

To void a small-package shipment from the Shipping window, start with step 1, or from the Shipment History window, start with step 4:

Steps	Window (if available)
<ol> <li>On the Home tab in the Shipping window, select Void or press Alt and Delete.</li> </ol>	UPS WorldShip         Hore       My Services       Tools       Pinting Activities       Import-Export       UPS.com       Support         Hore       My Services       Tools       Pinting Activities       Import-Export       UPS.com       Support         History       Create a Return       World Ship       For of       Pickup       Messaging         Navigate       Shipment       Repart       Undo       World       Track       Manage Addresse       End of       Pickup       Messaging         Navigate       Shipment       Control       Track       Manage Addresse       End of       Pickups       Messaging         Contomert       Distribution       Stepret       Package       Package       Messages         Company or Name       Postage       Package       Package
<ul> <li>2. A message instructs you on how to void a package in the Shipment History window.</li> <li>Read the instructions.</li> <li>Click OK.</li> </ul>	UPS WorldShip  In order to void a shipment, you must highlight the shipment in Shipment History and click the Void button on the Home tab. The last shipment you processed will be highlighted in Shipment History.  OK





St	eps	Window (if available)
3.	The <b>Shipment History</b> window displays, and the last shipment that you processed is highlighted under <b>UPS Pickups</b> . If the highlighted shipment is the shipment that you want to void, skip to step 5.	UPS WorldShip      X         Home My Services Tools Printing Activities Import-Export UPS.com Support       V@         Tracking NoRPkg Tickelid       Type:         UPS Pickups      XXXXXXX0328000100         UPS Address Pickup      XXXXXX0328000100         UPS Cound Fright      X2424 PM         Discuss Pickups      XXXXXX0328200119         UPS Cound Fright          Mondwide Express Freight
4.	Under UPS Pickups in the Shipment History window, find and select the pending shipment you want to void. Information about the shipment displays on the right side of the window Tip: To find a shipment, click the ⊞ icons to expand the levels in your shipment history or type the tracking number of the shipment in the Tracking No/Pkg Ticket Id box and click Find.	UPS WorldShip         Home       My Services       Tools       Printing Activities       Import Sport       Office         Tracking No/Pkg Tickettit       Tarley Find       Tarley Find       AC       9 Apple Road       Talephone:       9 Apple Road       9 Apple Road       Talephone:       9 Apple Road       9 Apple Road       Talephone:       9 Apple Road       9 Apple Road       10 Attravity Solid       9 Apple Road       9 Apple Road       9 Apple Road       10 Attravity Solid       9 Apple Road       9 Apple Road       10 Attravity Solid       10 Attravity Solid





St	eps	Window (if available)
5.	If the shipment icon shows an up arrow ( , ), you will need to void the shipment using the Void Shipments Page on the web. On the Home tab, click Void. a) WorldShip will prompt you to use the Void Shipments Page on the web.	UPS WorldShip       UPS com       Support         Hom       My Services       Tools       Printing Activities       Import-Export       UPS.com       Support       Presult horization         Ship       WorldShip       Wark as Voided       Import-Export       Wark as Voided       Import-Export       Presult horization       Import-Export       Presult horization         Ship       WorldShip       Wark as Voided       Import-Export       Tack       Archive/Restor       Presult horization       Import-Export       Import-Export       Presult horization       Import-Export       I
6.	<ul> <li>If the shipment icon does not have an up arrow:</li> <li>a) On the Home tab, select Void or press the Alt and Delete. A, confirmation message displays.</li> <li>b) Click <b>Yes</b>. A Void icon displays next to the shipment/packages.</li> </ul>	UPS WorldShip       State         Image: Are you sure you want to Void this shipment?         Image: Yes       No
	<ul> <li>If you voided through WorldShip or manually marked the shipment/package, WorldShip marks the shipment/package as void with the or icon.</li> </ul>	UPS WorldShip       UPS WorldShip         Home       My Services       Tools       Printing Activities       Import-Export       UPS com       Support         Tracking No/Pkg Tickeld       Type:       Find       Bac



## Notes:

- You can only void pending shipments under a Pending Pickup in the Shipment History window. When voiding
  a shipment, the shipment record remains in your database, but the record is marked as void (A or ) under
  the Pending Pickup.
- If you want to void packages or shipments after you have run End of Day, see <u>Void a Shipment After End of Day</u>.
- If a shipment is voided by mistake, you cannot "unvoid" the shipment, but you can repeat the shipment.
- If you have a problem with your bill, simply call the UPS Billing Department at 800-811-1648 with the tracking number(s) and pickup record number(s).