



FAQs

- **What is Ford Fleet Network?**
 - The Ford 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 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. Login to view your targets and status towards earning your rewards.
- **How do I reset my password?**
 - If you have already been approved, please visit <https://fordfleetnetwork.com/forgotPassword>.
 - Put in your 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 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?**
 - If you are a Commercial Fleet, all purchase rewards will be paid via a reloadable award card which can be used for used for the purchase of select items through any Ford or Lincoln Dealerships, Quick Lane Tire and Auto Centers, and Ford Authorized Distributors or Motorcraft® parts. Program award cards will be mailed to you upon program data certification. If this is the first time you have won in a given year, you will get a new card for the entire year. Please hold on to your award card as any current year earnings will be reloaded onto this same card.
 - If you are a Government Fleet, you will earn Ford Fleet Care Credits, which can be used for the purchase of select items through any Ford or Lincoln Dealerships, Quick Lane Tire and Auto Centers, and Ford Authorized Distributors or Motorcraft® parts. For more information on credit redemption, please visit <https://www.fleetcare.ford.com/>

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FAQs (continued)

- **What should I do if I did not receive my award card?**
 - If you have not received your card within 4 weeks of data certification, please contact Ford Fleet Network Program Headquarters at 1 (800) 207-5517.
- **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 FFN, you can find your FPS contact information by logging in.

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