



# ORDERING THROUGH BIG TIME WINE WEBSITE

## A STEP BY STEP GUIDE TO ORDERING ON THIS SITE

>>> *We deliver to your doorstep- EASY!*

**We here at BIG TIME WINE (BTW) understand that not everyone likes to use their Credit Card over the internet to purchase goods. If you are one of these customers, and would prefer to order using the telephone, fax or scan/email, please refer to our 'BTW MANUAL ORDERING FORM' PDF. You can print this out, contact us and we will get your wine or other products out to you in no time.**

*If you are one of those customers who would like to order through the website, here is a step by step guide on how to do so.*

**Step 1:** BROWSE THE BTW SITE AND LOCATE THE WINES/PRODUCTS YOU LIKE. YOU CAN DO THIS BY CLICKING ON THE 'WINES' BUTTON IN THE MAIN MENU BAR; OR CLICKING ON THE WINE VARIETAL BUTTONS IN THE SIDE BAR OF THE HOME PAGE; OR EVEN BY CLICKING ON VARIOUS LINKS LOCATED THROUGHOUT THE BTW SITE.

**Step 2:** WHEN YOU FIND SOMETHING YOU LIKE, CHANGE THE QTY (QUANTITY) BOX TO HOW MANY BOTTLES YOU WOULD LIKE TO ORDER. IF YOU ONLY WISH TO ORDER ONE (1) BOTTLE, LEAVE THE QTY BOX AS IS. CLICK 'ADD TO CART' AND THIS QUANTITY OF THE PRODUCT CHOSEN WILL BE ADDED TO THE 'SHOPPING CART'.

**Step 3:** YOUR 'SHOPPING CART' WILL AUTOMATICALLY APPEAR IN THE TOP RIGHT HAND CORNER OF THE SCREEN WHENEVER YOU ORDER SOMETHING. YOUR 'SHOPPING CART' WINDOW WILL STAY OPEN AND TRAVEL WITH YOU WHEREVER YOU GO ON THE BTW SITE – KEEPING A RUNNING TALLY OF PRODUCTS ORDERED AND COSTS AS YOU SHOP.

**Step 4:** WHEN YOU HAVE FINISHED YOUR SHOPPING AT BTW, CLICK THE 'PROCEED TO CHECKOUT' BUTTON AT THE BOTTOM OF THE 'SHOPPING CART' WINDOW. (NB... THERE IS ALSO A 'CLEAR CART' BUTTON LOCATED HERE AS WELL. THIS BUTTON WHEN CLICKED CLEARS YOUR SHOPPING CART COMPLETELY, AND ALLOWS YOU TO START OVER AGAIN SHOULD YOU WISH).

**STEP 5:** AFTER THE 'PROCEED TO CHECKOUT' BUTTON HAS BEEN CLICKED YOU WILL AUTOMATICALLY BE TAKEN TO THE CHECKOUT AREA WHERE YOU WILL BE ABLE TO REVIEW YOUR ORDER IN FULL.

**STEP 6:** ONCE YOU ARE HAPPY WITH YOUR ORDER, CLICK THE 'I AM OVER 18 BOX' TO CONFIRM THAT YOU ARE OF LEGAL AGE TO BE PURCHASING ALCOHOL.

**STEP 7:** IF YOU WISH TO PAY BY CREDIT CARD (OR USE AN EXISTING PAYPAL ACCOUNT), CLICK ON THE 'CHECKOUT' BUTTON.

**STEP 8:** IF YOU WISH TO PAY BY OTHER MEANS, CLICK ON 'OTHER PAYMENT OPTIONS'; YOU WILL THEN BE TAKEN TO A DETAILS PAGE WHERE YOU WILL BE ASKED TO FILL OUT YOUR PARTICULARS INCLUDING NAME, ADDRESS AND DELIVERY INSTRUCTIONS. PLEASE REMEMBER TO CLICK ON ONE OF THE OPTION BUTTONS – DIRECT DEBIT, CHEQUE OR MONEY ORDER TO SIGNIFY YOUR CHOICE.

**STEP 9:** ONCE YOU HAVE RECORDED YOUR DETAILS CLICK THE 'PROCEED' BUTTON. YOU WILL BE AUTOMATICALLY TAKEN TO AN 'EMAIL ORDER CONFIRMATION' PAGE WHERE YOUR ORDER WILL BE CONFIRMED. (YOU MAY CHOOSE TO PRINT OFF THIS PAGE AS A RECORD OF PURCHASE). ONCE HAPPY WITH EVERYTHING CLICK 'CONFIRM ORDER'.

**STEP 10:** YOU WILL THEN BE CONTACTED BY A BTW STAFF MEMBER TO SERVICE YOUR ORDER AND PAYMENT REQUIREMENTS. (NB ... ANY DIRECT DEBIT, CHEQUE AND/OR MONEY ORDERS WILL NOT BE RELEASED UNTIL PAYMENT IS CONFIRMED AND/OR CLEARED).

SO THAT'S IT! YOU SHOULD REMEMBER THAT A FLAT FEE OF \$10 PER DOZEN IS CHARGED FOR DOZEN LOTS (OR LESS) SHIPPING COSTS. THEREFORE YOU SHOULD ATTEMPT TO KEEP ALL ORDERS IN MULTIPLES OF 12 TO SAVE MONEY! PLEASE FEEL FREE TO CONTACT BTW SHOULD YOU NEED ANY HELP WITH ORDERING! THANKS A LOT ... TOSH.