

DO YOU WANT MORE JOBS? LOOKING TO MAKE MORE MONEY?



Agero's selection logic has evolved to give you more transparency and more ways to grow.

By mastering the key performance levers, you are in the driver's seat of your own growth.

☆ What you need to know, now

- + **Acceptance Rate** is now part of our selection logic. Make sure you are accepting the jobs you can complete.
- + **Location Sharing** is now part of our selection logic. It's critical that all of your drivers are GPS enabled, we now use their location if it's better than your Rate Agreement ETA. In the near future we will prioritize providers whose drivers are sharing GPS.

Coming later this year

- + **ETA Accuracy** will be added into our selection logic to reward those who consistently meet their quoted ETAs.

The Metrics That Drive Selection Logic

DRIVE PERFORMANCE *Delivering excellence is the fastest way to scale your volume.*

NPS: A positive customer experience keeps your ranking strong.

Completion Rate: Finish the jobs you start. Stay at the top of the list.

MASTER YOUR MARKET *Smart pricing ensures you remain a valued partner.*

Market-Based Rates: Align your pricing with your specific region to stay competitive.

Cost Transparency: Keep add-on fees to a minimum to protect your rank.

MAXIMIZE YOUR REACH *Real-time data leads to real-time growth.*

☆ **Location Sharing:** Share your location. Get prioritized for the jobs nearest to you.

Updates from the Field: Drivers who update job statuses directly get prioritized for accurate ETAs.

Territory Accuracy: Align your service areas with your actual fleet capacity.

BE THE PARTNER WE CAN COUNT ON *Reliability equals rewards.*

☆ **Acceptance Rate:** A strong Acceptance Rate is required to stay in our network and helps ensure steady job offers.

Profile Accuracy: Make sure we know the hours you are available. The time you're open and available to take Agero jobs matters, and helps us ensure you are getting the right job offers at the right time.

EMPOWER YOURSELF WITH INSIGHTS

Data-driven growth is at your fingertips in Swoop: **Log in > Navigate to**

INSIGHTS

THE JOB ISN'T JUST ABOUT SHOWING UP.



Accept it. Get there on time. Complete it. The customer is counting on all three – and so is your volume.

ACCEPTANCE RATE

A strong rate is a requirement to stay in the network and directly affects the volume you receive.

- + Accepting a job only to cancel it later leaves a customer stranded and hurts your Completion Rate – a metric that is already in our selection logic.

- + **The bottom line:** Accept the jobs you can handle. Complete the jobs you accept. Every customer matters.

CAN'T TAKE THE JOB? REJECT IT – DON'T LET IT EXPIRE. – How you handle a job you can't take is just as important as how you handle the ones you do.

- + Reject immediately and provide a reason – it gets the stranded customer help faster and helps us send you better-matched volume going forward.

LOCATION SHARING

A stranded customer's biggest stressor is uncertainty. Sharing driver location data is critical to ensuring customers feel supported.

- + Now part of our selection logic, we prioritize providers whose drivers are sharing GPS throughout the entirety of the job.

ETA ACCURACY

Customers need to know exactly when help is arriving – and expect to see trucks moving toward them on their screen within your given ETAs.

Due to the importance of this metric, soon ETA Accuracy will be considered in our selection logic, rewarding those who are consistently meeting their quoted ETAs.

- Traffic happens. Your initial ETA should reflect your real arrival time.
- Conditions changed? Update immediately via your dispatching platform or chat. Best practice is of course to keep the customer informed directly as well.
- Too far behind? Cancel so we can get the customer serviced quickly.
- Drivers must update their own status in the field – not via a dispatcher. Drivers should select "En Route" the exact moment they head out. That's what triggers the customer's tracking link. On Site and Towing are equally as important.
- Jobs without an assigned driver can't transmit GPS data. Assign drivers early.

Log in to your Insights Dashboard > Driver Performance tab

Questions? PAG is available via the [chat bubble](#) in Swoop or at info.agero.com/network