

Customer Program Summary/Performance

1 PROGRAM BENEFITS ▾ RESOURCES PROFILE LOG OUT Admin ▾

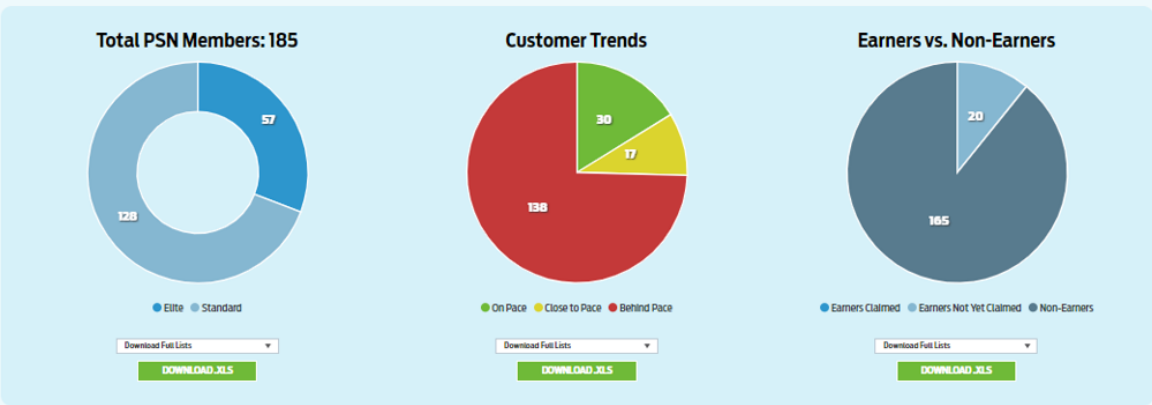
NOTE: For data to be recognized in PSN, Invoices must be closed and cannot be coded as "Dealer to Dealer" or "Internal"

2 Select Report Type to View

Customer Program Summary/Performance | Part Category Purchase Trends/History | Purchase Volume Breakout by Part Types

3 Program Summary

Select Year: 2021 | Select Program: Q3 2021 - Loyalty & Growth | Select PBA: ALL



4 My Sales to PSN Members

Sales to PSN Members CYTD

\$1,343,727

CYTD vs. PYTD(\$)^Q

\$212,253

CYTD vs. PYTD(%)

18%

DOWNLOAD .XLS

5 Customers Close to Targets

Customers within \$1,000 of any target

16

Customers within \$500 of any Target

12

DOWNLOAD .XLS

6 Program Reporting

Reports contain data for ALL of your customers

Select Program:

Q3 2021 - Loyalty & Growth

DOWNLOAD .XLS

1. **Main Navigation**
 - a. Program Benefits: Access your Ford PSN Program Benefits Here
 - b. Resources: Review product flyers, training information, videos, and other resources.
 - c. Profile: Review and/or edit you contact information and update password.
2. **Select Report Type:** Choose between the different types of PSN Reports available including Customer Performance and Parts/Purchase Volumes
3. **Program Summary**
 - a. Total PSN Members: Customer Member level status of Elite and Standard per year/quarter.
 - b. Customer Trends: Track how your customers are tracking towards their PSN program targets throughout each quarter.
 - c. Earners vs Non-Earners: Reporting to detail which customers have earned rewards and if they have claimed their earnings on the dashboard.
4. **My Sales to PSN Members:** This provides an overview of total PSN eligible part sales to members on a YoY basis.
5. **Customers Close to Targets:** View and Download customers who are within \$500-\$1,000 of reaching their next PSN target.
6. **Program Reporting:** Download summary of various programs and customer information by quarter.

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Program Performance by Customer

Lookup performance by each individual customer. Begin typing in the business name to get started, then select the time period you would like to review.

Note: Your P&A code selection from the top of the page applies to all data shown below.

1 Customer Search: Select Year: 2021 Select Quarter: Q1

Q1 2021 Program Summary

Customer Purchases (from P&A Code)	\$7,056	<table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th>Program Name</th> <th>Days Remaining</th> <th>Current Earnings</th> </tr> </thead> <tbody> <tr> <td>Rebate-Q1 2021</td> <td>0</td> <td>\$300</td> </tr> <tr> <td>Q1 2021 - Loyalty</td> <td>0</td> <td>\$288</td> </tr> <tr> <td>Q1 2021 - Growth</td> <td>0</td> <td>\$0</td> </tr> <tr> <td>Power Stroke Ride-Q1 2021</td> <td>0</td> <td>\$0</td> </tr> <tr> <td>Totals</td> <td>--</td> <td>\$588</td> </tr> </tbody> </table>	Program Name	Days Remaining	Current Earnings	Rebate-Q1 2021	0	\$300	Q1 2021 - Loyalty	0	\$288	Q1 2021 - Growth	0	\$0	Power Stroke Ride-Q1 2021	0	\$0	Totals	--	\$588
Program Name	Days Remaining		Current Earnings																	
Rebate-Q1 2021	0		\$300																	
Q1 2021 - Loyalty	0		\$288																	
Q1 2021 - Growth	0		\$0																	
Power Stroke Ride-Q1 2021	0	\$0																		
Totals	--	\$588																		
Current Loyalty Earnback %	2%																			
Current Growth Earnback %	0%																			
\$ to Next Growth Target	\$2,520																			
Elite Member	Q1 Earnings \$588																			

2 Use the button below to download a printable customer overview.

[DOWNLOAD IRF SUMMARY](#)

3

Part Categories Purchased

- Accessories
- Oil & Transmission Fluid
- Power Stroke Diesel
- Light Repair
- Maintenance
- Powertrain
- Omnicraft
- Collision

Top 5 Parts Purchased

1. FORD REMAN GAS ENGINE ASSY
2. SUN ROOF AND RELATED PARTS
3. BATTERY CABLE ASSEMBLIES
4. OE THROTTLE BODIES
5. STEERING TIE ROD ASSEMBLIES

Bottom 5 Parts Purchased

1. FESG SD CARDS
2. ENGINE-CYLINDER HEAD STUDS AND BOLTS
3. CRANKSHAFT - OIL SEAL PACKINGS
4. ENGINE - CAMSHAFT GEARS
5. RADIATOR HOSE CLAMPS

Customer Program Summary/Performance (Bottom Section of Page)

1. **Customer Search:** Type in the name of your customers, select from menu and choose the Year/Quarter to view their Program Level performance details.
2. **Download IRF Summary:** Download and Print your customer's Program Report
3. **Part Category Purchased:** View the Part Categories that your customer purchases from and frequent parts they purchase

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Customer Program Summary/Performance

Part Category Purchase Trends/History

Purchase Volume Breakout by Part Types

Data through 8/17/2021

3 Customer Group

All Elite Standard

Individual Facility

Time Period

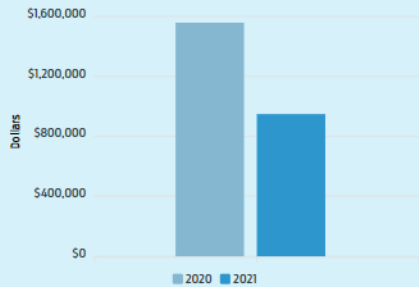
Year Quarter Month

PA Code

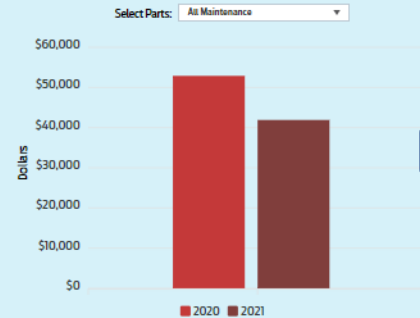
ALL ▾

4 Generate Report

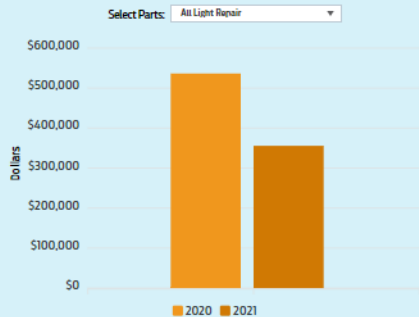
PSN Eligible



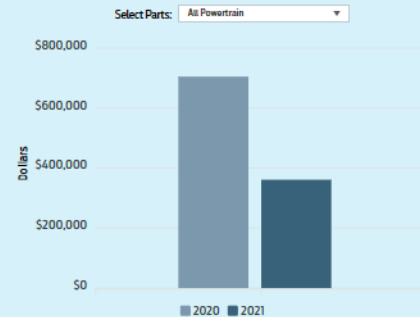
All Maintenance



Light Repair



Powertrain



Part Category Purchase Trends/History

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3. Customer Group: Filter your customers from PSN membership tier or lookup results for an individual customer and select the time period.

4. Generate Report: After all customer and time periods are selected, click to run your report.

5. Part Categories: Various part categories and filters are available to view customers purchase histories.

PROFESSIONAL SERVICE NETWORK



1

PROGRAM BENEFITS ▾ RESOURCES PROFILE LOG OUT Admin ▾

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Customer Group

Individual Facility

All Elite Standard

Time Period

Year Quarter Month

2021

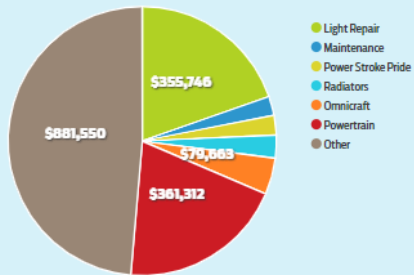
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ALL

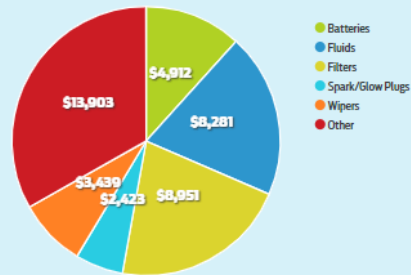
4

Generate Report

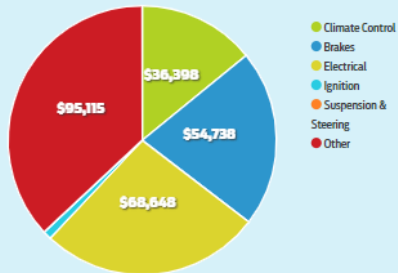
PSN Eligible Towards Target



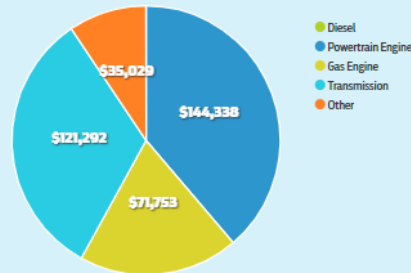
Maintenance



Light Repair



Powertrain



5

Purchase Volume by Part Types

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