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## Operations Update June 2012

### New Position for Service Delivery Professionals and Compensation Model Update

Greetings to all AmeriFleet Employees,

2012 is a very exciting year for AmeriFleet Transportation. As we continue to provide the highest class of service to our client partners through your efforts, commitment and dedication, we are excited to announce the advancement of our most critical component – you. As the only All-Employee company in the Corporate Fleet Transportation marketplace, we want to invest more in our people – allowing for a more strategic advantage. We want to retain and attract the best employees in the world and you are a part of that!

Effective July 1, all current active Service Delivery Professionals (SDP) will become **AmeriFleet Field Customer Service Representatives (FCSR)**. Additionally, our compensation model for all Over-the-Road Field Customer Service Representatives will be ENHANCED AND IMPROVED – for the better.

Some benefits our employees will continue to share in following these enhancements are:

- 401K Participation
- Discounted Health and Life Insurance
- Weekly Payroll
- Employee Assistance Plan
- Work Schedule Flexibility

To answer some of the questions that come along with the advances AmeriFleet is making, please read through the following FAQ's and always contact your manager with any questions or concerns you may have.

### Frequently Asked Questions

#### 1) Why are we changing the job title from Service Delivery Professionals (SDPs)?

In order to properly reflect the job and duties of the position, the former SDP title will now be changed to Field Customer Service Representatives (FCSR). The requirements of the current SDP role have become more focused on the customer interactions and experience.

#### 2) Why are we changing the current pay mode?

Our employees have asked for an easier to understand pay model. AmeriFleet is always evaluating our business practices, policies and procedures. As our business model evolves and to ensure we are in

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alignment with our outside market forces we believe this change further increases our strategic advantage over the competition. AmeriFleet will retain and attract the best workforce in the industry.

### **3) How is the current pay model changing?**

Over the Road FCSR (Field Customer Service Representatives) will be compensated in payroll according to the distance a vehicle is being moved from the pick-up to delivery, based on the class of vehicle. The new rates are designed to provide an easier to understand pay model for all FCSR's. All earnings will continue to be paid through payroll.

All expenses will be reimbursed and balanced to cover all of your approved and authorized expenses. The compensation table is available for viewing at any time. Contact your Regional Manager or go to our Payroll site ([www.paylocity.com](http://www.paylocity.com))

### **4) Will Expense Funds still be provided for Fuel, Overnight Stays, and Travel Costs?**

Yes. A pre-determined amount of expense funds will be pre-loaded and will be reconciled at the conclusion of the job. All money advanced must have a receipt. Any funds not used must be returned to the company or will be balanced against the next advance load. **EXAMPLE: IF you are provided \$100 for expenses and only provide \$80 of receipts for authorized/approved expenses, we will deduct \$20 from the next advance load. Expense Funds are property of AmeriFleet and are not to be used for personal use or anything other than authorized expenses.** All authorized expenses will be covered at 100%.

### **5) Will we continue to advance expense funds utilizing the Comdata card?**

Yes, we will continue to load advance expense money on the driver's Comdata card. All expense funds will be balanced against all valid receipts. All Advanced expense funds must be returned to the company if not used.

### **6) Will FCSR be reimbursed for expenses to get to the next run?**

Yes. All authorized/approved expenses will be reimbursed with valid receipts. All FCSR's will be reimbursed for expenses related to commuting to the next run they have accepted been assigned to and.

### **7) What if the FCSR completes a move, and after being offered a new assignment they decide not to take that assignment, what expenses will be covered?**

If FCSR is offered an assignment and elects not to perform the work, they are considered "non-engaged" and the drivers are responsible for their own expenses.

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**8) Is an OTR FCSR paid to move between jobs?**

FCSR's moving between jobs are considered to be in a commute status. No pay is provided for commuting to the next run. This commute time is non-compensated time, all authorized/approved expenses with receipts will be covered to FCSR. The job starts when the FCSR arrives at the Pick Up location and ends at the delivery location. Any expenses will be reimbursed utilizing the Comdata card (As a reminder of what is loaded on their Comdata card see FAQ Question # 4).

**9) When a FCSR is at a remote location and they are leaving a hotel or home to go to a pick-up point do we pay their travel time to the pick-up point?**

No, we would not pay a FCSR to travel from a motel or home to a pick-up point as this is considered "commute time" to the job. We would, under these circumstances, cover any authorized/approved expenses that would be required to get the FCSR from the motel to the pick-up point. A good analogy would be that we do not pay an employee to "commute" from their home to the office every day and the same principal would apply in this circumstance.

**10) What happens if I spent more money than I was given in the advance expense load?**

In the event you have authorized/approved expenses with receipts that exceed the amount of money you were advanced, we will reimburse you for 100% of your authorized/approved expenses. If you require additional funds, you must request an additional load from your dispatcher.

**11) Will we continue to follow all DOT regulations?**

Yes, at AmeriFleet safety is one of the most important values of our culture and we will continue to lead the industry with world class safety measures for our employees and customers.

**12) Will FCSR's be required to track all of their on duty hours?**

Yes, all FCSR hours must be tracked daily. FCSR's will be required to track their hours on an updated on a weekly time sheet provided by AmeriFleet. All FCSR's will be required to use this time sheet form.



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**13) Will FCSR's continue to be paid for Downtime when they are waiting for services to be completed on their assigned vehicle?**

Yes, FCSR's will be required to record and report any downtime they incur. The FCSR must engage a member of the dispatch operations team when the downtime begins and ends so that our clients can be made aware of any service issues, delays or associated charges they may incur from such. Downtime hours will be required to be noted and authorized in each specific order by a Dispatch Operations team member so that it can be compared to the Expense/Mileage/Hour sheet the FCSR submits at the end of the assignment and hours submitted for payroll. The Down-Time Pay rate for an FCSR can be found on the payroll site – [www.paylocity.com](http://www.paylocity.com) or by contacting their regional manager.

**14) How often will FCSR's be paid?**

The AmeriFleet payroll week runs from Sunday 12:00 AM to Saturday 11:59PM. All miles driven and downtime hours reported during the time period will be submitted for payroll processing on the Monday immediately following the end of the pay period. All compensated miles or down time hours must be reported by 10 AM EST Monday morning to be paid the Friday immediately following the payroll submission.

**15) Will the current Safety and Customer Service Bonus program change? How is the bonus rate determined?**

All FCSR's active with AmeriFleet for one year or more are entered into the annual Safety and Customer Service bonus award program. Details on the bonus rate structure can be found on the FCSR Portal ([www.amerifleet.com/sdp](http://www.amerifleet.com/sdp)). Rates are determined by the tenure of the FCSR as well as their classification as it relates to active License Class with our DOT Compliance team. All FCSR's who are active members of our DOT A.C.E. program receive additional bonus opportunities. For information on how to become a member of the ACE program, please contact your regional manager or our DOT Safety and Compliance team.

**16) Are there any other changes I need to be aware of?**

As we change the title from Service Delivery Professional to Field Customer Service Representative effective June 17, 2012, we will be updating the employee online portal. Over the next few months, the web address will be changed to [www.amerifleet.com/fcsr](http://www.amerifleet.com/fcsr) and online login information for employees will change as well. All changes will be done with notice and any assistance needed with login information will always be available from any manager.

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