

WAREHOUSE CUSTOMER PROCEDURES

RECEIVING, STORAGE & SHIPPING

Receiving

The customer will notify Groskopf Warehouse by phone/fax/email 24 hours in advance of incoming product for storage. Bill of lading should provide the following:

- Name of customer
- Estimated date of product arrival
- Detailed product information
- Tax paid or in bond tax status
- Delivering carrier's name
- Special instructions

Placing Orders

The customer enters orders into the warehouse login via the website, www.groskopf.com. Otherwise, the customer contacts Groskopf Warehouse by phone/fax/email to the attention of your customer service representative. Orders placed on or before noon are available for shipment 48 hours from order entry if requested by a carrier. Please provide the following information:

- Name of consignee & destination
- Estimated date of shipment
- Name of carrier
- Product codes and case quantities
- Special instructions

Shipping

Groskopf Warehouse shipping hours are 7:30 AM to 3:30 PM. The carrier must phone/fax/email by 2:00 PM two days prior to scheduling an appointment. The following information is needed:

- Consignee or multiple consignees
- Destination of each consignee
- Name of winery per consignee
- Case count & purchase order number

The carrier will be assigned an appointment number and time.