

The background is a vibrant watercolor wash in shades of purple, pink, orange, and yellow. Scattered throughout are stylized floral motifs in various colors including purple, red, orange, and yellow. The text is centered in the middle of the page.

VisionXtra User Guide

April 2023

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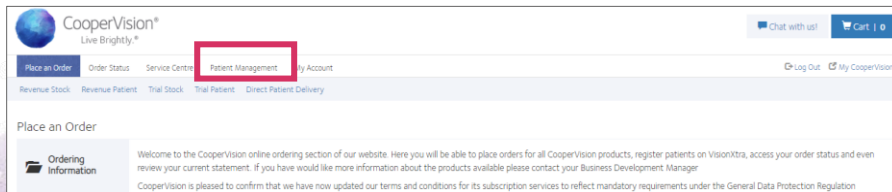


Logging in

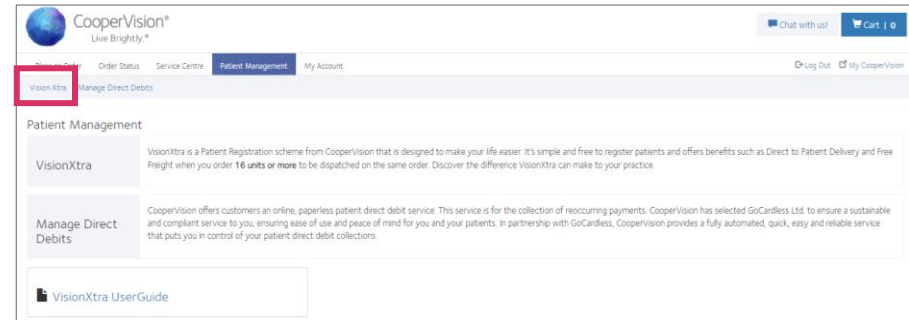
- Log in to the 'Practitioner site' using BP login credentials
- Go to 'Buy Now'



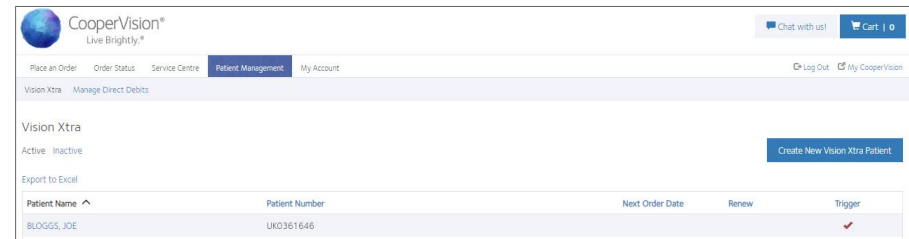
- Click on 'Patient Management'



- Select 'VisionXtra'



- The 'landing page' is the 'Active Patients'





Setting up a new patient

- On 'Active Patient' page, click on 'Create New VisionXtra Patient'

The screenshot shows the CooperVision Patient Management interface. The 'Patient Management' tab is active. In the 'Vision Xtra' section, there are tabs for 'Active' and 'Inactive'. A blue button labeled 'Create New Vision Xtra Patient' is highlighted with a red rectangular box. Below this, there is a table with columns for Patient Name, Patient Number, Next Order Date, Renew, and Trigger. One row is visible with Patient Name 'BLOGGS, JOE' and Patient Number 'UK0361646'.

- Enter Patient Name and select delivery option. If delivery to patient, complete address details

The screenshot shows the 'New Patient' form in the CooperVision Patient Management interface. The form prompts the user to enter the patient's first and last name. The 'Patient First Name' field contains 'John' and the 'Patient Last Name' field contains 'Smith'. Both fields are highlighted with a red rectangular box. Below these fields, there is a 'Ship To' section with radio buttons for 'Office' (selected) and 'Patient'. A 'Next' button is visible at the bottom right of the form.

- Select the Next Order Date and appropriate frequency. Carrier will be auto-filled based on previous selection of 'Office' or 'Patient' delivery

The screenshot shows the 'New Patient' form in the CooperVision Patient Management interface. The 'Next Order Date' field is highlighted with a red rectangular box and contains the date '31/03/2023'. Below this, there are dropdown menus for 'Frequency' (set to 'Once Every 3 Months') and 'Carrier' (set to 'Post - Direct Patient Delivery'). A 'Next' button is visible at the bottom right of the form.

- Select 'Add Prescription'

The screenshot shows the 'New Patient' form in the CooperVision Patient Management interface. The form is populated with the following information: Patient First Name: Patrick, Patient Last Name: Testing, Next Order Date: 31/03/2023, Frequency: Once Every 3 Months, Carrier: Post - Direct Patient Delivery. On the right side, there is a 'Ship To Address' section with the address: TESTING, PATRICK, COOPERVISION, DELTA PARK, CONC, FAREHAM, PO15 5RL, United Kingdom. A blue button labeled 'Add Prescription' is highlighted with a red rectangular box at the bottom right of the form.

- Enter product and prescriptions
- 'Add to order'

- When all product has been added to the VisionXtra Order, click 'Create New VisionXtra Patient'

New Patient

Your Vision Xtra order has been created

- New Patient now displays in the Active Patient list and will be shipped in according to the Next Order Date.

Vision Xtra

Active Inactive Create New Vision Xtra Patient

Export to Excel

Patient Name	Patient Number	Next Order Date	Renew	Trigger
BLOGGS, JOE	UK0361646			✓
BONNIE, BEAU	UK0366670			✓
DIESEL, VIN	UK0367688			✓
DIESEL, VIN	UK0371321			✓
FLOWER, YELLOW	UK0362128			✓
ROCK, JACQUI	UK0353569			✓
ROSE, MARY	UK0361651			✓
SMITH, DAVID	UK0364407			✓
SMITH, JOHN	UK0367573			✓
TEST, JAMES	UK0353294			✓
TEST, TEST	UK0352266			✓
TESTING, PATRICK	UK0373492	31/03/2023		✓



Editing the Patient/Order Lines

- Edit Order Details - allows the Patient Name, Patient Address, Next Order Date and Frequency to be edited

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Order Details Cancel Patient Patient History **Edit Order Details**

Patient First Name: PATRICK
 Patient Last Name: TESTING
 Patient Number: UK0373492
 Registration Date: 28/03/2023
 Cancellation Date: 27/03/2024

Renew Notice Send Date
 Renew Notice Received Date
 Latest Order Number
 Latest Order Date: 28/03/2023
 Next Order Date: 31/03/2023
 Frequency: Once Every 3 Months
 Carrier: Post - Direct Patient Delivery

Ship To Address
 TESTING, PATRICK
 COOPERVISION, DELTA PARK, CONC
 FAREHAM
 PO15 5RL
 United Kingdom

• Edit Order Lines

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 Next Order Date: 31/03/2023
 Frequency: Once Every 3 Months
 Carrier: Post - Direct Patient Delivery

Ship To Address
 TESTING, PATRICK
 COOPERVISION, DELTA PARK, CONC
 FAREHAM
 PO15 5RL
 United Kingdom

Order Items **Edit Order Lines**

Prescription	Quantity
BIOFINITY 8.6 +02.00 (3)	1
BIOFINITY 8.6 +02.75 (3)	1

- Click on the 'Add Prescription' button to edit the Right or Left Lenses

Edit Order Lines **Add Prescription**

Prescription	Quantity	Delete
BIOFINITY 8.6 +02.00 (3)	1	<input type="checkbox"/>
BIOFINITY 8.6 +02.75 (3)	1	<input type="checkbox"/>

Cancel **Submit**

- Add new prescription.
- Select 'Add to Order'. Click Close

Add Prescription

RIGHT EYE (OD)

Revenue Product: BIOFINITY

Pack Size: 3 Pack | Base Curve: 8.6 | Sphere: +02.50 | Quantity: 1

LEFT EYE (OS)

Revenue Product: BIOFINITY

Pack Size: 3 Pack | Base Curve: 8.6 | Sphere: Select | Quantity: 1

Cancel **Add to Order**

- Tick 'Delete' for old prescription
- Submit

Edit Order Lines **Add Prescription**

Prescription	Quantity	Delete
BIOFINITY 8.6 +02.00 (3)	1	<input checked="" type="checkbox"/>
BIOFINITY 8.6 +02.75 (3)	1	<input type="checkbox"/>
BIOFINITY 8.6 +02.50 (3)	1	<input type="checkbox"/>

Cancel **Submit**



Amend order date

Click on the patient you wish to edit.

Go to Edit Order Details

Cancel Patient Patient History **Edit Order Details**

Amend next order date

Edit Order Details

Patient First Name	JOE
Patient Last Name	BLOGGS
Patient Number	UK0361646
Registration Date	18/07/2022
Next Order Date	14/04/2023

- Submit
- You will then see confirmation of your change

Edit Order Details

 The change to your Vision Xtra order has been saved

Close

Cancel a patient

- Locate and click on patient on your active list
- Click Cancel Patient



A screenshot of a patient management interface showing three buttons: 'Cancel Patient' (highlighted with a red box), 'Patient History', and 'Edit Order Details'.

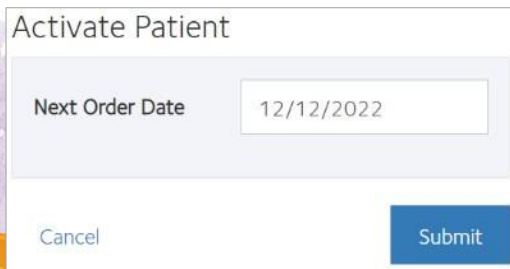
Re-activate a patient

- Locate and click on patient in the inactive list
- Click activate patient



A screenshot of a patient management interface showing two buttons: 'Activate Patient' (highlighted with a red box) and 'Patient History'.

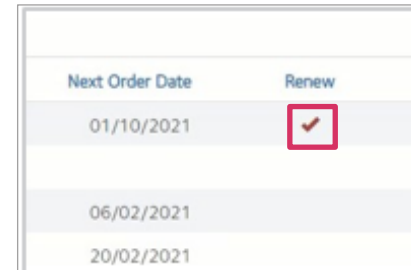
- For regular shipment patients enter the next order date and submit



A screenshot of the 'Activate Patient' form. It features a 'Next Order Date' input field with the value '12/12/2022'. At the bottom, there are 'Cancel' and 'Submit' buttons.

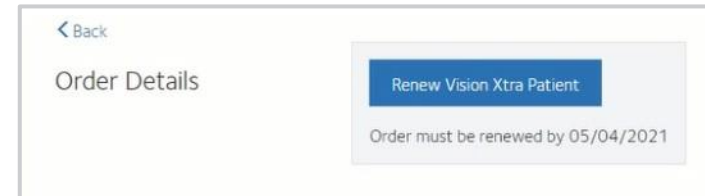
Validate a patient

- Go to your active list
- In the renew column any patients that need validating will have a red tick



Next Order Date	Renew
01/10/2021	<input checked="" type="checkbox"/>
06/02/2021	<input type="checkbox"/>
20/02/2021	<input type="checkbox"/>

- Clicking on the red tick will bring up the patients details to check. If any changes need to be made you can do this here by either selecting edit order details or edit order lines
- Click Renew VisionXtra Patient



A screenshot of the 'Order Details' page. It shows a '< Back' link, the text 'Order Details', and a 'Renew Vision Xtra Patient' button. Below the button, it says 'Order must be renewed by 05/04/2021'.

Note: Patients need to be validated once a year on VisionXtra (If we have your email address in our system you will be sent a reminder 3 months prior) If patients are not validated they will become inactive.



Trigger an order

- Locate the patient in the active list
- Click the red tick in the trigger column

SMITH, JOHN UK0367573

- Patients details will then be available for you to check

Trigger Shipment

Trigger will generate one order for this patient, please check prescription.

- Pop up will appear click OK if you wish to proceed

www.ecommerce.coopervision.com says

Are you sure you want to schedule this order for shipment?

OK Cancel

Order is scheduled for shipment.



View patients history

- Locate and click on patient.
- Go to Patient History

Patient History **Edit Order Details**

- History will show below patient details (you can also export this information to excel)

< Back

Patient History

Patient First Name JOHN
 Patient Last Name SMITH
 Patient Number UK0367573
 Registration Date 14/11/2022
 Next Order Date

Export to Excel

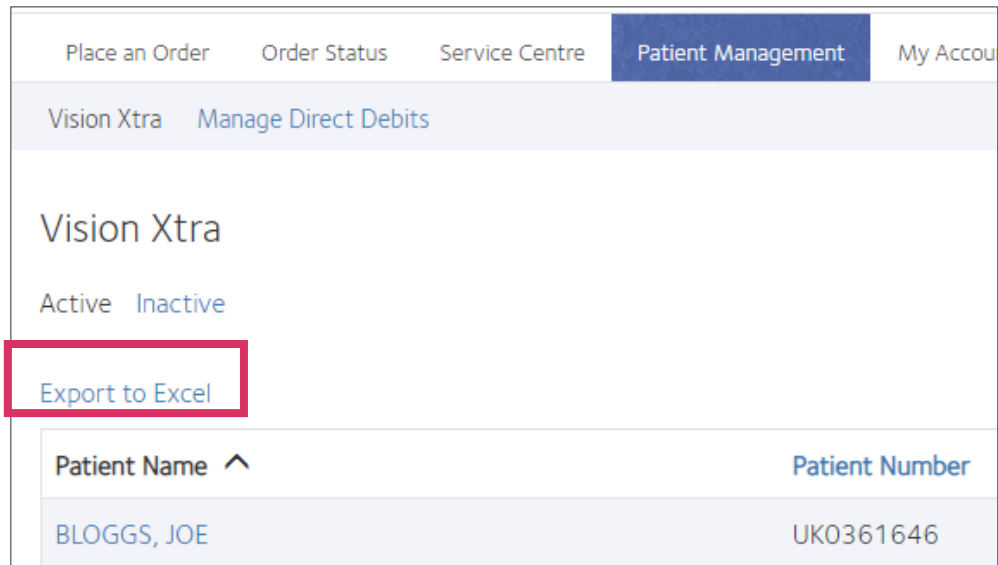
Order Number	Prescription	Quantity	Ship Date	DPO
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If you have any questions please contact customer service at 0870 9000 055 or email us at orders@coopervision.co.uk. Calls cost 2p per minute plus your phone company's access charge.

Export your VisionXtra patient list to Excel

At the top of your active patient list click **Export to Excel**



Place an Order Order Status Service Centre **Patient Management** My Account

Vision Xtra Manage Direct Debits

Vision Xtra

Active Inactive

Export to Excel

Patient Name ^	Patient Number
BLOGGS, JOE	UK0361646

You will then be able to view all your patient details in excel including the below

- Status
- Patient Name
- Next order date
- Renew
- Trigger
- Registration Date
- Cancellation Date
- Frequency
- Carrier
- Ship to address
- Prescription