

RETURN AMOUNT OVERVIEW

AVG RETURN AMOUNT

338.6

RETURN AMOUNT

41.2M

RETURN QUANTITY

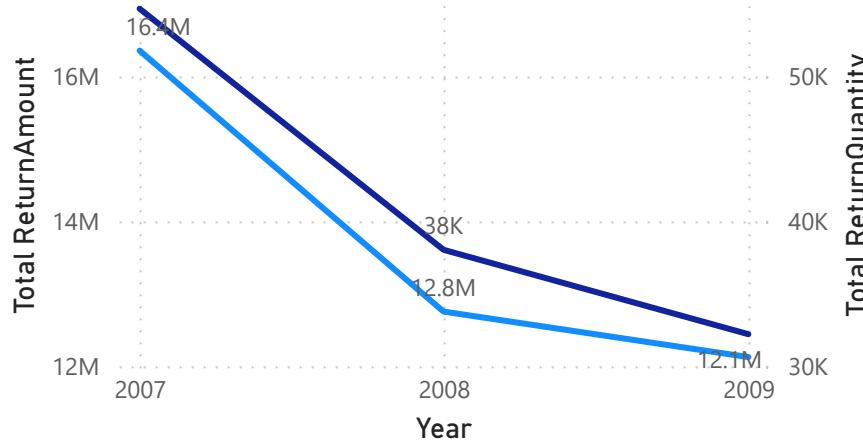
125K

RETURN TRANSACTION

121.80K

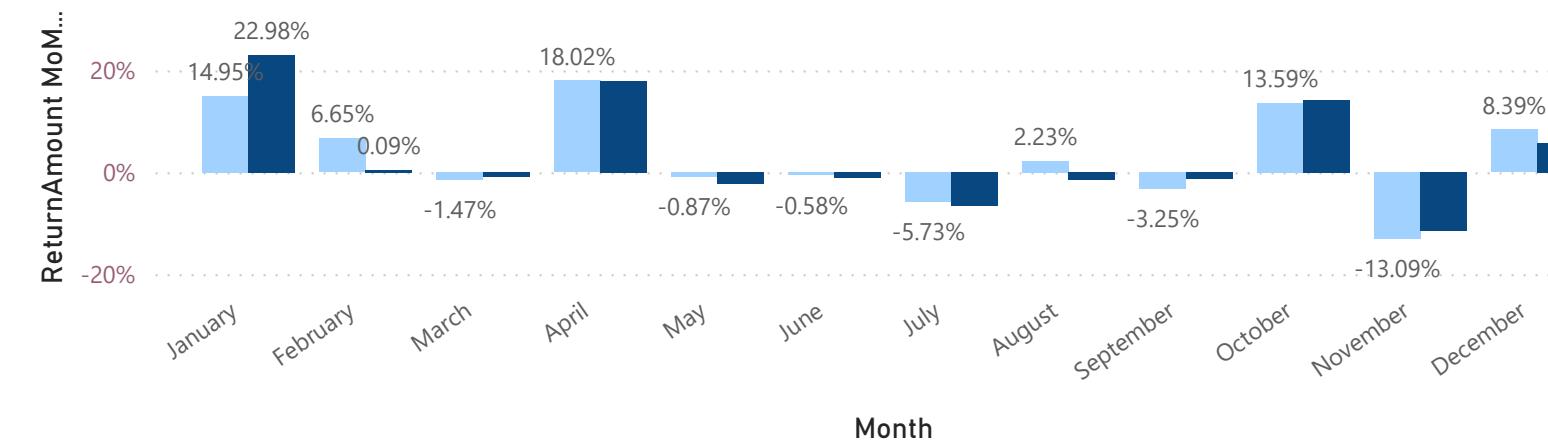
ReturnAmount and ReturnQuantity by Year

● Total ReturnAmount ● Total ReturnQuantity



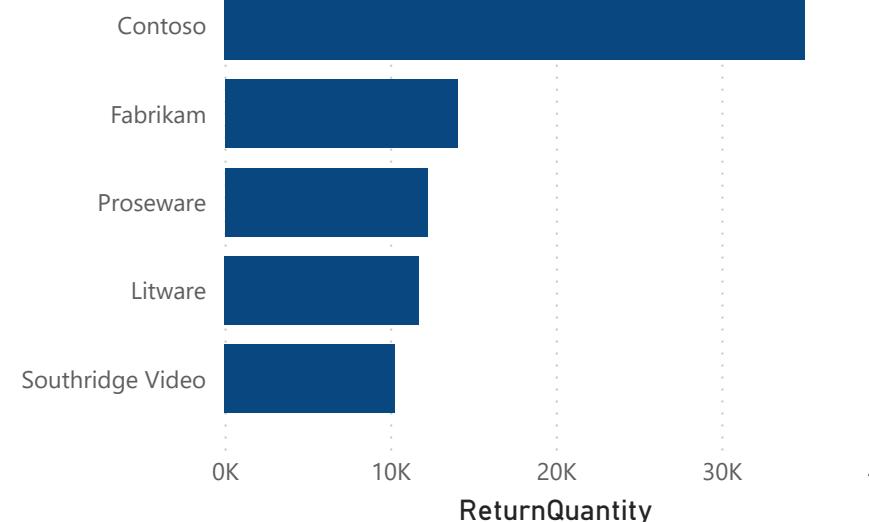
ReturnAmount MoM% by Month

● ReturnAmount MoM% ● ReturnQuantity MoM%



Top 5 Return Quantity(Brand Name)

BrandName



ReturnAmount MTD by Day and Year

Year ● 2007 ● 2008 ● 2009

ReturnAmount MTD

0.0M

0.5M

1.0M

1.5M

2.0M

2.5M

3.0M

3.5M

4.0M

4.5M

5.0M

5.5M

6.0M

6.5M

7.0M

7.5M

8.0M

8.5M

9.0M

9.5M

10.0M

10.5M

11.0M

11.5M

12.0M

12.5M

13.0M

13.5M

14.0M

14.5M

15.0M

Day

0

5

10

15

20

25

30

Return Analysis

AVG RETURN AMOUNT

338.6

RETURN AMOUNT

41.2M

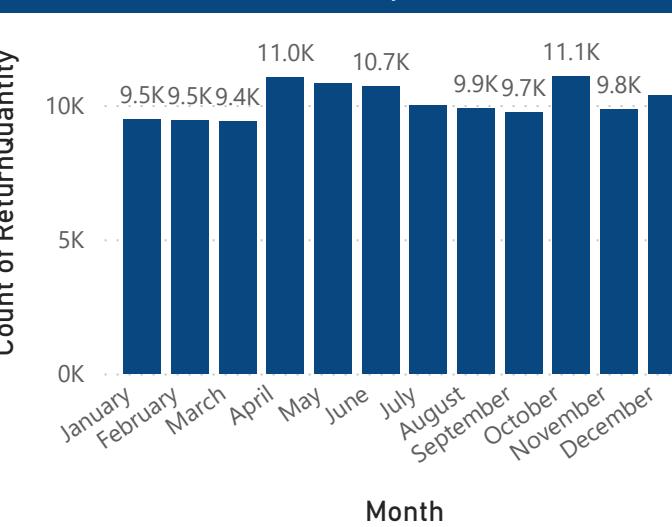
RETURN QUANTITY

125K

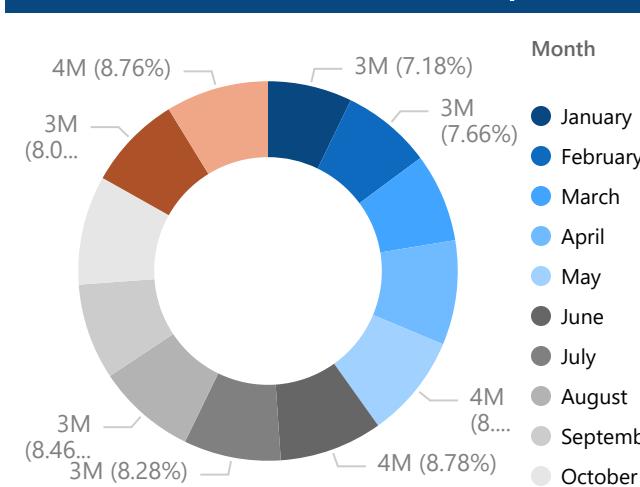
RETURN TRANSACTION

121.80K

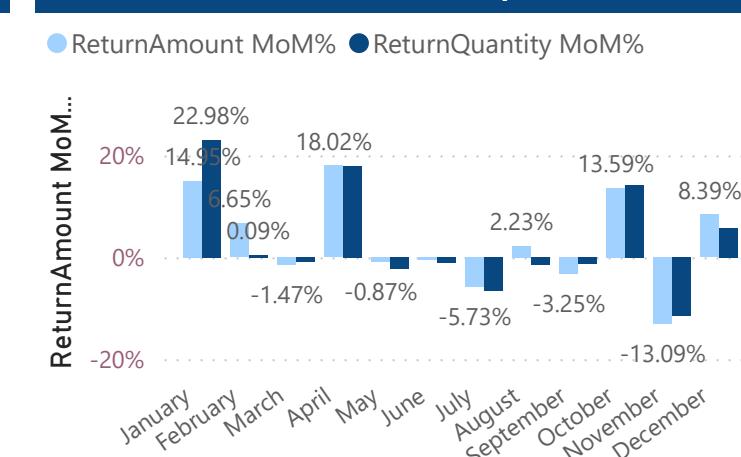
Return Trans by Month



Return Amount Contribution by Month



ReturnAmount MoM% by Month



CalendarY...

All

Channel

All

Continent

All

StoreName

All

BrandNa...

All

ClassName

All

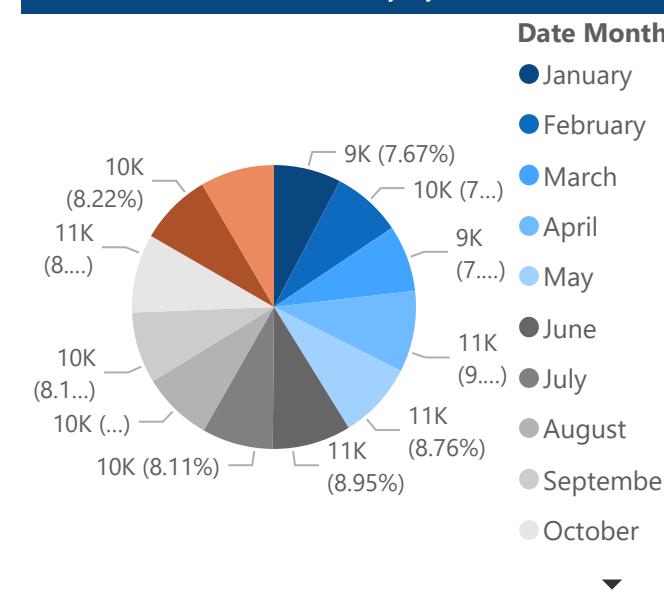
ProductCat...

All

Return Quantity, Return Amount by Month



ReturnQuantity by Month



ReturnAmount Contribute by Month



Return Analysis

AVG RETURN AMOUNT

338.6

RETURN AMOUNT

41.2M

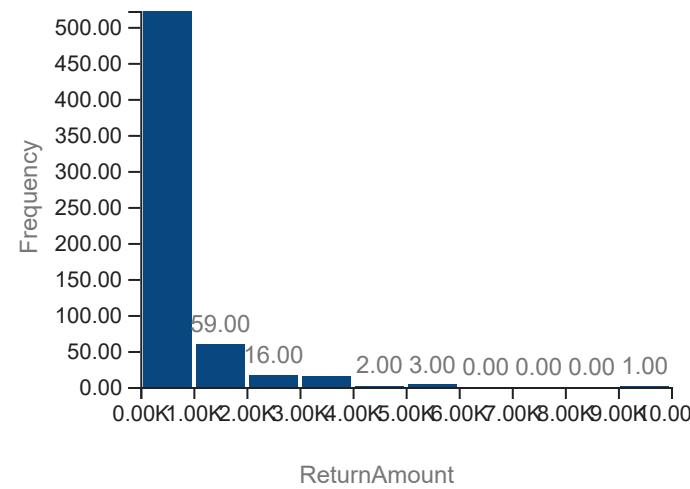
RETURN QUANTITY

125K

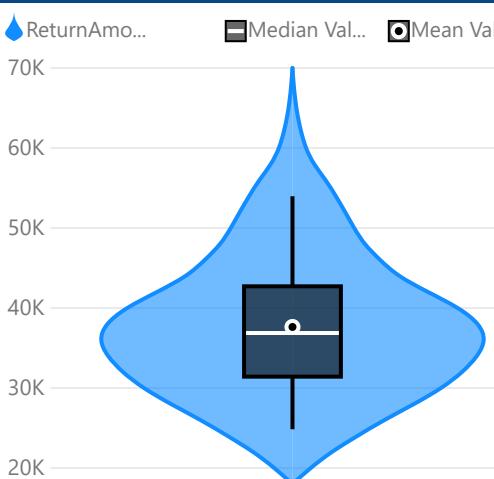
RETURN TRANSACTION

121.80K

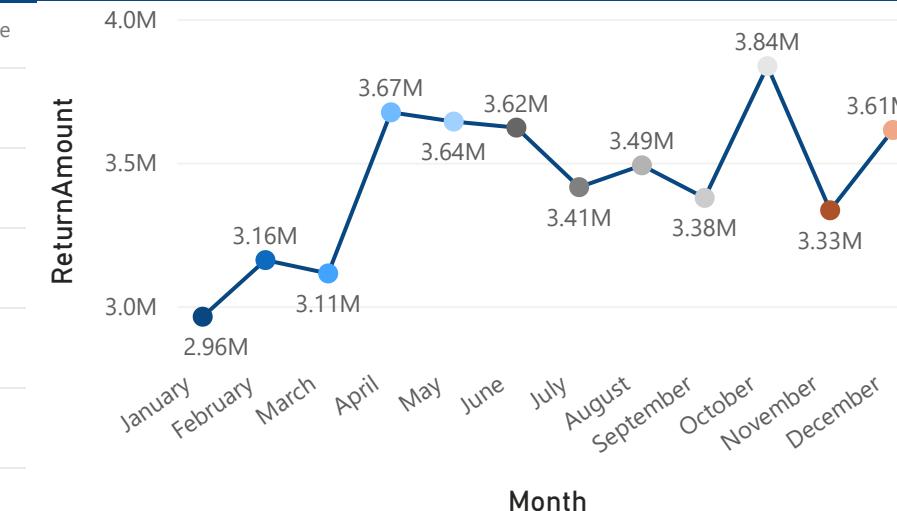
Return Amount Distribution



Return Amount Distribution(Date Key)



Return Amount Distribution by Month



Return Amount Distribution by Year/ Quarter(Date Key)



CalendarY...

All

Channel

All

Continent

All

StoreName

All

BrandNa...

All

ClassName

All

ProductCat...

All

Key Analysis

Avg Return Amount

338.6

Return Amount

41.2M

Return Quantity

125K

Return Transaction

121.80K

Key influencers Top segments

What influences ReturnAmount to

Decrease



When...

...the average of
ReturnAmount decreases by

ClassName is Economy



ProductSubcategoryName
is Boxed Games



ProductSubcategoryName
is Computers Accessories



ProductCategoryName is
Games and Toys



ProductName is SV Hand
Games for Office worker
L28 Yellow



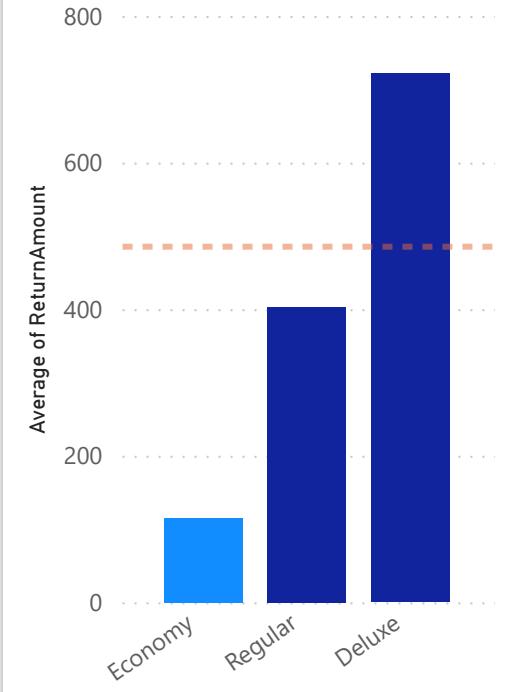
ProductName is MGS Hand
Games for Office worker
L299 Red



ProductName is SV Hand
Games for Office worker
Sort by: Impact Count



ReturnAmount is more likely to decrease
when ClassName is Economy than otherwise
(on average).



ReturnAmount by ContinentName, ClassName and ChannelName

All

ContinentName

North America

Europe

Asia

ClassName

Regular

Deluxe

Economy

ChannelName

Store

Online

Reseller

Cat...

CalendarY...

All

Channel

All

Continent

All

StoreName

All

BrandNa...

All

ClassName

All

ProductCat...

All

Return Analysis

AVG RETURN AMOUNT

338.6

RETURN AMOUNT

41.2M

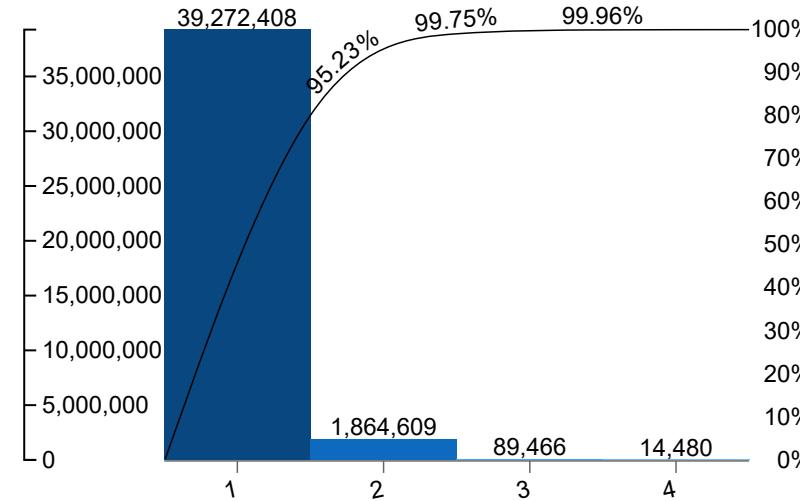
RETURN QUANTITY

125K

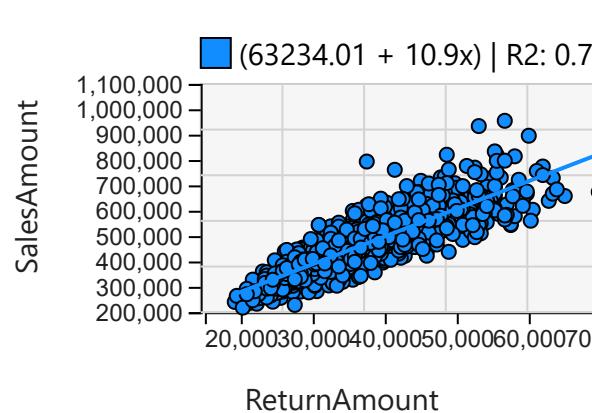
RETURN TRANSACTION

121.80K

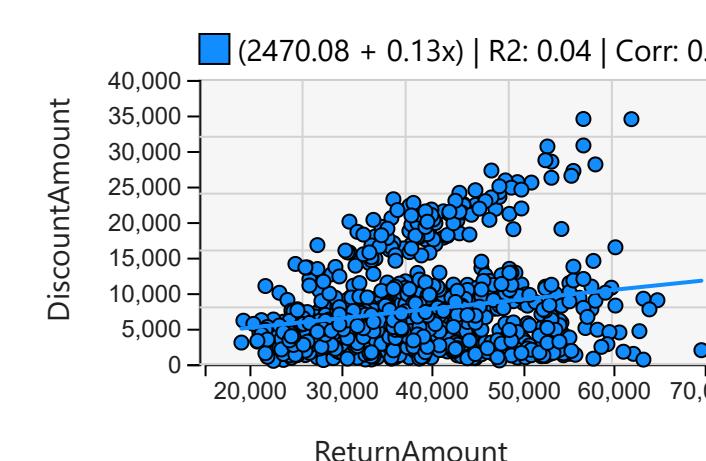
Pareto of ReturnAmount by Return Quantity



Return Amount and Sale Amount by DateKey



Return Amount and Discount Amount by DateKey



CalendarY...

All

Channel

All

Continent

All

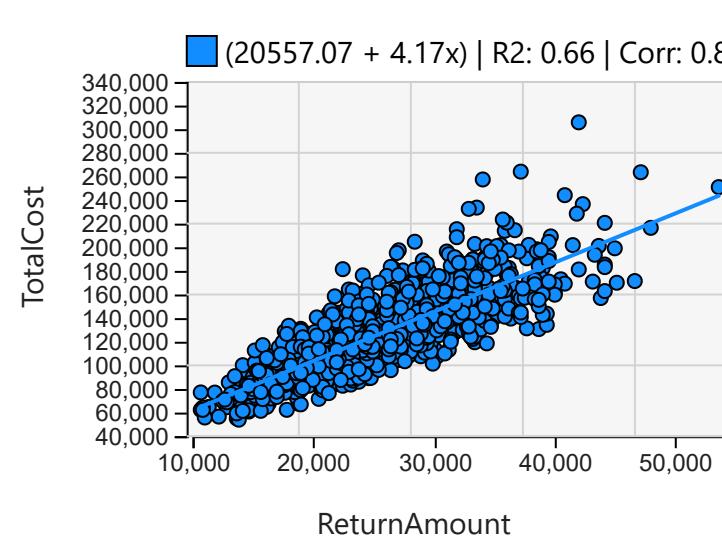
StoreName

All

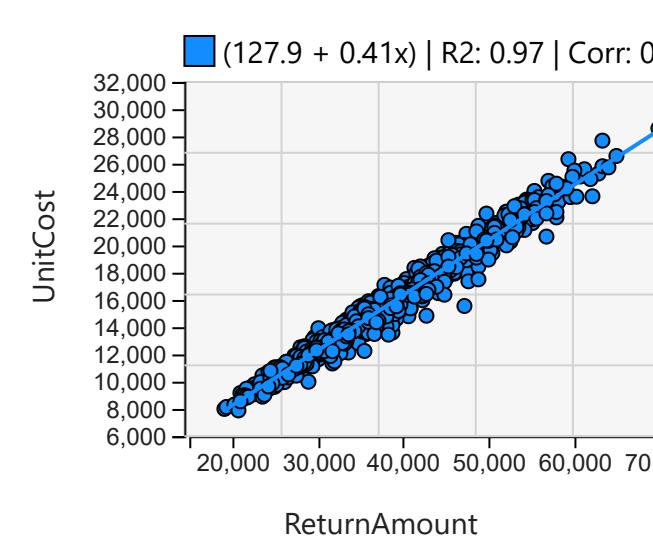
BrandNa...

All

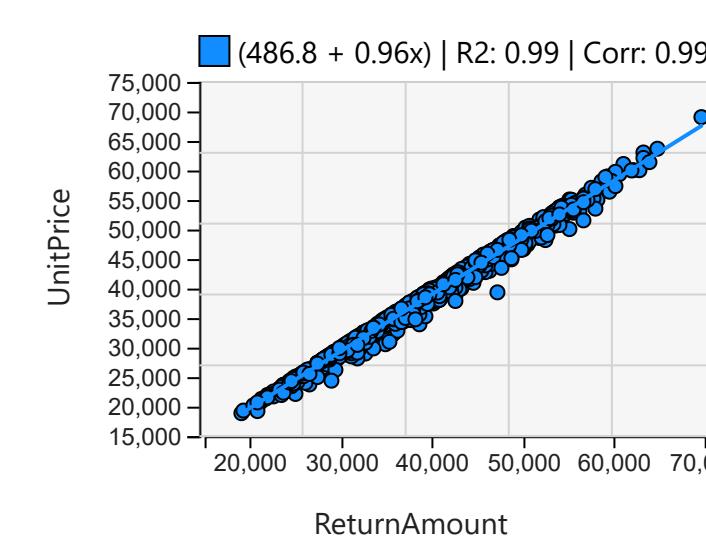
Return Amount & Total Cost by DateKey



UnitCost and ReturnAmount by DateKey



UnitPrice and ReturnAmount by DateKey



ClassName

All

ProductCat...

All

Channel Analysis

Return Quantity by Store

69.49K

Return Quantity by Online

29.16K

Return Quantity by Reseller

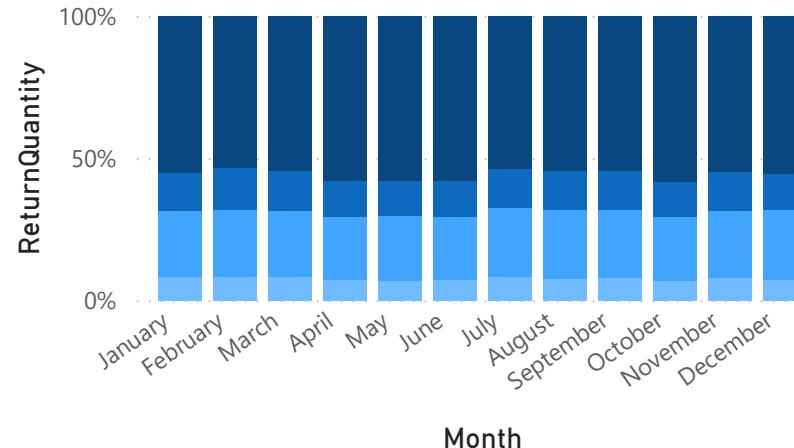
16.77K

Return Quantity by Catalog

9.51K

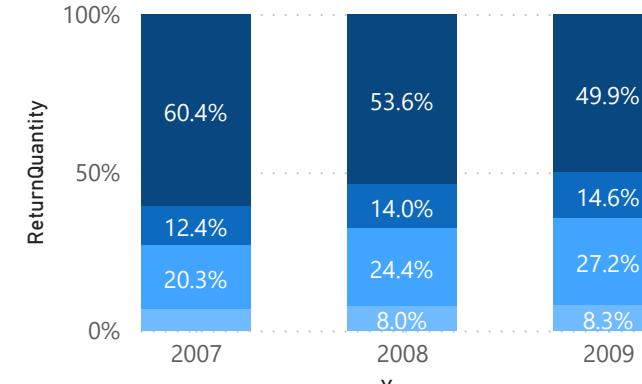
Return Quantity contribution by Month

ChannelName ● Catalog ● Online ● Reseller ● Store

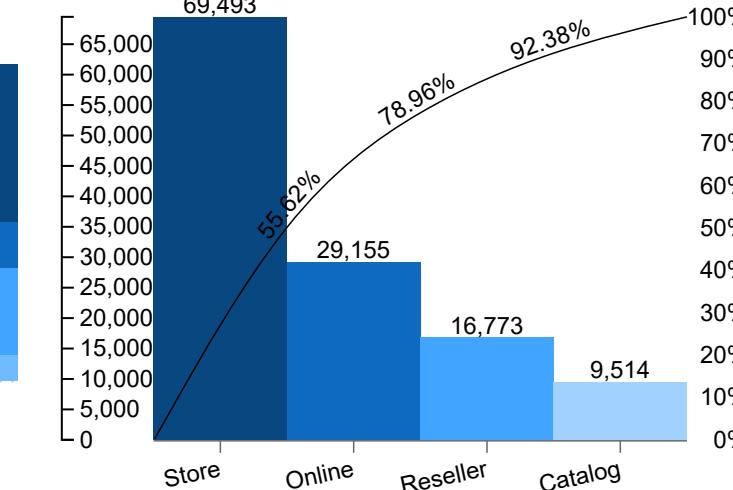


Return Quantity contribution Year

ChannelName ● Catalog ● Online ● Reseller ● Store



Pareto of Return Quantity by channel



CalendarY...

All

Channel

All

Continent

All

StoreName

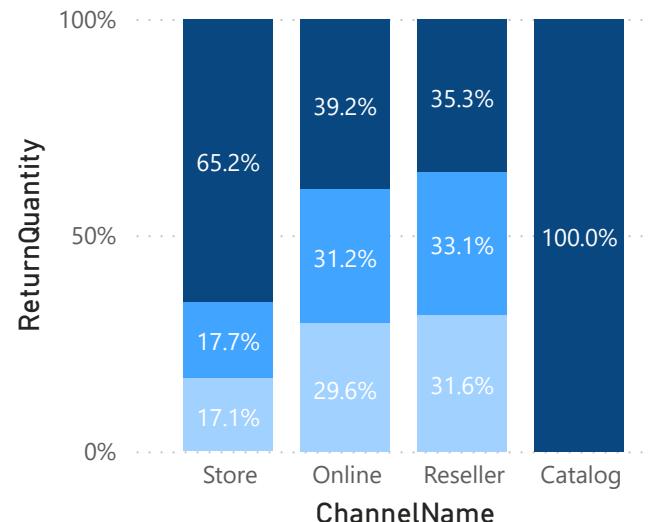
All

BrandNa...

All

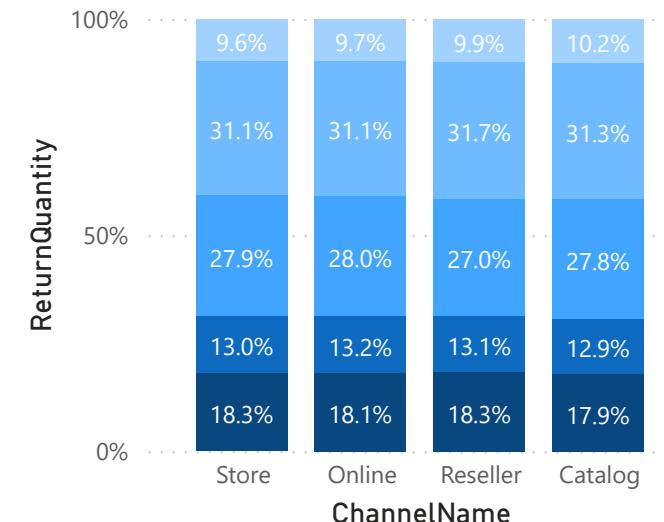
Return Quantity Contribution by Channel/Geo

Continent... ● Asia ● Europe ● North America



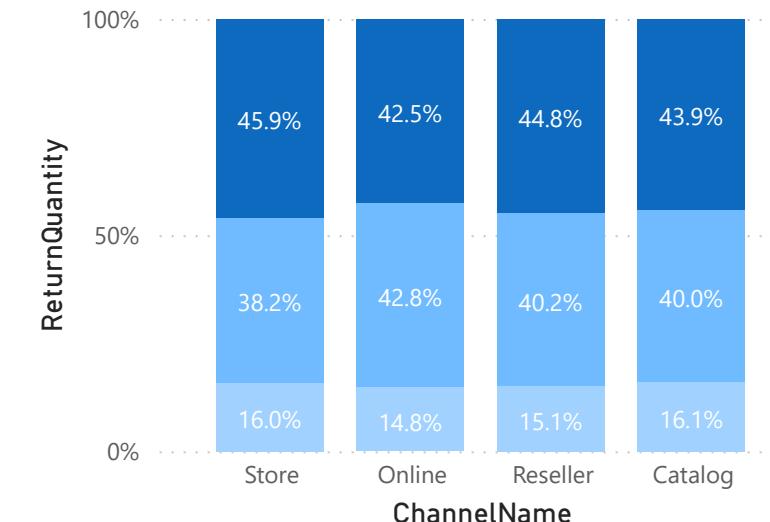
Return Quantity Contribution by Channel/Product

ProductCa... ● Camera... ● Cell pho... ● Comput...



Return Quantity Contribution by Channel/ClassName

ClassName ● Deluxe ● Economy ● Regular



ClassName

All

ProductCat...

All

Channel Analysis

Return Trans by Store

68.99k

Return Trans by Online

27.62K

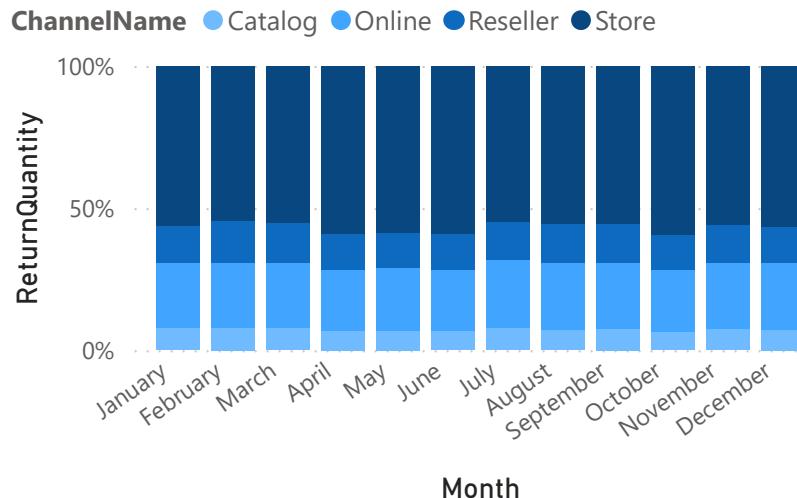
Return Trans by Reseller

16.20K

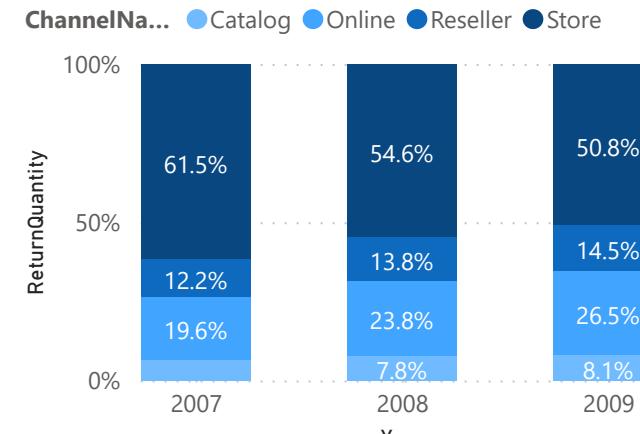
Return Trans by Catalog

8.99K

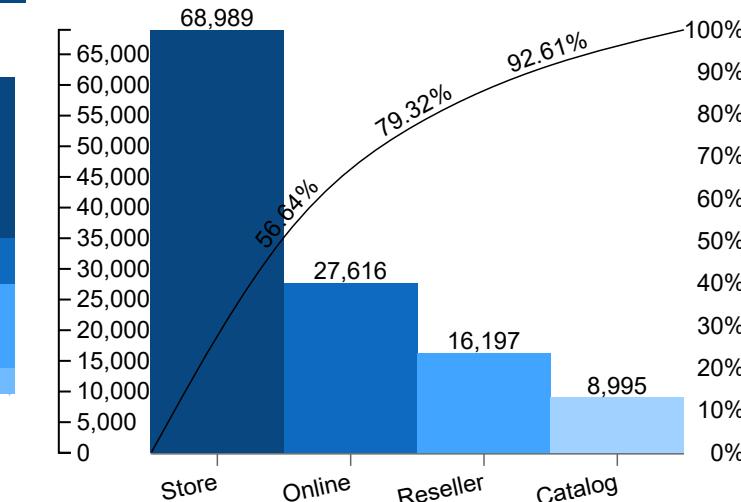
Return transaction contribution by Month



Return Transaction contribution Year



Pareto of Return Transaction by channel



CalendarY...

All

Channel

All

Continent

All

StoreName

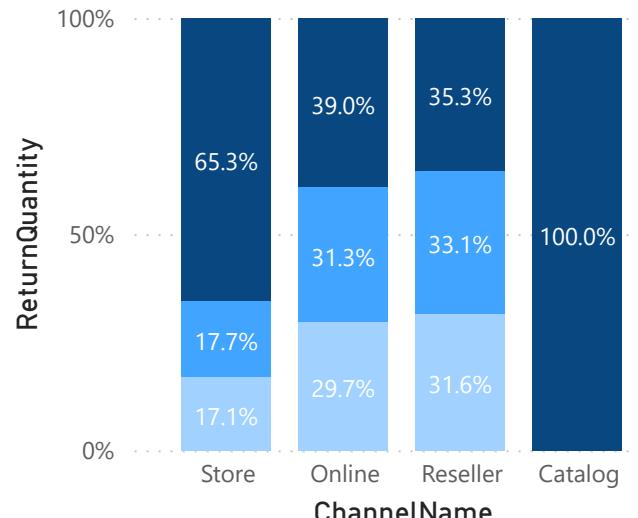
All

BrandNa...

All

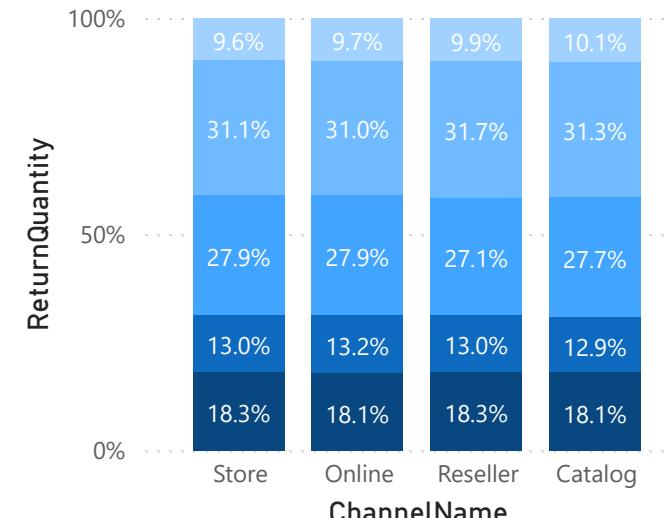
Return Transaction Contribution by Channel/Geo

Continent... ● Asia ● Europe ● North America



Return Transaction Contribution by Channel/Product

ProductCa... ● Camera... ● Cell pho... ● Comput...



Return Transaction Contribution by Channel/ClassName

ClassName ● Deluxe ● Economy ● Regular



ClassName

All

ProductCat...

All

Channel Analysis

Return Amount by Store

23.95M

Return Amount by Online

8.65M

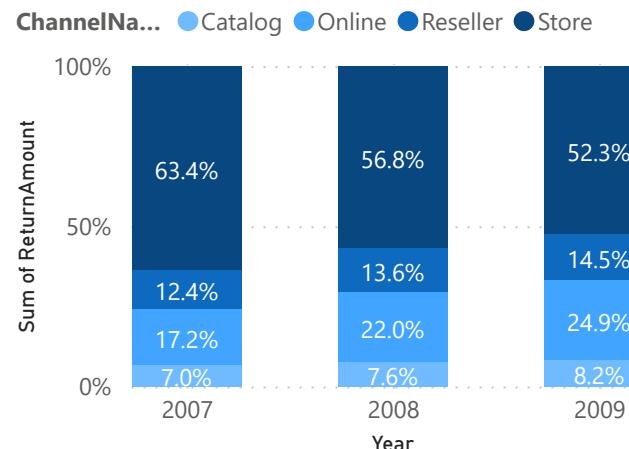
Return Amount by Reseller

5.52M

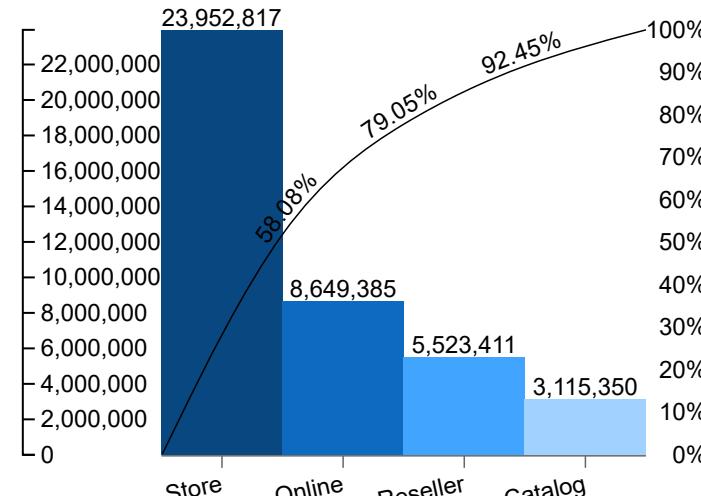
Return Amount by Catalog

3.12M

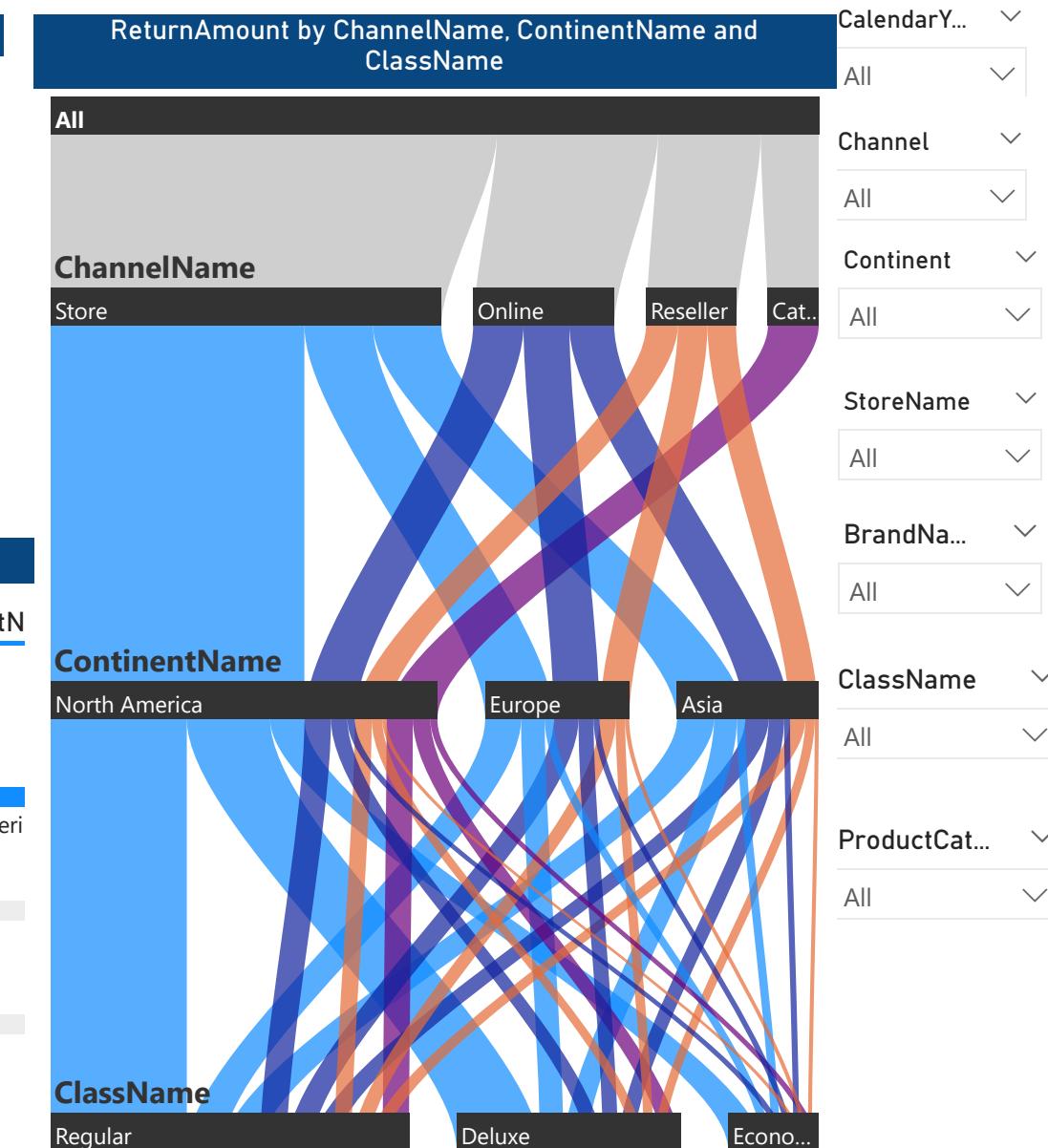
Return Transaction contribution Year



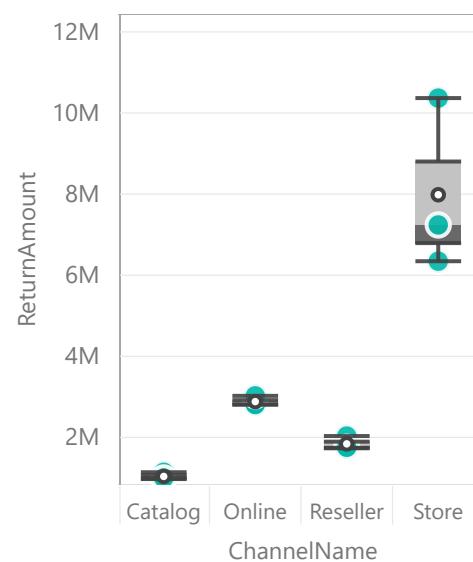
Pareto of Return Transaction by channel



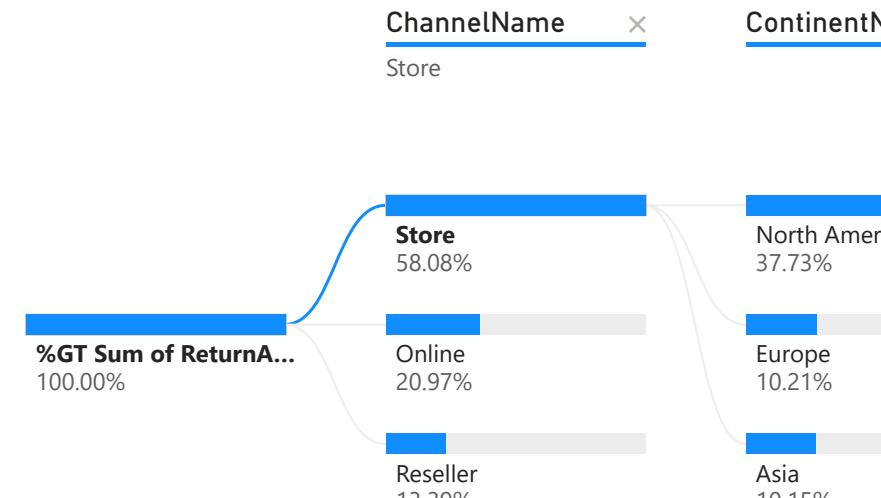
ReturnAmount by ChannelName, ContinentName and ClassName



ReturnAmount by Year and ChannelName



Return Amount by Channel/Geo/Brand



Product Analysis

Return Quantity by
Cameras &
Camcorders
19.44K

Return Quantity by
Cell Phones
13.93K

Return Quantity by
Computers
29.67K

Return Quantity by
Home Appliances
33.31K

Return Quantity by
TV & Video
10.37K

CalendarY... ▾

All ▾

Channel ▾

All ▾

Continent ▾

All ▾

StoreName ▾

All ▾

BrandNa... ▾

All ▾

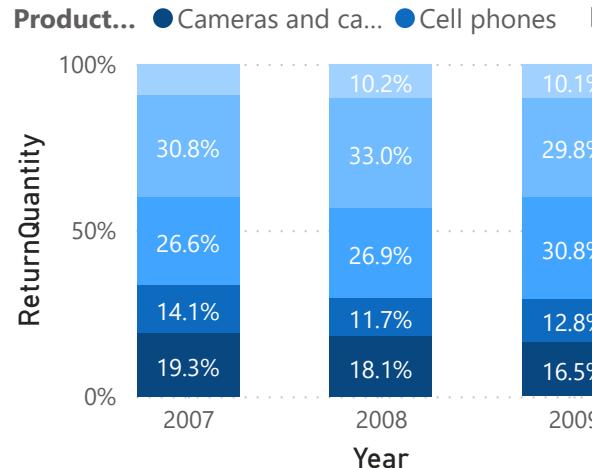
ClassName ▾

All ▾

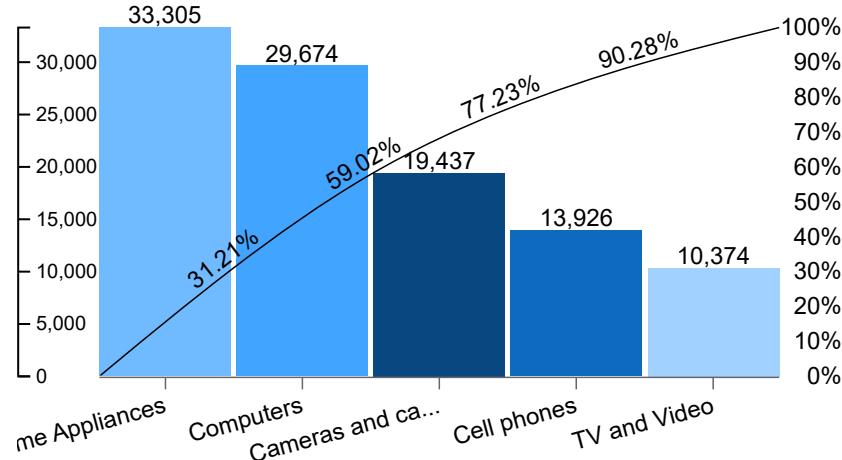
ProductCat... ▾

All ▾

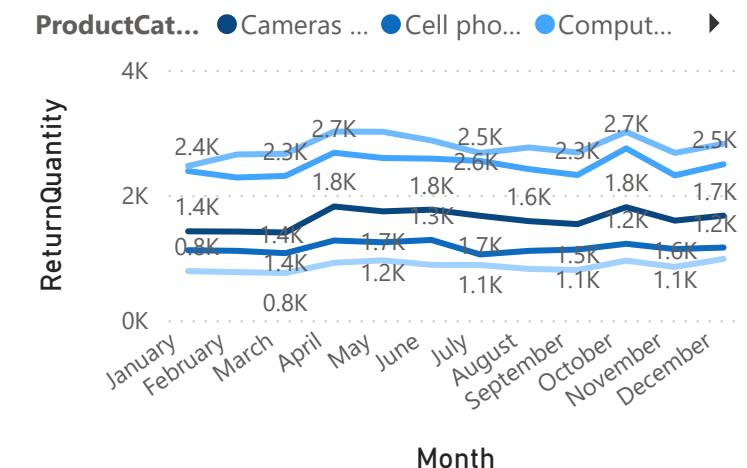
Return Quantity contribution by Month



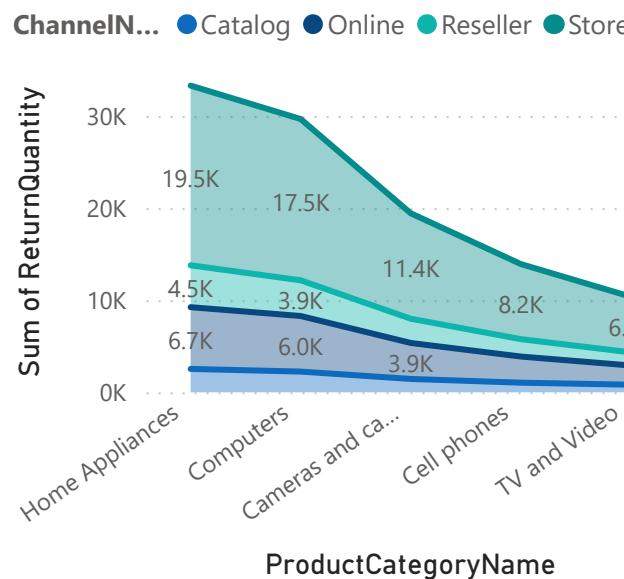
Pareto of Return Quantity by Product



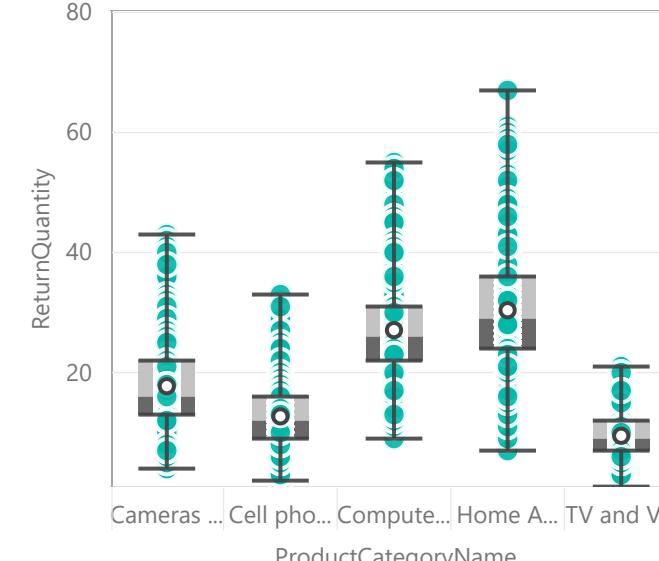
Return Quantity contribution Month



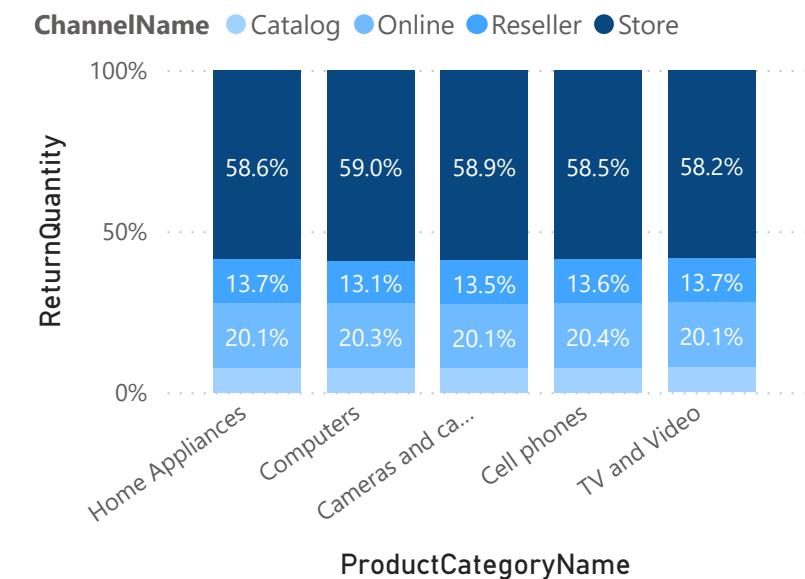
Return Quantity Contribution by Product/Geo



Return Quantity Contribution by Product/DateKey



Return Quantity Contribution by Product/Channel



Product Analysis

Return Trans by
Cameras &
Camcorders
18.99K

Return Trans by Cell
Phones
13.59K

Return Trans by
Computers
28.98K

Return Trans by
Home Appliances
32.52K

Return Trans by
TV & Video
10.13K

CalendarY...

All

Channel

All

Continent

All

StoreName

All

BrandNa...

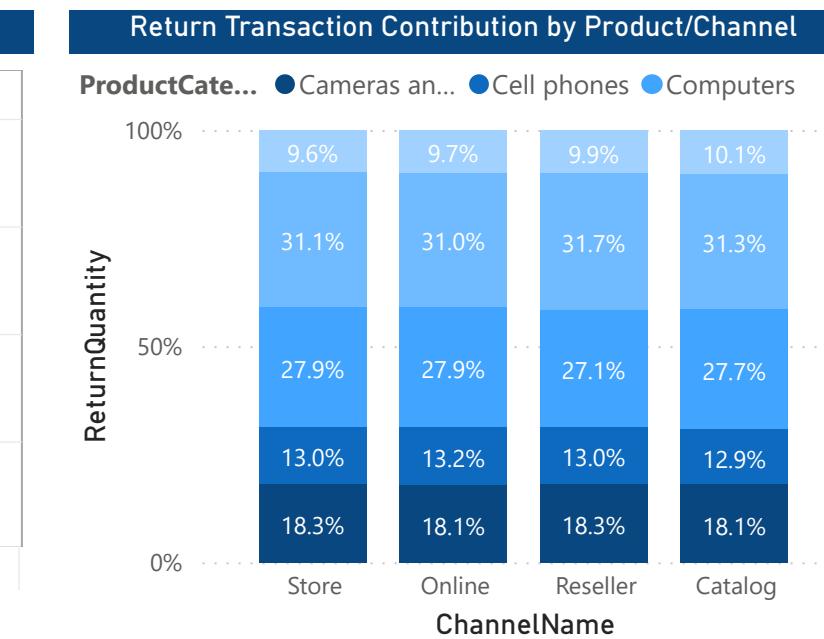
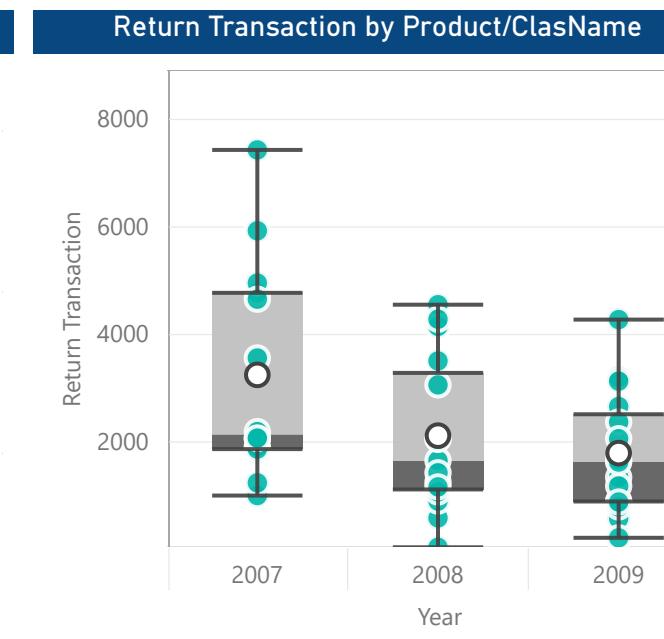
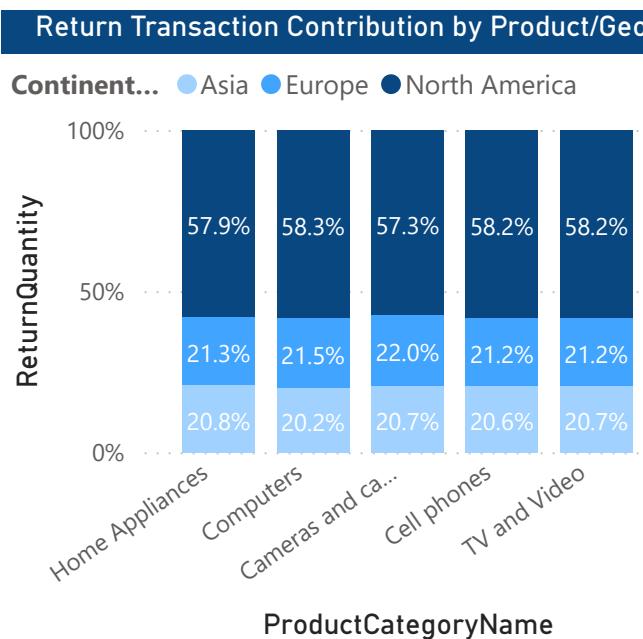
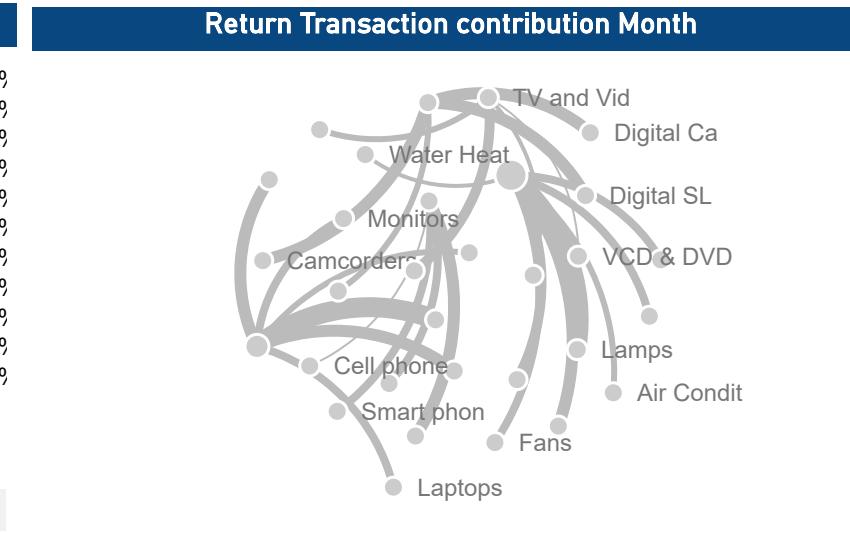
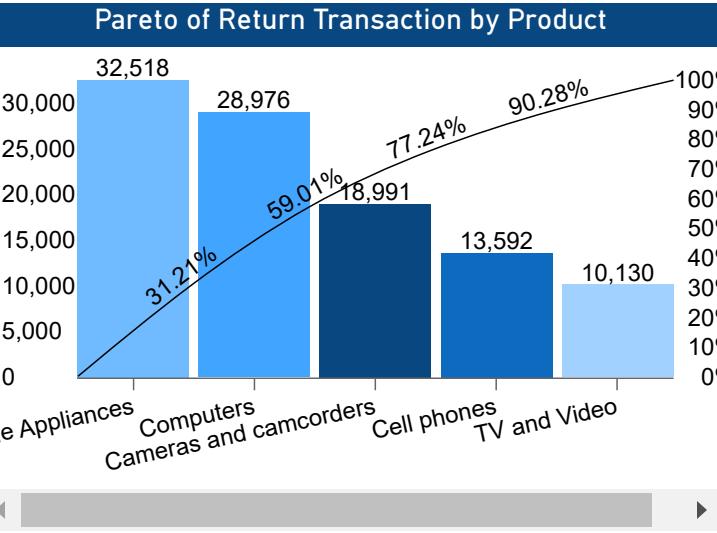
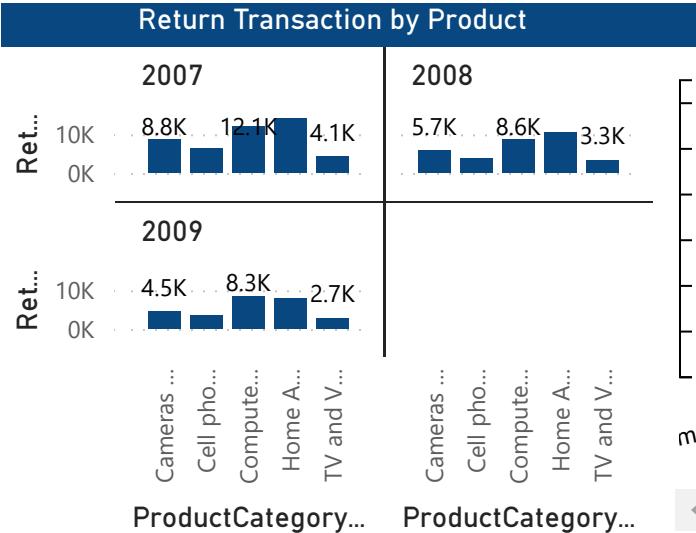
All

ClassName

All

ProductCat...

All



Product Analysis

Return Amount by Cameras & Camcorders
8.52M

Return Amount by Cell Phones
2.14M

Return Amount by Computers
9.96M

Return Quantity by Home Appliances
15.08M

Return Amount by TV & Video
4.10M

CalendarY...

All

Channel

All

Continent

All

StoreName

All

BrandNa...

All

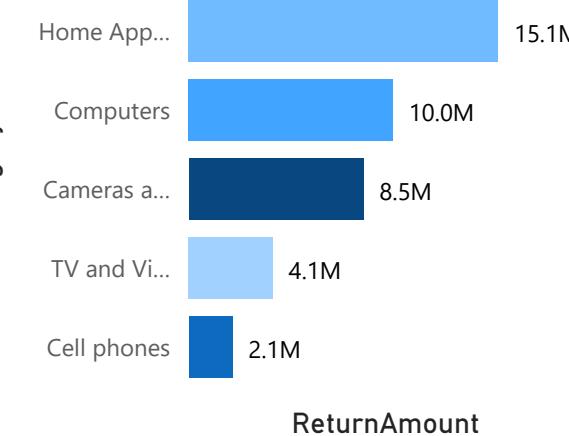
ClassName

All

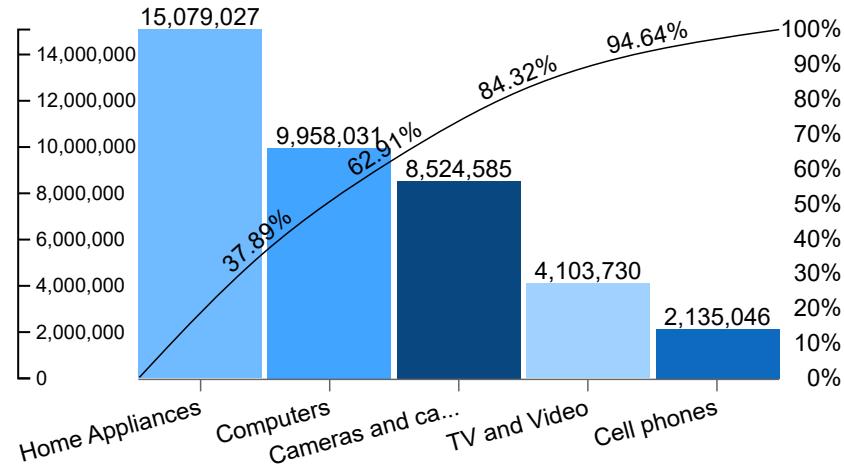
ProductCat...

All

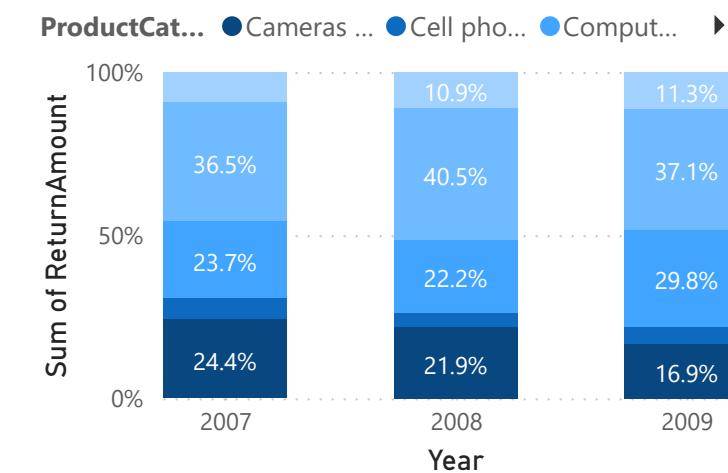
Return Amount contribution by Month



Pareto of Return Amount by Product

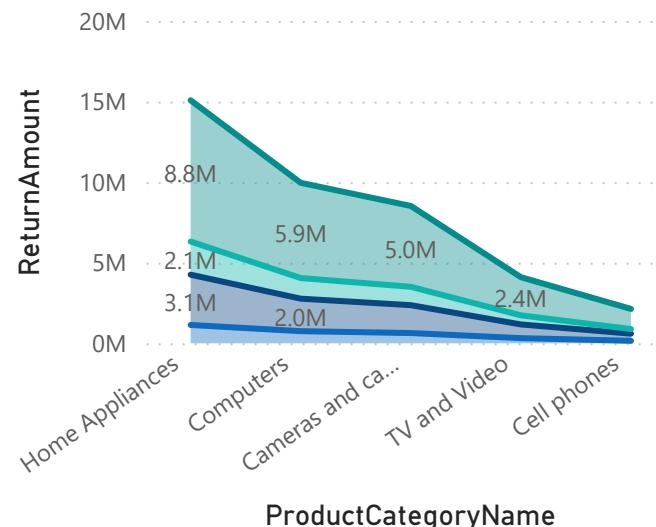


Return Amount by Product changing over time

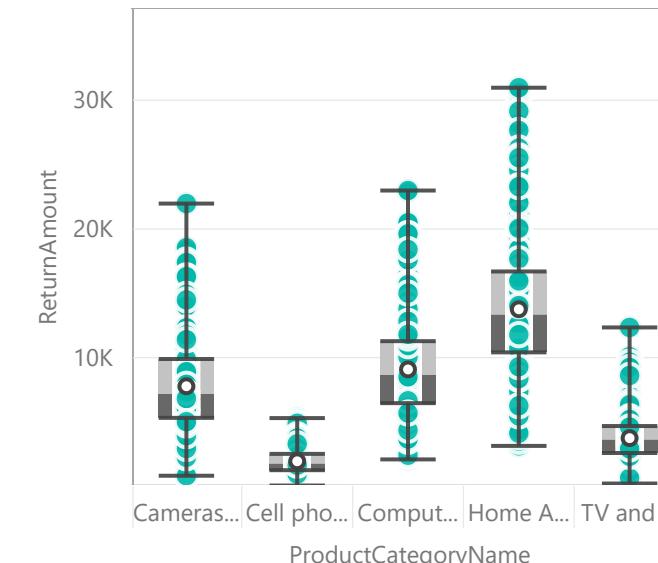


Return Amount Contribution by Product/Channel

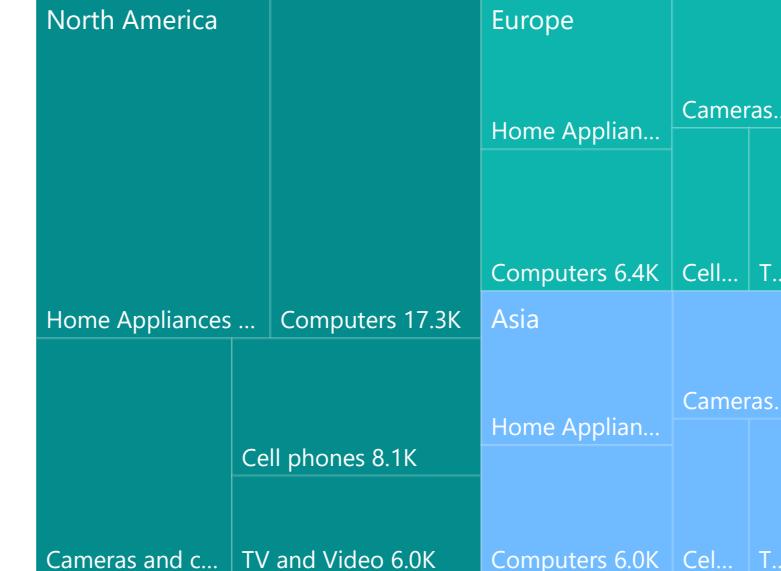
ChannelN... ● Catalog ● Online ● Reseller ● Store



Return Amount Contribution by Product/DateKey



Return Amount Contribution by Product/Geo



Geography Analysis

Return Quantity by Asia

25.8K

Return Quantity by Europe

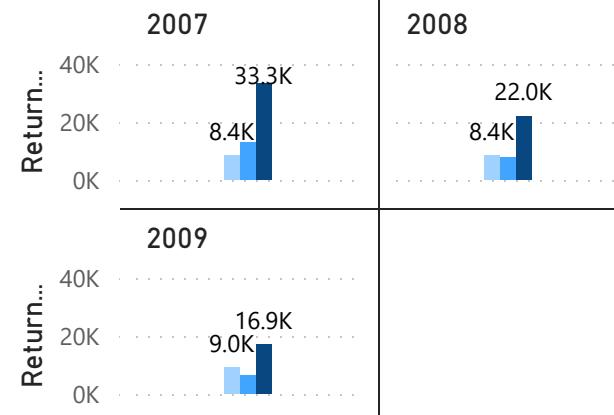
26.9K

Return Quantity by North America

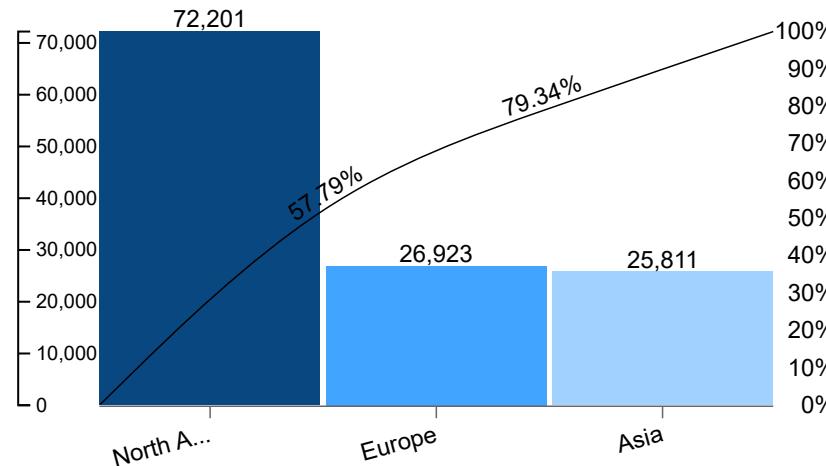
72.2K

Return Quantity by Geo

Continent... ● Asia ● Europe ● North America

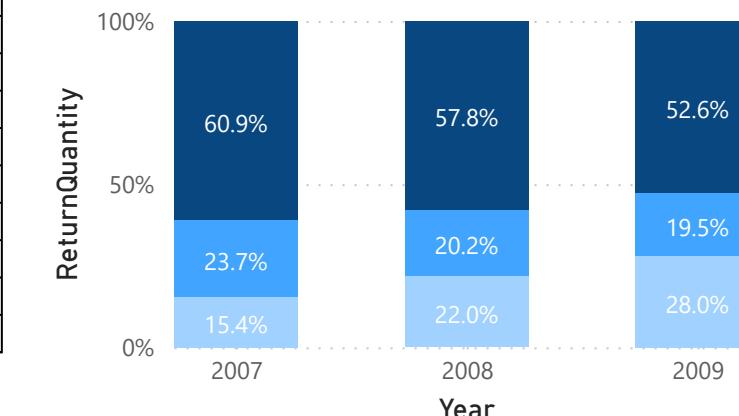


Pareto of Return Quantity by Product



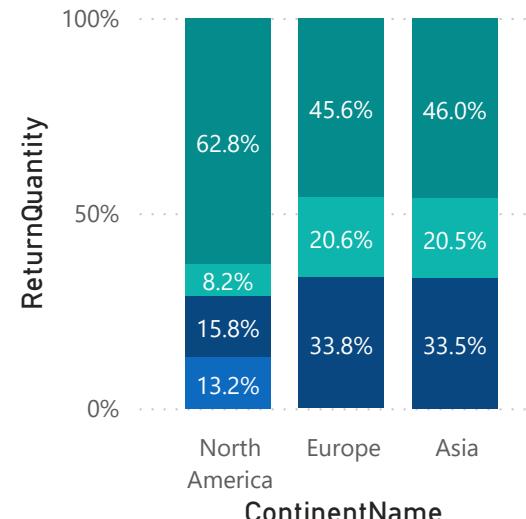
Return Quantity by Geo

ContinentN... ● Asia ● Europe ● North America

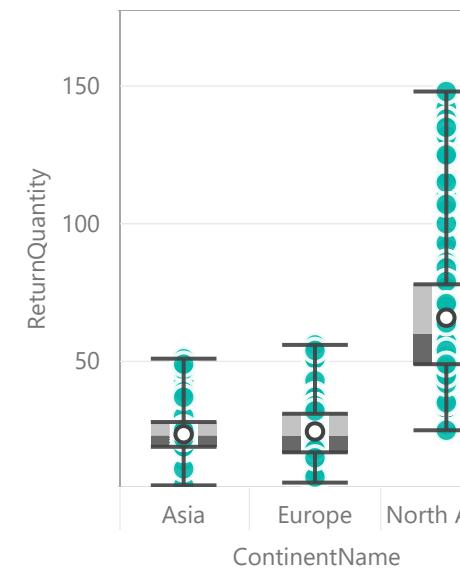


Return Quantity by Geo/Channel

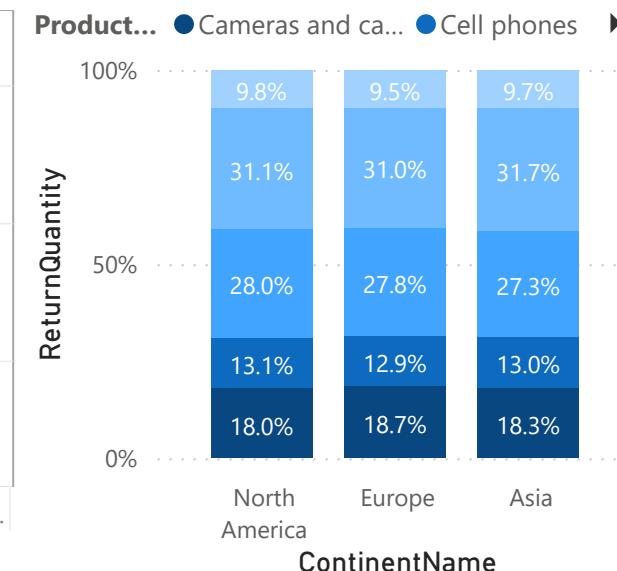
Chann... ● Catalog ● Online



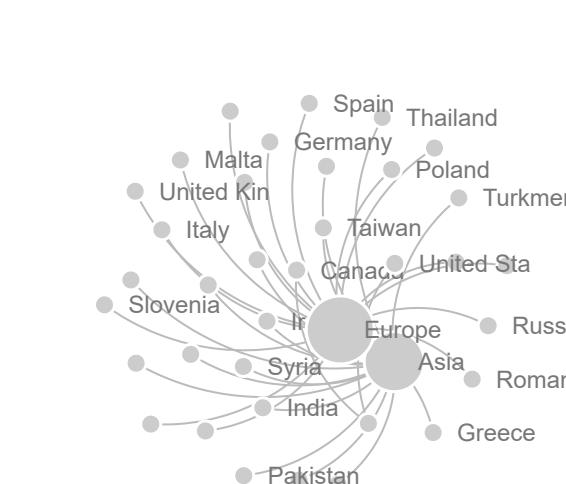
Return Quantity by Geo(DateKey)



Return Quantity Contribution by Product/Geo



ContinentName and RegionCountryName



CalendarY... ▾

All ▾

Channel ▾

All ▾

Continent ▾

All ▾

StoreName ▾

All ▾

BrandNa... ▾

All ▾

ClassName ▾

All ▾

ProductCat... ▾

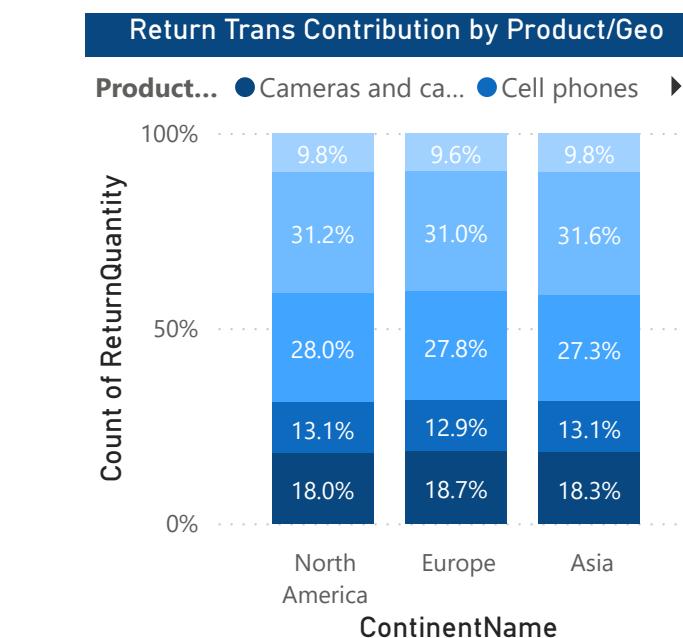
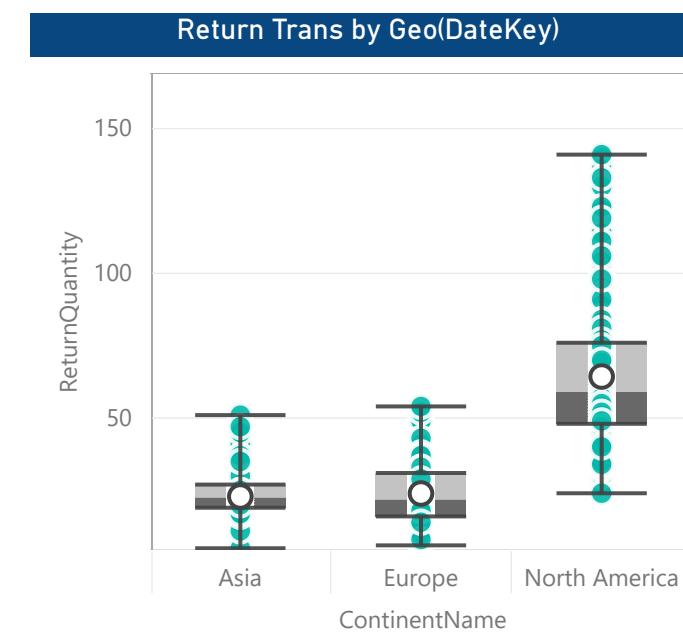
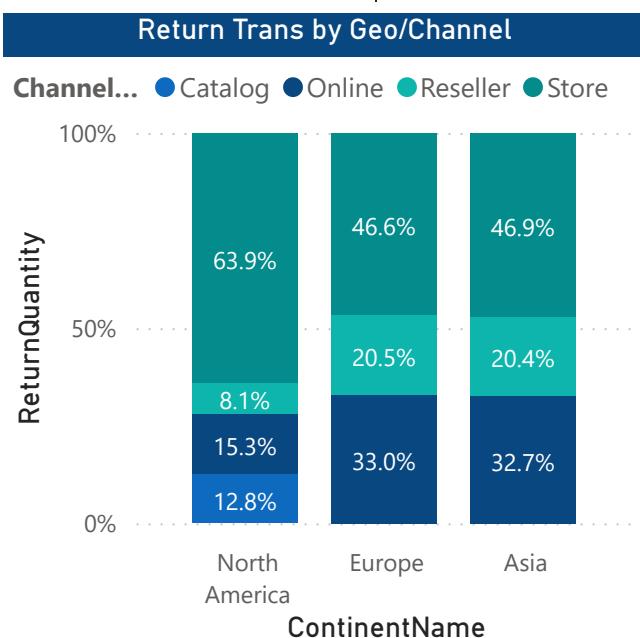
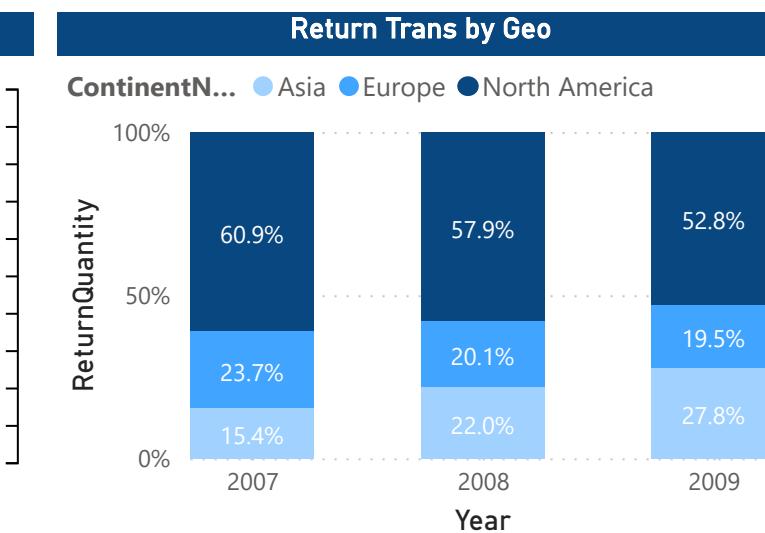
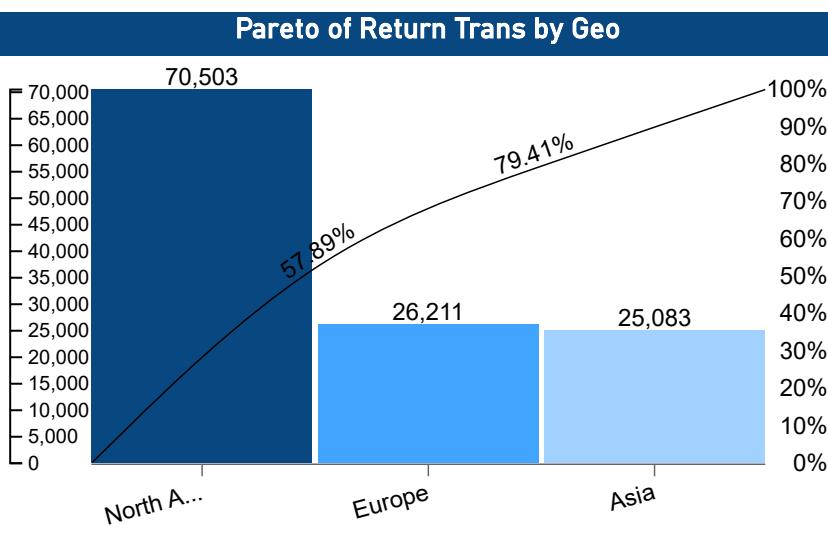
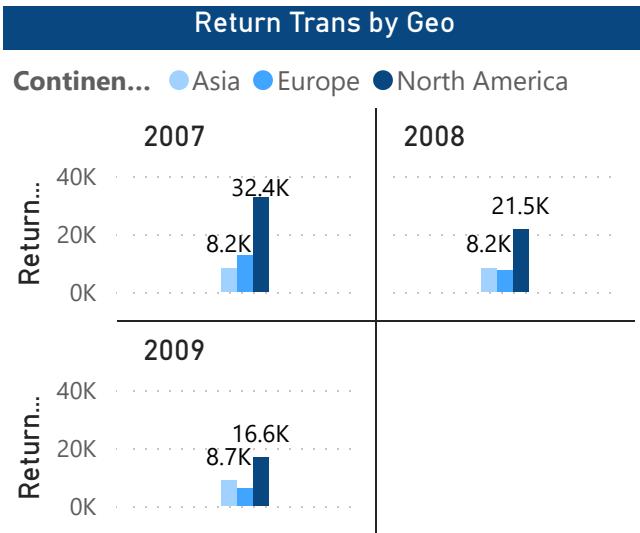
All ▾

Geography Analysis

Return Trans by Asia
25.1K

Return Trans by Europe
26.2K

Return Trans by North America
70.5K



CalendarY... ▾

All ▾

Channel ▾

All ▾

Continent ▾

All ▾

StoreName ▾

All ▾

BrandNa... ▾

All ▾

ClassName ▾

All ▾

ProductCat... ▾

All ▾

Geography Analysis

Return Amount by Asia
8.69M

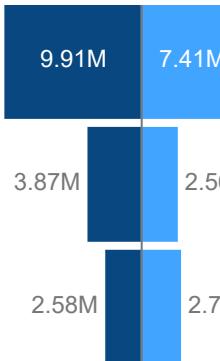
Return Amount by Europe
8.84M

Return Amount by North America
23.71M

Return Amount by Geo changing over time

● 2007 ● 2008

North America



Europe



Asia



Return Amount by Geo changing over time

● 2009 ● 2008

North America



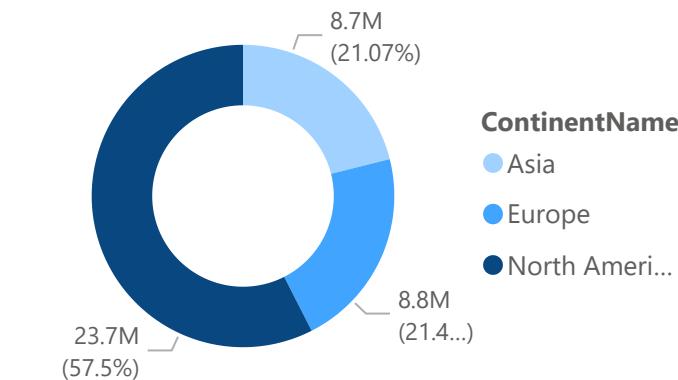
Europe



Asia

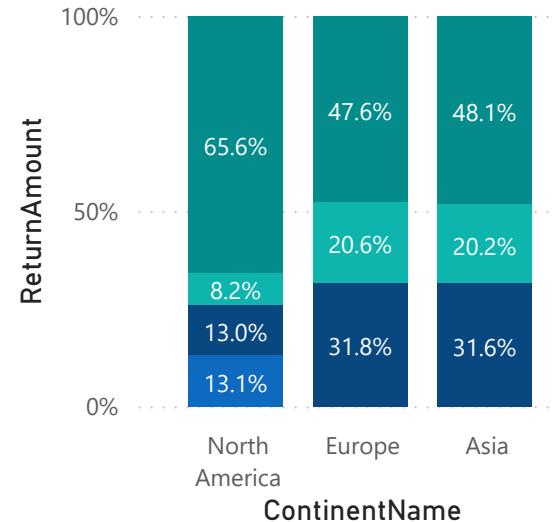


Return Amount by Geo

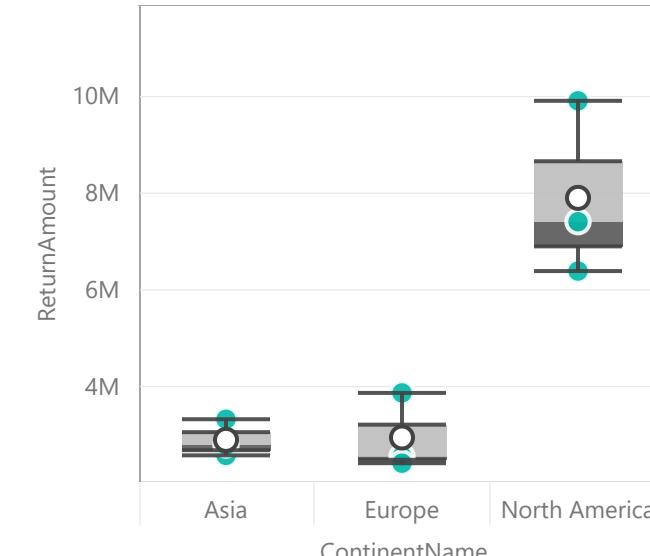


Return Amount by Geo/Channel

Channel... ● Catalog ● Online ● Reseller ▶

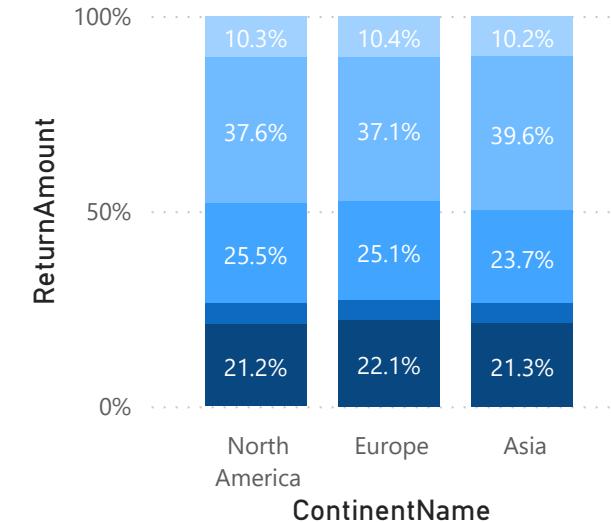


Return Amount by Geo(DateKey)



Return Amount Contribution by Product/Geo

Product... ● Cameras and ca... ● Cell phones ▶



CalendarY...

All ▾

Channel

All ▾

Continent

All ▾

StoreName

All ▾

BrandNa...

All ▾

ClassName

All ▾

ProductCat...

All ▾

Return Amount Report

CalendarY...	Channel	Continent	StoreName	BrandNa...	ClassName	ProductCat...
All	All	All	All	All	All	All

Return Amount by Channel					
Month	Catalog	Online	Reseller	Store	Total
January	257,417.94	628,611.55	376,360.43	1,700,720.03	2,963,109.95
February	239,266.82	671,297.68	451,505.60	1,798,195.18	3,160,265.28
March	249,318.19	645,266.22	444,923.16	1,774,250.37	3,113,757.94
April	264,611.71	726,438.63	469,086.34	2,214,738.41	3,674,875.09
May	267,826.90	702,573.38	464,562.43	2,207,809.03	3,642,771.74
June	251,174.63	743,022.98	474,372.77	2,153,092.87	3,621,663.25
July	276,407.72	776,745.61	459,200.37	1,901,959.61	3,414,313.31
August	255,886.04	744,975.45	490,748.59	1,998,691.29	3,490,301.37
September	275,077.20	725,163.91	459,362.02	1,917,313.07	3,376,916.20
October	250,672.88	768,545.75	517,353.66	2,299,258.10	3,835,830.39
November	267,238.96	720,239.15	444,250.09	1,902,006.03	3,333,734.23
December	260,451.44	796,504.61	471,685.43	2,084,782.72	3,613,424.20
Total	3,115,350.43	8,649,384.92	5,523,410.89	23,952,816.71	41,240,962.95

Return Amount by Geo				
Month	Asia	Europe	North America	Total
January	590,239.91	660,398.25	1,712,471.79	2,963,109.95
February	687,777.26	652,644.09	1,819,843.93	3,160,265.28
March	678,674.85	626,284.99	1,808,798.10	3,113,757.94
April	767,195.39	693,498.09	2,214,181.61	3,674,875.09
May	715,144.46	777,965.34	2,149,661.94	3,642,771.74
June	704,414.90	769,798.73	2,147,449.62	3,621,663.25
July	724,618.02	771,579.47	1,918,115.82	3,414,313.31
August	741,205.71	781,491.99	1,967,603.67	3,490,301.37
September	728,005.16	757,943.46	1,890,967.58	3,376,916.20
October	776,796.46	803,873.28	2,255,160.65	3,835,830.39
November	754,620.77	722,545.87	1,856,567.59	3,333,734.23
December	822,034.93	820,641.18	1,970,748.09	3,613,424.20
Total	8,690,727.82	8,838,664.74	23,711,570.39	41,240,962.95

Return Amount by Product						
Month	Cameras and camcorders	Cell phones	Computers	Home Appliances	TV and Video	Total
January	589,230.81	167,996.04	746,060.55	1,063,038.94	283,102.50	2,849,428.84
February	646,773.87	174,924.69	762,141.56	1,181,114.68	282,996.04	3,047,950.84
March	607,281.50	167,858.05	772,353.79	1,169,360.48	283,771.13	3,000,624.95
April	774,209.68	192,601.23	861,602.84	1,377,692.58	345,176.33	3,551,282.66
May	754,773.58	188,666.60	872,068.55	1,320,567.15	382,946.01	3,519,021.89
June	751,196.72	195,820.42	875,526.44	1,310,485.86	364,722.65	3,497,752.09
July	731,784.70	158,731.03	853,775.59	1,195,162.95	363,247.74	3,302,702.01
August	711,116.27	175,390.12	857,156.02	1,299,502.72	333,572.51	3,376,737.64
September	696,429.33	173,252.54	785,844.94	1,271,672.94	326,766.36	3,253,966.11
October	806,449.49	185,306.78	926,038.19	1,407,421.92	380,373.61	3,705,589.99
November	690,999.90	171,342.68	766,652.78	1,224,556.50	353,653.95	3,207,205.81
December	764,338.85	183,155.64	878,809.66	1,258,450.57	403,400.68	3,488,155.40
Total	8,524,584.70	2,135,045.82	9,958,030.91	15,079,027.29	4,103,729.51	39,800,418.23

Return Amount by ClassName				
Month	Deluxe	Economy	Regular	Total
January	950,572.07	455,123.60	1,557,414.28	2,963,109.95
February	1,045,709.78	439,597.40	1,674,958.10	3,160,265.28
March	992,819.82	439,609.01	1,681,329.11	3,113,757.94
April	1,112,099.74	513,697.64	2,049,077.71	3,674,875.09
May	1,191,453.33	500,220.49	1,951,097.92	3,642,771.74
June	1,215,151.13	497,977.58	1,908,534.54	3,621,663.25
July	1,127,051.27	451,920.55	1,835,341.49	3,414,313.31
August	1,193,352.30	451,811.37	1,845,137.70	3,490,301.37
September	1,188,867.76	425,648.43	1,762,400.01	3,376,916.20
October	1,302,920.85	500,601.69	2,032,307.85	3,835,830.39
November	1,146,134.82	434,913.42	1,752,685.99	3,333,734.23
December	1,263,274.14	431,730.46	1,918,419.60	3,613,424.20
Total	13,729,407.01	5,542,851.64	21,968,704.30	41,240,962.95

Return Quantity

Report

CalendarY...

Channel

Continent

StoreName

BrandNa...

ClassName

ProductCat...

All

▼

Return Quantity by Channel

Month	Catalog	Online	Reseller	Store	Total
January	806	2252	1287	5357	9702
February	799	2296	1452	5164	9711
March	795	2233	1381	5211	9620
April	800	2538	1454	6555	11347
May	782	2511	1398	6402	11093
June	785	2445	1409	6344	10983
July	845	2501	1410	5499	10255
August	755	2451	1405	5499	10110
September	781	2399	1364	5432	9976
October	774	2557	1440	6620	11391
November	798	2379	1392	5517	10086
December	794	2593	1381	5893	10661
Total	9514	29155	16773	69493	124935

Return Quantity by Geo

Month	Asia	Europe	North America	Total
January	1887	2134	5681	9702
February	2066	2066	5579	9711
March	2075	2028	5517	9620
April	2260	2212	6875	11347
May	2125	2327	6641	11093
June	2092	2270	6621	10983
July	2133	2327	5795	10255
August	2188	2282	5640	10110
September	2206	2247	5523	9976
October	2265	2317	6809	11391
November	2183	2278	5625	10086
December	2331	2435	5895	10661
Total	25811	26923	72201	124935

Return Quantity by ClassName

Month	Deluxe	Economy	Regular	Total
January	1445	3931	4326	9702
February	1509	3839	4363	9711
March	1493	3926	4201	9620
April	1675	4557	5115	11347
May	1684	4487	4922	11093
June	1697	4379	4907	10983
July	1553	4061	4641	10255
August	1580	3971	4559	10110
September	1645	3898	4433	9976
October	1808	4530	5053	11391
November	1660	3913	4513	10086
December	1721	4039	4901	10661
Total	19470	49531	55934	124935

Return Quantity by Product

Month	Audio	Cameras and camcorders	Cell phones	Computers	Games and Toys	Home Appliances	Music, Movies and Audio Books	TV and Video	Total
January	248		1422	1120	2385	874	2467		9702
February	242		1418	1110	2282	816	2650		9711
March	274		1403	1073	2308	794	2661		9620
April	348		1819	1275	2678	893	3016		11347
May	329		1741	1247	2594	831	3013		11093
June	353		1768	1284	2584	812	2874		10983
July	333		1670	1052	2547	765	2673		10255
August	352		1585	1110	2416	707	2762		10110
September	357		1537	1131	2322	780	2682		9976
October	382		1808	1223	2748	859	3011		11391
November	374		1593	1138	2316	738	2675		10086
December	341		1673	1163	2494	779	2821		10661
Total	3933	19437	13926	29674	9648	33305	4638	10374	124935

Return Transaction Report

CalendarY... Channel Continent StoreName BrandNa... ClassName ProductCat...

All All All All All All All All

Return Quantity by Channel

Month	Catalog	Online	Reseller	Store	Total
January	766	2154	1244	5317	9481
February	747	2169	1406	5131	9453
March	754	2133	1333	5177	9397
April	753	2365	1407	6514	11039
May	746	2389	1359	6342	10836
June	742	2314	1360	6292	10708
July	796	2381	1350	5464	9991
August	721	2333	1356	5465	9875
September	732	2277	1322	5394	9725
October	730	2395	1391	6563	11079
November	757	2260	1342	5479	9838
December	751	2446	1327	5851	10375
Total	8995	27616	16197	68989	121797

Return Quantity by Geo

Month	Asia	Europe	North America	Total
January	1847	2093	5541	9481
February	2008	2007	5438	9453
March	2009	1982	5406	9397
April	2181	2150	6708	11039
May	2072	2271	6493	10836
June	2040	2207	6461	10708
July	2080	2258	5653	9991
August	2117	2237	5521	9875
September	2141	2182	5402	9725
October	2187	2257	6635	11079
November	2132	2206	5500	9838
December	2269	2361	5745	10375
Total	25083	26211	70503	121797

Return Quantity by ClassName

Month	Deluxe	Economy	Regular	Total
January	1420	3834	4227	9481
February	1474	3732	4247	9453
March	1464	3832	4101	9397
April	1632	4433	4974	11039
May	1647	4376	4813	10836
June	1645	4265	4798	10708
July	1520	3952	4519	9991
August	1555	3874	4446	9875
September	1600	3804	4321	9725
October	1766	4397	4916	11079
November	1624	3808	4406	9838
December	1682	3925	4768	10375
Total	19029	48232	54536	121797

Return Quantity by Product

Month	Audio	Cameras and camcorders	Cell phones	Computers	Games and Toys	Home Appliances	Music, Movies and Audio Books	TV and Video	Total
January	245		1393	1096	2335	844	2406		9481
February	234		1388	1077	2220	781	2585		9453
March	267		1375	1053	2261	753	2608		9397
April	339		1754	1242	2617	855	2941		11039
May	326		1706	1227	2540	787	2947		10836
June	346		1730	1252	2515	776	2808		10708
July	322		1626	1028	2494	736	2601		9991
August	345		1553	1080	2360	678	2708		9875
September	346		1497	1104	2259	756	2620		9725
October	370		1774	1196	2674	805	2935		11079
November	364		1559	1109	2260	709	2614		9838
December	331		1636	1128	2441	740	2745		10375
Total	3835	18991	13592	28976	9220	32518	4535	10130	121797