

# ABBOPTICAL.COM WELCOME GUIDE

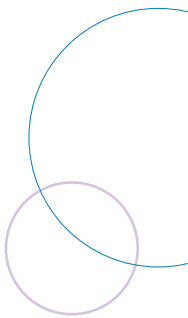
We're excited to share these resources on getting started with ABB to ensure you get the most out of our products, solutions and services.





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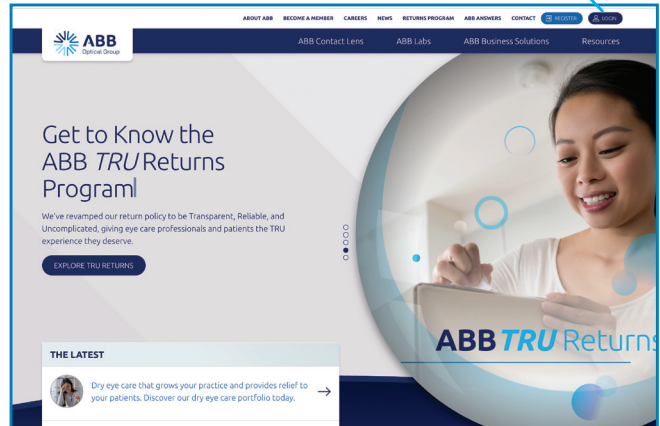
# HOW TO LOG IN TO ABBOPTICAL.COM

- 1 Click **LOG IN**
- 2 Click on **ABB Contact Lens Account Holders**
- 3 **Enter your account number**  
This needs to be your complete account number
- 4 Enter your password
- 5 Click **LOG IN**

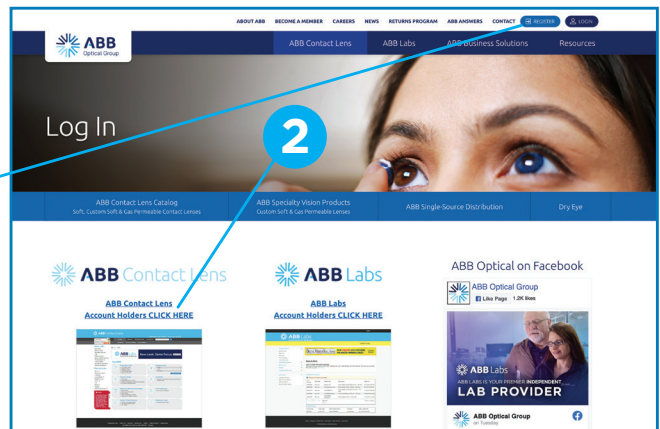
If you have any questions or need help, you can contact our Customer Service Team at **(800) 852-8089**, Monday - Friday, 9:00 AM to 9:00 PM ET.

**NEW to abboptical.com?**  
Simply click the "Register" button to sign up for online ordering.

1



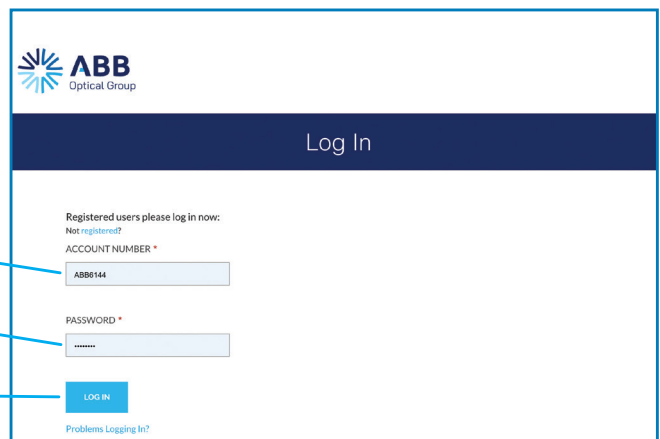
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# HOW TO PLACE AN ORDER

## Soft Contact Lenses

- 1 Click on **ORDERS** from the top navigation & the **NEW ORDER** tab

**Note:** “New Order” is also located under Quick Links

- 2 Click on **SOFT CONTACT LENSES**
- 3 Select Vendor & Product Information
- 4 Add Parameters & Quantity

**Note:** Click on the “copy” button if the O.D. & O.S. information is the same

- 5 Enter Rx Expiration Date
- 6 Select the Order Type
- 7 Click **ADD TO SHOPPING CART AND CHECKOUT**

## Gas Permeable Lenses:

- 1 Click on **ORDERS** from the top navigation & the **ORDER GPs** tab

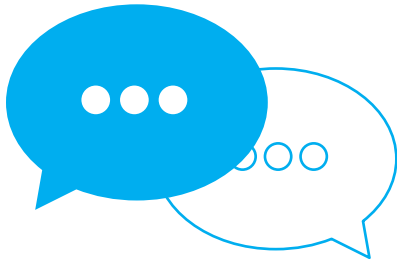
**Note:** “New GP Order” is also located under Quick Links

- 2 Enter the Patient’s Information
- 3 Select O.D. & O.S. Information
- 4 Add the Parameters and K-Reading

**Note:** Click on the “copy” button if the O.D. & O.S. information is the same

- 5 Select Services
- 6 Select Warranty
- 7 Select Shipping Information
- 8 Click **ADD TO CART AND CHECKOUT**

**Note:** To order Specialty Custom Soft Lenses, click on “Specialty Soft Lens” under “Quick Links” and follow the same steps.



## Chat with Us

We offer live website chat. If you are logged into our site and need help, look for the "Chat Now" button for assistance from our Customer Service Team.

## Product Parameters

The online "Parameter Guide" is our interactive version of our soft contact lens catalog. You can review the product parameters by using this guide. It allows you to search by Vendor Name, Product Name, Type (ex: Toric or Multifocal), Packaging, Water Content, Material or Base Curve.

## How to Use the Parameter Guide:

- 1 Click on **PRODUCTS** from the top navigation
- 2 Enter information to search for in the corresponding field (multiple fields can be used to sort results)
- 3 Click on **SEARCH**
- 4 Scroll down and view results
- 5 Select **ORDER NOW** (optional)

**Vendor:** Spell vendor/manufacturer name out completely or spell the first portion of the vendor/manufacturer's name

**Product:** Spell the product name out or spell one word of the product name (i.e., Oasys, colorblend, etc.)

**Type:** Spell type of lens out completely or type the first letter of the lens type (i.e., S, C, M, T) *No search option for Multifocal torics at this time*

**Packaging:** Enter the package quantity (i.e., 4, 6, 30, etc.) Enter "S" or "Single" for a single lens

**Water Content:** Enter number (i.e., 55, 66, etc.) No need to enter "%"

**Material:** Spell material name out

**Base Curve:** Type desired base curve with or without the decimal (i.e., 90, 9.0)

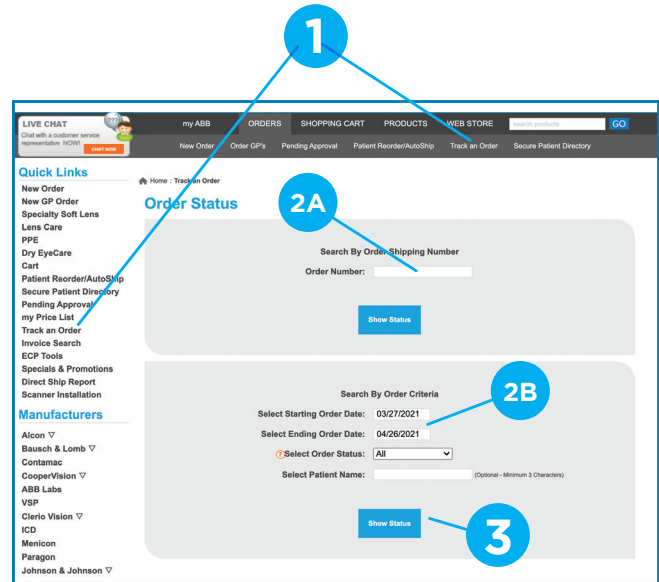
# TRACKING SOFT CONTACT LENS ORDERS

## How to Track an Order:

- 1 Click on **TRACK AN ORDER** from the top navigation & the **TRACK AN ORDER** tab

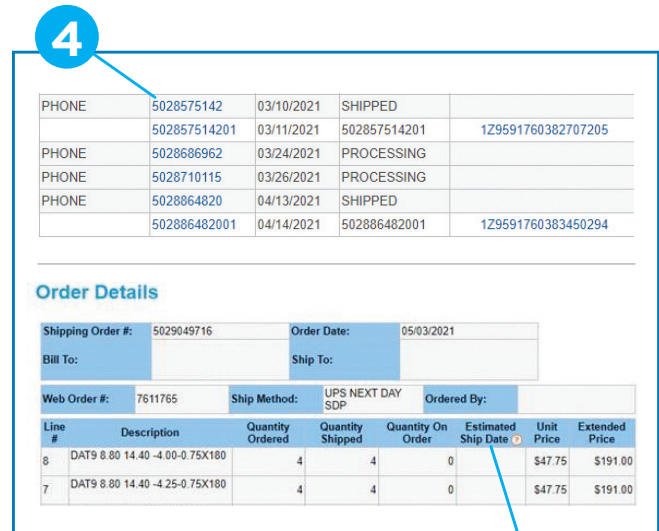
**Note:** "Track an Order" is also located under "Quick Links"

- 2 Search your order by Order Number or Criteria
  - 2a Enter Order Number
  - 2b Enter Order Dates
- 3 Click on **SHOW STATUS**



## How to See ETA Information:

- 4 Click on the Order Number for orders that have a status of Delayed Delivery
- 5 You will either see Pending ETA Date or the Estimated Ship ETA Date





# ONLINE INVOICES & STATEMENTS

## Monthly Statements and Invoices

- 1 Click on **myABB** from the top navigation & then the **mySTATEMENTS** tab

## To View a Statement:

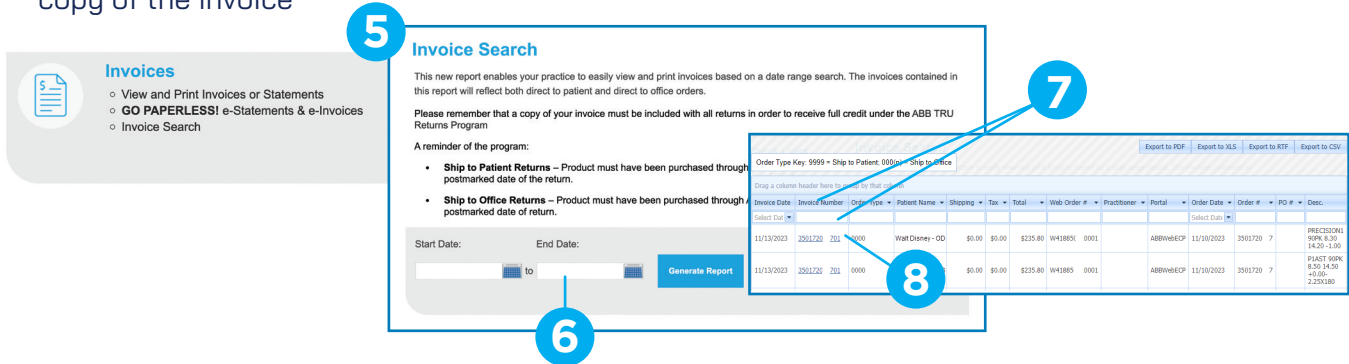
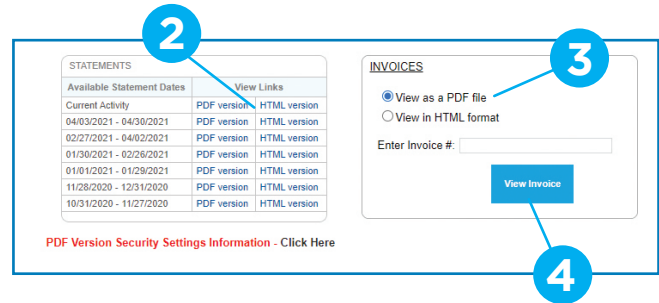
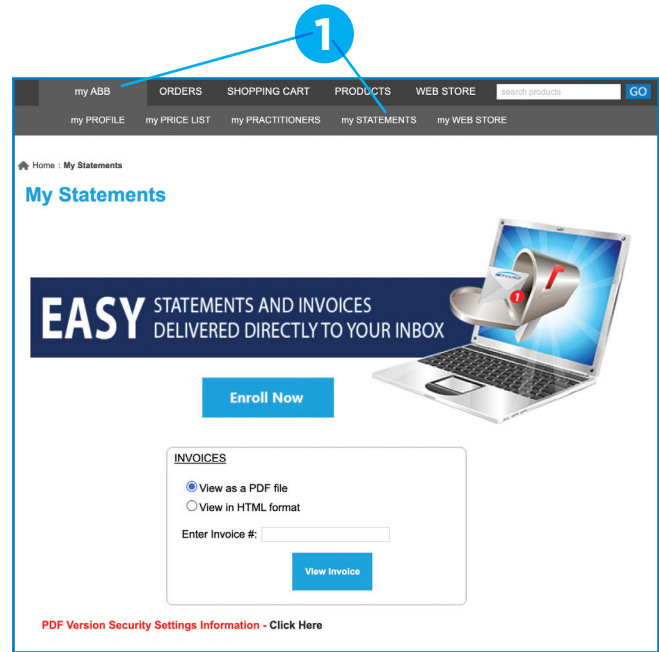
- 2 In the statement box, click on the link of the format preferred (PDF or HTML version)

## To View an Invoice:

- 3 Select the format preference (PDF or HTML version)
- 4 Enter Invoice # and click on **View Invoices**

## Invoice Search:

- 5 Invoice search is also located in "Quick Links" or under "Invoices" on the home page
- 6 Input a start and end date for the search
- 7 Use the top row to filter dates based on the indicated report criteria to locate the invoice or enter any value below the field to narrow your search
- 8 Click on the invoice number to view a PDF copy of the invoice



## SIGN UP FOR E-STATEMENTS AND E-INVOICES TODAY!

### Easy. Accessible. Efficient. Free.

Receive statements and invoices directly to your inbox. Log in to your ABB account and click on "My Statements" and "Enroll Now."