



Olist Sales Forecasting and optimization

Supervised by Eng. Mahmoud Talaat
& Eng. Heba Adel

Done by Members

Get in Touch with Us

- 1. Team leader:** Mariam Ashraf
- 2. Team Member:** Sama Haitham
- 3. Team Member:** Jana Khalid
- 4. Team Member:** Anas Khalil
- 5. Team Member:** Loay Mohamed



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Introduction

Understanding sales data drives strategic decision making.

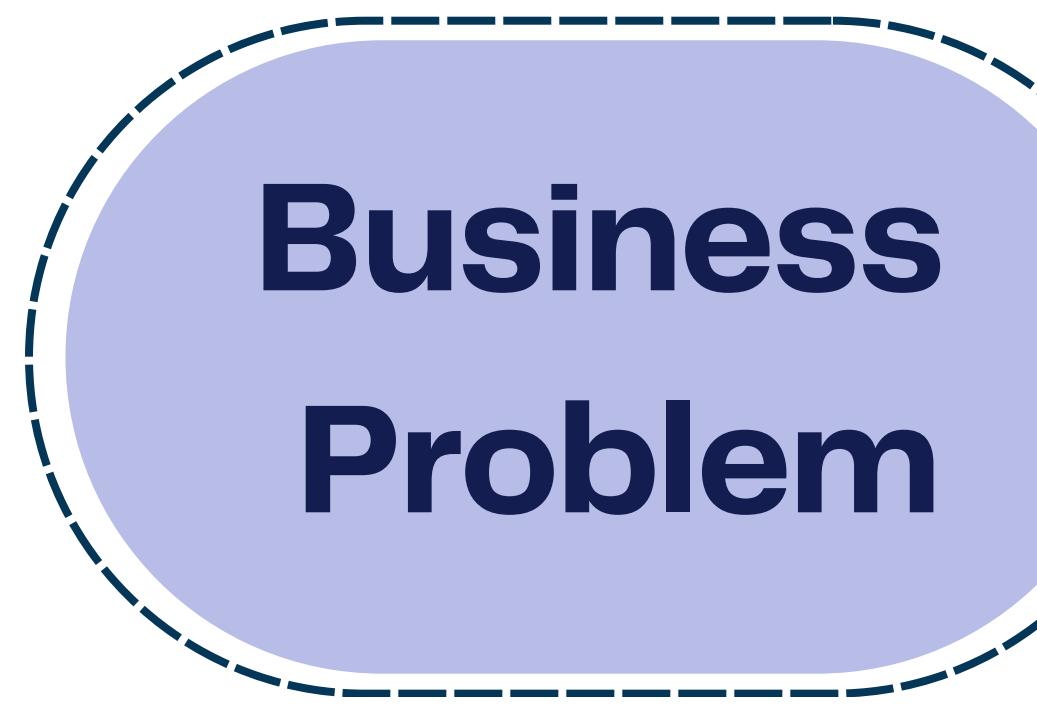
Introduction

E-commerce platforms generate **vast** amounts of data across orders, customers, product categories, and seasonal patterns. This project analyzes **multi-year sales** data to **uncover key trends**, understand demand drivers, and **build** time-series **forecasting models** that predict future sales with confidence. Through data preprocessing, feature engineering, statistical exploration, and machine learning techniques, the goal is to **support** smarter **business decisions** in areas such as inventory planning, marketing optimization, resource allocation, and overall operational efficiency.



Problem Statement

Understanding our business & data science problem



Unpredictable Sales Demand

Olist faces high uncertainty in future sales, making planning unreliable and causing inefficiencies across operations.

Operational Inefficiencies

Marketing, logistics, and staffing decisions are often made without accurate demand forecasts, leading to overspending or under-prepared teams during peak periods.

Financial Risks in Inventory

Inaccurate forecasting results in either overstocking (higher costs) or stock-outs (lost revenue and poor customer experience).

Data Science Problem

1

The Raw dataset

The Olist dataset is large, complex, and multi-table – combining orders, items, payments, products, customers, sellers, reviews, and geolocation data.

This raw structure makes it difficult to extract a clean, time-series view of sales without extensive data cleaning, merging, and feature engineering

2

The Need for an Accurate Forecasting Model

Sales in Olist fluctuate due to seasonality, promotions, product variety, and customer behavior.

Traditional or simple forecasting methods struggle to capture these patterns, creating the need for a more robust, data-driven forecasting model that can learn from historical trends and multi-dimensional features.



Proposal Solution

Proposed Solution: AI-Driven Sales Forecasting & Optimization System

Proposed Solution: Sales Forecasting and Optimization System

To address the challenges of unpredictable demand, inefficient planning, and costly inventory decisions, we have developed an AI-powered Sales Forecasting and Optimization system based on historical retail and e-commerce data

Unified Data Pipeline

**Insights from Data
Analysis & EDA**

**AI-Powered
Forecasting Models**

**Deployment and
Accessibility**

1. Unified Data Pipeline

Ensuring cleaned and structured data

The system collects, cleans, and integrates raw multi-source sales data from Olist into a structured, reliable time-series dataset. This process includes handling missing values, removing duplicates, resolving inconsistencies, and engineering time-based features such as day of the week, month, seasonality, and promotional periods.

2. Insights from Data Analysis & EDA

Get an accurate EDA and Insights

Through detailed exploratory data analysis, the system uncovers key patterns in sales behavior. Insights such as seasonal peaks, product-category demand variations, holiday effects, and promotion-driven spikes inform operational decisions.

These findings guide inventory planning, warehouse management, staffing allocation, and marketing budget adjustments — ensuring businesses are prepared for expected demand even before forecasting.

3. AI-Powered Forecasting Model

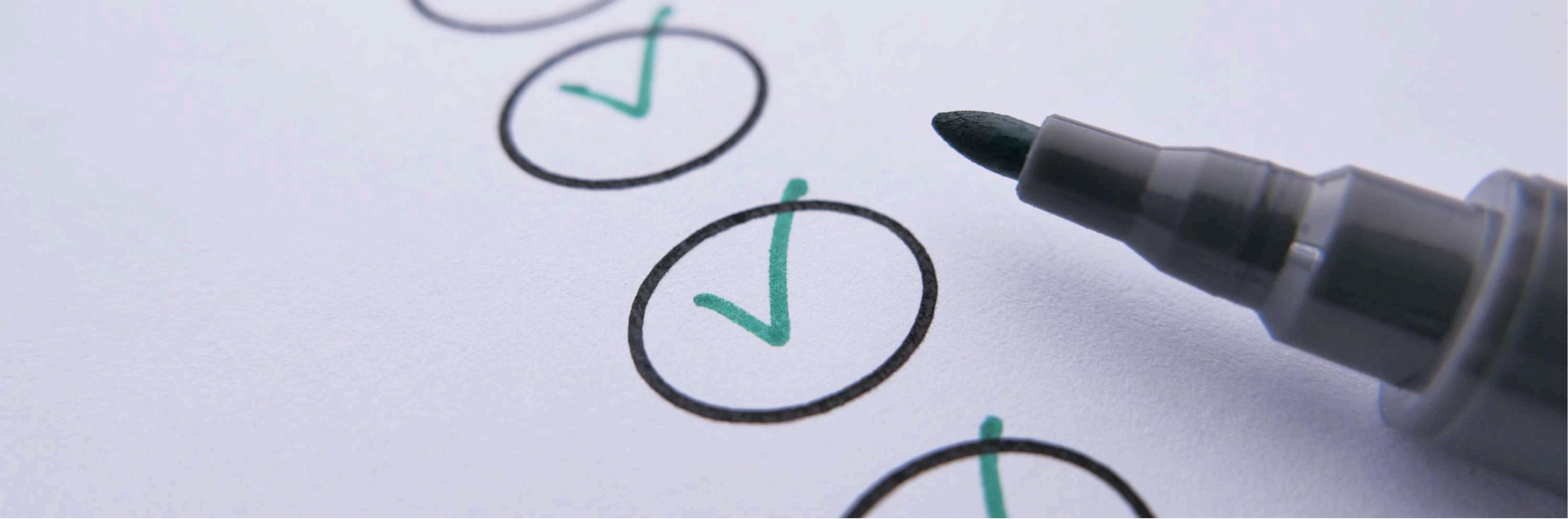
Predictive Future sales volume model

Advanced time-series and machine learning models (ARIMA, SARIMA, Prophet, XGBoost, LSTM) are trained on historical data to predict future sales volumes and revenue. Models are evaluated and optimized using metrics like RMSE, MAE, and MAPE to ensure high predictive accuracy. Forecasting provides actionable guidance on expected sales trends, supporting long-term planning and strategic decisions.

4. Deployment and Accessibility

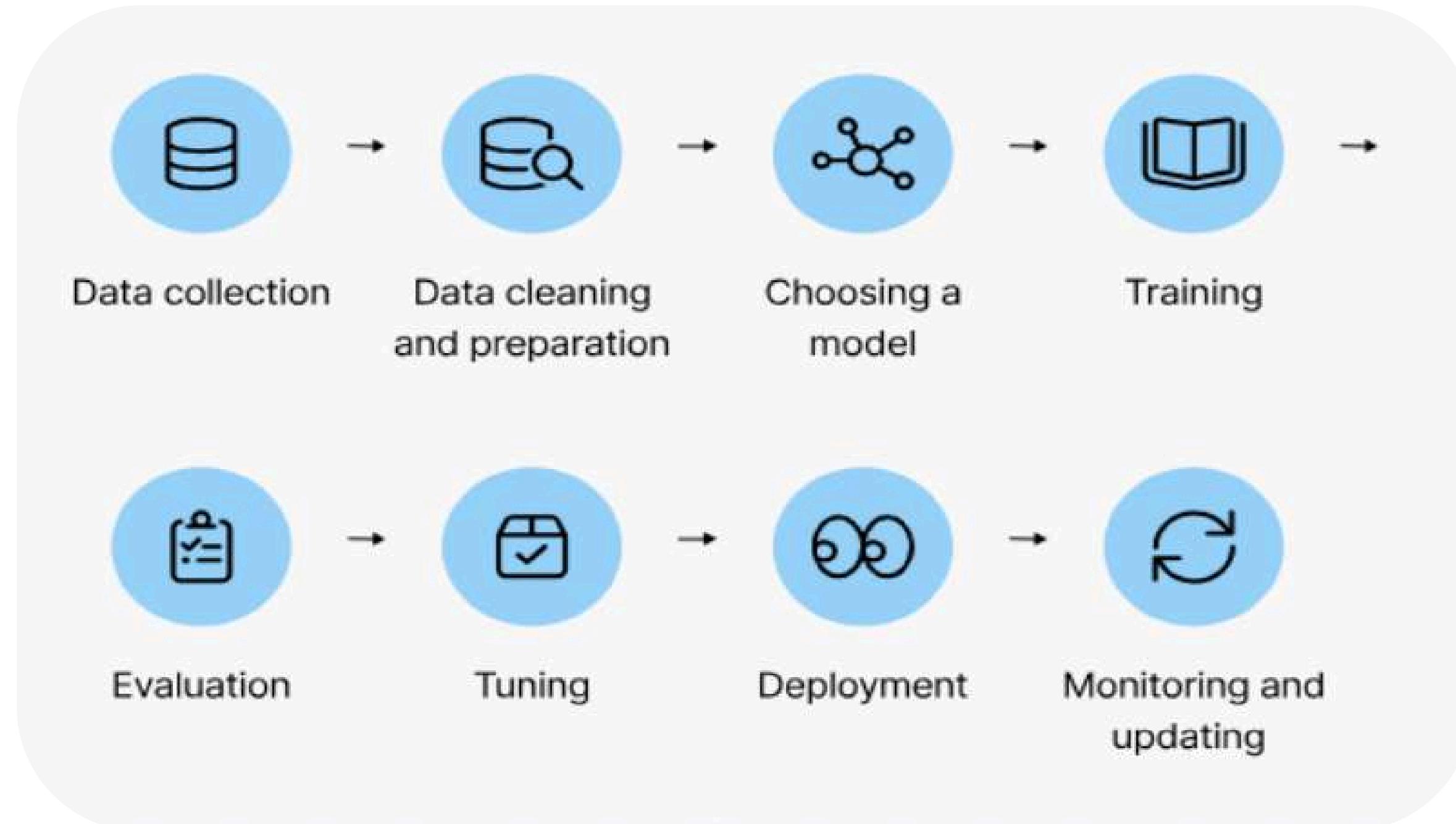
User-friendly interface for the model

The forecasting model is deployed via a user-friendly interface (e.g., Flask or Streamlit) to provide real-time or batch predictions. MLOps tools such as MLflow and DVC ensure reliable tracking, versioning, and continuous monitoring of model performance, allowing the system to remain accurate and robust over time.



Methodology

Methodology



Data collection

- **Source** <https://www.kaggle.com/datasets/olistbr/brazilian-ecommerce/data>
- **Needed preprocessing**

Our **first mission** was to bring **all the raw data** into **one clean**, reliable source of truth.

We started by **ensuring that every dataset** followed a **proper relational structure**, allowing us to **trace each sale back to its product, customer, and order details**.

From there, we **removed columns that added noise rather than value—keeping** only the **essential keys until all joins and aggregations** were complete.

Whenever multiple transactions existed for the same order or item, we aggregated them carefully to avoid duplication and preserve the true sales signal.

Finally, we **merged all tables into one denormalized dataframe**, creating a **unified dataset** ready for exploration.

Because the **original data was outdated**, we **applied date shifting to make the timeline recent** and relevant for experimentation.

Data Cleaning

- **First: Data Duplications**

we removed the duplicated rows from the data to ensure each row contains unique information, which improves the quality of the data analysis.

Then, we displayed the data again to verify the changes and ensure the duplicated values were successfully removed

```
df.duplicated(keep=False).sum()  
np.int64(836)
```

```
▶ df.drop_duplicates(inplace=True)
```

- **Second: Handling missings**

we checked for missing (NAN) values in the columns to identify any empty values that might affect the analysis, allowing us to address them appropriately

Then, we imputed the important data features rows to make sure from data integrity

```
df['product_category_name'].fillna('unknown', inplace=True)  
df['payment_type'].fillna(df['payment_type'].mode()[0], inplace=True)  
df['payment_installments'].fillna(df['payment_installments'].mode()[0], inplace=True)  
df['payment_sequential'].fillna(df['payment_sequential'].mode()[0], inplace=True)  
df['review_score'].fillna(0, inplace=True)  
df['payment_sequential'].fillna(df['payment_sequential'].mode()[0], inplace=True)  
df['payment_value'].fillna(df['payment_value'].mean(), inplace=True)
```

Data Cleaning

- **Third: Categories renaming**

The dataset is for Brazilian store so all category names was in Brazilian names So we checked and translated them into English for the non-translated categories Then , removed the rows that have Unknown categories

```
#translate all values to english
df['product_category_name'] = df['product_category_name'].replace(
    'portateis_cozinha_e_preparadores_de_alimentos',
    'portable_kitchen_and_food_prepers'
)
df = df[df['product_category_name'] != "unknown"].reset_index(drop=True)
```

- **Fourth: Cancelled Orders & handling invalid orders**

we checked for cancelled orders in the columns and dropped them as they are very small and irrelevant for sales forecasting then , checked for non-sense cases (no delivered dates + order status is “delivered ”) and dropped them

```
▶ # approve before purchase, customer delivery before carrier , delivery before purchase
invalid_orders = df[
    (df['order_approved_at'] < df['order_purchase_timestamp']) |
    (df['order_delivered_carrier_date'] < df['order_purchase_timestamp']) |
    (df['order_delivered_customer_date'] < df['order_delivered_carrier_date']) |
    (df['order_delivered_customer_date'] < df['order_purchase_timestamp'])
]

invalid_orders
...
Show hidden output

df = df.drop(invalid_orders.index)
```

Data Analysis

- **First : Basic Analysis**

In data analysis, we use quick commands to understand the dataset before training.

- **df.info()** shows column types and missing values
- **df.unique()** highlights the uniqueness of each feature
- **df.describe()** provides key statistical summaries to reveal distributions and outliers.

Together, these steps give a fast, essential overview of the data's quality before modeling

- **Second: Analysed the sales over different intervals of time**

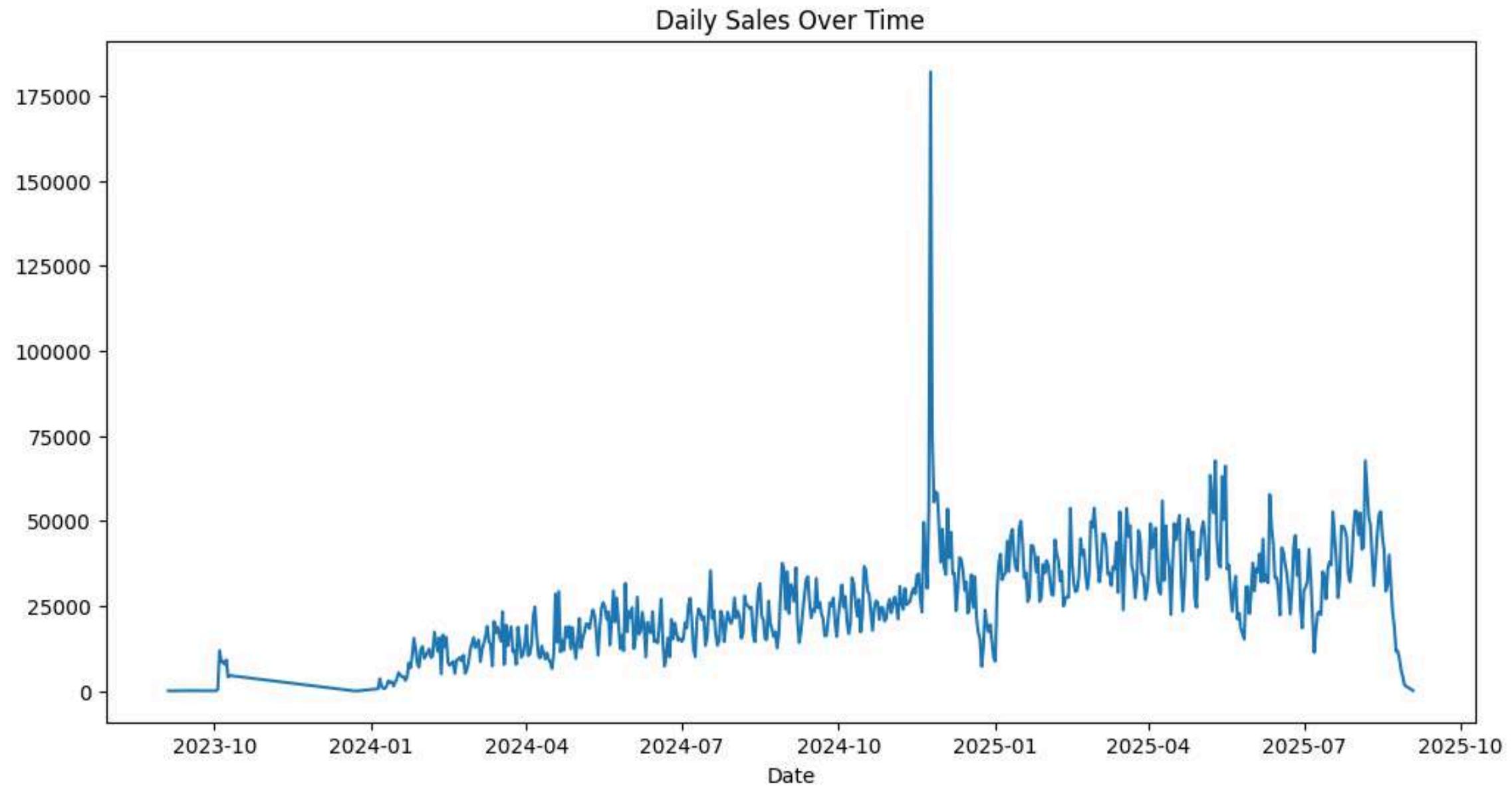
As we explored the sales data, we began by looking at how customers behave across different points in time

- **Days of the week** : We found that **sales peak** in the middle of the week, especially on **Wednesday and Thursday**, the other hand, **Monday** consistently shows the **lowest sales**. Sales activity patterns **significantly lower at the beginning of the week and peaks during the mid-to-late working week.**
- **Monthly level** : When we zoomed out to the months of the year, **November and December** stood out with the **highest average sales**. This aligns with major events like **Black Friday, holiday shopping, and winter promotions**, where customers tend to spend more
- **Yearly** : When we zoomed out to the years from 2023 to 2025 , we discovered that the sales **increases** along the years , **2025 is the highest**

EDA

- **First : Line Graph: Daily Sales Performance**

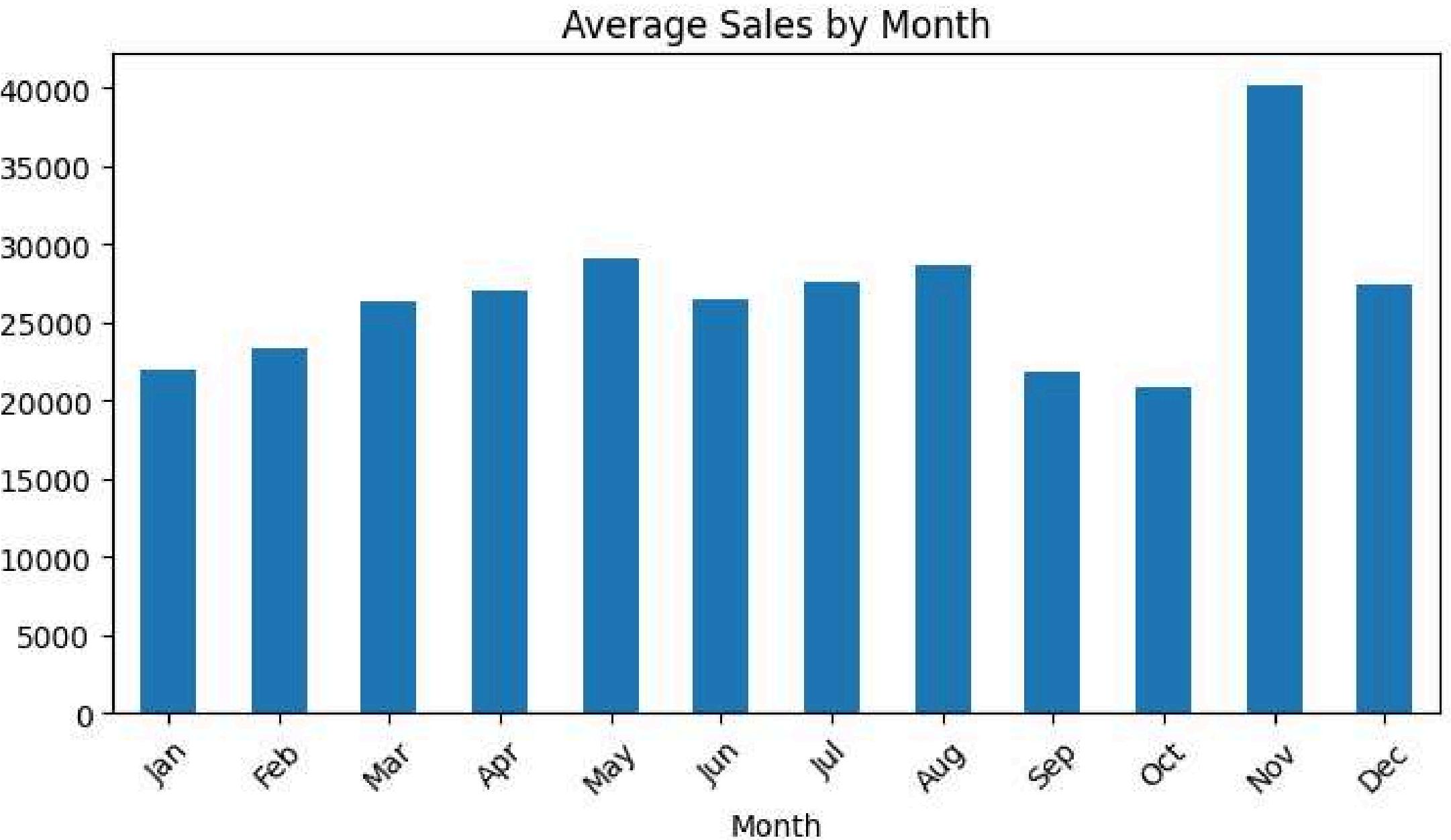
The most significant event is the **massive spike in late 2024**, which pushed **sales above \$175,000 for a single day**. Crucially, the daily sales baseline stabilized at a new, significantly higher level (**roughly ×3 the prior average**) immediately following this event, showing a sustained positive impact throughout 2025.



EDA

- **Second: Bar Chart – Average Sales Seasonality and Peak Performance**

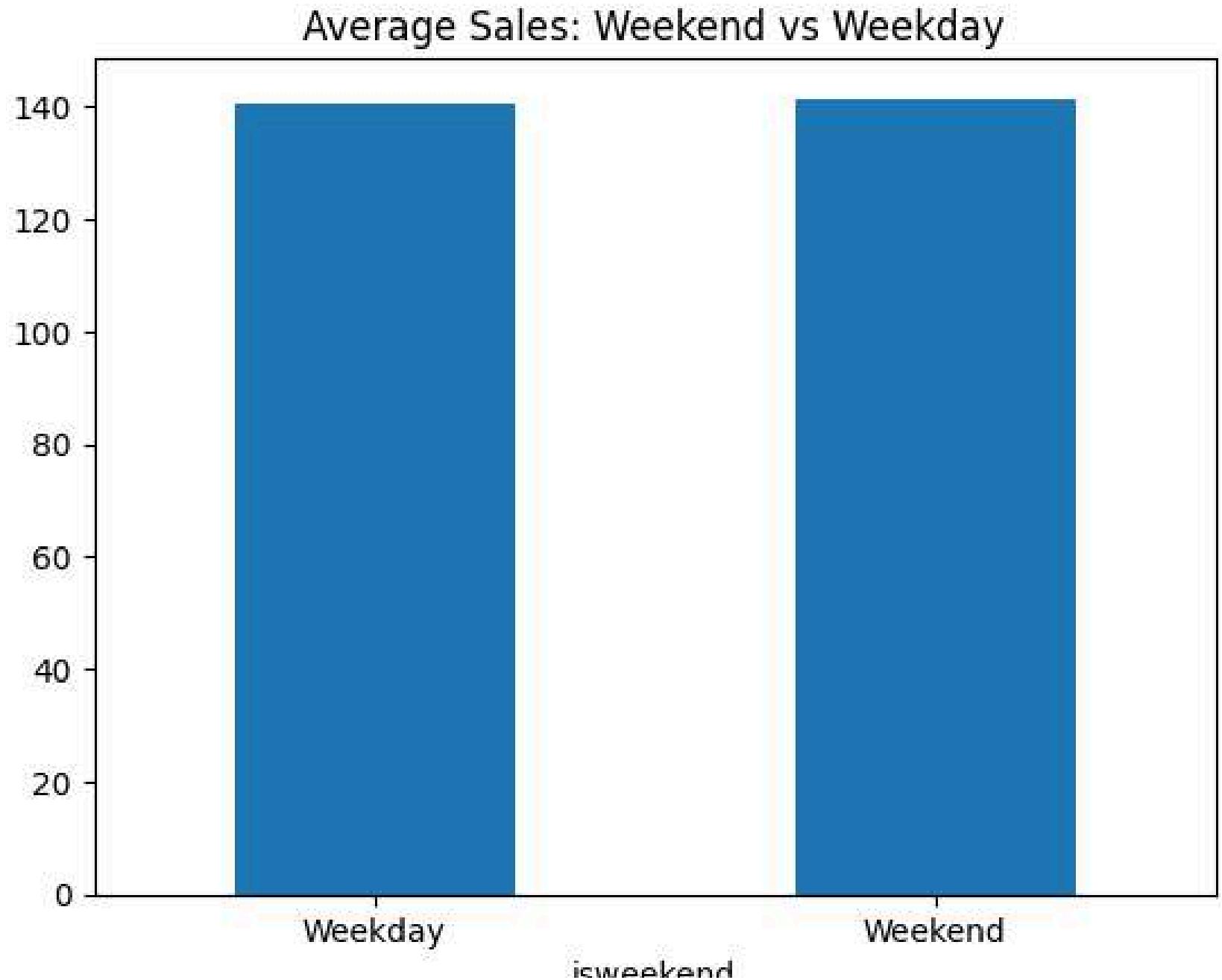
The chart clearly indicates a strong seasonality in average sales. While sales remain relatively consistent throughout the year (ranging from approximately \$21,000 to \$29,000), there is a substantial, highly profitable peak in November, reaching over \$40,000. This November spike highlights a significant opportunity for concentrated marketing and inventory efforts during that month.



EDA

- **Third : Bar Chart – Average Sales: Weekend vs Weekday**

This chart shows that the average sales volume is virtually identical for both weekdays and weekends, hovering around 140 units/dollars in both categories. The main takeaway is the lack of significant difference in average sales based on the day of the week. This suggests that customer engagement and purchase activity are equally strong regardless of whether it is a business day or a leisure day.

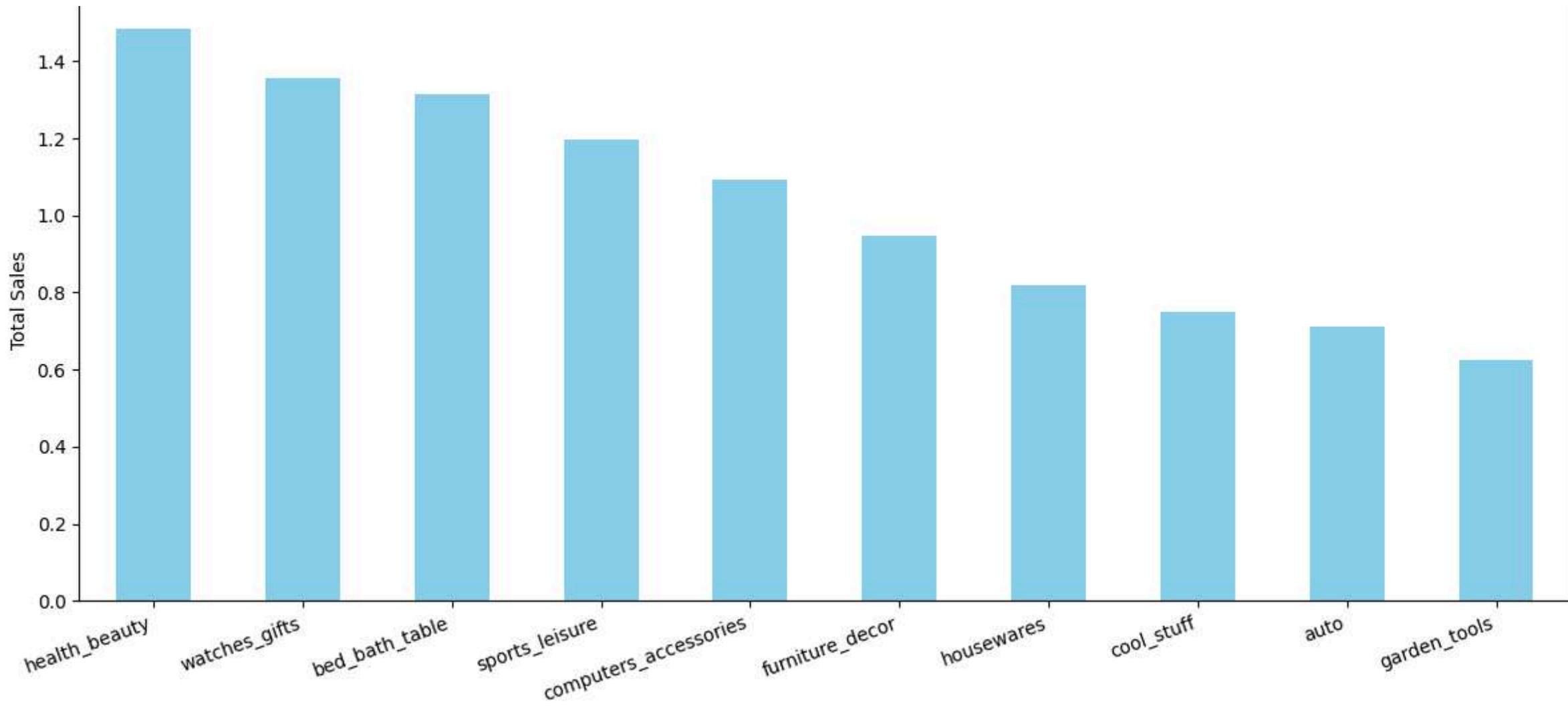


EDA

- **Fourth : Bar Chart – Top 10 Product Category by Sales**

The chart highlights that **health & beauty** is the leading product category with total sales exceeding **\$1.4 million**. The top three categories—**health & beauty, watches & gifts, and bed, bath & table**—all contribute robustly, with sales clustered between **\$1.3 million and \$1.5 million**.

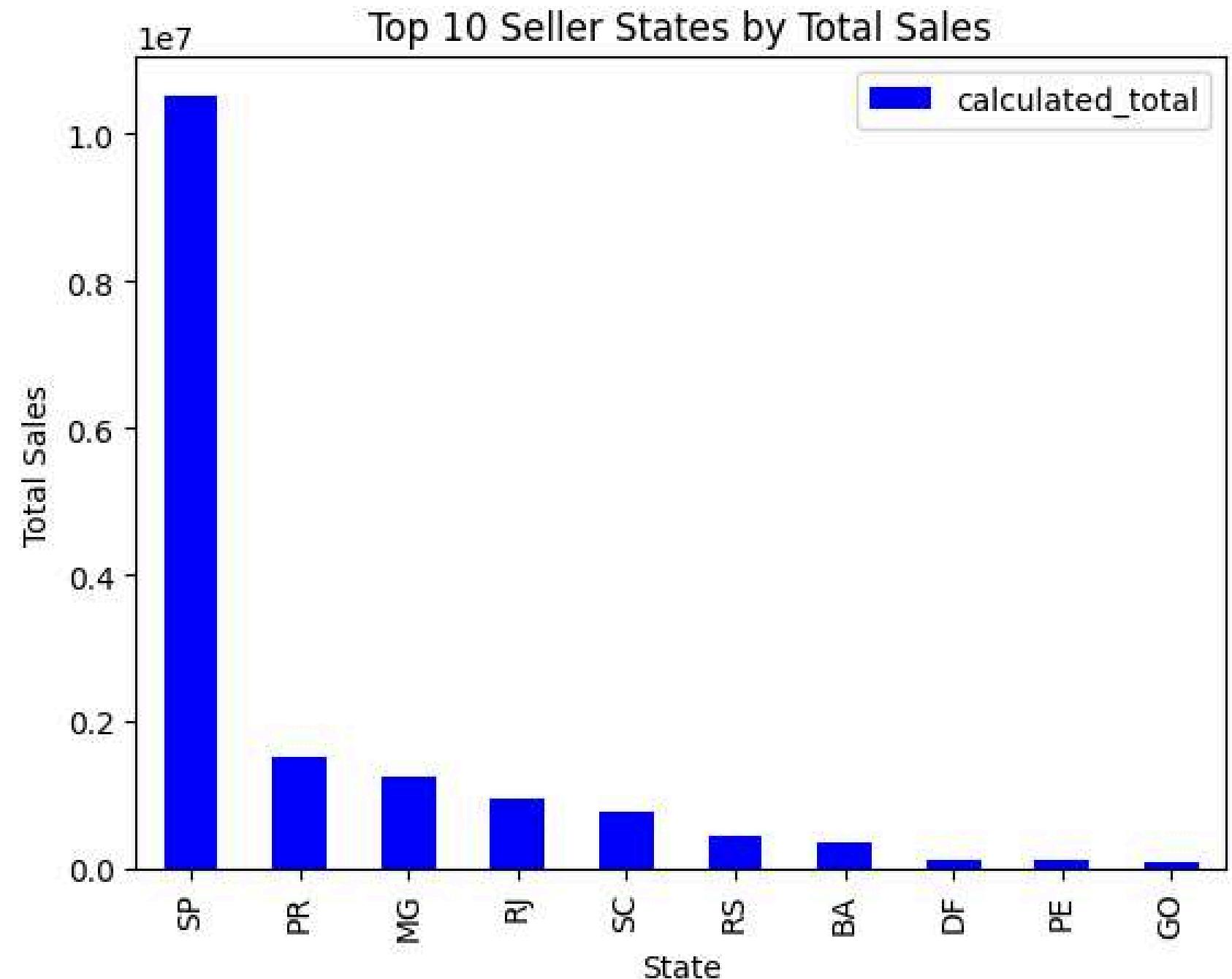
Sales contribution begins to **drop steadily after the top three**, indicating that revenue is heavily **concentrated in \$600,000** in total sales.



EDA

- **Fifth : Bar Chart – Top 10 Seller States by Total Sales**

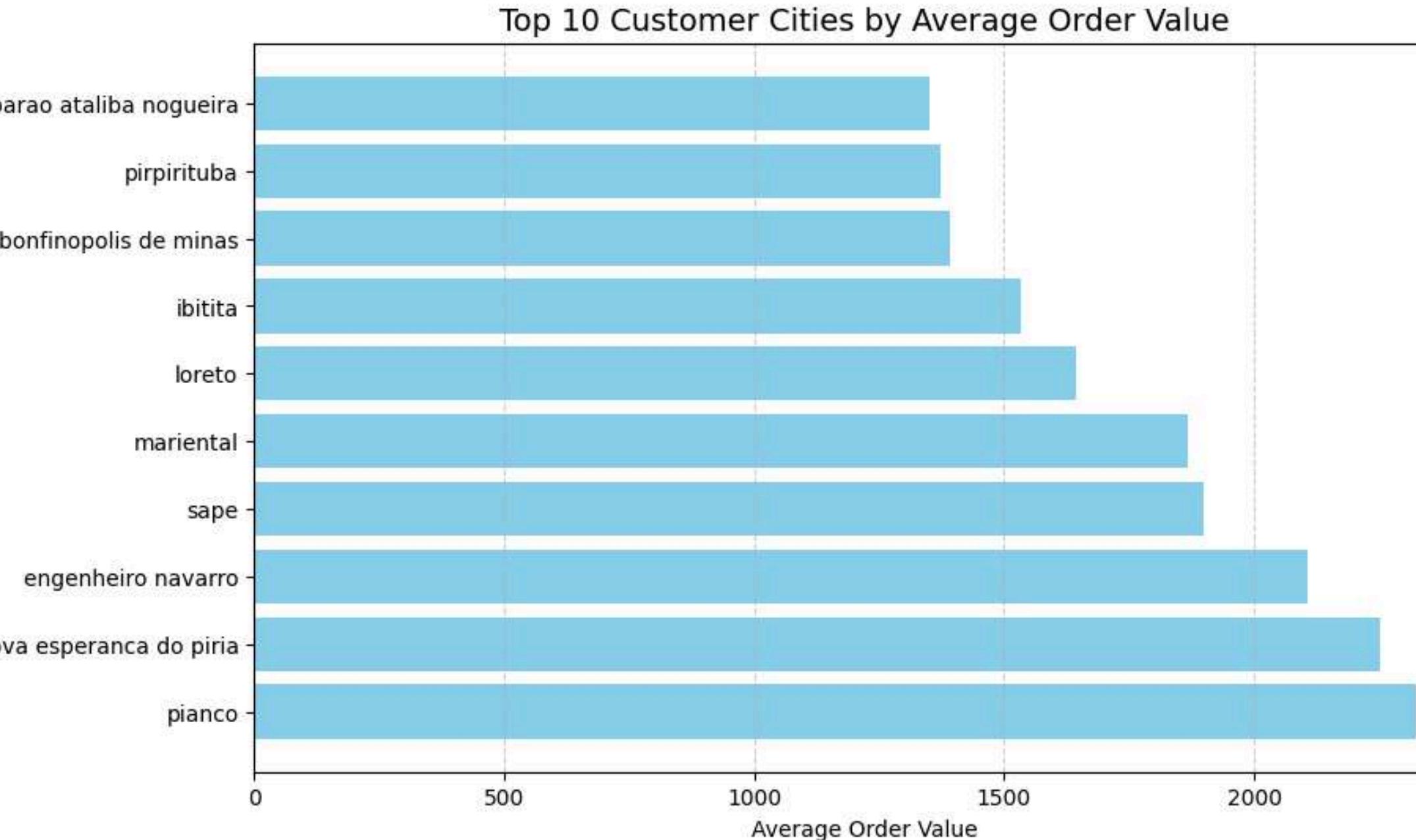
This chart clearly demonstrates the significant concentration of total sales across the states. The state of **SP (São Paulo)** **completely dominates the ranking**, with **sales exceeding \$10 million**. This total is approximately **seven times greater than the sales of the second-highest state, PR**. The remaining eight states in the top 10 show a rapid drop-off in sales contribution, **underscoring the extreme sales disparity where a single region accounts for the vast majority of total revenue.**



EDA

- Sixth : Bar Chart: Top 10 Customer Cities by Average Order Value

The chart highlights the top cities with the highest Average Order Value (AOV). Cities like **Piancó** and **Nova Esperança do Piriá** lead with AOVs **above \$2,200**, while **others in the top tier** also **exceed \$1,800**. Toward the bottom of the list, AOV drops to around \$1,300. These differences show where **customers spend more per order**. This information is critical for **regional marketing aimed at increasing transaction size**.



EDA

- From 5th & 6th Charts (Good insight) : High-AOV Cities Are Not Necessarily in High-Sales States

The comparison shows that the cities with the **highest AOV** are **not in the states generating the highest total sales.**

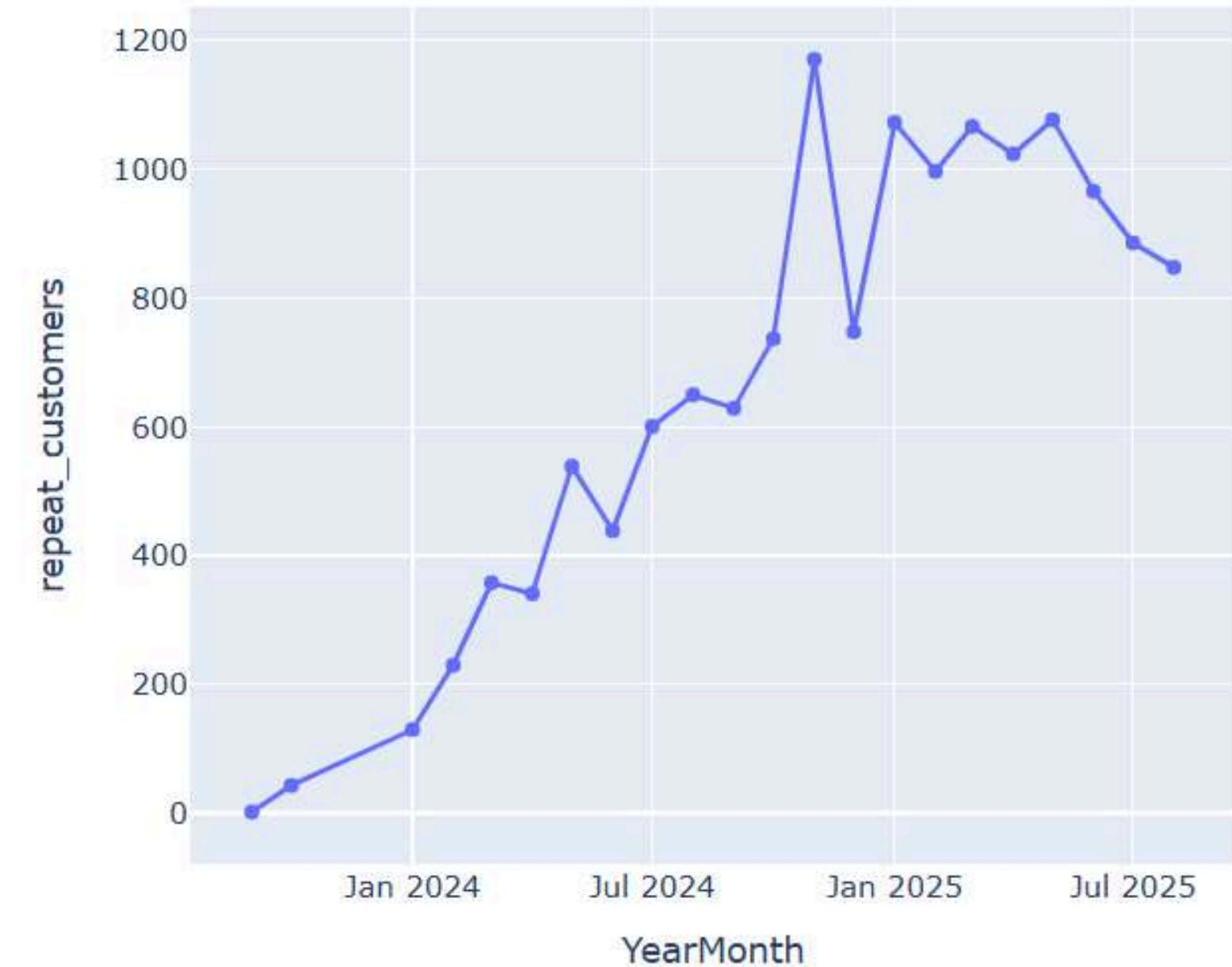
SP dominates in sales volume, while **smaller cities lead in order value** – This difference highlights a strong opportunity: **expand marketing toward high-AOV regions to maximize revenue per customer, while maintaining volume-driven strategies in major states like SP.**

EDA

- 7th : Line Graph – Repeated Customers Over Time

- The chart tracks repeat customers from Oct 2023 to August 2025.
- **Repeat customers grew steadily through 2024, peaking at ~1,200 in Nov 2024.**
- **Early 2025 shows strong but volatile fluctuations.**
- **After mid-2025, the number begins to decline.**

Repeated Customers Over Time

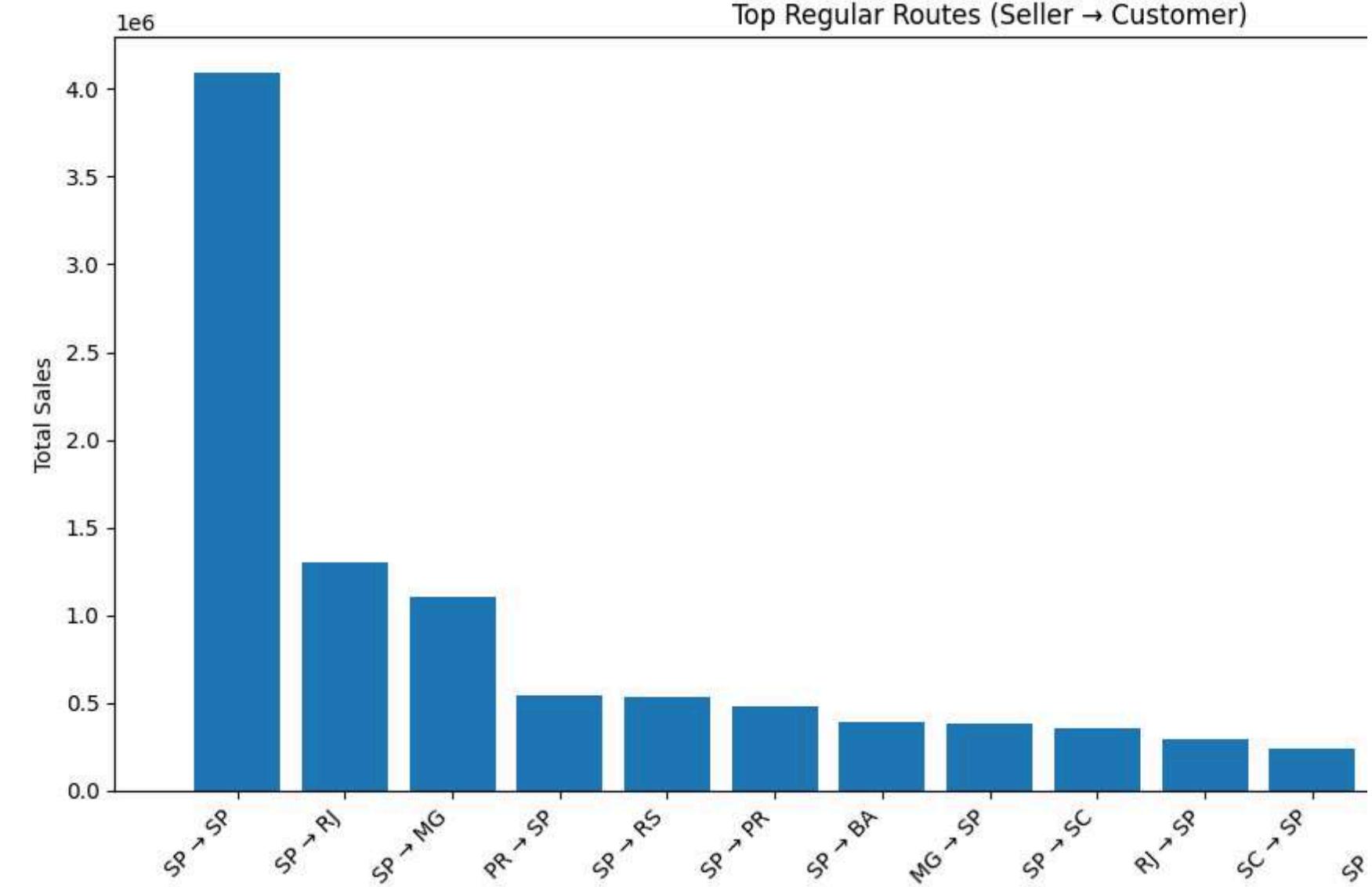


EDA

- **8th : Bar Chart –Top Regular Routes (Seller → Customer)**

This chart highlights the shipping routes with the highest total sales during regular periods.

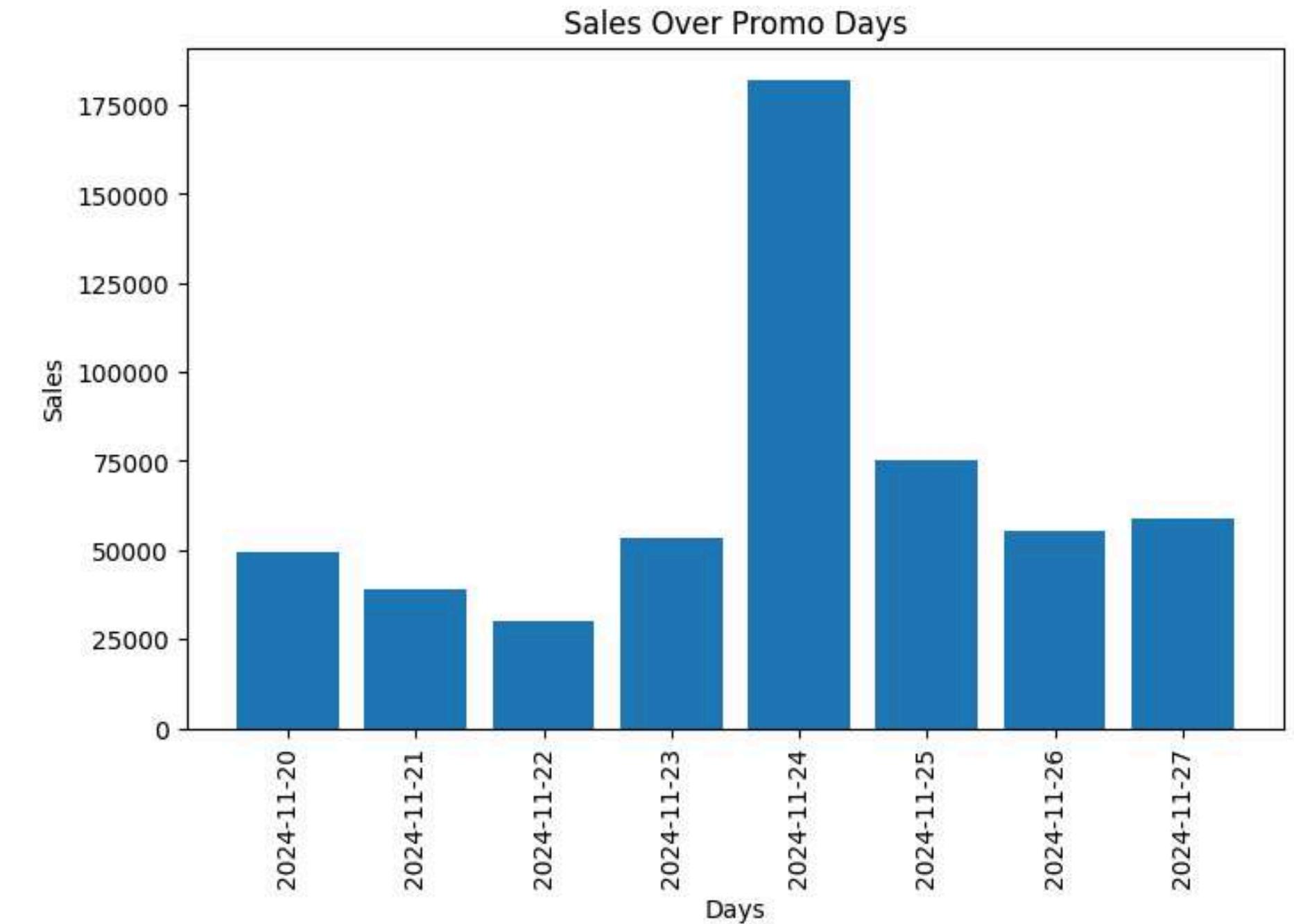
- The **SP → SP** route (sales within São Paulo) **overwhelmingly leads**, generating **more than 4M\$** in total sales.
- The next strongest routes: **(SP → RJ and SP → MG)** —show much lower volumes, at approximately **1.3 million and 1.1 million**.
- This emphasizes that **São Paulo remains the core hub of sales activity** across the marketplace, with most transactions flowing from and within this region.



EDA

- 9th : Bar Chart – Sales Over Promo Days

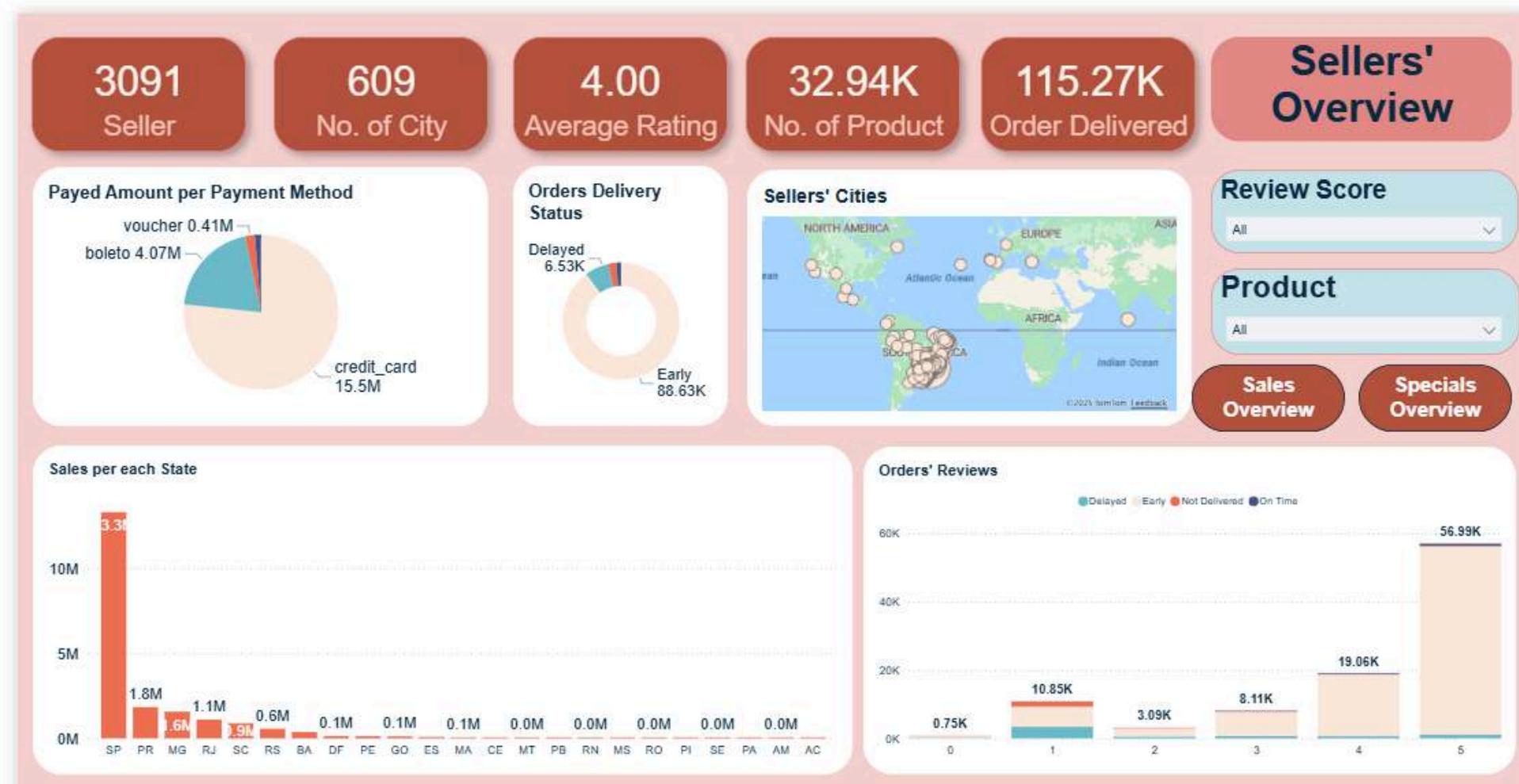
This chart breaks down the **sales performance** during the **promotional week of late November 2024**. It shows that the success of the promo was driven by a massive, **single-day spike on November 24th, 2024**, which generated sales **exceeding \$180,000**. The other days of the promotion, while consistent, had significantly lower sales, generally **ranging between \$30,000 and \$75,000**.





Power Bi Dashboard

This dashboard provides a clear overview of sales performance and seller activity, highlighting key KPIs such as total sales, orders delivered, customers, and product counts. It compares promo, holiday, and regular sales trends over time, identifies top-performing products and states, and offers geographic insights into customer and seller distribution, supporting quick, data-driven decision-making.







Recommendations

Analyzing key indicators for effective decision making

Inventory Optimization

Increase inventory before key peak periods, especially November (Black Friday + holidays).

Adjust stock levels to reflect the new, higher post-2024 sales baseline.

Prioritize inventory distribution to São Paulo, the core sales and shipping hub.



Build larger stock buffers for promo-sensitive categories (e.g., Agro Industry & Commerce, Air Conditioning).

Maintain stable, conservative stock for categories with low promo impact.

Maintain stable, conservative stock for categories with low promo impact.

Marketing Strategy

Invest more heavily in Q4 promotions, especially late November, where ROI is highest.

Maintain consistent marketing throughout week and weekend—customer activity is the same.

Target high-AOV cities with premium and upsell campaigns.

Launch retention strategies (loyalty programs, personalised emails) to address the decline in repeat customers after mid-2025.

Increase marketing support for top categories (Health & Beauty, Watches & Gifts, Bed/Bath/Table).

Sales Strategy

Prioritize best-selling categories in homepage placement, bundles, and pricing strategies.

**Strengthen logistics and delivery options inside SP
→ SP, given its massive sales dominance.**

Expand targeting in high-AOV regions to grow revenue per transaction.

High promo-responsive categories: stronger promotions

Investigate the Q3 2025 sales drop to address potential operational or market issues quickly.

Low promo-responsive categories: minimal or no discount



Machine Learning Results

Understanding the forecasting models and it's results



Challenges & Solution Journey

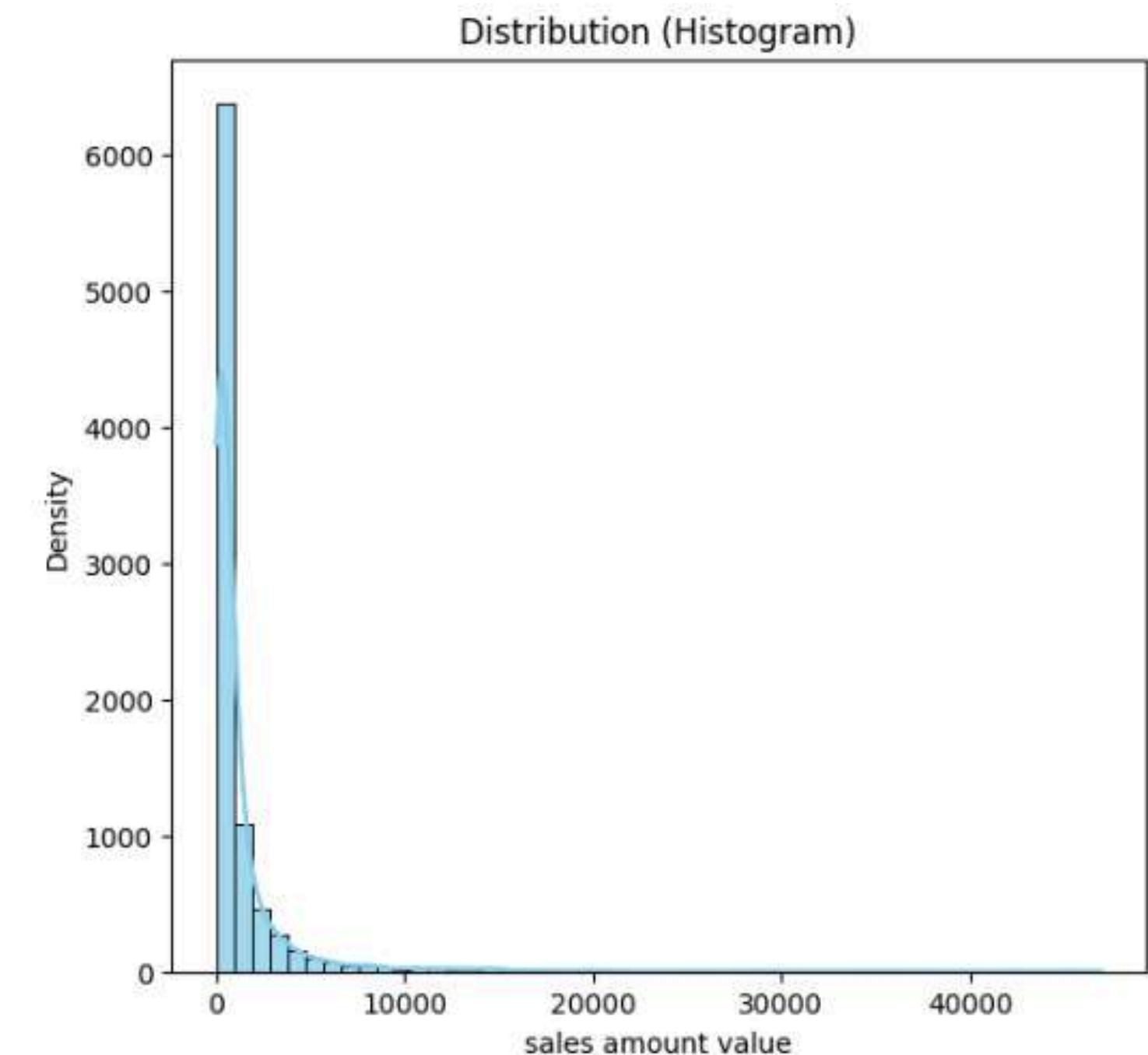
Characteristics :

- Highly skewed target
- Long-tail distribution
- Extreme Volatility
- Coefficient of Variation (2.37)
- Extreme outliers = 118x median

	sales_amount
count	8831.000000
mean	1292.897398
std	3068.186671
min	16.290000
25%	149.355000
50%	394.150000
75%	1099.540000
max	46945.680000

Challenges :

- 75% of sales < 1,100 \$





Challenges & Solution Journey

Category Dominance

- 77 categories total
- 3-4 dominate (let's say 60-70% of sales)
- 73+ long-tail categories (30-40% of sales)

The Business Problem :

how do we predict

(1) both tiny AND huge sales

(2) across 77 diverse product categories?

product_category_name	sales_amount
health_beauty	1438452.27
watches_gifts	1309828.30
bed_bath_table	1259629.83
sports_leisure	1168726.17
computers_accessories	1048758.81
...	...
flowers	1598.91
home_comfort_2	1138.44
cds_dvds_musicals	954.99
fashion_childrens_clothes	665.36
security_and_services	324.51



Baseline Model

Model Comparison (sorted by Test RMSE):

Model	Test MAE	Test RMSE	Test R ²	Test MAPE	Train R ²
XGBoost	884.338073	2128.849606	0.726636	154.205145	0.960030
LightGBM	871.291155	2207.795545	0.705985	151.478427	0.907078
Random Forest	887.394993	2244.609392	0.696098	161.662870	0.879408

- 🏆 RECOMMENDED MODEL: XGBoost
 - Lowest Test RMSE: 2128.85
 - Test R²: 0.7266
 - Test MAPE: 154.21%

key_gateways:

- 1- Test MAPE: 154.21%
 - Model is off by MORE than the actual value!
 - Would cost more than it saves
- 2- Train R²: 0.96 VS Test R²: 0.726
 - Gap = 23.34%
 - catastrophic overfitting
 - Gets worse over time as data drifts



From Baseline to Best-in-Class

Solution:

1. Taming the Skewness

Log transform target to handle extreme variance

2. Engineering Intelligence

Create features that capture true patterns

3. Preventing Data Leakage

Strict isolation of training and testing data

Impact:

- Extreme values no longer dominate learning
- Better predictions for typical sales (\$100–1K)
- Still captures high-value opportunities

	sales_amount
count	8831.000000
mean	6.079011
std	1.395398
min	2.850128
25%	5.012999
50%	5.979265
75%	7.003556
max	10.756768



Engineered features

Temporal Intelligence Features :

(Rolling, lag, and time-based change signals)

- Captures whether we're in an uptrend or downtrend by learning how past behavior influences future outcomes

Behavioral History Profiles :

(Historical patterns aggregated at category, group, and state levels)

- capture long-term patterns and baseline performance levels of different product groups or regions

Categorical Intelligence Signals :

(Encoded categories + frequency patterns)

- Convert complex categories into meaningful numbers so the model can better understand how customer behavior and product types affect demand.

Strategic Business Indicators :

(Binary domain flags identifying special product segments)

- help model to recognize high-value items or special product types that behave differently in the market.



Model Evaluation

MODEL COMPARISON (sorted by Test RMSE)

Model	Train MAE	Train RMSE	Train R ²	Train WMAPE	Test WMAPE	Test MAE	Test RMSE	Test R ²
Random Forest	447.3046	1075.8329	0.8770	34.5971	39.1616	662.0595	1558.1772	0.8663
LightGBM	463.7231	1104.1064	0.8705	35.8670	40.2382	680.2603	1738.1867	0.8337
XGBoost	457.7532	1075.6628	0.8771	35.4052	40.7828	689.4676	1769.8098	0.8276

🏆 RECOMMENDED MODEL: Random Forest

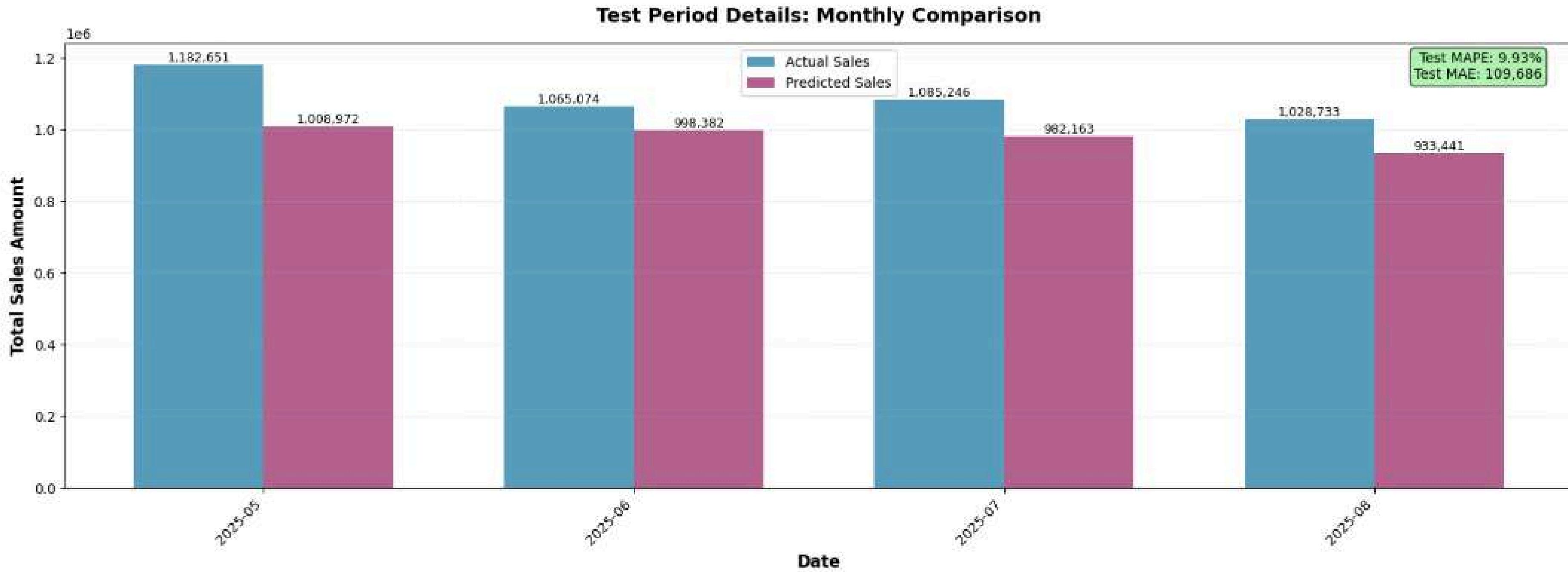
- Overall Test RMSE: 1558.18
- Overall Test WMAPE: 39.16%

🔍 Overfitting Analysis (Random Forest):

- ✓ Good generalization: Train WMAPE = 34.6%, Test WMAPE = 39.2%

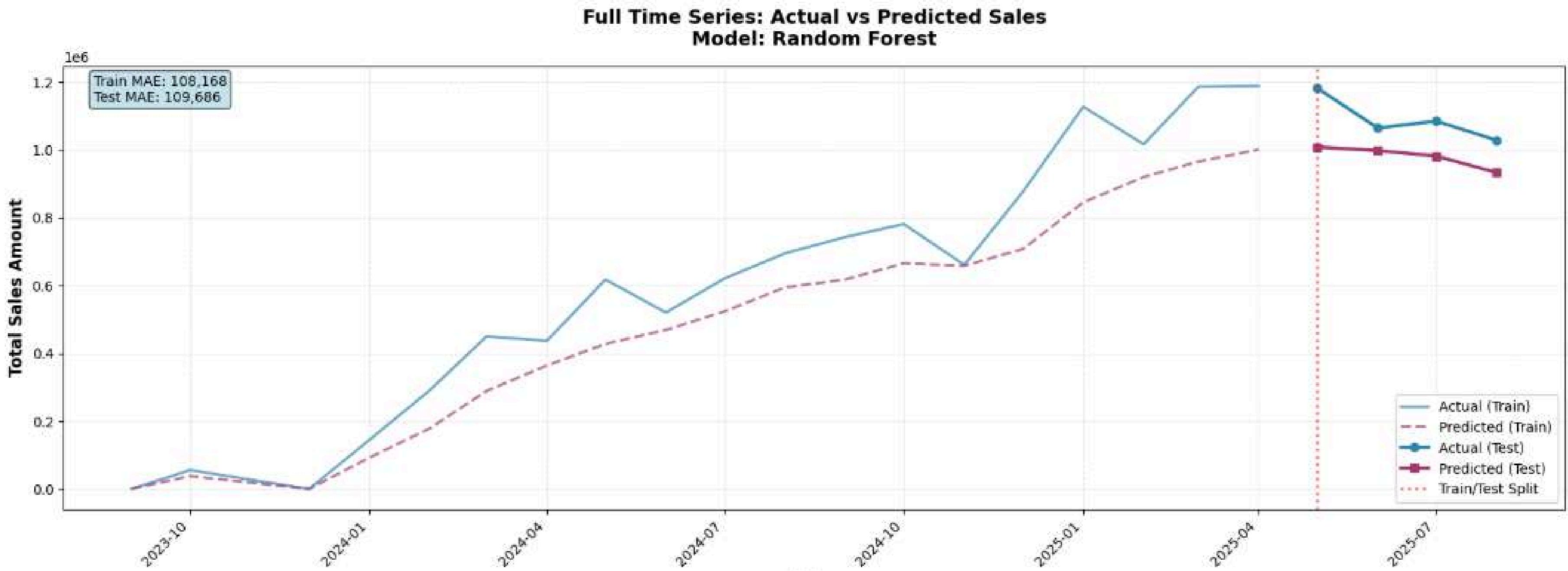


Model performance





Model performance

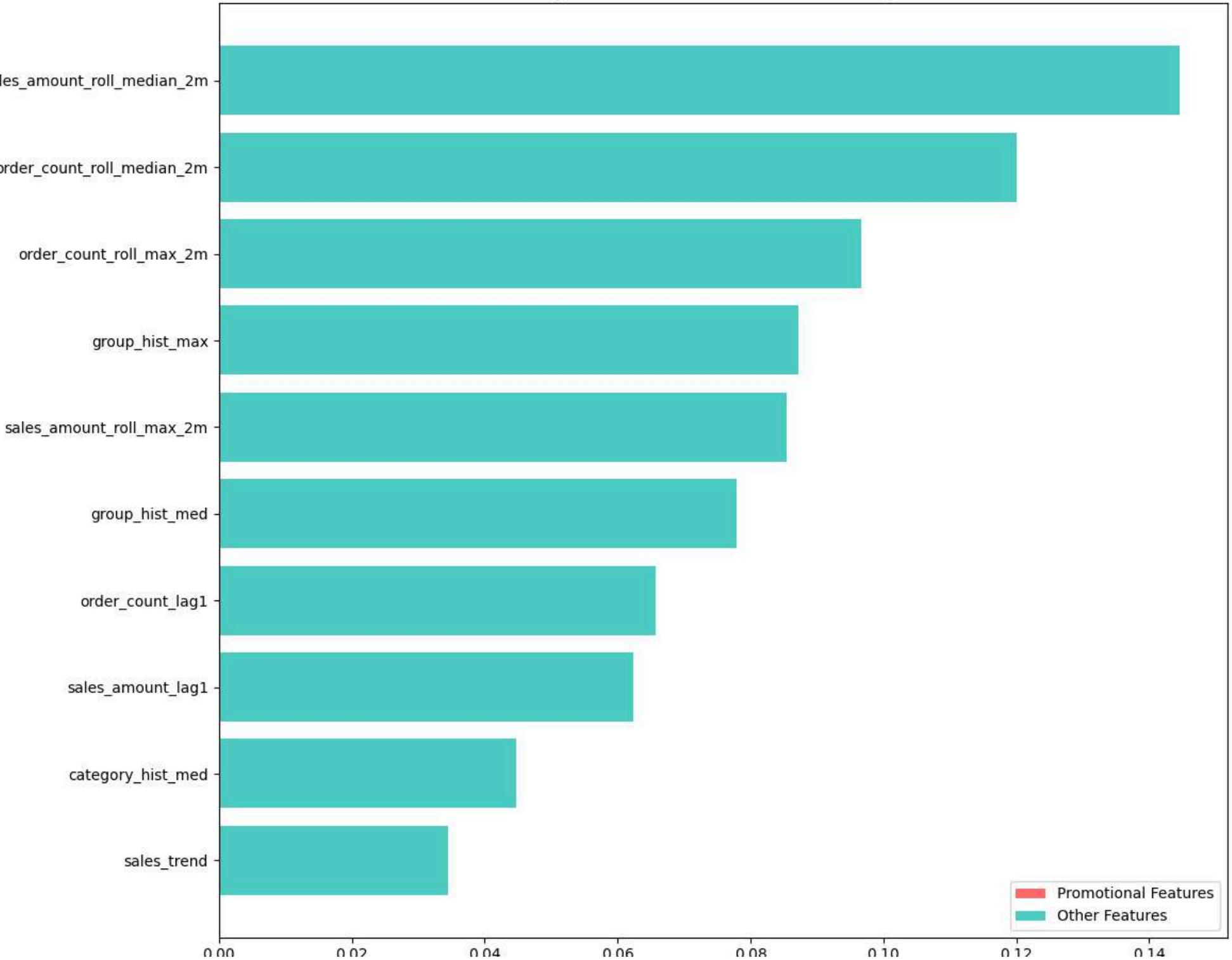




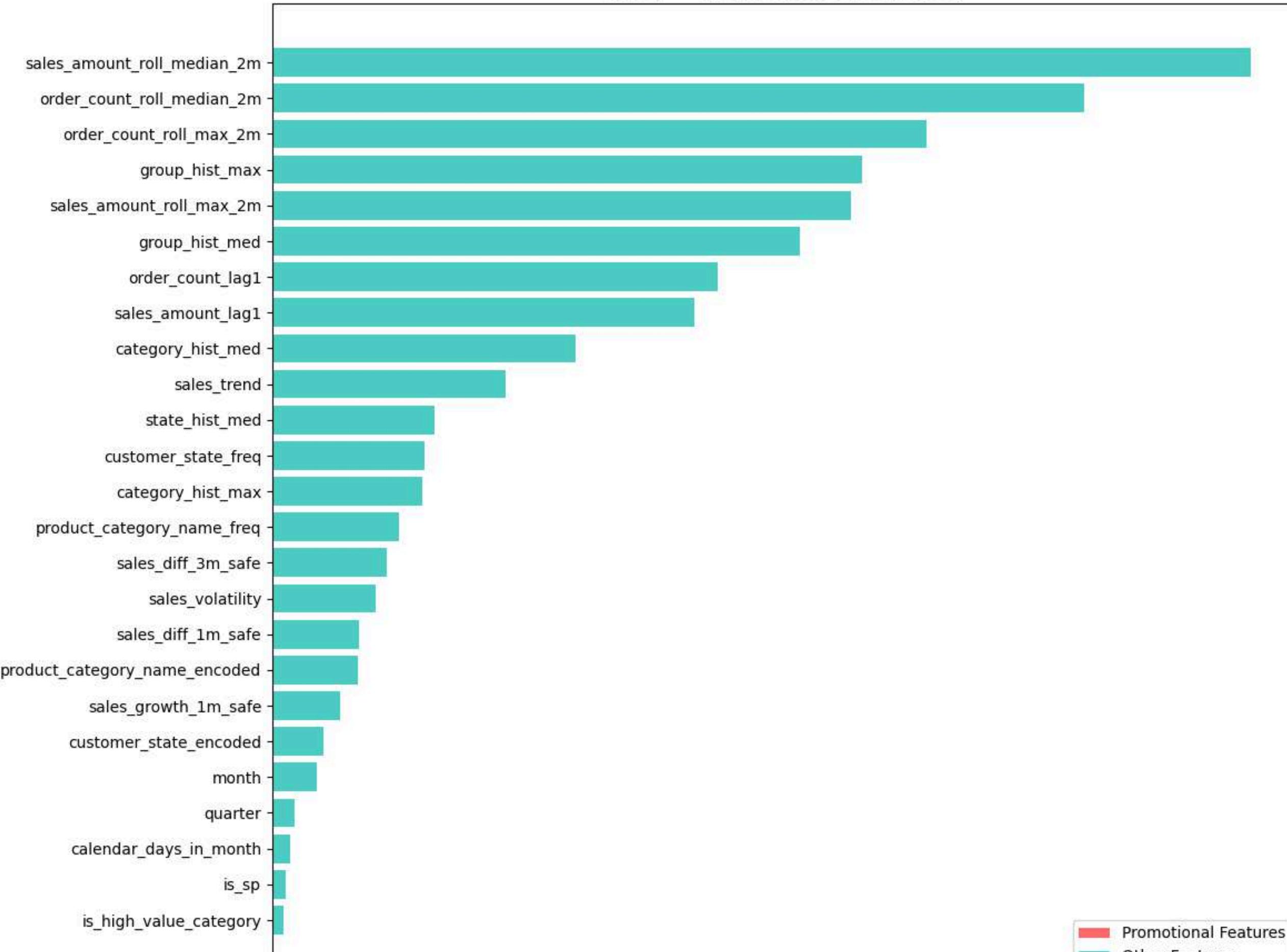
Feature importance

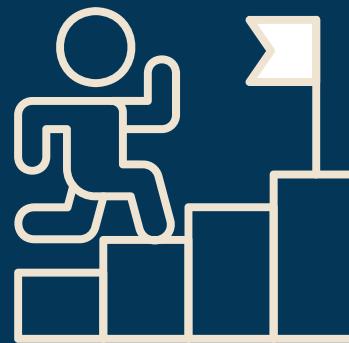
Top 25 Most Important Features:

sales_amount_roll_median_2m	0.144553
order_count_roll_median_2m	0.119993
order_count_roll_max_2m	0.096677
group_hist_max	0.087138
sales_amount_roll_max_2m	0.085425
group_hist_med	0.077968
order_count_lag1	0.065753
sales_amount_lag1	0.062371
category_hist_med	0.044791
sales_trend	0.034458
state_hist_med	0.023948
customer_state_freq	0.022443
category_hist_max	0.022133
product_category_name_freq	0.018636
sales_diff_3m_safe	0.016900
sales_volatility	0.015200
sales_diff_1m_safe	0.012814
product_category_name_encoded	0.012721
sales_growth_1m_safe	0.010004
customer_state_encoded	0.007566
month	0.006507
quarter	0.003335
calendar_days_in_month	0.002625
is_sp	0.002022
is_high_value_category	0.001636



Top 25 Feature Importance - Random Forest (Red = Promotional features)



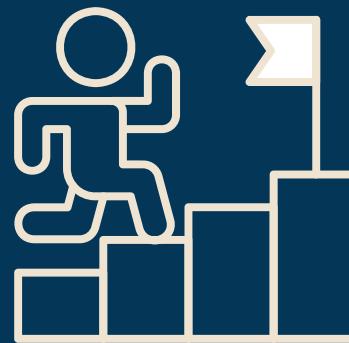


BASELINE vs FINAL MODEL

Metric	Our model Random Forest	Baseline XGBoost	Improvement %
Test MAE	\$884.34	\$662.06	↓ 25.1%
Test RMSE	\$2,128.85	\$1,558.18	↓ 26.8%
Test R ²	0.7266	0.8663	↑ 19.2%
Overfitting Gap	23.34%	1.07%	↓ 95.4%
Features	6 basic features	28 engineered features	↑ 4.6%

Primary metric :
MAPE→WMAPE

- weighting the error over total sales.
- better proxy for the financial impact of forecast errors
- Low Volatility
(Stable and reliable)



BASELINE vs FINAL MODEL

BUSINESS VALUE COMPARISON:

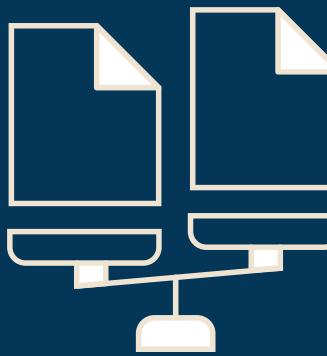
Scenario: \$1M Monthly Revenue Forecast

WITH BASELINE (154% MAPE) :

- Forecast Uncertainty : **±\$1.54M**
- Verdict: MODEL COSTS MORE THAN IT SAVES

WITH OUR MODEL (39.16% WMAPE) :

- Forecast Uncertainty: **±\$392K (75% improvement!)**
- Verdict: SAVES \$5.88M ANNUALLY



BENCHMARKING

CONTEXT:-

- 77 product categories (high fragmentation)
- CoV = 2.37 (extreme volatility)
- Long-tail categories

ARCA: Forecasting Demand for Device Accessories at Amazon

ment, promotion planning, and operational strategies. Our performance evaluations indicate that the model achieves an average wMAPE of 42% in our largest selling country/channel based on historical sales data. This framework represents an effective solution

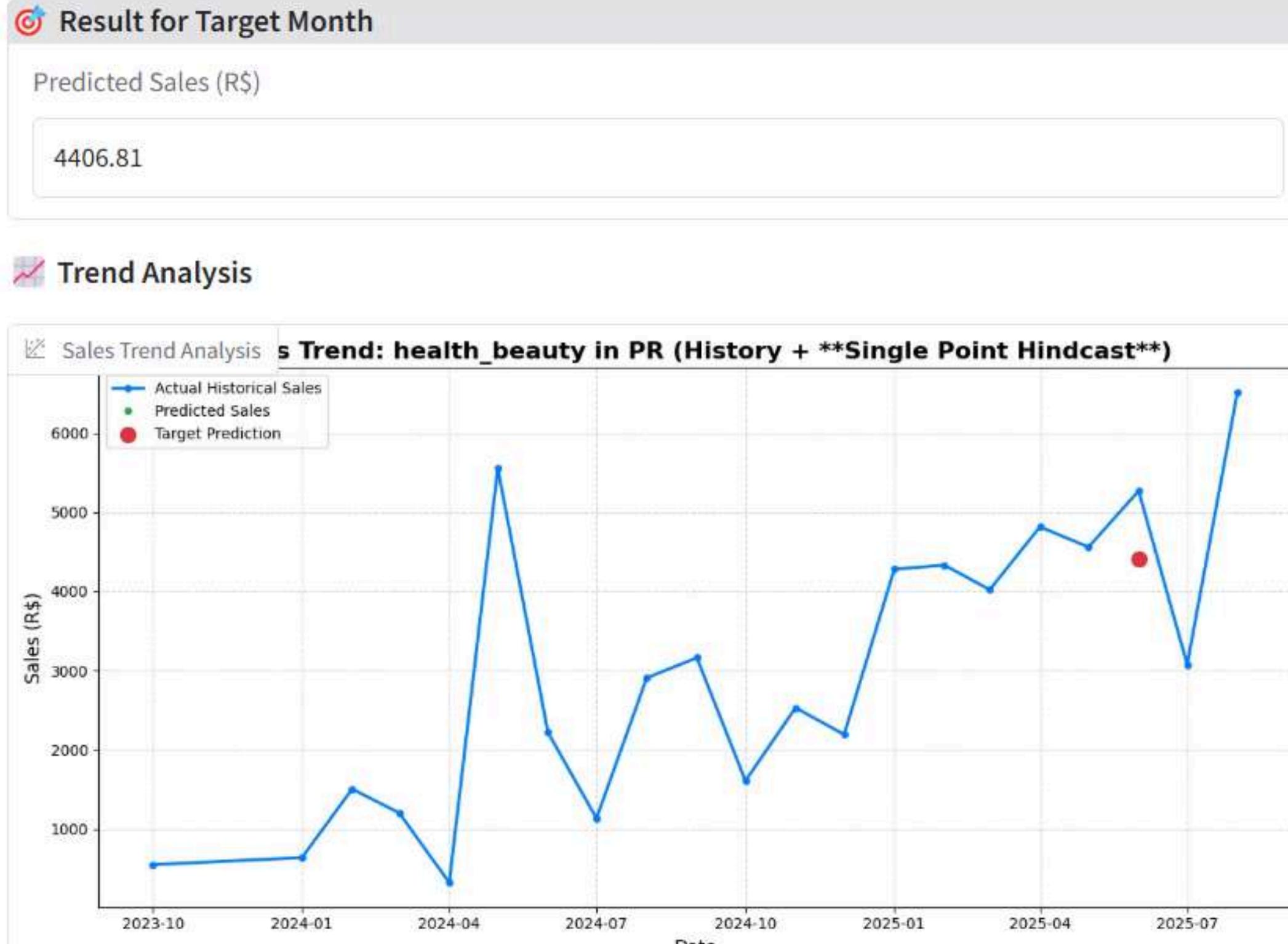
Forecast Error Benchmarking across various industry – survey results

We have good informative data for Chemical, Consumer Goods (CPG) industries with good sample size and participation from a broad range of companies. CPG in our study included Food and Beverages as well. For CPG industries average the forecast, the error is 39%.

-High Variance/Volatile Products: "40-60% WMAPE is expected"



Model Deployment



Sales Forecaster AI

Intelligent Sales Forecast

Predicts future sales trend. Historical dates return a single point

Configuration

Product Category

health_beauty

Customer State

PR

Target Month (YYYY-MM)

2025-06

PR	health_beauty	2025-06	5268.15
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Actual data



Conclusion

From Raw Data to Business Value: Our Complete Journey

FROM:

- Raw, messy data (100K+ transactions)
- No visibility into patterns
- Manual forecasting (60-70% error)
- Reactive inventory decisions
- \$7.8M annual cost from poor forecasts

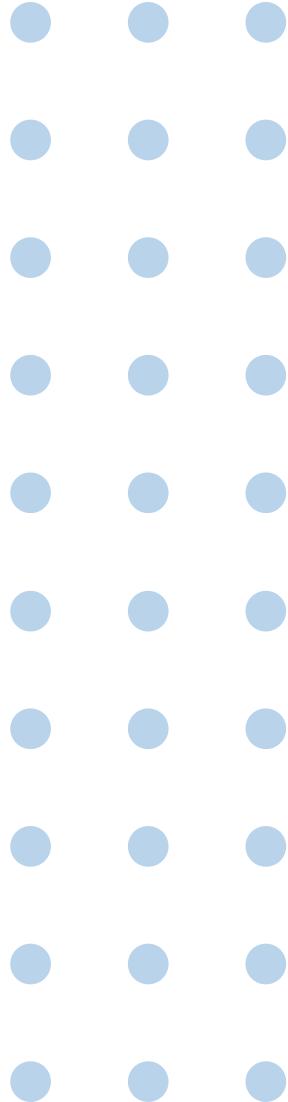
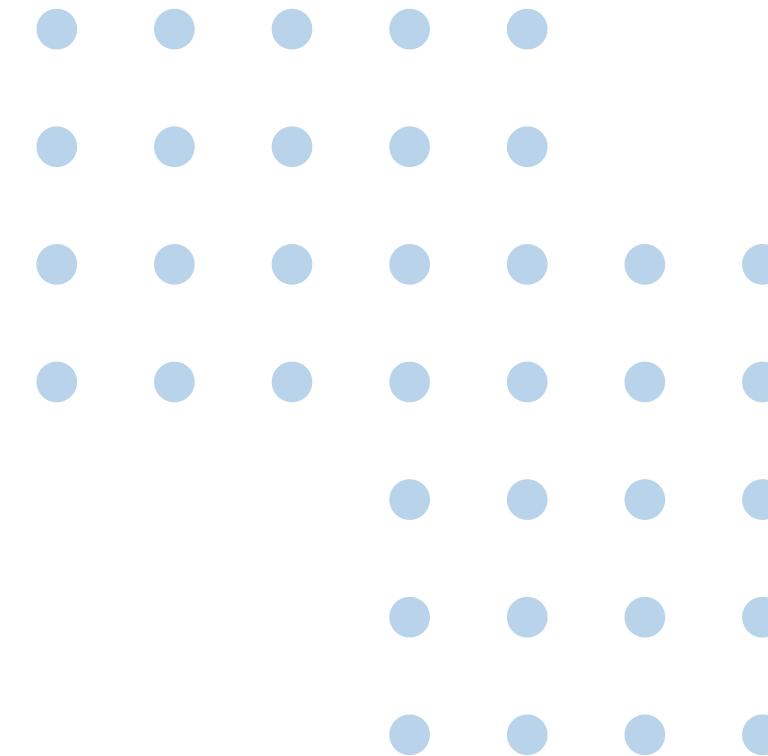
TO:

- Clean, structured dataset
- Interactive dashboards for insights
- AI-powered forecasting (39% error)
- Proactive planning with confidence
- \$5.88M annual savings

KEY METRICS:

- 74.6% error reduction ($154\% \rightarrow 39\%$ WMAPE)
- 95.4% less overfitting ($23\% \rightarrow 1\%$ gap)
- Industry-leading performance for this complexity

This wasn't just about building a model. It was about solving a real business problem through rigorous methodology, proper validation, and complete end-to-end execution. And it's delivering measurable value every day.



Any Questions?

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THANK YOU