Chargeback Management System – White Paper – Part 4

Digital Camera Based Picture Capture Vs LoadProof - Comparison

Introduction

This document describes the following,

1. Provides a thorough comparison between the current Digital camera-based picture capturing many distribution centers do versus the LoadProof way of capturing pictures.
2. If you review the "Chargeback Management System – White Paper – Part1" , "Chargeback Management System – White Paper – Part2", "Chargeback Management System – White Paper – Part3" and then review this current document, you will get much more value out of this exercise to understand the Chargeback Management System thoroughly. However, it is okay to review this current document by itself as well. If you need access to the Part 1 and or Part 2 of the White Paper, please email puga@smartgladiator.com or ebragg@smartgladiator.com

Terminology

SL#	Acronym	Explanation
1	SAAS	Software as a Service
2	LoadProof	SAAS Solution that includes a mobile app called LoadProof and a Cloud portal at **www.loadproof.com**
3	DC	Distribution Center
4	Site	Warehouse or a Distribution Center or a Cross Dock facility or a Manufacturing unit or any site where some kind of a distribution or order fulfillment or manufacturing or an assembly operation or something similar operation is performed

Background

LoadProof is a photo documentation SAAS solution that allows any warehouse manager to develop a catalog of easily searchable photos with contextual data that helps warehouses and businesses reduce claims and chargebacks.

A Fair and Thorough Comparison Analysis

It is a good idea to start with watching this YouTube video - https://www.youtube.com/watch?v=U7NcoRuPEeA

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	Digital Camera Based Picture Capture	LoadProof
1	**Picture taking Steps** The following steps are performed here to catalog the pictures 1. User1 takes pictures in Digital Camera 2. User1 keeps taking pictures until the memory card is full 3. Once the memory card is full, user1 walks to his computer and copies his pictures to the shared network drive or Google Drive. 4. Then there is a user 2 that is working on the pics documenting them 5. User2 is creating one folder for each day 6. User 2 is creating folders within the Day folder with PO# and cataloging the pics under the PO# folder 7. User 2 does this whenever there is time, if there is no time user2 does not do it	**Picture taking Steps** The following steps are performed here to catalog the pictures 1. User1 takes pictures in a mobile device using the LoadProof App 2. User1 snaps multiple pictures by tapping the screen of the mobile device 3. User tags the pictures with multiple meta data such as PO#, Sales Order#, BOL# etc 4. Then User chooses a category and uploads pictures to the LoadProof cloud
2	**Picture Uploading Steps** User has to walk down to the computer and then manually copy the pictures from the memory card of the digital camera to the shared network drive or the Google drive.	**Picture Uploading Steps** Once the user has taken the pics and added the contextual meta data, all the user has to do is press one button to upload. Not only the pictures are uploaded, but also there is a confirmation message that is displayed saying pictures uploaded successfully. Also, if the upload fails due to poor connection, the pictures are retained in the mobile device, so the user can try the upload again after ensuring that the connection is strong.
3	**Picture Retrieval Steps** The following steps are performed to retrieve the pictures 1. The Warehouse Manager goes to the shared network drive or Google Drive 2. Then goes to the folder for that specific date 3. Then opens the folder for that specific PO# 4. Then manually searches the pictures that were taken that day, sometimes the pictures are in the correct folders and sometimes they are not 5. If he is not able to find the pictures talks to User 2, then determines if the pictures are properly cataloged in the correct folder or not, if they are cataloged, he finds the pictures, if not says that he does not have pics 6. Then copies those pictures to his email and sends it to whoever that needs it 7. Sometimes the person on the other end receives those pics, but sometimes the person on the other end says he has not gotten them, so the warehouse manager asks the person on the other end to check his	**Picture Retrieval Steps** The following steps are performed to retrieve the pictures 1. The warehouse Manager goes to loadproof.com 2. Logs ion with his credentials 3. Then searches for the pictures by entering the meta data 4. The pictures are listed 5. Then he can drill down further and look at the pictures with the meta data, date stamp, time stamp, GPS stamp right next to the pictures

	spam and trash folders if not asks him to call IT to check if any of his emails have been blocked 8. The person on the other end does that and finally gets the pictures, but some times IT is not able to find such emails, so the pics are lost	
4	**Picture Sharing Steps**	**Picture Sharing Steps** 1. Users can copy and paste the link to the pics in his/her email and share pictures through email 2. Users can generate a PDF of the pics with meta data and email that PDF. This is especially useful when sharing the pics with retailers through their vendor compliance portal. Users can directly upload the PDF to the Retailer Vendor Compliance portal 3. Non LoadProof users can be set up as users within LoadProof if they require pictures on a regular basis. This avoids any email or phone communication, instead the users can logon to LoadProof and take a look at them as and when the pictures are uploaded
5	**Hardware Maintenance** Sometimes the pictures are lost, because IT does an update to the server that is hosting the shared hard drive that is holding all the pictures. Suddenly all the pictures disappeared because the person on the IT side did not realize that this server held the pictures, without realizing he did the updates, now the pictures are not compatible with the newer version, so the pictures are lost.	No need to do such maintenance, such maintenance is performed by the LoadProof vendor.
6	Only one meta data can be added to the picture	Multiple Meta data can be added to tag pictures to establish context for the pictures in better fashion
7	People that have access to the shared network drive or Google Drive can only access the pictures. People without access to the shared network drive or Google Drive needs to email one of the custodians of the shared network drive or Google Drive and get the pictures from them	Anybody can be given access to the pictures by setting them up as a user in the system.
8	The pictures will have to be manually uploaded to the retailer's vendor compliance portal and the meta data needs to be communicated outside of the picture submission process. Picture submission and the communication of the contextual meta associated with the pictures take long time	PDF documents with Pictures and meta data can be quickly generated using the PRINT button. These PDF documents are helpful as they can be quickly uploaded to Retailer's Vendor Compliance portals to get the chargebacks cancelled
9	Videos can be taken using the digital camera, however the file size is big, hence users run out of memory even sooner, hence the user needs to walk back and forth more number of times to save the videos into the shared network drive or Google Drive	Users can also capture videos to show any moving parts or add audio message to the documentation and tag the videos exactly the same way as pictures are being treated.
10	No such capability. Any such tampering is possible to the pictures and videos that are captured here.	**Integrity of the Pictures is preserved**

		The photos and the videos that are created with the appropriate meta data are treated as Enterprise system of records, meaning once they are taken, they are appropriately tagged with the relevant meta data and also they are tagged with the date and time and GPS data. The meta data, the date stamp, the time stamp and the GPS stamp cannot be tampered with. Users can add more comments and add additional documentation to such enterprise records, but once taken, users cannot go in and modify the picture or modify the videos. Hence the integrity of the data is preserved, which instills trust and confidence to the data that is being shared amongst the Supply Chain community.
11	No such capability	**Enterprise Deployment Possible with Hierarchical User Setup** This system supports a hierarchical user definition model that includes the following 1. Picture taking and picture viewing and both users at the corporate level 2. Picture taking and picture viewing and both users at the network level 3. Picture taking and picture viewing and both users at the site level 4. Admin users and non admin users at the corporate level 5. Admin users and non admin users at the network level 6. Admin users and non admin users at the site level

ABOUT THE AUTHOR

Puga Sankara is the co-founder of Smart Gladiator LLC. Smart Gladiator designs, builds, and delivers market-leading mobile technology for retailers, distributors, and 3PL service providers. So far, Smart Gladiator Wearables have been used to ship, receive, and scan more than 50 million boxes. Users love them for the lightweight, easy-to-use soft overlay keyboard and video chatting ability, data collection ability etc.

Puga is a supply chain technology professional with more than 17 years of experience in deploying capabilities in the logistics and supply chain domain. His prior roles involved managing complicated mission-critical programs driving revenue numbers, rolling out a multitude of capabilities involving more than a dozen systems, and managing a team of 30 to 50 personnel across multiple disciplines and departments in large corporations such as Hewlett Packard. He has deployed WMS for more than 30 distribution centers in his role as a senior manager with Manhattan Associates.

He has also performed process analysis walk-throughs for more than 50 distribution centers for WMS process design and performance analysis review, optimizing processes for better productivity and visibility through the supply chain. Size of these DCs varied from 150,000 to 1.2 million SQFT. Puga Sankara has an MBA from Georgia Tech. He can be reached at puga@smartgladiator.com or visit the company at https://www.smartgladiator.com. Also follow him at www.pugasankara.com. Also check out www.loadproof.com to save $$$ on chargebacks.