

Service Portal

Quick Start Guide

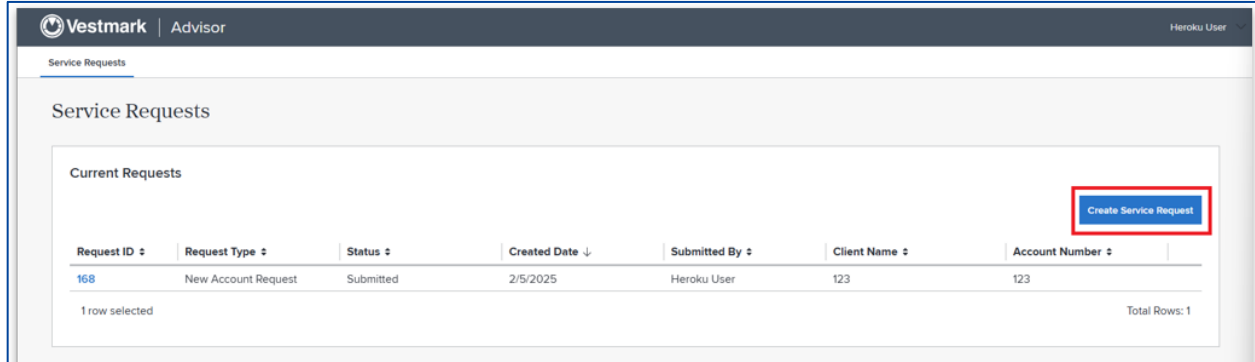
The Service Portal allows advisors to request an action be taken on an account. Advisors will enter account details, select the request, and supply instructions to satisfy the request. The advisor can reference, review and follow the status through completion.

Current Service Requests

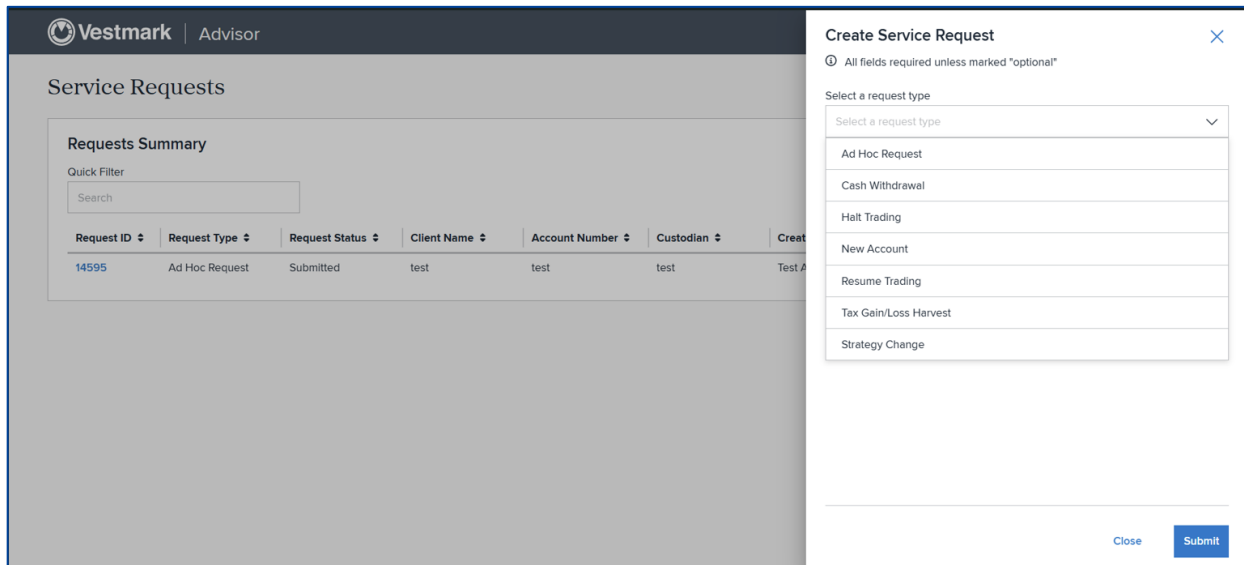
- Ad Hoc Request – A request that doesn't fit another category.
- Cash Withdrawal – A request to enter a cash withdrawal.
- Halt Trading – A request to stop trading on an account.
- New Account – Advisors supply account details, investment choices, and client customizations to be followed.
- Resume Trading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

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

Select a request type
New Account

Client Name

Account Number

Custodian

Account Type

Tax Status
☐ 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
X Manager model 2 40
X IVV 35
100 %

+ Add investment

Restrictions?
☒ Yes ☐ No

Unmanaged Assets?
☐ Yes ☒ No

Special Instructions
Do not Hold - Ticker AAAA

Advisor Name
Warren Buffet

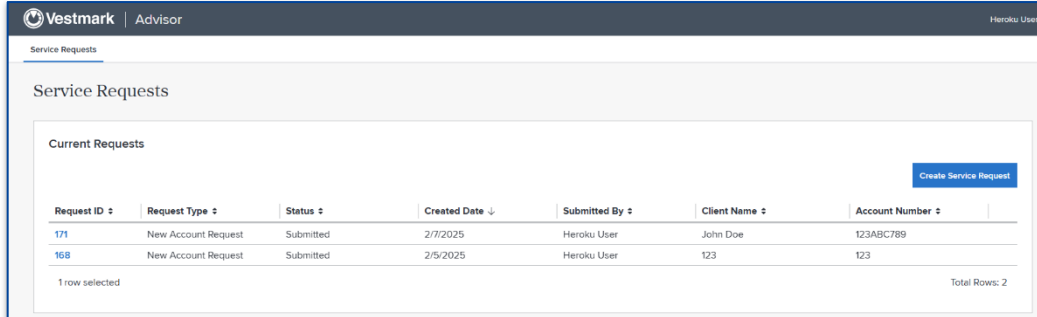
Advisor Number
1A

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.

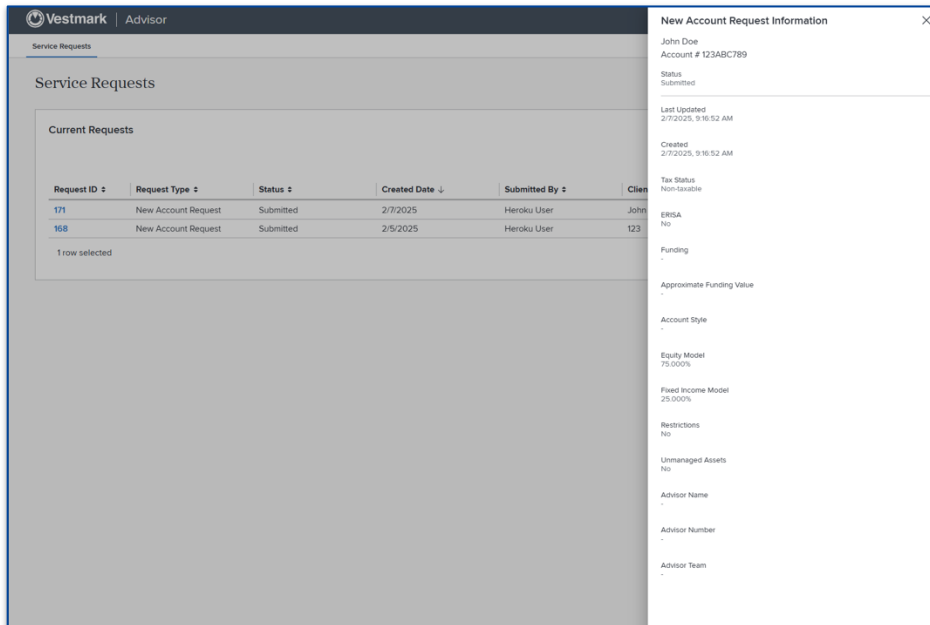


The screenshot shows the 'Service Requests' page in the Vestmark Advisor interface. It features a table titled 'Current Requests' with columns for Request ID, Request Type, Status, Created Date, Submitted By, Client Name, and Account Number. Two requests are listed: Request ID 171 (New Account Request, Submitted, 2/7/2025) and Request ID 168 (New Account Request, Submitted, 2/5/2025). A 'Create Service Request' button is visible in the top right corner of the table area.

Request ID	Request Type	Status	Created Date	Submitted By	Client Name	Account Number
171	New Account Request	Submitted	2/7/2025	Heroku User	John Doe	123ABC789
168	New Account Request	Submitted	2/5/2025	Heroku User	123	123

1 row selected Total Rows: 2

- 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' page with a modal window open for 'New Account Request Information' for Request ID 171. The modal displays detailed information about the request, including client details, account information, and funding details.

Request ID	Request Type	Status	Created Date	Submitted By	Client Name
171	New Account Request	Submitted	2/7/2025	Heroku User	John Doe
168	New Account Request	Submitted	2/5/2025	Heroku User	123

1 row selected

New Account Request Information

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 -