



Service Guides

Updated December 2022

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 Home Page.

Click on the **Pre-Alert** icon

OR

the **Pre-Alert a package!** link

Click To Pre-Alert



Swift Tools

Quote & Ship



Pre-Alert a package!



under the Swift Tools menu on the left of the page.

Step 2. On the Pre-Alert Page, click the **Add New Prealert** button.

Add New Prealert

! Pre-Alerting your cargo and packages is important to enable customization of your shipment. You can make shipment requests by **Air, Ocean or Express**, request **Consolidation*** and receive Tracking information. It is also necessary to speed up the reception of your cargo and allocate the correct value for insurance and customs clearance. Submit Pre-Alert by completing the form above.

Consolidation services Only available to Premium members

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 input fields and buttons:

- Track No. ***: A text input field.
- Carrier ***: A dropdown menu with "Select" as the current selection.
- Shipping Method ***: Three radio button options labeled "Express" (with a plane icon), "Air" (with an airplane icon), and "Ocean" (with a ship icon).
- Supplier ***: A text input field.
- Item Description ***: A large text area for entering details.
- Item Value (in USD) ***: A text input field with a "\$" symbol on the left.
- Attach Invoice**: A button with a paperclip icon, located below the text "No invoice attached".
- Drag and Drop**: A section with the text "Drag and Drop your invoice file to this form, or use the button above. (Image, .PDF)".
- Reset**: A red button with a circular arrow icon.
- Submit**: A green button with a checkmark icon.
- Close**: A blue button.

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 **immediately**, choose **Express**. 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 **Air**. **NOTE: As of January 2022, Premium Customers* 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** and pick the Release Date when you want us to ship. Also choose a **Package Type** or let the warehouse choose for you.

Prealert (NEW) Pending ×

Track No. * Valid

Carrier *

Shipping Method * Express Air Ocean

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)

August 2021						
SU	MO	TU	WE	TH	FR	SA
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

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.

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

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.

Submit Date	Entry	Shipper	Description	Tracking Info	Instructions	
11 Jun, 19 2:04 pm	WH# 389032 Arrived	kmart	Clothing	1Z020WY4YW01849610		
10 Jun, 19 2:21 pm	WH# 390033 Arrived	Kmart	Clothing - Tops	1Z6709800300336692		
10 Jun, 19 2:15 pm	WH# 388464 Arrived	Kmart	Clothing	1Z020WY4YW01848942		
14 May, 19 1:44 pm	ID: 21990 Pending	23008	Art Work	7716895762562551777		




- Pending** items have been Pre-Alerted but have not yet arrived at the Warehouse or have arrived but have not been processed yet.
- Arrived** items were previously submitted and reached the Warehouse. They have a SwiftPac Warehouse #.

- To Edit a Pending, entry, click  you can upload your invoice when you edit if you forgot to do so earlier.

- To View an Arrived 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