BUSINESS PROCESS ANALYSIS FOR CUSTOMER RETENTION

ETL Process on SQL Server

a. Database Creation

b. Table Creation

c. View Creation

Power BI - Churn Summary

a. Data Transformation

b. Custom Measures

c. Basic Visualization

d. Advanced Visualization

Data Analysis Approach

ML Model - Random Forest

a. Data Preparation

b. Processing

c. Model Building & Evaluation

d. Prediction on Joiner Data

Power BI - Churn Prediction

a. Churner Profile

b. Customer at Risk

Tech Stack: **SQL Server , Power BI , Python (Random Forest) , ETL , KPI Analytics**

The Problem:

A telecom company is facing a high, undefined customer churn rate, leading to significant revenue loss and unstable growth.

Why?

"The business had customer data, but no *process* to analyze it. This created a critical information gap:"

- **No Root Cause:** They didn't know the primary *drivers* of churn. (Was it price? Poor service? Contract terms?)
- **No Clear Profile:** They couldn't identify *who* was leaving. (Was it new customers? Old customers? Customers in a specific state?)
- **Reactive vs. Proactive:** All retention efforts were *reactive* (e.g., trying to win back someone who already left). There was no *proactive* system to stop it from happening.

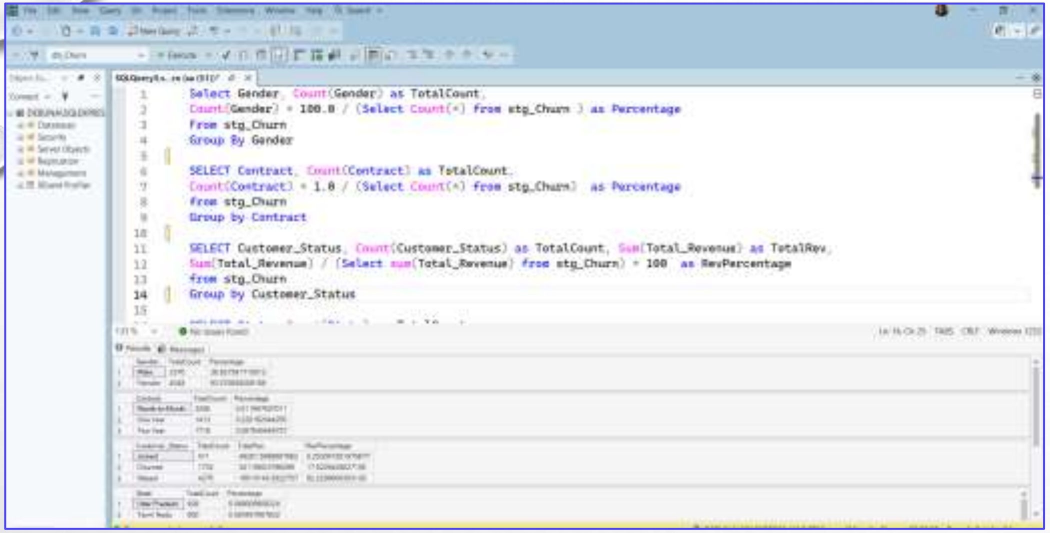
The Problem

To analyze the failing 'Customer Retention' process from end-to-end.

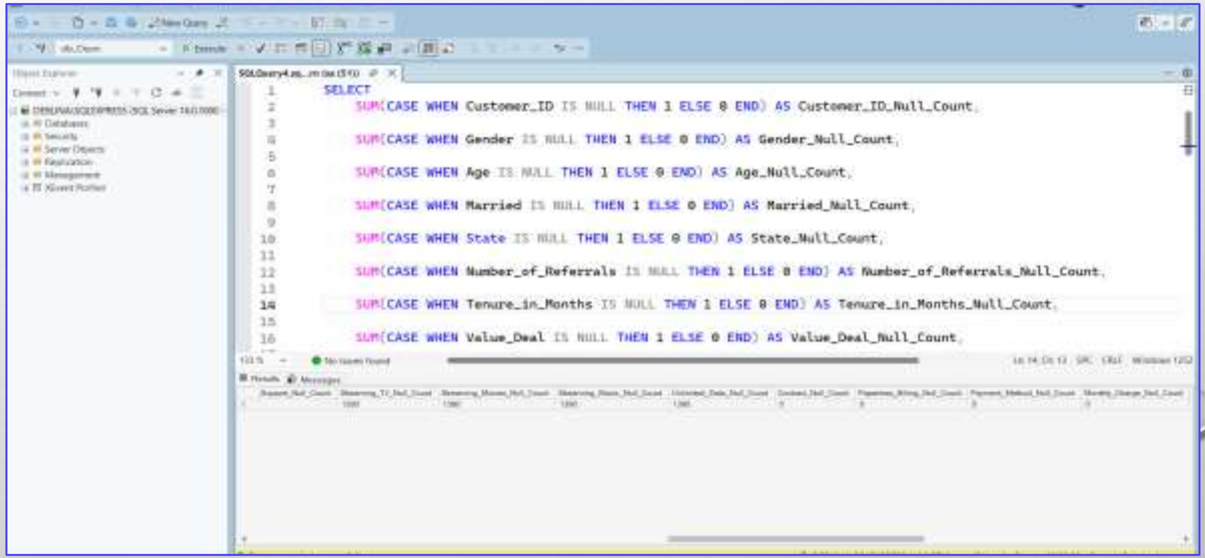
ETL IN SQL

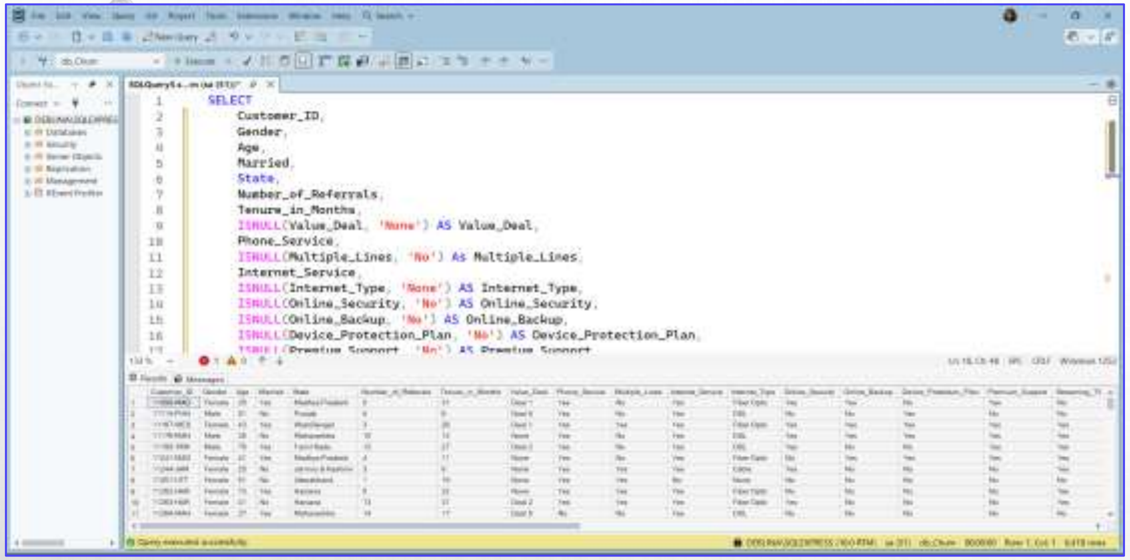
This is where I created the database then I loaded the csv file . Then I would be checking values in few of the columns and understand the data distribution.

Data Exploration – Check Distinct Values



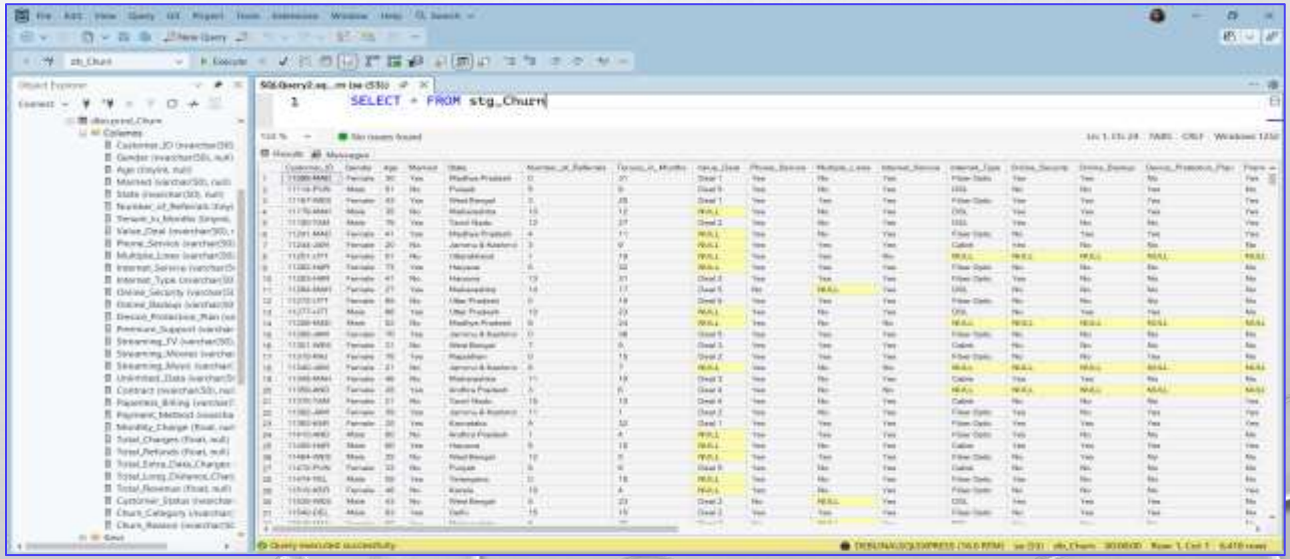
Data Exploration – Check Nulls





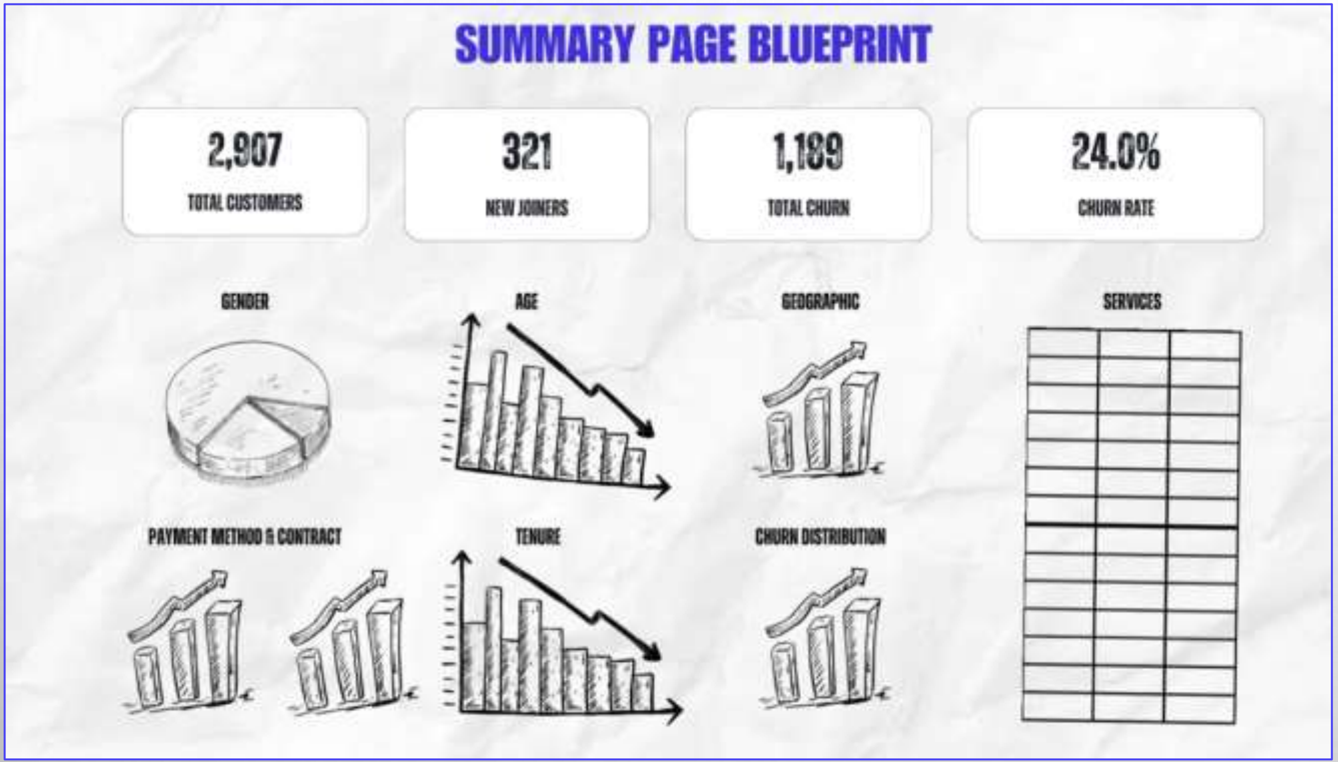
Remove null and insert the new data into Prod table

Checking to see we have all the data or not? – by select statement



POWER BI

- To import the data of what we have done in the SQL Server and present it in Power BI perspective



Now, for the visualization, I have created a blueprint / agenda to create the first page. So, we have to cover a couple of metrics:

I. Overall level of Numbers.
II. Demographic
   a. Gender related visuals
   b. Account related visuals
   c. Geographic
   d. Churn Distribution
III. Services used by the Customers

THE DASHBOARD

CHURN ANALYSIS - SUMMARY
Monthly Charge Range
All
Married
All
Churn Prediction
6,418
Total Customers
411
New Joiners
1,732
Total Churn
27.0%
Churn Rate
DEMOGRAPHIC
Total Churn by Gender
1K (35.8...)
1K (64.15%)
Gender
Female
Male
Total Custo
1.6K
23.5%
Churn_Reason
Total Churn
Competitor had better devices 289
Competitor made better offer 274
Competitor offered more data 106
Competitor offered higher download speeds 92
Total 761
OGRAPHIC
State
57.2%
38.1%
34.5%
30.5%
29.9%
SERVICES USED
Churn Rate by Internet_Type
Fiber Optic 41.1%
Cable 25.7%
DSL 19.4%
None 7.8%
ACCOUNT INFO
Churn Rate by Contract
Month-t... 46.5%
One Year 11.0%
Two Year 2.7%
Churn Rate by Payment Method
Mailed Ch... 37.8%
Bank With... 34.4%
Credit Card 14.8%
1,058
26.4%
1,296
27.2%
997
26.1%
980
27.2%
27.5%
27.5%
27.0%
26.5%
26.0%
DISTRIBU
Churn_Category
761
Attitude 301
Dissatis... 300
Price 196
Other 174
Services No Yes
Device_Protection_Plan 71.02% 28.98%
Internet_Service 6.29% 93.71%
Multiple_Lines 54.79% 45.21%
Online_Backup 71.88% 28.12%
Online_Security 84.64% 15.36%
Paperless_Billing 25.40% 74.60%
Phone_Service 9.41% 90.59%
Premium_Support 83.49% 16.51%
Streaming_Movies 56.00% 44.00%
Streaming_Music 61.14% 38.86%
Streaming_TV 56.76% 43.24%
Unlimited_Data 19.92% 80.08%


CHURN ANALYSIS - SUMMARY
Monthly Charge Range
All
Married
All
Churn Prediction
4,048
Total Customers
269
New Joiners
1,111
Total Churn
27.4%
Churn Rate
DEMOGRAPHIC
Total Churn by Gender
1K (35.8...)
1K (64.15%)
Gender
Female
Male
Total Customers and Churn Rate by Age Group
Total Customers
Churn Rate
1.0K
23.9%
1.2K
25.0%
0.1K
1.7K
31.5%
40%
30%
20%
GEOGRAPHIC
Churn Rate by State
Jam... 59.0%
Assa... 38.2%
Jhar... 37.9%
Chh... 25.0%
Delhi 33.3%
SERVICES USED
Churn Rate by Internet_Type
Fiber Optic 42.5%
Cable 25.1%
DSL 18.3%
None 7.9%
ACCOUNT INFO
Churn Rate by Contract
Month-t... 46.5%
One Year 12.7%
Two Year 3.3%
Churn Rate by Payment Method
Mailed Ch... 37.3%
Bank With... 34.8%
Credit Card 15.4%
Total Customers and Churn Rate by Tenure Group
Total Customers
Churn Rate
690
27.1%
855
28.0%
631
26.5%
615
25.9%
1,257
28.6%
28%
27%
26%
CHURN DISTRIBUTION
Total Churn by Churn_Category
Compet... 496
Attitude 188
Dissatis... 193
Price 121
Other 113
Services
No
Yes
Device_Protection_Plan 69.49% 30.51%
Internet_Service 6.39% 93.61%
Multiple_Lines 52.30% 47.70%
Online_Backup 70.66% 29.34%
Online_Security 83.26% 16.74%
Paperless_Billing 25.02% 74.98%
Phone_Service 8.19% 91.81%
Premium_Support 82.63% 17.37%
Streaming_Movies 54.46% 45.54%
Streaming_Music 59.05% 40.95%
Streaming_TV 55.63% 44.37%
Unlimited_Data 19.44% 80.56%

CHURN ANALYSIS - SUMMARY

Monthly Charge Range: All

Married: All

Churn Prediction

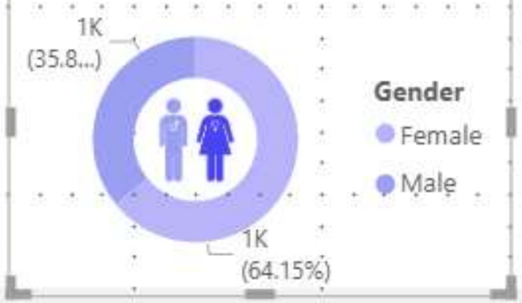
2,370 Total Customers

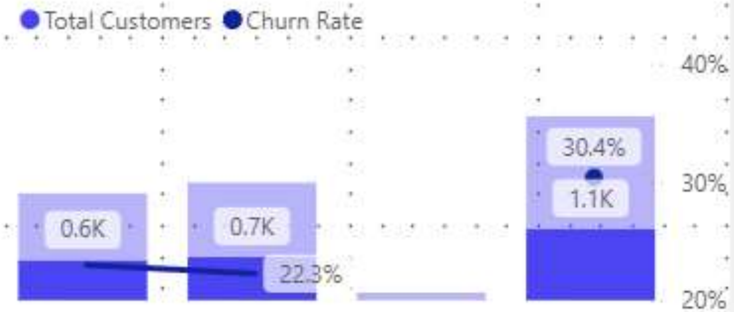
142 New Joiners

621 Total Churn

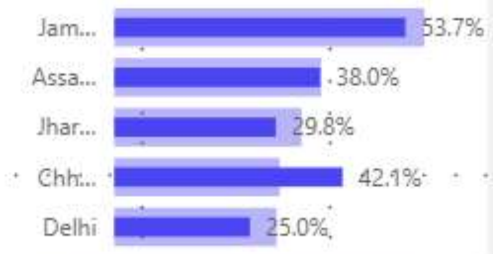
26.2% Churn Rate

DEMOGRAPHIC

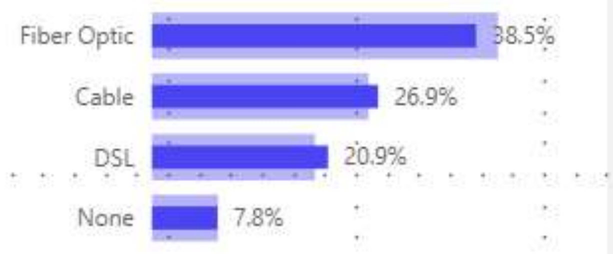




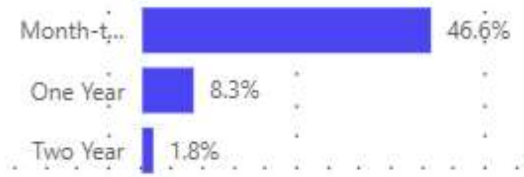
GEOGRAPHIC

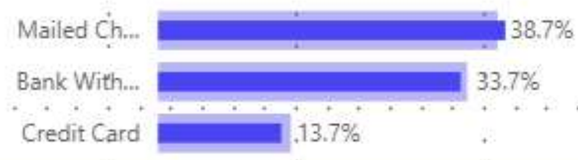


SERVICES USED

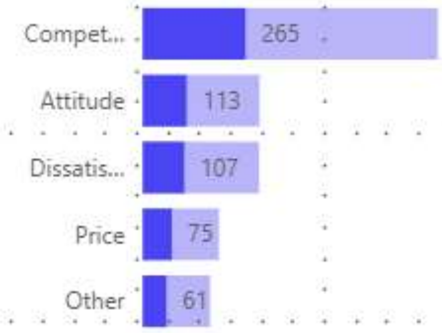


ACCOUNT INFO





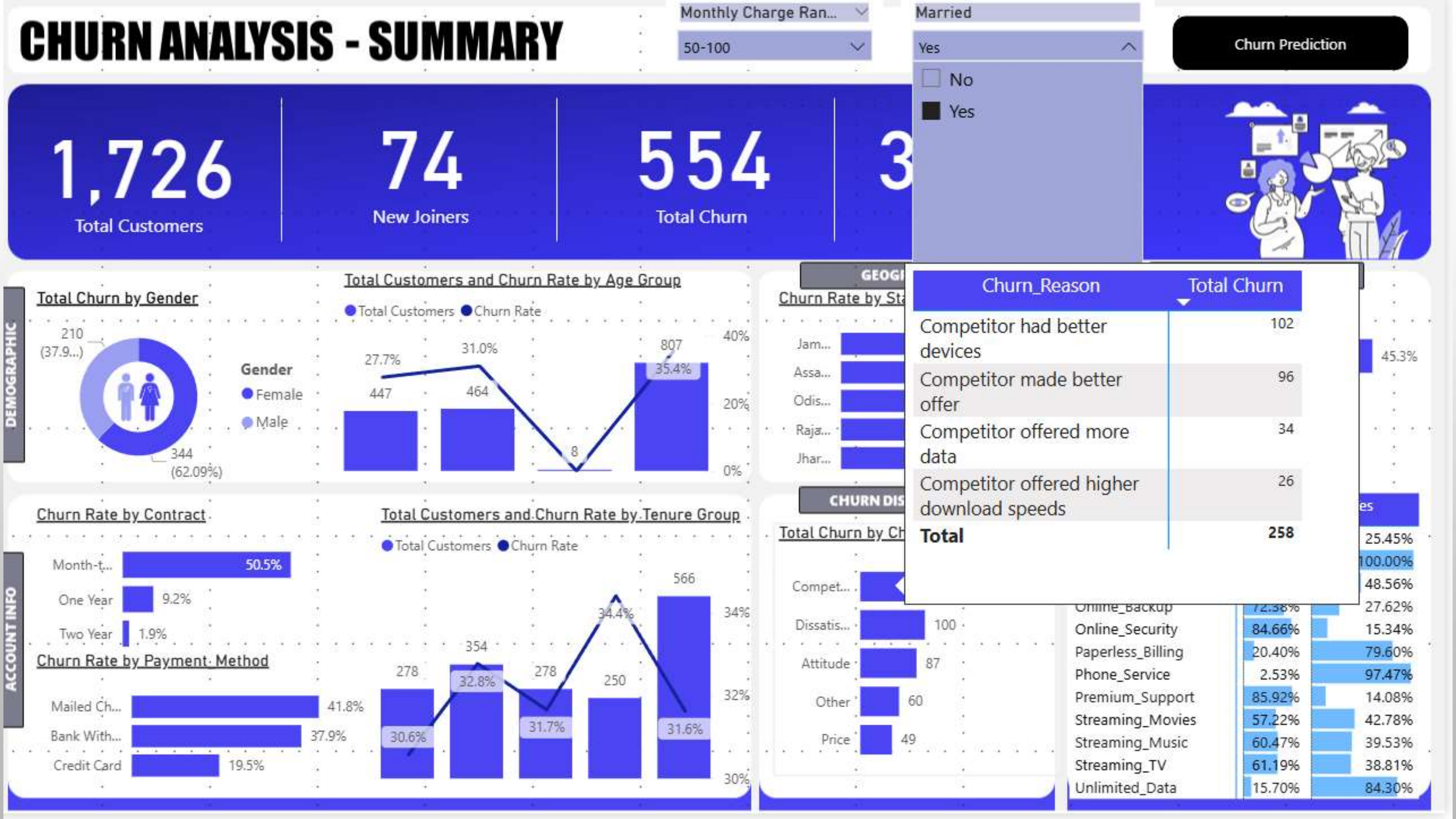
CHURN DISTRIBUTION



Services	No	Yes
Device_Protection_Plan	73.75%	26.25%
Internet_Service	6.12%	93.88%
Multiple_Lines	59.26%	40.74%
Online_Backup	74.07%	25.93%
Online_Security	87.12%	12.88%
Paperless_Billing	26.09%	73.91%
Phone_Service	11.59%	88.41%
Premium_Support	85.02%	14.98%
Streaming_Movies	58.78%	41.22%
Streaming_Music	64.90%	35.10%
Streaming_TV	58.78%	41.22%
Unlimited_Data	20.77%	79.23%


CHURN ANALYSIS - SUMMARY
Monthly Charge Ran...
50-100
< 20
> 100
20-50
50-100
Married
All
Churn Prediction
3,428
Total Customers
143
New Joiners
1,
Tot
33.2%
Churn Rate
DEMOGRAPHIC
Total Churn by Gender
410 (36.0...)
728 (63.97%)
Gender
Female
Male
Total Customers and Churn Rate by Age Group
Total Customers
Churn Rate
0.8K
0.9K
0.1K
1.6K
29.3%
30.7%
37.1%
40%
30%
20%
EOGRAPHIC
Churn Rate by State
Jam... 59.9%
Assa... 45.1%
Jhar... 44.4%
Chh... 40.6%
Odis... 40.3%
SERVICES USED
Churn Rate by Internet_Type
Fiber Optic 47.0%
Cable 21.0%
DSL 13.0%
ACCOUNT INFO
Churn Rate by Contract
Month-t... 52.3%
One Year 10.5%
Two Year 2.3%
Churn Rate by Payment Method
Mailed Ch... 47.2%
Bank With... 39.3%
Credit Card 19.7%
Total Customers and Churn Rate by Tenure Group
Total Customers
Churn Rate
570
695
528
504
1,131
33.2%
33.1%
31.8%
34.1%
33.5%
34%
32%
CHURN DISTRIBUTION
Total Churn by Churn_Category
Compet... 529
Dissatis... 196
Attitude 177
Other 123
Price 113
Services | No | Yes
Device_Protection_Plan | 74.96% | 25.04%
Internet_Service | | 100.00%
Multiple_Lines | 51.41% | 48.59%
Online_Backup | 74.34% | 25.66%
Online_Security | 85.50% | 14.50%
Paperless_Billing | 22.14% | 77.86%
Phone_Service | 2.02% | 97.98%
Premium_Support | 85.15% | 14.85%
Streaming_Movies | 58.00% | 42.00%
Streaming_Music | 61.78% | 38.22%
Streaming_TV | 58.26% | 41.74%
Unlimited_Data | 14.32% | 85.68%


CHURN ANALYSIS - SUMMARY
Monthly Charge Ran...
50-100
Married
Yes
No
Yes
Churn Prediction
1,726
Total Customers
74
New Joiners
554
Total Churn
DEMOGRAPHIC
Total Churn by Gender
210 (37.9...)
344 (62.09%)
Gender
Female
Male
Total Customers and Churn Rate by Age Group
Total Customers
Churn Rate
27.7%
31.0%
807
35.4%
447
464
8
40%
20%
0%
Churn Rate by State
Jam... 58.4%
Assa... 44.4%
Odis... 43.2%
Raja... 39.3%
Jhar... 38.7%
SERVICES USED
Churn Rate by Internet_Type
Fiber Optic 45.3%
Cable 23.7%
DSL 11.0%
ACCOUNT INFO
Churn Rate by Contract
Month-t... 50.5%
One Year 9.2%
Two Year 1.9%
Churn Rate by Payment Method
Mailed Ch... 41.8%
Bank With... 37.9%
Credit Card 19.5%
Total Customers and Churn Rate by Tenure Group
Total Customers
Churn Rate
278
354
278
250
566
30.6%
32.8%
31.7%
34.4%
31.6%
34%
32%
30%
CHURN DISTRIBUTION
Total Churn by Churn_Category
Compet... 258
Dissatis... 100
Attitude 87
Other 60
Price 49
Services No Yes
Device_Protection_Plan 74.55% 25.45%
Internet_Service 100.00%
Multiple_Lines 51.44% 48.56%
Online_Backup 72.38% 27.62%
Online_Security 84.66% 15.34%
Paperless_Billing 20.40% 79.60%
Phone_Service 2.53% 97.47%
Premium_Support 85.92% 14.08%
Streaming_Movies 57.22% 42.78%
Streaming_Music 60.47% 39.53%
Streaming_TV 61.19% 38.81%
Unlimited_Data 15.70% 84.30%


CHURN ANALYSIS - SUMMARY
Monthly Charge Ran...
50-100
Married
Yes
No
Yes
Churn Prediction
1,726
Total Customers
74
New Joiners
554
Total Churn
DEMOGRAPHIC
Total Churn by Gender
210 (37.9...)
344 (62.09%)
Gender
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Male
Total Customers and Churn Rate by Age Group
Total Customers
Churn Rate
27.7%
31.0%
447
464
8
807
35.4%
40%
20%
0%
Churn Rate by Sta...
Jam...
Assa...
Odis...
Raja...
Jhar...
45.3%
Churn_Reason
Total Churn
Competitor had better devices 102
Competitor made better offer 96
Competitor offered more data 34
Competitor offered higher download speeds 26
Total 258
ACCOUNT INFO
Churn Rate by Contract
Month-t... 50.5%
One Year 9.2%
Two Year 1.9%
Churn Rate by Payment Method
Mailed Ch... 41.8%
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Credit Card 19.5%
Total Customers and Churn Rate by Tenure Group
Total Customers
Churn Rate
278
354
278
250
566
30.6%
32.8%
31.7%
34.4%
31.6%
34%
32%
30%
Total Churn by Ch...
Compet...
Dissatis... 100
Attitude 87
Other 60
Price 49
25.45%
100.00%
48.56%
Online_Backup 72.38% 27.62%
Online_Security 84.66% 15.34%
Paperless_Billing 20.40% 79.60%
Phone_Service 2.53% 97.47%
Premium_Support 85.92% 14.08%
Streaming_Movies 57.22% 42.78%
Streaming_Music 60.47% 39.53%
Streaming_TV 61.19% 38.81%
Unlimited_Data 15.70% 84.30%

WHAT’S DONE TILL NOW?

I. ETL DESIGN
II. DATA MODEL
III. CUSTOM MEASURES AND METRICS
IV. VISUALIZATION DASHBOARD
V. EXPLORATORY DATA ANALYSIS
VI. DESCRIPTIVE ANALYSIS

WHAT’S NEXT ?

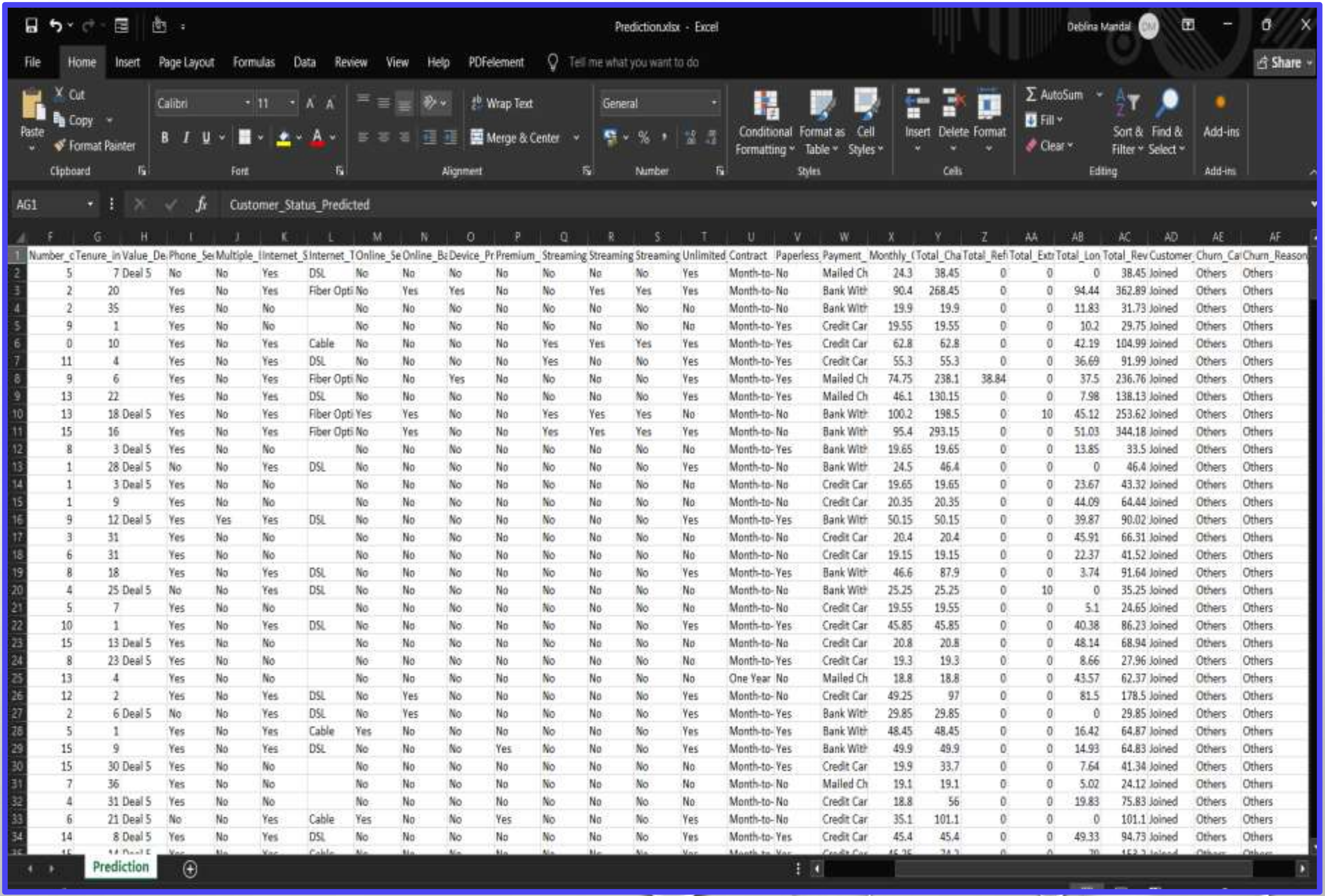
MACHINE LEARNING ALGORITHM

Now, I will use **ML Algorithm** which we gonna use with this data and use that final machine learning output which will be a predictive output to predict future churners. I'm going to use **Random Forest** (one of the ML Algorithm)

PLATFORM AND PROGRAMMING LANGUAGE NEEDED

THE EXCEL FILE WITH ALL THE CATEGORICAL DATA

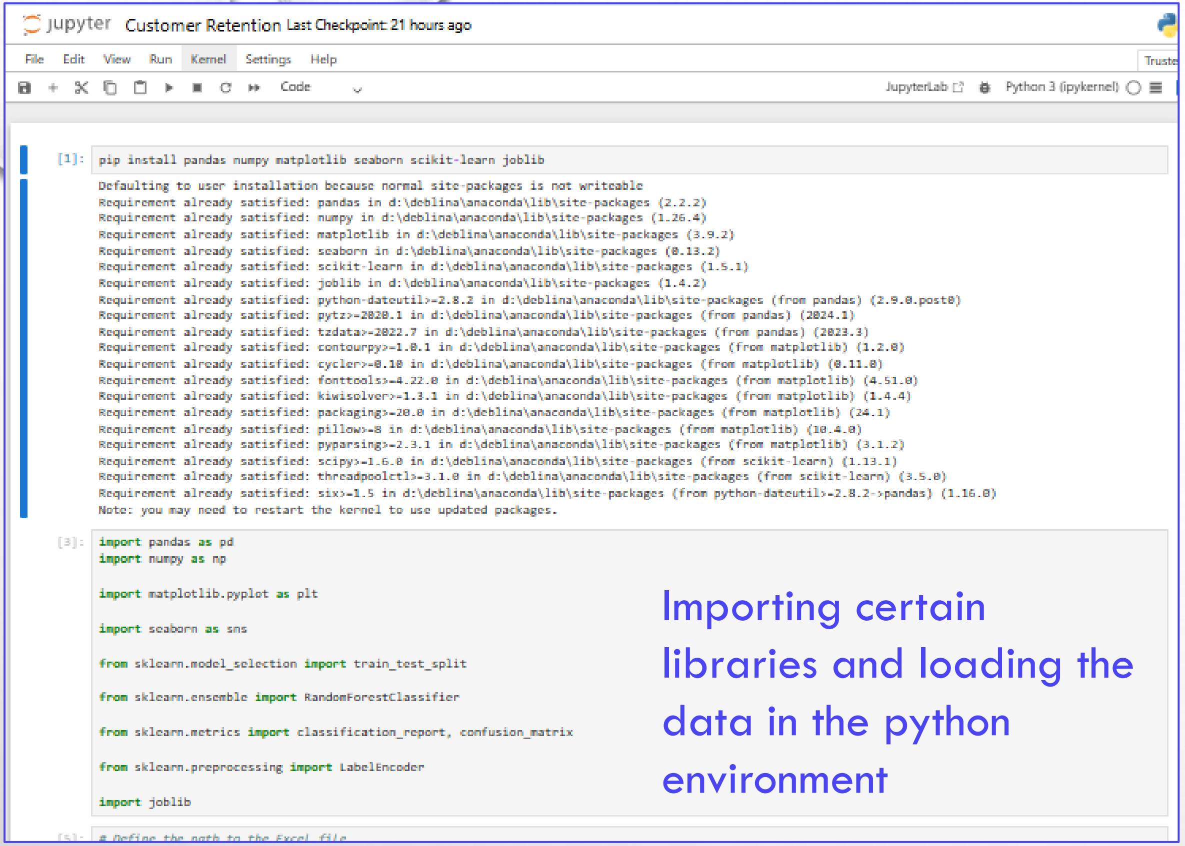
HERE, WE HAVE IMPORTED BOTH THE CHURN_DATA AND THE JOIN DATA INTO 1 FILE. THEN WE WILL IMPORT THIS FILE FOR ML ALGORITHM.



	Number_c	Tenure_in	Value_De	Phone_Se	Multiple_	Internet_S	Internet_T	Online_Se	Online_Ba	Device_Pr	Premium_	Streaming	Streaming	Streaming	Unlimited
2	5	7	Deal 5	No	No	Yes	DSL	No	No	No	No	No	No	No	Yes
3	2	20		Yes	No	Yes	Fiber Opti	No	Yes	Yes	No	No	Yes	Yes	Yes
4	2	35		Yes	No	No		No	No	No	No	No	No	No	No
5	9	1		Yes	No	No		No	No	No	No	No	No	No	No
6	0	10		Yes	No	Yes	Cable	No	No	No	No	Yes	Yes	Yes	Yes
7	11	4		Yes	No	Yes	DSL	No	No	No	No	Yes	No	No	Yes
8	9	6		Yes	No	Yes	Fiber Opti	No	No	Yes	No	No	No	No	Yes
9	13	22		Yes	No	Yes	DSL	No	No	No	No	No	No	No	Yes
10	13	18	Deal 5	Yes	No	Yes	Fiber Opti	Yes	Yes	No	No	Yes	Yes	Yes	No
11	15	16		Yes	No	Yes	Fiber Opti	No	Yes	No	No	Yes	Yes	Yes	Yes
12	8	3	Deal 5	Yes	No	No		No	No	No	No	No	No	No	No
13	1	28	Deal 5	No	No	Yes	DSL	No	No	No	No	No	No	No	Yes
14	1	3	Deal 5	Yes	No	No		No	No	No	No	No	No	No	No
15	1	9		Yes	No	No		No	No	No	No	No	No	No	No
16	9	12	Deal 5	Yes	Yes	Yes	DSL	No	No	No	No	No	No	No	Yes
17	3	31		Yes	No	No		No	No	No	No	No	No	No	No
18	6	31		Yes	No	No		No	No	No	No	No	No	No	No
19	8	18		Yes	No	Yes	DSL	No	No	No	No	No	No	No	Yes
20	4	25	Deal 5	No	No	Yes	DSL	No	No	No	No	No	No	No	No
21	5	7		Yes	No	No		No	No	No	No	No	No	No	No
22	10	1		Yes	No	Yes	DSL	No	No	No	No	No	No	No	Yes
23	15	13	Deal 5	Yes	No	No		No	No	No	No	No	No	No	No
24	8	23	Deal 5	Yes	No	No		No	No	No	No	No	No	No	No
25	13	4		Yes	No	No		No	No	No	No	No	No	No	No
26	12	2		Yes	No	Yes	DSL	No	Yes	No	No	No	No	No	Yes
27	2	6	Deal 5	No	No	Yes	DSL	No	Yes	No	No	No	No	No	Yes
28	5	1		Yes	No	Yes	Cable	Yes	No	No	No	No	No	No	Yes
29	15	9		Yes	No	Yes	DSL	No	No	No	Yes	No	No	No	Yes
30	15	30	Deal 5	Yes	No	No		No	No	No	No	No	No	No	No
31	7	36		Yes	No	No		No	No	No	No	No	No	No	No
32	4	31	Deal 5	Yes	No	No		No	No	No	No	No	No	No	No
33	6	21	Deal 5	No	No	Yes	Cable	Yes	No	No	Yes	No	No	No	Yes
34	14	8	Deal 5	Yes	No	Yes	DSL	No	No	No	No	No	No	No	Yes

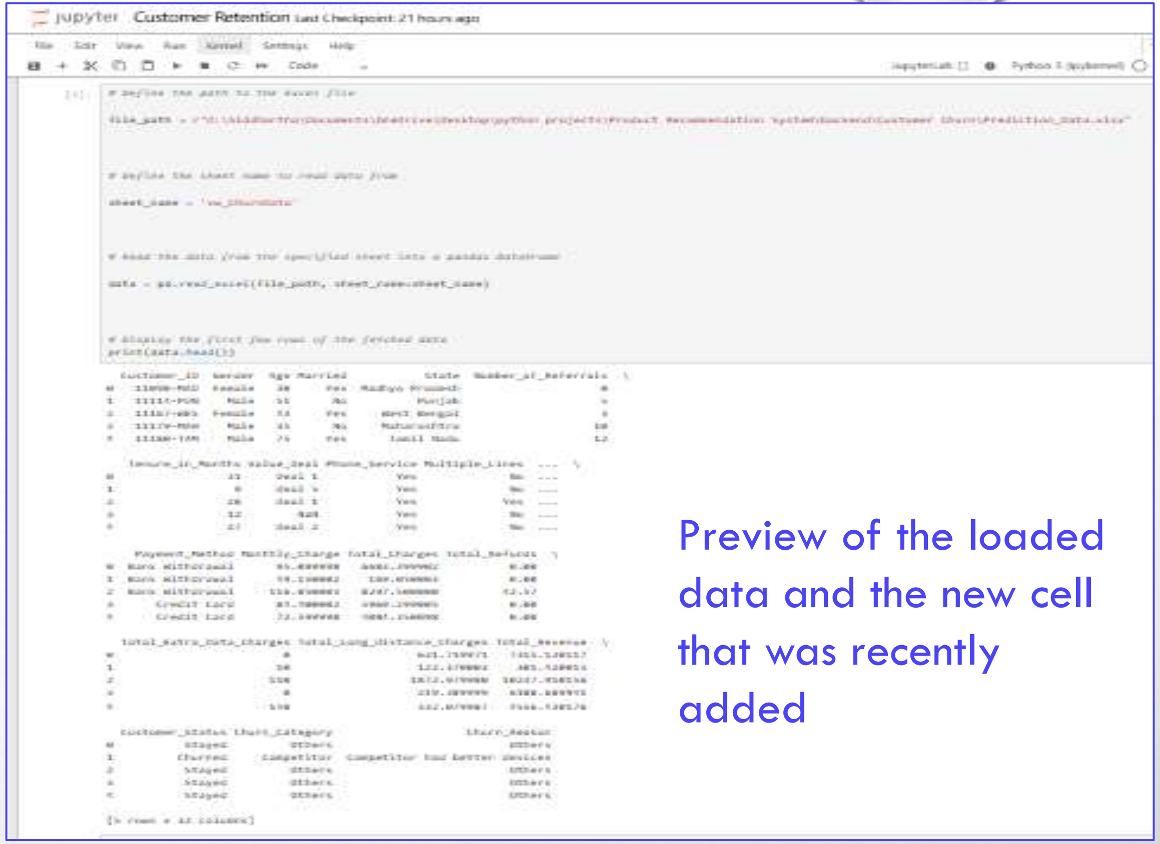
	Contract	Paperless	Payment_	Monthly_(	Total_Cha	Total_Refi	Total_Extr	Total_Lon	Total_Rev	Customer_	Churn_Ca	Churn_Reason
2	Month-to-	No	Mailed Ch	24.3	38.45	0	0	0	38.45	Joined	Others	Others
3	Month-to-	No	Bank With	90.4	268.45	0	0	94.44	362.89	Joined	Others	Others
4	Month-to-	No	Bank With	19.9	19.9	0	0	11.83	31.73	Joined	Others	Others
5	Month-to-	Yes	Credit Car	19.55	19.55	0	0	10.2	29.75	Joined	Others	Others
6	Month-to-	Yes	Credit Car	62.8	62.8	0	0	42.19	104.99	Joined	Others	Others
7	Month-to-	Yes	Credit Car	55.3	55.3	0	0	36.69	91.99	Joined	Others	Others
8	Month-to-	Yes	Mailed Ch	74.75	238.1	38.84	0	37.5	236.76	Joined	Others	Others
9	Month-to-	Yes	Mailed Ch	46.1	130.15	0	0	7.98	138.13	Joined	Others	Others
10	Month-to-	No	Bank With	100.2	198.5	0	10	45.12	253.62	Joined	Others	Others
11	Month-to-	No	Bank With	95.4	293.15	0	0	51.03	344.18	Joined	Others	Others
12	Month-to-	Yes	Bank With	19.65	19.65	0	0	13.85	33.5	Joined	Others	Others
13	Month-to-	No	Bank With	24.5	46.4	0	0	0	46.4	Joined	Others	Others
14	Month-to-	No	Credit Car	19.65	19.65	0	0	23.67	43.32	Joined	Others	Others
15	Month-to-	No	Credit Car	20.35	20.35	0	0	44.09	64.44	Joined	Others	Others
16	Month-to-	Yes	Bank With	50.15	50.15	0	0	39.87	90.02	Joined	Others	Others
17	Month-to-	No	Credit Car	20.4	20.4	0	0	45.91	66.31	Joined	Others	Others
18	Month-to-	No	Credit Car	19.15	19.15	0	0	22.37	41.52	Joined	Others	Others
19	Month-to-	Yes	Bank With	46.6	87.9	0	0	3.74	91.64	Joined	Others	Others
20	Month-to-	No	Bank With	25.25	25.25	0	10	0	35.25	Joined	Others	Others
21	Month-to-	No	Credit Car	19.55	19.55	0	0	5.1	24.65	Joined	Others	Others
22	Month-to-	Yes	Credit Car	45.85	45.85	0	0	40.38	86.23	Joined	Others	Others
23	Month-to-	No	Credit Car	20.8	20.8	0	0	48.14	68.94	Joined	Others	Others
24	Month-to-	Yes	Credit Car	19.3	19.3	0	0	8.66	27.96	Joined	Others	Others
25	One Year	No	Mailed Ch	18.8	18.8	0	0	43.57	62.37	Joined	Others	Others
26	Month-to-	No	Credit Car	49.25	97	0	0	81.5	178.5	Joined	Others	Others
27	Month-to-	Yes	Bank With	29.85	29.85	0	0	0	29.85	Joined	Others	Others
28	Month-to-	Yes	Bank With	48.45	48.45	0	0	16.42	64.87	Joined	Others	Others
29	Month-to-	Yes	Bank With	49.9	49.9	0	0	14.93	64.83	Joined	Others	Others
30	Month-to-	Yes	Credit Car	19.9	33.7	0	0	7.64	41.34	Joined	Others	Others
31	Month-to-	No	Mailed Ch	19.1	19.1	0	0	5.02	24.12	Joined	Others	Others
32	Month-to-	No	Credit Car	18.8	56	0	0	19.83	75.83	Joined	Others	Others
33	Month-to-	No	Credit Car	35.1	101.1	0	0	0	101.1	Joined	Others	Others
34	Month-to-	Yes	Credit Car	45.4	45.4	0	0	49.33	94.73	Joined	Others	Others

1.



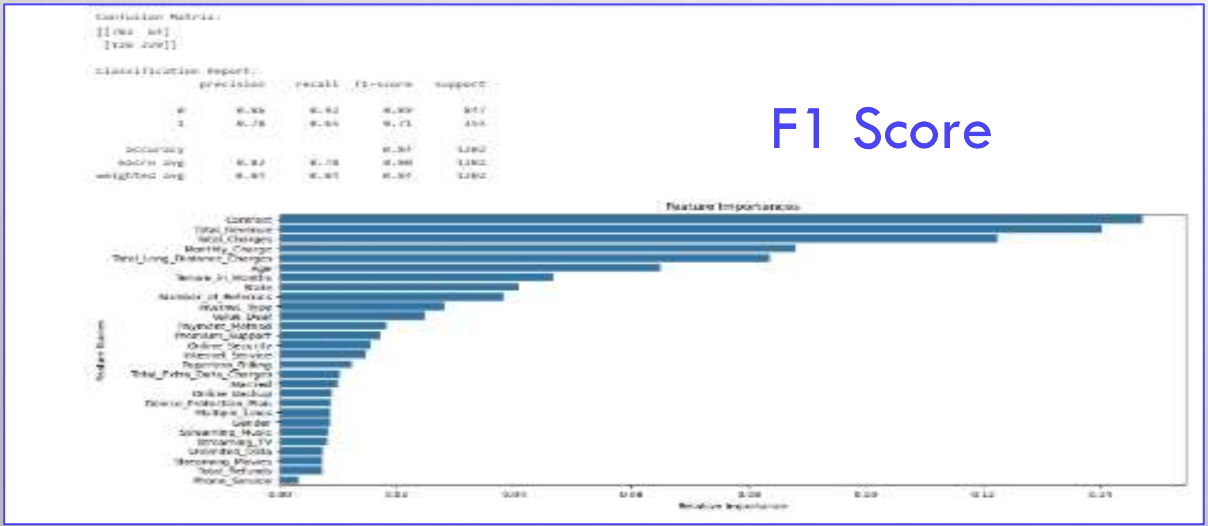
Importing certain libraries and loading the data in the python environment

2.



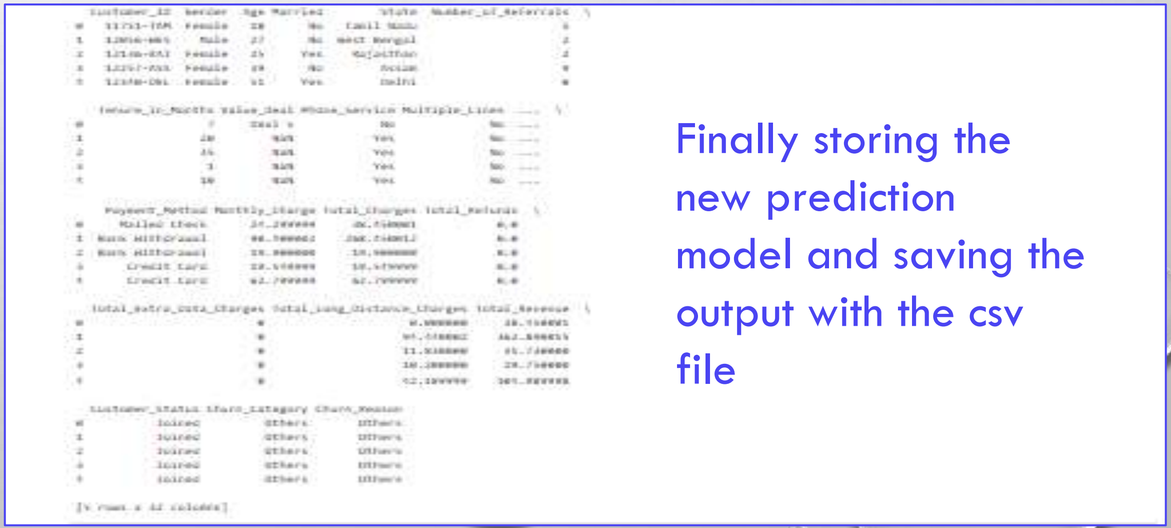
Preview of the loaded data and the new cell that was recently added

3.



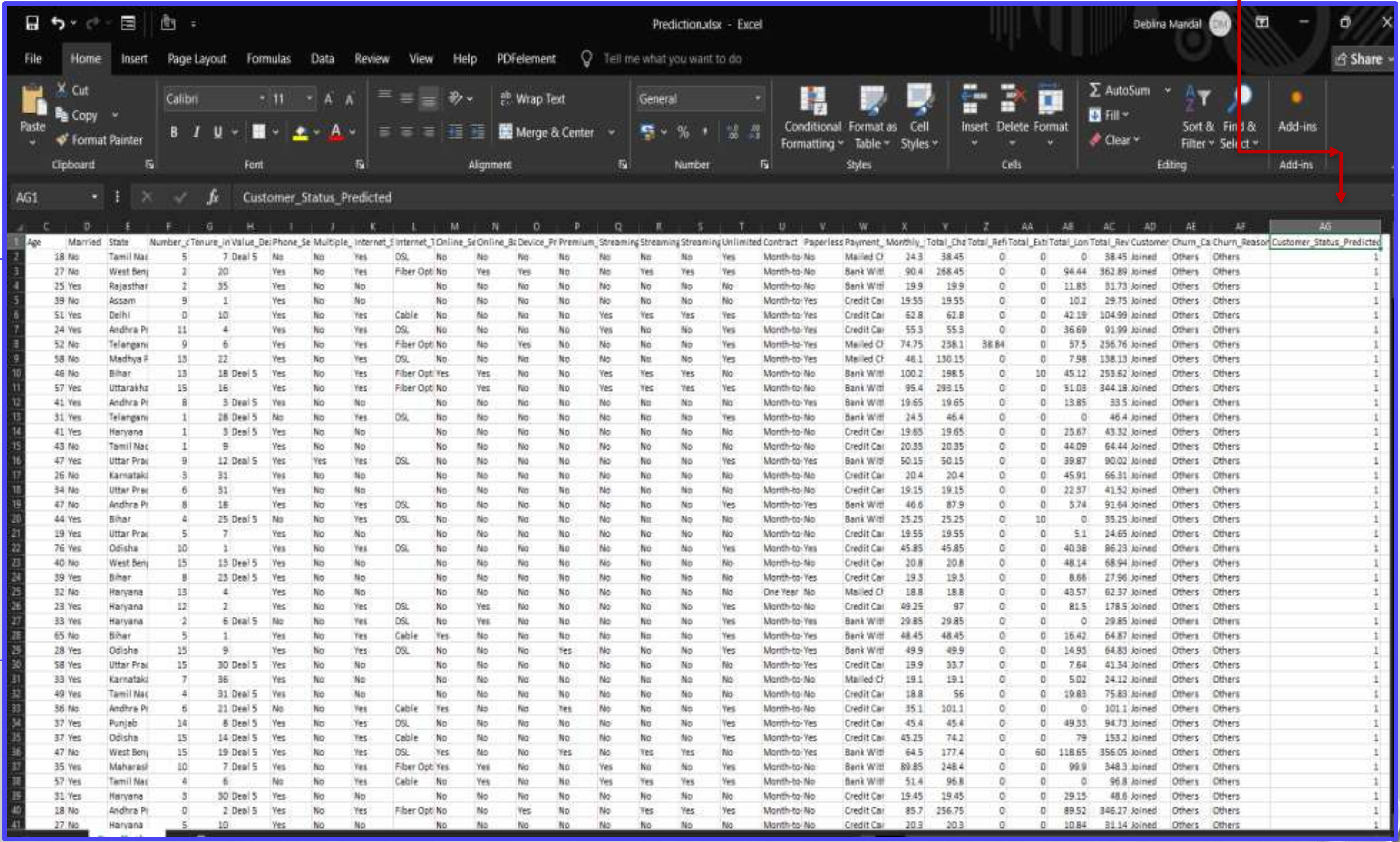
F1 Score

4.

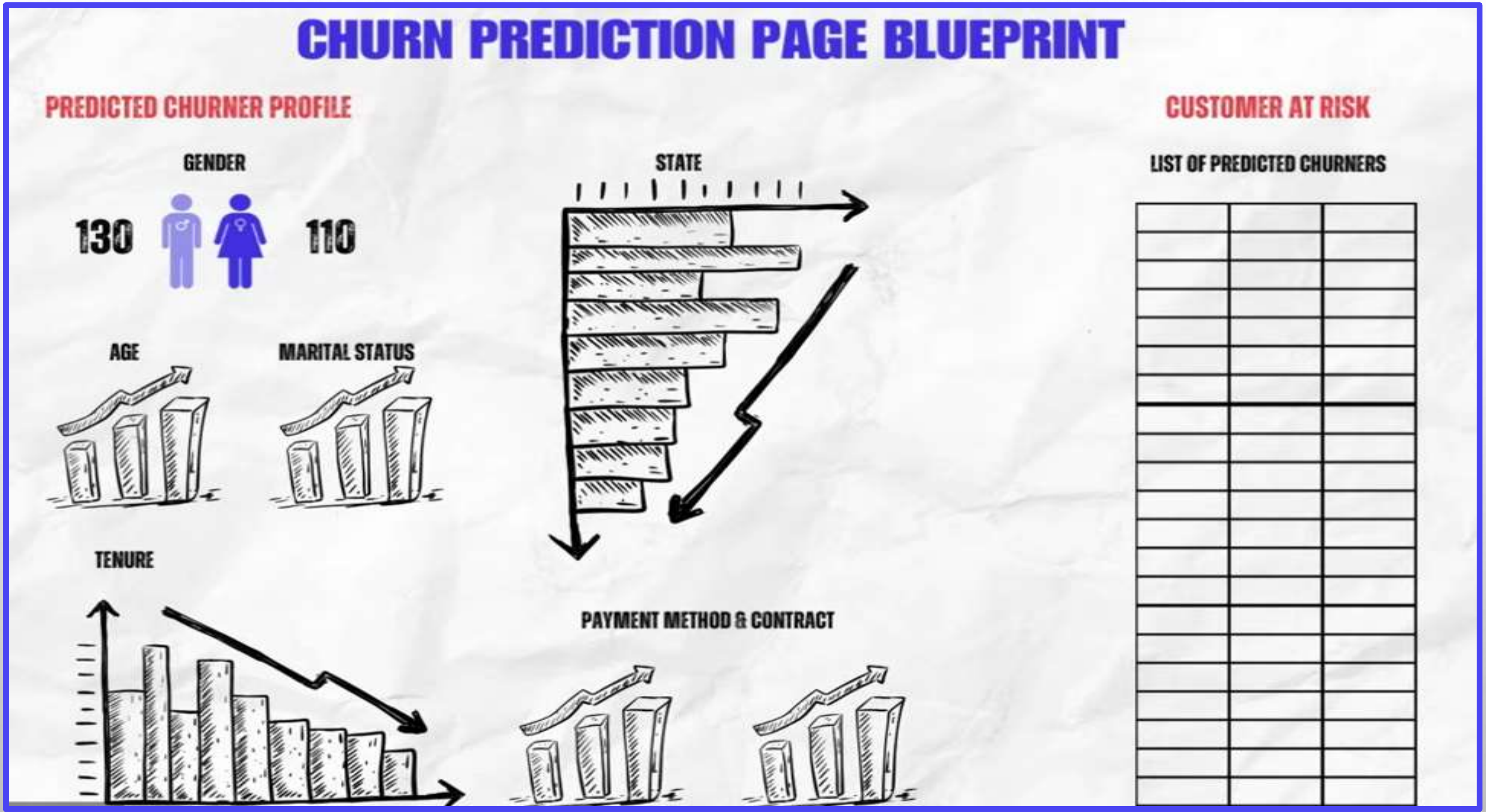


Finally storing the new prediction model and saving the output with the csv file

The Predicted Column



Now, All the categorical data are there but at the end we have one ore column that’s says “Customer Status Predicted”


CHURN PREDICTION PAGE BLUEPRINT
PREDICTED CHURNER PROFILE
GENDER
130
110
AGE
MARITAL STATUS
TENURE
STATE
PAYMENT METHOD & CONTRACT
CUSTOMER AT RISK
LIST OF PREDICTED CHURNERS

CHURN ANALYSIS - PREDICTION

Summary

CUSTOMERS AT RISK

COUNT OF PREDICTED CHURNERS : 378

Customer_ID	Monthly_Charge	Number_of_Referrals	Total_Refunds	Total_Revenue
11751-TAM	24.30	5	0.00	38.4
12056-WES	90.40	2	0.00	362.8
12136-RAJ	19.90	2	0.00	31.7
12257-ASS	19.55	9	0.00	29.7
12340-DEL	62.80	0	0.00	104.9
12469-AND	55.30	11	0.00	91.9
12490-TEL	74.75	9	38.84	236.7
13058-MAD	46.10	13	0.00	138.1
13123-BIH	100.20	13	0.00	253.6
13666-UTT	95.40	15	0.00	344.1
13744-AND	19.65	8	0.00	33.5
13823-TEL	24.50	1	0.00	46.4
13946-HAR	19.65	1	0.00	43.3
14567-TAM	20.35	1	0.00	64.4
15349-UTT	50.15	9	0.00	90.0
15591-KAR	20.40	3	0.00	66.3
15803-UTT	19.15	6	0.00	41.5
16032-AND	46.60	8	0.00	91.6
16068-BIH	25.25	4	0.00	35.2
16244-UTT	19.55	5	0.00	24.6
16733-ODI	45.85	10	0.00	86.2
16764-WES	20.80	15	0.00	68.9
16931-BIH	19.30	8	0.00	27.9

CHURN ANALYSIS - PREDICTION

Summary

PREDICTED CHURNER PROFILE

CUSTOMERS AT RISK

COUNT OF PREDICTED CHURNERS : 17

Customer_ID	Monthly_Charge	Number_of_Referrals	Total_Refunds	Total_Revenue
13058-MAD	46.10	13	0.00	138.1
27461-MAD	44.55	7	0.00	67.5
28378-MAD	19.45	12	0.00	66.0
33621-MAD	70.35	13	0.00	155.6
46792-MAD	35.90	6	0.00	35.9
51597-MAD	19.90	10	0.00	21.4
57457-MAD	20.00	14	0.00	106.7
58974-MAD	20.30	11	0.00	66.5
67994-MAD	46.30	12	0.00	57.8
72357-MAD	44.30	14	0.00	87.2
72469-MAD	55.70	9	0.00	73.3
74979-MAD	29.05	10	0.00	44.7
77311-MAD	20.25	9	0.00	60.7
81118-	45.80	1	0.00	59.4

CHURN ANALYSIS - PREDICTION

Summary

CUSTOMERS AT RISK

COUNT OF PREDICTED CHURNERS : 24

Customer_ID	Monthly_Charge	Number_of_Referrals	Total_Refunds	Total_Revenue
12469-AND	55.30	11	0.00	91.99
13744-AND	19.65	8	0.00	33.50
16032-AND	46.60	8	0.00	91.64
19041-AND	35.10	6	0.00	101.10
19998-AND	85.70	0	0.00	346.27
24754-AND	69.55	0	33.80	171.41
31129-AND	70.35	15	0.00	94.77
34024-AND	20.05	4	0.00	27.71
38748-AND	19.65	13	0.00	47.53
44208-AND	69.15	2	0.00	307.84
45213-AND	61.20	15	0.00	190.07
47492-AND	20.15	15	0.00	38.78
54564-AND	76.10	11	0.00	300.65
59750-AND	74.90	11	0.00	218.21
62359-AND	33.60	5	0.00	83.60
62535-AND	70.70	8	0.00	300.77
63464-AND	60.65	7	0.00	264.37
64327-AND	20.65	8	0.00	55.89
77658-AND	24.40	0	0.00	24.40
82473-AND	29.80	10	0.00	94.40
83939-AND	20.10	8	0.00	108.87
89303-AND	69.95	6	0.00	202.10
92398-AND	20.00	5	0.00	107.81
95822-AND	19.20	3	0.00	37.09

THANK YOU