

Select Optical's on-line ordering system, also known as E.lens, was developed to assist providers with both ordering and tracking of orders placed with Select Optical.

The web based ordering system is logical and leads you through placing an order for a specific type of service. The system will check your order for completeness and accurate input within specified limits and then allows the provider to track the progress of that order from receipt by Select Optical through shipping.

Getting Started

There are two ways to access the ordering web site.

The first is to open an internet browser window on your computer. In the web address block type the following address: <http://selectoptical.elensorder.com>. Remember to bookmark or list this page as a favorite on your browser for future use.

This will bring you to the login page. Enter your User Name and Password and click on LOGIN.

The second way to access the ordering web is to go to the Select Optical web site, www.selectoptical.com, and click on the link located in the upper right corner of the Home Page. This will take you the ordering website login page. Enter your User Name and Password and click on LOGIN.

Forgot your password? If you know the answer to the secret question and provided us with your email address you can click on "Forgot Password", complete the information requested and your password will be emailed to you. If you have not provided us with this information please call Ben Nelson at (614) 846-5750 X118 and ask her to update the customer listing with that information.

General Note

While using Select Optical's E.lens system do not use your browsers back button. Should you use the back button you will lose all previously input data.

Tracking

Once you are logged in you will be brought to the tracking page. This page shows you all the orders you have successfully submitted to Select Optical and the production status of the job from receipt to shipping.

Tracking is specific to the user. If you have more than one user set up for your practice you must check all user accounts to track all active jobs.

You can double click on any job to expand it so you can see each of the recorded steps.

You can view jobs that are unshipped, by a month range or a specific date range.

History

This tab allows you to view all previously submitted and accepted orders placed under the signed in user. History is only available for orders placed using this new E.lens ordering system. Historical information from our old ordering system is not available on-line but our customer service team can look up any order your account has made from the past two years.

From within this tab you can, by placing a check mark on a specific order: Print a copy of the order; Create a new order from a copy of a previously sent order; View a log of local activity of an order or you can search for a specific order by listed criteria.

Place an Order

From this tab you can start a New Job, Manage your Tracings or Download Tracing Software.

New Job

When you click on New Job the new order sheet opens and you are ready to enter a new order. You will begin your input in the section labeled “New Job Info”.

New Job Info

Order Type: This informs Select Optical of the type of job you are ordering and specifies what information is needed for the order type and what materials and services are available for that order type.

Job Class: Your choices are “Complete” or “Frame Only” or “UnCut”. These establish parameters for what information will be required to be completed within the order. ***For a lenses only job please select “Complete”. You will have an opportunity to specify “Lenses Only” later in the order.*** (Uncut is only available on Order Types that allow that option)

Patient Information: Completely fill in the remaining information blocks. Depending on the Order Type you will need to complete different levels of information. ***(May be required in red)***

- Patient Last Name (required on all orders)
- Patient First Name (required on all orders)
- Patient ID (Required for third party billed programs)
- Authorization Number (may be required for third party billed programs)
- Birthdate – MM/DD/YYYY (Required for third party billed programs)
- Date of Order –MM/DD/YYYY (Required for third party billed programs)(cannot duplicate a previously submitted order date for same patient)
- Patient's Street Address (may be required for third party billed programs)
- Patient's City (may be required for third party billed programs)
- Patient's State (may be required for third party billed programs)
- Patient's Zip Code (may be required for third party billed programs)
- Eligibility Checked (may be required for third party billed programs)
- Notes (optional)
 - The “Notes” section is for any special information you need to share about this order with Select Optical.

Frames

Here you will either select the specific frame from a group of available frames or provide information and measurements about a frame that is not listed.

Frame Shape: This lets Select Optical know where we can look for the information about the frame. Your choices are:

- Measurement / Manual Input – This allows you to input the A, B, ED and DBL measurements along with the **Manufacturer, Model, Size, Color, UPC, Eye Size, Bridge and Temple (items in red are required)**
 - **If you do not have the A, B ED and DBL measurements you must enter 99 in each block.** (Select Optical will secure the frame measurements if 99 is entered.)
 - **Make sure you click on SET MEASUREMENT after entering the A, B, ED & DBL measurements.**
 - **Now you need to enter: Manufacturer, Model, Size and Color.**
 - **The final required entry is the Eye Size, Bridge and Temple measurements.**
- Tracing – This is from a tracing file you can send with the order. Space is allowed for you to enter Manufacturer, Model, Size, Color, UPC, Eye Size Measurement, Bridge Measurement and Temple Measurement. Tracing software is available from our Place an Order page that can link your tracer to E.lens.
- Archive – If you have a job that uses the exact same tracing frame shape you can select the archived tracing information that contains those measurements and transfer them to this job. It is important to name the tracing with information that is recognizable to the shape or frame.
- From Frame – When available Select Optical has listed frames, sizes, colors and measurements that the provider can select.
 - All you have to do is select the manufacture; from that a list of available models will be available from the model drop down menu.
 - Select your model and a list of available frame sizes will show up on the Frame Size drop down menu. If only one size is available then it will be grayed out.
 - Now go to the frame color and select the color frame you want to order. If only one color is available the color block will be grayed out.

Frame Supplier: This tells Select Optical where the frame is being supplied from.

- Frame to Come – Use this if sending a frame from your supply or reusing the patient's own frame.
- Lab Supplied – If the Lab is to supply the frame select this option
- Lenses Only – This is where you can inform Select Optical that no frame is part of the order but the frame information provided will be used to manufacture the lenses.

Frame Type: This tells us the design of the materials the frame is made of. The choices are:

- Plastic
- Metal
- Drill
- Rimless Grooved
- Wrap
- Zyl

Frame Manufacturer: Input manufacturer name or select from provided list

Frame Model: Input Model Name or select from provided list

Frame Size: Input frame size or select from list

Frame Color: Input color or select from list

UPC: Optional Field for Frame UPC code

Eye Size: Input Eye Size Measurement or Preset from selected frame

Bridge: Input Bridge Size Measurement or preset from selected frame

Temple: Input Temple Measurement or preset from selected frame

Lenses

In this section you select the type of lens, material, brand and color and define side information. If you selected “Frame Only” under Job Class then this section will not be available on the order sheet.

Side: This is where you specify whether we are making: Both Lenses, Right Only, Left Only, From Different Materials, Balance Right or Balance Left. If you choose Different Materials you will need to enter information for each lens individually. All other choices will have you enter the lens information once.

Lens Material: This is where you specify the lens material you want Select Optical to use in manufacturing the lenses. Your choices may include: CR-39 (plastic), Polycarbonate, Mid/High Index, Ultra High Index, Trivex or Glass. Choices may be limited by Order Type.

Lens Type: This is where you specify whether this is: Single Vision, Bifocal, Trifocal, Progressive, Occupational or Reader. Choices may be limited by Order Type.

Lens: This further defines the type of lens you want to use based on the Lens Type you have designated. Example: If you chose Bifocal as your Lens Type the options under Lens may include: FT25, FT28, FT35, FT45, Round Seg 22, Round Seg 24, Blended Round Seg or Executive Bifocal. Option choices may be limited by Order Type.

Lens Coating: Not Used

Color: If there are color options (not tint color) available for the lens they will be listed here. Example: Transition Grey, Polarized Copper, etc. Tint Colors if desired are selected in a different section.

Miscellaneous Charges

These are charges or services will fall into one of two categories.

1. The first is a service which is listed in another part of the order form and needs further clarification on how Select Optical should handle it. These are listed because the Order Type you have chosen requires special billing or has authorization requirements.
2. The second is a service that is not listed anywhere else on the order form and you want to include the listed service as part of the order.

Not all miscellaneous charges are shown under all Order Types. They are Order Type specific per contract of program. You will only see the miscellaneous charges approved for your selected Order Type.

Tint

If you are requesting tint this is the section you enter the necessary information into.

Tint: This is for the tint color. Your options will be: See Comments, Match Sample, Brown, Green, Grey, Rose or Yellow.

- For the See Comments option you must go back up to the notes section of the order form and enter the color tint you want.

Type: Your options are Solid or Fade

% Tint: You input what percent of tint you want

Prescription

This is the area you enter your patient's prescription. Based on the lens type you will have some boxes available and others grayed out and unavailable to input.

Prescription									
Sph	Cyl	Axis	Add	SegH		FarPD	NearPD	Vertex Fitting Distance:	13.00
R 0.00	0.00	0	0.00	0.00	High	0.00	0.00	Pantoscopic Angle:	9.00
L 0.00	0.00	0	0.00	0.00	High	0.00	0.00	Face Form Angle:	5.00
Horiz Prism		Vert Prism		Base	Opt Center	Grind:		Standard	
R 0.00	In	0.00	Up						
L 0.00	In	0.00	Up			Edge: 01 Standard			

You begin on the first box for the Right lens and enter the Rx. Depending on whether the Rx is for SV or MF some of the boxes will be unavailable as they are not needed for that type of Rx.

The boxes in red will repeat the input first input into the second lens automatically. If you want to have different values just type over the one you want changed.

Grind – Your selections may include Standard, Thin or Safety depending on the order type you have chosen.

Edge – Your selections may include Standard, Polish Edges or Roll and Polish depending on the order type you have chosen.

Vertex Fitting Distance, Pantoscopic Angle and Face Form Angle – These are preset values and do not have to be changed. These may be available for future use. Please do not change these values

Save / Abort

You have now reached the point where you either have to save the order as input of cancel the order by aborting.

If you choose to SAVE the order the system will check to make sure everything has been entered correctly. If the system finds a problem after you have clicked SAVE, a message will appear directing you to where the problem is and you must correct the problem before the system will allow you to save it. (See example of error message below.)

Please provide DOB date in MM/DD/YYYY format
Please scroll up and correct all fields highlighted in red.

Also you should be aware that the system recognizes common size and Rx relationships and if your Rx does not validate against those parameters the system will, in most cases, not allow you to save the job until corrected. (Example: Using a Bifocal Seg Height that is too high on a frame size too small to accept that seg height. This will not allow the order to save.

After all corrections are completed you must click SAVE again and if the order is clean of errors it will be saved and the following screen will pop up showing you that the order is saved and ready to be sent to the lab.

Please do not use the back button.

Pending Orders

New job Edit Print Delete Send to Lab Log

<input type="checkbox"/>	OrderID	Customer	Last	First	Created
<input checked="" type="checkbox"/>	125	Test Account	Test	Test	08/12/2010

New job Edit Print Delete Send to Lab Log

Manage Tracings Download tracing software

Recently Sent

Transmitted today
▼

Print Log

No recent Jobs

You can now either enter another new job or if you are done entering orders you are now ready to send your orders to Select Optical. You can also go back and edit your original job before sending to the lab.

Transmitting Your Order to Select Optical

To transmit your order(s) to Select Optical you place a check mark next to all orders in the PENDING box that you want transmitted. When you are ready then you click on “SEND TO LAB”

You will know that the orders are successfully transmitted when you see the order show up in the RECENTLY SENT box and you will get a copy of the order(s) printed out on your printer.

You can print or reprint any order by check marking it in whatever box it shows in and selecting PRINT from the menu tabs.

Congratulations

You’re done and have successfully placed an order electronically with Select Optical.

If you encounter any problems while working with the E.lens ordering system, please call Ben Nelson (614) 846-5750 X-118 or send an email to bnelson@selectoptical.com. We will be happy to assist you with your technical E.lens ordering questions.