Third Party Services Administration

Last Updated: May 10, 2016



Introduction

- Third Party Services Ordering is a Dispatch enhancement that lets agents place orders
 with third party service providers from Edit Shipment, instead of from the providers' web
 sites.
- This capability exists with:
 - Mover's Specialty Service (MSS)
 - J. E. Kelleher
 - Alliance Relocation Services
 - Relocation Movers Services (RMS)
 - Custom Movers Services (CMS)
 - Executive Movers Services (EMS)
- The following slides summarize how the set-up is done to enable an agency to place third party orders through AtlasNet Dispatch.

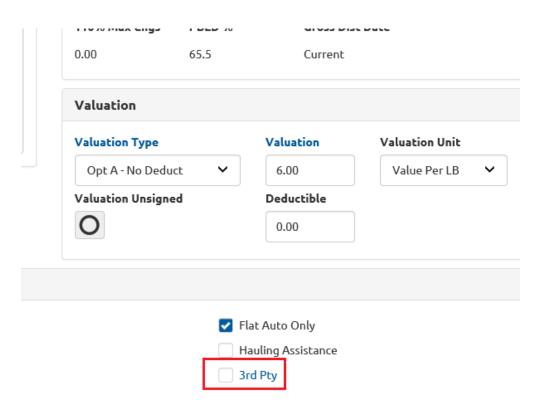


- Here's how to get started with the providers listed below.
 - For **MSS**, you need to know each of your branches' MSS customer id's and passwords to place orders with MSS from Dispatch. You can obtain this information by emailing MSS at Atlasagent@mss1.com.
 - For **J. E. Kelleher**, no additional set up information is required. However, if you need to contact them with questions, please contact one of the following individuals at J. E. Kelleher.
 - Jim Barbieri: 800.317.8518 or jimb@jekelleher.com
 - Cathy Pernerewski: 800.317.8518 or <u>cathyp@jekelleher.com</u>
 - For Alliance Relocation Services, you need to know each of your branches' Alliance customer id's to place orders with Alliance from Dispatch. You can obtain this information by contacting one of the following individuals at Alliance:
 - Angelo Isgro: 877.242.0455 x 239 or angelo.isgro@alliancerelocation.com
 - For Relocation Movers Services, you need to know each of your branches' RMS
 customer id's and passwords to place orders with RMS from Dispatch. You can
 obtain this information by emailing one of the following individuals at RMS.
 - Matt Lee: <u>mlee@relocationmoverservices.com</u>
 - Suzanne Herst: <u>sherst@relocationmoverservices.com</u>
 - Mary Long: <u>mlong@relocationmoverservices.com</u>



- For Custom Movers Services you need to know each of your branches' CMS
 customer id's to place orders with CMS from Dispatch. You can obtain this
 information by contacting one of the following individuals at CMS:
 - Mark Southerland: <u>msoutherland@custommoversservices.com</u> or 800.514.6927 x 275
 - Guy Lambert: <u>glambert@custommoversservices.com</u> or 800.514.6927 x 219
- For Executive Movers Services you need to know each of your branches' EMS
 customer id's and passwords to place orders with EMS from Dispatch. You can
 obtain this information by contacting one of the following individuals at EMS:
 - Jason Burmood: jasonb@ems3rdparty.com or 888.220.3451
 - Lauren Mason: <u>lmason@ems3rdparty.com</u> or 888.220.3451
 - Loretta Sykes: <u>lorettas@ems3rdparty.com</u> or 888.220.3451
- Once you receive your customer id's and, if necessary, your passwords from your providers, your agency's security contact can call the Helpdesk (ext. #2900) to provide the users who will administer this feature in Dispatch for your agency family.
- For MSS, Alliance, RMS, CMS, or EMS tell the Helpdesk which branches each user will administer. A user can administer customer id's and passwords for one or more branches in your agency family.





- Once Helpdesk sets up your administrative users, they can follow these steps to set up each branch.
- First, open a shipment that your agency family has booked and click the **3**rd **Pty** link / checkbox on Edit Shipment.



 Next, click the Administration icon.

Third Party Services

Movers Specialty Service, Inc.

J.E. Kelleher

Alliance Relocation Services

Relocation Movers Services

Executive Movers Services

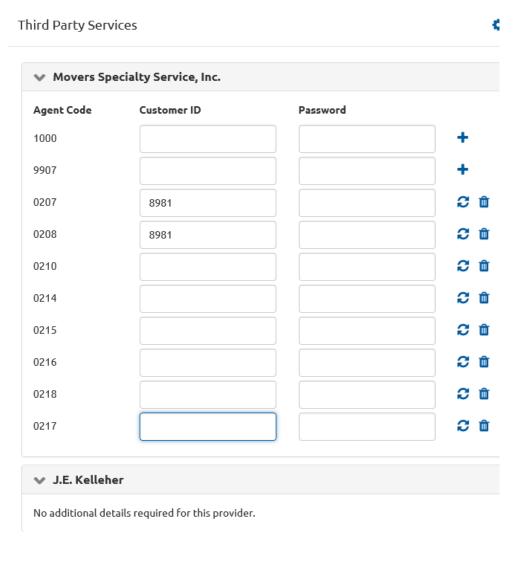
Executive Movers Service

Executive Movers Service

Settings

Administration

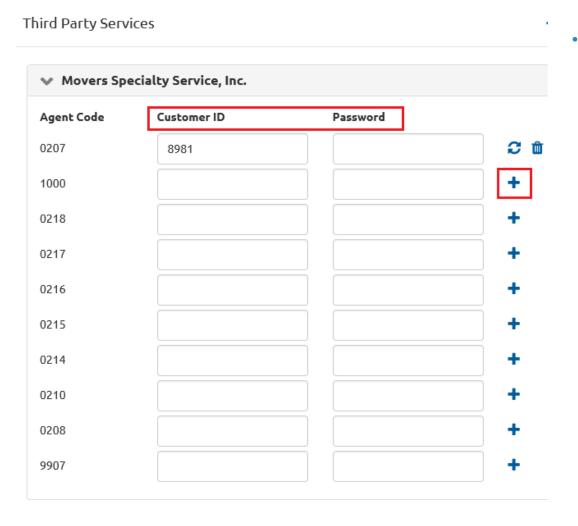




- On the Third Party
 Services Administration
 page, you'll see a list of
 providers, and a list of agent
 codes for MSS, Alliance,
 RMS, CMS and EMS that
 you have been given
 permission to manage.
- In this example, this user can administer MSS' customer id's and passwords for all of the branches listed.
- Since no additional security information is required for J.
 E. Kelleher, no additional set up is required for them.



Set Up – MSS, RMS or EMS



To set up MSS, RMS or EMS, for each branch, enter the Customer Id and Password the provider gave you, and click the Plus icon.



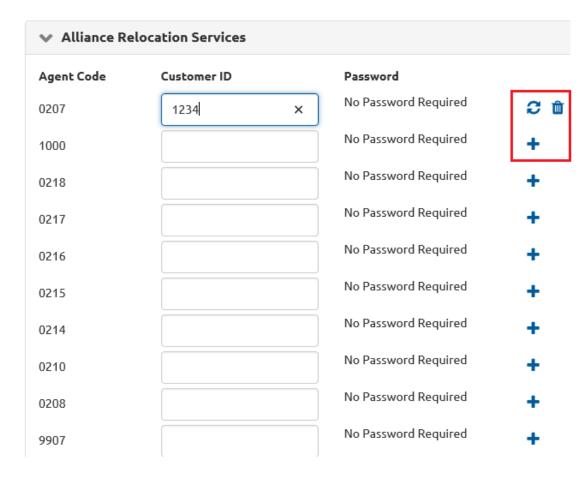
Set Up – MSS, RMS or EMS

✓ Movers Specialty Service, Inc.			
Agent Code	Customer ID	Password	
0207	8981		2 1
1000			+
0218			+
0217			+
0216			+
0215			+
0214			+
0210			+
0208			+
9907			-

- If a Customer Id or Password for a particular branch changes, enter the new information and click the Update icon.
- Click the Trash icon to remove a branch's ability to place orders with a provider.



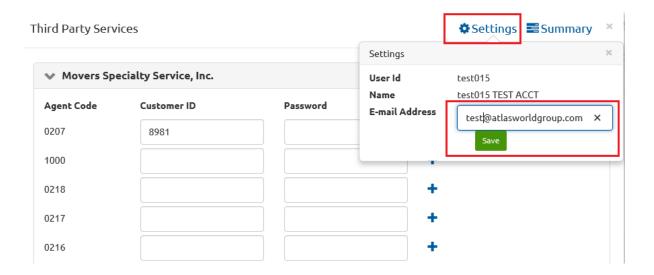
Set Up – Alliance or CMS



- To set up Alliance or CMS, for each branch, enter the Customer Id the provider gave you, and click the Plus icon.
- If a Customer Id for a particular branch changes, enter the new information and click the Update icon.
- Click the Trash icon to remove a branch's ability to place orders with a provider.



Set Up – Alliance or CMS



- **Note: Each
 user who places
 an order with
 Alliance, CMS or
 EMS must first
 enter her email
 address.
- Click Settings, enter your email address in the Settings window and click Save.
- This only has to be done once, or if your email address changes.

