

Dispatcher Sales Bonus – Effective 10/1/2021

The total bonus is 2.5% of net revenue booked over the phone in Arizona and Texas for the previous month paid on about the 15th of the next month. Bonuses are only paid when the net revenue in the previous month is over 200K and divided proportionately based on individual sales. Individuals with revenue per hour below \$125/hr averaged over the month will not be eligible for a bonus. Management reserves the right to make changes anytime and without notice.

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. Do not put your name on online reservations, online quotes, or updates unless you entered the credit card. If you entered the card, you must put your name on the reservation. 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. Your portal can be found at <https://www.airportshuttleofphoenix.com/martha/mia/cyndi/sintlaly/stephy/sierra/saron/roxy>

Sales Bonus Example:

If total revenue is \$284,000, cancellations are \$10,000, and chargeback's were \$1,000, and 41.5% was booked over the phone, then net revenue is \$273,000 times 41.5% equals \$113,300, times 2.5% making the total bonus \$2,832.50.

- If Martha's confirmed sales = 13,000, then $13,000 / 113,300 = 11.47\%$ of sales.
 $\$2,832.50 \times 11.47\% = \324.88 and Revenue Per Hour = \$227 => Qualified
- If Mia's confirmed sales = 34,000, then $34,000 / 113,300 = 30.00\%$ sales.
 $\$2,832.50 \times 30.00\% = \849.75 and Revenue Per Hour = \$132 => Qualified
- If Cyndi's confirmed sales = 26,000, then $26,000 / 113,300 = 22.94\%$ of sales.
 $\$2,832.50 \times 22.94\% = \649.77 and Revenue Per Hour = \$132 => Qualified
- If Saron's confirmed sales = 15,000, then $15,000 / 113,300 = 13.24\%$ of sales.
 $\$2,832.50 \times 13.24\% = \375.02 and Revenue Per Hour = \$140 => Qualified
- If X's confirmed sales = 7,000, then $7,000 / 113,300 = 6.18\%$ of sales.
 $\$2,832.50 \times 6.18\% = \175.04 and Revenue Per Hour = \$100 => Not Qualified
- If Y's confirmed sales = 2,500, then $2,500 / 113,300 = 2.20\%$ of sales.
 $\$2,832.50 \times 2.20\% = \62.31 and Revenue Per Hour = \$79 => Not Qualified

Barbara and Chuck don't do sales, so they are not eligible for a sales bonus. Their bonus is based on not blocking the schedule, not cancelling trips, or sending Lyfts. So book everything that isn't blocked in the software; do not ask permission from Chuck, Barbara, Amanda, Daniel or Maggie to book a shuttle or taxi. Don't answer calls from Chuck, Barbara, or respond to their texts. 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 both Chuck and Barbara in a group text for Arizona or Amanda for Texas. If they say anything negative to you, tell them you are not allowed to talk to them. Your job is to make reservations, not listen to complaining.

Daniel, Maggie and Amanda do sales and don't get paid for it, so if they have to take your calls, do your work or make sales, they will reduce the total bonus proportionately. If you no longer work for us, you must return the company cell phone before receiving any bonuses.

\$10,000 per day in revenue times 30 days is \$300,000. This is the minimum average amount we should be booking everyday including Saturdays and Sundays. Attendance is very important, if you don't want us to hire more people, make sure you are on time, not taking days off, on the phone and answering as many calls as you can. Try not to spend too much time making quotes, or you will miss a bunch of sales. Call people back if you missed their call. We are looking closely at revenue per hour, calls per hour, honesty and reliability as the many factors in determining your pay and schedule. If we can consistently hit \$300,000 in net sales every month, we will increase everyone's hourly to \$15 plus the sales bonus. Thank you for all your hard work!