

# QUICK GUIDE ON HOW TO PROCESS STOCK ORDERS AND SUPPLY & FIT ORDERS

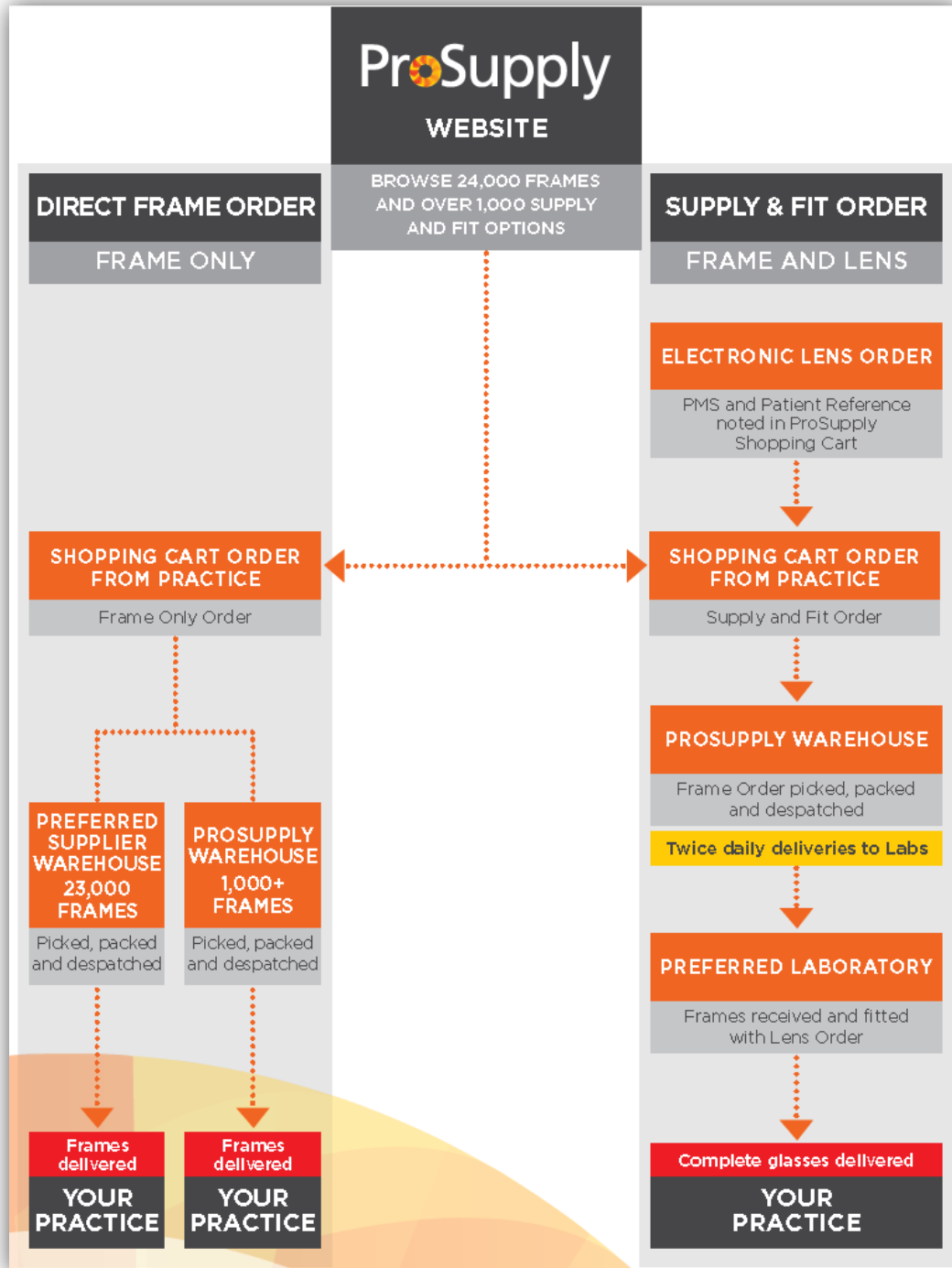
## 1. Purpose

These instructions will explain 2 processes:

1. How to process stock orders to deliver stock back to your practice (traditional stock orders).
2. How to process supply and fit orders that will deliver the frame/sunglass from the ProSupply Warehouse to a nominated ProVision preferred laboratory for fitting.

The website only contains Frames and Sunglasses and Lens Laboratories that are part of ProVision's Preferred Suppliers.

**Note:** Please refer to the Quick Steps on how to Login and Navigate through ProSupply for an introduction to the system prior to reading this guide.



## 2. Login to ProSupply with your Full Access username and password

**Important:** Each practice will be given a Guest Login and a Full Access Login once they have registered.

You will need to log into the system with your Full Access Login to have access to Cost Prices and the Shopping Cart.

**Full Access Login:** This login is only for ProVision members as it has all ProVision Cost Prices and Suggested Retail Prices. It also has full access to create Purchase Orders to suppliers on behalf of the practice. This needs to be managed securely by the ProVision member.

**Note:** If you haven't registered, you will need to firstly register your ProVision Practice details via the Register Tab at <https://orders.provision.com.au>

## 3. Stock Orders

Please refer to the Basic Navigation Guide on how to find products. This guide will explain how to navigate through the system to find the products you wish to stock order to be delivered to the practice.

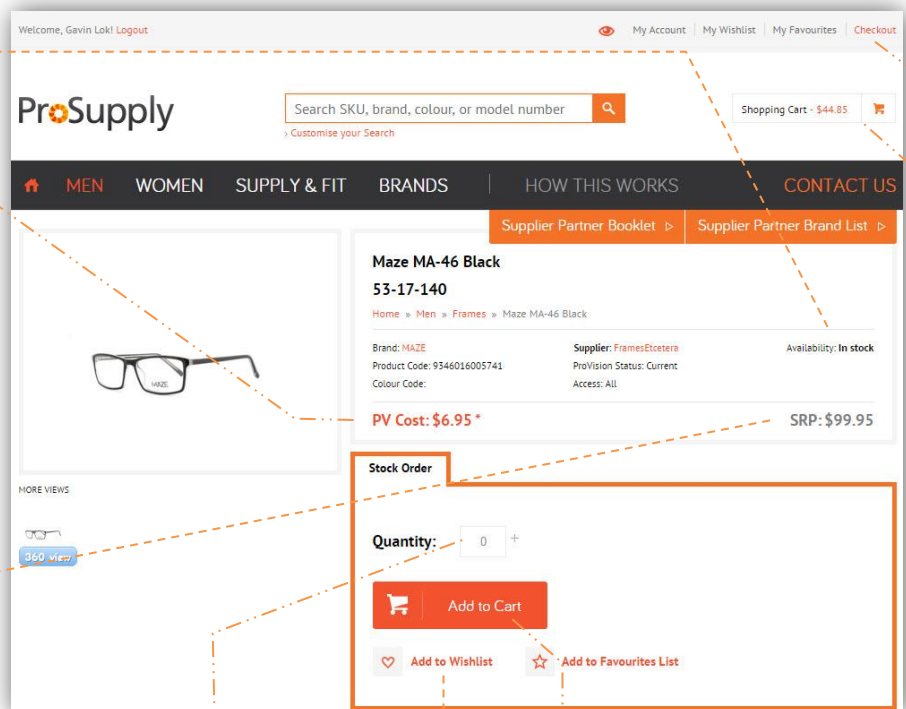
Once you have navigated to a product that you wish to order you can see the following options.

### 3.1. Product Page

Availability will display if the item is "In Stock" or "Out of Stock".

**PV Cost** is the ProVision negotiated cost. This cost is **excluding** GST. They are provided by the supplier and reflect the current negotiated ProVision discount. Always check with the supplier to resolve variances, as cost changes may not have been updated on ProSupply by the supplier

**SRP** is the Suppliers Suggested Retail Price including GST.



**Stock Order** box allows you to modify your order **Quantity** and then click on the **Add to Cart** button to add the product to the Shopping Cart.

**Add to Wishlist** button allows you to put this particular item into your Wishlist – rather than putting it straight into the shopping cart. This is a very handy option that allows a Practice to add frame/sunglasses into a “pending” Wishlist. This Wishlist can then be reviewed and frames/sunglasses can then be added to the main shopping cart as required.

**Checkout** button & **Shopping Cart** button all allow you to review your shopping cart prior to submitting the order.

Refer to the next page to Checkout and submit your Stock Order to each relevant supplier.

## 3.2. Checkout Stock Order

When you add stock to your shopping cart, the system will hold your shopping cart information until you are ready to place your order or manually delete each line out of the shopping cart.

**Note:** the system will automatically split your order into multiple orders for each supplier that will be managing the stock. **Freight costs will apply for each supplier order.**

**Supplier** this is where the stock will be sent from.

**Product** is the basic product information.

**Unit Price** is the unit ProVision cost

**Subtotal** is the subtotal for this product.

**Supplier Subtotal** is the subtotal by each supplier.

**Qty** is the quantity you are requesting to order from the supplier.

**Change to direct supplier** allows you to consolidate products by supplier to reduce freight costs.

**+** allows you to increase the order Qty by 1.

**X** deletes the product from the shopping cart

**Edit** allows you to go back to that particular product to review

**Continue Shopping** takes you back to the home page and leaves all products in the shopping cart.

**Update Shopping Cart** is required if you make any changes to the quantities.

**Subtotal & Grand Total** displays the total indicative cost of the purchase order.

**Finally** click on **Place Order** once you are happy with your selection and quantities.

Supplier	Product Name	Unit Price	QTY	Subtotal
<b>VMD - Labrador QLD,</b>				
BILL BASS ABBOTT 1293 BLACK	Product Code: 9416996012933	\$20.00	1	\$20.00
BILL BASS AIRLIE 25434 BLACK	Product Code: 9416996254340	\$38.61	1	\$38.61
				<b>Subtotal: \$58.61</b>
<b>ProSupplyDC - ProSupply DC Alexandria NSW,</b>				
BILL BASS DANIEL 25206 GREY	Product Code: 9416996252065	\$38.61	1	\$38.61
				<b>Subtotal: \$38.61</b>
<b>Healy - Lane Cove West NSW,</b>				
GUESS 1838 BL BLUE	Product Code: 715583293021	\$92.00	1	\$92.00
				<b>Subtotal: \$92.00</b>
				<b>Subtotal \$189.22</b>
				<b>Grand Total \$189.22</b>



**Make sure that you click on Update Shopping Cart if you change any quantities.**

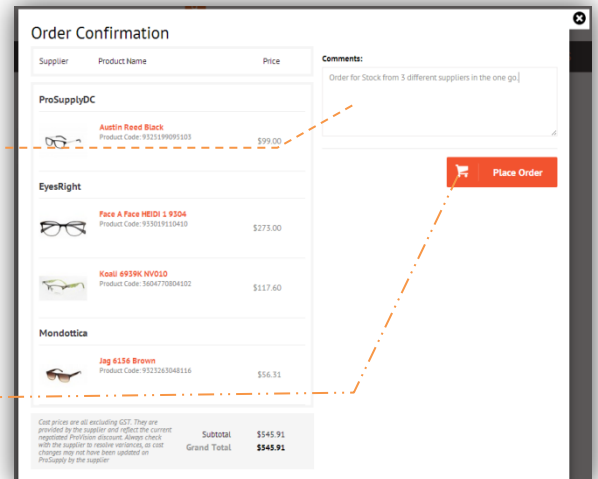
### 3.3. Order Confirmation

Once you have clicked Place Order you will get a screen called "Order Confirmation".

This screen allows you to quickly review the order and type in any additional **comments** you want attached to the order.

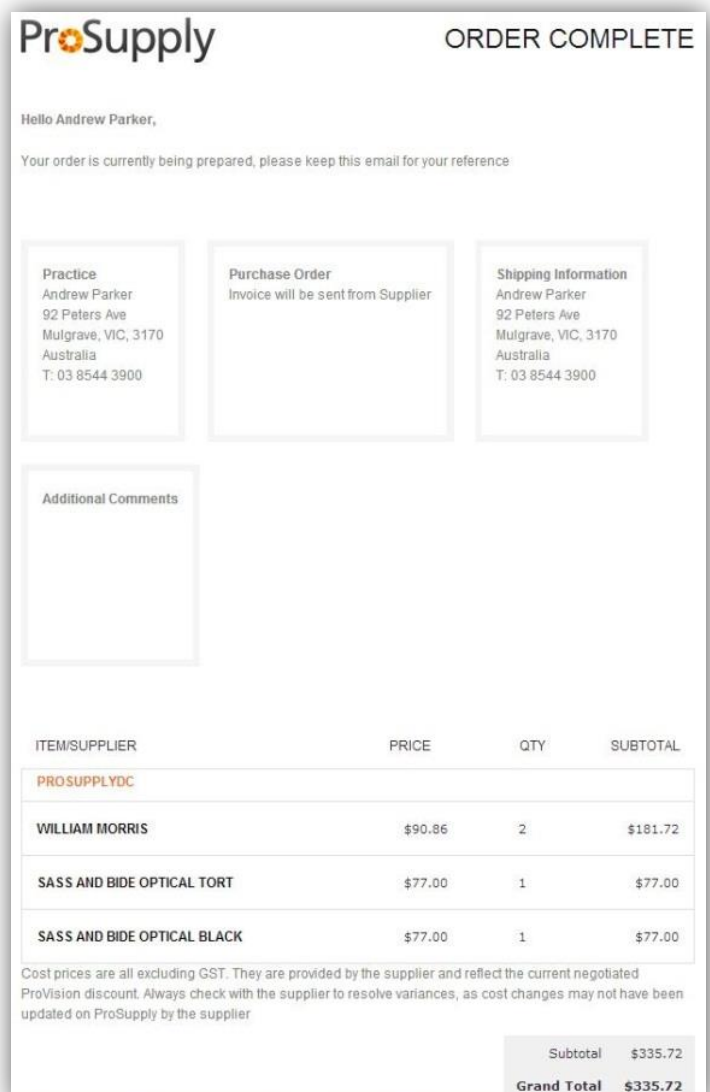
**Please Note:** In the case of multiple orders covering more than one supplier, your comments will be sent to all suppliers included in the order. Therefore either note your comments for the attention of a specific supplier or alternatively send a separate order.

Click on **Place Order** to finalise and submit to all relevant suppliers.



### 3.4. Email Confirmation for Stock Order

Once you have placed the order into the system you will receive an Email confirmation of the order back to your registered Email address.



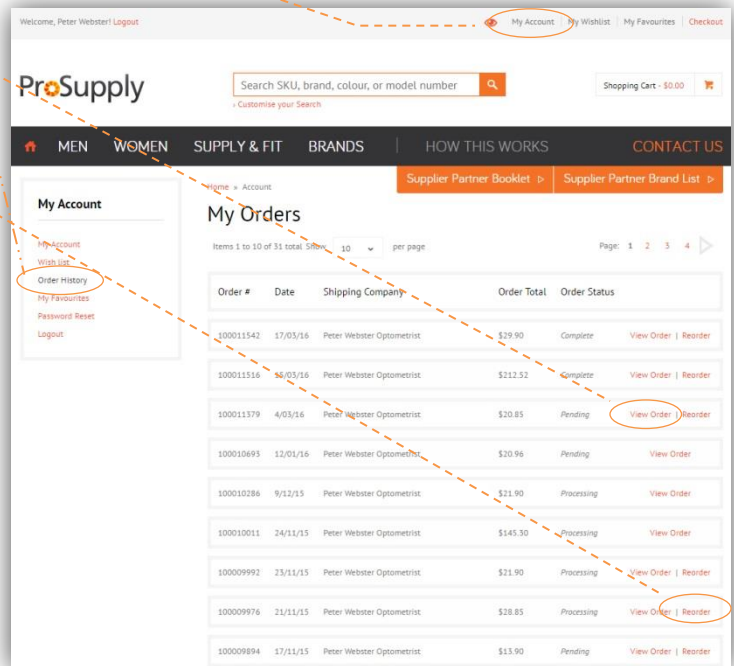
### 3.5. My Account - Checking your Order History

You can also access your Order History via the **My Account** button at the top of the screen.

Once you have clicked on **My Account** select **Order History** from the menu on the right.

Next you can click on the **View Order** option to see the order details and also reprint.

Clicking on the **Reorder** option allows you to quickly populate your **Shopping Cart** based on that previous order.



### 3.6. Cancellations – How do I cancel a stock order that I have placed by mistake

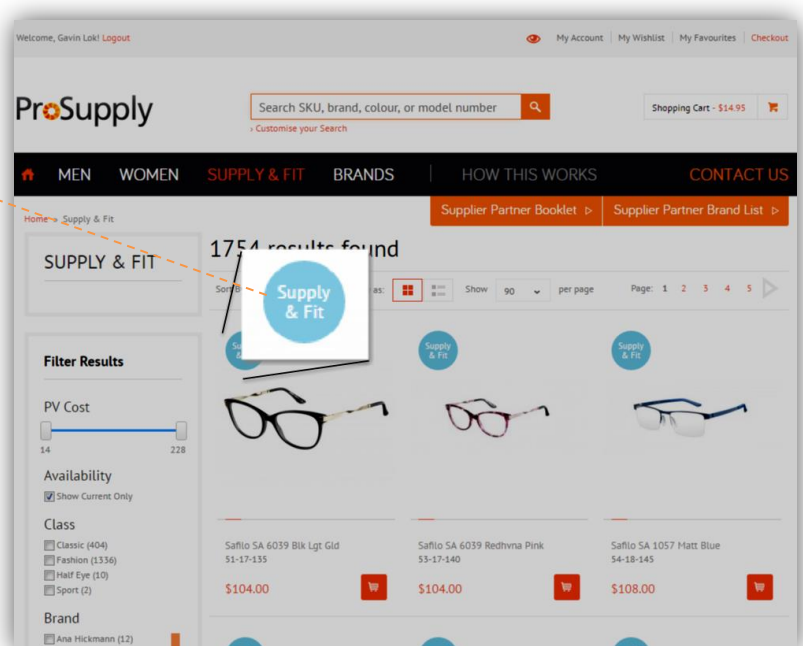
You will need to contact all the relevant suppliers individually to cancel the order once the order has been submitted.

## 4. Supply & Fit Orders

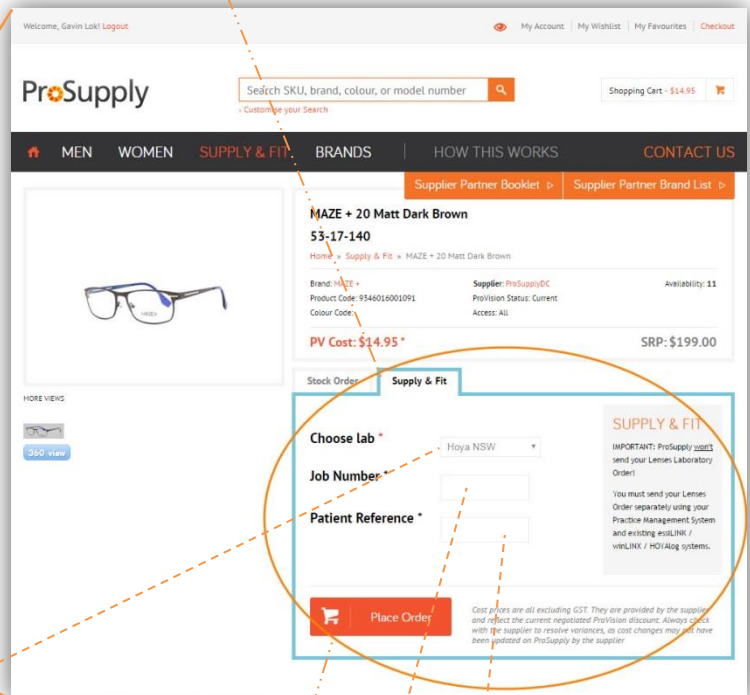
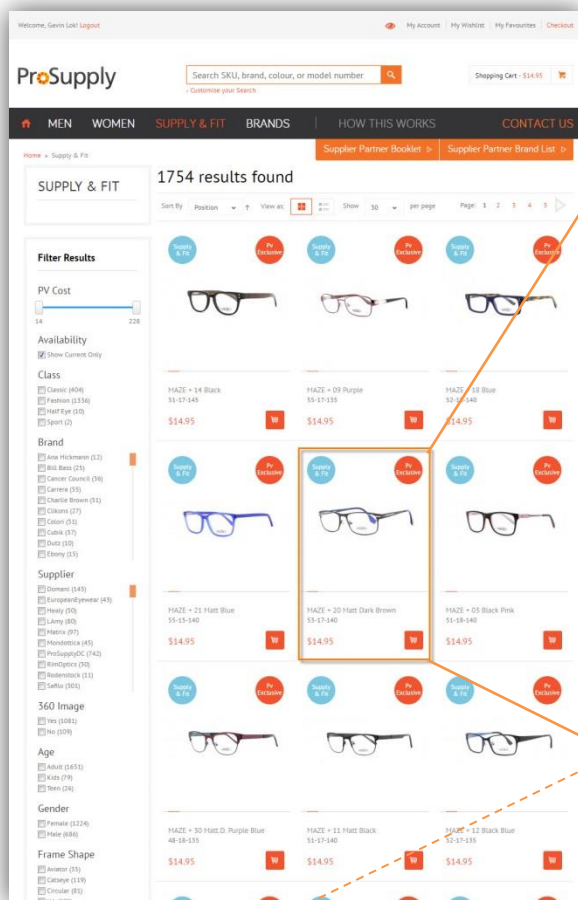
Please refer to the Basic Navigation Guide on how to find Products. This guide will explain how to navigate through the system to find the products you wish to order as supply & fit. All Supply and Fit Orders are only 1 frame/sun per order.

### 4.1. Supply & Fit page

Supply & Fit items will have a **Blue dinkus** icon.



Once you click on a Supply & Fit item, it will have the **blue order box** to capture your Lab delivery address, Job Number from your Practice Management System & Patient Reference.



**Choose Lab** is the ProVision Preferred Laboratory that you wish to deliver the frame to.

**Important:** ProSupply won't send your Lens Laboratory Order! You must send your Lens Order separately using your Practice Management System and existing EssiLINK / WinLINX / Hoyalog systems. Please also refer to the specific ordering instructions for each of these systems as there may be some specific changes for ProSupply.

**Job Number** is the Job Number from your Practice Management System.

**Patient Reference** is the reference for the Patient that has been prescribed the spectacles.

Once you have filled in all the details click on **Place Order**



- Make sure you have created the Job in your Practice Management system and also placed your Lens Laboratory order **first** prior to coming into ProSupply to order the Frame.
- If the Frame is "out of stock" in the ProSupply Warehouse, the system won't allow you to place an order. You will need to send the Frame from your display to the Laboratory. There are no Backorders.
- Initially you will need to purchase the Frame as a Stock order to be delivered back to the practice. Once you have the frame on display – then you can start the process of ordering using the Supply & Fit option and keeping the frame on display for subsequent sales.
- To remove the Supply & Fit Frame, just dispense the frame normally, sending the frame to the Laboratory from the Practice. Now you can jump back into the ProSupply and order your next Supply and Fit frame as a Stock Order – and begin the process all over again!!



## 4.2. Supply & Fit – Order Confirmation page

Once you have clicked on Place Order from the previous screen you will now see the **Order Confirmation** page.

**Order Confirmation**

Supplier	Product Name	Price
ProSupplyDC	<b>MAZE + 20 Matt Dark Brown</b> Product Code: 9546016001091	\$14.95

**SUPPLY & FIT**  
**IMPORTANT:** ProSupply won't send your Lenses Laboratory Order!  
You must send your Lenses Order separately using your Practice Management System and existing essiLINK / VfinLINK / HOYALog systems.

**Comments:**  
Enter your comments here...

[Cancel Supply & Fit](#)

Cost prices are all excluding GST. They are provided by the supplier and reflect the current negotiated Provision discount. Always check with the supplier to resolve variances, as cost changes may not have been updated on ProSupply by the supplier.

Subtotal	\$14.95
<b>Grand Total</b>	<b>\$14.95</b>

**LAB:** Essilor NSW  
**JOB #:** 46546  
**Patient Reference:** Mr Jones

**Place Order**

**Lab:** is the laboratory that the Frame will be sent to.

**JOB #:** is the job number from your Practice Management System.

**Patient Reference:** is the reference for the Patient that has been prescribed the spectacles.

**Comments:** allows you to add any comments to the order. These will be printed on the delivery docket to the Laboratory. **Note:** These instructions won't be visible to the Lens Laboratory until the frame arrives. If you have any changes to your order you must notify the Laboratory directly through the normal customer service channels.

**Cancel Supply & Fit** allows you to cancel this particular supply and fit order and go back to the previous screen.

**Place Order** will submit the order to the ProSupply Warehouse for picking and dispatch to the nominated Laboratory.

## 4.3. Supply & Fit – Your Order Has Been Received

Once you have clicked Place Order on the previous screen you will now receive a confirmation on the screen.

**YOUR ORDER HAS BEEN RECEIVED.**

**Thank you for your purchase!**  
Your order # is: 100000154.

You will receive an order confirmation email with details of your order and a link to track its progress.  
[Click here to print a copy of your order confirmation.](#)

**Continue Shopping**

You can click on [here to print](#) a hard copy of the order. Or click **Continue Shopping** to return to the Home Page to continue browsing the website.

**Note:** Refer to Page 4 of this document in regards to Email Notification and how to view previous Order History as these will also apply to Supply & Fit Orders.

Helpful  
Tips

- **The system has been designed so that you can create Supply & Fit orders without clearing out your Shopping Cart.**

## 5. [ProSupply Warehouse \(Sunshades NSW\) – Order Delivery Times & Guidelines](#)

The ProSupply Warehouse is managed by Sunshades Eyewear on behalf of ProVision.

The Sunshades warehouse will process orders during normal business hours based on the following guidelines.

Stock Orders (Delivered to Practice)

- All Stock orders submitted by 3pm will be shipped at 4:30pm daily
- All Stock orders will be shipped directly to the members practice address.
- All Stock orders will incur a standard freight charge that will be billed to the ProVision Members Account by Sunshades.

Hoya Supply & Fit Orders (Frames being picked up by Hoya)

- Hoya orders submitted before 3pm will be picked up by Hoya at 4:30pm.

Essilor Supply & Fit Orders (Frames being picked up by Essilor)

- All Essilor Lens orders submitted by 3pm will be picked up by Essilor at 4:30pm.

All Orders

- Pick-up / despatch times subject to negotiation and re-scheduling based on daily volumes.
- Orders submitted after 3pm will be processed the next business day.

## 6. [Cancellations – ProSupply Warehouse Stock Orders and Supply & Fit Orders](#)

### 6.1. [ProSupply Warehouse \(Sunshades\) Cancellations](#)

Once orders have been released for picking the goods will be deemed as shipped and cannot be cancelled. (Cut off times are before 3pm). Sunshades Phone Number: **02 8303 7300**

Sunshades will NOT accept cancelled or return goods from either Lens manufacturers or directly from Member practices after the scheduled release times.

Once shipped from the ProSupply Warehouse any returns must be sent directly to the Supplier Eyewear Wholesaler for credit at the Practice's expense.

**Important:** All Practices are responsible for cancelling both the frame and lens orders independently.

### 6.2. [Supply & Fit Cancellation – Hoya & Essilor](#)

Refer to the following Cancellation reasons to clarify what action you need to take to cancel the order. Note: Not every cancellation will require the Frame to be cancelled through Sunshades.

Cancellation reasons	Action to be taken by Practice		
	Cancel lenses	Cancel Frame	Information to be supplied by Practice through phone call
Change/Cancel tint density &/or Colour**	No	No	Yes
Change/Incorrect Rx	Yes	No	
Change/Cancel coating**	No	No	Yes
Duplication	Yes	Yes	
Px Cancelled order	Yes	Yes	
Change Frame model**	No	Yes	Yes
Change Lens type	Yes	No	
Change lens index	Yes	No	

\* Note: Charges will apply in the instances where the job has already been started, i.e. product consumed.

\*\* In these instances it will be dependent on where the job is being produced as well as how far along it is in the production process to determine if the changes can be made to the order or if the order needs to be restarted. It would be more beneficial for the Practice to contact the relevant lens supplier rather than cancelling the order outright, eliminating possible unnecessary costs as well as delays. The relevant lens supplier can then take appropriate action.



## 7. Frequently Asked Questions

### ***How do I register onto the site to place orders and see cost prices?***

All registrations need to go through to the [orders.provision.com.au](http://orders.provision.com.au) website and click on the Register Tab and fill out all your details and click Submit.

Registrations will usually be actioned within 1 business day. You will receive a Welcome email back to the nominated email address.

### ***How do I contact ProVision for general questions about ProSupply?***

Website Access & general website questions will come through to [orders@provision.com.au](mailto:orders@provision.com.au) or call ProVision Support Office 1800 035 618

### ***How do I use the site?***

- The “How to Use Manual” is available on the site by clicking on “How this Works” at top of the website.
- All Welcome emails will also receive a soft copy of the “How to Use Manual”.
- ProSupply Video Tutorials are available on the website within the “How this Works” section, the Welcome Email and further below under the *ProSupply Video Tutorial Links* section.

### ***Where do I look for basic product information & order status?***

The first source of answers will be the website!

- Product Availability
- Suggested Cost Prices \ Suggested Retail Prices
- Account Management - Your Order Status
- Order notifications will go back to the nominated email address.

### ***Who do I call for further frame information and pricing / invoicing questions?***

Frame questions should be directed back to the individual Supplier – same as today!

- Ring the relevant supplier for
  - Frame Specifications
  - Invoicing
  - Pricing questions

### ***Who do I call for “Non-ProSupply Warehouse” frame order information?***

Frame Order Questions should be directed to the individual Suppliers – same as today!

- Ring the relevant Supplier to follow up on orders where the frames are not held in the ProSupply Warehouse.

### ***Who do I call for Supply & Fit Frame orders that are sitting at the ProSupply Warehouse?***

Supply & Fit Orders for ProVision Warehouse (Sunshades Eyewear Sydney) **02 8303 7300**

- Refer to the Guidelines in this document prior to calling Sunshades.
- Sunshades will take calls about ProSupply Warehouse related frame orders only.

### ***Who do I call about my Lens Laboratory Orders and Status information?***

Lens Laboratory Orders and Status Questions go back to the relevant Laboratory.

***How do I cancel my Order?***

Refer to Point 6 [Cancellations](#) on page 7

***When will the Supply and Fit stock be reviewed and changed?***

The supply and fit range will be reviewed on a monthly basis as agreed by suppliers and the website updated accordingly.

***How do I order APRO?***

The system will allow you to add a comment before you checkout. Type in “Request for APRO” and also a patient reference. This will be added to your purchase order and will be acknowledged by the supplier’s customer service team.

***Can I order Exclusive Brands that require you to be a Stockist?***

Current Stockist rules still apply! The system will not stop you from creating orders for exclusive frames that require pre-authority from the supplier to become a Stockist. Speak to the direct supplier if you want to talk about introducing an exclusive range.

***How will freight be charged from the ProSupply Warehouse (Sunshades) for stock orders?***

You will only be charged freight when you submit a stock order for frames / sunglasses from the ProSupply Warehouse for direct delivery to the Practice. These freight charges will be raised against your Sunshades Account.

You will need to make sure that you maximise the freight savings by creating a ProSupply Stock Order for all required frames available in the ProSupply Warehouse. To find all these frames use the Supply & Fit filter.

***ProSupply Video Tutorial Links:***

- [Welcome to ProSupply from Steven Johnston CEO](#)
- [Introduction Demonstration](#)
- [What is Supply & Fit?](#)
- [FAQ](#)
- [Create a Stock Order](#)
- [Create a Supply & Fit Order](#)
- [Review past orders and reorder more](#)
- [Consolidate freight for Supply & Fit orders](#)
- [Hide pricing when logged in full access](#)
- [Use Favourites List to quickly reorder](#)
- [Find the newest Frames & Sunglasses](#)
- [Find the best sellers and most viewed](#)
- [Search by brand model & colour](#)
- [Search for a specific Eye, Bridge & Temple](#)
- [Delete items from the Shopping Cart](#)
- [Access the latest Brand Stories](#)

**8. ProSupply Warehouse Contact Details**

ProVision Eye Care Pty Ltd - 1800 035 618

Sunshades Eyewear - 02 8303 7300

**Essilor Laboratories Australia Pty Ltd**

NSW	Customer Service Phone
Essilor Laboratories NSW Unit 8, 71 Parramatta Road Silverwater NSW 2128	02 9714 4555
VIC	
Essilor Laboratories VIC 90 McEwan Rd Heidelberg West VIC 3081	03 9455 7300
QLD	
Essilor Laboratories QLD 18 Cox Rd Windsor QLD 4030	07 3866 5960
SA	
Essilor Laboratories SA Unit 3, 880 South Road Edwardstown SA 5039	08 8292 4200
WA	
Essilor Laboratories WA 7 Foundry Street Maylands WA 6051	08 9473 5000
TAS	
Essilor Laboratories Tas 71 Murray Street Hobart TAS 7000	03 6234 5044

**HOYA Laboratories**

NSW	Customer Service Phone
HOYA Sydney Head Office & Lab 44-54 Bourke Road Alexandra NSW 2001	02 9698 1577 1800 500 971
VIC	
HOYA Victoria Laboratory 71-73 Capel St West Melbourne VIC 3003	1800 500 973
QLD	
HOYA QLD Laboratory 26 Manning St South Brisbane QLD 4101	1800 500 974
SA	
HOYA SA Laboratory 1-3 Starr Ave North Plympton SA 5037	1800 500 976
WA	
Cailin Optical 8 Januk Turn South Guildford WA 6055	08 6278 3801

General Optical Laboratory

NSW	Customer Service Phone
General Optical NSW Lab 110 Dalmeny Ave Rosebery NSW 2018	02 9697 8080

Jack Chapman Laboratory

QLD	Customer Service Phone
Jack Chapman QLD Lab Unit 3, 19 Thompson St Bowen Hills QLD 4006	07 3852 5344

Rodenstock Laboratory

NSW	Customer Service Phone
Rodenstock NSW Lab Unit 2, 100-108 Asquith St Silverwater NSW 2774	02 9748 0988