

# Owner Support+ FAQ's and Tips

## Frequently Asked Questions



### Owner Support+ Video Delivery Checklists:

For more information please reference the Owner Support+ (Overview) link just below the Owner Support+ Delivery Checklist link in the Vehicle Delivery portal on the Sales tab in DealerCONNECT.

If you experience technical issues with this site, please contact **FCA Performance Institute Support** at 888-321-4321

**Q. When can I expect a VIN to be available in OS+ and for how long?**

- A. OS+ is available for VINs once they are in KZ status. Sold VINs are typically available for the current model year minus 2. Example: we are currently selling 2018 MY vehicles, therefore 2016-2018 is available.

**Q. Why am I asked to confirm email addresses after clicking Submit?**

- A. There is an email checker in place to validate email addresses entered into OS+. It will catch common misspellings and attempt to validate email addresses with the receiving domain (like @gmail.com). There are many reasons why it may fail to successfully validate a good address, so if you receive this message simply check that you have typed the email correctly and click **SEND**. Or if you do see an error click **EDIT** to go back and correct it.



**Q. Why am I asked to confirm the phone number after clicking Send Text?**

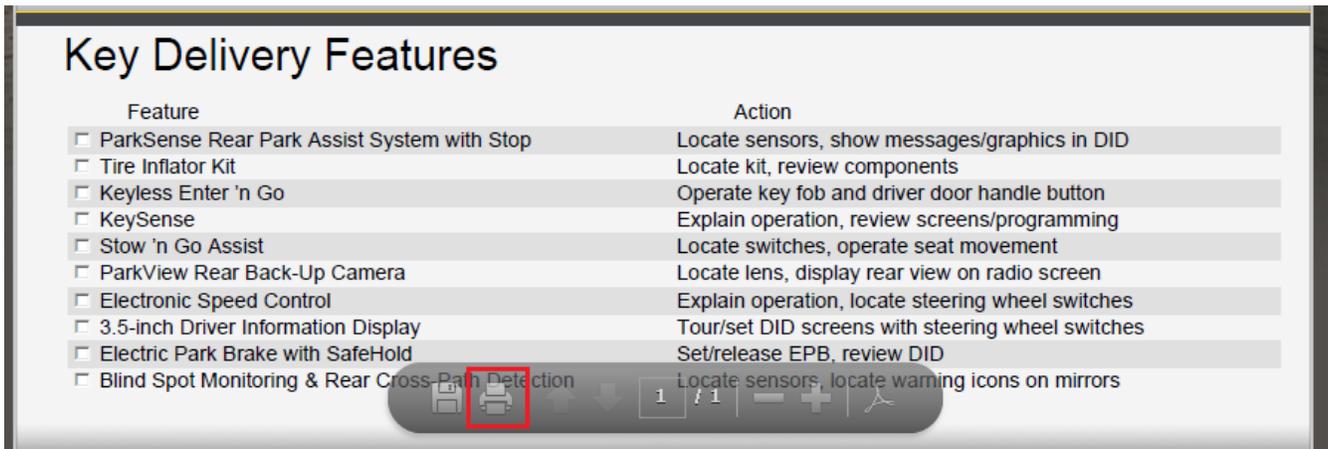
- A. Service is in place to check if the phone number entered is a landline (not able to receive texts). If you receive this warning message, simply verify the cell phone number with the customer and then select either SEND or EDIT if corrections are needed.



**Q. How do I print the OS+ checklist, similar to the old OS+ Lite PDF version?**

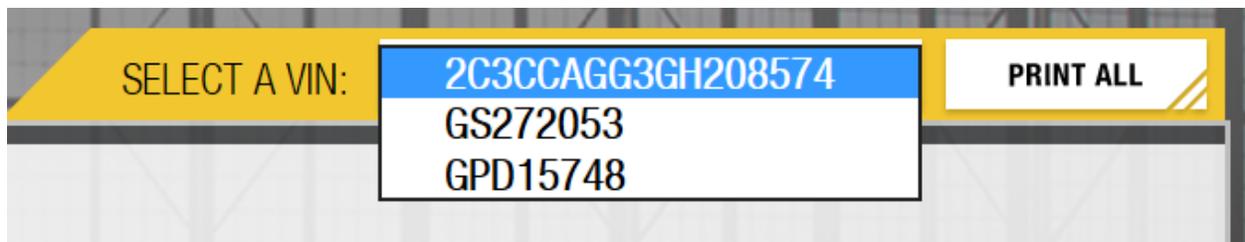
- A. Use the **PRINT** button located at the bottom-right of the OS+ screen. When you use Print, you will get the list of Key Features along with Short Actions to perform (see below) as well as a signature field for the customer to sign.

Once the print window opens, you may need to hover near the bottom of your screen to see the toolbar with the printer icon (see below)



**Q. Can I enter more than one VIN at a time into OS+?**

- A. Yes – select Multi VIN in the DealerCONNECT screen to enter up to 20 VINs at a time. The first VIN will display when OS+ opens and there will be a “Select a VIN” drop-down at the top of the screen to switch between VINs (see below). You can use Print All to print the checklists for all of the VINs in the list.



NOTE: expect longer response times for more VINs entered.

**Q. Is the email address captured in OS+ sent to COIN?**

- A. Yes. If Opt-In is selected in OS+, it will be sent to COIN nightly.

**Q. Why isn't the SiriusXM Guardian activation option showing for the selected vehicle?**

- A. This option only appears if the selected VIN is equipped with the SiriusXM Guardian feature.

- Q. Does activating SiriusXM Guardian via OS+ count as credit for sending an OS+ email to a customer?**
- A. No. Enrollment in SiriusXM Guardian does not send the customer the OS+ Video Delivery Checklist and therefore does not count toward OS+ email credit.
- Q. Are there more steps to completing SiriusXM Guardian enrollment than just Activating the service in OS+?**
- A. Yes. OS+ Activation will turn services on in the vehicle and initiate an email to the customer. The customer still needs to register the VIN in their Mopar.com account and create a password and pin if not already setup. They also need to download the SXMGuardian App in order to initiate remote commands to the vehicle.

## OS+ Reporting FAQs:

**Rewarding Excellence hotline:** 888-887-6192 (Mon - Fri, 9 a.m. – 9 p.m. EST)

Or [Questions@RewardingExcellenceCard.com](mailto:Questions@RewardingExcellenceCard.com)

Finding the **OS+ Reports Rewarding Excellence Site:** To view the OS+ Email/Texting Report:

- Log in to [www.RewardingExcellence.com](http://www.RewardingExcellence.com) (you must have an SID)
- Select the Owner Support+ button
  - You can select Sales Reports at the top for other report options (if available) and access to the OS+ Email/Phone Search tool

**Requirements to receive “OS+ Email/Texting Credit”:**

- **Vehicles & Sales Types for Sales Volume Count Categories:** All new 2016/2017/2018/2019 Alfa Romeo\*, Chrysler, Dodge, FIAT, Jeep, and Ram models reported during the report period as a Type 1, L, B or E sales only (excludes Title Code 22 and 33 sales).
  - **\*NOTE:** Alfa Romeo data is collected in a separate report and Alfa sales are not counted toward Customer First OS+ requirements.
- **Owner Support+ Email/Texting Counters:** An Owner Support+ Email or Text must meet all of the following criteria to qualify as an OS+ Email/Texting credit counter:
  - The OS+ Email or Text must be submitted two days prior to, the date of, or two days after the delivery date recorded on the NVDR (calendar days)
  - The OS+ Email must be submitted to a valid Email address and rejected and/or undelivered Emails will not qualify
  - The OS+ Text must be submitted to a valid cellular phone number and rejected and/or undelivered texts will not qualify
  - The OS+ Email or Phone Number must match the Email address or Phone Number on the NVDR

**Q. Some of my Sales are missing from my OS+ Report, Why?**

A. Please make sure an SID is appearing on the NVDR record. In order for VINs to appear on an Individual’s report, their SID must appear on the NVDR. If an SID is omitted it will be added to a “generic | N/A” report showing all Sales for that Dealership not tied to an individual.

**Q. If the Sales Consultant’s/Sales Manager’s SID is left off the NVDR, can it be added in later and still appear on the reports?**

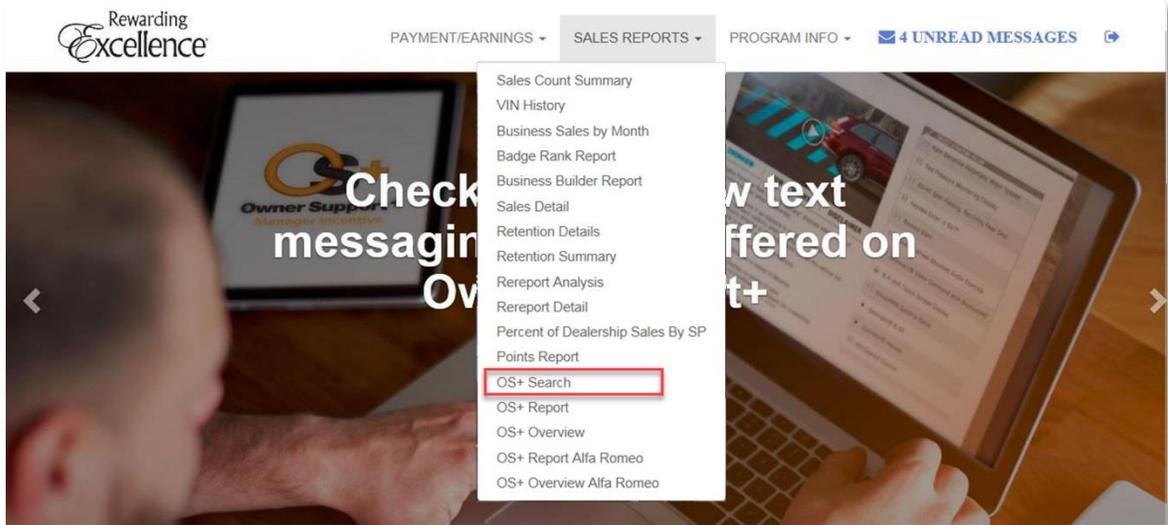
A. Yes, the Sales Consultant’s/Manager’s SID can be added later.

**Q. My OS+ Report shows I sold a vehicle, but states the OS+ Email/Text did not get credit. Why? I KNOW the email/text was received.**

A. NVDR data updates daily (Tuesdays – Saturdays), however, OS+ data can take up to 2 days to populate (this is because an email or text that has not been successfully received by the consumer will auto-retry for up to 14 hours). Check back daily to see the latest updates on your report. Pull up the OS+ Search tool (shown below) to validate/compare NVDR data with OS+ data.

**Q. I can look up the email address or phone number I put in the NVDR, but where can I see what OS+ emails/texts I've sent?**

- A. Log on to Rewarding Excellence, click the Owner Support+ button, then click Sales Reports at the top. In the dropdown menu select OS+ Search (shown below). Enter the VIN to check that the email address or phone number on the NVDR and the OS+ records match, and that the OS+ email/text was sent within the allowed timeframe compared to the NVDR delivery date. Also, use the "CC Sales Consultant" field in OS+ to receive a copy of each email you send for your records.



Rewarding Excellence

PAYMENT/EARNINGS ▾ SALES REPORTS ▾ PROGRAM INFO ▾ 4 UNREAD MESSAGES

## OS+ Search

Vin Last 8

**NVDR Data**

Vin Last 8	Delivery Date	Customer Last Name	NVDR email	Phone Number 1	Phone Number 2
JL829863	02/21/2018	PANELLA	Panella@email.com	1234567890	

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**OS+ Data**

Vin Last 8	OS+ Send Date	Customer Last name	OS+ Email	Phone Number	Final Status
JL829863	02/22/2018	Panella		1234567890	Delivered
JL829863	02/22/2018	Panella	Panella@email.com		Delivered

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**Q. The wrong email address or phone number was entered on the NVDR when the customer purchased the car. Can the email address or phone number be updated?**

A. The email/phone number information contained in the original NVDR submitted is the data utilized for calculations in this program.

**Q. Is there any cutoff for when changes to data in the NVDR will be accepted?**

A. There is no cutoff for data going into the OS+ reports, however, individual incentive programs may have deadlines in order to calculate pay-outs. Please see the rules supplied for specific incentive details. Customer First reporting is based on sales quarter as defined by the CFAFE program rules which can be found on DealerConnect and FieldConnect under the Customer Experience tab.

Need assistance? Call the Rewarding Excellence Program Headquarters: 888-887-6192