



There's too much documentation.....

One of the biggest complaints from PVO's and crews that we hear today. (Usually followed by "no one cares about the drivers").

We have tremendous respect for the Professional Van Operators and crews that go out the door every day to take care of a demanding public. We understand that moving is one of the largest stresses in life. Our crews handle those situations extremely well. Our people definitely put the "Professional" in Professional Van Operators on a daily basis, and we genuinely appreciate your efforts!

After a long day, no one looks forward to completing the documents. But do they understand that properly completed documents are your best friend? Some of these forms are the result of Government requirements, others are there from Atlas to protect you and your Agency.

We have heard of Agents having challenges getting members to sign documents for varying reasons. If you are faced with this challenge, please document your attempts to contact the member, and reach out to Government & Corporate Services. Ask them to reach out to the Government branch. They can ask the Government for assistance and/or if Atlas can invoice without the completed document package, (they can copy in Atlas Revenue).

In addition, Atlas has a PowerPoint presentation that you can play on a loop on your drivers room tv's, to see what proper documentation looks like. You can see how those changes can effect the outcome of a claim or penalty situation in your favour. If you are interested in receiving a copy of the PowerPoint, please contact Colin Shanks at cshanks@atlasvanlines.ca.

Our crews are VERY GOOD at moving families successfully! Let's talk about documentation with them & help them understand what we are looking for and how it is actually in their best interests.

Let's continue our good work and eliminate needless penalties!

*the power of
Communication!*