

Marmic Family of Brands - Customer Service Portal

Powered by ServiceTrade

Our Customer Portal allows access the following features:

- List of upcoming appointments, today's appointments, and recently completed jobs
- Full job and deficiency history for each location (including inspection reports)
- View and approve open quotes
- View and pay invoices via CC or ACH

How to access the Customer Portal:

- Visit our website and click Customer Portal, or visit:
<https://marmicportal.servicetrade.com/> to log in
- Click Request an Account if you don't already have one
 - Create a username and password
 - **NOTE:** The email address you enter should be one that is associated with either a company or location in our ServiceTrade account.
 - Click Request Access
 - Once we approve your request you should be able to see your account information.
 - If you cannot see anything once approved, please reach out to our local office to make sure your email is added correctly in our account.

How to use the Customer Portal:

Once you've gained access to the portal, you will have 3 tabs at the top of the page.

- **Service Overview** - a searchable list of Today's Jobs, Upcoming Jobs, and Past Jobs (within the last 90 days)
 - Click the job number to view the Service Link
 - Click the location name to view deficiencies, assets, and service history for that location
 - Click the Invoice Amt. under Recently Completed Jobs in order to view, download, print, or pay the invoice.
- **Locations and Assets** - a searchable list of Assets & Locations
 - Search assets by name or serial number
 - Click the location name to view deficiencies, assets, and service history for that location
- **Deficiencies and Quotes** - a searchable list of Deficiencies & Quotes that are filterable by Location and Service Line
 - Click Quote Number to view, download, or print Quote Links and Approve or Request Changes