



Frequently Asked Questions – Agents

Update August 27, 2024

Q: Why is Admiral Merchants changing systems?

A: Our current system is no longer supported by the software developer, and we have to move on from our current system. After careful consideration, we determined that McLeod Software is the best solution available and will provide us with a foundation for continued growth in the future.

Q: When is the system conversion taking place?

A: We will be implementing the new McLeod system on September 30, 2024.

Q: When is the agent training taking place?

A: We will be hosting several training sessions the week of September 16, 2024.

Q: How do I sign up for the training sessions in September? Do I only have access to one training session or are the different sessions going to be covering different material?

A: Agent users will only need to sign up for one training session for Assets and one training session for Brokerage. You will want to attend both sessions if you use or are interested in using our In-House or Easy Brokerage. We will also have additional Q&A sessions that you can join that week if you think of questions after the training. All sessions will cover the same material. We are offering multiple sessions to limit the number of attendees for each session so you can learn in a small group environment

Q: Will we use the same website or how will we access the system to enter a load?

A: You will use a different log-in to access McLeod. The new application will launch the McLeod software on your computer. Your log-in process will be twofold. You will first need to log-in to an application called Global Protect, which is a security solution for remote users. This is a VPN (Virtual Private Network) that allows you to access the McLeod System. We have tested this, and you will need to log-in at the beginning of your day, but you will stay connected all day once you do. You will then have an application on your desktop that our IT department will help set you up with and that you will log into.

Q: Will there be an app?

A: Yes! Agents will have access to the McLeod Anywhere for Operations App. Contractors will have access to the McLeod Driver App. Agents will be able to do most of the same things you can do on your computer although it is going to be much quicker to do it on your computer. We will not train agents on their app during the first training to make sure everyone is up and running on their computer first.

Q: Will I be able to see driver locations?

A: You will also be able to see tractor position information and quickly locate tractors near a particular city if they have an ELD. There is also an option to see the truck movement on a map.

Q: What information will drivers be able to see about agents?

A: Drivers will have access to view the Agent List like they currently can, from your admiral.ammf.com web page and this will continue to be updated monthly. However, drivers can set their load preferences and automatically see the loads that match their preferences. They can also search for loads based on origin and destination city, as well as trailer type.

Q: What information will agents be able to see about drivers?

A: Agents will be able to see information about the driver, tractor, and trailers to make it easier to find a driver for a load. You will be able to see if a driver has certifications such as hazardous material, tanks endorsed, and double trailer. You can also see if they have been approved by Admiral to haul OD loads. You will be able to see their tractor, trailer, and specialized equipment information to determine if they have the right equipment to haul a load.

Additionally, drivers can set their preferences for loads using the following parameters that agents can see:

- Empty mile distance
- Minimum revenue
- Lane exclusions
- Commodity type
- Equipment type
- Driver information such as TWIC, Hazmat, Canadian Legal, etc.

Q: Will I be able to get my revenue numbers in a report?

A: Yes, we are working on finalizing this.

Q: Will I be able to get an AR Aging report?

A: Yes, we are working on finalizing this.

Q: How will the credit process change?

A: Checking credit on current customers and determining if a customer is not protected will remain the same (email credit@ammf.com). If you know your customer number for direct shippers or the MC number for brokers, it is easy to check available credit in the system.

The credit application process will be significantly improved. There will be an online form that can be completed electronically. The application has been shortened compared to the previous credit packet.

Agents will be able to initiate the credit process in McLeod. The credit application will be emailed to the shipper/broker to be completed by them. Once the Credit Department has made a decision, the agent will be cc'ed on the email to the shipper/broker indicating if credit was approved or denied.

Q: Will I have access to McLeod to get familiar with it before go-live on September 30th?

A: Yes, you will get access to McLeod for the agent training in September. After the training, you will continue to have access to McLeod so you will have access before go-live to get familiar with the new system.

Q: If I enter a load on September 29th and deliver on October 1, do I have to enter it twice?

A: Any loads dispatched before September 30th will not need to be re-entered. They will be processed using the old system.

Q: Will I receive internal information and communication (updates) regarding fuel, driver contact information, etc. like we have available on the website now? Will you keep that active or have another place for me to go for that information?

A: The website will continue to be active. However, the load board and inbound report will no longer be available on the website.

Q: Why are we rolling this out to all agents at once? I would think we would use a few agents at a time to test the system and make sure it works.

A: Our implementation plan includes lots of testing. We are actively testing the system now with real-life scenarios to ensure that it works.

Q: Will the new and old systems be run in parallel for a while?

A: We will cut over to the new system on September 30. Any loads that are dispatched before September 30 will be processed with the old system. Aside from that, the systems will not be run in parallel to avoid having to enter and process loads in both systems. We will do a lot of testing before September 30th to ensure that everything is working smoothly when we go live.

Q: Will there be a back-up of our old system?

A: We will still have access to our old system after the conversion to McLeod in case we need to access it. We are not moving historical load information into McLeod so if you need access to previous information, please ask your sales rep.

Q: How will I receive my settlement information?

A: You will receive an email with your settlement information. You will not be able to run a report or view your settlements within the system.

Q: Will the information from the Specialized Equipment List be available in McLeod?

A: Agents can access this information in McLeod, so the official Specialized Equipment List on the website will no longer be updated.

Q: How will I be able to access the Inbound report (list of available drivers, their equipment, and credentials)?

A. This information will be available on a load planning board that AMMF will customize for agents so they will be able to see this information.