



American Home Shield®  
**Contractor Quality Bonus**

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## Overview

American Home Shield values the service provided by our contractor network and believes that top quality work should be encouraged and rewarded. We want to say thanks for a job well done in a big way. That's why we're proud to announce the 2015 Contractor Bonus Program.

### Big Score Bonus

For the second year in a row, we're doubling your NPS® and combining that with your AHS score to calculate bonus standings (or "Bonus Score"). Earn the highest Bonus Score in your category (appliances, electrical, garage doors, HVAC, plumbing, or pool/spa) and you'll walk away with a \$25,000 bonus from AHS. Remember, your NPS® score reflects how customers respond to a question: "Based on this recent service experience, how likely would you be to recommend this contractor to family and friends?"

### Quality Combo Bonus: \$2,000 - \$15,000

Depending on your 2015 AHS service work order volume, you can earn \$2,000-\$15,000 by posting the highest Bonus Score in your category (appliances, electrical, garage doors, HVAC, plumbing or pool/spa). The number of bonuses in each category varies (see chart on next page).



## Eligibility

To be eligible to receive the Big Score Bonus or Quality Combo Bonus, an AHS contractor must meet the following minimum qualifications.

- Contractor must have a call commitment prior to the end of 2015 and receive a minimum of **350** service work orders on an AHS vendor account by December 31, 2015 (measured from January 1, 2015 through December 31, 2015).
- Contractor must be available to receive their monthly committed service work order volume throughout the year.
- Contractor must have an NPS® of 50 or greater using all survey responses received from January 1, 2015 through December 31, 2015, to be calculated in February, 2016. A minimum of 30 completed surveys is required within the 12-month bonus timeframe of January through December 2015 to calculate NPS®.
- Contractor’s AHS account must be in good standing\* throughout 2015 and on the anticipated bonus payout date of April 15, 2016.

*\*Please contact your Contractor Relations Representative for details.*

- Contractors must have an overall AHS system score of 800 or greater using the scoring data from July 2015 through December 2015, to be calculated in February, 2016.

## Bonus Categories

For calculation purposes, contractors will be organized according to six trades: appliances, electrical, garage doors, HVAC, plumbing, and pool/spa. Contractors must meet above-stated eligibility requirements to receive a bonus.

**Big Score Bonus:** \$25,000 will be awarded to the contractors with the highest score in each of these six trade categories: appliances, electrical, garage doors, HVAC, plumbing, and pool/spa. To calculate the final Bonus Score for bonus standings, the NPS® will be doubled and combined with the AHS score.

**Quality Combo Bonus:** Contractors will be organized according to the six trade categories and then ranked by their Bonus Score (to calculate the Bonus Score, NPS® will be doubled and combined with the AHS score). Payouts will range from \$2,000 to \$15,000 depending on their 2015 AHS service work order volume (measured from January 1, 2015 – December 31, 2015).

Big Score Bonus		Quality Combo Bonus			
Trade Categories	1st Place \$25,000	Trade Categories	Number of Bonuses	Quality Combo Bonus Payout Scale	
				Number of service work orders received in 2015	Bonus Payout
Appliances	1	Appliances	Top 25	Greater than 4,000	\$15,000
Electrical	1	Electrical	Top 7	2,001 – 4,000	\$8,000
Garage Doors	1	Garage Doors	Top 6	1,001 – 2,000	\$4,000
HVAC	1	HVAC	Top 37	350 – 1,000	\$2,000
Plumbing	1	Plumbing	Top 28		
Pool/Spa	1	Pool/Spa	Top 4		



## Additional Details:

### Limited Items and Brands:

AHS vendor accounts that service limited items and/or brands will not qualify for the bonus. Limited items include the following:

- Appliance installs
- Ceiling fans
- Central vacuums
- Garbage disposals
- Slab leaks
- Stoppages
- Water heaters
- Water softeners

### Multiple AHS Vendor Accounts:

Some American Home Shield vendors have multiple AHS vendor accounts (multiple vendor ID numbers) because they service multiple markets, states and/or trades. These contractors will have the opportunity to achieve one bonus for all combined accounts that qualify for a payout within each trade.

If more than one AHS account within a specific trade category qualifies for the bonus, the actual AHS service work order volume for all qualifying accounts will be combined to determine the final payout. The final bonus payout will be based on the service work order volume category chart and the total combined volume for all qualifying accounts as outlined in the Bonus Categories section of this document.

**Please Note:** Sears, GE, and American Residential Services/Rescue Rooter branches will qualify on a branch-by-branch basis. If a particular branch has multiple accounts, the multiple account rules above will apply for that branch.





## Bonus Acceptance

Acceptance of the contractor quality bonus constitutes permission to ServiceMaster/AHS to use vendor's name and/or likeness for purposes of publicity and/or advertising without further compensation, unless prohibited by law. By accepting the contractor quality bonus, vendors agree to hold AHS and ServiceMaster/AHS, their respective directors, officers, employees and assigns, harmless from and against any and all claims and liability arising out of participating in this promotional program. By participating in this promotion, vendors agree to be bound by the official rules and the decisions of AHS and ServiceMaster/AHS. ServiceMaster/AHS is not responsible for any typographical or other error in the printing of the offer, administration of the promotion or in the announcement of winners.

## Questions?

AHS is an innovative organization that is committed to ongoing improvement and market leadership. The purpose of this AHS Contractor Bonus is to drive the network to excel with the customer, provide quality service, and to do the right thing for their business and for the customer. Together with the focus, commitment and energy of the AHS contractor network, we'll continue to grow into a stronger, more successful company.

For more information about the AHS Contractor Bonus Program, contact your Contractor Relations Regional Representative at the appropriate number below.

Appliance Contractors	877-433-3841
Electrical & Garage Door Contractors	800-357-2745
HVAC Contractors	800-877-6710
Plumbing Contractors	800-580-7805
Pool/Spa Contractors	877-849-7378
Well Pump, Walls/Floors/Ceiling and all other trades	800-580-7805

Your Contractor Relations Representative will be able to provide you with information regarding NPS® and how you can make an impact on your overall AHS score throughout 2015.