

## **REFUNDS/EXCHANGES/REMAKES/TRANSFERS**

**Pt is changing their lens type, keeping their frame.**

- Go to the spec Rx screen locate the original order by using the next or back button (be sure it is the correct order)
- Click the VOID option
- Enter the reason for the void. You can type in your reason or choose from the drop down.
- The tax box will pop up, click save. The frame box may also pop up, click save. The amounts will be in the negative, which is because it is returning the materials.
- Once these returned materials post to the ledger you will see the original order and then the negative returned order. You are done with the return portion.
- Now you will need to enter the new job. All materials need to be entered, frame, lens, and any add-on's. This is now a brand new job. You need to resell the frame, because of voiding the first order the original frame has been put back into your inventory. You will need to choose dr. supplied for the new order to remove the frame out of your inventory, never use POF.
- Choose your remake reason
- If there is a price difference at the pts cost you will need to manually figure this and you are responsible for collecting this difference upfront. You will post this payment to the line item with the cost difference. (Don't forget tax).
- There may be a balance on the account after the new job is entered, DO NOT do any transferring of monies or adjusting. ONLY POST MONEY THAT PERTAINS TO ANY PRICE DIFFERENCE IN MATERIALS THAT PT NOW OWES FOR THE EXCHANGE.
- Send the transfer for to Central

Please remember

POF is never used unless it is that pts own frame.

Dr supplied is the only supply option you will use if you are sending that original frame from your store to the lab.

The original frame must be resold because once the original job is voided, that frame is put back into your store inventory and if it is not resold it will remain in your inventory.