# Fraud Report
Period 2023

Jan 1, 2023 - Dec 31, 2023 ▾     Region ▾     Category ▾

## General delivery indicators

| # orders | $ orders amount | # orders with missing items |
|---|---|---|
| **10.0K** | **2.9M** | **1.5K** |
| 0.0% | 0.0% | 0.0% |

| % orders with missing items | # missing items | $ missing items |
|---|---|---|
| **15.0%** | **1.6K** | **$148.93K** |
| 0.0% | 0.0% | 0.0% |

### % orders failed over time



25% — P90
— P75
— P50

22.22%  21.43%  13.64%  23.08%  29.63%  13.79%  22.58%  12%  8.7%  20.59%  7.69%

Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec
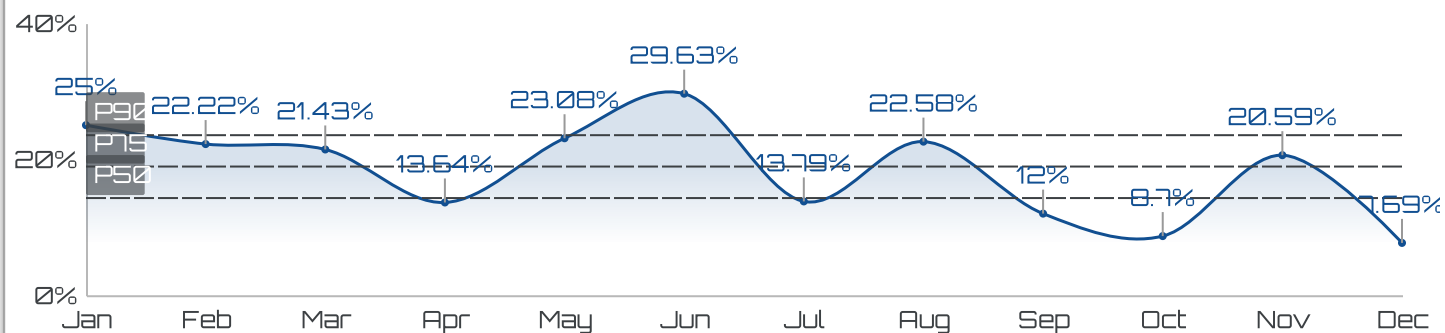
## Driver Metrics

### %Failure rate of drivers with more trips

| Name | Trips ▾ | Age | Failure rate |
|---|---|---|---|
| Jennifer Miller | 1,485 | 61 | 27.27% |
| Michael Martin | 1,332 | 29 | 23.53% |
| Brittany Morgan | 1,252 | 19 | 22.22% |
| Jasmine Smith | 1,244 | 59 | 22.22% |
| Scott Wallace | 1,111 | 63 | 23.53% |
| Jennifer Martin | 1,051 | 37 | 17.65% |
| Matthew Brown | 1,021 | 48 | 22.22% |
| Stacy Blackburn | 936 | 23 | 36.36% |
| John Martinez | 924 | 18 | 36.36% |
| Mrs. Valerie Schwar... | 924 | 18 | 36.36% |
| Anthony Robertson | 924 | 18 | 36.36% |
| Ms. Lindsay Carpent... | 924 | 19 | 36.36% |
| Sandra Ochoa | 912 | 21 | 36.36% |
| Damon Bailey | 900 | 24 | 36.36% |
| Jessica Johnson | 888 | 19 | 36.36% |
| John Hutchinson | 854 | 64 | 17.65% |

### Trips and % Failure rate
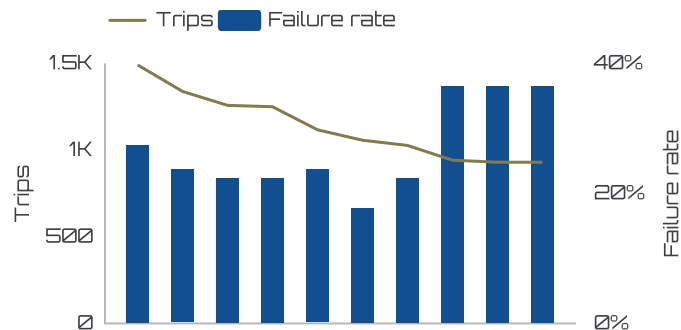


— Trips  ▪ Failure rate

### Failure and $ financial value
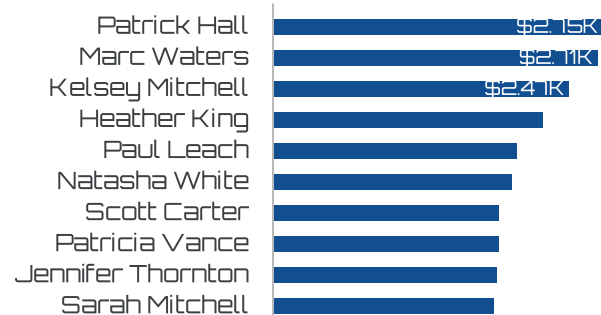


| | |
|---|---|
| Patrick Hall | $2.15K |
| Marc Waters | $2.11K |
| Kelsey Mitchell | $2.41K |
| Heather King | |
| Paul Leach | |
| Natasha White | |
| Scott Carter | |
| Patricia Vance | |
| Jennifer Thornton | |
| Sarah Mitchell | |

### % Failure by day of week



Monday, Tuesday, Saturday, Wednesday, Sunday, Thursday, Friday

### % Failure by hour



10PM, 7AM, 10AM, 4AM, 2AM, 8AM, 11AM, 3AM, 9AM, 1AM, 6PM, 11PM

### % Failure by region



Altamonte Springs, Clermont, Apopka, Orlando, Winter Park, Kissimmee, Sanford
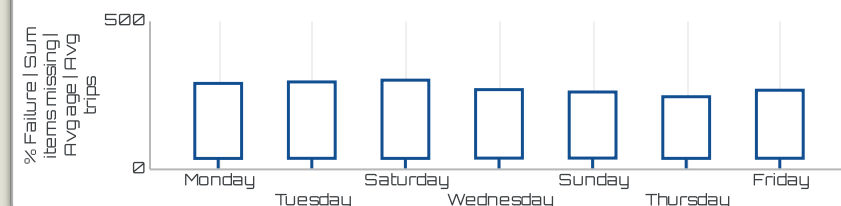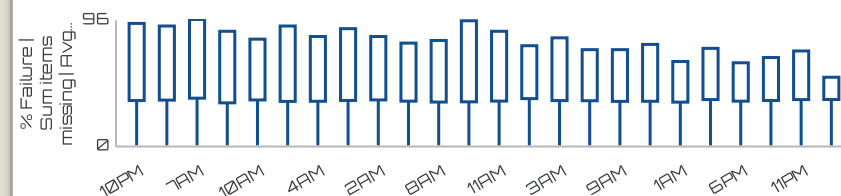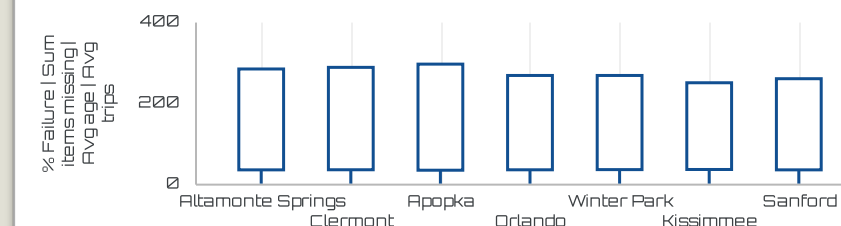
# Customer metrics

## Top High-Risk Customers for Failure

| Name | # order | $ missing | recurrence | Failure rate ▾ |
|---|---|---|---|---|
| Crystal Smith | 4 | $44.69 | 3 | 75% |
| James Vargas | 4 | $33.72 | 3 | 75% |
| Joshua Thompson | 3 | $65.66 | 2 | 66.67% |
| Matthew Barker | 3 | $918.35 | 2 | 66.67% |
| Leah Deleon | 3 | $750.34 | 2 | 66.67% |
| Katherine Greer | 5 | $42.01 | 3 | 60% |
| Cory Spencer | 5 | $254.91 | 3 | 60% |
| Kathleen Powell | 5 | $50.77 | 3 | 60% |
| Shelley Gould | 12 | $1,467.61 | 7 | 58.33% |
| Kenneth Brown | 7 | $1,657.5 | 4 | 57.14% |
| David Mccoy | 7 | $1,520.85 | 4 | 57.14% |
| Dana Gutierrez | 7 | $279.98 | 4 | 57.14% |

## Distribution by customer missing rate



90 Percentil

90 Percentil (33.3

Failure rate

# Order

## $ Distribution by customer missing value



category

Electronics
Others

0   5K   10K   15K   20K

category

Pantry
Produce
Snacks
Frozen
Dairy
Bakery
Beverages
Household

0   100   200   300   400
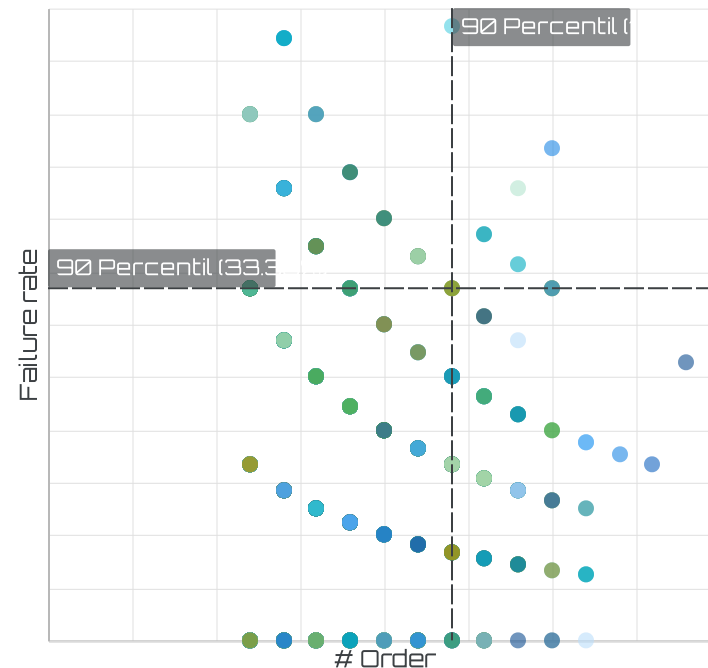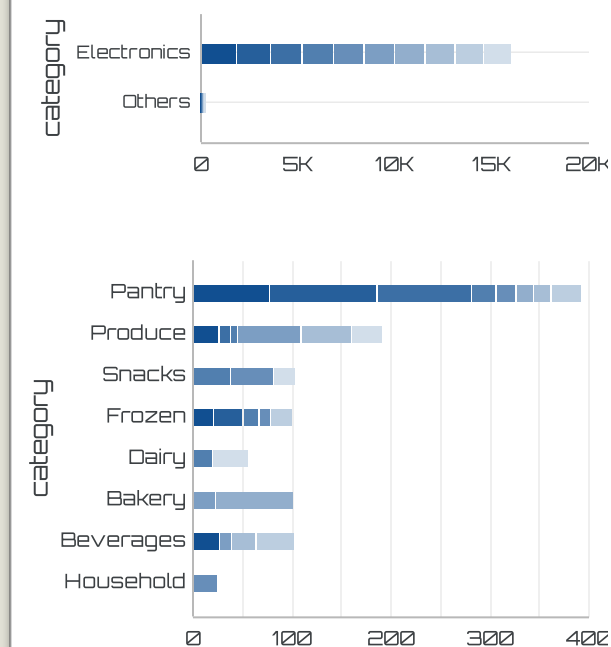
# Process/system metrics

## Failure rate map



Altamonte Springs : 16.20%
Apopka : 15.33%
Winter Park : 14.48%   Kissimmee : 14.36%
Clermont : 15.82%
Orlando : 15.13%
Sanford : 13.89%
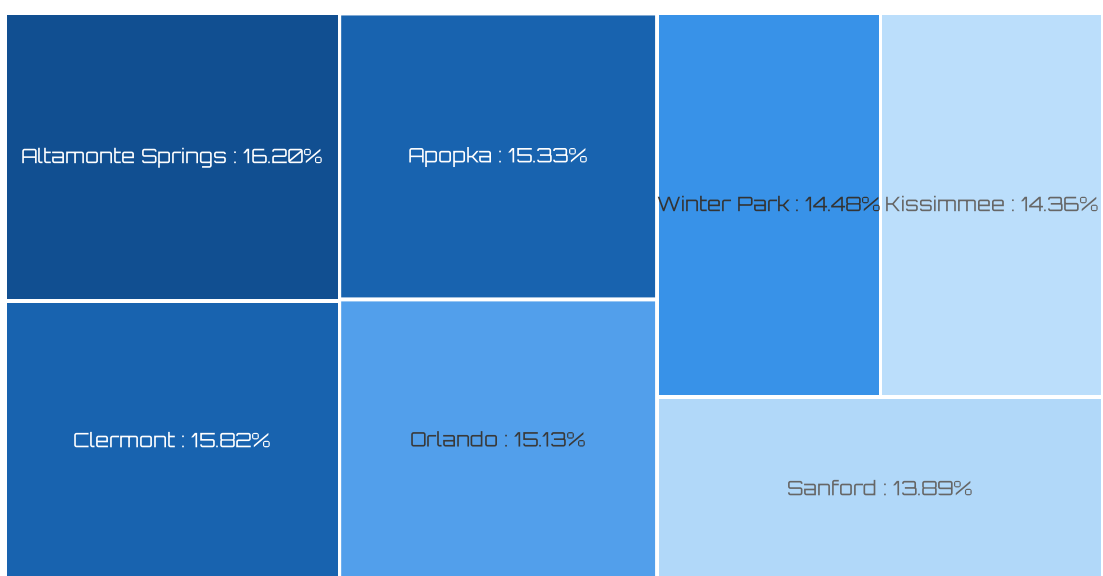
## % Failures per hour and day of the week



Monday
Tuesday
Saturday
Wednesday
Sunday
Thursday
Friday

0%   50%   100%   150%   200%
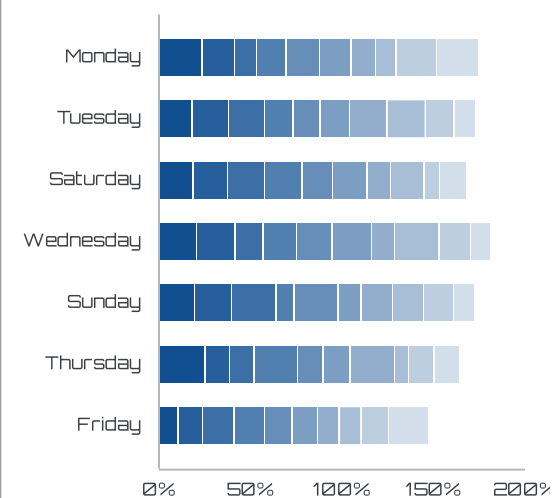
## % Failures per hour and region



Altamonte Springs
Clermont
Apopka
Orlando
Winter Park
Kissimmee
Sanford

0%   50%   100%   150%   200%
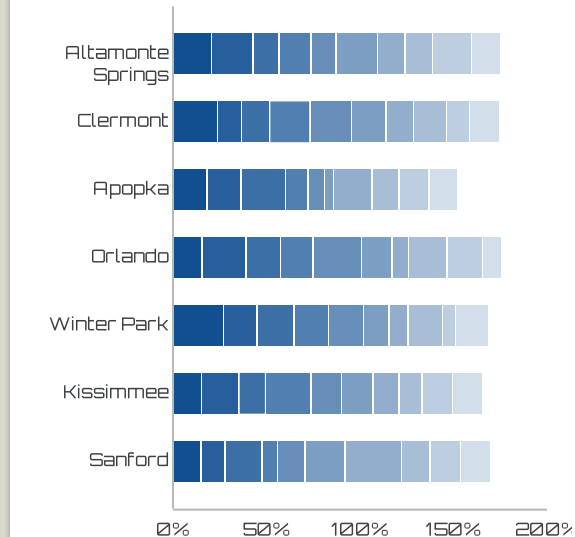
Jan 1, 2023 - Dec 31, 2023

Region

Category

## Score Risk driver

| | Name | Score risk ▾ | Failure rate | Avg missing items per order | Recurrence | Avg order amount | $ Total missing items | Trips |
|---|---|---|---|---|---|---|---|---|
| 1. | Timothy Brown | 79.91 | 8 | 8 | 8 | 7,882.64 | 109.71 | 671 |
| 2. | Jennifer Miller | 67.16 | 6 | 6 | 6 | 6,773.53 | 573.49 | 1,485 |
| 3. | Michael Martin | 58.92 | 5 | 7 | 5 | 6,276.35 | 101.44 | 1,332 |
| 4. | Daniel Hall | 58.88 | 5 | 7 | 5 | 5,174.53 | 117.01 | 578 |
| 5. | Brittany Morgan | 58.43 | 5 | 7 | 5 | 6,273.31 | 67.77 | 1,252 |
| 6. | Patricia Vance | 58.27 | 5 | 7 | 5 | 6,038.25 | 1,889.04 | 746 |
| 7. | Scott Wallace | 51.12 | 4 | 4 | 4 | 5,687.48 | 45.35 | 1,111 |
| 8. | Jessica Patterson | 50.73 | 4 | 4 | 4 | 5,339.3 | 380.66 | 509 |
| 9. | Matthew Brown | 49.84 | 4 | 4 | 4 | 5,583.56 | 56.43 | 1,021 |
| 10. | Jasmine Smith | 49.68 | 4 | 4 | 4 | 5,221.91 | 51.99 | 1,244 |

1 - 100 / 1229  ‹ ›

## Score Risk customer

| | Name | Score risk ▾ | Failure rate | Avg missing items per order | Recurrence | Avg order amount | $ Total missing items | Orders |
|---|---|---|---|---|---|---|---|---|
| 1. | Edward Henry | 77.84 | 9 | 13 | 9 | 5,938.07 | 150.45 | 15 |
| 2. | Holly Stewart | 58.91 | 5 | 5 | 5 | 7,087.42 | 38.76 | 19 |
| 3. | Victor Gonzalez | 56.25 | 6 | 10 | 6 | 3,276.83 | 471.34 | 13 |
| 4. | Karen Moore | 55.87 | 6 | 10 | 6 | 3,120.49 | 105.67 | 11 |
| 5. | Jerry Mullen | 55.58 | 6 | 8 | 6 | 3,461.07 | 71.72 | 14 |
| 6. | Shelley Gould | 55.39 | 7 | 7 | 7 | 2,361.59 | 1,467.61 | 12 |
| 7. | Timothy Daniel | 54.95 | 6 | 6 | 6 | 4,490.46 | 245.49 | 14 |
| 8. | James Hopkins | 51.84 | 5 | 5 | 5 | 4,157.15 | 830.19 | 15 |
| 9. | Douglas Roth | 50.08 | 5 | 7 | 5 | 3,951.35 | 88.16 | 13 |
| 10. | David Hicks | 50 | 5 | 7 | 5 | 3,290.38 | 272.39 | 13 |

1 - 100 / 1230  ‹ ›