The tribe and franchisee profiles

Everything Compliance holds about one tribe or one owner on a single page — score history, document cards, open actions and recent checks.

Click a tribe name anywhere in Compliance and you land on its profile. This is the page to have open before a renewal conversation, a difficult meeting, or a handover to a new advisor.

What is on it

Section	What it tells you
The four counts	Latest visit score, overdue checks, open actions, and documents missing or expired.
Score history	The most recent scored checks, oldest to newest, so the direction of travel is visible. The chart plots the last twelve.
Documents	One card per active document type for that subject, showing what is current, expiring, missing or rejected. Optional types are marked Optional rather than red.
Open actions	Everything outstanding, with severity and due date, editable in place.
Recent records	The last checks, with status and score, linked to their reports.

> **THE DIRECTION MATTERS MORE THAN THE NUMBER**
> One score is a snapshot. Four in a row going 71, 78, 84, 88 is a tribe that is responding to support — and 88, 84, 78, 71 is one that needs a different conversation.

The franchisee profile

A **franchisee** is the owner, who may hold several tribes. Their profile works the same way, with one difference: it shows checks and documents about the owner themselves *and* everything belonging to the tribes they currently own.

So a multi-unit owner can be looked at as one relationship rather than three separate sites. Their tribes are listed at the top as buttons, so you can drop into any one of them.

> **A SOLD TRIBE DROPS OFF THE OWNER**
> The profile follows current ownership. When a tribe is sold, its records stop appearing on the previous owner's profile and appear on the new one — the tribe's own profile keeps the full history either way.

Working from the profile

- Lodge a missing document straight from its card, without going to the Documents page.
- Add an action against this tribe with the subject already filled in.

- Move an action along from Open to Done or Verified with the status chip.
- Open any past check to read its report.