

NISSAN & INFINITI TECHNICIAN REWARDS

Rewards Program Guidelines

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What is the Technician Rewards program?

As we continue to elevate the importance of customer experience and the critical role that Technicians play towards achieving best-in-class service, we are very excited to announce that the Technician Rewards program is expanding.

We recognize the importance and key role that you play in the completion of vehicle services and repairs on our customer vehicles. The Nissan & INFINITI technical training program is designed to provide Technicians with the knowledge and skills to support fix-it-right-first-time and the overall customer experience.

Your achievement of **Senior & Master Technician** certification status is a great accomplishment and maintaining your status throughout your career is a testament of your commitment towards technical excellence.

We are very pleased to celebrate your achievements with the new **Master Technician Rewards** program. We hope you enjoy your rewards and thank you once again for your valuable contribution to Nissan & INFINITI!

Registration

The only requirements needed to participate in the Technician Rewards Program are for participants to be active registrants within Nissan University (NU) or Infinity University (IU) as a Service Technician, and in good standing with certification. All Technician certification status information is taken from NU/IU.

All participants must be employed at a Nissan or INFINITI dealership. You must also be employed at a Nissan or Infiniti dealership when the Rewards are awarded. Note: Only dealership staff registered with a **Nissan or INFINITI dealer code** in NU/IU will be eligible to participate.

An accurate email address in your NU/IU profile will also ensure that you receive direct communications from the Technician Rewards platform to keep you informed of program information and announcements.

Technician Rewards

Reward levels and associated gifting is based on the Technician certification status and the tenure at each level. We strongly encourage all Technicians to strive towards achieving Master Technician certification status to not only be eligible for enhanced rewards, but to more importantly improve your skillset through advanced training.

Eligible Milestones:

Technicians are eligible for rewards based on their certification status (Senior or Master), and their tenure at each level.

- New Senior & Master Technician
Technicians who have just achieved Senior or Master Technician certification status
- 5 year Master Technician
Technicians who have been at Master Technician certification status for 5 years
- 10 year Master Technician
Technicians who have been at Master Technician certification level for 10 years

Certification status and tenure at each level are based on data from NU/IU. To confirm your information, please contact your dealership administrator to verify the information in your NU/IU profile.

Below is a summary of the Technician reward levels:

Senior Technician Certification Status	
New Senior Technician	 Otter Box Elevation Mug

Master Technician Certification Status

New
Master
Technician



Dickie's Eisenhower Insulated Jacket

5 Year
Master
Technician



North Face Backpack & Gerber Utility Tool

10 Year
Master
Technician



North Face Thermoball Jacket OR Roots Winter Parka

Note: Nissan & INFINITI reward items are the same but branded separately

General Information

Program Structure

The Technician Rewards program will run on a semi-annual basis. The initial notification to Technicians to select any applicable reward sizing or options will take place in April 2024 and then subsequent notifications in January and July.

- Reward periods are planned for:
 - Initial launch April 2024 (January – March 2024 certification status)
 - January 2025 (April - December 2024 certification status)
 - July 2025 (January – June 2025 certification status)
 - January 2026 (July - December 2025 certification status)
 - And so on...

Selecting Technician Rewards

If eligible, you will be contacted via email to visit the Technician Rewards program microsite <https://nissanmastertech.com/> to confirm acceptance of your reward and provide any required sizing, shipping, or other specific details. There will be a **2-week window** in order for eligible Technicians to visit the Technician Rewards microsite.

Participants who do not visit the site and confirm acceptance during this time, for whatever reason, will be automatically invited to select during the subsequent selection period. Eligible participants will only be invited twice (total), after which time their reward will be forfeited.

Using the Technician Rewards Microsite

- The selection window will be 2-weeks only; please ensure you complete your Checkout during this time.
- Please confirm acceptance, add it to your cart, and complete the Checkout process in order to ensure prompt receipt of your item
- During checkout, complete your Name exactly as it appears in the Invitation email you've received. If any corrections are required, please check with your dealership administrator to ensure the update is made to your profile in NU/IU
- During checkout, please use your dealership address within the Shipping fields; **all items will be shipped to your dealership regardless of which address is input in the Shipping fields**

If you have any questions or issues, please contact info@topoftheline.ca

***COMING SOON* One Time Reward Booking**

As an appreciation initiative for those current Master Technicians that do not fall within the New, 5 Year, or 10 Year certification status, we are pleased to offer a one time booking program for the Dickie's Eisenhower Insulated Jacket. These include Master Technicians at 2-4 or 6-9 year certification status.

These Dickie's jackets typically retail at over \$100. NCI will provide support for this reward by offering this item at a booking price of \$50. **A separate communication will be sent out shortly to all that are eligible.**

Ensuring Fair Play

Nissan's rulings regarding any interpretation and/or application of the program rules shall be final.

Disqualification from the current program year and/or subsequent years are at Nissan's sole discretion. Such disqualifications could result from profile manipulation as revealed through an audit process.

Nissan reserves the right to audit Dealer records at any time during the program year.

Help & FAQ's

For help using the Technician Rewards microsite <https://nissanmastertech.com/> please submit an inquiry using this form <https://nissanmastertech.com/pages/contact>

Q. My certification date is wrong!

A: All certification status and date are taken from NU/IU. If there is a discrepancy, please contact info@nissanuniversity.com to update your NU profile. NOTE: Proof of new hire date may be requested for validation purposes

Q. I don't like my gift option. Can I pick something else?

A: Substitutions are not permitted at this time, however if you have suggestions for Technician Reward items, please email info@topoftheline.ca

Q. Can I wait to order in the next cycle? Maybe the gift options will change.

A: The gifts that have been procured are expected to remain stable. Replacement items will only occur if an item is no longer available.

Q. I was on 3 weeks' vacation and missed the order window. Can I still pick my gift?

A: Unfortunately, the order period cannot be extended. If this was your first Technician Reward selection period, you will be automatically added to the next selection period.