Samskip | Customer Connectivity Process Overview EDI integration

Phase	Initiation	Connecting	Testing & Go Live	Aftercare
Goal	For customers to understand the IT connectivity options available within Samskip and decide if EDI integration is the best fit for the customer profile, wishes and needs.	To establish a working EDI connecting between the customer and Samskip within the set timeline of 6 weeks.	To test the establish setup in practice and deliver the connection for go live of the customer.	To make sure that a successfully established connection with the customer is maintained, and that the connection remains used as agreed.
Actors	**Customer - Commercial**	**Customer - IT**	**Customer – IT**	**Customer Service Lead**
	Customer - IT	**IT Integration Coordinator**	**IT Integration Coordinator**	**IT Integration Coordinator**
	Samskip Sales	**Samskip Sales**	**Customer Service Lead**	**Customer - IT**
Activities	• Discuss connectivity options • Review guidelines and best fit with customer profile, whished and needs • Discuss EDI setup process, requirements and timelines • Fill out EDI initiation form with all required information	• The customer integration coordinator establishes contact with the customer's IT team • Trial & Error processes to achieve a workable EDI integration	• IT integration coordinator delivers the EDI connection for review and testing • Customer Service Lead tests the test booking in MSK • When the test booking is fully correct, the customer can go live!	• Customer Service Leads review the EDI adoption and usage for their customers on a weekly basis • Any abnormalities are taken up with Sales and the Customer Integration Coordinator • Any questions and/or feedback a customer may have can be directed to edisupport@samskip.com
Documentation Availability	**Connectivity One-Pager**	**EDI Connectivity Guide**	**Test procedure**	
	EDI connectivity pages	**MIG for EDIFACT & XML**	**Test booking**	
	Partner platform overview	**Sample files per message**		
	EDI Initiation Form	**F.A.Q.**		