

LPA; FAILED INSPECTION, BREAKAGE

If The Order Fails Inspection, And You Need To Re-Order Through RxO

Remakes

Lab Processing Application (LPA) has the ability to request a remake for an order that was already transmitted and manufactured by central lab (RxO).

To process **Reject** (order needs to be remade by outside lab; not yet dispensed), the following two conditions must be met.

- The order has been transmitted to an outside lab.
- The current date is at least one day greater than the date in which the order was transmitted (i.e., you cannot process a remake on the same day it was transmitted).

When both conditions exist, the **Remake** button will be enabled.

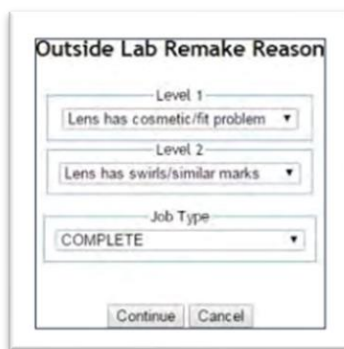
- When the **Remake** button is **BLACK**, the order is eligible to be remade.
- If the **Remake** button is **GRAY**, then the order is not eligible to be remade.

How to Process:

- When an order has been determined that it needs to be remade (e.g., doesn't pass inspection for the customer to pick up or if there was an in-store breakage), select the order on the LPA search results screen. The **Remake** button should be enabled.



- You Will Be Prompted To Select A Reason For The Re-Order
- Complete The Pulldown bars



IOF: Entering Breakages/Defects

Entering Breakage/Defect:

- 1 Search for desired Order in LPA
- 2 Select Breakages/Defects.
- 3 Select the Left or Right lens from the drop-down list.
- 4 Click Find.
- 5 Select Breakage or Defect from the 'type' drop down list.
- 6 Select Reason from the drop down list.
- 7 Assign an associate from the drop down list.
- 8 Click Add to save the breakage or defect.

Tips: The 'Caused By' field is only enabled if you have selected 'breakage type'. To edit OPCs on a breakage, simply delete the breakage, edit the OPCs on the lab ticket, then re-add the breakage to ensure sale usage is tied to the correct OPCs.