

## **REMAKES/WARRANTY**

### **Remaking lenses (scratch warranty only) MEC LAB**

- Spec Rx screen select add new
- POF will be used here, you will not post this remake to the ledger (frame has already been taken from your inventory on the original order)
- Pt supplied frame
- Choose remake reason from the drop down
- Transmit to lab, DO NOT POST TO THE LEDGER
- Fill out remake form for the lab, no need for a refund slip.

### **Remaking lenses (scratch warranty only) Walman**

- Spec Rx screen select add new
- POF will be used here, you will not post this remake to the ledger (frame has already been taken from your inventory on the original order)
- Pt supplied frame
- Choose remake reason from the drop down
- DO NOT TRANSMIT, DO NOT POST TO THE LEDGER
- Send the frame, along with the new order to Alicia in Central with notes that the job is a Walman scratch warranty. Alicia will put the new order in Vision Web.
- No refund slip is necessary.

### **Frame warranty**

- Spec Rx screen select add new
- Enter in +99.00 lens code in the Sphere (+99.00 meaning no lens)
- Key in the barcode, and the frame information will come up
- Choose remake reason as frame warranty
- Choose the supplier for the frame (dr. supplied if you have it or central supplied if you need to order the frame)
- If it is the old warranty, we need you to choose your plan as Warranty (old frame). If it is the new warranty you will need to choose the plan that goes along with your frame and lens choice.
- Do not transmit (this will not go to the lab)
- Click on charges and post to the ledger, once you save the ledger the amounts will come up then just save.
- Post money if necessary
- There is no reason to send in a refund slip, just send an inventory transfer form with the proper information filled in along with the frame.

