



# Fleet Customer FAQ

## What is Ford Pro™ Parts Loyalty Rewards (PLR)?

- The Ford Pro Parts Loyalty Rewards (PLR) is the best place to track all your Ford, Motorcraft®, and Omnicraft™ parts purchases and/or repair orders while taking advantage of the exclusive network benefits. The PLR program gives you the opportunity to earn purchase rewards. Remember, the more you purchase, the more you earn.

## How do I participate?

- Sign in to Fordpro.com with your Ford Pro Business Tools Login ID and sign up at <https://www.fordpro.com/en-us/parts-loyalty/> using your FIN code and begin buying Ford, Motorcraft, and Omnicraft parts and service<sup>1</sup> from Ford Pro dealers, Quick Lane® Repair shops, or Ford Authorized Distributors to earn rewards. Log in to view your parts purchases, targets, and status toward earning your rewards.

## How do I get a Ford Pro Business Tools (FPBT) Login ID?

- You can call 1800 34-FLEET (1-800-343-5338) for assistance with getting a Ford Pro Business Tools Login ID.
- You can contact Parts Loyalty Rewards PHQ at 1-800-207-5517 or [PartsLoyaltyRewards@fordprogramhq.com](mailto:PartsLoyaltyRewards@fordprogramhq.com) and request a copy of the *FordPro-Website-Login-AccessGuide.pdf* for instructions on how to get a Ford Pro Business Tools Login ID.

## How do I reset my password to my FPBT Login ID?

- If you have already been enrolled in the Ford Pro Parts Loyalty Rewards (PLR) program and you forget your Ford Pro Business Tools Login ID password, please visit <https://www.fordpro.com/en-us/get-started/login-support/> and follow the instructions to reset your password.
- You can call 1800 34-FLEET (1-800-343-5338) for assistance with getting a Ford Pro Business Tools Login ID password reset.
- Once your password is reset and you are logged in, you can access your PLR dashboard either using a bookmarked link that you saved in your browser, or by navigating to: Business Tools – Parts & Service – Parts Loyalty Rewards at the top of the Fordpro.com website. You can also use this ULR: <https://www.fordpro.com/en-us/tools/parts-and-service/parts-loyalty/customer-dashboard>

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

- When the six-month program period ends, you can claim your earnings, provided you've hit your target. Once your purchase data is certified, choose from the following payout options:

### Ford Pro Parts Loyalty Rewards Credits (aka PLR Dealer Credits):

- Available immediately after claiming.
- Use at your preferred Dealer/FAD on Ford, Motorcraft®, and Omnicraft® parts.
- Dealers will issue an off-invoice discount up to the amount of your earnings.



FORD PARTS



Motorcraft



Omnicraft

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### **Ford Fleet Care<sup>2</sup>:**

- Receive funds in the amount of your earnings to pay down your billing account.

### **How do I choose my rewards?**

- At the end of a program period, fleets will be required to click to claim their earnings and choose their payment option.
  - Once the program data is certified, final standings will be posted to the PLR site and a claiming tile will appear.
  - This tile allows fleets to select their payout option. The tile will be available to choose an option for approximately 30 days.
  - The two payment options are Ford Pro Parts Loyalty Rewards Credits (aka PLR Dealer Credits) or Ford Fleet Care<sup>2</sup>.
  - Once you select your payment option, the Ford Pro PLR Team will begin processing your selection.
- PLR Dealer Credits will be available immediately after the fleet clicks to claim and picked PLR Dealer Credits as their preferred payment option, so dealers are able to submit claims for the fleet.
- Ford Fleet Care will be sent funds in the amount of your earnings to pay down your billing account.
- If the fleet does not select a payout option during the open click to claim period, their payout option will default to PLR Dealer Credits. (Note: A benefit of choosing to click to claim early means the fleet's earned rewards are available to use earlier than waiting for the system to default the fleet's earnings to PLR Dealer Credits.)

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

- All fleets enrolled in the Ford Pro Parts Loyalty Rewards program are eligible for the Powertrain Private Offer. Registering for the Ford Pro Parts Loyalty Rewards program 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.

### **How do I gain access to the Parts Loyalty Rewards (PLR) site when receiving a message stating that my fleet is already enrolled?**

- There may already be a user for your fleet who has previously enrolled your fleet in the PLR program. You may gain access as an additional secondary user for the account. Please contact PLR PHQ for details on how to gain access at 1-800-207-5517 or [PartsLoyaltyRewards@fordprogramhq.com](mailto:PartsLoyaltyRewards@fordprogramhq.com) .

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

- You can have additional users access your fleet's PLR dashboard by contacting and sending your fleet's FIN code along with the additional user's Ford Pro Business Tools Login ID to PLR PHQ at [PartsLoyaltyRewards@fordprogramhq.com](mailto:PartsLoyaltyRewards@fordprogramhq.com).
- Once you submit the user information, they will receive an email indicating they have been granted access.
- After access has been granted, they can sign in to Fordpro.com and navigate to: Business Tools – Parts & Service – Parts Loyalty Rewards at the top of the Fordpro.com website. You can also use this URL:



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<https://www.fordpro.com/en-us/tools/parts-and-service/parts-loyalty/customer-dashboard>

- Once they have been granted access, they will have full access to the dashboard.
- You will be able to remove access for any user by sending an email to PLR PHQ at [PartsLoyaltyRewards@fordprogramhq.com](mailto:PartsLoyaltyRewards@fordprogramhq.com) . PLR PHQ will validate the request.

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

- Contact your Ford Pro Fleet Parts Specialist, Zone Manager, or Regional Manager. If you don't know who your Ford Pro fleet contact is, or you do not have one assigned, please contact PLR PHQ at 1-800-207-5517 or [PartsLoyaltyRewards@fordprogramhq.com](mailto:PartsLoyaltyRewards@fordprogramhq.com) to have your information shared with someone on the Ford Pro Fleet Parts & Service team.

### **Disclosure(s)**

- 1) Ford Pro Parts Loyalty Rewards is a parts-only incentive program. Rewards earnback applies only to the purchase of eligible parts and/or when those eligible parts are included in a purchased service within the established guidelines of the program.
- 2) Fleets must have a Ford Fleet Care Account to be eligible for this payout option.

