

FORD RV PROGRAM

Dealer Website Guide

2020

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A. Using the Ford RV Dealer Website

1. Log in with established Username and Password at fordrvprograms.com
2. If you do not have a USER ACCOUNT, click “REGISTER NOW” to set one up

PORTAL Screen

FORD RV INCENTIVE PROGRAMS

EXISTING USER?

Username Password LOGIN

Forgot Password?

REGISTER NOW TO SET UP YOUR USER ACCOUNT.

REGISTER NOW

ANNOUNCING THE 2020 FORD RV INCENTIVE PROGRAMS (AS OF 8/01/2019)

PROGRAM DETAILS

- Key Dates
 - Program Period: August 1, 2019 through July 31, 2020
 - Claim Deadline: December 31, 2020
- Online Enrollment and Claim Submission
 - All RV Sales, Stocking, and Rental claims must be submitted online
 - Documentation received via email will not be processed
 - Due to the guidelines required for Ford Incentive payments, Ford does not accept claims from or make payments to Dealerships under "Doing Business As" (DBA) Status

All claims for 2019 Ford RV Incentive Programs must be submitted online for review/processing by December 31, 2019!

- This includes any additional documentation submitted for claims on HOLD status.
- NO EXCEPTIONS.

[Claiming Guide](#) [2020 Program Information](#)

Please click on above links for current program information and claiming guide.

If you have already created an account, enter your Username and Password to log in and submit claims at any time.

California Residents

Exercise your rights under the California Consumer Privacy Act [here](#).

Do Not Sell My Personal Information

BUILT TOUGH COMMERCIAL VEHICLES

PROGRAM HEADQUARTERS CONTACT INFORMATION

P (877) 903.3868 | E phq@fordrvprograms.com | 2020 FORD MOTOR COMPANY | [PRIVACY](#) | [COOKIE SETTINGS](#)
| [YOUR CA PRIVACY RIGHTS](#)


CONTACT US

3. Once logged in, you have multiple options to choose from on the RV Website homepage, including the following:
 - Review Program Rules for RV Sales, Stocking and Rental Incentive Programs
 - Enroll vehicles for 2019 RV Rental Incentive Program
 - Submit new claims for Salesperson, Stocking, or Rental Incentive Programs

FORD RV
INCENTIVE PROGRAMS

YOU ARE LOGGED IN
Welcome, Faye Shanor
LOGOUT

2020 FORD COMMERCIAL VEHICLE
MOTORHOME CHASSIS
RV INCENTIVE PROGRAMS



For instructions on how to claim the Sales, Stocking and Rental Incentives, download the complete business rules by clicking on the links below.

PROGRAM RULES

ENROLL A RENTAL UNIT

SUBMIT A CLAIM

2020 RV SALESPERSON SALES INCENTIVE PROGRAM*
\$250 PER VEHICLE SOLD

WHO: All eligible U.S. RV Dealership salespeople**

WHAT: Any new Class B or C Motorhome built on a 2019, 2020 or 2021 model year Ford E-Series*** Cutaway with a 47R RV package, Transit Cutaway with a 47M Motorhome package, or Transit Van from an active Ford Motorhome QVM participant sold during the program period

WHEN: August 1, 2019 through July 31, 2020

CLAIM DEADLINE: DECEMBER 31, 2020

*Ford Motor Company reserves the right to discontinue at any time, specifications, designs or programs without incurring obligation.

**Ford of Canada Vehicles and Canadian Dealers are not eligible.

***2020 model year E-Series not offered.

2020 RV DEALER STOCKING INCENTIVE*
\$500 PER VEHICLE STOCKED

WHO: All eligible U.S. RV dealers**

WHAT: Any new Class B or C Motorhome built on a 2019, 2020 or 2021 model year Ford E-Series*** Cutaway with a 47R RV package, Transit Cutaway with a 47M Motorhome package, or Transit Van from an active Ford Motorhome QVM participant sold during the program period

WHEN: August 1, 2019 through July 31, 2020

CLAIM DEADLINE: DECEMBER 31, 2020

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***2020 model year E-Series not offered.

2020 RV DEALER RENTAL INCENTIVE**
\$500 PER VEHICLE RENTED

WHO: All U.S. RV dealers**

WHAT: Any new Motorhome built on an eligible 2019, 2020 or 2021 model year Ford Class A FSD Stripped Chassis, Class C Motorhome built on Ford E-Series*** Cutaway or Chassis with 47R RV Package, Class C Motorhome built on Transit Cutaway with a 47M Motorhome package, or Class B Motorhome built on Transit Van. Delivered from an active Ford Motorhome QVM participant and placed into rental service during the program period. Rental Incentive is not compatible with any other Ford Incentive Program (i.e. Sales, Stocking, Fleet Incentive, etc.)

Volume Bonus Incentive

26-50 units = \$750

51+ units = \$1,000

WHEN:

- Enrollment Period: August 1, 2019 through July 31, 2020
- Rental Period: Date of vehicle enrollment through July 31, 2020
- Incentive Claiming Period: August 1, 2019 through December 31, 2020

CLAIM DEADLINE: DECEMBER 31, 2020

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PROGRAM RULES AS OF 8/01/2019

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COMMERCIAL VEHICLES

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P (877) 903.3868 | E phq@fordrvprograms.com | 2020 FORD MOTOR COMPANY | [PRIVACY](#) | [COOKIE SETTINGS](#) | [YOUR CA PRIVACY RIGHTS](#)

CONTACT US

B. Submitting a New Incentive Claim

Click on the "SUBMIT A CLAIM" button to submit a new Sales Incentive or Stocking claim.


FORD RV INCENTIVE PROGRAMS

YOU ARE LOGGED IN

Welcome, Faye Shanor [LOGOUT](#)

2020 FORD COMMERCIAL VEHICLE

MOTORHOME CHASSIS RV INCENTIVE PROGRAMS



For instructions on how to claim the Sales, Stocking and Rental incentives, download the complete business rules by clicking on the links below.

[PROGRAM RULES](#)

[ENROLL A RENTAL UNIT](#)

[SUBMIT A CLAIM](#)

2020 RV SALESPERSON SALES INCENTIVE PROGRAM* \$250 PER VEHICLE SOLD

WHO: All eligible U.S. RV Dealership salespeople**

WHAT: Any new Class B or C Motorhome built on a 2019, 2020 or 2021 model year Ford E-Series*** Cutaway with a 47R RV package, Transit Cutaway with a 47M Motorhome package, or Transit Van from an active Ford Motorhome QVM participant sold during the program period

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CLAIM DEADLINE: DECEMBER 31, 2020

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***2020 model year E-Series not offered.

2020 RV DEALER STOCKING INCENTIVE* \$500 PER VEHICLE STOCKED

WHO: All eligible U.S. RV dealers**

SUBMIT A CLAIM Screen



1. Click on the “SUBMIT NEW SALES OR STOCKING CLAIM” tab – this is where you enter the information for a new claim.

2. Enter required information:
 - VIN (Full 17-digit Vehicle Identification Number)
 - Sales/Delivery Date
 - Manufacturer Brand
 - Model
3. Confirm the following information:*
- Dealership Information
- Email Mail Address
4. After all information is entered and confirmed, click “UPLOAD DOCUMENTS” to submit the required documentation for your claim
5. Once all required documentation is uploaded, click “SUBMIT CLAIM”.
6. To submit additional claims, click “SUBMIT NEW CLAIM”.

*NOTE: #3. If any of this information is incorrect, go back to your user profile and make the necessary updates **before** continuing with your claim.

C. Enrolling a Rental Unit

1. To enroll a Rental Unit into the RV Rental Incentive Program, click “ENROLL A RENTAL UNIT” on the homepage.

HOME PAGE Screen


FORD RV INCENTIVE PROGRAMS

YOU ARE LOGGED IN

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2020 FORD COMMERCIAL VEHICLE

MOTORHOME CHASSIS RV INCENTIVE PROGRAMS



For instructions on how to claim the Sales, Stocking and Rental incentives, download the complete business rules by clicking on the links below.

[PROGRAM RULES](#)

[ENROLL A RENTAL UNIT](#)

[SUBMIT A CLAIM](#)

2020 RV SALESPERSON SALES INCENTIVE PROGRAM* \$250 PER VEHICLE SOLD

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2020 RV DEALER STOCKING INCENTIVE* \$500 PER VEHICLE STOCKED

WHO: All eligible U.S. RV dealers**

RENTAL ENROLLMENT Screen

DEALER INFORMATION	VEHICLE INFORMATION
* Dealership Name: <input type="text"/>	* Vehicle Identification Number: <input type="text"/>
(Canadian Dealers are not eligible for this program.)	
* Dealership Address: <input type="text"/>	* Odometer Reading (miles): <input type="text"/>
* City: <input type="text"/>	* Wheelbase (inches): <input type="text"/>
* State: Michigan ▼	* Body Manufacturer: Manufacturer Brand* ▼
* Zip Code: <input type="text"/>	SUBMIT ➔
* Contact Person: <input type="text"/>	
* Phone #: <input type="text"/>	
* Fax #: <input type="text"/>	
* Email: <input type="text"/>	

2. Enter required information:
 - Vehicle Identification Number (VIN)
 - Odometer Reading (miles)
 - Wheelbase (inches)
 - Body Manufacturer
 - Contact Person
 - Email
3. Confirm dealer information is correct and click "SUBMIT"
4. You will receive a confirmation message containing your claim reference number upon successful submission.

D. Submitting RV Rental Claims for Payment

1. When your enrolled RV units have met the minimum program requirements of 6,000 accrued rental mileage and you are ready to submit paperwork, click “SUBMIT A CLAIM” on the homepage, then click “RENTAL ENROLLMENTS/CLAIMS”



2. All claims enrolled under current program will be displayed by reference number and VIN, with a break out of key dates and statuses. See example below –

Reference Number	VIN	Date Enrolled	Enrollment Approved	Enrollment Status	Claim for Payment Submitted	Claim for Payment Status	Claim Payment Date
100252	1FDWE3FS9HDC41402	12/19/2017	12/19/2017	Approved			SUBMIT CLAIM FOR PAYMENT
100270	1F65F5DY8H0A11375	5/21/2018	5/21/2018	Approved			SUBMIT CLAIM FOR PAYMENT

3. If your Enrollment Status is on Hold, you will not be able to submit a claim for payment
4. Find the VIN for which you need to submit a claim for payment, and click “SUBMIT CLAIM FOR PAYMENT” link to the right of the VIN
5. Enter required information:
 - Beginning Rental Mileage
 - Ending Rental Mileage
 - Total Rental Mileage Accrued will populate automatically based on previous entries

6. Confirm the following information:

- Dealership Name
- Dealership Address
- Email Address

7. After all information is entered and confirmed, click “UPLOAD DOCUMENTS” to submit the required documentation for your claim

8. Click “SUBMIT”. You will receive a confirmation message containing your claim reference number upon successful submission

E. Required Documentation

DOCUMENTS	MUST SHOW
Salesperson Incentive	
<ul style="list-style-type: none"> • Bill of Sale and/or Lease Agreement 	<ul style="list-style-type: none"> • Warranty start date or sale date • Customer signature and dated • Transaction date within program period • Dealership information must match claim • VIN must match enrollment • Documents that are altered or redacted will not be accepted
Stocking Incentive	
<ul style="list-style-type: none"> • RV Manufacture Invoice 	<ul style="list-style-type: none"> • Delivery date and VIN • Dealership information must match claim or invoice address • VIN must match enrollment
Rental Incentive	
<ul style="list-style-type: none"> • Vehicle Title (Registration or application for Registration) • Rental Agreements 	<ul style="list-style-type: none"> • Accrual of at least 6,000 rental miles by Dec. 31 PY • Dealership name • Vehicle return mileage • Beginning and ending mileage

F. Updating User Profile

1. To make updates to your profile, select the USER PROFILE tab
USER PROFILE Screen

The screenshot shows a web application interface for updating a user profile. At the top, there are navigation tabs: 'SUBMIT NEW SALES OR STOCKING CLAIM', 'RENTAL ENROLLMENTS/CLAIMS', 'USER PROFILE' (highlighted with a blue box), and 'CLAIM HISTORY'. Below the tabs, the 'Account Type' is set to 'DEalersHIP SALESPERSON'. The 'Dealership Salesperson Account Update' section includes 'User Administration Details' with fields for First Name, MI, Last Name, and Title, and a 'Change Password' link. The 'Dealership Information' section has a dropdown for 'USA', a 'Dealership Name' field, and fields for address, phone, and fax. The 'Spin-to-Win Incentive Claim Information' section includes a 'Social Security Number' field with a mask. The 'Home Address' section has a dropdown for 'USA', an 'Address' field, a 'City' field, a dropdown for 'Michigan', and a 'Zip/Postal Code' field. A 'Confirm Dealership' checkbox is checked, and a 'SAVE' button is at the bottom.

Enter desired changes and ensure that password has also been re-entered.*

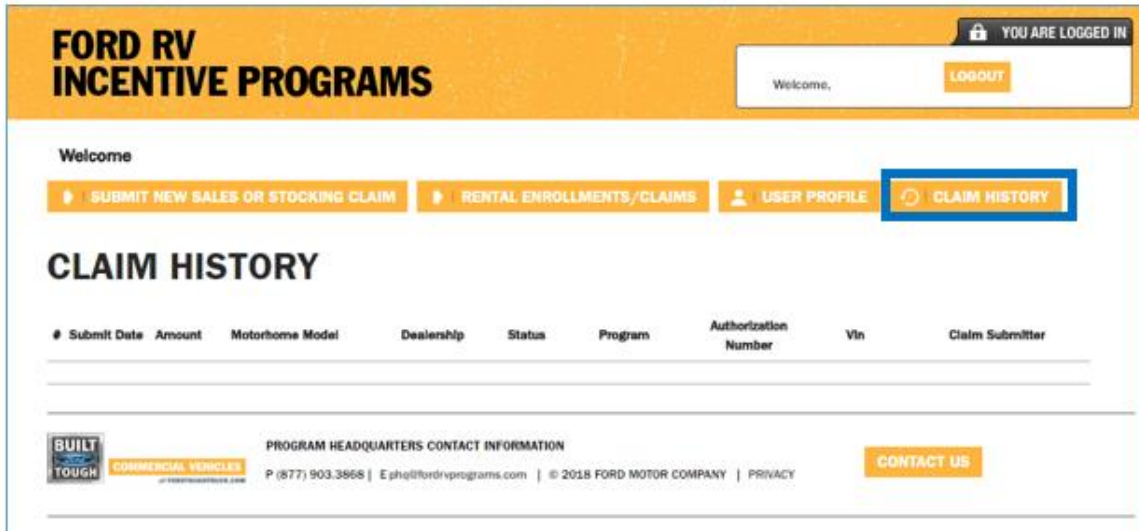
2. Click "SAVE" when finished.

*NOTE: If password is not re-entered when updating USER PROFILE, your changes will NOT save upon completion.

G. Reviewing Claim History

1. To view the status of submitted SALES or STOCKING claims, click “SUBMIT A CLAIM” from the homepage, then “CLAIM HISTORY”

CLAIM HISTORY Screen



2. To view the status of submitted RENTAL claims, click “SUBMIT A CLAIM”, then “RENTAL ENROLLMENTS/CLAIMS”
3. Documentation can be uploaded directly to existing claim from CLAIM HISTORY screen for re-review by RV Program Headquarters.

H. RV Program Headquarters Contact Information

Email - PHQ@FordRVPrograms.com

Phone - 877-903-3868

