

# SwiftPac Service Guides

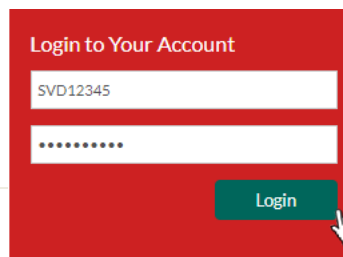
Updated April 2018

## HOW TO SUBMIT A PRE-ALERT

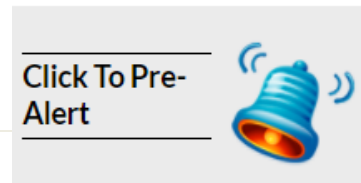
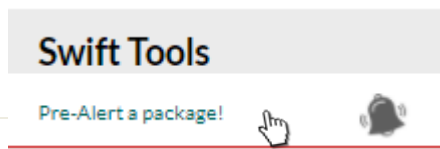
Pre-Alerting involves providing SwiftPac with basic details, tracking information and shipping instructions for incoming packages or cargo. Benefits to customers include fast-tracked processing and 25% discount on shipment insurance cost. Pre-Alerting is required if you wish to request Warehouse Services such as **Consolidation or Repack**.

NOTE TO CUSTOMERS: The Pre-Alert must be sent after you receive shipment confirmation and tracking from your supplier and **before** the package arrives at the Miami Warehouse.

1. Log in to your account.



2. Click the Pre-Alert button. *You have several options.*



3. Fill in the Pre-Alert form. *All fields are required.*

**Pre-Alert**

Shipper	Description	Value	Carrier	Tracking No.	Warehouse Service	Ship Instruction	Invoice! (Max Size 1MB (pdf/images))
Amazon	Clothing	50	UPS	1ZW6897XYWC	Repack	Ocean	Choose File N..n
Best Buy	Laptop	200	DHL	4221736293	Ship	Express	Choose File N..n
ebay	Car Parts	80	FedEx	4039340847230	Consolidate	Air	Choose File N..n

**SUBMIT**

4. Click the **SUBMIT** button on the form.

5. 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 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.*
  
- ✚ Fill in all fields with accurate information about each item. To avoid mistakes, **Copy and Paste** the Tracking Number from the shipping confirmation email instead of typing. **IMPORTANT:** 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(s) to avoid Customs assigning an incorrect value. You can also **upload your Invoice** as one of our supported file types: Adobe Acrobat (**PDF**) or Image (**JPG, PNG, GIF, BMP or TIFF**) format. Maximum file size is 1MB.

