A real-life Case Study scenario on the Jiomart e-commerce portal.

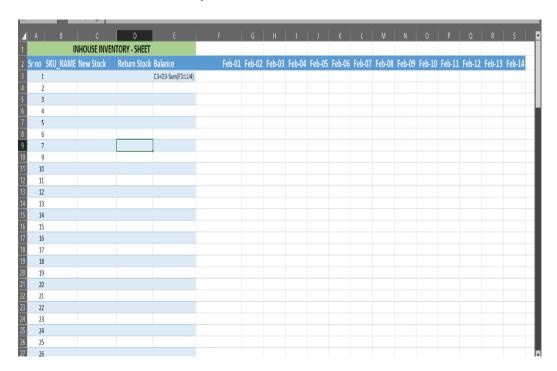
Problem

The stakeholder is seeking clarity on how to effectively manage in-house inventory as well as inventory listed on the Jiomart portal, and how to optimize the return process on the Jiomart e-commerce platform

This is the solution based on the problem explained above: -

This represents a real-life operational scenario on the Jiomart e-commerce portal, showcasing how orders, inventory, and returns are managed in a live business environment

- Maintain the inventory sheet for in-house products and apply conditional formatting using the Min-Max technique. Sort the products based on their movement categorizing them as Slow Moving, Fast Moving, and Quick Moving or perform an ABC analysis to classify them accordingly. Below is the inventory table.
- 2) Use the following formula for calculating the balance: =C3+D3-SUM(F3-LU4) (adjust the cell references as per your actual Excel table). This setup will help in monitoring stock levels regularly, especially once conditional formatting is applied to the 'Balance' column based on the specified criteria.



3) Once you update the balance based on the physical stock, you can record the inventory number according to the product name and the quantity on hand. This is a crucial and fundamental practice that must be maintained and monitored regularly to avoid errors, such as mistakenly updating the inventory for a product that is actually out of stock. To prevent such mistakes, it is important to follow this process consistently. For greater accuracy and efficiency, we can also consider using inbuilt inventory management software, a barcode system, or an IoT-based system to track inventory automatically.

The above points cover inventory management. Now, let's move forward to discuss how to track our shipments using Excel.

- Once we receive an order from the Jiomart seller portal, we need to download the
 Order Dump file (in CSV or Excel format). After downloading, copy all the data from the
 dump and paste it into the Tracking Sheet. This practice ensures that we monitor and
 track product outward movements on a daily basis.
- After completing this step, download the Delivered Dump and Return Dump files from the Jiomart portal. Then, apply a VLOOKUP function in the Tracking Sheet to identify the status of each shipment, whether it has been delivered, is in transit, has been returned post-delivery, or marked as RTO (Return to Origin).
- This process helps us understand how many shipments were returned, enabling us to analyze return reasons, track the number of COD (Cash on Delivery) vs. prepaid orders, and assess product or service quality. Based on this analysis, we can take corrective actions such as improving product quality or discontinuing COD payments in certain high-return areas.



- After completing all the data collection processes, we can create Pivot Tables to
 analyze the number of returns on a monthly, quarterly, or yearly basis. Additionally,
 we can extract this data into Python or any other scripting language to perform deeper
 analysis such as identifying return reasons using Natural Language Processing (NLP).
- These reports will help us make informed decisions to grow the business and increase
 profitability by optimizing inventory and managing returns effectively. Moreover, we
 can develop strategic plans based on these insights to enhance overall operational
 efficiency and customer satisfaction

Note: Data collection is crucial for the success of any business.

Data Collection Tools: - The choice between manual processes, SQL, and Power Query should be based on the business requirements and operational complexity.

THANK YOU