



Twenty-five years ago Jonar Systems Inc. opened its doors with a simple goal - provide a product that would allow its customers to better manage their manufacturing operations.

Customer service became our first priority. In 25 years no customer has ever been greeted with an automated voice when calling during business hours. In the last 10 years alone, we have created thousands of customized features to address specific customer requests', many of which are now incorporated into JAS™ as standard features. Jonar continues to advise customers regarding computer hardware without charging a fee or taking a margin. We have successfully helped customers receive government grants to defray the costs of software and training.

The 'HOT' issue that is linked to our continued success in the future is management succession. Since founding the company in 1986, Stephen Ruby has been the heart and soul of Jonar Systems. His intelligence, knowledge and experience have helped his customers overcome countless challenges during the past quarter century. His integrity has been stamped on how Jonar conducts its business and he has passed this modus operandi to his faithful staff.

In recent years, concerns about what would happen when Stephen retires have arisen. Customers whose daily business operations rely on our product and service have rightly wondered who would be at the helm in the future.

## Tech News in 1986

Microsoft goes public

IBM releases the laptop  
(weighing 12lbs)

Pixar is founded

Compaq launches the 386 PC

More than 30 million computers in use in  
the United States

IBM.com comes online

**Jonar Systems opens it's doors**

**We are pleased to announce that as of March 2011, Jon Ruby, Stephen's son, has joined Jonar as Stephen's successor. While Stephen plans to continue working forever, Jon will be taking over the executive management of the company, so that Stephen can focus on the work he loves most....visiting customer sites and figuring out how to make their businesses run better.**

## Stephen Ruby takes a look back....



25 years ago I had three main objectives:

- ◆ Start a new business
- ◆ Focus on Customer Service
- ◆ Keep my head above water

The latter proved to be the hardest to achieve.

My previous employment opportunities put me on the other end of Customer Service; so I knew what bad customer service was. I certainly did not want any of my customers to experience that with me. I wanted to offer a full service package, from software to network to hardware. This meant staying one step

ahead of technology...which was moving very fast indeed.

This was the beginning of networks and personal computers. In fact, you should know that I was probably the inventor of the first portable computer. Yes, sir! I attached a handle to my very large tower. With the tower in one hand and this huge screen barely held by the other hand, I was off to see my first few customers. Wish I had a picture.

I made it. Many big software companies are no longer around. Jonar is still here.

Remember the big flood in 1987? I was working out of an office on Chabanel... which was flooded. The flood was

followed by several weeks without electricity. When I was looking for another location, my only question was "Did you have any flooding during that time?" I found a place that answered that question to my satisfaction. 24 years later, we are in the same location, using bigger office space...from 1500 square feet to over 6000.

I guess we did something right throughout the years. It's a good structure to continue to build on.

Let me take this opportunity to thank all my customers and employees for making the past 25 years possible.

## INTRODUCING

## JON RUBY.....

Jon Ruby is a successful entrepreneurial executive with over a decade of experience growing and managing small and medium-sized businesses.

After attending the University of Western Ontario, Jon co-founded a software company named Control-F1, which was later sold to Computer Associates.

Next, Jon joined and became a partner at Brendan Wood International, an international business intelligence and consulting company servicing the largest financial institutions in the world.

After helping grow a business unit there, Jon used the

proceeds to enter the world of Private Equity specializing in the Natural Resources sector in the public market.

Following a stint engaging in and co-leading dozens of equity raises and mergers and acquisitions, Jon turned his sights to medical devices. While at Thornhill Research, Jon managed the startup of production and manufacturing of a number of complex medical devices under the ISO 13485 standard and launched an international distribution network.

Jon and his wife Beth, have 2 children and have recently

moved to the Montreal area.

For Jon, this is a welcome opportunity to return home after moving away more than 15 years ago. Beth grew up in Cape Breton, Nova Scotia, went to McGill University and is excited to be back in Montreal.



## SO, WHAT'S NEW AT JONAR?



- ◆ **Dash Board** – New Browsers
  - ◇ Drill down to Open Unshipped Orders, Invoices & Credits
  - ◇ View accounts based on Aging, i.e. Current, 31-60, 61-90 and over 90
- ◆ **Master Pick Ticket** – Group multiple orders for the same account onto one pick ticket to print and invoice as one. (Optional feature.)
- ◆ **Order Confirmation** – Default Messages – Similar to the default messages for Purchase Orders, now you can pick and choose the notes for each order confirmation from a pre-set group of default messages.
- ◆ **GL Bridge** – Option to post by Currency. This is perfect for new installations. The set up for the GL Bridge will be much faster if you only have to link 2 or 3 currencies instead of dozens of countries.
- ◆ **Proforma Invoice** – Are you manually calculating the total \$ for an invoice in advance for COD's and/or credit card orders? The new Proforma creates a temporary invoice that you can print for these special orders. The Proforma does not update the customer, invoice or inventory files. It is just temporary. (Optional feature)
- ◆ **Automatic PO's from OTS Report** – This function has been reborn. Now you can automatically generate PO's from your Open To Sell values; one PO per vendor.

## Did You Know?

### Carbonless Laser Paper:

This product is already available on the market and is a useful tool if you want to print multiple copies of your picking tickets, invoices, credit notes, etc. without stacking paper into different trays and then trying to match the copies to the originals. This will save time. The package of paper already comes collated with different colored paper for 2 or 3 copies. Your customized forms can be modified to automatically print page one 2 or 3 times, the page two 2 or 3 times, etc.

Just like the old NCR paper, documents generated on a laser printer, using this new Carbonless Laser Paper, can be signed on the top copy and the signature will go through to the other copies.

Just enter "Carbonless Laser Paper" in your favourite search engine for more information.

## ENHANCING CUSTOMER SUPPORT

A big change coming up at Jonar is the implementation of a new customer service tracking system. We are currently testing a web-based system for tracking all our customer inquiries and requests.

Customers will not need to change their current practice of sending us an e-mail with a print screen, or calling us with a question. What will change is that when an e-mail or phone call is received, the job tracking system will automatically respond with

an e-mail back to our customer containing an assigned case number.

In the second phase of this new system, there will be a link to our tracking website, which will allow our customers to monitor the progress of their cases whenever they want.

All customers will be sent detailed instructions on how the new system

works, before we actually implement it. We promise a painless switch-over, and improved communications between Jonar and our customers.

## Items of Interest from Past Releases

Previous issues from prior years contain many relevant articles, notes and other pertinent matters such as:

- ◆ Consignment Subsystem
- ◆ Discounts by Mailbox
- ◆ Automatic E-mailing
- ◆ Pick and Pack
- ◆ Scanning
- ◆ Electronic Customer Orders & PO's
- ◆ Vendor Scorecard
- ◆ Quick Entry
- ◆ Bulk PO's
- ◆ EDI 820's
- ◆ Duty Drawbacks/Deferral
- ◆ Web Order Interface
- ◆ 60 Divisions
- ◆ Store Replenishment
- ◆ Freight Tracking Interface

**JONAR SYSTEMS INC. (JSI)** offers its clients turnkey application software, installation, training, support and consulting services.

The application systems are tailored to vertical markets in the manufacturing, import and distribution sectors of the apparel and hard-goods industries. (JAS™) and (JSI+)

The main goal of JSI is to deliver cost-effective solutions, providing timely information so that the owner/managers can effectively run their organizations in an easy to use manner.

<p>ERP SOFTWARE</p>  <p><i>We are the missing piece to your puzzle</i></p>	<p>SYSTÈMES <b>JONAR</b> SYSTEMS</p>  <p>5645 St-Francois Montreal, Quebec, Canada H4S 1W6 T. (514) 335-5525 F. (514) 335-5529 E. jonar@jonar.com www.jonar.com</p>
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**“It’s our business to make yours better”**