



Service Guides

Updated December 2022

PRE-ALERT IS IMPORTANT

The Pre-Alert from a customer provides SwiftPac with the Tracking information, item Description and Value and Shipping instructions for packages incoming to the Warehouse.

NOTE: 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. Always Pre-Alert your packages regardless of size or cost.

WHY IT IS IMPORTANT TO PRE-ALERT

1. Your items are processed faster when they arrive at our Doral Warehouse.
2. You can let us know **how** you would like your packages to be shipped by selecting the **Shipping Method** best suited to your needs.

YOUR SHIPPING OPTIONS		
Express	Air	Ocean
Small Package Express <i>Fast</i> Air Service <ul style="list-style-type: none">• 1 - 3 Day Transit• Daily Shipments (Business days)	Regular (Economy) Air Service <ul style="list-style-type: none">• 5 - 7 Day Transit• Departs 1 to 2 times per week	Regular Ocean Freight <ul style="list-style-type: none">• 7 - 14 Day Transit• Departs 1 time per week

3. Premium and Commercial customers can request **Consolidation*** of packages/cargo and choose a ***Release Date*** for their Ocean shipment.



4. It is easier for our system to assign a package to your SwiftPac Account, in the event that your Delivery Address did not include the Full Name &/or Box Number (on your Account). If you did not Pre-Alert and these details are missing, your package will be placed in the UNKNOWN section and **will not** be shipped until you submit a Claim.

5. You can **Upload your Supplier Invoice** during Pre-Alert. It will make Customs Clearance at destination quicker and easier and help you avoid delays or any Local fees for Re-Assessment of Customs Duties.

See instructions on [How to Submit a PreAlert](#)

Prealert (NEW) **Pending** ×

Track No. *

Carrier *

Shipping Method *

Supplier *

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)