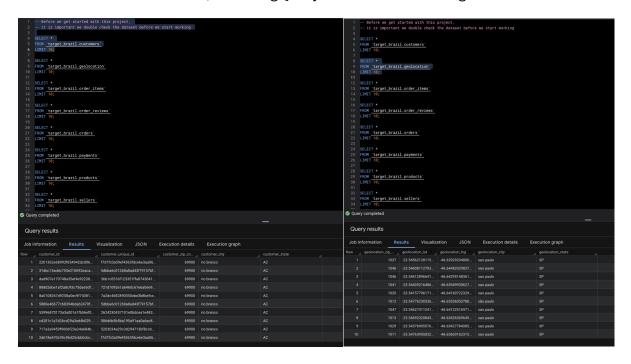
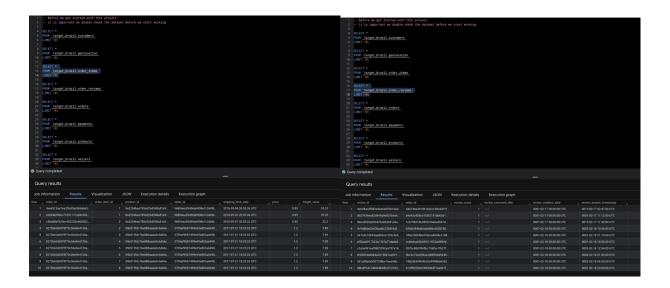
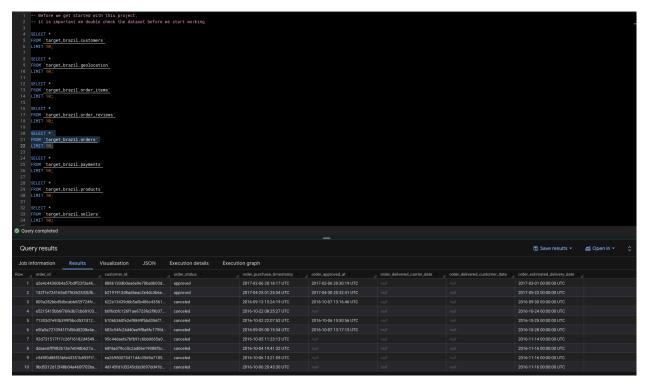
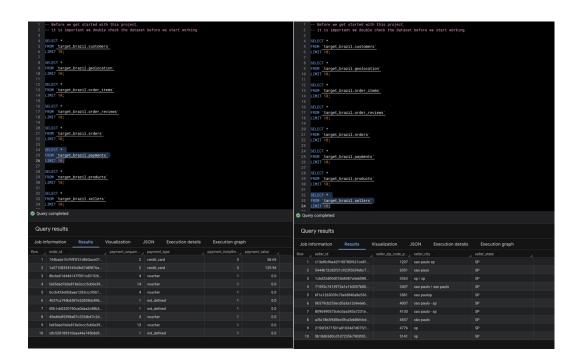
### **Dataset & Setup**

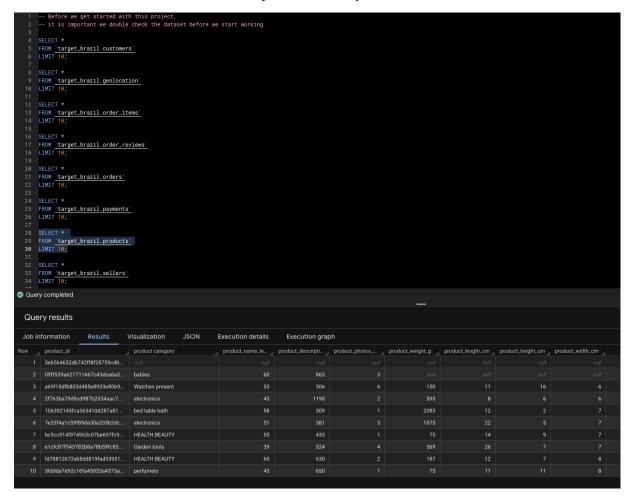
A small sets of screenshots, of the BigQuery dataset tree showing all 8 tables.



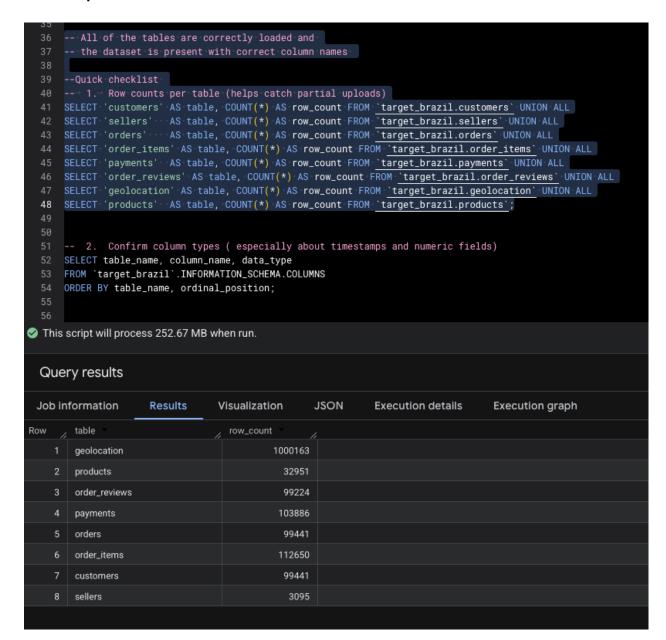


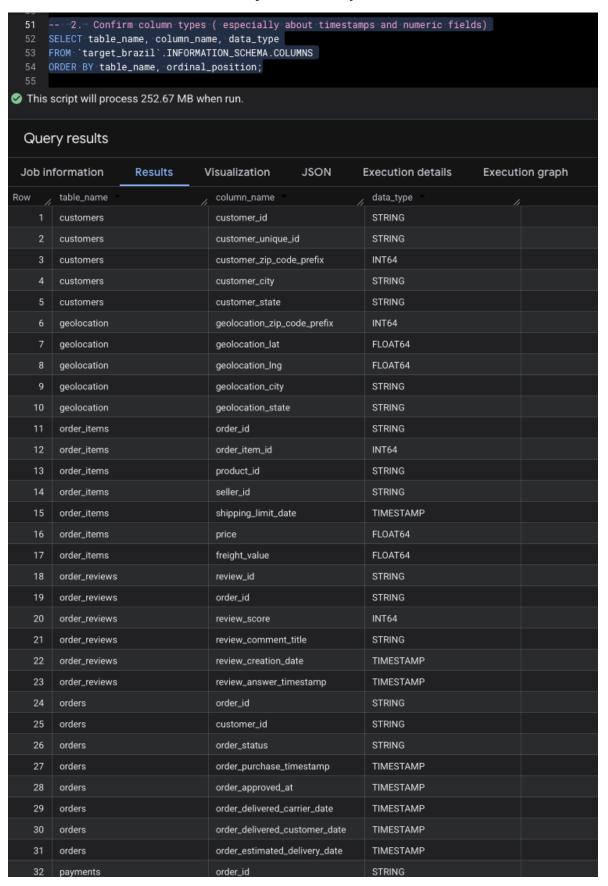






#### **Initial Exploration**



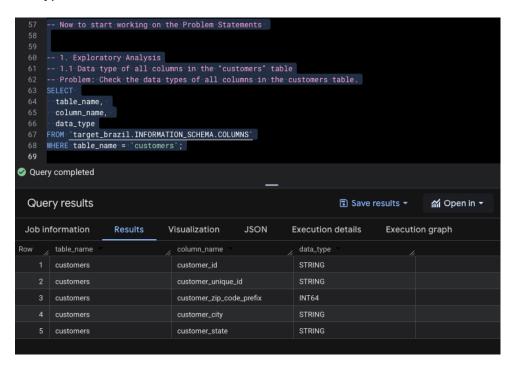


#### 1.1 Data types of all columns in customers

Customers contains ID fields (STRING), location fields (STRING/INT64).

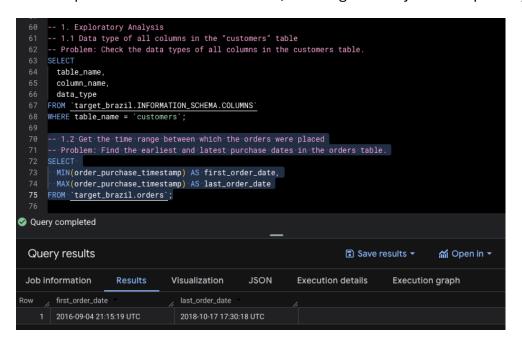
Types match the business meaning.

No type mismatches detected.



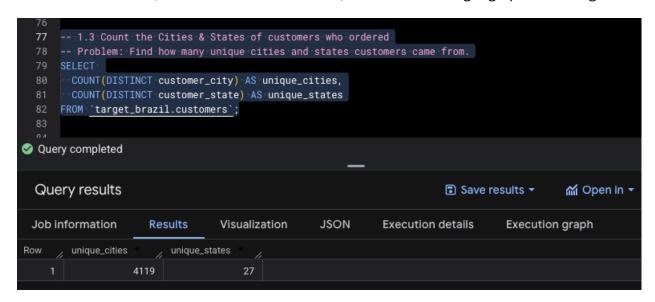
#### 1.2 Time range of orders

Orders span 2016-09-04 to 2018-10-17, covering two full years and partial years.



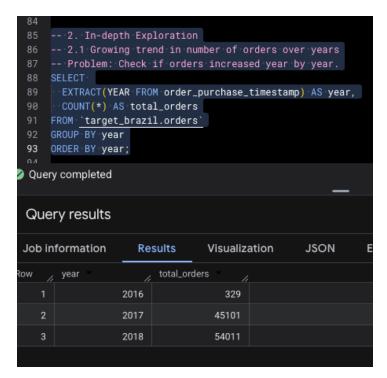
#### 1.3 How many cities and states did customers come from?

Orders come from 4,119 cities across 27 states, looks like a wide geographic coverage.



### 2.1 Year-over-year growth in orders

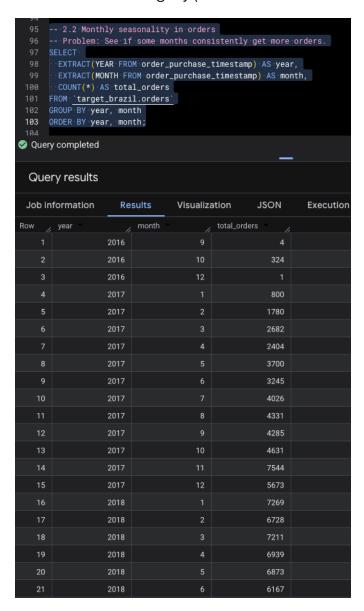
Orders grew sharply from 2017 to 2018, the numbers show ~ 20% increase.



### 2.2 Monthly seasonality (year x month)

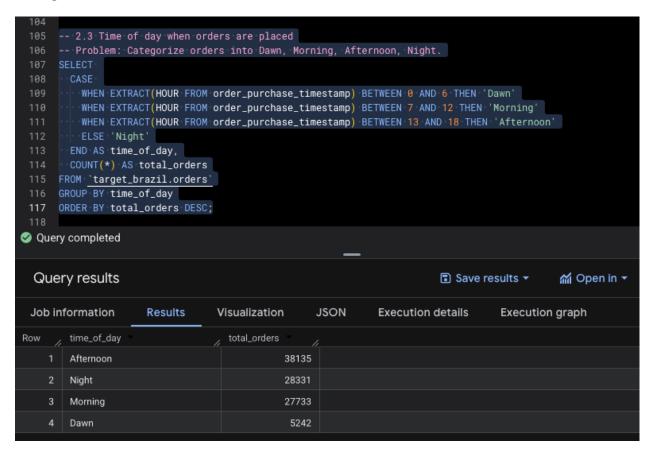
Mid-year months peak

Year - end softens slightly (at least based on monthly counts that I can see)



### 2.3 Time of day when orders are placed

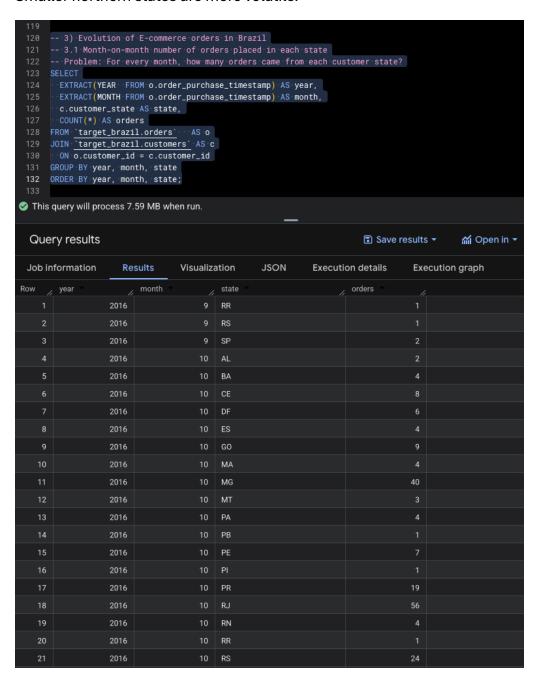
Most purchases occur in Afternoons and Night times, this will be useful for campaign timing.



### 3.1 Month-on-month orders by state

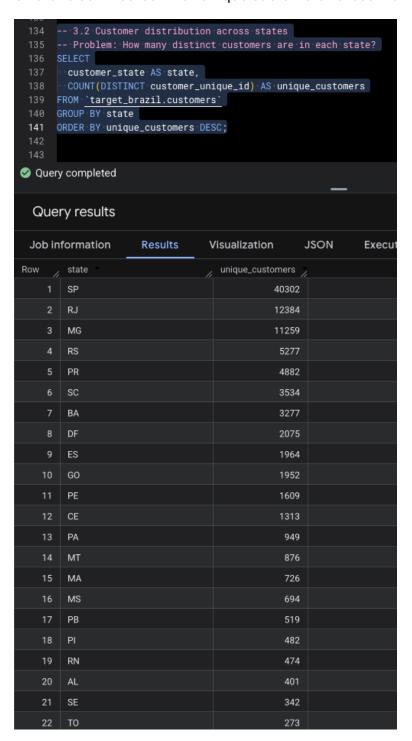
SP/RJ dominate volume each month

Smaller northern states are more volatile.



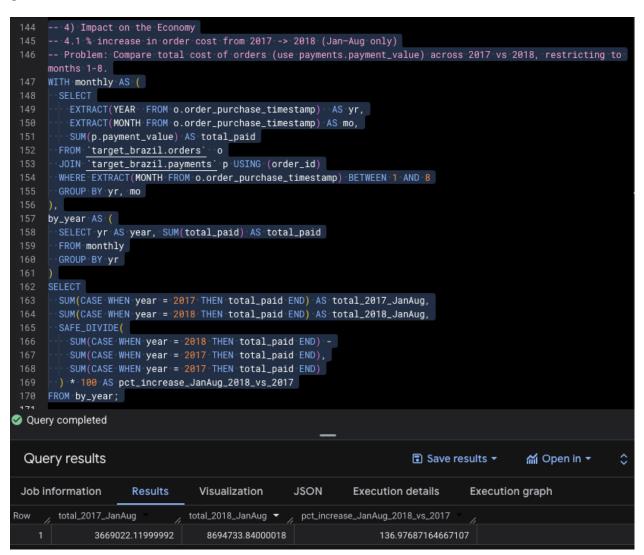
### 3.2 Customer distribution across states

Top states by unique customers: SP, RJ, MG ... quiet a long tail beyond that SP alone contributes ~ 40k unique customers vs less than 1k in smaller states



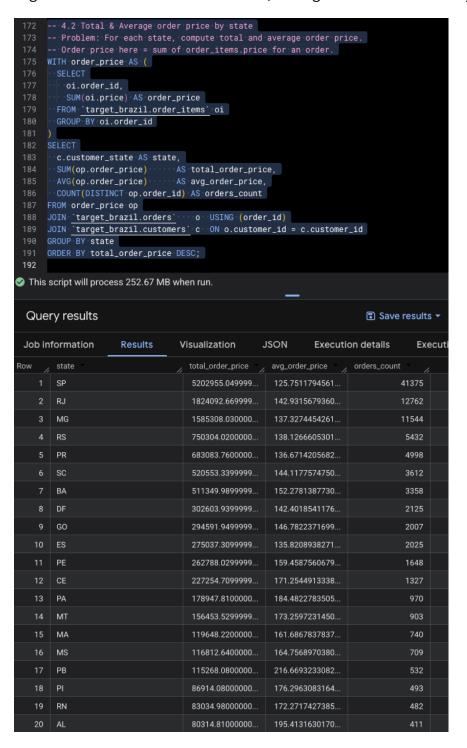
### 4.1 Percentage increase in total payments from 2017 -> 2018 (Jan-Aug)

Total payments rose about 136.98% from January to August 2017 to 2018, indicating strong growth



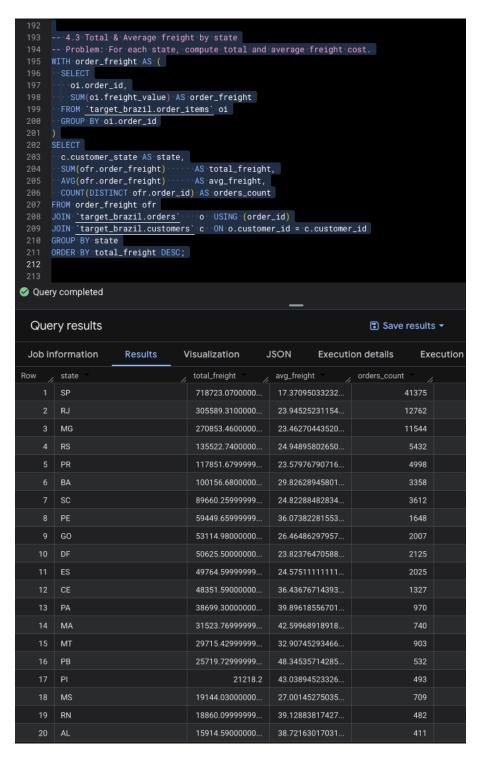
#### 4.2 Total & Average order price by state

Highest total order value in SP and RJ, average order value varies by state.



#### 4.3 Total & Average freight by state

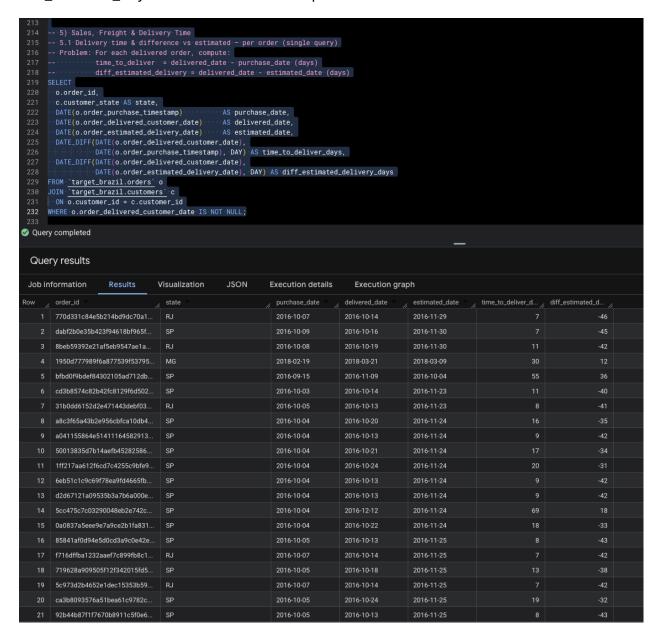
Total freight is highest where volume is highest, avg freight highlights logistics cost differences



#### 5.1 Per-order delivery time & difference vs estimate (single query)

Most deliveries cluster around certain days

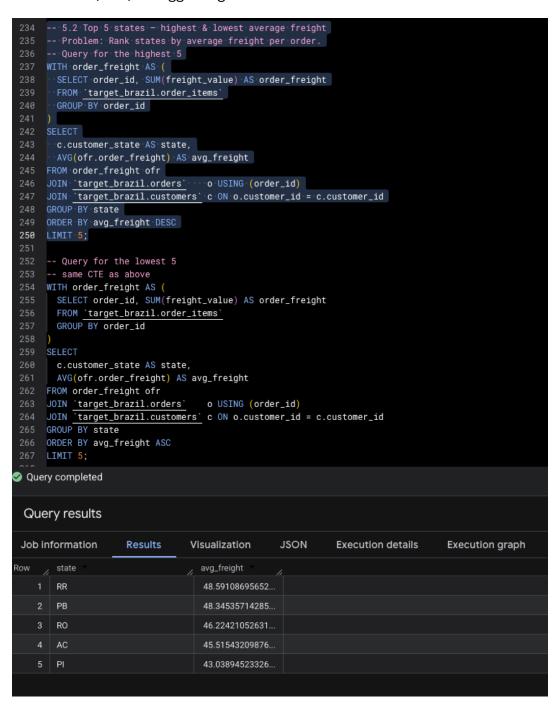
diff estimate days < 0 means earlier than promised



#### 5.2 Top 5 states, highest & lowest average freight

Highest avg freight in RR, RO, ...

lowest in SP, MG, ... suggesting a denser networks



```
-- 5.2 Top 5 states - highest & lowest average freight
235 -- Problem: Rank states by average freight per order.
236 -- Query for the highest 5
237 WITH order_freight AS (
       SELECT order_id, SUM(freight_value) AS order_freight
       FROM `target_brazil.order_items`
      GROUP BY order_id
242 SELECT
c.customer_state AS state,
AVG(ofr.order_freight) AS avg_freight
245 FROM order_freight ofr
246 JOIN <u>`target_brazil.orders`</u> o USING (order_id)
JOIN <u>'target_brazil.customers'</u> c ON o.customer_id = c.customer_id
248 GROUP BY state
249 ORDER BY avg_freight DESC
250 LIMIT 5;
252 -- Query for the lowest 5
253 -- same CTE as above
254 WITH order_freight AS (
255 SELECT order_id, SUM(freight_value) AS order_freight
256 FROM `target_brazil.order_items`
      GROUP BY order_id
259 SELECT
260 c.customer_state AS state,
261 AVG(ofr.order_freight) AS avg_freight
FROM order_freight ofr

JOIN `target_brazil.orders` c ON o.customer_id = c.customer_id
265 GROUP BY state
266 ORDER BY avg_freight ASC
267 LIMIT 5;
Query completed
 Query results
 Job information
                       Results
                                    Visualization
                                                       JSON
                                                                   Execution details
                                                                                          Execution graph
        state
                                       avg_freight
        SP
                                       17.37095033232.
                                       23.46270443520.
        MG
                                       23.57976790716.
        PR
                                       23.82376470588..
        DF
                                       23.94525231154...
```

5.3 Top 5 states, highest & lowest average delivery time

```
-- 5.3 Top 5 states - highest & lowest average delivery time
 270 -- Problem: Rank states by average delivery days.
      -- Query for the highest 5
 272 WITH per_order AS (
          o.order_id, c.customer_state AS state,
          DATE_DIFF(DATE(o.order_delivered_customer_date),
                     DATE(o.order_purchase_timestamp), DAY) AS time_to_deliver_days
      FROM `target_brazil.orders` o
      -- JOIN `target_brazil.customers` c ON o.customer_id = c.customer_id
      - WHERE o.order_delivered_customer_date IS NOT NULL
 282 state,
 283 AVG(time_to_deliver_days) AS avg_delivery_days
 284 FROM per_order
 285 GROUP BY state
 286 ORDER BY avg_delivery_days DESC
 288
 289 -- Query for the lowest 5
 290 -- same CTE as above
 291 WITH per_order AS (
          o.order_id, c.customer_state AS state,
          DATE_DIFF(DATE(o.order_delivered_customer_date),
          DATE(o.order_purchase_timestamp), DAY) AS time_to_deliver_days
        FROM <a href="target_brazil.orders">target_brazil.orders</a> o

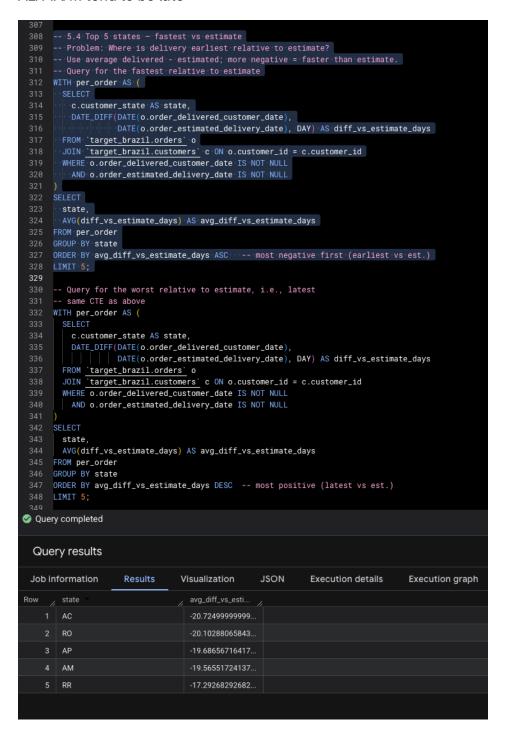
JOIN <a href="target_brazil.customers">target_brazil.customers</a> o ON o.customer_id = c.customer_id
         WHERE o.order_delivered_customer_date IS NOT NULL
      SELECT
       AVG(time_to_deliver_days) AS avg_delivery_days
 303 FROM per_order
 304 GROUP BY state
 305 ORDER BY avg_delivery_days ASC
 306 LIMIT 5;
Query completed
  Query results
 Job information
                       Results
                                    Visualization
                                                      JSON
                                                                  Execution details
                                                                                        Execution graph
        state
                                      avg_delivery_days
        RR
                                      29.34146341463..
        AP
                                      27.17910447761..
        AM
                                      26.35862068965..
                                      24.50125944584...
         AL
                                      23.72515856236...
```

```
269 -- 5.3 Top 5 states - highest & lowest average delivery time
 270 -- Problem: Rank states by average delivery days.
     -- Query for the highest 5
 272 WITH per_order AS (
       SELECT
          o.order_id, c.customer_state AS state,
          DATE_DIFF(DATE(o.order_delivered_customer_date),
          DATE(o.order_purchase_timestamp), DAY) AS time_to_deliver_days
        FROM `target_brazil.orders` o
        JOIN `target_brazil.customers` c ON o.customer_id = c.customer_id
        WHERE o.order_delivered_customer_date IS NOT NULL
 281 SELECT
      state,
      AVG(time_to_deliver_days) AS avg_delivery_days
 284 FROM per_order
 285 GROUP BY state
 286 ORDER BY avg_delivery_days DESC
 287 LIMIT 5;
 289 -- Query for the lowest 5
 290 -- same CTE as above
 291 WITH per_order AS (
 292 SELECT
 293 o.order_id, c.customer_state AS state,
          DATE_DIFF(DATE(o.order_delivered_customer_date),
                    DATE(o.order_purchase_timestamp), DAY) AS time_to_deliver_days
 296 FROM `target_brazil.orders` o
297 JOIN `target_brazil.customers` c ON o.customer_id = c.customer_id
      ··WHERE ·o.order_delivered_customer_date ·IS ·NOT ·NULL
 299 )
 300 SELECT
 301 state,
 302 AVG(time_to_deliver_days) AS avg_delivery_days
 303 FROM per_order
 304 GROUP BY state
 305 ORDER BY avg_delivery_days ASC
 306 LIMIT 5;
Query completed
  Query results
 Job information
                     Results
                                  Visualization
                                                   JSON
                                                              Execution details
                                                                                   Execution graph
Row state
                                    avg_delivery_days
        SP
                                    8.700530929744...
        PR
                                    11.93804590696...
    3 MG
                                    11.94654337296...
        DF
                                    12.89903846153...
    4
    5 SC
                                    14.90752748801...
```

#### 5.4 Top 5 states, earliest vs. estimate (negative = earlier)

AC/AP/... deliver earlier than promised on average, AC delivers  $\sim$  -2.3 days earlier than estimated

AL/MA/... tend to be late

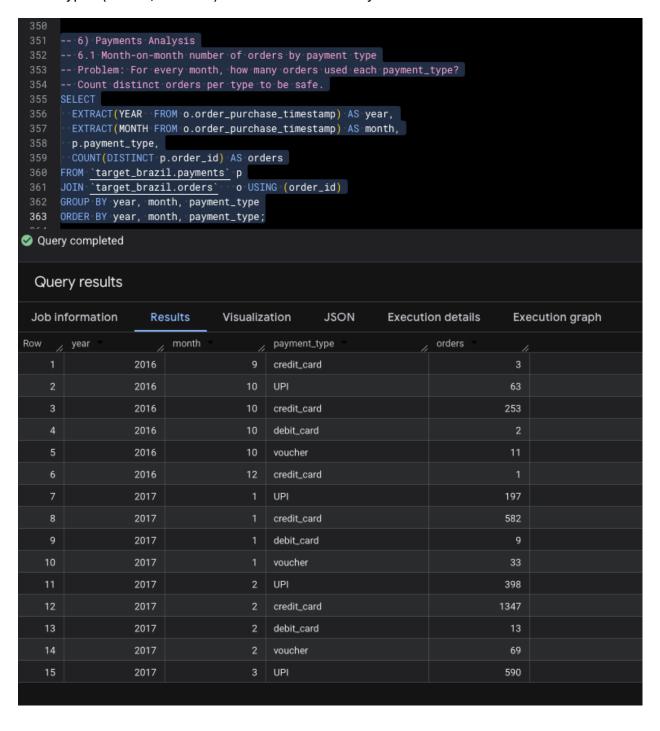


```
-- 5.4 Top 5 states – fastest vs estimate
      -- Problem: Where is delivery earliest relative to estimate?
      -- Use average delivered - estimated; more negative = faster than estimate.
 311 -- Query for the fastest relative to estimate
 312 WITH per_order AS (
          c.customer_state AS state,
          DATE_DIFF(DATE(o.order_delivered_customer_date),
          DATE(o.order_estimated_delivery_date), DAY) AS diff_vs_estimate_days
        FROM `target_brazil.orders` o
        JOIN `target_brazil.customers` c ON o.customer_id = c.customer_id
        WHERE o.order_delivered_customer_date IS NOT NULL
        AND o.order_estimated_delivery_date IS NOT NULL
 322 SELECT
 323 state,
 324 AVG(diff_vs_estimate_days) AS avg_diff_vs_estimate_days
 325 FROM per_order
 326 GROUP BY state
 327 ORDER BY avg_diff_vs_estimate_days ASC -- most negative first (earliest vs est.)
 328 LIMIT 5;
 330 -- Query for the worst relative to estimate, i.e., latest
      -- same CTE as above
 332 WITH per_order AS (
      SELECT
        c.customer_state AS state,
          DATE_DIFF(DATE(o.order_delivered_customer_date),
               DATE(o.order_estimated_delivery_date), DAY) AS diff_vs_estimate_days
      FROM <u>`target_brazil.orders`</u> o
        JOIN `target_brazil.customers` c ON o.customer_id = c.customer_id
      WHERE o.order_delivered_customer_date IS NOT NULL
        AND o.order_estimated_delivery_date IS NOT NULL
 341 )
 343 state,
      -- AVG(diff_vs_estimate_days) - AS avg_diff_vs_estimate_days
 345 FROM per_order
 346 GROUP BY state
 ORDER BY avg_diff_vs_estimate_days DESC --- most positive (latest vs est.)
 348 LIMIT 5;
Query completed
  Query results
 Job information
                     Results
                                 Visualization
                                                  JSON
                                                             Execution details
                                                                                  Execution graph
Row state
                                   avg_diff_vs_esti...
        AL
                                    -8.707808564231.
        MA
                                    -9.571827057182..
        SE
                                    -10.02089552238...
        ES
                                   -10.49624060150...
    5 BA
                                   -10.79453316953...
```

### 6.1 Month-on-month number of orders by payment type

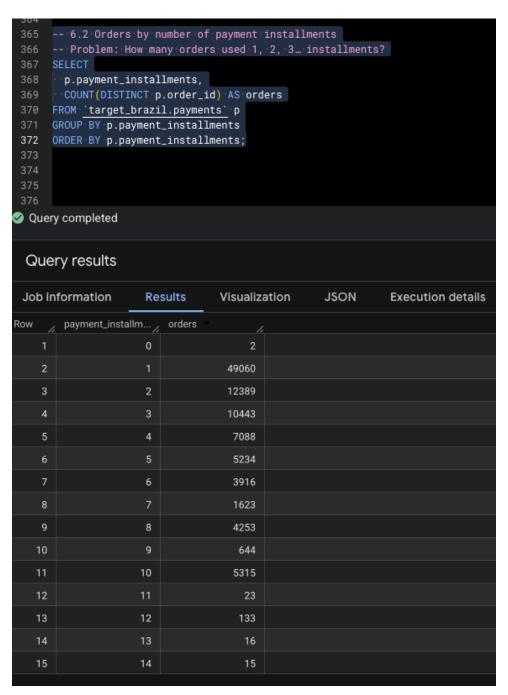
Payment mix is dominated by credit\_card

Other types (boleto, voucher) are smaller but steady



### 6.2 Orders by payment installments

Most Brazilian e-commerce orders in this dataset are paid in full (1 installment) or split across 2 to 4 installments



#### Final section

### **Actionable insights & recommendations**

- Staff campaigns later in the day: Afternoon and Night contribute most orders, therefore prioritize push/email and support staffing in those windows.
- Regional logistics: States with highest avg freight and longest delivery times are prime targets for 3PL renegotiation or micro-fulfillment pilots.
- Promise accuracy: Where delivered is earlier than estimate (negative average), tighten ETA windows to improve conversion while keeping promise-keep high.
- Installments product: If many orders use more than 3 installments, surface installment messaging earlier in the funnel, negotiate card rates.
- State-specific growth: SP/RJ drive volume, smaller northern states show volatility, therefore test regional promos and inventory placement to smooth demand.