HOW TO SUBMIT A PRE-ALERT

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

IMPORTANT: The Pre-Alert must be sent <u>after</u> you receive shipment confirmation and tracking from your supplier and **before** the package arrives at the Miami Warehouse.

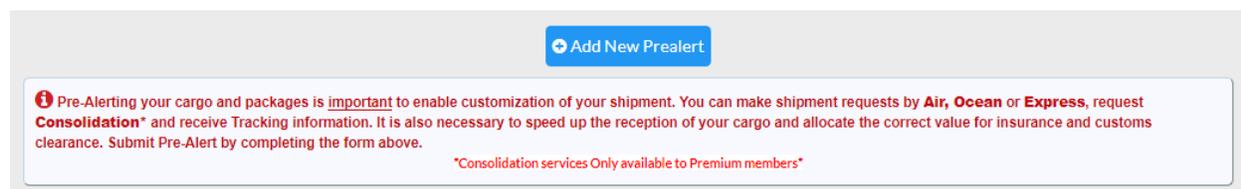**1.** Go to the www.swiftpac.com **Home Page**.

Click on the Pre-Alert icon

OR

the Pre-Alert a package! link

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

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

⊕ Add New Prealert

ⓘ Pre-Alerting your cargo and packages is <u>important</u> 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

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

The New PreAlert Form

Prealert (NEW)   **Pending**   ✕

Track No. *

Carrier *   Select ▼

Shipping Method *   Express   Air   Ocean

Supplier *

Item Description *

Item Value * $

🛡 TV Protect ☐

No invoice attached

📎 Attach Invoice

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

↻ Reset   ✔Submit   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.

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 you have **two (2)** or more packages, they will be **Automatically Consolidated***.

- Want to HOLD your packages for a few days to Consolidate with others? Pre-Alert each package as **Air** and select the <u>Release Date</u> when you want us to consolidate and ship.

- Want to ship by Ocean? Select **Ocean** and pick the <u>Release Date</u> when you want us to ship. Also choose a **Package Type** or let the warehouse choose for you.

Prealert (NEW)   **Pending**   ×

Track No. *	1Z020WY4W01849610
	Valid
Carrier *	UPS ▾
Shipping Method *	✈ Express ✈ Air ⚓ Ocean
Supplier *	kmart
Service *	Consolidate ▾
Release Day *	📅
Item Description *	Clothing
Item Value *	$

🛡 TV Protect ☐

No invoice attached

🔖 Attach Invoice

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

↻ Reset   Submit   Close

Choosing the Release Day* from the Calendar

Prealert (NEW)   `Pending` ✕

Track No. *	1Z020WY4W01849610
	Valid
Carrier *	UPS ▾
Shipping Method *	✈ Express / ✈ Air / ⚓ Ocean
Supplier *	kmart
Service *	Consolidate ▾
Release Day *	2019-09-20 📅 Select Date
Item Description *	
Item Value *	

September 2019

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	
29	30					

No invoice

⊘ Attac...

Drag and Drop your invoice file to
(Image, .P...

↻ Reset   ✔ Submit   Close

NOTE: **Premium Customers can choose from the following Release Days:**

a. Air shipments – Two (2) consecutive **Fridays** are provided from the day the pre-alert is being submitted.

b. Ocean shipments - Two (2) consecutive **Mondays** are provided from the day the pre-alert is being submitted.

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

5. Important: Attach Your Invoice if you have one.

Drag and Drop your invoice file to this form, or use the button above.
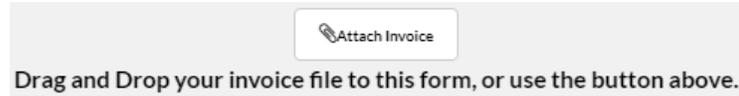
Customs requires an invoice to be submitted before the cargo arrives at some Destinations. In order to avoid fees for Reassessment of duties, it is best to upload your invoice now.

6. Click the **Submit** button on the form.

You will see this notification box.
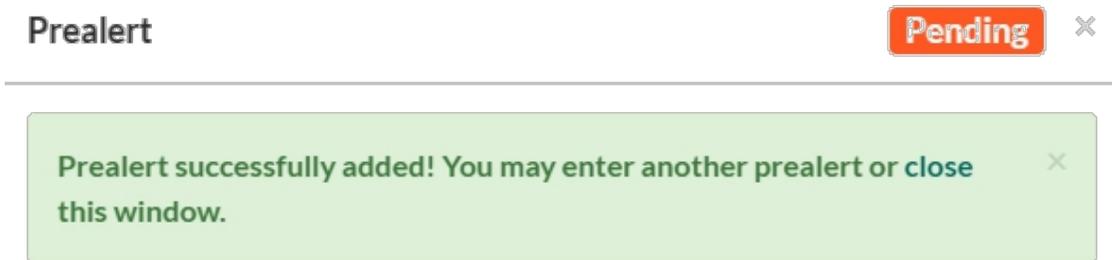
- Each successfully **pre-alerted item** will appear as a **row** in the table below the Submit button.

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

- **Pending** items have been submitted but have not yet arrived at the Warehouse.

- **Arrived** items were previously submitted and reached the Warehouse. They have a Warehouse #.

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

- **To View** an Arrived entry, click [View] .

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:** Your 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.

- **Upload your Invoice** as one of our supported file types:
  Adobe Acrobat (**PDF**) Image (**jpg, png, gif, bmp, tiff**) Word (**doc, docx**) and htm or html files. Max file size 1MB