

Commercial Service Solution Program Dealer Terms and Conditions

Overview:

To encourage continued growth of fleet repair shop business for our Ford and Lincoln Dealerships and Quick Lane Tire & Auto Centers (Dealers), Ford Customer Service Division (FCSD) developed the Commercial Service Solution (CSS) tool. This tool, provided by OEConnection (OEC) through the web application CSS, simplifies the process of establishing a service network, receiving purchase orders and transmitting approval, and accepting service repair order payments from national Fleet Management Companies (FMCs).

CSS:

- Allows Dealers, through a single enrollment, to become a preferred network provider for participating FMC's.
- Allows Dealers to submit and obtain work approvals in one place from each participating FMC.
- Enables participating dealers to submit claims for approved service repairs for all enrolled FMCs in one place.
- Simplifies payment transmittals. Program credits will be visible on the Dealer Parts Statements on a weekly basis, with cash settlements occurring monthly per the normal Parts Statement settlement timing.

Benefits Provided By Ford Motor Company

- Enrollment in participating Fleet Management Company networks.
 - Ford will convey Dealer contact and address information to FMCs for all enrolled Ford, Lincoln and Quick Lane Tire & Auto Center Dealers.
 - Ford will verify and store Dealer's federal tax ID Number, eliminating the need to complete and send a W-9 form to each FMC.
 - Allows dealers to agree to each participating FMC's terms and conditions through this website.
 - Provides FMCs with enrolled dealership information for vendor enrollment.
- The system administers Dealer's payment of the per transaction cost associated with processing the claim approval and payment through the CSS tool.
- Payment for FMC-approved repairs credited directly to the Dealer Parts Statement.
- CSS:
 - Matches completed repairs with approval from the FMCs and clears the approved claim amounts for payment.
 - Posts claim credits weekly to the Dealer Parts Statement.
 - No usage or administration fees are charged by Ford.

- No need to wait for the receivable to be paid by the FMC.
 - Administers the administrative fee payable to the Fleet Management Company.
- Support personnel to assist with CSS usage, training, payment, claims processing, and dispute resolution for dealers.

Understanding How Claims Are Paid

- Dealership submits an estimate to the FMC within the CSS web site for approval.
- Upon approval, Dealer completes the work.
- Upon completion, Dealer submits the claim via the CSS web site for payment.
- The payment, in the form a credit to the Dealer Parts Statement, is applied for the amount approved less the Fleet Management Company Administrative Fee, which is sent on your behalf to the FMC.

Dealership Terms and Conditions

Dealer will:

- Abide by each Fleet Management Company's pre-approval of service policy. This includes obtaining prior approval from the FMC before any repair work is started on the vehicle. The pre-approval process varies slightly for each FMC.
- Provide the fleet customer with competitive pricing, including honoring nationally advertised specials offered to Ford retail customers.
- Agree not to charge for storage fees for any vehicle in the process of evaluation and/or repair for a period of up to thirty (30) days.
- Insure each customer's vehicle against theft and/or property damage.
- Agree to an **administration fee payable to the FMC**. These fees vary by FMC and are described in detail on the CSS site.
- Refrain from delaying the release of a vehicle to a driver as a result of any program or billing dispute. Vehicles will be repaired and released to the fleet driver after receiving a valid purchase order from the Fleet Management Company.
- Agree to OEC's terms and conditions and, in the event there is a conflict in the terms regarding the relationship between OEC and Dealer, the OEC terms and conditions shall control.

Dealers may end participation at any time with 30 day written notice to CSS Customer Support (support@OEConnection.com).

Helpful References – Need More Information?

- Visit oeconnection.com/fordcss
- Call 1.888.776.5792, opt. 2, 3
- Click Support Center within the CSS tool
- Email support@OEConnection.com