

CooperVision's new patient
registration scheme,
built around your needs.

vision~~X~~tra

Offering many benefits,
designed to make your life easier.

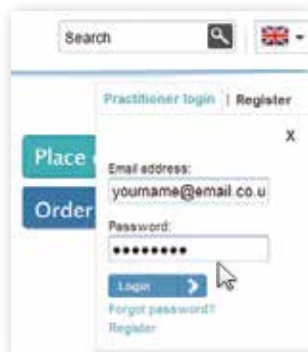
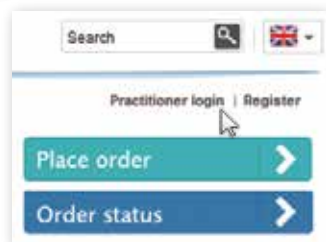


CooperVision®

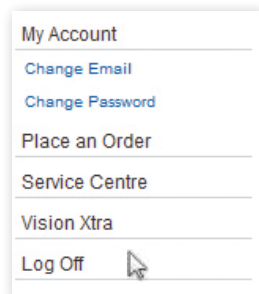
Place an order

Our ordering process with Vision Xtra is really straightforward, but to help you get started we've created this step-by-step guide. For further information or feedback please call 0870 9000 055 or email: orders@coopervision.co.uk

Visit www.coopervision.co.uk and click the Practitioner login link near the top right of the page – Login using your email and password. If you have yet to register click the Register link to the right (your Business Partner Number is required).



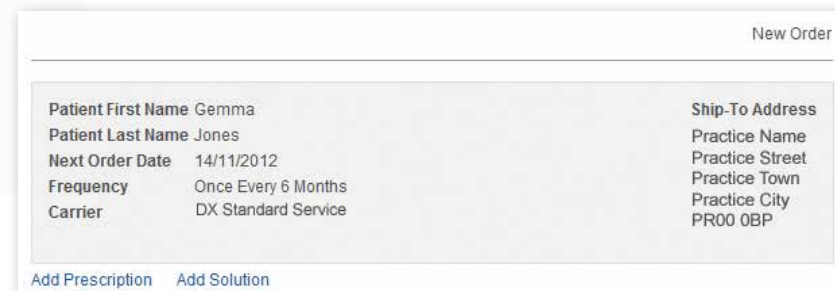
Once logged in go to the Vision Xtra section on the eCommerce toolbar:



To place an order for a new patient, first you will need to set them up on Vision Xtra by selecting Create New Vision Xtra Patient at the top of the page. You will then be asked to provide all the details required for registration.



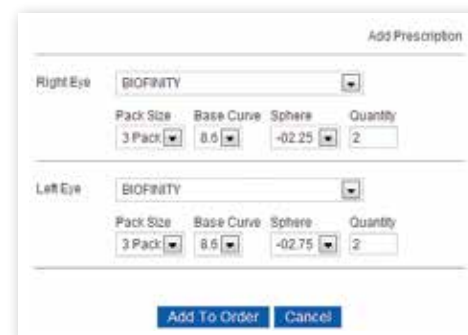
Once you have added all the patient details you will be able to add the order:



Patient Details		Ship-To Address
Patient First Name	Gemma	Practice Name
Patient Last Name	Jones	Practice Street
Next Order Date	14/11/2012	Practice Town
Frequency	Once Every 6 Months	Practice City
Carrier	DX Standard Service	PR00 0BP

[Add Prescription](#) [Add Solution](#)

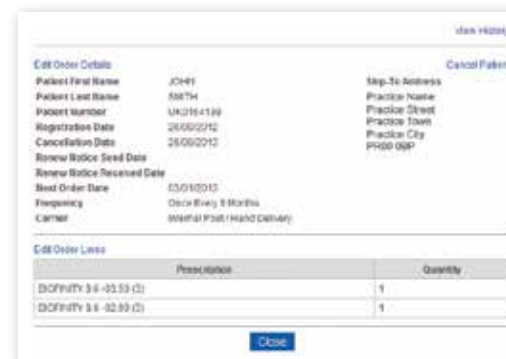
Select Add Prescription to set up an ongoing revenue order for your selected patient.



Right Eye	Left Eye
BIOFINITY	BIOFINITY
Pack Size: 3 Pack	Pack Size: 3 Pack
Base Curve: 8.6	Base Curve: 8.6
Sphere: -02.25	Sphere: -02.75
Quantity: 2	Quantity: 2

[Add To Order](#) [Cancel](#)

If you would like to change the order for a previously registered patient, simply select Edit Order Lines once you have selected the patient.



Edit Order Lines	
Prescription	Quantity
BIOFINITY 3.6 -03.50 (L)	1
BIOFINITY 3.6 -02.00 (R)	1

[Close](#)

Direct Patient Delivery (DPD)

CooperVision eCommerce provides you with the tools to ship your orders directly to your patients. This is available on both Revenue orders and Vision Xtra registrations.

To apply DPD to Vision Xtra patients go to the Vision Xtra section of eCommerce.

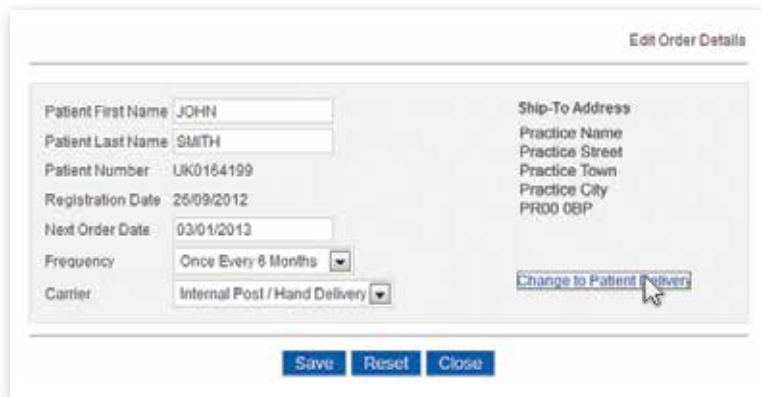
To send orders directly to a previously registered patient, select a current Vision Xtra patient from your patient list and click Edit Order Details.



[Edit Order Details](#) [Cancel Patient](#)

Patient First Name	JOHN	Ship-To Address
Patient Last Name	SMITH	Practice Name
Patient Number	UK0164199	Practice Street
Registration Date	26/09/2012	Practice Town
Cancellation Date	26/09/2013	Practice City
PR00 OBP		
Renew Notice Send Date		
Renew Notice Received Date		
Next Order Date	03/01/2013	
Frequency	Once Every 6 Months	
Carrier	Internal Post / Hand Delivery	

An option to Change to Patient Delivery will then be displayed under the Ship-To Address.




[Edit Order Details](#)

Patient First Name	JOHN	Ship-To Address
Patient Last Name	SMITH	Practice Name
Patient Number	UK0164199	Practice Street
Registration Date	26/09/2012	Practice Town
Next Order Date	03/01/2013	Practice City
PR00 OBP		
Frequency	Once Every 6 Months	
Carrier	Internal Post / Hand Delivery	

[Change to Patient Delivery](#)

[Save](#) [Reset](#) [Close](#)

You can then edit the delivery details for your selected patient.

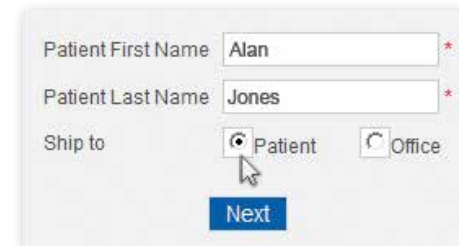


[Edit Order Details](#)

Patient First Name	JOHN
Patient Last Name	SMITH
Address	123 PX STREET
Address 2	PATIENT TOWN
City	PATIENT CITY
Postal Code	PK00 0RX
Country	United Kingdom
Carrier	Post - Direct Patient Delivery

[Save](#) [Reset](#) [Close](#)

You may also create new Vision Xtra patients as DPD by selecting the Ship to as Patient;



Patient First Name

Patient Last Name

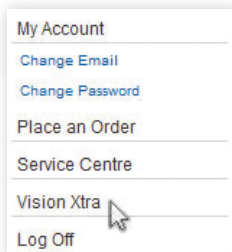
Ship to ☒ Patient ☐ Office

[Next](#)

Patient management

The Vision Xtra section provides you with full control and visibility of your registered patients. You can create, cancel and amend your patients in just a few clicks.

Vision Xtra can be found in the eCommerce tool bar:



Your active patients are displayed first and may be sorted by Patient Name, Patient Number or Next Order Date. For convenience we have also split out the active and inactive patients. To view inactive patients click the Inactive link found above the patient names:



To create new Vision Xtra patients, simply click Create New Vision Xtra Patient at the top of the page.

To amend or cancel a registered patient, click the patient name. The patient profile page will then be displayed:



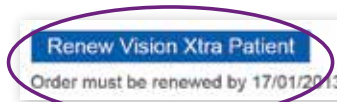
Edit Order Details – For updating the Patient's Name, Next Order Date, Frequency and Delivery Option (for store or DPD). Remember, by setting the same next order date for five or more patients you will benefit from free freight. Plus by picking the date you would like your orders to arrive it can help you to plan your admin workload.

Edit Order Lines – For amending the patient's prescription and box quantities. If no lines are displayed, lines must be added (see above).

Cancel Patient – To cancel the patient order going forward, mark the patient as cancelled. Please allow up to 10 days notice from next order date to avoid unexpected shipments.

View History – Displays the most recent shipment information, such as order number, invoice number and prescription sent.

Patients due for renewal will have a red tick against their name. To renew them you may either click the patient name or the red tick. The next screen will then have the option to renew (see below). Click Renew Vision Xtra Patient and your one year renewal will be confirmed.



Advance shipment notice

Register your patients with Vision Xtra to be kept up-to-date with the status of orders.

We will keep in touch via email and provide you with a summary of your patient orders due in the next month:

Business Partner ID	Product Line Description	Item	Business Partner Name	Vision Xtra Patient ID Number	Patient Name	Vision Xtra Next Order Date
120000PR3	BIOFINITY	LBOPB-086-E190	PROFESSIONAL CONSULTANT Mark Austin	UK0102643	BARNARD, THERESA	05/11/2012
120000PR3	BIOFINITY	LBOPB-086-E190	PROFESSIONAL CONSULTANT Mark Austin	UK0164117	JESSUP, DANIEL	24/11/2012
120000PR3	BIOFINITY	LBOPB-086-E276	PROFESSIONAL CONSULTANT Mark Austin	UK0102643	BARNARD, THERESA	05/11/2012
120000PR3	BIOFINITY	LBOPB-086-0900	PROFESSIONAL CONSULTANT Mark Austin	UK0164127	NARSH, TREY	03/11/2012
120000PR3	BIOFINITY	LBOPB-086-0900	PROFESSIONAL CONSULTANT Mark Austin	UK0164127	NARSH, TREY	03/11/2012
120000PR3	BIOFINITY	LBOPB-086-0900	PROFESSIONAL CONSULTANT Mark Austin	UK0102687	NOTTALL, PETER	17/11/2012
120000PR3	BIOFINITY MULTIFOCAL	LBOPB-086-E190-100223	PROFESSIONAL CONSULTANT Mark Austin	UK0144627	LININGTON, GRAHAM	30/11/2012
120000PR3	BIOFINITY MULTIFOCAL	LBOPB-086-E190-100223	PROFESSIONAL CONSULTANT Mark Austin	UK0167681	BARRETT, KEVIN	04/11/2012
120000PR3	BIOFINITY MULTIFOCAL	LBOPB-086-E190-100217	PROFESSIONAL CONSULTANT Mark Austin	UK0167681	BARRETT, KEVIN	04/11/2012
120000PR3	BIOFINITY MULTIFOCAL	LBOPB-086-E190-100217	PROFESSIONAL CONSULTANT Mark Austin	UK0144627	LININGTON, GRAHAM	30/11/2012
120000PR3	BIOFINITY TORIC	LBOPB-087-0125175190	PROFESSIONAL CONSULTANT Mark Austin	UK0149165	DENNESS, SCOTT	25/11/2012
120000PR3	BIOFINITY TORIC	LBOPB-087-0200075190	PROFESSIONAL CONSULTANT Mark Austin	UK0149165	DENNESS, SCOTT	25/11/2012
120000PR3	BIOFINITY TORIC	LBOPB-087-0476125090	PROFESSIONAL CONSULTANT Mark Austin	UK0166264	GOLTER, HEIDI	24/11/2012
120000PR3	BIOFINITY TORIC	LBOPB-087-0560125190	PROFESSIONAL CONSULTANT Mark Austin	UK0166264	GOLTER, HEIDI	24/11/2012
120000PR3	BIOFINITY TORIC	LBOPB-087-0700075140	PROFESSIONAL CONSULTANT Mark Austin	UK0150097	NUTTALL, PETER	17/11/2012
120000PR3	BIOVUE DCS 1 DAY STRIP	LBODCS187-0025	PROFESSIONAL CONSULTANT Mark Austin	UK0062046	PENFOLD, DENISE	01/11/2012
120000PR3	BIOVUE DCS 1 DAY STRIP	LBODCS187-0025	PROFESSIONAL CONSULTANT Mark Austin	UK0052048	PENFOLD, DENISE	01/11/2012
120000PR3	BIOVUE DCS 1 DAY TORIC	LBODCT187-0650126090	PROFESSIONAL CONSULTANT Mark Austin	UK0105424	MORSELEY, DAVID	27/11/2012
120000PR3	PROCLEAR 60% 1 DAY ASPH	LPCLR1P87-3025	PROFESSIONAL CONSULTANT Mark Austin	UK0158000	BROWN, KYM	08/11/2012
120000PR3	PROCLEAR 60% 1 DAY ASPH	LPCLR1P87-3025	PROFESSIONAL CONSULTANT Mark Austin	UK0158000	BROWN, KYM	08/11/2012
120000PR3	PROCLEAR 60% 1 DAY ASPH	LPCLR1P87-3025	PROFESSIONAL CONSULTANT Mark Austin	UK0148008	MUCKLEY, GINNY	10/11/2012
120000PR3	PROCLEAR 60% 1 DAY ASPH	LPCLR1P87-0075	PROFESSIONAL CONSULTANT Mark Austin	UK0148008	MUCKLEY, GINNY	10/11/2012
120000PR3	PROCLEAR 60% 1 DAY ASPH	LPCLR1P87-0020	PROFESSIONAL CONSULTANT Mark Austin	UK0164067	NEAKOCAMBE, JOHN	15/11/2012
120000PR3	PROCLEAR 60% 1 DAY ASPH	LPCLR1P87-0025	PROFESSIONAL CONSULTANT Mark Austin	UK0164130	PLEUNK, MICHAEL	03/11/2012
120000PR3	PROCLEAR 60% 1 DAY ASPH	LPCLR1P87-0420	PROFESSIONAL CONSULTANT Mark Austin	UK0089028	AINSWORTH, JANE	02/11/2012
120000PR3	PROCLEAR 60% 1 DAY ASPH	LPCLR1P87-0425	PROFESSIONAL CONSULTANT Mark Austin	UK0089028	AINSWORTH, JANE	02/11/2012
120000PR3	PROCLEAR 60% 1 DAY ASPH	LPCLR1P87-3020	PROFESSIONAL CONSULTANT Mark Austin	UK0050228	MOCK, BALLAM	10/11/2012

This report can act as a prompt for you to send out reminder letters to your patients, or for you to amend or cancel any lapsed patients.

In order to ensure you receive this report you will need to have provided us with a valid email address. This email address may differ from your practitioner login email address. To ensure your details are correct call **0870 9000 055**.

Back order report

If any patients registered on Vision Xtra are subject to a back order we will proactively contact you via email.

Back order reports will be sent to your registered email address in Excel workbook format:

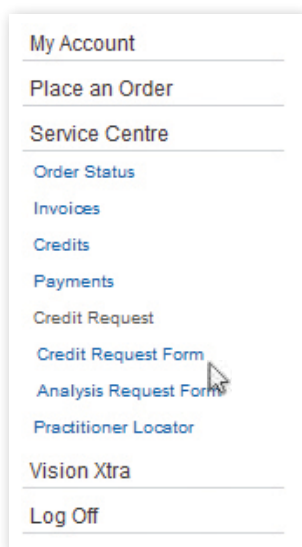
Business Partner Id	Order Date	Warehouse - Estimated Despatch Date	Sales Order Type Description	Customer Order Number	Vision Xtra Order Number	Patient Name	Item Description	SKU	Order Quantity (Packs)	BaaN Backorder Qty(Packs)
222222	01/10/2012	101 - 7-10 working days	Normal Sales Order	1111	12345678	Smith	PROCLEAR TORIC 8.8/14.4 (3)	-175225060	1	0
222222	02/10/2012	100 - 20 working days	Normal Sales Order	1112	12345679	Jones	PROCLEAR TORIC 8.4/14.4 (6)	-200075170	1	1
222222	03/10/2012	101 - 7-10 working days	Normal Sales Order	1113	12345680	Taylor	DIAG BFMF +0175 +2.50N 8.8 (1)	-0175+250Z 1	1	1
222222	04/10/2012	130 - 10 working days	Normal Sales Order	1114	12345681	Brown	PC MF XR +0275 +3.50D 8.7 (1)	-0275+350Z 2	1	1

In order to ensure you receive this report you will need to have provided us with a valid email address. This email address may differ from your practitioner login email address. To ensure your details are correct call **0870 9000 055**.

How to apply for a credit via eCommerce

The Service Centre section of eCommerce hosts all the information you need for credits, payments and the status of any orders you have placed. You can find the Service Centre within the eCommerce tool bar.

To request a credit for any orders you have made you will need to select the Credit Request Form option on the tool bar:



My Account

Place an Order

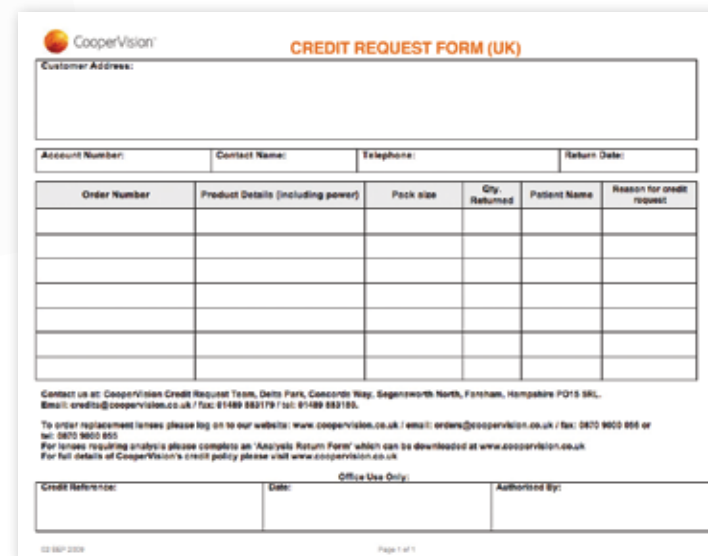
Service Centre

- Order Status
- Invoices
- Credits
- Payments
- Credit Request
- Credit Request Form**
- Analysis Request Form
- Practitioner Locator

Vision Xtra

Log Off

Select this option to open a PDF of the Credit Request Form.



CooperVision **CREDIT REQUEST FORM (UK)**

Customer Address:

Account Number:	Contact Name:	Telephone:	Return Date:
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Order Number	Product Details (including power)	Pack size	Qty. Returned	Patient Name	Reason for credit request

Contact us at: CooperVision Credit Request Team, Delta Park, Concorde Way, Segensworth North, Fareham, Hampshire PO15 5RL.
Email: credits@coopervision.co.uk / Fax: 01489 883179 / Tel: 01489 883185.

To order replacement lenses please log on to our website: www.coopervision.co.uk / email: orders@coopervision.co.uk / fax: 0870 9000 800 or tel: 0870 9000 800.

For lenses requiring analysis please complete an 'Analysis Return Form' which can be downloaded at www.coopervision.co.uk.
For full details of CooperVision's credit policy please visit www.coopervision.co.uk.

Credit Reference:	Date:	Authorized By:
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Complete and return this form to us by:

Email: credits@coopervision.co.uk

Fax: 01489 883179

Post: CooperVision Credit Request Team, Delta Park, Concorde Way,
Segensworth North, Fareham, Hampshire PO15 5RL

As long as your application conforms to our terms and conditions, and we are in receipt of your form within 90 days of the invoice date, your credit will be approved without quibble. Upon receipt all approved credit requests received before 4.30pm will be processed the same day. There is no need to return the product to us*, so you can make use of it for touch and feel bowls, product demonstrations or diagnostics.

* We reserve the right to request for product to be sent back to us. If we do decide to ask for product back we will do so within 10 working days of receiving a credit request form.

How to return a defective product via eCommerce

If you are unsatisfied with any products, our specialist team are on hand to analyse and improve quality standards.

Within the Service Centre section you will find the Analysis Request Form option on the tool bar:

My Account

Place an Order

Service Centre

Order Status

Invoices

Credits

Payments

Credit Request

Credit Request Form

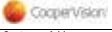
Analysis Request Form

Practitioner Locator

Vision Xtra

Log Off

Select this option to open a PDF of the Analysis Request Form.

 ANALYSIS REQUEST FORM (UK)

Customer Address:

Return Address: Clinical/Quality Analysis,
CooperVision Manufacturing Ltd,
Goods Inwards - South Point 1,
Ensign Way,
Hamble
Hampshire SO31 4RF
Telephone: 01489 883 182

Contact Name:

Account Ref.:

Telephone:

Return Date:

#	Patient Reference/Initials	Product Details (including power)	Lot Number	Qty. Returned	Order/Invoice no:	Defect Code (Select from below)
A						
B						
C						
D						

Defect Code

Poor Vision	1	Blurrish	5	Packaging General	9	Inconsistent/ Poor print quality (cosmetic lenses)	12	Corneal Abrasion/Scar	15	Redness/ Tears	18
Split/ Damaged	2	Deposits	6	No Lens/ Saline	10	Handling Tint Variation	13	Disry/ Nucleus	16	Bleeding	19
Poor Fit	3	Discoloured	7	Thickness	11	Initiation	14	Pain	17		
Discomfort	4	Falsed	8	Other (20) (Please specify):							

Additional comments or information in the box below

Please note the following information:
1. Please provide relevant additional comments or information that will enable Quality checks to be conducted to identify possible root cause.
2. Lenses outside of CooperVision's 90 day warranty from invoice date will not be credited unless manufacturing defect is identified.
3. Please be advised due to the high risk of cross-contamination we are unable to return lenses which have been examined, unless requested.
4. To order replacement lenses please log on to our website: www.cooper-vision.co.uk. Email: orders@cooper-vision.co.uk Fax: 0870 9000 056 or Fax: 01753 800100
For full details of CooperVision's credit policy please visit our website: www.cooper-vision.co.uk

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Page 1 of 1

Complete and return this form along with the defective product to:
Clinical/Quality Analysis, CooperVision Manufacturing Ltd, Goods Inwards -
South Point 1, Ensign Way, Hamble, Hampshire SO31 4RF

Once the product has been received and identified as defective a credit will be processed on your behalf.

Lenses outside of CooperVision's 90 day warranty from invoice date will not be credited unless a manufacturing defect is identified.

Please be advised due to the high risk of cross-contamination we are unable to return lenses which have been examined, unless requested.

Validation report

The Vision Xtra registration scheme requires you to validate your patients once a year. This ensures that all Vision Xtra patients are kept up-to-date and prevents you receiving un-required products.

We will keep in touch via email and provide you with a summary of which patients require validating three months in advance, enabling you to keep us up-to-date with prescription changes and lapsed patients:

Statement Date: 29-03-11
Account Number: 120000TST

Current Summary Totals

Practice Name	Active Patients	3
Practice Street	Cancelled Patients	160
Practice Town	Total Patients	163
Practice City	New Orders In Past 30 Days	0
PR00 0BP	Total Lens Usage	5

Order	Item	Quantity	Eye	Freq.	DPD	Start Date	Next Order
Patient: UK0014722 FENN, MR J							
C00074363 PROCLEAR SPHERE 8.6 -02.00 (3)		1	R	3M	No	08-04-05	08-05-11
C00074363 PROCLEAR SPHERE 8.6 -02.00 (3)		1	L	3M	No	08-04-05	08-05-11

REMEMBER – if you do not validate a patient all orders relating to them will cease.

In order to ensure you receive this report you will need to have provided us with a valid email address. This email address may differ from your practitioner login email address. To ensure your details are correct call **0870 9000 055**.

visionXtra

For more information, please visit
www.coopervision.co.uk/visionxtra
call **0870 9000 055** or speak to your
CooperVision Area Business Manager.