ONE Warranty Solution

User Guide

ONE Warranty Solution
User Guide

Introduction

Introduction

ONE Warranty Solution Program

The information contained in this user guide is to support the Dealers by providing information about the operation of the OWS Online application.

ONE Warranty Solution (OWS) is a global management application used by all Authorised Repairers with whom Ford Motor Company has agreements to support the repair and maintenance of vehicles and sales of parts and accessories.

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

➢ Warranty Policies or other published policies. Please refer to the Warranty & Policy Manual for your specific country, along with other coverage and policy programs.

Benefits of OWS

One place to find everything

Many jobs can now be carried out in one place, with links to other relevant sites.

Faster processing

Once claims have been filled in, the administrator can "pre-validate" the claim to find out if there is additional data required, or data that requires correction. Pre-validating brings forward some exceptions that can be ascertained on a "high level" of analysis. Submitting the claim will complete a more in depth analysis of the claim.

Real-time processing

Once claims have been submitted, the system will process the claim immediately, either paying it or sending it back after a more in-depth analysis, or sending it to a Claims Analyst for review.

Simpler Management of Claims Process

OWS provides a single interface to manage many aspects dealing with submitting, tracking and managing the claiming process.

Pre-Validating Claims prior to submission

Online dealers can enter claims and pre-validate before submitting for final processing. Pre-validating claims and correcting any highlighted errors will ensure a more efficient claiming process.

Tracking Claims

Through the "View Claims Status Report", find all claims and see what status they are in. "Pay" status claims are listed separately from pending claims.

Posting Reports

These reports provide details of all claims paid on a given day or month.

Security and Login

The OWS application resides within the dealerconnection.com domain. Users can be authorised for up to five "Roles" which each provide access to different functionality within OWS. A "Role" is a logical set of tasks dealing with the operation of OWS. Roles are assigned using the Common Security Provisioning Services (CSPS) application or DSA tool. CSPS is the same system that provides access to many Ford applications.

Roles

DLREnterClaim

This role allows the user to enter a new claim, view the Claim Status Report and update claims when further action is required. This Role is required to enter, modify or cancel a claim. The user can also view the Parts Status Report.

DLRSubmitAppealClaim

This role allows the user to submit an Appeal for a claim which has been adjusted or denied. The user can also view the Claims Status Report to monitor the appeal, and to view the Parts Status Report.

DLRSubmitPARequest

This role allows the user to submit a Request for Prior Approval. The user can also edit (update) the prior approval request, cancel the request and appeal the request decision. The user also can access the Prior Approval Status Report. This user can view the Claims Status Report.

DLRManagePR

This role allows the user to view the Claim Status Report and Parts Status Report. From the Parts Status Report, the user also has access to print return labels and shipping information to return parts to Ford when required.

DLRViewReports

This role allows the user to view the Claim Status Report and Parts Status Report. The user also has access to accounting reports:

➢ Daily Posting Report. A detailed report of the daily posting to the customer's account.

➢ Monthly Posting Report (where applicable). A detailed report of the monthly posting to the customer's account

➢ Self-Billing Invoice (where applicable). Three detailed reports of payments, debits and credits to the customer's account.

The Roles can be assigned individually to employees OR in any combination, including assignment of all roles to one employee. This will provide flexibility for work assignment within the Dealer.

How to assign OWS Roles in CSPS

➢ Dealership employees – see your dealership security administrator (DSA) who provides access to many Ford applications and FMCDealer.

Browser Requirements and Language Display

➢ OWS is designed and tested to operate best using Internet Explorer (9, 10, 11) or Chrome.

➢ Firefox and Safari are not currently compatible with OWS.

➢ A minimum screen resolution of 1024x768 is recommended.

➢ OWS is available in approximately 30 languages.   Language availability by country is limited to three. Multiple languages may help some countries manage administrative workload regarding Messages, Links, training and communications.

➢ Language displayed by OWS to the user is based on the language selected within the user's browser. If the language selected is not supported for the user's country, then OWS will default to the first priority language for that country. Users may update their browser to any language approved for that country.

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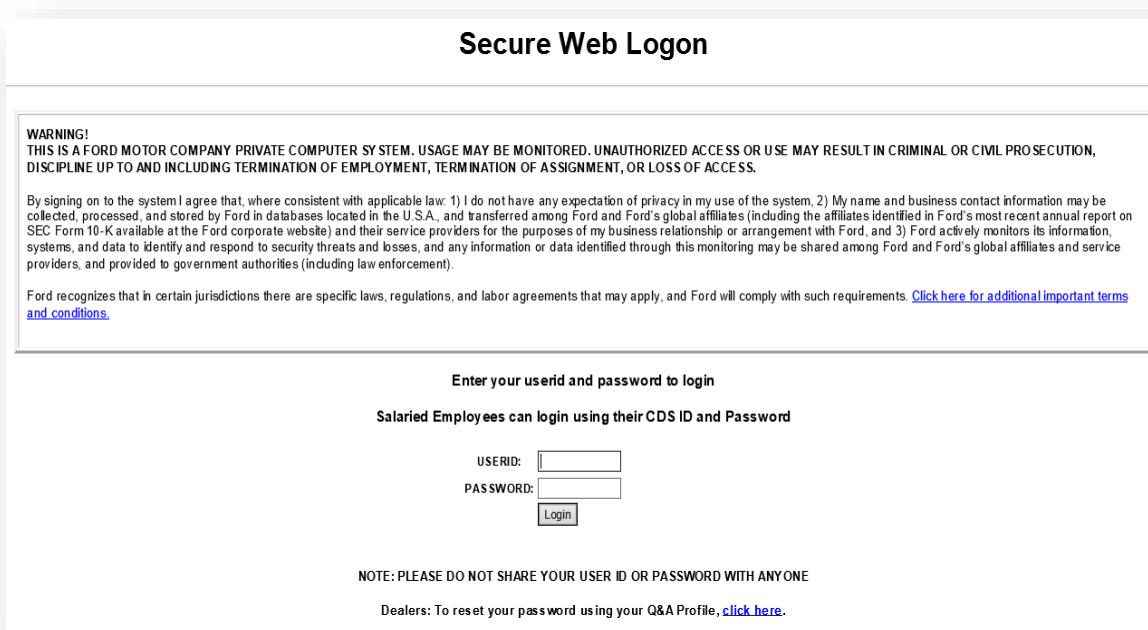
1 – OWS Roles and Homepage

1 – OWS Roles and Homepage

Login

Languages displayed by OWS to the user is based on the language selected within the user's browser, but must be one which is supported for the user's country (up to three per country). Users can set their browser to any language approved for their country.

The field names and static displays will be shown in the internet language preference. However any information typed into fields will be shown and saved in the language it was typed in as.

✎Note: For best results when using OWS; the browsers that should be used are Internet Explorer or Chrome. Firefox and Safari are not supported.

Secure Web Logon

WARNING!
THIS IS A FORD MOTOR COMPANY PRIVATE COMPUTER SYSTEM. USAGE MAY BE MONITORED. UNAUTHORIZED ACCESS OR USE MAY RESULT IN CRIMINAL OR CIVIL PROSECUTION, DISCIPLINE UP TO AND INCLUDING TERMINATION OF EMPLOYMENT, TERMINATION OF ASSIGNMENT, OR LOSS OF ACCESS.

By signing on to the system I agree that, where consistent with applicable law: 1) I do not have any expectation of privacy in my use of the system, 2) My name and business contact information may be collected, processed, and stored by Ford in databases located in the U.S.A., and transferred among Ford and Ford's global affiliates (including the affiliates identified in Ford's most recent annual report on SEC Form 10-K available at the Ford corporate website) and their service providers for the purposes of my business relationship or arrangement with Ford, and 3) Ford actively monitors its information, systems, and data to identify and respond to security threats and losses, and any information or data identified through this monitoring may be shared among Ford and Ford's global affiliates and service providers, and provided to government authorities (including law enforcement).

Ford recognizes that in certain jurisdictions there are specific laws, regulations, and labor agreements that may apply, and Ford will comply with such requirements. Click here for additional important terms and conditions.

Enter your userid and password to login

Salaried Employees can login using their CDS ID and Password

USERID: [   ]
PASSWORD: [   ]
[Login]

NOTE: PLEASE DO NOT SHARE YOUR USER ID OR PASSWORD WITH ANYONE

Dealers: To reset your password using your Q&A Profile, click here.

OWS will verify the credentials of the User's login information and provide them access under the Dealer Code that the User's ID is assigned to.

✎ Note: For Dealers with multiple dealer codes, refer to the "OWS Roles and Homepage > Multiple Dealer Code Administration" section of this User Guide.

Language Locale Preference

To view OWS in the user's local language, the browser settings must first be changed.

From the browser screen, select: Tools > Internet Options > Languages > Add

✎ Note: Changes to language preferences will only take effect after closing and restarting the browser.

Roles in OWS

OWS Role setup is very similar to the roles which are set up for access to other applications for Dealer employees. Meaning each role allows certain functionality within OWS.

Claim Entry

This role allows the user to enter claims, view the Claims Status Report and update claims when further action is required. This role is required to enter, modify or cancel claims.

Claim Status Report

This role allows the user to view the Claim Status Report.

Submit Appeals

This role allows the user to submit an appeal for a claim which has been paid, paid-adjusted or denied. The user can also view the View Claim Status Report to monitor appeals.

Daily / Monthly Posting Report

The user will have access to reports which are specific to their Country. These include:

> Daily Posting Report and Monthly Posting Report.

Single Dealer Code Administration

The image below is a representation of the Homepage that will be displayed when logging in as a Single Dealer Code Administrator. This screen will vary depending on the OWS Access Role assigned to the User.

Multiple Dealer Code Administration

OWS provides Warranty Administrators the ability to switch between Dealer codes within one login session where applicable.

Access to each Dealer code must be assigned by the Dealer Security Administrator within CSPS.

OWS displays a drop down box in the upper right corner of the screen for users with multiple Dealer Codes.

> ➢ If a user is assigned to only ONE code, the dropdown will not display.

> ➢ Assigned users can use the drop down display to switch between Dealer codes without logging off.
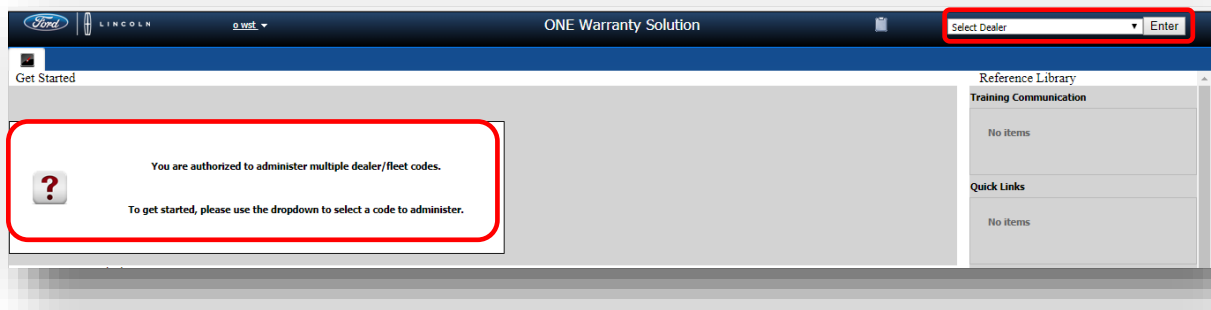
Select the desired Dealer Code from the dropdown list, and then click on "Enter" to administer.

Note: A message will display to alert the user to save any work before continuing. If work has already been saved, select "OK" to continue and switch Dealer Codes. If work has not been saved, select "Cancel" to return to the system and save any work as required.
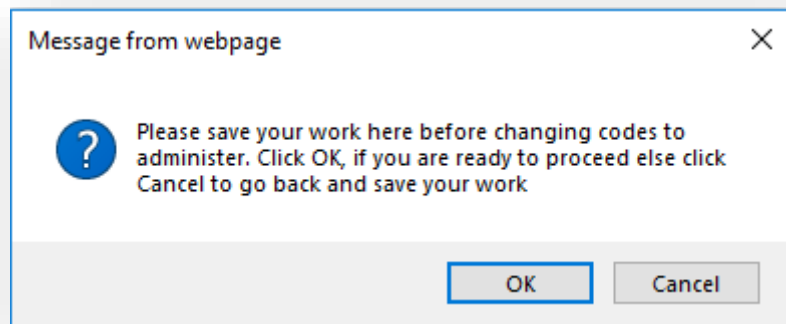
The active Dealer Code will show within in the "Get Started" area of the Homepage.

OWS Homepage

The OWS Homepage is separated into 3 areas. Each area plays a significant role in administering warranty and processing claims.

The 3 Areas are:

➢ Get Started.
➢ ONE Warranty Solution Messages.
➢ Reference Library

✎ Note: The User's ID is displayed in the Blue Title Bar. This informs the user who is logged in if multiple individuals use the same work station.

Get Started

This is the section which provides access to claim entry, status reports and accounting reports.
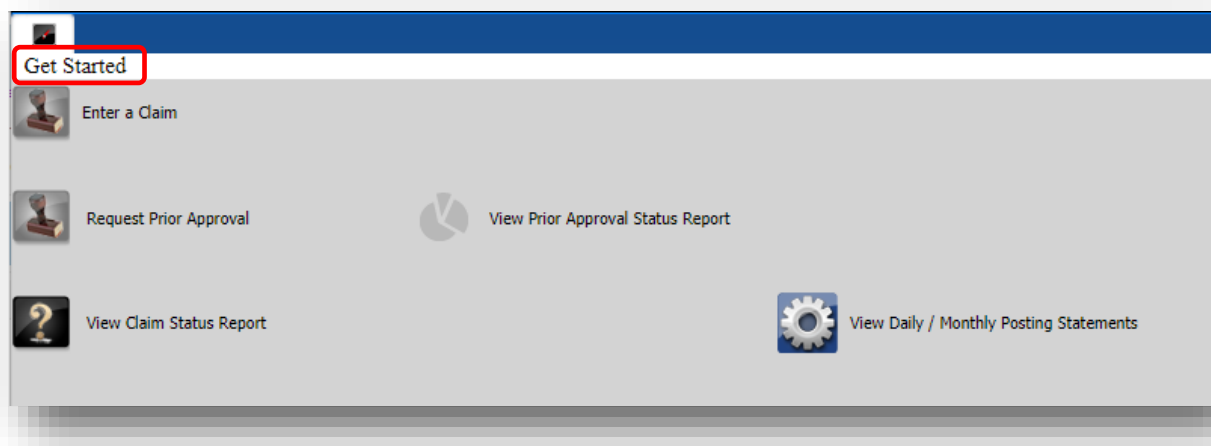
Note: The homepage contains icons with links to functionality within OWS. Icons which are grayed out and cannot be accessed indicate the user has not been assigned the Role for this functionality.

ONE Warranty Solution Messages

This area is used by Ford Motor Co. to display important messages to users.
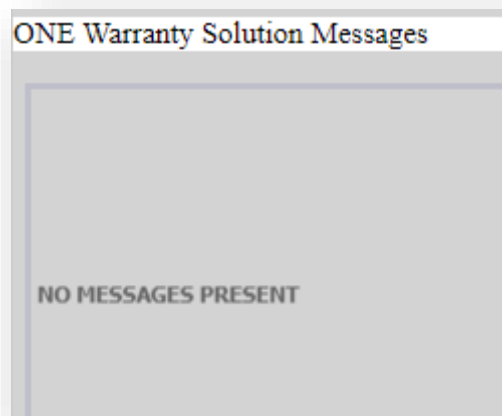
The Message Centre will display a scrolling list of messages based on the following criteria:

➢ Country.

➢ Language selected (local browser setting).

➢ Group.

Once the PC mouse cursor enters the OWS Messages section, the message list will stop scrolling to ease selection of a message. Clicking on a message will display it in a pop up window. Click close to exit the message.

Reference Library

This area is used to provide useful links to users for accessing other Ford applications relevant to warranty.
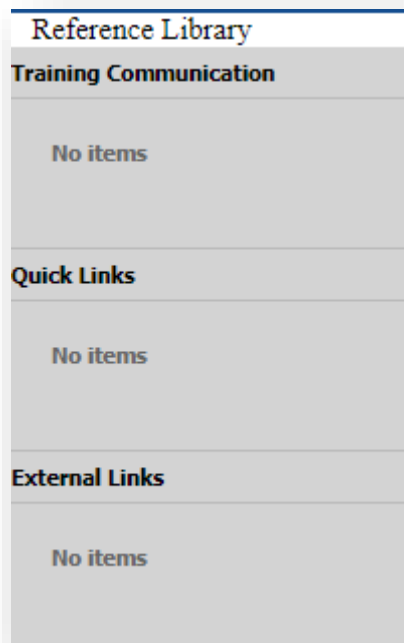
Multiple Tabs

Multiple Tabs can be opened at the same time in OWS, giving the user flexibility to work on more than one claim at a time, or the option to have multiple tasks open such as the Claim Status Report, Claim Entry and/or Posting Statements. This allows the user the ability to check on one task without having to close out another.
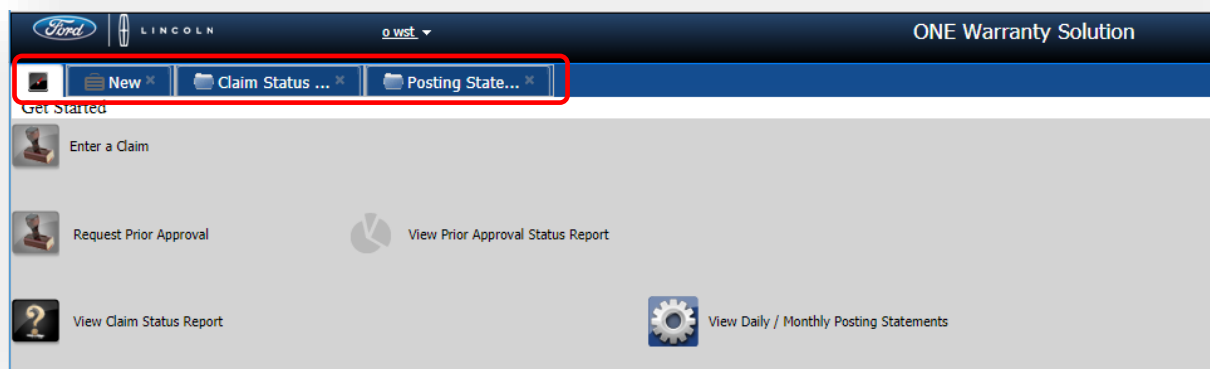
The number of Tabs that can be open at one time is determined by how much space is available along the Tab section.

When the limit is reached, tabs will have to be closed before new tabs can be opened and a system pop up window will appear when the maximum has been reached.
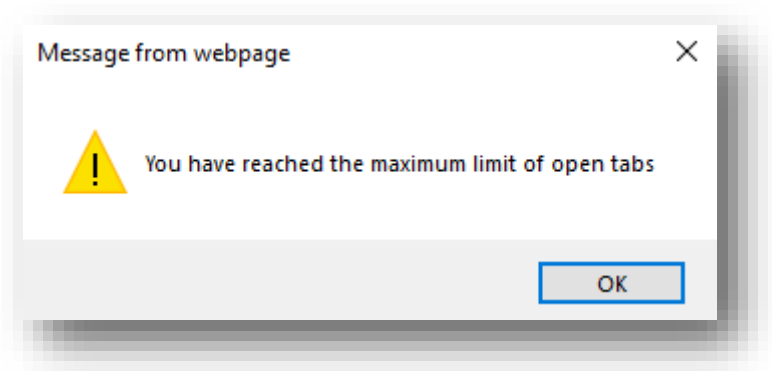
Logging Off

To log off, select the dropdown next to user ID at the top left of the screen. From the dropdown list, select "Log Off" to exit.
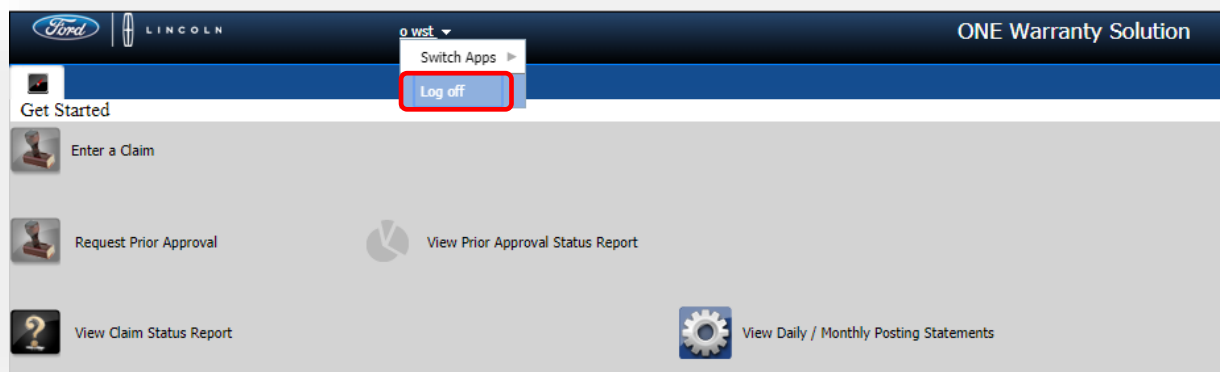
It is important to remember to log off the session when not using OWS. This prevents unauthorised users from accessing OWS. If the user does not log off of OWS, this could cause sign in issues the next time trying to access OWS as well as accessing other Ford websites.

It is recommended that OWS be opened in a separate internet window session from all other websites to ensure best performance from OWS and the other systems.

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2 – Claim Preparation and Entry

2 – Claim Preparation and Entry

Login

Languages displayed by OWS to the user is based on the language selected within the user's browser, but must be one which is supported for the user's country (up to three per country). Users can set their browser to any language approved for their country.

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Note: For best results when using OWS; the browsers that should be used are Internet Explorer or Chrome. Firefox and Safari are not supported.

Secure Web Logon

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By signing on to the system I agree that, where consistent with applicable law: 1) I do not have any expectation of privacy in my use of the system, 2) My name and business contact information may be collected, processed, and stored by Ford in databases located in the U.S.A., and transferred among Ford and Ford's global affiliates (including the affiliates identified in Ford's most recent annual report on SEC Form 10-K available at the Ford corporate website) and their service providers for the purposes of my business relationship or arrangement with Ford, and 3) Ford actively monitors its information, systems, and data to identify and respond to security threats and losses, and any information or data identified through this monitoring may be shared among Ford and Ford's global affiliates and service providers, and provided to government authorities (including law enforcement).

Ford recognizes that in certain jurisdictions there are specific laws, regulations, and labor agreements that may apply, and Ford will comply with such requirements. Click here for additional important terms and conditions.

Enter your userid and password to login

Salaried Employees can login using their CDS ID and Password

USERID: [   ]
PASSWORD: [   ]
[Login]

NOTE: PLEASE DO NOT SHARE YOUR USER ID OR PASSWORD WITH ANYONE

Dealers: To reset your password using your Q&A Profile, click here.

OWS will verify the credentials of the User's login information and provide them access under the Dealer Code that the User's ID is assigned to.

Note: For Dealers with multiple dealer codes, refer to the "OWS Roles and Homepage > Multiple Dealer Code Administration" section of this User Guide.

The claim entry process begins with selecting "Enter a Claim" from the OWS Homepage.
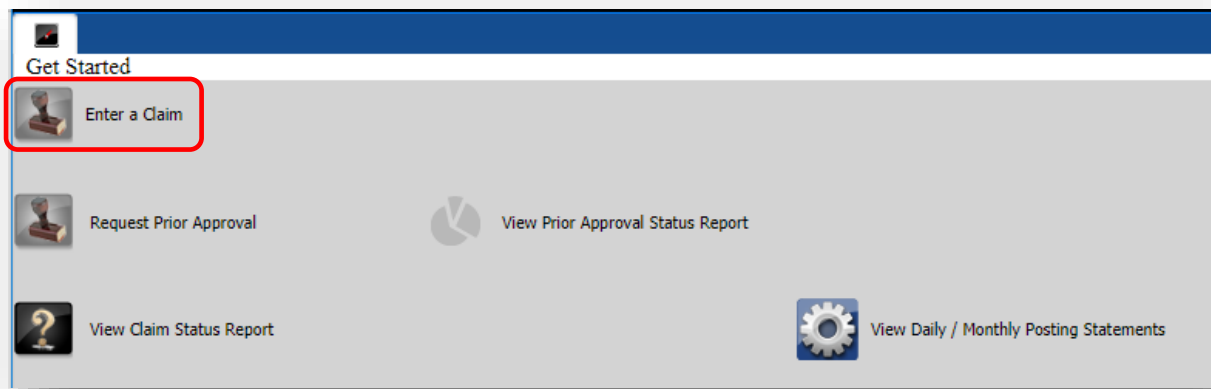
Claim Header Information

In this section of the claim, the Vehicle and Repair Order details are entered. Each field is listed below with a detailed description of its purpose and data requirements.

Note: *** asterisk** indicates data entry is mandatory.

Dealer Name

Repairing dealer name (auto populated).

Dealer Code

5 character repairing dealer code (auto populated).

Suffix

2 character repairing dealer code suffix (auto populated).

Note: Suffix is not applicable in some European markets.
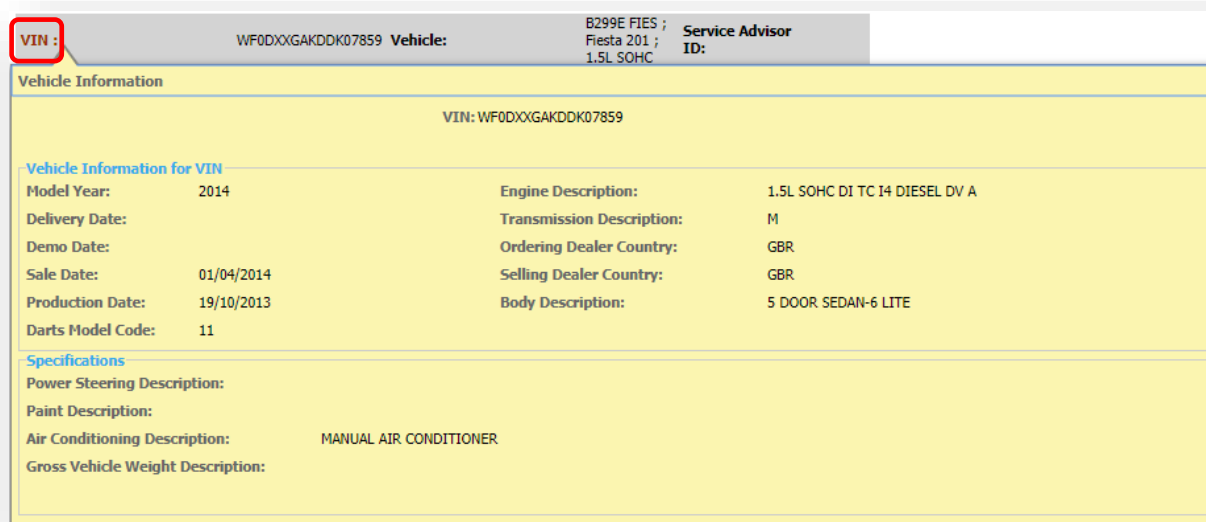
Country

Repairing dealer country (auto populated).

VIN

Vehicle Identification Number (17 Characters).

✎ Note: Fields displayed with RED text will show further information when hovered over. The expanded VIN detail includes the DARTS Model Code.

Vehicle

No manual entry required – auto populated.

Service Advisor ID *

Unique 9 character Service Advisor ID.

Repair Order Number *

Claim Number for the repair and any associated repairs.
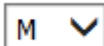
Repair Order Open Date *

The date the Repair Order was opened. Click on the calendar icon 📅 and select the relevant date.

Odometer at Repair Order Open *

The odometer reading at the time when the repair order was opened.

Distance Indicator Selector

Select "M" or "KM" as required from the dropdown box. [M ▼]

Special Use Vehicle Description

Not applicable for European markets at this time.

✎ Note: Please ensure that nothing is entered in this field unless notified otherwise as doing so may cause the claim to be returned for correction.

Engine Operating Hours at Repair Order Open

Not applicable for European markets.

✎ Note: Please ensure that nothing is entered in this field unless notified otherwise as doing so may cause the claim to be returned for correction.

License Location

Not applicable for European markets.

✎ Note: Do not enter any data in this field. Please ensure that nothing is entered in this field unless notified otherwise as doing so may cause the claim to be returned for correction.
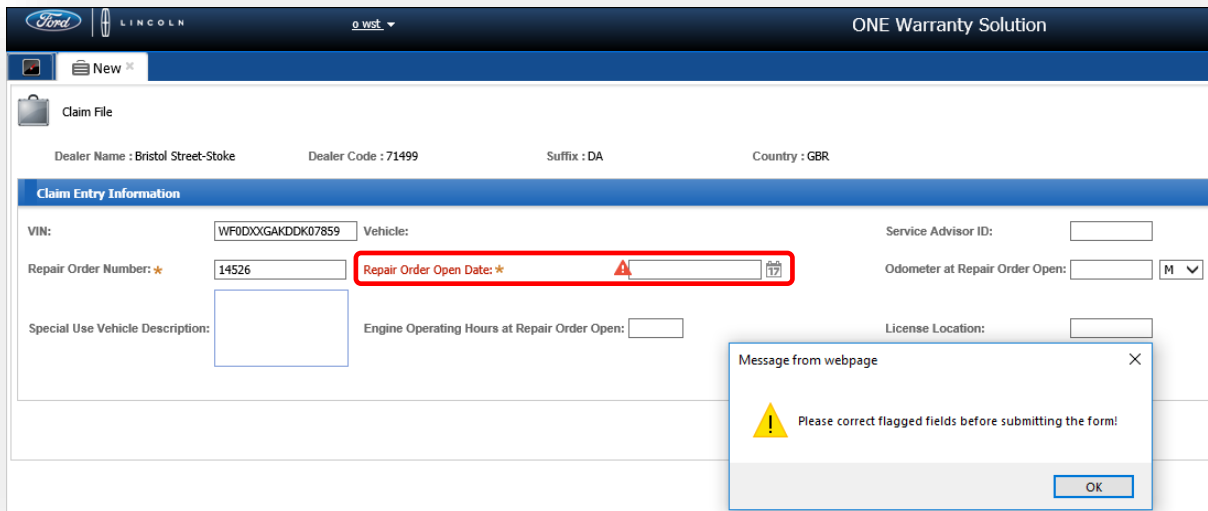
Create

When all the relevant information has been entered, click **Create** to create claim and lock the claim header section.

✎ Note: If the VIN entered is correct, the system will auto-populate all the relevant vehicle information in the Claim Header section.

Field Error Identification

If a field is populated with data that does not comply with data requirements or is left blank, ⚠ will appear to the left of the field indicating that the data entered is incorrect or incorrectly formatted. Make any necessary corrections and click "Create".

✎ Note: The user can hover the mouse over the ⚠ and a message will appear detailing the nature of the error.

✏️ Note: If a duplicate Repair Line is entered, the system will highlight this with ⚠️ and display the current claim details and its status.

Claim File and Claim Unit Numbers

The "Claim File" and "Claim Unit Number" are used internally by Ford and are not required by the Dealer.

Claim Header Information (Created)

At this point, the user has the opportunity to print, save or edit the claim if required.

✎ Note: If "Edit" is selected to enable the user to amend the Claim Header details, the only fields which are un-editable are "Repair Order Number" and "Repair Order Open Date". If any mistakes have been made with this particular information, the Repair Order must be cancelled and a new one created – Refer to "Action Buttons" section of this User Guide for details of how to cancel a Repair Order

🖶 **Print** Select to print a copy of the claim.
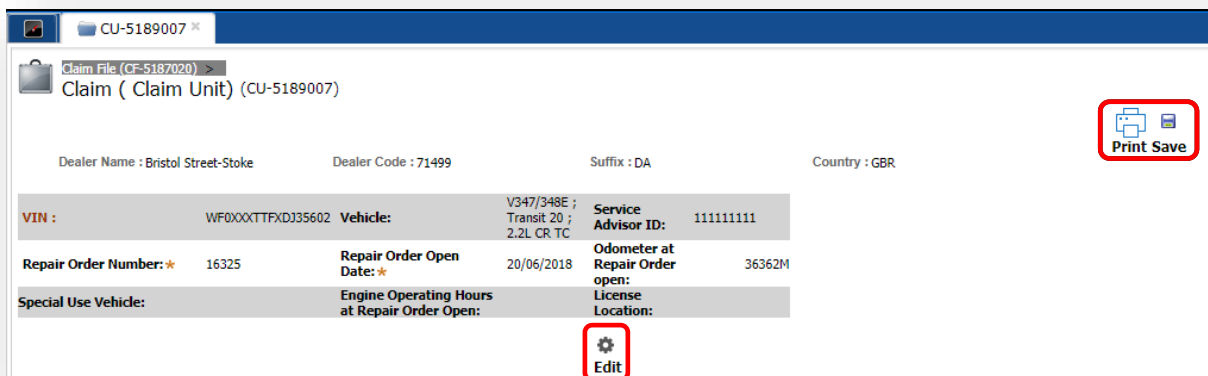
💾 **Save** Select to save the claim details at any point.
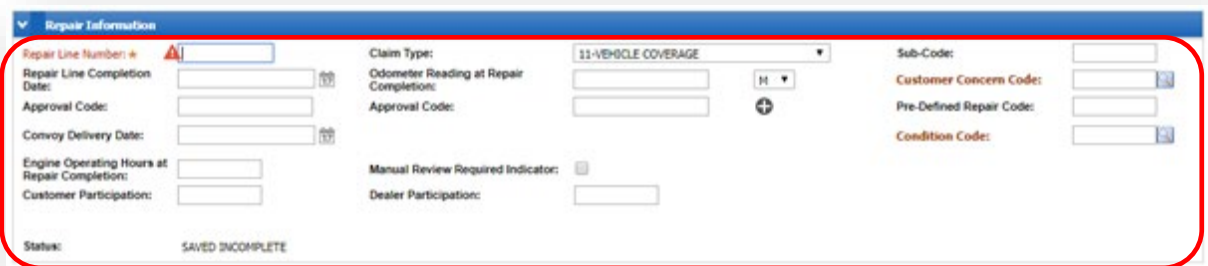
⚙ **Edit** Select to edit the header information if required.

✎ Note: After editing any information in the Claim Header section, the claim can either be saved or the user can continue entering the remainder of the claim details and selecting "Pre-Validate" or "Submit".

Repair Information

In this section of the claim, the details of the repair are entered. Each field is listed below with a detailed description of its purpose and data requirements.

✎ Note: *** asterisk** indicates data entry is mandatory.

Repair Line Number *

Unique repair line sequence for each associated repair (1 or 2 alpha / numeric characters).

Claim Type

ONE Warranty Solution uses Claim Types to organise Sub Codes (previously Program Codes) into logical groups. It is a two digit code which identifies the claim repair type or category used to process a claim, i.e. warranty, policy, etc. Select the relevant claim type from the dropdown.

Note: The dropdown contains a full list of Claim Types used globally. Please refer to the Claim Coding Manual in Etis for further details regarding Claim Types applicable in your Country.

Sub Code (Program Code)

An additional code identifying the specific coverage associated with the claim type. Sub Codes must be appropriately matched with the Claim Type to avoid any errors with the claim at Pre-Validation. A full list of the relationship can be obtained from the Claim Coding Manual in Etis.

Note: Users will receive an error message after Pre-Validation if the Sub Code and Claim Type do not match.

Repair Line Completion Date

This is the date that each of the individual repairs are completed. This date can be entered manually or click the calendar icon 🗓 and select the relevant date.

Note: These dates could differ depending on when each repair is completed.

Odometer Reading at Repair Line Completion

The odometer reading at the time each individual repair line is completed.

Note: The odometer readings could differ depending on when each repair is completed.

Distance Indicator Selector

Select "M" or "KM" as required from the dropdown box. M ⌄

Customer Concern Code

This is a 3 character code (alpha / numeric), relating to the customers perceived concern. This code can be entered manually or click the search icon 🔍 and select the specific code required. A full list of codes can also be obtained from the Claim Coding Manual in Etis.

Note: Fields displayed with RED text show further information when hovered over.

Approval Code

Enter the Prior Approval number and / or the Repair Validation Code (RVC) code (if applicable) in either of these two fields. Select ⊕ for additional approval code fields if required.

Pre-Defined Repair Code

Not applicable for European markets at this time.

✎ Note: Please ensure that nothing is entered in this field unless notified otherwise as doing so may cause the claim to be returned for correction.

Convoy Delivery Date

Not applicable for European markets.

✎ Note: Please ensure that nothing is entered in this field unless notified otherwise as doing so may cause the claim to be returned for correction.

Condition Code

This is a 2 character code (alpha / numeric) which defines the type of failure the technician has identified for the causal part. This can be entered manually or click the search icon 🔍 and select the specific code required. A full list of codes can also be obtained from the Claim Coding Manual in Etis.

✎ Note: Fields displayed with RED text show further information when hovered over.

Engine Operating Hours at Repair Completion

Not applicable for European markets.

✎ Note: Please ensure that nothing is entered in this field unless notified otherwise as doing so may cause the claim to be returned for correction.

Manual Review Indicator

Tick this box if there is a need to send the claim to be manually reviewed by a Ford assessor. Only tick this box if absolutely necessary (selecting the Manual Review option may delay claim payment).

Customer Participation

For Customer Loyalty Program Central Budget claims, the customer participation value will be calculated (where applicable) after the Ford policy participation has been calculated.

For Customer Loyalty Program Dealer Budget claims, the customer participation value must be entered in this field by the warranty administrator if the customer is contributing towards the cost of the repair.

Dealer Participation

For Customer Loyalty Program Central Budget claims, no data entry is required, this field will remain blank.

For Customer Loyalty Program Dealer Budget claims, the Dealer participation value must be entered in this field by the warranty administrator if the Dealer is contributing towards the cost of the repair.
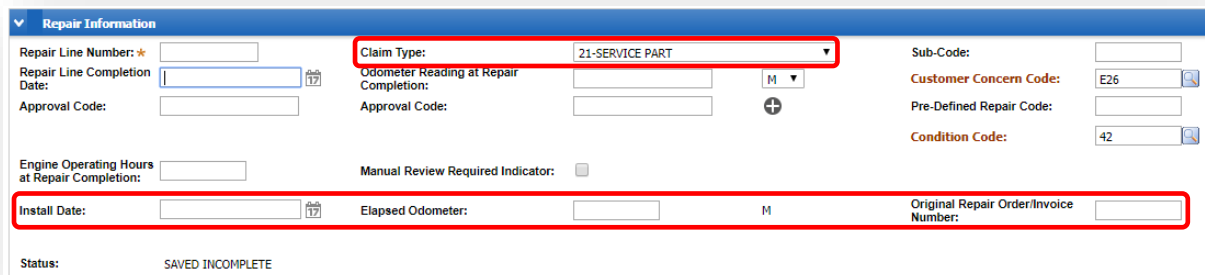
✎ Note: Dealer participation value must only be entered if the Dealer is contributing towards the cost of repair themselves. This field is not to be used for the value of Dealer Budget being requested.

Status

Indicates the status of a claim (Example: "Saved Incomplete" / "Dealer Action Required").

Repair Information (Additional data required for Claim Type 21-Service Part)

When selecting Claim Type "21 – Service Part" from the "Claim Type" dropdown, the system will reveal additional fields to be completed.

Install Date

Original installation date or sale date of the part covered by Service Part Warranty.

Elapsed Odometer

Accrued odometer reading since the original installation date of the part covered by Service Part Warranty.

Original Repair Order / Invoice Number

Repair Order or Invoice Number for the original part / repair.

Repair Information (Additional data required for Claim Type 31-Field Service Action)

When selecting Claim Type "31 – Field Service Action" from the "Claim Type" dropdown, the system will reveal additional fields to be completed.

Related Damage Indicator

Select this box to indicate if additional damage has occurred as a result of but not covered in an FSA repair.

Field Service Action Option Code

Enter the option code as highlighted in the FSA Service Instructions. Details of these can be obtained from Etis.

Comments

Customer Comments

To describe the customers perceived concern or request. A minimum of 10 characters must be entered with a maximum of 2000 characters.

Technician Comments

To describe the technicians diagnosis and repair procedure. A minimum of 10 characters must be entered with a maximum of 2000 characters.

Note: Once a claim has been submitted, the "Customer Comments" and "Technician Comments" fields will only display the first seven lines of text. The scroll bar can be used to view the remaining text.

Parts Information

In this section of the claim, the list of parts replaced during the repair are entered. Each field is listed below with a detailed description of its purpose and data requirements.

✎ Note: OWS will automatically price and apply the mark up for all valid Ford part (FINIS) numbers when pre-validated / submitted.

Causal

Select the relevant part line that contains the causal part. The "Causal" indicator can be changed by selecting a different part line.

Part Number

Enter the 7 character Ford FINIS for each part used in the repair. This field should also be used for ACP Codes and the non-Ford parts code (P001).

✎ Note: For a full list of ACP Codes, click the search icon 🔍. This code can also be entered manually however, if the ACP is being entered as free-text, ensure it is prefixed with "A0".

Description

Displays the description of each part entered on the claim. This is a non-editable field and is auto populated at Pre-Validation or when the claim is submitted.

Quantity

Enter the quantity for each part used on the claim.

Unit Price

Displays the unit price of each part entered on the claim. This field is auto-populated after Pre-Validation or Submission.

✎ Note: If claiming for non-Ford part/s (P001), **do not** enter the part value in this field (see "Amount" below).

Invoice Number

If claiming for non-Ford Part/s (P001), enter the Invoice number for the parts purchased.

Amount

Displays the total cost for the parts entered on each line after Pre-Validation or Submission.

✎ Note: If claiming for non-Ford parts (P001), manually enter the nett cost for the part purchased (less tax).

Mark-up

Displays the total dealer warranty mark-up value of each part entered on the claim. This is a non-editable field and is auto populated at Pre-Validation or when the claim is submitted.

Additional Parts
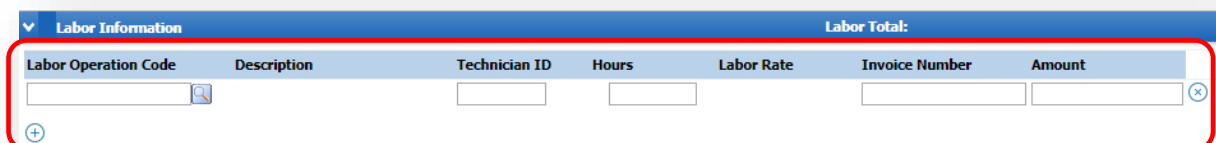
Select ⊕ to add more parts if required.

Delete Part Line

Click ⊗ to delete a part line if required.

Labour Information

In this section of the claim, the labour operations required to repair the vehicle are entered. Each field is listed below with a detailed description of its purpose and data requirements.

Labour Operation Code

Enter the Scheduled and / or Non-Scheduled Labour Operation Code/s as required. Pseudo Labour code (L001) is also entered in this field if required and can be entered manually or click the search icon 🔍 for a full list of Non-Scheduled and Pseudo

Labour codes only. To insert additional labour lines, select ⊕ . For Scheduled labour codes, refer to Ford Etis.

✎Note: The user must ensure that any Scheduled Labour operation/s contain the relevant vehicle Darts Model Code. Confirmation of the Darts Model Code can be obtained by hovering over the red VIN icon in the claim header information.

VIN :	WF0XXXTTFXDJ35602	Vehicle:	V347/348E ; Transit 20 ; 2.2L CR TC	Service Advisor ID:	111111111
Repair Order Number: *	15152	Repair Order Open Date: *	21/06/2018	Odometer at Repair Order open:	25412M
Special Use Vehicle:		Engine Operating Hours at Repair Order Open:		License Location:	

VIN :   WF0XXXTTFXDJ35602 Vehicle: V347/348E ; Transit 20 ;   Service Advisor ID: 111111111

Vehicle Information

VIN: WF0XXXTTFXDJ35602

Vehicle Information for VIN

Model Year:	2013	Engine Description:	2.2L CR TC I4 DSL PUMA A
Delivery Date:		Transmission Description:	M
Demo Date:		Ordering Dealer Country:	GBR
Sale Date:	27/03/2013	Selling Dealer Country:	GBR
Production Date:	05/01/2013	Body Description:	REGULAR CARGO VAN
Darts Model Code:	79		

Specifications

Power Steering Description:	
Paint Description:	
Air Conditioning Description:	MANUAL AIR CONDITIONER
Gross Vehicle Weight Description:	

Labor Information

Labor Operation Code

290990MUA79

Description

Displays the description of each labour operation code entered on the claim. This is a non-editable field and is auto populated at Pre-Validation or when the claim is submitted.

Technician ID

Enter the unique identification number assigned by Ford to each technician (9 characters).

✎ Note: OWS will auto-populate the Technician ID from the previous line for each additional new line. However, if 2 or more technicians work on the same repair, the ID will need to be changed for each operation respectively. This can be achieved by clicking on the Technician ID number and deleting / over-typing.

Hours

Enter the time required for each line of Non Scheduled Labour entered on the claim. EG: 0.1 hrs = 6 minutes / 1.0 hrs = 1 hour.

✎ Note: Hours entry is not required for Scheduled Labour codes as these will be auto populated at Pre-Validation or when the claim is submitted.

Labour Rate

Dealers warranty labour rate at the time of the repair. This is a non-editable field and is auto populated at Pre-Validation or when the claim is submitted.

Invoice Number

If claiming for non-Ford Labour, enter the Invoice number for the sublet labour purchased.

Amount

Displays the total cost for the labour entered on each line. This will be auto populated at Pre-Validation or when the claim is submitted.
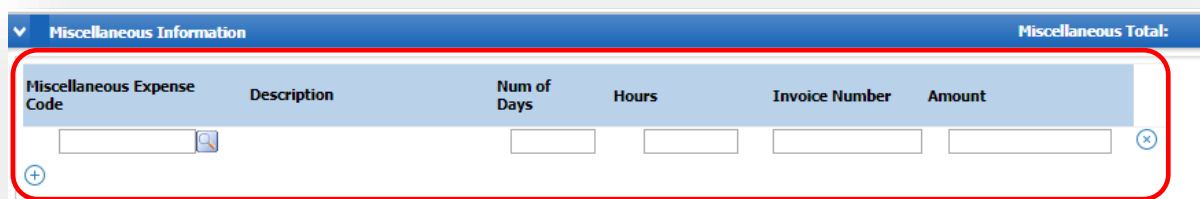
✎ Note: If claiming for non-Ford Labour, enter the nett cost for the sublet labour purchased (less tax).

Deleting a Labour Line

Select ⊗ to delete a particular line.

Miscellaneous Information

In this section of the claim, the miscellaneous expenses are entered. When claiming for an expense that is neither a physical Ford part nor scheduled labour item, a miscellaneous entry can be used. Each field is listed below with a detailed description of its purpose and data requirements.

Miscellaneous Expense Code

Enter the miscellaneous Expense Code/s as required. The code can be entered manually or click the search icon 🔍 for a full list of Miscellaneous Expense Codes.

To insert additional miscellaneous items, select ⊕ .

Description

Displays the description of each Miscellaneous Expense Code entered on the claim. This is a non-editable field and is auto populated at Pre-Validation or when the claim is submitted.

Number of Days

Enter the number of vehicle hire days as required (if applicable).

Hours

Not applicable for European markets.

✎ Note: Do not enter any data in this field.

Invoice Number

Enter the Invoice number for the miscellaneous item being claimed (if applicable).

Amount

Manually enter the nett cost for the miscellaneous item being claimed (less tax).

Deleting a Miscellaneous Line

Select ⊗ to delete a particular line.

Test Results

This section of the claim is where any test data that was obtained while the Technician carried out the diagnosis / repair is entered. Currently in Europe, only the battery test codes are recorded here.

✎ Note: This is a global warranty entry system and depending on the market, only certain test codes are required. Please refer to the current Warranty Publications for advice on the test codes required in your market.

To open the Test Results area, simply click on the arrow inside the Blue Header as shown below.
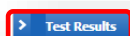
In the example below, the "Battery Code" option has been selected from the "Type" drop-down. This action reveals further fields where the test code/s can be entered.

Additional Test Result lines can be added if required by selecting the "Add" icon ⊕ .
To delete a row, select the "Delete" icon ⊠ .

Repair Line Sub Total

This section of the claim will only auto-populate with data when the claim is Pre-Validated or submitted. Each field is listed below with a detailed description of its purpose and data requirements.

DAWA (Delegated After Warranty Adjustment) Percentages

The percentage contribution agreed by Ford.

Requested Amount

The individual repair costs for the Parts, Labour and Miscellaneous.

Customer Participation

The Customer Participation value after the DAWA Percentage has been applied and/ or if the Dealer has entered a value in the Customer Participation field. This will auto-populate when the claim is Pre-Validated or submitted.

Dealer Participation

This will auto-populate when the claim is Pre-validated or submitted if the Dealer has entered a value in the Dealer Participation field.

Totals

The total repair cost of the Parts, Labour and Miscellaneous (less VAT / Tax).

Deductibles

Not applicable for European markets.

VAT / Tax

The total VAT / Tax amount for this claim.

🖉 Note: This VAT / Tax amount will only populate once the claim has been processed for payment.

Revised Total

The repair cost total including VAT / Tax.

✎ Note: The VAT / Tax amount will only be included in the Revised Total once the claim has been processed for payment.

Total Part Mark-up
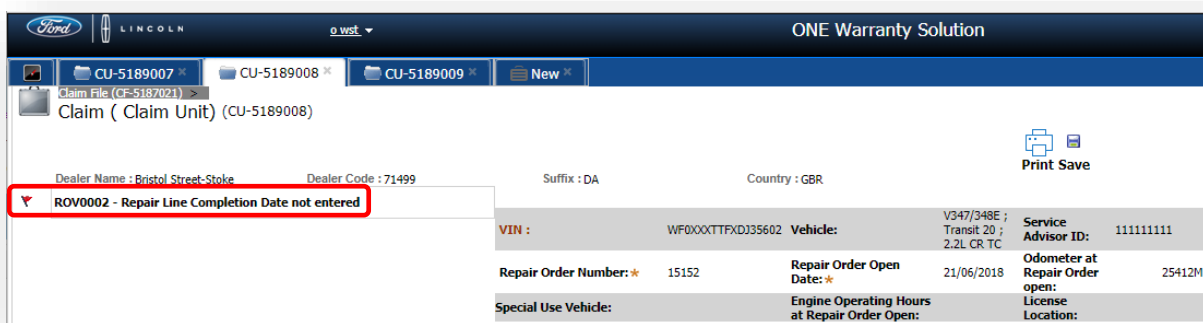
The total parts mark-up cost.

Action Buttons

PreValidate
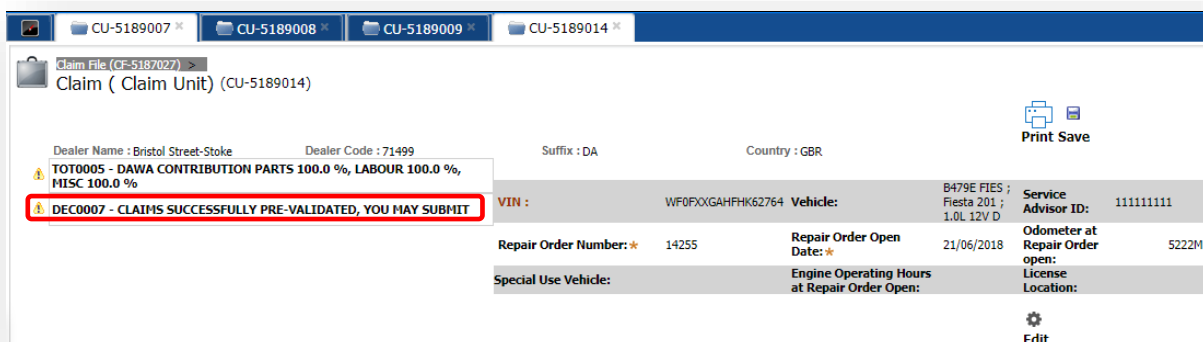
Click to Pre-Validate a claim. Pre-Validation is a feature designed to assist Dealers in reducing the number of submissions on a claim before it is processed.

➢ Pre-Validation error codes / messages appear at the top of the page. Red flags beside an error message require resolving before the claim is submitted. Yellow triangles beside an error message are notifications but do not require action before submission

➢ Once any errors have been corrected, you can Pre-Validate the claim again prior to submitting. At this stage, if the claim is error free, a message will display stating "Claim successfully Pre-Validated, you may submit"

✎ Note: It is not mandatory to Pre-Validate a claim prior to submission. However, when a claim is submitted, Ford will still Pre-Validate the claim and potentially identify any errors. If the claim is error free, it will move to final validation. If, after final

validation, there are still errors on the claim, the error messages will be displayed as before and there will be an option to select the "Open Claim" button. This enables the user to open the claim immediately to correct any errors and alleviates the need to open the claim via the Claim Status Report.

Submit

Click to submit a claim to Ford. The claim will go through pre-validation once more and also final validation. The screen will display that the repair line has been submitted and will offer options to go to the next repair line (Next RL) or start a new repair order (New RO).
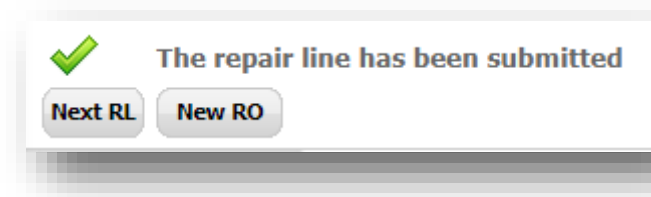
If no further action is required, the claim can be closed by clicking the "x" on the "Claim Unit" number (CU-#) tab. The claim can be viewed in the "Claim Status Report" and return one of three actions:

➢ "Dealer Action Required" – Further action required by Dealer as it did not pass the final validation

➢ "Manual review" – The claim triggered one or more manual claims assessing rules and sent the claim to an assessing group for further attention

➢ "Paid" – The system processed and "Paid" the claim

Repair Order Number	Repair Line Number	VIN	Repair Order Open Date	Part	Labor	Miscellaneous	Repair Amount	Status	Claim Type	Last Action Date & Time
14253	1	WF0DXXGAKDDK07859	21/06/2018	0.00	0.00	0.00	0.00	Dealer Action Required	11	26/06/2018 15:15
14255	1	WF0FXXGAHFHK62764	21/06/2018	51.73	17.15	0.00	68.88	Dealer Action Required	11	27/06/2018 10:24
15152	1	WF0XXXTTFXDJ35602	21/06/2018	336.44	17.15	465.65	819.24	Dealer Action Required	11	27/06/2018 10:26
AWER45	12	WF05XXGCC5FU19993	08/06/2018	3.18	0.00	0.00	3.18	Manual Review	A1	08/06/2018 09:14
AWER45		WF05XXGCC5FU19993	08/06/2018					SAVED INCOMPLETE		25/06/2018 09:02

Next Repair

Click to add a new repair line. When "Next Repair" is selected, the repair line that was being worked on is pre-validated and saved and a message is displayed stating "Claim has been saved successfully".

At this point, the user can:

➢ Select the "x" in the Claim Unit (CU-#) tab at the top of the page – this will close the claim and the Claim Status will change to "Saved Incomplete"

➢ Select the "Next Repair" button again - this will retain the Claim Header information but will clear the parts, labour and miscellaneous fields for the input of the next repair line details.

✎ Note: The first repair line is only saved and will need further action to submit for processing.

Cancel RL

Click to cancel a repair line. When "Cancel RL" is selected to cancel a Repair Line the system will prompt the user to confirm cancellation.
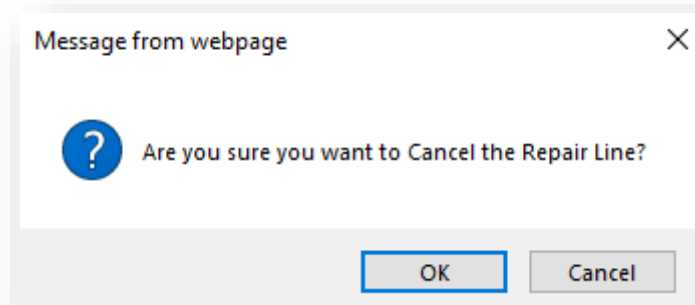
Cancel RO

Click to cancel a repair order. When "Cancel RO" is selected, all the repair lines that have been created under the Repair Order will be cancelled and the system will prompt the user to confirm cancellation.
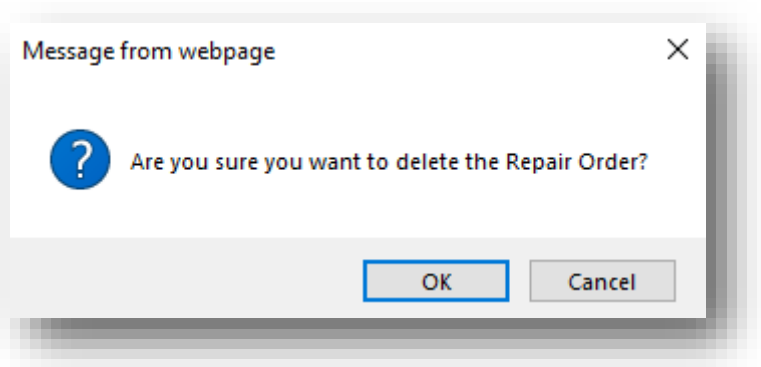
✎ Note: The Repair Order cannot be cancelled if a repair line has been submitted, is under review or has been processed and closed.

Closing a Claim

The claim can be closed by clicking the "**x**" on the "Claim Unit" number (CU-#) tab.

This will automatically prompt a warning message even though the claim may have been previously saved. Before closing the claim, users must indicate if they want to:

➢ Discard changes made to the claim

➢ Save changes (even if changes have already been saved)

➢ Cancel the action and return to the claim

✎ Note: The claim is not submitted with Save, Pre-Validate or Close. Only the Submit button will submit a claim.

Saving a Claim

On occasions, claims may not be ready to submit for processing and may need to be saved for a later time / date. To do so, the click on the Save Icon 💾 Save .

Once the system has saved the claim, notification will be shown that the claim was saved successfully.

When closing a tab where the claim has not been saved or Pre-Validated, OWS will alert the user to the fact the claim has not been saved. Three options will be offered to continue on processing along with the statement as shown below.

Printing a Claim

To print the claim in its present state, simply click on the Print Icon.

A new window will appear with the claim details populated in a printable format and an additional "Print" button.

Supporting Documentation Request

Certain claims will require documentation to be provided to support the repair. Dealers are not able to proactively attach documents to a claim, they can only be attached after a claim has been submitted to Ford and a subsequent request for Supporting Documentation is sent to the dealer.

The claims which have received documentation requests from Ford can be found in the Claim Status Report with a status of "Dealer Action Required".

✎ Note: Once the claim is opened from the Claim Status Report, it will display a message relevant to the type of document required. The relevant documents can be attached to the claim by selecting the Attachment icon ⫟ Attachment.

When the Attachment icon is selected, the user has access to the "Category" dropdown.

✎ Note: The number of attachments should not exceed 15 and the total attachment file size should not be more than 15 MB.

Select the document type from the "Category" dropdown and click "Browse".

Locate the relevant file to be attached and select "OK". The document will now be attached to the claim and confirmation of this can be found in the "Attached Supporting Document List" section of the claim. To delete an attachment, select the "Delete" icon ⊗ .

Note: Documents cannot be deleted once a claim has been submitted to Ford.

If additional documents require attaching, the user can select the "Attach Supporting Documents" link.

User must select "Submit" **Submit** or OWS will not recognise the supporting document has been attached.

If the dealer is using an OWS / DMS interface and Supporting Documentation is requested, documents can only be attached using the OWS Online application, this is not part of the DMS functionality.

Note: If there are other Error Messages on the claim, which require dealer action, it is advisable not to make any adjustments whilst in the online application as this may cause synchronisation issues between the DMS and OWS Online.

Note: The user must exit OWS Online and return to the DMS. If using a DMS to correct any other Error Messages, it is advisable to request a new Claim Status from the DMS after the documents have been submitted online to validate the OWS Supporting Documentation Error Message is no longer displayed.

Logging Off

To log off, select the dropdown next to user ID at the top left of the screen. From the dropdown list, select "Log Off" to exit.

It is important to remember to log off the session when not using OWS. This prevents unauthorized users from accessing OWS. If the user does not log off of OWS, this could cause sign in issues the next time trying to access OWS as well as accessing other Ford websites.

It is recommended that OWS be open in a separate internet window session from all other websites to ensure best performance from OWS and the other systems.

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User Guide

3 - Claim Status Report

3 - Claim Status Report

Login

Languages displayed by OWS to the user is based on the language selected within the user's browser, but must be one which is supported for the user's country (up to three per country). Users can set their browser to any language approved for their country.

The field names and static displays will be shown in the internet language preference. However any information typed into fields will be shown and saved in the language it was typed in as.

📝 Note: For best results when using OWS; the browsers that should be used are Internet Explorer or Chrome. Firefox and Safari are not supported.

Secure Web Logon

WARNING!
THIS IS A FORD MOTOR COMPANY PRIVATE COMPUTER SYSTEM. USAGE MAY BE MONITORED. UNAUTHORIZED ACCESS OR USE MAY RESULT IN CRIMINAL OR CIVIL PROSECUTION, DISCIPLINE UP TO AND INCLUDING TERMINATION OF EMPLOYMENT, TERMINATION OF ASSIGNMENT, OR LOSS OF ACCESS.

By signing on to the system I agree that, where consistent with applicable law: 1) I do not have any expectation of privacy in my use of the system, 2) My name and business contact information may be collected, processed, and stored by Ford in databases located in the U.S.A., and transferred among Ford and Ford's global affiliates (including the affiliates identified in Ford's most recent annual report on SEC Form 10-K available at the Ford corporate website) and their service providers for the purposes of my business relationship or arrangement with Ford, and 3) Ford actively monitors its information, systems, and data to identify and respond to security threats and losses, and any information or data identified through this monitoring may be shared among Ford and Ford's global affiliates and service providers, and provided to government authorities (including law enforcement).

Ford recognizes that in certain jurisdictions there are specific laws, regulations, and labor agreements that may apply, and Ford will comply with such requirements. Click here for additional important terms and conditions.

Enter your userid and password to login

Salaried Employees can login using their CDS ID and Password

USERID:
PASSWORD:
Login

NOTE: PLEASE DO NOT SHARE YOUR USER ID OR PASSWORD WITH ANYONE

Dealers: To reset your password using your Q&A Profile, click here.

OWS will verify the credentials of the User's login information and provide them access under the Dealer Code that the User's ID is assigned to.

📝 Note: For Dealers with multiple dealer codes, refer to the "OWS Roles and Homepage > Multiple Dealer Code Administration" section of this User Guide.

View Claim Status Report

The Claim Status Report provides up-to-date status of claims and selected claim detail information. Claims that require Dealer Action can be directly accessed from the Claim Status Report.

Select "View Claim Status Report" icon on the OWS Homepage.
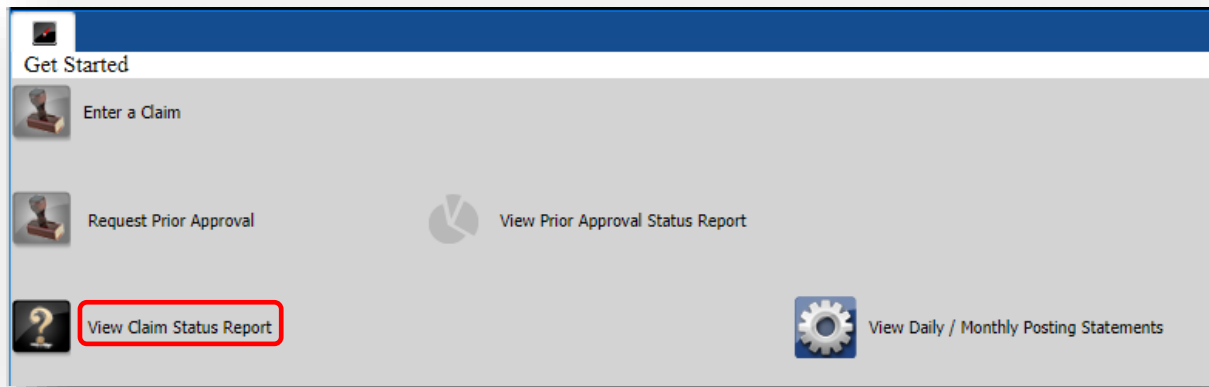
Claim Search Screen

The Claim Status Report search screen provides optional filters which users can narrow the search to specific criteria by:

➢ Status dropdown
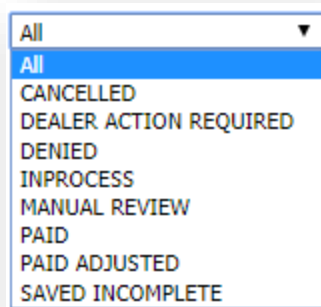
➢ Repair Order Number

➢ VIN

➢ From (and To) Dates to search a date range.

    o Manually enter the "From Date" and "To Date" or click the 🗓 icon to select the relevant date range. 7 days of data is available in a single search (up to a maximum period of 2 years). If the date range selected is more than 7 days, a ⚠ will be displayed with an error message.

    o The default date range is one day (yesterday "to" current day).

➢ Repair Order Open Date.

🖊 Note: A combination of any or all of the above can be used to search for claims.

Selecting the "Inquire" button will display results at the bottom of the screen.

Claim Search Results

Claim Search Results are divided in two sections:

The top section contains "Work in Process Claims"

- ➢ "Dealer Action Required" – these are claims that have been processed through pre-validation or have previously been submitted that require additional information or corrections
- ➢ "Saved Incomplete" – Not yet submitted / incomplete by the dealer
- ➢ "In Process" – These are claims submitted to Ford which are currently being processed by the system
- ➢ "Manual Review" (by Ford) – These are claims that have been processed by the system and sent to Ford for further assessment

📝 Note: For claims which have been returned to the dealer by Ford for further action or correction, any relevant Assessor comments will be located in the "Comments" field of the claim.

The bottom section contains "Dispositioned Claims"

- ➢ "Paid" - claims processed as submitted

- ➢ "Paid Adjusted" - claims that have been adjusted by Ford and subsequently paid

- ➢ "Denied" - claims denied by Ford

- ➢ "Cancelled" – claims cancelled by the dealer or Ford

Users can scroll through all claims and multiple scroll bars will appear within the result screen and the individual Sections. To view the "Dispositioned Claims" section, the user may need to use the scroll bar at the far right.

Column headings can be sorted by selecting the arrow next to the header and data can be exported by clicking on the "Export to Excel" or "Export to PDF" buttons.

Filtering Reports

Each field within either report has a function that allows the user to filter the data to refine the report. Beside the column name is a dropdown arrow that when clicked, will open a window for the user to make selections to filter the report.

The example below shows filtering using the Repair Order Open Date column. The User is able to select a specific date / dates by selecting the radio box beside the required date. The user can also select a date range by using the "from" and "to" fields at the bottom by either using the calendar icon or by entering the dates manually.

The example below shows filtering using the Status column. The User is able to filter results by selecting the radio box beside the relevant status. The user can also search for a specific status by entering free text in the search field.

✎ Note: The filtering does not automatically cover both sections. A separate filter would have to be completed for the "Dispositioned Claims" if also required.

Sorting Reports

Each field within either report has a function that allows the user to sort the column data into numerical / alphabetical order. To achieve this, simply click on the text of each column header. The example below shows that by clicking on the "Repair Order Number" column header text, the relevant column has been sorted into numerical order, low to high. To sort in reverse, in this instance high to low, click on the column header text again.

The user can open any one of the claims to view the details by double clicking within the line of the claim, the claim will then be opened in a new tab for review. This could include any of the claims in any status. Claims with status of "In Process", "Manual

Review" and "Cancelled" are non-editable. Any claims showing a status of "Dealer Action Required" will display relevant error message/s when opened.

Any claims in the "Work in Process" section and the status is showing as "Dealer Action Required" or "Saved Incomplete", these can be modified. Once the claim has been modified, the user can select any of the option buttons at the bottom of the page. However, it is recommended to select "Pre-Validate" again to ensure that modifications to the claim have not generated any new error messages.

If there are no further errors on the claim, a message will be displayed stating "Claim successfully pre-validated, you may submit" and the claim can now be submitted.

Claims in the "Dispositioned Claims" section by default are non-editable however, they can be appealed if applicable (please refer to section "4 – Claim Appeals" of this User Guide).

Supporting Documentation Request

Certain claims will require documentation to be provided. Dealers are not able to attach documents whilst creating a claim, they can only be attached when requested by Ford. Please refer to the relevant area in section "2 – Claim Preparation and Entry" of this User Guide.

Exporting and/or Printing Reports

Both reports can be exported to either a PDF format or an Excel format. From there, the report can be printed.

Selecting "Export to Excel" will display a message asking the user to either "Open", "Save", "Save As" or "Cancel".

Selecting "Open" converts the claim status data into Excel format.

Selecting "Export to PDF" will display a message asking the user to either "Open", "Save" or "Cancel".
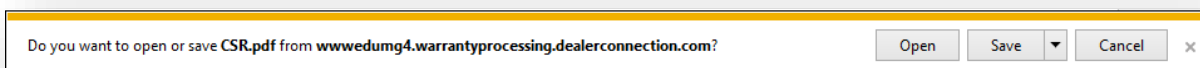
Selecting "Open" converts the claim status data into a PDF document.

Ford Confidential

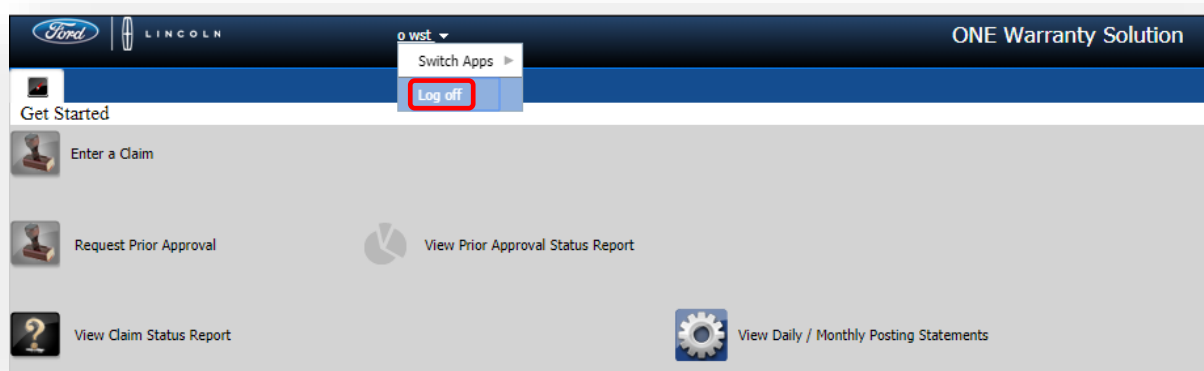Displaying 10 Records

Claim Status Report

As On: 02/07/2018 10:56

WORK IN PROCESS CLAIMS

Dealer PA	Suffix	Repair Order Number	Repair Line Number	VIN	Repair Order Open Date	Part Subtotal	Labor Subtotal	Miscellaneous Subtotal	Repair Amount	Status	Claim Type	Last Action Date & Time	Submission Count	Coverage Category
71499	DA	14253	1	WF0DXX█859	21/06/2018	0.00	0.00	0.00	0.00	Dealer Action Required	11	26/06/2018 15:15		
71499	DA	15152	1	WF0XX█02	21/06/2018	336.44	17.15	465.65	819.24	Dealer Action Required	11	27/06/2018 10:26	1	
71499	DA	15141	2	WF0XX█02	21/06/2018	0.00	0.00	0.00	0.00	Dealer Action Required	31	27/06/2018 10:32	1	
71499	DA	15141	3	WF0XX█02	21/06/2018	0.00	0.00	0.00	0.00	Dealer Action Required	11	27/06/2018 10:34	1	
71499	DA	15141	1	WF0KX█06	12/07/2018	0.00	0.00	0.00	0.00	Dealer Action Required	11	02/07/2018 09:21		
71499	DA	26253	1	WF0XX█51	13/06/2018	111.85	57.17	0.00	169.01	Dealer Action Required	21	02/07/2018 10:53	3	WSPARTF
71499	DA	AWER45	12	WF05X█3	08/06/2018	3.18	0.00	0.00	3.18	Manual Review	A1	08/06/2018 09:14	3	PSPPROG
71499	DA	14526		WF0DX█859	14/06/2018					SAVED INCOMPLETE		26/06/2018 15:10		
71499	DA	AWER45	1	WF05X█993	08/06/2018					SAVED INCOMPLETE	11	27/06/2018 10:42		
71499	DA	15226		WF0FX█764	21/06/2018					SAVED INCOMPLETE		27/06/2018 10:59		

Note: ** Indicates that the claim is scheduled for cancellation.

Logging Off

To log off, select the dropdown next to user ID at the top left of the screen. From the dropdown list, select "Log Off" to exit.

It is important to remember to log off the session when not using OWS. This prevents unauthorised users from accessing OWS. If the user does not log off of OWS, this could cause sign in issues the next time trying to access OWS as well as accessing other Ford websites.

It is recommended that OWS be open in a separate internet window session from all other websites to ensure best performance from OWS and the other systems.

ONE Warranty Solution
User Guide

4 – Claim Appeals

4 – Claim Appeals

Login

Languages displayed by OWS to the user is based on the language selected within the user's browser, but must be one which is supported for the user's country (up to three per country). Users can set their browser to any language approved for their country.

The field names and static displays will be shown in the internet language preference. However any information typed into fields will be shown and saved in the language it was typed in as.

✎ Note: For best results when using OWS; the browsers that should be used are Internet Explorer or Chrome. Firefox and Safari are not supported.

OWS will verify the credentials of the User's login information and provide them access under the Dealer Code that the User's ID is assigned to.

✎ Note: For Dealers with multiple dealer codes, refer to the "OWS Roles and Homepage > Multiple Dealer Code Administration" section of this User Guide.

Claim Appeals

OWS Appeals are submitted to modify costs associated with parts, labour or miscellaneous expenses and may be monitored utilising the Claim Status Report. Claim Type A1 is used only for appeals and this is automatically assigned by OWS when Claims are submitted for appeal.

To start the claim appeal process, select "View Claim Status Report" from the Home Page.
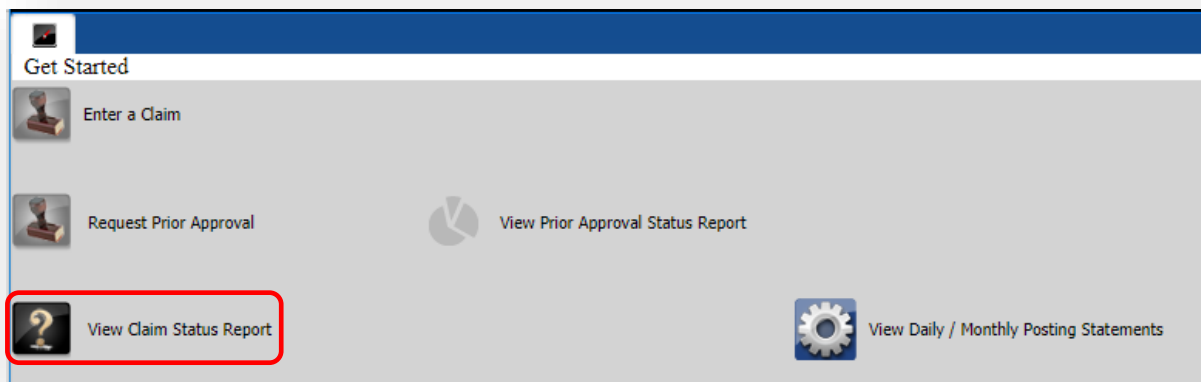
The search criteria can be refined to search for the claim.

✎ Note: For Claim Status Report searching, filtering and sorting options, please refer to Section "3 – Claim Status Report" of this user guide.

Appeals can only be made on claims which are under the report heading of "Dispositioned Claims" and have a "Status" of:

➢ Paid

➢ Paid Adjusted

➢ Denied

Repair Order Number	Repair Line Number	VIN	Repair Order Open Date	Part	Labor	Miscellaneous	Repair Amount	Status	Claim Type	Last Action Date & Time
16325	1	WF0FXXGAHFHK62764	20/06/2018	0.00	17.15	0.00	20.58	PAID	11	27/06/2018 10:29
14255	1	WF0FXXGAHFHK62764	21/06/2018	51.73	17.15	0.00		CANCELLED	11	27/06/2018 12:18
14146	1	WF0FXXGAHFHK62764	22/06/2018	3.80	17.15	0.00	25.14	PAID	21	27/06/2018 12:21
280678	1	WF0FXXGAHFHK62764	28/06/2018	447.86	17.15	0.00	558.01	PAID	11	02/07/2018 09:42

Once the claim has been found, it can be opened by clicking on the line in the

"Dispositioned Claims" report. If the claim is eligible for appeal, an [Appeal] Icon will show in the "Current View" of the claim.

Clicking on the icon will start the Claim Appeal process.

The screen will refresh and the User will be presented with 3 changes to the claim:

1) There are 2 tabs for the appeal. The first tab is the "Current Claim Version" and this is where the appeal will be made. The second tab shows the original claim and is called the "Previous Claim Version". This enables all the versions of the claims / appeals to be saved for future reference if required.

2) The second area is where the type of appeal is selected. By using the "Appeal Reason" drop down menu option, the selection options are "Adjustment", "Full Chargeback" and "Full Reversal". Full Reversal can only be selected when a claim has had a full chargeback first. The "Appeal Code" determines whether the appeal was made by the Dealer or by Ford. For Dealer initiated Appeals, "DLR" (this represents Dealer) shows against Appeal Code. For Ford Initiated Appeals a different code will show other than "DLR".

3) While the Appeal is being created, the status will temporarily change to "Saved Incomplete".

Previous Claim Versions Tab

In the Previous Claim Version Tab, all the claim history shows, including any appeals.

Full Chargeback

When selecting "Full Chargeback" from the "Appeal Reason" dropdown, OWS will automatically zero out the entire Bill of Materials (BOM). So the "Action Code" area of the BOM lines are greyed out and cannot be accessed.

Entering Appeal Comments is required with a minimum of 10 characters and a maximum of 2000.

The only step left for the user to take is to scroll to the bottom and click "Submit".

✏️ Note: The User is offered options at the bottom of the screen which have the same functionality to the normal claim entry screen. The only difference for an Appeal is the "Cancel RO" or "Cancel RL" is replaced by "Cancel Adjustment". Clicking on this will effectively cancel the appeal.

Once submitted the final claim screen will show as per the example below:

Two things worth noting on this screen:

➢ Each line of the Bill of Materials shows a negative value to the right of the screen under the heading "Adjustment"

➢ The "Repair Line Sub Total" section of the appeal shows the amount charged back as "Adjustments" and the "Revised Amount" shows as 0.00

Once the appeal has been processed by Ford and viewed in the Claim Status Report, 2 lines will be visible for this claim under "Dispositioned Claims". One is the original paid claim (Claim Type 11), the second is the full chargeback appeal (Claim Type A1). In the example below, the status of both claims are shown as "Paid".

Full Reversal

When performing a Full Reversal Appeal, the claim must have had a Full Chargeback first.

When selecting "Full Reversal" from the "Appeal Reason" dropdown, the "Action Code" area of the BOM lines are greyed out and cannot be accessed. The full Bill of Materials (BOM) will also revert back to the state it was prior to the Full Chargeback as shown under the "Adjustment" column header.

Entering Appeal Comments is required with a minimum of 10 characters and a maximum of 2000.

The only step left for the user to take is to scroll to the bottom and click "Submit".

✎ Note: The User is offered options at the bottom of the screen which have the same functionality to the normal claim entry screen. The only difference for an Appeal is the "Cancel RO" or "Cancel RL" is replaced by "Cancel Adjustment". Clicking on this will effectively cancel the appeal.

The "Repair Line Sub Total" section of the appeal shows the Full Reversal amount as "Revised Amount".

Adjustment

Adjustments are used for partial claim appeals. These adjustments can be for various reasons such as missed Parts, Labour and / or Miscellaneous. It can also be used to appeal a previous decision on a claim where the claim was adjusted or had a full chargeback.

Choose "Adjustment" from the 'Appeal Reason' drop down and scroll to the Parts area of the BOM.

In the example below, the claim was missing labour and the part quantity for 1142359 should have been 3.

To adjust a part quantity, locate the relevant part and using the "Action Code" dropdown, select C, B or R as per the details below:

- C = Change a line or re-instate a line paid at zero
- B = Request a previously paid line to be debited back
- R = Request payment for a paid line that was subsequently debited back by Ford

In the example, "C" is being used to adjust the part quantity from 2 to 3.

If a mistake is made during adjustment, use the "Reset" Icon which will reset the line to the last dispositioned state.

To add a labour operation, simply click the ⊕ Icon and a new labour line will appear and the "Action Code" area will be automatically filled in with an "A" for Add. Enter the Scheduled and / or Non-Scheduled Labour Operation Code/s as required. These can be entered manually or click the search icon 🔍 for a full list of Non-Scheduled and Pseudo Labour codes only.

Entering Appeal Comments is required with a minimum of 10 characters and a maximum of 2000.

Appeal Comments: Adjustment

Maximum 2000 characters

Characters Left *1990*

Now Pre-Validate the claim and the claim adjustment shows as follows:

Parts Information — Total Parts Present Amount: 178.17

Action Code	Causal	PartNum	Description	Quantity	Unit Price	Invoice Number	Markup	Prior Paid	Present	Adjustment	
C		1142359	SEAL ASY - CRANKSHAFT OIL - FRONT	3.00	10.46		6.28	25.10	37.66	12.56	Reset
Select...	✔	2023391	CARD - MEMORY	1.00	117.09		23.42	140.51	140.51		

Labor Information — Total Labor Present Amount: 34.31

Action Code	Labor Operation Code	Description	Tech. ID	Hours	Labor Rate	Invoice Number	Prior Paid	Present	Adjustment	
A	320000	32 EXTERIOR ELECTRICAL SYSTEMS	999999999	0.5	57.17		0.00	28.59	28.59	☒
Select...	321151MUA11	Headlamp Assembly - Remove And Install (One)	999999999	0.1	57.17		5.72	5.72		

The Repair Line Sub Total section of the appeal shows the "Last Paid Amount", the "Adjustments" and the "Revised Amount".

Repair Line SubTotal

DAWA Percentages   Parts: 100.00   Labor: 100.00   Miscellaneous: 100.00

Description	Last Requested Amount	Last Paid Amount	Adjustments	Revised Amount
Parts	165.61	165.61	12.56	178.17
Labor	5.72	5.72	28.59	34.31
Miscellaneous	0.00	0.00	0.00	0.00
(Customer Participation)	(0.00)	(0.00)	(0.00)	(0.00)
(Dealer Participation)	(0.00)	(0.00)	(0.00)	(0.00)
Total	171.33	171.33	41.15	212.48
(Deductibles)		(0.00)		
VAT		34.27		
Revised Total		205.60		
Total Part Markup		27.60	2.10	29.70

After pre-validating and reviewing the results, the appeal can be submitted using the "Submit" button.

Below is the "Disposition Claims" report for the Repair Order Number 14713 displaying all versions of this claim and subsequent appeals. All the Appeals have Claim Type "A1" and the original paid claim has Claim type "11".

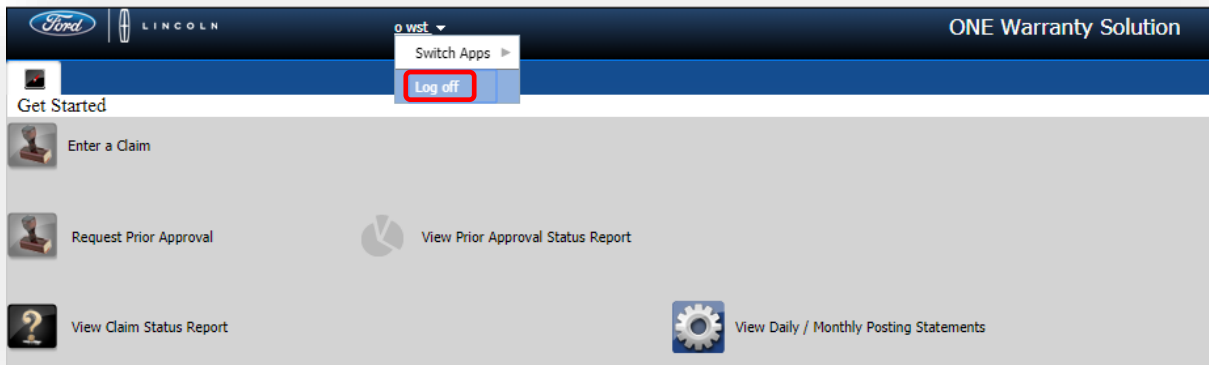|									Export to Excel	Export to PDF	

DISPOSITIONED CLAIMS									Total Dispositioned Claims: 2		
Repair Order Number	Repair Line Number	VIN	Repair Order Open Date	Part	Labor	Miscellaneous	Repair Amount	Status	Claim Type	Last Action Date & Time
14713	1	WF0CXXGAKCGG15948	03/07/2018	178.17	34.31	0.00	49.38	PAID	A1	04/07/2018 10:01
14713	1	WF0CXXGAKCGG15948	03/07/2018	165.61	5.72	0.00	205.60	PAID	11	04/07/2018 09:44

Logging Off

To log off, select the dropdown next to user ID at the top left of the screen. From the dropdown list, select "Log Off" to exit.

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ONE Warranty Solution

User Guide

5 – Daily Posting Statements

5 - Daily Posting Statements

Login

Languages displayed by OWS to the user is based on the language selected within the user's browser, but must be one which is supported for the user's country (up to three per country). Users can set their browser to any language approved for their country.

The field names and static displays will be shown in the internet language preference. However any information typed into fields will be shown and saved in the language it was typed in as.

✎ Note: For best results when using OWS; the browsers that should be used are Internet Explorer or Chrome. Firefox and Safari are not supported.

Secure Web Logon

WARNING!
THIS IS A FORD MOTOR COMPANY PRIVATE COMPUTER SYSTEM. USAGE MAY BE MONITORED. UNAUTHORIZED ACCESS OR USE MAY RESULT IN CRIMINAL OR CIVIL PROSECUTION, DISCIPLINE UP TO AND INCLUDING TERMINATION OF EMPLOYMENT, TERMINATION OF ASSIGNMENT, OR LOSS OF ACCESS.

By signing on to the system I agree that, where consistent with applicable law: 1) I do not have any expectation of privacy in my use of the system, 2) My name and business contact information may be collected, processed, and stored by Ford in databases located in the U.S.A., and transferred among Ford and Ford's global affiliates (including the affiliates identified in Ford's most recent annual report on SEC Form 10-K available at the Ford corporate website) and their service providers for the purposes of my business relationship or arrangement with Ford, and 3) Ford actively monitors its information, systems, and data to identify and respond to security threats and losses, and any information or data identified through this monitoring may be shared among Ford and Ford's global affiliates and service providers, and provided to government authorities (including law enforcement).

Ford recognizes that in certain jurisdictions there are specific laws, regulations, and labor agreements that may apply, and Ford will comply with such requirements. Click here for additional important terms and conditions.

Enter your userid and password to login

Salaried Employees can login using their CDS ID and Password

USERID: [   ]
PASSWORD: [   ]
[Login]

NOTE: PLEASE DO NOT SHARE YOUR USER ID OR PASSWORD WITH ANYONE

Dealers: To reset your password using your Q&A Profile, click here.

OWS will verify the credentials of the User's login information and provide them access under the Dealer Code that the User's ID is assigned to.

✎ Note: For Dealers with multiple dealer codes, refer to the "OWS Roles and Homepage > Multiple Dealer Code Administration" section of this User Guide.

Daily Posting Statements

The Daily Posting Statement provides a summary of claims with "Paid" or "Paid Adjusted" status during a business day where a credit or debit is issued.

For warranty payments, OWS defines a business day as any calendar date where a claim is paid before the daily cut-off time.

Note: If a claim has no financial transaction (denied, or paid at zero value) it is not included in Posting Statement reports. These zero value claims are available to view in the Claim Status Report.

Select "View Daily/Monthly Posting Statements" from the OWS homepage.
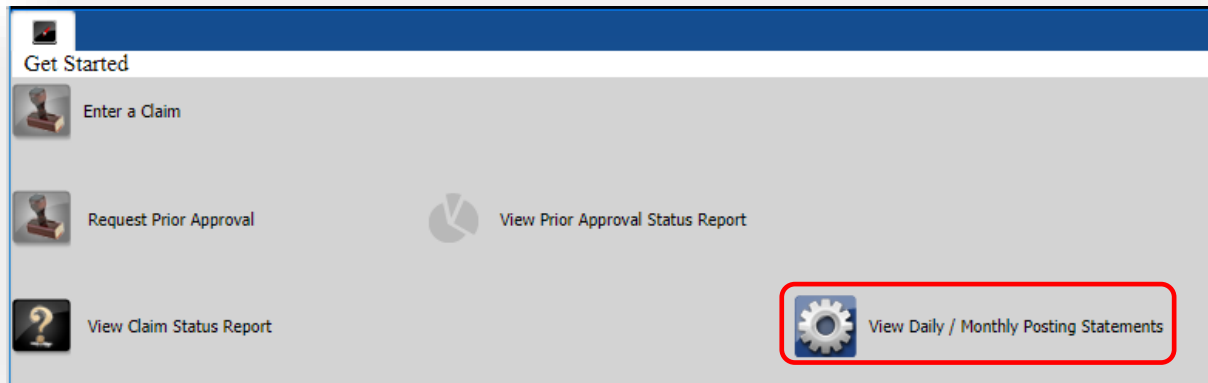
The Posting Statements selection screen will display and by default, the "Daily Posting Statement" radio button is selected. Select the relevant date range search criteria by using the calendar search icon or by entering the dates manually.

Note: 5 days of data is available in a single search (up to a maximum period of 6 months).

Select the "Inquire" button to display any available results.

Note: If the date range selected exceeds 5 days or the date range selected exceeds the maximum 6 month search criteria, an error message will subsequently be displayed.
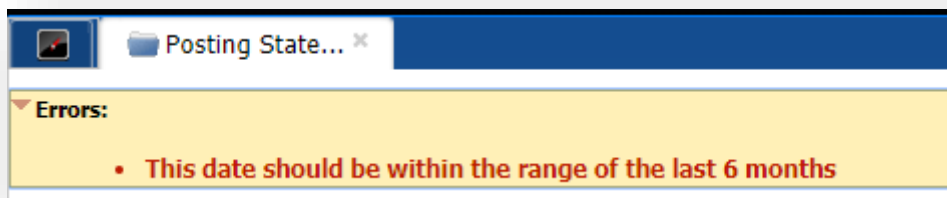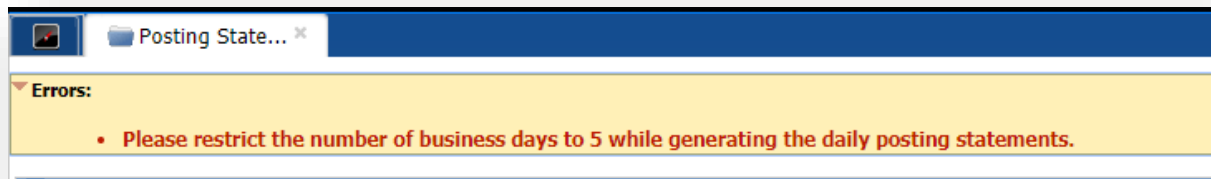
Any successful results will be displayed under the "Daily Posting Statements" heading as PDF documents.

Note: For multiple results across a date range, multiple PDF documents will be available for review.
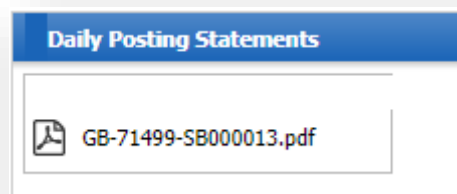
To open the document, simply click on the PDF icon and the system will prompt the user to either "Open", "Save" or "Cancel".
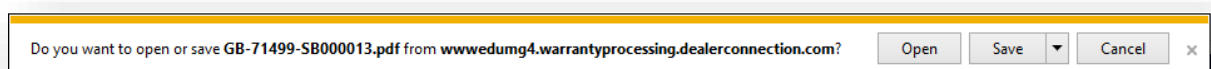
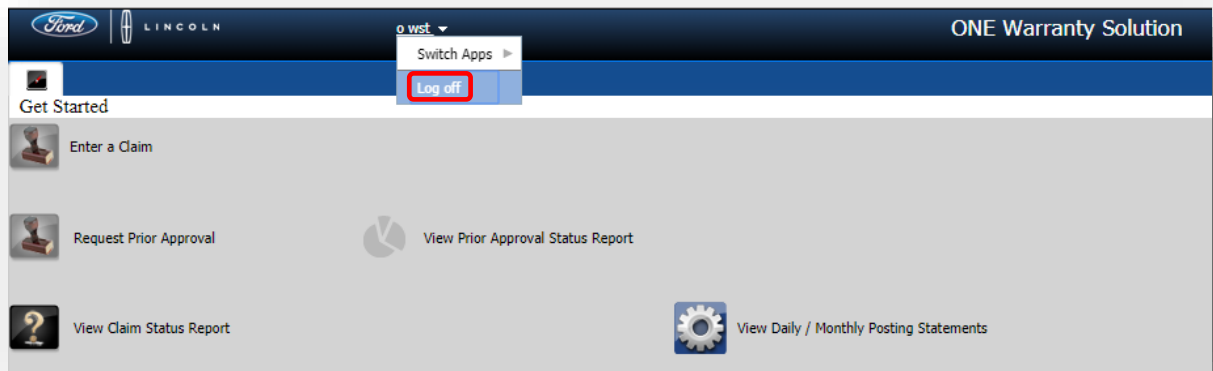Once opened, the PDF document lists all relevant claims which have been credited / debited within the selected date range and corresponding financial details.

GEOGRAPHICAL SALES AREA: GBR

CURRENCY: GBP

DATE OF ISSUE: 27/06/2018

INVOICE NUMBER: 71499-SB000013

SUPPLIER
BRISTOL STREET 1ST INVESTMENTS LTD
Bristol Street - Stafford
Stone Road
Stafford ,Staffordshire ,ST16 2RA
DEALER VAT NUMBER: GB697460094
MAIN DEALER CODE: 71499-AA
REPAIRING DEALER CODE: 71499-DA

CUSTOMER
FORD MOTOR COMPANY LIMITED
CENTRAL OFFICE, EAGLE WAY,
BRENTWOOD, ESSEX
CM13 3BW
FORD VAT NUMBER: GB246425757

SERVICES PERFORMED BY THE DEALER IN CONNECTION WITH WARRANTY REPAIRS

PAID CLAIMS (IN ASCENDING ORDER BY REPAIR ORDER SEQUENCE NUMBER)

REPAIR ORDER NO. & REPAIR SEQUENCE NO.	VIN	DATE OF REPAIR SUPPLY	NET AMOUNT	VAT RATE %	VAT AMOUNT	TOTAL (INCLUDING VAT)
14146-1	WF0FXXGAHFHK62764	22/06/2018	20.95	20.00	4.19	25.14
PARTS:3.80; LABOUR:17.15; MISC EXP:0.00; CUSTOMER PARTICIPATION:0.00						
16325-1	WF0FXXGAHFHK62764	21/06/2018	17.15	20.00	3.43	20.58
PARTS:0.00; LABOUR:17.15; MISC EXP:0.00; CUSTOMER PARTICIPATION:0.00						

TOTAL AMOUNT PAYABLE (EXCLUDING VAT)	TOTAL VAT AMOUNT AT (20.00%)	TOTAL (INCLUDING VAT)
38.10	7.62	45.72

		GRAND TOTAL
		45.72

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ONE Warranty Solution

User Guide

5a – Monthly Posting Statements

5a - Monthly Posting Statements

Login

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By signing on to the system I agree that, where consistent with applicable law: 1) I do not have any expectation of privacy in my use of the system, 2) My name and business contact information may be collected, processed, and stored by Ford in databases located in the U.S.A., and transferred among Ford and Ford's global affiliates (including the affiliates identified in Ford's most recent annual report on SEC Form 10-K available at the Ford corporate website) and their service providers for the purposes of my business relationship or arrangement with Ford, and 3) Ford actively monitors its information, systems, and data to identify and respond to security threats and losses, and any information or data identified through this monitoring may be shared among Ford and Ford's global affiliates and service providers, and provided to government authorities (including law enforcement).

Ford recognizes that in certain jurisdictions there are specific laws, regulations, and labor agreements that may apply, and Ford will comply with such requirements. Click here for additional important terms and conditions.

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Salaried Employees can login using their CDS ID and Password

USERID: _____
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[Login]

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Note: For Dealers with multiple dealer codes, refer to the "OWS Roles and Homepage > Multiple Dealer Code Administration" section of this User Guide.

Monthly Posting Statements

The Monthly Posting Statement provides a summary of claims with "Paid" or "Paid Adjusted" status during a business month where a credit or debit is issued. Up to 18 months of data is available XLS documents only available from 01/01/2021).

Note: If a claim has no financial transaction (denied, or paid at zero value) it is not included in Posting Statement reports. These zero value claims are available to view in the Claim Status Report.

Select "View Daily/Monthly Posting Statements" from the OWS homepage.
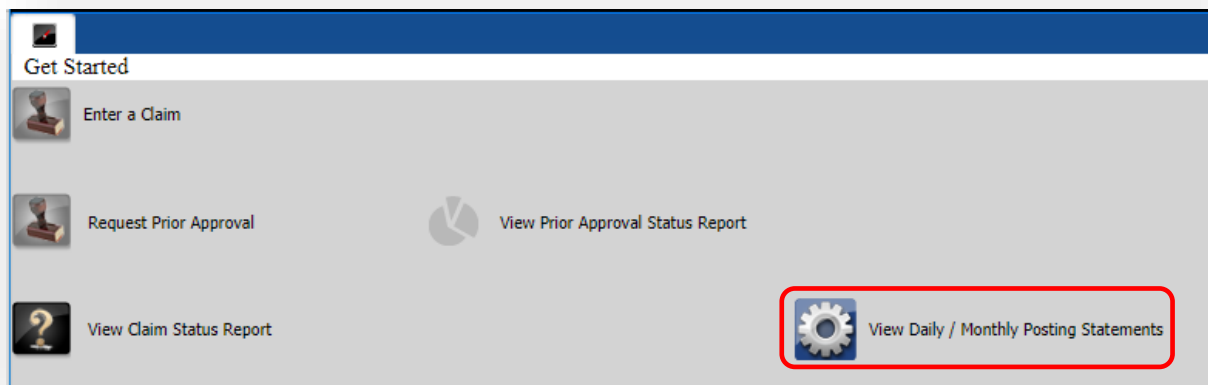
The Posting Statements selection screen will display and by default, the "Daily Posting Statement" radio button is selected. Select the "Monthly Posting Statement" radio button which will change to search criteria to reveal "Month" and "Year" dropdowns.

Select the relevant Month and Year from each respective dropdown and click the "Inquire" button to display results [Inquire].

Note: If no data is available, the system will display a corresponding message.

Note: If the dates selected exceed the 18 month maximum search criteria, an error message will subsequently be displayed (XLS documents only available from 01/01/2021).

Any successful results will be displayed under the "Monthly Posting Statements" heading as PDF and XLS documents.
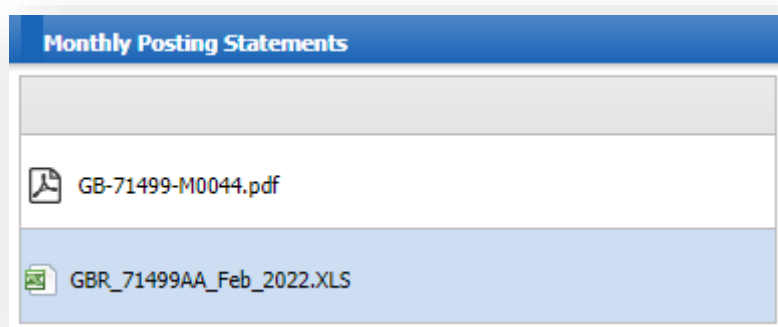
To open the document, simply click on the PDF or the XLS icon and the system will prompt the user to either "Open", "Save" or "Cancel".

Once opened, the PDF document displays monthly financials for claims which have been credited / debited for the relevant month selected.

Note: The PDF document will display a summary total of all claims with a "Paid" or "Paid Adjusted" status during a business month where a credit or debit is issued. The XLS document will display a full break down of all claims with a "Paid" or "Paid Adjusted" status during a business month where a credit or debit is issued.

Logging Off

To log off, select the dropdown next to user ID at the top left of the screen. From the dropdown list, select "Log Off" to exit.

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ONE Warranty Solution

User Guide

6 – Prior Approval

6 – Prior Approval

Overview

Prior Approval Codes are one or more codes received from Ford organisations that provide authorisation to submit the claim and / or perform the repair. When required, a claim will not be paid without a Prior Approval Code.

Obtaining a Prior Approval Code does not exempt a claim from OWS edits, reviews or audits. There may be instances where a Prior Approval Request is not approved.

✏ Note: All Prior Approval Requests must be submitted before a repair is started. Performing the repair before obtaining approval could result in a non-payment. If an approval code is not obtained on applicable repairs the warranty claim will be returned unpaid.

Dealer employees will need the Prior Approval Role to be able to Request Prior Approval and view Prior Approval Status Report. Refer to **Chapter 1 – Security and Login** for role responsibilities.

This section will address OWS Online Prior Approval Requests only.

Login

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The field names and static displays will be shown in the internet language preference. However any information typed into fields will be shown and saved in the language it was typed in as.

✏ Note: For best results when using OWS; the browsers that should be used are Internet Explorer or Chrome. Firefox and Safari are not supported.

OWS will verify the credentials of the User's login information and provide them access under the Dealer Code that the User's ID is assigned to.

🖉 Note: For Dealers with multiple dealer codes, refer to the "OWS Roles and Homepage > Multiple Dealer Code Administration" section of this User Guide.

Requesting Prior Approval

Select the "Request Prior Approval" icon on the OWS homepage.
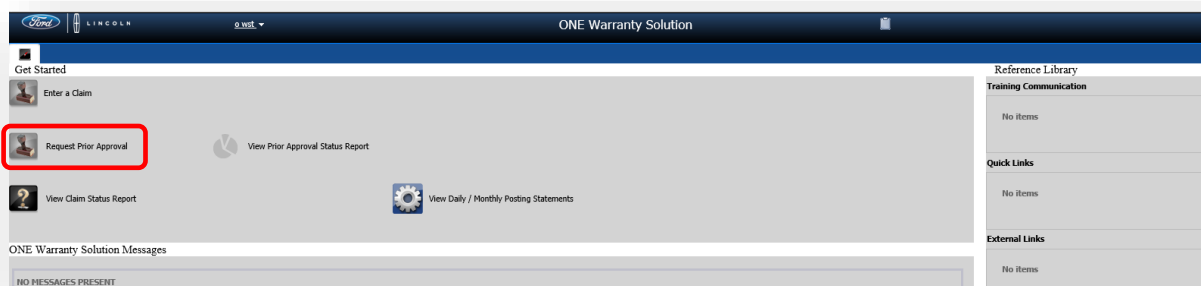
Prior Approval Category and Type Selection

Select appropriate Prior Approval Category and Prior Approval Type Selection from the dropdown menus.

Users will only see the Prior Approval Category and Types applicable in their country and all Types may not apply to each Dealer. Users need to ensure they are aware of which Prior Approval programs are applicable at their country.

After selecting the Prior Approval Category and Prior Approval Type, click Submit.

Prior Approval Request

The Prior Approval Request Screen consists of the following sections:

- ➢ Requestor Information
- ➢ Repair Information
- ➢ Reason for Request
- ➢ Repair Cost Information
- ➢ Attach Supporting Documents

Requestor Information

A name and email address is required. This can be the User's email, a designated representative's email at the Dealer or a generic email address.

➢ OWS will automatically send notification to the email address that is entered when the request status changes.

Repair Information

A VIN is required on every Prior Approval Request.

➢ Enter the correct information into all of the fields.

✎ Note: ***** asterisk indicates data entry is mandatory.

➢ If required information is not provided, the user will receive an error message when submitting request for Prior Approval.

Note: Enter the VIN and click on "Search" to check for other Prior Approvals on this VIN

Reason for Request

Enter a detailed explanation into the Dealer Comments field of why the request is being made.

There is space available for 2,000 characters to enter complete request details along with a character count notifying the User of remaining characters.

Repair Cost Information

Repair cost information can be entered either by Sub Totals or by Total Cost. The option chosen (Sub Totals or Total Cost) will determine what Repair Cost/ Prior Approval Information is required.

Inputting Sub Totals

➤ Enter the Finis number in the "Part Number" field

🖊 Note: If the Prior Approval is for a US vehicle and the Finis or Part Number is not recognised, leave this field blank and include all part information in Dealer Comments.

➤ Enter "Total Parts Cost"

➤ Labour can be entered in "Scheduled Labour Hours" (to include scheduled labour and non-scheduled labour hours) or "Scheduled Labour Cost". "Outside Labour Costs" can also be entered in addition to other labour.

  o If "Scheduled Labour Hours" are entered, the "Scheduled Labour Cost" field disappears

  o If "Scheduled Labour Cost" are entered, the "Scheduled Labour Hours" field disappears

➤ Include rental costs, outside labour costs and miscellaneous costs where applicable.

✎ Note: Dealer Participation and Customer Participation are only required on specific programs.

Inputting Total Cost

➢ Enter the Finis number in the "Part Number" field

✎ Note: If the Prior Approval is for a US vehicle and the Finis or Part Number is not recognised, leave this field blank and include all part information in Dealer Comments.

➢ Enter the total cost for the repair in the "Total" field

Attach Supporting Documents

Users can submit up to 15 supporting documents at a total of 15MB. Attachments can include photos, receipts, test results, etc.

✐ Note: Attachments must not show any Personal Identifiable Information (PII)

➢ Click on the "Attach Supporting Documents" link

➢ Select the dropdown category that reflects the type of document being attached/ document requested.

➢ Browse the files and select the required file for the request
➢ Click on "Submit" to attach

Action Buttons

There are three action buttons available:

➢ **Validate**: OWS checks the fields for errors that need correction before the User submits the request. Errors will be displayed on the screen by either a message or a ⚠ will appear next to the field and must be corrected before the request can be created. Placing the cursor over the ⚠ will display a message explaining the error.

➢ **Save**: Once the request is validated, it can be saved. Saving the request allows the User to view the request via the Prior Approval Status Report.

➢ **Submit**: Prior Approval will be submitted to Ford for review.

✐ Note: When action is taken to "Validate" or "Save", a confirmation message appears at the top of the screen.

Submit Request

When submitting a request if any errors are detected by OWS the errors will be displayed on the screen by either an error message or a ⚠ will appear next to the field and must be corrected before the request can be created. Placing the cursor over the ⚠ will display a message explaining the error.

✐ Note: All Prior Approval Requests must be submitted before a repair is started. Performing the repair before obtaining approval could result in a non-payment. If a Prior Approval Code is not obtained on applicable repairs the warranty claim will be returned unpaid.

Requests that are submitted to Ford for review, a confirmation message is displayed on the screen confirming submission.

✏️ Note: Once Ford have reviewed the request, an email will be sent to the email address provided in the Requestor Information section. The email will advise the User to access OWS Online and review the request.

Prior Approval Status Report

The Prior Approval Status Report provides a consolidated summary of all Prior Approval activity for the Dealer.
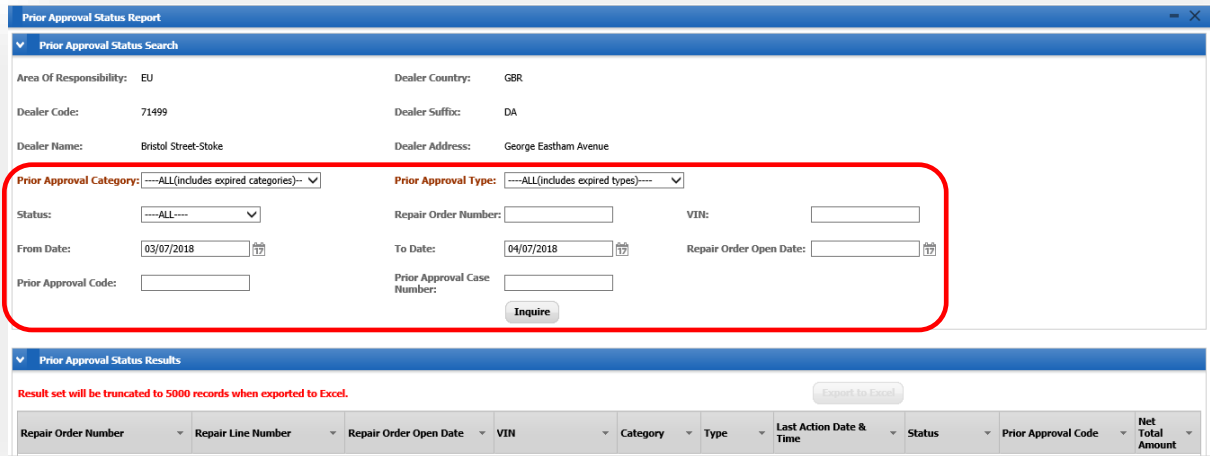
Select the "View Prior Approval Status Report" icon on the OWS homepage.

The search screen provides optional filters. Users can narrow the search to specific criteria:

- ➤ Prior Approval Category
- ➤ Prior Approval Type
- ➤ Status (of Prior Approval)
- ➤ Repair Order Number
- ➤ VIN
- ➤ From (and To) Dates (search a date range)
  - o The default range is one day (yesterday)

- 31 days of data is available in a single search (going back over the preceding 2 years). If a date range of more than 31 days is selected, a ⚠ will display with error message

➢ Repair Order Open Date

➢ Prior Approval Code

➢ Prior Approval Case Number

➢ Select/ input relevant search information and click "Inquire"

➢ A list of all Prior Approval Requests for the search information the User has entered will appear

![Note icon] Note: An "Export to Excel" button is available which allows the User to export the results. Excel must be available on the User's PC.

Prior Approval Statuses

Statuses included in this report are:

- ➢ **Approved** – The Prior Approval was approved by Ford as submitted. Prior Approval code is generated.

- ➢ **Approval Adjusted** – The Prior Approval request was approved at an amount different from what the Dealer submitted. Prior Approval code is generated.

- ➢ **Cancelled** – The Prior Approval request was cancelled by the Dealer but remains on the Status Report for 90 days.

![Note icon] Note: Once the Prior Approval is "Cancelled" it cannot be un-cancelled or re-instated.

- ➢ **Dealer Action Required** – The Prior Approval request has been reviewed by Ford and returned to the Dealer requesting more information.

- ➢ **Denied** – The Prior Approval request is denied by Ford Based on the information provided by the Dealer. The request is eligible to be appealed.

- ➢ **In Process** – The Prior Approval request has been submitted and being reviewed.

- ➢ **On Hold** – The Prior Approval request has been placed on hold.

- ➢ **Saved Incomplete** – The Prior Approval request has been saved and not submitted

- ➢ **Submitted** – The Prior Approval request has been submitted.

- ➢ **Used** – The Prior Approval has been closed as a result of the corresponding claim being processed for payment.

Details and history of Prior Approval Requests can be viewed by double clicking on any row on the report. A new tab will open with the display.

Saved Incomplete

To retrieve a Prior Approval that has been saved, select "Saved Incomplete" from the Status dropdown in the Prior Approval Status Search screen and click "Inquire".

> ➢ A list of all Saved Incomplete Prior Approval Requests will appear

> ➢ Double click on the relevant Prior Approval Request and the Request Detail screen will open. User will be able to amend or update the information and then "Validate", "Save" or "Submit" the request.

Dealer Action Required

The Prior Approval Status Report will highlight if any Prior Approval Request require Dealer Action – see Status column on the Prior Approval Status Report Results. A User can also search for Dealer Action Required Prior Approval Requests by selecting "Dealer Action Required" from the Status dropdown in the screen and clicking "Inquire".

> ➤ A list of all Dealer Action Required Prior Approval Requests will appear

When a request has been returned to the Dealer with a Status of "Dealer Action Required", the User must check the approver comments to find out what they need to do.

Examples of what may be required:

- o Attach supporting documents
- o More information requested

> ➤ Double click on the relevant Prior Approval Request and the Request Detail screen will open. Dealer will be able to see the Approver Comments in this screen.

> Dealer can now make amendments to the request and attach supporting documents if required.

Four action buttons are available:

> **Validate**: OWS checks the fields for errors that need correction before the User submits the request. Errors will be displayed on the screen by either a message or a ⚠ will appear next to the field and must be corrected before the request can be created. Placing the cursor over the ⚠ will display a message explaining the error.

> **Save**: Once the request is validated, it can be saved. Saving the request allows the User to view the request via the Prior Approval Status Report.

> **Submit**: Prior Approval will be submitted for Ford for review.

> **Cancel:** Prior Approval Request can by cancelled by the Dealer. This must only be used if cancelling a Prior Approval Request. **Do not use, exit the request**.

📝 Note: When action is taken to "Validate" or "Save", a confirmation message appears at the top of the screen.
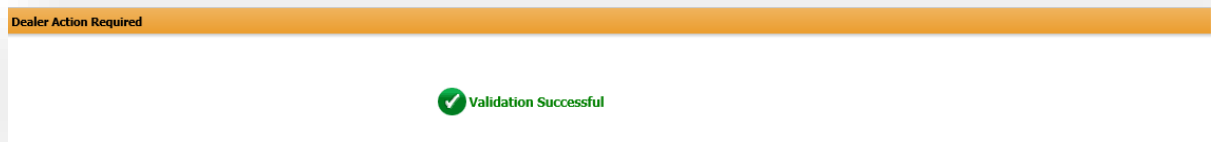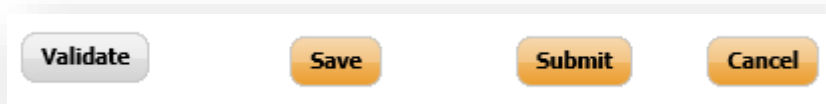
Cancelling a Prior Approval Request

A Prior Approval Request can only be cancelled by the User when it has been reviewed by Ford and returned with "Dealer Action Required" status.

➢ Click on action button "Cancel"

There will not be a warning asking if the User is sure they want to cancel the request so this action must only be used if the User is 100% certain the request must be cancelled.

A confirmation message is displayed on the screen confirming the Prior Approval Request has been Cancelled.

✎ Note: Once the Prior Approval is "Cancelled" it cannot be un-cancelled or re-instated.
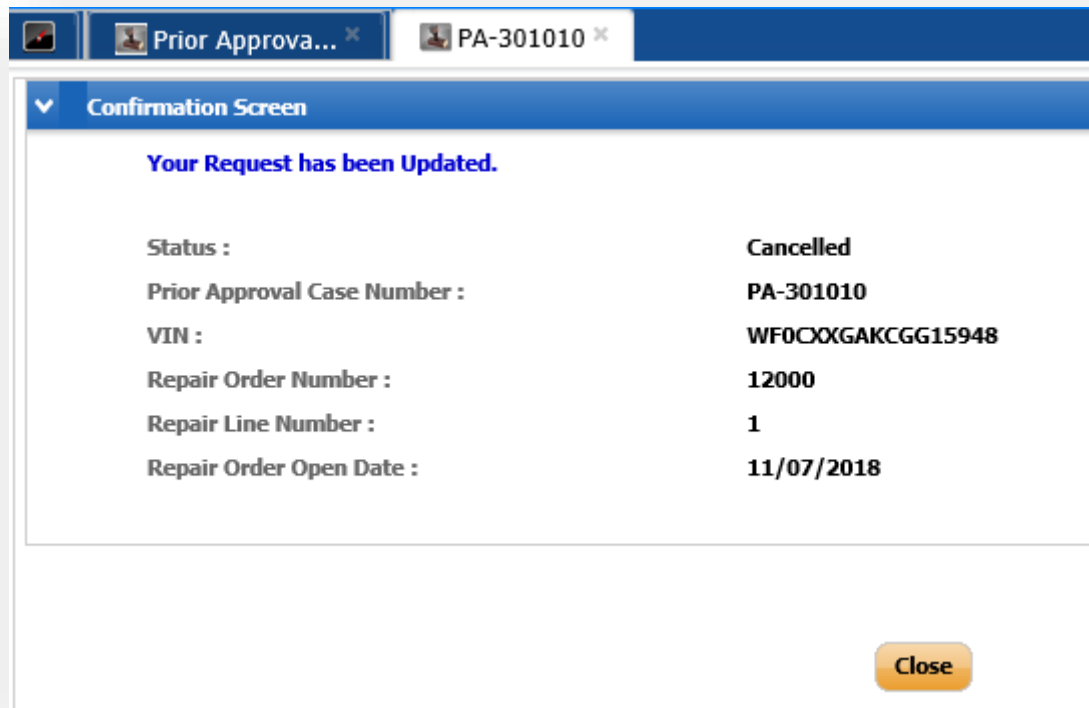
Prior Approval Appeals

Prior Approval Appeals can only be made to requests that are:

> ➢ Approved

> ➢ Approved Adjusted

> ➢ Denied

> ➢ Used

Starting a Prior Approval Appeal

Select the "View Prior Approval Status Report" icon on the OWS homepage.

The search screen provides optional filters. Users can narrow the search to specific criteria:

> ➢ Prior Approval Category

> ➢ Prior Approval Type

- ➢ Status (of Prior Approval)
- ➢ Repair Order Number
- ➢ VIN
- ➢ From (and To) Dates (search a date range)
  - o The default range is one day (yesterday)
  - o 31 days of data is available in a single search (going back over the preceding 2 years). If a date range of more than 31 days is selected, a ⚠ will display with an error message
- ➢ Repair Order Open Date
- ➢ Prior Approval Code
- ➢ Prior Approval Case Number

- ➢ Select/ input relevant search information and click "Inquire"
- ➢ A list of all approvals for the search information the User has entered will appear

> ➢ Double click on the required Prior Approval Request to appeal and the Request Detail screen will open.

At the top of the screen there are two tabs:

- o **Request Details** – displays all the information entered when the request was submitted
- o **Request History** – displays how many appeals and submissions are associated with the request, and the status of each

> ➤ Select the "Appeal" button at the bottom of the Request Detail screen. A message prompt will ask for confirmation to continue with the appeal or cancel the action.
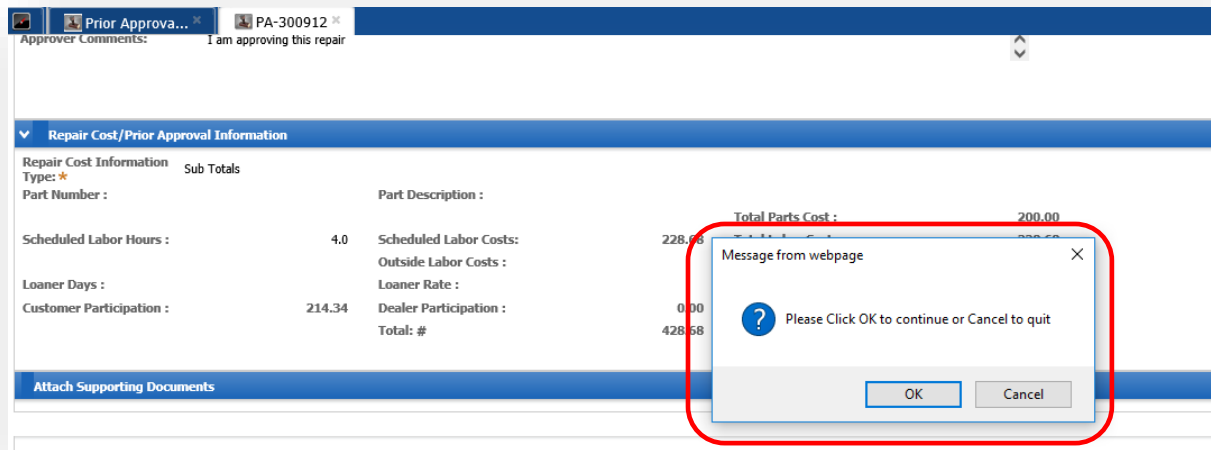
When the User clicks on "OK", a new screen populates. Update the following Fields to support your appeal:

> **Appeal Comments** – required in order to submit the appeal

> **Repair Cost/ Prior Approval Information** – can be edited as either Sub Totals or Total Cost

> **Attach Supporting Documents** – Users can submit up to 15 supporting documents at a total of 15MB. Attachments can include photos, receipts, test results, etc.

> **Action Buttons** – "Validate", "Save", "Submit"

When the appeal is submitted a confirmation screen will appear.
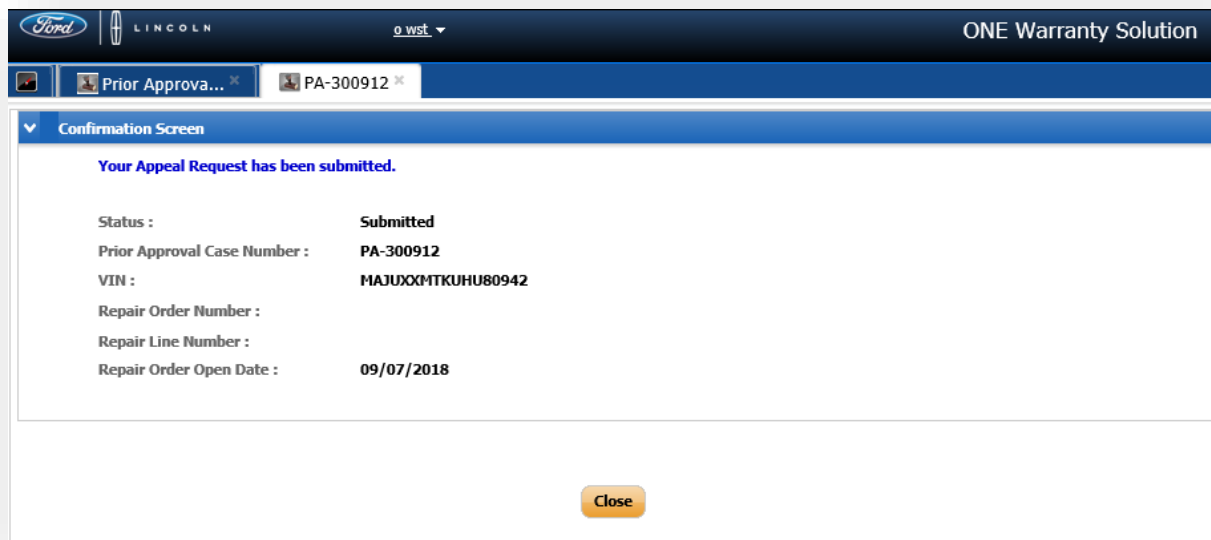
Viewing Appeal Status

Select the "View Prior Approval Status Report" icon on the OWS homepage.

The search screen provides optional filters. Users can narrow the search to specific criteria:

- ➢ Prior Approval Category
- ➢ Prior Approval Type
- ➢ Status (of Prior Approval)
- ➢ Repair Order Number
- ➢ VIN
- ➢ From (and To) Dates (search a date range)
  - o The default range is one day (yesterday)
  - o 31 days of data is available in a single search (going back over the preceding 2 years). If a date range of more than 31 days is selected, a ⚠ will display with error message
- ➢ Repair Order Open Date
- ➢ Prior Approval Code

➢ Prior Approval Case Number

➢ Select/ input relevant search information and click "Inquire"

➢ A list of all approvals for the search information the User has entered will appear

> Double click on the required Prior Approval Request and the Request Detail screen will open.

Located in the "Request Details" tab under the Comments and Status information section is the Status, Submission Count and Appeal Count updates.

Search the "Request History" tab for history details on appeals, submissions and status.

Logging Off

To log off, select the dropdown next to user ID at the top left of the screen. From the dropdown list, select "Log Off" to exit.

It is important to remember to log off the session when not using OWS. This prevents unauthorized users from accessing OWS. If the user does not log off of OWS, this could cause sign in issues the next time trying to access OWS as well as accessing other Ford websites.

It is recommended that OWS be open in a separate internet window session from all other websites to ensure best performance from OWS and the other systems.

Prior Approval Code

Where required, the Ford Prior Approval number (10 character alpha numeric) must be entered on the claim in the Approval Code field/s and the Technician Comments field. Select ⊕ for additional approval code fields if required.

ONE Warranty Solution

User Guide

6a – Warranty Excellence Prior Approval Program

6a – Warranty Excellence Prior Approval Program

Login

Languages displayed by OWS to the user is based on the language selected within the user's browser, but must be one which is supported for the user's country (up to three per country). Users can set their browser to any language approved for their country.

The field names and static displays will be shown in the internet language preference. However any information typed into fields will be shown and saved in the language it was typed in as.

✎ Note: For best results when using OWS; the browsers that should be used are Internet Explorer or Chrome. Firefox and Safari are not supported.

Secure Web Logon

WARNING!
THIS IS A FORD MOTOR COMPANY PRIVATE COMPUTER SYSTEM. USAGE MAY BE MONITORED. UNAUTHORIZED ACCESS OR USE MAY RESULT IN CRIMINAL OR CIVIL PROSECUTION, DISCIPLINE UP TO AND INCLUDING TERMINATION OF EMPLOYMENT, TERMINATION OF ASSIGNMENT, OR LOSS OF ACCESS.

By signing on to the system I agree that, where consistent with applicable law: 1) I do not have any expectation of privacy in my use of the system, 2) My name and business contact information may be collected, processed, and stored by Ford in databases located in the U.S.A., and transferred among Ford and Ford's global affiliates (including the affiliates identified in Ford's most recent annual report on SEC Form 10-K available at the Ford corporate website) and their service providers for the purposes of my business relationship or arrangement with Ford, and 3) Ford actively monitors its information, systems, and data to identify and respond to security threats and losses, and any information or data identified through this monitoring may be shared among Ford and Ford's global affiliates and service providers, and provided to government authorities (including law enforcement).

Ford recognizes that in certain jurisdictions there are specific laws, regulations, and labor agreements that may apply, and Ford will comply with such requirements. Click here for additional important terms and conditions.

Enter your userid and password to login

Salaried Employees can login using their CDS ID and Password

USERID: [   ]
PASSWORD: [   ]
[Login]

NOTE: PLEASE DO NOT SHARE YOUR USER ID OR PASSWORD WITH ANYONE

Dealers: To reset your password using your Q&A Profile, click here.

OWS will verify the credentials of the User's login information and provide them access under the Dealer Code that the User's ID is assigned to.

✎ Note: For Dealers with multiple dealer codes, refer to the "OWS Roles and Homepage > Multiple Dealer Code Administration" section of this User Guide.

✎ Note: This section is for Warranty Excellence Prior Approval Program Process only. General information on Prior Approval can be found in section 6 – Prior Approval.

Requesting Prior Approval

Select the "Request Prior Approval" icon on the OWS homepage.
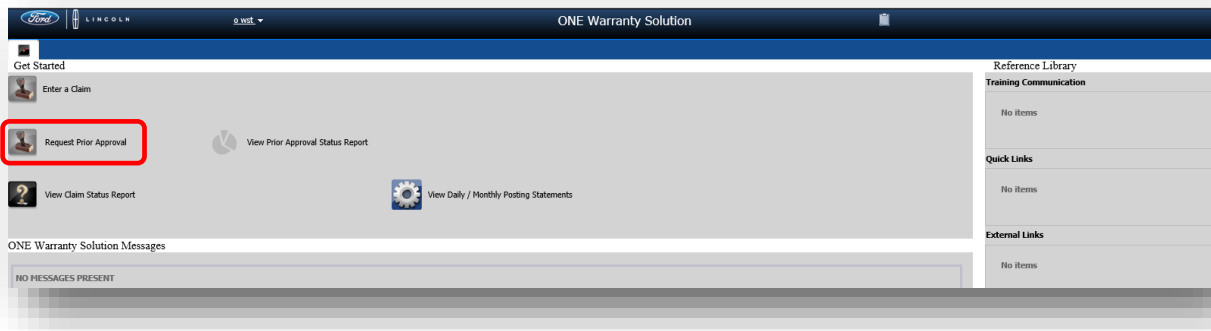
Prior Approval Category and Type Selection

Select Prior Approval Category "Warranty Excellence Prior Approval" and Prior Approval Type "Warranty Excellence Prior Approval" from the dropdown menus.

After selecting the Prior Approval Category and Prior Approval Type, click Submit.

Prior Approval Request

The Prior Approval Request Screen consists of the following sections:

> ➢ Requestor Information

- ➢ Repair Information
- ➢ Reason for Request
- ➢ Repair Cost Information
- ➢ Attach Supporting Documents

Requestor Information

A name and email address is required. This can be the User's email, a designated representative's email at the Dealer or a generic email address.

🖋 Note: Email address must be a company email address. Users **must not** enter a personal email address.

- ➢ OWS will automatically send notification to the email address that is entered when the request status changes.

Repair Information

A VIN is required on every Prior Approval Request.

- ➢ Enter the correct information into all of the fields.

🖋 Note: ***** asterisk indicates data entry is mandatory.

➢ If required information is not provided, the user will receive an error message when submitting request for Prior Approval.

✎ Note: Enter the VIN and click on "Search" to check for other Prior Approvals on this VIN.

Reason for Request

Enter a detailed explanation into the Dealer Comments field of why the request is being made.

There is space available for 2,000 characters to enter complete request details along with a character count notifying the User of remaining characters.

Repair Cost Information

In the Repair Cost Information user will need to select Sub Totals.

Inputting Sub Totals

> Enter the Finis number in the "Part Number" field

🖉 Note: If the Prior Approval is for a US vehicle and the Finis or Part Number is not recognised, leave this field blank and include all part information in Dealer Comments.

> Enter "Total Parts Cost"

> Enter labour as "Scheduled Labour Hours" (to include scheduled labour and non-scheduled labour hours) or "Scheduled Labour Cost". "Outside Labour Costs" can also be entered in addition to other labour

> Include rental costs, outside labour costs and miscellaneous costs where applicable.

Attach Supporting Documents

A estimate for the total expected repair cost, must be attached to all Warranty Excellence Prior Approval Program Requests and include a list of parts including fluids, and total labour hours. Please select Category "Others" when attaching.
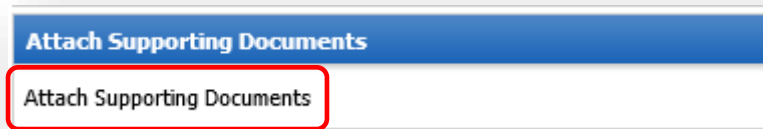
Additionally, Dealers are required to complete and attach the "Warranty Excellence ONE Warranty Solution Supporting Document".

This document is to ensure that Dealers supply standardized information for the approving team and can be found in the Dealer Portal under Warranty / Prior Approval / Communications. Please select Category "Others" when attaching.
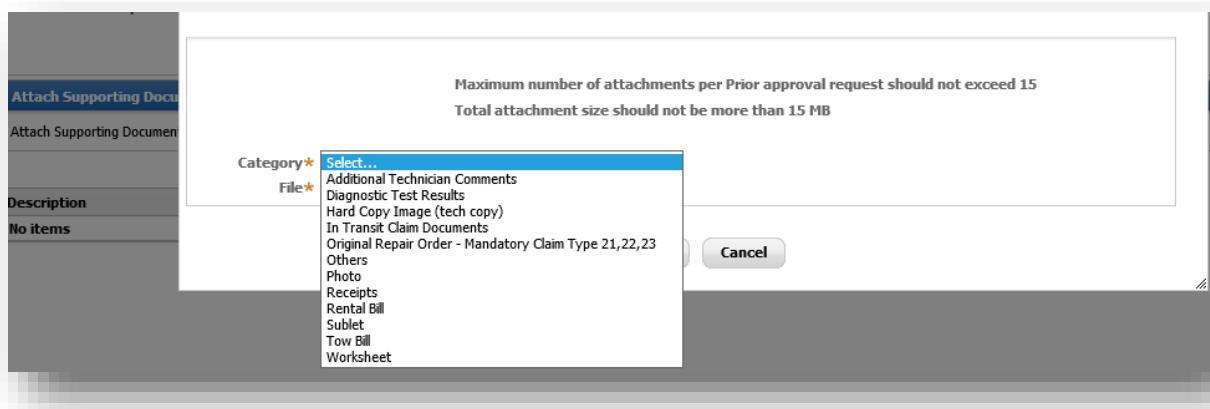
Users can attach additional supporting documents to support the Prior Approval Request. Up to 15 supporting documents at a total of 15MB. Attachments can include photos, receipts, test results, etc.

✎ Note: Attachments must not show any Personal Identifiable Information (PII)

➢ Click on the "Attach Supporting Documents" link

➢ Select the dropdown category that reflects the type of document being attached/ document requested.
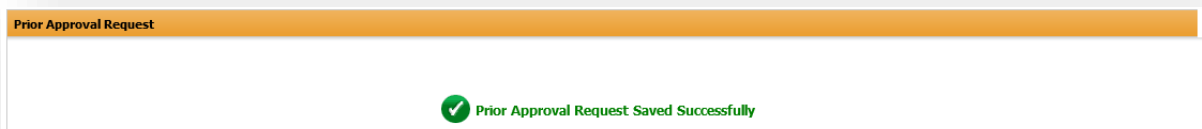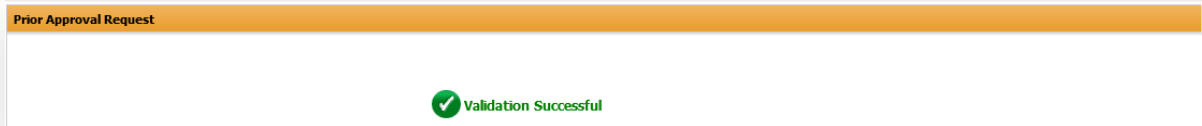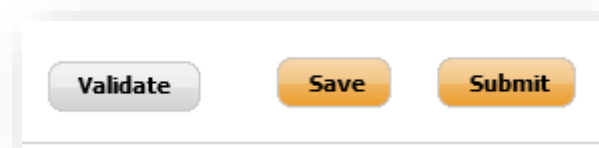

➢ Browse the files and select the required file for the request
➢ Click on "Submit" to attach

Action Buttons

There are three action buttons available:

➢ **Validate**: OWS checks the fields for errors that need correction before the User submits the request. Errors will be displayed on the screen by either a message or a ⚠ will appear next to the field and must be corrected before the request can be created. Placing the cursor over the ⚠ will display a message explaining the error.

➢ **Save**: Once the request is validated, it can be saved. Saving the request allows the User to view the request via the Prior Approval Status Report.

➢ **Submit**: Prior Approval will be submitted to Ford for review.

📝 Note: When action is taken to "Validate" or "Save", a confirmation message appears at the top of the screen.

Prior Approval Request

✅ Validation Successful

Prior Approval Request

✅ Prior Approval Request Saved Successfully

Submit Request

When submitting a request if any errors are detected by OWS the errors will be displayed on the screen by either an error message or a ⚠️ will appear next to the field and must be corrected before the request can be created. Placing the cursor over the ⚠️ will display a message explaining the error.

📝 Note: All Prior Approval Requests must be submitted before a repair is started. Performing the repair before obtaining agreement to proceed with the repair could result in a non-payment. If a Prior Approval Code is not obtained on applicable repairs the warranty claim will be returned unpaid.

Requests that are submitted to Ford for review, a confirmation message is displayed on the screen confirming submission.

Next Steps

Ford will review the Warranty Excellence Prior Approval Program Request and may:

➢ Return to dealer requesting more information

➢ Deny request – Approver will provide reason for request being denied (e.g. non-Prior Approval parts, post repair etc.)

➢ Approve request – Approver will issue a Prior Approval Code

✎ Note: Once Ford have reviewed the request, an email will be sent to the email address provided in the Requestor Information section. The email will advise the User to access OWS Online and review the request. Refer to section 6 – Prior Approval – Prior Approval Status Report for more information.

More Information Required

Users will need to access the Prior Approval Request, provide the additional information requested by Ford and resubmit the request.

Denied

If the Prior Approval Request is denied and user does not agree with reason, the Prior Approval Request can be appealed – see section 6 – Prior Approval - Prior Approval Appeals for more information.

Approved – Prior Approval Code Provided
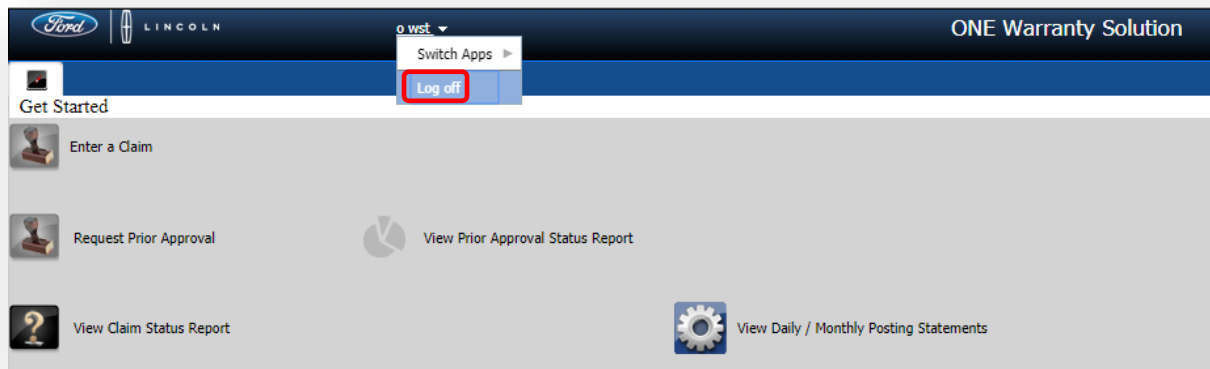
Dealer can now proceed with repair.

If the approval has been adjusted by Ford and user does not agree with adjustment, the Prior Approval Request can be appealed – refer to section 6 – Prior Approval – Prior Approval Appeals for more information.

If any consequential damage is found, users will need to update the Prior Approval Request using the Dealer Comments field to notify Ford. The "Scheduled Labour Hours" and the "Total Parts Cost" fields will need to be updated to reflect the new costs. Dealers must wait for response from Ford before continuing.

When the repair is complete the user must submit a Warranty Claim using the Prior Approval Code provided.

Logging Off

To log off, select the dropdown next to user ID at the top left of the screen. From the dropdown list, select "Log Off" to exit.

It is important to remember to log off the session when not using OWS. This prevents unauthorized users from accessing OWS. If the user does not log off of OWS, this could cause sign in issues the next time trying to access OWS as well as accessing other Ford websites.