

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

How to Request a Refund Online

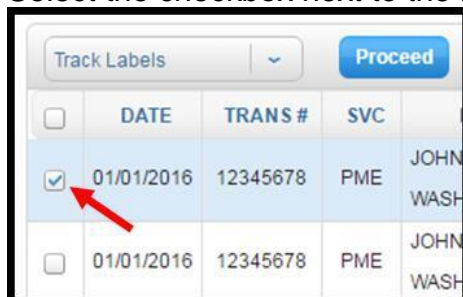
There are two ways to request a refund through the desktop site: either from Shipping History [from the Action Menu Drop Down](#) or from Shipping History [in Label Details](#). You can also request a refund from [your mobile device](#).

From Shipping History from the Action Menu Drop Down:

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



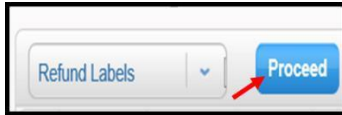
2. Select the checkbox next to the label you want to refund



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



- Click the “Proceed” button. Click “Yes” on the pop up message to confirm your refund



- 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

Track Labels

Proceed

A Z

1 - 3 of 3

Show All

1

| <input type="checkbox"/> | DATE | TRANS # | SVC | DELIVERY ADDRESS | LABEL | SHIPPED | PMT | STATUS | AMOUNT | DETAILS |
|--------------------------|------------|-----------|---------|---------------------------------------|------------------------|---------|---------|----------|--------|----------------------|
| <input type="checkbox"/> | 10/19/2016 | 114637849 | PM-PFRE | JOHN DOE WASHINGTON, DC 20260-0004 | 9405803699300000015806 | N | MC-7896 | Refunded | \$6.80 | View |

- 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:

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



- Search for your label and under Details click “View”

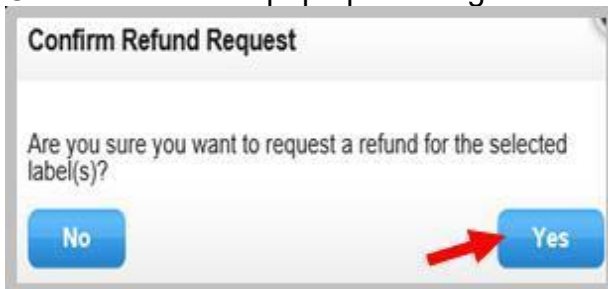
1 - 18 of 18 Show All 1

| STATUS | AMOUNT | DETAILS |
|--------------------|--------|----------------------|
| Account Charged | \$6.45 | View |

- Under Label Details select “Request A Refund”



- Click “Yes” on the pop up message to confirm your refund



- 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

Track Labels Proceed 1 - 3 of 3 Show All 1

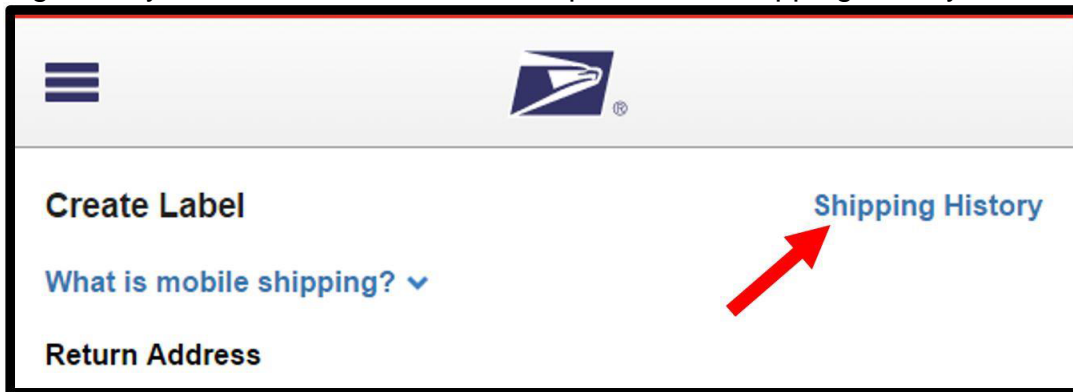
| <input type="checkbox"/> | DATE | TRANS # | SVC | DELIVERY ADDRESS | LABEL | SHIPPED | PMT | STATUS | AMOUNT | DETAILS |
|--------------------------|------------|-----------|-------------|---|------------------------|---------|-------------|----------|--------|----------------------|
| <input type="checkbox"/> | 10/19/2016 | 114637849 | PM- PFRE | JOHN DOE WASHINGTON, DC 20260- 0004 | 9405803699300000015806 | N | MC- 7896 | Refunded | \$6.80 | View |

- Questions? See “[Click-N-Ship Help Desk Information](#) below.” For more refund information, see “[Click-N-Ship® Refunds.](#)”

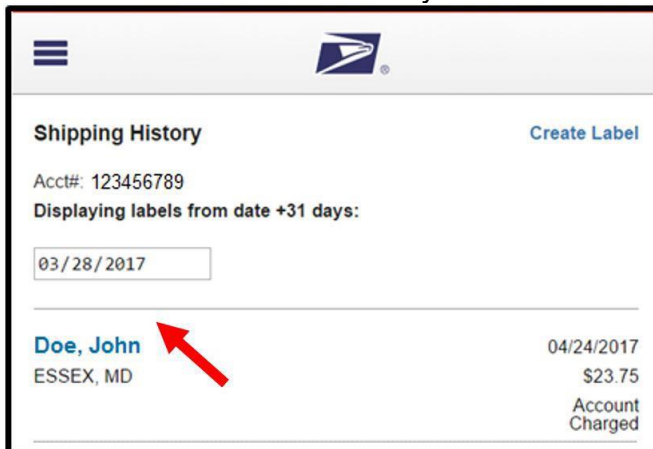
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Using your mobile device:

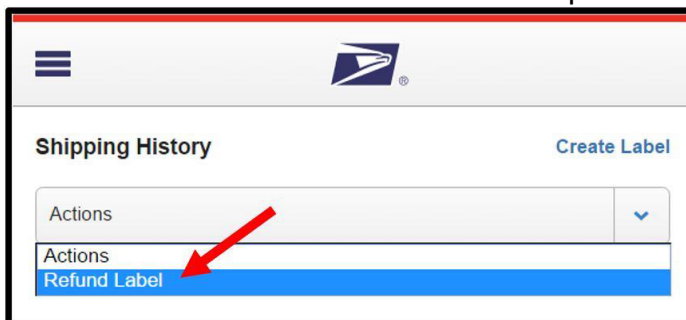
1. Sign in to your USPS.com Account and proceed to Shipping History



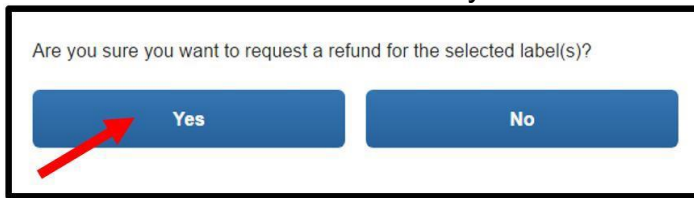
2. Search and click on the label you want to refund



3. Select "Refund Label" in the Actions drop down menu



4. Click the “Yes” button to confirm your refund



Are you sure you want to request a refund for the selected label(s)?

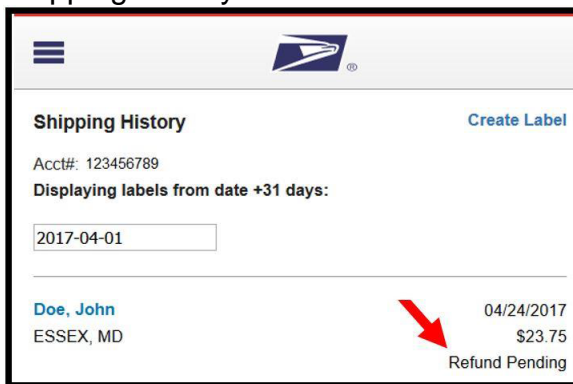
Yes **No**

A red arrow points to the "Yes" button.

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



Shipping History [Create Label](#)

Acct#: 123456789

Displaying labels from date +31 days:

2017-04-01

Doe, John 04/24/2017
ESSEX, MD \$23.75
Refund Pending

A red arrow points to the "Refund Pending" status.

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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