

# RxO ESCALATIONS

To streamline the RxO escalation process and reduce errors, we are implementing a new RxO Escalations process, beginning on March 30<sup>th</sup>, 2025.

- This enhanced process will provide greater visibility into RxO manufacturing gaps while offering additional insights and reporting to drive long-term resolutions and improve efficiency.
- Click [HERE](#) to watch a video to understand why this process is changing.

There are three main steps in the process:

## Step 1: Site

- Site enters order details on Teams Form to send to Field Leader



## Step 2: Field

- Field transfers data to Jotform for Escalations Team to receive



## Step 3: RxO

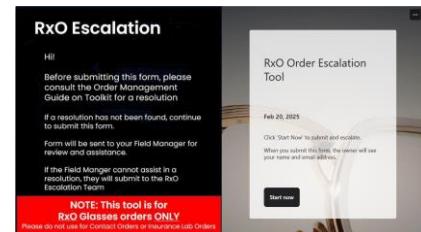
- Escalations Team emails update to site & Field with 48 hours



## SITE TO COMPLETE:

### Step 1: Complete the Teams Form- RxO Escalation Form

1. Review Order Tracker & Order Management Guide found in **Toolkit** to attempt to solve prior to beginning escalation process.
2. If escalation is needed, locate your Field Leaders [Teams Form](#).
3. Complete the Teams Form using the directions provided within the form.



### Selecting The Correct Escalation Reason:

*Note- you will be prompted to enter different data based upon the reason you select.*

Escalation Reason	Example Scenarios
<b>Late Order (Service Promise)</b>	<ul style="list-style-type: none"><li>• Late order (10 days since tender date).</li><li>• Service promise date changed multiple times (2/20, 3/1, 3/10).</li></ul>
<b>Store Sends Frame</b>	<ul style="list-style-type: none"><li>• On the <b>7<sup>th</sup> day</b>, you can provide your UPS Tracking Number if your frame has not been updated as 'received' in Order Tracker.</li><li>• Prior to submitting, confirm the frame was shipped using correct protocols AND shipped to the correct lab.</li></ul>
<b>Quality Inspection Errors- No Remake Submitted</b>	<ul style="list-style-type: none"><li>• Order was rejected in LPA during the Inspection (e.g., ordered seg height at 20mm, manufactured at 24.mm).</li></ul>
<b>Quality Inspection Errors- Remake Submitted</b>	<ul style="list-style-type: none"><li>• Order was completed in LPA and at dispense you notice a flaw (e.g., ordered green transitions and they are gray).</li></ul>
<b>Makeability Ranges</b>	<ul style="list-style-type: none"><li>• Order was cancelled but Ciao! allowed you to place the order and shows in range on Lens Portfolio Guide.</li></ul>