



Frequently Asked Questions

Training + Education

What training is available with Marvin?

Self-directed courses, videos, and resources, as well as virtual classroom trainings with a live Marvin expert related to products, systems, and more, are available on [Marvin Learning](#).

To support you in working directly with Marvin, explore the following created specifically for you.

- [Setting You Up for Success](#): Key topics include Order Management System (OMS), Marvin Order Status (MOS), Order Communications, Delivery Considerations, and more.
- [Virtual Classroom Recordings](#): Check out recordings of Virtual Classroom Trainings exclusive to the California market on topics including What's New Now That You're Dealer Direct, OMS, eService Requests, Order Tracking and Communications, and Receiving Deliveries.

How do I access Marvin Learning?

Follow [these steps](#) to set up your account.

How do I register for virtual classroom trainings?

Click [here](#) to register.

Accounting

What method of payment options are available with Marvin?

Marvin offers different payment options to help meet the needs of our customers.

- Marvin Online Payment Portal: <https://pay.marvin.com>
 - This payment method offers e-Check and credit card payment.
- Check payments to our lockbox
- ACH payment directly to Marvin

What are my payment terms & conditions?

Payment terms with Marvin are net 10th and 25th.

- Invoices dated 1-15 are due the 25th of the month, invoices dated 16-31 are due the following 10th of the month.

Payments are due to be received at Marvin on or before the due date to remain current with Marvin.

Will I receive statements from Marvin?

Statements will be emailed from Marvin on the 15th and last business date of each month. The statements will provide the listing of all open invoices at that time.

How will I receive credit for returns?

A credit memo will be processed to your account. Please work directly with your inside sales support for questions on how to process a return request to Marvin.

Logistics

Who will deliver my orders placed with Marvin?

Your deliveries will be made by a combination of Marvin and JB Hunt drivers who are committed to the Marvin delivery program for our dealers. Our partnership with JB Hunt provides us access to dedicated drivers who understand our unique business.

Will Marvin be delivering to me on a fixed or dynamic schedule?

Delivery schedules are based on order volume and can fluctuate. You can monitor the truck schedule in the Marvin Order Status (MOS) portal. MOS provides the Estimated Week of Delivery for the order and will be updated to the Planned Delivery Date once the delivery has been scheduled. You can view the inbound truck schedule under the Truck Info tab in MOS.

What is expected of me at time of delivery?

Safety is our top priority during the delivery process. Due to the size, weight and shape of Marvin windows and doors, it will be necessary for your team to enter the trailer to help the driver bring material to the back of the truck for your team to access and unload safely. The Marvin driver will help unload and scan all the products as they come off the trailer. It is important that your team has adequate personnel and material handling equipment at the time of delivery for safe and efficient off-loading.

What can I expect at time of delivery?

Our delivery team will keep you updated regarding the day and time of your Marvin deliveries. Your driver will use a scanner to ensure all products are accounted for at your stop. Please note, your driver will *not* have shipping and receiving paperwork. Rather, this paperwork is part of the Marvin Order Communications platform and will be sent electronically prior to delivery to the contacts you indicate should receive this information. Any discrepancies during the delivery will be noted on the driver's scanner and will be instantly shared with Marvin. Your team will simultaneously receive a discrepancy notification.

What type of equipment is used for deliveries?

Marvin has reviewed your delivery location and will deliver in the equipment best determined to meet your needs. We have a wide range of equipment from 53' trailers down to box trucks.

How are delivery discrepancies handled?

Any discrepancies identified during the delivery will be noted on the driver's scanner and will be instantly shared with Marvin. Your team will simultaneously receive a discrepancy notification.

How will I know if delivery is delayed?

- If an entire truck is delayed prior to starting on the route, you will receive a communication from Customer Support.
- Once enroute, if a truck is delayed significantly, you will receive a communication from Customer Support.
- Once enroute, truck progress can be viewed in the Truck Tracking feature in MOS. Additionally, receiving personnel can sign up to receive text and/or email notifications through our truck tracking feature.

Will Marvin consolidate my orders?

Our new distribution facility provides the opportunity to consolidate orders from the various manufacturing locations.

Do I need to pool my orders to achieve truckload pricing?

With the new direct relationship with Marvin, dealers no longer need to pool orders to achieve a different discount level. There is one discount level for all orders. You can place your orders as soon as they are ready, helping to reduce lead-time to your customers.

When are text and email notifications sent from the Marvin truck tracking feature?

Trimble Visibility will send automated emails alerting you when the driver has begun the delivery route, and again when the driver is within 90 minutes of your location. You can learn more about this feature at this link: [Marvin Communications Overview](#). You can also find this link, along with additional Delivery Communication information on the [California Dealer Resources](#) page under the Logistics Experience heading.

Customer Service

What is my account number?

Orders will include your 7-digit, hyphenated account number. This number is the Marvin Customer Number used with the Dealer Direct business model.

Learn more about how to locate your past orders: [Locating Orders Placed Prior to 2024 Reference Guide](#)

Will I use OMS to enter my orders with Marvin?

Yes, there are no changes to your OMS order process.

Where will my orders be visible?

Orders placed in OMS will be visible in OMS order history in addition to MOS by both your new Marvin account number and previous NDID number for orders placed through BMD.

Who is my customer service representative?

The Customer Service team supporting the California dealers is located on the [California Resource Page](#).

What communications will I receive concerning the status of my orders?

- Review the [Marvin Order Communications Overview](#) link on the [California Resource Page](#) for the collection of documents/communications available.

Will my order lead times change?

Order lead times will be communicated by Marvin collection via MOS.

Will Marvin be checking my order for accuracy prior to sending to production?

No, orders are sent directly to manufacturing.

What is the process for returning mis-shipped products?

Contact your customer service representative for direction.

What is Marvin's order change and cancelation policy?

Review Marvin's policies at Marvin Online Docs (MODL): [General Information and Policies](#)

How long will my previous Marvin orders be searchable?

You can find a complete history of your orders when searching with your dealer identification number (NDID). Your full order history with Marvin is accessible anytime.

Field Service

What will happen to my open Service Requests with BMD?

All open service work orders will be transferred to Marvin to complete service. A new case/work order number will be assigned.

When should I start submitting new Service Requests to Marvin?

All dealers will have the ability to process eService parts orders directly to Marvin. Including the ability to request assistance for a site visit.

What is the process for entering Service Requests with Marvin?

All service requests will be entered in OMS as a new eService request. Be sure to include site information and photos of the concern.

Where will I see the status of my open service requests with BMD?

All service requests transitioned to Marvin by BMD will be visible in their OMS eService list; both historical and in process requests will display in the Service Request view by account for the past two years.

Will Marvin perform installations?

No, a licensed contractor is required to perform installation in California. The Marvin service team does not perform these services. Please know we are available to support all inquiries for warranty claims.

How many field service technicians will you have in market?

We will have nine technicians in the California market servicing both northern and southern California.

How will parts reach a customer?

Depending on the size of the part, Marvin can offer direct delivery to the end customer via third party common carrier (UPS & Fed-X). Large parts will be delivered on truck to the designated dealer location to distribute to the end customer. For requests being serviced by a Marvin tech, parts will be delivered to the location designated by the technician.

How can I learn more about Marvin Service Connection?

We have a team ready to answer any question you may have about Marvin's Service Connection program. Please contact Steve Arnone at stevearnone@marvin.com to learn more.

Marketing

How will I order displays and samples for my showroom?

Displays and samples can be ordered via OMS. Please reference the [Marvin Display Guide](#) for sample part numbers, ordering instructions, etc. Prior to placing your order, work with your Territory Manager to confirm applicable display discount has been properly applied.

Please note: Part-numbered samples, such as option panels or clad color samples, are not eligible for your display discount or co-op reimbursement.

What marketing resources are available for me during this transition?

Please visit the [California Dealer Resources](#) page for all marketing-related resources. This includes links to [Marvin Marketing Express](#), your resource for current images, brochures, sell sheets, etc.