

Monthly Focus

NEWSLETTER

SEPTEMBER 2026

What Are Remakes Costing Your Practice?

The cost of a remake is not just limited to the actual cost it takes for your practice to remake the lens through your lab, it can lead to a loss of your patients and an increase in your practice's overhead cost. Take time to focus on reducing your remakes to increase your patient satisfaction and your practices' profitability today.



NATIONAL AVERAGE

The average practice remakes 15% of their eyewear.



CAUSE OF REMAKES

- Fitting error
- Transcription error
- Warranty
- Lab error



COST OF REMAKES

- Loss of patients
- Increased overhead cost
- Loss of staff members' time



MANAGEMENT MATTERS

A well managed practice can have eyewear remakes as low as 5%.



5 WAYS TO MINIMIZE REMAKES

- **Standardize Measurements** – Train your entire staff on a consistent measurement process for accurate results every time.
- **Ensure Proper Frame Fit** – Choose a well-fitting frame to eliminate potential fit-related issues from the start.
- **Understand Visual Needs** – Discuss your patient's daily activities to guide them to the right lens for their needs.
- **Set Warranty Expectations** – Educate patients on what is and isn't covered under warranty.
- **Remake One Pair at a Time** – When multiple pairs need adjustments, remake one first to confirm the solution.



UPCOMING EVENTS

SEP 18

WEBINAR

Combating Remakes Part 1: Frame Fitting Techniques

11:00 - 11:30 AM CST

OCT 02

WEBINAR

Titanium: The Material of Choice

11:00 A.M. - 12:00 P.M.

1 Non-Ophthalmic ABO Credit Available

OCT 17

LIVE EVENT

Walman Education Summit - Wausau, WI

7:00 A.M. - 4:00 P.M. CST

Early Bird Special Pricing Ends October 2nd

OCT 28-29

WEBINAR

ABO Prep

Part 1: October 28 from 12 - 3 PM CST

Part 2: October 29 from 9 AM - 12 PM CST

Nov 07

LIVE EVENT

Walman Education Summit - Scottsdale, AZ

7:00 A.M. - 4:00 P.M. MST

Early Bird Special Pricing Ends September 4th

ECP 
ADVANTAGE
Powered By Walman

Register today
at www.ecpadvantage.com.

CONTINUE TO PAGE 2 FOR THE COST OF REMAKES EDUCATION SERIES



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Focused On Your Success.

Call: 877.863.2759

Visit: www.walmanoptical.com

Join us for the Combating Remakes Series

Combating Remakes: Frame Fitting Techniques

Held on September 18 at 11:00 A.M. CST

Discover why it's crucial to properly adjust a patient's glasses before taking any measurements. Ensuring the correct fit of the frame at the time of purchase is essential; otherwise, inaccurate measurements may result.



Combating Remakes: Accurate Measurements

Held on November 20 at 11:00 A.M. CST

Learn which measurements are essential for achieving the best outcomes for your patients, and discover tips and tricks to ensure these measurements are as accurate as possible.



Combating Remakes: Educating Your Patient

Held on December 4 at 11:00 A.M. CST

Prepare your patients for their new eyewear, whether they are first-time progressive lens wearers or new to digital single vision lenses. Setting realistic expectations is crucial. We'll also cover strategies to prevent the misuse of scratch warranties on lenses.



Ready to Increase Your Profits and Lower Your Remakes?
Register for the Combating Remakes 3-Part Series on ECP Advantage today.

Free Frame Shipping Tracking Just Got Easier Through Your Online Account

Are you a Free Frame Shipping customer? Meet your new Customer Dashboard! Get greater visibility into your orders, find the information you need faster, and take more control of your Free Frame Shipping experience.

New Features Include:

- Real-time order tracking
- Self-service account access
- Easy navigation
- Faster answers when you need them
- Improved visibility into your program

Start Tracking Today

- Log In To Your Walman Optical Account on www.walmanoptical.com
- Click "My Menu" at the top right of your screen
- Select "Free Frame Shipping Customer Dashboard"

NEW

ORDER TRACKING DASHBOARD

A laptop screen displays the 'Free Frame Shipping Order Status' dashboard. The dashboard has a search bar at the top with a 'SEARCH' button. Below it is a table with columns: Referral Name, Status, Order Date, Vendor, Frame Name, and Order Number. The table contains several rows of data. To the right of the table is a sidebar with 'Order Number 000000' and a list of order status updates with timestamps and locations. The laptop is shown on a blue background.

START TRACKING TODAY!

The logo for 'FREE FRAME SHIPPING' features a stylized blue and white graphic of a pair of glasses above the text 'FREE FRAME SHIPPING' in white capital letters on a blue background.

Need Help Logging In? Contact the Optical Help Desk at 877.863.2759