

MyScoreCard™ Based on data for past 365 days

SUBSCRIBER: **All** CATEGORY: **All** TRADE: **All** **Overall Grade: A** (Last 3 months KPI performance) Number of Active Clients: **15** [HELP](#)

Actionable Insights

865
Open-In Progress WO Count

73%
Open/In Progress WOs >14 Days

No data

3
Current # of Recalls

Historical Insights

2,798
Completed WO Count

\$1,088,101
Approved/Paid Invoice Amount

1,339
Invoice Count

37.56
Avg. Full Resolution Time (Days)

21.39
Avg. Time To Invoice (Days)

PRIORITY: **All**

Key Performance Indicators (KPI)

Assess your performance based on key metrics and grades below.

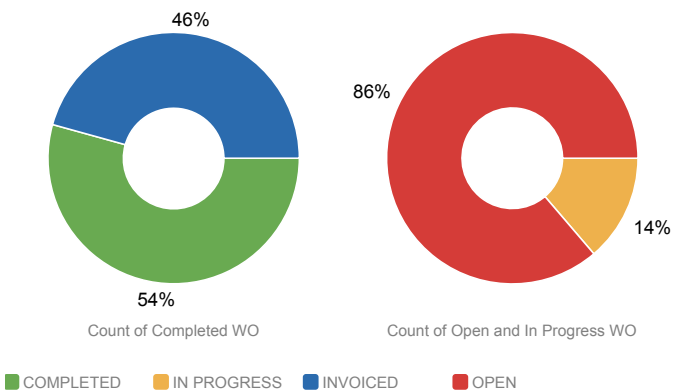
| My Performance | Last 30 Days | Last 3 months | Last 6 months | Last 12 Months | Grade - Last 3 months performance |
|---|--------------|---------------|---------------|----------------|-----------------------------------|
| Check-in Compliance Rate <small>% of successfully completed work orders that have a check in and check out</small> | 95% | 94% | 92% | 76% | A+ |
| First Time Completion Rate <small>% of work orders fixed on day of first visit</small> | 73% | 64% | 61% | 59% | B |
| Work Order Dispatch Confirmation Rate <small>% of Emergency Demand work orders confirmed within 1 hour of receipt</small> | 83% | 90% | 91% | 80% | A+ |
| On Time Arrival Rate <small>% of work orders where the Contractor was onsite before scheduled ETA</small> | 91% | 92% | 89% | 76% | A+ |

A+ : >=90%
 A : 80%-89%
 B : 60%-79%
 C : 25%-59%
 D : <25%

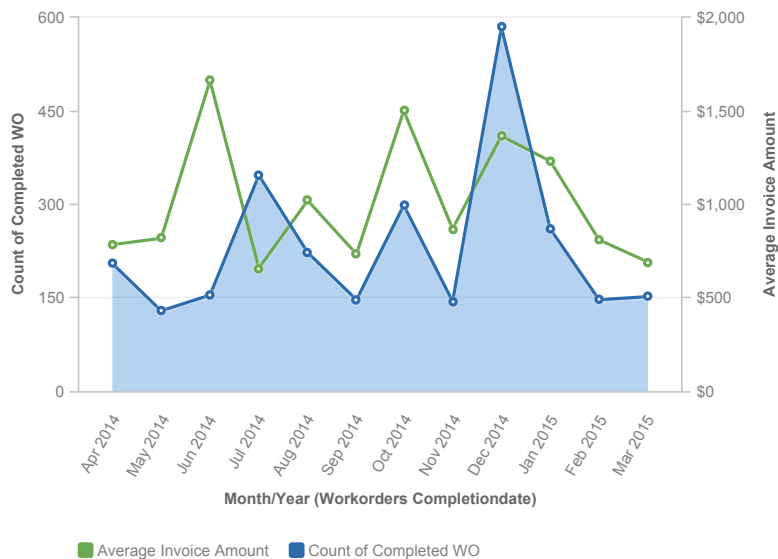
Trade Analysis - Top 10 by Total Invoice Amount (USD)

| Trade | Avg. Inv. Amount | NTE Variance % | # of Invoices | # Completed WOs |
|-----------------|------------------|----------------|---------------|-----------------|
| HEATING/AIR COI | \$367 | 37% | 5 | 5 |
| HVAC | \$1,051 | 75% | 1,145 | 2,587 |
| HVAC MAINTENAI | \$242 | 63% | 108 | 116 |
| HVAC REPAIR | \$695 | 43% | 74 | 83 |
| HVAC SERVICE | \$711 | 0% | 2 | 2 |
| REFRIGERATION | \$510 | 27% | 5 | 5 |

WO Count Breakdown By Status



Completed WO Count By Month



Invoice Amount (USD) - Top 10 Trades by Invoice Amount

