

# Household Goods Van Operator Incentive Award Program

Effective for January 1, 2013  
To be awarded – January 20, 2014  
Revised 1-15-13

The *Household Goods Van Operator Incentive Program* has been established to recognize the Household Goods Van Operator for excellence in service to our customers and to the continuing positive reputation of Planes Companies.

Household Goods Van Operators are measured in three (3) important categories that influence recognition and awards in the industry – Customer Service, Safety, and Claims.

For Inclusion in the Household Goods Van Operator Incentive Program, the van operator must meet ALL of the following criteria:

- 1) Applies to ALL Continental, Master Lease and Local Household Goods Van Operators with a minimum household goods linehaul of \$100,000.00 hauled as a Planes Contractor.
  - a) Qualification will be based solely on Planes/Stacey household goods linehaul, and will not include linehaul that Van Operator accrued while under contract for another United/Mayflower agency.
- 2) Van Operator must be under contract with any branch of Planes/Stacey Moving & Storage as a United/Mayflower qualified through the time the award is given.
- 3) Period of Measurement is defined as a calendar year, beginning January 1 and ending December 31.
- 4) Must meet minimum requirements in two (2) out of three (3) measurement categories to qualify for an award.
- 5) Must comply with all rules, regulations and policies defined by the Department of Transportation, Federal Transportation Laws, United/Mayflower, and Planes/Stacey as they relate to Van Operator responsibilities.

Areas of Measurement:

1. Customer Service Survey Requirement:
  - a. Minimum number of 30 total surveys (United/Mayflower, Cartus, Altair, Military and Planes/Stacey combined) or a minimum of 14 United/Mayflower surveys submitted.
  - b. Minimum overall quality score of 9.2.
2. Safety Requirement:
  - a. Minimum SPR of 50,000
    - i. Van Operators with an SPR lower than 50,000, but who have NO SAFETY VIOLATIONS, may be given consideration.
  - b. No more than seven (7) late logs.
3. Claims Requirement:
  - a. .75 or less Claims Liability Percentage at the end of the calendar year.

Award:

- 1) Van Operators qualifying in all three (3) measurement categories at the end of the calendar year will be awarded **1.5%** of their total net distributable United/Mayflower linehaul earned during that calendar year.
- 2) Van Operators qualifying in two (2) measurement categories at the end of the calendar year will be awarded **1%** of their total net distributable United/Mayflower linehaul earned during that calendar year.
- 3) **BONUS – CUSTOMER SERVICE:** Van Operators will earn the following Customer Service Bonus Award if they meet the criteria for inclusion in the incentive program and have 30% or greater of their hauled UVL/MTI shipments in Cartus, Altair, Military or UVL or MTI surveys returned with a minimum overall quality score of 9.2 will earn \$1000 award.
- 4) **BONUS – CLAIMS:** Van Operators will earn the following Claim Bonus Award if they meet the criteria for inclusion in the incentive program and have ZERO claims liability will earn \$1000 award. If they meet the criteria for inclusion in the incentive program and have 0.01 to 0.50 claims liability will earn a \$500 award.
- 5) **BONUS – SAFETY:** Van Operators will earn the following Safety Bonus Award if they meet the criteria for inclusion in the incentive program and have ZERO late logs and ZERO safety infractions and 50,000 or greater SPR will earn \$1,000 award. If they meet the criteria for inclusion in the incentive and have ZERO late logs and ZERO safety infractions with an SPR lower than 50,000 they will be given consideration for a \$500 award.

