

Educators Appreciation Program

Retail Customer Cash for Eligible Educators in addition to public cash offers

Q) What's the Program process?

A) Dealer need to direct customers to site – www.FordThanksEducators.com to verify eligibility and generate a certificate.

Q) How can a customer verify their Educator eligibility?

A) All customers must verify eligibility via the website www.FordThanksEducators.com.

- During the registration process, customers will be verified by Ford Program Headquarter.
- Customers will complete the enrollment form and upload the require document. One verified, customer will receive a certificate number which in turn needs to be provided to the dealer to be claimed in VINCENT.
- Dealers will not be responsible for verifying that the customer qualifies for the program. This will be handled by Ford Program Headquarter.
- Dealers are not required to keep documentation proof in the deal jacket.

For help with customer eligibility or regarding questions, please contact Program Headquarters at 888-754-8889 or candihelp@fordprogramhq.com

Q) Who is Eligible for the Program ?

A)

Eligible Educators Categories:

- Certified Teacher (K-12 Public, Private Charter, Christian Schools)
- Certified Teacher Aide
- Certified Teacher Assistant
- School Administration (Principal, Asst. Principal, etc.)
- Lifetime Teaching Credential Holders
- College/ University Professors
- Speech Pathologists
- School Office Staff
- Guidance Counselors
- School Technical Support Staff
- School Nurse
- School Librarians
- School Psychologists

Not Eligible School Categories:

- Homeschool Teachers
- Preschool Teachers (Child Development)

Dealer FAQ's – Educator Appreciations Program

Q) Is this offer stackable with other public and private offers?

A) As the offer is Retail Customer Cash, the program in addition to public cash offer. Please see program announcement in Smart VINCENT for details.

Q) Do fleet sales qualify for the program?

A) No.

Q) Customer does not want to upload any information. Is there another process?

A) Ford Motor Company has initiated this process to ensure the utmost level of verification, as well as to reduce dealer workload and exposure to audits associated with this program. At this time customers must be verified using this method.

If customer has any question, please contact Program Headquarters at 888-754-8889 or candihelp@fordprogramhq.com for assistance.

Q) Customer has uploaded documentation but has not received an email confirmation?

A)

- A certificate research may be initiated. Please allow 24 business hours for processing. If the customer is unable to access the certificate number via a newly created email, then contact Program Headquarters at 888-754-8889 for assistance.
- Confirm if the customer provided a valid email address? Check email folders.
- Dealers can also check the eligibility by verifying Smart VINCENT Certificate Inquiry to validate if a certificate number was already generated for the customer. Certificate numbers are uploaded nightly and should be available next business day via Smart Vincent.

Q) Customer is having issues trying to get verified and I am not sure how to get assistance?

A) Please call Program Headquarters at 888-754-8889.

Q) What are the hours for the Program Headquarters?

Monday – Friday; 9:00AM – 7:00PM EST

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