

Owner Support+ FAQ's and Tips



Incentive Program Related FAQ's

If you need assistance with incentive program details, please contact **Rewarding Excellence Program Headquarters** at **888-887-6192**

Q. I sent an OS+ email to a my customer and received credit, however I needed to send a second OS+ email outside the 5 day window and now I lost credit. Can I get credit for the email?

A. Yes, please call the Rewarding Excellence Program HQ. They can review the Emails history and if it's determined there was an eligible OS+ email sent you will receive credit.

Q. If the Sales Manager's name/SID is left off the NVDR, can it be added in later and still count in the program?

A. Yes, the Manager's SID can be added later. It will count in the program if all other qualifiers are met.

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

A. Sales through September 30, 2016 must be successfully reported and accepted in the NVDR system no later than October 4, 2016, to be eligible for payment processing. Qualified Owner Support + Emails for new vehicle sales with delivery dates from July 1, 2016 through September 30, 2016 must have a qualified Owner Support + submission two days prior to, the date of, or two days after the delivery date recorded on the NVDR and must match the Email address on the NVDR to be eligible for this program.

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

A. NVDR data updates within 48-hours. Please allow up to 5-business days for OS+ data to be validated and matched against the VIN record. Check-back daily to see the latest updates on your report.

Q. The wrong email address was entered on the NVDR when the customer purchased the car. Can the email address be updated? If it is, will it count for the program if an email is sent?

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

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

A. Use the "CC Sales Consultant" field in OS+ to receive a copy of each email you send for your records.

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

A. Please make sure an SID is appearing in the **Manager's Field** of 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 a Manager.

OS+ Website Related FAQ's

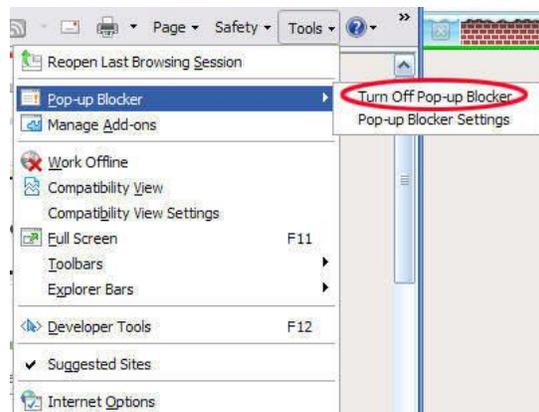
For more information please reference the Owner Support+ (Overview) link just below the Owner Support+ Delivery Checklist link in the Orders and Inventory portal on the Sales tab in DealerCONNECT.

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

Q. After entering a VIN into the DealerConnect screen and selecting the Owner Support+ button, the screen flashes and the VIN clears but the checklist does not come up. Why?

A. Most likely this is happening in the Chrome browser because pop-ups are not enabled. To enable pop-ups in Chrome, do the following:

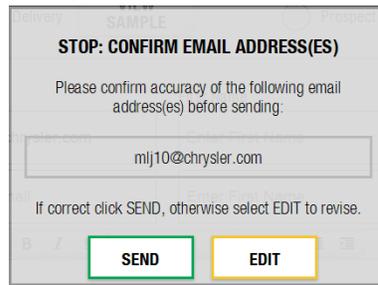
1. In the DealerConnect window that reappears after the VIN is entered you will see a red "X" on the far right side of the URL box. Right click on that "X" and select **"Always allow pop-ups from <https://dealerconnect.chrysler.com>"** and select **Done**.
2. OR Go to **Settings, Show advanced settings** (at the very bottom), under **Privacy** click on **Content Settings**, scroll down to **Pop-ups** and select the button next to **"Allow all sites to show pop ups"** or put in the exception for specific sites (See Photo Above).



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 2016 MY vehicles, therefore 2014-2016 is available. In the fall when most new 2017 models have launched, this will switch to 2015-2017.

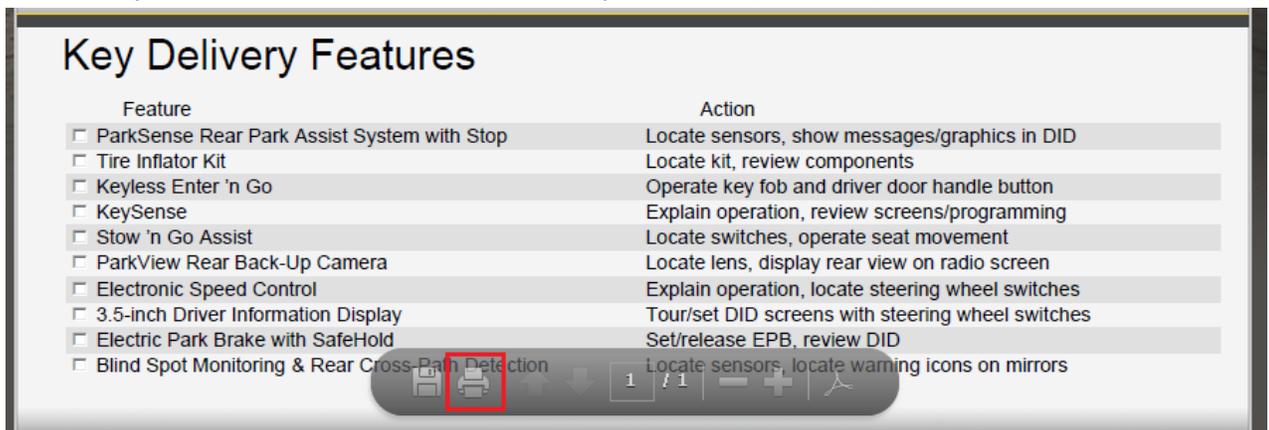
Q. Why am I asked to confirm email addresses after clicking Submit?



- A.** There is a new 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 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.

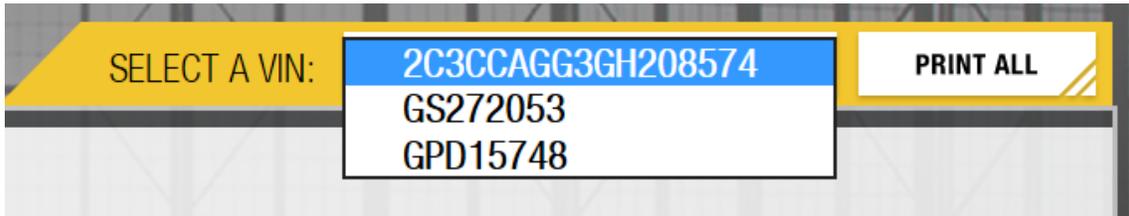
Q. How do I Print the OS+ checklist, similar to the old OS+ Lite PDF version?

- 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.