









# Makes Returns Easy

Returns happen, but they don't need to be complicated. **ShippingEasy** offers two ways to make returns simple: **Prepaid Return labels** and **Scan-based Return Labels**.

## What is the difference?

	Prepaid	Scan-based
When do I print the label?	After the customer requests to return	Along with the original shipping label
When am I charged for the label?	As soon as you purchase the return label	Only if the label is scanned in
How do I get the label to my customer?	Can email automatically from ShippingEasy	In the box with the original shipment

## What does the process look like?

Prepaid	Scan-based
 <b>1)</b> Customer contacts you to request a return.	 <b>1)</b> Print the return label with the shipping label.
 <b>2)</b> Purchase the Pre-paid Return Label on ShippingEasy.	 <b>2)</b> Pack the return label in the box.
 <b>3)</b> Automatically email the label to your customer.	 <b>3)</b> The return label arrives with the original shipment.
 <b>4)</b> Customer prints the label and ships the package back to you.	 <b>4)</b> To return, just stick the label on the box and ship it back.

## FAQs

### What if my customer doesn't use the Prepaid Return Label?

If your customer doesn't use the label, you can request a postage refund by cancelling the label in ShippingEasy within 10-days of purchase and within 30-days of purchase on Endicia.com. Find out how to cancel the label on ShippingEasy [HERE](#) and on Endicia.com [HERE](#).

### What are the requirements for Scan-based Return Labels?

To enable Scan-based Return labels, you need to speak with an Endicia representative. The Endicia representative will explain the specifics, but there are two important details to know upfront.

- 1)** The Endicia postage accounts must be set up with a \$200 automatic refill. This ensures that there is postage available to pay for the label if it's scanned in.
- 2)** There is a \$0.25 fee for each Scan-based Return Label.

### Can I generate both domestic and international return labels with ShippingEasy?

At the moment, labels generated in ShippingEasy must be for shipments originating in the U.S. So, you can create return labels for domestic shipments, but not international shipments.

### Do you have additional help content about return labels?

Yes. You can learn more about Prepaid Return Labels [HERE](#) and Scan-based Return Labels [HERE](#)