DineDetect

Detecting the Fraud

Smiths - Owners of a small restaurant, Melbourne

Problem Statement

- Customers files FAKE COMPLAINTS against the food orders and ask for refunds.
- This is costing massive losses to a restaurant owner.

Delivery Partner Fees

40%

Restaurant average profit margin

2 - 4%

Restaurant Overall Revenue in Melbourne

$35 Billion (2020)
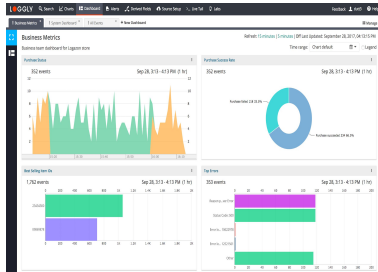
$365 Billion (2030)

Overall loss to the business
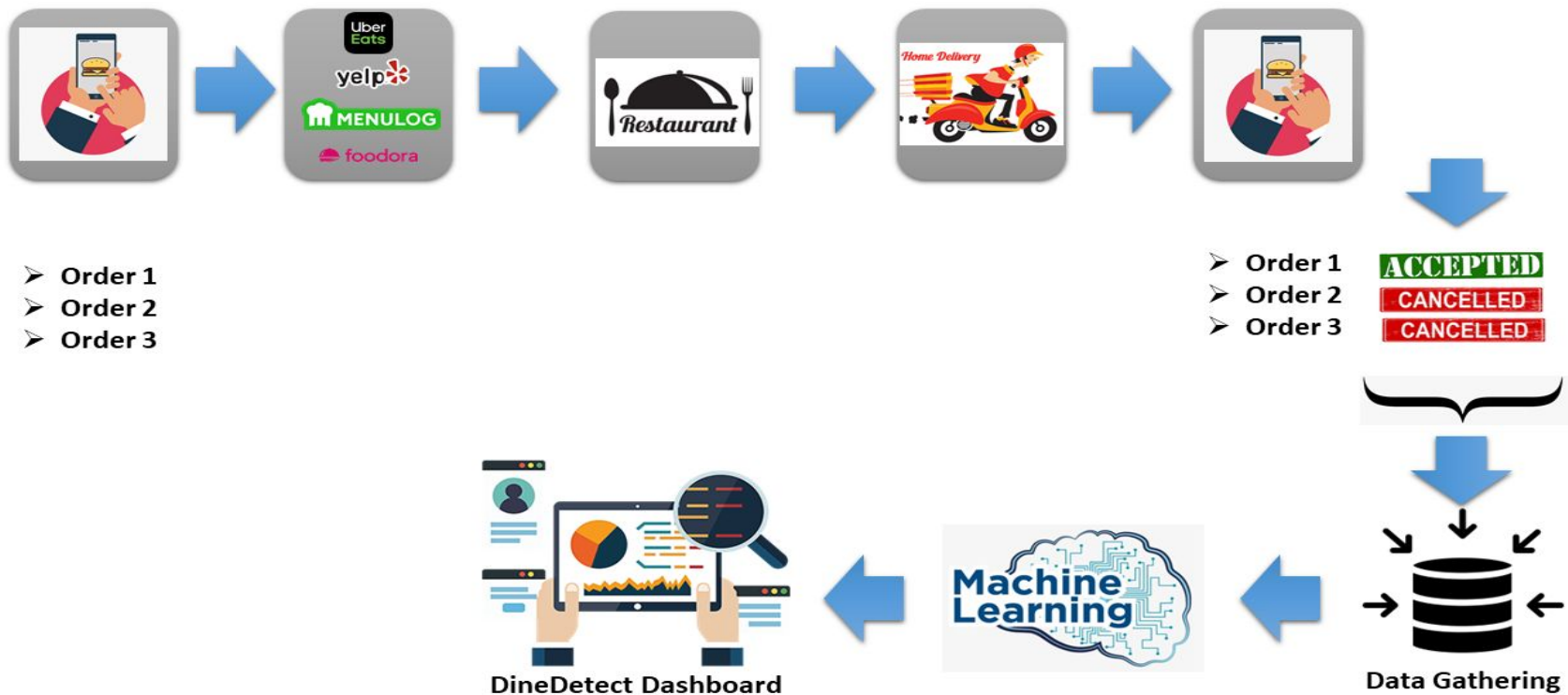
1.7 Billion

How DineDetect can help Smiths

Customer behaviour analysis using clustering algorithm.

End to end dashboard for restaurant owners to detect the anomalies(Fraud Customers).

- Order 1
- Order 2
- Order 3

- Order 1 ACCEPTED
- Order 2 CANCELLED
- Order 3 CANCELLED

DineDetect Dashboard

Machine Learning
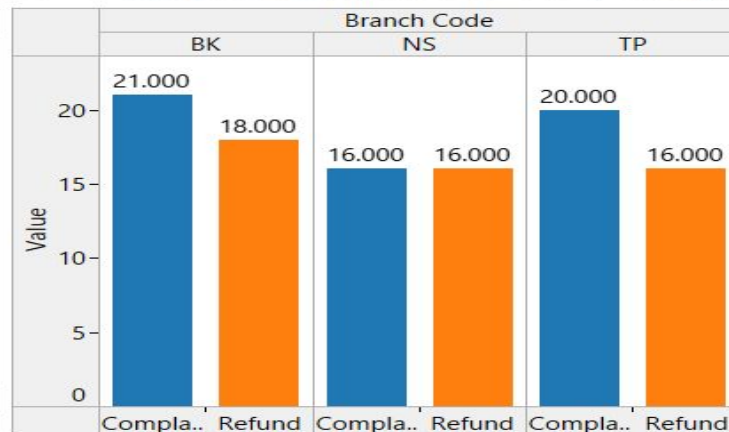
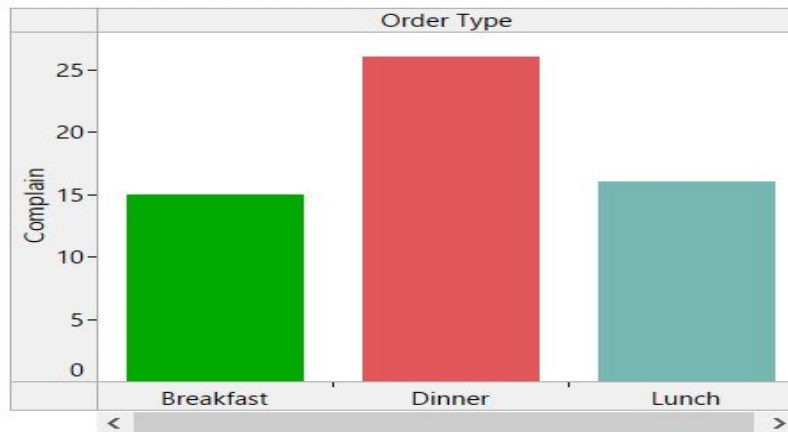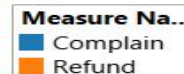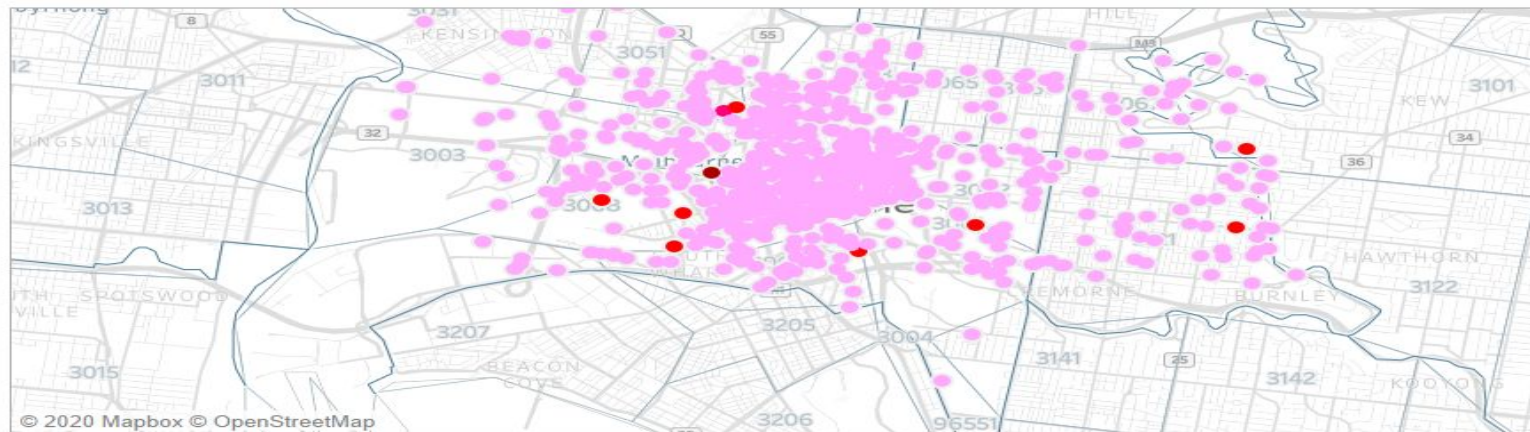Data Gathering

DineDetect Development Tool Kit

Current Development
- Data Gathering

    - Open Source dataset from Kaggle

- Data Exploration, Preprocessing and Machine Learning

    - Oracle's Jupyter notebook

- Data Visualisation and Dashboard

    - Tableau Desktop Dashboard

Future Development
- FrontEnd - React JS
- Backend - Python Django
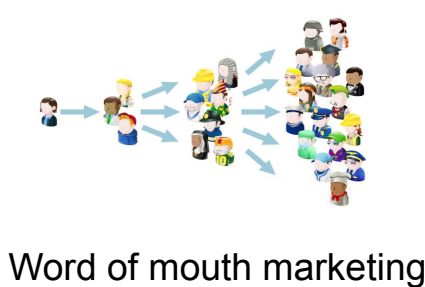- Database and cloud infrastructure - Oracle cloud services

Anomaly Detection Dashboard

Refund
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Clusters
- Cluster 1
- Cluster 2
- Cluster 3
- Cluster 4

Order Type
- Breakfast
- Dinner
- Lunch

Measure Na..
- Complain
- Refund

© 2020 Mapbox © OpenStreetMap

Order Type

Order Type	Complain
Breakfast	15
Dinner	26
Lunch	16

Branch Code

Branch Code	Complain	Refund
BK	21.000	18.000
NS	16.000	16.000
TP	20.000	16.000

DineDetect in Market

Marketing Medium

Word of mouth marketing

Digital marketing

Monthly Subscription	Yearly Subscription
$30 AUD	$300 AUD

Number of Restaurant in Melbourne	6000
Expected Sale to Restaurant in 1st year	200
Total Profit in Year 1	$60000

OUR TEAM

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