

NNA Reporting Site Resolved Issues

Resolved by Day

Friday, September 26, 2014

1667 Dealer Hot Alert List

Hot Alert assignments aren't accessible when clicked on the dashboard page.

Wednesday, September 24, 2014

1772 Data issue

Employees not in the VA file but listed on the User

1767 Dealer Email Capture

Can we show %'s on the email capture screen with one decimal (even if it's 73.0%)?

Thursday, September 18, 2014

1734 Data issue

Count discrepancy between Hot Alerts Opened by Day Report and OFS Survey Summary.

1768 Data issue

Dual Employee IDs need to be combined for dealer 5062 - Jeff McManus

Tuesday, September 16, 2014

1718 Dealer Disposition

A Dealer with Microsoft system Office 97-2003. Prior to July 25, 2014, they were able to download their Record Disposition Report to Excel (version 97-2003) without any issues.

1762 Dealer Disposition

When filtering by the 'Sample Receipt Date', it doesn't include all of the records when filtering from 9/1 to 9/15.

Friday, September 12, 2014

1753 Design - site wide or multiple reports

Are there any issues with website performance this morning...? I also noticed that it took a couple min to even bring up the site this morning.

Thursday, September 11, 2014

1728 Data issue

Dealer 5181 - Hector Garcia displays twice at CYTD level.

Wednesday, September 10, 2014

1755 Customer Survey System

Amelia Byrnes is showing as an unknown employee.

1738 Data issue

Total surveys scored count is exceeding the total surveys returned count on Employee summary for both sales and service.

1747 Dealer Dashboard (Launch Version)

Open Hot Alerts on Dashboard but not on Hot Alert List

Saturday, September 06, 2014

1733 Dealer OFS Survey Summary

No matter which dealer I choose I get the same error. Even if I drill down starting from home dashboard thru regions and area and district to any dealer, I am unable to display a trend chart at the individual dealer level. Hopefully this is the temporary error that will be cleaned up quickly.

Friday, September 05, 2014

1713 Customer Survey System

3 surveys to be credited to Vicente Espinoza

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Friday, September 05, 2014

1635 Dealer User List

Service Manager has ROs being submitted under his ID and that ID is on the ROs in the T1 file. The problem is he is not being credited with them on the OFS website.

Thursday, September 04, 2014

1712 Customer Survey System

Investigate why an email address has been marked as invalid.

Wednesday, September 03, 2014

1698 Dealer OFS Employee Summary

QTD results on the OFS site aren't correct for a dealer.

1633 Dealer OFS Survey List

So far, it is just the one service advisor who's NSSI score does not match the surveys returned for him this month.

Friday, August 29, 2014

1685 Dealer User List

removed from the User List for this dealer. Also need the CYTD survey counts checked on this dealer's Employee Summary for sales.

Thursday, August 28, 2014

1694 Dealer Disposition

The display in the Status column on the Record Disposition Report is black and not a clickable link.

1684 Dealer Hot Alert List

Why are we seeing Hot Alerts generated for surveys returned over two months ago?
- These records that were effected by this glitch have been correct and HACL surveys will not be sent out/included in scoring.

Wednesday, August 27, 2014

1660 Dealer OFS Survey List

Can you tell me why this survey does not show scored on the survey list, it is just blank? Is it being counted in the dealers current NCSI score? Surveys were returned on August 14th.

Tuesday, August 26, 2014

1610 Dealer Hot Alert Management

Trying to view a newly received Hot Alert and it was not there seeing the same "The criteria selected have not returned any data. Please select different criteria values and try again." message.

Monday, August 25, 2014

1668 Corp Survey Appeal List

An appeal was approved for removal and it's still showing as scored.

1648 Dealer VIN History

I need to know why an invite and two reminders were sent to an email address Maritz deemed a hard bounce.

1674 Design - site wide or multiple reports

The OLM at dealer is having problems seeing certain sections of the OFS site from his mobile phone (including the Employee Summary).

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Friday, August 22, 2014

1615 Dealer Disposition

Why was this email address deemed an "INVALID EMAIL"?

Tuesday, August 19, 2014

1652 Corp Hot Alert Summary

"site unavailable" message when trying to access the Hot Alert Summary.

1632 Customer Survey System

Were the two customers highlighted at the bottom of this email sent service survey invites?

Monday, August 18, 2014

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Monday, August 18, 2014

1641 Dealer Dashboard (Launch Version)

A user discovered that the "favorites" filters were not retrieving the data once selected. The user was getting the following error message:

Webpage error details

User Agent: Mozilla/4.0 (compatible; MSIE 8.0; Windows NT 6.1; WOW64; Trident/4.0; SLCC2; .NET CLR 2.0.50727; .NET CLR 3.5.30729; .NET CLR 3.0.30729; .NET CLR 1.1.4322; .NET4.0C; .NET4.0E; MS-RTC LM 8; InfoPath.3)

Timestamp: Fri, 8 Aug 2014 18:43:21 UTC

Message: Out of memory

Line: 1

Char: 1

Code: 0

URI:https://ownerfirst.nnanet.com

Upon investigation, it was determined that this dealership had changed areas during the NNA reorg so that favorite that was saved was looking for that dealer in the saved area and it would not find him. In the effort to avoid this becoming more wide scale, investigation of the "favorites" showed the following: We have determined that there are a total of 1126 "favorites" saved. That is across 683 distinct users. Of those 1126, 958 of them were set prior to 7/28 which is the date the reorg went live.

We made the recommendation to NNA to clear all favorites that were created prior to 7/28 and they agreed.

Instruction: Please delete all "favorites" by any user that were set up PRIOR to 7/28/2014 on 8/18/2014. The following message will be added to the newswire on 8/15 /14 to give the users a head-up that they will need to reset their favorites once everything is cleared.

Favorites and the National Reorganization:

Some users have indicated that after the recent reorganization, their saved "favorites" filters have not been functioning properly. On Monday, August 18th, we will be clearing out any "favorites" that were created prior to the date the reorganization was reflected on the web site (7/28/2014). We ask that you then reset your favorites to be certain that the reorg is reflected appropriately.

1644 Dealer Hot Alert List

When you click on the survey ID when closing a Hot Alert, it gives the message "Survey Id is unavailable or has not been returned."

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Monday, August 18, 2014

1419 Dealer OFS Survey Detail

%ALAMO% replace % ALAMO % and %ALAMO %

Friday, August 15, 2014

1637 Dealer OFS Survey List

I have a dealer OLM whose Survey List is stuck on displaying only one sales consultant. She has no Favorites, has logged off and back on numerous times, and has cleared her browsing history/cookies – did not work.

Thursday, August 14, 2014

1499 Dealer OFS Survey Summary

Dealership shows 0 (zero) Express Service surveys completed in Survey Summary Report (below) since the new system launched, but file shows that there have been over 1,300 Express Service RO's for this dealership just in the month of June.

Wednesday, August 13, 2014

1622 Corp OFS Survey Summary

It seems as though no links are working to click on the survey summary page

1626 Dealer VIN History

Can you let us know what date the unwind came in for customer?

Monday, August 11, 2014

1572 Customer Survey System

Survey is coming in blank for a few individuals.

1594 Data issue

There appears to be a discrepancy between the number of scored surveys showing for a Service Advisor in the Employee Summary and the Survey List

1581 Dealer Employee NSSI/NCSI Summary Report

In the Employee Summary, there is no hyperlink to see a list of all the surveys for an UNKNOWN employee.

Friday, August 08, 2014

1601 Corp Sample Clean Override/Corp Customer Survey R

I overrode the Failed Business Rules on the two surveys on July 11. They were never resent and have now expired. Why were they not sent?

Thursday, August 07, 2014

1577 Dealer User List

Need to know why a particular dealer cannot access the OFS site.

Wednesday, August 06, 2014

1404 Data issue

Nissan Auto Group - 5 service surveys for one store were accidently counted for a different store within the auto group. Investigate and confirm whether the dealer code from the T1 file matches the dealer code on the OFS site.

Tuesday, August 05, 2014

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Tuesday, August 05, 2014

1569 Dealer Hot Alert List

When I go into a dealer to see their open Hot Alerts, I then want to see all the Hot Alerts for that dealer. I update all the filters to "All" hit the check box next to "Reset Criteria" and get nothing.

Monday, August 04, 2014

1584 Dealer OFS Survey List

This is an unwind/rewind. Maritz did receive the unwind and posted it properly.
I need to know if MR received the rewind for this VIN.

Friday, August 01, 2014

1481 Dealer Dashboard (Phase 2 Sections)

On the Dashboard page, where we show the NCSI QTD results – if you click on the spark line, the graph comes up and displays a different NCSI QTD result. Dashboard is one number and the spark line chart is different.

1543 Dealer VIN History

The email address for this customer record was updated by the dealer, but nothing seemed to happen except a new status of 'Invalid Email'... No hard bounce, no record of a survey even attempted, nothing about survey on DNE List, etc.

Thursday, July 31, 2014

1555 Corp OFS Survey Summary

It looks like the scores and sample sizes are not well-aligned with the question number score and count column headers... Is there something we can do to align them better?

1191 Dealer Disposition

The email address column in the dealer disposition report should always display the latest email information we have in the system, not just the "original" email that came in the T1 file.

1575 Dealer Sample Change List

In this dealer's change list, we are seeing what looks like the same record entered two times. Can you investigate?
Screen shot of what we are seeing is attached.

1548 Dealer VIN History

Can you let us know why the rewind did not show up in VIN History Report? Also, why wasn't the original survey SCORED when the rewind (to the same customer) came in within 14 days?

Wednesday, July 30, 2014

1482 Dealer Hot Alert Management

Starting to see instances of the website not working on the weekend but then working again during the week. This was a problem when managing Hot Alerts for West Covina Nissan. The SAVE and CANCEL buttons weren't visible on the weekends.

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Wednesday, July 30, 2014

1495 Dealer Hot Alert Management

Not receiving hot alert notifications timely to email. This week received 4 email hot alerts regarding hot alerts weeks ago. When we reviewed nnanet, there are no new hot alerts...just the 4 hot alerts we were informed about earlier this week.

Tuesday, July 29, 2014

1498 Data issue

Need surveys for sales consultant combined.

1392 Dealer Hot Alert Management

Dealer claims that its Service manager is not receiving Hot Alert email notifications.

Monday, July 28, 2014

1540 Corp Survey Appeal List

Looking at survey appeals- I am not understanding why it is not scored on survey detail but shows it being scored on the survey appeal list.

Thursday, July 24, 2014

1506 Dealer Disposition

Record Disposition Report not exporting to Excel for dealers

Wednesday, July 23, 2014

1500 Dealer Disposition

Surveys in the OFS system had a hard bounce to the email being entered wrong on the RO. The OLM corrected it and it shows In Progress but the customer says they never received it.

1505 Dealer Disposition

Dealer indicates that there are issues with service RO's not making it into the Record Disposition Report in a timely manner

1491 Dealer Hot Alert List

When I go into a dealer to see their open Hot Alerts, I then want to see all the Hot Alerts for that dealer. I update all the filters to "All" hit the check box next to "Reset Criteria" and am not able to get a full list

Friday, July 18, 2014

1492 Data issue

Currently this survey is Not Scored with a Score Code of USA.

I need to know how the "USA" got there because there was an appeal made on this survey to nullify it and that appeal got denied.

If I changed it, I don't see where I did that on the system or if it was in a recode file, I would need to know.

1418 Dealer Dashboard (Launch Version)

The Dashboard reflects one number (84 total service records that require Customer Email Update) but when you click on the 84 it takes you to the Record Disposition Report that only reflects 14 records available for an update.

Wednesday, July 16, 2014

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Wednesday, July 16, 2014

1370 Dealer OFS Employee Summary

Unknown Advisors disappeared from the Employee Summary Report when all the questions were added. Need the UNKNOWN employees back on the Employee Summary.

Tuesday, July 15, 2014

1366 Dealer VIN History

Why did each failed business rule below did not make it through the sampling process – i.e., why exactly did they fail business rule and/or which one did they fail?

Monday, July 14, 2014

1265 Dealer Hot Alert Management

Assigning the hot alert (i.e., notification email) to others for action, such as Service Manager, does not transmit to them. Also, the Hot Alert List was displaying a message: "The criteria selected have not returned any data."

1463 Dealer OFS Survey List

Site problem where on the Survey List, I select to view only Sales Surveys, click that checkmark, then click the checkmark next to Reset Criteria, and the screen freezes with no green status bar at the bottom of the screen

Thursday, July 10, 2014

1453 Dealer OFS Survey List

When trying to generate a survey list for dealer code 09027, dealer received the following error message. This is also happening for dealer codes: 946 and 98002
An internal error has occurred

Wednesday, July 09, 2014

1429 Corp Sample Clean Override/Corp Customer Survey R

I need this survey scored. This was an unwind/rewind to the same customer fully completed before the customer returned the survey.

1341 Corp Survey Change List

Information in survey detail is different than what is displaying in Survey Change List on the web.

1440 Dealer OFS Employee Summary

When dealer clicks on Employee Summary Report, the site becomes unavailable.

1432 Dealer OFS Survey Summary

Survey Summary shows 7 surveys, Survey List shows 9 for a specific dealer.

1433 Dealer OFS Survey Summary

When looking at the Survey Summary Report and drilling down through it, all was fine as indicated in the email for Region, Area, and District. But when both clicked on a particular dealer, we both got the same error message.

Thursday, July 03, 2014

NNA Reporting Site Resolved Issues

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Thursday, July 03, 2014

1430 Corp OFS Survey Summary

NNA client has requested the following data in excel from the Corp Survey summary:

OFS Sales

- June 2014 report period, all questions, National, Regional and all Areas, for 1mo, 3mo and FYTD summary periods. The layout should match the web exactly, this means the order of the geographic hierarchies as well as the order of all the questions across the page
 - June 2013 report period, NSSI score only, national, regional and all areas, for 1mo summary period only
- OFS Service
- June 2014 report period, all questions, National, Regional and all Areas, for 1mo, 3mo and FYTD summary periods. The layout should match the web exactly, this means the order of the geographic hierarchies as well as the order of all the questions across the page
 - June 2013 report period, NCSI score only, national, regional and all areas, for 1mo summary period only

Wednesday, July 02, 2014

1421 Dealer Customer Email Update

The LPM and dealer both tried to change the email address and do not know if they were successful.

1351 Dealer VIN History

Pathfinder is not getting a sales survey It says 'OVER CONTACT EXCLUSION'

Monday, June 30, 2014

1409 Customer Survey System

Several customers say that have received surveys and when trying to start the survey they are missing the "start" button or there is no link to click on to do the actual survey.

1410 Dealer VIN History

They have an unwind where the customer was unwound from one vehicle and then the customer was bought/was put into another vehicle. This isn't being accounted for on the web.

1411 Dealer VIN History

Came across a series of service records that Failed Business Rule(s) presumably because of the customer name field containing ALAMO RAC – but then came across 3 more service records with the same customer name but are IN PROGRESS.

Friday, June 27, 2014

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1400 Dealer Disposition

There are 2 separate records for this VIN (customer Ryan Mickley) on the Record Disposition Report. The first one for the initial submission (received on 5/12) that was sent a survey and then completed by the customer (and scored)... Then, somehow, there was another submission received a day later (5/13) that was excluded from sampling because we already received the RDR for that VIN a day earlier.

Thursday, June 26, 2014

1343 Corp Dashboard (Phase 2 Sections)

Clicked on the Sales records that require a Customer Email Update and are expiring within the next 5 days unlike the Record Disposition Report

1371 Dealer OFS Survey Summary

The OFS reports pulled from the new web site puts a dealer code in where there should be a blank or a “-” on the rows that show District and Area totals. So the last dealer code in a District shows up twice, or three times if there is an Area subtotal row below it.

Tuesday, June 24, 2014

1364 Dealer Hot Alert Analysis

Can you investigate whether Hot Alert notification emails are being sent? If so, are you able to track whether or not he is receiving them or opening them?

Monday, June 23, 2014

1367 Dealer User List

A dealer can't add select himself to receive Hot Alert notifications. He clicked the Edit box, checked the Sales and Service boxes, hit Submit, but when the User List came back up, both Sales and Service remained unchecked

Friday, June 20, 2014

1362 Dealer OFS Survey Detail

A sales survey is assigned to an unknown person. The name of the sales person has been received and is being investigated as to why it's not showing up on the survey detail.

Thursday, June 19, 2014

1314 Customer Survey System

Add the Model Year before the Model name throughout the survey, invitation, and reminders.

1319 Data issue

The two surveys that appear as “YES” and no score later showed on the website with scores.
-Partial display at 1:30AM could have been related to scores processing that takes place during the early AM hrs.

1315 Dealer Disposition

Records without a customer name shown on Record Disposition with a status of Invalid Email when they should have been Failed Business Rule(s)

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Thursday, June 19, 2014

1337 Dealer VIN History

In Virtual Academy, there is an issue of certain employees not given credit for their surveys.

Wednesday, June 18, 2014

1348 Dealer Hot Alert List

The FOM had to assign the Hot Alert to the dealer on the Survey List that originally came up as an error message.

Tuesday, June 17, 2014

1325 Corp Hot Alert Summary

Hot Alerts that have been open for more than 7 days? This seems unusually high – just want to make sure the problem we were encountering before where Hot Alerts were not closing (or were being re-opened) is not still occurring in some form.

1329 Data issue

It looks like the report repeats the dealer scores and counts for all questions for all employees in the Employee Summary Report.

1338 Dealer OFS Survey Detail

Looks like Q11c (service) has the incorrect weight in the Survey Detail page... It should be 8.07% (not 4.30%). We've confirmed that the index score calculation on this report is based on the correct weight of 8.07%...

1310 Dealer VIN History

A dealer wasn't credited for surveys for the correct VIN.

1335 Dealer VIN History

3 Sales surveys need to be researched to learn who made the edits to email addresses. There is a discrepancy between the archive site and what has been added to the new system as well as any dealer edits to those particular email addresses.

Monday, June 16, 2014

1316 Dealer Disposition

Records where the dealer clicked the No Other Email Available checkbox but still appear on Record Disposition with a status of Invalid Email

Friday, June 13, 2014

1276 Dealer Hot Alert List

Hot Alerts that had thought to be closed are still popping up as being open. As a result, some Hot Alerts are needing to be closed again.
-From the investigations on our side, we're not seeing anything that confirms previously closed alerts had reverted back to an open status, and had to be closed again.

Thursday, June 12, 2014

1135 Dealer Disposition

The hard bounce email address was updated and a new survey was sent, but the Record Disposition report still shows the status as "HARD BOUNCE" instead of "IN PROGRESS".

NNA Reporting Site Resolved Issues

Resolved by Day

Thursday, June 12, 2014

1317 Dealer Hot Alert List

3 different examples of HA's not being shown on the HS list for dealers. Another example of Hot Alerts not showing on the Hot Alert List.

1289 Dealer VIN History

Unwind surveys that have been rewind in the new system are showing as Not Scored. -All Rewinds are now showing as Scored and the Score Code is correctly displaying a dash (treated as a normal returned survey).

1291 Dealer VIN History

VIN level detail report is showing that no invites are being sent and no record of the surveys being completed to valid email addresses for an email not on the DNE list.

This customer was sent a survey to the correct email acct for his 5/13 service event. The sample receipt was 5/17 (date referenced on the record disposition report), however, the sample that was received on 5/17 was discovered in early June as not being processed and was subsequently sent out on 6/3. The survey has not completed. Exact Target shows no open or click activity for the survey, and when I logged into his survey using the his credentials, I'm taken to the first question of the survey.

1299 Dealer VIN History

Over Contact Exclusion is excluding sales survey from being sent out.

1307 Dealer VIN History

Email address that was valid on 4/29/14 is no longer valid. Under Investigation.

Monday, June 09, 2014

1250 Data issue

Investigation into missing email addresses for returns retrieved from prior system identified on the VIN History report.

1277 Dealer Hot Alert List

District Summary not showing the serious Hot Alerts that are past the 3 day mark.

Friday, June 06, 2014

1283 Data issue

Old website has a higher survey count and a different score than the new site.

1274 Dealer Employee NSSI/NCSI Summary Report

A June 2014 MTW Employee Survey Score hasn't been updated when a survey score was received.

1281 Dealer Hot Alert List

The 7 day HOT ALERT resolution period was exceeded without the dealer being notified that a HOT ALERT had been generated.

Thursday, June 05, 2014

NNA Reporting Site Resolved Issues

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Thursday, June 05, 2014

1279 Dealer OFS Survey List

Employee Summary Scores and Survey List not matching for 2 different dealers.

Tuesday, June 03, 2014

1245 Customer Survey System

This customer was not able to submit her survey. East Charlotte Nissan.

1202 SSO interface

Problem with individuals using multiple NNAAnet login ID's switching logins within same browser session

Monday, June 02, 2014

1076 Corp VIN History

Surveys with the 7 yr and NIA codes are displayed on the VIN History as scored when they should be not scored.

1212 Customer Survey System

Issue with Customer taking survey receiving web page indicating missing image file.

987 Dealer Disposition

The Grid Options does not allow one to save and close the table after selections are made. Problem is in Internet Explorer 8 but not Internet Explorer 10.

Saturday, May 31, 2014

1176 Dealer Hot Alert List

Days Open value of 0 being displayed for all Hot Alerts, regardless of age.

Friday, May 30, 2014

1209 Data issue

Issue with Screened Out respondent displayed data.

1068 Dealer Dashboard (Launch Version)

Hot Alerts counts in the Action Item section of the Dealer Dashboard do not correctly reflect current totals.

1230 Dealer Employee NSSI/NCSI Summary Report

Missing Assigned Employees and Scores In Excel Not on Report

1236 Dealer Employee NSSI/NCSI Summary Report

UNKNOWN employees not being displayed on reports.

Thursday, May 29, 2014

1184 Corp NSSI/NCSI Summary Report

Excel output contains zeros for dealer scores and counts when accessing at Corporate level. When at any other level, displays scores and counts for only entities within the leg of the hierarchy.

1203 Corp NSSI/NCSI Summary Report

Remove dark shading for counts and scores.

1213 Data issue

Surveys being taken in Spanish not displaying on web site.

1223 Dealer Disposition

Scored Status incorrect for returns with ERR disposition.

Friday, May 23, 2014

1074 Corp Survey Appeal List

Survey Appeal requests are not being displayed once submitted.

1187 SSO interface

Selected NNA Admin users not able to perform Admin functions.

NNA Reporting Site Resolved Issues

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Thursday, May 22, 2014

924 Corp Disposition

The Corporate & Dealer Record Disposition Reports currently reflect 0 hard bounce emails for sales and service

1182 Corp Disposition

Doubling of counts.

1148 Corp Survey Appeal List

Incorrect assignment of Appeals status after initial entry.

1175 Data issue

HARD BOUNCE updated email addresses not being sent.

1183 Dealer Dashboard (Launch Version)

Customer Email Update counts not updating to reflect entry of updates.

1185 Dealer User List

Save email functionality not working

1079 Design - site wide or multiple reports

Problem with individuals using multiple NNA net login ID's switching logins within same browser session

1141 Design - site wide or multiple reports

Dealer Manager access not being recognized for specific individuals with alternate roles.

Wednesday, May 21, 2014

1069 Dealer Disposition

Employee names reversed in excel export. Are correct on web page display.

1716 Corp KPI Report

1558 Corp OFS Survey Summary

Identify whether optimizations can be performed for the full hierarchy Excel export of this report or an offline generation component needs to be built.

1724 Corp OFS Survey Summary

I need some help as I am not smart enough to figure out why we do not populate the Region, Area and district information in all cells whenever we download file information to excel. I find myself having to copy and paste this information into the download each time I want to run queries on the data. Is there a better way? Or can we have this information added to the excel download?

1722 Customer Survey System

Is there any way to check log-in versus submit history for this survey? Customer claims survey went dark while trying to complete it... I want to confirm that the customer completed the NSSI questions to generate a score and clicked the 'Submit' button. What can the system tell us about this survey experience?

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1735 Customer Survey System

By blocking access to the links below, does this cover the dealer so that employees are unable to access the surveys from the dealership's WiFi?

- <http://mysurvey.nissanusa.com/invite>
- <https://mysurvey.nissanusa.com/invite>
- <http://mysurvey.nissanusa.com/welcome>
- <https://mysurvey.nissanusa.com/welcome>

1328 Dealer Customer Email Update

It appears the DO NOT EMAIL status came about due to an incorrect email address.

The dealer has successfully acquired this address which needs to be overridden so a survey can be sent.

1706 Dealer Disposition

A Dealer is getting an error message when trying to export the Record Disposition report to excel.

1320 Dealer OFS Employee Summary

Formatting issue with the Employee Summary Report expanded view (Show All Questions) using IE8.

1630 Dealer OFS Employee Summary

Why would the 2 sets of data below be different for this dealer and employees? First one is custom period of (7/1 – 8/13) and second one is QTD with same dates and Report Period of August 2014. Refer to different sample sizes (scores appear to be the same)

1777 Dealer OFS Survey List

What I'm seeing is one survey was completed on 9/9 and the sale was also unwound on 9/9. The Survey List is showing this as Not Scored ("NO" in Scored column) due to an UNWind and lists 268 surveys as scored ("YES" in Scored column). All other reports are showing 269 surveys and NSSI at 956 – that works if the UNW is included as one of the 269.

1585 Dealer OFS Survey Summary

Terminated dealers are now visible on the web.

1322 Dealer VIN History

There are two RDRs referencing the same date (5/13/2014), one with the dealership name and email and the other with the customer name and email. Three days later on 5/16/2014 there is a RO which appears to be a PDI event.

Why was "Duplicate Event" triggered and is there a legitimate reason to override this and send a survey? - This record hit the same VIN and Event Date Business Rule. The 1st record was an Unwind, but the 2nd record didn't have the SR or SC edit codes to Rewind. Corp Admin can Override the Failed Business Rule if needed.

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1403 Dealer VIN History

When a Survey Resend or Business Rule Override is done and a different email address is entered in the record disposition interface; the new email address & date entered should be reflected in the 'NNA Edited Sample Information' fields on the VIN History Report.