Samsung Southeast
Step-by-Step Encompass Onboarding

- Encompass benefits and alignment with Samsung policies
- Samsung announcement memo review
- Encompass account setup
- Encompass account ID setup, including password reset
- Collect state sales tax certificates
- Establish/review Encompass credit line
- Q-view reporting

- Order entry – labeling and receipt
- Delivery – courier timing
- RMA generation – Core / IWR / RTS
- Credit processing and labeling
- Samsung claim filing
- Encompass statements and terms
- Audit process – Encompass billing to Samsung remit
- Weekly follow-up meeting
- Submit test orders and validate received by Encompass