



————— CSC OF AMERICA, LTD. —————
————— CSC LABORATORIES, INC. —————
180 Westgate Drive • Watsonville, California 95076 USA

All of us here at CSC Group are dedicated to providing you with the service you need to be successful. To help reach that goal, we have developed several online tools to help you place and track lab orders as well as allow you to conveniently order CSC frames from our website. If you have any questions or need any assistance you can reach Customer Service at (800) 288-2721.

Online RX Ordering

With our easy to use online ordering system, you can place new orders from any computer with internet access. No more needing to call in or submit a paper RX form. Getting started is easy.

1. Go to www.csclabs.com
2. Click on “Online Ordering” in the bottom right hand corner of the homepage
3. If this is your first time, you will need to install the ActiveX control. If not prompted to install, click on the bar at the top of the screen and choose “Install ActiveX control”
4. Once installed you will see the Online Ordering interface. To begin ordering, your account needs to be set up on this computer. (Note: you will need to complete this process for each computer you wish to place orders from)
5. Click “Settings” at the top of the interface
6. Enter your account number, followed by 3 zeroes, as the Customer Code. For example, if your account number is 674021, you would enter “674021000” for the Customer Code
7. Your password is the zip code of the address on the account, most likely your office (only 5 digit zip code)
8. Click “Save Settings”.
9. You’re all set! If you have any questions, or need assistance with operating the order system, you can call Customer Service at (800) 288-2721 and they’ll be happy to help.

Online Status Check

You can also check the status of your orders online. You’ll be able to see exactly where they are in the production process, as well as verify details of each individual order. To check your orders:

1. Go to www.csclabs.com
2. Click on “Online Tracking” in the bottom right hand corner of the homepage
3. Your log in is your account number followed by 3 zeroes. For example, if your account number is 674021, you would enter “674021000”
4. Your password is the zip code of the address on the account, most likely your office (only 5 digit zip code)
5. Once you log in, you will see a listing of all current orders in process. If you have any questions, or need assistance with operating the order system, you can call Customer Service at (800) 288-2721 and they’ll be happy to help.