

The best experience
transferees **want**.
The global program
efficiency you **need**.

WITH AVAIL, YOU CAN CHOOSE BOTH.

avail 
MOVE MANAGEMENT.



How can you choose both?

BECAUSE AVAIL BRINGS EXPERIENCED, KNOWLEDGEABLE RELOCATION TEAMS.

As part of Atlas, North America's second largest van line and the industry's most dedicated corporate relocation partner, we bring a broad-spectrum view of moving policies. That perspective works for you to help develop the most fair and equitable policy — for the transferee and the company.

BECAUSE AVAIL DEVELOPS A COMPETITIVE POLICY, AND KEEPS IT ON TRACK.

By coordinating our supply chain from a large pool of service providers and by constantly auditing and evaluating your program, we keep it on the track you intended.



1

The best experience for transferees.

An efficient move management program for you doesn't come at the expense of your transferees' satisfaction. The most efficient and customer-service oriented suppliers are selected. And, every transferee is assigned an experienced Avail Service Coordinator.

2

Global move management. Program efficiency.

Avail people and systems combine with our data collection to bring a global perspective to your move management. Experience with clients from many different regions and industries has taught us how to most efficiently coordinate the multiple, fast-moving elements of move management around the globe.



THE POWER OF INFORMATION

With the information about every move at our fingertips, and knowledge of your policy, Avail sets the stage for best experience for your customer, the transferee. Our Avail Service Coordinators are trained to be pleasant communicators, providing personal attention and accurate responses about what is expected from your policy.

Avail also offers a Private-Label Service Coordinator program. Your transferees can be greeted on the phone and online with your company's own identity.

We're their partner.

FOR TRANSFEREES, THROUGHOUT THE RELOCATION.

Each transferee is assigned a personal Avail Service Coordinator. The same individual who begins a move with a transferee is available to assist and answer any questions throughout the relocation. Our systems keep every piece of information about household goods, suppliers and time frames ready for immediate retrieval. If there's a question beyond a coordinator's expertise, the entire Avail team can be accessed. Our first job is to make every relocation a success in the eyes of the transferee.

BEST FOR THEM.

- *One point of contact*
- *24/7 availability*
- *Bilingual services (English and French)*
- *Concierge services — for services beyond relocation*
- *Security — background checked service providers*
- *Exceptional value — competitive pricing*



We're your advocate.

CLIENT ADVOCACY, WE ANSWER TO YOU.

As an advocate for you, Avail's job is to ensure that the policy and services you intended are provided in a manner that's best for your transferee, and best for your company. A successful program removes the stress from the transferee during the move, ultimately removing stress from you. Most important, with any service you choose, is that we answer to you.

BEST FOR YOU.

- *Adherence to policy and procedures, but flexibility in application through approval processes*
- *Accountability*
- *Effective and expedient communication*
- *Intense, measurable quality process*
- *Exceptional value — competitive pricing*

WITH SAVINGS ON EVERY MOVE.

Our business intelligence and practices are designed to save you money on every move. The savings come from improved efficiencies, keeping service providers in strict compliance with the terms of a contract or policy, and eliminate any occurrence of excessive, unwarranted charges.



Build a program that fits for you.

A complete menu — from moving policy drafting and review, to complete move management service before, during and after the move. Choose only the services that apply to your unique move management need.

SUPPLY CHAIN COORDINATION

- *Household goods shipment placement*
- *Auto carrier order placement*
- *Third-party order placement*
- *Follow designated distribution or recommend distribution*
- *Supplier on-boarding*

POST-MOVE EVALUATIONS

- *Send and collect post-move evaluations*
- *Conduct root-cause analysis with service providers if poor results are returned*

AUDITING AND REPORTING

- *Estimate audit*
- *Invoice audit*
- *Consistent supplier performance audit to your KPI's*
- *Audit of estimates and invoices*
- *Customized on-demand and scheduled reporting*
- *Real-time access to all move data through Order Management (OM)*
- *Exceptions management*

POLICY CONSULTING AND REVIEW

- *Policy consulting*
- *Program performance review*
- *Policy recommendations*

POLICY ADMINISTRATION

- *Policy management*
- *Move tracking and data entry*
- *Claims reporting and tracking*

You're in the loop from the beginning.

ORDER INITIATION

One click to three simple fields and your move has begun.

ORDER STATUS

View order status of moves by booked date, pick-up date or delivery date.

CHARGES AND APPROVALS

View a budget estimate, actual estimate and invoices for one or all moves.

POST-MOVE EVALUATION

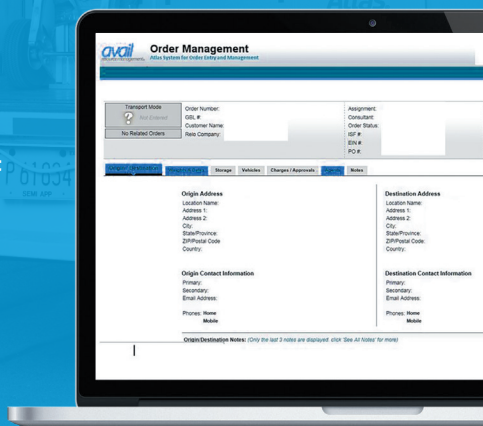
View the post-move results, including specific comments from your transferee.

DOCUMENTS

View and download all documents associated with a move.

ORDER MANAGEMENT (OM)

Our proprietary Avail **Order Management (OM)** is the single most powerful move management information tool you can have at your side. It's a single, easy-to-use location to view one or all transferees' information, progress and details—through an easy to navigate web portal.





avail 
MOVE MANAGEMENT™

An Atlas  Company



IT'S EASY TO GET STARTED.

Call us **800-268-5051**

Visit our website **atlasvanlines.ca**

Email us **avail@atlasvanlines.ca**

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