



Customer Consent Onboarding User Guide

FCS Administrative Console

1 Create Account

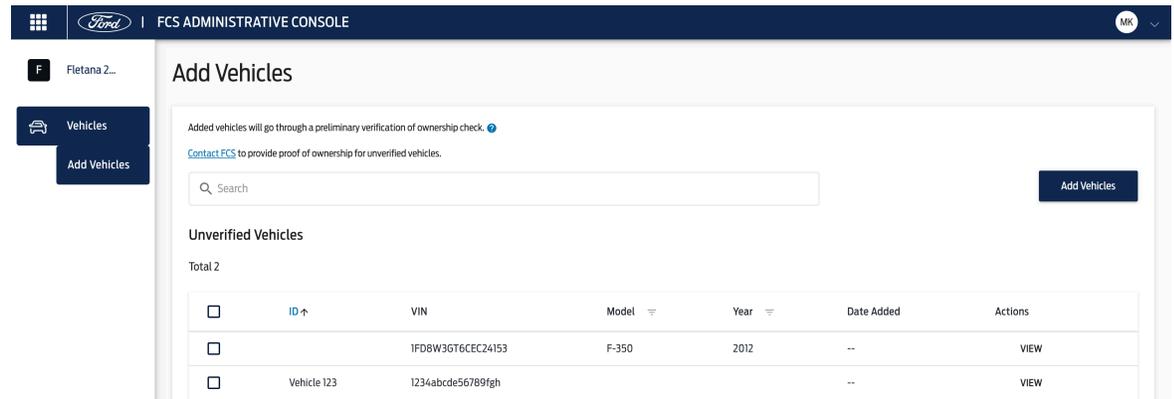
Your customer will receive a welcome email from fcs@emailq-ford.com. Click link in email → Confirm verification code → Create password They will then be directed to the FCS Administrative Console.

2 Add Vehicles

The vehicles list is populated based on sales records up to three months prior. Your customers may be required to add missing vehicles through the “Add Vehicles” page.

Vehicles purchased without a FIN code become “unverified” and require documentation to verify ownership. They can use the “Contact FCS” link to do so.

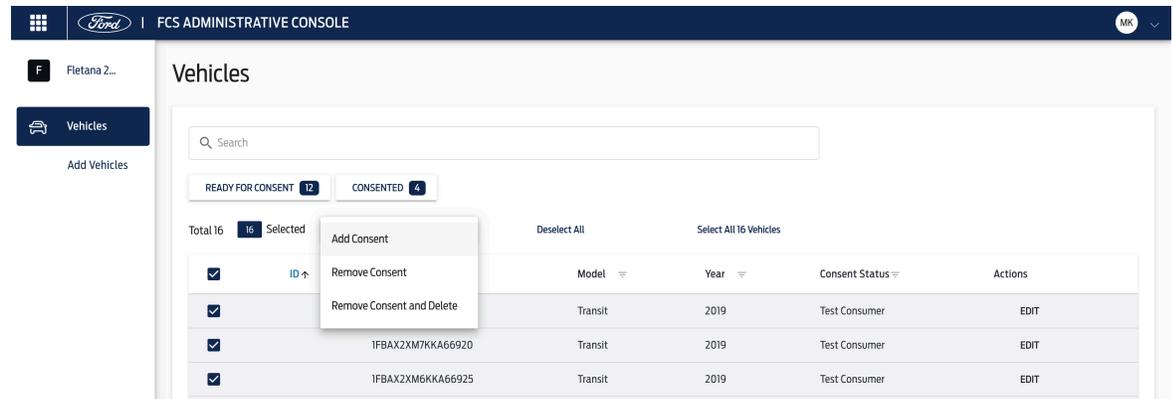
*Any future vehicles purchased using their FIN code will be automatically added to the Vehicles list.



3 Consent Vehicles

Users can easily action on all of their vehicles by using the bulk actions bar to add or remove consent and mark for deletion.

*We recommend your customers notify their service provider first with intent to stop service.



? Questions Contact Info

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*Note: Any customers migrating from the previous fleet.ford.com process will have all vehicles and their consent statuses migrated automatically.