

RxO ESCALATIONS

To streamline the RxO escalation process and reduce errors, we are implementing a new RxO Escalations process, beginning on March 30th, 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

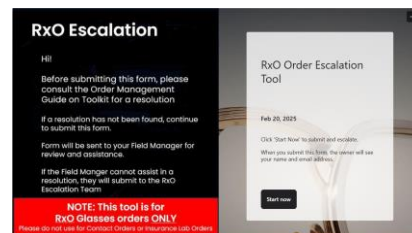
- Escalations Team emails update to site & Field with 48 hours



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