

# [competence]

REFERENCE PROJECT

**Doc Morris, Internet Pharmacy**

Europe's largest Internet pharmacy captures and processes  
order documents with a Kleindienst scanner/sorter

[who]

At DocMorris up to 9000 orders are processed daily. Since 2004 the successful Internet pharmacy has been supported by a Kleindienst SC 60HC. It processes all order-related documents which come in mixed stacks with different formats and layouts. As the machine also performs recognition, endorsing and sorting jobs in addition to digitalizing orders, the order processing procedure could be designed with perceptibly greater efficiency. DocMorris customers are delighted with the short processing times and excellent service while the company itself benefits from reduced costs and per-sonnel outlay.

0800 **DocMorris.com**

## Order processing procedure with greater efficiency

[what]

The successful concept of this internet pharmacy meant swiftly growing order volumes for DocMorris and also entailed a rapid increase in paper work. Each order is accompanied by several documents and the data they contain is required for numerous different processing steps. The most complicated task is the capture, checking, verifying and sorting of prescriptions. When the order has been processed (which should be done as swiftly as possible), these prescriptions need to be submitted – in sorted form and with all data processed – to the health insurance company, for accounting purposes. A major part of these jobs is now supported by the new scanner/sorter, bringing maximum efficiency and reliability.

### Mixed batches

Even during the first scanning run, the scanner performs several tasks simultaneously. For each order, the accompanying prescription, packaging list and order forms are captured in mixed stacks for further progressing and archiving. A separating sheet with barcode – an unambiguous, internal order number – functions hereby as bracket and index (reference). Together with other data such as the system date, a serial number etc. this barcode is endorsed on the corresponding prescription. In this way, the prescription can be matched to the correct order at any time.

### Prescriptions automatically singled out

During the first scanning run, prescriptions are automatically singled out by the scanner on the basis of their format. The images (pictures) of the documents are transmitted to the archive or subsequent systems and are available for order processing.

Once the order is processed, prescriptions are sorted even more precisely in a second scanning run, according to their processing status. To do this, the scanner reads the barcode applied in the first scanning run and sorts the prescriptions into different output compartments, on the basis of data from the ERP system.



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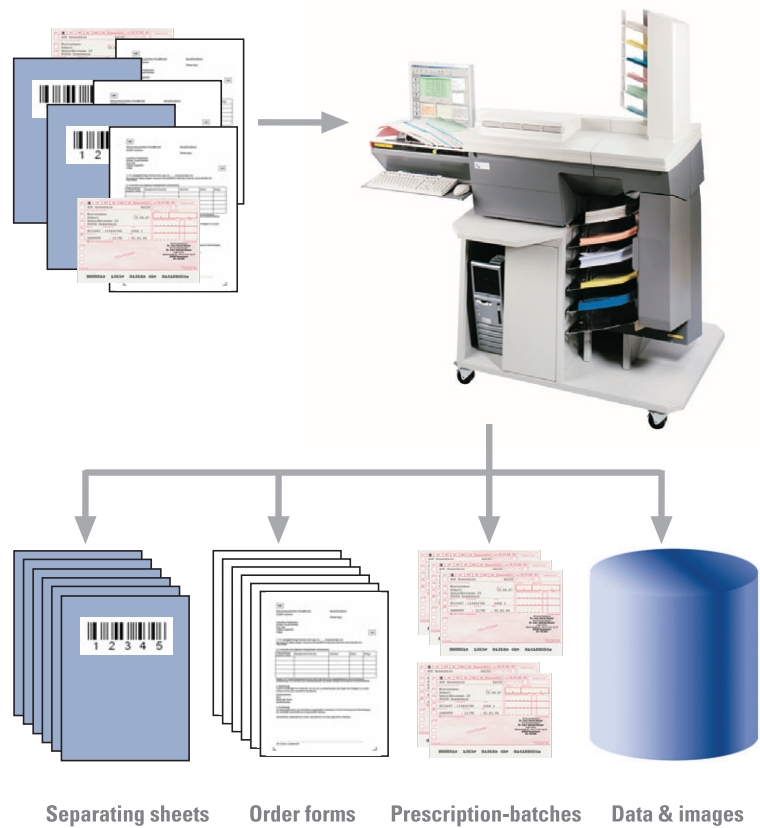
A third scanning run supports environment-friendly reutilisation of the separating sheets by sorting them by their barcodes. The ERP system provides information about which order numbers are "free" and which are still being processed. The scanner reads the barcode, relates to the code number and sorts according to this criterion.

[how]



Overview of the entire sorting process:

- „Processing complete“, divided into
  - statutory health insurance
  - private health insurance
- „order invalid“ – return
- „order on hold“ – no stock
- „order cannot be processed“
- separating sheets



[gain]

Tapping major rationalization potential, while also considerably improving customer service

With the help of this comprehensive scanning solution, tailored to specific needs, DocMorris has succeeded in tapping major rationalization potential, while also considerably improving customer service. Employees have been relieved of monotonous capturing jobs and manual multiple sorting has been dispensed with completely. Data and images are supplied quickly and reliably in the in-house processing systems. Due to same-day order processing,

DocMorris customers receive their orders faster. Settlement with the health insurance company is therefore also much quicker.



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[experience]