CEP

Operations Guide

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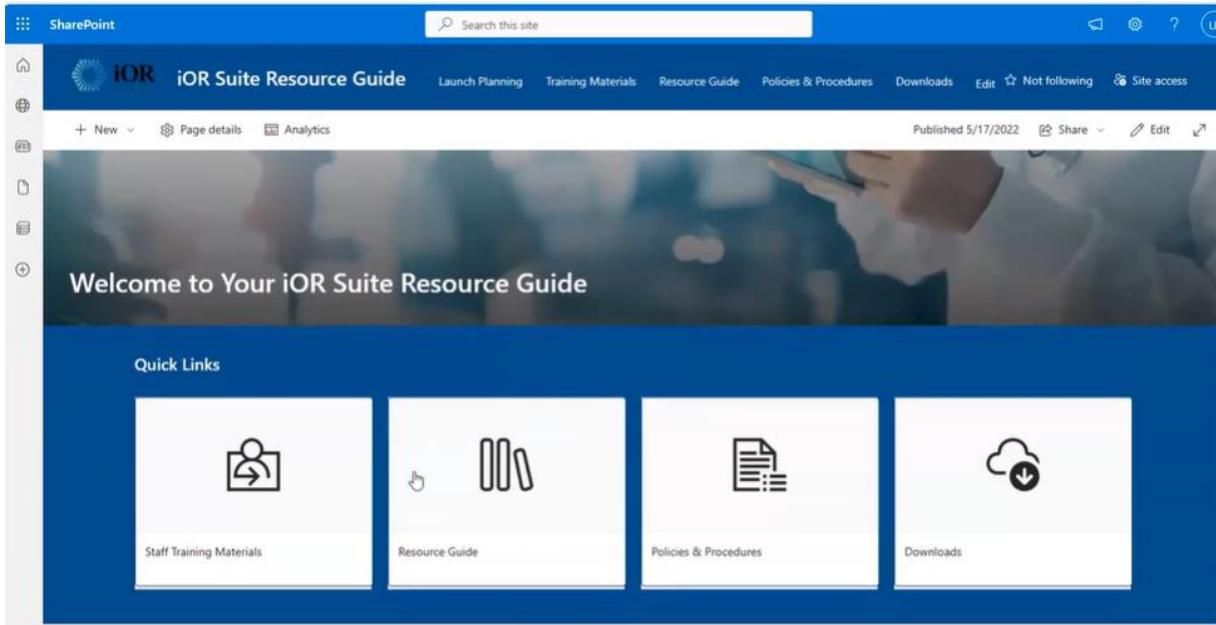
TeamVision
Eye care, together.

Please use the digital version of this guide as processes and vendors may update.

Revised: 3/5/25

iOR

- https://iorpartners.sharepoint.com/sites/iORSuiteResourceGuide
- You will sign in in using your EssilorLuxottica email and network password.
- The most up to date resources will be found in the iOR Suite Resource Guide. There are quick links, training materials (PDF's & videos), resource guides and more!
- Anything in the Downloads section can be printed.

Frequently Use Resources:	
Document	**How to locate**
iSupply User Guide	• Intranet > Downloads > iSupply Guide
Training Material	• Intranet > Training Material > Select your topic
Safety Manual	• Intranet > Resources by Role > Safety Manual
Pre/Post Employee Folder	• Intranet > Resources by Role > Resources by Surgical Role
Note: always go to the iOR intranet vs. this guide for the most up to date information.	

Reach out to Karen Sabella for any training related questions not answered by the self-service center located in iOR Suite Resource Guide:
- Ksabella@iorpartners.com Ph: (386) 793 4530

▶ **Click below to access the Virtual iOR trainings:**

What to expect for OBS Surgery- passcode: L1!7h1zH

Click here for the Billing & Scheduling Training Deck

Click here for the Billing & Scheduling Training Session (Video)

Click here for IDMR Training Video (Scribes/iPad)

• Note-iOR will be in the location one day prior to your first surgery date for hands on training. Please plan for uninterrupted training on this day.

Reach out to Karen Sabella for any training related questions not answered by the self-service center located in iOR Suite Resource Guide:

• Ksabella@iorpartners.com Ph: (386) 793 4530

IDMR CALL NOTES

Below is a list of users in the Shareable Forms system. The default password is 1234. Once you log in, you will be able to set/change a password.

To unlock your iPad (provided by TeamVision) you will use **029157.**

Last Name	First Name	Email
VanDenBrook	Amy	avandenbrook@cep60525.com
Rosin	Jonathan	jrosin@cep60525.com
Weisberg	Michael	mweisberg@cep60525.com
Babusch	Haley	haleyb@cep60525.com
Butuk	Elizabeth	elizabethb@cep60525.com
Calvin	Andrea	andreac@cep60525.com
French	Michelle	michellef@cep60525.com
McMahon	Kenneth	kennethm@cep60525.com
Rojas	Daisy	daisyr@cep60525.com
Rowe	Madison	madisonr@cep60525.com
Ziemke	Stephanie	stephaniez@cep60525.com
Zoda	Erica	ericaz@cep60525.com

- The surgeons have access in case they desire it (iOR can lock their users out so no one is able to log into the surgeons' accounts should they decide their own access is unnecessary for the time being)
- After the first surgery day, the iOR RCM team will show you how to access the completed case PDFs on this website.

Your first point of reference is always iOR Suite Resource Guide (iOR's Intranet). If you can not find the answers you need, then reach out to iOR directly. During your training, you will be provided with additional contacts.

- For iDMR questions reach out so Sia Pluard (Spluard@iorpartners.com)

- If you can not find the answer there, your "phone a friend" is Karen Sabella, Director of Clinical Operations (Ksabella@iorparners.com).

SYSTEMS SUPPORT
TeamVision

You have many resources to leverage within your location to find answers to your questions, HR Solutions, Document Folder Tools & Guides, Who To Call Resource, etc.. You may find that you have additional questions or need support after leveraging these resources.

It is important to know who to reach out to for support. Use the tools below to help direct these questions to the correct team. These are the 3 categories:

OPERATIONS	**SYSTEMS**	**MAINTENANCE**
Process, Order Entry, Supplies, Product, Policies, Training, Comms	Ciao!, Eclips, iPads Passwords, Access, Device & IT Issues	OD Equipment Service, Cleaning, Paint & Repairs, Pest Control

TVOps hosts 2 weekly "Office Hours" Q&A sessions to support Operational questions including Ciao! Optical, Eclips EHR, Process, Training, and other procedural or system concerns.

For **Operational** questions and concerns review your Toolkit Documents related as well as TVOps Communications. In the Who To Call resource you can email or call the EssilorLuxottica department specific to your concern.

If they are unable to assist, **partner with a peer or your site Practice Manager**. If a fellow PM cannot assist, partner with your Field Leader. The **Field Leader will email TVOps** as needed.

For **Systems** questions and concerns call Store Systems Support (SSS):

Call SSS to Open a Ticket → No Resolution* Recall SSS for Update → Email Ticket # and Details to Field Leader → Field Leader to Escalate to Appropriate Partners
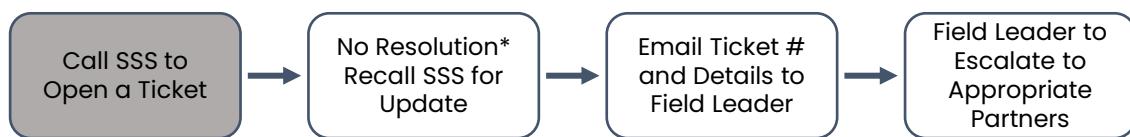
*Urgent Issues (business down) resolution of 1-day and Standard Issues (business functional) 3-days

For **Maintenance** questions or concerns use the Toolkit Maintenance Portal:

Open a Ticket through Maintenance Portal* → Track Progress via Ticket Notes** → Email Ticket # and Details to Field Leader*** → Field Leader to Escalate to Appropriate Partners

*Urgent Issues call the Emergency Hotline
** Within 7-days you should see progress or movement on your ticket and can request updates
***After 2 additional days from requesting an update via Maintenance Portal notes for your ticket

PATIENT PROCESS
Prior to Surgery

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PROCESS OVERVIEW

This is the patient process and flows between CEP and IOR. This is an example for a surgery date of April 1st:

	Est. 2 weeks Prior to Surgery			Surgery
	Step 1	**Step 2**	**Step 3**	**Step 4**
Who	Front Desk Staff (Rosin or CEP)	iOR	Hailey B.	CEP Staff
System	The Appt Book (TAB)	Document on iOR Shared Drive (Intranet)	Insurance Carrier	Trizetto, Exam Writer/Acuity Logic	Acuity Logic Stax	iDMR, Exam Writer
When	Ideally two weeks prior to surgery date	Immediately after booking apt.	Prior to Patient Consultation	Monday prior to surgery (March 24th)	Monday of surgery week (March 31st)	April 1st
Action	**Schedule:** 1. Surgery scheduled for April 1st 2. Consultation one week prior to surgery (March 25th)	**Submit to iOR:** 1. VOB Form 2. Insurance card	**Insurance Check:** • Determine facility fees– code set billing or not	**Insurance Check:** • Verify eligibility • Determine deductibles & copay amounts	**Consultation:** • Review process & drops needed • Review pricing (deductibles, fees from VOB, upgrades) • Complete ABN	**Payment:** • Tendered with CEP accounts	**Surgery:** • At check in, confirm payment • MD completes chart in iDMR • Upload PDF into Exam Writer • Post charges in CEP

Let's break out the process in more detail:

- Confirm access to digital links as you may need to request permission, and you don't want this to delay your VOB submission

		Surgery put on Books	Est. 2 weeks Prior to Surgery
Step 1	**Who**	Front Desk Staff (Rosin or CEP)	
	System	The Appt Book (TAB)	Document on iOR Shared Drive (Intranet)
	Digital Link	TAB	INCOMING VOBS- Rosin Eyecare
	When	Schedule in any open slot (ideally two weeks out but sooner ok)	Same time of booking appointment
	Action	**Schedule:** • Any location and team member can schedule appointment on open slots (template already created) • Schedule the **Surgery** and the **Consultation** (1 week prior to the surgery date) • When scheduling: 1. Indicate Appointment Type 2. Confirm all Patient Demographics and Insurance details 3. Scan a copy of the Insurance Card into Acuity Logic	**Submit VOB to iOR:** • Fill out patient information and provide copy of insurance card • Scan into a single file/document - may need to print and scan into a single file, PDF • Place single PDF INCOMING- VOB CEP designated folder (IOR shared drive) • *Please only send one file per patient (the VOB and insurance cards in one file) to help keep the files organized and save with the patient's name and DOS in the file name* • *Example: Smith, John 10/14/22 (if 2 dates of service add both i.e.: Smith, John 10/14/22, 10/18/22)* • If less than 2 weeks, iOR should see surgery date and prioritize

PROCESS OVERVIEW

Step 2	Who	iOR	
	System	Insurance Carrier Website	
	Digital Link	PENDING AUTHS- Rosin Eyecare	
		COMPLETED VOBS- Rosin Eyecare	
	When	As soon as VOB sent	
	Action	**iOR Insurance Verification:** • Verify eligibility and coverage (pre-auth) for facility fee (if applicable) • While they are doing this, documents will be under PENDING AUTHS – CEP • Once VOB sent back, update VOB and place in COMPLETE- VOB CEP designated folder (shared drive) • Click HERE for iOR Folder Structure	

Note: about 20-30% of all surgeries will have the option to file the facility fee though TeamVision LLC Tax ID. All other claims will be filed as code set through CEP. IOR will note on the VOB which process. For CEP Staff, you just need to know what to collect from the patient.

Step 3	Who	Hailey B		
	System	Trizetto, Exam Writer/Acuity Logic		Stax & Acuity Logic
	Digital links	INCOMING FILES (NOT VOBS)- Rosin Eyecare		
	When	Monday, week prior to surgery week		Monday of surgery week

	Action	**Verify Insurance :**
		• Verify eligibility and coverage (pre-auth) for professional services, noting copays & deductibles
		• Documentation can be stored directly with patient record in Exam Writer/Acuity Logic patient profile
		• You can drop additional information like insurance correspondence into the Incoming file (not VOB's folder)
			Patient Consultation
			• Prior to patient consultation, **confirm total OOP** to communicate to patient
			    • Check VOB (bottom right) 'To Collect' box for what to collect form patient
			    • Note this amount only reflects the OBS Service Charge. Upgrades need to be added/included.
			    • If the box is left blank, please plan to still collect the OBS Service Charge.
			• **Complete ABN or like form** with the TOTAL AMOUNT TO COLLECT, share with patient and inform that payment is required prior to surgery date
				Payment collection:
				• **Collect Total Payment** (deductibles, includes OBS Service Charge & any applicable upgrades)
				• **Tender at La Grange on physical Stax Device** (potential virtual terminal TBD)
				• Cash/checks deposited into CEP Accounts
				Confirm Supplies:
				• **Confirm materials in office** for surgery the following Monday

PROCESS OVERVIEW

		Surgery Day	After Surgery
	Who	**CEP Staff**	**Billing Team**
	System	iDMR & Exam Writer/Acuity Logic	
	Digital links	n/a	n/a
	When	Date of Service (DOS)	
Step 4	**Action**	**Surgery:** • At check in, Front Desk Staff (PCC) will confirm payment has been collected. If not, collect payment (this should be rare as payments are collected the Monday of surgery week) • MD/Tech will complete chart notes in iDMR creating a digital post op report • CEP Circulator (trained on iDMR and support surgery) will upload a copy (PDF) into the patient record in CEP Exam Writer • CEP Circulator (trained on iDMR and support surgery) will upload a copy (PDF) into the patient record in TV LLC Acuity Logic • CEP LaGrange Front Desk Staff (PCC) will post charges in CEP Acuity Logic. **See chart below.** **For Facility Fee (non code set billing)** • iOR will have already created a patient profile in TV LLC Acuity Logic	• Kat Santa Ana's team will manage CEP Billing • Back office will manage facility fee filing if applicable

Additional Process Notes:
- Madison to train Rosin Front Desk staff on scheduling & payment collection
  - **Temp Solve**: Lily take & post Acuity Logic payments & run cards day of surgery; Long Term: Jennifer (New LaGrange PM) to help
- **Post Surgery Chart Notes:** Madison scanning for Weisberg; Erica Z. scanning for AVDB – Madison to train Erica Z.
- **Where to transfer the CEP Calls:** Business as usual
  - Patient calls LaGrange, Rosin staff transfers to Downers (Sherri B.) or Northbrook after determining Patient's M.D.

After Surgery, CEP LaGrange Front Desk Staff (PCC) will post the following charges:

Code Set billing	Non-Code Set billing
• Front desk will enter the applicable cataract surgery (66984 or 66982) and code set (CPT Codes)	• Front desk will enter the applicable cataract surgery (66984 or 66982)
Click HERE for more details	Click Here for more details

iOR FOLDER STRUCTURE

INCOMING VOBS – CEP

Please save all new VOB requests in the Incoming VOB Folder. Please make sure to complete all required information on the form. IOR will pick up the form from here.

- Please only send one file per patient (the VOB and insurance cards in one file) to help keep the files organized and save with the patient's name and DOS in the file name.
- Example: Smith, John 10/14/22 (if 2 dates of service add both i.e.: Smith, John 10/14/22, 10/18/22)

PENDING AUTHS – CEP

You will find all pending authorizations here.

COMPLETED VOBS – CEP

After authorization is approved, IOR will attach approval letter to VOB, and it will be removed from pending and uploaded to completed folder.

Once IOR completes the verification, the response can be found here. You can set notifications so you will be notified anytime IOR adds or changes files.

- Once you're in the completed VOBs folder you can select the three dots, then select alert me. It will send you an email as a notification anytime I make any changes.

INCOMING FILES (NOT VOBS) – CEP

You can drop additional information like insurance correspondence into the Incoming file (not VOB's folder).

PATIENT CONSULTATION & PRICING FORM

All patients should have a sign consultation form to ensure that the patient is aware of their out-of-pocket responsibility and that payment is required prior to surgery date. These forms can be found in the Toolkit (Documents > CEP Folder)

Billing Type	Forms Required
Code Set	ABN (Medicare) NEHB (Non-Medicare)
Non-Code Set (Facility Fee Filing)	NEHB (Non-Medicare)
Private Pay	NEHB (Private Pay)

- ABN Form found in the Toolkit (Documents > CEP)
- Once NEHB forms are finalized, they will be added to Toolkit

CODE SET BILLING

All patient payments for OBS (office-based surgery) at CEP LaGrange will be collected and billed by CEP. iOR will guide on how we file (code set vs out-of-network facility fee).

Charges Options	Patient Out-of-Pocket Charge (per eye)	Applicable Patients
66984/66982 Cataract Std/Cplx	Deductible/Copay	Will be confirmed through insurance verification process
Office Based Surgery Service	$300	All OBS patients
MF (multi-focal) Upgrade (MD Fee)	$1,500	Applicable for patients that elect this upgrade
Toric Upgrade (MD Fee)	$1,200	Applicable for patients that elect this upgrade
Femto Upgrade (MD Fee)	$1,000	Applicable for patients that elect this upgrade
MF IOL Cost (materials)	Refer to IOL Price List*	*Actual amount will vary based on vendor and cost. Patient pays cost, no additional fees passed to patient.
Toric IOL Cost (materials)	Refer to IOL Price List*	
Femto IOL Cost (materials)	Refer to IOL Price List*	

Additional CPT Codes For Claims **(IF USING CODE SET)**	Billed Amount	Notes
66984 66982	$3,518.00 Standard per eye $3,800 Complex per eye	OOP is dependent on deductible or copay
64727 Neurolysis	$500	*Billers will add modifiers (RT/LT)*
64708 Neuroplasty	$750	*Billers will add modifiers (RT/LT, 51, 79 if in global period)*
99152 Sedation Monitoring	$150	
V2632 PCIOL	$750	
J2280 Moxifloxacin (if used)	$50	*Biller will notate NDC-67457-0323-25*

If POS 24, use Box #19 "Procedure Performed in Office Based Surgical Suite"

IF USING CODE SET – CHARGES NEED TO BE ENTERED INTO ACUITY LOGIC. IF FILING FACILITY FEE (NON-CODE SET), ENTER JUST 66984/66982.

Red text for CEP BILLERS only.

NON-CODE SET BILLING

All patient payments for OBS (office-based surgery) at CEP LaGrange will be collected and billed by CEP. iOR will guide on how we file (code set vs out-of-network facility fee (non-code set)).

Charges Options	Patient Out-of-Pocket Charge (per eye)	Applicable Patients
66984/66982 Cataract Std/Cplx	Deductible/Copay	Will be confirmed through insurance verification process
Office Based Surgery Service	$300	All OBS patients
MF (multi-focal) Upgrade (MD Fee)	$1,500	Applicable for patients that elect this upgrade
Toric Upgrade (MD Fee)	$1,200	Applicable for patients that elect this upgrade
Femto Upgrade (MD Fee)	$1,000	Applicable for patients that elect this upgrade
MF IOL Cost (materials)	Refer to IOL Price List*	*Actual amount will vary based on vendor and cost. Patient pays cost, no additional fees passed to patient.
Toric IOL Cost (materials)	Refer to IOL Price List*	
Femto IOL Cost (materials)	Refer to IOL Price List*	

iOR will manage claim filing for the Facility Fee directly with the insurance carrier. They will work closed with CEP's Billing Team.

PRIVATE PAY
No Claim Filing

All patient payments for OBS (office-based surgery) at CEP LaGrange will be collected and billed by CEP. There will be no insurance claim.

Charges Options	Patient Out-of-Pocket Charge (per eye)	Applicable Patients
66984/66982 Cataract Std/Cplx	$895 Std / $1000 Cplx Physician Fee	Will be confirmed through insurance verification process
Office Based Surgery & Facility Service	$300 + $550 = $850	All OBS patients
MF (multi-focal) Upgrade (MD Fee)	$1,500	Applicable for patients that elect this upgrade
Toric Upgrade (MD Fee)	$1,200	Applicable for patients that elect this upgrade
Femto Upgrade (MD Fee)	$1,000	Applicable for patients that elect this upgrade
MF IOL Cost (materials)	Refer to IOL Price List*	*Actual amount will vary based on vendor and cost. Patient pays cost, no additional fees passed to patient.
Toric IOL Cost (materials)	Refer to IOL Price List*	
Femto IOL Cost (materials)	Refer to IOL Price List*	

Patient payments will be collected by CEP. There will be no insurance claim.

Charges Options	Patient Out-of-Pocket Charge (per eye)	Applicable Patients
66984/66982 Cataract Std/Cplx	$895 Std / $1000 Cmplx Physician Fee	Will be confirmed through insurance verification process
Office Based Surgery & Facility Service	$300 + $550 = $850	All private pay OBS patients
MF (multi-focal) Upgrade (MD Fee)	$1,500	Applicable for patients that elect this upgrade
Toric Upgrade (MD Fee)	$1,200	Applicable for patients that elect this upgrade
Femto Upgrade (MD Fee)	$1,000	Applicable for patients that elect this upgrade
MF IOL Cost (materials)	Refer to IOL Price List*	*Actual amount will vary based on vendor and cost. Patient pays cost, no additional fees passed to patient.
Toric IOL Cost (materials)	Refer to IOL Price List*	
Femto IOL Cost (materials)	Refer to IOL Price List*	

Note that cataract with insurance coverage will follow code set / non-code set billing outlined in this guide.

IMPLANTABLE CONTACT LENS
Private Pay

Patient payments will be collected by CEP. There will be no insurance claim, the patient responsibility is 100%.

Charges Options	Patient Out-of-Pocket Charge (per eye)	Applicable Patients
Physician Fee	$1,500	Will be confirmed through insurance verification process
Office Based Surgery & Facility Service	$550	All private pay OBS patients
ICL Cost	$945 EVO Spherical $1,295 EVO Toric	Starr Surgical

BANKING

BANKING OVERVIEW

There are two bank accounts with Bank of America that support CEP.

1. **Main bank account (CNO):** This account is tied to your clinic for all patient payments at time of service-credit card device, CareCredit, cash and check deposits. Patient statement payments made in clinic (after date of service) will also flow into this account.

2. **Insurance bank account (NCNO):** This account is tied to insurance reimbursements and patient statement payments made after date of service and not in clinic (i.e., mailed to Berwyn and processed by billing team).

IN CLINIC	**OUTSIDE CLINIC** **(Billers and Berwyn Statement Processing)**

AcuityLogic™ — At time of service & after date of service if payment made in clinic

AcuityLogic™ — Insurance Payments and Patient Statements sent to Berwyn (processed by billing team)

CareCredit w/ Online Portal*	Credit w/ Stax	Cash Check		Credit w/ TYSY Virtual Terminal	Check (Cash if it happens)

Deposits into Main bank account (CNO) ending in 9011

Deposits into Insurance bank account (NCNO) ending in 1053

* Note that CareCredit can only be utilized at time of service; it is not a valid payment for post-date of service payments.

CLINIC TENDER AS OF 2/1/25

Tender Type	Action Needed	
Checks	• NO CHANGE: Checks continue to be made out to Comprehensive Eyecare Physicians, P.C.	
Cash **Check Deposit**	**Now**: (Prior to 2/1/25) • Cash/Checks **prior to 2/1/25** must be deposited into current bank account with current bank account slips (CEP account ending in 5769)	**Future State:** (On and After 2/1/25) • Cash/Checks **as of 2/1/25** will be deposited using new **Bank of America** deposit slips into account ending in 9011 • Deposit slips should arrive by 1/26 • Continue to use Bank Deposit Logs • Use night drop with new deposit slips for Bank of America. See "Night Drop Instructions" slide for more details
Credit Card **Stax Devices**	• You will get new credit card terminals. They should arrive in office by January 29th. Your Ops manager will partner with you for set up and must be completed by January 30th. • See page 9 for installation instructions that your ops manager will walk you through. • See pages 10-11 for how to take payment on Stax devices.	
Care Credit	• NO CHANGE: You will continue to use your current Care Credit logins. A change to the bank account will occur behind the scenes. CareCredit can only be utilized at time of service; it is not a valid payment for post-date of service payments.	
Post-Service Statement Payments made in-clinic	• Continue to collect payment, apply in Acuity logic, and treat as above. **NOTE:** CareCredit is not a valid form of payment for post-date of service statement payments. Patients must pay statement balances with cash, check, or credit card.	

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Stax CC Device	Acuity Logic	Reconciliation
Print "Summary by Card Type"	Print "Daily Transaction Payment Report"	• **Cash/Check:** count all cash & checks, amounts should match Acuity Logic report. Deposit amount will be all cash over starting $400 float fund & all checks. You will always start and end your day with $400 cash. • **Credit:** Match amount by card type (i.e. Visa, Discover, etc.). The Stax and Acuity logic reports should match. • **CareCredit:** Match amount from CareCredit portal to Acuity logic report; they should match.

- All receipts and reports should be captured in your DCR.
- If there is a discrepancy, see below and notify your field manager if you are unable to resolve.

Common Scenarios	
Payment in Acuity logic but not on credit card report, cash or check	Contact patient for payment. Payment should be applied as soon as possible (may be on next day which will impact both days' deposits).
Payment (Cash, check, credit card) but not in Acuity logic	This means you took money from a patient but did not post the payment in Acuity logic. You will need to go through the entire day's schedule and confirm which patient made a payment that was not applied.

Missing deposits (cash, check, credit card) must be reported to your Field Manager and Asset Protection.

BANK DEPOSIT & CASH HANDLING

Notes:

- Your sister Rosin location should already have access to a night drop key.
- **Ensure CEP funds are not comingled with Rosin funds.**
- **CEP deposits should be maintained in their own deposit bags (1 day per bag, you cannot combine multiple days in the same deposit bag). Rosin uses a different bank account and deposit slips, so it is important to make sure CEP is managed separately.**
- Keep key in safe when not in use.
- Must take deposits once per week and ideally during the day.
- Maintain bank log.

Store Name	Store #	Bank Name	Bank address
Downer's Grove	T158	Bank of America	139 N Cass Ave, Westmont, IL
Schaumburg	T159	Bank of America	800 E Higgins Rd, Schaumburg, IL
Orland Park	T160	Bank of America	15862 S La Grange Rd, Orland Park, IL
N. Michigan Avenue	T161	Bank of America	T070 - Bank of America 500 N Michigan Ave Chicago, IL 60611
Niles	T162	Bank of America	8950 N Greenwood Ave, Niles, IL
Northbrook	T163	Bank of America	1160 Shermer Rd, Northbrook, IL

A daily deposit, including checks/cash will be created at the end of the business day. Retrieve a bank deposit slip, the deposit bag, and Daily Closing Report (DCR) Envelope.

Remember to select the correct bank account:

1. Record the totals on your bank deposit slip and in the Currency, Coin, and Checks fields during the cash closing process

2. Record each check by writing the patient's last name on the deposit slip and total the dollar amount.

3. Complete the balance of the deposit slip in both locations on the deposit slip

4. Record the deposit bag number on the deposit slip, preparer initials, date and time. **Both Team members will sign the deposit slip.**

5. Remove and set aside the top deposit slip (white) to include with the deposit bag

6. Remove and set aside the middle deposit slip (yellow copy) to include with the DCR

7. Leave in the deposit slip book the bottom deposit slip (blue copy)

To reorder your locations bank deposit slips, email **treasury@luxotticaretail.com**.

Key Team Members will own and complete the deposit log nightly.

- **CLICK HERE** to print a blank deposit log.

- Closing Team Member will fill out column 1 and 2 - **Date** and **Deposit Amount**. If there is no deposit fill write no deposit in column 2

- The deposit log should be kept in a secure location and retained for 90 days

- You must take your deposits to the bank once per week

- All deposits waiting to be deposited bust be stored in the safe

- It is recommended to take your deposit during the day

- If a deposit is lost or stolen, you will need to complete an incident report and immediately notify TVOps@teamvisionteam.com

Prepare and complete deposit bag documentation in ball pint pen and on a flat surface prior to inserting any cash, checks, or the deposit slip.

- Place all cash and checks into the deposit bag along with the completed deposit slip (white)

- Insert cash only in top pouch

- Insert checks & deposit ticket in bottom pouch

- Seal all portions of the deposit bag

- Place your closing fund, and sealed deposit if not taken immediately to the bank, in the safe and lock the safe immediately

- Deposits should be taken to the bank a minimum of once a week by the manager

- Team Member will log when the deposit(s) were taken on the deposit log

- Remove the top portion once completed and attach to the blue copy in the deposit slip book

Deposit bags should be used for a single day' deposit and multiple days should not be combined. Ensure the items to be deposited are properly inserted into the correct sections of the Luxottica deposit bag to ensure no extra fees are incurred when the deposit is processed by the bank.

> Deposit Bags can be ordered on Central Purchasing, **CP #3003334**
>
> Daily Closing Report (DCR) Envelopes can be ordered on Central Purchasing .**CP #3000606**

Prepare and complete Daily Closing Report (DCR) Envelop and include receipts (store copy), sales audit materials, middle (yellow) copy of the deposit slip, and any coupons or other sales related materials.

1. Include your site number in the Store # box on the top right of the DCR

2. Fill out the date (MM/DD/YY)

3. Check off and include all items that are applicable for the day

4. Write the deposit amount and explanation of over/short if applicable

5. File in chronological order in the back office & retain for 3 months

BANK DEPOSIT LOG
Month of _____

Date	Deposit Amount	Date Deposit Taken to the Bank	Manager Signature	Date Deposit Confirmed by the Bank

If you need Stax Support, call (888) 275 9225 or email premiersupport@staxpayments.com.

CREDIT SALE

1. Tap on the **CREDIT** icon on your terminal home screen
2. Tap on the **SALE** icon
3. Input the **SALE AMOUNT** and press **OK**
4. Tap (contactless only) or insert chip card
5. If prompted, confirm the sale amount by tapping **YES** or **NO**
6. Transaction processes, sales receipt prints with details of transaction

CREDIT/DEBIT SALE (CARD NOT PRESENT)

1. Tap on the **CREDIT/DEBIT** icon on your terminal home screen
2. Tap on the **SALE** icon
3. Input the **SALE AMOUNT** and press **OK**
4. Manually input **CARD #**
5. Follow the CNP prompts (input exp. date, ZIP code etc)
6. Transaction processes, sales receipt prints with details of transaction

DEBIT SALE

1. Tap on the **DEBIT** icon on your terminal home screen
2. Tap on the **SALE** icon
3. Input the S**ALE AMOUNT** and press **OK**
4. Tap (contactless only), swipe or insert chip card
5. Cardholder inputs **PIN** on terminal PIN Pad or external PIN Pad and presses **OK**
6. Transaction processes, sales receipt prints with details of transaction

SETTLE DAILY BATCH

1. From the main credit sale screen tap the **STAR** icon to access the **FAVORITES** menu
2. Tap **SETTLE DAILY BATCH**
3. If prompted, input **manager password** (1234 default)
4. Terminal communicates with the host
5. Settlement Report prints

RETURN (REFUND)

1. Tap on the **CREDIT** icon on your terminal home screen
2. Tap on the **RETURN** icon
3. Input the **RETURN AMOUNT** and press **OK**
4. Tap (contactless only), swipe, insert chip card or manually enter card #
5. If prompted, confirm the sale amount by tapping **YES** or **NO**
6. Transaction processes, sales receipt prints with details of transaction

VOID SALE

1. From the main credit sale screen tap the **STAR** icon to access the **FAVORITES** menu
2. Tap **VOID TRANSACTION**
3. If prompted, input **manager password** (1234 default)
4. Tap **BY TRANSACTION #**
5. Input **TRANSACTION #** to be voided and press **OK**
6. Confirm the void transaction by tapping **SELECT**
7. If prompted, confirm the void amount by tapping **OK** or **CANCEL**
8. If prompted, input **manager password** (1234 default)
9. The void is processed and void receipts will print with details of the transaction

CHANGE DATE/TIME

1. From the main credit sale screen tap the **THREE LINES** icon to access to access the **SERVICES** menu
2. Tap **CORE**
3. Tap **UTILITIES**
4. Tap **SETTINGS**
5. Tap Date & Time
6. Ensure date is correct by entering it in this format **MM:DD:YYYY** and press **OK**
7. Ensure time is correct by entering it in this format **HH:MM:SS** in military time and press **OK**
8. Press **RED** key until you reach home screen

REPRINT RECEIPT

1. From the main credit sale screen tap the **STAR** icon to access the **FAVORITES** menu
2. Tap **REPRINT RECEIPT**
3. If prompted, input **manager password** (1234 default)
4. Tap desired option (LAST, BY TRANSACTION # or BY CARD NUMBER)
5. Follow prompts and transaction receipt prints

RESET FAVORITES MENU

1. From the main credit sale screen tap the three lines icon to access the **SERVICES** menu
2. Tap **CORE**
3. Tap **UTILITIES**
4. Tap **FAVORITES**
5. Tap **RESET**
6. Tap **RESET TO DEFAULT** and press **OK**
7. Press **RED** key to exit to main menu

Resetting favorites will add the tip option to your short cut menu (favorites menu)

CLICK HERE to access the Stax Guide in Toolkit

Information needed to process a card payment without the patient present: (All cards & Care Credit)

- Card number

- Expiration date

- CID (3-digit code on back of card)

- Zip Code

- Care Credit Note: within in the Care Credit website you can search for a patient if they are willing to provide their social security number

Stax Instructions:

CREDIT/DEBIT SALE (CARD NOT PRESENT)

1. Tap on the **CREDIT/DEBIT** icon on your terminal home screen
2. Tap on the **SALE** icon
3. Input the **SALE AMOUNT** and press **OK**
4. Manually input **CARD #**
5. Follow the CNP prompts (input exp. date, ZIP code etc)
6. Transaction processes, sales receipt prints with details of transaction

[CLICK HERE](#) to access the Stax Guide in Toolkit

CREATING STAX REPORTS

You have the ability to create and save reports in Stax to help you with daily closing processes.

Saving Report by Card Type

1. From the main credit sale screen tap the **Three Lines** icon to access to access the **Services** menu
2. Tap **Applications**
3. Tap **Credit/Debit/EBT**
4. Tap **Report**
5. Tap **Report Generator**
6. Tap **Summary**
7. Tap **All**
8. Tap **All**
9. Tap **Card Type**
10. Tap **Yes** to save
11. Edit report Name will appear – by default it's called Report1

    - Push yellow back button to edit the name, type in 'Sum. By Card Type'
    - Click OK (green arrow) to save new name
12. Tap **No** to save as default report

Saving Reports to Favorites

1. From the main credit sale screen tap the **Three Lines** icon to access to access the **Services** menu
2. Tap **Applications**
3. Tap **Credit/Debit/EBT**
4. Tap **Report**
5. Tap **Custom Reports**
6. Make sure the 'Sum By Card Type' report is highlighted then **Press And Hold** to add to favorites
7. Terminal will indicate the report was added to favorites (should route to main screen automatically or select Red X)

SUPPLIES & EXPENSES

TeamVision

Eye care, together.

SUPPLY ORDERING OVERVIEW

It is important that you order supplies on a regular ordering cadence to avoid running out and an overage of unneeded supplies sitting in the office. Always inventory on hand supplies prior to ordering so you know the needed quantities and plan based upon business trends (e.g., end of year).

Medical and office supplies can be sourced in several ways:

Commodity	Details	
Disposables & Consumables	iSUPPLY (iOR's system): • Henry Schein • Alcon • BVI Medical • Accutome/MST	• Zeiss • B&L • AMO / J&J • Medline
Instruments & Equipment	**Purchase Orders are needed.** Please contact Len Buldt at LBuldt@luxotticaretail.com and CC Keeta Hammer khammer@luxotticaretail.com. We will order these direct with the vendor: • Ambler • Millenium • Accutome/MST • Hayden • Alcon	
Custom Packs	Custom Packs are designed and produced from Alcon. They are ordered via iSUPPLY. • Alcon Rep: Matt Krambeck, matthew.krambeck@Alcon.com	
General Supplies	• Central Purchasing	
Office Supplies	• Staples	
IOLs & ICL Implants	• IOLs will include Alcon and B&L • ICLs with starr Surgical	

The following pages will outline the TeamVision channels and how to order in detail along with common CP article numbers and more!**!**

Email Len Buldt (Lbuldt@luxotticaretail.com) to adjust (increase/decrease) frequency of supplies delivery for the patient coffee/snacks. update quantities of coffee, beverages, and patient snacks.

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VENDOR ACCOUNT NUMBERS

Here are the accounts for T157 La Grange. If you have any questions, please reach out to contact Len Buldt at LBuldt@luxotticaretail.com and Keeta Hammer khammer@luxotticaretail.com

Vendor	Ship To Account Number	Bill To (reference only)	Process
Accutome/ MST	3047507-1	3047507	• iSUPPLY for consumables/disposables • For instruments and equipment - purchase Orders are needed. Please contact Len Buldt at LBuldt@luxotticaretail.com and CC Keeta Hammer khammer@luxotticaretail.com. We will order directly with vendor.
Alcon	100622600	100622600	• iSUPPLY for consumables/disposables & Custom Packs
Ambler Surgical	A120777	A120777	• Purchase Orders are needed. Please contact Len Buldt at LBuldt@luxotticaretail.com and CC Keeta Hammer khammer@luxotticaretail.com. We will order directly with vendor.
AMO / J&J	306037	306036	• iSUPPLY for consumables/disposables
B&L	01400837	00400837	• iSUPPLY for consumables/disposables
BVI Medical	5009126001	5009126	• iSUPPLY for consumables/disposables
Hayden	24142	24073	• Purchase Orders are needed. Please contact Len Buldt at LBuldt@luxotticaretail.com and CC Keeta Hammer khammer@luxotticaretail.com. We will order directly with vendor.
Henry Schein	4391098	4391097	• iSUPPLY for consumables/disposables
Millenium	4990	4990	• **Purchase Orders are needed.** Please contact Len Buldt at LBuldt@luxotticaretail.com and CC Keeta Hammer khammer@luxotticaretail.com. We will order directly with vendor.
Starr Surgical	112523	112523	• Dr. Vanderbrook
Zeiss	1329578	1329445	• iSUPPLY for consumables/disposables

MYALCON STORE (ADI)

- Any lens power over 30.0D is direct purchase. The other lenses are all on consignment.

- You will have lenses come up from time to time that will need to be ordered (sometimes without advance notice).

- All your lenses should be billed and replaced through the MyAlcon store.

- You will be set up with portal access to so replace the consignment lenses that are used.

STAR SURGICAL

Only Dr. Amy Vanderbrook will order/use lenses from Starr Surgical.

Process Overview:	

Ordering Process	• AVDB ID's patient w/ICL need & identifies date for surgery (see grid based on type of lens needed)
	• AVDB goes online to **_Stella (Starr's ordering system)_** and uses calculator:
	  • Enters Pt data & metrics
	  • *IMPORTANT: Review & Update ship-to address* (If OBS, then ship to: 100 Calendar Ave, LaGrange, IL)
	  • **Additional Access Needed:** Staff on site needs to check what patients are getting ICL surgery, check Stella for when ICL's arrive
	• Calculator suggests lenses, AVDB approves/alters
	  • PRIMARY: Choose 2 lenses for bi-lateral same-day patient
	  • BACKUP: Choose 2 lenses as back ups
	• If all ICL are in stock: lenses ship that afternoon/arrive at OBS within 2 business days (shipping from Southern California)
	• If toric/astigmatism custom lens and/or not in-stock: Starr takes 6wks manufacture + 1 wk to ship to site

Prior to Surgery	• CEP Staff checks in received lens inventory (Check **Stella** for what ICL have been ordered, expected to be received in) • Staff sets aside return label & box (to be used to return backup lenses post-surgery)
Surgery Process	• Surgeon implants ICLs into Pt • Staff takes back up lenses (unused lenses) and obtains return label from original shipment • Pack lenses in box, affix return label, and ship via FedEx • TIMING: Do not return lenses prior to 48hr mark in event of Pt emergency • Note: We have up to 60 days to return lenses

Type of Lens	When to Order vs. Surgery Date
In stock: E.g. same-day bi-lateral	7 days in advance (1 week)
Toric/Astigmatism Customs	7 weeks in advance

When a tank runs low/out of oxygen, request a replacement of your Oxygen e-Cylinder tank direct with **Wright Brothers Global Gas Supply.**

Note: you were provided 2 to start and should **always have 2 on site**; reorder when 1 is low/out)

To Order:

1. Email support@globalgassupply.com and copy megan@globalgassupply.com **OR** Call us at 1-513-936-5900, option 4

1. Identify the account as "Luxottica TeamVision" (that's all they need).

2. Let us know how many Oxygens you need delivered (we have the gas part linked to your account; they just need the quantity since they already know the gas).

3. Provide Details (whether calling or emailing):

   • Delivery Address: 100 Calendar Ave, LaGrange, IL

   • Business Name: Luxottica TeamVision - T157 CEP LaGrange

   • Provide on-site contact name & phone 708-354-0500 for delivery coordination *(no signature is required so ensure this phone # is actively managed)*

Delivery is made within 3 business days; signature required
   ▪ *Emergency delivery can be provided over a weekend or same-day at a cost of $125*

TEAMVISION SUPPLIES

Supplies should be ordered and sourced through our preferred vendors. In many cases your site will have a shared log-in to access each platform through the Toolkit. See below for products and details for each application.

Application	Available Supplies	Log-In
Central Purchasing (CP)	Ciao! Receipt Paper, Deposit Bags, Frame Tags, Printer Ink, Cases & Cloths, Chemicals, Tools, Nose Pads, Screws, EHS Supplies, Punctual Plugs, Pharma, Slit Lamp Bulbs, Vision Therapy, and more operational supplies.	Network credentials through Inventory Management App on Toolkit
Staples	Pens, Pencils, Tape, Folders, Labels, Clipboards, Copy Paper, Staples, Stapler, Scissors, Post its, Binders, Dividers, Notebooks, and more office supplies.	User ID: TVT### Password: $taples1
Consolidated Solutions	Business Cards for Doctors & Practice Managers, Post Cards, RX Forms, Stamps	Username: T### Password: SolutionsTXXX
Business Cards	Generic Business Cards	Fax or Email
Name Badges	Generic or TeamVision Name Badges	User ID: 765396
Regency Supply	Lamps and Bulbs for overhead lighting.	1-800-284-2024, Option 2 and speak directly with a representative

Email Len Buldt (Lbuldt@luxotticaretail.com) to adjust (increase/decrease) frequency of supplies delivery for the patient coffee/snacks. update quantities of coffee, beverages, and patient snacks.

EXPENSES OVERVIEW

Expenses including maintenance, shipping, or miscellaneous expenses should be kept to a minimum. When repairs or services are needed, source through our preferred vendors below. There maybe times where a team member paid out of pocket for travel or an expense and would need to be reimbursed.

Application	Expense Type	Log-In
Maintenance Portal	Maintenance requests for general repairs, janitorial, plumbing, lock and key, safety, recycling, OD equipment repair, etc.	Network credentials through Ciao! Toolkit or for Emergency call 513-765-3500
EasyShip (US)	Shipping needs.	Network credentials through EasyShip App on Toolkit
Campus Ship (US)	Shipping supplies.	Username: TVTXXX Password: Welcome0001!
Credit Card	Site meetings, emergency supplies, and other pre-approved expenses.	To Activate Credit Card the Verification ID number is your 3-digit site number
Concur	Travel Expenses including flight, meals, or mileage, Optical Licenses, and other pre-approved or miscellaneous expenses.	Network credentials to log in but must set up account with T&E first
Invoices	Invoices sent to your location.	invoices_payables@teamvisionteam.com
Business Licenses	Business licenses renewals and payments.	Licenses@Luxotticaretail.com
Fire Extinguisher Inspection	Annual inspections added as part of Conversion to TeamVision.	Added by Service Channel (visible in the Maintenance Portal)
City Inspections	Inspections requiring payment.	invoices@luxotticaretail.com
Questions	Questions on systems, training, or processes.	TVOps@teamvisionteam.com

Central Purchasing (CP) is accessed through Inventory Management on Ciao! Toolkit. CP is the primary application for site supplies including:

Overview Of Available Items		
Operating Supplies: Deposit Bags, Printer Ink, Cleaner, Glue, Cases & Cloths	**Doctor Supplies:** Punctual Plugs, Pharma, Slit Lamp Bulbs, Vision Therapy	**Other:** EHS Supplies

It is important that each team member is familiar and complies with these processes.

Inventory Management Set Up:

- Assign the site when accessing the platform for the first time to perform any activities
- Prior to making inventory adjustments or ordering supplies, confirm the correct site listed

Central Purchasing (CP) is accessed through Inventory Management on Toolkit. CP is the primary application for site supplies including:

CP Article Lookup
Fiori

Use this application to search for article/material numbers to order items in the CP Order Dashboard application.

When searching be very general with the description (i.e. use terms like Paper, Form, Pad or use the product category search option.

CP Order Dashboard
Fiori
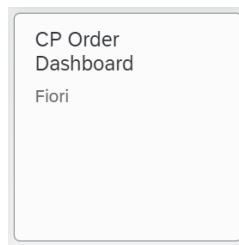
Use this application to order items from CP catalog. A CP order can only be placed every two weeks during the sites designated ordering window.

It is preferred that sites use the primary window to keep costs lower (vs backup window).

Create and Add to a new CP Order:

- **Create a New Order** by selecting ▤⁺
- After creating a **New Order** you will see it reflected in the **Current CP Order** list with **End Date** (this is the date the system will auto-submit your order)

CP Order Dashboard

Open Orders	Closed Orders

Current CP Order (1)

Document	End Date
4310879	09/24/2023 ›

- **Add Items** by selecting ＋ New
- Enter the CP Material Number and Order Quantity (must be between the min/max order quantity)

Add Order Item

*Material:

3041950

*Order Quantity:

1

✓ Apply   ✕ Close

- Use ✏ to Edit Quantity
- Use 🗑 to Delete
- Select 💾 Save before closing

CP Order Change   💾 Save   ✓ Check   Recently Ordered Articles

Header Data

Sales Order: 4310879
Ordering Window End Date: 09/24/2023

Total Quantity: 4
Total Actual Price: 16.83 USD

Items   ＋ New

Document	Item	Article	Article Description	Order Qty	UoM	Price	Total Actual Price	Currency	Item Type		
	000010	3005373	CONTACT LENS FLAT PACKS	3	EA	5.21	15.63	USD	Shipped from Vendor	✏	🗑
	000020	3041950	TISSUE, FACIAL SQUARE BOX EACH	1	EA	1.20	1.20	USD	Shipped from Vendor	✏	🗑

Review Recently Ordered Articles:

- Select **Recently Ordered Articles** within the **CP Order Change**
- Easy access to Article Numbers for Re-Orders
- Provides **Ordered Quantity** and **Number of Orders for the Year**

Recently Ordered Articles				
Article	**Article Description**	**Ordered Quantity**	**UoM**	**#Orders (1Yr)**
3041950	TISSUE, FACIAL SQUARE BOX EACH	146	EA	27
3021270	DROPS, BLINK TEARS	115	EA	12
3021268	KIT, REVITALENS SOLUTION STARTER	110	EA	11
3021271	DROPS, BLINK CONTACTS	105	EA	11
3043671	PADS, ALCOHOL PREP PADS 100/CTN	79	EA	19
3041953	TISSUE, FACIAL RETANGLE BOX EACH	72	EA	27
3006887	DRUG - Fluorescein Sodium Benoxinate 5mL	70	EA	25
3029588	WIPES, ALCOHOL, BOX/100	69	EA	29

Review Closed Orders (History):

- Select the order from the list
- Within the order you can see Status (i.e. Shipped, Ordered, Backordered, Pending)

CP Order: 4291720

End Date: 09/10/2023

CP Order History (4)

Sales Document	End Date	Vendor Name	Article	Article Description	Price	Net Price	Order Quantity	Rejection Reason	Description	Status Description
4291720	09/10/2023	Aero Fulfillment Services 9945	3030401	PAPER, THERMAL RCPT CIAO! 20/CTN	32.04	32.04	1			Shipped
4291720	09/10/2023	Hilco	3005421	Chinrest Paper Pins Only - All Models	4.74	9.48	2			Ordered
4291720	09/10/2023	ABCO Safety	3043671	PADS, ALCOHOL PREP PADS 100/CTN	2.48	4.96	2			Ordered
4291720	09/10/2023	ULINE	3043643	CUPS, 12OZ DRINKING 1000/CTN	66.00	66.00	1			Ordered

Note:

- Backordered items should not be re-ordered and will be filled from original order
- Duplicate orders will show as **Canceled** in Status Description

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CP ARTICLE LOOKUP

Search: Hide Filter Bar   Clear   Filters   **Go**

Article: Article Description: Product Type:

[Enter Article...]   [Enter Article Description or part of it...]   [   ]

Available CP Articles (0)

Product Type Description	Article	Article Description	Price	Currency	Min Delivery Qty	Max Delivery Qty	UoM
		No data found					

Search for items within CP:

- Article number to review the description, price, and min/max quantities
- Description to find general items under a category (keep general, i.e. paper, bulb, label, etc.)
- Product Type will allow a more focused search using Merchandise Categories

Search: Product Type

*Merchandise Category 1:

[CP Supplies   ▾]

*Merchandise Category 2:

[CP Lamps   ▾]

Merchandise Category 3:

[Lamps and Bulbs   ▾]

✔ Apply   ⊗ Reset   ✕ Close

GENERAL SUPPLIES & CLEANING

CP Article	CP Article Description	CP Article	CP Article Description
3000606	ENVELOPE, DAILY CHECKOUT REPORT PK/100	3041067	SANITIZER, HAND, QUART
3003334	BAG, NIGHT DEPOSIT, 2 POCKET, BX/100	3029588	WIPES, ALCOHOL, BOX/100
3030401	PAPER, THERMAL RCPT CIAO! 20/CTN	3054825	Webcol Alcohol Prep pads (200/box)
3031382	LABELS, ZEBRA TAGS 2 ROLLS/CARTON	3039635	TISSUE TOILET, ANGLE SOFT 20RLS/CTN
3043822	TAG, DESIGNER SALE FRAME TAG 400/RL	3008946	TOILET, TISSUE, JUMBO ROLL CORE 12/PK
3054518	TRANSITIONS DEMO BOX	3041033	PAPER TOWEL ROLL 30/CS
3054858	BROCHURE, TRANS TEAMVISION 24 25/PK	3004261	TOWEL, PAPER, MULTI FOLD WHITE 16/CTN
3000727	BAGS, DOCTOR OFFICE 1000/CARTON	3041953	TISSUE, FACIAL RECTANGLE BOX EACH
3051313	BAG, WHITE SHOPPING 250/CS	3041950	TISSUE, FACIAL SQUARE BOX EACH
3051312	BAG, KRAFT SHOPPING 250/CS	3041028	SOAP, HAND ANTISEPTIC 8OZ ANTISEPTIC
3000662	PURCHASING CARD LOG/ENVELOPE PK/10	3041030	HAND SOAP, ANTIBACTERIAL GALLON
3022687	FORM, EYEWEAR INSPECTION US/CAN EACH	3051538	CLEANER, LYSOL ALL PURPOSE 32 OZ EACH
3053422	EYE-RULER	3051539	CLEANER, LYSOL ALL PURPOSE 144 OZ EACH
3041285	CASES - BLACK MICROFIBER DRAWSTRING BAG	3029715	CARPET RESCUE/CLEANING KIT
3041286	CASES - SR-81 CLAMSHELL BLACK 100/CTN		
3005373	CONTACT LENS FLAT PACKS (100/BAG)		
3029676	CMS-1500-1 NEW (500/PK)		
3033919	Post-Mydriatic Roll-Lens Specs (100/bag)		
3031528	AIRPLANE - SINGLE [GLOBAL]		
3031529	AIRPLANE - DOUBLE [GLOBAL]		
3054336	BOX, BANKER LETTER SIZE 12/PK		
3043643	CUPS, 12OZ DRINKING 1000/CTN		
3000507	Folder, Personnel & Medical File (2/PK)		
3052252	CLOTH, CLEANING TEAM VISION 250/BX		

If you cannot locate any of the above items in CP using the Article Number, use CP Article Look Up. CP Article Numbers are subject to change based on vendor availability and alternative items maybe available. If you are still unable to locate an item, email TVOps@teamvisionteam.com for support.

CP Article	Machine	Item	Description
3054401	Brother HL-2270DW Brother Intellifax 2840	Black Toner	TONER, BROTHER TN450, EACH
3054402	Brother HL-3170CDW	Magenta Toner	TONER, BROTHER, TN225, MAGENTA, EACH
3054403	Brother HL-3170CDW	Cyan Toner	TONER, BROTHER, TN225, CYAN, EACH
3054404	Brother HL-3170CDW	Black Toner	TONER, BROTHER, TN221, BLACK, EACH
3054405	Brother HL-3170CDW	Yellow Toner	TONER, BROTHER, TN225, YELLOW, EACH
3054406	Brother HL-3170CDW	Waste Cartridge	TONER, WASTER, BROTHER, WT220CL, EACH
3054407	Brother HL-L2360DW	Drum Unit	DRUM, BROTHER DR630, EACH
3054408	Brother HL-L2360DW	Black Toner	TONER, BROTHER, TN660, BLACK, EACH
3054409	Brother HL-L2370DW	Drum Unit	DRUM, BROTHER, DR730, EACH
3054410	Brother HL-L2370DW	Black Toner	TONER, BROTHER, TN770, EACH
3054411	Brother HL-L3230CDW	Magenta Toner	TONER, BROTHER, TN227, MAGENTA, EACH
3054412	Brother HL-L3230CDW	Yellow Toner	TONER, BROTHER, TN227, YELLOW, EACH
3054413	Brother HL-L3230CDW	Cyan Toner	TONER, BROTHER, TN227, CYAN, EACH
3054414	Brother HL-L3230CDW	Black Toner	TONER, BROTHER, TN227, BLACK, EACH
3054415	Brother HL-L3230CDW	Drum Unit	DRUM, BROTHER, DR223CL, EACH
3054416	Brother L5700DW Brother MFC-L6750DW Brother HL-L6250DW	Drum Unit	DRUM, BROTHER, DR890, EACH
3054417	Brother L5700DW Brother MFC-L6750DW Brother HL-L6250DW	Black Toner	TONER, BROTHER, TN850, BLACK, EACH
3054418	Lexmark E360DN	Black Toner	TONER, LEXMARK, E360, BLACK, EACH
3054419	Lexmark MX410, MS410, MS415	Black Toner	TONER, LEXMARK, MS410, BLACK,EACH
3054420	Lexmark MX410, MS410, MS415	Imaging Kit	IMAGE UNIT, LEXMARK, MS310, EACH
3054421	Lexmark MX431	Black Toner	TONER, LEXMARK, BLACK, MX431, EACH
3054422	Lexmark MX431	Photoconductor	PHOTOCONDUCTOR, LEXMARK, MX431 EACH
3054801	Brother	Black Toner	TONER, BROTHER, TN229, BLACK, EACH
3054802	Brother	Cyan Toner	TONER, BROTHER, TN229, CYAN, EACH
3054803	Brother	Magenta Toner	TONER, BROTHER, TN229, MAGENTA, EACH
3054804	Brother	Yellow Toner	TONER, BROTHER, TN229, YELLOW, EACH
3054799	Brother	Black Toner	TONER, BROTHER, TN830, BLACK, EACH
3054800	Brother	Black Toner	TONER, BROTHER, TN920, BLACK, EACH

If you cannot locate any of the above items in CP using the Article Number, use CP Article Look Up. CP Article Numbers are subject to change based on vendor availability and alternative items maybe available. If you are still unable to locate an item, email TVOps@teamvisionteam.com for support.

ENVIRONMENTAL HEALTH & SAFETY

CP Article	CP Article Description	CP Article	CP Article Description
3032824	COVER, OUTLET SAFTEY, PLASTIC 10/PK	3001342	SIGN, BEVERAGE & FOOD, 5"X7", AUES57-NB
3001353	TAPE, YELLOW/BLACK, 3"X60' ROLL, NON SLIP	3011169	SIGN, NO BEVERAGE OR FOOD ALLOWED IN LAB
3000464	FIRST AID KIT #24 POLY COMPLET	3011170	SIGN, SAFETY FIRST EYE PROTECTION MUST BE WORN
3001685	FIRST AID KIT LIST	3001218	HOLDER, SAFETY GLASS
3001349	SIGN, FIRE EXTINGUISHER, 5"X7", AUPSP614	3007801	ZORA SAFETY GLASSES
3003396	MONTHLY FIRE EXTINGUISHER INSPECTION TAGS (5/PK)	3001217	GLASSES SAFETY NO RUBBER TIP
3040511	TAG, LADDER SAFETY - MONTHLY INSPECTION	3010234	EYE FLUSH STATION, 1 BOTTLE, 32 OZ., FOR
3040512	LADDER SAFETY DANGER/DAMAGED TAG	3040460	SPILL KIT, CHEMICAL SPILLS – URGENT CARE
3013385	CARDS, EMERGENCY PROCEDURES	3001346	SPILL CONTROL STATION LABEL
3043211	POSTER, SAFETY FIRST	3000889	STATION, LOCKOUT, COMPLETE
3009481	LAMP,RECYCLE BOX 4'	3001342	SIGN, BEVERAGE & FOOD, 5"X7"
3009482	LAMP, RECYCLE BOX 8'	3011169	SIGN, NO BEVERAGE OR FOOD ALLOWED IN LAB
3011642	LAMP, RECYCLE BOX (U-TUBE, HID, CFL, ETC.) - US	3011170	SIGN, SAFETY FIRST EYE PROTECTION MUST BE WORN
3009485	BATTERY,RECYCLE PAIL 3.5 GAL DRY CELL	3001218	HOLDER, SAFETY GLASS
3021680	BODILY FLUID, PPE AND CLEAN UP PACK	3007801	ZORA SAFETY GLASSES
3041062	DISPOSABLE, FACE MASK, 50/BOX	3010676	POSTER, ASSET PROTECTION OVERVIEW
3000484	LABEL, LENS CLEANER	3043211	POSTER, SAFETY FIRST
3004629	LABEL, INLAND INK REMOVER	3013385	CARDS, EMERGENCY PROCEDURES
3031438	LABEL, GOO GONE	3053774	chemical poster French
3053736	LABEL, CHEMICAL, HAZARDOUS GENERIC SHEET	3054317	EAP card French
3053737	LABEL, CHMICAL, NONHAZARDOUS GENERIC SHT	3036907	LIST, SDS/LC URGENT CARE CHEMICAL
3050750	LABEL, NFPA BLANK 5/PK	3006267	DRUG - SHARPS DISPOSAL SYSTEM (1QRT)
3001287	BANDAGE, GAUZE, COMPRESS, 24" X 72" BOX	3054666	Pill Cup 100/sleeve
3000468	PADS, GAUZE, 3" X 3" PK/4		

If you cannot locate any of the above items in CP using the Article Number, use CP Article Look Up. CP Article Numbers are subject to change based on vendor availability and alternative items maybe available. If you are still unable to locate an item, email TVOps@teamvisionteam.com for support.

CP Article	CP Article Description	CP Article	CP Article Description
3006927	LIGHT BULB – SLIT LAMP – MAIN BULB – HAIG STREIT	3054147	OASIS SOFT PLUG SILICONE 0.4MM (20 PK)
3005500	LIGHT BULB – SLIT LAMP – MAIN BULB – MARCO 2B	3054148	OASIS SOFT PLUG SILICONE 0.5MM (20 PK)
3005501	LIGHT BULB – SLIT LAMP – MAIN BULB – MARCO G2	3054149	OASIS SOFT PLUG SILICONE 0.6MM (20 PK)
3006231	LIGHT BULB – SLIT LAMP – MAIN BULB – REICHERT	3054150	OASIS SOFT PLUG SILICONE 0.7MM (20 PK)
3005502	LIGHT BULB – SLIT LAMP – MAIN BULB	3054151	OASIS SOFT PLUG SILICONE 0.8MM (20 PK)
3005503	LIGHT BULB – SLIT LAMP RED FIXATION - TOPCON	3049297	PARASOL X-SM STERILE PRE-LOAD PLUGS 1PR
3054152	BVI MICRO FLOW STERILE PLUG 0.7MM (1 PR)	3049298	PARASOL SM STERILE PRE-LOAD PLUGS 1PR
3054153	BVI MICRO FLOW STERILE PLUG 0.55MM (1 PR	3049299	PARASOL MED STERILE PRE-LOAD PLUGS 1PR
3054154	BVI MICRO FLOW STERILE PLUG 0.4MM (1 PR)	3049060	PARASOL LARGE STERILE PRE-LOADED PLUGS
3049301	BVI EXT 180 VAR PK ABSORB SYN PLUGS 20	3054051	EAGLE DURAPLUG 0.2mm x 0.2mm
3049302	PARASOL X-LG STERILE PRE-LOAD PLUGS 2/BX	3054052	EAGLE DURAPLUG 0.3mm x 0.2mm
3049627	PLUG-OA SOFT .2MM EXTEND DURATION BX 40	3054053	EAGLE DURAPLUG 0.4mm x 0.2mm
3049628	PLUG-OA SOFT .3MM EXTEND DURATION BX 40	3054054	EAGLE DURAPLUG 0.5mm x 0.2mm
3049629	PLUG-OA SOFT .4MM EXTEND DURATION BX 40	3051321	VISI PLUG DISSOLVABLE
3049630	PLUG-OA SOFT .5MM EXTEND DURATION BX 40	3053733	DURAPLUG 0.3mm (10 per box)
3054108	PUNCTAL GAUGE	3054621	VT-(48mm)- Fit Prism Glasses 10D
3053379	TRIMEMTHOPRIM 10ML BOX	3054622	VT-(48mm)- Fit Prism Glasses 25D
3003310	Stereo Fly Test - Polarized Glasses only	3054620	VT-Plastic Golf Tees R&Gr (Pkg of 30)
3051386	STERILE COTTON APPLICATORS 6" 100/BX	3054624	VT-VTP Prizm Goggle- Empty Frame
3051381	STERILE GAUZE SPONGES 4x4 50/BX	3054623	VT-VTP Prizm Goggle- R/G Filters
3054678	Stevens Tenotomy Scissors Straight	3054671	Skinsense Synth Surgical Glove 6.5 50/bx
3054677	Suturing Forceps Straight 0.12 mm teeth	3054672	Skinsense Synth Surgical Glove 7.5 50/bx
3054679	Suturing Forceps Strght 0.3mm teeth	3054668	Powder-Free Surgical Gloves 6.5 50/box
3049573	TOBRADEX OPH SUSPENSION 2.5 ML	3054670	Powder-Free Surgical Gloves 7.5 50/box
3049576	B&L OFLOXACIN OPHTHALMIC SOL 0.3% 10ML	3054667	Neoprene Surgical Gloves 6.5 50/box
3051396	CIPROFLOXACIN OPH SOL 0.3% 2.5ML	3054669	Neoprene Surgical Gloves 7.5 50/box
3024423	SHARPS DISPOSAL SYSTEM 1 GAL	3051388	SHARPS 1 GAL CONTAINER
3006267	SHARPS DISPOSAL SYSTEM (1QRT)	3054212	CHEMO SHARPS CONTAINER

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CP Article	CP Article Description	CP Article	CP Article Description
3051553	TOBRAMYCIN 0.3% 5ML	3054675	PrecisionGlide Hypodermic Needles 100/bx
3051242	Betadine 16oz	3049575	PREDNISOLONE ACETATE 1% OPH SUSP 10 ML
3042170	BIO GLO FLUORESCEIN STRIPS (100 per box)	3051302	Prolensa 0.7%
3054608	Boston Simplus Multi-Action 3.5oz	3049572	BRIMONIDINE TARTRATE OPH 0.2% SOL 10 ML
3006800	DRUG - Atropine Sulfate Solutio 1.0% 5mL	3049031	EYE PATCH ELASTIC BLK (each)
3039604	DRUG - B&L Advanced Eye Relief Eye Wash	3054618	Eye Patches Black Elastic ADULT (12 Pk)
3006214	DRUG - Bacitracin Zink Poly B Sulf 3.5gm	3054673	Face Masks Isofluid Fog-free 40/box
3007096	DRUG - Betadine Ophthalmic Sol 5% 30mL	3013191	Gauze Pads - Non Sterile 2"x 2" (200/bx)
3006801	DRUG - Cyclopentolate HCI 1.0% 15mL	3054619	Gentamicin Sulphate 0.3% 5Ml
3005458	DRUG - Lid Scrub Pre-Moistened (30 box)	3049837	GLOSTRIPS ROSE BENGAL STRIPS (100 BOX)
3006808	DRUG - Lissamine Green Strips (100 box)	3040260	Gonio 2.5% Hypromellose Solution 15mL
3054388	DRUG - PHENYLEPHRINE - 2.5% - 10ML	3003299	HAND SCOPE - OPHTHALMOSCOPE
3006810	DRUG - Phenylephrine 10.0% Solution 5mL	3003301	HAND SCOPE - Recharg Handle - WA 71670
3049029	DRUG - PILOCARPINE 1%	3051384	HARD CONTACT LENS REMOVER EA
3006267	DRUG - Sharps Disposal System (1qrt)	3051877	HYDRION PH PAPER (1 roll)
3006815	DRUG - Tearflo Tear Test Strips (100/bx)	3051876	HYDRION PH PAPER (2 rolls)
3006256	DRUG - Timolol Maleate 0.5% 5mL	3054664	Hydrodossector Cann 27Gx7/8 Ang10m 10/bx
3006817	DRUG - Tropicamide 0.5% 15mL	3006232	JAR, GAUZE STORAGE, GLASS, 4"
3006818	DRUG - Tropicamide 1.0% 15mL	3053378	KENALOG 40MG/ML BOX
3054537	DRUG-Acetazolamide 250 mg tab 100/bottle	3049578	LUMIGAN 0.01% SOLN 2.5 ML
3053781	LACRIPURE SALINE SOLUTION	3054420	MAGE UNIT, LEXMARK, MS310, EACH
3054663	LASIK Irrig 25Gx.875" 9mm Flat Tip 10/bx	3054676	McPherson Tying Forceps Straight
3051555	LIDOCAINE HCI OPHTHALMIC GEL	3051298	Moxifloxacin Ophthalmic 0.5%
3010143	LINER FIGURE 8 .47MM 10M	3053382	NAPHCON 15ML BOX
3054674	Luer-Lok Single Use Syringes 100/box	3051299	Ofloxacin 0.3%
3051300	Erthromycin 0.5%	3049630	PLUG-OA SOFT .5MM EXTEND DURATION BX 40

If you cannot locate any of the above items in CP using the Article Number, use CP Article Look Up. CP Article Numbers are subject to change based on vendor availability and alternative items maybe available. If you are still unable to locate an item, email TVOps@teamvisionteam.com for support.

STAPLES

Staples Business Advantage will be our approved and preferred supplier for business essentials. The Staples relationship provides an opportunity for substantial cost savings, streamlined processes, dedicated customer service, and easy ordering through StaplesAdvantage.com for all our locations and offices.

Available Items
Pens, Pencils, Tape, Folders, Labels, Clipboards, Copy Paper, Staples, Stapler, Scissors, Post its, Binders, Dividers, Notebooks, and more office supplies.

Access the Staples website through the Ciao! Toolkit application. If needed, you can also log in via StaplesAdvantage.com .

>   **Username:** TVTXXX

>   **Password:** $taples1

All sites will have a **$150 monthly budget** for supplies. This does not roll over.

> Note:
> - Both US and Canada use Staples and should use the respective icons to access Staples US or Canada from Ciao! Toolkit.

Search for items   Cart

Search Filters

If items in your cart have a quality lower-cost alternative, **Easy Savings Recommended Alterative** items will be presented- the choice is up to you.

Frequently Purchased Items

You can easily reorder items by viewing your frequently purchased items from the **Account** icon in the header navigation:

- Click **Frequently Purchased**
- Sort & filter items by order date or category

Order Search, Status & Tracking

To search, track, check the status, cancel and order or a make a return go to the **Account** icon and use the dropdown menu to choose **My Orders** or **View All .**

- Choose the order you wish to view
- If you need to make changes to your order, within 30 minutes of placing the order, you can **Cancel** the order and re-submit

Order Details

- Click on **View Tracking** to see details
- View delivery progress on the **Delivery Tracker** with the number of items in the box
- Easily reorder or make a return by click on **Return an Item** or **Duplicate Order**

Staples Item Number	Category	Staples Description
233510	Filing & Folders	CARD, INDEX, RULED, 4X6, WHITE, 500/PK
116806	Filing & Folders	FOLDER, HANGING, FILE, 1/3 CUT GREEN 25/BOX
595369	Filing & Folders	FILE, EXPANDING, A-Z, 12 POCKET, EACH
119107	Filing & Folders	FILE, EXPANDING, 1-31, LETTER
116657	Filing & Folders	FOLDER, FILE, 1/3 CUT, LETTER 100/BOX
385909	Desk Accessories	TRAY, DESK, LEGAL, WIRE, BLACK, EACH
24402486	Desk Accessories	CUP, PENCIL, SILVER, MESH, EACH
24380413	Desk Accessories	HOLDER,BUSINESS CARD,PEWTER, EACH
324791	Copy & Printer Paper	PAPER, COPY, 8 1/2 X11 500 SHEETS, CARTON
472872	Copy & Printer Paper	PAPER, THERMAL, 2 1/4"X85', 9ROLLS/PACK
135855	Copy & Printer Paper	PAPER, COPY, 8 1/2 X11 500 SHEETS, REAM
531236	Copy & Printer Paper	PAPER, THERMAL, 2 1/4"X50', 10ROLLS/PACK
382955	Computer Accessories	MOUSE PAD BLACK
24545367	Calendars & Planners	CALENDAR, DESK, 21 3/4"X17 JAN-DEC 24
1300950	Binder & Accessories	BINDER, 2", BLACK, EACH
1337665	Binder & Accessories	BINDER, 1/2", BLACK, EACH
462846	Binder & Accessories	TABS, DIVIDER, LEGAL, UNPUNCHED
374815	Binder & Accessories	BINDER, 1", WHITE, EACH
374816	Binder & Accessories	BINDER, 1", BLACK, EACH
919789	Binder & Accessories	PROTECTOR, SHEET 8 1/2 X 11, 25/BOX
374813	Binder & Accessories	BINDER, 1 1/2' BLACK, EACH
153874	Binder & Accessories	TABS, DIVIDER, EIGHT BANK, CLEAR
318964	Batteries & Power Protection	BATTERY, C, 4/PK
318949	Batteries & Power Protection	BATTERY, AAA, 4/PK
318972	Batteries & Power Protection	BATTERY, 9-VOLT, 2/PK
318931	Batteries & Power Protection	BATTERY, AA, 4/PK
169763	Batteries & Power Protection	BATTERY, 76A, 1.5V, EACH
511965	Basic Supplies	CARD, INDEX, 4X6, 25/SET
799809	Basic Supplies	PUNCH, THREE HOLE, 10 SHEET, EACH
24380510	Basic Supplies	SCISSORS, 8", EACH
831610	Basic Supplies	CLIPS, BINDER, 2", LARGE, 12/BOX
808592	Basic Supplies	STAPLES RUBBERBANDS #19/1-LB
24418189	Basic Supplies	REMOVER, STAPLER, EACH
24418182	Basic Supplies	STAPLER, METAL, EACH
24418183	Basic Supplies	STAPLE, 1/4", STANDARD, 5000/BOX
686683	Basic Supplies	PIN, PUSH, CLEAR, 50/PK
525923	Basic Supplies	CLIP, PAPER, SILVER, JUMBO, 100/BX
103523	Basic Supplies	BINDER, CLIP, 3/4", 12/PACK
122085	Basic Supplies	PAD, FELT, INK, BLACK, EACH

STAPLES

Staples Item Number	Category	Staples Description
130674	Tape & Adhesives	DISPENSER, TAPE, BLACK, EACH
504753	Tape & Adhesives	TAPE,TRANSPARENT,3/4"X36YD, ROLL
2514130	Sticky Notes and Flags	NOTES, STICKY, 3X3, YELLOW, 100/SHEET, 12/PK
644095	Sticky Notes and Flags	HOLDER, STICKY, 3X3, BLACK, EACH
120741	Presentation boards	CLEANER, EXPO, WHITE BOARD, 8OZ ,EACH
634797	Presentation boards	ERASER, DRY-ERASE, BLACK, EACH
24376594	Pen, Pencils, & Markers	MARKER, BLACK, CHISEL POINT, 5/PK
450130	Pen, Pencils, & Markers	PEN, COUNTERFEIT DETECTOR, EACH
24416466	Pen, Pencils, & Markers	MARKER, DRY ERASE, CHISEL, 4/PK
617944	Pen, Pencils, & Markers	LEAD, PENCIL, .07MM, 12/TUBE
807969	Pen, Pencils, & Markers	PENCIL, MECHANICAL, .07MM, 12/PK
24474009	Pen, Pencils, & Markers	TAPE, CORRECTION, 2/PK
501668	Pen, Pencils, & Markers	HIGHLIGHTER, YELLOW, EACH
123455	Pen, Pencils, & Markers	PEN, ROUNDSTIC, BIC, MEDIUM, RED, 12/PK
123315	Pen, Pencils, & Markers	PEN, ROUNDSTIC, BIC, MED, BLUE, 12/PK
123372	Pen, Pencils, & Markers	PEN, ROUNDSTIC, BIC, MED, BLACK, 12/PK
498238	Pen, Pencils, & Markers	MARKER, BLACK, FINE POINT, EACH
24424334	Office Equipment	CALCULATOR, 8-DIGIT, EACH
154138	Notebooks & Pads	PAD, WRITING, 8 1/X11, LEGAL, YELLOW, 50SHEET, 12/PK
366693	Mailing, Packing & Shipping	ENVELOPES, 9X12, WHITE, 25/BX
235234	Mailing, Packing & Shipping	ENVELOPE, #10, 125/BOX
645301	Labels & Label Maker	MAKER, LABEL, DYMO,LETRATAG PLUS
919131	Labels & Label Maker	LABEL, DYMO, BLACK-ON-WHITE, EACH
917885	Labels & Label Maker	LABEL, TAPE, BROTHER, BLACK-ON-CLEAR, EACH
479872	Labels & Label Maker	LABEL, ADDRESS, 1X 2 5/8, 750/PACK
391431	Labels & Label Maker	TAPE, BLACK ON WHITE, LABEL, .05"X13', DYMO
2030289	Ink & Toner	TONER, HP, 952XL/952, REMAN, FOUR COLOR, EACH
791230	Ink & Toner	DRUM, BROTHER DR520
2401378	Ink & Toner	TONER, CANON, 137, REMAN, BLACK, EACH
2472422	Ink & Toner	TONER, HP, 950XL, FOUR COLOR, PACK
1004306	Ink & Toner	TONER, HP 80A, REMAN
331222	Ink & Toner	TONER, HP 85A
2123380	Ink & Toner	TONER, BROTHER, TN630, BLACK, EACH
2796082	Ink & Toner	TONER, HP, 63XL, REMAN, BLACK

CONSOLIDATED SOLUTIONS

Consolidated Solutions provides additional TeamVision assets including postage, Doctor business cards, postcards, and Rx Pads.

Access the Consolidate Solutions website through the Ciao! Toolkit application:

    Username: TXXX

    Password: SolutionsTXXX

Available Items	Additional Details
Business Cards/Appointment Reminder Cards Note: Due to cost these are reserved for Lead Doctors and PMs only – all other business cards can be ordered using the Generic Business Card Order Form.	OD/PM Business card Single Site/Doctor • Multiple Sites • Multiple Doctors
Yearly Recall Postcards	• Pre-appointment • Yearly Reminder Card (No pre-appointment)
RX Pads	• Please order 1 pad per office to share if needed • The OD/MD will fill in credentials when completing RX
Forever and Postcard Stamps	• Stamps require approval from MM/RM - they will receive an email once order is placed • Order Postcard stamps for Recall Cards (do not use Forever Stamps for postcards) • Forever Stamps are limited in quantity and should be used for patient statements and patient records as needed • Order stamps in the monthly quantity that your site needs • Do not bulk order stamps as this will cause them to go on backorder quickly and prevents others from being able to get what they need each month • Stamps should be kept in the safe as they are considered a "cash" item

⬛ TeamVision

Business Card Order Form

Contact Name: _____

Contact Phone #: _____

1)

> ### Sample Card
>
> **No Change from Previous Order:**
> Attach Business Card Here
>
> **New Order:**
> Complete Section 2 Below

2) Select Style of Card:

☐ Site Cards – Quantity 1000/Order

Site Name	
4000 Sandbox Place	DATE:
Plano, OH 45040 - USA	TIME:
Tel. 513 755-1000	WITH DR.:
Fax. 513 123-4567	
Mob. 513 123-4567	
SitesCustomer@TeamVisionUSA.com	**YOUR NEXT APPOINTMENT**
	If you are unable to keep your appointment, please contact us.

☐ Title Cards with Appointment Reminder – Quantity 500/Order

Site Name	
NAME LAST NAME	DATE:
Job Title	TIME:
4000 Sandbox Place	WITH DR.:
Plano, OH 45040 - USA	
Tel. 513 755-1000	
Fax. 513 123-4567	**YOUR NEXT APPOINTMENT**
Mob. 513 123-4567	If you are unable to keep your appointment, please contact us.
SitesCustomer@TeamVisionUSA.com	

☐ Title Cards with Blank Back – Quantity 500/Order

Site Name	
NAME LAST NAME	
Job Title	
4000 Sandbox Place	BLANK
Plano, OH 45040 - USA	
Tel. 513 755-1000	
Fax. 513 123-4567	
Mob. 513 123-4567	
SitesCustomer@TeamVisionUSA.com	

☐ Optometrist Cards with Appointment – Quantity 500/Order

Site Name	
NAME LAST NAME	DATE:
Job Title	TIME:
4000 Sandbox Place	WITH DR.:
Plano, OH 45040 - USA	
Tel. 513 755-1000	
Fax. 513 123-4567	**YOUR NEXT APPOINTMENT**
Mob. 513 123-4567	If you are unable to keep your appointment, please contact us.
SitesCustomer@TeamVisionUSA.com	

3) Imprint Info:

Site Name: _____

Name (If Applicable): _____

Title (If Applicable): _____

Address: _____

_____

_____

Phone: _____

Fax: _____

Cell: _____

Email: _____

Website: _____

4) Billing Info:

Site/Field job center to be charged

_____

(Site #, Department #, Region #, Etc.)

5) Shipping Info:

If different from address on card

_____

_____

_____

6) Ordering Details:

These are TeamVision standard business cards. No variations or exceptions of any kind.

Email completed forms to **mjones@tribci.com**

NAME BADGES

Name badges are available to order through TeamVision. The badge will include the Team Member name and optional Job Title (with or without the TeamVision logo based on role).

From Ciao! Optical Toolkit, select **Name Badge Order** icon OR this link
https://shop.markmasterinc.com/login/765396

1 Enter **765396** when prompted for the user ID:

Welcome to the Mark Master Marketplace

Please enter your user id: 765396

Log In

2 Select **TeamVision** for the category:

TeamVision
Name badges for TeamVision

Karen Baumeister
TeamVision
Eye care, together.
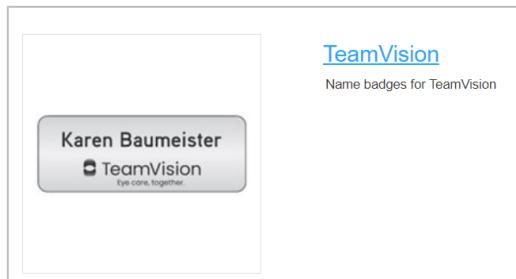
3 **TeamVision Operations & Field** will select this option (with logo) to complete the order:

TeamVision Namebadge, 1"h x 2.75"w, magnet back

Karen Baumeister
TeamVision
Eye care, together.

Item#:   TVNBLOGO
Manufacture Time: 3 to 5 Business Days
Price: $3.25

details

3 **TeamVision Site Team Members** will select this option (without logo)to place the order:

TeamVision Namebadge, 1"h x 2.75"w, magnet back

Karen Baumeister
Senior Operations Manager

Item#:   TVNBNOLOGO
Manufacture Time: 3 to 5Business Days
Price: $3.25

details

REGENCY SUPPLY

EssilorLuxottica has negotiated a contract with **Regency Supply** to provide replacement lamps for all EssilorLuxottica North America locations on select lighting (not Ophthalmic Equipment which is available on Central Purchasing).

Sites will call in their lamp requests to Regency directly and follow the prompts to speak directly with a Regency Supply service representative at 1 (800) 284-2024, Option 2, Monday - Friday 8am-8pm EST.

MAINTENACE PORTAL

All non-emergency maintenance requests should be entered into the **Maintenance Portal** for maintenance and repairs. These requests will be completed by approve vendors with whom convenient cost agreements have been made. **Most requests can be entered into the Store Maintenance Portal, however, if there is an emergency (flooding, broken window, etc.), please contact call the emergency hotline, 513-765-3500.**

Select job roles will have access to the platform to ensure control maintenance requests. Managers in each location can access the Maintenance Portal through the Ciao! Toolkit application with your Network credentials.

Categories	Additional Details
General	• General repairs • Walls including holes, paint, graphics • Flooring including repair or replacement • Windows • Lighting • Pest Control • Electrical • Plumbing • Janitorial
Asset Protection	• New locks and keys (InstaKey) • Safe • Gates • Board-Up
Environmental, Health and Safety	• Safety Inspection failures, violations, or citations • Waste disposal (universal or hazardous) • Recycling assistance, including electronic equipment, lamps, batteries, aerosols, consumer cleaners, lab chemicals, etc.
Doctor Equipment Note: See additional details in the OD Equipment Operations Guide.	• Repairs • Calibrations and maintenance

Note:
- Outside vendors not affiliated with TeamVision through Maintenance Portal (Service Channel) are not authorized to perform work in the location.
- For Lab Equipment, partner with your Regional Operation Manager (ROM) who guide you on who to call or resources to leverage to repair down equipment.

Create New Work Order

1. Select **Create New Work Order**
2. Type in the **Keyword Search** or **Select using the Drop-Downs**
   - Note all drop downs must be selected to proceed forward
3. Enter details and pertinent information into the **Text Box**
4. Review and confirm all details:
   - If you wish to make any changes, you can go back to the previous steps and revise
   - Scroll down to **Add Attachments** including pictures
5. Select **Submit Request**
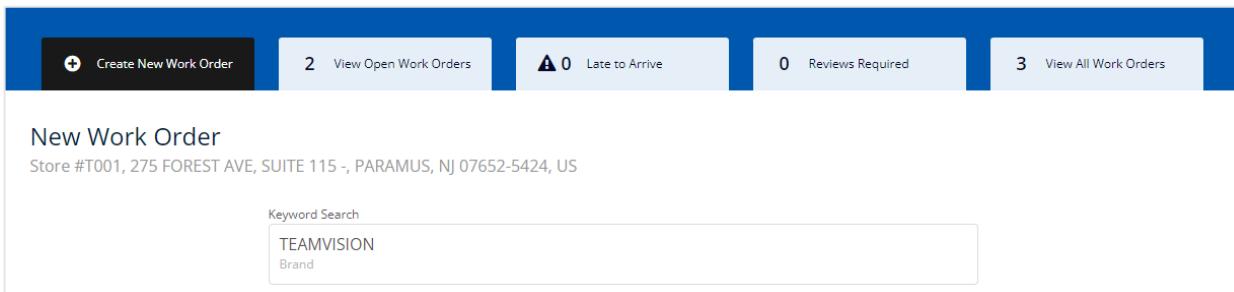
Keyword Search

When typing the search box, be sure to select the option with **TeamVision as the Brand**.

Follow Up on an Existing Work Order

1. Select **View Open Work Orders**
2. Select **Details** to view into the ticket including prior notes or to add a new note
3. **Check back daily** to ensure you see progress:
   - Within 7 days you should see progress or movement on your ticket
   - Once you request an update in the notes, if you do not see progress within 2 days partner with your field leader
4. You also have the ability to leave feedback regarding the vendor and quality of work within the Maintenance Portal

For **Maintenance** questions or concerns use the Toolkit Maintenance Portal:
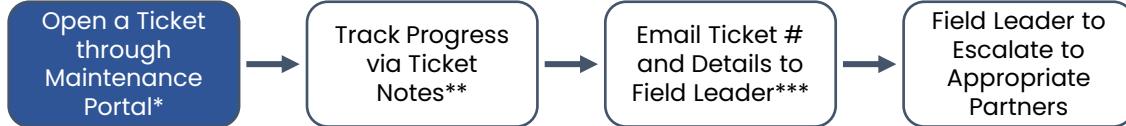
Open a Ticket through Maintenance Portal* → Track Progress via Ticket Notes** → Email Ticket # and Details to Field Leader*** → Field Leader to Escalate to Appropriate Partners

*Urgent Issues call the Emergency Hotline
** Within 7-days you should see progress or movement on your ticket and can request updates
***After 2 additional days from requesting an update via Maintenance Portal notes for your ticket

All maintenance emergencies should be called into the Maintenance Emergency Hotline 513-765-3500

EASYSHIP & CAMPUS SHIP

In the US, our shipping partner is **EasyShip** for shipping. Access through the Ciao! Toolkit application with your EssilorLuxottica credentials. EasyShip guide is available in Ciao! Toolkit Document Folder > EasyShip, or click HERE to be redirected.

In the US, shipping supplies can be ordered through Campus Ship through Toolkit or clicking on the link.

Username: TVTXXX

Password: Welcome0001!

CONCUR EXPENSE ACCOUNT REQUEST

Concur is the EssilorLuxottica global expense and travel solution for submitting expenses related to travel, optician and license reimbursement, or any site expenses for TeamVision.

New users that need to book travel or submit expenses will need to set up a new account before being able to access Concur.

Follow these steps to set up a new account:

1. Email webte@Luxotticaretail.com requesting a new account
2. Provide your EL ID, Complete Name, and Email Address

Once your account has been set up by Web T&E, they will provide you the user guide and Expense policy. Ensure you follow all policies and guidelines around eligible expenses and submitting expense reports.

Access Concur from the Toolkit or using the link below:

https://logon.luxottica.com/nidp/app/login?id=concur-emea-contract&sid=2&option=credential&sid=2&target=https://logon.luxottica.com/nidp/saml2/idpsend?PID=STSPornd91

- Use the Simple Sign On (SSO) for Concur
- Use your EssilorLuxottica ID (do not include @LUXOTTICA.COM) and network password to login to Concur
- On the mobile app enter CUVV2E as the SSO code

> **Note:**
> - All hotel expenses should appear in your available expenses, and once you add them into an expense report, you will be able to update the payment type to "Conferma" so they can be company paid.
> - Book all travel through the Concur application when possible. You can call BCD for travel emergencies or issues at 800.833.1706

ENVIRONMENTAL, HEALTH AND SAFETY

iOR will be your primary resource for OSHA, Safety, and medical/regulatory guidance. In addition to this, you will maintain minimum standards for EssliorLuxottica (likely these are already in place).

You can locate the iOR Safety Manual on the iOR Intranet (iOR Suite Resource Guide > Resources by Role > Safety Manual).

Action	Due Date	Application
All Employees to complete Compliance Training	30 days Post Integration/Hire	Leonardo
Complete EHS Health & Safety Site Conversion Audit	30 days Post Integration	CAMS: EHS Health & Safety Site Conversion Audit
Complete EHS Health & Safety Monthly Checklist	Monthly	CAMS: EHS Health & Safety Site Conversion Audit • Owner: Site Safety Captain
Complete EHS Huddle/Training	Monthly	Site Safety Captain to complete with team

Refer to the **Documents** folder within the **Toolkit** for general Environmental, Health, and Safety (EHS) related questions. The following pages will walk you through how to log into **CAMS** & locate the **EHS Manual**.

If you have any additional EHS questions email retailsafety@luxotticaretail.com.

Required Compliance Training:

- All training modules will be completed in Leonardo Learning Platform. This can be accessed via the Toolkit or by using the following URL: https://leonardo.essilorluxottica.com/login.

- For a comprehensive listing of what courses must be completed, CLICK HERE.

- Certain team members maybe assigned courses while others may have to self search the course.

- Please email TVOps if your ExtensisHR employees are unable to access required courses.

Controlled Substances:

Select employees will need to complete Controlled Substances training. For policy & procedure guidelines CLICK HERE. To be compliant you must:

- Read the Policy and Procedure and Complete Controlled Substances Acknowledgement.

- Secure substances in cabinet and complete Daily Count.

- Maintain Controlled Substances Log:
  - Paper copy in toolkit **OR** use digital version provided to leadership post integration.

The EHS manual is one of many reference tools available in the practice. The current EHS manual is retail focused and will be updated in 2025 to include the medical requirements.

Although the manual can be found in the **Toolkit,** to locate the most current version of the **Environmental Health & Safety Manual,** follow these directions:
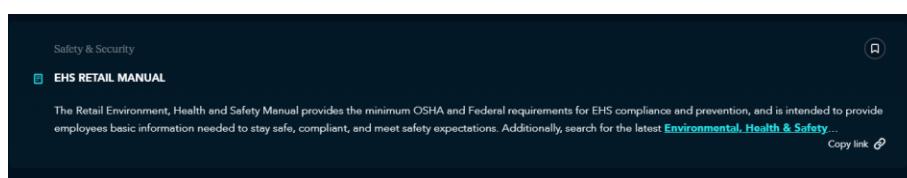
1 Login to One EssilorLuxottica with your EssilorLuxottica credentials.

2 Click on the **North American Hub** from the home page OR search **Hubs** and select **North America**.
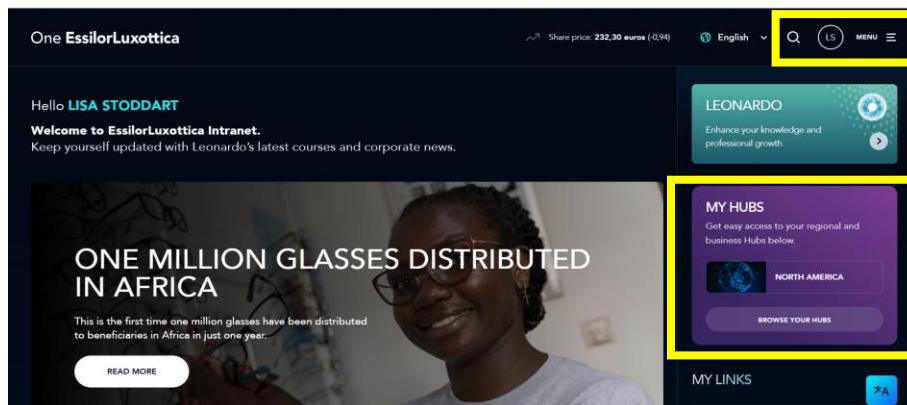
3 Once in the North American Hub, click on **Documents** and select **Safety & Security** on the left.
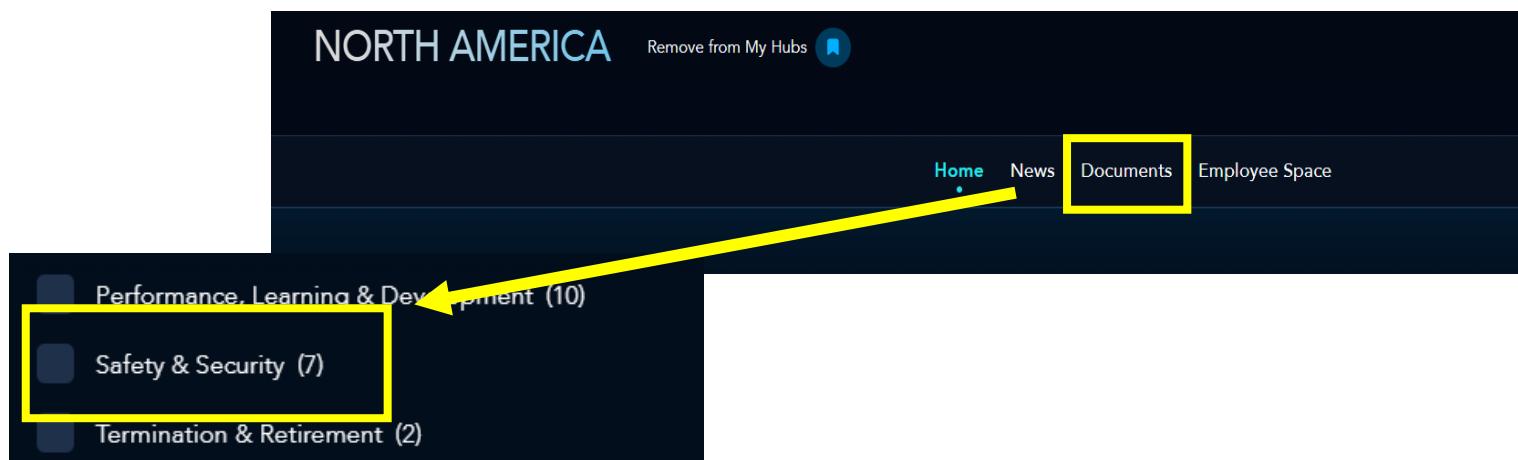
4 Locate EHS Retain Manual from the listing.

Please complete your monthly audit during the first week of the fiscal month:

1 Via the **Toolkit,** Click the **Asset Protection** Tile

2 Select CAMS Login
- Log in credentials:
  - ID: **TVT _ _ _**
  - Password: **welcome1**
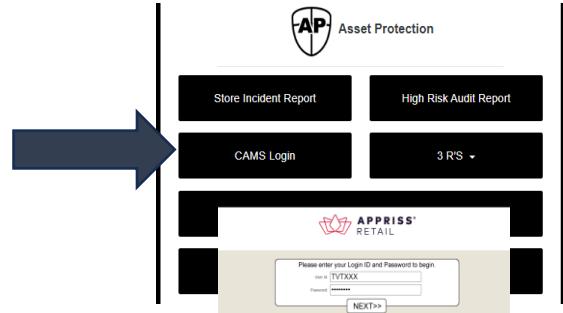
3 Click **Start New Audit** > Confirm your **Location** is listed under Store# > Click **Next**
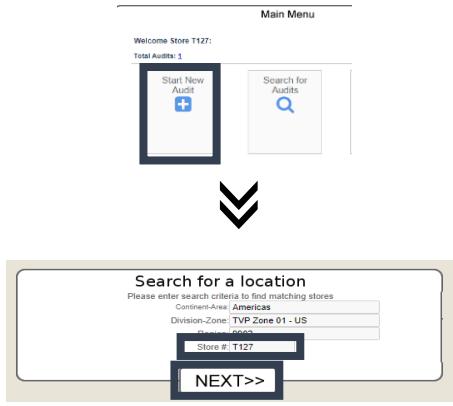
4 On the **Audit Pulldown Bar**, select one of the following:
- EHS Health & Safety Site Conversion Audit
- EHS Health & Safety Monthly Checklist
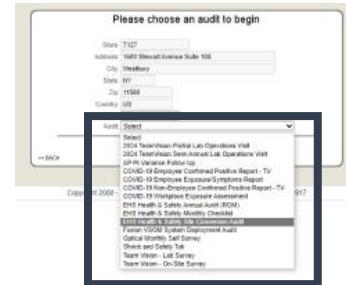
5 From the home page in CAMS, Select **Search for Audits > My Active Audits** to locate the audit you just completed
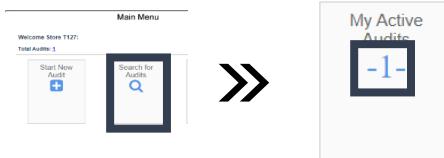
6 **Click Edit > Update Status > Choose Completed > Click Update**
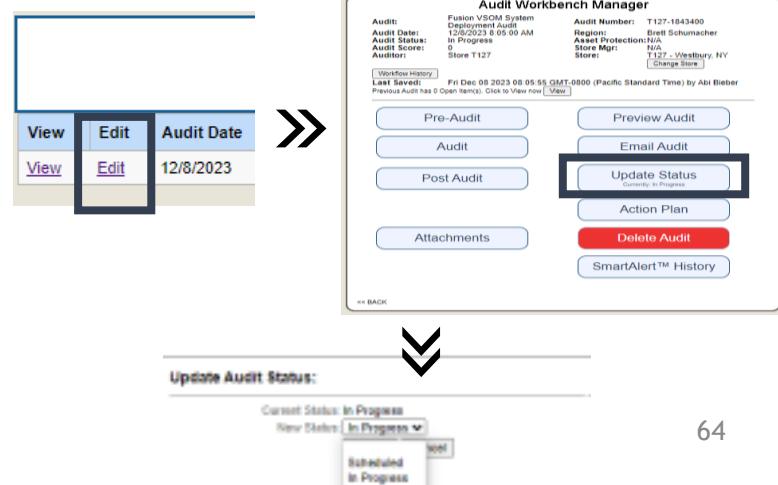
A secondary label is required when a smaller amount from an original container is transferred to a secondary container, i.e. spray bottle. When using the *original* container for a product, a secondary label is not needed.

HAZARDOUS LABELS & SDS

Write in the chemical name, the precautionary/hazard statements and mark the pictograms that applies based on the SDS for the chemical:
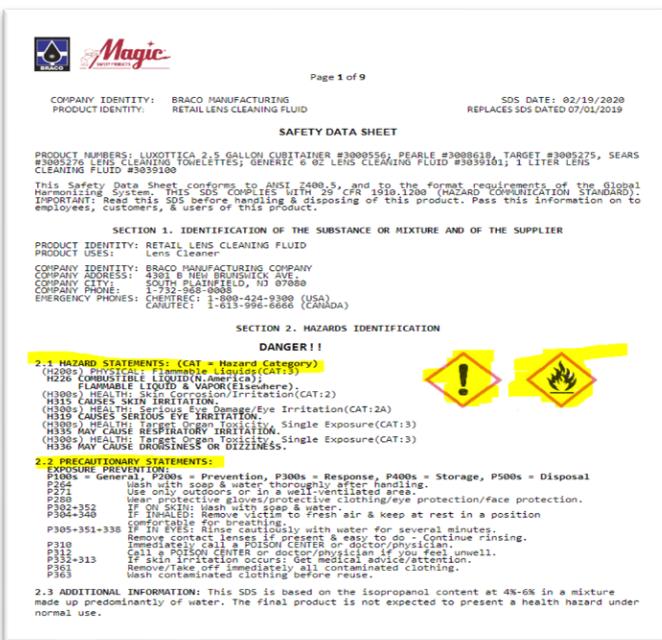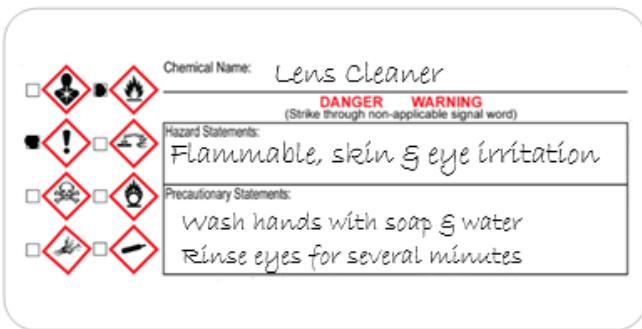
Review the Safety Data Sheet (SDS) for any chemical before labeling.

Look for the pictograms and precautionary/hazard statements on the SDS to complete the label.

NON-HAZARDOUS LABEL

If the SDS for the chemical shows no hazards, write the chemical name on the label:

It is important to know what to do if you have a regulatory inspection. This could be from the city, county, or state.

Prior to the inspection, the inspector should show you:

- Their ID and business card
- Present documentation with a reason for inspection

Please review all documents prior to the start of the inspection. It is okay to ask the inspector to have a seat while you review this document, reach out to your field leader, etc.

If your inspector requests to review information or documentation:

- They may see these as long as they are not protected by HIPAA
- They may not make any copies of documents
- Employee records must be requested from and approved by corporate
  - Ask them to send an email to retail safety outling a list of documents they are requesting

Once the inspection has completed:

1. Complete the store inspection report survey in CAMS
   - Luxottica EHS Department will provide any written responses to the inspector and provide specific instructions on any other follow up requested
   - Forward any inspection documents left with you to RetailSaftey@luxotticaretail.com
   - Post any required Workplace Complaint Notices or issued permits on the associate bulletin board as directed by the Inspector
2. Report the inspection to your operations manager
3. Resolve any needed action items

Email any questions to RETAILSAFETY@LUXOTTCARETAIL.COM

It is important to know how to report an injury should it occur in your practice. This is for both patients and team members. Your office may be supplied with a poster for the breakroom that will outline protocols and where to get non- emergency care.

All sites should maintain a first aid kit for minor injuries(paper cut, etc.). Should supplies run out, these can be restocked through Central Purchasing. Click HERE for a listing of common supplies.

All injuries will be reported via the Asset Protection App- Associate/Customer Injury Reporting tile. Note- if a patient needs immediate or severe care, call 911 immediately.

Fire Inspections
They are automatically added once a site gets added to Service Channel (visible through the Maintenance Portal). Once a site is added a new locations email is generated and sent from the system directly. Our team sets up the site vendors and adds the Fire Extinguisher inspections to the January list.
• If additional inspections are required, they are added as well.
• If you find an inspection has not been added, please submit a ticket through service channel.

City Inspections
These inspections will happen from time to time, and a bill will be sent. This should be sent to invoices@luxotticaretail.com for payment.

Business Licenses
All licenses and permits are handled through the Home Office. If any forms or notices are received concerning this, email Licenses@luxotticaretail.com.

Ensure these notices are sent as soon as possible, as any delay may result in expensive fines or penalties.

Invoices
Any invoices received after integration, email invoices_payables@teamvisionteam.com.

Questions
Email TVOps@teamvisionteam.com with questions on systems, training, or processes. You can also attend the weekly Office Hours for answers to your questions.

TeamVision

Eye care, together.