

ARC Scorecard

Available on Thursday, August 8th

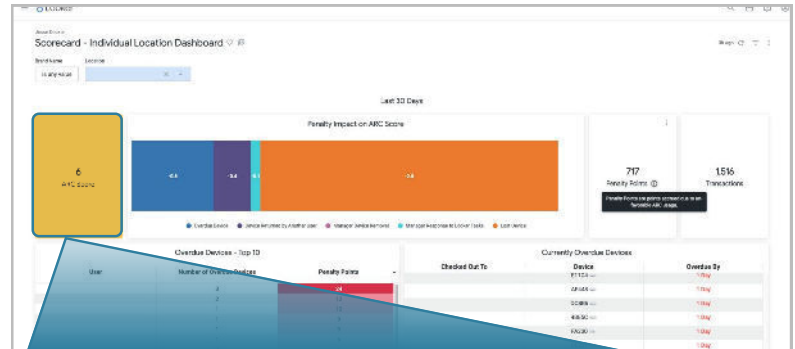


What it is

The ARC Scorecard calculates a score for each location based on how well teams are following up on basic ARC tasks (e.g. following up on overdue devices)

ARC scores range from 10 (excellent) to 0 (poor).

This tool will be available from the Reports tab in the ARC portal beginning August 8, 2024.



The ARC Score is a value from 0-10 which summarizes a location's performance.



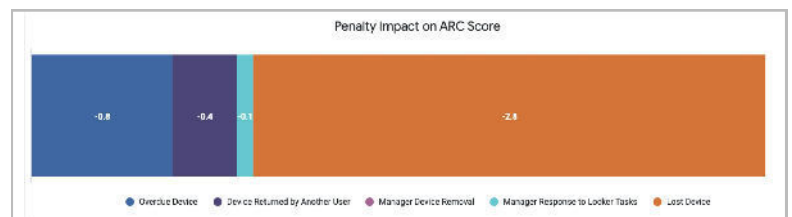
How it works

Your ARC score is calculated based on your total transactions and penalty points in the last 30 days.

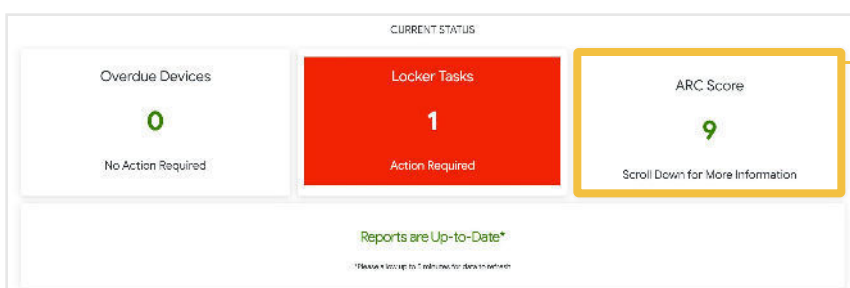
Penalty points add up when infractions occur. The scorecard tracks 5 types of infractions as shown in this table.

Infraction	Penalty Points
Lost Device	500 points
Overdue Device	3 points x # of days
Manager Response to Locker Task > 24 hrs	1 point x # of days
Manager Removed Device > 72 hrs	1 point x # of days
Device Returned by Another User	1 point x # instances

The stacked bar chart (right) will show you how many points are being docked from your perfect 10/10 score, and which infractions are leading to those lost points.



Address those issues and see your ARC score improve over time.



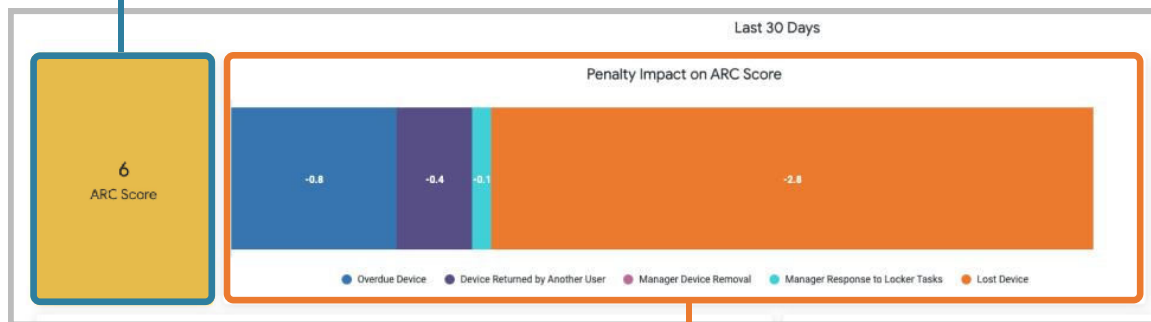
The ARC Score will also be included in your daily reports, providing easy visibility of your location's performance.

ARC Scorecard Tips

Improving your ARC score



The ARC Score is a value from 0-10 which summarizes a location's performance.



The ARC Scorecard calculates a score for each location based on how well teams are following up on basic ARC tasks (e.g. following up on overdue devices)

Tips to improve your score:



Ensure associates return their own devices directly, instead of passing them to another team member.



Follow up on overdue devices promptly. If a device remains overdue, deactivate it in the ARC portal with a reason.



As a manager, ensure any device removed from ARC is returned to a locker within 72 hours.



Clear red lockers daily. It takes just 2 minutes and ensures all devices are accessible to the team.



Before marking a device as lost/missing in the portal, thoroughly check its last known location and follow up with the last team member who used it.