Reference Guide

Standard Printer is Only Printing Blank Labels

Standard (Inkjet/Laser) Printer is Only Printing Blank Pages

Table of Contents

Background

When your standard inkjet or laser printer prints blank pages it is often because ShipWorks is set to download labels in a thermal format instead of a standard format. This results in a "blank" page being printed with the standard template.
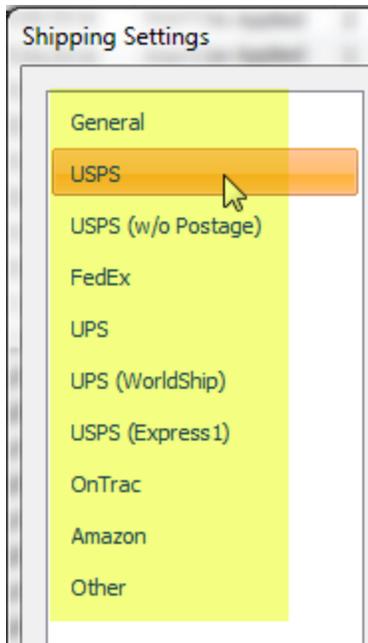
The Process

Check that Standard Labels are Downloading in the Correct (Standard) Format.
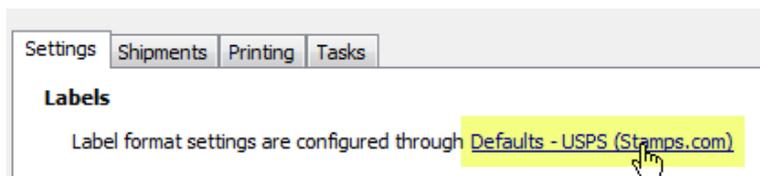
1. In ShipWorks, click on the **Manage** tab and then on the **Shipping Settings** button.
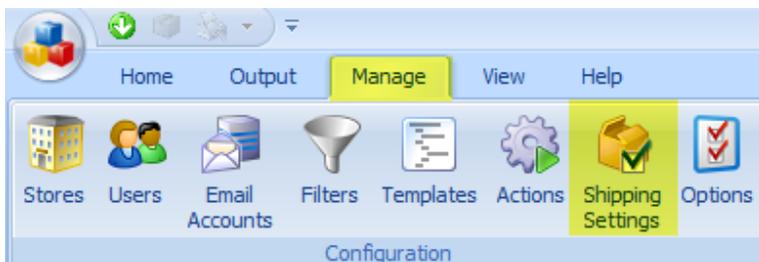
2. On the **Shipping Settings** screen, select your shipping provider from the list on the left. For this example we will select **USPS**.

3. In the **Settings** tab, click on the blue link for **Defaults - [the provider name]**.

4. On the **Shipping Profile** screen, scroll down to the **Labels** section. Then, ensure that the **Requested label format:** drop-down has **Standard** selected.

5. Click **OK** to close the **Shipping Profile** screen.

Check Filters and Printing Rules

1. You should still be on the **Shipping Settings** screen (**Manage > Shipping Settings**). With the shipping provider selected, click on the **Printing** tab.

3. Review the **Output Rules** to ensure that they look like the screenshots below. If they do not match, please see the article on *how to set your default printing rules*.
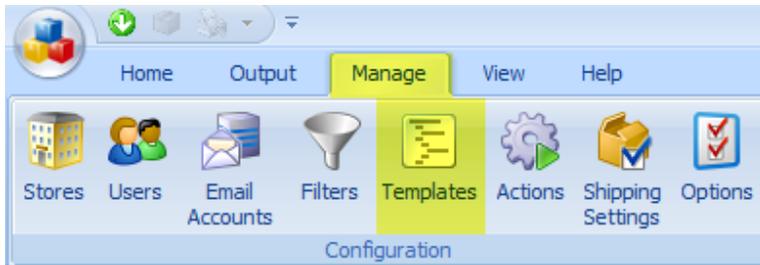
For USPS:

For FedEx and UPS:

Note: The only difference between USPS and FedEx/UPS printing rules is the addition of international orders including "Commercial Invoice" print out. This should not affect the label setup.
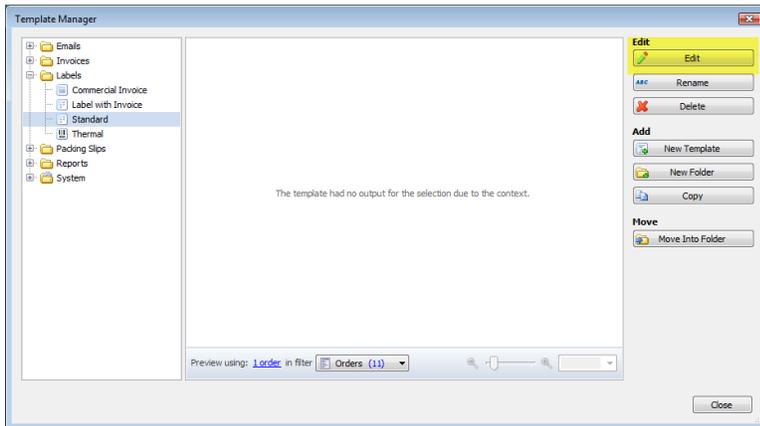
4. When finished, click **Close**.

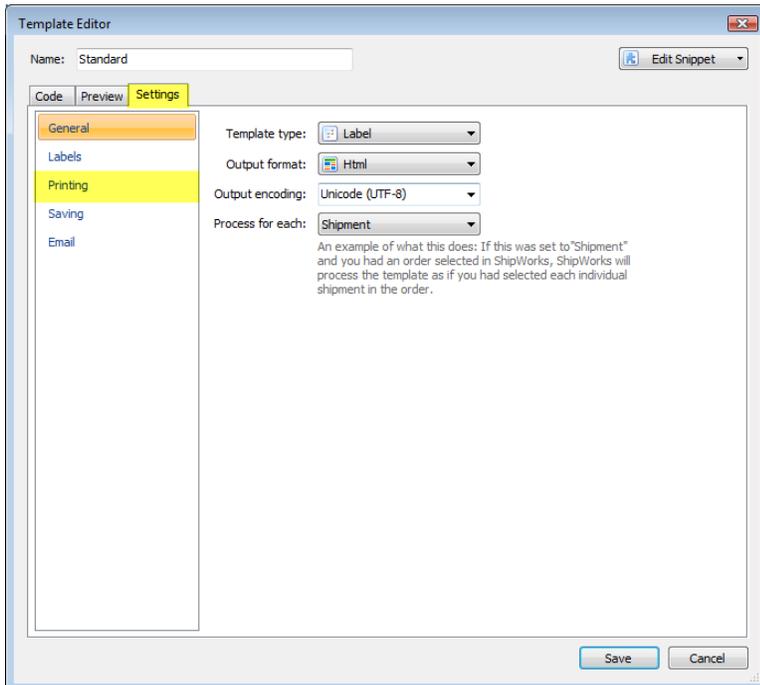## Verify Your Templates are Connected to the Correct Printer(s)
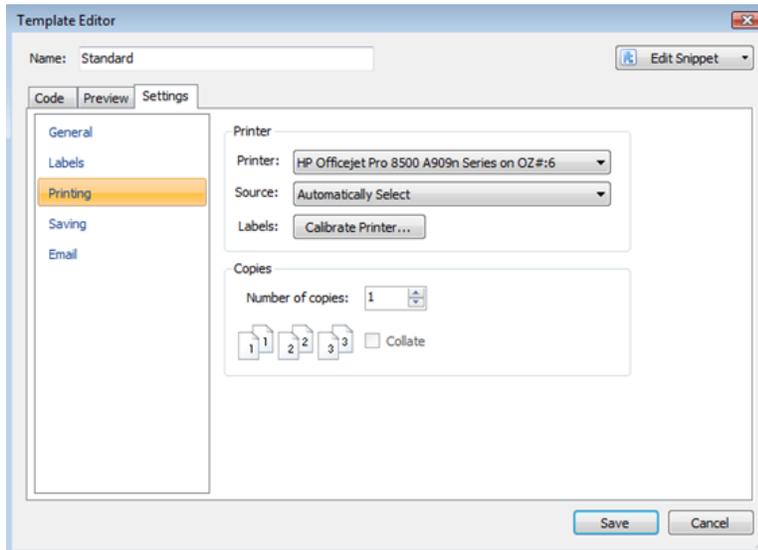
1. Go to **Manage > Templates.**

2. On your **Template Manager** screen, expand the **Labels** folder. Select the **Standard** template and click **Edit**.

3. On the **Template Editor** screen, click the **Settings** tab and select **Printing** from the left-side menu.
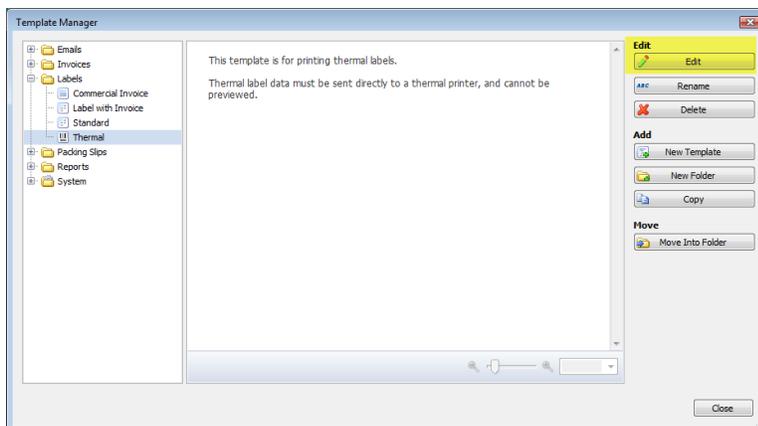
4. Use the drop-down menu to select your standard (inkjet, laser) printer and click **Save**.
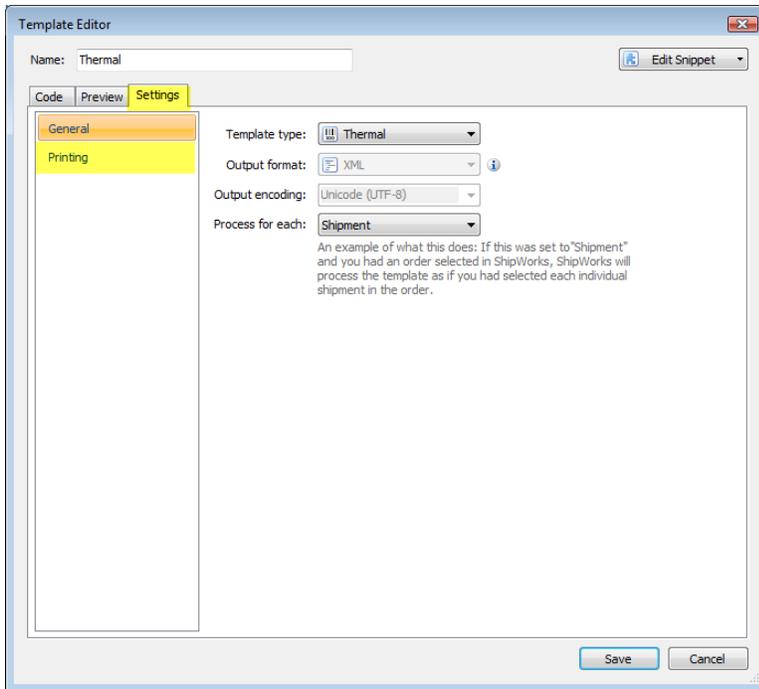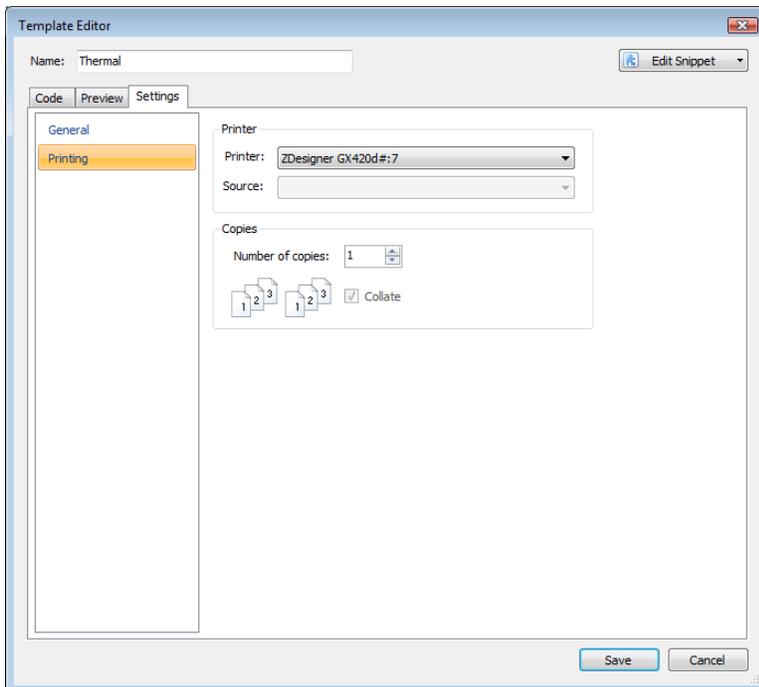

If you also use a thermal printer:

5. Select your **Thermal** template and click **Edit**.

6. On the **Template Editor** screen, select the **Settings** tab and choose **Printing** from the left-side menu.

7. Select your thermal printer from the drop-down menu.


8. Click **Save** and **Close**.

Now Test Your Label Setup

Note: If you are using an order you've processed before, you will need to [void the shipment](#), and reprocess your order in order to get a new label (downloaded in the correct format).

1. On the Main Order Grid screen, select an order you want to ship. Right-click the order and select **Ship Orders** from the menu.
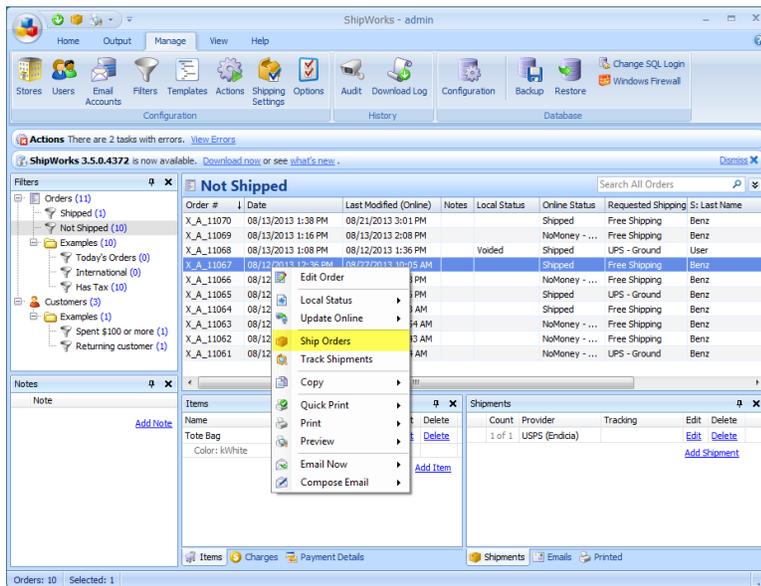
2. Verify that the shipment details are correct and click the **Create Label** button.
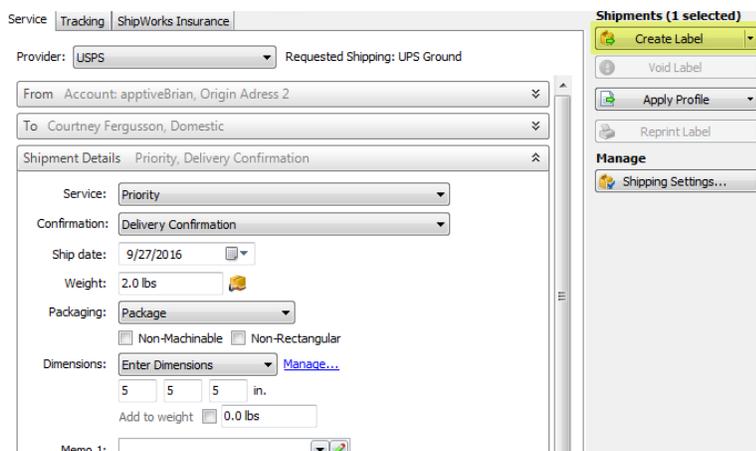
3. Click **Close**.

The shipping label should now have printed to your selected standard inkjet or laser printer.

Still Need Help?

Please feel free to [reach out to one of our awesome Customer Care representatives in St. Louis](#). We are happy to assist you.