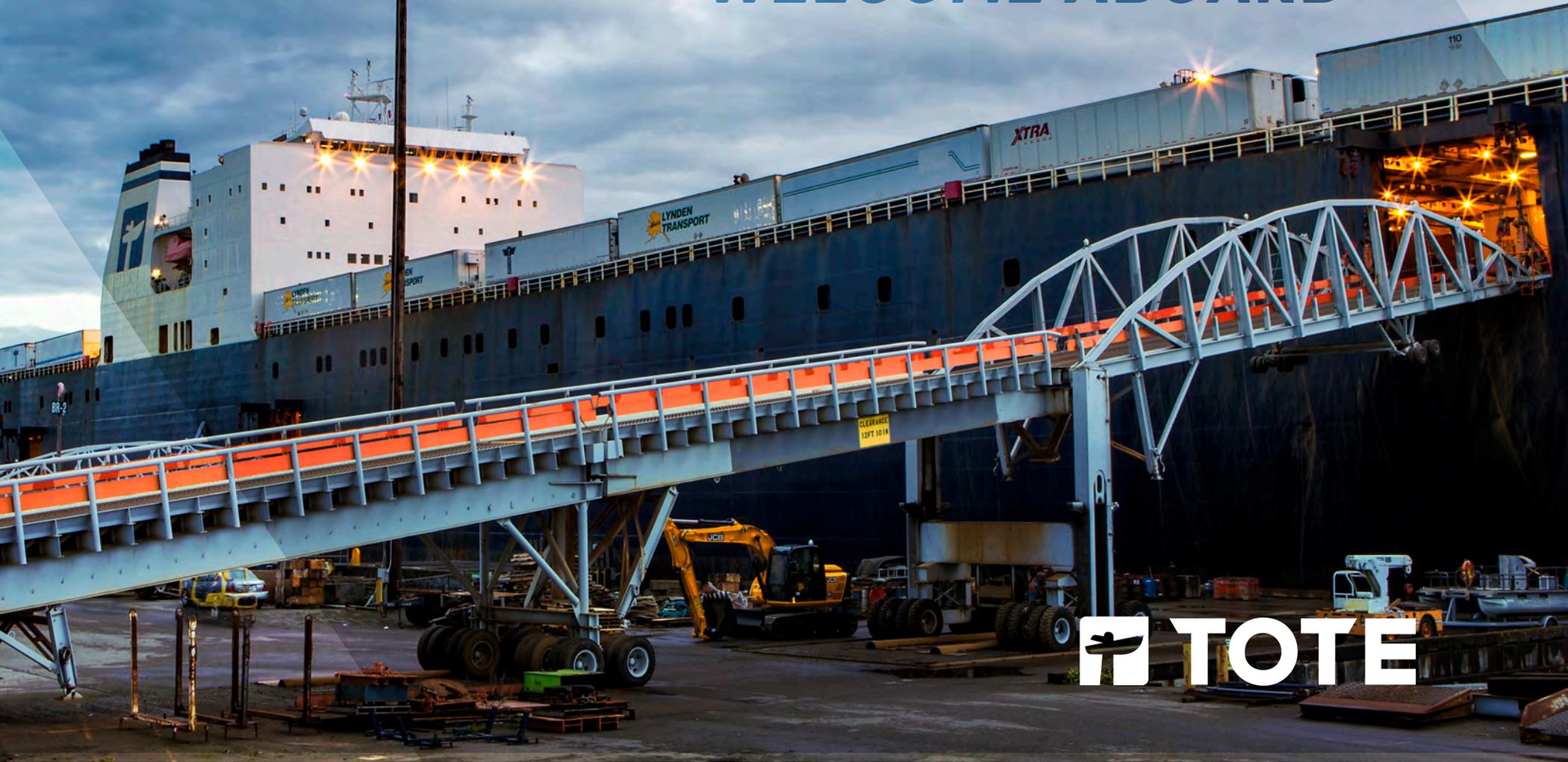


# SHIPPING TO ALASKA WITH TOTE

*WELCOME ABOARD*



 **TOTE**

# WELCOME ABOARD

Hello and welcome aboard!

On behalf of the entire TOTE team, we would like to take this opportunity to welcome you and say thank you for choosing us as your shipping partner in Alaska. We are incredibly excited to have you onboard.

At TOTE, we pride ourselves on our commitment to safety, providing a best-in-class customer experience, and always having a continuous improvement mindset. Since 1975, we have proudly served as the premier shipping choice to the state of Alaska and it's an honor that you have chosen us to be your carrier.

We look forward to continuing to build on our relationship with your business and helping provide solutions to your unique needs for shipping to Alaska. Your success is our success and we strive to be more than a vendor, but a partner.

Thank you again for choosing TOTE. We look forward to a long and successful partnership serving the Last Frontier.

Sincerely,  
Your TOTE Team

**DEDICATED. RELIABLE. BUILT TO SERVE.**



Safety  
Reliability  
Commitment

TOTE is proud to be part of the Saltchuk Family of Companies. Saltchuk is a second generation family business started in 1982 when it acquired its first operating company, Totem Ocean Trailer Express (now TOTE Maritime Alaska). Since then, Saltchuk has grown to include domestic and international shipping and logistics, marine services, air cargo, trucking and petroleum distribution companies.

Each Saltchuk operating group is focused on providing a specific set of industrial services. These six business units own and manage a group of independently managed operating companies.

AIR CARGO	MARINE SERVICES	ENERGY DISTRIBUTION	DOMESTIC SHIPPING	INTERNATIONAL SHIPPING	LOGISTICS
Aloha Air Cargo Aloha Tech Ops Northern Air Cargo Northern Air Maintenance Services Northern Aviation Services StratAir StratAir Aviation Services StratAir Puerto Rico	AMNAV Cook Inlet Tug & Barge Foss Maritime Saltchuk Marine Shared Services Starlight Marine Young Brothers	Alaska Petroleum Distributing CityServiceValcon Delta Western Petroleum Hawaii Petroleum Inlet Energy The Jankovich Company Minit Stop Northern Oilfield Solutions Ohana Fuels	First Coast Terminals Puerto Rico Terminals TOTE Maritime Alaska TOTE Maritime Puerto Rico TOTE Services	CaribTrans Deluxe Freight Seven Seas Insurance Tropical Shipping VI Cargo Services	Carlie Naniq Global Logistics Shoreside Logistics

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# COMMITMENT TO SAFETY



Safety is central to who we are and what we do here at TOTE. It is at the forefront of every decision and action we make. At TOTE, we believe improved operational performance will result in fewer injuries. We share these values with all employees, customers, and partners.

## Key components of TOTE Safety Excellence:

- Ownership of our Safety performance
- Commitment to Continuous Improvement
- Innovation that inspires and strengthens employee ownership
- Encouragement of a learning environment that stimulates collaboration and best-practice sharing

## We ask that everyone visiting our terminals or offices:

- Is responsible for his or her own safety and for the safety of others
- Is required to comply with all laws, regulations, and company safety rules
- Has the authority to stop any work activity that he or she believes could result in injury or ill health
- Is encouraged to make recommendations to improve safety and health conditions



# INTEGRATED MANAGEMENT SYSTEM (IMS)

TOTE ISO certifications are Quality ISO 9001:2015, Health & Safety ISO 45001:2018, Environmental ISO 14001:2015, and Corporate Responsibility Management MVO 8001:2019. These four certifications make up our current Integrated Management System, reflecting the organization's long-term commitment to quality, the environment, and customer satisfaction. The IMS is implemented and adhered to globally, streamlining policies and procedures.

## Quality, Health, Safety & Environmental (IMS) Policy

- Safety: At the forefront of every decision and action
- Commitment: To our people, customers, communities, and environment
- Integrity: The foundation for everything we do

## Quality, Health, Safety & Environmental (IMS) Objectives

- Create a safety culture that encourages all employees to speak up, take action without fear of retribution
- Maintain a healthy work environment that allows employees to reach their potential
- Deliver operational excellence through continuous improvement
- Be an environmental steward by reducing, reusing, and recycling in our workplace
- Be industry leaders for Corporate Responsibility Management



# OUR TERMINALS

## Tacoma, Washington

500 East Alexander Avenue  
Tacoma, WA 98421  
800.426.0074

### Gate Hours

#### Trailers:

0800-2300 Monday – Friday

#### Vehicles:

Drop-Off:  
0800-1600 Monday, Tuesday, Thursday  
0800-1500 Wednesday and Friday

Pick-Up:  
0800-1600 Monday – Friday

## Anchorage, Alaska

2511 Tidewater Road  
Anchorage, AK 99501  
907.276.5868

### Gate Hours

#### Trailers:

0800-1700 Sunday – Friday

#### Vehicles:

Drop-Off & Pick-Up:  
0800-1600 Monday – Friday  
1600-1640 by appointment

## Transportation Workers Identification Credential (TWIC) card information

Customers and Carriers entering our terminals for recurring pickups and drop offs will need a Transportation Workers Identification Credential (TWIC) card for Port Security purposes. Port of Tacoma does provide security escorts for outside industries. You can find that list of approved For-Hire Escorts here: [www.portoftacoma.com/about/port-security](http://www.portoftacoma.com/about/port-security).

For Port of Alaska, an additional proxy card may be required in some situations. As each circumstance is different, prior to your first shipment, contact your Account Executive or Customer Service for more information on TWIC and proxy card applications.

You can also find more information on the TWIC card by visiting the Transportation Security Administration website at [tsa.gov/for-industry/twic](http://tsa.gov/for-industry/twic).





## TIPS TO SAFELY LIMIT YOUR TIME IN THE YARD

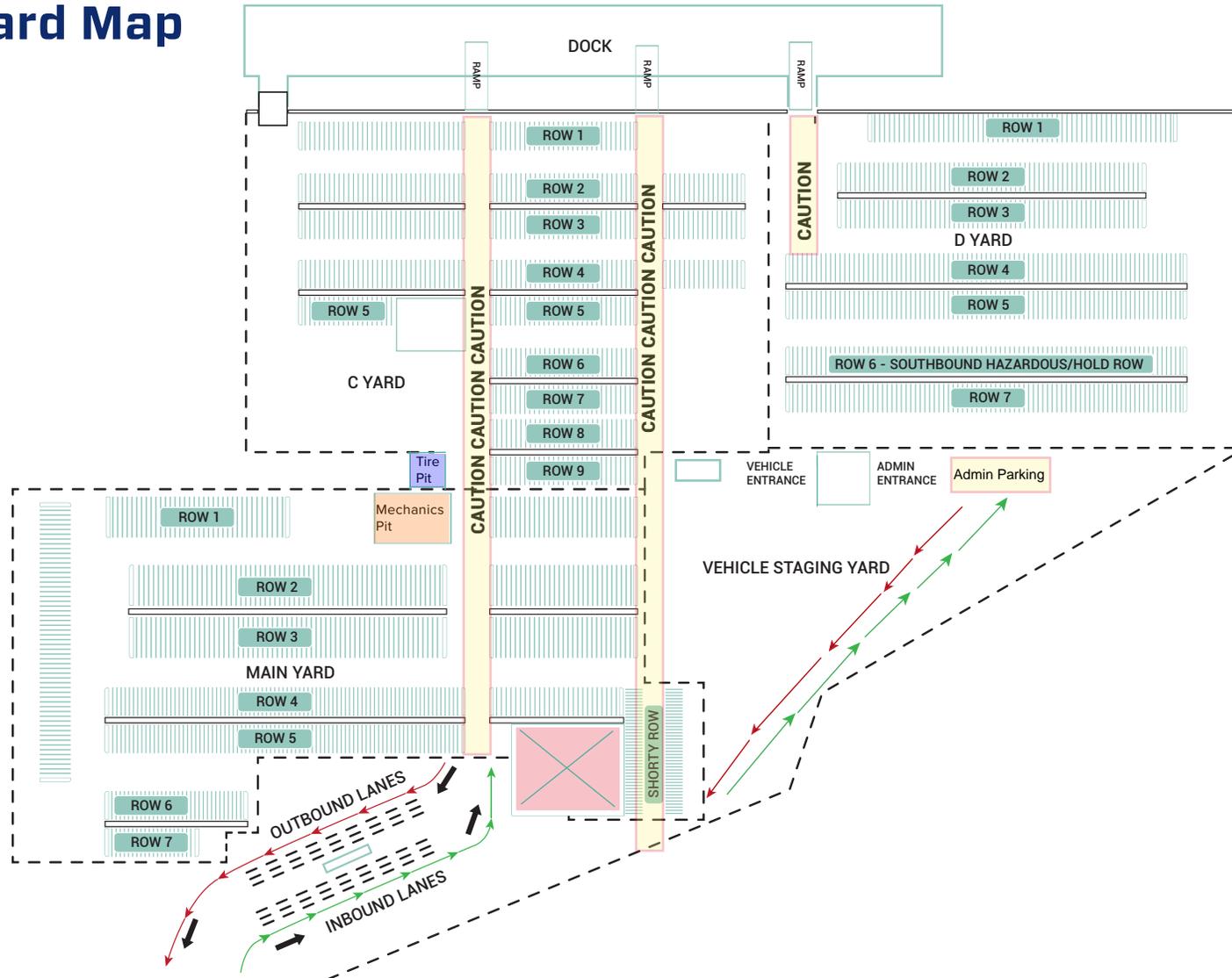
The amount of time you spend in the terminal is important to TOTE.

We know the longer you are sitting in line or navigating your way through our terminal is less time you are on the road making money.

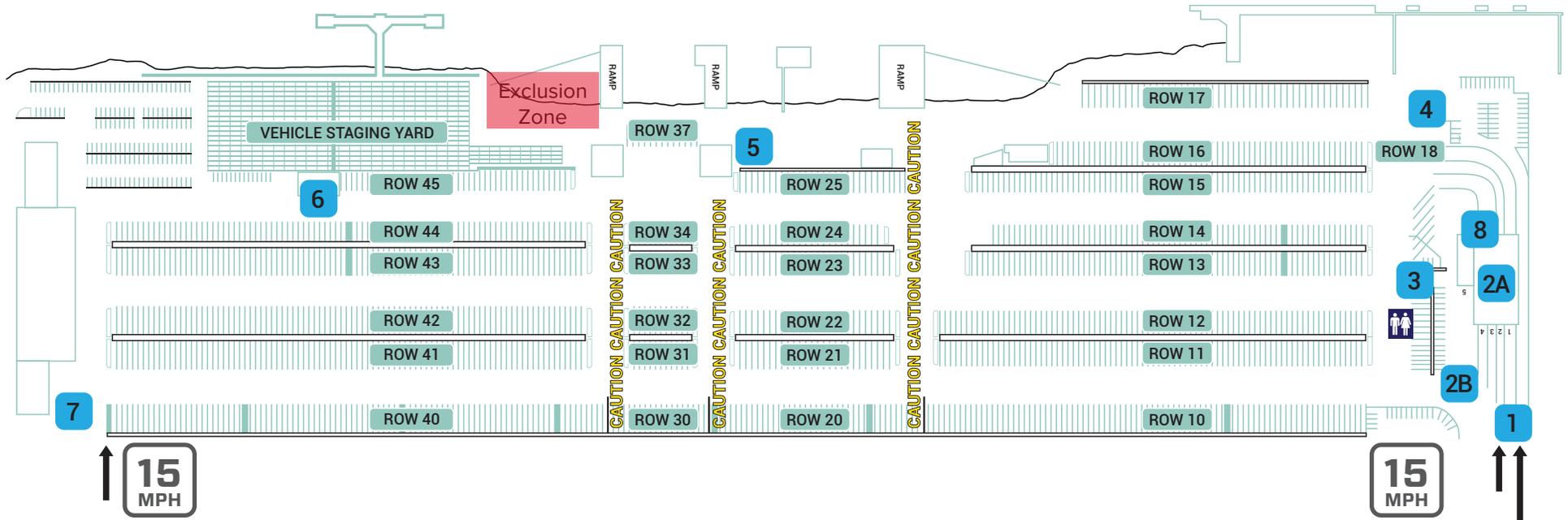
1. Have your TWIC card ready for the guard as you enter the terminal
2. Have your EDO or booking number available
3. Speak clearly into the speaker
4. Review your terminal map before entering the terminal so you are familiar with the layout
5. Ask questions at the gate if you are unsure of the process – the clerks are there to help you
6. If you have any problems while in the terminal, please pull into the trouble area and a clerk will assist you
7. Remember, obey all safety rules

# TERMINAL YARD MAPS

## Anchorage Yard Map



# Tacoma Yard Map



## SOUTH ENTRANCE

Vehicle Shipments  
 Vessel Vendors  
 To Longshore Parking

## BUILDING NUMBERS

- |   |                      |
|---|----------------------|
| 1. North Guard Office                   | 5. Tower             |
| 2a. Inbound Gate                        | 6. Vehicle Building  |
| 2b. Outbound Gate                       | 7. South Guard Booth |
| 3. Driver Service/Trouble Area/Restroom | 8. Gate House        |
| 4. Admin - Hazardous Paperwork          |                      |

## NORTH ENTRANCE

Main Terminal  
 Admin.

# SERVICES WE OFFER

## Keep from Freezing (KFF)

This service protects cargo so that it does not freeze during transport.

## Watertight Stowage

Equipment will be stowed on the 3rd and 4th deck of the vessel.

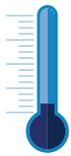
## Telematics

TOTE's new Telematics puts the latest technology and innovation to work to enhance and protect your supply chain. The technology allows for end-to-end visibility of equipment location and performance – including advanced cold chain support – for a seamless shipping experience between Anchorage and Tacoma.

Telematics technology tracks and records key events such as location and temperature. This information can be sent or accessed remotely for end-to-end visibility of your supply chain.



REAL TIME TRACKING



COLD CHAIN MONITORING



GPS & GEOFENCING



SMART EQUIPMENT

## Web Portal

TOTE's Web Portal is a web-based shipping management tool that gives you the ability to book shipments, view reports, and check equipment status.

Use the Web Portal to:

- Create Bookings (currently available for trailer cargo only)
- View vessel schedules
- Track cargo
- View equipment status
- View arrivals and departures
- Release cargo
- Manage documentation

For access to our Web Portal, please contact your Account Executive or Customer Service Representative.

## Mobile App

Your cargo is only an arm's reach away with our up-to-date shipping information on the TOTE app. View your current cargo location, release shipments, and receive automatic notifications on your smart phone.



## Direct EDI (Electronic Data Interchange)

[EDI Direct](#) is a customized integration solution facilitating direct and secure information interchange between customer and TOTE's information systems.

- Tailored solutions to support customer requirements
- Transaction sets include:
  - Sailing schedules
  - Booking requests
  - Status and ETA changes
  - Hazmat capability
  - Invoicing



# EQUIPMENT

Our Fleet of new and specialized equipment is built to keep your cargo moving. Please review our [securement manual](#) for flatbed information. Please contact your Account Executive or Customer Service team with any questions.



Dry Equipment	Length	Width	Height	Cube	Axles	Standard Pallets	Sample Cargo Weight
40' Container	39' 4.5"	7' 7"	8' 10.5"	2,650	2	20	45,000
53' Trailer	52' 4"	8' 5"	9' 6"	4,184	2	30	45,000

Flatbed Equipment	Length	Width	Height	Axles	Standard Pallets	Sample Cargo Weight
40' Flatbed	40'	8' 6"	9' 6"	2	24	46,500
45' Flatbed	45'	8' 6"	9' 6"	3	26	50,000
53' Flatbed	53'	8' 6"	9' 6"	3	30	54,000

Insulated Equipment	Length	Width	Height	Cube	Axles	Standard Pallets	Sample Cargo Weight
30' Trailer	29' 1"	8' 2.5"	9' 4.5"	2,238	2	16	39,000
40' Container	39' 0.25"	8' 1.5"	8' 4.5"	2,655	3	22	43,000
45' Trailer	44' 1"	8' 2.5"	9' 4"	3,377	2	26	43,500
53' Trailer	52' 1"	8' 2.5"	9' 5"	4,026	2	30	43,500

Refrigerated Equipment	Length	Width	Height	Cube	Axles	Standard Pallets	Sample Cargo Weight
30' Trailer	28' 0.25"	8' 2"	9' 1"	2,079	2	16	36,000
40' Container	38' 1"	7' 6.5"	8' 4"	2,393	2	20	42,500
45' Trailer	44' 2"	8' 2"	9' 2.5"	3,321	3	26	47,000
53' Trailer	52' 2"	8' 2"	9' 1"	3,870	3	30	47,500

Sample cargo weights are based on a 3 axle tractor and 2 axle trailer for WA and have a 1,000 lb safety allowance. Please contact Customer Service. Additional size and types may be available upon request.

\*All equipment is subject to availability

Please refer to booking checklist for information needed to create a booking. The Customer Service teams are available to answer any questions you may have.

## Tacoma Departures (Northbound bookings)

### Full Container/Trailer Cargo

253.449.2112

[CSTOTEMaritimeAlaska@totemaritime.com](mailto:CSTOTEMaritimeAlaska@totemaritime.com)

### Vehicle/RORO Cargo

253.238.8450

[Vehicles@totemaritime.com](mailto:Vehicles@totemaritime.com)

## Anchorage Departures (Southbound bookings)

### Full Container/Trailer Cargo

907.265.5868

[ANC.Service@totemaritime.com](mailto:ANC.Service@totemaritime.com)

### Vehicle/Rolling Stock Cargo

907-265-7252

[ANC.Vehicles@totemaritime.com](mailto:ANC.Vehicles@totemaritime.com)

## Booking Checklist:

- Shipper:** Complete name, physical address, phone number, and email address
- Consignee:** Complete name, physical address, phone number, and email address
- Planned Sailing Date:** Departing from Port of Tacoma Wednesday and Friday/Departing Port of Alaska Sunday and Tuesday
- Commodity Details:** Description, weight, value, hazardous
- Container Details:** Size, type, temperature (container/trailer cargo only)
- Vehicle Details:** Make, model, year, VIN, dimensions (vehicle/rolling stock cargo only)
- Delivery Type:** Will the load require transportation to or from our ports? If so, please include the following information under “door details.” See our Inland Transportation page for further information on our drayage services
  - Door Details: Warehouse company name, address, contact name, phone, email, live load or drop and hook, pick up date and time, reference #s, pool location, and special instructions
- Special Requirements:** Keep from freezing, watertight stow, etc.
- Payor:** Company name, physical address, email address, phone number

After receiving a booking number, send your BOL to the corresponding e-mail 30 minutes prior to in-gating.

**Tacoma** (Northbound) departures: [BookingUpdateAK@totemaritime.com](mailto:BookingUpdateAK@totemaritime.com)

**Anchorage** (Southbound) departures: [ANC.BOLs@totemaritime.com](mailto:ANC.BOLs@totemaritime.com)

If you need assistance completing your [Bill of Lading \(BOL\)](#), please contact Customer Service or your Account Executive.

# INLAND TRANSPORTATION

We offer transportation to and from Port of Tacoma and Port of Alaska. Please see the services we offer & details that are needed below when making a booking:

## Services we offer

- All motor, local and linehaul (including trucks and rail services)
- Live load, drop and hook, multi-stop in conjunction with an ocean booking
- Equipment inventory management

## Information needed during booking

- Please disclose during booking if you plan to use our drayage services
- If you are requesting a live load
- Full Origin/destination company, address, contact name, phone, e-mail, and hours of operation
- Pick up time and date (if required), any reference numbers a driver needs to perform the service (for example PO's or load numbers)
- Equipment type
- All hazmat information & placards
- Special driver instructions
- Weights

When submitting bookings that require a pickup, it is important to note the transit time between the Port of Tacoma and the shipment's origin. Please consider the following:

- 3-day lead time needed from appointment to dispatch a driver to shippers' location
- Scheduling a pickup appointment allows ample time to make it to the Port of Tacoma cut-off
- Drivers are required by law to take a 10-hour break after 11 hours of driving

If you have additional questions about Inland Transportation, please call Customer Service at 1.800.426.0074.



# HAZARDOUS CARGO SHIPPING

Our vessels are equipped to handle hazardous material providing they meet TITLE 49 of Code of Federal Regulations (CFR) and TOTE policies. You will need a [hazardous manifest](#) to book, if you do not have a manifest, we can provide one to you. Upon request, we can provide documents that have detailed instructions on the process of how to submit your hazardous material safely and legally. Please contact us for further information.

For more information on our policies, guidelines and a segregation chart, please visit us at: <https://www.totemaritime.com/alaska/alaska-cargo/hazmat/>

## Contact

### Tacoma

[HazardousAK@totemaritime.com](mailto:HazardousAK@totemaritime.com)

253.449.2122

### Anchorage

[ANC.HAZ@totemaritime.com](mailto:ANC.HAZ@totemaritime.com)

907.265.7255

## Hazardous Resources:

[Hazardous Customer Reference Guide](#)

[Hazardous Manifest Form](#)

[Hazardous Manifest Checklist](#)

[Hazardous Segregation Chart](#)

## Hazardous cut-off times

Port of Origin	Hazardous Type	Submitted for Approval	Booked	In-gated
Tacoma	Standard	2130 hours day of sailing	2130 hours day of sailing	2200 hours day of sailing
Tacoma	Noteworthy	1700 hours business day before sailing	1700 hours business day before sailing	1800 hours day of sailing
Anchorage	Standard	1500 hours business day before sailing	Close of business day before sailing	1000 hours day of sailing
Anchorage	Noteworthy	1500 hours business day before sailing	1500 hours business day before sailing	1000 hours day of sailing
Anchorage	Hazardous Waste	1700 hours Two business days before sailing	1700 hours Two business days before sailing	1200 hours business day before sailing

*Please note: Hazardous gate times do not reflect regular gate hours*

# VEHICLE SHIPPING

For more information on terminal access see [page 6](#).

## Vehicle Drop-Off

Once you have a quote for your booking contact us:

### Tacoma Vehicles Drop-Off

253.238.8450 or email [Vehicles@totemaritime.com](mailto:Vehicles@totemaritime.com)

### Anchorage Vehicle Drop-Off

907.265.7252 or email [ANC.Vehicles@totemaritime.com](mailto:ANC.Vehicles@totemaritime.com)

## Tacoma Drop-Off:

SHIP SAILING	DROP-OFF HOURS (PST)
Wednesday	Monday, Tuesday, and Thursday 0800-1600
Friday	Wednesday and Friday 0800-1500

## Anchorage Drop-Off:

SHIP SAILING	DROP-OFF HOURS (AKST)
Sunday	Monday - Friday 0800 - 1600
Tuesday	1600 - 1640 by appointment

### Information you will need to provide:

- Drop off date
- Quote number
- Year/Make/Model
- VIN
- Color
- Length/Width/Height/Weight
- Name, address, and contact number of person (or company) delivering, picking up and paying for the shipment

### What to bring:

- Form of identification:
  - Driver's license, state or government issued ID
- Booking number
  - You will receive this when you call to book, this is not located on your quote
- Form of payment\*
  - Payment is due at drop off or can be made over the phone prior to shipping
  - Personal shippers can pay via cashiers check, Visa, Mastercard and American Express, (Discover is not accepted)
  - Credit approved customers will receive an invoice

**Please note:** We cannot ship any firearms, ammunition, or anything hazardous inside the vehicle. Fuel levels need to be down to ¼ a tank or less.

\*Contract shippers please refer to your Account Executive for payment details.



## Vehicle Pick-Up

### What to bring:

- Proof of identification (Government or State issued ID)
- Booking number

## Tacoma Pick-Up:

SHIP SAILING	NOTIFICATION DAY	PICK-UP AVAILABILITY (PST)
Sunday Southbound Sailing	Tuesday	Thursday, Friday, and Monday 0800-1600
Tuesday Southbound Sailing	Thursday	Monday, Tuesday, and Wednesday 0800-1600

## Anchorage Pick-Up:

SHIP SAILING	NOTIFICATION DAY	PICK-UP AVAILABILITY (AKST)
Wednesday Northbound Sailing	Friday	Monday – Friday 0800-1600 (1600-1640 by appointment)
Friday Northbound Sailing	Tuesday	Tuesday 1300-1600 (1600-1640 by appointment) Wednesday-Friday 0800-1600 (1600-1640 by appointment)

Please reach out to your local vehicle department to confirm vehicle hours.

# PAYMENT INSTRUCTIONS

## 1. Wire Transfer Instructions

Bank Name: Wells Fargo Bank NA  
999 3rd Avenue, Seattle WA 98104  
206.292.3576

Payee/Account Name: TOTE Maritime Alaska, LLC

ABA/Routing Number: 121000248

Bank Account Number: 4121085328

## 2. ACH Transfer Instructions

Bank Name: Wells Fargo Bank NA

Payee/Account Name: TOTE Maritime Alaska, LLC

ABA/Routing Number: 121000248

Bank Account Number: 4121085328

## 3. Lockbox Instructions

Wells Fargo Bank NA  
TOTE Maritime AK Lock Box  
PO Box 24457  
Seattle, WA 98124-0457

## 4. Overnight/Courier

TOTE Maritime Alaska, LLC  
Attn: Credit & Collections  
909 A Street, Suite 1100  
Tacoma, WA 98402

## 5. Credit Card Payments

We accept Visa, MasterCard and American Express. All orders are COD unless approved for credit.

Please send remittance information to: [CashApplicationAK@totemaritime.com](mailto:CashApplicationAK@totemaritime.com)

If you have any questions, please contact your Credit & Collection Associate or email [GrpCreditAK@totemaritime.com](mailto:GrpCreditAK@totemaritime.com).

[Download TOTE Maritime Alaska's Credit Application](#)

# CLAIM FILING INFORMATION

The amount of time allowed to file a claim with us is dependent on our tariff, the original bill of lading, or by contract.

Submit a request for payment by using the claim form at any of the following locations:

- Visit our website and download the [claim filing form](#)
  - For equipment or new dealership vehicle claims contact Tacoma Claims at [ClaimsAK@totemaritime.com](mailto:ClaimsAK@totemaritime.com)
  - For cargo or privately owned vehicle claims contact Anchorage Claims at [ANC.Claims@totemaritime.com](mailto:ANC.Claims@totemaritime.com)
- By mail with a letterhead of your choosing mailed to the address below, Please provide enough information to identify the shipment
- The booking number, the vehicle VIN number (the last 8 characters), and/or the trailer number and voyage the shipment occurred
- Original bill of lading
- Contact name, complete address, phone number for questions
- If different than above, contact name and address for written correspondence or payment
- Date claim is being filed
- Specify the exact dollar amount that you are claiming
- Submit two (2) estimates of repair/replacement for the item(s) annotated on the delivery vehicle inspection; we pay the lower of the two (2) estimates
- Any photographs, emails, or documentation to support the claim

Note: If you paid someone other than TOTE Maritime Alaska to ship this cargo/ vehicle, you must file your claim with them

Submit claim form and supporting documentation to:

## Tacoma Claims

**TOTE Maritime Alaska**  
500 Alexander Avenue East  
Tacoma, WA 98421  
[ClaimsAK@totemaritime.com](mailto:ClaimsAK@totemaritime.com)  
253.238.8491

## Anchorage Claims

**TOTE Maritime Alaska**  
2511 Tidewater Road  
Anchorage, AK 99501  
[ANC.Claims@totemaritime.com](mailto:ANC.Claims@totemaritime.com)  
907.265.7230

# FAQs

**Q:** Why do you say your ship is leaving Wednesday/Friday when it really departs early Thursday/Saturday?

**A:** Even though TOTE's ships depart Tacoma early Thursday/Saturday mornings, the terminal gate cutoff times occur on the preceding Wednesday/Friday, which we refer to as "ship days." This simplifies scheduling delivery to the terminal for shippers and drivers.

**Q:** When will my Southbound empties be available in Tacoma?

**A:** Southbound empties are generally available for pickup in Tacoma at 2200 after the ship arrives at 1700 on a normal ship night.

**Q:** Can I pick up cargo from the terminal on weekends?

**A:** No, the Tacoma terminal is closed on weekends. However, cargo may be picked up from the Anchorage terminal on Sundays.

**Q:** When does KFF start and end?

**A:** KFF, which stands for "keep from freezing," starts around late September or early October and ends around mid to late April.

**Q:** Can I book more than one trailer on a booking?

**A:** No, each trailer requires its own booking number. However, multiple trailers can be booked simultaneously; each trailer will be assigned a unique booking number.

**Q:** Why is the shoal crossing an issue?

**A:** The Knik Arm Shoal is an area of shallow water near the Anchorage terminal. TOTE must cross this shoal at high tide to ensure the safety of the vessel, cargo, and crew.

**Q:** What is the maximum cargo weight I can load into a TOTE trailer?

**A:** Maximum allowable cargo weight is contingent on the specific type of equipment used. Please refer to the equipment section (link text to equipment section) of this document for sample cargo weights or contact customer service at [CSTOTEMaritimeAlaska@totemaritime.com](mailto:CSTOTEMaritimeAlaska@totemaritime.com) or 253.449.2112.

**Q:** Where can I find information on cargo securement requirements?

**A:** Please refer to [TOTE's securement manual](#).

**Q:** When do cargo weight restrictions start in Alaska? Why are there limits to what I can haul?

**A:** Weight restrictions are very dependent upon weather, local soil conditions and frost depth, but usually occur between March and June each year. These limits are imposed annually to reduce pavement damage to roads during spring breakup. For information on current and upcoming weight restrictions, please see [Alaska Department of Transportation & Public Facilities'](#) information on Measurement Standards & Commercial Vehicle Compliance.

**Q:** What is a “Stop Work Night?”

**A:** The International Longshore and Warehouse Union (ILWU) holds regular “Stop Work Nights” every month at the Port of Tacoma. During these events, the Tacoma gate will be closed from 1730 Thursday until 0800 Friday. TOTE will distribute customer notifications prior to every Stop Work Night. Stop Work Nights do not affect the Port of Alaska.

**Q:** What holidays are TOTE closed?

**A:** TOTE is closed New Year’s Day, Martin Luther King, Jr. Day, President’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, the day after Thanksgiving, December 24, and Christmas Day. If these holidays fall on a Saturday or Sunday, TOTE will observe the Holiday on Friday or Monday. Subscribe to receive notifications for the latest updates to schedule changes by contacting the Customer Service team.



# YOUR SHIPPING CHECKLIST

Below is a checklist and some helpful hints to make your shipping experience seamless. Your Sales Representative can help by answering any questions you may have and setting up any appointments with our operations departments to ensure a safe and reliable service. You can find all documents needed for shipping linked throughout the checklist. Please also refer to our website for all our downloadable [shipping documents](#).

## Your Shipping Checklist:

- ❑ Make a booking through the Customer Portal or by contacting TOTE's Customer Service either by phone or email and obtain a booking number.
- ❑ If you are using our drayage services, provide this information to the Customer Service Representative at time of booking.
- ❑ Complete a Bill of Lading (BOL) and submit it at least 30 minutes prior to your cargo arriving to the gate. If you need a BOL, TOTE provides one [here](#).
  - **Tacoma Departures** – [BookingUpdateAK@totemaritime.com](mailto:BookingUpdateAK@totemaritime.com)
  - **Anchorage Departures** – [ANC.Service@totemaritime.com](mailto:ANC.Service@totemaritime.com)
- ❑ If you are shipping hazardous cargo, completed a manifest at least 24 hours prior to your load in-gating.
  - **Tacoma Departures** – [HazardousAK@totemaritime.com](mailto:HazardousAK@totemaritime.com)
  - **Anchorage Departures** – [ANC.Haz@totemaritime.com](mailto:ANC.Haz@totemaritime.com)

Below are some helpful documents for shipping hazardous cargo:

- o [HAZ Manifest](#)
- o [Review Customer Reference Guide](#)
- o [HAZ Checklist](#)

## Helpful Tips Prior to Your First Shipment:

- ❑ Walk through the BOL process with your Sales Representative prior to your first shipment
- ❑ Confirm your Carrier has Port access and a TWIC card (Transportation Worker Identification Credential)
- ❑ If you are shipping your own equipment, a TOTE Operations Representative can do an equipment inspection to help mitigate any gate rejections
- ❑ If you are shipping flatbeds, a review of the securement manual with a TOTE Operations Representative will help mitigate any gate rejections. The TOTE Securement manual can be found [here](#)
- ❑ If you are shipping hazardous cargo, meet with a representative of our Cargo Management team to familiarize you with TOTE requirements, our CFR 49 requirements and to answer any questions you may have
- ❑ Set up a contingency plan with your Sales Representative so we know how to handle your freight should there be any issues

ORTH STAR

# CONTACT US

## All Customer Inquiries

Customer Service Team  
253.449.2112  
CSTOTEMaritimeAlaska@totemaritime.com

## Rate Requests

Quote Team  
253.449.8248  
Quotes@totemaritime.com

## Hazardous Materials

Hazardous Team  
253.449.2122  
HazardousAK@totemaritime.com

## After Hours Contacts

Tacoma: 253.449.2122  
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## Anchorage Terminal

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## Fairbanks Office

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## Tacoma Terminal

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