

Tri-Supreme Remo Online Software FAQ's

General

Q: What is Remo software?

A: Remo is proprietary software that is installed on your computer so you can place your orders online with our laboratory as well as with The Lens Connection.

Q: Why should I order online?

A: Ordering online gives you complete control over the order entry process. You can enter your Rx orders anytime you want, 24 hours a day, 7 days a week. Additionally, on a busy day in the lab, if you call or fax your Rx's in, those jobs have to make their way through our Customer Service Department and into Data Entry before being started. This is where the 2 biggest "bottlenecks" exist in any laboratory. When you order online the Rx is automatically translated into our computer system, the lens calculations are already done and a job ticket is generated immediately. The Rx is now put in a tray, the lenses are selected and the job is ready to be put in process. The job has bypassed any potential bottlenecks in Customer Service and Data Entry as well as avoid any potential phone or data entry error. Turnaround time can be improved anywhere between ½ a day or more. You also don't have to be concerned about those occasional phone or data entry errors. To summarize, quicker turnaround time, efficiency, ease, simplicity, convenience, and accuracy.

Q: Is there a charge for the software?

A: No, the installation, configuration and training are free.

Q: Is it difficult to use the software?

A: It's extremely user-friendly with a Windows interface. The software also features simple to use cascading menus for easy lens style and lens material selection. After using the software for a very short time, you have an Rx input in a minute or less, possibly faster than if you had called the order in via phone. Should an order be missing crucial information, it will not be transmitted. A red error message will appear to prompt you to input the missing information. Accounts who have used the software never go back to placing orders via phone or fax.

Q: What system requirements are needed?

A: Our software is compatible with Windows XP, Windows Vista and Windows 7. Internet Explorer 7.0 or higher is also required. The software takes very little disk space. Our software is **not** compatible with MAC at this time.

Functionality and Features

Q: What are the important key strokes I should know about to input the order as quickly and efficiently as possible?

- A: TAB** To move forward from one field to another
- SHIFT TAB** To move backward from one field to another
- ENTER** To move to the next row of fields. (This can speed up the input process noticeably. Instead of pressing TAB several times to navigate through several fields, press ENTER and it will take you to the first field in the next row).
- SPACE BAR** When the lens icon is selected and outlined, press the SPACE BAR. The first cascading menu of lens types will open up.
- ARROW KEYS** Use the down arrow and right arrow keys in combination to navigate through the cascading menus. You'll see it's easier and more convenient. Depending on the lens type, you'll navigate through 5 or 6 menus.

Q: Can I check the progress of my orders?

A: Yes, you can track your orders in real time. Job statuses are updated at our laboratory frequently during the course of the day. Click on the "Order Lookup" button to track your orders through the lab, regardless of how the order was placed (phone, fax, online). Click on the "Refresh" button to update the statuses.

Q: Can I transmit my orders one at a time or all together?

A: There is a 2-step process to sending Rx's via the software to our lab. After you input an Rx order you have to save it. You can then transmit it if you wish. You can input and save multiple orders and then transmit them all at once. This is the preferred method.

Q: Is there any type of shortcut I can use when the Rx is the same in both eyes?

A: Yes. First, the Rx has to be **exactly** the same including the axis. If that is the case when inputting the left lens type in the letter S in the sphere field of the left eye. When you save the job, it will save exactly as the right lens. In addition, if the p.d, height, lens style, lens material and add power (if necessary) are exactly the same in both eyes, it's not necessary to input this information in the left eye. When you save the job, these fields will automatically populate.

Q: How can I search for an order that I want to duplicate or re-do? Is there is an archiving option in the program?

A: You can search the archiving function by clicking on "Order Lookup." In the "Search" column you'll see 3 fields. In each field or in combination of these fields you can search by several different criteria. Then in the "For" column, type in the unique information then click search. You can also search in combination with the date fields as well. You can also sort this screen by clicking on the "Rx/Patient," "LabInv" or Ent/Shp tabs.

Functionality and Features (continued)

Q: I accidentally put an order in and want to cancel it. Is there a way of doing this?

A: Yes as long as **you have not transmitted the job to our lab**. If you have already done so, then you have to call us so we can try and stop the job and cancel it. However, if you saved the job and have not yet transmitted you can cancel it by clicking on the “Order Lookup” button then locating the job in the list. Select the job to be cancelled then right click it. A menu will appear. Select cancel and the line item will turn orange in color and an X will appear in the status column. The job is now cancelled. If you close the program down and back to the desktop and then go back in to the “Order Lookup” screen, you see the order is not visible and has been moved to archives.

Q: Once I find the job using the search function, how do I duplicate or re-do it?

A: Place your mouse over the job line item and double click it. This will bring job back to the order entry screen. Click “Edit Job.” A dialog box will appear asking if the job is a re-do. If it is, click “yes.” Another dialog box will appear asking for the reason for the **re-do**. Type in a reason. The original invoice and date will also appear as a reference in the “Services Field.” If you click no when asked if the job is a re-do order, you will be prompted by another dialog box that says “job not in-process. Bring back from archives?” Select “yes” if you want to duplicate or modify job. **Important: in both examples discussed above, remember to make any changes to the job, if necessary before you transmit it to the lab.**

Q: I noticed that in the Order Lookup screen, some of my jobs have a symbol that looks like an arrow. What does this mean?

A: It means the job was **not** placed using our Remo software and consequently is not editable.

Q: I noticed an icon that looks like a key in the Order Lookup screen. What does this do?

A: Click on the key and Remo help opens showing the functions of the Order Lookup screen.

Q: I have several employees in my office that use Remo. How can I differentiate which employee places orders?

A: You want to give each user a unique operator identification. This is important when you need to know who entered a specific order. To activate and set up this option first go to the Setup menu and click on Options. Look for the “Operator Entry” option and select the small white box next to it to add a checkmark. Now, click on the Operator Setup button. The Rx Wizard Operator Set Up dialog box will appear. In the initials/code field, type in the initials of the Operator. In the name field type in the Name of the Operator. Now click on Add to add the Operator to the Operator Set Up list. Repeat the above steps for each Operator that uses the software. When you’re done, click OK to dismiss the Rx Wizard Operator Set Up dialog and OK again to dismiss the DVI remote Entry Options box. Now, if you look at the Operator field at the bottom of the screen and click on the arrow, you’ll see a list of all the operators that you entered. You should urge each user of the software to use this field by clicking on the pull down menu and selecting their unique operator identification on each Rx order they input.

Q: How do I know which lens style and lens material combinations are available with a specific non-glare option?

A: Our software is configured to show **only** those non-glare options that are available for that particular lens style and lens material that is selected. We are one of the few laboratories who have this software configured in this manner.

Functionality and Features (continued)

Q: I always seem to have an issue when I place an order for Intermediate Progressives such as the Essilor Computer or Shamir Office. What is different about these products?

A: Intermediate Progressives such as the Shamir Office, Essilor Computer and Interview and Sola Access require that you enter the height as an optical center height rather than a seg height. To do this, enter the height in the "OCHT" field. Next to this field is the "MODE FIELD." Pull down the menu in this field and select "B, from frame lower edge." This will now allow you to transmit the job. For much more on how to enter Intermediate Progressives, please request our "Inputting Intermediate Progressives into our Remo Software" document or go to our website, trisupreme.com and click on "TSO University" on the navigation bar then click on Remo.

Q: I noticed some fields that I'm not familiar with and never use. What are they used for?

A: Here is a short list of some of the less frequently used fields and a brief description of what they do.

Thck: When a special thickness is required.

E/C: Works in conjunction with the "thck field. When a special thickness is required, use this field to specify edge or center thickness.

Ad2: Can be used for a 2nd add power such as a double seg or reverse slab amount

Bsize: Used to specify blank size on uncut lenses

Base: Used to specify a particular front base curve

Csize: Used for lens circumference. **Do not use this field at all.**

Q: With all the Digital Progressives on the market some require specialized measurements such a pantoscopic tilt, wrap and vertex distance, just to name a few. Where do I input these measurements?

A: First, input the complete Rx as you normally would. This is important because the next step is based upon the lens style you selected. After you input the Rx, click on the "eyeball" icon at the lower left hand part of the screen. Then, based on the lens style you input, an "Rx Fitting Values" Dialog box will appear with the required measurements needed.

Q: Can I view my lens usage reports in the software?

A: Yes, to view your usage reports, in the menu bar, click on "Reports and Bulletins." A menu will appear. Select the name of your account. A second menu will appear. Click on the name of your account again. Finally, a third menu will appear that says "Rx Profile Report." Click on this to view your usage report. Scroll down to see the complete report. This report is updated by our lab at the beginning of each month so you can view the prior month's usage.