



# CARVAJAL PHARMACY

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## CASE STUDY

**Carvajal Pharmacy LTC** is a long-term care pharmacy servicing retirement centers, nursing homes, hospices, group homes, agency shelters, mental health clinics, and various other businesses across the state of Texas. Carvajal Pharmacy also operates four retail pharmacies to serve their patients' needs. The pharmacy was founded in 1969 as a single retail store that has since grown to reach a broader patient community through retail, long-term care, and mail order.

For many years, the company has relied on Framework LTC by Softwriters to manage the pharmacy business with Sage 300cloud as the financial backbone to manage the General Ledger and Accounts Receivable. More recently, Carvajal implemented the North49 Customer Portal to provide self-serve access to patients allowing them to manage their accounts and pay for their medications more conveniently through a secure, online Portal.

### KEY OUTCOMES:

- Saving of at least one full-time equivalent employee
- Decrease in call volume allowing for more value-added customer interactions
- Reduction in outstanding receivables
- Reduction in error rate with seamless data transfer



*Caring is our business.*

Company

**Carvajal Pharmacy LTC**

Location

**San Antonio, TX**

Industry

**Pharmaceutical**

Solution

**Framework LTC**

**Sage 300cloud**

**North49 Customer Portal**

For more info, visit:

<https://www.north49.com/customerportal>

*“ Our customers have had a very positive reaction to the Portal. They love the convenience of it.”*

*Lorraine Gonzales, CPhT,  
Carvajal LTC Billing Manager*

Prior to implementing the North49 Customer Portal, Carvajal had an outdated, labor intensive process for processing payments. Payment options for customers were very limited. Carvajal would process credit card payments in a system external from Sage and manually enter the receipt data into Sage. Checks had to be manually deposited and posted.

Due to the size and nature of their business, the number of checks received daily was large and created very challenging situations because of their manual process.

Now customers can initiate payments and retrieve invoice and receipt data at their convenience. The number of paper checks received has declined due to ACH capabilities on the Customer Portal, and error rates have declined significantly because of the live integration to Sage 300.

*“ From a payroll perspective, we estimate that we have saved at least one FTE. From a business perspective the time saved is immeasurable as we have now pivoted our focus to proactive customer service and company value-added activities.  
We feel we are now offering our customers the service they deserve.”*

*Lorraine Gonzales, CPhT,  
Carvajal LTC Billing Manager*

Inbound call volume has declined, outstanding receivables have declined, and customers have reacted very positively to the Carvajal Customer Portal. With the time that Carvajal was able to reclaim, the Customer Portal has paid for itself in less than a month.

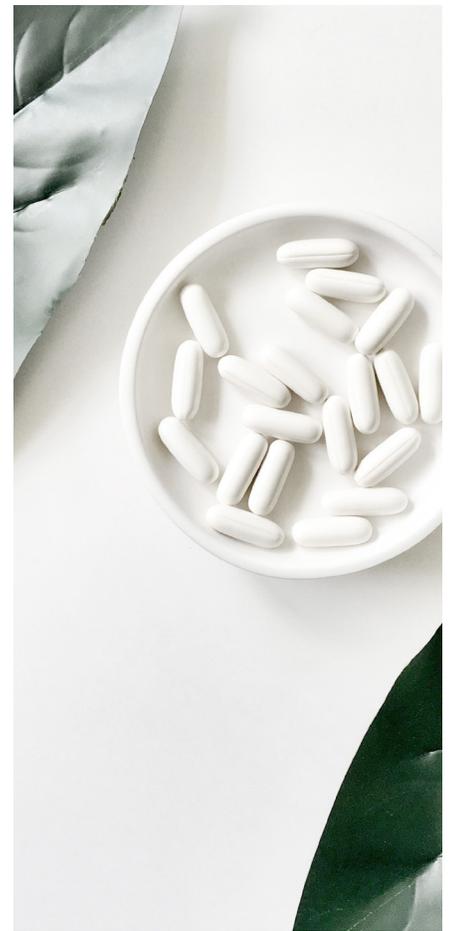
And as Lorraine stated, other benefits are immeasurable in terms of better customer service and increased business due to staffs' ability to be more proactive.

How do Carvajal staff feel about the Portal?

*“We absolutely love it! We should have implemented it sooner.”*

The Customer Portal is ideal for families that live overseas with their loved ones that are stateside.

Physical and time differences are no longer a challenge to make prompt payments and keep their account current.





## About North49

For more than 30 years, North49 has been developing applications that extend the functionality of Sage 300.

As a Sage Development Partner, designing and implementing solutions for small and mid-size companies, our broad experience and expertise in accounting, software engineering, business processes, and design delivers intelligent solutions that work the way our customers work.

## North49 Customer Portal

The Customer Portal provides a quick and easy way for your customers to do business with you and pay you online.

From a simple click-to-pay link on your emailed invoice to a full-featured Customer Portal that provides complete self-serve capabilities including online Quick Order Entry, you can provide your customers with online self-service...and get paid.

**Sage** Tech Partner

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