



Refunds

What this document covers:

- Reprinting a label.
 - Applying for a refund for misprinted postage.
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There may be times where you print a label with postage, and either the label is not correct, is not printed, or you decide not to use the label. You can apply for the postage amount to be credited back into your account.

Reprinting a label

If you failed to print a label because your printer malfunctioned, you can reprint the label, and not have to apply for a refund.

To reprint:

- Fix the problem with the printer, and do a test print.
- Go to the postage log.
- Highlight the label you want to reprint.
- Go to the “actions” menu and select “Reprint”

NOTE:

You can do a reprint within 24 hours. You have only one opportunity to do a reprint.

Refunds

There are two ways to apply for a refund:

- **Electronic:** If you printed or attempted to print a label, and you were using Signature or Delivery Confirmation, you can apply for a refund electronically, and you don't need to send any documents to us. **You must apply for the refund within 10 days of printing the label.**
- **Physical:** You can apply for a refund of postage by printing the refund form from our website, and send the form to us with the original label. If the postage mark can be scanned, your account will be credited.

Applying for a refund (Manually)

- Open the Postage menu, and select “Refund Request”.
- There are four ways to search for items to request refunds on. Select the criteria you want to search by, and click “Go”.
- Click on the “Add to request” box for each item you want a refund for, and click on “Preview Refund Request”.

Refundable Transaction List

Select up to 100 refund transactions

Add To Request	Transaction ID	Postmark Date	Printed On (GMT)	Destination ZIP	Service Class	Postage Amount
<input checked="" type="checkbox"/>	6	09/12/03	09/12/03 23:16:43	95054-1122	First Class	\$ 0.37

Preview Refund Request

- Review the items you selected. If you selected an item by mistake, click on the red “X” in the “Remove Item” column.
- When everything is complete, click on the “Submit Refund Request” button.
- Read the Privacy Act notice and click on the “Submit Refund Request” button again.
- Click on the button labeled “Refund Request Form”. When the form is displayed, print the form, and mail it to us with the original mail piece to the address on the form.

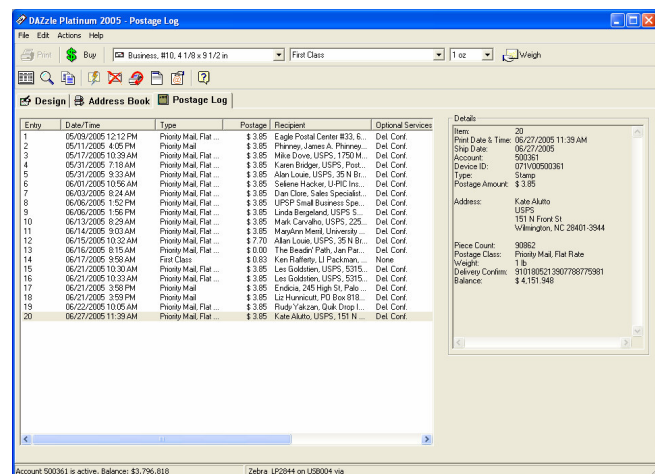
Applying for a refund (Electronically)

If the label you are requesting a refund for has Delivery or Signature Confirmation, and it is less than 48 hours from when you print the label, you can apply for an electronic refund. This means that you don’t have to mail the label to us in order to get your refund!

To apply:

- Click on the “Postage Log” tab.
- Highlight the mail item you want a refund on.
- Click on the “Actions” menu.
- Select “E-Refund”

As long as the mail piece does not enter the mail stream, you will receive a refund in about 2-3 weeks.



Further Questions?

If you have any questions, please call us at 800-576-3279.