



March 7, 2023

To our Valued Customers,

As a follow up to the Announcement Letter sent on March 2nd, 2023, please review the details below closely for important contacts and information on how to proceed with routing pending and future shipments.

This information should be forwarded to all necessary people within your organization.

Consign shipments as follows:

Consignee Name (Your Business Name)

3815 W Valley Hwy N
Auburn, WA 98001
1-800-257-7726 (toll free)
253-395-7726
www.spanalaska.com

****It is very important that you review any outstanding PO's/shipments already placed to have your vendors update the ship to address to the Span Alaska's Auburn, WA terminal. Missing this step will likely result in shipments delays, unnecessary additional handling, and potential reconsignment fees from the inbound carrier or your vendor for shipments that attempt to deliver to Alaska Traffic's Kent, WA terminal after 3/31.***

Customer Service

General Tracking Requests:

- trace@spanalaska.com

Customer Service tracking:

- AUBURN: Amy Karr amyk@spanalaska.com Direct Line 253-886-5249
- ANCHORAGE: AncCustServ@spanalaska.com

Senior Manager Customer Service:

- Jennifer Knight jenniferk@spanalaska.com Direct Line 253-886-5210

Pricing Group

General Request:

- rate@spanalaska.com Contact for rate quotes

Supervisor, Pricing & Administration:

- Ashley Bergman ashleyb@spanalaska.com Direct Line 253-886-5173

Director of Pricing & Administration:

- Kory Smith korys@spanalaska.com Direct Line: 253-886-5177

Logistics Group

Routing:

- route@spanalaska.com Contact for pick up requests

Senior Manager of Logistics:

- Gail Hemstead gailh@spanalaska.com Direct Line: 253-886-5176



Accounts Receivable

General Accts receivable:

- accountsreceivable@spanalaska.com

Billing Issues:

- aubcs@spanalaska.com

Accounting Team Leader:

- Nicole Goldingay nicoleg@spanalaska.com Direct Line 253-886-5253

Accounting Manager:

- Kristin Welch kristinw@spanalaska.com Direct Line 253-886-5254

Additionally, please visit <https://www.spanalaska.com/html/faqs> for answers to Frequently Asked Questions.