

Check the area before following up

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Start by checking the period and store scope. A short, specific follow-up is easier to act on than a screenshot without context.

Your access

ARM can read dashboards across areas. Schedule reviews and staff/store change requests are limited to the assignments you handle. You can review SC schedules and SC date-specific revisions in your scope. DRM approves your ARM schedule, your revisions, and staff or store-status requests.

Sign in and choose the scope

Use the account completed by DRM. Switch EN/ID if needed. Open Selling out performance, Product focus performance, KPI score, KPI by partner, Store rankings or Final assessment. Pick a period and use the calendar for day/week dates or Q1-Q4 where available. Search Store by name or code, choose a result, then click Apply. More filters contains the extra slicers; Reset clears them.

Open the store detail

Click View beside the store. Check its SC, ARM, partner, status, actuals and targets before interpreting the score. Source information and incomplete-data messages explain why some values are unavailable. A transfer keeps earlier achievement with the previous SC/ARM; the new assignment applies from its effective date.

Use the right score rule

KPI weights are Total GMV 40%, Smartphone SO 20%, High-end SO 20% and AIoT GMV 20%. Final assessment uses KPI 60%, Xiaomi T 5%, Xiaomi Pad 5%, Redmi Note 10%, LHA 10% and TV 10%. Component score colors compare score with its allocated weight: 32 out of 40 is 80%, so green. At least 80% is green, above 50% and below 80% soft yellow, and 50% or less soft red. Scores are not capped at 100. Achievement and outlook use a different green threshold: 100%.

Plan visits and review SC schedules

A weekly submission still needs a complete monthly visit plan. Fill the month first, then choose the submission week.

Submit your ARM plan

1. Open ARM schedule form and choose the month.
2. Choose a submission week starting on Monday that overlaps the month.
3. Fill Visit 1, Visit 2 and Visit 3 for every working date, including online/offline types. Use the provided outside/leave options when appropriate.
4. Check each active assigned store has at least three visit slots in the month. Slots may be on the same date or different dates. Stay in first visit is only a Visit 2 option and does not add another visit.
5. Submit to DRM, then check the review status.

Working days and leave

Sundays are normally off; official public holidays are excluded from the regular working plan. Leave must cover the full day. If the calendar is missing, ask DRM to complete it before submitting. The timetable records approved plans, not proof that a visit has taken place.

Review an SC submission

Open the SC work-schedule page and find a pending plan you are allowed to review. Read the month, store assignment and each date. Choose Review, add a note, then Approve or Reject. For an SC revision, compare the old and proposed date entry before deciding. Your note should say what needs fixing if you reject it.

Keep the approved timetable as the reference

Only approved plans appear as approved work. A pending request is not permission to follow a different shift or visit plan. If the account, assignment or plan version has changed, reload and resolve it with DRM rather than approving an outdated view.

Handle changes without rewriting history

Use the dated workflow for staff and store changes. Explain the reason so the next reviewer can understand the request.

Revise your own ARM schedule

Open your submitted or approved ARM plan. Choose a specific date, then update Visit 1/type, Visit 2/type and Visit 3/type. Add a reason and send the revision to DRM. The existing approved entry stays in use until approval. Only one pending revision is allowed per plan; changing one date must still leave the monthly plan valid, including minimum visits.

Request an SC placement or qualification change

Open Staff placement & qualification. Select the change type, the assigned store or SC, the replacement SC/Vacant or qualification status, an effective date and a reason. Submit to DRM. It stays pending until DRM approves. ARM cannot rotate ARM areas; DRM handles that directly. New SC/ARM placement and qualification changes start no earlier than 1 November 2026.

Request a store-status change

Open Store activation & status. Select a store in your scope, the proposed status, effective date and reason, then submit to DRM. Do not treat an upcoming store as active before approval. DRM creates new stores and handles the activation prerequisites.

Correct or lock a report only after checking it

Correct and Lock month in store-report details are available to DRM and ARM. Check the store, report month and source before taking action. A locked period protects its data; changes affecting locked periods need to be reopened through the allowed workflow. RM, SC and Partner cannot use these controls. Use the supporting source when correcting a figure.

Read stock and operations sensibly

The dashboards are useful for follow-up, but check missing data and comparison coverage before acting.

Inventory and its PDF reports

Choose a snapshot date, then set area/store/partner filters. Inventory by product type and Store SKU details have independent category buttons. Download report PDF exports all matching rows as A4, not only the visible page. DOS 30 or more is adequate; 10 to below 30 moderate; below 10 low. Missing demand/DOS is not zero. Replenishment is a recommendation; no purchase order is created.

Operations and growth

Foot traffic is averaged over available store-days. Entry rate is weighted by passing traffic; conversion, smartphone conversion and attach rate use visitors as weights. Attach rate is a ratio.

DoD/WoW/MoM/QoQ/YoY use the selected report window and available matching stores; a dash means a valid comparison is unavailable.

Map and store identity

Full coverage in Store map locator returns to East Java, Bali, Nusa Tenggara and Indonesian Papua. Approximate pins need verification. ARM can view locations, but only DRM can set them. Qualification badges use the latest mapping or effective approved update; Qualification unavailable is not a negative certification result.

When to ask DRM for help

Contact DRM for imports, new accounts, new stores, ownership links, an official holiday calendar or an assignment mismatch. Include the store code, selected dates, filters and the message you see. Upcoming and stores without applicable reports do not add to KPI. Read the warnings about incomplete targets, cutoff dates and outlook rather than replacing a dash with zero.

Download the report you need

Set the period and filters first. Use the Download report PDF button beside the section you want to save.

Sales, growth, KPI and partner reports

In Selling out performance, use the button beside Store performance details. The growth panel has its own button and follows the selected indicator. KPI score and Store rankings offer Store KPI rankings; KPI by partner offers Achievement by partner and the store ranking table. Choose the button beside the results you need. Operations matrix also has a separate Growth comparison download.

Product focus and final assessment

In Product focus performance, select Xiaomi T, Xiaomi Pad, Redmi Note, LHA or TV, then click Download report PDF beside that product's store performance table. The PDF follows the selected product. In Final assessment, use the button beside Final assessment ranking. If you use the store-name/code search in either table, clear it before downloading when you want the full filtered list.

What the PDF contains

The report includes every matching row, including rows on later table pages. It uses A4 landscape with standard 2.54 cm margins, repeated table headings and page numbers. Store and personnel details are included where the report provides them. A dash means unavailable, not zero. Check the period, scope and indicator printed at the top before sharing the file.

Your access and the inventory buttons

You can download financial reports across areas. Downloads keep the scope applied by each dashboard; approval and editing permissions stay the same. Inventory by product type and Store SKU details keep their own category buttons and PDF downloads. Choose the category separately in each section. Wait for the download to finish; if it fails, read the message and try again.

Periksa area sebelum menindaklanjuti

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Mulai dari periode dan cakupan toko. Tindak lanjut yang menyebut toko, tanggal dan masalahnya lebih mudah dikerjakan daripada tangkapan layar tanpa konteks.

Hak akses Anda

ARM dapat membaca dashboard lintas area. Peninjauan jadwal serta pengajuan perubahan pegawai/toko mengikuti penugasan yang Anda tangani. Anda dapat meninjau jadwal dan revisi per tanggal SC dalam cakupan tersebut. DRM menyetujui jadwal ARM, revisi Anda, serta pengajuan perubahan pegawai atau status toko.

Masuk dan pilih cakupan

Gunakan akun yang sudah dilengkapi DRM. Ganti EN/ID bila perlu. Buka Selling out performance, Product focus performance, KPI score, KPI by partner, Store rankings atau Final assessment. Pilih periode; gunakan kalender untuk tanggal harian/mingguan atau Q1-Q4 jika tersedia. Cari Toko melalui nama atau kode, pilih hasil, lalu klik Terapkan. Filter lainnya berisi slicer tambahan; Reset menghapus filter.

Buka detail toko

Klik Lihat di samping toko. Periksa SC, ARM, partner, status, realisasi dan targetnya sebelum membaca skor. Sumber laporan dan pesan data belum lengkap menjelaskan angka yang belum tersedia. Pemindahan tidak mengalihkan pencapaian lama: hasil sebelumnya tetap mengikuti SC/ARM lama, sedangkan penugasan baru berlaku mulai tanggal efektif.

Gunakan aturan skor yang sesuai

Bobot KPI: Total GMV 40%, Smartphone SO 20%, High-end SO 20% dan AIoT GMV 20%. Final assessment memakai KPI 60%, Xiaomi T 5%, Xiaomi Pad 5%, Redmi Note 10%, LHA 10% dan TV 10%. Warna skor komponen dihitung terhadap bobotnya: 32 dari 40 berarti 80%, sehingga hijau. Mulai 80% hijau, di atas 50% hingga di bawah 80% kuning lembut, dan 50% ke bawah merah lembut. Skor tidak dibatasi 100. Achievement dan outlook memakai batas hijau yang berbeda, yaitu 100%.

Rencanakan kunjungan dan tinjau jadwal SC

Pengajuan mingguan tetap memerlukan rencana kunjungan satu bulan penuh. Isi bulannya dahulu, lalu tentukan minggu pengajuan.

Ajukan rencana ARM

1. Buka Form jadwal ARM dan pilih bulan.
2. Pilih minggu pengajuan yang dimulai Senin dan mencakup bulan rencana.
3. Isi Visit 1, Visit 2 dan Visit 3 pada setiap tanggal kerja, beserta jenis online/offline. Gunakan pilihan luar toko atau izin bila sesuai.
4. Pastikan setiap toko aktif dalam penugasan memiliki minimal tiga slot kunjungan sebulan. Tanggalnya boleh sama atau berbeda. Stay in first visit hanya untuk Visit 2 dan tidak menambah hitungan kunjungan.
5. Kirim kepada DRM, lalu periksa status peninjauannya.

Hari kerja dan izin

Minggu pada umumnya libur; libur nasional resmi dikecualikan dari rencana kerja reguler. Izin atau cuti harus berlaku sehari penuh. Jika kalender belum tersedia, minta DRM melengkapinya sebelum mengajukan. Timetable mencatat rencana yang disetujui, bukan bukti kunjungan sudah dilakukan.

Tinjau pengajuan SC

Buka halaman jadwal kerja SC dan cari rencana pending yang boleh Anda tinjau. Periksa bulan, penugasan toko dan semua tanggalnya. Pilih Tinjau, tulis catatan, lalu Setujui atau Tolak. Untuk revisi SC, bandingkan entri lama dan usulan penggantinya sebelum memutuskan. Jika ditolak, jelaskan apa yang perlu diperbaiki.

Gunakan timetable yang disetujui sebagai acuan

Rencana baru menjadi jadwal disetujui setelah proses approval. Permintaan pending bukan izin untuk menjalankan shift atau kunjungan berbeda. Bila akun, penugasan atau versi rencana berubah, muat ulang dan selesaikan dengan DRM; jangan menyetujui tampilan lama.

Tangani perubahan tanpa menulis ulang riwayat

Gunakan alur bertanggal efektif untuk perubahan pegawai dan toko. Tulis alasan yang cukup jelas untuk peninjau berikutnya.

Revisi jadwal ARM Anda sendiri

Buka rencana ARM yang diajukan atau disetujui. Pilih satu tanggal, lalu ubah Visit 1/jenis, Visit 2/jenis dan Visit 3/jenis. Tulis alasan dan kirim revisi kepada DRM. Entri yang disetujui tetap berlaku sampai revisi disetujui. Hanya satu revisi boleh pending per rencana; perubahan satu tanggal tetap harus memenuhi aturan bulanan, termasuk minimum kunjungan.

Ajukan perubahan penempatan atau kualifikasi SC

Buka Penempatan & kualifikasi pegawai. Pilih jenis perubahan, toko atau SC dalam penugasan, SC pengganti/Vacant atau status kualifikasi, tanggal efektif dan alasan. Kirim kepada DRM. Pengajuan tetap pending sampai disetujui. ARM tidak dapat merotasi area ARM; DRM menanganinya langsung. Perubahan baru penempatan SC/ARM dan kualifikasi tidak boleh lebih awal dari 1 November 2026.

Ajukan perubahan status toko

Buka Aktivasi & status toko. Pilih toko dalam cakupan Anda, status usulan, tanggal efektif dan alasan, lalu kirim kepada DRM. Jangan menganggap Upcoming sudah aktif sebelum disetujui. DRM membuat toko baru dan menangani syarat aktivasinya.

Koreksi atau kunci laporan setelah diperiksa

Tombol Koreksi dan Kunci bulan pada detail laporan toko tersedia bagi DRM dan ARM. Periksa toko, bulan laporan dan sumbernya sebelum melanjutkan. Periode terkunci melindungi data; perubahan yang memengaruhinya perlu dibuka kembali melalui alur yang diizinkan. RM, SC dan Partner tidak dapat memakai tombol tersebut. Gunakan sumber pendukung saat mengoreksi angka.

Baca stok dan operasional dengan tepat

Dashboard membantu tindak lanjut, tetapi periksa data kosong dan cakupan perbandingan sebelum mengambil keputusan.

Inventory dan PDF laporannya

Pilih tanggal snapshot, lalu filter area/toko/partner. Persediaan per tipe produk dan Rincian SKU per toko memiliki tombol kategori yang terpisah. Unduh laporan PDF mengeksport seluruh baris sesuai filter sebagai A4, bukan hanya halaman yang terlihat. DOS 30 ke atas memadai; 10 hingga di bawah 30 sedang; di bawah 10 rendah. Permintaan/DOS kosong bukan nol. Pengisian stok adalah rekomendasi; sistem tidak membuat pesanan pembelian.

Operasional dan pertumbuhan

Traffic depan toko dirata-ratakan dari observasi toko-hari yang tersedia. Entry rate dibobot traffic depan toko; konversi, konversi smartphone dan attach rate dibobot pengunjung masuk. Attach rate adalah rasio. DoD/WoW/MoM/QoQ/YoY memakai rentang laporan dan toko perbandingan yang tersedia; tanda garis berarti belum ada perbandingan yang valid.

Peta dan identitas toko

Seluruh cakupan pada Store map locator mengembalikan tampilan Jawa Timur, Bali, Nusa Tenggara dan Papua Indonesia. Pin perkiraan perlu verifikasi. ARM boleh melihat lokasi, tetapi hanya DRM yang dapat mengaturnya. Badge kualifikasi mengikuti mapping terbaru atau perubahan disetujui yang sudah efektif; kualifikasi belum tersedia bukan hasil sertifikasi negatif.

Kapan perlu bantuan DRM

Hubungi DRM untuk impor, akun baru, toko baru, penautan kepemilikan, kalender libur resmi atau penugasan yang tidak sesuai. Sertakan kode toko, tanggal, filter dan pesan yang tampil. Upcoming serta toko tanpa laporan yang berlaku tidak menambah KPI. Baca peringatan target belum lengkap, tanggal cutoff dan outlook; jangan mengganti tanda garis dengan nol.

Unduh laporan yang Anda perlukan

Tentukan periode dan filter dahulu. Gunakan tombol Unduh laporan PDF di samping bagian yang ingin disimpan.

Laporan penjualan, pertumbuhan, KPI dan partner

Di Selling out performance, gunakan tombol di samping Detail performance toko. Panel pertumbuhan memiliki tombol sendiri dan mengikuti indikator terpilih. KPI score dan Store rankings menyediakan Peringkat KPI toko; KPI by partner menyediakan Pencapaian masing-masing Partner serta tabel peringkat toko. Pilih tombol di samping hasil yang diperlukan. Operations metrix juga memiliki unduhan Perbandingan pertumbuhan tersendiri.

Product focus dan final assessment

Di Product focus performance, pilih Xiaomi T, Xiaomi Pad, Redmi Note, LHA atau TV, lalu klik Unduh laporan PDF di samping tabel performa produk per toko. PDF mengikuti produk yang dipilih. Di Final assessment, gunakan tombol di samping Peringkat Final Assessment. Jika memakai pencarian nama/kode toko pada kedua tabel ini, kosongkan pencariannya sebelum mengunduh bila ingin seluruh daftar sesuai filter.

Isi file PDF

Laporan memuat seluruh baris yang sesuai, termasuk baris pada halaman tabel berikutnya. Formatnya A4 lanskap dengan margin standar 2,54 cm, judul kolom berulang dan nomor halaman. Keterangan toko dan pegawai ikut disertakan jika tersedia pada laporan. Tanda garis berarti belum tersedia, bukan nol. Periksa periode, cakupan dan indikator di bagian atas sebelum membagikan file.

Hak akses dan tombol inventory

Anda dapat mengunduh laporan finansial lintas area. Unduhan mengikuti cakupan yang diterapkan tiap dashboard; hak persetujuan dan pengeditan tetap sama. Persediaan per tipe produk dan Rincian SKU per toko tetap memiliki tombol kategori serta unduhan PDF masing-masing. Pilih kategori secara terpisah pada setiap bagian. Tunggu hingga unduhan selesai; jika gagal, baca pesannya lalu coba kembali.