

EYE-RULER 2 EXPERTS HUDDLES



Click the Links bellow to go directly to the huddle:

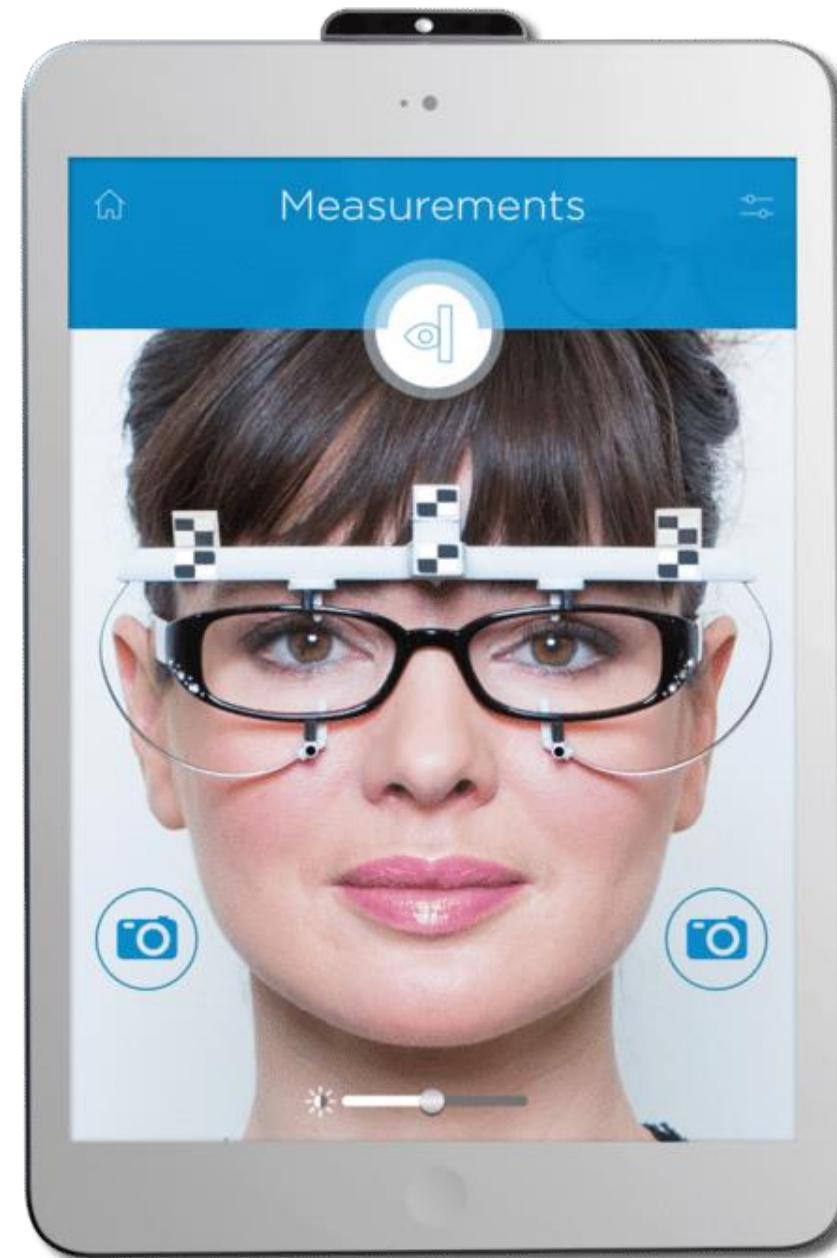
[Huddle 1](#)

[Huddle 2](#)

[Huddle 3](#)

[Huddle 4](#)

EYE-RULER 2 EXPERTS HUDDLE



WHAT IS THE EYE-RULER 2 EXPERT PROGRAM



Brand Adoption

- Training & Beliefs
- Systems Execution
- Patient Experience



Development Opportunity

- Optical Expert
- Develop your skills
- Leader in your market

WHO ARE THE EYE-RULER 2 EXPERTS

Field Leader	Expert & Location	
Christina	Tori Dunn (PM)	T053
Evie	Uma Datt (LO+PM)	T003
Brett	Orchid & Zulma (PM)	T001
Wendy	Mike (LO) & April Bowman (PM)	T059
Nicole	Michael Stephens Davis (APM)	T046
Audra	Renee Vaughn (O)	T033
Amanda	Gaby Villalobos (PM)	T009
Alix	Megan Bragg (TL)	T021
Michelle	Sara Funk (PM)	T102
Nick	Carrie Koscielski (O)	T103
Carla	Morganne Melcher (O)	T085
Kara	Briana (TL)	T065

YOUR EXPECTATIONS

What do you hope to take away from participating in the **ER2 Expert Program?**



REPORTING

Inspect what you expect!

- Currently at 17% completion
 - 10% increase in June
- Filter out the team members that do not sell eyewear
 - Manual tracker?
- Reporting as of Wednesday July 10th
- Confirm completion of all 4 lessons

TMV Eye-Ruler 2 TSAT Report 7/10/24			
Data			
Store / Employee	Average of Eye-Ruler 2 for Ciao! Measurements in	Average of Eye-Ruler 2 for Ciao!:	
00T001	18%	9%	
00T002	0%	0%	
00T003	0%	0%	
00T004	0%	0%	
00T006	7%	7%	
00T007	0%	0%	
00T008	0%	0%	
00T009	0%	0%	
00T010	25%	0%	
00T011	0%	0%	
00T012	25%	13%	
00T013	15%	10%	
00T014	29%	14%	
00T015	0%	0%	
00T016	0%	0%	
00T018	0%	0%	
00T019	0%	0%	
00T020	20%	20%	
00T021	6%	6%	
00T022	0%	0%	
00T023	22%	22%	
00T024	14%	0%	
00T025	50%	0%	
00T027	14%	14%	
00T028	0%	0%	
00T029	33%	17%	

Overall completion percent = approx. 50-60% is a realistic

REPORTING

Above 50%		30-50% Completion		Below 30%					Club Zero													
T069	100%	T055	60%	T135	46%	T085	38%	T014	29%	T092	25%	T067	19%	T033	12%	T096	6%	T002	T031	T068	T087	T114
T079	100%	T057	60%	T041	43%	T089	38%	T058	29%	T119	25%	T102	18%	T001	11%	T065	5%	T004	T036	T071	T088	T117
T083	100%	T061	55%	T042	42%	FIELD	38%	T025	25%	T023	22%	T074	17%	T013	11%	T116	5%	T008	T038	T072	T093	T128
T091	100%	T048	50%	T076	42%	T039	35%	T037	25%	T115	22%	T138	15%	T063	11%	T021	4%	T009	T040	T073	T095	T129
T043	95%	T082	50%	T118	41%	T029	33%	T045	25%	T053	22%	T027	14%	T101	9%	T028	3%	T011	T049	T077	T100	T133
T136	67%	T137	50%	T047	40%	T046	33%	T050	25%	T044	21%	T060	14%	T035	8%	T007	2%	T015	T062	T081	T103	T134
T120	61%		T054	40%	T051	33%	T052	25%	T070	21%	T107	14%	T127	8%	T018	2%	T016	T064	T084	T104	T139	
			T059	38%	T112	33%	T075	25%	T020	20%	T003	13%	T006	7%	T019	2%	T022	T066	T086	T108	T140	
					T078	25%	T012	19%	T010	13%	T024	7%	T030	2%	* T141-T143 will train hands on					T144		

RTFT

Report Date: 07/15/2024

	Prior Week			MTD			P4W			YTD		
	Return/ Remake Usage	Return/ Remake Units	Return/ Remake Units % of Total Retail Units	Return/ Remake Usage	Return/ Remake Units	Return/ Remake Units % of Total Retail Units	Return/ Remake Usage	Return/ Remake Units	Return/ Remake Units % of Total Retail Units	Return/ Remake Usage	Return/ Remake Units	Return/ Remake Units % of Total Retail Units
Total Remakes (less EPP)	851	728	10.65%	1,477	1,273	10.52%	3,179	2,765	10.87%	24,712	21,607	11.61%
AddingProt.Plan	34	34	0.50%	64	63	0.52%	145	144	0.57%	1,158	1,153	0.62%
Contact Lens Exchange	25	23	0.34%	41	38	0.31%	109	104	0.41%	665	645	0.35%
Damage Replacement	10	10	0.15%	22	22	0.18%	47	47	0.18%	382	381	0.20%
Defective Product	11	9	0.13%	13	11	0.09%	24	20	0.08%	137	126	0.07%
Dr Rx Change	131	131	1.92%	227	227	1.88%	496	495	1.95%	3,661	3,656	1.97%
Frame Flaw	8	8	0.12%	13	13	0.11%	33	33	0.13%	324	318	0.17%
Lens Flaw	33	33	0.48%	57	57	0.47%	100	100	0.39%	868	861	0.46%
Lens Not Made to Order	13	13	0.19%	25	25	0.21%	59	59	0.23%	482	480	0.26%
Order Cancelled (Not Available/Out of Range)	83	73	1.07%	119	108	0.89%	238	223	0.88%	1,740	1,649	0.89%
Payment Correction (Tender/Insurance)	153	63	0.92%	275	123	1.02%	593	275	1.08%	4,812	2,370	1.27%
Price Value	6	4	0.06%	15	12	0.10%	46	33	0.13%	437	298	0.16%
RemovingProt.Plan	6	0	0.00%	18	0	0.00%	32	0	0.00%	217	0	0.00%
Restyle Frame (Fit/Look)	66	66	0.97%	103	103	0.85%	209	209	0.82%	1,713	1,706	0.92%
Restyle Lens (Type/Material)	82	81	1.19%	154	153	1.26%	350	349	1.37%	2,504	2,492	1.34%
Retail-Service/Quality-MultipleRemakes	11	5	0.07%	14	7	0.06%	24	15	0.06%	143	122	0.07%
Retail-Service/Quality-Rx/Acuity	18	18	0.26%	27	26	0.21%	50	49	0.19%	485	474	0.25%
Rx Entry/Measurements Correction	85	85	1.24%	164	164	1.35%	363	363	1.43%	3,275	3,268	1.76%
Service or Product Dissatisfaction	53	49	0.72%	78	73	0.60%	156	148	0.58%	1,114	1,035	0.56%
Service Promise Delay (Late Order)	13	13	0.19%	30	30	0.25%	56	52	0.20%	264	250	0.13%
Total:	851	728	10.65%	1,477	1,273	10.52%	3,179	2,765	10.87%	24,712	21,607	11.61%

WHATS HOLDING US BACK

- Confidence
- Perception of time...
- Belief systems; is it accurate?
- Lack of understanding how the patient will benefit
- Don't have a fit sensor!



TIPS & TRICKS

Verbiage:

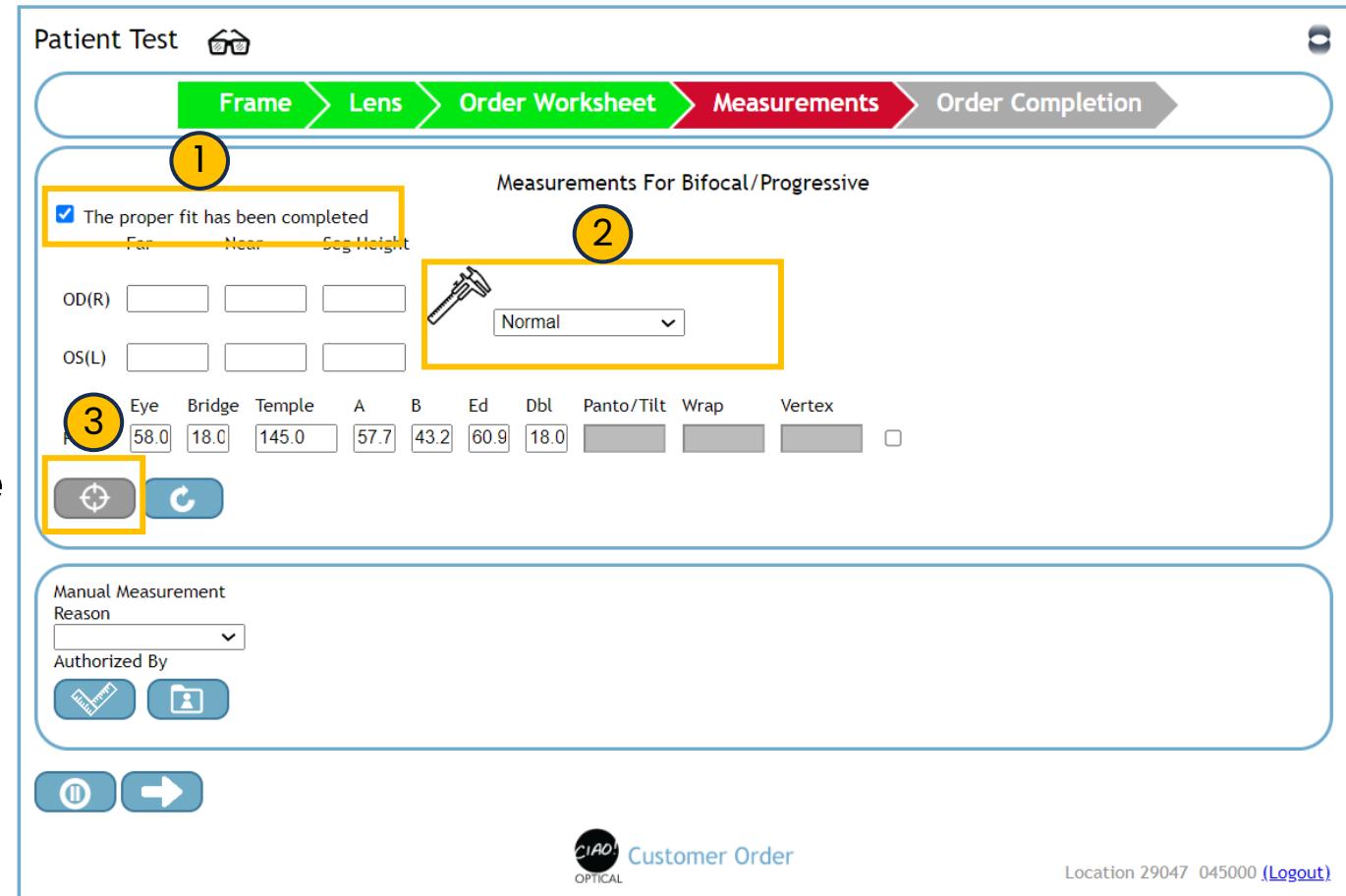
- “I’m going to take some personalized measurements that will allow us to customize your lenses providing you with the clearest vision. **This will take 5 min or less.**”
- “.....If needed, we may take a second set of manual measurements.”



TIPS & TRICKS

Capture: iPad Only

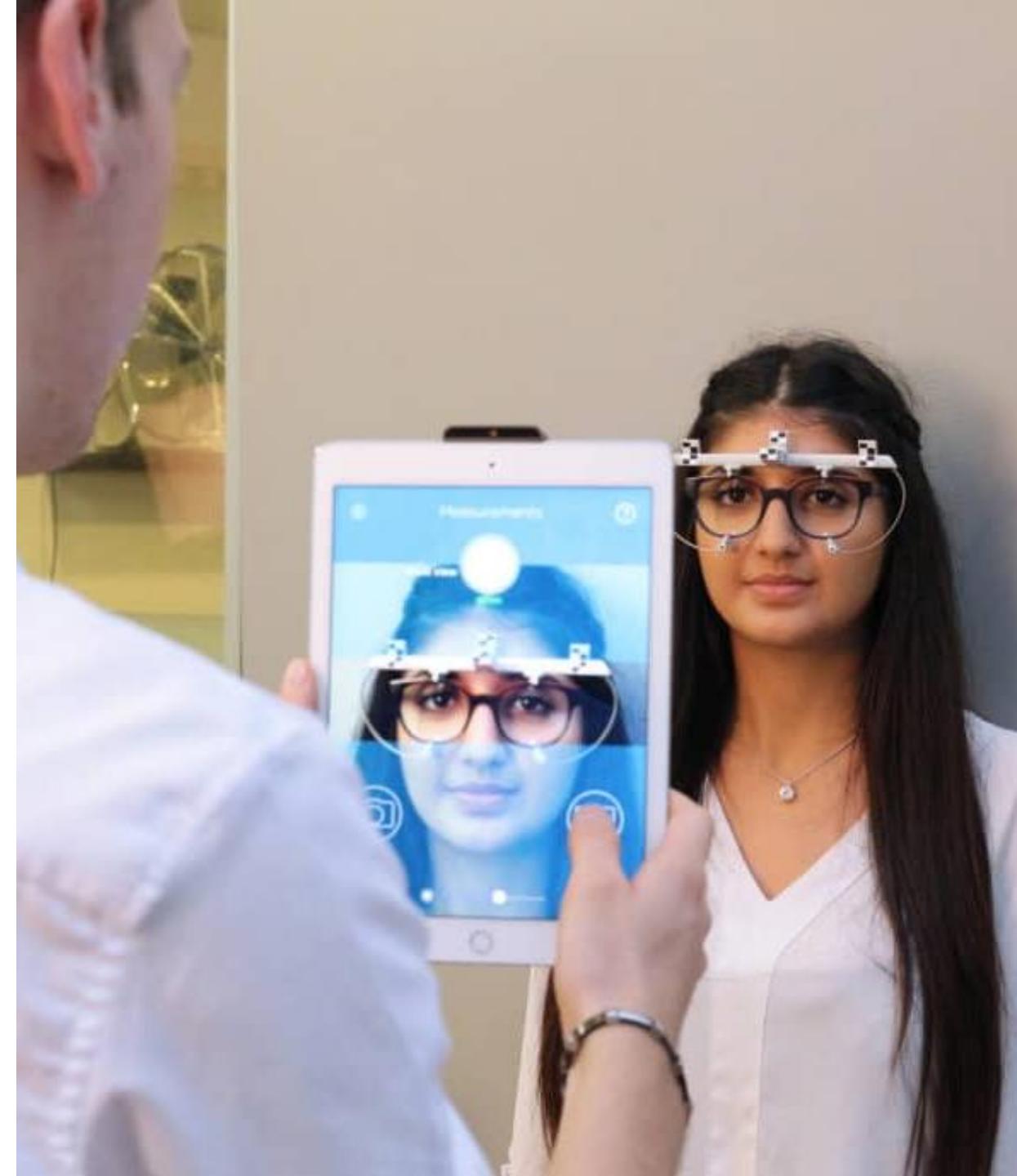
- Launch through **Ciao!**
- Select **frame thickness** prior to hitting the launch target
- Once thickness has been selected, the **target** will turn blue & Eye-Ruler 2 will launch
- If going to desktop, go to **order completion screen** to pause order so it saves your measurements



TIPS & TRICKS

Capture:

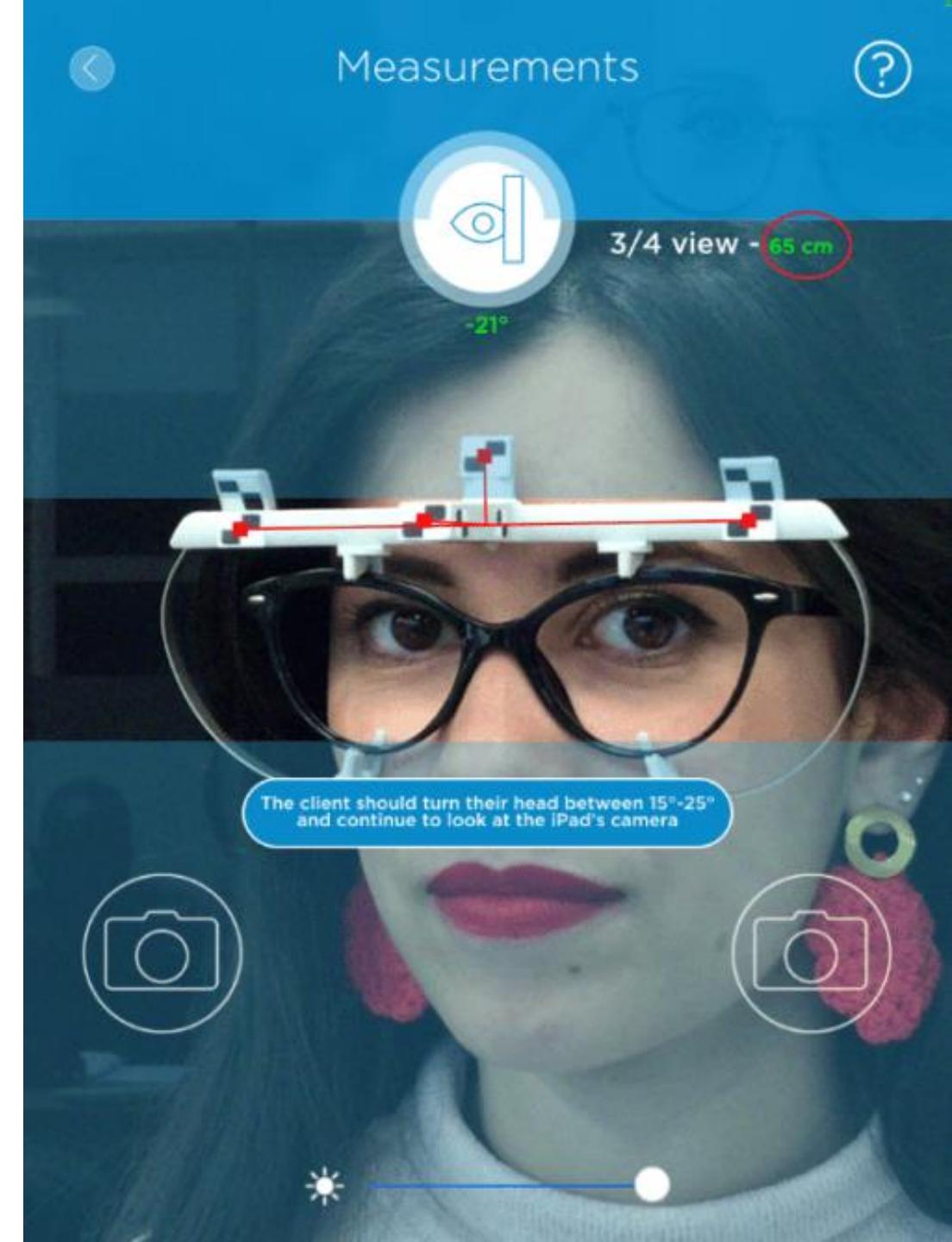
- Observe **natural gaze** (posture) while they are shopping
 - Head high, low, tilts to the right
- **Pre-Fit frames** (esp. nose pads)
- **Stand** to capture image



TIPS & TRICKS

Review:

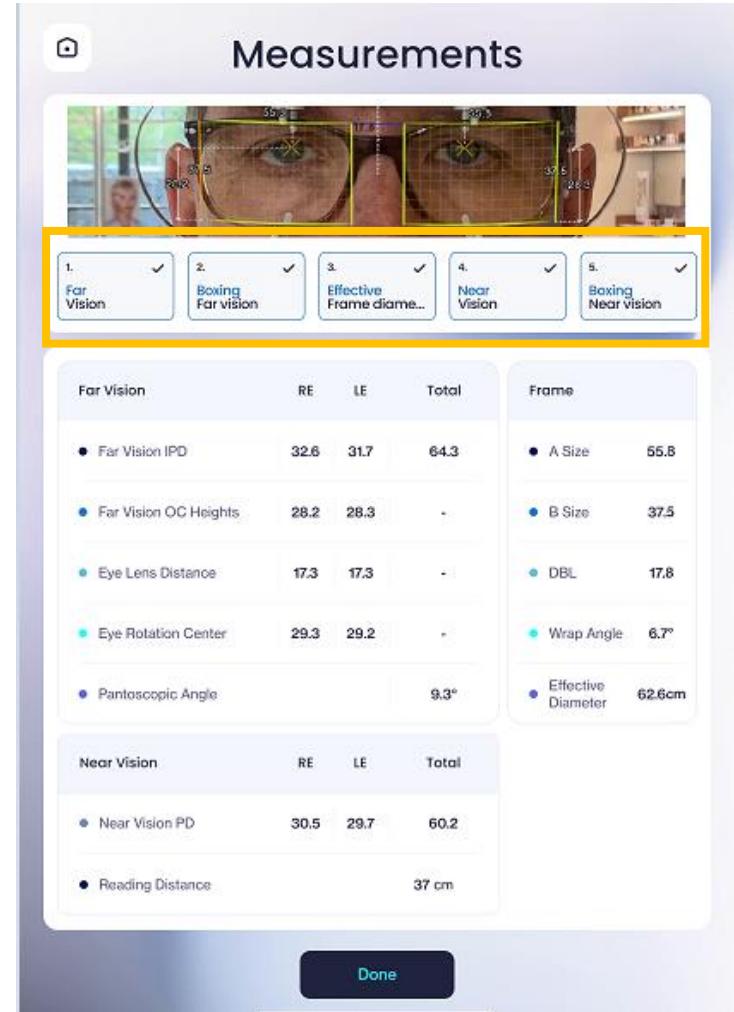
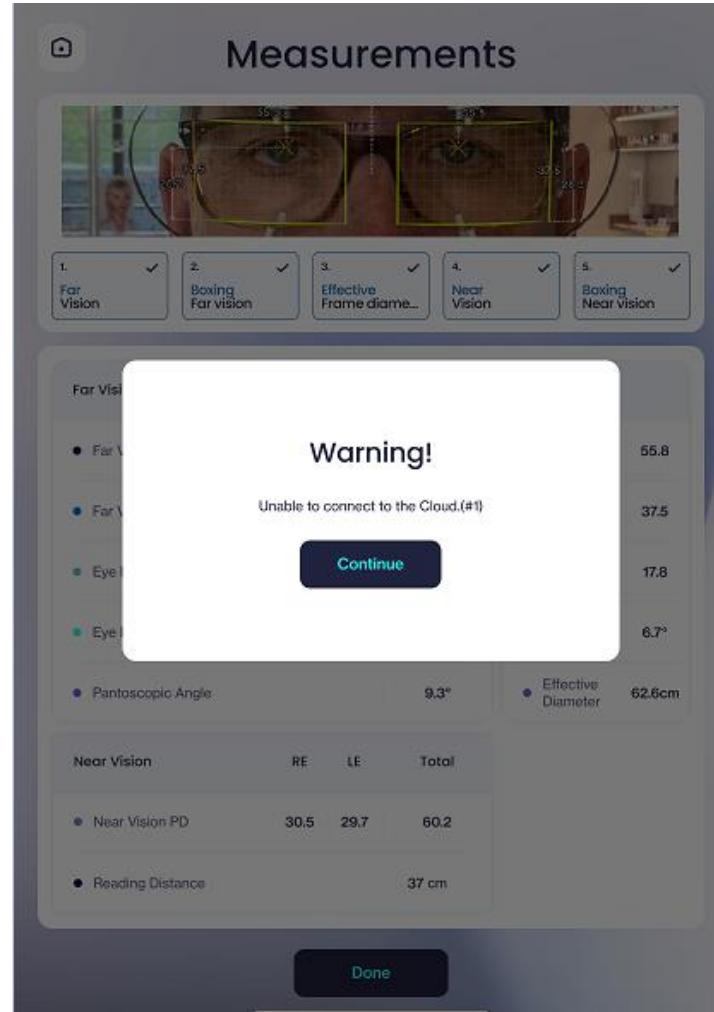
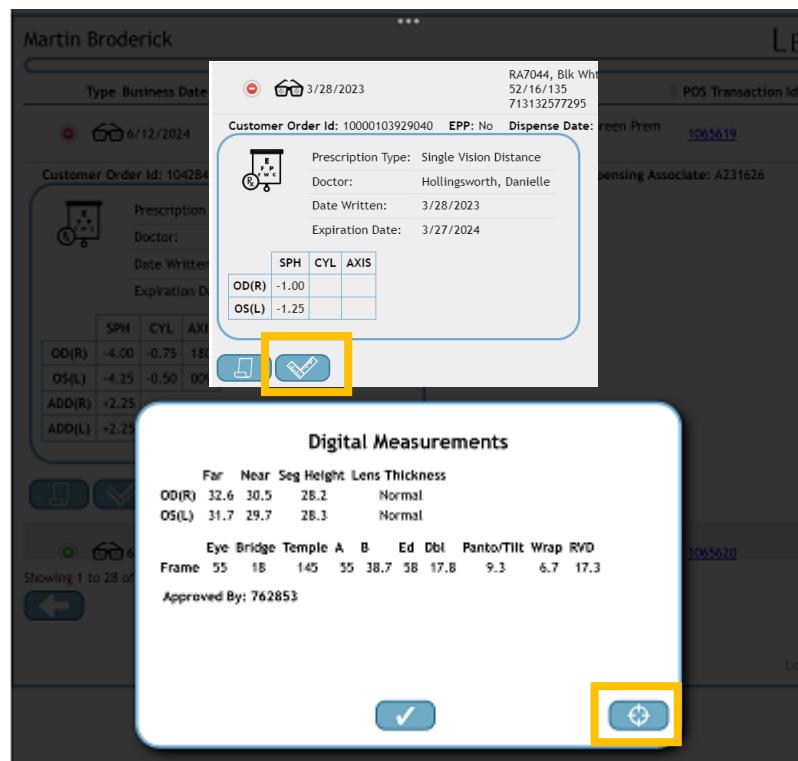
- Review image through **Ciao!** not the app
- The app is good for general review, but does not share the patient's name
- App could be used to measure movement in the office



REVIEW IN CIAO!

For tendered transactions:

- Must view on iPad
- Expand **Order History** > Select **Measurements** > **Launch Target** > select **Open** and you can see additional details



NEXT STEPS

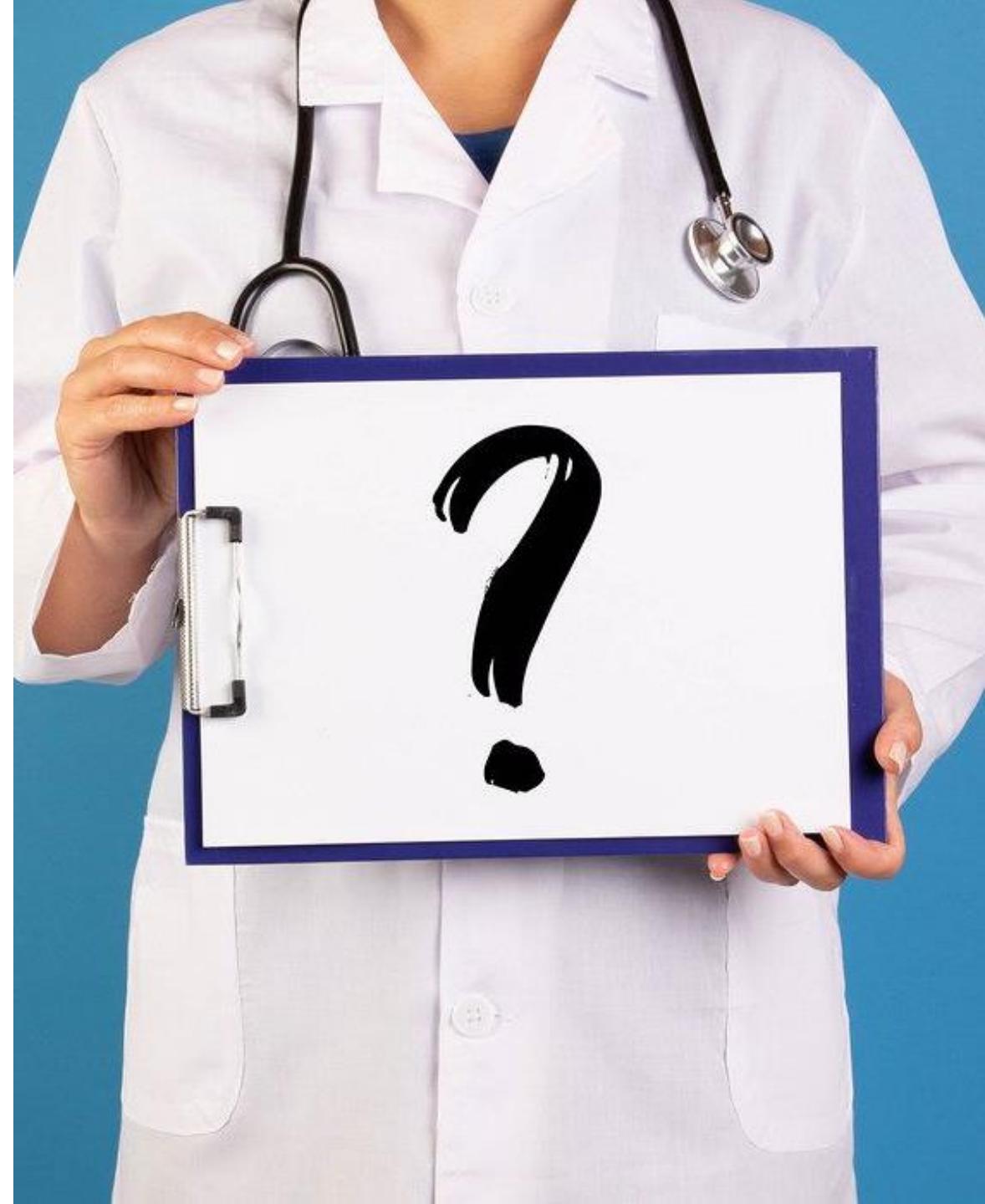
1. Review **reporting** with your region
2. Confirm sites have **Eye-Ruler sensor** (CP #3053422)
3. Challenge **Club Zero** sites
4. If App not working, ask sites to open a **ticket**
5. Share your tips & tricks
6. Become the **expert!**
7. Utilize **Toolkit** documents

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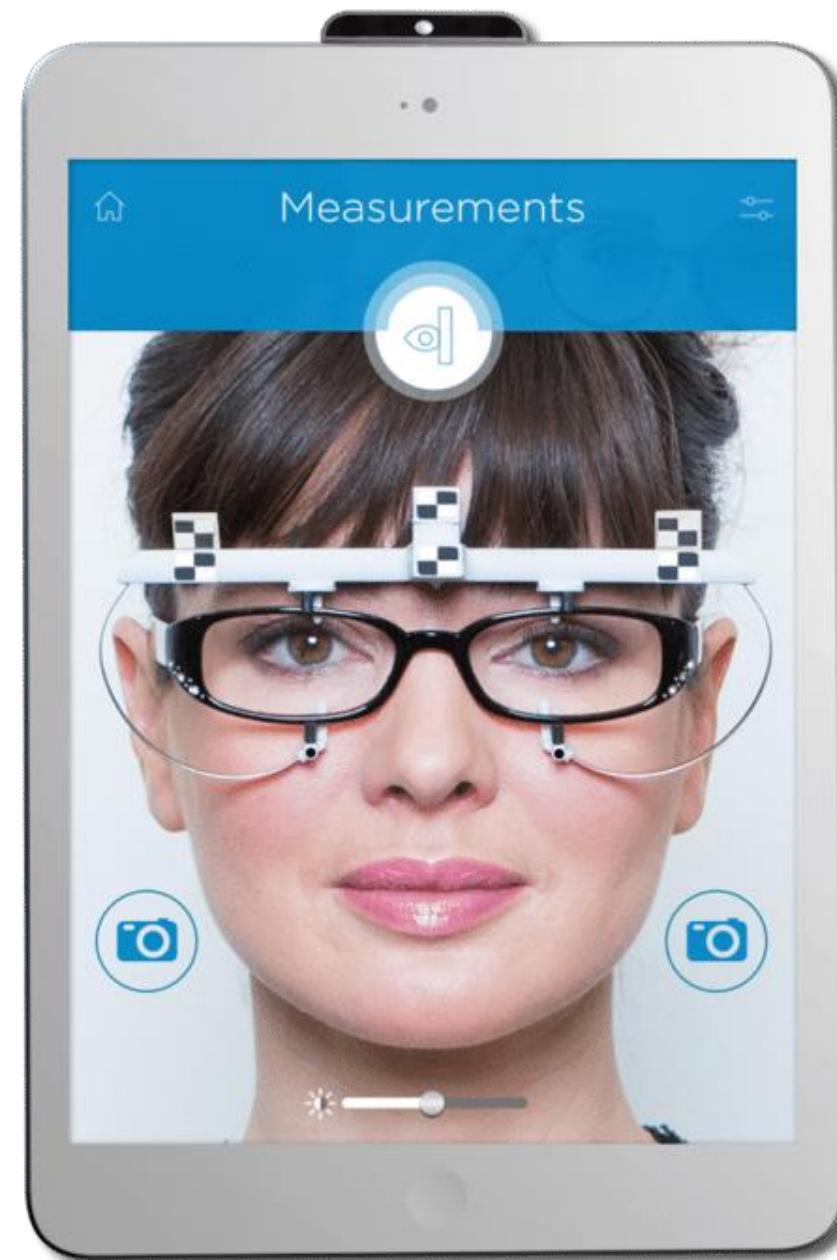


QUESTIONS



EYE-RULER 2 EXPERTS

Second Huddle



TODAY WE WILL COVER...

- Action Since Last Call
- Influencing Others
- Perception Of Time
- Ciao! Update
- Tips & Tricks



FOLLOW UP...

1. Review **reporting** with your region
2. Confirm sites have **Eye-Ruler sensor** (CP #3053422)
3. Challenge **Club Zero** sites
4. If App not working, ask sites to open a **ticket**
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REPORTING

Club Zero Zero Leonardo Courses Completed				
T002	T031	T068	T087	T114
T004	T036	T071	T088	T117
T008	T038	T072	T093	T128
T009	T040	T073	T095	T129
T011	T049	T077	T100	T133
T015	T062	T081	T103	T134
T016	T064	T084	T104	T139
T022	T066	T086	T108	T140
* T141-T143 will train hands on				T144

DEVELOPMENT: INFLUENCE OTHERS



Effective Communication

- **Clarity:** Communicate your ideas clearly and concisely.
- **Active Listening:** Show that you value others' opinions by listening attentively and responding thoughtfully.
- **Persuasion:** Use logical arguments and understand the why (thought process).

Lead by Example

- **Work Ethic:** Demonstrate a strong work ethic and commitment.
- **Professionalism:** Maintain high standards of professionalism in your conduct.

DEVELOPMENT: INFLUENCE OTHERS



Collaborate and Include Others

- **Teamwork:** Foster a collaborative environment where everyone's input is valued.
- **Inclusivity:** Ensure that all team members feel included and heard.



Be Adaptable and Open to Feedback

- **Flexibility:** Be open to new ideas and willing to adjust your approach.
- **Constructive Feedback:** Seek and provide constructive feedback to improve continuously.

Be positive, think strategically, don't give up!

TEST OUR SKILLS!



Experts to host a huddle in September!

PERCEPTION OF TIME

2 Minutes...

- 10 Jumping Jacks
- Just ate? Wash your dish or put it in the dishwasher
- Toss laundry into the machine
- Take the garbage out
- Read a page of a book
- Eat a banana
- Make your bed



Online retailers state it takes 10 minutes to take a PD. Google states 3 minutes for an expert to take a PD.

Dispense time can increase by 10 min. Average troubleshoot takes 30+ minutes.

CIAO! UPDATE

Specific lenses now require:

- Wrap, Vertex, Panto

Our way of capturing these measurements is Eye-Ruler and it's encouraged to be used 100% of the time.

If your patient can not use ER2, you can use generic Measurements:

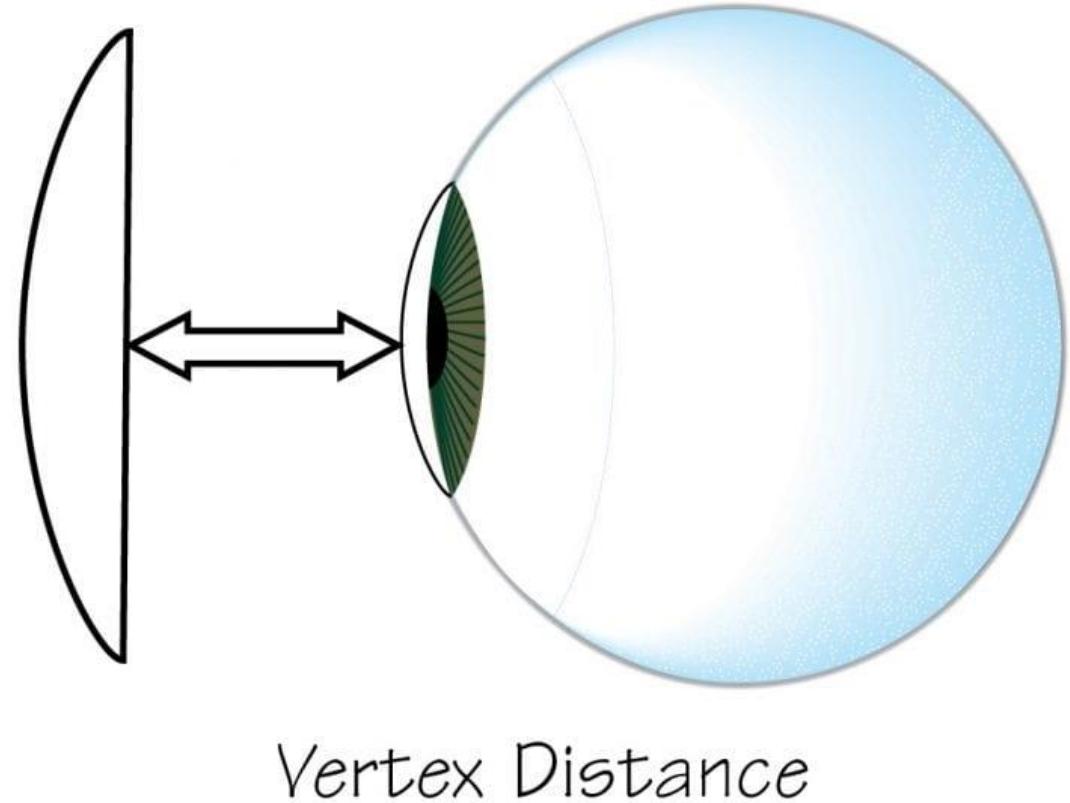
- Wrap: 10, Vertex: 12, Panto: 8



Ferdi Rizkiyanto

VERTEX DISTANCE

- 1. Effective Power Change:**
 - Magnification/Minification
- 2. Distortion & aberrations**
- 3. Comfort & adaptation issues**
 - Discomfort & Eye Strain
- 4. Misalign the zones of the progressive add power**
 - Difficult to read



WRAP ANGLE

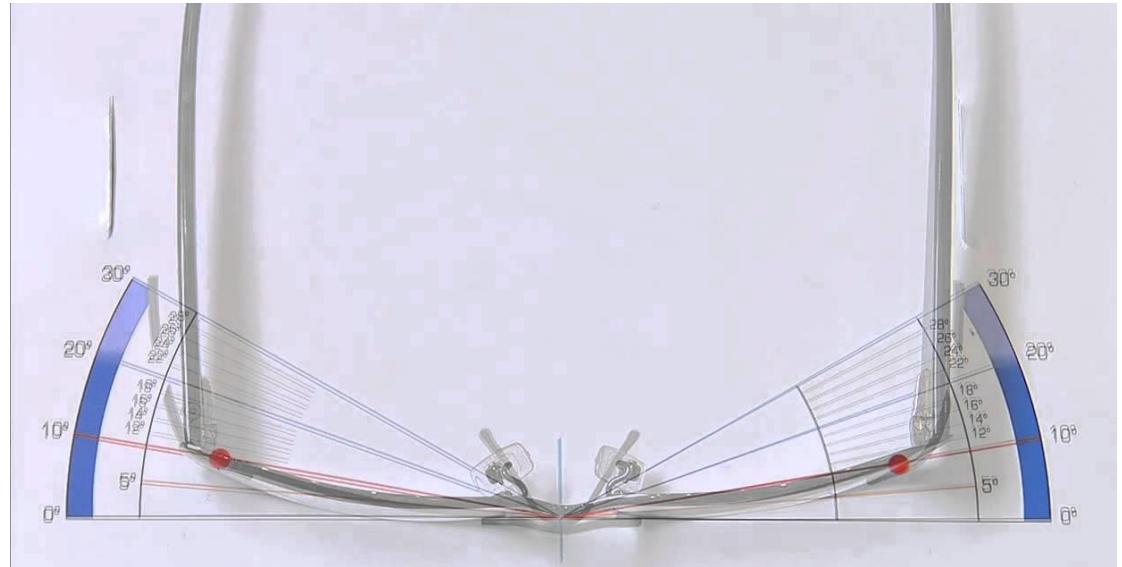
For a patient with a high wrap angle frame:

Standard vs. Actual Wrap Angle:

- If the lenses are designed assuming a 5-degree wrap angle but the actual frame provides a 20-degree wrap angle, the light entering the lenses will not pass through the optical centers as intended.

Resulting Issues:

- This discrepancy can lead to significant peripheral distortion, misalignment of the optical centers, and changes in effective lens power, all contributing to poor vision.



Can also result in prism, distortion, astigmatic changes, and more!

PANTOSCOPIC TILT

Misalignment of Optical Centers

- Prismatic effect
- Visual discomfort and reduce lens effectiveness

Distortion & Aberrations

- Peripheral distortion

Changes in effective lens power

Field of vision issues

- Peripheral vision
- Visual comfort

Adaptation issues



POSTURE & PRE-FIT

Use **EYE-RULER 2** to capture accurate measurements and to provide clear vision!



It won't matter if we don't pay attention to their **posture, head positioning** and **pre-fit** their frames. This includes ensuring the patients are **placing the frames on their face where they will wear them!**

TIPS & TRICKS

Verbiage: Patient Direction

- “It’s important we capture the image while you’re in a comfortable position or your measurements maybe inaccurate. I may direct you a bit.”

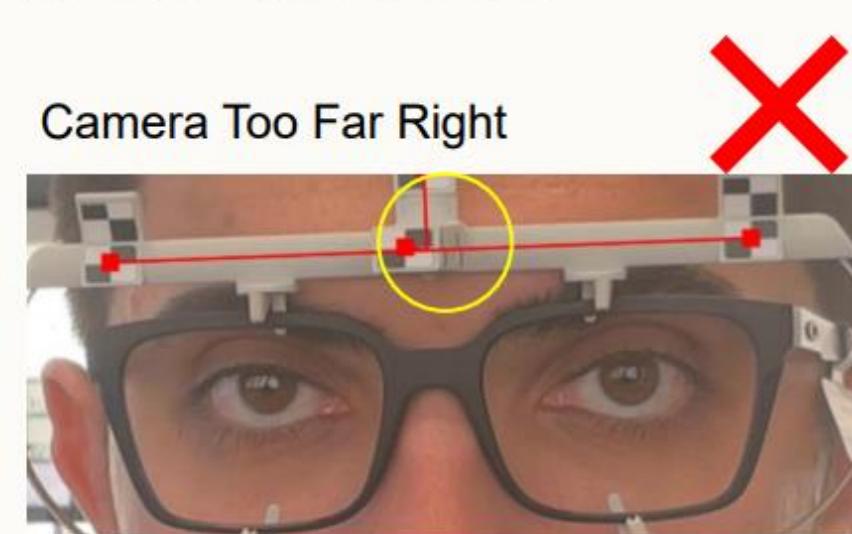
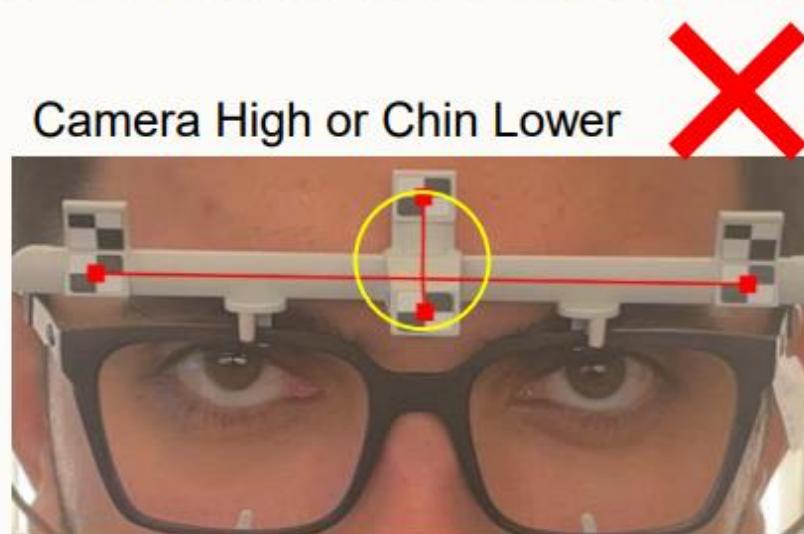
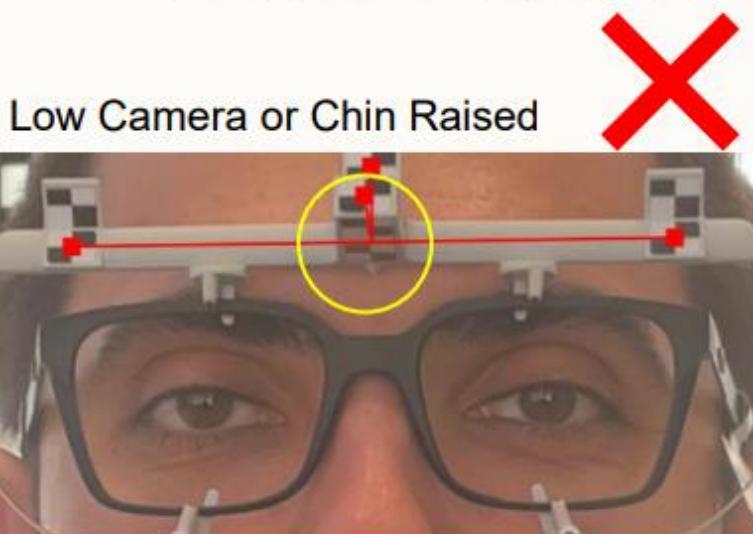


TIPS & TRICKS

Fit Sensors, Positioning Relative to Camera

With the ER2+ Sensor properly attached it will now be up to the user to position the camera to capture a suitable image. The high contrast 'checker-board' patterns can be used again to ensure the alignment is correct. Temple view and corneal reflections can show improper positioning as well.

Images show examples of improper camera height relative to the sensor as well as improper alignment left or right. Notice how the 'checker-board' patterns is visible on the **underside outside of the sensor**. This will yield inaccurate measurements.



TIPS & TRICKS

Review your image capture: **YOU ARE STILL THE EXPERT!**

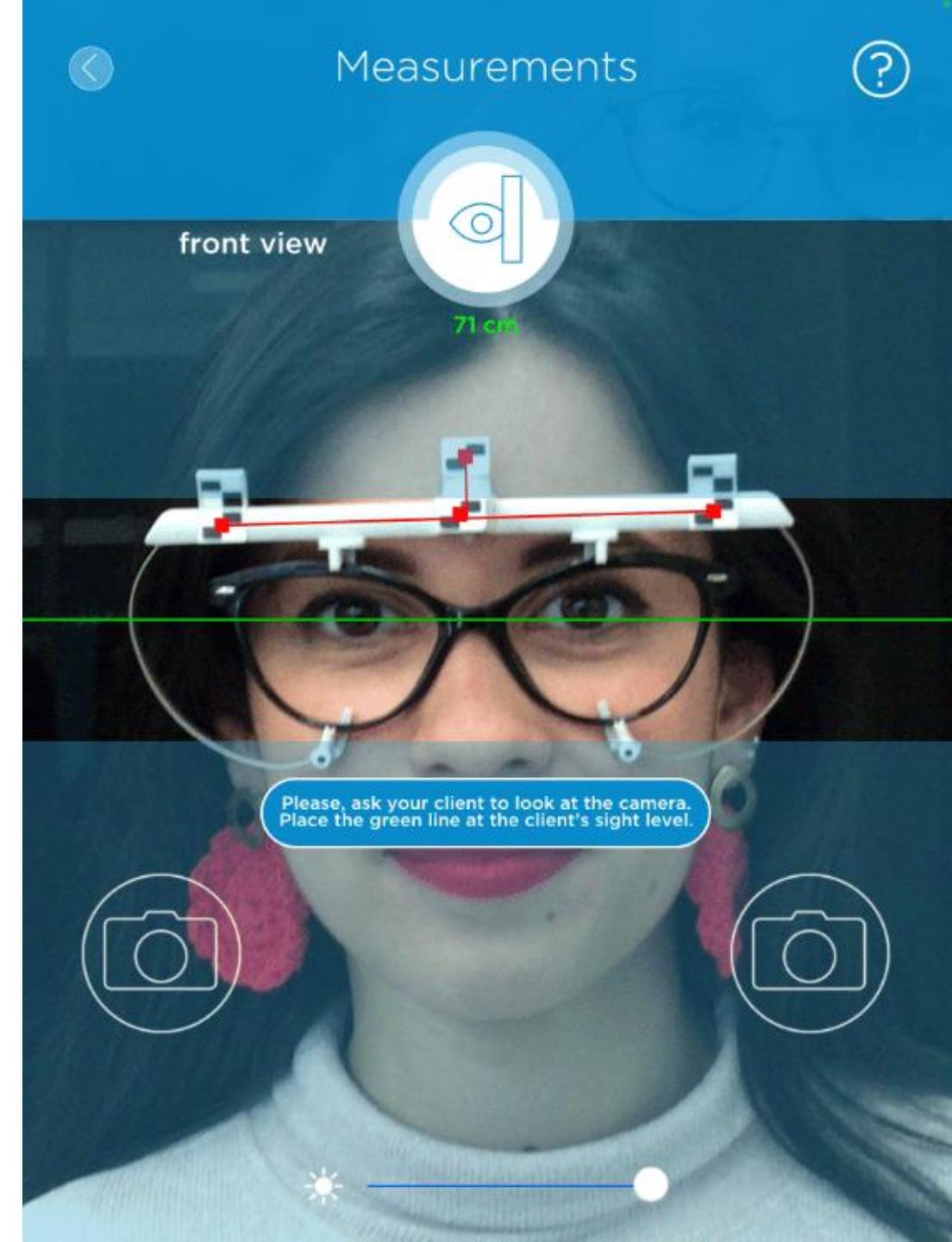
1st Image:

- Okay if sensor not as visible
- The green line should be bisecting the pupil

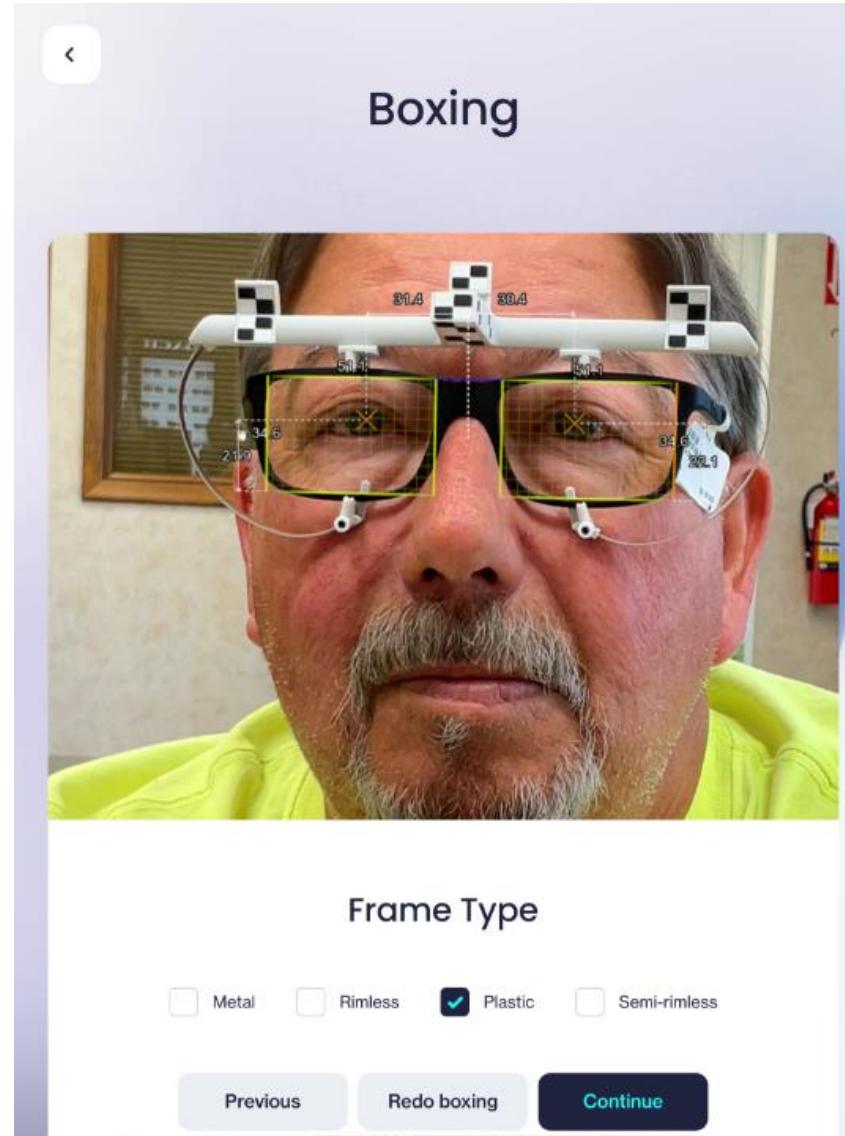
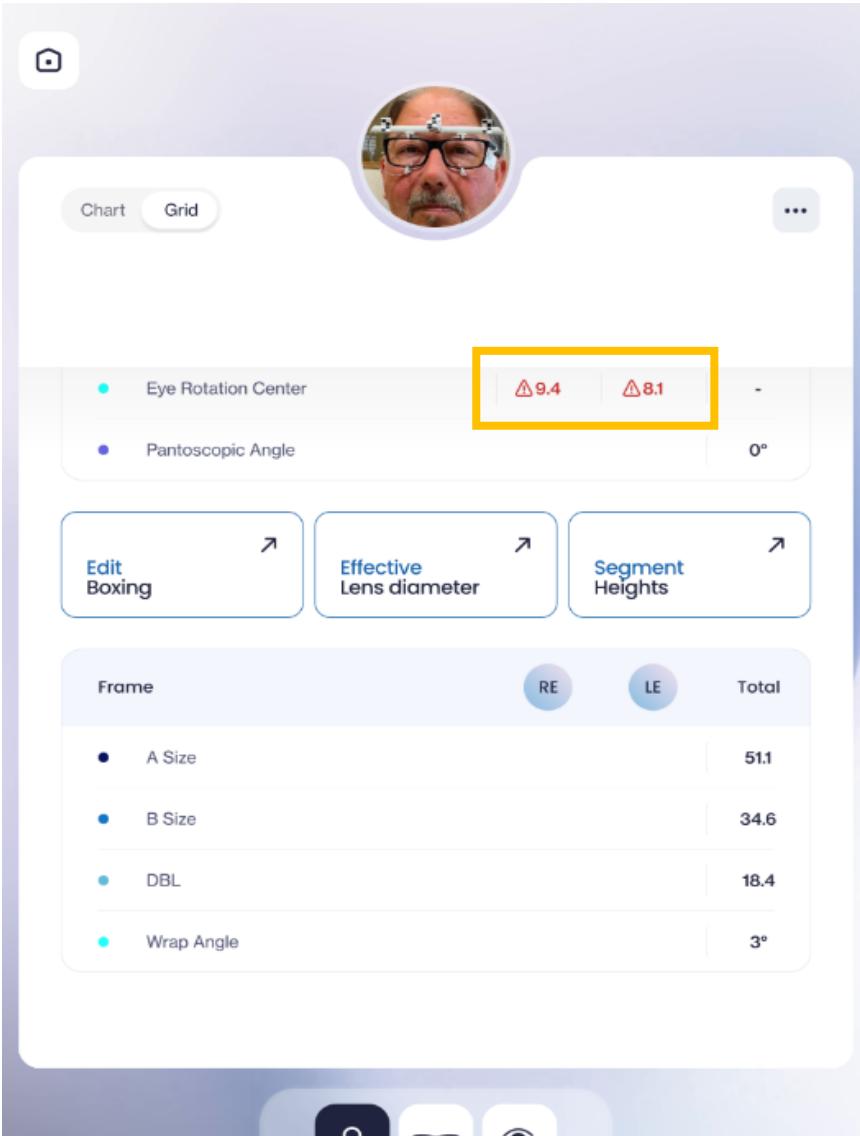
2nd Image:

- Sensor must be visible
- You move (vs. the patient)
 - 16 to 21 degrees

Authentics: Boxing measurements



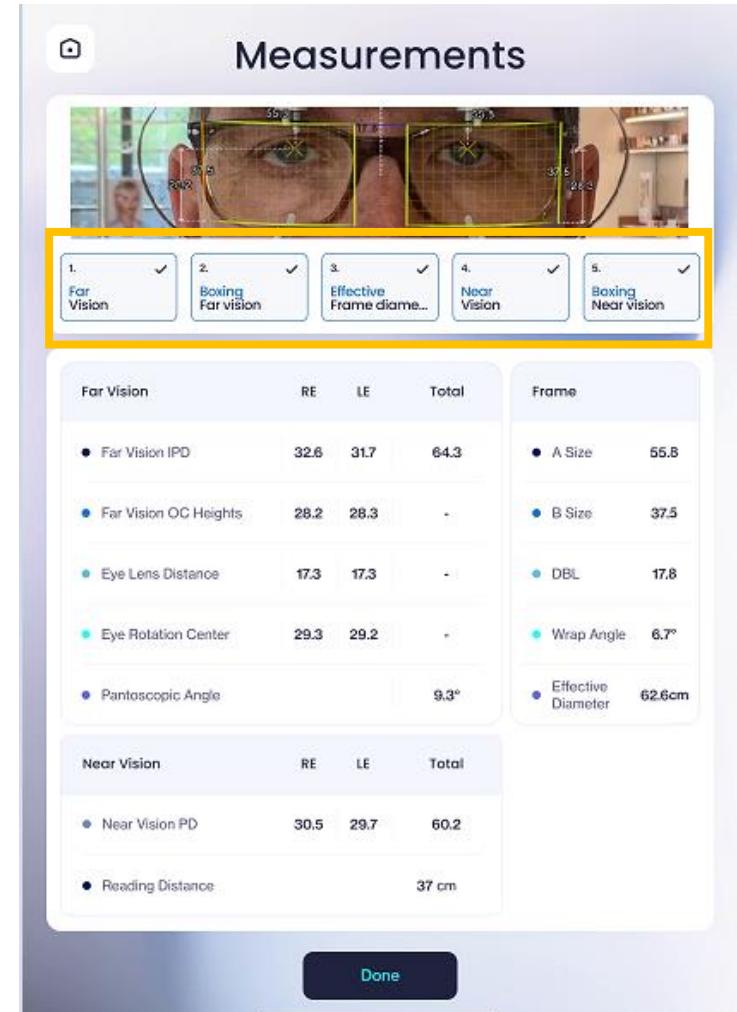
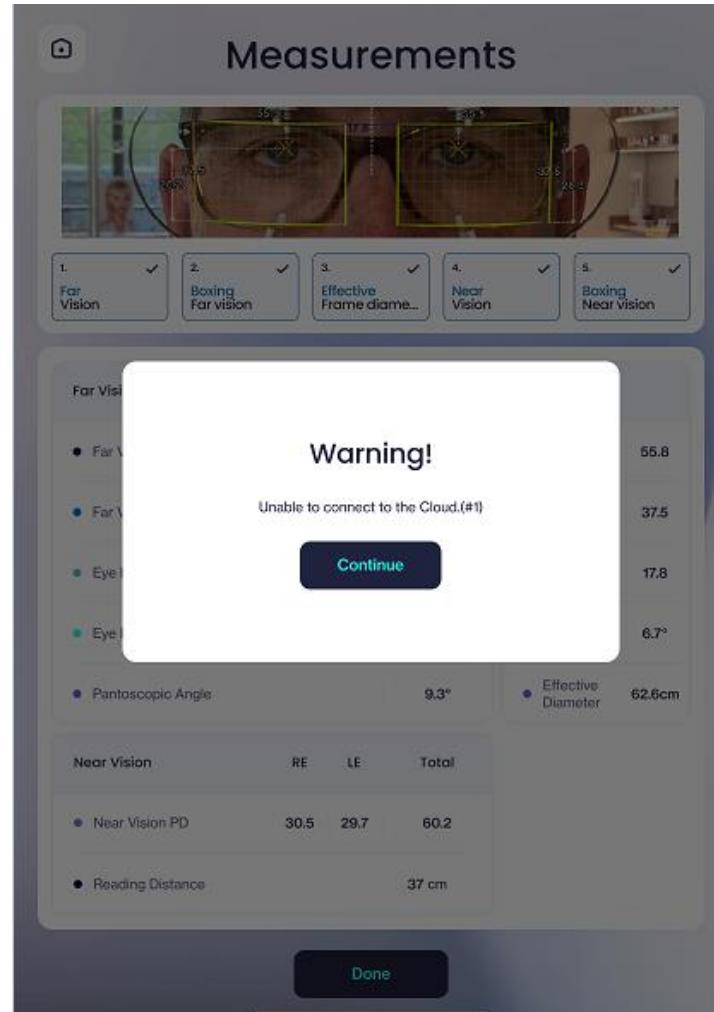
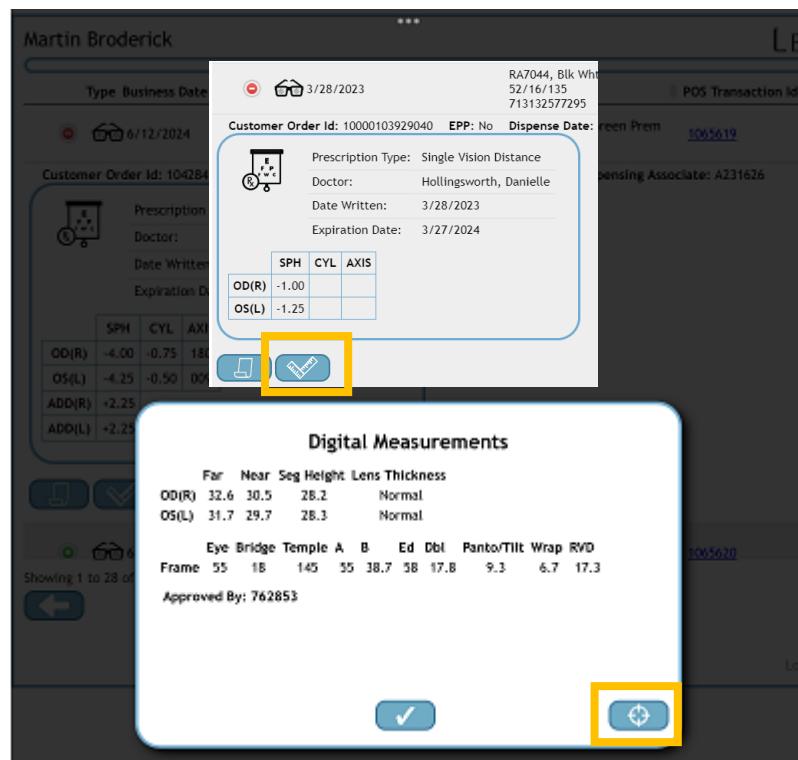
TIPS & TRICKS



REVIEW IN CIAO!

For tendered transactions:

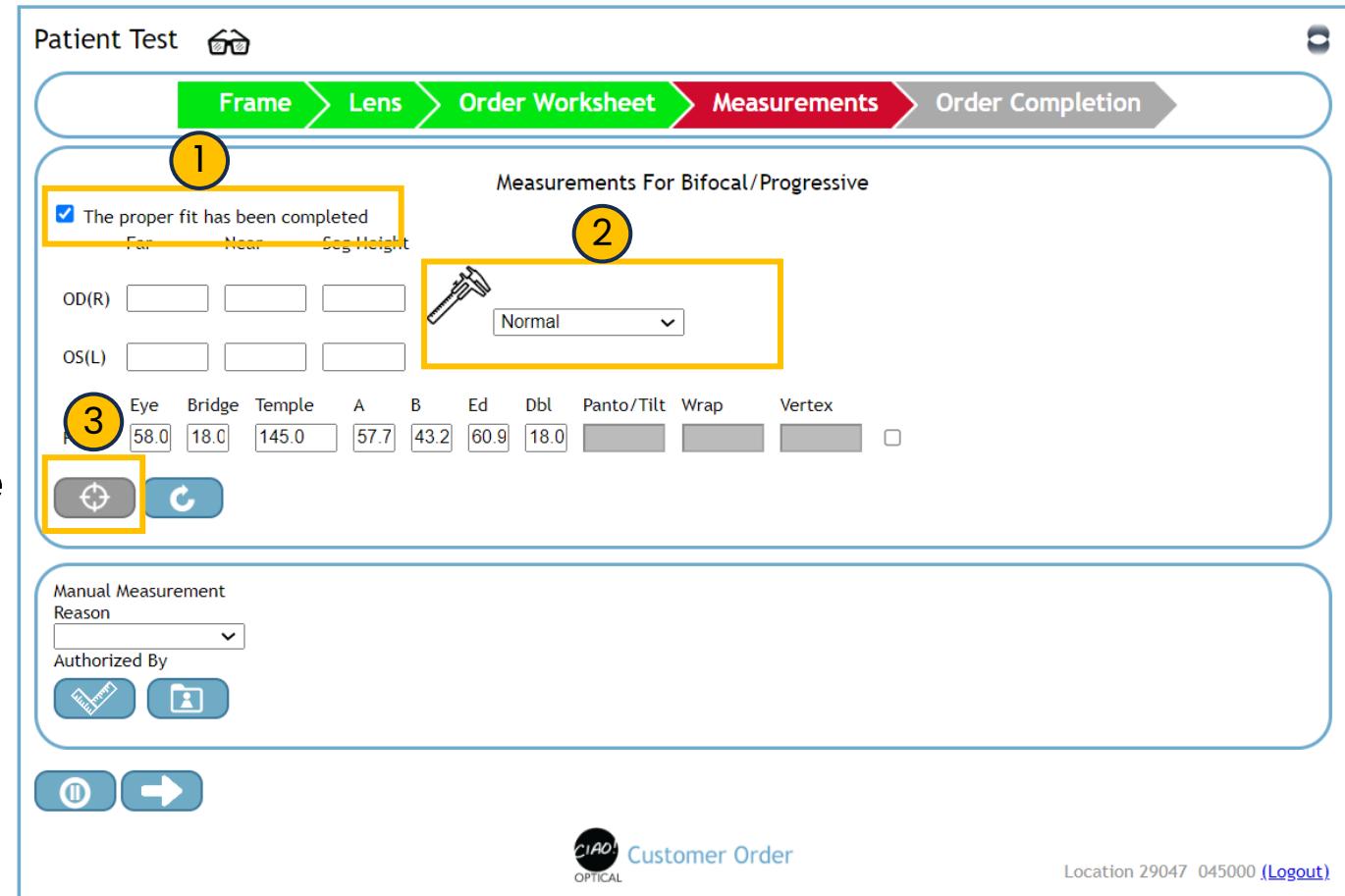
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TIPS & TRICKS

Launch Tips: iPad Only

- Launch through **Ciao!**
- Select **frame thickness** prior to hitting the launch target
- Once thickness has been selected, the **target** will turn blue & Eye-Ruler 2 will launch
- If going to desktop, go to **order completion screen** to pause order so it saves your measurements



TIPS & TRICKS

Launch Tips: iPad Only:

- Close launch and try again
- Confirm team member is launching through Ciao! Optical
- Confirm that the App is not open in the background
- Close out all Apps that are not needed

Troubleshoot Prior to OneLink/sss:

- Close Ciao! Optical and all apps and re launch Ciao!
- Check to make sure there are no updates needed
- Use OneLink to chat with SSS agent and ask them to re-install the App

FOLLOW UP...

Eye-Ruler Expert Homework:

Influencing Others:

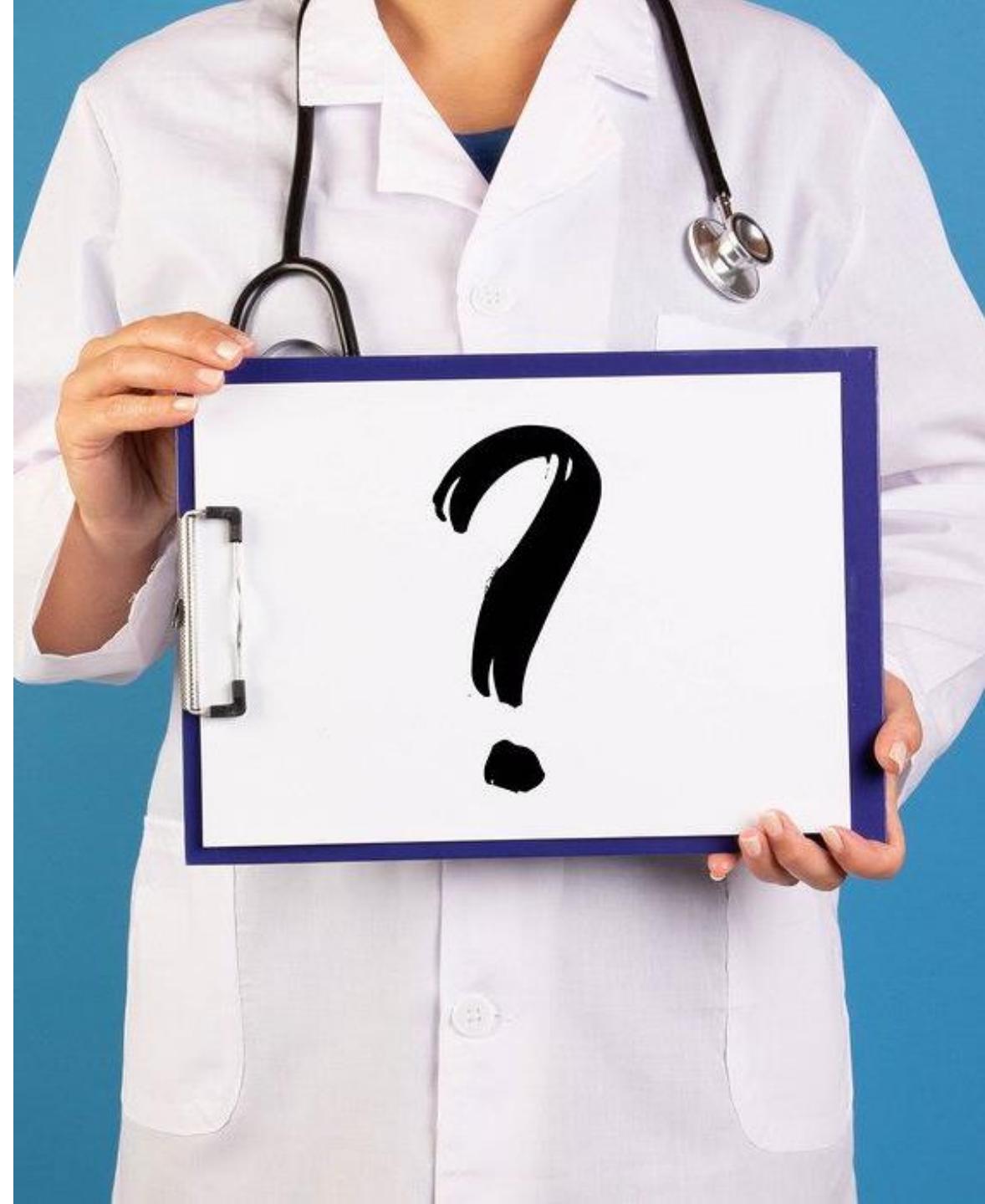
- Read slide 5 & 6
 - What are your strengths & what could you focus on?

Continue to follow up on:

1. Review reporting with your region
2. Confirm sites have **Eye-Ruler sensor** (CP #3053422)
3. Challenge **Club Zero** sites
4. If App not working, ask sites to open a **ticket**
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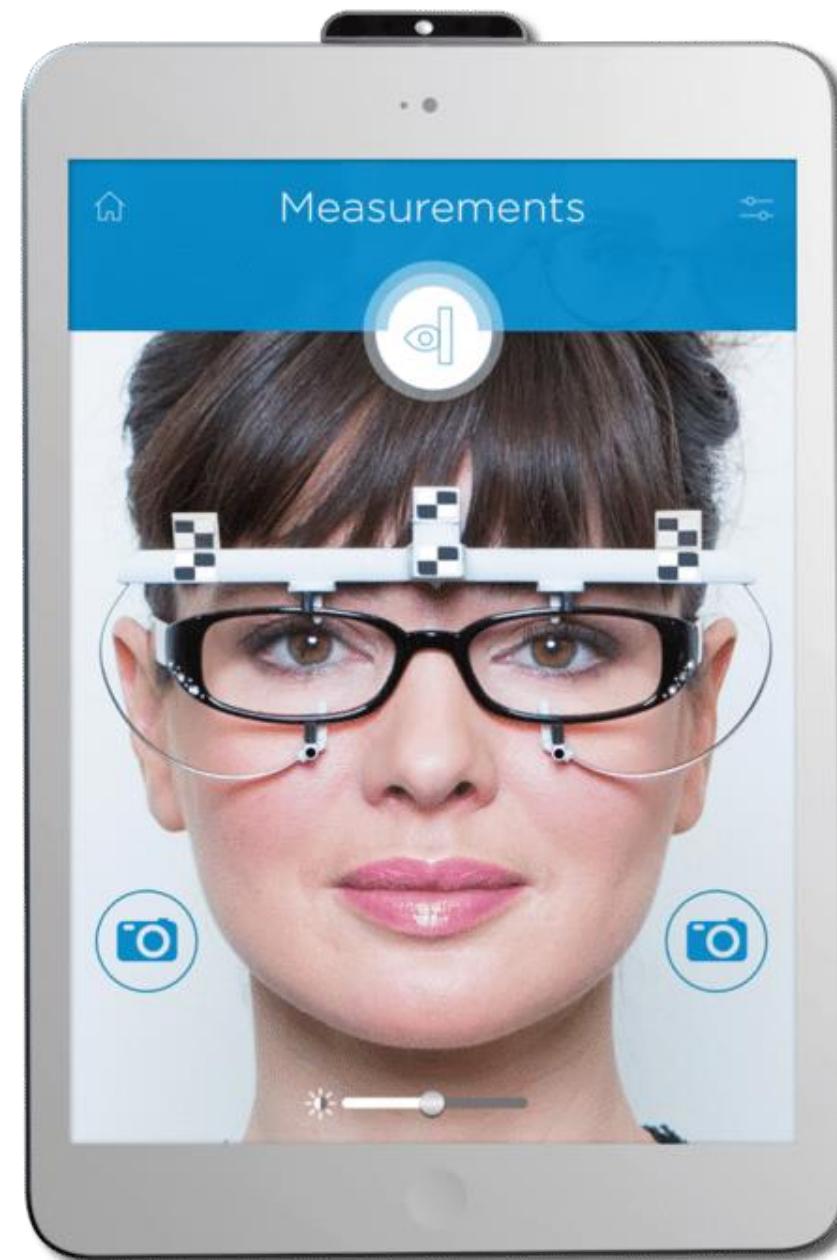


QUESTIONS



EYE-RULER 2 EXPERTS

Third Huddle



TODAY WE WILL COVER...

Review:

- Action Since Last Call
- Influencing Others
- Club Zero

Tips & Tricks

RTFT



INFLUENCE OTHERS | PROGRESS MADE...



Lead by Example



**Effective
Communication**



**Collaborate &
Include Others**



**Adaptable & Open to
Feedback**

Be positive, think strategically, don't give up!

REPORTING

41 Locations With Zero Modules Completed In Leonardo				
T002	T031	T068	T087	T114
T004	T036	T071	T088	T117
T008	T038	T072	T093	T128
T009	T040	T073	T095	T129
T011	T049	T077	T100	T133
T015	T062	T081	T103	T134
T016	T064	T084	T104	T139
T022	T066	T086	T108	T140
* T141-T143 will train hands on				T144

REPORTING

21 sites left in Club Zero			
T004 (Evie)	T038 (Amanda)	T073 (Kara)	T093 (Michelle)
T011 (Audra)	T049 (Wendy)	T081 (Kara)	T103 (Dr. Nick)
T015 (Audra)	T062 (Christina)	T084 (Sheri/Dr. Nick)	T114 (Brett/?)
T022 (Alix)	T068 (Carla)	T086 (Lily/Dr. Nick)	T139 (Amanda)
T036 (Wendy)	T071 (Sheri/Nick)	T088 (Michelle)	T140 (Amanda)

*Any modules completed after 8/8 will not be reflected

*Lunet locations will complete hands on training

TIPS & TRICKS | PRIOR TO IMAGE CAPTURE



Pay attention to your patient's posture, head positioning!



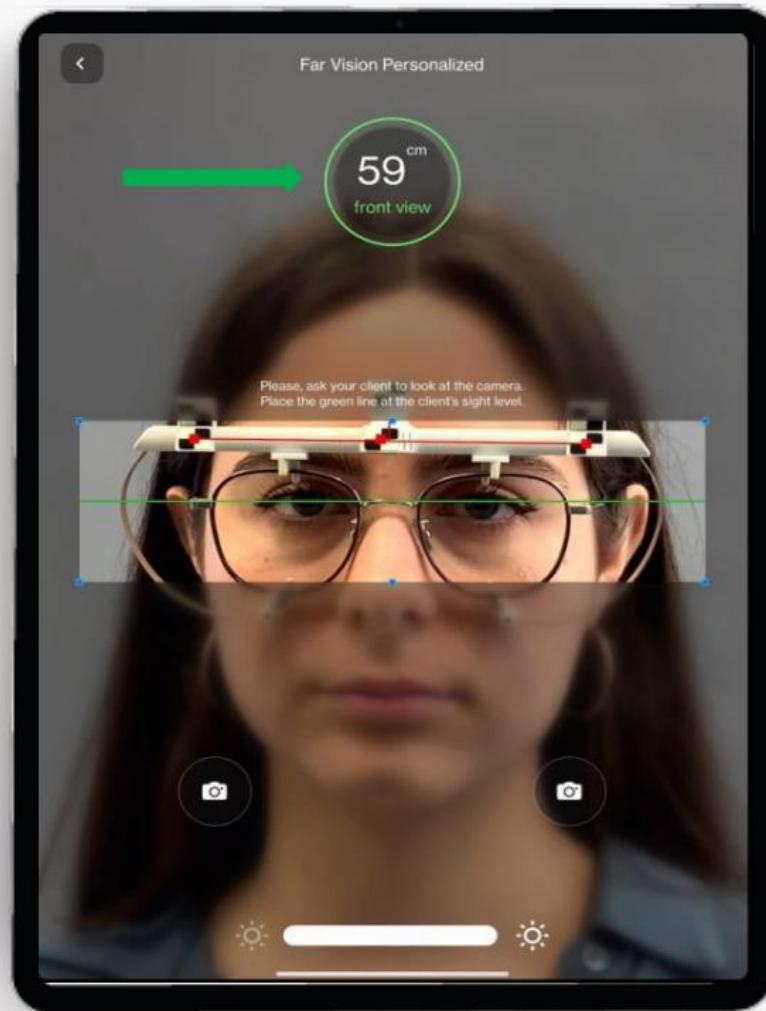
Prefit eyewear, placing the frames on their face where they will wear them!

TIPS & TRICKS | 1st IMAGE

Getting Started and Main Steps

Far Vision Personalized Measurements

- 1 The iPad will indicate with a green light that you are the proper distance from the guest (55 cm / 21 in)
- 2 Start closer to your customer, and back away until you get the green light.
- 3 Ensure you are positioned at the same level as the customer
- 4 Ask your customer to stare at an object in the distance
- 5 Once you are ready to take the photo, ask the customer to look at the camera on the iPad as you take the measurements

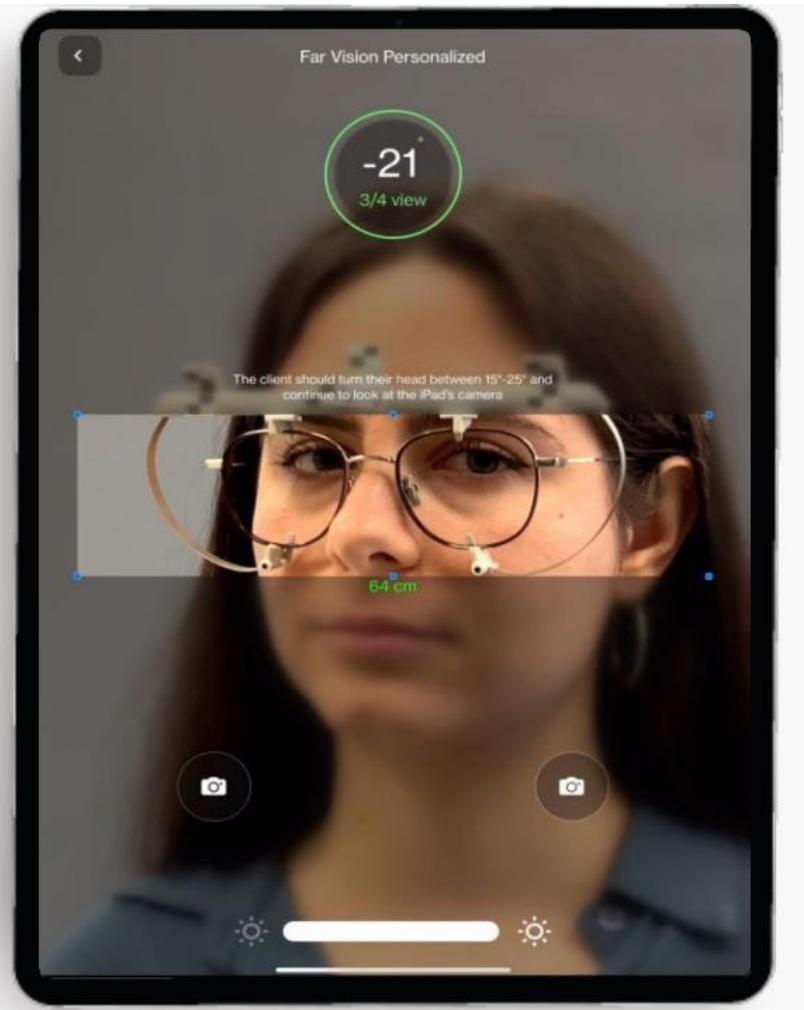


TIPS & TRICKS | 2nd IMAGE

Getting Started and Main Steps

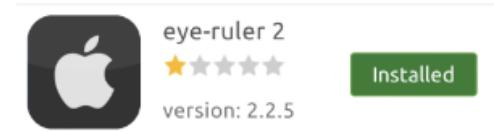
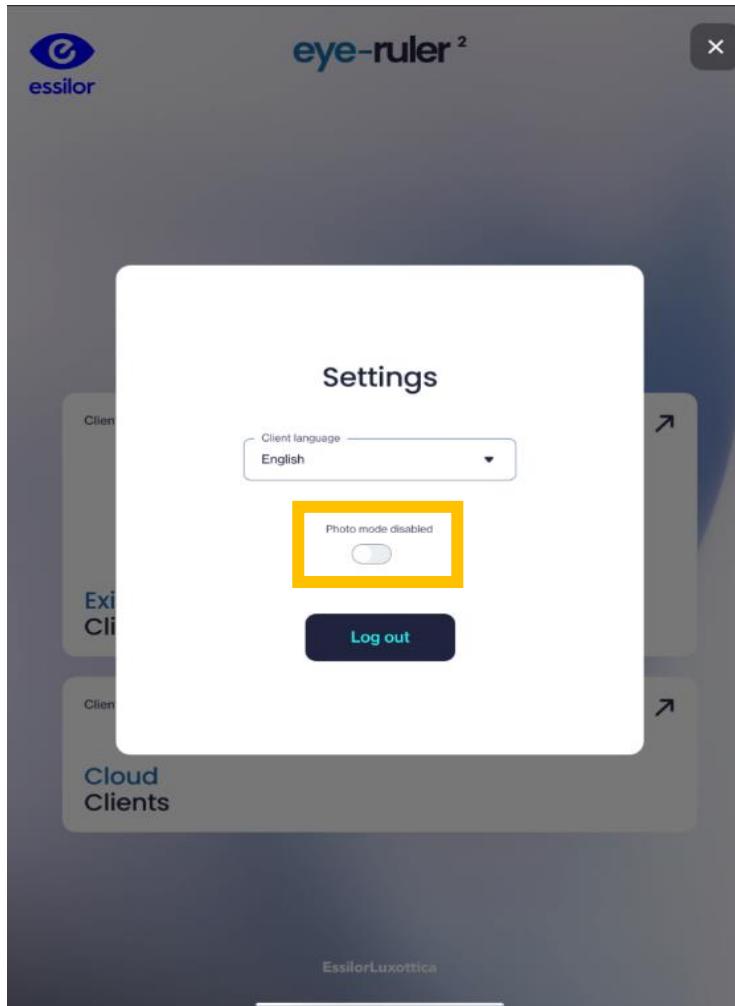
¾ View Measurements

- 1A**
Instruct the customer to maintain focus on your camera but not to move their head, only follow with their eyes as you move yourself to the side.
OR
- 1B**
Have your customer rotate their head approximately 20 degrees and look at the iPad camera with only their eyes
- 2**
Once you have a green light, tap the camera button to capture the image
- 3**
Verify markers, just as you did with the far vision measurements



TIPS & TRICKS

- Updated Manual in Toolkit
- Open App > Settings > Toggle Photo Mode to **On**
- **App version 2.2.5**



TIPS & TRICKS

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- Close out all Apps that are not needed

Troubleshoot Prior to OneLink/sss:

- Close Ciao! Optical and all apps and re launch Ciao!
- Check to make sure there are no updates needed
- Use OneLink to chat with SSS agent and ask them to re-install the App

IMAGE REVIEW

Summary

	RE	LE	Total
Far Vision IPD	33.2	31.1	64.3
Far Vision OC Heights	25.1	26.4	-
Eye Lens Distance	7.1	4.5	-
Eye Rotation Center	19.1	16.6	-
Pantoscopic Angle			2.1°
Near Vision PD	31.4	29.5	60.8
Reading Distance	40 cm		

Frame

- A Size: 52.5
- B Size: 36.4
- DBL: 22.3
- Wrap Angle: 2.1°
- Effective Diameter: 59.4cm

Far Vision

Near Vision

Open

Boxing

Global boxing

Previous Redo boxing Edit Eye Continue

Effective Diameter

LE: 60 mm
RE: 60 mm

Diameter circle

Please adjust the size of the diameter circle.

Redo Finish

IMAGE REVIEW

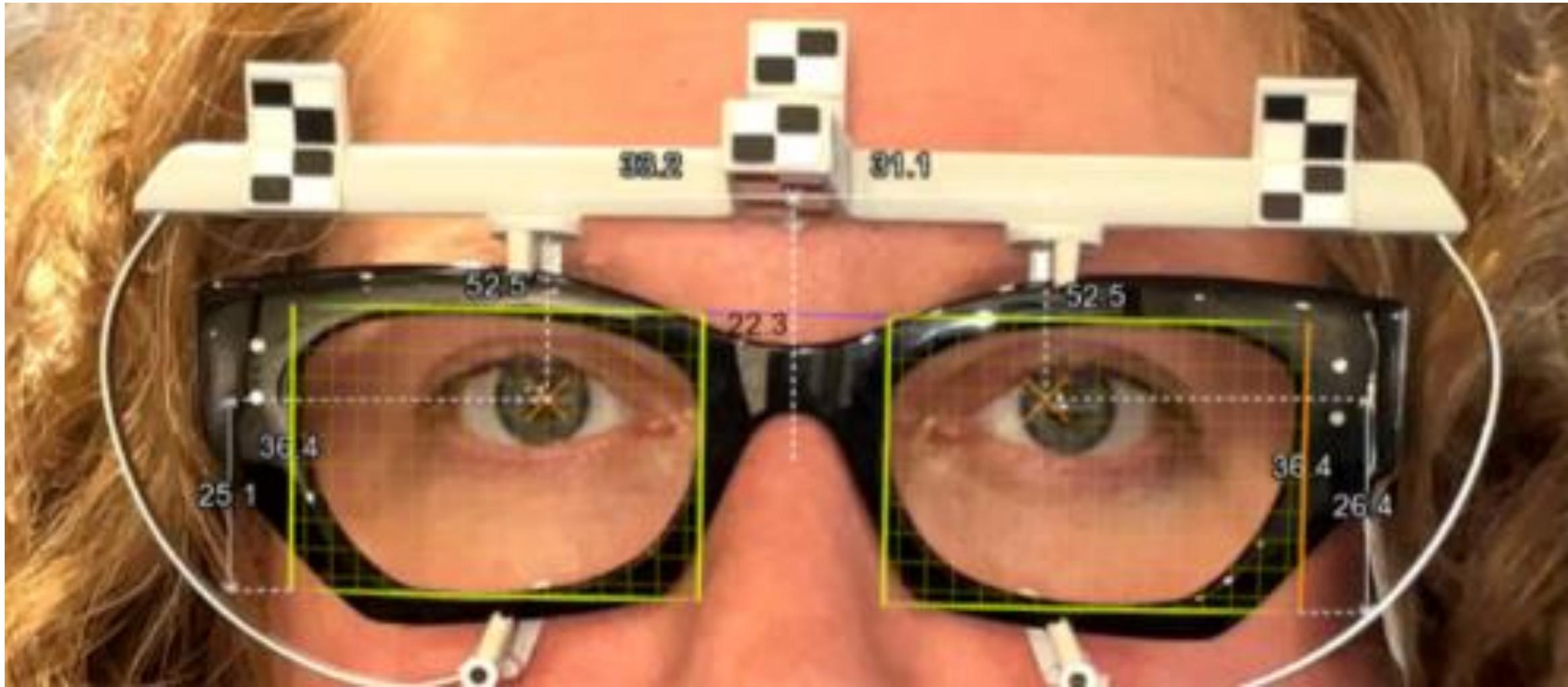
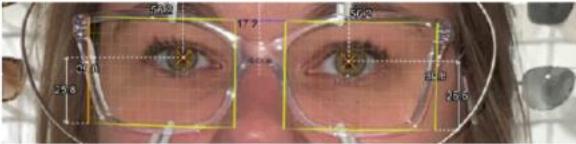


IMAGE REVIEW

Measurements

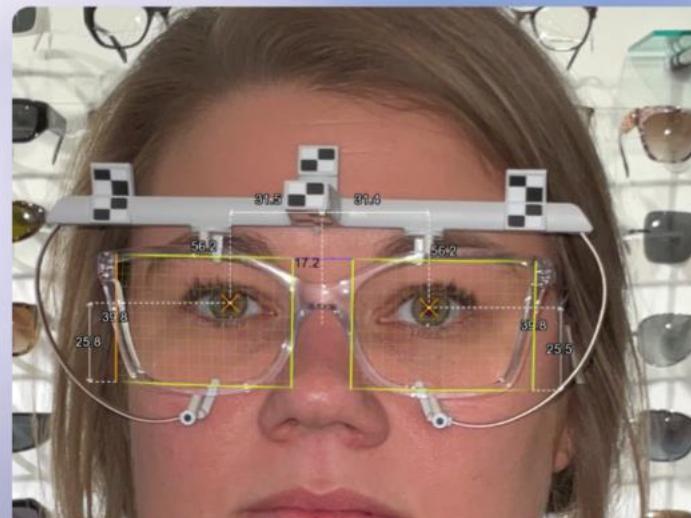


1. Far Vision 2. Boxing Far vision 3. Effective Frame diameter

	RE	LE	Total	Frame
● Far Vision IPD	31.5	31.4	63.0	● A Size 56.2
● Far Vision OC Heights	25.8	25.5	-	● B Size 39.8
● Eye Lens Distance	14.3	14.1	-	● DBL 17.2
● Eye Rotation Center	25.7	25.5	-	● Wrap Angle 8.0°
● Pantomopic Angle			3.4°	● Effective Diameter 66.5cm
Near Vision	RE	LE	Total	
● Near Vision PD	29.5	29.4	59.0	
● Reading Distance	40 cm			

Done

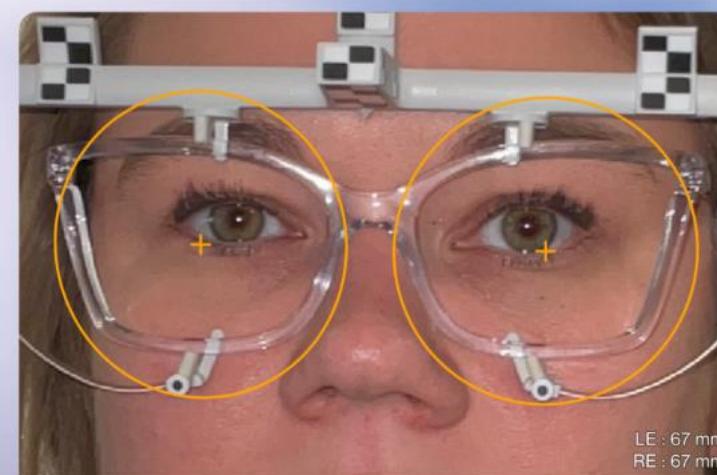
Boxing



Global boxing

Previous Redo boxing Edit Eye Continue

Effective Diameter



LE : 67 mm RE : 67 mm

Diameter circle

Please adjust the size of the diameter circle.

Redo Finish

IMAGE REVIEW

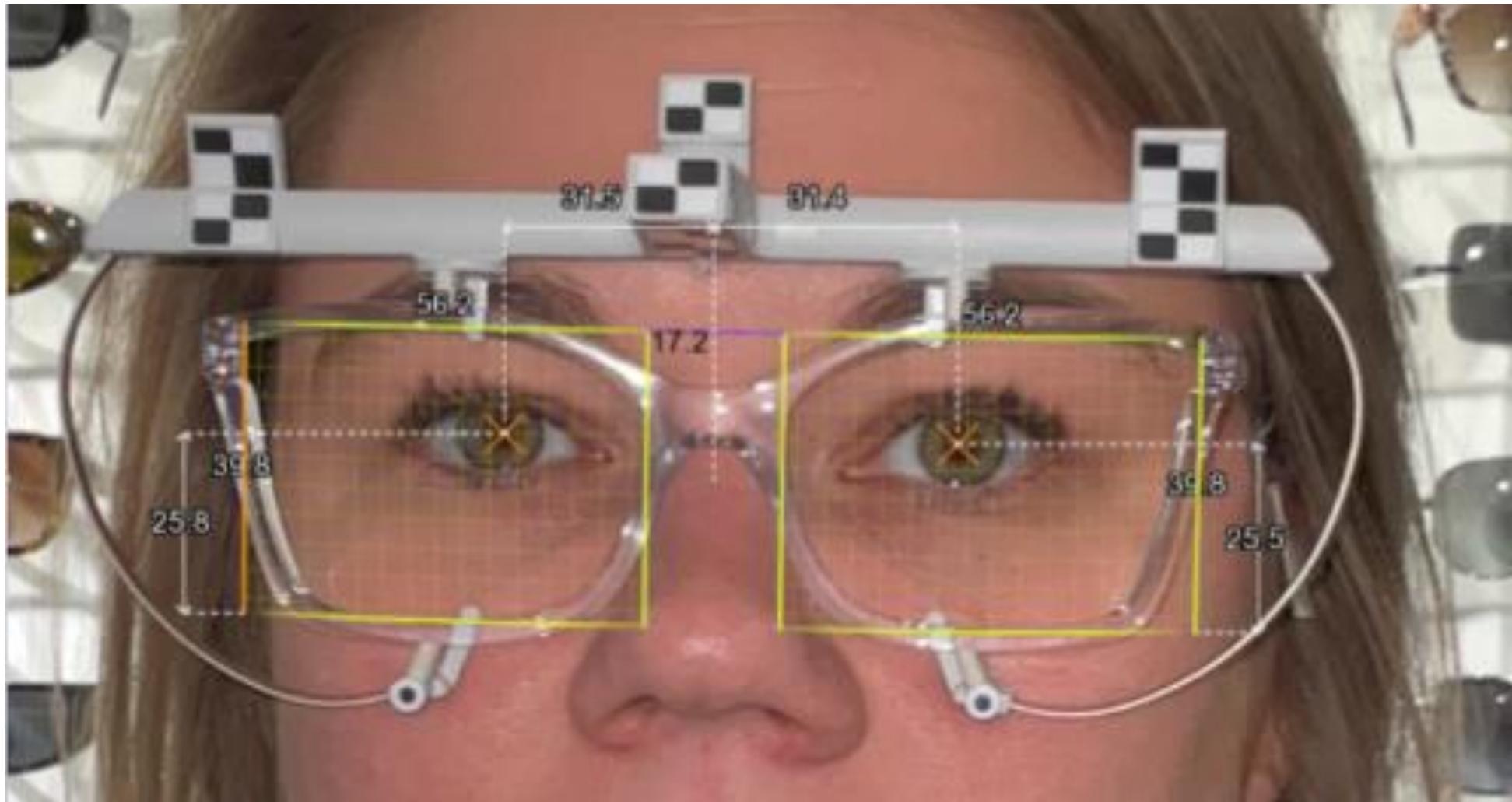
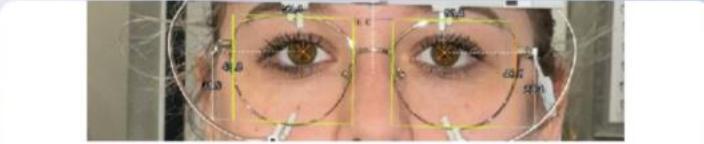


IMAGE REVIEW

Summary



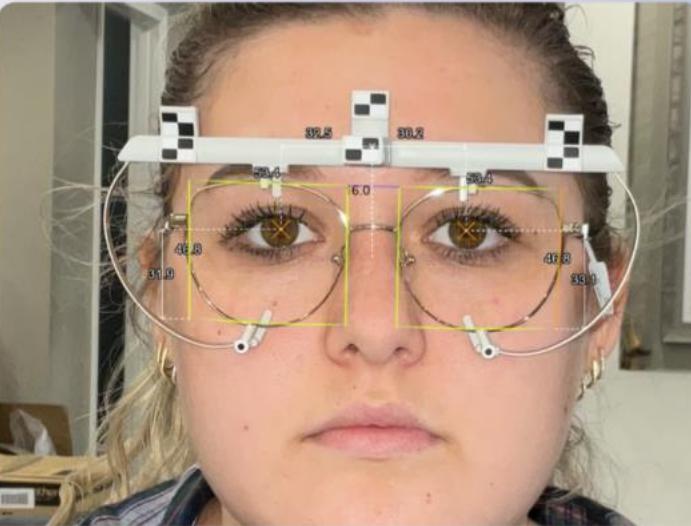
	RE	LE	Total
Far Vision			
• Far Vision IPD	32.5	30.2	62.7
• Far Vision OC Heights	31.9	33.1	-
• Eye Lens Distance	11.8	12.6	-
• Eye Rotation Center	22.8	23.6	-
• Pantoscopic Angle			8.3°
Near Vision	RE	LE	Total
• Near Vision PD	30.6	28.4	59.1
• Reading Distance	—	40 cm	

Frame

- A Size 53.4
- B Size 46.8
- DBL 16.0
- Wrap Angle 4.9°
- Effective Diameter 66.0cm

Open

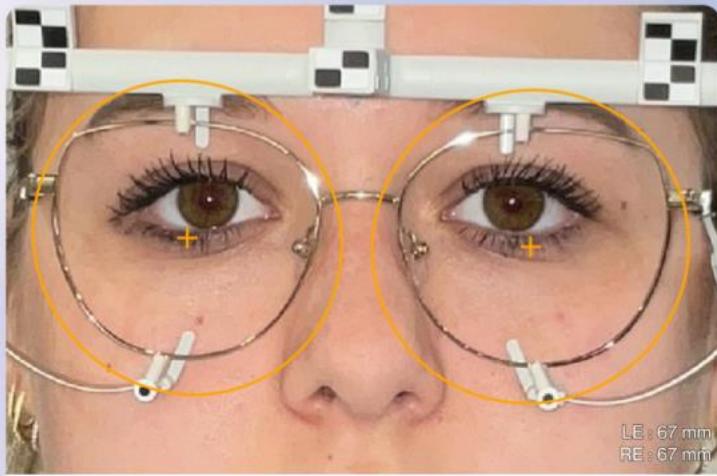
Boxing



Global boxing

Previous Redo boxing Edit Eye Continue

Effective Diameter



LE: 67 mm
RE: 67 mm

Diameter circle

Please adjust the size of the diameter circle.

Redo Finish

IMAGE REVIEW

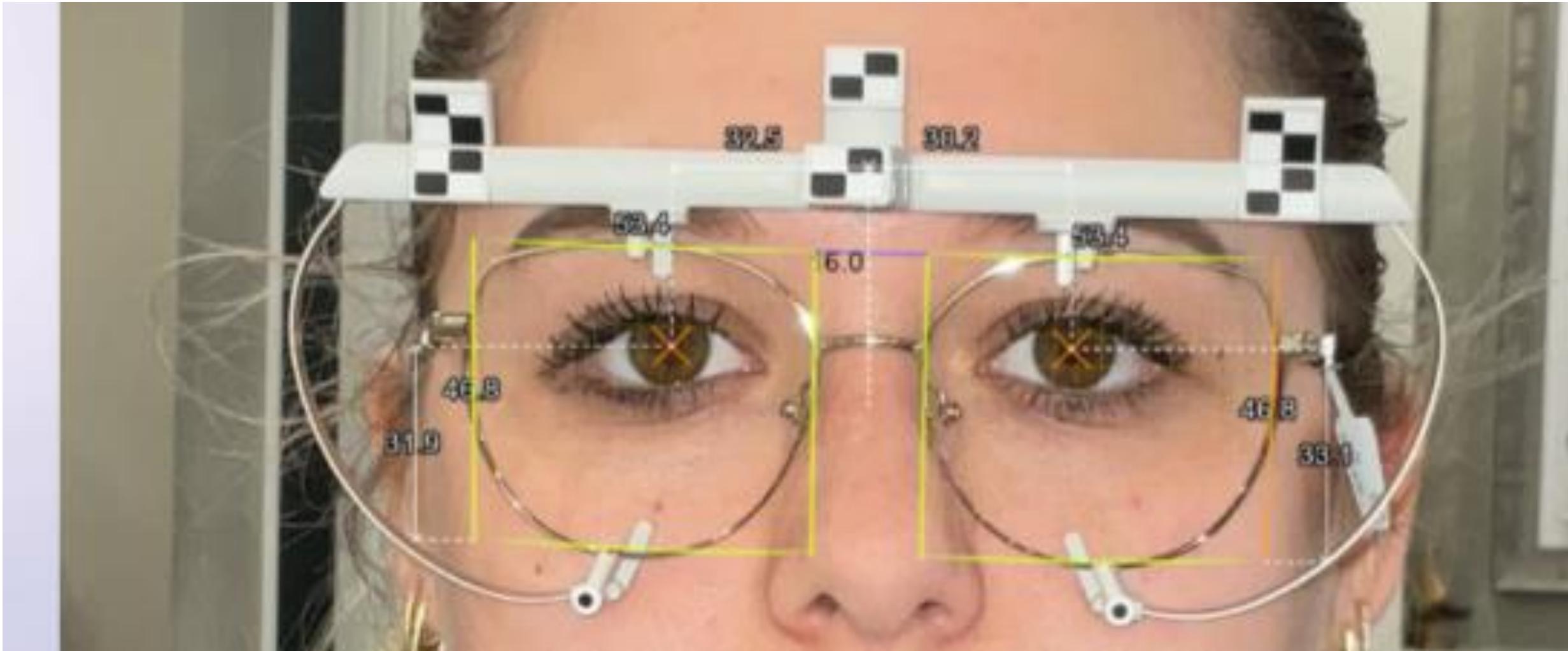
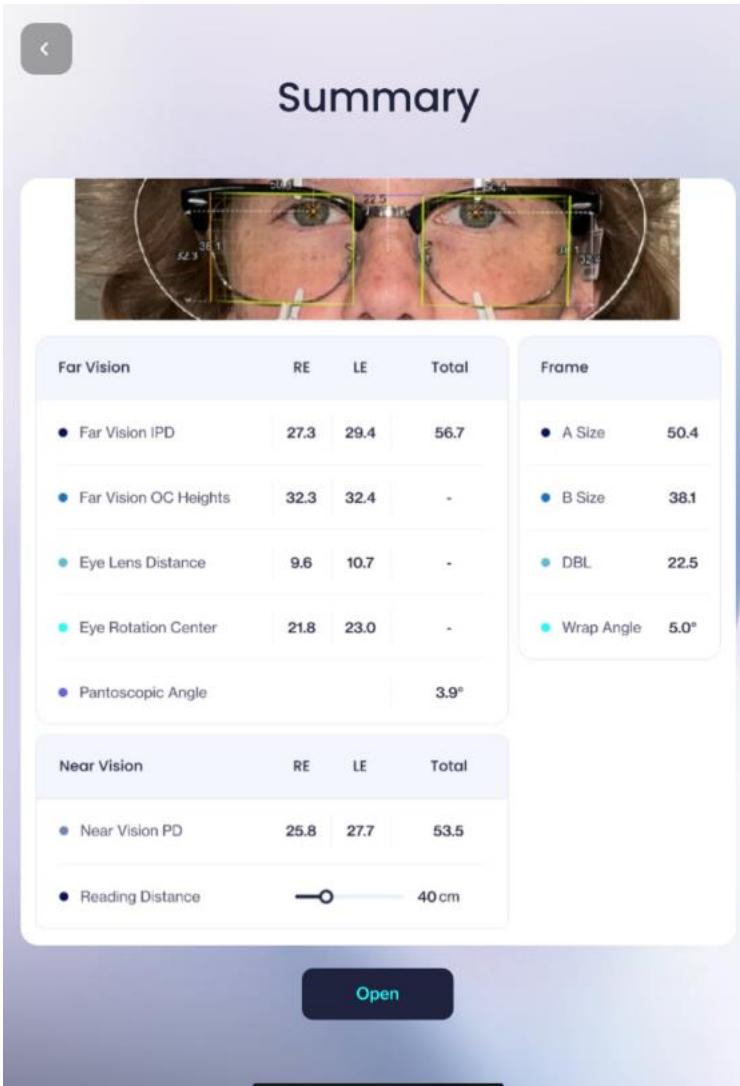


IMAGE REVIEW



Summary

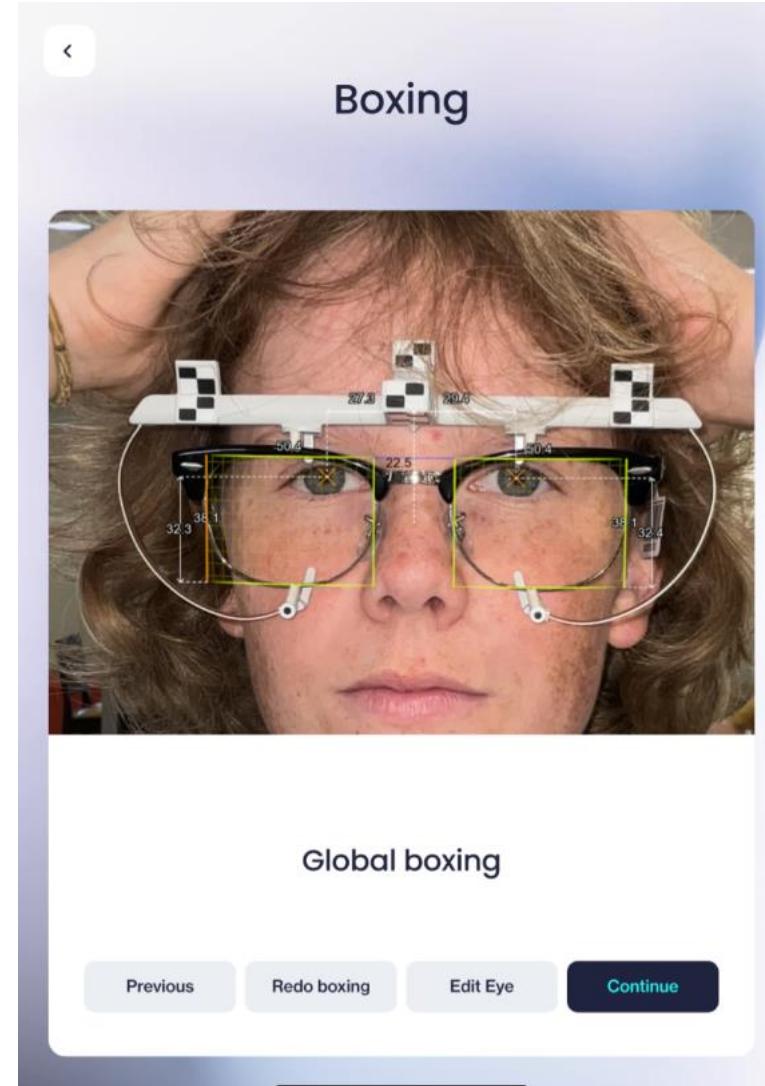
	RE	LE	Total
● Far Vision IPD	27.3	29.4	56.7
● Far Vision OC Heights	32.3	32.4	-
● Eye Lens Distance	9.6	10.7	-
● Eye Rotation Center	21.8	23.0	-
● Pantoscopic Angle			3.9°

	RE	LE	Total
● Near Vision PD	25.8	27.7	53.5
● Reading Distance	40 cm		

Frame

● A Size	50.4
● B Size	38.1
● DBL	22.5
● Wrap Angle	5.0°

Open



Boxing

Global boxing

Previous Redo boxing Edit Eye Continue

IMAGE REVIEW

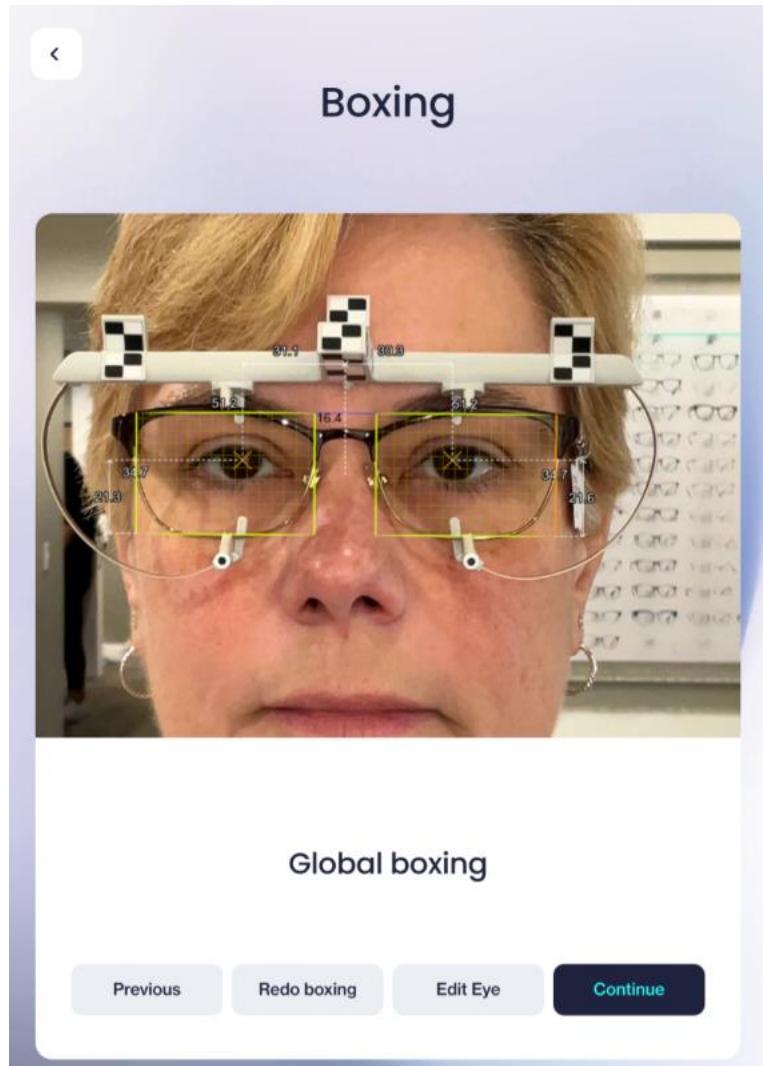
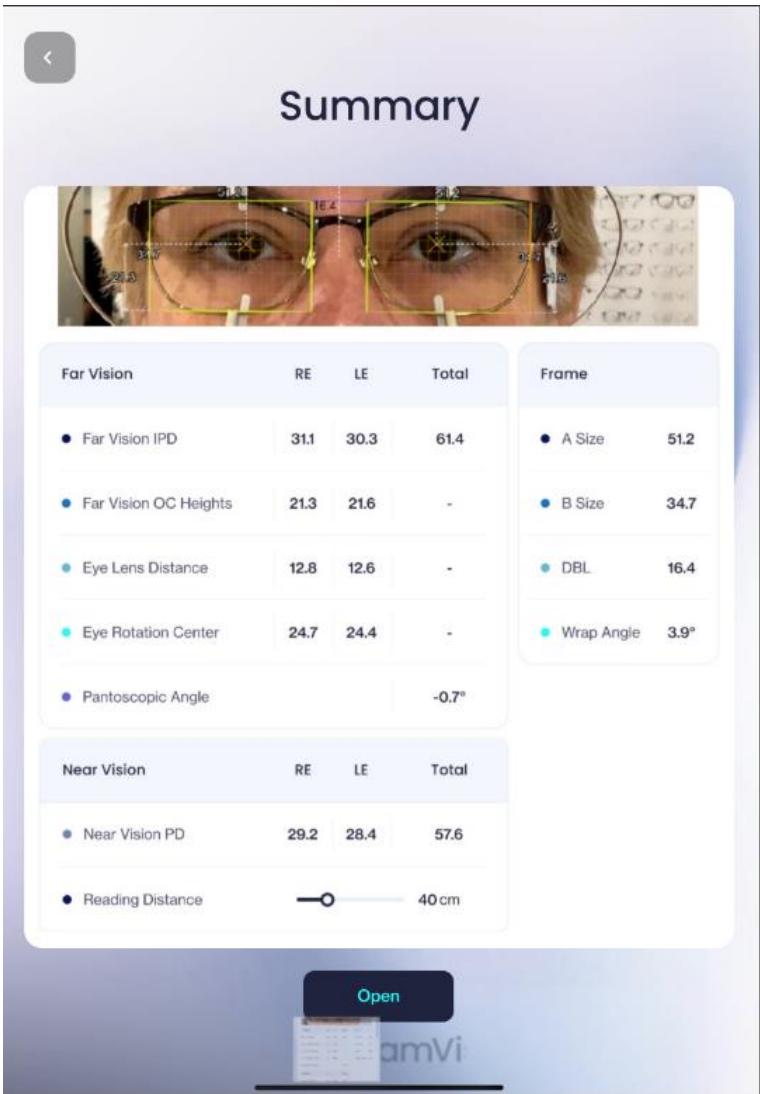


IMAGE REVIEW



Summary

	RE	LE	Total
● Far Vision IPD	33.8	29.5	63.2
● Far Vision OC Heights	20.1	19.5	-
● Eye Lens Distance	14.2	15.5	-
● Eye Rotation Center	26.1	27.1	-
● Pantoscopic Angle	6.2°		

	RE	LE	Total
● Near Vision PD	31.6	27.6	59.2
● Reading Distance	40 cm		

Frame

● A Size	52.3
● B Size	33.6
● DBL	16.8
● Wrap Angle	7.9°

Open



Boxing

Global boxing

Previous **Redo boxing** **Edit Eye** **Continue**

IMAGE REVIEW



Summary

Far Vision		RE	LE	Total	Frame	
● Far Vision IPD		32.7	30.0	62.7	● A Size	53.6
● Far Vision OC Heights		23.9	23.1	-	● B Size	41.0
● Eye Lens Distance		13.0	13.6	-	● DBL	17.9
● Eye Rotation Center		24.2	24.6	-	● Wrap Angle	7.8°
● Pantoscopic Angle				1.6°	● Effective Diameter	65.6cm
Near Vision		RE	LE	Total		
● Near Vision PD		30.7	28.2	58.9		
● Reading Distance			40 cm			

[Open](#)



Boxing

Global boxing

[Previous](#) [Redo boxing](#) [Edit Eye](#) [Continue](#)

IMAGE REVIEW | RTFT

C o a c h	Was the Customer Journey used effectively?	<input type="checkbox"/> Y <input type="checkbox"/> N	Was 3/4 image correctly taken?	<input type="checkbox"/> Y <input type="checkbox"/> N
	Was Eye-Ruler 2+ used?	<input type="checkbox"/> Y <input type="checkbox"/> N	Seg/OC placed correctly?	<input type="checkbox"/> Y <input type="checkbox"/> N
	Are the frames custom fit properly?	<input type="checkbox"/> Y <input type="checkbox"/> N	Frame reference lines placed correctly?	<input type="checkbox"/> Y <input type="checkbox"/> N
	Was ER2+ sensor placed correctly?	<input type="checkbox"/> Y <input type="checkbox"/> N	ED Circle placed correctly?	<input type="checkbox"/> Y <input type="checkbox"/> N
	Customer facing straight with no head rotation?	<input type="checkbox"/> Y <input type="checkbox"/> N		<input type="checkbox"/> Y <input type="checkbox"/> N
	Correct head posture obtained?	<input type="checkbox"/> Y <input type="checkbox"/> N		<input type="checkbox"/> Y <input type="checkbox"/> N
	What is the root cause or Customer Journey behavior that the associate will change?			
Date:		Associate:		

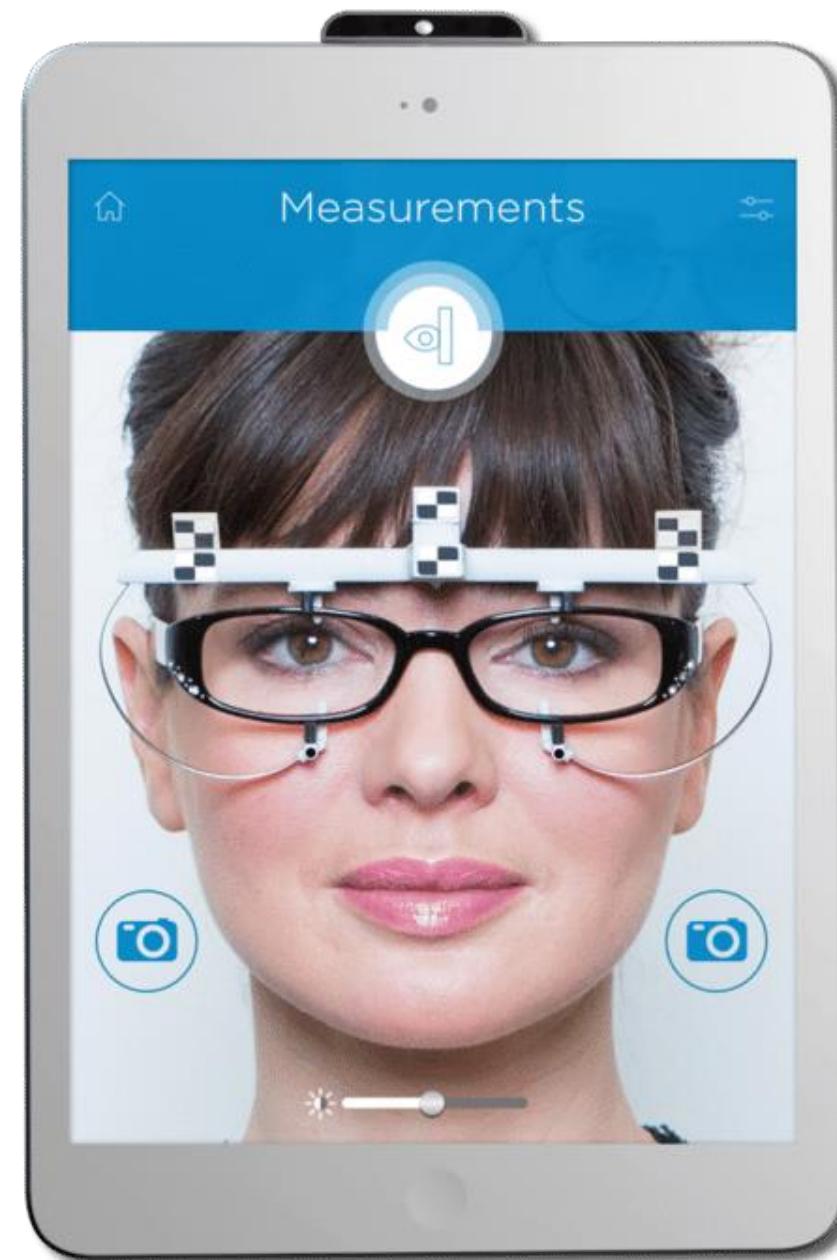
QUESTIONS & HOMEWORK

- Continue to go after CLUB ZERO
- Ask your peers how the team is doing
- Review 1 image per shift for the next week
 - Look for trends
 - Celebrate!



EYE-RULER 2 EXPERTS

Fourth Huddle



TODAY WE WILL COVER...

Review:

- Action Since Last Call
- Image Review
- Club Zero

SSS Tickets & Support & Wish List

Game Plan for Market Role Out

Facilitation Tips



UPDATE FROM LAST CALL

How is it going?

What are sites saying?

How are Team Members
they feeling?

What beliefs are we holding?



IMAGE REVIEW

What did you notice?

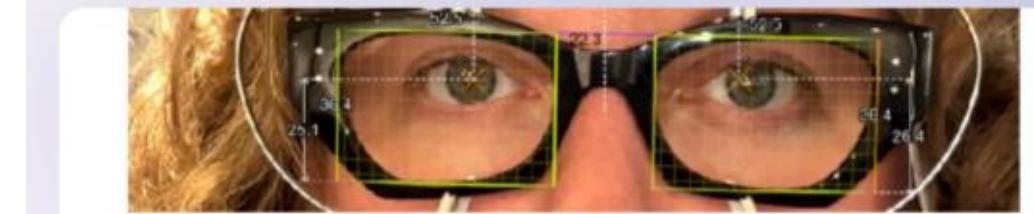
Did you find any trends?

What belief conversations have you had?

Are you noticing less remakes?

Patient comments?

Summary



Far Vision	RE	LE	Total	Frame
● Far Vision IPD	33.2	31.1	64.3	● A Size 52.5
● Far Vision OC Heights	25.1	26.4	-	● B Size 36.4
● Eye Lens Distance	7.1	⚠ 4.5	-	● DBL 22.3
● Eye Rotation Center	19.1	16.6	-	● Wrap Angle 2.1°
● Pantoscopic Angle			2.1°	● Effective Diameter 59.4cm

Near Vision	RE	LE	Total
● Near Vision PD	31.4	29.5	60.8
● Reading Distance	40 cm		

REPORTING

21 sites left in Club Zero			
T004 (Evie)	T038 (Amanda)	T073 (Kara)	T093 (Michelle)
T011 (Audra)	T049 (Wendy)	T081 (Kara)	T103 (Dr. Nick)
T015 (Audra)	T062 (Christina)	T084 (Sheri/Dr. Nick)	T114 (Murph)
T022 (Alix)	T068 (Carla)	T086 (Lily/Dr. Nick)	T139 (Amanda)
	T071 (Sheri/Nick)	T088 (Michelle)	T140 (Amanda)

*Any modules completed after 8/8 will not be reflected

*Lunet locations will complete hands on training

Note: Requested a new report and will be available by the end of the week!

SSS | CAMERA NOT LAUNCHING

1. Make sure you have the most recent version of ER2 (2.2.5)
2. If it is prompting you to log in, enter these details:

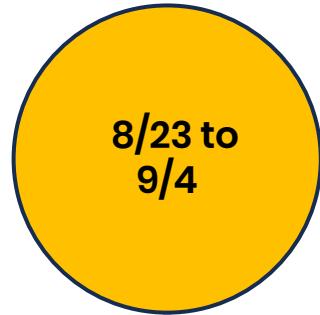
LC_XDS_001

XDS-LC0100

3. After logging in, immediately log out via settings on the top right
4. Swipe up to close the app completely and then re-launch (no log in credentials should be required)
5. Once the app is open, go to the setting section on the top right and enable the photo mode (it should be green) and log out to save the settings
6. Swipe up to close the app
7. Open Ciao! and confirm ER2 will launch through Ciao!

Note: If ER2 prompts you to enter “client details” swipe up to close the app > Click the blue X to close the launch from Ciao! > Re-launch ER2 from Ciao!

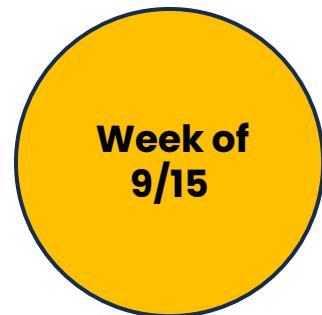
SEPTEMBER TIMELINE



8/23 to
9/4

ER2 Experts Planning Call on 8/27:

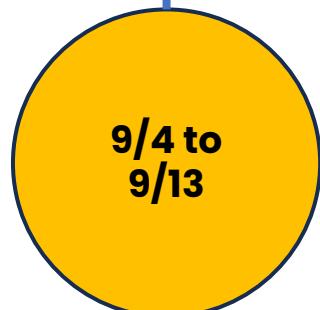
- Planning the ER2 & Varilux XR Fit / XR Track Role Out
- **ER2 Experts:** Work with your field leader to confirm meeting scheduled for the week of 9/15
- Begin & complete your Leonardo lessons
- Training deck will be sent out on 9/4



Week of
9/15

Launch Week:

- Present the deck
- Ask your field leader/peers for feedback after your presentation



9/4 to
9/13

Field Leader Review:

- Schedule some time with your field leader to present the deck, game plan, etc.
- **ER Expert:** Follow up with Club Zero sites
- **ER Expert:** Verbally remind teams to do Varilux XR Fit & XR Track lessons in Leonardo

VARILUX & ER2

- The **Varilux XR Fit** will require **POW** measurements (Position of Wear)
 - Same as Varilux X Fit : Vertex Distance, Panto, Wrap
- The **Varilux XR Track** lens packages will require **POW+ NVB** (Near Vision Behavior)
 - You will only see the NVB field when selling XR Track
 - NVB will automatically be added to ER2 after the standard POW measurements are captured
 - The NVB value will automatically populate the field in Ciao!
 - The NVB value is a 7 digits code that cannot be interpreted, modified, or manually entered

You can not sell XR Track without using ER2!

eye-ruler²



SHARP VISION



SHARPNESS EVEN
IN LOW LIGHT



BINOcular
SHARPNESS AND
ACCURACY



EXTENDED VISION



STABILIZED VISION



MULTITASKING
AT ARM'S REACH



MOTION

Varilux[®]
XR series[™]

LEONARDO MODULES

Category	Duration	Lesson Title – Click to be directed to the lesson
	15 min	Varilux XR Series, Powered by Behavioral AI
	15 min	Varilux XR Series: Personalization and Dispensing
	10 min	Varilux: An Innovation Journey
	4 min	Varilux XR Series: NVB Measurement Tutorial

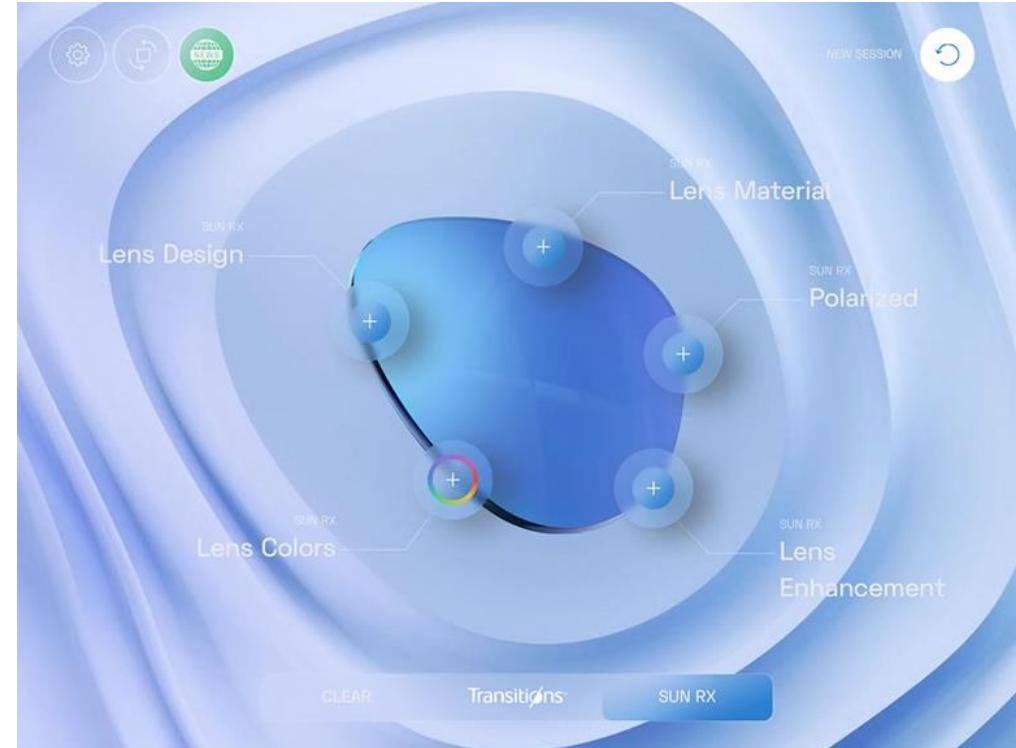
INSURANCE CALL OUT's

	Eyemed	Assignment (VSP, Davis, Superior, Spectera, etc.)
Varilux XR (Replacing X Fit)	Will Auto-Calculate Tier 4 Lens	Select Plans will Auto-Calculate *See Lens Portfolio guide for lens classifications
Varilux XR Track	Will Auto-Calculate Tier 5 Lens	Currently not eligible with insurance Patient can receive Other lens Insurance discount (20%) or TeamVision Promotions

HOW DO WE INTRODUCE NEW LENSES?

How do we create excitement/introduce the lens to our patients?

- Explain how it will benefit the patient
- Educate the OD
- Use LensSimulator
- Are you happy with your lenses? Great...Let me tell you about the newest generation?



FACILITATION TIPS

1

Have a clear message

- Allow the audience to understand the **Why, How, and Needed Outcome**
- Have a clear visual presentation that supports what you are verbally saying

2

Practice delivery

- Prepare your presentation and then practice it out loud
- Ask yourself what is it you really need the audience to know and have you conveyed that?

3

Engage with your audience

- Ask questions, understand their concerns, check for clarity and understanding
- Tailor your content to the audiences' interests and knowledge level to ensure relevance and engagement

WHAT SHOULD WE COVER...

ER2 Tips & Tricks:

- Patient can move or we can
- Lighting (window or overhead), rimless/drillmount reduce reflections,
- Photo mode enabled
- Correct version of ER2
- Pre-fitting frames
- Patient looking at the camera not just the ipad
- Patient centered in frame
- Lens removal
- Sitting comfortably (posture)
- Resources & where to find them

Varilux XR Fit / XR Track

- Difference in the lenses
- Insurance
- Track must be done with ER2
- Understanding patient needs and how they will benefit
- NVB > Why & How

WISH LIST...

What is your wishlist?

- How do we make ER2 better?
- What training tools are needed?
- More ipads
- hands on training
- smoother transition too/from Ciao!
- Edit measurements: PD inset too large, re-take just one measurement, wrap angle,



QUESTIONS & HOMEWORK

Timeline & Action Needed:

Schedule your meeting

Week of 8/25

Notify your Field Leader:

- Note if your field leader does not have a weekly call, you will need to plan one!

Practice your skills!

Week of 9/4 - 9/14

Field Leader Review:

- Schedule some time with your field leader to present the deck, game plan, etc.
- Follow up with sites on their Leonardo Lesson Completions

Launch Week!

Week of 9/15

- Present Varilux XR/Track and ER2 Role out on your weekly calls