

ACCESSIBILITY HOTLINE

Sign Language Interpreter

Locating a Sign Language Interpreter

What to do

Assist the store by offering to look up contact information for sign language interpreters in their area. **You may use Google search or use one of the organizational websites below to help the store find an interpreter in their area.	Deaf Services Unlimited: http://www.deafservicesunlimited.com/about/contact/ National Registry of Interpreters for the Deaf: https://myaccount.rid.org/Public/Search/Interpreter.aspx EyeSign.Org: http://www.eyesign.org/index.php?page=interpreter-search
Give them the information so they can contact the interpreter for the planned exam time.	

Submitting an Invoice for a Sign Language Interpreter

Step	What to do	Additional Details
1	The store associate should ask the interpreter to bring an invoice with them to the store. The invoice would then need to be signed by the Regional or Zone Manager before it is sent to iCare for payment.	Most interpreters will charge for a minimum of 2 hours even if the exam does not take that long. This is the typical minimum amount. Technically we do not offer to pay for mileage or travel time, but we have been informed that these costs are usually low and have been paid as part of the costs in the past, so if the interpreter includes these costs, we will pay for them.
2	The store associate should email the invoice to Customer Care.	Submit translation services invoices to invoices@luxotticaretail.com To follow up on late payments for invoices with luxinvoiceinquiry@luxottica.com
3	Customer Care receives invoice.	Back office will send refund request to Sales Audit for payment.
4	The Interpreter will receive payment within 30 – 60 days (although usually the time frame is much shorter)	The amount will be charged to the store's miscellaneous fund.