Shopping from your favourite online stores like **Amazon , TEMU , Shein,** or **eBay** is exciting, especially when you're using **GCM Express to ship** your purchases . But did you know that you can speed up the shipping process and ensure a smooth delivery by pre-alerting your package?

If you're new to our pre-alert system ? Here's a simply easy step-by-step guide to using our pre-alert system via your GCM Express customer Portal so your packages are processed faster and smoother .

What's Pre-alert in Shipping and Why Is It Important?

A pre-alert lets GCM Express team know that your package is on its way to our Miami warehouse. By providing us with key information like the tracking number and details about your order, we can use that information once your package is scanned after the delivery; this way we can get it to you without delays. It's like giving us a heads-up to get things moving faster!

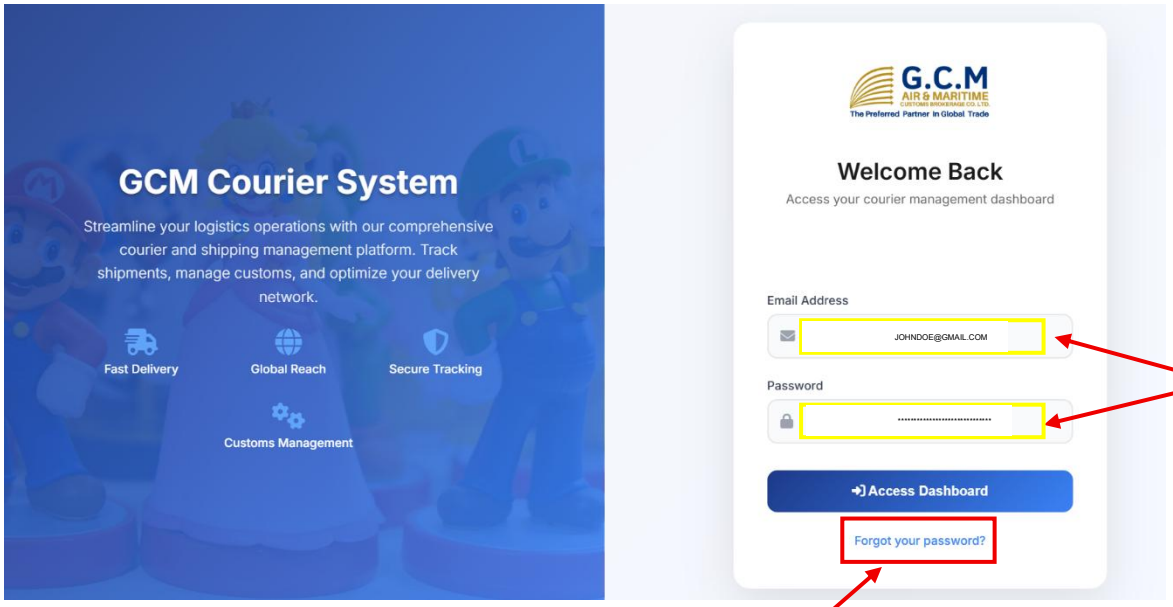
What Do You Need to Pre-alert Your Package?

Before you start the pre-alert process, make sure you have the following information available :

- **Online Store**
- **Invoice of your order**
- **Description**
- **Package Value**
- **Tracking number**

Step-by-Step on How to Pre-alert Your Package (s)

1. **Log in to your GCM Express Customer Portal**

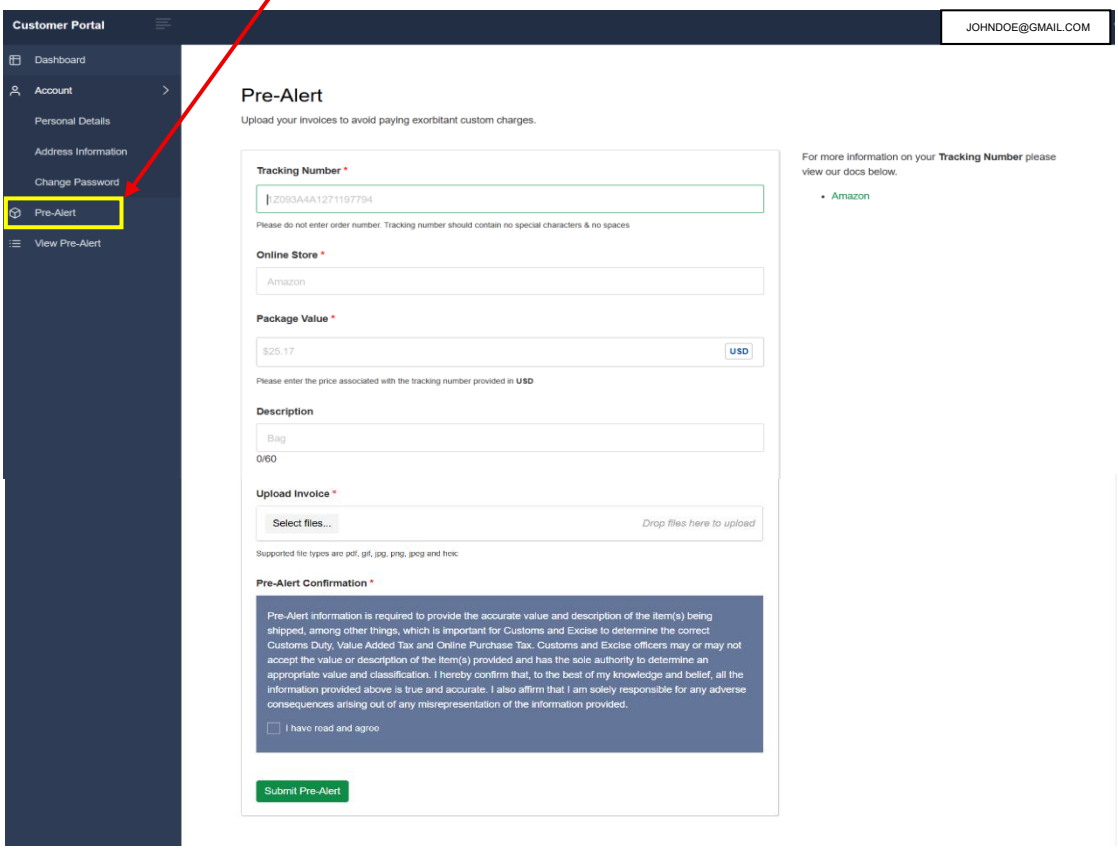


Email would be the email you used when signing up with GCM if you have forgotten please feel free to contact customerservice so we can assist you.

CLICK HERE TO RESET YOUR PASSWORD AND FOLLOW INSTRUCTIONS

2. **Go to the Pre-alert Section**

Once you are logged in, click on Pre-alert on the side menu and fill information as required .



3. **Information required for Pre-alert form –** **(*SEE info provided below)**

a. **Tracking Number:** Enter the tracking number provided by the seller (you can find it on your order details or the track section of your order). This will help us identify your package once it arrives at our Miami warehouse.

b. **Online Store :** Add the name of the store where you purchased your items.

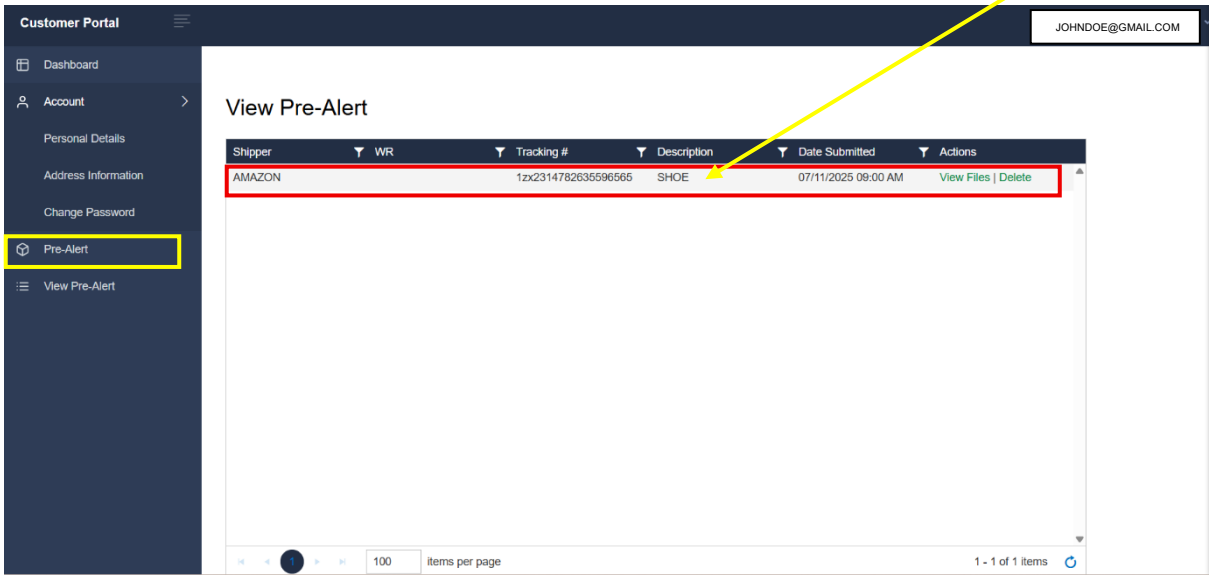
c. **Package Value:** Input the total value of your order as shown on the invoice. This is crucial for customs processing.

d. **Package Description:** Add a brief description of the items you purchased

e. **Upload the Invoice:** Attached the invoice for your order; this will be needed for customs clearance.

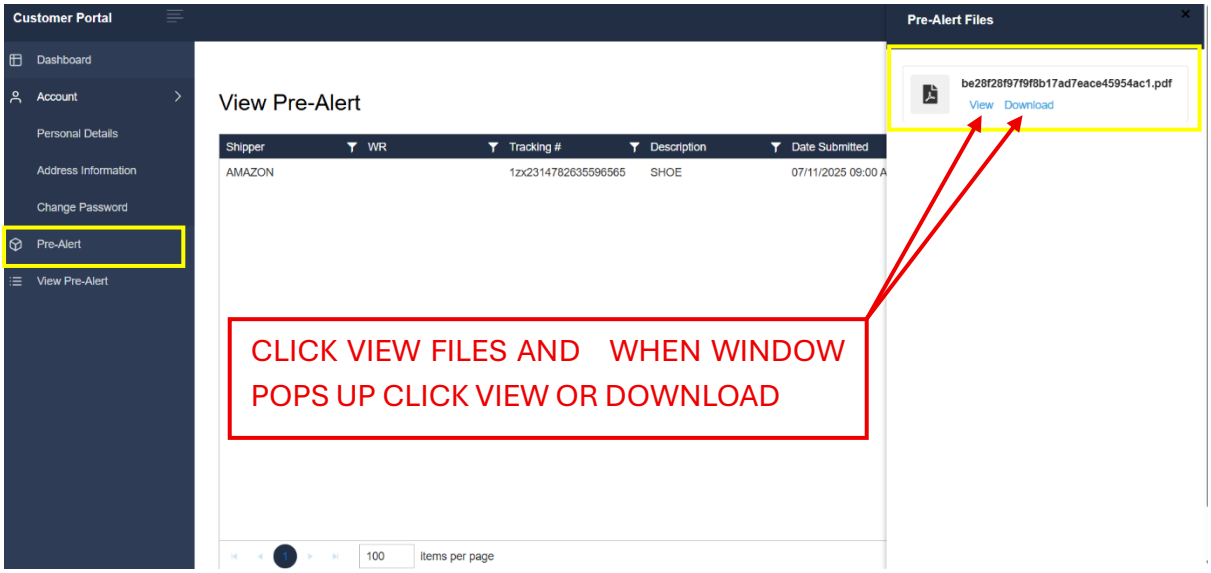
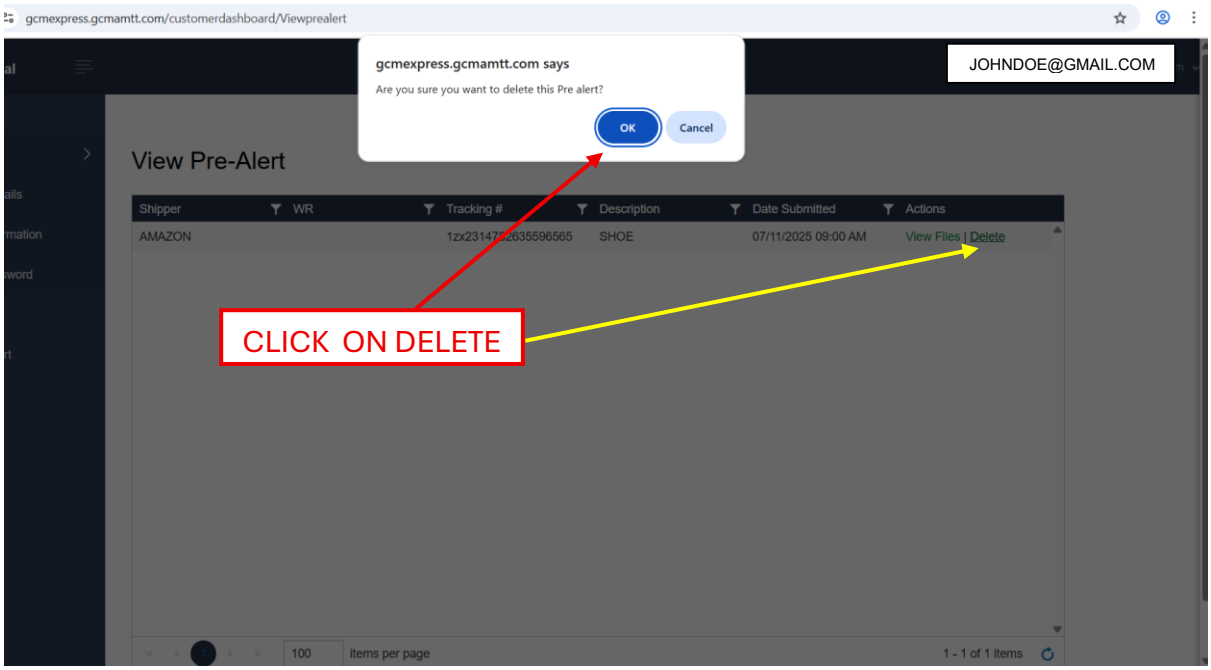
Once all the above steps have been completed you can then proceed to click on confirmation and your invoice once accepted will be uploaded to the Portal . Please note if you would like to review you can check in your pre-alert tab in your customer profile .

4. Pre-alert Invoices -Once Uploaded this is how your Pre-alert page would look on your Dashboard



HOW TO ?

HOW TO RE-VIEW PRE-ALERT INVOICE



HOW TO DELETE A PRE-ALERT INVOICE