

SwiftPac Service Guides

Updated September 2018

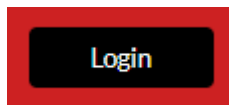
HOW TO CLAIM AN “UNKNOWN” PACKAGE

Have you shipped an order to SwiftPac but never received a warehouse receipt in your email or your item at the destination? If so, you may have an unclaimed package at the SwiftPac Warehouse.

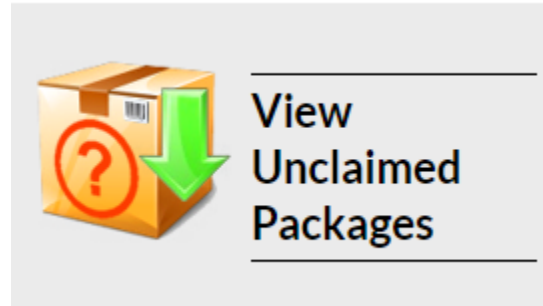
Unknown/Unclaimed Packages are missing information necessary for delivery to the correct customer and destination, such as **Customer Name**, **Destination** and **Account Number**.

Go to www.swiftpac.com

1. Log in to your account if you have one or proceed to Step 2.



2. Click the "View Unknown Packages" button on the Home Page:



You will be redirected to the Unknown Packages page. A list of Package Descriptions will be loaded.

3. Click on any item in the list to expand and view the available details, including Date Received, Warehouse Number and Tracking Number.
4. Next, click the "Begin Claim" button. Two options will now be available. Choose either
 - a) Submit Proof of Payment at Agent's Location by checking the box, **OR**
 - b) Upload an Invoice by clicking the "Choose File" button



5. After you make a choice, check the box to **Add package to claim form**.

6. Complete the claim form which will opens up **on the right**. If you are currently logged in, some fields will already be filled in but read-only such as: Account No., Name and Email.
You will be able to update the Phone* field, add **Comments** or Create a New account.

7. Click the "**Submit**" button at the bottom of the form after you complete it. Please note that you must provide proof of purchase and Identification when making a claim. We will notify you once we have further information. Contact us if you have more questions regarding claims processing.

ALWAYS USE: SwiftPac Address Format for Internet Shopping & Shipping:

Your Name: Joe Moe

Street: 7205 NW 54 St

Your Account No: Ste. SVD12345

State, City & Zip Code: Miami FL, 33166