United States Postal Service
Enhanced Click-N-Ship® User Guide

Last Updated – July 2024

*Please note that this guide will be continuously updated.

Overview

The Enhanced Click-N-Ship® experience is catered specifically towards business account customers that create multiple labels a day. The Enhanced Click-N-Ship® application allows business account customers and personal account customers to more efficiently create and pay for labels beyond the current Click-N-Ship® capabilities.

For more information on the Enhanced Click-N-Ship® application, see [Enhanced Click-N-Ship® Overview.](#)

As of July 14th, 2024 the following new features and services are available on the Enhanced Click-N-Ship® application:

- All customers will now be required to accept the Enhanced Click-N-Ship® Terms and Conditions agreement via pop-up modal before being able to use the Enhanced Click-N-Ship® application *(refer to page 6 for more details).*

- All customers that are part of the Free Matter for the Blind (FMB) Program will now have the ability to ship eligible mailpiece's free of postage through eligible services *(refer to page 39 for more details).*

- All customers will now the ability to choose Rithum as a Marketplace option when using the File Upload (Import Labels) label creation method *(refer to page 118 for more details).*

This user guide will also cover all of the current features within the Enhanced Click-N-Ship® application and will serve as a step-by-step guide on how to use them.

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

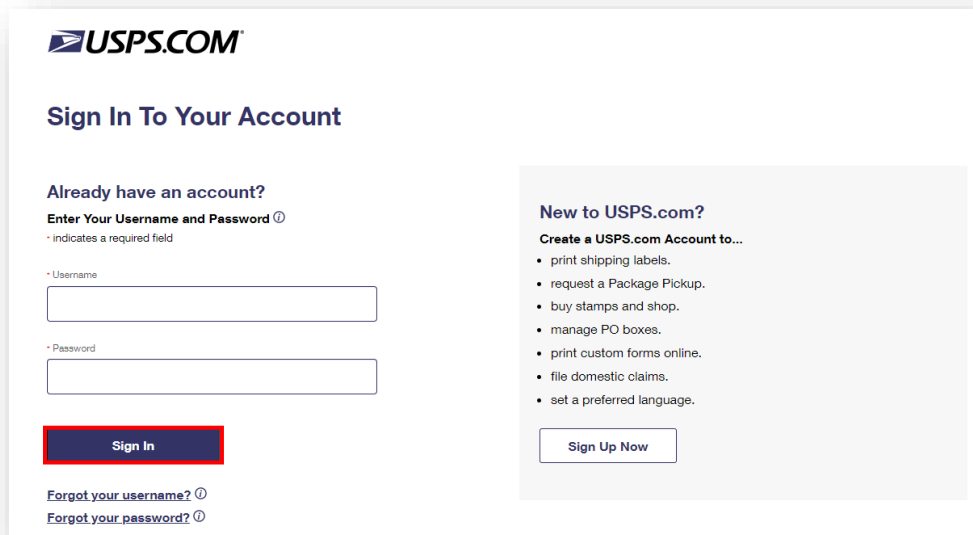# Table of Contents

Enhanced Click-N-Ship®

How to Access the Enhanced Click-N-Ship®

Application

Within the following section, you'll receive step-by-step guidance on how to access the Enhanced Click-N-Ship® application.

How to Access the Enhanced Click-N-Ship® Application
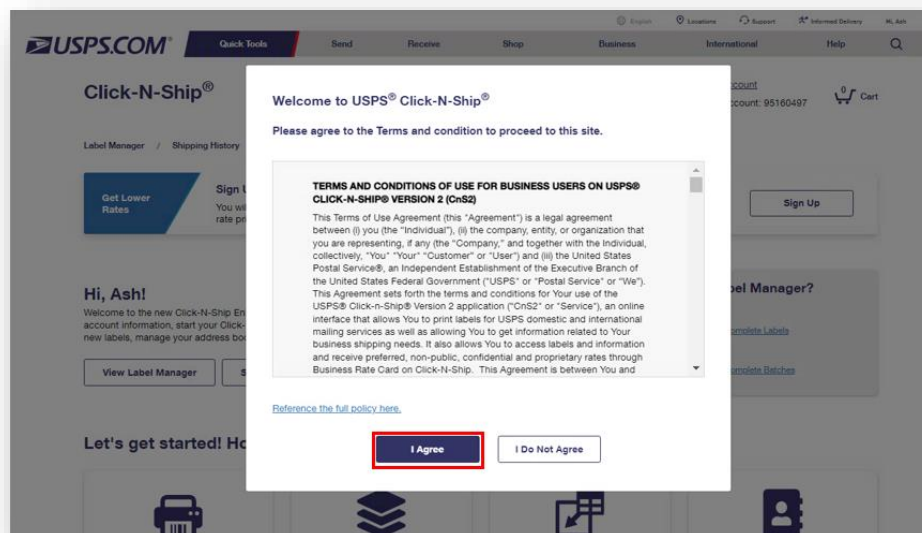
1) Sign into the Enhanced Click-N-Ship® application
   a) Navigate to the Enhanced Click-N-Ship® log in page.
   b) Enter your **USPS® username and password**.
   c) Click **Sign-In** and wait to be redirected to the Enhanced Click-N-Ship® landing page.

2) Accept the Enhanced Click-N-Ship® Terms and Conditions
   a) Once logged into the Enhanced Click-N-Ship® application, you will be presented with a **Terms and Conditions** pop-modal.
   b) Select **I Agree** to proceed to using the Enhanced Click-N-Ship® application as usual.
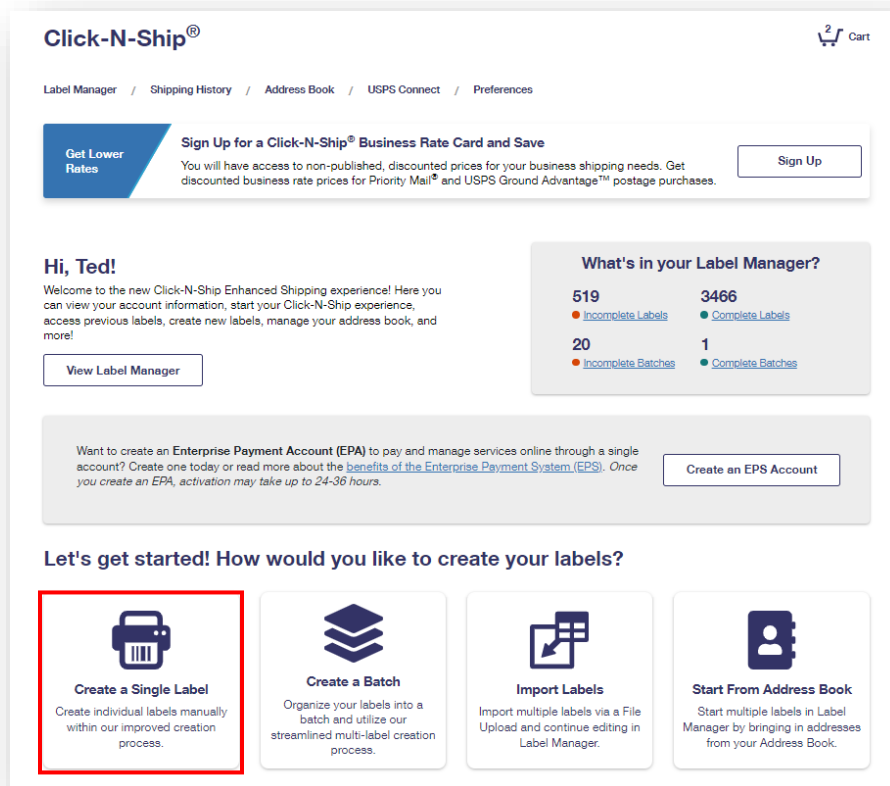
Enhanced Click-N-Ship®

Label Creation Methods

Within the following section, you'll receive step-by-step guidance on creating both international and domestic label(s) via our different label creation methods.
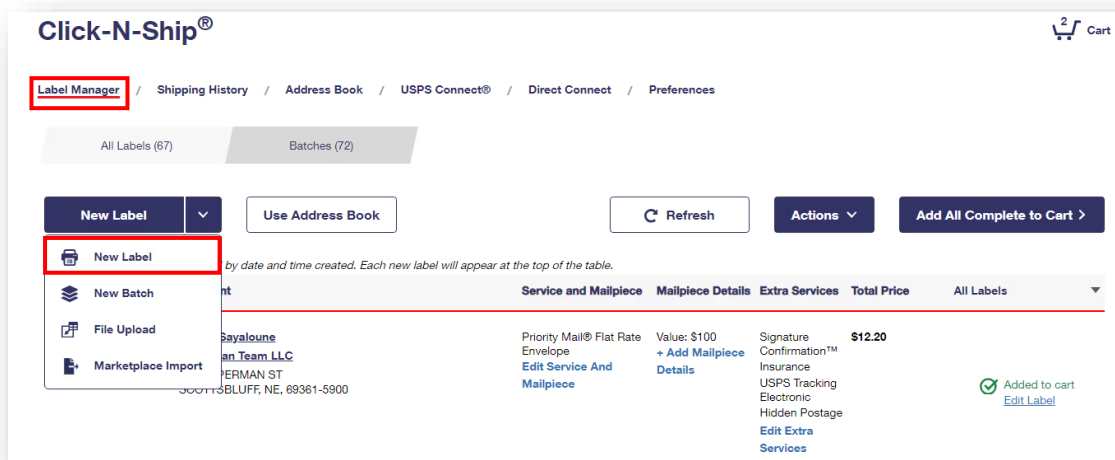
How to Create a Domestic Label

Create a domestic label for a single recipient following the steps below.

1) **Begin Single Label Creation Process – Two Options**
   a) Option 1: Click on **Create a Single Label** located on the landing page.

   b) Option 2: Click on **New Label** located on the Label Manager page.

2) Verify your Sender Details

The Sender Details section is pre-populated by default based on the address associated with your account. To change or update this default address, refer to the Preferences tab located at the top of the landing page.

a) If you are shipping from a different ZIP Code™ than the ZIP Code™ indicated in your Return Address, please enter the correct shipping from ZIP Code™ in the **Ship from a different ZIP Code™** field. *(e.g.: I am shipping items out of a warehouse in Washington, DC, but items should be returned to my location in New York. I would indicate I am shipping from Washington DC)*

b) To manually edit the Sender Details information (*i.e., Return Address, Email, Phone, Tracking Notifications selections)*, click **Edit** to update those fields accordingly.

Sender Details

Each label you create will pre-populate with this sender information. If you would like to update this information, you may do so in your Preferences. Otherwise, you can edit each label once it is uploaded into Label Manager.

Return Address

Clark Kent
300 SUPERMAN ST
SAN ANTONIO, TX 78255

Ship from a different ZIP Code™

(a)

Email
clark.kent@gmail.com

Phone
(704) 780-0000

(b)

✏ Edit

c) Enter or verify that your **address** and **contact information** is correct.
d) To opt into Tracking Notifications, select the **Send me tracking notifications** checkbox.

Sender Details

Each label you create will pre-populate with this sender information. If you would like to update this information, you may do so in your Preferences. Otherwise, you can edit each label once it is uploaded into Label Manager.

(c)

*First Name
Clark

M.I.

*Last Name
Kent

Company

*Street Address
300 SUPERMAN ST

Apt/Suite

*City
San Antonio

*State
TX - Texas

*ZIP Code™
78255

Please confirm or enter your contact information.

Email
clark.kent@gmail.com

Phone / SMS Text Messages
(704) 780-0000

(d) ☐ Send me tracking notifications

Save   **Cancel**

e) Select the **Type of Notifications** that you want to receive *(note, international phone numbers are currently not supported by the Enhanced Click-N-Ship® application).*

f) Select **Save** within the Sender Details section to save any changes to the Sender Detail fields.

Please confirm or enter your contact information.

Email

clark.kent@gmail.com

Phone / SMS Text Messages

(704) 780-0000

☑ Send me tracking notifications

Send me notifications for

Email	Text	
☐	☐	All Below Updates
☑	☑	Expected Delivery
☑	☑	Day Of Delivery
☐	☐	Package Delivery
☐	☐	Pickup Availability
☐	☐	Delivery Exception
☐	☐	Package In Transit

(e)

Privacy Act Statement:
Your information will be used to provide customers with information about the status of mailings within the USPS network. For more information regarding our privacy policies visit www.usps.com/privacypolicy.

(f)   **Save**   **Cancel**

3) Enter the Recipient Details – Two Options

Within Enhanced Click-N-Ship®, you have the capability to either enter the recipient details manually or select an address from your Address Book.

a) **Option 1:** To manually enter the recipient details, simply fill out the fill-in boxes with the Recipient's Name, Company (if applicable), Address, City, State, and ZIP Code™.

   i. *You can save the entered address to your Address Book for later use or reference by selecting the **Save to Address Book** checkbox.*

Step 1: Enter Recipient Details

Please provide information about the delivery address below. Recipient Information is required before selecting mailpiece services.

ⓘ **USPS® Smart Lockers:** Available in select locations, USPS® Smart Lockers let you ship mailpieces to people via self-service pickup at free, secure Smart Lockers in Post Office™ locations. (Recipient email address required.) Learn more.

Use Address Book

First Name | M.I. | Last Name

Company

(a)   Country

United States of America

*Street Address | Apt/Suite

*City | *State — AL - Alabama | *ZIP Code™

Reference Number

(i)   ☐ Save to Address Book

◯ Status Notifications: OFF

☐ Hold for Pickup at Post Office™

b) **Option 2:** To select a saved address from your Address Book. Click **Use Address Book** to access your Address Book.

i. Search for your desired recipient address and click **Use This Address**. The selected address should then automatically populate within the Recipient Detail fields.

4) Enter the Reference Number (optional)

a) If you would like to enter a reference number, enter the number in the **Reference Number** textbox.

Step 1: Enter Recipient Details

Please provide information about the delivery address below. Recipient Information is required before selecting mailpiece services.

> ⓘ **USPS® Smart Lockers:** Available in select locations, USPS® Smart Lockers let you ship mailpieces to people via self-service pickup at free, secure Smart Lockers in Post Office™ locations. (Recipient email address required.) Learn more.

Use Address Book

First Name   M.I.   Last Name

Company

Country
United States of America ⌄

*Street Address   Apt/Suite

*City   *State   *ZIP Code™
AL - Alabama ⌄

Reference Number

☐ Save to Address Book

◯ Status Notifications: OFF

☐ Hold for Pickup at Post Office™

5) Select Recipient Status Notifications (optional)

Within Enhanced Click-N-Ship®, you have the capability to have the recipient receive shipment status notifications via email, text, or both *(note, international phone numbers are currently not supported in the Enhanced Click-N-Ship® application).*

a) If you would like the recipient to receive email notifications about the mailpiece, select the **Status Notifications** toggle from **OFF** to **ON**.

Step 1: Enter Recipient Details

Please provide information about the delivery address below. Recipient Information is required before selecting mailpiece services.

(i) **USPS® Smart Lockers:** Available in select locations, USPS® Smart Lockers let you ship mailpieces to people via self-service pickup at free, secure Smart Lockers in Post Office™ locations. (Recipient email address required.) Learn more.

Use Address Book

First Name | M.I. | Last Name

Company

Country

United States of America

*Street Address | Apt/Suite

*City | *State | *ZIP Code™

AL - Alabama

Reference Number

☐ Save to Address Book

⬤ Status Notifications: OFF

☐ Hold for Pickup at Post Office™

b) Enter the recipient's **Email Address** and / or **Phone Number** (domestic only).

c) Select the **Type of Notifications** that you want the recipient to receive.

6) Select Hold For Pickup (optional)

    a) If you would like to have your mailpiece held at a designated Post Office™ location for pick-up, select the **Hold for Pickup at Post Office™ checkbox.**

Step 1: Enter Recipient Details

Please provide information about the delivery address below. Recipient Information is required before selecting mailpiece services.

> ⓘ **USPS® Smart Lockers:** Available in select locations, USPS® Smart Lockers let you ship mailpieces to people via self-service pickup at free, secure Smart Lockers in Post Office™ locations. (Recipient email address required.) Learn more.

Use Address Book

First Name | M.I. | Last Name

Company

Country
United States of America ⌄

*Street Address | Apt/Suite

*City | *State — AL - Alabama ⌄ | *ZIP Code™

☐ Save to Address Book

◯ Status Notifications: OFF

☐ Hold for Pickup at Post Office™

b) Once you have selected the checkbox, **enter the ZIP Code™** in the search box to find the nearest Post Office™ location available for pickup.

Step 1: Enter Recipient Details

Please provide information about the delivery address below. Recipient Information is required before selecting mailpiece services.

ⓘ **USPS® Smart Lockers:** Available in select locations, USPS® Smart Lockers let you ship mailpieces to people via self-service pickup at free, secure Smart Lockers in Post Office™ locations. (Recipient email address required.) Learn more.

Use Address Book

First Name   M.I.   Last Name

Company

Country

United States of America   ⌄

*Street Address   Apt/Suite

*City   *State   *ZIP Code™

AL - Alabama   ⌄

☐ Save to Address Book

◯ Status Notifications: OFF

☑ Hold for Pickup at Post Office™

*Enter a ZIP Code™

🔍

c) **Select the desired Post Office**™ from one of the options displayed.

d) If you would like to receive text and / or email notifications to notify you or the recipient that the mailpiece is ready for pickup, enter the email and / or phone number in the textboxes under **Notify Me / Recipient When Ready for Pick-Up.**

7) Select Hazardous Material Type (If Applicable)

    a) Select '**Yes'** if your *mailpiece* contains any potential hazardous or dangerous material such as batteries, perfume, paint, aerosols, and more *(click on 'View examples of mailable and nonmailable hazardous materials' for a detailed list).*

    b) Select '**No**" if your *mailpiece* does not contain any hazardous or dangerous materials.

Does this parcel contain anything potentially hazardous?

Potentially hazardous items may include batteries, perfume, paint, aerosols, and more. View examples of mailable and nonmailable hazardous materials (HAZMAT).

Do Not Mail Mercury! Mercury is a hazardous, silver liquid metal. Mercury is inside many older devices like thermometers, blood pressure cuffs, thermostats, and switches. Learn More

*Are you shipping dangerous goods or hazardous materials? ⓘ
- ○ Yes
- ○ No

Notice: By clicking NO, you are confirming that your package does not contain any Hazardous Materials or Dangerous Goods. Shipping improperly prepared, undeclared, or prohibited HAZMAT can result in civil and criminal penalties under federal law.

c) If **YES** is selected, read through the HAZMAT example items pop and select **I understand** to proceed with selecting a category type.

d) Select a category type by clicking on the **dropdown** button and selecting the HAZMAT type.

8) Select the Service Type
   a) Select the **date** you would like the mailpiece to ship *(you may select a date up to 3 days from today)*.
   b) Choose the **Mailpiece Type** *(USPS® Flat Rate Packaging or Choose your own box)*.
      i. If you select ***USPS® Flat Rate Packaging,*** select a service type from the drop down, and then select **View Mailpiece Types.**

Step 2: Select Service and Mailpiece Type
Fill out the information below and select your service and mailpiece type.

Shipping Date
Choose a date up to 3 days from today.

07/17/2024   📅

Choose Your Mailpiece Type
◉ USPS® Flat Rate Packaging
○ Choose your own box

Select Your Service and Mailpiece Type

Selecting a Priority Mail Flat Rate® product or a Priority Mail Express Flat Rate® product requires USPS® provided packaging.

If you plan to ship live animals, please go to your local **Post Office**™.

Service Type: which shipping method would you like for this mailpiece?

Priority Mail®   ▼

View Mailpiece Types

ii. If you select *Choose your own box*, please enter the mailpiece weight, dimensions *(if shipping a mailpiece greater than 12" long)*

iii. If your mailpiece is not a standard, rectangular box, select the **This mailpiece isn't a standard, rectangular box** checkbox and enter the **Girth** *(if applicable).*

Step 2: Select Service and Mailpiece Type

Fill out the information below and select your service and mailpiece type.

Shipping Date
Choose a date up to 3 days from today.

| 07/17/2024 | 📅 |

Choose Your Mailpiece Type

○ USPS® Flat Rate Packaging

● Choose your own box

(ii)

*What is the weight of your mailpiece?

| 0 | lb | 0 | oz |

*What are the dimensions of your mailpiece?

Length		Width		Height	
0	in	0	in	0	in

(iii)

☑ This mailpiece isn't a standard, rectangular box.

Girth ⓘ

| 0 | in |

Do any of the below characteristics apply to your mailpiece? ⓘ

| None | ⌄ |

iv. If your mailpiece can be considered a *non-machinable* item, click on the **dropdown** and select the characteristic that best applies to your mailpiece.

Step 2: Select Service and Mailpiece Type
Fill out the information below and select your service and mailpiece type.

Shipping Date
Choose a date up to 3 days from today.

| 07/17/2024 | 🗓 |

Choose Your Mailpiece Type

○ USPS® Flat Rate Packaging

● Choose your own box

*What is the weight of your mailpiece?

| 0 | lb | | 5 | oz |

*What are the dimensions of your mailpiece?

| Length | | Width | | Height | |
| 5 | in | 5 | in | 5 | in |

☐ This mailpiece isn't a standard, rectangular box.

Do any of the below characteristics apply to your mailpiece? ⓘ

| None | ⌄ |

None
Glass container with more than 24oz of liquid
Metal or plastic container with more than 1 gallon of liquid
Metal-banded parcel
Insecurely wrapped
Can, Roll, or Tube
Wooden or Metal box
Books or other printed material weighing more than 25 pounds

c) Select a **Service Type** by clicking on the dropdown button and selecting from the options available.
   i. ***Note:*** *USPS Connect® Local Service Types will only be displayed for eligible addresses. Eligibility is determined by the sender address entered in step 1.*

9) Select the Mailpiece Type (Two Options)

    a) **Option 1:** For **USPS Connect® Local / Mail Service Types** – click on the **View Mailpiece Types** button and select a mailpiece type from one of the options available based on your previous selections.

        i. *Note, the prices and scheduled delivery dates displayed are calculated based on the Service Type selection, your Return Address, and Recipient Address locations.*

Select Your Service and Mailpiece Type

Selecting a Priority Mail Flat Rate® product or a Priority Mail Express Flat Rate® product requires USPS® provided packaging.

If you plan to ship live animals, please go to your local **Post Office™**.

Service Type: which shipping method would you like for this mailpiece?

| USPS Connect® Local ▾ |

View Mailpiece Types

You're shipping with Commercial Pricing.
Enjoy your discounted rates.

Prices are based on shipping **USPS Connect® Local** from ZIP Code™ **28262** to **28262** on **02/29/2024**.

(a)

Mailpiece Type	Scheduled Delivery	Price
○ **USPS Connect® Local Small Flat Rate Bag** 9" x 12"	Same-Day or Next-Day Delivery	$4.15 Per Label
○ **USPS Connect® Local Flat Rate Box** 12" x 3-1/2" x 14-1/8"	Same-Day or Next-Day Delivery	$4.95 Per Label
○ **USPS Connect® Local Large Flat Rate Bag** 14" x 17"	Same-Day or Next-Day Delivery	$4.95 Per Label

Don't see your Mailpiece Type? Update your Shipping Date, Package Type, and Service Type to see other options.

ii. After the **Mailpiece Type** is selected, select the **Drop-off Location** from the options displayed:

iii. The same-day / next-day drop-off locations that are displayed are determined by the sender address entered in step 1. To view the full list of locations available, select **Show More Locations.**

Choose Your Drop-off Location

Please see the bottom of your label for the address of the postal facility where you must bring your SCAN form and mailpieces to drop off for processing.

USPS Connect® Local - Destination Delivery Unit ("DDU")

(i)

○ DDU: NORTHEAST
1820 HARRIS HOUSTON RD CHARLOTTE, NC 28262
Total Distance: 1.5 Miles

For Same-day Delivery, you'll need to drop all your mailpieces off before 6 a.m. local time of your selected ship date.
* Mailpieces dropped off later may be delivered the next day.

(ii)

Show More Locations

b) **Option 2:** For **all other Service Types** – click on the **View Mailpiece Types** button and select a Mailpiece Type from one of the options available based on your previous selections.

i. *Note, the prices and scheduled delivery dates displayed are calculated based on the Service Type selection, your Return Address, and Recipient Address locations.*

ii. *If you would like to drop off your mailpiece at a nearby Post Office™, select the* **Priority Mail Express® Drop-Off Locations** *hyperlink to see the near locations available.*

Priority Mail Express® Drop-Off Locations

POST_OFFICE
5837 DE ZAVALA RD SAN ANTONIO, TX 78249

Service Commitment
2-Day Delivery By 5:00 PM

Drop-off By
5:00 PM

10) Enter Content Details (Optional)

The Content Details section is only required for mailpiece*'s that require a Customs Form (such as International or military based addresses)*.

- a) Enter the item description.
- b) Enter the Item weight (lbs.) - *if not applicable, enter '0'.*
- c) Enter the item weight (oz) - *if not applicable, enter '0'.*
- d) Enter the item value.
- e) Enter the quantity of the item.
- f) Add another item.
- g) Enter the mailpiece value.

11) Select Extra Services

    a)   If you are interested in adding extra services to your mailpiece(s), please select one of the available Insurance, Signature, Additional, Delivery, and Return services.

    b)   If you would like to give the recipient the option to provide a USPS Electronic Signature Online® to inform the Shipper that the mailpiece(s) have been received, select the **Signature Confirmation™** option.

          i.   If you do not want to allow an electronic signature, select **Do Not Allow Electronic Signature.**

         ii.   *Note, this service will be* <u>*FREE*</u> *for Priority Mail Express® mailpiece's.*

12) Review Label Summary

Refer to the **Label Summary** to get a brief summary of your label order. The Label Summary will be a grey box located at the top right of the page.

13) Add Label to Cart or Save Label

a) If all required information is correct and you would like to proceed to purchase the label, select **Add to Cart**.

b) If all required information is correct and you would like to save you label, click **save** to save your label to your Label Manager.

    i. *Note, you can save at any time if Recipient Details are provided. Saving will allow you to come back to this label later to make any changes prior to purchasing it.*

(a)   (b)

14) Select to Ship to a USPS® Smart Locker (Two Options)

If the address that you are sending to is close to a secure, self-service USPS® Smart Locker, you will be notified via pop-up modal in the Label Cart or a banner in the Label Manager.

a) **Option 1:** via **Label Cart –** after adding the label to the cart, you will be notified if a USPS® Smart Locker is available near the recipient's address. If you would like to ship your mailpiece to the USPS® Smart Locker, select **Ship to Locker.**
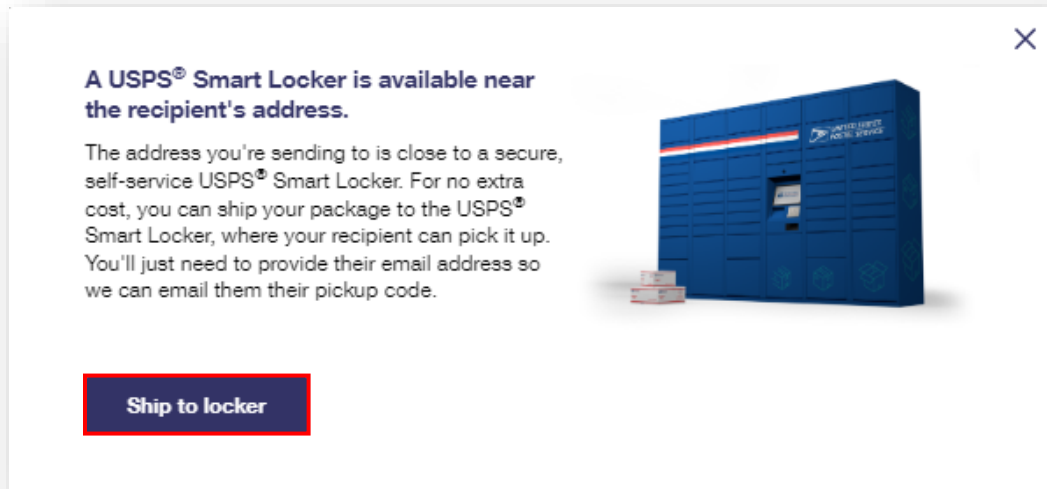
b) **Option 2:** via **Label Manager –** after saving the label to the Label Manager, you will be notified if a USPS® Smart Locker is available near the recipient's address. If you would like to ship your mailpiece to the USPS® Smart Locker, select **Ship to Locker.**

c) To see the available USPS® Smart Locker locations, select the **Radius (10 mi – 100 mi)** dropdown and then select **Search.**

d) Enter the **recipients email address** so that they can receive a pickup notification.

e) Choose the USPS® Smart Locker of your choice from the options listed by selecting **Ship Here.**
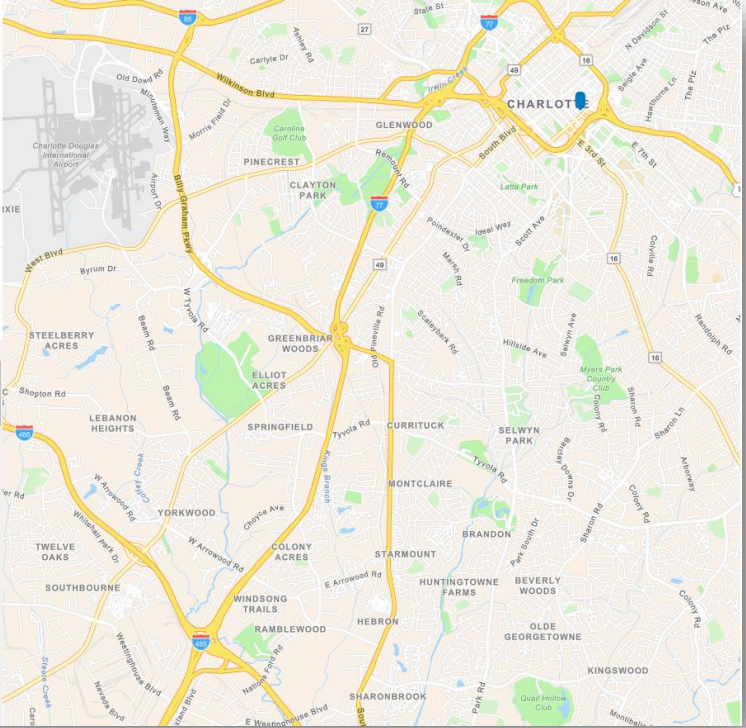
15) Review Label Details in Label Cart
    a) After adding the label to the cart, review the label information for accuracy.
        i. *Note, if a USPS® Smart Locker was selected, it will be displayed under **Recipient** Section.*
        ii. *Note, if a Connect Local label was created, the drop-off location will be displayed above the **Ship Date** section.*

How to Create a Domestic Label as a Free Matter for the Blind User

Create a domestic label for a single recipient free of postage through our eligible services if you are a qualifying member of the Free Matter for the Blind Program (FMB) by following the steps below.

1) Begin Single Label Creation Process – Two Options

   a) Option 1: Click on **Create a Single Label** located on the landing page.

   b) Option 2: Click on **New Label** located on the Label Manager page.

2) Verify your Sender Details

The Sender Details section is pre-populated by default based on the address associated with your account. To change or update this default address, refer to the Preferences tab located at the top of the landing page.

a) If you are shipping from a different ZIP Code™ than the ZIP Code™ indicated in your Return Address, please enter the correct shipping from ZIP Code™ in the **Ship from a different ZIP Code™** field. *(e.g.: I am shipping items out of a warehouse in Washington, DC, but items should be returned to my location in New York. I would indicate I am shipping from Washington DC)*

b) To manually edit the Sender Details information (*i.e., Return Address, Email, Phone, Tracking Notifications selections)*, click **Edit** to update those fields accordingly.

Sender Details

Each label you create will pre-populate with this sender information. If you would like to update this information, you may do so in your Preferences. Otherwise, you can edit each label once it is uploaded into Label Manager.

Return Address

Clark Kent
300 SUPERMAN ST
SAN ANTONIO, TX 78255

Ship from a different ZIP Code™

(a)

Email
clark.kent@gmail.com

Phone
(704) 780-0000

(b)

✎ Edit

c) Enter or verify that your **address** and **contact information** is correct.
d) To opt into Tracking Notifications, select the **Send me tracking notifications** checkbox.

Sender Details

Each label you create will pre-populate with this sender information. If you would like to update this information, you may do so in your Preferences. Otherwise, you can edit each label once it is uploaded into Label Manager.

(c)

*First Name

Clark

M.I.

*Last Name

Kent

Company

*Street Address

300 SUPERMAN ST

Apt/Suite

*City

San Antonio

*State

TX - Texas

*ZIP Code™

78255

Please confirm or enter your contact information.

Email

clark.kent@gmail.com

Phone / SMS Text Messages

(704) 780-0000

(d)

☐ Send me tracking notifications

Save   **Cancel**

e) Select the **Type of Notifications** that you want to receive *(note, international phone numbers are currently not supported by the Enhanced Click-N-Ship® application).*

f) Select **Save** within the Sender Details section to save any changes to the Sender Detail fields.

Please confirm or enter your contact information.

Email
clark.kent@gmail.com

Phone / SMS Text Messages
(704) 780-0000

☑ Send me tracking notifications

Send me notifications for

Email	Text	
☐	☐	All Below Updates
☑	☑	Expected Delivery
☑	☑	Day Of Delivery
☐	☐	Package Delivery
☐	☐	Pickup Availability
☐	☐	Delivery Exception
☐	☐	Package In Transit

(e)

Privacy Act Statement:
Your information will be used to provide customers with information about the status of mailings within the USPS network. For more information regarding our privacy policies visit www.usps.com/privacypolicy.

(f)   **Save**   **Cancel**

3) Enter the Recipient Details – Two Options

Within Enhanced Click-N-Ship®, you have the capability to either enter the recipient details manually or select an address from your Address Book.

a) **Option 1:** To manually enter the recipient details, simply fill out the fill-in boxes with the Recipient's Name, Company (if applicable), Address, City, State, and ZIP Code™.

    i. *You can save the entered address to your Address Book for later use or reference by selecting the **Save to Address Book** checkbox.*

b) **Option 2:** To select a saved address from your Address Book. Click **Use Address Book** to access your Address Book.

i. Search for your desired recipient address and click **Use This Address**. The selected address should then automatically populate within the Recipient Detail fields.

4) Enter the Reference Number (optional)

    a) If you would like to enter a reference number, enter the number in the **Reference Number** textbox.

5) Select Recipient Status Notifications (optional)

Within Enhanced Click-N-Ship®, you have the capability to have the recipient receive shipment status notifications via email, text, or both *(note, international phone numbers are currently not supported in the Enhanced Click-N-Ship® application).*

a) If you would like the recipient to receive email notifications about the mailpiece, select the **Status Notifications** toggle from **OFF** to **ON**.

b) Enter the recipient's **Email Address** and / or **Phone Number** (domestic only).
c) Select the **Type of Notifications** that you want the recipient to receive.

(b)

(c)

6) Select Hold For Pickup (optional)

   a) If you would like to have your mailpiece held at a designated Post Office™ location for pick-up, select the **Hold for Pickup at Post Office™ checkbox.**

b) Once you have selected the checkbox**, enter the ZIP Code™** in the search box to find the nearest Post Office™ location available for pickup.

c) **Select the desired Post Office**™ from one of the options displayed.

d) If you would like to receive text and / or email notifications to notify you or the recipient that the mailpiece is ready for pickup, enter the email and / or phone number in the textboxes under **Notify Me / Recipient When Ready for Pick-Up.**

7) Select Hazardous Material Type (If Applicable)

    a)   Select '**Yes'** if your *mailpiece* contains any potential hazardous or dangerous material such as batteries, perfume, paint, aerosols, and more *(click on 'View examples of mailable and nonmailable hazardous materials' for a detailed list).*

    b)   Select '**No**" if your *mailpiece* does not contain any hazardous or dangerous materials.

Does this parcel contain anything potentially hazardous?

Potentially hazardous items may include batteries, perfume, paint, aerosols, and more. View examples of mailable and nonmailable hazardous materials (HAZMAT).

Do Not Mail Mercury! Mercury is a hazardous, silver liquid metal. Mercury is inside many older devices like thermometers, blood pressure cuffs, thermostats, and switches. Learn More

*Are you shipping dangerous goods or hazardous materials? ⓘ

◯ Yes

◯ No

Notice: By clicking NO, you are confirming that your package does not contain any Hazardous Materials or Dangerous Goods. Shipping improperly prepared, undeclared, or prohibited HAZMAT can result in civil and criminal penalties under federal law.

c)   If **YES** is selected, read through the HAZMAT example items pop and select **I understand** to proceed with selecting a category type.

d)   Select a category type by clicking on the **dropdown** button and selecting the HAZMAT type.

8) Select the Shipping Date and FMB Service
   a) Select the **Shipping Date** you would like the mailpiece to ship *(you may select a date up to 3 days from today)*.
   b) If you are a qualifying user of the Free Mater for the Blind (FMB) program, select the **I am shipping as Free Matter for the Blind** checkbox to proceed.
      i. Note, refer to the following article for more information about the Free Matter for the Blind (FMB) Program.

(a)

(b)

Step 2: Select Service and Mailpiece Type

Fill out the information below and select your service and mailpiece type.

Shipping Date
Choose a date up to 3 days from today.

07/17/2024   📅

☐ I am shipping as Free Matter for the Blind   ⓘ
For domestic packages, total weight may not exceed 70lbs to be eligible for Free Matter for the Blind shipping.
International shipping weight limits vary based on service type. See more information in tool tip.

Choose Your Mailpiece Type

● USPS® Flat Rate Packaging

○ Choose your own box

○ I want to start from a Favorite

Select Your Service and Mailpiece Type

Selecting a Priority Mail Flat Rate® product or a Priority Mail Express Flat Rate® product requires USPS® provided packaging.

If you plan to ship live animals, please go to your local **Post Office**™.

Service Type: which shipping method would you like for this mailpiece?

Select a Service   ▼

View Mailpiece Types

To view mailpiece types, sender and recipient ZIP Codes™ are required along with a service selection.

c) Please enter the mailpiece weight and dimensions *(if shipping a mailpiece greater than 12" long)*

Step 2: Select Service and Mailpiece Type
Fill out the information below and select your service and mailpiece type.

Shipping Date
Choose a date up to 3 days from today.

| 07/17/2024 | 🗓 |

☑ I am shipping as Free Matter for the Blind ⓘ
For domestic packages, total weight may not exceed 70lbs to be eligible for Free Matter for the Blind shipping. International shipping weight limits vary based on service type. See more information in tool tip.

*Package Weight

| 0 | lb | | 0 | oz |

*Package Dimensions

Length | Width | Height
| 0 | in | | 0 | in | | 0 | in |

Do any of the below characteristics apply to your mailpiece? ⓘ

| None | ⌄ |

View Mailpiece Types

To view mailpiece types, sender and recipient ZIP Codes™ are required along with a service selection.

d) If your mailpiece can be considered a *non-machinable* item, click on the **dropdown** and select the characteristic that best applies to your mailpiece.

Step 2: Select Service and Mailpiece Type
Fill out the information below and select your service and mailpiece type.

Shipping Date
Choose a date up to 3 days from today.

07/17/2024

☑ I am shipping as Free Matter for the Blind ⓘ
For domestic packages, total weight may not exceed 70lbs to be eligible for Free Matter for the Blind shipping. International shipping weight limits vary based on service type. See more information in tool tip.

*Package Weight

| 0 | lb | 0 | oz |

*Package Dimensions

| Length | | Width | | Height | |
| 0 | in | 0 | in | 0 | in |

Do any of the below characteristics apply to your mailpiece? ⓘ

None ⌄

None
Glass container with more than 24oz of liquid
Metal or plastic container with more than 1 gallon of liquid
Metal-banded parcel
Insecurely wrapped
Can, Roll, or Tube
Wooden or Metal box
Books or other printed material weighing more than 25 pounds

9) Select the FMB Mailpiece Type

    a) Once all the mailpiece dimensions are entered, select the **View Mailpiece Types** button to view the mailpiece types.

    b) A **Free Matter for the Blind Mailpiece Type** will then be available based on your previous selections. No further action is required here.

10) Enter Content Details (Optional)

The Content Details section is only required for mailpiece's that require a Customs Form (such as *International or military based addresses)*.

a) Enter the item description.
b) Enter the Item weight (lbs.) - *if not applicable, enter '0'.*
c) Enter the item weight (oz) - *if not applicable, enter '0'.*
d) Enter the item value.
e) Enter the quantity of the item.
f) Add another item.
g) Enter the mailpiece value.

Step 3: Content Details
This information is required for labels that require a customs form.

Item Details
If you'd like to add items, use the fields below.

Item #1

Item Description (a)	Item lbs (b)	Item oz (c)
	lbs	oz

Item Value

(d) $

QTY

(e)

(f) +Add Item

Mailpiece Details

Mailpiece Value

$ 0   (g)

Enter a value up to and including $5,000.00

11) Select Extra Services

    a) If you are interested in adding extra services to your mailpiece(s), please select one of the available Insurance, Signature Delivery, and Return services.

        i. Note, any extra service selected will NOT be free and MUST be paid.

12) Review Label Summary

    a) Refer to the **Label Summary** to get a brief summary of your label order. The Label Summary will be a grey box located at the top right of the page.

13) Add Label to Cart or Save Label

a) If all required information is correct and you would like to proceed to purchase the label, select **Add to Cart**.

b) If all required information is correct and you would like to save you label, click **save** to save your label to your Label Manager.

    i. *Note, you can save at any time if Recipient Details are provided. Saving will allow you to come back to this label later to make any changes prior to purchasing it.*

(a)   (b)

14) Review Label Details in Label Cart

a) After adding the label to the cart, review the free FMB label information for accuracy.

How to Create an International Label

Create an international label for a single recipient following the steps below.

1) Begin Single Label Creation Process – Two Options

      c) Option 1: Select **Create a Single Label** located on the landing page.

      i. Option 2: Select **New Label** located on the Label Manager page.

2) Verify your Sender Details

The Sender Details section is pre-populated by default based on the address associated with your account. To change or update this default address, refer to the Preferences tab located at the top of the landing page.

a) If you are shipping from a different ZIP Code™ than the ZIP Code™ indicated in your Return Address, please enter the correct shipping from ZIP Code™ in the **Ship from a different ZIP Code™** field. *(e.g.: I am shipping items out of a warehouse in Washington, DC, but items should be returned to my location in New York. I would indicate I am shipping from Washington DC)*

b) To manually edit the Sender Details information (*i.e., Return Address, Email, Phone, Tracking Notifications selections)*, click **Edit** to update those fields accordingly.

c) Enter or verify that your **address** and **contact information** is correct.
d) To opt into Tracking Notifications, select the **Send me tracking notifications** checkbox.

Sender Details

Each label you create will pre-populate with this sender information. If you would like to update this information, you may do so in your Preferences. Otherwise, you can edit each label once it is uploaded into Label Manager.

(c)

*First Name
Clark

M.I.

*Last Name
Kent

Company

*Street Address
300 SUPERMAN ST

Apt/Suite

*City
San Antonio

*State
TX - Texas

*ZIP Code™
78255

Please confirm or enter your contact information.

Email
clark.kent@gmail.com

Phone / SMS Text Messages
(704) 780-0000

(d) ☐ Send me tracking notifications

Save   Cancel

e) Select the **Type of Notifications** that you want to receive *(note, international phone numbers are currently not supported by the Enhanced Click-N-Ship® application).*

f) Select **Save** within the Sender Details section to save any changes to the Sender Detail fields.

3) Enter the Recipient Details – Two Options

Within Enhanced Click-N-Ship®, you have the capability to either enter the recipient details manually or select an address from your Address Book.

c) **Option 1:** To manually enter the recipient details, simply fill out the fill-in boxes with the Recipient's Name, Company (if applicable), Address, City, State, and ZIP Code™.

   i. *You can save the entered address to your Address Book for later use or reference by selecting the* **Save to Address Book** *checkbox.*

d) **Option 2:** To select a saved address from your Address Book. Click **Use Address Book** to access your Address Book.

ii. Search for your desired recipient address and click **Use This Address**. The selected address should then automatically populate within the Recipient Detail fields.

4) Enter the Reference Number (optional)

c) If you would like to enter a reference number, enter the number in the **Reference Number** textbox.

Step 1: Enter Recipient Details

Please provide information about the delivery address below. Recipient Information is required before selecting mailpiece services.

(i) **USPS® Smart Lockers:** Available in select locations, USPS® Smart Lockers let you ship mailpieces to people via self-service pickup at free, secure Smart Lockers in Post Office™ locations. (Recipient email address required.) Learn more.

Use Address Book

First Name
Jane

M.I.

Last Name
Doe

Company

Country
United States of America ⌄

*Street Address
UNIT 5121

Apt/Suite

*City
APO

*State
AP - Armed Forces Pacific ⌄

*ZIP Code™
96328

Reference Number

☐ Save to Address Book

◯ Status Notifications: OFF

☐ Hold for Pickup at Post Office™

Hold For Pickup is unavailable with your current package selections

5) Select Recipient Status Notifications (optional)

Within Enhanced Click-N-Ship®, you have the capability to have the recipient receive shipment status notifications via email, text, or both *(note, international phone numbers are currently not supported in the Enhanced Click-N-Ship® application).*

c) If you would like the recipient to receive email notifications about the mailpiece, select the **Status Notifications** toggle from **OFF** to **ON**.

d) Enter the recipient's **Email Address** and / or **Phone Number** (domestic only).
e) Select the **Type of Notifications** that you want the recipient to receive.

6) Select Hazardous Material Type (If Applicable)

  c) Select '**Yes**' if your *mailpiece* contains any potential hazardous or dangerous material such as batteries, perfume, paint, aerosols, and more *(click on 'View examples of mailable and nonmailable hazardous materials' for a detailed list).*

  d) Select '**No**" if your *mailpiece* does not contain any hazardous or dangerous materials.

e) If **YES** is selected, read through the HAZMAT example items pop and select **I understand** to proceed with selecting a category type.

f) Select a category type by clicking on the **dropdown** button and selecting the HAZMAT type.

7) Select the International Service and Mailpiece Type

a) Select the **date** you would like the mailpiece to ship *(you may select a date up to 3 days from today)*.

b) Choose the **Mailpiece Type** *(USPS® Flat Rate Packaging or Choose your own box)*.

   i. If you select *USPS® Flat Rate Packaging,* select a service type from the drop down, and then select **View Mailpiece Types.**

Step 2: Select Service and Mailpiece Type

Fill out the information below and select your service and mailpiece type.

Shipping Date
Choose a date up to 3 days from today.

07/17/2024

Choose Your Mailpiece Type

- ● USPS® Flat Rate Packaging
- ○ Choose your own box

Select Your Service and Mailpiece Type

Selecting a Priority Mail Flat Rate® product or a Priority Mail Express Flat Rate® product requires USPS® provided packaging.

If you plan to ship live animals, please go to your local **Post Office**™.

Service Type: which shipping method would you like for this mailpiece?

Priority Mail International®

View Mailpiece Types

ii. If you select *Choose your own box*, please enter the mailpiece weight, dimensions *(if shipping a mailpiece greater than 12" long)*
iii. If your mailpiece is not a standard, rectangular box, select the **This mailpiece isn't a standard, rectangular box** checkbox and enter the **Girth** *(if applicable).*

Step 2: Select Service and Mailpiece Type

Fill out the information below and select your service and mailpiece type.

Shipping Date
Choose a date up to 3 days from today.

07/17/2024	🗓

Choose Your Mailpiece Type

○ USPS® Flat Rate Packaging

● Choose your own box

(ii)

*What is the weight of your mailpiece?

0	lb		0	oz

*What are the dimensions of your mailpiece?

Length		Width		Height	
0	in	0	in	0	in

(iii)

☑ This mailpiece isn't a standard, rectangular box.

Girth ⓘ

0	in

Do any of the below characteristics apply to your mailpiece? ⓘ

None	⌄

71

iv. If your mailpiece can be considered a *non-machinable* item, click on the **dropdown** and select the characteristic that best applies to your mailpiece.

Step 2: Select Service and Mailpiece Type
Fill out the information below and select your service and mailpiece type.

Shipping Date
Choose a date up to 3 days from today.

07/17/2024

Choose Your Mailpiece Type

○ USPS® Flat Rate Packaging

● Choose your own box

"What is the weight of your mailpiece?

| 0 | lb | 5 | oz |

"What are the dimensions of your mailpiece?

Length | Width | Height
| 5 | in | 5 | in | 5 | in |

☐ This mailpiece isn't a standard, rectangular box.

Do any of the below characteristics apply to your mailpiece? ⓘ

None ⌄

| None |
| Glass container with more than 24oz of liquid |
| Metal or plastic container with more than 1 gallon of liquid |
| Metal-banded parcel |
| Insecurely wrapped |
| Can, Roll, or Tube |
| Wooden or Metal box |
| Books or other printed material weighing more than 25 pounds |

c) Select a **Service Type** by clicking on the dropdown button and selecting from the options available.

d) After the Service Type is selected, click **View Mailpiece Types**, and select a mailpiece type from one of the options available based on your previous selections.
   i. *Note, the prices and scheduled delivery dates displayed are calculated based on the Service Type selection, your Return Address, and Recipient Address locations.*

8) Enter Mailpiece Content Details (Optional)

    a) The Content Details section is only required for mailpiece's that require a Customs Form *(International Labels)*.

Step 3: Content Details
This information is required for labels that require a customs form.

Mailpiece Details
Mailpiece Value

$ 0

Enter a value up to and including $5,000.00

9) Select Extra Services

    a) If you are interested in adding extra services to your mailpiece, please select one of the available Insurance options.

Step 4: Select Extra Services
Please select any extra services you would like to add to this label.

Insurance

◯ None

⬤ Insurance   **Free**

10) Select Non-Delivery Options

    a) Select how the mailpiece should be overseen in the event that it cannot be delivered *(Return to Sender or Abandon).*

Step 5: Non-Delivery Options
Specify how the mailpiece should be handled in the event that it cannot be delivered.

Return to Sender	Abandon

11) Input Mailpiece Information

International mailpiece's require further mailpiece's information. Fill out the required information:

  a) Select the drop down under the contents section and select the category that the describes your mailpiece.

12) Fill out the Custom Form

This customs form is used to declare the contents of your mailpiece's in order to pass through the corresponding Custom Agencies that control the flow of goods in and out of each country.

a) To begin filling out a customs form, select **Add an Item.**

Step 7: Item Information for Customs

This form is used to declare the contents of your mailpiece in order to pass through the corresponding Customs Agencies that control the flow of goods in and out of each country. When shipping internationally, to a US territory, or for military (APO/FPO) shipments, a customs form is required.

Enter information for each item   Max 30 items

Item #	Description	HS Tariff #	Country of Origin	QTY	Value	Weight
						0 lbs 0 ozs

There are no items with information. Use the button below to add items.

Add an Item

b) Enter the **item description**.
c) Select a **category** that describes the item that is being shipped.
d) Enter the **item quantity, value, and weight** of the item that is being shipped.
e) Enter the **HS Tariff Code** of the item that is being shipped.
f) Select the **Country of Origin** for the item that is being shipped.
g) Once finished, select **Continue** to proceed to the next step.

(b)

(c)

(d)

(e)

(f)

(g)

Enter information for new item

Enter Item Description

* Item Description

Select a category describing this item

* Select a category

Category

Tell us more about this item

* Quantity   * Item Value   * Weight (lbs)   * Weight (ozs)

$ 00.00 USD   lbs   ozs

The items in this mailpiece must be equal or less than the total mailpiece weight.

Current Weight: Total Weight:
[0 lbs 0 ozs]   [0 lbs 6 ozs]

HS Tariff Code ⓘ

0000.00.0000

* Country of Origin ⓘ

Continue

13) Review Calculated Landed Cost Estimate

The Calculated Landed Cost Estimate is a brief summary of your estimated landed cost for the international label *(includes the sum of the calculation of duties, taxes, and other import fees)*.

a) To view a detailed breakdown of the duties, fees, and taxes, select **View Summary**.
b) To receive a copy of your Landed Cost via email, enter your email and click **Submit**.

c) Review the **Detailed Breakdown Summary** of the duties, fees, and taxes.

14) Review Label Summary
   a) Refer to the **Label Summary** to get a brief summary of your label order. The Label Summary will be a grey box located at the top right or the bottom of the page.

15) Add Label to Cart or Save Label
   a) If all required information is correct and you would like to proceed to purchase the label, click **Add to Cart** and you will be redirected to the Label Cart to complete your purchase.
   b) If all required information is correct and you would like to save you label, click **save** to save your label to your Label Manager *(Note, you can save at any time if Recipient Details are provided. Saving will allow you to come back to this label later to make any changes prior to purchasing it).*

(a)   (b)

How to Create a Label Using 3ʳᵈ Party Authorization (Business Accounts)

Eligible Enhanced Click-N-Ship® Business Users can now utilize the rates and Enterprise Payment System (EPS) Billing Account of another user to create, purchase, and ship labels on their behalf by following the steps below.

1) Select a Payer Account
   a) On the Enhanced Click-N-Ship® Homepage, select **Switch Payer Account** to choose the Payer's EPS account that you want to use to create the label(s) for.
   b) *Note, you can also switch between payer accounts via the Label Cart and Preferences section.*

c) Click on the dropdown under the **Select Account** section and select the Payer's EPS account that you want to use.
d) *Note, anytime you switch Payer EPS accounts, the label(s) in their Label Manager and Label Cart will be unique to that specific EPS account.*
e) Once the Payer's EPS account is selected, select **Save Account** to proceed with creating label(s).
f) If you want to utilize your own personal EPS account to create and purchase label(s), select **Switch To My Account**.

2) Begin Single Label Creation Process – Two Options

Note, Shippers will not be able to see the Payer's rates / prices when creating or purchasing label(s).

a) Option 1: Select **Create a Single Label** located on the landing page.

b) Option 2: Click on **New Label** located on the Label Manager page.

3) Verify your Sender Details

The Sender Details section is pre-populated by default based on the address associated with your account. To change or update this default address, refer to the Preferences tab located at the top of the landing page.

a) To manually edit the Sender Details information (*i.e., Return Address, Email, Phone, Tracking Notifications selections)*, click **Edit** to update those fields accordingly. Remember to click **Save** within the Sender Details section to save any changes to the Sender Detail fields.

b) If you are shipping from a different ZIP Code™ than the ZIP Code™ indicated in your Return Address, please enter the correct shipping from ZIP Code in the **Ship from a different ZIP Code™** field. *(e.g.: I am shipping items out of a warehouse in Washington, DC, but items should be returned to my location in New York. I would indicate I am shipping from Washington DC)*

4) Enter the Recipient Details – Two Options

Within Enhanced Click-N-Ship®, you have the capability to either enter the recipient details manually or select an address from your Address Book.

a) **Option 1:** To manually enter the recipient details, simply fill out the fill-in boxes with the Recipient's Name, Company (if applicable), Address, City, State, and ZIP Code™.

  i.   Note, if you would like the mailpiece recipient to get email notifications about the mailpiece, check the "Send Recipient Email Notifications" checkbox. You will need to enter the recipient's email address and can add an optional message (up to 125 characters).

  ii. Note, you can save the entered address to your Address Book for later refrence or use by checkboxing "Save to Address Book" checkbox.

b) **Option 2:** To select a saved address from your Address Book. Click **Use Address Book** to access your Address Book.

c) Search for your desired recipient address and click **Use This Address**. The selected address should then automatically populate within the Recipient Detail fields.

5) Select Hazardous Materials Type (If Applicable)

a) Select '**Yes'** if your *mailpiece* contains any of the following hazardous or dangerous material: *batteries, dry ice, flammable liquids, aerosol sprays, air bags, ammunition, fireworks, gasoline, lighters, lithium batteries, matches, nail polish, nail polish remover, nitrogen-refrigerated liquid, paint, perfume, aerosols, camping stoves, radioactive materials, solvents, and more (click on 'more examples' for detailed list).*

b) Select '**No**" if your *mailpiece* does not contain any hazardous or dangerous materials.

c) If 'Yes" is selected, select a **category type** for the hazardous or dangerous material.

6) Select the Service Type
   a) Select the **date** you would like the *mailpiece* to ship *(you may select a date up to 3 days from today)*.
   b) Choose the **Mailpiece Type** *(USPS Flat Rate Packaging or Choose your own box)*.
      i. If you select "Choose your own box," please enter the mailpiece weight, dimensions *(if shipping a mailpiece greater than 12" long),* and girth *(if applicable).*

c) Select a **Service Type** by clicking on the dropdown button and selecting from the options available.

        i. ***Note:*** *USPS Connect® Local Service Types will only be displayed for eligible addresses. Eligibility is determined by the sender address entered in step 1.*

7) Select the Mailpiece Type (Two Options)
   a) **Option 1:** For **USPS Connect® Local Service Types** – click on the **View Mailpiece Types**
      button and select a mailpiece type from one of the options available based on your previous
      selections.
      i. *Note, as the Shipper – you will not be able to see the Payer's rates and prices
         when creating label(s) for them.*

b) After the **Mailpiece Type** is selected, select the **Drop-off Location** from the options displayed:

   i. **Note**: *The same-day / next-day drop-off locations that are displayed are determined by the sender address entered in step 1. To view the full list of locations available, select **Show More Locations.***

Choose Your Drop-off Location

Please see the bottom of your label for the address of the postal facility where you must bring your SCAN form and mailpieces to drop off for processing.

USPS Connect® Local - Destination Delivery Unit ("DDU")

(b)
○ DDU: NORTHEAST
  1820 HARRIS HOUSTON RD CHARLOTTE, NC 28262
  Total Distance: 1.5 Miles

For Same-day Delivery, you'll need to drop all your mailpieces off before 6 a.m. local time of your selected ship date.
* Mailpieces dropped off later may be delivered the next day.

(i)
Show More Locations

c) **Option 2:** For **all other Service Types** – click on the **View Mailpiece Types** button and select a Mailpiece Type from one of the options available based on your previous selections.

   i. *Note, as the Shipper – you will not be able to see the Payer's rates and prices when creating label(s) for them.*

(c)

(i)

8) Enter Content Details (Optional)

The Content Details section is only required for mailpiece's that require a Customs Form.

    a) Enter the item description.

    b) Enter the Item weight (lbs.) - *if not applicable, enter '0'.*

    c) Enter the item weight (oz) - *if not applicable, enter '0'.*

    d) Enter the item value.

    e) Enter the quantity of the item.

    f) Add another item.

    g) Enter the mailpiece value.

9) Select Extra Services
   a) If you are interested in adding extra services to your mailpiece, please select one of the available Insurance options and Signature Services options.
      i. *Note, as the Shipper – you will not be able to see the Payer's rates and prices when creating label(s) for them.*

Step 4: Select Extra Services
Please select any extra services you would like to add to this label.

Priority Mail covers up to $100 of the mailpiece value. For mailpieces with a value over $100, additional insurance can be purchased to cover the balance.

Insurance

○ None

● Insurance   —.—*

Signature Services

● None

○ Adult Signature Restricted   ⓘ   —.—*
    Delivery 21 or Older

○ Adult Signature 21 or Older   ⓘ   —.—*
    Required

○ Signature Confirmation™   —.—*

Additional Delivery Services

☑ USPS Tracking Electronic   —.—*

☐ Label Delivery - Outbound   —.—*

Return Services
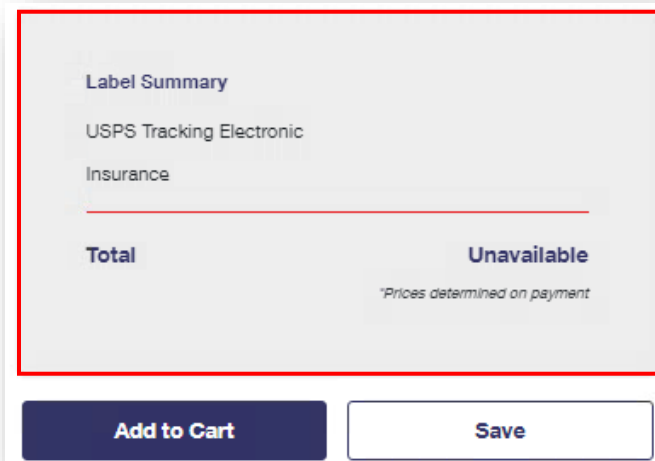
This is the only opportunity to create a return label for this outgoing label.

☐ Create a return label   Free*
    *It is free to create a return label. You will only be charged if this return label is used.

Prices determined on payment

10) Review Label Summary
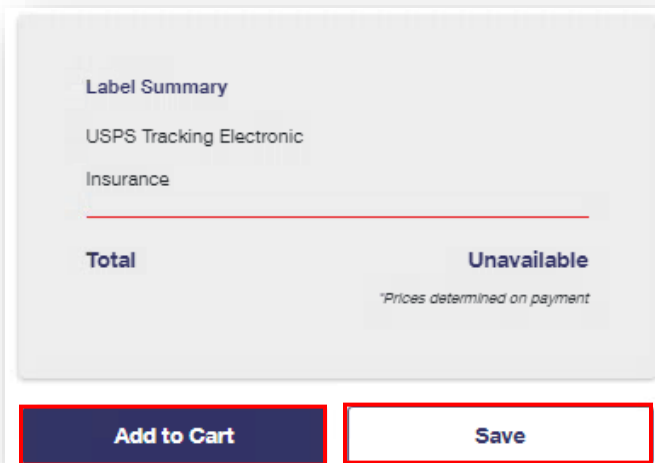
a) Refer to the **Label Summary** to get a brief summary of your label order. The Label Summary will be a grey box located at the top right or the bottom of the page.

   i. *Note, as the Shipper – you will not be able to see the Payer's rates and prices when creating label(s) for them.*

11) Add Label to Cart or Save Label

a) If all required information is correct and you would like to proceed to purchase the label, click **Add to Cart** and you will be notified about USPS® Smart Locker availability.

b) If all required information is correct and you would like to save you label, click **save** to save your label to your Label Manager

   i. *Note, you can save at any time if Recipient Details are provided. Saving will allow you to come back to this label later to make any changes prior to purchasing it.*

(a)   (b)

How to Create a Multi-Label Batch

Create multiple labels for multiple recipients via the batch method.

1) Begin Multi-Label Batch Process

    a) Option 1: Select **Create a Batch** located on the landing page.
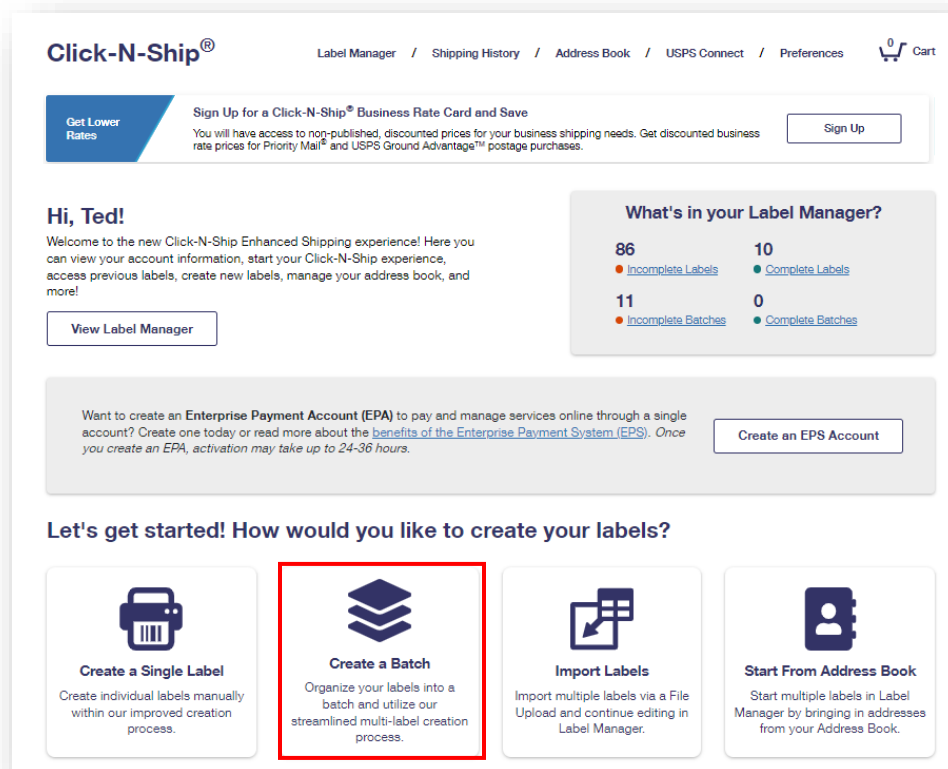
    b) Option 2: Click **New Batch** from the Label Manager Page.

2) Verify your Sender Details

The Sender Details section is pre-populated by default based on the address associated with your account. To change or update this default address, refer to the Preferences tab located at the top of the landing page.

a) To manually edit the Sender Details information (*i.e., Return Address, Email, Phone, Tracking Notifications selections)*, click **Edit** to update those fields accordingly. Remember to click **Save** within the Sender Details section to save any changes to the Sender Detail fields.

b) If you are shipping from a different ZIP Code™ than the ZIP Code™ indicated in your Return Address, please enter the correct shipping from ZIP Code™ in the 'Ship from a different ZIP Code™ field. *(e.g.: I am shipping items out of a warehouse in Washington, DC, but items should be returned to my location in New York. I would indicate I am shipping from Washington DC)*

3) Enter Batch Details and Create Batch

a) Enter a **Batch Name**. If no name is entered, it will autogenerate a batch name.

b) Enter **Batch Notes** *(Optional)*

c) Select **Create Batch** to be directed to the **Batch Summary** page and to start adding recipients.

4) Adding Recipients
   a) **Option 1:** Add Recipients to a batch via File Upload by selecting **Add from File Upload.**

   b) **Option 2:** Add recipients to a batch via Label Manager by clicking on the dropdown and selecting **Add to Batch**.

5) Select Service and Mailpiece Details

There are multiple ways to select your Service and Mailpiece Types. Steps (a)-(c) each outline a different method to select service and mailpiece details for the recipients.

If you have 50 or more labels destined for the same delivery area, you may be eligible for USPS Connect® Regional. More information on USPS Connect® Regional can be found [here](#).

a) **Individual Recipient Method:** If you would like service and details specific to each recipient you may click on the "Edit Service and Mailpiece" button in the recipient's label row. A pop-up will appear where you can select the Service and Mailpiece type for a single recipient.

b) **"Edit All" Method:** If all recipients have the same Service and Mailpiece details, you may select the "Edit" button located beneath the "Service and Mailpiece" title. A pop-up will appear where you can select the Service and Mailpiece type for all recipients.

c) **Bulk Action Method:** If there are sub-group of recipients with the same Service and Mailpiece details, you may checkbox their names on the left, click the "Action" dropdown button, and select the "Edit" option in the drop-down menu. A pop-up will appear where you can select the Service and Mailpiece type for the sub-group of recipients.

6) Edit Mailpiece Details

There are multiple ways to enter Mailpiece details for your labels. Steps (a)-(c) each outline a different methods to select enter Mailpiece details for the recipients.

a) **Individual Recipient Method:** If you would like to input Mailpiece details specific to each recipient you may click on the "Add Mailpiece Details" button in the recipient's label row. A pop-up will appear where you can enter the Mailpiece details for a single recipient.

b) **"Edit All" Method:** If all recipients have the same Mailpiece details, you may select the "Edit" button located beneath the "Mailpiece Details" title. A pop-up will appear where you can enter the Mailpiece details for all recipients.

c) **Bulk Action Method:** If there are sub-group of recipients with the same Mailpiece details, you may checkbox their names on the left, click the "Action" dropdown button, and select the "Edit" option in the drop-down menu. A pop-up will appear where you can enter the Mailpiece details for the sub-group of recipients.

7) Select Extra Services

If you are interested in adding extra services to your Mailpiece(s), please select one of the available Insurance options and Signature Services options.

There are multiple ways to select your Extra Services for your Mailpiece's. Steps (a)-(c) each outline a different method to select Extra Services for the recipients.

a) **Individual Recipient Method:** If you would like to select Extra Services specific to each recipient you may click the "Edit Extra Services" button in the recipient's label row. A pop-up will appear where you can select the desired Extra Services for a single recipient.

b) **"Edit All" Method:** If your batch of labels all have the same Service and Mailpiece type and all recipients require the same Extra Services, you may select the "Edit" button located beneath the "Extra Services" title. A pop-up will appear where you can select the desired Extra Services for all recipients.

c) **Bulk Action Method:** If there are sub-group of recipients with the same Service and Mailpiece type that need Extra Services, you may checkbox their names on the left, click the "Action" dropdown button, and select the "Edit" option in the drop-down menu. A pop-up will appear where you can select the desired Extra Services for the sub-group of recipients.

8) Add Labels to Cart

Review all the recipient details, and if everything is correct begin adding labels to your cart for checkout.

There are multiple ways to add labels to the cart. Steps (a)-(b) each outline a different method to add labels to the cart.

a) **Individual Recipient Method:** Individually add labels to cart by selecting **Add to Cart** in the recipient's row.
b) **"Add All" Method:** Add all labels to cart by selecting **Add All Complete to Cart**.

How to Import Labels via File Upload

Import multiple labels via the File Upload method outlined below.

CNSv2JobAid_FileUpload.xlsx [Download here](#)	Please use this guide file and the steps below to understand the required fields and necessary inputs for Enhanced Click-N-Ship® file upload. *Note, an updated Job Aid is currently under development which will be included in this document once completed.*

1) **Begin File Upload Process**
    a) **Option 1:** Select **Import Labels** located on the landing page.

b) **Option 2:** Select **File Upload** located on the Label Manager page.

2) Select File Type
   a) To upload your own personal file, select **I have my own file to upload (this includes the downloadable template provided)**.
      i. *Note, it is recommended to utilize the CSV template that is provided within this section. To download a copy of the CSV template, refer to the instructional column on the right hand side and select **Download CSV Template.** To download step by step instructions on how to fill out the template, select **Download Instructions.***

3) Upload File
    a) If your file uploads successfully, you will see a green box verifying its successful upload.
    b) Select **Next** to proceed to the next steps.

| Upload File | Assign to a Batch | Map Column Headers | Import Labels |

Import a List of Labels

It's easy to import labels, up to 1000 at a time. Start by selecting a CSV file to upload.

What file would you like to upload?

⦿ I have my own file to upload (This includes the downloadable template provided)

◯ I am uploading a file exported from an online marketplace

File Selected: Johnny File Upload.csv

(a)
⊘ **Upload Successful**
The file did upload successfully. Next, map the fields.

(b)
Next

Home   Label Manager

Download a Template and Instructions

A template CSV file is available

⤓ **Download CSV Template**

We have provided instructions to understand the required and necessary inputs for successfully uploading labels.

⤓ **Download Instructions**

Read our FAQs for more information.

Fields Required

Required Recipient Information

First Name, Last Name, Address Line 1, City/Town, State, ZIP Code™

4) Assign to Batch
   a) To add the labels to an existing batch, select **Add to an Existing Batch.**
   b) To add the labels to a new batch, select **Create a New Batch**.
      i. *Note, if a new batch is selected, you can name the Batch of labels and add notes if needed (optional).*
   c) Once ready, select **Next: Import Labels** to proceed to the next section.

5) Map Column Headers
   a) To apply a saved mapping to the current one, select one from the **Apply a Saved Mapping** dropdown section**.**
   b) Verify that your **file's column headers** have been mapped to the Click-N-Ship® Label Manager fields. If a field is not correctly mapped, you may select another field from the drop-down menu.

c) To save the current filed mappings as a template for future CSV uploads, enter the **Field Mapping Name** and select **Save as New Mapping** to save the template (*optional*).
  i. *Note, unmapped fields will not be imported.*
d) If all information is correct and you would like to proceed, select **Confirm Mapping & Import Labels.**

6) Review Import Label Results
   a) If the label import was successful, you will see a green box with the total number of labels imported successfully.
   b) If you have another file to upload, select **Upload a New File** and repeat steps 1-5.
   c) If you do not have any other files to upload, select **View in Label Manager** to view the imported labels in the newly created batch.

d) If the label import was unsuccessful, you will see a **yellow box** with a total number of labels that were not imported successfully.

e) In this case, review the file, ensure that the file meets the upload requirements, and **reupload the file** until the file is successfully imported.

7) Select Service and Mailpiece Details

You must select a Service and Mailpiece type for each uploaded label.

There are multiple ways to select your Service and Mailpiece Types. Steps (a)-(c) each outline a different method to select service and Mailpiece details for the recipients.

a) **Individual Recipient Method:** If you would like Service and Mailpiece details specific to each recipient you may click on the "Edit Service and Mailpiece" button in the recipient's label row. A pop-up will appear where you can select the service and Mailpiece type for a single recipient.

b) **"Edit All" Method:** If all recipients have the same Services and Mailpiece details, you may select the "Edit" button located beneath the "Service and Mailpiece" title. A pop-up will appear where you can select the Service and Mailpiece type for all recipients.

c) **Bulk Action Method:** If there are sub-group of recipients with the same Service and Mailpiece details, you may checkbox their names on the left, click the "Action" dropdown button, and select the "Edit" option in the drop-down menu. A pop-up will appear where you can select the Service and Mailpiece type for the sub-group of recipients.

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8) Edit Mailpiece Details

The Content Details section is only required for Mailpiece's that require a Customs Form.

There are multiple ways to enter Mailpiece details for your labels. Steps (a)-(c) each outline a different methods to enter Mailpiece details for the recipients.

a) **Individual Recipient Method:** If you would like to input Mailpiece details specific to each recipient you may click on the "Add Mailpiece Details" button in the recipient's label row. A pop-up will appear where you can enter the Mailpiece details for a single recipient.
b) **"Edit All" Method:** If all recipients have the same Mailpiece details, you may select the "Edit" button located beneath the "Mailpiece Details" title. A pop-up will appear where you can enter the Mailpiece details for all recipients.
c) **Bulk Action Method:** If there are sub-group of recipients with the same Mailpiece details, you may checkbox their names on the left, click the "Action" dropdown button, and select the "Edit" option in the drop-down menu. A pop-up will appear where you can enter the Mailpiece details for the sub-group of recipients.

9) Select Extra Services

If you are interested in adding extra services to your Mailpiece(s), please select one of the available Insurance options and Signature Services options.

There are multiple ways to select your Extra Services for your Mailpiece's. Steps (a)-(c) each outline a different method to select Extra Services for the recipients.

a) **Individual Recipient Method:** If you would like to select Extra Services specific to each recipient you may click the "Edit Extra Services" button in the recipient's label row. A pop-up will appear where you can select the desired Extra Services for a single recipient. *Note, extra services can only be added to two labels at a time.*

b) **"Edit All" Method:** If your batch of labels all have the same Service and Mailpiece type and all recipients require the same Extra Services, you may select the "Edit" button located beneath the "Extra Services" title. A pop-up will appear where you can select the desired Extra Services for all recipients.

c) **Bulk Action Method:** If there are sub-group of recipients with the same Service and Mailpiece type that need Extra Services, you may checkbox their names on the left, click the "Action" dropdown button, and select the "Edit" option in the drop-down menu. A pop-up will appear where you can select the desired Extra Services for the sub-group of recipients.

10) Add Labels to Cart

Review all the recipient details, and if everything is correct begin adding labels to your cart for checkout.

There are multiple ways to add labels to the cart. Steps (a)-(b) each outline a different method to add labels to the cart.

a) **Individual Recipient Method:** Individually add labels to cart by clicking **Add to Cart** in the recipient's row.
b) **Add All Method:** Add all labels by clicking **Add All Complete to Cart**.
c) **Bulk Action Method:** Add specific labels to the cart by selecting the checkbox on your preferred labels, then select **Add to Cart** in the **Actions** dropdown menu.

How to Import Labels from an Online Marketplace

Import order exports from marketplaces such as Etsy, Shopify, BigCommerce, Rithum and directly upload them to Enhanced Click-N-Ship® to create labels based off your orders via the File Upload method outlined below.

1) **Begin File Upload Process**
   a) Download your order export from the online marketplace to your computer.
   b) **Option 1:** Select **Import Labels** located on the landing page.
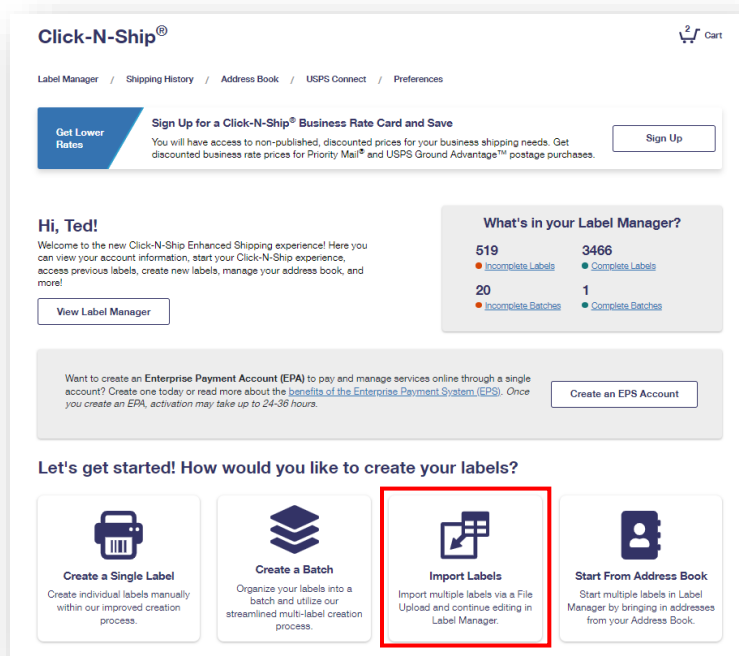
   c) **Option 2**: Click on **File Upload** from Label Manager page.
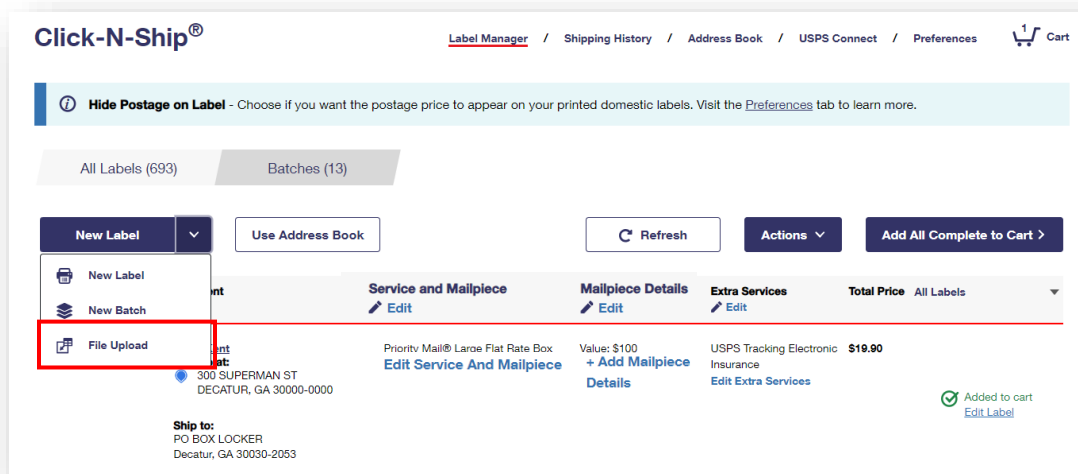
2) Select Online Marketplace File

a) Select **I am uploading a file exported from an online marketplace.**

   i. *Note, it is recommended to utilize the CSV template that is provided within this section. To download a copy of the CSV template, refer to the instructional column on the right hand side and select **Download CSV Template.** To download step by step instructions on how to fill out the template, select **Download Instructions.***

   ii. To better understand the fields that are required, refer to the **Fields Required** section.

3) Select an Online Marketplace and Upload File
   a) Click on the dropdown and select the **online marketplace** that you are exporting your file from and then click on **Select CSV file** to select and upload your file**.**

b) If your file uploads successfully, you will see a green box verifying its successful upload.
c) Select **Import Labels** to proceed to the next steps.

Upload File   Assign to a Batch   Import Labels

Import a List of Labels

It's easy to import labels, up to 1000 at a time. Start by selecting a CSV file to upload.

What file would you like to upload?

◯ I have my own file to upload (This includes the downloadable template provided)

◉ I am uploading a file exported from an online marketplace

[Shopify ▾]

File Selected: Label_Template_Hannah.csv

(d)

⊘ **Upload Successful**
The file did upload successfully. Next, map the fields.

(e)

[**Import Labels**]

Home   Label Manager

Download a Template and Instructions

A template CSV file is available

[⤓ Download CSV Template]

We have provided instructions to understand the required and necessary inputs for successfully uploading labels.

[⤓ Download Instructions]

Read our FAQs for more information.

Fields Required

Required Recipient Information

First Name, Last Name, Address Line 1, City/Town, State, ZIP Code™ and Country

Required Sender Information

First Name, Last Name, Address Line 1, City/Town, State, ZIP Code™ Country, Email Address, Cell Phone

Required Label Information

Package Type, Service Type, Shipping Date, Package Weight

4) Assign to Batch
   a) To add the labels to an existing batch, select **Add to an Existing Batch.**
   b) To add the labels to a new batch, select **Create a New Batch**.
      a) Note, if a new batch is selected, you can name the Batch of labels and add notes if needed (optional).
   c) Once ready, select **Next: Import Labels** to proceed to the next section.

5) Review Import Label Results
   a) If the label import was successful, you will see a green box with the total number of labels imported successfully.
   b) If you have another file to upload, select **Upload a New File** and repeat steps 1-5.
   c) If you do not have any other files to upload, select **View in Label Manager** to view the imported labels in the newly created batch.

d) If the label import was unsuccessful, you will see a **yellow box** with a total number of labels that were not imported successfully.
e) In this case, review the file, ensure that the file meets the upload requirements, and **reupload the file** until the file is successfully imported.

Import Label Results

View Label Information in Click-N-Ship®

Go to Click-N-Ship Label Manager to view and edit the label information.

[View In Label Manager]

Import Another File

Have another file? Return to the beginning of the process to import another CSV file.

[Upload a New File]

Download a Template and Instructions

A template CSV file is available

[↧ Download CSV Template]

We have provided instructions to understand the required and necessary inputs for successfully uploading labels.

[↧ Download Instructions]

Read our FAQs for more information.

Feedback

Labels that did not import (47)

(d)

Labels that had errors and didn't import
47 of 47

Instructions: We strongly recommend re-uploading a CSV with **only** these labels.

(e)

[Upload A File]

Label Row	Reasons record failed to Import
10	Unable to find rate
42	Unable to find rate
8	You have entered a non-deliverable Delivery Address. Please verify address, including apartment, suite, etc. Additional assistance is available at Find Zip Codes. Unable to find rate

Fields Required

Required Recipient Information

First Name, Last Name, Address Line 1, City/Town, State, ZIP Code™ and Country

Required Sender Information

First Name, Last Name, Address Line 1, City/Town, State, ZIP Code™ Country, Email Address, Cell Phone

Required Label Information

Package Type, Service Type, Shipping Date, Package Weight

6) Select Service and Mailpiece Details

You must select a Service and Mailpiece type for each uploaded label.

There are multiple ways to select your Service and Mailpiece Types. Steps (a)-(c) each outline a different method to select service and Mailpiece details for the recipients.

a) **Individual Recipient Method:** If you would like Service and Mailpiece details specific to each recipient you may click on the "Edit Service and Mailpiece" button in the recipient's label row. A pop-up will appear where you can select the service and Mailpiece type for a single recipient.

b) **"Edit All" Method:** If all recipients have the same Services and Mailpiece details, you may select the "Edit" button located beneath the "Service and Mailpiece" title. A pop-up will appear where you can select the Service and Mailpiece type for all recipients.

c) **Bulk Action Method:** If there are sub-group of recipients with the same Service and Mailpiece details, you may checkbox their names on the left, click the "Action" dropdown button, and select the "Edit" option in the drop-down menu. A pop-up will appear where you can select the Service and Mailpiece type for the sub-group of recipients.

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7) Edit Mailpiece Details

The Content Details section is only required for Mailpiece's that require a Customs Form.

There are multiple ways to enter Mailpiece details for your labels. Steps (a)-(c) each outline a different methods to enter Mailpiece details for the recipients.

a) **Individual Recipient Method:** If you would like to input Mailpiece details specific to each recipient you may click on the "Add Mailpiece Details" button in the recipient's label row. A pop-up will appear where you can enter the Mailpiece details for a single recipient.

b) **"Edit All" Method:** If all recipients have the same Mailpiece details, you may select the "Edit" button located beneath the "Mailpiece Details" title. A pop-up will appear where you can enter the Mailpiece details for all recipients.

c) **Bulk Action Method:** If there are sub-group of recipients with the same Mailpiece details, you may checkbox their names on the left, click the "Action" dropdown button, and select the "Edit" option in the drop-down menu. A pop-up will appear where you can enter the Mailpiece details for the sub-group of recipients.

8) Select Extra Services

If you are interested in adding extra services to your Mailpiece(s), please select one of the available Insurance options and Signature Services options.

There are multiple ways to select your Extra Services for your Mailpiece's. Steps (a)-(c) each outline a different method to select Extra Services for the recipients.

a) **Individual Recipient Method:** If you would like to select Extra Services specific to each recipient you may click the "Edit Extra Services" button in the recipient's label row. A pop-up will appear where you can select the desired Extra Services for a single recipient. *Note, extra services can only be added to two labels at a time.*

b) **"Edit All" Method:** If your batch of labels all have the same Service and Mailpiece type and all recipients require the same Extra Services, you may select the "Edit" button located beneath the "Extra Services" title. A pop-up will appear where you can select the desired Extra Services for all recipients.

c) **Bulk Action Method:** If there are sub-group of recipients with the same Service and Mailpiece type that need Extra Services, you may checkbox their names on the left, click the "Action" dropdown button, and select the "Edit" option in the drop-down menu. A pop-up will appear where you can select the desired Extra Services for the sub-group of recipients.

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9) Add Labels to Cart

Review all the recipient details, and if everything is correct begin adding labels to your cart for checkout.

There are multiple ways to add labels to the cart. Steps (a)-(b) each outline a different method to add labels to the cart.

a) **Individual Recipient Method:** Individually add labels to cart by clicking **Add to Cart** in the recipient's row.
b) **Add All Method:** Add all labels by clicking **Add All Complete to Cart**.
c) **Bulk Action Method:** Add specific labels to the cart by selecting the checkbox on your preferred labels, then select **Add to Cart** in the **Actions** dropdown menu.

How to Create Labels from the Address Book

Create multiple labels using your Address Book following the steps below.

1) Begin Address Book Label Creation Process
   a) **Option 1:** Select **Start from Address Book** located on the landing page.
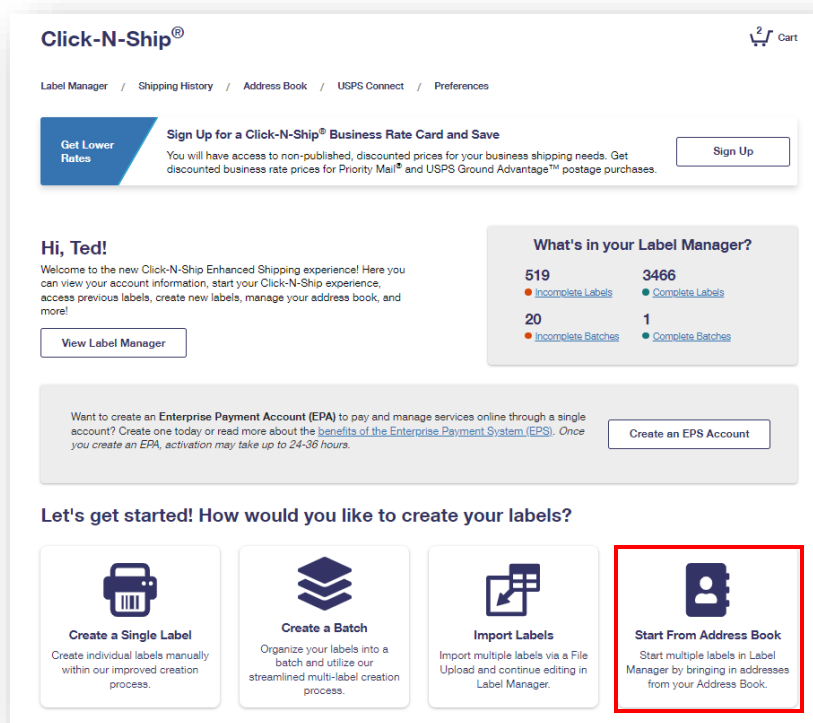
   b) **Option 2:** Select **Use Address Book** located on the Label Manager page.
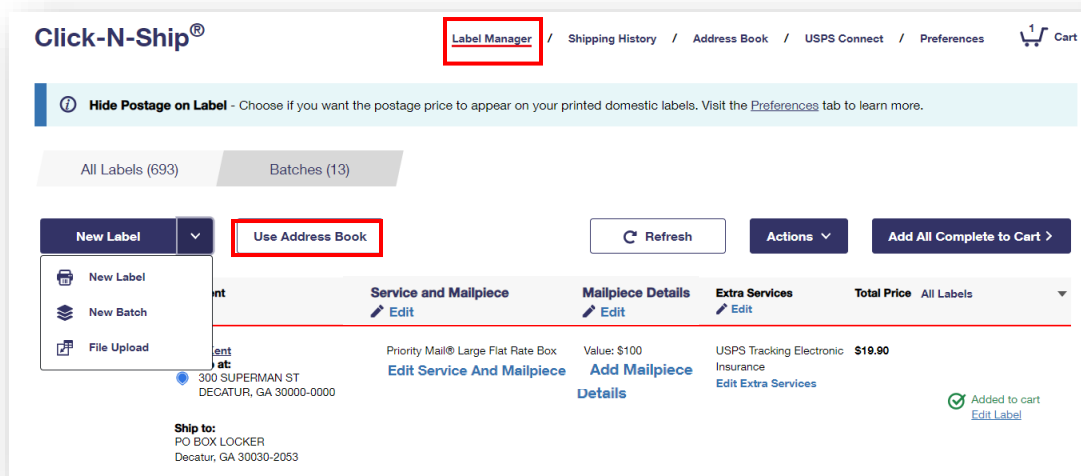
2) Select Recipient Address from Address Book
   a) Search for and select the desired recipient addresses.
   b) After all desired recipient addresses are selected, select **New Label**.

   c) The selected addresses should now appear in Label Manager along with any other labels that may have previously saved or created. From here, you may proceed to edit and manage the created labels as normal.

3) Select / Edit Service and Mailpiece Details

Refer to **page 23** of the Enhanced Click-N-Ship® User Guide to follow the steps required to select your Service and Mailpiece details.

4) Select / Edit Extra Services

Refer to **page 32** of the Enhanced Click-N-Ship® User Guide to follow the steps required to select your extra services.

5) Adding Labels to Cart

Refer to **page 33** of the Enhanced Click-N-Ship® User Guide to follow the steps required to add labels to your cart.

Enhanced Click-N-Ship®

Return Label(s)

Within the following section, you'll receive step-by-step guidance on how to create, view, and manage

your Return Label(s).

How to Create Return Labels

Within this section you will understand how to Create Return Label(s) by following the steps below.

1) Create Return Labels via the Single Label Flow Creation Process
    a) **Option 1:** Select **Create a Single Label** located on the landing page.

    b) **Option 2:** Select **New Label** located on the Label Manager page.

c) Refer to **page 12 – 16** of the Enhanced Click-N-Ship® User Guide to follow the steps required to create your labels via the Single-Label Flow.
d) Once on the 'Step 4: Select Extra Services' section, select the **Create a Return Label** checkbox.
    i. *Note, a new section, "Step 5: Create a Return Label" will appear after check boxing.*

e) Once on the "Step 5: Create Return Label" section, select the desired Return Service type from drop-down menu.
   i. *Note: All return packaging is Choose Your Own Box packaging. An estimated price will be displayed in the Return Package table; however, you will not be charged for the Return Label until it is scanned and used.*
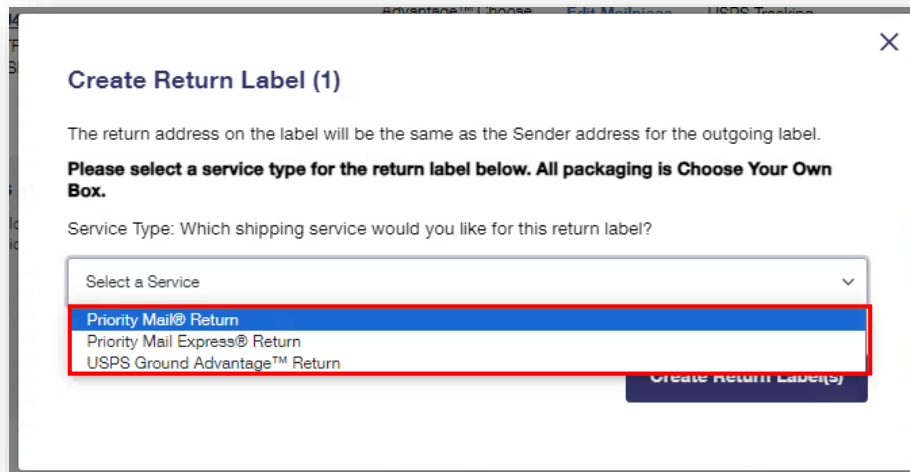
2) Create Return Labels via the Label Manager
   a) Select **View Label Manager** located on the landing page.
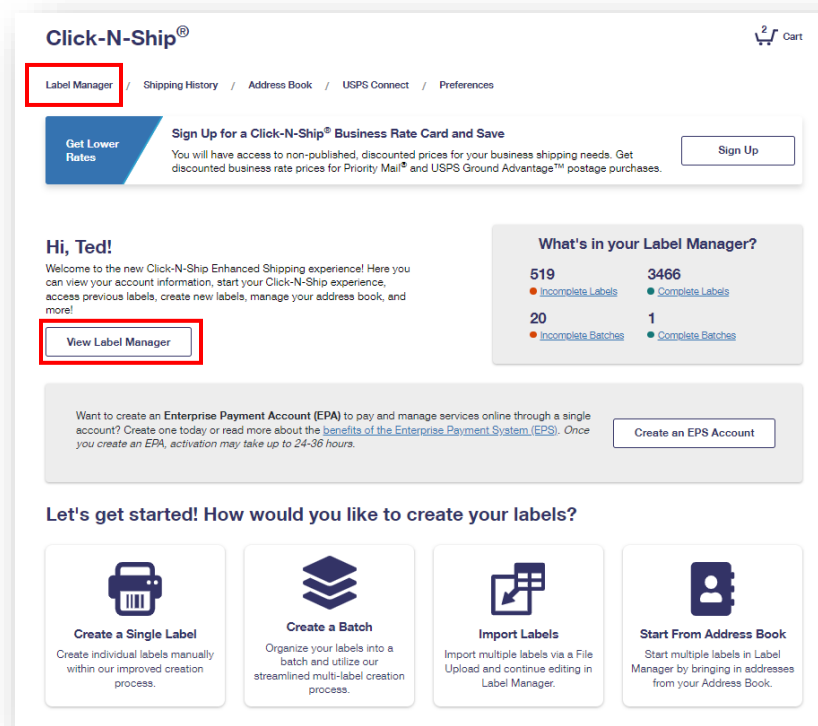
   b) Once on the Label Manager, select the **checkbox** of the desired Outbound Labels from the Label Manager.
   c) Click the **Actions** dropdown button and select **Create a Return Label**.
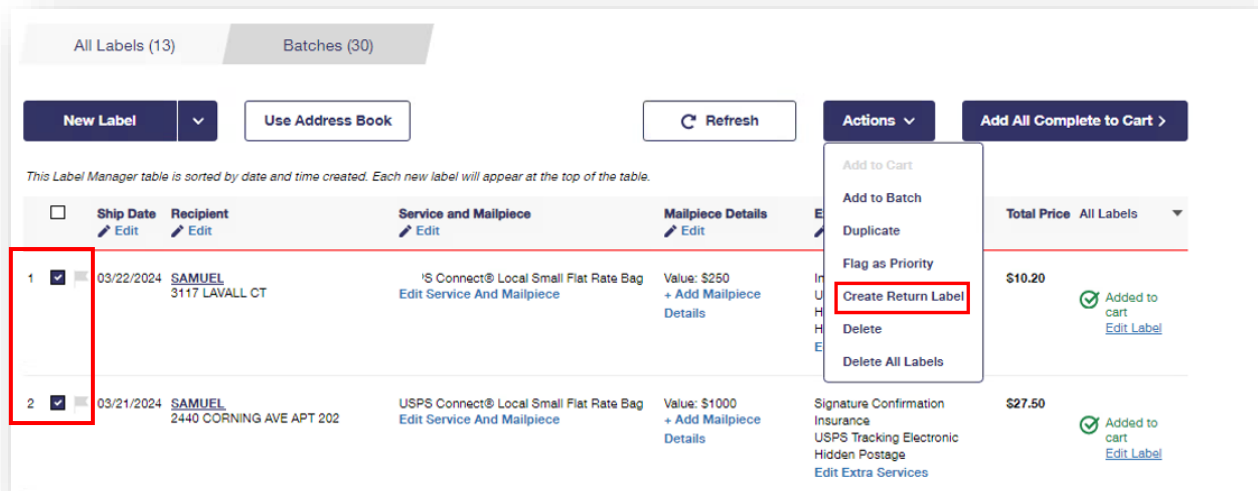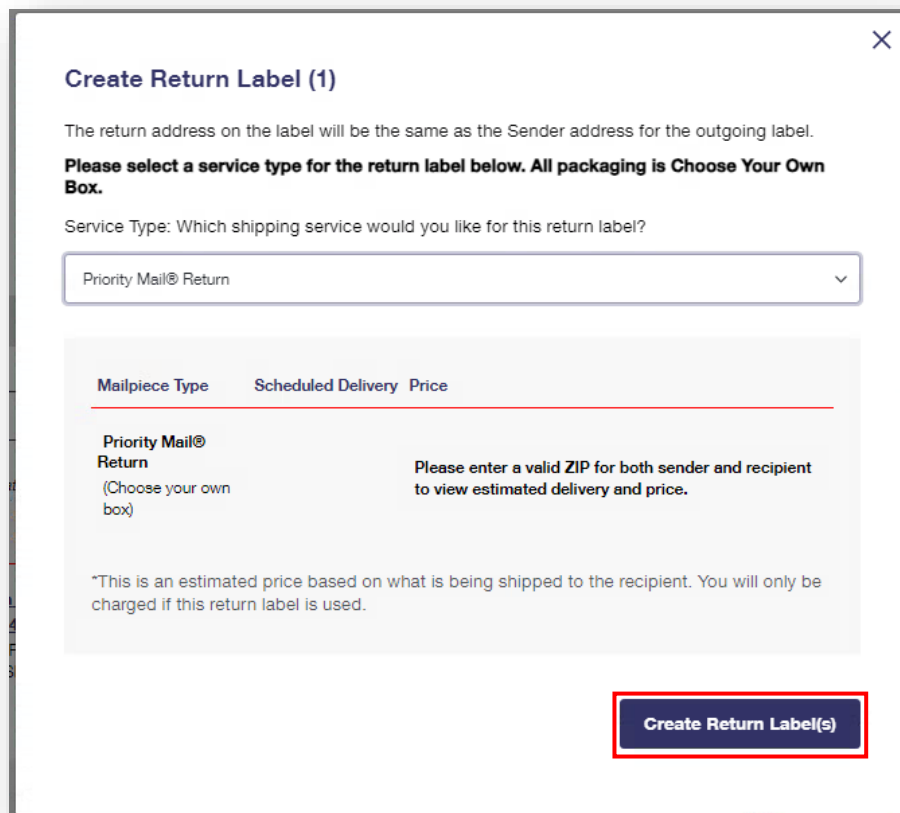
d) Once on the Create Return Label modal, select the desired **Return Service type** from drop-down menu.

   i. *Please note, that all return packaging is Choose Your Own Box packaging.*

e) Select **Create Return Label(s)** to save your selection and add Return Labels to the selected Outbound Labels

How to View your Return Label(s)

Within this section you will understand how to view your Return Label(s) by following the steps below.

1) Viewing Return Labels via the Label Manager
   a) Select **View Label Manager** located on the landing page.
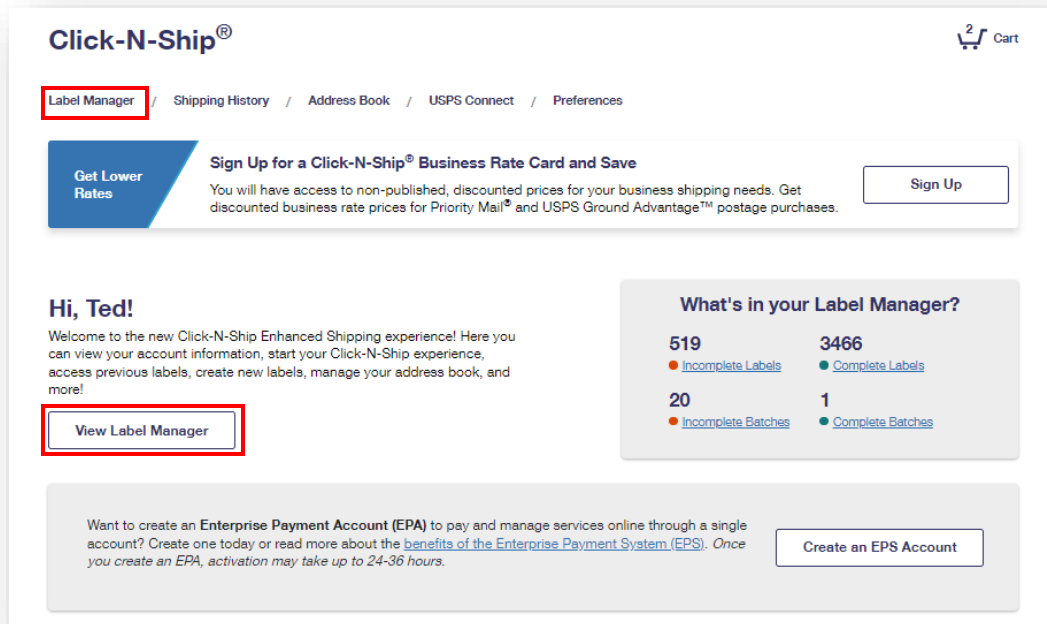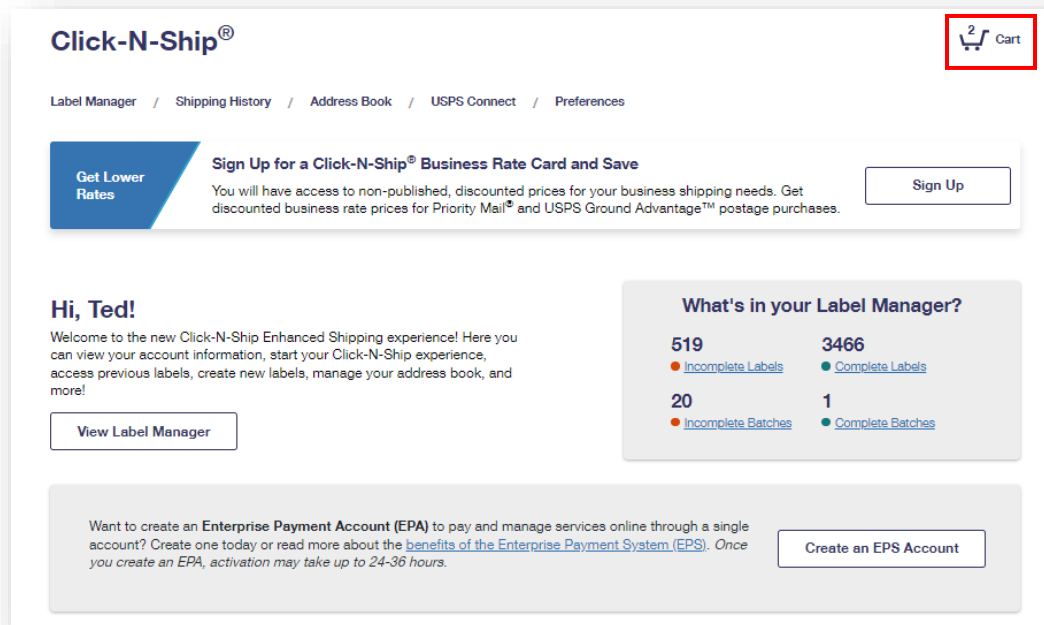
   b) If a Return Label has been added to an Outbound Label, the Return Label will be displayed within the **Extra Services section** of the Outbound Label.
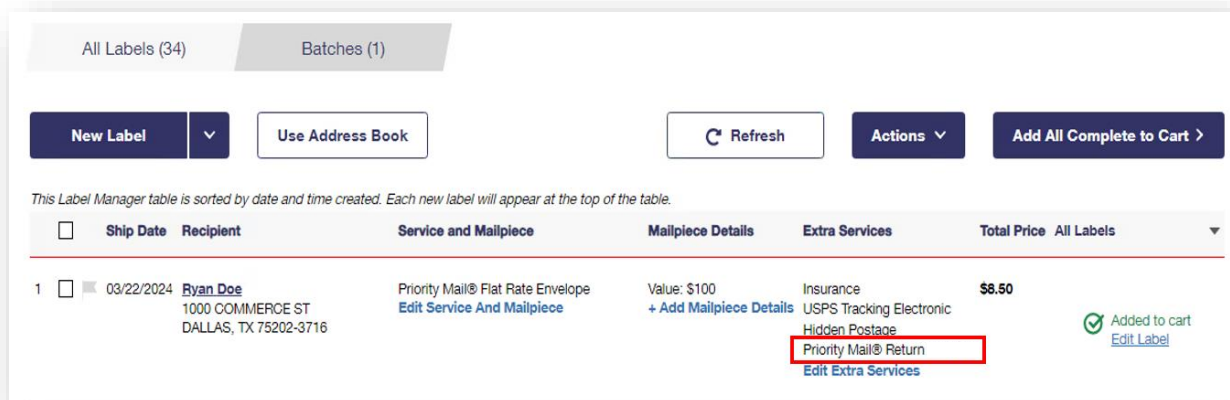
2) Viewing Return Labels via the Label Cart
   a) Select **Label Cart** located on the landing page.

   b) Within the Label Cart, there will be a Return Label indicator for each Outbound Label with a Return Label.

3) Viewing Return Labels via the Payment Confirmation Page
   a) Once on the **Payment Confirmation page,** you can print your Return Labels which will be printed out with their associated Outbound Label.
      i. *You will also be able to view Return Label information such as the Return Label service type and tracking number in the payment confirmation Label Table beneath its associated Outbound Label.*

4) Viewing Return Labels via the Shipping History
   a) Select **Shipping History** located on the landing page.
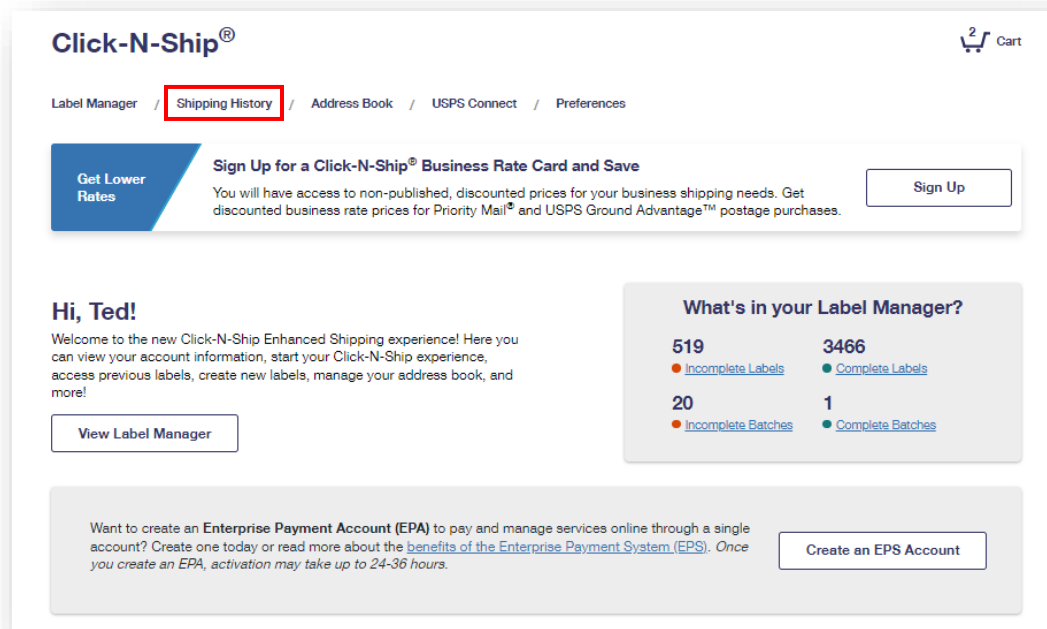
b) Within the Shipping History, you can view your **purchased Return Labels** which are listed as their own line items.
   i. *Note, you will be able to view the Return Label details such as the shipping address, service type, label number, label use status (e. g. Pending Use).*
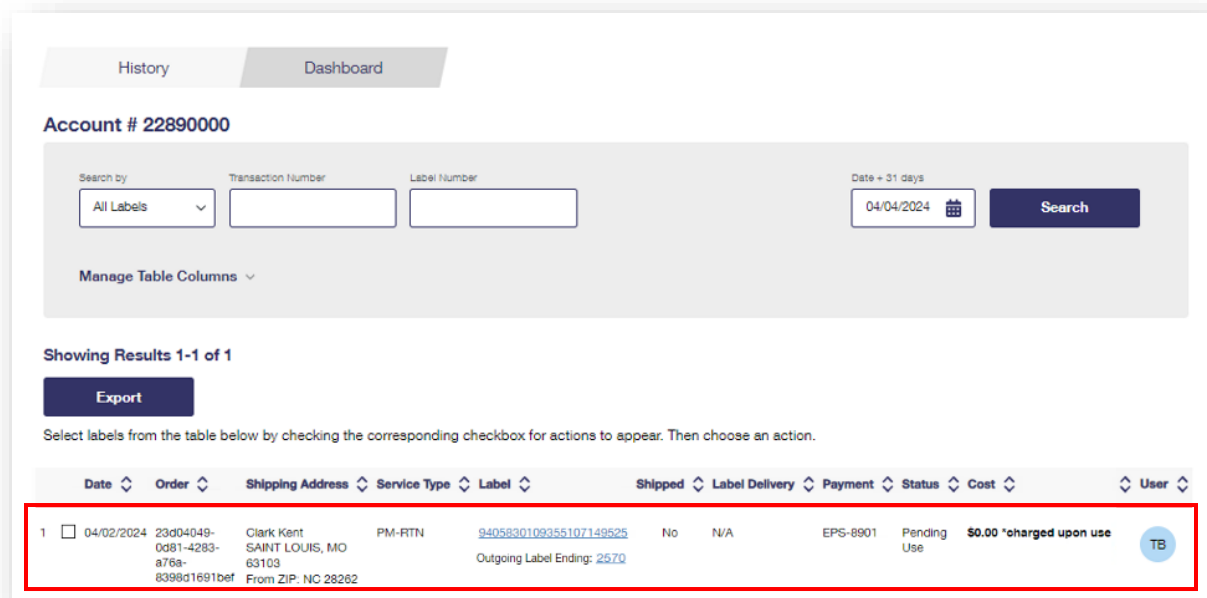
How to Pay for Scanned Return Labels (Postage Dues)

Within this section you will understand how to pay for your scanned Return Label(s) that are listed as a Postage Due by following the steps below.

1) **Paying for Scanned Return Labels via the Homepage**
   a) If a Return Label is scanned and used, you will be charged for the Return Label via a **Postage Due** which will appear on the Enhanced Click-N-Ship® **Landing Page**.
   b) To view more details of the Postage Due, select **View Details.** To pay for the Postage Due, select **Pay Now.**

b) If you selected **View Details,** you could view which Return Labels were scanned and view the postage cost for the Return Label(s).

2) Paying for Scanned Return Labels via the Label Cart
   a) Select the **Label Cart** located on the landing page.

   b) If a Return Label is scanned and used, you will be charged for the Return Label via a **Postage Due** which will appear on the Enhanced Click-N-Ship® **Label Cart**.

c) From the Label Cart, you can either pay for the Postage Dues only or pay for Postage Dues and labels in the cart.
d) To pay for postage dues only, select **Pay Postage Dues Only.**
e) To pay for postage dues and labels in the cart, scroll to the bottom of the Label Cart and select **Proceed to Payment** where you will input payment information as normal.

Enhanced Click-N-Ship®

Label Manager

Within the following section, you'll receive step-by-step guidance on how to edit, organize, and store your label(s) prior to purchasing via the Label Manager.

How to Manage your Label(s)

1) ## Access the Label Manager

   a) **Option 1:** Click on **View Label Manager** located on the main landing page.
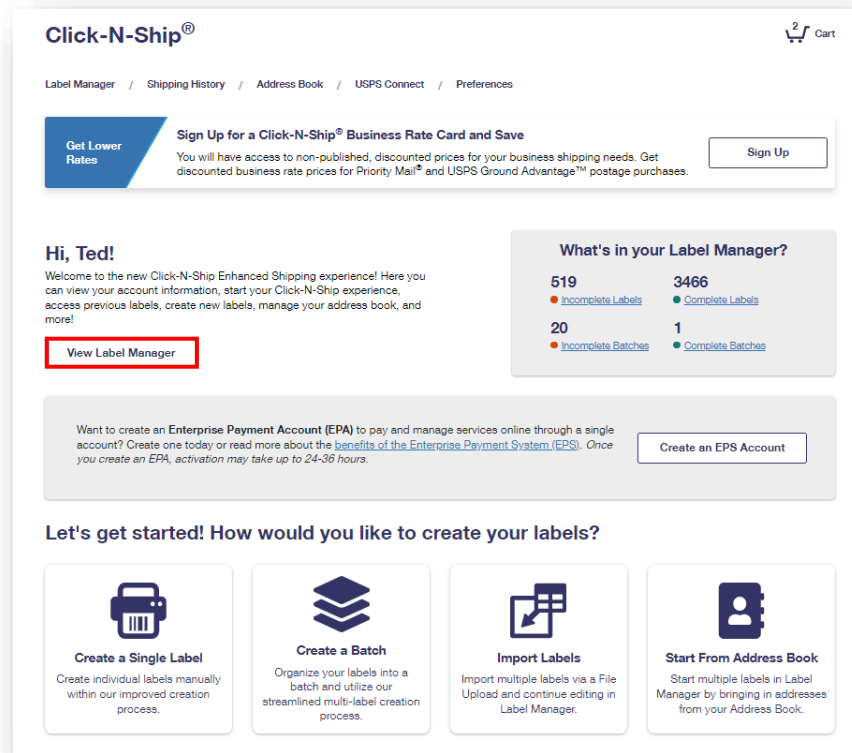
   b) **Option 2:** Click on **Label Manager** tab in the navigation menu.
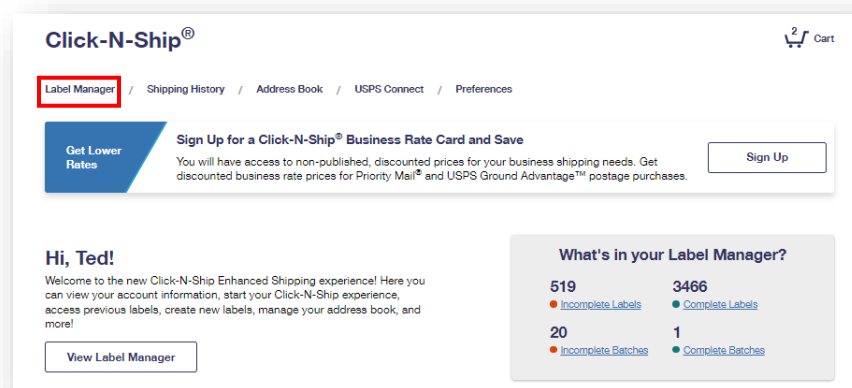
2) Label Manager Views

You can toggle between viewing all labels and viewing batch.

a) By default, you will be in the **All Labels** view.
b) To view batch, click the **Batches** tab.

3) All Actions within the Label View

There are multiple actions that you can take within the Label view window.

    a) **Filter Label(s):** You can filter the label(s) within the label manager by selecting the **All Label dropdown** in the label menu and selecting a filtered view of "All Labels," "Complete," "Incomplete," or "Flagged."

    b) **Create a New Label:** You can create a new label(s) by clicking **New Label** above the label table. You can also create a new batch or perform a file upload by selecting the drop-down next to the "New Label" button.

c) **Edit Label (s)**: You can edit a label(s) individually or in bulk within the Label Manager.
- i. **Individual Method** Check the box of the desired label and click on the dropdown menu next to the "Add to Cart" button and select **Edit**.

- ii. **Bulk Method**: Check the box of the desired label(s) and then click **Edit** and whichever section you want to edit (*Ship Date, Recipient, Service and Mailpiece, Mailpiece Details, Extra Services).*

d) **Duplicate Label(s)**: You can create duplicates of any label(s) individually or in bulk within the label manager.

  i. **Individual Method** Check the box of the desired label and click on the dropdown menu next to the "Add to Cart" button and select **Duplicate**.

  ii. **Bulk Method**: Check the box of the desired label(s) and click on the **Actions** button located near the top and select **Duplicate**.

e) **Delete Label(s)**: You can delete any label(s) individually or in bulk within the label manager.
- i. **Individual Method** Check the box of the desired label and click on the dropdown menu next to the "Add to Cart" button and select **Delete**.

- ii. **Bulk Method**: Check the box of the desired label(s) and click on the "Actions" button located near the top and select **Delete**.

f) **Flag Label(s):** You can flag any label(s) as priority individually or in bulk within the label manager.

    i. **Individual Method**: Simply select the **Flag Icon** next to the "Ship Date" of the desired label or check the box of the desired label(s) and click on the dropdown menu next to the "Add to Cart" button and select **Flag as Priority**.

    ii. **Bulk Method**: Check the box of the desired label(s) and click on the "Actions" button located near the top and select **Flag as Priority**.

g) **Add Label(s) to Cart:** You can add any label(s) to your cart individually or in bulk within the label manager.
   i. **Individual Method**: Check the box of the desired label and select **Add to Cart**.
   ii. **Bulk Method**: Check the box of the desired label(s) and select **Add All Complete to Cart** or click on the **Actions** button located near the top and select **Add to Cart.**

h) **Add Label(s) to Batch:** You can add any label(s) to batch individually or in bulk within the label manager.
  i. **Individual Method**: Check the box of the desired label and click on the dropdown menu next to the "Add to Cart" button and select **Add to Batch.**

  ii. **Bulk Method:** Check the box of the desired label(s) and click on the "Actions" button located near the top and select **Add to Batch**.

i) **Save Label as Favorite:** You can save an individual label(s) as favorite by checking the box of the desired label clicking on the dropdown menu next to the "Add to Cart" button and selecting **Save As Favorite**.

j) **Create a Return Label:** You can create a return label for any label(s) within the label manager by checking the box of the desired label(s), clicking on the "Actions" button located near the top, and selecting **Create Return Label.**

4) All Actions with Batch View

There are multiple actions that you can take within the Batches view window.

a) **Filter Batch(es):** You can filter the batches within the label manager by selecting **the All Labels dropdown** in the batch menu and selecting a filtered view of "All Batches," "Complete," or "Incomplete."

b) **Create a New Batch:** You can create a new batch by selecting **New Batch** above the batch table. You can also create a new label or perform a file upload by selecting the drop-down next to the "New Batch" button.

c) **Edit Batch(es)**: You can edit a batch(es) by selecting the box of the desired batch and then clicking on the dropdown menu next to the "Add to Cart" button and selecting **Edit**.

d) **Duplicate Batch(es)**: You can create duplicates of any batch individually or in bulk within the label manager.
   i. **Individual Method** Check the box of the desired batch and click on the dropdown menu next to the "Add to Cart" button and select **Duplicate**.

ii. **Bulk Method**: Check the box of the desired batch(es) and click on the "Actions" button located near the top and select **Duplicate**.

e) **Delete Batch(es)**: You can delete any batch(es) individually or in bulk within the label manager.

i. **Individual Method** Check the box of the desired batch and click on the dropdown menu next to the "Add to Cart" button and select **Delete**.

ii. **Bulk Method**: Check the box of the desired batch(es) and click on the "Actions" button located near the top and select **Delete**.

f) **Flag Batch(es):** You can flag any batch(es) as priority individually or in bulk within the label manager.

i. **Individual Method**: Check the box of the desired batch(es) and click on the dropdown menu next to the "Add to Cart" button and select **Flag**.

ii. **Bulk Method**: Check the box of the desired batch(es) and click on the "Actions" button located near the top and select **Flag as Priority.**

g) **Add Batch(es) to Cart:** You can add any batch(es) to your cart individually or in bulk within the label manager.
   i. **Individual Method**: Check the box of the desired batch and select **Add to Cart.**
   ii. **Bulk Method**: Check the box of the desired batch(es) and select **Add All Complete to Cart.**

Enhanced Click-N-Ship®

Label Cart

Within the following section, you'll receive step-by-step guidance on how to add Free Shipping Supplies to your Order, pay for your Label(s) via our different payment methods, and how to navigate through the Payment Confirmation Page.

How to Add Free Shipping Supplies to your Order

1) **Review Labels in Label Cart**

   a) Once your label(s) or batch(es) have been added to the label cart, review your label cart by clicking on the **Cart icon** on the top right of the page.

   b) Review the label(s) in your cart to ensure that they are correct.

   i. *Note, if you would like to edit any labels you may click the **Edit** button next to the label. If you would like to remove any labels from your cart, you may check the box of the label(s) and click the **Remove** button at the top. Labels will still be in Label Manager after removal.*

2) Add Shipping Supplies to Your Order

You are now able to include free shipping supplies to your order.

a) To add free supplies, click **+Add Shipping Supplies** option located under USPS® Shipping Supplies.

b) Select the type and quantity of shipping supplies that you would like to add to your order.

   i. *Note, each shipping supply product will display the different pack sizes and the minimum / maximum quantity available that it comes with.*

c) To add a product to your order select **Add to Cart.**

d) Once a product is added to the cart, you will see this pop up model. If you would like to add more shipping supplies to your order, select **Continue Shopping**.

e) If you would like to proceed to your label cart, select **View Cart.**

f) Once you have returned to the label cart, **details about the free shipping supplies** that you selected will be displayed.
   i. Select the total **Quantity** for each of your Shipping Supplies selected.
   ii. Review **Shipping Supplies Summary** to ensure that everything is correct.

3) Edit the Delivery Address for your Shipping Supplies

You are now able to update the delivery address for your free shipping supplies.

a) To update the Shipping Supplies delivery address, select **Edit** under the **Confirm Shipping Details for Supplies** section.

b) Update the Shipping Supplies address manually or select one from your address book by selecting **Use Address Book.**

c) Once finished, select **Save.**

How to Pay for Your Label(s) – 7 Payment Methods

Within Enhanced Click-N-Ship®, all customers can pay for their label(s) via Debit / Credit Card, PayPal, Click to Pay, Apple Pay, or EPS Account.

1) **Option 1 – Paying with Credit / Debit Card**

   a) If everything is correct, you may proceed to payment by clicking the **Pay Now** at the bottom of the Label Cart page and you will be redirected to the payment page.

b) Once on the payment page, **accept the Terms and Conditions** statement by checking off the box.

c) Select **Credit & Debit Card** as the payment option.

d) Once the payment method is selected, enter your **Credit or Debit Card Information**.
   i. *Note, to save your card to your account, select **Save this card to my account.** To make this card your preferred card, select **Make this my preferred card.***

e) Enter your **Billing Address** and once ready to pay, select **Print and Pay** to proceed.

f) Select **Accept & Continue** to continue and place your order.

I certify that my mailing complies with all applicable laws and U.S. Postal Service® regulation and does not contain any prohibited, improperly prepared, or undeclared hazardous materials, as per the requirement set forth in Publication 52, Hazardous, Restricted, and Perishable Mail, the Domestic Mail Manual, and the International Mail Manual (all available online at: https://pe.usps.com/).

The mailing of Mercury is PROHIBITED. Failure to comply with this, or any other, prohibition can result in civil penalties up to $100,000, plus the costs of clean-up and/or damages for each violation. Additionally, some hazardous materials, including but not limited to firearms ammunition, fireworks, strike anywhere matches, and certain flammable liquids (e.g., pure acetone) are prohibited in the mail. As the mailer, you are responsible to know the mailability of your product.

Lithium metal and lithium ion batteries being shipped independently are prohibited from air eligible shipping service (e.g, Priority Mail, Priority Mail Express, and First-Class Package service). Electronic products packed with or containing lithium batteries, such as cell phones, laptop, and e-cigarettes are subject to additional restrictions in both domestic and international mail.

Any mailing containing cigarettes or smokeless tobacco must be presented to a Postal Service™ employee at a Retail Post Office™ location for proper acceptance.

Accept & Continue

You must accept to continue and place your order.

2) Option 2 – Paying with PayPal

a) If everything is correct, you may proceed to payment by clicking the **Pay Now** at the bottom of the Label Cart page and you will be redirected to the payment page.

b) Once on the payment page, **accept the Terms and Conditions** statement by checking off the box.

c) Select **PayPal** as the payment option.

d) Select **Accept & Continue** to proceed with paying for your order.

e) To proceed with paying with PayPal, **login** or **create a new account**.

f) Once logged in, enter your **Debit / Credit Card and Billing Information,** and select **Save**.

g) Select **Complete Purchase** to proceed with paying for your order.

3) Option 3 – Paying with Click to Pay

a) If everything is correct, you may proceed to payment by clicking the **Pay Now** at the bottom of the Label Cart page and you will be redirected to the payment page.

b) Once on the payment page, **accept the Terms and Conditions** statement by checking off the box.

c) Select **Click to Pay** as your payment option.

d) If you're a new user, enter your **Credit / Debit Card information** and select **Continue.**

e) If you are a returning user, enter your **email address** and select **Continue.**

f) Ensure that the saved card is correct and select **Continue** to proceed with paying for your order.

4) Option 4 – Paying with Apple Pay (IOS users only)

a) If everything is correct, you may proceed to payment by clicking the **Pay Now** at the bottom of the Label Cart page and you will be redirected to the payment page.

b) Once on the payment page, **accept the Terms and Conditions** statement by checking off the box.
c) Select **Apple Pay** as your payment option

d) Select an **Apple Payment Method (Apple Cash / Debit / Credit Card)** and proceed with paying for your order.

5) Option 5 – Paying with an Enterprise Payment System (EPS) Account
   a) If you would like to create an **Enterprise Payment System (EPS) Account** to pay and or manage services online through a single account, select **Create an EPS Account.**
   b) If you already have an EPS Account, select **Pay with an EPS Account.**
      i. *Note, this option will only be displayed once an EPS Account has been created.*

c) Agree to the **Terms and Conditions** for creating an Enterprise Payment System (EPS) account by selecting the **checkbox** and selecting **Submit**.

d) Verify that your EPS Account Details / Information is correct and select **Next** to proceed to the next section.

e) Select the **Business Location** to associate with the EPS account and select **Next** to proceed to the next section.
   i. *Note, the Business Location that you select will determine what users are eligible for access to the account. You will be able to determine individual access and roles in the next step.*

Click-N-Ship®

Label Manager / Shipping History / Address Book / USPS Connect® / Direct Connect / Preferences

Create a New EPS Account

1. Verify Details   2. Select CRID   3. Complete & Payment Setup

Step 2: **Select CRID**

Please select a Business Location to associate with this EPS account.

The Business Location you select will determine what users are eligible for access to the account. You will be able to determine individual access and roles in the next step.

*Only **one** Business Location can be selected.*

Showing 1-2 out of 2 accounts

○ 94827777
   Principal Account Contact:
   300 SUPERMAN ST, KALAMAZOO, MI 00000-0000

○ 94821234
   Principal Account Contact:
   320 SPIDERMAN ST, DALLAS, TX 00000-0000

Cancel   Back   Next

f) To manage user roles, transfers, withdrawals, or products and services, select the **Here** hyperlink.

g) To proceed with setting up a payment method via a **Trust Account**, select **Deposit Instructions.**
   i. *Note, a Trust account has already been set up for you and only needs a deposit to be activated.*

h) To Proceed with setting up a payment method via **ACH Debit**, select **Create an Account.**
   i. *Note, you can also add an ACH Debit as a payment method. One is required for setup, and you can easily add another one later.*

i) To set up your payment methods later, select **Set up later and go back to Label Manager.**

Click-N-Ship®

Label Manager / Shipping History / Address Book / USPS Connect® / Direct Connect / Preferences

Create a New EPS Account

1. Verify Details   2. Select CRID   3. Complete & Payment Setup

Congratulations! Your EPS account is created!

✓ Your EPS Number is: 1000013577

(f) You can manage user roles, transfers, withdrawals, and products and services here

Next Steps

The next step is to set up a payment method. A trust has already been set up for you and only needs a deposit to be activated. You can also add ACH Debit as a payment method. One is required for setup, and you can easily add another one later.

Trust Account
Deposit funds to USPS bank for all charges

Deposit Instructions

(g)

ACH Debit
Designate a debit-enabled bank account for all charges.

Create an Account

(h)

Set up later and go back to Label Manager

(i)

j) Once your EPS Account and Payment Method has been created select **Pay with an EPS Account** to proceed with paying for your order.

k) Select a **Billing Account** to pay for your label(s) by clicking on the dropdown and choosing an account.

l) Select a **Payment Method** by clicking on the dropdown and choosing a payment method.

m) Once the Billing Account and Payment Method have been selected, click on the **Pay Now** button to proceed with payment.

6) Option 6 – Pay Using 3ʳᵈ Party Authorization (Business Accounts)
   a) If you created label(s) via the Enhanced Click-N-Ship® 3ʳᵈ Party feature and would like to proceed with paying for the label(s) with the Payers EPS Account, select **Pay with EPS** to proceed to the Payment Confirmation page**.**
      i. *Note, as the Shipper – you will not be able to see the Payer's rates and prices when creating label(s) for them.*

Label Cart (2)

‹ Back to Label Manager

Remove

	Ship Date	Recipient	Service and Mailpiece	Mailpiece Details	Mailpiece Services	Price
☐ 1 of 2 ✎ Edit	03/31/2024	Clark Kent 300 SUPERMAN ST DALLAS, TX 77777-8888	Priority Mail Express® Legal Flat Rate Envelope	Value: $100	Legal Flat Rate Envelope Insurance – Priority Mail Express Hidden Postage	$—.—*
☐ 2 of 2 ✎ Edit	03/29/2024	Clark Kent 300 SUPERMAN ST CHARLOTTE, NC 77777-8888	Priority Mail® Flat Rate Envelope	Value: $100	Flat Rate Envelope Insurance USPS Tracking Electronic	$—.—*

USPS® Shipping Supplies

(*i*)

Add labels, tape, boxes and shipping supplies to the label order.

+ Add Shipping Supplies

✕ Remove All   *Prices determined on payment

New Label ⌄

(*a*)

Shipping with account: 94883629   **Pay with EPS Account**

Switch Payer Account

b) If you have any outstanding Postage Dues listed on your account, you will encounter the following error at the top of the Label Cart page. To proceed with paying off the outstanding Postage Dues, select **Pay Postage Dues** or **Pay Postage Dues with EPS.**

  i.   *Note, you will not be able to proceed with shipping unless the Postage Does are paid in full. All Postage Dues must be paid with your own account, not the payers.*

7) **Option 7 – Pay Using OMAS (Official Mail Accounting System)**
   a) If everything is correct, you may proceed to payment by clicking the **Pay Now** at the bottom of the Label Cart page and you will be redirected to the payment page.

b) Enter the **Your Name** *(required field)*.
c) Enter the **Cost Code** *(not required)*.
d) Enter the **Email** associated with your OMAS account *(required field)*.
e) Accept the **Terms and Conditions** by selecting the checkbox.
f) Once you are ready to proceed with the payment, select **Print and Pay.**

g) Select **Accept & Continue** to continue and place your order.

I certify that my mailing complies with all applicable laws and U.S. Postal Service® regulation and does not contain any prohibited, improperly prepared, or undeclared hazardous materials, as per the requirement set forth in Publication 52, Hazardous, Restricted, and Perishable Mail, the Domestic Mail Manual, and the International Mail Manual (all available online at: https://pe.usps.com/).

The mailing of Mercury is PROHIBITED. Failure to comply with this, or any other, prohibition can result in civil penalties up to $100,000, plus the costs of clean-up and/or damages for each violation. Additionally, some hazardous materials, including but not limited to firearms ammunition, fireworks, strike anywhere matches, and certain flammable liquids (e.g., pure acetone) are prohibited in the mail. As the mailer, you are responsible to know the mailability of your product.

Lithium metal and lithium ion batteries being shipped independently are prohibited from air eligible shipping service (e.g, Priority Mail, Priority Mail Express, and First-Class Package service). Electronic products packed with or containing lithium batteries, such as cell phones, laptop, and e-cigarettes are subject to additional restrictions in both domestic and international mail.

Any mailing containing cigarettes or smokeless tobacco must be presented to a Postal Service™ employee at a Retail Post Office™ location for proper acceptance.

Accept & Continue

You must accept to continue and place your order.

How to Navigate the Payment Confirmation Page

1) **Review Order**
   a) Review the **Payment Confirmation page** for accuracy.
      i. *Note, if you utilized the Enhanced Click-N-Ship® 3rd Party Authorization feature to create and ship label(s), you will not be able to see the Payer's rates and prices on the Payment Confirmation page.*

2) Print and save your Labels
   a) If you want to download and save the label(s) as a PDF, select **Save as PDF'**
   b) If you are ready to print the label(s), select the **printing format** for the label(s).
      i. *Note, the option to print two labels per page on a Standard(8.5x11) sheet of paper without receipts is now available.*
   c) Once the printing format is selected, select **Print Labels**.

Print Your Labels

You have until 11:59 PM Central Time of the Ship Date to print this label.

Select printing format for your labels.
Label Printing Format ⓘ

(b) Standard (8.5 x 11) - With receipt, one label per page ⌄

Adobe v5 or higher is required to print or save labels.
Download Adobe Reader ›

If you are creating more labels today, please check the box below and your SCAN Form will be saved for printing when you have finished creating labels for the day.

☑ I am creating more labels today.

Advertise to your buyers for free with Informed Delivery®

With Informed Delivery, you can drive traffic to your website by creating a digital ad, or "digital banner" for recipients to view in their Informed Delivery email or dashboard.

Select Labels

From the payment confirmation page, select each label that you want to create a digital banner for and click Create Digital Banner.

Upload Ad Banner

Upload a digital ad banner and details.

Enter URL

Add a URL on the digital ad and drive traffic to your website.

Digital Banner displayed via Informed Delivery

For each label with a digital banner, the recipient will see and interact with the digital ad in their Informed Delivery email or dashboard.

Learn more about Informed Delivery®

Label actions: Select labels and print, save to PDF or create a digital ad campaign to appear in recipient's Informed Delivery.

(c) **Print Labels**   **Save as PDF**   (a)   **Create Digital Banner**

	☐ Ship Date	Recipient	Service and Mailpiece	Mailpiece Details	Digital Banner	Label Number
1 of 1	☐ 06/28/2023	ROCKY BALBOA 300 SUPERMAN ST DECATUR, GA 30000-0000	Priority Mail® Choose Your Own Box 2-Day Delivery	16 oz	Create	9405830109355007266858

Schedule a Pickup	Your 1 label(s) are eligible for pickup at the entered return address, **2251 Sherman Ave Nw Ste 504, Washington, DC, 20001**. Your labels are only eligible to be picked up from the return address entered for these packages. Your package will be picked up either **today or tomorrow**, based on when your pickup request is requested.	**Request a Pickup**

d) All international and domestic outgoing / return labels will have the option to print at the Post Office™. If this option is available, enter the **email address** that you want the Label Broker® QR code to be sent to and select **Submit.**

e) Once the Label Broker® QR code is sent to your email, a list of local Post Office(s)™ where you can print your label(s) will be displayed.

3) Extra features on the Payment Confirmation Page

a) **Schedule a Pickup:** If you would like your Mailpiece to be picked up for shipping, you may click the "Schedule a Pickup" button at the bottom of the page. You will be redirected to the "USPS® Schedule a Pickup" page.
  i. *Note, if your return address is eligible for Carrier Pickup, you can follow the steps outlined above to request a Carrier Pickup.*

b) **SCAN Form:** If you have a batch of labels, you are eligible for a SCAN form. SCAN forms provide a master barcode that represents all the Mailpiece's in your batch(es) and allow for better visibility while tracking your online labels.
  i. *Note, there will be a message displayed notifying you if you are eligible for a SCAN form.*

c) **Loyalty Benefits:** If you are enrolled in the USPS® Loyalty Program, you may view your benefits by clicking the "View Loyalty Benefits" button at the bottom of the page. You will be redirected to the USPS® Loyalty Customer Portal.

d) **Create Label:** If you would like to create more labels, you may click the "Create A Label" button at the bottom of the page. You will be redirected back to the Label Manager.

(a)   (b)   (c)   (d)

Enhanced Click-N-Ship®

Shipping History

Within the following section, you'll receive step-by-step guidance on how to view a label(s) tracking history and delivery status, print and save your label(s), request a refund for your label(s), and how to view and export your purchase history.

How to View the Labels Tracking History & Delivery Status

1) **Navigate to Shipping History**

   a) Click the **Shipping History** button located in the menu bar.

2) Find Label and Click on Label Number

    a) Click on the **label number** to view the label details page where the tracking history and delivery status are located.

3) View Label Details Page
   a) View the label(s) **delivery status** located on the label details page.
   b) To view the label(s) tracking history, select **USPS® Tracking** that is located on the left tab of the label details page.

c) Once the USPS® Tracking option is selected, you will be redirected to a new tab where the label(s) **USPS® Tracking details** will be displayed.

How to Print or Save Label(s) as PDF

1) **Navigate to Shipping History**

   a) Click the **Shipping History** button located in the menu bar.

2) Find Label and Click on Label Number

    a) Click on the **label number** to view the label details page where the tracking history and delivery status are located.

3) View Label Details Page

    a) To print label(s), select **Print / Re-print** located on the left tab of the label details page.

    b) To save label(s) as PDF, select **Save PDF** located on the left tab of the label details page.

4) Select Printing Format for Your Label(s)
   a) Select a **label printing format** for your labels from the dropdown.
      i. *Note, the option to print two labels per page on a Standard(8.5x11) sheet of paper without receipts is now available.*
   b) To begin printing / saving your label(s) as PDF, select **Get PDF**.

Select Printing Format for your labels

Select printing format for your labels.
Label Printing Format ⓘ

Standard (8.5 x 11) - Without receipt, two labels per page ⌄

(a)

Label Printer Compatible (4 x 6) 1 page sheet
Label Printer Compatible (4 x 5) 1 page sheet
Standard (8.5 x 11) - With receipt, one label per page
Standard (8.5 x 11) - Without receipt, two labels per page
Print later at Post Office

Get PDF

(b)

How to Request a Refund for your Label(s)

1) **Navigate to Shipping History**

   a) Click the **Shipping History** button located in the menu bar.

2) Find Label to Refund

a) Search for the label you would like a refund for by inputting the transaction or label number.

3) Request Refund

There are two ways to request a refund for a label.

    a) **Option 1:** Click the check box next to the label and click the "Refund" button that appears in the available actions.

b) **Option 2**: Click the label number and request a refund on the label(s) order page.

c) Once on the order page, scroll down and select the "Request a Refund" option.

How to Export Your Purchase History

1) **Navigate to Shipping History**
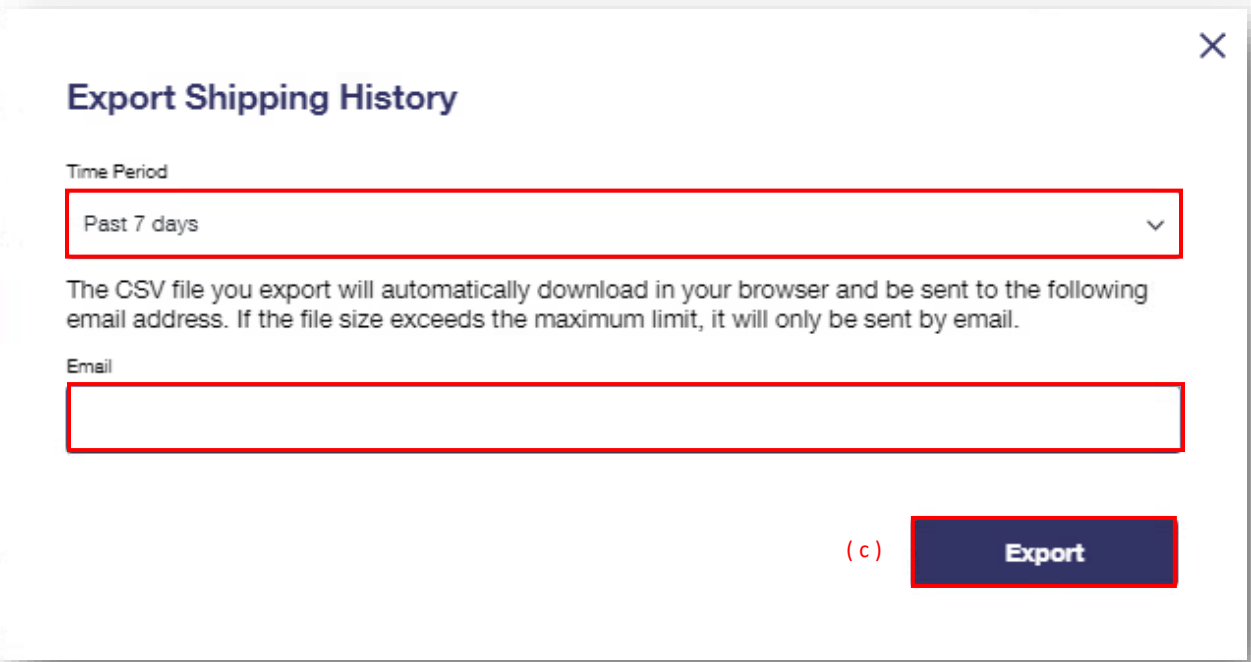
   a) Once you are on the Shipping History landing page, select **Export** to begin the exporting process.

2) Fill out the Export Shipping History Form
   a) Before exporting the file, select the desired **time period** for the exported file.
   b) Enter the **email address** where the file will automatically be sent to after exporting.
   c) Once ready, select **Export.**

Export Shipping History

Time Period

(a)   Past 7 days   ⌄

The CSV file you export will automatically download in your browser and be sent to the following
email address. If the file size exceeds the maximum limit, it will only be sent by email.

Email

(b)

(c)   **Export**

Enhanced Click-N-Ship®

Address Book

Within the following section, you'll receive step-by-step guidance on how to edit, organize, and manage your saved addresses within the new built in Enhanced Click-N-Ship® *Address Book.*

How to Access your Address Book

1) **Navigate to Address Book**
   a) Click the **Address Book** button located in the menu bar.
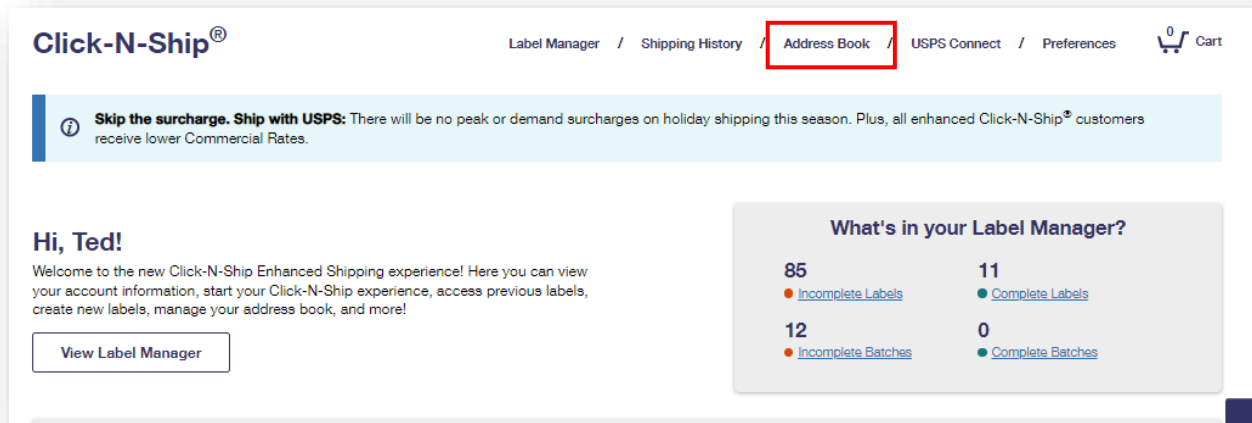
2) **Viewing your Address Book**
   a) Once inside the Address Book, all your **saved contacts** will be listed below**.**
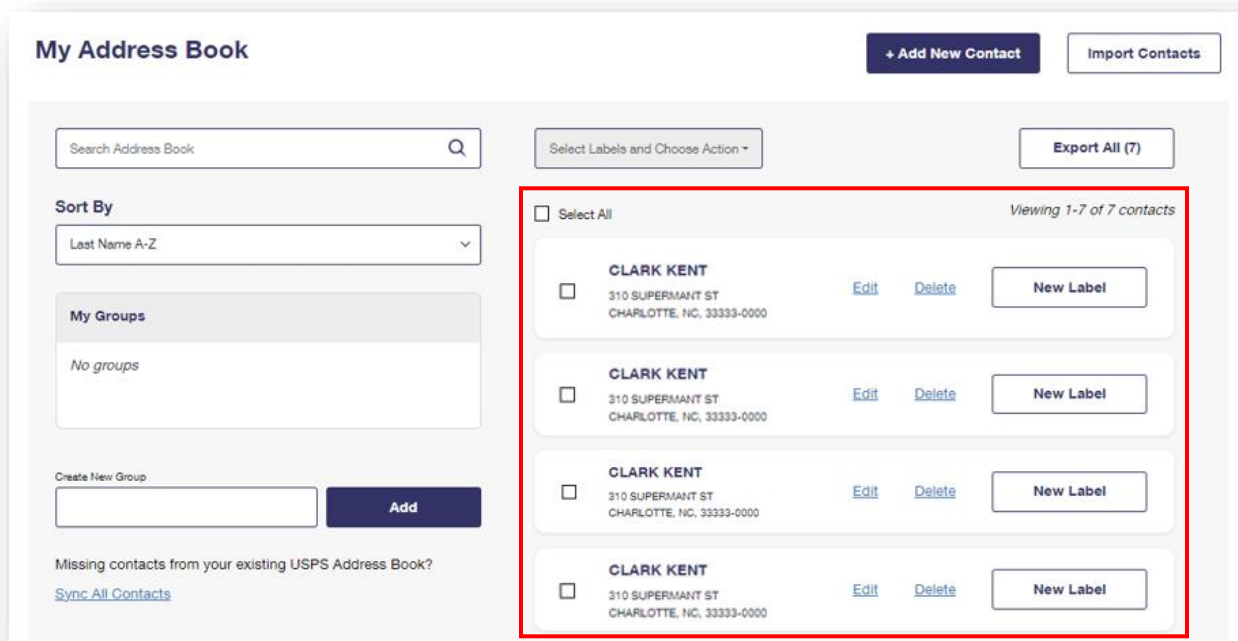
How to Add a Contact to your Address Book

1) **Importing Contacts from your USPS® Address Book**
   a) To import all of your previous contacts from your USPS® Address Book, select **Sync All Contacts**.

   b) Select **Yes, Sync Contacts & Groups** to begin importing your contacts.

c) Once your contacts have successfully imported, you will see a **green banner**.
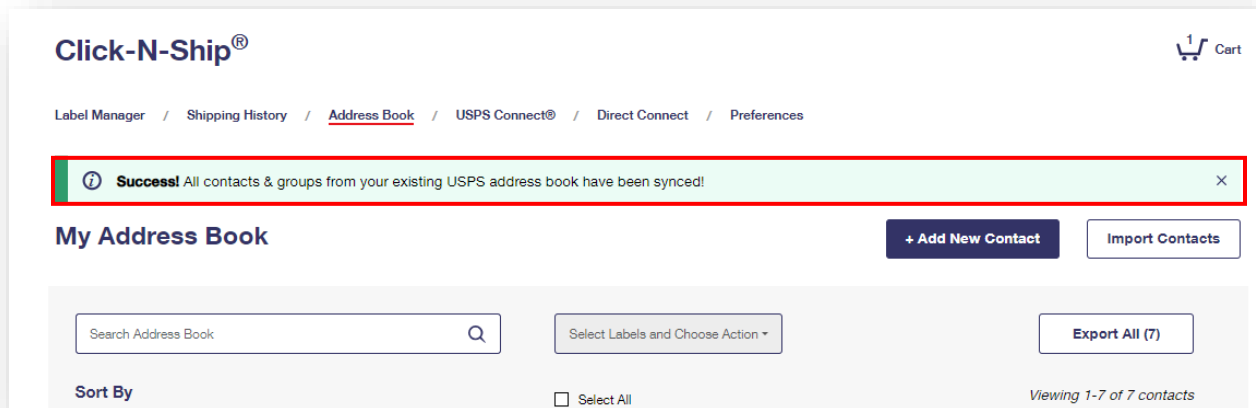
2) Importing Contacts via CSV File
a) To import your contacts via CSV file, select **Import Contacts**.
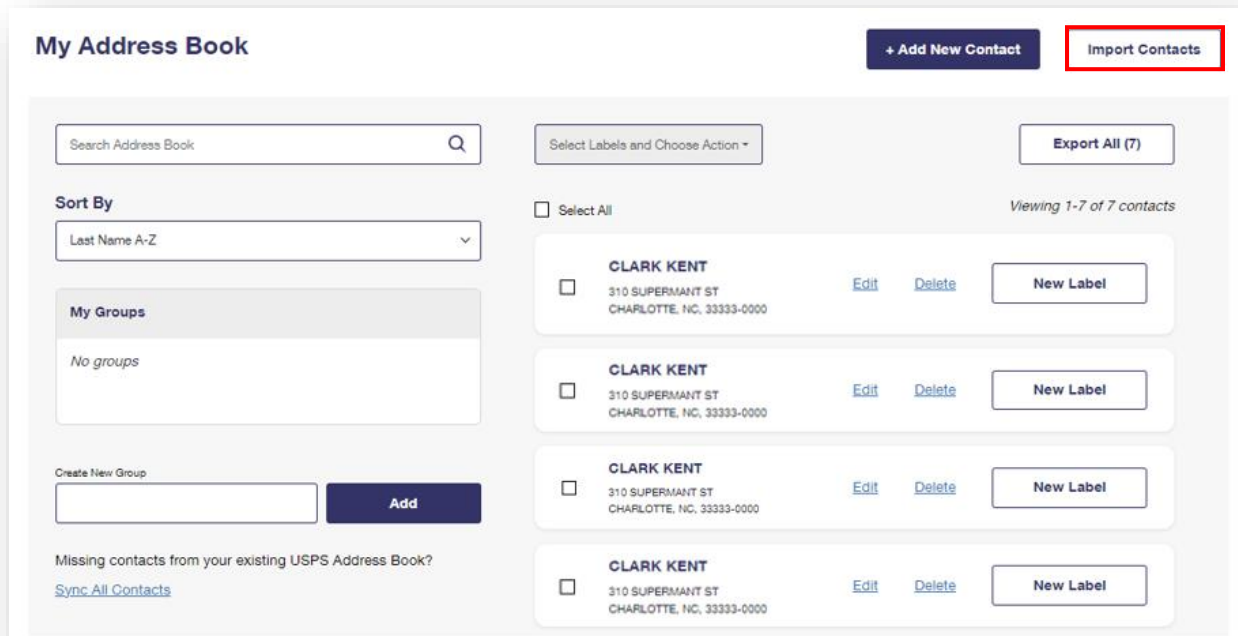
b) Select **Browse Files** to select a CSV file with your contact list.
c) Select **Import Contacts** once ready.
d) If you would like to download the template that will assist you in successfully importing your contacts, select **Download Template.**

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3) Adding a Contact (Traditional Method)
   a) To add a contact with a detailed Contact Information, select **+ Add a Contact**

b) Fill out the required* **Contact Information** and once finished, select **Save Contact.**

< Back to Address Book

New Contact

* indicates a required field

Name (or Company)

☐ This address is a business

*First Name   MI   *Last Name

Nickname

Address

*Country

United States of America ⌄

*Address   Apt/Suite/Other

*City   *State   *ZIP Code™

AL - Alabam⌄

Contact Information

Phone Number

Email

Reference Number

Save Contact   Cancel

Add to Groups (optional)

My Groups

Create New Group

+ Add Another Group

How to Edit a Saved Contact within your Address Book

1) **Select a Saved Contact to Edit**
   a) Select **Edit** hyperlink of the contact that you would like to edit.

2) Edit Contact Information

    a) Edit the **Contact Information** and select **Save Contact** when finished.

‹ Back to Address Book

Edit Contact

* Indicates a required field

Name (or Company)

☐ This address is a business

*First Name	MI	*Last Name
CLARK	E	KENT

Nickname

Add to Groups (optional)

My Groups

Create New Group

+ Add Another Group

Address

*Country

United States of America ⌄

*Address	Apt/Suite/Other
310 SUPERMANT ST	

*City	*State	*ZIP Code™
CHARLOTTE	NC - North⌄	33333-0000

Contact Information

Phone Number

Email

Reference Number

Save Contact　　Cancel

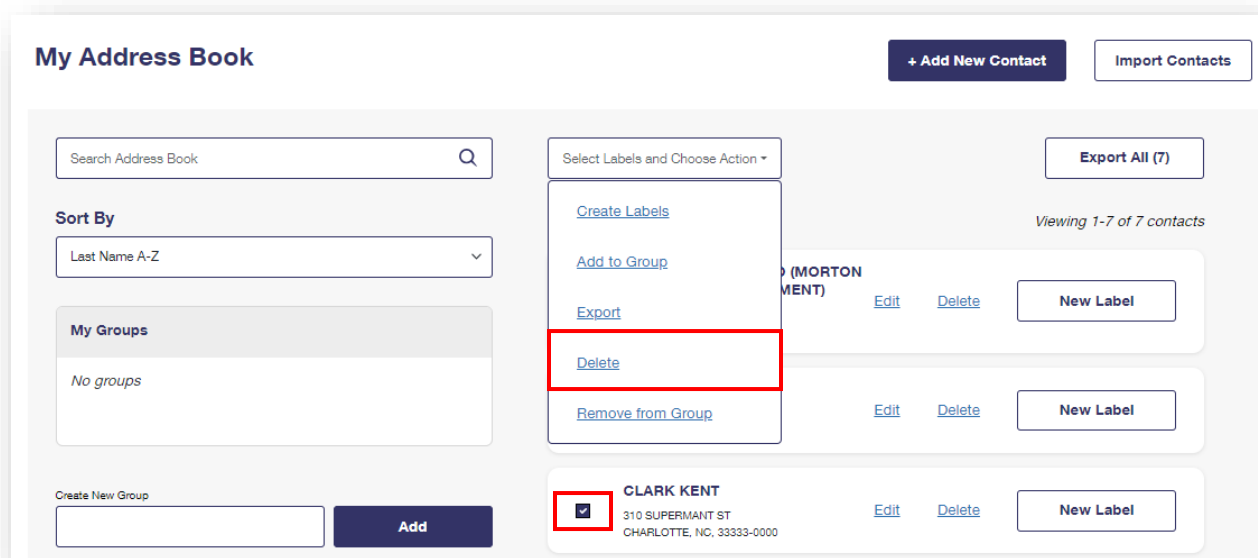## How to Manage Saved Contacts within your Address Book

1) **Create a Label from a Saved Contact**
   a) To create a label from a saved contact within the Address Book, **select the checkbox** of the contact(s) and then select **Create Labels** from the dropdown.
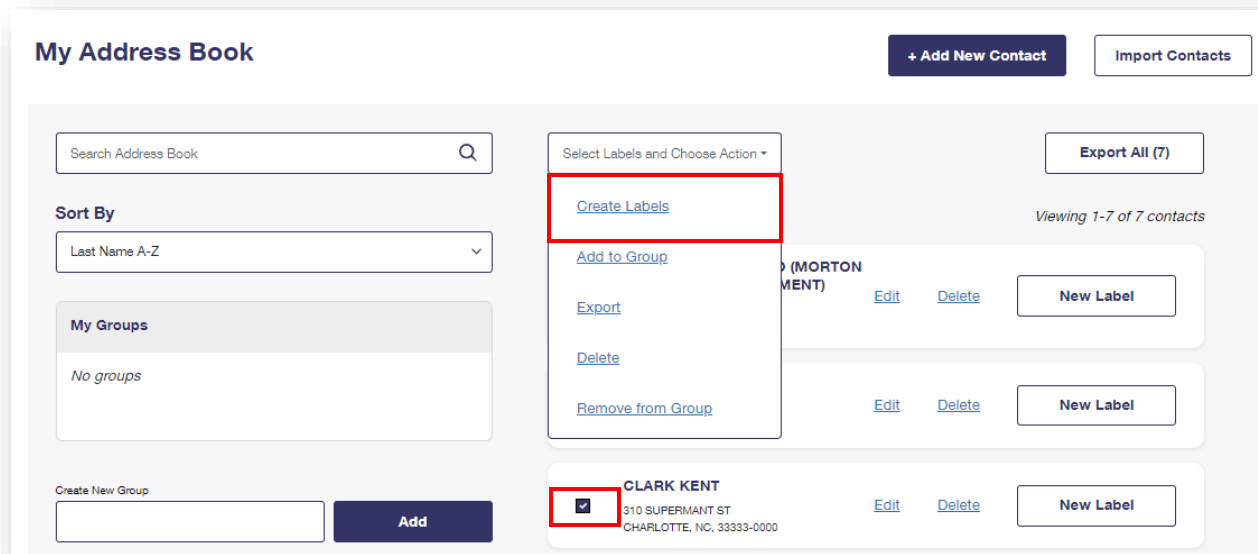

2) **Delete a Saved Contact**
   a) To delete a saved contact within your Address Book, **select the checkbox** of the contact(s) and then select **Delete** from the dropdown.

3) Export a Saved Contact

a) To export a saved contact within your Address Book, **select the checkbox** of the contact(s) and then select **Export** from the dropdown.

4) Add a Saved Contact to a Group

a) To add a saved contact within your Address Book to a Group, **select the checkbox** of the contact(s) and then select **Add to Group** from the dropdown.

5) Remove a Saved Contact from a Group
   a) To remove a saved contact from a group within your Address Book, **select the checkbox** of the contact(s) and then select **Remove from Group** from the dropdown.
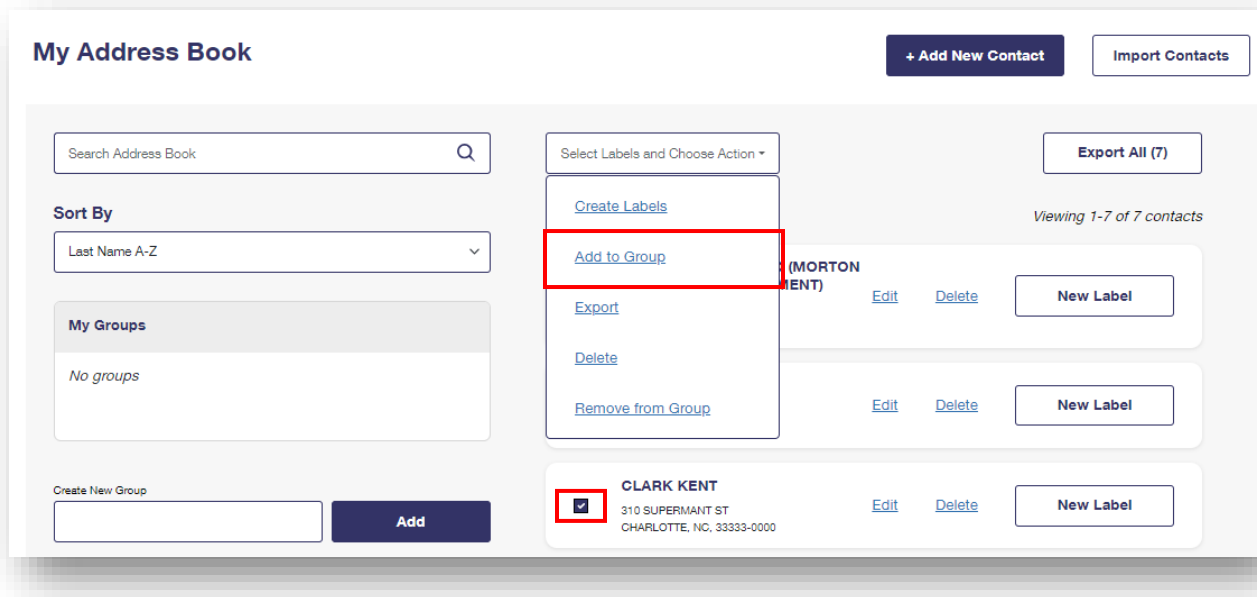
Enhanced Click-N-Ship®

Direct Connect (Business Accounts)

Within the following section, you'll receive step-by-step guidance on how to connect a marketplace platform store front to sync your accounts to Enhanced Click-N-Ship® so that you can process, import, and manage your orders from all platforms in one place. Note, this service is only offered to business users.

How to Connect to a Marketplace (Business Users Only)

1) **Refer to the Direct Connect section**
   a) Click on the **Direct Connect** tab located on the landing page.

2) **Connect to a Marketplace**
   a) To begin the connection process, click **+ Connect a Marketplace**.

b) Select a **Marketplace** from the options displayed.
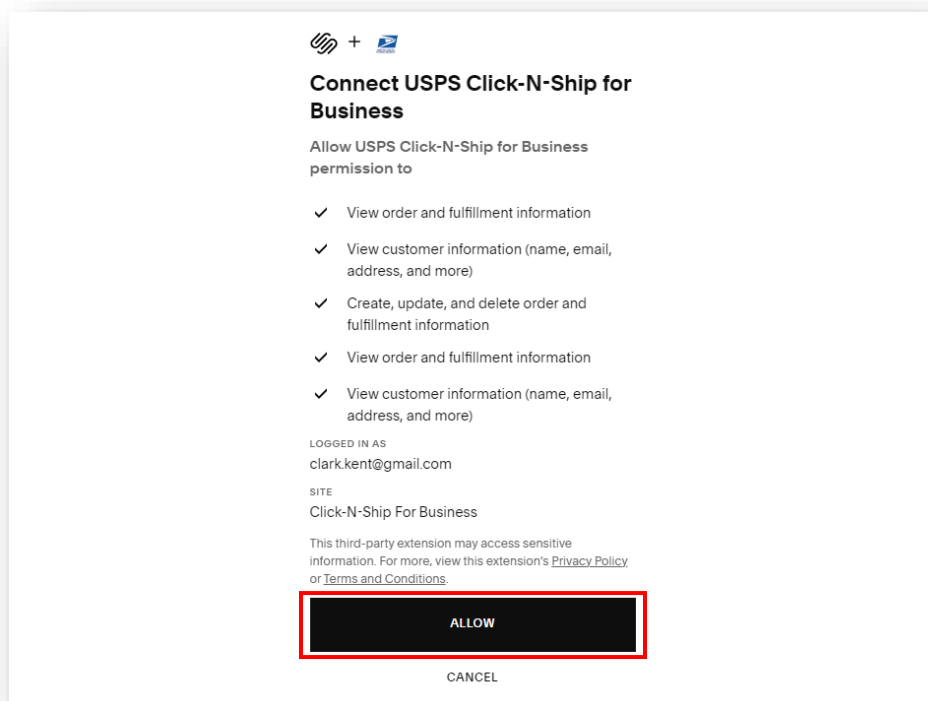
How to Import Label(s) from Squarespace

1) **Connecting to Squarespace**

   a) To begin the connection process with the Squarespace, select **Squarespace** and you will be redirected to the login page. From there, enter your login details and select **Log In.**

   b) Once logged in, select **Allow** to proceed.

c) Once you have successfully connected to your Squarespace store, you will see a **green banner** at the top of the page.

d) Enter the desired **Squarespace Store Name** in the textbox and select **submit** to proceed with importing your label(s)

e) To begin importing your labels from your Squarespace store, select **Import Labels.**

f) **Select the label(s)** that you would like to import by checking off the box of each individual label.

g) Select the **tracking agreement** checkbox.

h) Lastly, select **Import Labels.**

(f)
(g)
(h)

i) Once labels are successfully imported, the labels will appear in your **Label Manager.**
j) Before you can proceed with adding your imported label(s) to the cart, you will have to select the **Service and Mailpiece type** for each individual label.

How to Import Label(s) from WooCommerce

1) **Connecting to WooCommerce**
   a) To begin the connection process with the WooCommerce, select **WooCommerce.**
   b) Enter your **WooCommerce store's URL**.
   c) Enter your **WooCommerce store's Consumer Key.**
   d) Enter your **WooCommerce store's Consumer Secret.**
   e) Select **Connect** to proceed.

f) Once you have successfully connected to your WooCommerce store, you will see a **green banner** at the top of the page.

g) Enter the desired **WooCommerce Store Name** in the textbox.

h) Select **Save Name** to proceed with importing your label(s)

i) To begin importing your labels from your WooCommerce store, select **Import Labels.**

j) **Select the label(s)** that you would like to import by checking off the box of each individual label.
k) Select the **tracking agreement** checkbox.
l) Lastly, select **Import Labels.**

m) Once labels are successfully imported, the labels will appear in your **Label Manager.**

n) Before you can proceed with adding your imported label(s) to the cart, you will have to select the **Service and Mailpiece type** for each individual label.

Enhanced Click-N-Ship®

Preferences

Within the following section, you'll receive step-by-step guidance on how to view edit and manage your

Enhanced Click-N-Ship® preferences in order to make it easier to fill out label forms in the future.

How to Edit your Preferences
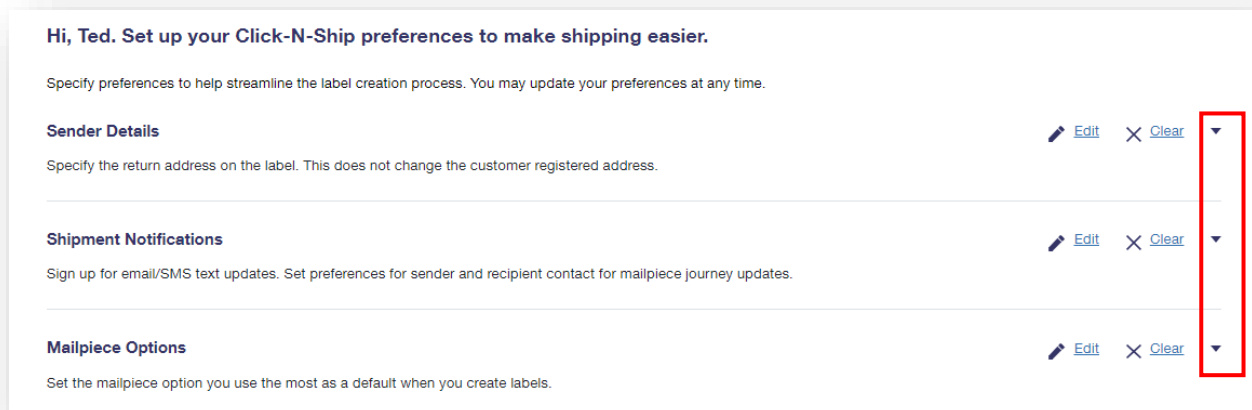
1) **Begin Preferences Selection**

    a) Click on the **Preferences** tab located on the landing page.

    b) To view more details on a specific preference section, select the **toggle down arrow** on the right hand side of the preference.

2) Sender Details Preferences

Specify a return address and alternate **ZIP Code™** for your labels. This does not change your customer registered address.

a) Select the **toggle down arrow** to expand the sender details preferences section.
b) Select **Edit** on the top right of the section and an expanded form will appear.

Sender Details   ✎ Edit   ✕ Clear   ▲

Specify the return address on the label. This does not change the customer registered address.

Return Address

Specify the return address on the label. This does not change the customer registered address.

Return Address

John Doe
300 SUPERMAN ST
SAN ANTONIO, TX 78255

Ship from Alternate ZIP Code™

Set an alternate ZIP Code™ to appear when you're shipping from a ZIP Code™ that's different from your return address. Specify ZIP Code™ of the location you are shipping from.

Alternate Shipping ZIP Code™

An alternate shipping ZIP Code™ is not set

c) Manually enter the **return address details** such as Name, Company (if applicable), Country, Address, City, State, and ZIP Code™.

d) Manually enter an **alternate ZIP Code**™ if shipping from a ZIP Code™ that is different from your return address.

e) Once finished, click on **Save** to save your updated preferences selections.

Return Address

Specify the return address on the label. This does not change the customer registered address.

Return Address

John Doe
300 SUPERMAN ST
SAN ANTONIO, TX 78255

(c)

*First Name	M.I.	*Last Name

Company

*Street Address | Apt/Suite

*City | *State | *ZIP Code™
San Antonio | TX - Texas | 78255

Ship from Alternate ZIP Code™

Set an alternate ZIP Code™ to appear when you're shipping from a ZIP Code™ that's different from your return address. Specify ZIP Code™ of the location you are shipping from.

Alternate Shipping ZIP Code™

An alternate shipping ZIP Code™ is not set

ZIP Code™

(d)

(e)   Save   Cancel

3) Shipment Notifications Preferences

Sign up for email / SMS updates. Set preferences for sender and recipient contact for Mailpiece journey updates.

a) Select the **toggle down arrow** to expand the shipment notifications preferences section.
b) Select **Edit** on the top right of the section and an expanded form will appear.
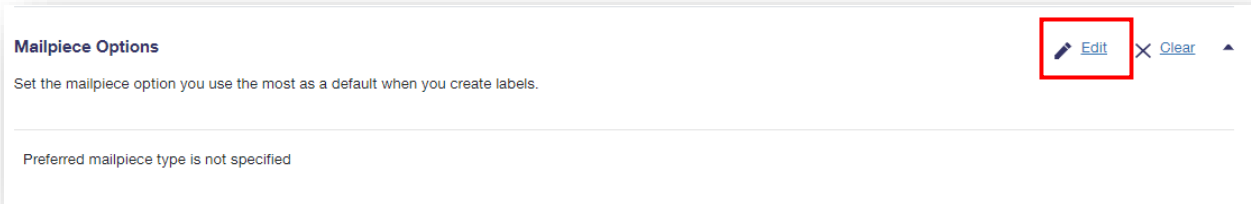
c) Enter your **email** and / or **phone number**, select the **I would like to get tracking and confirmation notifications via email and / or text message** checkbox and select the types of updates that you would like to receive.
d) Under the **Recipient Shipment Notifications** section, select the types of updates that you would like the recipient to receive.
e) Click **Save** to save the changes made to the Shipment Notifications preferences.

4) Mailpiece Options Preferences

Set the Mailpiece option that you use the most as a default when you create labels.

a) Select the **toggle down arrow** to expand the mailpiece options preferences section.
b) Select **Edit** on the top right of the section and an expanded form will appear.

c) Select a **Mailpiece Type** – either **USPS® Flat Rate Packaging** or **Choose your own box**. If you select "Choose your own box" please enter Mailpiece weight, dimensions (if applicable), and girth (if applicable)
d) Click **Save** to save any changes and set your Mailpiece option preferences.

5) Favorites Preferences
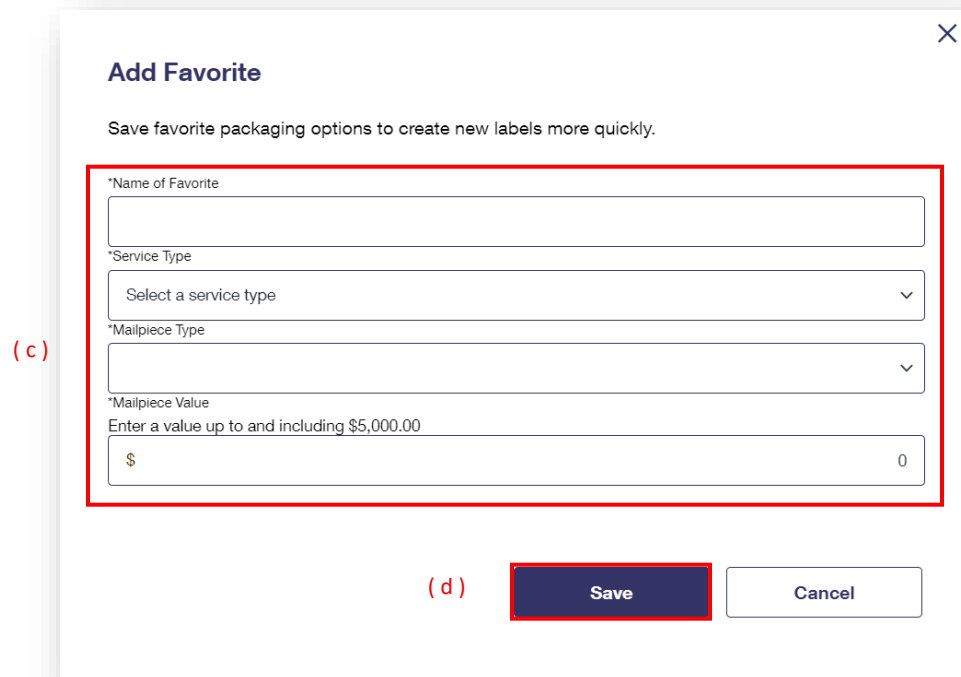
Save favorite packaging options to create new labels more quickly.

a) Select the **toggle down arrow** to expand the favorites preferences section.
b) Click **Add Favorite** within the Favorites section and an expanded form will appear.

c) **Name your Mailpiece, select a Service Type, Mailpiece Type, and enter a Mailpiece Value** (up to and including $5,000.00). When creating a label, select "Start from Favorite" to generate a label based on your favorite preferences.
d) Once finished, click on **Save** to save your updated preferences selections.

6) USPS Connect® Preferences

Set how far you are willing to travel to drop off USPS Connect® Mailpiece's by setting your radius and location type map preferences.

a) Select the **toggle down arrow** to expand the USPS Connect® preferences section.
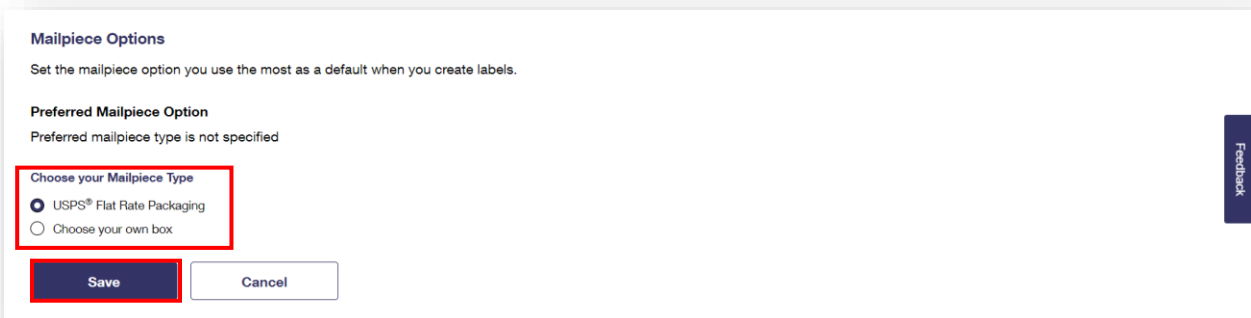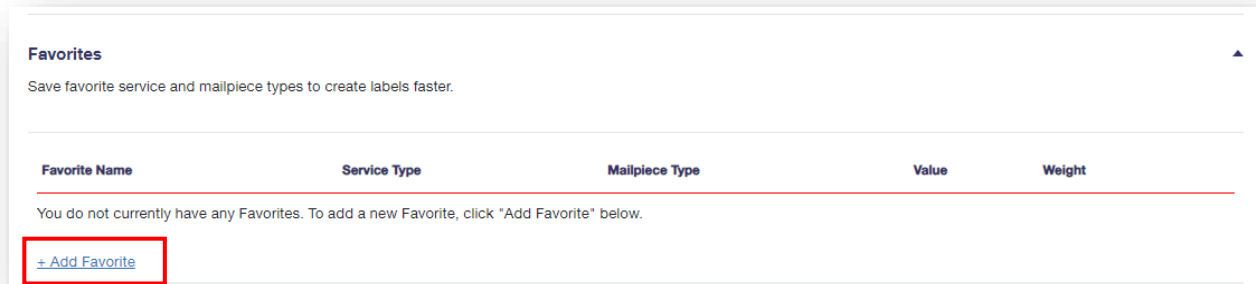b) Select **Edit** on the top right of the section and an expanded form will appear.

c) Select the **USPS Connect® Radius Preference dropdown** and selecting a radius from the options listed.

d) To Filter the Map View by Location Type (USPS Connect® Local or USPS Connect® Regional), select the **Filter Map View by Location Type dropdown** and select your option.
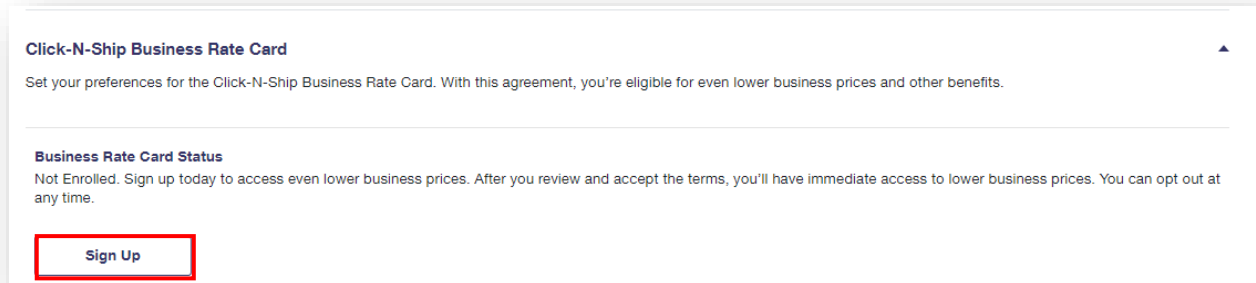
e) Once finished, click on **Save** to save your updated preferences selections.

7) Click-N-Ship® Business Rate Card Preferences

Set your preferences for the Click-N-Ship® Business Rate Card. With these agreements, you're eligible for even lower business prices and other benefits.

a) Select the **toggle down arrow** to expand the CNS Business Rate Card preferences section.
b) Select **Sign Up** to enroll into the Business Rate Card program.

c) Agree to the Business Rate Card Terms and Conditions by selecting the **terms and conditions checkbox** and selecting **sign up.** No further action is required after enrolling.

d) Once enrolled, you can select to opt-out of the Click-N-Ship® Business Rate Card by selecting the **Business Rate Card Status checkbox**.

e) Once finished, click on **Save** to save your updated preferences selections.

Click-N-Ship Business Rate Card

Set your preferences for the Click-N-Ship Business Rate Card. With this agreement, you're eligible for even lower business prices and other benefits.

Business Rate Card Status

Enrolled! You've agreed to the terms and are currently shipping at lower business prices. If you'd like to opt out at any time, select the option below and save your preference
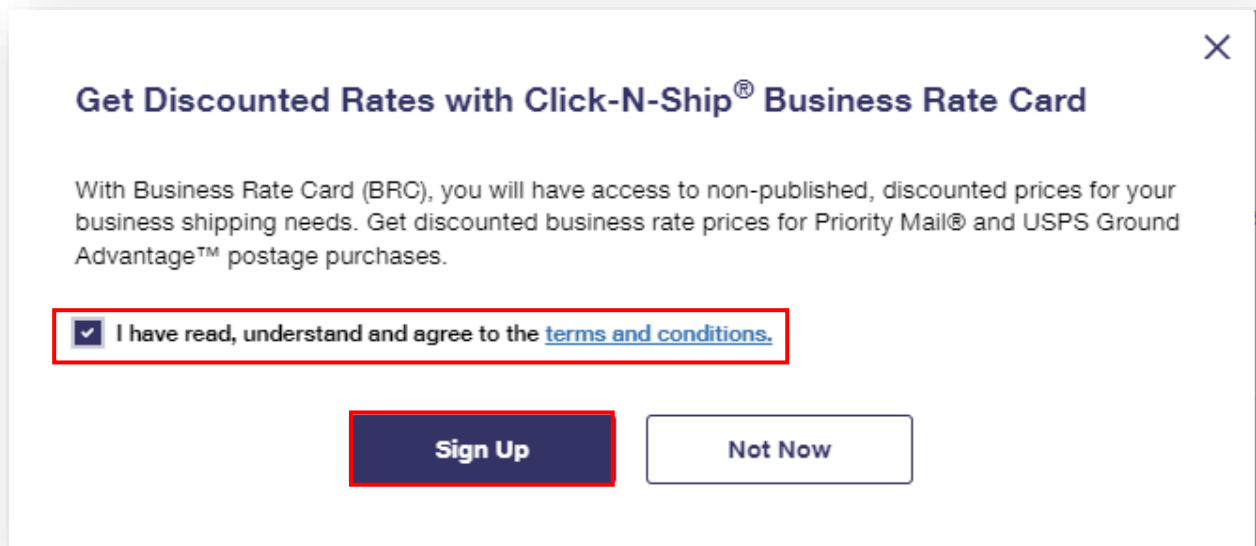
(d)   ☐ Opt out of Click-N-Ship Business Rate Card
By opting out of this agreement, you'll no longer receive the lower business prices.

(e)   [Save]   [Cancel]

8) Printing Settings Preferences

Specify a preferred label printing format.

a) Select the **toggle down arrow** to expand the print settings preferences section.

b) Select **Edit** on the top right of the section and an expanded form will appear.

Print Settings   ✎ Edit   ✕ Clear   ▲

Specify preferred label printing format.

Print Preferences

No Label Printing Preferences are set

c) Select the printing format for your labels by clicking on the dropdown button and choosing a default **Label Printing Format**.

Print Settings

Specify preferred label printing format.

Print Preferences

Select printing format for your labels.
Label Printing Format   ⓘ

Standard (8.5 x 11) - With receipt, one label per page   ∨

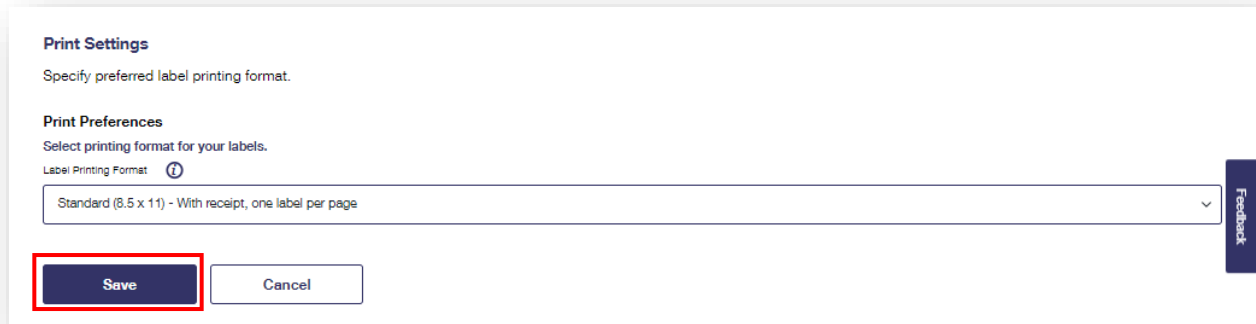Label Printer Compatible (4 x 6) 1 page sheet
Label Printer Compatible (4 x 5) 1 page sheet
Standard (8.5 x 11) - With receipt, one label per page
Standard (8.5 x 11) - Without receipt, two labels per page
Print later at Post Office

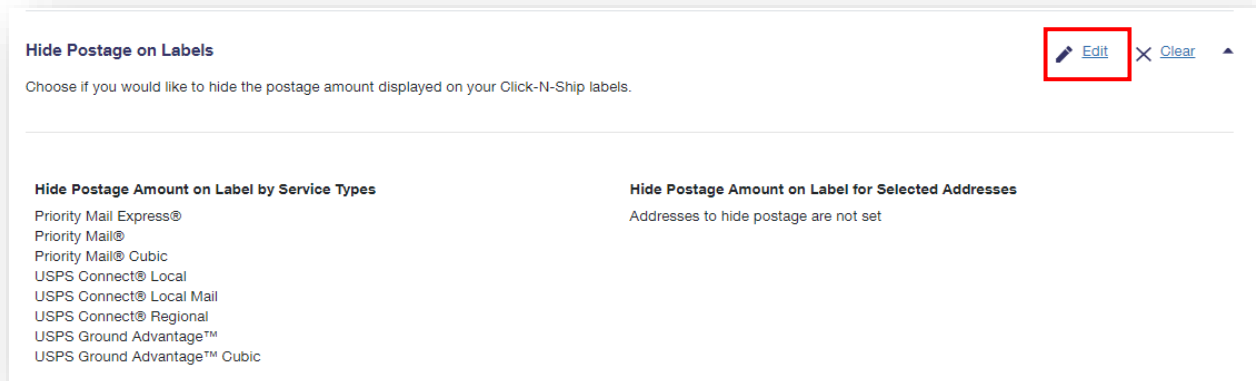d) Once finished, click on **Save** to save your updated preferences selections.

9) Hide Postage on Label Preferences

Set a preference to hide the postage amounts displayed on your Enhanced Click-N-Ship® labels. You can hide postage by Service Type, and you can choose specific addresses to hide postage from.

a) Select the **toggle down arrow** to expand the hide postage on label preferences section.
b) Select **Edit** on the top right of the section and an expanded form will appear.

c) **Hide postage preferences by service type** by choosing the mail classes you wish to hide postage displayed on your labels for.

d) **Hide postage preferences by address** by using the Address Book to add labels to the list below that you wish to hide postage displayed on your labels for:

e) Click **Save** to save any changes and set your suppressed postage preferences.

10) Purchase Labels on Another Account (Business Accounts)

Set a preference to utilize an Enterprise Payment System (EPS) billing account of another user to create, purchase, and ship label(s) on their behalf.

a) Click **Edit**" under Purchase Labels on Another Account. An expanded form will appear.

b) To choose an EPS Billing Account of another user, select an account from the dropdown and select **Save Account**.
   i. *Note, anytime you switch Payer EPS accounts, the label(s) in their Label Manager and Label Cart will be unique to that specific EPS account.*
c) To switch back to using your personal EPS Billing Account, select **Switch To My Account.**

Purchase Labels on Another Account

Shipping on behalf of someone else? Selecting a payer account allows you to use their Enterprise Payment System (EPS) billing account. Any additional benefits you have will not be reflected while using a payer account.

Billing Account

Select Account

95160497 1000013124 ▾

| Save Account | Switch To My Account | Cancel |

(b)   (c)