

# How to Void a Shipment in PSP

## Guidelines

Voiding means that you are not going to use the label, so you will not be charged for the label cost. If you do use the label, even after voiding it, FedEx or UPS will charge you for the label cost.

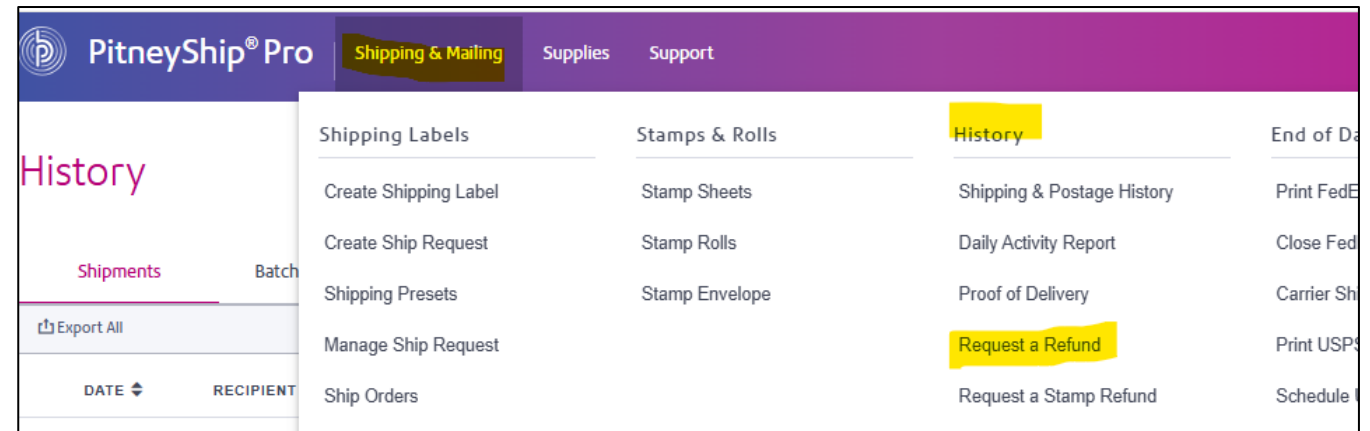
**This applies to FedEx and UPS only. For USPS labels, you must request a refund.**

The Void button is not available if:

**The label is older than 30 days**

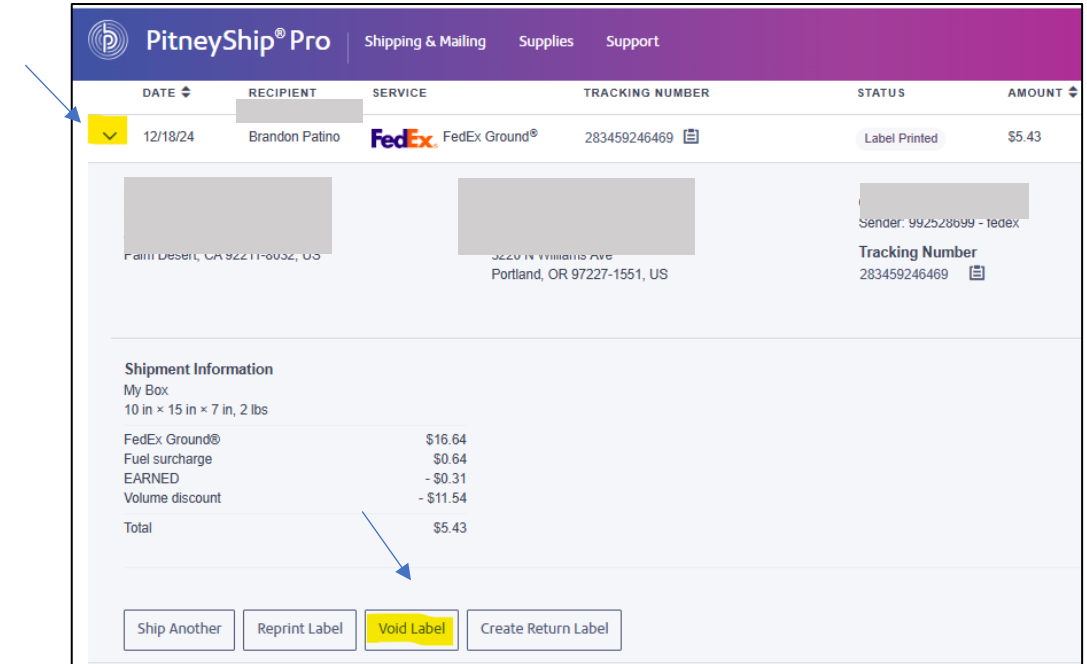
## Voiding a label from the history

1. Select Shipping & Mailing > Request a Refund.



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2. Select the arrow next to the desired shipment, then select Void Label.



The screenshot shows the PitneyShip Pro interface. At the top, there's a navigation bar with 'PitneyShip Pro' and links for 'Shipping & Mailing', 'Supplies', and 'Support'. Below this is a table with columns: DATE, RECIPIENT, SERVICE, TRACKING NUMBER, STATUS, and AMOUNT. A shipment is listed with a date of 12/18/24, recipient Brandon Patino, service FedEx Ground, tracking number 283459246469, status 'Label Printed', and amount \$5.43. Below the table, there's a section for 'Shipment Information' showing details like 'My Box' dimensions and a cost breakdown. At the bottom, there are four buttons: 'Ship Another', 'Reprint Label', 'Void Label' (highlighted in yellow), and 'Create Return Label'. A blue arrow points to the dropdown arrow in the table header, and another blue arrow points to the 'Void Label' button.

DATE	RECIPIENT	SERVICE	TRACKING NUMBER	STATUS	AMOUNT
12/18/24	Brandon Patino	FedEx Ground®	283459246469	Label Printed	\$5.43

**Shipment Information**  
My Box  
10 in x 15 in x 7 in, 2 lbs

FedEx Ground®	\$16.64
Fuel surcharge	\$0.64
EARNED	-\$0.31
Volume discount	-\$11.54
<b>Total</b>	<b>\$5.43</b>

Buttons: Ship Another, Reprint Label, **Void Label**, Create Return Label

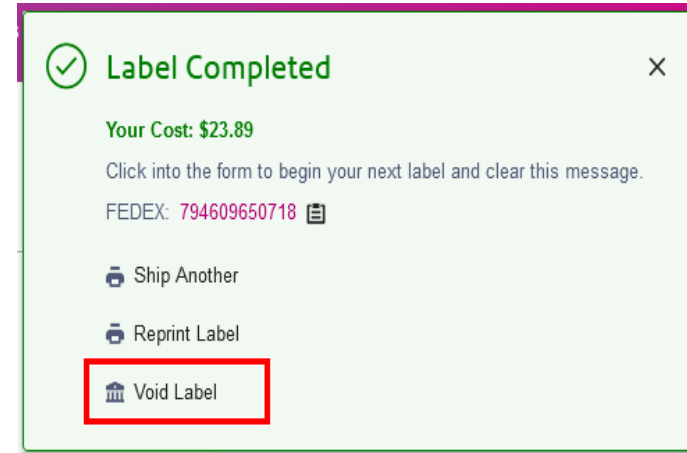
3. Check the box to confirm that you wish to mark the label as voided.

4. Select Continue.

# How to Void a Shipment in PSP

## Voiding a label immediately after printing it

1. In the confirmation of the label that you just printed, select Void Label.
2. Check the box to confirm that you wish to mark the label as voided.
3. Select Continue.



## Batch/multiple shipments

1. Select Shipping & Mailing > Request a Refund.
2. Select the Batch Shipments tab.
3. Select the arrow next to the batch that contains the label(s) you wish to refund.
4. Check the boxes next to the labels you wish to refund.
5. Select the Void Label button.
6. Select the box to agree to the conditions.
7. Select Continue.