

JacanaForms

E-form technology changed the way we do business.

Biocompatibles Eyecare implemented JacanaForms improving efficiency, productivity and customer satisfaction.

Biocompatibles Eyecare Inc is a large manufacturer of contact lenses, with four subsidiaries in North America alone and operations worldwide, all relying heavily on form output. Biocompatibles wanted to change the way in which they did business - to gain a competitive advantage.



Biocompatibles

Biocompatibles needed a new approach to their existing documentation that would improve productivity, be more efficient, provide significant cost savings and, most importantly, address the new business model they were introducing. The new solution had to handle all subsidiaries, avoid code changes and be implemented within a tight deadline.



Historically, the business had dispatched contact lenses to doctors, who then passed them to their customers. Accompanying the lenses was a MAPICS produced invoice, on pre-printed stationery. Seeking to improve both their efficiency and the level of customer service, Biocompatibles' new business model called for the lenses to be dispatched directly to the patient, along with a packing list. The invoice would be sent separately, to the doctor.


Mary Ellen Rupe - Director of Customer Care explains, "We realised that sending the contact lenses to the Doctor, rather than the patient, meant the patients were having to wait longer to receive their new lenses. Doctors were finding it challenging to manage the distribution of lenses to their patients, so sending the lenses straight to the patient made so much more sense --- improving the way we did business and our customer's satisfaction at the same time! The only problem was how to manage the change internally. We had never produced packing lists before as all orders were simply dispatched with an invoice."

Biocompatibles' IS Director, outlines why a change was needed, "We realised the new business model required much more than just some application reprogramming. We were already facing programming costs and scheduling delays each time MAPICS XA was upgraded. This time we wanted to reduce our dependence on programmer resources. Therefore the solution had to be easy to implement, use and manage, and give us the flexibility to meet even the smallest changes."

Looking for a rapid implementation, Biocompatibles turned to their affiliate Custom Systems Corporation (C.S.C) for assistance and advice. After looking at the options available C.S.C recommended JacanaForms. "Using JacanaForms means Biocompatibles have the flexibility and ease of use they were looking for. They can maintain, update and upgrade their forms quickly and easily without changes to MAPICS application code." - Harry Burgh C.S.C

By using Info Workplace (the MAPICS/XA report writer) in combination with JacanaForms Biocompatibles has:



- Eliminated the need to rewrite their form output each time a MAPICS upgrade is implemented.
- Quickly and easily introduced a complete electronic forms solution to their business
- Added the ability to reprint packing lists, which they couldn't do before!
- Introduced multi-language forms for their Canadian subsidiary
- Introduced Duplex forms
- Customized their MAPICS output to meet their precise needs adding fields not in the standard MAPICS output, with no changes to MAPICS application code!
- Introduced US postal barcodes saving time and money on postage
- Doubled their output - instead of printing just 1200 invoices they are now printing between 1200-1500 invoices and the same number of packing lists - in the same time frame!
- Achieved their project and business objectives!

 Biocompatibles EYECARE DIVISION P.O. Box 1265 • Norfolk, VA 23501-1265 TEL. (800) 511-6747 • FAX (800) 373-5881		REPRINT INVOICE: 429151 PAGE: 1				
SHIP TO: BEDROCK OPTICAL XV DINOSAUR RD BEDROCK STONE AGE 99921 SOMEWHERE		BILL TO: BEDROCK OPTICAL XV DINOSAUR RD BEDROCK STONE AGE 99921 SOMEWHERE				
ATTENTION AGA MEMBERS: 2% OF YOUR PURCHASES OF PROCLEAR COMPATIBLES ARE DONATED TO THE PARTNERSHIP FOUNDATION FOR OPTOMETRIC EDUCATION.						
INVOICE NO.	SHIPPING INSTRUCTIONS	ACCOUNT NO.	ORDER DATE	ORDER NO.	INVOICE DATE	
429151	MUST SHIP 2nd DAY N/C	01 10434	10/18/99	CO 450283	10/21/99	
QTY ORDERED	QTY SHIPPED	PRODUCT NO.	LENS SPECIFICATION	LOT NO. CODE	UNIT PRICE	TOTAL
1	1	70748202831	8.6 15.2 -0.25 -1.50 075 8.6 15.2 -0.25 -1.50 075	2730009910	XXX.XX	XXX.XX
PO/PATIENT NAME Flintstone OS/TMT redo Wilma RA#13840 (704) issued for invoice 427715						
TOTAL QUANTITIES ORDERED & SHIPPED						
RETURN AUTHORIZATION NO. _____ Patient Approval Warranty Parameter Exchange <input type="checkbox"/> Unsuitable For Patient <input type="checkbox"/> (Please Explain) _____		PLEASE CALL CUSTOMER SERVICE AT 1-800-446-8301 FOR EASY RETURNS PROCEDURE Defective Lens Exchange <input type="checkbox"/> Manufacturing defect - Lens parameter <input type="checkbox"/> Manufacturing defect - other <input type="checkbox"/> Unopen Lens Exchange <input type="checkbox"/> Other (please explain) _____		MISC. XXX.XX TAX XXX.XX SHIPPING XXX.XX TOTAL XXX.XX		
PLEASE RETURN TOP COPY (WHITE) WITH LENSES. THIS SALE IS SUBJECT TO ALL TERMS AND CONDITIONS CONTAINED ON THE REVERSE SIDE OF THIS INVOICE						



The old invoice printed on pre-printed stationery. This invoice was sent along with the contact lenses to the doctor. The doctor then had to ship the lenses on to the patient.

Now with the introduction of a packing list, the lenses are shipped straight to the patient and the doctor receives the invoice (as below), also created in JacanaForms.

Biocompatibles' invoices for their Canadian subsidiary are printed in both English and French and are printed duplex with their Terms and Conditions - again written in English and French.


 Biocompatibles Canada EYECARE DIVISION/DIVISION DES SOI P.O. Box 1265 Norfolk, VA 23501-1265 TEL/TÉL (800) 334-8688 FAX (800) 373-4		TERMS AND CONDITIONS <small>1. All prices are exclusive of goods and services tax, sales tax, etc. or charge of any nature imposed by any government authority, all of which will be paid by the customer. 2. Payment is due 30 days from invoice date. 3. If the customer fails to make payment when due, then the customer will pay to Biocompatibles Canada, Inc. a late charge of 1.5% per month compounded monthly, (equivalent to 15.56% per annum), until paid in full, as well as before any judgment. 4. Biocompatibles Canada, Inc. will pay all shipping charges for goods returned to Biocompatibles Canada, Inc. responsibility. 5. Claims for goods damaged in transit or for non-delivery must be made immediately upon receipt of goods. The customer does not give written notice of such a claim until the date of receipt of goods. The customer's responsibility for such claims shall be determined by the carrier's receipt of goods. 6. No credit will be issued without the original invoice. 7. Goods with less than 6 months unit life span will be issued without the original invoice. 8. All goods remain the property of Biocompatibles Canada, Inc. until the full invoice price has been received in full. 9. The policies and procedures of Biocompatibles Canada, Inc. shall apply to all agents of any of its subsidiaries, employees, representatives, and other persons in respect of their respective jurisdictions.</small>																																																																																																																																																
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* All prices and names and addresses of Biocompatibles clients are fictional.

 Biocompatibles Canada Inc. EYECARE DIVISION/DIVISION DES SOINS OCULAIRES P.O. Box 1265 Norfolk, VA 23501-1265 TEL/TEL (800) 334-8688 FAX (800) 373-5881	PACKING NO./ COLIS NO. 9998		1 OF 1 DE 1	
	REMINDER: PROCLEAR COMPATIBLES AVAILABLE IN 8.2 MINUS & 8.6 PLUS POWERS			
SEND PAYMENTS TO / ENVOYEZ VOS PAIEMENTS A: BIOCOMPATIBLES CANADA, INC. P.O. BOX 11176 Downtown Station Montreal, Quebec H3C 5G7				
SHIP TO/EXPÉDIÉ À WILMA FLINTSTONE IV Pterodactyl Cres BEDROCK ICE AGE 99922 SOMEWHERE 		ORDERED BY / COMMANDÉ BEDROCK OPTICAL XV Dinosaur Rd BEDROCK STONE AGE 99921 SOMEWHERE		
ORDER NO. NO. DE COMMANDE CO FRED4U	SHIPPING INSTRUCTIONS EXPÉDIÉ PAR Overnight No Charge cs dw	ORDER DATE DATE DE COMMANDE 11/29/99	SHIP DATE DATE D'ENVOI 11/29/99	
POW/PATIENT NAME / NOM DU PATIENT FLINTSTONE, Wilma		ORDERED BY / COMMANDÉ PAR Fax		
QTY ORDERED QTE COMMANDEE	QTY SHIPPED QTE EXPÉDIÉE	PRODUCT NO. NO. DE PRODUIT	LENS SPECIFICATION DESCRIPTION DU PRODUIT	LOT NUMBER NO. DE LOT
3	3	70748204039	14.2/8.2/-0.50 3 PACK COMPAT.	199931860X
2	2	70748204038	14.2/8.2/-0.75 3 PACK COMPAT.	199920242M
3	3	70748204037	14.2/8.2/-1.00 3 PACK COMPAT.	199917400H
3	3	70748204035	14.2/8.2/-1.50 3 PACK COMPAT.	199927482J
3	3	70748204034	14.2/8.2/-1.75 3 PACK COMPAT.	C991995910
3	3	70748204033	14.2/8.2/-2.00 3 PACK COMPAT.	199905837M
3	3	70748204028	14.2/8.2/-3.25 3 PACK COMPAT.	C991034100
3	3	70748204027	14.2/8.2/-3.50 3 PACK COMPAT.	199924888J
2	2	70748204026	14.2/8.2/-3.75 3 PACK COMPAT.	199928446J
3	3	70748204025	14.2/8.2/-4.00 3 PACK COMPAT.	199921039M
2	2	70748204024	14.2/8.2/-4.25 3 PACK COMPAT.	C991996310
1	1	70748204023	14.2/8.2/-4.50 3 PACK COMPAT.	199917396H
1	1	70748204022	14.2/8.2/-4.75 3 PACK COMPAT.	199920253M
3	3	70748204021	14.2/8.2/-5.00 3 PACK COMPAT.	199912541M
35	35	TOTAL QUANTITIES ORDERED AND SHIPPED/MONTANT TOTAL DES COMMANDES EXPÉDIÉES		

Return Authorization No.
 Numéro d'autorisation de retour

PLEASE CALL CUSTOMER CARE AT 1-800-334-8688 FOR EASY RETURN PROCEDURE
 VEUILLEZ APPELER VOTRE SERVICE À LA CLIENTÈLE AU 1-800-334-8688 POUR LES RETOURS

 400080002492T

400080002492

The Packing List above is sent to the patient along with the contact lenses - the packing list details all items shipped but excludes the sales prices, these only appear on the Doctors invoice.

Mary Ellen concludes "The transition to JacanaForms has been great. The implementation went smoothly and having an expert on site during the transition meant the whole project was completed so much faster. We are now looking to apply the use of JacanaForms to purchase orders and checks, plus extend its implementation to our overseas operations."

www.jacana.com

Momentum's report writer OPEN/DB is also marketed under a variety of derivative names including Info WorkPlace, Midas/Q, S/RW and R2/D2. The Information Interface functionality itself is the same at comparable release levels. Biocompatibles are now known as Coopervision Inc.