VisionWeb Frames Ordering Guide

Ordering frames on VisionWeb has never been easier!
Follow these instructions to get started.

1. Log In to VisionWeb

Visit www.visionweb.com and submit your VisionWeb username and password in the **Member Login** section. If you do not have a VisionWeb account, you can register online by selecting "Register Now".

2. Add Your Frames Supplier Accounts

Set up your billing and shipping account with your supplier by selecting "Add a Supplier" from the **My Account** section. Enter in your supplier information and click "Submit Request" to send your request for validation to your supplier. Once your account has been validated, you will be able to begin ordering (usually within 24 hours).

3. Access the Frames Ordering Service

Select "Frames" from the **Order Now** Section. Select your supplier and billing/shipping account from the drop-down menus.

Select the location where you would like the frame order sent in the "Dropship Location" drop-down menu.

4. Choose Ordering Method

If you know the specific product code for the frames that you would like to order, use the **Fast Frame Order** tab. Enter the FPC or UPC number and the desired quantity and select the "Enter" button. The product(s) will be added to your **Item List.**

If you would like to search for the frame based on specific criteria, select the **Frames Search** tab. You can search on style, UPC/FPC, or use the "Advanced Search" feature. Once you have found the frames that you would like to order, click the frame description. If you hover over the frame image or click the frame image, a larger image of the frame will appear.

5. Complete the Order

Enter the patient information (if you are ordering frames for a specific patient) and select the frame color, size, temple, and quantity. Click the "+Add Item" button to add this frame to your order.

All of the products that you add to the order will be listed in the **Item List.** Once your order is complete, select your delivery option, and choose to "Save to Pending" orders or "Send" the order now. Once the order is sent, you will receive a printable Order Confirmation that you can keep for your records.

6. Track the Order

Select "Order Status" from the **Track Orders** section (top navigation bar) and view all of the orders that have been submitted. Select the **E-Order #** link to view the details of the order, or select the **Order Status** link to view details about the status of the order.

It's that simple!

For help with frames ordering, please refer to VisionWeb's online User Guide and Instructions, or contact Customer Service.

VisionWeb Customer Service
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