

ONLINE SALES ON 03-02-2025

SWIGGY & ZOMATO ORDER DETAILS (03-02-2025)

SWIGGY AND ZOMATO ORDER SALES & CANCEL

DATE (03-02-2025)	NO OF ORDERS	TOTAL BILL VALUE	TOTAL DISCOUNT		FINAL BILL VALUE
			Restaurant Trade Discount	Restaurant Coupon Discount Share	
No Of Orders In Swiggy	216	1,67,499	-	6,417	1,61,082
No Of Orders Delivered	211	1,61,775	-	6,367	1,55,408
No Of Orders Cancel	5	5,724	-	50	5,674
No Of Orders Canceled In Restaurant	2	2,794	-	50	2,744
No Of Orders Canceled In Customer	2	2,578	-	-	2,578
No Of Orders Canceled In Swiggy	1	352	-	-	352
No Of Complaints In Swiggy	1				

DATE (03-02-2025)	NO OF ORDERS	FINAL BILL VALUE
No Of Orders In Zomato	154	1,08,178
No Of Orders Delivered	149	1,01,705
No Of Orders Cancel	5	6,473
No Of Orders Canceled In Restaurant	1	4,328
No Of Orders Canceled In Zomato	1	283
No Of Orders Canceled In Customer	3	1,862
No Of Complaints In Zomato	3	

ZERO ORDERS IN SWIGGY &

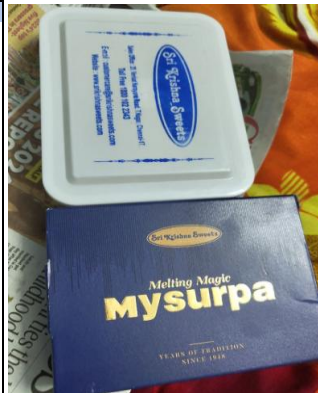
ZOMATO 03-02-2025

BRANCH IN SWIGGY	BRANCH IN ZOMATO
KANCHIPURAM218700	ADAYAR68425
KANCHI GANDHI ROAD710461	THIRUVALLUR20755132
KATHIPARA303841	THIRUVANMIYUR67992
THIRUVALLUR114216	THIRUVANNAMALAI20526335
THIRUVANMIYUR72524	VILLIVAKKAM SKS71963
AVADI717659	KORATUR20452143
USMAN ROAD T NAGAR219029	KANCHIPURAM21370008

SWIGGY AND ZOMATO CUSTOMER COMPLAINTS ON 03-02-2025

SWIGGY COMPLAINT :

SWIGGY COMPLAINTS	
Status	Missing Item
Branch	VALASARAVAKKAM
Rid	114209
Id No	#197561956467003
Order Details	Mysurpa 250 Gms x 2 Kaju Kathi 250 Gms x 1
Customer Complaint	*Out of the 3 items ordered, we have received only 2 items in 2 boxes. One box of 250g Mysurpa that we ordered for is missing and not delivered to us. I am travelling overseas tomorrow morning need asap*
Customer Rating	The customer has not rated this order yet
Order placed at	3 Feb'25, 07:49 PM
Complaint received at	3 Feb'25, 08:21 PM
Complaint Status	(Complaint Solved)
Recommended Refund Amount	Rs. 0



ZOMATO COMPLAINTS	
Status	Poor taste or quality
Branch	KELAMBAKKAM
Rid	21023732
Id No	6574301293
Order Details	1 x Mothi Laddu #252.14
Customer Complaint	*
Customer Rating	The customer has not rated this order yet
Order placed at	4:17 PM 3 February
Complaint received at	7:26 PM 3 February
Complaint Status	(Complaint Solved)
Recommended Refund Amount	Rs. 0

ZOMATO COMPLAINTS	
Status	Poor taste or quality
Branch	PERAMBUR
Rid	20435789
Id No	6579412399
Order Details	1 x Green Chilli Thattai ₹172.32, 1 x Kai Murukku ₹154.46
Customer Complaint	*ordered thatai and muruku, and it was all broken into bits and pieces and crushed. There was only crushed bits and a few whole pieces in the package*
Customer Rating	1*
Order placed at	8:15 PM 3 February
Complaint received at	8:34 PM 3 February
Complaint Status	(Complaint Solved) Refund Issued Rs. 40
Recommended Refund Amount	Rs. 40

ZOMATO COMPLAINTS	
Status	Poor taste or quality
Branch	VELACHERY
Rid	70171
Id No	6580411212
Order Details	1 x Butter Murukku ₹307.14
Customer Complaint	*
Customer Rating	The customer has not rated this order yet
Order placed at	9:24 AM 3 February
Complaint received at	10:14 AM 3 February
Complaint Status	(Complaint Solved) Refund Issued Rs. 75
Recommended Refund Amount	Rs. 75

SWIGGY ORDER CANCEL:

DATE	BARANCH	ORDER STATUS	REJECTION DETAILS	CANCEL TIME	NO OF	
					CANCEL	BILL VALUE
03-02-2025	ANNA NAGAR	RESTAURANT	Outlet closed	03-02-2025 20.12	1	352
03-02-2025	KATHIPARA	RESTAURANT	Items out of stock	03-02-2025 20.37	1	2335
03-02-2025	KORATTUR	RESTAURANT	Items out of stock	03-02-2025 10.28	1	459
03-02-2025	THURAIPAKKAM	CUSTOMER	Customer Cancellation	03-02-2025 13.30	1	1289
03-02-2025	THURAIPAKKAM	CUSTOMER	Customer Cancellation	03-02-2025 13.30	1	1289
Grand Total					5	5724

ZOMATO ORDER CANCEL :

DATE	BARANCH	ORDER STATUS	REJECTION DETAILS	CANCEL TIME	NO OF	
					CANCEL	BILL VALUE
03-02-2025	ASHOK NAGAR	CUSTOMER	Customer Cancellation	20:15, February 02 2025	1	563
03-02-2025	KARAPAKKAM	CUSTOMER	Customer Cancellation	13:51, February 02 2025	1	769
03-02-2025	KELAMBAKKAM	CUSTOMER	Customer Cancellation	17:31, February 02 2025	1	530
03-02-2025	PONDICHERY	RESTAURANT	Kitchen is full	15:32, February 02 2025	1	4,328
03-02-2025	USMAN ROAD T NAGAR	ZOMATO	No response from restaurant	19:45, February 02 2025	1	283
Grand Total					5	6472.65

SWIGGY , ZOMATO OUT OF STOCK DETAILS ON 04-02-2025 (02:40 PM)			
BRANCH	ZONAL	SWIGGY NO OF OUT OF STOCK	ZOMATO NO OF OUT OF STOCK
ADAYAR	ZONE -A	8	10
BESANT NAGAR	ZONE -A	13	18
KARAPAKKAM	ZONE -A	7	8
KELAMBAKKAM	ZONE -A	7	8
THURAIPAKKAM	ZONE -A	14	12
VELACHERY	ZONE -A	29	25
VN ROAD TNAGAR	ZONE -A+	43	59
AVERAGE		11	7
ASHOK NAGAR	ZONE -B	25	26
BAZULLAH ROAD	ZONE -B	9	10
KANCHIPURAM	ZONE -B	10	16
KANCH KANDHI ROAD	ZONE -B	7	9
PORUR	ZONE -B	19	12
VADAPALANI	ZONE -B	13	10
VALASARAVAKKAM	ZONE -B	9	7
USMAN ROAD T NAGAR	ZONE -B	18	7
WEST MAMBALAM	ZONE -B	5	3
AVERAGE		8	8
ALWARPET	ZONE -C	5	3
EGMORE	ZONE -C	7	12
KATHIPARA	ZONE -C	11	19
LUZ NEW	ZONE -C	11	9
MYLAPORE	ZONE -C	9	5
PURASAIWAKKAM	ZONE -C	18	17
PURASAIWAKKAM NEW	ZONE -C	20	24
TRIPLICANE	ZONE -C	9	8
AVERAGE		8	8
AMBATTUR	ZONE -D	11	8
ANNA NAGAR	ZONE -D	8	7
AVADI	ZONE -D	4	4
AYANAVARAM	ZONE -D	2	6
KORATUR	ZONE -D	6	4
MOGAPPAIR	ZONE -D	15	9
PERAVALLUR	ZONE -D	10	17
THIRUVALLUR	ZONE -D	10	4
VILLIVAKKAM SKS	ZONE -D	5	5
AVERAGE		4	5
CHROMPET	ZONE -E	9	16
MADIPAKKAM	ZONE -E	4	13
MEDAVAKKAM	ZONE -E	18	10
NANGANALLUR	ZONE -E	1	-
NANGANALLUR WEST	ZONE -E	4	13
SAIDAPET	ZONE -E	7	1
TAMBARAM WEST	ZONE -E	9	5
THIRUVANMALAI	ZONE -E	8	8
AVERAGE		7	5

COMPLIMENTARY DETAILS ON 03-02-2025

COMPLIMENTARY DETAIL				
DATE	VOUCHER NO	BRANCH	APPROVED BY	TOTAL
03-02-2025	SC/CS 1470	EGMORE	CUSTOMER COMPLAINT	165
GRAND TOTAL				165

DISCOUNT DETAIL				
DATE	BRANCH	GROSS AMOUNT	DISCOUNT	PERCENTAGE
03-02-2025	ANNA NAGAR	3,600	180	5.0%
03-02-2025	BAZULLAH ROAD T NAGAR	222	4	2.0%
03-02-2025	GUINDY FACTORY	9,91,216	3,18,375	32.1%
03-02-2025	LUZ NEW	6,132	283	4.6%
03-02-2025	MEDAVAKKAM	457	9	2.0%
03-02-2025	NANGANALLUR	7,271	619	8.5%
03-02-2025	NANGANALLUR WEST	588	12	2.0%
03-02-2025	PERAMPUR	2,562	51	2.0%
03-02-2025	PONDICHERRY	15,233	305	2.0%
03-02-2025	PORUR	3,791	193	5.1%
03-02-2025	PURASAI PALACE REGENCY	2,193	44	2.0%
03-02-2025	PURASAIWAKKAM	1,148	23	2.0%
03-02-2025	TRIPLICANE	312	6	2.0%
03-02-2025	VADAPALANI	30,178	2,112	7.0%
GRAND TOTAL		10,64,902	3,22,217	78%

POS RETURN				
DATE	VOUCHER NO	BRANCH	RETURN QUANTITY	TOTAL VALUE
03-02-2025	AYA-POSRRV 14	AYANAVARAM	1	450.00
GRAND TOTAL			1.00	450.00