General

Who do I contact to change a pick up location in Prospector?

You can contact the CO Alliance at prospector@coalliance.org. We will open a ticket with Innovative on your behalf.

Include the following information in your request:

1. Agency or local site code
2. Display name
3. Print name
4. Delivery stop
5. Location code

You can also open a ticket directly with Innovative at "Request a Service Commitment".

http://csdirect.iii.com/support/service_commitments.php

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