

Record Disposition and Score Code Status Definitions



Disposition Status	Disposition Status: Sub-Category or Score Code	Status Definition
DO NOT EMAIL	DO NOT EMAIL	Respondent's email address is on the 'Do Not Email' list.
EXPIRED	EXPIRED	Sample is past the field expiration date.
HARD BOUNCE	HARD BOUNCE	Reply from destination server that email is undeliverable.
RECEIVED	RECEIVED	T1 file has been received, but sample processing is not complete.
IN PROGRESS	SELECTED	Record exists in the state between allocation and return; expired or other final status.
INVALID EMAIL	INVALID EMAIL	Removed from sample due to email address being null, having invalid format, or containing specific content excluded by business rules.
NO OTHER EMAIL AVAILABLE	NO OTHER EMAIL ADDRESS AVAILABLE FOR THIS CUSTOMER	Customer Email Update: 'No other Email Address available' checkbox was selected.
SCREENED OUT	CUSTOMER SCREENED OUT	SALES - Customer in responding to sales survey indicated that they do not own that vehicle.
SCREENED OUT	CUSTOMER SCREENED OUT	SERVICE - Customer in responding to the service survey indicated that they did not have work done on that date at dealership.
FAILED BUSINESS RULE(S)	BUSINESS NAME	Owner first name, last name, phone, email and address line 1, city, state, zip match pre-defined keywords or strings; or Customer Prefix contains C.
FAILED BUSINESS RULE(S)	MISSING CUSTOMER INFORMATION/NAME	Record has no Customer Info; Customer First & Last name blank.
FAILED BUSINESS RULE(S)	MISSING EVENT INFORMATION	Record has no Event Info.
FAILED BUSINESS RULE(S)	INVALID OWNER	Customer ID empty.
FAILED BUSINESS RULE(S)	NNA EDIT CODE REJECT	NNA Reject Edit code.
FAILED BUSINESS RULE(S)	NNA EDIT CODE REJECT- AD	NNA Company Vehicle.
FAILED BUSINESS RULE(S)	NNA EDIT CODE REJECT- CV	Company Vehicle.
FAILED BUSINESS RULE(S)	NNA EDIT CODE REJECT- DD	Dealer Demo.
FAILED BUSINESS RULE(S)	NNA EDIT CODE REJECT- FS	Fleet vehicle.
FAILED BUSINESS RULE(S)	NNA EDIT CODE REJECT- CN	Owner is defined as a company, but no "last" name is listed.

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FAILED BUSINESS RULE(S)	NNA EDIT CODE REJECT- CO	Continuation of a warranty claim. This record is another line item from an RO submitted earlier in the day. The survey system will generate a survey based on the first line item submitted into the system.
FAILED BUSINESS RULE(S)	NNA EDIT CODE REJECT- DE	No dealer found on record.
FAILED BUSINESS RULE(S)	NNA EDIT CODE REJECT- DL	Over the day limit: RO/RDR date is more than 35 days ago.
FAILED BUSINESS RULE(S)	NNA EDIT CODE REJECT- DS	The address on the RO or RDR matches the dealership address.
FAILED BUSINESS RULE(S)	NNA EDIT CODE REJECT- DU	Duplicate of an RO or RDR submitted earlier.
FAILED BUSINESS RULE(S)	NNA EDIT CODE REJECT- ID	The dealership's name appears in the Customer Database.
FAILED BUSINESS RULE(S)	NNA EDIT CODE REJECT- LA	No labor.
FAILED BUSINESS RULE(S)	NNA EDIT CODE REJECT- NA	The first or last name on the RDR or RO says Nissan/NMAC, or is blank.
FAILED BUSINESS RULE(S)	NNA EDIT CODE REJECT- NC	Owner has requested not to be surveyed.
FAILED BUSINESS RULE(S)	NNA EDIT CODE REJECT- NN	The word Nissan or NMAC appears in the Customer Database.
FAILED BUSINESS RULE(S)	NNA EDIT CODE REJECT- SD	The In-Service-Date in VHFI is bad or is after the date the RO was submitted.
FAILED BUSINESS RULE(S)	NNA EDIT CODE REJECT- SN	The RO is submitted less than 30 days after the In-Service-date. Service Surveys are not sent to customers who have their vehicles for less than 30 days.
FAILED BUSINESS RULE(S)	NNA EDIT CODE REJECT- Z2	Customer Type indicates non-retail customer.
FAILED BUSINESS RULE(S)	MODEL YEAR INVALID	Model Year is either blank, or is not the current model year plus or minus one model year.
FAILED BUSINESS RULE(S)	CUSTOMER NAME MATCHED DEALER NAME	Owner first and last name match dealership name.
FAILED BUSINESS RULE(S)	CUSTOMER ADDRESS MATCHED DEALER ADDRESS	Address, city and state matches a dealer address, city and state.
FAILED BUSINESS RULE(S)	VIN EXCLUSION	VIN is on the list of VIN's to be excluded.
FAILED BUSINESS RULE(S)	SALES TYPE INVALID	Sales Type does not equal "0", "3", "4", "B", or "C" for Sales Survey only.
FAILED BUSINESS RULE(S)	INVALID TRANSACTION DATE	Transaction date is not in a valid date format.
FAILED BUSINESS RULE(S)	INVALID MAKE	Make is not Nissan.
FAILED BUSINESS RULE(S)	INVALID VIN	VIN is Blank.
FAILED BUSINESS RULE(S)	SERVICE TYPE INVALID	Payment Type Array only contains "I" (Internal).

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FAILED BUSINESS RULE(S)	OVER CONTACT EXCLUSION- 1	Based on the VIN, customer was selected for an OFS Service survey in the last 60 days.
FAILED BUSINESS RULE(S)	OVER CONTACT EXCLUSION- 2	VIN currently has an open OFS Service survey in the field.
FAILED BUSINESS RULE(S)	OVER CONTACT EXCLUSION- 3	Based on the VIN, customer was selected for an OFS Sales survey in the last 30 days.
FAILED BUSINESS RULE(S)	EVENT TOO OLD	RDR/RO has Event Date more than 40 days old.
FAILED BUSINESS RULE(S)	DUPLICATE EVENT	Owner first name, last name, phone, email and address line 1, city, state, zip are in the file for three or more different records submitted the same day. The first record will generate a survey, the others will not.
FAILED BUSINESS RULE(S)	DUPLICATE EVENT	Multiple RDR/RO's for the same VIN and document date are found across all sample files received; only the first record is processed.
FAILED BUSINESS RULE(S)	NV200 NYC Taxi	VINs containing an "M" in the 5th position AND a "J" in the 7th position denote a NV200 NYC Taxi.
RETURNED	Returned - OFS	Returned survey.
RETURNED	MAN	FF Legacy Code - Manipulation. Not scored for OFS or for Owner First Fund.
RETURNED	MNO	FF Legacy Code - Not scored for OFS, Score as ZERO for Owner First Fund.
RETURNED	ISC	FF Invalid Survey Exception - Do Not Score.
RETURNED	MNS	FF Manipulation - Scored. Scored for OFS and for Owner First Fund.
RETURNED	TMO	FF Tampering - Zero Score. Not scored for OFS, Score as ZERO for Owner First Fund.
RETURNED	MNZ	FF Manipulation scored zero. Scored for OFS, Score as ZERO for Owner First Fund.
RETURNED	UNW	Unwind on previously scored return. Not scored for OFS or for Owner First Fund.
RETURNED	7YR	Service on vehicle over 7 years old. Not scored for OFS or for Owner First Fund.
RETURNED	NIA	No Index Scores Answered. Not scored for OFS or for Owner First Fund.
RETURNED	ERR	Appeals a general Error. Not scored for OFS or for Owner First Fund.
RETURNED	DOV	Appeals Never Owned Override - overturns 'never owned' status. Scored for OFS and for Owner First Fund.
RETURNED	ISC	Appeals an invalid survey. Not scored for OFS or for Owner First Fund.
RETURNED	USA	Appeals an Unwound Sale that has been previously scored. Not scored for OFS or Owner First Fund.

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RETURNED	MNS	Recode File/Survey Change manipulation. Scored for OFS and for Owner First Fund.
RETURNED	MNZ	Recode File/Survey Change manipulation scored zero. Scored for OFS, Score as ZERO for Owner First Fund.
RETURNED	OVR	Recode File/Survey Change Reverse to Scored. Scored for OFS and Owner First Fund.
RETURNED	RSC	Recode File/Survey Change Overturms manipulation - not scored for OFS or Owner First Fund.
RETURNED	TMO	Recode File/Survey Change Tampering zero Score. Not scored for OFS, Score as ZERO for Owner First Fund.
RETURNED	ROG	Returned Service surveys for Rogue models since 7/1/14 and NCSI score is 939 or less. Not scored for OFS or for Owner First Fund.