

## Integrated Lens Ordering Service Guidelines

### Integrated Lens Ordering Hardware Requirements:

There are a few essential tasks that must be completed in order to successfully implement Integrated Lens Ordering in your clinic. Please ensure the following requirements are met:

- Business quality internet speed – 1 mbps download and upload minimum.
  - This ensures reliable internet access when interacting with labs and prevents service interruptions due to timeouts.
- A stable Visual-Eyes server.
  - For more information on Visual-Eyes server requirements, please contact our Customer Service Team. They will provide a complimentary hardware assessment to ensure that your server is up to date, and can provide suggestions and guidance in choosing a new server where necessary.
- Remote access to your Visual-Eyes server.
  - This provides our implementation team access during setup, and provides us the ability to troubleshoot any issues without affecting the clinic's use of Visual-Eyes.
- Visual-Eyes version **B7.8** or higher.
  - If you require an update, please contact our Customer Service Team.

### What You Need to Get Ready:

There are some steps that your clinic needs to take in order to get ready for Integrated Lens Ordering:

- Fill out the Integrated Lens Ordering Form for every business/practice.
  - Be as specific as possible with the lab name and location to ensure we link to the correct lab.
  - From this an account will be created and your system will be configured. An electronic version of this form can be obtained through the Sales Department.
- Review current retail pricing.
  - Is your clinic using markups? Having markups in place makes for an easier transition once you have access to the full electronic lens catalogue from your lab supplier. If you require assistance with this, you can refer to our Markups Webinar and Handout, or contact sales.
- Book your training by calling 403-314-1322 x 3 or emailing [sales@visual-eyes.ca](mailto:sales@visual-eyes.ca).

### Integrated Lens Ordering Implementation Fees (Setup and Training):

Set Up and Training: \$150.00 per hour  
Typical time required: 2-4 hours  
Total typical cost: \$300-\$600 + tax

# Visual-Eyes Integrated Lens Ordering Form

To facilitate ordering within Visual-Eyes, please provide your lab account information in the fields below and email the document to [sales@visual-eyes.ca](mailto:sales@visual-eyes.ca)



<b>ER Account ID:</b>		<i>Example:</i> 20999
<b>Practice Name:</b>		Blue Sky Eye Care
<b>Location Nickname:</b>		Downtown
<b>Civic Number:</b>		7500
<b>Street Name:</b>		Main Street
<b>Unit Number:</b>		Suite 103
<b>City:</b>		Winnipeg
<b>Province:</b>		MB
<b>Postal Code:</b>		R2C 0Z1
<b>Email Address:</b>		<a href="mailto:john@gmail.com">john@gmail.com</a>
<b>Cellular Tel:</b>		555-888-7777 (owner's cell number for purpose of password reset)

**IMPORTANT**  
You must submit one form for every business/practice. Each business/practice will have a different Bill To / Ship To account number at the labs.

<b>Supplier</b>	<b>Lab Name &amp; Location</b>	<b>Catalogue</b>	<b>Account Number</b>	<b>Ship to</b>	<b>Finishing</b>	<b>Account Description</b>
<i>Examples:</i>	Hoya Toronto Essilor Vancouver	Regular, DR Express	(#) XXXXXXX	If Different from Account #	Uncut / Edge & Mount / Both	Security, Downtown, Uncut, Store A

<i>* Please specify lab location</i>	<i>* Modify as required</i>					
<b>Zeiss -</b>		ZEISS Regular				
		DR				
		Synchrony				
<b>Hoya -</b>		Hoya Branded				
		LensChoice				
<b>Essilor -</b>		Exclusive				
		Regular				
<b>Nikon -</b>		Regular				
<b>Shamir -</b>		Regular				
		Express				
<i>Additional Accounts:</i>						