Customer Consent Onboarding User Guide

FCS Administrative Console

Create
AccountYour customer will receive a welcome email from fcs@emaillq-ford.com.
Click link in email \rightarrow Confirm verification code \rightarrow Create password
They will then be directed to the FCS Administrative Console.

2 Add Vehicles The vehicles list is populated based on sales records up to three months prior. Your customers may be required to add missing vehicles through the "Add Vehicles" page.

Vehicles purchased without a FIN code become "unverified" and require documentation to verify ownership. They can use the "Contact FCS" link to do so.

*Any future vehicles purchased using their FIN code will be automatically added to the Vehicles list.

	Ford 1	FCS ADMINISTRATIVE CONSOLE										
F	Fletana 2	Add Vehicles										
4	Vehicles Add Vehicles		ovide proof of ownership for	ugh a preliminary verification of ownership check. of of ownership for unverified vehicles. 25				Add Vehicles				
			ID ↑	VIN	Model =	Year =	Date Added	Actions				
				1FD8W3GT6CEC24153	F-350	2012		VIEW				
			Vehicle 123	1234abcde56789fgh				VIEW				

Consent Vehicles

Users can easily action on all of their vehicles by using the bulk actions bar to add or remove consent and mark for deletion.

*We recommend your customers notify their service provider first with intent to stop service.

	Find 1	FCS ADMINISTRATIVE CONSOLE 🛛 🕬									
F	Fletana 2	Vehicles									
A	Vehicles Add Vehicles	Q Search									
		READY FOR CONSI	CONSENTED 4								
		Total 16 16 Se	Add Consent	Deselect All	Select All 16 Vehicles						
			ID Remove Consent	Model =	Year =	Consent Status =	Actions				
			Remove Consent and Delete	Transit	2019	Test Consumer	EDIT				
			1FBAX2XM7KKA66920	Transit	2019	Test Consumer	EDIT				
			1FBAX2XM6KKA66925	Transit	2019	Test Consumer	EDIT				

? Questions Contact Info

Email: fcs1@ford.com Phone: 833-327-3673

*Note: Any customers migrating from the previous fleet.ford.com process will have all vehicles and their consent statuses migrated automatically.