



Frequently Asked Questions – Contractors

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: Will we use the same website to see the load board?

A: No, everything will now operate out of the McLeod Driver App.

Q: Will there be an app?

A: Yes! Contractors will have access to the McLeod Driver App. This will take place of the website, and you will be able to see so much more on the app. The app has the following capabilities and more:

- See your current load information, as well as your past and future assigned loads.
- Search available loads
- See loads that match your preferences
- Scan in trip documents.
- Send arrival and departure notifications
- Capture and attach color photos of freight, securements, seals, or other items that may be present at pickup or delivery to verify the condition and appearance of freight.
- View paid and pending settlements.
- Submit a shortage or damage claim.
- Send messages to your Freight Coordinator.

Q: When will training for the app occur?

A: Online training will be scheduled for various times throughout the week of September 23rd, which is the week before our go live week.

Q: Can I still do self-secured loads?

A: Yes! Contractors can still find their own loads. The process for entering them into the system will change. We will share more information closer to the go-live date.

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.

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. Agents will be able to see if a driver has certifications such as hazardous material, tanks endorsed, and double trailer. They can also see if they have been approved by Admiral to haul OD loads. Agents will be able to see their tractor, trailer, and specialized equipment information to determine if they have the right equipment to haul a load.

Q: What is Driver Choice?

A: Contractors can set their load preferences with Driver Choice 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.

You will be able to set your preferences in the Driver Portal or the Driver App. After your preferences are set, you will be able to see the top 5 loads that match your preferences.

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 still be available. However, the load board will no longer be on the website.

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 backup 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.