**Levantamento de Informações – Novo EDI Samsung**

**Contatos:**

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| **Samsung Account Manager:** | |
| Nome: |  |
| Telefone: |  |
| Email: |  |

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| **Sponsor do projeto no Cliente:** | |
| Nome: |  |
| Telefone: |  |
| Email: |  |

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| **Contato Operacional:** (cadastro de produtos, cadastro de lojas, validações de dados) | |
| Nome: |  |
| Telefone: |  |
| Email: |  |

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| **Contato Técnico:** Técnicas (Geração dos arquivos, transmissão de dados, depuração de erros) | |
| Nome: |  |
| Telefone: |  |
| Email: |  |

1. A Empresa possui, atualmente, algum processo de EDI ativo com qualquer outro fornecedor?
2. Sim
3. Não
4. Em caso positivo, o layout atualmente utilizado pode ser compartilhado?
   1. Sim
   2. Não
5. Em caso negativo, a empresa possui um relatório gerencial que possa ser gerado diariamente contendo os dados de vendas e estoque de produtos Samsung em cada uma das lojas?
6. Quantas lojas e Centros de distribuição a empresa possui?
   1. Lojas:\_\_\_\_\_\_\_\_\_\_\_
   2. Centros de Distribuição:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
7. Como estas lojas são identificadas no relatório?

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1. A empresa realiza comércio eletrônico?
   1. Sim
   2. Não
2. Como o comércio eletrônico é identificado nestes relatórios?

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1. Como é o cadastro dos produtos? Eles seguem os PNs ou códigos EAN (Código de barras) da Samsung?

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1. Caso um produto não seja identificado, quem a ASM pode contatar para sanar as dúvidas?
   1. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. Como as vendas são representadas no relatório que será enviado para a ASM?
   1. Com relação aos dados, se referem a vendas acumuladas de um período ou vendas específicas do período?

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* 1. O que é considerado a venda para a sua empresa? Emissão de nota fiscal, entrega do produto, etc.

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* 1. Como são tratados os casos de devolução/cancelamento?

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* 1. São estas as definições que serão refletidas no relatório enviado a ASM?

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1. Como são representadas as informações de estoque?
   1. Existe um controle histórico ou são “fotografias” instantâneas do sistema?

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* 1. Como são classificados os produtos em estoque?

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* 1. Quando os produtos são “inseridos” no estoque? No pedido? Na entrega?

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* 1. Como são tratados produtos devolvidos e com defeito no estoque?

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* 1. Como são tratadas as questões de estoque em trânsito entre o CD e a loja?

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* 1. Como é contabilizado o estoque para vendas online (se houver)?

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1. Como será o processo de envio de dados para a ASM? FTP, ASM Send Reports?

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1. Existem regras de firewall e anti-vírus que possam interferir no processo de envio?

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1. Existem rotinas de ajustes de sistemas que possam alterar os relatórios enviados para a ASM?

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1. Os relatórios serão enviados diariamente em qual horário?

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1. Em caso de não recebimento do relatório, quem seria o contato da ASM para a regularização dos envios?

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1. Observações e notas gerais:

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