

## EXCHANGES/REMAKES

Pt is changing complete pair of glasses.

- Spec Rx screen locate the original order by using the next or back button. (be sure it is the correct order)
- click the VOID option
- Enter reason for void. You can type in any reason or choose from the drop down.
- Tax box will pop up -click SAVE. Frame box may also pop up -click SAVE. The amounts will be in the NEGATIVE, which is because it is returning the materials.
- Once these returned materials post to the ledger you will see the original order and then the negative returned order. You are DONE with the return portion.
- Now enter the NEW JOB. ALL materials need to be entered. FRAME, LENS, and ECT. This is now a **BRAND NEW JOB** this has nothing to do with the other order.
- Choose a remake reason from the drop down menu across from the lab section
- If there is a price difference at the pts cost you will need to manually figure this and you are responsible for collecting this difference upfront. You will post this payment to the line item with the cost difference. (Don't forget tax).
- There may be a balance on the account after the new job is entered, DO NOT do any transferring of monies or adjusting. ONLY POST MONIES THAT PERTAIN TO ANY PRICE DIFFERENCE IN MATERIALS THAT PT NOW OWES FOR THE EXCHANGE.
- Send the returned materials to Central Supply. With refund transfer form