WINEDIRECT POLICIES & PROCEDURES

Spring 2024

WINE D-RECT

THE WINERY'S CHAMPION

WINEDIRECT.COM

CONTENTS:

BACKORDERS / INSUFFICIENT INVENTORY

If there is not sufficient inventory available for an order:

- We can hold the entire order until all products have sufficient inventory at the appropriate WD Fulfillment Center.
- Edit the order, substituting the SKU on the order with another product with available inventory.
- Orders can be held by you prior to submission to WD until sufficient inventory has been received at the appropriate WD Fulfillment Center.

WD cannot split orders but you are welcome to split orders. The portion of the order that has available inventory can be sent to WD for processing. The portion without inventory at the WD Fulfillment Center can be held by you until inventory is received and then submitted to WD for processing.

Note: This option results in increased shipping costs due to multiple packages being shipped.

CALL TAGS

Call tags are requests made to Common Carriers to pick up wine delivered to a consumer that should be returned back to the originating WD Fulfillment Center. Before a Call Tag can be issued, the order(s) must be delivered to the consumer. You can view order status anytime on the WD Portal.

Steps to Initiate a Call Tag:

1. Email **csoperations@winedirect.com** with the order number(s) and recipient name of the shipment(s) to be picked up or dropped off with a return label (UPS only).
2. A request will be made with the Common Carrier to have the package(s) returned to the originating WD Fulfillment Center.
3. Once the order is received at the WD Fulfillment Center it will appear on the WD Portal as a return.
4. To view returned orders, choose Orders, Returns in the WD Portal.

Note: Direct orders may be returned to the originating WD Fulfillment Center.

CLIENT SUCCESS

Our support teams are made up of:

- **Account Coordinators** – Reachable at **csoperations@winedirect.com**.
- **Account Owners** – The assigned Account Manager or an Enterprise Success Manager.
- **Clubs** – Reachable at **clubs@winedirect.com**.

For immediate assistance, please contact **csoperations@winedirect.com** or call 707-603-4011. Emails and phone calls will be responded to within four (4) business hours with initial reply.

CLUB ORDERS

Club Qualifications

- Order type is "CLUB".
- 75 minimum orders per variation per shipping facility.
- Clubs are shipped at regular intervals throughout the year.
- Packing slips are not included in Club shipments.
- Inserts/collateral should be setup as SKUs and submitted with each order.
- Order Holds and/or Future Ship Dates should be established prior to submitting orders.
- Custom Club offerings are available. Please consult with the Clubs Team at **clubs@winedirect.com**.

Club Setup & Timeline

- **PLANNING – Annually for full year and 6 weeks in advance for Checklists**
  WD requests clients complete a Scheduling Worksheet annually with a full year's worth of forecasting data to help book your desired ship dates and help WD plan for staffing and packaging needs. Club Checklists should be submitted 6 weeks in advance of your club ship date to our Clubs Team.

- **PRODUCT SETUP – 4 weeks in advance of club ship date (5 weeks if shipping bi-coastally)**
  A Product Setup Form for your wines and inserts/collateral should be completed and submitted to **csoperations@winedirect.com.**

- **INVENTORY TRANSFER – 3 weeks in advance of club ship date (4 weeks if shipping bi-coastally)**
  Complete and submit an inventory IN request online via the WD Portal.

- **INVENTORY DELIVERY – 2 weeks in advance of club ship date (3 weeks if shipping bi-coastally)**
  Upon receiving confirmation of your IN request, the appropriate WD Fulfillment Center will reach out to coordinate the pick-up, drop-off, or transfer.

- **ORDER DATA SUBMISSION – 1 week in advance of club ship date**
  Please submit Club orders at least 1 week in advance to ensure your desired ship date is met and to check for any data integrity issues and to allow us to begin preparing packages for shipment. Remember to include your insert/ collateral SKUs with each order. Please check with your POS/Ecommerce provider on any special needs with regards to releasing your orders.

CLAIM POLICY

Once your Account Coordinator is alerted to a damaged package, either by you or the Common Carrier, a claims report will be submitted. In concert with re-shipping the wine (if required), WD will also issue a claim with the Common Carrier based on the value of the product and the shipping. The amount of a claim is determined by how much transportation liability coverage was available on the package that was damaged. The standard Common Carrier coverage is up to $100 of retail value.

The consumer must report damage within ten (10) business days of delivery or the Common Carrier can deny the claim. WD tracks the claim until a resolution is received from the Common Carrier. In the case that the claim is denied on unsubstantiated grounds, we will appeal until a resolution is achieved. If payment is received as a result of the claim, WD will issue a credit to your account and close the case.

Note: A claim may take up to 6 months to reach resolution with the Common Carrier.

DESTROY IN FIELD (DIF)

We're able to accommodate destroy in field (DIF) requests for wine and paper products. Paper products, such as inserts, collateral and packaging are free of cost to dispose of. However, there are fees associated with properly destroying wine, please reach out to your Account Manager or Enterprise Success Manager for a quote.

DRY ZIP CODES

While states may allow alcohol shipments, they may contain zip codes that do not allow the direct shipment of alcohol. These zips codes are referred to as "dry" zip codes. If your consumer lives in one of these dry zip code areas, shipments may be sent to a neighboring zip code as an alternate delivery address. WD maintains a database of dry and undeliverable zip codes. Orders are validated against the database to prevent illegal shipments. If WD finds a match to the database, the order will be placed on an order hold and be viewable on the WD Portal for your resolution. In most cases, consumers have alternate addresses, such as their work address, for deliveries.

EMAIL PREFERENCES

The E-mail Preferences feature gives you the option to be notified via email when important events or milestones transpire in the fulfillment system. Currently, the events that are supported by e-mail notifications are: Shipment Claims, Shipment Returns & Inventory Receipts. To opt in to receive email notifications, choose Administration, E-Mail Preferences in the WD Portal. Once you have made the desired changes to your notification setup, click the Save button and your changes will be stored. Please note that these changes take effect immediately.

GIFT SETS (GSETs and PTOs)

- **GSET (Gift Set)** – Pre-assembled group of products packaged together and submitted under one SKU #.
  a. For big format bottles, such as 3L and above:
     i. These are automatically considered and configured as a GSET for proper containerization within our systems.
     ii. Are to be brought in with safe shipping materials. If shipping materials cannot be supplied by the winery, consult with your Account Manager or Enterprise Success Manager for potential accommodations.
- **PTO (Pick to Order)** – A group of products submitted under one SKU # that has multiple picks and does not need to be pre-assembled nor include packaging. **Notes**: In WD Ecommerce, PTOs are setup as "bundles."

Please complete the GSET/PTO Form for all new Gift Set or Pick to Order SKUs and emailed to: **csoperations@winedirect.com**. If a GSET requires custom packaging, please reach out to your Account Manager or Enterprise Success Manager to review. Custom packaging supplied by WD will be invoiced and subject to standard payment terms.

HOLDS

The Weather Management tool available on the WD Portal takes the guessing out of year-round shipping. You have the ability to place Weather Holds by state and by WD Fulfillment Center to await milder temperatures and protect your products.

- View a map of the U.S. and all current local climates and forecasts.
- Place entire U.S. states on weather hold.

- Set a date range for any particular state's weather hold depending on the climate forecast and/or select the feature to add in CoolPack or EcoCoolPacks for premature releases.
- Review each order within a particular state, view its destination weather, and release orders going to milder climates within that state.
- If there is enough inventory available for the products on held orders, the inventory is reserved.
- Upon the end date, all orders to that state will ship. **Note:** If a CoolPack or EcoCoolPack was set-up, it will not be inducted at expiration of the hold, it's only applicable for premature releases.
- Once an order is taken off hold, it is reprocessed to ensure all the compliance requirements are satisfied.

Order holds can also be requested by entering a specific date in the "Requested Service" field.   This is often used for consumers that have requested a future ship date because they are going on vacation.

For information on other order holds, please visit our Documentation Site – https://docs.winedirect.com/winedirect-fufillment-docs/docs/order-hold-management

INVENTORY – IN REQUESTS

The WD Portal IN request is used to notify of all inventory arriving to our facilities.

	DAL	GLW
DAYS	Monday thru Friday	Monday thru Friday
HOURS	8:00am-4:30pm (CST) Appointment times available between 8:00 am to 3:00 pm (CST). Confirmed appointments are requested for more than 8 pallets	7:00am-4:30pm (EST) Appointment times available between 7:00am to 3:00pm (EST). Confirmed appointments are requested for more than 8 pallets.
LOCATION	4455 Simonton Dr Farmers Branch, TX 75244	7900 Cochran Road Glenwillow, Ohio 44139
EMAIL	**bobby.davis@winedirect.com**	**glwreceiving@winedirect.com**
PHONE	Cell: 214-864-1711	Cell: 440-732-8665 (Corey Vancs, Shipping & Receiving Supervisor)

	PSO	SHW
DAYS	Monday thru Friday	Monday thru Friday
HOURS	8:00am-4:30pm (PST) Appointment times available between 8:00am to 3:00pm (PST). Confirmed appointments are requested for more than 8 pallets.	8:00am-4:30pm (PST) Appointment times available between 8:00am to 3:00pm (PST). Confirmed appointments are requested for more than 8 pallets.
LOCATION	2758 Danley Court Paso Robles, CA 93446	20551 SW Wildrose Place Sherwood, OR 97140
EMAIL	**mike.dean@winedirect.com**	**ops.shw@winedirect.com**
PHONE	Cell: 805-448-7752	Direct: 707-603-4081

	SMA	WDI
DAYS	Monday thru Friday	Monday thru Friday
HOURS	8:00am-4:30pm (PST) Appointment times available between 8:00am to 3:00pm (PST). Confirmed appointments are requested for more than 8 pallets.	8:00am-4:30pm (PST) Appointment times available between 8:00am to 3:00pm (PST). Confirmed appointments are required for more than 5 pallets.
LOCATION	1427 Fairway Drive Santa Maria, CA 93455	450 Green Island Rd American Canyon, CA 94503
EMAIL	sma.receiving@winedirect.com	itr@winedirect.com
PHONE	Cell: 805-698-2132	707-603-4011

SKUs

- Please ensure that SKUs are setup prior to request submission. SKU descriptions are to be detailed as it's important for the team to match against the product when it arrives on the dock.
- **Note:** Big format bottles, 3L and above, are to be set-up as GSETs. This will allow for proper containerization within our systems.
- **Note:** Big format bottles, 3L and above, are to be brought in with safe shipping materials. If shipping materials cannot be supplied by the winery, consult with your Account Manager or Enterprise Success Manager for potential accommodations.
- Products are setup in the WD system using the Product Setup Form and emailed to **csoperations@winedirect.com** or via the WD Ecommerce API.

IN Request

- Once a product is setup, please submit an IN request via the WD Portal at least 2 business days by 12pm prior (local time) to the desired arrival of the products or pick-up.
    a. Limit the IN request to – 30 SKUs per IN request **or** 1 IN request per pallet if the pallet has mixed SKUs
- Please have the delivery driver or pick-up location reference the IN # for ease of receipt.
- Inventory that arrives without an IN # may have a delayed receiving time or may be refused.

Receipt

- Case boxes should be marked externally indicating SKU, product and vintage.
- Product on pallets should be substantially identical, unless clearly marked and separated.
- If the delivery has mixed cases/pallets, receipt time may be increased and an hourly labor charge may be applied to separate and document the inventory.
- Pallets should be the standard American sized pallets. International pallets do not fit in our racking. If WD has to breakdown and restack, an hourly labor charge will be applied.
- Deliveries without issues will be received into Inventory within 2 business days.
- A receipt confirmation email will be sent upon completion if you have opted in for this feature. Opt in via the WD Portal under the Administration Tab. Inventory is viewable on the WD Portal.

INVENTORY – OUT REQUESTS

The WD Portal OUT request is used to remove inventory from our facilities.   Please refer to your Rate Card for your OUT rate.

- Please submit an OUT request online via the WD Portal 2 business days by 12pm (locate time) prior to the date you would like to pick up or drop off. **Note:** For drop offs, it may take longer depending on scheduling at the drop off location.
    a. For efficiency and fast turnaround on the request, we recommend limiting 30 SKUs per OUT request.
    b. If an OUT request cannot be limited to 30 SKUs, please anticipate upwards of 3 business days to turnaround the request.
    c. There are exceptions and to be considered for one, please consult with your Account Manager or Enterprise Success Manager.
- Please contact the appropriate facility to schedule an appointment. Documentation is required for pickup.
- WD has some local transportation schedules and can accommodate deliveries based on the date trucks are in your area. Upon receipt of a completed request, WD will contact you to schedule a delivery date.
- Rush inventory OUTs will be available for pick up 4 business hours from the submitted request. The rush charge is $50.00 in addition to the standard OUT fees. **Note:** Only available for pick ups.
- Any additional labor involved in loading and/or unloading trucks will result in additional fees. Unloading/Loading a full truck is billed at the rate of $300.

INVENTORY – INTER-CENTER TRANSFERS*

WD offers weekly temperature-controlled truck services from our West Coast facilities, CA facility to our Glenwillow (GLW), OH facility to enable bi-coastal shipping.

Please refer to your Rate Card for your Inter-Center rate.

For Clubs, delivery to WDI is recommended 3 weeks prior to the ship date out of GLW.

GLW→WDI (Inventory Return)

INVENTORY RETURN	TRANSFER REQUEST	• If you have product to return to the winery out of WDI, please submit an OUT request by end of day of the third the Monday prior by 12pm (EST) to have your inventory placed on the monthly truck**. • If you have product to place into inventory at WDI, please submit an Inter-Center Transfer request.
	RECEIPT	• The truck departs on the third Thursday of the month and is scheduled to arrive on Monday in CA. Road conditions, weather and driving time requirements can from time to time delay delivery. • Deliveries without issues will be received into WDI inventory within 2 business days.

SHW→WDI→GLW (Tuesday Truck)

INVENTORY RETURN	TRANSFER REQUEST	• All inventory must be on the SHW dock a minimum of 5 business days prior for the Tuesday truck. Please submit an OUT request at least 2 business days prior by 12pm (PST) indicating "Transfer to GLW"**. • If inventory requires "Pick-up", please submit inventory IN indicating "Transfer to GLW". • If you'd like to transfer available inventory from SHW to GLW, please submit an Inter-Center Transfer request.
	RECEIPT	• The truck departs weekly on Tuesday and is scheduled to arrive on Thursday at WDI. Trucks departs from WDI on Friday to arrive in OH on Monday. Road conditions, weather and driving time requirements can from time to time delay delivery. • Deliveries without issues will be received into GLW inventory within 2 business days.

WDI→GLW (Tuesday Truck)

T U E S D A Y T R U C K	**TRANSFER REQUEST**	• All inventory must be on the WDI dock by Wednesday of the prior week for the Tuesday truck. Please submit an OUT request at least 2 business days prior by 12pm (PST) indicating "Transfer to GLW"**. • If inventory needs to be picked up by our local transportation, please submit an Inventory IN indicating "Transfer to GLW". • If you'd like to transfer available inventory from WDI to GLW, please submit an Inter-Center Transfer request.
	RECEIPT	• The truck departs weekly on Tuesday and is scheduled to arrive on Friday in OH. Road conditions, weather and driving time requirements can from time to time delay delivery. • Deliveries without issues will be received into GLW inventory within 2 business days.

WDI→GLW (Friday Truck)

F R I D A Y T R U C K	**TRANSFER REQUEST**	• All inventory must be on the WDI dock by Monday for the Friday truck. Please submit an OUT request at least 2 business days prior by 12pm (PST) indicating "Transfer to GLW"**. • If inventory needs to be picked up by our local transportation, please submit an Inventory IN indicating "Transfer to GLW". • If you'd like to transfer available inventory from WDI to GLW, please submit an Inter-Center Transfer request.
	RECEIPT	• The truck departs weekly on Friday and is scheduled to arrive on Monday in OH. Road conditions, weather and driving time requirements can from time to time delay delivery. • Deliveries without issues will be received into GLW inventory within 2 business days.

For PSO, SMA, DAL, there are no established Inter-Center Transfer routes. Please reach out to your Account Manager or Enterprise Success Manager for transportation quotes.

**Scheduling is subject to change based on availability.*

NO FILLS

No Fills, although rare, occur when the physical inventory availability doesn't match the systematically available inventory – physical is less than what's showing up systemically.

With No Fills, there are limited options for resolution, and they are as follows:

- Hold the order until more inventory arrives. **Note:** Orders cannot be held indefinitely, and quick replenishment is needed.
- Ship without the SKU in question.
- "Cancel" the order.

When No Fills occur, you'll be notified by your Account Manager or Enterprise Success Manager.

ORDER CUTOFF and DELIVERY TIMES

Shipping from the West Coast: Green Island (WDI), Paso Robles (PSO), Santa Maria (SMA), Sherwood (SHW)

	ORDERS RECEIVED*	PROCESS & SHIP	SERVICE	ESTIMATED DELIVERY
DIRECT	Before 1pm (PST) After 1pm (PST)	Same Business Day Next Business Day	Ground	At destination 2-7 business days from ship date.
			2-Day	At destination 2 business days from ship date.
			Overnight	At destination 1 business day from ship date.
			Priority	At destination 1 business day before noon from ship date.

Shipping from OH: Glenwillow (GLW)

	ORDERS RECEIVED*	PROCESS & SHIP	SERVICE	ESTIMATED DELIVERY
DIRECT	Before 1pm (EST) After 1pm (EST)	Same Business Day Next Business Day	Ground	At destination 2-7 business days from ship date.
			2-Day	At destination 2 business days from ship date.
			Overnight	At destination 1 business day from ship date.
			Priority	At destination 1 business day before noon from ship date.

Shipping from TX: Dallas (DAL)

	ORDERS RECEIVED*	PROCESS & SHIP	SERVICE	ESTIMATED DELIVERY
DIRECT	Before 1pm (CST) After 1pm (CST)	Same Business Day Next Business Day	Ground	At destination 2-7 business days from ship date.
			2-Day	At destination 2 business days from ship date.
			Overnight	At destination 1 business day from ship date.
			Priority	At destination 1 business day before noon from ship date.

Temp Control from SHW→WDI→GLW

	ORDERS RECEIVED*	PROCESS & SHIP	SERVICE	ESTIMATED DELIVERY
TEMP	Before 1pm (PST) Monday	Truck departs on Tuesday	Temperature Controlled Truck	Monday at GLW.

Temp Control from WDI→GLW

	ORDERS RECEIVED*	PROCESS & SHIP	SERVICE	ESTIMATED DELIVERY
T E M P	Before 1pm (PST) Thursday	Truck departs on Friday	Temperature Controlled Truck	Monday at GLW.

Club, Release and Allocation

WD requests that club, release and allocation orders be received at least 1 week in advance of the scheduled ship date to allow for order validation and package preparation for Common Carrier pickup.

Notes

- Orders may be held for a variety of reasons: weather, inventory, address corrections, dry zip code, volume limits, price posting, etc. Please ensure orders are free and clear of any holds by the release date and time noted for each facility.
- WD's Shipment Notification ("Your order has shipped") may be sent to your consumer either the evening the order is shipped from the fulfillment facility or upon first Common Carrier scan. Shipment Notifications are optional and based upon a consumer email address being provided with the order information.

Shipping Policies: Tracking Orders

Information will be made available to you regarding the shipping and delivery status of each order on a daily basis via the WD Portal.

ORDER UPLOADER

WD's Order Uploader is a web-based system used to submit orders.

File formats supported by WD are:

- Excel - When using the Excel file format, a header row containing field names is required.
- CSV Order Files - When using the CSV file format, a header row should not be included and please use quote delimiters.
- Text Files (*.csv, *.txt, *.xlsx)

ORDER VALIDATION

All (or some) of the following checks are in place for orders that are processed for shipment to ensure that all of the order elements are valid to ship.

- Ensuring all required order elements are completed.
- Verification of Order Date and Requested Ship Date.
- Check for duplicated order numbers. **Note:** All order #s must be unique.
- Validation of SKU setup in the WD systems.
- Confirmation of available inventory.
- Shipping Instruction/Notes.
- Shipping State/license setup.
- Dry zip code validation.
- Quantity limits validation.
- Determination of weather hold status*.
- Ensuring that Ship-To address is not a PO Box.

If one of the required fields is missing from the order data, it may stop/delay your orders from processing for fulfillment.

PACKING SLIP

Customized packing slips are available at no charge and can include your logo, a gift message and a marketing message. Packing Slips may be configured by clients via the WD Portal. Packing Slips are included in Dailies and Club straggler orders processed as Dailies. Batched Club orders are shipped with the SKU'd inserts or collateral provided by the client and does not include a packing slip.

If you would like to have a packing slip, you must have:

- (Optional) A high resolution copy of your logo (format: .gif or .jpg). The logo will format into a 3" centered area on the Packing Slip.
- A client designed product description may be entered in the WD Portal for use on Packing Slips only. If no description is entered, the WD standard description will be used. There is a 60-character limit including spaces.
- (Optional) A marketing message for the bottom. There is no size limit per se but if it is too long, it will cause the packing slip to print on two pages. Recommended: 700 characters including spaces.
- (Optional) A gift message may be provided at the time an order is submitted for fulfillment and is optional. The gift message cannot exceed 240 characters including spaces.

Sample Packing Slip

PHYSICAL INVENTORY

- Cycle counts are performed in each facility on an on-going basis.
- Cycle counts are performed by SKU locations (not by client).
- Inventory adjustments that are made due to a cycle count will be visible on the WD Portal under the Products tab, Inventory Activity page, and Quantity (Qty) Adjusted column.
- Any additional physical inventory requests by you may be conducted by us at a mutually agreed upon time. Additional charges may apply. Please consult with your Account Manager or Enterprise Success Manager for coordination and quoting.

PRODUCT SETUP FORM

All products WD will be shipping must be set up and received into our system. The Product Setup Form provides information on the products that WD will be shipping. In addition to products, WD requires that SKUs be used for each piece of insert or collateral. Insert or collateral SKUs must be included on all orders you would like them shipped with.

- 1-19 SKUs setup within 2 business days of request.
- 20+ SKUs may take up to 5 business days.

Note: Big format bottles, 3L and above, are to be set-up as GSETs. This will allow for proper containerization within our systems.

Note: Big format bottles, 3L and above, are to be brought in with safe shipping materials. If shipping materials cannot be supplied by the winery, consult with your Account Manager or Enterprise Success Manager for potential accommodations.

Completed forms can be sent to **csoperations@winedirect.com**.

QUALITY ASSURANCE (QA) / PRODUCT RETURNS

In the event we discover damage to your wine during the receiving process, the affected products will be moved to our Quality Assurance (QA) area. QA wine will be ready for pick up or products can be delivered to your facility during our scheduled delivery days. QA products will appear on the "Inventory Activity Report" and the Owned Inventory pages in the QA subinventory on the WD Portal and will not be available to fulfill orders.

QA Examples

- **Unsafe**: The bottle poses a safety risk such as broken/chipped bottle or a broken champagne cage.
- **Popped Cork**: The cork is not flush with bottle top.
- **Non-Compliant**: The label is torn or missing where important information is displayed: alcohol % or vintage.
- **Bad Label**: There is a tear or stain of more than 1 inch on the label.

REROUTING ORDERS / ADDDRESS CORRECTIONS

For rerouting and address corrections, **charges apply**. The order(s) must have received its first scan with the Common Carrier but not have been delivered to the consumer for rerouting or an address correction to be requested. Order status can be viewed on the WD Portal. Contact your Account Coordinator who will work with the Common Carrier for reroute or address correction requests. Depending on the location of the package, all reroutes cannot be guaranteed.

Send an email to **csoperations@winedirect.com** and include the following information:

- Order Number & Consumer Name.
- Old Address Information & New Address Information.
- WD will submit the request to the Common Carrier and reply back with an update.

RETURNS / RE-SHIP PROCESS and POLICY

For Direct State Returns

For any product returned by a consumer, or returned due to unsuccessful delivery, we will return the product to your inventory account unless we receive different instructions from you. If you have opted to receive returns notifications via the WD Portal, an email notification will be sent to you per package processed by our Returns Team. Opt into the notification via the WD Portal under the Administration tab. Returns are viewable on the WD Portal.

- The return charge is the same as the outbound fulfillment charge for the return or re-ship.
- Packages are returned to the originating WD Fulfillment Center and are visible on the WD Portal.
- Returned orders are reviewed for quality and either returned to inventory or to the winery.
- Orders returned back to stock will be visible on the WD Portal under Returns.
- Orders that do not pass the QA checks will be set aside in a QA location and returned to the winery once a month or disposed of at the wineries request.
- If the consumer would like a replacement order, please submit a replacement order.

SHIPMENT NOTIFICATION (aka Consumer Email)

The Shipment Notification service is available at no charge to all WD clients to notify your consumers that their order has shipped and provide tracking information. Multiple shipment notification templates can be configured via the WD Portal. You can identify a default notification template for each order type (i.e. Club or Daily). If desired, notification templates may be created for a specific club or release.

Using a simple, yet powerful HTML editor, you are able to create consumer email templates with content rich HTML, including the ability to link to external URLs, images, or other resources. The templates are then stored within the WD system. Test emails can be sent so that the formatting and functionality of the notification template can be verified prior to use. In addition, you may view copies of sent emails on the WD Portal.

The emails will look like they have been sent by you not WD.   As part of the setup, we ask for an email address that you would like displayed in the Send-From Address. If a consumer responds to the email, it will be forwarded to your Reply-To Address so you can directly communicate with your consumers. We recommend that your IT team creates an SPF record for your domain and to **include: _spf.winedirect.com**. An SPF record is a type of Domain Name Service (DNS) record that identifies which mail servers are permitted to send email on behalf of your domain. The purpose of an SPF record is to prevent spammers from sending messages with forged "From" addresses at your domain. This will give WD permission to send the consumer email shipments on your company's behalf.

Sample Consumer Email Template

REQUESTED INFORMATION		
Logo URL		
Notifications sent at	___ Ship Confirm	___ First Carrier Scan

Template Name:

Send-From Address: **CC-To Address:**

Reply-To Address: **BCC-To Address:**

Email Subject Line:

Print Find Cut Copy Paste | Undo Redo | A ▾ ◇ ▾   Calibri ▾ Size ▾

{PROVIDE URL OF WINERY LOGO LOCATION ON THE INTRANET}

Dear {SHIP_TO_FIRST_NAME} {SHIP_TO_LAST_NAME},

Thank you for your order from Verdier Vineyards. Orders shipping ground will arrive in 3-7 business days. Orders shipping 2day will arrive in 2 business days. Tracking information for the final delivering carrier is listed below.

Ship Date : {SHIP_DATE}
Order Number :   {ORDER_NUMBER}
Carrier : {CARRIER_NAME}
Carrier Website : {CARRIER_URL}
Tracking Link : {TRACKING_LINK}

If you have any questions regarding your shipment, please do not hesitate to call at {ENTER PHONE NUMBER}.
Cheers,
{ENTER SIGNATURE}

✎ Design   ‹› HTML   🔍 Preview

Save   Cancel   Test

SHIPPING MAPS

WD has 6 fulfillment centers for your shipping needs within the US, they are as follows –

- American Canyon, CA (WDI)
- Dallas, TX (DAL)
- Glenwillow, OH (GLW)
- Paso Robles, CA (PSO)
- Santa Maria, CA (SMA)
- Sherwood, OR (SHW)

To view the shipping zones and times in transit per warehouse and for bi-coastal shipping, please visit our Documentation Site - https://docs.winedirect.com/winedirect-fufillment-docs/docs/shipping-maps-and-zones

SHIPPING RATES

Please contact your Account Manager or Enterprise Success Manager for a copy of your current Rate Card.

Shipping Rates Include

- SKU Setup
- Inventory Receipt
- Base Common Carrier Charges
- Adult Signature Required Fee
- Residential Delivery Fee
- Pick & Pack Fees
- Packaging Costs / Customized Packing Slip for Each Box (Non-Club Orders)
- Order Validation (dry zip codes, quantity limits)
- Call Tags
- Shipment Notification to Consumers – optional
- Transportation Liability Coverage (up to $100 of retail value)

Shipping Rates Do Not Include

- Address Correction Charges
- Fuel Surcharge
- DIM Surcharge
- Temperature Controlled Surcharge
- Order Re-Routing Charges
- Package Return Charges
- State Taxes – which are direct pass thru costs
- Special Packaging
- Additional Valued Added Services (storage, will call, special projects)
- Monthly Fulfillment Operations Fee (may be waived depending upon volume)

Common Carrier Fuel Surcharge Rates

- View FedEx's fuel surcharge rates...go to https://www.fedex.com/en-us/shipping/fuel-surcharge.html
- View UPS' fuel surcharge rates...go to https://www.ups.com/us/en/support/shipping-support/shipping-costs-rates/fuel-surcharges.page

SHIPPING WEIGHTS

WD's shipping rates are weight based. To assist with figuring out the applicable rate for an order, the table below shows weights including packaging. The average bottle weight is noted.

Bottle Count	750ml (3.0 lb.)	750ml (3.5 lb.)	750ml (4.0 lb.)	375ml (1.9 lb.)	1.5L (5.9 lb.)
1	4	5	5	3	7
2	7	8	9	5	13
3	11	13	14	8	20
4	14	16	18	10	27
5	18	20	23	12	33
6	21	24	27	14	39
7	24	28	31	17	Not Applicable
8	27	31	35	19	Not Applicable
9	30	35	39	21	Not Applicable
10	34	39	44	23	Not Applicable
11	37	43	48	25	Not Applicable
12	40	46	52	27	Not Applicable

STORAGE: SHORT-TERM

You may maintain up to a 90-day supply of product at WD Fulfillment Center(s). Short term storage fees will be charged on any product inventory that remains at the WD Fulfillment Center(s) for longer than 90 days in accordance with current storage rates. **Any inventory in excess of the respective three months shipments will be charged storage for that month at the rate as agreed in your Rate Card and Fulfillment Services Agreement.**

TRANSPORTATION from WINEDIRECT

Transportation from Green Island (WDI)

WD offers complementary transportation within a 70-mile radius north of our Green Island, CA facility. We maintain a set weekly route schedule. If service is required beyond the 70-mile radius or inventory is to be delivered sooner than our schedule, please contact our Receiving Team and we can recommend transportation partners. If you would like to have products delivered or picked up by WD, email **itr@winedirect.com** to schedule. Please reference your IN or OUT # in your email.

Truck Schedule:

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
Napa Rutherford Calistoga St. Helena Sonoma	Napa Windsor Healdsburg	Napa Calistoga Sonoma	Napa Windsor Healdsburg	Napa Rutherford Calistoga Sonoma Santa Rosa

Transportation from Dallas (DAL), Glenwillow (GLW), Paso Robles (PSO), Santa Maria (SMA), Sherwood (SHW)

For DAL, GLW, PSO, SHW and SMA, there are no established routes. Please reach out to your Account Manager or Enterprise Success Manager for transportation availability and quotes.

VOLUME LIMITS BY STATE

Volume limits vary by state and sometime by bottle size. WD maintains a database of volume limit rules for all applicable states and shipping methods. During order processing, we can validate that each order does not exceed the volume limits of the destination state. We can compare the order against the order history for a particular consumer, based on last name and ship-to address. If volume limits are exceeded for a particular order, the order will remain on an order hold status awaiting your instructions or until a new volume limit period begins for that state.