

# Service Portal

## Quick Start Guide

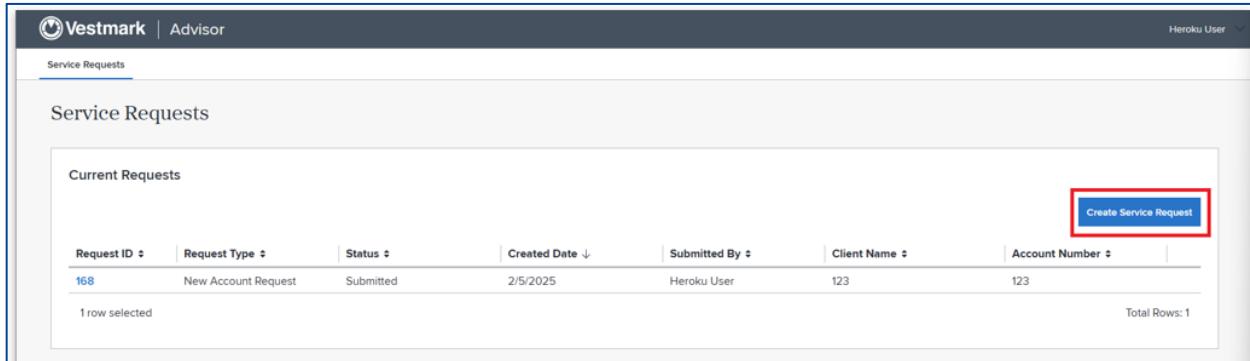
The Service Portal allows advisors to request an action be taken on an account. Advisors will enter account details, select the request, and supply instructions to satisfy the request. The advisor can reference, review and follow the status through completion.

### Current Service Requests

- Ad Hoc Request – A request that doesn't fit another category.
- Cash Withdrawal – A request to enter a cash withdrawal.
- Halt Trading – A request to stop trading on an account.
- New Account – Advisors supply account details, investment choices, and client customizations to be followed.
- Resume Trading – A request to restart trading on an account.
- Tax Gain/Loss Harvest – A request for a tax harvest for a gain or a loss.
- Strategy Change – A request to change the strategy on an account.

## Creating a New Service Request:

From the Service Requests tab, a user can review all requests they have submitted, review each request, and follow the status of the request through completion. To create a new request, the user will select the Create Service Request button.

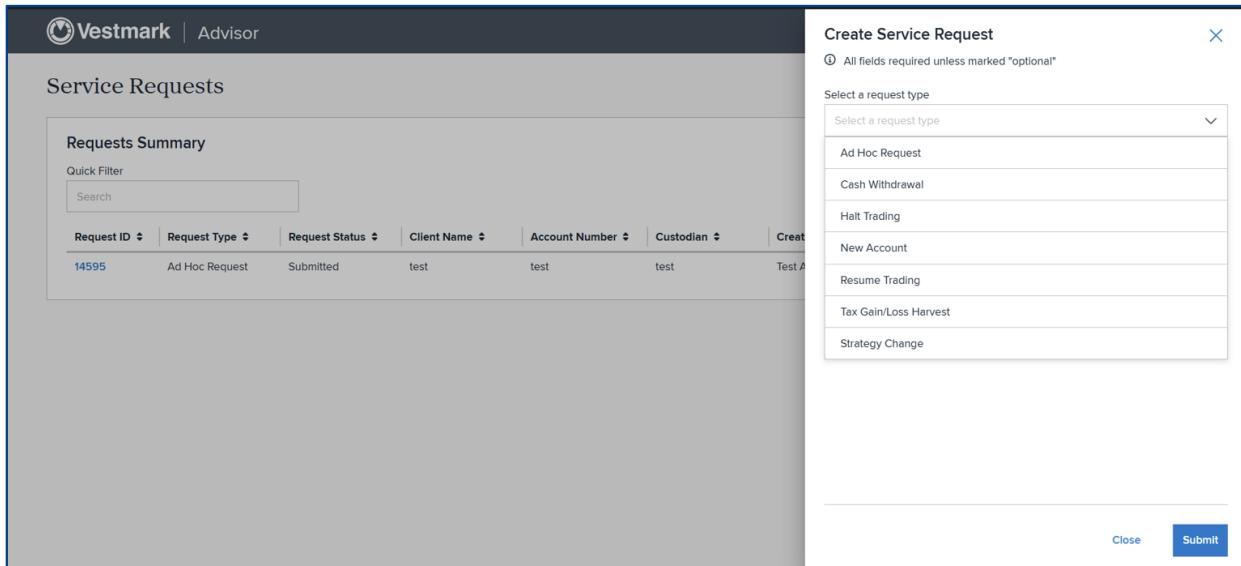


The screenshot shows the Vestmark Advisor Service Requests page. At the top, there is a navigation bar with the Vestmark logo and the text 'Vestmark | Advisor' on the left, and 'Heroku User' on the right. Below the navigation bar, the page title 'Service Requests' is displayed. Under the title, there is a sub-section titled 'Service Requests' with a sub-sub-section titled 'Current Requests'. A table is present with the following data:

Request ID	Request Type	Status	Created Date	Submitted By	Client Name	Account Number
168	New Account Request	Submitted	2/5/2025	Heroku User	123	123

Below the table, it says '1 row selected' and 'Total Rows: 1'. In the top right corner of the 'Current Requests' section, there is a red rectangular box highlighting the 'Create Service Request' button.

The user will select the request type: Ad Hoc Request, Cash Withdrawal, Halt Trading, New Account, Resume Trading, Tax Gain/Loss Harvest, or Strategy Change.



The screenshot shows the Vestmark Advisor Service Requests page with a modal window titled 'Create Service Request' overlaid. The modal contains the following text and a dropdown menu:

⚠ All fields required unless marked "optional"

Select a request type

The dropdown menu lists the following request types:

- Ad Hoc Request
- Cash Withdrawal
- Halt Trading
- New Account
- Resume Trading
- Tax Gain/Loss Harvest
- Strategy Change

At the bottom of the modal, there are 'Close' and 'Submit' buttons.

## Account Service Portal – Quick Start Guide

Next, populate all required information in the form.

Service Requests

Current Requests

Request ID	Request Type	Status	Created Date	Submitted By
168	New Account Request	Submitted	2/5/2025	Heroku User

1 row selected

Create Service Request

Start your request below. It will be reviewed promptly; you can check this page for updates.

Select a request type

New Account

Client Name

Account Number

Custodian

Account Type

Tax Status

Is Taxable  Non-Taxable

ERISA

Yes  No

Funding

Cash  Security  Both

Approximate Funding Value

Account Style

SMA  UMA

Restrictions?

Yes  No

Unmanaged Assets?

Yes  No

Special Instructions

Once complete, click Submit to create the request. The request will be viewable within the Current Requests view:

Service Requests

Current Requests

Request ID	Request Type	Status	Created Date	Submitted By
168	New Account Request	Submitted	2/5/2025	Heroku User

1 row selected

Create Service Request

Funding

Cash  Security  Both

Approximate Funding Value

150000

Account Style

SMA  UMA

Investment Name	Allocation %
Manager model 1	25
Manager model 2	40
IVV	35

Add investment

100 %

Restrictions?

Yes  No

Unmanaged Assets?

Yes  No

Special Instructions

Do not Hold - Ticker AAAA

Advisor Name

Warren Buffet

Advisor Number

IA

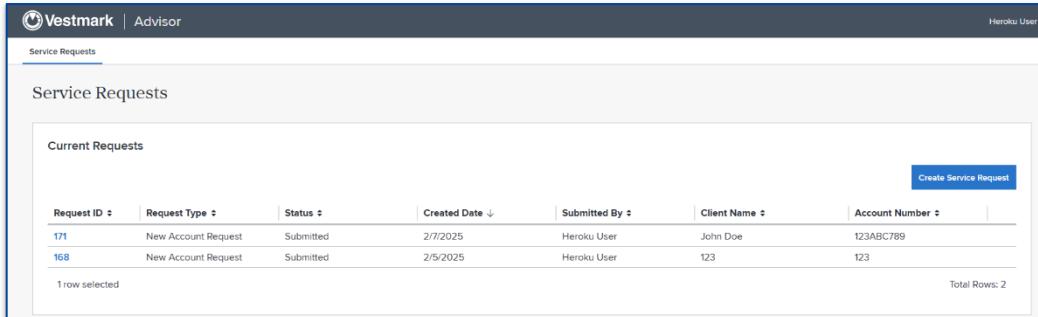
Advisor Team Name

Agile Wealth

Close Submit

## Reviewing a Service Request

Users can see all service requests which they have submitted. Sort and Filter options are available for each column.

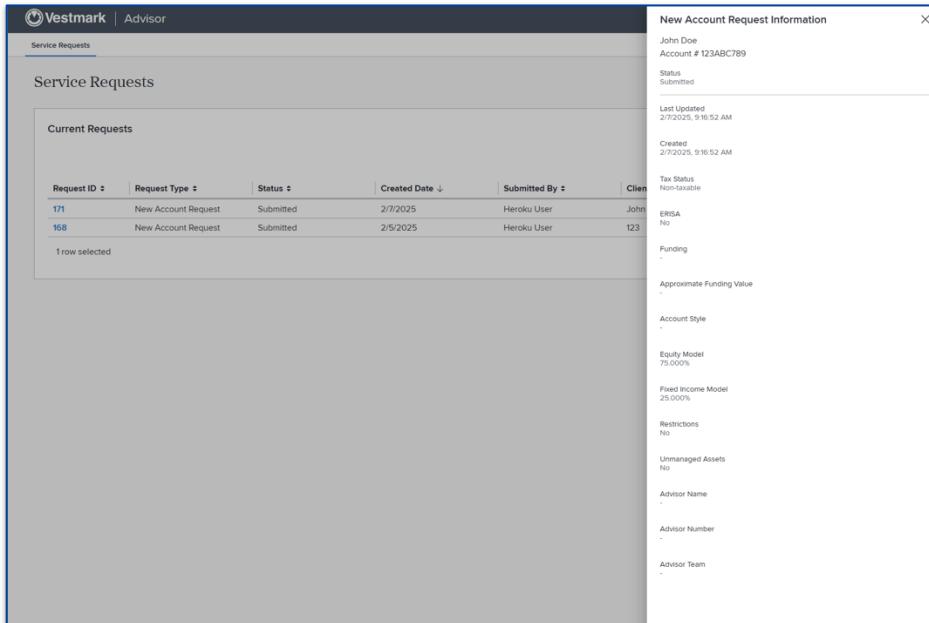


The screenshot shows the 'Service Requests' section of the Vestmark Advisor portal. At the top, there are tabs for 'Service Requests' and 'Completed Requests'. Below the tabs, a table displays 'Current Requests' with the following data:

Request ID	Request Type	Status	Created Date	Submitted By	Client Name	Account Number
<a href="#">171</a>	New Account Request	Submitted	2/7/2025	Heroku User	John Doe	123ABC789
<a href="#">168</a>	New Account Request	Submitted	2/5/2025	Heroku User	123	123

Below the table, it says '1 row selected' and 'Total Rows: 2'. There is a 'Create Service Request' button at the top right of the table area.

- Request ID: A hyperlink will bring out details of the request.
- Status:
  - Submitted – request was successfully submitted.
  - Advisor Inquiry – open question to the advisor regarding the request to move forward.
  - Awaiting Custodial Feed – account has not yet been received via the custodial data feed.
  - Complete – the request has been processed.
  - Rejected – the request has been rejected.



The screenshot shows the 'Service Requests' section with a detailed view of a request. A modal window titled 'New Account Request Information' is open for Request ID 171. The modal contains the following fields:

- John Doe  
Account # 123ABC789
- Status  
Submitted
- Last Updated  
2/7/2025, 9:16:52 AM
- Created  
2/7/2025, 9:16:52 AM
- Tax Status  
Non-taxable
- ERISA  
No
- Funding  
...
- Approximate Funding Value  
...
- Account Style  
...
- Equity Model  
75.000%
- Fixed Income Model  
25.000%
- Restrictions  
No
- Unmanaged Assets  
No
- Advisor Name  
...
- Advisor Number  
...
- Advisor Team  
...

On the left side of the modal, the table of 'Current Requests' is partially visible, showing Request IDs 171 and 168.