Ford International Distribution Operations

Online Dealer Claim System

http://www.fordidoclaims.com

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Welcome to the online IDO Claim system presentation. The following areas will be covered in this tutorial:

- ❑ Accessing the IDO Claim System
- ❑ Creating and Submitting a Claim
- ❑ Tracking a Submitted Claim
- ❑ Who to Contact for Assistance

Accessing the IDO Claim System

FIRST-TIME USERS will need to request access to the Claim system by clicking the link outlined below on the login page. Once your request is received and authorized by IDO, you will be notified via email.

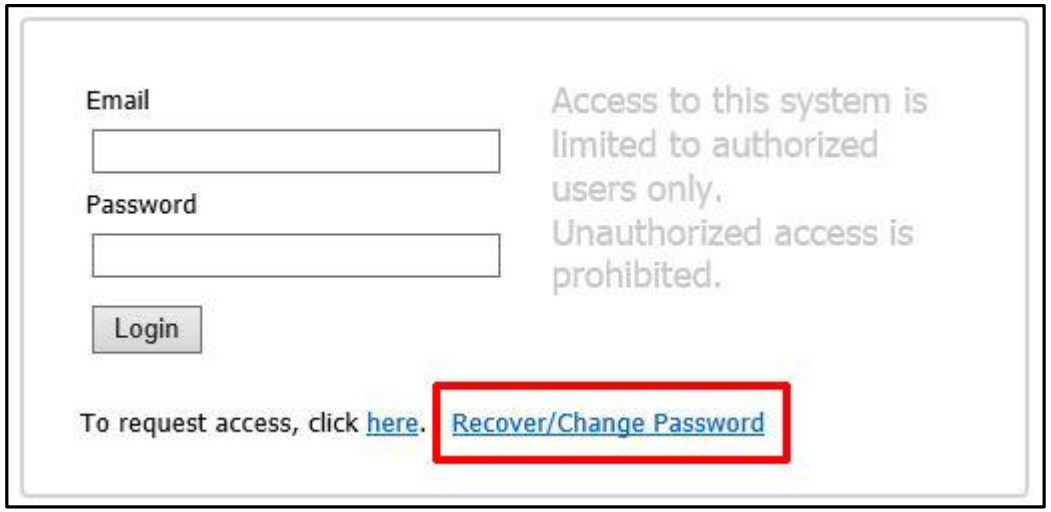


ONCE YOU HAVE BEEN GRANTED ACCESS to the Claim system, enter your Email Address and Password on the login page.



Accessing the IDO Claim System

If you forget your password or want to change it, start by clicking the link “Recover/Change Password” on the login page.



The system will then display a page where you can locate your account by providing your email address. A notification will be sent to that address with a link to change your password.



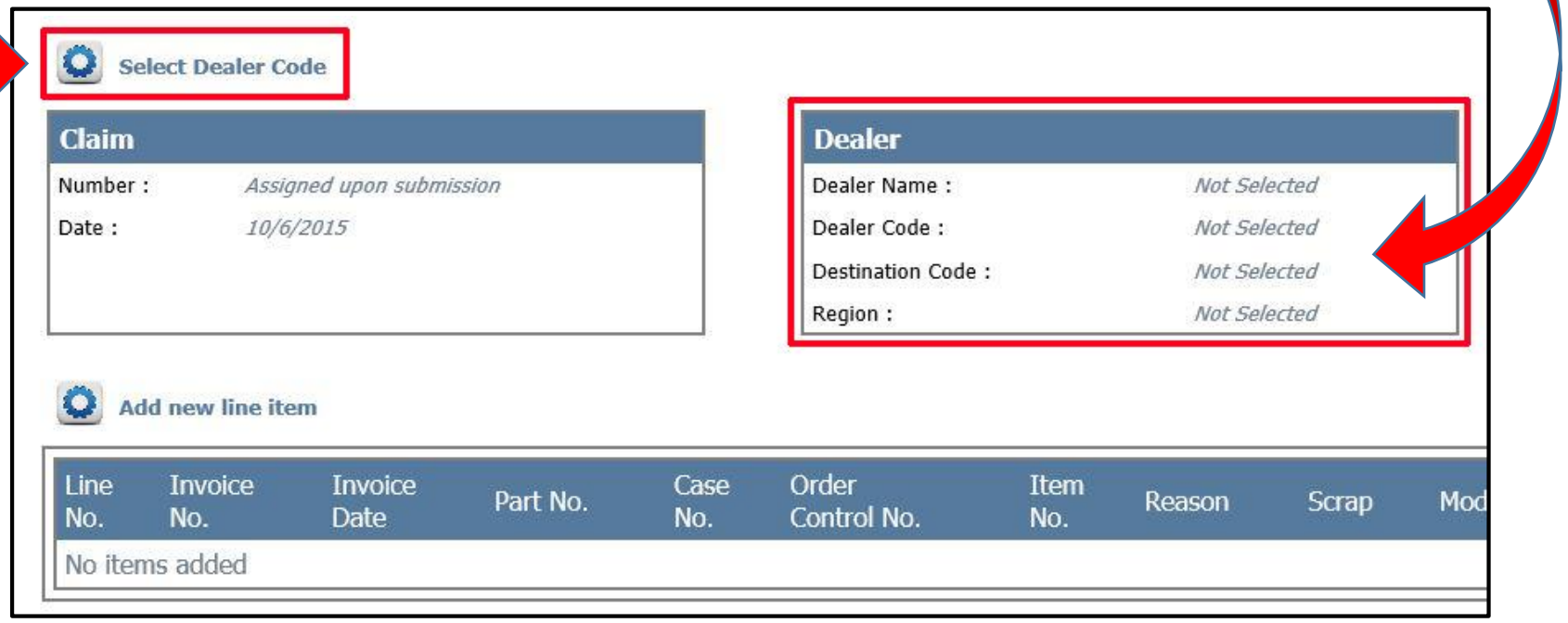


Creating and Submitting a Claim

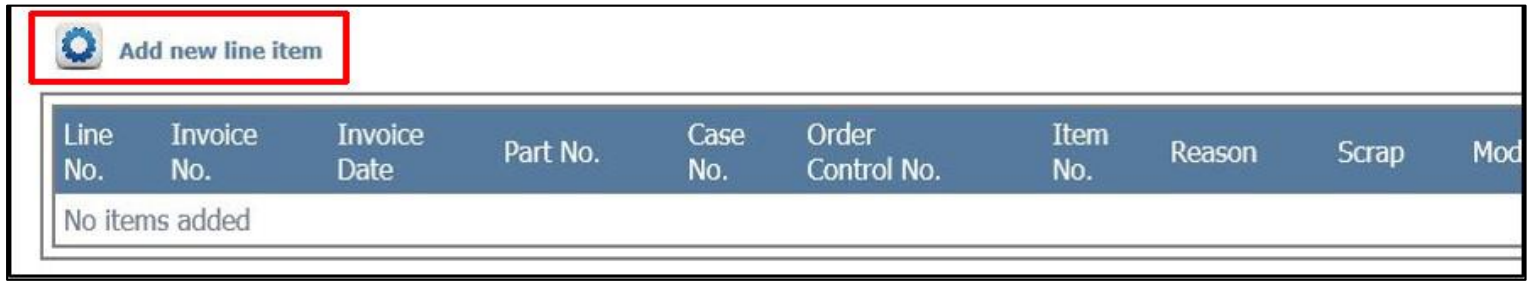
To create a new claim in the electronic system, start by logging in as shown on the previous slide. When the Dealer Workqueue opens, click the "Create Claim" icon in the main menu bar.



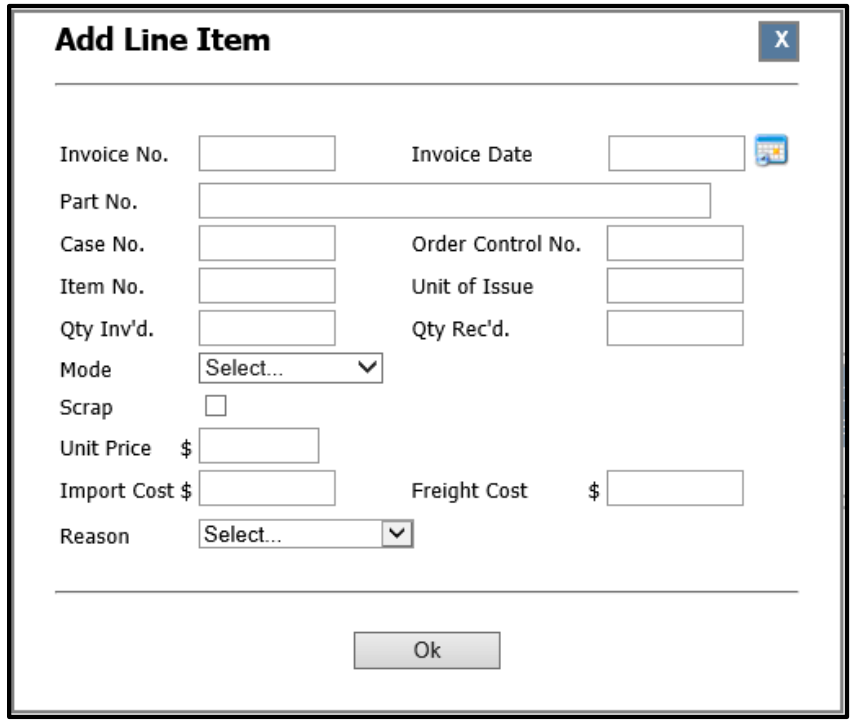
When the template for a new claim opens, the Dealer section will display "Not Selected" for all items. To continue creating the claim, select the appropriate Dealer Code by clicking the icon to the left of "Select Dealer Code". *Dealers can only see (and select) codes that have been attached to their profile.*



When the appropriate Dealer Code has been selected (and is displayed in the “Dealer” section), begin adding items to the claim by clicking the icon to the left of “Add new line item”.

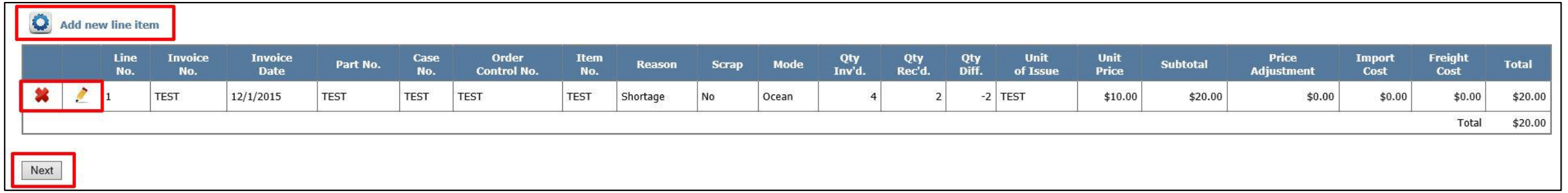


When the “Add Line Item” window appears, enter the required information and click Ok when finished.



The information entered in the “Add Line Item” window will now appear in the claim grid as Line No. 1. If additional line items need to be entered, click the icon for “Add new line item” again and repeat the process until all line items have been entered. If no additional line items need to be entered, click the “Next” button to continue.

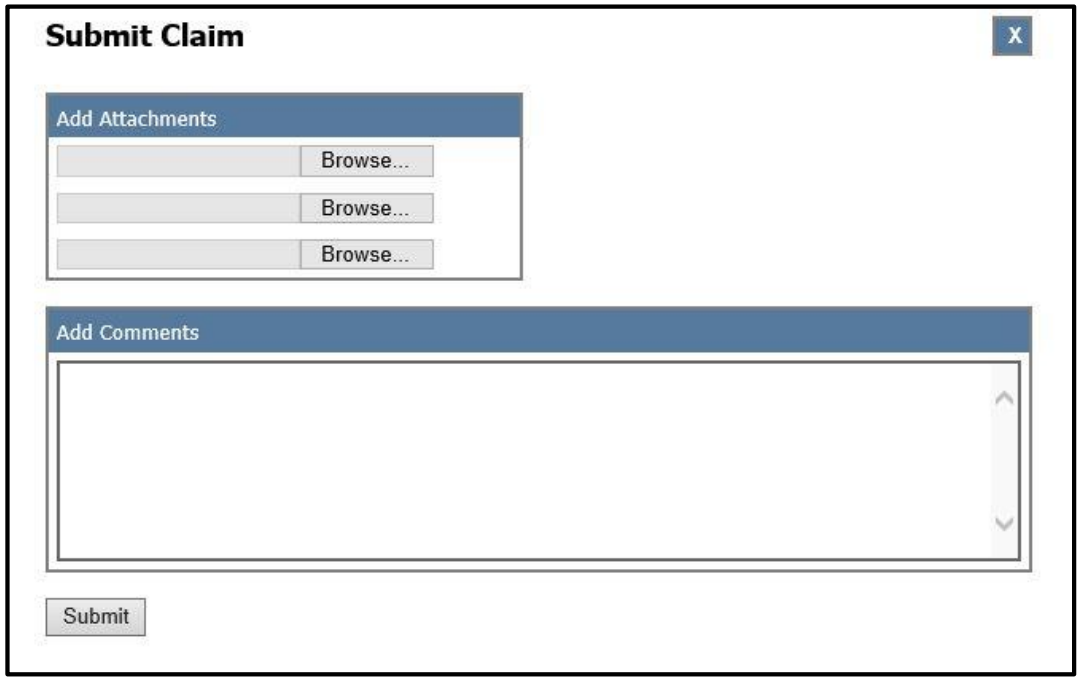
NOTE: To remove or modify a line item before submitting, click the red X or the pencil icon located to the left of the Line No.



		Line No.	Invoice No.	Invoice Date	Part No.	Case No.	Order Control No.	Item No.	Reason	Scrap	Mode	Qty Inv'd.	Qty Rec'd.	Qty Diff.	Unit of Issue	Unit Price	Subtotal	Price Adjustment	Import Cost	Freight Cost	Total
✖	✎	1	TEST	12/1/2015	TEST	TEST	TEST	TEST	Shortage	No	Ocean	4	2	-2	TEST	$10.00	$20.00	$0.00	$0.00	$0.00	$20.00
																				Total	$20.00

Appropriate currency symbol will be displayed on claims for each region.

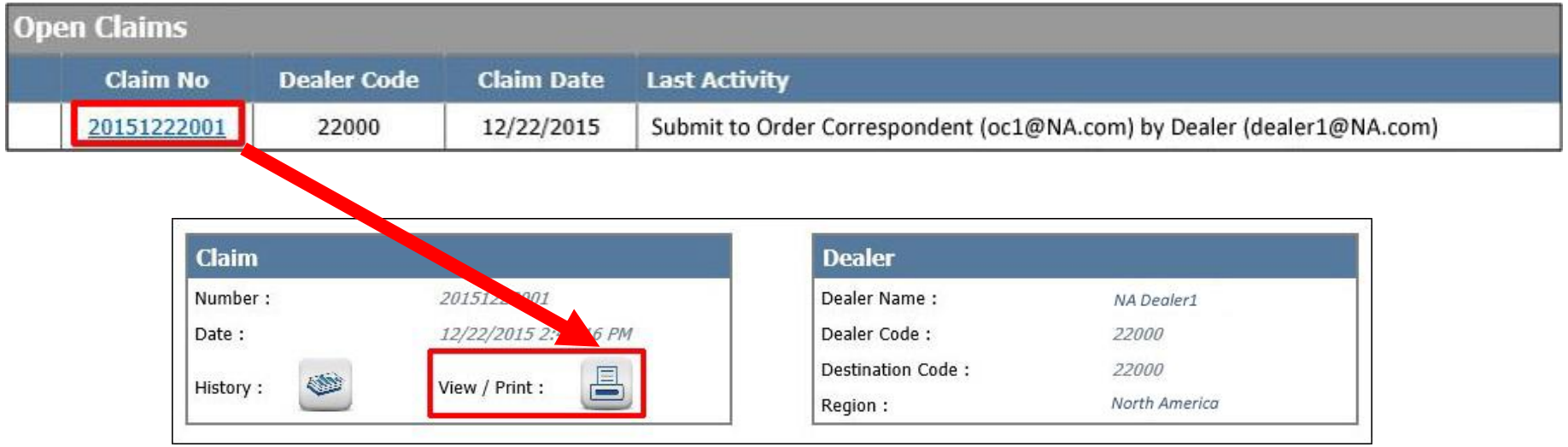
When the Submit Claim window appears, you can attach up to three files by browsing to them on your computer, and/or include comments to the Ford Order Correspondent in the “Add Comments” field. When finished, click the Submit button.



The claim has now been submitted to Ford and the Claim No. assigned will be displayed on the screen. When you click “Ok”, the system will close the pop-up and return you to your Workqueue.



The claim will now appear in the Open Claims section of your Workqueue and you can click the link to view or print the claim at any point.



Tracking a Submitted Claim

To track the status of a submitted claim, start by logging into your Workqueue, locating the specific Claim and clicking the link to view it.

Open Claims

	Claim No	Dealer Code	Claim Date	Last Activity
	20151222001	22000	12/22/2015	Submit to Order Correspondent (oc1@NA.com) by Dealer (dealer1@NA.com)

When the Claim opens, click the "History" icon to see the detail as shown in the second image below.



20151222001

Claim History

Date	From	Action	To
12/22/2015	Dealer (dealer1@NA.com)	Submit to Order Correspondent	Order Correspondent (oc1@NA.com)
12/22/2015	Order Correspondent (oc1@NA.com)	Submit to Operations Manager	Operations Manager (om@NA.com)
12/22/2015	Operations Manager (om@NA.com)	Sign-off to Finance	Finance Manager (finance@NA.com)
12/22/2015	Finance Manager (finance@NA.com)	Submit Dispositioned Claim to Dealer	Dealer (dealer1@NA.com)

Who to Contact for Assistance

- For questions about information being requested/submitted on the electronic claim form, please contact your Ford Order Correspondent.

- For issues logging into the Claim system, or technical issues related to the submission of a claim, please contact idohelp@brownart.com.