

Subject: Request to Approve Short Reconciliation Triage - Payments vs Delivery

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: lpage findings and prioritized fixes with effort estimates.

Indicative logistics and cost

- Target start: within the week (proposed window: 2026-02-03 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 lpage 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.

