

# FAQs

## What is Ford Pro™ Fleet Network?

- The Ford Pro Fleet Network is the best place to track all of your Motorcraft®, Ford, and Omnicraft® parts purchases and/or repair orders while taking advantage of the exclusive network benefits. Ford Pro Fleet Network gives you the opportunity to earn purchase rewards. Remember, the more you purchase, the more you earn.

## How do I participate?

- Sign up at <https://www.fordfleetnetwork.com/register> using your FIN code and begin buying Ford, Motorcraft, and Omnicraft parts. Log in to view your targets and status toward earning your rewards.

## How do I reset my password?

- If you have already been approved, please visit <https://fordfleetnetwork.com/forgotPassword>.
- Put in the email address you used when you registered.
- You will receive an email right away with a temporary password (this will only happen if your registration has been approved). Make sure you check your spam or junk folder if you do not see the email in your inbox.
- Use your email and the temporary password that has been emailed to you (password is case sensitive and must be typed in as the email shows).
- Once you are logged in, click "Profile."
- Click "Change Password" to update the temporary password to a new password of your choosing.

## What is the method of payment for my purchase rewards?

- At the end of a program period, fleets will be required to click to claim their earnings and choose their payment method. Once the program data is certified, final standings will be posted to the FPFN site and a claiming tile will appear. This tile requires fleets to select their payout option. The four payment options are Rewards Card\*, Ford Fleet Care\*\*, FordParts.com Promo Code, and the Ford Pro Fleet Network Credits. Once you select your payment option, the Ford Pro Fleet Network Team will begin processing your payout.
- Rewards Card will be issued within 10-15 business days.
- Ford Fleet Care will be sent funds in the amount of your earnings to pay down your billing account.
- FordParts.com Promo Codes will be issued within 5 business days and will be available on your profile page.
- Ford Pro Fleet Network Credits will be available immediately after the fleet clicks to claim and picked Ford Pro Fleet Network Credits as their preferred payment method, so dealers are able to submit the claims for the fleets.

\*Government Fleets cannot select Rewards Card as their payment option.

\*\* Fleets must have a Ford Fleet Care Account to be eligible for this payout option.

### **What should I do if I did not receive my rewards card?**

- If you have not received your card within 4 weeks of data certification, please contact Ford Pro™ Fleet Network Program Headquarters at 1 (800) 207-5517.

### **How do I become eligible for the Ford Pro Fleet Network Powertrain Private Offer?**

- All fleets enrolled in Ford Pro Fleet Network are eligible for the Powertrain Private Offer. Registering for Ford Pro Fleet Network using your FIN Code grants you immediate access to this exclusive offer.

### **How do I obtain the Powertrain Private Offer at time of purchase?**

- Notify the dealer or distributor at the time of purchase that you are eligible for the Powertrain Private Offer discount, or you can contact your Fleet Parts Specialist for more details. Please visit <https://www.fordfleetnetwork.com/contactUs> for your Fleet Parts Specialist's contact information.

### **How do I gain access to the site when receiving a message stating that my fleet is already enrolled?**

- There may already be a user for your fleet who has previously registered. You may gain access as a secondary user for the account. Please contact PHQ for details on how to gain access at 1-800-207-5517 or [support@fordfleetnetwork.com](mailto:support@fordfleetnetwork.com).

### **How do I add another user to my account so they can view my dashboard?**

- If you have already been approved, visit <https://fordfleetnetwork.com/profile>.
- You can add subordinate users by clicking the "Add User" button on your profile and typing in the email address of the person you would like to grant access to.
- Once you submit the user information, we will send an email to the address provided with a link for them to create a password.
- Once they register, they will have full access to the dashboard.
- You will be able to remove access for any subordinate users, by clicking the red "x" next to their email address.
- Note: Only Primary Users can grant secondary access to subordinate users.

### **Where should I go if I have questions about my performance or targets?**

- Contact your Ford Parts Specialist for detailed information regarding purchases, performance, targets, or parts performance.

### **Who is my Fleet Parts Specialist?**

- Your Fleet Parts Specialist (FPS) serves as your personal business consultant in Ford product information and parts purchases. Upon approval into PPFN, you can find your FPS contact information by logging in to <https://www.fordfleetnetwork.com/contactUs>.