HOW-TO GUIDE

PRE-ALERTING YOUR PACKAGE THE RIGHT WAY

Submitting a pre-alert play an integral role in the clearance process of a package since it allows us to provide precise documentation to customs to determine the accurate taxes to be applied.
A pre-alert can also allow us to verify whether your supplier sent the correct item(s) in your package before proceeding to ship to Trinidad.

We advise that you submit a pre-alert for ALL incoming packages before the package arrives at our Miami warehouse in the event your supplier does not include an invoice in your package. Pre-alerts submitted after the package arrives unfortunately, will not be valid.

Submitting a pre-alert, can help avoid the following:

- Prevent your item from being valued more than what you paid for it. If it's valued more it will result in a higher amount of tax for clearance.
- Avoid additional taxes (Additional taxes happens when Customs & Excise thoroughly inspect your package during the clearance process and adds extra taxes to it.

Here's what is needed to submit a valid pre-alert:

1. **Tracking number** - When entering your tracking number, verify that it is accurate since this is the unique element that allows us to match the pre-alert to the package when it is received at our Miami warehouse.

NB* Be sure to look out for changed/updated tracking numbers so that you can update your pre-alert accordingly. An incorrect tracking means no pre-alert will be received.

2. **Item Description**- The item(s) listed in the description must be the exact item description and exact quantity for each item in the package and should match the items listed on your supplier's invoice.

3. **Package USD value -** The value on your supplier's invoice should be used to enter the USD value for the package.

4. **A valid supplier's invoice-** Ensure the supplier's invoice uploaded to the pre-alert is a valid invoice with your name, box ID number, shipping address, a list of the items purchased with their values, and your invoice total. The option to upload more than one document is available just in case your invoice consists of more than one page.

By accurately submitting all the above detail you'll not only have a valid pre-alert but you more importantly save yourself from being charged more than you're supposed to be charged on that package.