



Text your inquiries for:

- Job Statuses
- Shipment Tracking
- And more...

To get started, text **MENU**
to **659-ABB-Labs (659-222-5227)**!

Next select from the menu to get the status of a job, track the shipment of a job or even cancel a job.

Follow these easy reminders to text with us:

- Get the status of a job, type SJ followed by the job number – ex: SJ999
- Get an update on a specific patient’s jobs, type PT followed by the patient’s name – ex: PTjohndoe
- Track a job, type TJ followed by the job number – ex: TJ999
- Cancel a job, type CX followed by the job number – ex: CX999
- Repeat the customer list last searched, type LS

ABB Labs Text Messaging Service offers an efficient way to get real-time automated status updates in the palm of your hands 24 hours a day, 7 days a week.

Automated text messaging technology will keep you informed on all work in process without having to step away to call the lab.

Please note, the following actions are not supported with ABB Labs Text Messaging:

- Photos
- Emojis
- Once you receive your information, no further response needed, i.e., no need to reply and say “Thanks”



Text



Live
Chat



Call

Need to connect live with our customer service team? Live agents are just a click away. Visit our Live Chat Support Team online at ABBOptical.com. Live Chat hours are posted on our website.

Questions? Contact your ABB Labs Account Manager or call 866.866.8673

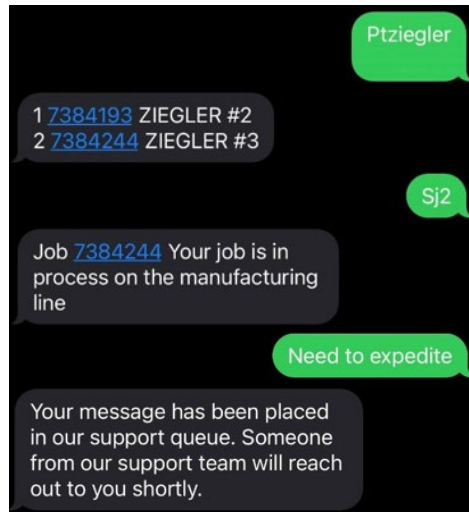
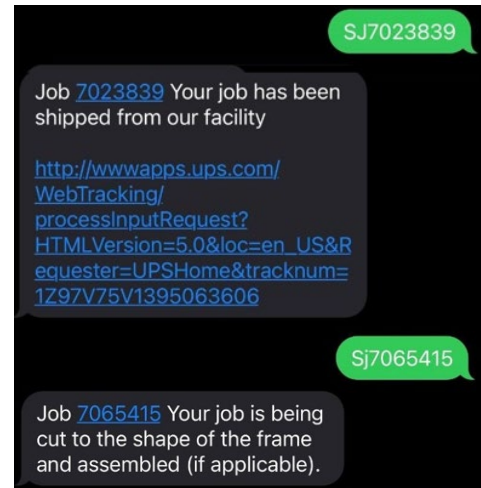
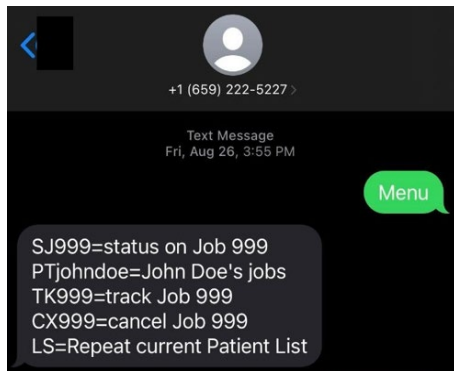


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Actual text messaging screenshots below:



Please note that some messages may require additional assistance from our Live Chat Support team, available online at abboptical.com



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