

2020

Bausch + Lomb Direct  
*Getting Started Guide*

**BAUSCH+LOMB**  
**DIRECT**

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For advice or help with any aspect of Bausch + Lomb Direct, please contact our Customer Service team:

- Telephone: 0845 602 2350
- Email: [cs.vc.uk@bausch.com](mailto:cs.vc.uk@bausch.com)

# Key Benefits

**Bausch + Lomb Direct** is an enhanced online ordering and direct to patient delivery service for Bausch + Lomb contact lens and lens care products, that supports your practice's customer online offering.

This service, powered by Adaro, enables you to have full control to manage your Bausch + Lomb patients online, 24/7, without having to be in your practice and offers just some of the following key features:

- **UK next-day delivery** – if ordered before 2pm your patients can receive their lenses and solutions 'next day', subject to availability, direct to their home/work (UK mainland)
- Builds **patient loyalty** through a subscription model with Direct Debit capability and enables ease of patient management
- **Bundle price discounts** when combining contact lenses with lens care solutions
- **Practice-branded deliveries** where your practice name and logo are printed on the packaging
- Ensures **patient compliance** - you can add the recall date/requirement of the customer prescription

# Our Products and Services

We offer a range of soft contact lenses and solutions allowing you to bundle the preferred combination, all delivered in one convenient home delivery pack.

Please see below for our full range of products:

## Daily Disposable (30 and 90 packs)

Biotrue® ONEday, Biotrue® ONEday for Astigmatism, Biotrue® ONEday for Presbyopia  
SofLens® daily disposable, SofLens® daily disposable for Astigmatism

## Monthly Disposable (3 and 6 packs)

Bausch + Lomb ULTRA®, Bausch + Lomb ULTRA® for Astigmatism, Bausch + Lomb ULTRA® for Presbyopia  
PureVision®2, PureVision®2 for Astigmatism, PureVision®2 for Presbyopia  
PureVision® Multifocal  
SofLens® 59  
SofLens® 38  
SofLens® Toric  
SofLens® Multifocal  
SofLens® Natural Colors

## Lens Care:

Biotrue® MPS Solution Flat Bottle 1 x 240ml  
ReNu® MPS Solution Flat Bottle 1 x 240ml

# Bausch + Lomb Direct Bundle Discounts

Bausch + Lomb Direct offers you discounted products when purchased as a bundle. The pricing varies depending on the orders you place and your current pricing tier.

Please see below for more details:

## Standard

Any lens and any solution ordered separately – Standard pricing applies.

## Bundle

Any monthly lens and any solution ordered together as a bundle. (Minimum order of 3 months' supply is required) – Discount bundle price applies

## Promotional Bundle

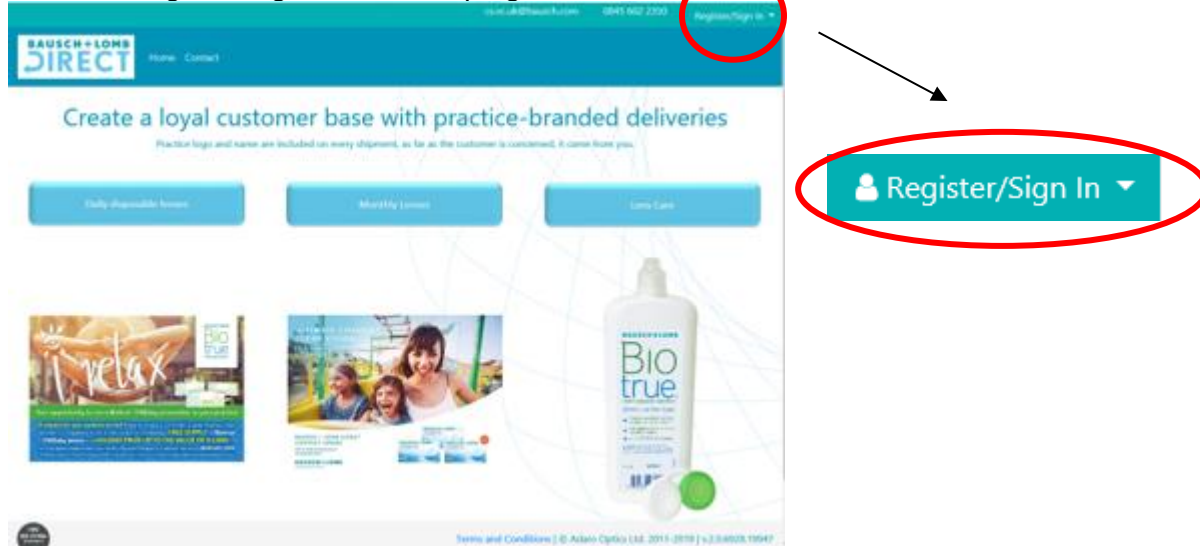
Combine any Bausch + Lomb ULTRA® lens with Biotrue® Solution – Exclusive promotional bundle price applies

# Getting Started

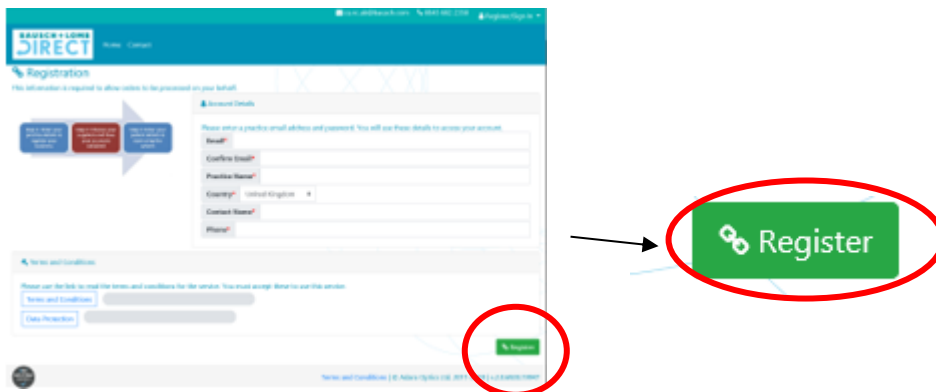
## Registering

Please go to: <https://bauschandlomb.adarodirect.com>

Click on 'Register/Sign in' on the top right hand side



You will then see the screen below. Please fill in all details and click 'Register'.



You will receive an email with your username and password.

You will also receive a second email confirming your account has been set up.

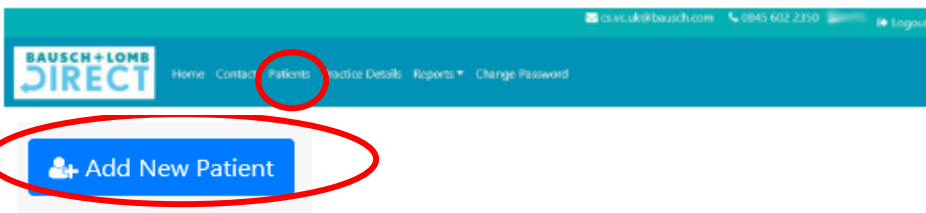
## Logging into your account

From the top right corner of the page, please click on '**Register/Sign in**'.

Please insert your **username and password** obtained from your registration process and click '**sign in**'.

## Registering a patient

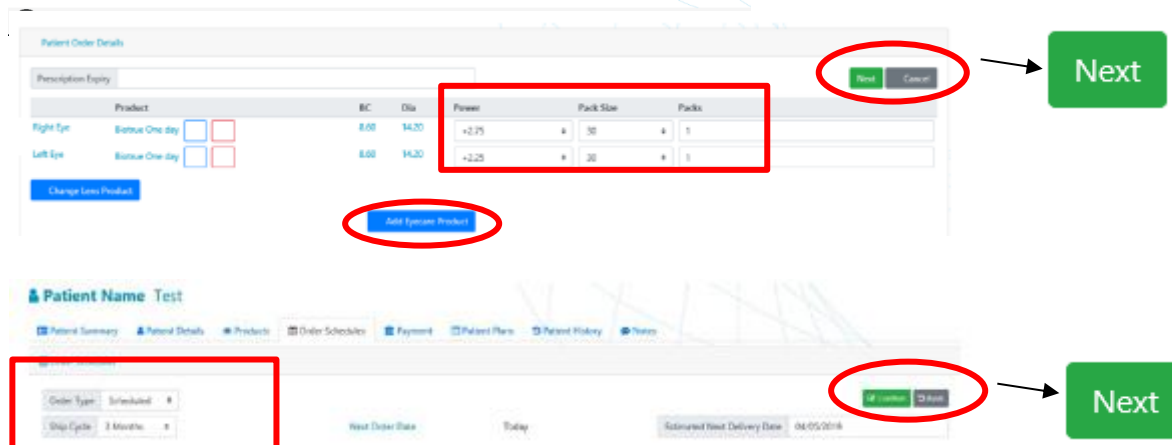
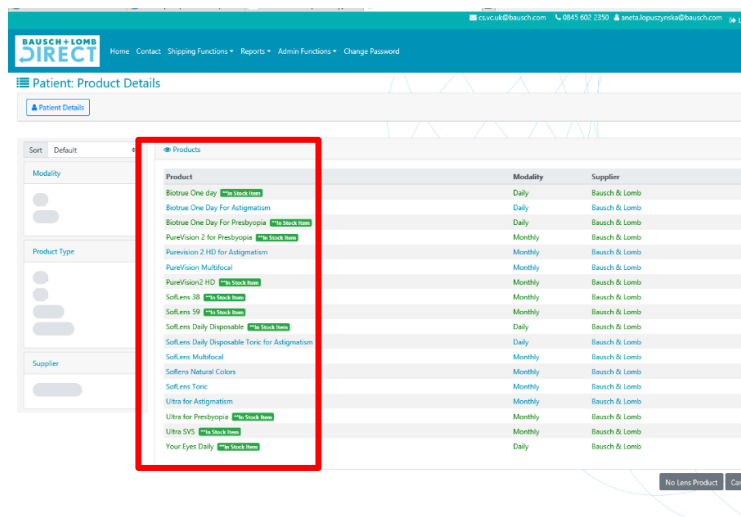
From the main screen, please select **'Patients'** where you will see all your current registered patients. Don't worry if this is empty, click **'Add New Patient'** to get started.



### What to Include?

- Please fill in all the fields marked with \*
- You can also add a patient reference and a mobile number, but this is not mandatory.

Once done, please click **'next'**. You will then see the screen below where you can choose the lens type, prescription, pack size and add any eyecare products your patient requires. Simply click on the product you need and fill in the rest of the details.



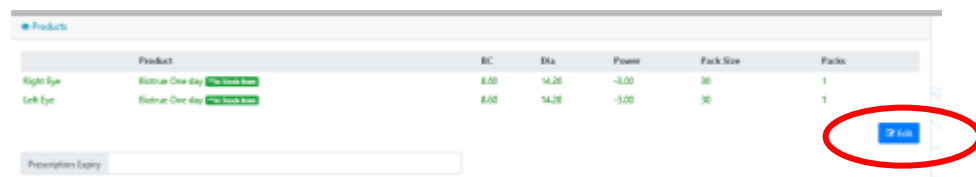
Once you're done, please select **'confirm'** to complete the registration. Don't worry if you made a mistake, you can go **'back'** to make amendments. Please repeat the process to register another patient.

## Amending a patient's prescription

From time to time you might need to make changes to your patient's prescription.

Please see below on how to do this:

- Please search for the patient you need to make changes to and select their name.
- Select the **'Products'** tab
- Click **'edit'** to change the lens type, prescription, pack size and the number of packs required. Once done, please click **'confirm'**



Product	BC	Dia	Power	Pack Size	Packs
Right Eye Biotrac One-day <a href="#">View Product</a>	8.00	14.26	-3.00	30	1
Left Eye Biotrac One-day <a href="#">View Product</a>	8.00	14.26	-3.00	30	1

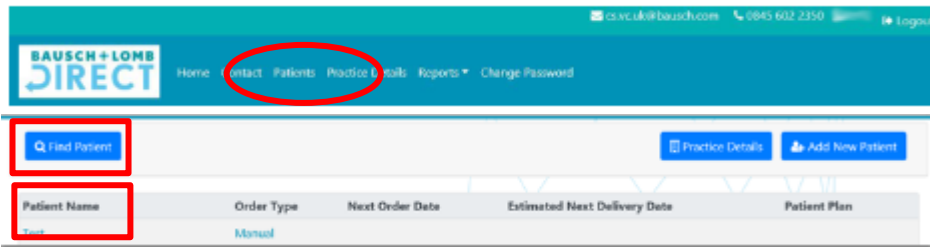
Prescription Expiry

[Edit](#)

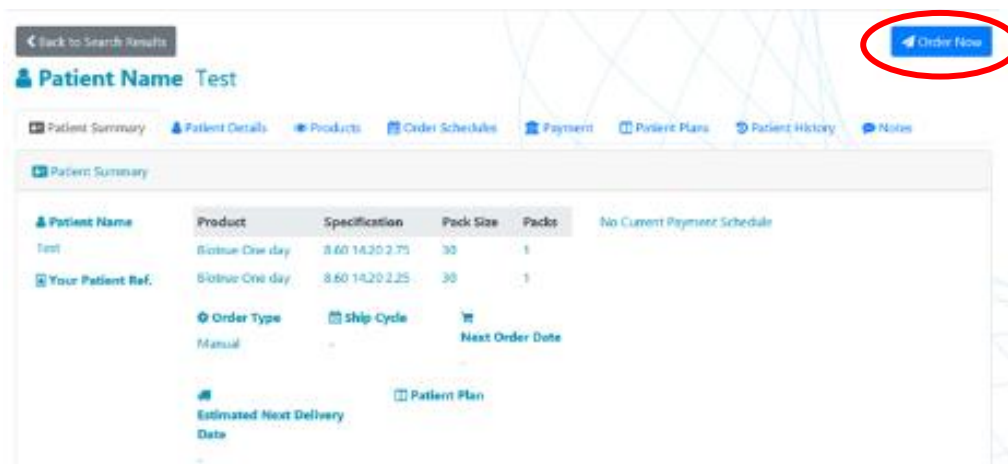
## Placing an order

To place an order please follow the steps below:

- From the top menu on the home page, please select **'Patients'** and search for the patient you want to place an order for. (You can search by their name in the search bar or simply check the list of your patients already displayed below.)



- Please select the patient's name and click **'order now'**.



## Tracking an order

Once you select the patient's name you want to track the order for, you can check the status of the shipment under the **'Patient History'** tab. You can view this in more detail by clicking on the particular order reference you wish to view.





# Frequently Asked Questions

**Question 1:** How am I invoiced for the orders I place via Bausch + Lomb Direct?

**Answer:** You will be invoiced as per your normal schedule to your standard billing address registered with us at Bausch + Lomb Direct.

**Question 2:** How will I know if the product I wish to order is out of stock?

**Answer:** You can follow the status of each order on the 'Patient History' tab. Any backorders that are 'Waiting for stock' for more than 72 hours will be followed up by customer services who will contact the practice to discuss alternative options until stock becomes available.

**Question 3:** Can I set up orders to be delivered directly to my patient's address?

**Answer:** Yes, you can amend the delivery address under your patient's summary. Simply go to '**Patient Details**' tab and amend the delivery address.

**Question 4:** Can I cancel an order I placed by mistake?

**Answer:** Due to our automated system it is not possible to cancel orders. Please make sure you double check any orders you place. You can however return lenses back to us for credit, please make sure this is within our returns policy.

<https://www.bauschonline.com/webapp/wcs/stores/servlet/ContentPageView?langId=2&storeId=12551&catalogId=12551&contentPage=content2>

**Question 5:** Can my patients access the Bausch + Lomb Direct portal themselves?

**Answer:** No, this can only be accessed and managed by your practice.

**Question 6:** How much is the cost of expedited delivery?

**Answer:** There is an additional charge of £1.95 for expedited deliveries on top of your standard order charge.

**Question 7:** How do I set up a patient to pay via Direct Debit?

**Answer:** For more information on this please contact CS.VC.UK@Bausch.com OR 0845 602 2350.

**Question 8:** I forgot my username/password, who do I contact?

**Answer:** You can reset your password yourself on the log in screen. Please click '**Forgotten Password**' and fill in your email address in the box provided at the bottom of the page. You will shortly receive an email with a temporary password which you can change after you log in.

For details on your username please contact our Customer Service team who will be able to assist you further (Details below)

**Question 9:** Can I change my current password?

**Answer:** Yes, you can change your password on the main page after you log into the portal. Please go to '**Change Password**' located in the top menu of the page. You will need to enter your current password first followed by a new password in the fields below.

## Contact Us

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