VisionWeb Online Ordering Service
Frequently Asked Questions

How does VisionWeb work?

VisionWeb works by connecting you with over 400 spectacle lens, contact lens, and frame suppliers. Using your existing supplier accounts, you can register on VisionWeb for FREE to connect with all of your labs on the VisionWeb network. Best of all, VisionWeb doesn't impact your current pricing and billing with your laboratories and is 100% free to use for ophthalmic product ordering. Because VisionWeb has the most supplier connections and functionality in the eyecare industry, it's the most convenient way to order and helps improve order accuracy and turnaround time.

Who can I send orders to?

VisionWeb is connected with hundreds of labs across the United States. A complete list of VisionWeb connected suppliers can be found here.

What can I order?

Through VisionWeb's online ordering services you can order contact lenses, spectacle lenses, stock lenses and frames. Our 'Order Products' page contains a Quick Guide for each of these on the left hand side of the page. Here is a sample of the 'Contacts Quick Guide' – these step by step guides and the how-to-videos on the VisionWeb YouTube channel make the transition a smooth process!

What is the cost to order through VW?

Ordering on VisionWeb is 100% free for eyecare practices. As we mentioned previously, most laboratories prefer orders to come in error-free and directly into their lab management system, because of this the laboratories are willing to pay a transaction fee for the order to be placed on VisionWeb – making the service of no charge to eyecare practices.

Which browsers are compatible with VW?

VisionWeb's minimum internet browser requirements are the following:

- ☐ Apple® Safari® version 5.0 or above (Download Now)
- ☐ Google® Chrome® version 19 or above (Download Now)
- ☐ Microsoft® Internet Explorer® version 6.0 or above (Download now)
- ☐ Mozilla® Firefox® version 1.0 or above (Download now)

Most computers contain at least one of these browsers that are installed when manufactured. However, if you prefer one of them that has not previously been installed on your computer, they can each be downloaded online for free. Please note that Safari is NOT a compatible browser with VisionWeb.

Can I order through my practice management system?

Yes, if you use one of our compatible practice management systems, ordering through your practice management system will have never been easier. Ordering through these practice management integrations reduces the need for duplicate data entry. It's truly the most convenient method of online ophthalmic product ordering!

How do I track orders on VisionWeb? Do I have to call the lab?

Tracking orders is simple on VisionWeb – we even have an iTunes and Google Play app for it! No need to call the lab; all you need to do is follow these simple steps, and you can track your order at your convenience 24/7.

- o Login to your VisionWeb account
- o Click on Order Status under the 'Track Orders' column
- o Click on the order you wish to track
- o Review order to find details to anticipate delivery

This tracking feature makes managing jobs in your practice as simplified as possible. Check out our video for a step-by-step of the order tracking process.

Can I use VisionWeb on a Mac? What about an iPad?

Using VisionWeb on a Mac is now possible on many browsers, including Safari. However, at this time VisionWeb is not yet compatible with Apple's mobile devices such as iPads and iPhones. (As mentioned before, the VisionWeb App does allow you to review your pending orders, monitor the status of your current ordering, and access archived orders.)

How soon will I receive my order?

Most practices see their orders in the office 2-3 days after they have submitted it to their supplier. Because these orders go straight into the labs system and there is no need to rekey information, orders are received about 2-3 days earlier than if they were faxed as well. This saved time brings customers coming back and that's just what you want!

How do I cancel or change an order?

Under the 'Tracking Orders' column when you log into VisionWeb, there are three tabs: pending orders, order status, and archived orders. Pending orders are orders that have been saved but not yet sent to a lab and are available to monitor and edit until you are ready to send.

Unfortunately, once you have sent your order to its associated lab, the order is transferred to the order status tab in the system. At this time, in order to edit an order, you will need to *call your lab directly to have your ordered changed.*

It is simple to teach my employees to use VisionWeb?

Yes. We provide many tutorials and demos via YouTube to help our users not only learn how to use VisionWeb with ease but also learn how to use VisionWeb more efficiently by utilizing all of its features.