

## Voiding UPS Shipments

Shipments can be Voided via VinNOW up to 28 days after creation. Return shipments must be voided within 24 hours.

Void is only valid before a shipment is picked up by the UPS service provider.

To void a shipment:

- Go to UPS Online Tools Shipping in Back Office
- Find the desired order in the UPS Shipping module.
- Select it, by clicking on the invoice in the check mark column.
- On the Process menu, click the Void Shipment option.

**Note: if you have your email preferences set to email the customer when the UPS label is created, the customer will receive an e-mail notification of shipment based on the original label. If you void the shipment (within the 24hr window), a second email will then be sent indicating that the shipment has been canceled**

**Note: Voiding a shipment is not the same as voiding an invoice. If you need to do both, void the shipment first, then void the invoice.**