Ford Retail Order Verification Submission

FORD MOTOR COMPANY

Objective:

To ensure that dealerships don’t get penalized for customer information that does not match at the time of order and delivery, sales assistants must verify the order when the order is first placed with the correct paperwork so that the customer information matches throughout the ordering process.

Submission Procedures

1. Receive paperwork

After the sales consultant meets with the customer alongside the sales manager to place an order, you will receive the order paperwork from the sales consultant. You should receive the following documents in a deal folder:

- A customer Purchase Order
- A copy of customer driver’s license
- The Dealer Order Agreement
- A Vehicle Build Sheet
- A copy of the down payment check

2. Review paperwork

1. The Customer Purchase Order:

- Must be signed on the purchaser's line.
- Must include customer personal information.
- Must include vehicle name and body type.

2. The Dealer Order Agreement:

- Must be signed by the customer, the sales consultant, and the sales manager.
- The order cannot be verified without the Dealer Order Agreement.

3. The Vehicle Build Sheet:

- Must be signed by the customer.

3. Confirm paperwork is in order

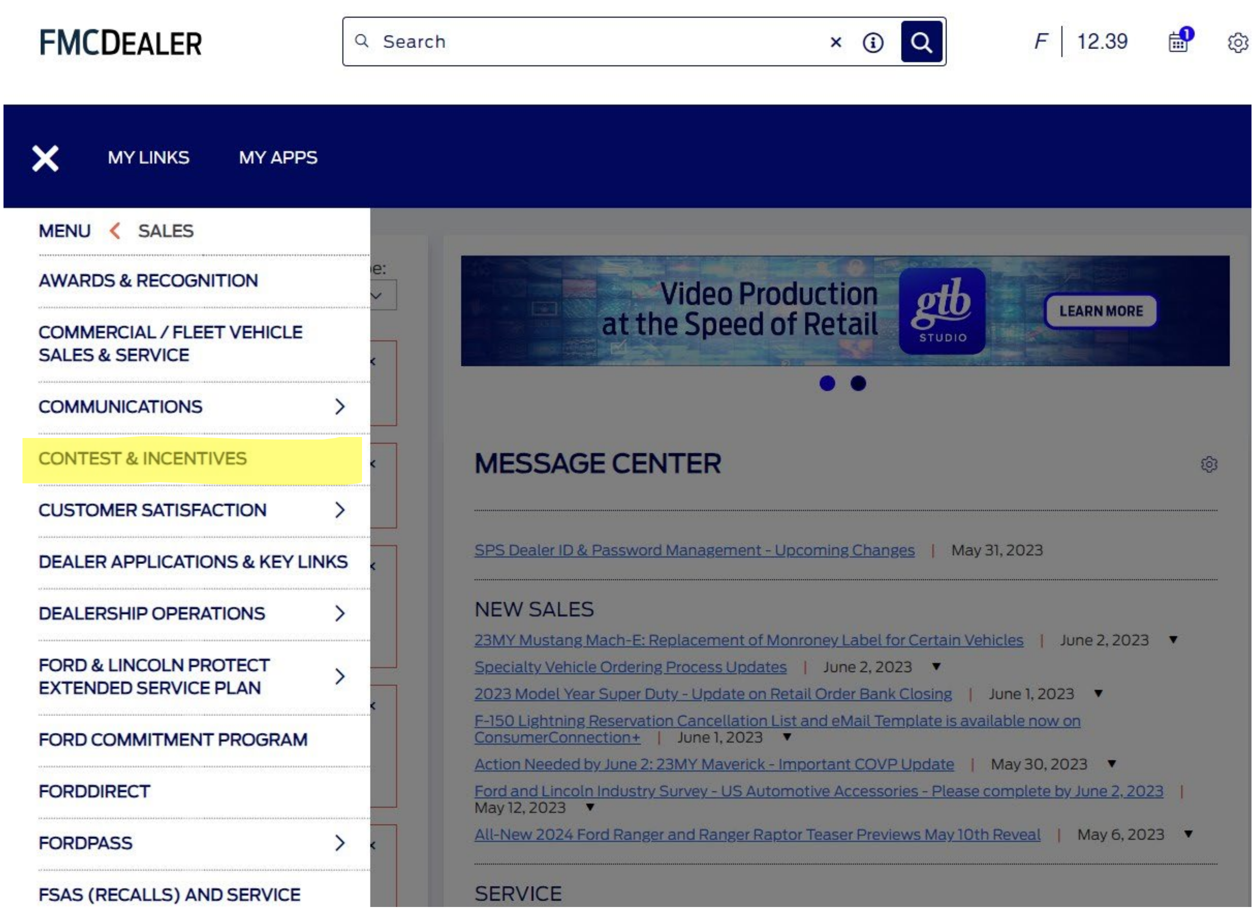
Before the sales consultant leaves your desk, review the paperwork to ensure:

- All the necessary lines are signed.
- There is a copy of the down payment check.
- The sales manager has already submitted the order to Ford.

4. Log on to FMCDealer

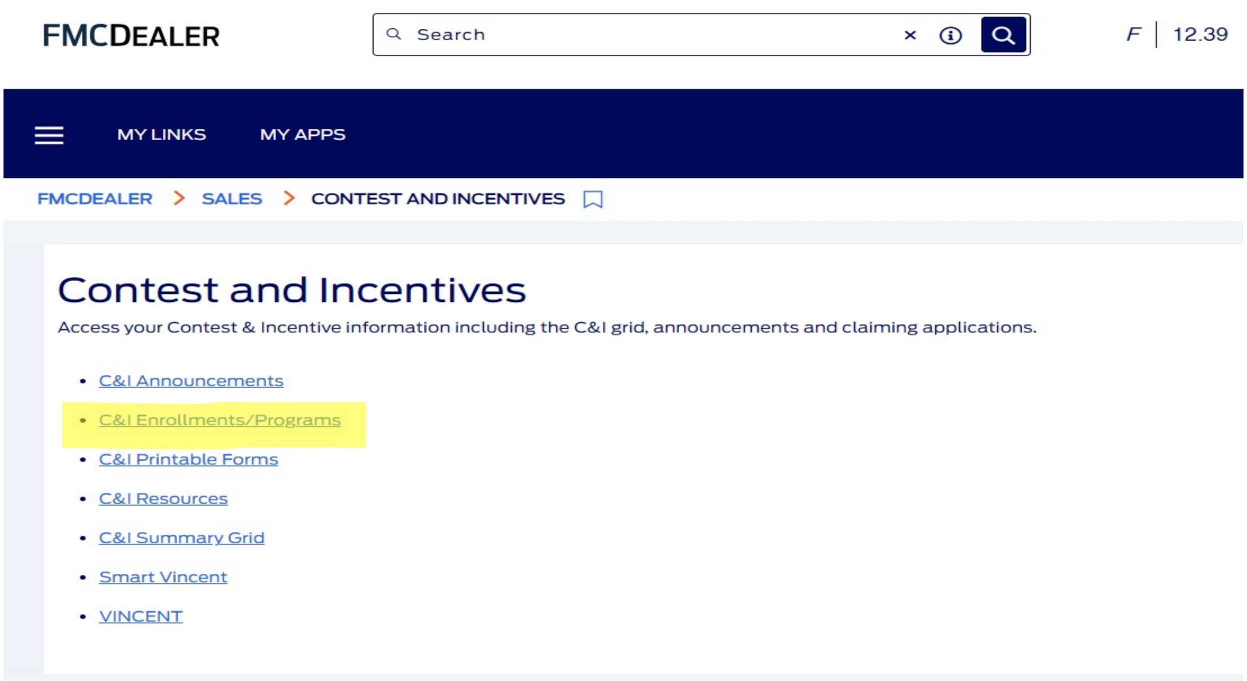
- Your username and password were set up for you when you were hired.

- If you have trouble remembering your username/password or have any issues logging on. Contact the IT department.

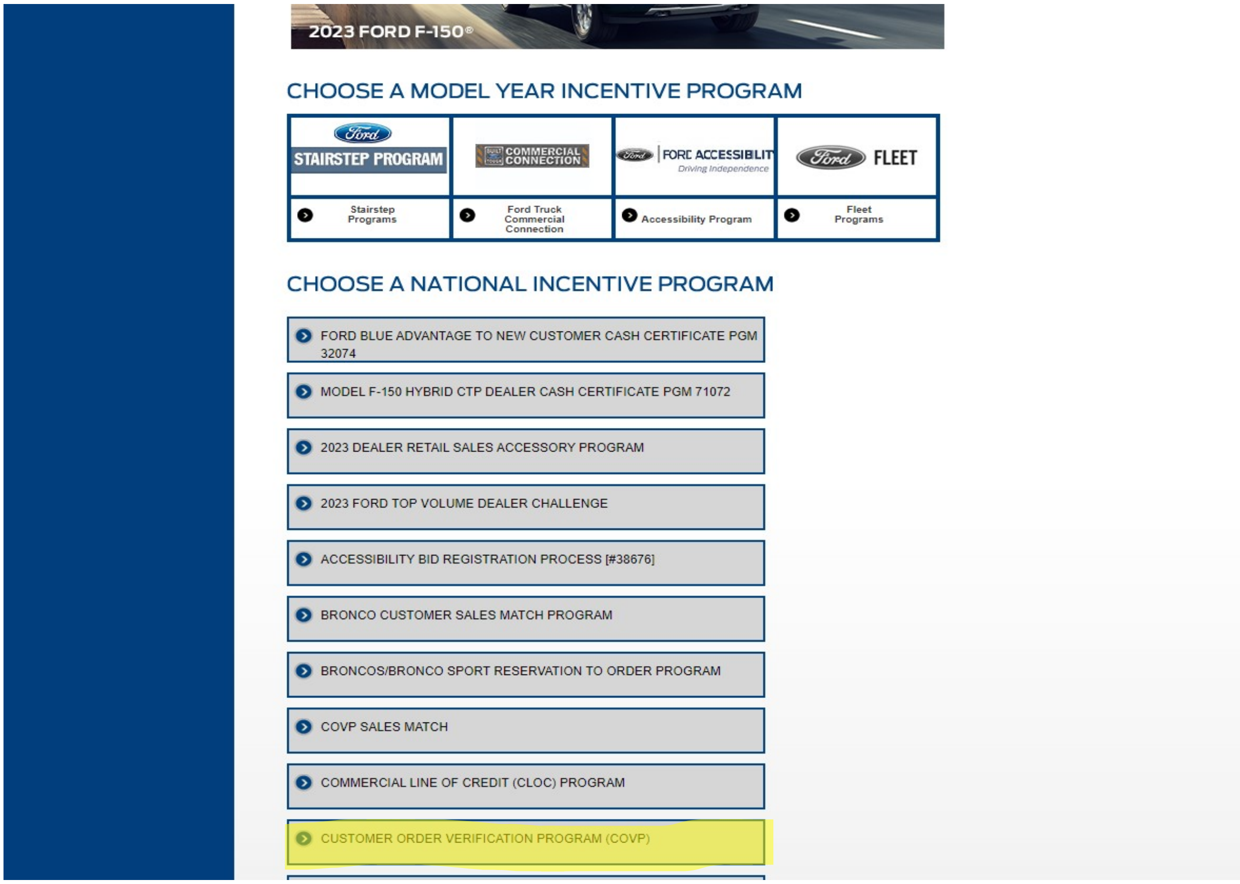


5. Click on Contests and Incentives

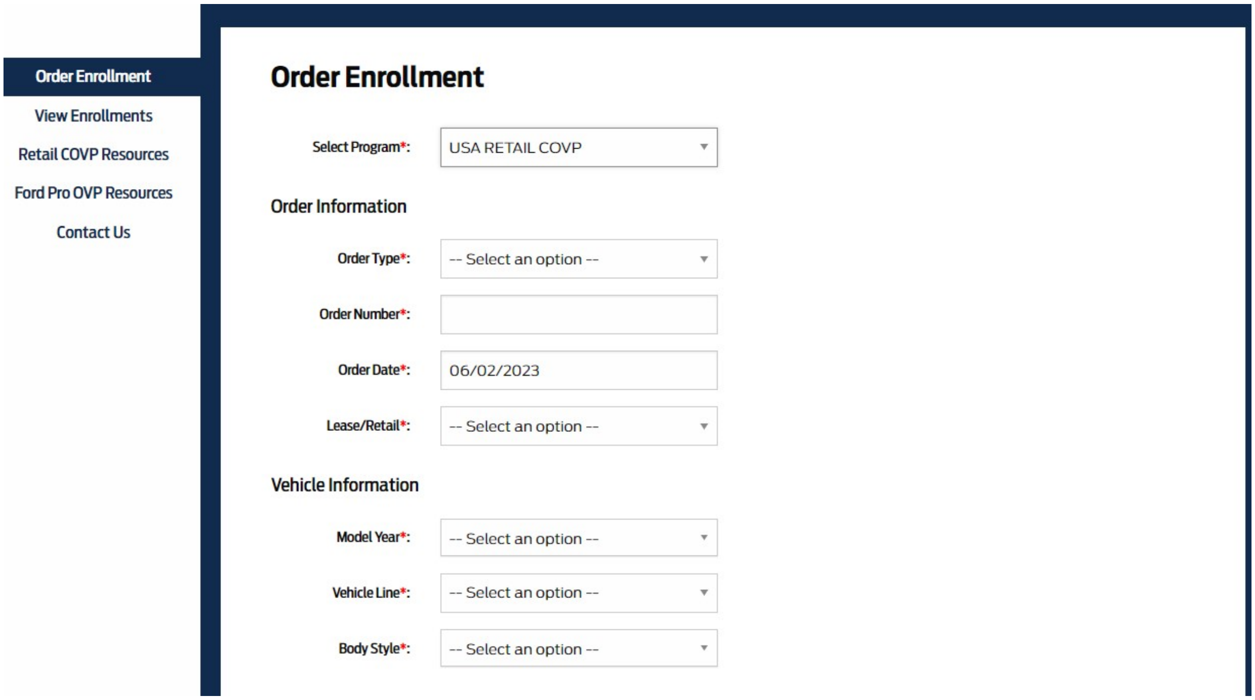
- On the drop-down menu bar on the left side, click on Contests and Incentives
- Once you are routed to the menu for Contests and Incentives, click on C&I Enrollments/Programs.
- After you click on Enrollment Programs, you will be routed to another menu with a list of C&I Programs.



6. Find Customer Order Verification Program



- Find Customer Order Verification Program (COVP), located about a quarter down the page.
- Go to the left side of the page and select Order Enrollment.



7. Find Ford Retail Order

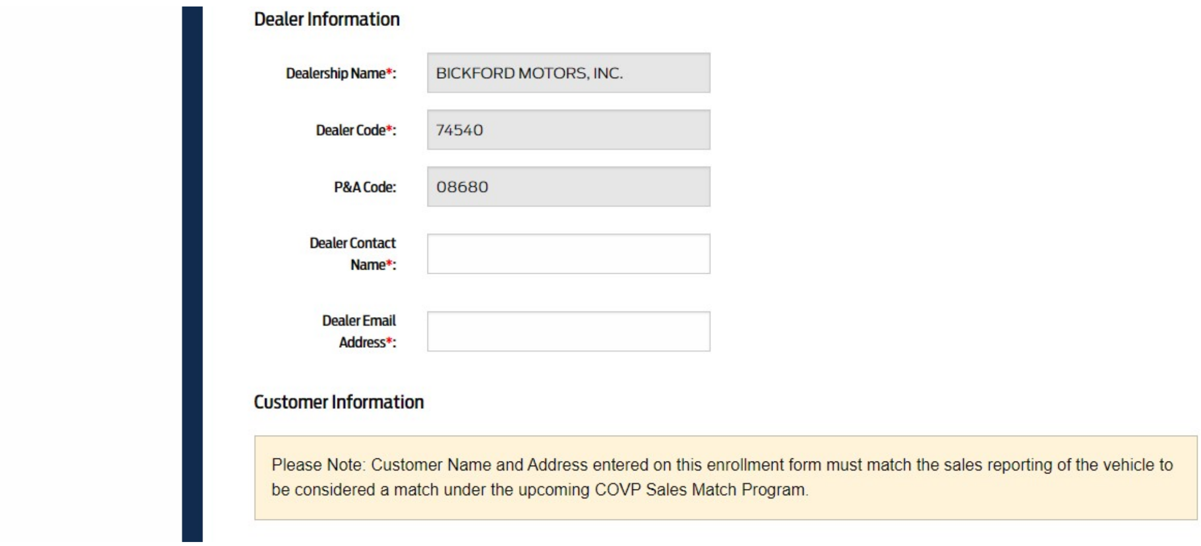
- Once you select Order Enrollment, select Ford Retail Order.
- Once you select Retail Order, the page that loads will be where you will fill out vehicle, dealer, and customer information.

8. Fill out Vehicle Information

- Order Type will always be 1.
- The order number will be found on the Dealer Order Agreement or the Customer Purchase Order.
- The date will be found on the Customer Purchase order.
- The order will always be retail, not a lease.
- The information for the vehicle will be found on the build sheet that is submitted in the deal.
- The three-digit, body code will be found in the left corner of the build sheet.

9. Fill out Dealer Information

- The only information pertaining to the dealership you have to fill in will be the salesperson's name and email address.
- Bickford email addresses are always the first name, the last initial, at Bickford.net.
- Example: Shannona@bickford.net


Dealer Information

Dealership Name*: BICKFORD MOTORS, INC.

Dealer Code*: 74540

P&A Code: 08680

Dealer Contact Name*:

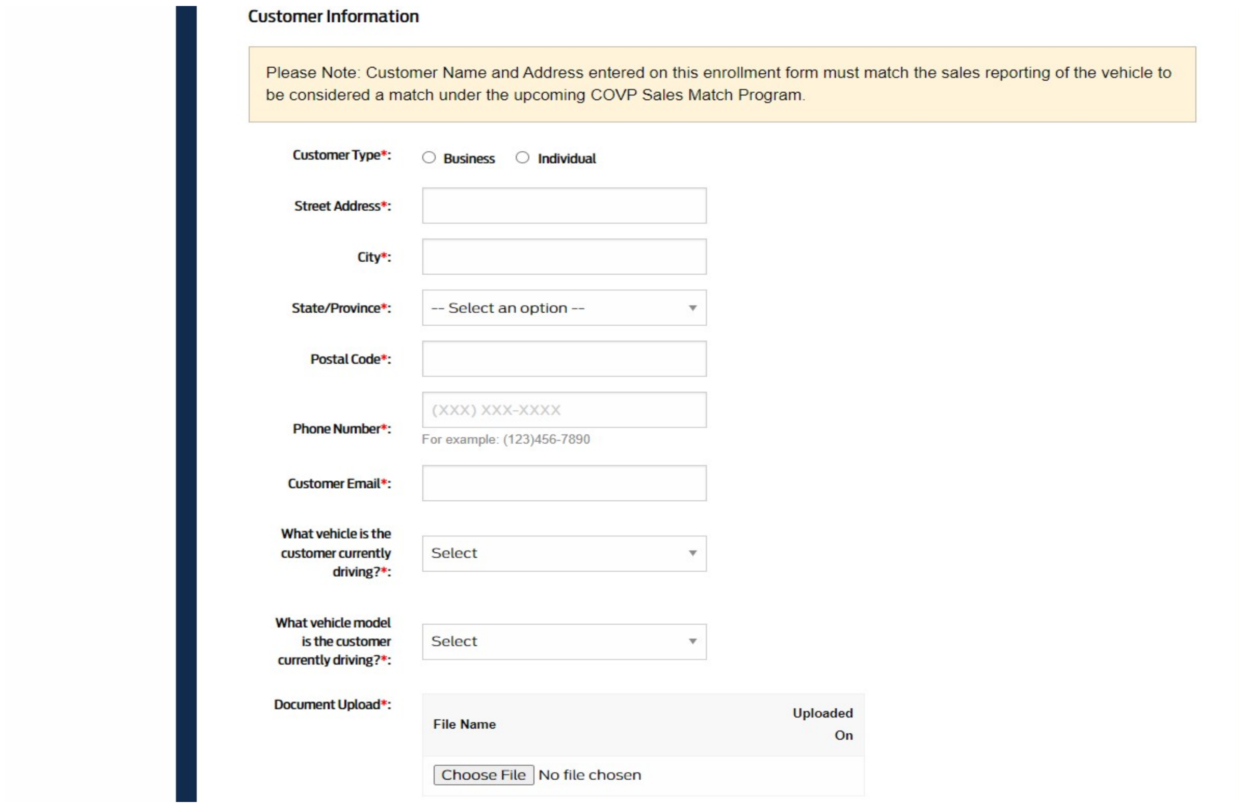
Dealer Email Address*:

Customer Information

Please Note: Customer Name and Address entered on this enrollment form must match the sales reporting of the vehicle to be considered a match under the upcoming COVP Sales Match Program.

10. Fill out Customer Information

- The information supplied in the Dealer Order Agreement is the information that will be used to fill out this section.
- The dealership does not require Sales Consultants to ask what vehicle the customer was previously driving. For this information, simply enter a Ford SUV or truck.

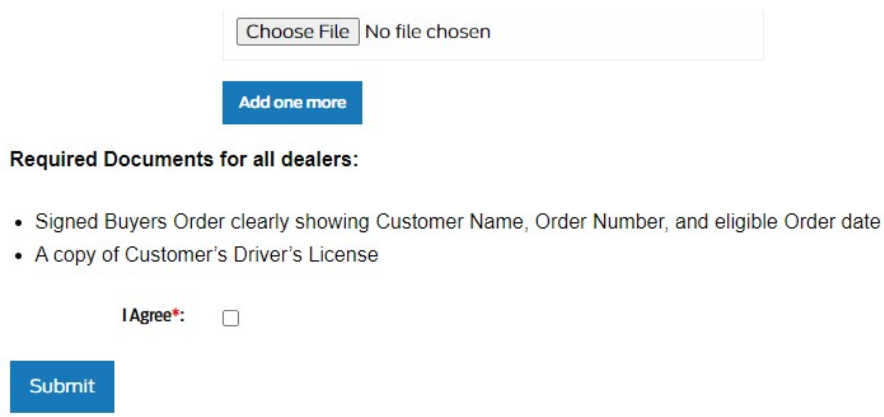


11. Scan documents

- Currently, Ford only requires scanned documents to be uploaded for Broncos and Mavericks.
- Open the PDF scanner from your desktop.
- Gather copies of the Customer Purchase Order, Dealer Order Agreement, and customer driver’s license. Insert them into the scanner on the top of your printer.
- Using the PDF scanner, scan the documents in color to ensure that the information on the license can be read.
- Once the scan is complete, save the document using Save As.
- At the browse prompt, select Bickford Shares, then select Sales, then select Sales Assist, and then select the Retail Verification Folder.
- Title the document with the customer's last name and order number.
- Save the documents in the Retail Verification Folder.

12. Upload documents

- Once you have saved the documents, go to the upload documents section at the bottom of the page and select upload documents.
- You will be prompted to select your documents in a pop-up window that opens the Bickford Shares File.
- Click on Sales, and then Sales Assist, and then Retail Verifications to find the Retail Verification Folder where you saved your scanned documents.
- Once you select the file and press upload, you will see the file name under the customer information, which indicates it has been successfully uploaded.
- Use the Add button to select additional documents to upload.
- At the bottom of the COVP page, check the box next to agree, and then click submit.



13. Confirm submission

- Once the document has been submitted, you will be directed to a screen that confirms the submission by showing the customer's name and a tracking number.
- Print this page by pressing Control+C on your keyboard.
- Once the page has been printed, put it back in the deal folder with all the original documents.

14. Return deal folder to Sales Consultant