

# HOW TO ALTER OR CANCEL ORDERS

## ORDER PROCESSING CRITERIA

### VSO Equipment

- All orders, free of compatibility errors and/or company hold messages will be assigned both a special order number the evening of order submission
- Orders with compatibility errors and/or options on company hold will not receive a 4-digit special order until errors have been corrected, options are no longer on hold, or the VSO department removes the administrative material hold.
- Once a 4-digit special order number has been assigned, orders await serialization by Computerized Order Selection.

### VSO Paint

- Orders without compatibility errors and/or hold messages will be assigned a special order number the evening of order submission. Once a 4-digit special order number has been assigned, orders await serialization by Computerized Order Selection.
- Orders with compatibility errors will not receive a 4-digit special order number until dealership personnel have corrected the errors. The most common error is 'minimum unit requirement not met'. The VSO department makes every effort to group units together to meet the unit requirement; however, this opportunity is not always afforded.

## ALTERATIONS/CANCELLATIONS OF VSO EQUIPMENT ORDERS

### VSO Equipment Alterations (Excluding F650-F750)

#### Very Important:

- An alteration or addition of a ship-to may ONLY be done the same day of order submission. Requests for an alteration or addition of a ship-through to an order received a day after order submission would have to be cancelled and resubmitted. A ship-through request is not available once an order has been coded (assigned a special order number). If a ship-through change is required, the order must be canceled and a new order submitted.
- Regular Production Options (RPO) may be altered up to vehicle production 'scheduled' status.
- VSO Equipment options may be altered up to vehicle production 'scheduled' status. Please contact the VSO department at 1-800-34-FLEET, Prompt #2 for assistance.
- Alterations or cancellations may not be made to any portion of the order once a vehicle is in 'scheduled' status.
- If all VSO equipment is to be deleted, the order must be cancelled and a new order entered. A coded VSO order cannot be converted to an RPO order.

# HOW TO ALTER OR CANCEL ORDERS

## F650-F750 Medium Truck VSO Equipment Alterations

### Very Important:

- Alteration or addition of a ship-to or ship-through is not available once an order has been entered. If a ship-to or ship-through change is required, the order must be canceled and a new order submitted.
- Regular Production Options (RPO) and VSO equipment may be altered via a request to the VSO department up to vehicle production 'scheduled' status. Alterations may be requested via:
  - [bvanswed@ford.com](mailto:bvanswed@ford.com)
- Please contact the VSO department at 1-800-34-FLEET, Menu Selection # 2, and then Sub-Selection # 1 and then #3 for assistance.
- If all VSO equipment is to be deleted, the order must be cancelled and a new order entered. A VSO order cannot be converted to an RPO order.
- Alterations may not be made to any portion of the order once a vehicle is in 'scheduled' status.

### VSO Equipment Order Cancellations (Excluding F650-F750)

- Dealership personnel may cancel a Vehicle Special Order while the vehicle is in an unscheduled status.
- If an order must be altered or cancelled prior to being scheduled, please contact the VSO department at 1-800-34-FLEET, Menu Selection # 2, and then Sub-Selection # 1 and then #3 for assistance.
- Once a vehicle is in 'scheduled' status, cancellations cannot be made.

## F650-F750 Medium Truck VSO Equipment Order Cancellations

- Dealership personnel may cancel a Vehicle Special Order via CVT while the vehicle is in an unscheduled status.
- Prior to the order being scheduled, cancellations may be requested via:
  - [bvanswed@ford.com](mailto:bvanswed@ford.com)