

YELLEVATE: RESOLVING DISPUTES TO BOOST REVENUE

LUCKY7

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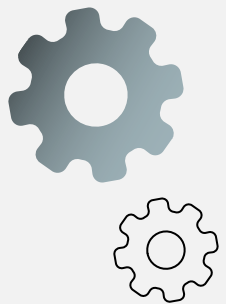


PROBLEM VS SOLUTION

PROBLEM



- Yellevate is experiencing a huge financial burden.
- Some Yellevate clients are unhappy with the company's services and refuse to pay.
- The unsatisfied clients open disputes that lead to an approximate 5% annual loss of revenue (in USD).



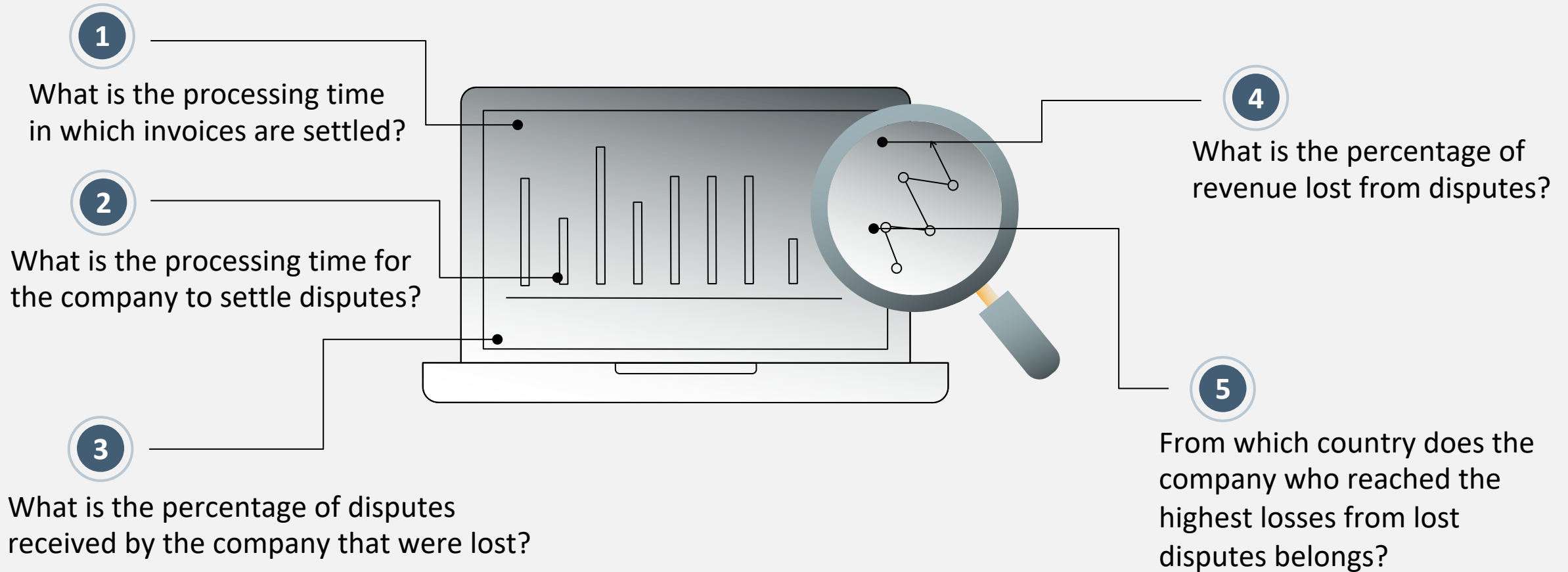
VS

SOLUTION

- Conduct data analysis according to the business objectives.
- Generate insights from the analysis to provide recommendations on probable strategies to deal with disputes effectively.



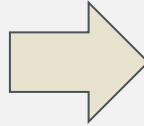
DATA ANALYSIS GOAL



METHODOLOGY

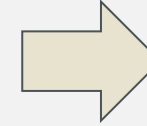
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Identifying the Yellevates Problem



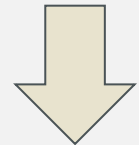
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Data Cleaning



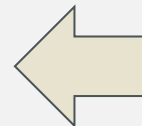
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Data Visualization



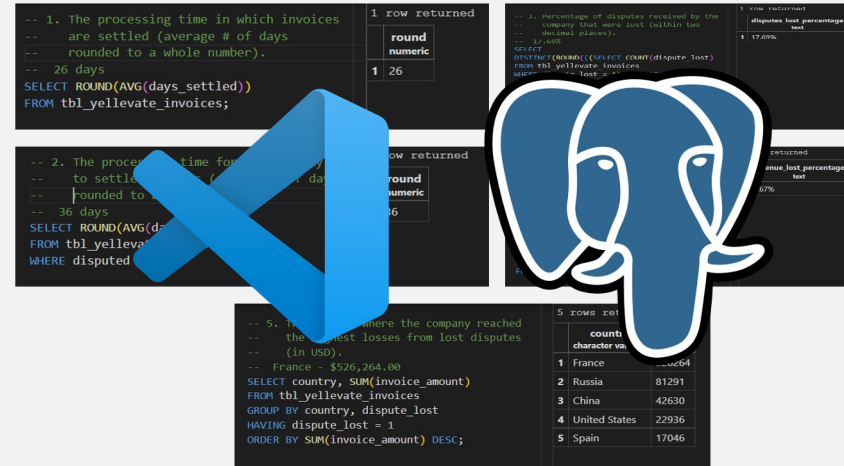
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Findings & Conclusion



5

Recommendation



FINDINGS

24
days

Non-disputing clients

26
days

Both Disputing and
Non-disputing clients

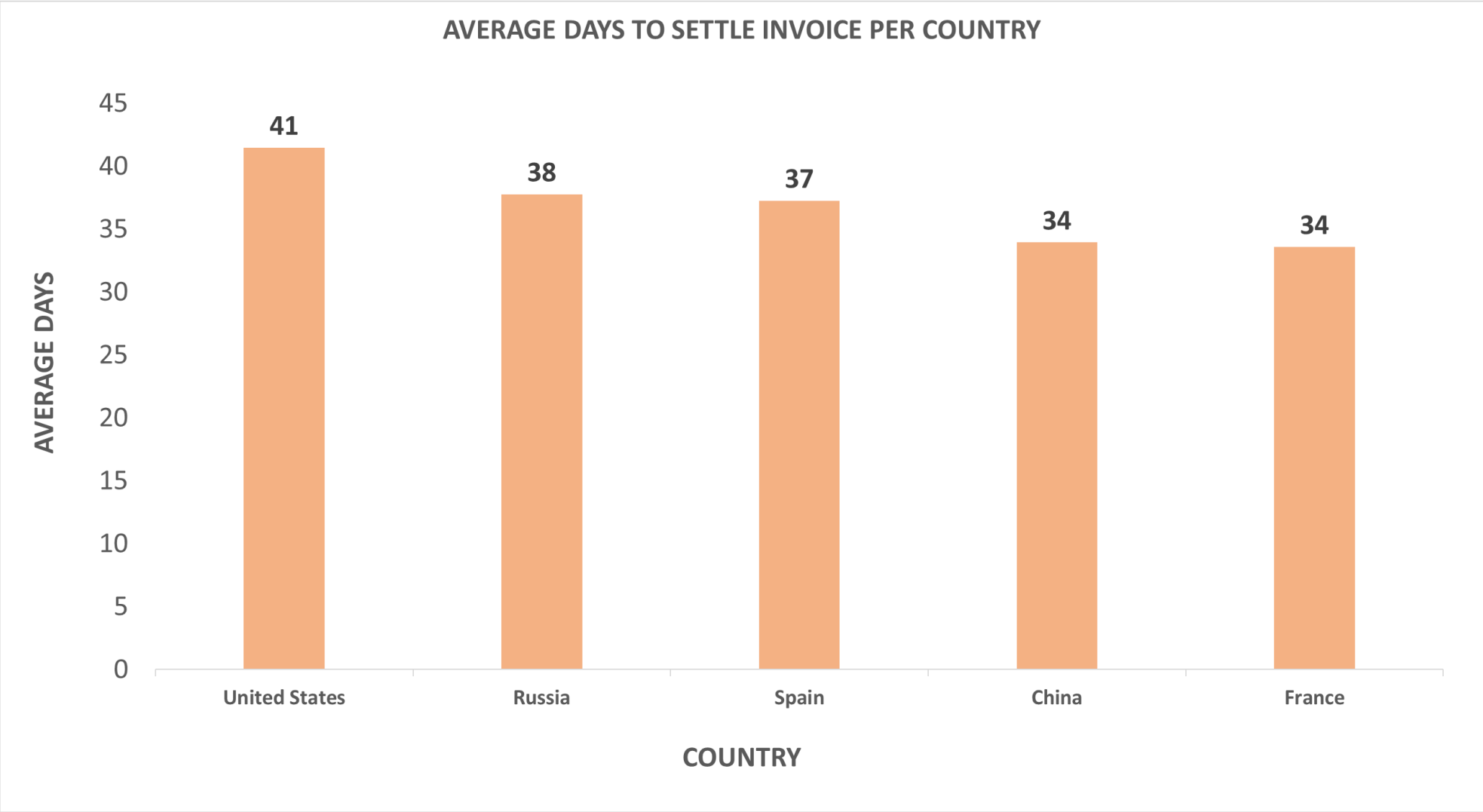
36
days

Disputing clients

disputed

0

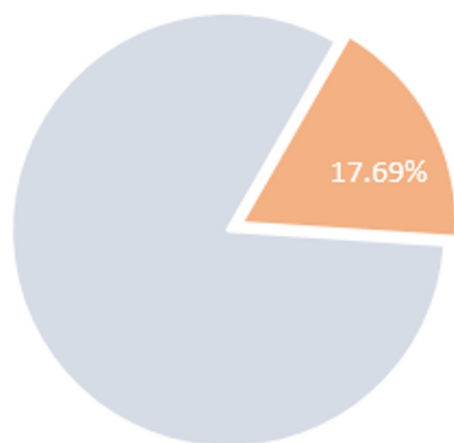
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**To extend
their pay
period**

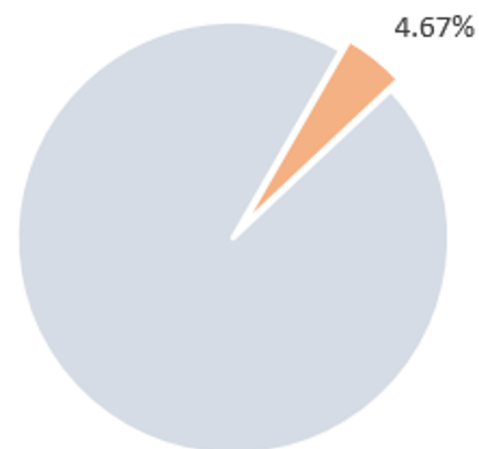
Row Labels ▼	Sum of invoice_amount_usd	Count of invoice_number	Sum of disputed
3448-OWJOT	197,550	28	27
3568-JJMFV	202,492	28	25
1080-NDGAE	264,681	31	24
9725-EZTEJ	214,610	26	24
8102-ABPKQ	169,626	27	23
7600-OISKG	149,136	23	22
9771-QTLGZ	115,295	22	21
8389-TCXFQ	209,584	33	17
4632-QZOKX	97,745	17	17
6048-QPZCF	237,779	30	17
9883-SDWFS	104,814	31	15
9181-HEKGV	177,061	23	14
5148-SYKLB	149,301	19	14
4460-ZXNDN	192,871	28	14
5613-UHVMG	130,785	22	14
8887-NCUZC	119,929	35	13
7856-ODQFO	126,658	28	12
4640-FGEJI	263,546	35	11
5924-UOPGH	233,001	29	9
7695-NKUXM	97,138	19	9

Dispute Won vs Dispute Lost



Dispute Lost Dispute Won

Percentage of Revenue Lost From Disputes



Dispute Lost Dispute Won

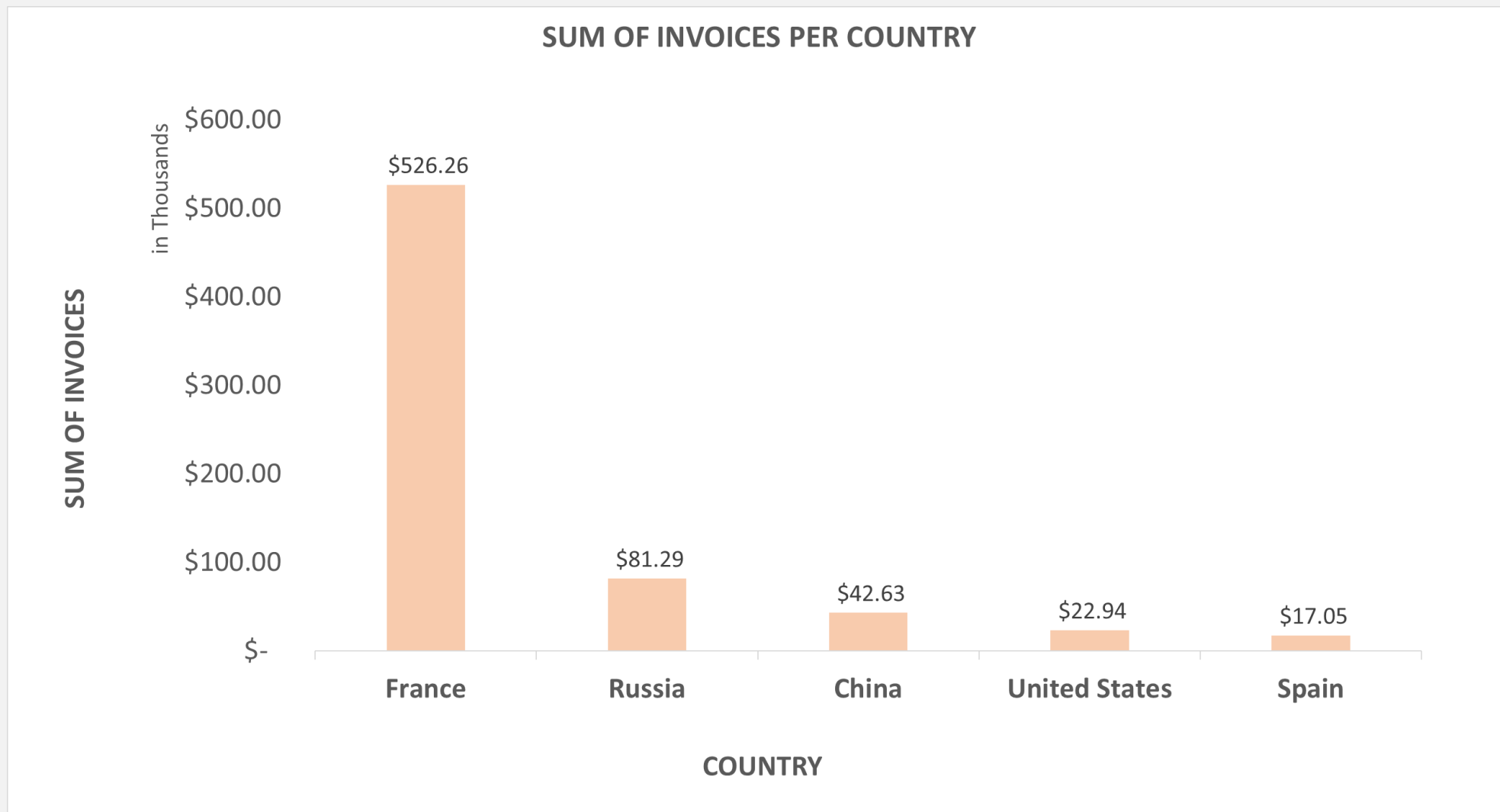
FOCUSING ON FRANCE

country				
China	France	Russia	Spain	United States

disputed
1

dispute_lost	
0	1

Years	
2020	2021

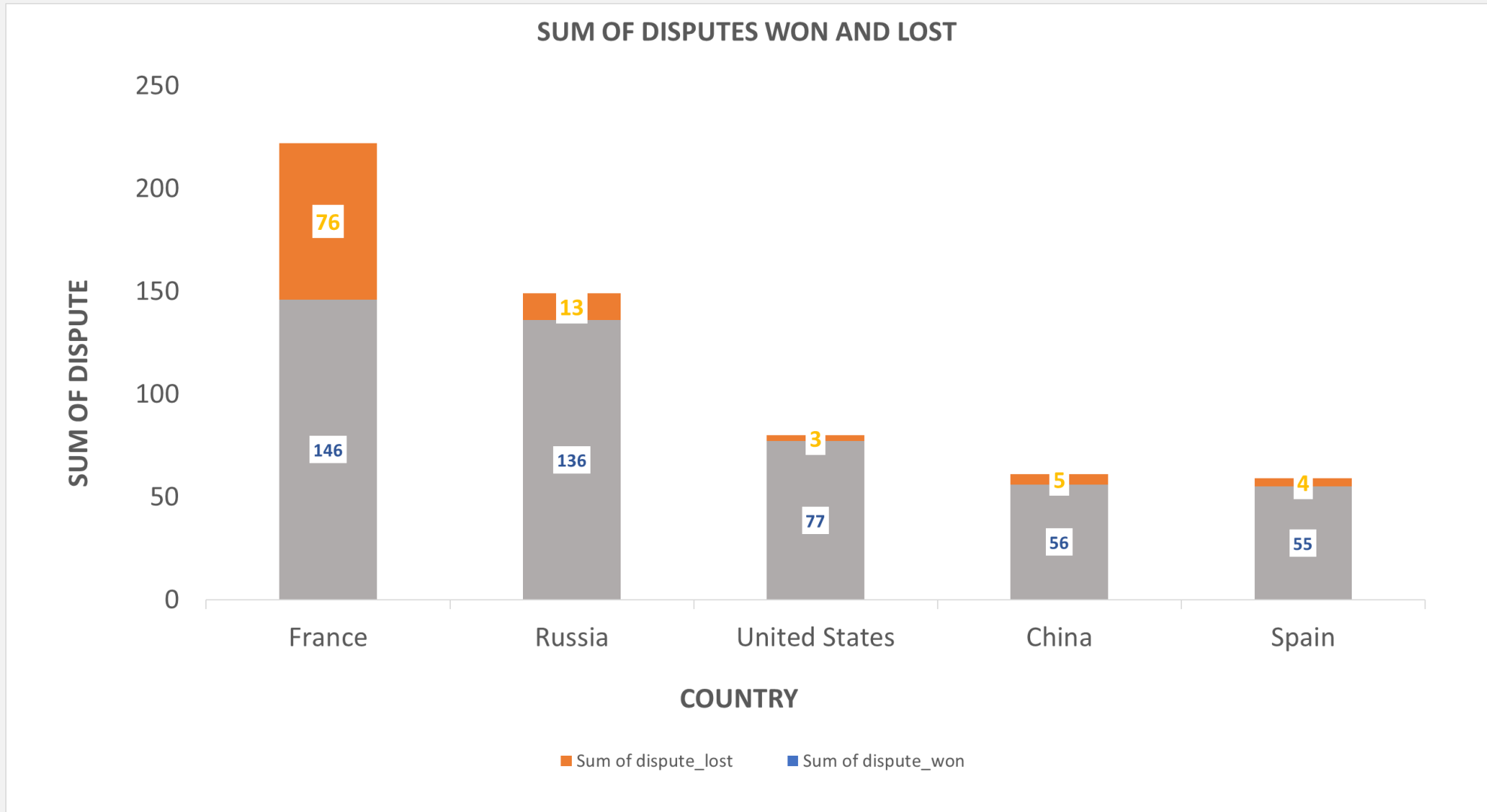


country				
China	France	Russia	Spain	United States

disputed	
0	1

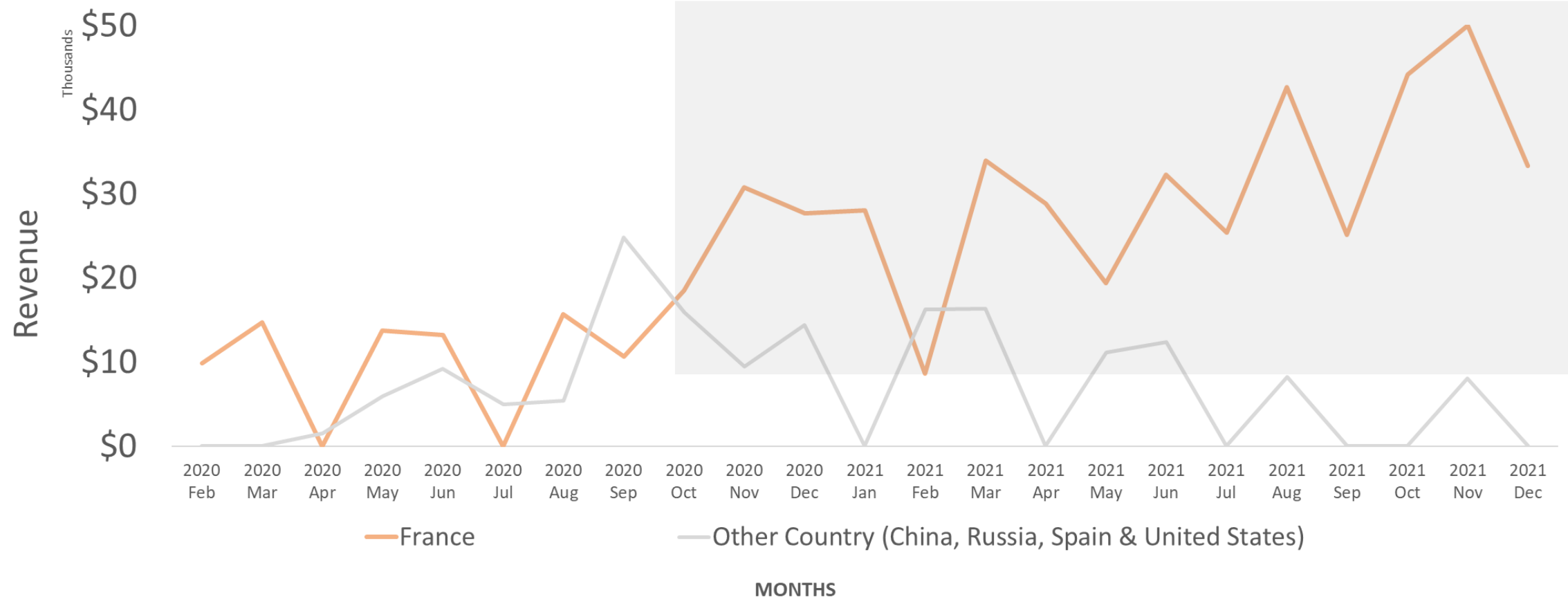
dispute_lost	
0	1

Years	
2020	2021



The two line graphs started to diverged

Comparison of Countries with Disputes Lost






34 out of 100 contributed to losses

16 out of 34 came from France

8 out of 16 are on the top of the list

**2 out of 8 resulted to loss of
\$80,000 each**

Top contributor of revenue losses

Row Labels	 Sum of invoice_amount_usd
 9725-EZTEJ	88,124
France	88,124
 3448-OWJOT	81,783
France	81,783

RECOMMENDATIONS

I. Offer discounts to clients

II. Contract revisions

A. Alternative mode of billing

B. Set maximum number of disputes to 5. Clients
get a gentle reminder at the 3rd time

III. Strengthen the company's collection system and customer service

IV. Keep a close eye on France

THANK YOU!

