



RX Webshop User Guide

Contents

1. Login Information
2. Placing an RX Order
 - a. Frame selection
 - b. Lens selection
 - c. Prescription entry
3. Checking Order Status
4. Customer Service and Warranty Management
5. FAQ
6. Technology

The Centennial Eyewear RX webshop provides access to the Bollé and Serengeti RX programs. The process to place an order is exactly the same for the both brands.

A dedicated Sunglass specialist is available for assistance should you have any question about our sun Rx program or online ordering:


Rx Hotline: sunrx@centennialoptical.com

Toronto:(416) 739-8496 ext : 4420 or 1-(800) 561-6284 ext: 4420

1. Login Information

 You can access the website via www.bolle.com/rx or www.serengeti-eyewear.com.rx



 Your **User name** is your [CA + Account number](#) and your **Password** is [CENT1](#) (After your initial login, you will be prompted to change your password)



- Once logged in, you will be able to select the appropriate brand for placing an order. You can also change the language into French, if desired.

Close

My Account

[My details](#)

Title :	Mr <input type="text"/>	Zip Code :	M3N 1X6 *
Last Name :	LEACH *	City :	Toronto *
First name :	Brian *	Phone :	416-739-8539
Email :	bleach@centennialopti *	Phone 2 :	416-739-85044
Company name :	CENTENNIAL OPTICAL *	Fax :	
Address :	158 Norfinch Drive *	Country :	Canada
Address 2 :			

Display MSRP
 Display wholesale prices

[Change password](#)

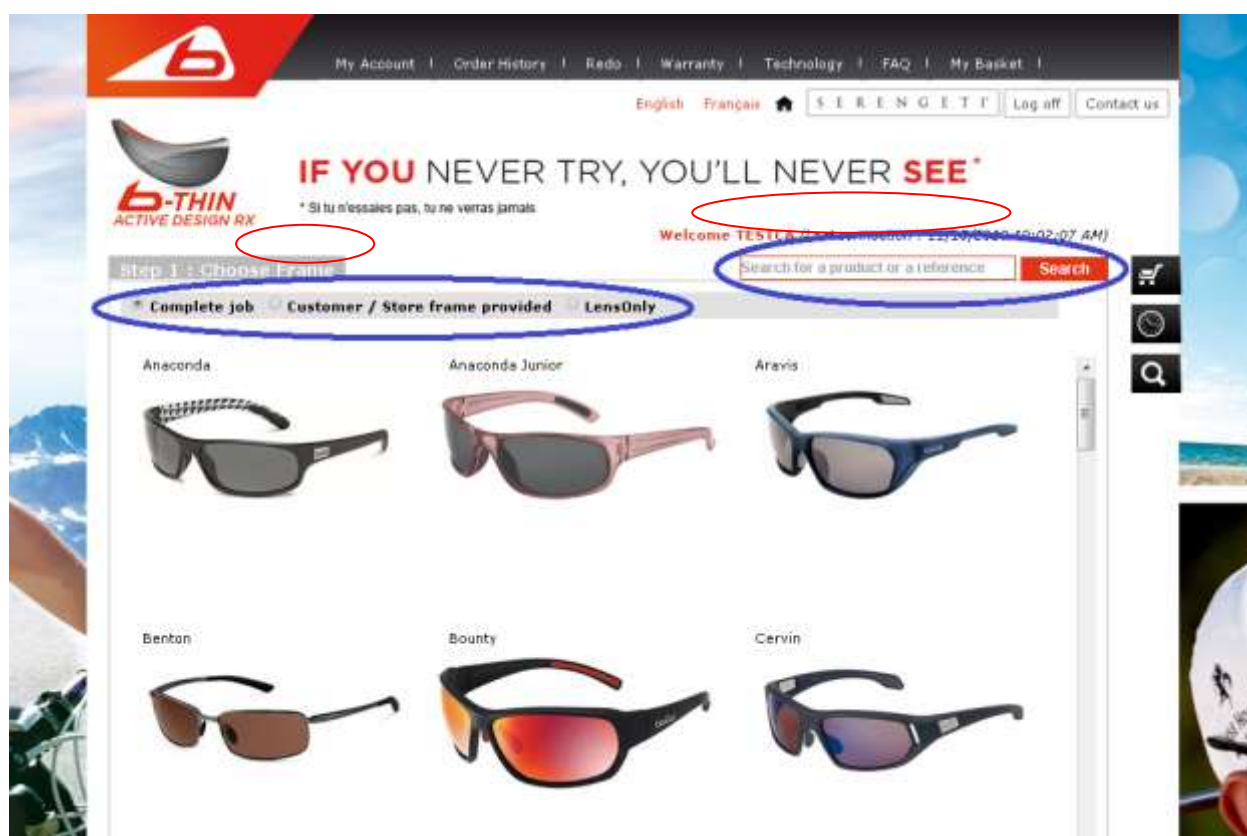
Save

- The system will ask you to confirm your account information and provide a valid email address.
- You can opt to have the suggested retail (MSRP) and/or wholesale prices displayed when processing orders by checking the appropriately marked boxes.
- Changing your password can also be done on this screen. A confirmation message will be sent to the email address provided.

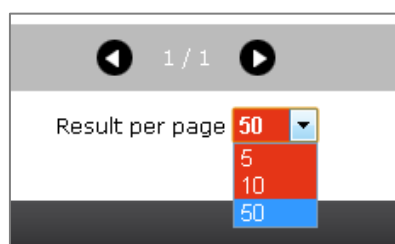
2. Placing an RX Order

a. Frame Selection

- Upon validating your account information, you will be directed to the main page of the website to begin the order process. The next time you logon to place an order you will be automatically directed to this page.



- The default setting for this screen is **Complete Job**. If you only need lenses for an existing pair of frames, you can place a lens only order if the frame style is available in the system. If a frame is not available in the system, the order cannot be processed.
- To find a frame, simply enter its name in the SEARCH box. You can also scroll through the provided images to find the correct frame.



- For easier navigation, select the number of frames you wish to be displayed on the screen at one time by clicking the results filter at the bottom of the page.

b-THIN
ACTIVE DESIGN RX

IF YOU NEVER TRY, YOU'LL NEVER SEE

Welcome Bushnell Overland Park (Last connection : 03/01/2013 09:28:54)

Step 1 | Choose Frame

Anaconda Matte Blue 64/17
bolle RX




	Recommended retail price	Wholesale price
Frame	\$70.00	\$28.00
Lenses		
Options		
TOTAL	\$70.00	\$28.00

Also available in colours :

Dark Tortoise Matte Blue Satin Crystal Red Shiny Black 2 Shiny White

Back proceed with this frame

bolle

-  Make your selection by clicking the picture of your desired frame. The system will display all available frame colors so be sure to choose the correct image.
-  MSRP and/or wholesale prices will be displayed in the red window if you selected **Display prices** on the **My account** tab.
-  Confirm your frame selection by clicking on the **Proceed with this frame** button towards the bottom of the screen.

b. Lens Selection

My account | New Order | Order History | After sales service | Technology | FAQ | My basket | Log off | Contact us

b-TWIN
ACTIVE DESIGN RX

IF YOU NEVER TRY, YOU'LL NEVER SEE

Welcome Bushnell Overland Park (Last connection : 03/01/2013 09:28:54)

Step 2 : Lens Options

Surface : Single vision Progressive

Material : Trivex (AR included) Polycarbonate

Anaconda Matte Blue 64/17

Polarized Offshore Blue






	Recommended retail price	Wholesale price
Frame	\$70.00	\$29.00
Lenses	\$370.00	\$140.00
Options	\$35.00	\$15.00
TOTAL	\$475.00	\$191.00

Back surface AR : yes no

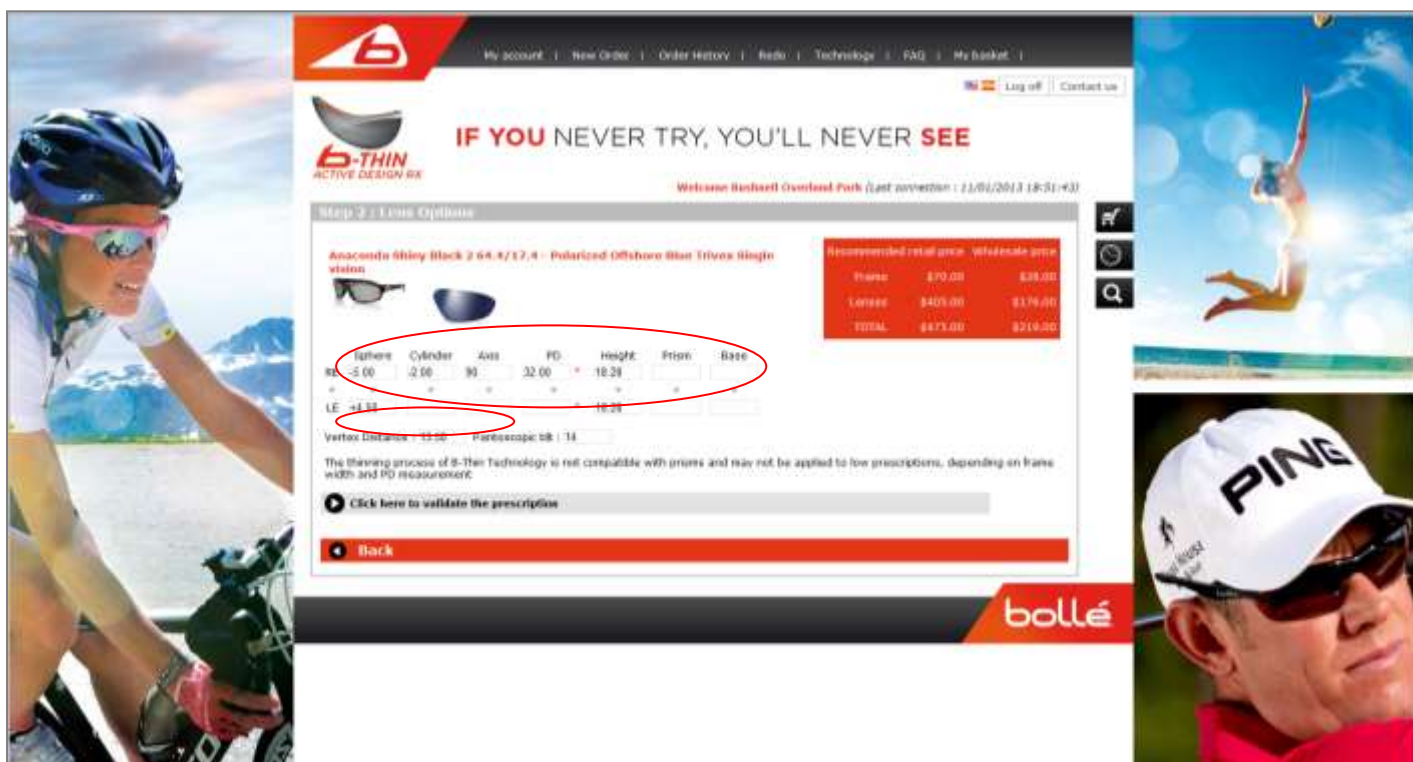
Your product is made to measure. Despite the care we take, there may be a slight variation in tint between the prescription version and the plano version.


I accept the conditions

Back Proceed with this lens

-  By default, the system is set on **Single Vision** and **Trivex** selection. You can change the selection by clicking on the appropriate boxes.
-  Next, click on the lens image of your desired lens color.
-  Please note the manufacturing process for prescription lenses is different from plano sun lenses which can cause a slight variation in the tints and mirror coatings. Be sure to check the box indicating you were made aware of this possibility.
-  The lens price will be displayed in the red box along with the frame and options pricing.
-  Click **Proceed with this lens** to validate your lens selection.


c. Prescription entry



 Enter the prescription details in the appropriate fields.

It is our goal to provide the best in cosmetic and optionally functional eyewear. Some Rx, lens, and frame combinations are not ideally matched and may require a different frame choice. When this occurs, our in-house optician will contact the account as soon as possible to discuss alternative solutions.

 You can change the Vertex distance and the Pantoscopic tilt, if needed.

 Click on **Validate the prescription** to have the adjusted power and the geometry of the design calculated. If you get a result, the order can be processed. If you receive an error message, the frame cannot be processed with the given data, most likely because a minimum PD is required. **Please check the Minimum PD's Chart located in the FAQ tab.**

Sphere Cylinder Axis mono PD PD (Near) Height Prism 1 Base 1 Prism 2 Base 2
 RE -3.00 +2.00 90 31.00 * 18.28
 LE -2.00 +1.50 85 32.00 * 0.00 18.28

Vertex Distance : 13.50 Pantoscopic tilt : 14

The thinning process of B-Thin Technology is not compatible with prisms and may not be applied to low prescriptions, depending on frame width and PD measurement

Click here to validate the prescription





Here are the values of the prescription fitted to the data of the frame:

	mono PD	Diameter
RE	32	80.24
LE	33.1	78.12

Box : 65.09 / 36.56

Adjusted PD's

The B-Thin edge thinning design is applied: **yes**

-  The system generates a 2D view of the lenses, providing an accurate evaluation of the lenses thickness at any point on the edge.
-  The drawing provides you the thickness min. and max. for each lens.
-  If the B-Thin (VarioDrive for Serengeti) edge thinning design is applied, the calculator will note it.
-  Select **Validate Order** to proceed

Reference: Tony PARKER

Comment:

[Click here to change shipping address](#)

Address name: CENTENNIAL

Invoice customer:

Name: CENTENNIAL

Address: Centennial Optical Limited
559 Norfinch Drive

City: Toronto

Postcode: M3N 1X8

Country: Canada





Phone: 416-739-8539

Email address: centennialoptical.com


Save

Back





Send order




-  After validating your order, you will be able to add comments and update the shipping address. A name has to be included in the **Reference** box to have your order processed.
-  You will not be able to update the invoiced address initially provided on the **My account** tab.
-  Click **Send Order** to add the item to your basket. Select **Back** to make changes.
-  You must review the items in your basket and click **Validate** to send your order to the lab.

3. Checking Order Status


-  During the manufacturing process of your order, you'll be able to follow its status. On the main page, click on **Order History** tab and a window with the current orders will be displayed.

4. Customer Service and Warranty Management

-  For assistance, you can use the **Contact us** button to send an email to RX Customer Service.
-  If you need to return a product for a customer service or warranty issue, go to the **Redo** tab and click **Select** next to the order you want to return.
-  Select the reason for the return and complete the required information. A return product sheet will be created. Print it and put the sheet in the return box.
-  Once a return number is created, an email will automatically be sent to our shipping provider with instructions for pick-up.

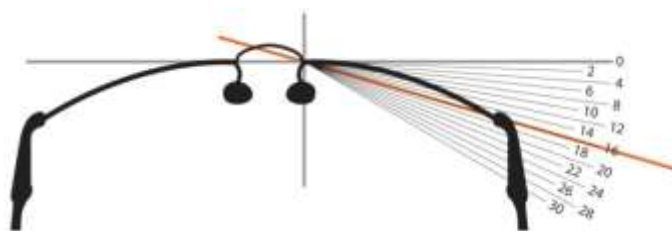
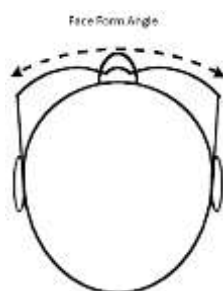
-  Write the return number and “Rx” on the package to expedite processing when it arrives at the lab, along with the correct shipping address.
-  The return process must be used ONLY to return an RX order.
-  **Don't make a re-entry order for a warranty issue before contacting Customer Service. Failure to do so will result in the second order being invoiced.**


5. FAQ

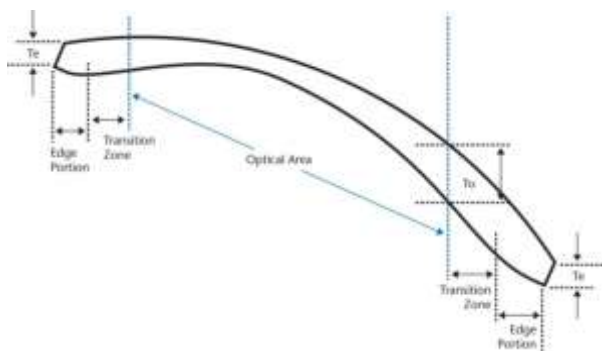
-  An FAQ tab is available to answer any questions you may have. This section will constantly be updated based on questions and feedback.

6. Technology

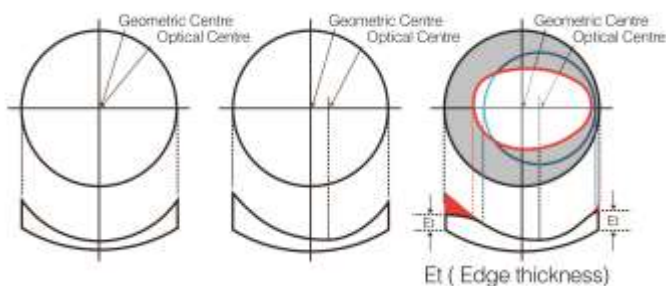
*This tab contains information about **B-Thin Active Design** and **VarioDrive Thin Design** (same technology) and should help you provide accurate explanations of these programs to your customers.*



-  The frame angle, tilt and lens base curve are creating power errors and generating prisms.



- ▶ An axial compensation of the prescription is calculated with the frame dimensions and wearer's facial anatomy measurements.



- ▶ The calculation determines the ideal balance between the size of the **optical area**, slope of the **transition zone** and **edge thickness** to provide optimal comfort and fit.