Processing Repairs

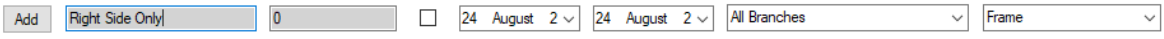
i-Clarity Version 3.3.2

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'

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

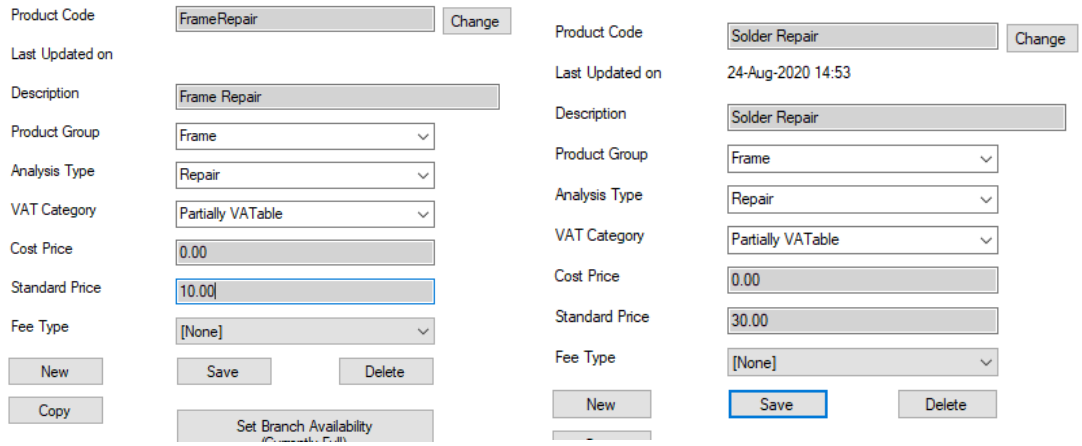


3. An adjustment reason called 'Frame left side only'

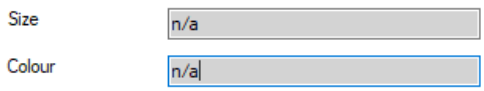
4. An adjustment reason called 'Frame part only'

5. An adjustment reason called 'Frame Repair'

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



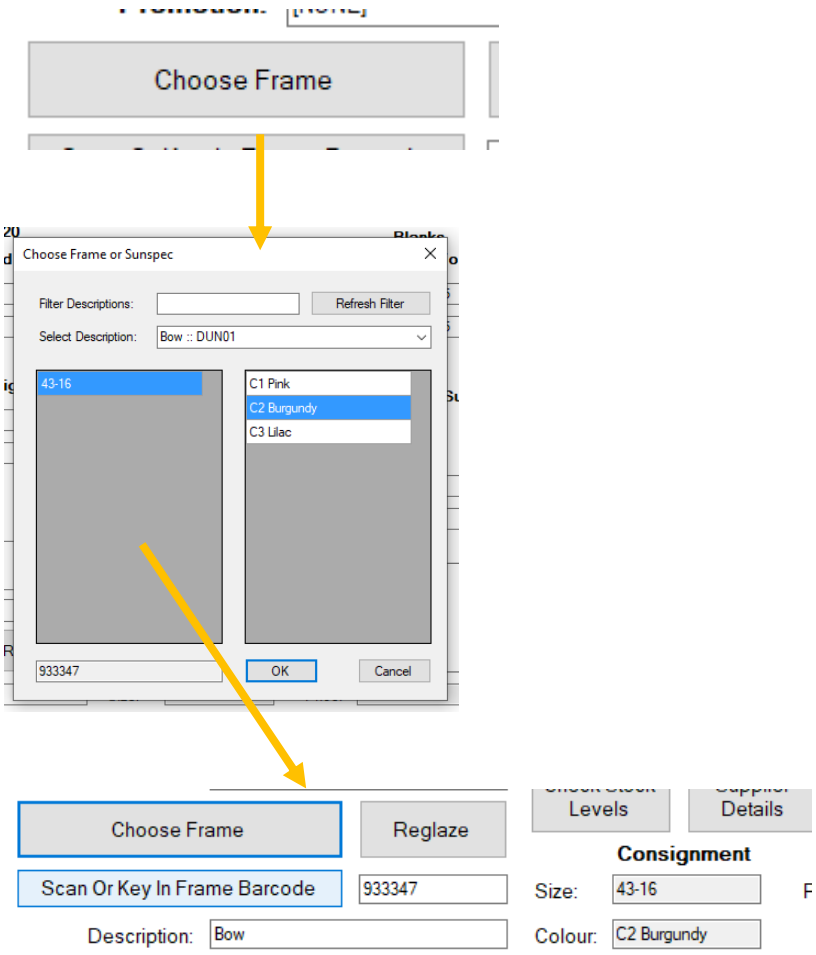
The size and colour of these frame repair products should be written as n/a



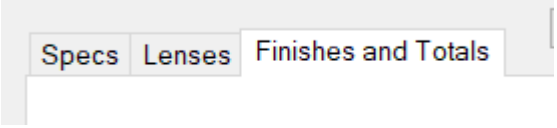
Worked Examples of processing frame repairs

Private frame part replacement

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

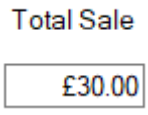


2. Navigate to the 'Finishes and Totals' tab.



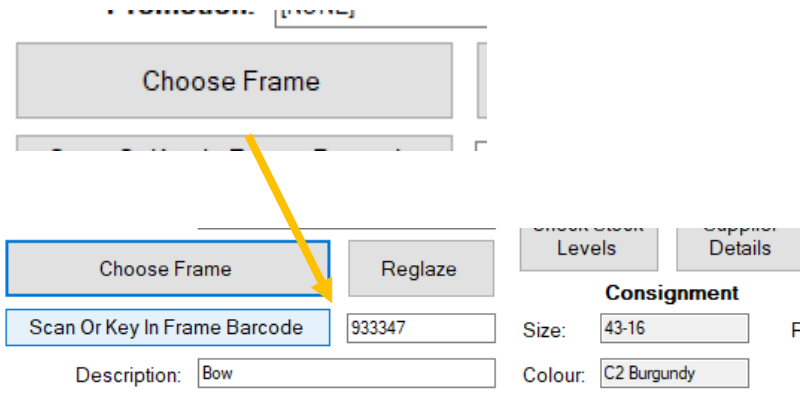
3. Select the applicable frame part description from the drop-down list for frame adjustment.

4. Type in the price of the new part.

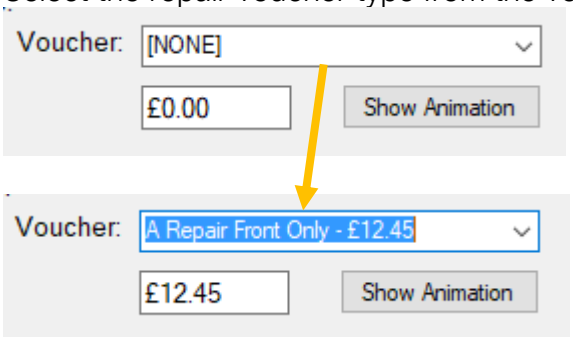


NHS Frame Part Replacement

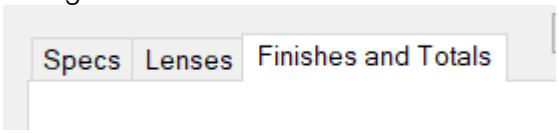
1. Select the frame the patient needs a replacement part for from the 'Choose Frame' button on the 'Specs' tab.



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

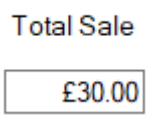


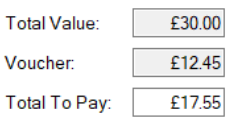
3. Navigate to the 'Finishes and Totals' tab.



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

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



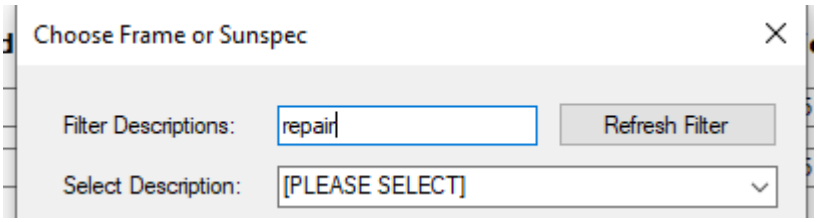


6. If the amount exceeds the voucher value, the amount the patient must pay will be calculated.

Frame Repair

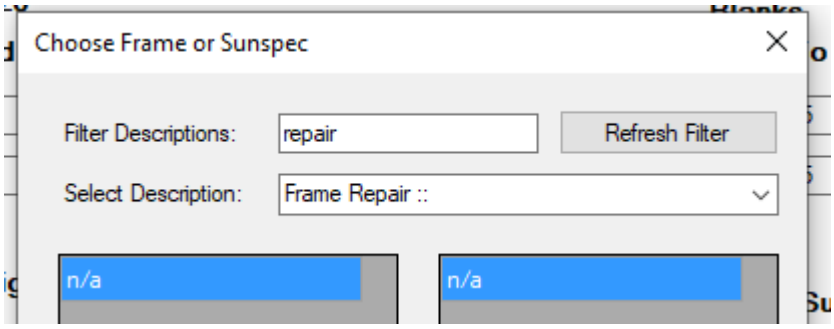
1. On the specs tab in the dispense module, click on the 'Choose Frame' button.

2. Type 'Repair' into the filter descriptions field and then click the 'Refresh Filter' button.

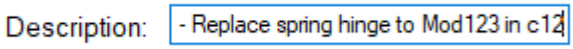


3. Select the appropriate repair from the list.

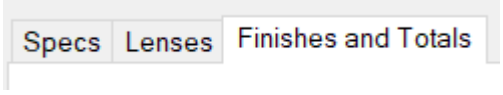
4. Click N/A in the size and colour fields and then click ok.



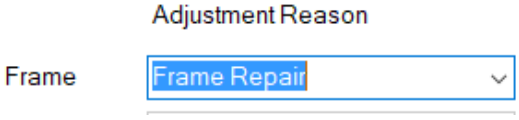
5. In the description add details of the frame model for reference.



6. Navigate to the finishes and totals tab.



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.



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