

CONTACT LENS

Operations Guide

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QUICK ORDER GUIDE



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Revenue Contact Lens Orders

Trial Orders

On CL Price Card	In Ciao	Type of Lens	RX Type in Ciao	Pricing entry in Ciao	Ordering	Ordering
YES	YES	Standard CL (Ex. Acuvue Oasys)	Contacts SV/Multifocal/Mixed	Auto-priced based on lens selection	Auto-ordered through NOVG at tender	NOVG Portal
YES	NO	Specialty Ultra Multifocal Toric Proclear Multifocal Toric * Proclear Multifocal XR Proclear Toric XR Biofinity Toric XR Biofinity Multifocal Toric	Special Order (SO) SO Contacts Toric MF SO Contacts Toric MF SO Contacts MF SO Contacts Toric SV SO Contacts Toric SV SO Contacts Toric MF	Manually enter using CL Price Card	Email Order Form to the Retail Resolution Team (best option) Fax Order Form to RRT (alternate option)	NOVG Portal
YES	NO	NaturalVue/ Enhanced	Contacts Specialty	Manually enter using CL Price Card	OOGP Portal (Authorized sites only)	OOGP Portal
NO	NO	RGP, Scleral	Contacts Specialty	Manually enter using site-specific pricing	Call Manufacturer	Call Manufacturer

* **Proclear MF Toric** revenue orders: The Retail Resolution Team manually enters these orders, which are sent directly to CooperVision. They will not show up on the NOVG Portal. To check status, please contact the RRT directly (see Pg 2 for phone #).



Specialty Contact Lens Vendor Info

Vendor	Phone Number	Notes/Account Info
Retail Resolution Team (RTT)	833-467-4243 o Option 2 (product related questions) o Option 1 (contact lens) o Option 3 (product to come)	Email soft specialty orders to: contactlensorders@luxotticaretail.com To follow up on orders, please track in the NOVG portal. For Proclear MF Toric orders, use the phone number and prompts provided.
ABB	800-852-8089	
Art Optical	800-253-9364	228228-SITE T---
Essilor	800-366-3933	
X-Cel	800-241-9312	
Alden / B&L Specialty	800-253-3669	
Blanchard	800-367-4009	Account # = TVXXX
SpecialEyes	866-404-1060	
SynergEyes	877-733-2012	
Euclid*	800-477-9396	*Account setup by request only - Doctor certification needed
OOGP* (Natural Vue, VTI ONLY)	Online Portal	*Account setup by request only - Doctor certification needed
Paragon*	800-528-8279	* Doctor certification needed to order Paragon CRT lenses
Adventures in Color		Site to use legacy account and submit to TeamVision for reimbursement
AVT	303-384-1111	Site to use legacy account and submit to TeamVision for reimbursement

RGP & Scleral: For product availability from our partner vendors, please see TOOLKIT – DOCUMENTS – CONTACT LENS – SPECIALTY CONTACTS

- Orders are phoned in to the vendor using your TeamVision account number.
- Pricing listed on these sheets are “cost, not retail” and should be used for quoting purposes only
- When placing the order, ask for the total cost and charge 2.5x for retail
 - You can use your usual & customary fee (if you have established fees) if it exceeds 2.5x the cost of the lens

QUICK ORDER GUIDE

Special Order Contact Lens Rx Entry



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Source: Internal Rx
Ruezga, Sandra

	Sphere	Cylinder	Axis		diameter
OD(R)	-1.5	-0.75	90	Base Curve	14.5
OS(L)	-1	-1.25	90	Enter Value	8.7
				Enter Value	8.7
					14.5

Prescription Type: Contacts Specialty

Date Written: 2/22/2024

Expiration Date: 2/21/2025

Medically Required:

Active:

Doctor Recommendations: Other
Biofinity MF Toric

Collection/Color: SO Contacts Toric I

OD(R): +1.00
OS(L): +1.00

SO Contacts MF
SO Contacts Sphere
SO Contacts Toric MF
SO Contacts Toric MF
SO Contacts Toric SV

Buttons: ✓ ✗ ⚡ ⚡

Brand Name	MFR	BC	DIA
Proclear Multifocal XR	Cooper	8.4, 8.7	14.2
Biofinity Multifocal Toric	Cooper	8.7	14.5
Proclear Multifocal Toric	Cooper	8.4, 8.8	14.4
Ultra Multifocal for Astigmatism	B&L	8.6	14.5
Acuvue Oasys Max 1-Day MF for Astig	J&J	8.5	14.3
Biofinity Toric XR	Cooper	8.7	14.5
Proclear Toric XR	Cooper	8.4, 8.8	14.4

Contacts → Order Worksheet

Pack Size	Pack Price	Annual Supply	Qty/Store Stock	Qty/Order
OD SO Contacts Toric MF	6	189.99	0	2
OS SO Contacts Toric MF	6	189.99	0	2

Shipping Location: Ship To Store
Shipping Selection: Standard

QUICK ORDER GUIDE

Special Order Contact Lens Form & Tracking



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Specialty CL Orders are emailed to the Contact Lens Service Center (contactlensorders@luxotticaretail.com)

- The Service Center keys in the orders directly to NOVG, so please make sure all information is accurate
- They will email an order confirmation that contains a PO#.

Orders should show up in the NOVG portal within 24 hours

- To track these orders in the NOVG portal, enter the PO# in the ORDER NUMBER field.
- Please note: Patient names do not appear in the portal for Specialty CL Orders.

It is very important to continue to track these orders

For orders being shipped to the site (STS), best practices are as follows:

- Create a tray with the patient's name and date of order (visible).
- Tray should also include the emailed CL order sheet.

For orders that are shipping directly to the patient (DTP)

- Write the PO on the order form and keep in a folder for follow up.

To follow up on orders, please track in the NOVG portal or call/email the Retail Resolutions Team (aka Service Center)

- 833-467-4243
 - Option 2 (product related questions)
 - Option 1 (contact lens)
 - Option 3 (product to come)

Ciao Order History

Type	Business Date	Brand/Site	Frame / AFA	Lens	POS Transaction Id
	3/13/2024	29009		SO CLS - Sample	1019012

Customer Order Id: 10115068529009 EPP: No Dispense Date: N/A Dispensing Associate: N/A

CONTACT LENS ORDER FAX FORM

Only to be used for Contact Lens orders that cannot be placed in CIAO! OR select Trial lenses* not found on the Contact Lens Status Portal.

Please print clearly and complete all lines or your order will be delayed.

Email: contactlensorders@luxotticaretail.com (Best Option)
Fax to 1-513-492-5332 when completed. (Alternate Option)

SHIP TO STORE OR SHIP TO HOME

Overnight Delivery OR Standard Delivery

- NOTE: Customer's address needed for home delivery only.
- NOTE: No home delivery on Proclear Multifocal Toric
- NOTE: No home delivery on Trial lenses

Check here if Trial CL Order for:

*CooperVision - Proclear Multifocal Toric

Store Systems Support Ticket #: _____

Purchase Order Date: _____

Brand ID: (please identify your brand name + Store#)

*California stores please provide EE2K number

Process through NOVG/OOGP

LOC# _____ Pearle# _____ Target# _____ Luxury/Antoine Laoun# _____ TV _____

Store Fax #: _____ Store Email: _____

Customer's Last Name: _____ First Name: _____

Street address: _____

City: _____ State/Prov: _____ Zip: _____

Receipt #: **POS Transaction ID**
(from the customer receipt)

Sales Order/Receipt: **Customer Order ID**
(from today's Daily Transaction Report)

Product Name: _____ Circle RX or DX
(Please do not abbreviate; order must have the brand and type of contacts, for example: Proclear Multifocal Toric)

Circle package size: 1 2 3 4 6 12 24 30 90

Number of packs per eye: _____

RX / DX* Info	Sphere	Cylinder	Axs	Base Curve	Diameter	Color	Add power	Specify DOM or Non-DOM
OD (Right)								
OS (Left)								

Clear Multifocal Toric.

Date Ordered: _____

NOVG

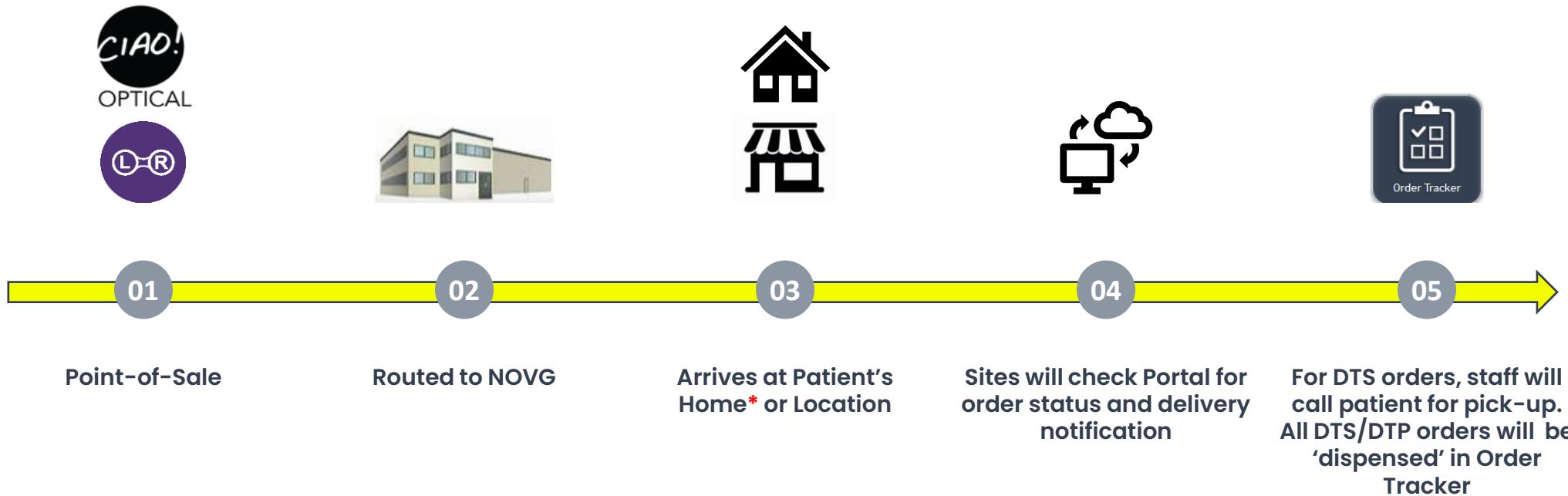
Nassau OOGP Vision Group



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NOVG provides fulfillment for disposable contact lens orders. When a contact lens order is tendered in Ciao! Optical, the order is routed to NOVG. The order will either be shipped direct to store (DTS) or direct to patient (DTP).



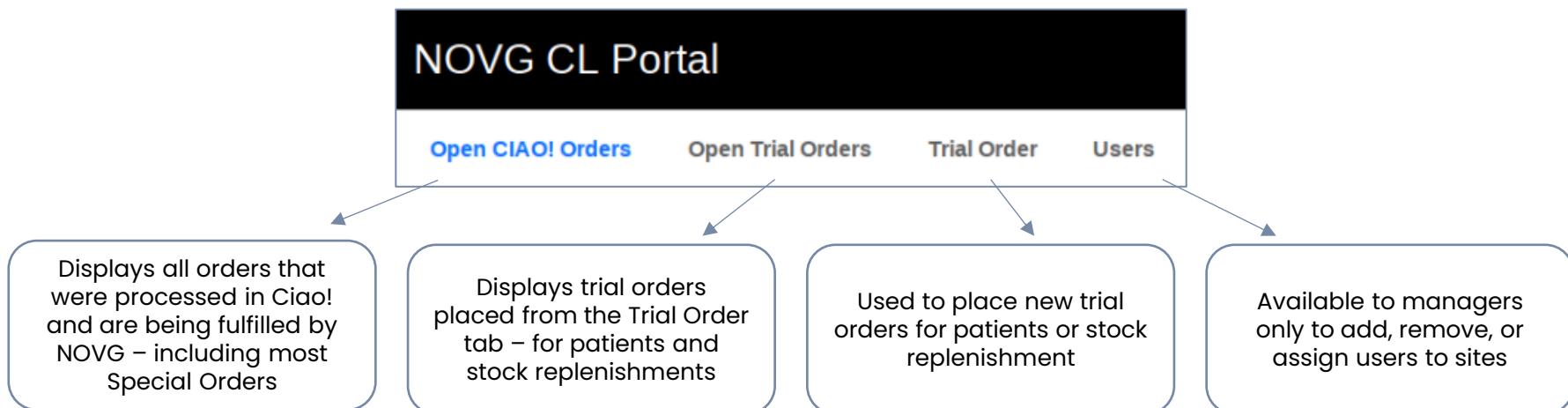
* Please note: Currently, we cannot ship revenue orders internationally



Log into NOVG using the icon in Toolkit. You can also access the portal on any Dell computer using the following URL <https://novgretail.mylensorder.com/>. Each user will sign in using their Luxottica ID and selected password.

Note: the password is separate from your Lux PW and will not update automatically.
For instructions on how to change/reset your password, or if logging in for the first time, [click here](#).

Once logged in, the portal will default to the “Open CIAO! Orders” page. All users will see three menu options – Open CIAO! Orders, Open Trial Orders, and Trial Order. Managers and Super Users will see a fourth option – “Users”.



MENU OPTIONS

Open CIAO! Orders



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Open CIAO! Orders page will display each order on a single line. For order details and line-item status updates (i.e., backorder dates), click on the blue icon to the left of the patient's name to expand the order.

- You can search for orders by patient name, order date, shipping method, Order Number (PO), or Transaction Number (Receipt #). When searching by patient name, you can type a partial name (i.e. Mar), and all applicable orders will display (Martin, Martinez, etc.).
- You can export the entire report or a filtered report to Excel.

Order Status definitions

ORDER LEVEL	
Status	What It Means
Booked	Sales Order created and sent to NOVG for order processing
Shipped	Label has been created, and tracking has been assigned
Closed	Order is complete through NOVG and invoiced
Cancelled	Order is cancelled

LINE-ITEM LEVEL	
Status	What It Means
Awaiting Shipping	Orders pending processing – being picked & packed
Shipped	Processed and with shipping carrier – tracking has been created
Cancelled	Order is cancelled
Backordered	Order will be delayed till product is available – estimated date should display

OPEN CIAO! ORDERS

Patient Name: Order Start Date: Order End Date: Shipping Method:

Order Number: Transaction Number: Order Type: Ship Date:

Name	Order Date	Transaction #	Order #	Total Order QTY	Type	Status	Ship Date	Tracking	Delivery Status
...	07/17/2025	102031492	4566085485	2	Ship To Store	ORDERED			
...	07/16/2025	102032893	4566033600	8	Ship To Store	ORDERED			
...	07/14/2025	102030108	4565932996	2	Ship To Store	CLOSED	07/15/2025	1ZV9971E0244117418	Processing at UPS Facility
...	07/14/2025	102028260	4565922697	2	Ship To Store	CLOSED	07/15/2025	1ZV9971E0244117418	Processing at UPS Facility
...	07/14/2025	102027603	4565918957	2	Ship To Store	ORDERED	07/15/2025		
...	07/12/2025	102026202	4565822008	4	Ship To Store	ORDERED	07/15/2025		
...	07/11/2025	102025283	4565799322	1	Ship To Store	CLOSED	07/14/2025	1ZV9971E0243994213	Delivered
...	07/10/2025	102023900	4565745737	2	Ship To Store	CLOSED	07/11/2025	1ZV9971E0243912668	Delivered
...	07/10/2025	102022321	4565735892	2	Ship To Patient	CLOSED	07/16/2025	9400150109746002382643	In Transit to Next Facility

Order Details

Tracking #: 9400150109746002382643 Shipping Address: 8468 California Ave, SOUTH GATE, CA, 90280
Carrier:

UPC	Product	Qty	OOGP Status	Availability
730822290678	PRECISION1 TOR 30P 8.5 +01.50-075X160 Clear	1	CLOSED	
730822301640	PRECISION1 TOR 30P 8.5 -01.00-125X020 Clear	1	CLOSED	
...	07/09/2025 102020335 4565684643 2	Ship To Store	CLOSED	07/10/2025 1ZV9971E0243848256 Delivered

Rows: Previous of 13 Next

MENU OPTIONS

Open Trial Orders



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The “Open Trial Orders” tab is used to check the status of all patient or fit set replenishment trial orders. You can search for orders using the fields below on top of the page (same search functionality as [Ciao! Open Orders](#)).

For more information regarding the order, click on the blue icon to the left of the patient’s name.

The screenshot shows the 'Open Trial Orders' page. At the top, there are tabs for 'Open CIAO! Orders', 'Open Trial Orders' (which is active and highlighted in blue), 'Trial Order', and 'Users'. To the right are 'My Cart' and a shopping cart icon. Below the tabs is a search bar with fields for 'Patient Name', 'Order Start Date', 'Order End Date', and 'Shipping Method', and buttons for 'SEARCH', 'RESET', and download/print icons. The main area is titled 'OPEN TRIAL ORDERS' and contains a table with columns: Name, Order Date, Order No., Total Order QTY, Status, Ship Date, Tracking, and Delivery Status. The first row of the table has a blue icon to its left, which is highlighted with a red box. The table data is as follows:

Name	Order Date	Order No.	Total Order QTY	Status	Ship Date	Tracking	Delivery Status
	12/22/2024	8101754	4	ORDERED			
	12/22/2024	8101725	6	ORDERED			
	12/19/2024	8099171	4	Shipped	12/20/2024	1ZV9971E0227952655	Departed from Facility
	12/19/2024	454753	2	Shipped	01/10/2022	1ZV9971E0341263460	
	12/19/2024	454753	2	Shipped	12/19/2024	1ZV9971E0341263460	Shipper created a label, UPS has not received the package yet.
	12/18/2024	84556	4	Shipped	12/19/2024	1ZV9971E0227843782	Delivered
	12/18/2024	8096975	4	Shipped	12/19/2024	1ZV9971E0227843746	Shipper created a label, UPS has not received the package yet.
	12/18/2024	8096440	4	Shipped	12/19/2024	1ZV9971E0227843782	Delivered
	12/18/2024	8096174	3	Shipped	12/20/2024	1ZV9971E0227952655	Departed from Facility
	12/17/2024	8094124	2	ORDERED			

At the bottom, there are buttons for 'Rows' (10, 20, 30), 'Previous', '1', 'of 15', 'Next', and a blue footer bar.

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Ordering Trials



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You will place trial contact lens orders in the “Trial Order” section of the portal.

Begin by choosing the order type, “Stock” or “Patient” – Your choice will apply to both Right and Left Eye. Note: the screen shown is typically used for patient orders.

If you are placing multiple orders for stock, use Grid Ordering. For sites with scanners, you can use [Upload](#) for faster ordering.

Clicking on “Patient” will open the Patient Name field. The patient’s name should be the same for both eyes – this is what groups the order together and determines the “ship set”. Do not use the patient field for non-patient orders.

Begin by selecting the “Style” from the dropdown. This will begin narrowing down the choices for “Brand”, “Type”, etc. Click “Copy To Left” (if applicable) and change the parameters.

To check the availability of the trial lens selected, click “Check Inventory”, then “Add To Cart” – You will need to do this for both the Right and Left eye.

The most recent cart add will appear at the top of the order list (bottom of screen).

To place another order, click “Reset” for both Right and Left eyes and begin entering.

When you are done, click
Review Cart → Proceed To Checkout → Submit

TRIAL ORDER

RIGHT EYE

Order Type: Patient

Patient Name: Test Patient

Upc Number:

Style: S - Spherical

Brand: Johnson & Johnson - Acu

Type: Oasys 1 Day Trial 5pk

Base Curve: 8.5

Sphere: -01.00

Cylinder: +00.00

Axis: 00

Add: 0.00

Color: Clear

Quantity: 1

Buttons: CHECK INVENTORY, COPY TO LEFT, ADD TO CART, RESET

Available to Ship

LEFT EYE

Order Type: Patient

Patient Name: Test Patient

Upc Number:

Style: S - Spherical

Brand: Johnson & Johnson - Acu

Type: Oasys 1 Day Trial 5pk

Base Curve: 8.5

Sphere: -01.00

Cylinder: +00.00

Axis: 00

Add: 0.00

Color: Clear

Quantity: 1

Buttons: CHECK INVENTORY, COPY TO RIGHT, ADD TO CART, RESET

Available to Ship

Upc Number	Item Description	Quantity	Patient Name	Availability
733905817465	Left Johnson & Johnson - Acuvue Oasys 1 Day Trial 5pk 8.5-1.00 Clear	1	TEST PATIENT	Available to Ship
733905817465	Right Johnson & Johnson - Acuvue Oasys 1 Day Trial 5pk 8.5-1.00 Clear	1	TEST PATIENT	Available to Ship

Rows: 10 20 30

Review Cart

MENU OPTIONS

Ordering Trials – Grid Ordering



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Grid Ordering is used to quickly place multiple stock trial contact lens orders. Start by clicking “Grid” and then select the Style, Brand, etc., of the lens that you want to order.

TRIAL ORDER

RIGHT EYE

GRID

GRID ORDER

Style

Choose...

B - Multifocal

S - Spherical

T - Toric

TB - Toric Multifocal

SPHERICAL

TORIC

MULTIFOCAL

Clicking in the box next to the power will automatically enter a quantity of “1”. To enter more than one, continue to click or delete the number and manually enter the desired quantity.

When you are done with that “Style”, click “Add To Order”. To place an order for another “Style”, start the process over (Trial Order > Grid > etc.).

From the **MY CART** screen, you can delete or change the quantity by clicking the arrows up or down. When done with all trial orders, click “Proceed to Checkout”.

MY CART

Upc Number	Item Description	Quantity	Patient Name	Availability
85956739057	CooperVision / OSI Proclear 1Day Trial 10PK 8.7-1.00 Clear	1	<input type="button" value="Delete"/>	Available to Ship
888956738814	CooperVision / OSI Proclear 1Day Trial 10PK 8.7 1.50 Clear	1	<input type="button" value="Delete"/>	Available to Ship
733905817465	Johnson & Johnson - Acuvue Oasys 1 Day Trial Spk 8.5-1.00 Clear	1	<input type="button" value="Delete"/>	Available to Ship
733905817373	Johnson & Johnson - Acuvue Oasys 1 Day Trial Spk 8.5-3.25 Clear	1	<input type="button" value="Delete"/>	Available to Ship
733905817434	Johnson & Johnson - Acuvue Oasys 1 Day Trial Spk 8.5-1.75 Clear	1	<input type="button" value="Delete"/>	Available to Ship
733905817656	Johnson & Johnson - Acuvue Oasys 1 Day Trial Spk 8.5 3.75 Clear	2	<input type="button" value="Delete"/>	Available to Ship

Rows 10 20 30

Proceed to Checkout

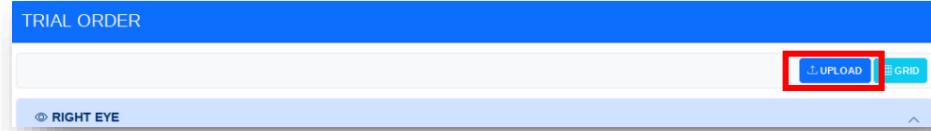
MENU OPTIONS

Ordering Trials – Upload



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For sites that were issued a scanner, you can place bulk trial contact lens orders quickly by scanning the UPC and using the "Upload" function in the Trial Order section.



1

Scan the top bar code on the trial contact lens blister pack.
Beep sound will indicate you have scanned the correct barcode.

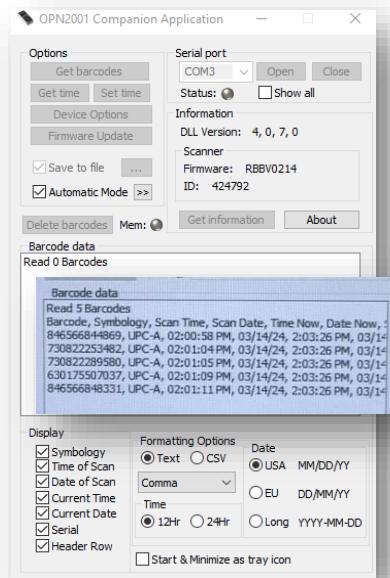
2

Open the scanner icon on your desktop.



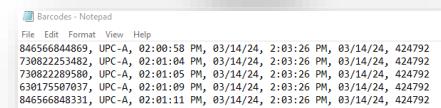
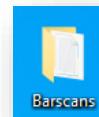
3

When the scanner icon opens, in the Barcode Data section, you will see the scanned UPC's appear and then clear stating "Read 0 Barcodes".
Exit scanner icon.



4

Open the Barcode folder saved on the desktop to make sure the UPC's transferred.



MENU OPTIONS

Ordering Trials – Upload



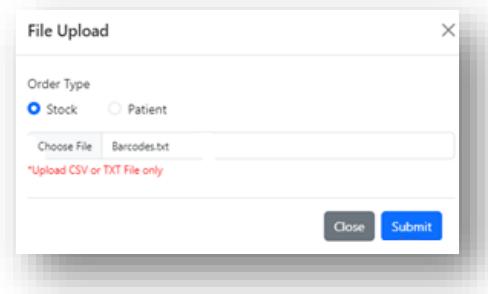
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5

From the NOVG Portal, click the “Trial Order” tab, then click “Upload”.

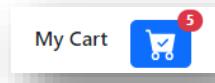
6

Click “Choose File”, select the “Barcodes” file, then click open. Click “Submit” and all trial contact lens UPC’s will be added into the cart.



7

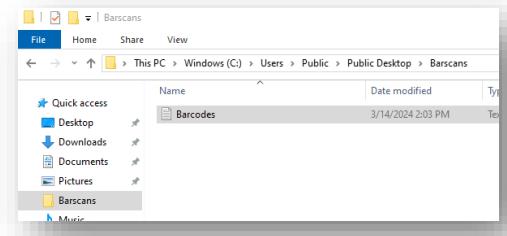
Click “My Cart”, “Proceed to Checkout”, then “Submit”.



8

Once the order has been submitted, go to your “Barscans” folder on your desktop and delete the Barcodes document you just uploaded.

It is very important to delete the Barcodes document after each order to avoid duplicate orders





Once you have been entered as a user in the portal, you will need to reset your password when logging in for the first time.

1

Access the NOVG
Portal via the Toolkit
icon



2

Enter your Luxottica
ID and the default
password

SIGN IN

Please enter your login and password!

Username
Your Luxottica ID

Password
@DMIN1234!

[Forgot password?](#)

3

- Enter the current or default password
- Enter New Password
- Confirm Password – *When entering your new password in this field, type VERY slowly (1 digit at a time)*
- Click Change Password

Follow required criteria:

12 – 20 Characters long, must contain special characters (only use !@#\$%&* _?), numbers, lower and upper letters only

CHANGE PASSWORD

Current Password

New Password
***** ⓘ

Your password must be 12-20 characters long, must contain special characters "!@#\$%&* _?", numbers, lower and upper letters only.

Medium You Need 1 more Characters,

Confirm Password

Note to new sites: When you log into the NOVG site for the first time on a computer, iGELs (Ciao! Optical computers) or Dell PCs, you may get an error, and you will not be able to access the site immediately – this is expected. A request to authorize the computer's IP address is initiated and, behind the scenes, the computer will be validated. Please wait 10 – 30 minutes to try logging in again. You will experience this on every computer the first time NOVG is accessed. If you are still having login issues after an hour from the initial try, please contact your Field Manager.



All users can reset their password by clicking FORGOT PASSWORD from the sign in screen on the portal.

- A box will pop up prompting you to enter your user ID.
- After entering, click SEND OTP (one time password). This will send a 6-digit code to the email address associated with the user's account.
- Manually enter the code to verify (do not copy/paste).
- User will reset their password by following the instructions from [First Time Login](#) (begin on Step 3).

SIGN IN
Please enter your login and password!

Username

Password *****

[Forgot password?](#)

Don't have an account? [SignUp](#)

Verify
Your code was sent to you via email

MENU OPTIONS

Users – Employee Profile

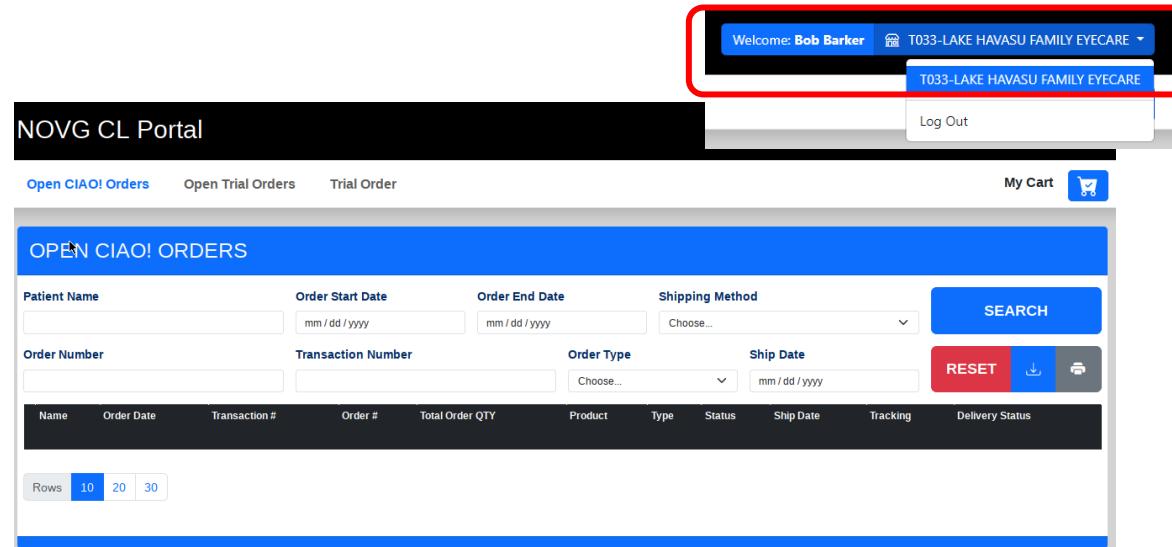


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Users that are assigned an “Employee” profile will automatically be logged into the site that they are assigned to. If assigned to multiple sites, the locations will appear in the dropdown.

Employees will not have access to the Users section – nor will it be visible on the Open Ciao! Orders screen.

If an employee needs access to another site – the manager of *that* site will need to add them. A Super User also has this capability.





Managers will see and have access to the **USERS tab**. Multi-site managers can select a site from the dropdown

Click the USERS tab to manage users. This will take you to the USER MAINTENANCE screen. This screen lists all users that have access to this site (including Super Users and SSS).

From this screen, you can view and edit the following user information

- Status (Deactivate/Activate)
- First Name, Last Name
- Email
- User ID – you **cannot** edit a User ID

To edit user information, search for the user using the search fields (top), then click the blue pencil button to the right.

To add or remove a team member (for selected site), click **Add/Edit User** (bottom right).

Remember, you can only add/edit for the sites you have access to.

The screenshot shows the NOVG CL Portal User Maintenance screen. At the top, there is a navigation bar with 'NOVG CL Portal' and a dropdown menu. The 'Users' tab is highlighted with a red box. In the top right corner, there is a welcome message: 'Welcome: Test Store Manager/Employee User' and a dropdown for 'T000-Test Store'. Below the navigation, there is a search bar and a table of user information. A modal dialog box is open, showing the 'Edit User' interface with fields for User Name, First Name, Last Name, and Email. The 'Stores' column in the main table is highlighted with a red box. At the bottom right of the main table, there is a 'Add/Edit User' button, which is also highlighted with a red box.

Remember – Managers can update for Employee users. If a Manager needs to edit their own profile (i.e., add a location) – they should contact their Regional or Market Manager to add locations to Managers.



All new users will be added from the ADD USER screen. To get to this screen after logging in, click the USER tab, then click ADD/EDIT USER – you will automatically default to the NEW tab.

Note: a new user is an employee that does not have an existing user login (not new to a site).

Fill out the required information

- User Name = Employee's Lux ID
- First Name
- Last Name
- Email = LuxID@teamvisionteam.com

Select the site and role for the new user, then click Add User. When you click the "Existing" tab, the new user will show up on the Assigned Users screen.

The screenshot shows the 'Add User' dialog box. At the top, there are two tabs: 'New' (which is selected and highlighted with a red box) and 'Existing'. The 'Information' section contains fields for 'User Name', 'First Name', 'Last Name', and 'Email'. The 'Role' section displays a table of stores with columns for 'Store Id', 'Name', and 'Role'. A dropdown menu is open for selecting a role, showing options: 'Select...', 'Employee', and 'Store Manager'. At the bottom right of the dialog box, there are 'Close' and 'Add user' buttons, with the 'Add user' button also highlighted with a red box.



The Existing tab has two sections – Available Users and Assigned Users. The **Available Users** section is a pool of ALL users that have a portal user account. **Assigned Users** are users that have access to the current store/site.

To remove a user from a site, find the user in the Assigned Users section and click the red icon to the right of the Role column. This will move them to the Available Users section – it will not delete their profile.

Accounts are not tied to employment status. Termined employees need to be manually removed / deactivated from NOVG portal by the Site Manager that the employee is affiliated with. A Super User (TVOps & Field Managers) can also deactivate users.

To add an existing user to a site, use the Search field in the Available Users section – begin typing the user's name and it will begin narrowing down potential users. This is the easiest way to find a user in this section, as it can be quite extensive.

Once you find the user, click the blue icon to move them to the Assigned Users section.

You can change the role (if needed) either before or after moving a user to the Assigned Users section.

The screenshot shows the Manager Profile interface with the 'Existing' tab selected. The interface is divided into two main sections: 'Available Users' and 'Assigned Users'.

Available Users: This section displays a list of users not associated with the current store. It includes columns for User Id, Name, Email, and Role. A 'Search' input field is available to filter users. A blue icon in the Role column of the first user row is highlighted with a red box, indicating it can be used to move the user to the Assigned Users section.

User Id	Name	Email	Role
900008	Bob Barker	keetahammer@live.com	Employee 
111111A	Keeta Hammer	keetahammer@gmail.com	Employee 
213123123	test test	test@test1221.com	Employee 
test	test test	test@test.com	Employee 
964158	MACAR SYLVIE	964158@teamvisionteam.com	Employee 
961094	KARAHALIS MICHAEL	961094@teamvisionteam.com	Employee 

Assigned Users: This section displays a list of users associated with the current store. It includes columns for User Id, Name, Email, and Role. A 'Search' input field is available to filter users. A red icon in the Role column of the first user row is highlighted with a red box, indicating it can be used to move the user back to the Available Users section.

User Id	Name	Email	Role
080808	vikas shah	vikas.shah@essilorusa.com	Employee 
jedraymond.gacis	Mon update Gacis	jedraymond.gacis@essilor.com	Store I 
888888	Test Store Manager/Employee User	TestStoremanage@email.com	Store I 
jedtestuser	jed Test gacis	jed.test.gacis@email.com	Store I 

MENU OPTIONS

Users – Super User



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A Super User has access to all TeamVision sites. They have Manager rights in addition to management of other Super Users.

- Only a Super User can deactivate another Super User.
- Only a Super User can add a location for a Manager.

Add User

New Existing Super User

Available Users

Users not associated as Super User.

Assigned Super Users

Users associated as Super User.

Search

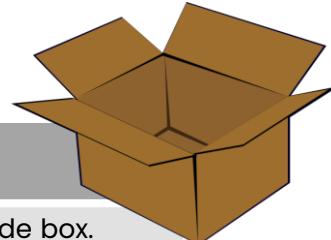
Search

User Id	Name	Email	Actions
021524	Elsa Test	elsa@test.com	
989898	Bob Barker	keetahammer@live.com	
111111A	Keeta Hammer	keetahammer@gmail.com	
test	test test	test@test.com	
964158	MACAR SYLVIE	964158@teamvisionteam.com	

User Id	Name	Email	Actions
000000	vikas shah	vikas.shah@essilorusa.com	
496810	Chris Tippens	ctippens@luxotticaretail.com	
950202	Sarah Menner	SBredest@labservices.luxottica.com	
467057	Meghan Cooper	mcooper@luxotticaretail.com	
aldricktest	test test	aldricktest@email.com	



Sites will get ONE box from NOVG that contains all arriving orders for the site for that day (there may be many bags inside the box). Patient orders going direct to their home will be in their own box.



Scenario	Source	In the Box?
Revenue Patient Orders – Direct to Site	Ciao! Optical	Yes, in its own individual bag inside box.
Patient Trial Orders	Portal and placed with no other product on it (Order Type: Patient , enter name)	Yes, in its own individual bag inside box. – If you don't place a name, it will go with any other stock trial orders. PUT A NAME!
Stock Trials (Diagnostics replenishment)	Portal and placed all together Order Type: <ul style="list-style-type: none">• Stock (name field will be greyed out)• Grid Orders• Scan Upload	Yes, in its own individual bag inside box <i>(basically one larger bag with all the trials for replenishment if applicable).</i>
Model Stock – Inventory Replenishment	Behind the scenes in our inventory systems based on site sales and consumption of on-hand inventory	No, arrives separately in a unique shipment – these will not be bagged; just inside the cardboard box for inventory.

Note: Orders to the store are consolidated in shipping.
The store may receive a backordered item with another order in the same shipment.

SHIPPING

Product Arrival



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DIRECT TO SITE/STORE (DTS)

Site Shipments will have a packing Slip in the bag with patient names. Use this to find the order in Order Tracker.



Large orders may have multiple bags and one slip – i.e. a dailies year supply order will have 4 bags for one patient but only 1 bag will have a slip.

Find the bag with the slip to confirm quantities. This will be important if you have multiple large orders for different patients.



For site shipments, you will get a summary slip for everything that is in the box.

Remember – for patient specific orders, put a name so it goes in its own individual bag. If not, it will be grouped with generic trial lens orders or other patient trial orders that may not have a name associated.



DIRECT TO PATIENT (DTP)

Patient orders will not arrive in a bag. The Packing slip will indicate Right (RT) & Left (LT)





ALL ORDERS MUST BE DISPENSED IN ORDER TRACKER – follow the current protocol.

Order Type	Dispense
Ship-to-Home	Leverage the Portal for a delivered status and then dispense accordingly in Order Tracker.
Ship-to-Site	Use the Packing Slip inside the bag to locate order in Order Tracker. Notify patient for pick-up and at pick-up, dispense in Order Tracker.

RESULTS 311											SEARCH BY CUSTOMER, ORDER NO., TRANSACTION NO., OR ORDER ID		
No.	Customer Name	Sales Order No.	Transaction No.	Order Date	Promised Date	New Promised Date	Status	Days Out	Sales Associate	Type		SEARCH	RESET
1	Grantz, Arthur	10045279629014	7001808	7/28/2023	Express		Shipped	59	Clark, C	PTC - Contacts			
2	Trzaskowski, Krystina	10045273029014	3000998	7/28/2023	Express		Shipped	59	Rabun, S	PTC - Contacts			
3	Ricciotti, Kevin	10045159429014	1011092	7/28/2023	8/2/2023 5:00 PM		Shipped	59	Clark, C	PTC - Contacts			

CUSTOMER DETAILS		PRODUCT TO COME DETAILS	
First Name	Krystina	Sales Order No.	10045273029014
Last Name	Trzaskowski	Transaction No.	3000998
Phone No. (Home)		Order Date/Time	soAssociate
Phone No. (Mobile)	310-591-0705	Qty	4
Phone No. (Business)		Source	Ciao
Email Address	ktr63@att.net	Status	Shipped
Preferred Method of Contact	Text	# of Days Out	59
		Type	PTC - Contacts
		Description	733905819858 - OAS1D 90S 8.5 143 VS01, -6.50 733905819995 - OAS1D 90S 8.5 143 VS01, -2.75
		Promised Date	Express
		Ship To	Home
		S.O. Placed By	Rabun, S
		Sales Associate	
		Tray Number	
		PRODUCT RECEIVED	

When the patient picks up at site or Portal shows delivered, it's important to properly DISPENSE (Product Received) order in Order Tracker. This indicates that the patient has the product.



Q. How long will the shipping process take?

	Patient Charge	Shipping Carrier	Est. Delivery Time
Standard	Included	UPS Ground (Site) USPS (Patient Shipments)	3-5 business days
Expedited	\$19.99 410000225332	UPS Next Day Saver (both)	Cutoff 3:30 PM EST for Direct to Customer Cutoff 1:00 pm EST for Direct to Store (ships out and delivered next available shipping day)

Q. Can we ship to a patient's P.O. Box?

A. Direct-To-Patient orders that ship via USPS (Standard shipping) can be delivered to a P.O. Box. Expedited shipments are sent via UPS, which does not ship to P.O. Boxes.

Q. Will the barcode on the packing slip work?

A. The barcode Trans # needs to be modified to locate the order in Order Tracker. It functions the same way that it does today. You must add your site number to the end of the number (T=29). For example, 10000102829077. The blue number is what you will get when you scan the barcode on the packing slip, you have to add the yellow portion to locate the order by transaction #. With all of that... it's easier to search by the name.

Q. What happens if patient doesn't receive order?

A. Check the portal and confirm delivery. Share with the patient the delivery information and ask them to connect with others that may have picked it up. If needed, you can place a new order just as you would today. You will need to discount in Ciao! Optical and write a note in the patient's profile.

Q. How fast will a Ciao! Optical order show in the portal?

A. It will function as it does today – as soon as NOVG gets the order, you should see it in the portal (often just a few hours later).

OOGP

NaturalVue Contact Lenses Only



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NATURALVUE ORDER PROCESS

Placing Orders



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All orders need to be processed in Ciao! Optical prior to ordering. Enter the CL Rx in Ciao! Optical and select "Contacts Specialty" as the Type. Tender as normal. The price for Natural Vue contact lenses can be found in the CL Price Card.



Log into OOGP using the icon in Toolkit. You will use your unique site login, which is also your password, that was provided to you at integration.

Note: OOGP should ONLY be used to order Natural Vue and Natural Vue Enhanced

To start a new order, click "Ship To Office" or "Direct-to-Patient Order".

For **Ship To Office** orders, your Site address will auto-populate based on your login. Verify Address and click "Use This Shipping". A cart will be created in the Active Cart section, click "Shop for this cart". When shipping to the site, you can add multiple patient orders to the same cart before checking out.

Start New Cart

Ship To Office Direct-to-Patient Order

South Gate Optometry 3329 Tweedy Blvd South Gate CA

Active Cart

Cart Reference: 8724469
South Gate Optometry
3329 Tweedy Blvd
South Gate, CA 90280
[change shipto >]

Specialty

Source: Internal Rx	OD(R): -1.00	Sphere:	Cylinder:	Axis:	Base Curve:	diameter: 14.2
Bass, Timothy	OS(L): -1.00					
Prescription Type: Contacts Specialty	OD(R): Add 1	OD(R): High				
Date Written: MM/DD/YYYY	OS(L): -					
Expiration Date: MM/DD/YYYY	OD(R): Collection/Color					
Medically Required: <input type="checkbox"/>	OS(L):					
Active: <input checked="" type="checkbox"/>	OD(R):					
Doctor Recommendations: Other	OS(L):					
SO Contacts MF SO Contacts Sphere SO Contacts Toric MF SO Contacts Toric MF SO Contacts Toric SV						

For **Direct-to-Patient Orders**, verify your Site address (it will auto-populate). Choose a prior patient address from the dropdown or Add a new patient, then click **Use This Shipping**. You will be taken directly to the order screen (no cart creation).

Start New Cart

Ship To Office Direct-to-Patient Order

FIRST, Select Office Location Placing Order.
South Gate Optometry 3329 Tweedy Blvd South Gate CA

SECOND, choose prior patient.
Jowata, Maya 3352 CRESCENT ST APT 11A ASTORIA NY

OR, Add new patient [Show Instructions]

First Name:
Last Name:
Address 1:
Address 2:
City:
State:
Zip:

NATURALVUE ORDER PROCESS

Placing Orders



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When placing the order for either shipping option, use the dropdowns to choose the Type, Manufacturer, and Lens.

- Note: If any other lens options are available in the dropdowns, please disregard – Natural Vue is the only lens ordered through this process. The “Patient” radio button will automatically be selected – “Stock” should never be selected as this is not site inventory.

Click “Start” to begin entering the patient’s prescription, Last Name, First Name, then click **Add to Cart**.

For Direct-to-Patient Orders, you will always “Continue to Checkout”.

For Ship To Office orders – if you’d like to add other orders, just begin choosing the Type from the dropdown (see below) and proceed until all orders are entered. When ready to place the order(s), click “Continue to Checkout”.

NATURALVUE ORDER PROCESS

Managing your Cart



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At checkout, review the order and confirm by clicking "Finished-Ok To Ship Order". To edit or delete the order, click "Edit". Make any necessary changes or, to delete, check the boxes under "Del." and then click "Update Cart".

Confirm Checkout

With the exception of direct to patient orders*, which must be sent separately, OOGP recommends consolidating orders for your convenience.

If you would like to add to this order at a later time, close this window now. Otherwise, verify content and click "Finished" below.

(*Only one direct-to-patient shipment per order. Please put stock product on a separate order.)

Cart Reference: 8724678

Item Description/Patient Names	Eye	Qty	Unit Pr.	Ext.	Del.
NaturalVue 1 Day 8.5/14.2 -01.00 Blue Visibility Tint 90pk	OS (Left)	1	41.39	41.39	
Patient Name: test					
NaturalVue 1 Day 8.5/14.2 -01.00 Blue Visibility Tint 90pk	OD (Right)	1	41.39	41.39	
Patient Name: test					

Lens Sub-Total: \$82.78
(price without any applicable discounts)

Shipping Cost: \$8.50

Order Total: \$91.28

Ship Via:
Est Arrival Thursday, Dec 26, 2024 \$8.50 (Account Default)
[change shipping]

Ship To: South Gate Optometry
3329 Tweedy Blvd
South Gate, CA 90280
[change shipto]

Bill To: Luxottica of America Inc.
4000 Luxottica Plaza
Mason, OH 45040

Comments & Special Instructions

Buttons: Edit | **Finished - Ok To Ship Order** | Purchase Order (optional) | Promo Code (optional) | Apply

To manage your cart and get back to your home ordering screen, click "Manage My Carts".

To continue adding orders to an existing cart, choose "Shop for this cart" in the "Active Cart" section. If the cart has pending orders, it will look like this:

View Cart **Manage My Carts** **Help?'**

duct Catalog **Buying Group** **Promotions** **Product Support** **Forms & Policies**

JULE & SHIPPING CARRIER DELAYS: Please see our Holiday Shipping Advisory for the latest information on delays and Nassau OOGP's holiday hours. Happy holidays! [More info.](#)

Please click [here for our Weekly BackOrder Report.](#)

Cart Manager [show instructions]

Active Cart

Cart Reference: 8724678
South Gate Optometry
3329 Tweedy Blvd
South Gate, CA 90280
[change shipto >>]

Shop for this cart.

Delete this cart VT02B04 -- NaturalVue 1 Day 1 41.39

Saved Carts
No saved carts at this time.

Start New Cart

Ship To Office Direct-to-Patient Order

NATURALVUE ORDER PROCESS

Tracking Orders



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To track orders, click My Account in the top menu bar and select “Open Office Orders” or “Open Patient Orders” from the Open Orders section. After selecting, you will see your orders to the right with statuses. Click on the order number for additional information.

You can also check the status of orders by emailing Sales Support at salessupport@essilorusa.com.

The screenshot shows the OOOGP.com Back Office interface. At the top, there is a navigation bar with links: Welcome, Jux000009, [log out], My Account (highlighted with a red box), Product Catalog, Buying Group, Promotions, Product Support, and Forms & Policies. Below the navigation bar, the page title is "OOOGP.com Back Office". On the left, there is a sidebar with links: "NEW! Pay your OOOGP balance by Credit Card (opens new tab)" (highlighted with a red box), "Open orders (7)" (highlighted with a red box and an arrow), "Open Office Orders (2)", "Open Patient Orders (5)", "Upcoming renewal orders (33)", and "Returns". The "Open orders (7)" link is the primary focus. On the right, there is a "SEARCH SUMMARY" section with fields for Date Range, Patient Name, Order Type, and Price Range, along with a "[Reset Search]" button. Below this is a "Filter by office" dropdown set to "Complete List" with a "[CSV]" button next to it. The main content area displays a table of orders:

Order Date	Order #	Online Conf.	Type	Total	Status	Track #	Track Date	Track Info
12/20/24	0050209662	22383242	Office	\$627.92	OPEN			
12/19/24	0050204962	22378580	Office	\$10.50	OPEN			

NATURALVUE ORDER PROCESS

Returns



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To initiate a return, login to OOGP and click "My Account". From the "Returns" section, choose your site address from the dropdown and click "Request Return". It is very important to choose the correct address. Choosing the incorrect address may cause the return to be delayed and/or rejected.

Welcome, lux000009. [\[log out \]](#)

My Account **Product Catalog**

OOGP.com Back Office

NEW! Pay your OOGP balance by [Credit Card](#) (opens new tab)

Open orders (7)
Open Office Orders (2)
Open Patient Orders (5)

Upcoming renewal orders (33)

Returns

Choose location:
3329 Tweedy Blvd South Gate

The RMA REQUEST FORM will automatically populate the Customer Name and RMA Number. Fill in the remaining fields with the appropriate information below.

Type of Return: **Contacts**

Description of Return: **List the UPC of each box separated by commas**

Total box count: **Total boxes being returned**

Reason: **Choose the appropriate reason from the dropdown**

Email Address: **Enter your TeamVision site email address**

[Click here for an important announcement regarding our Returns process.](#) [Return Policy](#)

Customer Name:

RMA Number:

Type of Return:

Description of Return
(If listing separate items, please use a comma after each item. Do not use '&' in listing items)
123456789101, 789101112131

Total unit/box count *:

Reason:

Email Address *:

Please select one of the options below *
 I give permission for the Returns Department to discard non-returnable product.
 Please ship non-returnable product back to my office (customer is responsible for ground shipping charge).

To confirm that your product is returnable, please [click here](#) for Return Policy.

NATURALVUE ORDER PROCESS

Returns



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After all information is filled out, click "Submit Return Request". The following window will pop up asking is you want a prepaid shipping label, click "No". You will use EasyShip to print a label.

An email will be sent that includes the RMA (Return Form) and instructions to return your Natural Vue contact lenses.

