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

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

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

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

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.”

Click-N-Ship Help Desk Information

- For more refund information, see “Click-N-Ship® Refunds.”
- Email upstechicalsupport@mailps.custhelp.com
- Call 1-800-344-7779
- Customer Service representatives are available as follows:
  - Monday thru Friday: 8:00 a.m. to 8:30 p.m. ET
  - Saturday: 8:00 a.m. to 6:00 p.m. ET
  - Sunday: Closed
  - Holidays: Closed