

# Text2Order

## **What is Text2Order?**

Text2Order is an easy and convenient subscription ordering service. Once enrolled, we'll send your patient a text message prompting them to reorder when they are nearly out of contacts (according to modality). Your patient simply confirms the order and we deliver contacts to their door.

## **How does my patient enroll?**

You patient will simply select the "Text2Order" box during the shopping and checkout experience on YourStore. You can also enroll patients on their behalf at wisvis.com.

## **Can the office enroll the patient in the program?**

Absolutely! Choose either of the following options: When placing a Ship-to-Patient order simply select the Text2Order check box. Or you can place a new Text2Order shipment from "Start New YourStore Order" dropdown on our Orders page.

## **Will I need to verify my patient's order?**

Yes. After your patient places an order, we'll just need you to verify that the information is correct before submitting the order to WVA.

## **How is my patient charged?**

Your patient's credit card will be kept securely on file and billed once lenses are shipped.

## **What payment is accepted?**

We accept Visa, Mastercard, and Discover.

## **What if my patient would like to change or update their credit card on file for Text2Order?**

Patients can easily update their credit card information using the "Edit Credit Card" option in the Account dropdown.

## **How is my patient notified for their reminder?**

Reminder notifications are sent based on the patient's lens modality. Fifteen days before a patient's lens supply is set to run out, we'll send a SMS text message prompting a reorder. The patient will simply say YES to confirm, NO to cancel, or SNOOZE to snooze the order/notification.

## **What if my patient no longer wishes to receive Text2Order reminders?**

We make sure Text2Order works for your patients by allowing them to manage their enrollment. At YourStore, your patient will go to the Account dropdown and select "Enrollments" to cancel.

You can also manage your patient's enrollment at wisvis.com on the Orders page. Then select "View Enrollments" followed by "Text2Orders to view and manage the patient's enrollment.

## **How will I be notified if my patient reorders through Text2Order?**

We keep you informed of patient reorders by sending you a standard email notification as is done for all YourStore orders. You may also view the order in Open Orders on wisvis.com.

Also view Text2Order enrollments on wisvis.com > Orders > View > Enrollments > Text2Orders.

## **Is my patient able to make changes to their order?**

No. Once an order is confirmed, the order cannot be changed. If an adjustment is needed, the original order must be cancelled and a new order must then be placed. Either you or the patient can cancel their enrollment and create a new one.

## **What do I do if my patient's prescription changes?**

To make a prescription change, just cancel the original enrollment and create a new enrollment.

### **What will happen if their phone number changes?**

Patients may update their profile, including phone number, at any time. Any notifications will be sent to the phone number stored in their account profile.

### **What if my patient's prescription is about to run out?**

YourStore does not manage prescription expirations. Your patient will be sent a Text2Order message fifteen days before their order runs out to reorder. You may deny any outdated order requests from Text2Order patients.

### **How long do my patient's reminders last?**

Text2Order reminder messages will continue until the patient or doctor cancels enrollment—or if the patient does not reply for 30 days. After that time the enrollment will be automatically cancelled.

### **How often will my patient receive reminders?**

Text2Order reminder timing is custom-based off each patient's lens modality. Patients will be notified fifteen days prior to when their lenses are set to run out.

### **If the patient elects to snooze the order, when will they receive another text reminder?**

Yes. The patient will be sent another reminder 5 days after they SNOOZE. They can snooze up to 6 times.

### **What will happen if my patient does not reply to the text reminders?**

After the initial Text2Order reminder message, we'll send another text 5 days later. The patient then has 30 days to reply before the enrollment is automatically cancelled.

### **How will my patient's order ship?**

After the initial order, all reorders are shipped via standard shipping services (even if initial order specified expedited service). Timing is based on modality and packaging is based on the product ordered.

### **Where do you ship?**

We currently ship to the US and all APO/FPO/DPO US military locations. International orders cannot be placed online at this time. Please contact our office to discuss options for international.

## ***Text2Order Returns Questions***

### **What happens when the product that was ordered for my patient is damaged in transit?**

Once you receive the product from your patient, simply return it to WVA for processing.

### **What if my patient wants to return their lenses?**

Lenses must be returned to your office and then returned to WVA. You may issue the retail credit immediately upon receipt of the lenses (be sure the lenses qualify for return credit).

You may return the product to WVA for wholesale credit, given it meets the WVA Return Policy criteria. You will be reimbursed by WVA on your statement, less a 3% transaction fee.