



April 2, 2020

Changes to our delivery receipt signature process

Dear Valued Customer,

We appreciate the opportunity to provide you transportation services and want to make that experience as safe and pleasant as possible. With the current COVID-19 concerns we have put a number of protocols in place to protect our employees and customers. As part of that effort we are deploying our alternative signature delivery process which allows us to make deliveries without requiring you to sign our paper delivery receipt. When we do this our driver will sign "C-19" and write down the name of the person who is receiving the shipment. The delivery receipt will be put into our system and can be retrieved electronically in your [EZ Commerce](#) account. By using this process each delivery will be deemed signed off by you, and delivered in good order, unless an exception is taken at the time of delivery and noted by the driver on his copy of the delivery receipt. If there are any issues with the shipment it is important to note it at the time of delivery.

If you wish to opt out of this alternative signature process and continue with your manual signatures, then simply tell the delivery driver at the time of delivery that you require a manual signature. If you choose this option please sign with your own pen and follow all recommended precautions from the [Centers for Disease Control](#) to ensure the process is as safe as possible.

Thank you for your business. Please contact our [customer service department](#) or your sales representative with specific questions or concerns.

Sincerely,

Aloha Marine Lines

Our mailing address is:

Aloha Marine Lines, a division of Alaska Marine Lines, Inc.
6700 W Marginal Way SW, Terminal 115,
Seattle, WA 98106