



## **HOW-TO GUIDE PRE-ALERTING YOUR PACKAGE THE RIGHT WAY**

Submitting a pre-alert plays an integral role in the clearance process of a package since it allows us to provide precise documentation to **Customs and Excise of Trinidad and Tobago** so that **they** can determine the accurate taxes to apply to your package.

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 the Miami warehouse** in the event your supplier does not include an invoice in your package.

Pre-alerts submitted after the package arrives at our Miami warehouse, unfortunately, will not be valid.

### **Here is what you need 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 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 that CSF will not receive your pre-alert.**

**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 the same value used when entering your USD Value for your pre-alert.

**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. [Click here](#) for an example of the details you should have on your supplier's invoice.

**\*NB If a family member is sending used items but does not have the original receipt, they can create a commercial invoice and place a note stating that it is a used item(s) and place it in the package. Or they can take a photo of the commercial invoice and send it to you so that you can upload it when pre-alerting the package.**

### **Other things to note when submitting a pre-alert:**

- You must make all pre-alert changes before your package arrives at our Miami warehouse. Changes made after, will not be valid.
- If you delete your pre-alert, the deleted information will not go to your package. You will need to submit another pre-alert before the package arrives at our Miami warehouse.
- CSF Couriers is not liable for incorrect declarations or incorrect tracking numbers entered resulting in an invalid pre-alert.
- If you use credit from your supplier or a gift card when checking out, customs will note this as a payment method and not a discount and as a result, it will be added to your invoice total.
- If your invoice total reflects \$0.00 customs will apply taxes based on an estimated value that customs will place on the item.

### **Pre-alerting a Split Shipment:**

#### **What is a split shipment?**

A split shipment happens when you place one order for multiple items from a supplier, however, your supplier ships that single order to CSF Couriers Miami warehouse in multiple packages. This can happen due to items being at different store locations.

#### **Things to note when pre-alerting a Split shipment:**

- You must pre-alert each package separately since they will have different tracking numbers.
- The items listed in the description of your pre-alert must be the items associated with the tracking number that is being pre-alerted and not the entire order.
- You must upload the entire invoice from your order. Before doing so, you must highlight the items associated with the tracking numbers that you are pre-alerting for clarification.