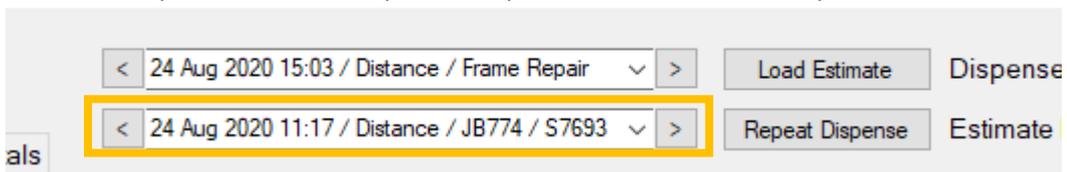


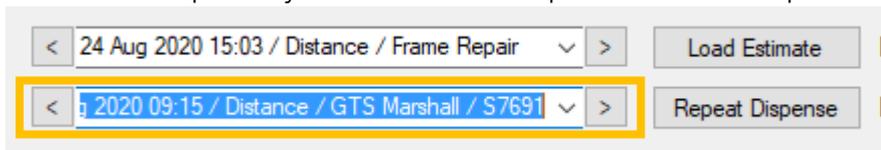
Replacement Spectacles

This process can be used to order an exact replacement of a previous order.

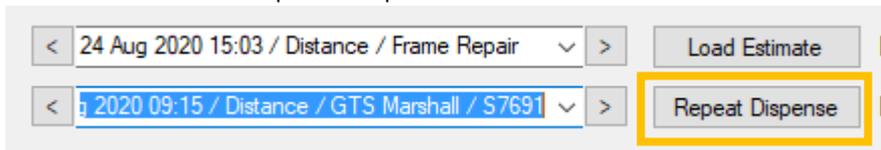
1. Open the dispense form for the relevant patient.
2. The 2nd drop-down at the top shows previous confirmed dispenses.



3. Select the dispense you would like to repeat from the drop-down.



4. Click the button 'Repeat dispense'.



5. If the patient has had a new Rx that you want to use click the button 'Update Rx'.



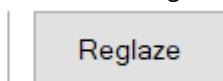
The button will be pink if there is a more recent prescription available.

6. Check the products are still available and complete the dispense as normal.

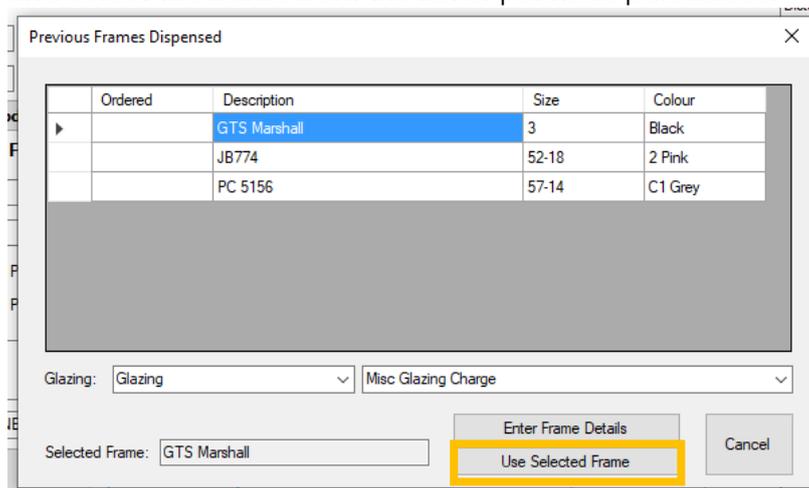
Spectacle Remakes

This process can be used if the patient has a pair of spectacles that need to be remade due to a quality issue.

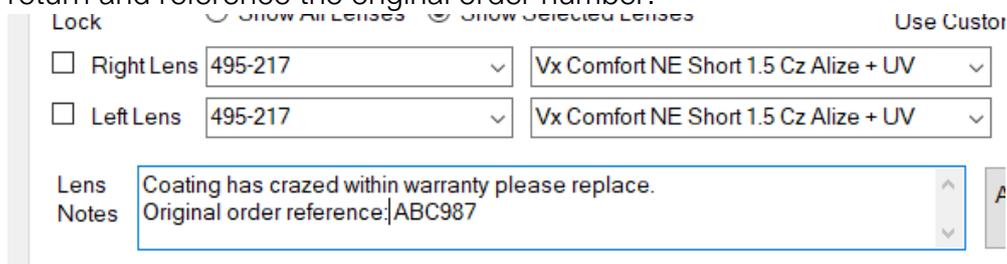
1. Open the dispense form for the relevant patient.
2. Select from the drop-down list of confirmed dispenses the dispense that needs replacing.
3. Click repeat dispense.
4. If there is nothing wrong with the frame and it is just the lenses that are faulty click the 'reglaze' button,



and select the frame from the list of previous purchases.



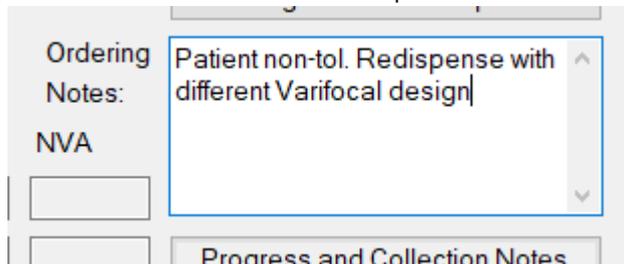
5. Navigate to the lenses tab. In the lens notes amend to say the reason for the return and reference the original order number.



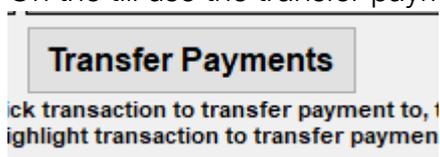
6. Navigate to the finishes and totals tab. Select the adjustment reason 'Remake' in the overall adjustment reason field. The price will be adjusted to £0 but can be amended if necessary.
7. Confirm the dispense.

Redispendse

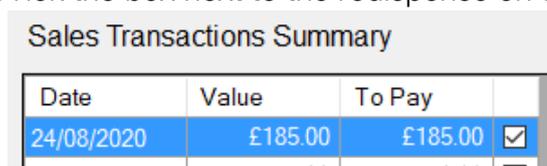
1. Make a note for future reference, on the original order, that the patient has had a non-tol and the reason the spectacles are being redispensed.



2. Open the dispense form for the patient.
3. If the patient is having new lenses into the frame select reglaze, if the patient is having a different frame choose the new frame from the choose frame button.
4. Navigate to the lenses tab and select the lenses the patient is having.
5. Complete any other extras that are required for this dispense.
6. Select the redispense adjustment reason in the overall field.
(If you are not charging the patient for the redispense, override the price so it says £0. If you would like to charge the patient for any upgrades or refund the patient for any downgrade, then do not amend the price)
7. Confirm the dispense (if the patient is having two pairs then you can begin a new dispense now).
8. Exit the dispense module so that the new dispenses are entered onto the till.
9. On the till use the transfer payment feature.



10. Tick the box next to the redispense on the till.



Date	Value	To Pay	
24/08/2020	£185.00	£185.00	<input checked="" type="checkbox"/>
20/08/2020	£115.00	£115.00	<input type="checkbox"/>

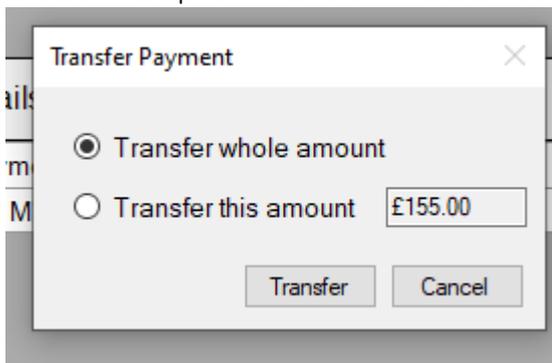
11. Highlight with a single click the original dispense that patient has already paid for.

Date	Value	To Pay	
24/08/2020	£185.00	£185.00	<input checked="" type="checkbox"/>
22/08/2020	£245.00	£0.00	<input type="checkbox"/>

12. Click 'Transfer Payments'.



13. Select the option 'Transfer whole amount' and then click 'Transfer'.



14. If the patient requires a refund. The new dispense will now be green as the patient is owed money.

Sales Transactions Summary

Date	Value	To Pay	
24/08/2020	£155.00	£-230.00	<input type="checkbox"/>
24/08/2020	£385.00	£385.00	<input type="checkbox"/>

15. If the patient needs to pay for an upgrade the new dispense will be highlighted red.

16. Highlight the original dispense, click the write off button. Enter the reason 'redispense'.

17. You can now use the enter payment button if the patient owes money or the amend payment button to return money to the patient.