



WHITEWATER EXPRESS CAR WASH

(346) 367-2500

106 VINTAGE PARK BLVD, #100  
HOUSTON, TX 77070

WWW.WHITEWATERCW.COM

## Location Management Bonus Program - FAQ

### What bonuses are Managers eligible for?

- Store Managers are eligible for the Monthly Member Revenue Bonus and the Gross Profit Bonus.
- General Managers and Area Directors are eligible for the Monthly Member Revenue Bonus, Gross Profit Bonus, and Fleet Bonus.

### Where can I find information about the bonus programs?

You can find all bonus program details, including the Bonus Calculator used to determine your store bonus, on the [company intranet](#) under the **Payroll** page. Select the bonus program specific to your market and location to access the correct information. For additional guidance, an instructional video is available. Click [here](#) to watch it on TalentLMS.

### What are the requirements to qualify for the bonuses?

To qualify for the monthly bonuses, the team member must be officially assigned as the Manager as of the first pay period of the month, work the entire month, and not participate in any other bonus program.

### How can I know which paychecks will include bonuses?

To determine which paychecks will include bonuses, go to the last page of the bonus program and refer to the Calendar Bonus Payout section.

### What happens if I am no longer with the company when bonuses are paid?

If you are no longer employed with the company at the time bonuses are paid, you will not be eligible for the bonus unless required by law.

### Where and when can I access my location's Monthly P&L report?

You can access your location's Monthly P&L on the Tableau dashboard. It is uploaded by the end of the second week of the following month.

[WW Landing P&L Page](#)

### Do I need to calculate the store bonus and send it to payroll?

No, managers do not need to submit any bonus information to payroll. The accounting team calculates the bonuses and sends them directly to payroll for processing.

### What is the Member Revenue Bonus, and when is it calculated?

The Member Revenue Bonus is calculated on the 1st of each month, based on the member recharge and renewal revenue from the previous month. This bonus has two parts:



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1. Base Bonus – Each store earns a base bonus based on its December 2024 recharge revenue. For details on bonus amounts, refer to the **Dec 2024 Recharge Revenue table** on page 1 of the bonus program.
2. Growth Bonus – Stores can earn an additional bonus if their member recharge and renewal revenue increases compared to Dec 2024. The bonus grows in \$5,000 increments as revenue increases. For details on bonus amounts, refer to the **Growth Bonus table** on page 2 of the bonus program.

### What happens if the starting revenue decreases during the year?

If your member recharge revenue falls below the December 2024 base level, your base bonus for the current month will adjust to reflect the lower tier. The bonus will return to the original base level once monthly recharge revenue reaches the initial tier again.

### How can I calculate the Store Member Revenue bonus?

- For DRB: Download the Bonus Calculator specific to your location and run the GSR report for the entire month. Locate the Arm Plans Recharged section in the GSR report and enter the TOTAL amount into the Arm Recharge Revenue Current Month field in the Bonus Calculator. **Confirm this number against the “ARM Recharges” line item on your store’s P&L as this is the final number used for payroll calculation.**
- For ICS: Download the Bonus Calculator specific to your location and run the Shift Detail report for the entire month. Locate the totals for Renewed and Autobill, add them together, and enter the total amount into the Arm Recharge Revenue Current Month field in the Bonus Calculator. **Confirm this number against the “ARM Recharges” line item on your store’s P&L as this is the final number used for payroll calculation.**

### What is the Fleet Bonus, and when is calculated?

The Fleet Bonus is calculated monthly based on the rolling three-month average of Fleet Revenue. To qualify, revenue must fall within the bonus range for each of the last three months. The bonus is then paid based on the lowest month's fleet revenue during that period. For details on bonus amounts, refer to the **Monthly Fleet Revenue Table** on page 4 of the bonus program. **This number is found on the Store P&L under “Fleet Revenue.”**

### What is the Gross Profit (GP) Bonus, and when is it calculated?

The GP Bonus is calculated monthly, eight business days into the following month. It is based on the location's gross profit percentage (%) and monthly volume. For details on bonus amounts, refer to the Monthly Volume Table on page 4 of the bonus program. **This number is found on the Store P&L in the Gross Profit line.**

### Who can I contact if I still have questions about how the bonus program works?

If you have questions about how the bonus program works, contact your Area Director or Regional Director.

If, after speaking with your direct supervisor, you believe there is a payroll discrepancy, contact the payroll team at [Payroll@whitewatercw.com](mailto:Payroll@whitewatercw.com).