

MICHIGAN STATE

UNIVERSITY

Alpha Presentation

Global Business Services Process Intelligence

The Capstone Experience

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Fall 2023

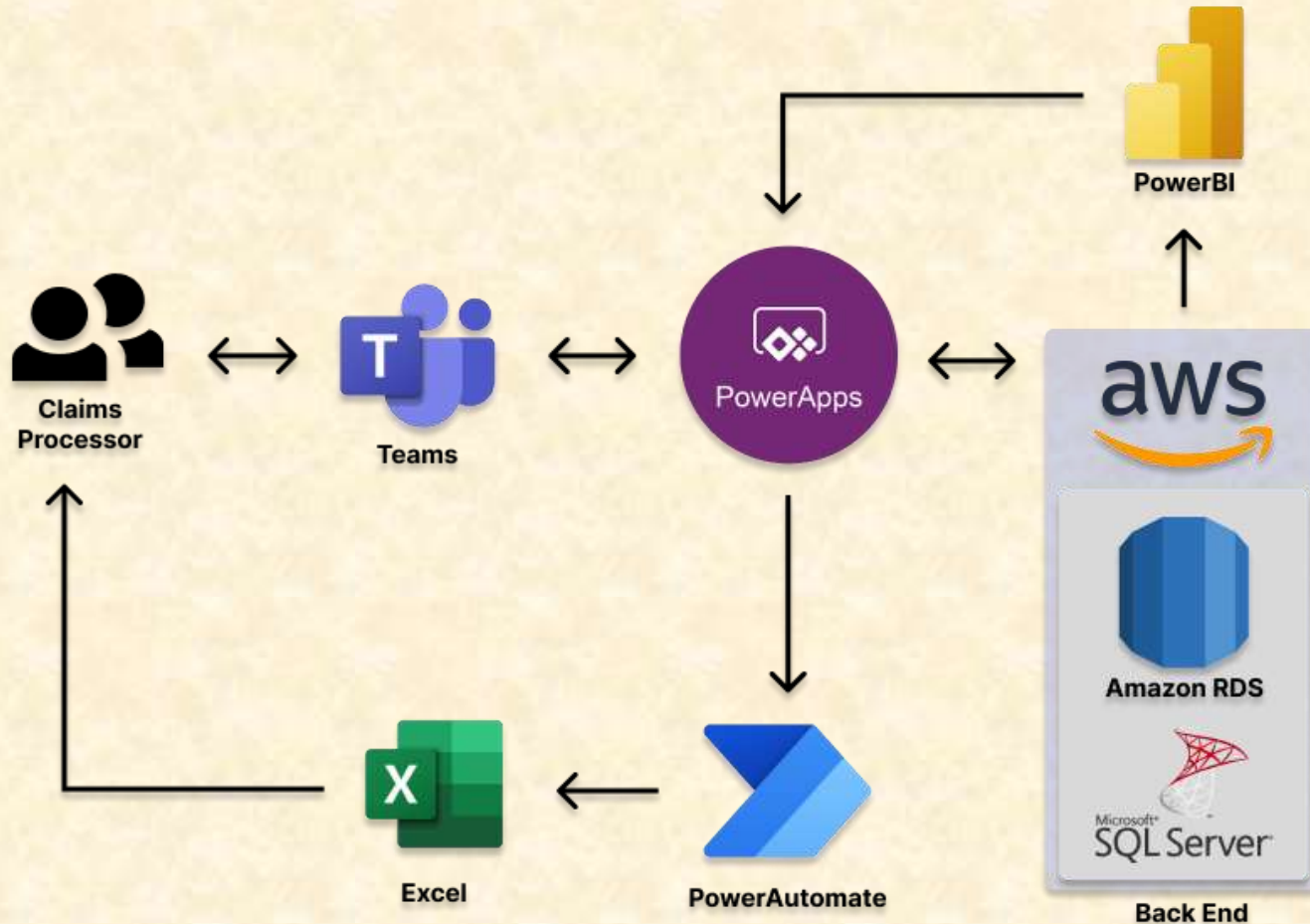


*From Students...
...to Professionals*

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



OSD Return Form Basic Info

The screenshot shows a web application interface for Kellogg's. At the top, there are three red navigation tabs: "OSD Return Form", "Claims List", and "Claim Analytics Tab". The main heading is "OS&D Request & Return Authorization". Below this is a section titled "Basic Information" which contains several input fields:

- Date: 10/09/2023
- Email: OverageShortageDamage@transplace.com
- To: Uberfreight-Please Tender LTL CPU to ODFL
- From: OSD.CPU@kellogg.com
- Bill of Lading / RA #: 14578880694934



OSD Return Form Order Details

The screenshot shows a Microsoft Teams interface for the 'Kellanova' team. The 'OSD Returns' channel is active, displaying three tabs: 'OSD Return Form', 'Claims List', and 'Claim Analytics Tab'. The 'OSD Return Form' tab is selected, showing the following 'Order Details':

Field	Value
Kellanova Case Code	12934902829
Number of Cases	300
Return Type	Overage
Pick Up Needed?	Yes
Expiration Date	05/12/25
Pallet Count	45



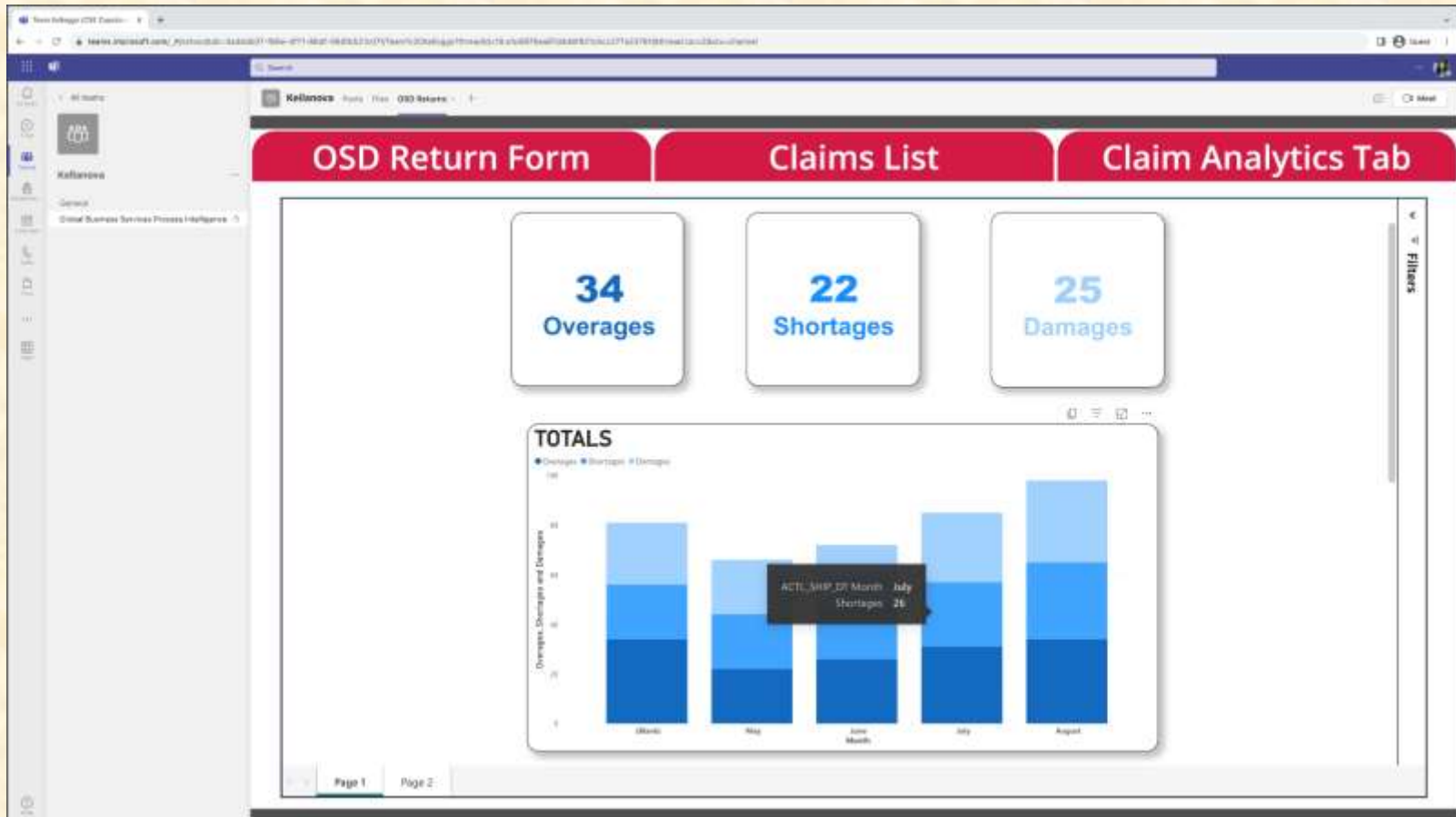
Claims List View of Returns

The screenshot displays the Microsoft Teams interface for the 'Kellanova' team. The main content area shows the 'OSD Returns' channel with three tabs: 'OSD Return Form', 'Claims List', and 'Claim Analytics Tab'. The 'Claims List' tab is active, showing a search bar and a table of claims. The table has the following columns: Customer Name, Date Submitted, Sales Number, Pallet Count, Weight (lb), OSD Type, and Status. The table contains 14 rows of data, including a test entry and various customer names like Shawn Spencer, Harry Potter, and Captain America.

Customer Name	Date Submitted	Sales Number	Pallet Count	Weight (lb)	OSD Type	Status
testt	10/11/2023	736328	70	146	Damage	Submitted
Shawn Spencer	4/22/2020	648728	36	505	Shortage	Needs Approval
Harry Potter	10/6/2021	092311	500	1137	Damage	Approved
Captain America	10/17/2023	37829	3	501	Shortage	Needs Approval
E.T.	10/19/2011	02431	85	192	Overage	Submitted
Luke Skywalker	2/14/2023	823974	40	116	Damage	Draft
Katniss Everdeen	10/1/2012	637289	115		Shortage	Draft
Joe Biden	10/5/2023	648203			Shortage	Draft
Smeagol	11/17/2023	74387	60	143	Shortage	Approved
Dr Jekyll	10/21/2023	953788	45	123	Overage	Submitted
Mr Hyde	10/7/2023	365842	120	230	Overage	Draft
Edna Mode	6/14/2023	783465	25	59	Shortage	Submitted
Optimus Prime	6/20/2023				Shortage	Draft
Legolas	8/8/2023	578493	15	48	Shortage	Submitted



Claims Analytics View



What's left to do?

- Connect the form and PowerBI to Kellanova's larger set of sample data
- Generate a downloadable Excel file for an individual claim
- Create more specific analytics and visualizations for each Kellogg Destination Center
- Create filters for searching through the claims list



Questions?

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