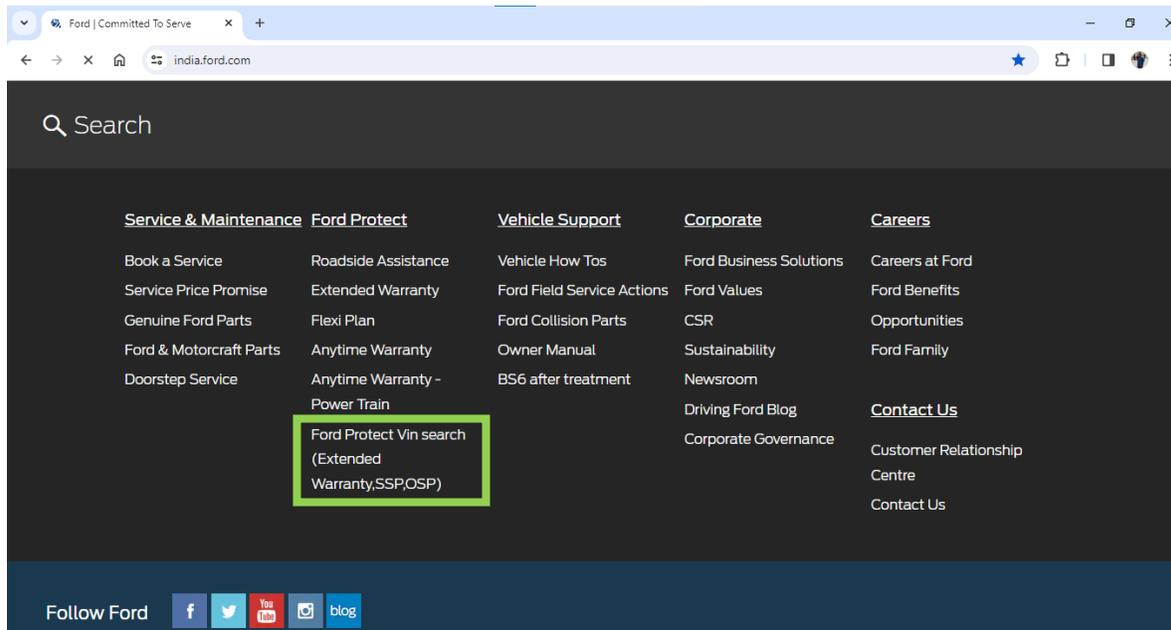


SERVICE LEAD GENERATOR (SLG) Website - INDIA

Help Document

How to reach SLG website:

Click on Ford Protect Vin Search from [india.ford.com] to visit SLG website.



How to log into the SLG Website:

Users log into SLG website through a 2-step authentication process.

1. Users enter any of the following 3 for system validation, on the SLG Home Screen.
 - a. registered phone number,
 - b. registered email id,
 - c. VIN#
2. Users enter the OTP received into the registered email id.

What is SLG Website / Application:

SLG application is a direct online customer-facing website, where users

- can look up active ESB Contracts they currently own,
- browse VIN-specific recommended ESB Products for future purchase,
- and generate an online quote for selected product cart.

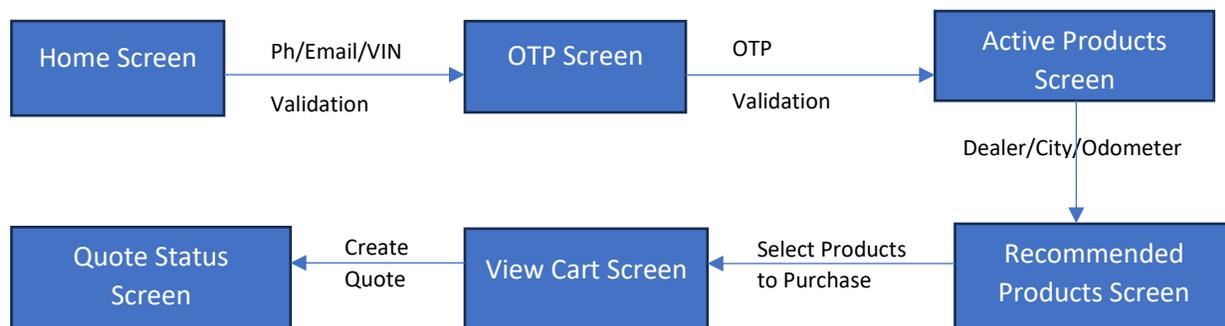
The Quote is emailed to the

- customer preferred dealer and
- customer's registered email id.

Transaction Scope on SLG Website:

- Quote→Contract conversion happens outside the SLG, between the Dealer & Customer.
- Any Quote created will be valid for 7 days from date of creation, or till pricing changes.
- Quote Validity is dependent on the correctness/accuracy of information entered by the Customer, including current Odometer reading.
- Customer should have access to the registered email id to receive the SLG OTP.
- Customer should have already registered their phone no, email id, along with their VIN#.
- Updates to Customer information like email, mobile number should be done through dealer only.

SLG Website Flow:



Home Screen/Login Screen:

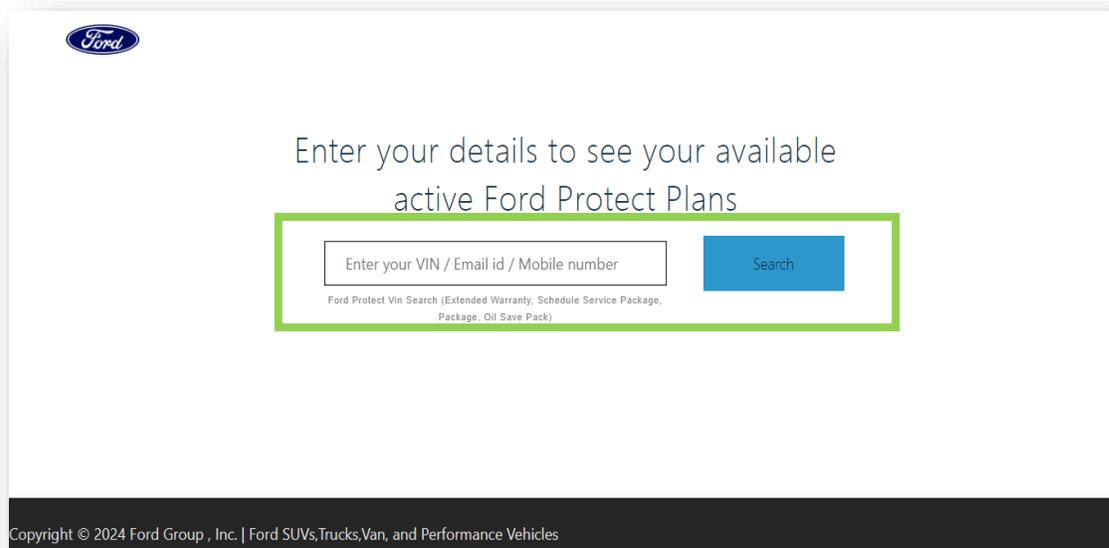
The SLG website home screen is displayed as shown below.

Users can

1. enter Valid VIN, Phone Number, or Email id.
2. and click on Search button to validate the login.

System

1. Validates User entered VIN# or email id or phone no.
2. Sends an OTP to the customer's registered email id, on successful validation.
3. Displays error if customer validation fails.



The screenshot shows the Ford logo in the top left corner. The main heading reads "Enter your details to see your available active Ford Protect Plans". Below this is a search form with a text input field containing the placeholder "Enter your VIN / Email id / Mobile number" and a blue "Search" button. A green rectangular box highlights the input field and the search button. Below the input field, there is small text: "Ford Protect Vin Search (Extended Warranty, Schedule Service Package, Package, Oil Save Pack)". At the bottom of the page, there is a black footer bar with the text "Copyright © 2024 Ford Group, Inc. | Ford SUVs, Trucks, Van, and Performance Vehicles".

OTP Validation Screen:

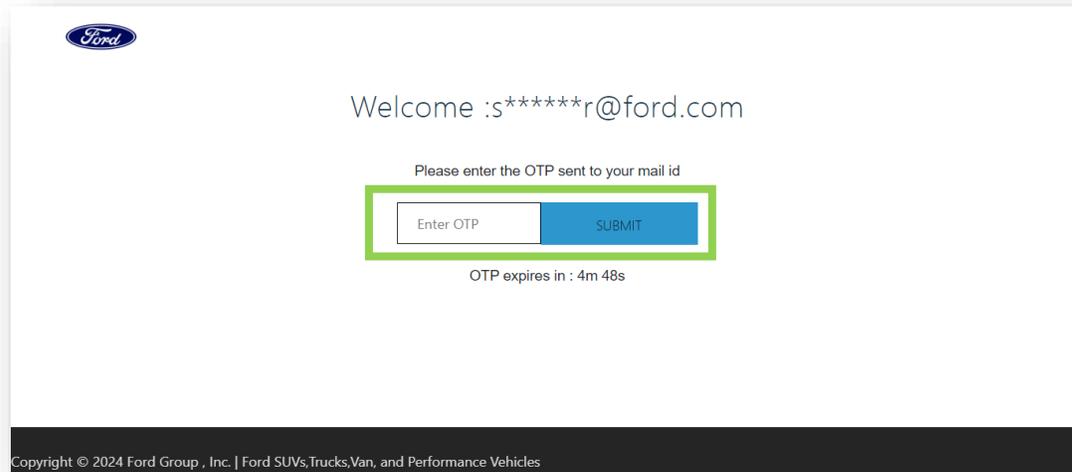
The OTP Validation screen is displayed as shown below, on successful validation of the customer information, entered in the home screen.

Users can

1. enter OTP received into their registered email id.
 - a. OTP Validity is only for 5 minutes.
2. Click Submit

System

1. Validates the OTP for correctness.
2. Allows 5 attempts for the customer to login, before routing back to Home screen.



Active Products & Active Quotes Display screen:

The Active Products & Quotes screen is displayed as shown below, on successful validation of the OTP.

Users can

1. Review the active Quotes & products already purchased for the VIN.
2. View new VIN-specific Product recommendations to purchase,
 - a. by entering following info
 - i. Dealer City
 - ii. Preferred Dealership
 - iii. Current Odometer Reading
 - b. clicking **Fetch Products** button.

System

1. Uses the customer data entries to generate choices for next page.



Active plans as on 31/01/2024 for your vehicle : B517 INDIA FIGO

Product Name	Contract Start Date	Contract End Date	Remaining Claims	Contract End Odometer(KM)
FLEX05 New Flexi Service Plan Tier5	04/11/2021	04/11/2024	1	97992

Active quotes as on 31/01/2024 for your vehicle : B517 INDIA FIGO

Quote number	Created Date	Product Name	Plan Term(Months)	Plan Odometer(KM)	Price
QU-IND-0664398	31/01/2024	FLEX04 New Flexi Service Plan Tier4	36	30000	12634
QU-IND-0664398	31/01/2024	FEWNT2 Extended Warranty Top up 4 Yrs to 5 Yrs	36	30000	12634
QU-IND-0664399	31/01/2024	FEWNT2 Extended Warranty Top up 4 Yrs to 5 Yrs	24	20000	12625
QU-IND-0664399	31/01/2024	FLEX02 New Flexi Service Plan Tier2	24	20000	12625

Note : Quotes will expire 7 days from creation date

Active quotes as on 31/01/2024 for your vehicle : B517 INDIA FIGO

Quote number	Created Date	Product Name	Plan Term(Months)	Plan Odometer(KM)	Price
QU-IND-0664398	31/01/2024	FLEX04 New Flexi Service Plan Tier4	36	30000	12634
QU-IND-0664398	31/01/2024	FEWNT2 Extended Warranty Top up 4 Yrs to 5 Yrs	36	30000	12634
QU-IND-0664399	31/01/2024	FEWNT2 Extended Warranty Top up 4 Yrs to 5 Yrs	24	20000	12625
QU-IND-0664399	31/01/2024	FLEX02 New Flexi Service Plan Tier2	24	20000	12625

Note : Quotes will expire 7 days from creation date

Enter the following details for Ford Protect product purchase options

Dealer City	Select City	Dealer Name	Select Dealer	Odometer(KM)	Enter Current Odometer
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Fetch Products

Recommended Products Screen:

The Recommended Products screen is displayed as shown below, after entering dealer city, dealer name and current odometer and clicking Fetch Products button in previous screen.

Users can

1. View the top 3 VIN-specific Product recommendations. *(top table)*
2. View pricing for their own preferred product recommendations, *(bottom table)*
 - a. by selecting following info
 - i. Product
 - ii. Plan Term
 - iii. Plan odometer
 - b. clicking **Calculate** button.
3. Select multiple products across recommended/self-chosen products,
4. View Cart by clicking **View Cart** button.
 - a. Select at least one product.

System

1. Uses the customer data entries to calculate price for a product.
2. Uses user selections to display in next page.

VIN : N X U 1 30

Recommended plans for you :

Product Description	Plan Term(Months)	Plan Odometer(KM)	Price(incl. VAT) (INR)	Discount (INR)	Final Price (INR)	Select
FLEX03 New Flexi Service Plan Tier3	36	30000	10,178	1017	9,161	<input type="checkbox"/>
FLEX01 New Flexi Service Plan Tier1	24	20000	7,080	708	6,372	<input type="checkbox"/>
FLEX01 New Flexi Service Plan Tier1	36	30000	10,640	1064	9,576	<input type="checkbox"/>

Customize your own Ford Protect plan:

Product Description	Plan Term(Months)	Plan Odometer(KM)	Price(incl. VAT) (INR)	Discount (INR)	Final Price (INR)	Select
Select Product	Select	Select				<input type="button" value="CALCULATE"/>

Customize your own Ford Protect plan:

Product Description	Plan Term(Months)	Plan Odometer(KM)	Price(incl. VAT) (INR)	Discount (INR)	Final Price (INR)	Select
FLEX03 New Flexi Service Plan Tier3	Select	Select				
Select Product	Select	Select				
FLEX03 New Flexi Service Plan Tier3						
FLEX02 New Flexi Service Plan Tier2						
FLEX04 New Flexi Service Plan Tier4						

CALCULATE

View Cart

Customize your own Ford Protect plan:

Product Description	Plan Term(Months)	Plan Odometer(KM)	Price(incl. VAT) (INR)	Discount (INR)	Final Price (INR)	Select
FLEX03 New Flexi Service Plan Tier3	24	20000	6,836	683	6,152	<input type="checkbox"/>
Select Product	Select	Select				

CALCULATE

View Cart

View Cart Screen:

The View Cart screen is displayed as shown below, on selection of products and clicking view cart button in previous screen.

Users can

1. View the selected products from previous screen.
2. Review below details before creating quote,
 - a. Product Description
 - b. Plan term
 - c. Odometer
 - d. Price
 - e. Total amount
 - f. Disclaimer
3. Click **Create Quote** button to generate quote.

System

1. Generates quote for each product in the cart, when Create Quote button is clicked.
2. Sends Quote details to user registered Email & the preferred Dealer email id.



Selected Products :

Product Description	Plan Term (Months)	Plan Odometer(KM)	Price (incl. VAT) (INR)
FLEX01 New Flexi Service Plan Tier1	24	20000	6,372
FLEX01 New Flexi Service Plan Tier1	36	30000	9,576

Total Amount (INR):	15,948
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Create Quote

Disclaimer

Dear Customer, Any quote created here is based on the details provided by you. Any discrepancy may lead to cancellation of the Quote/Contract.

Quote Status Screen:

The Quote Creation screen is displayed as shown below, on clicking Create Quote button in previous screen.

Users can

1. View below Quote details,
 - a. Product Description
 - b. Plan term
 - c. Odometer
 - d. Price
 - e. Quote Number
 - f. Quote Registration Status
2. Click **Home Page** button to navigate to home page.



Quote Registration Status :

Product Description	Plan Term(Months)	Plan Odometer(KM)	Price	Quote number	Quote Registration Status
FLEX01 New Flexi Service Plan Tier1	24	20000	6,372	 40	Success
FLEX01 New Flexi Service Plan Tier1	36	30000	9,576	 41	Success

Dear Customer, Please check your e-mail to get details of the Successfully Registered Quotes

[Home Page](#)