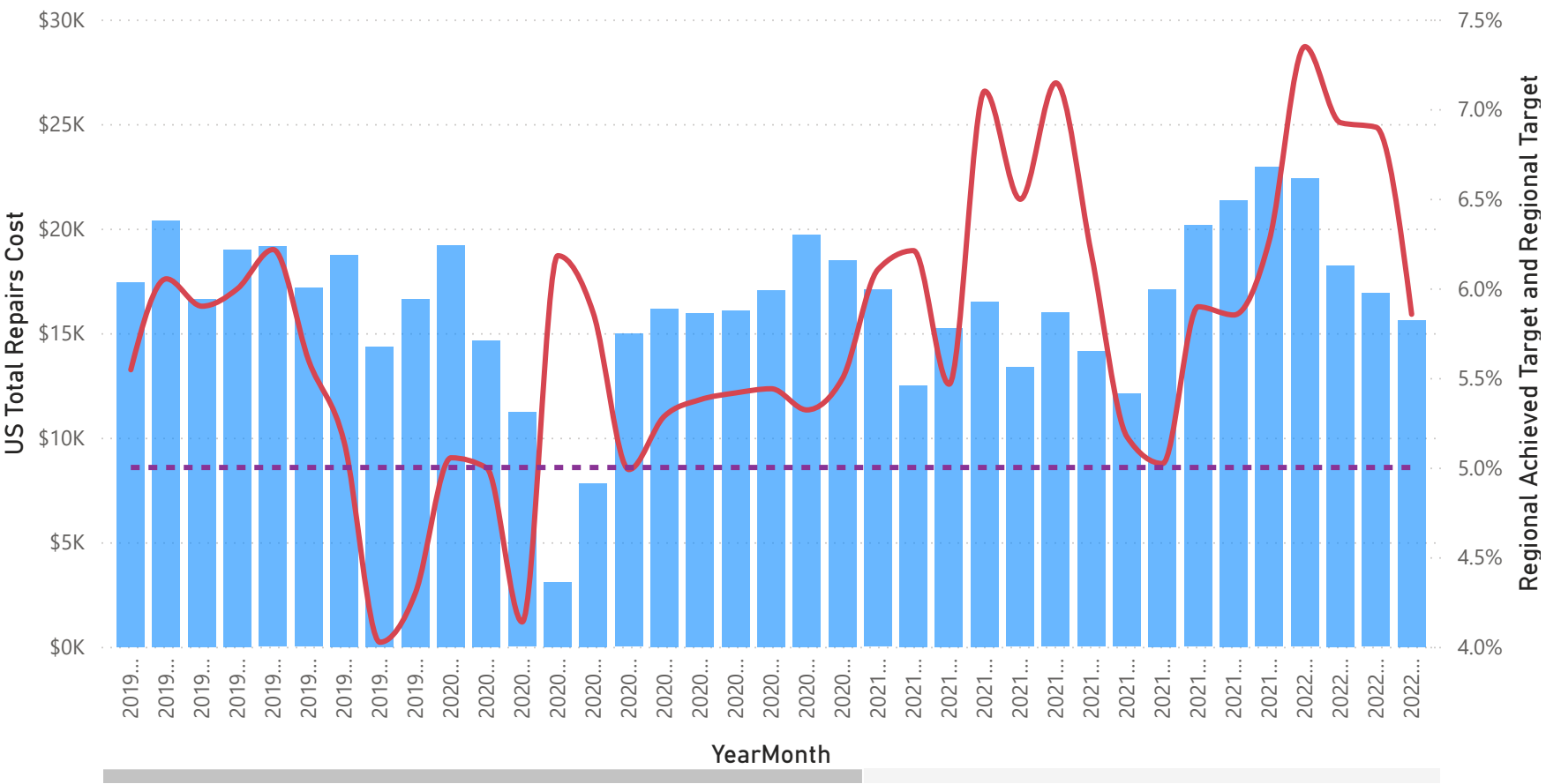




Regional NFF Overall Review (YTD)

Service Request by Resolution - YTD (%)

Resolution Category No Fault Found Regional Achieved Target Regional Target



Date

- ✓ FY20
- ✓ FY21
- ✓ FY22
- ✓ FY23
- ✓ FY24
- ✓ FY25

Resolution

- No Fault Found
- Other
- Save a call

US Total Repairs Cost by Country (YTD)



\$1.14M

US Total Repairs Cost

Date

✓

☐

FY20

✓

☐

FY21

✓

☐

FY22

✓

☐

FY23

✓

☐

FY24

✓

☐

FY25

Resolution

☒

No Fault Found

☐

Other

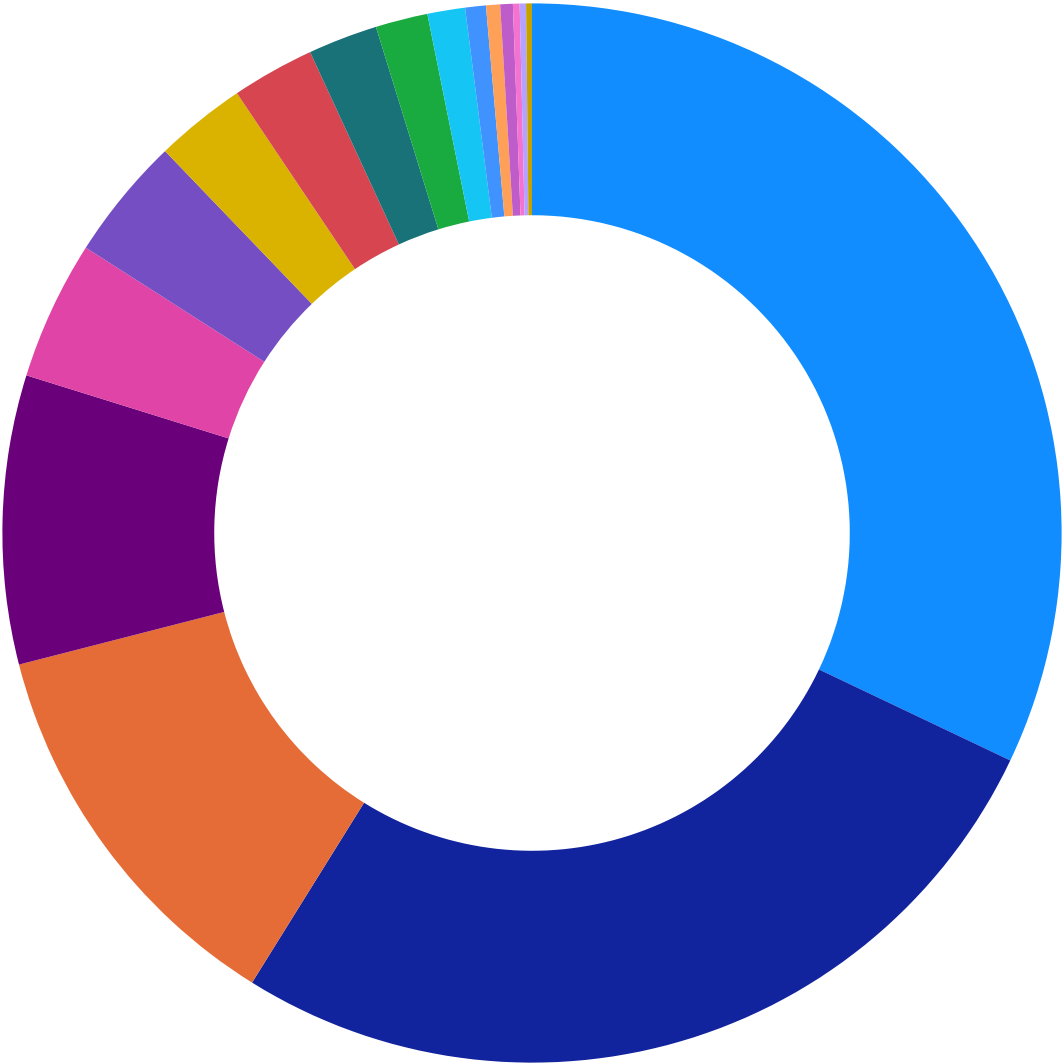
☐

Save a call

Country

All

✓

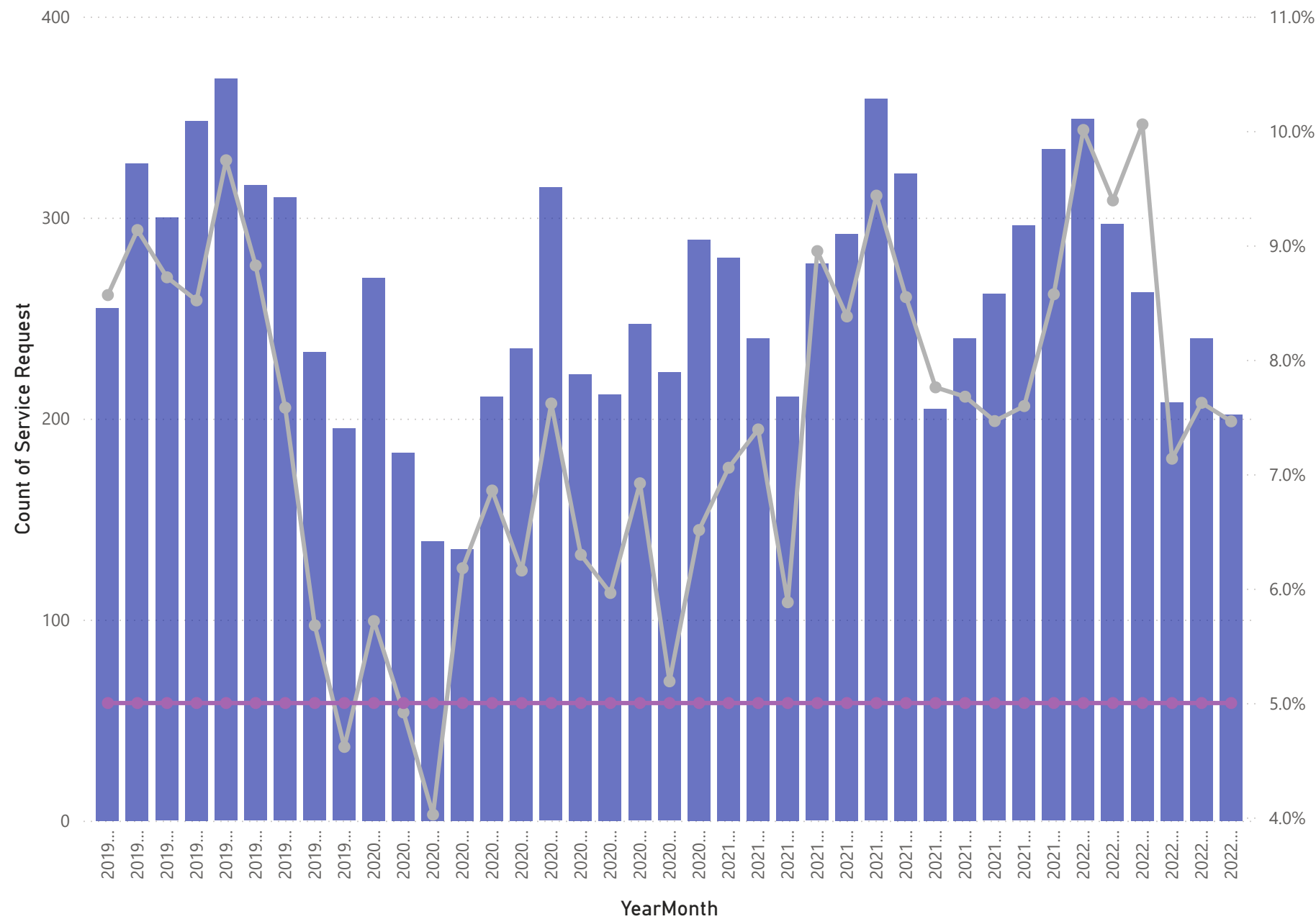


- Country
- Trinidad
 - Jamaica
 - Barbados
 - Belize
 - Guyana
 - Curacao
 - St. Vincent
 - St. Lucia
 - St Vincent
 - St Lucia
 - Grenada
 - St. Kitts
 - St Kitts
 - Antigua
 - Bonaire
 - Dominica
 - St. Maarten



Regional NFF by month versus target (YTD)

Country ● Jamaica ● Achieved Target ● Regional Target



Date

- ✓ ☐ FY20
- ✓ ☐ FY21
- ✓ ☐ FY22
- ✓ ☐ FY23
- ✓ ☐ FY24
- ✓ ☐ FY25

Resolution

- ☒ No Fault Found
- ☐ Other
- ☐ Save a call

Country

Jamaica



US Total Repairs Cost by YearMonth and Country (YTD)

Country Antigua Barbados Belize Bonaire Curacao Dominica Grenada Guyana Jamaica St Kitts St Lucia St Vincent St. Kitts



Date

- ✓ ☐ FY20
- ✓ ☐ FY21
- ✓ ☐ FY22
- ✓ ☐ FY23
- ✓ ☐ FY24
- ✓ ☐ FY25

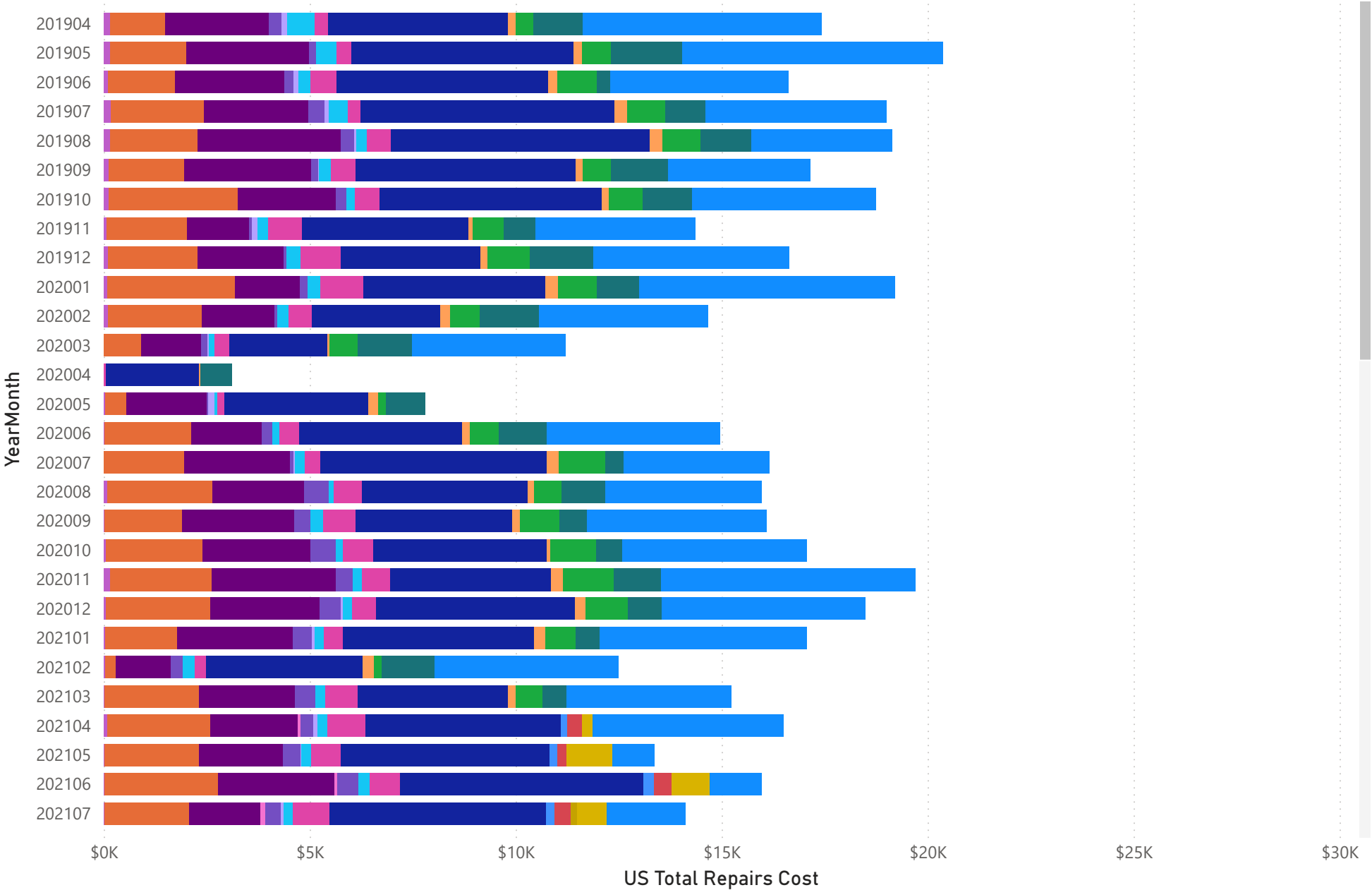
Resolution

- ☒ No Fault Found
- ☐ Other
- ☐ Save a call

Country

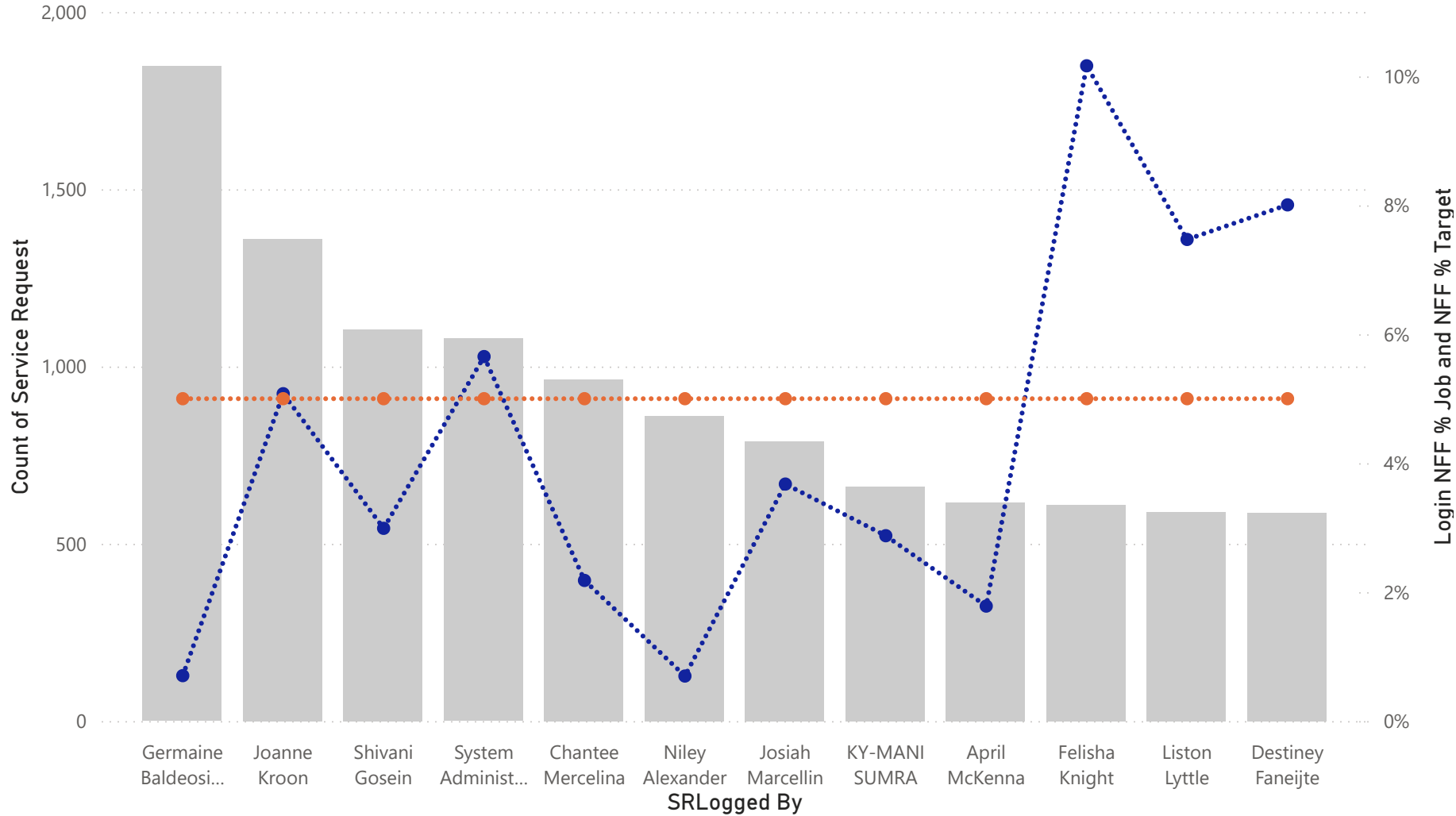


All



Top SR Logging Contributors - YTD

● Count of Service Request ● Login NFF % Job ● NFF % Target



Resolution

- ☐ No Fault Found
- ☐ Other
- ☐ Save a call

SR Logged Date

- ☐ FY19
- ☐ FY21
- ☐ FY22
- ☐ FY23
- ☐ FY24
- ☒ FY25

Country

- ☐ Antigua
- ☐ Barbados
- ☐ Belize
- ☐ Bonaire
- ☐ Curacao
- ☐ Dominica
- ☐ Grenada
- ☐ Guyana
- ☐ Jamaica
- ☐ St. Kitts
- ☐ St. Lucia
- ☐ St. Maarten
- ☐ St. Vincent
- ☐ Trinidad

Service Request Details by Technician - YTD

Technician Name	Country	Total Jobs Completed	Total NFF Jobs Completed	Technician NFF %	Tech NFF Cost
KEVIN WILLIAMS	Trinidad	1198	110	9.18%	\$6,088.92
Service Technician	Trinidad	3098	103	3.32%	\$4,949.83
Darren Murphy	Jamaica	967	179	18.51%	\$3,737.49
MELBOURNE STREET	Jamaica	612	173	28.27%	\$3,532.15
KENNY SAMAROO	Trinidad	767	59	7.69%	\$3,128.56
Devon Roget	Trinidad	804	54	6.72%	\$2,960.68
Daniel Francis	Trinidad	466	53	11.37%	\$2,737.40
Nigel Clement	Trinidad	830	54	6.51%	\$2,569.68
ADRAIN PARRIS	Barbados	591	101	17.09%	\$2,393.00
EARL ANDERSON	Jamaica	812	109	13.42%	\$2,274.72
VASCO MILLER	Jamaica	664	105	15.81%	\$2,248.34
ECONERGY ENGINEERING	Jamaica	972	98	10.08%	\$2,221.85
WINSTON TOUSSAINT	Trinidad	992	43	4.33%	\$2,178.60
Lenworth Grey	Jamaica	527	98	18.60%	\$2,164.01
Keston Joseph	Trinidad	570	39	6.84%	\$2,122.80
Nicholas Francis	Trinidad	1100	35	3.18%	\$1,898.80
WAYNE WEEEEKES	Barbados	456	70	15.35%	\$1,785.33
Jaimainie Ramsamooj	Trinidad	531	30	5.65%	\$1,675.92
ROHAN SLACK	St. Vincent	148	33	22.30%	\$1,662.21
Daron Charles	Trinidad	324	30	9.26%	\$1,619.80
GEOFFREY WEST	Trinidad	332	54	16.27%	\$1,607.88
Shenderick Sophia	Curacao	294	41	13.95%	\$1,536.33
WALEED BROWN	Barbados	642	58	9.03%	\$1,462.92
RICHARD REIS	Trinidad	340	27	7.94%	\$1,440.72
Julito Catuguran	Curacao	209	42	20.10%	\$1,424.60
Tyson Huchande	Barbados	276	54	19.56%	\$1,420.50
Total		73967	4502	3.12%	\$122,382.69



Fiscal by Month,

☐ FY20

☐ FY21

☐ FY22

☐ FY23

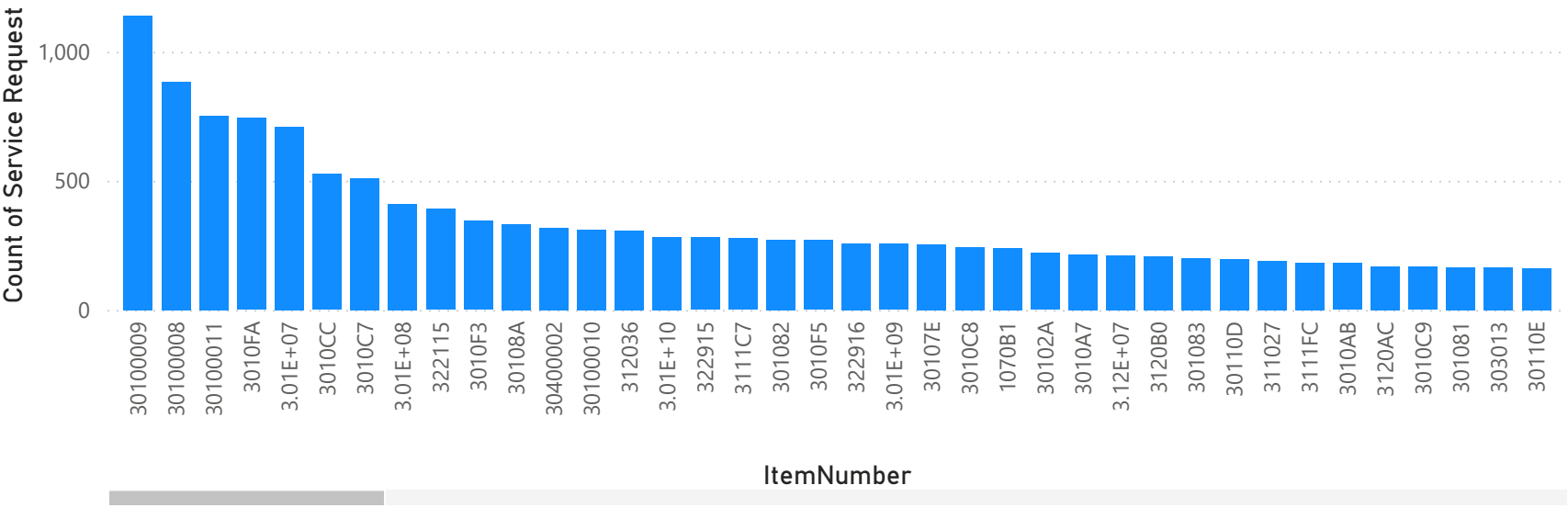
☐ FY24

☒ FY25

Country			
Antigua	Barbados	Belize	Bonaire
Curacao	Dominica	Grenada	Guyana
Jamaica	St. Kitts	St. Lucia	St. Maarten
St. Vincent	Trinidad		

NFF Count by SKU - YTD

Resolution Category ● No Fault Found



Date

☐ FY20

☐ FY21

☐ FY22

☐ FY23

☐ FY24

☐ FY25

Regional NFF by Product Category DepartmentName and DivisionName - YTD

Product Category	DepartmentName	DivisionName	Number of Service Requests	NFF Count	Product Category NFF % Job
Major White	WASHING MACHINE AND DRYER	MAJOR WHITES	16638	1114	6.70%
Major White	FRIDGE	MAJOR WHITES	20885	1054	5.05%
Major White	VISION	AUDIO VISUAL	20719	1032	4.98%
Major White	STOVES	MAJOR WHITES	14530	899	6.19%
Major White	LENSES	OPTICAL	6091	832	13.66%
Major White	BEDDING	MATTRESS	11301	804	7.11%
Major White	OPEN PHONES	COMMUNICATION	11224	716	6.38%
Major White	LOUNGE	FURNITURE	6937	486	7.01%
Major White	LAPTOPS	COMPUTER AND OFFICE	7105	483	6.80%
Major White	BEDROOM	FURNITURE	7073	436	6.16%
Major White	HARDWARE	HARDW AGRIC INDUST	3425	376	10.98%
Maior White	SMALL APPLIANCES	SDA	5728	376	6.56%

Country

☐ Antigua

☐ Barbados

☐ Belize

☐ Bonaire

☐ Curacao

☐ Dominica

☐ Grenada

☐ Guyana

☐ Jamaica

☐ St Kitts

☐ St Lucia

☐ St Vincent

☐ St. Kitts

☐ St. Lucia

☐ St. Maarten

☐ St. Vincent

Branch	Service Request	SRLogged By	SRLogged Date	Date Allocated	Technician Name	Product Category	ItemNumber	
	1361309	Alesha James	12/2/2023 11:19:00 AM		Raymond Matus	TRANSPORT	541063	A
99	327984	Abby Mira	5/4/2020 11:31:00 AM		Bryan Hendricks	Small Appliances	525059	M
99	327985	Abby Mira	5/4/2020 11:45:00 AM		Carlos Matus	PCs & Notebooks	400108	H
99	327992	Abby Mira	5/4/2020 12:09:00 PM			Vision	1080A0	M
99	327999	Abby Mira	5/4/2020 12:42:00 PM		Bryan Hendricks	Vision	1080DD	Ti
99	910906	Denia Higgs	7/11/2022 12:38:00 PM			Major White	312009	V
99	910908	Denia Higgs	7/11/2022 1:04:00 PM			Major White	31120E	M
99	320564	Jessica Sawers	12/3/2019 9:28:00 AM		Carlos Matus	PCs & Notebooks	40313D	S
99	320565	Jessica Sawers	12/3/2019 9:33:00 AM		Jesse Ochoa	Business Equipment	414286	S
99	320566	Jessica Sawers	12/3/2019 9:35:00 AM		Jesse Ochoa	Business Equipment	4142D2	S
99	320567	Jessica Sawers	12/3/2019 9:36:00 AM		Jesse Ochoa	Business Equipment	41405E	S
99	320568	Jessica Sawers	12/3/2019 9:38:00 AM		Carlos Matus	Business Equipment	4142C5	S
99	320569	Jessica Sawers	12/3/2019 9:41:00 AM		Carlos Matus	Business Equipment	4142CD	S
99	320570	Jessica Sawers	12/3/2019 9:42:00 AM		Carlos Matus	Business Equipment	414003	S
99	320571	Jessica Sawers	12/3/2019 9:44:00 AM		Jesse Ochoa	PCs & Notebooks	4000B8	D
99	320572	Jessica Sawers	12/3/2019 9:53:00 AM		Carlos Matus	PCs & Notebooks	40007A	D
99	314641	MARIELY CASTILLO	10/7/2019 3:19:00 PM		Nejemias Soliz	Major White	510609	M
99	1596556	System Administrator			Rigoberto Xujur	Major White	5107CD	M
99	325586	System Administrator	2/21/2020 6:48:00 PM		Nejemias Soliz	Major White	510609	M
101	162011	Agnita Allain	4/24/2019 3:28:00 PM			Small Appliances	5010A5	N
101	162551	Agnita Allain	4/30/2019 9:54:00 AM			PCs & Notebooks	40800E	H
101	162804	Agnita Allain	5/2/2019 9:38:00 AM			Major White	30100010	V
101	163161	Agnita Allain	5/7/2019 4:45:00 PM			Dining Room	DET00001	V
101	163551	Agnita Allain	5/11/2019 3:31:00 AM			Major White	30100010	V



Resolution

- ☐ No Fault Found
- ☐ Other
- ☐ Save a call

Date

- ☒ FY20
- ☒ FY21
- ☒ FY22
- ☒ FY23
- ☒ FY24
- ☐ FY25

Country

- ☐ Antigua
- ☐ Barbados
- ☐ Belize
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- ☐ Grenada
- ☐ Guyana
- ☐ Jamaica
- ☐ St Kitts