

# Uber Freight Cuts Commission Processing Times in Half with Performio

**Client:**  
Uber Freight

**Industry:**  
Logistics Tech & Services

**Headquarters:**  
Frisco, TX

**Sales Comp Challenges:**  
Outgrowing Excel and  
integrating with ERP and  
CRM more easily  
Manual reporting



## **i** About

Uber Freight is the leading provider of logistics technology and services for the global shipping industry. As the world's largest managed transportation services provider, Uber Freight's Logistics Solutions Platform delivers process automation, lowers operational risk and reduces costs. With over 1,000 customers and \$11 billion of Freight Under Management, and a growing client base in Europe, Uber Freight continues to deliver the intelligent solutions that grow and differentiate the supply chains of its customers.

## **?** The Challenge

Uber Freight has a global team of business development reps that sell software and services to the world's leading shippers. Before Performio the Uber Freight accounting team was heavily reliant on Excel for calculating sales commissions. As their sales commission plans became more complex, Excel became increasingly cumbersome. Since contribution margins change over the life of contracts, commission calculations had to be adjusted regularly. Managing these calculations in Excel required a lot of manual effort and time. The team recognized the need for a sales commission software solution.

"We used Excel for managing our commissions calculations and had really outgrown it," said Leslie Hatfield, Manager Benefit Accounting, Uber Freight. "My main challenge was collecting the data from our ERP and CRM, tracking the data, and manually adjusting the data in Excel."

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The software has cut down on my workload, significantly reducing the week-long process previously spent in Excel.”

**Leslie Hatfield**  
Manager Benefit Accounting

## The Solution

The team embarked on a thorough search for commission software. Performio stood out for its ease of use, lower implementation costs and flexible platform that could accommodate adjustments to commission plans more easily. In addition, Performio could easily import data from Oracle cloud which was an added benefit.

“The ease of use and the quality of the team of people we worked with during the sales process and on the implementation have been very impressive. They were very easy to work with and always available to help us get up and running on Performio,” said Hatfield. “I also appreciate being able to speak with senior leadership during our initial strategy calls and the implementation process.”

## The Results

Today Uber Freight uses Performio for calculating quarterly commissions for sales reps across the organization in the US.

“With Performio, I can easily import Salesforce reports and now I have complete visibility into what was sold, the signature date and the terms. It is also simple to make adjustments to the plans,” explains Hatfield. “The software has cut down on my workload, significantly reducing the week-long process previously spent in Excel.”

The reporting process has also been streamlined. Whereas before they had to manually email quarterly commission statements to the sales reps and managers, now everyone is self-serve and can access their reports on their laptop or mobile device.

“The sales reps love Performio because it provides clear visibility into their commissions and they feel much more confident about the commission calculations,” said Hatfield. “Our executives including our Customer Care Officer and our CFO are very pleased with Performio’s robust reporting functionality.”

Going forward, Uber Freight plans to extend Performio to their international teams in Mexico and Canada. Based on insights from Performio, Uber Freight will initiate strategic changes to commission plans to further streamline processes.