

MICHIGAN STATE

UNIVERSITY

Beta Presentation

Global Business Services Process Intelligence

The Capstone Experience

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Fall 2023



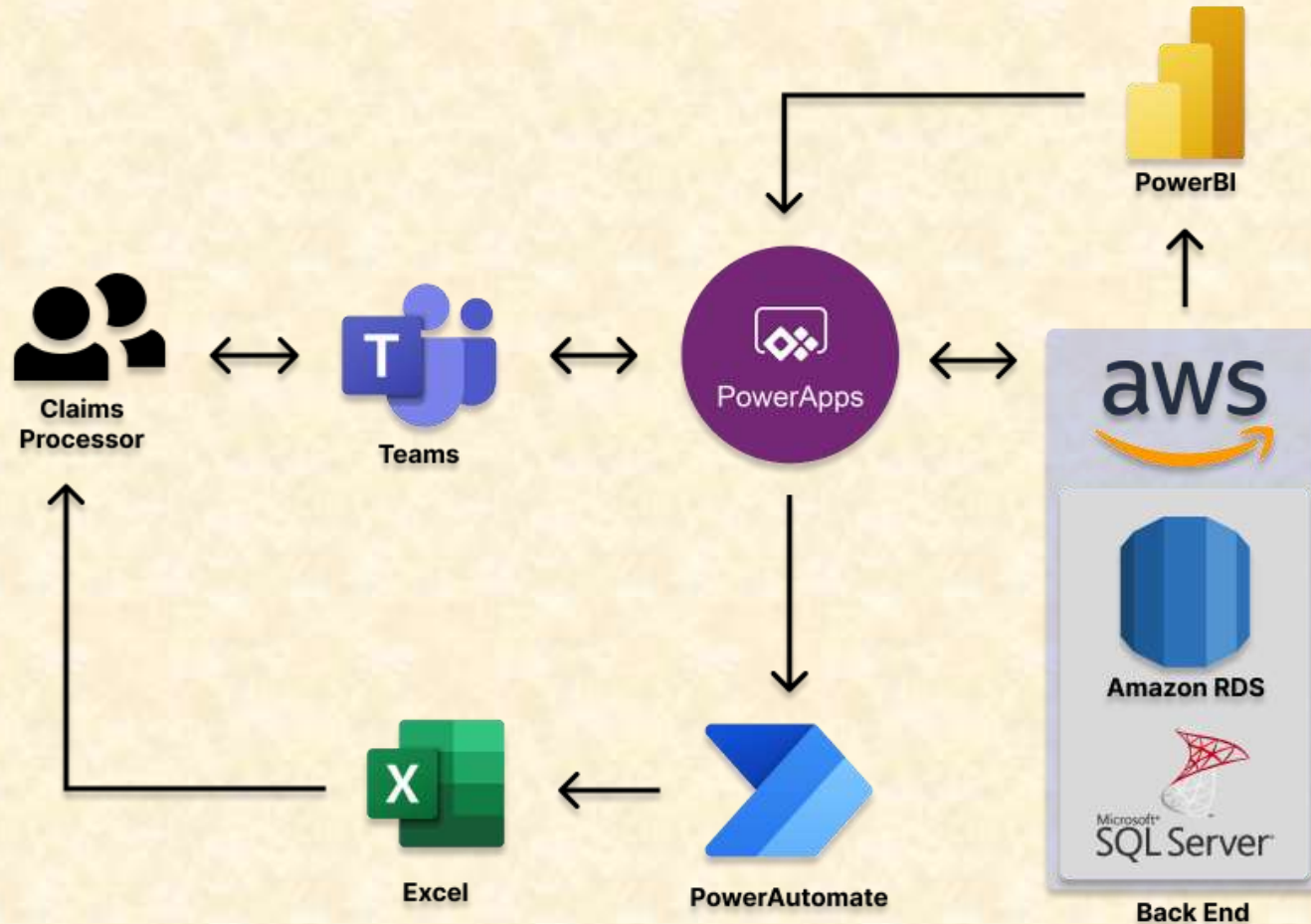
*From Students...
...to Professionals*

Project Overview

- Allows claim processors to submit overage, shortage, and damage (OSD) return forms
- View all submitted claims in an organized table
- Interact with a dashboard to view statistics and visualizations of claim data



System Architecture



Basic Information/Order Selection

OS&D Request & Return Authorization

Basic Information

Date:

Email:

To:

From:

Order Selection

Bill of Lading/RA #:

PO Number:




























Customer Information

Customer Name:

Product Location:



Claims List View

Claims List		Search for a Claim						
Customer Name	Date Submitted	Sales Number	PO Number	Pallet Count	Weight (lb)	OSD Type	Status	
Kroger	11/13/2023	11922629	4610153657-469	200	300	Multiple	Completed	  
Walmart	11/13/2023	11922650	00179060661-1-469	50	200	Overage	Completed	  
Meijer	11/13/2023	11922631	4610153659-469	5	70	Shortage	Completed	  
Target	11/13/2023	11945601	36542352389-384-469	10	125	Shortage	Completed	  
Coscto	11/13/2023	11922631	4610153659-469	10	100	Damage	Completed	  
Sam's Club	11/13/2023						Draft	  
Fresh Thyme	11/13/2023	11922629	4610153657-469	90	600	Multiple	Needs Approval	  
Publix	11/13/2023	11945605	82456-469	12	10	Short-Dated	Completed	  
Whole Foods	11/13/2023	11922650	00179060661-1-469	12	800	Overage	Approved	  



Order Details Table

OS&D Request & Return Authorization

Order Details

[Add Order Details](#)

Case Code	Number of Cases	OSD Claim Type	Pick Up Needed?	Expiration Date/Code	Weight (lb)	Pallet Count

Weight Total: Pallet Total:

Destination Information

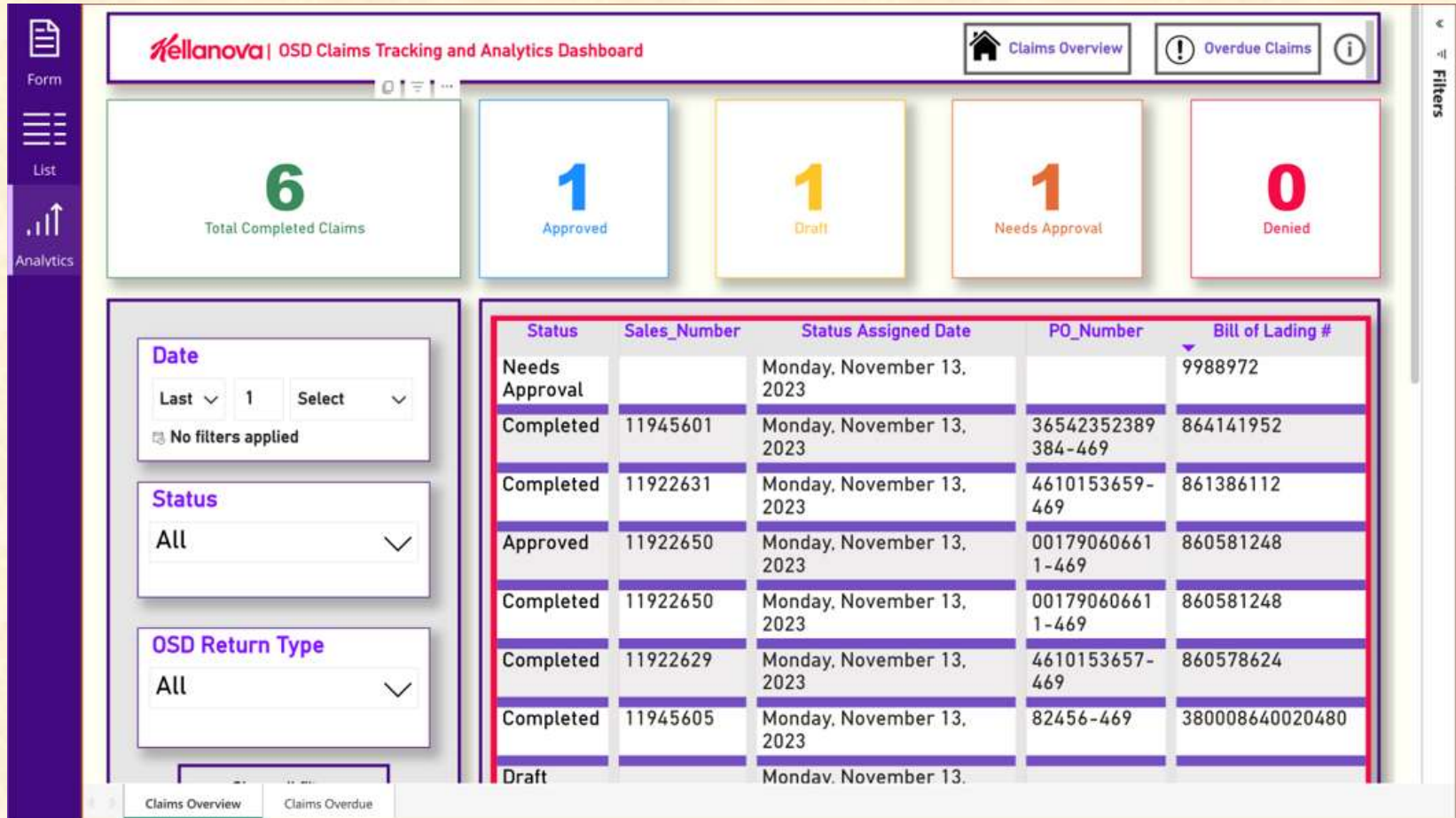
KDC/Destination:

Recipient Location:

[Save For Later](#) [Submit](#) [Send to VP](#)



Analytics Dashboard



What's left to do?

- Stretch Goals
 - Implement multiple selection for downloads
 - Present a quarterly report of the analytics
 - More filtering for the claims list
- Other Tasks
 - Fix some minor connection issues
 - Fully finish implementation for multiple case codes



Questions?

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