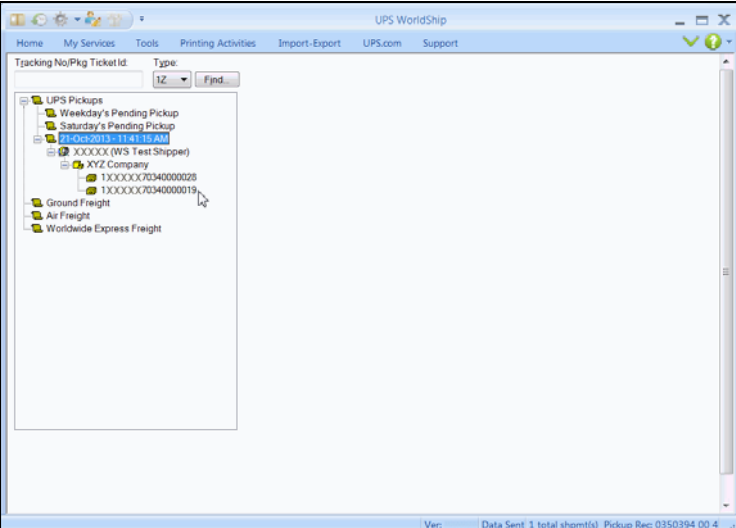You can only void a small-package shipment after End of Day when:

1. UPS has received Electronic Shipment Data (Order Processed: Ready for UPS).
2. UPS has not taken possession of the shipment.
3. There has been no delivery change request on the package, e.g., UPS Delivery Intercept or My Choice Delivery Change Request.

You can void shipments after End of Day from the Shipment History window.

Note: A Return Service Label fee cannot be voided through WorldShip. This message appears when attempting to void a Return Service Label tracking number. "The package that you are trying to void does not need to be voided and will not be charged until it is delivered". The label fee will appear on the invoice. The transportation charges will not be invoiced unless the return package is delivered.

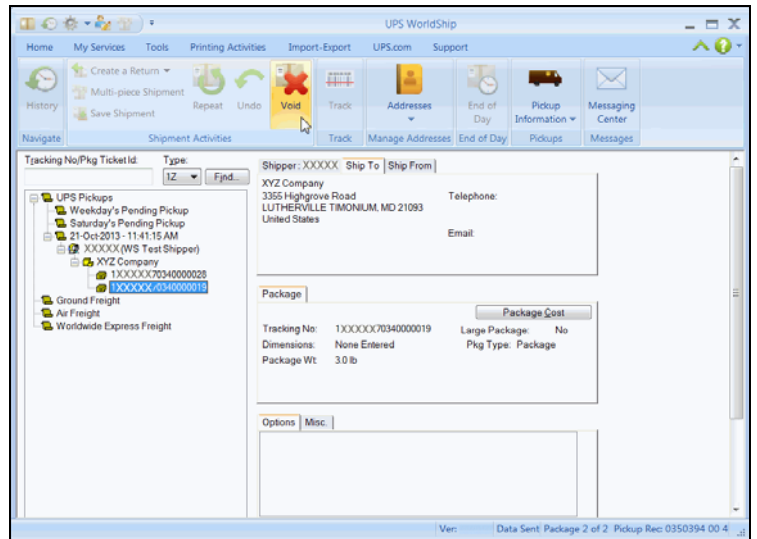**To void a small-package shipment from the Shipment History window:**

Step	Window (if available)
1. Find the processing date of the shipment you want to void and then select the individual 1Z tracking number of the package you want to void. **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 the Find button.	

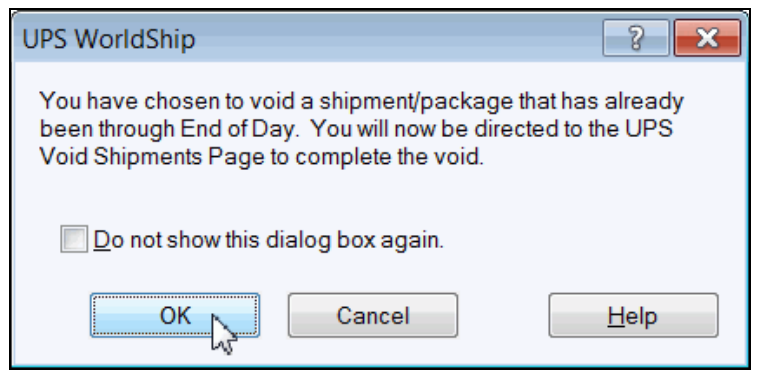|	
2. Information about the package appears on the right side of the window. On the Home tab, select Void or press the Alt and Delete keys on the keyboard.	
3. The Void after EOD window appears. Click the OK button. **Tip:** If you do not want to see this window each time you void a package, select the Do Not Show This Dialog Box Again check box.	

4. The UPS Void Shipments Page on the Web appears.

   Click the Continue button and follow the onscreen instructions to complete the void.
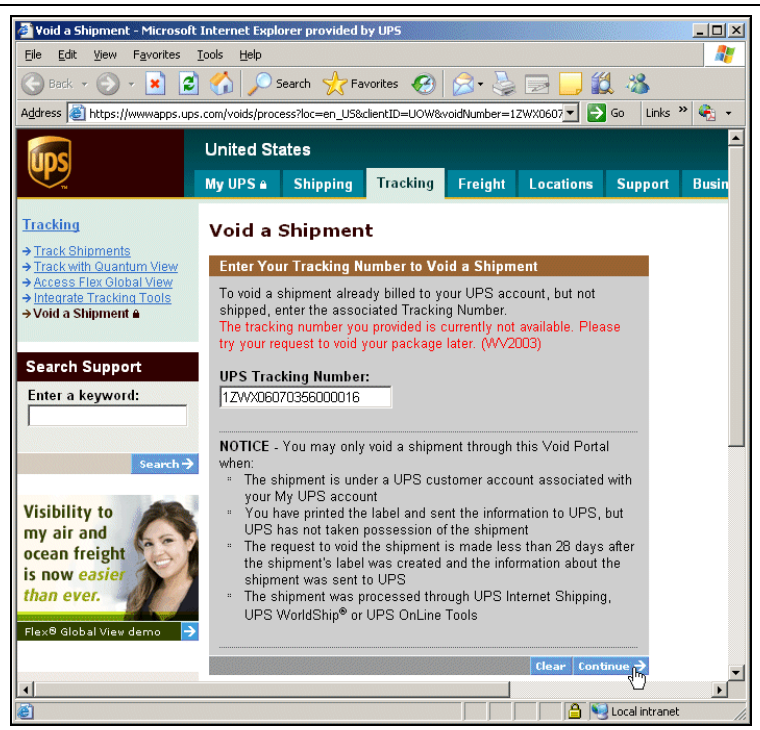
Notes:

- When you void a shipment from the UPS Void Shipments Page, the Shipment History window is not updated and does not indicate you voided the shipment. To remind yourself that the shipment was voided, you can manually mark the voided shipment. Simply right-click on the shipment or package and then click Mark as Voided. The ⬛ shipment icon and the ⬛ package icon change to ⬛ and ⬛ respectively.

- If you want to void a package or shipment before you have run End of Day, see Void a Shipment Before End of Day.

- 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).