Key Express How To Manual

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Keystone RV Company

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.

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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.

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.

HOME

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.

HOME

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.

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

The next screen will be the Unit Information Screen.

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.
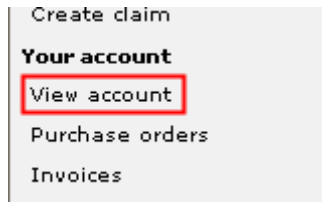
A new group will then appear on the navigation bar called **Common Tasks**, under the common task group look for **Change Password.**
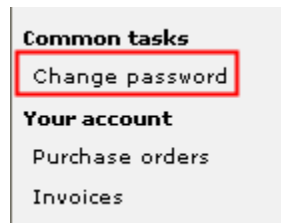
A new screen will appear, you will need to put in your old password and a new password plus you must confirm the new password, after that click the **Change Now** button.

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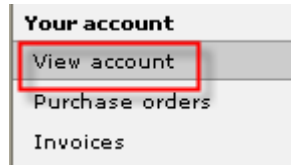
That will bring you to a grid with all your dealerships contacts. To create a new contact, click on the **Create contact person** link.

Contact persons
Create contact person

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: Keystone RV Company
Contact person: _____ *
Title: _____ ▾

Contact info
Telephone: _____
Extension: _____
Fax: _____
E-mail: _____

Create contact 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.

HOME

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 person

Contact person | **Password and security**

Login active: ☑

Login name: [   ]

new passsword: [   ]

confirm password: [   ]

Dealer rights

Register dealer vehicles: ☐

Order dealer parts: ☐

View dealer warranty claims ☐

Dealer administrator: ☐

Dealer group rights

Register group vehicles: ☐

Order group parts: ☐

View group warranty claims: ☐

Group administrator: ☐

[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 pre-authorizations 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.

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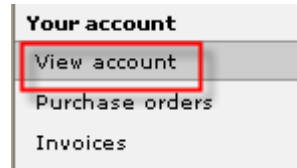
That will bring you to a grid of all contacts for your dealership. Click on the **Name** of the person you wish to change.

Customer account	Contact person	Title	Telephone	E-mail	Login name
1031	Bill Fain	Sales Rep	555-555-5555	bill@fain.com	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.

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".

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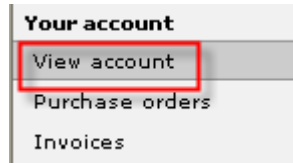
This will bring you to a grid which displays all the contacts for your dealership. Select the user you want to disable by clicking on the **Name** of person you wish to disable.

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

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.

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".

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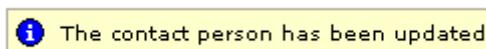
Purchase Orders

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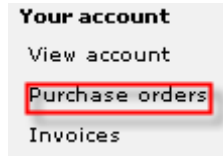
You can search this table by Purchase Order number, all, status, or if you know a specific sales order number. You can also scroll thru the table by using the arrows located at the top right hand corner of the table.

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** | Status | Requires Feedback

[ ] [Search]

KRV sales order	Created By	Customer account	Dealer PO	VIN	Created date	Status	Requires Feedback	Confirmed Posting
675089	carog	999999	123456	4YDF295205D51189	8/28/2006	Open order	☑	☐
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	☐	☐

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

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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.

KRV sales order	Created By	Customer account	Dealer PO	VIN	Created date	Status	Requires Feedback	Confirmed Posting
675089	carog	999999	123456	4YDF295205D51189	8/28/2006	Open order	☑	☐
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	☐	☐

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

KRV sales order	Created By	Customer account	D
675089	carog	999999	1
675084	tz2	999999	9
675085	tz2	999999	a
675074		999999	1
635744		999999	
635601		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.

Items

Item number	Text	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 feedback]

Notes:
8/28/2006,03:30:03 pm,carog: This is not the right faucet. Get it right next time.
8/28/2006,03:30:39 pm,carog: Is too - ship it.
8/28/2006,03:34:04 pm,carog: Is not
9/5/2006,09:49:56 am,carog: the faucet is right
9/5/2006,09:53:11 am,carog: Back to feedback

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

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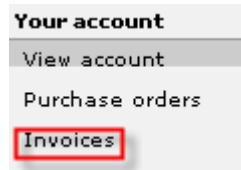
This table has all your invoices on it. You can search a specific invoice number by using the search button. You can also scroll thru the table by the arrows located on the top right side.

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.

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

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

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Keystone RV Company

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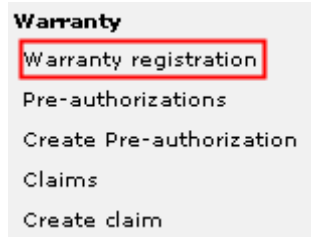
This will bring you to a screen were you can type in your full VIN number or just the eight digit serial number.

VIN or serial number: [   ] [Search]

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

[All unregistered]

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	register now
4YDT297236B067768	6B067768	2006	register now
4YDF289226B068964	6B068964	2006	register now
4YDF295236D519397	6D519397	2006	register now

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

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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.

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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.

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.

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Keystone RV Company

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.

Big Sky	Cabana	Cambridge	Challenger	Cougar
Everest	Hideout	Hornet	Laredo	Montana
Mountaineer	Outback	Raptor	Springdale	Sprinter
Sydney	Tail-gator	Zeppelin		

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.

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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.

The options above the grid of categories, describe where you are at currently and allow you to move backwards to any stage of the catalog.

Home > Outback > **2005 Outback**

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, Flooring, Carpet, Legs, Shade, Clock, Bedspread/Drapery, Fabric, Glass, Cushion, Pillow, More...	**Plastic** Box, Cap, Fender, Cover, Trim, Sidewall, Tray, Wheel Well
Door Baggage, Access, Cabinet, Entrance, Garage, Chime, Closet, Tent, Shower, Passage, Screen, Patio, More...	**Plumbing** Fill, Shower, Sink, Tank, Line, Fitting, Pump, Shower / Tub, Toilet, Tub, Valve
Electrical Phone, Antenna, Battery, Cord, Bezel, Fitting, Ground Bar, Chime, Pigtail, Breaker, Monitor Panel, Plate, More...	**Rubber** Roof, Seal
Fasteners Snap, Pin	**Safety** Alarm, Chain, Extinguisher
	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.

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A new screen now appears with a listing of the sub categories, in the Content Pane.
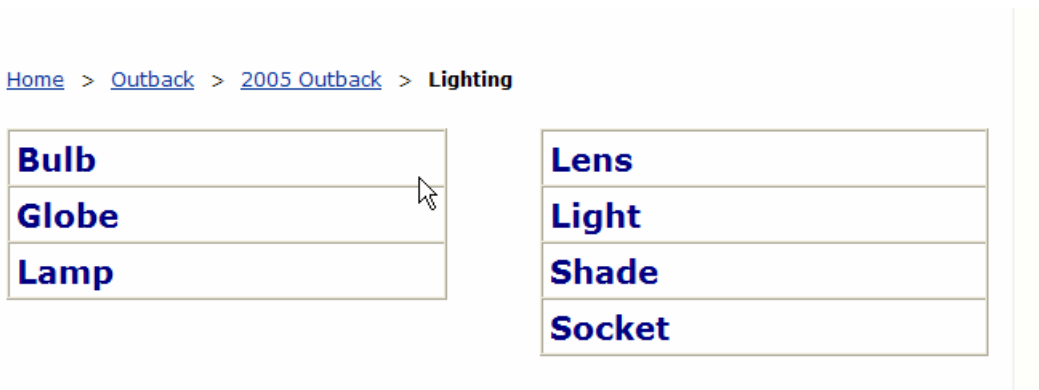
Select a **Sub Category** or "Noun" by clicking on the large bold text of the option you wish to select.

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

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

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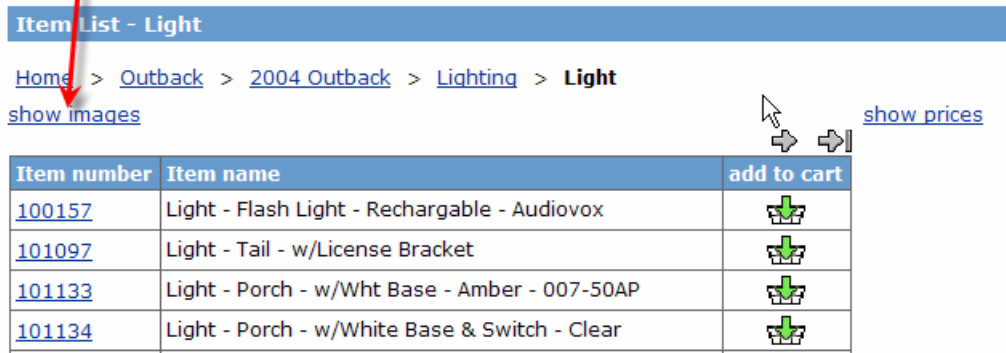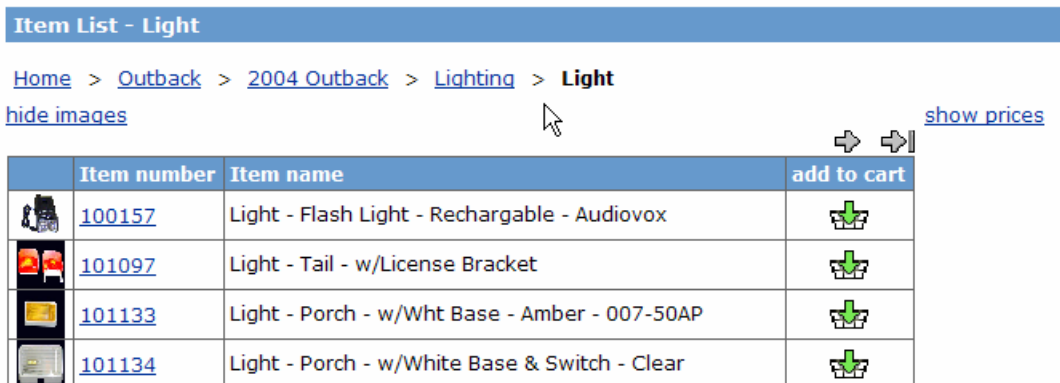
There is a link to show and hide pricing depending on each user's preferences. The next time you log in to the site, it will remember what your last selection was.

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

Home > Outback > 2004 Outback > Lighting > **Light**

hide images   show prices

	Item number	Item name	add to cart
	100157	Light - Flash Light - Rechargable - Audiovox	
	101097	Light - Tail - w/License Bracket	
	101133	Light - Porch - w/Wht Base - Amber - 007-50AP	
	101134	Light - Porch - w/White Base & Switch - Clear	

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

Item List - Light

Home > Outback > 2004 Outback > Lighting > **Light**

hide images   hide prices

	Item number	Item name	List price	add to cart
	100157	Light - Flash Light - Rechargable - Audiovox	8.76	
	101097	Light - Tail - w/License Bracket	2.43	
	101133	Light - Porch - w/Wht Base - Amber - 007-50AP	1.97	
	101134	Light - Porch - w/White Base & Switch - Clear	2.47	

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

Home > Outback > 2004 Outback > Lighting > **Light**

hide images   hide prices

	Item number	Item name	List price	add to cart
	100157	Light - Flash Light - Rechargable - Audiovox	8.76	

HOME

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

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.

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.

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Create a New Parts Order

To create a new part order, select **New Parts Order** from the Navigation Bar on the Home Page.
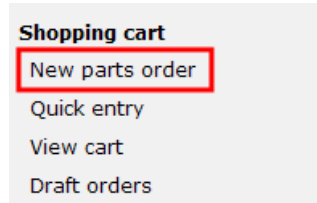
The Create new parts order screen should now appear. To create the order, do the following:

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.

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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.

- 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.

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

HOME

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.

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

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.

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.)

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

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.

Shopping cart
New parts order
Quick entry
View cart
Draft orders

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

Create new parts order

Dealership: 1079 Beaudry Motor Co. - San Marcos,CA ▼
VIN or serial: 515858   Stock order?: ☐
Create order

Select one or the other.

Messages and Warnings

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: **MO3670RL04**	Shop
Warranty: **Warranty expired**	Retail sold: **06/05/2003**	Model year: **2004**	

Customer information
Delivery name: Beaudry RV
Customer number: 1034
Contact person: Anne Ouellet

Items

Enter the Item Number you wish to purchase.

Use the Add Icon to add more items.

➕ ✖

V	Item number	Item name	Quantity	Price each	Net amount
☐	100240	Cabinet Medicine - w/Mirror	1	19.55	19.55
☐	120650	Decal - 2004 - MR - Name - All Units - (3200/qty)	1	6.41	6.41
☐	100297	Range - Hood - Louvered Vent - (12 Pack)	1	3.55	3.55
☐	103885	A/C - 15.0 BTU - Low Profile - Dometic	6	748.00	4,488.00
📝			0	0.00	0.00

Checkout | View totals

When you are satisfied click on the Checkout button.

Enter the quantity you wish to purchase.

Use this link to view the Order total.

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.)

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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.

Shopping cart
New parts order
Quick entry
View cart
Draft orders
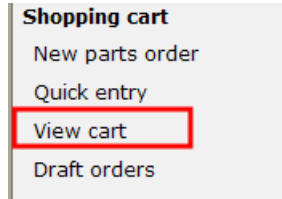
Your shopping cart

You can change the quantity of the items you have added to your cart.

You can checkmark and delete(X) any items you don't want in your cart.

Click "Update cart" to save your changes.

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

The Shop link will let you add more items to the cart for the VIN you are on.

Current Vehicle

| VIN: 4YDF292294A215865 | Make: **Sprinter** | Model: **ST292FWRLSLA04** | Shop |
| Warranty: **Warranty expired** | Retail sold: **07/10/2004** | Model year: **2004** | |

Customer information

Delivery name: Beaudry Motor Co.
Customer number: 1079
Contact person: Rachel Groning
change dealer

Totals

Line amount: 346.70
Misc. charges amount: 0.00
Sales tax amount: 0.00
Total amount: 346.70

This link can be used to changed the delivery location if you have multiple lots.

Items

	Item number	Item name	Quantity	Unit	Price each	Net amount
☐	105349	Bedspread - 60" x 74" - ST/TG/	1	Each	40.04	40.04
☐	100149	Axle - 6000# - 6 Lug - TM	1	Each	306.66	306.66

[Update cart] [Checkout] [Save as draft]

The Save as Draft Button will allow you to give the shopping cart a name to be used later .

The Checkout Button will allow you to finalize the order.

This button will alow you to save any changes you make to the cart.

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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 shipping 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
Street:	17400 Hackberry Dr
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.

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

Current Vehicle				
VIN: **4YDF292294A215865**	Make: **Sprinter**	Model: **ST292FWRLSLA04**		**Shop**
Warranty: **Warranty expired**	Retail sold: **07/10/2004**	Model year: **2004**		

Order Summary

This page displays your total order

Customer number:	1079
Delivery name:	Beaudry Motor Co.
Delivery address:	251 Traveler's Way San Marcos, CA 92069
Mode of delivery:	Best way (standard)
Purchase order:	

Item number	Item name	Lead time (days)	Quantity	Unit	Price each	Net amount
105349	BEDSPREAD - MIST	10	1.00	Each	40.04	40.04
100149	Axle - 6000# - 6 Lug - TM	10	1.00	Each	306.66	306.66
Balance						346.70
Sales tax						0.00
Total						346.70

Freight charges will be added when order is packed.

Finish

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.

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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 cart

Draft order name: [   ] [Save as draft]

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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.

Draft orders

☑	Order name	Customer	VIN	Created Date	Lines	Get basket
☐	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

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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.
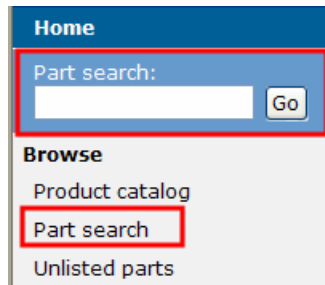
A quick search for the word "Lug" will be demonstrated, this could be replaced with any words, letters, numbers, dimensions, etc.
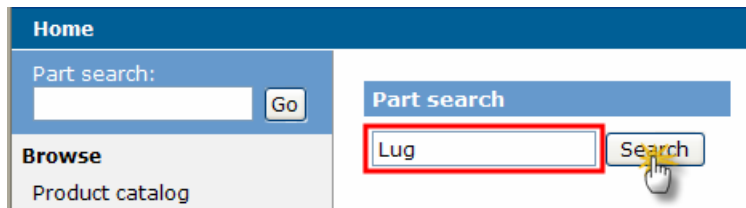
Once you click on the Search button, a listing of items and details about the items that pertain to "lug" will now display.

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

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

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

Home > Outback > 2004 Outback > Lighting > **Light**

hide images   show prices

	Item number	Item name	add to cart
	100157	Light - Flash Light - Rechargable - Audiovox	
	101097	Light - Tail - w/License Bracket	
	101133	Light - Porch - w/Wht Base - Amber - 007-50AP	
	101134	Light - Porch - w/White Base & Switch - Clear	

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

Item List - Light

Home > Outback > 2004 Outback > Lighting > **Light**

hide images   hide prices

	Item number	Item name	List price	add to cart
	100157	Light - Flash Light - Rechargable - Audiovox	8.76	
	101097	Light - Tail - w/License Bracket	2.43	
	101133	Light - Porch - w/Wht Base - Amber - 007-50AP	1.97	
	101134	Light - Porch - w/White Base & Switch - Clear	2.47	

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

Home > Outback > 2004 Outback > Lighting > **Light**

hide images   hide prices

	Item number	Item name	List price	add to cart
	100157	Light - Flash Light - Rechargable - Audiovox	8.76	

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

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.

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.

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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.

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.

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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 | Axle - complete

[Search]

Operations

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.

	Operation	Description	Hours
	[...]		

[Save] [Save and exit]

Pre-Authorization Overview

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

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 pre-authorization 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.

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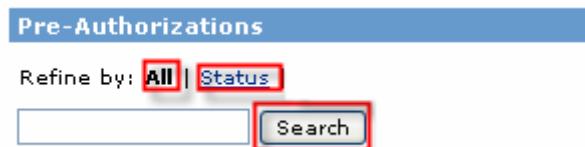
If you view your claim this is what it will look like. You can print a copy of it from this screen. To get back to the grid, click on the navigation pane on the left hand side.

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

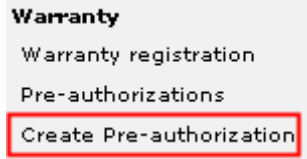| Pre-Authori-zation	Reference no.	Created By	Servicing Dealer	VIN	Status	Created Date	Approved date	View	Edit	Delete	Create claim
PA00178675	fdsf78	tchallenge	999999	4YDF28F224J909012	Draft	4/21/2006		View	Edit	Delete	Create claim
PA00197819		tsprinter	999999	4YDF361367R800219	Requires feedback	6/26/2006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

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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 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

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.

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 service@keystonerv.com or (574) 535-2100

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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.

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.

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.

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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

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

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

Root Operation for Pre-Authorization 94963

Root operation

Root operation:
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.)

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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.

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	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

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

✓	Number of	Root operation	Description	Submitted 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 file: [   ] 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.

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

- 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

Pre-authorizations

Create Pre-authorization

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: All | **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

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.

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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,

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.

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.

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.

Parts

	Labor line	Quantity	Item number	Name	Price each	Total markup	Total price	Freight
☐	1	1	100016	Cabinet - Door - RPCT - 13 1/4" x 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.

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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.

Keystone RV Company

Section 6: Submitting Warranty Claims
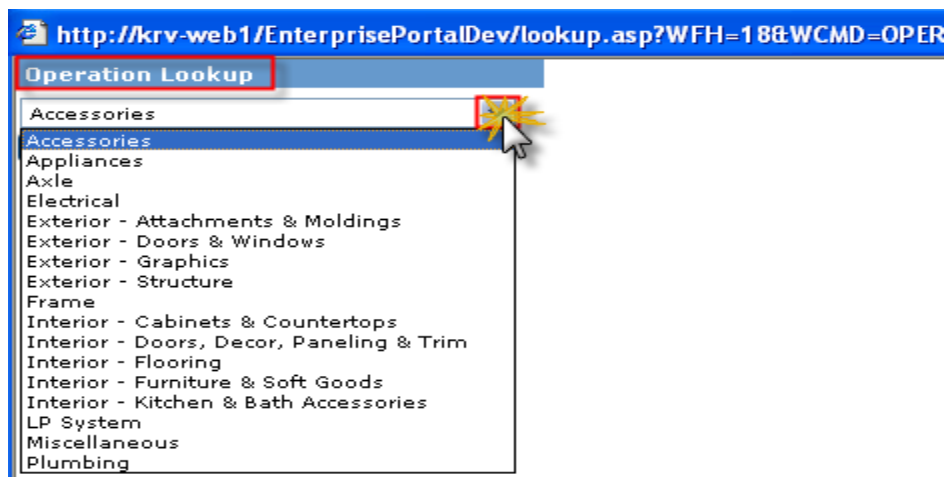
Using the Operation Code Wizard

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.
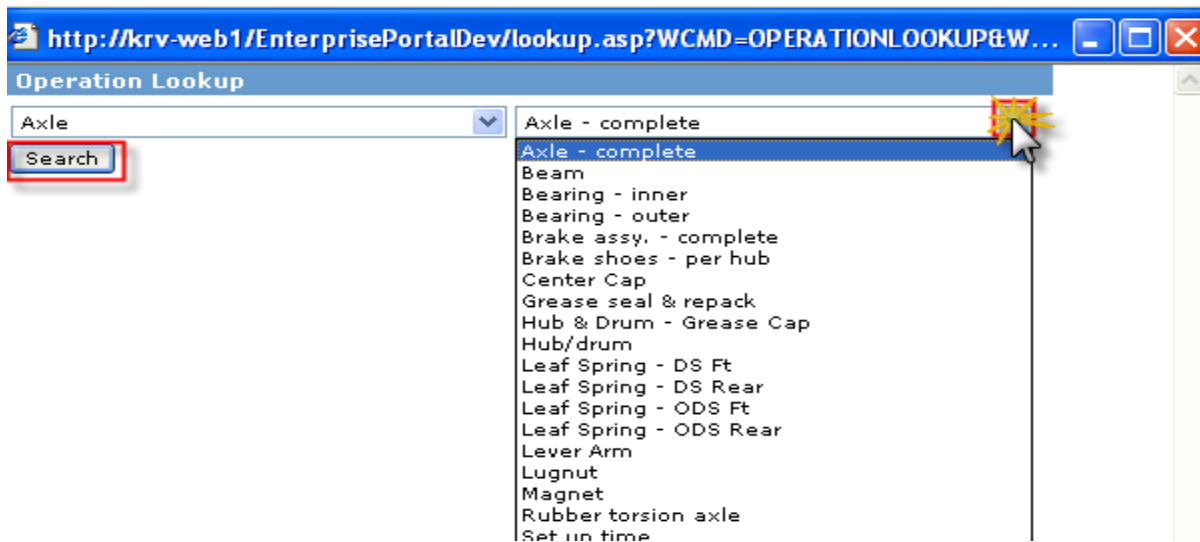

This will bring you to a screen to pick the first part of your operation code. The first pull down box is the "location" of the problem.

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.

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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 ▾   Axle - complete ▾

[Search]

Operations

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.

	Operation	Description	Hours

[Save]   [Save and exit]

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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.

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	Reference no.	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.

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

Refine by: All | **Status**
Draft (103) | Pending approval (25) | Requires feedback (2) | Paid (3128) | Pending parts return (1)

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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.

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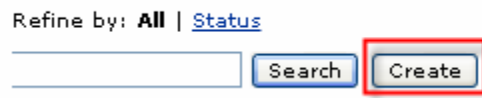
If you have more than one lot choose the lot the warranty claim is for. Select your VIN or serial number and then click the **Create Button**. You can also pick from a drop down list of approved pre-authorizations.

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

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.

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.

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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.

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.

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Root operation

Operation   [_____] [...] [Save]

Description:

Base hours: 1.50

Calculated hours: 1.50

Approved: 0.00

Submitted :   1.50

Sublet: 0.00

Notes

Complaint: The side of the unit is delaminating

Cause: error of the manufacture

Correction: Replace Interior Panel

Sub Operations

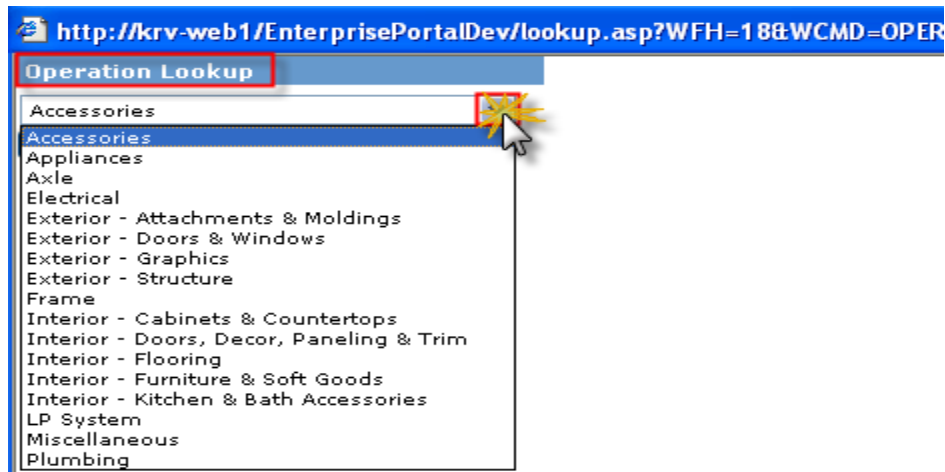| ✔☑	Operation	Description	Hours
🖉	[_____] [...]		

[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.
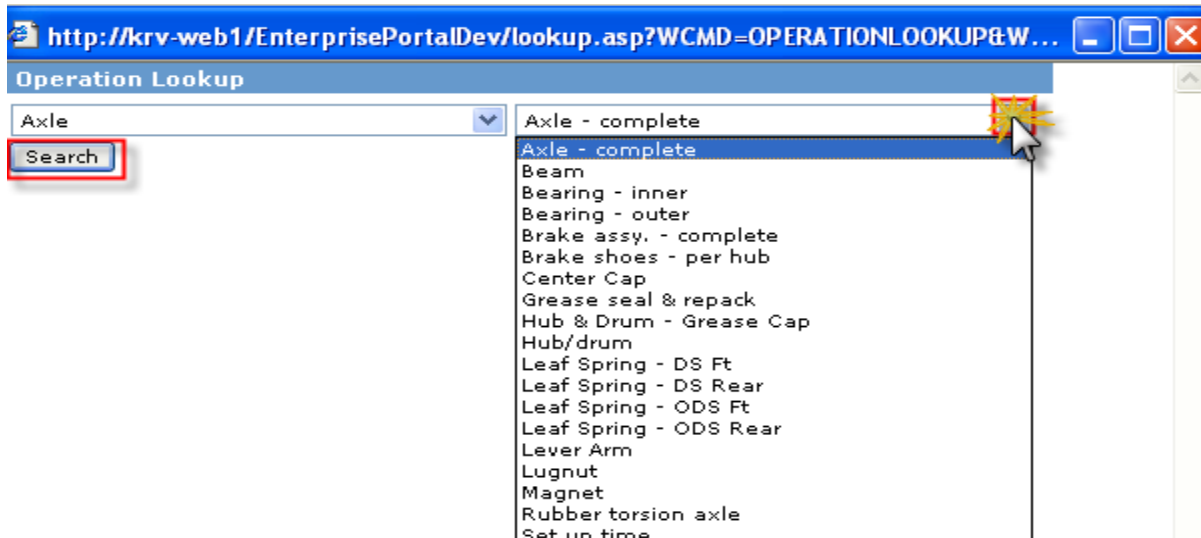
Root operation

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.
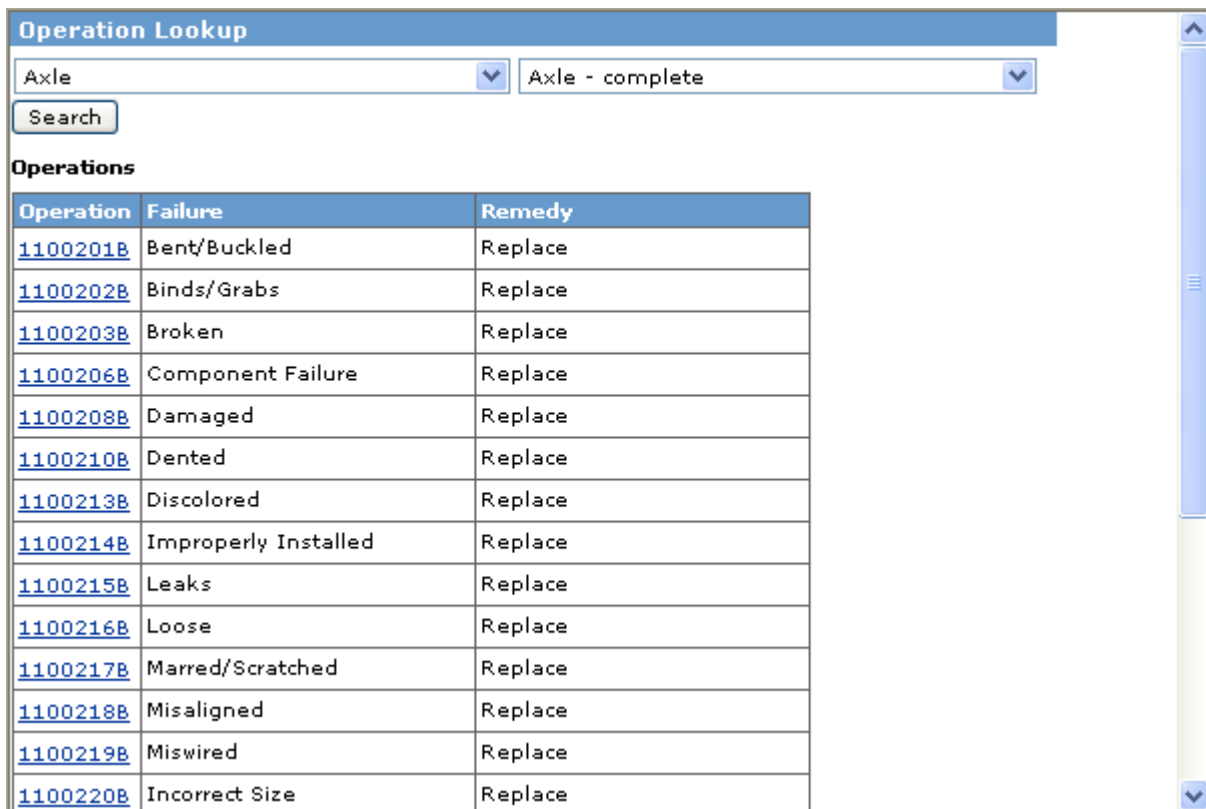

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The next second pull down box is them "item" that is having the problem. Choose from the second pull down list and click the search button.

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	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

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

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.

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.

Adding Parts to a Claim

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

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

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

- 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.

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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" x 1/2" x	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.

Parts

✔	Labor line	Quantity	Item number	Name	Price each	Total markup	Total price	Freight
☐	1	1	100016	Cabinet - Door - RPCT - 13 1/4" x 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 certify that I have performed these repairs in accordance with Keystone warranty policies. As an authorized dealer representative, I further certify our dealership has the signature of this retail customer for this claim work on file

[Save] [Submit for approval]

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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.

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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.

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