



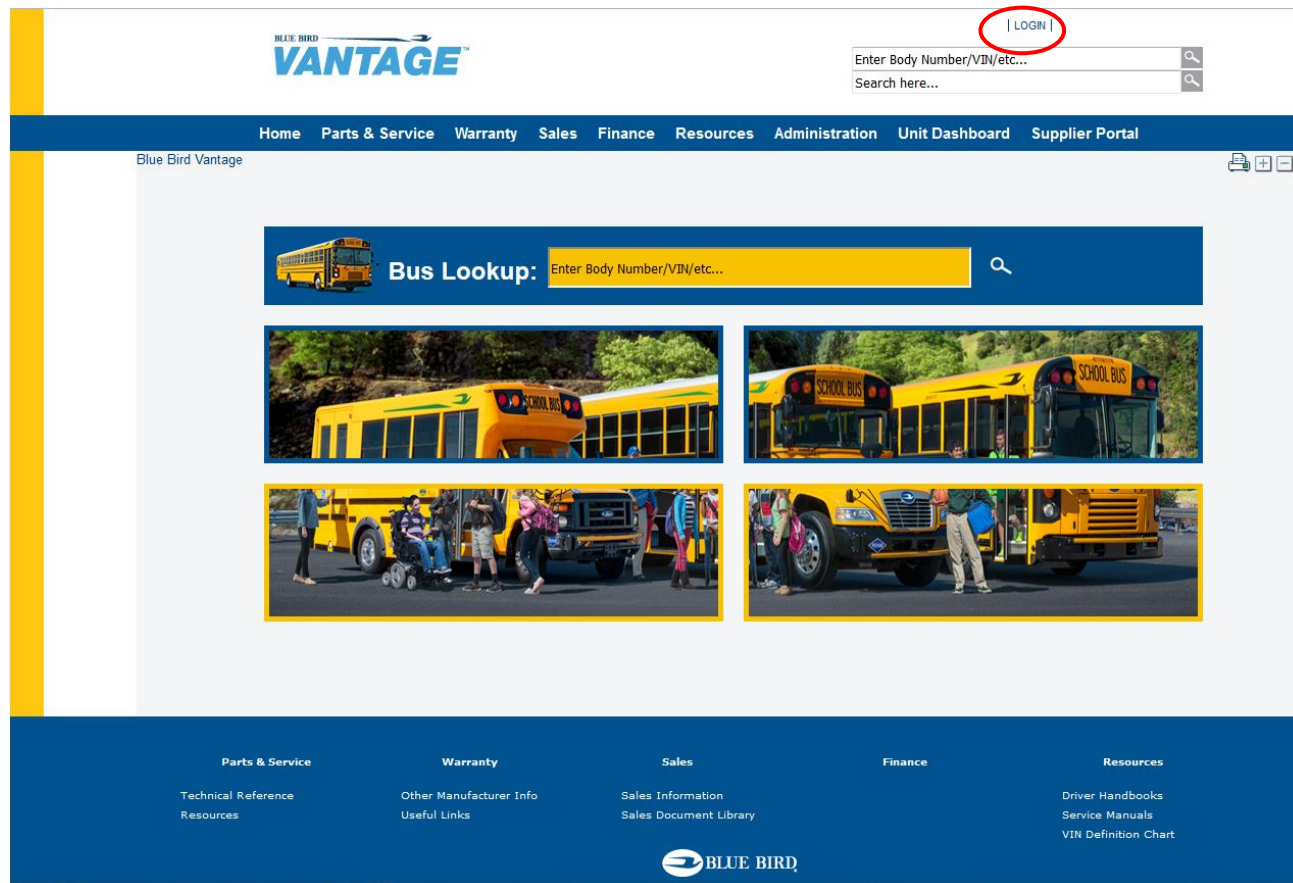
Welcome to Blue Bird Support Center



A heritage of looking ahead.



- ❖ Blue Bird Support Center is accessed through the Vantage dealer portal site.
- ❖ Log in to Vantage





- ❖ **There are two methods to access the Blue Bird Support Center site.**
- ❖ **Method One-(Slides 4-19).**
 - **Create a Bus Technical Support Ticket directly from Vantage. Your bus body number will be pre-loaded to the ticket.**
- ❖ **Method Two-(Slides 20-26)**
 - **In Vantage, select the Parts and Service tab and click on Support Center. This will take you to Blue Bird Central Home Page. From here, you will have access to your inbox as well as creating a new ticket. This method will require you to enter your bus body number in the ticket.**

Vantage to Blue Bird Support Center



❖ Method One

❖ Create a Bus Technical Support Ticket directly from Vantage.

- Enter the body number with the issue.



[Home](#) [Parts & Service](#) [Warranty](#) [Sales](#) [Finance](#) [Resources](#) [Administration](#) [Unit Dashboard](#) [Supplier Portal](#)



Bus Lookup:



Dealer Memos

11/11/2016 - 16-102: Launch of Cust... - Memo from Mark Terry
11/7/2016 - 16-101: Newly Enhanced... - Memo from Jeff Me...
11/3/2016 - 16-100: New Blue Bird ... - Memo from Mark Terry
[>>View All<<](#)



Product Updates

10/20/2016 - CK16-07: ACTIVITY BUS ... - Memo from Cindy Kemp
10/11/2016 - CK16-06: Product Updates - PRODUCT UPDATE WI...
8/18/2016 - CK16-05 Product Updates - HUB & ROTOR W...
[>>View All<<](#)

Service Memorandums

9/1/2016 - SM1606 - Vision Propane Ge...
7/22/2016 - SM1604 - New Diesel Exhaust...
7/22/2016 - SM1605 - Maximum Oil Drain...
[>>View All<<](#)

Vantage to Blue Bird Support Center



- ❖ The Vantage Dashboard Information is displayed
- ❖ Select the Service tab.



[Home](#) [Parts & Service](#) [Warranty](#) [Sales](#) [Finance](#) [Resources](#) [Administration](#) [Unit Dashboard](#) [Supplier Portal](#)

Blue Bird Vantage > Unit Dashboard   

Unit Dashboard **Body: F472126** **Chassis: F333515**

CUSTOMER = DINUBA ELEMENTARY
OWNER = DINUBA UNIFIED SCHOOL DISTRICT
DEALER = BP0004717 BUS SALES /COLTON
STATE OF OPERATION = CA
MAKE = CUMN
MODEL = T3 RE 3904

MODEL YEAR = 2017
VIN = 1BABNBCA1HF333515
BUILD DATE = 06/21/2016
DELIVERY DATE = 07/16/2016
WARRANTY START DATE = 08/08/2016
REGISTRATION STATUS = REGISTERED

Unit Details	Production Order	Service	Reference	Service Campaign/Notices	Warranty
--------------	------------------	---------	-----------	--------------------------	----------

Unit Details	Reference Diagrams	Wiring Schematics
--------------	--------------------	-------------------

BODY NO. F472126	CHASSIS NO. F333515	BODY SCHEDULE 1638	CHAS SCHEDULE 1637	PICKUP DATE = 2016-07-07	P/O NUMBER = FB1073576
MODEL = T3 RE 3904	MODEL-CODE = S	LENGTH = 3904	NBR BODIES = 3	MAKE = CUMN	PRINT DATE = 06/16/16
VECH-CLAS = SCHOOL BUS OVER 10,000	VIN = 1BABNBCA1HF333515	ENG MODEL = ISL-13	BRAKE TYPE = AIR	WHEELBASE = 259.0	
HEADROOM = 77	W/S-STYLE = 2CF	STEP = 24.75	HGT = HGT	COWL-AXLE =	TIRE SIZE = 12R22.5H
SKIRT = 26	STATE = CA	GVWR/FT = 14600	GVWR/RR = 23000	GVWR/TOT = 36200	MODEL YEAR = 2017
BODY PLAN = 5011935	SEAT PLAN = 16578	FACTORY SVC NO. = FT3RE1160621143242	CHAS FACTORY SVC NO. = FT3RE1160616110703		

ENGINE SERIAL NO:

74003451

ENGINE ECM SERIAL NO / FORD CALIBRATION:

Vantage to Blue Bird Support Center



❖ Select the Support Ticket tab

VANTAGE™

Enter Body Number/VIN/etc...
Search here...

Home Parts & Service Warranty Sales Finance Resources Administration Unit Dashboard Supplier Portal

Blue Bird Vantage > Unit Dashboard

Unit Dashboard Body: F475126 Chassis: F336513

CUSTOMER	= ROANE COUNTY BOE	MODEL YEAR	= 2018
OWNER	=	VIN	= 1BAKGCPA1JF336513
DEALER	= BP0002053 - Blue Bird Bus Sales of Pittsburgh	BUILD DATE	=
STATE OF OPERATION	=	DELIVERY DATE	=
MAKE	= CUMN	WARRANTY START DATE	=
MODEL	= BB CV 3310	REPAIR STATUS	=

Unit Details Production Order Service Reference Service Campaign/Notices Warranty

Service Parts List Reference Diagrams Wiring Schematics ABS Results IO Controls Support Ticket Troubleshooting Guides VEPS

Reset Filter Download

Service Parts List Not Found

Vantage to Blue Bird Support Center



- ❖ Bus Technical Support Ticket.
 - ❖ You can select an existing ticket by selecting View.
- Or
- ❖ Create a new ticket by selecting Add New Issue

VANTAGE™

Enter Body Number/VIN/etc...
Search here...

Home Parts & Service Warranty Sales Finance Resources Administration Unit Dashboard Supplier Portal

Blue Bird Vantage > Unit Dashboard

Unit Dashboard Body: F475126 Chassis: F336513

CUSTOMER = ROANE COUNTY BOE
OWNER =
DEALER = BP0002053 - Blue Bird Bus Sales of Pittsburgh
STATE OF OPERATION =
MAKE = CUMM
MODEL = BB CV 3310

MODEL YEAR = 2018
VIN = 1BAKGCPA1JF336513
BUILD DATE =
DELIVERY DATE =
WARRANTY START DATE =
REGISTRATION STATUS =

Unit Details Production Order Service Reference Service Campaign/Notices Warranty

Service Parts List Reference Diagrams Wiring Schematics ABS Results IO Controls **Support Ticket** Troubleshooting Guides VEPS

Add New Issue

Request Id	Issue Id	Date Created	Request Type	Service Rep	Component Desc	Display Link
30700		12-07-2016 15:24:04	Technical Assistance			View



- ❖ The system will open a new window in Support Center with a Bus Technical Support Ticket started.
 - There are three tab sections to a ticket-
 - Request- will be completed by you.
 - Service-will be completed by you.
 - Customer section will preload from body specific data of number entered in Vantage.
 - The Save and Submit buttons are at the top right of the screen.

The screenshot displays the Blue Bird Support Center interface. At the top, there is a dark blue header with the Blue Bird logo and the word 'HOME'. Below the header, there is a search bar with the text 'Search In Bus Technical Support' and a 'Start Searching ...' button. To the right of the search bar are icons for notifications, documents, a question mark, a user profile, and a magnifying glass. Below the search bar, there is a section titled 'Bus Technical Support' with a status of 'Draft'. To the right of this section are buttons for 'Save', 'Submit', and 'View'. The 'Save' and 'Submit' buttons are circled in red. Below this section, there are three tabs: 'REQUEST', 'SERVICE', and 'CUSTOMER'. The 'REQUEST' tab is selected and circled in red. The 'SERVICE' and 'CUSTOMER' tabs are also circled in red.

Blue Bird Support Center-Support Ticket



- ❖ At any time, you may click **Save** to save your ticket and receive ticket verification. A ticket number will be assigned and the ticket status will be **DRAFT**. Check for any error flags listed at the top of the ticket. If errors are shown, correct.

A screenshot of the Blue Bird Support Center interface. At the top, there's a header bar with a question mark icon, the text "Bus Technical Support", and "Request #: 26495 Status: Draft". Below this is a navigation bar with tabs: SUMMARY, REQUEST, SERVICE, and CUSTOMER. The SUMMARY tab is selected. On the right side of the header bar, there are buttons: "Save" (blue), "Submit" (green), a close button (X), a "View" dropdown, and a menu icon (three dots). Two red arrows point to the "Save" and "Submit" buttons. The main content area shows the "SUMMARY" tab selected.

- ❖ The **SUBMIT** button submits your ticket to the appropriate Blue Bird personnel for assistance.
- ❖ The ticket status changes to **PENDING**.

A screenshot of the Blue Bird Support Center interface after the ticket has been submitted. The header bar now shows "Request #: 26495 Status: Pending". The navigation bar remains the same. A green success message banner at the bottom reads "Saved Successfully" with a checkmark icon. The "Submit" button is no longer visible, and the "Save" button is also no longer visible. The "View" dropdown and menu icon are still present.

Bus Technical Support Ticket-Request Tab



❖ Request Information-

- Choosing the Priority type of the ticket.
 - Normal is a standard request.
 - Bus Down is a urgent request.
- Select the failure date of the bus

Bus Technical Support
Request #: Status: Draft

Save Submit X View

REQUEST SERVICE CUSTOMER

REQUEST

REQUEST INFORMATION

* Request Type Priority Source

Technical Assistance Normal Web

Failure Date

REQUESTOR

At any time, you may click Save for ticket verification. A ticket number will be assigned. If they are no flags listed at top of e-mail you then will click submit to process the e-mail ticket. If errors are shown, correct and click submit.

Bus Technical Support Ticket-Request Tab



- ❖ Requestor-Verify the information is correct
- ❖ Requestor Contact –Verify the information auto-populated is correct.
 - Correct if needed.

⊕ REQUESTOR

Location Type

Dealer

Location #

BP0004717

Name

A Z Bus Sales /Colton

Address

1900 South Riverside Ave
P.O.Box 700
COLTON, California, 92324
United States

Assigned FSE

John.Vaughn@blue-bird.com

⊕ REQUESTOR CONTACT

Contact Type

Primary

Last Name

Smith

Email

john.smith@a-zbus.com

First Name

John

Phone

5555551212

X

At any time, you may click Save for ticket verification. A ticket number will be assigned. If they are no flags listed at top of e-mail you then will click submit to process the e-mail ticket. If errors are shown, correct and click submit.

Bus Technical Support Ticket-Request Tab



- ❖ **Service**-If the bus is located at your location, no further action is required
- ❖ **Service Information**-If the bus is located at your location, no further action is required

⊕

SERVICER (REPAIR LOCATION)

Service Type

Dealer

Service #

BP0004717

Name

A Z Bus Sales /Colton

⊕

SERVICER INFORMATION(REPAIR LOCATION CONTACT DETAILS)

First Name

Last Name

Address Line1

1900 South Riverside Ave

City

COLTON

Zip

92324

State

California

Country

United States

Email

Phone

X

At any time, you may click Save for ticket verification. A ticket number will be assigned. If there are no flags listed at top of e-mail you then will click submit to process the e-mail ticket. If errors are shown, correct and click submit.

Bus Technical Support Ticket-Request Tab



- ❖ **Servicer-If the bus is located at a different Dealer or Service Center Location other than yours, enter Servicer type (Dealer or Service Center)**
- ❖ **Servicer Information-Contact information for Servicer location. Enter or correct as needed.**

SERVICER (REPAIR LOCATION)

Servicer Type
Dealer

Servicer #
BP0004717

Name
A Z Bus Sales /Colton

SERVICER INFORMATION(REPAIR LOCATION CONTACT DETAILS)

First Name

Last Name

Address Line1

1900 South Riverside Ave

City

COLTON

Zip

92324

State

California

Country

United States

Email

Phone

X

At any time, you may click Save for ticket verification. A ticket number will be assigned. If they are no flags listed at top of e-mail you then will click submit to process the e-mail ticket. If errors are shown, correct and click submit.

Bus Technical Support Ticket-Request Tab



- ❖ If Bus is at a Repair Facility, Select the Look-Up Icon to select the proper location
- ❖ If the Repair Facility is not listed, Select NEW and enter the required information.

⊕ SERVICER (REPAIR LOCATION)

Servicer Type

Repair Facility

Servicer #

NEW

⊕ SERVICER INFORMATION(REPAIR LOCATION CONTACT DETAILS)

First Name

Last Name

Address Line1

City

Zip

State

Country

Email

Phone

X

At any time, you may click Save for ticket verification. A ticket number will be assigned. If they are no flags listed at top of e-mail you then will click submit to process the e-mail ticket. If errors are shown, correct and click submit.

Bus Technical Support Ticket-Request Tab



- ❖ **Additional Information-Time stamps are recorded.**
- ❖ **Comments-This cell is used to enter any comments related to this ticket here.**

⊕ ADDITIONAL INFORMATION

Reference #	Created Date	Updated Date
	11-14-2016 14:27:36	11-14-2016 14:28:19

⊕ COMMENTS

⊕ ATTACHMENTS

At any time, you may click Save for ticket verification. A ticket number will be assigned. If they are no flags listed at top of e-mail you then will click submit to process the e-mail ticket. If errors are shown, correct and click submit.



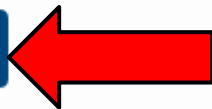
❖ Attachments-To add attachments:

- Select Find Attachment.
- Locate the attachment on your computer.
- Select it and then click Open.
- The attachment will load on to the ticket.
- You may add multiple attachments.

⊕ ATTACHMENTS



FIND ATTACHMENT



At any time, you may click Save for ticket verification. A ticket number will be assigned. If they are no flags listed at top of e-mail you then will click submit to process the e-mail ticket. If errors are shown, correct and click submit.

Bus Technical Support Ticket-Service Tab



❖ Product information-Bus number is entered.

- Enter the current odometer reading of the bus.
- If multiple buses have the same issue, enter their body numbers in the “Other Buses With This Issue” Cell

SERVICE

④ PRODUCT INFORMATION

Body # F472126	Product Line T3RE	Make BLUEBIRD
Product Name School/Activity	Product Name T3RE	Purchase Date
Current Odometer 	Selling Dealer A-Z BUS SALES-COLTON	Model Year 2017
UOM Miles	VIN 1BABNBCA1HF333515	Warranty Start Date
Engine Model ISL-13	Body Setup Date 06-21-2016	Chassis Set Up (On Rubber) Date 06-16-2016
In Service Mileage	Other Buses with this Issue 	
No. of Buses 		

④ REQUEST INFORMATION

At any time, you may click Save for ticket verification. A ticket number will be assigned. If there are no flags listed at top of e-mail you then will click submit to process the e-mail ticket. If errors are shown, correct and click submit.



❖ Request Information

- **Request-Select the request item for your issue**
- **Description-Enter details describing the issue**
- **Troubleshooting Performed-Enter details of troubleshooting that has been performed.**

⊕ REQUEST INFORMATION

Request	Troubleshooting Performed
Description	

At any time, you may click Save for ticket verification. A ticket number will be assigned. If they are no flags listed at top of e-mail you then will click submit to process the e-mail ticket. If errors are shown, correct and click submit.



- ❖ **Click Save for ticket verification.**
- ❖ **Click Submit**
- ❖ **Your ticket will change from Draft to Pending and will be assigned to a Field Service Engineer.**
- ❖ **The Field Service Engineer will contact you through your submitted ticket email or telephone.**

At any time, you may click Save for ticket verification. A ticket number will be assigned. If they are no flags listed at top of e-mail you then will click submit to process the e-mail ticket. If errors are shown, correct and click submit.



❖ Method two

- In Vantage, select the Parts and Service tab and click on Support Center. This will take you to Blue Bird Support Center Home Page.

VANTAGE™

Enter Body Number/VIN/etc...

Search here...

Home **Parts & Service** Warranty Sales Finance Resources Administration Unit Dashboard Supplier Portal

Blue Bird Vantage

Parts123 - Login
Support Center
Training & Education
Technical Reference
Service Announcements
Resources
Territory Maps

Enter Body Number/VIN/etc...

Upcoming Events

1/1/2016 - GAPT - Location and Date TBD
4/12/2016 - 2016 Production Immersion Tour - Dallas, TX
5/10/2016 - 2016 Production Immersion Tour - Nashville, TN
>>View All<<

Product Updates

10/29/2014 - CK14-09 - Century Series - Feature updates c...
10/2/2014 - CK14-08 - UPDATES
2/11/2014 - CK14-02 - April Product Upd...
>>View All<<

Service Memorandums

2/16/2015 - SM1405 - Air Intake System...
2/12/2015 - SM1502 PNU - SM1502 Part Numbe...
2/12/2015 - SM1502 - Vision (BBCV) Wit...
>>View All<<

Development Tracker

Acknowledgements - Display >>View All<<
For the acknowledgement section: - can Van... 10/27/2015

Axe Parts List - Missing Part D...
The missing descriptions have been added. 6/22/2015

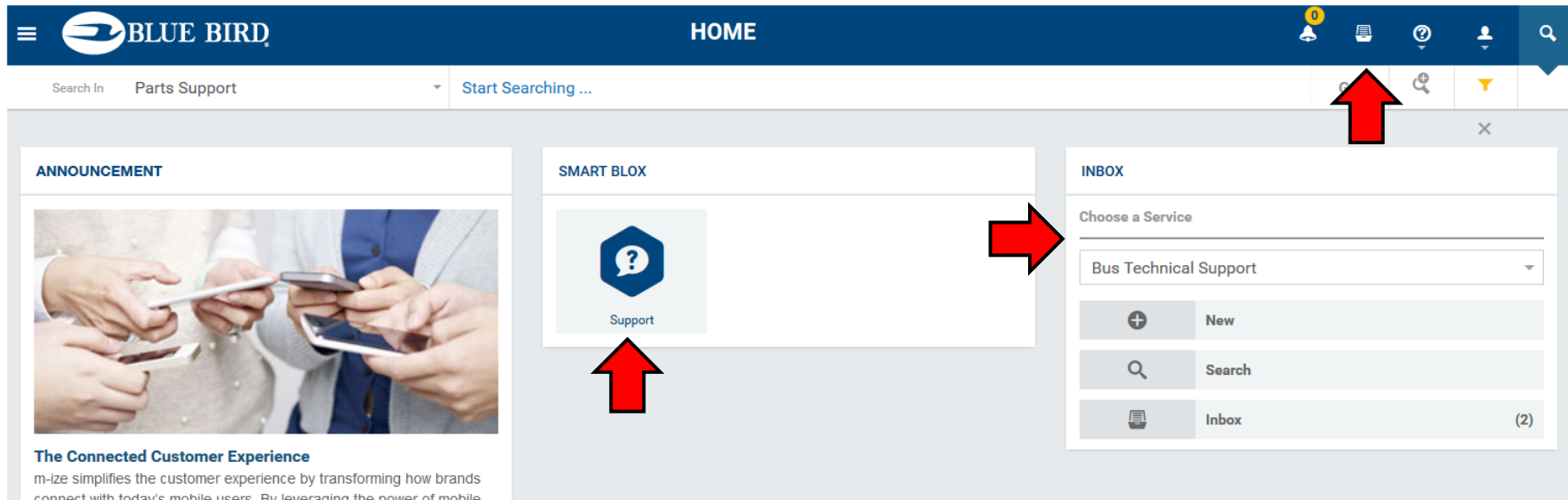
Unit Dashboard Service Part Clai...
Requesting to include goodwill, service pa... 1/26/2015

Unit Dashboard Recalls and Servi...
Page changes have been made as requested. 2/11/2015

Blue Bird Support Center Inbox

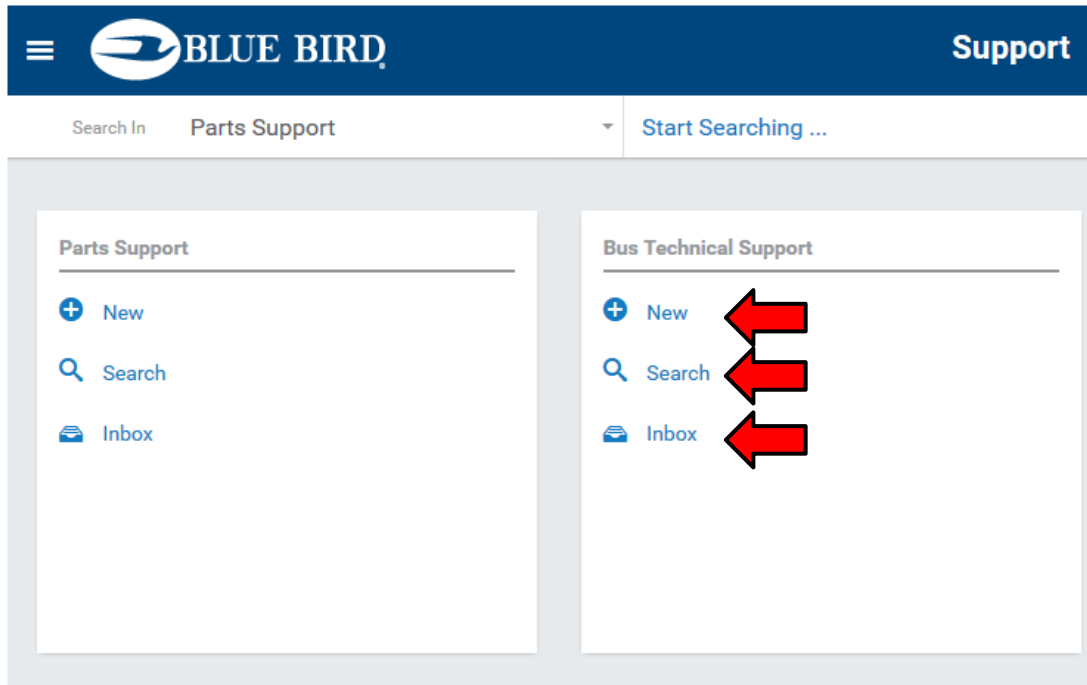


- ❖ Once logged into Support Center, the Home page will appear. From the home screen you can access your inbox. Use any of the methods below to access your inbox. Methods 1 & 2 take you directly to your inbox.
- 1. Select the Inbox Icon at the top right of the screen
- 2. Select Choose a Service (Parts or Bus Support) under INBOX. You may Select New (to start a new ticket), Search (to search existing tickets, or Inbox (to review existing tickets in your inbox).
- 3. Click on the Support icon under SMART BLOX.





- ❖ Using the Smart Blox Method 3 takes you to this screen. Now you will choose either Parts Support or Bus Technical Support.
- ❖ You may Select New (to start a new ticket), Search (to search existing tickets, or Inbox (to review existing tickets in your inbox).

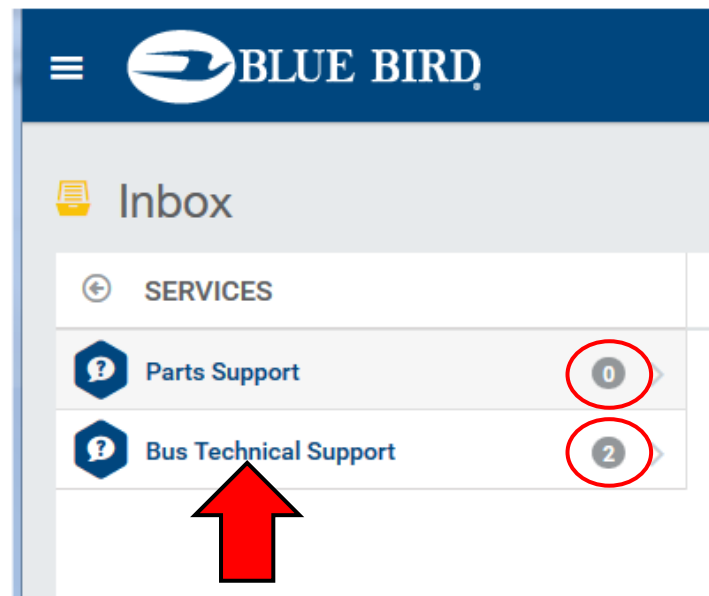


Here you will click on either the Part Support Inbox or Bus Technical Support Inbox.

Blue Bird Support Center Inbox



- ❖ The top left hand area of the Inbox screen indicates tickets in your inbox per Support area (Parts Support or Bus Technical Support).
- ❖ This example shows two tickets in your Bus Technical Support inbox
- ❖ Select Bus Technical Support to show your tickets



At this time there is no tickets in the Parts Support mail box.



- ❖ Select **NEW** to open a new ticket. Follow slides 8-19 to submit your ticket. This method will require you to enter your bus body number on the Service tab of your ticket (See slide 25).
- ❖ Select any existing ticket in your inbox to open and edit as needed.

The screenshot displays the Blue Bird Support Center interface. At the top, there's a navigation bar with the Blue Bird logo, the word 'Support', and several icons. Below this, the 'Inbox' section is visible, featuring a sidebar with 'SERVICES' and 'BUS TECHNICAL SUPPORT' filters. The main area shows a search bar with fields for 'Request #', 'Product Line', and 'Body #', and a 'Search' button. Below the search bar, a table lists support requests. The table has columns for 'Edit', 'Work Queue', 'Request #', 'Type', 'Priority', 'Customer', 'Product Line', 'Body #', 'Status', and 'Requestor'. Two records are shown, both from 'jsmith@a-zbus.com'. The first record has a 'Request #' of 26495, 'Type' 1, 'Priority' Normal, 'Product Line' T3RE, 'Body #' F472126, 'Status' Draft, and 'Requestor' A Z Bus Sales /Colton. The second record has a 'Request #' of 26489, 'Type' 4, 'Priority' Bus Down, 'Product Line' T3RE, 'Body #' F474477, 'Status' NeedInfo, and 'Requestor' A Z Bus Sales /Colton. The table also includes pagination controls showing '1 - 2 of 2 records' and 'per page: 50'.

Edit	Work Queue	Request #	Type	Priority	Customer	Product Line	Body #	Status	Requestor
	jsmith@a-zbus.com	26495	1	Normal		T3RE	F472126	Draft	A Z Bus Sales /Colton
	jsmith@a-zbus.com	26489	4	Bus Down		T3RE	F474477	NeedInfo	A Z Bus Sales /Colton

Bus Technical Support Ticket-Service Tab



- ❖ If you start a **NEW** ticket from within the Support Center, you must enter your bus number.
 - Follow all other steps listed in Method One (Slides 8-19)

SERVICE

④ PRODUCT INFORMATION

Body #
F472126

Product Line
T3RE

Make
BLUEBIRD

Product Name
School/Activity

Product Name
T3RE

Purchase Date

Current Odometer

UOM
Miles

Selling Dealer
A-Z BUS SALES-COLTON

Engine Model
ISL-13

VIN
1BABNBCA1HF333515

Model Year
2017

In Service Mileage

Body Setup Date
06-21-2016

Warranty Start Date

Chassis Set Up (On Rubber) Date
06-16-2016

No. of Buses

Other Buses with this Issue

④ REQUEST INFORMATION

At any time, you may click Save for ticket verification. A ticket number will be assigned. If there are no flags listed at top of e-mail you then will click submit to process the e-mail ticket. If errors are shown, correct and click submit.



- ❖ **Bus Technical Support Inbox.** Tickets shown in your inbox are in Draft status (need to be submitted) or Needinfo status (see comment cell in specific ticket for info needed).
- ❖ **Tickets in Draft status need to be completed.**
 - Open the ticket, Select the Submit button when completed.
- ❖ **Tickets in Needinfo status have been returned to you for additional information.**
 - Open the ticket, review the requested information in the comment cell. Provide the requested information, select Submit.

A screenshot of the Blue Bird Support Center interface. The top navigation bar is dark blue with the word 'Support' on the left and several icons on the right, including a notification bell with a yellow circle containing the number '4'. Below the navigation bar is a light gray area containing a row of buttons: 'Save' (dark blue), 'Submit' (green), 'X' (gray), 'View' (gray with a dropdown arrow), and a three-dot menu icon (gray). Below this row is a horizontal bar with three sections: 'SERVICE', 'CUSTOMER', and 'RESOLUTION', each with a right-pointing arrow. A large red arrow points upwards from the bottom towards the 'Submit' button. To the right of the 'RESOLUTION' section is a small icon of a stack of papers. At the bottom of the interface is a light gray bar with a close 'X' button on the right.



Any Questions?
Contact your Field Service Engineer

