

Dear [Client Name],

**Executive summary**

- Deliveries sample: 21 events (18 DELIVERED, 2 FAILED, 1 RETURNED). Payments sample: 26 records (raw total ETB 16,640).
- Immediate concerns: duplicate payments (two duplicate groups), three payments with no matching delivery, and three payments tied to FAILED/RETURNED deliveries.

**Business implication**

- Left unresolved, these discrepancies can inflate revenue reporting, create billing exceptions, and undermine trust in KPIs used by Finance and Operations.

**Evidence (sample)**

- Duplicate payments: P1006 & P1021 (05006, 800 ETB); P1014 & P1022 (05014, 530 ETB).
- Payments without delivery: P1023 (05021, missing package\_id), P1024 (05022), P1025 (05023).
- Payments on non-final deliveries: D2016/D2017 (FAILED) paired with P1016/P1017; D2020 (RETURNED) paired with P1020.

**Visualization**

Recommended next steps (clear and time-boxed)

- 1) Quick Triage (recommended): 2-3 person-days. Join on 'order\_id' (primary) and 'package\_id' (secondary), produce: duplicate list, payments-without-delivery sample, deliveries-without-payment sample, and classify each mismatch by likely cause (timing, definition, data-quality). Deliverable: 1page findings and prioritized fixes with effort estimates.

**Indicative logistics and cost**

- Target start: within the week (proposed window: 2026-02-09 - 2026-02-13). SME alignment: one 60minute session during that week.
- Estimated effort: 2-3 persondays. Indicative cost: USD 1,600-2,400 (subject to final staffing and rates).

- 2) Targeted Remediation: scoped engineering and 1-2 SME sessions if triage indicates systemic issues.

**Request**

Please approve the Quick Triage and confirm SME availability for a 60minute alignment in the proposed week. On approval we will share the 1page plan and begin work.

Regards,  
Lemlem  
Data Engineering Team

**Key metrics (sample)**

Metric	Value
Total deliveries (sample)	21
Total payments (sample)	26
Payment - Delivery delta	+5 records (~24%)
Unmatched payments (count)	3
Unmatched payments (amount)	ETB 1,850
Duplicate excess amount (estimated)	ETB 1,330
Payments total (sample)	ETB 16,640

**Sample unmatched payments (payments with no delivery)**

payment_id	order_id	amount	payment_date	payment_status
P1023	05021	500	2026-01-29	PAID
P1024	05022	600	2026-01-15	REFUNDED
P1025	05023	750	2026-01-10	PAID

Notes: the delta and amounts above are calculated from the provided samples. The Quick Triage will validate these figures across a representative window and provide precise reconciled totals.

