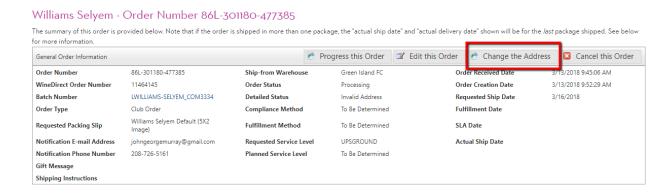
Changing an Address

Last update: 4/16/2018

Addresses can be changes prior to shipment. Please note that addresses can be changed only if the order is on hold and not showing a status of "Sent to WMS."

- Go to the <u>View Orders</u> page to search for the specific order you would like to change the address.
- Click the link of the order number (either your "Customer Order No." or the "WineDirect Order Number"). Clicking either number will bring you to the order details page.
- Click on "Change the Address" button at the top of the upper right corner, to proceed with your request.

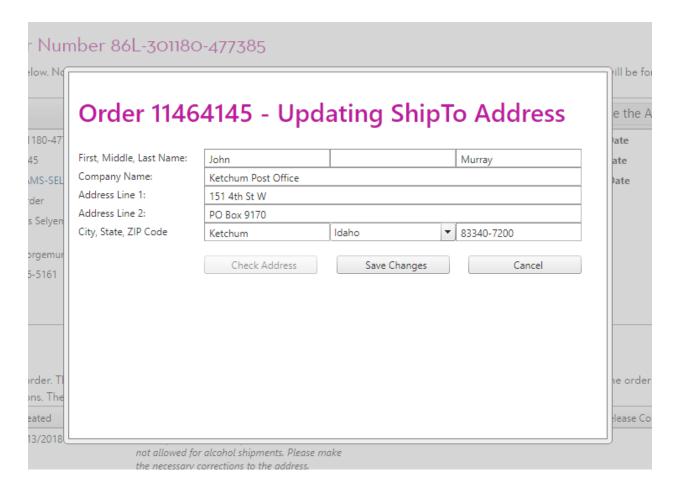


 A popup window will appear, and from here you will be able to make changes.

Please note that each line has a character limitation as outlined below:

Name: 30 characters (including spaces)

Company Name: 30 characters (including spaces) Address Line 1: 30 characters (including spaces) Address Line 2: 8 characters (including spaces)



- You have the option to "Check" to verify the address through Experian/USPS database.
- Selecting "Save Changes" will apply the corrected/updated address to the order.

A popup will appear confirming your request.



- Checking the small box will confirm the order will be sent to a residential address
- Proceed with "OK" to save your changes, or "Cancel" to cancel your request.
- Once changes have been applied, a confirmation window will appear. Selecting the "Close" button will close the pop up.

BEST PRACTICES:

- More information on our <u>address corrections page here!</u>
- Download USPS abbreviated city and states **HERE**; used by UPS/FedEx.

Please email our <u>Client Service Team</u> or call 707-603-4011; if you have any questions or need additional information.