

**SSAB EDI**  
CUSTOMER  
HANDBOOK

**SSAB**

## About this SSAB EDI customer handbook

This handbook is made to inform SSABs customers about the EDI services that SSAB can offer.

The handbook contains both business related and technical parts to cover the whole EDI development process.

The handbook has the purpose to serve as an instruction to help you in the process of setting up an EDI connection with us.

### Content

What is EDI?	3
EDI in SSAB	4
Why EDI?	4
EDI Organization	6
EDI Process	8
EDI Project phases	10
Support after project closing	12
Appendix List	12
– Technical choices today	
– Acronyms	

# What is EDI?

EDI (Electronic Data Interchange) is the computer-to-computer exchange of business documents in a standard electronic format between business partners.

By moving from a paper-based exchange of business document to one that is electronic, businesses enjoy major benefits such as reduced cost, increased processing speed, reduced errors and improved relationships with business partners

## EDI (Electronic Data Interchange)



### COMPUTER TO COMPUTER

While email might seem similar to EDI, the main difference is that the documents exchanged via email must be handled by people rather than computers. Having people involved in the process slows down the processing of the documents and increases risks of errors. With EDI, documents can flow straight through to the appropriate application on the receiver's end and processing can begin immediately.

### ALIGN ON STANDARD FORMAT

Since computers interact using the same data language, a standard format must be used in order to make the documents readable and understandable for the computers involved. Without a standard format, there would be a risk of each company sending documents using their company-specific format, resulting in the computer system on the receiver's end not being able to translate the document or get the message across.

There are several EDI standards in use today, which needs to be taken into consideration when two businesses decide to exchange EDI documents. Both parts must agree on the specific EDI standard and version, to ensure that nothing gets lost in translation.

### EXCHANGE DOCUMENTS

The most common documents exchanged via EDI are forecasts, purchase orders, invoices and dispatch advices. However, other paperwork such as bills of lading, customs documents, inventory documents, shipping status documents and payment documents can be transferred using EDI.

# EDI in SSAB

In the EDI language, a single business document (a file typically), such as an order response or invoice, is called a **“message.”**

SSAB has selected **five message** types which are used with customers

- **Forecast, orders, order response, delivery note and invoice**
- Customer can select which messages they want to implement
- If customer request some other message type it must be handled case by case

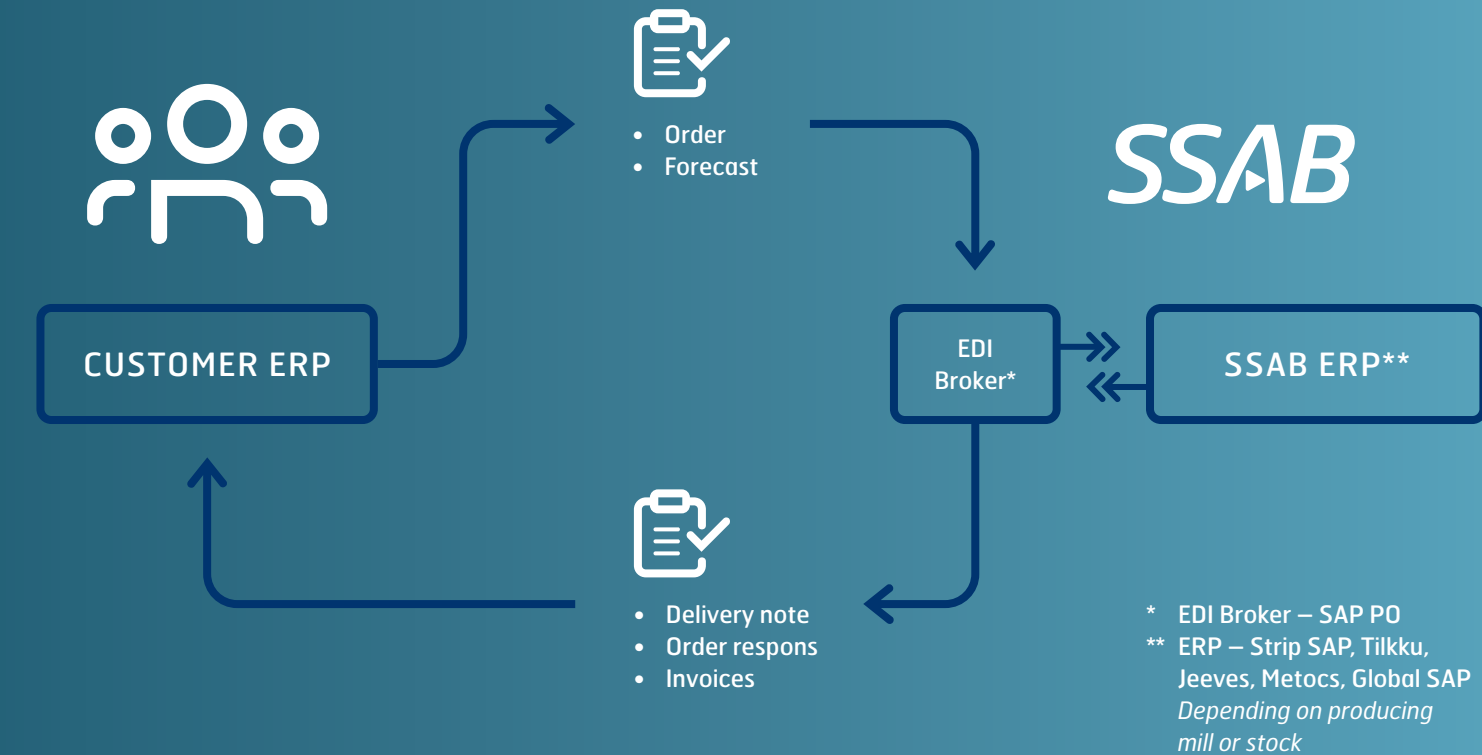
## Why EDI?

- ▶ **Better data quality** – automatic process, no manual data inputs, easy to trouble shoot
- ▶ **Improve data security** – invoices and orders are sent in a secure environment
- ▶ **Environmental friendly** – paperless since strictly digital, lower CO<sub>2</sub> emissions
- ▶ **Lower operating costs** – no printing, postage and much less administration
- ▶ **Higher business efficiency** – employees can focus on other value adding tasks
- ▶ **Faster business cycle** – transactions in only a few minutes, no manual work needed



AVAILABLE

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# EDI organization

SSAB

- ▶ **EDI Board** – Prioritizes EDI development withing SSAB
- ▶ **Customer connectivity manager** – Coordinates EDI development within SSAB

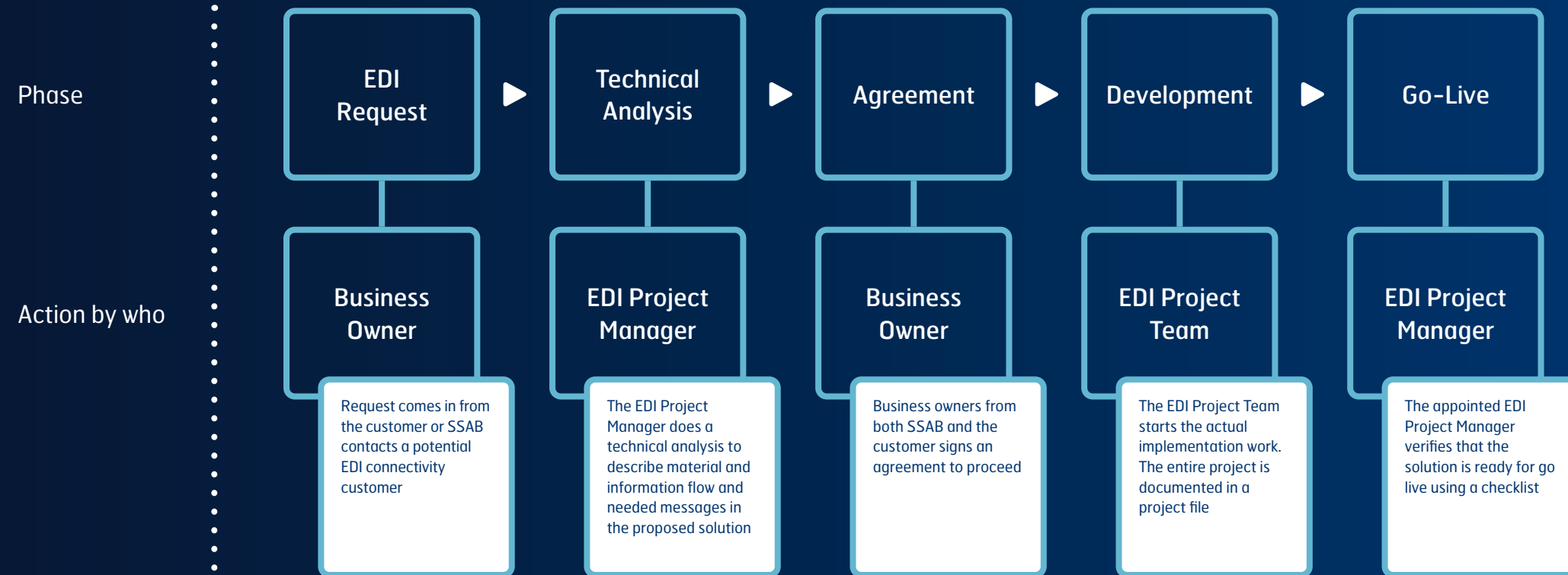
## ▶ EDI Project Team

- ▶ **EDI Project manager**  
Appointed to lead and manage specific EDI implementation projects
- ▶ **Business Owner**  
Customer responsible sales person who is responsible for business decisions needed during implementation
- ▶ **EDI Development Team**  
Integration experts and developers

CUSTOMER

- ▶ **Customer EDI Responsible**  
Responsible for managing customer side of implementation
- ▶ **Customer Business Owner**  
Responsible for business decisions needed in implementation in customer side (scope, business process changes etc.)
- ▶ **Customer EDI Development Lead**  
Coordinates the development work. Internal or external resource

# EDI process



Output Document



- Technical analysis in PPT



- Agreement in Word



- Communication and application agreement in Word





# EDI project phases



**Technical Analysis** – capturing the technical needs and requirements

When the EDI project is verified by the customer connectivity manager an EDI Project manager is appointed in SSAB. The Project manager will gather all required information and do a Technical Analysis.

- The technical analysis will serve as material to initiate the actual development and all necessary information and parameters needs to be gathered from both customer and SSAB.

A technical analysis document will be created and shall contain information about.

- IT technical architecture, material flow, information flow, messaging architecture, customer master data, EDI technical elements, master data / business transaction, system changes, testing, work estimates and costs and project planning.

**Agreement** – official commitment between SSAB and the customer to start executing the EDI connection project

To start an EDI project can take a varied amount of time depending on the complexity and availability of resources. Therefore it's important to state an agreement with customer to get the commitment needed to be able to accelerate the EDI process.

After the technical analysis an agreement between customer and SSAB must be approved and signed by both customer and SSAB before any EDI development will start.

The aim of this agreement is that both parties commit to the project in terms of recourses and time allocated.

The agreement contains information about contacts, recourses and project plan.

**Development** – the actual implementation work starts

Typically, the customer and SSAB are responsible for their own costs to develop, implement and run the EDI service on the purchaser and supplier side of the defined common interface.

**Project is followed up.**

- Monthly follow up with project managers and customer connectivity manager to see how projects are proceeding.
- Are we following project plan, any deviations?

**During the development test messages are sent between customer and SSAB.**

- Internal end users can participate in the testing and help for example creating test orders.
- Users learn the new process by participating the testing.



**Go-Live** – the solution is verified and ready to be put into production

The appointed EDI Project Manager verifies that the solution is ready for go live using a checklist.

When project is finalized an official project closing meeting is conducted.

- In closing meeting both parties accept the development work and assure that there are no open topics.
- Meeting is documented in written memo which is saved to project documents.

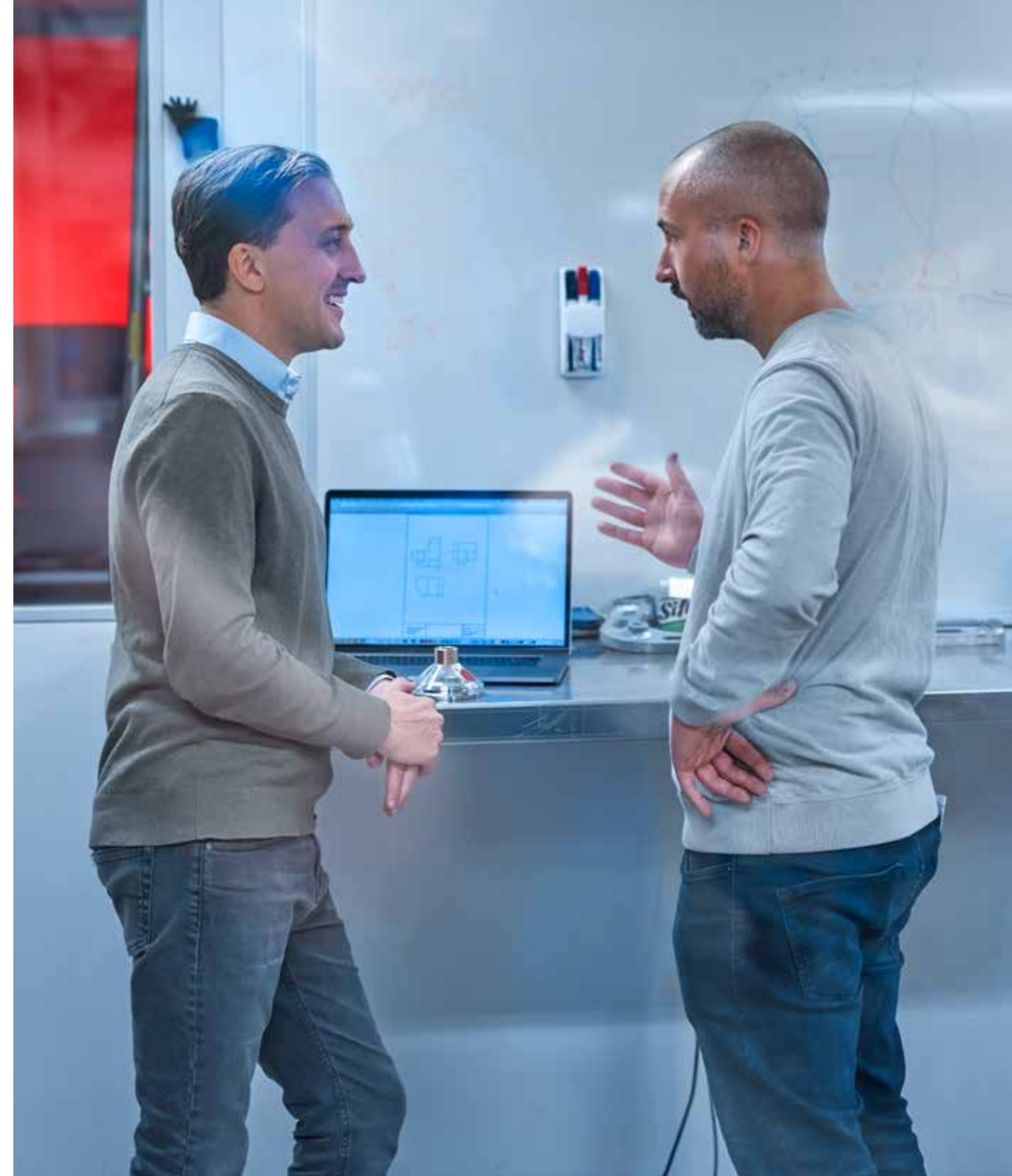
**Conduct lesson learnt session or questionnaire**

- Collection of information about how the project went. What worked what didn't work.
- How to improve the process.

**Business is involved to make sure that messages are coming through etc.**

**Hand over to the support organization**

- Go through with support organization new messages so that they can start monitoring.



# Support after project closing

For customer and external partners in case of problems please use following email address when the EDI connection is up and running

**edisupport@ssab.com**

## Technical choices today

### Transports used:

- OFTP/2, SFTP, (FTP)

### Messages used:

#### EDIFACT

- Delivery Schedules: DELFOR D04A, D96A, D97A
- Orders: ORDERS D93A
- Order response: ORDRSP D93A
- Despatch advice: DESADV D93A, D96A, D97B, D00A
- Invoice customer (outbound): INVOIC D96A, D00A, D03A

#### X12

- Delivery schedule: X12 830 v4010
- Despatch advice: X12 856 V4010
- Certificate: X12 863 V4010

## Acronyms

### EDI (Electronical Data Interchange)

- EDI is the computer-to-computer exchange of business documents in a standard electronic format between business partners.
- The most common documents exchanged via EDI are purchase orders, invoices and advance ship notices.
- There are several EDI standards in use today, including ANSI, EDIFACT, TRADACOMS and ebXML.

### EDI broker

External partner that handles messages transforming and mapping messages.

### VAN (Value Added Network)

A provider of EDI as a service. EDI VAN is a outsourced network that enables you to exchange EDI documents with your business partners and it offers multiple formats for the EDI translation.