Service Portal

Quick Start Guide

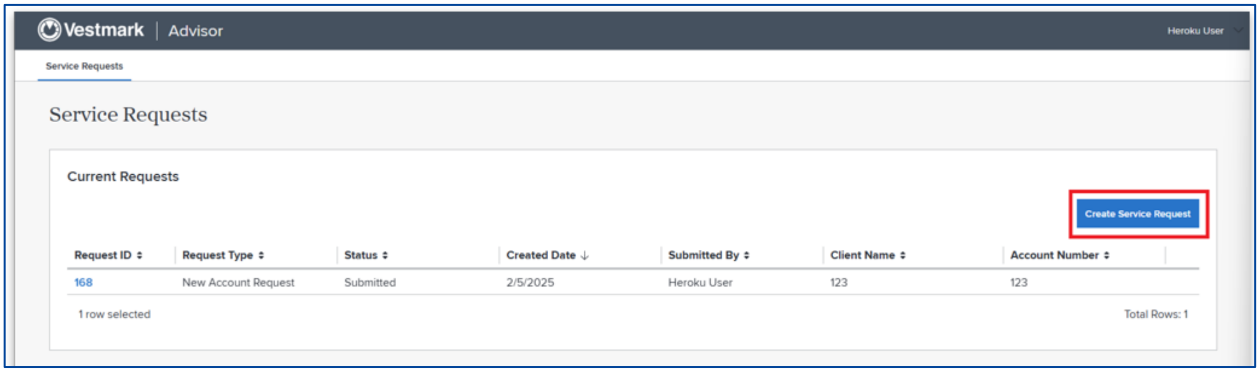
The Service Portal allows advisors to request an action be taken on an account. Advisors will enter account details, select the request, and supply instructions to satisfy the request. The advisor can reference, review and follow the status through completion.

Current Service Requests

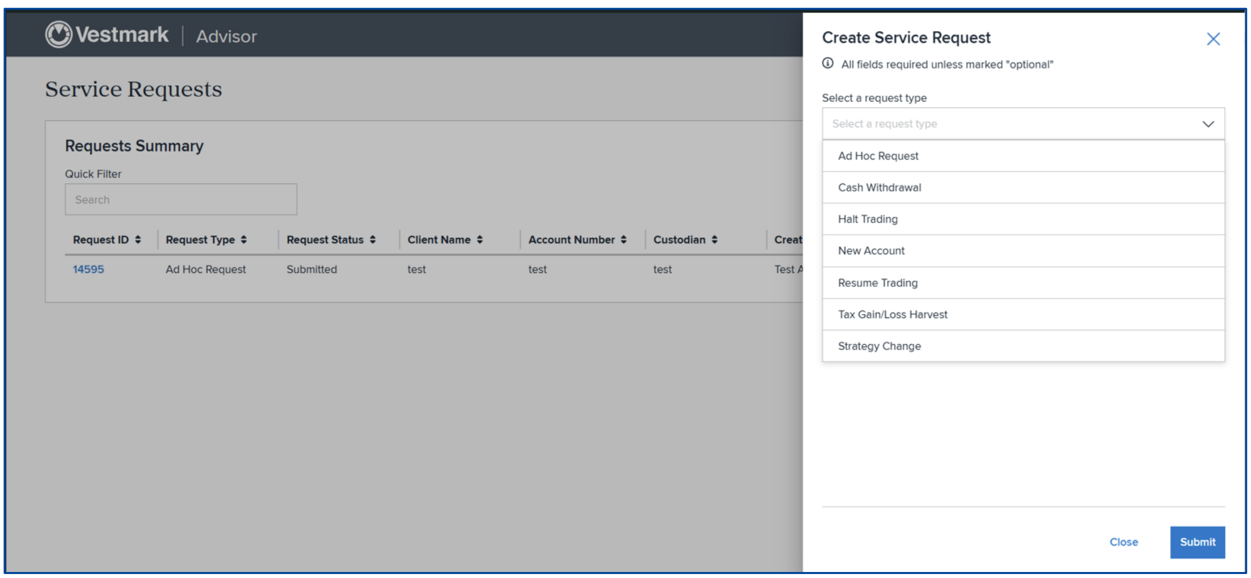
- Ad Hoc Request – A request that doesn't fit another category.
- Cash Withdrawal – A request to enter a cash withdrawal.
- Halt Trading – A request to stop trading on an account.
- New Account - Advisors supply account details, investment choices, and client customizations to be followed.
- Resume Trading – 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:

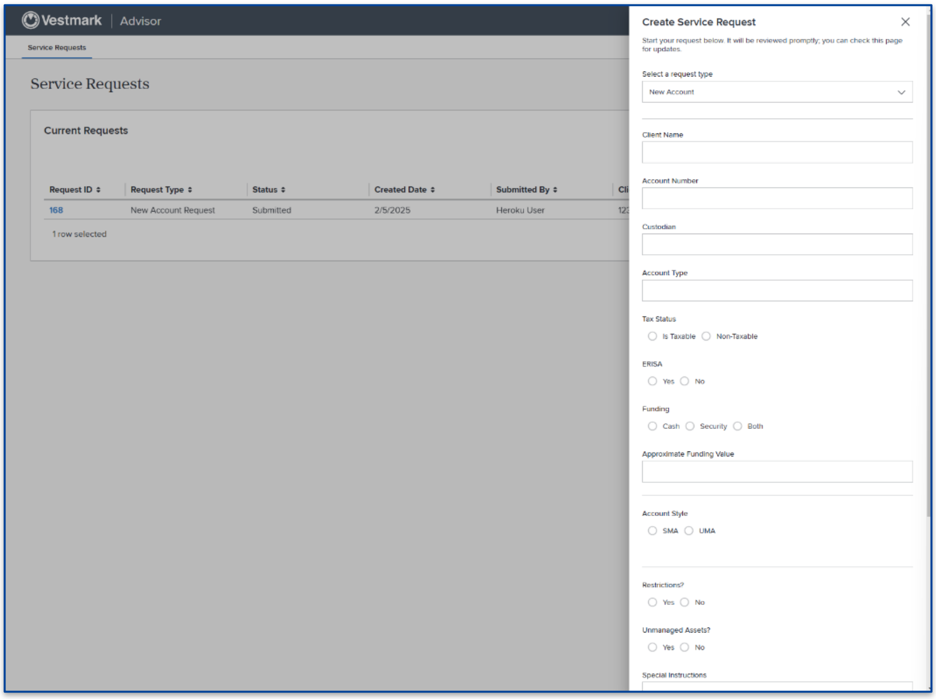
From the Service Requests tab, a user can review all requests they have submitted, review each request, and follow the status of the request through completion. To create a new request, the user will select the Create Service Request button.



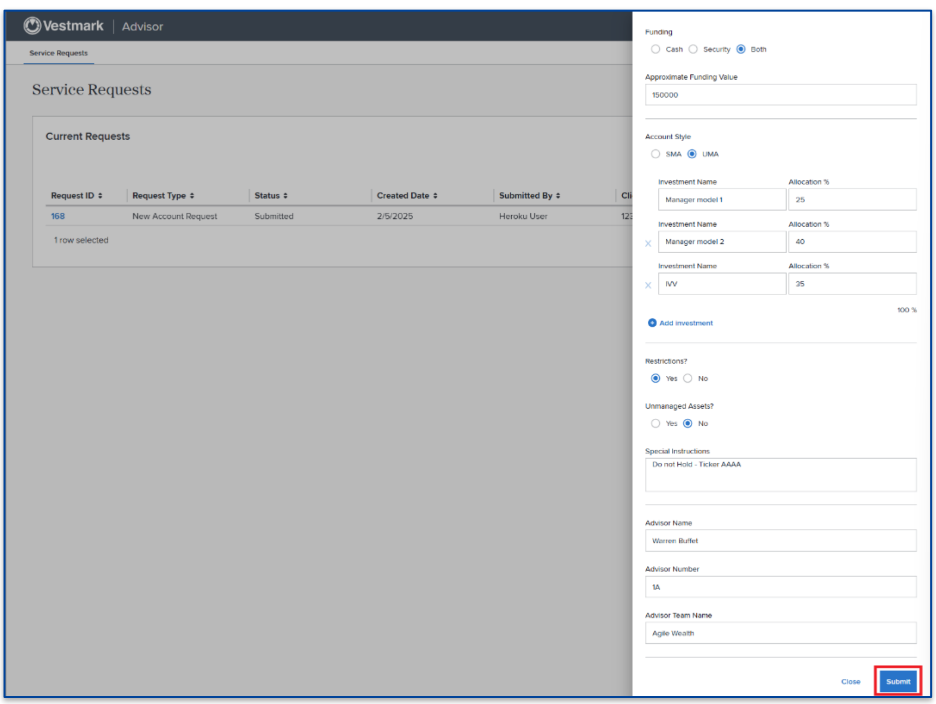
The user will select the request type: Ad Hoc Request, Cash Withdrawal, Halt Trading, New Account, Resume Trading, Tax Gain/Loss Harvest, or Strategy Change.



Next, populate all required information in the form.

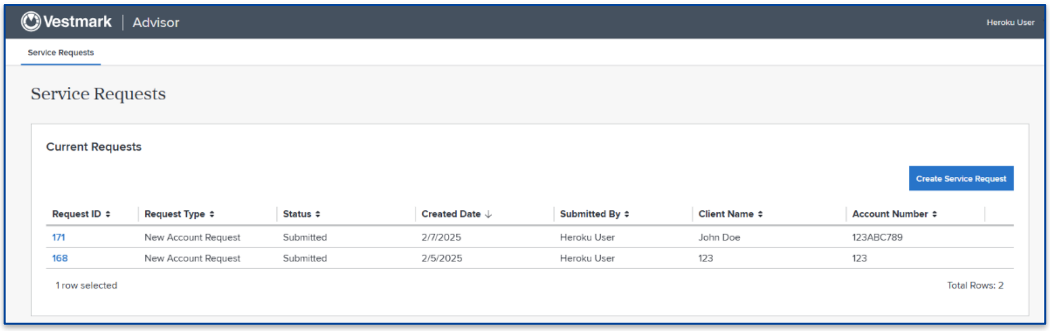


Once complete, click Submit to create the request. The request will be viewable within the Current Requests view:



Reviewing a Service Request

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



- 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.