



FAQ's

What do I need to do to sign up?

Click on the Login button and share you contact and delivery address in Nassau.

Why do you need my email address?

Our system is FULLY automated. From weighing your package to delivery at your door or pick up, your package's every step is monitored and you will know its location in real time. We send various notifications via email which keeps you in the know!

How will I know the status of my package?

You will receive you 1st notification on the day of arrival at our office in Miami. Login into your account to receive real-time info on your package after that.

Why did you ask for my Physical Address?

We offer Delivery to your door, home or work. To make it easier for you we give you the option to put your address(s) on file. You can edit, change or add an address at anytime.

What is Standard Delivery?

So you decided that your package is no rush. We give you the option of Standard Delivery. In 5 business days you will receive your package at your pick up location. If 'Delivery to your door' is selected you will receive it based on your selected date and time.

How do I ensure my package ships Next Day?

When you place an order online or over the phone ensure you add N after your Dept #. For example:

Joe Brown

Dept 11N

8600 NW ...

([sign up](#) for the full address)

Your package will be in Nassau and ready for pickup after 2pm the Next Business day.

When do you Deliver my package(s)?

You will get your 1st notification whether you ship Standard or next Day upon receipt of your package in Miami. When you get this email you are now able to login, call or email us to request delivery. Delivery is only available AFTER the day of arrival at our pick up location up to 5 business days.

How did you calculate the freight cost of my package?

There are two ways to obtain the weight which calculates the freight cost. Dimensional or Actual. Dimensional weight is calculated by the measurement of a box. Actual weight is the number seen on the scale when the box is place on it. We calculate the freight cost by using whichever is higher multiplied by per pound rate. This is industry standard.

Why do you need my invoice BEFORE you ship my package?

A package cannot be release by Bahamas Customs without an invoice. We will notify you as soon as we receive your package advising if one was received or not. You can go online and upload your invoice to your account or email or call us to proceed.

Have other questions? Call us on (24) 603 SHIP (7447)