



## CLAIM FILING INSTRUCTIONS

**Claims should be reported to Span Alaska within 48 hours.**

Claims are reported to Span Alaska Transportation with a *Presentation of Loss/Damage Claim Form* and supporting documentation.

Claim can be faxed, mailed, or emailed.

**Fax:** 253-395-7986

**Mailed to:** Span Alaska Transportation (Attn: Claims)  
3815 W Valley Hwy N, Auburn, WA 98001

TERMINAL	EMAIL
Anchorage	<a href="mailto:AncCustServ@spanalaska.com">AncCustServ@spanalaska.com</a>
Auburn	<a href="mailto:CustomerCare@spanalaska.com">CustomerCare@spanalaska.com</a>
Fairbanks	<a href="mailto:FairbanksCustomerService@spanalaska.com">FairbanksCustomerService@spanalaska.com</a>
Kenai	<a href="mailto:KenaiEmployees@spanalaska.com">KenaiEmployees@spanalaska.com</a>
Kodiak	<a href="mailto:AncCustServ@spanalaska.com">AncCustServ@spanalaska.com</a>
Wasilla	<a href="mailto:WasillaEmployees@spanalaska.com">WasillaEmployees@spanalaska.com</a>

### Documents Needed to File Claim

#### Lost in Transit – Entire Shipment

- ✓ Bill of Lading or Shipping Order issued by shipper and signed by trucker at origin.
- ✓ Commercial Invoice *covering entire shipment.*
- ✓ Packing List *covering entire shipment.*

#### Damaged in Transit

- ✓ Bill of Lading or Shipping Order issued by shipper and signed by trucker at origin.
- ✓ Commercial Invoice *covering entire shipment.*
- ✓ Replacement Invoice if product is not repairable.
- ✓ If repairable, Repair Invoice or estimate showing value of parts used to restore the merchandise to its original condition.
- ✓ Labor Charges must be itemized and calculated at cost.
- ✓ Packing List *covering entire shipment.*
- ✓ Delivery Receipt *showing exceptions taken by consignee.*
- ✓ Photographs of packing materials and damaged goods before and after unloading container.
- ✓ If loss value is more than \$1000, contact your Sales Representative for required inspection.

#### Shortage/Missing in Transit

- ✓ Bill of Lading or Shipping order issued by shipper and signed by trucker at origin.
- ✓ Commercial Invoice *covering entire shipment.* If no invoice issued, price list or other supporting documents for values claimed.
- ✓ Packing List *covering entire shipment.*
- ✓ Delivery Receipt showing exceptions taken by consignee.
- ✓ Any applicable photos of the pallet, showing void due to missing freight.

