VisionWeb Spectacle Lens Ordering Interface FAQ

MedInformatix/OptiMatix by eInformatics

1. What is VisionWeb?

VisionWeb, LP is a software company located in Austin, Texas. Founded in 2000, VisionWeb offers online services to eyecare providers to help streamline and simplify their practices. Each year, eyecare providers electronically place millions of eyecare product orders to hundreds of suppliers utilizing VisionWeb's transaction no-cost services. VisionWeb's online ordering service may be accessed through integrated practice management software, co-branded websites, and the VisionWeb website, located at www.visionweb.com.

2. How does MedInformatix/OptiMatix by eInformatics integrate with VisionWeb's online ordering service?

OptiMatix integrates with VisionWeb to allow customers to place electronic spectacle lens orders directly to ELOA labs from within the OptiMatix system - eliminating the re-keying of patient or Rx information.

3. What is the benefit of accessing the VisionWeb ordering service through the OptiMatix system?

Accessing the VisionWeb ordering service through the OptiMatix system is a convenient, easy method for sending spectacle lens orders to ELOA laboratories from within the practice management software. Once you set up your account with OptiMatix, you can submit electronic orders to ELOA labs quickly and easily from within OptiMatix. This integration eliminates the need for manual re-entry patient or Rx information.

4. What type of orders can I place through VisionWeb?

Eyecare providers can place spectacle lens orders from OptiMatix to ELOA laboratories.

5. Does the online ordering integration with OptiMatix have similar features as VisionWeb.com?

Currently, you can only place spectacle lens orders to ELOA labs using the VisionWeb integration.

6. Will I need to be a registered VisionWeb member to use the integration?

Yes. The first step to setting up online ordering through OptiMatix is to register to become a VisionWeb member. There is no charge to the eyecare provider to register and place orders through VisionWeb website. To register on the VisionWeb website, please visit www.visionweb.com and click the "Become a Member" or "Register Now" links. Complete the form and all required information, and submit your registration. An email confirmation will be sent with your username for your records. You will need your VisionWeb username when you log in to the VisionWeb website.

7. How do I set up my laboratory accounts?

After you register to become a VisionWeb member, you will need to add your laboratory account information to your VisionWeb account profile. To do this, log in to the VisionWeb site and click the "Add a Supplier" link. On the Supplier page, click the "+Add a Supplier" button and complete the new supplier form (please make sure you have your supplier number handy, as you'll need to input it into the VisionWeb system at this point). After you submit your request, your account information will be sent to your selected laboratory for account validation. Once your account has been validated and approved by the laboratory (usually within 24 hours), you will receive an email notifying you that you are approved to begin placing orders to this laboratory over VisionWeb and the VisionWeb integration with OptiMatix.

8. Now that my laboratory account is active, can I start ordering?

Once your laboratory account is active with VisionWeb, you will need to contact eInformatics to set up your ordering interface.

9. Who should I contact if I need assistance placing an order?

You will receive a message in OptiMatix if your order is erroneous or if it could not be processed. If you

receive an error message after you place an order, simply refer to the message and update your order accordingly. The following resources are available to help you with the online ordering process:

- For VisionWeb registration questions, or questions about error messages, please contact VisionWeb Customer Service at 800-874-6601, or email customerservice@visionweb.com

- For questions about OptiMatix software, or accessing the VisionWeb integration from within OptiMatix, please contact eInformatics at 614-457-4359.

- For specific details regarding an order, or to change/cancel an order once it has been submitted, please contact your ELOA laboratory directly.

10. How do I track my spectacle lens orders sent through VisionWeb?
All completed orders sent from OptiMatix may be accessed on the VisionWeb website. Simply log in at www.visionweb.com and click on the "Order Tracking" link to access the Order Status and Archived Orders section. For help accessing order tracking through the VisionWeb site, please contact VisionWeb Customer Service at 800-874-6601.

11. Can I also use the VisionWeb website to place orders?
Yes, as a VisionWeb member, you will have access to all of the benefits of the VisionWeb site, including the ability to order contact lenses and frames, and access VisionWeb's online insurance claim processing service. Note: There is no charge to order to any supplier on VisionWeb.com.