



Voiding

blazorportal.desktopshipper.com



What is the purpose of voiding?

Voiding allows you to cancel a package label and flip the order status back to "Ready" allowing you to create a new label.

Voids for Pre-Paid labels for carriers like Pitney Bowes also submits an electronic refund to receive your money back in 1-2 weeks time.

Requirements



**Order in
"Shipped"
status**

Shipped

**User permission
level of Shipper or
above**



Where can shipments be voided in Blazor?

- Shipments can be voided from the Orders page

The screenshot shows the 'ORDERS' page in a Blazor application. The navigation bar includes 'ORDERS', 'BATCHES', 'CSV', 'SHIPMENTS', 'END OF DAY', and 'SETTINGS'. The 'ORDERS' menu item is circled in red. The main content area displays a table of orders with columns for 'ORDER ID', 'CUSTOM ID', 'SOURCE', 'MARKET ID', and 'SHIP METHOD'. Two orders are listed, both with a 'Shipped' status. The second order (102443) is selected, and its details are shown below. The details section includes a 'Shipped' status, a 'Void' button, and a 'Print' button. The 'Void' button is highlighted in red.

ORDER ID	CUSTOM ID	SOURCE	MARKET ID	SHIP METHOD
102410			01010...	F11
102443			1234-1	F92

PACKAGE ID	STATUS	CARTON COST	CARTON WEIGHT	SHIPPED CARRIER
102443	Active	\$22.08	3.0000	FEDEX

- Shipments can be voided from the Shipments page

The screenshot shows the 'SHIPMENTS' page in a Blazor application. The navigation bar includes 'ORDERS', 'BATCHES', 'CSV', 'SHIPMENTS', 'END OF DAY', and 'SETTINGS'. The 'SHIPMENTS' menu item is circled in red. The main content area displays a table of shipments with columns for 'PACKAGE ID', 'INT CODE', 'CARRIER', and 'TRACKING NUMBER'. Four shipments are listed, all with a 'Void' status. The 'Void' button is highlighted in red for each shipment. The bottom of the page shows a partial view of the details for shipment 102443, including a 'Void' button and a 'Print' button.

PACKAGE ID	INT CODE	CARRIER	TRACKING NUMBER
102477-10	U11	UPS® Ground	1Z33R22X0398398195
102477-9	U11	UPS® Ground	1Z33R22X0395220989
101537-4	U11	UPS® Ground	1Z33R22X0392510224
101538-4	U11	UPS® Ground	1Z33R22X0393711416

PACKAGE ID	STATUS	CARTON COST	CARTON WEIGHT	SHIPPED CARRIER
102443	Active	\$22.08	3.0000	FEDEX

Voiding a shipment from the Orders page

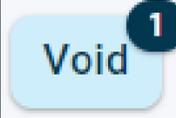
- 1. In Blazorportal, navigate to the **ORDERS** page.
- 2. Filter for Shipped orders
- 3. Search the order
- 4. Click the symbol to view the shipment details
- 5. Click the Packages tab
- 6. Click the **Void** button to void the shipment.

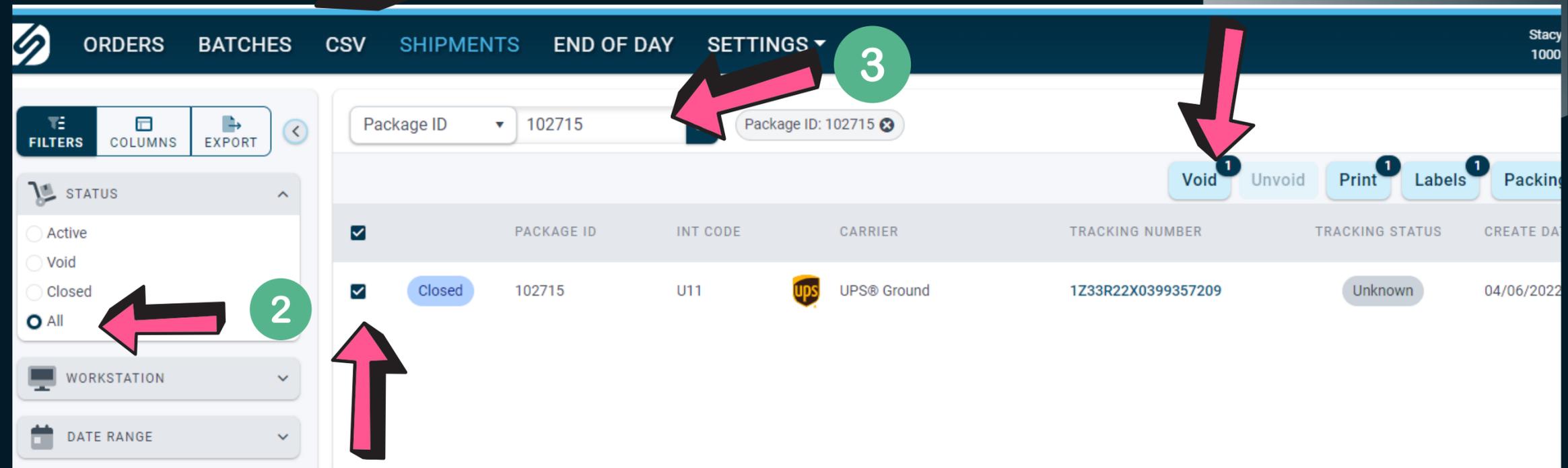
The screenshot displays the Blazorportal interface. At the top, a navigation bar contains 'ORDERS', 'BATCHES', 'CSV', 'SHIPMENTS', 'END OF DAY', and 'SETTINGS'. On the left, a sidebar has 'ORDERS' with a filter for 'Shipped' selected. The main content area shows a table of orders. The second order, with ID 102443 and status 'Shipped', is selected. Below the table, the 'Packages' tab is active, showing a table with columns 'PACKAGE ID', 'STATUS', 'CARTON COST', 'CARTON WEIGHT', and 'SHIPPED CA'. The first package (ID 102443, status Active) has a 'Void' button next to it.

ORDER ID	CUSTOM ID	SOURCE	MARKET ID	SHIP METHOD
102410			01010...	F11
102443			1234-1	F92

PACKAGE ID	STATUS	CARTON COST	CARTON WEIGHT	SHIPPED CA
102443	Active	\$22.08	3.0000	FEDEX

Voiding a shipment from the Shipments page

1. In Blazorportal, navigate to the Shipments page.
2. Filter status for All orders *
3. Search the order
4. Click the box to select the order
5. Click the  button to void the shipment.



The screenshot shows the 'SHIPMENTS' page in a web application. The navigation bar includes 'ORDERS', 'BATCHES', 'CSV', 'SHIPMENTS', 'END OF DAY', and 'SETTINGS'. A search bar contains 'Package ID' and '102715'. On the left, a 'FILTERS' sidebar shows 'STATUS' with radio buttons for 'Active', 'Void', 'Closed', and 'All' (selected). Below are 'WORKSTATION' and 'DATE RANGE' dropdowns. The main table has columns: PACKAGE ID, INT CODE, CARRIER, TRACKING NUMBER, TRACKING STATUS, and CREATE DATE. A row is selected with a checkbox and a 'Closed' status tag. Action buttons 'Void', 'Unvoid', 'Print', 'Labels', and 'Packing' are visible above the table.

* Some carrier services are automatically closed upon shipment. That's why it's helpful to filter status for All. Active status won't include shipments that have already closed.

- Multiple orders can be voided by selecting more than one box. The Void button will highlight the number of orders that are selected for voiding.
- Selecting the top checkbox will mark all orders on that page for voiding.

Voiding shipments by Batch

- Orders that are batch processed may also be voided by batch. This can also be accomplished in the Batches page and the Shipments page.

To void from the Batches page, do the following:

1. In Blazorportal, navigate to the **BATCHES** page.
2. Filter for Shipped batches
3. Search the batch ID or name
4. Click the Shipments tab
5. Select the package or packages that you want to void. **NOTE:** Selecting the top box will select ALL orders in the batch for voiding.
6. Click the **Void** button to void the shipment(s).

The screenshot shows the Blazorportal interface with the following elements and annotations:

- Navigation Bar:** ORDERS, **BATCHES** (highlighted with a green circle '1'), CSV, SHIPMENTS, END OF DAY, SETTINGS.
- Filters Panel (Left):** FILTERS, COLUMNS, BATCHES (1), All, Unshipped, Processed, **Shipped** (highlighted with a green circle '2'), STATUS, DATE RANGE (1) Last 6 Months, USER.
- Search Bar:** Batch ID or Name... (highlighted with a green circle '3').
- Batch Summary:** Blazor 5 Test RM, ID: 101378, Shipped (30 Shipped), 30, 02/23/2022. Includes buttons for Rate, Rate & Ship, Mark Shipped, and Fetch Labels.
- Shipment List:** Orders, **Shipments** (highlighted with a green circle '4').
- Table:** Columns include PACKAGE ID, INT CODE, CARRIER, TRACKING NUMBER, TRACKING STATUS, and CREATE DATE. The first row is selected with a checkbox (highlighted with a green circle '5').
- Action Buttons:** Void, Unvoid, Print, Labels (highlighted with a green circle '6').

Voiding shipments by Batch

To void a batch from the Shipments page, do the following:

- 1. In Blazorportal, navigate to the SHIPMENTS page.
- 2. Filter status for ALL
- 3. Search the Batch ID
- 4. Select the package or packages that you want to void. NOTE: Selecting the top box will select ALL orders in the batch for voiding.
- 5. Click the Void button to void the shipment(s) or the entire batch.

The screenshot shows the Blazorportal interface for the SHIPMENTS page. The navigation bar includes ORDERS, BATCHES, CSV, SHIPMENTS, END OF DAY, and SETTINGS. The left sidebar contains filter options: STATUS (Active, Void, Closed, All), WORKSTATION, DATE RANGE, TRACKING STATUS, CARRIER SERVICE, and USER. The main area displays a table of shipments for Batch ID 101378. The table has columns for PACKAGE ID, INT CODE, CARRIER, TRACKING NUMBER, TRACKING STATUS, and CREATE DATE. The first row is selected, and the 'Void' button is highlighted. Annotations 1-5 point to the SHIPMENTS menu, the 'All' status filter, the Batch ID search box, the selection checkboxes, and the 'Void' button respectively.

PACKAGE ID	INT CODE	CARRIER	TRACKING NUMBER	TRACKING STATUS	CREATE DATE
102288-2	U11	UPS® Ground	1Z33R22X0392208972	Created	03/14/2022
102286-3	U11	UPS® Ground	1Z33R22X0394435160	Created	03/14/2022
102283-2	U11	UPS® Ground	1Z33R22X0391257555	Created	03/14/2022
102290-2	U11	UPS® Ground	1Z33R22X0393352144	Created	03/14/2022
102285-2	U11	UPS® Ground	1Z33R22X0394629111	Created	03/14/2022
102287-3	U11	UPS® Ground	1Z33R22X0390874934	Created	03/14/2022
102281-2	U11	UPS® Ground	1Z33R22X0393861924	Created	03/14/2022
102289-2	U11	UPS® Ground	1Z33R22X0392172500	Created	03/14/2022
102310-2	U11	UPS® Ground	1Z33R22X0393568091	Created	03/14/2022
102309-2	U11	UPS® Ground	1Z33R22X0392371885	Created	03/14/2022

OK, I voided the orders. Now what happens?

- Orders will now be marked void in the Blazor portal.
- Order status will reset from Shipped to Unshipped.
- Pre-paid labels (like Pitney Bowes) will have a refund request sent to the carrier. This normally takes a couple of weeks to process before the money is refunded to your account.
- Depending on the integration, a void shipment request may be sent to your order management system. This will reset the order status there also.
- Not every integration supports this. Manual voiding of the shipment may be required in your integration.
- New shipments can now be made on the order. These will now show up as unvoided on the Shipments tab.

Oops!, I voided the orders but didn't mean to. What can I do?

- Unvoiding is supported in the Shipments page. Click Unvoid to remove selected orders from Void status.
- Order status will reset from Unshipped to Shipped.



Voiding

COMPLETED

Please reach out for additional questions at:

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