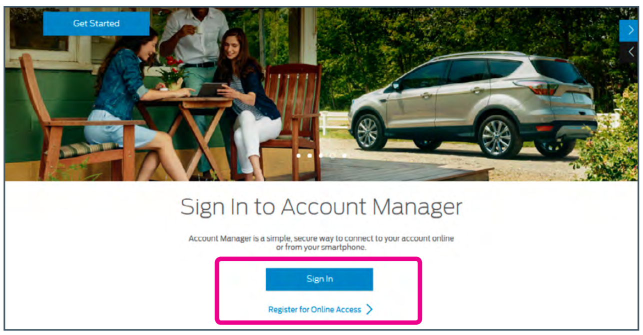
FORD CREDIT
Commercial Lending Services

Commercial & Fleet
Account Manager Guide

Understanding the Features and Benefits of Account Manager

Access Your Account Anytime, Anywhere!

Running a business while managing multiple vehicles requires a lot of time and focus. To help customers, Ford Credit provides our Account Manager tool that is simple, secure and allows access 24/7.



Access Account Manager from the Ford Credit website homepage of Ford.com/Finance

To register for access, customers will need:

» Ford Credit vehicle account number (located on statement/invoice)

» Business name as it appears on contract/supplement

» Last four digits of tax ID

Account Manager can help manage multiple accounts:

- Link multiple accounts under one user provide by clicking “Add Accounts” button
- View individual vehicle account details and payment history
- View, print and download current or past statements
- View payment progress and payoff amount or purchase price
- Access lease-end process information
- Store up to five bank accounts
- Manage contact information

Account Manager – Vehicle Selection Page

After login, multiple vehicles are displayed by combined bill group. Units will either be grouped by combined bill due date or as separately billed accounts.

A - Add Accounts - link multiple accounts under one user profile

B - Due - payment due date

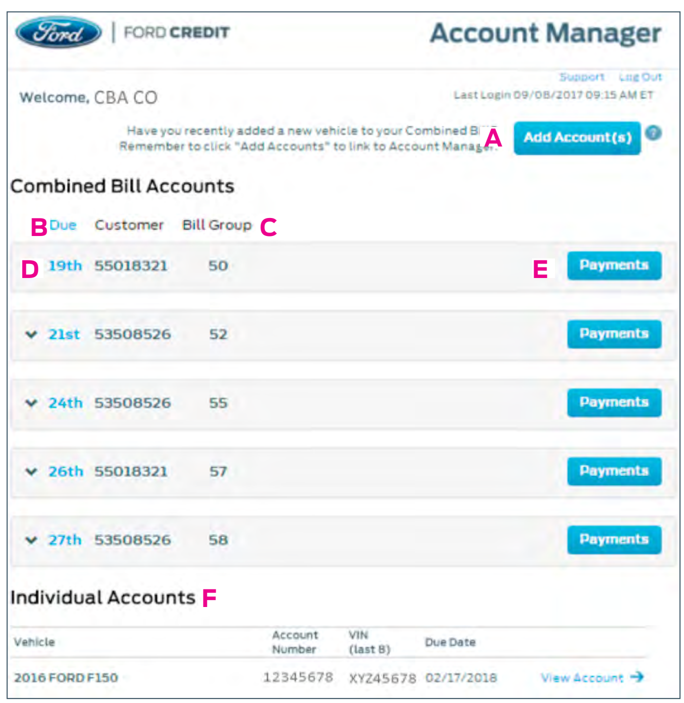
C - Bill Group - combined bill group of accounts

D - Drop down arrow- displays accounts contained in the bill group

E - Schedule a bill group payment (340 max bill group size)

F - Individual account view

Select the bill group or individual account to proceed.



IT’S JUST WHAT WE DO.

Account Manager – Overview Page

A. View selected vehicle with dropdown to change vehicles

B. Vehicle nickname

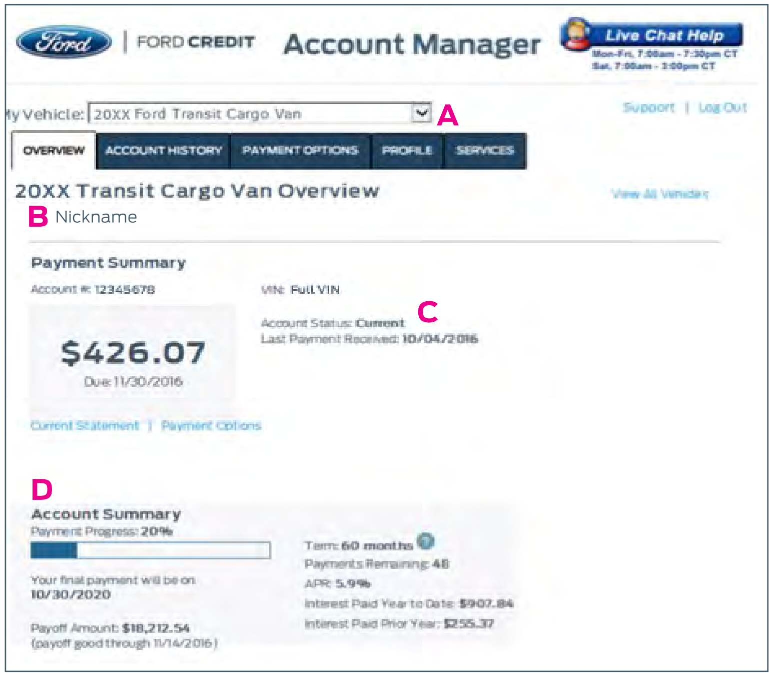
- Each vehicle can be assigned a nickname on the Profile page, helping identify vehicles more efficiently on monthly invoices

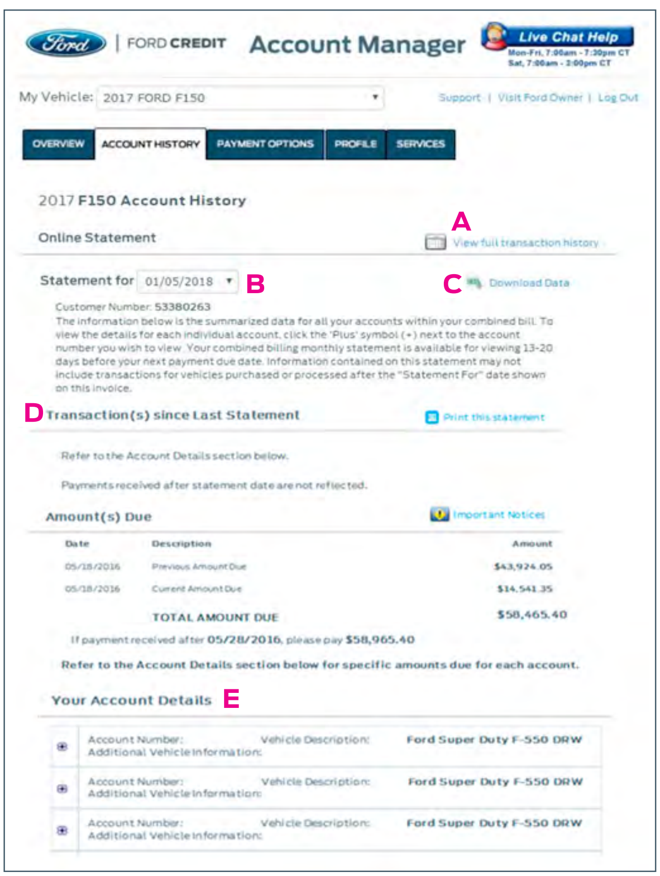
C. Account status

- Displays Current, Past Due, Payment Pending

D. Account Summary

- Payment progress - percentage contract completion and payments remaining allows for management of vehicle turn cycles
- Payoff amount or purchase price
- Contract term or lease-end information
- Interest paid year to date (for retail accounts)





Account Manager – Account History Page

A. View full transaction history

- Download or print statement of account PDF (detailed on page 3)

B. View current and past statements

- View, download or print all invoices as PDFs

C. Download data

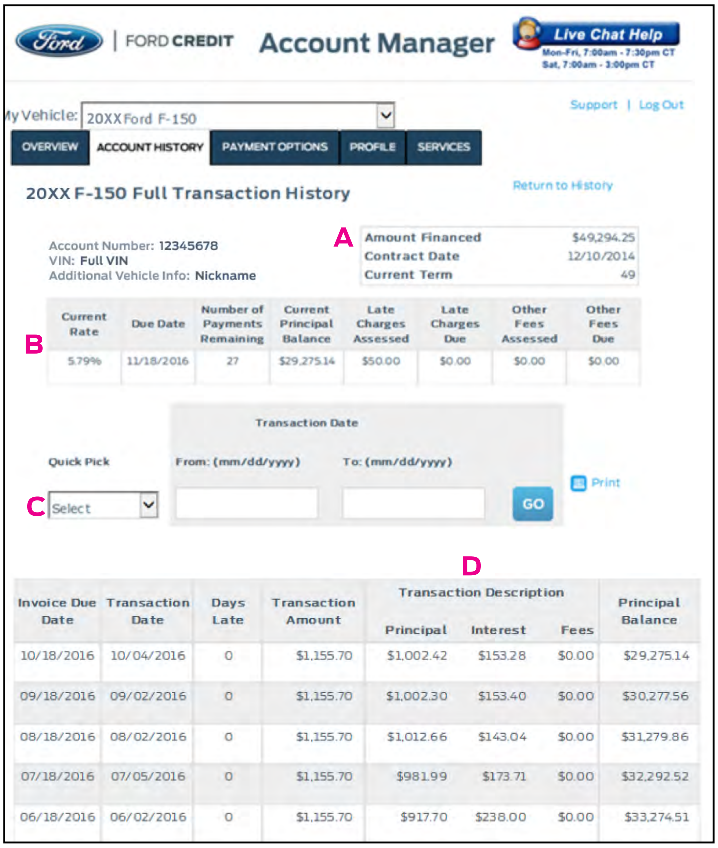
- Download statement data into Excel

D. View recent account activity

- Recent payment information
- Any fees incurred, other charges or credits

E. Overview of combined bill accounts

- Expand/collapse sections for individual vehicle account details



FORD CREDIT Account Manager

Live Chat Help
Mon-Fri, 7:00am - 7:30pm CT
Sat, 7:00am - 3:00pm CT

My Vehicle: 20XX Ford F-150

Support | Log Out

OVERVIEW | ACCOUNT HISTORY | PAYMENT OPTIONS | PROFILE | SERVICES

20XX F-150 Full Transaction History

Return to History

Account Number: 12345678
VIN: Full VIN
Additional Vehicle Info: Nickname

A

Amount Financed	$49,294.25
Contract Date	12/10/2014
Current Term	49

B

Current Rate	Due Date	Number of Payments Remaining	Current Principal Balance	Late Charges Assessed	Late Charges Due	Other Fees Assessed	Other Fees Due
5.79%	11/18/2016	27	$29,275.14	$50.00	$0.00	$0.00	$0.00

Transaction Date

Quick Pick | From: (mm/dd/yyyy) | To: (mm/dd/yyyy)

C Select | GO | Print

D

Invoice Due Date	Transaction Date	Days Late	Transaction Amount	Transaction Description			Principal Balance
				Principal	Interest	Fees	
10/18/2016	10/04/2016	0	$1,155.70	$1,002.42	$153.28	$0.00	$29,275.14
09/18/2016	09/02/2016	0	$1,155.70	$1,002.30	$153.40	$0.00	$30,277.56
08/18/2016	08/02/2016	0	$1,155.70	$1,012.66	$143.04	$0.00	$31,279.86
07/18/2016	07/05/2016	0	$1,155.70	$981.99	$173.71	$0.00	$32,292.52
06/18/2016	06/02/2016	0	$1,155.70	$917.70	$238.00	$0.00	$33,274.51

Account Manager – Full Transaction History Page

A. Contract date and term

B. Current account status

- Rate / term
- Next due date
- Payments remaining
- Current principal balance (for retail accounts)
- Late charges, fees, etc..

C. View/print all account activity from inception

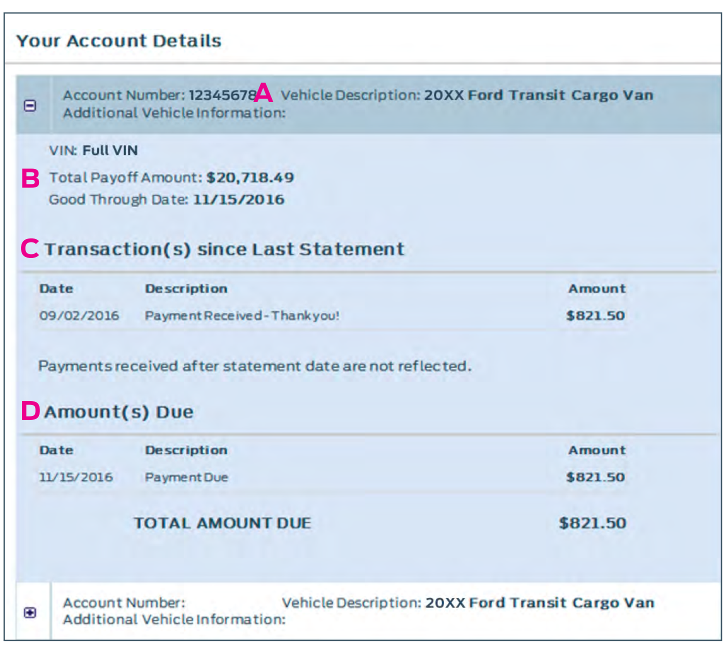
- Select a date range or view all

D. Historical transaction Detail

- Principal, interest, fees and principal balance (for retail accounts)

Account Manager – Account Details Page

Expand and collapse each vehicle/account to view full details



Your Account Details

Account Number: 12345678 A Vehicle Description: 20XX Ford Transit Cargo Van
Additional Vehicle Information:

VIN: Full VIN
B Total Payoff Amount: $20,718.49
Good Through Date: 11/15/2016

C Transaction(s) since Last Statement

Date	Description	Amount
09/02/2016	Payment Received - Thankyou!	$821.50

Payments received after statement date are not reflected.

D Amount(s) Due

Date	Description	Amount
11/15/2016	Payment Due	$821.50
	TOTAL AMOUNT DUE	$821.50

Account Number: Vehicle Description: 20XX Ford Transit Cargo Van
Additional Vehicle Information:

A. Vehicle description

B. Payoff amount or purchase price

C. Recent transactions

D. Amount due

IT'S JUST WHAT WE DO.

Account Manager – Profile Page

A. Change password

B. Add or change vehicle nickname
- » Nickname will be displayed on invoice i.e. Unit #22 or John Doe's sales car

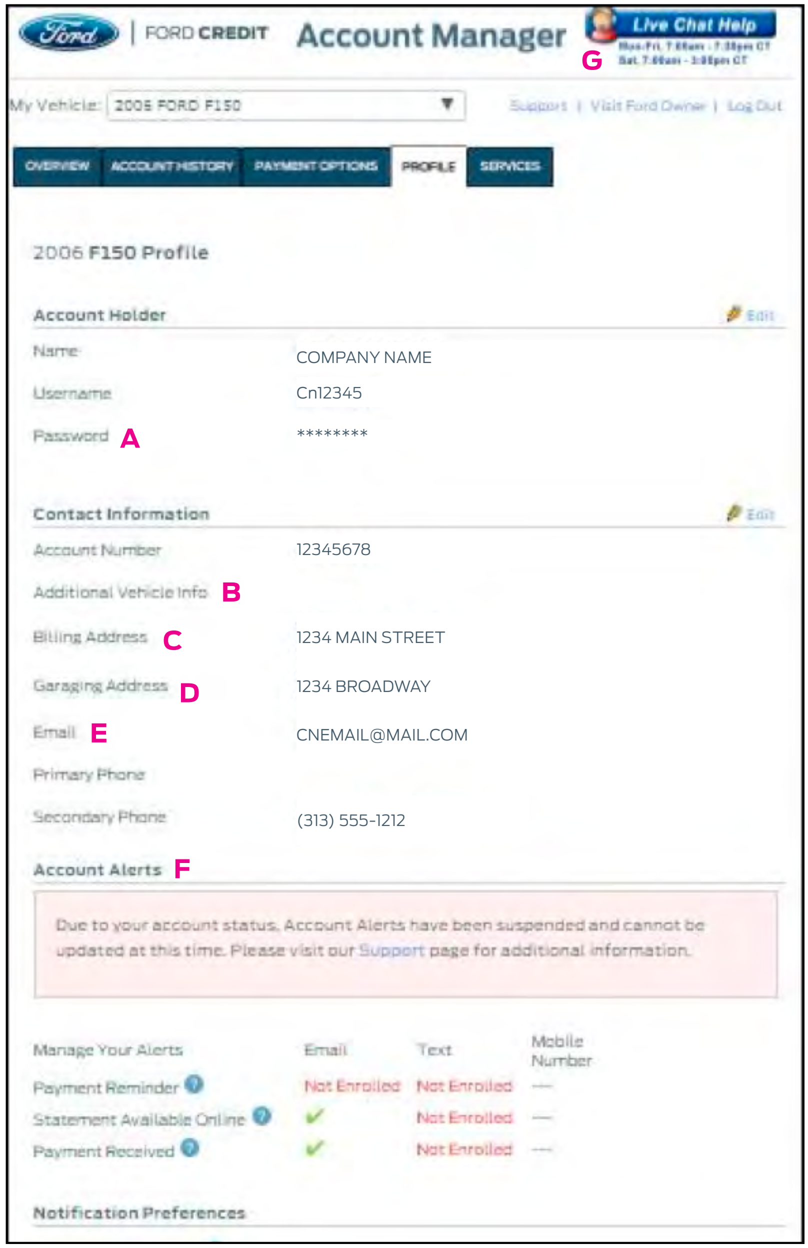
C. Change billing address
- » Available once in a 30-day period
- » Will carry over to all linked accounts

D. Update vehicle physical location
- » As often as necessary
- » Note: Cannot use a P.O. box

E. Update phone and email
- » Will carry over to all linked accounts
- » If Contact Information section is edited, email address is required.

F. Enroll in email or text account alerts
- » **NOTE - Email and alert functionality is not available for combined bill customers at this time.**

G. Online chat is available on key pages for immediate customer support



Note: This guide includes Account Manager online functionality relevant for the commercial user. Additional functionality exists that is not covered in this guide, such as electronic correspondence, payment extension and due date change, as these functions may not be available to combined bill users.

For questions and assistance, the following resources are available:
- » ▸ [Ford Credit Account Manager online support and FAQs]
- » Ford Credit Customer Support 1-800-727-7000