

### **Client & Carrier Services- Cristine, Shivrani, Aacia, Adrian, Gaurav, Marie, Aaron, Paolo, Garry & Navneet**

**Business Hours:** Mon - Fri 5:00 am - 4:00 pm PST

**EMAIL:** [clientcare@spi3pl.com](mailto:clientcare@spi3pl.com) & [carriersetup@spi3pl.com](mailto:carriersetup@spi3pl.com)

**PHONE:** 1-866-744-7774 Ext 1006 **AFTER HOURS/ Emergency:** (855) 755-6777

#### **Client Care Roles:**

- Carrier credit application & documentation management
- Marketing material creation, distribution and development
- Revenova training, inquires, customizations, troubleshooting
- Posting site setup, training or SPI email setup & signature customization
- *If you are not sure what department to email send it to us & we can advise.*

#### **Carrier Setup Roles:**

- Carrier setup, updates and verifications
- RMIS registration, Insurance updates
- Adding carrier contacts to a transportation service

#### **After Hours Roles: (weekly 4pm-5:00am PST M-F, & weekends)**

- Carrier setup, updates and verifications- when error or not certified automatically
- Fuel Advances & Lumper Comchek (with requirements met)
- TMS assistance for any additional help needed

### **Accounts Payable- Taryn, Jordan, Sandeep, Shagun & Ashleen**

**Business Hours:** Mon - Fri 8am - 4:30 pm PST

**EMAIL:** [ap@spi3pl.com](mailto:ap@spi3pl.com)

**PHONE:** 1-866-744-7774 Ext 1002

#### **Accounts Payables Roles:**

- Factoring company management
- Carrier invoice and POD Verifications
- Fuel advances, Lumpers, Quick pay processing

### **Accounts Receivable- Tracy, Kamal, Amanda, Pierce, Tiffany & Shashank**

**Business Hours:** Mon - Fri 6am - 4:00 pm PST

**EMAIL:** [ar@spi3pl.com](mailto:ar@spi3pl.com)

**PHONE:** 1-866-744-7774 Ext 1004

#### **Accounts Receivable Roles:**

- Customer POD requests
- Customer credit application processing
- Customer load processing & rate verifications
- Customer credit, increases, holds & payment processing

### **Executive Team**

**Anita Bassi-** VP of People & Operations

- Cargo Claims- [claims@spi3pl.com](mailto:claims@spi3pl.com)
- Insurance Certificate Request- [insurance@spi3pl.com](mailto:insurance@spi3pl.com)
- Agent Support Supervisor- [abassi@spi3pl.com](mailto:abassi@spi3pl.com)

**Mike Mikulik-** VP of Sales & Marketing- [mmikulik@spi3pl.com](mailto:mmikulik@spi3pl.com)

- On-boarding & vetting new agents
- Sales & Marketing materials development

**James Lemon-** VP of Finance & CFO

**Eze Peralta-** VP of Technology

**Peter Bryant-** VP of Legal & Corporate Affairs

**Joe Chandler-** President/ COO

**Mitch Helten-** Chairman/ CEO