

CIAO! OPTICAL

Unknown Frame

In Ciao! Optical frame entry you will see the ability to select **Unknown Frame**. This should rarely be used but should **NEVER be selected for complete pair or frame only orders**.

Doing so will have a negative impact on your inventory.

| | |
|--|----------------------|
| Item # | <input type="text"/> |
| Brand | <input type="text"/> |
| Style # | <input type="text"/> |
| <input type="checkbox"/> Unknown Frame | |
| <input type="button" value="Search"/> | |

| Scenario | How to Solve it | | | | | | | | | | | | | | | | | | | | | | | | |
|---|---|---------------------|-----|----------------------------------|----------------|---------------------------------|----------------|---------------------------|----------------|--------------------------|----------------|------------------------|----------------|----------------------|----------------|------------------------|----------------|---------------------------|----------------|--------------------------|----------------|----------------|----------------|-------------------------------|----------------|
| Complete pair selected when should be lenses only | Back out of the transaction and select the lens only icon. DO NOT click unknown UPC and enter a \$.01. | | | | | | | | | | | | | | | | | | | | | | | | |
| Unknown or Inactive UPC | Look up the UPC in Inventory Management or Ciao! Optical. If you cannot locate, email your Field Lead the item details. They will work with the appropriate Operations partner to resolve. | | | | | | | | | | | | | | | | | | | | | | | | |
| Ciao! rejection on the order confirmation screen | Select a different frame/lens combination. If you believe it's in error, report it to your field leader (very infrequent). | | | | | | | | | | | | | | | | | | | | | | | | |
| Missing UPC for a frame kit (Safety or Insurance) | <p>Frame kits: Reference your insurance binder or use the UPC's below when entering into Ciao! Optical.</p> <table border="1"><thead><tr><th>Article Description</th><th>UPC</th></tr></thead><tbody><tr><td>ACQ Consignment Safety-adult OPT</td><td>20500002485149</td></tr><tr><td>ACQ Consignment Safety-kids OPT</td><td>20500002485156</td></tr><tr><td>ACQ Consignment-adult OPT</td><td>20500002485125</td></tr><tr><td>ACQ Consignment-kids OPT</td><td>20500002485132</td></tr><tr><td>Davis Vision Frame Kit</td><td>20500001821962</td></tr><tr><td>Essilor Safety Frame</td><td>20500001986975</td></tr><tr><td>March Vision Frame Kit</td><td>20500001821955</td></tr><tr><td>Otis And Piper Kids Frame</td><td>20500001939094</td></tr><tr><td>Private Pay Safety Frame</td><td>20500001986968</td></tr><tr><td>Hoya Frame Kit</td><td>20500003011507</td></tr><tr><td>Family Home Network Frame Kit</td><td>20500003011408</td></tr></tbody></table> <p><i>Note: safety frames within the TeamVision assortment will have their own unique UPC.</i></p> | Article Description | UPC | ACQ Consignment Safety-adult OPT | 20500002485149 | ACQ Consignment Safety-kids OPT | 20500002485156 | ACQ Consignment-adult OPT | 20500002485125 | ACQ Consignment-kids OPT | 20500002485132 | Davis Vision Frame Kit | 20500001821962 | Essilor Safety Frame | 20500001986975 | March Vision Frame Kit | 20500001821955 | Otis And Piper Kids Frame | 20500001939094 | Private Pay Safety Frame | 20500001986968 | Hoya Frame Kit | 20500003011507 | Family Home Network Frame Kit | 20500003011408 |
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Please reference your site-specific insurance guide for additional information regarding your safety programs. **Rosin Group:** Click [HERE](#) to access your Safety Program Guide.