

Tracking your order

There are a couple of ways to track your order once it ships from the warehouse.

1. Click on the tracking number within the Ship Confirmation email.
2. Log into your [ShopRedHeart.com Account](https://www.shopredheart.com).

Please Note: *If a tracking number has not been supplied your order is not traceable.*

All product ordered at [ShopRedHeart.com](https://www.shopredheart.com) is shipped from our fulfillment warehouse in Grand Rapids, Michigan, USA.

DHL Global Mail Shipping Process:

- a. Pick Up – DHL picks up all domestic and international parcels.
- b. Transport to Mail Terminal – DHL brings the items to one of their state-of-the-art mail terminals located in Des Plaines, Illinois, USA.
- c. Processing - Inside their highly automated terminals sophisticated sorting enables them to bypass many postal facilities before inserting your items into the mail stream.
- d. Network - DHL expedites the parcels through their domestic and international mailing network, bringing them as close as possible to their destination before transferring them to local postal authorities for final delivery.
- e. Delivery - As a USPS (USA) Workshare partner, DHL relies on your local carriers to deliver your items with the rest of the mail. Other dependable postal partners abroad handle final delivery of your international mail.

Interpreting Tracking information:

DHL Global Mail

Term	Description
USA Domestic:	
PICKED UP BY SHIPPING PARTNER	Parcel was picked up by DHL Global Mail from the fulfillment warehouse
ARRIVAL ORIGIN DHL GLOBAL MAIL FACILITY	Parcel arrived at DHL Global Mail's sort facility.
PROCESSED	Parcel has been processed at DHL Global Mail's sort facility.
TENDERED TO USPS	DHL Global Mail has forwarded the information about this parcel via electronic file to USPS.
PROCESSED THROUGH SORT FACILITY	DHL Global Mail has forwarded the parcel to USPS. Depending on destination State, it could take several days for next tracking event to post.
ARRIVAL AT POST OFFICE	Parcel has been scanned at the destination USPS post office.
OUT FOR DELIVERY	USPS is expecting to deliver this parcel today.
DELIVERED	USPS has delivered this parcel.
International:	
ARRIVAL ORIGIN DHL GLOBAL MAIL FACILITY	Parcel arrived at DHL Global Mails sort facility.
PROCESSED	Parcel has been processed at DHL Global Mail's sort facility.
MANIFESTED FOR OUTBOUND TRANSPORTATION	DHL Global Mail has forwarded the information about this parcel via electronic file to their Workshare Partner.
PROCESSING COMPLETED AT ORIGIN	DHL Global Mail has forwarded the parcel to their Workshare Partner. Depending on destination country, it could take several days for next tracking event to post.
ARRIVED AT TERMINAL LOCATION	Parcel has arrived at Workshare Partner's regional facility.
DEPARTED TERMINAL LOCATION	Parcel has left the Workshare Partner's regional facility and is enroute to the Workshare Partner's destination facility.
PROCESSED SORT FACILITY	Processing complete at the Workshare Partner's destination facility.
OUT FOR DELIVERY	Workshare Partner is expecting to deliver your parcel today.
NO ONE TO RECEIVE, CARD LEFT	Delivery attempt has failed, please call your local facility and arrange for another delivery attempt or to pick your parcel up.
ARRIVED AT DELIVERING TERMINAL	Parcel arrived at the destination postal facility.
AVAILABLE FOR PICKUP	Delivery attempt has failed, please call your local facility and arrange for another delivery attempt or to pick your parcel up.
DELIVERED	Parcel has been delivered.
Other Miscellaneous terms:	
ENROUTE	Parcel is in transit from one location to another.
ARRIVED AT CUSTOMS	Destination Customs has verified receipt of parcel and will process it.
CLEARED CUSTOMS	Destination Customs has cleared the parcel for delivery.

United Postal Service (UPS)	
Term	Description
USA Domestic:	
Order Processed: Ready for UPS	UPS has received the information about this parcel via electronic file.
Origin Scan	Parcel has been scanned into UPS's Sort facility in Wyoming, Mi.
Departure Scan	Last scan on parcel before departing this facility.
Arrival Scan	Arrival scan on parcel in this location.
Out For Delivery	Parcel is on a trucking, UPS is expecting to deliver parcel today.
Delivered	UPS has delivered this parcel.