

Key Express How To Manual

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You can click on any item in the Table of Contents and it will center on that page. You can also click on the Home Page Icon on the bottom of any page to return to the Table of Contents.



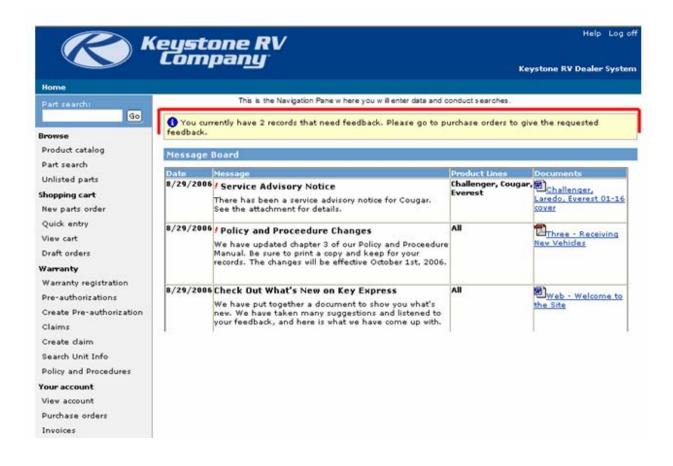
Section 1: Welcome to the Web Portal



Welcome to the Web Portal

Once you have logged into the site, you will be on the "Home page of the site." This document will describe what each portion of the screen is used for.

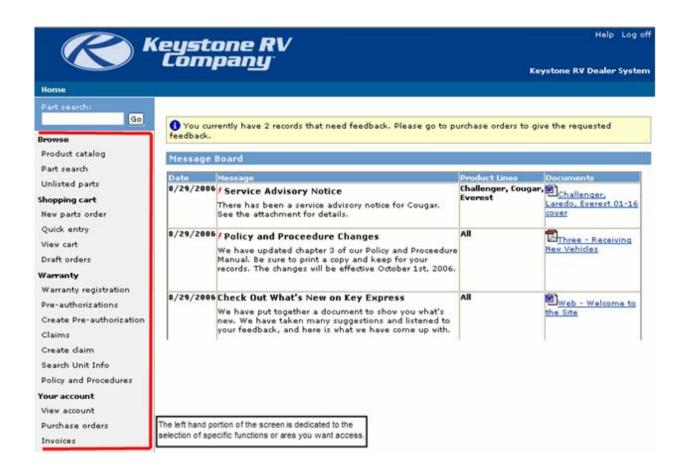
The **Content Pane** is the large portion of your screen where most functions are performed. Based on which screen or form you are on, this screen's appearance may dramatically change.



The Home page screen will provide a grid of messages from our message board. You will also see a message that lets you know haw many orders are in Requires Feedback status. This message only appears when you first log in. (To learn how to give feedback to an order see section 1 How to reply to a Requires Feedback Order.)



The **Navigation Bar** is located on the left hand portion of the screen where you will select the different functions you wish to perform. Each of the selections will perform specific actions related to the button you have selected.



Each Button has a relating document on how to perform the functions related to that subject. For a complete list of training documents available, see the Table of contents.



Security Note:

Each button requires a certain level of security. This security is set by the **site administrator** from your dealership. If you receive an error message that you do not have enough rights to access, then you should consult with your site administrator to have the issue resolved.

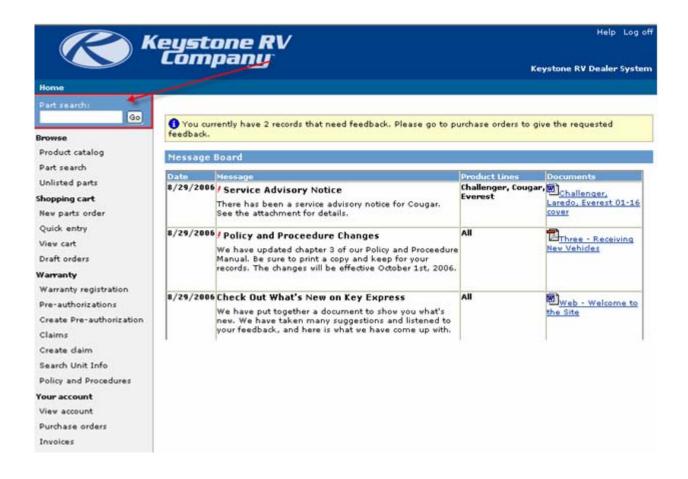
The button group will always appear on the left side of you screen no matter what appears in the Navigation Pane of your session.



The **Parts Search** tool is located directly above the Button Group. This option is available at all times, no matter what is displayed in the Navigation Pane of your session.

This tool will allow you to conduct a search in the parts catalog quickly based on the "keywords" you enter into the field provided.

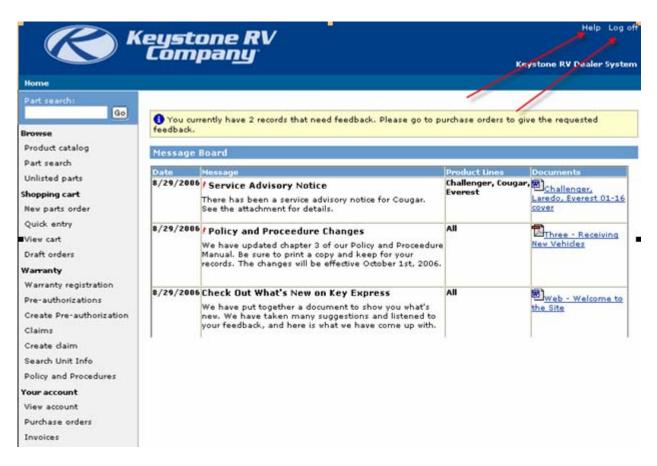
Once you have entered the word or words you wish to search for, click the Go button or, hit enter on your keyboard.



This search will return a grid of items that contain the "keyword" in the description. You can also enter a number and it will find the item number you have entered.



In the upper right hand corner there is a link to log off the site and also a link to our help document. When you click on this icon it will take you to the log in screen and you can log back in if you wish to do so.





Special Note:

If you are inactive for 15 minutes while logged into the site, the system will automatically log you off the system.



Viewing the Message Board

When you first log into the site you will be viewing our **Message Board**. It also will have a message at the top if you have any items in the **Requires Feedback** status for parts orders.

| K K | eystone RV Company | | Help Lo Keystone RV Dealer Sy |
|---|---|--------------------------------|--|
| Home Part searchi | | | |
| <u>Go</u> | • You currently have 2 records that need feedback. Please go to purchase orders | s to give the requeste | d feedback. |
| rowse Product catalog | Message Board | | |
| Part search | High priority messages vill be hilighted in red. | | |
| Inlisted parts | Date Hessage | Product Lines | Documents |
| hopping cart liev parts order | 8/29/2006 / Service Advisory Notice There has been a service advisory notice for Cougar. See the attachment for details. | Challenger, Cougar, Everest | Challenger, Laredo, Everest 01-16 cover |
| uidk entry lev cart raft orders arranty | 8/29/2006 / Policy and Proceedure Changes We have updated chapter 3 of our Policy and Proceedure Manual. Be sure to print a copy and keep for your records. The changes will be effective October 1st, 2006. | All | Three - Receiving New Vehicles |
| Farranty registration re-authorizations reate Pre-authorization | 8/29/2006 Check Out What's New on Key Express We have put together a document to show you what's new. We have taken many suggestions and listened to your feedback, and here is what we have come up with. | All | Web - Welcome to the Site |
| claims reate claim isearch Unit Info Policy and Procedures our account New account New account Nurchase orders nuvoles | Archives | | |

The Archive button on the bottom left of the message board will show you all messages that have been on the board.

The Message Board is used to notify dealers of any changes, new policies, service advisories, and much more. The message board includes the date the message was posted, a short description of the message, and what products line it affects. If you want to view the documents that are attached to a certain message click on the icon in the documents box and it will open.

| feedback. Message Board | You currently have 2 records that need feedback. Please go to purchase orders to give the requested feedback. Message Board Date Message Product Lines Documents | |
|----------------------------|--|--|
| feedback. | feedback. | |
| | | |
| | | |



Viewing the Policy and Procedures Manual

If you would like to view a hard copy of our Policy and Procedure Manual click on the **Policy and Procedures** button on the left hand side of you screen under the **Warranty** section.

A New Window will open this will have a list of the different section in the manual click on the section you would like to view. A new window will appear with the PDF Version of our Policy and Procedures manual.

KRV Policies and Procedures

One - Introduction Two - Contact Us Three - Receiving New Vehicles Four - Inventory Maintenance Five - Pre-Delivery Inspection (PDI) Six - Owner Presentation Seven - Warranty Explanation Eight - Pre-Authorization Nine - Parts Department Ten - Warranty Reimbursement Eleven - Labor Rate Twelve - Forms



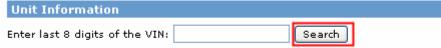
Search Unit Info

The **Search Unit Info** tab is a place you can view the Basic Information, Technical Specifications, and the configuration which is the options for any unit, whether or not it was sold to your company.

To get to this screen choose the **Search Unit Info** button from the button groups on the left hand side.

| Warranty |
|--------------------------|
| Warranty registration |
| Pre-authorizations |
| Create Pre-authorization |
| Claims |
| Create claim |
| Search Unit Info |
| Policy and Procedures |

A new screen will appear type in an 8 or 17 character VIN number and click the search button.



For help with searching for unit information, contact Customer Service at or

The next screen will be the Unit Information Screen.

| Basic information | | Configuration |
|---------------------------|-------------------|--|
| VIN: | 4YDT30B2X77200871 | Decor - Hornet 2007: Palmetto |
| Serial Number: | 77200871 | True Sound Entertainment System with DVD |
| Item number: | HO30BHS07 | Tinted Safety Glass Carbon Monoxide Detector |
| Warranty Expires Date: | | State Seal: blank/none RVIA Seal - Go Camping |
| Unit Decor: | Palmetto | Go RVing MEP Fee: blank/none |
| Model Year: | 2007 | |
| Technical specification | 15 | |
| RV Type: | π | |
| Mfg. plant: | 7 | |
| Rating: | 5,080 | |
| Tires: | 225/75D15D | |
| Rims: | 15×6 | |
| Tire Pressure: | 65 | |
| Fresh Water Capacity: | 45.00 | |
| LP-Gas Capacity: | 14.28 | |
| Shipping weight: | 6,765.00 | |
| G.V.W.R.: | 10,000.00 | |



Keystone RV Company

Section 2: Viewing your Account



How to Change your Password on KeyExpress

If you want to change your own personal password, start by logging onto the site. Then from the navigation bar on the left look for **View Account** button and click on it.

| Create claim |
|-----------------|
| Your account |
| View account |
| Purchase orders |
| Invoices |

A new group will then appear on the navigation bar called **Common Tasks**, under the common task group look for **Change Password**.

| Common tasks | |
|-----------------|--|
| Change password | |
| Your account | |
| Purchase orders | |
| Invoices | |

A new screen will appear, you will need to put in your old password and a new password plus you must confirm the new password, after that click the **Change Now** button.

| Change | your | password |
|--------|------|----------|
| | | |

| Current password: | |
|-------------------|--------|
| New password: | |
| Confirm password: | |
| Change now | Cancel |

When your password has been correctly changed, you will see the following message.





How to Create a New Contact Person

If you need to add a new contact person to your dealership log in. You will need to click on the view account tab group on the left hand side of the screen.

| Your account | |
|----------------|---|
| View account | 1 |
| Purchase order | s |
| Invoices | |

That will bring you to a grid with all your dealerships contacts. To create a new contact, click on the **Create contact person** link.



To navigate thru the boxes use your tab key on the keyboard. Any field with a red star "*" annotates that the field is required.

| Create contact | person |
|--|--------------------------|
| Contact person | Password and security |
| Dealership: Contact person: Title: | Keystone RV Company * |
| Contact info | |
| Extension: | |
| E-mail: Create conta | act person |

Then click the tab that says **Password and Security**. You will use this to set their password and their security with what functions you want them to have access to.



First you need to give your contact person a unique log on name. Then give them a password and confirm it. They do have access to change their password when they log on to the site.

| Create contact p | erson | | |
|--------------------------|---------------------------|--------|------------|
| Contact person | Passwo | ord an | d security |
| Login active: | | | |
| Login name: | | | |
| new passsword: | | | |
| confirm password: | | | K |
| Dealer rights | | | |
| Register dealer vel | Register dealer vehicles: | | |
| Order dealer parts: | | | |
| View dealer warrant | ty claims | | |
| Dealer administrate | or: | | |
| Dealer group right | 5 | | |
| Register group vehicles: | | | |
| Order group parts: | | | |
| View group warrant | | | |
| Group administrato | | | |
| Create contact | person | | |

The **Dealer Rights** set of check boxes is used for specifying security for the user you are creating for a single location. You will use this if you have one location, or if you multiple locations and you wish to have the contact to access one location.

- **Register dealer vehicles:** This gives you access to enter retail warranty registrations for just the one lot they are affiliated with.
- Order dealer parts: This gives you access to order parts for just the one lot they are affiliated with.
- View dealer warranty claims: This gives you access to submit preauthorizations and warranty claims for just the one lot they are affiliated with.
- **Dealer Administrator:** This will give a user the rights to create contact people or change securities for the location they are affiliated with.



The **Dealer Group Rights** set of check boxes is for specifying security for the user you are creating for multiple locations. You should use this if the user should have access to perform these functions for all locations. If you only have one location, you do not need to mark any of these check boxes.

- **Register group vehicles:** This gives you access to enter a retail warranty registration for all the different lots your dealership has.
- Order group parts: This gives you access to order parts for all the different lots your dealership has.
- View group warranty claims: This gives you access to submit preauthorizations and warranty claims for all the different lots your dealership has.
- **Group Administrator:** This will give a user the rights to create contact people or change securities for all locations.

Click the **Create contact person** link to finish. If there are not any errors you will see a message at the top of your screen that says "The contact person has just been created".

The contact person has been created.



How to Change a Contact Person's Securities or Password

If you need to change a contact person's securities or password, you will need to select the **View Account** button from the Navigation Bar on the left hand side of the home page.



That will bring you to a grid of all contacts for your dealership. Click on the **Name** of the person you wish to change.

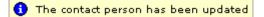
| Customer account | Contact person | Title | Telephone | E-mail | Login name |
|---------------------|-------------------|-----------|--------------|----------------------|---------------|
| 1031 | <u>Bill Fain</u> | Sales Rep | 555-555-5555 | <u>bill@fain.com</u> | 1031 |
| 1079 | Al Brown | Sales Rep | | | 1079R |
| 1079 | Al Brown | Sales Rep | | | 1079P |
| 1079 | Al Brown | Sales Rep | | | 1079W |

Navigate to the **Password and Security** tab. Now you may uncheck or check any of the security boxes you wish to change. You can also type in a new password and confirm it to change their password. Click the change now box at the bottom of your screen.

| Contact person | Password and security | | | | | |
|--------------------|------------------------------|---|--|--|--|--|
| Login active: | ~ | | | | | |
| Login name: | wallg | | | | | |
| new passsword: | Ľ | / | | | | |
| confirm password: | Ľ | | | | | |
| Dealer rights | | | | | | |
| Register dealer ve | | | | | | |
| Order dealer parts | | | | | | |
| View dealer warran | View dealer warranty claims: | | | | | |
| Dealer administrat | or: | | | | | |
| Dealer group right | bs | | | | | |
| Register group vel | | | | | | |
| Order group parts: | • | | | | | |
| View group warrant | • | | | | | |
| Group administrate | • | | | | | |
| Change now | | | | | | |

Once you click the button, the changes are effective immediately.

You will get a message at the top of your screen that reads "The contact person has been updated".





How to Deactivate a Contact Person

If you need to disable or deactivate a contact person from your dealership, you must first log in. Next, you will need to click on view account button on the left hand side of the screen.

| Your account |
|-----------------|
| View account |
| Purchase orders |
| Invoices |

This will bring you to a grid which displays all the contacts for your dealership. Select the user you want to disable by clicking on the **Name** of person you wish to disable.

| Contact person | Title | Telephone | E-mail | Login name |
|-------------------|--|--|---|---|
| <u>Bill Fain</u> | Sales Rep | 555-555-5555 | <u>bill@fain.com</u> | 1031 |
| <u>Al Brown</u> | Sales Rep | | | 1079R |
| <u>Al Brown</u> | Sales Rep | | | 1079P |
| <u>Al Brown</u> | Sales Rep | | | 1079W |
| | person Bill Fain Al Brown Al Brown | person Ittle Bill Fain Sales Rep Al Brown Sales Rep Al Brown Sales Rep | person life Telephone Bill Fain Sales Rep 555-555-5555 Al Brown Sales Rep | person Title Telephone E-mail Bill Fain Sales Rep 555-5555 bill@fain.com Al Brown Sales Rep |

Now you will need to go to the password and security tab. Uncheck the login active box and click change now box at the bottom of your screen.

| Contact person | Password and security | | | |
|-------------------------|---|--|--|--|
| Login active: | | | | |
| Login name: | 1031 | | | |
| new passsword: | | | | |
| confirm password: | | | | |
| Dealer rights | | | | |
| Register dealer ve | hides: 🔽 | | | |
| Order dealer parts: 🛛 🔽 | | | | |
| View dealer warran | ty claims: 🔽 | | | |
| Dealer group right | 5 | | | |
| Register group veh | nicles: 🔽 | | | |
| Order group parts: | Image: A start of the start of | | | |
| View group warrant | y daims: 🔽 | | | |
| Change now | | | | |

Once a contact person is deactivated, they will no longer be able to log into the Key Express site. If you wish to reactivate a contact person, you can recheck the box, and the user will able to log into the site again.

You will get a message at the top of your screen that reads "The contact person has been updated".







Purchase Orders

This screen will show you all the purchase orders from your dealership. After you have logged onto the Key Express web site click the **Purchase Orders** button in the button group on the left.

| Your account |
|-----------------|
| View account |
| Purchase orders |
| Invoices |

You can search this table by Purchase Order number, all, status, or if you know a specific sales order number. You can also scroll thru the table by using the arrows located at the top right hand corner of the table.

This table will show you most information about a sales order such as sales order number, customer account number, dealer PO, VIN number, created date and also the status of the sales order number.

You can also sort this table by clicking on the column header that you want it sorted by.

If you click in the **KRV sales order** column it will take you to a screen where you can view the Invoice, Packing Slip, and Confirmation. (You can also print these documents.)

| Purchase | orders | | | | | | | |
|---|------------|---------------------|-----------|------------------|-----------------|------------|----------------------|----------------------|
| Refine by: All <u>Status</u> <u>Requires Feedback</u> | | | | | | | | |
| | | Search | | | | | | |
| KRV sales order | Created By | Customer account | Dealer PO | VIN | Created date | | Requires Feedback | Confirmed Posting |
| 675089 | carog | 999999 | 123456 | 4YDF295205D51189 | 8/28/2006 | Open order | 1 | |
| 675084 | tz2 | 999999 | 999999 | 4YDT266236C1337C | 8/24/2006 | Open order | | |
| 675085 | tz2 | 999999 | asdasdas | | 8/24/2006 | Open order | | |
| 675074 | | 999999 | 123456 | 4YDF295205D51189 | 8/17/2006 | Open order | | |
| 635744 | | 999999 | | | 5/15/2006 | Open order | | |
| 635601 | | 999999 | | | 5/15/2006 | Open order | Γ | |

(To reply to an order with Requires Feedback status, please see the Replying to Requires Feedback document in section 1.)



Replying to a Requires Feedback Purchase Order

To view the items you have in **Requires Feedback** status for parts choose the **Purchase Order** button from the button group on the left hand side. This will open the Purchase Order table. There is a column that will have a check box in it if it is in **Requires Feedback** Status.

| Purchase Refine by: <i>i</i> | orders All <u>Status</u> <u> </u> | Requires Fee | <u>dback</u> | | | | | |
|---------------------------------|--|---------------------|--------------|------------------|-----------------|------------|----------------------|----------------------|
| | Se | earch | | | | | | |
| KR¥ sales order | | Customer account | Dealer PO | | Created date | Status | Requires Feedback | Confirmed Posting |
| 675089 | carog | 999999 | 123456 | 4YDF295205D51189 | 8/28/2006 | Open order | V | |
| 675084 | tz2 | 999999 | 999999 | 4YDT266236C1337C | 8/24/2006 | Open order | Г | |
| 675085 | tz2 | 999999 | asdasdas | | 8/24/2006 | Open order | Г | |
| 675074 | | 999999 | 123456 | 4YDF295205D51189 | 8/17/2006 | Open order | Γ | |
| 635744 | | 999999 | | | 5/15/2006 | Open order | V | |
| 635601 | | 999999 | | | 5/15/2006 | Open order | Г | |

To reply your feedback, click on the **KRV Sales Order** number in blue on the left hand side.

| | Purchase orders | | | | | | | |
|---|---|------------|---------------------|---|--|--|--|--|
| | Refine by: All <u>Status</u> <u>Requires Feedback</u> | | | | | | | |
| | | Se | arch | | | | | |
| | KRV sales order | Created By | Customer account | C | | | | |
| < | 675089 | carog | 999999 | 1 | | | | |
| | <u>675084</u> | tz2 | 999999 | ŝ | | | | |
| | <u>675085</u> | tz2 | 999999 | ā | | | | |
| | <u>675074</u> | | 999999 | 1 | | | | |
| | <u>635744</u> | | 999999 | | | | | |
| | <u>635601</u> | | 999999 | | | | | |

In this screen you can view the information for the Purchase Order. You can view all the notes at the bottom. To reply back click in the **Add** box type your notes and then click the **Submit Feedback** button.

| Item numb | erText | Quantity | Lead time | Unit | Price each | Discount | Disc. pct. | Net amount |
|-----------------------------|--|----------------|------------|--------------|------------|----------|------------|------------|
| 172194 | Faucet - Kitchen - Hi-Spout - Antiqu | 1.00 |) 2 | EA | 43.9450 | 0.00 | 0.00 | 43.95 |
| Add: | | | | Submit fe | edback |) | | |
| 8/28 Notes: 8/28 9/5/ | 1/2006,03:30:03 pm,carog: This is not 1/2006,03:30:39 pm,carog: Is too - shi 1/2006,03:34:04 pm,carog: Is not 2006,09:49:56 am,carog: the faucet is 2006,09:53:11 am,carog: Back to feec | p it. right | faucet. Ge | t it right n | ext time. | | | |
| | Note: | | | | | | | |
| | You may view the messa | ade hoa | urd at an | vtime h | w clicking | n on the | Moss | ano Roar |

You may view the message board at anytime by clicking on the **Message Board** button on the left hand side of your screen.



Invoices

This screen will show you all the invoices for your dealership. You can get to this screen by logging into the Key Express web site and clicking on the invoice button in the button group on the left.

| Your account |
|-----------------|
| View account |
| Purchase orders |
| Invoices |

This table has all your invoices on it. You can search a specific invoice number by using the search button. You can also scroll thru the table by the arrows located on the top right side.

This table shows you invoice information such as Invoice account number, keystone order number, the date it was made, the invoice number, dealer PO, and the invoice amount.

| Invoices | | | | | | |
|-----------------|----------------|------------|---------------|------------|----------------|--|
| | Search | | | | | |
| | | | | | 수 수! | |
| Invoice account | Keystone Order | Date | Invoice | Dealer PO | Invoice amount | |
| 1079 | 366189 | 11/10/2005 | <u>281996</u> | testPlant | 55.62 | |
| 1079 | 366190 | 11/10/2005 | <u>281997</u> | | 943.50 | |
| 1079 | 366120 | 11/1/2005 | <u>281995</u> | | 62.37 | |
| 1079 | 366156 | 10/25/2005 | <u>281994</u> | | 51.10 | |
| 1079 | 366104 | 9/19/2005 | <u>281993</u> | RyanTestPO | 3,490.18 | |
| 1031 | 363591 | 2/17/2005 | <u>281708</u> | 838874TS | 248.93 | |
| 1034 | 364848 | 2/17/2005 | <u>281707</u> | 11147 | 90.49 | |
| 1034 | 362588 | 2/16/2005 | <u>281334</u> | 11019 | 67.28 | |
| 1034 | 362573 | 2/16/2005 | <u>281335</u> | 11017 | 83.57 | |
| 1031 | 362886 | 2/16/2005 | <u>281336</u> | 838819TS | 67.45 | |

You can also sort this table by clicking on the column header that you want it sorted by.



Section 3: Registering your Units



How to Register a Unit

From the Navigation Bar on the left hand side, look for the option called **Warranty Registration**.

| Warranty | | | | |
|--------------------------|--|--|--|--|
| Warranty registration | | | | |
| Pre-authorizations | | | | |
| Create Pre-authorization | | | | |
| Claims | | | | |
| Create claim | | | | |

This will bring you to a screen were you can type in your full VIN number or just the eight digit serial number.

| VIN or serial number: | Search |
|-----------------------|--------|
| | |
| | |

All unregistered

Or you could choose to pick the box for all unregistered. This will bring you to a new screen

This will bring you to a list of all your unregistered units for your dealership. Choose from the list the arrows at the top of the page will let you scroll pages. Click the register now button. (If you click the VIN Number it will just give you unit information.)

| VIN | Serial Number | Model Year | Description |
|-------------------|---------------|------------|---------------------|
| 4YDT304226B067662 | 6B067662 | 2006 | <u>register now</u> |
| 4YDT297236B067768 | 6B067768 | 2006 | <u>register now</u> |
| 4YDF289226B068964 | 6B068964 | 2006 | <u>register now</u> |
| 4YDF295236D519397 | 6D519397 | 2006 | <u>register now</u> |

Next on the page will be the unit and dealer information.

| Unit information | | Dealer information | | |
|------------------|------------------------|--------------------|---|--|
| | VIN: 4YDZ301275L000384 | Name: | Western RV | |
| | | Address: | 6116 Pacific Hwy E Fife, WA 98424 | |
| | | Telephone: | 253-922-2225 | |
| | | Fax: | 253-922-2888 | |
| | | | | |



The next section is the buyer's information. Make sure to fill out the boxes with red stars; these are mandatory fields that will not allow you save until these boxes are filled. To navigate from box to box use the tab key on your keyboard.

| Registration | _ |
|-----------------------------|---------------------------------------|
| Purchaser (first, MI, last) | · · · · · · · · · · · · · · · · · · · |
| Secondary (first, MI, last) | |
| Street name: | × |
| City: | * |
| State: | Alabama (US) 🛛 💌 🎦 |
| Postal (Zip) code: | * |
| Country: | United States 💌 📧 |
| Telephone: | * |
| E-mail: | |
| Retail purchase date: | * |



Special Note:

Make sure that you read and understand the Acknowledgment check box. It is very important that you keep signatures on file. Keystone reserves the right to request this information at any time.

Acknowledgment

As an authorized dealer representative, I certify that our dealership will keep the signature of this retail purchaser on file and supply it to Keystone RV Company upon request.



The next section of the screen is dedicated to information regarding the salesperson that sold the unit. This information is required if the unit is part of a dealer incentive program.

| Salesperson information | | | | | | | |
|--|-----------------|---|--|--|--|--|--|
| This section is mandatory if the unit being sold is part of a sales person incentive program | | | | | | | |
| Salesperson name(s): | | | | | | | |
| | | ~ | | | | | |
| Addresses. | | | | | | | |
| Address: | | | | | | | |
| | | ~ | | | | | |
| City: | | | | | | | |
| State: | Alaska (US) | * | | | | | |
| Zip/postal code: | | | | | | | |
| Country: | United States 💌 | | | | | | |
| SSN: | | | | | | | |
| Save | | | | | | | |



Security Note:

The social security number is required for payment of a dealer incentive program. For your safety the data entered into this screen is encrypted before it is sent across the network.

Once you have completed the registration, you must click on the Save Button. If required fields are missing it will display an error message and describe exactly what is wrong.



Section 4: Parts Ordering



Browsing the Product Catalog

When you click on the **Product Catalog** from the navigation pane on the left it will provide a grid of product lines that Keystone currently produces or continues to support.



You may select a **Product Line** by either clicking on the logo for the product line, or the text underneath the logo.

Once you select the product line you want, the content pane will load with a new list Model Years that Keystone has a catalog for the product you selected.



To select a **Model Year**, click on the colored square of the model year you wish to search in.





Note:

If you see the category you want to view in your model year box, you may click on the text of that category and you will go directly to a list of "Sub Categories" for that "Main Category"

Now you should see a new screen with grid of **"Main Categories."** There are 27 Main categories that describe the type of item that you are looking for.



From this screen you can select the **Main Category**, and you will be taken to a list of the sub categories relating to that Main Category. The main category is the larger bold print in the upper left corner of each square on the grid.

| | currently and allow you to move y stage of the catalog. |
|--|---|
| Adhesive Adhesive | Hardware Door, Hook, Strut, Table Legs & Bases, Track, Spring, Bumper, Cable, Cap, Drawer, Awning, Bar Lock, More |
| Appliances Range, A/C, DVD/VCR, Vent, Fan, Generator, Fireplace, Microwave, Antenna, Refrigerator, Power Washer, Radio, More | Kitchen & Accessories Basket, Board, Cover, Filter, Plug, Cabinet, Lazy Susan, Purifier, Slide, Tray, Faucet |
| Axles & Tires Axle, Tire | Lighting Bulb, Lens, Globe, Shade, Light, Lamp, Socket |
| Bath & Accessories Bar, Bag, Cabinet Medicine, Dish, Faucet, Hamper, Roller, Holder, Post, Ring, Basket, Wastebasket, More | LP & Accessories Tray, Bottle, LP Cover, Regulator, Hose, LP Cap, Bracket |
| Chassis & Accessories Actuator, Carrier, Frame, Jack, Sidewind Jack, Step, Bumper, Winch | Metal Fender, Siding, Trim, Roof, Sidewall, Skirt, Cover, Box |
| Decor Bedspread, Drape, Hooring, Carpet, Legs, Shade, Clock, Bedspread/Drapery, abric, Glass, Cushion, Pillow, More | Plastic Box, Cap, Fender, Cover, Trim, Sidewall, Tray, Wheel Well |
| aonc, Glass, Cusnion, Pillow, More Door Jaggage, Access, Cabinet, Entrance, Garage, Chime, Closet, Tent, Shower, | Plumbing Fill, Shower, Sink, Tank, Line, Fitting, Pump, Shower / Tub, Toilet, Tub, Valve |
| Passage, Screen, Patio, More | Rubber Roof, Seal |
| Electrical Phone, Antenna, Battery, Cord, Bezel, Fitting, Ground Bar, Chime, Pigtail, Breaker, Monitor Panel, Plate, More | Safety Alarm, Chain, Extinguisher |
| Fasteners Snap, Pin | Sealant Sealant |



Note:

You may also click on the Sub Categories displayed under the bold text in the smaller text. The Sub Categories displayed are not a complete list of categories.



A new screen now appears with a listing of the sub categories, in the Content Pane.

| Home > Outback > 2005 Outback > Lightin | g | |
|---|--------|--|
| Bulb | Lens | |
| Globe | Light | |
| Lamp | Shade | |
| | Socket | |

Select a **Sub Category** or "Noun" by clicking on the large bold text of the option you wish to select.

This will take to a listing of items and details about the items that pertain to the "Noun" you selected.

| The Show Images link allows you control if a thumbnail will appear on the grid. Showing Images may cause the pages to load slower. | | | | | |
|--|---|-------------|--|--|--|
| Item List - Li | ight | | | | |
| Home > Outback > 2004 Outback > Lighting > Light show images | | | | | |
| Item number | Item name | add to cart | | | |
| <u>100157</u> | Light - Flash Light - Rechargable - Audiovox | ÷ | | | |
| <u>101097</u> | Light - Tail - w/License Bracket | ÷ | | | |
| 101133 | Light - Porch - w/Wht Base - Amber - 007-50AP | ÷ | | | |
| <u>101134</u> | Light - Porch - w/White Base & Switch - Clear | स्र | | | |

Once you click on the **Show Images link** the screen will now appear like this:

| Iten | n List - Light | | | |
|---------------|----------------------|---|-------------|-------------|
| Hom | e > <u>Outback</u> : | > 2004 Outback > Lighting > Light | | |
| <u>hide i</u> | mages | R | 수 수) | show prices |
| | Item number | Item name | add to cart | |
| 1 | 100157 | Light - Flash Light - Rechargable - Audiovox | 1 | |
| 2 | <u>101097</u> | Light - Tail - w/License Bracket | ÷ | |
| | <u>101133</u> | Light - Porch - w/Wht Base - Amber - 007-50AP | ÷ | |
| æ. (| <u>101134</u> | Light - Porch - w/White Base & Switch - Clear | 5 | |



There is a link to show and hide pricing depending on each user's preferences. The next time you log in to the site, it will remember what your last selection was.

| | The Show Prices link allows you to display the purchase cost of the items on the grid. When prices are shown, there is a link to Hide Prices. | | | | | |
|------------------------|---|--|-----------------|-------------|--|--|
| Item | List - Light | | | | | |
| <u>Home</u> hide in | | > <u>2004 Outback</u> > <u>Lighting</u> > Light | 수 수) | show prices | | |
| | Item number | Item name | add to cart | | | |
| 1 | <u>100157</u> | Light - Flash Light - Rechargable - Audiovox | 1 27 | | | |
| 2 | <u>101097</u> | Light - Tail - w/License Bracket | ÷ | | | |
| | <u>101133</u> | Light - Porch - w/Wht Base - Amber - 007-50AP | 1 | | | |
| . | 101134 | Light - Porch - w/White Base & Switch - Clear | स्र | | | |

Once you click on the **Show Prices link**, the screen will appear as follows:

| Item List - Light | | | | | | |
|--|-------------------------|---|------------|-------------|--|--|
| Home > Outback > 2004 Outback > Lighting > Light | | | | | | |
| <u>hide i</u> | hide images hide prices | | | | | |
| | Item number | Item name | List price | add to cart | | |
| 1 | 100157 | Light - Flash Light - Rechargable - Audiovox | 8.76 | str. | | |
| 22 | <u>101097</u> | Light - Tail - w/License Bracket | 2.43 | र संदेख | | |
| | <u>101133</u> | Light - Porch - w/Wht Base - Amber - 007-50AP | 1.97 | sk Str | | |
| . | <u>101134</u> | Light - Porch - w/White Base & Switch - Clear | 2.47 | str. | | |

The **Arrow Icons** will allow you to move forward and backwards when there is more than one page of items to be displayed on the grid

| | Item | List - Light | | | | |
|---|-------------|--------------------|--|------------|-----------------|-------------|
| | <u>Home</u> | > <u>Outback</u> : | > 2004 Outback > Lighting > Light | | | |
| ļ | hide in | <u>lages</u> | | | क का | hide prices |
| | | Item number | Item name | List price | ald to cart | J |
| | 1 | <u>100157</u> | Light - Flash Light - Rechargable - Audiovox | 8.76 | 1 27 | |



If you click on an **Item Number**, the Item Details will appear with details about the item number, and larger photo if available.

| Item description - Item number: 101133, Light - Porch - v | w/Wht Base - Amber - 007-50AP |
|---|--|
| Item details | |
| | |
| Item | Prices |
| Item number: 101133 | Unit: Each (EA) |
| Item Light - Porch - w/Wht Base - Amber - 007-50AP name: | List 1.97 price: 1.97 |
| | Original part source |
| | Vendor part: 99-310060X2 from Gustafson Lighting |
| Add to cart | |
| Quantity: 1 Add to car | |

From the **Item Details** screen you may type a quantity that you wish to add to your shopping cart, and then click on the Add to Cart button, and the items will now be in your shopping cart. (For more information on how to access you shopping cart items, see Using Your Shopping Cart.)

If you do not wish to purchase any items, you can click on the back button in your browser window.

| Item List - L | Item List - Light | | | | | |
|---------------|---|--------------------|--|--|--|--|
| Home > Out | <u>Home</u> > <u>Outback</u> > <u>2004 Outback</u> > <u>Lighting</u> > Light | | | | | |
| show images | | show prices ↔ ↔ | | | | |
| Item number | Item name | add to cart | | | | |
| <u>100157</u> | Light - Flash Light - Rechargable - Audiovox | <u></u> | | | | |
| <u>101097</u> | Light - Tail - w/License Bracket | स्रिय | | | | |
| <u>101133</u> | Light - Porch - w/Wht Base - Amber - 007-50AP | 5 | | | | |

You can also use the **Add to Cart Icon** from the main grid to add items to your cart. When you click on this option, you will be prompted to enter a quantity of items to be added to the cart.



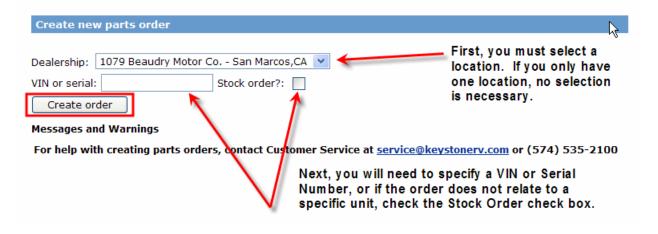
Create a New Parts Order

To create a new part order, select **New Parts Order** from the Navigation Bar on the Home Page.

Shopping cart New parts order Quick entry View cart Draft orders

The Create new parts order screen should now appear. To create the order, do the following:

- 1. Select a **location**, if your dealership only has one location, you may skip this step.
- 2. Specify a 17 character VIN or an 8 digit Serial number.
- 3. If the order does not pertain to a VIN, then you must check the **Stock Order** check box.
- 4. Click on the Create Order Button.



If you specify a VIN or Serial Number, and click on the **Create Order Button**, you will be taken to the Main Category Screen of the Parts catalog for the Product Line and Model Year of the VIN you specified.



The next step is to browse through the Main Categories and either select the Main Category; or, to select a Sub Category from the grid.

| VIN: 4YDF292294A215865 Warranty: Warranty expired | Make: Sprinter Retail sold: 07/10/2004 | Model: ST292FWRLSLA04 Model year: 2004 | Shop |
|--|---|---|--------------|
| 2004 | | rmation is about the VIN y | ou selected. |
| Home > Sprinter > 2004 Sprinter | | Catalog is now filtered to /IN you are on. | |
| Home > Sprinter > 2004 Sprinter Adhesive Adhesive | the V Har Door, J | - | |

- If you select a Sub Category your Content Pane will be a list of the items under that Sub Category.
- If you select a Main Category, your Content Pane will be a new Grid with a list of Sub Categories to select from. Once you select a Sub Category, the Content Pane will be a grid of the items in that Sub Category.

Once you are to the Item List you can use the following set of guidelines to finish creating your order.

This will take to a listing of items and details about the items that pertain to the "Noun" you selected.

| The Show Images link allows you control if a thumbnail will appear on the grid. Showing Images may cause the pages to load slower. | | | | | | |
|--|---|--------------|-------------|--|--|--|
| Item List - L | ight | | | | | |
| Home > Out show images | back > 2004 Outback > Lighting > Light | \} ∲ †) | show prices | | | |
| Item number | Item name | add to cart | | | | |
| 100157 | Light - Flash Light - Rechargable - Audiovox | s kr | | | | |
| 101097 | Light - Tail - w/License Bracket | ÷ | | | | |
| 101133 | Light - Porch - w/Wht Base - Amber - 007-50AP | 5 | | | | |
| 101134 | Light - Porch - w/White Base & Switch - Clear | ÷ | | | | |
| | | | | | | |

Once you click on the **Show Images link** the screen will now appear like this:



| Item List - Light | | | | | | |
|--|---------------|---|--|--|--|--|
| Home > Outback > 2004 Outback > Lighting > Light | | | | | | |
| <u>hide in</u> | hide images | | | | | |
| | Item number | Item name | add to cart | | | |
| 1 | <u>100157</u> | Light - Flash Light - Rechargable - Audiovox | 1 27 | | | |
| 22 | <u>101097</u> | Light - Tail - w/License Bracket | ster | | | |
| | <u>101133</u> | Light - Porch - w/Wht Base - Amber - 007-50AP | s de la companya de l | | | |
| . | <u>101134</u> | Light - Porch - w/White Base & Switch - Clear | 1 27 | | | |

There is a link to show and hide pricing depending on each user's preferences. The next time you log in to the site, it will remember what you last selection was.

| | The Show Prices link allows you to display the purchase cost of the items on the grid. When prices are shown, there is a link to Hide Prices. | | | | | |
|------|---|---|-----------------|--|--|--|
| Item | ı List - Light | | | | | |
| | Home > Outback > 2004 Outback > Lighting > Light hide images | | | | | |
| | Item number | Item name | add to cart | | | |
| 1 | 100157 | Light - Flash Light - Rechargable - Audiovox | 1 27 | | | |
| 2 | <u>101097</u> | Light - Tail - w/License Bracket | d er | | | |
| | <u>101133</u> | Light - Porch - w/Wht Base - Amber - 007-50AP | sk a | | | |
| | 101134 | Light - Porch - w/White Base & Switch - Clear | sk r | | | |

Once you click on the **Show Prices link**, the screen will appear as follows:

| Item List - Light | | | | | |
|--|---------------|---|------------|-----------------|--|
| Home > Outback > 2004 Outback > Lighting > Light | | | | | |
| <u>hide in</u> | hide images | | | | |
| | Item number | Item name | List price | add to cart | |
| 1 | <u>100157</u> | Light - Flash Light - Rechargable - Audiovox | 8.76 | 5 7 | |
| 22 | <u>101097</u> | Light - Tail - w/License Bracket | 2.43 | sk a | |
| | 101133 | Light - Porch - w/Wht Base - Amber - 007-50AP | 1.97 | str | |
| | <u>101134</u> | Light - Porch - w/White Base & Switch - Clear | 2.47 | ska Ber | |



The **Arrow Icons** will allow you to move forward and backwards when there is more than one page of items to be displayed on the grid



If you click on an **Item Number**, the Item Details will appear with details about the item number, and larger photo if available.

| Item description - Item number: 101133, Light - Porch - | w/Wht Base - Amber - 007-50AP |
|---|--|
| Item details | |
| | |
| Item | Prices |
| Item 101133 | Unit: Each (EA) |
| number: Itom | List 1.97 price: 1.97 |
| name: Light - Porch - w/Wht Base - Amber - 007-50AP | |
| | Original part source |
| | Vendor part: 99-310060X2 from Gustafson Lighting |
| Add to cart Quantity: 1 Add to cart | |

From the **Item Details** screen you may type a quantity that you wish to add to your shopping cart, and then click on the Add to Cart button, and the items will now be in your shopping cart. (For more information on how to access you shopping cart items, see Using Your Shopping Cart.)



If you do not wish to purchase any items, you can click on the back button in your browser window.

| Item List - Light | | | | | | | |
|--|---|-------------|--|--|--|--|--|
| Home > Outback > 2004 Outback > Lighting > Light | | | | | | | |
| show images | | show prices | | | | | |
| | | <u> </u> | | | | | |
| Item number | Item name | add to cart | | | | | |
| <u>100157</u> | Light - Flash Light - Rechargable - Audiovox | <u>- 5</u> | | | | | |
| 101097 | Light - Tail - w/License Bracket | 988 - | | | | | |
| 101133 | Light - Porch - w/Wht Base - Amber - 007-50AP | | | | | | |

You can also use the Add to Cart Icon from the main grid to add items to your cart.

When an Item is added to your cart, a message will display on the header that the part has been added to your cart. When you are finished shopping and adding items to your cart, you can save you cart and submit your cart. (For more information, see Viewing your Shopping Cart or Viewing your Draft Orders.)



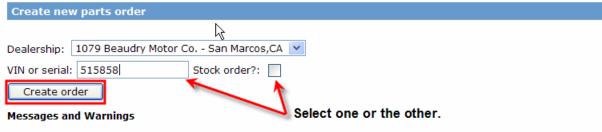
Quick Entry Sales Orders

A Quick Entry Sales Order will allow you to create a sales order if you know the Item Numbers and do not want to browse through the catalog.

From the Home Page, select Quick Entry from the Navigation Bar.



Now you will need to specify a VIN or select Stock Order.



For help with creating parts orders, contact Customer Service at service@keystonerv.com or (574) 535-2100

Now you should be on the Quick entry screen.

Quick entry

You can use this form to quickly add items to your shopping cart by using the entry line at the bottom. Use the + icon to add the item entered in the entry line to your cart.

You can mark and delete any items you don't want in your cart.

Click "Checkout" when you're ready to complete your purchase.

| | Current Vehicle | | | | | |
|---------------|----------------------------|-----------------------------|------------|-------------|--------------|------------|
| | VIN: 4YDF367264D506312 | Make: Montana | Model: MC | 3670RL04 | Shop |] |
| | Warranty: Warranty expired | Retail sold: 06/05/2003 | Model yea | r: 2004 | <u>51100</u> | |
| Customer inf | ormation | | | | | |
| Delivery name | e: Beaudry RV | | | | | |
| Customer nur | nber: 1034 | | | | | |
| Contact perso | on: Anne Ouellet | Enter the Item Numbe | r you | Use th | ne Add Icor | n |
| Items | | wish to purchase. | | to add | more iten | ıs. |
| | | | | 4 | • × | |
| 📌 Item nu | ımber Item name | | | Quantity | Price each | Net amount |
| 100240 |) Cabinet Medicine - w/Mi | rror | | 1 | 19.55 | 19.55 |
| 120650 |) Decal - 2004 - MR - Nam | ne - All Units - (3200/qty) | | 1 | 6.41 | 6.41 |
| 100297 | Range - Hood - Louvere | d Vent - (12 Pack) | | 1 | 3.55 | 3.55 |
| 103885 | 5 A/C - 15.0 BTU - Low Pr | ofile - Dometic | | 6 | 748.00 | 4,488.00 |
| B/ I | - | | | 0 | 0.00 | 0.00 |
| Checkout | View totals | | | Enter the q | uantitv vou | |
| | | | | wish to pur | | - |
| Vhen you ar | | | | | | |
| lick on the (| Checkout | | | | | |
| utton. | | Use this link to view the | Order tota | al. | | |



From this screen you can do the following:

- Type the item number you want to add.
- Enter a quantity of items to be purchased.
- Use the Add Icon to add more items to the order.
- Click on the Shop Icon to go to the catalog and browse.
- Use the Checkout Button to complete the order.

(For more information on checking out, see Viewing Your Shopping Cart.)



Viewing your Shopping Cart

When browsing through the catalog or creating orders, you can add items to your shopping cart to be viewed or saved for later use.

To view your Shopping Cart, select View Cart from the Navigation Bar on the Home Page.



| Your shoppi | ing cart | \searrow | | | | k will let you |
|-----------------------|-------------------|------------------|---|----------|-----------------|------------------------------|
| You can change the | quantity of the i | tems you have a | added to your | | | ms to the cari ou are on. |
| You can checkmark a | and delete(X) an | y items you don | 't want in your | | | |
| Click "Update cart" t | o save vour cha | nges. | | | | |
| Click "Checkout" wh | | - | r nursh na o | | | |
| Click Checkout wh | en you're ready | to complete you | r purchase. | | | |
| Current Vehicle | | | | | | |
| VIN: 4YDF292294 | A215865 | Make: Sprinter | r | Model: S | T292FWRLS | LA04 |
| Warranty: Warrant | y expired | Retail sold: 07 | /10/2004 | Model ye | ar: 2004 | <u>51100</u> |
| Customer informati | on | | Totals | | | |
| Delivery name: E | Beaudry Motor C | io. I | Line amount: | | 346.70 |) |
| Customer number: 1 | 1079 | | Misc. charges a | amount: | 0.00 |) |
| | Rachel Groning | | Sales tax amo | unt: | 0.00 |) |
| change dealer | | | Total amount: | | 346.70 |) |
| Items | | an be used to | - | | | |
| | delivery lo | cation if you l | have multip | e lots. | × | |
| 😼 Item number | Item name | | Quantity | Unit | Price each | Net amount |
| <u>105349</u> | Bedspread - 60 | " x 74" - ST/TG/ | 1 | Each | 40.04 | 40.04 |
| <u>100149</u> | Axle - 6000# - 6 | 5 Lug - TM | 1 | Each | 306.66 | 306.66 |
| Update cart | Checkout | Save as draft |] | | | |
| Î | The Che | | e as Draft B ping cart a n will allow y | name to | be used I | ater. |



If you are finished with the order, click on the **Checkout** Button.

- The check out screen will allow you to attach your **PO number** to the order.
- You can specify the **Shipping Method**. If you choose any option other than Best Way, you must acknowledge that it may not qualify for warranty reimbursement.
- If you need the item delivered somewhere else, you can enter the **Delivery** Address.

Checkout

Specify the date and address for delivery of the items you want to order.

Click "Next" to proceed to the order review page.

| Checkout | |
|----------------------|---|
| Purchase order: | 333333 |
| Product team: | Montana 💌 |
| Shipping type: | Best way (standard) 🎽 |
| For expedited shippi | ing requests - please submit before 1:00 Indiana time to qualify for same day shipping. |
| | I acknowledge that expedited freight (any option other than 'best way') may not qualify for warranty reimbursement. |
| Deliver To | |
| Name: | Keystone RV Company |
| | 17400 Hackberry Dr |
| Street: | |
| | ~ |
| Postal (Zip) code: | 46526 |
| City: | Goshen |
| Country: | United States 💌 |
| State: | Indiana (US) |
| | |
| Add: | |
| Notes: | |
| Next | |

When you are finished, click on the **Next** button and you will have a chance to preview the order before you finish it.



Once you have reviewed the order and are satisfied, click on the Finish Button on the bottom of the screen.

| | 92294A215865 Varranty expired | Make: Sprinter Retail sold: 07/10/2 | | | T292FWRL9 ar: 2004 | SLAU4 Sho |
|---|--------------------------------------|--|----------|--------------|-----------------------|---------------------|
| Order Su | ımmary 🗼 | | | | | |
| his page disp | ays your total order | | | | | |
| Customer nu | whor: 1079 | | | | | |
| Delivery nam | | Co. | | | | |
| Delivery add | OE1 Travelaria | Way | | | | |
| | | | | | | |
| Mode of deliv | ery: Best way (star | ndard) | | | | |
| Mode of deliv Purchase ord | • | ndard) | | | | |
| | er: | ndard) Lead time (days) | Quantity | Unit | Price each | Net amount |
| Purchase ord | er: | | | Unit Each | Price each 40.04 | Net amount 40.04 |
| Purchase ord Item number | er: Item name | Lead time (days) | 1.00 | | | |
| Purchase ord Item number 105349 | er: Item name BEDSPREAD - MIST | Lead time (days) | 1.00 | Each | 40.04 | 40.04 |
| Purchase ord Item number 105349 100149 | er: Item name BEDSPREAD - MIST | Lead time (days) | 1.00 | Each | 40.04 | 40.04 306.66 |

If you are not satisfied with the order you can click on the Shop link or click the Back button in your browser window.

| Your draft orders |
|---|
| You can save your current shopping basket as a draft order then retrieve it later and complete your purchase. |
| You can mark and delete any draft orders that are no longer needed Draft orders over 90 days old may be automatically deleted. |
| Click "Get Cart" to retrieve a draft order. |
| Click "Save as Draft" to save your current shopping basket. |
| Draft orders |
| Current shopping cart |
| Draft order name: Save as draft |

If you choose the Save as Draft button you will get a new screen where you can name the order and click the Save as Draft Button again.



Viewing your Draft Orders

In Draft Orders you can save a cart that you might not want to submit as an order. You can save and view or submit this order at any time. To view your draft order after logging in to the Key Express website click on **Draft Orders** Button on the left hand side of your screen.

| Shopping cart | | |
|-----------------|--|--|
| New parts order | | |
| Quick entry | | |
| View cart | | |
| Draft orders | | |

At the top of your screen you have some instructions on how to use the draft orders.

| Your draft orders |
|---|
| You can save your current shopping basket as a draft order then retrieve it later and complete your purchase. |
| You can mark and delete any draft orders that are no longer needed Draft orders over 90 days old may be automatically deleted. |
| Click "Get Cart" to retrieve a draft order. |
| Click "Save as Draft" to save your current shopping basket. |
| |

Next on the page you have the space that you can save your draft order. Type any name you wish to save your draft as in the space given. Then click the **Save as Draft** button to save it.

| Draft orders | |
|--------------------|---------------|
| Current shopping c | art |
| Draft order name: | Save as draft |



At the bottom of the page you can view all your draft orders. You can delete or go to the basket to place your order.

To delete an order click the check box on the right and then click on the red X at the top of the table. This will delete that order.

To go to your basket simply click the **Get Basket** button on the right hand side of the table. This is where you can submit your order or add to it.

| | | | | | \sim | |
|------------|----------------|----------|------------------|--------------|--------|------------|
| √ ₽ | Order name | Customer | VIN | Created Date | Lines | Getbasket |
| | rACHEL234 | 1000 | 4YDT274204K21508 | 11/14/2005 | 1 | Get basket |
| | STOCK 1 | 1079 | | 11/14/2005 | 1 | Get basket |
| | Tailgator_9_19 | 1079 | 4YDT243205K04879 | 9/16/2005 | 4 | Get basket |
| | Tailgator | 1079 | 4YDZ301275L00038 | 9/12/2005 | 2 | Get basket |

Draft orders



Using the Parts Search Tool

The Part Search Tool can be accessed from two spots on the Home Page. Both locations function exactly the same way. The purpose of the Parts Search tool is to make "Keyword Searches" quick and easy.

| Home | |
|-----------------|----|
| Part search: | |
| | Go |
| Browse | |
| Product catalog | |
| Part search | |
| Unlisted parts | |

A quick search for the word "Lug" will be demonstrated, this could be replaced with any words, letters, numbers, dimensions, etc.

| Home | |
|-----------------|-------------|
| Part search: | |
| Go | Part search |
| Browse | Lug Search |
| Product catalog | |

Once you click on the Search button, a listing of items and details about the items that pertain to "lug" will now display.

| Part se | aanab | | | |
|----------|---------------|--|-----------------|-------------|
| | earcn | Search | | |
| Items fo | | La contraction de la contracti | | show prices |
| Image | Item number | Item name | dd to cart | |
| 1 | <u>100143</u> | Axle - 3500# - 5 Lug - BM - 10"E | 1 27 | |
| 4 | 100144 | Axle - 2750# - Straight - 5 Lug - BM | 1 | |
| 4 | 100145 | Axle - 3500# - Straight - 5 Lug - TM | ster | |
| . | 100146 | Axle - 3500# - Straight - 5 Lug - BM | ster | |
| | 100147 | Avia 44004 Chroiabh 6 Lua TM | _ _ | |

You can use the "**Images link**" to control whether a thumbnail will appear on the grid when searching for parts.



You can also use the **"Prices link"** to control whether a pricing will appear on the grid when searching for parts.

| | | link allows you to display the purchase cost (. When prices are shown, there is a link to H | | \ |
|-------------------------------|---------------|---|----------------|-------------|
| Item | List - Light | | | |
| <u>Home</u> <u>hide in</u> | | > <u>2004 Outback</u> > <u>Lighting</u> > Light | 수 수) | show prices |
| | Item number | Item name | add to cart | |
| 8 | <u>100157</u> | Light - Flash Light - Rechargable - Audiovox | da | |
| 22 | 101097 | Light - Tail - w/License Bracket | star Altar | |
| | <u>101133</u> | Light - Porch - w/Wht Base - Amber - 007-50AP | ska | |
| e .() | <u>101134</u> | Light - Porch - w/White Base & Switch - Clear | स्र | |

Once you click on the **Show Prices link**, the screen will appear as follows:

| Item | Item List - Light | | | | | | | | |
|----------------|--|---|------------|---------------|--|--|--|--|--|
| Home | Home > Outback > 2004 Outback > Lighting > Light | | | | | | | | |
| <u>hide in</u> | hide images hide prices | | | | | | | | |
| | Item number | Item name | List price | add to cart | | | | | |
| 1 | 100157 | Light - Flash Light - Rechargable - Audiovox | 8.76 | 1 | | | | | |
| 22 | 101097 | Light - Tail - w/License Bracket | 2.43 | स्र | | | | | |
| | 101133 | Light - Porch - w/Wht Base - Amber - 007-50AP | 1.97 | ster Alter | | | | | |
| e. 1 | <u>101134</u> | Light - Porch - w/White Base & Switch - Clear | 2.47 | 1 | | | | | |

The **Arrow Icons** will allow you to move forward and backwards when there is more than one page of items to be displayed on the grid

| | Item | List - Light | | | | |
|---|-------------|--------------------|--|-------------|--|---|
| | <u>Home</u> | > <u>Outback</u> : | > <u>2004 Outback</u> > <u>Lighting</u> > Light | | | |
| ļ | hide in | <u>lages</u> | क को | hide prices | | |
| | | Item number | Item name | List price | a ld to cart | J |
| | 1 | <u>100157</u> | Light - Flash Light - Rechargable - Audiovox | 8.76 | s de la companya de l | |



If you click on an **Item Number**, the Item Details will appear with details about the item number, and larger photo if available.

| Item description - Item number: 101133, Light - Porch - v | w/Wht Base - Amber - 007-50AP |
|---|--|
| Item details | |
| | |
| Item | Prices |
| Item number: 101133 | Unit: Each (EA) |
| Item Light - Porch - w/Wht Base - Amber - 007-50AP name: | List 1.97 price: 1.97 |
| | Original part source |
| | Vendor part: 99-310060X2 from Gustafson Lighting |
| Add to cart | |
| Quantity: 1 Add to car | |

From the **Item Details** screen you may type a quantity that you wish to add to your shopping cart, and then click on the Add to Cart button, and the items will now be in your shopping cart. (For more information on how to access you shopping cart items, see Using Your Shopping Cart.)

If you do not wish to purchase any items, you can click on the back button in your browser window.

| Item List - Light | | | | | | | | |
|--|---|-------------|--|--|--|--|--|--|
| Home > Outback > 2004 Outback > Lighting > Light | | | | | | | | |
| show images | show images show prices | | | | | | | |
| Item number | Item name | add to cart | | | | | | |
| <u>100157</u> | Light - Flash Light - Rechargable - Audiovox | <u></u> | | | | | | |
| <u>101097</u> | Light - Tail - w/License Bracket | स्रिय | | | | | | |
| <u>101133</u> | Light - Porch - w/Wht Base - Amber - 007-50AP | 5 | | | | | | |

You can also use the **Add to Cart Icon** from the main grid to add items to your cart. When you click on this option, you will be prompted to enter a quantity of items to be added to the cart.



Keystone RV Company

Section 5: Pre-Auth's



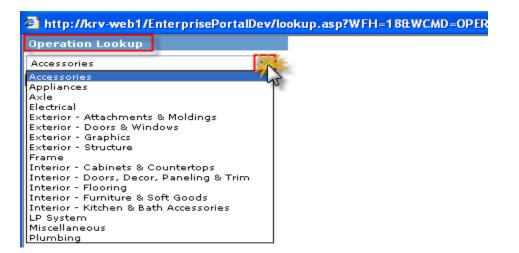
Using the Operation Code Wizard

If you do not know your operation codes you can use the wizard to help navigate through the different sections of the code. Start by clicking on the icon for the wizard. It it's located beside the root operation box.

Root operation Root operation:



This will bring you to a screen to pick the first part of your operation code. The first pull down box is the "location" of the problem.



The next second pull down box is them "item" that is having the problem. Choose from the second pull down list and click the search button.





The third pull down box has the "fault" of the problem. Select the fault by clicking on the operation number. This will automatically fill in the root operations box. Then you can continue filling out your pre-authorization or your warranty claim. (See Creating a Pre-Authorization or Creating a Warranty Claim for more information.)

| Operation | n Lookup | | | ^ |
|-----------------|----------------------|---------------------|---|---|
| Axle | | 🗙 🛛 Axle - complete | * | |
| Search | | | | |
| Operations | | | | |
| Operation | Failure | Remedy | | |
| <u>1100201B</u> | Bent/Buckled | Replace | | |
| <u>11002028</u> | Binds/Grabs | Replace | | |
| 1100203B | Broken | Replace | | |
| 1100206B | Component Failure | Replace | | |
| 1100208B | Damaged | Replace | | |
| <u>1100210B</u> | Dented | Replace | | |
| <u>1100213B</u> | Discolored | Replace | | |
| <u>1100214B</u> | Improperly Installed | Replace | | |
| <u>1100215B</u> | Leaks | Replace | | |
| <u>1100216B</u> | Loose | Replace | | |
| <u>1100217B</u> | Marred/Scratched | Replace | | |
| 1100218B | Misaligned | Replace | | |
| <u>1100219B</u> | Miswired | Replace | | |
| 1100220B | Incorrect Size | Replace | | ~ |

You can use the same wizard for choosing a sub operation code also. The same icon is located beside the sub operation box.

| | | | — X |
|------------|------------|-------------|-------|
| √ ₽ | Operation | Description | Hours |
| ٥Į | | | |
| Sav | e Save and | l exit | |



Pre-Authorization Overview

The Pre-Authorization screen is where you can get any information about a specific preauth. To view, select **Pre-authorization** from the Navigation Bar on the left hand side of your screen.

| 1 | Warranty | |
|---|----------------------|-------|
| | Warranty registratio | n |
| | Pre-authorizations | |
| | Create Pre-authoriz | ation |

This will bring you to a grid of your pre-authorizations. This table will give you the status and let you view your pre- auth and the reference number if applies. You will also be able to view the user name of the person who created the pre-auth. You can also edit, delete, or make a claim from your pre-auth.

| Pre-Authori- zation | Reference no. | Created By | Servicing Dealer | VIN | Status | Created Date | Approved date | View | Edit | Delete | Create claim |
|------------------------|------------------|------------|---------------------|-------------------|-------------------|-----------------|------------------|------|------|--------|--------------|
| PA00178675 | fdsf78 | tchallenge | 999999 | 4YDF28F224J909012 | Draft | 4/21/2006 | | View | Edit | Delete | Create claim |
| PA00197819 | | tsprinter | 999999 | 4YDF361367R800219 | Requires feedback | ,6/26/2006 | | View | Edit | Delete | Create claim |
| PA00197820 | | tsprinter | 999999 | 4YDF361367R800219 | Draft | 6/26/2006 | | View | Edit | Delete | Create claim |
| PA00168251 | | tcougar | 999999 | 4YDF283255C121545 | Draft | 3/14/2006 | | View | Edit | Delete | Create claim |
| PA00173879 | | | 999999 | 4YDF276246B069841 | Claimed | 4/4/2006 | 4/4/2006 | View | Edit | Delete | Create claim |
| PA00177672 | | | 999999 | 4YDT296256C134740 | Claimed | 4/19/2006 | 4/19/2006 | View | Edit | Delete | Create claim |
| PA00177676 | | | 999999 | 4YDF366276H486858 | Claimed | 4/19/2006 | 4/19/2006 | View | Edit | Delete | Create claim |
| PA00148733 | | | 999999 | 4YDF365276D518412 | Claimed | 12/5/2005 | 12/5/2005 | View | Edit | Delete | Create claim |
| PA00193158 | | tcougar | 999999 | 4YDT3022672500730 | Pending approval | 6/9/2006 | | View | Edit | Delete | Create claim |
| PA00148763 | | | 999999 | 4YDT294276B066790 | Claimed | 12/5/2005 | 12/5/2005 | View | Edit | Delete | Create claim |

There are many ways you can search for a pre-authorization:

- You can search from the reference number.
- You can use the search key and put in a serial number and bring up the preauthorization for a specific unit.
- You could also use the status button this will sort your pre-auth's by status.
- You can search using the Pre-authorization number.

You can also sort the columns by clicking on the column header you want to sort by.

| Pre-Authorizations | | | | | |
|-------------------------|--|--|--|--|--|
| Refine by: All Status | | | | | |
| Search | | | | | |



If you view your claim this is what it will look like. You can print a copy of it from this screen. To get back to the grid, click on the navigation pane on the left hand side.

| Keystone RV Company Keystone Pre-Authoriz | zation | | Page 11/11/200 07:45:38 a |
|--|--|---|---------------------------------|
| Pre-Authorization Number: 9512 Servicing Name Dealer | Status: Draft Approved by: Address | Approved date: VIN Retail sold on | |
| 1000 Western RV | Western RV 9118 Pixellic Hwy E File, WA 98424 | 4YDF3852424480185 4/8/2002 | |
| Num Root Description ber operation of | Sublet Submitted Approved Actua hours hours hou | | |
| 1 120201082 Sofe | 0.00 1.00 1.00 | 1 1.00 Completint REPLACES AUTH, #53570—IAN 1.0 hours to add wooden blocks under sofe corners to even up the sofe with the end of the pull-out bed. | _ |
| | | Qty Hours Sub-operation Description | |
| Pre-Authorization Number: 9512 | 1.00 | - | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| Staple a corp of this pre-authorization | uthorization number per warranty claim form n to a warranty claim form. Fill out the header info e filled out on the claim form. Fill in the amount of | amation and the parts section on the claim form. hours used for the repair - up to the amount | |

You can also use the **Delete** button from the main grid if your claim has not been approved or claimed.

| Pre-Authori- zation | Reference no. | Created By | Servicing Dealer | VIN | Status | Created Date | Approved date | View | Edit | Delete | Create claim |
|------------------------|------------------|------------|---------------------|-------------------|-------------------|-----------------|------------------|------|------|--------|--------------|
| PA00178675 | fdsf78 | tchallenge | 999999 | 4YDF28F224J909012 | Draft | 4/21/2006 | | View | Edit | Delete | Create claim |
| PA00197819 | | tsprinter | 999999 | 4YDF361367R800219 | Requires feedback | 6/26/2006 | | View | Edit | Delete | Create claim |

You can also edit a pre-auth if it is in a feedback status. (See editing a pre-auth for more information on how to do this.)

You can also create a claim from here also. (See creating a claim from a pre-auth for more information on how to do this.)



Creating a Pre-Authorization Request

If you need to create a Pre-Authorization, you must first log into the key express web site. Select **Create Pre-authorization or Pre-authorization** from the Navigation Bar on the left hand side of your screen. If you have selected create pre-authorization it will take to a screen to start creating your pre-auth.

If you click Pre-Authorizations, it will bring you to a grid of your most recent preauthorizations.

| Pre-Authori- zation | Reference no. | Created By | Servicing Dealer | VIN | | Created Date | Approved date | View | Edit | Delete | Create claim |
|------------------------|------------------|------------|---------------------|-------------------|-------------------|-----------------|------------------|------|------|--------|--------------|
| PA00178675 | fdsf78 | tchallenge | 999999 | 4YDF28F224J909012 | Draft | 4/21/2006 | | View | Edit | Delete | Create claim |
| PA00197819 | | tsprinter | 999999 | 4YDF361367R800219 | Requires feedback | 6/26/2006 | | View | Edit | Delete | Create claim |
| PA00197820 | | tsprinter | 999999 | 4YDF361367R800219 | Draft | 6/26/2006 | | View | Edit | Delete | Create claim |
| PA00168251 | | tcougar | 999999 | 4YDF283255C121545 | Draft | 3/14/2006 | | View | Edit | Delete | Create claim |
| PA00173879 | | | 999999 | 4YDF276246B069841 | Claimed | 4/4/2006 | 4/4/2006 | View | Edit | Delete | Create claim |
| PA00177672 | | | 999999 | 4YDT296256C134740 | Claimed | 4/19/2006 | 4/19/2006 | View | Edit | Delete | Create claim |

To create a new pre-auth, click on the create button. This will bring you to a new screen where you will create a new pre-auth.

| Refine by: <u>All</u> Status <u>Draft (39) Pending approval (3) Requires feedback (1) Claimed (78)</u> | | | | | | | | | | | |
|--|------------------|------------|---------------------|-------------------|--------|-----------------|------------------|------|------|--------|------|
| Search | | | | | | | | | | | |
| Pre-Authori- zation | Reference no. | Created By | Servicing Dealer | VIN | Status | Created Date | Approved date | View | Edit | Delete | Crea |
| PA00178675 | fdsf78 | tchallenge | 999999 | 4YDF28F224J909012 | Draft | 4/21/2006 | | View | Edit | Delete | |

When you are creating a new pre-auth you will need to enter the serial number of the unit that is being serviced and the location it will be serviced.

- If you have multiple lots you can choose which location the pre-auth is being serviced from in the drop down selection for **Dealership**.
- Enter the serial number (8 digits) and click the **Create** button.

| Create Pre-Authorization | | | | |
|--------------------------|---------------------------------------|--|--|--|
| Dealership: | 1079 Beaudry Motor Co San Marcos,CA ⊻ | | | |
| VIN or serial number: | Create | | | |

For help with claims pre-authorization, contact Customer Service at <u>service@keystonerv.com</u> or (574) 535-2100



Now you should be on a new screen where you fill out your pre-auth request and submit it. At the top of the pre-auth screen it will have details pertaining to the VIN and location selected.

| Pre-Authorization | | | |
|---------------------------|---------------------|-----------------|--------------------|
| Pre-Authorization | | Vehicle inform | ation |
| Pre-Authorization number: | PA00197819 | VIN: | 4YDF361367R800219 |
| Servicing Dealer: | 999999 | Owner: | |
| Dealer name: | Keystone RV Company | Make: | Raptor |
| Status: | Requires feedback | Model: | RP3612DS07 |
| Reference no.: | | Model year: | 2007 |
| | | Retail sale dat | e: |
| | | Warranty statu | ıs: Not Registered |

The lower half of the screen will be used for data entry of the operations to be performed. Click the **Add Root Operation** button to add the operation code for problem that you need a pre-authorization for.

| Labor operation | 15 | | | | |
|-----------------|-----------------|-------------|-----------------|------------------|----------------|
| Add root op | peration | | | | ~ |
| 🖋 Number of | Root operation | Description | Submitted hours | Calculated hours | Sublet \$ Edit |
| Notes | | | | | |
| Add: | | | | Save | |
| Notes: | | | | | |
| Estimate or inv | oice for sublet | | | | |
| Attach file: | | | Browse | | |
| Attached files: | | | | | |
| Save Save | e and exit | Submit for | approval | | |

If you know your root operation code you can type the code into the root operation box and click the **Save** button. If you do not know the root operation you can use the wizard. (See Using the Operation Code Wizard for more help with this.)

The root operation is the **main** problem you are having with the unit.

Once you click the save button this will fill in the flat rate amount. You can fill in the dealership submitted hours if you need more or less time.

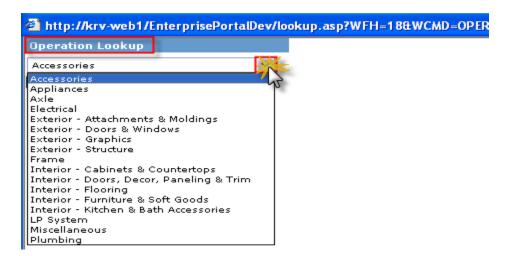


If you do not know your operation codes you can use the wizard to help navigate through the different sections of the code. Start by clicking on the icon for the wizard. It it's located beside the root operation box.

Root operation Root operation:

| | 1 |
|--|---|
| | I |
| | |

This will bring you to a screen to pick the first part of your operation code. The first pull down box is the "location" of the problem.



The next second pull down box is them "item" that is having the problem. Choose from the second pull down list and click the search button.

| http://krv-web1/EnterprisePortalDev/ | lookup.asp?WCMD=OPERATIONLOOKUP&W 🔳 🗖 🔀 |
|--------------------------------------|---|
| Operation Lookup | |
| Axle 💌 | Axle - complete Axle - complete Beam Bearing - inner Bearing - outer Brake assy, - complete Brake shoes - per hub |
| | Center Cap Grease seal & repack Hub & Drum - Grease Cap Hub/drum Leaf Spring - DS Ft Leaf Spring - DS Rear Leaf Spring - ODS Ft Leaf Spring - ODS Rear |
| | Lever Arm Lugnut Magnet Rubber torsion axle Set un time |

The third pull down box has the "fault" of the problem. Select the fault by clicking on the operation number. This will automatically fill in the root operations box. Then you





can continue filling out your pre-authorization or your warranty claim. (See Creating a Pre-Authorization or Creating a Warranty Claim for more information.)

| Operation | n Lookup | | | ^ |
|-----------------|----------------------|---------------------|--|---|
| Axle | | 💉 🛛 Axle - complete | | |
| Search | | | | |
| Operations | | | | |
| Operation | Failure | Remedy | | |
| <u>1100201B</u> | Bent/Buckled | Replace | | |
| <u>11002028</u> | Binds/Grabs | Replace | | |
| <u>1100203B</u> | Broken | Replace | | |
| <u>1100206B</u> | Component Failure | Replace | | |
| 1100208B | Damaged | Replace | | |
| <u>1100210B</u> | Dented | Replace | | |
| <u>1100213B</u> | Discolored | Replace | | |
| <u>1100214B</u> | Improperly Installed | Replace | | |
| <u>1100215B</u> | Leaks | Replace | | |
| <u>1100216B</u> | Loose | Replace | | |
| <u>1100217B</u> | Marred/Scratched | Replace | | |
| 1100218B | Misaligned | Replace | | |
| <u>1100219B</u> | Miswired | Replace | | |
| 1100220B | Incorrect Size | Replace | | ~ |

You can use the same wizard for choosing a sub operation code also. The same icon is located beside the sub operation box.

| | | | — × |
|------------|------------|-------------|-------|
| √ ₽ | Operation | Description | Hours |
| ßø | | 1 | |
| Sav | e Save and | l exit | |



| Root Operation for Pre-Au | ithorization 94963 |
|---------------------------------|--------------------|
| Root operation | |
| Root operation: | <mark></mark> |
| Description: | |
| Flat rate hours this operation: | 0.00 |
| Flat rate hours all operatons: | 0.00 |
| Dealer submitted hours: | 0.00 |
| Sublet (dollars): | 0.00 |
| Notes | |
| Complaint: | < > |
| Cause: | < > |
| Correction: | ~ |
| Save Save and exit | |

Fill in the Dealer Submitted hours.

Use the Complaint Cause and Correction field to document what is wrong and how it will be corrected.

Once you have typed in the root operation code, and clicked the save button, a box for sub operations will appear under the correction box.

A sub operation is any problem that was directly caused from the root operation.

If you know your sub operation code type it in the box that is marked sub operations and hit the save button.

If you do not know the operation code, you may use the wizard to find it. (See Using the Operation Code Wizard for more help with this.)



Once you are finished adding sub operations, click the **Save and Exit** button to go back to the main screen where you can view your operations and submit them for approval.

This overview screen will now show you all of your root operations and sub operations.

You may add any notes that you would like your keystone team to review. You can also attach a file which could be a picture or anything else you want to be attached to this unit.

If you have more root operation for the same unit that needs a pre-authorized, you may submit them on the same pre-auth just click the add root operation and repeat the steps above.

| Labor operations | | | | | | | |
|--------------------------------|-------------------------|----------------|------|--------------|------------------|-----------|------|
| Add root operation | | | | | | | × |
| 😼 Number of Root operation | Description | | Subr | mitted hours | Calculated hours | Sublet \$ | Edit |
| 1 3500108B Carpet - Replac | | er square yard | | 1.20 | 1.10 | 0.00 | Edit |
| Sub Operations | | | | | | | |
| Root line Operation Descr | ption | Qty Ho | urs | | | | |
| 1 3500116A Carpe | t - Repair - per square | 1 (|).50 | | | | |
| Notes | | | | | | | |
| Add: | | Sa | ve | | | | |
| Notes: | | | | | | | |
| Estimate or invoice for sublet | | | | | | | |
| Attach file: | | Browse | | | | | |
| Attached files: | | DIOWSE | | | | | |
| Save Save and exit | Submit for approval | | | | | | |

Once you have added all operations and are satisfied with the claim, click the **Submit for Approval** button and it will automatically be submitted to Keystone for approval.

The next time you log in you can view your pre auth to see if your request has been approved. (For more help with this, please see Pre Auth Overview.)



Editing a Pre-Authorization Request

You can edit any pre-authorization that is still in the feedback status. If it has already been approved you can not edit it. To edit a pre-authorization you should click on the **Pre-authorization** tab in the Navigation Bar on the left hand side of your screen.

| Warranty | | | | | |
|--------------------------|--|--|--|--|--|
| Warranty registration | | | | | |
| Pre-authorizations | | | | | |
| Create Pre-authorization | | | | | |

This will bring you to a table of your most recent pre-authorizations. This table will give you the status and let you edit your pre-authorization.

| Pre-Authori- zation | Reference no. | Created By | Se rv icing Dealer | VIN | Status | Created Date | Approved date | View | Edit | Delete | Create claim |
|------------------------|------------------|------------|----------------------------------|-------------------|------------------|-----------------|------------------|------|------|--------|--------------|
| PA00178675 | fdsf78 | tchallenge | 999999 | 4YDF28F224J909012 | Draft | 4/21/2006 | | View | Edit | Delete | Create claim |
| PA00197819 | | tsprinter | 999999 | 4YDF361367R800219 | Requires feedbad | 6/26/2006 | | View | Edit | Delete | Create claim |
| PA00197820 | | tsprinter | 999999 | 4YDF361367R800219 | Draft | 6/26/2006 | | View | Edit | Delete | Create claim |
| PA00168251 | | tcougar | 999999 | 4YDF283255C121545 | Draft | 3/14/2006 | | View | Edit | Delete | Create claim |
| PA00173879 | | | 999999 | 4YDF276246B069841 | Claimed | 4/4/2006 | 4/4/2006 | View | Edit | Delete | Create claim |
| PA00177672 | | | 999999 | 4YDT296256C134740 | Claimed | 4/19/2006 | 4/19/2006 | View | Edit | Delete | Create claim |

If you can edit a pre-authorization the **Edit Button** will be in black and you will be able to click on it.

Labor operations

Add root operation

| | | | | | | | | \sim |
|------------|-----------|----------------|--|------|--------------|------------------|-----------|--------|
| √ ₽ | Number of | Root operation | Description | Subr | nitted hours | Calculated hours | Sublet \$ | Edit |
| | 1 | 4200103A | Antenna - Radio - Repair Wiring - Exte | | 0.00 | 0.70 | 0.00 | Edit |
| | 2 | | | | 0.00 | 0.00 | 0.00 | Edit |
| | 3 | 4106301B | Air Cond - Dometic - Condenser Fins - | | 0.00 | 0.20 | 0.00 | Edit |
| | 4 | | | | 0.00 | 0.00 | 0.00 | Edit |

Sub Operations

| Root line | Operation | Description | Qty | Hours |
|-----------|-----------|-----------------------------|-----|-------|
| 1 | 1101101B | Hub & Drum - Bearing - Oute | 1 | 0.20 |
| 3 | | | 1 | 0.00 |
| Notes | | | | |

| Add: | Save |
|--------|------|
| Notes: | |

Estimate or invoice for sublet

| Attach fil | e: | Browse |
|------------|---------------|---------------------|
| Attached | files: | |
| Save | Save and exit | Submit for approval |

If you wish to edit a sub operation, you must click on the Edit Button next to the Root Operation you wish to edit.



You may edit any fields that you can edit when creating the pre auth. You can also add operations, notes, or pictures.

| v ₽ | Number of | Root operation | Description | Submitted | | | | | | | |
|------------|--|-----------------------|--|-----------|--|--|--|--|--|--|--|
| | 1 | 2102007A | Wall with Fiberglass Exterior - Laminated | | | | | | | | |
| Note | Notes | | | | | | | | | | |
| Add: | | | Sav | | | | | | | | |
| Note | s: 11/11/20 | 05,08:00:09 am, | carog: Please attach the sublet bill for rev | iew. | | | | | | | |
| Estin | nate or invoi | ce for sublet | | | | | | | | | |
| | Attach file: Browse | | | | | | | | | | |
| Attac | ched files: | | | | | | | | | | |
| Sav | Save Save and exit Submit for approval | | | | | | | | | | |

- To save the pre auth click on the save button at the bottom of the Content Pane.
- To save and return to the overview grid, click on the Save and Exit Button.
- Clicking on the Submit for approval button will save the changes and submit the pre auth to Keystone for approval.
- Any pre-authorization that is in Feedback status will need to be submitted for approval once the required information is added to the request.



Creating a Warranty Claim from the Pre-Authorization Screen

If you need to create a warranty claim from a pre-authorization you can do this from this screen. From the home page, click the **pre-auth button** on the Navigation Bar on the left hand side of your screen.

| Warranty | |
|-----------------------|-------|
| Warranty registration | on |
| Pre-authorizations | |
| Create Pre-authoriz | ation |

This will bring you to a grid of your most recent pre-authorizations.

| Pre-Authori- zation | Reference no. | Created By | Servicing Dealer | VIN | Status | Created Date | Approved date | View | Edit | Delete | Create claim |
|------------------------|------------------|------------|---------------------|-------------------|-------------------|-----------------|------------------|------|------|--------|--------------|
| PA00178675 | fdsf78 | tchallenge | 999999 | 4YDF28F224J909012 | Draft | 4/21/2006 | | View | Edit | Delete | Create claim |
| PA00197819 | | tsprinter | 999999 | 4YDF361367R800219 | Requires feedback | 6/26/2006 | | View | Edit | Delete | Create claim |
| PA00197820 | | tsprinter | 999999 | 4YDF361367R800219 | Draft | 6/26/2006 | | View | Edit | Delete | Create claim |
| PA00168251 | | tcougar | 999999 | 4YDF283255C121545 | Draft | 3/14/2006 | | View | Edit | Delete | Create claim |
| PA00173879 | | | 999999 | 4YDF276246B069841 | Claimed | 4/4/2006 | 4/4/2006 | View | Edit | Delete | Create claim |
| PA00177672 | | | 999999 | 4YDT296256C134740 | Claimed | 4/19/2006 | 4/19/2006 | View | Edit | Delete | Create claim |

You can search for a pre-auth by typing in the serial, reference number or the pre-auth number. You can also click on the Status Link and search by status. A list will appear and clicking on the Approved link will display all pre-auth's that are not used on a claim yet.

| Refine by: <u>All</u> Status | |
|---------------------------------------|---|
| Draft (224) Pending approval (8) | Requires feedback (9) Approved (5) Denied (2) Claimed (880) |
| Search | Create |

On the next screen, you will want to click on the Create claim button.

| Pre-Authori- zation | Reference no. | Created By | Servicing Dealer | VIN | Status | Created Date | Approved date | View | Edit | Delete | Create claim |
|------------------------|------------------|------------|---------------------|-------------------|----------|-----------------|------------------|------|------|--------|--------------|
| PA00193158 | | tcougar | 999999 | 4YDT3022672500730 | Approved | 6/9/2006 | 9/6/2006 | View | Edit | Delete | Create claim |



Edit Claim

| Claim information | | Unit information | |
|--------------------|---------------------|------------------------|---------------------------|
| Claim: | C0150691 | VIN: | 4YDF295205D511899 |
| Status: | Draft | Owner: | Joseph or Ronelle Sorrell |
| Pre-authorized: | PA00204229 | Make: | Montana |
| Repairing dealer: | 999999 | Model: | M02950RK05 |
| Dealer name: | Keystone RV Company | Model year: | 2005 |
| Reference no.: | carog | Retail sale date: | 8/20/2004 |
| Repair start date: | 9/7/2006 | Sold no warranty reg.: | |
| Repair end date: | 9/7/2006 | Warranty status: | Warranty expired |
| PDI/Stock repair: | | | |
| Edit claim hea | ider | | |

Creation of a claim is broke down into three sections:

- The **Claim Header** which displays basic unit, dealer, and date information pertaining to the service being performed.
- The **Operations Section** which is where Root and Sub Operations will show details about the work performed and the time used to perform the service.
- The **Parts Section** will display items and cost related to parts that were used to repair the unit for any particular Root Operation.

Once you click the Create button you will then need to enter in the following information:

- Reference Number: This will display on the check and can be any word or number you wish.
- Start Repair Date: This is the day you started servicing the unit.
- End Repair Date: This is the day the customer was able to pick up the unit.
- PDI/Stock Repair: This is for units that are not retail sold.

When finished, click the **Save** button.

| Claim Header | | | | | | | |
|--------------------|-------------------|-------------------|-------------------------|--|--|--|--|
| Claim information | 1 | Unit information | | | | | |
| Claim: | C0000172 | VIN: | 4YDF338265D512111 | | | | |
| Status: | Draft | Owner: | Eric or Kimberly Guerro | | | | |
| Repairing dealer: | 1079 | Make: | Montana | | | | |
| Dealer name: | Beaudry Motor Co. | Model: | M03380RL05 | | | | |
| Reference no.: | | Model year: | 2005 | | | | |
| Repair start date: | | Retail sale date: | 11/2/2004 | | | | |
| Repair end date: | * | Warranty status: | Warranty expired | | | | |
| PDI/Stock repair: | | | | | | | |
| Save | | | | | | | |



The first half of the screen contains all the information you have entered. If you need to edit any of it click the **Edit claim header** button. To begin adding Root Operations,

| Edit Claim | | | |
|--------------------|-------------------|-------------------|--------------------------|
| Claim information | | Unit information | |
| Claim: | C0000184 | VIN: | 4YDF295235D513100 |
| Status: | Draft | Owner: | Edmund or Carol Vincelet |
| Pre-authorized: | No | Make: | Montana |
| Repairing dealer: | 1079 | Model: | M02955RL05 |
| Dealer name: | Beaudry Motor Co. | Model year: | 2005 |
| Reference no.: | | Retail sale date: | 1/18/2005 |
| Repair start date: | 11/12/2005 | Warranty status: | Under warranty |
| Repair end date: | 11/14/2005 | | |
| PDI/Stock repair: | | | |
| Edit claim hea | ader | | |

The middle section of the screen is where you can view the parts and operations that go along with this warranty claim. Your operations will automatically be displayed from your pre-authorization.

Labor operations

Claim was preauthorized - only limited labor changes allowed.

| Line | | Operation | Description | Qty | Submitted | Calculated hours | Labor amt | Sublet | View | Parts |
|---------|----------|------------|------------------------------|--------------|---------------|------------------|-----------|--------|------|-------|
| | 1 | 2100601A | Front Cap - Mid & Small FW 8 | 1 | 0.0 | -1.00 | 0.00 | 0.00 | View | Parts |
| Parts |)arts | | | | | | | | | |
| | × | | | | | | | | | |
| 😼 Labor | r line | e Quantity | Item number Name Price ea | ach Total ma | rkup Total pr | ice | | | | |
| Notes | | | | | | | | | | |
| Add: | dd: Save | | | | | | | | | |
| Note: | ote: | | | | | | | | | |

You can also add notes in this screen by typing in the notes box and clicking the save button.

If you need to edit a Root Operation you may click on the **Edit** button.

| v ₽ | Line | Operation | Description | Qty | Submitted | Calculated hours | Labor amt | Sublet | Edit | Parts |
|------------|------|-----------|---------------------------------|-----|-----------|------------------|-----------|--------|------|-------|
| | 1 | 2102109B | Wall with Fiberglass Exterior - | 1 | 1.5 | 1.50 | 0.00 | 0.00 | Edit | Parts |

Parts

×



. .

If you need to add parts related to an Operation code, click the Parts Button next to the Operation they relate to. (For more help on how to add parts, see Adding Parts to a Claim.)

Any Parts you add will display in the middle of the screen under parts. You can delete a part line by clicking the check box on the left and clicking the red X.

| Раги | 3 | | | | | | | × |
|------------|------------|----------|-------------|---|------------|--------------|-------------|---------|
| √ ₽ | Labor line | Quantity | Item number | Name | Price each | Total markup | Total price | Freight |
| | 1 | 1 | 100016 | Cabinet - Door - RPCT - 13 1/4" × 31 3/4" - | 28.75 | 4.31 | 33.06 | 0.00 |

You can attach a picture or any other document by clicking the browse button and attaching one of your files.

When you are ready to submit, you must click the check box stating that everything is correct on this claim and you have the customer's signature on file. Then click the **Submit for approval** button.



Submitting a Pre-Auth for a Service Advisory

If you have a unit you need to submit a Service Advisory claim for it needs to be on a separate pre-authorization than your normal warranty operation codes. If you try and put service advisory operation on a pre-authorization with other operation codes it will give you an error message similar to the one below.

😵 Operation Code: 7105942A cannot be submitted on this preauthorization. Please submit on another preauthorization.

It will have the operation code that is not allowed in the error message. To get back to the pre-auth screen click the back button and then click refresh.

For more information on creating a pre-auth see **Creating a Preauth Request** in section 5 of the Help Document.



Section 6: Submitting Warranty Claims



Using the Operation Code Wizard

If you do not know your operation codes you can use the wizard to help navigate through the different sections of the code. Start by clicking on the icon for the wizard. It it's located beside the root operation box.

Root operation Root operation:



This will bring you to a screen to pick the first part of your operation code. The first pull down box is the "location" of the problem.



The next second pull down box is them "item" that is having the problem. Choose from the second pull down list and click the search button.

|)peration Lookup | |
|------------------|-------------------------|
| Axle | 🖌 Axle - complete |
| Search | Axle - complete |
| oearch | Beam |
| | Bearing - inner |
| | Bearing - outer |
| | Brake assy complete |
| | Brake shoes - per hub |
| | Center Cap |
| | Grease seal & repack |
| | Hub & Drum - Grease Cap |
| | Hub/drum |
| | Leaf Spring - DS Ft |
| | Leaf Spring - DS Rear |
| | Leaf Spring - ODS Ft |
| | Leaf Spring - ODS Rear |
| | Lever Arm |
| | Lugnut |
| | Magnet |
| | Rubber torsion axle |
| | Set up time |



The third pull down box has the "fault" of the problem. Select the fault by clicking on the operation number. This will automatically fill in the root operations box. Then you can continue filling out your pre-authorization or your warranty claim. (See Creating a Pre-Authorization or Creating a Warranty Claim for more information.)

| Operation | n Lookup | | | ^ |
|-----------------|----------------------|---------------------|---|---|
| Axle | | 🗙 🛛 Axle - complete | * | |
| Search | | | | |
| Operations | | | | |
| Operation | Failure | Remedy | | |
| <u>1100201B</u> | Bent/Buckled | Replace | | |
| <u>11002028</u> | Binds/Grabs | Replace | | |
| 1100203B | Broken | Replace | | |
| 1100206B | Component Failure | Replace | | |
| 1100208B | Damaged | Replace | | |
| <u>1100210B</u> | Dented | Replace | | |
| <u>1100213B</u> | Discolored | Replace | | |
| <u>1100214B</u> | Improperly Installed | Replace | | |
| <u>1100215B</u> | Leaks | Replace | | |
| <u>1100216B</u> | Loose | Replace | | |
| <u>1100217B</u> | Marred/Scratched | Replace | | |
| 1100218B | Misaligned | Replace | | |
| <u>1100219B</u> | Miswired | Replace | | |
| 1100220B | Incorrect Size | Replace | | ~ |

You can use the same wizard for choosing a sub operation code also. The same icon is located beside the sub operation box.

| | | | — X |
|------------|------------|-------------|-------|
| √ ₽ | Operation | Description | Hours |
| ٥Į | | | |
| Sav | e Save and | l exit | |



Warranty Claim Overview

The **Claim** screen is where you can get any information about a specific claim. To view, select **Claim** from the Navigation Bar on the left hand side of your screen.

| Warranty | | | | | |
|-----------------------|--------------|--|--|--|--|
| Warranty registration | | | | | |
| Pre-authorizations | | | | | |
| Create Pre-au | uthorization | | | | |
| Claims | | | | | |
| Create claim | | | | | |

The main table shows all your warranty claims. This table will give you all the information about the repairing dealer, claim number, what user created the claim, VIN number, make, repair date, current owner, status, claim amount, and check number. You can also view, edit, delete, or print your parts tag form this screen.

You can also sort the columns by clicking on the column header you want to sort by.

| Repairing dealer | Claim | Created By | | Created Date | VIN | Make | Approved date | Status | Claim amount | Submitted | Check no. | View | Edit | Delete | Part tag |
|---------------------|--------|------------|--------|-----------------|-------------------|-----------|------------------|--------|-----------------|-----------|-----------|------|------|--------|----------|
| 999999 | 580001 | | 580001 | 9/8/2005 | 4YDF361246P580001 | Cambridge | | Draft | 607.08 | 1,030.08 | | View | Edit | Delete | Part tag |
| 999999 | 580002 | | 580002 | 6/1/2005 | 4YDF361266P580002 | Cambridge | | Draft | 0.00 | 297.00 | | View | Edit | Delete | Part tag |
| 999999 | 580026 | | 580026 | 7/22/2005 | 4YDF358296P580026 | Cambridge | | Draft | 0.00 | 342.00 | | View | Edit | Delete | Part tag |

At the top of the page you can sort the way you view your claims on the screen by clicking the ALL button you will see all your claims. You can also search for a specific claim by typing the claim reference number or serial number of a unit. If you need to create a claim from scratch click the create button.

| Refine by: All <u>Statu</u> | <u>s</u> | |
|--------------------------------------|----------|--------|
| | Search | Create |

The Status button will show your claims by there status. Choose the status you are looking for.

| Refine by: <u>Al</u> | Status | | | |
|----------------------|-----------------------|-----------------------|-------------|--------------------------|
| Draft (103) | Pending approval (25) | Requires feedback (2) | Paid (3128) | Pending parts return (1) |



Creating a Warranty Claim

If you need to create a Warranty claim, you must first log into the key express web site. Select **Create Claim or Claims** from the Navigation Bar on the left hand side of your screen. If you have selected create claim it will take to a screen to start creating your pre-auth.

| Warranty | | | | | | | |
|-----------------------|--------------|--|--|--|--|--|--|
| Warranty registration | | | | | | | |
| Pre-authorizations | | | | | | | |
| Create Pre-au | uthorization | | | | | | |
| Claims | | | | | | | |
| Create claim | | | | | | | |

If you went into the claims screen you can click on the **Create Button** next to the search button on the top portion of the screen. This will bring you to a screen to create a new warranty claim.

| Refine by: All Statu | <u>s</u> | |
|------------------------|----------|--------|
| | Search | Create |

If you have more than one lot choose the lot the warranty claim is for. Select your VIN or serial number and then click the **Create Button**. You can also pick from a drop down list of approved pre-authorizations.

| Create Claim | |
|--------------------|---------------------------------------|
| Dealership: | 1079 Beaudry Motor Co San Marcos,CA 💌 |
| VIN or serial #: | Create |
| Pre-authorization: | Create |

You can also create a claim from a pre-authorization number. Type in your preauthorization number and click create. If you don't know the number, you can the preauthorization number from the drop down menu and then click create.



| Create Claim | | |
|---------------------|---|-----------|
| Dealership: | 1079 Beaudry Motor Co San Marco | os,CA 🔽 |
| VIN or serial #: 51 | 5237 Create | |
| or | | |
| Pre-authorization: | Y | Create |
| For help with claim | 94954 (Zeppelin S/N: 606603) | @keystone |
| No VINs were found | 94957 (Zeppelin S/N: 608087) 94960 (Zeppelin S/N: 606358) 94947 (Everest S/N: 484679) | |
| | 94927 (Montana S/N: 513841) | |
| | 94931 (Mountaineer S/N: 705790) 94940 (Montana S/N: 511899) | |
| | 94926 (Montana S/N: 514381) 17958 (Everest S/N: 481789) | |
| | 94930 (Montana S/N: 513816) | |

The claim number, dealer, and retail information are now displayed in the Content Pane. It will also show you the warranty status of the unit.

- The **Reference Number** can be used for your RO or Work Order number. The information you enter here will print out on the check. You can navigate through these boxes by using the tab key.
- The Repair Start and End Date is required.
- For a **PDI** / **Stock** repair the unit must be unregistered to click the box at the bottom of your screen. Once you are finished click the **Save** button.

| Claim Header | | | |
|--------------------|-------------------|-------------------|-------------------------|
| Claim information | 1 | Unit information | |
| Claim: | C0000172 | VIN: | 4YDF338265D512111 |
| Status: | Draft | Owner: | Eric or Kimberly Guerro |
| Repairing dealer: | 1079 | Make: | Montana |
| Dealer name: | Beaudry Motor Co. | Model: | M03380RL05 |
| Reference no.: | | Model year: | 2005 |
| Repair start date: | | Retail sale date: | 11/2/2004 |
| Repair end date: | * | Warranty status: | Warranty expired |
| PDI/Stock repair: | | | |
| Save | | | |

This will bring you to a new screen to enter the information regarding why this is a warranty claim. The first half of the screen is all the previous information you have given. If you need to edit any of it, click the **Edit claim header** button.



Edit Claim

| Claim information | | Unit information | | | | |
|--------------------|-------------------|-------------------|--------------------------|--|--|--|
| Claim: | C0000184 | VIN: | 4YDF295235D513100 | | | |
| Status: | Draft | Owner: | Edmund or Carol Vincelet | | | |
| Pre-authorized: | No | Make: | Montana | | | |
| Repairing dealer: | 1079 | Model: | M02955RL05 | | | |
| Dealer name: | Beaudry Motor Co. | Model year: | 2005 | | | |
| Reference no.: | | Retail sale date: | 1/18/2005 | | | |
| Repair start date: | 11/12/2005 | Warranty status: | Under warranty | | | |
| Repair end date: | 11/14/2005 | | | | | |
| PDI/Stock repair: | | | | | | |
| Edit claim hea | ider | | | | | |

The middle section of the screen is where you can view the parts and operations that go along with this warranty claim. To add an operation, click the **Add Root Operations** button.

| Labor op Add | Root op | | | | | | | | | | | | |
|-----------------|-----------|---------|-----------|------|---------|------|----------|----------|------|-------|--------|------|-------|
| | | | | | | | | | | | × | | |
| 🕫 Line | Operatio | on De | scription | Qty | Submitt | ed | Calculat | ed hours | Labo | r amt | Sublet | Edit | Parts |
| Parts | | | | | | | | | | | | | |
| | | | | | | | | | | | \sim | | |
| 🕫 Labo | orline Qu | Jantity | Item nu | ımbe | r Name | Pric | ce each | Total ma | rkup | Total | price | | |
| Notes | | | | | | | | | | | | | |
| Add: | | | | | | | | | Save |) | | | |
| Note: | | | | | | | | | | | | | |

This is where you need to enter the root operation code if you know it. If you do not know the codes use the Operation Code Wizard. (See how to use the operation code wizard.)

When finished, click the **Save** button and the flat rate hours will fill in. The complaint, cause, and correction box must be filled out for each operation added to the claim.

You can also add any sub operations by typing in the code number or using the wizard. When a sub operation is entered you must change the submitted hours to reflect the hours for both operations. Click the **Save and Return** tab this will take you to the claim grid.



| After operation code is changed, click save l | button before continuing |
|---|----------------------------|
| Root operation | Notes |
| Operation Save | The side of the unit is |
| Description: | delaminating Complaint: |
| Base hours: 1.50 | ~ |
| Calculated hours: 1.50 | |
| Approved: 0.00 | error of the manufacture |
| Submitted : 1.50 | Cause: |
| Sublet: 0.00 | × |
| | Replace Interior Panel |
| | Correction: |
| | |
| Sub Operations 🗙 | |
| Vo Operation Description Hours | |
| | |
| Save Save and return | |

If you do not know your operation codes you can use the wizard to help navigate through the different sections of the code. Start by clicking on the icon for the wizard. It it's located beside the root operation box.

Root operation



This will bring you to a screen to pick the first part of your operation code. The first pull down box is the "location" of the problem.





The next second pull down box is them "item" that is having the problem. Choose from the second pull down list and click the search button.

| Operation Lookup | |
|------------------|-------------------------|
| Axle | 💌 Axle - complete |
| Search | Axle - complete |
| | Beam |
| | Bearing - inner |
| | Bearing - outer |
| | Brake assy complete |
| | Brake shoes - per hub |
| | Center Cap |
| | Grease seal & repack |
| | Hub & Drum - Grease Cap |
| | Hub/drum |
| | Leaf Spring - DS Ft |
| | Leaf Spring - DS Rear |
| | Leaf Spring - ODS Ft |
| | Leaf Spring - ODS Rear |
| | Lever Arm |
| | Lugnut |
| | Magnet |
| | Rubber torsion axle |
| | Set un time |

The third pull down box has the "fault" of the problem. Select the fault by clicking on the operation number. This will automatically fill in the root operations box. Then you can continue filling out your pre-authorization or your warranty claim. (See Creating a Pre-Authorization or Creating a Warranty Claim for more information.)

| Operation | Lookup | | | _ |
|------------------------------|----------------------|-------------------|---|---|
| Axle Search Dperations | | 🗙 Axle - complete | ~ | |
| Operation | Failure | Remedy | | |
| 1100201B | Bent/Buckled | Replace | | |
| 1100202B | Binds/Grabs | Replace | | |
| 1100203B | Broken | Replace | | |
| 1100206B | Component Failure | Replace | | |
| 1100208B | Damaged | Replace | | |
| 1100210B | Dented | Replace | | |
| 1100213B | Discolored | Replace | | |
| 1100214B | Improperly Installed | Replace | | |
| 1100215B | Leaks | Replace | | |
| 1100216B | Loose | Replace | | |
| 1100217B | Marred/Scratched | Replace | | |
| 1100218B | Misaligned | Replace | | |
| 1100219B | Miswired | Replace | | |
| 1100220B | Incorrect Size | Replace | | |





You can use the same wizard for choosing a sub operation code also. The same icon is located beside the sub operation box.

| | | | \sim |
|------------|------------|-------------|--------|
| v ₽ | Operation | Description | Hours |
| ٥Į | | | |
| Sau | e Save and | l exit | |

This screen will show you your operations that you just chose. If you need to edit simply click the **Edit** button.

If there are parts that relate to the Operation Code, then click on the **Parts** button next to the Operation Code the parts were used on. (For more help on how to do this, see Adding Parts to a Claim.)

If you need to delete a part line, click the check box on the left and then click the red X.

| Part | s | | | | | | | |
|------|------------|----------|-------------|---|------------|--------------|-------------|---------|
| 10 | Labor line | Quantity | Item number | Name | Price each | Total markup | Total price | Freight |
| | 1 | 1 | 100016 | Cabinet - Door - RPCT - 13 1/4" × 31 3/4" - | 28.75 | 4.31 | 33.06 | 0.00 |

You may attach a picture or any other document by clicking the browse button select one of your files. Always click the save button after you have attached a picture or file.

When you have filled in all your operations and parts you are ready to submit. You must click the check box stating that everything is correct on this claim and you have the customer's signature on file.

Then click the **Submit for Approval** button and you have finished the Warranty claim.

| Repair photos / | ' Sublet invoices |
|-----------------|--|
| Attach file: | Browse |
| Attached files: | |
| 🛛 🖵 🖬 fur | ertify that I have performed these repairs in accordance with ystone warranty policies. As an authorized dealer representative, I ther certify our dealership has the signature of this retail customer this claim work on file |
| Save Su | bmit for approval |



Adding Parts to a Claim

To add parts that relate to the Root Operation, click on the Parts Button next to the Root Operation. ×

| √ ₽ | Line | Operation | Description | Qty | Submitted | Calculated hours | Labor amt | Sublet | Edit | Parts |
|------------|------|-----------|---------------------------------|-----|-----------|------------------|-----------|--------|------|-------|
| | 1 | 2102109B | Wall with Fiberglass Exterior - | 1 | 1.5 | 1.50 | 0.00 | 0.00 | Edit | Parts |
| Part | 5 | | · | | | | | | | - |

If you ordered your parts from Keystone, your invoices will show on the lower right hand grid.

| Parts selction f | or Claim C00002 | 245 | | | | | | | | | | |
|-----------------------------|-------------------------------------|---------|------------|--|------------------------|---------|---------|--------------|---------------|---|-----------------|-------|
| Line number: 1 | | | Link you | If you click on the Invoice Link you can view details on this parts invoice. | | | | | | If you click on the ADD button, that line item will be added to the claim. | | |
| ✓ Item number | Qty 1 | Name Mo | del | Seri | al number | Dealer | Price | X Freight | Messa 0.00 | ge <i>s</i> | | |
| | nd return | | | Itens or | dered for t | nis VIN | | | | | | Ļ |
| Item number | Name | | Add | Invoice | Item | | Descrip | tion | | Quantity | Dealer price | Add |
| Freight-Parts SERVICEMAT | Freight-Parts Service - Material | | Add Add | Invoice | 100442 | | 3 TANK | MONITOR | PANEL WHI | 2.00 | | bbA (|

If you did not order the part from Keystone, you can enter the Keystone item number manually.

| Parts selct | ion for C | laim COOOO1 | 86 | | | | | |
|--------------|-----------|---------------|----------|-------|---|---------------|--------------|----------|
| Root operati | on | | | | | | | |
| Line number | : 1 | | | | | | | |
| Operation: | 2102109 | в | | | | | | |
| Description: | Wall with | Fiberglass Ex | terior · | | | | | |
| Parts | | | | | | | | |
| | | | | | | | × | |
| 🛷 Item nu | mber | Qty | Name | Model | 1 | Serial number | Dealer Price | Messages |
| <u>в</u> / | | 1 | 10 C | | | | 0.00 | |

| 🕫 Item number | Qty | Name | Model | 1 | Serial number | Dealer Price | Messages |
|------------------|-------|------|-------|---|---------------|--------------|----------|
| D/ | 1 | | | | | 0.00 | |
| Save Save and re | eturn | | | | | | |

- Type your parts number in the Item number box.
 Then type the quantity in the **Qty.**
- Some parts require the make and model it will prompt you if this is required for the part you are claiming on.
- The dealer price will automatically fill in with the price.



If you did not get the part from Keystone enter the closest Keystone part number and then change the dealer price to the amount you paid for it.

When you have finished adding the part, click the **Save** button.

If you need to claim service materials click the add button and type in the price in the **Dealer Price** box. Then click the **Save** button.

| Service parts | | |
|---------------|---------------------------------|-----|
| Item number | Name | Add |
| 102107 | Sealant - Silicone - Clear - (3 | Add |
| 106805 | Baggage - Door - Thumb Loc | Add |
| 109772 | Sealant - Foam - 12 oz - Exp | Add |
| 110406 | Butyl - Tape - Grey - (25/Cas | Add |
| 116519 | Sealant - Self Leveling - Whit | Add |
| 119177 | Door - Baggage - Cam Lock · | Add |
| 183850 | Foam - Tape - 3/16" × 1/2" > | Add |
| 211107 | Warranty Shop Supply - Adhe | Add |
| 211110 | Warranty Shop Supply - Cabi | Add |
| 211111 | Warranty Shop Supply - Elect | Add |

When you have finished adding all your parts click the **Save and Return** button. This will bring you back to the previous screen. You will have a message at the top of your screen telling what parts you just claimed.

Claim is being submitted with price of \$50.00 for part Freight-Parts. Keystone pricing for this part is 0.00. Claim will require manual approval.
 Claim is being submitted with price of \$28.75 for part 100016. Keystone pricing for this part is 16.91. Claim will require manual approval.

It will also show in the middle of the screen under parts. You can delete it by clicking the check box on the left and clicking the red X.

| | | | | | | | | ~ |
|------------|------------|----------|-------------|---|------------|--------------|-------------|---------|
| √ ∂ | Labor line | Quantity | Item number | Name | Price each | Total markup | Total price | Freight |
| | 1 | 1 | 100016 | Cabinet - Door - RPCT - 13 1/4" × 31 3/4" - | 28.75 | 4.31 | 33.06 | 0.00 |

You can attach a picture or any other document by clicking the browse button and selecting one of your files. When you have filled in all your operations and parts you are ready to submit. You must click the check box stating that everything is correct on this claim and you have the customer's signature on file. Then click the **Submit for approval** button. Then you have finished the Warranty claim.

| Repair photos / | Sublet invoices |
|----------------------------|---|
| Attach file: | Browse |
| Attached files: | |
| I ce Key furt for | rtify that I have performed these repairs in accordance with stone warranty policies. As an authorized dealer representative, I her certify our dealership has the signature of this retail customer this claim work on file |
| Save Sub | mit for approval |





After you have submitted your claim for approval it will bring up a screen with a picture of your claim which you can print. If this claim has must return parts there will a button to click to create your part tag. To get back to the grid, click on the navigation pane on the left hand side.

| ocume | ents | | | | | | | | | | | | | |
|-------------|-----------------------|------------------|--------------------|-------------------|------------------|---------------------------------------|--------------------------------|----------------|------------|------------|--------|-------------------|---------------------|---------------------------------|
| Part tag | | | | | | | | | | | | | | |
| -art taç | * * | | | | | | | | | | | | | |
| 8 | 🚔 통 | a | 00 | Select | | 🕀 - [| | 66% | - 📀 | | ABC | n- 🗈 | 1 - | ¥! |
| | atone RV C aim Res | ompany sponse | | | | | | | | | | | 80 | Page 1 9/6/2006 :09:55 am |
| | im: 5801 | | Description of the | 1.001 | Pre-a | | | | - | Labor rate | | | 5-1-01 | |
| Clair | m R | eterence no. | Repair date | VIN | Pre-a | iutn | Dealer Repairle | ig dealer name | 9 | Labor rate | warra | nanged Type | Date Of Purchase | |
| 5801 | 123 5 | 80123 | 5/31/2005 | 4YDF358276P580123 | | 9 17400 Hackberr Goshen, IN 468 | 999999 Keyston ry Dr 526 | e RV Company | 1 | 0.00 | | 0.00 WARR | 6/10/2005 | |
| | | | | | | | | | | | | | | |
| | | | | | | Qty Returned | Dealer Price | Markup | Part Total | Freight | Sublet | Status | | |
| Deny | y item nu e | mber N | lame | | Quantity | City Returned | | | | | | | | |
| Den code | y item nu 100016 | | | - RPCT - 13 1/4": | Quantity 1.00 | 0.00 | 28.75 | 15.00 | 33.06 | 0.00 | 0.00 | Pending parts ret | urn | |



Submitting a Claim for a Service Advisory

If you have a unit you need to submit a Service Advisory claim for it needs to be on a separate claim than your normal warranty operation codes. If you try and put service advisory operation on a claim with other operation codes it will give you an error message similar to the one below.

😣 Operation Code: 7105942A cannot be submitted on this claim. Please submit on another claim.

It will have the operation code that is not allowed in the error message. To get back to the claim screen click the back button and choose refresh.

For more information on creating a pre-auth see **Creating a Warranty Claim** in section 6 of the Help Document.