

WEB APPLICATION FOR PRODUCT RETURN MANAGEMENT

A PROJECT REPORT

Submitted by,

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Under the guidance of,

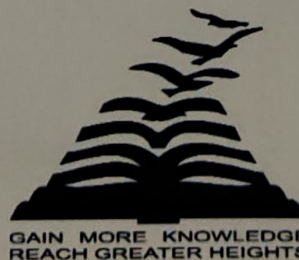
Dr. Mohammadi Akheela Khanum
in partial fulfillment for the award of the degree of

BACHELOR OF TECHNOLOGY

IN

COMPUTER SCIENCE AND ENGINEERING
(Artificial Intelligence and Machine Learning)

At



PRESIDENCY UNIVERSITY

BENGALURU

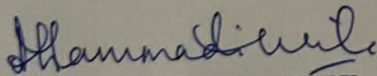
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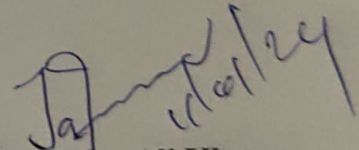
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CERTIFICATE

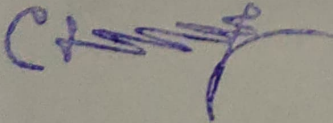
This is to certify that the Project report “WEB APPLICATION FOR PRODUCT RETURN MANAGEMENT” being submitted by “Mr. Arikeri Praveen, Mr. B Mohan Reddy, Mr. Katta Uday Kiran Reddy, Mr. Addagalla Koushikeswar” bearing roll number(s) “20201CAI0022, 20201CAI0051, 20201CAI0076, 20201CAI0218” in partial fulfilment of requirement for the award of degree of Bachelor of Technology in Computer Science and Engineering (Artificial Intelligence & Machine Learning) is a Bonafide work carried out under my supervision.



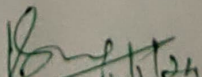
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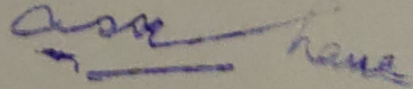
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DECLARATION

We hereby declare that the work, which is being presented in the project report entitled **WEB APPLICATION FOR PRODUCT RETURN MANAGEMENT** in partial fulfilment for the award of Degree of **Bachelor of Technology in Computer Science and Engineering (Artificial Intelligence and Machine Learning)**, is a record of our own investigations carried under the guidance of **Dr. Mohammadi Akheela Khanum, Professor, Computer Science & Engineering, Presidency University, Bengaluru.**

We have not submitted the matter presented in this report anywhere for the award of any other Degree.

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ABSTRACT

Aim of the project is to address the challenge faced by SKF's customer service team, where products are routinely returned to the regional warehouse, regardless of their condition, leading to damaged stocks and subsequent losses at the India Distribution Centre. To mitigate this issue, the authors propose the development of a comprehensive web application that streamlines the return management process.

This application uses HTML and CSS to create user-centric interfaces, including home, user login, employee login, and return policy pages. JavaScript improves the user experience with interactive pop-up messages. The user data accessed through the Returns Management page is stored in a MySQL database called PROJECT. Three required tables were created in this database: USER for user login data, DATA for product status information, and EMPLOYEE for employee login data.

The homepage has specific login buttons for users and employees, each pointing to their respective portals. When a user logs in, individuals are redirected to the return page, where information about the status of the product can be submitted. Then, the transmitted data is stored in the DATA table, including attributes such as the item ID, device status, response text, and return reason.

Employee login functionality allows employees to view user profiles through tables displayed on their portals. Within these tables, employees can select the appropriate warehouse based on the condition of the item—either intact/undamaged or undamaged.

A Java Full Stack approach to servlet programming was adopted to seamlessly integrate with HTML and MySQL. It used a servlet API and MySQL Connector jar files, which were added to the project dependencies using the Eclipse for Enterprise IDE.

An application with dynamic web pages created and driven by Java servlets establishes an efficient way to collect and process user data. The decision system then analyzes the data and determines whether the product should be sent to the normal/undamaged warehouse or the damaged warehouse.

This comprehensive web application aims to improve decision-making, reduce waste, improve inventory management, and reduce losses for SKF. The solution not only addresses immediate challenges but establishes a scalable and scalable framework for the continuous improvement of the recovery process.