

Vantage Dealer Portal Transition to Service Center FAQs

1. Why is the Vantage Dealer Portal moving to Service Center?

- The new platform is more streamlined and robust, improving the ordering experience and order management process

2. How do I login to Service Center?

- **Existing Accounts:** Login to [Service Center](#) using your existing account credentials
- **New Accounts:** If you do not already have an account, complete the registration by clicking [here](#)
 - Organization: Vantage Controls
 - Role: Dealer
 - JDE Customer Number required (Numeric number)

NOTE: If you do not know your JDE account #, the easiest way to locate this is to reference the top right corner of a past invoice

3. Where do I find the new Dealer Portal in Service Center?

- Locate the new portal by going to Sales > VAN > Vantage Dealer Portal

4. Can one account add multiple users?

- No, each user must create their own account

5. What is Service Center and what can it be used for?

- View Pricing
- Place new orders (custom items must be ordered in Design Center)
- Register projects
- Quickly check order status including estimated ship date and tracking information
- View all open orders
- Download invoices
- View sales reports
- Select quick links to Software/ Downloads, LED Testing Documents, and Training

6. How many account access types are there?

- There is currently one account/ role access type, which is the “dealer” role. All employees at a dealership will share the same access and can perform the actions listed in the question above

7. What do I do if an employee with access to the Service Center Dealer Portal is no longer with the company?

- Please contact Vantage Customer Service to have an existing account deactivated. Please note that accounts will remain active until we are contacted for deactivation

8. Will my previous and current projects be automatically loaded in the new portal?

- The new portal contains all projects since 2022

9. Will the new portal also take up to 24 hours to register projects like the old portal?

- Project registration will now be immediate

10. Will custom items be available in the new portal?

- Custom items must be ordered in Design Center, since it is best suited to accommodate those requests

11. What are some improvements to expect with the move to Service Center?

- Improved product menu options, searching, & filter capabilities
- The shopping cart is linked to the user's account and will not lose a cart's products if the session ends
- Multiple users at the same dealership can all access the same company projects

12. What is changing as we shift from the Dealer Portal to Service Center?

- Each user must create their own account under a dealership, and each user's access will be the same
- Resources and downloads that were found on the existing Dealer Portal in addition to other valuable documentation can now be found in the [BCS Brand Portal](#), including:
 - Design Center & other software downloads
 - LED Testing documents
 - New Dealer Information
 - Marketing Toolkits

13. Will the existing Dealer Portal remain accessible?

- Yes, the existing Dealer Portal will remain available until 12/31/23. At that time, it will redirect to Service Center. However, we recommend starting to use Service Center moving forward