



Creating a Security Information Request

Creating a Security Request

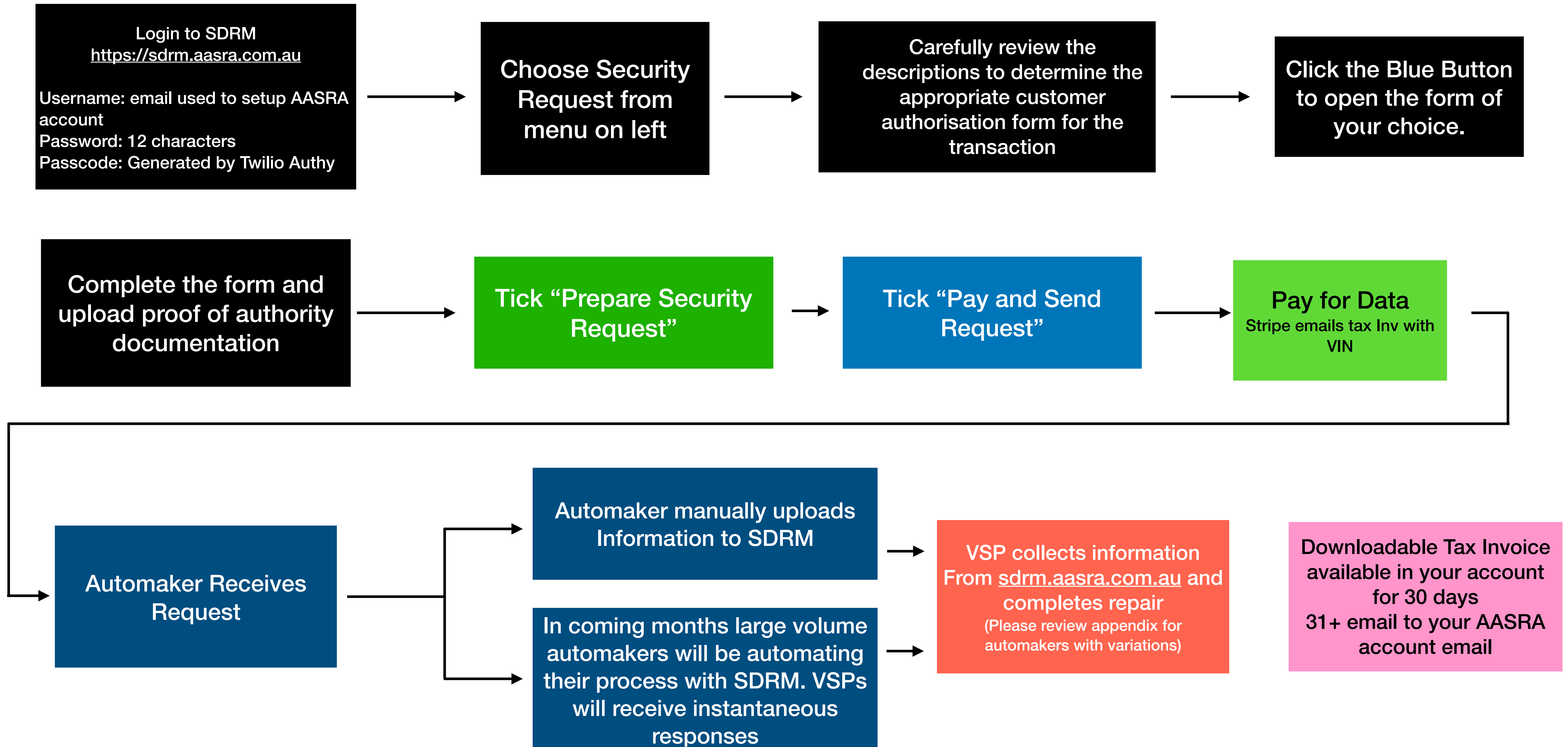
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**The following slides will take you
through the process of requesting
information from an automaker
using the AASRA Portal**



Process Overview



Security Request

[Dashboard](#) Notifications

Accounts

 Companies Security Request

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[i Home](#)

Automaker Info

i Non-participating Brands

i News and FAQs

Missing Information Report

i About AASRA

When you press Security Request this screen will display

Review the details below to determine which Authorisation form to use.

A condition of your AASRA Membership, in compliance with Australian law is that you agree and declare that:

1. Your AASRA VSP Credentials (*login, Authy codes, or Vehicle Security Professional ID*) may not be shared with anyone inside or outside your company.
2. Vehicle Security information you obtain may not be shared with anyone except the registered vehicle owner, in person. You cannot email or text the information.
3. VSPs are never permitted to ship, mail, or dispatch keys cut from code regardless of the source.
4. **If you do not agree to these terms, or are not the account holder, you must cancel this transaction.**

**You are
required to
abide by these
rules**

Customer Authorisation

This form is used when providing service to a vehicle owner or an approved family member.

Documentation required to be uploaded: You will need to provide proof of identity and proof of ownership to complete this authorisation form.

Start Customer Authorisation

Fleet/Business/Outside service to a dealer who owns the vehicle

This form is used for vehicles that are not privately owned. For example, Government, Fleet, dealer inventory, or at auctions.

Documentation required to be uploaded: Proof of ownership and documentation that provides the VSP with permission to service the vehicle.

Start Auction/Fleet Authorisation

Dealer Authorisation

This form is only to be used by Franchise Dealer VSPs when servicing their brands. When servicing a non-franchise brand, use the appropriate Authorisation Form.

Documentation required to be uploaded: Your brand may have specific requirements for documentation (*repair order, Proof of ownership etc. to be uploaded*) You can upload multiple documents with the button on this form.

Start Dealer Authorisation

Documentation required to be uploaded: The contracting shop is responsible to collect proof of identity and proof of ownership and the VSP must confirm the match.

Start Contracting Authorisation



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Start Auction/Fleet Authorisation

Contracting Authorisation (VSP performing work as a third party for a repair shop)

This form is used when a VSP is performing services for another repair facility (*on site*) and the vehicle is registered to the contracting repair shop's customer. For example, making an additional key (*where a key code is required*) or immobiliser information to complete a repair.

Documentation required to be uploaded: The contracting shop is responsible to collect proof of identity and proof of ownership and the VSP must confirm the match.

Start Contracting Authorisation












Dealer Authorisation

This form is only to be used by Franchise Dealer VSPs when servicing their brands. When servicing a non-franchise brand, use the appropriate Authorisation Form.

Documentation required to be uploaded: Your brand may have specific requirements for documentation (*repair order, Proof of ownership etc. to be uploaded*) You can upload multiple documents with the button on this form.

Start Dealer Authorisation

**Review the use case for each type of authorisation form to determine which is best for your application.
Click the blue button to open the form**

-  Dashboard
-  Notifications
-  Accounts
-  Companies
-  Security Request
-  Receipts
-  Home
-  Automaker Websites
-  News and FAQs
-  Missing Information Report
-  About AASRA

Customer Authorisation

 Cancel Order

 Save for Later

 Complete Order

 Back To Dashboard

Vehicle Information ⓘ

* VIN

Decode

OR

Country

Australia

⬆⬇⬆

State/Territory

Select...

⬆⬇⬆

Registration Plate Number

Decode



Use either Rego or VIN and tick “Decode”

New Feature:

If the VIN does not decode you can manually edit Some very new vehicles are not yet in the 3rd party data SDRM uses to fill your form.

See next 2 slides for example

Vehicle Owner/Customer Information

* Driver License Number ⓘ

* Country

Select...


⬆⬇⬆

* State/Territory

Select...

⬆⬇⬆

* Expiration Date



* Verification Type

Select...

⬆⬇⬆

* First Name ⓘ

* Last Name

* Phone Number

Address ⓘ

Australia

⬆⬇⬆

Address Line 1

Address Line 2

- Dashboard
- Notifications
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- Automaker Websites
- News and FAQs
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- About AASRA

Customer Authorisation

Vehicle Information ⓘ

* VIN

Decode

OR

Country

Australia ▾

State/Territory

Select... ▾

Registration Plate Number

Decode

Manual Decode



An Error occurred while decoding VIN.
To enter vehicle information manually, please click the button below.

Enter manually

Close

Cancel Order

Save for Later

Complete Order

Back To Dashboard

VIN that will not
Decode

Vehicle Owner/Customer Information

* Driver License Number ⓘ

* First Name ⓘ

* Country

Select... ▾

* Last Name

* State/Territory

Select... ▾

* Phone Number

* Expiration Date



Address ⓘ

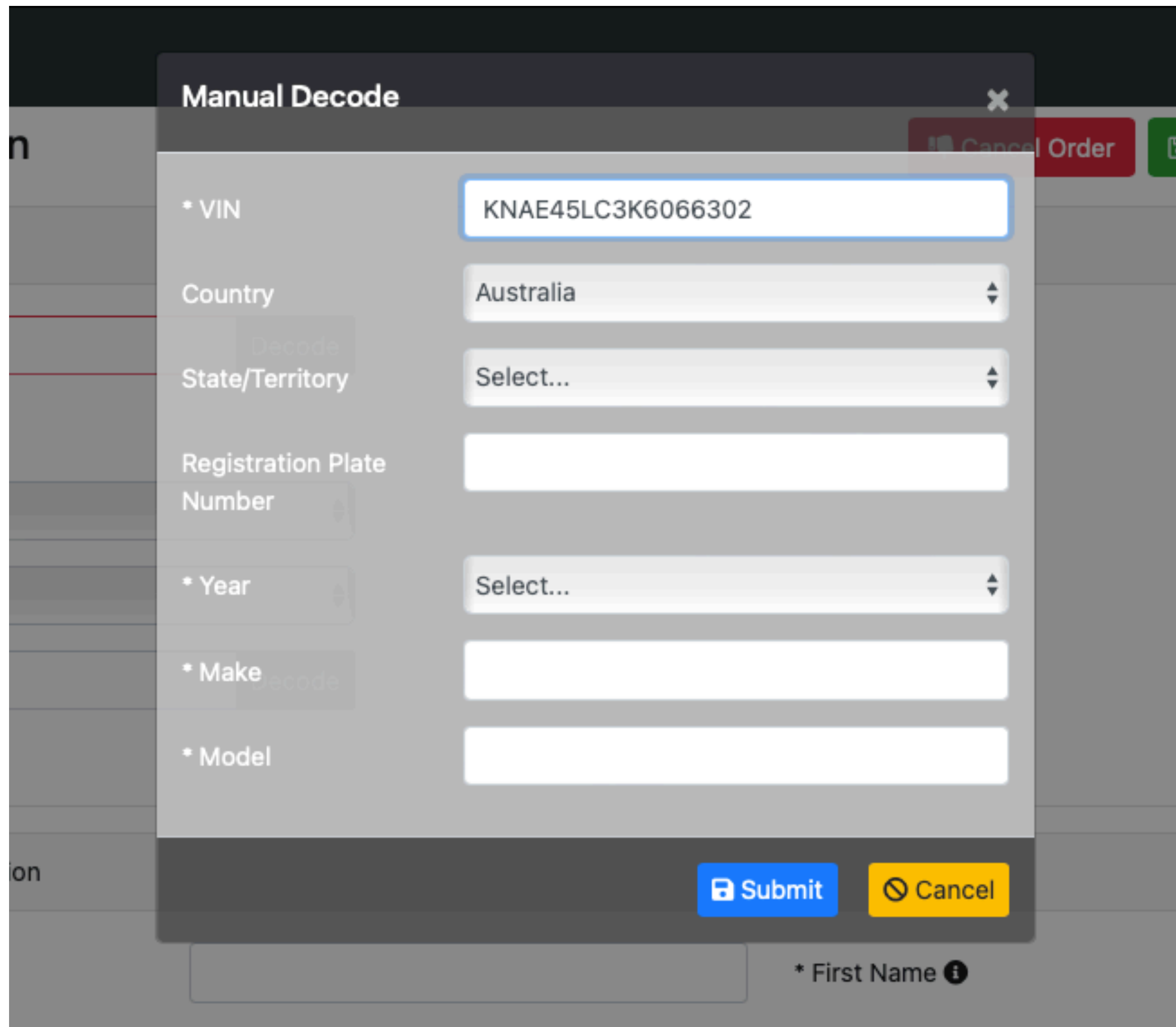
Australia ▾

* Verification Type

Select... ▾

Address Line 1

Address Line 2



The image shows a 'Manual Decode' modal window. It contains the following fields:

- * VIN**: Text input containing 'KNAE45LC3K6066302'.
- Country**: Dropdown menu showing 'Australia'.
- State/Territory**: Dropdown menu showing 'Select...'.
- Registration Plate Number**: Text input (empty).
- * Year**: Dropdown menu showing 'Select...'.
- * Make**: Text input (empty).
- * Model**: Text input (empty).

At the bottom of the modal are two buttons: a blue 'Submit' button and a yellow 'Cancel' button. Below the modal, a portion of another form is visible, showing a text input field and the label '* First Name' with an information icon.


VIN that will not
Decode

**The VIN you entered will copy
to the manual entry screen
Complete the rest of the fields
and tick “Submit” to continue.**

This is not a common occurrence but SDRM has a
solution

Security Request - Authorisation Form

- Vehicle owner or a person authorised by the owner must provide information for this part of the form.
- If the person presenting the vehicle gives you any doubt, call the vehicle owner listed on the ownership documents.
- If the customer is strongly opposing letting you take a picture of their driver's licence inform them that you must review it and enter the information in the form. This is to protect you from accidentally assisting a theft.
- Sometimes addresses do not line up for good reasons. Use good judgement and ask for explanation if you find that addresses are different between documents.



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Vehicle Information ⓘ

* VIN

Decode

OR

Country

Australia

▼

State/Territory

Select...

▼

Registration Plate Number

Decode

Vehicle Owner/Customer Information

* Driver License Number ⓘ

* Country

Select...

▼

* State/Territory

Select...

▼

* Expiration Date

📅

* Verification Type

Select...

▼

* First Name ⓘ

* Last Name

* Phone Number

Address ⓘ

Australia

▼

Address Line 1

Address Line 2

City

State Or Territory...

▼

Postal Code

Upload Authorisation Documentation


You must upload a copy of the vehicle owner's Driver's license and Proof of Ownership (Registration, Insurance, Bill of Sale, or Vehicle Title).

Upload

Uploaded Files:

Security Request - Upload Files

- The behaviour of the upload button changes based upon the device you are using to complete the form. (Next slide for examples)
- All uploaded documents are encrypted both in and out of SDRM so even if someone were able to hack the system we use bank level security keys to protect the information.



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Save for Later

Complete Order

Back To Dashboard

Vehicle Information ⓘ

* VIN

Decode

OR

Country

Australia

▼

State/Territory

Select...

▼

Registration Plate Number

Decode

Vehicle Owner/Customer Information

* Driver License Number ⓘ

* Country

Select...

▼

* State/Territory

Select...

▼

* Expiration Date

📅

* Verification Type

Select...

▼

* First Name ⓘ

* Last Name

* Phone Number

Address ⓘ

Australia

▼

Address Line 1

Address Line 2

City

State Or Territory...

▼

Postal Code

Upload Authorisation Documentation

You must upload a copy of the vehicle owner's Driver's license and Proof of Ownership (Registration, Insurance, Bill of Sale, or Vehicle Title).

Upload

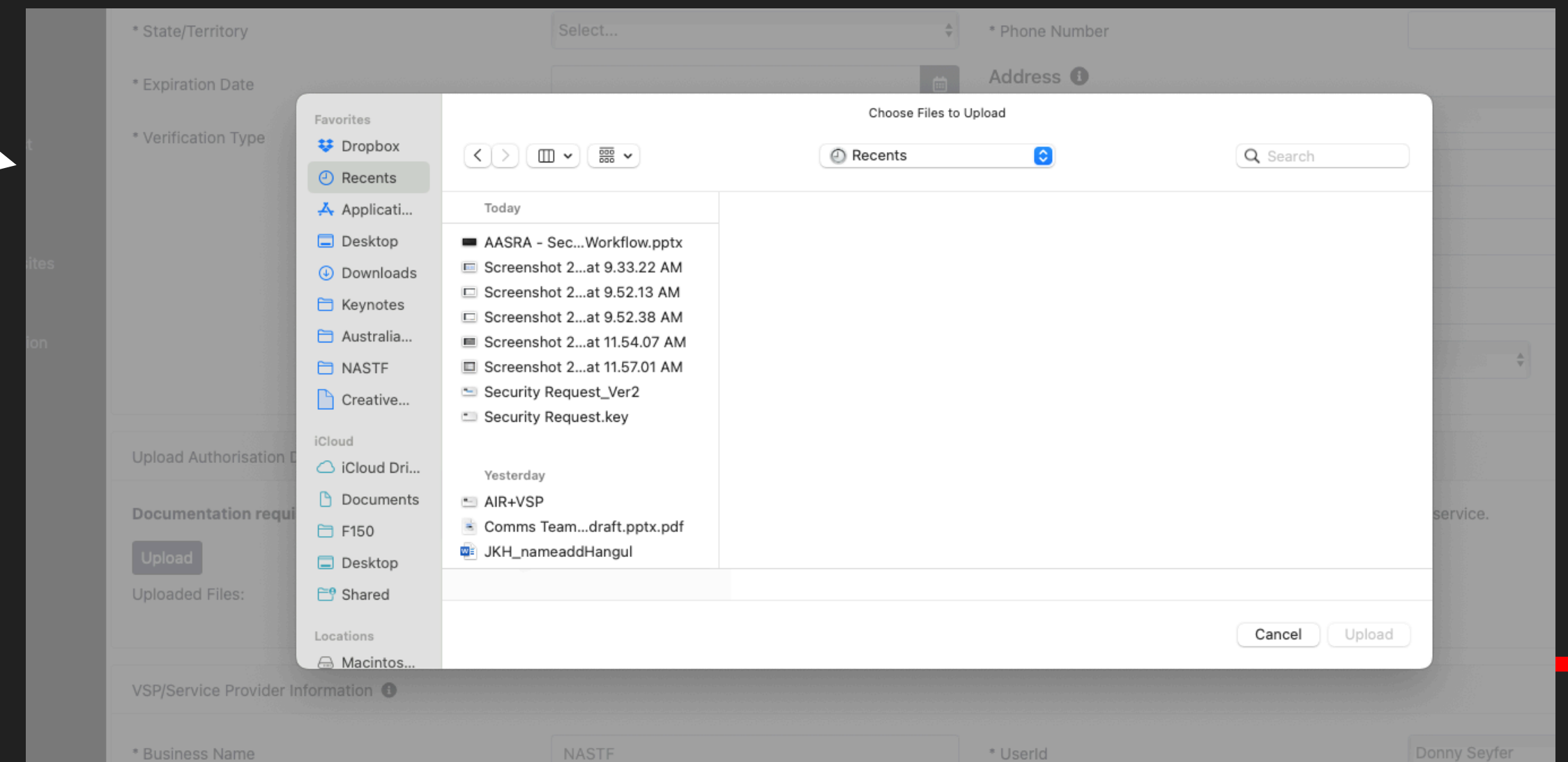
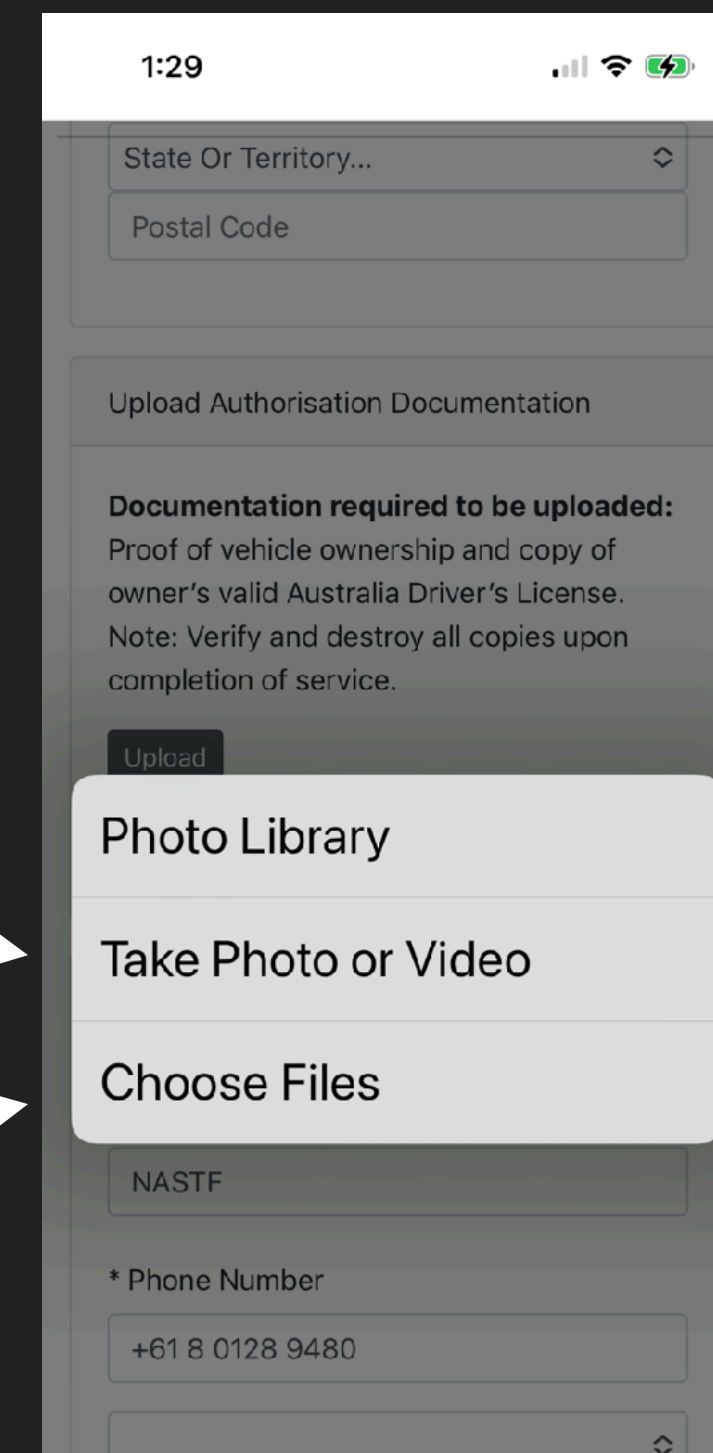
Uploaded Files:

Security Request - Upload Files

Your phone and some tablets with cameras will offer to use the camera to capture images (this is the preferred method for SDRM)

All devices will offer you an option to locate a picture (file) on your device and upload it. When you take pictures please observe Australian law and delete them from your device once they are uploaded.

It is very acceptable to have the customer hold their licence and ownership document while you take a picture and upload them as one picture. Just be sure they are clear and readable.



VSP Info

This information is completed
by SDRM for you.
When you are ready to
complete your request click
“Sign” and use your finger or
mouse to sign



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Address Line 2

City

State Or Territory...

Postal Code

Upload Authorisation Documentation

You must upload a copy of the vehicle owner's Driver's license and Proof of Ownership (Registration, Insurance, Bill of Sale, or Vehicle Title).

Upload

Uploaded Files:

VSP/Service Provider Information ⓘ

* Business Name

t02

* UserId

Lyle Knopf

* Phone Number

+61 8 1055 5000

* Technician First Name

Lyle

* Technician Last Name

Knopf

Australia

9478 S. Saginaw Rd

VSPID

Address Line 2

Technician Signature

Sign

Grand Blanc

Date

26/01/2023

▼

4843

Security Request Information

Prepare Security Information Request

Please complete Vehicle Information

Cancel Order

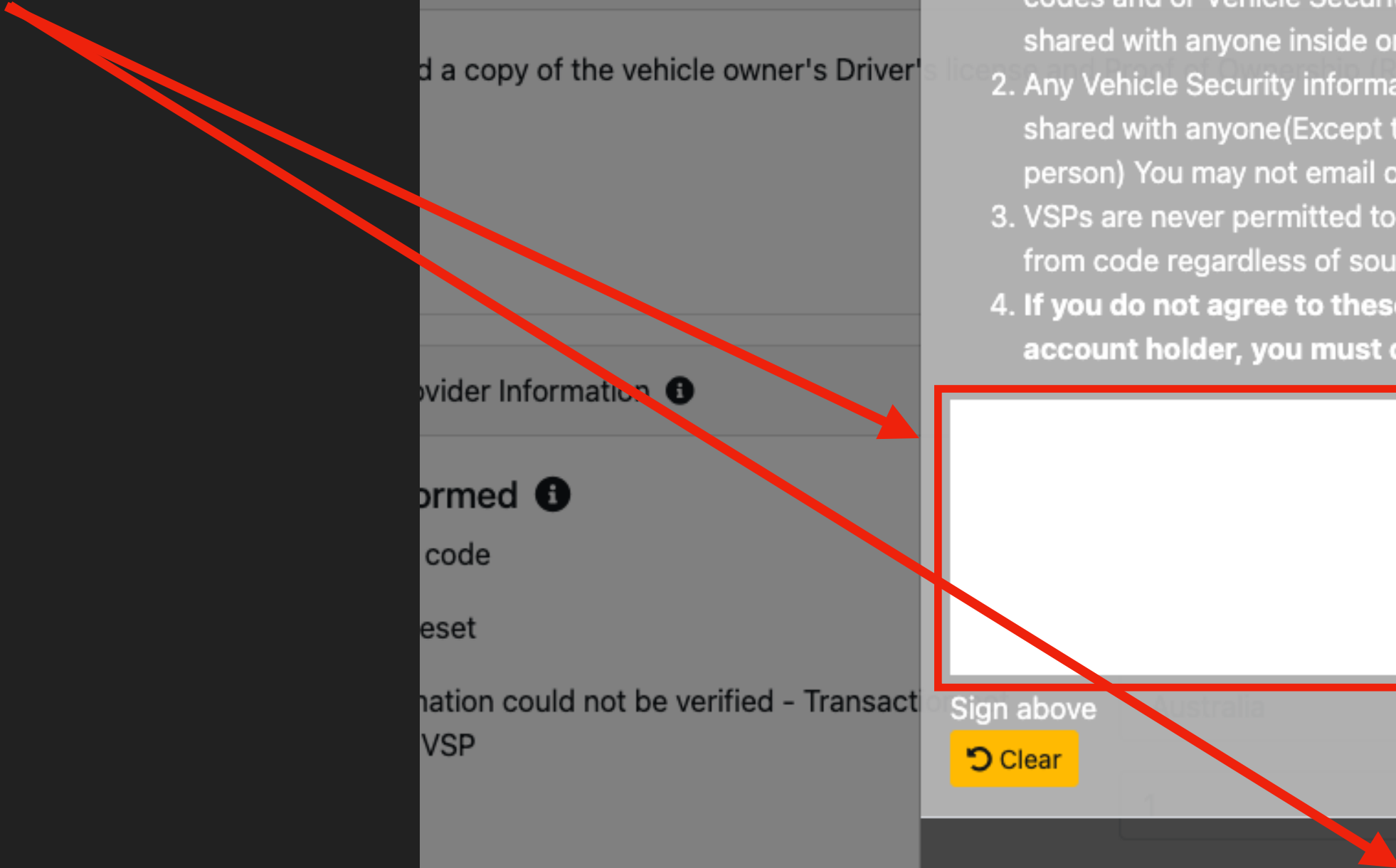
Save for Later

Complete Order

Back To Dashboard

Security Requests - VSP Signature

Sign and Save



lknopf+20221212

Signature

×

By Signing below, a condition of your AASRA Membership, in compliance with Australian law is that you agree and declare that:

1. Your AASRA VSP Credentials (login information, Authy codes and or Vehicle Security Professional ID) may not be shared with anyone inside or outside your company.
2. Any Vehicle Security information you obtain may not be shared with anyone(Except the registered vehicle owner in person) You may not email or text the information.
3. VSPs are never permitted to ship, mail or convey keys cut from code regardless of source.
4. **If you do not agree to these terms, or are not the account holder, you must cancel this transaction.**

Sign above

Clear

Save

Cancel

Address Line 2

1

New South Wales

1234

21212

* UserId

Lyle Kno

* Technician First Name

Lyle

* Technician Last Name

Knopf

VSPID

RDGGXK1A

Technician Signature

Sign


Date

13/12/2022

Security Requests

Automaker pricing for ALL types of available security information will be displayed in this box.

You will choose what you want on the next screen.



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About AASRA

* Phone Number

+61 8 1055 5000

Australia

9478 S. Saginaw Rd

Address Line 2

Grand Blanc

Australian Capital Territory

4843

* Technician First Name


Lyle

* Technician Last Name

Knopf

VSPID

Technician Signature



Date

27/01/2023

Sign

Security Request Information

Automaker Security Information Request Pricing Details

Key code:

\$38.00

Immobiliser:

\$38.00

Key Code and Immobiliser:

\$38.00

Radio code:

\$5.00

Please allow up to 24 hours during business your order to be reviewed and fulfilled.

Prepare Security Information Request

Cancel Order

Save for Later

Complete Order

Back To Dashboard

If you are ready to send the request to the automaker press this button first.

This will create the record in SDRM

If you decide to cancel the request or you need to come back later to complete it use the associated buttons.

The Complete Order button is not used until you have received your information

Choose the information you need

- Choose from the list
- This will vary by automaker in both pricing and what they have
- Some brands do not have radio code.
- Some provide all information at one price
- Some are ala carte

The screenshot shows the AASRA website interface. On the left is a dark sidebar with navigation links: Dashboard, Notifications, Accounts, Companies, Security Request, Receipts, Home, Automaker Info, Non-participating Brands, News and FAQs, Missing Information Report, and About AASRA. The main content area is a light gray form. At the top, it has fields for Business Name (t02), Phone Number (+61 8 1055 5000), and a dropdown for Country (Australia). Below these are fields for Address Line 1 (9478 S. Saginaw Rd), Address Line 2, and a field for Grand Blanc. At the bottom of the form are dropdowns for Australian Capital Territory and a field for 4843. To the right of these fields are fields for * UserId (Lyle Knopf), * Technician First Name (Lyle), * Technician Last Name (Knopf), VSPID, Technician Signature (with a handwritten signature), and Date (27/01/2023). A 'Sign' button is next to the signature field. Below the main form is a section titled 'Security Request Information' which is highlighted with a red box. This section contains a list of options with radio buttons: Key Code: \$38.00, Immobiliser: \$38.00, Key Code and Immobiliser: \$38.00, and Radio Code: \$5.00. There is a 'Reset' button with a circular arrow icon. To the right of this list is the text 'Automaker Security Information Response' and 'No Security Information has been requested.' At the bottom right of the form are four buttons: 'Cancel Order' (red), 'Save for Later' (green), 'Complete Order' (blue), and 'Back To Dashboard' (yellow). A red arrow points from the green box on the left to the 'Security Request Information' section. Another red arrow points from the pink box at the bottom to the 'Security Request Information' section.

* Business Name: t02

* Phone Number: +61 8 1055 5000

Australia

9478 S. Saginaw Rd

Address Line 2

Grand Blanc

Australian Capital Territory

4843

* UserId: Lyle Knopf

* Technician First Name: Lyle

* Technician Last Name: Knopf

VSPID

Technician Signature: [Signature]

Date: 27/01/2023

Sign

Security Request Information

☐ Key Code: \$38.00

☐ Immobiliser: \$38.00

☐ Key Code and Immobiliser: \$38.00

☐ Radio Code: \$5.00

Reset

Automaker Security Information Response

No Security Information has been requested.

Cancel Order Save for Later Complete Order Back To Dashboard

From this point until you collect the information and the transaction is closed this area will show the status of your request

Security Requests

When you are done selecting the information you desire tick **Pay and Send Request**

Note: SDRM will now display the total cost.
AASRA fee covers credit card processing fees and ongoing system updates and maintenance

Security Request Information

☒ Key Code: \$38.00

☐ Immobiliser: \$38.00

☐ Key Code and Immobiliser: \$38.00

☐ Radio Code: \$0.00

↺

Reset

Product Price:

\$38.00

AASRA Fee:

\$5.00

Tax:

\$4.30

Total:

\$47.30

Pay and Send Request

Automaker Security Information Response

No Security Information has been requested.

Cancel Order

Save for Later

Complete Order

Back To Dashboard

Payment and Invoice

- Stripe will display the payment screen next
- SDRM does not retain any credit card details.
- You may setup your card to be reused when you do transactions so you do not have to enter the information each time.

TAX INVOICE - Australian Automotiv...

TEST MODE

Pay TAX INVOICE - Australian Automotive Service
and Repair Authority - ABN 95 655 606 983

A\$47.30

Key CodeA\$38.00

AASRA Processing FeeA\$5.00

SubtotalA\$43.00





GST (10%) ⓘA\$4.30

Total dueA\$47.30

Pay with card

Emaillknopf+20221212@spudsoftware.com

Card information

1234 1234 1234 1234

MM / YYCVC


Name on card

Country or region

Australia

Securely save my information for 1-click checkout

Enter your phone number to create a Link account and pay faster on TAX INVOICE - Australian Automotive Service and Repair Authority - ABN 95 655 606 983 and thousands of sites.


0412 345 678Optional

link · More info

Pay

Powered by stripe | Terms Privacy

Transaction is sent to automaker



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Customer Authorisation

AASRA Security Request payment complete

Please allow up to 24 hours during business for your order to be reviewed and fulfilled

A copy of this receipt has also been emailed to you at lknopf@spudsoftware.com


[Click here to view your receipt.](#)

[Return to Authorisation form](#)

SDRM emails you a receipt but you can also click the button to view the receipt again on your screen or you can return to the form for review.

Emailed Tax Invoice Example

New Feature: the VIN is provided as a reference



Receipt from TAX INVOICE - Australian Automotive Service and Repair Authority - ABN 95 655 606 983

Receipt #1458-8326

AMOUNT PAID
A\$47.30

DATE PAID
Feb 3, 2023, 8:20:22 AM

PAYMENT METHOD
VISA - 4242

SUMMARY

VIN: KNACR81ZVP5032705

Key Code x 1	A\$38.00
AASRA Processing Fee x 1	A\$5.00
Subtotal	A\$43.00
GST - Australia (10%)	A\$4.30
Amount charged	A\$47.30


If you have any questions, contact us at info@asra.com.au.

Something wrong with the email? [View it in your browser.](#)

You're receiving this email because you made a purchase at TAX INVOICE - Australian Automotive Service and Repair Authority - ABN 95 655 606 983, which partners with [Stripe](#) to provide invoicing and payment processing.

Where to Find Your Requests

- You will be alerted by email when an automaker has fulfilled a manual order.
- Automakers whose Security Requests are automated will be available within seconds of the payment being submitted
- The Dashboard contains your saved, pending and completed security requests
- At the top of the dashboard are any system wide notifications. They will remain active until you read them and dismiss them



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lknopf+2fa@spudsoftware.com

Dashboard

Notifications

Subject	Message	Posted Date	Posted By
<input type="text" value="Search..."/>	<input type="text" value="Search..."/>	<input type="text" value="Search..."/>	<input type="text" value="Search..."/>

No current notifications

Display 0 - 0 of 0

Security Requests

Transaction Date	VIN	Year/Make/Model	VSPID Name	Transaction Type	Actions
<input type="text" value="Search..."/>					
03/02/2023	KNAGU413MK5280910	2016 Kia Optima	Lyle Knopf+2fa	Key Code	Edit Delete
02/11/2022	KNAPM81AML7783595	2020 Kia Sportage	Lyle Knopf+2fa	NA	View Cancel Order
01/11/2022	KNAPM81AML7783595	2020 Kia Sportage	Lyle Knopf+2fa	NA	View Cancel Order
01/11/2022	KNAPM81AML7783595	2020 Kia Sportage	Lyle Knopf+2fa	NA	View Cancel Order
25/08/2022	KMHJU81VSAU119501	2010 Hyundai ix35	Lyle Knopf+2fa	NA	View Cancel Order
13/08/2022	KMHJ2814MMU264493	2020 Hyundai Tucson	Lyle Knopf+2fa	NA	View Cancel Order

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Completed Security Requests (Most Recent 10 Records)

Request Date	Response Date	Completed Date	VIN	Year/Make/Model	VSPID Name/VSPID	Transaction Type	Documents
			<input type="text" value="Vin..."/>	<input type="text" value="Search..."/>	<input type="text" value="Search..."/>	<input type="text" value="Type..."/>	
		02/11/2022	KNAPM81AML7783595	2020 Kia Sportage	Lyle Knopf+2fa: 7ZBYWTI3	NA	View
		01/11/2022	KNAPM81AML7783595	2020 Kia Sportage	Lyle Knopf+2fa: 7ZBYWTI3	NA	View
		01/11/2022	KNAPM81AML7783595	2020 Kia Sportage	Lyle Knopf+2fa: 7ZBYWTI3	NA	View
		25/08/2022	KMHJU81VSAU119501	2010 Hyundai ix35	Lyle Knopf+2fa: 7ZBYWTI3	NA	View
		13/08/2022	KMHJ2814MMU264493	2020 Hyundai Tucson	Lyle Knopf+2fa: 7ZBYWTI3	NA	View

Display 1 - 5 of 5

Where to Find Your Requests

Click Dashboard on the top left of the screen

Requests that you have saved to complete later will have a Green **Edit** button

When a request has been submitted for fulfillment or the automaker has responded it will appear with a blue **View** button

The screenshot shows the AASRA dashboard interface. On the left is a dark sidebar with the AASRA logo and a navigation menu. The main content area is titled 'Dashboard' and includes a 'Notifications' section, a 'Security Requests' table, and a 'Completed Security Requests' table. Red arrows point from the instructional text boxes to specific elements: the 'Dashboard' menu item, the 'Edit' button in the 'Security Requests' table, and the 'View' button in the 'Completed Security Requests' table.

Navigation Menu:

- Dashboard
- Accounts
- Company
- Security Request
- Receipts
- Home
- Automaker Websites
- News and FAQs
- Missing Information Report
- About AASRA

Notifications:

Subject: Search... Message: Search... Posted Date: Search... Posted By: Search... [Dismiss All]

No current notifications

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Security Requests:

Transaction Date	VIN	Year/Make/Model	VSPID Name	Transaction Type	Actions
03/02/2023	KNAGU413MK5280910	2016 Kia Optima	Lyle Knopf+2fa	Key Code	[Edit] [Delete]
02/11/2022	KNAPM81AML7783595	2020 Kia Sportage	Lyle Knopf+2fa	NA	[View] [Cancel Order]
01/11/2022	KNAPM81AML7783595	2020 Kia Sportage	Lyle Knopf+2fa	NA	[View] [Cancel Order]
01/11/2022	KNAPM81AML7783595	2020 Kia Sportage	Lyle Knopf+2fa	NA	[View] [Cancel Order]
25/08/2022	KMHJU81VSAU119501	2010 Hyundai ix35	Lyle Knopf+2fa	NA	[View] [Cancel Order]
13/08/2022	KMHJ2814MMU264493	2020 Hyundai Tucson	Lyle Knopf+2fa	NA	[View] [Cancel Order]

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Completed Security Requests (Most Recent 10 Records)

Request Date	Response Date	Completed Date	VIN	Year/Make/Model	VSPID Name/VSPID	Transaction Type	Documents
			Vin...	Search...	Search...	Type...	
		02/11/2022	KNAPM81AML7783595	2020 Kia Sportage	Lyle Knopf+2fa: 7ZBYWT13	NA	[View]
		01/11/2022	KNAPM81AML7783595	2020 Kia Sportage	Lyle Knopf+2fa: 7ZBYWT13	NA	[View]
		01/11/2022	KNAPM81AML7783595	2020 Kia Sportage	Lyle Knopf+2fa: 7ZBYWT13	NA	[View]
		25/08/2022	KMHJU81VSAU119501	2010 Hyundai ix35	Lyle Knopf+2fa: 7ZBYWT13	NA	[View]
		13/08/2022	KMHJ2814MMU264493	2020 Hyundai Tucson	Lyle Knopf+2fa: 7ZBYWT13	NA	[View]

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Gathering Information from an automaker response

When you receive notification that your request is complete open the customer authorisation form on your dashboard.

Security Request Information

☐ Key Code:

\$38.00

☐ Immobiliser:

\$38.00

☒ Key Code and Immobiliser:

\$38.00

☐ Radio Code:

\$0.00

Product Price:

\$38.00

AASRA Fee:

\$5.00

Tax:

\$4.30

Total:

\$47.30

Automaker Security Information Response

Your Security Information response is now ready to view.

Please note: You will only have **1 minute to view the security information**. After the one minute has passed the security information will disappear and cannot be viewed again .

View Response

Cancel Order

Save for Later

Complete Order

Back To Dashboard

At the bottom of the form you will see the “View Response” button shown in the Security Request Information section. When you tick the button you will have 60 seconds to view and capture the security data.

Collecting Data and Complete Order

Security information will be displayed for 60 seconds. When the time is up, the information is removed and no longer accessible in SDRM.

Security Request Information

<input type="radio"/> Key Code:	\$38.00
<input type="radio"/> Immobiliser:	\$38.00
<input checked="" type="radio"/> Key Code and Immobiliser:	\$38.00
<input type="checkbox"/> Radio Code:	\$0.00
Product Price:	\$38.00
AASRA Fee:	\$5.00
Tax:	\$4.30
Total:	\$47.30

Automaker Security Information Response

00:50 Seconds Remaining

Security Information

Key Code: 1234567890
Immobiliser: 0987654321

Notes

When you have accessed your information use the **Complete Order** button to move it to the completed section of your dashboard

After you Complete your order use the **Back To Dashboard** button to close the window



Appendix

Automakers with special processes

- All brands who have a NPB banner on their logo in the AASRA [automaker websites page](#) do not process security requests through AASRA. Contact them using the links on their website which is also located on this page.
- Subaru processes Security Requests directly through their [website](#) using AASRA Credentials
- KIA will have their process automated in February 2023 other brands will follow this document will be amended as needed
- AASRA will also publish notifications for VSPs in their dashboards as brands switch to automated responses.
- Some brands are too low volume and will remain manual but have committed to 24 hour or less responses on M-F