

Setting up your system to process repairs

To use the below worked examples as a basis for how you will process repairs through your i-Clarity you should have the following set up in the maintenance of your system.

1. An adjustment reason called 'Frame front only'

Add 24 August 2020 24 August 2020 All Branches Frame

2. An adjustment reason called 'Frame right side only'

Add 24 August 2020 24 August 2020 All Branches Frame

3. An adjustment reason called 'Frame left side only'

Add 24 August 2020 24 August 2020 All Branches Frame

4. An adjustment reason called 'Frame part only'

Add 24 August 2020 24 August 2020 All Branches Frame

5. An adjustment reason called 'Frame Repair'

Add 24 August 2020 31 August 2020 All Branches Frame

6. A Frame product called 'Frame Repair' (You could add multiple frame repair products depending on the services you offer e.g. Solder repair and Titanium Solder Repair)

<p>Product Code: <input type="text" value="FrameRepair"/> <input type="button" value="Change"/></p> <p>Last Updated on: <input type="text" value=""/></p> <p>Description: <input type="text" value="Frame Repair"/></p> <p>Product Group: <input type="text" value="Frame"/></p> <p>Analysis Type: <input type="text" value="Repair"/></p> <p>VAT Category: <input type="text" value="Partially VATable"/></p> <p>Cost Price: <input type="text" value="0.00"/></p> <p>Standard Price: <input type="text" value="10.00"/></p> <p>Fee Type: <input type="text" value="[None]"/></p> <p><input type="button" value="New"/> <input type="button" value="Save"/> <input type="button" value="Delete"/></p> <p><input type="button" value="Copy"/> <input type="button" value="Set Branch Availability"/></p>	<p>Product Code: <input type="text" value="Solder Repair"/> <input type="button" value="Change"/></p> <p>Last Updated on: 24-Aug-2020 14:53</p> <p>Description: <input type="text" value="Solder Repair"/></p> <p>Product Group: <input type="text" value="Frame"/></p> <p>Analysis Type: <input type="text" value="Repair"/></p> <p>VAT Category: <input type="text" value="Partially VATable"/></p> <p>Cost Price: <input type="text" value="0.00"/></p> <p>Standard Price: <input type="text" value="30.00"/></p> <p>Fee Type: <input type="text" value="[None]"/></p> <p><input type="button" value="New"/> <input type="button" value="Save"/> <input type="button" value="Delete"/></p>
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The size and colour of these frame repair products should be written as n/a

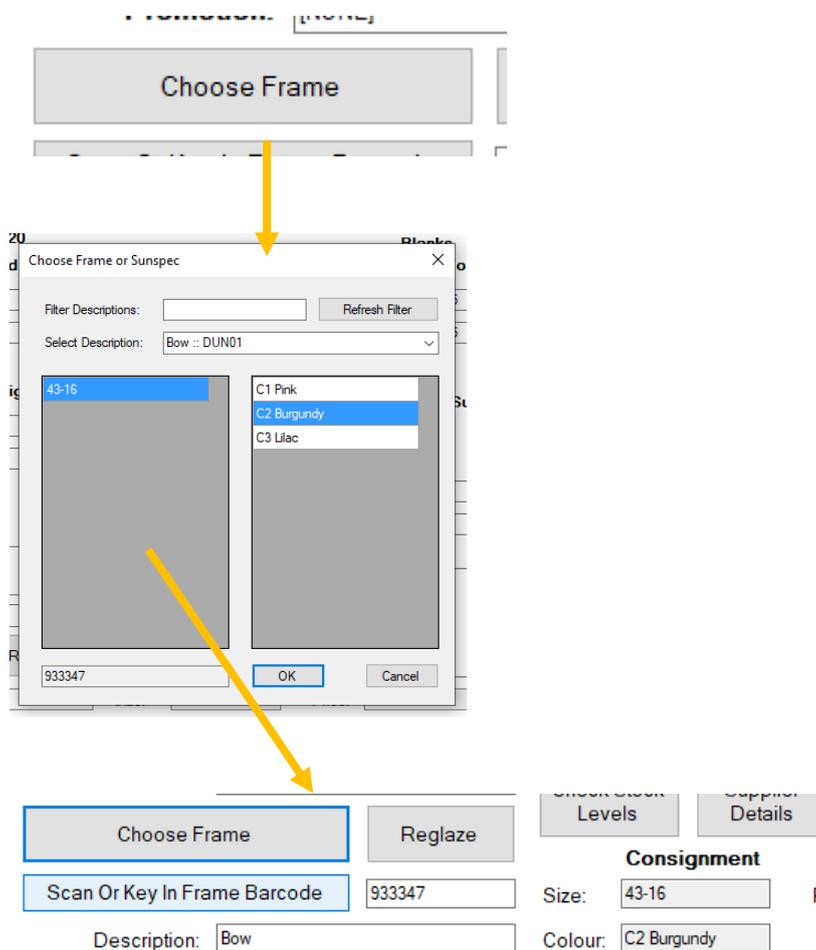
Size:

Colour:

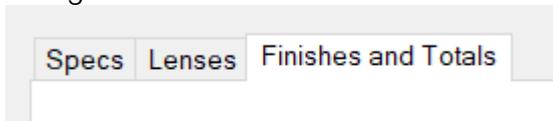
Worked Examples of processing frame repairs

Private frame part replacement

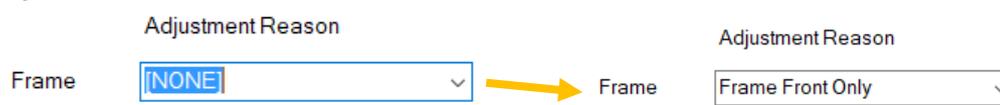
1. Select the frame the patient needs a replacement part for from the 'Choose Frame' button on the 'Specs' tab.



2. Navigate to the 'Finishes and Totals' tab.



3. Select the applicable frame part description from the drop-down list for frame adjustment.



4. Type in the price of the new part.

Total Sale
£30.00

NHS Frame Part Replacement

1. Select the frame the patient needs a replacement part for from the 'Choose Frame' button on the 'Specs' tab.

The screenshot shows the 'Specs' tab interface. A button labeled 'Choose Frame' is highlighted with a blue border and a yellow arrow pointing to it. Below this button is a 'Scan Or Key In Frame Barcode' field containing '933347'. To the right, there are 'Check Stock Levels' and 'Supplier Details' buttons. Below these are 'Consignment' details: 'Size: 43-16' and 'Colour: C2 Burgundy'. A 'Description' field contains 'Bow'.

2. Select the repair voucher type from the voucher drop-down.

The screenshot shows the voucher selection interface. The 'Voucher' drop-down menu is open, showing the selected option 'A Repair Front Only - £12.45'. Below the menu is a text box containing '£12.45' and a 'Show Animation' button.

3. Navigate to the 'Finishes and Totals' tab.

The screenshot shows the navigation tabs at the top of the interface. The tabs are 'Specs', 'Lenses', and 'Finishes and Totals'. The 'Finishes and Totals' tab is highlighted with a blue border.

4. Select the applicable frame part description from the drop-down list for frame adjustment.

The screenshot shows the 'Adjustment Reason' drop-down menu. The selected option is 'Frame Front Only'. A yellow arrow points from the previous state (where the selection was '[NONE]') to this state.

5. Type in the price of the new part (This could be reduced to match the voucher amount if applicable).

The screenshot shows the summary section. The 'Total Sale' is £30.00. The 'Total Value' is £30.00, the 'Voucher' is £12.45, and the 'Total To Pay' is £17.55. A yellow arrow points from the 'Total To Pay' field to the 'Total Sale' field.

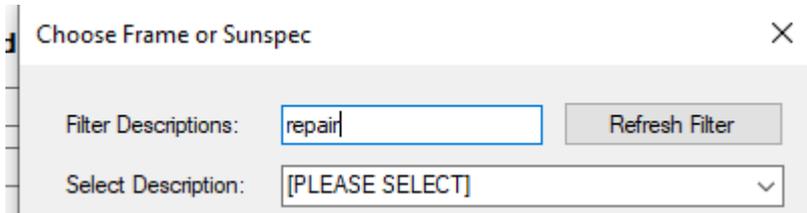
Total Value:	£30.00
Voucher:	£12.45
Total To Pay:	£17.55

Total Sale
£30.00

6. If the amount exceeds the voucher value, the amount the patient must pay will be calculated.

Frame Repair

1. On the specs tab in the dispense module, click on the 'Choose Frame' button.
2. Type 'Repair' into the filter descriptions field and then click the 'Refresh Filter' button.



Choose Frame or Sunspec

Filter Descriptions: Refresh Filter

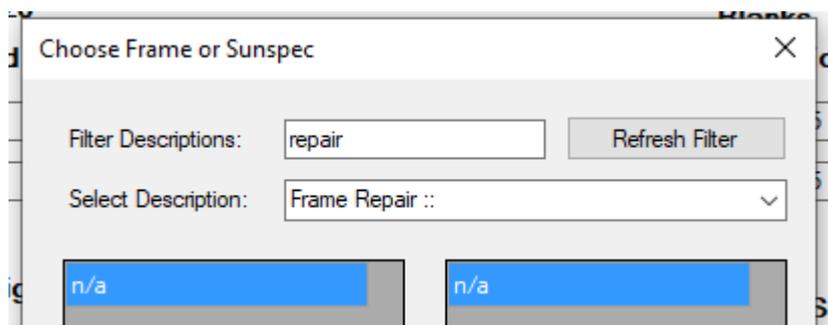
Select Description: [PLEASE SELECT]

3. Select the appropriate repair from the list.



Select Description: Frame Repair ::

4. Click N/A in the size and colour fields and then click ok.



Choose Frame or Sunspec

Filter Descriptions: Refresh Filter

Select Description: Frame Repair ::

n/a n/a

5. In the description add details of the frame model for reference.

Description:

6. Navigate to the finishes and totals tab.



Specs Lenses Finishes and Totals

7. If the repair product selected shows a different price than the cost of this patient's repair, select 'frame repair' from the adjustment drop-down.

Adjustment Reason

Frame

8. Then type the price of the repair into the frame total sale field.

	Adjustment Reason	Price	Adjustment	Total Sale
Frame	<input type="text" value="Frame Repair"/>	<input type="text" value="£10.00"/>	<input type="text" value="£0.00"/>	<input type="text" value="£26.50"/>