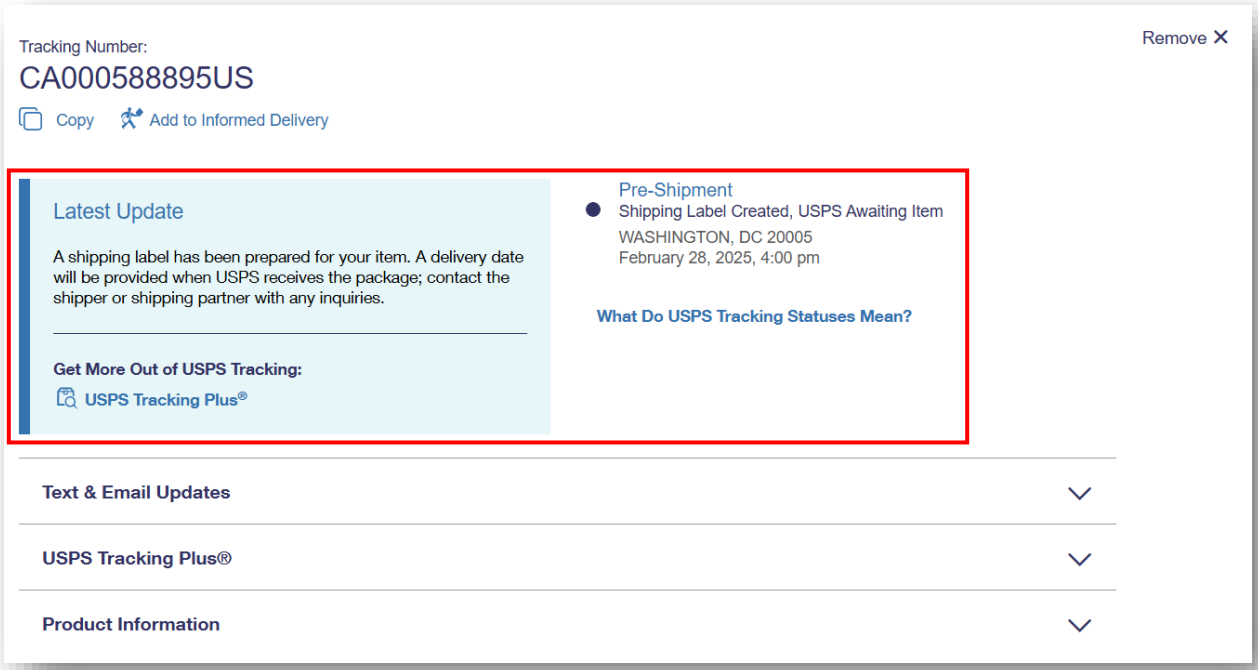


View USPS Tracking for Label

a) If you would like to view the USPS® tracking for the Legacy label, select **USPS Tracking** from the **More Actions** section, and you'll be redirected to the USPS® tracking page for that label.

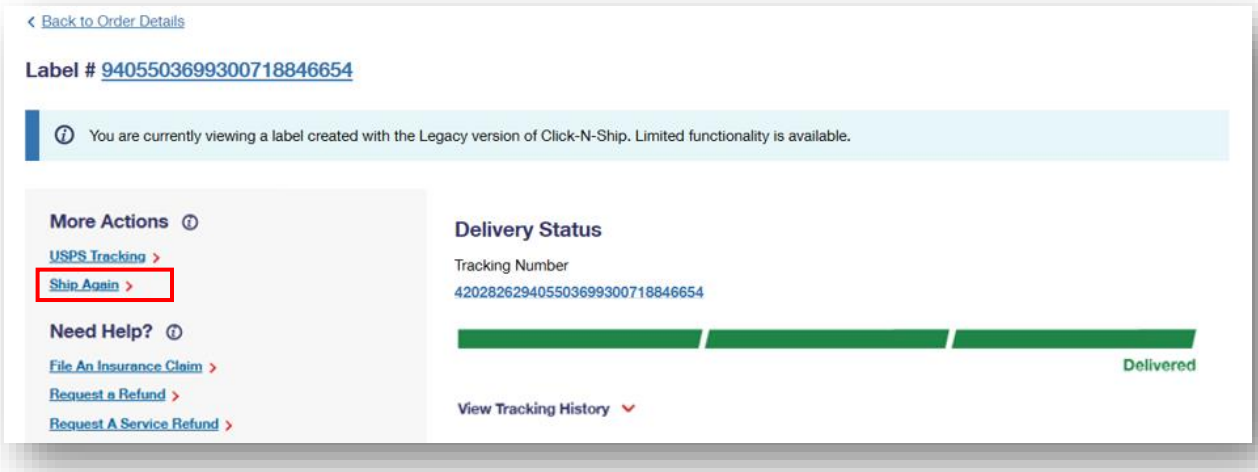


b) Once selected, you will be redirected to the **USPS® Tracking page** for that label**.**

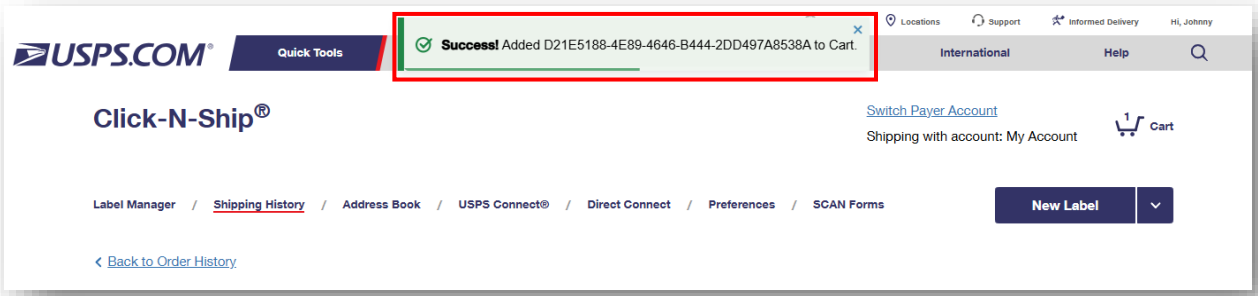


Ship Label Again

a) If you would like to ship the same label again, select **Ship Again.**

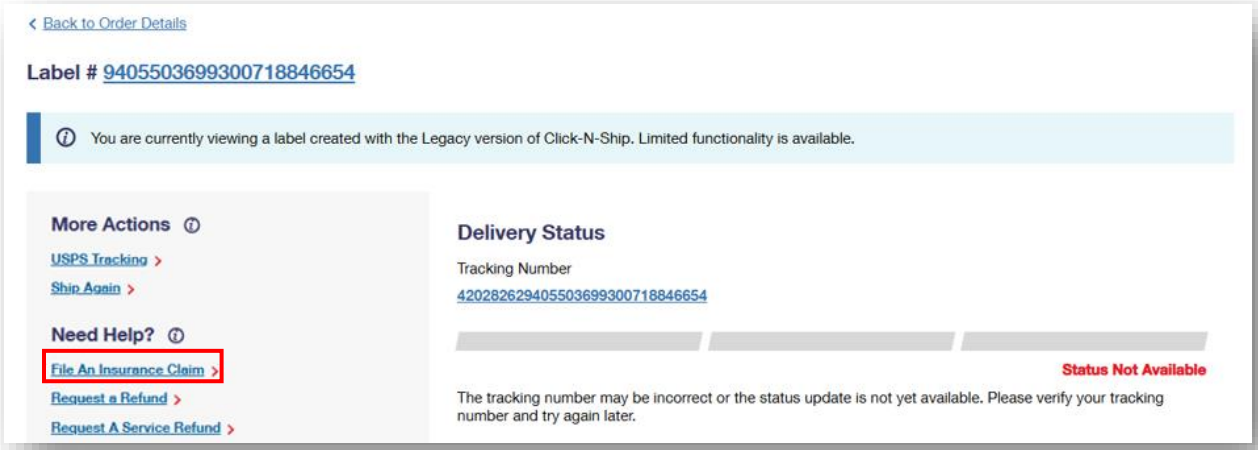


b) Once selected, a new label with the exact same details will be readded to your Label Cart and the following **green message bar** will be displayed at the top of the page.



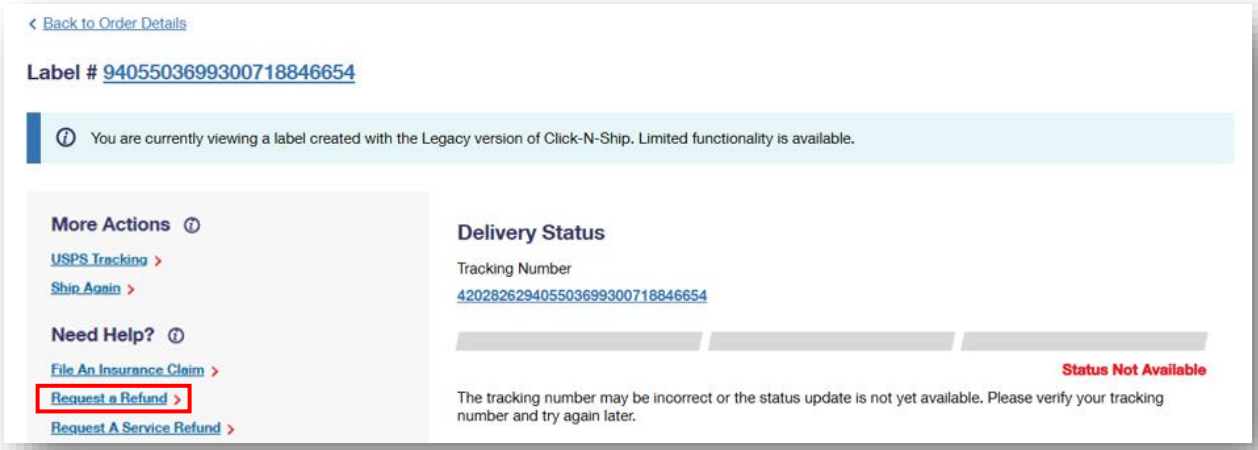
File an Insurance Claim for the Label

a) If you would like to file an insurance claim for the selected Legacy label, refer to the **Need Help** section and select **File an Insurance Claim** and you will be redirected to the USPS® Claims Portal.

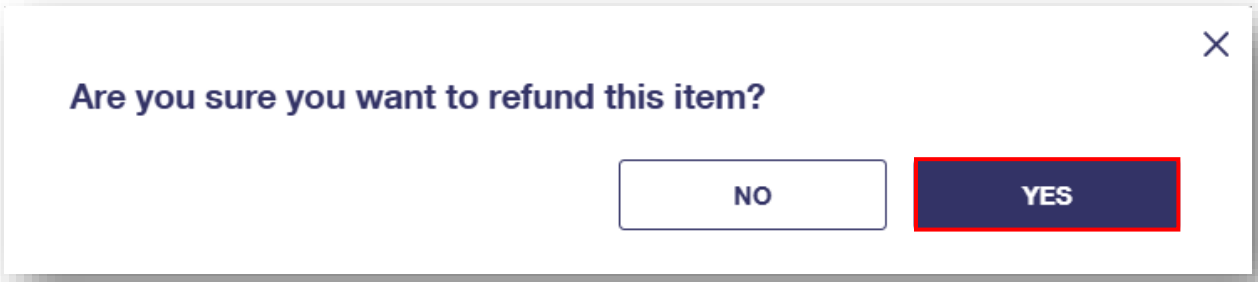


Request / Cancel a Refund

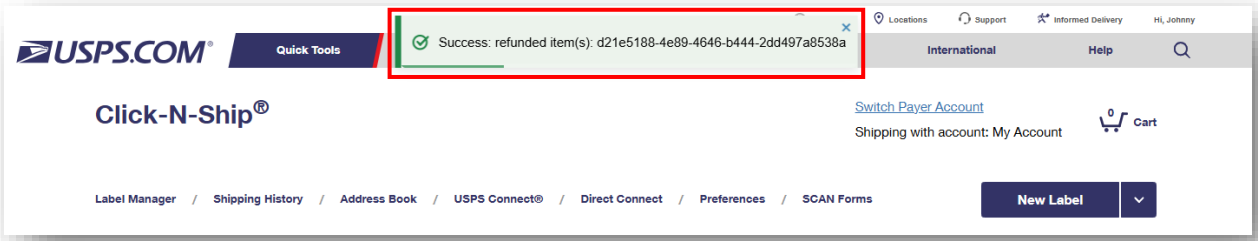
a) If you would like to request a refund for the selected Legacy label, refer to the **Need Help** section and select **Request a Refund.**



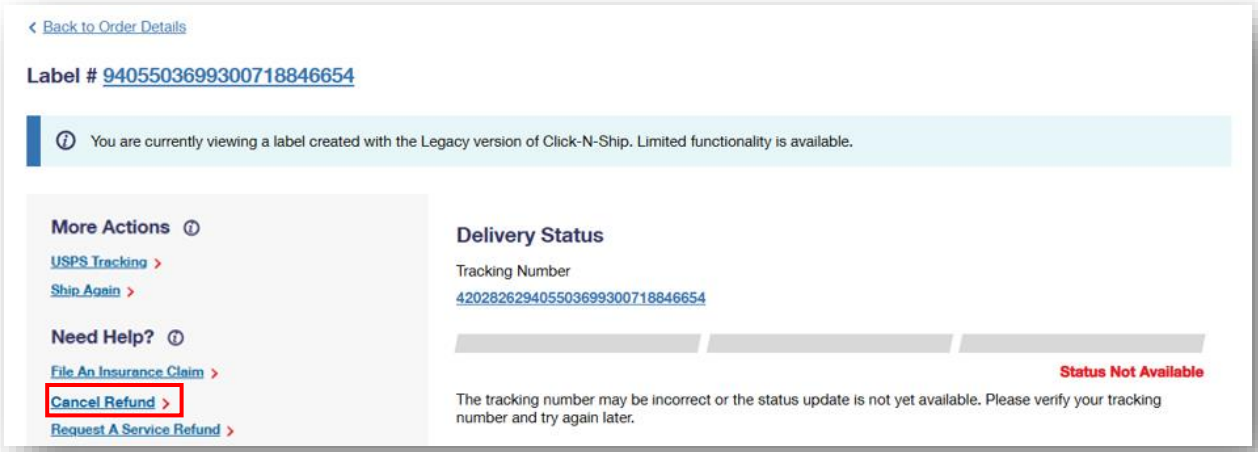
b) Once selected, a confirmation popup will be displayed. Select **Yes** to proceed with requesting a refund.



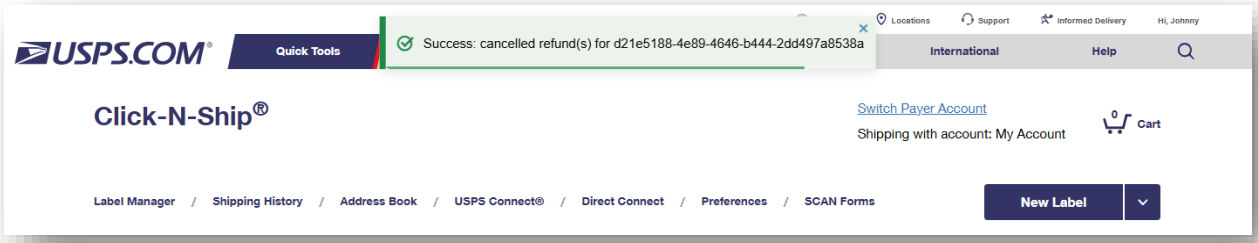
c) If the refund is successful, you will see the following green message bar displayed at the top of the page.



d) If you have requested a refund for the selected Legacy label, refer to the **Need Help** section again and select **Cancel Refund.**

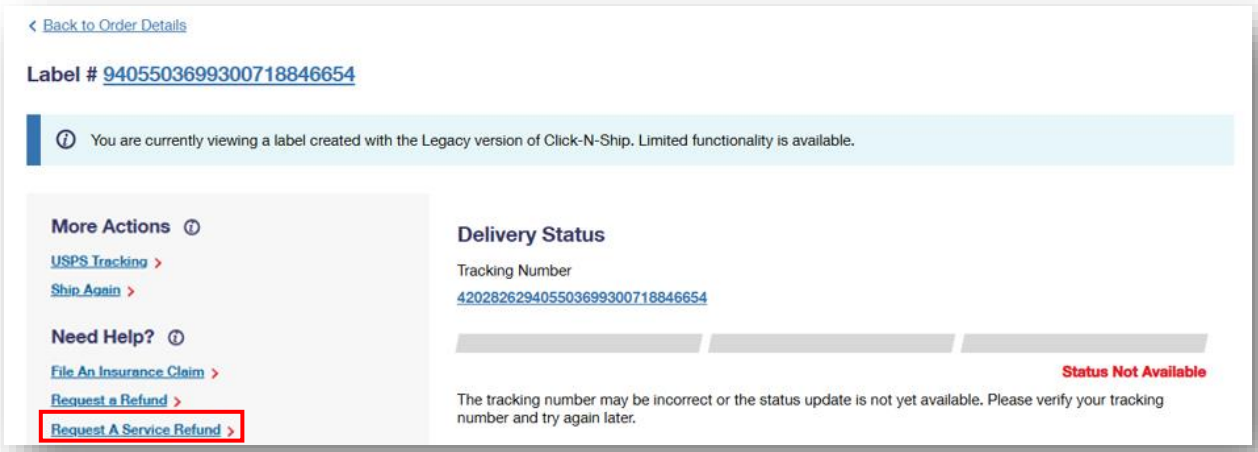


e) If the refund is successfully canceled, you will see the following **green message bar** displayed at the top of the page.



Request a Service Refund

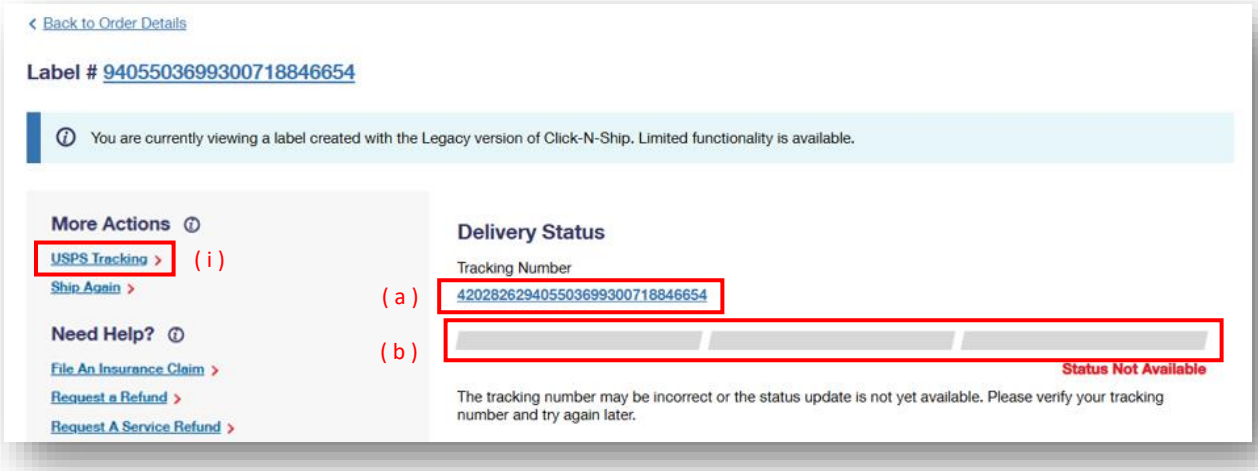
a) To request a refund for an unused or unwanted extra service, refer to the **Need Help** section and select **Request a Service Refund** and you will be redirected to the [USPS® Service Refund Portal](#).



View Label's Delivery Status

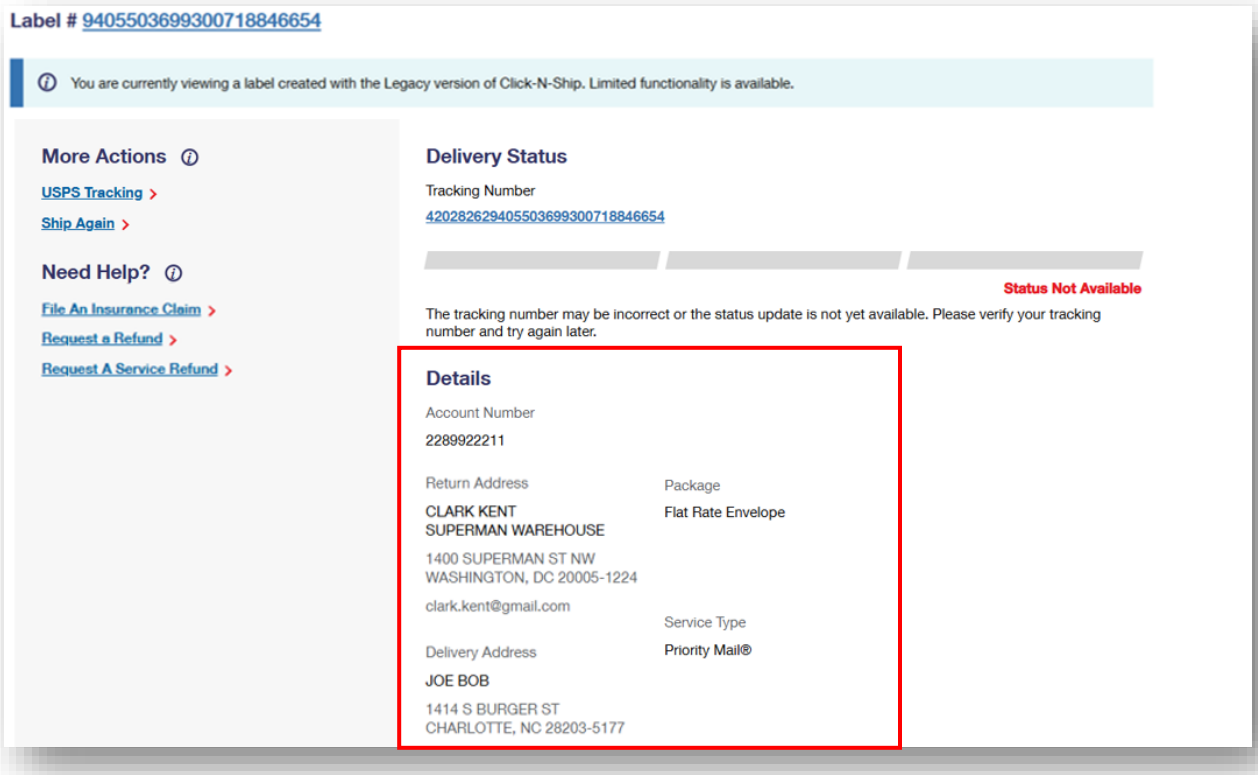
a) To view the Legacy label's Delivery Status, refer to the **Delivery Status** section and select the hyperlinked **Tracking Number** to be redirected to the USPS® tracking page for that Legacy label.
   i. *Note, this can also select **USPS Tracking** from the **More Actions** section, and you'll be redirected to the USPS® tracking page for that label.*

b) To view the delivery status of the package, refer to the **Delivery Status progress bar**.



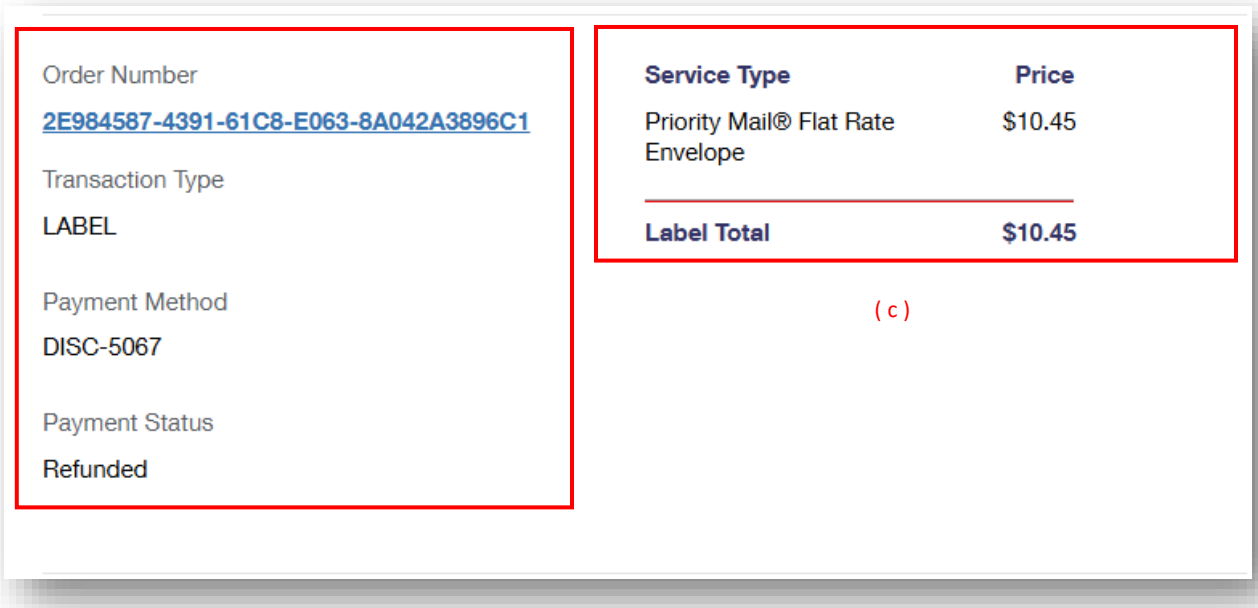
View Label Details & Order Summary

a) To view the Legacy label details *(such as Return Address, Delivery Address, Package Type, and Service Type)*, refer to the **Details** section of the Legacy Label Details page.



b) To view the **Order Details** *(such as the Order Number ID, Transaction Type, Payment Method Type, and Payment Status)*, refer to the left side of the **Details** section.

c) To view the **Label Summary,** refer to the right side of the **Details** section.

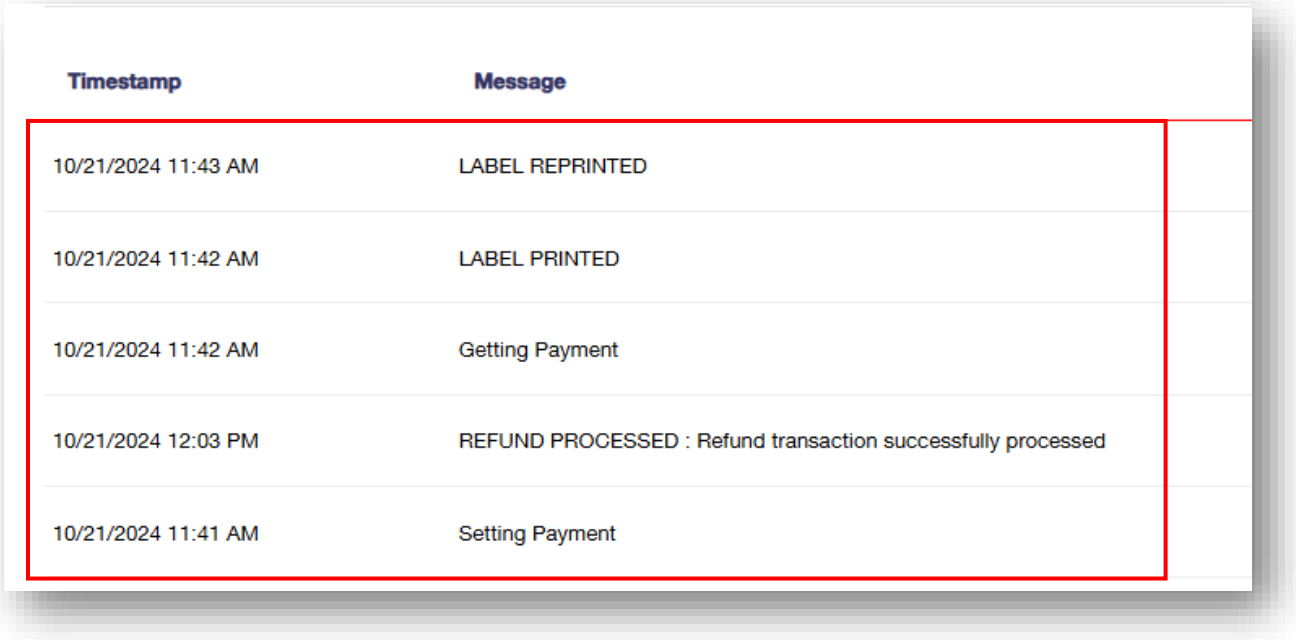


(b)

(c)

View Labels Action History Table

a) To view all actions made toward the label, refer to the **Label History table** at the bottom of the Legacy Label Details page. Here you will see the timestamp along with the action that was performed on that specific label *(such as paying, printing, requesting a refund, etc.)*.



Timestamp	Message
10/21/2024 11:43 AM	LABEL REPRINTED
10/21/2024 11:42 AM	LABEL PRINTED
10/21/2024 11:42 AM	Getting Payment
10/21/2024 12:03 PM	REFUND PROCESSED : Refund transaction successfully processed
10/21/2024 11:41 AM	Setting Payment