

Requesting Wine for Delivery or Pick-Up at WineCare Through The Online Order Form

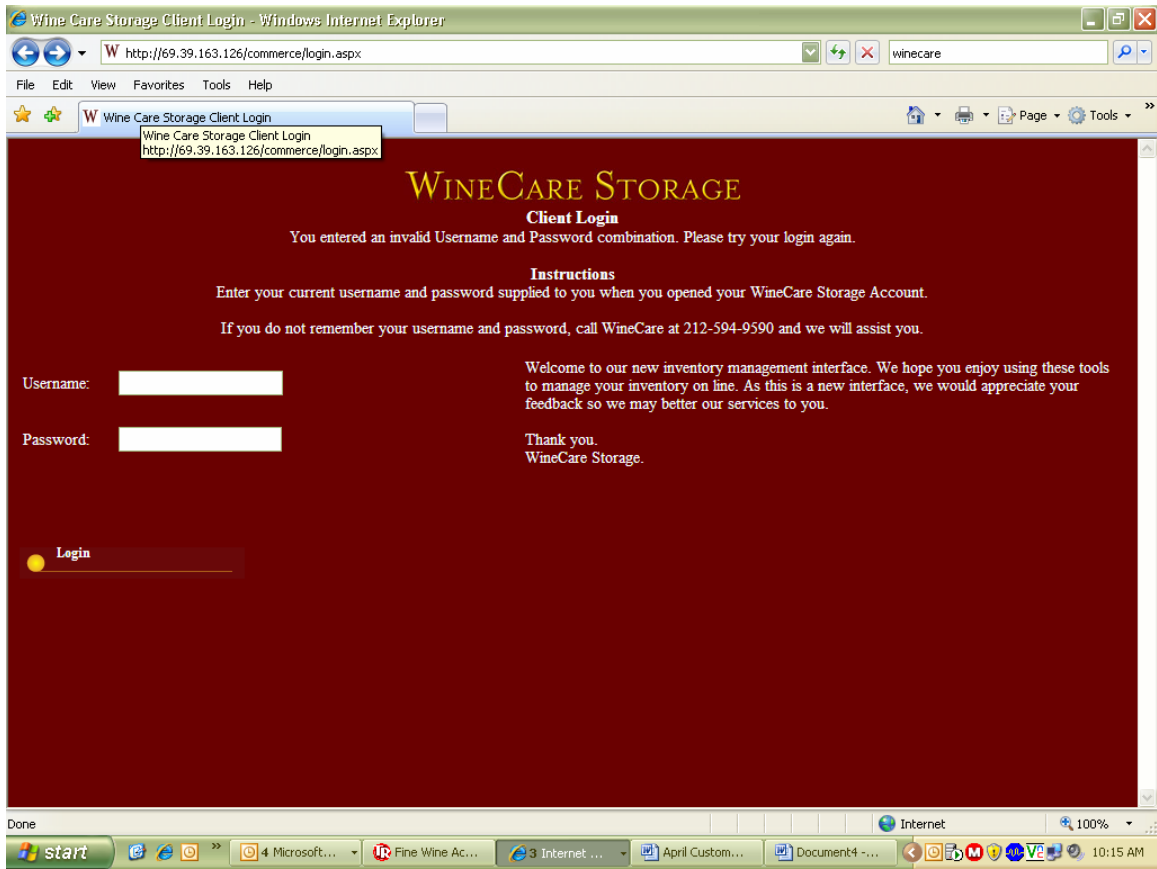
Step 1- Web Address

Visit www.winecare.com



Step 2 – Log In

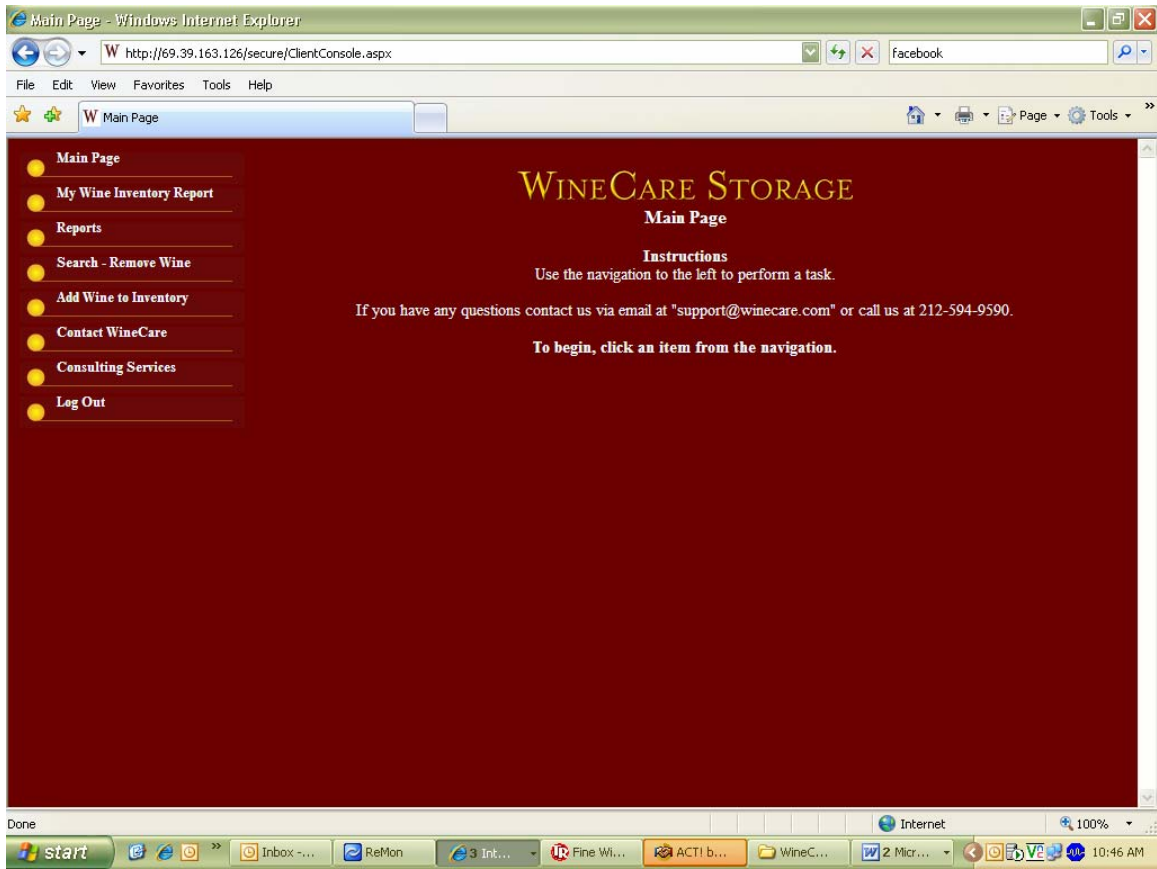
On the Home Page, click on the **CLIENT LOGIN** tab.



Step 3 – Client Access

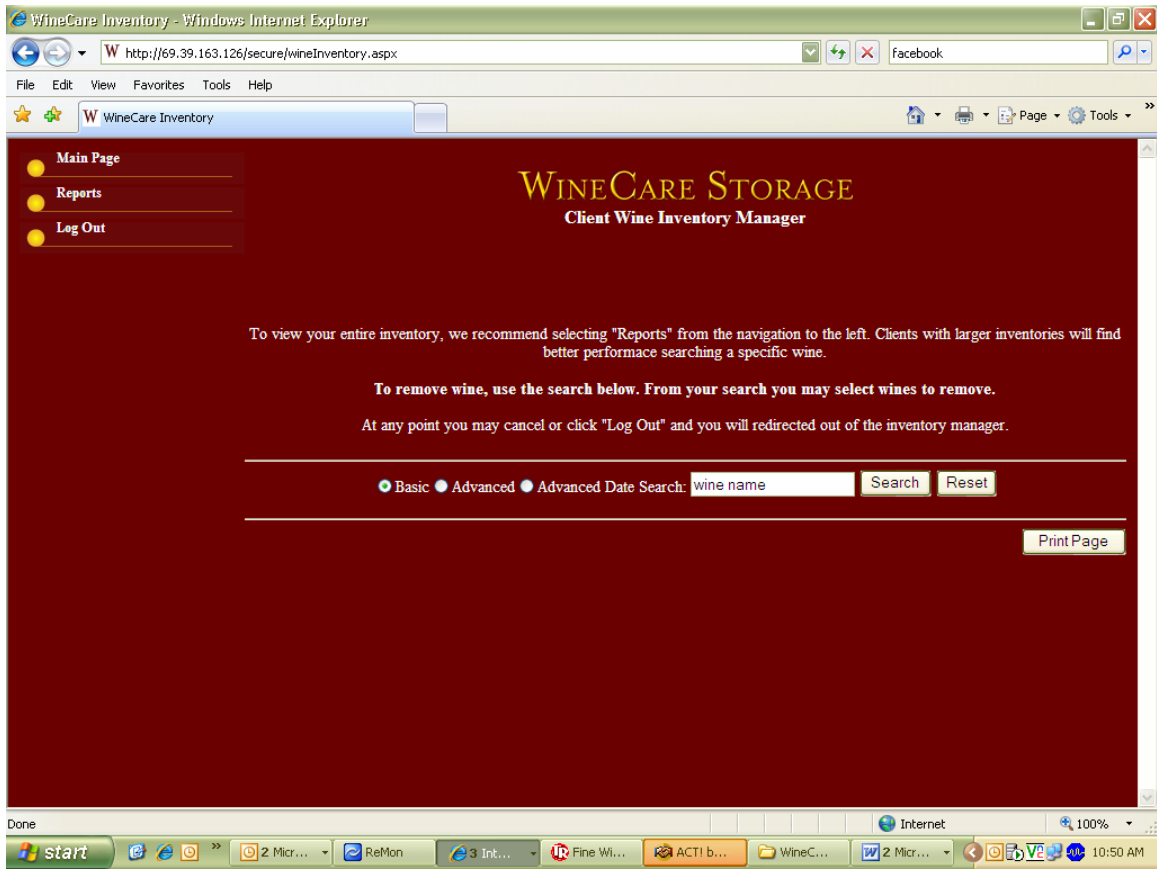
Enter your **USER NAME** and **PASSWORD** which are provided to you by WineCare.

Then click the **LOGIN** Tab.



Step 4 – Requesting Wine

From this screen choose **SEARCH – REMOVE WINE** to place a service request for delivery or to request to pick up your wines at WineCare.

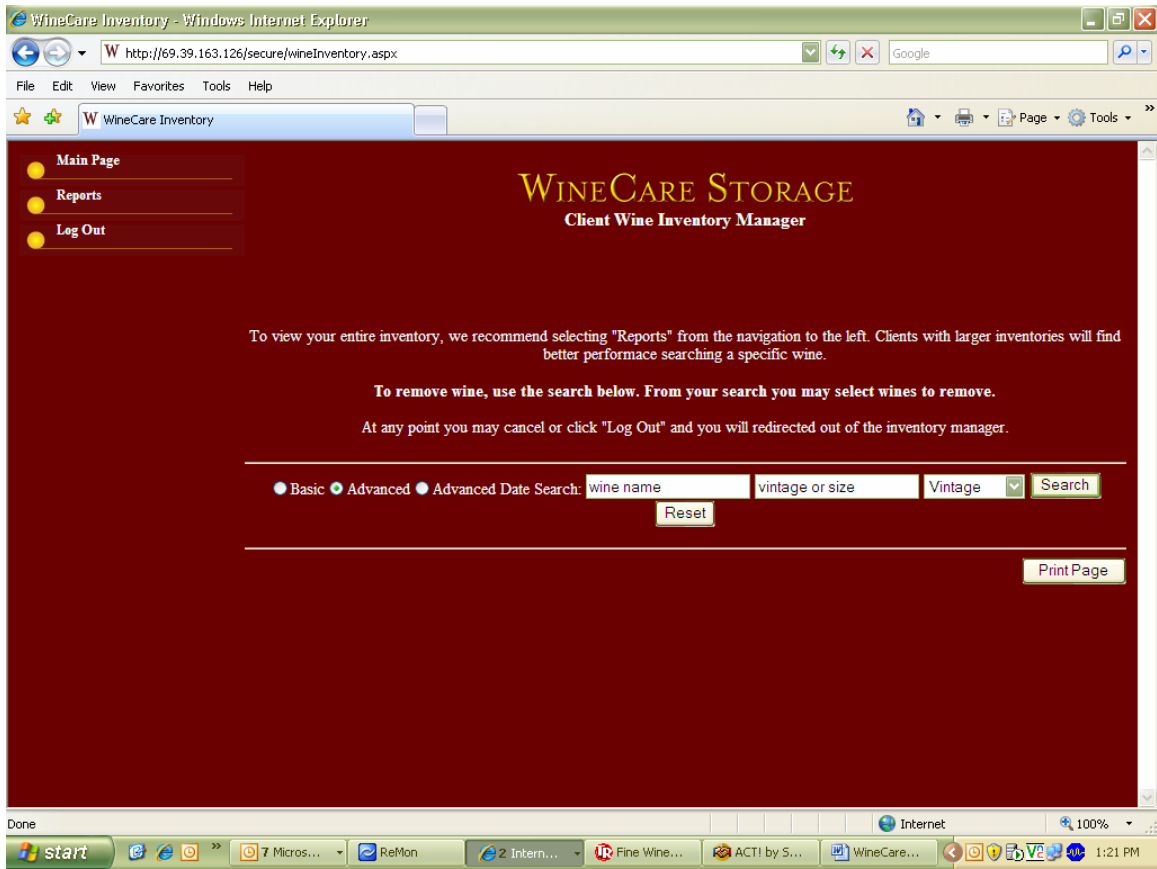


Step 5 – Basic Search

Using **BASIC SEARCH** – enter the first word of the Producer name, ie. for Chateau Lafite enter “Lafite”.

Note: Do not use accents.

Once you have entered this information, click on the **SEARCH** tab.

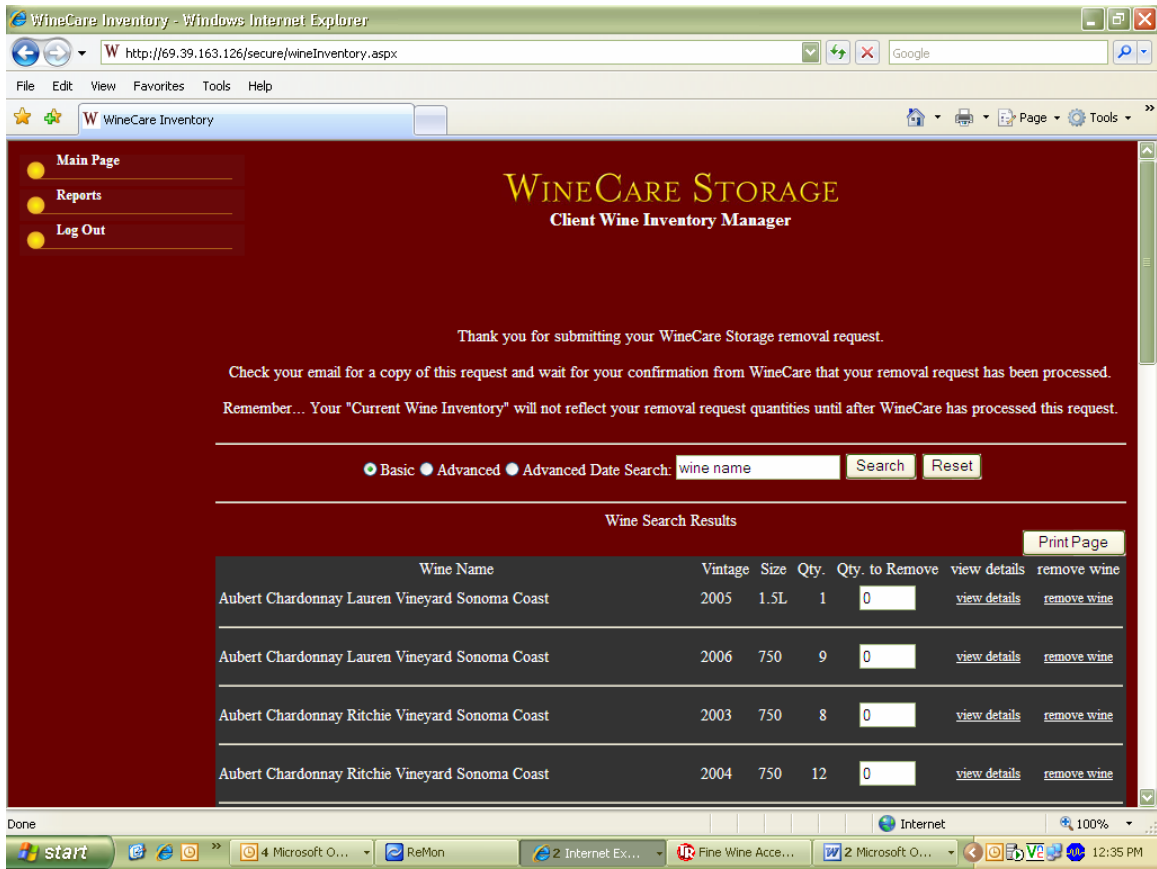


Step 5a – Advanced Search

Using **ADVANCED SEARCH** – enter the first word of the Producer name, and the vintage or bottle size you are requesting.

Note: Do not use accents.

Once you have entered this information, click on the **SEARCH** tab.



Step 6 – Choose the Quantity

Next, choose the specific wine and the quantity that you would like to remove from inventory.

Enter this amount in the **QTY. TO REMOVE** field.

Note: Enter quantities by bottle, not by case (ie: If you would like 1 case, you should type "12" bottles.)

Once you enter this information, click on the **REMOVE WINE** tab on the right side of the page.



Step 7 – Repeat for Additional Wines

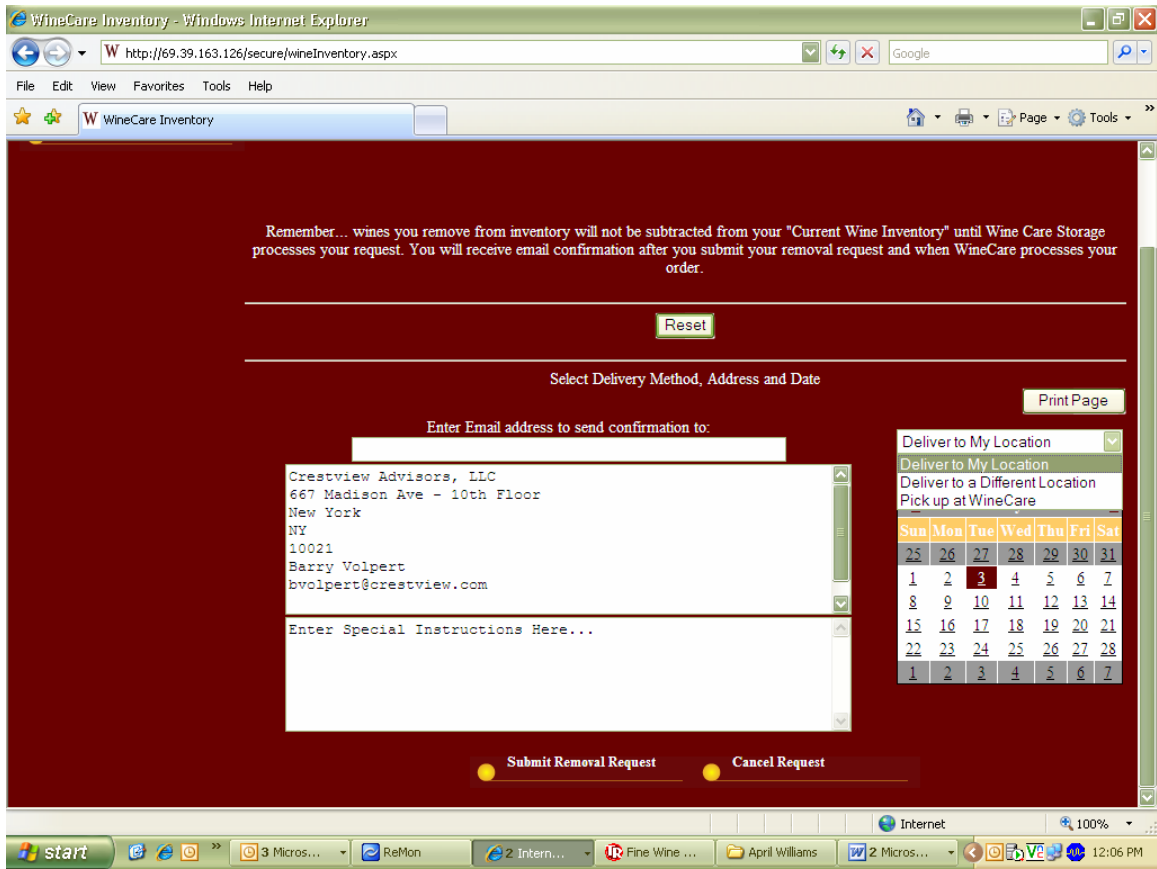
To request additional wines repeat ***Step 5 and Step 6.***

Begin by entering the details in the **WINE NAME** field, completing both steps as many times as necessary until you have requested all of the wines that you need.



Step 8 – Finalize Report

Once you have added all the wines that you would like to the Wine Removal Request list, click on the **FINALIZE REQUEST** tab.



Step 9 – Detailing Request

1. Email Address for Confirmation

- Enter the email address where you would like to receive confirmation that your request has been sent to WineCare

2. Service Type Request

- Choose whether you would like a delivery or to pick-up at WineCare from the drop-down menu at right

3. Date to Render Services

- Choose the date that you would like the service rendered from the calendar

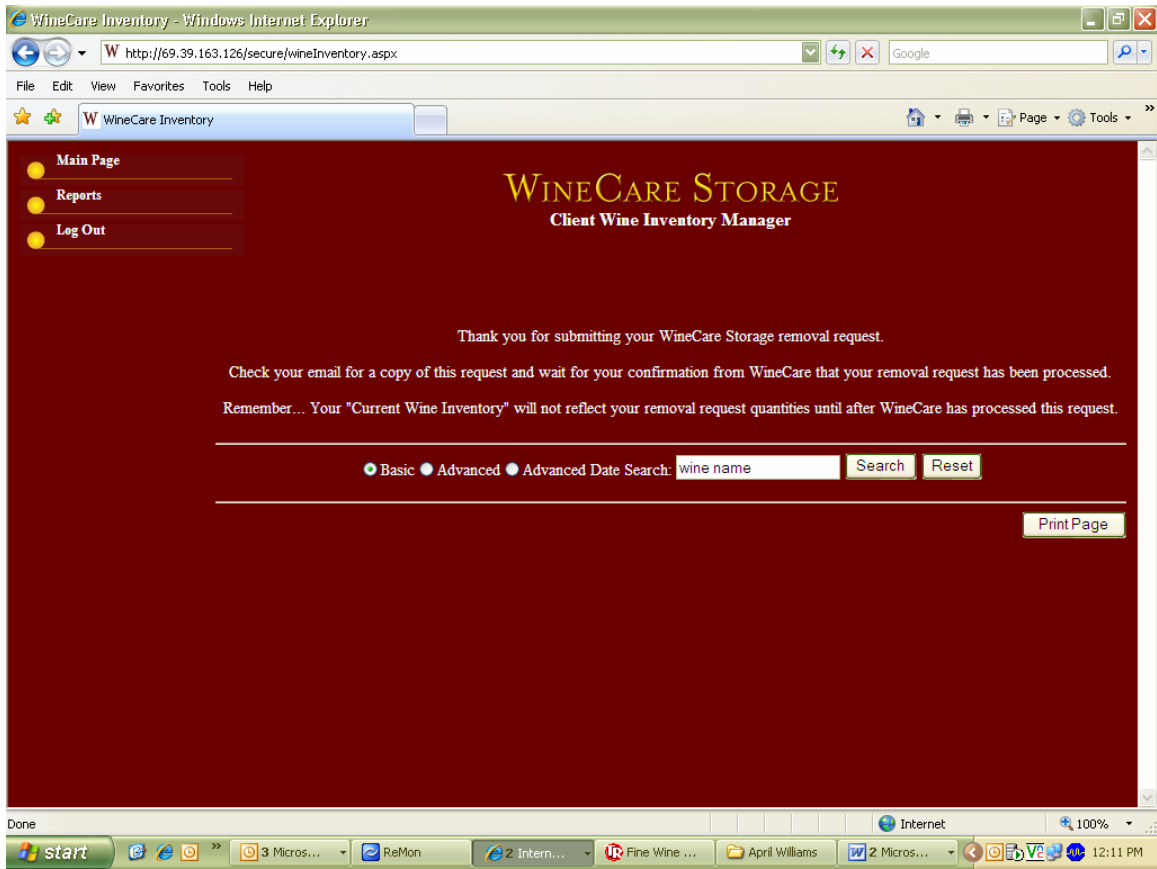
4. Delivery Address

- Enter the delivery address (if applicable)

5. Special Instructions

- Any special instructions (ie: contact person for delivery; a time frame such as “before 11am”; instructions to leave wine with the doorman; include gift card; UPS shipping details such as Ground, 2day, etc.)

Once you have provided this information, click on the **SUBMIT REMOVAL REQUEST** tab.



If you have successfully submitted your request you will be taken to the **“Thank you for submitting your WineCare Storage removal request”** page. Shortly, you will receive an automated email showing what you have requested.

We will then send you a personal email confirming your request.

From here, you can begin a New Request, return to the Main Page, view your Cost Report, or Log Out of the system.