



# SwiftPac Service Guides

Updated August 2020

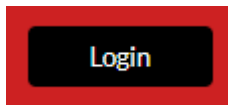
## HOW TO CLAIM AN “UNKNOWN” PACKAGE

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.

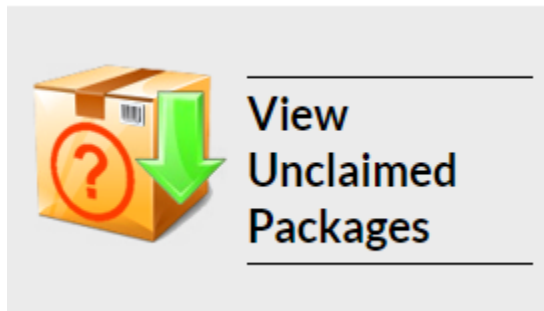
Unknown/Unclaimed Packages are missing information necessary for delivery to the correct customer and destination, such as **Account Number**, **Customer Name** and **Destination**.

Go to [www.swiftpac.com](http://www.swiftpac.com)

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



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)

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

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 open up **on the top right (in the sidebar)**.

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 add **Comments**.

7. Click the "**Submit**" button at the bottom of the form after you complete it.

Package Destination

Select

Account No.

*E.g. SVD24CC7*

Name \*

*E.g. John Uoe*

Email\*

*E.g.john@swiftpack.com*

Warehouse#.Invoice

547005

Comments

Enter Comment Here

SUBMIT

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.

**REMEMBER TO 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

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



This will ensure that the Warehouse will assign your package to your Account, in the event that you had missing or incorrect Shipping Address information.