

ONE Warranty Solution



User Guide

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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.

DLRSubmitPARrequest

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 CSPA

- 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

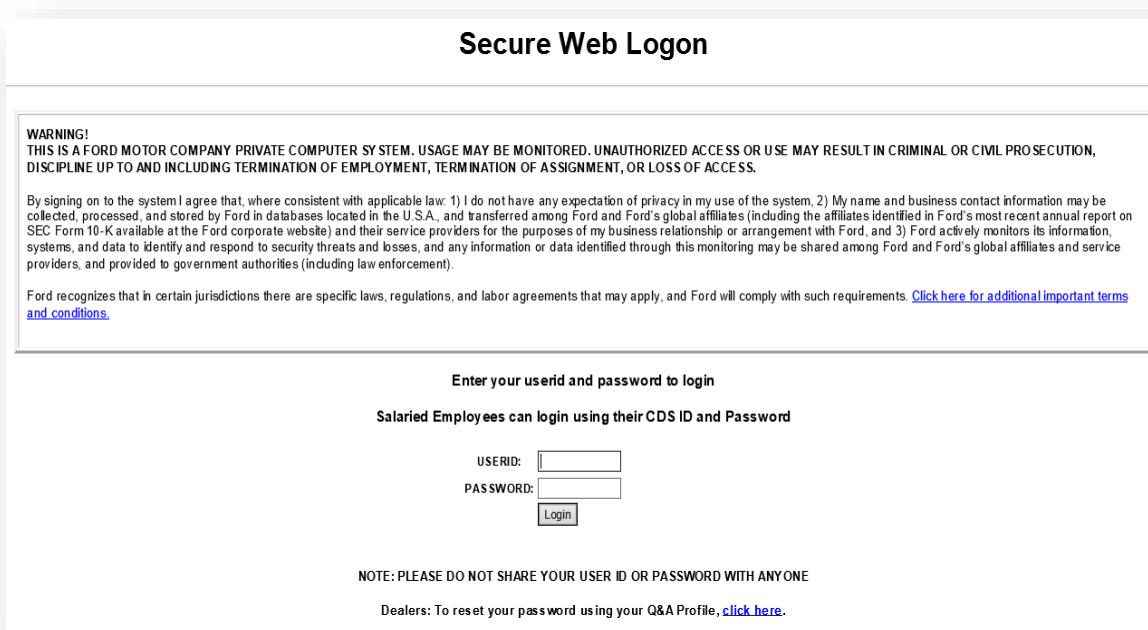
1 - OWS Roles and Homepage

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.



The screenshot shows the 'Secure Web Logon' page. At the top, it says 'Secure Web Logon'. Below that is a 'WARNING!' section stating that this is a Ford Motor Company private computer system and that 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. It then states that by signing on, the user agrees to certain terms, including that Ford may monitor usage, collect and store personal information, and share information with affiliates and service providers. A link is provided for 'additional important terms and conditions'. Below the warning is a section for login: 'Enter your userid and password to login'. It specifies that 'Salaried Employees can login using their CDS ID and Password'. There are input fields for 'USERID:' and 'PASSWORD:', and a 'Login' button. At the bottom, there is a note: 'NOTE: PLEASE DO NOT SHARE YOUR USER ID OR PASSWORD WITH ANYONE' and a link for dealers to reset their password.


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.



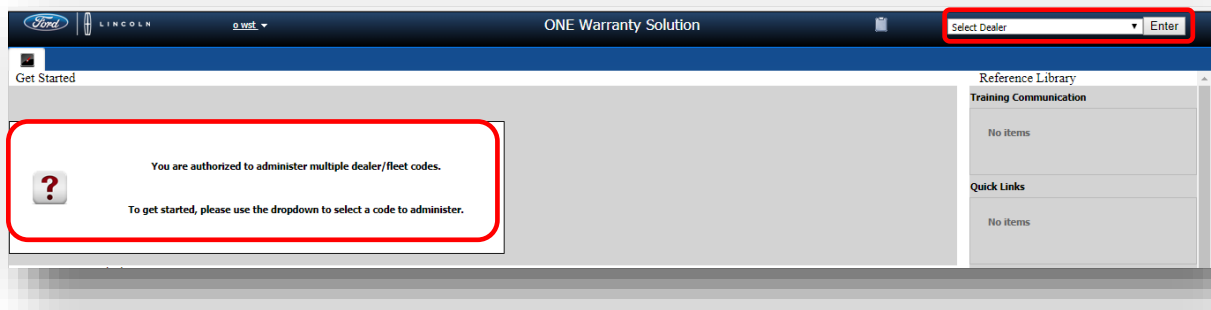
Multiple Dealer Code Administration

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.

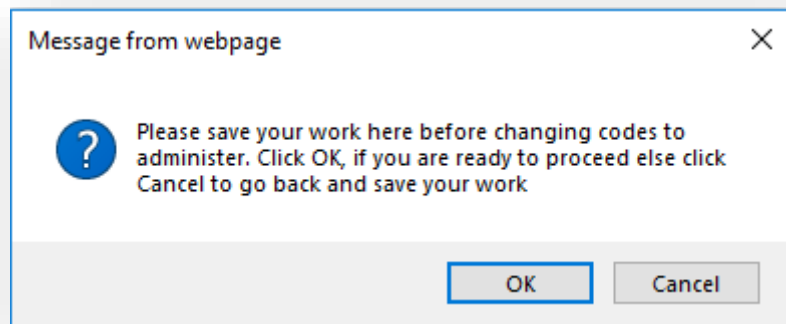
OWS displays a drop down box in the upper right corner of the screen for users with multiple Dealer Codes.

- 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:

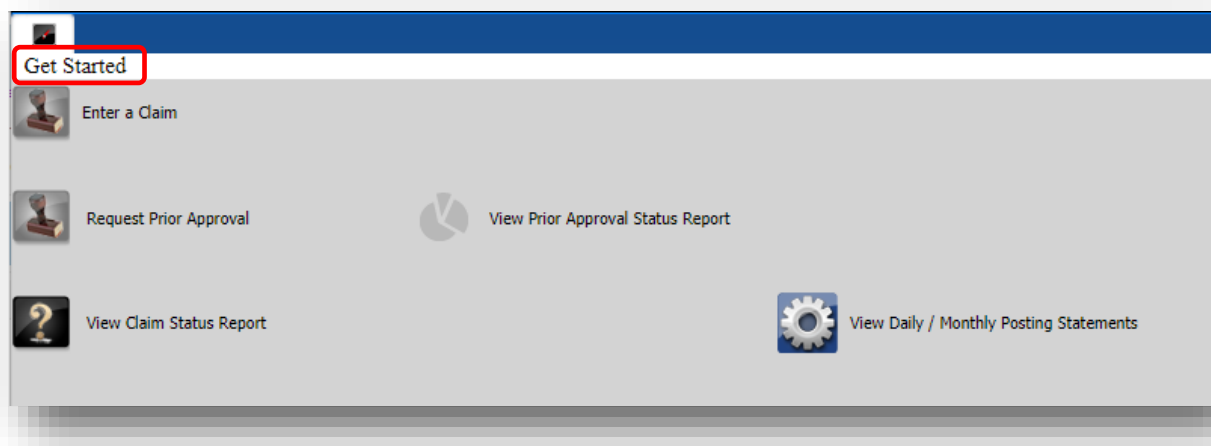
- Get Started.
- ONE Warranty Solution Messages.
- Reference Library




 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

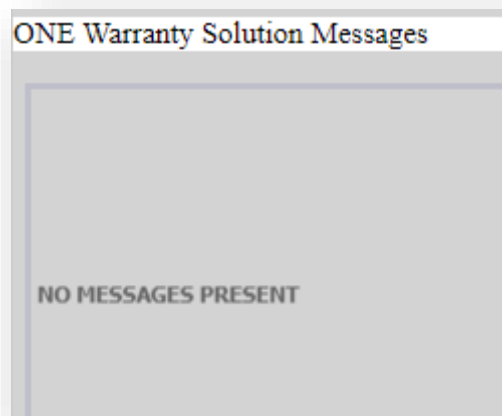
This is the section which provides access to claim entry, status reports and accounting reports.



 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.



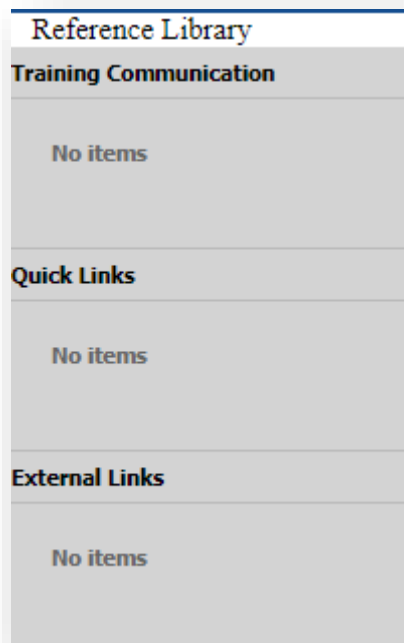
The Message Centre will display a scrolling list of messages based on the following criteria:

- 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.

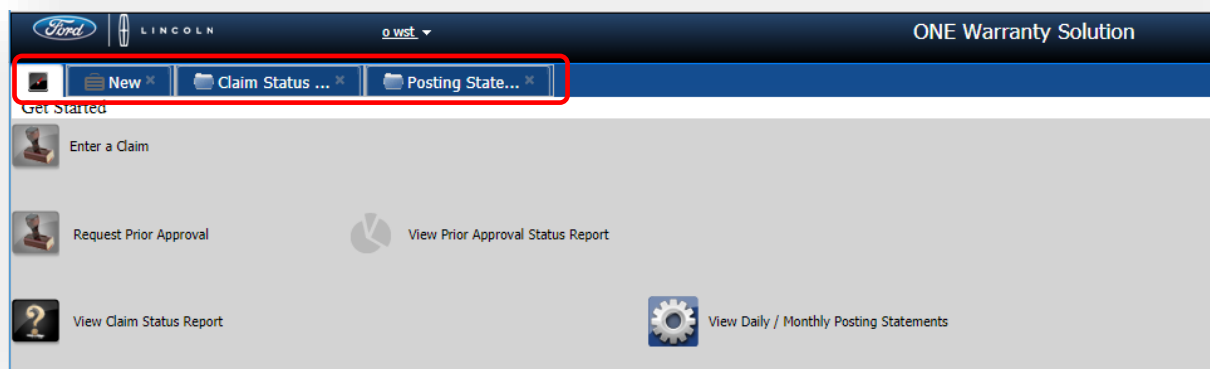
Reference Library

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



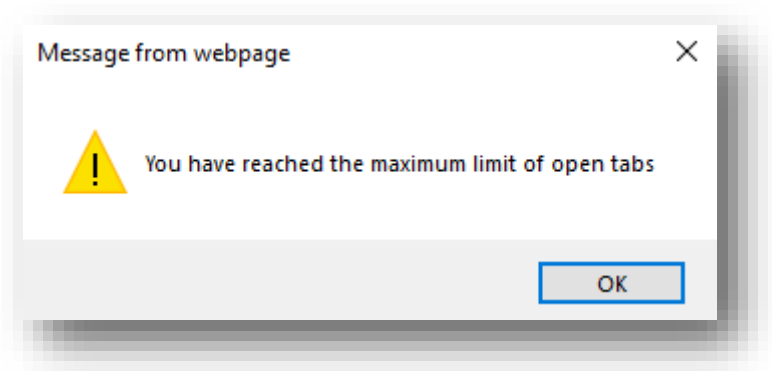
Multiple Tabs

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.



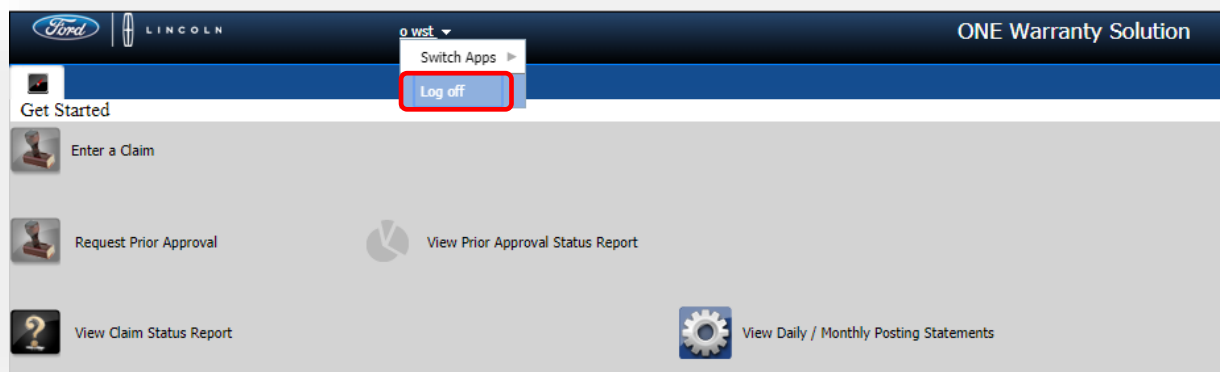
The number of Tabs that can be open at one time is determined by how much space is available along the Tab section.

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.

ONE Warranty Solution

User Guide



2 – Claim Preparation and Entry

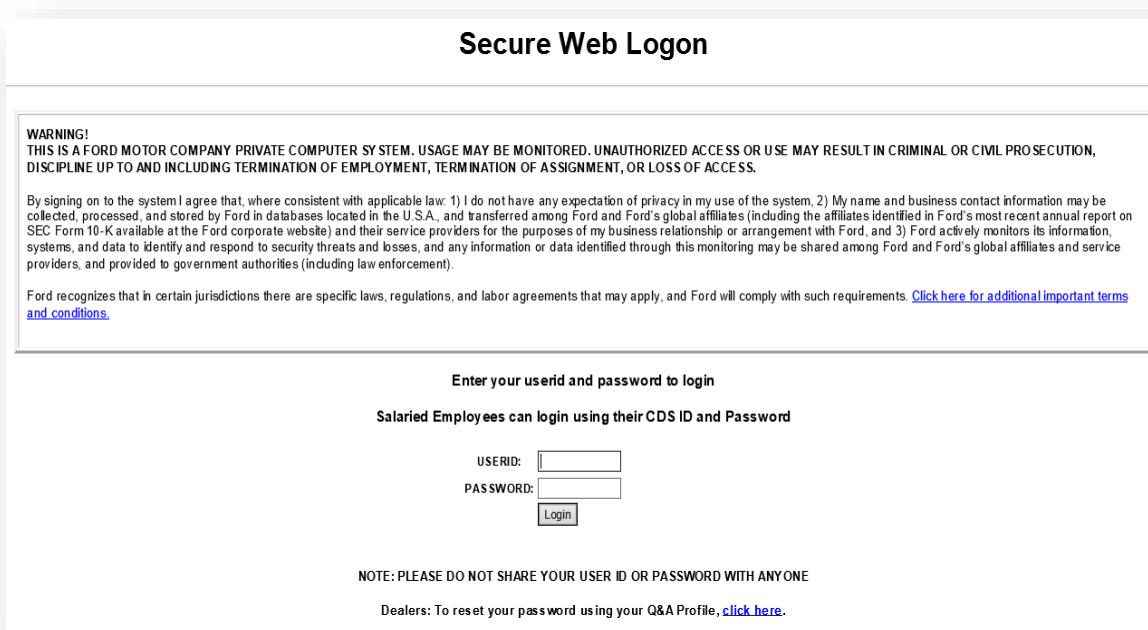
2 - Claim Preparation and Entry

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.

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.

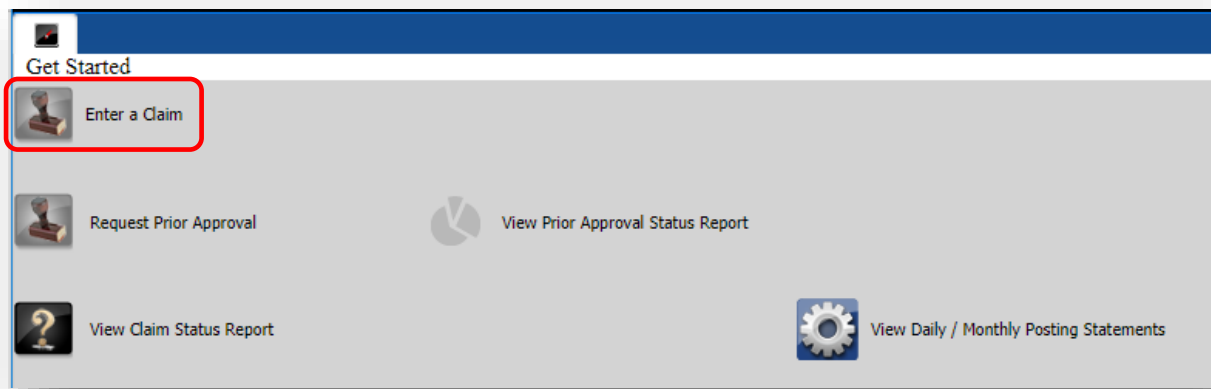


The screenshot shows the 'Secure Web Logon' page. At the top, it says 'Secure Web Logon'. Below that is a 'WARNING!' section with text about Ford Motor Company private computer system usage. This is followed by a long paragraph of terms and conditions. Below the terms is a link: 'Click here for additional important terms and conditions.' The main section is titled 'Enter your userid and password to login'. It includes a sub-header: 'Salaried Employees can login using their CDS ID and Password'. There are two input fields: 'USERID:' and 'PASSWORD:'. Below these is a 'Login' button. At the bottom, there is a note: 'NOTE: PLEASE DO NOT SHARE YOUR USER ID OR PASSWORD WITH ANYONE' and a line for dealers: '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.

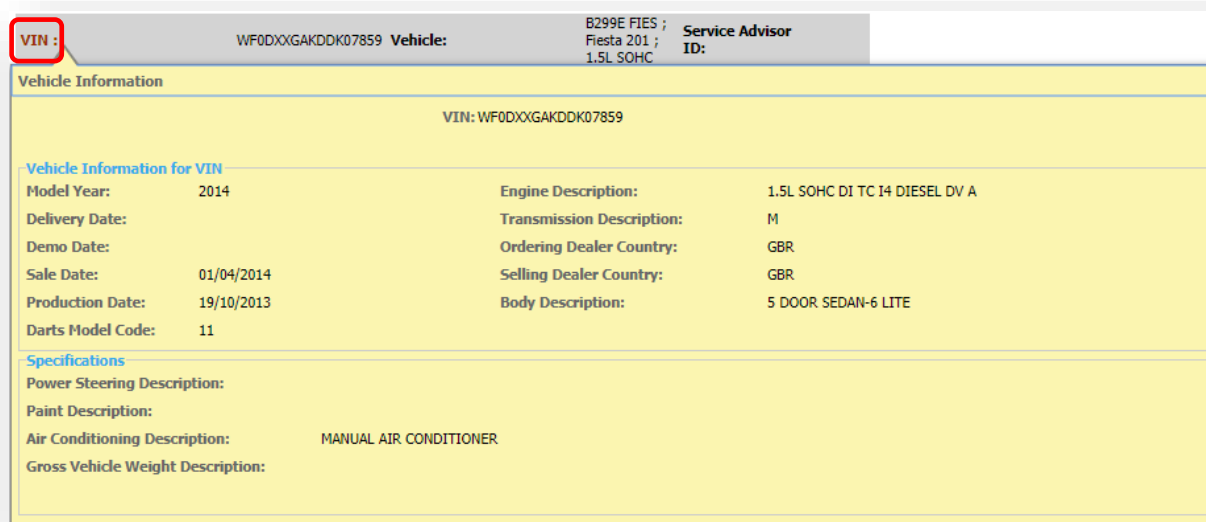
Country

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.



The screenshot shows a web interface for VIN expansion. At the top, there's a header bar with 'VIN :', the VIN 'WF0DXXGAKDDK07859', 'Vehicle:', 'B299E FIES ; Fiesta 201 ; 1.5L SOHC', and 'Service Advisor ID:'. Below this is a 'Vehicle Information' section with a yellow background. It displays the VIN 'WF0DXXGAKDDK07859' and a table of vehicle details. The table has two columns: 'Vehicle Information for VIN' and 'Specifications'. The first column lists 'Model Year: 2014', 'Delivery Date:', 'Demo Date:', 'Sale Date: 01/04/2014', 'Production Date: 19/10/2013', and 'Darts Model Code: 11'. The second column lists 'Engine Description: 1.5L SOHC DI TC I4 DIESEL DV A', 'Transmission Description: M', 'Ordering Dealer Country: GBR', 'Selling Dealer Country: GBR', 'Body Description: 5 DOOR SEDAN-6 LITE', 'Power Steering Description:', 'Paint Description:', 'Air Conditioning Description: MANUAL AIR CONDITIONER', and 'Gross Vehicle Weight Description:'.

Vehicle Information	
VIN: WF0DXXGAKDDK07859	
Vehicle Information for VIN	
Model Year:	2014
Delivery Date:	
Demo Date:	
Sale Date:	01/04/2014
Production Date:	19/10/2013
Darts Model Code:	11
Specifications	
Power Steering Description:	
Paint Description:	
Air Conditioning Description:	MANUAL AIR CONDITIONER
Gross Vehicle Weight Description:	

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.

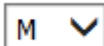
Repair Order Open Date *

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. 


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.

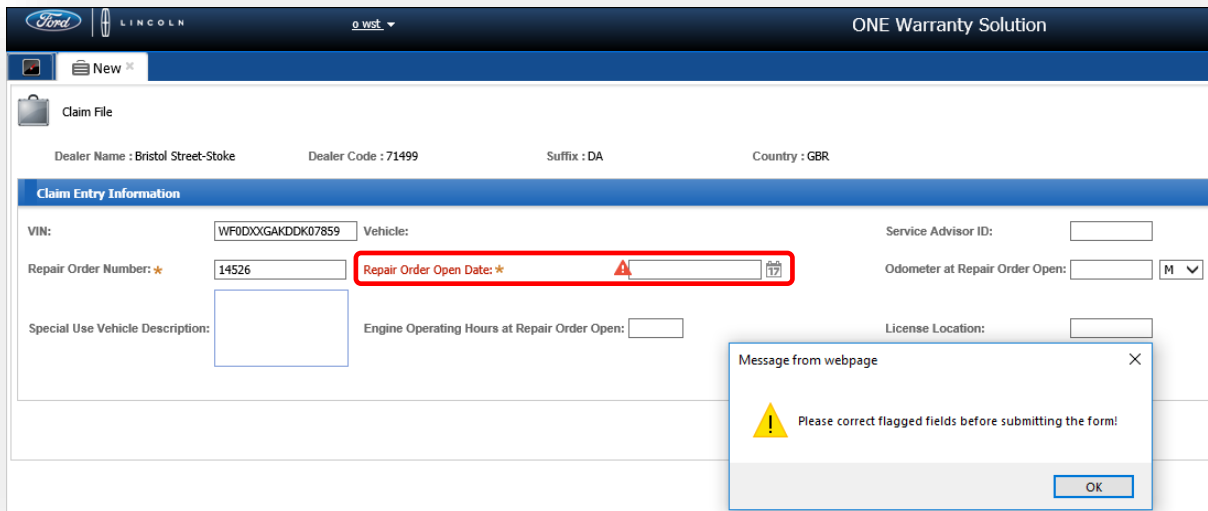
Create



When all the relevant information has been entered, click  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.


CU-5188916 New

Claim File

Dealer Name : Bristol Street-Stoke Dealer Code : 71499 Suffix : DA Country : GBR

Claim Entry Information



VIN: WF0DXXGAKDDK07859 Vehicle: Service Advisor ID:

Repair Order Number: ★ 14526 Repair Order Open Date: ★  Value cannot be blank

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

Odometer at Repair Order Open: M

Create


 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

Dealer Name : Bristol Street-Stoke Dealer Code : 71499 Suffix : DA Country : GBR

Claim Entry Information

VIN: WF0DXXGAKDDK07859 Vehicle: B299E FIES ; Fiesta 201 ; 1.5L SOHC Service Advisor ID: 111111111

Repair Order Number: ★  14253 Repair Order Open Date: ★ 21/06/2018 Odometer at Repair Order Open: 8526 M

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

Create

Repair Lines

RO Number	RI Number	VIN	RO Open Date	Repair Amount	Claim Type	Last Action Date	Current Status	Labor Total	Misc Total	Part Total
14253	1	WF0DXXGAKDDK07859	21/06/2018	£0.00	11	26/06/2018	Dealer Action Required 0	0	0	0

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.

CU-5189007

Claim File (CF-5187020) Claim (Claim Unit) (CU-5189007)

Dealer Name : Bristol Street-Stoke Dealer Code : 71499 Suffix : DA Country : GBR

VIN : WF0DXXGAKDDK07859 **Vehicle:** V347/348E ; Transit 20 ; 2.2L CR TC **Service Advisor ID:** 111111111

Repair Order Number: ★ 16325 **Repair Order Open Date: ★** 20/06/2018 **Odometer at Repair Order open:** 36362M


Special Use Vehicle: **Engine Operating Hours at Repair Order Open:** **License Location:**

Edit

Print Save

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.

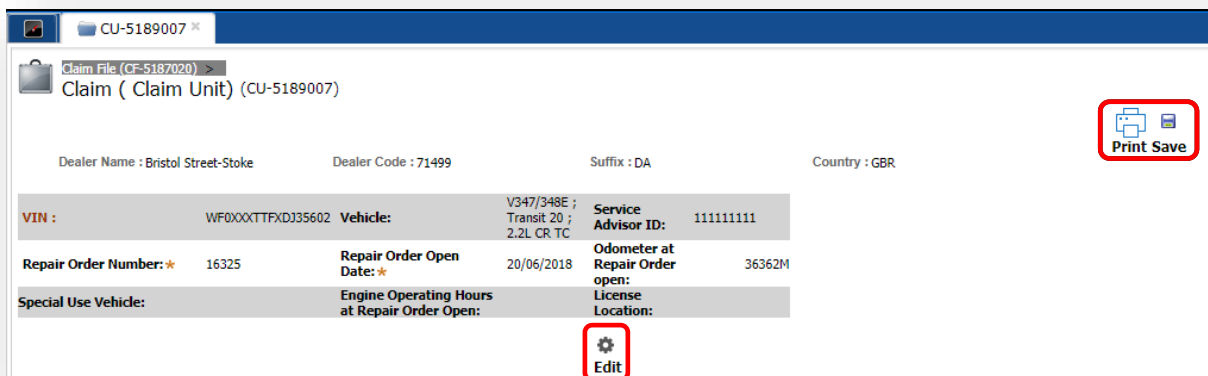


Save Select to save the claim details at any point.



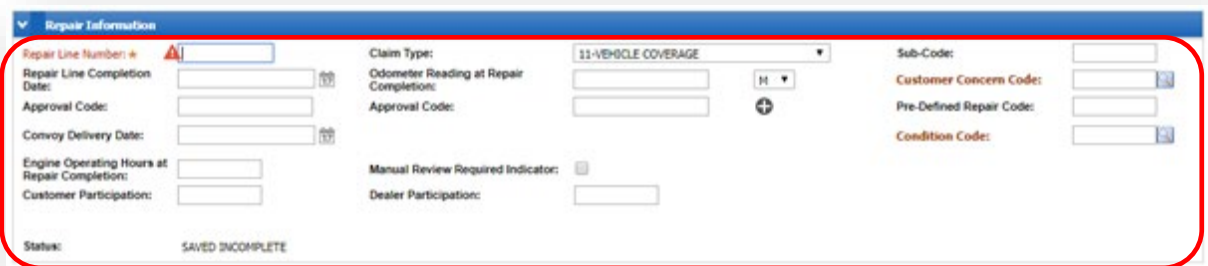
Edit Select to edit the header information if required.

 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. 

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.

Sub-Code:

Customer Concern Code: E26

Customer Concern Code

EXCESSIVE OIL CONSUMPTION

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.

Sub-Code:

Customer Concern Code: E26

Pre-Defined Repair Code:


Condition Code: 42

Condition Code

DOES NOT OPERATE PROPERLY

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.

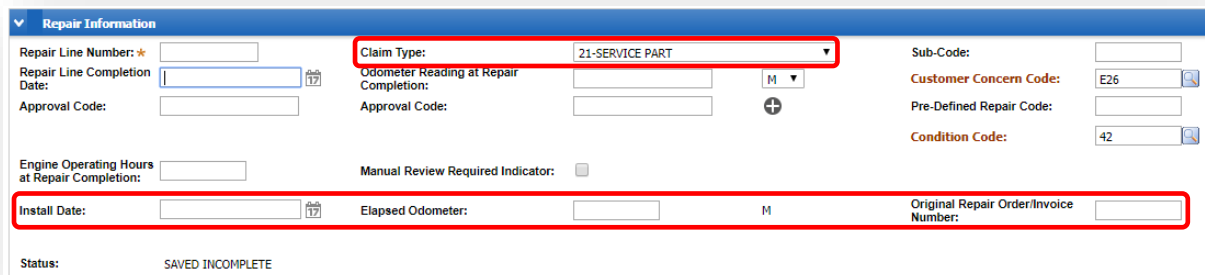
 Note: Dealer participation value must only be entered if the Dealer is contributing towards the cost of repair themselves. This field is not to be used for the value of Dealer Budget being requested.

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.



Repair Line Number: *	Claim Type: 21-SERVICE PART	Sub-Code:
Repair Line Completion Date:	Odometer Reading at Repair Completion: M	Customer Concern Code: E26
Approval Code:	Approval Code: +	Pre-Defined Repair Code:
Engine Operating Hours at Repair Completion:	Manual Review Required Indicator: <input type="checkbox"/>	Condition Code: 42
Install Date: 1/1/2020	Elapsed Odometer: 100000 M	Original Repair Order/Invoice Number:
Status: SAVED INCOMPLETE		

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.

Repair Information

Repair Line Number: *

Repair Line Completion Date:

Approval Code:

Claim Type: 31-FIELD SERVICE ACTION

Odometer Reading at Repair Completion:

Approval Code:

Sub-Code:

Customer Concern Code: E26

Pre-Defined Repair Code:

Condition Code: 42

Related Damage Indicator: ☐

Field Service Action Option Code:

Engine Operating Hours at Repair Completion:

Manual Review Required Indicator: ☐

Status: SAVED INCOMPLETE

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 “AO”.

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

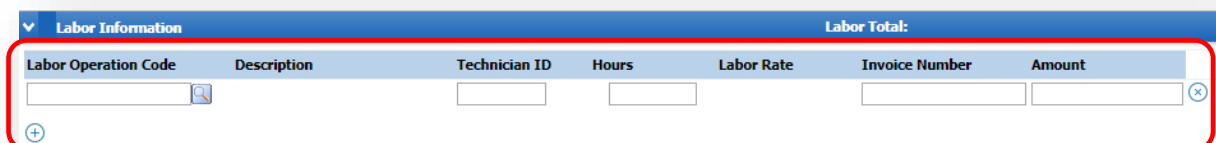
Select  to add more parts if required.

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.




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

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 :	WF0XXXTFXDJ35602	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 : WF0XXXTFXDJ35602
 Vehicle: V347/348E ;
Transit 20 ;
2.2L CR TC
 Service Advisor ID: 111111111

Vehicle Information
 VIN: WF0XXXTFXDJ35602
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.

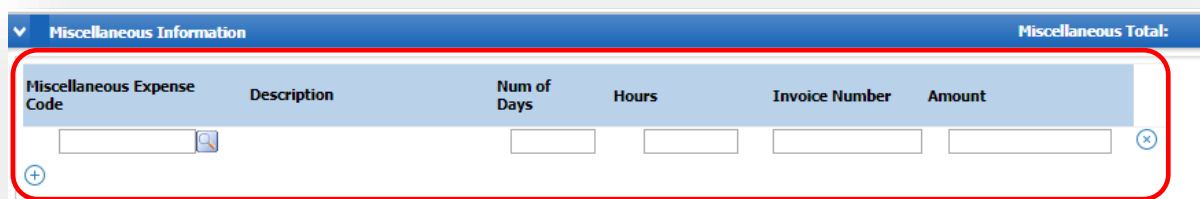
 Note: If claiming for non-Ford Labour, enter the nett cost for the sublet labour purchased (less tax).

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

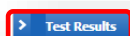
Select  to delete a particular line.

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.

A screenshot of the "Test Results" form. At the top is a blue header with a white arrow and the text "Test Results". Below the header is a section titled "MIL On Indicator" with an unchecked checkbox. Underneath is a table with two columns: "Type" and "Code". The "Type" column has a dropdown menu with "BATTERY CODE" selected. The "Code" column has two empty input fields. A red rectangular box highlights the "Type" dropdown and the "Code" input fields. There is a small "x" icon in the top right corner of the table area. At the bottom left of the form is a plus sign icon.

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.

Repair Line SubTotal			
DAWA Percentages	Parts:	0.00	Labor: 0.00 Miscellaneous: 0.00
Description	Requested Amount		
Parts	0.00		
Labor	0.00		
Miscellaneous	465.65		
(Customer Participation)			
(Dealer Participation)			
Total	465.65		
(Deductibles)			
VAT			
Revised Total			
Total Part Markup	0.00		

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

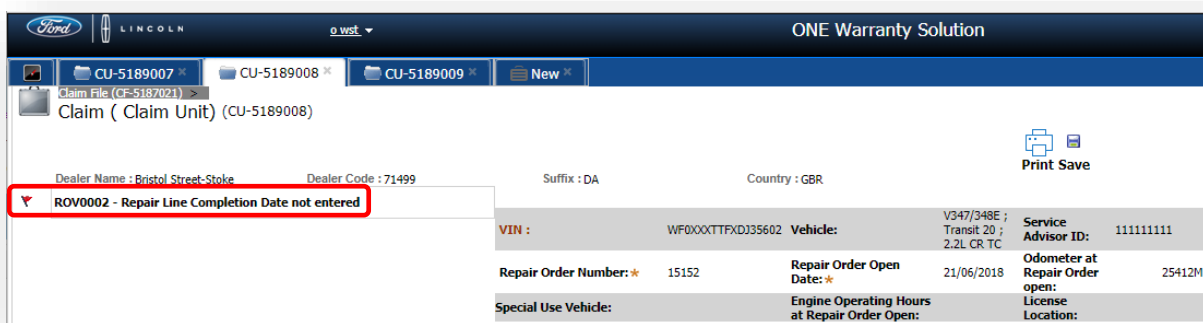
The total parts mark-up cost.

Action Buttons

PreValidate

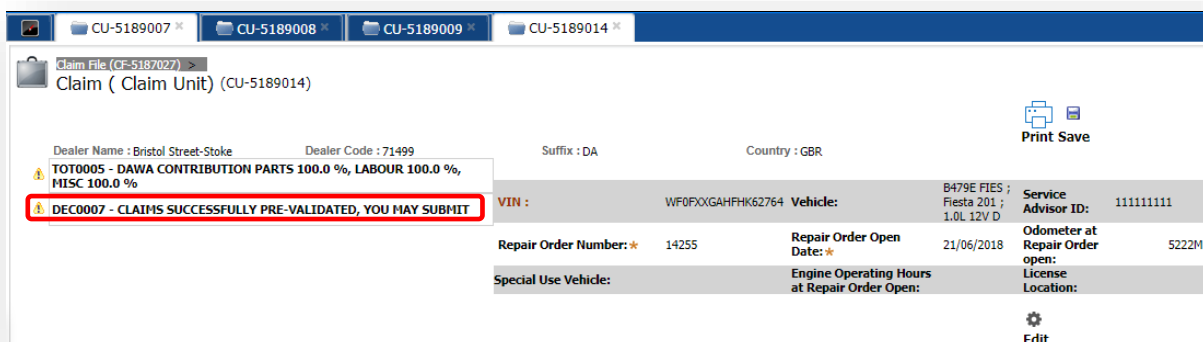
Click to Pre-Validate a claim. Pre-Validation is a feature designed to assist Dealers in reducing the number of submissions on a claim before it is processed.

- 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




The screenshot shows the ONE Warranty Solution interface for a claim (CU-5189008). The dealer is Bristol Street-Stoke (Code: 71499). A red box highlights an error message: "ROV0002 - Repair Line Completion Date not entered". The vehicle details include VIN WF00XXTPXDJ35602, V347/348E; Transit 20; 2.2L CR TC, and Service Advisor ID 111111111. The repair order number is 15152, and the repair order open date is 21/06/2018. The odometer at repair order open is 25412M.

- 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"



The screenshot shows the ONE Warranty Solution interface for a claim (CU-5189014). The dealer is Bristol Street-Stoke (Code: 71499). A red box highlights a success message: "DEC0007 - CLAIMS SUCCESSFULLY PRE-VALIDATED, YOU MAY SUBMIT". The vehicle details include VIN WF0FXXGAHFHK62764, B479E FIES; Fiesta 201; 1.0L 12V D, and Service Advisor ID 111111111. The repair order number is 14255, and the repair order open date is 21/06/2018. The odometer at repair order open is 5222M.

 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.

Claim File (CF-5187021) >

Claim (Claim Unit) (CU-5189008)

BES0254 - NO EXTENDED SERVICE CONTRACT IN EFFECT **OR THE CAUSAL PART IS NOT A COVERED PART UNDER THE CONTRACT**

TOT0005 - DAWA CONTRIBUTION PARTS 100.0 %, LABOUR 100.0 %, MISC 100.0 %

VIN : WF0XXXTPFDJ35602 Vehicle: V347/348E ; Transit 20 ; 2.2L CR TC Service Advisor ID: 111111111

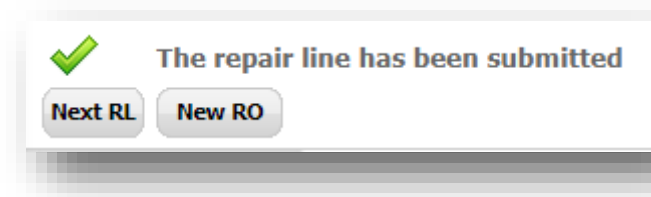
Repair Order No: 15152 Repair Order Open Date: 21/06/2018 Odometer at RO open: 25412 M

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

Open Claim

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	WF0XXGAKDK07859	21/06/2018	0.00	0.00	0.00	0.00	Dealer Action Required	11	26/06/2018 15:15
14255	1	WF0XXGAFH62764	21/06/2018	51.73	17.15	0.00	68.88	Dealer Action Required	11	27/06/2018 10:24
15152	1	WF0XXTPFDJ35602	21/06/2018	336.44	17.15	465.65	819.24	Dealer Action Required	11	27/06/2018 10:26
AWER45	12	WF0XXGCCSFU19993	08/06/2018	3.18	0.00	0.00	3.18	Manual Review	A1	08/06/2018 09:14
AWER45		WF0XXGCCSFU19993	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”

A screenshot of a table titled 'WORK IN PROCESS CLAIMS' with a sub-header 'Total Work In Process Claims: 2'. The table has columns: Repair Order Number, Repair Line Number, VIN, Repair Order Open Date, Part, Labor, Miscellaneous, Repair Amount, Status, Claim Type, and Last Action Date & Time. The first row shows a repair order with status 'Manual Review'. The second row shows the same repair order with status 'SAVED INCOMPLETE', which is highlighted with a red box.

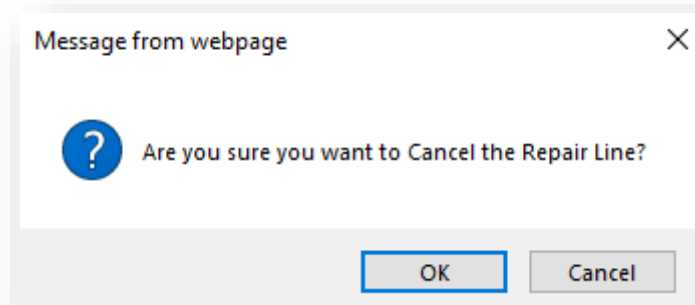
Repair Order Number	Repair Line Number	VIN	Repair Order Open Date	Part	Labor	Miscellaneous	Repair Amount	Status	Claim Type	Last Action Date & Time
AIVER45	12	WF05XGCGCSFU19993	08/06/2018	3.18	0.00	0.00	3.18	Manual Review	A1	08/06/2018 09:14
AIVER45		WF05XGCGCSFU19993	08/06/2018					SAVED INCOMPLETE		25/06/2018 09:02

- 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.

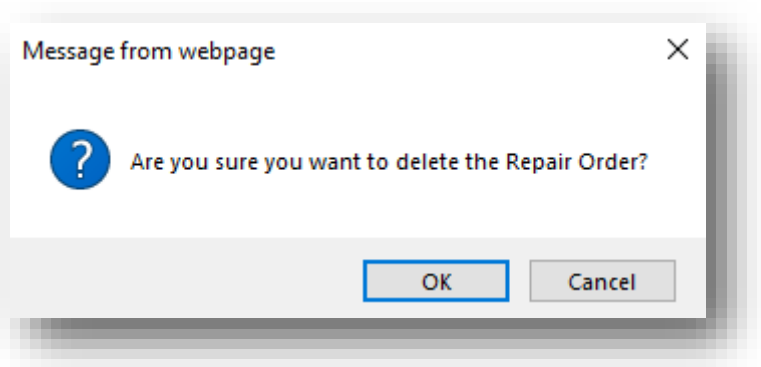
Cancel RL


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.

Claim File (CF-5186250) >

Claim (Claim Unit) (CU-5188758)

Dealer Name : Bristol Street-Stoke Dealer Code : 71499 Suffix : DA Country : GBR

VIN :	WF05XXGCC5FU19993	Vehicle:	C346E FOCUS ; Focus 2015 ; 1.0L 12V D	Service Advisor ID:	000000025
Repair Order Number: *	AWER45	Repair Order Open Date: *	08/06/2018	Odometer at Repair Order open:	2000M
Special Use Vehicle:		Engine Operating Hours at Repair Order Open:		License Location:	

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.

Unsaved changes

If you have not already saved your work, please click on Save. Otherwise, click on Discard to close the tab without saving your work or Cancel to close this pop-up.

Save Discard Cancel

Printing a Claim

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

Claim File (CF-5187031) >

Claim (Claim Unit) (CU-5189019)

Dealer Name : Bristol Street-Stoke Dealer Code : 71499 Suffix : DA Country : GBR

VIN :	WF0PXXGAHFK62764	Vehicle:	B479E FIESTA ; Fiesta 201 ; 1.0L 12V D	Service Advisor ID:	111111111
Repair Order Number: *	14146	Repair Order Open Date: *	22/06/2018	Odometer at Repair Order open:	5223M
Special Use Vehicle:		Engine Operating Hours at Repair Order Open:		License Location:	



⚙️
Edit

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 .

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”.

Maximum number of attachments per claim should not exceed 15
Total attachment size should not be more than 15 MB


Category: Select...

File: Browse...

OK Cancel

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.

Attached Supporting Document List			
S.No	Category	FileName/Extention	Delete
1	Others ▾	Screenshot - Attachment.docx	

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


Attach Supporting Documents 0

Attach Supporting Documents

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

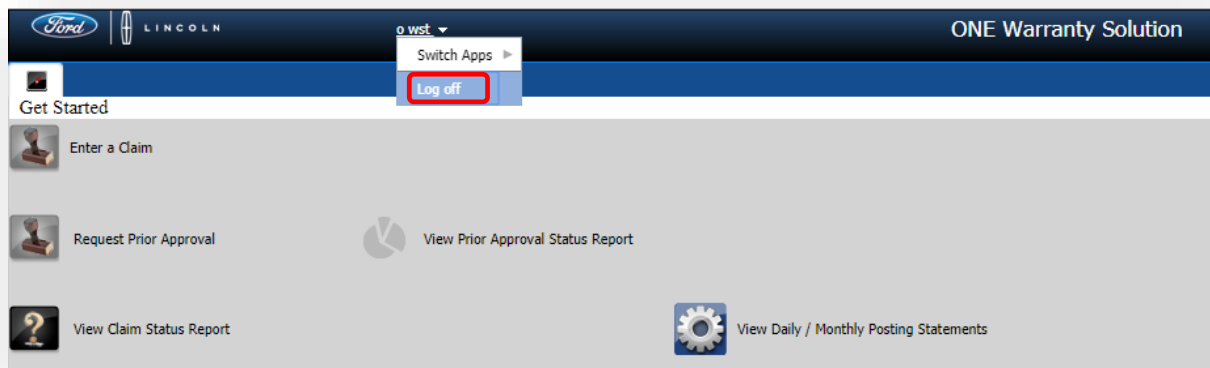
If the dealer is using an OWS / DMS interface and Supporting Documentation is requested, documents can only be attached using the OWS Online application, this is not part of the DMS functionality.

 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.

ONE Warranty Solution

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:

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

Dealers: To reset your password using your Q&A Profile, [click here.](#)

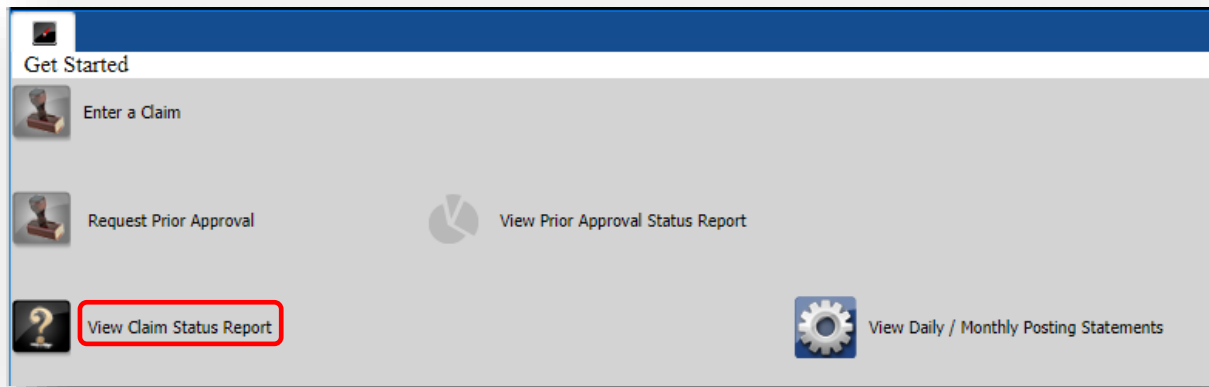
OWS will verify the credentials of the User's login information and provide them access under the Dealer Code that the User's ID is assigned to.

 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.

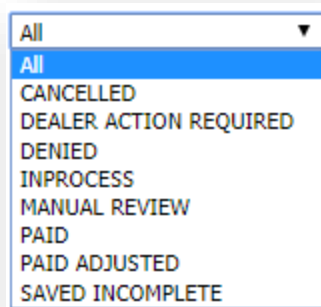
Select "View Claim Status Report" icon on the OWS Homepage.






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.
 - 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.
 - 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.

ONE Warranty Solution

Claim Status Report

Search for Claims

Area Of Responsibility: EU, Dealer Country: GBR, Dealer PA Code: 71499, Dealer Suffix: DA, Dealer Name: Bristol Street-Stoke, Dealer Address: George Eastham Avenue, Trentham Lakes North, Stoke-on-Trent XX

Status: All, Repair Order Number: , VIN: , From Date: 26/06/2018, To Date: 02/07/2018, Repair Order Open Date:

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


Inquire

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.

Comments

Customer Comments: Non-start

Technician Comments: Repaired, tested, all ok.

Assessor Comments: Please supply more information on the fault and repair carried out.

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.


WORK IN PROCESS CLAIMS										
										Total Work In Process Claims: 10
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
15152	1	WF0DXXTTFXDJ35602	21/06/2018	336.44	17.15	465.65	819.24	Dealer Action Required	11	27/06/2018 10:26
15141	2	WF0DXXTTFXDJ35602	21/06/2018	0.00	0.00	0.00	0.00	Dealer Action Required	31	27/06/2018 10:32
15141	3	WF0DXXTTFXDJ35602	21/06/2018	0.00	0.00	0.00	0.00	Dealer Action Required	11	27/06/2018 10:34
15141	1	WF0DXXWPCGG45106	12/07/2018	0.00	0.00	0.00	0.00	Dealer Action Required	11	02/07/2018 09:21

DISPOSITIONED CLAIMS										
										Total Dispositioned Claims: 4
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	WF0DXXGAHFHK62764	20/06/2018	0.00	17.15	0.00	20.58	PAID	11	27/06/2018 10:29
14255	1	WF0DXXGAHFHK62764	21/06/2018	51.73	17.15	0.00		CANCELLED	11	27/06/2018 12:18

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.

Repair Order Number	Repair Line Number	VIN	Repair Order Open Date	Part	Labor	Miscellaneous	Repair Amount	Status	Claim Type	Last Action Date & Time
---------------------	--------------------	-----	------------------------	------	-------	---------------	---------------	--------	------------	-------------------------

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.

WORK IN PROCESS CLAIMS

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	WF0DXX	<div><div>07/06/2018</div><div>12/06/2018</div><div>13/06/2018</div><div>20/06/2018</div><div>11/07/2018</div></div>	0.00	0.00	0.00	0.00	Dealer Action Required	11	26/06/2018 15:15
15152	1	WF0DXX		336.44	17.15	465.65	819.24	Dealer Action Required	11	27/06/2018 10:26
15141	2	WF0DXX		0.00	0.00	0.00	0.00	Dealer Action Required	31	27/06/2018 10:32
15141	3	WF0DXX		0.00	0.00	0.00	0.00	Dealer Action Required	11	27/06/2018 10:34
15141	1	WF0DXX		0.00	0.00	0.00	0.00	Dealer Action Required	11	02/07/2018 09:21

Clear Filter

From

To

Select relative date

Apply

Cancel

DISPOSITIONED CLAIMS

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	WF0DXX		0.00	17.15	0.00	20.58	PAID	11	27/06/2018 10:29

Export to Excel

Export to PDF

Total Work In Process Claims: 10

Total Dispositioned Claims: 4

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.

WORK IN PROCESS CLAIMS								Total Work In Process Claims: 10		
Repair Order Number	Repair Line Number	VIN	Repair Order Open Date	Part	Labor	Miscellaneous	Repair	Status	Claim Type	Last Action Date & Time
14253	1	WF0DXXGAKDDK07859	21/06/2018	0.00	0.00	0.00			11	26/06/2018 15:15
15152	1	WF0DXXTPFXDJ35602	21/06/2018	336.44	17.15	465.65			11	27/06/2018 10:26
15141	2	WF0DXXTPFXDJ35602	21/06/2018	0.00	0.00	0.00			31	27/06/2018 10:32
15141	3	WF0DXXTPFXDJ35602	21/06/2018	0.00	0.00	0.00			11	27/06/2018 10:34
15141	1	WF0DXXWPKGG45106	12/07/2018	0.00	0.00	0.00			11	02/07/2018 09:21

Clear Filter

☐ Dealer Action Required

☐ Manual Review

☐ SAVED INCOMPLETE

Search Text

Apply

Cancel

Print to Excel

Export to PDF

DISPOSITIONED CLAIMS								Total Dispositioned Claims: 4		
Repair Order Number	Repair Line Number	VIN	Repair Order Open Date	Part	Labor	Miscellaneous	Repair	Status	Claim Type	Last Action Date & Time
16325	1	WF0DXX	27/06/2018	0.00	17.15	0.00	20.58	PAID	11	27/06/2018 10:29

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.

WORK IN PROCESS CLAIMS										Total Work In Process Claims: 10	
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	
15152	1	WF0DXXTPFXDJ35602	21/06/2018	336.44	17.15	465.65	819.24	Dealer Action Required	11	27/06/2018 10:26	
15141	2	WF0DXXTPFXDJ35602	21/06/2018	0.00	0.00	0.00	0.00	Dealer Action Required	31	27/06/2018 10:32	
15141	3	WF0DXXTPFXDJ35602	21/06/2018	0.00	0.00	0.00	0.00	Dealer Action Required	11	27/06/2018 10:34	
15141	1	WF0DXXWPKGG45106	12/07/2018	0.00	0.00	0.00	0.00	Dealer Action Required	11	02/07/2018 09:21	

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.

Claim File (CF-5187021) >
Claim (Claim Unit) (CU-5189008)

Dealer Name : Bristol Street-Stoke Dealer Code : 71499 Suffix : DA Country : GBR

BES0254 - NO EXTENDED SERVICE CONTRACT IN EFFECT **OR THE CAUSAL PART IS NOT A COVERED PART UNDER THE CONTRACT**

TOT0005 - DAWA CONTRIBUTION PARTS 100.0 %, LABOUR 100.0 %, MISC 100.0 %

VIN : WF00XXTTFXD135602 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:

Edit

Claim Entry Screen

Current Claim Version

Repair Information

Repair Line Number: 11 Claim Type: 11-VEHICLE COVERAGE Sub-Code: ESP

Repair Line Completion Date: 23/06/2018 Odometer Reading at Repair Completion: 25412 M

Approval Code: Approval Code: Customer Concern Code: A18

Convoy Delivery Date: Pre-Defined Repair Code: Condition Code: 42

Engine Operating Hours at Repair Completion: Manual Review Required Indicator: Dealer Participation: 0.00

Status: DEALER ACTION REQUIRED

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.

Next Repair PreValidate Submit Cancel RL Cancel RO

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.

ONE Warranty Solution

Claim Status Report CU-1018185

Claim File (CF-849283) >
Claim (Claim Unit) (CU-1018185)

Dealer Name : Dealer Code : Suffix : Country :

DEC0007 - CLAIMS SUCCESSFULLY PRE-VALIDATED, YOU MAY SUBMIT

VIN : WF0UXXXXXXX Vehicle: KA (B420) ; Ka 2009 ; 1.2L MPI 4 Service Advisor ID: 00000XXXX

Repair Order Number: CR256 Repair Order Open Date: 26/04/2017 Odometer at Repair Order open: 500 KM

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

Edit

Claim Entry Screen

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.

“Work In Process” Section displays ALL claims that are currently work in process, regardless of date. “From Date” and “To Date” will not apply to this section.

*** indicates that the claim is scheduled for cancellation.

Export to Excel

Export to PDF

WORK IN PROCESS CLAIMS

Total Work In Process Claims: 10

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
15152	1	WF0XXXTFXDJ35602	21/06/2018	336.44	17.15	465.65	819.24	Dealer Action Required	11	27/06/2018 10:26
15141	2	WF0XXXTFXDJ35602	21/06/2018	0.00	0.00	0.00	0.00	Dealer Action Required	31	27/06/2018 10:32
15141	3	WF0XXXTFXDJ35602	21/06/2018	0.00	0.00	0.00	0.00	Dealer Action Required	11	27/06/2018 10:34
15141	1	WF0KXXWPCGG45106	12/07/2018	0.00	0.00	0.00	0.00	Dealer Action Required	11	02/07/2018 09:21

DISPOSITIONED CLAIMS

Total Dispositioned Claims: 4

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

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

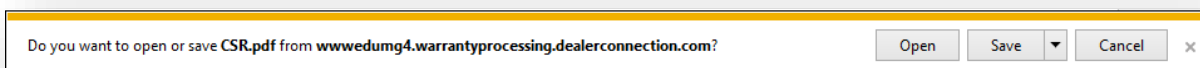
Do you want to open or save **Export Excel.xls** from **www.edumg4.warrantyprocessing.dealerconnection.com**?

Selecting “Open” converts the claim status data into Excel format.

Ford Confidential										
Displaying 10 records		CLAIM STATUS REPORT						As of: 02/07/2018 10:56		
WORK IN PROCESS CLAIMS										
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	0	0	0	Dealer Action Required	11	26/06/2018 15:15
15152	1	WF0XXXTFXDJ35602	21/06/2018	336.44	17.15	465.65	819.24	Dealer Action Required	11	27/06/2018 10:26
15141	2	WF0XXXTFXDJ35602	21/06/2018	0	0	0	0	Dealer Action Required	31	27/06/2018 10:32
15141	3	WF0XXXTFXDJ35602	21/06/2018	0	0	0	0	Dealer Action Required	11	27/06/2018 10:34
15141	1	WF0KXXWPCGG45106	12/07/2018	0	0	0	0	Dealer Action Required	11	02/07/2018 09:21
26253	1	WF0XXXTFXDK00551	13/06/2018	111.85	57.17	0	169.01	Dealer Action Required	21	02/07/2018 10:53
AWER45	12	WF05XXGCC5FU19993	8/06/2018	3.18	0	0	3.18	Manual Review	A1	08/06/2018 09:14
14526		WF0DXXGAKDDK07859	14/06/2018	0	0	0	0	SAVED INCOMPLETE		26/06/2018 15:10
AWER45	1	WF05XXGCC5FU19993	8/06/2018	0	0	0	0	SAVED INCOMPLETE	11	27/06/2018 10:42
15226		WF0FXXGAHFHK62764	21/06/2018	0	0	0	0	SAVED INCOMPLETE		27/06/2018 10:59

Note: *** indicates that the Claim is scheduled for cancellation.

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

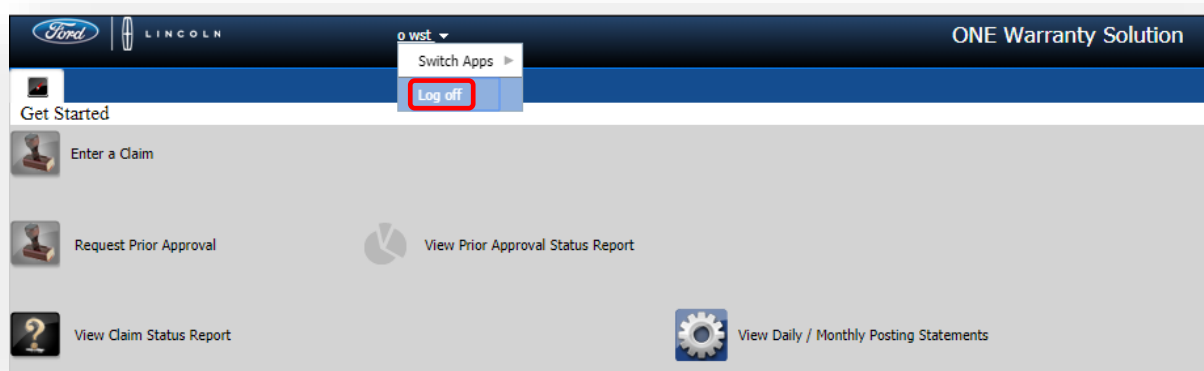
WORK IN PROCESS CLAIMS

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	21/06/2018	0.00	0.00	0.00	0.00	Dealer Action Required	11	26/06/2018 15:15		
71499	DA	15152	1	WF0XXX	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	WF0XXX	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	WF0XXX	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	WF0KXX	12/07/2018	0.00	0.00	0.00	0.00	Dealer Action Required	11	02/07/2018 09:21		
71499	DA	26253	1	WFOXX	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	WFO5	08/06/2018	3.18	0.00	0.00	3.18	Manual Review	A1	08/06/2018 09:14	3	PSPPROG
71499	DA	14526		WF0DXX	14/06/2018					SAVED INCOMPLETE		26/06/2018 15:10		
71499	DA	AWER45	1	WFO5	08/06/2018					SAVED INCOMPLETE	11	27/06/2018 10:42		
71499	DA	15226		WF0FX	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.

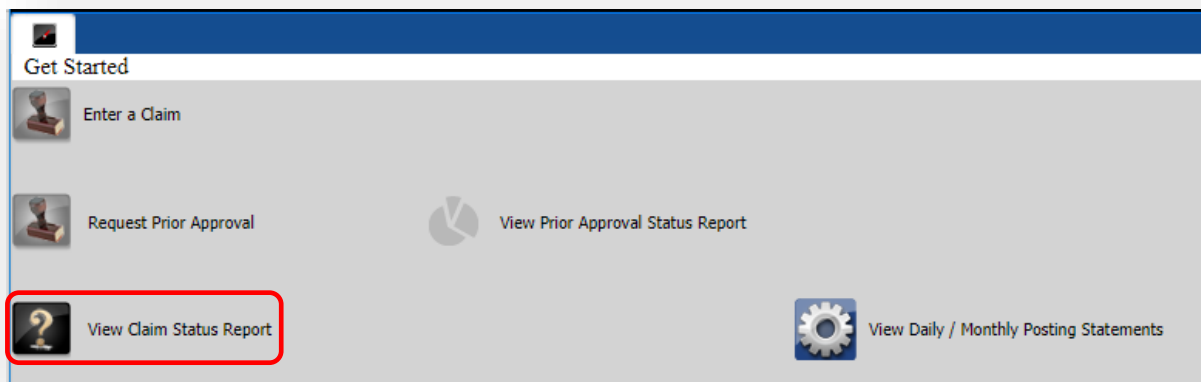
OWS will verify the credentials of the User's login information and provide them access under the Dealer Code that the User's ID is assigned to.

 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.

The screenshot shows the 'Claim Status Report' search form. The search criteria section is highlighted with a red rectangle. It includes fields for 'Area Of Responsibility' (EU), 'Dealer Country' (GBR), 'Dealer PA Code' (71499), 'Dealer Suffix' (DA), 'Dealer Name' (Bristol Street-Stoke), and 'Dealer Address' (George Eastham Avenue, Trentham Lakes North, Stoke-on-Trent XX). The 'Status' dropdown is set to 'All'. The 'Repair Order Number' and 'VIN' fields are empty. The 'From Date' is 26/06/2018 and the 'To Date' is 02/07/2018. The 'Repair Order Open Date' field is also empty. A note below the fields states: 'From date and to date are used to filter claims displayed in the "Dispositioned claims" section - up to 7 days' worth of claims can be searched at a time, with two years of history available.' An 'Inquire' button is at the bottom.

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

DISPOSITIONED CLAIMS									Total Dispositioned Claims: 4	
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	WF0PXXGAHFHK62764	20/06/2018	0.00	17.15	0.00	20.58	PAID	11	27/06/2018 10:29
14255	1	WF0PXXGAHFHK62764	21/06/2018	51.73	17.15	0.00		CANCELLED	11	27/06/2018 12:18
14146	1	WF0PXXGAHFHK62764	22/06/2018	3.80	17.15	0.00	25.14	PAID	21	27/06/2018 12:21
280678	1	WF0PXXGAHFHK62764	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 screenshot shows the 'ONE Warranty Solution' interface. At the top, there's a navigation bar with the Ford and Lincoln logos. Below it, a 'Claim Status' tab is active, showing 'CU-5189007'. The main area displays claim details: 'Claim File (CF-5187020)', 'Claim (Claim Unit) (CU-5189007)', 'Dealer Name: Bristol Street-Stoke', 'Dealer Code: 71499', 'Suffix: DA', and 'Country: GBR'. On the right, there's a red box around the 'Appeal' button. Below this, a table shows claim details: VIN (WF0FXXGAHFK62764), Vehicle (B479E FIES; Fiesta 201; 1.0L 12V D), Service Advisor ID (111111111), Repair Order No (16325), Repair Order Open Date (20/06/2018), Odometer at RO open (5822 M), Special Use Vehicle Description, Engine Operating Hours at RO Open, and License Location.

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.

The screenshot shows the 'Appeal' screen. At the top, there's a red box around the 'Current Claim Version' tab. Below it, a table shows repair information: Repair Line Number (1), Repair Line Completion Date (21/06/2018), Approval Code, Engine Operating Hours at Repair Completion, Appeal Reason (a dropdown menu highlighted with a red box), Claim Type (11-VEHICLE COVERAGE), Odometer Reading at Repair Completion (5832 M), Approval Code, Convoy Delivery Date, Appeal Code (DLR), Manual Review Required Indicator, Customer Participation (0.00), and Dealer Participation (0.00). The status is 'SAVED INCOMPLETE'.

- 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”.

Repair Information			
Repair Line Number:	1	Claim Type:	11-VEHICLE COVERAGE
Repair Line Completion Date:	21/06/2018	Odometer Reading at Repair Completion:	5832 M
Approval Code:		Approval Code:	
Engine Operating Hours at Repair Completion:		Convey Delivery Date:	
Appeal Reason: *	<div> Select... Adjustment Full Chargeback Full Reversal </div>	Appeal Code:	DLR
Customer Participation:	0.00	Manual Review Required Indicator:	<input type="checkbox"/>
Status:	SAVED INCOMPLETE		

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

Repair Information			
Repair Line Number:	1	Claim Type:	11-VEHICLE COVERAGE
Repair Line Completion Date:	21/06/2018	Odometer Reading at Repair Completion:	5832 M
Approval Code:		Approval Code:	
Engine Operating Hours at Repair Completion:		Convey Delivery Date:	
Appeal Reason: *	<div> Select... Adjustment Full Chargeback Full Reversal </div>	Appeal Code:	DLR
Customer Participation:	0.00	Manual Review Required Indicator:	<input type="checkbox"/>
Status:	SAVED INCOMPLETE		

Previous Claim Versions Tab

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

Claim Status ... CU-5189007			
Claim File (CF-5187020) > Claim (Claim Unit) (CU-5189007) Dealer Name : Bristol Street-Stoke Dealer Code : 71499 Suffix : DA Country : GBR			
TOT0005 - DAWA CONTRIBUTION PARTS 100.0 %, LABOUR 100.0 %, MISC 100.0 %		VIN : WF0FXXGAHFK62764 Vehicle: B479E FIES ; Fiesta 201 ; 1.0L 12V D Service Advisor ID: 111111111	
Repair Order No: * 16325		Repair Order Open Date: * 20/06/2018 Odometer at RO open: 5822 M	
Special Use Vehicle Description:		Engine Operating Hours at RO Open: License Location:	
Appeal			
Current Claim Version		Previous Claim Versions	
Original Claim			
Claim Details			

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.

Parts Information											Total Parts Present Amount:
Action Code	Causal	PartNum	Description	Quantity	Unit Price	Invoice Number	Markup	Prior Paid	Present	Adjustment	
B	✓	1871356	TURBOCHARGER ASY	1.00	373.22		74.64	447.86	447.86		

Labor Information											Total Labor Present Amount:
Action Code	Labor Operation Code	Description	Tech. ID	Hours	Labor Rate	Invoice Number	Prior Paid	Present	Adjustment		
B	90990MUA13	Diagnostic Tool - Vehicle Connection/Communication - includes select customer symptoms, reading and deleting fault codes in FordEts IDS		0.3	57.17		17.15	17.15			


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

Appeal Comments:

Maximum 2000 characters

Characters Left 1972

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"

Parts Information											Total Parts Present Amount: 0.00
Action Code	Causal	PartNum	Description	Quantity	Unit Price	Invoice Number	Markup	Prior Amount	Present	Adjustment	
B	✓	1871356	TURBOCHARGER ASY	0	0.00		0.00	447.86	0.00	-447.86	

Labor Information Details											Total Labor Present Amount: 0.00
Action Code	Labor Operation Code	Description	Tech. ID	Hours	Labor Rate	Invoice No.	Prior Amount	Present	Adjustment		
B	290990MUA13	Diagnostic Tool - Vehicle Connection/Communication - includes select customer symptoms, reading and deleting fault codes in FordEts IDS		0.0	57.17		17.15	0.00	-17.15		

- The “Repair Line Sub Total” section of the appeal shows the amount charged back as “Adjustments” and the “Revised Amount” shows as 0.00

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	447.86	447.86	-447.86			0.00	
Labor	17.15	17.15	-17.15			0.00	
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	465.01	465.01	-465.01			0.00	
(Deductibles)		(0.00)					
VAT		93.00					
Revised Total		558.01					
Total Part Markup		74.64	-74.64			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”.

DISPOSITIONED CLAIMS									
Repair Order Number	Repair Line Number	VIN	Repair Order Open Date	Part	Labor	Miscellaneous	Repair Amount	Status	Claim Type
280678	1	WFRP0XGAHFK62764	28/06/2018	447.86	17.15	0.00	558.01	PAID	11
280678	1	WFRP0XGAHFK62764	28/06/2018	0.00	0.00	0.00	-558.01	PAID	A1

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.

Parts Information									
									Total Parts Present Amount: 447.86
Action Code	Causal PartNum	Description	Quantity	Unit Price	Invoice Number	Markup	Prior Paid	Present	Adjustment
R	1871356	TURBOCHARGER ASY	1.00	373.22		74.64	0.00	447.86	447.86

Labor Information									
									Total Labor Present Amount: 17.15
Action Code	Labor Operation Code	Description	Tech. ID	Hours	Labor Rate	Invoice Number	Prior Paid	Present	Adjustment
R	290990MUA13	Diagnostic Tool - Vehicle Connection/Communication - includes select customer symptoms, reading and deleting fault codes in FordEts IDS		0.3	57.17		0.00	17.15	17.15

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


Appeal Comments:

Full Reversal

Maximum 2000 characters

Characters Left 1987

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.

Next Repair PreValidate **Submit** Reset Claim **Cancel Adjustment**

The “Repair Line Sub Total” section of the appeal shows the Full Reversal amount as “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	0.00	0.00	167.67	167.67
Labor	0.00	0.00	3.86	3.86
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	0.00	0.00	171.53	171.53
(Deductibles)				
VAT				
Revised Total		0.00		
Total Part Markup		0.00	17.96	17.96

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

Parts Information											Total Parts Present Amount:
Action Code	Causal	PartNum	Description	Quantity	Unit Price	Invoice Number	Markup	Prior Paid	Present	Adjustment	
Select...		1142359	SEAL ASY - CRANKSHAFT OIL - FRONT	2.00	10.46		4.18	25.10	25.10		
C	✓	2023391	CARD - MEMORY	1.00	117.09		23.42	140.51	140.51		
B											
R											

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

Parts Information											Total Parts Present Amount:
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		4.18	25.10	25.10		Reset
Select...	✓	2023391	CARD - MEMORY	1.00	117.09		23.42	140.51	140.51		

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.

Labor Information									Total Labor Present Amount:
Action Code	Labor Operation Code	Description	Tech. ID	Hours	Labor Rate	Invoice Number	Prior Paid	Present	Adjustment
Select...	321151MUA11	Headlamp Assembly - Remove And Install (One)	999999999	0.1	57.17		5.72	5.72	
A			999999999						

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

Appeal Comments:

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
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 “I1”.

Export to Excel

Export to PDF

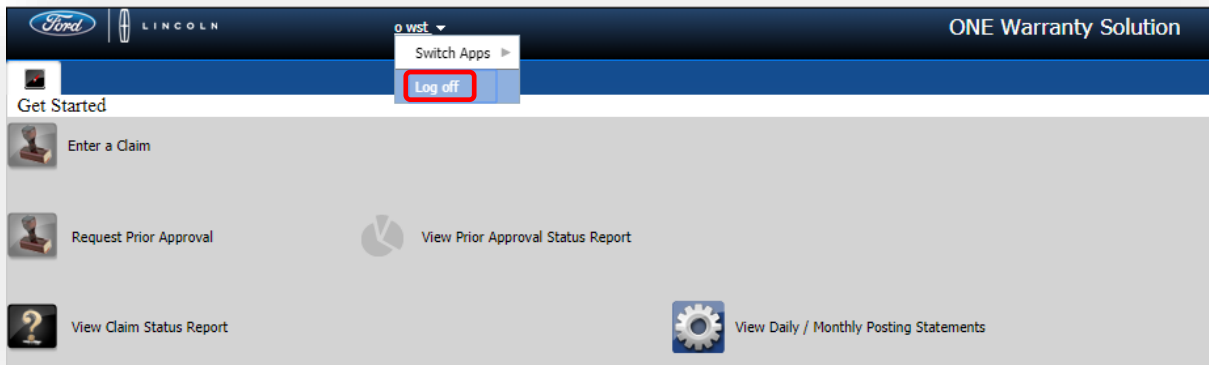
DISPOSITIONED CLAIMS

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	WF0C0GAKCGG15948	03/07/2018	178.17	34.31	0.00	49.38	PAID	A1	04/07/2018 10:01
14713	1	WF0C0GAKCGG15948	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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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



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.


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.

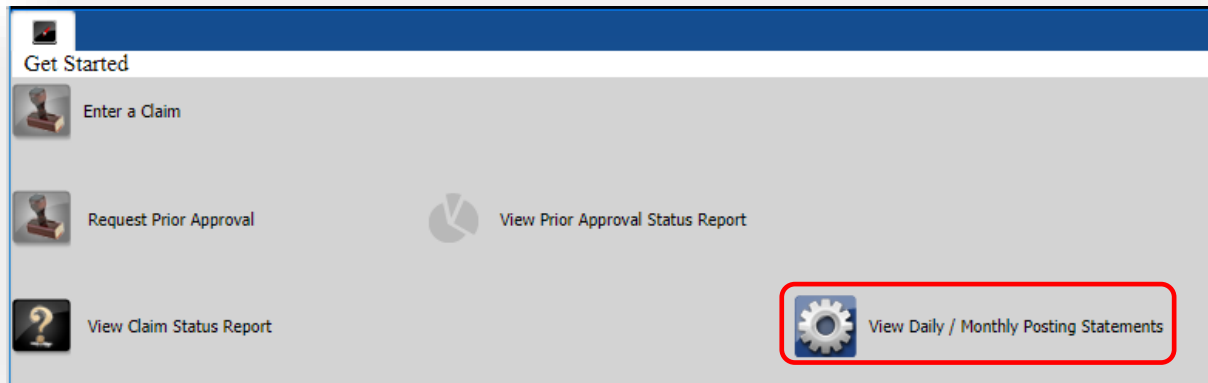
Daily Posting Statements


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.




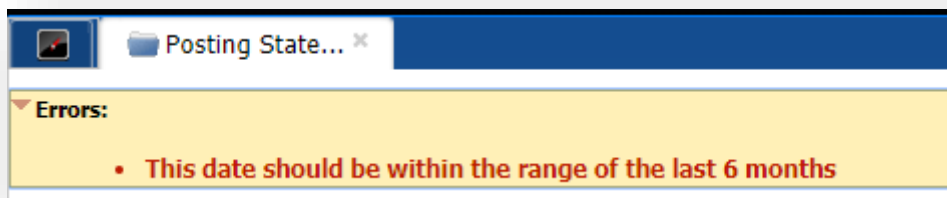
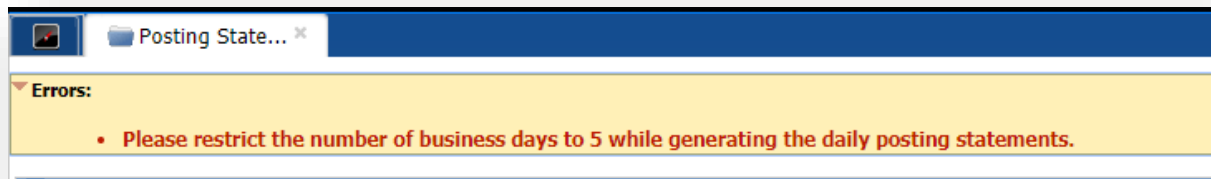
The Posting Statements selection screen will display and by default, the “Daily Posting Statement” radio button is selected. Select the relevant date range search criteria by using the calendar search icon  or by entering the dates manually.

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


The screenshot shows the 'Posting State...' screen. It has a header with the Ford and Lincoln logos, a user dropdown, and the title 'ONE Warranty Solution'. Below the header is a 'Dealer Information' section with fields for AOR, Dealer Code, Dealer Name, Country, Suffix, Dealer Address, and ST4 4TU. The 'Daily Posting Statement' radio button is selected. The 'From Date' is 01/07/2018 and the 'To Date' is 01/07/2018. The 'Inquire' button is at the bottom.

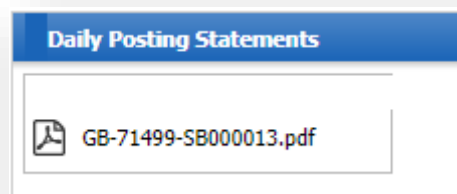
Select the “Inquire” button  to display any available results.

 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.

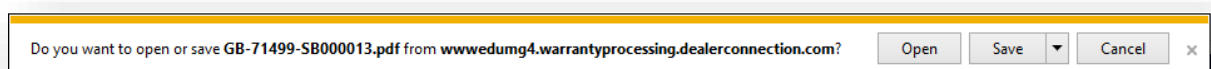


Any successful results will be displayed under the “Daily Posting Statements” heading as PDF documents.

 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.

(SBI) SELF BILLING INVOICE ISSUED BY THE CUSTOMER ON BEHALF OF THE SUPPLIER

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
14146-1	WF0FXXGAHFK62764	22/06/2018
PARTS:3.80; LABOUR:17.15; MISC EXP:0.00; CUSTOMER PARTICIPATION:0.00		
16325-1	WF0FXXGAHFK62764	21/06/2018
PARTS:0.00; LABOUR:17.15; MISC EXP:0.00; CUSTOMER PARTICIPATION:0.00		

NET AMOUNT	VAT RATE %	VAT AMOUNT	TOTAL (INCLUDING VAT)
20.95	20.00	4.19	25.14

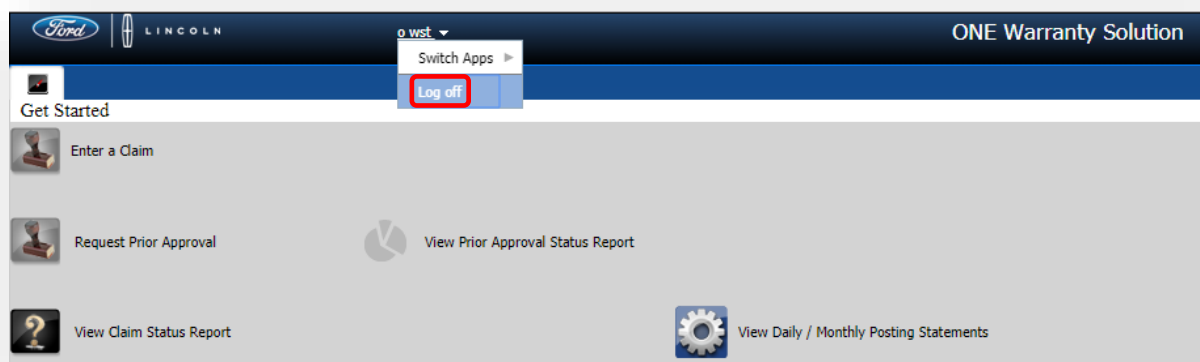
17.15	20.00	3.43	20.58
-------	-------	------	-------

TOTAL AMOUNT PAYABLE (EXCLUDING VAT)
38.10

TOTAL VAT AMOUNT AT (20.00%)	TOTAL (INCLUDING VAT)
7.62	45.72
GRAND TOTAL	
45.72	

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.

ONE Warranty Solution

User Guide



5a – Monthly Posting Statements

5a - Monthly 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.

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.

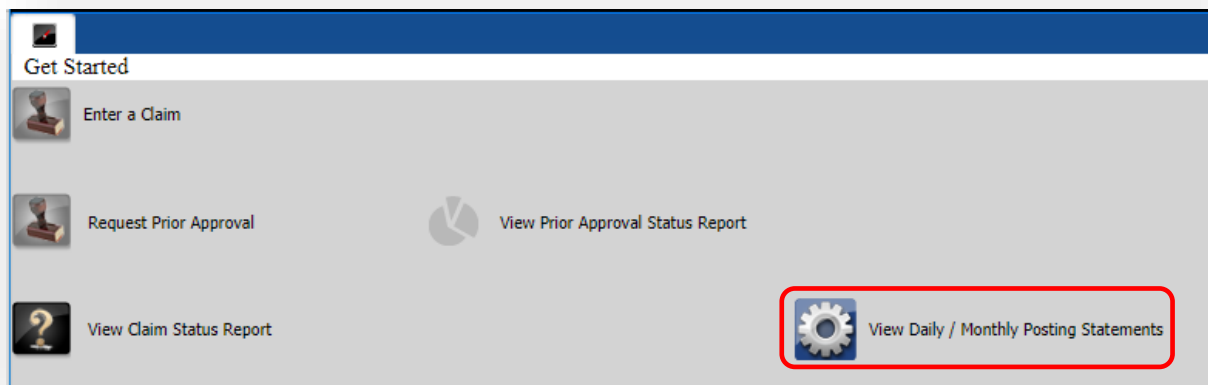
 Note: For Dealers with multiple dealer codes, refer to the "OWS Roles and Homepage > Multiple Dealer Code Administration" section of this User Guide.

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.

A screenshot of the Posting Statements selection screen. It features two radio buttons: 'Daily Posting Statement' and 'Monthly Posting Statement'. The 'Monthly Posting Statement' radio button is selected and highlighted with a red rectangular box. To the right of the radio buttons, there are two dropdown menus labeled 'Month' and 'Year', both with 'Select...' as the current selection. These dropdowns are also highlighted with a red rectangular box. Below the dropdowns is an 'Inquire' button.

Select the relevant Month and Year from each respective dropdown and click the “Inquire” button to display results .

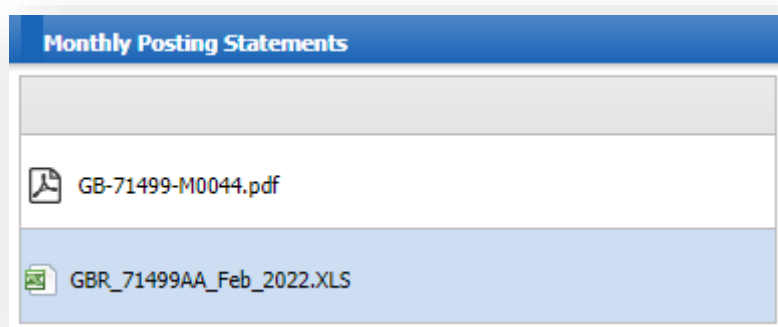
 Note: If no data is available, the system will display a corresponding message.

A screenshot of the Posting Statements selection screen. The 'Monthly Posting Statement' radio button is selected. The 'Month' dropdown is set to 'January' and the 'Year' dropdown is set to '2017'. Below these dropdowns is an 'Inquire' button. A red rectangular box highlights the text 'No claims posted for the selected month' at the bottom of the screen.

 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.



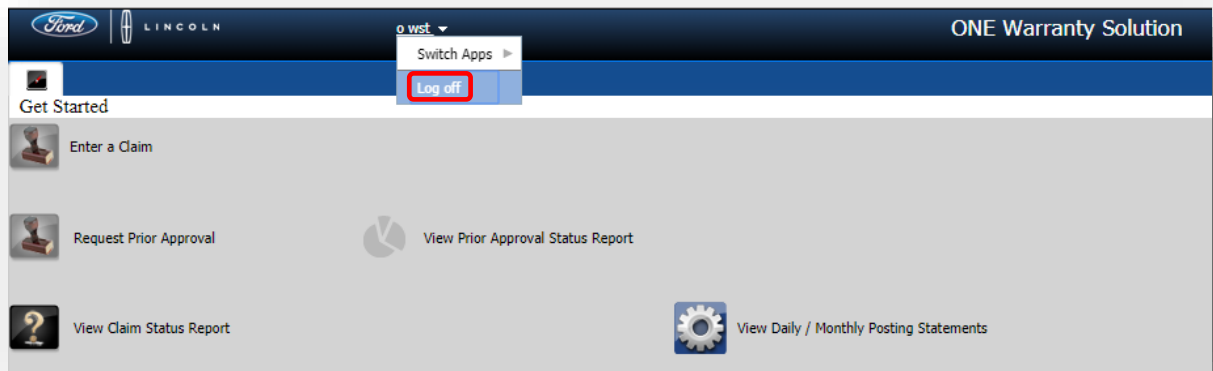
To open the document, simply click on the PDF or the XLS icon and the system will prompt the user to either “Open”, “Save” or “Cancel”.

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.



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.

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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.

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](#).

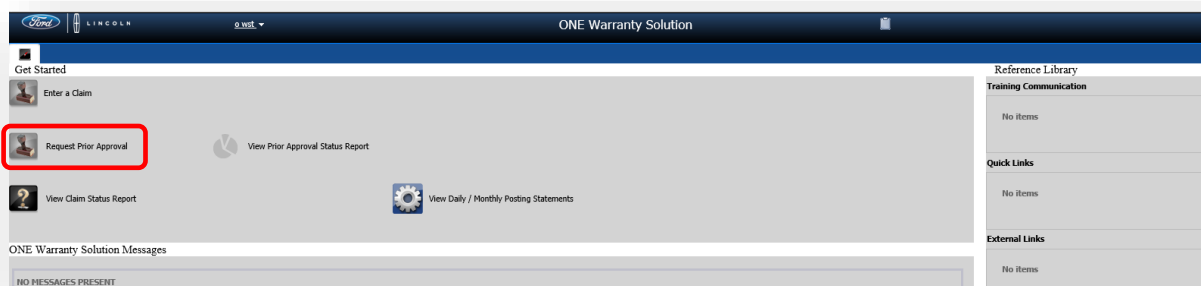
OWS will verify the credentials of the User's login information and provide them access under the Dealer Code that the User's ID is assigned to.



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

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.

Repair Information

VIN : * Vehicle :

Repair Order No : Repair Line No :

Odometer At Ro Open : * M Repair Order Open Date : *

Sub-Code :

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

Repair Information

VIN : * Vehicle :

Repair Order No : Repair Line No :

Odometer At Ro Open : * M Repair Order Open Date : *

Sub-Code :

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.

Reason For Request

Dealer Comments : *

Max 2000 characters Characters Left 1893

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

Repair Cost/Prior Approval Information

Select Repair Cost Information Type: ☒ Sub Totals ☐ Total Cost

Part Number : Part Description :

Scheduled Labor Hours : Scheduled Labor Costs:

Loaner Days : Outside Labor Costs :


Customer Participation : Loaner Rate :

Dealer Participation :

Total: # 0.00 Net Total : 0.00

#- Total prior to percentage contribution being deducted

- 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.
 - If “Scheduled Labour Hours” are entered, the “Scheduled Labour Cost” field disappears
 - If “Scheduled Labour Cost” are entered, the “Scheduled Labour Hours” field disappears
- Include rental costs, outside labour costs and miscellaneous costs where applicable.

Repair Cost/Prior Approval Information

Select Repair Cost Information Type: ☒ Sub Totals ☐ Total Cost

Part Number : 2078983 Part Description :

Scheduled Labor Hours : 4.3 Scheduled Labor Costs:

Loaner Days : 1 Outside Labor Costs : 50.00

Customer Participation : Loaner Rate : 20.00

Dealer Participation :

Total: # 405.62 Net Total : 405.62

#- Total prior to percentage contribution being deducted

▼ Repair Cost/Prior Approval Information

Select Repair Cost Information Type:★ ☒ Sub Totals ☐ Total Cost

Part Number : 2078983 Part Description :

Scheduled Labor Hours : 0.0 Scheduled Labor Costs: 150.00

Loaner Days : 1 Outside Labor Costs : 50.00 X

Customer Participation : Dealer Participation : Loaner Rate : 20.00

Total # 555.62 Net Total :

- Total prior to percentage contribution being deducted

Total Parts Cost : 325.62
Total Labor Cost : 200.00
Misc. Cost : 10.00
Total Loaner Cost: 20.00

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

Inputting Total Cost

▼ Repair Cost/Prior Approval Information

Select Repair Cost Information Type:★ ☐ Sub Totals ☒ Total Cost


Part Number : Total : 0.00

Part Description :

Net Total:

Customer Participation : Dealer Participation :

- 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

▼ Repair Cost/Prior Approval Information

Select Repair Cost Information Type:★ ☐ Sub Totals ☒ Total Cost

Part Number : 2078983 Part Description :


Total : 545.62

Net Total:

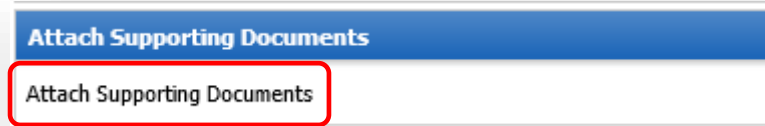
Customer Participation : Dealer Participation :

Attach Supporting Documents

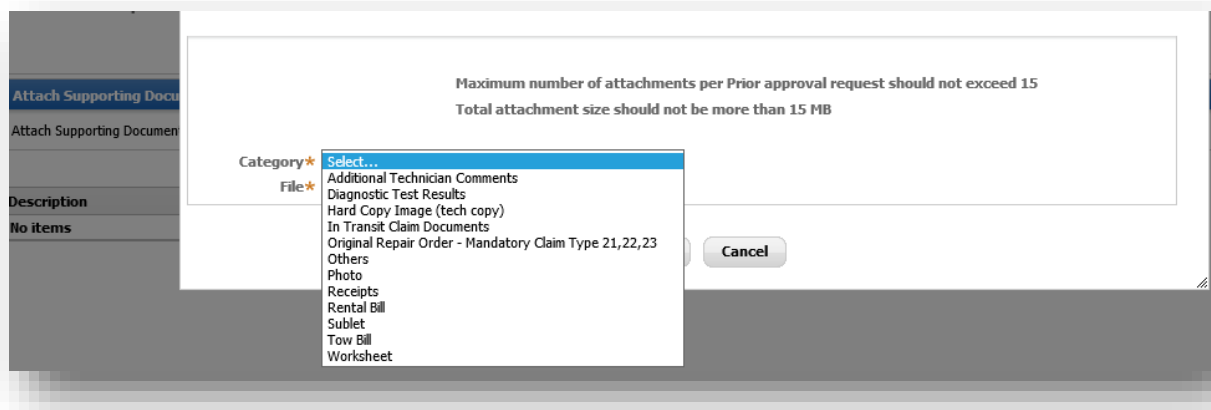
Users can submit up to 15 supporting documents at a total of 15MB. Attachments can include photos, receipts, test results, etc.

 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.



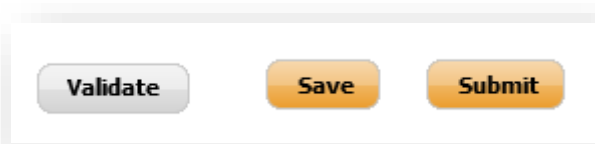
- Browse the files and select the required file for the request
- Click on “Submit” to attach

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.

A horizontal bar containing three buttons: 'Validate' (grey), 'Save' (orange), and 'Submit' (orange).



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 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.

Confirmation Screen

Your Request has been Updated.

Status :	Submitted
Prior Approval Case Number :	PA-300721
VIN :	WF0FXXGAHFK62764
Repair Order Number :	25258
Repair Line Number :	1
Repair Order Open Date :	03/07/2018

[Close](#)

 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.

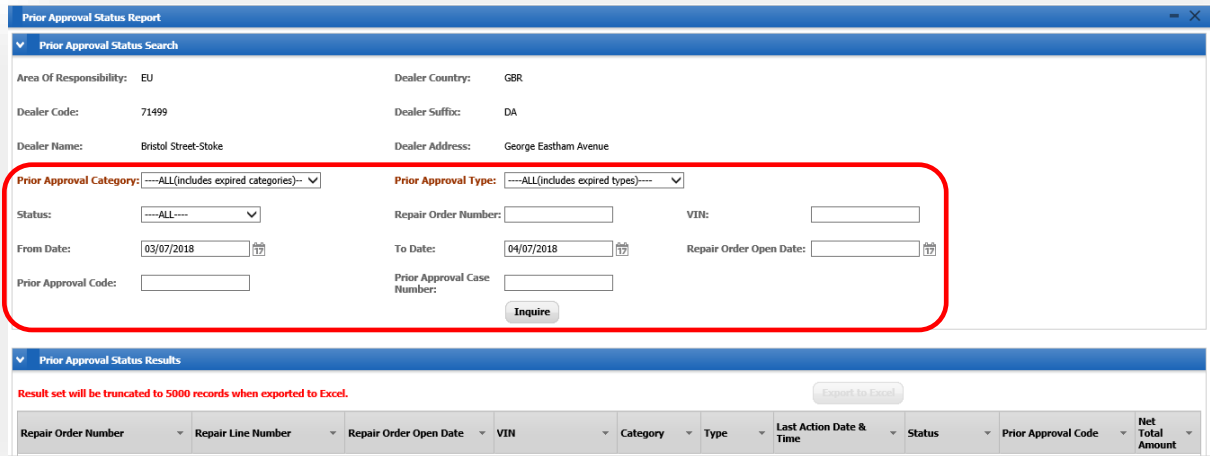
Select the “View Prior Approval Status Report” icon on the OWS homepage.



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)
 - 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



Prior Approval Status Report

Prior Approval Status Search

Area Of Responsibility: EU Dealer Country: GBR

Dealer Code: 71499 Dealer Suffix: DA

Dealer Name: Bristol Street-Stoke Dealer Address: George Eastham Avenue

Prior Approval Category: ---ALL(includes expired categories)-- Prior Approval Type: ---ALL(includes expired types)---

Status: ---ALL--- Repair Order Number: VIN:

From Date: 03/07/2018 To Date: 04/07/2018 Repair Order Open Date:

Prior Approval Code: Prior Approval Case Number:

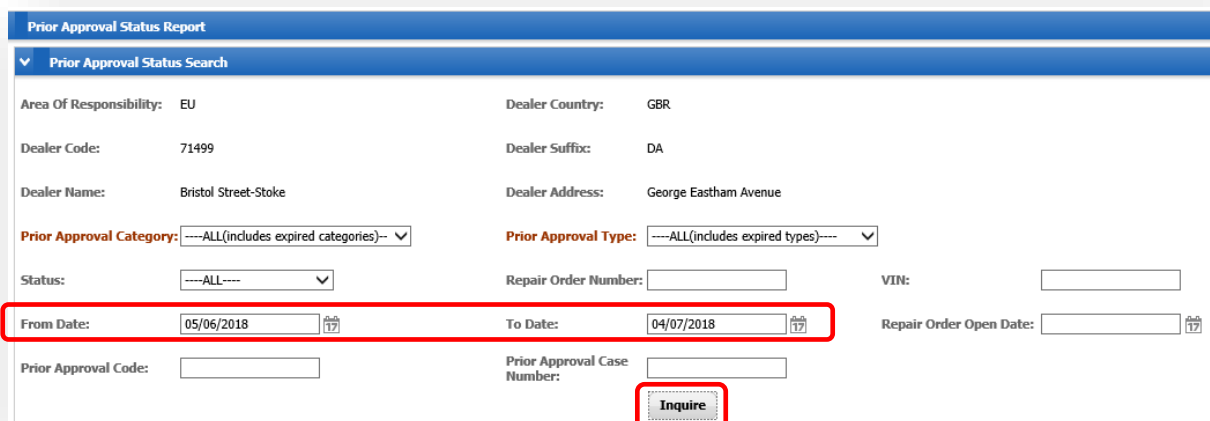
Inquire

Prior Approval Status Results

Result set will be truncated to 5000 records when exported to Excel.

Repair Order Number	Repair Line Number	Repair Order Open Date	VIN	Category	Type	Last Action Date & Time	Status	Prior Approval Code	Net Total Amount
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- 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



Prior Approval Status Report

Prior Approval Status Search

Area Of Responsibility: EU Dealer Country: GBR

Dealer Code: 71499 Dealer Suffix: DA

Dealer Name: Bristol Street-Stoke Dealer Address: George Eastham Avenue

Prior Approval Category: ---ALL(includes expired categories)-- Prior Approval Type: ---ALL(includes expired types)---

Status: ---ALL--- Repair Order Number: VIN:

From Date: 05/06/2018 To Date: 04/07/2018 Repair Order Open Date:

Prior Approval Code: Prior Approval Case Number:

Inquire

Prior Approval Status Report

Prior Approval Status Search


Area Of Responsibility: EU Dealer Country: GBR
 Dealer Code: 71499 Dealer Suffix: DA
 Dealer Name: Bristol Street-Stoke Dealer Address: George Eastham Avenue

Prior Approval Category: ---ALL(includes expired categories)---
 Prior Approval Type: ---ALL(includes expired types)---
 Status: ---ALL---
 Repair Order Number: VIN: Repair Order Open Date: From Date: 05/06/2018 To Date: 04/07/2018
 Prior Approval Code: Prior Approval Case Number:

Prior Approval Status Results

Result set will be truncated to 5000 records when exported to Excel.


Repair Order Number	Repair Line Number	Repair Order Open Date	VIN	Category	Type	Last Action Date & Time	Status	Prior Approval Code	Net Total Amount
123456	1	03/07/2018	WF0XOXA0CGG39011	ME	IN	04/07/2018 10:13	Approved	ME1N000028	164.34
SF7100	1	17/11/2017	WF0XOXA0HR64295	ME	IN	03/07/2018 13:17	Used	ME1N000027	700.00
123457	1	13/06/2018	WF0XOXA0GCBKDP34060	ME	IN	02/07/2018 16:07	Used	ME1N000025	0.00

 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: 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.

Prior Approval Status Report

Prior Approval Status Search

Area Of Responsibility: EU Dealer Country: GBR
 Dealer Code: 71499 Dealer Suffix: DA
 Dealer Name: Bristol Street-Stoke Dealer Address: George Eastham Avenue
 Prior Approval Category: ---ALL(includes expired categories)--- Prior Approval Type: ---ALL(includes expired types)---
 Status: ---ALL--- Repair Order Number: VIN:
 From Date: 03/07/2018 To Date: 04/07/2018 Repair Order Open Date:
 Prior Approval Code: Prior Approval Case Number:
 Inquire

Prior Approval Status Results

Result set will be truncated to 5000 records when exported to Excel. Export to Excel

Repair Order Number	Repair Line Number	Repair Order Open Date	VIN	Category	Type	Last Action Date & Time	Status	Prior Approval Code	Net Total Amount
123456	1	03/07/2018	WF0CXXGAKCGG39011	ME	1N	04/07/2018 10:13	Approved	MEIN000028	164.34
SF7100	1	17/11/2017	WF03XXG4HR64295	ME	1N	03/07/2018 13:17	Used	MEIN000027	700.00
25258	1	03/07/2018	WF0FXG4HFK62764	ME	1N	04/07/2018 10:34	Submitted		

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.

ONE Warranty Solution

PA-300721 Prior Approva... PA-14151

Prior Approval Request Details

Prior Approval (PA-14151)

Request Details Request History

Dealer Information

Dealer Name: Bristol Street-Stoke Dealer Code: 71499 Suffix: DA Country: GBR

Prior Approval Category and Type

Prior Approval Category: MECHANICAL/ELECTRICAL Prior Approval Type: NSC

Requestor Information

Requestor Name: Simon Fowler Email: sfowle13@ford.com Phone: 01277253048

Repair Information

VIN: WF0CXXGAKCGG39011 Vehicle: 2016-Fiesta 2013
 Repair Order No: 123456 Repair Line No.: 1
 Odometer at RO open: 1000 M Repair Order Open Date: 03/07/2018
 Sub-Code: P71

Comments and Status Information

Status: Approved Prior Approval Code: MEIN000028 Submission Count: 1
 Dealer/Appeal Comments: PLEASE APPROVE THIS REPAIR
 Approver Comments: APPROVED AS REQUESTED

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".

ONE Warranty Solution

Prior Approval Status Report

Prior Approval Status Search

Area Of Responsibility: EU Dealer Country: GBR

Dealer Code: 71499 Dealer Suffix: DA

Dealer Name: Bristol Street-Stoke Dealer Address: George Eastham Avenue

Prior Approval Category: ----ALL(includes expired categories)----

Prior Approval Type: ----ALL(includes expired types)----

Status: Saved Incomplete

Repair Order Number: VIN:

Prior Approval Code: Prior Approval Case Number:

Inquire

- A list of all Saved Incomplete Prior Approval Requests will appear

Prior Approval Status Report

Prior Approval Status Search

Area Of Responsibility: EU Dealer Country: GBR

Dealer Code: 71499 Dealer Suffix: DA

Dealer Name: Bristol Street-Stoke Dealer Address: George Eastham Avenue

Prior Approval Category: ----ALL(includes expired categories)----

Prior Approval Type: ----ALL(includes expired types)----

Status: Saved Incomplete

Repair Order Number: VIN:

Prior Approval Code: Prior Approval Case Number:

Inquire

**Indicates that the request is scheduled for cancellation 31 days from "Last Action Date".

Prior Approval Status Results

Result set will be truncated to 5000 records when exported to Excel.

Export to Excel

Repair Order Number	Repair Line Number	Repair Order Open Date	VIN	Category	Type	Last Action Date & Time	Status	Prior Approval Code	Net Total Amount
12336	1	03/07/2018	WF0000WPKGG45106	ME	IN	04/07/2018 10:52	Saved Incomplete		
12366	1	03/07/2018	WF0000GBGCE42756	HL	DM	04/07/2018 10:54	Saved Incomplete		

- 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".

Prior Approval Status Report

Prior Approval Status Search

Area Of Responsibility: EU Dealer Country: GBR
 Dealer Code: 71499 Dealer Suffix: DA
 Dealer Name: Bristol Street-Stoke Dealer Address: George Eastham Avenue

Prior Approval Category: ---ALL(includes expired categories)---
 Status: **Dealer Action Required** Prior Approval Type: ---ALL(includes expired types)---
 Repair Order Number: VIN: Repair Order Open Date:

Prior Approval Code: Prior Approval Case Number: **Inquire**

Prior Approval Status Results

Result set will be truncated to 5000 records when exported to Excel. **Export to Excel**

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

Prior Approval Status Report

Prior Approval Status Search

Area Of Responsibility: EU Dealer Country: GBR
 Dealer Code: 71499 Dealer Suffix: DA
 Dealer Name: Bristol Street-Stoke Dealer Address: George Eastham Avenue

Prior Approval Category: ---ALL(includes expired categories)---
 Status: **Dealer Action Required** Prior Approval Type: ---ALL(includes expired types)---
 Repair Order Number: VIN: Repair Order Open Date:

Prior Approval Code: Prior Approval Case Number: **Inquire**

Prior Approval Status Results

Result set will be truncated to 5000 records when exported to Excel. **Export to Excel**

Repair Order Number	Repair Line Number	Repair Order Open Date	VIN	Category	Type	Last Action Date & Time	Status	Prior Approval Code	Net Total Amount
12000	1	11/07/2018	WF0CXXGAKCG15948	ME	IN	13/07/2018 09:05	Dealer Action Required		

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:

- Attach supporting documents
 - 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 Action Required

Dealer Information
 Dealer Name : Bristol Street-Stoke Dealer Code : 71499 Suffix : DA Country : GBR

Prior Approval Category and Type
 Prior Approval Category: MECHANICAL/ELECTRICAL Prior Approval Type: NSC

Requestor Information
 Requestor Name : * Sam Robinson X Email : * srobi197@ford.com Phone : 0123456789

Repair Information
 VIN : * WF0CXXGAKCGG15948 Vehicle : 2016-Fiesta 2013
 Repair Order No : 12000 Repair Line No : 1
 Odometer At Ro Open: * 14001 M Repair Order Open Date : * 11/07/2018 Search
 Sub-Code :

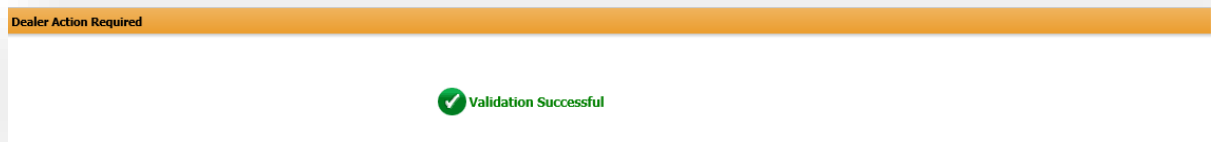
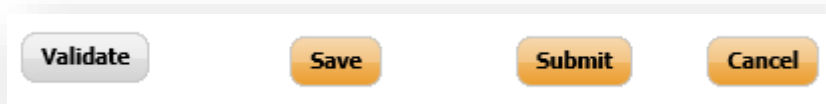
Comments and Status Information
 Status : Dealer Action Required Submission Count : 1
 Approver Comments: Please provide more information on fault and labour time.
 Dealer Comments: * No drive. Vehicle towed in. Transmission requires replacing.

- 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 be 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.

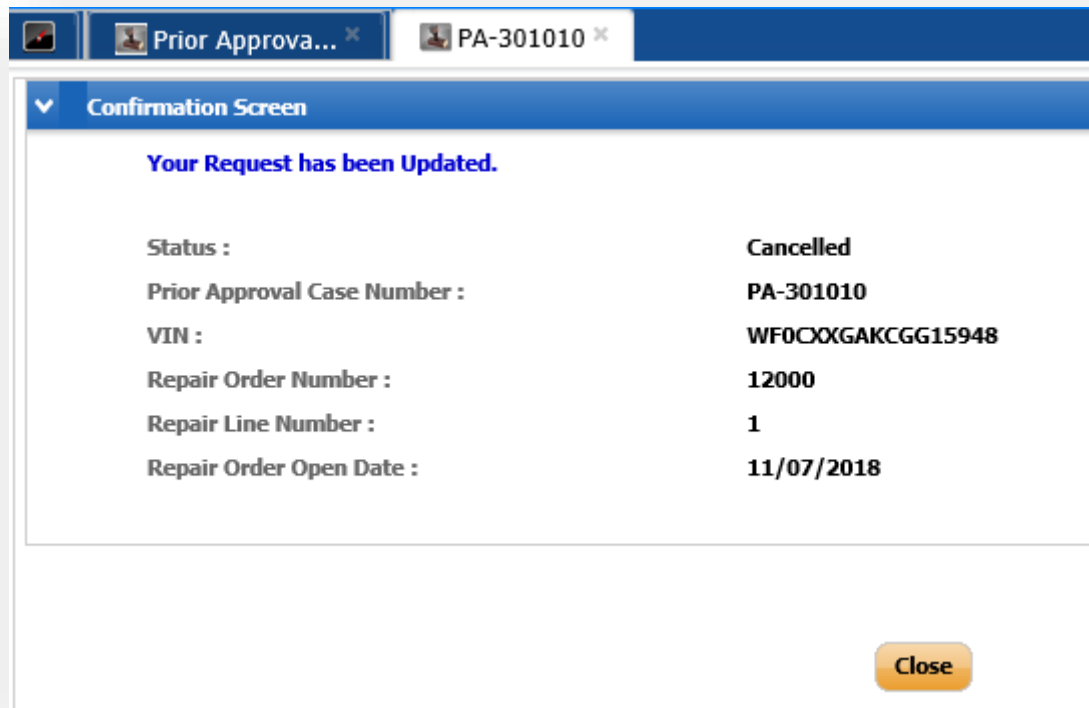
- Click on action button “Cancel”



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.



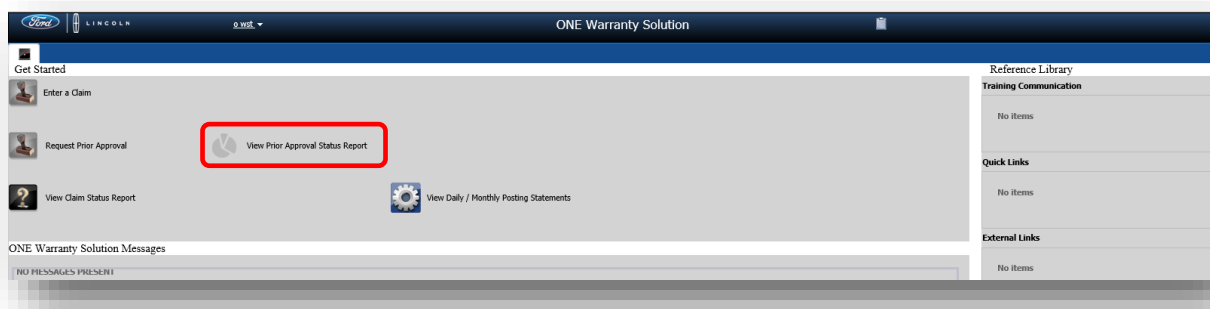
Prior Approval Appeals

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)
 - 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 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

Prior Approval Status Report

Prior Approval Status Search

Area Of Responsibility: EU Dealer Country: GBR
 Dealer Code: 71499 Dealer Suffix: DA
 Dealer Name: Bristol Street-Stoke Dealer Address: George Eastham Avenue

Prior Approval Category: ---ALL(includes expired categories)---
 Prior Approval Type: ---ALL(includes expired types)---

Status: ---ALL--- Repair Order Number: VIN:
 From Date: 2/7/2018 To Date: 13/7/2018 Repair Order Open Date:
 Prior Approval Code: Prior Approval Case Number: **Inquire**

Prior Approval Status Results

Prior Approval Status Report

Prior Approval Status Search

Area Of Responsibility: EU Dealer Country: GBR
 Dealer Code: 71499 Dealer Suffix: DA
 Dealer Name: Bristol Street-Stoke Dealer Address: George Eastham Avenue

Prior Approval Category: ---ALL(includes expired categories)---
 Prior Approval Type: ---ALL(includes expired types)---

Status: ---ALL--- Repair Order Number: VIN:
 From Date: 02/07/2018 To Date: 13/07/2018 Repair Order Open Date:
 Prior Approval Code: Prior Approval Case Number: **Inquire**

****Indicates that the request is scheduled for cancellation 31 days from "Last Action Date".****

Prior Approval Status Results

Result set will be truncated to 5000 records when exported to Excel. **Export to Excel**

Repair Order Number	Repair Line Number	Repair Order Open Date	VIN	Category	Type	Last Action Date & Time	Status	Prior Approval Code	Net Total Amount
12000	1	11/07/2018	WFOCXGANC6G15948	PHE	IN	13/07/2018 09:03	Cancelled		4,122.28
		28/03/2018	WFA000WPM4EY51066	PHE	IN	11/07/2018 13:54	Approved	MEIN000046	621.36
		28/03/2018	WFA000WPM4EY51066	PHE	IN	11/07/2018 13:19	Approved Adjusted	MEIN000045	310.68
		09/07/2018	MAJ000MTRJH080942	PHE	IN	11/07/2018 11:20	Approved Adjusted	MEIN000044	214.34
123456	1	06/07/2018	WFA000WPM4EY51066	PHE	IN	10/07/2018 10:25	Approved	MEIN000043	795.85
123456	1	04/07/2018	WFA000WPM4EY51066	PHE	IN	10/07/2018 10:20	Approved	MEIN000042	417.92

- 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:

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

Prior Approval Request Details

Prior Approval (PA-300912)

Request Details | Request History

 Print

Dealer Information

Dealer Name : Bristol Street-Stoke Dealer Code : 71499 Suffix : DA Country : GBR


Prior Approval Category and Type

Prior Approval Category: MECHANICAL/ELECTRICAL Prior Approval Type: NSC

Requestor Information

Requestor Name: * Simon Fowler Email: * sfowe13@ford.com Phone:

Repair Information

VIN: * MAJUX0MTKUHU80942 Vehicle: 2016-Ka+
 Repair Order No: Repair Line No.:
 Odometer at RO open: * 1000 M Repair Order Open Date: * 09/07/2018 

Comments and Status Information

Status : Approved Adjusted Prior Approval Code : ME1N000044 Submission Count : 1

- 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.


Repair Cost/Prior Approval Information

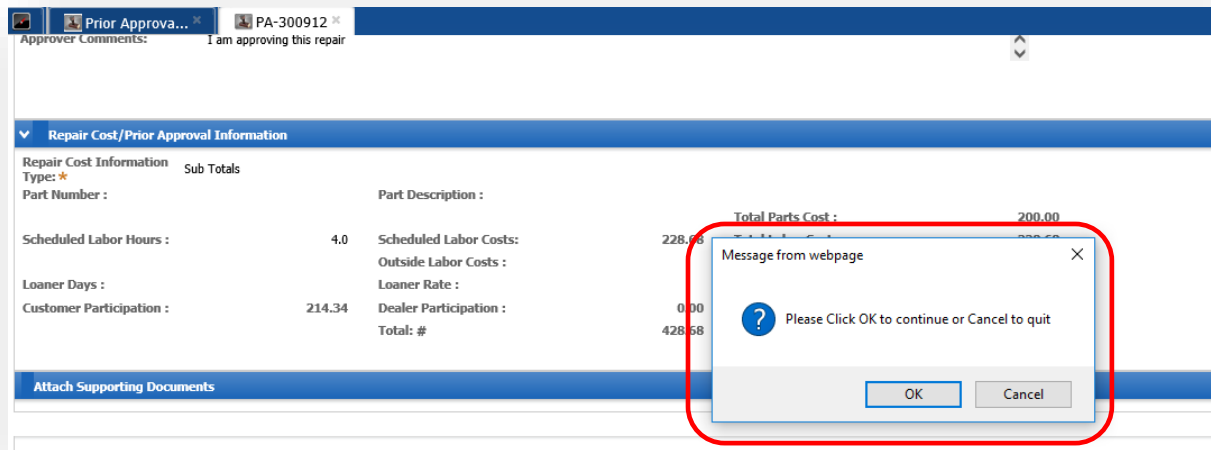
Repair Cost Information		Sub Totals	
Part Number :	Part Description :	Total Parts Cost :	200.00
Scheduled Labor Hours :	Scheduled Labor Costs :	Total Labor Cost :	228.68
Loaner Days :	Outside Labor Costs :	Misc. Cost :	0.00
Customer Participation :	Loaner Rate :	Total Loaner Cost :	0.00
	Dealer Participation :		
	Total #	Net Total :	214.34

Attach Supporting Documents

Description	Filename/Extension	FileSize(KB)
No matching data was found.		

Displaying 0 records



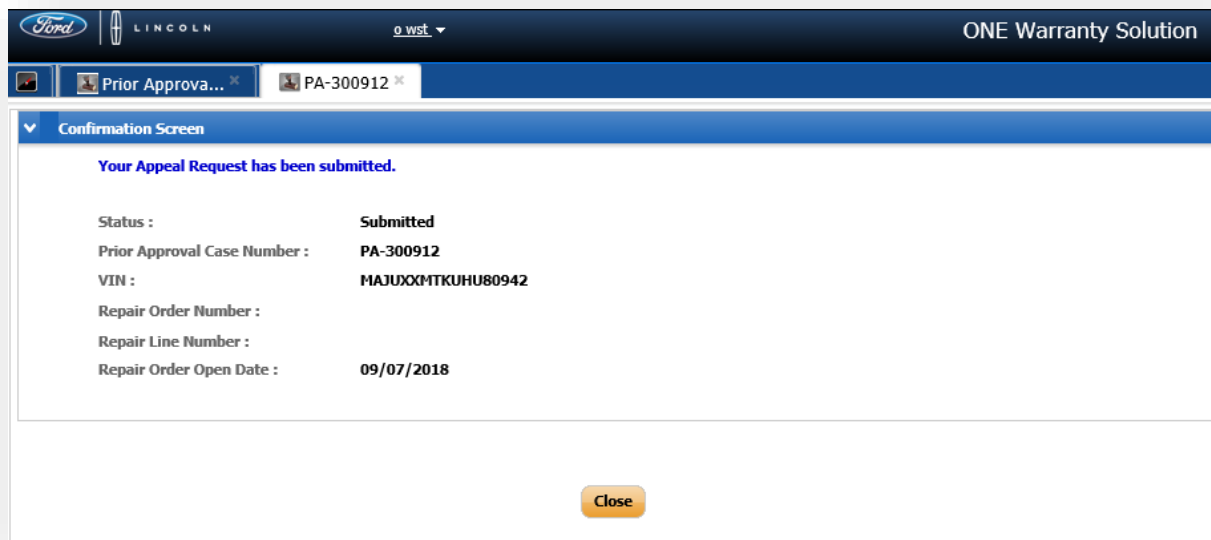


When the User clicks on “OK”, a new screen populates. Update the following Fields to support your appeal:

- **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)
 - 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

The screenshot shows the 'Prior Approval Status Report' window. The 'Prior Approval Status Search' section is highlighted with a red box. It contains the following fields:

- Area Of Responsibility: EU
- Dealer Country: GBR
- Dealer Code: 71499
- Dealer Suffix: DA
- Dealer Name: Bristol Street-Stoke
- Dealer Address: George Eastham Avenue
- Prior Approval Category: ---ALL(includes expired categories)---
- Prior Approval Type: ---ALL(includes expired types)---
- Status: ---ALL---
- Repair Order Number: []
- VIN: []
- From Date: 12/07/2018
- To Date: 13/07/2018
- Repair Order Open Date: []
- Prior Approval Code: []
- Prior Approval Case Number: []

An 'Inquire' button is located below the search fields. Below the search section is the 'Prior Approval Status Results' section, which includes a table with columns: Repair Order Number, Repair Line Number, Repair Order Open Date, VIN, Category, Type, Last Action Date & Time, Status, Prior Approval Code, and Net Total Amount. A note states: 'Result set will be truncated to 5000 records when exported to Excel.' An 'Export to Excel' button is also present.

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

The screenshot shows the 'Prior Approval Status Report' window with the search criteria updated. The 'Prior Approval Category' is now 'Approved Adjusted'. The 'Inquire' button is highlighted with a red box. The search criteria are as follows:

- Area Of Responsibility: EU
- Dealer Country: GBR
- Dealer Code: 71499
- Dealer Suffix: DA
- Dealer Name: Bristol Street-Stoke
- Dealer Address: George Eastham Avenue
- Prior Approval Category: Approved Adjusted
- Prior Approval Type: ---ALL(includes expired types)---
- Status: Approved Adjusted
- Repair Order Number: []
- VIN: []
- From Date: 02/07/2018
- To Date: 13/07/2018
- Repair Order Open Date: []
- Prior Approval Code: []
- Prior Approval Case Number: []

Prior Approval Status Report

Prior Approval Status Search

Area Of Responsibility: EU Dealer Country: GBR
 Dealer Code: 71499 Dealer Suffix: DA
 Dealer Name: Bristol Street-Stoke Dealer Address: George Eastham Avenue

Prior Approval Category: ---ALL(includes expired categories)--- Prior Approval Type: ---ALL(includes expired types)---

Status: Approved Adjusted Repair Order Number: VIN: Repair Order Open Date: 03/07/2018

From Date: 02/07/2018 To Date: 13/07/2018

Prior Approval Code: Prior Approval Case Number: [Inquire](#)

Prior Approval Status Results

Result set will be truncated to 5000 records when exported to Excel. [Export to Excel](#)

Repair Order Number	Repair Line Number	Repair Order Open Date	VIN	Category	Type	Last Action Date & Time	Status	Prior Approval Code	Net Total Amount
		28/03/2018	WF0A000WPM4EY51066	ME	1N	11/07/2018 13:19	Approved Adjusted	ME1N000045	318.68
		08/02/2018	WF0X00TGYG78180	ME	1N	09/07/2018 13:56	Approved Adjusted	ME1N000039	14.30
		03/07/2018	WF050XGCC5ER11584	ME	1N	09/07/2018 13:28	Approved Adjusted	ME1N000038	878.59

- 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.

Prior Approval Request Details

Prior Approval (PA-300832)

Request Details Request History

[Print](#)

Dealer Information

Dealer Name: Bristol Street-Stoke Dealer Code: 71499 Suffix: DA Country: GBR

Prior Approval Category and Type

Prior Approval Category: MECHANICAL/ELECTRICAL Prior Approval Type: NSC

Requestor Information

Requestor Name: Simon Fowler Email: sfowle13@gmail.com Phone: 01277253048

Repair Information

VIN: * WF050XGCC5ER11584 Vehicle: 2015-Focus 2015
 Repair Order No: Repair Line No.:
 Odometer at RO open: 1000 M Repair Order Open Date: 03/07/2018 [Search](#)

Comments and Status Information

Comments and Status Information

Status : Approved Adjusted Prior Approval Code : ME1N000038 Submission Count : 1

Dealer/Appeal Comments: * sf pa test change cost and percent values

Approver Comments: approved at a reduced cost and percentage

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

Repair Information

Repair Line Number: *

Claim Type: 11-VEHICLE COVERAGE

Sub-Code:

Repair Line Completion Date:

Odometer Reading at Repair Completion:

Customer Concern Code:

Approval Code:

Approval Code:

Pre-Defined Repair Code:

Convoy Delivery Date:

Condition Code:

Engine Operating Hours at Repair Completion:

Manual Review Required Indicator: ☐

Customer Participation:

Dealer Participation:

Status: SAVED INCOMPLETE

Comments

Customer Comments:

Maximum 2000 characters

Technician Comments:

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.

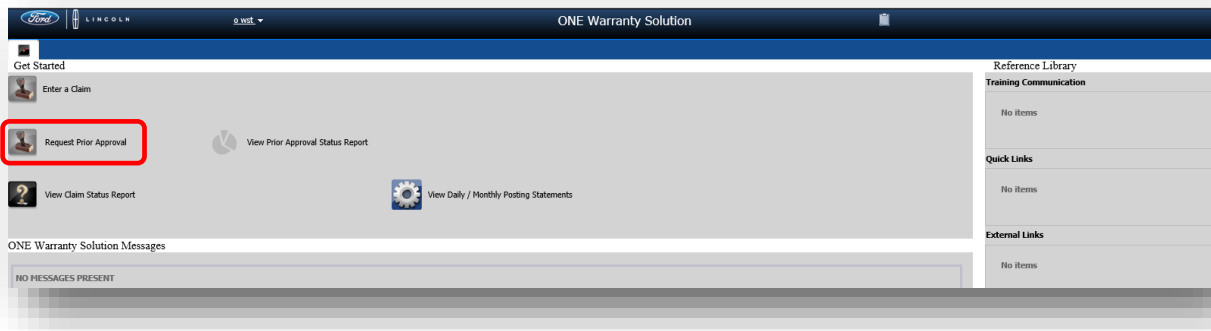
OWS will verify the credentials of the User's login information and provide them access under the Dealer Code that the User's ID is assigned to.

 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

PA-1817447

Prior Approval Request

Dealer Name : Evans Halshaw - Milton Keynes Dealer Code : 41138 Suffix : DA Country : GBR

Prior Approval Category and Type Selection

Prior Approval Category : WARRANTY EXCELLENCE PRIOR APPROVAL Prior Approval Type : WARRANTY EXCELLENCE PRIOR APPROVAL

Requestor Information

Requestor Name : * Email : * Phone:

Repair Information

VIN : * Vehicle :

Repair Order No : Repair Line No :

Odometer At Ro Open : * M Repair Order Open Date : *

Sub-Code :

Reason For Request

Dealer Comments :

Max 2000 characters Characters Left: 2000

Repair Cost/Prior Approval Information

Select Repair Cost Information Type : * ☒ Sub Totals ☐ Total Cost

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.

Requestor Information

Requestor Name : * John Smith Email : * johnsmith@email.com Phone: 0123456789

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.


Repair Information

VIN : * Vehicle :

Repair Order No : Repair Line No :

Odometer At Ro Open: * M Repair Order Open Date : *

Sub-Code :

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

Repair Information

VIN : * Vehicle :

Repair Order No : Repair Line No :

Odometer At Ro Open: * M Repair Order Open Date : *

Sub-Code :

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.

Reason For Request

Dealer Comments :

Max 2000 characters Characters Left 1782


Repair Cost Information

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

Inputting Sub Totals

The screenshot shows the 'Repair Cost/Prior Approval Information' form. The 'Select Repair Cost Information Type' section has two radio buttons: 'Sub Totals' (which is selected and highlighted with a red box) and 'Total Cost'. Below this, there are several input fields: 'Part Number', 'Part Description', 'Scheduled Labor Hours', 'Scheduled Labor Costs', 'Outside Labor Costs', 'Loaner Rate', 'Dealer Participation', 'Total Parts Cost', 'Total Labor Cost', 'Misc. Cost', and 'Total Loaner Cost'. The 'Total Loaner Cost' field shows a value of 0.00. At the bottom, there is a note: '#- Total prior to percentage contribution being deducted'.

- 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.

The screenshot shows the 'Repair Cost/Prior Approval Information' form with the following fields filled in: 'Part Number' is 1782109, 'Scheduled Labor Hours' is 7.2, and 'Total Parts Cost' is 4,826.00. The 'Total Labor Cost' and 'Total Loaner Cost' fields show 0.00. The 'Total' field shows 4,826.00. The 'Net Total' field is empty. The note at the bottom is: '#- Total prior to percentage contribution being deducted'.


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.

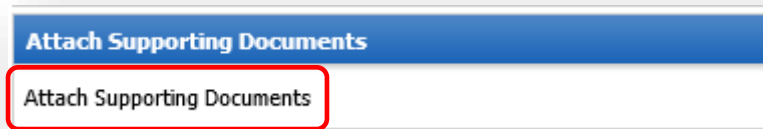
Additionally, Dealers are required to complete and attach the “Warranty Excellence ONE Warranty Solution Supporting Document”.

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.

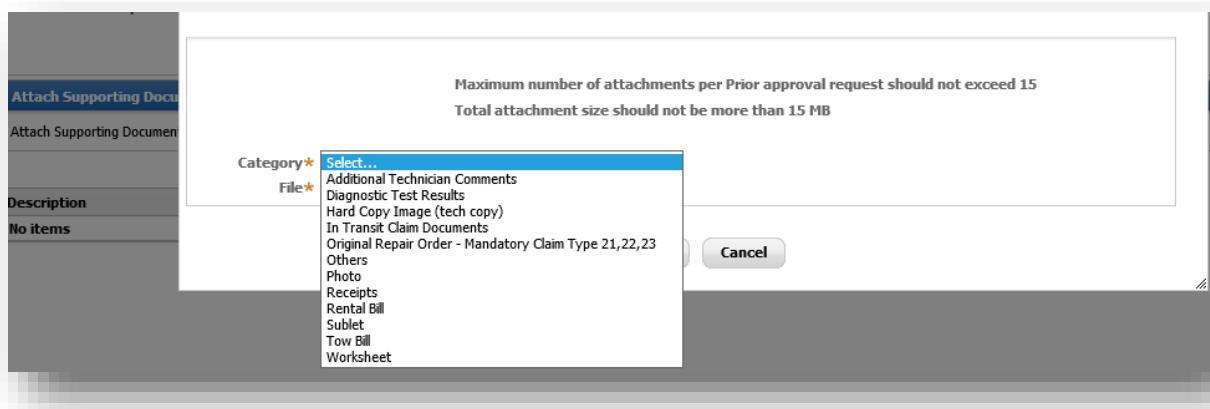
Users can attach additional supporting documents to support the Prior Approval Request. Up to 15 supporting documents at a total of 15MB. Attachments can include photos, receipts, test results, etc.

 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.




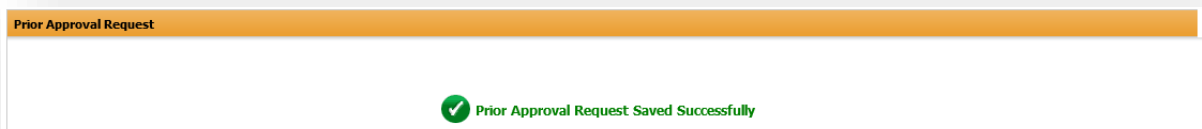
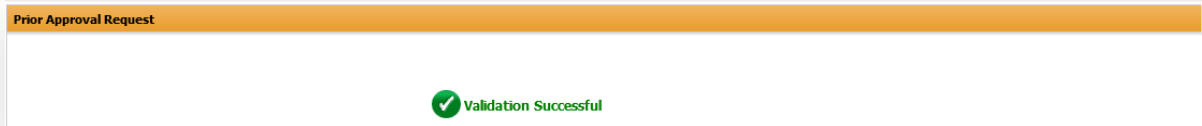
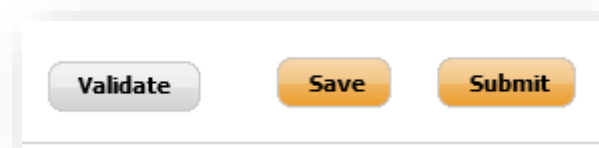
- Browse the files and select the required file for the request
- Click on “Submit” to attach

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.



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.

Confirmation Screen

Your Request has been Updated.

Status :	Submitted
Prior Approval Case Number :	PA-1817447
VIN :	WF06XXGCC6JT42821
Repair Order Number :	MAR01
Repair Line Number :	
Repair Order Open Date :	18/02/2021

Close

Next Steps

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

- Return to dealer requesting more information

Comments and Status Information

Status : Dealer Action Required Submission Count : 1

Approver Comments: Please attach Pro-Forma and provide more information to support engine replacement.

Dealer Comments: ⭐ Vehicle towed in - requires new engine.

Characters Left 1961

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

Comments and Status Information

Status : Denied Submission Count : 1

Dealer/Appeal Comments: ⭐ Vehicle towed in. Engine overheated. Stripped found requires new engine. Replaced engine.

Approver Comments: Repair denied. Post approval requested.

- Approve request – Approver will issue a Prior Approval Code

Prior Approval Request Details

Prior Approval (PA-1817447)

Request Details | Request History

Dealer Information

Dealer Name : Evans Halshaw - Milton Keynes Dealer Code : 41138 Suffix : DA Country : GBR

Prior Approval Category and Type

Prior Approval Category: WARRANTY EXCELLENCE PRIOR APPROVAL Prior Approval Type: WARRANTY EXCELLENCE PRIOR APPROVAL

Requestor Information

Requestor Name: John Smith Email: johnsmith@email.com Phone: 0123456789

Repair Information


VIN: * WF06XXGCC6JT42821 Vehicle: 2018-Focus 2015
 Repair Order No: MAR01 Repair Line No.:
 Odometer at RO open: 500 M Repair Order Open Date: 18/02/2021

Comments and Status Information

Status : Approved Prior Approval Code : WEPA000001 Submission Count : 1

Dealer/Appeal Comments: * Vehicle towed in overheating. Connected IDS and checked vehicle. Confirmed overheating. Signs head gasket failed. Removed head, confirmed head gasket failed but has caused consequential damage. Advise replacing engine.

Approver Comments: Approved

 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.

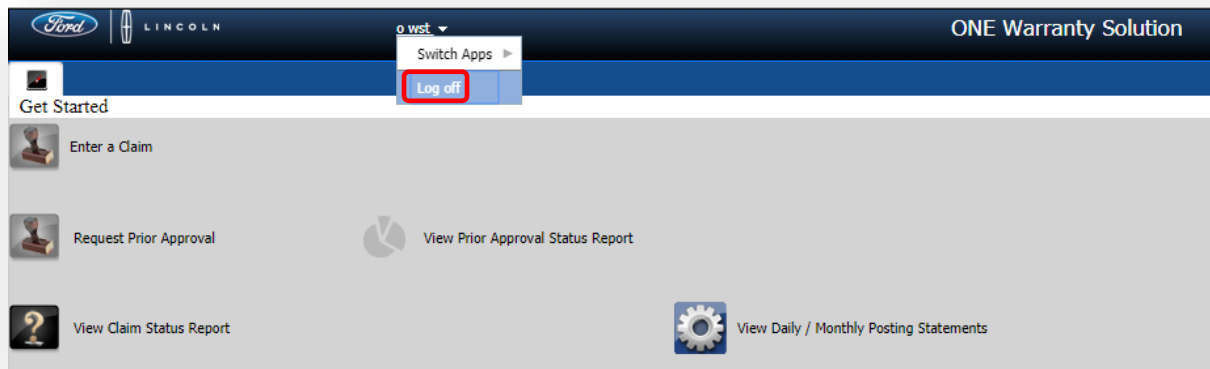
If the approval has been adjusted by Ford and user does not agree with adjustment, the Prior Approval Request can be appealed – refer to section 6 – Prior Approval – Prior Approval Appeals for more information.

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.