

Driver Incentive Factor Setup and Reporting

Last Modified on 09/04/2026 3:11 pm PDT

Pathway: Setup > Operations > Driver Incentive Factor

The **Driver Incentive Factor Setup** screen allows companies to define and manage bonus structures that reward drivers for accuracy when completing work orders and routes. Bonuses are calculated automatically based on each driver's accuracy and assigned according to the configured incentive tiers.

DRIVER INCENTIVE FACTOR SETUP					
+ SERVICE CODE All		SHOW INACTIVE		Search	
SERVICE CODE	TRUCK TYPE	EFFECTIVE DATE	SERVICE LEVEL FACTOR	TRUCK TYPE FACTOR	HELPER FACTOR
2 Yard Service	Automated Sideload	Tue Dec 31 2019 18:00:00 GMT-0600 (Central Standard Time)	600%	210%	-50%
2 Yard Trash Service ---h	Automated Sideload	Tue Dec 31 2019 18:00:00 GMT-0600 (Central Standard Time)	600%	210%	-50%
4 Yard Trash Service	Automated Sideload	Tue Dec 31 2019 18:00:00 GMT-0600 (Central Standard Time)	800%	210%	-50%
6 Yard Trash Service	Automated Sideload	Tue Dec 31 2019 18:00:00 GMT-0600 (Central Standard Time)	1000%	210%	-50%
8 Yard Trash Service	Automated Sideload	Tue Dec 31 2019 18:00:00 GMT-0600 (Central Standard Time)	1200%	210%	-50%
2 Yard Trash Service ---h	Frontload	Sun May 31 2026 19:00:00 GMT-0500 (Central Daylight Time)	600%	175%	-50%

Add Driver Incentive Factor

For each service code and truck type combination, create a driver incentive factor that can be used by the system to calculate driver incentives.

DRIVER INCENTIVE FACTOR SETUP

+ SERVICE CODE All SHOW INACTIVE

SERVICE CODE	TRUCK TYPE	EFFECTIVE DATE	SERVICE LEVEL FACTOR	TRUCK TYPE FACTOR
2 Yard Service	Automated Sideload	Tue Dec 31 2019 18:00:00 GMT-0600 (Central Standard Time)	600%	210%
2 Yard Trash Service ---h	Automated Sideload	Tue Dec 31 2019 18:00:00 GMT-0600 (Central Standard Time)	600%	210%
4 Yard Trash Service			100%	210%
6 Yard Trash Service			100%	210%
8 Yard Trash Service			100%	210%
2 Yard Trash Service ---h			100%	175%

ADD DRIVER INCENTIVE FACTOR

SERVICE CODE

TRUCK TYPE

EFFECTIVE DATE

SERVICE LEVEL FACTOR

TRUCK TYPE FACTOR

HELPER FACTOR

SAVE

Add New Incentive Factor

1. Select the **Service Code** this incentive applies to (*required*).
A **Service Code** can be used multiple times if different driver incentive combinations are configured for that service.
2. Select the **Truck Type** this incentive applies to.
A **Truck Type** can be used multiple times if different driver incentive combinations are configured for that truck type.

3. Enter the **Effective Date** to specify when the driver incentive becomes active and eligible for incentive calculations (*required*).
4. Enter the **Service Level Factor** to assign the incentive value for this service. In general, services that require more time, effort, or complexity should be assigned a higher factor (*required*).
 - *The factor is entered as a percentage and converted to a multiplier for the calculation. Higher values increase the incentive units earned for the associated service.*

Example:

 - 100% = 1.0 multiplier
 - 600% = 6.0 multiplier
 - 1200% = 12.0 multiplier
5. Enter the **Truck Type Factor** to assign the incentive value for the selected truck type.

Similar to the Service Level Factor, truck types that are more complex or require additional effort to service stops should be assigned a higher factor.
6. Enter the **Helper Factor** to adjust the incentive calculation when one or more helpers are assigned to the route.

This factor reduces the driver's incentive to account for assistance provided by helpers and is only applied when helpers are present.

 - *Example: To reduce the driver's incentive by 50% (assuming the helper is performing approximately half of the work), enter -50%.*

Additional Setup

The following screens serve as supporting components of the driver incentive calculation process. While no additional incentive-specific configuration is required on these screens, they establish the relationships between service codes, truck types, trucks, routes, and helpers that the system uses when calculating incentives.

Screen names are hyperlinks that open the associated documentation in a new tab.

Setup Screen	Purpose
Truck Type Setup	Truck Types are used as selectable values on the Driver Incentive Factor screen. The available options are populated from active Truck Types configured in Truck Type Setup.
Truck Setup	Truck Types are assigned to trucks, and trucks are assigned to routes. For a truck's services to be included in driver incentive calculations, the truck must be assigned a Truck Type that has been configured in a Driver Incentive Factor combination.
Service Code Setup	Service Codes are one of the key components used to create Driver Incentive Factors. They identify the type of service being performed and, when combined with Truck Types and other factors, determine how driver incentives are calculated.

Reason Code Setup

If a driver selects a Downtime Reason Code where **Is Incident** is set to "Yes", then the driver becomes ineligible for incentives for that day and will not receive incentive payout. See below on how to exclude downtime from incentive calculations.

Exclude Downtime from Incentive Calculations

In the [Reason Code Setup](#), the **Is Incident** field is only available for Reason Codes where Type is **Downtime**. When a driver selects a Reason Code that has **Is Incident** set to **Yes**, the driver becomes ineligible for incentives for that day and will receive no incentive payout. Common examples of incidents that may disqualify a driver include accidents, traffic violations, and other driver-at-fault events.

To exclude downtime from incentive calculations, set the **Is Incident** field to "No".

The screenshot displays the 'REASON CODE SETUP' interface. A modal window titled 'ADD REASON CODE' is open, showing fields for configuring a new reason code. The 'TYPE' field is set to 'Downtime'. The 'IS INCIDENT' field is highlighted with a red box and set to 'Yes'. Other fields include 'ID', 'NAME', 'EXTERNAL ID', 'DISPLAY IN MOBILE' (set to 'No'), 'LINE OF BUSINESS' (set to 'test'), and 'ACTIVE' (set to 'Yes'). A 'TRANSLATE' button is visible next to the 'NAME' field. The background shows a table with columns for 'TYPE', 'LINE OF BUSINESS', 'NAME', 'EXTERNAL ID', 'SALES REPORT TYPE', 'IS NEW OWNER', 'IS OLD OWNER', 'APPLY 1085 RULE', 'EXCLUDE FROM 1085', 'EXCLUDE FROM COMMISSION', 'ENABLE TEMPORARY SERVICE', and 'ENABLE VENDOR'.

Driver Incentive Reporting

Reporting on Driver Incentive data is provided in the [Database Query](#) tool. The Driver Incentive reports (accessed as Entities in the Database Query tool) split operational auditing into two distinct layers: a high-level Summary View to track consolidated driver performance metrics across distance tiers, and a granular Detail View providing a line-by-line work order ledger.

The below information explains the purpose of each report and details about each display field. To learn how to use the Database Query tool, reference [Database Query](#) article.

Driver Incentive Summary

This report groups completed operational stops by route, vehicle type, and distance bucket. It aggregates raw

distance calculations and work hours to provide a clean overview of total productivity and consolidated incentive scoring for payroll and operational efficiency reviews.

Database Query

SAVED QUERY

NEW

UPDATE

SAVE AS

RUN

ENTITIES

Driver Incentive Summary

LIMIT / SORT

DISPLAY FIELDS

45 records

ENTITY	SEQ	FIELD	ALIAS
Driver Incentive...	1	Distance Bucket	
Driver Incentive...	2	Driver Id	
Driver Incentive...	3	Driver Name	
Driver Incentive...	4	Hours Worked Total	
Driver Incentive...	5	Incentive Score Total	
Driver Incentive...	6	Route Id	
Driver Incentive...	7	Route Name	
Driver Incentive...	8	Service Date	
Driver Incentive...	9	Service Type	
Driver Incentive...	10	Stops Serviced	
Driver Incentive...	11	Total Distance Ft	
Driver Incentive...	12	Truck Name	
Driver Incentive...	13	Truck Type	

DISTANCE BUCKET	DRIVER ID	DRIVER NAME	HOURS WORKED TOTAL	INCENTIVE SCORE TOTAL	ROUTE ID	ROUTE NAM...	SERVICE DATE	SERVICE TYPE	STOPS SERVICED	TOTAL DISTANCE FT	TRUCK NAME	TRUCK TYPE
B1	3778	Juan Esqueda	12		1024	COR 301	09/02/2022	15 Yard Open Top Service	2	117.04		759
B4	3778	Juan Esqueda	12		1024	COR 301	09/02/2022	40 Yard Open Top Service	3	88,793.19999999997		759
B4	3778	Juan Esqueda	12		1024	COR 301	09/02/2022	42 Yard Compactor Service	1	3,115.2		759
B1	3778	Juan Esqueda	12		1024	COR 301	09/02/2022	35 Yard Compactor Service	1	191.56		759
B1	3778	Juan Esqueda	12		1024	COR 301	09/02/2022	40 Yard Open Top Service	1	20.32		759
B4	36	Ed Sulek	12.966666		1091	DAY-601	03/04/2026	Regulated Medical Waste Service	2	4,905,632.330000000261	MED 6001	
B4	36	Ed Sulek	0.55		1091	DAY-601	07/16/2026	Medical Waste - WQ Mln when completed	1	2,468,680.60000000093	MED 6001	
B4	5	Allena Somers	9		1059	HOU 101	10/31/2023	RS BULK SERVICE	3	17,320,948.64999999851	3002	
B4	5	Allena Somers	10		1059	HOU 101	04/02/2025	RS BULK SERVICE	8	276,222,040.72000002861	905	
B4	36	Ed Sulek	6.233333	0	1085	HOU 206	03/03/2026	8 Yard Trash Service	2	13,896,490.82000000298	2005	
B4	36	Ed Sulek	0.316666	0	1085	HOU 206	03/05/2026	6 Yard Trash Service	1	6,914,496.910000000149	2004	
B1	36	Ed Sulek	0.316666	75.6	1085	HOU 206	03/05/2026	8 Yard Trash Service	3	336.62	2004	
B4	36	Ed Sulek	9	0	1085	HOU 206	04/20/2026	8 Yard Trash Service	1	6,954,614.849999999627	2005	
B4	36	Ed Sulek	0.316666	0	1085	HOU 206	06/09/2026	4 Yard Trash Service	1	6,918,780.679999999702	2005	
B4	36	Ed Sulek	0.55		1085	HOU 206	07/16/2026	3 Yard Trash Service	1	6,925,556.759999999776	2005	
B4	36	Ed Sulek	0.55	0	1085	HOU 206	07/16/2026	8 Yard Trash Service	1	6,933,556.540000000037	2005	
B4	36	Ed Sulek	0.55	0	1085	HOU 206	07/16/2026	8 Yard Trash Service	1	6,979,798.669999999925	MED 6001	
B1	36	Ed Sulek	0.316666	16.8	1085	HOU 206	03/05/2026	4 Yard Trash Service	1	173.91	2004	
B2	36	Ed Sulek	0.316666	18.9	1085	HOU 206	03/05/2026	8 Yard Trash Service	1	371.49	2004	

Pathway: Database > Database Query

Display Field Descriptions

Display Field	Description
Driver ID	The system's unique identification number for the driver.
Driver Name	The full name of the vehicle operator.
Service Date	The scheduled calendar date the routes were executed.
Route Name	The designated name or number assigned to the service route.
Truck Name	The truck identifier/unit number used to complete the route.
Truck Type	The classification group of the vehicle.
Service Type	The service code text descriptor associated with the work.
Distance Bucket	Categorization based on stop accuracy: - B1 = ≤ 250ft - B2 = ≤ 500ft - B3 = ≤ 1000ft - B4 = > 1000ft or missing coordinates
Stops Serviced	Total count of unique work orders completed within that distance tier.
Total Distance Ft	The exact sum of calculated distances (in feet) between target sites and completion locations.
Hours Worked Total	Total logged payroll hours for the driver on that service date.

Incentive Score Total

The final accumulated incentive performance score.

Driver Incentive Detail

This report contains a line-by-line breakdown of every work order feeding into the summary report and includes tracking elements like timestamps, geo-coordinates, helper assignments, and stop-level distance audits.

Database Query

SAVED QUERY

NEW | UPDATE | SAVE AS

IMPORT

Driver Incentive Detail

IMPORT FILE

Display Only

Display Only

ENTITY

SEQ

FIELD

ALIAS

DESCRIPTION

Driver Incentive...

1

Account ID

Driver Incentive...

2

Account Name

Driver Incentive...

3

Distance Bucket

Driver Incentive...

4

Distance P1

Driver Incentive...

5

Distance Grade P1

Driver Incentive...

6

Distance Incident

Driver Incentive...

7

Driver ID

Driver Incentive...

8

Driver Name

Driver Incentive...

9

Equipment ID

Driver Incentive...

10

Equipment Name

Driver Incentive...

11

Helper Factor

Driver Incentive...

12

Helper Used

Driver Incentive...

13

Hour Worked

Driver Incentive...

14

Incentive Effective Date

Driver Incentive...

15

Incentive Score

Driver Incentive...

16

Route ID

Driver Incentive...

17

Route Name

Driver Incentive...

18

Route Status

Driver Incentive...

19

Service Address Line1

Driver Incentive...

20

Service Address Line2

Driver Incentive...

21

Service City

Driver Incentive...

22

Service Code ID

Driver Incentive...

23

Service Code Name

Driver Incentive...

24

Service Completion Date/Time

Driver Incentive...

25

Service Completion Latitude

Driver Incentive...

26

Service Completion Longitude

Driver Incentive...

27

Service Date

Driver Incentive...

28

Service Level Factor

Driver Incentive...

29

Service Point Latitude

Driver Incentive...

30

Service Point Longitude

Driver Incentive...

31

Service Routecode

Driver Incentive...

32

Service State

Driver Incentive...

33

Site ID

Driver Incentive...

34

Site Latitude

Driver Incentive...

35

Site Longitude

Driver Incentive...

36

Status Completed Timestamp

Driver Incentive...

37

Status Completed User ID

Driver Incentive...

38

Status In Progress Timestamp

Driver Incentive...

39

Status In Progress User ID

Driver Incentive...

40

Truck ID

Driver Incentive...

41

Truck Name

Driver Incentive...

42

Truck Type

Driver Incentive...

43

Truck Type Factor

Driver Incentive...

44

Work Order Number

Driver Incentive...

45

Year Month

Database Query

Driver Incentive Detail Results - 18/04/2020 12:41:28 pm

Driver Incentive Detail Results - 18/04/2020 12:46:17 pm

34 records

ACCOUNT ID

ACCOUNT NAME

DISTANCE BUCKET

DISTANCE P1

DISTANCE GRADE P1

DISTANCE INCIDENT

DRIVER ID

DRIVER NAME

HELPER FACTOR

HELPER USED

HOURS WORKED

INCENTIVE EFFECTIVE DATE

INCENTIVE SCORE

ROUTE ID

ROUTE NAME

ROUTE STATUS

40196

HALLA

81

158.97

1

No

36

Ed Sula

0.5

No

6.316666

1/31/2019 12:00:00 AM

25.2

1085

HOU-206

Completed

40079

ROADRUNNER RECYCLING

84

26,456.029999999999

0

No

36

Ed Sula

0.5

No

6.316666

1/31/2019 12:00:00 AM

0

1085

HOU-206

Completed

40070

Starbucks

84

15,141.799999999999

0

No

36

Ed Sula

0.5

No

6.316666

1/31/2019 12:00:00 AM

12.6

1085

HOU-206

Completed

40078

ROADRUNNER RECYCLING

81

78.21

1

No

36

Ed Sula

0.5

No

6.316666

1/31/2019 12:00:00 AM

18.9

1085

HOU-206

Completed

41005

SOD Investments

84

6,592.4621330000000001

0

No

36

Ed Sula

0.5

No

6.316666

1/31/2019 12:00:00 AM

0

1085

HOU-206

Completed

40079

HALLA

81

87.88

1

No

36

Ed Sula

0.5

No

6.316666

1/31/2019 12:00:00 AM

25.2

1085

HOU-206

Completed

40079

Apple Music Store

81

113.91

1

No

36

Ed Sula

0.5

No

6.316666

1/31/2019 12:00:00 AM

18.8

1085

HOU-206

Completed

40628

Alamo Drafthouse Cinema Downtown Los Angeles

84

6,223.596

0

No

5

Aleena Somers

0.5

No

7.283333

9/5/1/2024 12:00:00 AM

0

1104

LA-103

Completed

40689

Staples Center

84

6,226.4701800000000002

0

No

5

Aleena Somers

0.5

No

7.283333

9/5/1/2024 12:00:00 AM

0

1104

LA-103

Completed

41082

ROADRUNNER RECYCLING

84

6,914.4961910000000000

0

No

36

Ed Sula

0.5

No

6.316666

1/31/2019 12:00:00 AM

0

1085

HOU-206

Completed

40932

All Thai Shabu

84

6,181.2631230000000000

0

No

5

Aleena Somers

0.5

No

7.283333

1/31/2019 12:00:00 AM

0

1104

LA-103

Completed

40616

Harold's Sports Bar

84

6,186.123

0

No

5

Aleena Somers

0.5

No

7.283333

9/5/1/2024 12:00:00 AM

0

1104

LA-103

Completed

41082

ROADRUNNER RECYCLING

81

88.77

1

No

36

Ed Sula

0.5

No

6.316666

1/31/2019 12:00:00 AM

25.2

1085

HOU-206

Completed

40676

Hong Kong Cafe

84

6,188.8211800000000000

0

No

5

Aleena Somers

0.5

No

7.283333

1/31/2019 12:00:00 AM

0

1104

LA-103

Completed

40526

Katy's Chinese Kitchen and Bar

84

6,162.1161200000000000

0

No

5

Aleena Somers

0.5

No

7.283333

9/5/1/2024 12:00:00 AM

0

1104

LA-103

Completed

40655

Mother Wolf

84

6,192.3451700000000000

0

No

5

Aleena Somers

0.5

No

7.283333

1/31/2019 12:00:00 AM

0

1104

LA-103

Completed

40124

Roberts, Carl

81

0

1

No

5

Aleena Somers

0.5

No

7.283333

9/5/1/2024 12:00:00 AM

0

1087

LA-101

Completed

40655

All Time

84

6,214.8791200000000000

0

No

5

Aleena Somers

0.5

No

7.283333

9/5/1/2024 12:00:00 AM

0

1104

LA-103

Completed

40666

Routing Test 1

84

6,227.8251200000000000

0

No

5

Aleena Somers

0.5

No

7.283333

9/5/1/2024 12:00:00 AM

0

1104

LA-103

Completed

40655

Mother Wolf

84

6,192.3451700000000000

0

No

5

Aleena Somers

0.5

No

7.283333

9/5/1/2024 12:00:00 AM

0

1104

LA-103

Completed

40689

Staples Center

84

6,226.4701800000000000

0

No

5

Aleena Somers

0.5

No

7.283333

9/5/1/2024 12:00:00 AM

0

1104

LA-103

Completed

40330

AVGSL LLC

81

68.31

1

No

3778

Juan Encasada

0.5

No

12

1/31/2019 12:00:00 AM

0

1024

COA-301

Completed

40386

Luz's Diner

84

6,183.4651200000000000

0

No

5

Aleena Somers

0.5

No

7.283333

9/5/1/2024 12:00:00 AM

0

1104

LA-103

Completed

40619

Charlie's Thai

84

6,162.5871000000000000

0

No

5

Aleena Somers

0.5

No

7.283333

9/5/1/2024 12:00:00 AM

0

1104

LA-103

Completed

40625

Moments, Val

83

663.15

0.5

No

5

Aleena Somers

0.5

No

18

1/31/2019 12:00:00 AM

0

1087

LA-101

Completed

40132

Caribou Coffee

84

33,537.6111910000000000

0

No

5

Aleena Somers

0.5

No

18

1/31/2019 12:00:00 AM

0

1087

LA-101

Completed

40215

VetMed Associates

84

32,228.2651200000000000

0

No

5

Aleena Somers

0.5

No

18

1/31/2019 12:00:00 AM

0

1087

LA-101

Completed

40610

Liberty Hospital

84

2,457.4761200000000000

0

No

36

Ed Sula

0.5

No

12.966666

1/31/2019 12:00:00 AM

0

1081

DAV-601

Completed

40619

AMERICAN ABATEMENT

84

28,805.919999999999

0

No

3778

Juan Encasada

0.5

No

12

1/31/2019 12:00:00 AM

0

1024

COA-301

Completed

40688

Aspen's Adult Cafe

84

6,186.2861700000000000

0

No

5

Aleena Somers

0.5

No

7.283333

9/5/1/2024 12:00:00 AM

0

1104

LA-103

Completed

40111

Philly's Pies Restaurant & Bakery

84

6,194.8011230000000000

0

No

5

Aleena Somers

0.5

No

7.283333

9/5/1/2024 12:00:00 AM

0

1104

LA-103

Completed

31484

BARTLETT COOKS GENERAL CONTRACTORS

84

157,865.51900000000000

0

No

3778

Juan Encasada

0.5

No

12

1/31/2019 12:00:00 AM

0

1024

COA-301

Completed

SEARCH

SEARCH

SERVICE CODE NAME

SERVICE COMPLETION DATE/TIME

STATUS

8 Year Trach Service

09/05/2024 4:15:12 PM

29.29

2 Year Trach Service --h

09/05/2024 1:02:15 PM

29.64

3 Year Trach Service

09/05/2024 4:11:23 PM

29.71

2 Year Trach Service --h

09/05/2024 7:45:04 AM

29.71

8 Year Trach Service

09/05/2024 3:36:25 PM

29.71

6 Year Trach Service

09/05/2024 2:21:17 PM

29.73

8 Year Trach Service

09/05/2024 12:17:41 PM

29.82

4 Year Trach Service

09/05/2024 2:30:29 PM

29.88

2 Year Trach Service --h

09/05/2024 2:47:54 PM

45.27

3 Year Trach Service

09/05/2024 2:48:04 PM

45.27

6 Year Trach Service

09/05/2024 12:00:12 PM

39.71

6 Year Trach Service

09/05/2024 10:18:17 AM

45.27

6 Year Trach Service

09/05/2024 2:47:53 PM

45.27

3 Year Trach Service --h

09/05/2024 12:17:58 PM

45.27

8 Year Trach Service

09/05/2024 12:15:34 PM

29.64

3 Year Trach Service

09/05/2024 2:47:53 PM

45.27

3 Year Trach Service

09/05/2024 12:17:48 PM

45.27

3 Year Trach Service

09/05/2024 2:48:08 PM

45.27

2 Year Trach Service --h

09/05/2024 10:17:07 AM

45.27

40 Year Open Top Service

09/05/2022 2:12:25 PM

27.88

3 Year Trach Service --h

09/05/2024 2:48:08 PM

45.27

Track Ser: --h Galton Cart

09/06/2025 1:08:04 PM

45.27

4 Year Trach Service

09/05/2025 10:38:30 AM

0

Track Ser: --h Galton Cart

09/06/2025 1:05:05 AM

0

Regulated Medical Waste Service

09/04/2024 12:08:31 PM

39.71

40 Year Open Top Service

09/05/2022 9:42:44 AM

27.88

3 Year Trach Service

09/05/2024 2:47:55 PM

45.27

35 Year Compactor Service

09/05/2022 4:48:14 PM

27.88

3 Year Trach Service

09/05/2024 2:48:10 PM

45.27

15 Year Open Top Service

09/05/2022 2:12:24 PM

27.88

Pathway: Database > Database Query

Display Field Descriptions

Display Field	Description
Work Order Number	The unique tracking number for this specific dispatch job.
Service Date	The scheduled calendar date the stop was processed.
Year Month	Format YYYY-MM derived from the service date for easy monthly sorting.
Route Name	The designation code of the assigned route.
Route Status	The state of the overall route.
Downtime Incident	Flags 'Yes' if an incident or delay occurred on this route.
Service Code Name	The text identifier of the operational activity being performed.
Driver ID	The system's unique identification number for the driver.

Driver Name	Full name of the vehicle operator.
Hours Worked	Total calculated payroll hours for the day.
Status In Progress User ID	User ID who marked the work order as "In Progress."
Status In Progress User	Name of the user who moved the order to "In Progress."
Status In Progress Timestamp	System date and time when route work commenced.
Status Completed User Id	User ID who finalized the work order status.
Status Completed Timestamp	System date and time when the stop was submitted completed.
Truck Name	The truck identifier/unit number used to complete the route.
Truck Type	The classification group of the vehicle.
Equipment Id	ID of the container or device assigned to the work order.
Equipment Name	Description of the equipment type.
Account ID	Customer master billing account number.
Account Name	Business name.
Site ID	The location number where service occurred.
Site Name	Descriptive site moniker.
Service Address Line1	Street address block 1 of the service site.
Service Address Line2	Suite, unit, or auxiliary descriptor.
Service City	City associated with the physical service site.
Service State	State or province code.
Service Postalcode	ZIP or postal code.
Site Latitude	Latitude of the site.
Site Longitude	Longitude of the site.
Service Point Latitude	Latitude of the service area.
Service Point Longitude	Longitude of the service area.

Service Completion Datetime	Timestamp when the driver pressed complete.
Service Completion Latitude	Latitude at the moment of completion.
Service Completion Longitude	Longitude at the moment of completion.
Helper Used	Displays “Yes” if an assistant or helper was linked to the route record.
Incentive Effective Date	The date matching the active multipliers, as specified in the Driver Incentive Factor Setup table.
Service Level Factor	Multiplier assigned to the service code.
Truck Type Factor	Multiplier associated with operating that vehicle class.
Helper Factor	Multiplier applied when a helper shares the workload.
Distance Ft	Distance (in feet) between target location and driver GPS completion coordinates.
Distance Bucket	Categorization based on stop accuracy: • B1 = $\leq 250\text{ft}$ • B2 = $\leq 500\text{ft}$ • B3 = $\leq 1000\text{ft}$ • B4 = $> 1000\text{ft}$ or missing coordinates
Distance Grade Pct	Performance ratio • 1.00 for exactness • 0.00 for missing/distant stops
Incentive Score	Calculated performance metric computed as: Distance Grade Pct x Service Level Factor x Truck Type Factor x Helper Factor (if applicable)

Related Articles

[Service Code Setup](#)

[Truck Type Setup](#)

[Reason Code Setup](#)

[Truck Setup](#)

[Database Query Tool](#)

[Database Query - Driver Incentive Summary Reporting](#)

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