

# 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**  
 1500 NOK HILLS DR  
 P.O. Box 1265 • Norfolk, VA 23501-0265  
 TEL (800) 511-8747 • FAX (800) 373-5881

REPRINT      INVOICE #27151    PAGE: 1

ATTENTION AOA MEMBERS:  
 2% OF YOUR PURCHASES OF PROGRESS COMPATIBLES  
 ARE DONATED TO THE PARTNERSHIP FOUNDATION FOR  
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SHIP TO:

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 WEDGEC  
 STONE AGE 59921  
 SHERMERE

BILL TO:

WEDGEC OPTICAL  
 27 DORRMAN RD  
 WEDGEC  
 STONE AGE 59921  
 SHERMERE


INVOICE NO.	SHIPPING INSTRUCTIONS		ACCOUNT NO.	ORDER DATE	ORDER NO.	INVOICE DATE	
427151	FIRST SHIP THE PAT. MCC		01 10434	10/18/99	CO 420283	10/21/99	
QTY ORDERED	QTY SHIPPED	PRODUCT NO.	LENS SPECIFICATION		LOT NO. CODE	UNIT PRICE	TOTAL
		PD/PATIENT NAME PLINELISSA GS/TAT redo Wills					
		RAW13848 (Y24) issued for					
		Invoice #27728					
1	1	18748202831	0.8 15.2 -0.25 -1.50 078 0.8 15.2 -0.25 -1.50 078		278809910	XXX.XX	XXX.XX
<b>TOTAL QUANTITIES ORDERED &amp; SHIPPED</b>							
RETURN AUTHORIZATION NO. _____						AMSC	XXX.XX
Patient Approval: <input type="checkbox"/> Patient Approval: <input type="checkbox"/>						TAX	XXX.XX
Parameter Exchange: <input type="checkbox"/> Manufacturing defect - lens parameter: <input type="checkbox"/> Unusable lens Exchange: <input type="checkbox"/>						SHIPPING	XXX.XX
Liability for Patient: <input type="checkbox"/> Manufacturing defect - other: <input type="checkbox"/> Other (please specify): _____						<b>TOTAL</b>	<b>XXX.XX</b>

PLEASE RETURN FOR COST (PRINTED 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.

 <b>Biocompatibles Canada</b> OPTICARE DIVISION/SECTION DES SOINS OPTIQUES P.O. Box 1025 Markham, VA 20091-1025 TEL: (703) 993-3344 FAX: (703) 993-3344		<b>TERMS AND CONDITIONS</b> <small>Les conditions générales d'achat et de vente sont les suivantes:          1. Les commandes sont valables pendant 30 jours à compter de la date de leur émission.          2. Les commandes sont soumises à la disponibilité des produits.          3. Les commandes sont soumises à la disponibilité des devis.          4. Les commandes sont soumises à la disponibilité des devis.          5. Les commandes sont soumises à la disponibilité des devis.          6. Les commandes sont soumises à la disponibilité des devis.          7. Les commandes sont soumises à la disponibilité des devis.          8. Les commandes sont soumises à la disponibilité des devis.          9. Les commandes sont soumises à la disponibilité des devis.          10. Les commandes sont soumises à la disponibilité des devis.</small>							
SEND PAYMENTS TO / ENVOYER VOS PAIEMENTS OPTICARE DIVISION/SECTION DES SOINS OPTIQUES P.O. Box 1025 Markham, VA 20091-1025 Montreal, Quebec H3C 5G7									
<b>BILL TO/FACITURE A :</b> 50491 Bedrock Optical 8V Dinosaur Rd BEDROCK STONE AGE 09021 SONZHEISE									
<table border="1"> <tr> <td>ORDER NO. / NO. DE COMMANDE</td> <td>ORDER DESCRIPTION / DESCRIPTION</td> </tr> <tr> <td>CO FRED44</td> <td>Overnight No Charge ca</td> </tr> <tr> <td colspan="2">SHIPMENT NAME / NOM DE L'EXPÉDIENT</td> </tr> <tr> <td colspan="2">FLINTSTONE, Wima</td> </tr> </table>			ORDER NO. / NO. DE COMMANDE	ORDER DESCRIPTION / DESCRIPTION	CO FRED44	Overnight No Charge ca	SHIPMENT NAME / NOM DE L'EXPÉDIENT		FLINTSTONE, Wima
ORDER NO. / NO. DE COMMANDE	ORDER DESCRIPTION / DESCRIPTION								
CO FRED44	Overnight No Charge ca								
SHIPMENT NAME / NOM DE L'EXPÉDIENT									
FLINTSTONE, Wima									
QTY ORDERED / QTY COMMANDEE	QTY SHIPPED / QTY EXPÉDIEE	PRODUCT NO. / NO. DE PRODUIT	LENSE DESCRIPTION / DESCRIPTION DU PRODUIT	QTY NUMBER / NO. DE LOT	UNIT PRICE / PRIX UNITAIRE	TOTAL			
		must have 1 pr exp date							
3	3	70740204379	14.2/8.2/-0.88 3 PACK COMBAT	18601860	1.00	3.00			
1	1	70740204378	14.2/8.2/-0.75 3 PACK COMBAT	18602040	2.00	4.00			
3	3	70740204377	14.2/8.2/-1.02 3 PACK COMBAT	18601740	3.00	9.00			
3	3	70740204376	14.2/8.2/-1.08 3 PACK COMBAT	18601740	4.00	12.00			
3	3	70740204374	14.2/8.2/-1.75 3 PACK COMBAT	C90190591	5.00	15.00			
3	3	70740204373	14.2/8.2/-0.08 3 PACK COMBAT	186025827	6.00	18.00			
3	3	70740204372	14.2/8.2/-0.25 3 PACK COMBAT	C9010410	7.00	21.00			
3	3	70740204371	14.2/8.2/-0.52 3 PACK COMBAT	186024888	8.00	24.00			
2	2	70740204370	14.2/8.2/-0.75 3 PACK COMBAT	186024448	9.00	18.00			
2	2	70740204369	14.2/8.2/-1.02 3 PACK COMBAT	186017039	9.00	18.00			
2	2	70740204368	14.2/8.2/-1.25 3 PACK COMBAT	C90199031	7.00	14.00			
1	1	70740204367	14.2/8.2/-1.50 3 PACK COMBAT	186017588	8.00	8.00			
1	1	70740204366	14.2/8.2/-1.75 3 PACK COMBAT	186015739	5.00	5.00			
2	2	70740204365	14.2/8.2/-3.00 3 PACK COMBAT	186012541	6.00	12.00			
26	26	TOTAL QUANTITIES ORDERED AND SHIPPED/ENT TOTAL DES COMMANDES EXPÉDIEES							
Return Authorization No. Numéro d'autorisation de retour:					RECEIVED / REÇU SHIPPING / EXPÉDITION TOTAL 185.00				
PLEASE CALL CUSTOMER CARE AT 1-800-334-8888 FOR EASY RETURN PROCEDURE VOUS POUVEZ APPELER VOTRE SERVICE À LA CLIENTÈLE AU 1-800-334-8888 POUR LES RETOURS									

\* All prices and names and addresses of Biocompatibles clients are fictional.

**Biocompatibles Canada Inc.**  
 ÉQUIPEMENT OPHTHÉMATIQUE DES SOINS OCULAIRES  
 P.O. Box 1289 Norfolk, VA 23001-1289  
 TEL/TEL: (800) 334-8888 FAX: (800) 373-5801

FORMER NO /  
 CODE NO: 8008 1 2 3

SEND PAYMENTS TO / ENVOYEZ VOS PAIEMENTS A:  
 BIOCOMPATIBLES CANADA INC.  
 P.O. BOX 1118  
 Cowansville Québec  
 Montclair, Québec H9C 5G7

REMARQUE: PROCLAVY  
 COMPATIBLES AVAILABLE IN  
 U.S. MERCH & S.S. PLUS FORMS

SHIP TO/EXPÉDIER À  
 WILMA FLINTSTONE  
 IV Fluorodactyl Case  
 BEDROCK  
 TCH A08 99922  
 SCHWIERE

ORDERED BY / COMMANDE  
 BEDROCK OPTICAL  
 XV DINDORF RD  
 BEDROCK  
 STONE AGE 99921  
 SCHWIERE

ORDER NO. NO. DE COMMANDE	SHIPPING INSTRUCTIONS INSTRUCTIONS	ORDER DATE DATE DE COMMANDE	SHIP DATE DATE D'ENVOI
CO FRED4U	Overnight No Charge ca da	11/29/99	11/29/99

SHIP TO/EXPÉDIER À	ORDERED BY / COMMANDE
FLINTSTONE, Wilma	Fsa

QTY ORDERED QTE COMMANDE	QTY SHIPPED QTE ENVOYÉ	PRODUCT NO. NO. DE PRODUIT	LENS DESCRIPTION DESCRIPTION DU PRODUIT	LOT NUMBER NO. DE LOT
		Just have 1 yr exp date		
3	3	70740204336	14.2/8.2/-1.00 3 PACK COMPAT.	189031960X
2	2	70740204338	14.2/8.2/-0.75 3 PACK COMPAT.	189032426A
3	3	70740204337	14.2/8.2/-1.00 3 PACK COMPAT.	1899174091
3	3	70740204336	14.2/8.2/-1.00 3 PACK COMPAT.	189027482J
2	2	70740204334	14.2/8.2/-1.75 3 PACK COMPAT.	C98180918
2	2	70740204335	14.2/8.2/-2.00 3 PACK COMPAT.	109005017M
3	3	70740204339	14.2/8.2/-3.25 3 PACK COMPAT.	C98183410
3	3	70740204327	14.2/8.2/-3.50 3 PACK COMPAT.	109004988J
2	2	70740204325	14.2/8.2/-3.75 3 PACK COMPAT.	189028448J
3	3	70740204329	14.2/8.2/-4.00 3 PACK COMPAT.	189011038M
2	2	70740204324	14.2/8.2/-4.25 3 PACK COMPAT.	C00180010
1	1	70740204323	14.2/8.2/-4.50 3 PACK COMPAT.	189017389M
1	1	70740204322	14.2/8.2/-4.75 3 PACK COMPAT.	189023038J
3	3	70740204321	14.2/8.2/-5.00 3 PACK COMPAT.	109912541M
28	28	TOTAL QUANTITIES ORDERED AND SHIPPED/QUANTITÉS TOTAL DES COMMANDES ENVOYÉES		

PLEASE CALL CUSTOMER CARE AT 1-800-334-8888 FOR EASY RETURN PROCEDURE  
 VENEZ APPÉLER NOTRE SERVICE À LA CLIENTÈLE AU 1-800-334-8888 POUR LES RETOURS

40005002482

40005002482

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](http://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.