



Introducing ...

The Ford Certified Collision Network

Replaces the Ford Accident Repair Centre Network

Managed by Ford/Vizion

Launch: 2020





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If you are unsure of your log in details or you would like to ask the team a question then [please use the contact form provided](#)



Introducing FCCN

The Ford Certified Collision Network is a new chapter in Ford's Accident management, and we are looking forward to building on the success of Ford's brand in developing the most advanced and innovative manufacturer network yet.

We hope you found the Evolve WebEx informative and we hope it has left you as positive about the future as we are. Vizion and Ford have gone to great lengths to remove unnecessary costs and effort, but also to ensure that collision technology continues to change and that we are all prepared to change with it together.

We have summarised some of the information from the Evolve meetings and also compiled a list of FAQs from the meetings to help you with the process going forward

We would like to thank you once again for taking the time to attend Evolve and also to remind you, priority applications for FCCN end this month.

Please finalise the short application at <https://www.fccn.co.uk/apply-today> as soon as possible. Once complete additional web content will be enabled for the next phase.

If you have any further questions, please use the contact page or contact the Ford or Vizion network management teams who will be pleased to help



Frequently Asked Questions

Are all FARC's sent Ford work as we do not see any work?

94% of all FARCs currently receive work from WRC / Vizion, if you do not elect to take work from Ford Accident Management or Vizion Network then you will not see work directly referred.

Will we get priority to be part of FCCN? If a garage on our doorstep applied also, would we get priority?

You currently have a priority invitation, the WebEx being the start of the FCCN process. Shops will be appointed over time based on capacity and need. An extensive white spot study has been undertaken to ensure accurate UK coverage is maintained based Ford Parc. There will be no saturation of areas and there is no want or need to accredit sites unnecessarily.

Will there be a separate Aluminium network?

There is no current plan to provide a separate network for Aluminium.

If we are a FCCN is there a postcode allocation / area and would you know the number of vehicles we would expect from the area?

We will formalise the areas covered by each site once applications are finalised, but areas will not be unique. There will be a degree of overlap and customer choice will be a priority on allocation which has been the case for a number of years.

What is the average start-up cost £?

For a New Entrant (non-FARC) the start-up cost is £9924. There are effectively no start-up costs for a FARC although there could be some minor new branding cost in the future. Current FARC annualised costs are £7568, this has been reduced for FCCN to £4748 which will apply to all from 2021.



Frequently Asked Questions

As an FCCN would we get preferential parts discount?

There are a number of discussions on going regarding parts initiatives for FCCN sites, these have not yet been finalised.

Is paint central billing mandatory?

No but it provides you with an additional 2% on your total spend (not just Ford) so it is preferred and seems nothing but sensible. It has been negotiated with all main paint manufacturers in recognition of Ford approval. If for any reason this doesn't commercially work for you, we would be very interested in the feedback so we can improve the platform.

Is the use of Autoflow Mandatory?

The use of AutoFlow is strongly preferred as it aligns to several contracts and autonomous processes. It isn't about data transfer its about core functionality and without AutoFlow some work and contracts we become unavailable as we progress.

Will there be a preferred paint brand to be a FCCN?

Ford approve most major paint manufactures, Vizion approve mainly Axalta and Akzo products for their contracts.

Is Vizion mandated to allocate all Ford repairs to the FCCN as this does not happen at present?

No, good business is where we all find it and Vizion is currently placing a lot of work, which will increase. Ford Insure remains separate to Vizion and there may be other lines established over time.

We currently have a relationship with Vizion however since the lockdown we have been switched off?

Covid has brought a lot of changes, hopefully few will be permanent but Vizion have had to manage the balance in the network. Considering those closed and those who stayed open to cover. A very difficult balancing act for everyone, please drop us a line and we will give you an accurate and transparent answer for anyone who needs an update.



Frequently Asked Questions

Will we see our own retail customers referred back to us?

We are not looking to interfere with your own customer plans or flows and more so customer choice. We will however not be insisting the customer goes back to the point of sale, again customer choice should drive this automatically.

Who negotiates SLAs i.e. Labour rates and Zone 99 charges?

In regard to WRC and Vizion contracts these would be negotiated by the various teams and offered to the network, no work lines are mandated.

Why was Autoflow selected as the preferred system?

AutoFlow is the largest and most widely used system in the UK and is already used by more than 70% of the current FARC network. With the long-standing relationship between Ford, WRC and Vizion there is also a lot of evolved functionality currently existing and relating to future strategies.

If parts are on backorder. Would you have a process in place to priorities approved Bodyshop's to get parts sooner?

If a part is on back order, your supplying parts dealer (or PartsPlus) will be able to raise a Downtime Alert, which will ensure visibility at the highest levels within Ford to ensure all of the supply chain work to get you the part you need, as quickly as they can.

At some point, will Vizion direct all Ford repairs to FCCN?

It is important to keep supply agile and diverse where possible, so this is unlikely, but Vizion currently supply 35.5k vehicles into the FARC network and £6.5k Fords totalling more than £66m in revenue which are large numbers that continue to grow annually



Frequently Asked Questions

Is total loss avoidance getting cancelled from non-approved shops?

TLA programme will not be offered to non FCCN members in the future, however those FARCS who do not migrate to FCCN will be able to enjoy the programme until such point as their franchise agreement expires, should they wish to.

In some cases, some sites may need to invest more in tooling, equipment etc. How can you ensure the volume of jobs allocated through the FCCN will be there to make that investment back?

The standards have been majority aligned to BS10125 to save cost and tooling has been aligned to the standard requirement for any modern shop. The only exception to this is the underpinned cost of the Ford diagnostic systems which should be more than self-funding.

How does a warranty customer get directed to a FCCN?

The warranty process remains unchanged and is mainly dealer driven.

Can you be FCCN to do only Ford work with Vizion?

Yes.

Will there be a 'cost effective' courtesy car program?

This is something we are currently looking at.

New signage required, cost?

The old signage requirements have been changed for NEW entrants and are included in the start-up costs but there is no need for current FARC's to remove old signage at this time unless accreditation is lost.

How are transport damaged vehicles to be repaired, what choice does the dealer have in choosing a repairer, will it be only a FCCN approved network operator and who will administer this?

Transport damage will continue to be managed by the dealers, current rules and processes will remain the same.



Frequently Asked Questions

What are the costs for current FARC's if any?

There are no additional costs for current FARC's at this time, in fact annualised costs have been reduced by almost 50% going forward. It should be considered that nominal rebranding may be required circa £1000 as the network progresses.

How do non-FARC become approved?

Complete the initial application on the FCCN website <https://www.fccn.co.uk/apply-today> you will need an authorised access from attending a WebEx to access. If you don't have an authorised access use the 'Contact Us' page.

Do existing FARC's need to reapply?

Yes, all sites including FARC's need to register their intent to progress with the change to FCCN, although no current FARC's will be deemed as a New entrant.

Do current FARC's lose their dealer code? i.e. no longer recognised as a Ford Dealer

No, dealer codes remain unaffected

Can you give a rough indication of training costs per annum?

Training days may vary year on year pending new model releases, but current thinking would not suggest excessive days or cost is not expected.

Can you please confirm rates?

Current rates are variable through a large number of WRC and Vizion contracts and also Ford Insure for those taking this work.



Frequently Asked Questions

Can we have some AutoFlow information please?

We will be compiling and circulating key information in regard to AutoFlow but for anyone who wants a head start on this please drop Chris Yates, AutoFlow MD a line and he will be able to help with any questions c.yates@autoflow.ltd.uk.

How easy is it to transfer to new management system?

This is normally quite easy but can vary by company for a number of reasons, for anyone considering a change the AutoFlow team will be able to give you a detailed and sensible summary of any changes.



Ford Collision Repair Statistics

The total Ford collision repair business was worth circa £461mils

- This in turn represented 269,435 jobs
- The FARC network had a 13.9% share of the volume
- Vizion deployed 30,813 Ford vehicles of which 6,483 were into FARC's
- Vizion supported the FARC Network with deployment of 35,478 repairs in total with a value of £66.6 mils of which £11.4 mils was Ford and £55 mils was Non Ford
- Significant opportunity still exists for us all

Repairer	Source	Jobs	Total Spend
UK Repairers	Audatex	269,435	£461,124,531
Ford Vehicles into FARC	Audatex	37,578	£61,212,307
Non Ford Vehicles into FARC	Audatex	110,805	£215,265,306
Total		148,383	£276,477,613
Ford Vehicles into FARC	Vizion	6,483	£11,450,332
		17%	19%
Non Ford Vehicles into FARC	Vizion	28,995	£55,016,514
Ford Vehicles into Non FARC's	Vizion	24,330	£43,497,260
ALL Ford Vehicles into FARC	Vizion	30,183	£54,947,591
FARC & VIZION FORD'S	Vizion	61,908	£104,709,567
		23.00%	22.7%

Ford Is The Leading VM In The UK



Ford Collision Repair Strategy



Repairer Points

- » Comprehensive mapping exercise carried out
- » White spots identified



Standards

- » Full review undertaken
- » BS10125 or equivalent new standard in line with industry requirement
- » Recommended use of the AutoFlow system



Repair Auditing

- » New on line tool developed by Vizion/Ford
- » Provides the ability to carry out remote Standards Audits



Training

- » A revised training curriculum has now been agreed
- » Looking at what can be achieved on a virtual basis



Ford Collision Repair Strategy

Repairer Benefits

- » Improved relationship with FORD through the dedicated field force team
- » Streamlined ticket of entry
- » Potential for sell-out rewards on highly competitive OE parts usage growth
- » Paint central billing rebate @ 2%
- » Participation in new market leading Write Off Avoidance Programme
- » Fully aligned training curriculum with eLearning wherever possible
- » Access to Vizion repair volumes, currently most FARC's have a relationship with Vizion
- » Access to repair methods and bespoke Ford training courses
- » Bodyshop locator held within the Ford Web





FCCN Business Case

Better Value For Money

New Entrant Fees

Only applies to any repairers who were not previously a FARC

Existing FARC's will not be required to pay a NEW Entrant Fee

Special Tooling

We have removed the requirement for the bodyshop to purchase all special tools associated with the collision repair, however you must set up an account with BOSCH to ensure that where you do need a special tool you have the ability to purchase that tool directly.

Signage

The new signage process will be administered via Vizion/ WRC the associated costs are circa £1,000 and are included in the New Entrant.

Current FARC sites can retain their existing signage but will be require to purchase an external FCCN Sign

	Previous New Entrant	New Entrant 2020	Annual Cost Previous	Annual Cost 2020
FCCN Fees	10,207	4,508	4,032	2,032
IT & Software	3,036	2,716	3,036	2,716
Diagnostic Tooling	5,718	2,700	500	0
Total	18,961	9,924	7,568	4,748
Variance +/-		-9,037		-2,820
%		-48%		-37%

Note: Training will be in line with the FCCN Curriculum however this may be subject to change given the current climate.

New Entrant circa 7 days | On going circa 3/4 days



FCCN Business Case

Paint Central Billing at 2%

Average jobs 100 per month

$100 \times 316 = \pounds 31,600 \times 12 = \pounds 379,200 \times 2\% = \pounds 7,584$

Total Loss Avoidance

2 additional repairs per month at an ARC £1630

$2 \times \pounds 384 = \pounds 768 \times 12 = \pounds 9216$

Other Benefits include:

- » Competitive parts incentive programmes based upon Autoflow data
- » Vizion Repair volumes (new and existing contracts)
- » Ford Insure volumes
- » Connected Car opportunities
- » Autoflow preferential terms for new entrant

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FCCN Web Presence

One Portal - One Solution - Many Opportunities

By completely re-imagining how to interact with repairers, using the possibilities spawned by next-generation digital technologies and associated business practices, Vizion created Cortex.

Using the Cortex platform, FCCN members will have various tools to interact and manage the customer journey, from updating to upselling repairs, an opportunity for training/ booking training events, ensuring they have the latest documents available at any time and connection to other members via our events and networking portal, as well as managing their business and personal profile.





FCCN Applications

One Portal - One Solution - Many Opportunities

Automated and intuitive FCCN application and process.

A dedicated area for FCCN applications, the repairer is invited to create a profile containing key data and information about their business. This will then determine if they meet the criteria and if not, what changes need to be addressed with access to a variety of online support material to help them achieve approval.

The profile will always be associated to the account so once approved, the information is managed on the portal by the repairer, ensuring that it is always up-to-date and accurate.

In addition to this, the application area will have information regarding the network and the benefits of accreditation, step-by-step instructions of what they need to do in order to apply for membership, as well as detailed information about the membership criteria and process.





Ford Opus

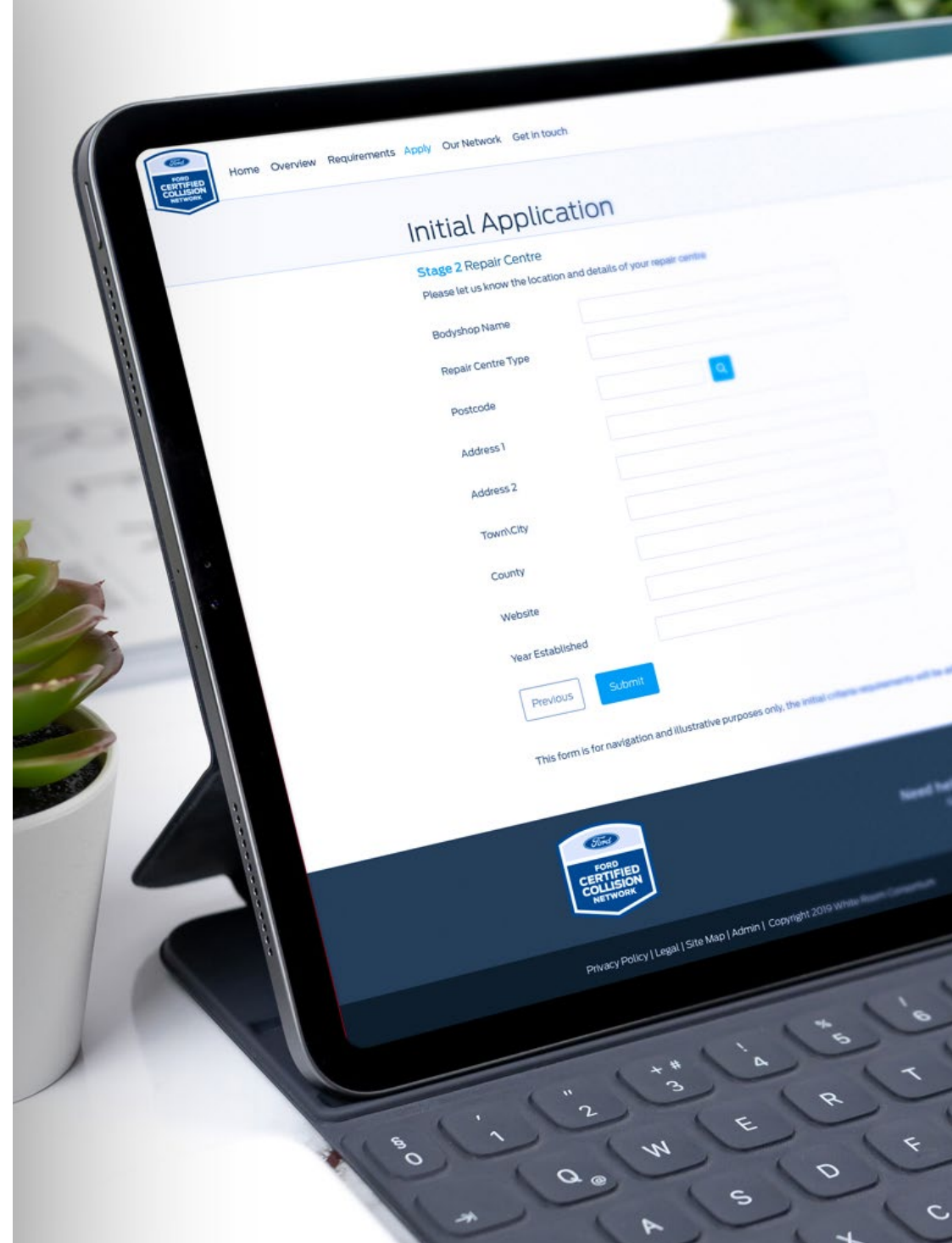
Embedded Ford standards create a fluid approach to audit.

From initial audits, to identifying non-conformances, to the follow-up and tracking of corrective/preventive actions, this user-friendly solution ensures year-round audit preparedness and substantially improves audit results and participation.

Undertaken either on site, on line or in most cases as a mix of the two, reducing waste and effort and ensuring resources are used more affectively.

Combined with the Ford Profiling, it scientifically reduces the time to complete audits and repeating information.

Each repairer will be audited yearly to ensure the standards are met and that procedures and guidelines are followed. Once the sectional audit process is complete action plans are automatically generated for progression.





FCCN Recognition

On becoming an approved repairer, each member will receive a welcome pack.

This pack will have their unique login details, information on how to use the portal, supporting collateral, as well as an approved certificate. The certificate will also be available to download and can be viewed as a digital version.

Any display of your Ford Accreditation Certificate, printed or digital, will need to be updated with your new certificate as soon as possible following the launch to avoid any discrepancies on your accredited status with your customers, and of course, brand alignment.





Marketing & Signage

Helping repairers to ensure brand consistency.

Maintaining brand consistency is one of the most important things to get right with marketing. Consistency throughout helps with customer acceptance and confidence.

Brand values need to be maintained across every piece of marketing. Consistency defines your business clearly, cements the reputation of your accredited repairer, and differentiates you from your competitors.

The key is to remain in control of the overall brand, but allow your repairers enough flexibility to tailor individual pieces of collateral to their needs. There will be a dedicated area on Cortex that provides predefined leaflets and marketing material in line with the company's identity and messages and support for brand awareness.

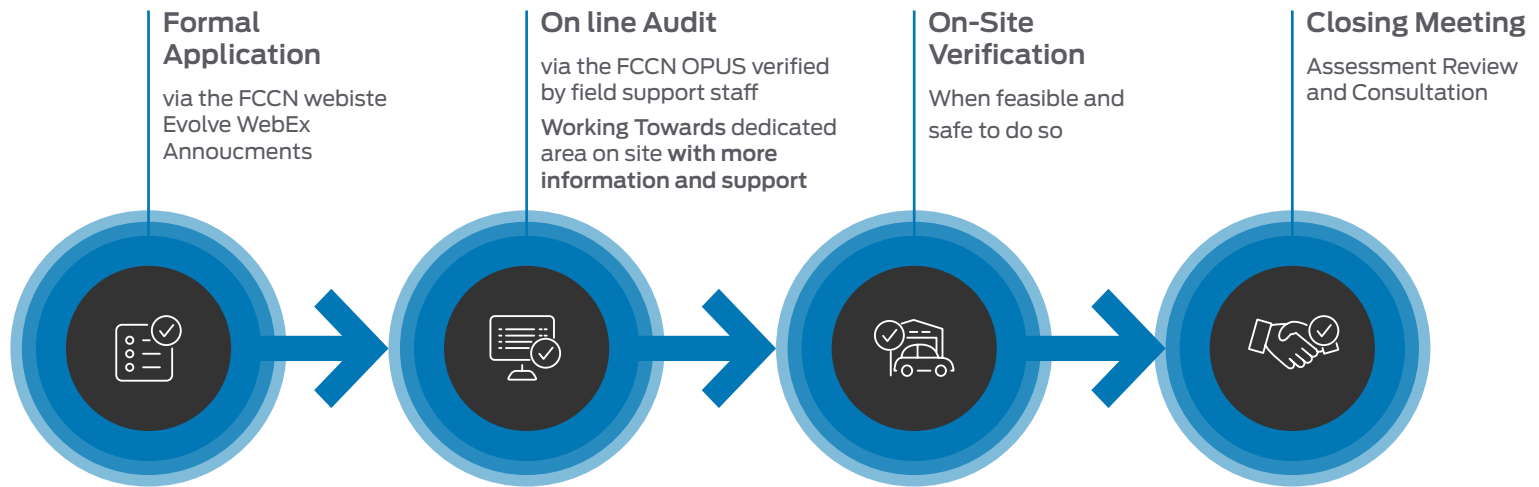
These could include signage, clothing, leaflets, social media posts and websites.





FCCN Certification Process Steps

The New Certification Process For FCCN





Summary of Next Steps

One Portal - One Solution - Many Opportunities

- » Your access to the website is rules based, once you apply to be FCCN accredited you will gain access to additional information and services
- » Applications for invited sites closes 7th August 2020 at which point open registration will be offered to the wider network
- » Audits will commence on line via the FCCN Opus system in August 2020, you will be sent a notification from the site when your audit is ready
- » Audit action plans must be completed in good time, as agreed with the network manager
- » ETIS diagnostic systems cannot be issued until accreditation is achieved
- » No charges will be applied to new entrant sites before FCCN Accreditation is granted



For more information and to apply

www.fccn.co.uk

One Portal - One Solution - Many Opportunities

