



## Deel Analytical Challenge (Ops)

### Business context

Deel clients may add funds to their Deel account using their credit and debit cards. Deel has partnered with Globepay to process all of these account funding credit and debit card transactions. Globepay is an industry-leading global payment processor and is able to process payments in many currencies from cards domiciled in many countries.

Deel has connectivity into Globepay using their API. Deel clients provide their credit and debit details within the Deel web application, Deel systems pass those credentials along with any relevant transaction details to Globepay for processing.

### Problem

Deel is experiencing a decline in the acceptance rate of credit and debit card payments processed by Globepay in the recent period. The “acceptance rate” is defined as the number of accepted transactions divided by the total attempted transactions.

Relevant files (attached):

- Acceptance report
- Chargeback report
- Globepay API

### Requirements

- Present a report that outlines the volume (in USD) of the declined payments, the problem root causes and suggested solutions.
- Present a written summary of your findings, while being mindful of the audience and desired outcome/actions needed.

The candidate is free to use Excel or any scripting language to parse and analyze the data. Please show all your work (including your code if applicable) and assumptions as well as provide a pdf/slides with your findings (outcomes). Good luck!