

Key Express Tips for Authorizations & Claims

Before filing authorizations or claims on Key Express, it would help to familiarize yourself with several different features available to dealership personnel. When first logging in to Key Express you are automatically directed to the “Message Board”. The Message Board is a key communicator for general information from Keystone to the dealer. Notifications will be displayed for a period of time, and will eventually be moved to the archives. All postings can be reviewed in the archives if needed.

To the left side of the message board postings is the main “Menu Bar” for Key Express with quick links to different resources and functions available to the dealer.

The screenshot shows the Keystone RV Company website interface. On the left is a navigation menu with categories: Customer Service (Manuals, Product Train Contacts, Training Resources, Product Improvement Portal, Key Express Tips), Browse (Product catalog, Part search, Dealer Parts), Shopping Cart (New carts order, Quick entry, View cart, Clear Cart, Draft Orders), Warranty (Warranty registration, Pre-authorizations, Claims, Create claim, Search Link Info, Service campaign), and Integration (Submit batch, Review batches). The main content area features a 'Message Board' with a notification: 'Your dealership has 1 warranty claim(s) needing feedback.' Below this is a table of messages:

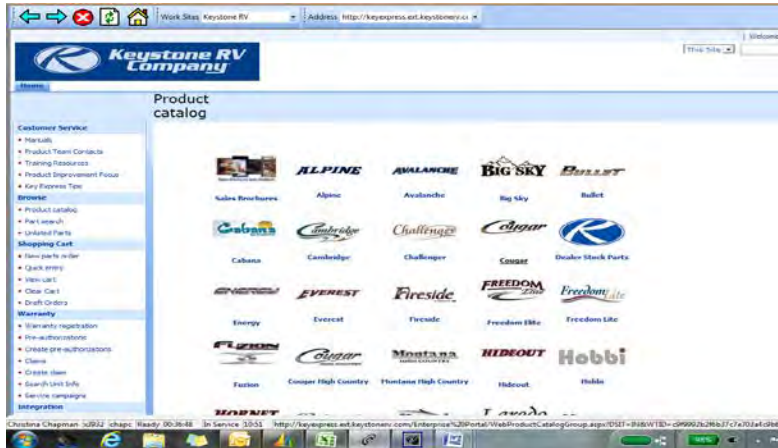
Date	Message	Product Lines	Documents
7/18/2012	Modified Shipping Times July 23-July 25 Due to the high heat indexes predicted July 23- July 25, Keystone will be cutting the shipping hours. Please have any orders requiring expedited shipping placed no later than noon, on these dates, to ensure same day shipping.	All	
12/5/2011	Important Notice-Canadian Dealers Attached is a letter outlining changes in Brokerage Fee's and COL rates. Transport Canada requirements for reporting units from the U. S. into Canada remains attached. Please forward to senior management within the dealership.	All	Transport Canada Requirements revised
6/26/2012	12-176 Mountaineer Range Keystone is conducting a Service Campaign for the following vehicles: 2012 - 2013 Mountaineer 3450BQ Serial Number Ranges: 2012 - C4730640 - C4730879 2013 - C4730000 - C4730294 It has been determined that on the model listed above the range burner flame may be affected during furnace operation. Please remedy stock units before retail sale. Please see the attached Service Advisory for complete details. A pre-authorization is not required to perform this repair on the vehicles in the above serial number range according to the Service Advisory. This Service Advisory will not block the warranty registration from being entered.	Mountaineers	12-176 Mountaineer Range

The first section of the menu bar...**Customer Service**...has several key links that dealer personnel should be aware of. The first link...**Manuals**...will take the dealer to a FTP (file transfer protocol) website that will have many vendor supplied manuals for products installed in Keystone units. It also gives access to Keystone’s Policy & Procedure Manual, Flat Rate Manual, Owner’s Manual, PDI Manual & Key Express Manual. All vendor manuals & Keystone manuals are displayed in PDF. These manuals can be viewed or printed. If a customer has lost a manual, you may be able to replace it for them quickly. **All dealer personnel filing claims or authorizations should be familiar with the KRV flat rate and policy & procedure requirements.**

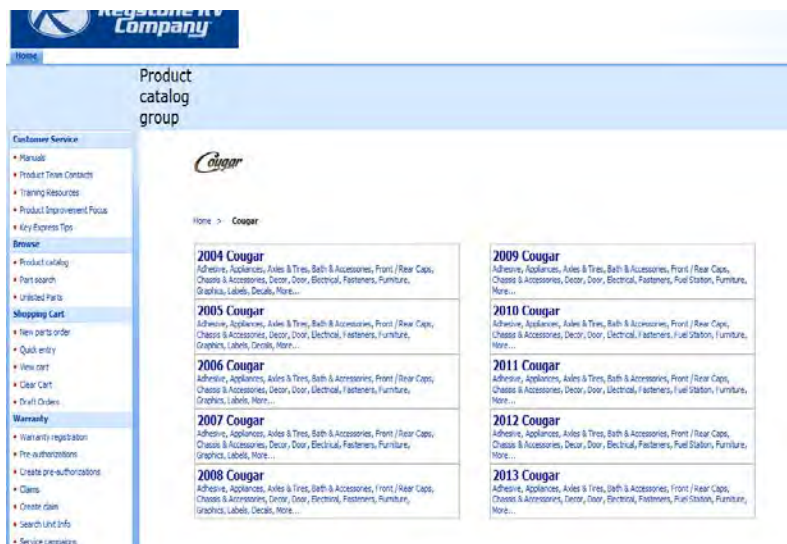
The screenshot shows a file explorer window with the address bar displaying 'ftp://manual@199.21.199.198/'. The directory structure includes folders for: Appliances, Arles and Tires, Chassis and Accessories, Decor, Door, Electrical, Furniture, Hardware, KEystone CUSTOMER SERVICE MANUALS (highlighted), Lighting, LP and Accessories, Plumbing, Rubber, Safety, and Slideout and Accessories. A 'Thumbs.db' file is also visible.

Also in the Customer Service section are quick links to **Training Resources** that may give directions for specific repairs for a technician and the **Product Improvement Focus** link that gives the dealer the option to send an e-mail to our product team. This should be used if a dealership has specific product related issues; product quality, repair questions or suggested solutions. There is also a quick link to **Product Team Contacts** that allows you to print a KRV Customer Service contact sheet giving dealers phone, fax and e-mails for who to call when you need assistance.

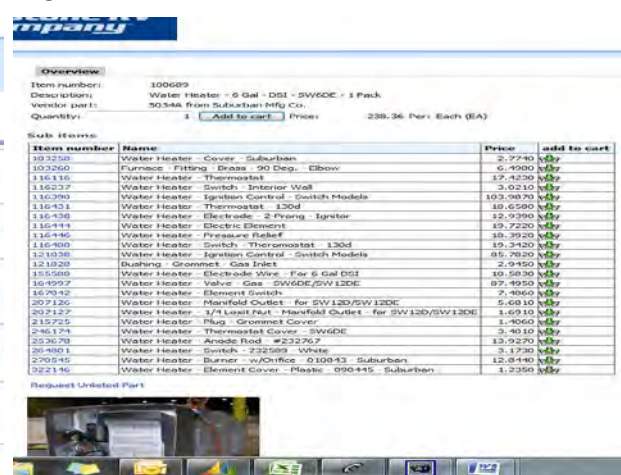
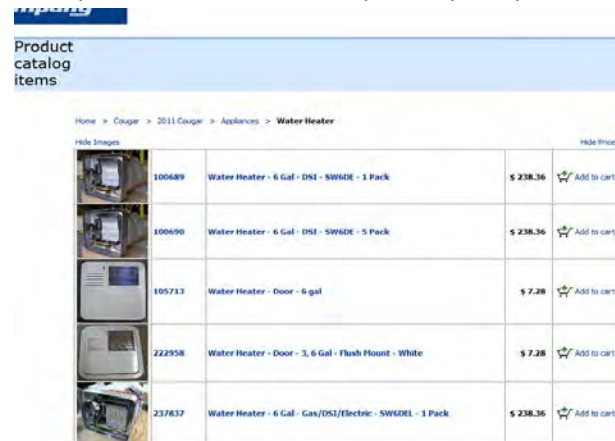
The next section...**Browse**...is where you will find the on-line **Product Catalog**.



While this is highly important for parts advisors at a dealership; warranty administrators should also be familiar with these catalogs for parts entries on claims. Only valid Keystone part numbers can be entered on claims. If you use a dealer stock part for a repair, or purchase a replacement part locally, please locate the closest matching Keystone part number from the catalogs for use in your claim. The page display will allow you to choose specific catalogs by product and year by clicking on the unit icon or model name.

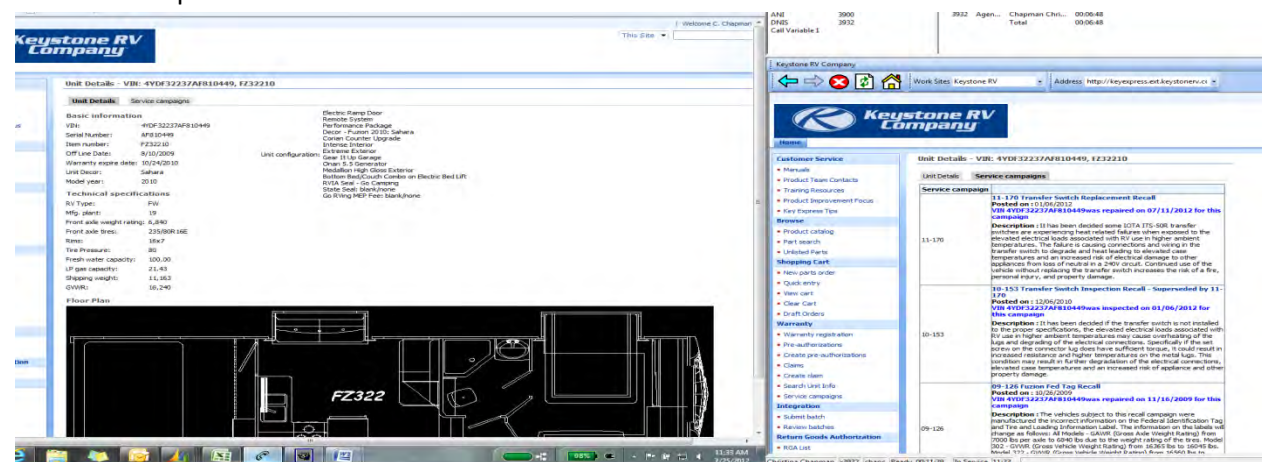


Parts of parts; or sub-items; will be listed under the parent part. For example; to find a water heater thermostat part number; look first under water heater (picture on left) and sub parts will be displayed once you have clicked on the parent part (picture on right).



Please use the closest KRV part number for dealer stock items used in warranty repair claims; this will help speed up the review and return process. Part return requirements are NOT identified in the parts catalog for warranty claims. This determination is made at the time of claim submission.

The **Warranty** section is where dealers will create and file claims and authorizations. Additionally finance personnel at the dealership will register retail owner information in this section under the **Warranty Registration** link. A vital tool for dealers to manage service recalls and campaigns is also in this section. **All recalls and service advisory repairs must be made on stock units prior to retail sale or filing any other claims for repairs.** The easiest way for a dealer to check ANY unit for open recalls...even if they didn't sell the unit...is to click on the **Search Unit Info** link. Once the dealer has entered either the complete VIN or the 8 digit serial number, Key Express will display details about the specific VIN. This does not display confidential retail information, but it will give the warranty expiration date for transient customers. The first "tab"...Unit Details...gives basic information...the second "tab"...Service Campaigns...gives all campaigns affecting this unit and information on when/if the repair has been completed.



Prior to retail sale of any unit, service personnel should take the opportunity to verify each unit in this section for open service campaigns. For more details, repair instructions or VIN lists of units sold to a dealer on a specific campaign; please use the link to ***Service Campaigns***. This link allows the dealer to choose which campaign they need more detail for. **All recalls and service advisory repairs must be made on stock units prior to retail sale or filing any other claims for repairs.** If a unit is sold with an open service campaign that has not been completed and claimed, the dealer will be unable to register the unit via Key Express. To complete the registration process, a copy of the bill of sale will need to be submitted to Keystone for manual registration. At that time, we will send a notification to the customer of the open service campaign. Claims for “normal” warranty repairs cannot be submitted/approved until the service campaign work has been completed and/or the customer has been notified of the open campaign.

Pre-auth vs Claim...what's the difference?

- A pre-authorization is for labor only. It is a request to have the repair procedure reviewed, not a request for payment. Normally a pre-auth request is submitted prior to all work being completed, so the dealer would not know all the parts required for the repair. Pre-authorizations are reviewed at Keystone by RVIA certified service advisors. Once the dealer starts the repair in the service shop; if your repair takes longer than authorized; please contact the appropriate Keystone Customer Service team and choose option “2” from the phone menu to speak to an advisor. They can offer repair advice and troubleshooting tips or re-open your auth to update your complaint/cause/correction information to support allowing more time for a repair. This cannot be done if the authorization has already been claimed.
- A claim is notification that a repair is complete and the dealer is requesting payment.

Pre-Authorizations

Some repairs may require pre-authorization prior to completing. The Keystone Flat Rate Manual will identify these repairs. Additionally some repairs that require several steps or that take a dealer longer than suggested flat rate time allowances may require authorization. **All sublet repairs must be authorized.** A pre-authorization can be requested on any repair; even if the flat rate doesn't require it or the time is not over Keystone's suggested allowance. If the dealer has a work order with multiple repairs and some require authorization and others don't; all repairs can be listed on the same pre-auth. Please keep in mind that when filing the claim it's an all or nothing process. All repairs from the auth will be transferred to the claim. You cannot claim just one or two of the labor lines from an auth. Pre-Auth's are valid for a period of 90 days. After that time they may be automatically denied. If the customer returns, you can request to have the auth re-opened. This can be done; but if the unit is out of warranty, the work must be completed prior to the auth becoming invalid again.

To create and manage pre-authorizations; click on the ***Pre-Authorization*** link from the menu bar. This will bring up your Pre-Auth list screen. All pre-auth's created by your dealership are listed here. They

are sorted/displayed with the newest auth at the top of the list.

Pre-Authorization	Reference no.	Created by	Servicing Dealer	VIN	Status	Approved date	Created date	Submitted hours	Approved hours	Used on claim	View	Edit	Delete	Create claim
PA00852530	Quality Audit	turnd	999999	4YDT30R24DV502928	Pending approval		7/25/2012			<input type="checkbox"/>				
PA00852326		holla	999999	4YDT28622AB410265	Approved	7/24/2012	7/24/2012			<input type="checkbox"/>				
PA00852321		holla	999999	4YDF3602194700862	Approved	7/24/2012	7/24/2012			<input type="checkbox"/>				
PA00852318		holla	999999	4YDF3652294710017	Approved	7/24/2012	7/24/2012			<input type="checkbox"/>				
PA00852044		turnd	999999	4YDF3232802302617	Pending approval		7/24/2012			<input type="checkbox"/>				
PA00852001		W6984	999999	4YDF320200E790180	Draft		7/24/2012			<input type="checkbox"/>				
PA00851501	Carl Thompson	turnd	999999	4YDT28R2XDV902174	Draft		7/23/2012			<input type="checkbox"/>				
PA00851205		arndm	999999	4YDF345266E780110	Pending approval		7/20/2012	-0.50		<input type="checkbox"/>				
PA00850987		rusbi	999999	4YDT31128A1532468	Pending approval		7/20/2012	1.50		<input type="checkbox"/>				
PA00850957		angic	999999	4YDT25926DT410468	Pending approval		7/20/2012	-0.10		<input type="checkbox"/>				

There are several ways to manage or find auths. At the top of the screen you should see the words Refine by: **ALL** | [Status](#). This will allow a quick breakdown of auth's based on status. By clicking on the status link, you will see a second row of detail about your auth's. This allows you to locate auth's in "Draft" or "Requires Feedback" quickly.

Pre-Authorization	Reference no.	Created by	Servicing Dealer	VIN	Status	Approved date
PA00852530	Quality Audit	turnd	999999	4YDT30R24DV502928	Pending approval	

By clicking on the appropriate "Status" link only auth's in those status will be displayed. You can also sort authorizations by 'Pre-Authorization', 'Created by', 'Approved date' or 'Created date'. Simply move your cursor to the column title and click on it.

Pre-Authorization	Reference no.	Created by	Servicing Dealer	VIN	Status	Approved date	Created date	Submitted hours	Approved hours	Used on claim	View	Edit	Delete	Create claim
PA00089726		hansb	999999	4YDF298294D507053	Claimed		1/14/2005		64.00	<input type="checkbox"/>				
PA00144896		chopc	999999	4YDF290245K062603	Claimed	11/14/2005	11/14/2005		5.50	<input type="checkbox"/>				

To search for a specific auth, you may type the complete authorization number in the search box and click search, or use the arrows at the top right hand side of the list to move to the next "page" of auth's from the list.

On the right hand side of the display are 4 fields that may or may not be displaying a magnifying glass icon. If the icon is displayed, that option is available. You can always "View" an auth. This will bring up a PDF that you can print with all details entered. The "Edit" option allows you to change or add to information already populated. The "Delete" option would allow you to completely delete all data from the Keystone system and the "Create Claim" icon is a short cut to complete a claim on an approved authorization. To create a new authorization you can click on the "Create" button at the top of the auth list or on the **Create Pre-Authorization** link on the menu bar.

Your display will require you to enter the complete VIN or 8 digit serial number to proceed.


Create Pre-Authorization

Dealership:

VIN or 8 digit serial number:

Enter the complete VIN number, 8 digit serial number, or use the lookup function to complete search.

For help with claims pre-authorization, contact Customer Service at (866) 425-4369 or dealerservice@keystonerv.com

If you don't know the VIN, clicking on the lookup icon  at the end of the entry line will bring up a list of VIN's sold to your dealership. After you have the VIN info populated, click on the "Create" button.

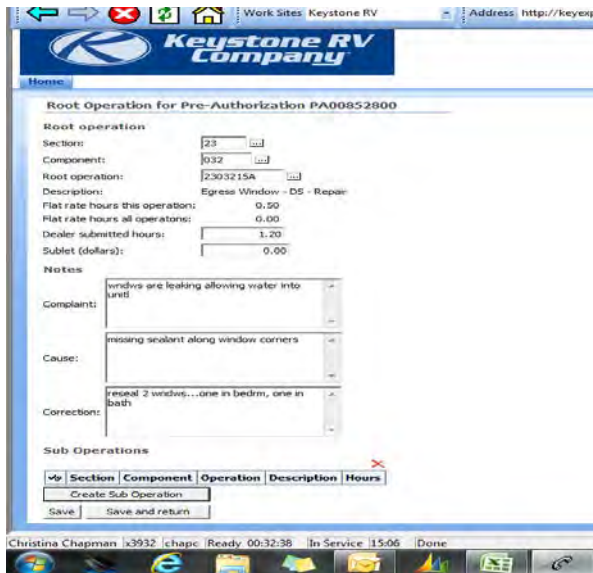
A new auth number will automatically be generated for your request. It's highly recommended that the dealer write this number on the work order for cross referencing. The "header" screen of the auth will pull in information from the Keystone system about the VIN, including make/model/retail owner & warranty status. There is a reference section for the dealer to populate. This will transfer to the claim and eventually be displayed on the payment check. Normally the dealer would enter their work order number, customer name or stock number. After you've added your reference, you are ready to begin adding your labor operations. To do this, click on the "Add root operation" button.

Pre-Authorization

Pre-Authorization	Vehicle information
Pre-Authorization number: PA00852800	VIN: 4YDF32237AF810449
Servicing Dealer: 999999	Owner: CLAUDE R. BOUCHARD & CYNTHIA
Dealer name: Keystone RV Company	Make: Fuzion
Status: Draft	Model: FZ32210
Reference no.: <input type="text" value="Example"/>	Model year: 2010
	Retail sale date: 10/24/2009
	Warranty status: Warranty expired

Labor operations

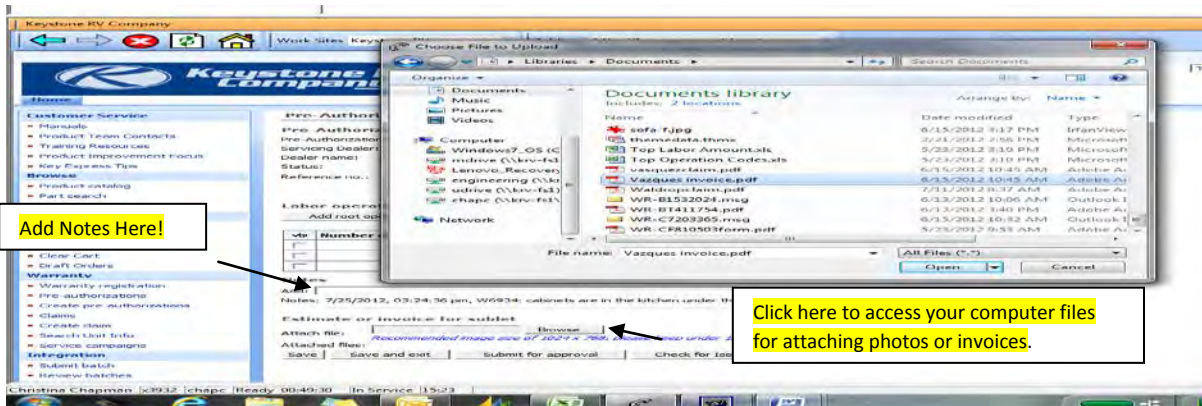
The next screen is where the appropriate Keystone flat rate code is identified and the dealer submits his requested time for the repair with the cause/complaint/correction information. You can build your flat rate codes by using the look up boxes to choose your areas of concern (section/component/root operation). Please note...this is NOT a complete flat rate manual, it does NOT give you all the information about part return requirements, photo requirements and model/serial number requirements. That information is in the actual flat rate manual available in the "Manuals" section. This is a short cut to the codes **only**. There may not be a 'perfect' code for the repair you are completing. Please use the one that best describes what repair is being performed. In the 'Dealer submitted hours' box...enter what time you are asking for. If the repair is a sublet...enter the dollar total in the 'Sublet' box. The complaint/cause/correction sections are REQUIRED. If they are not completed with good detail, your auth may be rejected. Abbreviations are fine, and you shouldn't feel compelled to write a novel in each field, but the more data the better. If the request covers multiple occurrences of the same issue...give details & quantities. (Ex.- 2 windows are leaking, one in bath, one in bedroom) After you have your base data entered, click the "Save" button for an error review or to enter a **sub-operation**. Clicking on "Save and Return" will take you back to the prior screen.



What is a sub-operation?

A sub-op is an additional flat rate code that would describe the additional steps or occurrences of the repair. By adding a sub-op, your base flat rate time is increased by the amount of time allowed for the sub-op. For example, for 2 windows, you might add the same flat rate code for the second window as your sub-op. For more complicated repairs you would add the additional items that required more time. Your sub-op should ALWAYS be supported by the information in your cause/complaint/correction fields or it would not be considered. The total of your sub ops and base code do not have to "add up" to the amount of time you are requesting. It's just a guide.

Continue to add root operations to your pre-auth request as needed. If you need to send additional information to Keystone, type it in the "Notes" section and click the save button. If Keystone needs to ask you for additional info; our note would be displayed here as well. If you need to provide photos of defects of sublet invoices, use the "Browse" button to find the file on your computer to attach.



After you have all information attached and saved; click the "Submit for approval" button. This will change the auth status from "Draft" to "Pending Approval". Keystone will review your auth in a timely manner and approve it as appropriate. Requesting a certain amount of time is not a guarantee of coverage. Please review your auth's in your auth list and compare your submitted to your approved times. If there is a difference, you can "View" your auth and any Keystone notes will be in the correction section explaining our adjustment. If you disagree, please contact the appropriate team by phone to discuss. Your auth can be reopened and adjusted as appropriate as long as it has not been claimed.

There are several different statuses for authorizations. They are as follows;

- 1) "Draft" ...auth not submitted to KRV and not being considered. These auths are still available to the dealer to edit, make changes, delete or to submit. To step into a "Draft" auth, click the "Edit" icon on the right hand side of the screen.

- 2) "Pending Approval"...auths have been submitted to KRV for review. These auths cannot be edited by the dealer or deleted. KRV's processing time on these auths is usually 48 hours or less.
- 3) "Denied"...auths have been reviewed and denied based on KRV policy. For details on the reasons for the denial, you can "View" the auth. A denial reason will be listed in the correction section.
- 4) "Approved"...auths have been reviewed by KRV and approved for repair time. These auths cannot be edited or deleted by the dealer.
- 5) "Requires Feedback"...auths have been submitted by the dealer and reviewed by KRV. If an auth is in this status, KRV has a question or concern that needs to be addressed by the dealer before the auth can be approved. The dealer should choose the "Edit" icon to step into the auth. Notes from the service advisor will display under the "Notes section". Once the dealer reviews the note and makes and necessary changes or communicates back to KRV with a new message, the auth should be resubmitted. This will change the status of the auth to "Pending Approval"
- 6) "Claimed"...these auths have been claimed as all work has been completed and the dealer is requesting payment. No changes can be made to the auth at this time.

Claims

Claims can be created in two ways; with an authorization or without authorization. If you have an authorization you can create a claim from the pre-auth list by clicking on the "Create claim" icon. You can also create a claim with or without an authorization from the **Claims** or **Create Claims** link on the menu bar. Choosing **Claims** will bring up your claims list screen. All claims created by your dealership are listed here. They are sorted/displayed with the newest claim at the top of the list.

Requiring dealer	Claim	Created by	Reference no.	Created date	VIN	Make	Approved date	Status	Approved amount	Submitted	Check no.	View	Edit	Delete	Part Tag
999999	C1022622	holla	so 1802951	7/25/2012	4YDF36628B4702673	Montana		Processing payment	0.00	15.36					
999999	C1022592	becksk	SO 1785178	7/25/2012	4YD13152N4W504398	Cougar		Denied	0.00	37.18					
999999	C1022222	edwag	1786029	7/24/2012	4YDF302389F810816	Fuzion		Processing payment	0.00	37.95					
999999	C1022204	mcpbh	SO1769620	7/24/2012	4YDF31021D4700131	Montana		Processing payment	0.00	161.96					
999999	C1022182	mcpbh	SO1762868	7/24/2012	4YDF37023C4701914	Montana		Processing payment	0.00	10.90					
999999	C1019410	tauti	SO1774841	7/17/2012	4YDF3502560520208	Montana		Pending approval	448.08	448.08					
999999	C1019406	veems	1748302	7/17/2012	4YDT38F2467260426	Retreat		Denied	0.00	486.14					
999999	C1019171	bujeek	1781328	7/16/2012	4YDT29721A1532756	Sprinter		Pending approval	262.11	262.11					
999999	C1017581	holla	so 1760141	7/11/2012	4YDF295218R730384	Mountaineer		Processing payment	0.00	140.55					
999999	C1017571	holla	so 1775976	7/11/2012	4YDF31824C2504456	Cougar		Processing payment	0.00	50.95					

There are several ways to manage or find claims. At the top of the screen you should see the words Refine by: **ALL** | Status. This will allow a quick breakdown of claims based on status. By clicking on the status link, you will see a second row of detail about your claims. This allows you to locate claims in "Draft" or "Requires Feedback" quickly.

Requiring dealer	Claim	Created by	Reference no.	Created date	VIN	Make	Approved date	Status	Approved amount	Submitted	Check no.	View
999999	C1022623	holla	so 1802951	7/25/2012	4YDF36628B4702673	Montana		Processing payment	0.00	15.36		
999999	C1022592	becksk	SO 1785178	7/25/2012	4YD13152N4W504398	Cougar		Denied	0.00	37.18		
999999	C1022222	edwag	1786029	7/24/2012	4YDF302389F810816	Fuzion		Processing payment	0.00	37.95		
999999	C1022204	mcpbh	SO1769620	7/24/2012	4YDF31021D4700131	Montana		Processing payment	0.00	161.96		
999999	C1022182	mcpbh	SO1762868	7/24/2012	4YDF37023C4701914	Montana		Processing payment	0.00	10.90		
999999	C1019410	tauti	SO1774841	7/17/2012	4YDF3502560520208	Montana		Pending approval	448.08	448.08		
999999	C1019406	veems	1748302	7/17/2012	4YDT38F2467260426	Retreat		Denied	0.00	486.14		
999999	C1019171	bujeek	1781328	7/16/2012	4YDT29721A1532756	Sprinter		Pending approval	262.11	262.11		
999999	C1017581	holla	so 1760141	7/11/2012	4YDF295218R730384	Mountaineer		Processing payment	0.00	140.55		
999999	C1017571	holla	so 1775976	7/11/2012	4YDF31824C2504456	Cougar		Processing payment	0.00	50.95		

By clicking on the appropriate "Status" link only claims in those statuses will be displayed.

You can also sort claims by 'Claim', 'Created by', 'Approved date' or 'Created date'. Simply move your cursor to the column title and click on it.

Claim List

Refine by: [All](#) | [Status](#)
[Craft \(4\)](#) | [Pending approval \(6\)](#) | [Requires feedback \(1\)](#) | [Carried \(13462\)](#) | [Processing payment \(323\)](#) | [Sending parts return \(2\)](#)

Search Create

*** All Part Return determinations and Part Tags will be generated at time of claim processing. RETAIN ALL PARTS until the warranty claim has been processed.

Requiring dealer	Claim	Created by	Reference no.	Created date	VIN	Make	Approved date	Status	Approved amount	Submitted	Check no.	View	Edit	Delete	Part Tag
999999	C 1022633	holla	so 1802951	7/25/2012	4TDF36621B4702673	Montana		Processing payment	0.00	19.36					
999999	C 1022592	hedrik	SO 1785178	7/25/2012	4TDT162XGW504398	Cougar		Processing payment	0.00	37.18					
999999	C 1022222	edwag	1786029	7/24/2012	4TDF302289F030836	Fuzion		Processing payment	0.00	37.95					
999999	C 1022204	mcqrb	SO 1769620	7/24/2012	4TDF31021D4700121	Montana		Processing payment	0.00	161.96					
999999	C 1021182	mcqrb	SD1 262868	7/24/2012	4TDF37023C4901914	Montana		Processing payment	0.00	10.90					
999999	C 1019410	lau1	SO 1774841	7/17/2012	4TDF350256S020208	Montana		Pending approval	448.88	448.88					
999999	C 1019406	w889	1748302	7/17/2012	4TDF29F24B7260426	Retreat		Denied	0.00	486.14					
999999	C 1019171	bujez	1761325	7/16/2012	4TDT29721A1532736	Sprinter		Pending approval	262.11	262.11					
999999	C 1017981	holla	so 1760141	7/11/2012	4TDF29521BR730384	Mountaineer		Processing payment	0.00	140.55					
999999	C 1017571	holla	so 1775976	7/11/2012	4TDF31824C2504456	Cougar		Processing payment	0.00	50.95					

To search for a specific claim, you may type the complete claim number in the search box and click search, or use the arrows at the top right hand side of the list to move to the next "page" of claims from the list.

On the right hand side of the display are 4 fields that may or may not be displaying a magnifying glass icon. If the icon is displayed, that option is available. You can always "View" a claim. This will bring up a PDF document that you can print with all details entered. The "Edit" option allows you to change or add to information already populated. The "Delete" option would allow you to completely delete all data from the Keystone system and the "Part Tag" icon is a link to print a PDF parts return tag. To create a new claim you can click on the "Create" button at the top of the claims list.

Your display will require you to enter the complete VIN, 8 digit serial number or your pre-auth number to proceed.

Create Claim

Dealership: VIN or 8 digit serial #:: Create

or Pre-authorization: Create

Enter the complete VIN number, 8 digit serial number, or use the lookup function to complete search.
 For help with claims, contact Customer Service at (866) 425-4369 or dealerservice@keystonerv.com

If you don't know the VIN, clicking on the lookup icon at the end of the entry line will bring up a list of VIN's sold to your dealership. Once you have the VIN info populated, click on the "Create" button.

A new claim number will automatically be generated for your request. It's highly recommended that the dealer write this number on the work order for cross referencing. The "header" screen of the claim will pull in information from the Keystone system about the VIN, including make/model/retail owner & warranty status. There is a reference section for the dealer to populate. If the claim is created from an auth this will have been transferred to the claim from the auth and will be displayed on the warranty check. Normally as a reference the dealer would enter their work order number, customer name or stock number. The 'Repair start date' and 'Repair end date' fields are REQUIRED. The repair start date is the date the customer dropped off the unit for repairs. The repair end date is the date the technician

completed all repairs...not the date the customer picks up the unit. If the unit is from dealer stock, the PDI/Stock box should be "checked". Once all fields are populated, click the 'Save' button to advance to the next screen.

If the claim was created from an auth, the labor operations will already be added to the claim and cannot be increased; nor can additional labor operations be added. If the claim is NOT created from an auth, the dealer needs to add all labor operations. To do this, click on the "Add root operation" button.

The next screen is where the appropriate Keystone flat rate code is identified and the dealer submits his requested time for the repair with the cause/complaint/correction information. You can build your flat rate codes by using the look up boxes to choose your areas of concern (section/component/operation). Please note...this is NOT a complete flat rate manual, it does NOT give you all the information about part return requirements, photo requirements and model/serial number requirements. That information is in the actual flat rate manual available in the "Manuals" section. This is a short cut to the codes **only**. There may not be a 'perfect' code for the repair you are completing. Please use the one that best describes what repair is being performed. In the 'Sub hours' box...enter what time you are asking for. The complaint/cause/correction sections are REQUIRED. If they are not completed with good detail, your claim may be rejected. Abbreviations are fine, and you shouldn't feel compelled to write a novel in each field, but the more data the better. If the request covers multiple occurrences of the same issue...give details & quantities. (Ex.- 3 battens are loose, one in bath, two in bedroom) Once you have your base data entered, click on the "Save" button for an error review or to enter a **sub-operation**. If the time you have requested is greater than KRV flat rate suggested times, your submitted time will

automatically be reduced to KRV flat rate allowances. If you have entered sub-ops, you may adjust your 'Sub hours' to the amount of time reflected in the 'Calculated hours' section. Clicking on "Save and Return" will take you back to the prior screen.

After operation code is changed, click save button before continuing

Operation
 Section: 32
 Component: 015
 Operation: 3201516A

Root operation
 Description:
 Base Hours: 0.00
 Calculated hours: 0.00
 Apvd Hours: 0.00
 Sub hours: -1
 Sublet: 0.00

Notes
 Complaint: batten strips in hvm loose and hanging
 Cause: missing brads
 Correction: resecure all trim (3 pc)

Sub Operations
 Please save your changes by clicking the save button below before adding suboperations

Section	Component	Operation	Description	Hours
Create Sub Operation				
Save Save and return				

What is a sub-operation?

A sub-op is an additional flat rate code that would describe the additional steps or occurrences of the repair. By adding a sub-op, your base flat rate time is increased by the amount of time allowed for the sub-op. For example, for 3 battens, you might add the same flat rate code for the additional battens as your sub-op. For more complicated repairs you would add the additional items that required more time. Your sub-op should ALWAYS be supported by the information in your cause/complaint/correction fields or it would not be considered. The total of your sub ops and base code do not have to "add up" to the amount of time you are requesting. It's just a guide.

Once you have the labor information completed for a repair line, you can add parts.

Adding parts to your Keystone Claim

All parts should be entered for the repair that they relate to. You must be on the "main screen" to add parts. From the root operation labor line; the right side of the screen has two boxes with magnifying glass icons displayed; "Edit" & "Parts". To edit or change your labor line, click on the "Edit" icon. Remember; *pre-authorized labor can only be decreased or removed*. You cannot increase the amount of time **authorized** on a claim, make changes to your flat rate code or make changes to your cause/complaint/correction information on authorized labor lines. If the labor was not transferred from an authorization, you can make any changes necessary.

To add parts to your claim click on the "Parts" icon.

Edit Claim

Claim information	Unit information
Claim: C1022915	VIN: 4YDF32237AF810449
Status: Draft	Owner: CLAUDE R BOUCHARD & CYNTHIA
Pre-authorized: No	Make: Fusion
Repairing dealer: 999999	Model: FZ32210
Dealer name: Keystone RV Company	Model year: 2010
Reference no.: Example	Retail sale date: 10/24/2009
Repair start date: 6/28/2012	Sold no warranty reg.: <input type="checkbox"/>
Repair end date: 7/19/2012	Warranty expire date: 10/24/2010
PDI/Stock repair: <input type="checkbox"/>	Warranty status: Warranty expired

Labor operations

Line	Operation	Description	Qty	Sub hours	Calculated hours	Labor amt	Sublet	Edit	Parts
1	3201516A	Batten Strips & Corner Molding - Repair - per pc	1	0.1	0.10	0.00	0.00		
2	5102219A	Light, Scare - Repair	1	0.2	0.20	0.00	0.00		
3	6100314A	Bath Sink - Repair	1	0.3	0.30	0.00	0.00		

This will bring up a secondary screen for parts entry. Only valid Keystone part numbers can be entered on claims.

Parts selection for Claim C1022915

Root operation
Line number: 1
Operation: 3201516A
Description: Batten Strips & Corner Molding - Re
Parts

Item number	Submitted/Claimed Qty	Approved Qty	Name	Model	Serial number	Dealer Price	Submitted Freight	Apvd Freight	Messages
	1					0.00	0.00		Part Return will be determined at time of claim processing

Save Save and return

Service parts

Item number	Name	Add
102107	Sealant - Silicone - Translucent - (30/Case)	
106805	Baggage - Door - Thumb Lock Only	
109772	Sealant - Foam - 12 oz - Expanding	
110406	Butyl - Tape - Grey - (25/Case)	
116519	Sealant - Self Leveling - White	
119177	Door - Baggage - Cam Lock - 1 3/8" - CH751	
182850	Foam - Tape - 3/16" x 1/2" x 50' - Black - Polyethylene - w/Rubber Bas	
211107	Warranty Shop Supply - Adhesive and Adhesive Tape	
211110	Warranty Shop Supply - Cabinet Door Hardware	
211111	Warranty Shop Supply - Electrical Connectors and Wire	
211112	Warranty Shop Supply - Fasteners - Screws - Staples - Bolts and Etc.	
211113	Warranty Shop Supply - Insulation	
211114	Warranty Shop Supply - Lumber - 2 x 4's - Sheeting - Etc.	
211115	Warranty Shop Supply - Paint and Paint Supplies	
211116	Warranty Shop Supply - Plumbing Fittings and Pipe	
211117	Warranty Shop Supply - Interior Furniture - Panel Repair Supplies	
211118	Warranty Shop Supply - Steel	
211119	Warranty Shop Supply - Cleaning Supplies	

Parts ordered from KRV will be displayed in this location for ease in adding to claims

In the "Item Number" entry box, you can enter the KRV part number for parts used in repairs. If you have ordered parts from Keystone using the VIN in your sales order, they will be available on the bottom right side of the screen. Common shop supply type items (\$10 or less) are listed at the bottom left side of the screen. Simply click on the "add" icon to transfer the part to the claim. The item number, quantity, pricing and freight can be manually entered as well. If your pricing is significantly different than Keystone standard pricing, we do reserve the right to request supporting documentation to verify pricing. This would be the dealer's purchase invoice or PO, not a retail work order charge slip. If you purchased the part elsewhere please locate the closest matching Keystone part number from the catalogs for use in your claim. At the top right hand side of the screen, locate the icon that looks like a camera with a flashbulb; Click on the icon. This will bring pop up a new "window" in your KX screen.

Keystone RV Company

Welcome C. Chapman

This Site

Open New Workspace

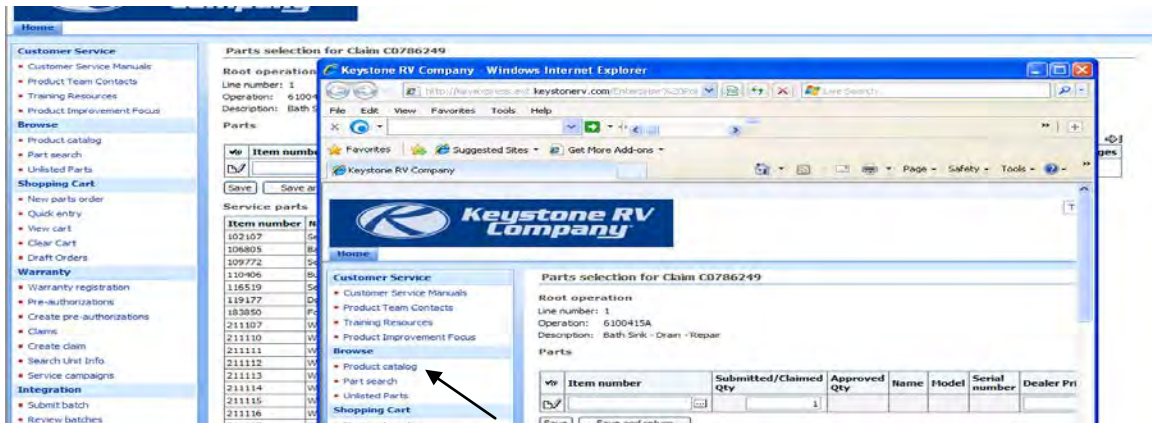
Customer Service

- Customer Service Manuals
- Product Team Contacts
- Training Resources

Parts selection for Claim C0786249

Root operation
Line number: 1
Operation: 6100415A
Description: Bath Sels, Train, Donair

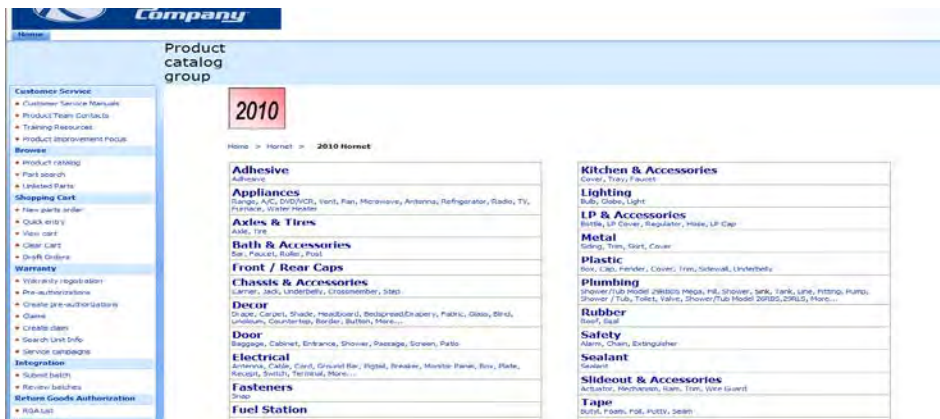
In this new window; click on the **Product Catalog** link from the menu bar in the **Browse** category.



From the main menu of the Product Catalog, find your unit model and year.



After you have identified the correct Model and Year, use the category/section titles to narrow your parts search...just like you were going to order a replacement part.



Find the KRV part number that most closely matches what you are replacing from the parts listed. Make note of the KRV part number and return to your claim. Your claim is NOT GONE. It may just be minimized behind the other window. You should be able to re-enter the claim from the Internet Explorer window icons at the bottom of your screen. After you have stepped back into your claim, enter the appropriate KRV part number on the parts line, and enter the price you paid/are charging me and click save. You may get an error message (in yellow) warning you your price is over KRV standard. *Warning messages in yellow do not prevent you from completing your claim; they only advise of extra checks and information that Keystone will be reviewing in your claim approval process.*

You will also see the message... {Part Return will be determined at time of claim processing}. Dealers should retain all parts until Keystone has reviewed the claim for return requirements. This review is done within 48 hours of submitting your claim for approval. If we do need the part back; you will at that time be able to print a return tag from the claims list for use in shipping the parts back to us. You may dispose of parts once the claim is in 'Approved', 'Denied' or 'Processing Payment' status. Retaining parts until then is requested. Your flat rate manual does give part return requirements for most repairs and should be used as a guide. **We do reserve the right to request part return of items for inspection on any repair.** Add all parts needed for each repair line. After all parts are entered for the specific repair, click the "Save and return" button to return to the main claim screen. If other labor lines also require parts, find the appropriate labor line and repeat the procedure to add parts as needed. After all parts have been added for all repair lines; review your claim from the main claim screen. If you have made an error in your parts, you can edit the entries from the main screen. To adjust quantities, pricing or freight; simply click on the parts icon for your labor line again. This will return to you the parts screen for that repair and you can adjust the information already entered. If you need to delete a part; locate the "Check" box to the left of the individual parts line you want to remove. Click the box to display a check mark. Locate the red "X" at the top right side of the parts box. By clicking on the "X" you will

remove any checked lines.

Warranty expired for VIN 4YDF32237AF810449 on 10/24/2010. Claim may not be approved.
Claim is being submitted with price of \$2.65 for part 163819. Keystone RV Company pricing for this part is 1.29. Claim will require manual approval.

Edit Claim

Claim information
 Claims: C1022915
 Status: Draft
 Pre-authorized: No
 Repairing dealer: 999999
 Dealer name: Keystone RV Company
 Reference no.: Example
 Repair start date: 6/28/2012
 Repair end date: 7/19/2012
 PDI/Stock repair:

Unit information
 VIN: 4YDF32237AF810449
 Owner: CLAUDE R BOUCHARD & CYNTHIA
 Make: Fusion
 Model: F232210
 Model year: 2010
 Retail sale date: 10/24/2009
 Sold no warranty req.:
 Warranty expire date: 10/24/2010
 Warranty status: Warranty expired

Labor operations
 Add Root operation

vr	Line	Operation	Description	Qty	Sub hours	Calculated hours	Labor amt	Sublet	Edit	Parts
	1	3201516A	Batten Strips & Corner Molding - Repair - per pc	1	0.1	0.10	0.00	0.00		
	2	5102219A	Light, Scribe - Repair	1	0.2	0.20	0.00	0.00		
	3	6100314A	Bath Sink - Repair	1	0.3	0.30	0.00	0.00		

Parts

vr	Labor line	Quantity	Item number	Name	Price each	Total markup	Total price	Sub Freight	Messages
	1	3	163819	Trim - Batten - 7/8" x 3/8" - Elm Beige	2.65	1.19	9.14	0.00	Part Return will be determined at time of claim processing
	1	1	211112	Warranty Shop Supply - Fasteners - Screws - Staples - Bolts and Etc.	2.00	0.30	2.30	0.00	Part Return will be determined at time of claim processing
	2	1	211111	Warranty Shop Supply - Electrical Connectors and Wire	1.50	0.23	1.73	0.00	Part Return will be determined at time of claim processing
	3	1	102107	Sealant - Silicone - Translucent - (30/Case)	4.73	0.71	5.44	0.00	Part Return will be determined at time of claim processing
	3	1	102107	Sealant - Silicone - Translucent - (30/Case)	4.73	0.71	5.44	0.00	Part Return will be determined at time of claim processing

Notes:
 Add:

After review; if you need to send additional information to Keystone, type it in the "Notes" section and click the save button. If Keystone needs to ask you for additional info; our note would be displayed here as well. If you need to provide photos of defects or sublet invoices, use the "Browse" button to find the file on your computer to attach.

Warranty expired for VIN 4YDF32237AF810449 on 10/24/2010. Claim may not be approved.
Claim is being submitted with price of \$2.65 for part 163819. Keystone RV Company pricing for this part is 1.29. Claim will require manual approval.

Edit Claim

Claim information
 Claims: C1022915
 Status: Draft
 Pre-authorized: No
 Repairing dealer: 999999
 Dealer name: Keystone RV Company
 Reference no.: Example
 Repair start date: 6/28/2012
 Repair end date: 7/19/2012
 PDI/Stock repair:

Unit information
 VIN: 4YDF32237AF810449
 Owner: CLAUDE R BOUCHARD & CYNTHIA
 Make: Fusion
 Model: F232210
 Model year: 2010
 Retail sale date: 10/24/2009
 Sold no warranty req.:
 Warranty expire date: 10/24/2010
 Warranty status: Warranty expired

Labor operations
 Add Root operation

vr	Line	Operation	Description	Qty	Sub hours	Calculated hours	Labor amt	Sublet	Edit	Parts
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	2	5102219A	Light, Scribe - Repair	1	0.2	0.20	0.00	0.00		
	3	6100314A	Bath Sink - Repair	1	0.3	0.30	0.00	0.00		

Parts

vr	Labor line	Quantity	Item number	Name	Price each	Total markup	Total price	Sub Freight	Messages
	1	3	163819	Trim - Batten - 7/8" x 3/8" - Elm Beige	2.65	1.19	9.14	0.00	Part Return will be determined at time of claim processing
	1	1	211112	Warranty Shop Supply - Fasteners - Screws - Staples - Bolts and Etc.	2.00	0.30	2.30	0.00	Part Return will be determined at time of claim processing
	2	1	211111	Warranty Shop Supply - Electrical Connectors and Wire	1.50	0.23	1.73	0.00	Part Return will be determined at time of claim processing
	3	1	102107	Sealant - Silicone - Translucent - (30/Case)	4.73	0.71	5.44	0.00	Part Return will be determined at time of claim processing
	3	1	102107	Sealant - Silicone - Translucent - (30/Case)	4.73	0.71	5.44	0.00	Part Return will be determined at time of claim processing

Notes:
 Add:

Repair photos / Sublet invoices
 Attach file: Recommended image size of 1024 x 768. Maximize keep under 1MB

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.

After you have added all parts, notes or files necessary to complete your claim, click the "I certify..." statement check box and then the "Submit for Approval" button. If your claim is not complete, you have the option to "Save" it. This will leave your claim in 'Draft' status. If your requested labor hours are over suggested flat rate, you can "Change to Pre-Authorization". This will delete your claim and generate a new pre-authorization. All parts entered on the claim would be removed. "Check for Issues" is a review for errors that may affect your claim review and approval.

Claiming a certain amount of time and parts is not a guarantee of coverage. Please review your claims in your claims list and compare your submitted to your approved dollars. If there is a difference, you can “View” your claim and any Keystone notes will be in the comments section explaining our adjustment. If you disagree, please contact the appropriate team by phone to discuss. Your claim can be reopened and adjusted as appropriate as long as it has not been posted for payment by KRV accounting.

After review by Keystone, if a part needs to be returned you will have a link to print the parts tag from your claims list. To print the parts tag, click on the magnifying glass icon.



You will be able to print a PDF to attach to parts for return shipping. **All parts must be identified or we will be unable to determine what part/claim to approve for payment.** A copy of the claim or a part tag is sufficient for part identification. Keystone’s Policy & Procedure manual outlines the preferred method for parts return. (There is also a step-by-step for returns in the [Message Board](#) archives dated April 23, 2012.) Parts are returned at Keystone’s expense if our procedures are followed. Keystone may not cover return freight if a dealer does not utilize our preferred shippers. All return parts should be packaged to prevent damage, and all parts must be returned in testable condition or your claim may be denied or adjusted.

There are several different statuses for claims. They are as follows;

- 1) “Draft” ...claims not submitted to KRV and not being considered. These claims are still available to the dealer to edit, make changes, delete or to submit. To step into a “Draft” claim, click the “Edit” icon on the right hand side of the screen.
- 2) “Pending Approval” ...claims have no parts listed and have been submitted to KRV for review. These claims cannot be edited by the dealer or deleted. KRV’s processing time on these claims is usually 48 hours or less.
- 3) “Under Parts Review” ... claims have parts listed and have been submitted to KRV for review. These claims cannot be edited by the dealer or deleted. KRV’s processing time and determination for return of parts on these claims is usually 48 hours or less.
- 4) “Pending Parts Return” ...claims have parts listed that are required to be returned for claim payment. These claims cannot be edited by the dealer or deleted. All parts required for return must be received prior to KRV’s final claim payment approval. **All parts must be returned in testable condition.**
- 5) “Denied” ...claims have been reviewed and denied based on KRV policy. For details on the reasons for the denial, you can “View” the claim. A denial reason will be displayed for each part or labor line not approved.

- 6) "Approved"...claims have been reviewed by KRV and approved for payment. These claims cannot be edited or deleted by the dealer.
- 7) "Requires Feedback"...claims have been submitted by the dealer and reviewed by KRV. If a claim is in this status, KRV has a question or concern that needs to be addressed by the dealer before the claim can be approved. The dealer should choose the "Edit" icon to step into the claim. Notes from the warranty processor will display under the "Notes section". Once the dealer reviews the note and makes and necessary changes or communicates back to KRV with a new message, the claim should be resubmitted. This will change the status of the claim to "Pending Approval" or "Under Parts Review".
- 8) "Processing Payment"...these claims have been approved for payment or have been paid. No changes can be made to the claim at this time. If a check has been issued; the check number will be displayed in the claims list. Checks are issued twice monthly.

Claims are reviewed and approved daily. For claims with return parts, allow 10-15 business days from the ship date of the return part for part receipt and processing by KRV. Please review, track the status of and manage your claims on Key Express. Any adjustments made by KRV to the claim must have an appeal request submitted within 60 days of adjustment to be considered for appeal. Claims should be submitted within 30 days of repair completion to be eligible for 100% reimbursement per Keystone Policy. Submitting claims more than 31 days after repair completion could result in reimbursement at less than 100%. If you notice a mistake in your claim... please contact the appropriate Keystone Customer Service team and choose option "3" from the phone menu to speak to a warranty processor. We may be able to reopen your claim if it has not already been posted by accounting for payment. Otherwise an appeal would need to be submitted for corrections.