

How To Access Business Score Cards on Arik Integral

1

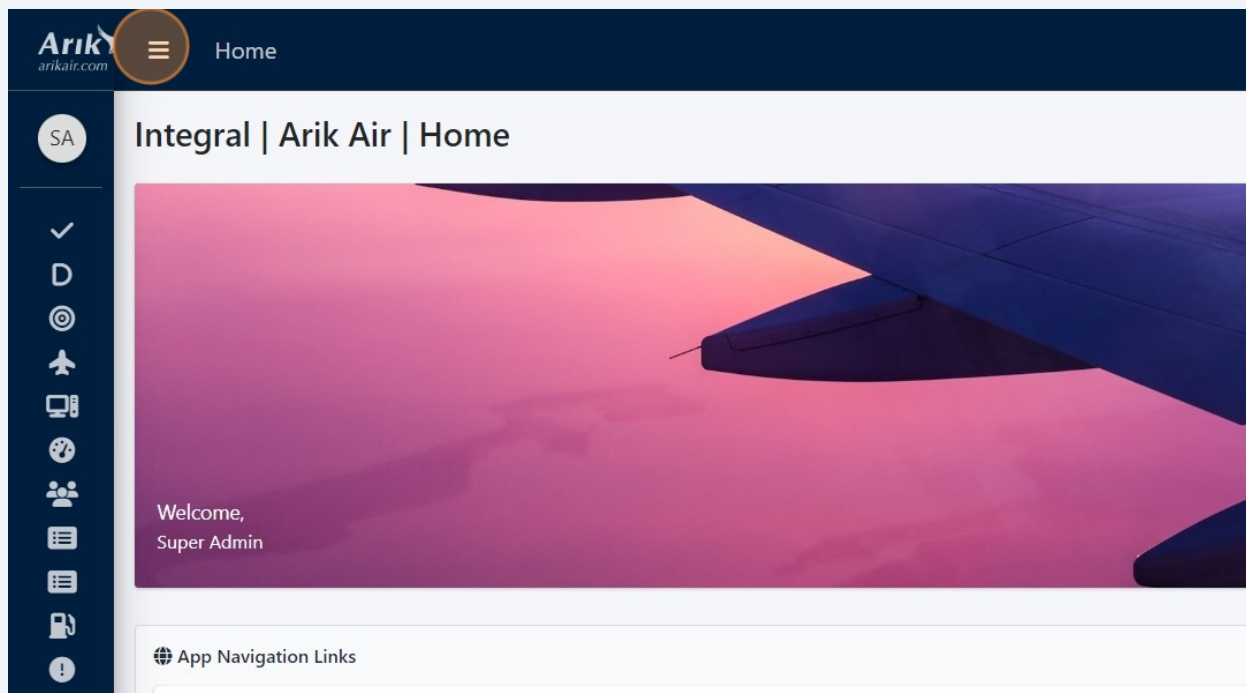
Navigate to <http://arikportals.arikair.com/integral/public/> on your internet browser



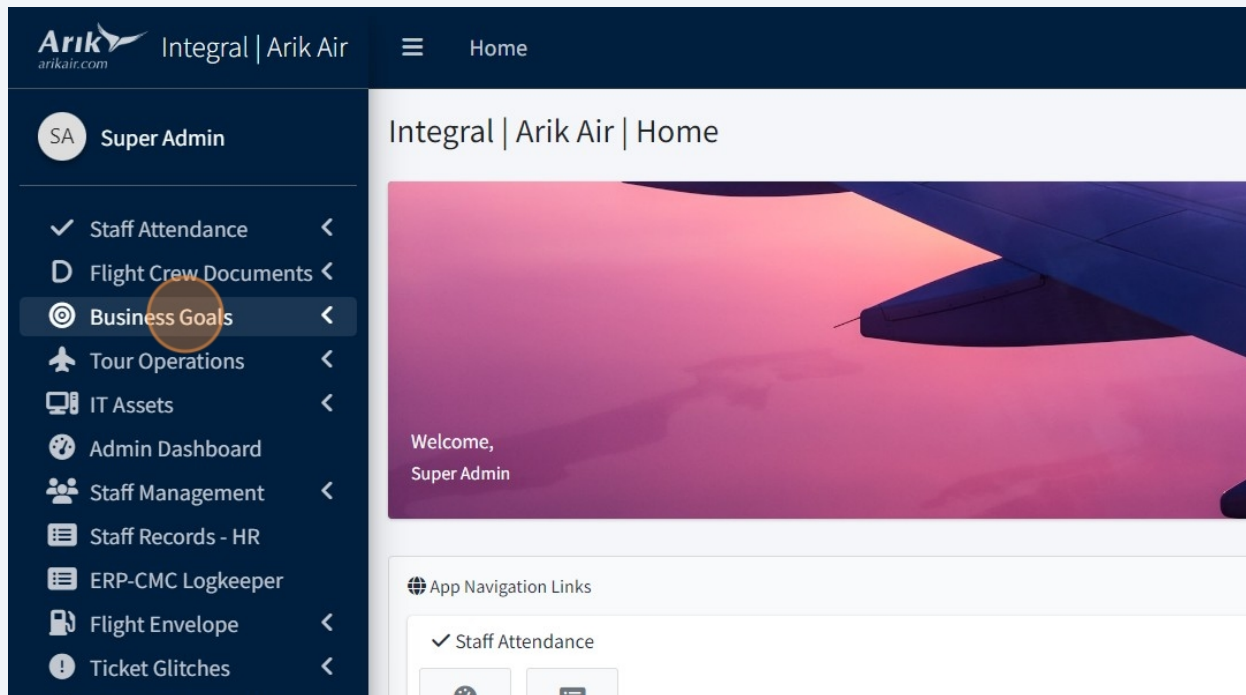
If you are not logged/signed in, you will need to enter your Arik email address in the input field provided then submit. A One Time Password (OTP) will be sent to the email which will have to be entered and verified in the page that follows the sign in page.

2

Click here to expand the sidebar menu

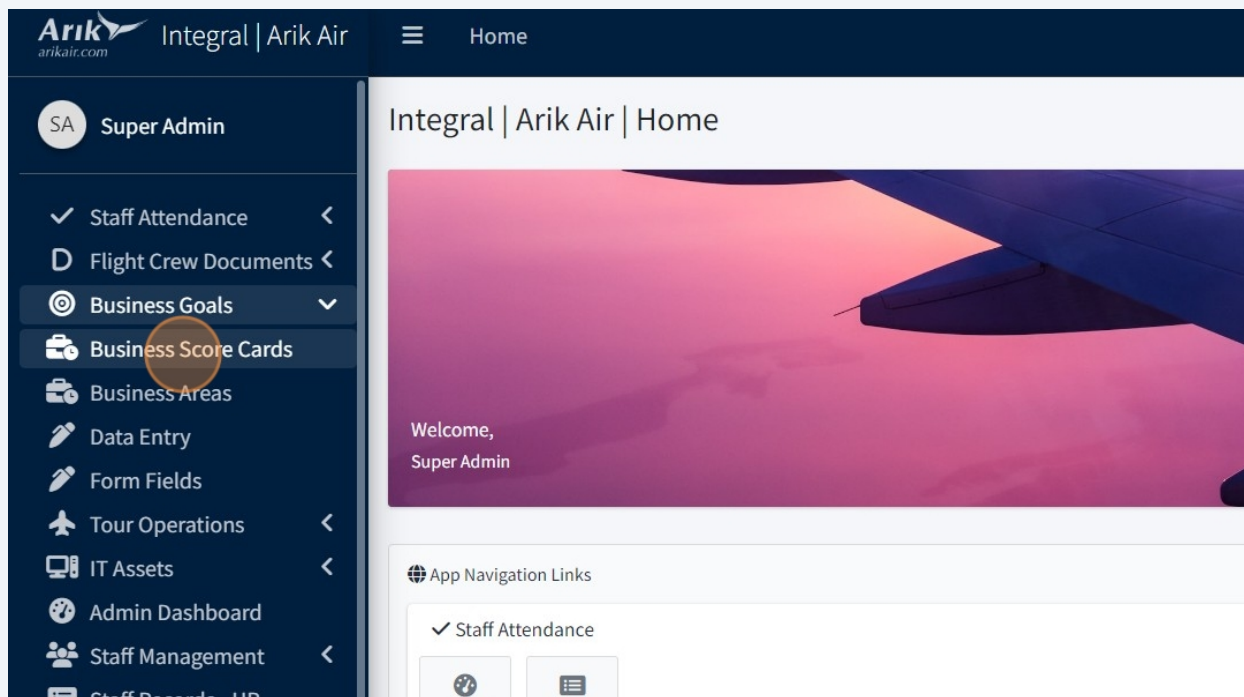


3 Click "Business Goals"

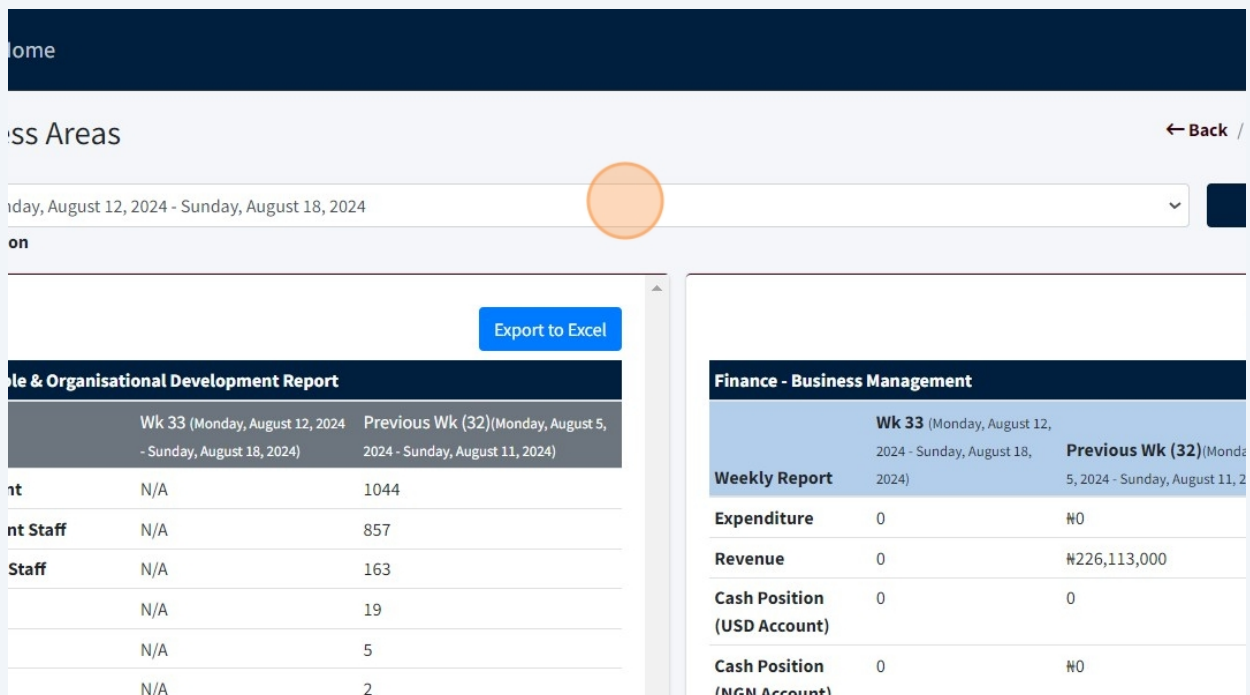


Note: The items on your menu may not be as much as the one in these screenshots.

4 Click "Business Score Cards"



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.



6

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

← Back / Home / Business Areas

August 11, 2024

Filter

Export to Excel

ment Report

August 12, 2024	Previous Wk (32)(Monday, August 5, 2024 - Sunday, August 11, 2024)
1044	
857	
163	
19	
5	
2	

Export to Excel

Finance - Business Management

Weekly Report	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	0	#226,113,000	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

857 859

163 163

19 19

5 5

2 2

2 2

2 3

ss 1 1

l

Staff 0

Staff 0

Export to Excel

Expenditure #0 0

Revenue #226,113,000 0

Cash Position (USD Account) 0 0

Cash Position (NGN Account) #0 0

Accounts Receivable #11,481,369,000 0

Payable #54,354,927,000 0

Export to Excel

8

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

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Export to Excel

Ground Operations Report

	Wk 32 (Monday, August 5, 2024 - Sunday, August 11, 2024)	Previous Wk (31)(Monday, July 29, 2024 - Sunday, August 4, 2024)	Difference	COMMENTS
Processed Pax	3,381	2,168	1,213 increase	lifting of suspension by the Minster
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	14-PAVSTACK 04-

Flight Ops - Operational Delivery / Cust

	Target	Actual: V
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
		Custom
		Complai
(Complaints/1000 pax)		
Technical Dispatch Rate	96%	100%

9

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.

0

0

N/A

management

Customer lovalty #1 027 005 #661 670

Export to Excel

Revenue Management Report

Flown Pax Report - Wk 32 (Monday, August 5, 2024 - Sunday, August 11, 2024)

Wk 32 (Monday, August 5, 2024 - Sunday, August 11, 2024)	Previous Wk (31)(Monday, July 29, 2024 - Sunday, August 4, 2024)	Variance
42	18	57.14%
4,565	2,345	48.63%
3,320	2,032	38.8%
73%	87%	-19.18%
3,322	2,024	39.07%
73%	86%	-17.81%
#474 437 113	#264 110 130	37.77%

Export to Excel

Commercial - Customer Relations Report

Description of Incoming Task	Wk 32 (Monday, August 5, 2024 - Sunday, August 11, 2024)	Previous Wk (31)(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