

Reservations Sales Bonus – Effective 2/14/2025

Confirmed Sales Created Per Hour > \$200

The total bonus is 2.00% of the confirmed sales created over the phone in Arizona and Texas for the pay period paid on the normal payday if your revenue per hour is \$200 or more and total confirmed revenue for Arizona and Texas is \$75,000 or more.

Confirmed Sales Created Per Hour > \$150

The total bonus is 2.00% of the confirmed sales created over the phone in Arizona and Texas for the pay period paid on the normal payday if your revenue per hour is \$150 or more and total confirmed revenue for Arizona and Texas is \$100,000 or more.

The total bonus is 2.25% of the confirmed sales created over the phone in Arizona and Texas for the pay period paid on the normal payday if your revenue per hour is \$150 or more and total confirmed revenue for Arizona and Texas is \$125,000 or more.

The total bonus is 2.50% of the confirmed sales created over the phone in Arizona and Texas for the pay period paid on the normal payday if your revenue per hour is \$150 or more and total confirmed revenue for Arizona and Texas is \$150,000 or more.

The total bonus is 2.75% of the confirmed sales created over the phone in Arizona and Texas for the pay period paid on the normal payday if your revenue per hour is \$150 or more and total confirmed revenue for Arizona and Texas is \$175,000 or more.

The total bonus is 3.00% of the confirmed sales created over the phone in Arizona and Texas for the pay period paid on the normal payday if your revenue per hour is \$150 or more and total confirmed revenue for Arizona and Texas is \$200,000 or more.

The total bonus is 3.25% of the confirmed sales created over the phone in Arizona and Texas for the pay period paid on the normal payday if your revenue per hour is \$150 or more and total confirmed revenue for Arizona and Texas is \$225,000 or more.

The total bonus is 3.50% of the confirmed sales created over the phone in Arizona and Texas for the pay period paid on the normal payday if your revenue per hour is \$150 or more and total confirmed revenue for Arizona and Texas is \$250,000 or more.

Confirmed Sales Created Per Hour > \$135

The total bonus is 0.50% of the confirmed sales created over the phone in Arizona and Texas for the pay period paid on the normal payday if your revenue per hour is \$135 or more and total confirmed revenue for Arizona and Texas is \$100,000 or more.

The total bonus is 0.75% of the confirmed sales created over the phone in Arizona and Texas for the pay period paid on the normal payday if your revenue per hour is \$135 or more and total confirmed revenue for Arizona and Texas is \$125,000 or more.

The total bonus is 1.00% of the confirmed sales created over the phone in Arizona and Texas for the pay period paid on the normal payday if your revenue per hour is \$135 or more and total confirmed revenue for Arizona and Texas is \$150,000 or more.

The total bonus is 1.25% of the confirmed sales created over the phone in Arizona and Texas for the pay period paid on the normal payday if your revenue per hour is \$135 or more and total confirmed revenue for Arizona and Texas is \$175,000 or more.

The total bonus is 1.50% of the confirmed sales created over the phone in Arizona and Texas for the pay period paid on the normal payday if your revenue per hour is \$135 or more and total confirmed revenue for Arizona and Texas is \$200,000 or more.

The total bonus is 1.75% of the confirmed sales created over the phone in Arizona and Texas for the pay period paid on the normal payday if your revenue per hour is \$135 or more and total confirmed revenue for Arizona and Texas is \$225,000 or more.

The total bonus is 2.00% of the confirmed sales created over the phone in Arizona and Texas for the pay period paid on the normal payday if your revenue per hour is \$135 or more and total confirmed revenue for Arizona and Texas is \$250,000 or more.

Individuals with revenue per hour below \$135/hr averaged over the pay period will not be eligible for a sales bonus.

In order to qualify for a sales bonus, all new reservations must be booked through your portal, and have your name in the service type. The person who enters the credit card will always get credit for the sale unless it's an existing customer. With existing customers you are allowed to add your name in the service box under edit trip details if they did not book online. Do not put your name on online reservations, online quotes, or updates unless you entered the credit card yourself. If you entered the card, you must put your name on the reservation even if someone else did the quote.

If the card declines, and you added a new card, make a note, and charge the new card; it's ok to put your name under the service.

Deleting reservations under any circumstance, or **cancelling and making a new reservation for the same date and time is fraud, and will result in termination**. It's really easy for us to check who made the reservation by clicking on the first confirmation email in the email history, so make sure your name is added before you send the confirmation email for existing reservations. We can also restore deleted reservations and see who deleted them. Your portal can be found at <https://airportshuttleofphoenix.com/firstname>

Everything that isn't blocked in the software is fair game; do not ask permission from dispatch to make reservations. The only way dispatchers can block anything is by asking Maggie or Daniel to block it in the software, so ignore them if they tell you not to book something and refer them back to us. They have to follow the process.

If it's last minute, charge the card to make sure it isn't fraud, allow enough time for a driver to get there (Drive time + 30 minutes), and send the "1pm pending" text to Jeff and Valerie.

You should be charging all the cards to make sure they go through. Otherwise, you won't have an opportunity to replace the card, and you'll lose sales. This is especially important for the reservations that you booked, but also for all other reservations. This helps prevent cancellations and sending a driver when the customer hasn't paid. Charging cards right away reduces cancellations from about 10% to 5%. You should also charge the card if they made changes to their reservation.

Attendance is very important, make sure you are on time, not taking too many days off, on the phone, and answering as many calls as you can. Try not to spend too much time making chatting, or you will miss a bunch of sales. Call people back if you missed their call.

This may not apply to you, but don't force other people to do most of the work, while you take it easy. We literally have a video of what you are doing in RideBits all day, every day, and for many months via Microsoft Clarity. It's obvious if you taking long breaks, or doing other stuff when you are supposed to be working.

We are looking closely at revenue per hour, calls per hour, honesty, and reliability as the many factors in determining your pay and schedule. Thank you for all your hard work!

Management reserves the right to make changes anytime and without notice.