

# Proof of Delivery Management

## OVERVIEW

VitalAire can now process more invoices in less time.

## ABOUT OUR CLIENT



VitalAire Canada Inc., a member of the Air Liquide Medical Network, is a leading Canadian provider of Respiratory Healthcare products for hospitals and home care clients.

Their medical gases and hospital services business unit specialize in serving the medical gas needs of the Canadian marketplace.

*Proceed to next pages for case study*

## 6000 Proof-of-Delivery Documents/Month



Three different document types:  
Bulk gas, Pre-printed and  
Manual Delivery Notes



In-house Manual Processes for  
Tracking, Filing and Retrieval was  
Time Consuming and Inefficient

## The Challenge

VitalAire's head office accounting department relied on manual processes for the tracking, filing and retrieval of their paper-based proof of delivery note (POD) documents.

These included three different document types: bulk gas delivery note, pre-printed delivery note and manual delivery note. Each month approximately 6,000 pages of proof of delivery documents were created for shipments of medical gases and respiratory products to VitalAire's institutional customers (hospitals, clinics, labs) across Canada.

VitalAire recognized the challenges posed by their existing business process including managing the movement of POD documents back to their head office as well as filing, retrieving and making these documents easily available to their accounting staff resulting in delays in issuing invoices for accounts receivable, collections and the overall increased costs to their business.

VitalAire was looking to improve this process by replacing paper-based POD documents with electronic images and consolidating these documents so they could be accessed quickly, accurately and securely via a web-based search and retrieval archiving software solution, resulting in increased productivity and reduced costs.

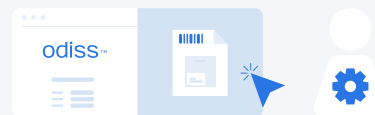
## The Solution



Octacom implemented a complete document conversion solution for VitalAire's proof of delivery note documents.

This included the daily receipt of scanned documents from eleven medical fill plant locations across Canada and the processing, indexing and upload of these electronic documents to an Octacom developed web-based document imaging software system (Odiss™) for the archiving, retrieval, approval, viewing and distribution of documents within the organization.

## The Results



VitalAire's accounting staff has 24/7 access to their electronic proof of delivery notes from any location.

There has been a significant reduction in lost or damaged proof of delivery notes, allowing for better document consolidation and faster invoicing while improved confirmation and approval process means VitalAire now produces more invoices in less time.



## More Case Studies

Learn more about how our solutions and services have helped our clients.

### LAFARGE

Improved processes related to managing over a half million delivery tickets annually.

### HAMILTON HEALTH SCIENCES

Scanned and indexed over 86 million patient records for seven Hamilton hospitals.

### SALVATION ARMY

Integrated their ERP solution to centralize and automate invoice processing.

### VOTORANTIM CIMENTOS

Improved processes related to storing and reproducing shipping waybills and tickets.

### ONTARIO POWER GENERATION

Created a custom Accounts Payable Automation solution to manage over 110,000 invoices.

### ESTÉE LAUDER COSMETICS

Eliminated manual process for retrieving, handling, filing and distribution of HR records.

### YORK REGIONAL POLICE

6,000 employee files effectively converted into secure digital images, indexed and uploaded.

### WORLD SOURCE FINANCIAL

Created a custom document management portal and workflow solution.

### AIR CANADA

Turn-key solution handles over 500,000 air waybills and 1.5 millions documents annually.

### ROOTS OF EMPATHY

Survey capture and processing services for over 9,000 parents responding to the survey.

### MIDWIVES' CLINIC OF EAST YORK-DON MILLS

Provided document scanning services and secure cloud hosting of digital Patient Records.

## HEAD OFFICE

45 Staples Avenue, Suite 120  
Richmond Hill, ON L4B 4W6

## CONTACT US

**T** 905 737 0700  
**F** 905 737 7185

info@octacom.ca  
www.octacom.ca

## ABOUT OCTACOM

Octacom is an enterprise software and services company focused on document and data management solutions. Founded in 1976 and headquartered in Richmond Hill, Ontario, Octacom specializes in document management and workflow automation software as well as document imaging services, and leverages its proprietary Odiss™ Document Management Software to provide a robust, secure and cost effective solution to clients globally across a wide range of industries.

