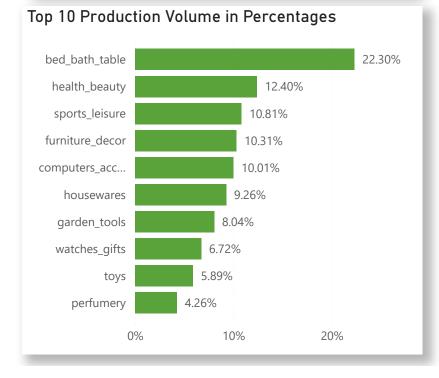
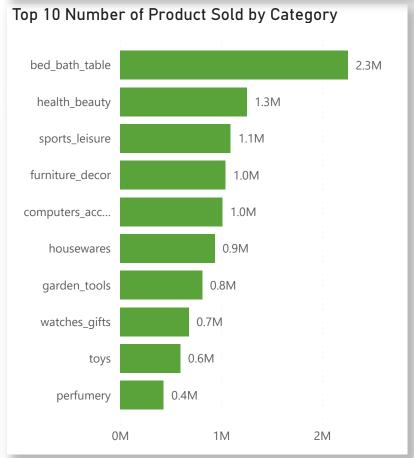
General Dashboard 9/15/2016 7/26/2018

4.14

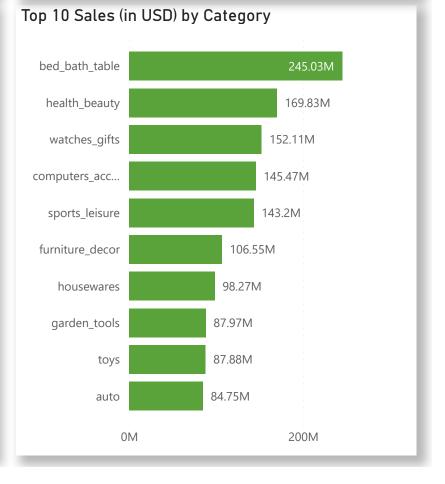
Average Review Score











Product Quality 9/15/2016 7/26/2018







618.85

AVG Estimated Delivery Time (in days)

AVG Approval Time of Orders (in mins)

66.72%Percentage of Late Delivery by Carrier > 5 days

Percentage of Late Delivery by Seller

INSIGHTS & RECOMMENDATIONS

Based on the data portrayed, we can see that the average actual delivery time is 12.90 days which is lower than the average estimated delivery time of 25.08 days which can relate to the company is doing good in managing deliveries. However, if we were to optimize the time and minimizing disputes, notice that most late deliveries comes from the courier delivering to the customer. It is recommended to look at this area and provide clearer output on this matter. There are several factors like communication issues, lost or damaged packages, customer complaints, returned packages, safety concerns, inaccurate tracking information, inefficient delivery routes, lack of support channels, and etcetera.

Brazilian E-Commerce Product Quality 9/15/2016 8/29/2018 8

