

HOW TO REQUEST SPECIAL PAINT DEVELOPMENT

SPECIAL PAINT OVERVIEW

- A Special Paint Formulation is a custom paint color developed for a specific fleet customer. This paint is not found on our paint chip chart.
- To determine if a special paint or configuration may be developed, an Inquiry must be submitted. An Inquiry is a request sent to Ford Motor Company to see if a paint or configuration that is not currently available may be developed.
- The procedure for submitting Inquiries for F650-F750 differs from that of other vehicle lines. See last section of this document for details of this procedure.
- 2-Step Inquiry process:
 - Step 1: Submit Inquiry via CONCEPS
 - Step 2: View Inquiry reply via web-based VSO Inquiry System
- For assistance, the Vehicle Special Order team may be contacted at 1-800-34-FLEET, menu selection # 2.

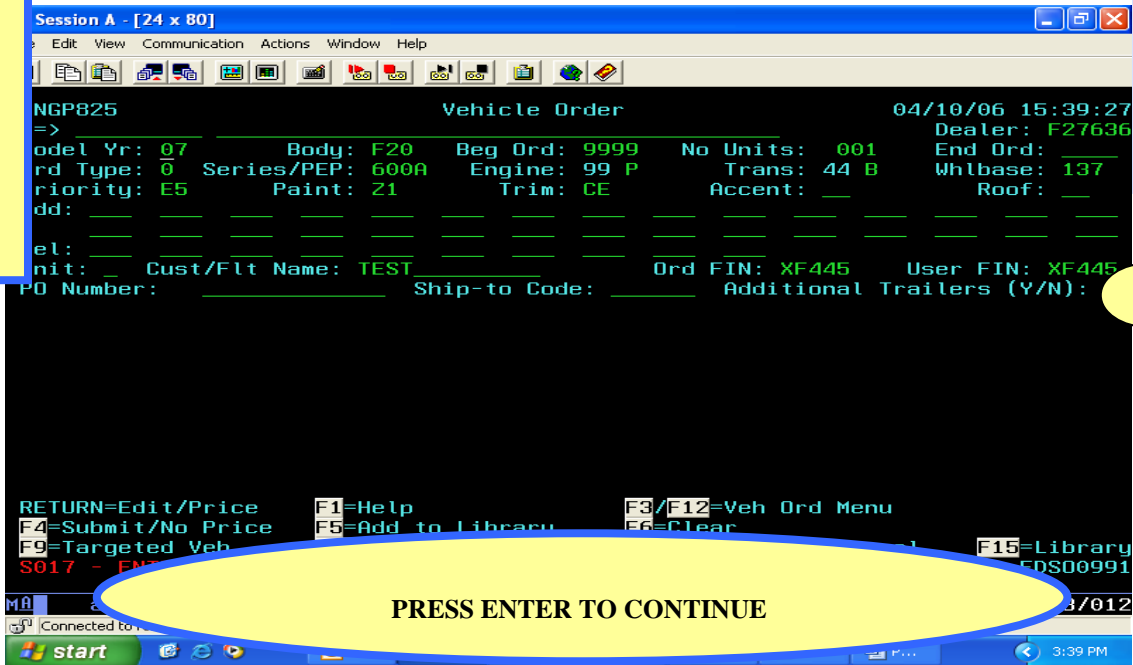
SPECIAL PAINT MINIMUM ORDER REQUIREMENTS

- A twenty-five unit order per model year/per vehicle line minimum is required before developing a new special paint.

SUBMITTING A VSO SPECIAL PAINT INQUIRY IN CONCEPS

- Step 1:**
A. Enter new vehicle order.
B. Add Y to the trailer menu.

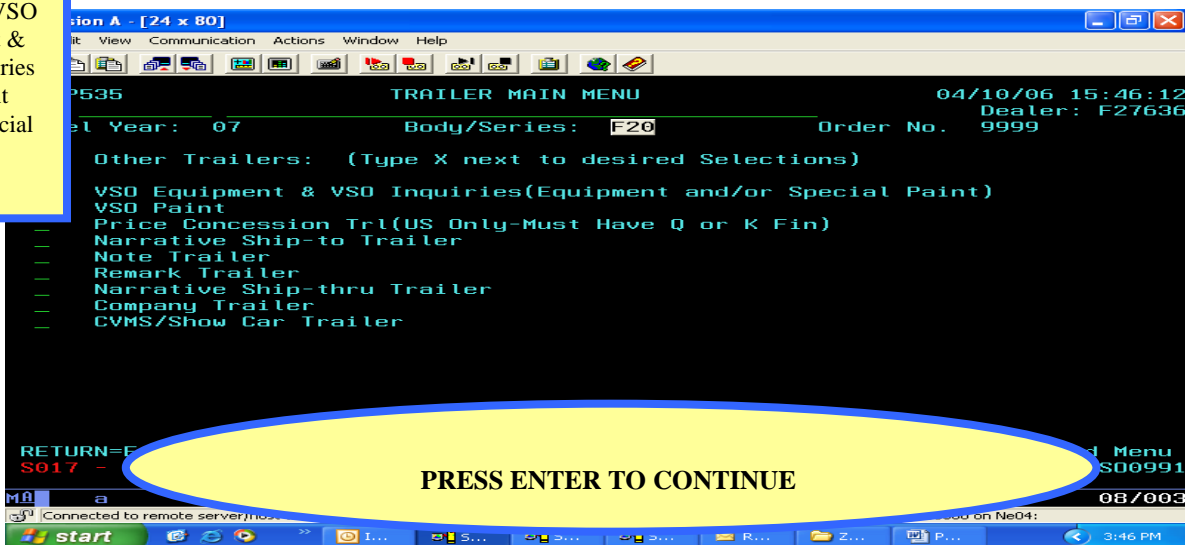
i An Inquiry is not a buildable order.



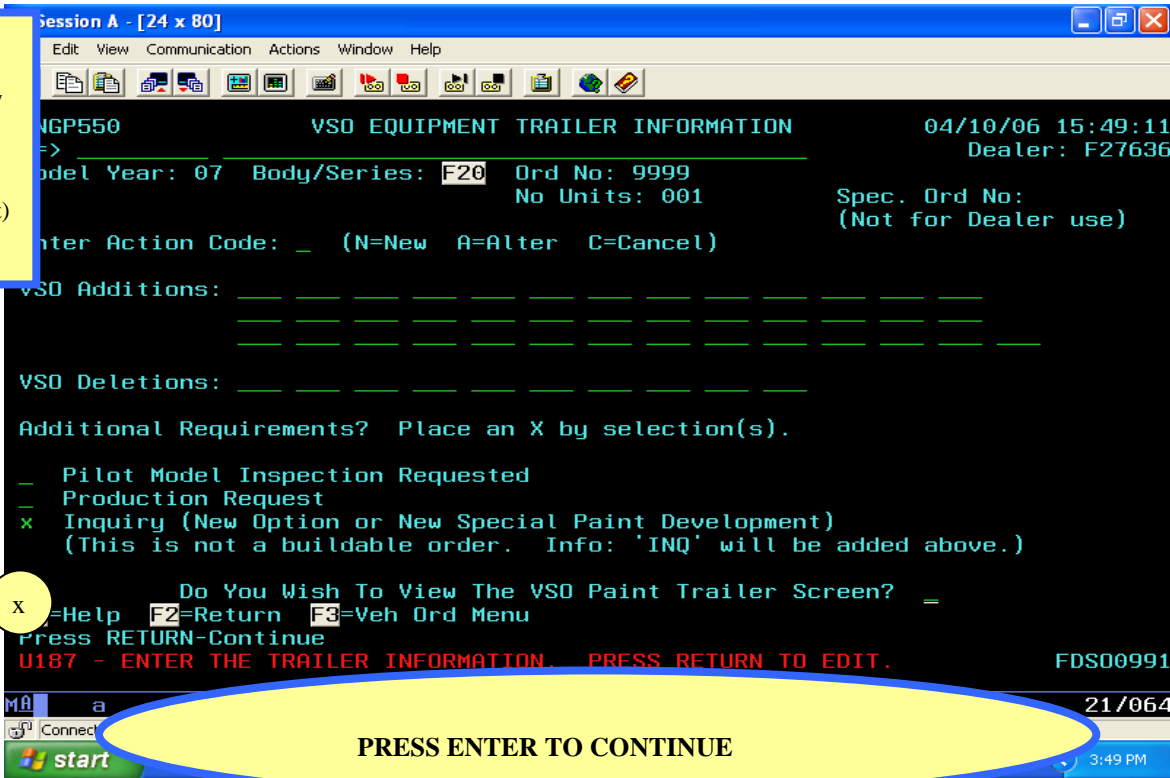
Please note: when inquiring a new special paint, use an RPO paint code in the exterior paint field on the CONCEPS ordering screen.

If requesting a new configuration only (using existing paints), you must select 'VSO Paint' from the trailer menu. The VSO Paint trailer must be completed prior to completing the VSO Equipment trailer.

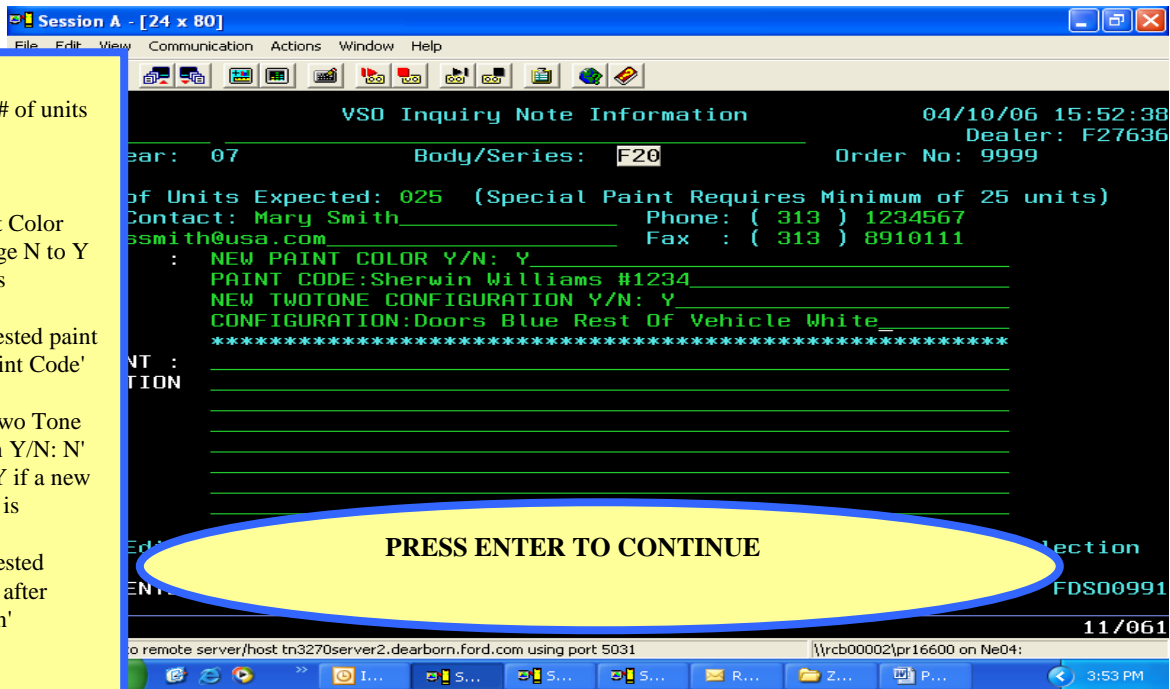
- Step 2:**
A. Select VSO Equipment & VSO Inquiries (Equipment and/or Special Paint).

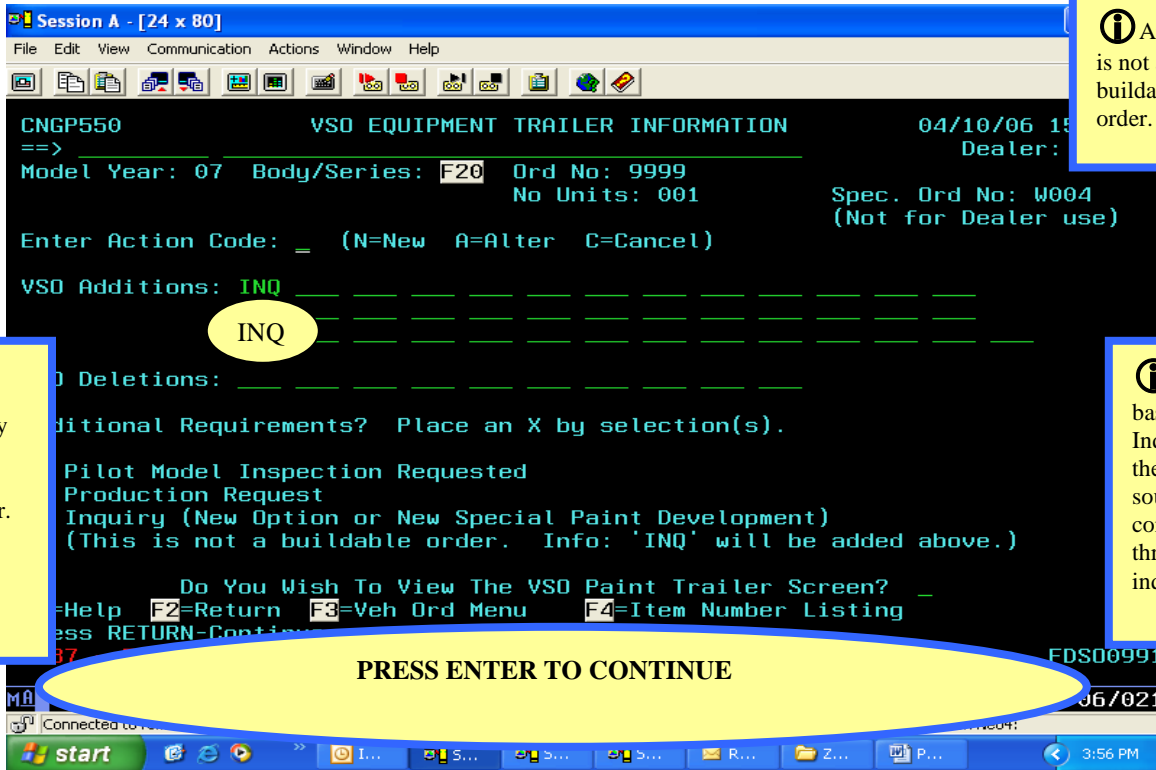


Step 3:
A. Select Inquiry (New Option or New Special Paint Development)



Step 4:
A. Complete # of units and contact information.
Step 5:
A. 'New Paint Color Y/N: N' change N to Y if new color is requested.
B. Type requested paint code after 'Paint Code' on next line.
C. At 'New Two Tone Configuration Y/N: N' change N to Y if a new configuration is requested.
D. Type requested configuration after 'Configuration' on next line.



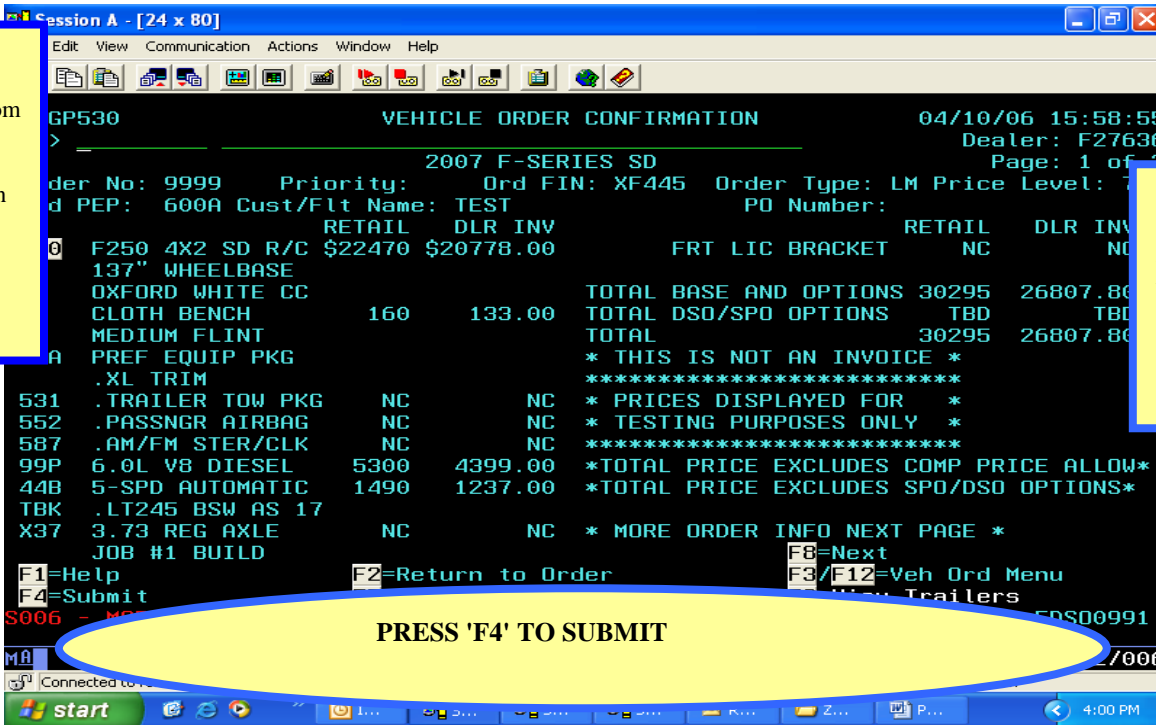


Step 6:
A. INQ will automatically be added to indicate an Inquiry order.

i An Inquiry is not a buildable order.

i The web-based VSO Inquiry system is the primary source of communication throughout the inquiry process.

PRESS ENTER TO CONTINUE



Step 7:
Important: Press 'F4' from the Vehicle Order Confirmation Screen to submit Inquiry.

i An Inquiry is not a buildable order

PRESS 'F4' TO SUBMIT

SPECIAL PAINT INQUIRY REVIEW PROCESS

- VSO Inquiries are reviewed for complexity and feasibility.
- An Inquiry reply notification is provided via e-mail as soon as possible.
- The e-mail notification contains a hyperlink to the Inquiry Reply screen located within the web-based VSO Inquiry System.
- The response includes feasibility and pricing.
- The dealer may cancel the Inquiry at any time via the VSO Inquiry System. To do this click on the Cancel Inquiry button on the Inquiry Reply screen. Otherwise, Vehicle Special Order will close/cancel the Inquiry when the process is complete.

VSO INQUIRY SYSTEM

The screenshot shows a web browser window with the URL https://webqa.vso.dealerconnection.com/sp_inquiry/PT_InquiryReply.asp. The page title is "DEALER SPECIAL PAINT INQUIRY REPLY" and features the Ford logo. The inquiry number is 71W052 and the model year is 2006. The body style is E34. The receipt date is 8/15/2005. The dealer code is 71H171. The submitter is SHEILA MACK. The phone number is 3133902476. The formulation is Y. The units are 10. The dealer is Don Sanderson Ford Inc. The email is SMACK@FORD.COM. The fax is 3135944684. The status is "Inquiry Received by Special Paint Analyst" and the customer is TEST. The request from the dealer is DUPONT 9876. The reply to the dealer from M&S is "THERE IS NO MATCH TO DUPONT #9876". There are buttons for "Cancel Inquiry", "Dialogue", and "View". A yellow oval with a blue border highlights the text "REPLY SCREEN" at the bottom of the page.

Inquiry Number:	71W052	Model Year:	2006
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Body Style: E34

Receipt Date:	8/15/2005	Units:	10	Status:	Inquiry Received by Special Paint Analyst
Dealer Code:	71H171	Dealer:	Don Sanderson Ford Inc	Customer:	TEST
Submitter:	SHEILA MACK	Email:	SMACK@FORD.COM		
Phone:	3133902476	Fax:	3135944684		
Formulation:	Y	Two Tone:	N		

Request from Dealer: DUPONT 9876 **View**

Reply to Dealer from M&S: THERE IS NO MATCH TO DUPONT #9876 **View**

Cancel Inquiry **Dialogue**

REPLY SCREEN

VSO DEALER SPECIAL PAINT INQUIRY REPLY

Inquiry Number: 71W052 Model Year: 2006

Body Style: E34

Receipt Date: 8/15/2005
 Dealer Code: 71H171
 Submitter: SHEILA MACK
 Phone: 3133902476
 Formulation: Y

Request from Dealer:
 DUPONT 9876 View

Cancel Inquiry Dialogue

Review Dialogue

Timestamp	Activity	Dialogue Text	CDS ID
9/27/2005 2:08:44 PM	Dealer to M & S	IS THERE PAINT GREEN #2345 ?	t-deale2
9/27/2005 2:15:19 PM	M & S to Dealer	YES - PAINT W7603G MATCHES #2345	smack

Add Dialogue: To: Ford Add

Route to Activity: Ford Send

Close

If additional communication is required on the Inquiry, click on the Dialog button. When the new box appears, type your comment in the "Add Dialog" box hit "Add" and hit "Send". Your comment will be forwarded to Ford Motor Company, and you will receive another hyperlink when a response has been added.

SPECIAL PAINT MINIMUM ORDER REQUIREMENTS FOR F650/F750

- Minimum order quantities for Custom Paint:
 - F650-F750: 3 units @ std published price in CVT
 - F650-F750: 1 unit @ std price plus premium price

F650-F750 CUSTOM PAINT INSTRUCTIONS

- Submit an inquiry via CVT stating the paint code, paint supplier and description of the desired color. The quickest and surest way to get the color desired is to supply a paint standard to the VSO option development analyst. A paint standard or panel is the actual primer and paint desired sprayed onto an approximate 3 inch by 5 inch piece of steel.
- The VSO department will respond via an inquiry response if the color is feasible, how much it will cost and how long it will take to develop the new color and get it to the plant.
- If the dealer wants to proceed, he must submit his orders via CVT with any existing RPO color and selecting the **IHD** VSO option from CVT. This puts the orders on VSO hold. The VSO

department will not proceed to develop a new paint color until the orders are submitted on VSO hold and the VSO department is notified with the Dealer code / Body Type / Order numbers of the orders and a reference to the inquiry number.

4. The requested color will be matched and then a proposed paint panel sample along with a completed custom paint approval form will be sent to the dealer.
5. The paint sample must be approved and signed off by the fleet customer and then returned back to the VSO option development analyst.
6. The VSO department will provide a special paint formulation ID to the ordering dealer to use when submitting the orders.