AXA Keyservice

User manual

AXA BIKE SECURITY

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1 What is the AXA key service?

With the AXA key service, you can securely and quickly order your extra keys, with great ease of use for both dealers and consumers. As the only lock supplier, AXA has complete control over the entire ordering, production and shipping process, making it extra fast and extra secure.

As a professional dealer, you can easily create an account through the dealer login to order multiple keys at once for your customers. As a dealer, you will receive a fixed discount of 15% on all your orders.

It is possible to add a reference for each key, so that you always have a clear overview of which key belongs to which customer.

You can easily pay via the website, and we will provide you with a clear overview of your expenses and the consumer prices. You can pay with iDeal, PayPal, credit card or a one-time authorization. The ordered keys will be shipped within a few days with the safety you expect from us!

2 Sign up as a dealer

Sign up as a dealer in 3 simple steps!

1. Click on the ❶ *dealer* button on the right upper side of the key service homepage.

2. Click on ❷ *no account yet?* In the dealer login screen.

3. Enter your personal details and press ❸ *check*.

After you have been verified in our system, you will receive a confirmation email from us. You can then log in with your provided username and password.

3 Order a single key or multiple keys one by one

Before you start: you need a key service account to order keys.
See in chapter 2 how to sign up for an account.

1. Make sure you are logged in. You can do this at the top right *character-icon* ❶. Then go to ❷ *quick entry*.

2. Determine *key type* ❶
3. Enter ❷ *key number* and ❸ *reference*.
4. Then press ❸ *add key*.

Now you can add another key by repeating step 2 and 3 as shown above or go to *order* and finish the process.

Alternative postal address?

Before clicking *order* determine if you want to receive the key(s) on the address known to us within your key service account or send it to an alternative address, for example your clients address or another bike store under the umbrella of your company. Check the mark ❹ *Send to alternative address*.

Note: you can only choose one alternative address, also when you order multiple keys. We're working on that.

4 Order multiple keys in a single draft

Note: this works for multiple keys of the same key type per entry.

Repeat step 1 and 2 in chapter 3 and then continue from here.

1. Make an Excel-list with key numbers and references from 1 specific key type, for example key type 'Key DEF (10000 – 20000)', like below. Column one is the key number, column two your personal reference.

	A	B
1	10001	Test 1 Key DEF
2	10002	Test 2 Key DEF
3	10003	Test 3 Key DEF
4	10004	Test 4 Key DEF
5	10005	Test 5 Key DEF

2. Copy/paste these two columns in the 1 *Multiple keys in one click* field.

The system will check key numbers on availability within the key number range of the chosen key type. If not available the system will show this message: *The key number 123 is not part of this key range*. You probably made a typo in your key number or chose the wrong key type which leads to a miss match with key numbers.

3. Press 2 *add key* and the selection will appear in the 3 *order list* at the right.

Do you want to order another key type?

Single key

Determine key type and enter key number and reference as shown at step 2 and 3 in chapter 3.

Multiple keys

Determine key type as shown at step 2 in chapter 3 and copy/paste an Excel-sheet of a specific key-type as shown in chapter 4 at step 1, 2 and 3.

When all keys you wish to order are entered in the system, you can finish by clicking on *order* 4 at the right.

Alternative postal address?

Before clicking 4 *order* determine if you want to receive the key(s) on the address known to us within your key service account or send it to an alternative address, for example your clients address or another bike store under the umbrella of your company. Check the mark 5 *Send to alternative address*.

Note: you can only choose one alternative address, also when you order multiple keys. We're working on that.

5 Look into your account info, order history, etc.

1. Make sure you are logged in. You can do this at the top right via the ❶ *dealer* button.

2. Once logged in, the dealer-button is changed into a character-icon. Click on the *character-icon* ❷ and your account-info and 'Order history' is all there.

6 Where to find your invoices

Follow step 1 in (previous) chapter 5.
Then click on a specific *order rule* ❶.

Then you see the details of this order within the right bottom corner two buttons: ❶ *e-mail* and ❶ *download*. Both buttons will provide you with your invoice as a pdf via the choice of your preference.

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