

Ciao! Optical Selling Guide



TABLE OF CONTENTS

How to Use this Guide	3
-----------------------------	---

SELLING

Active Orders List	5
Customer profile and history	6
Access customer profile	6
Create new customer profile	6
Customer profile and Rx	6
Update customer profile	6
View customer order history/AccuFit measurements	7
Sales: Creating orders	8
Select or enter Rx	8
DONTL List Maintenance	9
Complete pair	10
Frame only	10
Lenses only	10
Contacts	10
OD services	10
Sales and tendering	11
Editing an Order Suspended from the Tablet	11
Move order to the Tendering Application	11
Endless Aisle	12
Discounts	15
Coupons and promotions	15
Service reconciliation	15
Modify discount or line item	15
Tendering & collecting payment	16
Selling an accessory	19
Selling non-merch items	20
Canceling or editing a sale from tendering application	20
Dynamic currency conversion	21
Q & A	21
Top Tips	21
Processing DCC tender	22
Processing DCC returns	23
After tendering	24
Reprint receipt	24
Voids	24
After-the-fact discounts	25
Customer Notes & Transaction Notes	25

HOW TO USE THIS GUIDE

NEED HELP USING CIAO! OPTICAL? HERE IT IS!

WHAT	WHERE	HOW
Use this column to find WHAT you want to do.	Look here to learn WHERE to perform your task (i.e. which devices to use).	Get step-by-step instructions on HOW to complete each task by device. Plus, get 'need-to-know' information and tips here.

SELLING

ACTIVE ORDERS LIST

The Active Orders List is the main landing screen after you login. The Active Orders List displays your store's orders that are in progress and ready for tender. Orders will stay on the Active Orders List for 3 days.

Team Member View:

Customer's Name
Tip: Need to enter a second pair? Click the customer's name (it's a hyperlink) to access the customer's profile screen. It bypasses the search screen so you can quickly start building the second order!

Order Status
Tip: You can only tender orders in Ready status.
Tip: Insurance claims are sent at Ready status.

Order Type (e.g., Complete Pair, Lenses Only, etc.)

The pink box indicates an exchange or return.

Click to expand the order and see details.

Tip: Insurance details will display if applied to the order.

Order Status

Edit the order

Cancel (Delete)

Additional pages can be accessed here.

The Selling Team Member's Luxottica ID

Click the search icon to go to the Customer search screen

Click here to switch between Customer Order, LPA, Order Tracker, and Toolkit

SELLING

DESKTOP (IGEL) VIEW:

When you are ready to tender, select the box for the order(s).

TeamVision

Send	Type	Order Progress	Name	Business Date	Status	Associate Id
	F>L>M>C	Ciao Test	8/9/2018	In Progress		
	F>L>M>C	Ciao Test	8/9/2018	In Progress		
	CL	Ciao Test	8/9/2018	In Progress		
	F>L>M>C	Ciao Test	8/9/2018	In Progress		
	F>L>M>C	Ciao Test	8/9/2018	In Progress		
	CL	Ciao Test	8/9/2018	Ready	100050	
	D	Ciao Test	8/9/2018	Ready	100050	
	F>C	Ciao Test	8/9/2018	Ready	100050	
	F>L>M>C	Ciao Test	8/9/2018	Ready	100050	

Showing 1 to 9 of 14 entries

Previous 1 2 Next











Customer Order

Location 0011 100050 [\(Logout\)](#)







When the orders are selected, click here to move to the Tendering Application.

SELLING

CUSTOMER PROFILE AND HISTORY








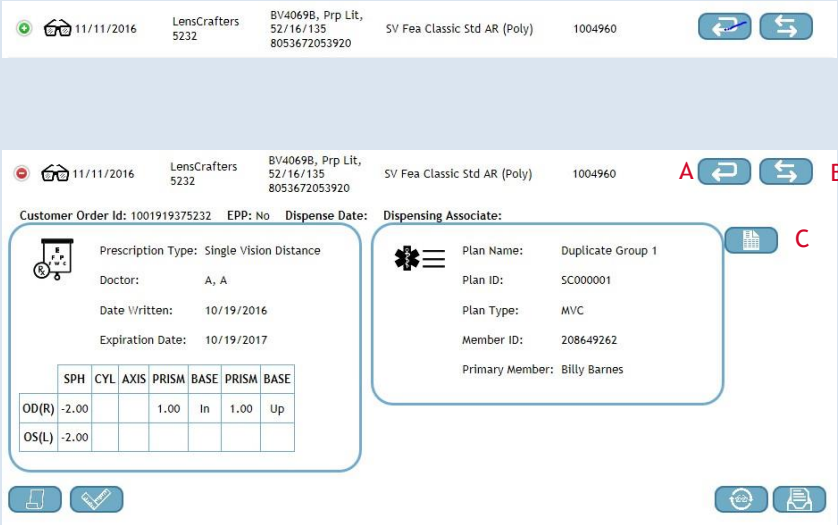
WHAT	WHERE	HOW
<p>Access a Customer's Profile</p> <p>Tip: There is an option to search by Receipt #. In Ciao! Optical, you have two numbers. The alphanumeric number at the bottom of the thermal receipt is the only Receipt # that you can search by. It's case sensitive. Once you are in a customer's Order History, you can use the Receipt # at the top of the thermal receipt.</p>	    	<ol style="list-style-type: none"> 1. Login to Customer Order. 2. Click the search icon  on Active Orders list. 3. Search for customer by email, phone number, name, zip code, date-of-birth, country/state or receipt number, and click . <p>Tip: scan the barcode on the bottom of Ciao! Optical receipts (not the receipt # at the top).</p> <ol style="list-style-type: none"> 4. Select customer on results list and click the checkmark icon . <p>Tip: On the desktop, use the blue 'back' button  (bottom left corner) to return to the main Tendering screen. This button does not take you back one page. To go back to the customer's profile, select the customer's name (top left corner) or to go to the Active Orders list, click the TeamVision logo (top right).</p>
<p>Create a New Customer Profile</p> <p>Tip: To add a family member, click  next to an existing customer's name.</p>		<p>To create a new customer file:</p> <ol style="list-style-type: none"> 1. From the Customer Search screen, click the Add Customer icon 2. Complete the Customer Details panel with the required fields. 3. Click checkmark to save details and return to the Customer Profile screen.

CUSTOMER PROFILE

WHAT	WHERE	HOW
<p>Update Customer Profile</p>	   	<ol style="list-style-type: none"> 1. Access a customer's profile. 2. Click Update Profile from the main profile screen . 3. Continue to the Customer Details page and make any updates to the customer's information. 4. Click checkmark  to save details and return to the Customer Profile screen.

SELLING

CUSTOMER PROFILE

WHAT	WHERE	HOW
View Customer Order History & Digital Optical Measurements	    	<ol style="list-style-type: none"> 1. Access a customer's profile. 2. Click Order History icon from main profile screen . 3. To view details for a specific order, expand by clicking .  <p>A . Return</p> <p>B . Exchange</p> <p>C . View and print the Vision Care Benefit Summary</p> <p>D . Reprint retail tray ticket</p> <p>E . Create duplicate order - this link creates a new order, copies the same information (product and measurements), and automatically pushed to the Active Orders List. You will have to edit and complete the order to tender.</p> <p>F . Review measurements</p> <p>G . Review receipt details - This link is for Ciao! Optical receipt details.</p>

SELLING

CREATING ORDERS

You must always select a prescription before you select an order type (when needed). After you select the order type, a prompt will appear asking if insurance needs to be applied.

1. Enter the RX or select a previously entered Rx.
2. Select an order type (e.g., complete pair, contacts, etc.); the icon will turn red.
3. Answer the 'Apply Insurance' question that appears in the bottom right of the screen:
 - ☒ Add insurance (insurance panel appears)
 - ☒ No insurance (routed to build the order)












A reset icon will appear. Click this anytime you want to start over.

The reset button will clear the order and appears in two different ways:













- When you click the customer's name anytime while building an order to return to their profile
- From the Active Orders List where you edit an order and land back at the customer's main profile screen

RX & ORDER TYPE

WHAT	WHERE	HOW
Select or Enter Rx Applies to: <ul style="list-style-type: none"> • Complete Pair • Lenses Only • Contact Lenses 	  	<ol style="list-style-type: none"> 1. Access a Customer's main Profile screen. 2. Select Rx History icon . 3. Either select existing valid Rx from list to use and click  OR click Add Rx  and complete Rx fields. <p>Tip: Make sure you select the correct prescription type for your order! The selected Rx will be highlighted in blue.</p> <p>Tip: If a doctor's name isn't on the drop-down list, click the Add Doctor icon  to add the Doctor to the Internal (OD from your practice) or External Doctor list.</p>
Select Order Type	 	Select an order type:



















SELLING

DOCTOR LIST MAINTENANCE

WHAT	WHERE	HOW
<p>To update an Active Doctor's profile information (i.e. address changes, new phone numbers etc.)</p> <p>Tip: Follow the steps to update a doctor's profile information if they have an address change or new phone number and move any duplicate doctor listings from Active to Non-Active.</p> <p>Tip: New stores/conversions will need to enter all Doctor profile information. The information is not pre-loaded.</p>	    	<ol style="list-style-type: none"> From the Customer Profile screen click the Rx History icon  Click the add Rx icon  Click the add Dr icon  Click the Search icon  Enter the Doctor's Last and First name fields and Click Search  <ol style="list-style-type: none"> Update fields as needed 
<p>To remove a Doctors profile from the Active list (i.e. duplicate listing, doctor retired):</p>		<p>Follow steps 1-5 from above (make sure that the Postal Code and Country fields are entered, they are required fields to proceed) and then:</p> <ol style="list-style-type: none"> From the Doctor profile page click No  <p>And click submit</p> <p>You can verify that the doctor has been moved to Inactive simply by returning to step 5 and selecting Inactive from the drop down menu and click search, the doctor should populate in the Inactive list!</p>




SELLING

SALES: CREATING ORDERS

WHAT	WHERE	WHAT YOU NEED TO KNOW
Completing the Order	    	<ol style="list-style-type: none"> Complete all steps of the order process. Each section of the progress bar will turn green when complete (except the Order Worksheet, it will remain blue) Select one of the finishing navigation buttons on the Order Completion panel. <ul style="list-style-type: none">  Suspend – to save an in progress order  Continue Shopping – to put the current order into Ready status and return to the customer’s profile to build another order  Complete Order – to send the order to the Active Orders List in Ready Status in preparation for Tendering.
Complete Pair 	    	Tip: Select Clear, Sun or Photo . The lens panel contains the most popular lenses. If the lens you want isn’t on the list, click Other and Continue for additional lenses.
Frame Only 		Tip: You can search by a frame’s brand and style number and place frame special orders here.
Lenses Only 		Tip: Select Clear, Sun or Photo . The lens panel contains the most popular lenses. If the lens you want isn’t on the list, click Other and Continue for additional lenses.
Contacts 		Tip: If your store doesn’t stock contacts, always enter the number of boxes in the Qty/Order field and leave zero in Qty/Stock field or your order will not be placed. Tip: Selecting Qty/Stock means you’re pulling from your on-hand inventory.
OD Services 		Tip: All OD Services are selectable from one screen: <ul style="list-style-type: none"> Services and/or Contact Lens Evaluations Add-ons ICD 10 Diagnosis Codes
Accessories		Tip: Create a sale for accessories so we can ensure product sold are attached to the OD associated with the Rx.

SELLING

SALES AND TENDERING

WHAT	WHERE	HOW
<p>Editing an Order Suspended From the Tablet</p> <p>Tip: All suspended orders will stay on the Active Orders List for three days. Contact SSS if orders remain longer.</p>		<p>Access the Tendering application from a desktop.</p> <p>Log into the main register screen.</p> <p>Click List Customer Orders (F1).</p> <p>Select the checkmark next to the customer's name on the Active Orders list you wish to edit and complete.</p> <p>Continue remaining steps of the order and click Complete Order from the Order Completion panel .</p> <p>Tip: The order should appear in Ready status on the Active Orders List. It is now ready to be tendered. Repeat these steps for all orders the customer is purchasing.</p> <p>6. Continue to Tendering An Order.</p>
<p>Move Order to the Tendering Application</p> <p>Tip: Transactions involving cash must be tendered at the main station, Register 1 (includes split tenders).</p>		<p>From the main register login in the Tendering screen, click List Customer Orders (F1).</p> <p>Make sure the order you wish to tender is in ready status.</p> <p>Tick the check box in the Send column to the left of the order type for that customer.</p> <p>Once you've selected all, click the Ciao! icon  to tender.</p> <p>Tip: If the customer is purchasing more than one item, you can select multiple orders for the same transaction.</p> <p>Tip: It may take several seconds for information to move to the Ciao! Tendering Application. Be patient. Don't back out of the Tendering Application or move to a different register. This causes errors, such as duplicate orders.</p>

SELLING


SALES AND TENDERING: ENDLESS AISLE

There is now an easier process to order frames that are not in your store or a “fresh” frame for customers that prefer not to purchase from your frame wall.

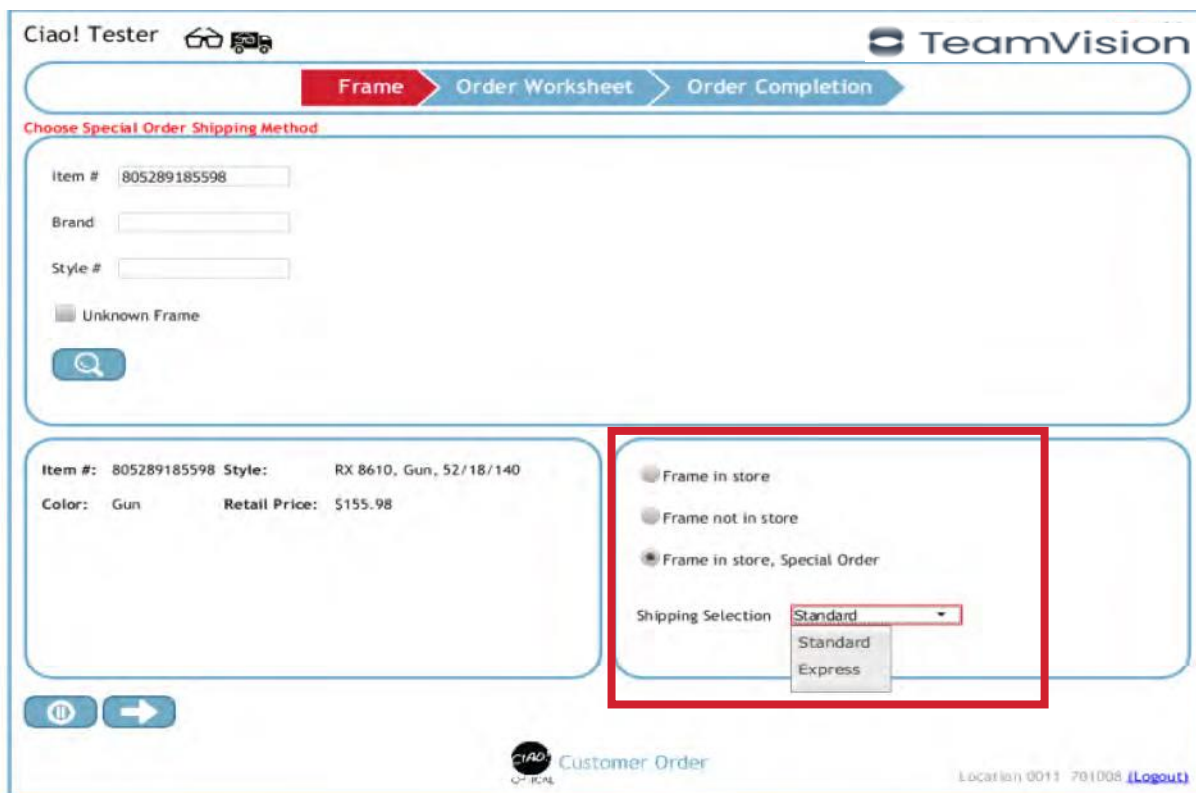
Frame Only orders:

After you enter the UPC/Item Number on the frame panel of Customer Order, you will choose one of the following:

- Frame in store
- Frame not in store
- Frame in store Special Order (for customers who prefer not to purchase from store stock)

The system will always default to ‘Frame in store’. When selecting ‘Frame not in store’ or ‘Frame in store-special order’, the system will do a quick check to see if the frame is available in the Distribution Center. Note: *The Special Order icon*  *will no longer be available. When choosing ‘Frame in store-special order’, you will select standard or express shipping and the special order will be placed automatically.*

Frame Only Path:



The screenshot displays the TeamVision Customer Order interface. At the top, the user is logged in as 'Ciao! Tester' and the 'TeamVision' logo is visible. A navigation bar shows three steps: 'Frame' (highlighted in red), 'Order Worksheet', and 'Order Completion'. Below this, a section titled 'Choose Special Order Shipping Method' contains input fields for 'Item #' (805289185598), 'Brand', and 'Style #', along with an 'Unknown Frame' checkbox and a search icon. A summary box on the left shows 'Item #: 805289185598', 'Style: RX 8610, Gun, 52/18/140', 'Color: Gun', and 'Retail Price: \$155.98'. On the right, a red box highlights the selection options: three radio buttons for 'Frame in store', 'Frame not in store', and 'Frame in store, Special Order' (which is selected), and a 'Shipping Selection' dropdown menu currently set to 'Standard' with 'Standard' and 'Express' as visible options. At the bottom, there are navigation buttons, a 'Customer Order' label with a 'Ciao! ICN' logo, and a 'Location: 0011 701005 (Logout)' link.

SELLING


SALES AND TENDERING: ENDLESS AISLE

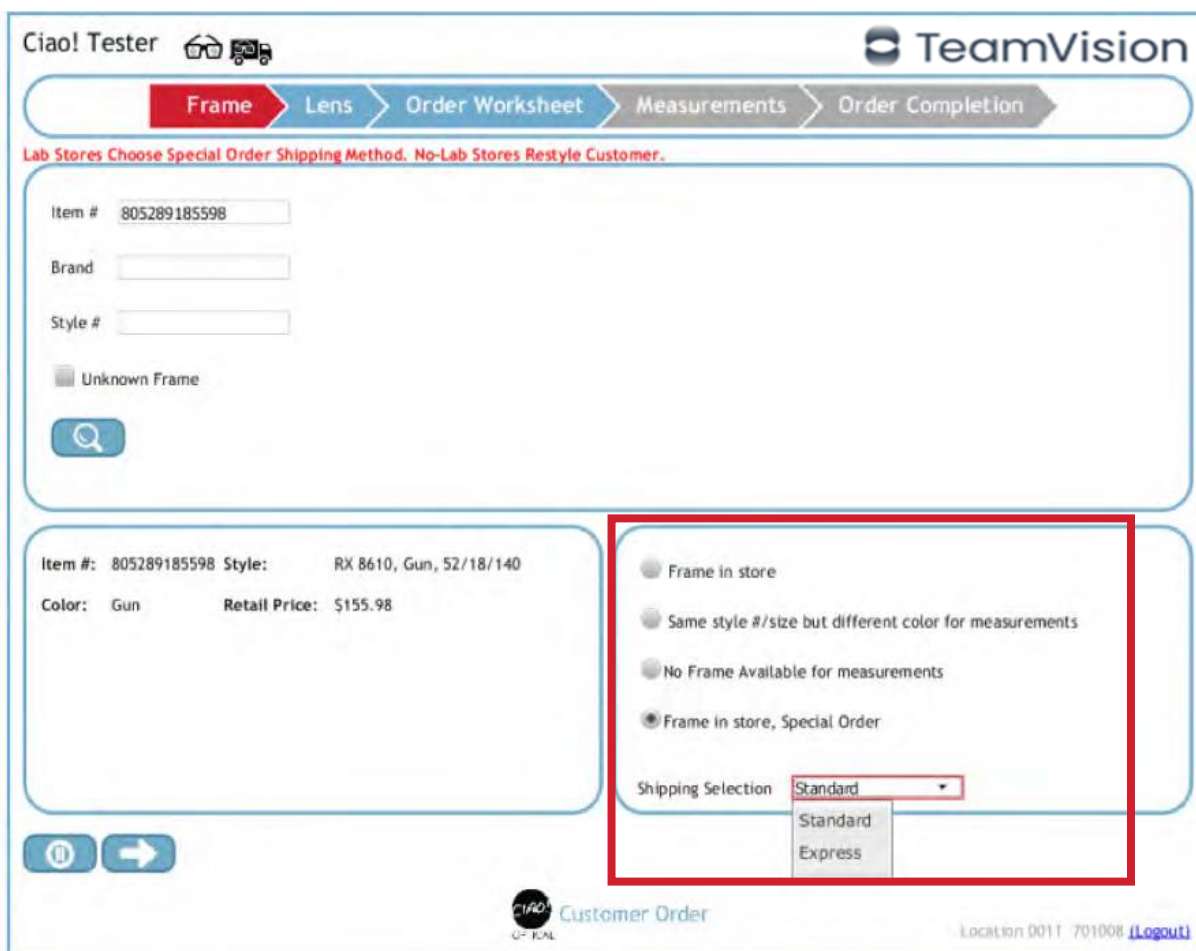
Complete Pair orders:

For complete pair orders, you will choose from the following options for the frame:

- Frame in store
- Same Style #/size but different color for measurements
- Frame in store-special order (Lab stores only)
- No frame available for measurements

You will need to select “Same style #/size but different color for measurements” when you have a frame in-store that you can use for taking digital measurements. If the frame isn’t available for measurements, select the ‘No Frame Available for measurements’ option. Note: The No Frame Available for Measurements option is only viable for orders with Single Vision prescriptions.

The system will always default to ‘Frame in store’. When selecting ‘Frame in store-special order’ (Lab stores only), ‘Same style #/size but different color for measurements’, or ‘No Frame Available for measurements’ the system will do a quick check to see if the frame is available in the Central Lab or Distribution Center. Note: *The Special Order icon*  *will no longer be available. When choosing ‘Frame in store-special order’, you will select standard or express shipping and the special order will be placed automatically.*



The screenshot shows the TeamVision software interface for a 'Ciao! Tester'. At the top, there's a navigation bar with icons for glasses and a truck, and the 'TeamVision' logo. Below this is a progress bar with five steps: 'Frame' (highlighted in red), 'Lens', 'Order Worksheet', 'Measurements', and 'Order Completion'. A red banner below the progress bar reads: 'Lab Stores Choose Special Order Shipping Method. No-Lab Stores Restyle Customer.'

The main form area is divided into two sections. The top section contains input fields for 'Item #' (805289185598), 'Brand', and 'Style #', along with an 'Unknown Frame' checkbox and a search icon. The bottom section displays order details: 'Item #: 805289185598 Style: RX 8610, Gun, 52/18/140', 'Color: Gun', and 'Retail Price: \$155.98'. To the right of these details is a red-bordered box containing four radio button options: 'Frame in store', 'Same style #/size but different color for measurements', 'No Frame Available for measurements', and 'Frame in store, Special Order' (which is selected). Below these options is a 'Shipping Selection' dropdown menu currently set to 'Standard', with a sub-menu showing 'Standard' and 'Express' options. At the bottom of the interface, there are icons for a printer and a right arrow, a 'Customer Order' logo, and a footer with 'Location 0011 701008 (Logout)'.

SELLING

SALES AND TENDERING: ENDLESS AISLE

If the frame is not available at the Central Lab or the Distribution Center, you will see the following error and you will need to restyle the customer.

Ciao! Tester

Frame

Lens

Order Worksheet

Frame not available. Please select a different frame.

Item #

If the frame is available at the Central Lab or the Distribution Center, you will continue to enter in the customer's order details. When you get to the Order Completion Panel, you will see a message confirming the order is Endless Aisle.

Order Completion

Endless Aisle Order: Frame Available.

The Order Details section of LPA also shows that an order is Endless Aisle when the frame is not available in the store at the time of the customer's purchase.

Feb 23, Test - 1001259700011

Complete Order

Breakage/Defects

Edit Processing Type

Edit Order Ticket

Change Lab

Product to Come

Next Day

Current Lab: Outside Processing - Central Lab - Central Lab Provides Frame Order Type:

Order Details: Endless Aisle Order

Note: For Rx Authentics or other third-party frames, Select 'Frame in store' and order with current process.



SELLING

SALES AND TENDERING: DEALS & DISCOUNTS

There are two types of discounts in Ciao! Optical – Deals and Discounts. Deals are applied in Customer Order and Discounts are applied in the Tendering Application. The difference is simply application location and logic.



Deals include systemic logic based on the order details to apply the best promotion. Ciao! Optical does the math for you directly on the Order Worksheet screen. Deals will auto-fire or be manually applied. This functionality allows you to compare any promotions (e.g. 10% Off Annual Supply of Contact Lenses) with insurance benefits and can be included on any quotes.

Discounts are applied the Tendering Application, right before tendering the order and collecting payment.

WHAT	WHERE	HOW
Adding a Deal: Tip: Use the Team Member Promotions Card on the tablet		<ol style="list-style-type: none"> 1. On Order Worksheet, the best qualifying everyday Deal (if any) will automatically apply. 2. To add a manual Deal, simple click the + sign and enter the promotion code found on the Team Member Promotions Card. 3. The Deal (if better) will apply.
Adding a Discount: Tip: Use the Team Member Promotions Card on the tablet		<ol style="list-style-type: none"> 4. From the tendering screen, click Add Discounts (F3). 5. Select Add Discount Code and click OK. 6. Enter Discount code and hit Enter. 7. For line item discounts, you will be prompted to select all lines the discount should be applied to. Click to select the appropriate lines with your mouse and click OK. 8. If prompted, have manager enter Login ID for approval.
Adding a Discount: Manager Discretion Codes Please see the chart on the next page regarding what codes to use during specific situations.		Tip: All Manager Discretion discount codes require manager approval. <ol style="list-style-type: none"> 1. From the tendering screen, click Add Discounts (F3). 2. Select Add Service Reconciliation Item Discount or Service Reconciliation Transaction Discount and hit Enter. 3. Apply discount amount or percent and hit Enter. 4. Select the line item you wish to apply the discount to and hit Enter. You may need to do this more than once for multiple lines or items.
Modify Discount or Line Item		While the order is in the Tendering Application: <ol style="list-style-type: none"> 1. Highlight either the discount line or line item. 2. Select F2 Change Item (all changes will apply to the line highlighted). 3. Click F4 Void to remove a discount. 4. Click F3 Change Item Tax to change tax exemption. 5. Click F5 Modify Discount to change discount applied. Tip: Don't void line items that pertain to the customer's order (e.g., EPP, Frames or any items selected in the Customer Order application). Tip: Changes made at tender will not transfer to the customer's profile. You must go back into Customer Order and edit the sale.

SELLING

SALES AND TENDERING

WHAT	WHERE	HOW
Tendering & Collecting Payment Tip: Our credit card processing is not integrated	 	When sale is ready (all discounts have been applied): <ol style="list-style-type: none">1. While in Tendering application, Click Tender (F12).2. Collect any HIPAA or Insurance signatures on the VeriFone.3. Select tender type from list and press Enter.4. Enter Tender amount and follow the prompts to complete transaction (customer signature on VeriFone may be required).5. If processing with card please process payment through Z11/Staxx device.6. Select receipt method.

SELLING

1.

2.

3.

Customer Order

Location 29002 290015 (Logout)

Bugs Bunny

Sales Order Id	Category	QTY	Item#	Description	Retail Price	Extended Price
10000608829002	Frame	1	679420888507	PR 0105 55 CONCEPTUAL, Trt Brn, Brn G P	\$310.00	\$310.00
Sub-Total:						\$310.00
Total:						\$310.00

Deal Code: +

Associate Sale

Customer Order

Location 29002 290015 (Logout)

0

Receipt

Xstore POS Information

Scan the barcode on the product to be sold.
If the barcode is missing or can't be read, the item number or UPC may be manually entered.

Select additional functions from the options available.

UPC

Scan or key UPC.
Press ENTER to tender.

Bugs Bunny

Salesperson: Luca Tait (29001)

Trans #	Qty	UPC	Unit Price	Ext Price
Order for Bugs Bunny				
Sub-Order 10000608829002				
Sub:	1	679420888507	\$310.00	\$310.00
		PR 0105 55 CONCEPTUAL, Trt Brn, Brn G P		
		Sub-Order 10000608829002 (Frame)		

Sub-Total

Tax \$27.51

Subtotal \$337.51

Amount Due \$337.51

Customer: Luca Tait (29001)

Change Item

Add Discount

Sub-Total

Register Option

Amount Due

Tax \$27.51

Subtotal \$337.51

Amount Due \$337.51

Tender

Enter

F1

F2

E

F3

E

F4

F5

E

F6

F7

E

F8

E

F9

F10

F11

F12

Step 1: Select an Order from the screen by checking the box to the right

Step 2: Click the Ciao! icon

Note:

Active orders remain in the system for 3 days.

Virtual Orders remain in the system for 60 days.

On this screen you would be able to

1. Enter a Deal Code
2. Check the box for an associate sale
3. Continue the transaction by clicking the Ciao! button

This is the main screen again from which you would hit F12 / Tender to continue.

Note: This is a good time to verify the price is correct.

SELLING

The screenshot shows the 'Sale Tender Options' screen. On the left, a list of tender options is displayed: 1. Credit/Debit no auth prompt, 2. Cash, 3. Check, 4. Care Credit, 5. Safety Tax, 6. Safety Tax, 7. Back to Sales, 8. Cancel Sale. A red circle highlights the first option, 'Credit/Debit no auth prompt'. On the right, a 'Bugs Bunny' sales summary is visible, showing a total amount due of \$137.51.

On this screen you will select one of the tender options.

1. For Credit/Debit remember that our system is not integrated and you will need to process the card through the Z-11/Staxx device. Instructions can be found in the Ops Manual.
2. For Cash, process like a normal transaction.
3. For Check, take down the name/routing#/account#/check#.
4. For Care Credit the customer can sign up online, which is a credit card setup through Synchrony and acceptance will depend on each location
5. For OSHA related safety glasses which we do not carry.

Types of Cards we accept:

1. Any type of Debit
2. Visa
3. Mastercard
4. AMEX
5. Discover

We do not accept any other cards.

The screenshot shows the 'Credit/Debit Card' entry screen. It has three main input fields: 1. 'Credit/Debit Card' with a red circle around the '1.' and the text 'Enter last 4 digits of the Card.'; 2. 'Credit Card' with a red circle around the '2.' and the text 'Enter expiration date.'; 3. 'Tender' with a red circle around the '3.' and the text 'Enter Debit Card amount.'.

On the next three screens, you will enter

1. The last 4 # of the Credit Card
2. The expiration date without any slashes
3. This will give you the option to split the transaction

The screenshot shows the 'Select a receipt method.' screen. It has a green header bar with the text 'State Complete'. Below the header, there is a large green area with the text 'Select a receipt method.' and a red circle around the 'Print' button.

The last part of every transaction will be to select how the customer would like to receive their receipt, either printed or emailed. If they would like both the option will come up once as selection has been made.



Now is when you would go to Z11/Staxx machine to complete the transaction if it with a card. **Note: See Operations User Manual for Staxx Guide on how to use external card processor.**

If not with card, complete with cash/check as outlined above and finish off with receipt selection.

NOTE: Amounts need to match between XStore and RevolutionEHR otherwise you will need to reconcile the books at the end of the night.


SELLING

SALES AND TENDERING

WHAT	WHERE	HOW
Selling an Accessory	 	<p>If UPC is available:</p> <ol style="list-style-type: none">1. From main register screen, scan or type UPC and hit Enter .2. Proceed to step 4. <p>If UPC is not available:</p> <ol style="list-style-type: none">1. From main register screen, click Find Item (F9).2. Click Item Matrix (F9) .3. Click through each category and item until you find the item you wish to purchase.4. Click Tender (F12).5. Select tender type from list and press Enter .6. Enter Tender amount.7. Collect required signatures.8. Select receipt method.

SELLING

SALES AND TENDERING

WHAT	WHERE	HOW
Selling Non-Merch Items (CL shipping charges, Gift Cards, etc.)		<ol style="list-style-type: none"> 1. From the main register screen, click Non-Merch List (F4) . 2. Select a Non-Merchandise Item from the list to add to the order and click OK. 3. Follow any additional prompts (e.g. amount due) to complete tendering.
Canceling or editing a sale from Tendering Application		<p>To make a change to an order that is in the process of being tendered:</p> <ol style="list-style-type: none"> 1. Capture any required signature or click Refused until the Tender Options menu appears. 2. For regular priced sales – click Back (Esc) to return to the main register screen 3. Click Cancel Sale <ol style="list-style-type: none"> a. Tip: Any vision care tenders that were voided will not be removed from the original order. However, any discounts applied will not save and will have to be reapplied. 4. You must log back into the Register Login screen. 5. Click F2 List Customer Orders and proceed to editing, deleting or reselecting the order from the Active Orders list to tender.

SELLING

NEW: DYNAMIC CURRENCY CONVERSION

Q: What is Dynamic Currency Conversion (DCC)?

A: It's a convenient service that offers international customers the choice of paying for their purchases in their home currency or USD. DCC is Available for Visa and MasterCard credit cards only.

Q: Where do I find DCC?

A: Dynamic Currency Conversion is built into Ciao! Optical and automatically prompts the customer to choose Yes or No when an international credit card is used during tendering.

Q: How are fees calculated and displayed?

A: All charges and fees are clearly displayed in USD and the customer's home currency. Of course, the customer's bank can convert the transactions afterwards, but the customer will not know the conversion rate and actual cost from the bank at the time of purchase. Using DCC offers complete transparency, as all elements of pricing are on the receipt so there are no surprises when the customer receives their credit card statement. Competitive exchange rate is derived from Reuters Wholesale Interbank. The total amount printed on the receipt is the exact amount that will appear on the customer's billing statement.

Q: What is the Team Member's Role in handling a DCC purchase?

A: If the customer asks about paying in another currency, it's your role to explain our DCC process. For example:

Customer: "Why should I pay in my currency?"

Team Member: "We provide this as a convenient service for our international customers who want to know their full cost (includes conversion and fee) at the time of purchase." You will pay a fee either way through us or your bank. We just tell you up front the exact cost.

Top DCC Tips:

When you tender a credit card sale, the VeriFone will automatically detect an international card and prompt the customer to:


- Charge payment in their home currency (i.e. Euros, Canadian dollars, etc.) by pressing yes.

OR

- Charge their payment in US dollars by pressing no.


SELLING

DYNAMIC CURRENCY CONVERSION

WHAT	WHERE	HOW
Processing DCC Tender		<ol style="list-style-type: none"> After all items are scanned or entered, press Tender (F12). Select Credit/Debit and press Ok (Enter), then have the customer swipe the credit card on the VeriFone device. The amount will automatically populate with the total transaction amount. Either hit Enter to pay the full amount or key in a different amount, if less than the total transaction and click Enter. If the VeriFone detects an international Credit Card enabled for DCC, you will automatically see this message: Capture customer currency selection on the tendering screen. The foreign currency won't display on the CIAO! screen, so direct the customer's attention to the VeriFone. Explain the choice to process the sale in their home currency based on the exchange rate shown, which includes a three percent conversion fee. If the customer chooses to pay in their home currency, they should press Yes on the VeriFone. If customer presses No, the transaction is completed in US Dollars. The customer will be prompted to sign the VeriFone screen and CIAO! Optical will display the message: Capture customer signature. Verify the signature on the back of the card matches the signature captured in the VeriFone. If the card is not signed, please ask for the customer's ID. Note the foreign currency will not display on the CIAO! Optical screen. The customer's receipt will show the amount charged in foreign currency. Receipts are printed with DCC verbiage shown here: <div style="display: flex; justify-content: space-around; margin-top: 10px;"> <div data-bbox="743 1234 1015 1543" data-label="Text"> <p>Please debit my account for the total amount of this transaction in the Transaction Currency shown above. I acknowledge I have a choice to pay in US Dollars and my currency choice is final. I have chosen not to use the Mastercard currency conversion process and agree that I will have no recourse against Mastercard concerning the conversion process or its disclosure.</p> <p>*The exchange rate used for this transaction is a wholesale interbank exchange rate plus an international currency selection fee. Rate Source: Reuters Currency Selection Fee: 3%</p> </div> <div data-bbox="1036 1234 1323 1543" data-label="Text"> <pre> 20500000300550 1 160.00 160.00 Subtotal 160.00 TAX 15.20 Total 175.20 MasterCard *****0004 \$175.20 USD Exchange Rate * 0.8810 Rate Includes 3% margin Transaction Currency EUR 154.35 Auth #: 0K3218 Transaction Type: Sale Entry Method: Swiped Auth Time: 2:08 PM </pre> </div> </div> <p>When the Customer accepts DCC, the receipt will show:</p> <ul style="list-style-type: none"> Itemized transactions in U.S. Dollars (same as today). Total amount in U.S. Dollars. Total amount in the currency of the customer's credit card. Daily exchange rate used to process the transaction. DCC margin (conversion fee) and source of exchange rate.






SELLING

DYNAMIC CURRENCY CONVERSION CONT .

WHAT	WHERE	HOW
Processing DCC Returns		<p>All returns of DCC sales will be refunded in the currency of the original transaction. The three percent fee will also be refunded.</p> <p>Tip: If the exchange rate changed from the original transaction date, the refund amount will vary. The refund will be processed at the current exchange rate at the time of refund.</p>


SELLING

AFTER TENDERING

WHAT	WHERE	HOW
Reprint Receipt	  	<p>Within the Tendering Application: Prior to reprinting a receipt, you'll need to gather the following information from the customer's order history in Customer Order:</p> <ul style="list-style-type: none"> • Customer's last name • Receipt # for sale (found in History) • Date of sale <ol style="list-style-type: none"> 1. Login to Back Office . 2. Select 4 Journal . 3. Select 1 Electronic Journal . 4. For Register #: Enter 1 for Start #: and your last Register number for End #: 5. Enter the correct date in the appropriate fields or the customer's last name . 6. Click Search . 7. Highlight the desired order . 8. Click F5 Reprint Receipt and finish by following the prompts to reprint the receipt. <p>Tips:</p> <ul style="list-style-type: none"> • Email receipts are not available after tender. • You can only reprint Ciao! Optical receipts from your own store with this method. <p>Within the Ciao! Optical Toolkit</p> <ol style="list-style-type: none"> 1. Click the Receipt Reprint icon. 2. Enter the phone number or the customer's first & last name as well as the postal code and click Search. 3. Select the customer whose receipt you want to reprint. 4. Select the date of the transaction. 5. Print the receipt.
Line Item Voids	 	<p>Tip: Once a sale is tendered, it can't be voided. The sale will have to be returned or exchanged.</p> <p>Before tendering, you can void certain items, such as a line item discount that was entered incorrectly, but you can't void a completed transaction.</p> <p>Tip: Don't void line items that pertain to the customer's order (e.g., EPP, Frames or any items selected in the Customer Order application). Changes made at tender won't transfer to the customer's profile.</p>



SELLING

AFTER TENDER FUNCTIONS CONT.

WHAT	WHERE	HOW
After-the-Fact Discounts		<ol style="list-style-type: none"> 1. Process as an Exchange. 2. Select ATF Price Adjustment from the drop down list of reason codes. 3. You will be routed to the Active Orders List. Select the order and proceed to tender. 4. Apply any discount from the original sale (they don't carry over) and then apply the new discount. 5. Process refund.

CUSTOMER NOTES AND TRANSACTION NOTES

The chart below explains the difference between the two types of notes and when to use each.

CUSTOMER NOTES		TRANSACTION NOTES	
	<ul style="list-style-type: none"> • Found in Customer Information area of Customer Order • Each note is saved in the Customer's profile with a date stamp • Since Customer Notes are attached to the Customer's profile, they can be easily viewed by any Store or Team Member. • Should be used for all Customer notes (preferences, etc) <p>Tip: If you think your note would be useful each time the customer visits a Store, it should go here.</p>		<ul style="list-style-type: none"> • Found in the Tendering Application • Each note is saved in the Electronic Journal in the transaction details for this sale only • Used to note sale-specific information (price adjustment reasons, Service Recon reason, etc), • Since Transaction Notes are entered in the Tendering Application, they are not attached to or viewable from the Customer's profile in Customer Order.

