

Dealer Status Inquiry Glossary

The purpose of the Dealer Status inquiry Glossary is to define status information on units within the distribution system. Dealer Status Report messages have been improved and expanded, making it possible for dealers to closely monitor the status of units from order entry through delivery.

Listed below are the possible status messages you may see on your Dealer Status Report. Included are explanations and instructions you should follow when a unit has been in a particular status over the length of time indicated. If assistance is required, call the Vehicle Order Processing Center at *[phone number removed]*.

We urge you to review these status messages, descriptions and action statements.

<u>MESSAGE</u>	<u>CODE</u>	<u>EXPLANATION</u>	<u>DEALER ACTION</u>
ARR AT RAMP	M	ARRIVED AT RAMP <ul style="list-style-type: none"> • Your vehicle has arrived at the ramp and has been unloaded. • The rail car number which contained your vehicle is displayed in the STATUS/RAIL CAR - DESCRIPTION" column. 	If the order has been in this status for more than five working days, review CONCEPS Vehicle Status Inquiry for vehicle trace comments. If further assistance is required, call the Vehicle Order Processing Center.
ARR US PORT	W	ARRIVAL AT U.S. PORT FACILITY <ul style="list-style-type: none"> • Your imported vehicle has been unloaded from its ship and has been delivered to the port facility. 	NONE – Unit will be dewaxed at prepared for shipment within five working days.
ASGN TO DLR	9	ASSIGNED TO DEALER <ul style="list-style-type: none"> • This vehicle has been assigned to your dealership. 	Contact your Regional Sales Office to correct the discrepancies.
AT SEA	8	AT SEA <ul style="list-style-type: none"> • Your imported vehicle is enroute to its Port of Entry. 	NONE – Status will update when unit arrives at Port of Entry.
BALANCE OUT	<	MODEL YEAR BALANCED OUT <ul style="list-style-type: none"> • Order will not be produced. 	NONE – Unit will be cancelled by Central System. If assistance is required, call your Regional Sales Office.
BUCKED	3	BUCKED <ul style="list-style-type: none"> • Your order has begun production 	If the order has been in this status for more than five working days, and assistance is required, call the Vehicle Ordering Processing Center
CANC AT PLT	L	CANCELLED AT PLANT <ul style="list-style-type: none"> • Your order has been cancelled. 	NONE – If the cancellation was not requested, review Company communications for explanation.
COMPAT	?	COMPATIBILITY ERROR <ul style="list-style-type: none"> • Your order contains a compatibility error and cannot be scheduled until the error is corrected. 	Review Critical Order Bank, DORA or access CONCEPS for clarification and submit corrections via your terminal.
COMPAT/HOLD	I	COMPATIBILITY AND MATERIAL HOLD <ul style="list-style-type: none"> • Your order is being held pending resolution of a production hold for material and a compatibility error. 	Follow steps outlined under Dealer Action for "COMPAT" AND "MATL HOLD," or access CONCEPS for clarification.
DEL TO DLR	P	DELIVERED TO DEALER <ul style="list-style-type: none"> • Your vehicle has been delivered to the location designated in your order. 	NONE
DIVERT FROM	T	FIELD DIVERSION FROM <ul style="list-style-type: none"> • This vehicle has been diverted from your dealership to another dealership. • This vehicle will cease to appear on your status reports. 	Contact the Regional Sales Office if clarification is required to correct discrepancies.
DIVERT TO	U	FIELD DIVERSION TO	Contact the Regional Sales Office if

DLR PICKUP	D	<ul style="list-style-type: none"> This vehicle will cease to appear on your status reports. DEALER PICKUP <ul style="list-style-type: none"> Your vehicle has been picked up at the ramp by the dealership's representative. 	clarification is required to correct discrepancies. NONE – If assistance is required, contact your Regional Sales Office.
DVO DELAY	E	DAMAGED VEHICLE – DELAY <ul style="list-style-type: none"> Your vehicle has been damaged in transit. Further shipment has been suspended pending the disposition of the damage. 	NONE – Status will update when disposition of damage has been determined. If further clarification is required, call the Vehicle Order Processing Center.
DVO TERM	F	DAMAGED VEHICLE OPERATIONS – TERMINATION <ul style="list-style-type: none"> It has been determined that the damage to your vehicle is sufficient to warrant cancellation of delivery. 	NONE – Contact Regional Sales Office for assistance in scheduling a replacement order.
EXPORT/SHPD	R	EXPORT vehicle has been shipped. Vessel name will be indicated.	NONE
FOREIGN PORT	, (comma)	FOREIGN PORT <ul style="list-style-type: none"> Your imported vehicle has been delivered to the foreign port of embarkation for shipment. 	NONE – Status will update when unit is enroute to Port of Entry.
FRM BODY CO	H	FROM BODY CO. <ul style="list-style-type: none"> The body company has completed its modification and returned your vehicle to the assembly plant for shipment. 	If the order has been in this status for more than five working days, and assistance is required, call the Vehicle Order Processing Center.
FRM STORAGE	K	FROM STORAGE <ul style="list-style-type: none"> Your vehicle has been picked up at the ramp by the dealership's representative. 	NONE – Status will be updated within three days.
FRM TEST CTR	I	FROM TEST CENTER <ul style="list-style-type: none"> Emission testing has been completed and vehicle has been released from test center for shipment. 	NONE – Status will be updated.
LOCKED-IN	V	PRODUCTION LOCKED-IN <ul style="list-style-type: none"> Vehicle material has been procured for vehicle build. 	Vehicle is within ten days of production and specification changes will not be accepted at this time. If current date is more than ten working days beyond a "SCHEDULED DATE," and assistance is required, call the Vehicle Order Processing Center.
MATL HOLD	#	MATERIAL HOLD <ul style="list-style-type: none"> Your order is being held pending resolution of a production hold for material availability. Your order may be held pending finance approval. 	Review the Ford or Lincoln-Mercury Distribution News Bulletin for alternative solutions or access CONCEPS for clarification. Submit changes via your terminal. Contact Regional Sales Office.
MEMO CONSGN	O (alpha)	MEMO CONSIGNMENT <ul style="list-style-type: none"> Vehicle has been shipped to the body company for modification or completion of the assembly process. 	NONE – Ford Motor Company use only.
PRODUCED	4	PRODUCED <ul style="list-style-type: none"> Your order has been produced by the assembly plant. 	If the order has been in this status for more than five working days, review CONCEPS Vehicle Status Inquiry for vehicle trace comments. If further assistance is required, call the Vehicle Order Processing Center.
REINSTATE	N	REINSTATE <ul style="list-style-type: none"> Your previously cancelled order has been reinstated. 	NONE – Status will be updated within two to three days.
REL FR PLT	. (period)	RELEASED BY FOREIGN PLANT <ul style="list-style-type: none"> Your imported vehicle has been 	NONE – Status will be updated.

REL TO CVY	6	<p>released by the foreign assembly plant.</p> <p>RELEASED TO CONVOY</p> <ul style="list-style-type: none"> Your vehicle has been released to the carrier pending convoy shipment. 	<p>If the order has been in this status for more than five working dates, review CONCEPTS Vehicle Status Inquiry for vehicle trace comments. If further assistance is required, call the Vehicle Order Processing Center.</p>
REL TO RAIL	5	<p>RELEASED TO RAILYARD</p> <ul style="list-style-type: none"> Your vehicle has been released to the carrier pending rail shipment. 	<p>If the order has been in this status for more than five working dates, review CONCEPTS Vehicle Status Inquiry for vehicle trace comments. If further assistance is required, call the Vehicle Order Processing Center.</p>
REV SPECS	S	<p>REVISED SPECIFICATIONS</p> <ul style="list-style-type: none"> The vehicle specifications in your scheduled order have been changed. This message will remain until plant status changes (i.e. locked-in or bucked). 	<p>Review new DORA to verify changes.</p>
SCHEDULED	2	<p>SCHEDULED (also called SEGMENTED)</p> <ul style="list-style-type: none"> Your order has been assigned to a segment (production) week. The week to which it has been assigned is listed in the column headed "SCHD DATE" and is identified by the date corresponding to the Monday of that week. Specification changes will NOT be accepted is the "SCHEDULED DATE" is within ten working days of the current date. 	<p>If current date is more than eight working days beyond a "SCHEDULED DATE," call the Vehicle Order Processing Center.</p>
SHPD CONVOY	A	<p>SHIPPED CONVOY</p> <ul style="list-style-type: none"> Your vehicle has been shipped by haulaway truck carrier. To determine if this is an indirect or direct shipment, locate the ramp code corresponding to the vehicle in question in the "RAMP" column of your report. If a ramp code is displayed, the shipment noted is an interim one, i.e., a shipment involving multiple carriers. <ul style="list-style-type: none"> This ramp code will identify the location at which the vehicle will change carriers, i.e., to another haulaway or rail. If no ramp code is displayed, the vehicle's next destination is the location to which you designated the shipment. 	<p>If the order has been in this status for more than five working dates, review CONCEPTS Vehicle Status Inquiry for vehicle trace comments. If further assistance is required, call the Vehicle Order Processing Center.</p> <p>Refer to Ramp Codes listing.</p>
SHPD RAIL	C	<p>SHIPPED RAIL</p> <ul style="list-style-type: none"> Your vehicle has been shipped via rail carrier. The rail car number on which your vehicle was loaded is displayed in the "STATUS/RAIL CAR – DESCRIPTION" column. 	<p>If assistance is required and the order has been in this status for more than five working days beyond the dealer ETA, call the Vehicle Order Processing Center.</p>
SUB TO PLANT	0 (zero)	<p>SUBMITTED TO PLANT</p> <ul style="list-style-type: none"> Your order has been serialized and is awaiting scheduled date and ETA. 	<p>NONE – If status has not changed after five working days, and assistance is required, call the Vehicle Order Processing Center.</p>
TEMP DELAY	1	<p>TEMPORARY DELAY</p>	<p>Review the Ford or Lincoln-Mercury</p>

		<ul style="list-style-type: none"> Your order has been assigned to the Serialized Order Bank pending resolution of a condition causing a temporary delay in production. Scheduled date will be "T.B.D." (to be determined) until order is released from Serialized Order Bank. 	Distribution News Bulletin for alternative solutions. Depending on the nature of the delay, you will be advised if corrective action is necessary.
TO BODY CO	G	<p>TO BODY COMPANY</p> <ul style="list-style-type: none"> Your vehicle has been shipped to the body company for completion of the assembly process. 	NONE – Completion time is subject to body company production schedule; usually two to three weeks.
TO STORAGE	J	<p>TO STORAGE</p> <ul style="list-style-type: none"> Ford Motor Company use only. 	NONE – Ford Motor Company use only.
TO TEST CTR	B	<p>TO TEST CENTER</p> <ul style="list-style-type: none"> Your vehicle has been selected to undergo emission testing. 	If the order has been in this status for more than five working days, and assistance is required, call the Vehicle Order Processing Center.
UNSCH/CLEAN	(blank)	<p>UNSCHEDULED/CLEAN</p> <ul style="list-style-type: none"> Your order has been received by Ford Motor Company and is awaiting selection by COS for submission to the assembly plant. 	NONE – There are currently no production related holds on the order. Your order will be selected in the priority you have assigned when allocation is available in accordance with controlled commodities. If scheduling delays occur, call your Regional Sales Office.
	Z	<ul style="list-style-type: none"> Scheduling attempt rejected due to error. 	Call your Regional Sales Office for assistance.