



VITAL COAT® SHINGLE SHIELD MAX™

Workflow Maps

A quick visual reference for Authorized Installer onboarding, resources, ordering, support, application, and marketing workflows.

1. Authorized Installer Onboarding Workflow

Start	Join Member Portal	Complete Welcome Course	Review Resource Library	Complete Order Portal Course	Begin Program Use
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Installer gains access to the Shingle Shield MAX™ Member Portal.

Installer completes required onboarding training and reviews program resources.

Installer completes the Order Portal Course before using the order workflow.

2. Resource Library Workflow

Need Document	Open Resource Library	Choose Category	Download File or Open Page	Use Current Resource
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Use the Resource Library as the current source for program documents.

Direct downloads may include terms, SDS files, guides, and instructions.

Larger categories may open dedicated pages such as Warranty Center, Sales Materials, or Marketing Graphics.

3. Order Portal Learning Workflow

Open Learning Area	Select Order Portal Course	Complete Lessons	Review Checkout Options	Use Order Portal
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The Order Portal Course explains account access, product selection, cart review, payment options, and quote/PO requests.

Completion helps installers understand ordering before placing orders.

4. Product Ordering Workflow

Access Order Portal	Select Product Category	Choose Products	Review Cart	Select Payment Method	Submit Order
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Use the Vital Coat® Member Order Portal for product ordering.

Confirm product, quantity, billing, shipping, and total before submitting.

Select the correct payment option for the account and order workflow.

5. Quote / PO Request Workflow

Build Cart	Request Quote	Submit Details	Vital Coat® Review	Approval	Invoice
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A quote/PO request is a review workflow, not the same as submitting a paid order.

If approved, Vital Coat® will process the order and send an invoice.

Submit the request only once unless instructed otherwise.



6. Support Request Workflow

Question or Issue	Check Resource Library	Check Announcements	Email info@vitalcoat.com	Wait for Response
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The primary support method is to email detailed information to info@vitalcoat.com.

Include name, company, account email, product or portal issue, photos if available, and a clear description.

Do not post private account, billing, customer, or PO details inside the Member Portal.

7. Application Support Workflow

Review Documents	Inspect Conditions	Prepare Surface	Apply Product	Document Job	Contact Support if Needed
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Review current SDS, Product Data Sheet, application instructions, and warranty information before application.

Confirm jobsite, surface, weather, product, and equipment conditions.

Contact Vital Coat® support before guessing when conditions are unclear.

8. Marketing Resource Workflow

Open Marketing Graphics Page	Select Asset Type	Download Approved Media	Use Brand Standards
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Use approved Vital Coat® and Shingle Shield MAX™ assets only.

Marketing graphics may include logos, social content, and installation images.

Do not alter logos, names, warranty statements, or technical claims without approval.

9. Key Takeaways

- The Member Portal is the communication and resource hub.
- The Resource Library is the current source for downloadable documents.
- The Order Portal Course teaches the ordering process.
- The Vital Coat® Member Order Portal is used for ordering product.
- Quote/PO requests are reviewed before invoice processing.
- Support requests should be sent with detailed information to info@vitalcoat.com.