



## Service Guides

Updated September 2022

# HOW TO REQUEST DOOR DELIVERY OR SCHEDULE IN-OFFICE PICKUP

Customers will receive their Freight and Local Invoices via email. Each invoice contains two buttons which allows a customer to **Request door Delivery** or to **Schedule an in-office Pickup** for the packages/cargo listed on the invoice details. The example below highlights the location of these buttons on an emailed invoice.



## YOUR INVOICE IS READY

Hi John Doe [SVD#####]

Your Invoice #1000000 is ready for payment. You may pay this invoice online from our website or mobile app, or at your local branch.

### INVOICE SUMMARY

INVOICE #	Total (XCD)	Balance (XCD)
1000000 ParentID: 298575420	\$37.81 (\$13.90 USD)	\$37.81 (\$13.90 USD)

[View/Pay Now](#)

1 Email title tells you the invoice status. YOUR INVOICE IS READY means it can be paid now.

2 Your Name and Account Number

3 Message summary

4 Summary of Charges table. See the Invoice# and Parent ID Total charges and Balance in Local currency and USD

5 Click to View invoice details and/ Pay Invoice on the Website

We do package deliveries! You can also schedule pickup.

Click below to... [REQUEST DOOR DELIVERY](#) Click below to... [SCHEDULE IN-OFFICE PICKUP](#)

6 **We do Package Deliveries! You can also Schedule Pickup.** Select and complete a request form on the Website. Account details and Warehouse numbers linked to this invoice will be pre-filled for your convenience.

Problems or questions? Call us at 844.707.7447 or email [support@swiftpac.com](mailto:support@swiftpac.com)

SwiftPac Logistics, Inc. 2281 NW 82<sup>nd</sup> Ave, Doral, FL 33122

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7 Contact us with any questions regarding your invoice or to inquire about our products and services.

Download the Mobile App to manage your invoices and more on the go.