



Program Selection *(*Denotes a required field)*

QFC Centralized Billing Program

QFC Parts Purchase Program

Fleet Company Information

Company Name*

Type of Business*

Fleet Administrator Name*

Street Address (No P.O. Box Addresses) *

()

Telephone Number*

City, State, Zip Code*

()

Fax Number

E-Mail Address

Billing Information

Accounts Payable Contact*

Billing Street Address/P.O. Box*

City, State, Zip Code*

()

Telephone Number*

Repair Service & Parts Purchase Authorization

Specify dollar value of repairs that require approval before service

\$ _____
Current Monthly Average
Repair / Parts Charges*

\$ _____
Estimated Monthly Average
QFC Repair / Parts Charges*

Authorization Contact Name *(If different from fleet administrator)*

()

Telephone Number

*All Part purchases require
fleet company approval.*

\$ _____
Repair Prior Approval *(Max. \$500.00)**

Fleet Vehicle Information

Ford Vehicle Count*

Non-Ford Vehicle Count*

Enable Non-Ford Billing

Online Billing

Enable Online Billing

Ford FIN Code: _____

A Ford FIN Code and Web ID are required to activate online billing. QFC Headquarters will contact the Fleet Administrator to obtain the necessary information.

Tax Exemption Information

Yes – All states

Yes – State Specific

No

(Indicate below)

Tax ID#: _____

Tax Exempt States: _____

Additional Information

Additional forms required? *(Corporate vendor, state forms)*

If accounts payable, state, municipal or vendor forms are required to be completed, please include all appropriate forms with QFC application

Enrollment Referral Information

Dealer Representative

Dealership Name

Print Name and Title

Authorized Dealer Signature

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Telephone Number

Ford Representative

Ford Representative Name and Title

Signature

E-Mail Address

Region Code

Market Area

Finalize Enrollment

Send Completed Applications to:

Fax: (313) 390-3555 (VIN listing may also be included)

To Enroll Vehicles (upon approval):

Email: Send VIN listing (preferably Excel spreadsheet) to qfcadmin@ford.com

THIS APPLICATION IS SUBMITTED TO PROVIDE INFORMATION IN CONNECTION WITH ESTABLISHING OR MAINTAINING CREDIT WITH FORD MOTOR COMPANY. INFORMATION OBTAINED IN THIS APPLICATION IS FOR THE EXCLUSIVE USE OF FORD MOTOR COMPANY AND PAYMENT PLAN PROCESSORS. ALL PORTIONS OF THIS FORM MUST BE COMPLETED FOR APPLICATION REVIEW. FORD MOTOR COMPANY RESERVES THE RIGHT TO REQUEST ADDITIONAL INFORMATION. APPLICANTS MAY BE CONTACTED FOR FURTHER PROCESSING.

Authorized Representative Name*: _____ Date*: _____
(Please Print)

Title*: _____

Signature*: _____

THE INFORMATION CONTAINED HEREIN IS TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE AND BELIEF. THE FLEET COMPANY LISTED ABOVE UNDERSTANDS AND AGREES TO THE QFC PROGRAM AGREEMENT PRINTED ON THE REVERSE SIDE OF THIS APPLICATION.

For more about QFC, visit www.qfc.ford.com or scan this code with your smartphone or tablet device



FORD QUALITY FLEET CARE (QFC) PROGRAM AGREEMENT

DEFINITION OF FORD MOTOR COMPANY ("FORD") QFC CENTRALIZED BILLING AND PARTS PURCHASE PROGRAMS.

Upon acceptance into the QFC Centralized Billing Program or QFC Parts Purchase Program, Ford will establish a billing account and pay participating Ford or Lincoln dealerships, Quick Lane Tire & Auto Centers or any Ford authorized program service provider in the USA or Ford and Ford-Lincoln dealerships or Quick Lane Tire & Auto Centres in Canada (collectively referred to as "QFC Service Providers") for repair, maintenance service, parts or accessories purchases on behalf of the approved fleet company ("Fleet Company") in accordance with the QFC Program Agreement provisions set out herein.

ELIGIBILITY AND AGREEMENT PERIOD. Eligibility for the QFC Centralized Billing Program is in effect from the issue date of the Centralized Billing Program acceptance letter, and is valid for the duration of the fleet company's enrollment in the QFC Centralized Billing Program. Eligibility for the QFC Parts Purchase Program is in effect from the issue date of the Parts Purchase membership card and is valid for the duration of the Fleet Company's enrollment in the QFC Parts Purchase Program. Enrollment for both programs is renewed annually with then current provisions, unless notified and agreed to otherwise. QFC billing services may not be used for non-Ford vehicle components and/or operating systems on vehicles not owned, leased and operated by the approved fleet company, including Ford Qualified Vehicle Modifiers.

WHERE TO GO FOR SERVICE OR PARTS PURCHASES.

All QFC Service Providers can perform repairs or maintenance services under the terms of the QFC Centralized Billing Program. Parts may be purchased under the terms of the QFC Parts Purchase Program from all participating Ford or Lincoln dealerships in the USA or Ford and Ford-Lincoln dealerships in Canada. Certain parts or services may not be available for non-Ford vehicles.

PROGRAM CREDIT LIMIT AND MAXIMUM AUTHORIZED REPAIR AMOUNT.

Credit Limit: A maximum credit limit will be established for the Fleet Company based on a credit history evaluation. Services or purchases that exceed the Fleet Company's credit limit may result in suspension of QFC billing privileges. As a result, additional services or purchases may be denied until payment has been made. Requests for credit limit increase may be sent in writing to QFC Administration at the correspondence address identified below.

QFC Centralized Billing Program: Should the total cost of non-covered repairs exceed the authorized limit, the QFC Service Provider will contact the Fleet Company for authorization, which shall be evidenced by the issuance of a purchase order or approval number, prior to proceeding with the repair. The authorization limit is set by the Fleet Company at the time of enrollment and is generally not to exceed \$500.00. The authorization limit may be modified at Ford's sole discretion by submission of a written request to the correspondence address below at a later date. Repairs that are less than the authorization limit are deemed to be authorized repairs. The Fleet Company is responsible for payment of all authorized repairs.

QFC Parts Purchase Program: All parts purchases shall require authorization for purchase from the Fleet Company, which shall be evidenced by the issuance of a purchase order or approval number. The Fleet Company is responsible for payment on all authorized parts purchases.

QUALITY FLEET CARE NATIONAL PROGRAMS.

QFC may offer national programs as part of the Centralized Billing program. The Fleet Company is automatically enrolled in QFC national programs as they become available. Services provided under the QFC national programs have set pricing, therefore, prior approval from the Fleet Company is not required, even if the charges exceed the established maximum authorized repair amount.

ACCOUNT RESPONSIBILITIES FOR SERVICE AND MAINTENANCE OR PARTS PURCHASES.

The Fleet Company is responsible for ensuring that: (1) The requested work has been completed or the required part(s) have been received, (2) The repair or purchase order contains the correct name, VIN or account code, odometer reading and repair or purchase date and (3) The repair or purchase order is signed and dated and a copy is retained for the Fleet Company's records.

STATEMENT OF ACCOUNT, INVOICE AND SUMMARY. Each billing period, Ford will post online or send the Fleet Company a summary and detail of individual charges, an invoice tallying monthly charges and a statement of account that includes billing and payment activity from the previous billing period. Online billing documents are available at www.qfc.ford.com. Documents without billing charges are not posted online or sent to the Fleet Company.

FOREIGN EXCHANGE. USA/Canadian currency exchange will be calculated based on the Ford bookkeeping rate at the time of the repair or parts purchase, as the case may be.

CHARGES AND FEES. Ford will bill the fleet company for repairs and services not covered by the New Vehicle Limited Warranty, Ford Protect Extended Service Plans, or other Ford program, and for parts and products purchased using an assigned QFC billing account number. Approved deviations from the standard services outlined in this agreement may result in additional charges to the Fleet Company's account. Service requests that may cause additional charges may include, but are not limited to: Requests for customized data reports, billing reprint requests, alternative billing services (i.e. EDI, third party billing services) or express mailing of billing documentation. Additionally, approved payment terms extended beyond net thirty days may result in additional charges.

PAYMENT. The Fleet Company shall pay Ford the amount stated on the invoice by the specified due date. At Ford's sole discretion, existing credit on account may be applied to subsequent billing, thereby reducing the amount owed. This will be reflected on the Fleet Company's statement of account, which is provided with the current billing period's invoice. In the event of nonpayment in whole or in part, Ford reserves the right to suspend or cancel QFC billing privileges upon written notice to the Fleet Company. Ford reserves the right to seek payment by any legal means it deems appropriate, including the right to offset against and redirect payments of any amounts otherwise payable to the Fleet Company by Ford (e.g. CPA, GPC, etc.). Delinquent payment may be reported to national credit bureaus.

LATE PAYMENT FEE. Charges not disputed in writing or not paid by the specified invoice due date will be subject to a late fee at the standard rate of 2%, calculated and compounded monthly from the invoice due date until payment is received in full. Disputed charges will be exempt from the monthly service fee provided payment is made within 30 days from the time the dispute is resolved. The Fleet Company will be responsible for late fees incurred on delinquent invoices as a result of a failure to identify vendor approval steps or documentation required to facilitate payment. Additionally, approved payment terms extended beyond net thirty days may incur a late payment fee higher than the standard rate.

DISPUTED CHARGES. The Fleet Company MUST submit in writing inquiries and applicable copies of disputed charges within 30 days of the date of the invoice. Charges not disputed within 30 days of the date of invoice will become the responsibility of the Fleet Company. Disputed charges must include the Fleet Company name and account number, the dollar amount being disputed, and a description of the dispute and any supporting documentation. Submitting disputed invoices immediately may help in avoiding interruption of QFC service. QFC is a billing service only, so Ford will only correct errors made by Ford. Ford shall not be responsible for any misrepresentation of the QFC program and its features by a QFC Service Provider, any claims that work was not actually provided by the QFC Service Provider, or that the QFC Service Provider inaccurately or improperly performed the work. *The Fleet Company should contact the QFC Service Provider directly to resolve these types of disputes.* Ford makes no warranty or representation regarding the work performed by the QFC Service Providers or the parts and services provided by the QFC Service Providers, except to the extent that any purchased parts or accessories may be subject to an express Ford product warranty.

TO CANCEL QFC ENROLLMENT. The Fleet company MUST notify Ford's QFC Administration in writing as soon as: (1) An enrolled vehicle is taken out of service, (2) QFC is no longer desired on a vehicle, or, (3) the Centralized Billing or Parts Purchase account is no longer desired. The request must include the Fleet Company account code and specific VIN information if applicable. The enrollment cancellation process generally takes 10 business days from Ford's receipt of the request. The Fleet Company will be charged and responsible for all repairs performed on vehicles and/or parts purchases until QFC Administration completes the cancellation process. To avoid being charged, the Fleet Company should instruct drivers to refrain from receiving service or purchasing parts through QFC while the enrollment cancellation is in process. Confirmation of enrollment cancellation will be provided to the Fleet Company upon completion.

TERMINATION AND CHANGES TO QFC PROGRAM AGREEMENT. In addition to any other termination rights specified herein, Ford shall have the right to terminate the QFC Program Agreement with the fleet company at any time, with or without cause, upon providing thirty (30) days prior written notice to the fleet company. Additionally, Ford shall have the right to change the Program Agreement at any time and such changes shall be effective upon Ford providing thirty (30) days prior written notice to the fleet company.

CORRESPONDENCE.

Please direct all inquiries to QFC Administration as follows:
Phone: (800) 367-3221
Fax: (313) 390-3555
Email: qfcadmin@ford.com

PRIVACY STATEMENT.

Ford's full privacy policy is available at www.qfc.ford.com for review.