




Service Guides

Updated June 2023

YOUR SWIFTPAC INVOICE

We've provided this simple guide to help you interpret your invoice and to explain how to pay it online. The example following shows of how your invoice will appear when sent via email.



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](#)

We do package deliveries! You can also schedule pickup.


Click below to...
[REQUEST DOOR DELIVERY](#)

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

Ref: 1234567890123

Problems or questions? Call us at 844.707.7447
or email support@swiftpac.com

SwiftPac Logistics, Inc. 2281 NW 82nd Ave, Doral, FL 33122



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

6

***We do Package Deliveries!
You can also Schedule Pickup.***
Select and complete a request form on the Website.

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.


Understanding Your SwiftPac Invoice

This is how your invoice will appear on the website when you click **5** the View/Pay Now button on the email version. The website invoice will display your charges in more detail and show its payment status.

Invoice #1

This invoice will include Freight and Insurance charges for shipment and charges for Pickup, Consolidation, Warehouse In/Out Fee, etc. incurred at origin.

You will be able to pay this invoice online or at your local office while your shipment is **in transit** to destination.



SWIFTPAC LOGISTICS INC
2281 NW 82ND AVE.
Doral, FL 33122, USA
(305) 470-8998
customerservice@swiftpac.com

INVOICE TO:
John Doe

INVOICE# 1000000
Date of Invoice: 2021-08-21
Currency: USD
ParentID: 298575420

DESCRIPTION	SubTotal
AIR FREIGHT SHIPMENT - 3.0lbs- #WH-740000 - AUTO PART	\$34.41
INSURANCE	\$3.40
TOTAL USD \$13.90	\$37.81
PAY NOW	Balance USD \$13.90 \$37.81

Thank you!

NOTICE:
This invoice may incur an additional warehouse storage fee for packages that are past due date for pickup.

What does my invoice status mean?


- **PENDING** - Additional charges may still need to be included, such as Local Customs Duties and/or Warehouse Storage Fees.
- **PAY NOW** - Your invoice is Complete and Ready to be paid OR your invoice has been partially paid.
- **PAID** - Your invoice has been paid in full.

Reference: 1234567890123

Invoice #2

This second invoice will include Handling, Customs Duties and any other local charges incurred at destination.

You will be able to pay this invoice online or at your local office once your shipment **arrives** at destination.



SWIFTPAC LOGISTICS INC
2281 NW 82ND AVE.
Doral, FL 33122, USA
(305) 470-8998
customerservice@swiftpac.com

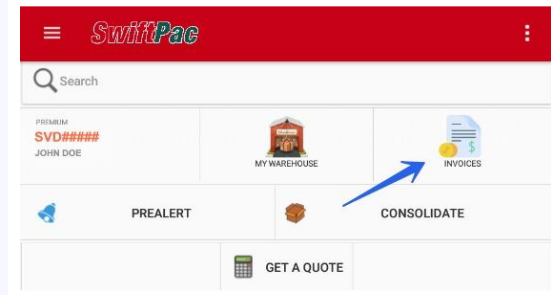
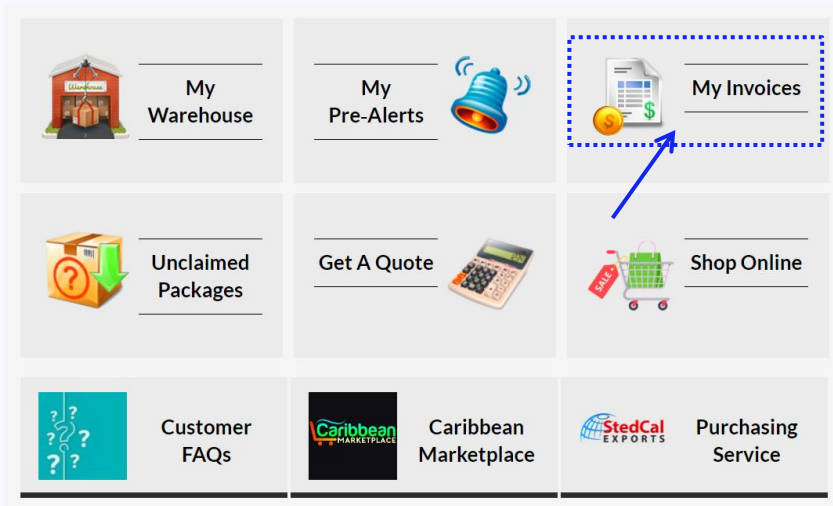
INVOICE TO:
John Doe

INVOICE# 1000001
Date of Invoice: 2021-08-21
Currency: USD
ParentID: 298575420

DESCRIPTION	SubTotal
CUSTOMS DUTY- #WH-740000	\$26.66
HANDLING	\$6.50
TOTAL USD \$12.19	\$33.16
PAY NOW	Balance USD \$12.19 \$33.16

Understanding Your SwiftPac Invoice

You can view all your invoices by logging in to your Account on the Website or Mobile App.



See below list of invoices and Payment History.

Date	Invoice #	Amount	Balance	
23 Aug, 21	1067413 <small>ParentID: 21089676</small>	XCD 3.00 <small>USD \$1.10</small>	XCD 0.00 <small>USD \$0.00</small>	
21 Aug, 21	1067394	USD 36.54 <small>USD \$36.54</small>	USD 36.54 <small>USD \$36.54</small>	
21 Aug, 21	1067393 <small>ParentID: 210809672</small>	XCD 0.00 <small>USD \$0.00</small>	XCD 0.00 <small>USD \$0.00</small>	
21 Aug, 21	1067392 <small>ParentID: 210809672</small>	XCD 99.39 <small>USD \$36.54</small>	XCD 99.39 <small>USD \$36.54</small>	
20 Aug, 21	1066110 <small>ParentID: 21087485</small>	XCD 2.00 <small>USD \$0.74</small>	XCD 0.00 <small>USD \$0.00</small>	
19 Aug, 21	1066063	USD 90.00 <small>USD \$90.00</small>	USD 90.00 <small>USD \$90.00</small>	
19 Aug, 21	1066062 <small>ParentID: 210807460</small>	XCD 0.00 <small>USD \$0.00</small>	XCD 0.00 <small>USD \$0.00</small>	
19 Aug, 21	1066061 <small>ParentID: 210807460</small>	XCD 90.00 <small>USD \$33.09</small>	XCD 90.00 <small>USD \$33.09</small>	

INVOICES		
MON 23 AUG 2021 21089676-67413 INVOICE NUMBER	AMOUNT 3.00 1.10 USD	BALANCE 0.00 0.00 USD
SAT 21 AUG 2021 210809672-67393 INVOICE NUMBER	AMOUNT 0.00 0.00 USD	BALANCE 0.00 0.00 USD
SAT 21 AUG 2021 210809672-67392 INVOICE NUMBER	AMOUNT 99.39 36.54 USD	BALANCE 99.39 36.54 USD
SAT 21 AUG 2021 1067394 INVOICE NUMBER	AMOUNT 36.54 36.54 USD	BALANCE 36.54 36.54 USD
FRI 20 AUG 2021 21087485-66110 INVOICE NUMBER	AMOUNT 2.00 0.74 USD	BALANCE 0.00 0.00 USD
THU 19 AUG 2021 210807460-66062 INVOICE NUMBER	AMOUNT 0.00 0.00 USD	BALANCE 0.00 0.00 USD
THU 19 AUG 2021 210807460-66061 INVOICE NUMBER	AMOUNT 90.00 33.09 USD	BALANCE 90.00 33.09 USD
THU 19 AUG 2021 1066063 INVOICE NUMBER	AMOUNT 90.00 90.00 USD	BALANCE 90.00 90.00 USD

How to Pay Your Invoice Online

1. Review your unpaid invoices by clicking the “View/Pay” button in the list then click the “Pay Now” button for the invoice you wish to pay.

Make Payment

Amount

13.90

Currency

USD

Name on Card

Card Holder's Name

Card Number

Debit/Credit Card Number

Expiration Date

Month

2021

Card CVV

Security Code

Close

Pay Now

INVOICE 1067392-09672

SVD43222 1067392-09672
DATE: 21-08-2021
CNCY-XCD

CARD DETAILS

CARD HOLDER

CARD NUMBER

MM/YY CVC

CANCEL SUBMIT

DESCRIP

Insurance

1 X 4.19

Air Freight

1 X 95.20

Insurance

1 X 0.00

TOTAL

TOTAL USD

BALANCE

BALANCE USD

PAY NOW

BTOTAL

4.19

95.20

0.00

99.39

36.54


99.39

36.54

Understanding Your SwiftPac Invoice

Enter your credit card details. Verify payment details are correct and click **PAY NOW** or **SUBMIT** on the Payment Info window.

A Paid Invoice




INVOICE TO:
John Doe

INVOICE# 1000000
Date of Invoice: 2021-08-26
Currency: XCD
ParentID: 298575420

DESCRIPTION	SubTotal
AIR FREIGHT SHIPMENT - 3.0lbs- #WH-740000 - AUTO PART	\$34.41
INSURANCE	\$3.40
TOTAL USD \$13.90	\$37.81
Payment on 2021-08-27	\$37.81
Balance USD \$0.00	\$0.00

PAID ✓

← INVOICE 1067413-89676




1067413-89676
DATE: 23-08-2021
CURRENCY:XCD

DESCRIPTION	SUBTOTAL
Premium Support	
Bank Account	
1 X 3.00	3.00
TOTAL	3.00
TOTAL USD	1.10
BALANCE	0.00
BALANCE USD	0.00

Note: Your online payments will be reflected immediately in Your Account once the transaction is successful.

You will also receive an email confirmation that payment has been received.



THANK YOU!
John Doe [SVD#####]
Invoice #1000000 has been paid in full. You may view the invoice at the link below.

PAYMENT DETAILS

AMOUNT PAID	DATE PAID	PAYMENT METHOD	Receipt#
37.81	08/27/2021	CREDIT CARD	270701

INVOICE SUMMARY

INVOICE #	Total (XCD)	Balance (XCD)
1000000 ParentID: 298575420	\$37.81 (\$13.90 USD)	\$0.00 (\$0.00 USD)

View Invoice