



## CASE STUDY



## Printing Multi-Page Invoices from an AS/400 Mainframe

### Customer Overview

A national retail chain utilizing a centralized AS/400 for order entry and shipping was experiencing poor customer satisfaction due to an inefficient order management process.

Orders were entered into the corporate AS/400 and output at each office on a two part NCR form. Using these forms, deliveries were scheduled. After the delivery was made, the form was returned to the delivering office. The first copy of the NCR form was archived in a box in the store, the other copy was shipped overnight to the corporate office where it was scanned by a 3rd party and placed in the corporate content management system. Customer service used these scans to support customer problems. This process took 30 days from when the order was received to when it was available to the customer service representatives in the content management system.

Customers complained because of the time and difficulty it took to research late orders. The corporate office was concerned because of the large reoccurring overnight shipping costs, 3rd party scanning charges, and the NCR form inventory requirements at each location.

### Kyocera Solution

**Improved Process:** A multi-part form was created to replace the NCR form and stored on a compact flash card located in the MFP. This compact flash card was copied and placed at each retail location's Kyocera MFP. The corporate AS/400 was configured to output the delivery ticket to the printer using a logical printer port. When a job was printed utilizing this port, it would automatically output the order on a two page form that matches the original NCR form. Next, an API was developed that captured two areas on the form and converted them to 3 of 9 barcodes. These barcodes were then used when the store personnel scanned the original document on the Kyocera MFP into a network folder that the corporate content management system was configured to monitor. When the content management system imported these new documents, it read the barcodes and used that information to populate the index fields improving the accuracy of the index.

### Conclusion

By installing Kyocera MFP's and utilizing PRESCRIBE technology, this customer was able to improve their workflow, reduce costs and improve customer satisfaction by decreasing the time it took to get the order into their CMS from 30 days to one day. In addition, the Kyocera solution increased the ability of the customer service representatives to find these documents in the content management system when needed and by eliminating the need of the NCR forms, thus saving money and resources in the purchase, storage and management of forms.



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