**Driver Cost Share/Fines/Penalties Guidelines**

**Types**

**PEX**

* New Expense Created – Driver created a separate expense item instead of using the auto-generated PEX expense item
* Swapped Expenses – Driver had multiple expenses and put the amount and / or receipt on the wrong PEX expense item
* Incorrect Amount – Driver entered an amount that differs from the actual charge on the PEX expense item
* No Documentation/Prepaid Receipt – Driver did not enter an amount and / or load a picture of the final receipt to the PEX expense item

**Non-PEX**

* Prepaid Receipt – Driver submits prepaid receipt fuel receipt for reimbursement
* Partial Receipt – Entire receipt not captured in photo
* Fraudulent Receipt – Submitting non-trip related receipts (i.e. one found near pump); submitting the same receipt multiple times
* Incorrect Amount – Driver entered an amount that differs from the actual charge on the expense item receipt
* No Documentation – Driver entered an amount but did not load a picture of the receipt to the expense item claimed
* No VIN Scan – Driver failed to scan VIN thus no unit info uploaded to system
* No Paperwork Scan/Upload When Required – Driver failed to upload paperwork as required or unreadable requiring back-end correction
* No Signature Obtained – Driver failed to obtain location signature(s) when required
* Dry Run With No Documentation/Auth – Driver provided no proof unit could not be transported or that permission was obtained prior to Dry Run
* Submission of Receipts/Pictures/Data After Trip Closed by Driver – Driver submits required trip documentation that should have been uploaded in the App while in the trip requiring back-end admin loading \*\*this does not apply when a new release or system glitch is a known issue for the same info
* Pictures; missing, blurred, incomplete
* Odometer entries incorrect
* GPS info missing
* Admin assistance calls/sms due to improper or negligent use of App

**Cost Sharing – Penalties/Fines**

Penalties/fines are meant to attach the costs of correcting data and payments to the driver when drivers input incorrect information which has the effect of impacting their customers. This action is instituted when drivers who have been **WARNED MORE THAN TWO TIMES** about the same incorrect use of the App or data entry/submission issue yet continue to improperly use the App resulting in administrative intervention/correction to which there is a cost to Customer or DRAIVER. The objective of imposing these monetary cost shares is to correct behavior, not become a profit center. If a driver typically submits expenses correctly but has a trip or two where they made some mistake like “fat finger” or transposing numbers; frequently 8 and 0, send them a message explaining what they did wrong and how to do correctly.

We do not want to penalize or fine Drivers to the point where they are aggravated or stop driving. However, expense submission that appear to be fraudulent requires immediate escalation.

The table below shows the infractions detailed above, the amount of the fine and some general guidelines for each. For drivers that continue to make the same errors, please notify appropriate Area Manager so that he or she may determine the next steps.

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| **Infraction** | **Fine** | **Comments** |
| PEX - New Expense | $5.00  | On the 3rd offense, fine the driver. If it continues to happen, notify your supervisor. |
| PEX - Swapped | $5.00  | On the 3rd offense, fine the driver. If it continues to happen, notify your supervisor. |
| Incorrect Amount | $5.00  | On the 3rd offense, fine the driver. If it continues to happen, notify your supervisor. |
| No Documentation | $5.00  | On the 3rd offense, fine the driver. If it continues to happen, notify your supervisor. |
| Prepaid Receipt | $5.00  | On the 2nd offense, fine the driver and notify your supervisor. This type of expense has a higher risk of fraud. |
| Partial Receipt  | $5.00  | On the 2nd offense, fine the driver and notify your supervisor. This type of expense has a higher risk of fraud. |
| Potentially Fraudulent Receipt | $20.00  | Fine and notify supervisor on the first offense. If supervisor finds this is a falsely reported receipt they will impose the fine or penalty action. |
| No VIN Scan | $20.00  | Driver failed to scan VIN thus no unit info uploaded to system |
| Missing Required Doc's | $50.00  | Driver failed to upload paperwork as required or unreadable requiring back-end correction |
| No Signature Obtained | $20.00  | Driver failed to obtain location signature(s) when required |
| Undocumented/ Unauthorized Dry Run | Leg of Trip | Driver provided no proof unit could not be transported or that permission was obtained prior to Dry Run.  |
| Documentation Submitted After Trip Closed | $5.00  | Driver submits required trip documentation that should have been uploaded in the App while in the trip requiring back-end admin loading \*\*this does not apply when a new release or system glitch is a known issue for the same info |
| Pictures unusable | $5.00 | On 2nd offense, required pictures are missing, blurry, severely cropped, etc |
| Odometer readings | $5.00 | Per unit when odometer entries do not match by significant amount affecting documentation of actual trip length |
| GPS Pushes Missing | $20.00 | Per Trip. Not relaying location is a serious TOS violation due to value of customer assets and safety concerns |
| Admin. Assistance Due to Improper Use of App | $5.00  | Each occurrence after 2 (not per trip). Set back to use PEX, or Uber, to enter vehicle info, complete trip, etc. |
| Delivered Not Full Fuel | $25.00 | Each occurrence when customer requirement is deliver full fuel |
| Delivered over customer requested fuel amount | varies | Each Occurrence amount of fuel expense charged (- $3.00) over what was necessary to get to dropoff. NOTE: Trip must have included fuel requirements to apply. |