1. What is the company’s name? Where is the company situated? When was the company dfounded? Who founded the company?  
     
   **Entafarma. Tauras Endriukaitis. The company was found in 1993. It is situated in Lithuania but have their embassies in Latvia and Estonia.**
2. Is the company a joint liability company or a limited liability company? (Ar uždara akcinė bendrovė)

**It is a limited liability company.**

1. Do you have departments in your company? Which are these departments? How are these departments managed and who manages them? (Kuo skiriasi departments)  
     
   **There’s only one department which has everything including storehouse and stuff like that in Lithuania.**
2. How many directors/managers/assistant managers does the company have? How is the power distributed among these leaders?(Kiek Lietuvių atstovybėj lyderių)   
     
   Savininkas(už viska), vykdomasis direktorius(už didmeninkus, su vaistinėmis dirba), plėtros vadovas(atstovaujamų papildų ir vaistų biznį prižiūri baltijos šalyse), marketing vadovas(tik su vaistais).

**The founder watches over everything. Executive Director is responsible for wholesales, he works with the pharmacies. Head of Development is responsible for supplements(additives) and pharmaceuticals business in Baltic countries. Marketing manager(pharmaceuticals wise).**

1. What products does the company sell? In what categories are these products split into?(Atsakytas)

**The company offers four services:**

**LOGISTICS AND WAREHOUSING SERVICES**

**PHARMACEUTICAL MARKETING SERVICES**

**WHOLESALE OF PHARMACEUTICALS IN LITHUANIA**

**REPACKAGING OF MEDICINAL PRODUCTS**

**We’ll focus mainly on pharmaceuticals since our software will be based on that.**

1. Do you offer delivery of your products to your customers? (Ar atvažiuoja pasiimt prekių)  
     
   **This company ALWAYS delivers the products themselves, doesn’t matter if their own company does it or if they have to hire a transporting company.**
2. Approximately how many products do you stock in a month? Approximately how many products do you sell in a month/year?  
     
   Mūsų atstovybė atstovauja 8 kompanijom iš tam tikrų šalių (pagrinde UK). 16mln litų.  
     
   **Our embassy represents 8 companies form different countries (mostly uk) and it’s roughly 16 milions Litas per year.**
3. Do you only sell in bulk (wholesale) or do you also sell in smaller quantities (retail)?  
   Dideliais kiekiais. Jei daugiau negu 50lt, pristatymas nemokamas.  
     
   **We usually sell in bigger quantities. If order exceeds 50 litas, we deliver them free.**
4. What are the company’s costs and income? (Preferably ask for a sample of a balance sheet if possible)  
     
   **He had no idea.**
5. How many employees does the company have? What are some of the tasks of the employees? Are they distributed according to departments?  
     
   ~82 su valytoja, ukvedžiu ir t.t. buhalterija, pardavimu skyrius(telefonu selleriai, kurie atsiliepia), sandeliai, it ir t.t.  
     
   **82 including everyone(charwoman, steward, book-keeping, sales stuff, phone sellers(people who pick up the phone and write down the orders), people who work in storehouse).**
6. How do you advertise yourself?  
     
   Reklama internete. Mūsų skyrius per radija, televizija, laikrasčiai, žurnalai, bukletai gydytojams.  
     
   **The whole company – mostly internet. When it comes to our services with medicine, wherever we can – radio, TV, newspapers, magazines, leafleats to doctors.**
7. Approximately how many customers does the company sell to in a month/year?   
     
   1400 vaistinių. Dar yra 6 didmeninkai apart mūsų( kurie sudaro 90%). 12 atstovų ir kiekvienas turi po 150 gydtyojų.  
     
   **There’s approximately 1400 pharmacies in Lithuania. We have 6 wholesaler(they’re responsible for 90% of pharmacies) and each of them have approx. 150 doctors.**
8. What are the terms of payment for goods purchased from your company by customers e.g. invoice or up-front payment? Do you offer discounts? How do you determine these discounts? E.g. discount levels  
     
   Susitartinai. Priklauso nuo sutarties. Gali būt su atidėjimu gali iškart. Jeigu klienta pasiekia tam tikrą sumą pinigais teikiam bonusus, būna numatyta sutartyje pasirašytoje metų pabaigoje. Visiem nuolaidos vienodos. Bet nuolaidų sistema turi būt. (pvz 5% visiem vaistam)  
     
   **It depends from the contract which is made at the beginning of every year. It’s either an instant payment or 30 days to pay. We do not offer discounts by quanitity, however, if particular customer have spent a specific amount, we give out bonuses/discounts. Everyone gets the same discount. However, there should be a discount system, because for example, we sometimes put 5% - 10% discount for everything**.
9. Do you use computers to store information like sales of products, product stock digitally or do you use bookkeeping (storing business info in paper files)? Or do you use both?  
     
   Vienas žmogus atsakingas už tai. Kompiuteryje suveda viską.  
     
   **We have only one person responsible for that, he uses a computer to store the data.**
10. What system/software are you currently using? What are the things you like about it, the things you don't, what is it missing and what needs improvement?

**We have our own softwares for separate things. “Softdentas” software for example. This software shows how many sales were made for each pharmacy, regarding our competitors, by region and how many sales each representative did.**   
  
Ta programa parodo kiek pardavimų atlitka kiekvienai vaistinei, pagal regioną, pagal konkurentus ir t.t Kiek kiekvienas atstovas padarė pardavimų.

1. Could you please describe the procedure of a product item from the moment you get it from the supplier until it is bought by a customer?  
     
    Iš U.K, Austrijos, Čekijos, Vengrijos, Kanados gaunam vaistus pigiai, užsidedam antkainį + pvm parduodam nepriklausomom vaistinėm arba didelių vaistinių atstovybių kompanijom. Eurovaistinė – eurodidmena, kamelija – nemuno didmena, gintarinės, norfos – limedika. Vieną kartą per savaitę. Mes visa laiką nuvežam produktus didmeninkam.

**Alright this is the most important part. I’ll just sum up everything I’ve gathered from my uncle here instead of translating this last question.**

**How it works: This company buys products from all over Europe and even Canada. The work with UK, Austria, Check Republic, Hungary and previously mentioned Canada. They get it cheaper, with discounts and then resell everything with overcharge + VAT.**

**Process: They stock up products and then there are two scenarios. If it’s an independent pharmacy, everything happens directly, pharmacy contacts them, ask for products and they deliver them. However, most of the bigger pharmacies have large pharmaceutical representative companies.**

**For example: Pharmacy “Eurovaistinė“ (translates to „Europharmacy) have wholesaler company „Eurodidmena“(„Eurowholesale“). The representitive company contacts our company and they make the order. We deliver products to their stockhouses and that‘s where our job ends. That representitive company then brings the products to their pharmacies.**

**To put it shortly: We stock up, we get an order, we deliver it to either independant pharmacy directly or to the representative wholesaler company‘s stockhouse.**