

NRG: Mac & FileMaker Shipping Software

Why is my commercial invoice not printing?

If you are submitting a shipment with full commodity information for the commercial invoice, but the commercial invoice is not printing then your UPS account is likely setup for paperless invoicing.

Shipping labels for paperless invoicing will include the letters "EDI" in the lower right hand corner. If the label says "KEY" or "INV" in the corner then you must include printed international paperwork. If you are getting a label with "KEY" or "INV" in the corner and are not getting a commercial invoice, submit a support ticket to NRG.

Note: UPS PaperlessSM Invoice is an industry first that eliminates the need for paper commercial invoices by integrating order and shipment processing, and transmitting commercial invoice data to enable clearance by Customs offices across the globe. UPS is the only company to offer customers a paperless commercial invoice process for international shipping.

<https://www.nrgsoft.com/support/activekb/questions.php?questionid=76>