

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

- 1) 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.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S
1				INHOUSE INVENTORY - SHEET															
2	Sr no	SKU_NAME	New Stock	Return Stock	Balance	Feb-01	Feb-02	Feb-03	Feb-04	Feb-05	Feb-06	Feb-07	Feb-08	Feb-09	Feb-10	Feb-11	Feb-12	Feb-13	Feb-14
3	1				C3+D3-SUM(F3:LU4)														
4	2																		
5	3																		
6	4																		
7	5																		
8	6																		
9	7																		
10	9																		
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25	24																		
26	25																		
27	26																		

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.

	A	B	C	D	E	F	G	H	I	J	K	L
1	Order Tracking Sheet Or Outwarding the Products Details											
2	Shipment Outwarding	Shipment_number	Status	Recipient	Products Details	Shipping_Agent	Pickup Status	Shipment Delivery / Formulated	Return Status	RECEIVED DA	Return Status	
3	12-02-2025 11:53	17393414259411668253	invoiced	Sonam Panday	NEELA COTTON MIL Shadowfax	#N/A	delivered	delivered			#N/A	
4	12-02-2025 14:16	1739349987221102507C	invoiced	Hassan Basari	NEELA COTTON MIL Xpressbees Express	#N/A	RTO_ Initiated	#N/A	Return Received Our C	25-03-2025	complete	
5	12-02-2025 15:31	17393544735731332165	invoiced	Fathima Jazeela	NEELA COTTON MIL Xpressbees Express	#N/A	delivered	delivered	Return Received Our C	22-02-2025	complete	
6	12-02-2025 15:40	17393550207351829213	invoiced	amarjeet kumar	NEELA COTTON MIL Delhivery	#N/A	delivered	delivered			#N/A	
7	12-02-2025 16:59	17393597917931951688	invoiced	Roma dalwani	NEELA COTTON MIL Xpressbees Express	#N/A	delivered	delivered			#N/A	
8	12-02-2025 19:02	17393671696371880227	invoiced	vasudev dewangan	Neela Cotton Mills (Shadowfax	#N/A	delivered	delivered			#N/A	
9	12-02-2025 19:41	17393694902231676394	invoiced	SumilMohanty	Neela Cotton Mills (Shadowfax	#N/A	delivered	delivered			#N/A	
10	12-02-2025 19:41	17393695136101920055	invoiced	Raj KumarKumar	Neela Cotton Mills (Shadowfax	#N/A	delivered	delivered			#N/A	
11	12-02-2025 23:16	17393823617671068668	invoiced	Chandu	NEELA COTTON MIL Xpressbees Express	#N/A	RTO_ Initiated	#N/A	Received Our Own prc	24-02-2025	complete	
12	13-02-2025 08:23	17394151916511495015	invoiced	Vijaysinh	NEELA COTTON MIL Delhivery	#N/A	RTO_ Initiated	#N/A	Received Our Own prc	21-02-2025	complete	
13	13-02-2025 08:56	17394172128801027622	invoiced	Jain Pinky	NEELA COTTON MIL Ecom Express	#N/A	delivered	delivered			#N/A	
14	13-02-2025 13:56	1739435188419157814C	invoiced	Suma	NEELA COTTON MIL Delhivery	#N/A	delivered	delivered			#N/A	
15	13-02-2025 14:24	1739436855699115807C	invoiced	Pramod Kumar	NEELA COTTON MIL Shadowfax	#N/A	RTO_ Initiated	#N/A	Received Our Own prc	01-03-2025	complete	
16	13-02-2025 17:18	17394473282641142692	invoiced	Aravind	NEELA COTTON MIL Shadowfax	#N/A	delivered	delivered			#N/A	
17	13-02-2025 19:54	17394566435961572914	invoiced	Vikash Kumar	NEELA COTTON MIL Ecom Express	#N/A	delivered	delivered			#N/A	
18	14-02-2025 09:46	17395066082511715947	invoiced	nageh	NEELA COTTON MIL Delhivery	#N/A	delivered	delivered			#N/A	
19	14-02-2025 12:20	17395158285661282427	invoiced	poonam verma	Neela Cotton Mills (Shadowfax	#N/A	delivered	delivered			#N/A	
20	14-02-2025 12:49	1739517575715165859C	invoiced	Subhash Ghosh	NEELA COTTON MIL Shadowfax	#N/A	delivered	delivered			#N/A	
21	14-02-2025 13:33	17395202345981756728	invoiced	unnimaya krishna	NEELA COTTON MIL Shadowfax	#N/A	Rejected By Custom	#N/A	Return Received Our C	21-02-2025	complete	
22	14-02-2025 13:44	17395208538721476032	invoiced	VISHAL VAGHELA	NEELA COTTON MIL Xpressbees Express	#N/A	delivered	delivered			#N/A	
23	14-02-2025 15:18	17395264896671395535	invoiced	Sakthi Vel	NEELA COTTON MIL Xpressbees Express	#N/A	RTO_ Initiated	#N/A	Return Received Our C	04-03-2025	complete	
24	14-02-2025 15:25	17395269510961878726	invoiced	meenu yadav	NEELA COTTON MIL Xpressbees Express	#N/A	delivered	delivered			#N/A	
25	14-02-2025 21:11	17395476681311170595C	invoiced	Vaishnavi Kale	NEELA COTTON MIL Shadowfax	#N/A	delivered	delivered			#N/A	
26	15-02-2025 10:01	17395938900151116865	invoiced	Gireesh Devaraddi	NEELA COTTON MIL Delhivery	#N/A	delivered	delivered			#N/A	

- 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