

Service Guides

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HOW TO CLAIM AN 'UNKNOWN' PACKAGE

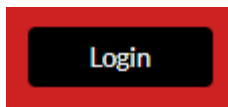
Did you ship an order to SwiftPac but never got a warehouse receipt in your email or your item at the destination?

If so, you may have an unclaimed package at the SwiftPac Warehouse.

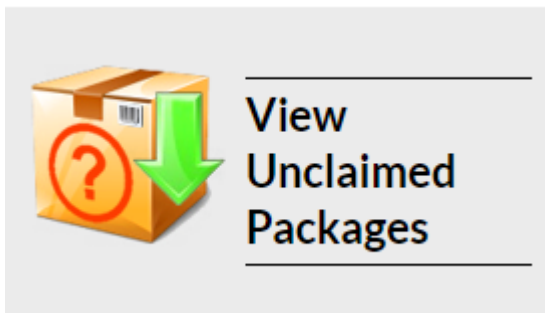
Unknown/Unclaimed Packages are missing information necessary for delivery to the correct customer and destination, such as SwiftPac Account Number and Customer Name.

Here are the steps to submitting a claim for a package:

Step 1. Go to www.swiftpac.com and log in to your account. If you do not remember your login details, proceed to Step 2.



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



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

- + Package Description: TV 40 (1Z864Y310320263095)
- + Package Description: ELECTRONIC (911028266850)
- + Package Description: VEHICLE PARTS (1Z89W74E0391077833)
- + Package Description: VEHICLE PARTS (771222830350)
- + Package Description: ACCESORIE (LN453443925CN)
- + Package Description: UNDERWEAR (4203316692748927005455000013659906)
- + Package Description: SUPPLEMENT (1Z2333RA0222291929)
- + Package Description: TEA (1Z2333RA0222210257)

Step 3. Click on any item in the list to expand and view the available details, including **Date Received**, **Warehouse Number** and **Tracking Number**.

Package Description: TV 40 (1Z864Y310320263095)

Date Received	Warehouse Number	Pieces	Shipper	Tracking Number	Branch	Weight (lbs)
2020-8-13	547005	1	ELECTRONIC EXPRESS	1Z864Y310320263095	USA	25

BEGIN CLAIM

Step 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

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

Step 6. Complete the claim form which will open up **on the top right (in the sidebar)**.

If you are currently logged in, some fields will already be filled in such as: Account No., Name and Email.
 (These cannot be edited in the form.)

You will be able to add **Comments**.

Package Destination

Select

Account No.

E.g. SVD24CC7

Name *

E.g. John Uoe

Email*

E.g. john@swftpack.com

Warehouse#.Invoice

547005

Comments

Enter Comment Here

SUBMIT

Step 7. Click the **"Submit"** button at the bottom of the form after you fill it in.

Please note that you must provide proof of purchase in the form of a valid **Supplier Invoice** 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.

IMPORTANT: When Shopping Online and Shipping items to the SwiftPac Warehouse, ensure that you enter **Your SwiftPac Account #** and **Your Name**.

- **Use SwiftPac Delivery Address Format:**

YOUR NAME:	Joe Moe
STREET ADDRESS:	2281 NW 82nd Ave
YOUR ACCOUNT NUMBER:	Ste. SVD#####
STATE, CITY & ZIP CODE:	Doral FL, 33122

Ste. = Suite or Apartment or Unit#.

- **Pre-Alert** your packages before they arrive at the Doral Warehouse.

Submitting a Pre-Alert will ensure that the Warehouse will assign your package to your Account based on the **Tracking Number**, in the event that you have any missing or incorrect Shipping Address details.



Read more about SwiftPac Policy regarding the claiming of packages [here](#).