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## BCP ACTION PLAN

PROCESS: SALES

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INFORMATION TECHNOLOGY DEPARTMENT

Confidential document

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# ACTION PLAN

## ABOUT THE PROCESS

**Manager:** Sonia

**Interviewed User:** Sonia

**Interview Date:** 12-11-2019

**Process Criticality:** Critical

**Dependencies:** Billing.

**Dependent on:** Shipping.

## DETAILS

This process is somewhat sensible, it's important to not delay the VIN liberation procedure because it can result in judicial processes.

## PREREQUISITES

Not needed.

## OUTLINE

### NORMALIZATION

This process will be considered normalized when sales can be processed accordingly. It's important to be lean with this process, because the sales department execute several tasks, but not all of them are essential to the sales process.

### SCENARIO: VIN LIBERATION FAILURE ID: 038

Sometimes, the user may inform the automatic VIN Liberation process is not working properly.

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### PLAN DETAILS

**Completion time:** One to Two Hours

**Monitoring time:** None.

**Additional tools needed:** None.

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### EXECUTION

When this scenario arises, the user informed that the process can be done manually, the team should execute the VIN Liberation fix procedure to send data to DENATRAN as early as possible. It's important to fix any database divergence afterwards.

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**SCENARIO: TAX DOCS UNAVAILABILITY ID: 012**

A user might report the Tax Docs module from Avalara as unavailable.

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**PLAN DETAILS**

**Completion time:** Undefined.

**Monitoring time:** Two Hour.

**Additional tools needed:** None.

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**EXECUTION**

When this situation arises, the user stated that she can request the invoices from the dealers or from another areas, although they might not be able to attend the request due to Avalara unavailability.

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**SCENARIO: BATCH FAILURES ID: 022**

Sometimes, a user might report that a report is not being generated, or information is not being automatically loaded on a system.

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**PLAN DETAILS**

**Completion time:** One to Three Hours.

**Monitoring time:** None.

**Additional tools needed:** None.

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**EXECUTION**

The Sales team need to report to the presidency their performance, this failure doesn't cause any delay on the process, but it still important, so it's kept as a small criticality, ask the president if the report review is urgent, if they request it, generate it manually and send it to the sales team.