



## **Ford Retail Order Verification Submission**

FORD MOTOR COMPANY

### **Objective:**

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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

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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

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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.

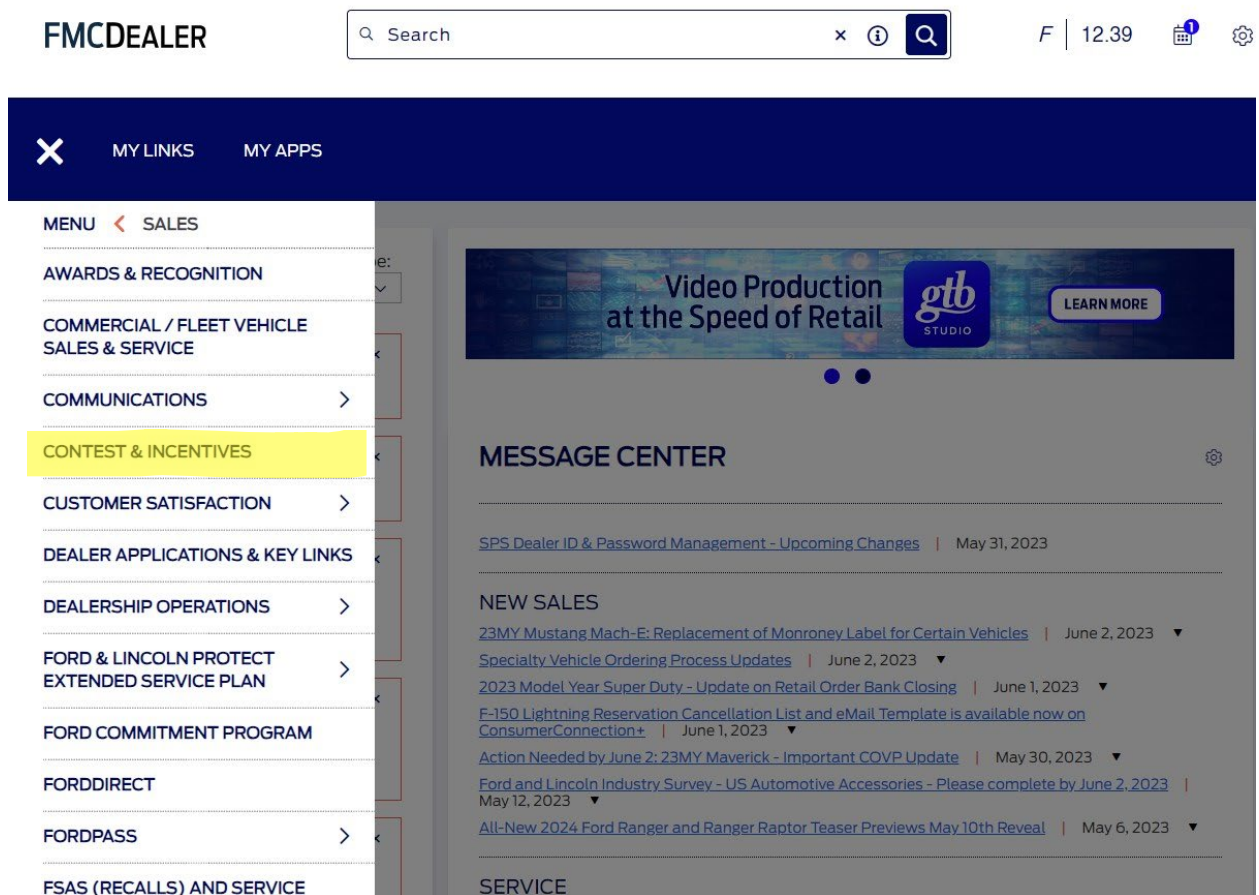
### 3. Confirm paperwork is in order

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.

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☰ MY LINKS MY APPS

FMCDEALER > SALES > CONTEST AND INCENTIVES 📌

### Contest and Incentives

Access your Contest & Incentive information including the C&I grid, announcements and claiming applications.

- [C&I Announcements](#)
- [C&I Enrollments/Programs](#)
- [C&I Printable Forms](#)
- [C&I Resources](#)
- [C&I Summary Grid](#)
- [Smart Vincent](#)
- [VINCENT](#)

## 6. Find Customer Order Verification Program

2023 FORD F-150®

CHOOSE A MODEL YEAR INCENTIVE PROGRAM

 <b>STAIRSTEP PROGRAM</b>	 <b>COMMERCIAL CONNECTION</b>	 <b>FORD ACCESSIBILITY</b> <i>Driving Independence</i>	 <b>FLEET</b>
1 Stairstep Programs	2 Ford Truck Commercial Connection	3 Accessibility Program	4 Fleet Programs

CHOOSE A NATIONAL INCENTIVE PROGRAM

- > FORD BLUE ADVANTAGE TO NEW CUSTOMER CASH CERTIFICATE PGM 32074
- > MODEL F-150 HYBRID CTP DEALER CASH CERTIFICATE PGM 71072
- > 2023 DEALER RETAIL SALES ACCESSORY PROGRAM
- > 2023 FORD TOP VOLUME DEALER CHALLENGE
- > ACCESSIBILITY BID REGISTRATION PROCESS [#38676]
- > BRONCO CUSTOMER SALES MATCH PROGRAM
- > BRONCOS/BRONCO SPORT RESERVATION TO ORDER PROGRAM
- > COVP SALES MATCH
- > COMMERCIAL LINE OF CREDIT (CLOC) PROGRAM
- > **CUSTOMER ORDER VERIFICATION PROGRAM (COVP)**

- 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.

**Order Enrollment**

[View Enrollments](#)

[Retail COVP Resources](#)

[Ford Pro OVP Resources](#)

[Contact Us](#)

## Order Enrollment

Select Program\*:

**Order Information**

Order Type\*:

Order Number\*:

Order Date\*:

Lease/Retail\*:

**Vehicle Information**

Model Year\*:

Vehicle Line\*:

Body Style\*:

## 7. Find Ford Retail Order

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- 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

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- 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

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- 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](mailto:Shannona@bickford.net)

### Dealer Information

Dealership Name*:	<input type="text" value="BICKFORD MOTORS, INC."/>
Dealer Code*:	<input type="text" value="74540"/>
P&A Code:	<input type="text" value="08680"/>
Dealer Contact Name*:	<input type="text"/>
Dealer Email Address*:	<input type="text"/>

### 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.

**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.

Customer Type\*:  Business  Individual

Street Address\*:

City\*:

State/Province\*:

Postal Code\*:

Phone Number\*:   
For example: (123)456-7890

Customer Email\*:

What vehicle is the customer currently driving?\*:

What vehicle model is the customer currently driving?\*:

Document Upload\*:

File Name	Uploaded On
<input type="button" value="Choose File"/> No file chosen	



## 11. Scan documents

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- 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

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- 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.

Choose File No file chosen

Add one more

**Required Documents for all dealers:**

- Signed Buyers Order clearly showing Customer Name, Order Number, and eligible Order date
- A copy of Customer's Driver's License

I Agree\*:

Submit

## 13. Confirm submission

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- 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

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