

Frequently Asked Questions about the UPS Shipping Site For Newborn Screening

Q. How do I edit a shipment?

A. You cannot edit a shipment. You must void the package and reship.

Q. How do I void a shipment?

A. From the Ship tab, select Shipment History. Click the radio button next to the desired shipment and click the VOID button

Q. How do I track my package?

A. From the Ship tab, select Shipment History. Click the radio button next to the desired shipment and click the TRACK button

Q. How do I reprint my label?

A. From the Ship tab, select Shipment History. Click the radio button next to the desired shipment and click the DETAIL button then from the detail screen click the REPRINT button.

Q. How do I do a multi-piece shipment?

A. Enter your shipment information as you would for a single piece shipment. In the bottom right corner click the "Add another package" button