



CUSTOMER SERVICES & LOGISTICS

As we transition to Marvin systems, there are a number of important updates to share with you related to Customer Service. Please share with your team members as appropriate.

Until 12:00 PM PST December 27
Your orders will be submitted and
managed by BMD.

ORDER BLACKOUT PERIOD
12:00 PM PST Dec 27
Through 6:00 AM PST Jan 2

Effective 6:00 AM PST January 2
Orders will be accepted and
managed by Marvin.

It is important that all Ordering and Assistance Request Activity with BMD be completed by 12:00 PM PST on Wednesday, December 27, and not resumed until 6:00 AM PST on Tuesday, January 2, 2024. This blackout period will give us the necessary time to convert our database systems over to the new direct to Marvin order placement model, which will be live on January 2.

Marvin will change your OMS Permissions to be quote only effective 12 p.m. PST on December 27. This will allow you to continue to use OMS to generate quotes during the blackout period, but you won't be able to place orders until January 2.

Also, we encourage you to view all Assistance Requests and other activity that exist within your Organization Inbox within OMS, and clear this out by 12 p.m. PST December 27. This will help you experience a smooth transition process on January 2.

You will also want to be sure to adjust your OMS selling multiplier now that you are purchasing directly from Marvin.

Order Review and Order Readiness

Although you will not see anything different within OMS Quotes and Orders, your orders will be transmitted directly to manufacturing for order fulfillment effective January 2. It is important that all orders being placed are **Order Ready and that you have reviewed all quotes prior to submitting for order.**

Orders are quickly released to manufacturing and materials to produce product are initiated immediately, reducing order change opportunity. A change fee of \$200 will be applied if an order change is approved.

As there is no additional order review being done prior to the order being placed with Marvin, **please pay special attention to the Proofing Report** that is automatically generated within OMS.

It is the dealer's responsibility to ensure all the specifications are accurate. As part of the normal Marvin process, orders that have an architectural project #, special pricing, engineered to order (ETO), comment lines, and warranty orders will be verified before being submitted to manufacturing. All questions you may have during the quoting process should be presented as Assistance Requests and resolved before submitting for order.

The following list is an example of the questions that should be handled with an Assistance Request prior to placing an order:

- Product Pricing
- Performance Recommendations
- Mulling Approvals
- Shipping Requirements
- Shop Drawing Comparison/Verification

We encourage you to take advantage of our learning opportunities on Marvin systems.

ORDER & DELIVERY COMMUNICATIONS

ORDER COMMUNICATIONS

Keeping you apprised of the status of your order throughout production and delivery is an important part of the Marvin logistics experience. Order communications will be sent to the contacts you have established with Marvin. Marvin Customer Support can help you to add or modify contacts or details to ensure the correct communications reach your teams.

Learn more about the types of order communications with the following resources:

- Order Acknowledgement
- Week of Delivery Summary
- Shipping Change Summary
- Shipping Notification: Final
- Shipping Order

MARVIN ORDER STATUS

Orders in Marvin Order Status (MOS) – You will continue to use MOS to view your order status. However, when you log into MOS on January 2, you will notice some new options. You will be presented with a drop-down asking you to pick an Account #.

- **Orders Placed Prior to January 2** – These are orders that were managed by BMD, and we will continue to work closely together to ensure an on-time delivery to you. You can access these orders by selecting the eight-digit account number. (see screen shot below)
- **Orders placed Effective January 2** – This represents all Marvin orders that you will place in 2024 and beyond. These are the orders that will be sent directly to Marvin. We will work closely with you on delivery and communications of these orders. You can access these orders by selecting the seven-digit account number. (see screen shot below) You can track the progress of all your orders and inbound deliveries from scheduling to the day of delivery with Marvin Order Status (MOS). Current manufacturing lead times by Marvin collection are also available in MOS to aid you during the quoting process.

Account Number Differences – Pre and Post January 1, 2024

- Orders placed prior to January 1, 2024, will be located using an 8-digit, unhyphenated account number. This number is the National Dealer Identification (NDID) number used with the distributor-based business model.
- Orders placed after January 1, 2024, will be located using a 7-digit, hyphenated account number. This number is the Marvin Customer Number used with the Dealer Direct business model.

Orders

Customer

Search By

11473773 WINDOWS & DOORS

11473891 WINDOWS & DOORS LOCATION A

8486 ALL LOCATIONS

8486-800 WINDOWS & DOORS LOCATION A

8486-810 WINDOWS & DOORS

For more detailed reference guide outlining how to find your orders, visit:
<https://www.marvinlearning.com/lms/?dialog=content-details-drawer/645>

When you place an order, you will be able to track its progress here by:

- Estimated Weeks of Delivery, during the initial stages of production
- Planned Shipping Dates, once the truck has been scheduled for delivery
- Truck Info, for all of your scheduled inbound shipments with links to orders, providing a view to what is planned to arrive on the truck

MARVIN TRUCK TRACKING

Within MOS Truck Info, you'll find a link to track the progress of your inbound truck once it is enroute for delivery. You can also subscribe to text and/or email notifications that include a map view location of your truck. Marvin Customer Support can help you set up truck tracking notifications when setting up your contacts for Marvin order communications.

DAY 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 if they have elected to follow the order when placing it in OMS.

> Learn more about [Marvin Order & Delivery Communications](#)

FIELD SERVICE REQUESTS

Instead of calling and sending your service requests to BMD, starting on January 2, 2024 all service requests will be submitted to Marvin using the eService module of OMS. We will be

migrating existing Field Service requests over to Marvin in the coming weeks. During this transition, you may receive communications from Marvin for existing cases or new cases that have been transferred to Marvin. You can view the cases that have been migrated to Marvin via OMS.

If you have questions regarding these cases, please call 800-727-7596.

> Learn more about using the OMS eService tool by [attending a training session](#)