

# 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 #   
Brand   
Style #   
☐ Unknown Frame

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> <tr> <th>Article Description</th><th>UPC</th></tr> <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> </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.