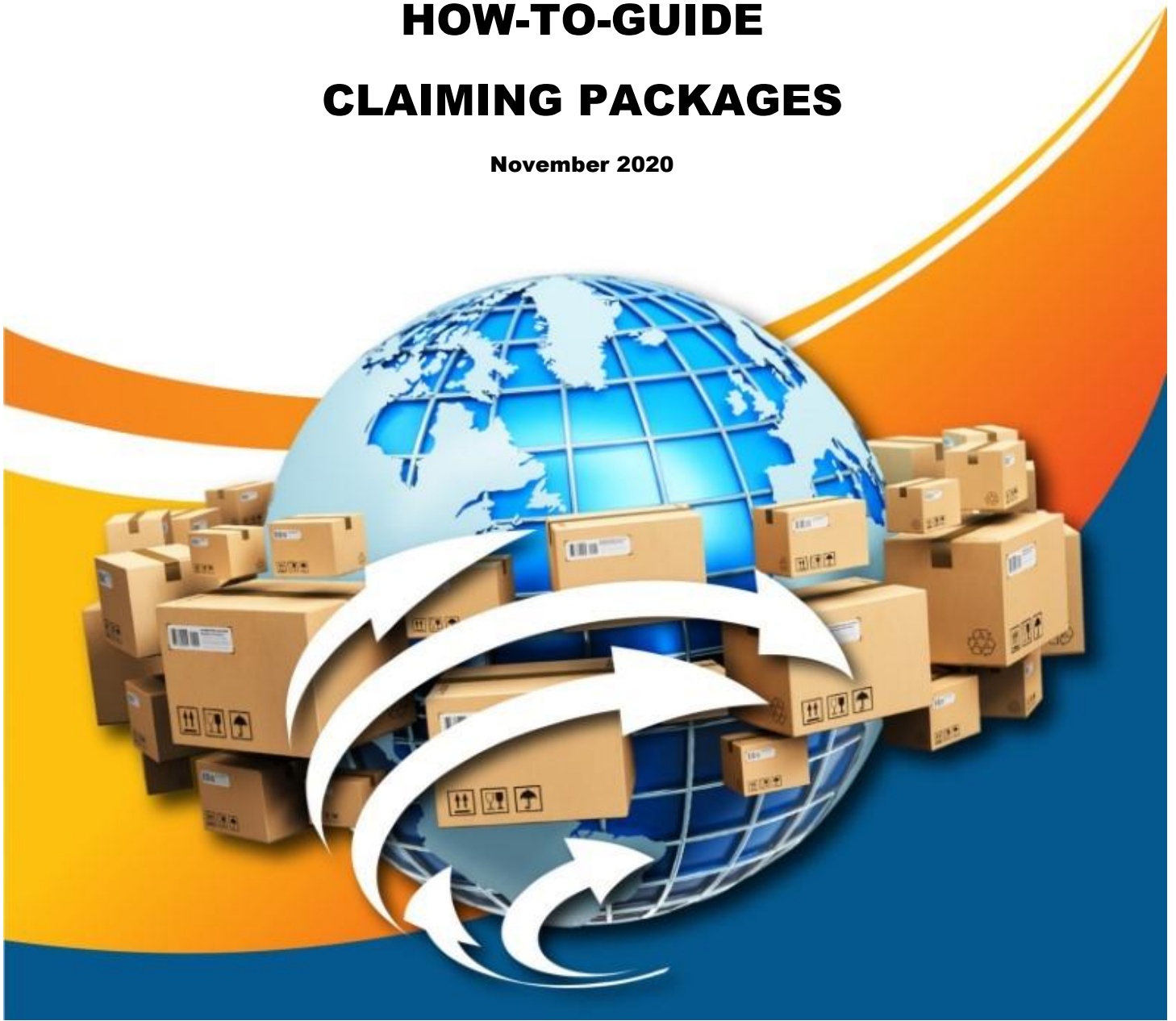




HOW-TO-GUIDE CLAIMING PACKAGES

November 2020



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CLAIM PACKAGES INSTRUCTIONS

There are two (2) methods in which a customer can search for packages on the CSF website:

1. Search from CSF's main website; or
2. Search through the Customer's Dashboard

FIRST METHOD – THROUGH CSF'S MAIN WEBSITE

To claim an unknown package from CSF's website, follow these steps:

1. Go to our website by typing csfcouriersltd.com in the url and pressing "Enter" on keyboard

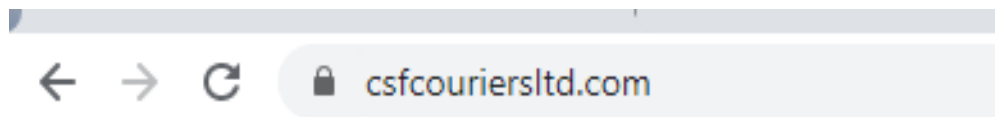


Fig 1

2. Enter the tracking number of the package in the "Tracking number" field. See Fig 2



Fig 2

3. Click on "Track Order" button



Fig 3

4. You will then be taken to the receipt details page where you can view the details of the package. If the description of the item matches your order, click on "Claim Now" as shown in Fig 4

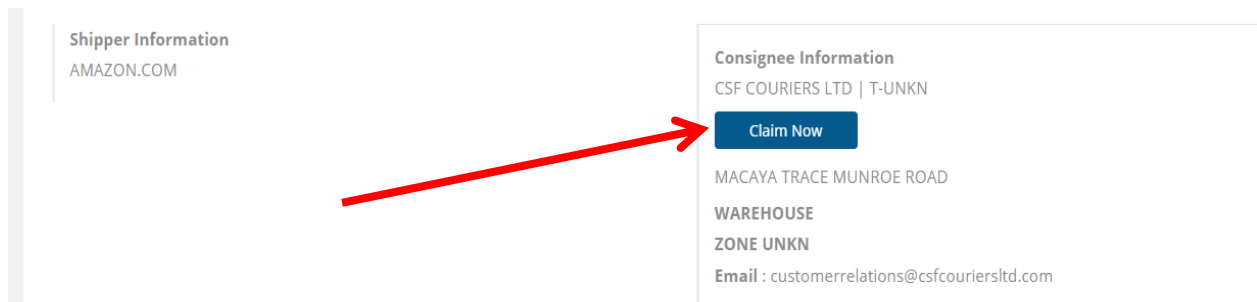



Fig 4

5. You will then be led to CSF's Members login page. There you will enter you BoxID and Password




LOGIN TO MY CSF DASHBOARD

Enter your box id *

Enter your password *

Login

OR

 Login with Amazon

Forgot Password ?

Fig 5

6. After logging in, you will be redirected directly to the Order Details page, where you would click on “Claim Now” one more time as shown in Fig 6

[View Order Details](#) BACK

Warehouse Receipt : HAWB2298370	CSF Couriers Florida Inc
Created On : 18-Sep-2020 04:22 AM	6521 NW 87th Ave Miami FL 33178-1624
Created By : Rahel	OR
Order Status : N/A	8606 NW 66th St Miami FL 33195-2613 or 33166-2669
Shipper Information	Consignee Information
AMAZON.COM	CSF COURIERS LTD T-UNKN
	Claim Now
	MACAYA TRACE MUNROE ROAD
	WAREHOUSE
	ZONE UNKN
	Email : customerrelations@csfcouriersltd.com

Fig 6

7. A pop up box will then appear asking for confirmation of claiming the package. Simply click confirm as shown in **Fig 7**

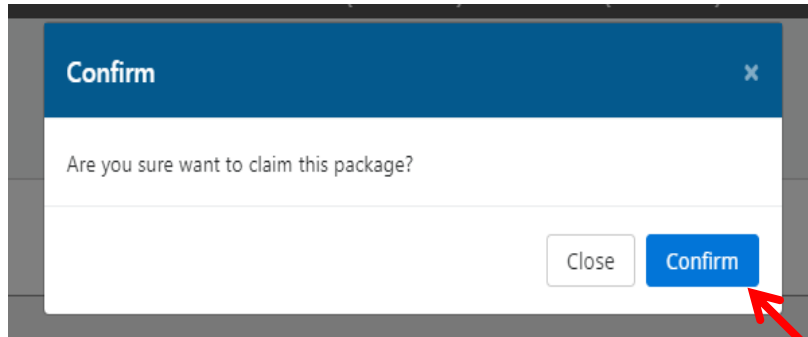


Fig 7

8. Another pop-up will appear showing that you have successful claimed the package. Click "Close" to close off the message

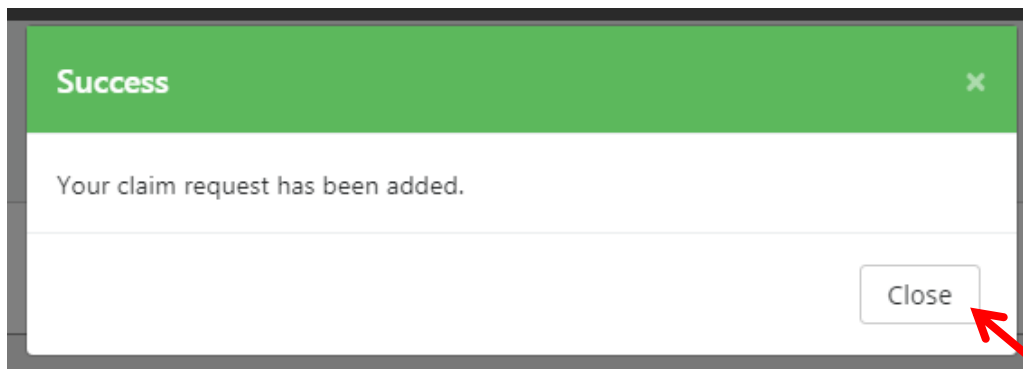


Fig 8

9. CSF's Customer Service Reps will be notified of the package(s) claim. A Customer Service Representative will confirm the claimed package(s) and have the package label renamed with your name.
10. The package will be removed from the "Hold" package list and be set in transit to Trinidad in the next available shipment!

SECOND METHOD – THROUGH CUSTOMER’S DASHBOARD

1. Go to CSF’s Members Login page by typing csfcouriersltd.com/members in the URL and pressing “Enter” on your keyboard

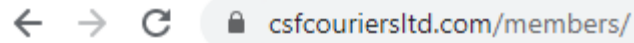


Fig 1

2. Login using your BoxID and Password, or you can login with Amazon if you already have an Amazon account.



LOGIN TO MY CSF DASHBOARD

Enter your box id *



Enter your password *



Login

OR

 Login with Amazon

[Forgot Password ?](#)

Fig 2

- Once logged in, go to **“Track Order”** in the left panel.

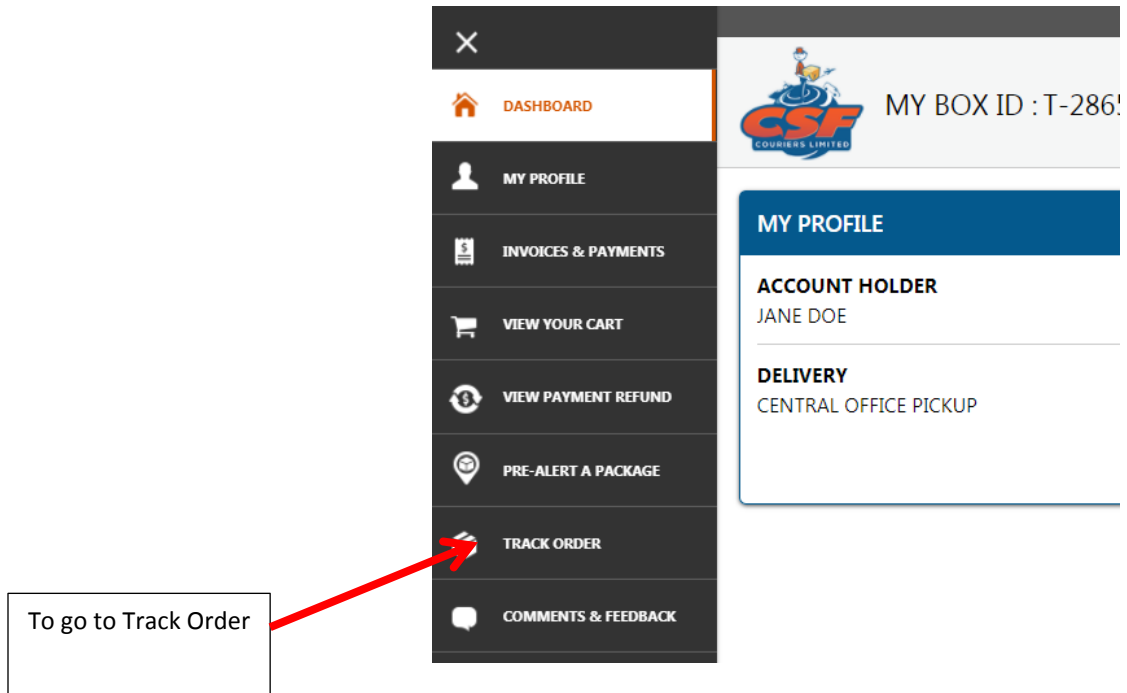


Fig 3

- Enter the tracing number of the package in the field that says **“Enter your tracking number*”** then click **“Search”**

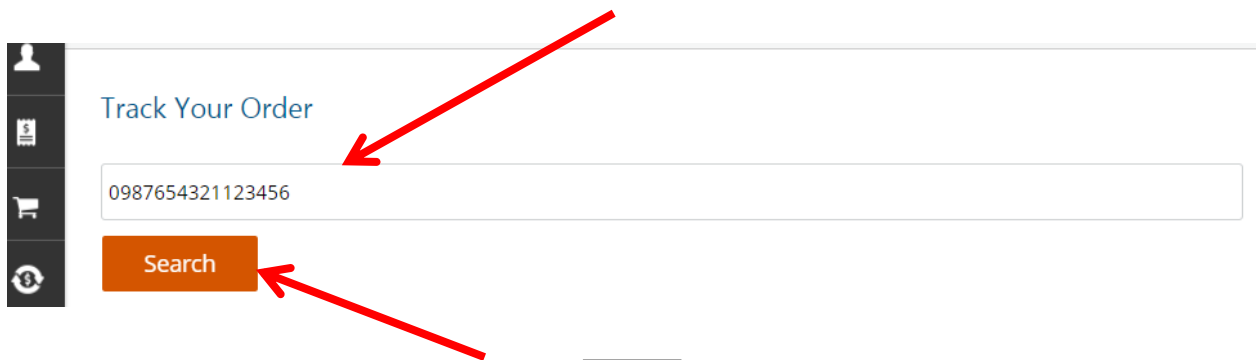


Fig 4

5. This will lead you to the Order Details page, where you would click on “Claim Now” as shown in **Fig 5**

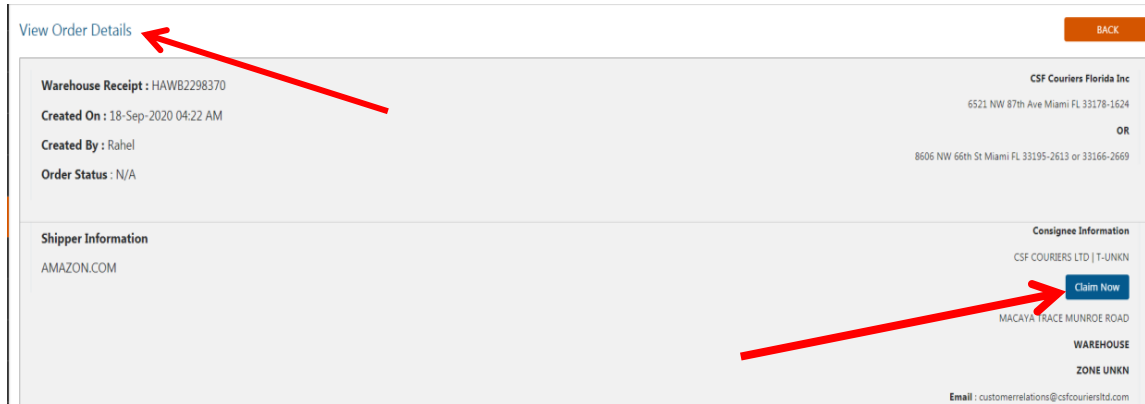


Fig 5

6. A pop up box will then appear asking for confirmation of claiming the package. Simply click confirm as shown in **Fig 6**.

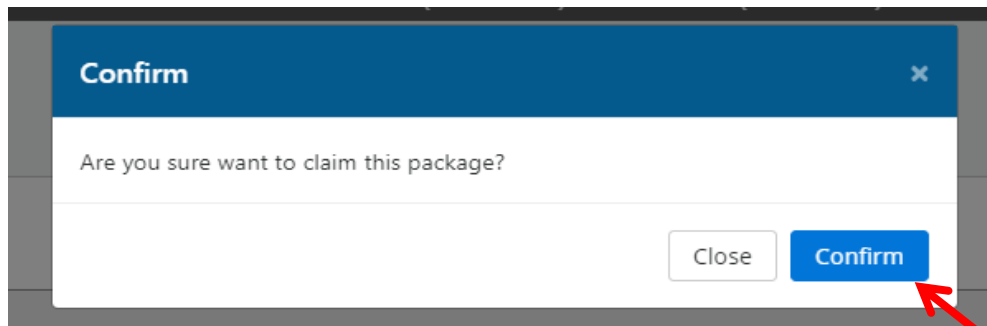


Fig 6

7. Another pop-up will appear showing that you have successfully claimed the package. Click **“Close”** to close off the message.

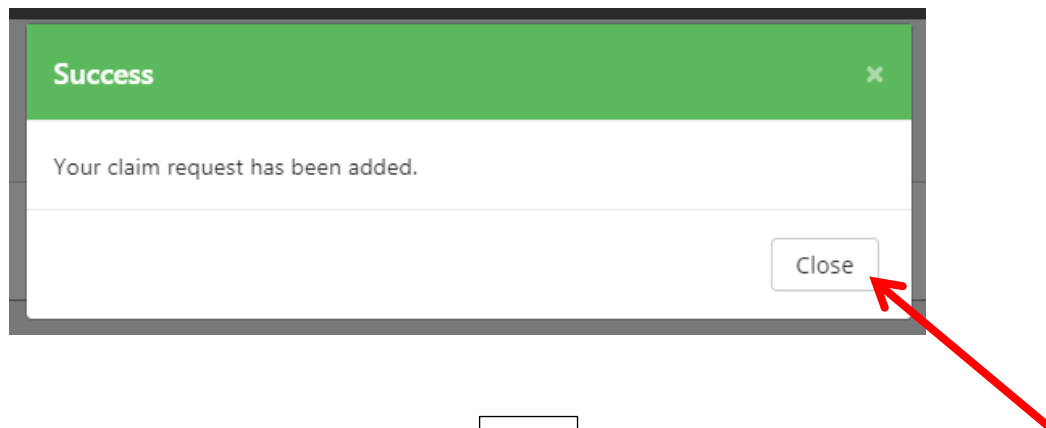


Fig 7

8. CSF's Customer Service Reps will be notified of the package(s) claim. A rep will confirm the claimed package(s) and have the package label renamed with your name.
9. The package will be removed from the "Hold" package list and be set in transit to Trinidad in the next available shipment!