



**It's simple.**  
**If truckload price & service goals are not met,**  
**we issue a credit. Guaranteed!**

## Benchmarks & Credits

Performance benchmarks are agreed upon using the shipper's historical pricing against market comps and current service levels. If benchmarks are not met, the following credits will be issued:

**Price Only:**  
25% of SaaS fee

**Service Only:**  
25% of SaaS fee

**Price & Service:**  
100% of SaaS fee

## Guarantee Examples

Pricing benchmark is less than 5% above market comp. Service benchmark is greater than 97% OTD. Quarterly SaaS fee is \$50K [note: SaaS fees vary based upon shipper requirements].

**Example 1:**  
After 90 days, FTL price is 1% below market comp & OTD is 99.9%.

Truckload cost reduced by \$80K & customer NPS grows 2 points.

**Example 2:**  
After 90 days, FTL price is 6% above market comp & OTD is 100%.

Price credit worth 25% of quarterly SaaS fee issued [\$12.5K].

**Example 3:**  
After 90 days, FTL price is 1% above market comp & OTD is 96%.

Service credit worth 25% of quarterly SaaS fee issued [\$12.5K].

**Example 4:**  
After 90 days, FTL price is 5.5% above market comp & OTD is 96.5%.

Credit worth 100% of quarterly SaaS fee issued [\$50K].

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