

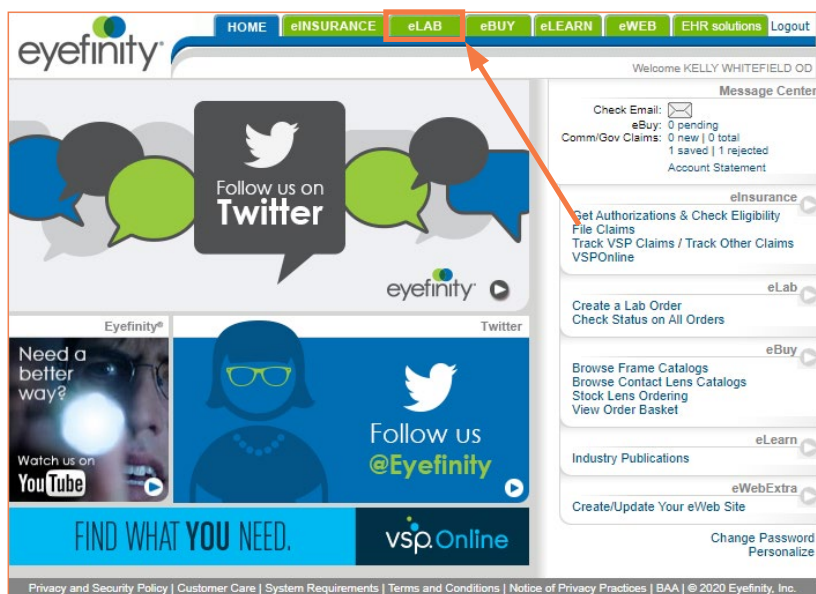
# Online Redo Request Guide

vsp<sup>one</sup>

## HOW TO SUBMIT AN ONLINE REDO REQUEST

The VSPOne® online redo request form allows you to quickly and conveniently submit redos from your computer. Follow these simple steps to submit your redos online.

### 1 From the Eyefinity Home Screen Select **eLab** Tab



### 2 Choose **VSPOne Optical Technology Centers**



### 3 Choose Redo VSPOne Order

The screenshot shows the Eyefinity VSPOne website. The top navigation bar includes links for HOME, eINSURANCE, eLAB, eBUY, eLEARN, eWEB, EHR solutions, and Logout. The left sidebar contains links for Start a Lab Order, Saved Orders (0), Voided Orders (0), View Order Status, Featured Labs, VSPOne Technology Centers, Lab Account Setup, Add/Remove a Lab, Assign Acct. #, Help, eLab Quick Guide, and Frame Search User Guide. The main content area features the VSPOne logo, a location selector, and a description of VSPOne Technology Centers. A sidebar on the right contains links for Corporate Info, Locations, Promotions, Contact Lab, Redo VSPOne Order (highlighted with a red box), New Account Inquiry, and Add Our Labs. An arrow points from the 'Redo VSPOne Order' link to the main content area.

### 4 Complete Required Fields and Submit/Send

The screenshot shows the 'VSPOne Lab Order Redo' form. The form includes the following fields and options:

- \*VSPOne Acct # [Text Field]
- Original Order Information:
  - \*Patient Name: Last Name (first three characters) [Text Field], First Initial [Text Field]
  - \*Original Inv # or Rx # [Text Field]
  - \*VSPOne Lab: -- select a VSPOne lab -- [Dropdown Menu]
- Redo Information:
  - \*Redo Reason:
    - ☐ Warranty/Scratch
    - ☐ Doctor Change
    - ☐ Lab Error
  - \*Which Lenses:
    - ☐ Both Lenses
    - ☐ Right Only
    - ☐ Left Only
  - \*Edge / Frame Status:
    - ☐ Lenses Only
    - ☐ Frame to Come
    - ☐ Uncut
- Redo Instructions / Comments [Text Area]
- Buttons: Send (highlighted with a red box), Reset

An arrow points from the 'Send' button to the 'Redo Instructions / Comments' text area.

**Notice/Confirmation:** After order is submitted a message will be given to the account (through Eyefinity) advising of successful transmission.

The order will be entered into the lab and an email confirmation with RX# (for reference) will be provided.

**Important:** Label the frame/lenses returning to the lab with the provided RX#.