

## Ordering Napa E-Gift Cards HELP

Please **DO NOT** call the restaurants directly, they will not be able to help you with online gift card ordering issues.

If you are having a lot of trouble ordering online gift cards, please **DO NOT** use your phone to try and purchase an E-Gift Card. **Use a computer or laptop** so you can see more of the screen that is actually displayed.

The following information is usually very helpful in getting past any trouble spots. If you are still having difficulty I would suggest restarting your browser or using a different computer.

### FIRST PAGE

- Many people forget to click on an actual gift card! Be sure you have selected one of the options and **WRITE YOUR MESSAGE** next to the card that you choose.
- Be sure to put in both your email address and the recipients
- After you have chosen a date for deliver - click **NEXT** - at this point many people think they are at a blank screen, **simply SCROLL UP to see your card info**

### SECOND PAGE

- After you have scrolled up you will see your gift card, and be able to edit the information or add additional cards.
- If you are satisfied with the information click next again.

### THIRD PAGE

- If you are a Loyalty member and know your login information you can complete the information.
- If you are having trouble at all please just **CONTINUE AS GUEST**

### FOURTH PAGE

- Complete the fields for email, phone (**DO NOT USE DASHES**), First and Last Name and Credit Card Information