**

***SSC* Monthly Bonus**

**Don’t leave $160 on the table!!!**

**Revision Date** –April 28th, 2014

**Program Coordination**

The Monthly Bonus Plan (MBP) is designed to recognize employees who demonstrate exemplary work performance during the previous month of service on the FedEx SSC Program. Awards will be issued following the end of each calendar month of performance. The bonus is subject to change and/or termination at management discretion and without notice.

**Eligibility**

1. Employee must be actively employed at the time of payout and must have been a production (non-newhire training) employee for the entire month.
2. Progressive documentation issued during the MBP month will eliminate the MBP payout as follows:

a.       Verbal warning. No MBP payout for that MBP month.

b.       Written warning.  No MBP payout for that MBP month and the following MBP month (two months total).

c.       Final warning. No MBP payout for that MBP month, the following MBP Month, and the MBP month after that (three months total).

1. Cannot have more than 8 hours missed scheduled time or more than 3 incidents in the calendar month to qualify for any part of the bonus.
2. **Not currently be on the Grandfathered Incentive Plan**

**Goals for all training agents:**

**Part 1: Attendance = See Chart for Payout**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Tier 1** | **Tier 2** | **Tier 3** | **Tier 4** |
| **Missed Hours** | **0 missed time** | **.01 – 7.99 hrs** | **8.00 hrs** | **>8 hrs** |
| **Incidents** | **0** | **1-2** | **3** | **>4** |
| **Payout** | **$75** | **$40** | **$0** | **Ineligible** |

\* Attendance Payout will default to the most restrictive. For example, an agent with 1 hour absent, but 3 incidents will be paid $0.

**Part 2: Utilization = See Chart for Payout**

|  |  |  |  |
| --- | --- | --- | --- |
| **Category** | **Tier 1** | **Tier 2** | **Tier 3** |
| **Utilization** | **≥ 50%** | **40% - 49.99%** | **<40%** |
| **Payout** | **$50** | **$30** | **$0** |

**Part 3: Contact Calls = See Chart for Payout**

|  |  |
| --- | --- |
| **Contact Calls** | **Per Call Made** |
|  |  |
| **Payout** | **$0.10/CC** |

\*All metrics are subject to change by the sole discretion of Harte Hanks/FedEx Management

**Payout**   
Bonus is paid according to performance in that month. **Maximum payout is $160**

**Recognition**

All FedEx SSC agents who are not currently receiving the “Grandfathered Incentive” and meet the above conditions will receive the designated Bonus amount added to their paycheck.

**Definitions**

1. **Attendance** is determined by the cumulative total of Exception Points and hours based on the Harte-Hanks attendance policy.
2. **Quality** is determined by the average of all the evaluations for the agent in NICE for the month.
3. **Nexus Bill Through** is determined by the sum of all billable Nexus Time Log entries for the month divided by the total amount of staffed time. Data Source is the FedEx SSC Nexus Bill Through Report.
4. **Utilization** is determined by the sum of the Agents talk time for the month divided by total staffed time. Data Source is the FedEx SSC Call and AAUX Report.
5. **CMS Bill Through** is determined by the sum of all billable Nexus Time Log entries for the month divided by the total amount of staffed time. Data Source is the FedEx SSC Call and AUX Report
6. **Incentive Trainings** data source is determined by the Nexus Time Log entries for the month.
7. **Nexus Audit Errors** are the sum of all errors obtained from the weekly Nexus audits for the month.
8. **Contact Calls** are defined as calls made to customers to arrange for trainings on a future date and are tracked by the Agent Scorecard
9. **Grandfathered Incentive** is the previous incentive offered on FedEx SSC that eligible agents are still enrolled in.

**Goals Team Lead agents:**

Tier 1: Perfect Attendance $100.00

Tier 2: any time missed for attendance $0

\*Team Leads are also held to the Eligibility Requirements stated above as well as grandfathered incentive.

**Any aspect of this bonus including, but not limited to metrics, bonus distribution, and compensation are subject to change at any time by the sole discretion of Harte Hanks Management.**