CARATLANE
A TANISHQ Partnership

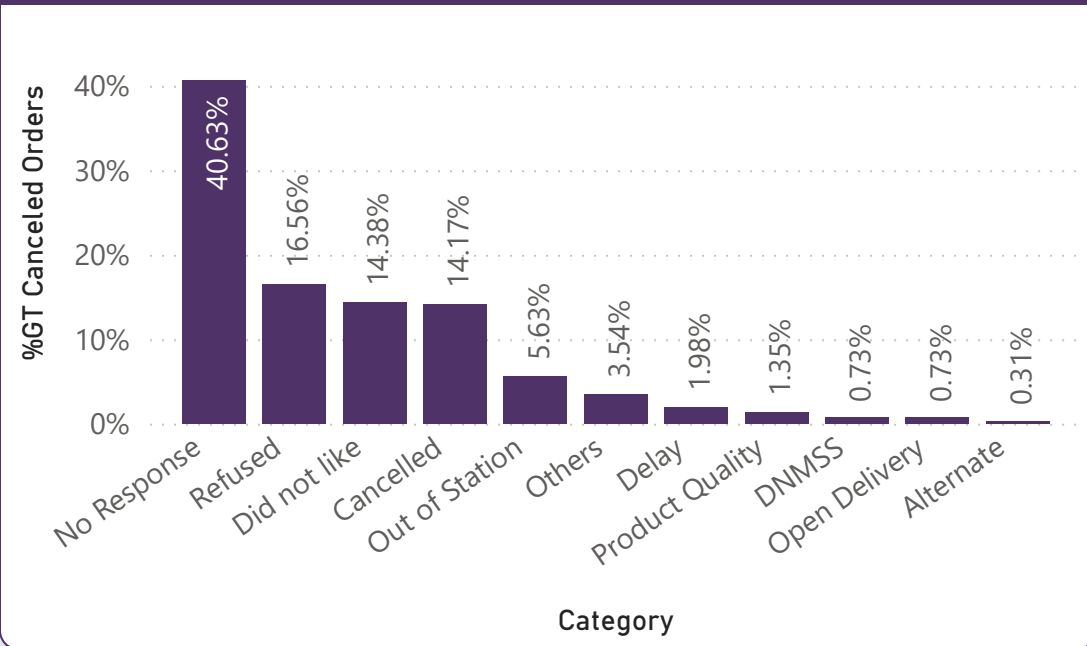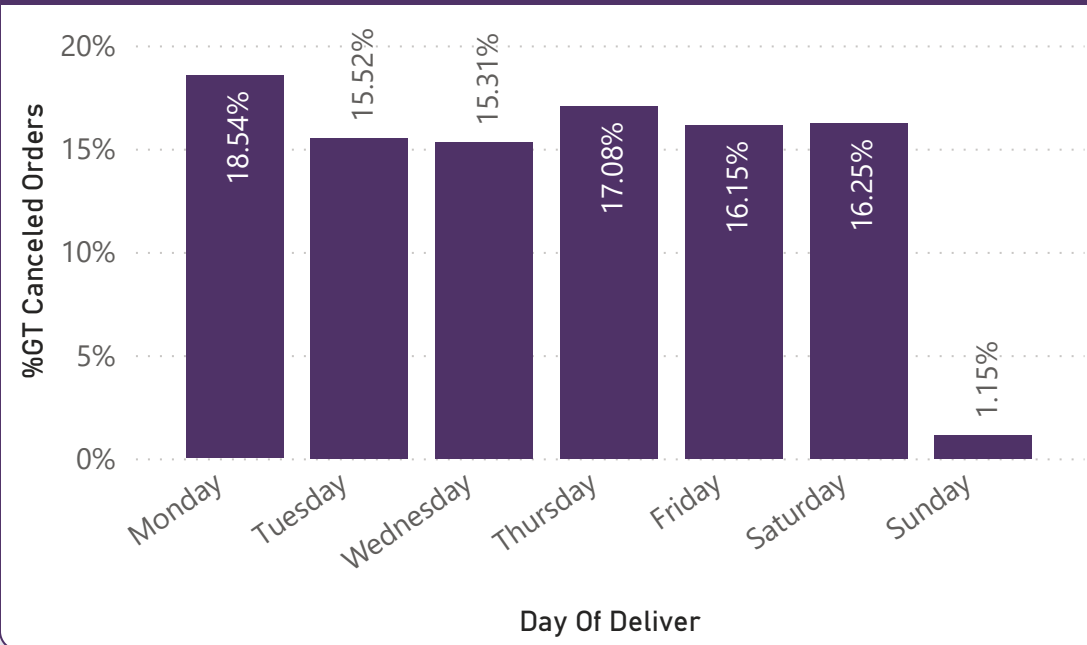| 960	8	17	390	136	138	19	54
Returned Orders	Avg Days To Dispatch	Avg Days Delivey	No Response	Cancelled	Did Not Like	Delayed	Out Of Station

% Returned Orders By Category

Category values (%GT Canceled Orders):
- No Response: 40.63%
- Refused: 16.56%
- Did not like: 14.38%
- Cancelled: 14.17%
- Out of Station: 5.63%
- Others: 3.54%
- Delay: 1.98%
- Product Quality: 1.35%
- DNMSS: 0.73%
- Open Delivery: 0.73%
- Alternate: 0.31%

Returned Orders by Top 5 Pin Code

Pin Code	Canceled Orders
122001	22
110085	17
401107	17
122002	16
560037	14

Returned Orders by Day Of Deliver

Day Of Deliver	Canceled Orders
Monday	178
Tuesday	149
Wednesday	147
Thursday	164
Friday	155
Saturday	156
Sunday	11

% Returned Orders By Day Of Deliver

Day Of Deliver	%GT Canceled Orders
Monday	18.54%
Tuesday	15.52%
Wednesday	15.31%
Thursday	17.08%
Friday	16.15%
Saturday	16.25%
Sunday	1.15%

Returned Orders By Month

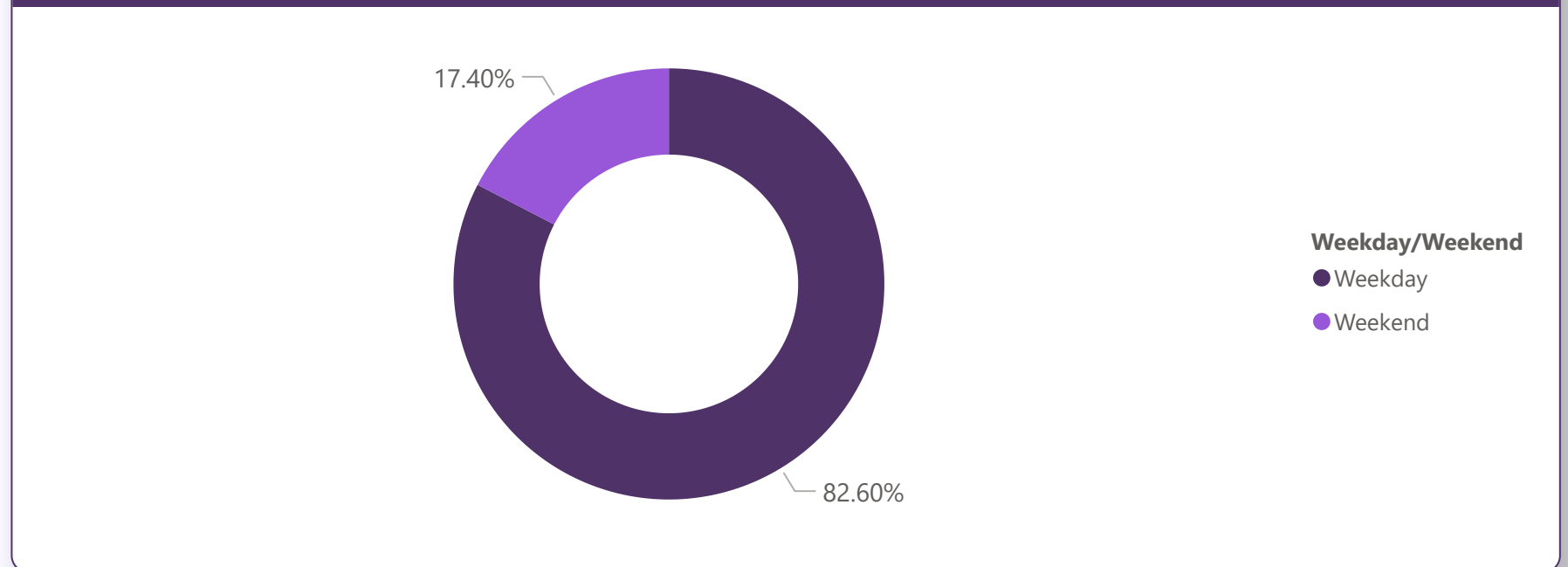| Delivery Month	Canceled Orders
January	96
February	144
March	133
April	145
May	91
June	140
July	96
November	1
December	114
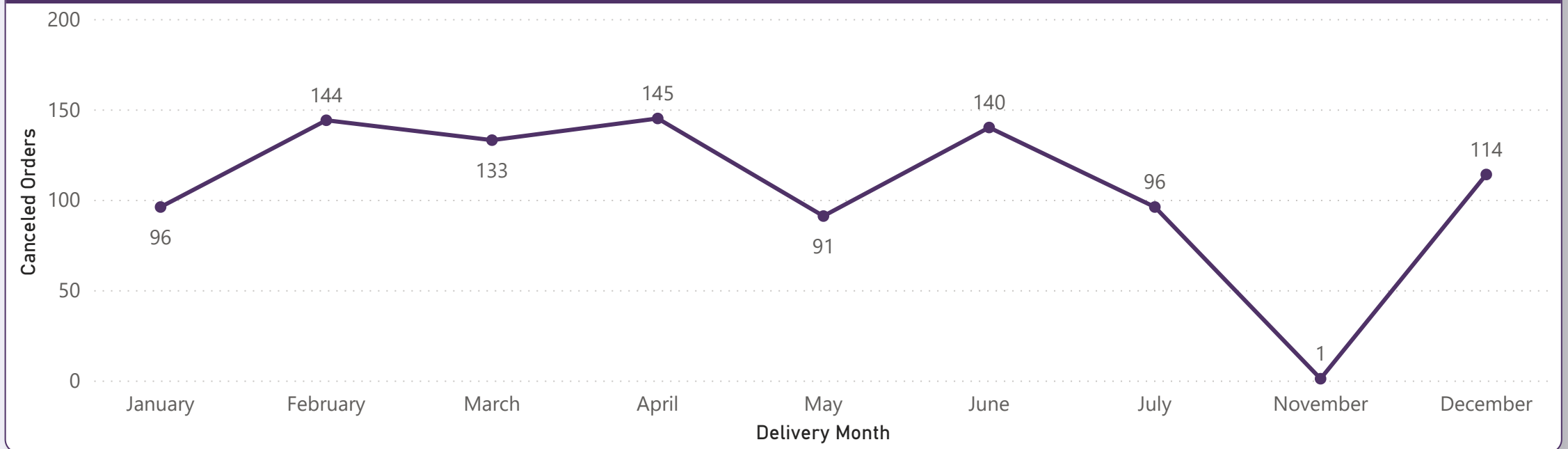
Insights

- Around 40.63% of customers are not responding at the time of delivery.
- Around 16.56% of customers are refusing to take the order.
- Around 14.38% of customers are not liking the product.
- Around 14.17% of customers are cancelling the order at the time of delivery.
- We are taking 8 days on an average to dispatch a order.
- We are taking 17 days on an average to deliver a order.
- Around 82.60% of order are getting returned on weekdays (Monday - Friday)

% Returned Orders By Weekday/Weekend

- Weekday: 82.60%
- Weekend: 17.40%

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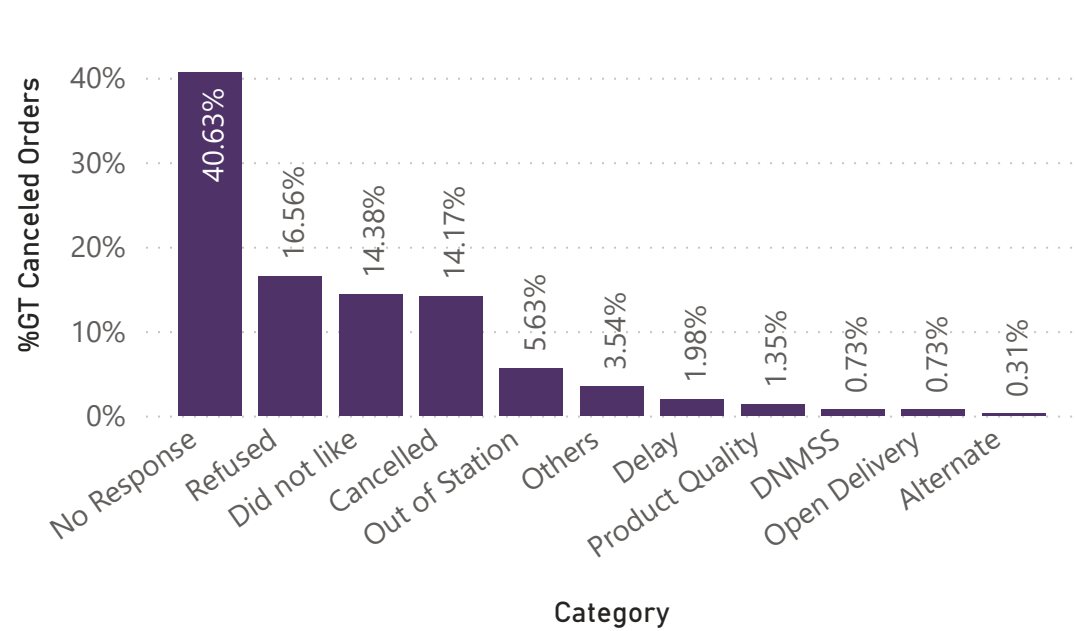| 960	8	17	390	136	138	19	54
Returned Orders	Avg Days To Dispatch	Avg Days Delivey	No Response	Cancelled	Did Not Like	Delayed	Out Of Station

Channels

| - | Blue Dart | Delhivery | HUB | Sequel | Speed Post | > |

Delivery Months

| January | February | March | April | May | June | July | November | December |

% Returned Orders By Category

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- Alternate: 0.31%

(Y-axis: %GT Canceled Orders, X-axis: Category)

% Returned Orders By Channel

- Blue Dart: 47.60%
- HUB: 27.50%
- Delhivery: 13.75%
- Wow Express: 5.63%
- Sequel: 5.10%
- -: 0.31%
- Speed Post: 0.10%

(Y-axis: %GT Canceled Orders, X-axis: Channel)

% Returned Orders By Weekday/Weekend

- 17.40%
- 82.60%
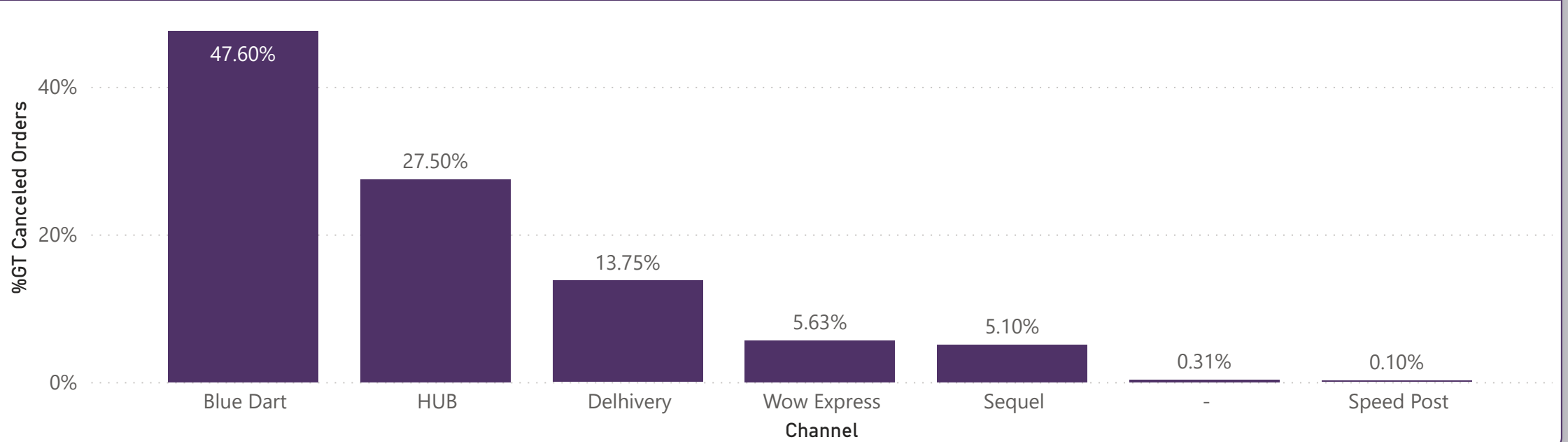
Weekday/Weekend
- Weekday
- Weekend
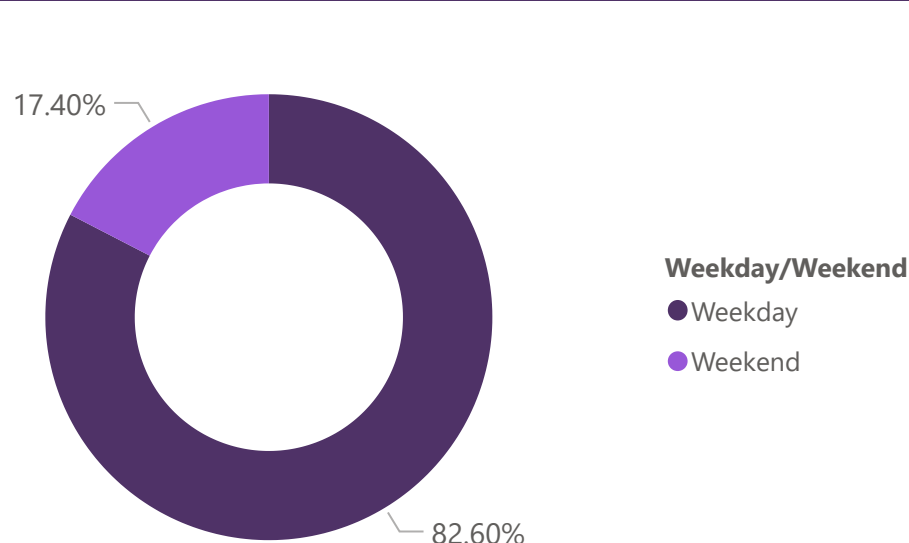
Channel Wise Returned Orders

Category: ● Alternate ● Cancelled ● Delay ● Did not like ● DNMSS ● No Response ● Open Delivery ● Others ● Out of Station ● Product Quality ● Refused

Channel		
Blue Dart	12.47% / 53.61% / 7.44% / 16.41%	
HUB	10.23% / 40.91% / 16.29% / 4.55% / 18.56%	
Delhivery	13.64% / 4.55% / 5.30% / 45.45% / 9.85% / 15.91%	
Wow Express	24.07% / 5.56% / 42.59% / 16.67%	
Sequel	36.73% / 38.78% / 10.20%	
-	100.00%	
Speed Post	100.00%	

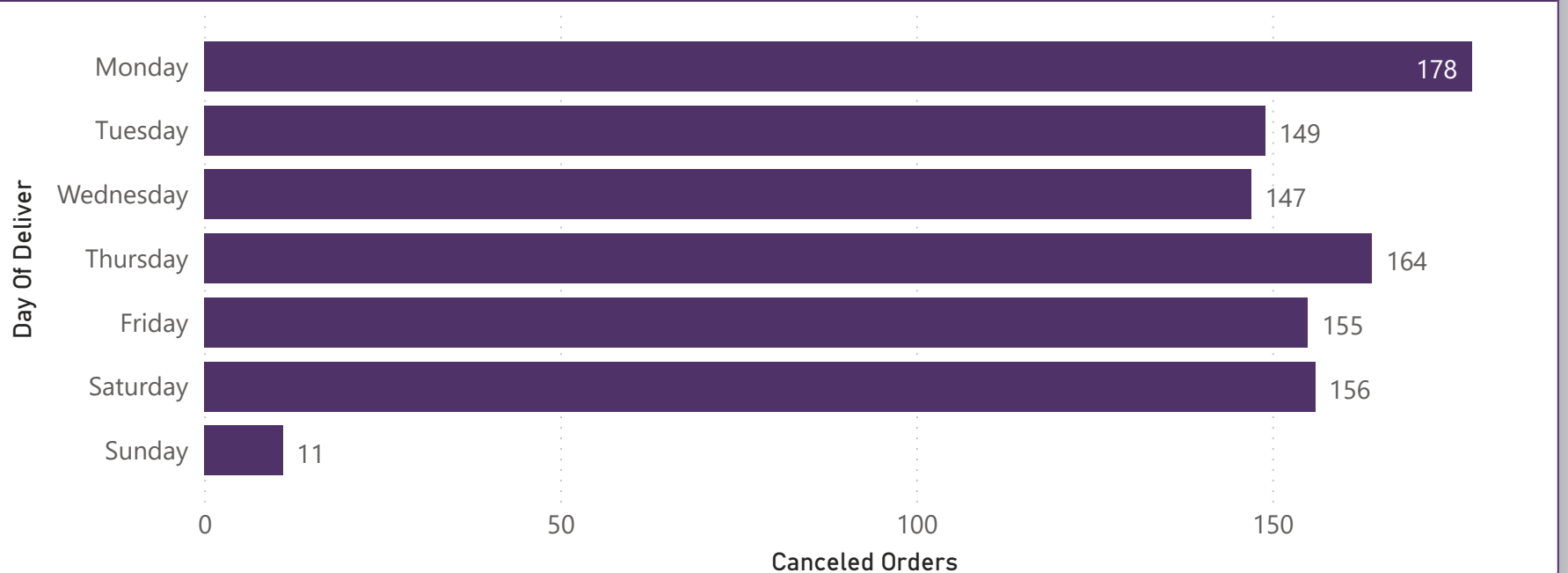(X-axis: %GT Canceled Orders)
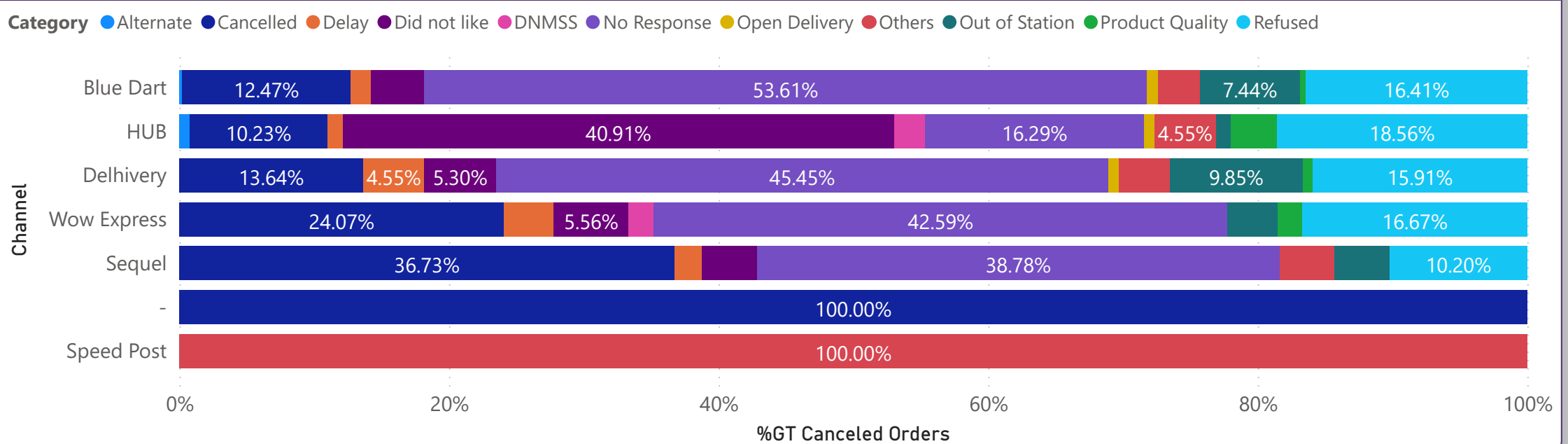
Insights

- Around 47.60% of total orders are getting returned which are delivered by Blue Dart.
- Around 53.61% of customers are not responding to the orders which Blue Dart is delivering.
- Most of the orders delivered by Blue Dart are delivered on Monday and Thursday.
- Around 40.91% of customers are not liking the product which is delivered by HUB and are majorly of 122001, 122002 and 560043 pin code.
- In case of Delhivery around 45.45% of orders are getting cancelled and not responding.

Day Wise Returned Orders

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- Tuesday: 149
- Wednesday: 147
- Thursday: 164
- Friday: 155
- Saturday: 156
- Sunday: 11

(Y-axis: Day Of Deliver, X-axis: Canceled Orders)

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Channels

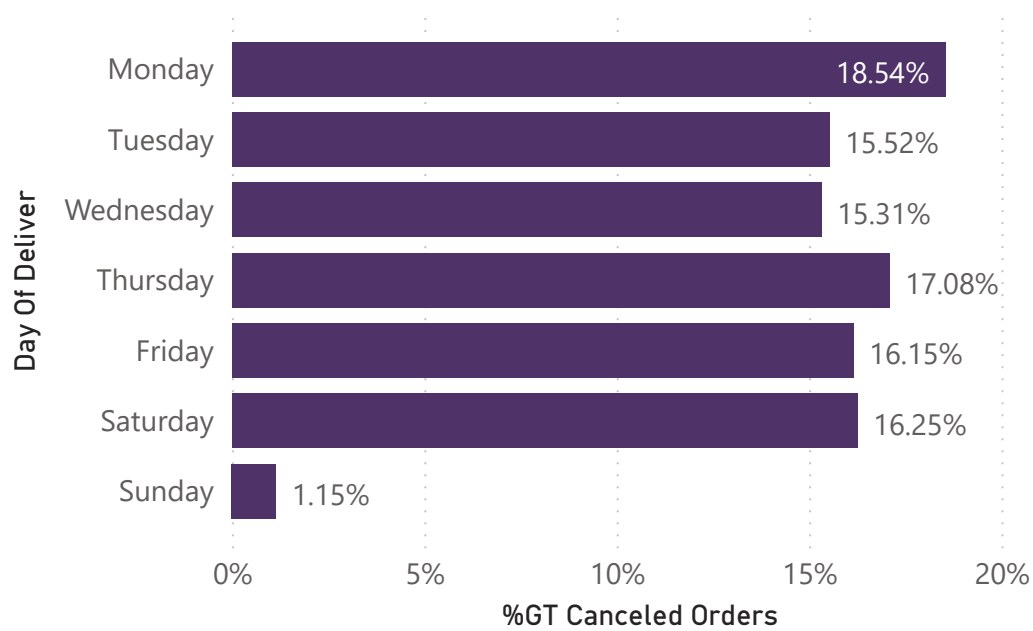| - | Blue Dart | Delhivery | HUB | Sequel | Speed Post | > |

Delivery Months

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Day Of Deliver (Canceled Orders):
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Returned Orders By Product Category

Canceled Orders by Product Category:
- Studded Jewellery — 653
- Unstudded Jewellery — 264
- Gold Coin — 34
- Solitaire — 7
- Mount — 2

Returned Reason Word Cloud

Response, No, Cancelled, Did, like, Refused, not, Station, Product, Quality, DNMSS, Open, Out, Others, Delay, Alternate, Delivery

Insights

- Around 18.54% of orders were returned on Monday.
- Around 40.45% of customers do not respond on Monday.
- Around 39.97% of customers do not respond on Weekdays.
- Around 4.92% of customers are out of station on Weekdays.
- Around 43.71% of customers do not respond on Weekends.
- Around 42.86% of customers did not like the Jewellery in Solitaire category.
- Tuesday is the day on which customers cancelled most of the orders 18.38%

% Returned Orders By Weekday/Weekend

- Weekday — 82.60%
- Weekend — 17.40%