

Rerouting a Package

Last update: 4/16/2018

We have a feature with the ability to reroute your UPS consumer packages via our WineDirect Fulfillment Portal. To reroute/redirect your consumer packages, the carrier must ship via UPS. When electing to reroute a shipment, it's important to note the "Delivery Status" of that shipment.


Guidelines and processes:

- Carrier pass through fees plus the difference in carrier costs (between old and new address) will be incurred by the winery.
- Packages which have been "delivered" are not eligible for reroute.
- "In transit" packages are eligible for reroute.
- Once the redirect is submitted, there will be a delay of one business day as the request must reach the driver/hub to apply the changes.
- Due to varying state laws, the reroute address must be for the same state that the order was originally going to.

Winery benefits and processes vary, depending on which of our services are in place:

- **WineDirect Fulfillment Only:** The redirect API will allow a winery employee to reroute packages via the Fulfillment portal.
- **WineDirect Fulfillment + Ecommerce:** When a winery uses both our fulfillment and Ecommerce services, the winery's customer will be able to login to their Ecommerce account and make the necessary changes. The package reroute option is only available to WineDirect Fulfillment Customers who have signed up for the Ecommerce Plus package. Read more about the Ecommerce reroute details >> [HERE](#)

HOW TO PROCEED WITH REROUTING VIA THE FULFILLMENT PORTAL:

- Go to the [Shipments](#) page on the Fulfillment Portal to search for the order using the quick search field or by using the search filters.
- After submitting "Go", your results will appear in the table below.
- Selecting the arrow  icon, located on the left of the order number, will prompt a small window to appear to submit your new address information.


View Shipments

Use this page to find shipments associated with orders you have submitted to the fulfillment system. You can search for by account, shipping date, and shipment status (optional).

Perform a quick search by entering the order or tracking number:

The second option for shipment search is to use the search options below. This allows you to perform a more detailed search of shipments in the fulfillment system, applying any combination of filters.


Select an Account: Shipped Between These Dates: Delivery Status:

Shipped From	Account	Ship Date	Order No.	WD Order No.	Order Type	Shipper of Record	Carrier	Tracking No.	No. of Exceptions	Weight (lbs)	Shipped To	Delivered To	Delivery Status	
	Glenwillow FC	A W Direct, LLC	04/16/2018	1029097	11589006	Club Order	Glenwillow FC	UPS Ground	1ZT6794TA814451844	0	36.14	Sara Green 831 Rural Hill Ln Martinsburg, WV 25403 sara.green198630@gmail.com		Shipped

- Once the pop-up screen appears, use the form from the popup window to enter the details of the new delivery address.

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)
- Address Line 3: 3 characters (typically used for Floor #s)
- Telephone: 10 characters (should be a phone number at the new address)

 **Change the Delivery Address**

Change the Delivery Address

You have chosen to change the delivery location for this shipment. Use the form below to enter the details of the new delivery address. Note that the state to which the shipment is being delivered cannot be changed for compliance reasons. Also note that the telephone number, if provided, should be a phone number at the new delivery location.

Order No. 1029097
 Tracking No. 1ZT6794TA814451844

First, Middle, Last Name:	Sara		Green
Telephone Number:	(304) 596-3347		
Company Name:			
Address Line 1:	831 Rural Hill Ln		
Unit/Suite/Room No.:			
Floor No.:			
City, State, ZIP Code	Martinsburg	WV	25403

Note that the state to which the shipment is being delivered cannot be changed for compliance reasons.

- When complete, click on "Submit Request", this will submit your request for WineDirect approval.

PLEASE NOTE: IF YOU HAVE AN ORDER THAT CONTAINS MULTIPLE PACKAGES/TRACKING NUMBERS AND THEY ALL NEED TO BE REROUTED, BE SURE TO MAKE CHANGES TO REROUTE FOR EACH CORRESPONDING ORDER.

If the customer reschedules a package using the UPS My Choice website, there is no charge. This \$5 fee is waived for WineDirect Fulfillment Customers. While reschedules are permitted, redirects cannot be entered via My Choice. They can only be made in WineDirect Ecommerce or in the WineDirect Fulfillment Portal. [Read more details about UPS My Choice.](#)

If you do not have access to this feature, please contact your Client Service Team and they will add this permission to your username
 Email: CSOperations@winedirect.com or call 707-603-4011.

FOR ALL OTHER CARRIER REROUTE REQUESTS AND/OR INTERCEPTS (HOLD AT LOCATION, RECALL, HOLD FOR FUTURE DATE - GSO, FEDEX OR 3TIER ORDERS): PLEASE SEND AN EMAIL TO CSOPERATIONS@WINEDIRECT.COM AND INCLUDE THE FOLLOWING INFORMATION:

- Order Number
- Consumer Name
- Old Address Information
- New Address Information
- Phone number

WineDirect will submit the request to the carrier and reply back with an update. Depending on the location of the package, all re-routes cannot be guaranteed.