

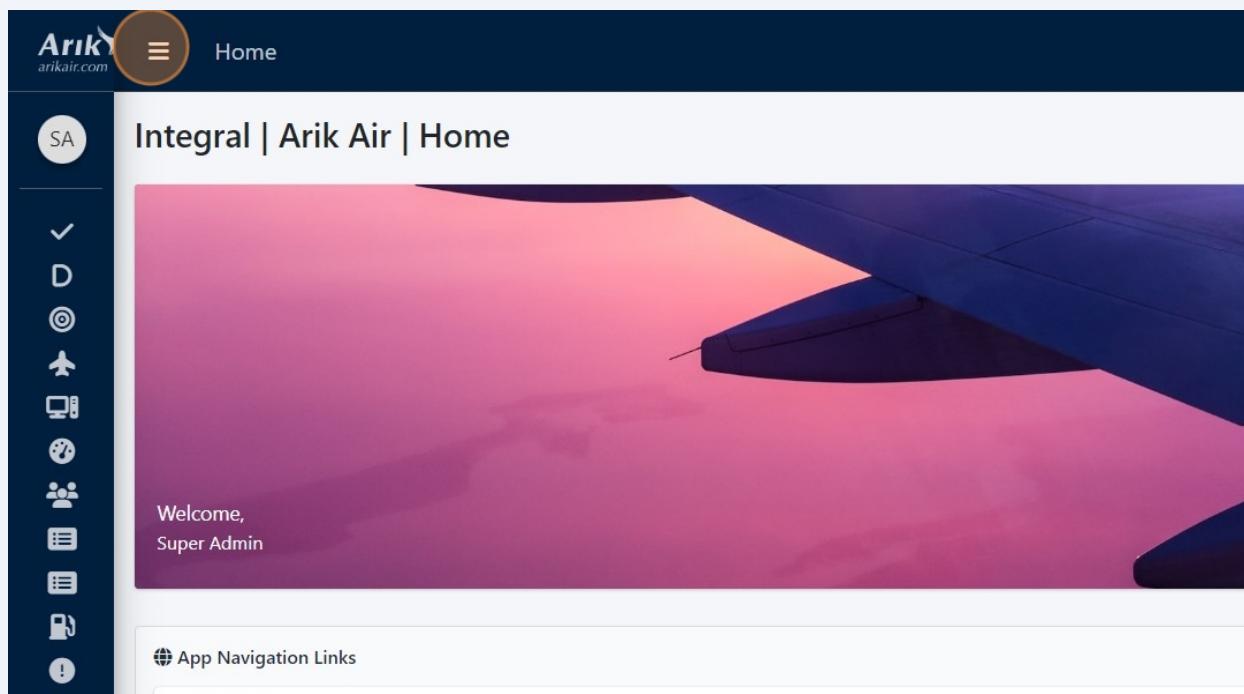
How To Access Business Score Cards on Arik Integral

Scribe 

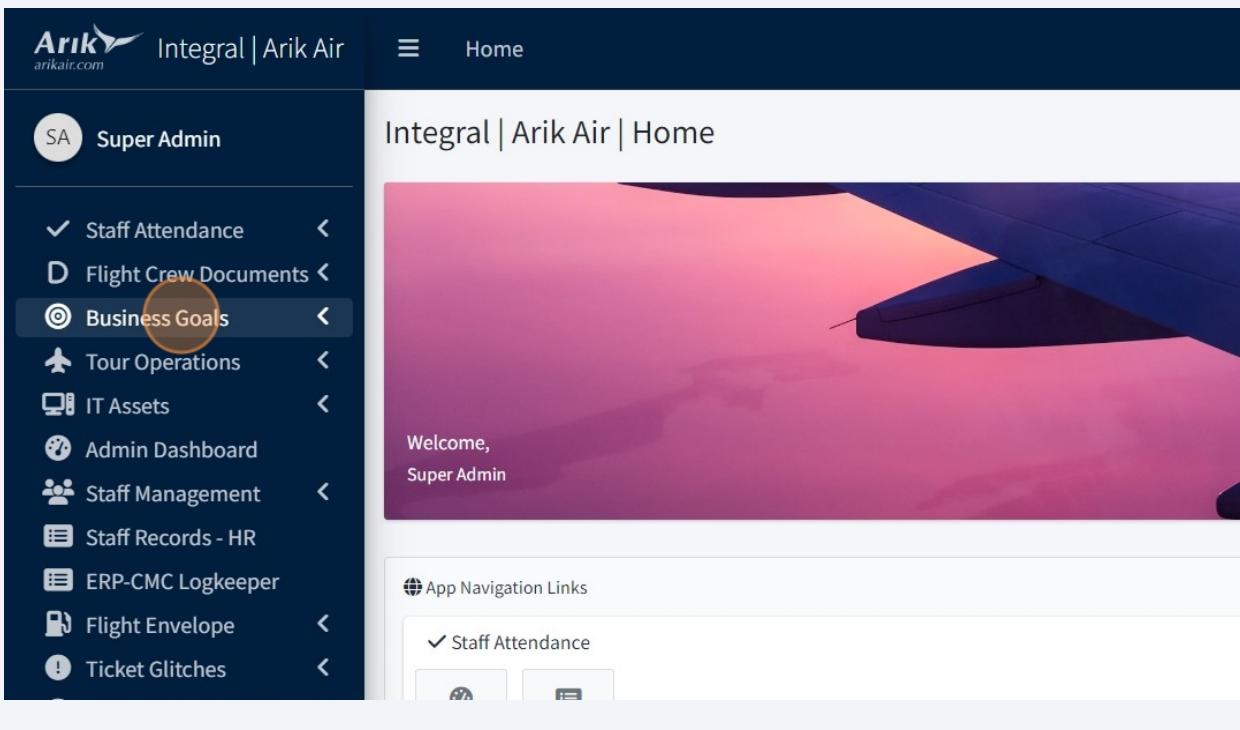
- 1 Navigate to <http://arikportals.arikair.com/integral/public/> on your internet browser

 If you are not logged/signed in, you will need to enter your Arik email address in the input field provided then submit. A One Time Password (OTP) will be sent to the email which will have to be entered and verified in the page that follows the sign in page.

- 2 Click here to expand the sidebar menu



3 Click "Business Goals"



Note: The items on your menu may not be as much as the one in these screenshots.

4 Click "Business Score Cards"

SA Super Admin

- ✓ Staff Attendance
- D Flight Crew Documents
- ⌚ Business Goals
- 🖨 Business Score Cards
- 🖨 Business Areas
- 📝 Data Entry
- 📝 Form Fields
- ✈ Tour Operations
- 💻 IT Assets
- 🌐 Admin Dashboard
- 👤 Staff Management
- HR Staff Records

Integral | Arik Air | Home

Welcome,
Super Admin

App Navigation Links

- ✓ Staff Attendance

5 It will open a page containing score cards for the different business areas for a particular week (usually the most recently concluded week); you can click the week dropdown and select any week to view reports for.

Home

Business Areas

← Back /

Today, August 12, 2024 - Sunday, August 18, 2024

on

Export to Excel

People & Organisational Development Report

	Wk 33 (Monday, August 12, 2024 - Sunday, August 18, 2024)	Previous Wk (32) (Monday, August 5, 2024 - Sunday, August 18, 2024)
Total	N/A	1044
Active Staff	N/A	857
Staff	N/A	163
	N/A	19
	N/A	5
	N/A	2

Finance - Business Management

	Wk 33 (Monday, August 12, 2024 - Sunday, August 18, 2024)	Previous Wk (32) (Monday, August 5, 2024 - Sunday, August 11, 2024)
Expenditure	0	₦0
Revenue	0	₦226,113,000
Cash Position (USD Account)	0	0
Cash Position (NGN Account)	0	₦0

- 6 Click the "Filter" button for the week selection to take effect

	Wk 33 (Monday, August 12, 2024 - Sunday, August 18, 2024)	Previous Wk (32) (Monday, August 5, 2024 - Sunday, August 11, 2024)	Variance
Expenditure	₦0	₦0	N/A
Revenue	₦226,113,000	₦0	N/A
Cash Position (USD Account)	0	0	N/A
Cash Position (NGN Account)	₦0	₦0	N/A

- 7 It loads reports for that week

	Wk 33 (Monday, August 12, 2024 - Sunday, August 18, 2024)	Previous Wk (32) (Monday, August 5, 2024 - Sunday, August 11, 2024)	Variance
Expenditure	₦0	₦0	0
Revenue	₦226,113,000	₦0	0
Cash Position (USD Account)	0	0	0
Cash Position (NGN Account)	₦0	₦0	0
Accounts Receivable	₦11,481,369,000	₦0	0
Payable	₦54,354,927,000	₦0	0

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Some cards have longer content and can be scrolled inside, individually to see all their reports

Ground Operations Report				
Wk 32 (Monday, August 5, 2024 - Sunday, August 11, 2024)		Previous Wk (Monday, July 29, 2024 - Sunday, August 4, 2024)		
Processed Pax	3,381	2,168	Difference	Comments
Escravos	27	375	348 decrease	lifting of suspension by the Minster
Charter	0	0	NIL	-
Reprotected Passengers	15	2	13 increase	11-W3 PAX ACCEPTED ON AERO AND 04-W3PAX ACCEPTED ON MAX AIR DUE FLIGHT CANCELLATION
Complaints	128	17	111 increase	ONLINE GLITCH, REFUND AND FLIGHT CANCELLATION.
Online Glitch	24	17	7 increase	1A-DAVCTACK 04-

Flight Ops - Operational Delivery / Cust				
		Target	Actual	Variance
		(Monday, July 29, 2024 - Sunday, August 4, 2024)		
On Time Punctuality	80%	88%		
Load Factor	85%	73%		
Completion Factor	90%	46%		
Mishandled Baggage		0		
Damaged Bags		0		
Customer Complaints/Requests	1	0	compl	Customer Complaints/Requests
(Complaints/1000 pax)				
Technical Dispatch Rate	96%	100%		

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The reports contain data entered for the selected week and the week before that to make comparison. Some of the cards have variance columns as well.

Wk 32 (Monday, August 5, 2024 - Sunday, August 11, 2024)	Previous Wk (Monday, July 29, 2024 - Sunday, August 4, 2024)	Variance
0	0	N/A
Flown Pax Report - Wk 32 (Monday, August 5, 2024 - Sunday, August 11, 2024)		
0	0	N/A
Revenue Management Report		
Customer Loyalty	#1 027 005	#661 670

Commercial - Customer Relations Report		
Description of Incoming Task	Wk 32 (Monday, August 5, 2024 - Sunday, August 11, 2024)	Previous Wk (Monday, July 29, 2024 - Sunday, August 4, 2024)
FCCPC	2	2
NCAA	2	2
PCC	0	0
LEGAL DEMAND	0	0
EMAILS	246	240
CALLS	25	25