



Pre-Alert Notification – Example and Additional Information

Sample of Pre-Alert Notification email message:

From: acknowledgment@cap.org <acknowledgment@cap.org>
Sent:
To:
Subject: Pre-Alert CAP# XXXXXXXXXX PROGRAM CODE MAILING

Dear CAP Customer,

This email serves as a Pre-Alert for your future shipment PROGRAM CODE MAILING. Attached to this message is your shipment documentation along with your tracking number. Please take note of your scheduled ship day. Tracking information will be updated on the carrier website once your shipment has left the packager's location.

Please do not reply to this email; it is generated from an unattended messaging service. If you have any questions about this message, call the CAP Customer Contact Center at 001 847-832-7000, option 1 or visit www.cap.org and click on "Contact Us" to reply via email.

Additional Information regarding the Pre-Alert:

- The primary “Ship To” contact (listed on the submitted Order Form and in your organization profile on ELSS) will receive an automated pre-alert email message approximately 10 days prior to the date of export.
 - Please [contact the CAP](#) to change the primary contact and/or to provide additional names and email addresses of the individuals or organizations you would like to receive pre-alert messages.
- The pre-alert email message typically includes attachments of the Commercial Invoice and Airway Bill.
 - **Commercial Invoice** -- is a customs document and not a sales invoice to be paid to the CAP
 - Includes important information for importer (laboratory or buying agent) to use to complete required clearance documentation
 - Lists the declared value of the shipment contents which is used by government agencies to assess taxes and fees that must be paid by the importer of record (Note: this is not covered by shipping & handling Fees paid to the CAP)
 - Contains the waybill number to track shipment (not traceable until after the date of export)
 - **Airway Bill (AWB)** – is the shipping label (varies by carrier)
 - Provides tracking number (not traceable until after the date of export)
 - May be needed in some countries as supporting documentation for customs
- Customers may use the commercial invoice and airway bill to track incoming shipments. The date of export (ship date) is listed as MMDDYY on these documents.