



## Service Guides

Updated January 2024

# HOW TO SUBMIT A PRE-ALERT

Pre-Alerting involves providing SwiftPac with Tracking information, item Description and Value and Shipping instructions for incoming packages or cargo. It allows you to submit your Supplier Invoice and assists speeding up Customs clearance. Special features for Premium customers include the ability to request **Consolidation\*** and to choose a shipment **Release Date**.

**IMPORTANT:** The Pre-Alert must be sent as soon as possible after you receive shipment confirmation and the **Tracking Number** from your supplier and **BEFORE** the package arrives at the SwiftPac Doral Warehouse.

### Step 1. Go to the [www.swiftpac.com](http://www.swiftpac.com) Home Page.

Click on the **Pre-Alert** bell

OR

the **Pre-Alert a package!** link on the Swift Tools menu on the left of the homepage.



### Step 2. On the Pre-Alert Page, click the button.

**!** Pre-Alert is necessary for **fast** and **accurate** processing of your packages and cargo. We need the correct **Value and Description** for **insurance** and **customs** documents. Pre-Alerted packages are processed and shipped **much faster**. Submit Pre-Alert by completing the form below.

\*Consolidation services Only available to Premium accounts\*



**Step 3.** Fill in all the Required\* Information in the popup form which opens.

### The Pre-Alert Form

The screenshot shows a web form titled "PreAlert (NEW)" with a "Pending" status indicator in the top right corner. The form contains several required fields marked with an asterisk (\*):

- Track No. \***: A text input field.
- Carrier \***: A dropdown menu currently showing "Select".
- Shipping Method \***: A selection area with four buttons: "Priority Xpress" (with a plane icon), "Standard Air" (with a plane icon), "Economy Package" (with a truck icon), and "Ocean LCL" (with a ship icon).
- Supplier \***: A text input field.
- Item Description \***: A larger text input field.
- Item Value (in USD) \***: A text input field with a "\$" symbol on the left.

Below the input fields, there is a section for invoice attachment:

- A message: "No invoice attached".
- A button labeled "Attach Invoice" with a paperclip icon.
- Instructions: "Drag and Drop your invoice file to this form, or use the button above. (Image, .PDF)".

At the bottom of the form, there are three buttons: "Reset" (with a refresh icon), "Submit" (with a checkmark icon), and "Close".

### USEFUL TIPS:

- Fill in all fields with accurate information. To avoid mistakes, **Copy and Paste the Tracking Number** from the shipping confirmation email instead of typing.
- Be as **specific** as possible when filling in the Description field for calculation of correct Customs Duties (Example: "car parts" instead of just "parts").
- Fill in the correct purchase price to avoid Customs assigning an incorrect value.

## Step 4. Choose the Shipping Method

- If you want your package shipped **NOW**, choose **Priority Xpress**. This is our default shipment mode and the fastest. It will be included in the Next shipment to your destination. If a Premium customer has **two (2)** or more packages ready for shipment, they will be **Automatically Consolidated\***.
- Want to **HOLD** your packages for a few days to Consolidate with other packages? Pre-Alert each package as **Standard Air or Economy Package**.
- **NOTE: Premium Customers\* will receive Consolidation ONLY FOR PACKAGES SHIPPED IN THE SAME SHIPMENT and will NOT have the ability to put packages on Hold.**
- Want to ship bulky items by **Ocean**? Select **Ocean LCL** and pick the **Release Date** when you want us to ship.

Prealert (NEW) Pending ×

Track No. \*  Valid

Carrier \*

Shipping Method \*

Supplier \*

Release Day \*

Item Description \*

Item Value (in USD) \*

No invoice attached

Drag and Drop your invoice file to this form, or use the button above.  
(Image, .PDF)

## Choosing The Release Day\* from the Calendar

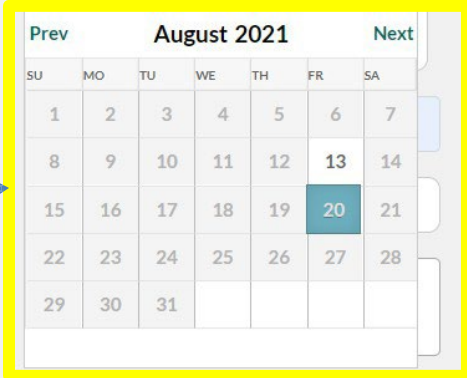
Prealert (NEW) Pending ×

Track No. \*  Valid

Carrier \*

Shipping Method \*

Supplier \*

Release Day \* 

Item Description \*

Item Value (in USD) \*

No invoice attached

Drag and Drop your invoice file to this form, or use the button above.  
(Image, .PDF)

**NOTE: Premium or Commercial Customers**

**Choose the Release Day for Ocean shipments.**

**You may select Any of 2 consecutive Fridays from the date when the Pre-Alert is submitted.**


**NOTE: \*Only Premium & Commercial customers can Consolidate packages or choose a Release Day.**

**Step 5. IMPORTANT:** Attach Your **Supplier Invoice** if you have one.

No invoice attached

Drag and Drop your invoice file to this form, or use the button above.  
(Image, .PDF)

At some destinations, Customs requires an invoice to be submitted before the cargo arrives. In order to avoid fees for Reassessment of duties, it is best to upload your invoice now.

Step 6. Click the  button on the form. You will see this notification box.

Prealert

Pending

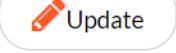

Prealert successfully added! You may enter another prealert or close this window.

- Each successfully pre-alerted item will appear as a row in the table below the Submit button under a different Status.
- **NOT ARRIVED** items have been Pre-Alerted but have not yet arrived at the Warehouse or have arrived but have not yet been processed.

Submit Date	Entry	Description	Tracking Info
5 Jul, 23 3:04 pm	<b>NOT ARRIVED</b>	Shirt	9400907351296919714551 EBAY




- **PROCESSED** items were previously Pre-Alerted and have reached our Warehouse. They have been assigned a SwiftPac Warehouse #. This means the package is now ready to ship to destination.

Submit Date	Entry	Description	Tracking Info
4 Sep, 23 10:11 pm	WH# 203063 <b>PROCESSED</b>	PHONE	9334656721470002183374 AMAZON

- To Edit a Not Arrived entry, click . You can upload your invoice at this step, if you forgot to do so earlier.
- To View a Processed entry, click .

That's it! Check your email for receipt confirmation.

## **TIPS FOR PRE-ALERTING YOUR ORDERS**

- Send the PRE-ALERT after the order ships from the store but **BEFORE** it arrives at the Warehouse.
- Check your **Order Status** to see if the order has shipped:
  - **Email:** You will receive **email alerts** to the address you provided during checkout to keep you up-to-date about the status of your order.
  - **Online Store:** If you registered on the shopping site, log in to your **Account** and select **Order History** to view information about your most recent orders (including tracking information), as well as past orders. If possible, create an Account with the online store with your first order.
- Once your order Status is **shipped**, you will receive a shipping confirmation email with your **Tracking Number** which is assigned by the Carrier (Company providing the shipping service such as FedEx).  
You can track your order as it makes its way to our Miami/Doral Warehouse.
- **Occasionally, orders may be delivered via Carriers that do not offer the ability to track packages. In these rare instances, Your Order History will not offer Tracking information but may still offer Order Status and other details. Contact your agent for Assistance.**
- **Upload your Invoice** as one of our supported file types:
  -  Adobe Acrobat (**PDF**)
  -  Image (**jpg, png, gif, bmp, tiff**)
  -  Word (**doc, docx**)

Max file size = 1MB