Context:

Leading Brazilian Retailer is a globally renowned brand and a prominent retailer in the United States. Leading Brazilian Retailer makes itself a preferred shopping destination by offering outstanding value, inspiration, innovation and an exceptional guest experience that no other retailer can deliver.

This particular business case focuses on the operations of Leading Brazilian Retailer in Brazil and provides insightful information about 100,000 orders placed between 2016 and 2018. The dataset offers a comprehensive view of various dimensions including the order status, price, payment and freight performance, customer location, product attributes, and customer reviews.

By analyzing this extensive dataset, it becomes possible to gain valuable insights into Leading Brazilian Retailer operations in Brazil. The information can shed light on various aspects of the business, such as order processing, pricing strategies, payment and shipping efficiency, customer demographics, product characteristics, and customer satisfaction levels.

Dataset: https://drive.google.com/drive/folders/1TGEc66YKbD443nslRi1bWgVd238gJCnb

The data is available in 8 csv files:

- 1. customers.csv
- 2. sellers.csv
- 3. order items.csv
- 4. geolocation.csv
- 5. payments.csv
- 6. reviews.csv
- 7. orders.csv
- 8. products.csv

The column description for these csv files is given below.

The **customers.csv** contain following features:

Features	Description
customer_id	ID of the consumer who made the purchase
customer_unique_id	Unique ID of the consumer
customer_zip_code_prefix	Zip Code of consumer's location
customer_city	Name of the City from where order is made
customer_state	State Code from where order is made (Eg. são paulo - SP)

The **sellers.csv** contains following features:

Features Description

seller_id Unique ID of the seller registered seller_zip_code_prefix Zip Code of the seller's location seller_city Name of the City of the seller seller_state State Code (Eg. são paulo - SP)

The **order_items.csv** contain following features:

Features	Description
order_id	A Unique ID of order made by the consumers
order_item_id	A Unique ID given to each item ordered in the order
product_id	A Unique ID given to each product available on the site
seller_id	Unique ID of the seller registered in Leading Brazilian Retailer
shipping_limit_date	The date before which the ordered product must be shipped
price	Actual price of the products ordered
freight_value	Price rate at which a product is delivered from one point to another

The **geolocations.csv** contain following features:

Features	Description
geolocation_zip_code_prefix	First 5 digits of Zip Code
geolocation_lat	Latitude
geolocation_lng	Longitude
geolocation_city	City
geolocation_state	State

The **payments.csv** contain following features:

Features	Description
order_id	A Unique ID of order made by the consumers
payment_sequential	Sequences of the payments made in case of EMI
payment_type	Mode of payment used (Eg. Credit Card)
payment_installments	Number of installments in case of EMI purchase
payment_value	Total amount paid for the purchase order

The **orders.csv** contain following features:

Features	Description
Features	Description

order_id A Unique ID of order made by the consumers

customer_id ID of the consumer who made the purchase order_status Status of the order made i.e. delivered, shipped, etc. order_purchase_timestamp of the purchase order_delivered_carrier_date Order_delivered_customer_date Order_estimated_delivery_date ID of the consumer who made the purchase Status of the order made i.e. delivered, shipped, etc. Timestamp of the purchase Delivery date at which carrier made the delivery order_delivery_date Order_estimated_delivery_date Status of the order made i.e. delivered, shipped, etc. Timestamp of the purchase Delivery date at which carrier made the purchase Order_delivery_date Delivery date at which customer got the product Order_estimated_delivery_date Order_delivery_date Order_

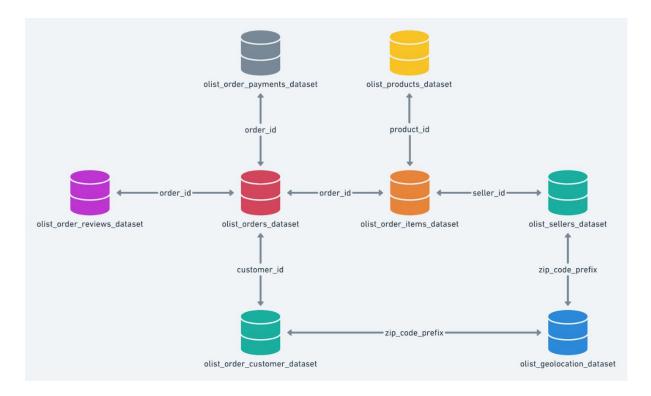
The **reviews.csv** contain following features:

Features	Description
review_id	ID of the review given on the product ordered by the order id
order_id	A Unique ID of order made by the consumers
review_score	Review score given by the customer for each order on a scale of 1-5
review_comment_title	Title of the review
review_comment_message	Review comments posted by the consumer for each order
review_creation_date	Timestamp of the review when it is created
review_answer_timestamp	Timestamp of the review answered

The **products.csv** contain following features:

Features	Description
product_id	A Unique identifier for the proposed project.
product_category_name	Name of the product category
product_name_lenght	Length of the string which specifies the name given to the products orde
product_description_lenght	Length of the description written for each product ordered on the site
product_photos_qty	Number of photos of each product ordered available on the shopping po
product_weight_g	Weight of the products ordered in grams
product_length_cm	Length of the products ordered in centimeters
product_height_cm	Height of the products ordered in centimeters
product_width_cm	Width of the product ordered in centimeters

Dataset schema:



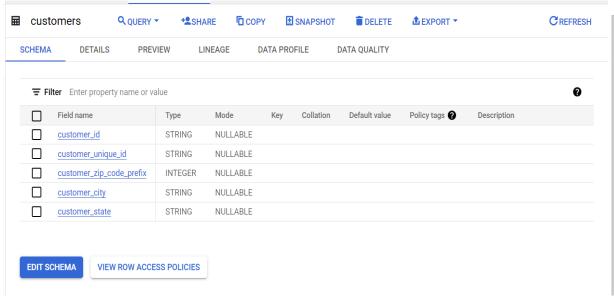
Problem Statement:

Assuming you are a data analyst/ scientist at Leading Brazilian Retailer, you have been assigned the task of analyzing the given dataset to extract valuable insights and provide actionable recommendations.

What does 'good' look like?

1. Import the dataset and do usual exploratory analysis steps like checking the structure & characteristics of the dataset:



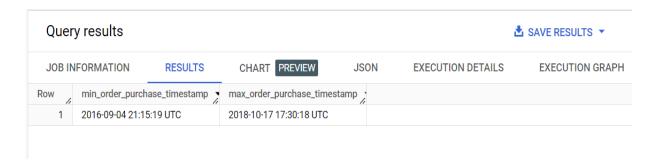


Insights: It will display the datatypes that each column of table is having.

2. Get the time range between which the orders were placed.

select min(order_purchase_timestamp) start_order_purchase_timestamp,
max(order_purchase_timestamp) end_order_purchase_timestamp

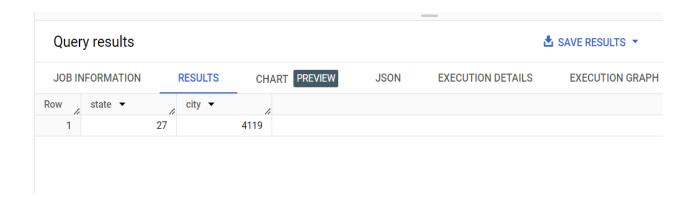
from `EnterpriceBC 01.orders`;



Insights: The query will display the output of starting timestamp of order placed and end timestamp of order placed.

3. Count the Cities & States of customers who ordered during the given period.

select count(distinct c.customer_state) as state, count(distinct c.customer_city) as city from `EnterpriceBC_01.orders` o join `EnterpriceBC_01.customers` c on o.customer_id = c.customer_id;



Insights: The query is displaying the count of state and city of customers who have ordered during given period

2. In-depth Exploration:

1. Is there a growing trend in the no. of orders placed over the past years?

select order_status, ord_placed_year, count(ord_placed_year) y_on_y
from

```
(select order_id, order_status, format_date('%Y', order_purchase_timestamp) ord_placed_year from `EnterpriceBC_01.orders`) a where order_status not in ('unavailable','canceled') group by 1,2 order by 2;
```

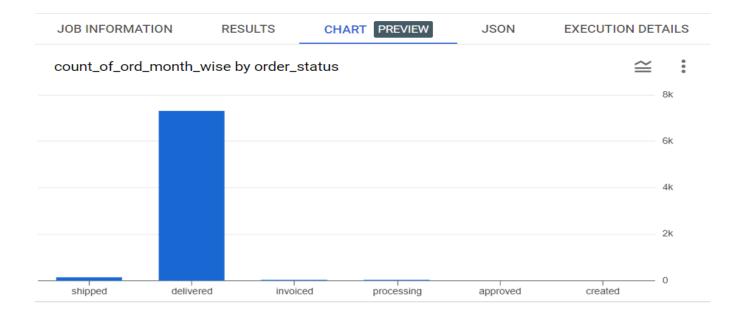
EXECUTION GRA	EXECUTION DETAILS	JSON	CHART PREVIEW	RESULTS	IFORMATION	JOB IN
	y ~	y_on_	ord_placed_year ▼	▼	order_status ▼	Row
	9		2016		shipped	1
	18		2016		invoiced	2
	267		2016		delivered	3
	2		2016		processing	4
	4		2017		created	5
	530		2017		shipped	6
	2		2017		approved	7
	175		2017		invoiced	8
	43428		2017		delivered	9
	240		2017		processing	10

Insights: The query is displaying the count order placed, shipped, invoiced, delivered etc. year on year.

2. Can we see some kind of monthly seasonality in terms of the no. of orders being placed?

```
select order_status, ord_placed_month, count(ord_placed_month)
count_of_ord_month_wise
from
(select order_id, order_status, format_date('%Y-%m', order_purchase_timestamp)
ord_placed_month
from `EnterpriceBC_01.orders`) a
where order_status not in ('canceled','unavailable')
```

Quer	y results					▲ SAVE RESULTS ▼	*** 1
JOB IN	FORMATION	RESULTS	CHART PREVIEW	JSON	EXECUTION DETA	ILS EXECUTION GRAPH	4
Row	order_status ▼	h	ord_placed_month ▼	coun	t_of_ord_month.		
1	shipped		2016-09		1		
2	delivered		2016-09		1		
3	shipped		2016-10		8		
4	invoiced		2016-10		18		
5	delivered		2016-10		265		
6	processing		2016-10		2		
7	delivered		2016-12		1		
8	shipped		2017-01		16		
9	invoiced		2017-01		12		
10	delivered		2017-01		750		



Insights: The query is displaying the count order placed, shipped, invoiced, delivered etc. month wise.

3. During what time of the day, do the Brazilian customers mostly place their orders? (Dawn, Morning, Afternoon or Night)

0-6 hrs : Dawn
7-12 hrs : Mornings
13-18 hrs : Afternoon
19-23 hrs : Night

select

case when EXTRACT(DAY FROM order_purchase_timestamp) between 0 and 6 then 'Dawn'

```
when EXTRACT(DAY FROM order_purchase_timestamp) between 7 and 12 then 'Mornings' when EXTRACT(DAY FROM order_purchase_timestamp) between 13 and 18 then 'Afternoon' when EXTRACT(DAY FROM order_purchase_timestamp) between 19 and 23 then 'Night' else 'unknown' end as time_of_day, count(*) orders_count from `EnterpriceBC_01.orders` o join `EnterpriceBC_01.customers` c on o.customer_id = c.customer_id group by 1 order by 2 desc;
```

Quer	y results					♣ SAVE RESULTS ▼
JOB IN	NFORMATION	RESULTS	CHART PREVIEW	JSON	EXECUTION DETAILS	EXECUTION GRAPH
Row	time_of_day ▼	1.	orders_count ▼			
1	unknown		23361			
2	Afternoon		20399			
3	Dawn		19993			
4	Mornings		19638			
5	Night		16050			

Insights: The query is displaying that during what time of day users please mosts of the orders.

Recommendation: As we can see there is one row with unknow day time having most of the orders placed. If we will filer it and name it as time_of_day condition, so it will be easy for business and stakeholders to understand and do the analysis on it.

3. Evolution of E-commerce orders in the Brazil region:

1. Get the month on month no. of orders placed in each state.

```
select distinct customer_state, format_date('%Y-%m',order_purchase_timestamp) m_on_m ,count(order_status) as count_of_ord_by_state from `EnterpriceBC_01.orders` o join `EnterpriceBC_01.customers` c on o.customer_id = c.customer_id where order_status not in ('unavailable','canceled') group by 1,2
```

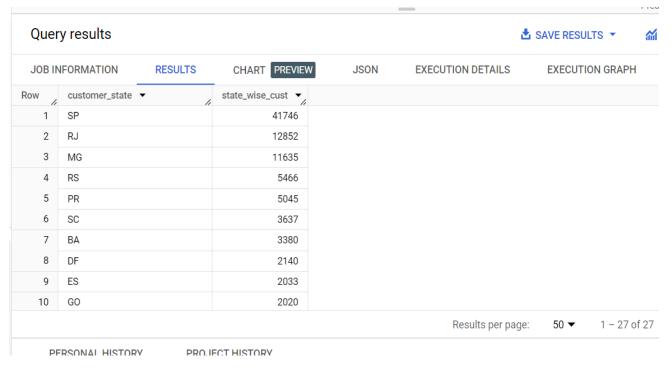
order by 1,2, 3 desc;

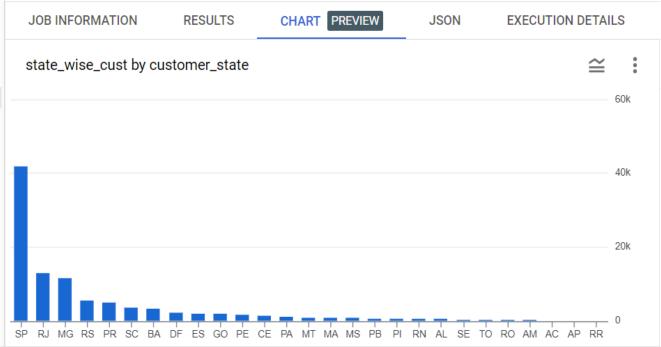
JOB IN	NFORMATION	RESULTS	CHART PREVIEW	JSON	EXECUTION DETAIL	S EXECUTION GRAPH	
ow /	customer_state	-	m_on_m ▼	count	t_of_ord_by_sta		
1	AC		2017-01		2		
2	AC		2017-02		3		
3	AC		2017-03		2		
4	AC		2017-04		5		
5	AC		2017-05		8		
6	AC		2017-06		4		
7	AC		2017-07		5		
8	AC		2017-08		4		
9	AC		2017-09		5		
10	AC		2017-10		6		

Insights: The query is displaying the month on month orders placed, shipped, invoiced etc.

2. How are the customers distributed across all the states?

```
select distinct customer_state, count(customer_state) as state_wise_cust from `EnterpriceBC_01.customers` where customer_id is not null group by 1 order by 2 desc;
```





Insights: The query is displaying that how customers are distributed across all the states in descending order.

- 4. Impact on Economy: Analyze the money movement by e-commerce by looking at order prices, freight and others.
 - Get the % increase in the cost of orders from year 2017 to 2018 (include months between Jan to Aug only).
 You can use the "payment_value" column in the payments table to get the cost of orders.

```
select EXTRACT(MONTH from order_purchase_timestamp) as Month, (
```

```
sum(case when extract(YEAR FROM a.order_purchase_timestamp) = 2018 and
      Extract(MONTH FROM a.order_purchase_timestamp) between 1 and 8 then
b.payment value end) -
    sum(case when extract(YEAR FROM a.order_purchase_timestamp) = 2017 and
      Extract(MONTH FROM a.order purchase timestamp) between 1 and 8 then
b.payment value end))
   / sum(case when extract(YEAR FROM a.order_purchase_timestamp) = 2017 and
   Extract(MONTH FROM a.order_purchase_timestamp) between 1 and 8 then
b.payment value end)) * 100
   as percentage_increased
from `EnterpriceBC_01.orders` a
join `EnterpriceBC 01.payments` b
ON a.order_id = b.order_id
WHERE
 Extract(year FROM a.order_purchase_timestamp) IN (2017, 2018) AND
 Extract(month FROM a.order_purchase_timestamp) BETWEEN 1 AND 8
GROUP BY 1
ORDER BY 1;
```

Quer	y results							▲ SAVE RESULTS ▼
JOB IN	FORMATION		RESULTS	CHART	PREVIEW	JSON	EXECUTION DETAILS	EXECUTION GRAPH
Row	Month ▼	h	percentage_i	ncrease				
1		1	705.1266954	171				
2		2	239.9918145	445				
3		3	157.7786066	709				
4		4	177.8407701	149				
5		5	94.62734375	677				
6		6	100.2596912	456				
7		7	80.04245463	390				
8		8	51.60600520	477				



Insights: The query is delaying the percentage increased in the cost of orders placed from 2017 – 2018 between January to August.

2. Calculate the Total & Average value of order price for each state.

select customer_state ,sum(price) total_order_price, avg(price) avg_order_price from `EnterpriceBC_01.customers` c join `EnterpriceBC_01.orders` o on c.customer_id = o.customer_id join `EnterpriceBC_01.order_items` oi on o.order_id = oi.order_id group by 1 order by 1,2 desc, 3 desc;

Quer	ry results					▲ SAVE RESULT	TS ▼	M EXI
JOB IN	NFORMATION	RESULTS	CHART PREVIEW	JSON	EXECUTION DETAILS	EXECUTIO	ION GRAPH	
Row	customer_state •	•	total_order_price 🔻	avg_order_price ▼				
1	AC		15982.94999999	173.7277173913				
2	AL		80314.81	180.8892117117				
3	AM		22356.84000000	135.4959999999				
4	AP		13474.29999999	164.3207317073				
5	BA		511349.9900000	134.6012082126				
6	CE		227254.7099999	153.7582611637				
7	DF		302603.9399999	125.7705486284				
8	ES		275037.3099999	121.9137012411				
9	GO		294591.9499999	126.2717316759				
10	MA		119648.2199999	145.2041504854				
					Results per pa	ge: 50 ▼	1 – 27 of	27

Insights: The query is displaying total & average value of order price by each state.

3. Calculate the Total & Average value of order freight for each state.

```
select customer_state ,sum(freight_value) total_ord_fre_price, avg(freight_value) avg_ord_fre_price from `EnterpriceBC_01.customers` c join `EnterpriceBC_01.orders` o on c.customer_id = o.customer_id join `EnterpriceBC_01.order_items` oi on o.order_id = oi.order_id group by 1 order by 1,2 desc, 3 desc;
```

Query	y results					▲ SAVE RESULT	TS ▼	M
JOB IN	FORMATION	RESULTS	CHART PREVIEW	JSON	EXECUTION DETAILS	EXECUTIO	N GRAPH	
Row	customer_state 🔻	6	total_ord_fre_price	avg_ord_fre_price 🔻				
1	AC		3686.749999999	40.07336956521				
2	AL		15914.58999999	35.84367117117				
3	AM		5478.889999999	33.20539393939				
4	AP		2788.500000000	34.00609756097				
5	BA		100156.6799999	26.36395893656				
6	CE		48351.58999999	32.71420162381				
7	DF		50625.499999999	21.04135494596				
8	ES		49764.59999999	22.05877659574				
9	GO		53114.97999999	22.76681525932				
10	MA		31523.77000000	38.25700242718				
					Results per pa	ge: 50 ▼	1 – 27 of	27

Insights: The query is displaying total & average value of order freight price by each state.

PRO IFCT HISTORY

5. Analysis based on sales, freight and delivery time.

PERSUNAL HISTORY

1. Find the no. of days taken to deliver each order from the order's purchase date as delivery time.

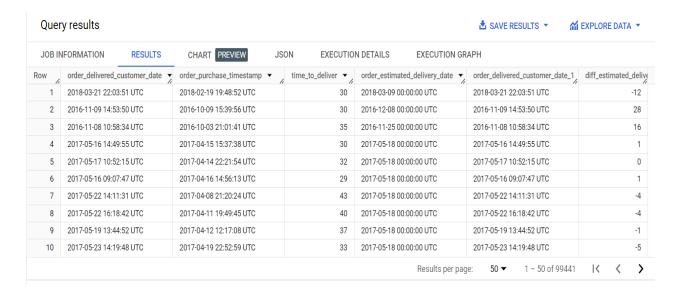
Also, calculate the difference (in days) between the estimated & actual delivery date of an order.

Do this in a single query.

You can calculate the delivery time and the difference between the estimated & actual delivery date using the given formula:

- time_to_deliver = order_delivered_customer_date order_purchase_timestamp
- diff_estimated_delivery = order_estimated_delivery_date order_delivered_customer_date

select order_delivered_customer_date,order_purchase_timestamp,
 (date_diff(order_delivered_customer_date, order_purchase_timestamp, day))
time_to_deliver,
 order_estimated_delivery_date,order_delivered_customer_date,
 (date_diff(order_estimated_delivery_date, order_delivered_customer_date, day))
diff_estimated_delivery
from `EnterpriceBC_01.orders`;



Insights: The is displaying the numbers days taken to deliver any orders as **time_to_deliver** and difference in days between estimated & actual delivery date as **diff_estimated_delivery**.

2. Find out the top 5 states with the highest & lowest average freight value.

WITH T1 AS (SELECT c.customer_state, ROUND(AVG(b.freight_value), 2) AS avg_freight_value, DENSE_RANK() OVER(ORDER BY ROUND(AVG(b.freight_value), 2) DESC) Rank **FROM** `EnterpriceBC_01.orders` a JOIN `EnterpriceBC 01.order items` b ON a.order_id = b.order_id JOIN `EnterpriceBC 01.customers` c ON a.customer_id = c.customer_id **GROUP BY 1** ORDER BY 3 DESC) (SELECT *, "Higest" AS High FROM T1 ORDER BY 3 LIMIT 5)

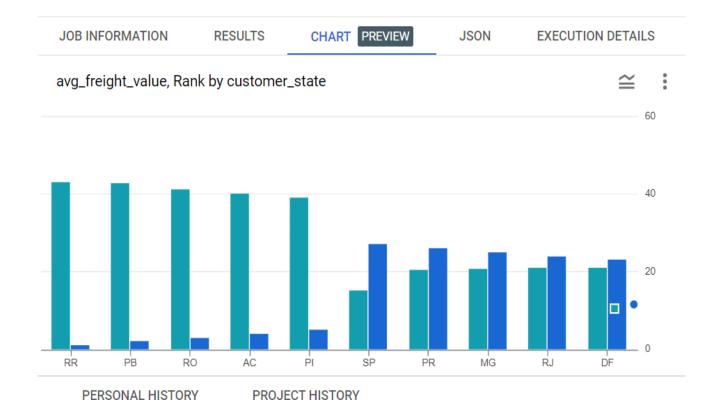
CORN DOM IN US

UNION ALL

(SELECT *, "Lowest" AS Low FROM T1 ORDER BY 3 DESC LIMIT 5);

Query results
[▲] SAV

JOB IN	IFORMATION	RESULTS	CHART PREVIEW	JSON	EXECUTION DETAILS	EXECUTION GRAPH
Row	customer_state -	. //	avg_freight_value	Rank ▼	High ▼	
1	RR		42.98	1	Higest	
2	РВ		42.72	2	Higest	
3	RO		41.07	3	Higest	
4	AC		40.07	4	Higest	
5	PI		39.15	5	Higest	
6	SP		15.15	27	Lowest	
7	PR		20.53	26	Lowest	
8	MG		20.63	25	Lowest	
9	RJ		20.96	24	Lowest	
10	DF		21.04	23	Lowest	



Insights: The output of the query is displaying the top 5 states with the highest & lowest average freight value

3. Find out the top 5 states with the highest & lowest average delivery time.

```
WITH T1 AS
(select distinct c.customer_state,
    round(avg(date_diff(a.order_delivered_customer_date,
a.order_purchase_timestamp, day)), 2)
    as average_delivery_time,
    dense_rank() over(order by
(round(avg(date_diff(a.order_delivered_customer_date,
a.order_purchase_timestamp,
    day)),2) )) as rnk_delivery_time
FROM
`EnterpriceBC_01.orders` a
left JOIN
 `EnterpriceBC_01.order_items` b
ON a.order_id = b.order_id
left JOIN
 `EnterpriceBC_01.customers` c
ON a.customer_id = c.customer_id
GROUP BY 1
ORDER BY 3 DESC)
```

(SELECT *, "Higest" AS High FROM T1 ORDER BY 2 limit 5)

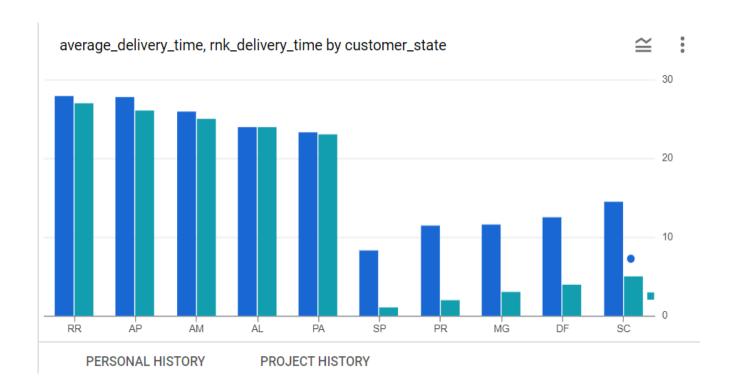
UNION ALL

(SELECT *, "Lowest" AS Low FROM T1 ORDER BY 2 desc limit 5);

Query results



JOB IN	IFORMATION	RESULTS	CHART PREVIEW	JSON	EXECUTION DETAILS	EXECUTION GRAPH
Row	customer_state -		average_delivery_tim	rnk_delivery_time 🔻	High ▼	
1	SP		8.26	1	Higest	
2	PR		11.48	2	Higest	
3	MG		11.52	3	Higest	
4	DF		12.5	4	Higest	
5	SC		14.52	5	Higest	
6	RR		27.83	27	Lowest	
7	AP		27.75	26	Lowest	
8	AM		25.96	25	Lowest	
9	AL		23.99	24	Lowest	
10	PA		23.3	23	Lowest	



Insights: The output of the query is displaying top 5 states with the highest & lowest average delivery

time.

4. Find out the top 5 states where the order delivery is really fast as compared to the estimated date of delivery.

You can use the difference between the averages of actual & estimated delivery date to figure out how fast the delivery was for each state.

```
WITH T1 AS
```

`EnterpriceBC_01.orders` a

```
(select distinct c.customer_state,
    ((round(avg(date_diff(a.order_delivered_customer_date,
a.order_purchase_timestamp, day)), 2))
    (round(avg(date_diff(a.order_delivered_customer_date,
a.order_estimated_delivery_date, day)), 2))) as diff_act_esti,
    dense_rank() over( order by
((round(avg(date_diff(a.order_delivered_customer_date, a.order_purchase_timestamp,
day)), 2))
    (round(avg(date\_diff(a.order\_delivered\_customer\_date,
a.order_estimated_delivery_date, day)), 2)))) as rnk_diff_act_esti
FROM
```

left JOIN

`EnterpriceBC_01.order_items` b

ON a.order_id = b.order_id

left JOIN

`EnterpriceBC_01.customers` c

ON a.customer_id = c.customer_id

GROUP BY 1

ORDER BY 3)

(SELECT *, "Higest" AS High FROM T1 ORDER BY 2 limit 5)

UNION ALL

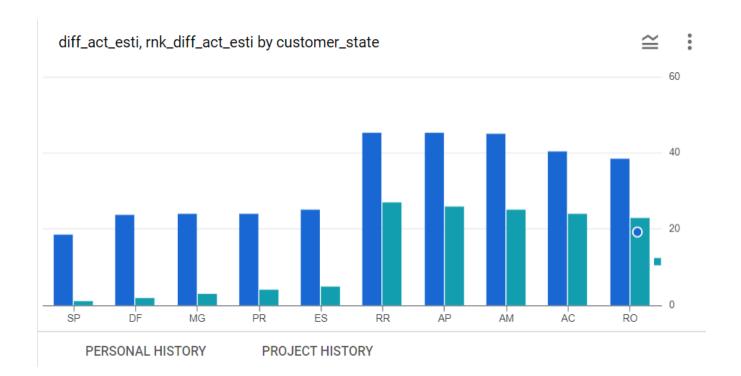
(SELECT *, "Lowest" AS Low FROM T1 ORDER BY 2 desc limit 5);

Query results

	,				
JOB II	NFORMATION RESULTS	CHART PREVIEW	JSON	EXECUTION DETAILS	EXECUTION GRAPH
Row	customer_state ▼	diff_act_esti ▼	rnk_diff_act_esti ▼	High ▼	
1	SP	18.53	1	Higest	
2	DF	23.77	2	Higest	
3	MG	23.92	3	Higest	
4	PR	24.00999999999	4	Higest	
5	ES	24.96	5	Higest	
6	RR	45.26	27	Lowest	
7	AP	45.19	26	Lowest	
8	AM	44.94	25	Lowest	
9	AC	40.34	24	Lowest	
10	RO	38.36	23	Lowest	

▲ SAVE RESULTS ▼

M



Insights: The output of the query is displaying top 5 states where the order delivery is really fast as compared to the estimated date of delivery.

6. Analysis based on the payments:

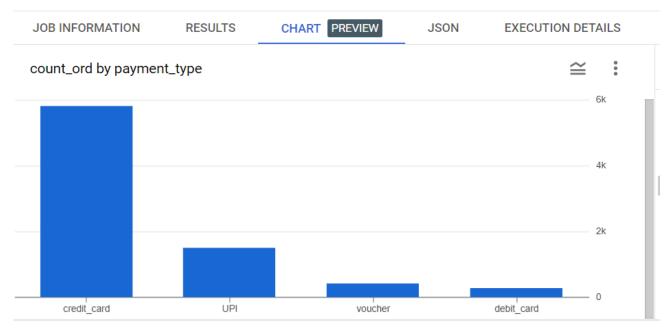
1. Find the month on month no. of orders placed using different payment types.

```
select distinct payment_type, format_date('%Y-%m',order_purchase_timestamp) m_on_m
,count(order_status) as count_ord
from `EnterpriceBC_01.orders` o
join `EnterpriceBC_01.payments` p
on o.order_id = p.order_id
where order_status not in ('unavailable','canceled')
group by 1,2
order by 2;
```

JOB IN	NFORMATION	RESULTS	CHART PREVIEW	JSON	EXECUTION DETAILS	EXECUTION GRAPH
Row	payment_type •	//	m_on_m ▼	cour	nt_ord ▼	
1	credit_card		2016-09		1	
2	credit_card		2016-10		227	
3	UPI		2016-10		60	
4	voucher		2016-10		22	
5	debit_card		2016-10		2	
6	credit_card		2016-12		1	
7	credit_card		2017-01		574	
8	UPI		2017-01		193	
9	voucher		2017-01		60	
10	debit_card		2017-01		9	

PERSONAL HISTORY

PROJECT HISTORY

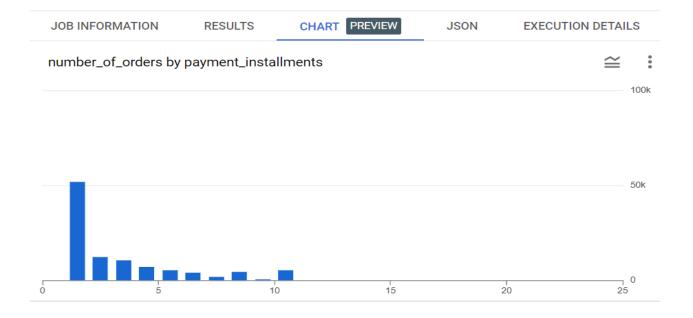


Insights: The query is displaying the output month on month no. of orders placed using different payment types.

2. Find the no. of orders placed on the basis of the payment installments that have been paid.

select payment_installments, count(order_status) as number_of_orders from `EnterpriceBC_01.orders` o join `EnterpriceBC_01.payments` p on o.order_id = p.order_id where order_status not in ('unavailable','canceled') and payment_installments != 0 and payment_installments is not null group by 1;

GRAF	EXECUT	EXECUTION DETAILS	JSON	CHART PREVIEW	RESULTS	FORMATION	JOB IN
				orders	t number_of_c	payment_installment	Row
				51814		1	1
				12289		2	2
				10342		3	3
				7016		4	4
				5177		5	5
				3881		6	6
				1611		7	7
				4229		8	8
				630		9	9
				5246		10	10



Insights: The query is displaying the output no. of orders placed on the basis of the payment instalments that have been paid.