

# Driver Incentive Factor (Operations / Setup) - New Setup Screen (20423) [New Feature]

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A new **Driver Incentive Factor Setup** screen has been added to *Setup > Operations*. This screen will allow companies to define and manage bonus structures that reward drivers for accuracy when completing work orders and routes. **This feature currently handles the incentive setup; the reporting and query extraction is planned for an upcoming release.**

As part of this new functionality, the **Add/Edit Reason Code** screen has been updated with a new **Is Incident** field, available for reason codes with a Type of "Downtime."

SERVICE CODE	TRUCK TYPE	EFFECTIVE DATE	SERVICE LEVEL FACTOR	TRUCK TYPE FACTOR	HELPER FACTOR
2 Yard Service	LARGE	Fri Feb 27 2026 18:00:00 GMT-0600 (Central Standa...	1200%	210%	-50%

Pathway: *Setup > Operations > Driver Incentive Factor*