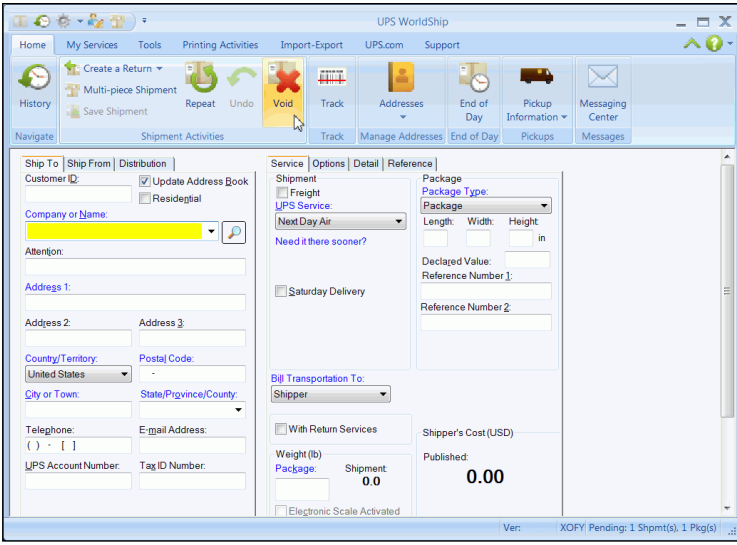
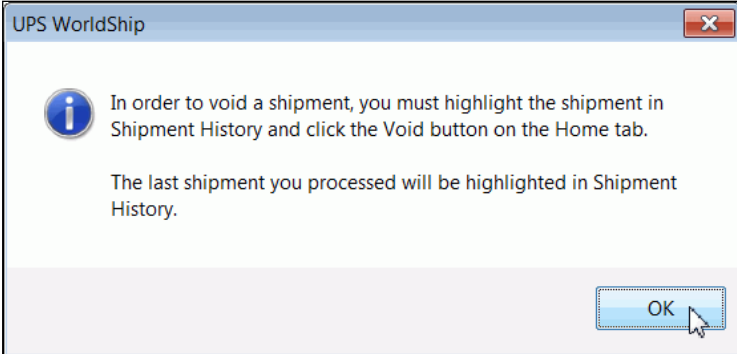




To void a small-package shipment from the Shipping window, start with step 1, or from the Shipment History window, start with step 4:

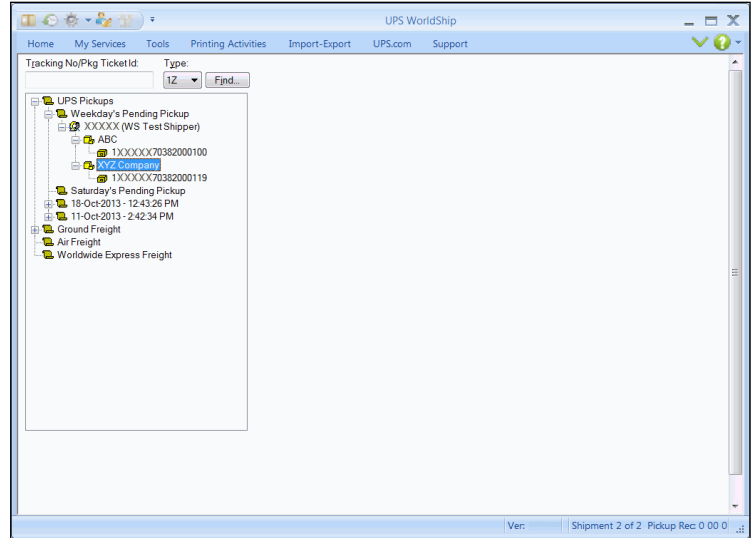
| Steps | Window (if available) |
|---|--|
| <p>1. On the Home tab in the Shipping window, select Void or press Alt and Delete.</p> |  |
| <p>2. A message instructs you on how to void a package in the Shipment History window.</p> <ul style="list-style-type: none">• Read the instructions.• Click OK. |  |




Steps

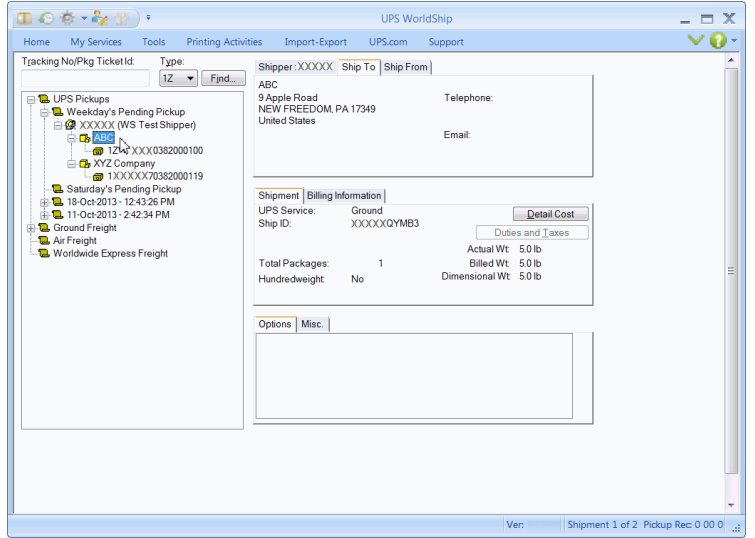
3. The **Shipment History** window displays, and the last shipment that you processed is highlighted under **UPS Pickups**. If the highlighted shipment is the shipment that you want to void, skip to step 5.

Window (if available)




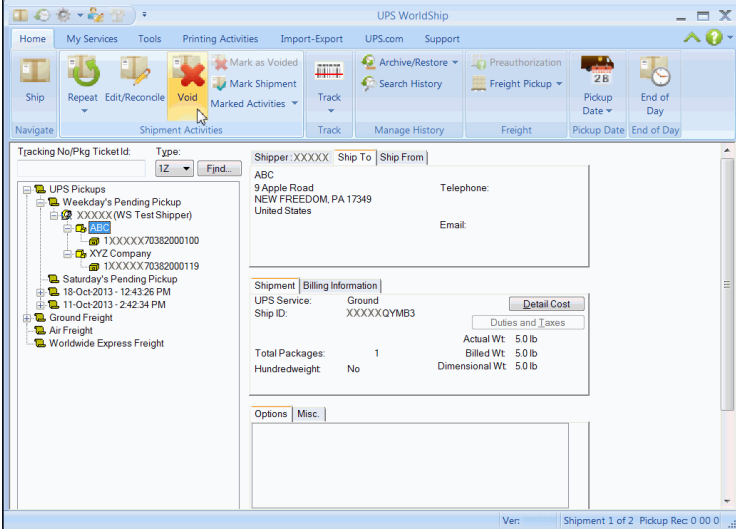
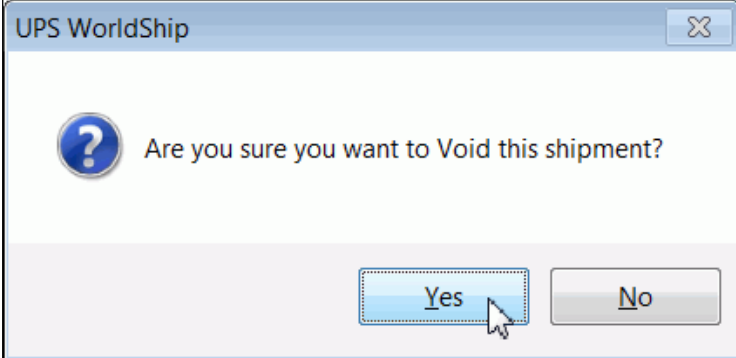


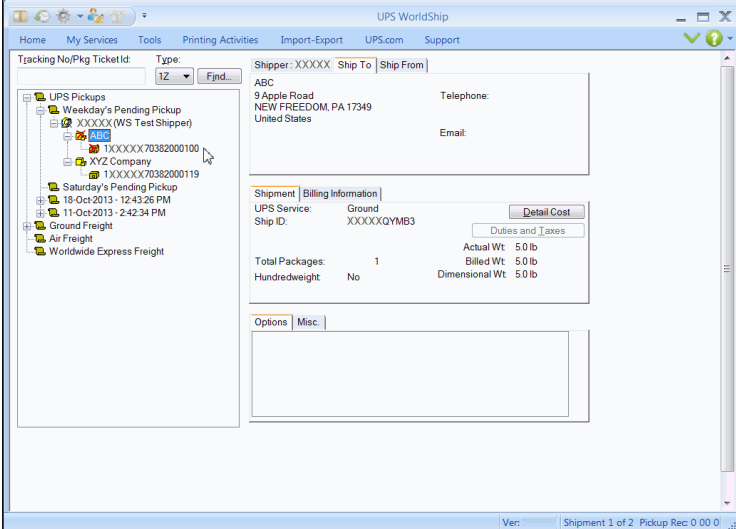


4. Under **UPS Pickups** in the **Shipment History** window, find and select the pending shipment you want to void. Information about the shipment displays on the right side of the window

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**.





| Steps | Window (if available) |
|---|--|
| <p>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.</p> <p>a) WorldShip will prompt you to use the Void Shipments Page on the web.</p> |  <p>The screenshot shows the UPS WorldShip application window. The 'Home' tab is active. In the 'Shipment Activities' section, the 'Void' button is highlighted with a mouse cursor. The interface includes a navigation pane on the left with a tree view of 'UPS Pickups' and 'Worldwide Express Freight'. The main area displays shipment details for 'Shipper: XXXXX' and 'Ship To: ABC', including address and contact information. Billing information shows 'UPS Service: Ground' and 'Ship ID: XXXXXQYMB3'. Package details include 'Total Packages: 1', 'Actual Wt: 5.0 lb', 'Billed Wt: 5.0 lb', and 'Dimensional Wt: 5.0 lb'.</p> |
| <p>6. If the shipment icon does not have an up arrow:</p> <p>a) On the Home tab, select Void or press the Alt and Delete. A confirmation message displays.</p> <p>b) Click Yes. A Void icon displays next to the shipment/packages.</p> |  <p>The screenshot shows a confirmation dialog box titled 'UPS WorldShip'. The text reads 'Are you sure you want to Void this shipment?'. There are two buttons at the bottom: 'Yes' and 'No'. A mouse cursor is pointing at the 'Yes' button.</p> |
| <p>• If you voided through WorldShip or manually marked the shipment/package, WorldShip marks the shipment/package as void with the  or  icon.</p> |  <p>The screenshot shows the same UPS WorldShip interface as in step 5. In the tree view under 'UPS Pickups', the 'Void' icon (a red 'X' over a package) is now visible next to the selected shipment, indicating it has been voided.</p> |



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 (🚫 or 🚫) under the Pending Pickup.
- If you want to void packages or shipments after you have run End of Day, see [Void a Shipment After End of Day](#).
- 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).