

SecureWineShop Setup & Support

Every SecureWineShop™ includes full customization and support backed by VinterActive's experienced team of wine marketing, sales, and ecommerce professionals.

Our deluxe customization services are designed to make SecureWineShop™ accurately reflect your brand, your products and your direct sales process. We don't just install your software and walk away. Our set-up includes administrator training and expert phone support on every aspect of store operation.

Ongoing support for your store is provided by wine marketing professionals who use SecureWineShop™ every day to sell wine. Not only can we help you with the software, we can help you maximize your sales results with insight gained from years of online wine marketing experience.

Deluxe customization services include:

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Look & feel integrated with winery website

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Product catalog creation including graphics, category creation, descriptions & pricing for all products.

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Shipping table customization to match current shipping methods

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Tax table customization for all applicable U.S. states

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Customized privacy policy, 'states we ship to', and customer notes

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Creation of multiple wine club membership levels, if desired

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Site-wide quantity discounts for retail & wine club customers, if desired

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Customization & editing of automated email notification system

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Optional activation of gift certificate, best-seller, product recommendation and/or customer review modules

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Optional import of existing customers & wine club members

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Creation of multiple winery Administrator accounts, if desired

FREQUENTLY ASKED QUESTIONS (FAQs)

Do I have to install any software on my computer?

All you need is a web browser (PC or Mac) and an internet connection to use SecureWineShop™.

Are any long term commitments required?

Our service agreement is month-to-month with no long term commitment required.

Do you charge commissions for online sales?

We DO NOT charge sales commission for set-up or monthly hosting of our SecureWineShop™ or SecureWineShop™ Plus ecommerce services. You are billed one fixed monthly fee with no hidden charges. VinterActive offers full service online sales & marketing management which may be offered to select wineries on a commission basis.

How safe is my data?

Your data is housed in a unique database separate from any other winery. Our secure hosting environment utilizes redundant architecture to maximize system uptime and double firewall protection to restrict unauthorized access. Sensitive data is encrypted using 128-bit SSL technology certified by Verisign. The VinterActive server hosting your store is scanned daily against current FBI protocols to earn Hacker Safe and PCI compliance certification. If you ever decide to terminate your SecureWineShop™ account, all of your data will be transferred to you and permanently deleted from our records.

Who controls my store?

After initial customization and Administrator training, you are in complete control of every aspect of your online store. VinterActive's expert customer support is available free of charge to help you administer all aspects of store operation and if you need extra assistance, additional VinterActive development & maintenance services are available for a low hourly fee.

How do I process my orders?

If you expect to receive 50 orders or less per month, we recommend you use the same manual credit card processing you currently use for phone orders. If you expect more than 50 orders per month, we recommend our automated Verisign Payflow Pro online payment gateway.

How long does it take to get going?

Most SecureWineShop™ installations are fully customized, tested and operational within 2-to-4 weeks depending on the level of customization required. All you do is choose the wine you want to sell & we'll handle everything else for you.

How do I order?

Complete our secure order form or call VinterActive at 1-888-583-WINE to order SecureWineShop™ today.

