

# 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.

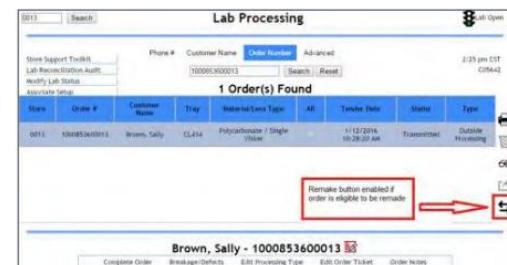
- The order has been transmitted to an outside lab.
- The current date is at least one day greater than the date in which the order was transmitted (i.e., you cannot process a remake on the same day it was transmitted).

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.

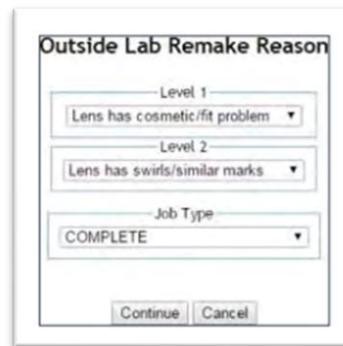
### How to Process:

- 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.



The screenshot shows the 'Lab Processing' screen with a search result for order 1000853600013. The order details are: Customer Name: Brown, Sally, Order #: 1000853600013, Item #: 00114, Description: Polycarbonate / Single Vision, Job Type: 10414, Transmitted Date: 1/12/2018, 10:28:29 AM, Status: Transmitted, Type: Outside Processing. A red box highlights the 'Remake' button in the bottom right corner of the order row.

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



The dialog box 'Outside Lab Remake Reason' contains three dropdown menus:

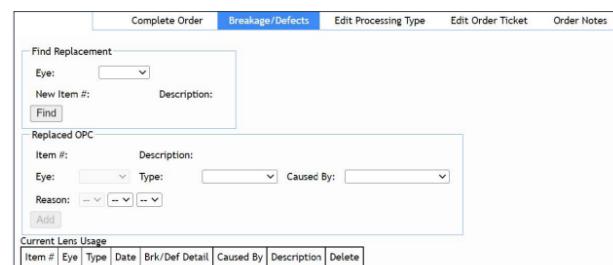
- Level 1: Lens has cosmetic/fit problem
- Level 2: Lens has swirls/similar marks
- Job Type: COMPLETE

Buttons at the bottom: Continue, Cancel.

## 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.



The 'Breakage/Defects' tab of the IOF screen includes:

- Find Replacement: Fields for Eye, New Item #, Description, and a Find button.
- Replaced OPC: Fields for Item #, Description, Eye, Type, Caused By, and Reason.
- Current Lens Usage: A table with columns: Item #, Eye, Type, Date, Brk/Def Detail, Caused By, Description, and Delete.

*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.*