Alpha Presentation
Global Business Services Process Intelligence

The Capstone Experience

Team Kellanova
Agust Brandinger
Kimberly Jackson
Claire LaValley
Jinqiao Li
Luke Montgomery

Department of Computer Science and Engineering
Michigan State University
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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

Claims Processor ↔ Teams ↔ PowerApps ↔ PowerBI

Excel ← PowerAutomate ← Back End

Amazon RDS

The Capstone Experience
OSD Return Form Basic Info

OS&D Request & Return Authorization

Basic Information

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

Order Details

Kellanova Case Code
1234567890123

Number of Cases
300

Return Type
Overage

Pick Up Needed?
Yes

Expiration Date
05/12/25

Pallet Count
45
Claims List View of Returns

![Image of Claims List View]

The table shows details of various claims, including:

- **Customer Name**: Shawn Spencer, Harry Potter, Captain America, etc.
- **Sales Number**: 730328, 648728, 37829, etc.
- **Date Submitted**: 10/11/2023, 4/22/2020, 10/6/2021, etc.
- **Pallet Count**: 70, 36, 500, etc.
- **Weight (lb)**: 146, 505, 1137, etc.
- **OSD Type**: Damage, Shortage, Overage, Draft, Submitted, etc.
- **Status**: Submitted, Needs Approval, Approved, Draft, etc.
Claims Analytics View

OSD Return Form

- 34 Overtakes
- 22 Shortages
- 25 Damages

TOTALS

ACTUAL Shortage/Saves: July
Shortage: 26
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?