Overview	Reroute shipments are those shipments for which a new delivery address / instruction were received from the customer different from the existing one.
Person Affected	Couriers, Retail Executive, UTL Agent, Over goods Agent, Ops Supervisors, Hub Sorters, Station Sorters, Station Agents & Handlers.
Instruction	**1. Shipments considered as reroute if:** 1.1 The delivery information is available on the AWB but the customer requested to deliver the shipment to a new address either in the same city or in different city. 1.2 The shipment received is for delivery then was later requested for HAL or a shipment received as HAL but later was requested for delivery. 1.3 The shipment is cleared from UTL / OVG but the delivery address was changed to a city which falls under another station then it will be considered as re-route. **2. Shipments will NOT be considered as Reroute if:** 2.1 The shipment cleared by UTL which was previously having no clear address or any other issue and to be processed normally for delivery or HAL with normal UTL procedure . **3. Handling of Re-route Shipments:** 3.1 As soon as a request for reroute is advised by the customer of the package, the following task should be performed: 3.1.1 Apply Scan (DEX 29) on each shipment/mps and update reroute information in comments section. 3.1.2 Attached RRT sticker on each shipment/mps (see below sample under item number 4 under instruction) 3.1.3 Attached the reroute information (such as new address details, email request, or ticket etc.) to the shipment. 3.1.4 Handover shipment to Station or Hub for Connection to other city or

	delivery to new address and request handover recipient to sign handover manifest. 3.1.5 Connect the shipment to destination as per new delivery information.
	4. **Sample of Reroute (RRT) Sticker**