

Vivint Scheduling Process

Call into the Transaction Team to complete the sales process and they will schedule the customer. If no appointments are available, the Transaction Team will escalate the service appointment to the Vivint scheduling department.

Note: Once a customer has been entered into the Vivint system, the Retailer has 14 days to “close” the customer. After 14 days the internal Vivint team has the opportunity to close the deal. Whichever party closes the customer receives the commission and the sale.

A “closed” customer is one that has completed the pre-install survey and has a scheduled install date.

ONLINE ORDER ENTRY PORTAL ACCESS

You will be provided a unique login for the Online Entry Portal. Authorized Retailers will need to ensure they have created their login account before attempting to place an order.

The Online Entry Portal will allow for the creation of an order, selecting equipment, scheduling an installation and allow Vivint to collect for the appropriate activation fees on the account.

Please note: Every account MUST complete a pre-installation survey by calling the Existing Account Maintenance number 855-898-8698.

If there are any issues when using the portal, the partner should contact the Existing Account Maintenance Team for assistance.

Scheduling an Installation Appointment

855-898-8698

Step 1

Use OE Tool to schedule first available appointment:

- If there is not an appointment available within 3-4 days go to Step 2
- If desired appointment is not available go to Step 2

Step 2

Call 855-898-8698 or email channelpartnersupport@vivint.com with the following information:

1. AR#
2. CUSTOMER NAME
3. PHONE NUMBERS TO CONTACT CUSTOMER
4. CUSTOMER AVAILABILITY (TWO DATES/TIMES)
5. PACKAGE
6. POINTS (NEW AND TAKEOVER)
7. WHY IT IS BEING SENT OVER
8. ADDITIONAL NOTES

*If you have questions about the status of scheduling an appointment call the Vivint Transactional Team.

General Customer Contact

800-216-5232

This number should be provided to any current Vivint customer seeking information on billing or technical support.

Note: Use of this phone number for sales assistance will result in the loss of any sales commissions.