Service Guides

Updated January 2024

REQUESTING CONSOLIDATION SERVICE

Consolidation is an automated process by which our cargo management system combines two or more packages that belong to an active **Premium Customer** into a single shipment by Air or Ocean, as requested via **Pre-Alert**.

It reduces freight and Local handling charges at destination – providing significant savings to customers.

Some restrictions apply to consolidation of fragile items, liquids, soap, hazardous Items and high value items.

PLEASE NOTE

During the Consolidation Process, (1) We do not remove cargo from Original Packaging (2) We do not reweigh packages.

- You must have a **Premium** or a **Commercial** Account to be able request Consolidation.

- Customers requesting Consolidation Service must **Pre-Alert** their packages **before** the cargo arrive at the Doral/Miami warehouse.

- Selecting **Shipping Method – Standard Air, Economy Package or Ocean LCL** during **Pre-Alert** will indicate to our Warehouse that the customer is requesting consolidation.

  1. **AIR Shipments – Packages for Air Consolidation cannot be placed on Hold.** Premium* Customers will receive consolidation ==**ONLY for packages shipped in the SAME SHIPMENT**==. The system will automatically consolidate **two (2)** or more packages that have been scanned and are ready for shipment from the Warehouse.

  2. **OCEAN Shipments –** Premium* Customers have the ability to **Choose the Release Day** when they want the Warehouse to consolidate and ship to destination. Note: Minimum Total weight/volume for Ocean Shipments is 25lbs or 1 Cubic Foot.

- The **Release Day** indicates the date when a package will be queued for shipment. Packages which have the same Release Day will be included on the same Ocean Consolidation shipment. Note: Actual Shipment Day may occur after the Release Day.

For more information about Pre-Alert, read the [How to Submit a Pre-Alert](#) Guide.

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How to Request Consolidation

Step 1.	**Pre-Alert** your packages. Select the Shipping Method **Standard Air, Economy Package or Ocean LCL**. **Choose** the **Release Day** for **Ocean** Shipment.
Step 2.	Check the status of a Pre-Alerted package by going back to the **Pre-Alert page** at a later date or time based on the estimated Delivery date given by the Shipper. The status of the entry will be "Not Arrived" or "Processed". In the image on the right, "WH# 203063 PROCESSED indicates that the package has been scanned at SwiftPac Warehouse and was assigned a Warehouse number 203063. This means the package is now On-hand and is ready to ship. The NOT ARRIVED package below has either not been delivered to us or it is or not yet scanned.

Submit Date	Entry	Description	Tracking Info
4 Sep, 23 10:11 pm	WH# 203063 PROCESSED	PHONE|	93346567214700002183374 AMAZON

Submit Date	Entry	Description	Tracking Info
5 Jul, 23 3:04 pm	NOT ARRIVED	Shirt|	9400907351296919714551 EBAY

Step 3.	When all packages you want to ship via Ocean have "**Processed**", Go to "**My Warehouse**". Click the 'Ocean Consolidate' button. There will be an open checkbox on the left of items **that can be selected** for shipment. (These will be the packages that were Pre-Alerted for Ocean Consolidation in Step 1. and that have status 'Arrived' in Step 2. They will have the letter **C** in the first column). Tick/mark the checkbox next to all items that you want to be shipped together. This is called "releasing" your packages. Click the **Submit** button. Note: The checkboxes will no longer be available for these items once they are released. You will receive an email to let you know that we received your request.