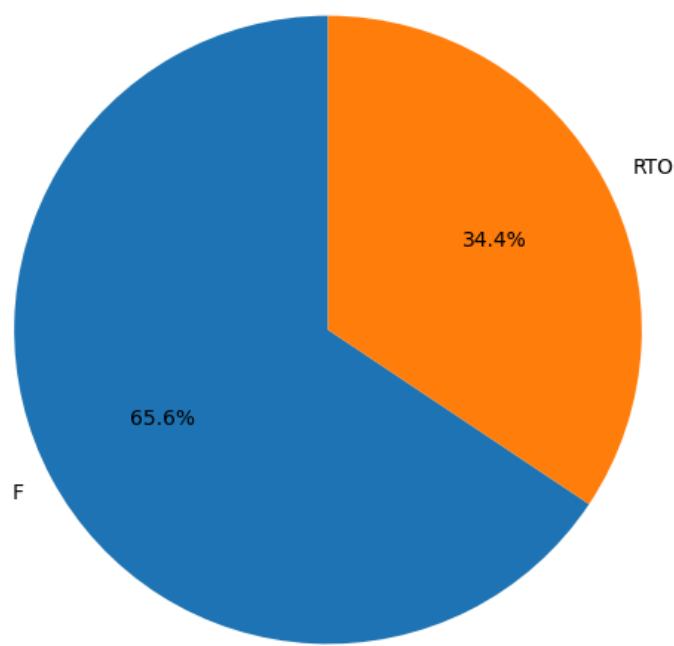# RTO Findings Report

Details about ORDER_STATUS:

- Order status comprizes of **F (failure)** & **RTO(return to origin)**
- **RTO -** 290 Orders
- **F -** 554 Orders

order_status	distinct_order_count
F	554
RTO	290

Order Status Distribution

Details about Article Type:

- **Saree Blouse** is most returned item (625 out of 844 orders) followed by **salwar** (66) and **palazzos**(51)

```
    article_type  distinct_order_count
  Saree Blouse                    625
        Salwar                     66
      Palazzos                     51
       Dresses                     18
      Co-Ords                      14
        Shirts                     13
      Churidar                     13
        Shorts                     13
          Tops                     11
        Skirts                      7
 Ethnic Dresses                     4
   Harem Pants                      3
Cushion Covers                      2
        Kurtas                      2
        Kurtis                      1
      Trousers                      1
```

Details on types of payment method:

- **COD** (cash on delivery) and **ON**(online) modes available

```
   payment_method  distinct_order_count
0             cod                   564
1              on                   280
```

```
   payment_method order_status   distinct_order_count
0             cod            F                    308
1             cod          RTO                    256
2              on            F                    246
3              on          RTO                     34
```
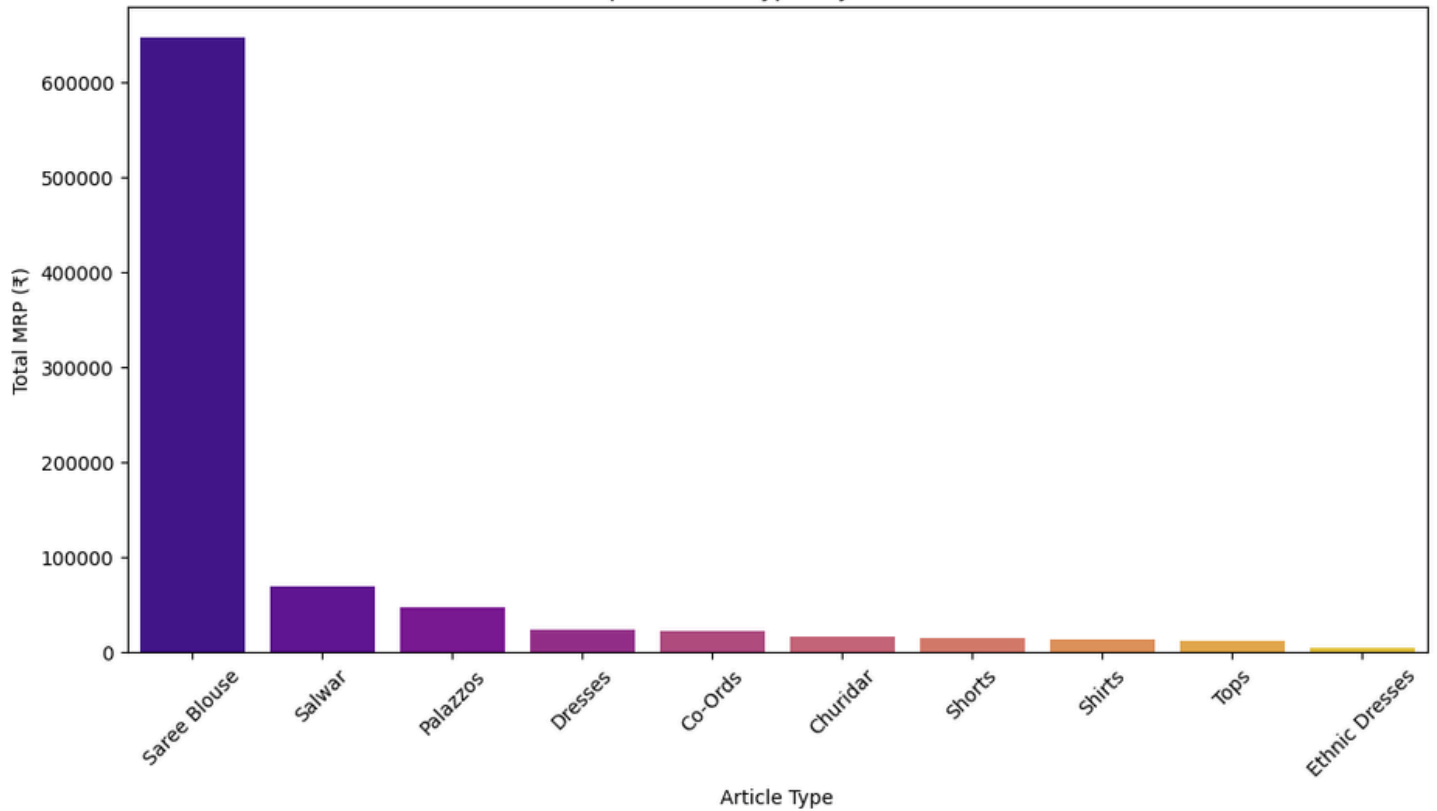
Details on sum of Base amount of articles returned by their types:

- Saree Blouse incurs a base revenue loss of Rs. 6,47,385.68

```
    article_type   total_mrp
    Saree Blouse   647385.68
          Salwar    68373.69
        Palazzos    46595.63
         Dresses    23067.04
         Co-Ords    21192.79
        Churidar    15790.17
          Shorts    13311.00
          Shirts    12312.64
            Tops    11762.13
  Ethnic Dresses     4340.58
     Harem Pants     3990.46
          Skirts     3326.61
          Kurtas     1838.08
        Trousers      951.42
          Kurtis      919.04
  Cushion Covers      657.14
```

Top 10 Article Types by Total MRP

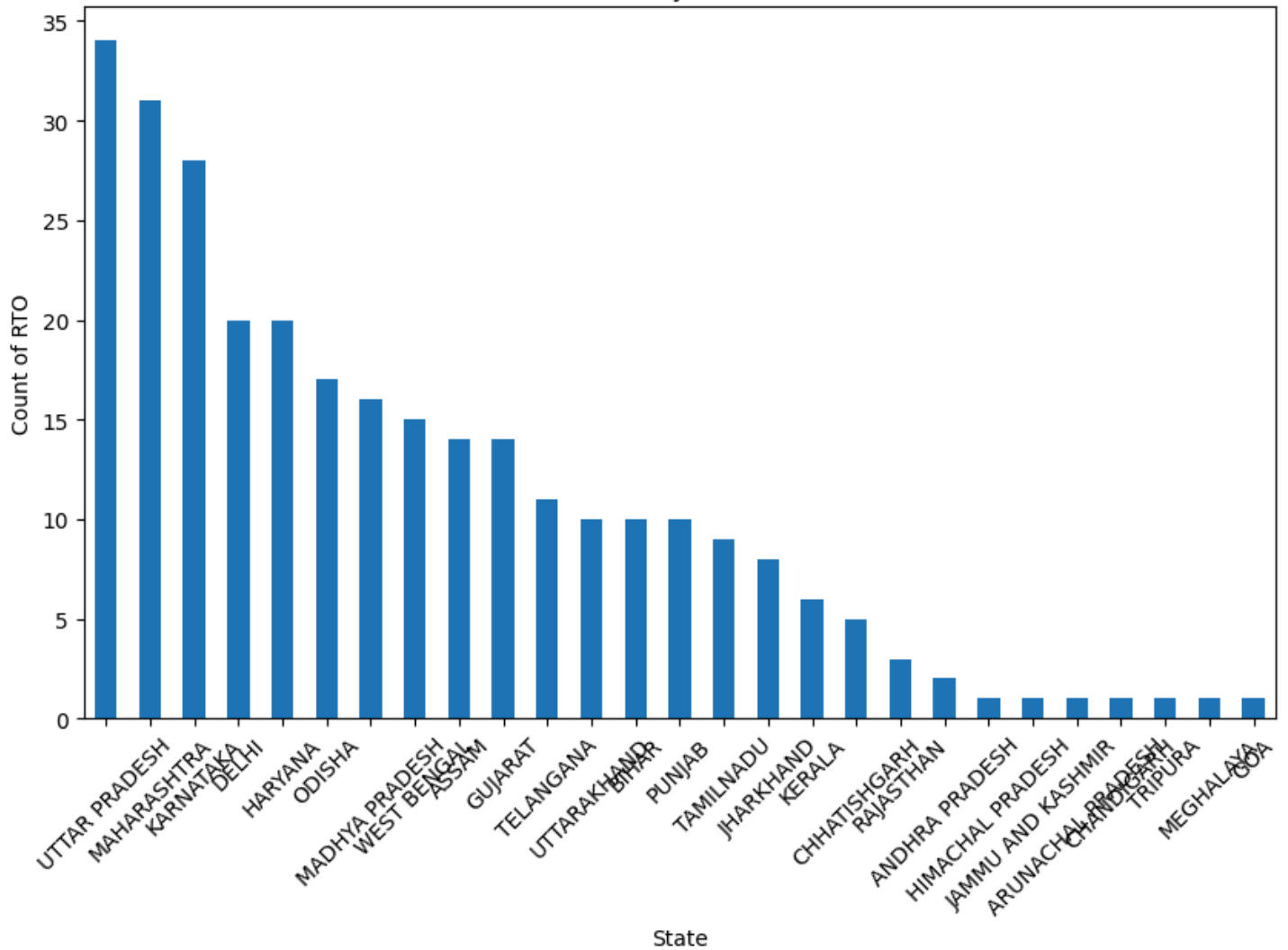# Details on customer location of RTO:

- Maximum returns from:
  - U.P.
  - M.H.
  - Karnataka
  - Delhi
  - Haryana

```
location
UTTAR PRADESH           34
MAHARASHTRA             31
KARNATAKA               28
DELHI                   20
HARYANA                 20
ODISHA                  17
MADHYA PRADESH          16
WEST BENGAL             15
ASSAM                   14
GUJARAT                 14
TELANGANA               11
UTTARAKHAND             10
BIHAR                   10
PUNJAB                  10
TAMILNADU                9
JHARKHAND                8
KERALA                   6
CHHATISHGARH             5
RAJASTHAN                3
ANDHRA PRADESH           2
HIMACHAL PRADESH         1
JAMMU AND KASHMIR        1
ARUNACHAL PRADESH        1
CHANDIGARH               1
TRIPURA                  1
MEGHALAYA                1
GOA                      1
Name: count, dtype: int64
payment_method
cod     256
on       34
Name: count, dtype: int64
```

RTO by State

Details on customer locations of F :
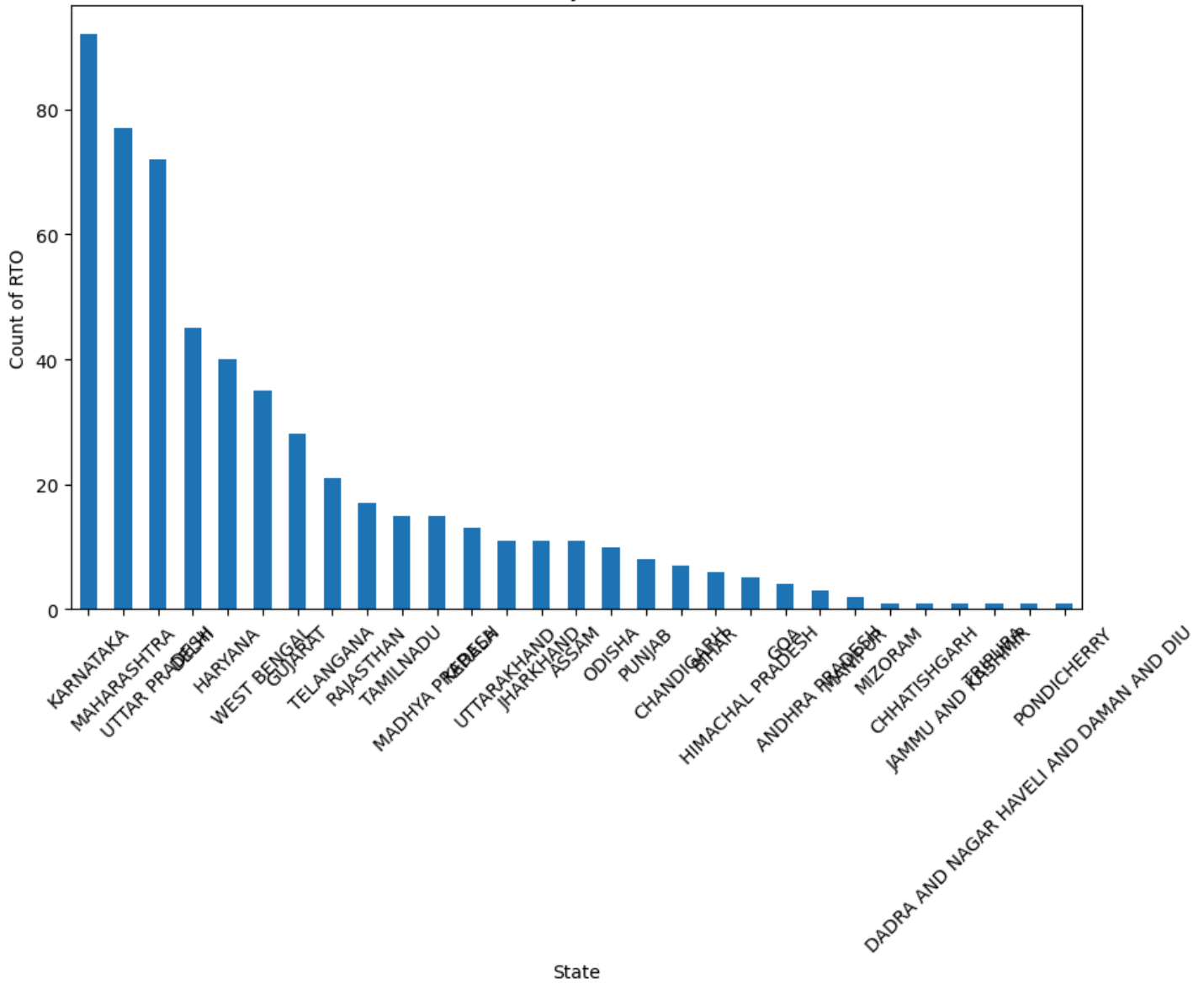
- Maximum returns from:
  - Karnatak
  - Maharashtra
  - U.P
  - Delhi
  - Haryana

```
location
KARNATAKA                                     92
MAHARASHTRA                                    77
UTTAR PRADESH                                  72
DELHI                                          45
HARYANA                                        40
WEST BENGAL                                    35
GUJARAT                                        28
TELANGANA                                      21
RAJASTHAN                                      17
TAMILNADU                                      15
MADHYA PRADESH                                 15
KERALA                                         13
UTTARAKHAND                                    11
JHARKHAND                                      11
ASSAM                                          11
ODISHA                                         10
PUNJAB                                          8
CHANDIGARH                                      7
BIHAR                                           6
HIMACHAL PRADESH                                5
GOA                                             4
ANDHRA PRADESH                                  3
MANIPUR                                         2
MIZORAM                                         1
CHHATISHGARH                                    1
JAMMU AND KASHMIR                               1
TRIPURA                                         1
DADRA AND NAGAR HAVELI AND DAMAN AND DIU        1
PONDICHERRY                                     1
Name: count, dtype: int64
payment_method
cod     308
on      246
Name: count, dtype: int64
```
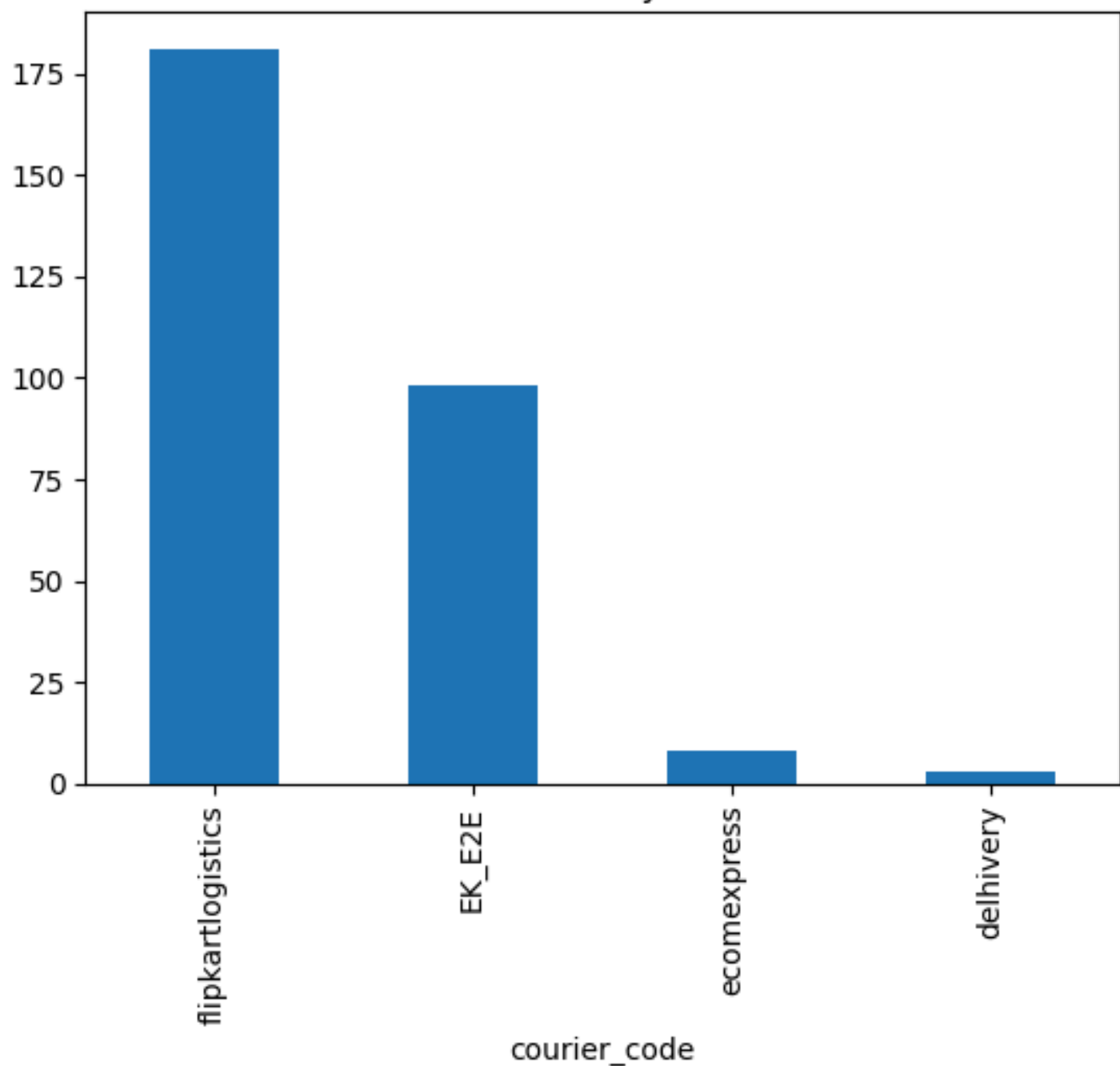
RTO by State

Details on Number of Features:

- Two shipping Cases:
  - RTO
  - F
- 32 Unique location throughout india
- 844 Total orders packed
- 784 Packet ids (1 packet may contain multiple items)
- 559 different SKUs

```
Unique counts for Shipping_case: 2
Unique counts for location: 31
Unique counts for order_id: 844
Unique counts for packet_id: 783
Unique counts for item_id: 844
Unique counts for sku_id: 559
```
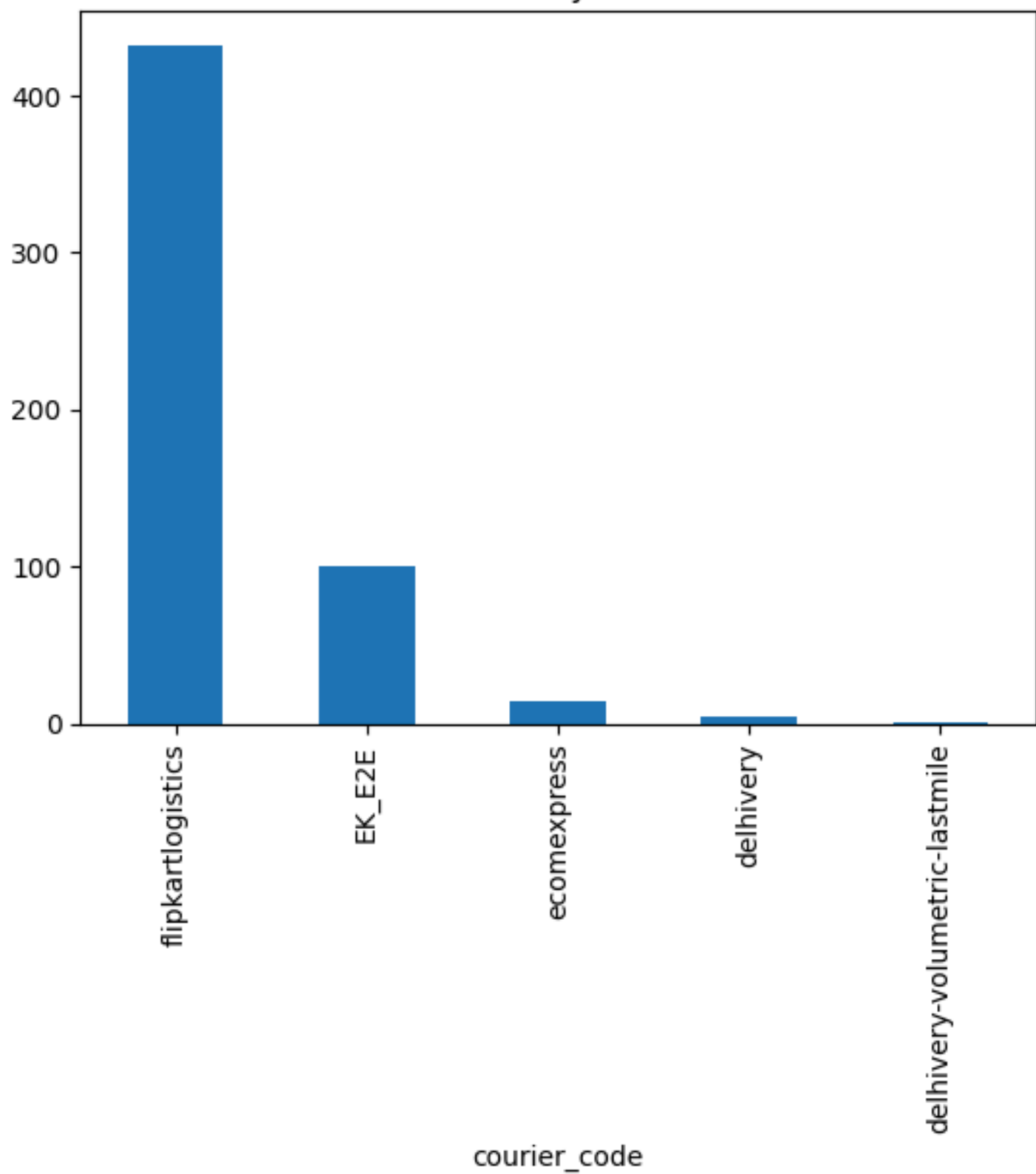
Details of Courier used

- Flipkart Logistics and EK_E2E has significant RTO Couriers
- ecomexpress and delhivery has significantly lower RTO Couriers

RTO Counts by Courier

F Counts by Courier

```
courier_code
flipkartlogistics                  613
EK_E2E                             199
ecomexpress                         23
delhivery                            8
delhivery-volumetric-lastmile        1
```