Shipping labels troubleshooting

<h2>GUIDE.SUMMARY This article covers <ul> Troubleshooting for printing labels on eBay Error codes for shipping labels </h2><h2>GUIDE.RELATED_LINKS   Related help pages Shipping labels: <ul> Print label visual guide
 http://pages.ebay.com/s ellerinformation/shipping/ebaylabels.html
 Print shipping labels
 http://pages.ebay.com/help/pa y/questions/print-labels.html
 Creating labels
 http://pages.ebay.com/help/pay/printin g-labels.html
 Managing your labels in My eBay - reprinting, printing, and voiding labels
 http://pages.ebay.com/help/p ay/printing-labels.html#manage
 Bulk Solutions
 http://pages.ebay.com/sell erinformation/shipping/bulktools.html
 eBay Bulk Shipping Tool
 http://pages.ebay.com/help/sell/sm -shipping.html#bulk
    Carrier-specific help <ul> US Postal Service (USPS) shipping services
 http://pages.ebay.com/help/pay/shi pping-services.html
 FedEx shipping services
 http://pages.ebay.com/help/pay/fedex

-services.html
 UPS shipping services
 http://pages.ebay.com/help/pay/ups-services.html Related KB articles <ul> Shipping labels overview Shipping overview   </h2><h2>GUIDE.TALKING_POINTS MyIT report filed <ul> Thank you for informing us of the problem you're experiencing. I can appreciate the urgency in wanting to get this issue resolved. I submitted a formal report to our technical team to get this resolved. TIP filed already or shipping label issue is identified (e.g., Pitney Bowes is down), but there is no fix or estimated fix time <ul> As of now, there isn't a specific time in which the technical issue will be resolved. I can assure you that our technical team is working diligently to resolve the issue. In the interim, I recommend you print the label directly with the shipping carrier. I appreciate your patience and understanding while we work to fix this technical problem. Member is upset with eBay <ul> I understand completely your frustration with not being able to print your shipping label through eBay. I'm sorry for the inconvenience this is causing to your business. Under the circumstance, I recommend you consider printing the shipping label directly with your preferred shipping carrier. This will be a timely solution for your customers while our technical team actively works to resolve the shipping label issue. Printed label is small <ul> When you reprint your label, make sure your printer is set to print landscape, and not portrait. Also, make sure your images aren't set to shrink to fit on the page. To do this in Internet Explorer: Go to File, then Page Setup. Uncheck the box next to Enable Shrink to Fit.

   Label is printing in landscape instead of portrait You may have selected a label printer of one size, while attempting to print on a different printer size. Try the following: <ul> Solution 1: In the print label dialog, make sure that the destination printer matches the actual printer the user is printing on. Solution 2: Change default printer to match actual printer before printing your next label. Solution 3: Change Settings to use Adobe Reader and reprint the label.   Label is printing too close to upper left-hand corner (and being clipped when printed) Although clipped labels generally pass carrier's tests, they can cause concern for the member and look bad.Try the following: <ul> Solution 1: Change Settings to use Adobe Reader and reprint the label. Solution 2: Change default printer to be your actual printer before printing your next label. The buyer's address on the shipping label is different from their address in View Order Details <ul> The shipping label system sends the address to the shipping carrier to be validated at which time the shipping carrier may modify the address to match their records and formatting. Member can print through another program (e.g., Word), but not through eBay <ul> Your default printer settings may be the problem in this case. Make sure your desired printer is set as your default printer. This is especially true if <ul> You've recently bought this printer, but haven't set it up You recently set up another printer You're able to print from certain applications (like Microsoft Word), but not from websites like eBay.   To set your

default printer, go through your Control Panel (Windows) or System Preferences (Mac) to ensure that your default printer is the same as the one you're trying to use to print. International labels and military APO, DPO, and FPO labels For international transactions, we take extra steps to ensure that the transaction is secure. Did your buyer pay for the item yet? One security feature is that a seller can only print a label after the buyer completes checkout.   Did your buyer pay off the eBay site? If the buyer pays outside of eBay checkout and either the buyer or the seller marks the item as paid, the label can't be printed. Paying off eBay is generally discouraged, but we're aware that in some cases, it's unavoidable. Since your buyer paid for the item off the eBay site, you'll have to print your label off of eBay as well.   Did you already print a label? There are certain countries and military addresses that are limited to 1 printed label for security purposes. If you need to print a new label, you can void the original shipping label. You'll need to print the new label at your local shipping office.   Wrong PayPal account is being charged <ul> You'll need to change which PayPal account is being charged for labels PayPal shipping label not printing There are several things that could cause this. Length of address - Check to make sure that there are no more than 40 characters in each address line Pop-up blocker is on - Try turning the pop up blocker off Printer issues - Try adjusting your printer settings Chrome browser - Currently, the Chrome browser is not supported for PayPal shipping labels Java and Adobe Reader - Make sure you have the most recent updates for <a

href="http://java.com/en/download/index.jsp">Java and Adobe Reader Incorrect label size - Check the label paper you're using "Uncheck" HP Smart Web Printing - You can disable it in Internet Explorer by going to Tools, then Manage Add Ons. USPS shipping label not printing If you're unable to print a United States Postal Service shipping label, it could be because: <ul> The "Ship To" information entered is incorrect or incomplete. If it's incorrect, you may receive an error message that tells you what the problem is. You're shipping to an international address or a military APO, FPO, or DPO address? For these types of addresses, we take extra steps to ensure that the transaction is secure. There was an interruption in your Internet connection. Such interruptions can cause errors when you try to create, print, reprint, or void labels. You may need a more current version of Java. You may need a more current version of Internet Explorer. You may need to clear the cache or delete the cookies in your browser's history. You may need to clear your Java cache. </h2><h2>GUIDE.DETAILED_INFORMATION Basic troubleshooting <ol> See detailed

steps here Try using a different browser Disable popup blocker software Enable JavaScript See workflow for more details System requirements <h4>Windows</h4> For international labels, we don't use Java. You must have Adobe Reader v.9.3.3 or higher (Adobe Reader is free). If you're seeing an hourglass, this could mean the Adobe Reader version is old. Click on the upgrade link in the label window to download the newest version:
 http://get.adobe.com/reader/ You may see the international label and a yellow warning. In this case, you'll need to accept the warning in order to print the label.   <h4>Mac</h4> For international labels we don't use Java. You must have Adobe Reader v.9.3.3 or higher (Adobe Reader is free) If you're seeing an hourglass, this means the Adobe Reader version is old. Please update Adobe Reader from the Adobe site:
 http://get.adobe.com/reader If you're using FireFox, you may need to install a plug-in to render the PDF; the name of the plug-in is "PDF Plugin for Firefox on MAC OS X". Or, you may choose to use Safari or Chrome to print the label. Supported label printers The following label printers are supported by eBay and PayPal online postage: Zebra LP2844-Z 4x6, Ht-146 4x6, LP2844 4x6, TLP2844 4x6, TLP3842 4x6, TLP3844-Z 4x6   DYMO LabelWriter 330-Turbo 2X7.3, 330 2X7.3, 330-Turbo 2.4X7.5, 330 2.4X7.5, 400 2.4X7.5, 400 Turbo 2.4X7.5, Twin Turbo 2.4X7.5   Brother QL-500 Continuous, QL-550 Continuous, QL-570, QL-1050   Pitney Bowes LPS-1 Continuous Label printer troubleshooting <h4>Java 2 Runtime Environment | Download J2SE JRE</h4> Near the upper right corner of the "Purchase and Print USPS postage" screen, you can select a label printer device. You may receive the following message after selecting

a printer: "To print your shipping label with a label printer, you may need to download the Java 2 Runtime Environment. Download J2SE JRE". You may see this message every time you use the label printer, even if you've already downloaded the required file. If you're having problems printing, uninstall the previous version of the J2SE JRE file and reinstall it through the download link. If a problem still occurs, contact your local computer technician to assist. <h4>Error when using a label printer for the first time with the labels workflow</h4>   Members printing with a label printer for the first time may see the following message:

 <img alt="" border="1" height="300" src="https://cskb.qa.ebay.com/library/EBAY/Images/GUIDE/1001%20-%201500/1008/signatureErro r.png" width="510">   When this message appears, click Run. <h4>Member is unable to see image of their label and sees message to download J2SE JRE</h4>   Some members may not see an image of their label, and instead receive the following message:

 ABC_https:// cskb.vip.ebay.com/library/EBAY/Images/3701-4000/3821/downloadJava.jpg   In this case, click on the Download J2SE JRE link. Once installed, the label will display correctly. PDF troubleshooting <h4>Windows</h4> Internet Explorer (IE) and Firefox common issues: <ul> No plugin <ul> Solution: Install Adobe Reader.   Plugin crashed <ul> Solution: Fix the Adobe Reader preferences by enabling Java and browser plugin in Settings.   Browser prints empty page <ul> Solution: Use the print button from the PDF file.   Chrome common issues: <ul> Print size issue <ul> Solution: Try using Internet Explorer or Firefox and <a

href="https://cskb.qa.ebay.com/cskbapp/art?page=content&id=GUIDE1007#instructionsreprintl abel">reprint the label from the label management page.   <h4> Mac</h4> There are no known issues with Safari Firefox common issue: <ul> No plugin <ul> Solution: Install Adobe Reader.   Change setting to use Adobe reader <h4>Chrome (other browsers to follow)</h4> You have already printed the label and you want reprint <ul> Run Chrome Download adobe reader if they have not already done so Navigate to chrome://plugins/ <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/EU%20Images/UK/Guide1008-1.png"> Disable Chrome PDF viewer <img alt="" src="https://cskb.qa.ebay.com/library/EBAY/EU%20Images/UK/Guide1008-2.png"> Enable Adobe Reader Go to My eBay Under Sell in the left bar Select Shipping Labels Click re-print next to label you want to re-print. This will center the image so the clipping does not occur. Change printing settings from print shipping label page While printing your next label, change your printer setting from the print shipping label page.
 For a new transaction you want to print label: <ul> Go to My eBay > Selling Under Sold, select a transaction, click the Print Shipping Label Click Change format   Select a preferred format between PDF and PNG If using PDF, select the paper size   Shipping label error messages Sellers may encounter errors while printing a shipping label for a number of reasons from issues with their billing agreement to pay for labels to eBay system issues. Below is a list of the common shipping label error messages and a brief explanation / resolution for each.

  "Error generating label: Label could not be generated. Internal error." Generic error with multiple possible underlying causes we are trying to identify the most common ones and provide a more helpful error message if possible. File a MyIT report so eWatch can investigate further.   "Error generating label: Missing or invalid Ship to postal code" There is a problem with the ZIP / postal code in the buyers ship to address. Verify that the ZIP code is valid and that no additional characters or spaces have been included. If everything checks out, file a MyIT report.   "Error generating label: Missing or invalid Ship from postal code" There is a problem with the ZIP / postal code in the sellers ship from and/or return to address. Verify that the ZIP code is valid and that no additional characters or spaces have been included. If everything checks out, file a MyIT report.   There is a problem with the 'Send To' address. Please amend this by clicking here. We detected another issue with the address. Clicking here will open the address overlay and highlight the field / issue in question (example: address line 1 is over 40 characters)   There is a problem with the 'Send From address. Please amend this by clicking here. We detected another issue with the address. Clicking here will open the address overlay and highlight the field / issue in question (example: address line 1 is over 40 characters)   Full page error showing Something went wrong   Generic error with multiple possible underlying causes we are trying to identify the most common ones and provide a more helpful error message if possible. Some likely scenarios are: seller signed out / signed into a different account, seller primary ship from / return to address is for a different market than the site they are signed into (e.g. has a UK ship from address but signed into ebay.com)   </h2>