



Quick Reference Card



FORD COMMERCIAL SOLUTIONS

Ford - Customer Consent Onboarding User Guide

FCS Administrative Console

1) Create Account

Customer will receive a welcome email from:

fcs@emailq-ford.com

Click link in email → Confirm verification code
Create password.

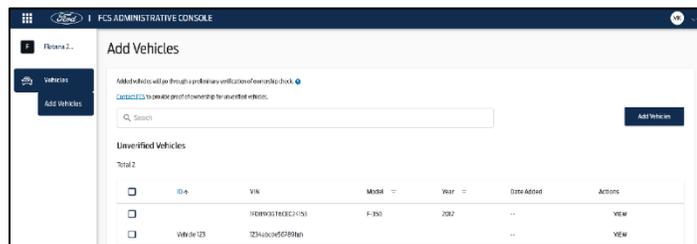
→ Users will then be directed to the FCS Administrative Console.

2) Add Vehicles

The vehicles list is populated based on sales records up to three months prior. Fleet Complete 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. Users can use the “Contact FCS” link to do so.

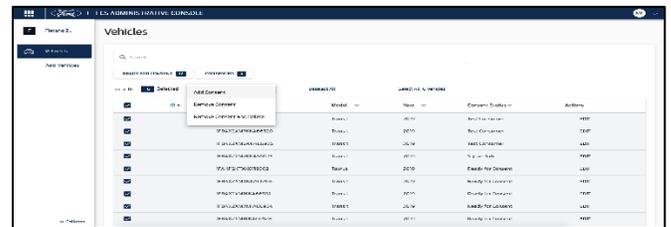
*Any future vehicles purchased using their FIN code will be automatically added to the Vehicles list.



3) Consent Vehicles - Image # 1

Users can easily action all 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

Email: fcs1@ford.com

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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.