GenOp ISCS FAQ

1. **What is the ISCS?**
   The Integrated Supply Chain Solution is a comprehensive system provided by General Optical to enable the independent optometry business to always have complete and accurate information regarding their GenOp inventory. With the deployment of technology and processes, you will manage and track the movement of stock in the most time and cost efficient manner possible. Using Optomate Online you can communicate directly with supplier to maintain accurate details of your stock, real time status of your jobs through the GenOp lab and supply status of frames within the warehouse.

2. **How will it save me money?**
   The ISCS has been developed to provide cost benefits to an independent practice through time and cost savings. These include online ordering of jobs to overcome the need to trace a frame or send it in to the lab for fitting. Therefor lenses can be ordered immediately after the patient has chosen there frame & lens job. Complete frame and lens jobs are freighted to the practice without attracting any freight charges.

3. **How will it save my staff time?**
   All dispensing is conducted at the GenOp lab so you receive a complete frame and lens job. Your staff can spend more time with customers and less time in the back room grinding and fitting lenses.

4. **How secure is it?**
   The ISCS involves a central web server so there is no direct web connection between your practice and the supplier.

5. **How do I get it?**
   For a practice that uses Optomate as their practice software, it is easy to upgrade Optomate Online to your existing system (at no extra cost). If you are using another software program we suggest you contact Monkey Software (03 9393 2066) or Phil Arnold (0408 210 967) regarding changing your practice management software. When your system is updated to Optomate, Optomate Online will be included. Once you practice software has Optomate Online installed, all GenOp frames will have their barcodes adapted to their universal barcode form and the GenOp frames in your practice will be added to your barcode queue to be printed and replaced on your frames.

6. **How long does it take to install?**
   Instillation will take place overnight so as not to interfere with your work flow.

7. **What do I need to have organised prior to the overnight conversion to Optomate Online?**
   It is advisable to ensure you have accurate records of you stock quantity on hands to ensure accurate information is being uploaded into Optomate Online. Many practices use this transition as an opportunity to conduct a stocktake to manage this process.

8. **What do my staff need to do on the first day of conversion to Optomate Online?**
   Staff will need to replace all barcodes on GenOp frames on the first day after the transition. It is advisable to organise all GenOp frames in brand order on your shelves. The bar codes can be printed in description order to speed up this process.

9. **How does my system have details of all GenOp frames, sunglasses and lenses to order a job?**
   The full General Optical catalogue is downloaded directly to your system as it is updated. This is done overnight so as not to affect your system during the work day.

10. **Do I need a scanner?**
    Optomate online and the ISCS have provided a practice with the first real reason to have a scanner on the premises to be used every day. It will be used when ordering a job and when arriving frames into your practice. So dust off that scanner so you can scan, scan scan. You may contact Harris Technology for a quote on 1300 139 999.

11. **Can I still print my barcodes vertically and stick them to the frame temples?**
    Frame suppliers are becoming more barcode aware and are supplying internationally registered barcodes with their frames. These barcodes contain 12 or more items. Your frames will arrive to you in a bag with the barcode printed on it for easy arrival. This 12 digit barcode cannot be effectively printed on a vertical barcode as it will squash the code to a point that the scanner will not be able to effectively read it.

12. **Is there a better way to attach barcode stickers to the frame?**
    For best practice, we recommend that you purchase vinyl tags from Hilco that allow you to print the barcode horizontally and attached to your frames. This means that stickers will no longer be attached leaving gummy residue on the temples. Contact Hilco on 1800 217 651

13. **When arriving Display Stock frames using Optomate Online, which invoice type do I use?**
    When arriving frames into Optomate you will be prompted with a pop up asking you to indicate an Invoice Type. For GenOp frames choose "Invoice" as "**The arrival has a bottom line value and each item's Quantity on Hand is increased".**

14. **When arriving a frame and lens job from the GenOp lab, which invoice type do I use?**
    When arriving jobs into Optomate, you will be prompted with a pop up asking you to indicate an Invoice Type. For GenOp jobs choose "Consignment Invoice" as "**The arrival has a bottom line value and no changes to any item's Quantity on Hand".**

15. **Will my staff still need to enter frame details when they arrive new GenOp stock?**
    When you arrive frames from General Optical, Optomate recognises the barcode attached to the frame package and all details about that item is already available within Optomate. The need to manually input details for GenOp frames, sunglasses and lenses has gone.

16. **Will I be able to order through other suppliers using the ISCS?**
    At this stage General Optical is the only frame supplier. We are confident with the integrity of Optomate Online. Therefor shortly the specifications will be available for other suppliers.

17. Can I track my jobs in the lab?

When an order is placed through the Optomate Online order screen, you will be able to view your jobs progress in real time using the Online Order Status screen.

18. Can a Sunix user order through the ISCS?

A Sunix user can order through the General Optical lab, although not through the advanced online order process missing out on the technical benefits of the ISCS.

19. Is training available for my staff?

A Training Manual has been developed that incorporates the changes within Optomate Online. General Optical has employed a National Training Manager to provide face to face and phone training for your practice.

20. Is support available for my staff?

Support is offered through General Optical and Monkey Software to ensure you are able to effectively use Optomate Online to order through the ISCS.