



Key Codes Now Integration

User Guide

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Key Codes Now Integration

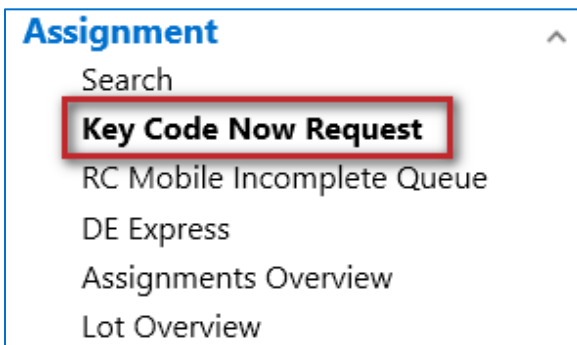
RC Office (RCO) has been integrated with Key Codes Now. This integration provides RCO users with functionality to purchase key codes directly from Key Codes Now using RCO assignment information. The process is initiated within iRepo and the request is made on the Key Codes Now website.

Gaining Access to Key Codes Now

Access to the **Key Codes** Now interface is role-based. To enable access to the Key Codes Now interface please contact MBSi Support.

Key Codes Now Interface

Access to the Key Codes Now integration can be gained by clicking **Key Codes Now** menu item on the **Assignment** menu.



When clicked, a separate browser window will open and display the **Key Codes Now** (KCN) interface.



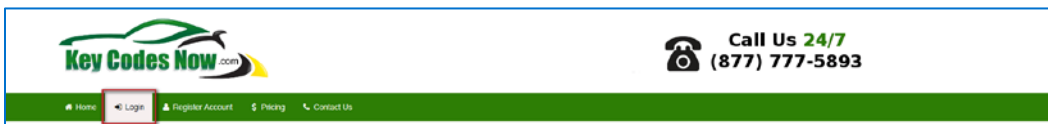
Registering for Key Codes Now

If you already have a Key Codes Now account, skip this section and continue to the “Login” section of this document.

If your company does not have a Key Codes Now account, click **Register Account**, fill out the form and follow the registration process.

Login

Click **Login**. The **Login** interface will display.



During the registration process you should have received login information for the Key Codes Now website. Enter the **User Name** and **Password** information and click **Sign In**.

 The image shows the login form on the Key Codes Now website. It has the same header and navigation bar as the previous image. The main content area contains a login form with two input fields: "Username" with the value "1019" and "Password" with masked characters "*****". There is a "Forgot Password?" link below the password field. A blue "Sign In" button is at the bottom right of the form.

Upon successful login, you will be logged in and the **Dashboard** interface will display.

 The image shows the dashboard interface after a successful login. The header and navigation bar are the same. The navigation bar now includes a "DASHBOARD" link, which is highlighted. Below the navigation bar, the page title is "Dashboard". There is an "Assignment ID:" field with a text input. Below this are several buttons: "Request Code", "BCM / Pin Codes", "Keys Cut & Shipped", "Proximity Key Fobs", "Cancel Request", and "Billing Statements". Below the buttons is a "records per page" dropdown set to "10" and a "Search:" field. Below these is a table with columns: ID, Client, Email/Phone/Address, Vehicle Year, Vehicle Make, VIN Number, Product Type, Requested Code, Fees, Date Requested, Date Processed, and Process Status. The table is currently empty, with a message "No data available in table" at the bottom. There are "Previous" and "Next" buttons at the bottom right of the table.

Once you're in KCN, you can go to the **Manage Account** section to change your password and manage other account details.

If you forget your password or need it reset, contact KCN at (877) 777-5893.

Interface Elements

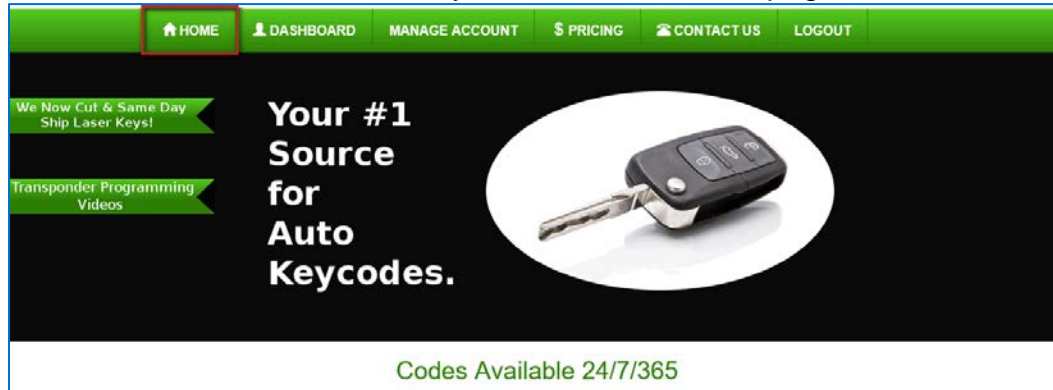
The KCN interface contains the following elements:

Menu

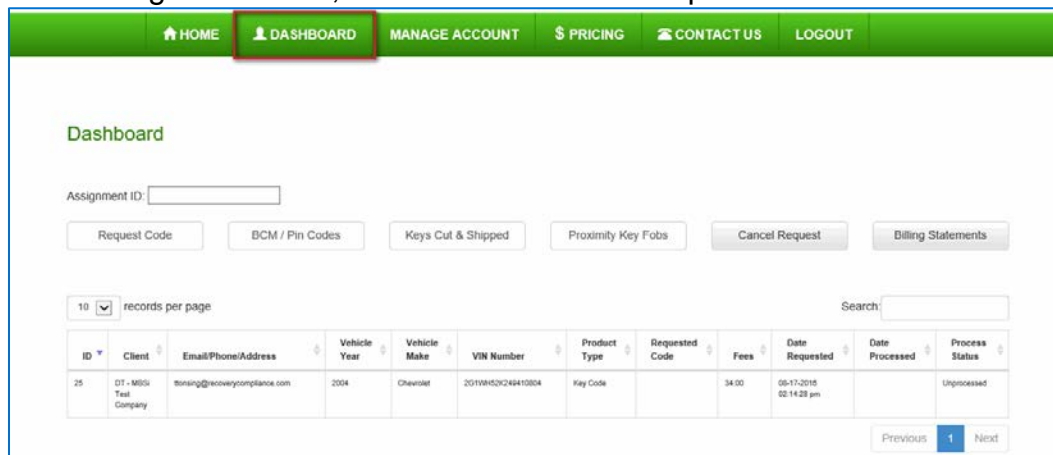
Found at the top of the interface, the menu provides access to various portions of the site. It contains the following menu items:



- **Home:** this menu item will take you to the KCN home page.



- **Dashboard:** this menu item provides access to the interface where you will manage requests. It provides functionality for you to make various types of key code requests, cancel a request, audit billing statements, and review historical request information.



- **Manage Account:** this menu item gives you functionality that will allow you to modify and update your account information with KCN.

MANAGE ACCOUNT

Edit Client Account

Account Information

ID: 1019

Company Name:* DT - MBSi Test Company

First Name:* Test

Last Name:* Company

- **Pricing:** this menu provides access to KCN's pricing sheet.

PRICING

\$10 Surcharge on Weekends & Holidays.
No Refunds or Cancellations once order is placed.

Make	Years Available	Mon-Fri	Notes
Acura	1957+	\$500	
Audi	1990+	\$45	
Buick	1987+	\$34	
Cadillac	1987+	\$34	
Chevrolet	1987+	\$34	
Chrysler	1990+	\$32	Pin included
Datsun	1965+	\$10	Test
Dodge	1990+	\$32	Pin included
Eagle	1990+	\$32	Pin included
Ford	1990+	\$12	
GEO	1987+	\$34	
GM	1987+	\$34	Buick pin codes \$10
Honda	1990+	\$25	

- **Contact Us:** this menu item provides access to contact information as well as a contact form to submit information requests. Simply enter your **Name**, **Email**, and **Phone** information along with a **Message**, click **Submit**, and a KCN support representative will reply to your request.

CONTACT US

Contact Us

Contact Info
Email: support@keycodesnow.com
Phone: (877) 777-5893

Name:* John Doe

Email:* jdoe@test.com

Phone: 602-602-6026

Message:* I would like some information on how to sign up.

Submit

- **Logout:** when clicked, the interface will log you out.

Making Requests

You can enter an iRepo assignment number in order to place requests on the interface. When you originally opened the KCN interface, it opened in a separate browser window and iRepo remained open on the original browser window. This allows you to navigate iRepo to find assignments on which to make requests.

Requesting a Key Code

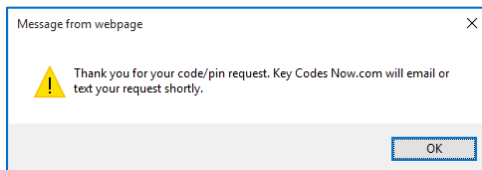
To request a key code:

1. Enter an iRepo Assignment number into the **Assignment ID** field.
2. Click **Request Code**.

The **Request Code** interface will display. During the page load, the integration will fetch assignment information from iRepo and auto populate the **Vehicle Make**, **Vehicle Model**, **Vehicle Year**, **Vehicle Color**, and **VIN Number** information (as available from the iRepo assignment). KCN will populate the **Product Type** (Key Code) and **Send Code/Pin to email** fields. You can edit all fields in case any information is missing or incorrect. All fields followed by an asterisk (*) are required.

3. Enter the **License Plate Number** or select **License Plate is Unavailable** checkbox.
4. Select a state from the **License Plate Registered in** dropdown.
5. Select the checkbox next to the Terms and Conditions of Use statement.
6. Enter a coupon code (if available)
7. Click **Submit**.

When successfully submitted, a confirmation dialogue will display. Click **OK**.



The request will be displayed on the **Dashboard** grid in a status of *Unprocessed*. The record will display the client, vehicle, product type, fees, request, and processing status pertaining to the request.

Dashboard

Assignment ID:

Request Code BCM / Pin Codes Keys Cut & Shipped Proximity Key Fobs Cancel Request Billing Statements

10 records per page Search:

ID	Client	Email/Phone/Address	Vehicle Year	Vehicle Make	VIN Number	Product Type	Requested Code	Fees	Date Requested	Date Processed	Process Status
25	DT - MBSi Test Company	ttosang@recoverycompliance.com	2004	Chevrolet	2G1VH52K249410804	Key Code		34.00	08-17-2016 02:14:28 pm		Unprocessed

Previous 1 Next

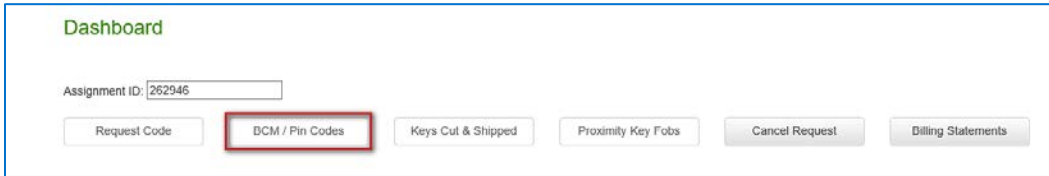
The KCN team will process the request within ten minutes and the code will be provided to the agent using the email address designated when creating the request.

Placing a BCM/Pin Codes Request

To request a BCM/Pin Code:

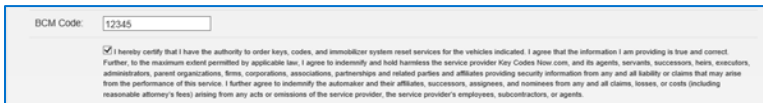
1. Enter an iRepo Assignment number into the **Assignment ID** field.

2. Click **BCM/Pin Codes**.

The screenshot shows a web dashboard titled "Dashboard". At the top, there is a text input field labeled "Assignment ID:" containing the value "262946". Below this, there is a row of six buttons: "Request Code", "BCM / Pin Codes" (which is highlighted with a red rectangular box), "Keys Cut & Shipped", "Proximity Key Fobs", "Cancel Request", and "Billing Statements".

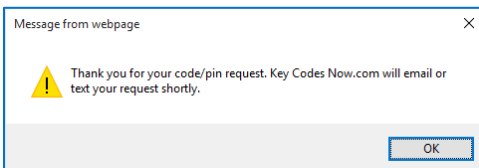
The **Request Code** Interface will display. During the page load, the integration will fetch assignment information from iRepo and auto populate the **Vehicle Make**, **Vehicle Model**, **Vehicle Year**, **Vehicle Color**, and **VIN Number** information. KCN will populate the **Product Type** (Pin/Programming Code) and **Send Code/Pin to email** fields. You can edit all fields in case any information is missing or incorrect. All fields followed by an asterisk (*) are required.

3. Enter the **License Plate Number** or select **License Plate is Unavailable** checkbox.
4. Select a state from the **License Plate Registered in** dropdown.
5. Enter the **BCM Code**.

The screenshot shows a form section. At the top, there is a text input field labeled "BCM Code:" containing the value "12345". Below this, there is a checkbox that is checked, followed by a paragraph of text: "I hereby certify that I have the authority to order keys, codes, and immobilizer system reset services for the vehicles indicated. I agree that the information I am providing is true and correct. Further, to the maximum extent permitted by applicable law, I agree to indemnify and hold harmless the service provider Key Codes Now.com, and its agents, servants, successors, heirs, executors, administrators, parent organizations, firms, corporations, associations, partnerships and related parties and affiliates providing security information from any and all liability or claims that may arise from the performance of this service. I further agree to indemnify the automaker and their affiliates, successors, assignees, and nominees from any and all claims, losses, or costs (including reasonable attorney's fees) arising from any acts or omissions of the service provider, the service provider's employees, subcontractors, or agents."

6. Select the checkbox next to the Terms and Conditions of Use statement.
7. Enter a coupon code (if available)
8. Click **Submit**.

When successfully submitted, a confirmation dialogue will display. Click **OK**.

The screenshot shows a small dialog box titled "Message from webpage" with a close button (X) in the top right corner. Inside the dialog, there is a yellow warning triangle icon followed by the text: "Thank you for your code/pin request. Key Codes Now.com will email or text your request shortly." At the bottom right of the dialog, there is an "OK" button.

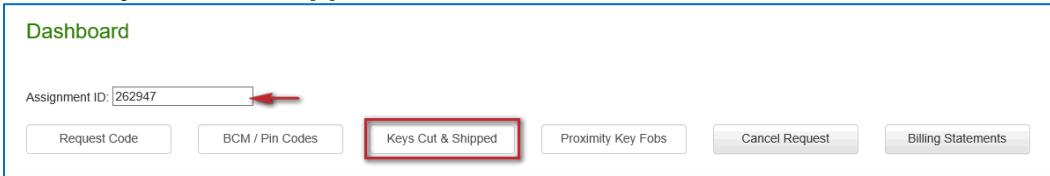
The request will be displayed on the **Dashboard** grid in a status of *Unprocessed*. The record will display the client, vehicle, product type, fees, request, and processing status pertaining to the request.

The KCN team will process the request within ten minutes and the Pin will be provided to the agent using the email address designated when creating the request.

Placing a Keys Cut & Shipped Request

To place a Keys Cut & Shipped Request:

1. Enter an iRepo Assignment number into the **Assignment ID** field.

2. Click **Keys Cut & Shipped**.


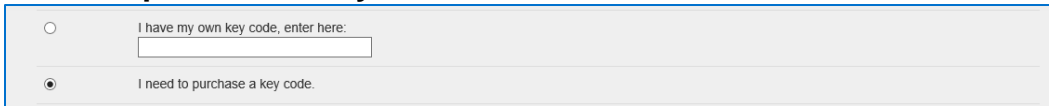
Dashboard

Assignment ID: 262947

Request Code BCM / Pin Codes **Keys Cut & Shipped** Proximity Key Fobs Cancel Request Billing Statements

The **Request Key Cut and Shipped** interface will display. During the page load, the integration will fetch assignment information from iRepo and auto populate the **Vehicle Make**, **Vehicle Model**, **Vehicle Year**, **Vehicle Color**, and **VIN Number** information. KCN will populate the **Product Type** (Key/Remote Cut and Ship), **Shipping Address**, **Shipping City**, **Shipping State**, and **Shipping Zip/Postal Code** fields. You can edit all fields in case any information is missing or incorrect. All fields followed by an asterisk (*) are required.

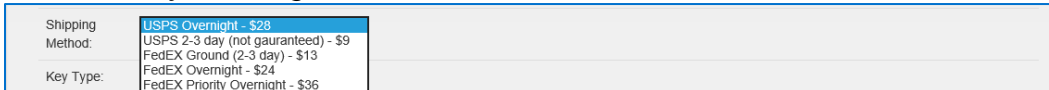
3. Enter the **License Plate Number** or select **License Plate is Unavailable** checkbox.
4. Select a state from the **License Plate Registered in** dropdown.
5. Next, select one of the two following radio buttons:
 - a. **I have my own key code.** When selected, enter the key code in the provided field.
 - b. **I need to purchase a key code.**



☐ I have my own key code, enter here:

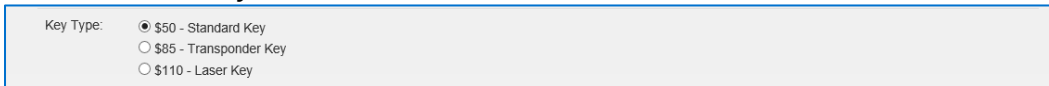
☒ I need to purchase a key code.

6. Select a value from the **Shipping Method** dropdown. The values are as follows:
 - a. *USPS Overnight - \$28.*
 - b. *USPS 2-3 day (not guaranteed) - \$9.*
 - c. *FedEX Ground (2-3 day) - \$13.*
 - d. *FedEx Overnight - \$24.*
 - e. *FeEx Priority Overnight - \$36.*



Shipping Method: **USPS Overnight - \$28**
 USPS 2-3 day (not guaranteed) - \$9
 FedEX Ground (2-3 day) - \$13
 FedEX Overnight - \$24
 FedEX Priority Overnight - \$36

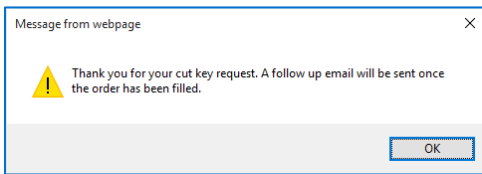
7. Select a **Key Type** radio button. The selections are as follows:
 - a. *\$50 – Standard Key*
 - b. *\$85 – Transponder Key*
 - c. *\$110 – Laser Key*



Key Type: ☒ \$50 - Standard Key
☐ \$85 - Transponder Key
☐ \$110 - Laser Key

8. Verify the shipping address information. Make any changes as necessary
9. Select the checkbox next to the Terms and Conditions of Use statement.
10. Enter a coupon code (if available)
11. Click **Submit**.

When successfully submitted, a confirmation dialogue will display. Click **OK**.



The request will be displayed on the **Dashboard** grid in a status of *Unprocessed*. The record will display the client, vehicle, product type, fees, request, and processing status pertaining to the request.

The KCN team will process the quests and send email notification to the email address on file informing you that they key has been processed and shipped. Any key ordered before 2 p.m. (CT) will be processed and shipped on the same day.

Requesting Proximity Key Fobs

To place a Proximity Key Fob request:

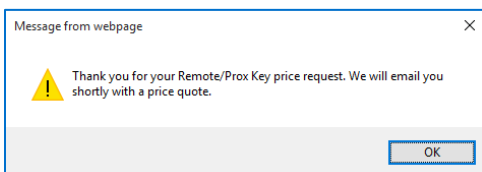
1. Enter an iRepo Assignment number into the **Assignment ID** field.
2. Click **Proximity Key Fobs**.

A screenshot of a web form titled "Dashboard" in green. It has an "Assignment ID" field with the value "265713". Below the field are six buttons: "Request Code", "BCM / Pin Codes", "Keys Cut & Shipped", "Proximity Key Fobs" (which is highlighted with a red border), "Cancel Request", and "Billing Statements".

The **Request Code** interface will display. During the page load, the integration will fetch assignment information from iRepo and auto populate the **Vehicle Make**, **Vehicle Model**, **Vehicle Year**, **Vehicle Color**, and **VIN Number** information (as available from the iRepo assignment). KCN will populate the **Product Type** (Remote/Push Button Key), **Send Code/Pin to Email** field. You can edit all fields in case any information is missing or incorrect. All fields followed by an asterisk (*) are required.

3. Enter the **License Plate Number** or select **License Plate is Unavailable** checkbox.
4. Select a state from the **License Plate Registered in** dropdown.
5. Select the checkbox next to the Terms and Conditions of Use statement.
6. Enter a coupon code (if available)
7. Click **Submit**.

When successfully submitted, a confirmation dialogue will display. Click **OK**.



The request will be displayed on the **Dashboard** grid in a status of *Unprocessed*. The record will display the client, vehicle, product type, fees, request, and processing status pertaining to the request.

The KCN team will process the request and email notification will be sent to the email address on file informing you that the key has been processed and shipped. Any key ordered before 2 pm (CT) will be processed and shipped the same day.

Canceling Requests

The **Dashboard** interface of the KCN site provides access to functionality that allows users to cancel submitted requests. The **Cancel Request** button has been added to the interface for this purpose. Only unfulfilled requests can be cancelled. To cancel one or more requests:

1. Click **Cancel Request** on the **Dashboard** interface.

Dashboard

Assignment ID:

Request Code BCM / Pin Codes Keys Cut & Shipped Proximity Key Fobs **Cancel Request** Billing Statements

The **Cancel Request** interface will display. It displays all unfulfilled requests for your company.

Cancel Request---only unfulfilled orders can be canceled.

10 records per page Search:

ID	Client	Email/Phone/Address	Vehicle Year	Vehicle Make	VIN Number	Product Type	Requested Code	Fees	Date Requested	Date Processed	Process Status
<input type="checkbox"/> 26	DT - MBSi Test Company	ttosning@recoverycompliance.com	2015	Honda	2H9FB2F84FH500312	Pin Code		\$25.00	08-18-2016 12:57:22 pm		Unprocessed
<input type="checkbox"/> 28	DT - MBSi Test Company	13501 NW IND DR Bridgeton MO, 63044	2008	Dodge	2B3LA3H48H282421	Proximity Key Fob	3	\$0.00	08-18-2016 12:28:03 pm		Unprocessed
<input type="checkbox"/> 27	DT - MBSi Test Company	13501 NW IND DR Bridgeton MO, 63044	2011	Nissan	1N4AL2AP4BC115677	Standard Cut Key		\$78.00	08-18-2016 11:20:19 am		Unprocessed
<input type="checkbox"/> 26	DT - MBSi Test Company	test@test.com	2009	Jeep	1J8GN28K39W551995	Pin Code		\$30.00	08-17-2016 06:37:21 pm		Unprocessed
<input type="checkbox"/> 25	DT - MBSi Test Company	ttosning@recoverycompliance.com	2004	Chevrolet	2G1WH52K246410804	Key Code		\$34.00	08-17-2016 02:14:28 pm		Unprocessed

Showing 1 to 5 of 5 entries Previous 1 Next

Cancel Selected Requests

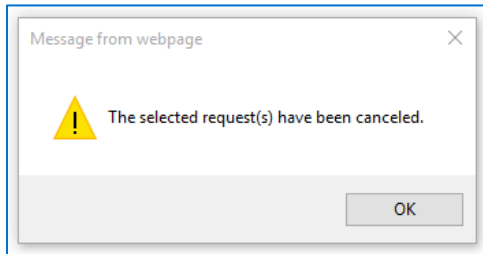
Each line item has a selection checkbox that allows you to select the row in order to cancel that request. You can select one or more requests.

2. Select one or more requests.
3. Click **Canceled Selected Requests**.

Showing 1 to 5 of 5 entries Previous 1 Next

Cancel Selected Requests

A confirmation dialogue will confirm that the request(s) has been canceled.



Additionally, the request will be removed from the Dashboard grid.

Billing Statements

Billing statements are provided on the first and fifteenth of each month for keys ordered and billed directly to the recovery agent. If you are ordering keys as part of a Lender-driven program, this area will be blank as all keys will be billed directly to the Lender.