

CIS and Messageries Dynamiques

Invoice Processing Made Easy

Messageries Dynamiques is the largest distributor of dailies, magazines and other print media in Quebec, and in the French-language market in the rest of Canada and Florida. It delivers to 250,000 homes and 15,000 retail outlets. Messageries Dynamiques is a division of Sun Media Corporation, a Quebecor company. Quebecor Inc. is a communications company active in North America, Europe, Latin America and Asia. Its subsidiary Quebecor World Inc. is one of the largest commercial print media services companies in the world.

BY JULIE BROUARD

Before CIS implemented their software solution, Messageries Dynamiques was invoicing their customers manually, pre-printing over 13,000 invoices that could contain up to 100 different products each. Clients and representatives completed these invoices manually on site. Incorrect data entry or calculations were fairly common and had to be corrected at the keying stations, returned to the distributors, then to the customers. It was a costly and ineffective process.

What Messageries Dynamiques was looking for was a solution that would allow them fast and accurate processing of their invoices. They wanted to minimize errors to order adjustments, make returns processing more efficient, eliminate data entry, improve reporting and so on. Eventually they hoped to

eliminate manual data entry. Since they scanned a large volume of products, the software and the equipment they needed had to be quick and reliable. They also hoped to improve their business intelligence with a software solution that would generate accurate sales statistics per product/per client.

THE PROJECT

After carefully analyzing the needs and objectives of the company, a pilot project was set up. Mobile computers and portable printers that had previously proven effective in their type of work environment were provided to the company for the test. They were able to test them in the field, working in parallel with the manual process. Ruggedness and ergonomics were also important features to consider since the distributors scan and han-

dle large volumes of invoices and products. In the end, Messageries Dynamiques chose the Intermec 741 and the portable printer Intermec pw40. The Intermec 741 gave them the fast and reliable scanning they were looking for. The response to the pilot project was overwhelmingly positive and the solution deployment quickly followed.

Management and distributors quickly saw the improvements in efficiency throughout the business network. Statistical data precision improved drastically and the foreseen economies were soon realized. Distributors were quickly getting the most from their new tools, handling orders and returns quickly and efficiently, and automatically transmitting them to the company's central system. With the new software, distributors were able to save many hours per week across their different business functions. It is needless to say that the ROI was very satisfactory.

"CIS understood our project very well," explained Paul Sauvé, IT Director of Messageries Dynamiques. "A team of professionals was assigned to our project and they proved to be very competent, allowing the project to move very fast. We had direct communication with them and we were never left uninformed on what was going on. All our invoice processing is now very efficient, streamlined and precise." He also stated that dealers and distributors were very happy with the change and that now he couldn't even think about taking the software from them. Later he also remarked, "Our expectations were fulfilled and we even discovered additional improvements to our operations that we hadn't anticipated." ■

