FILE ANALYSIS · IBSS SAMPLE DATA

DNR Concessions — cost, cause and the rule behind it

Analysis of the weekly concessions file across four weeks, reconciled against the DSC file and the scorecard.

REPORTS · 4 WEEKS	THIS WEEK	OF WHICH CHARGED	BORNE BY AMAZON
96	24	17	7
€3,445.30	€890.50	€738.70	no flag set

The file contains every customer report individually, with Amazon's own categorisation. From it you can derive **when a charge is applied and when it is not** — and the pattern is unambiguous.

1 Four weeks in numbers

WEEK	REPORTS	COST	DNR DPMO	HAND-OVER	FALSE SCAN
KW09	21	€742.60	746	9	2
KW10	33	€1,186.40	1,173	13	4
KW11	18	€625.80	640	7	1
KW12	24	€890.50	853	11	3

The DNR value from this file matches the scorecard exactly. 24 reports ÷ 28,140 packages = 853 DPMO — precisely the figure in the scorecard header. This holds for all four weeks and makes the file reliable as a control instrument.

2 When Amazon charges — and when it does not

TRIGGER	FIELD IN THE FILE	CHARGED	NOT CHARGED
Chose an option not offered	`PHR Honoured = N`	6	0
Package handed to a person	`Attended DNR Deliveries`	4	0
Untrue scan	`Feedback False Scan Indicator`	3	0
Scanned more than 25 m away	`Delivered > 25m`	3	0
No photo taken	`No Photo On Delivery`	1	0
Mailbox possible, left elsewhere	`Mailbox Eligible`	0	2
No flag at all	–	0	5

The rule holds without exception. Every charged report carries at least one flag. Five of the seven uncharged ones carry none at all. In practice: **if no flag is set, Amazon pays and the DSC is untouched.**

3 Focus Areas — Amazon's own categorisation

FLAG	MEANING	KW09	KW10	KW11	KW12	TOTAL
`Photo On Delivery`	A photo was taken	12	17	11	13	**53**
`Attended DNR Deliveries`	Package handed to a person	11	14	9	**11**	**45**
`Mailbox Eligible, Delivered Elsewhere`	Mailbox possible, left elsewhere	4	7	3	**5**	**19**
`Feedback False Scan Indicator`	Scan confirmed as untrue	2	4	2	**3**	**11**
`Delivered > 25m`	Scanned more than 25 m away	2	3	2	**4**	**11**
`No Photo On Delivery`	No photo taken	1	2	1	**1**	**5**
`Successful Contact Opportunity`	Contact would have been possible	0	2	1	**1**	**4**

Two flags are moving in the wrong direction. "Scanned more than 25 m away" rose from 2 to 4, "scan confirmed as untrue" from 2 to 3. Both hinge on the same thing: where the driver stands when closing the package.

4 Zones

POSTCODE	REPORTS	TREND W09-12	DIRECTION
45141	**8**	1 → 2 → 2 → 3	rising
45355	**7**	1 → 3 → 1 → 2	stable
45127	**6**	3 → 2 → 1 → 0	falling
45276	**5**	0 → 1 → 2 → 2	rising

45141 is the only zone rising every single week. It also carries the highest share of returns. Where three different reports point at the same zone, a joint route run beats further analysis.

Sample report. All figures, names, transporter IDs, tracking numbers, postcodes and dates in this document are fictitious and serve only to illustrate the report format. No data of real clients, stations or employees is shown.