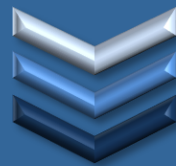




FORD FLEET CARE

Dealer Program Manual



OWS Instructions for the Ford Fleet Care Program V1.6

**Ford Fleet Care Program
Ford Motor Company**
Email: ffcadmin@ford.com

Phone: 1-800-367-3221

Fax: 1-313-390-3555 or 1-313-390-7227

The information contained in this program manual supports the Dealers Service and Wholesale Parts Department by providing information about how to submit, change and appeal Ford Fleet Care claims in the OWS (One Warranty Solution) System.

12/09/2019

Version 1.6

Table of Contents

Introduction to the Ford Fleet Care Program	3
Ford Fleet Care Service Billing Program – Customer Benefits	3
Ford Fleet Care Parts Billing – Customer Benefits	3
Ford Fleet Care – Dealership Benefits	3
Getting Started – Enrollment	4
Account Setup and VIN Maintenance	5
Monthly Billing	5
Service Advisor Guide - Identifying a Ford Fleet Care Vehicle	6
Parts Department Guide - Identifying a Ford Fleet Care Parts Billing Customer	8
Introduction to OWS (One Warranty Solution)	9
OWS Homepage/ Main Web-Portal Page	10
Getting Started	11
Repair Order Creation Screen	12
Claim Entry Screen	13
Repair Information	14
Comments Information Supporting OSP, OSL, Misc. and Other	15
Parts Information	15
Labor Information	16
Miscellaneous Information	16
Repair Line Subtotal	16
Action Buttons	17
Ford Fleet Care Program Claim Type	18
Starting a Claim Entry	19
Claim Entry Information	19
Claim File and Claim Unit Numbers	20
Editing Claim Information	20
Save, Print, PreValidate and Submit a Claim	21
Submitting a Claim for a Ford, Lincoln and Mercury Vehicle	
Maintenance Service	22
Diagnostics Test without a Repair	25
Customer Paid Repair	28
Customer Paid Repair with Non-Ford Parts	31
Customer Paid Repair for Tires (DOT Code Entry)	34
State Emissions Test	37
Customer Paid Body Shop Repair	40
Ford Protect Deductible	43
Courtesy Delivery Inspection on Ford Motor Company Vehicles	45

Submitting a Claim for a Non-Ford Vehicle

<u>Maintenance Service</u>	49
<u>Diagnostics Test without a Repair</u>	52
<u>Customer Paid Repair</u>	55
<u>Customer Paid Repair for Tires</u>	58
<u>State Emissions Test</u>	61

Submitting a Claim for a Part Purchase **64**

Appealing the Claim

<u>Change Price of Part and/or Labor and/or Misc.</u>	68
<u>Add Part and/or Labor and/or Misc.</u>	73
<u>Parts Return</u>	78
<u>Core Return</u>	83
<u>Appeal a Claim – Core Return on Separate Visits</u>	

Index **93**

<u>Service Advisor Guide - Penske Vehicles enrolled in Ford Fleet Care</u>	94
<u>Parts Department Guide - National Fleet Parts Pricing Program</u>	96
<u>Frequently Asked Questions</u>	100
<u>Claim Entry Tips and Reminders</u>	101
<u>Helpful Hints for Ford Fleet Care Claim Entry</u>	102

Introduction to the Ford Fleet Care Program and its background

The Ford Fleet Care program is a comprehensive consolidated billing program for fleet customers.

The Service Billing Program provides a fleet customer a consolidated monthly bill and enables a single payment for all maintenance and repair services. Ford Protect Extended Service Plan covered repair detail is also provided to the customer. Enrolled vehicles may use any Ford or Lincoln dealership and Quick Lane Tire & Auto Center in the United States or Canada for service.

The Parts Billing Program extends consolidated billing convenience to include the purchase of Ford or Motorcraft branded parts direct from any Ford or Lincoln dealership in the United States or Canada.

Ford Fleet Care Service Billing Program – Customer Benefits

- **No enrollment fee**
- **No administrative fee**
- **No monthly or per vehicle fees**
- **No credit card or cash for customer payment**
- **No membership card needed**
- Non-Ford vehicle eligibility – All competitive-make vehicles eligible for enrollment
- Pre-set Spending Limit – Repair visits exceeding the pre-set limit require fleet approval prior to start of repair work (excluding warranty and Ford Protect Extended Service Plan deductibles)
- Consolidated Billing – One bill for services performed by USA and Canada approved service providers
- National Programs – Enhanced Roadside Assistance and Glass repair/replacement
- **My Fleet Care** – Online account management tool
- Website – No-charge business reports and program information available
- Electronic billing and EFT payment available

Ford Fleet Care Parts Billing – Customer Benefits

- **No enrollment fee**
- **No administrative fee**
- **No monthly fee**
- **No credit card or cash for customer payment**
- Purchase Control - All purchases require customer approval
- Consolidated Billing – One bill for parts purchased from USA and Canada approved service providers
- **My Fleet Care** – Online account management tool
- Website – No-charge business reports and program information available
- Electronic billing and EFT payment available

Ford Fleet Care – Dealership Benefits

- **No merchant or transaction fees**
- **Payment to Dealer Parts Statement**
- Parts billed through Ford Fleet Care eligible for WINS
- Online reports available at www.fleetcare.ford.com
- Program and claim entry assistance available from Ford Fleet Program Headquarters at 1-800-367-3221.

[Table of Contents](#)

Getting Started - Enrollment

All customers must complete the Ford Fleet Care Credit Application prior to enrollment. The application can be downloaded and printed online from the Ford Fleet Care website (www.Fleetcare.ford.com).

Before submitting a credit application to Ford Fleet Program Headquarters, please ensure that the provisions has been reviewed with the customer. This is located on the back of the Credit Application for your convenience.

Submit the Credit Application to Ford Fleet Program Headquarters:

Fax to 1-313-390-3555 or 1-313-390-7227

Email ffcadmin@ford.com

Mail to Ford Fleet Program Headquarters, 19855 W. Outer Drive, GPE #500, Dearborn, MI 48124

Incomplete, incorrect or obsolete applications cannot be processed and will be returned to the customer or dealership for correction or additional information. When completing the Ford Fleet Care Credit Application, remember to:

- Use the most current application (found online at www.fleetcare.ford.com)
- Print or type all information legibly
- Fully complete the Repair Service and Parts Authorization section
- Include tax exemption forms (if applicable)
- Identify and include any additional forms (corporate vendor, state requirements)
- Indicate payment method

All applicants are subject to credit verification through a National Credit Bureau prior to acceptance. Please inform the customer of the credit evaluation prior to submitting the credit application for review.

Ford Fleet Program Headquarters will provide notification of application approval or denial directly to the customer by mail. The enrolling dealership will also be notified of customer acceptance or denial. Approved applicants will receive a welcome packet including program information and answers to frequently asked questions.

Approved applicants for the Ford Fleet Care parts billing program will receive a Ford Fleet Care Parts Billing Card. The billing account number will be preprinted on the card, along with fleet customer contact information. This will also be sent along with the customer welcome packet upon enrollment.

[Table of Contents](#)

Account Setup and VIN Maintenance

After a fleet customer has been approved for enrollment, a list of vehicles must be provided to Ford Fleet Program Headquarters in order to activate the customer account. VIN listings should be sent in electronically – preferably in a Microsoft Excel format to expedite enrollment.

Fleet customers are responsible for notifying Ford Fleet Care Headquarters when a vehicle is taken out of service. **Always verify through the OASIS system that a vehicle is currently enrolled in the program before performing service (see the Service Advisor Information section for additional details).** Fleet customers will be responsible for charges incurred on vehicles not removed from the program.

For account maintenance or questions, such as:

- Vehicle additions and removal
- Address and contact information changes
- Changing the pre-set repair authorization limit
- Billing disputes or corrections

**Dealership personnel and fleet customers can contact
Ford Fleet Program Headquarters at 1-800-367-3221.**

Monthly Billing

For each billing period, customers will receive a consolidated bill of all repair services performed or parts purchased from authorized service providers. The billing packet will include a statement of account, an invoice for the billing period, summary and detail of charges.

Service Advisor Guide - Identifying a Ford Fleet Care Vehicle

A vehicle can be identified by the OASIS system.

- Always verify through the OASIS system that the vehicle is currently enrolled in the program. This should be done prior to writing the repair order. Remember to write down the Fleet approval amount and to contact the customer for approval as needed.

IMPORTANT! If there is a Ford Protect Extended Service Plan (Ford Protect ESP) registered to the vehicle, verify repair coverage. If the repair is covered by the Ford Protect ESP plan, make sure to write the repair as a Ford Protect ESP covered repair – NOT as a customer paid repair. Incorrectly submitting a covered claim will result in a charge to the fleet customer and potential chargeback of the claim to the submitting dealer.

SAMPLE OASIS SCREEN - FORD FLEET CARE ENROLLED CUSTOMER		
EXTENDED COVERAGES		
0735 - USA NEW 60/36,000 EXTRACARE & ROADSIDE ASSISTANCE		
STANDARD DEDUCTIBLE: 100 USD	OWNER NAME: FLEET USA	OPTIONS:
EXPIRATION DATE: 08-MARCH-2018	DISTANCE: 36000	RENTAL: 28 UP TO 10 DAYS
TOWING: 100 USD	CONTRACT SOLD BY: USA XXXXX	ESP CONTRACT START DATE: 08-MARCH-2013
OWNER OF VEHICLE MUST MATCH OWNER NAME ON OASIS FOR COVERAGE TO APPLY.		
0799 - USA NEW FORD FLEET CARE		
STANDARD DEDUCTIBLE: 0	OWNER NAME: FLEET USA	OPTIONS:
EXPIRATION DATE: 08-MARCH-2033	DISTANCE: 999999	RENTAL: 0 UP TO 0 DAYS
TOWING: 0	CONTRACT SOLD BY: USA XXXXX	ESP CONTRACT START DATE: 08-MARCH-2013
<p>THIS UNIT ENROLLED IN FORD FLEET CARE PROGRAM TO BE USED FOR CONSOLIDATED BILLING OF: CUSTOMER PAY REPAIR AND MAINTENANCE SERVICES. WARRANTY AND ESP DEDUCTIBLES, RENTAL CHARGES BEYOND ESP COVERAGE AND TOWING. RETAIL REPAIR LAWS AND REQUIREMENTS APPLY. DO NOT PROVIDE WARRANTY/ZERO DOLLAR R.O. COPY TO CUSTOMER WHEN REPAIRS EXCEED \$50 CONTACT: FLEET ADMINISTRATOR FOR AUTHORIZATION AT: XXX-XXX-XXXX SUBMIT FOR PAYMENT THROUGH OWS CLAIM. NO DEALER FEES ARE APPLIED. CLAIM ENTRY INSTRUCTIONS/JOB AIDS AVAILABLE AT: WWW.FLEETCARE.FORD.COM FOR ASSISTANCE CALL: 800-367-3221</p> <p>*TAX EXEMPT TAX ID: #####</p>		

Ford Protect ESP
Contract Coverage
Information

FORD FLEET CARE
Enrollment
Information

Fleet Approval
Amount and Fleet
Customer Contact
Information

Important Tax Note:

Be sure to charge applicable tax as required on a retail repair unless the account is tax exempt as noted in OASIS or advised by the customer

Service Advisor Guide - Identifying a Ford Fleet Care Vehicle (cont.)

Prepare Estimate and Obtain Approval

If the estimated Total Customer Paid Repair amount exceeds the Fleet approval amount displayed in OASIS:

Contact the Fleet Company Representative (displayed in OASIS) for approval prior to performing the repair. If the estimate changes, re-contact the Fleet Administrator for approval for the added costs.

NOTE: Repairs performed without the Fleet Company Representative approval or exceed the authorized amount the claim will be charged back.

If the estimated Total Customer Paid Repair amount does not exceed the fleet prior approval limit:

Do not contact the Fleet Administrator – proceed with the repair up to the dollar limit displayed in OASIS.

NOTE: Ford Protect Extended Service Plan Deductibles do not require an authorization code.

IMPORTANT: Drivers must sign and be provided with a copy of the Retail Repair Order indicating the amount the fleet will be billed.

Submit for Payment

Submit claim in OWS with either Sub Code:

- **QFC** (Ford, Lincoln, Mercury Vehicles)
- **QFCC** (Competitive Make Vehicles and trailers)

Detailed claiming instructions available in the **Dealer Program Manual** located at www.fleetcare.ford.com
For submitted claims returned unpaid, contact **Fleet Program Headquarters at 1-800-367-3221** for assistance.

Charging Tax

Tax should be billed as required on a retail repair, unless the customer is tax exempt as advised by the customer or noted on OASIS. If a customer is tax exempt, the tax exemption number should be noted on the repair write-up. Repairs submitted through OWS for payment without a tax entry will be returned to the dealership.

NOTE: Tax should be billed as required on a retail repair, unless the fleet account is tax exempt as noted on OASIS, or as advised by the customer.

[Table of Contents](#)

Parts Department Guide – Identifying Ford Fleet Care Wholesale Parts Billing Customer

All participants of the Ford Fleet Care Parts Billing program are issued a membership card. To ensure the customer is still an active member of the Ford Fleet Care Parts Billing program, please verify the status of billing customer privileges on the Ford Fleet Care website at www.fleetcare.ford.com and select the NFPP/Parts Billing Tab.



Purchase Order Write-Up

Preparing a parts purchase order write-up is a simple three-step process:

Step One - Verify Consolidated Billing Account Status

- Access the Ford Fleet Care website at: www.fleetcare.ford.com
- Select the tab labeled: "NFPP/Parts Billing"
- Select the link labeled: "Consolidated Billing Account Enrolled Fleets"
- View the spreadsheet to verify if the customer is still an active participant

IMPORTANT! If the fleet account is not listed, the customer is *not* eligible for Ford Fleet Care Parts Billing Program and payment arrangements for the parts purchase should be made directly with the customer.

Step Two - Obtain Customer Approval

- **All** parts purchased must be approved by the fleet account
- Contact the Fleet Administrator at the telephone number located on the back of the card with the *total cost* of the parts being purchased
- Obtain a purchase order for the full amount of the transaction

Step Three - Bill Parts Purchase using OWS

- Obtain the Customer's 11 Digit Consolidated Billing Account Number
- Refer to page 64 for claiming instructions

IMPORTANT! Tax should be billed as required on a wholesale part sale, unless the customer is tax exempt as advised by the customer. If the customer is tax exempt, the tax exemption number should be noted on the purchase order write-up. Claims submitted through OWS

Questions: Contact Ford Fleet Program Headquarters at 1-800-367-3221 or by email at: ffcadmin@ford.com

Introduction to OWS

The information contained in this user guide is to support the Dealers by providing information about how to submit Ford Fleet Care claims (claim type 61) in the ONE Warranty Solution (OWS) system. OWS provides a single interface to manage many aspects dealing with submitting, tracking and managing the claiming process including:

- Initial Preparation and Submission of Claims
- Tracking and Updating Claims when further action is required
- Appealing a Claim decision
- Tracking and Managing the Return of Parts
- Accounting (credits, debits and account reconciliation)
- Dealership Management System (DMS) connectivity with OWS

OWS is the Ford Motor Company warranty claim processing system. Integrate seamlessly with OWS online version to submit claims.

This user guide does **NOT** cover:

- DMS operation
 - If a dealer uses a DMS to electronically submit claims to Ford, this guide does not address operation of the DMS (including DMS screens which are called “OWS” or “One Warranty Solutions”). There are more than 150 DMS providers to Ford globally. Each DMS has a unique screen display. Please contact your DMS if support is required.
- Warranty Policies or other published policies
 - Please refer to the Warranty & Policy Manual for your specific country, along with other coverage and policy programs.

DMS Submission

Due to the variety of Dealer Service Providers (DSPs) and the various software platforms they provide, it is not possible for Ford to provide detailed instructions as to the usage of these dealership “in-house” software systems.

It is recommended that you refer to the documentation provided by your DSP and/or contact them for assistance with your software.

OWS Homepage/ Main Web-Portal Page

Log onto OWS using the portal which may utilize any of the following:

- Direct link to OWS at <https://www.warrantyprocessing.dealerconnection.com>
- FMCDDealer – Parts & Service – Warranty Administration & Warranty Part Return – OWS Online Portal



After logging into OWS with your login and password, the below screen will appear, which we will refer to as the Home Page or Web-Portal page throughout this manual. This screen allows you to enter a claim, view a claim status report, view the parts status report and view posting statements.

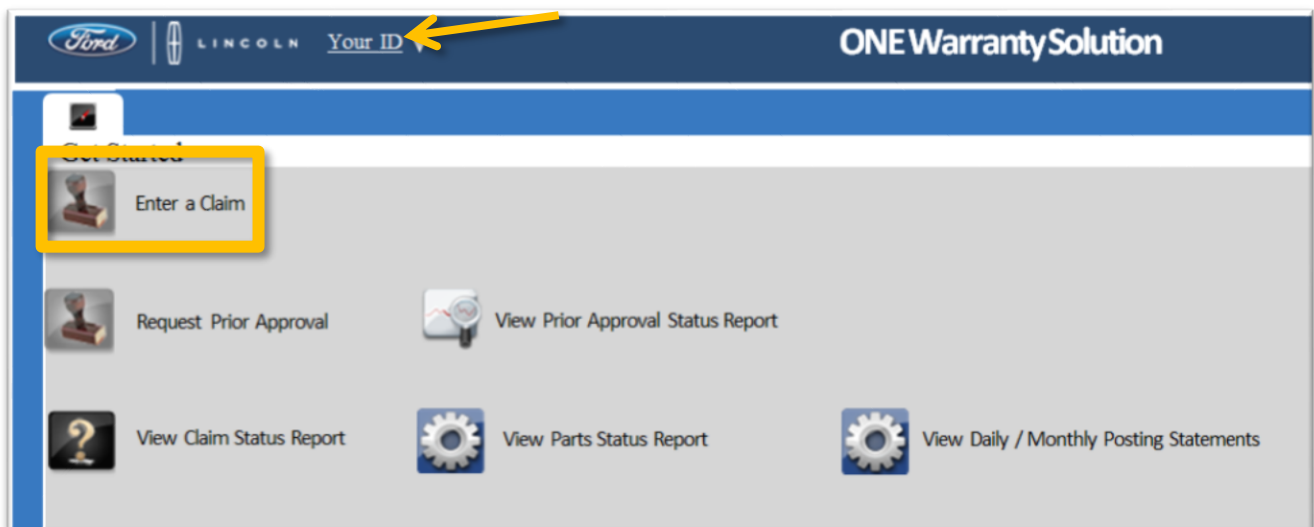


Note: For the purpose of this User Guide, the Web-Portal page is referred to as the Home Page.

OWS Homepage/ Main Web-Portal Page (cont.)

Getting Started

Let's take a look at the screens that will be used to submit a Ford Fleet Care Program claim. Below is a close up view of the Home page. Note that after you log in your ID will show on the top bar to the right of the Ford and Lincoln logo. Click the "Enter a Claim" link to start the claim process.



[Table of Contents](#)

Repair Order Creation Screen

Once you click the “Enter a Claim” on the Home Page, the “Repair Order Creation” screen will appear.

All fields with an asterisk are required to create the claim, however the more information entered, the more detailed the claim will be. Once you have entered the information on this screen, click the “Create” button to start creating the claim.

Note: Your Dealership Name and Dealer Code will be displayed in the appropriate space where the arrows are pointing in the below image.



VIN	Vehicle Identification Number or Part Sale Number.
Service Advisor ID	A unique 9 digit number for the Service Advisor.
Repair Order Number	A unique number given for each Repair Order up to 10 digits.
Repair Order Open Date	The date that the Repair Order was opened.
Odometer at Repair Order Open	The odometer reading when the Repair Order was opened. For a QFCP (Parts only purchase) claim, the mileage is 20.
Special Use Vehicle Description	Description of the special vehicle like dump truck (may be specified by customer).
Engine Operating Hours at Repair Order Open	Mostly diesel utility vehicles engine operating hours.
License Location	The location of the repair state.

Claim Entry Screen

Information will be displayed in the upper section from the information that was inputted onto the previous screen called the “Repair Order Creation” screen. This screen will need more information to complete the claim. This image shows the screen in its entirety. We will look at the different sections in further detail next.

ONE Warranty Solution

Claim Entry Screen

Country:

VIN:	Vehicle:	Service Advisor ID:
Repair Order Number :	Repair Order Open Date :	Odometer at Repair Order Open :
Special Use Vehicle :	Engine Operating Hours at Repair Order Open :	License Location :

Claim Entry Screen
Current Claim Version

Repair Information

Repair Line Number :	Claim Type:	Sub-Code:
Repair Line Completion Date:	Odometer Reading at Repair Completion:	Customer Concern Code:
Approval Code:	Approval Code:	Pre-Defined Repair Code:
Convey Delivery Date:	Manual Review Required Indicator:	Condition Code:
Engine Operating Hours at Repair Completion:	Dealer Participation:	
Customer Participation:		

Status: **SAVED INCOMPLETE**

Comments

Customer Comments:

Maximum 2000 characters Characters Left: 2000

Technicians Comments:

Maximum 2000 characters Characters Left: 2000

Parts Information

Causal PartNum	Description	Quantity	Unit Price	Invoice Number	Markup Amount
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Labor Information

Labor Operation Code	Description	Technician ID	Hours	Labor Rate	Invoice Number	Amount
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Miscellaneous Information

Miscellaneous Expense Code	Description	Num of Days	Hours	Invoice Number	Amount
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Test Results

Repair Line SubTotal

Description	Amount	DAWA Percentage	Revised Total
Parts			
Labor			
Miscellaneous			
(Customer Participation)			
(Dealer Participation)			
(Dequotables)			
Totals			
Markup			

Repair Information

Repair Information			
Repair Line Number: *	<input type="text"/>	Claim Type:	61-FLEET
Repair Line Completion Date:	<input type="text"/>	Odometer Reading at Repair Completion:	<input type="text"/>
Approval Code:	<input type="text"/>	Approval Code:	<input type="text"/>
			Sub-Code: <input type="text"/>
			Customer Concern Code: <input type="text"/>
			Pre-Defined Repair Code: <input type="text"/>
			Condition Code: <input type="text"/>
Engine Operating Hours at Repair Completion:	<input type="text"/>	Manual Review Required Indicator:	<input type="checkbox"/>
		Dealer Participation:	<input type="text"/>
License Num:	<input type="text"/>	Driver Name:	<input type="text"/>
Fleet Company Name:	<input type="text"/>	Fleet Approved Amount:	<input type="text"/>
			Driver Card ID: <input type="text"/>
			Fleet Purchase Order Num: <input type="text"/>

Repair Line Number	The item entered into the field is a number, letter or alphanumeric character associated with each unique repair on the repair order.
Claim Type	A two digit code identifies the claim repair type or category used to process a claim, for Ford Fleet Care use 61.
Sub-Codes	Use QFC for service on a Ford vehicle, QFCC for service on a non-Ford vehicle or trailer or QFCP for Wholesale Parts Purchase.
Repair Line Completion Date	The date can be typed using this format “mm/dd/yyyy” or just click the calendar icon next to the date field to select a date.
Odometer Reading at Repair Completion	The odometer reading at the time of the repair line completion. For a QFCP (Parts only purchase) claim, the mileage is 20.
Customer Concern Codes	Use customer concern code A99 only.
Approval Code	Enter each Approval code for each item needing an Approval code. If other approval codes are needed, click the “+” icon. Mostly used for dealer self-approval codes for time or mileage issues. Not used for Fleet customer Purchase Order numbers.
Pre-Defined Repair Code	A code that defines the authorized repair bill of material as identified in service publication. The code is entered by the dealer and will auto populate all individual parts, labor and miscellaneous amounts for that claim.
Condition Codes	Use condition code “82” only .
Engine Operating Hours at Repair Completion	Reading of engine operating hours if present in vehicle (e.g. diesel, industrial) at Repair Line close.
Manual Review Required Indicator	Dealer request that an assessor review the claim, prior to final disposition.
Dealer Participation	Special pricing or discount is entered here.
License Num	The license plate number.
Driver Name	Name of the Driver or ID number for the Fleet .
Fleet Company Name	Name of the Fleet Company.
Fleet Approved Amount	Provide the dollar amount of the Purchase Order (PO) value approved by the Fleet Administrator.
Driver Card ID	If available.
Fleet Purchase Order Num	This is required on QFC and QFCC claims that exceed the Fleet Approval Amount For QFCP claims, a call to the Fleet Administrator is required.

Comments Information Supporting OSP, OSL, Misc. and Other

Technician Comments are mandatory for getting claims paid and having detail information about what parts and/or labor are used including the cost. Here are technician comments that are required to get a claim through the approval process quicker and examples of how they should be spelled out:

- Outside Purchased Part (OSP) is used for any part that is not a Ford or Motor craft part
 - OSP for \$\$\$ is for part description (OSP FOR \$50.00 IS FOR SPARK PLUGS)
- Outside Labor (OSL) is used for any labor outside the dealership
 - OSL for \$\$\$ is for labor description (OSL FOR \$150 IS FOR GLASS REPAIR BY OUTSIDE VENDOR NAME)
- Misc. for \$\$\$ is for item description (MISC. FOR \$10.00 IS FOR TIRE DISPOSAL)
- Other for \$\$\$ for item description (OTHER FOR \$100 IS FOR SHOP SUPPLIES)

Misc. and Other include environmental fees, shop supplies, special disposal fees (tires/batteries), tire taxes, etc.

It is no longer needed for Ford, Motorcraft® and Omnicraft™ Parts claims to have any comments entered in either the Customer Comments or the Technician Comments sections.

Note: If you get a claim returned, read the entire message from the Claim Specialist and return the claim with the needed information. If the information is incomplete, the Claim Specialist will return the claim until all the information has been given.

Comments

Customer Comments:

Maximum 2000 characters Characters Left: 2000

Technicians Comments:

Maximum 2000 characters Characters Left: 2000

Customer Comment field has a limit of 2,000 characters.
 Technician Comments field has a limit of 2,000 characters.
 This is a mandatory field for the Ford Fleet Care Program.
Note: The detail within the Technical Comments section is provided to the Fleet Customer when billed.

Parts Information

- Ford/Motorcraft/Omnicraft part numbers must be typed in without spaces or hyphens
 - Up to 200 additional lines can be added by clicking the “+” icon
- Pseudo Part Numbers are listed within the search icon if needed can be used in place of Ford, Motorcraft or Omnicraft recognized part numbers. However, an explanation will be required in the Technicians Comments to explain what is being entered.
- When specialty part is required from an outside source, use labor code OSP, add the Invoice Number, the amount being claimed and explain in the Technicians Comments section.

Note: OWS will **NOT** automatically price the claim.

Parts Information						
Causal PartNum		Description	Quantity	Unit Price	Invoice Number	Amount
F8UZ 1851 AA		KNOB - HEATER BLOWERSWITCH	1	19.50		19.50
1U2Z 14S11BB		KIT - WIRING PIGTAIL	1	42.00		42.00
F49Z 19986 A		SWITCHASY	1	25.50		25.50

[Table of Contents](#)

Labor Information

- Labor code for Ford Fleet Care is L001. Note the code is the letter L followed by 2 zeros and the then number 1. All requested labor should be totaled and entered on this line.
- Additional lines can be added by clicking the “+” icon.
- When specialty labor is required from an outside source, use labor code OSL, add the Invoice Number, the amount being claimed and explain in the Technicians Comments section.

Labor Information

Labor Operation Code	Description	Technician ID	Hours	Labor Rate Invoice Number	Amount
L001	LABOR		2.0		200.00

Miscellaneous Information

- Additional lines can be added by clicking the “+” icon
- Click on the search icon to display ALL miscellaneous codes

Note: Information listed under Miscellaneous Information section must have a Technician note describing the amount and what part or labor was used. An example is “Misc. for \$\$\$\$ is for tire disposal fee”.

Miscellaneous Information

Miscellaneous Expense Code	Description	Num of Days	Hours	Invoice Number	Amount
TAX	TAX				4.79

All QFC, QFCC and QFCP claims require a tax line entry even if there is no tax being charged. Enter 0.00 if the Fleet is tax exempt.

Repair Line Subtotal

- The Repair Line Subtotal section automatically displays the sub totals for Parts, Labor, and Miscellaneous as well as any previously noted Customer/Dealer Participation.
- The Subtotal section will also apply the appropriate Tax and any needed deductions.
- This section gives the user a view of the financial impact of the claim to be submitted once PreValidation has been run.

Repair Line Sub Total

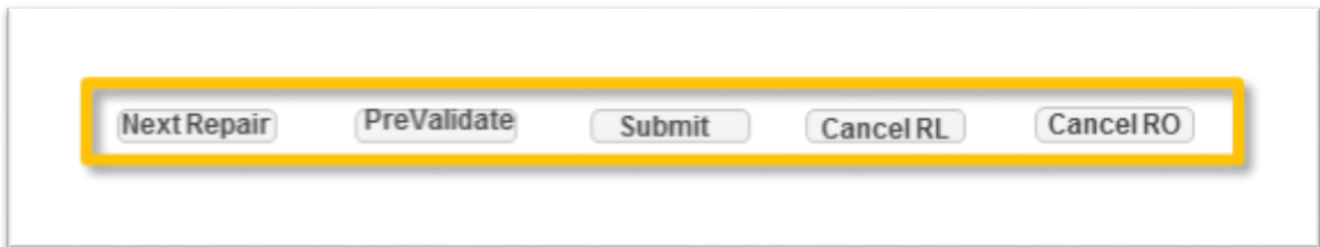
Description	Amount	DAWA Percentage	Revised Total
Parts	87.00	0.00	87.00
Labor	200.00	0.00	200.00
Miscellaneous	4.79	0.00	4.79
(Customer Participation)	0.00	0.00	0.00
(Dealer Participation)	0.00	0.00	0.00
(Deductibles)	0.00	0.00	0.00
Totals			291.79

[Table of Contents](#)

Action Buttons

- **Next Repair:** Triggers PreValidation of current Repair Line and allows access to the next Repair Line
- **PreValidate:** Allows OWS to instantly check a claim for most common exceptions before it is submitted. Make corrections as needed and pre-validate again until no exceptions appear.
- **Submit:** Allows the claim to be submitted if no critical exceptions are discovered.
- **Cancel RL:** Allows the user to cancel the displayed repair line prior to submission.
- **Cancel RO:** Allows the user to cancel an entire Repair Order.

Note: Selecting Submit triggers all applicable rules needed for the claim to be submitted to Ford. Any exceptions will appear in the top left area of the claim and will need to be corrected before the claim can be submitted.



If no exceptions are found, the claim will display a Green Check Mark with a successful submission note above the Repair Information section of the claim.



Ford Fleet Care Program Claim Type

The chart below describes the Ford Fleet Care Program Claim Type and show examples of how Sub Codes relate to Claim Type. New Sub Codes may be added based on program needs and therefore are subject to change.

Claim Type	Claim Use Criteria / Definition	New Sub Code Field (Program Code) * (Listed below are examples of some of the Sub Codes)
61 - Fleet (QFC)	A comprehensive parts and service billing program for fleet customers with vehicle repairs or part purchases from Ford or Lincoln dealers.	QFC, QFCC, QFCP

61-FLEET ▼

Select...
11-VEHICLE COVERAGE
12-PRE-DELIVERY INSPECTION
13-POLICY
14-MVC(MISBUILT VEHICLE CLAIM)
21-SERVICE PART
22- OVER THE COUNTER
23-ACCESSORIES
31-FIELD SERVICE ACTION
51-TRANSIT DAMAGE
61-FLEET
71-EXTENDED SERVICE CONTRACTS
81-FORD SUTHORIZED DISTRIBUTORS-FADB
91-RETAIL CORE RETURN

Sub Code/Program Code Explanation

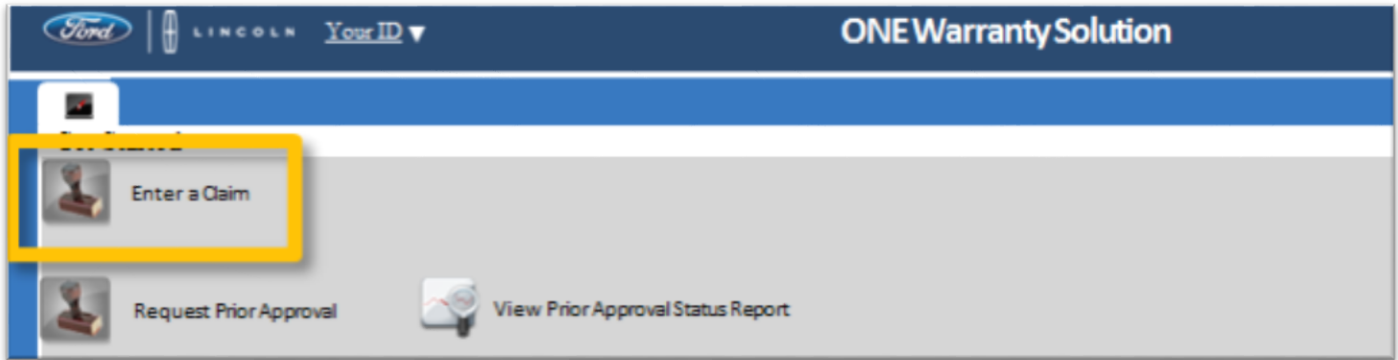
QFC, QFCC and QFCP are the 3 codes used for Ford Fleet Care Program.

- **QFC** is used to claim customer paid maintenance/repairs services for Ford/Lincoln/Mercury vehicles.
- **QFCC** is use used to claim customer paid maintenance/repair services for non-Ford vehicles.
- **QFCP** is used for parts purchased over the counter.

[Table of Contents](#)

Starting a Claim Entry

The Claim Entry process begins with selecting “Enter a Claim” on the OWS homepage which will take you to the Repair Order creation page.



Claim Entry Information

A Repair Order (RO) is the form which all repairs for a single repair visit are recorded or linked. A repair visit may have one or several repair lines and documents a repair visit.

- An RO is created by entering the RO Number (up to 10 digits) and entering an RO Open Date (as identified by the Red *). Once the RO is saved, these fields cannot be edited.

The following fields are commonly required and are available to input when creating the RO.

- VIN - Vehicle Information Number
- Service Advisor ID (STARS ID or 9 digit number)
- Odometer
- Special Use Vehicle Description
- Engine Operating Hours at Repair Order Open
- License Location

Click the “Create” once the RO information is inputted at the bottom of this section.

Claim File

Dealer Name: XXXXXXXXXXXXXXXXXXXX Dealer Code: XXXXX Suffix: Country: USA

Claim Entry Information

VIN: Vehicle:

Repair Order Number: * Repair Order Open Date: *

Special Use Vehicle Description:

Engine Operating Hours at Repair Order Open:

Service Advisor ID:

Odometer at Repair Order Open:

License Location:

Create

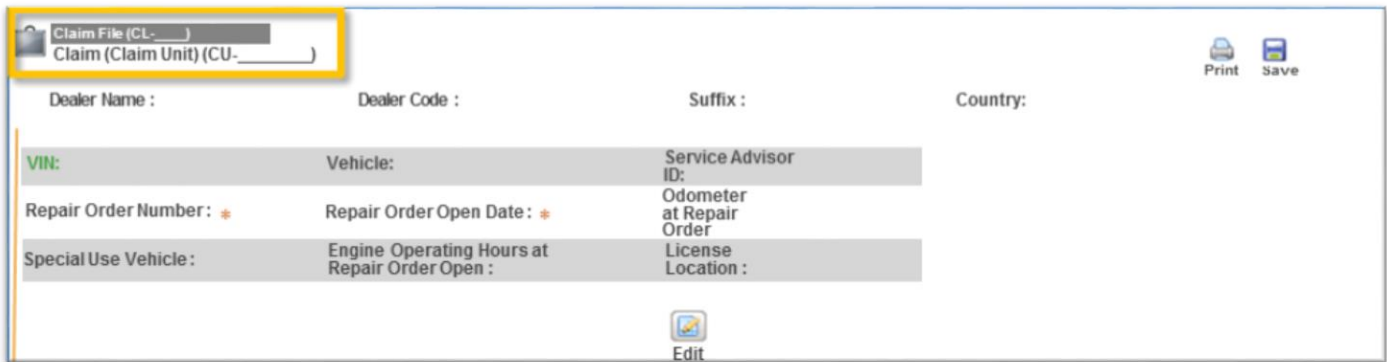
[Table of Contents](#)

Claim File and Claim Unit Numbers

The Claim File and Unit Number is a filing tool within the OWS system and are not searchable or required by the Dealer.

- OWS Online Claim - Claim File and Claim Unit numbers are automatically assigned by OWS when a Claim is created
- DMS submitted Claim - Claim File and Claim Unit numbers are assigned when OWS receives the information

Note: Users are not required to track Claim File or Claim Unit numbers



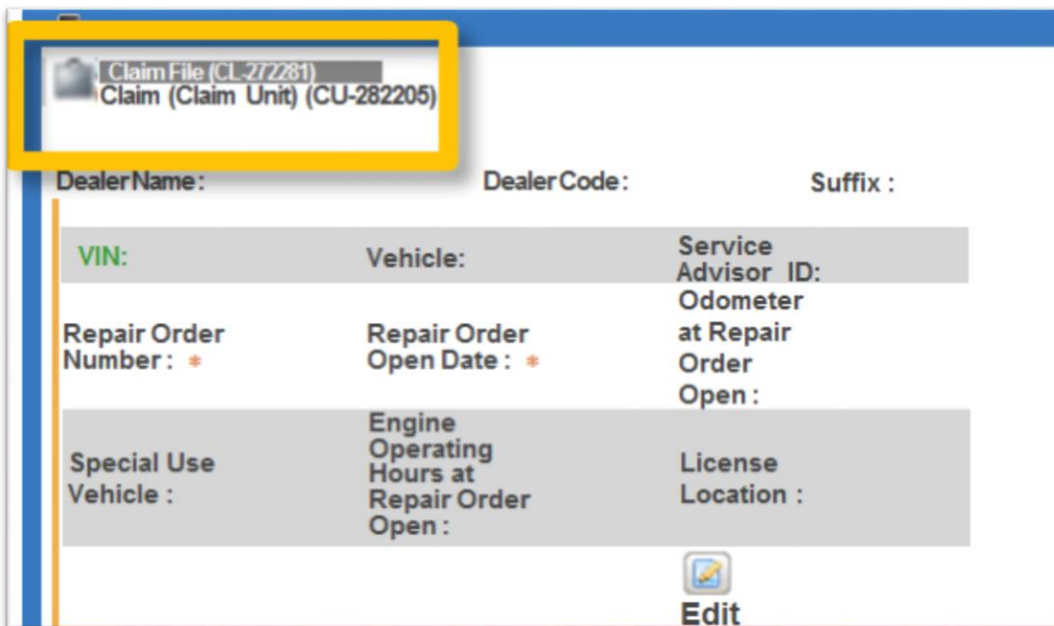
Editing Claim Information

Once the RO is saved, all fields within the RO can be edited except the following:

- Repair Order Number
- Repair Order Open Date

Note: If an error was made to the RO Number or RO Open Date you must Cancel the RO and create a new one.

Note: If a claim has been submitted and an edit needs to be made the Claim Report will need to be accessed.

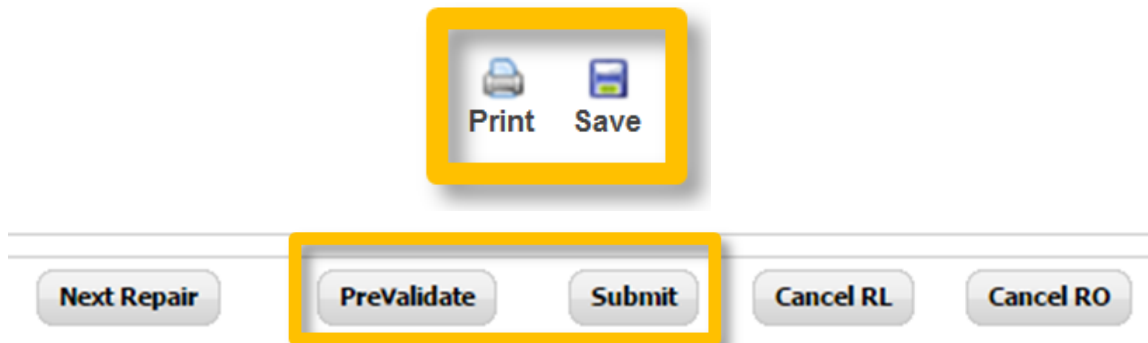


[Table of Contents](#)

Save, Print, PreValidate and Submit a Claim

A Claim may be saved by clicking either “Save” at the top of the page or “PreValidate” at the bottom of the page. Until the Submit button has been clicked, the claim has not been entered into OWS for processing. These statuses will be displayed in the Claim Status Report.

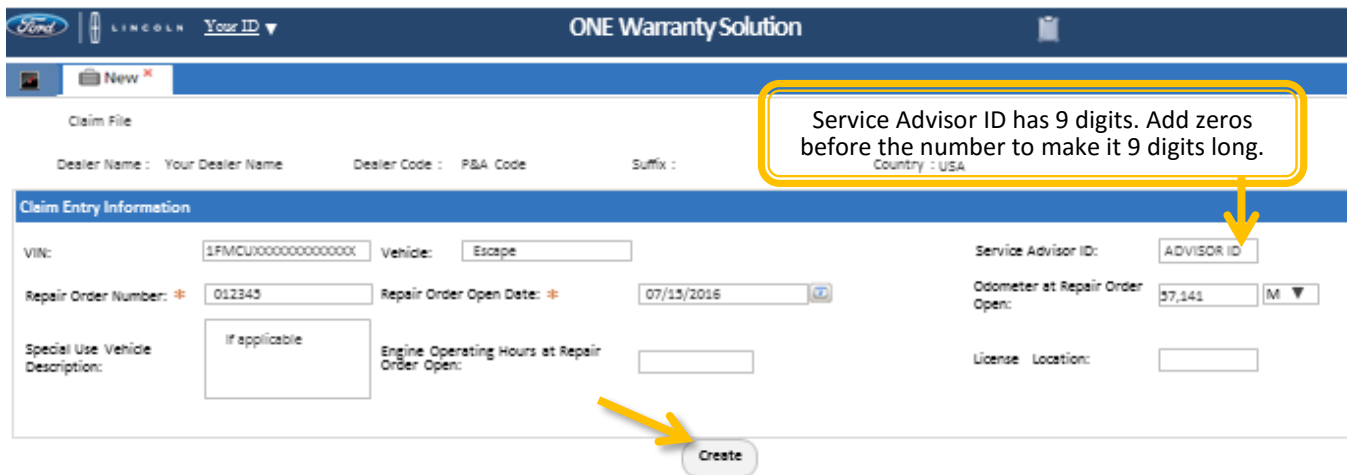
1. **Save** - system will save the Claim as “Saved incomplete”
2. **Print** – system will print the Claim
3. **PreValidate** – system will save the claim as “Dealer Action Required”
4. **Submit** – system will submit the Claim



Submitting a Claim for a Maintenance Service for a Ford, Lincoln and Mercury Vehicle

In this example, the customer needs an oil change on an Escape. Note that this example is to show what information is needed to complete the claim for a maintenance services.

1. After clicking the “Enter a Claim” button on the Home Page, enter the VIN, Vehicle, Service Advisor ID, Repair Order Number, Repair Order Open Date, Odometer at Repair Order Open, select “M” for miles or “KM” for kilometers, Special Use Vehicle if applicable and License Location (State).
2. Click the “Create” button to continue entering the claim.



ONE Warranty Solution

Claim File

Dealer Name : Your Dealer Name Dealer Code : PSA Code Suffix : Country : USA

Claim Entry Information

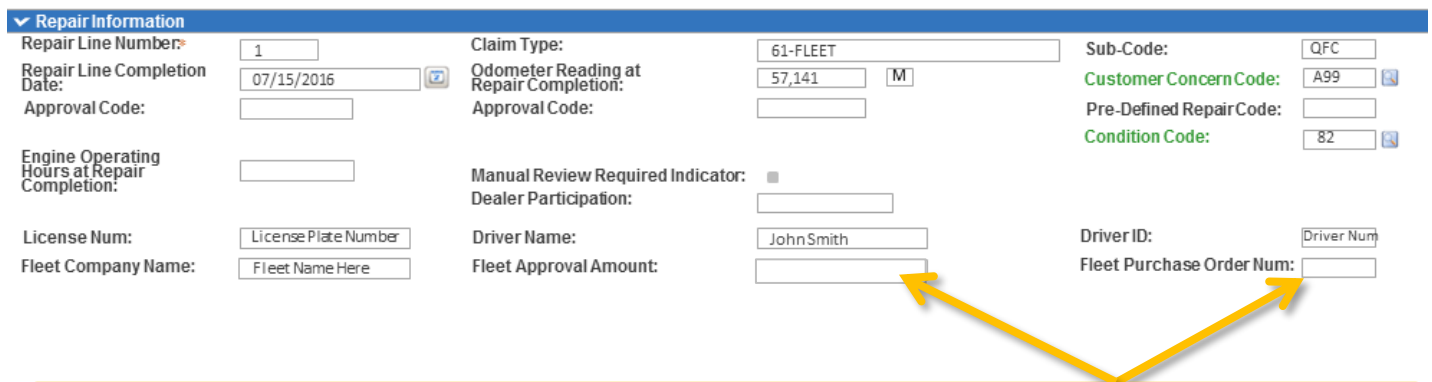
VIN: 1FMCU00000000000000000000 Vehicle: Escape Service Advisor ID: ADVISOR ID

Repair Order Number: 012345 Repair Order Open Date: 07/15/2016 Odometer at Repair Order Open: 57,141 M

Special Use Vehicle Description: If applicable Engine Operating Hours at Repair Order Open: License Location:

Create

3. The information will populate into the “Repair Order Creation” screen in the top section.
4. Enter the additional information in the Repair Information section including the Repair Line Number, Claim Type (61-FLEET), Sub-Code (QFC for Ford/Lincoln/Mercury vehicles with parts and labor), Repair Line Completion Date, Odometer Reading at Repair Completion with M or KM selected from the drop down, Customer Concern Code (A99), Condition Code (82), License Number, Driver Name, Driver ID, Fleet Company Name, and Fleet Approval Amount are mandatory fields and the rest are if applicable to the claim.



Repair Information

Repair Line Number: 1 Claim Type: 61-FLEET Sub-Code: QFC

Repair Line Completion Date: 07/15/2016 Odometer Reading at Repair Completion: 57,141 M Customer Concern Code: A99

Approval Code: Manual Review Required Indicator: Dealer Participation: Driver Name: JohnSmith

Engine Operating Hours at Repair Completion: License Number: License Plate Number Driver ID: Driver Num

Fleet Company Name: Fleet Name Here Fleet Approval Amount: Fleet Purchase Order Num:

Note: Enter Fleet Approval Amount and a P.O. Number from the Fleet if repair exceeds pre-authorization value.

Submitting a Claim for a Maintenance Service for a Ford, Lincoln and Mercury Vehicle (cont.)

5. Scroll down to the Comments section of the claim. Enter the Customer Comments and detailed Technicians Comments.

Comments

Customer Comments: CUSTOMER REQUEST OIL CHANGE SERVICE

Maximum 2000 characters Charaders Left: 2000

Technicians Comments: OIL CHANGE PERFORMED

If also using OSP, OSL, Misc. or Other an explanation is required in the Technicians Comments to assist in claim approval.
Note: The Technicians Comments are printed on the customers invoice.
 See Page for details on OSP, OSL, Misc. or Other

6. Add the parts used in the Parts Information section. **Note:** For each line/part, enter the quantity used and total amount including mark up. The system will calculate the Unit Price automatically.

Parts Information

Causal PartNum	Description	Quantity	Unit Price	Invoice Number	Markup	Amount
FL 910SB12	KIT - ELEMENT & GASKET OIL FLITER	1				5.10
XO 5W20BSP	Motorcraft SAE 5W-20 API GF-5	5				14.85
6731	ELEMENT ASY OIL FILTER	1				0.00

Include the markup in the total amount. The system will not automatically add the markup.

7. Enter the total labor of the claim in the Labor Information section by using the L001 labor code.

Labor Information



Labor Operation Code	Description	Technician ID	Hours	Labor Rate Invoice Number	Amount
L001	LABOR		0.2		18.26

Use L001 as the Labor Operation – Labor code L001 is the letter L with 2 zeros and then the number 1.

Enter the Labor Hours being charged for the repair.


Submitting a Claim for a Maintenance Service for a Ford, Lincoln and Mercury Vehicle (cont.)

8. Scroll down the webpage to the Miscellaneous Information section, add any Misc, Other and Tax into this section. A tax line is required for every claim. If the customer is tax exempt, or if tax is not applicable, enter amount as \$0.00. If the customer is tax exempt, or if tax is not applicable, enter amount as \$0.00.
9. The Parts, Labor and Miscellaneous will total up in the Repair Line Sub Total automatically.
10. Click the PreValidate button to verify if additional information is needed or if there are any common errors that require correction prior to submitting.
11. Click the submit button when the claim is ready to be submitted.


 LINCOLN

Your ID ▼

ONE Warranty Solution



Miscellaneous Information

Miscellaneous Expense Code	Description	Num of Days	Hours	Invoice Number	Amount
TAX	TAX				1.74

➤
 Test Results

Repair Line Sub Total

Description	Amount	DAWA Percentage	Revised Total
Parts	19.95	0.00	19.95
Labor	18.26	0.00	18.26
Miscellaneous	1.74	0.00	1.74
(Customer Participation)	0.00	0.00	0.00
(Dealer Participation)	0.00	0.00	0.00
(Deductibles)	0.00	0.00	0.00
Totals			39.95

Markup

Next Repair
PreValidate
Submit
Cancel RL
Cancel RO

Submitting a Claim for a Diagnostics Test without Repair for a Ford, Lincoln and Mercury Vehicle

Note: Additionally, this claim will also be used for state and safety inspections.

In this example, the customer states that the brakes are squeaking. Note that this example is to show what information is needed to complete the claim for a diagnostics test only.

1. After clicking the “Enter a Claim” button on the Home Page, enter the VIN, Vehicle, Service Advisor ID, Repair Order Number, Repair Order Open Date, Odometer at Repair Order Open, select “M” for miles or “KM” for kilometers, Special Use Vehicle if applicable and License Location (State).
2. Click the “Create” button to continue entering the claim.

ONE Warranty Solution

Claim File

Dealer Name : Your Dealer Name Dealer Code : P&A Code Suffix : Country : USA

Claim Entry Information

VIN: 1FMCU0000000000000000 Vehicle: Escape Service Advisor ID: ADVISOR ID

Repair Order Number: 012345 Repair Order Open Date: 08/30/2016 Odometer at Repair Order Open: 62,167 M

Special Use Vehicle Description: If applicable Engine Operating Hours at Repair Order Open: License Location:

Create

3. The information will populate into the “Repair Order Creation” screen in the top section.
4. Enter the additional information in the Repair Information section including the Repair Line Number, Claim Type (61-FLEET), Sub-Code (QFC for Ford/Lincoln/Mercury vehicles with labor), Repair Line Completion Date, Odometer Reading at Repair Completion with M or KM selected from the drop down, Customer Concern Code (A99), Condition Code (82), License Number, Driver Name, Driver ID, Fleet Company Name, and Fleet Approval Amount are mandatory fields and the rest are if applicable to the claim.

Repair Information

Repair Line Number: 1 Claim Type: 61-FLEET Sub-Code: QFC

Repair Line Completion Date: 08/30/2016 Odometer Reading at Repair Completion: 62,167 M Customer Concern Code: A99

Approval Code: Manual Review Required Indicator: Dealer Participation: Pre-Defined Repair Code: Condition Code: 82

Engine Operating Hours at Repair Completion: License Num: License Plate Number Driver Name: Ted Nash Driver ID: Driver Num

Fleet Company Name: Fleet Name Here Fleet Approval Amount: \$150.00 Fleet Purchase Order Num: 98754320

Note: Enter Fleet Approval Amount and a P.O. Number from the Fleet if repair exceeds pre-authorization value.

Submitting a Claim for a Diagnostics Test without Repair for a Ford, Lincoln and Mercury Vehicle (cont.)

5. Scroll down to the Comments section of the claim. Enter the Customer Comments and detailed Technicians Comments.

Comments

Customer Comments:

CUSTOMER STATES BRAKES ARE SQUEAKING

Maximum 2000 characters

Technicians Comments:

ROAD TEST 9 MILES. COULD NOT DUPLICATE CUSTOMER CONCERN.

If also using OSP, OSL, Misc. or Other an explanation is required in the Technicians Comments to assist in claim approval.
Note: The Technicians Comments are printed on the customers invoice.
 See Pages 15-16 for details on OSP, OSL, Misc. or Other

6. In the Parts Information section, click the magnifying glass to scroll and select DTEST for the Casual Part Number. **Note:** Only used as the Causal Part, enter "0" in the Quantity and Amount fields.

Parts Information

Causal PartNum	Description	Quantity	Unit Price	Invoice Number	Markup	Amount
<input type="text" value="DTEST"/>	<input type="text"/>	<input type="text" value="0"/>	<input type="text"/>	<input type="text"/>		<input type="text" value="0.00"/>

7. Enter the total labor of the claim in the Labor Information section by using the L001 labor code.

Labor Information

Labor Operation Code	Description	Technician ID	Hours	Labor Rate Invoice Number	Amount
<input type="text" value="L001"/>	<input type="text" value="LABOR"/>	<input type="text"/>	<input type="text" value="1.0"/>	<input type="text"/>	<input type="text" value="125.00"/>

Use L001 as the Labor Operation – Labor code L001 is the letter L with 2 zeros and then the number 1.

Enter the Labor Hours being charged for the repair.

Submitting a Claim for a Diagnostics Test without Repair for a Ford, Lincoln and Mercury Vehicle (cont.)

8. Scroll down the webpage to the Miscellaneous Information section, add any Misc, Other and Tax into this section. A tax line is required for every claim. If the customer is tax exempt, or if tax is not applicable, enter amount as \$0.00.
9. The Parts, Labor and Miscellaneous will total up in the Repair Line Sub Total automatically.
10. Click the PreValidate button to verify if additional information is needed or if there are any common errors that require correction prior to submitting.
11. Click the submit button when the claim is ready to be submitted.

▼ Miscellaneous Information

Miscellaneous Expense Code	Description	Num of Days	Hours	Invoice Number	Amount
TAX	TAX				0.00

➤ Test Results

▼ Repair Line Sub Total

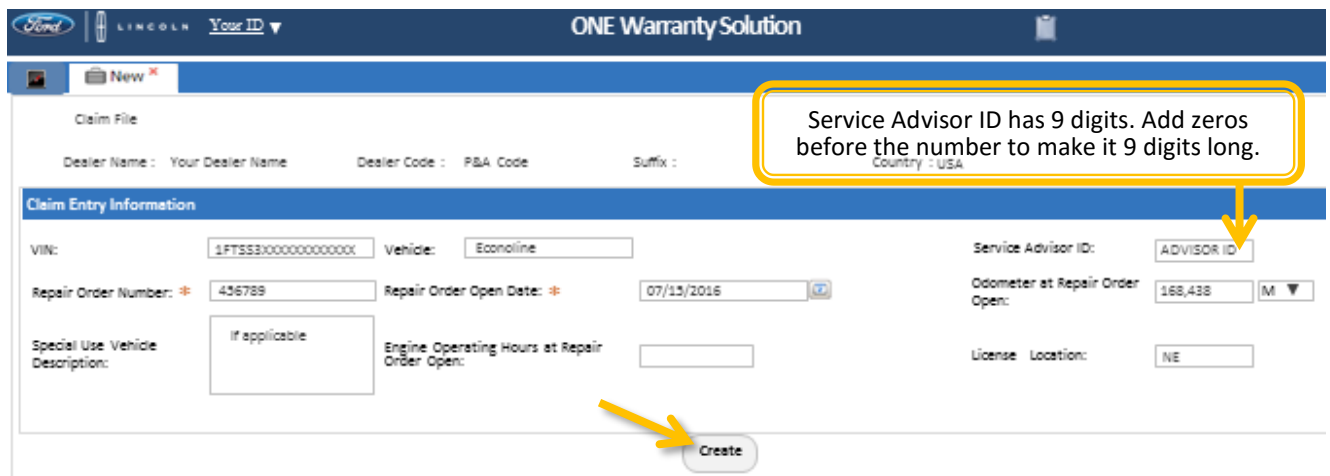
Description	Amount	DAWA Percentage	Revised Total
Parts	0.00	0.00	0.00
Labor	125.00	0.00	125.00
Miscellaneous	0.00	0.00	0.00
(Customer Participation)	0.00	0.00	0.00
(Dealer Participation)	0.00	0.00	0.00
(Deductibles)	0.00	0.00	0.00
Totals			125.00
Markup			

Next Repair
PreValidate
Submit
Cancel RL
Cancel RO

Submitting a Claim for a Customer Paid Repair for a Ford, Lincoln and Mercury Vehicle

In this example, the customer states that the fan only works on low speed. Note that this example is to show what information is needed to complete the claim for a customer paid repair.

1. After clicking the “Enter a Claim” button on the Home Page, enter the VIN, Vehicle, Service Advisor ID, Repair Order Number, Repair Order Open Date, Odometer at Repair Order Open, select “M” for miles or “KM” for kilometers, Special Use Vehicle if applicable and License Location (State).
2. Click the “Create” button to continue entering the claim.



ONE Warranty Solution

Claim File

Dealer Name : Your Dealer Name Dealer Code : P&A Code Suffix : Country : USA

Claim Entry Information

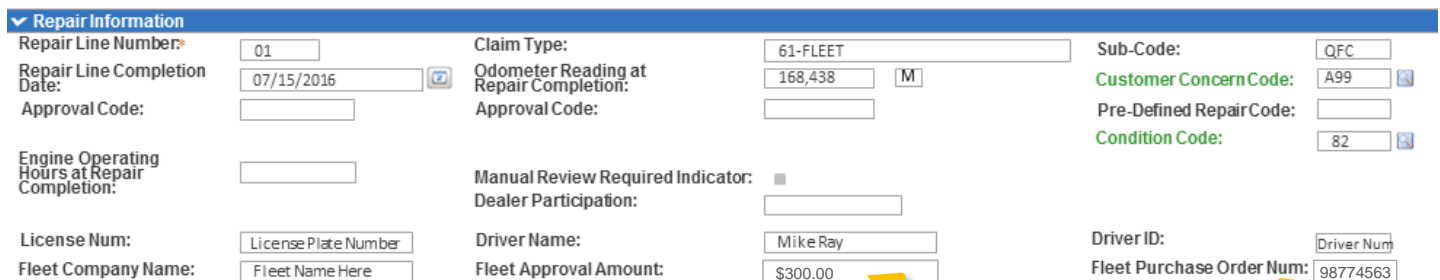
VIN: 1FTSS330000000000000 Vehicle: Econoline Service Advisor ID: ADVISOR ID

Repair Order Number: 436789 Repair Order Open Date: 07/15/2016 Odometer at Repair Order Open: 168,438 M

Special Use Vehicle Description: If applicable Engine Operating Hours at Repair Order Open: License Location: NE

Create

3. The information will populate into the “Repair Order Creation” screen in the top section.
4. Enter the additional information in the Repair Information section including the Repair Line Number, Claim Type (61-FLEET), Sub-Code (QFC for Ford/Lincoln/Mercury vehicles with parts and labor), Repair Line Completion Date, Odometer Reading at Repair Completion with M or KM selected from the drop down, Customer Concern Code (A99), Condition Code (82), License Number, Driver Name, Driver ID, Fleet Company Name, and Fleet Approval Amount are mandatory fields and the rest are if applicable to the claim.



Repair Information

Repair Line Number: 01 Claim Type: 61-FLEET Sub-Code: QFC

Repair Line Completion Date: 07/15/2016 Odometer Reading at Repair Completion: 168,438 M Customer Concern Code: A99

Approval Code: Approval Code: Pre-Defined Repair Code: Condition Code: 82

Engine Operating Hours at Repair Completion: Manual Review Required Indicator: Dealer Participation:

License Num: License Plate Number Driver Name: Mike Ray Driver ID: Driver Num

Fleet Company Name: Fleet Name Here Fleet Approval Amount: \$300.00 Fleet Purchase Order Num: 98774563

Note: Enter Fleet Approval Amount and a P.O. Number from the Fleet if repair exceeds pre-authorization value.

Submitting a Claim for a Customer Paid Repair for a Ford, Lincoln and Mercury Vehicle (cont.)

5. Scroll down to the Comments section of the claim. Enter the Customer Comments and detailed Technicians Comments.

▼ Comments

Customer Comments:

*Maximum
2000
characters*

FAN ONLY WORKS ON LOW SPEED

Technicians Comments:

VERIFIED CUSTOMER CONCERN. FOUND BLOWER MOTOR SWITCH MELTED.
REPLACED SWITCH – PIGTAIL AND KNOB. RETESTED AND VERIFIED REPAIR COMPLETE.

If also using OSP, OSL, Misc. or Other an explanation is required in the Technicians Comments to assist in claim approval.
Note: The Technicians Comments are printed on the customers invoice.
 See Pages 15-16 for details on OSP, OSL, Misc. or Other

6. Add the parts used in the Parts Information section. **Note:** For each line/part, enter the quantity used and total amount including mark up. The system will calculate the Unit Price automatically.

▼ Parts Information

Causal PartNum	Description	Quantity	Unit Price	Invoice Number	Markup	Amount
F8UZ 1851 AA	KNOB – HEATER BLOWER SWITCH	1				19.50
1U2Z 14S11 BB	KIT – WIRING PIGTAIL	1				42.00
F49Z 19986 A	SWITCHASY	1				25.50

Include the markup in the total amount. The system will not automatically add the markup.

7. Enter the total labor of the claim in the Labor Information section by using the L001 labor code.

▼ Labor Information

Labor Operation Code	Description	Technician ID	Hours	Labor Rate Invoice Number	Amount
L001	LABOR		2.0		200.00

Use L001 as the Labor Operation – Labor code L001 is the letter L with 2 zeros and then the number 1.

Enter the Labor Hours being charged for the repair.

Submitting a Claim for a Customer Paid Repair for a Ford, Lincoln and Mercury Vehicle (cont.)

8. Scroll down the webpage to the Miscellaneous Information section, add any Misc, Other and Tax into this section. A tax line is required for every claim. If the customer is tax exempt, or if tax is not applicable, enter amount as \$0.00.
9. The Parts, Labor and Miscellaneous will total up in the Repair Line Sub Total automatically.
10. Click the PreValidate button to verify if additional information is needed or if there are any common errors that require correction prior to submitting.
11. Click the submit button when the claim is ready to be submitted.

▼ Miscellaneous Information

Miscellaneous Expense Code	Description	Num of Days	Hours	Invoice Number	Amount
TAX	TAX				4.79

▶ Test Results

▼ Repair Line Sub Total

Description	Amount	DAWA Percentage	Revised Total
Parts	87.00	0.00	87.00
Labor	200.00	0.00	200.00
Miscellaneous	4.79	0.00	4.79
(Customer Participation)	0.00	0.00	0.00
(Dealer Participation)	0.00	0.00	0.00
(Deductibles)	0.00	0.00	0.00
Totals			291.79

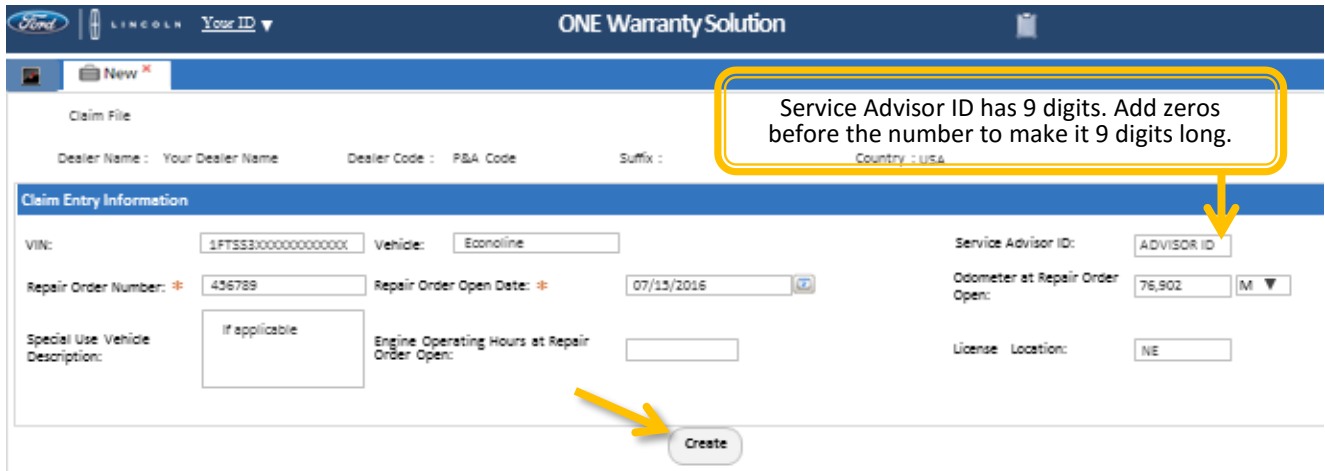
Markup

Next Repair
PreValidate
Submit
Cancel RL
Cancel RO

Submitting a Claim for a Customer Paid Repair for non-Ford Parts for a Ford, Lincoln and Mercury Vehicle

In this example, the customer states that the front brakes need to be replaced. Note that this example is to show what information is needed to complete the claim for a customer paid repair for brakes.

1. After clicking the "Enter a Claim" button on the Home Page, enter the VIN, Vehicle, Service Advisor ID, Repair Order Number, Repair Order Open Date, Odometer at Repair Order Open, select "M" for miles or "KM" for kilometers, Special Use Vehicle if applicable and License Location (State).
2. Click the "Create" button to continue entering the claim.



ONE Warranty Solution

Claim File

Dealer Name : Your Dealer Name Dealer Code : P&A Code Suffix : Country : USA

Claim Entry Information

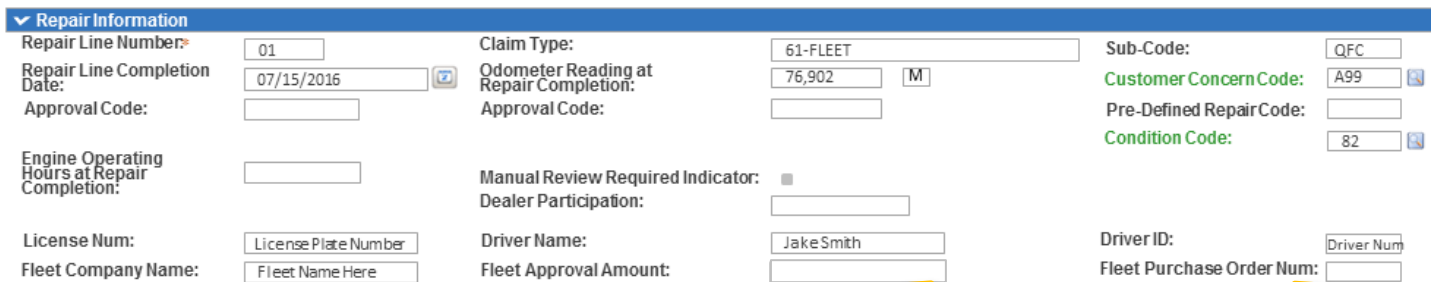
VIN: 1FTSS3X0000000000000 Vehicle: Econoline Service Advisor ID: ADVISOR ID

Repair Order Number: 436789 Repair Order Open Date: 07/13/2016 Odometer at Repair Order Open: 76,902 M

Special Use Vehicle Description: If applicable Engine Operating Hours at Repair Order Open: License Location: NE

Create

3. The information will populate into the "Repair Order Creation" screen in the top section.
4. Enter the additional information in the Repair Information section including the Repair Line Number, Claim Type (61-FLEET), Sub-Code (QFC for Ford/Lincoln/Mercury vehicles with parts and labor), Repair Line Completion Date, Odometer Reading at Repair Completion with M or KM selected from the drop down, Customer Concern Code (A99), Condition Code (82), License Number, Driver Name, Driver ID, Fleet Company Name, and Fleet Approval Amount are mandatory fields and the rest are if applicable to the claim.



Repair Information

Repair Line Number: 01 Claim Type: 61-FLEET Sub-Code: QFC

Repair Line Completion Date: 07/15/2016 Odometer Reading at Repair Completion: 76,902 M Customer Concern Code: A99

Approval Code: Manual Review Required Indicator: Dealer Participation: Driver Name: JakeSmith Driver ID: Driver Num

Engine Operating Hours at Repair Completion: License Num: License Plate Number Fleet Company Name: Fleet Name Here Fleet Approval Amount: Fleet Purchase Order Num: 82

Note: Enter Fleet Approval Amount and a P.O. Number from the Fleet if repair exceeds pre-authorization value.

Submitting a Claim for a Customer Paid Repair for non-Ford Parts for a Ford, Lincoln and Mercury Vehicle (cont.)

5. Scroll down to the Comments section of the claim. Enter the Customer Comments and detailed Technicians Comments.
6. If using OSP, OSL, Misc. or Other an explanation is needed in the Technicians Comments section to assist the claim getting approved the first submission.
 - The recommended format is "OSP FOR \$59.95 IS FOR BRAKING PADS"

Comments

Customer Comments:

Maximum 2000 characters

INSPECT BRAKES

Technicians Comments:

FRONT PADS AT 2MM AND REQUIRE REPLACEMENT. FORD MOTORCRAFT PARTS NOT IN STOCK
 CUSTOMER AUTHORIZED AFTER MARKET PADS
 OSP FOR \$59.95 IS FOR BRAKING PADS

If also using OSP, OSL, Misc. or Other an explanation is required in the Technicians Comments to assist in claim approval.
Note: The Technicians Comments are printed on the customers invoice.
 See Pages 15-16 for details on OSP, OSL, Misc. or Other

7. Add the parts used in the Parts Information section. **Note:** For each line/part, enter the quantity used and total amount including mark up. The system will calculate the Unit Price automatically.

Parts Information						
Causal PartNum	Description	Quantity	Unit Price	Invoice Number	Markup	Amount
2001	BRAKE PAD	0				0.00
OSP		1				59.95

Include the markup in the total amount. The system will not automatically add the markup.

8. Enter the total labor of the claim in the Labor Information section by using the L001 labor code.

Labor Information

Labor Operation Code	Description	Technician ID	Hours	Labor Rate Invoice Number	Amount
L001	LABOR		1.0		99.85

Use L001 as the Labor Operation – Labor code L001 is the letter L with 2 zeros and then the number 1.

Enter the Labor Hours being charged for the repair.

Submitting a Claim for a Customer Paid Repair for non-Ford Parts for a Ford, Lincoln and Mercury Vehicle (cont.)

9. Scroll down the webpage to the Miscellaneous Information section, add any Misc, Other and Tax into this section. A tax line is required for every claim. If the customer is tax exempt, or if tax is not applicable, enter amount as \$0.00.
10. The Parts, Labor and Miscellaneous will total up in the Repair Line Sub Total automatically.
11. Click the PreValidate button to verify if additional information is needed or if there are any common errors that require correction prior to submitting.
12. Click the submit button when the claim is ready to be submitted.

▼ Miscellaneous Information

Miscellaneous Expense Code	Description	Num of Days	Hours	Invoice Number	Amount
TAX	TAX				3.60

➤ Test Results

▼ Repair Line Sub Total

Description	Amount	DAWA Percentage	Revised Total
Parts	59.95	0.00	59.95
Labor	99.85	0.00	99.95
Miscellaneous	3.60	0.00	3.60
(Customer Participation)	0.00	0.00	0.00
(Dealer Participation)	0.00	0.00	0.00
(Deductibles)	0.00	0.00	0.00
Totals			163.40

Markup

Next Repair
PreValidate
Submit
Cancel RL
Cancel RO

[Table of Contents](#)

Submitting a Claim for a Customer Paid Repair for Tires for a Ford, Lincoln and Mercury Vehicle (cont.)

5. Scroll down to the Comments section of the claim. Enter the Customer Comments and detailed Technicians Comments.

Comments

Customer Comments:

Replace front tires

Maximum 2000 characters

Technicians Comments:

MOUNT & BALANCE 2 NEW FRONT TIRES. OPS FOR \$16.00 FOR 2 VALVE STEMS.

If also using OSP, OSL, Misc. or Other an explanation is required in the Technicians Comments to assist in claim approval.

Note: The Technicians Comments are printed on the customers invoice.

See Pages 15-16 for details on OSP, OSL, Misc. or Other

6. Add the parts used in the Parts Information section. **Note:** For each line/part, enter the quantity used and total amount including mark up. The system will calculate the Unit Price automatically.

Parts Information

Causal PartNum	Description	Quantity	Unit Price	Invoice Number	Markup	Amount
TIRE		0				0.00
P004 12345	TIRES	2				250.00
OSP	VALVE STEMS	2				16.00

Include the markup in the total amount. The system will not automatically add the markup.

7. Enter the total labor of the claim in the Labor Information section by using the L001 labor code.

Labor Information

Labor Operation Code	Description	Technician ID	Hours	Labor Rate Invoice Number	Amount
L001	LABOR		1.0		85.00

Use L001 as the Labor Operation – Labor code L001 is the letter L with 2 zeros and then the number 1.

Enter the Labor Hours being charged for the repair.

Submitting a Claim for a Customer Paid Repair for Tires for a Ford, Lincoln and Mercury Vehicle (cont.)

8. Scroll down the webpage to the Miscellaneous Information section, add any Misc, Other and Tax into this section. A tax line is required for every claim. If the customer is tax exempt, or if tax is not applicable, enter amount as \$0.00.

▼ Miscellaneous Information

Miscellaneous Expense Code	Description	Num of Days	Hours	Invoice Number	Amount
TAX	TAX				16.89

9. Scroll to Test Results and click the down arrow to the left of the words.
10. Select from the drop down list "REPLACED TIRE DOT CODE" for the tires being replaced and enter all the code from the tire to the fields under the Code section.
11. Select from the drop down list "REPLACEMENT TIRE DOT CODE" for the new tires and enter all the code from the tire to the fields under the Code section.

▶ Test Results

Type	Code
REPLACED TIRE DOT CODE ▼	<div style="display: flex; justify-content: space-between; align-items: center;"> <div style="border: 1px solid #ccc; padding: 2px 10px;">ACX844P4304</div> <div style="border: 1px solid #ccc; padding: 2px 10px;">ACX844P4305</div> <div style="border: 1px solid #ccc; padding: 2px 10px;"></div> <div style="border: 1px solid #ccc; padding: 2px 10px;"></div> <div style="border: 1px solid #ccc; padding: 2px 10px;"></div> </div> <div style="text-align: right; margin-top: 5px;"> Add </div>

12. The Parts, Labor and Miscellaneous will total up in the Repair Line Sub Total automatically.
13. Click the PreValidate button to verify if additional information is needed or if there are any common errors that require correction prior to submitting.
14. Click the submit button when the claim is ready to be submitted.

▼ Repair Line Sub Total

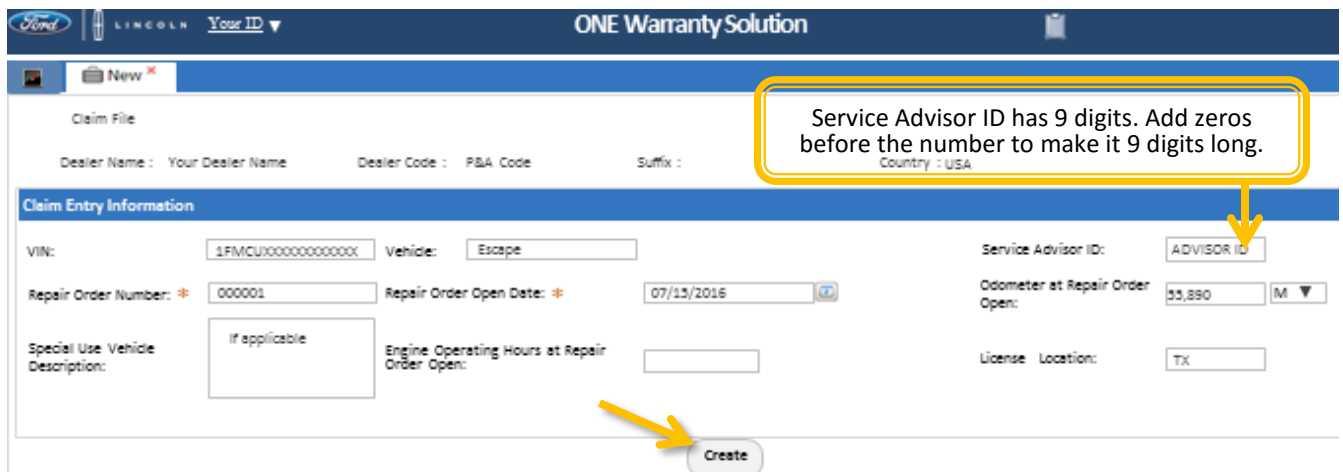
Description	Amount	DAWA Percentage	Revised Total
Parts	266.00	0.00	266.00
Labor	85.00	0.00	85.00
Miscellaneous	16.89	0.00	16.89
(Customer Participation)	0.00	0.00	0.00
(Dealer Participation)	0.00	0.00	0.00
(Deductibles)	0.00	0.00	0.00
Totals			367.89

[Table of Contents](#)

Submitting a Claim for a State Emissions Test for a Ford, Lincoln and Mercury Vehicle

In this example, the customer request for a state emissions test to be completed on the vehicle. Note that this example is to show what information is needed to complete the claim for a state emissions test.

1. After clicking the “Enter a Claim” button on the Home Page, enter the VIN, Vehicle, Service Advisor ID, Repair Order Number, Repair Order Open Date, Odometer at Repair Order Open, select “M” for miles or “KM” for kilometers, Special Use Vehicle if applicable and License Location (State).
2. Click the “Create” button to continue entering the claim.



ONE Warranty Solution

Claim File

Dealer Name : Your Dealer Name Dealer Code : P&A Code Suffix : Country : USA

Claim Entry Information

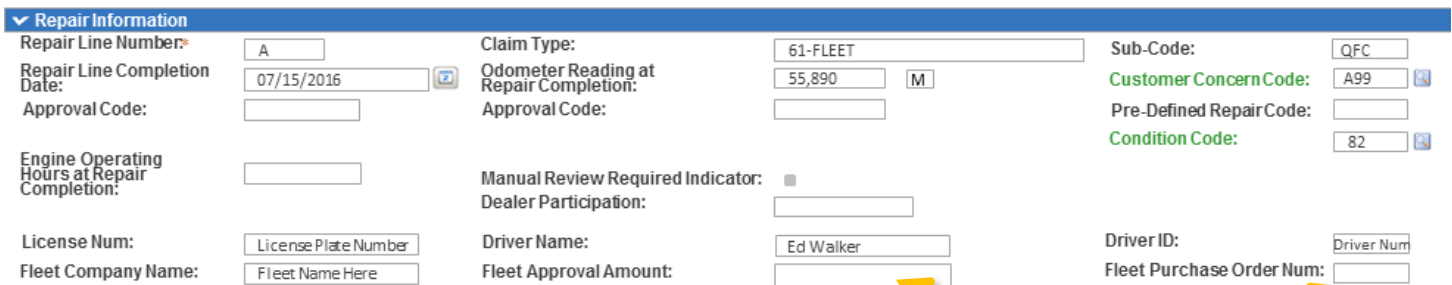
VIN: 1FMCU0000000000000 Vehicle: Escape Service Advisor ID: ADVISOR ID

Repair Order Number: 000001 Repair Order Open Date: 07/15/2016 Odometer at Repair Order Open: 55,890 M

Special Use Vehicle Description: If applicable Engine Operating Hours at Repair Order Open: License Location: TX

Create

3. The information will populate into the “Repair Order Creation” screen in the top section.
4. Enter the additional information in the Repair Information section including the Repair Line Number, Claim Type (61-FLEET), Sub-Code (QFC for Ford/Lincoln/Mercury vehicles with parts and labor), Repair Line Completion Date, Odometer Reading at Repair Completion with M or KM selected from the drop down, Customer Concern Code (A99), Condition Code (82), License Number, Driver Name, Driver ID, Fleet Company Name, and Fleet Approval Amount are mandatory fields and the rest are if applicable to the claim.



Repair Information

Repair Line Number: A Claim Type: 61-FLEET Sub-Code: QFC

Repair Line Completion Date: 07/15/2016 Odometer Reading at Repair Completion: 55,890 M Customer Concern Code: A99

Approval Code: Manual Review Required Indicator: Dealer Participation: Driver ID: Driver Num

Engine Operating Hours at Repair Completion: License Num: License Plate Number Driver Name: Ed Walker

Fleet Company Name: Fleet Name Here Fleet Approval Amount: Fleet Purchase Order Num:

Note: Enter Fleet Approval Amount and a P.O. Number from the Fleet if repair exceeds pre-authorization value.

Submitting a Claim for a State Emissions Test for a Ford, Lincoln and Mercury Vehicle (cont.)

5. Scroll down to the Comments section of the claim. Enter the Customer Comments and detailed Technicians Comments.

Comments

Customer Comments:

Maximum 2000 characters

CUSTOMER REQUEST STATE EMISSIONS

Technicians Comments:

PERFORMED STATE EMISSIONS INSPECTION - PASS

If also using OSP, OSL, Misc. or Other an explanation is required in the Technicians Comments to assist in claim approval.
Note: The Technicians Comments are printed on the customers invoice.
 See Pages 15-16 for details on OSP, OSL, Misc. or Other

6. Add the parts used in the Parts Information section. **Note:** For each line/part, enter the quantity used and total amount including mark up. The system will calculate the Unit Price automatically.

Parts Information

Causal PartNum	Description	Quantity	Unit Price	Invoice Number	Markup	Amount
INSPECT	QFC STATE EMISSIONS INSPECTION	0				0.00

Include the markup in the total amount. The system will not automatically add the markup.

7. Enter the total labor of the claim in the Labor Information section by using the L001 labor code.

Labor Information

Labor Operation Code	Description	Technician ID	Hours	Labor Rate Invoice Number	Amount
L001	LABOR		0.1		22.95

Use L001 as the Labor Operation – Labor code L001 is the letter L with 2 zeros and then the number 1.

Enter the Labor Hours being charged for the repair.

Submitting a Claim for a State Emissions Test for a Ford, Lincoln and Mercury Vehicle (cont.)

8. Scroll down the webpage to the Miscellaneous Information section, add any Misc, Other and Tax into this section. A tax line is required for every claim. If the customer is tax exempt, or if tax is not applicable, enter amount as \$0.00.
9. The Parts, Labor and Miscellaneous will total up in the Repair Line Sub Total automatically.
10. Click the PreValidate button to verify if additional information is needed or if there are any common errors that require correction prior to submitting.
11. Click the submit button when the claim is ready to be submitted.

▼ Miscellaneous Information

Miscellaneous Expense Code	Description	Num of Days	Hours	Invoice Number	Amount
TAX	TAX				0.00

➤ Test Results

▼ Repair Line Sub Total

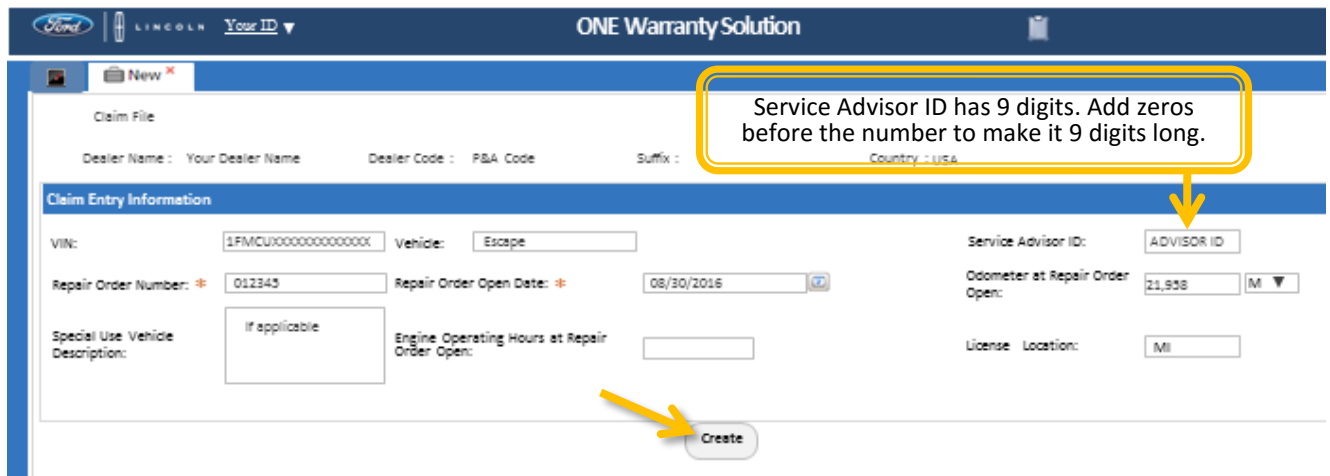
Description	Amount	DAWA Percentage	Revised Total
Parts	0.00	0.00	0.00
Labor	22.95	0.00	22.95
Miscellaneous	0.00	0.00	0.00
(Customer Participation)	0.00	0.00	0.00
(Dealer Participation)	0.00	0.00	0.00
(Deductibles)	0.00	0.00	0.00
Totals			22.95
Markup			

Next Repair
PreValidate
Submit
CancelRL
CancelRO

Submitting a Claim for a Customer Paid Body Shop Repair for a Ford, Lincoln and Mercury Vehicle

In this example, after a collision accident, the customer needs multiple body shop repairs. Note that this example is to show what information is needed to complete the claim for a body shop repair.

1. After clicking the "Enter a Claim" button on the Home Page, enter the VIN, Vehicle, Service Advisor ID, Repair Order Number, Repair Order Open Date, Odometer at Repair Order Open, select "M" for miles or "KM" for kilometers, Special Use Vehicle if applicable and License Location (State).
2. Click the "Create" button to continue entering the claim.



ONE Warranty Solution

Claim File

Dealer Name : Your Dealer Name Dealer Code : P&A Code Suffix : Country : USA

Claim Entry Information

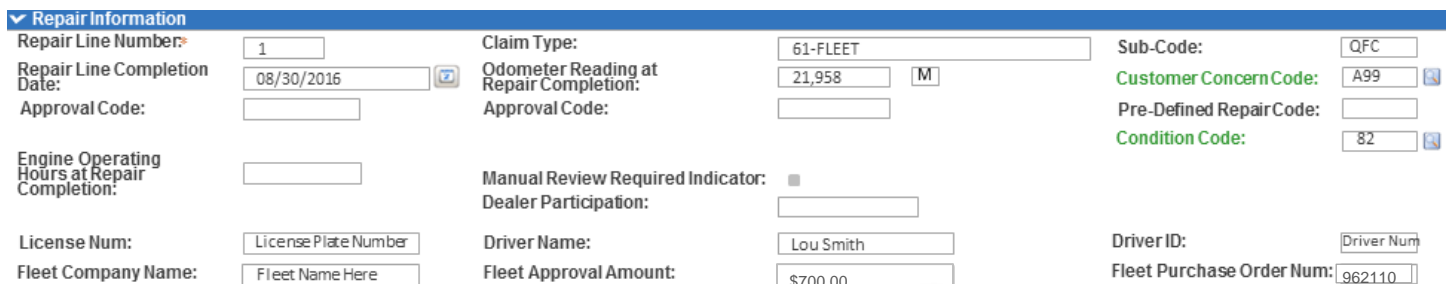
VIN: 1FMCU0000000000000000 Vehicle: Escape Service Advisor ID: ADVISOR ID

Repair Order Number: 012345 Repair Order Open Date: 08/30/2016 Odometer at Repair Order Open: 21,958 M

Special Use Vehicle Description: If applicable Engine Operating Hours at Repair Order Open: License Location: MI

Create

3. The information will populate into the "Repair Order Creation" screen in the top section.
4. Enter the additional information in the Repair Information section including the Repair Line Number, Claim Type (61-FLEET), Sub-Code (QFC for Ford/Lincoln/Mercury vehicles with parts and labor), Repair Line Completion Date, Odometer Reading at Repair Completion with M or KM selected from the drop down, Customer Concern Code (A99), Condition Code (82), License Number, Driver Name, Driver ID, Fleet Company Name, and Fleet Approval Amount are mandatory fields and the rest are if applicable to the claim.



Repair Information

Repair Line Number: 1 Claim Type: 61-FLEET Sub-Code: QFC

Repair Line Completion Date: 08/30/2016 Odometer Reading at Repair Completion: 21,958 M Customer Concern Code: A99

Approval Code: Approval Code: Pre-Defined Repair Code: Condition Code: 82

Engine Operating Hours at Repair Completion: Manual Review Required Indicator: Dealer Participation: Driver ID: Driver Num

License Num: License Plate Number Driver Name: Lou Smith Fleet Purchase Order Num: 962110

Fleet Company Name: Fleet Name Here Fleet Approval Amount: \$700.00

Note: Enter Fleet Approval Amount and a P.O. Number from the Fleet if repair exceeds pre-authorization value.

Submitting a Claim for a Customer Paid Body Shop Repair for a Ford, Lincoln and Mercury Vehicle (cont.)

5. Scroll down to the Comments section of the claim. Enter the Customer Comments and detailed Technicians Comments.

Comments

Customer Comments:

REPAIR FRONT END COLLISION DAMAGE

Maximum 2000 characters

Technicians Comments:

REPLACED FRONT FENDERS, HOOD, FRONT BUMPER & SUPPORT, REPLACE ALL EMBLEMS & MOULDING. PAINT & MATERIALS.

If also using OSP, OSL, Misc. or Other an explanation is required in the Technicians Comments to assist in claim approval.

Note: The Technicians Comments are printed on the customers invoice.

See Pages 15-16 for details on OSP, OSL, Misc. or Other

6. Add the parts used in the Parts Information section. **Note:** For each line/part, enter the quantity used and total amount including mark up. The system will calculate the Unit Price automatically.

Parts Information

Causal PartNum	Description	Quantity	Unit Price	Invoice Number	Markup	Amount
6E5Z 542055AA		1				48.40
N803 768S100		1				58.50
W713 102S300		1				31.94
W711 017S300		1				40.50
65EZ 5423200AB		1				51.98
6E5Z 5427000AB		1				39.68
6E5Z 54255A34AA		1				41.90
6E5Z 5451728AB		1				19.27

Include the markup in the total amount. The system will not automatically add the markup.

7. Enter the total labor of the claim in the Labor Information section by using the L001 labor code.

Labor Information

Labor Operation Code	Description	Technician ID	Hours	Labor Rate	Invoice Number	Amount
L001	LABOR		4.0			250.00

- 8.

Use L001 as the Labor Operation – Labor code L001 is the letter L with 2 zeros and then the number 1.

Enter the Labor Hours being charged for the repair.

Submitting a Claim for a Customer Paid Body Shop Repair for a Ford, Lincoln and Mercury Vehicle (cont.)

9. Scroll down the webpage to the Miscellaneous Information section, add any Misc, Other and Tax into this section. A tax line is required for every claim. If the customer is tax exempt, or if tax is not applicable, enter amount as \$0.00.
10. The Parts, Labor and Miscellaneous will total up in the Repair Line Sub Total automatically.
11. Click the PreValidate button to verify if additional information is needed or if there are any common errors that require correction prior to submitting.
12. Click the submit button when the claim is ready to be submitted.

▼ Miscellaneous Information

Miscellaneous Expense Code	Description	Num of Days	Hours	Invoice Number	Amount
TAX	TAX				19.93

► Test Results

▼ Repair Line Sub Total

Description	Amount	DAWA Percentage	Revised Total
Parts	332.17	0.00	332.17
Labor	250.00	0.00	250.00
Miscellaneous	19.93	0.00	19.93
(Customer Participation)	0.00	0.00	0.00
(Dealer Participation)	0.00	0.00	0.00
(Deductibles)	0.00	0.00	0.00
Totals			602.10
Markup			

Next Repair
PreValidate
Submit
Cancel RL
Cancel RO

[Table of Contents](#)

Submitting a Claim for a Ford Protect Deductible for a Ford, Lincoln and Mercury Vehicle

In this example, a customer has a repair with the Ford Protect Deductible. Note that this example is to show what information is needed to complete the claim for a Ford Protect Deductible.

1. After clicking the “Enter a Claim” button on the Home Page, enter the VIN, Vehicle, Service Advisor ID, Repair Order Number, Repair Order Open Date, Odometer at Repair Order Open, select “M” for miles or “KM” for kilometers, Special Use Vehicle if applicable and License Location (State).
2. Click the “Create” button to continue entering the claim.

ONE Warranty Solution

Claim File

Dealer Name : Your Dealer Name Dealer Code : P&A Code Suffix : Country : USA

Claim Entry Information

VIN: 1FMCU700000000000000 Vehicle: Escape Service Advisor ID: ADVISOR ID

Repair Order Number: 003366 Repair Order Open Date: 08/30/2016 Odometer at Repair Order Open: 17,100 M

Special Use Vehicle Description: If applicable Engine Operating Hours at Repair Order Open: License Location: MI

Create

3. The information will populate into the “Repair Order Creation” screen in the top section.
4. Enter the additional information in the Repair Information section including the Repair Line Number, Claim Type (61-FLEET), Sub-Code (QFC for Ford/Lincoln/Mercury vehicles with parts and labor), Repair Line Completion Date, Odometer Reading at Repair Completion with M or KM selected from the drop down, Customer Concern Code (A99), Condition Code (82), License Number, Driver Name, Driver ID, Fleet Company Name, and Fleet Approval Amount are mandatory fields and the rest are if applicable to the claim.

Repair Information

Repair Line Number: 1 Claim Type: 61-FLEET Sub-Code: QFC

Repair Line Completion Date: 08/30/2016 Odometer Reading at Repair Completion: 17,100 M Customer Concern Code: A99

Approval Code: Engine Operating Hours at Repair Completion: Manual Review Required Indicator: Dealer Participation: Pre-Defined Repair Code: Condition Code: 82

License Num: License Plate Number Driver Name: Mark Bass Driver ID: Driver Num

Fleet Company Name: Fleet Name Here Fleet Approval Amount: Fleet Purchase Order Num:

Note: Enter Fleet Approval Amount and a P.O. Number from the Fleet if repair exceeds pre-authorization value.

Submitting a Claim for a Ford Protect Deductible for a Ford, Lincoln and Mercury Vehicle (cont.)

8. Scroll down the webpage to the Miscellaneous Information section, add any Misc, Other and Tax into this section. A tax line is required for every claim. If the customer is tax exempt, or if tax is not applicable, enter amount as \$0.00.
9. The Parts, Labor and Miscellaneous will total up in the Repair Line Sub Total automatically.
10. Click the PreValidate button to verify if additional information is needed or if there are any common errors that require correction prior to submitting.
11. Click the submit button when the claim is ready to be submitted.

▼ Miscellaneous Information

Miscellaneous Expense Code	Description	Num of Days	Hours	Invoice Number	Amount
TAX	TAX				0.00
DEDUCT	FORD PROTECT DEDUCTIBLE				50.00

➤ Test Results

▼ Repair Line Sub Total

Description	Amount	DAWA Percentage	Revised Total
Parts	0.00	0.00	0.00
Labor	0.00	0.00	0.00
Miscellaneous	50.00	0.00	50.00
(Customer Participation)	0.00	0.00	0.00
(Dealer Participation)	0.00	0.00	0.00
(Deductibles)	0.00	0.00	0.00
Totals			50.00
Markup			

Next Repair
PreValidate
Submit
Cancel RL
Cancel RO

Submitting a Claim for a Courtesy Inspection on Ford Motor Company Vehicle (cont.)

5. Scroll down to the Comments section of the claim. Enter the Customer Comments and detailed Technicians Comments.

Comments

Customer Comments:

FORD MOTOR COMPANY COURTESY DELIVERY

Maximum 2000 characters

Technicians Comments:

LICENSE, TITLE AND PREP OF VEHICLE FOR DELIVERY TO FORD EMPLOYEE

Note: The Technicians Comments are printed on the customers invoice.

6. In the Parts Information section, click the magnifying glass to scroll and select Courtesy for the Casual Part Number. **Note:** Only used as the Causal Part, enter "0" in the Quantity and Amount fields.

Parts Information

Causal PartNum	Description	Quantity	Unit Price	Invoice Number	Markup	Amount
COURTESY	COURTESY DELIVERY FOR FLEET	0	0.00			0.00

7. Enter the total of the claim amount in the Labor Information section by using the L001 labor code.

Labor Information

Labor Operation Code	Description	Technician ID	Hours	Labor Rate	Invoice Number	Amount
L001	LABOR					239.05

Use L001 as the Labor Operation – Labor code L001 is the letter L with 2 zeros and then the number 1.

Add the title, tax, license & PDI fees in the Amount field.

Submitting a Claim for a Courtesy Inspection on Ford Motor Company Vehicle (cont.)

8. Scroll down the webpage to the Miscellaneous Information section, add any Misc, Other and Tax into this section. A tax line is required for every claim. If the customer is tax exempt, or if tax is not applicable, enter amount as \$0.00.
9. The Parts, Labor and Miscellaneous will total up in the Repair Line Sub Total automatically.
10. Click the PreValidate button to verify if additional information is needed or if there are any common errors that require correction prior to submitting.
11. Click the submit button when the claim is ready to be submitted.

▼ Miscellaneous Information

Miscellaneous Expense Code	Description	Num of Days	Hours	Invoice Number	Amount
TAX	TAX				14.34

➤ Test Results

▼ Repair Line Sub Total

Description	Amount	DAWA Percentage	Revised Total
Parts	0.00	0.00	0.00
Labor	239.05	0.00	239.05
Miscellaneous	14.34	0.00	14.34
(Customer Participation)	0.00	0.00	0.00
(Dealer Participation)	0.00	0.00	0.00
(Deductibles)	0.00	0.00	0.00
Totals			253.39
Markup			

Next Repair
PreValidate
Submit
Cancel RL
Cancel RO

[Table of Contents](#)

Submitting a Claim for a Maintenance Service for a Non-Ford Vehicle (cont.)

5. Scroll down to the Comments section of the claim. Enter the Customer Comments and detailed Technicians Comments.

Comments

Customer Comments:

Maximum 2000 characters

OIL CHANGE REQUESTED

Technicians Comments:

COMPMAKE \$21.55 FOR GM OIL FILTER

If also using OSP, OSL, Misc. or Other an explanation is required in the Technicians Comments to assist in claim approval.

Note: The Technicians Comments are printed on the customers invoice.

See Pages 15-16 for details on OSP, OSL, Misc. or Other

6. Add the parts used in the Parts Information section. **Note:** Causal Part must be COMPMAKE with the total quantity and total amount of all parts used including mark up. Add another part line using the Ford base part number with zero quantity and zero in the amount for each additional part used.

Parts Information

Causal PartNum	Description	Quantity	Unit Price	Invoice Number	Markup	Amount
COMPMAKE	COMPMAKE	1				21.55
FL910S	FILTER - OIL	0				0.00

Use the closest Ford Base Part Number with NO quantity and NO cost.

Include the markup in the total amount. The system will not automatically add the markup.

COMPMAKE has the total cost of all the parts used.

7. Enter the total labor of the claim in the Labor Information section by using the L001 labor code.

Labor Information

Labor Operation Code	Description	Technician ID	Hours	Labor Rate	Invoice Number	Amount
L001	LABOR		0.2			17.10

Use L001 as the Labor Operation – Labor code L001 is the letter L with 2 zeros and then the number 1.

Enter the Labor Hours being charged for the repair.

Submitting a Claim for a Maintenance Service for a Non-Ford Vehicle (cont.)

8. Scroll down the webpage to the Miscellaneous Information section, add any Misc, Other and Tax into this section. A tax line is required for every claim. If the customer is tax exempt, or if tax is not applicable, enter amount as \$0.00.
9. The Parts, Labor and Miscellaneous will total up in the Repair Line Sub Total automatically.
10. Click the PreValidate button to verify if additional information is needed or if there are any common errors that require correction prior to submitting.
11. Click the submit button when the claim is ready to be submitted.

▼ Miscellaneous Information

Miscellaneous Expense Code	Description	Num of Days	Hours	Invoice Number	Amount
TAX	TAX				1.30

➤ Test Results

▼ Repair Line Sub Total

Description	Amount	DAWA Percentage	Revised Total
Parts	21.55	0.00	21.55
Labor	25.00	0.00	17.10
Miscellaneous	0.85	0.00	1.30
(Customer Participation)	0.00	0.00	0.00
(Dealer Participation)	0.00	0.00	0.00
(Deductibles)	0.00	0.00	0.00
Totals			39.95
Markup			

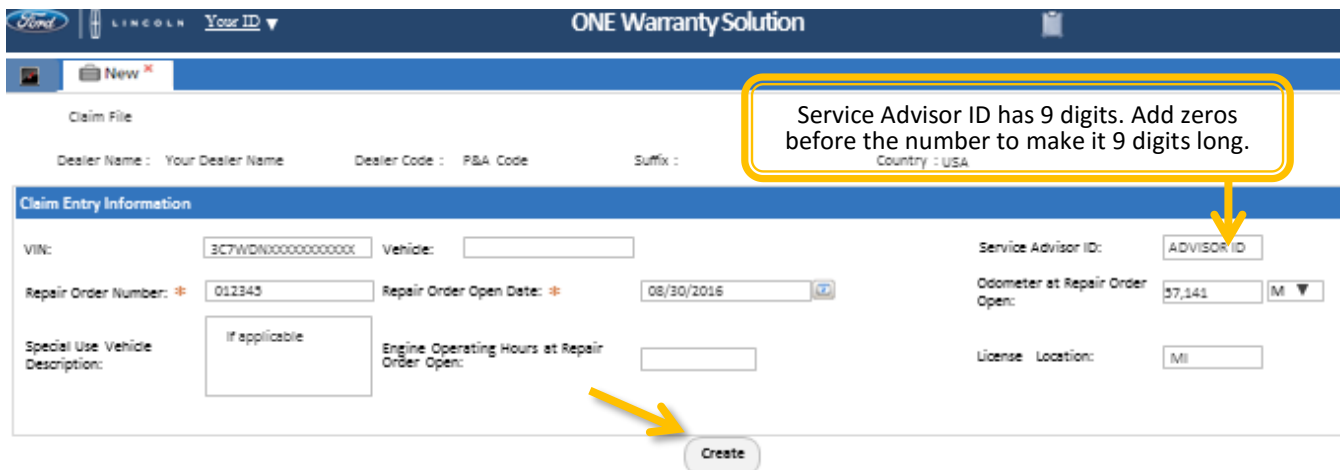
Next Repair
PreValidate
Submit
Cancel RL
Cancel RO

[Table of Contents](#)

Submitting a Claim for a Diagnostics Test without Repair for a Non-Ford Vehicle

In this example, the customer states that the brakes are squeaking. Note that this example is to show what information is needed to complete the claim for a diagnostics test only of a Non-Ford vehicle. Additionally, this claim will also be used for state or vehicle pre-delivery, DOT and safety inspections.

1. After clicking the “Enter a Claim” button on the Home Page, enter the VIN, Vehicle, Service Advisor ID, Repair Order Number, Repair Order Open Date, Odometer at Repair Order Open, select “M” for miles or “KM” for kilometers, Special Use Vehicle if applicable and License Location (State).
2. Click the “Create” button to continue entering the claim.



ONE Warranty Solution

Claim File

Dealer Name : Your Dealer Name Dealer Code : P&A Code Suffix : Country : USA

Claim Entry Information

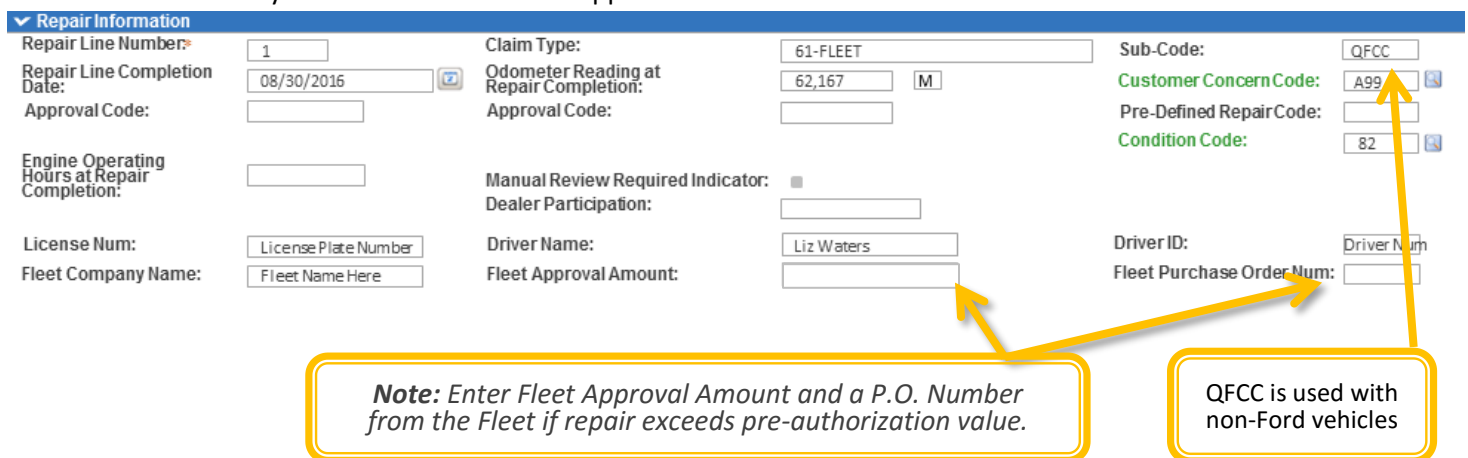
VIN: 3C7WDN0000000000000 Vehicle: Service Advisor ID: ADVISOR ID

Repair Order Number: 012345 Repair Order Open Date: 08/30/2016 Odometer at Repair Order Open: 57,141 M

Special Use Vehicle Description: If applicable Engine Operating Hours at Repair Order Open: License Location: MI

Create

3. The information will populate into the “Repair Order Creation” screen in the top section.
4. Enter the additional information in the Repair Information section including the Repair Line Number, Claim Type (61-FLEET), Sub-Code (QFCC for non-Ford vehicle), Repair Line Completion Date, Odometer Reading at Repair Completion with M or KM selected from the drop down, Customer Concern Code (A99), Condition Code (82), License Number, Driver Name, Driver ID, Fleet Company Name, and Fleet Approval Amount are mandatory fields and the rest are if applicable to the claim.



Repair Information

Repair Line Number: 1 Claim Type: 61-FLEET Sub-Code: QFCC

Repair Line Completion Date: 08/30/2016 Odometer Reading at Repair Completion: 62,167 M Customer Concern Code: A99

Approval Code: Pre-Defined Repair Code: Condition Code: 82

Engine Operating Hours at Repair Completion: Manual Review Required Indicator: Dealer Participation: Driver Name: Liz Waters Driver ID: Driver Num

License Num: License Plate Number Fleet Company Name: Fleet Name Here Fleet Approval Amount: Fleet Purchase Order Num:

Note: Enter Fleet Approval Amount and a P.O. Number from the Fleet if repair exceeds pre-authorization value.

QFCC is used with non-Ford vehicles

Submitting a Claim for a Diagnostics Test without Repair for a Non-Ford Vehicle (cont.)

5. Scroll down to the Comments section of the claim. Enter the Customer Comments and detailed Technicians Comments.

Comments

Customer Comments:

CUSTOMER STATES BRAKES ARE SQUEAKING

Maximum 2000 characters

Technicians Comments:

ROAD TEST 6 MILES. COULD NOT DUPLICATE CUSTOMER CONCERN.

If also using OSP, OSL, Misc. or Other an explanation is required in the Technicians Comments to assist in claim approval.
Note: The Technicians Comments are printed on the customers invoice.
 See Pages 15-16 for details on OSP, OSL, Misc. or Other

6. Add the parts used in the Parts Information section. Causal part must be COMPMAKE and include the total of all the parts. **Note: Causal Part must be COMPMAKE, enter "0" in the Quantity and Amount fields.**

Parts Information						
Causal PartNum	Description	Quantity	Unit Price	Invoice Number	Markup	Amount
COMPMAKE	COMPMAKE	0	0.00			0.00
DTEST		0	0.00			0.00

7. Enter the total labor of the claim in the Labor Information section by using the L001 labor code.

Labor Information

Labor Operation Code	Description	Technician ID	Hours	Labor Rate Invoice Number	Amount
L001	LABOR		1.0		125.00

Use L001 as the Labor Operation – Labor code L001 is the letter L with 2 zeros and then the number 1.

Enter the Labor Hours being charged for the repair.

Submitting a Claim for a Diagnostics Test without Repair for a Non-Ford Vehicle (cont.)

8. Scroll down the webpage to the Miscellaneous Information section, add any Misc, Other and Tax into this section. A tax line is required for every claim. If the customer is tax exempt, or if tax is not applicable, enter amount as \$0.00.
9. The Parts, Labor and Miscellaneous will total up in the Repair Line Sub Total automatically.
10. Click the PreValidate button to verify if additional information is needed or if there are any common errors that require correction prior to submitting.
11. Click the submit button when the claim is ready to be submitted.

▼ Miscellaneous Information

Miscellaneous Expense Code	Description	Num of Days	Hours	Invoice Number	Amount
TAX	TAX				0.00

▶ Test Results

▼ Repair Line Sub Total

Description	Amount	DAWA Percentage	Revised Total
Parts	0.00	0.00	0.00
Labor	125.00	0.00	125.00
Miscellaneous	0.00	0.00	0.00
(Customer Participation)	0.00	0.00	0.00
(Dealer Participation)	0.00	0.00	0.00
(Deductibles)	0.00	0.00	0.00
Totals			125.00
Markup			

Next Repair
PreValidate
Submit
Cancel RL
Cancel RO

[Table of Contents](#)

Submitting a Claim for a Customer Paid Repair for a Non-Ford Vehicle

In this example, the customer states that the brake pedal feels low. Note that this example is to show what information is needed to complete the claim for a customer paid repair.

1. After clicking the “Enter a Claim” button on the Home Page, enter the VIN, Service Advisor ID, Repair Order Number, Repair Order Open Date, Odometer at Repair Order Open, select “M” for miles or “KM” for kilometers, Special Use Vehicle if applicable and License Location (State).
2. Click the “Create” button to continue entering the claim.

ONE Warranty Solution

Claim File

Dealer Name : Your Dealer Name Dealer Code : P&A Code Suffix : Country : USA

Claim Entry Information

VIN: 2C3DXXXXXXX000000000000 Vehicle: Service Advisor ID: ADVISOR ID

Repair Order Number: 034691 Repair Order Open Date: 08/30/2016 Odometer at Repair Order Open: 78,007 M

Special Use Vehicle Description: If applicable Engine Operating Hours at Repair Order Open: License Location: NE

Create

3. The information will populate into the “Repair Order Creation” screen in the top section.
4. Enter the additional information in the Repair Information section including the Repair Line Number, Claim Type (61-FLEET), Sub-Code (QFCC for non-Ford vehicle), Repair Line Completion Date, Odometer Reading at Repair Completion with M or KM selected from the drop down, Customer Concern Code (A99), Condition Code (82), License Number, Driver Name, Driver ID, Fleet Company Name, and Fleet Approval Amount are mandatory fields and the rest are if applicable to the claim.

Repair Information

Repair Line Number: 01 Claim Type: 61-FLEET Sub-Code: QFCC

Repair Line Completion Date: 08/30/2016 Odometer Reading at Repair Completion: 78,007 M Customer Concern Code: A99

Approval Code: Manual Review Required Indicator: Dealer Participation: Driver Name: Erin Mills Pre-Defined Repair Code: Condition Code: 82

Engine Operating Hours at Repair Completion: License Num: License Plate Number Driver ID: Driver Name: Fleet Company Name: Fleet Name Here Fleet Approval Amount: \$500.00 Fleet Purchase Order Num: 6541102

Note: Enter Fleet Approval Amount and a P.O. Number from the Fleet if repair exceeds pre-authorization value.

QFCC is used with non-Ford vehicles

Submitting a Claim for a Customer Paid Repair for a Non-Ford Vehicle (cont.)

5. Scroll down to the Comments section of the claim. Enter the Customer Comments and detailed Technicians Comments.

▼
Comments

Customer Comments:

BRAKE PEDAL FEELS LOW

Technicians Comments:

INSPECTED BRAKES FRONTS DOWN TO 2MM. REPLACE FRONT BRAKE PADS.

If also using OSP, OSL, Misc. or Other an explanation is required in the Technicians Comments to assist in claim approval.

Note: The Technicians Comments are printed on the customers invoice.

See Pages 15-16 for details on OSP, OSL, Misc. or Other

6. Add the parts used in the Parts Information section. **Note:** Causal Part must be COMPMAKE with the total quantity and total amount of all parts used including mark up. Add another part line using the Ford base part number with zero quantity and zero in the amount for each additional part used.

▼
Parts Information

Causal PartNum	Description	Quantity	Unit Price	Invoice Number	Markup	Amount
COMPMAKE	COMPMAKE	1				380.52
2001	KIT - WIRING PIGTAIL	0				0.00
1125	ROTOR	0				0.00

Use the closest Ford Base Part Number with NO quantity and NO cost.

Include the markup in the total amount. The system will not automatically add the markup.

COMPMAKE has the total cost of all the parts used.

7. Enter the total labor of the claim in the Labor Information section by using the L001 labor code.

▼
Labor Information

Labor Operation Code	Description	Technician ID	Hours	Labor Rate Invoice Number	Amount
L001	LABOR		1.0		80.00

Use L001 as the Labor Operation – Labor code L001 is the letter L with 2 zeros and then the number 1.

Enter the Labor Hours being charged for the repair.

Submitting a Claim for a Customer Paid Repair for a Non-Ford Vehicle (cont.)

8. Scroll down the webpage to the Miscellaneous Information section, add any Misc, Other and Tax into this section. A tax line is required for every claim. If the customer is tax exempt, or if tax is not applicable, enter amount as \$0.00.
9. The Parts, Labor and Miscellaneous will total up in the Repair Line Sub Total automatically.
10. Click the PreValidate button to verify if additional information is needed or if there are any common errors that require correction prior to submitting.
11. Click the submit button when the claim is ready to be submitted.

▼ Miscellaneous Information

Miscellaneous Expense Code	Description	Num of Days	Hours	Invoice Number	Amount
TAX	TAX				15.22

➤ Test Results

▼ Repair Line Sub Total

Description	Amount	DAWA Percentage	Revised Total
Parts	380.52	0.00	380.52
Labor	80.00	0.00	80.00
Miscellaneous	15.22	0.00	15.22
(Customer Participation)	0.00	0.00	0.00
(Dealer Participation)	0.00	0.00	0.00
(Deductibles)	0.00	0.00	0.00
Totals			475.74

Markup

Next Repair
PreValidate
Submit
Cancel RL
Cancel RO

Submitting a Claim for a Customer Paid Repair for Tires for a Non-Ford Vehicle (cont.)

5. Scroll down to the Comments section of the claim. Enter the Customer Comments and detailed Technicians Comments.

Comments

Customer Comments:

REPLACE FRONT TIRES.

Maximum 2000 characters

Technicians Comments:

MOUNT & BALANCE 2 NEW FRONT TIRES. OSP FOR \$0.00 FOR 2 VALVE STEMS..

If also using OSP, OSL, Misc. or Other an explanation is required in the Technicians Comments to assist in claim approval.
Note: The Technicians Comments are printed on the customers invoice.
 See Pages 15-16 for details on OSP, OSL, Misc. or Other

6. Add the parts used in the Parts Information section. COMPMAKE part must be used as the Causal Part and include all parts total including mark up. **Note:** Causal Part must be COMPMAKE with the total quantity and total amount of all parts used including mark up. Add another part line using the Ford base part number with zero quantity and zero in the amount for each additional part used.

Parts Information

Causal PartNum	Description	Quantity	Unit Price	Invoice Number	Markup	Amount
COMPMAKE	COMPMAKE	2				266.00
P004 12345	TIRES	0				0.00
OSP	VALVE STEMS	0				0.00

Use the closest Ford Base Part Number with NO quantity and NO cost.

Include the markup in the total amount. The system will not automatically add the markup.

COMPMAKE has the total cost of all the parts used.

7. Enter the total labor of the claim in the Labor Information section by using the L001 labor code.

Labor Information

Labor Operation Code	Description	Technician ID	Hours	Labor Rate Invoice Number	Amount
L001	LABOR		1.0		85.00

Use L001 as the Labor Operation – Labor code L001 is the letter L with 2 zeros and then the number 1.

Enter the Labor Hours being charged for the repair.

Submitting a Claim for a Customer Paid Repair for Tires for a Non-Ford Vehicle (cont.)

8. Scroll down the webpage to the Miscellaneous Information section, add any Misc, Other and Tax into this section. A tax line is required for every claim. If the customer is tax exempt, or if tax is not applicable, enter amount as \$0.00.

▼ Miscellaneous Information

Miscellaneous Expense Code	Description	Num of Days	Hours	Invoice Number	Amount
TAX	TAX				16.89

9. Scroll to Test Results and click the down arrow to the left of the words.
10. Select from the drop down list "REPLACED TIRE DOT CODE" for the tires being replaced and enter all the code from the tire to the fields under the Code section.
11. Select from the drop down list "REPLACEMENT TIRE DOT CODE" for the new tires and enter all the code from the tire to the fields under the Code section.

▶ Test Results

Type	Code
REPLACED TIRE DOT CODE ▼	<div style="display: flex; align-items: center;"> <div style="border: 1px solid #ccc; padding: 2px 10px; margin-right: 5px;">ACX844P4304</div> <div style="border: 1px solid #ccc; padding: 2px 10px; margin-right: 5px;">ACX844P4305</div> <div style="border: 1px solid #ccc; padding: 2px 10px; margin-right: 5px;"></div> <div style="border: 1px solid #ccc; padding: 2px 10px; margin-right: 5px;"></div> <div style="border: 1px solid #ccc; padding: 2px 10px; margin-right: 5px;"></div> <div style="border: 1px solid #ccc; padding: 2px 10px; margin-right: 5px;"></div> <div style="margin-left: 10px;">Add</div> <div style="font-size: 0.8em;">🗑️</div> </div>
REPLACEMENT TIRE DOT CODE ▼	<div style="display: flex; align-items: center;"> <div style="border: 1px solid #ccc; padding: 2px 10px; margin-right: 5px;">ACX844P4309</div> <div style="border: 1px solid #ccc; padding: 2px 10px; margin-right: 5px;">ACX844P4310</div> <div style="border: 1px solid #ccc; padding: 2px 10px; margin-right: 5px;"></div> <div style="border: 1px solid #ccc; padding: 2px 10px; margin-right: 5px;"></div> <div style="border: 1px solid #ccc; padding: 2px 10px; margin-right: 5px;"></div> <div style="border: 1px solid #ccc; padding: 2px 10px; margin-right: 5px;"></div> <div style="margin-left: 10px;">Add</div> <div style="font-size: 0.8em;">🗑️</div> </div>

12. The Parts, Labor and Miscellaneous will total up in the Repair Line Sub Total automatically.
13. Click the PreValidate button to verify if additional information is needed or if there are any common errors that require correction prior to submitting.
14. Click the submit button when the claim is ready to be submitted.

▼ Repair Line Sub Total

Description	Amount	DAWA Percentage	Revised Total
Parts	266.00	0.00	266.00
Labor	85.00	0.00	85.00
Miscellaneous	16.89	0.00	16.89
(Customer Participation)	0.00	0.00	0.00
(Dealer Participation)	0.00	0.00	0.00
(Deductibles)	0.00	0.00	0.00
Totals			367.89

[Table of Contents](#)

Submitting a Claim for a State Emissions Test for a Non-Ford Vehicle (cont.)

5. Scroll down to the Comments section of the claim. Enter the Customer Comments and detailed Technicians Comments.

Comments

Customer Comments:

*Maximum
2000
characters*

Technicians Comments: PERFORMED STATE EMISSIONS INSPECTION - PASS

Note: The Technicians Comments are printed on the customers invoice.

6. Add the parts used in the Parts Information section. **Note:** Causal Part must be COMPMAKE with the total quantity and total amount of all parts used including mark up. Add another part line using the Ford base part number with zero quantity and zero in the amount for each additional part used.

Parts Information

Causal PartNum	Description	Quantity	Unit Price	Invoice Number	Markup	Amount
COMPMAKE	COMPMAKE	1				6.00
INSPECT	QFC STATE EMISSIONS INSPECTION	0				0.00

Include the markup in the total amount. The system will not automatically add the markup.

COMPMAKE has the total cost of all the parts used.

7. Enter the total labor of the claim in the Labor Information section by using the L001 labor code.

Labor Information

Labor Operation Code	Description	Technician ID	Hours	Labor Rate Invoice Number	Amount
L001	LABOR		0.1		22.95

Use L001 as the Labor Operation – Labor code L001 is the letter L with 2 zeros and then the number 1.

Enter the Labor Hours being charged for the repair.

Submitting a Claim for a State Emissions Test for a Non-Ford Vehicle (cont.)

8. Scroll down the webpage to the Miscellaneous Information section, add any Misc, Other and Tax into this section.
9. The Parts, Labor and Miscellaneous will total up in the Repair Line Sub Total automatically.
10. Click the PreValidate button to verify if additional information is needed or if there are any common errors that require correction prior to submitting.
11. Click the submit button when the claim is ready to be submitted.

▼ Miscellaneous Information

Miscellaneous Expense Code	Description	Num of Days	Hours	Invoice Number	Amount
TAX	TAX				0.36

➤ Test Results

▼ Repair Line Sub Total

Description	Amount	DAWA Percentage	Revised Total
Parts	6.00	0.00	6.00
Labor	22.95	0.00	22.95
Miscellaneous	0.36	0.00	0.36
(Customer Participation)	0.00	0.00	0.00
(Dealer Participation)	0.00	0.00	0.00
(Deductibles)	0.00	0.00	0.00
Totals			29.31
Markup			

Next Repair
PreValidate
Submit
Cancel RL
Cancel RO

Submitting a Claim for a Parts Only Purchase

There are two common Ford Fleet Care **PARTS ONLY** transactions. The first is an Over the Counter (OTC) sale, where a fleet representative comes to the dealership to purchase parts directly. The second is a Wholesale Sale, where the fleet orders parts for either an immediate or future vehicle repair need, such as scheduled routine maintenance, but the dealer delivers the sold parts to the fleet's own repair location.

In either case, the parts being purchased are not for a vehicle present at the dealership. As such, information common to a service repair order is not readily available. **For these reasons, those items are not required on a Ford Fleet Care PARTS ONLY claim. Substitute information will be required for repair order claim fields when processing a PARTS ONLY payment claim.**

WARNING: DO NOT CREATE A WARRANTY REPAIR CLAIM, OR A FORD FLEET CARE SERVICE REPAIR CLAIM, WHEN CLAIMING "PARTS ONLY" PAYMENTS. Use the applicable repair order substitutions noted and the "QFCP" sub-code to ensure proper billing credits and payments.

In this example, the customer is purchasing a brake lining kit and hub assembly.

1. After clicking the "Enter a Claim" button on the Home Page, enter the information below:

OWS Claim Creation Field

Vehicle Identification Number

Service Advisor ID

Repair Order Number

Repair Order Open Date

Odometer Reading M

OWS Field Description

The fleet purchaser's 11 digit account billing identification number is used in place of the VIN. (For example "Q111FC99999")

STARS ID totaling 9 digits

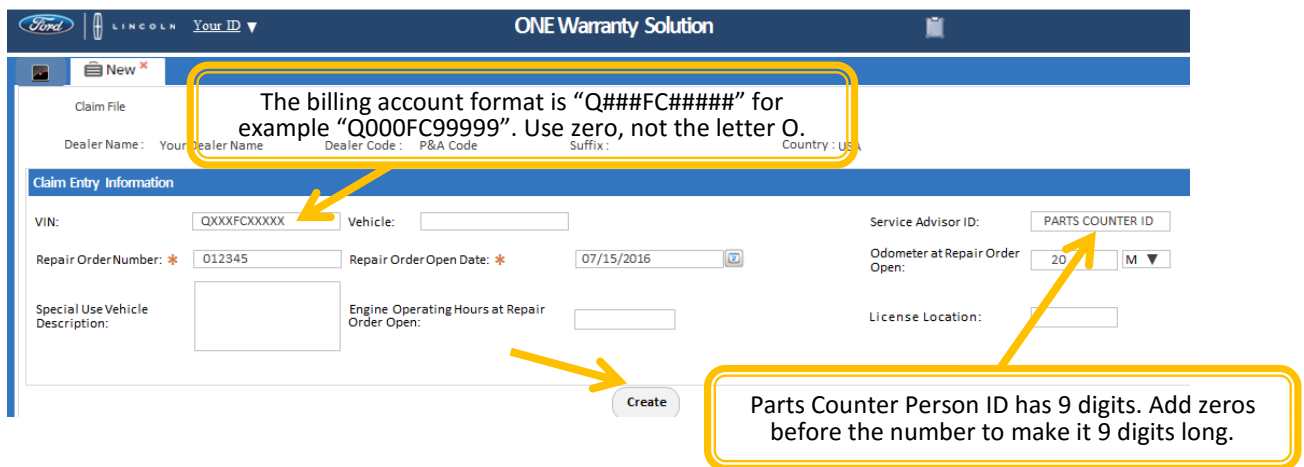
Parts Invoice Number

Parts Invoice Date

Always use "20" and "M" field values

Note: Any field NOT mentioned may be left blank.

2. Click the "Create" button to continue entering the claim.



The billing account format is "Q####FC##### for example "Q000FC999999". Use zero, not the letter O.

Parts Counter Person ID has 9 digits. Add zeros before the number to make it 9 digits long.

Submitting a Claim for a Parts Only Purchase (cont.)

- The information will populate into the “Repair Order Creation” screen in the top section.
- Enter the additional information below in the Repair Information:

OWS Claim Field

OWS Field Description

Repair Line Number	Invoice Line Number (start with “1”)
Claim Type	Enter “61 Fleet”
Sub Code	Enter “QFCP” (MUST use “P” SUFFIX to indicate PARTS ONLY)
Repair Line Completion Date	Parts Invoice Date
Odometer Reading M	Enter “20” and “M” as field values
Customer Concern Code	Enter “A99”
Condition Code	Enter “82”
License Num	Enter “PART”
Fleet Company Name	Enter the Fleet name
Fleet Approval Amount	Use dollar limit approved by the Fleet for the purchase
Fleet Purchase Order Number	Fleet Parts Purchase Order number obtained from Fleet

Note: Any field NOT mentioned may be left blank.

“20” and “M” are entered in the Odometer fields for Parts Purchase Claims only.

QFCP is used with a Parts Purchase only.

Repair Information			
Repair Line Number:	<input type="text" value="1"/>	Claim Type:	<input type="text" value="61-FLEET"/>
Repair Line Completion Date:	<input type="text" value="07/15/2016"/>	Odometer Reading at Repair Completion:	<input type="text" value="20"/> <input type="text" value="M"/>
Approval Code:	<input type="text"/>	Approval Code:	<input type="text"/>
Engine Operating Hours at Repair Completion:	<input type="text"/>	Manual Review Required Indicator:	<input type="checkbox"/>
License Num:	<input type="text" value="PART"/>	Driver Name:	<input type="text"/>
Fleet Company Name:	<input type="text" value="Fleet Name Here"/>	Fleet Approval Amount:	<input type="text" value="\$350.00"/>
		Sub-Code:	<input type="text" value="QFCP"/>
		Customer Concern Code:	<input type="text" value="A99"/>
		Pre-Defined Repair Code:	<input type="text"/>
		Condition Code:	<input type="text" value="82"/>
		Driver ID:	<input type="text"/>
		Fleet Purchase Order Num:	<input type="text" value="126532B"/>

Note: Enter Fleet Approval Amount and a P.O. Number from the Fleet if repair exceeds pre-authorization value.

Submitting a Claim for a Parts Only Purchase (cont.)

5. Scroll down to the Comments section of the claim. Customer Comments are not required for OSP Parts claims.
6. Technician Comments are required for OSP Parts claims **only**. Technician Comments must include the parts counter ticket number even if it the same at the RO number and the name of the PERSON who made the request and authorized the request or picked up the parts.

Note: It is no longer needed for Ford, Motorcraft® and Omnicraft™ Parts claims to have any comments entered in the Technician Comments section. The Fleet Name is no longer required in the comments.

▼ Comments

Customer Comments:

Maximum 2000 characters

Technicians Comments:

If using OSP, Technicians Comments must be entered. Reference step 6 on page 32 entitled “Submitting a Claim for a Customer Paid Repair for non-Ford Parts for a Ford, Lincoln and Mercury Vehicle” of the Dealer Program Manual.

7. Enter “PARTSALE” with the quantity of zero and amount of zero. Add the parts used in the Parts Information section including the quantity and total Amount then the system will populate unit price based on the selling price entered Amount.

▼ Parts Information

Casual PartNum	Description	Quantity	Unit Price	Invoice Number	Markup	Amount
<input type="text" value="PART SALE"/>	QFCP-FLEET PART SALE	<input type="text" value="0"/>		<input type="text"/>		<input type="text" value="0.00"/>
<input type="text" value="F8UZ 1102AB"/>	HUB ASY - WHEEL	<input type="text" value="2"/>	104.48	<input type="text"/>		<input type="text" value="208.96"/>
<input type="text" value="9C2Z 2V200A"/>	KIT - BRAKE LINING	<input type="text" value="2"/>	55.78	<input type="text"/>		<input type="text" value="111.56"/>

Include the markup in the total amount.
The system will not automatically add markup.

8. Do not enter a labor code or labor amount for a Parts purchase claim.

▼ Labor Information

Labor Operation Code	Description	Technician ID	Hours	Labor Rate Invoice Number	Amount
<input type="text"/>		<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Submitting a Claim for a Parts Only Purchase (cont.)

9. Scroll down the webpage to the Miscellaneous Information section, add any Misc, Other and Tax into this section.

Note: A tax line is required for every claim. If the customer is tax exempt, or if tax is not applicable, enter amount as \$0.00.

▼ Miscellaneous Information

Miscellaneous Expense Code	Description	Num of Days	Hours	Invoice Number	Amount
TAX	TAX				27.46

10. The Parts and Miscellaneous will total up in the Repair Line Sub Total automatically.
11. Click the PreValidate button to verify if additional information is needed or if there are any common errors that require correction prior to submitting.
12. Click the submit button when the claim is ready to be submitted.

▼ Repair Line Sub Total

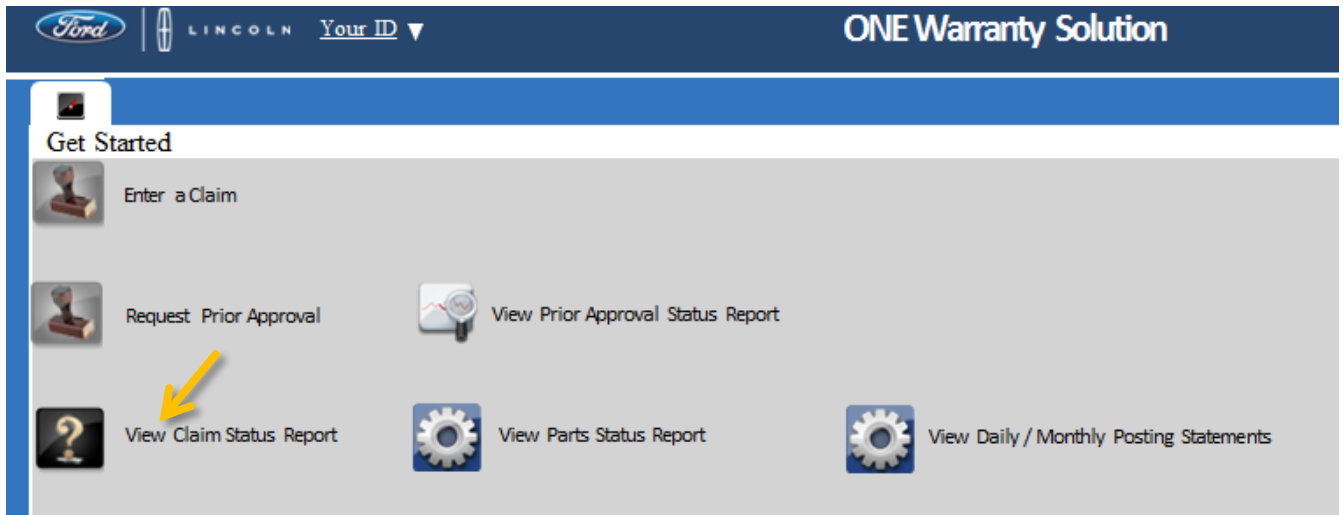
Description	Amount	DAWA Percentage	Revised Total
Parts	320.52	0.00	320.52
Labor	0.00	0.00	0.00
Miscellaneous	27.24	0.00	27.24
(Customer Participation)	0.00	0.00	0.00
(Dealer Participation)	0.00	0.00	0.00
(Deductibles)	0.00	0.00	0.00
Totals			347.76
Markup			

Next Repair
PreValidate
Submit
Cancel RL
Cancel RO

Appeal a Claim – Change of Price on Part and/or Labor and/or Misc

In this example, the claim was entered and paid; however, the prices were entered incorrectly on the part and labor. Note that this example is to show what information is needed to complete the appeal (chargeback) of a claim.

1. On the Home page of the OWS website, click the “View Claim Status Report” button to start the appeal process.



2. The Claim Status Report screen will appear.
3. Enter Repair Order Number or VIN, From Date AND to Date, or Repair Order Open Date and then click the **Inquire** button to submit the search parameters.

▼ Claim Status Report

Search for Claims

Area of Responsibility	N/A	Dealer Country	USA		
Dealer PA Code	XXXXX	Dealer Suffix			
Dealer Name	XXXXXXXXXXXXXXXXXX	Dealer Address	123 Maple City, State		
Status	▼	Repair Order Number	0123456	VIN	
From Date	07/10/2016	To Date	07/16/2016	Repair Order Open Date	

From date and to date are used to filter claims displayed in the “Dispositioned claims” section – up to 7 days worth of claims can be searched at a time, with two years of history available.

Inquire

Appeal a Claim – Change of Price on Part and/or Labor and/or Misc (cont.)

- The Claim Status Report will show the Work in Progress Claims (not paid) and the Dispositioned Claims (paid). Double click the Repair Order that you need to make the price adjustments to.

DISPOSITION CLAIMS										
Repair Order Number	Repair Line Number	VIN	Repair Order Open Date	Part	Labor	Miscellaneous	Repair Amount	Status	Claim Type	Last Action Date & Time
012345	1	1FMCUXXXXXXXXXX	07/15/2016	23.98	14.94	3.80	42.72	PAID	61	07/21/2016 2:26 PM

- The claim will open to view it, note in the upper right section of the screen above the Print icon, there is an “Appeal” button. Click the Appeal button to begin the appeal process.

Claim File (CL-780453)
Claim (Claim Unit) (CU-921360)
Dealer Name : Dealer Name Dealer Code : XXXXX Suffix : Country: USA

Appeal

Print

ROV0039--FLEET PO NUMBER MAY BE REQUIRED, PLEASE VERIFY APPROVAL AMOUNT IN OASIS

VIN: 1FMCUXXXXXXXXXX Vehicle: Escape Service Advisor ID: ADVISOR ID

Repair Order No : 012345 Repair Order Open Date : * Odometer at RO open : 57,141 M

Special Use Vehicle Description: Engine Operating Hours at RO Open : License Location : PA

Current Claim Version

Repair Information

Repair Line Number: 1 Claim Type: 61-FLEET Sub-Code: QFC
Repair Line Completion Date: 07/15/2016 Odometer Reading at Repair Completion: 57,141 M Customer Concern Code: A99
Approval Code: Approval Code: Pre-Defined Repair Code: Condition Code: 82
Engine Operating Hours at Repair Completion:

License No: License Plate Number Driver Name: John Smith Driver ID: Driver Num
Fleet Company Name: Fleet Name Here Fleet Approval Amount: 42.72 Fleet PO No:

Manual Review Required Indicator:

Appeal a Claim – Change of Price on Part and/or Labor and/or Misc (cont.)

6. The claim will open on the screen.
7. Under the Repair Information Section of the claim, the Appeal Reason has a drop down list to select the type of Appeal and in this case it is an Adjustment.
 - Adjustment – change the number or price to a new number or price
 - Full Chargeback – completely zeroing out the entire claim
 - Full Reversal – reversal of a full chargeback

Repair Information			
Repair Line Number:	1	Claim Type:	61-FLEET
Repair Line Completion Date:	07/15/2016	Odometer Reading at Repair Completion:	57,141 M
Approval Code:	<input type="text"/>	Approval Code:	<input type="text"/>
Engine Operating Hours at Repair Completion:	<input type="text"/>	Sub-Code:	QFC
Appeal Reason:	<div> <div>Select</div> <div> Adjustment Full Chargeback Full Reversal </div> </div>	Customer Concern Code:	A99
License Num:	<input type="text"/>	Pre-Defined Repair Code:	82
Fleet Company Name:	<input type="text"/>	Condition Code:	82
		Appeal Code:	DLR
		Driver Name:	John Smith
		Driver ID:	Driver ID
		Fleet Approval Amount:	100.00
		Fleet Purchase Order Num:	<input type="text"/>
		Manual Review Required Indicator:	<input type="checkbox"/>
		Dealer Participation:	<input type="text"/>

There are 3 Appeal Reasons that can be used for an appeal:

1. Adjustment – change the existing info in the quantity, amount or misc. to the correct amount
2. Full Chargeback – completely zeroing out the entire claim
3. Full Reversal – reversal of a full chargeback – can only be used when the entire claim was charged back

Appeal a Claim – Change of Price on Part and/or Labor and/or Misc (cont.)

8. Scroll down the claim to change the Parts and Labor prices.
 - Under the Parts Information section, select the Action code from the drop down list. In this case, we selected “C” for change.
 - Enter the New amount for the Parts section and the system will calculate the adjustment automatically.
 - Under the Labor Information section, select “C” from the Action code drop down list to change the price. Enter the Present (new) price for the labor and the system will calculate the adjustment automatically.
 - a. C is for change part, labor and or miscellaneous
 - b. B is for zeroing out a part and/or labor to a cost of \$0.00
 - c. R is for reverse chargeback of the previous appeal
 - d. A is for adding a part, labor or miscellaneous to the claim
 - Under the Miscellaneous Information section, select the Action code “C” to change the tax amount. Enter the Present (new) tax amount and the system will calculate the adjustment automatically.

Parts Information										
Action code	Causal PartNum	Description	Quantity	Unit Price	Invoice Number	Markup	Discount Pct.	Prior Paid	Present	Adjustment
C	BE826731AB	ELEMENT ASY OIL FILTER	1	3.85				4.13	3.85	-0.28
Select...	XO 5W20QSP	Motorcraft SAE 5W-20 API GF-5	5	3.97				19.85	19.85	

Labor Information										
Action code	Labor Operation Code	Description	Tech. ID	Hours	Labor Rate	Invoice Number	Discount Pct.	Prior Paid	Present	Adjustment
C	L001	Fad (Ford-Auth. Spw Distr.)						14.94	13.50	-1.44

Miscellaneous Information										
Action code	Misc. Expense Code	Description	Num of Days	Hours	Invoice Number	Discount Pct.	Prior Paid	Present	Adjustment	
C	TAX	TAX (U.S.)					3.80	2.95	-0.85	

There are 4 Action codes that can be used for an adjustment:

1. C is for change part, labor and or miscellaneous
2. B is for zeroing out a part and/or labor to a cost of \$0.00
3. R is for reverse chargeback of the previous appeal
4. A is for adding a part, labor or miscellaneous to the claim

Appeal a Claim – Change of Price on Part and/or Labor and/or Misc (cont.)

9. Scroll down the page to the Repair Line Sub Total section. The changes are present in this area with the Prior Paid, Present, Adjustment and Revised Total amounts.
10. Click the “PreValidate” button to verify information.
11. Finally, click the “Submit” button to save and submit the claim information into the OWS.

▼ Repair Line Sub Total

Description	Prior Paid	Present	Adjustment	DAWA Percentage	Revised Total
Parts	23.98	23.70	-0.28		23.70
Labor	14.94	13.50	-1.44		13.50
Miscellaneous	3.80	2.95	-0.85		2.95
(Customer Participation)	0.00		0.00		
(Dealer Participation)	0.00		0.00		
(Deductibles)	0.00		0.00		
Totals	42.72	40.15	-2.57	0.00	40.15
Markup					

Next Repair PreValidate Submit Reset Claim Cancel Adjustment

The Adjustment column shows the difference in price and the Revised Total column shows the new total.

Appeal a Claim – Add Part and/or Labor and/or Misc.

In this example, the claim was entered and paid; however, a part was entered on this claim. Note that this example is to show what information is needed to complete the appeal process for adding a part to a paid claim.

1. On the Home page of the OWS website, click the “View Claim Status Report” button to start the appeal process.



2. The Claim Status Report screen will appear.
3. Enter Repair Order Number or VIN, From Date AND to Date, or Repair Order Open Date and then click the Inquire button to submit the search parameters.

Claim Status Report

Search for Claims

Area of Responsibility	N/A	Dealer Country	USA
Dealer PA Code	XXXXX	Dealer Suffix	
Dealer Name	XXXXXXXXXXXXXXXXXX	Dealer Address	123 Maple City, State
Status	<input type="text"/>	Repair Order Number	<input type="text" value="123456"/>
From Date	<input type="text" value="07/14/2016"/>	To Date	<input type="text" value="07/16/2016"/>
		VIN	<input type="text"/>
		Repair Order Open Date	<input type="text"/>

From date and to date are used to filter claims displayed in the “Dispositioned claims” section – up to 7 days worth of claims can be searched at a time, with two years of history available.


Inquire


Appeal a Claim – Add Part and/or Labor and/or Misc. (cont.)


- The Claim Status Report will show the Dispositioned Claims (paid). Double click the Repair Order that you need to make the price adjustments to.


DISPOSITION CLAIMS										
Repair Order Number	Repair Line Number	VIN	Repair Order Open Date	Part	Labor	Miscellaneous	Repair Amount	Status	Claim Type	Last Action Date & Time
012345	1	1FMCUXXXXXXXXXX	07/15/2016	4.13	14.94	0.25	19.32	PAID	61	07/21/2016 2:26 PM

- The claim will open to view it, note in the upper right section of the screen above the Print icon, there is an “Appeal” button. Click the Appeal button to begin the appeal process.

 Claim File (CL-780453)
 Claim (Claim Unit) (CU-921360)
 Dealer Name: Dealer Name Dealer Code: XXXXX Suffix : Country: USA

 Appeal

 Print

 ROV0039 – FLEET PO NUMBER MAY BE REQUIRED, PLEASE VERIFY APPROVAL AMOUNT IN OASIS

VIN: 1FMCUXXXXXXXXXX	Vehicle: Escape	Service Advisor ID: ADVISOR ID
Repair Order No : 012345	Repair Order Open Date : * 07/15/2016	Odometer at RO open : 57,141 M
Special Use Vehicle Description:	Engine Operating Hours at RO Open :	License Location : PA

Current Claim Version

Repair Information					
Repair Line Number:	1	Claim Type:	61-FLEET	Sub-Code:	QFC
Repair Line Completion Date:	07/15/2016	Odometer Reading at Repair Completion:	57,141 M	Customer Concern Code:	A99
Approval Code:		Approval Code:		Pre-Defined Repair Code:	
Engine Operating Hours at Repair Completion:				Condition Code:	82
License No:	License Plate Number	Driver Name:	John Smith	Driver ID:	Driver ID
Fleet Company Name:	Fleet Name Here	Fleet Approval Amount:	19.32	Fleet PO No:	
Manual Review Required Indicator:					

Appeal a Claim – Add Part and/or Labor and/or Misc. (cont.)

6. The claim will open on the screen.
7. Under the Repair Information Section of the claim, the Appeal Reason has a drop down list to select the type of Appeal and in this case it is an Adjustment.
 - Adjustment – change the number or price to a new number or price
 - Full Chargeback – completely zeroing out the entire claim
 - Full Reversal – reversal of a full chargeback

▼ Repair Information			
Repair Line Number:	1	Claim Type:	61-FLEET
Repair Line Completion Date:	07/15/2016	Odometer Reading at Repair Completion:	57,141 M
Approval Code:	<input type="text"/>	Approval Code:	<input type="text"/>
Engine Operating Hours at Repair Completion:		Appeal Code:	DLR
Appeal Reason:	<div> <div>Select</div> <div>Adjustment</div> <div>Full Chargeback</div> <div>Full Reversal</div> </div>	Driver Name:	John Smith
License Num:		Fleet Approval Amount:	100.00
Fleet Company Name:		Manual Review Required Indicator:	<input type="checkbox"/>
		Dealer Participation:	<input type="text"/>
Status:	SAVED INCOMPLETE		

There are 3 Appeal Reasons that can be used for an appeal:

1. Adjustment – change the existing info in the quantity, amount or misc. to the correct amount
2. Full Chargeback – completely zeroing out the entire claim
3. Full Reversal – reversal of a full chargeback – can only be used when the entire claim was charged back

Appeal a Claim – Add Part and/or Labor and/or Misc. (cont.)

8. Scroll down the claim to change the Parts and Labor prices.
 - Under the Parts Information section, select the Action code from the drop down list. In this case, we selected “A” to add the missing part to the claim.
 - Under the Miscellaneous Information section, select the Action code “C” to change the tax amount. Enter the Present (new) tax amount and the system will calculate the adjustment automatically.

Parts Information

Action code	Causal PartNum	Description	Quantity	Unit Price	Invoice Number	Markup	Discount Pct.	Prior Paid	Present	Adjustment
Select...	BE826731AB	ELEMENT ASY OIL FILTER	1	4.13				4.13		
A	XO 5W20QSP		5	3.97					19.85	19.85

Labor Information

Action code	Labor Operation Code	Description	Tech. ID	Hours	Labor Rate	Invoice Number	Discount Pct.	Prior Paid	Present	Adjustment
Select...	L001	Fad (Ford-Auth. Spw Distr.)						14.94		

Miscellaneous Information

Action code	Misc. Expense Code	Description	Num of Days	Hours	Invoice Number	Discount Pct.	Prior Paid	Present	Adjustment
C	TAX	TAX (U.S.)					0.25	1.43	

There are 4 Action codes that can be used for an adjustment:

1. C is for change part, labor and or miscellaneous
2. B is for zeroing out a part and/or labor to a cost of \$0.00
3. R is for reverse chargeback of the previous appeal
4. A is for adding a part, labor or miscellaneous to the claim

Appeal a Claim – Add Part and/or Labor and/or Misc. (cont.)

9. Scroll down the page to the Repair Line Sub Total section. The changes are present in this area with the Prior Paid, Present, Adjustment and Revised Total amounts.
10. Click the “PreValidate” button to verify information.
11. Finally, click the “Submit” button to save and submit the claim information into the OWS.

Repair Line Sub Total					
Description	Prior Paid	Present	Adjustment	DAWA Percentage	Revised Total
Parts	4.13	23.98	19.95		23.98
Labor	14.94	14.94	0.00		14.94
Miscellaneous	0.25	1.43	1.18		1.43
(Customer Participation)	0.00		0.00		
(Dealer Participation)	0.00		0.00		
(Deductibles)	0.00		0.00		
Totals	19.32	40.35	21.13	0.00	40.35
Markup					

The Adjustment column shows the difference in price and the Revised Total column shows the new total.

Appeal a Claim – Parts Return

In this example, the claim was entered and paid; however, the customer is returning one of the parts purchased on this claim. Note that this example is to show what information is needed to complete the appeal (chargeback) of a parts purchase claim.

1. On the Home page of the OWS website, click the “View Claim Status Report” button to start the appeal process.



2. The Claim Status Report screen will appear.
3. Enter Repair Order Number or VIN, From Date AND to Date, or Repair Order Open Date and then click the Inquire button to submit the search parameters.

▼ Claim Status Report

Search for Claims

Area of Responsibility	N/A	Dealer Country	USA
Dealer PA Code	XXXXX	Dealer Suffix	
Dealer Name	XXXXXXXXXXXXXXX	Dealer Address	123 Maple City, State
Status	▼	Repair Order Number	685108
From Date	08/29/2016	To Date	09/02/2016
		Repair Order Open Date	

From date and to date are used to filter claims displayed in the “Dispositioned claims” section – up to 7 days worth of claims can be searched at a time, with two years of history available.

Inquire

Appeal a Claim – Part Return (cont.)

- The Claim Status Report will show the Dispositioned Claims (paid). Double click the Repair Order that you need to make the price adjustments to.

DISPOSITION CLAIMS										
Repair Order Number	Repair Line Number	VIN	Repair Order Open Date	Part	Labor	Miscellaneous	Repair Amount	Status	Claim Type	Last Action Date & Time
685108	1	QXXXFCXXXXXX	08/30/2016	192.75	0.00	5.92	198.67	PAID	61	09/02/2016 10:44 AM

- The claim will open to view it, note in the upper right section of the screen above the Print icon, there is an “Appeal” button. Click the Appeal button to begin the appeal process.

Claim File (CL-780453)

Claim (Claim Unit) (CU-0136489)

Dealer Name : Dealer Name

Dealer Code : XXXXX

Suffix :

Country: USA

Appeal

Print

ROV0039 – FLEET PO NUMBER MAY BE REQUIRED, PLEASE VERIFY APPROVAL AMOUNT IN OASIS

VIN: QXXXFCXXXXXX

Vehicle:

Service Advisor ID: ADVISOR ID

Repair Order No : 685108

Repair Order Open Date : 08/30/2016

Odometer at RO open : 20 M

Special Use Vehicle Description:

Engine Operating Hours at RO Open :

License Location : PA

Current Claim Version

Repair Information

Repair Line Number: 1

Repair Line Completion Date: 08/30/2016

Approval Code:

Engine Operating Hours at Repair Completion:

Claim Type: 61-FLEET

Odometer Reading at Repair Completion: 20 M

Approval Code:

Sub-Code: QFCP

Customer Concern Code: A99

Pre-Defined Repair Code: 82

Condition Code:

License No: License Plate Number

Fleet Company Name: Fleet Name Here

Manual Review Required Indicator:

Driver Name: Craig James

Fleet Approval Amount: 198.67

Driver ID: Driver ID

Fleet PO No:

Appeal a Claim – Part Return (cont.)

6. The claim will open on the screen.
7. Under the Repair Information Section of the claim, the Appeal Reason has a drop down list to select the type of Appeal and in this case it is an Adjustment.
 - Adjustment – change the number or price to a new number or price
 - Full Chargeback – completely zeroing out the entire claim
 - Full Reversal – reversal of a full chargeback

Repair Information			
Repair Line Number:	1	Claim Type:	61-FLEET
Repair Line Completion Date:	08/30/2016	Odometer Reading at Repair Completion:	20 M
Approval Code:	<input type="text"/>	Approval Code:	<input type="text"/>
Engine Operating Hours at Repair Completion:	<input type="text"/>	Sub-Code:	QFCP
Appeal Reason:	<div> <div>Select ▼</div> <div>Adjustment</div> <div>Full Chargeback</div> <div>Full Reversal</div> </div>	Customer Concern Code:	A99
License Num:	<input type="text"/>	Pre-Defined Repair Code:	82
Fleet Company Name:	<input type="text"/>	Condition Code:	82
		Appeal Code:	DLR
		Driver Name:	Craig
		Driver ID:	<input type="text"/>
		Fleet Approval Amount:	100.00
		Fleet Purchase Order Num:	<input type="text"/>
		Manual Review Required Indicator:	<input type="checkbox"/>
		Dealer Participation:	<input type="text"/>

There are 3 Appeal Reasons that can be used for an appeal:

1. Adjustment – change the existing info in the quantity, amount or misc. to the correct amount
2. Full Chargeback – completely zeroing out the entire claim
3. Full Reversal – reversal of a full chargeback – can only be used when the entire claim was charged back

Appeal a Claim – Part Return (cont.)

8. Scroll down the claim to change the Parts and Labor prices.
 - Under the Parts Information section, select the Action code from the drop down list. In this case, we selected “B” to zero out the returned part line.
 - Under the Miscellaneous Information section, select the Action code “C” to change the tax amount. Enter the Present (new) tax amount and the system will calculate the adjustment automatically.

Parts Information

Action code	Causal PartNum	Description	Quantity	Unit Price	Invoice Number	Markup	Discount Pct.	Prior Paid	Present	Adjustment
B	PARTSALE	FLEET PART SALECLAIMS	0	0.00					0.00	
B	7C3Z5482K	BAR - STABILIZER	1	98.75					98.75	
B	5A772	REAR STABILIZER BAR	1	84.00					84.00	
Select...	6890	PCV ELBOW ASY	0	0.00				10.00	0.00	-10.00

Labor Information

Action code	Labor Operation Code	Description	Tech. ID	Hours	Labor Rate	Invoice Number	Discount Pct.	Prior Paid	Present	Adjustment
	L001			0				0.00		

Miscellaneous Information

Action code	Misc. Expense Code	Description	Num of Days	Hours	Invoice Number	Discount Pct.	Prior Paid	Present	Adjustment
C	TAX	TAX (U.S.)					5.92	5.61	-0.31

There are 4 Action codes that can be used for an adjustment:

1. C is for change part, labor and or miscellaneous
2. B is for zeroing out a part and/or labor to a cost of \$0.00
3. R is for reverse chargeback of the previous appeal
4. A is for adding a part, labor or miscellaneous to the claim

Appeal a Claim – Part Return (cont.)

9. Scroll down the page to the Repair Line Sub Total section. The changes are present in this area with the Prior Paid, Present, Adjustment and Revised Total amounts.
10. Click the “PreValidate” button to verify information.
11. Finally, click the “Submit” button to save and submit the claim information into the OWS.

Repair Line Sub Total					
Description	Prior Paid	Present	Adjustment	DAWA Percentage	Revised Total
Parts	192.75	182.75	-10.00		182.75
Labor	0.00	0.00	0.00		0.00
Miscellaneous	5.92	5.61	-0.31		5.61
(Customer Participation)	0.00		0.00		
(Dealer Participation)	0.00		0.00		
(Deductibles)	0.00		0.00		
Totals	198.67	188.36	-10.31	0.00	188.36
Markup					

Next Repair
PreValidate
Submit
Reset Claim
Cancel Adjustment

The Adjustment column shows the difference in price and the Revised Total column shows the new total.

Appeal a Claim – Core Return

In this example, the claim was entered and paid; however, the customer is returning the core on this claim and is refunded the core cost. Note that this example is to show what information is needed to complete the appeal (chargeback) of a claim with core cost.

1. On the Home page of the OWS website, click the “View Claim Status Report” button to start the appeal process.



2. The Claim Status Report screen will appear.
3. Enter Repair Order Number, VIN, From Date AND to Date, or Repair Order Open Date and then click the Inquire button to submit the search parameters.

▼ Claim Status Report

Search for Claims

Area of Responsibility	N/A	Dealer Country	USA
Dealer PA Code	XXXXX	Dealer Suffix	
Dealer Name	XXXXXXXXXXXXXXXX	Dealer Address	123 Maple City, State
Status	▼	Repair Order Number	105412
From Date	08/29/2016	To Date	08/30/2016
		VIN	
		Repair Order Open Date	

From date and to date are used to filter claims displayed in the “Dispositioned claims” section – up to 7 days worth of claims can be searched at a time, with two years of history available.

Inquire

Appeal a Claim – Core Return (cont.)

- The Claim Status Report will show the Dispositioned Claims (paid). Double click the Repair Order that you need to make the price adjustments to.

DISPOSITION CLAIMS										
Repair Order Number	Repair Line Number	VIN	Repair Order Open Date	Part	Labor	Miscellaneous	Repair Amount	Status	Claim Type	Last Action Date & Time
105412	1	QXXXFCXXXXXX	08/30/2016	290.00	0.00	17.40	307.40	PAID	61	09/01/2016 1:19 PM

- The claim will open to view it, note in the upper right section of the screen above the Print icon, there is an “Appeal” button. Click the Appeal button to begin the appeal process.

Claim File (CL-780453)

Claim (Claim Unit) (CU-026760)

Dealer Name : Dealer Name

Dealer Code : XXXXX

Suffix :

Country: USA

Appeal

Print

ROV0039 – FLEET PO NUMBER MAY BE REQUIRED, PLEASE VERIFY APPROVAL AMOUNT IN OASIS

VIN: QXXXFCXXXXXX

Vehicle:

Service Advisor ID: ADVISOR ID

Repair Order No : 105412

Repair Order Open Date : 08/30/2016

Odometer at RO open : 20 M

Special Use Vehicle Description:

Engine Operating Hours at RO Open :

License Location : MI

Current Claim Version

Repair Information

Repair Line Number: 1

Repair Line Completion Date: 08/30/2016

Approval Code:

Engine Operating Hours at Repair Completion:

Claim Type: 61-FLEET

Odometer Reading at Repair Completion: 20 M

Approval Code:

Sub-Code: QFCP

Customer Concern Code: A99

Pre-Defined Repair Code: 82

Condition Code:

License No: License Plate Number

Fleet Company Name: Fleet Name Here

Manual Review Required Indicator:

Driver Name: Mike Mores

Fleet Approval Amount: 307.40

Driver ID: Driver ID 9513325

Fleet PO No:

Appeal a Claim – Core Return (cont.)

6. The claim will open on the screen.
7. Under the Repair Information Section of the claim, the Appeal Reason has a drop down list to select the type of Appeal and in this case it is an Adjustment.
 - Adjustment – change the number or price to a new number or price
 - Full Chargeback – completely zeroing out the entire claim
 - Full Reversal – reversal of a full chargeback

▼ Repair Information			
Repair Line Number:	1	Claim Type:	61-FLEET
Repair Line Completion Date:	08/30/2016	Odometer Reading at Repair Completion:	20 M
Approval Code:	<input type="text"/>	Approval Code:	<input type="text"/>
Engine Operating Hours Repair Completion:			
Appeal Reason:	<div> <div>Select ▼</div> <div> Adjustment Full Chargeback Full Reversal </div> </div>	Appeal Code:	DLR
License Num:		Driver Name:	Mike Mores
Fleet Company Name:		Fleet Approval Amount:	1.00
		Manual Review Required Indicator:	<input type="checkbox"/>
		Dealer Participation:	<input type="text"/>
		Sub-Code:	QFCP
		Customer Concern Code:	A99
		Pre-Defined Repair Code:	82
		Condition Code:	
		Driver ID:	Driver ID
		Fleet Purchase Order Num:	<input type="text"/>

There are 3 Appeal Reasons that can be used for an appeal:

1. Adjustment – change the existing info in the quantity, amount or misc. to the correct amount
2. Full Chargeback – completely zeroing out the entire claim
3. Full Reversal – reversal of a full chargeback – can only be used when the entire claim was charged back

Appeal a Claim – Core Return (cont.)

8. Scroll down the claim to change the Parts and Labor prices.
 - Under the Parts Information section, select the Action code from the drop down list. In this case, we selected “B” to zero out the line if all cores were returned or “C” for change if the quantity changed.
 - Under the Miscellaneous Information section, select the Action code “C” to change the tax amount. Enter the Present (new) tax amount and the system will calculate the adjustment automatically.

Parts Information

Action code	Causal PartNum	Description	Quantity	Unit Price	Invoice Number	Markup	Discount Pct.	Prior Paid	Present	Adjustment
▼	PARTSALE	FLEET PART SALE CLAIMS	0	0.00					0.00	
▼	9C2Z11002A	STARTER MOTOR ASY	1	255.00					255.00	
Select... ▼	CORE	CORE	0	35.00				35.00	0.00	-35.00

Labor Information

Action code	Labor Operation Code	Description	Tech. ID	Hours	Labor Rate	Invoice Number	Discount Pct.	Prior Paid	Present	Adjustment
▼	L001			0				0.00		

Miscellaneous Information

Action code	Misc. Expense Code	Description	Num of Days	Hours	Invoice Number	Discount Pct.	Prior Paid	Present	Adjustment
C ▼	TAX	TAX (U.S.)					17.40	15.30	-2.10

There are 4 Action codes that can be used for an adjustment:

1. C is for change part, labor and or miscellaneous
2. B is for zeroing out a part and/or labor to a cost of \$0.00
3. R is for reverse chargeback of the previous appeal
4. A is for adding a part, labor or miscellaneous to the claim

Appeal a Claim – Core Return (cont.)

9. Scroll down the page to the Repair Line Sub Total section. The changes are present in this area with the Prior Paid, Present, Adjustment and Revised Total amounts.
10. Click the “PreValidate” button to verify information.
11. Finally, click the “Submit” button to save and submit the claim information into the OWS.

▼ **Repair Line Sub Total**

Description	Prior Paid	Present	Adjustment	DAWA Percentage	Revised Total
Parts	290.00	255.00	-35.00		255.00
Labor	0.00	0.00	0.00		0.00
Miscellaneous	17.40	15.30	-2.10		15.30
(Customer Participation)	0.00		0.00		
(Dealer Participation)	0.00		0.00		
(Deductibles)	0.00		0.00		
Totals	307.40	270.30	-37.10	0.00	270.30
Markup					

Next Repair
PreValidate
Submit
Reset Claim
Cancel Adjustment

The Adjustment column shows the difference in price and the Revised Total column shows the new total.

Appeal a Claim – Core Return on Separate Visits

In this example, the claim was entered and paid and the Fleet customer has previously returned some but not all cores. Note: that this example is to show what information is needed to complete the appeal (chargeback) of a parts purchase claim for returning cores on a separate visit.

1. On the Home page of the OWS website, click the “View Claim Status Report” button to start the appeal process.



2. The Claim Status Report screen will appear.
3. Enter Repair Order Number, VIN, From Date AND to Date, or Repair Order Open Date and then click the Inquire button to submit the search parameters.

▼ Claim Status Report

Search for Claims

Area of Responsibility	N/A	Dealer Country	USA
Dealer PA Code	XXXXX	Dealer Suffix	
Dealer Name	XXXXXXXXXXXXXXXX	Dealer Address	123 Maple City, State
Status	▼	Repair Order Number	105412
From Date	08/29/2016	To Date	08/30/2016
		VIN	
		Repair Order Open Date	

From date and to date are used to filter claims displayed in the “Dispositioned claims” section – up to 7 days worth of claims can be searched at a time, with two years of history available.

Inquire

Appeal a Claim – Core Return on Separate Visits (cont.)

- The Claim Status Report will show the Dispositioned Claims (paid). Double click the Repair Order that you need to make the price adjustments to.

DISPOSITION CLAIMS										
Repair Order Number	Repair Line Number	VIN	Repair Order Open Date	Part	Labor	Miscellaneous	Repair Amount	Status	Claim Type	Last Action Date & Time
105412	1	QXXXFCXXXXXX	08/30/2016	290.00	0.00	17.40	307.40	PAID	61	09/01/2016 1:19 PM

- The claim will open to view it, note in the upper right section of the screen above the Print icon, there is an “Appeal” button. Click the Appeal button to begin the appeal process.

Claim File (CL-780453)
Claim (Claim Unit) (CU-026760)
Dealer Name : Dealer Name

Dealer Code : XXXXX
Suffix :
Country: USA

Appeal

Print

ROV0039--FLEET PO NUMBER MAY BE REQUIRED, PLEASE VERIFY APPROVAL AMOUNT IN OASIS

VIN: QXXXFCXXXXXX
Repair Order No : 105412
Special Use Vehicle Description:

Vehicle:
Repair Order Open Date : 08/30/2016
Engine Operating Hours at RO Open :

Service Advisor ID:
Odometer at RO open : 20 M
License Location : MI

ADVISOR ID

Current Claim Version

Repair Information

Repair Line Number: 1
Repair Line Completion Date: 08/30/2016
Approval Code:
Engine Operating Hours at Repair Completion:

Claim Type:
Odometer Reading at Repair Completion:
Approval Code:

61-FLEET
20 M

Sub-Code:
Customer Concern Code:
Pre-Defined Repair Code:
Condition Code:

QFCP
A99
82

License No:
Fleet Company Name:
Manual Review Required Indicator:

License Plate Number
Fleet Name Here

Driver Name:
Fleet Approval Amount:

Mike Mores
307.40

Driver ID:
Fleet PO No:

Driver ID
9513325

Appeal a Claim - Core Return on Separate Visits (cont.)

6. The claim will open on the screen.
7. Under the Repair Information Section of the claim, the Appeal Reason has a drop down list to select the type of Appeal and in this case it is an Adjustment.
 - Adjustment – change the number or price to a new number or price
 - Full Chargeback – completely zeroing out the entire claim
 - Full Reversal – reversal of a full chargeback

▼ Repair Information					
Repair Line Number:	1	Claim Type:	61-FLEET	Sub-Code:	QFCP
Repair Line Completion Date:	08/30/2016	Odometer Reading at Repair Completion:	20 M	Customer Concern Code:	A99
Approval Code:	<input type="text"/>	Approval Code:	<input type="text"/>	Pre-Defined Repair Code:	
Engine Operating Hours Repair Completion:				Condition Code:	82
Appeal Reason:	<div> <div>Select ▼</div> <div> Adjustment Full Chargeback Full Reversal </div> </div>	Appeal Code:	DLR		
License Num:		Driver Name:	Mike Mores	Driver ID:	Driver ID
Fleet Company Name:		Fleet Approval Amount:	1.00	Fleet Purchase Order Num:	<input type="text"/>
		Manual Review Required Indicator:	<input type="checkbox"/>		
		Dealer Participation:	<input type="text"/>		

There are 3 Appeal Reasons that can be used for an appeal:

4. Adjustment – change the existing info in the quantity, amount or misc. to the correct amount
5. Full Chargeback – completely zeroing out the entire claim
6. Full Reversal – reversal of a full chargeback – can only be used when the entire claim was charged back

8. In the Technicians Comments section, add the comment “FLEET RETURNED CORE FOR CREDIT. MISCDR USED TO ALLOW ADDITIONAL CORE RETURNS.”

Technicians Comments:

FLEET RETURNED CORE FOR CREDIT. MISCDR USED TO ALLOW ADDITIONAL CORE RETURNS.

Appeal a Claim – Core Return on Separate Visits (cont.)

9. In this situation when a core has been previously charged back, the system will not allow another core to be charged back. You will need to go down to the Miscellaneous section and add a line by clicking the “+” button. The Action Code is “A” for adding the miscellaneous line. Enter in the Misc. Expense Code box “MISCDR”, enter present amount to be charged back, in this case \$35.00. Once you PreValidate, the system Scroll down the claim to change the Parts and Labor prices.

Parts Information										
Action code	Casual	PartNum	Description	Quantity	Unit Price	Invoice Number	Markup	Discount Pct.	Prior Paid	Present
▼	PARTSALE		FLEET PART SALE CLAIMS	0	0.00					0.00
▼	9C2Z11002A		STARTER MOTOR ASY	2	255.00				510.00	
▼	CORE		CORE	1	35.00				35.00	0.00

Miscellaneous Information										
Action code	Misc. Expense Code	Description	Num of Days	Hours	Invoice Number	Discount Pct.	Prior Paid	Present	Adjustment	
C ▼	TAX	TAX (U.S.)					32.70	30.60	-2.10	Reset
A ▼	MISCDR	DEBIT						35.00	--35.00	Reset



There are 4 Action codes that can be used for an adjustment:

5. C is for change part, labor and or miscellaneous
6. B is for zeroing out a part and/or labor to a cost of \$0.00
7. R is for reverse chargeback of the previous appeal
8. A is for adding a part, labor or miscellaneous to the claim

Appeal a Claim – Core Return on Separate Visits (cont.)

10. Scroll down the page to the Repair Line Sub Total section. The changes are present in this area with the Prior Paid, Present, Adjustment and Revised Total amounts.
11. Click the “PreValidate” button to verify information. Once you PreValidate, the system will change the amount to - \$35.00 equaling the core amount to be credited.
12. Finally, click the “Submit” button to save and submit the claim information into the OWS.

Repair Line Sub Total					
Description	Prior Paid	Present	Adjustment	DAWA Percentage	Revised Total
Parts	545.00	545.00	0.00		545.00
Labor	0.00	0.00	0.00		0.00
Miscellaneous	32.70	-4.40	-37.10		-4.40
(Customer Participation)	0.00		0.00		
(Dealer Participation)	0.00		0.00		
(Deductibles)	0.00		0.00		
Totals	577.70	540.60		0.00	540.60

The Adjustment column shows the difference in price and the Revised Total column shows the new total.

Index

Service Advisor Guide - Penske Vehicles enrolled in Ford Fleet Care	94
Parts Department Guide - National Fleet Parts Pricing Program	96
Frequently Asked Questions	100
Claim Entry Tips and Reminders	101
Helpful Hints for Ford Fleet Care Claim Entry	102

Service Advisor Guide - Penske Vehicles enrolled in Ford Fleet Care Program

To identify a Penske Vehicle enrolled in Ford Fleet Care use OASIS

Verify active enrollment in the Ford Fleet Care Program by entering the VIN in OASIS; if the system is unavailable contact Ford Fleet Program Headquarters at 800-367-3221.

NOTE: Penske participates in the National Fleet Parts Pricing Program and as such should receive parts pricing not to exceed Ford Suggested Fleet Pricing for both Service and Wholesale Parts Department transactions through participating Ford and Lincoln dealerships.

Prepare Estimate and Obtain Approval

Contact the Penske Fleet Administrator for approval PRIOR to performing the repair when the estimated Total Customer Paid Repair amount (including applicable CORE charges) exceeds the Penske Prior Approval Limit.

A Penske authorization for service will consist of the district / location number in the first 6 positions followed by numbers, up to 6 numbers Example: 067310789789

IMPORTANT:
Core Information

If CORE was included in the Purchase Order Estimate it must be included in the claimed amount.

If the estimate changes, contact the Penske Fleet Administrator for approval for the added costs. Repairs performed without authorization or that exceed the authorized amount will be charged back.

NOTE: Ford Protect Extended Service Plan deductibles do not require an authorization code.

IMPORTANT:
Retail Repair Order Information

Drivers must sign and be provided with a copy of the Retail Repair Order indicating the amount Penske will be billed. DO NOT provide a No Charge Warranty Repair Order claim copy – this will result in a chargeback of the claim.

Submit for Payment

Submit a Ford Fleet Care claim in OWS using either **Program Code** below depending on vehicle make:


QFC (Ford, Lincoln, and Mercury Vehicles) **QFCC** (Competitive Make Vehicles)


Claiming instructions are available in the **Dealer Program Manual** located at www.fleetcare.ford.com.



For claim questions contact **Ford Fleet Program Headquarters @ 1-800-367-3221**.

TAX NOTE: A Tax entry is required. Enter Tax as \$0 for tax exempt status

Service Advisor Guide - Penske Vehicles enrolled in Ford Fleet Care Program (cont.)


 LINCOLN Your ID ▼ ONE Warranty Solution

 Claim File (CL-780453)
 Claim (Claim Unit) (CU-921360)

 Print
  Save

Dealer Name : XXXXXXXXXXXX Dealer Code : XXXXX Suffix : Country: USA

VIN: 1FMCUXXXXXXXXXXX	Vehicle: Escape	Service Advisor ID: ADVISOR ID
Repair Order Number : * 009789	Repair Order Open Date : * 08/30/2016	Odometer at Repair Order 21,099
Special Use Vehicle:	Engine Operating Hours at Repair Order Open :	License Location : MI

 Edit

Claim Entry Screen

Current Claim Version

Repair Information

Repair Line Number: 1	Claim Type: 61-FLEET	Sub-Code: QFC
Repair Line Completion Date: 08/30/2016	Odometer Reading at Repair Completion: 21,099 M	Customer Concern Code: A99
Approval Code:	Approval Code:	Pre-Defined Repair Code:
Engine Operating Hours at Repair Completion:	Manual Review Required Indicator: <input type="checkbox"/>	Condition Code: 82
License Num: License Plate Number	Driver Name: Joe Sample	Driver ID: Driver Num
Fleet Company Name: Fleet Name Here	Fleet Approval Amount: \$100.00	Fleet Purchase Order Num: 067310789789

IMPORTANT FLEET PRUCHASE ORDER NOTE:

Ensure your DSP Software version accommodates 13 character PO #'s

[Table of Contents](#)

Parts Department Guide for Penske Truck Leasing

Penske Truck Leasing is a participant of the Ford National Fleet Parts Pricing (NFPP) program and as such should receive parts pricing “not to exceed” Ford Suggested National Fleet Pricing for both Service and Parts Purchase Department transactions.

In combination with the NFPP program, Penske Truck Leasing has elected to use the Ford Fleet Care Program as their billing and payment option to your dealership. This replaces payment made by “P – card” commonly referred to as PEMS and/or FORD X.

The following provides the required information your dealership will need to obtain from the Penske Truck Leasing location and the steps to submit for payment.

Step 1: Obtain from Penske Truck Leasing their Ford Fleet Care Account Billing Code

A Ford Fleet Care Account Billing Code (11-characters) will consist of:

- Position 1: A capital ‘Q’
- Positions 2-4: A series of number
- Positions 5-6: A capital ‘FC’
- Positions 7-11: A series of numbers

Ford Fleet Care Account Billing Code Example: Q999FC99999

Step 2: Obtain a Purchase Order

Obtain a Purchase Order for the full amount of the transaction including any applicable CORE or freight charges. All part purchases require approval.

A Penske Truck Leasing Purchase Order for Wholesale Parts will consist of:

- Positions 1-6: Penske Truck Leasing district / location number
 - Positions 7-8: A capital ‘PN’
 - Positions 9-13: A series of computer assigned numbers (There may be a range of 1 to 5 numbers after the ‘PN’)
- PO Example: 067310PN2536

Be sure to include (zero) 0’s when provided at the beginning or end of a PO


Important:


- Ensure your DSP Software version accommodates 13-character PO #'s
- A Penske representative must sign and be provided with a copy of the Purchase Order indicating the amount Penske will be billed. DO NOT provide a No Charge Purchase Order copy – this will result in a chargeback of the claim.
- Penske requires a separate P.O number for Core returns. Please ensure your dealership receives this P.O. Number and includes the P.O. number on the appeal of the original claim.



Parts Department Guide for Penske Truck Leasing (cont.)

Step 3: Submit for Payment

1. After clicking the "Enter a Claim" button on the Home Page, enter the VIN, Vehicle, Service Advisor ID, Repair Order Number, Repair Order Open Date, Odometer at Repair Order Open, select "M" for miles or "KM" for kilometers, Special Use Vehicle if applicable and License Location (State).
2. Click the "Create" button to continue entering the claim.
3. The information will populate into the "Repair Order Creation" screen in the top section.
4. Enter the additional information in the Repair Information section including the Repair Line Number, Claim Type (61-FLEET), Sub-Code (QFCP for Ford/Lincoln/Mercury vehicles with parts and labor OR QFCP for Part purchase ONLY), Repair Line Completion Date, Odometer Reading at Repair Completion with M or KM selected from the drop down, Customer Concern Code (A99), Condition Code (82), License Number, Driver Name, Driver ID, Fleet Company Name, and Fleet Approval Amount are mandatory fields and the rest are if applicable to the claim. If the total repair amount exceeds the approval amount in OASIS, contact the number provided in OASIS to obtain a P.O. number from the Fleet which should be entered in the Fleet Purchase Order Num field.


 LINCOLN Your ID ▼ ONE Warranty Solution

 Claim File (CL-780453)
Claim (Claim Unit) (CU-921360)

Dealer Name : XXXXXXXXXXXX Dealer Code : XXXXX Suffix : Country: USA

VIN: QXXXFCXXXX	Vehicle:	Service Advisor ID: ADVISOR ID
Repair Order Number: 0000123	Repair Order Open Date: 08/30/2016	Odometer at Repair Order: 20
Special Use Vehicle:	Engine Operating Hours at Repair Order Open:	License Location: MI

 Edit

Claim Entry Screen

Current Claim Version

Repair Information

Repair Line Number: 1	Claim Type: 61-FLEET	Sub-Code: QFCP
Repair Line Completion Date: 08/30/2016	Odometer Reading at Repair Completion: 20 M	Customer Concern Code: A99
Approval Code:	Approval Code:	Pre-Defined Repair Code:
Engine Operating Hours at Repair Completion:	Manual Review Required Indicator: <input type="checkbox"/>	Condition Code: 82
License Num: License Plate Number	Driver Name: April Sample	Driver ID: Driver Num
Fleet Company Name: Fleet Name Here	Fleet Approval Amount: \$1.00	Fleet Purchase Order Num: 067310PN2536

Service Advisor ID has 9 digits. Add zeros before the number to make it 9 digits long.

Parts Department Guide for Penske Truck Leasing (cont.)

5. Scroll down to the Comments section of the claim. Enter the Customer Comments and detailed Technicians Comments.
6. If using OSP, OSL, Misc. or Other an explanation is needed in the Technicians Comments section to assist the claim getting approved the first submission.

▼ Comments

Customer Comments:

Maximum 2000 characters

PART SALE

Technicians Comments:

PARTS TICKET #123123 SOLD STEERING GEER TO APRIL SAMPLE

7. Add the parts used in the Parts Information section. **Note:** For each line/part, enter the quantity used and total amount including mark up. The system will calculate the Unit Price automatically.
8. No labor cost is added to the Part Sale.

Enter Causal Code as PARTSALE

▼ Parts Information

Causal PartNum	Description	Quantity	Unit Price	Invoice Number	Markup	Amount
PARTSALE	PARTSALE	0				0.00
F75Z 3540CRM	STEERING GEAR	1				229.50
CORE	CORE COST	1				150.00

Enter CORE (If cost was included in PO)

▼ Labor Information

Labor Operation Code	Description	Technician ID	Hours	Labor Rate Invoice Number	Amount

Parts Department Guide for Penske Truck Leasing (cont.)

9. Scroll down the webpage to the Miscellaneous Information section, add any Misc, Other and Tax into this section. A tax line is required for every claim. If the customer is tax exempt, or if tax is not applicable, enter amount as \$0.00.
10. The Parts and Miscellaneous will total up in the Repair Line Sub Total automatically.
11. Click the PreValidate button to verify if additional information is needed or if there are any common errors that require correction prior to submitting.
12. Click the submit button when the claim is ready to be submitted.

▼
Miscellaneous Information

Miscellaneous Expense Code	Description	Num of Days	Hours	Invoice Number	Amount
TAX	TAX				13.77
FRGHT	FREIGHT				15.00

Enter FRGHT for Freight (If cost was included in PO)

▶
Test Results

▼
Repair Line Sub Total

Description	Amount	DAWA Percentage	Revised Total
Parts	379.50	0.00	379.50
Labor	0.00	0.00	0.00
Miscellaneous	28.77	0.00	28.77
(Customer Participation)	0.00	0.00	0.00
(Dealer Participation)	0.00	0.00	0.00
(Deductibles)	0.00	0.00	0.00
Totals			408.27
Markup			

Next Repair
PreValidate
Submit
Cancel RL
Cancel RO

Questions: Contact Ford Fleet Program Headquarters at 1-800-367-3221 or by email at: ffcadmin@ford.com

[Table of Contents](#)

Dealer Frequently Asked Questions

Fleet Customer

How can a customer update Ford Fleet Care account information or add/delete vehicles?

Customers and Dealers may contact Ford Fleet Care Headquarters for any account or vehicle questions or requests.

How does a customer resolve questions about a Ford Fleet Care monthly bill?

Contact Ford Fleet Care Headquarters for assistance.

Dealership

How do I get help entering a Ford Fleet Care Claim or ask questions regarding a chargeback?

Download the Dealer Program Manual from www.fleetcare.ford.com, under the “My Ford Fleet Care” tab, select “Manuals/Guides” or contact Ford Fleet Program Headquarters for assistance.

Who can I contact with National Fleet Parts Program Billing through Ford Fleet Care Questions?

Contact your FCSD Region Representative. General Program questions can be directed to Ford Fleet Program Headquarters at (800) 367-3221.

Are Ford Fleet Care billed parts purchases eligible for wholesale incentives (WINS)?

Yes. Parts billed through Ford Fleet Care and purchased using the Ford Fleet Care Parts program are eligible - provided they meet the requirements outlined in the Ford Parts Policy and Procedure Manual. It can be located on FMCDealer.com:

Select: **Parts and Service Tab**

Select: **Parts Department Tools Link**

Select: **Procedures and Manuals Link**

Select: **Dealer Parts Policy and Procedure Manual**

Select: **2200 Incentives & Allowances**

Additional information is also available on **Wins-on-the-web**; simply access the site by selecting the **WINS** link or contact WINS Program Headquarters at (734) 713-3437.

Ford Fleet Care Program Headquarters Contact Information

Website: www.fleetcare.ford.com

Email: ffcadmin@ford.com

Phone: 800-367-3221

Fax: 313-390-3555

Mail: Ford Fleet Care Program Headquarters, 19855 W. Outer Drive #500E, Dearborn, MI 48124

[Table of Contents](#)

Claim Entry Tips and Reminders

Ford Fleet Care Claims

- Verify the fleet customer pre-set authorization limit on OASIS **before** performing any repair work. If the repair exceeds the authorization amount, contact the customer using the information located in OASIS. A **Purchase Order Number** or **Approval Code** should be obtained. This number must be entered when submitting the claim for payment.
- Be aware of **state tax laws** regarding customer paid repairs. Ford Fleet Care repairs should be treated like retail repairs. If your dealership taxes retail repairs, most likely, fleet repairs should also be taxed. Ensure that tax is entered on the OWS claim when submitting for payment.
- If the fleet is **tax exempt**, remember to note the tax exemption number on the repair write-up. Enter the tax on the claim at zero dollars.
- Before submitting a repair for payment, **confirm Ford warranty or Ford Protect Extended Service Plan coverage**. OASIS will display any Ford Protect Extended Service Plan coverage registered to the vehicle.
- Due to variations in DSP software, Ford Fleet Program Administration **recommends that all Ford Fleet Care claims be submitted directly in One Warranty Solution (OWS)**. By submitting claims directly, dealers have the ability to manually mark up for parts, resulting in a reduction of Ford Fleet Care claims that require an appeal.
- **All customer and technician comments** entered with Ford Fleet Care claims are passed to the customer as part of their Ford Fleet Care billing documentation. Please ensure that comments entered are descriptive and appropriate in documenting the customer concern and technician activity on a repair.
- OWS **will not** mark-up parts on Ford Fleet Care claims, this is a manual process.
- Remember to clear error messages for all claims (see the Error Code Guide in the OWS User Manual).

Parts Billing Claims

- **ALL** parts purchases require authorization from the fleet customer.

Customer Loyalty Program (CLP) Claims

- Directions for submitting CLP claims are located in the **OWS Manual**. Chapter 3 – Special Claim Preparation provides specific entry assistance for CLP claims for fleet customers. The most current version of the OWS Manual can be viewed and downloaded online from FMCDealer.com at the link below:

<https://team.extsp.ford.com/sites/OneWarrantySolution/EXTDOCS/Dealer%20Launch%20Documents/Forms/AllItems.aspx>

Ford Fleet Care Program Headquarters Contact Information

Website: www.fleetcare.ford.com

Email: ffcadmin@ford.com

Phone: 800-367-3221

Fax: 313-390-3555

Mail: Ford Fleet Care Program Headquarters, 19855 W. Outer Drive #500E, Dearborn, MI 48124

[Table of Contents](#)

Helpful Hints for Ford Fleet Care Claim Entry

Review OASIS for coverage and Fleet Account Pre-Set Authorization Limits prior to performing the repair.
Contact the Fleet Administrator if the cost exceeded the Fleet Pre-Set Authorization Limit.
Submitting a Claim for Customer Paid Repairs <ul style="list-style-type: none"> Claims require the complete Ford or Motorcraft Part Number(s) being serviced or replaced. Labor code L001 is the letter L with 2 zeros and then the number 1. The letter “O” is not accepted.
Submitting a Claim for Customer Paid Repairs with OSP, OSL, Misc. and Other <ul style="list-style-type: none"> A description of the codes are required in the Technician comments. The comments are to include the code, the amount and the description of each part or labor billed. <ul style="list-style-type: none"> Example: “OSP for \$10.50 = competitive make air filter”
Submitting a Claim for Customer Paid Maintenance Services <ul style="list-style-type: none"> Enter the full Ford or Motorcraft Part Number being serviced or replaced as the causal part for maintenance services. Do not use MAINT as the causal part.
Submitting a Claim for Non-Ford Vehicles <ul style="list-style-type: none"> Submit claims using program code QFCC with causal part COMPMAKE and labor operation L001. Ford or Motorcraft base part number of all parts repaired or replaced must be included in the claim.
Submitting a Claim for Over the Counter Parts Purchases <ul style="list-style-type: none"> Enter the 11-character billing account number provided by the Fleet customer. The billing account number format is “Q####FC#####” for example “Q000FC12345”. Use zero, not the letter “O” for any numbers.
Submitting an Appeal <ul style="list-style-type: none"> Part numbers entered incorrectly cannot be changed. Debit the existing part line and add a new part line with the correct part number. Cores must be billed against the original sale invoice. Cores cannot be billed on a separate R.O.
Note: DO NOT... <ul style="list-style-type: none"> Include Ford Warranty repairs, Ford Protect repairs or Ford Protect deductibles in the repair cost estimate. Use the same P.O. for second repair or repairs for which the claim value has changed without reconfirming with the Fleet Administrator.

[Table of Contents](#)