How to Request a Click-N-Ship® Refund Online

How to Request a Refund Online

There are two ways to request a refund through the desktop site: either from Shipping History from the Action Menu Drop Down or from Shipping History in Label Details. You can also request a refund from your mobile device.

From Shipping History from the Action Menu Drop Down:

1. Sign in to your USPS.com Account and proceed to Shipping History

2. Select the checkbox next to the label you want to refund

3. Click on "Refund Labels" in the Action drop down menu in the top left corner of the page

4. Click the "Proceed" button. Click "Yes" on the pop up message to confirm your refund
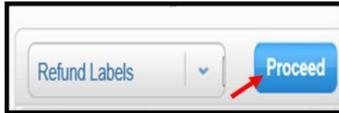
5. You will receive an email confirmation when you request your refund and when your refund request has been approved or denied.

You can find the status of your refund request on the Shipping History page.

Shipping History from the Desktop Version

	DATE	TRANS #	SVC	DELIVERY ADDRESS	LABEL	SHIPPED	PMT	STATUS	AMOUNT	DETAILS
☐	10/19/2016	114637849	PM-PFRE	JOHN DOE WASHINGTON, DC 20260-0004	9405803699300000015806	N	MC-7896	Refunded	$▬	View

6. Questions? See "Click-N-Ship Help Desk Information below." For more refund information, see "Click-N-Ship® Refunds."

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From Shipping History in Label Details:

1. Sign in to your USPS.com Account and proceed to Shipping History

2. Search for your label and under Details click "View"

3. Under Label Details select "Request A Refund"

4. Click "Yes" on the pop up message to confirm your refund

5. You will receive an email confirmation when you request your refund and when your refund request has been approved or denied.

You can find the status of your refund request on the Shipping History page.

Shipping History from the Desktop Version

6. Questions? See "Click-N-Ship Help Desk Information below." For more refund information, see "Click-N-Ship® Refunds."

Using your mobile device:

1. Sign in to your USPS.com Account and proceed to Shipping History

Create Label   Shipping History

What is mobile shipping? ⌄

Return Address
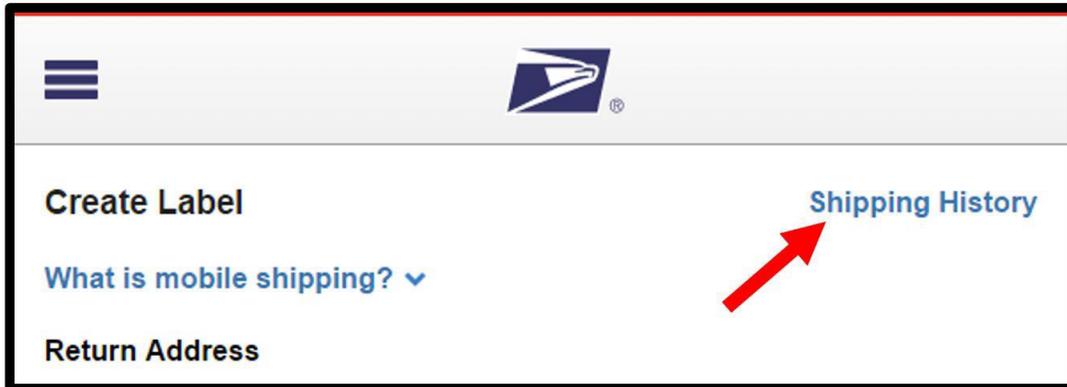
2. Search and click on the label you want to refund

Shipping History   Create Label

Acct#: 123456789
Displaying labels from date +31 days:

03/28/2017

Doe, John   04/24/2017
ESSEX, MD $█████
                                         Account
                                         Charged
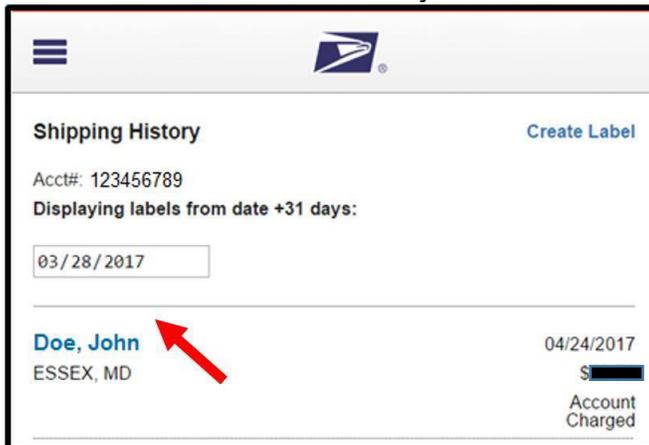
3. Select "Refund Label" in the Actions drop down menu

Shipping History   Create Label

Actions   ⌄
Actions
Refund Label
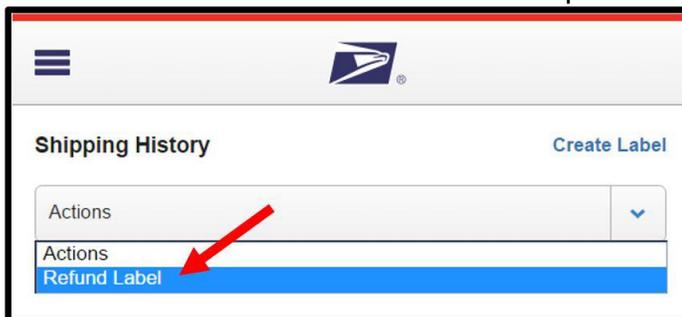
4. Click the "Yes" button to confirm your refund
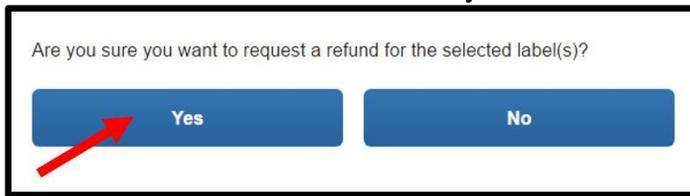
5. You will receive an email confirmation when you request your refund and when your refund request has been approved or denied.

You can find the status of your refund request on the Shipping History page.

Shipping History from a Mobile Device
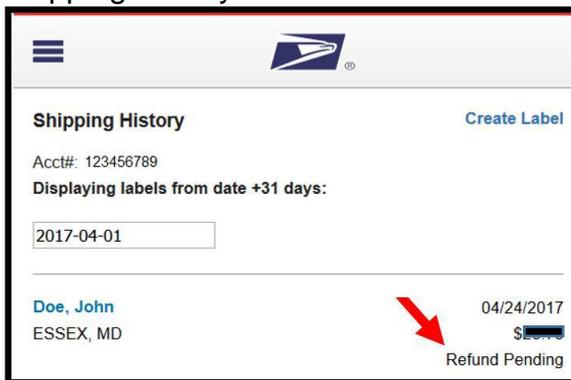
6. Questions? See "Click-N-Ship Help Desk Information below." For more refund information, see "Click-N-Ship® Refunds."

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Click-N-Ship Help Desk Information

- For more refund information, see "Click-N-Ship® Refunds."
- Email Us at https://usps.force.com/emailus/s/ and select USPS.com
- Call 1-800-344-7779
- Customer Service representatives are available as follows:
  - Monday - Friday: 8:00 a.m. to 8:30 p.m. ET (7:00 a.m. - 7:30 p.m. CST)
  - Saturday: 8:00 a.m. to 6:00 p.m. ET (7:00 a.m. - 5:00 p.m. CST)
  - Sunday: Closed
  - Holidays: Closed

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