ORDER MANAGEMENT

Operations Guide

TeamVision
Eye care, together.

Rev. 2025

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What do I have to do at the end of each day?

How can I check the status of my order at RxO?

What are common issues I might face?

How can I avoid a cancelled order at RxO?

How do I know if I can use a patient's own frame?

How do I know if the Rx power is in range for the lens?

I want to change the type of order from how it routed on the Order Completion Screen in Ciao!

I have a VSP order- what do I do in LPA (Lab Processing Application?)

What are the shipping protocols to RxO labs?

What do the status mean in Order Tracker?

I have a new hire, how do I set them up in LPA & OT?

How do I inspect the order?

The order failed my inspection, how do I re-order?

How do I dispense out an order?

What are the TeamVision Inspection Standards?

What program do I have to complete to be able to inspect eyewear?

Why is the Rx listed on the paper different than what I ordered (Optimized Rx)?

If my lab equipment breaks down, what do I do?

On your Dell computer, click the links below to watch a video of the process:

- Transmit to RxO
- Transmit to Insurance or Other Labs
- Order Tracker
- Order Completion and Eyewear Inspection
- Failed Inspection & Reorder
- Dispensing Orders

PROCESS OVERVIEW

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TEAMVISION LAB NETWORK

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TeamVision preferred labs are those in the **EssilorLuxottica Lab Network – RxO** as well as **In-Office Finishing** labs including **Hub & Spoke** locations. However, insurance may require the process of the lenses be completed in their labs and the system allows the order to be processed externally. This is the same with specialty labs for exception orders or brand specific.

Team members will need to designate the appropriate lab for each eyewear order and transmit within the **Lab Processing Application (LPA).**

RxO (Rx Operations- EssilorLuxottica Lab Networks)

- Comprised of three main US facilities located in Atlanta, Columbus, Dallas, and in Canada, Canoptec-Toronto
- Self Pay, Eyemed, Insurance orders that DO NOT require a specific lab, and 2nd pair Insurance orders

In-Office Finishing Lab (IOF) or Hub & Spoke

- Orders that can be filled with lens stock on-hand
- Process all eligible orders in-house (All other orders go to RxO or Insurance Required Labs)
- Self Pay, Eyemed, Insurance orders that DO NOT require a specific lab, and 2nd pair Insurance orders

Insurance Required Labs (VSP, etc.)

- Insurance orders that require a specific lab will go to a designated lab (based on insurance carrier/payor)
- Route as RxSun Authentics in the Lab Processing Application

Specialty Labs (CustomEYES, Lab Italee, Maui Jim)

- Extended power ranges and lens options for specialty orders (total of 1% of all orders)
- Lab Italee: Select locations only (Cartier Lab)
- Order through portals in Toolkit

EYEWEAR OVERVIEW
Order Management

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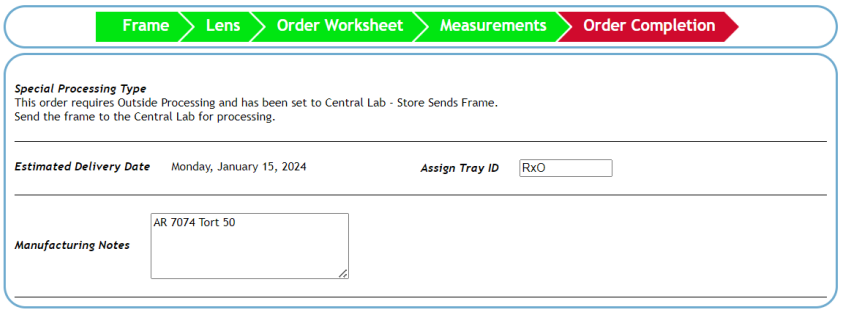
1

Eyewear sold in **Ciao! Optical Customer Order**

Retain all **Copies** of the **Lab Order Ticket** and keep with the product. This can be reprinted in **LPA** but will print from the Ciao! printer. If it does not exist in LPA, refer to the **Phantom Order** guide.



Note: In **Order Completion** in Ciao! Optical, it is recommended that the **Tray ID** be the lab manufacturing the order (RxO, VSP, etc.). Additionally, any blue tags should have the frame details entered in the **Manufacturing Notes** for billing & frame identification for generic UPCs.

2

Route & Transmit Order in LPA - *change routing as needed for insurance labs or IOF*

The **Lab Processing Application (LPA)** does not automatically transmit orders. Team members will need to designate the **LPA Status** (choose applicable lab and transmit order) for every order within 30 minutes of tendering the order.

RxO Lab Network	
Job Type	**Routing in LPA**
Complete Pair *Frame in stock at RxO*	Outside Processing – Central Lab – Central Lab Provides Frame
Frame to Come *Site must send frame to RxO – not in stock at RxO, POF, office request, etc.*	Outside Processing – Central Lab – Store Sends Frames
Lenses Only *Uncut lenses available only available for In Office Finishing Locations*	Outside Processing – Central Lab – Lens Only (Lens Only Uncut)
Lenses Only *Oakley & Ray-Ban Cut & Edged Authentic lenses*	Outside Processing – Central Lab – Lens Cut and Edge
Insurance Required Lab	
Frame to Come *Site must send frame to Insurance Lab*	RXSun Authentics

3

Should you need to ship your Frame to the Lab:

RxO Network:

1. Check **Order Tracker** to determine which lab is manufacturing eyewear
2. following **Shipping Guidelines** (in this guide)

Insurance Required Labs:

- Reference **Insurance Binder** for site specific guidance

4 Order Management System

Organizational System in Office

- **File Order Ticket** in your Order Management System
- Depending on the order, **Hold** the frame or place back on **Frame Board**

5

Order Tracker

Monitor Orders In **Order Tracker:**

- Daily, utilize **Take Action** tab
- **Record Patient Notifications** as needed

LENGTH OF ORDER	ACTION TAKEN
1-3 Days	Ship frames to labs
4-9 Days	If frame not matched up, use Escalation Process to provide UPS Tracking
10 days +	• RxO: complete Escalation Process to check the status of the delay. • OR Insurance Required Lab: follow up on order. • Notify patient of delay.

6 Order Completion

Lab Processing App

After receiving the eyewear, **EIP Certified** employee completes **Visual Inspection** and records **Completion in LPA**

- Text/Email PMOC Auto-Send
- Call Patients as needed

If order **fails inspection**, **Reject**

- RxO re-order through LPA
- Insurance Required Lab-Follow lab guidelines

7 Dispense Order

Order Tracker

- Patient picks up eyeglasses
- **Dispense** all orders in **Order Tracker** to ensure proper accounting and inventory movement on the same day of dispense

GUARANTEES & REMAKES

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TeamVision and EssilorLuxottica are committed to quality and have several service guarantees to ensure all of our patients are satisfied.

TeamVision Guarantee	EssilorLuxottica Warranty
30 Day Guarantee: Our goal is 100% satisfaction. Patient can return or exchange eyewear in 30 days of eyewear delivery*	EssilorLuxottica Manufacturer warranty covered frames for manufacturer defects for up to 2 years from the date of purchase**
3 Months RX Change	
6 Months RX Change Post Cataract Surgery	
Unlimited Free Cleanings And Adjustments	

*Products must be in their original conditions. For contact lenses, boxes must be unopened (factory sealed) and unexpired. Products can be exchanged or returned within 30 days of the date which is later (i) original sale date (ii) date of dispense (if applicable.) This applies only to the original purchase. This guarantee does not covered accidental damage, scratches, or breakage due to eyewear/product. See Return/Exchange Policy & Procedure for exact disclaimer.

** TeamVision does not participate in Lens warranties (i.e.,-Crizal). Frame warranty is managed by our after sales team (a digital group.) After Sales Team supports the purchase of replacement parts and/or warranty claims. To support your patient- you can either service on site with replacement frame (same SKU) or help patients register their request at www.luxotticacustomercare.com/aftersales. After they create a quick account, they can either create a service request or buy replacement parts. See the Luxottica warranty policy & procedure for complete step-by step- instructions.

Click HERE to be redirected to the Right the First Time folder in Toolkit

CONTACT LENS OVERVIEW
Order Management

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Ship to Home:

1 Contact Lenses Purchased

Contacts sold in **Ciao! Optical Customer Order**

2 Order Transmission

- Order automatically transmits to **Contact Lens Vendor (NOVG)**
- Order will show as **Booked** in **NOVG Portal**

3 Monitor Order in NOVG

- Log in to NOVG via the **Toolkit Application**
- **Day 1-2:** Confirm Order appears in NOVG
- **Day 3-5:** Track order and follow up if needed

4 Complete Order

- **Confirm Delivery** of contact lenses by tracking the order from the NOVG portal
- From **Open Orders** tab in **Order Tracker,** indicate **Product Received**

Ship to Site:

1 Contact Lenses Purchased

Contacts sold in **Ciao! Optical Customer Order**

2 Order Transmission

- Order automatically transmits to **Contact Lens Vendor (NOVG)**
- Order will show as **Booked** in **NOVG Portal**

3 Monitor Order in NOVG

- Log in to NOVG via the **Toolkit Application**
- **Day 1-2:** Confirm Order appears in NOVG
- **Day 3-5:** Track order and follow up if needed

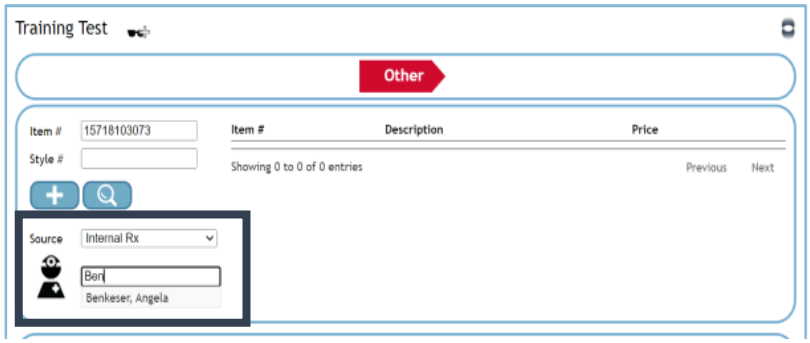
4 Complete Order

- **Call** patient to pick up
- Once the patient **Picks Up** the contact lenses in office, from **Product to Come** tab in **Order Tracker,** click **Product Received** (Product Received = Dispensing contact lenses)

- See **Toolkit > Documents > Contact Lens Folder** for Natural Vue and Specialty Contact Lenses Information (RGP, Toric Multifocal, etc..)
- Trial lenses, for both a patient or stock use, are ordered directly through the **NOVG Portal** found in the **Toolkit**.
- **Canadian Sites:** Same process, but Premium Vision CL Supplier

1

Product Sold In Ciao! Optical Customer Order



When selling **Wellness** products, sell in the **Patient Profile, ALWAYS** attach an **OD Provider or No Doctor.** If this step is not completed, the transaction will flag on the **Unknown OD Transaction report** and will have to be manually corrected in site.

Do Not Sell Wellness products through Quick Sale in Ciao! Optical. Tendering in Xstore (tendering application) as a quick sale will result in an **Unknown OD Transaction** and will need to be corrected. Reporting will be sent to site weekly. When you have transactions listed on the report, you must return the original transaction and re-ring with an OD name selected.

2

Automatic Replenishment for all wellness products are triggered from your Ciao! Optical sales. Product will be shipped directly to your site and you will receive the product in the **Shipment Confirmation** tile in **Inventory Management**.

DO NOT manually adjust your wellness inventory unless directed by TeamVision Operations. The sale in Ciao! Optical will **Trigger** the replenishment and based on your model stock will ship when your office needs re-stocking.

3

Confirming On-hands in Inventory Management

See the expected quantities on hand in office. You will also have visibility to incoming shipments from the Distribution Center and **take action** to confirm quantity received. You must **Confirm** all products before placing them out on display or selling. Refer to your **Inventory Management Guide** for more details.

TOOLS & RESOURCES

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ACRYONYMS
General

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ACRONYM	DEFINITION
CP	Central Purchasing
EAF	Eyewear Analysis Form
EID	EssilorLuxottica Identification Number
EIP	Eyewear Inspection Process
FSV	Finish Single Vision Lenses (SKU stock lenes for IOF)
FTC	Frame to Come (Referring to sending the frame to RxO)
IOF	In Office Finishing (manufacturing occurs on premises)
Lab Escalation Process	The process of following up on an RxO Order or when an IOF Lab is experiencing downtime (i.e., inability to deliver quality eyewear)
LOTO	Lock Out Tag Out
LPA	Lab Processing Application
Open Order	Tendered not completed eyeglass order
PMOC	Preferred method of communication (how patient will be notified in system)
POF	Patient Owned Frame
ROM	Regional Operations Manager RxO
Routing	The process of designating which Lab will manufacture the eyewear
SSS	Store Systems Support

COMMON ISSUES

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Issue	Next Steps
The lab sends the wrong eyeglasses back to site • This could be wrong lens, prescription, frame, complete wrong pair	• If lab/order ticket details are correct, but the lab sent the wrong glasses, in **LPA Reject/Re-order** using **Mis-ship** code • If lab/order ticket incorrect, **Exchange** in Ciao! Optical and **Route** order accordingly in LPA
The lab loses a frame	• POF: Partner with Field Leader for resolution • Complete Pair: Locate alternate frame and **Exchange** order through Ciao! Optical and **Route** order accordingly in LPA

An order is cancelled by the lab	• **Understand** why order was cancelled:
	  ○ Review shipping protocols/ Inspect shipping process
	  ○ Review processing guidelines to ensure order is in range for the material/seg/RX, etc.
	  ○ Contact lab through Escalation Process to learn more
	• **Exchange** eyewear through Ciao! Optical making necessary changes before re-ordering and **Route** order accordingly in LPA

You receive two pairs of eyeglasses for one patient	• Review **Routing Status** in LPA to understand how you received two pairs • Partner with field leader; Offer a discount for a second pair • **Insurance Required Lab:** Dispense out the insurance manufactured pair and send the RxO pair through Frame Recovery Process (see Toolkit > Documents> Inventory Management Guide for details)
How do I get rid of "original order " in LPA after I re-entered it to correct an insurance claim and routed the second order	• Route the original order to **RxSun Authentics** in LPA • Review PMOC (notify patient of text/.email or change PMOC to call) • **Complete Order** Inspection in LPA • **Dispense Out** in Order Tracker

How do I clean up my Take Action list?	• Review **Status** column & resolve order as needed
	  ○ Re-order cancelled orders
	  ○ Notify patient of delays
	• **Record Successful Notification** (Text & Email successfully going through or Call/Voicemail)

LAB SUPPLIES

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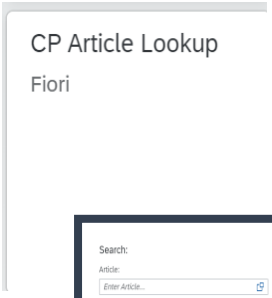
Site and manufacturing supplies can be ordered through **Central Purchasing (CP):**

- Primary ordering window: once per month.
- Backup window: for urgent supplies only.
- Order only what is needed (avoid excess stock).
- Refer to the Toolkit for the Site Expenses & Supplies Guide.

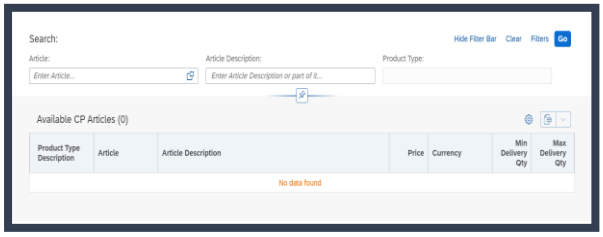
1 Log In

- From the Ciao! Toolkit log into **Inventory Management**
- Confirm your site is selected via the header on top

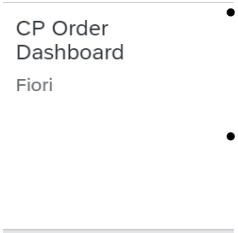
2 Search For Your Item



- Select the **CP Article Lookup** tile
- Search using **Key Words**
- Example: toilet paper, type paper



3 Order Supplies



- Enter the article number in the **CP Dashboard**
- Utilize your **Primary** ordering window

Click HERE for the Site Supplies & Expenses Guide

END OF DAY PROCESS

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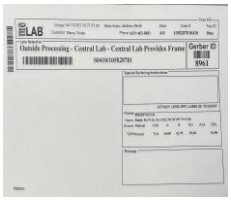
Daily, prior to the close of business, the following must be completed in Order Tracker.

1. Check **Take Action Tab Daily**
    - Action/solve as needed
    - Update **Patient Notifications**
2. Receive SKU'd Special Order **Contacts, Frames, Lenses** as needed in **Product to Come**
3. Confirm all patient pick ups are **Dispensed Out**

Keep tray tickets with closing paperwork (DCR) for 90 days

Daily, prior to the close of business, the following must be completed in Lab Processing Application (LPA).

1. All **Staged** Orders **Deleted**, and all **Tendered** orders **Routed**
2. **Complete, Inspect, And Record Completion** for all orders throughout the day - completed orders Lab Tickets go with daily closing paperwork
3. At the end of the day, **Print** the [Lab Reconciliation Audit]
4. **Review** this report and account for all orders:
    - Verify that completed times on lab tickets match report
    - Verify that lenses on lab tickets match those indicated on the report
    - Retain lens packages of all breakages and document breakage reason
    - Ensure all breakages are accounted for by matching SKU/UPC Tags to report under proper Order # and Customer Name
    - Ensure all "usage" lenses are accounted for in Inventory Management with specific Information (i.e., Edger Calibration)
        - Other lens usage requires PM approval with initials
        - Lens and or box tops must be kept with closing paperwork
    - Ensure eyewear that has been cancelled has a specific order # and ticket attached to it
        - SKU/UPC must accompany order ticket
5. The PM, LM, LT, APM **Signs** the report and places it with closing paperwork. If the paperwork does not reconcile identify discrepancy and work towards resolution.



INTEGRATION
Systems Audit

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Assess what you already know! To provide our patients with a fantastic experience, we ask you to ensure all team members are trained on our Order Management Systems.

Post Integration: please complete this audit monthly until you can reply **YES** to all questions asked for two months in a row. Once that happens, you **DO NOT** need to continue to conduct this audit! If you **DID NOT** mark **YES** in all categories, please continue this audit monthly until you check **YES** for two months.

YES	NO	Lab Process App (LPA)
		Home Screen: • Are all untendered orders deleted daily? • **Hub & Spoke locations**: Are all orders staged correctly?
		Are all **Tendered** orders **Routed** correctly & daily? (Weather & Holiday permitting) • **RXSun Authentics**: insurance required labs, Custom Eyes, or any order not going into production • **RxO:** Complete Pair (white tags), Store Sends Frame (Blue tags), RB/Oakley eligible for Cut & Edge • **IOF/Hub & Spoke**: Changed to Uncut Lenses, RB/Oakley eligible for Cut & Edge.
		Are delivered orders **Inspected/Completed** within 72 hours of receiving? • Hub locations must complete remote orders within 72 hours and selling site (spoke) should inspect upon receipt or no later than 72 hours
		Rejects & Breakages: • If order is rejected, can team members re-order in LPA? • **IOF**: Can team members record breakages in LPA?
		Can all team members demonstrate how to: • View order notes in LPA? • View routing history in LPA?
		Lab Reconciliation Audit • Ensure all **Today Orders** have been completed or transmitted • Do all **Previous Orders** completed have **Completion Time** enter into LPA? • Report printed, reviewed, and signed daily? • Is report kept with daily closing paperwork for 90 days? (Shred for HIPAA compliance)
		Are all required team members trained, demonstrating effective use of LPA, and can access resources in Toolkit 30 days post conversion (hire)?

YES	NO	Shipping Processes
		Preparing for Shipment: • **Temple Tag** completed & affixed to left temple of the frame? • Most recent **Lab Ticket** rubber banded around the frame with the order number visible? • **Medium Size** UPS box with **Frame Enclosed** sticker affixed? • Can all team members locate the lab address in Order Tracker? • Do all team members know which lab requires “suite 200”?

YES	NO	Shipping Processes Continued
		Shipping Process: • Shipped using **Next Day Air Saver?** • Packaged picked up the same day ? (next day if sold at closing) • Is UPS set up to pick up orders the same day? • Can all team members order UPS supplies? • Can all team members log in and access EasyShip?
		Are all team members that sell eyeglasses trained on shipping & can locate resources in Toolkit?

YES	NO	Order Tracker
		Is your Tray System or Order Management Process set up, organized, and up to date?
		Take Action: • Do all team members understand the premise of the Take Action tab? • Is your **Take Action tab** current and up to date? • Can all team members demonstrate how to filter/sort the orders? • Has action/resolution been taken on the orders listed? • Can all team members demonstrate understanding of the order "**Status**" listed? • Have patient notifications been recorded on **Notifications Log?**
		Open Orders: • Can all team members demonstrate how to filter/sort the orders? • Can all team members demonstrate how to search/ pull up patients? • Can all team members demonstrate how to locate order details/status? • Can all team members demonstrate how to record patient notification? • Can all team members demonstrate how to identify order numbers from 3rd-Party labs?
		Product to Come: • Can all team members demonstrate how to filter/sort the orders? • Can all team members demonstrate how to search/ pull up the patients from the packing slips sent? • Do all team members know what products to receive in this tab? • Can all team members demonstrate how to receive products? • Can all team members explain what to do if orders have been unfilled or cancelled?
		Order Follow Up: • Can all team members demonstrate proper knowledge of the escalations process? • Are all team members notifying patients of any delays?

YES	NO	Order Tracker Continued
		Dispensed Orders: • Can all team members demonstrate how to dispense out orders? • Do all team members know that to do with tray tickets at the end of the day? • Do team members know what to do if the order will not allow you to dispense out? • Are older orders being audited and new notifications sent if the patient hasn't picked up their eyewear? • Do all team members know the time frame in which orders stay in OT?
		Are all required team members trained, demonstrating effective use of OT, and can access resources in Toolkit 30 days post conversion (hire)?

LEONARDO

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REQUIRED TRAINING

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LEONARDO COMPLIANCE
Conversion & New Hire

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Access Leonardo directly from the Ciao! Optical Toolkit or Leonardo Learning platform | EssilorLuxottica. **Login with EssilorLuxottica ID and Network Password.** Use this checklist to complete the mandatory compliance lessons within **30 days** of conversion or hire date. Many of the lessons will be accessible from your **To-Do List in Leonardo** or **click on the hyperlink** below to be directed to the lesson.

Category	Duration	Lesson with Link	Team Member	Doctor	Field & Corporate
Healthcare Compliance	20 min	2023 Medicare-Medicaid FWA	Yes	Yes	Yes
	30 min	ADA Training – North America	Yes	Yes	Yes
Data Privacy	30 min	HIPAA	Yes	Yes	Yes
	10 min	2023 HIPAA Refresh	Yes	Yes	Yes
Ethics Compliance	20 min	Luxottica: Code Of Ethics	Yes	Yes	Yes
	45 min	Wage And Hour Training For Managers	Yes, Managers	Yes, Managers	Yes, Managers
	15 min	Employee Relations For Managers Of People	Yes, Managers	Yes, Managers	Yes, Managers
Health & Safety	10 min	De-Escalating Conflict	Yes	Yes	Yes
	15 min	The 3 Rs Of Shoplifting Prevention	Yes	No	Yes
	15 min	2023 Accident Prevention	Yes	Yes	Yes
	10 min	2023 Emergency Response	Yes	Yes	Yes
	20 min	2023 Environmental, Health, and Safety Acknowledgement	Yes	Yes	Yes
	5 min	2023 Hazardous Materials Shipping Awareness	Yes	No	Yes
	10 min	2023-Hazardous Waste Training	Yes	Yes	Yes
	5 min	2023 Electrical Safety: General	Yes	Yes	Yes
	10 min	2023 Hazard Communication in Store	Yes	No	Yes
	5 min	2023 Electrical Safety: Lockout/Tagout	Yes, Lab Team Only	No	No
	10 min	2023 Hazard Communication: Lab	Yes, Sites with IOF Lab	Yes, Sites with IOF Lab	Yes
Store Operations	15 min	Introduction To Asset Protection	Yes	Yes	Yes
	10 min	Recognizing and Avoiding Phone Scams	Yes	No	Yes
Workplace Harassment	30-90 min	2023-24 Workplace Harassment for Employees	All Employees (Excluding those in California or Chicago)		
	30-90 min	2023-24 Workplace Harassment for Managers	All Managers (Excluding those in California or Chicago)		
	30-90 min	2023-24 Workplace Harassment for Employees	All Employees in California		
	30-90 min	2023-24 Workplace Harassment for Managers	All Managers in California		
	30-90 min	2023-24 Workplace Harassment for Employees	All Employees in Chicago		
	30-90 min	2023-24 Workplace Harassment for Managers	All Managers in Chicago		

All employees, including lab team members, are required to complete compliance lessons within 30 days of conversion or hire date (new hires). See Toolkit Leonardo Document Folder for the most up to date resource. That will link you directly to the required lessons in Leonardo.

This includes:

- HR Compliance
- Environmental, Health & Safety (EHS)
- Asset Protection
- And others

Employees primarily working in the lab (manufacturing) are r**equired** to complete:

- Eyewear Inspection Process (EIP) Mastery
- Electrical Certification (annually)
    - Lock Out Tag Out (LOTO) Certification
- Ray-Ban and Oakley Meta Smart Glasses (if assorted to your location)
    - Hazardous Shipping
    - Inventory Management Smart Glasses procedures

It is **recommended** that they complete:

- Eye-Ruler 2+ Digital Measurement (specific lenses are required to use ER2+ measurements)
- ABO Certification

EYEWEAR INSPECTION PROCESS (EIP)

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The **Eyewear Inspection Process (EIP)** is a program to help ensure the highest quality and standards for EssilorLuxottica locations and for optical orders.

Complete the Eyewear Inspection Process 6 Week Program:

- Complete the Leonardo EIP lessons
- Take the corresponding EIP Knowledge checks (quiz and answer key found in the Lab > EIP folder on Toolkit)

Who Should Complete? Lab Manager, Lab Tech, Licensed Manager(s), Licensed Optician, Optician, Apprentice Optician, anyone completing final inspection in your site location!

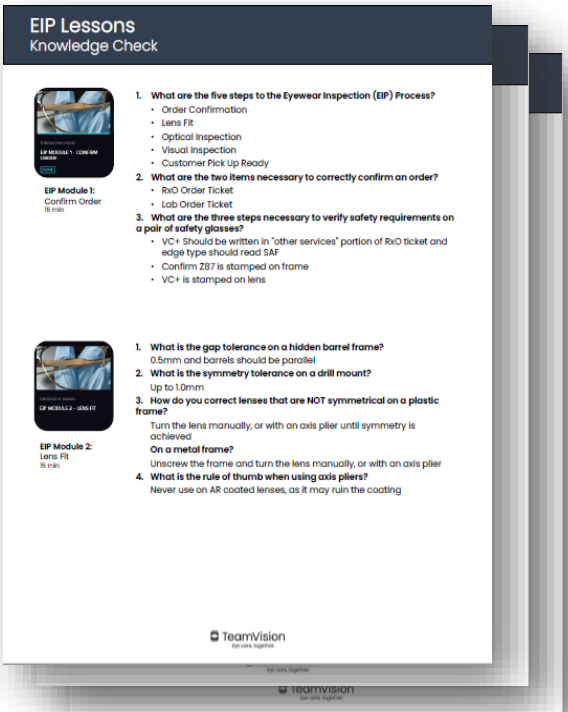
Ready for Mastery Observation? When you and your team complete all lessons and Knowledge Checks, email TVOps to be assigned an EIP Captain to complete you and your sites virtual Mastery Observation!

	Week 1	Week 2	Week 3	Week 4	Week 5 & 6
Digital Lessons	Module 1 & 2	Module 3 (1st Half)	Module 3 (2nd Half)	Module 4 & 5	Practice
Knowledge Checks	7 Questions	-	2 Questions	6 Questions	Mastery Observation

DIGITAL LESSONS

- ❑ EIP Module 1 – Confirm Order
  15 min
- ❑ EIP Module 2 – Lens Fit
  15 min
- ❑ EIP Module 3 – Digital Optical Inspection
  1 hour 15 min
- ❑ EIP Module 3 – Manual Optical Inspection
  1 hour 15 min
- ❑ EIP Module 4 – Visual Lens Inspection
  15 min
- ❑ EIP Module 5 – Customer Pick Up Ready
  15 min
- ❑ EIP Module 6 – First Inspection Full Service Labs
  1 hour 30 min
- ❑ EIP Knowledge Check & Mastery Observation
  Practical Application

KNOWLEDGE CHECKS



EIP Lessons
Knowledge Check

EIP Module 1:
Confirm Order
15 min

1. **What are the five steps to the Eyewear Inspection (EIP) Process?**
   - Order Confirmation
   - Lens Fit
   - Optical Inspection
   - Visual Inspection
   - Customer Pick Up Ready
2. **What are the two items necessary to correctly confirm an order?**
   - RxO Order Ticket
   - Lab Order Ticket
3. **What are the three steps necessary to verify safety requirements on a pair of safety glasses?**
   - VC+ Should be written in "other services" portion of RxO ticket and edge type should read SAF
   - Confirm Z87 is stamped on frame
   - VC+ is stamped on lens

EIP Module 2:
Lens Fit
15 min

1. **What is the gap tolerance on a hidden barrel frame?**
   0.5mm and barrels should be parallel
2. **What is the symmetry tolerance on a drill mount?**
   Up to 1.0mm
3. **How do you correct lenses that are NOT symmetrical on a plastic frame?**
   Turn the lens manually, or with an axis plier until symmetry is achieved
   On a metal frame?
   Unscrew the frame and turn the lens manually, or with an axis plier
4. **What is the rule of thumb when using axis pliers?**
   Never use on AR coated lenses, as it may ruin the coating

TeamVision

BEFORE TENDER

Ciao! Optical

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LENS POWER RANGES
Lens Portfolio Guide

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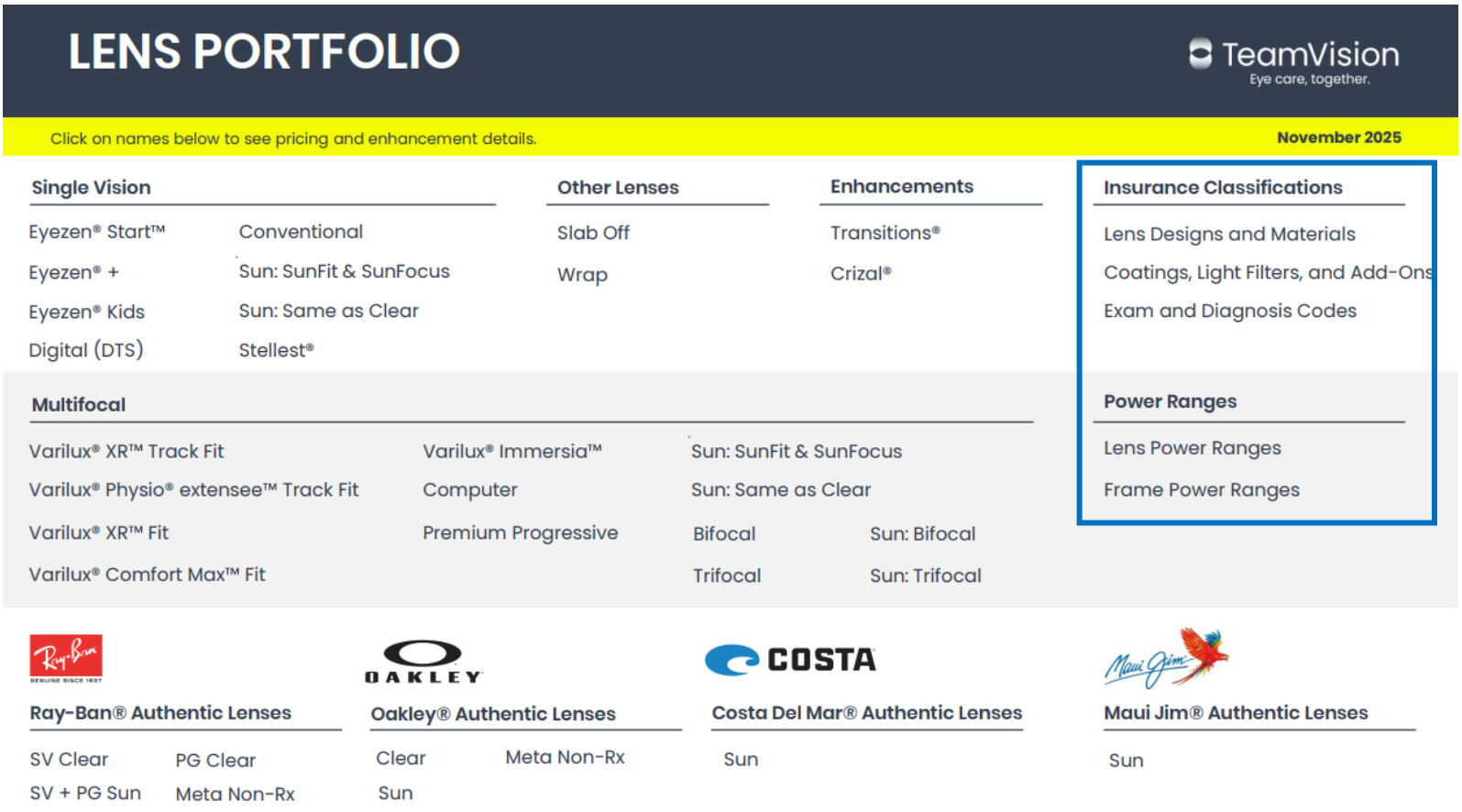
Ciao! Optical will assess makeablity and notify you on the **Order Completion Screen** if the order can be produced or not.

When this happens, or you have a patient with a high RX, refer to the **Lens Power Ranges** located on the Lens Portfolio Card.

The lens Portfolio Card will provide you with:

1. Guide to **Rx Range** capability by lens selection and order type:
   - Frame power ranges
   - Listed in **Total Power** in the minus cyl format
   - Ranges will be impacted by the **Customers Fit** (PD, seg height, etc.)
2. Ray-Ban, Oakley, and Costa Frame and Lens Specific Ranges
3. Insurance Lens Classifications
4. VCodes



LENS PORTFOLIO

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Click on names below to see pricing and enhancement details.

November 2025

Single Vision

Eyezen® Start™	Conventional
Eyezen® +	Sun: SunFit & SunFocus
Eyezen® Kids	Sun: Same as Clear
Digital (DTS)	Stellest®

Other Lenses

Slab Off
Wrap

Enhancements

Transitions®
Crizal®

Insurance Classifications

Lens Designs and Materials
Coatings, Light Filters, and Add-Ons
Exam and Diagnosis Codes

Multifocal

Varilux® XR™ Track Fit	Varilux® Immersia™	Sun: SunFit & SunFocus	
Varilux® Physio® extensee™ Track Fit	Computer	Sun: Same as Clear	
Varilux® XR™ Fit	Premium Progressive	Bifocal	Sun: Bifocal
Varilux® Comfort Max™ Fit		Trifocal	Sun: Trifocal

Power Ranges

Lens Power Ranges
Frame Power Ranges

Ray-Ban® Authentic Lenses

SV Clear	PG Clear
SV + PG Sun	Meta Non-Rx

Oakley® Authentic Lenses

Clear	Meta Non-Rx
Sun	

Costa Del Mar® Authentic Lenses

Sun

Maui Jim® Authentic Lenses

Sun

RX RANGES ON UPC TAGS

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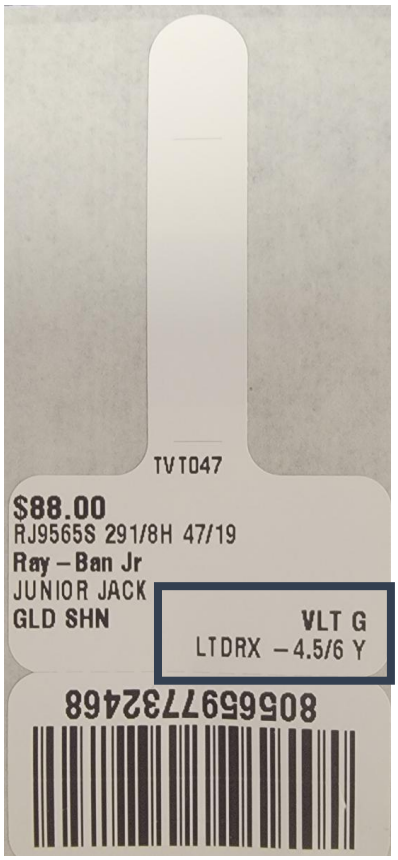
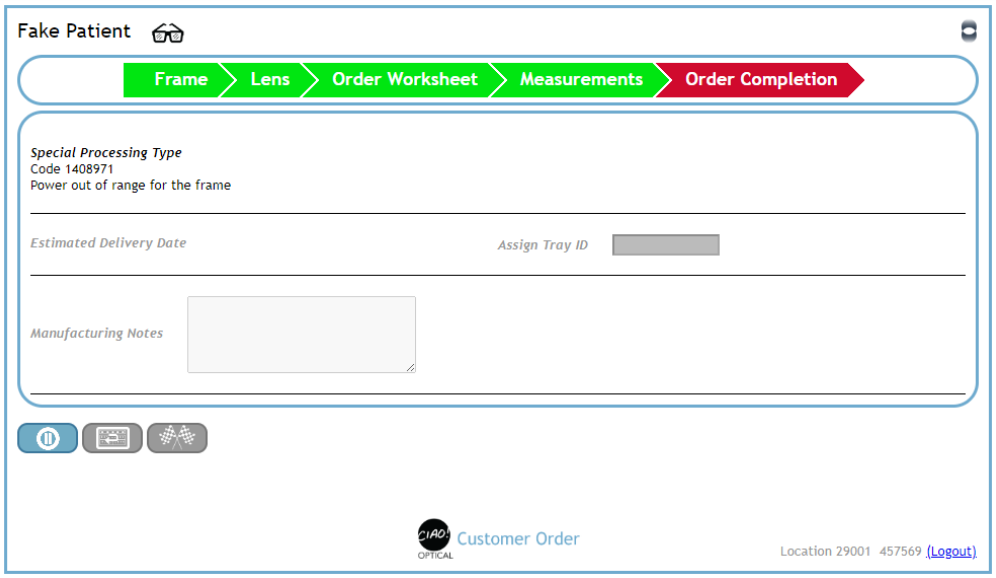
During frame qualification process at RxO – the RxO team will indicate if the frame has a Rx restriction so that the Rx does not compromise quality (i.e., doesn't cause more stress on frame, breakage point). **This information prints out on the tags for you to know what the Frame Rx ranges are.**

It's written out in Total Power (Min/Max) so the example below means -4.5 TP to + 6 TP is the range.

- OD -3.75 -2 cyl so TP -5.75 which is > -4.5 and out of range
- OS -4.00 -1.75 cyl so TP -5.75 which is > -4.5 and out of range

If the Rx entered is outside of range for the frame, you will get blocked on the Order Completion screen and you will need to select a new frame due to the quality restriction.





FRAME DETAILS
AQC, Generic, or Blue Tag UPC

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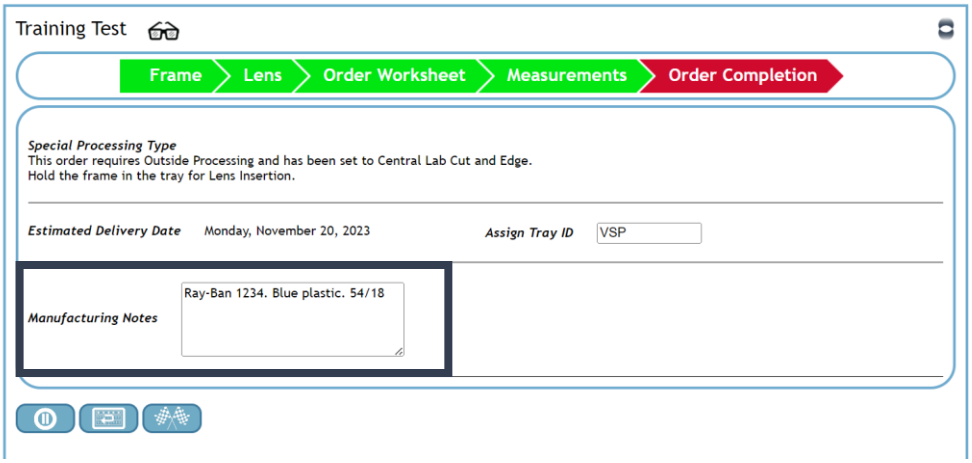
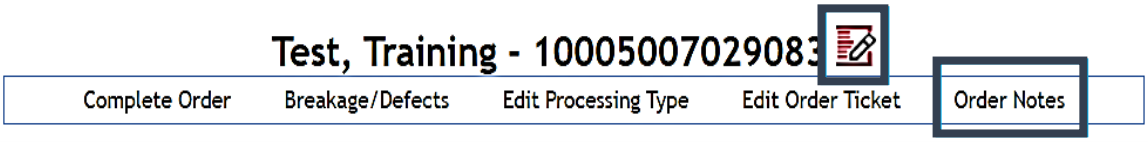
When placing your order, you can provide order notes in the **Manufacturing Notes** section of the **Order Completion** screen of Ciao! Optical**. Manufacturing notes can be used for communication to the manufacturing lab and/or to document the model number for your generic SKU's (blue tags.)**

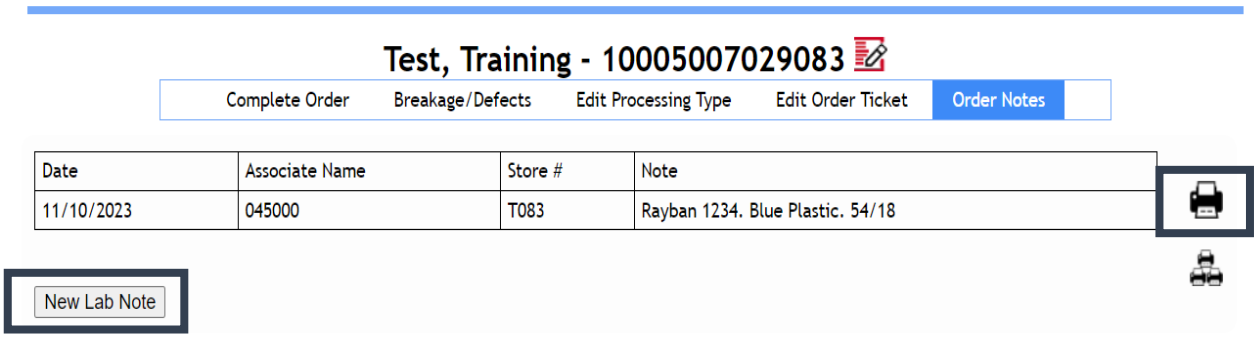
- These order notes are unique to each individual order.
- Customer notes should always be entered in the Ciao! Optical Customer Order Notes (patient demographics) section.



Order notes can be viewed in LPA by clicking on the **Order Notes** tab. If an order has notes attached, the order notes icon next to the customer's name will be in **Red**. If no order notes exist on an order, the icon next to the customer's name will be in **Black**.



New lab notes can be added to an order by clicking on the **New Lab Note** box. A pop-up box will appear to type new notes. Once completed, click **Save** to add the new note to the order. You can also select **Cancel** to return to viewing the original lab notes. These notes can also be printed by selecting the **Printer** icon.



PATIENT OWN FRAME REQUIREMENTS

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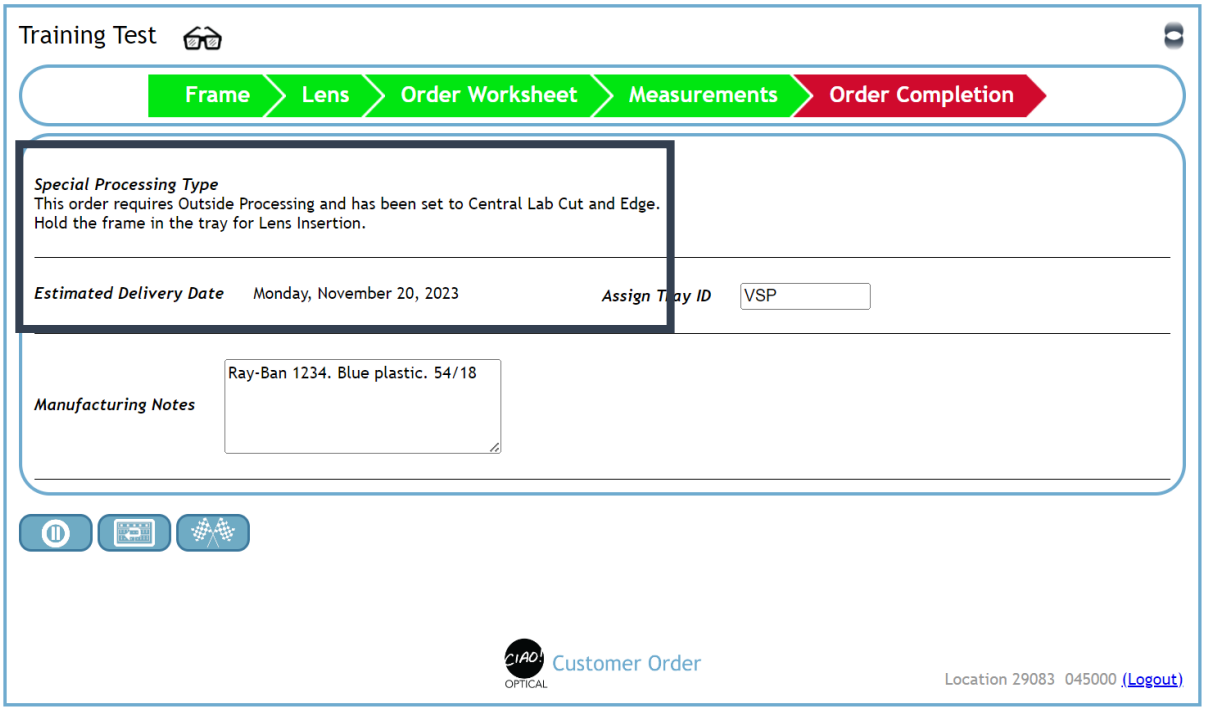
Not eligible for store sends frame processing and will be cancelled if submitted:

- POF Wraps
- POF Drill Mounted
- POF Safety/Sports Frames
- Smart/ Eyewear with electronics
- Frames that require specific labs (Lindbergh, Maui Jim, etc.)
- Frames that have multiple bevel types
- Frames with lens embellishment overhangs which will conflict with the Rx Lens

Frames will be returned if they have one of the following:

- Non-Rxable: Frame has no marking/frame name and size on temple, irregular shapes that aren't traceable
- Readers: Metal frames with no barrel closure/ eyewire screw
- Plastic frames that are brittle or cracked
- Metal frames with weak solder points on the bridge/nose pad area and hinges
- Stripped screws/barrels
- Gaps: Daylight can be seen between the lens and eyewire/cord
- Irregular/ Mis-shaped eyewire
- Chips in lenses on semi rimless
- Rubber eyewire
- Missing parts: including screws, temples, etc.
- Semi-Rimless with a broken cord
- Wood and Leather frames
- Any defect



Ciao! Optical will assess makeablity and route the order accordingly based upon the frame SKU, lens, and patient and product measurements.

If the order cannot be produced, the **Order Completion** screen will notify you.

- The **Order Completion** screen will indicate the **Processing Type** (Normal for IOF, Complete to RxO, Store sends Frame) along with the **Estimated Date of Delivery**.
- Refer to the **Service Promise Times** documents for production ETA.
- The estimated date of delivery listed in Ciao! Optical will **Not** apply for Insurance Required Labs.

SERVICE PROMISE TIMES

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Outside of peak business times, our **Service Promise time for RxO Orders will be Same Day Next Week** for general assortment complete, lens only, lens only cut & edge. Please see the chart below for exceptions:

Complete / Lens Only / Lens Only Cut & Edge Will Be 7 Days		
EXCEPTIONS/SPECIALTY	**IN OFFICE FINISH LAB**	**EXPECTED SERVICE**
Drill Mounts / Safety / Sport / Wrap	Complete, Store Sends	10 days
Mirror	Complete, Store Sends Frame, IOF: Lenses Only-Uncut	10 days
RX Power over +6 or -11.00 /Over 5 Diopters Prism	Complete, Store Sends Frame	10 days
Oakley Authentic (Clear & Sun)	Complete, Lenses Only-Cut & Edge	10 days
Ray-Ban	Complete, Store Sends Frame, IOF: Lenses Only-Cut & Edge	10 days
Cartier – Lab Italee (10 Days From Italee Receiving Order)	Store Sends Frame	10 days
Frame to Come* (POF/COF, Sell Down Misc. Sku, Oakley Authentic, or RxO out of stock)	Store Sends Frame, FTC	10 days*
High Index 1.74 With Blue Filter	Complete, Store Sends Frame, IOF: Lenses Only-Cut & Edge	14 Days
Costa	Complete, Store Sends Frame	14 days
Slab-offs (Custom Eyes)	Complete, Store Sends Frame	21 days
Round Occupational, 22 (Custom Eyes)	Complete, Store Sends Frame	21 days
Stated Service Promise Times Are Based On Daily Store Shipments From Columbus Merge		

FRAME TO COME

Promise Time Contingent On:

1. Labeling the frame temple with green temple stickers
2. Labeling the outside of the box with GREEN "FRAME ENCLOSED" Labels
3. Shipping to correct Lab Address provided in Order Tracker
4. Ship "Next Day" service
5. Shipment going out ASAP, next UPS pick-up

NOTE: VSP or other lab-based insurance orders follow the same service promise date although they are manufactured within their lab network (vs. RxO).

WEARABLES

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WEARABLES

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Wearables is a term we use when referring to Nuance Audio & Ray-Ban Meta eyewear due to their unique functions and AI technology. Each product comes with their own **Operational Guide** found in the **Toolkit.**

Additional Notes:

- You will likely never ship a Patients Own Wearable frame.
- Eyewear will be provided as Complete pairs or lenses sent as Cut & Edge.
  - Nuance & Ray-Ban Meta have been qualified for Cut & Edge.
- Mounting directions found HERE
- They will have their own Damage Processes
- Wearables require specific Shipping Processes
  - Leonardo will host annual Hazardous Shipping Materials courses for those responsible for shipping.
- See the Nuance or Ray-Ban Meta Operations Guide for Insurance Required Lab details
- All eyewear must be inspected by an Eyewear Inspection Process (EIP) certified team member.

Dispensing:

The innovative hardware inside these frames requires special consideration when selecting and dispensing them. Due to the built-in elements, it's not possible to adjust the temples temple tips pantoscopic angle or frame front curve. Additionally, hinge adjustments aren't permitted.

MANUFACTURING & FINAL INSPECTION

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The Order Completion screen in Ciao! Optical will show you how your order as been routed (Complete or Cut & Edge). If routed as Cut & Edge, you will use the frame in office and install the lenses using the guidelines below:

Do not heat the frame to remove the demo lenses or to insert Rx lenses. COLD MOUNT ONLY.

- Only use solvents on lenses BEFORE mounting.
- Ensure lenses are complete dry before proceeding.

Mount the lenses from the front using the standard plastic frame mounting technique. Gently insert the lenses from the front of the frame starting from the top temporal side and then gradually working to the bottom nasal of the frame.

FINAL INSPECTION

There are additional checkpoints to follow with Nuance & Ray-Ban Meta Smart Glasses to ensure the patient is delivered a pristine, complete product.

- To unpack, from the left side of the box with label, gently peel back the seal.
- Follow current procedures to complete final inspection by checking prescription and measurements, keeping in mind that no adjustments to the frame may be made.
- Clean and thoroughly dry the lenses with a pre-sprayed cleaning cloth or towelette.
- For repacking, take care to ensure all components are accounted for and in new condition. Reinsert into the transportation box to be sure all text are facing the same direction.

In the case of final inspection failure, or if a frame is damaged during inspection, you must reorder as a complete pair remake through LPA.

DAMAGES & RETURNS

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Wearable frames require specific return procedures due to their battery components. Follow the correct process to ensure proper inventory management, safe shipping, and disposal at the appropriate NAASC location.

WEARABLE ELECTRONICS PROCESS

- The return or damage process depends on how the Nuance frame was obtained**.** See chart below for details**.**
- These frames cannot be combined or shipped with regular frame recovery or damages.

PATIENT RETURN OR IN-STORE DAMAGE
• If being returned by a patient, process the exchange or return through Ciao! Optical. • To remove the item on-hand inventory, process damage using the **Smart Glasses Damages & Returns** app in Fiori. • Once submitted and the Return PO created, select the return under Closed Orders within the app and print two copies of the Article Document slip (one for your records and one to accompany the returned product). • Place the unit for return in the box using all required shipping materials required for Smart Eyewear returns/damages (see next page). • Place a copy of DC Packing Slip in box before sealing. • Seal box & create shipping label in EasyShip for the correct NAASC location for Wearables Returns or Recalls.
See Ray-Ban Meta or Nuance Operational Guide for Shipping address and additional details.

SHIPPING GUIDELINES

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- **Ship Wearables via UPS ground shipping.**
- Nuance & Ray-Ban Meta returns must never be shipped in the same box as other frame damages, recalls, or other Smart Glasses (i.e. Ray-Ban Meta).
- Proper packaging and labels required due to the battery in the frames.
  - Use designated boxes & labels available on CP (item numbers coming soon).

  - Yearly, complete the Leonardo training course Hazardous Materials Handling.

Complete these steps before shipping your Wearable Returns:

1. Confirm the glasses are turned off, then place in the **paper bag** from the Smart Glasses kit.
2. Place charging pad and case (if also being returned) into **unbranded box.**
3. Place filler in box to ensure the frames and unbranded box do not move around in transit:
   - Paper support
   - Corner protector (if necessary)
4. Place bagged frames and unbranded box into **preprinted UN-3480 battery label box.**
5. Enclose **Return Card.**
6. Enclose copy of return paperwork:
   - **Standard Returns / In-Store Damages: Smart Glasses Damages & Returns Article Document**
   - **Warranty Redemptions: Authorized warranty letter**
7. Seal box.
8. Create shipping label using EasyShip. Confirm you have selected the correct NAASC return location based on product origin:
   - **Found in Wearables Guide**
9. Place in designated carrier pickup area.

Click HERE for the Nuance & Ray-Ban Operations Guides for up- to- date CP numbers.

OTHER LABS

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INSURANCE REQUIRED LABS

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Some insurance companies (e.g., VSP) will require orders to be manufactured at an insurance required lab and can not be processed by RxO. This is predetermined by the contract the practice has with the carrier.

- Insurance orders that require use of a specific lab will go to a designated lab outside of the RxO Network (based on insurance carrier/payor) which is set up by TeamVision.
- Once the claim has been submitted, the biller will provide you the packing slip if you need to ship to the frame to the insurance lab.
- Only the pair billed to insurance can be manufactured by the insurance lab.
- All multiple pair sales will be ordered through RxO

Insurance lab will typically remake an order when it is not made correctly and/or there is a doctors Rx change.

- Contact your lab to understand their redo policy (lab specific)
- You can remake your VSP order if the lab will complete at no additional charge except shipping and handling
- All other redo's go to RxO

Scenario	Action
• Order dispensed and patient returns to office stating they can't see • OD changes Rx by 1 diopter	• Submit back to VSP lab for 1 time redo
• Same patient as above, can see clearly but doesn't like the progressive lenses	• Submit to RxO
• Patient with VSP purchased EPP and would like to redeem	• Submit to RxO
• Patient has FT28 transition lenses and you notice it is delaminating	• Call the VSP lab to see if covered. If so, place order with VSP, if not, order through RxO
You can call your insurance contracted lab with any questions pertaining to exchanges.	

After integration, you may be provided a new Insurance Lab and/or account number.

- Practice Manager(s) are responsible for ensuring this update is made in Insurance Portals.
- Reach out to TeamVision Operations if you have questions regarding account set up or billing related questions.
- Reach out to your Insurance lab regarding any order related questions:
  - Status
  - Makeablity
  - Time Frames

See Insurance Operations Guide for Additional Details.

VSP ORDER ROUTING

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Insurance Required Labs (VSP)

- Insurance orders that require use of a specific lab will go to a designated lab outside of the RxO Network (based on insurance carrier/payor)
- Route as **RxSun Authentics** in the Lab Processing Application
- The order will be managed either through the VSP designated lab or through Plexus if your location has on-site finishing capability

Non-Lab Locations

- After billing the claim, orders are automatically placed in **Eyefinity** to your assigned VSP lab
- In LPA, set **Processing Type** as **RxSun Authentics**
- Verify current turn-time with your VSP lab (typically closer to 2-3 weeks)
- Upon receipt of the finished product, you will **Inspect** and **Complete** the order in **LPA** (just as you would with any RxO orders)

In-Office Finishing (IOF) PLEXUS Ordering:

- In LPA, set **Processing Type** as **RxSun Authentics**
- Orders are billed in **Eyefinity** as IOF and Lenses are ordered directly from **Plexus**
- **Shipping** is covered for orders above $50
    - Ideally you have enough orders to avoid this shipping charge
    - You can wait up to two days, but do not delay patient promised date to avoid shipping charges
- **IOF VSP** orders will still follow **Same Day Next Week** service promise times since **Plexus** ships overnight
    - VSP finished Single Vision Lenses order through Plexus are not in your inventory therefor there are no adjustments to make in **Inventory Management**
- Once the eyeglasses/lenses have been manufactured, you will **Inspect** and **Complete** the order in **LPA** (just as you would with any RxO Orders)

CUSTOM EYES
Guidelines

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Through a partnership with **Custom Eyes**, a specialty lab, TeamVision offers extended power ranges and lens options to meet your patients vision needs.

- Using Custom Eyes for lens orders is intended to allow access to extended ranges, add powers, bi-focal designs and to be the exception **- not the normal process.**
- Lens Designs and Coatings ordered through Custom Eyes labs are to be within the TeamVision Lens Assortment (should not be ordering products outside the assortment except for bifocal/trifocal lenses and extended Rx).
- All VSP and other lab insurance models would be managed directly through the respective lab and are not eligible for Custom Eyes.

	Custom Eyes Eligible	Notes
Extended Powers, Prism	Yes	Remember to check the RxO Ranges in the Lens Portfolio Guide prior to ordering through Custom Eyes.
Bifocal or Trifocal Options	Yes	Custom Eyes provides additional options for line bifocal and trifocal lenses beyond the TeamVision/RxO options.
Drill Mount (POF)	Not Recommended	To maintain the integrity of drill mount frames, it is not recommended that POF frames are reused due to decreased quality at the drill press points on the frame.
Oakley & Costa Sun	No	Oakley and Costa Sun frames require their respective authentic lenses (no general assortment lenses allowed). These should be ordered though RxO.
Maui Jim Sun	No	Maui Jim sales only authorized in select TeamVision locations and are to be ordered through RxO only. Lens only sales are not allowed for Maui Jim POF.
High Wrap (POF)	No	High wrap POF is not supported with RxO and discouraged with Custom Eyes due to manufacturing limits and optical quality. Note: Wrap lenses are available in the TeamVision assortment, please review these options and Rx ranges to confirm that it can be manufactured though RxO.
Chem Clips	No	TeamVision does not support clip-on eyewear through RxO or Custom Eyes.
Safety	Not Recommended	Safety frames are certified by Z87 and can be reused for TeamVision Safety Frames assorted to your site. These can be made by RxO (use the UPC when entering in Ciao! Optical) and sites will send frame to RxO. ○ Frames out of our assortment cannot be reused (either by RxO or Custom Eyes) to ensure they maintain their integrity and meet all safety standards. ○ Safety eyewear must be manufactured with frame and lens and therefore is not eligible for lens only in IOF manufacturing. These job will be canceled.

CUSTOM EYES
Order Entry

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Ciao! Order Entry

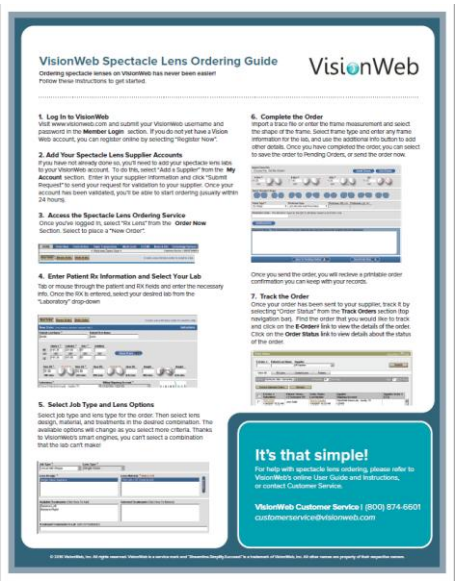
- **All orders must be entered into Ciao! Optical for new sales, remakes, or exchanges.**
- **Notes are required** in the Ciao! Optical Patient Profile for all Custom Eyes orders. Document the reason needed to order via Custom Eyes (vs. Rx), any discrepancies to the order (power or lens type), and any other relevant information related to pricing and fees.
- For Tray ID, note **CEyes** to distinguish that this order will be ordered from Custom Eyes.

Lab Processing

- In LPA, you will assign to **Rx Sun Authentic** (same as insurance lab orders).
- Inspection completion and patient notification process has not changed and should be completed in LPA and Order Tracker as normal.
- Order through VisionWeb on Ciao! Toolkit or https://visionweb.com/login/login.jsp
  - Username – TeamV-TXXX
  - Password – TeamV-TXX
  - Use your site number, i.e., TeamV-T001

VisionWeb Support & Resources

- Use the **Spectacle Lens Ordering Guide – VisionWeb** for instructions on using the portal to place a lens order.


VisionWeb Spectacle Lens Ordering Guide

VisionWeb

It's that simple!

VisionWeb Customer Service:
- **Phone** (800) 874-6601
- Email customerservice@visionweb.com

Custom Eyes Address:
1001 Sterns Drive
Sauk Rapids MN, 56379

We're improving lab processes by reducing CustomEyes usage and making RxO the preferred choice!

Best Practices:

- All orders should go through RxO with the only exception being contracted insurance eyewear claims/orders, select safety programs, and select Medicaid programs that have a contracted lab.
- All Private Pay 100% of the time should go through RXO except for out-of-range eyewear orders or select lens options not available with RxO (lined multi-focal designs, transitions with mirror colors, etc.).
    - The first check is the processing guidelines attached. We've heard statements that said RxO can't manufacture anything above +3.00 which is not accurate – range guide shows the different ranges and almost all ranges have a lens option available through RxO.
- All Insurance 2nd Pairs (i.e. VSP, etc.) should follow the Private Pay route with RxO. Remember we offer 40% Off Additional Complete Pairs which is not affiliated with their insurance.
    - Contracted Insurance Labs are only for claimed eyewear orders (i.e., with reimbursement). Discount plans such as VSP 2nd Pair is not a claim and therefore should not go to the insurance contracted lab. These orders go to RxO.
    - For remakes involving orders made from your insurance contracted lab, you need to contact the lab regarding their RA process. Typically, the lab will need you to indicate that this order is a remake and therefore not be charged as a new order.
- If your site participants in a safety program that has a contract lab that not RxO (check your insurance binder), you can bypass RxO and use the designated safety lab. Outside of this, ALL safety frame orders should go through RxO.

Field Managers will monitor CustomEyes usage and review invoices weekly. The goal is to reduce unnecessary orders to CustomEyes and insurance labs.

We understand some prefer not to use RxO, but this is the **TeamVision process**, and we need everyone's support. Contact your Field Manager with any questions.

LAB ITALEE
Cartier

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Lab Italee is only used for those locations selling Cartier products.

- All Cartier prescription eyewear is manufactured through Lab Italee and requires 14 days for processing.
- This means for Insurance Required labs, we must bill as proprietary.

Please see Cartier Guide in Toolkit for additional product & manufacturing details.

Cartier

MAUI JIM LAB

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Select locations are approved Maui Jim providers. Maui Jim products include TeamVision guarantees plus additional Maui Jim guarantees. See the **Maui Jim Operations Guide** for details.

Maui Jim will fulfill all lens orders. Sites will route orders in **LPA**, and **RxO** will send them to the Maui Jim lab. Orders will be shipped from Maui Jim back to the practice.

How to Transmit the initial order using LPA:

- **VSP**: mark as RxSun Authentic and order will in Maui Jim lab through Eyefinity billing process
- **Eyemed:** transmit to RxO (order will be routed to Maui Jim's lab)
- **Cash Pay**: transmit to RxO (order will be routed to Maui Jim's lab)

RxO Orders: (i.e., cash pay, or non-insurance required lab)

Most of the time when selling a complete pair, Maui Jim will provide the frame. In the rare occasion you need to **ship a frame** (patient own frame or a stock frame) directly to the Maui Jim lab, please follow the guidelines below:

1. Affix the temple tag as you do for RxO
2. Wrap copy of tray ticket around the eyewear
3. Use EasyShip to create label & document tracking number

Lab Addresses:

U.S. Sites- Lab Address:
Maui Jim
One Aloha Lane,
Peoria, IL 61615

Canadian Sites- Lab Address:
Maui Jim
2830 Argentia Road, Unit 3
Mississauga, Ontario L5N 8G4

Additional Notes:

- Quote 14 business days for manufacturing (increase if peak seasonality)
- Inspect the eyewear using EIP guidelines
- RxO orders will follow the TeamVision Escalations process
- Order Tracker will not state the lab address

Delivery Status	
Lab Phone No.	
Lab Address	Maui Jim ,

LAB PROCESSING APPLICATION
(LPA)

TeamVision
Eye care, together.

ORDER ROUTING
Non-Lab Locations

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Preferred Option **RxO**	**Complete Pairs** RxO providing Frame **i**.e., White Tags	**Lab Routing:** • Transmit order as Outside Processing – Central Lab – Central Lab Provides Frame
		Frame Process: • Back on shelf
	Order Cut & Edge Only Ray-Ban, Oakley, Wearables	**Lab Routing:** • Use when Frame not available at RxO for complete pair or lenes only orders • Transmit order as Outside Processing – Central Lab – Lens Only (Cut & Edge)
		Frame Process: • Frame held with a copy of the lab paperwork in a tray in a designated area until lenses arrive in office then put the frame back on the shelf • In some cases, the patient may be wearing the frame (document on tray ticket)
	Store Sends Frame i.e., Blue Tags (Non-EL Frames)	**Lab Routing:** • Transmit order as Outside Processing – Central Lab – Store Sends Frames
		Frame Process: • Send frame to RxO • Send frame out same day to avoid order cancelation
VSP	**VSP Orders**	**Lab Routing:** • Change order to RxSun Authentics and Transmit order • Eyewear order will be placed in Eyefinity (either as complete or send in frame)
		Frame Process: • Order as complete (frame goes back on shelf) or Frame is sent to VSP lab once claim billed and packing slip received

- **All Insurance Required Labs & Specialty Labs Should Be Changed To RxSun Authentics And Order Placed In Appropriate Portal.**
- CustomEyes orders should be less than 1% of total units. Reporting will be sent to field leaders.

LANDING PAGE & ACCESS

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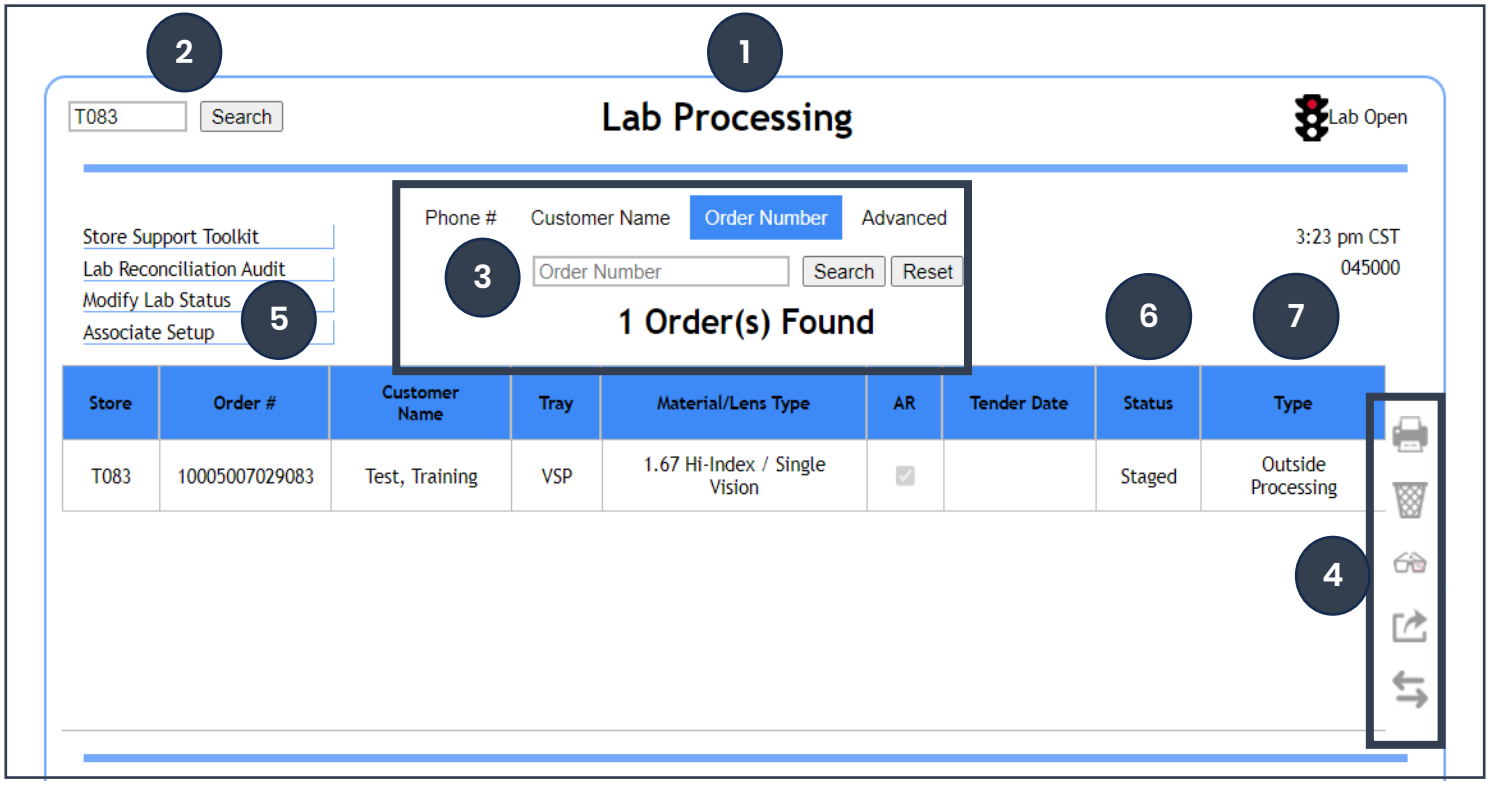
To log into the **Lab Processing Application (LPA)** you will use your EssilorLuxottica network credentials and site number (TXXX.) In Ciao! Optical, once an eyewear order is at "ready" status, an order will generate in **LPA**.



1. The words **Lab Processing** will reset you back to the landing page within **LPA**
2. Indicates the site you have logged into (you can switch locations by changing the site number (TXXX) and selecting **Search**)
3. Various search functions to location current and past orders
4. Order Functions (**Print Lab Ticket, Delete Order, Select Order, Transmission, Reject/Re-order through RxO**)
5. Back Office Functions (**Employee Set Up, Unlock Orders, Lab Reconciliation Audit**)
6. Order/Tender **Status** in Ciao! Optical
7. Current Order Status/**Type**

EMPLOYEE SET UP

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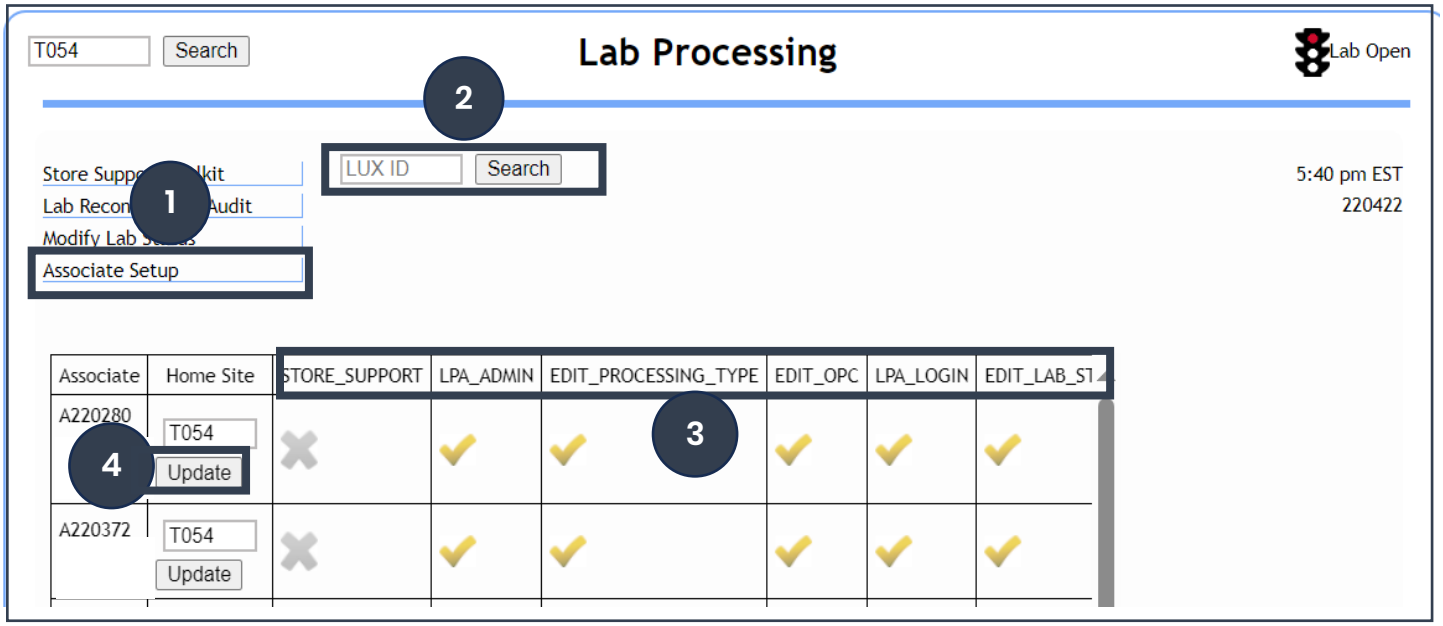


1 Log into **LPA** and select **Associate Setup**

2 A list of **Employees & EID's** will appear

- If the practice manager is not assigned to a site, no names will appear
- Type A followed by the ELID (Example: A123456) and click Search
- If the employee does not appear in the **LPA** database, have them log into **LPA** from the toolkit to become listed
- If an employee appears twice, remove the home site # from any Luxottica ID that does not have an A in front of it and **Update**

3 **Edit Permissions:**

- Click in the box corresponding to the desired permission
- Keep clicking on the box until either an **X** appears (which would remove this permission for the user) or the **Checkmark** appears with the desired color (which would grant this permission for the user)

Employee is not authorized for the selected permissions

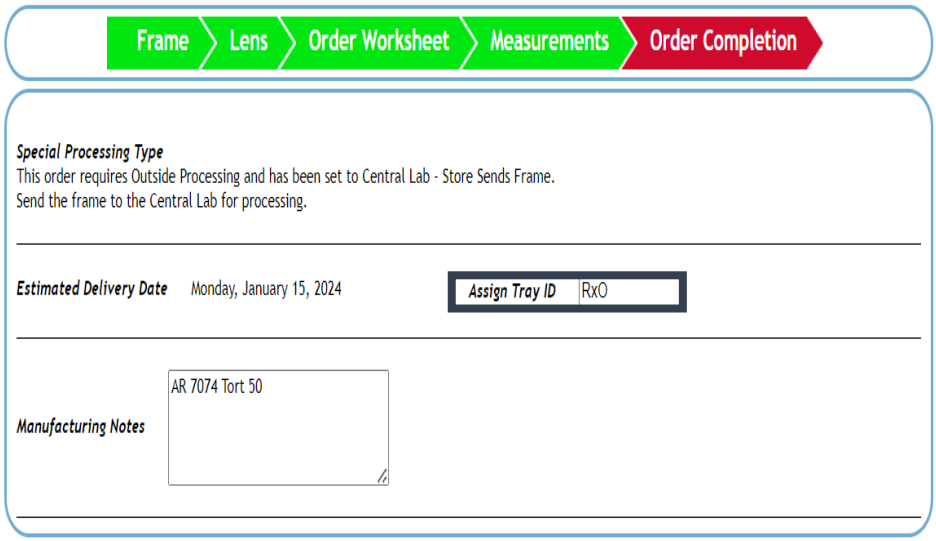
Employee is authorized for the selected permission and was granted

Employee was granted permission, but was overridden

4 Click on the **Update Button** below the employee's name to update the additional or removed permissions

- Saved permissions will update on the next log in

- You can use your **Customer Notification Scanner** to scan **Order Tickets in LPA**
- Utilize the **Tray ID** box on the **Order Completion Screen in Ciao! Optical** to indicate the **Lab** or **Type** of order it is (VSP, RxO, etc.)



Order Transmission/ Routing:

- For Patient Own Frame orders, always **Inspect** the frame first to ensure it's in good condition to receive new lenses
- You can choose to have each employee own and transmit their own orders or designate an individual to do your routing and transmissions.
- Routing should be completed within **30 min of Tender** (certain situations where you might consider a routing delay, such as Holiday, weather, UPS pick-up schedule, etc.)
- All T**endered Orders** must be **Routed** as one of the following:
    1. **RXSun Authentics**: Insurance required labs, Custom Eyes, Or any order not going into production
    2. **RxO**: Complete pair (white tags), Store Sends Frame (blue tags), RB/OK eligible for Cut & Edge
    3. **IOF/Hub & Spoke:** Edit to SKU lens(s), changed to uncut lenses, RxO, RB/OK eligible for Cut & Edge
- All **Staged** orders must be **Deleted**
- You can view your **Routing Status** history under **Edit Processing Type > Change Lab**

How The Router Works: The router identifies options for **RxO** or on site (**IOF**.) There is a team continually working on updating the routing rules to address any opportunities.

For example, if the router returns central lab and you can process in your stores, you can change it to normal processing. There is no need to call SSS to make this change.

Delivered Orders:

- All orders should be Inspected & Completed within 72 hours of receiving
- EIP or Licensed/Apprenticed Optician (In Licensed States) Final Inspects the order
- IOF: Next Day orders need to be completed by close of business the following day

Outside Lab Orders Rejected:

- Partner with a secondary qualified Team Member to verify and authorize that the order does not meet quality standards before re-ordering
- Re-order the lenses using the outside lab remake feature in Lab Processing Application (LPA) and select the appropriate outside lab reason code (re-order as soon as you identify the order has failed inspection)
- Document on Lab Ticket the breakage reason and Team Member (ticket will go in Lab DCR – Daily Closing Record)
- If needed, Lab Managers may investigate reason for breakage and coach Team Members.
- Rejecting/Re-order through LPA will duplicate the original order (If lens design or incorrect RX selected/entered, you must exchange through Ciao! Optical)
- VSP Labs allow one reorder per patient (see insurance guide for details)

Breakage - Replace, Reconcile, Coach

Lens with UPC broken during processing:

- Attach box top/lens package at time of breakage to the lab worksheet (will go with closing paperwork)
- In LPA enter/document that a new lens was used and enter the breakage reason and Team Member responsible
- If needed, Lab Managers may investigate reason for breakage and coach Team Members.

Outside Lab (RxO) Breakage(s):

- Re-order the lenses using the outside lab remake feature in LPA
- Select “in Store Breakage of RxO” reason code along with the appropriate cause of breakage
- Document on lab ticket the breakage reason and Team member (Will go with closing paperwork)
- If needed, Lab Managers may investigate reason for breakage and coach Team Members.

ROUTING: QUICK EXPLANATION

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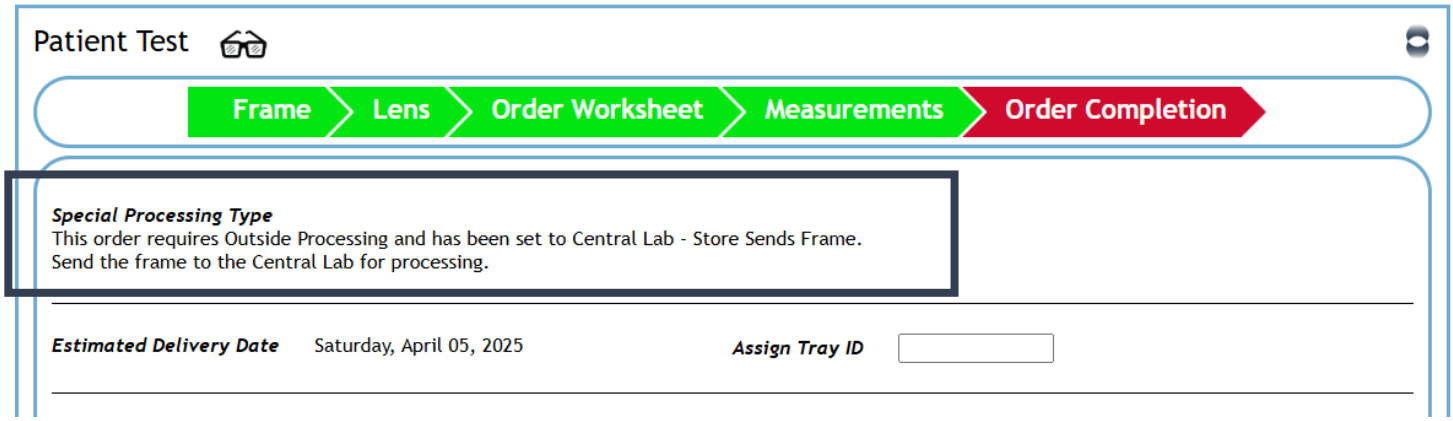
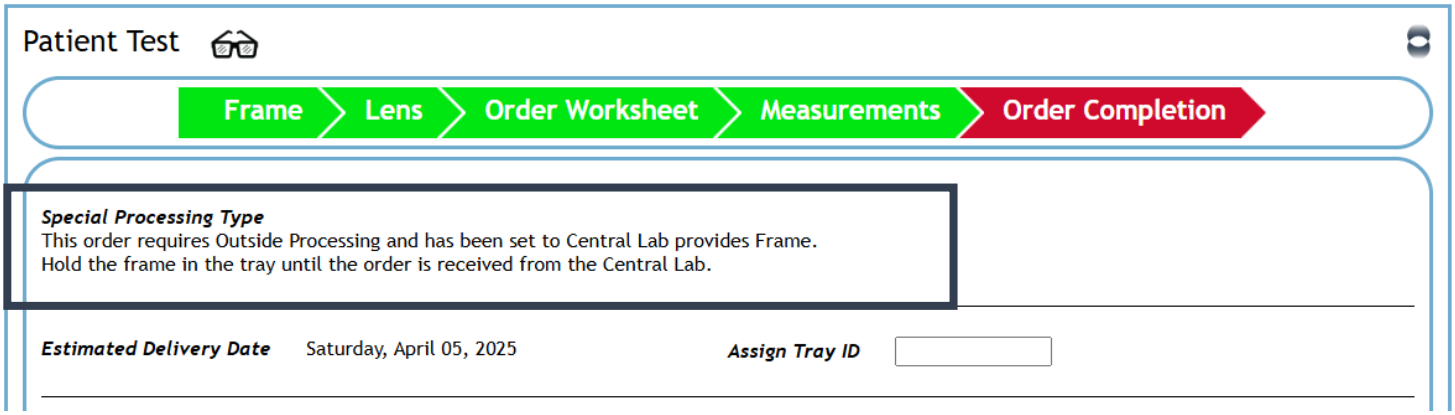
If it's an EssilorLuxottica UPC, you can potentially change how the Order Type in LPA prior to transmission.



*In this case, Ciao! Optical is routing as **Store Sends Frame.** It is likely doing this due to an inventory check built into Ciao! Optical and therefore is requiring the site to mail the frame to the lab.*

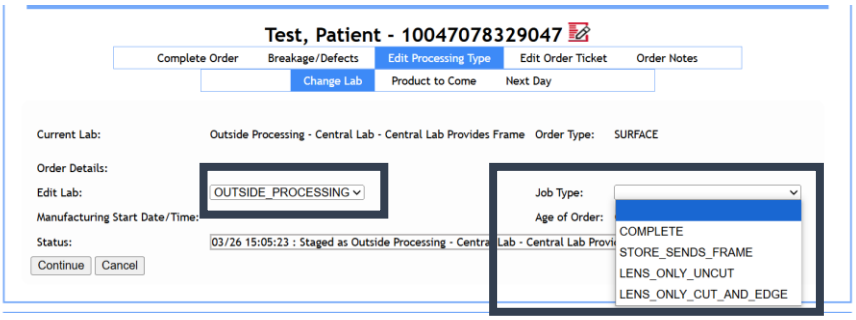


*In this case, Ciao! Optical is routing as **Central Lab Provides Frame.** Stock check shows the frame is on hand at RxO and will be shipped to the site as a complete pair.*

In LPA, you can change the Job Type (example: Cut & Edge to Store Sends Frame)

- Note-if the frame is not available LPA will notify you when you attempt to change it.

1. Select order in LPA
2. Click **Edit Processing Type**
3. **Change Lab**
4. On the Edit Lab pulldown, select **Outside processing**
5. On **Job Type,** select how you'd like to order it
6. Click the **Transmit** button



FRAME MEASUREMENTS
Edit The Order Ticket

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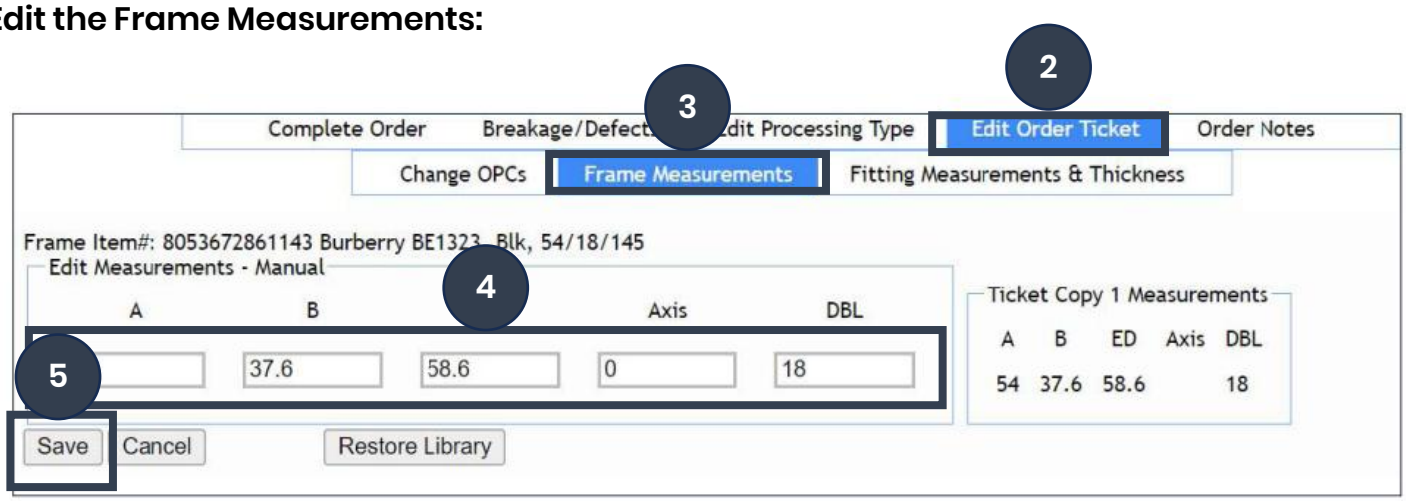
All orders that have not been transmitted are listed in the **Open Orders List** on the home page. Select the desired order from the **Open Orders List** and follow the appropriate steps to **Edit** various sections of the order **Prior** to routing and transmitting the order.

Tip: You should only have to edit the order if something has changed between time of order in **Ciao! Optical** and transmission in **LPA** or to correct data entry errors during the ordering process.

Note:

- Changes to type of materials, lens designs, and tint colors must be **Exchanged** through **Ciao! Optical**
- Lab locations can edit measurements if needed (**Non-lab** locations must exchange through Ciao! Optical.)

Edit the Frame Measurements:



1. Highlight/Select the order
2. Select **Edit Order Ticket**
3. Select **Frame Measurements**
4. Manually edit frame measurements
5. Click **Save** and a new order ticket will print

FITTING MEASUREMENTS & THICKNESS

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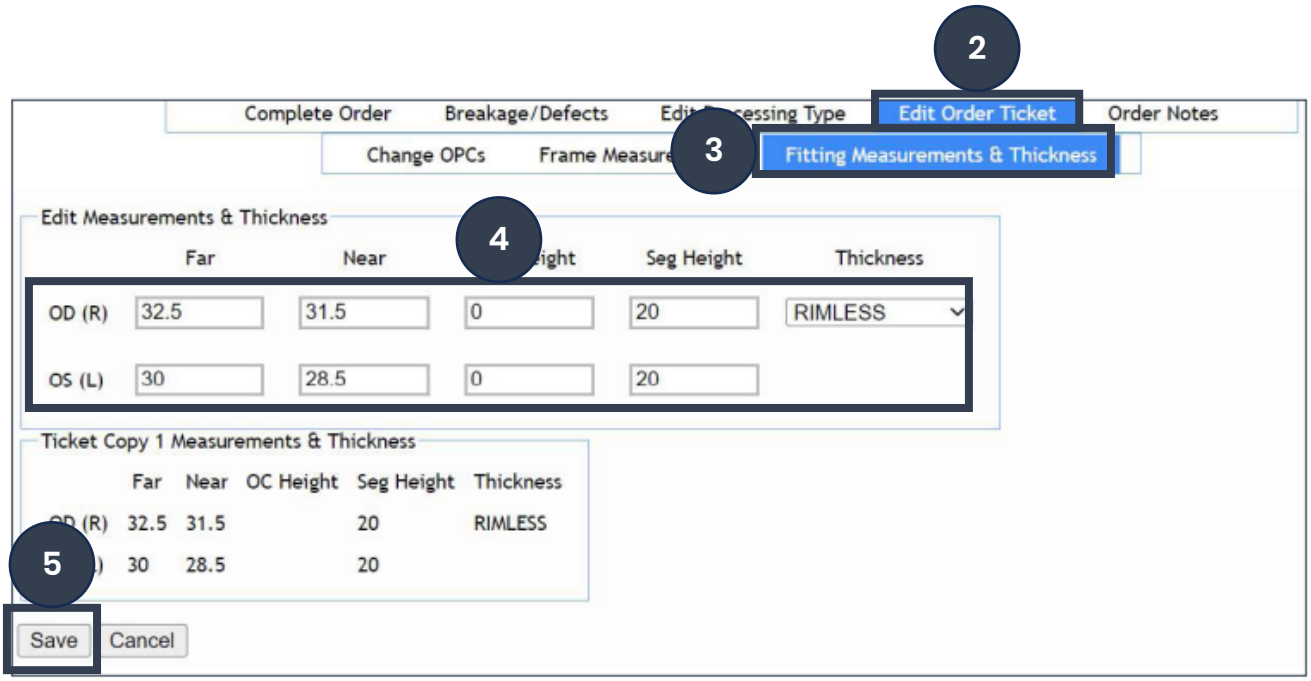
For PD and Seg/OC corrections, **remake the order in Ciao! Optical**. Updating measurements in LPA only affects the current order and won't update Ciao! Optical, leading to incorrect measurements for future EPPs and remakes.



1. Highlight/Select the order
2. Select **Edit Order Ticket**
3. Select **Fitting Measurements and Thickness**
4. Edit Thickness and/or measurements
   - Any change in OC/Seg height will not reflect in Ciao! Optical, just this specific order
5. Click **Save** and a new order ticket will print

EDIT THE ORDER TYPE
How You Will Receive The Order

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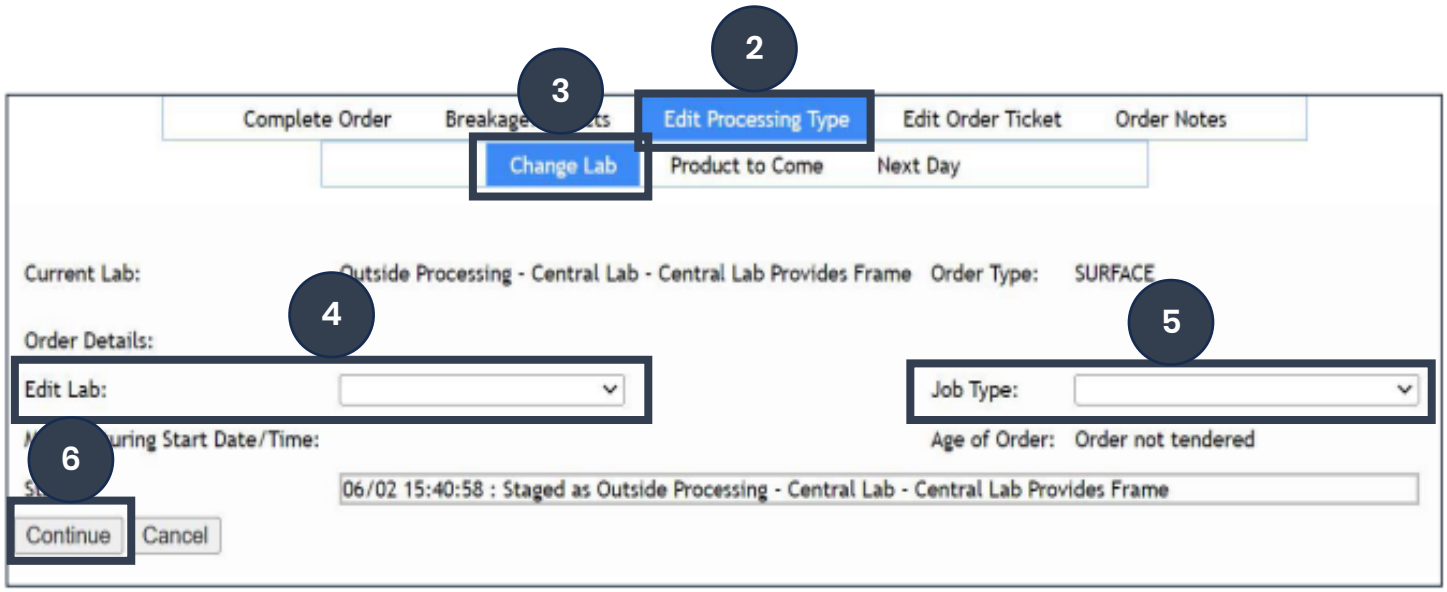
You will use this function if you want to **change how you receive the order from what is stated on the order completion screen in Ciao!.**

- Example- if Ciao! Optical routed as Cut & Edge but you prefer to Send The Frame.

If the order was already **Transmitted to RxO**, you cannot edit processing type, only **Job Type.**

- Once the order has been changed to RxSun Authentic- you can not transmit back to RxO



1. Highlight/Select the order
2. Select **Edit Processing Type > Change Lab**
3. Select **Change Lab**
4. Select **Edit Lab** and choose processing type from dropdown list (i.e.: RxSun Authentic)
5. Select **Job Type** from dropdown list
   - **Selecting Job Type is only required for Outside Processing**
   - For Normal & RxSun Authentic, **you cannot select job type**
6. Click **Continue** and a new order ticket will print

ORDER ROUTING & TRANSMISSION

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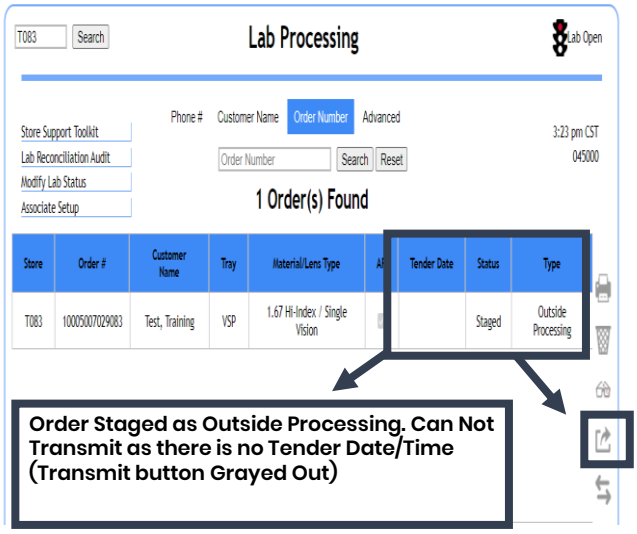
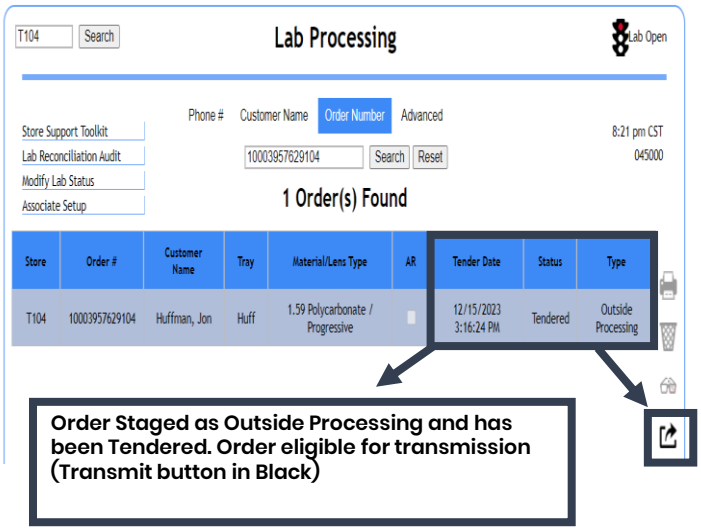
You must **Transmit** every **Tendered** order in LPA:

- Orders should be transmitted immediately after tender or within 30 minutes
- Prior to transmitting, all measurements and job type changes should be made
- If the **Transmit** button is **Black**, the order is eligible to be transmitted and has not been transmitted yet
- If the **Transmit** button is **Gray**, the order is not eligible to be transmitted or has already been transmitted

Transmit Button Enabled: The following scenarios will require you to act:

1. **Tendered** orders **Staged** for **Outside Lab Processing** Ciao! Optical:
   - Once the system determines makeablity an order can be manufactured at an outside lab, the order will be staged for **Outside Processing** in LPA
   - The order will not be **Eligible** for **Transmission** until the order has been **Tendered**
   - Once the order has been **Transmitted**, you cannot transmit it again

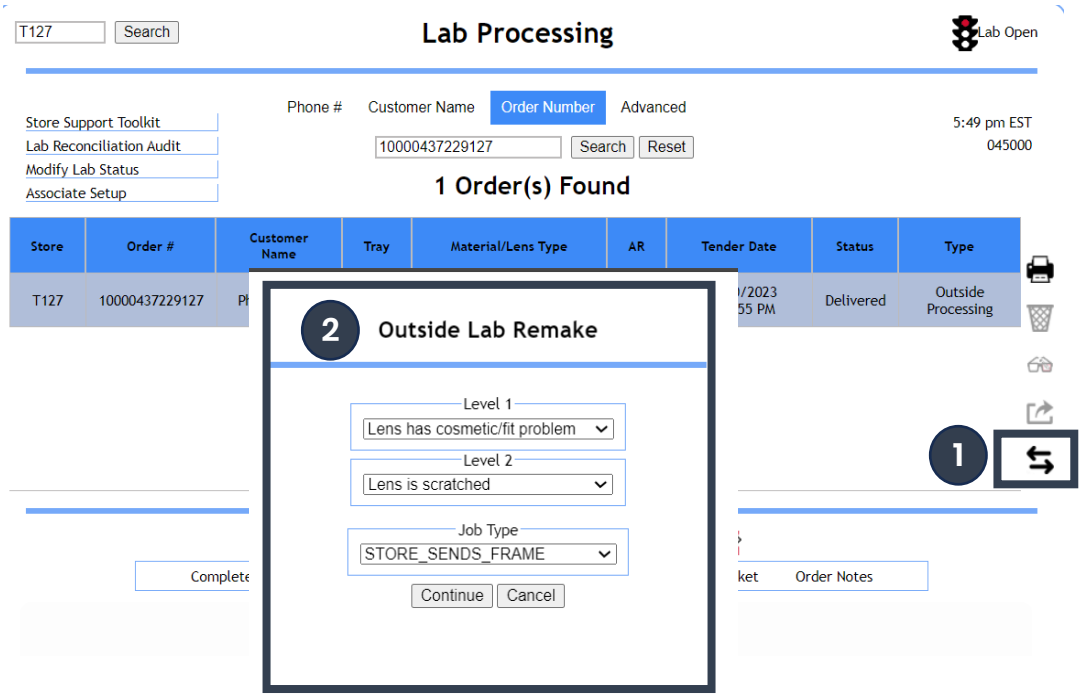




2. **Tendered** orders **Staged** for **IOF** (Normal, Lab Closed, Product To Come) that need to be changed to **Outside Processing:**
   - When you use **Edit the Processing Type** functionality (Change lab) to **Outside Processing** , you must specify the **Job Type** (complete, frame to come/store sends frame, lens only Uncut, or the lens only-cut & edge.)
   - A Make/Route call is generated to determine if the order can be changed, and if so, where the order can be manufactured (remote partner or RxO)
   - If Make/Route returns a successful response, you must indicate any **Lens Usage** to complete the change to **Outside Processing**
   - The order is then eligible for transmission and the **Transmit Button** is enabled (the order is not automatically transmitted in this scenario)

Automatic Transmission: Orders will automatically transmit in the following scenarios due to a prior action already taken

1. Previously **Transmitted Outside Processing Order** (i.e.: sent to RxO) that needs to have the **Job Type Changed:**
    - Once an order has been transmitted to an outside lab, you **Cannot** make any changes
    - Prior to transmission, you may change the **Job Type** on the order by using "**Edit Processing Type**" (Change Lab) and select a different job type for outside processing
    - A Make/Route call will determine if the order can be changed, and if so, where the order can be manufactured (remote partner or outside lab)
    - If Make/Route returns a successful response, a cancellation message will automatically generate for the prior order and the "new" order will automatically transmit
2. **Outside Lab Remake:**
    - Once an outside lab-manufactured order has been received back in the office, you can request an outside lab remake if the order cannot be dispensed to the customer
    - The remake button is enabled only if the order has been transmitted at least 1 day prior to the current date
    - After requesting a remake and entering the reasons why a remake is being requested, the order will automatically transmit to the outside lab for processing.



RxSUN AUTHENTICS
Insurance Required Lab

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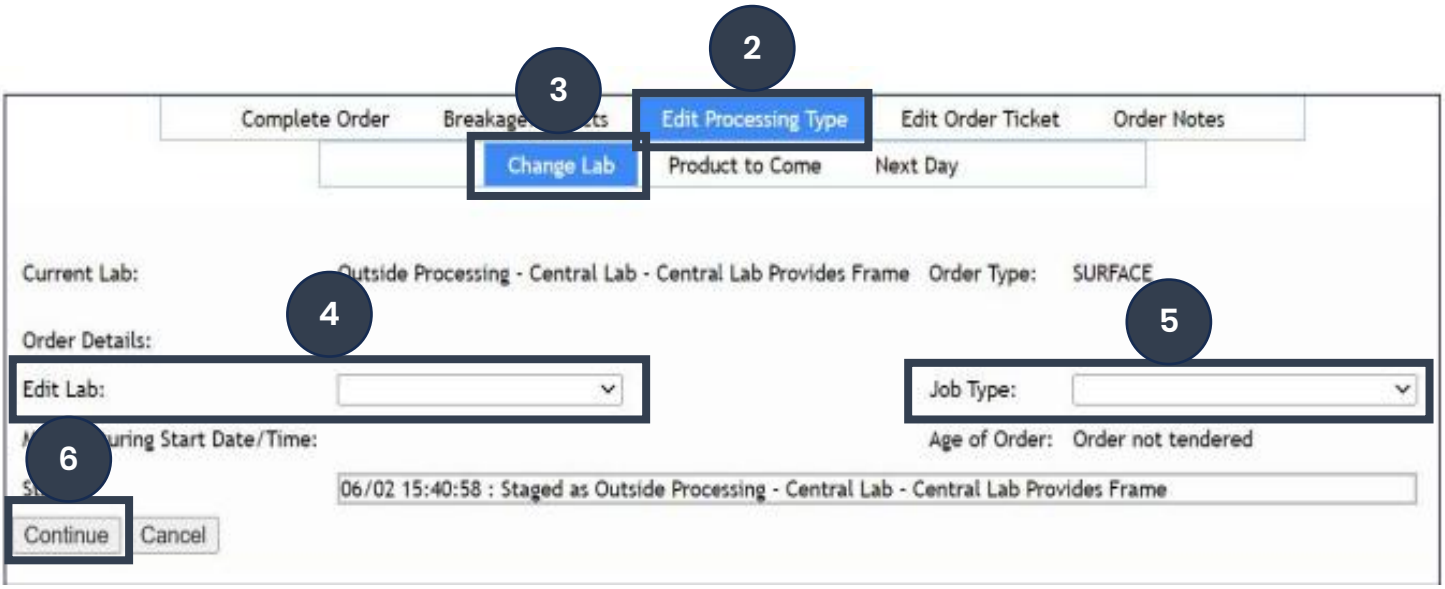
Based on the UPC and Inventory levels, Ciao! Optical will make a recommendation of how it will source the order at RxO:

- Complete, Store Sends Frame or Cut & Edge

Even through insurance is attached to the order, Ciao! Optical assumes all orders will go to RxO.

We will manually have to tell LPA to not send it to RxO if you need to order through an Insurance Required lab.

The steps below walk you through how to change your order in LPA when using an Insurance Required Lab:



1. Highlight/Select the order
2. Select **Edit Processing Type > Change Lab**
3. Select **Change Lab**
4. Select **Edit Lab** and choose processing type from dropdown list (i.e.: RxSun Authentic)
5. Select **Job Type** from dropdown list
   - **Selecting Job Type is only required for Outside Processing**
   - For Normal & RxSun Authentic, **you cannot select job type**
6. Click **Continue** and a new order ticket will print

UNLOCKING ORDERS
PM, APM, LM, TL, Field

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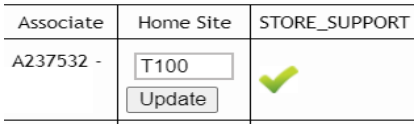
Who can Unlock Orders:

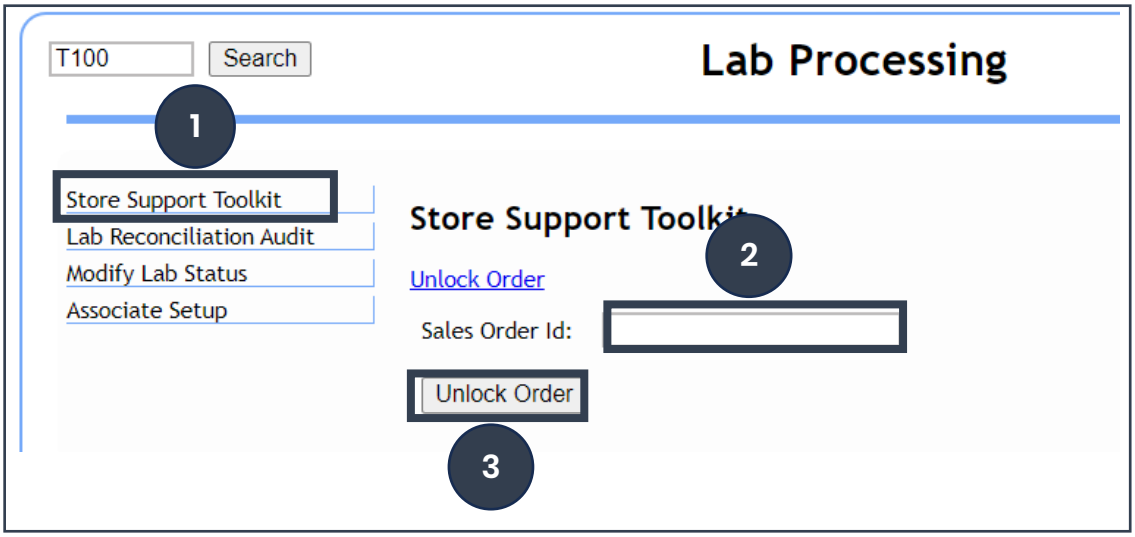
When an order is selected in **LPA** and the browser gets closed, the order can become **Locked** for editing. Select titles can unlock these locked orders (PM, APM, LM, TL, Field.)

To grant permission to unlock orders, in the **Employee Set Up** section of **LPA,** turn the checkmark green under the **Store Support** box.



Once the permissions are successfully assigned, you will see **Store Systems Support Toolkit** menu option.

To Unlock Orders:



1. Select the **Store Support Toolkit**
2. Enter the **Order Number** in Sales Order ID
3. Click **Unlock Order**

SHIPPING TO RxO

Store Sends Frame

TeamVision
Eye care, together.

PROCESS: SHIPPING TO RxO

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Frame to Come/ Store Sends Frame: It is imperative that you follow the correct shipping guidelines when sending your frames to the appropriate lab. **Once the order is Routed, if your frame is not matched up with the order by the 7th day, you are at risk of the order being cancelled**.

The box size, stickers, and shipping methods are all purposeful in getting your frames to the right area within our RxO facilities. Deviating from the shipping guidelines will result in a lost frame, causing frustration for you and patients.

When shipping to the RxO Facilities, Follow These Exact Guidelines:

1. **Complete** and affix the **Temple Tag** to the frame
   - Fill in the Job ID, Customer Name, Site Number, and Shipment Date
   - Please use legible penmanship

2. Print/take tab ticket (copy 2) or most current copy of the order ticket, and **Wrap** it around the frame, **Affixed** with a rubber band
   - Case not required (you will likely not receive it back)
   - Do not re-use frame shipment baggies

CP # 3031684

3. Prepare your shipment in a **Medium Size UPS Box** (16 x 11 x 3)
   - Do not reuse boxes or deviate from a medium sized UPS box
   - Order shipping supplies through **EasyShip** > Campus Ship

CP # 3031683

4. Log into **Order Tracker** and **Confirm** the manufacturing facility
   - Each lab location requires their own box, but multiple orders going to the same facility can go in the same box

5. Log into **EasyShip** and create **Next Day Air Saver** shipping label
   - For Atlanta, confirm **Suite 200** is visible on printed label
   - EasyShip will prompt you to schedule a pickup if UPS does not come daily

6. **Affix** the Frame Enclosed sticker to the outside of the UPS Box

7. Document the tracking number on the order ticket (Copy 1) that stays at the site in your Order Management System, or place the tracking number as an **Order Note** in **LPA**

If your frame is not received by **RxO Facilities** by the **7rd day,** tracking numbers can be submitted to your Field Leader for escalation. Order will be cancelled on the 10th day if the Frame has not been matched up with the order.

PROCESS: SHIPPING TO RxO

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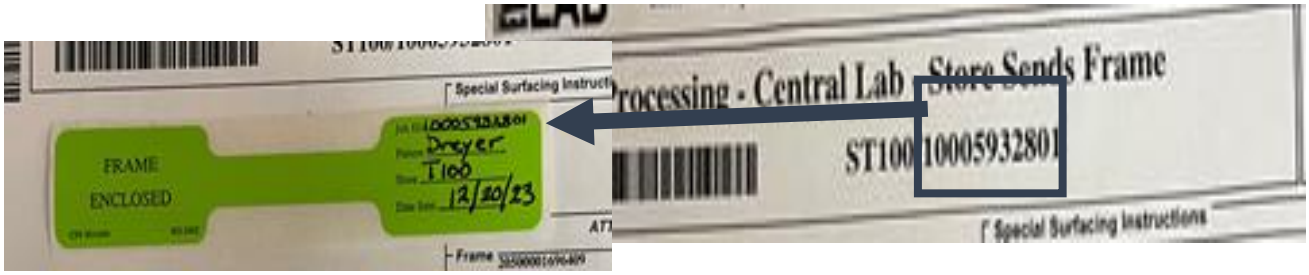
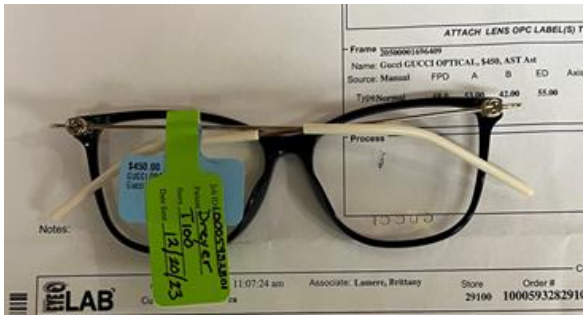
1. **Temple Tag Completed** with **Correct Order Details** and legible penmanship



2. **Temple Tag Attached** and **Order Ticket** wrapped around frame with most current **Lab Order Ticket**, **Affixed** with rubber band



3. **Medium Size UPS** box with **Frame Enclosed Sticker** , shipped **Next Day Air Saver**

LAB ADDRESS

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Manufacturing lab addresses will be pre-loaded in EasyShip. You can also use the addresses below:

LAB	ADDRESS
Atlanta, GA (RxO)	101 Greenwood Industrial Parkway Suite 200 McDonough, GA 30253 **Attention:** RxO Lab- FTC
Bell Labs (RxO)	2400 Spiegel Dr. Groveport, OH 43125 **Attention:** FTC Department
Columbus, OH (RxO)	2150 Bixby Rd. Lockbourne, OH 43137 **Attention:** Frame to Come
Custom Eyes (Vision Web)	1001 Stearns Dr. Sauk Rapids, MN 56379 **Attention**: FTC Department
Dallas, TX (RxO)	13675 N. Stemmons Frwy Dallas, TX 75234 **Attention**: FTC Department
Essilor Canoptic	347 Evans Ave Toronto, ON, M8Z1K2
Essilor Montreal	2660 Rue Diab St-Laurent, QC, H4S 1E8
Lab Italee (must be an approved site)	2641 W Olympic Boulevard Los Angeles, CA 90006

Insurance Labs: Utilize the Area below to list your insurance required lab addresses

LAB	ADDRESS

ESCALATIONS PROCESS

RxO Only

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AVOIDING CANCELLED ORDERS TIPS & TRICKS

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Prior to Tender:

1. Use Consultative Selling Tools & Skills to get to know the patient and make appropriate recommendations.
2. Use **Lens Portfolio Guide** (Toolkit) to check lens power ranges.
3. For **Authentics** (Ray-Ban, Oakey, Costa) use **Lens Portfolio Card** to confirm patient is eligible for the frame & lens combination selected
4. Please be sensitive to frame value (financial and emotional) when accepting Patient Own Frames (POF).
   - Even with best practices, frames can get lost.
4. When using POF inspect the frame, making sure the frame is not:
   - Dry, brittle, or cracked
   - Eyewire are not rolled
   - Ensure right and left lens shapes are symmetrical
   - Ensure there is no size difference between right and left lens
   - Rimless: make sure there are no gaps
   - Confirm the frame has barrel closures/eyewire screws
   - Check eyewire screws (No nuts & bolts)
   - Inspect for welds to ensure they are in good condition, not cracks (bridge, nose pad area, hinges)
   - Click HERE for POF qualifications.

Order Canceled:

If after LPA transmission, RxO determines the order cannot be processed and cancels the order:

- Sites are notified and will need to assess order parameters/measurements to determine if/how order can be supported then resubmit/restyle as appropriate
- If cut out is an issue, you maybe required to restyle your patient into a smaller frame
- To avoid submitting orders that may be cancelled, please refer to **Frame Quality Check Guidelines**
- Notifications to stores are sent to the location email address on the day of the event
- Ensure store email box is not full- notifications cannot be delivered to full email boxes

AVOIDING CANCELLED ORDERS

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Store Sends Frame	Time Frame	Site Action	RxO Action
Order submitted as FTC **RxO Awaiting Frame From Site**	**1-3 Days**	1. Send Frame to Assigned Lab • **Next Day Air Saver**	
Order submitted as FTC **RxO Awaiting Frame From Site**	**4-6 Days**	1. Confirm you have shipped to the correct lab with the correct protocols. 2. Monitor in Order Tracker.	
Order submitted as FTC **RxO Awaiting Frame From Site**	**7 Days**	1. Complete Teams Form with UPS Tracking.	
Order submitted as FTC **RxO Awaiting Frame From Site.** Whether tracking was provided or not	**10 days**	1. Re-process **(Exchange)** order in Ciao! Optical **2. Send Frame** on re-transmitted order when cancellation notice is received	**Cancel**
Complete Order to FTC Expectations	**Time Frame**	**Site Action**	**RxO Action**
Order transmits as **Complete,** but **Frame** is **Out of Stock**	**1-5 Days**	1. In LPA, re-transmit as Frame to come **2. Send Frame** on re-transmitted order when cancellation notice is received 3. Complete Teams Form with UPS Tracking.	**Cancel**

Frame to Come Best Practices:

- Do not email tracking numbers on days 1-3 of the order (Not required unless the frame has not been received by day 4)
- Confirm frame being sent to the lab listed as the **Assigned Lab** in **Order Tracker**
- Ensure FTC frame shipments include the **Order Ticket**(s)
- Send out the most recent copy of the order ticket
- Correct sequence numbers listed on the **Temple Tag**
- **Green Frame Enclosed** label is clearly visible on the outside of the box

RxO ESCALATIONS

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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

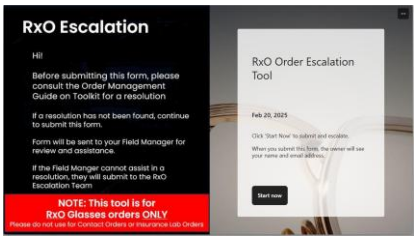
Step 3: RxO
- Escalations Team emails update to site & Field with 48 hours

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.

New Process



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)	• Late order (10 days since tender date). • Service promise date changed multiple times (2/20, 3/1, 3/10).
New Process **Store Sends Frame**	• 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	• Order was rejected in LPA during the Inspection (e.g., ordered seg height at 20mm, manufactured at 24.mm).
Quality Inspection Errors- Remake Submitted	• Order was completed in LPA and at dispense you notice a flaw (e.g., ordered green transitions and they are gray).
Makeablity Ranges	• Order was cancelled but Ciao! allowed you to place the order and shows in range on Lens Portfolio Guide.

ORDER TRACKER
(OT)

TeamVision
Eye care, together.

ORDER TRACKER
Landing Page & Access

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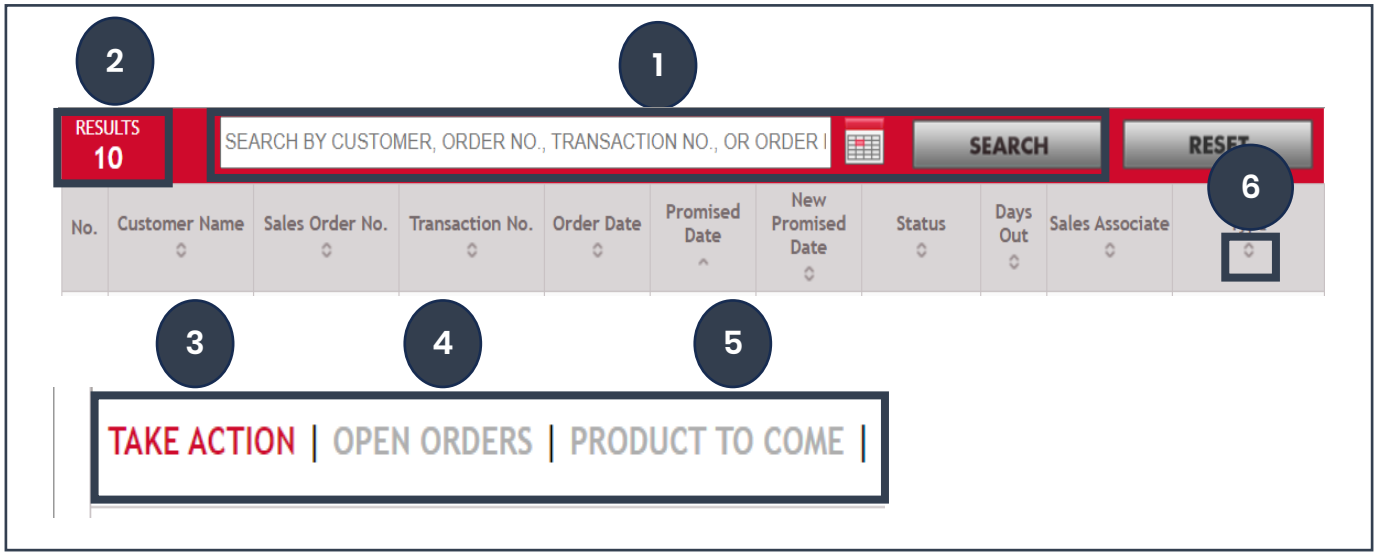
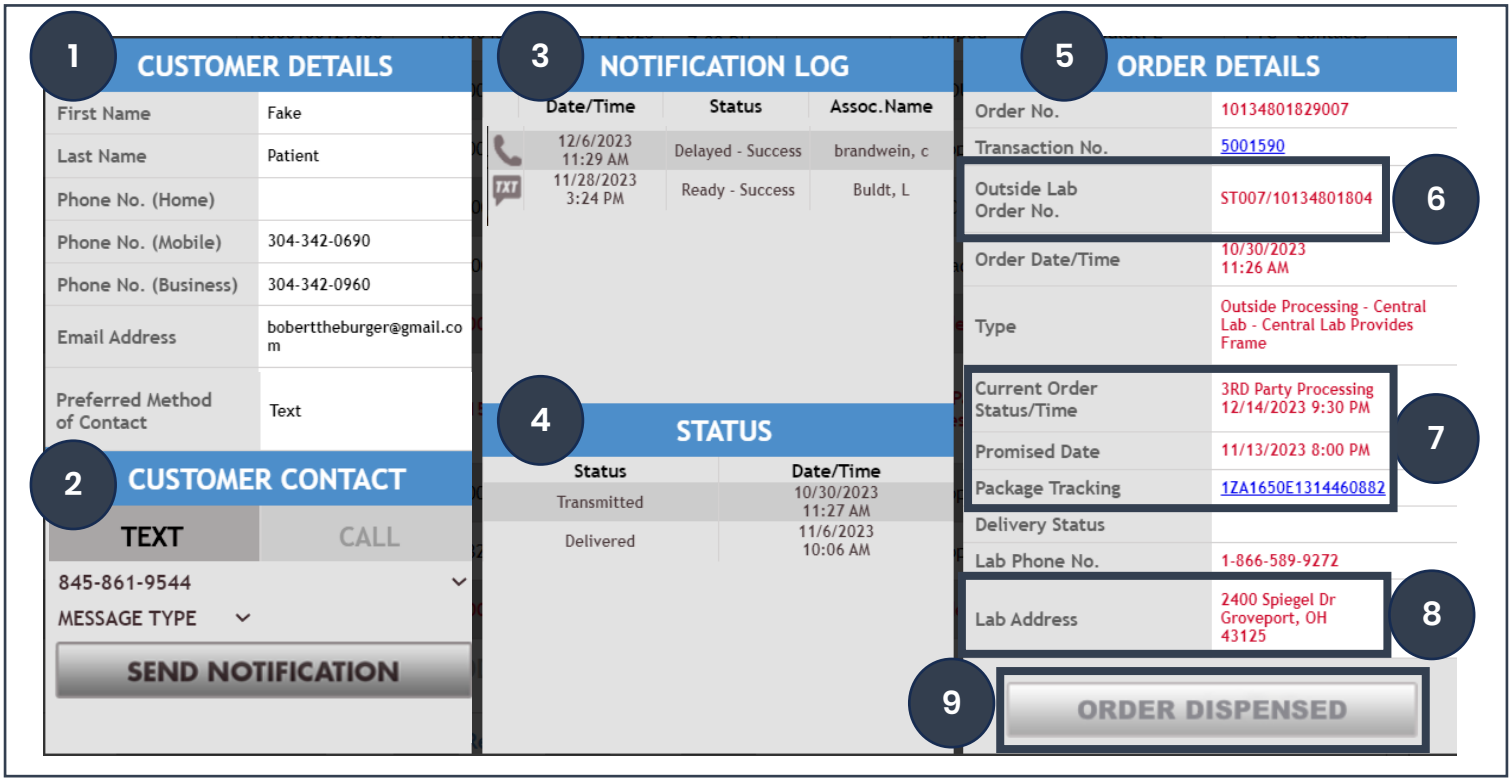
All employees have access to **Order Tracker**. To log into the **Order Tracker (OT)** you will use your EssilorLuxottica network credentials. You will be assigned to your home location. If you need access to multiple locations, please contact your Field Leader.

The system allows for automated patient notifications (text/email), is simple to use, searchable and sortable. The system updates every 5 minutes with open orders. Un-dispensed orders will be visible in **Order Tracker** for 60 days.



1. Enter patient details to **Search**
   - Search via patient name (minimum of 3 letters)
   - Scan Order Number, Transaction Number, Date
2. **Number** of Take Action or Open Orders (Up to 500 listed)
3. **Take Action Tab**: Notification/Listing of all orders that are late (10 days) or have a change in service promise time
4. **Open Orders**: A listing of all materials on order (Contacts, Frames, Lenses)
5. **Product to Come**: Acknowledge all Frames, Contact Lenses, Stock Finish Lenses for inventory purposes
6. **Filters**: Aids in sorting and filtering types or orders; Alphabetical, Oldest/Newest, etc.

Patient Orders: As soon as an order is tendered, it will populate in OT. Once you search and select the order the order, the screen will look like:



1 Shows the **Patient Details** entered in Ciao! Optical (view only-can not edit)

2 **Customer Contact**: How the patient would like to be notified when eyewear at **Ready** status

- Click this tab to record the message type and status
- The system will default to the Preferred Method of Communication (**PMOC)** but call is always an option
- If Text/Email is selected as the PMOC, when recording **Order Completion** in **LPA** the notification will automatically be sent

3 **Notifications Log**: Shows a listing of all electronic and manual communication with the patient regarding order status

- When the patient calls you to check status, it is recommended to **Record Notification** (Call > Delay or Ready)
- Verify **Notification Status** (electronic only: look for success vs. failed)

ORDER TRACKER
Patient Order Details

RETURN TO TABLE OF CONTENTS

4 **Status Log**: Will display up to **Two Statuses**, with one being the most recent status for the order

- Each status displayed will also show the Date/Time the Order Status was received

5 **Order Details**: Order specifics related to manufacturing facility, status, shipping, etc.

6 **Outside Lab Order Number**: The order reference number for 3rd party labs

7 **Current Order Status** : Where the order is at in production

- RxO facilities (Dallas, Atlanta, Columbus) are integrated into OT and as eyewear goes through production you will see the status updated

Promise Date: The most current estimated date of arrival

- will indicate an updated promise delivery date

Tracking Details: UPS tracking visible when departing from RxO facilities

- Click the blue link to go to the UPS website to track

8 **Lab Address**: Indicates which lab will be producing the eyewear

9 **Order Dispense** button: Once the patient picks up their eyewear, dispense out the order in OT

- Time stamps the pickup in Ciao! Optical
- In certain scenarios, you will need to **Dispense Out** to remove the order from the system
- If you are unable to **Dispense Out**, it indicates that the order has not been completed in **LPA**
- Tray tickets are saved with closing paperwork and retained for 90 days

ORDER TRACKER
Take Action & Notifications

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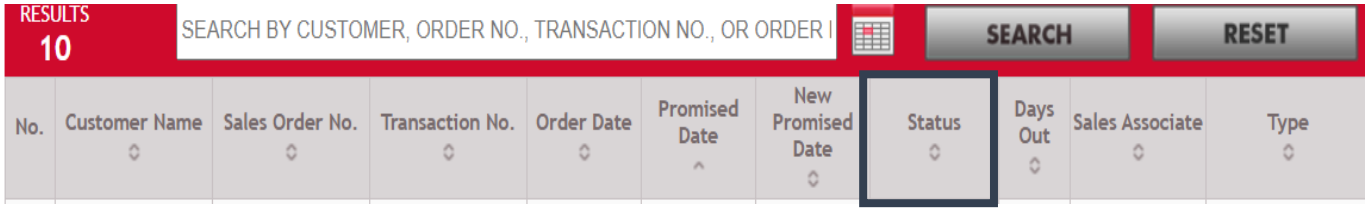
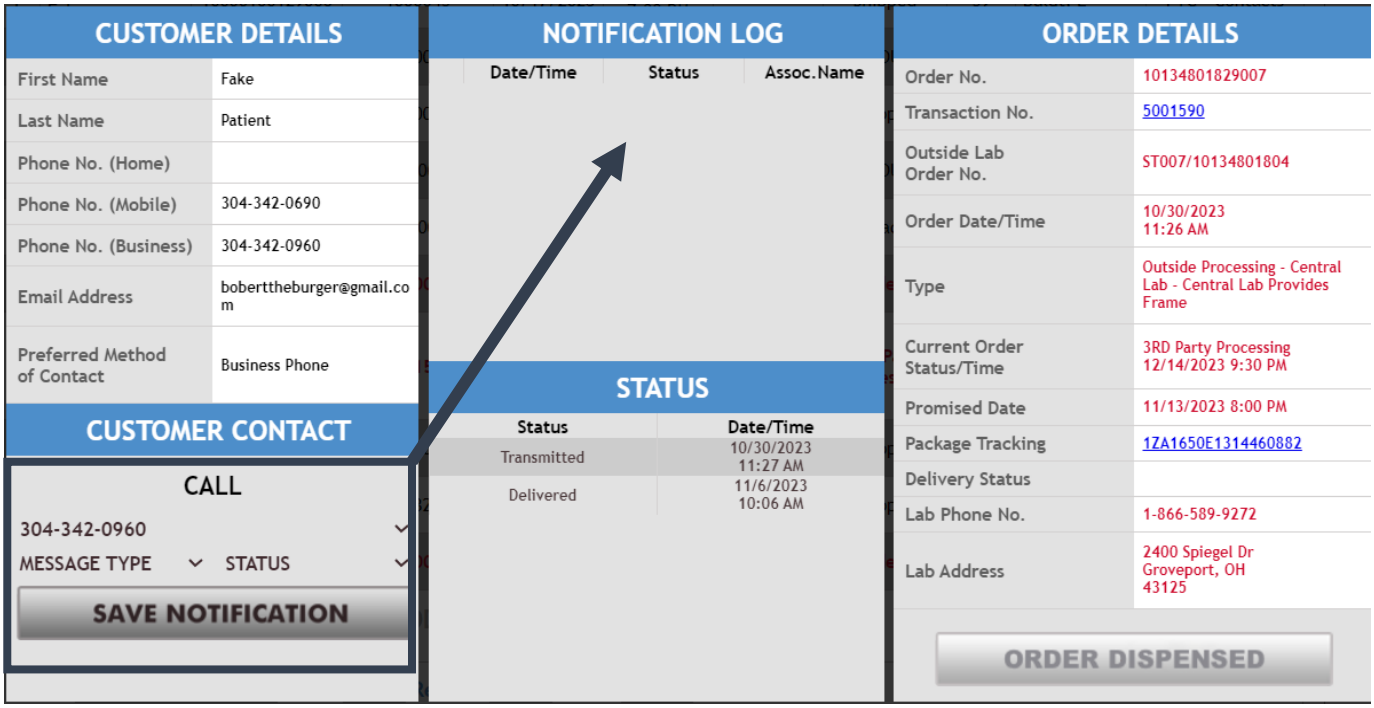
Order Tracker should be utilized in conjunction with your **Tray/Order Management System**. Each tab has it's own unique function. Utilize your lab scanner with Tray/Lab Tickets to locate order. Below lists some best practices for utilizing the **Take Action Tab:**

- **Take Action** should be reviewed daily(twice a day, at opening & closing)
- This tab will monitor your orders by placing patient names/orders in this section on the **10th day** after tender in Ciao! Optical (i.e., when the order is considered late) or when there has been a change in **Service Promise Time**
- You will know what action to take by reviewing the **Status** of each order
- Follow up as needed and **Record Patient Notification**
  - Select phone call or text/email and the status of the order- delayed, etc
  - Once you click **Save Notification** it will record on the **Notifications Log**
- **Successful Notification** is a valid text/email transmission or when calling, speaking to the patient or leaving a voicemail.
- Once you record a **Successful Notification**, the order will disappear from the **Take Action** tab and be found on the **Open Orders** Tab





ORDER TRACKER
Open Orders Tab

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All orders not completed in **LPA** along with **Contact Lenses** will be found in **Open Orders.** OT should be utilized in conjunction with your **Tray/Order Management System.** Each tab has it's own unique function. Utilize your lab scanner with Tray/Lab Tickets to locate orders.

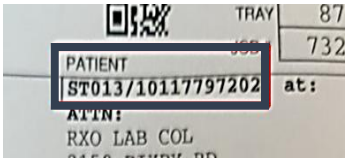
RESULTS 89 | SEARCH BY CUSTOMER, ORDER NO., TRANSACTION NO., OR ORDER I | SEARCH | RESET

No.	Customer Name	Sales Order No.	Transaction No.	Order Date	Promised Date	New Promised Date	Status	Days Out	Sales Associate	Type
1	T143Lunet, Test	10000103129143	1000069	2/27/2024	3/3/2024 8:00 PM		SCHEDULED	16	Buldt, L	PTC - Contacts
2	Patient T143, Fake	10000130129143	30000003	2/27/2024	3/3/2024 8:00 PM		SCHEDULED	16	Buldt, L	PTC - Contacts
3		10000312929143	1000275	3/1/2024	3/6/2024 8:00 PM		Shipped	13	Chenier, M	PTC - Contacts
4	TVTest, Lens	10000212929143	1000230	2/29/2024	3/10/2024 8:00 PM		Delivered	14	Martinez, E	Outside Processing - Central Lab - Central Lab Provides Frame
5	TVTest, Lens	10000196729143	3000004	2/29/2024	3/10/2024 8:00 PM		CANCELLED	14	Buldt, L	Outside Processing - Central Lab - Store Sends Frame
										Outside

- A helpful tip is to **Sort** orders by **Status or Type**, especially after orders arrive in the office (filter by Shipped for both eyeglass and contact lens orders)
- When receiving orders, **RxO** will have a patient name listed
- Orders sent from a **3rd Party Lab** will have an order number listed. You can use the first **9 digits** and add your site number(29 instead of T), for example, ST013/10117797202 would be 10117797229013

RxO

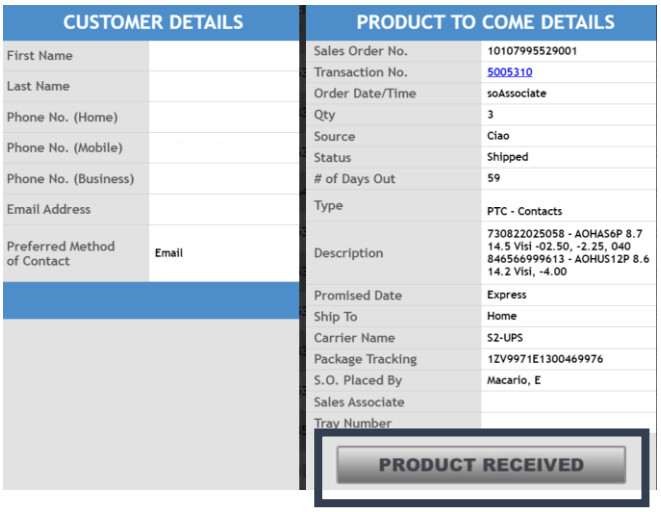
3rd Party Labs



Dispensing Ship to Home Contacts

For all contact lens orders that are shipped to the home address, you must follow these steps:

- Log into **NOVG** and confirm delivery
- Locate the patient in OT and double click their name
- Click **Product Received**



CUSTOMER DETAILS	
First Name	
Last Name	
Phone No. (Home)	
Phone No. (Mobile)	
Phone No. (Business)	
Email Address	
Preferred Method of Contact	Email

PRODUCT TO COME DETAILS	
Sales Order No.	10107995529001
Transaction No.	5005310
Order Date/Time	soAssociate
Qty	3
Source	Ciao
Status	Shipped
# of Days Out	59
Type	PTC - Contacts
Description	730822025058 - AOHAS6P 8.7 14.5 Visi -02.50, -2.25, 040 846566999613 - AOHUS12P 8.6 14.2 Visi, -4.00
Promised Date	Express
Ship To	Home
Carrier Name	S2-UPS
Package Tracking	1ZV9971E1300469976
S.O. Placed By	Macario, E
Sales Associate	
Tray Number	

PRODUCT RECEIVED

ORDER TRACKER
Product to Come

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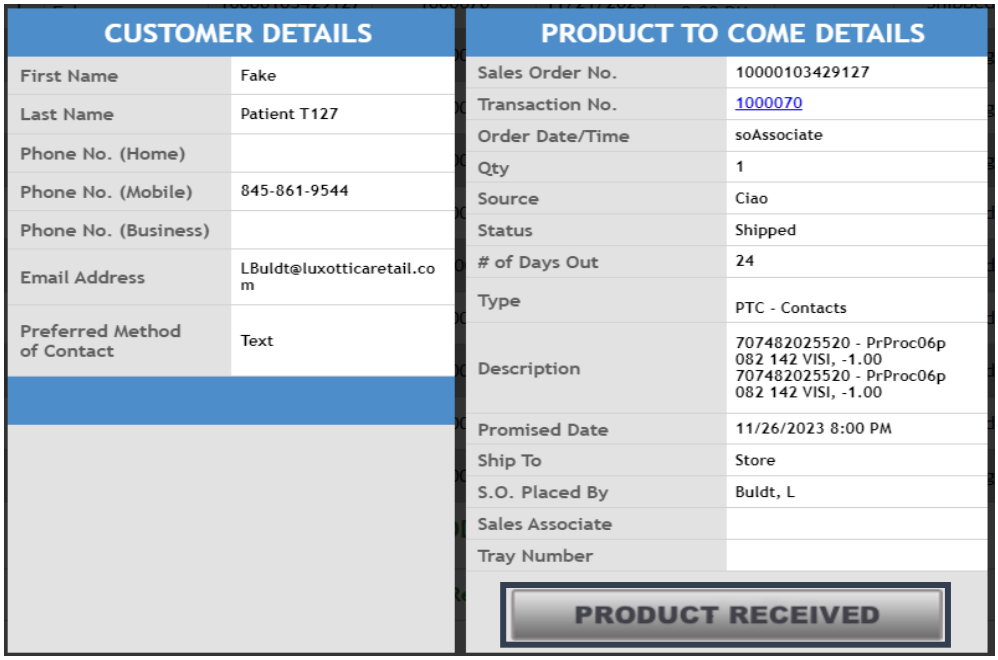
This tab is similar to **Open Orders** but **Product to Come** only shows orders with products scheduled to arrive from the outside (i.e., Contact lenses, parts of an order such as a Frame, IOF: SV UPC Finish Lenses.)

It is important to acknowledge these products once they are received in office. Not doing so can have a negative impact on inventory and other behind the scenes processes.

- Click the **Product Received** button when **Special Order Frames** arrive in office
  - Note- this process is for **Frame only Special-Order** transactions (IOF: locations will have to receive the frame if you are using in office lenses or SV UPC lenses)
  - You do not need to do this step if you placed a special-order frame in Ciao! and it is provided as a complete pair by RxO
- **IOF:** when **SV UPC Finish Lenses** arrive in office, click **Product Received**
- **Ship to Site Contact Lenses:** Click the **Product Received** when the patient picks up the contacts (Think- Contact Lens Dispense)
  - Checking Product Received does NOT send a text/email notification, you will need to manually call your patients



CUSTOMER DETAILS	
First Name	Fake
Last Name	Patient T127
Phone No. (Home)	
Phone No. (Mobile)	845-861-9544
Phone No. (Business)	
Email Address	LBuldt@luxotticaretail.com
Preferred Method of Contact	Text

PRODUCT TO COME DETAILS	
Sales Order No.	10000103429127
Transaction No.	1000070
Order Date/Time	soAssociate
Qty	1
Source	Ciao
Status	Shipped
# of Days Out	24
Type	PTC - Contacts
Description	707482025520 - PrProc06p 082 142 VISI, -1.00 707482025520 - PrProc06p 082 142 VISI, -1.00
Promised Date	11/26/2023 8:00 PM
Ship To	Store
S.O. Placed By	Buldt, L
Sales Associate	
Tray Number	

PRODUCT RECEIVED

ORDER TRACKER
Eyeglass Status Codes

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Note: For IOF, 3rd party orders, and remote orders, the only two active statuses for these types of orders are **Tendered** and **Ready** following final inspection

3rd Party	Order has been sent to an outside lab; the only statuses you'll see are Tendered and Ready
A/R Mirror Coat	AR (or mirror coating) is being applied at RxO
Backorder	Either the frame or lens is on backorder
Breakage	Order had breakage at RxO (will re-start order)
Cancelled	Order was cancelled (did not receive the frame in 7 days, RX/Frame combability, etc.)
Completed	Order has been completed and saved in LPA; the dispense button will now be enabled in Order Tracker
Delivered	Order has been delivered to the site
Dispensed	Order has been picked up by the patient and marked as dispensed
Finishing	Order is being edged at the RxO
Hold for Review	Order is being reviewed for a breakage or customer service concern
In Process	Order is in production at RxO
Pending Cancel	Order was exchanged/returned in Ciao! optical (site vs. RxO)
Pick Verify	Materials to complete order at RxO are being sourced
Ready	Order has been inspected and text/email notification sent (phone calls must be made)
Ready to Ship	Order passed RxO final inspection and is ready to ship
Received	Frame enclosed was received by RxO
Routed	Order has been routed to specific RxO facility
Scheduled	Order is the queue at RxO
Shipped	Order has shipped from RxO to the site
Surfacing	Rx is being applied to the lenses at RxO
Tendered	Order has been tendered in Ciao! Optical
To Merge	In mailroom at RxO, will ship shortly

ORDER TRACKER
Eyeglass Status Codes

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Once you're order is 10 days old, it is considered **Late**. You will want to set up an **Order Management System** in your office to identify these orders.

Utilize **Take Action** tab to assist you in knowing which orders to follow up on. Based upon the **Status Code** listed in OT, there are some specific actions you will need to take.

Status	Action
Cancelled	• Identify why the order was cancelled and inform patient of delay/cancellation • **Cancelled Due To Lab Not Receiving The Frame-** locate frame and remake through Ciao! Optical • **Cancelled Due To Makeablity-** find alternative solution and remake through Ciao! Optical • Oakley/ Rayban frame: If the frame is in office, change **Special Processing Type** in LPA to **Cut & Edge** and **Re-Transmit** • **IOF/Lab Locations**: If complete pair cancelled, yet frame is in office, change to **Special Processing Type** in LPA to **Uncut** (lenses only) and **Re-Transmit**
Breakage	• **Hold for Review:** Order being assessed, notify patient of delay • **Backorder:** determine new service promise time and notify patient of the delay
Awaiting Frame or Store Sends Frame	• If order is on day 7th day, complete Escalation Process to update team of the tracking number
Ready to Ship	• All orders showing as **Ready To Ship**, pull out and set trays/orders aside as you know they will be arriving in office shortly • Prep for inspection
Delivered	• Locate order > **EIP Certified** employee to complete visual inspection • **Record Completion** in **LPA** and notify patient via **PMOC** (This action will change it to **Ready** status in OT)

When communicating delays to the patient, ask the patient how frequently they would like communication. If **Daily Communication** is requested, create a process in office to insure we deliver our commitment to the patient.

ORDER TRACKER
Contact Lens Status Codes

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Utilize **Order Tracker** to identify patient orders needing follow up. Log into the **NOVG Portal in Toolkit** to check order status. The **Status** reasons below will help you identify what action to take:

Contact Lenses/Order Level (Main Page View):

Status	What it means..
Entered	Sales order requested (received)
Booked	Order created and sent to NOVG (sales order created)
Shipped	Processed and with shipping carrier
Cancelled	Order is cancelled
Closed	Order is Completed

Contact Lenses/Item Level (Actual Product When You Click On Patient Order):

Status	What it means..
Shipped	Processed and with shipping carrier
Cancelled	Order is cancelled
Backordered	Order will be delayed until product is available

For **Cancelled** or **Backordered** contact lenses, follow up with NOVG (US) and Premium Vision (Canada) and record patient notification.

When communicating delays to the patient, ask the patient how frequently they would like communication. If **Daily Communication** is requested, create a process in office to insure we deliver our commitment to the patient.

Click HERE to be redirected to the Contact Lens Folder for additional information!

FINAL INSPECTION & ORGANIZATION

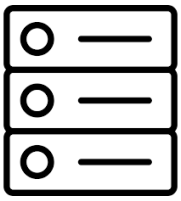
TeamVision
Eye care, together.

ORDER MANAGEMENT

RETURN TO TABLE OF CONTENTS

It is recommended to have a **Tray System** or **Order Management** process in place. You may continue to use the existing organization system in your location, but the system should help you organize open orders and deliver eyewear to your patients when promised.

Tools Needed:



Tray system, bin, or process that will help you organize your orders

Primary way to Determine order status at RxO Facilities

Consider **Sectioning** your orders out by **Insurance, Lab Route, Or Product To Come (specifically contacts.)** In addition, you may want a section for **Late Orders** (so you can quickly follow up on these orders) and ones showing **Ready to Ship** in OT as you know they will be arriving soon.

If needed, you can order a **Filing System** (bin and tabs or trays) through **CP (**See **CP Guide** in **Toolkit** for more details)

What system to utilize to orders: (See **Contact Lens Handbook** for specialty contact lens) information:

Order Type	Check Status In	Notifications
RxO Orders (Complete, Uncuts, FTC,)	Order Tracker, RxO Escalation	LPA > Order Tracker and PMOC
Insurance Required Labs	Call/Email Insurance Lab	LPA > Order Tracker and PMOC
Product To Come (Frames, IOF SKU Lenses)	Order Tracker, RxO Escalation	Order Tracker and PMOC
Specialty Eyeglass Labs	Call/Email Lab	LPA > Order Tracker and PMOC
Contact Lenses (Ship to Home)	NOVG	No Notification
Contact Lenses (Ship to Site)	NOVG	No Notification

FINAL INSPECTION STATION

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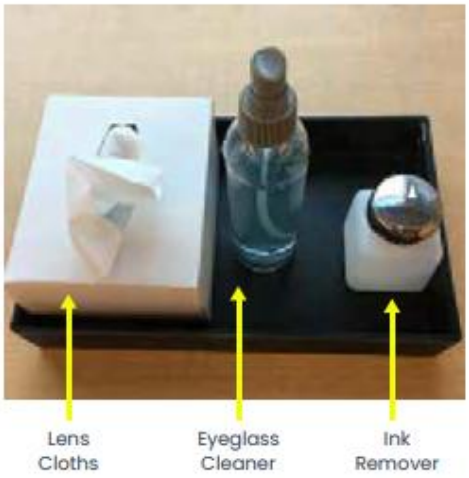
It is **Required** to have a designate a space within your office to set up a **Final Inspection Station.**

The **Inspection Station** should have the following items**:**

1. Lensometer
2. Inspection lamp
3. Box of lens cloths, eyeglass cleaner and ink remover
4. The following Optical Tools:
    - Notepad pliers
    - Temple angling pliers
    - Endpiece pliers
    - Needle noose pliers
    - Double nylon pliers
    - Axis pliers
5. Inspection Binder
    - Inspection background
    - Eyewear Inspection Job Aid (varies by Country/Providence/State)
    - Cosmetics Standardizations & Other Updates
    - Cosmetics Inspection Process
    - Binder with the following tools:
        - PD Stick
        - 2 screwdrivers (Phillips and flat-head)
        - Cosmetic paddle
        - Lens marking pen
        - Polarization axis alignment gauge
        - Thickness calipers



Inside view of binder - inspection background should be in the front cover

EYEWEAR INSPECTION JOB AID

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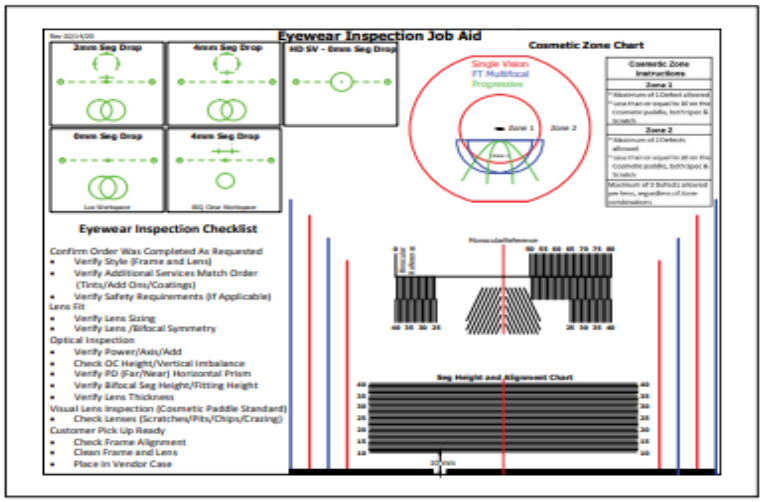
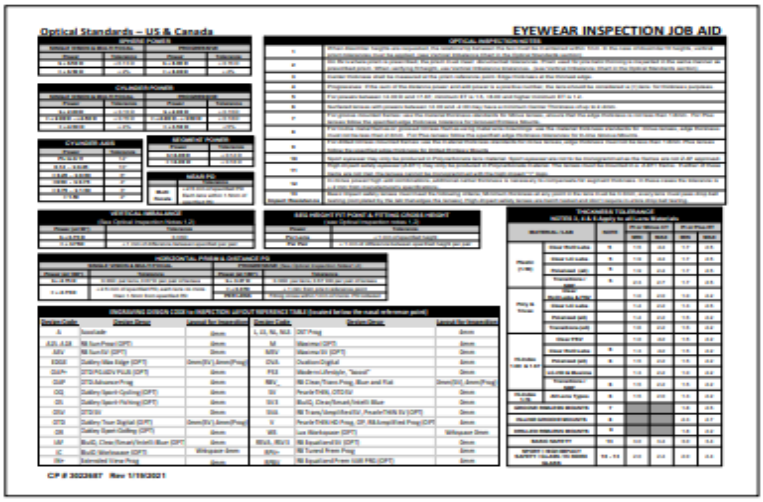
At TeamVision, we use the **Eyewear Inspection Job Aid** for quality assurance standards. These can be ordered in Central Purchasing. Although they are found in the Toolkit, we discourage printing these as the print boarders/scaling could impact verification marking causing you to unnecessarily reject eyewear.

Anyone inspecting eyewear must be **Eyewear Inspection Program (EIP) Certified**

Below is an example of the Job Aid:





There are Country/Region/State specific guidelines so use the one applicable to you.

The job aids can be ordered through CP and are also available in the Toolkit (Toolkit > Documents > Lab Folder.)

Please make sure you have the most current version at your **Final Inspection Station.**

OPTIMIZED RX

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When verifying lab orders, the lab may **Optimized** (compensate) the prescription. Rx optimization software calculates the effect of frame wrap angle (face form), the pantoscopic tilt and vertex distance, modifying the prescription so that when the customer wears it, the Rx power as perceived by the customer matches what was originally prescribed.

There are 2 key points to note when considering Rx optimization for a wrap frame:

- Not all prescriptions require optimization. There will be some combinations of Rx power, customer PD and wrap angle that will not require optimization.
- Rx optimization will reduce the distorted effect of wearing an Rx in a wrap frame but may not completely eliminate it. Some patients will still notice a difference in their vision when wearing a wrap frame, if for no other reason than the fact that most wrap sun frames have a very large "A" measurement, as compared to today's small ophthalmic frames.

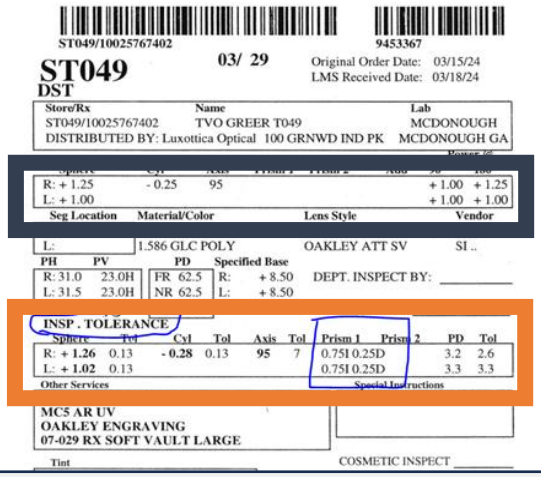
How to tell the patient in Human Speak:

- When the doctor determines your prescription, the test lenses being used are positioned differently in front of your eye than when placed in an optical frame – they are flat versus tilted and closer or further from the eye. Optimized lenses provide sharper and clearer vision because they account for the position of the frame and lens.
- We recognize these differences, the potential impact to your visual clarity, and have optimized the prescription based on the frame you selected. We have not changed the prescription your doctor wrote we have adjusted it to ensure you see the same as you did during the exam.

Final Inspection:

Your state may require a **Licensed Optician** to inspect the eyewear, but in ALL cases the team member inspecting the eyewear should be **EIP Certified**. Additional notes:

- Orders are inspected at RxO by certified inspectors before being shipped to your office.
- Review the optimized Rx listed on your lab order ticket and verify the Rx in lensometer.
- The optimized or compensated Rx will often include prism when the original did not- this purposely done to allow your patient to have clearer binocular vision.
- These optimized Rx's can NOT be used for neutralization or any other pair of eyeglasses.
- Document the Optimized Rx in the notes section of the Ciao! profile.
- Provide the patient a copy of their optimized Rx.
- Retain the lab ticket with your closing paperwork incase you need it for troubleshooting purposes.


ST049/10025767402 9453367
ST049 03/ 29 Original Order Date: 03/15/24
DST LMS Received Date: 03/18/24
Store/Rx Name Lab
ST049/10025767402 TVO GREER T049 MCDONOUGH
DISTRIBUTED BY: Luxottica Optical 100 GRNWD IND PK MCDONOUGH GA
R: + 1.25 - 0.25 95 + 1.00 + 1.25
L: + 1.00 + 1.00 + 1.00
Seg Location Material/Color Lens Style Vendor
L: 1.586 GLC POLY OAKLEY ATT SV SI ..
PH PV PD Specified Base
R: 31.0 23.0H FR 62.5 R: + 8.50 DEPT. INSPECT BY:
L: 31.5 23.0H NR 62.5 L: + 8.50
INSP . TOLERANCE
Sphere Tol Cyl Tol Axis Tol Prism 1 Prism 2 PD Tol
R: + 1.26 0.13 - 0.28 0.13 95 7 0.75I 0.25D 3.2 2.6
L: + 1.02 0.13 0.75I 0.25D 3.3 3.3
Other Services Special Instructions
MC5 AR UV
OAKLEY ENGRAVING
07-029 RX SOFT VAULT LARGE
Tint COSMETIC INSPECT

The blue box refers to the RX prescribed & ordered.

The orange box contains the power you should read in a lensometer after optimization.

Optimized Lenses are Digitally Produced, Premium Designs!

(For Example: Ray-Ban, Oakley, Costa)

ORDER COMPLETION

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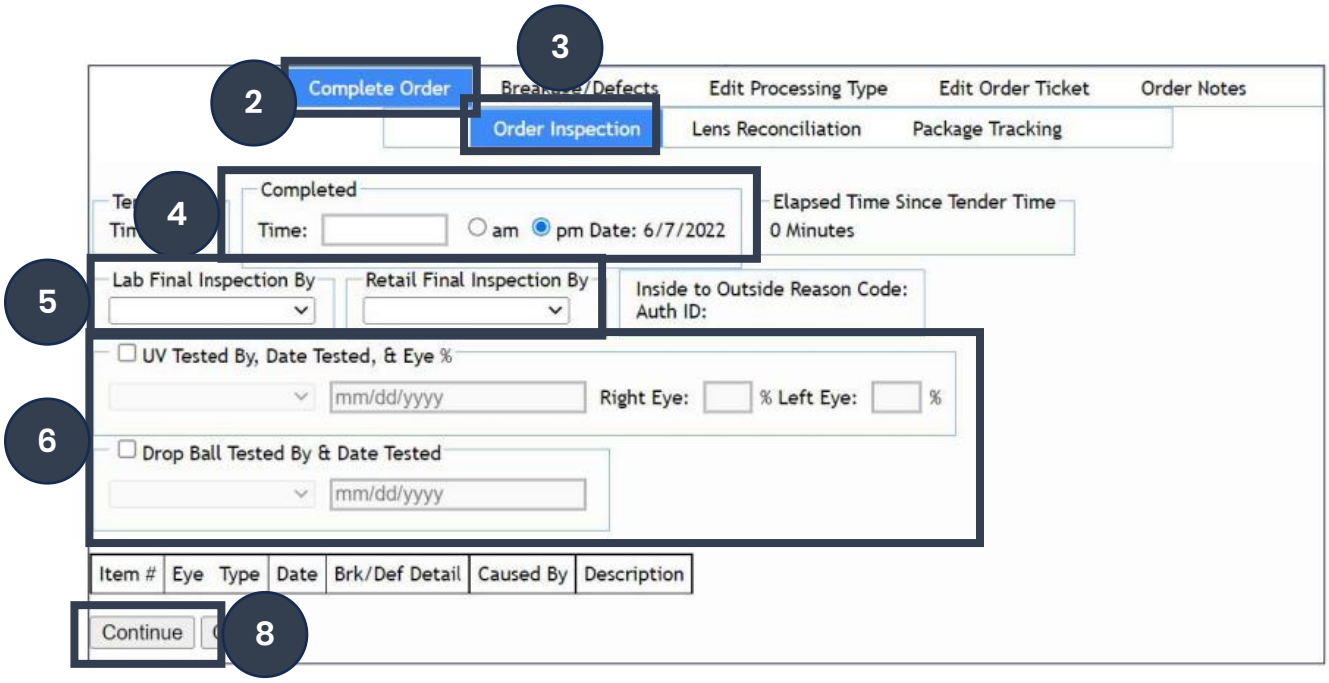
Once you have completed a **Visual Inspection** of the eyewear, you must record **Completion** in **LPA.** If the patient has selected email/text for **PMOC,** this process will automatically trigger **Notification.** You can not edit or update an order after it's **Completed** in **LPA**.



1. **Locate** the order in **LPA** (scan order ticket or type order number)
2. Select **Complete Order**
3. Select **Order Inspection**
4. Enter the appropriate **Time**
   - The PM button is selected by default
   - Be sure to change this AM if the order was complete in the morning
5. Select **Final Inspector** from dropdown list
6. Enter **UV Testing** results: (For CR39 lenses only (clear and tint))
   - At site, Enter UV and Readings in LPA but testing completed at RxO and acknowledged on lab order ticket
7. **IOF:** Review order, breakage, and defect lens usage at the bottom of the screen for accuracy
   - If SKUs were used and they are not showing at the bottom of the screen, you will have to manually add the SKUs
   - Missing SKUs on this screen will impact replenishment and lens usage
8. Click **Continue** to save

DISPENSING ORDERS

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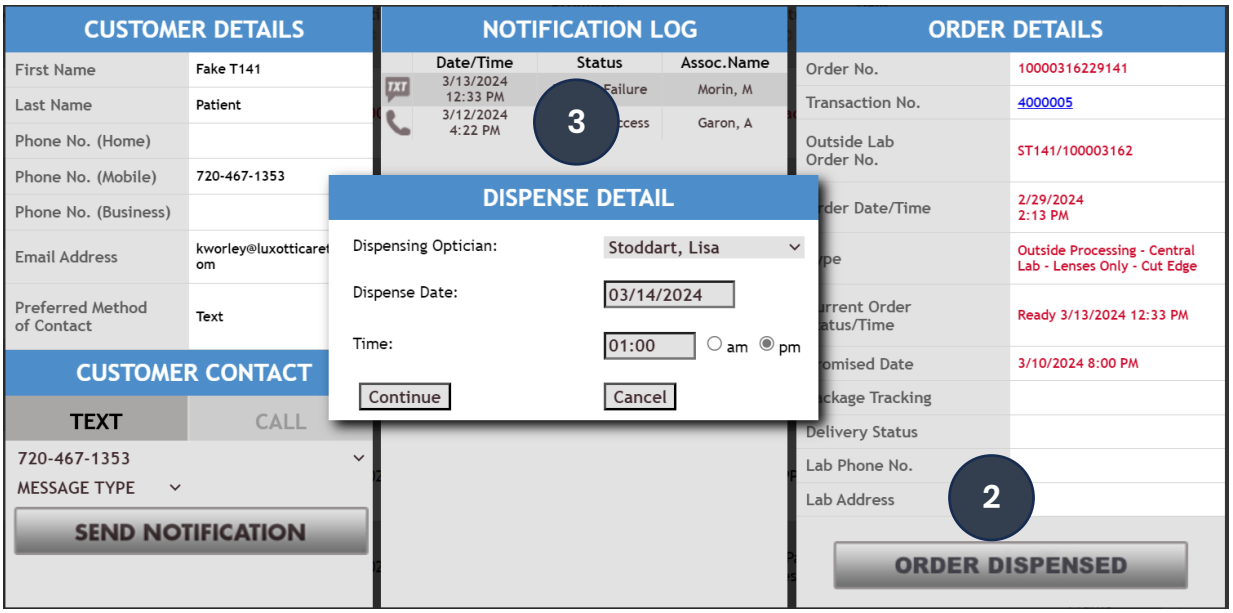
Once the patient picks up their eyewear, you must record pick up by **Dispensing** the order in **Order Tracker**.

There maybe times where you need to inspect and dispense out an order to clear it out of the systems (i.e., when orders are cancelled, test orders, etc.) Make sure prior to inspecting in LPA you change the **PMOC** to call to avoid your patient receiving a text/email that their eyewear is ready.



1. **Locate** the order in **Order Tracker** (scan order ticket or type order number)
2. Select **Order Dispensed**
3. Fill in **Dispense Details** and click **Continue**
4. Enter the appropriate **Time**

REJECT/ RE-ORDER

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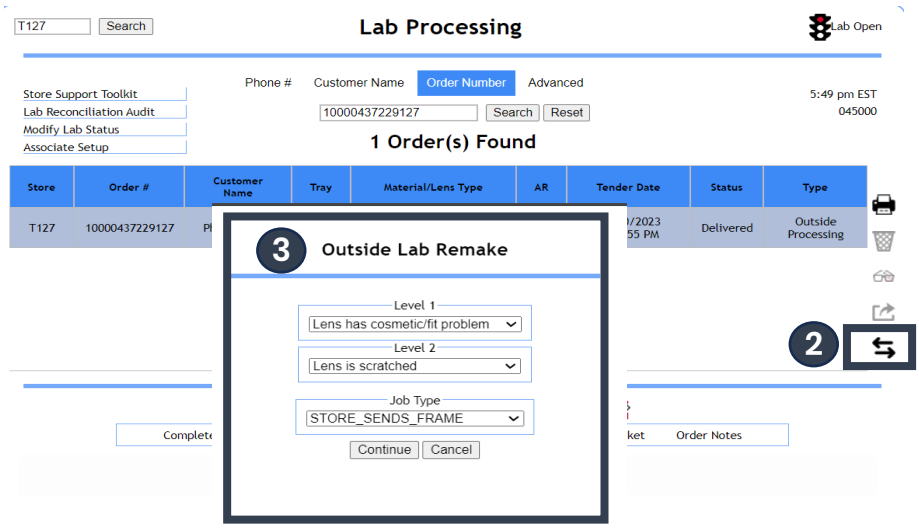
If ordered correctly, but manufactured incorrectly, LPA can request a **Reject** (Re-order) for an order that was manufactured by **RxO** facilities.

To process a **Reject** (failed inspection; not yet dispensed) the following two conditions must be met:

- The order has been transmitted to an outside lab
- The current date is at least one day greater than the date in which the order was transmitted (i.e., you cannot process a remake on the same day it was transmitted)

When both conditions exist, the Remake button will be enabled. Please have **Two EIP Certified** employees **Confirm Rejection** prior to re-ordering.

How to Process:



1. **Locate** the order in **LPA** (scan order ticket or type order number)
2. The **Remake(Re-Order)** button will be enabled
3. Indicate why you are re-ordering the eyewear
   - Please be as accurate as possible
   - The reasons listed in level 2 are dependent on the reason chosen in level 1 (i.e., not all reason codes will populate a level 2)
   - When all fields are listed, the **Continue** button will enable
     - The system will take a moment to process- do not continue to click **Continue**. Doing so will result in duplicate orders.
4. Click **OK** to transmit the order

For all patient satisfaction remakes or associate errors, process an exchange in Ciao! Optical (i.e., incorrect Rx selected, wrong measurements, changing frame/lens color, etc.)

IOF Locations: Utilize your Daily Statistic Tracker

GUARANTEES & REMAKES

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Dependent upon the situation, you may go to different systems to re-process orders

Situation	Where to process the remake
30-day guarantee: patient dislikes/changes frame or lens	Remake in Ciao! Optical
3 months RX change	Remake in Ciao! Optical
6 months RX change post cataract surgery	Remake in Ciao! Optical
Employee entered incorrect RX	Remake in Ciao! Optical
Wrong lens color selected	Remake in Ciao! Optical
Measurements incorrect	• LPA (prior to transmission) • Recommended to exchange in Ciao Optical!
Complete pair (RxO); special order frame cancelled	• Non-Lab: Restyle patient in Ciao! Optical • IOF: If frame in office, change to uncut in LPA
Order cancelled by RxO – Did not receive frame	Remake in Ciao! Optical
Unlimited free cleanings and adjustments	N/A
RxO order not made to order specification	LPA
Insurance order not made to order specifications	Follow specificized lab process
Contact lens exchange	Exchange in Ciao! Optical

Click HERE to be redirected to the Right the First Time folder in Toolkit

BREAKAGE/USAGE
Procedure

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Lab Breakage is defined as any processing error that results in frame or lens spoilage. Specifically, a lab breakage occurs if the eyewear does not meet the company's quality and cosmetic standards.

The frame or lenses are considered a Lab Breakage if the error is discovered any time during the manufacturing process, including final inspection.

Frame Breakage (All locations)

Patient owned frames (POF)

- The patient can select a new frame and the eyewear is entered as an exchange in Ciao! Optical and re-processed in LPA

Complete Pair

- If a frame is broken in the lab, select the same frame from inventory and complete the order
- For inventory purposes, the PM/LM should adjust the new frame in Inventory Management as damaged (DO NOT process as an exchange)
- If another frame is not available, either restyle the patient into a different frame (process as an exchange), place a special order for the frame (order in LPA), or initiate a transfer (Inventory Management)

Lens Breakage (Non-Lab Locations)
Replace, Reconcile, Coach

Frame and/or Lens- Outside Lab Orders Rejected:

- Partner with a second EIP certified employee to verify and authorize that the order does not meet quality standards before re-ordering
- Re-order the lenses using the outside lab remake feature in the LPA application and select the appropriate outside lab reason code
    - For insurance required labs, follow lab guidelines
- Document on lab ticket the breakage reason and team member (will go with Daily Closing Paperwork)
- If needed, LM/PM may investigate the reason for the breakage and coach

QUALITY INVESTIGATION FORM

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It is critical that we choose correct codes when reporting **Rejects**. This data goes back to RxO and is investigated, which captures most manufacturing opportunities.

There are occasions where we see highly unusual issues, or multiple rejects for the same order. This form is NOT used for daily rejects or exchanges- only to report common trends. In these situations, you can complete the **Central Manufacturing Quality Investigation Form** and send it to your Field Leader/ROM.

This form can be printed via the Toolkit > Documents > Lab Folder> Lab Performance.

Central Manufacturing Quality Investigation Form

While our current reject/remake process captures enough information for RxO to react to most opportunities, there are occasions where we see ***highly unusual issues, or multiple rejects for the same order.*** In these situations, we want to provide the opportunity for stores and field to share additional information to the labs for review.

Instructions: Complete this entire form and collect the following items to be included in the image set. Take a separate image (up to four can be sent at one time using MyLook) of each one of the bullet points below ***and send to your ROM:***

- Rejected Eyewear
- Store Lab Rx Ticket
- Central Manufacturing Quality Investigation Form
- Include all copies of Outside Lab Rx Tickets

Please note: Timely receipt of rejected eyewear images is critical, please provide MyLook images to your ROM immediately.

Today's Date:_____ Store Number: _____

Associate Name & Title: _____Customer Name: _____

Original Order (4-digit store # / 11-digit order #): S_____/_____ Original Order Date: _____

Re-transmit (4-digit store # / 11-digit order #): S_____/_____ Re-transmit Order Date: _____

Order Type: ☐Complete ☐Lenses Only Uncut ☐Authentic ☐Cut & Edge

Select the Quality Issue(s) check all that apply

- ☐ Mismatched lenses / Upside down gradient
- ☐ Missing add-ons that were ordered
- ☐ Off power by more than 1 diopter
- ☐ Incorrect lens size (Big or Small)
- ☐ Tint issue (Color / Density)
- ☐ Engravings missing or too deep
- ☐ Mirror coating
- ☐ Drill mount concerns
- ☐ Gaps / Lens Shape / Wrong Frame
- ☐Other (include detailed comments below)
- ☐ Multiple rejects for the same lab issue (provide priorreject reason _____)

Use this area to further describe the quality issue if needed:

_____

_____

Please include the values of your inspection results (If rejected for Rx reasons)

Is this Rx optimized? (Y or N) If yes document optimized reading.

OD: Sphere: _____ Axis:_____ Cyl:_____ Add:_____ Prism:_____

OS: Sphere: _____ Axis: _____ Cyl: _____ Add: _____ Prism: _____

Circle Manufacturing Facility: Atlanta Columbus NorthCreek (Dallas) Other_____

MAR 2023

Note- this form is to report large scale issues- not for each individual rejection.

- Example: All Ray-Ban Authentics (10 pairs) come in 20 degrees off axis. You reject & re-order and they all come back a second time 20 degrees off.

RESULTS & REPORTING

TeamVision
Eye care, together.

KEY METRIX & REPORTING

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There are several reports provided to you and/or your Field Leader that will help you better understand the Order Management process related to the patient experience.

1. **Lab Reconciliation Report-** a daily overview of lab and order operations.
   - **Reporting:** managed by the practice
   - Daily print, review, and save with closing paperwork
   - Overview or orders transmitted, produced, and completed
   - Provides a listing of frames needing to be sent to RxO labs

2. **Right The First Time (RTFT)-** Measures the health of the business. A calculation of total orders remade and/or exchanged (removing EPP).
   - **Reporting:** emailed weekly to Field Leaders & published in Reporting App
   - **Goal:** under 10%
   - Lead by Optical Captain
   - Eyewear Analysis Form
   - Improve RTFT by embracing digital tools (Lens Simulator, ER2)
   - See RTFT Folder in Toolkit for additional details

3. **Late Orders Report-** provides order status for all late orders at RxO.
   - **Reporting:** emailed to Field Leaders daily
   - Late = 10 days after purchase date
   - Negatively (or positively) impacts the patient experience
   - Use Take Action Tab in Order Tracker to help monitor and notify patient

4. **Dwell Time Reporting-** Calculated by the timeframe from when UPS drops off the order to the time Order Inspection is reported in LPA.
   - **Reporting:** Published Quarterly via Smartly
   - **Goal:** complete within 72 hours (100% on the report)
   - Daily Lab Statistics Tracker can help you track performance
   - Impacts the patient experience
   - RxO only

5. **Reject Reporting-** Measuring the percentage of orders received from RxO that do not meet quality manufacturing standards.
   - **Reporting:** Published Quarterly via Smartly
   - **Goal:** 1% or less
   - Negatively (or positively) impacts the patient experience
   - Two sets of eyes on the order before we reject & reorder

LAB RECONCILIATION REPORT (LPA)

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There are several reports that can be generated through **LPA** that help you identify order details and manufacturing trends.

Utilize these reports daily, weekly, and monthly to help you analyze the experience you are providing to your patients.

Lab Reconciliation Audit (All locations):

- Access through **LPA**
- Contains all reconciled lab orders
- Lab reconciliation shows all jobs that were tendered and completed on same day as well as all jobs that were completed prior day
- Provides a listing of orders where frames need to be sent to RxO
- Must be reviewed, acknowledged, signed and retained with closing paperwork for 90 days

Lab Reconciliation Report for

4/9/2023

Store: T004 6:14 pm MDT

Current Day Orders - Completed Today

Order Number Customer Name Tray Number Time IN Time OUT Lens Style Lens Type OPC Edit Process Lens Usage Code Eye Code OPC

Previous Day Orders - Completed Today

Order Number Customer Name Tray Number Time IN Time OUT Lens Style Lens Type OPC Edit Process Lens Usage Code Eye Code OPC

Outside Lab / Held Orders

Order Number Customer Name Tray Number Time IN Lens Style Lens Type Transmitted Process Special Process Code Special Process Description

Frames to Send to Central Lab

Order Number Customer Name Tray Number Date Shipped Lens Style Lens Type

Open Orders

Order Number Customer Name Tray Number Time IN Lens Style Lens Type Process OPC Edit Lens Usage Code Eye Code OPC

Orders Not Tendered Today

Order Number Customer Name Tray Number Time IN Lens Style Lens Type Process OPC Edit Lens Usage Code Eye Code OPC

Orders Not Tendered Today is not available for historical dates

---

Lab Manager's Signature

See next page for how to pull the report.

PRINT LAB RECONCILIATION REPORT

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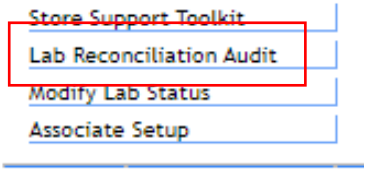
To process the Lab Reconciliation Audit, follow these steps:

1. Log In to **LPA**

2. Select Lab Reconciliation Audit (top left side of screen)



3. **Enter Date** (01/01/2023) and click **Submit**

4. **Print** audit, review, acknowledge (sign), and keep with daily closing paperwork

Lab Closing Procedures

1. Complete, inspect, and record completion for all orders through out the day
2. At the end of the day, Print the Lab Reconciliation Audit
3. Review this report and account for all orders:
    - Indicate that completed times on lab tickets match report
    - Indicate that lenses on lab tickets match those indicated on the report
    - Ensure all breakages are accounted for by matching SKU/UPC Tags to report under proper Order # and Customer Name
    - Ensure all "usage" lenses are accounted for in Inventory Management with specific Information (i.e., Edger Calibration)
        - Lens and or box tops must be kept with Closing paperwork
    - Ensure eyewear that has been cancelled has a specific order # and ticket attached to it
        - SKU/UPC must accompany order ticket
4. The PM, LM, LT, APM signs the report and places it with closing paperwork
5. If the paperwork does not reconcile identify discrepancy and work towards resolution

RIGHT THE FIRST TIME PROGRAM

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Right The First Time combines the behaviors from Consultative Selling with optical knowledge, accuracy in order entry, and leveraging our tools for measurements, frame/lens selection, and insurance resulting in eyewear our patients love. When something isn't right, we want the patient to return to the office so we can make it right! Many times, this results in an exchange, remake, or worse - a return of the product. Our goal is to get it **Right the First Time** for our patients and the **Right The First Time Program** helps to ensure we have awareness to each remake and provide training or coaching to reduce remakes.

The Health Of The Business- There are financial impacts when remakes occur.

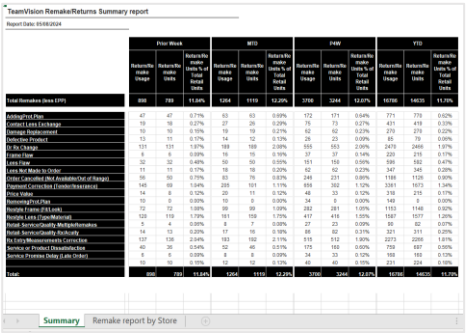
- A remake can cost your office as much as **$120 per remake** – this includes product and/or manufacturing cost, time for the Team Member to trouble shoot and/or enter the remake, as well as potential chair time of the Doctor.
- In addition, you are unable to help new patients and/or convert additional units since you are spending your time with returning patients.

Indicator To The Patient Experience- Patient satisfaction will impact their future to return to your office or purchase glasses from your office in the future.

- When our patients see value in their products and are happy with how their eyeglasses function, they will likely return to purchase more and refer friends and family members.

Establish a Right the First Time (RTFT) Program in your location:

1. Review the RTFT Reporting in Ciao! Toolkit Reporting for your location(s). Goal is to have under 10% Remakes for your location. EPP redemptions are removed from reporting.



TeamVision Remake/Returns Summary report

Report Date: 05/08/2024

	Prior Week			MTD			FWW			YTD		
	Return/Remake Usage	Return/Remake Units	Return/Remake Units % of Retail Units	Return/Remake Usage	Return/Remake Units	Return/Remake Units % of Retail Units	Return/Remake Usage	Return/Remake Units	Return/Remake Units % of Retail Units	Return/Remake Usage	Return/Remake Units	Return/Remake Units % of Retail Units
Total Remakes (Inc EPP)	898	789	11.68%	1264	1119	12.23%	3708	3244	12.07%	16786	14635	11.75%
Adding/Fixd Plan	47	47	0.77%	63	63	0.69%	172	171	0.64%	771	770	0.62%
Contact Lens Exchange	19	18	0.27%	27	26	0.29%	75	73	0.27%	431	418	0.33%
Damage Replacement	19	19	0.19%	19	19	0.21%	62	62	0.23%	270	270	0.22%
Defective Product	13	11	0.07%	14	12	0.13%	26	23	0.09%	85	79	0.06%
Dr Rx Change	131	131	1.87%	189	189	2.08%	555	553	2.06%	2470	2466	1.97%
Frame Flaw	8	8	0.08%	16	15	0.16%	37	37	0.14%	220	215	0.17%
Lens Flaw	32	32	0.48%	50	50	0.55%	151	150	0.56%	599	592	0.47%
Lens Not Made to Order	11	11	0.17%	18	18	0.20%	62	62	0.22%	347	345	0.28%
Order Cancelled (Not Available/Out of Stock)	56	50	0.75%	83	76	0.83%	246	231	0.86%	1166	1126	0.90%
Payment Correction (Tender/Insurance)	145	69	1.04%	205	101	1.11%	656	302	1.12%	3361	1573	1.34%
Price Value	14	8	0.12%	20	11	0.12%	48	33	0.12%	318	215	0.17%
Remaking/Fixd Plan	10	0	0.00%	10	0	0.00%	34	0	0.00%	149	0	0.00%
Restyle Frame (Fit/Look)	72	72	1.08%	99	99	1.09%	282	281	1.05%	1113	1140	0.92%
Restyle Lens (Type/Material)	120	119	1.79%	161	159	1.75%	417	416	1.55%	1587	1577	1.26%
Retail Service/Quality-Multiple/Remakes	5	4	0.06%	8	7	0.08%	27	23	0.09%	95	82	0.07%
Retail Service/Quality-Rechecks	14	13	0.20%	17	16	0.18%	66	62	0.23%	321	311	0.25%
Rx Entry/Measurements Correction	137	136	2.04%	193	192	2.11%	515	512	1.90%	2273	2205	1.81%
Service or Product Dissatisfaction	40	36	0.54%	52	46	0.51%	175	160	0.60%	759	687	0.55%
Service Promise Delay (Late Order)	8	8	0.08%	8	8	0.09%	34	33	0.12%	168	165	0.13%
	15	15	0.15%	12	12	0.13%	40	40	0.15%	231	224	0.18%
Total:	898	789	11.84%	1264	1119	12.23%	3708	3244	12.07%	16786	14635	11.75%

Summary | Remake report by Store

- **Retail Units =** complete pair, frame only, lens only, and contact lenses (total sale regardless box count = 1 unit)
- **Remake % =** remade units / total retail units
- **Return/Remake Usage**= Remake usage but no impact to units – ATF, Add or Remove EPP, etc.
- **Return/Remake Units**= Remake usage and units - the number you should aim to reduce!

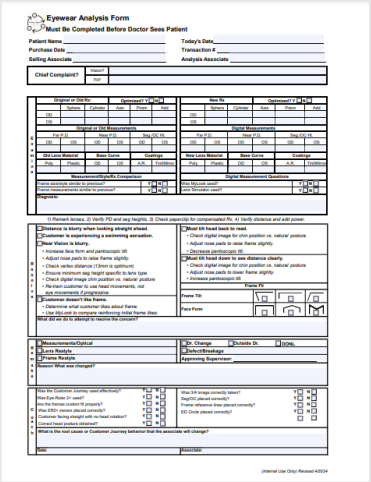
2. Educate and ensure Accurate Reason Code Selection in Ciao!:
   - Incorrect selection will cause your results to be inaccurate.
   - When there are multiple changes to the order (seg height, lens change, and frame) select the one that has the most impact.

Service Remake	Product Remake
• Restyle Frame (Look/Fit) • Restyle Lens (Type/Material) • Rx Entry/Measurements • Dr. Rx Change • Order Cancelled • ATF Price Adjustment • Add, Remove, Redeem EPP	• Frame Flaw • Lens Flaw • Lens Not Made to Order • Damage Replacement (Non EPP related)

   - For Doctor Rx Change, ensure it is a true Rx Change. Typically, when changing a measurement and a Rx change, if the Rx change is .25 diopter or the OD goes back to the original Rx, the root cause of the remake is often not an Rx change.

3. Many remakes are preventable, and practices should work urgently to reduce these remake types.
   - **Eliminate** these remakes by using the Tools & Resources (EyeRuler, Lens Assortment Guide & Ranges, etc.) available and double checking the data we enter in Ciao! Optical:
     - Rx Entry/Measurements
     - Payment Correction - Tender/Insurance
     - Ordered Cancelled - Not Available/Range
   - **Reduce** these remakes by focusing on Consultative Selling and educating our patients with Lens Simulator or using Frame Selection tools like SmartShopper.
     - Restyle Lens
     - Restyle Frame

4. Use the **Eyewear Analysis Form** found in Toolkit (page 2) Using this tool helps identify root cause and provides an all-in-one document for future feedback with the selling optician.
   - Many times, simple adjustments (i.e., Pantoscopic tilt, face form) and patient education and expectations will help prevent a remake altogether.
   - The Eyewear Analysis Form is a tool that provides an all-in-one document troubleshooting and coaching form for future feedback with the selling optician.



Eyewear Analysis Form
Must Be Completed Before Doctor Sees Patient

Patient Name _____ Today's Date _____
Purchase Date _____ Transaction # _____
Selling Associate _____ Analysis Associate _____

Chief Complaint? Video? Pic?

Original or Old Rx:				Optimum? Y N			
	Sphere	Cylinder	Axis	Prism	Add		
OR							
OL							

New Rx:				Optimum? Y N			
	Sphere	Cylinder	Axis	Prism	Add		
OR							
OL							

Original or Old Measurements

	Far O.D.		Near O.D.		Seg OD-HI	
	OR	OL	OR	OL	OR	OL
	Old Lens Material		Base Curve		Coatings	
	Poly	Plastic	OD	OS	A.R.	Tintblock

Measurements/Prefs Comparison

Frame selection similar to previous?	Y	N
Frame measurements similar to previous?	Y	N

Digital Measurements

Far O.D.	Near O.D.	Seg OD-HI
OR	OR	OR
OL	OL	OL

Digital Measurement Questions

Was MyLook used?	Y	N
Lens Simulator used?	Y	N

Upgrade:

1) Remark lenses, 2) Verify PD and seg heights, 3) Check pantoscop for compensated Rx, 4) Verify distance and add power.

- ☐ **Distance is blurry when looking straight ahead.**
- ☐ **Customer is experiencing a swimming sensation.**
- ☐ **Near Vision is blurry.**
  - Increase face form and pantoscopic tilt.
  - Adjust nose pads to raise frame slightly.
  - Check vertex distance (13mm is optimum).
  - Ensure minimum seg height specific to lens type.
  - Check digital image chin position vs. natural posture.
  - Re-train customer to use head movements, not eye movements if progressive.
- ☐ **Customer doesn't like frame.**
  - Determine what customer likes about frame.
  - Use MyLook to compare reinforcing initial frame likes.

What did we do to attempt to resolve the concern?

- ☐ **Must tilt head back to read.**
  - Check digital image for chin position vs. natural posture
  - Adjust nose pads to raise frame slightly.
  - Decrease pantoscopic tilt.
- ☐ **Must tilt head down to see distance clearly.**
  - Check digital image for chin position vs. natural posture
  - Adjust nose pads to lower frame slightly.
  - Increase pantoscopic tilt

Frame Fit

Frame Tilt	Increase	Decrease
Face Form		

☐ Measurements/Optical	☐ Dr. Change	☐ Outside Dr. ☐ DONE
☐ Lens Restyle	☐ Defect/Breakage	
☐ Frame Restyle	Approving Supervisor: _____	
Reason/ What was changed?		

Was the Customer Journey used effectively?	Y N	Was 3/4 image correctly taken?	Y N
Was Eye Ruler 2+ used?	Y N	Seg/OC placed correctly?	Y N
Was the frames custom fit properly?	Y N	Frame reference lines placed correctly?	Y N
Was ERG+ sensor placed correctly?	Y N	ED Circle placed correctly?	Y N
Customer facing straight with no head rotation?	Y N		
Correct head posture obtained?	Y N		

What is the root cause or Customer Journey behavior that the associate will change?

Date:	Associate:

(Internal Use Only) Revised 4/2024

- Use the **Examine** section to compare the Rx, lens type, and measurements between their current Rx (one that works) and the new one (the pair that doesn't work well.
- Use the **Resolve** section to attempt to avoid the remake based upon chief complaint.
- Use the Remake section to document what you are remaking (changing).

Note:

- If RxO sends eyewear that is incorrectly manufactured or has a defect you should **reject the order LPA during Final Inspection**. This triggers RxO to re-produce the order again and prevents needing to re-order in Ciao! or enter a remake.
  - This will be duplicate of what is reflected on the Lab/Tray ticket.
  - Any changes to the order (i.e., lens color change, Rx, BF to SV, etc.) must be entered as a remake in Ciao! Optical customer order.

REMAKE TOOLS

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There are times when it is appropriate to remake our patient's eyewear due to various reasons.

When troubleshooting, there is a **Digital Eyewear Analysis** form available via the Toolkit. The tool is designed to help you get to the root cause of the patient's complaint, and guide to you a resolution.

There will be **Remake Reporting** available which will help break out the most common remake types, employee trends, and more.

Utilize these reports and completed **Eyewear Analysis Forms** when coaching employees.

Eyewear Analysis Form

Must Be Completed Before Doctor Sees Patient- Form MUST Be In Lab Tray To Start Job

Patient Name _____ **Today's Date** _____

Purchase Date _____ **Transaction #** _____

Selling Associate _____ **Analysis Associate** _____

Chief Complaint?	Vision?	
	Fit?	

Examine

Original or Old Rx:			**Optimized? Y ☐ N ☐**		
	Sphere	Cylinder	Axis	Prism	Add
OD					
OS					

New Rx			**Optimized? Y ☐ N ☐**		
	Sphere	Cylinder	Axis	Prism	Add
OD					
OS					

Original or Old Measurements					
Far P.D.		Near P.D.		Seg./OC Ht.	
OD	OS	OD	OS	OD	OS

Accufit Measurements					
Far P.D.		Near P.D.		Seg./OC Ht.	
OD	OS	OD	OS	OD	OS

Old Lens Material		**Base Curve**		**Coatings**	
Poly	Plastic	OD	OS	A.R.	Tint/Mirror

New Lens Material		**Base Curve**		**Coatings**	
Poly	Plastic	OD	OS	A.R.	Tint/Mirror

Measurement/Style/Rx Comparison	
Frame size/style similar to previous?	Y ☐ N ☐
Frame measurements similar to previous?	Y ☐ N ☐

Accufit Customer Questions	
Was MyLook used?	Y ☐ N ☐
Lens Simulator used?	Y ☐ N ☐

Diagnosis-

1) Remark lenses, 2) Verify PD and seg heights, 3) Check paperclip for compensated Rx, 4) Verify distance and add power.

Resolve

☐ **Distance is blurry when looking straight ahead.**
☐ **Customer is experiencing a swimming sensation.**
☐ **Near Vision is blurry.**
- *Increase face form and pantoscopic tilt.*
- *Adjust nose pads to raise frame slightly.*
- *Check vertex distance (13mm is optimum)*
- *Ensure minimum seg height specific to lens type.*
- *Check Accufit image chin position vs. natural posture*
- *Re-train customer to use head movements, not eye movements if progressive.*

☐ **Customer doesn't like frame.**
- *Determine what customer likes about frame.*
- *Use MyLook to compare reinforcing initial frame likes.*

☐ **Must tilt head back to read.**
- *Check Accufit image for chin position vs. natural posture*
- *Adjust nose pads to raise frame slightly.*
- *Decrease pantoscopic tilt.*

☐ **Must tilt head down to see distance clearly.**
- *Check Accufit image for chin position vs. natural posture*
- *Adjust nose pads to lower frame slightly.*
- *Increase pantoscopic tilt.*

Frame Fit

Frame Tilt			
Face Form			

What did we do to attempt to resolve the concern?

Remake

☐ **Measurements/Optical**
☐ **Lens Restyle**
☐ **Frame Restyle**

☐ **Dr. Change** ☐ **Outside Dr.** ☐ **DONL**
☐ **Defect/Breakage**
Approving Supervisor: _____

Reason/ What was changed?

Coach

Was CEE used effectively?	Y ☐ N ☐	Is prism correctly placed with 2 reflections? (If needed)	Y ☐ N ☐
Was Accufit used?	Y ☐ N ☐	Is the wrap arm placed correctly? (If needed)	Y ☐ N ☐
Are the frames custom fit properly?	Y ☐ N ☐	Seg/OC placed correctly?	Y ☐ N ☐
Was fit Sensor placed correctly?	Y ☐ N ☐	Frame reference lines placed correctly?	Y ☐ N ☐
Customer facing straight with no head rotation?	Y ☐ N ☐	ED Circle placed correctly?	Y ☐ N ☐
Correct head posture obtained?	Y ☐ N ☐		

What is the root cause or CEE behavior that the associate will change?

Date: **Associate:**

Click HERE to be redirected to the Right the First Time folder in Toolkit

DAILY LAB STATISTICS TRACKER

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Daily Lab Statistics Tracker:

- All lab locations are required to use this tracker (optional for non lab locations)
- Daily log breakage reason, lab remakes, review action plan and more!
- Utilize the **Weekly Lab Efficiency Reporting** (emailed to site) to update statistics
    - Contains Ready When Promised, Outside Processing, and Lens Usage Metrics
    - Refreshed daily and retained for 1 year
- Partner with your ROM to see how you can best utilize this tool
- Keep your Daily Lab Status Tracker for 13 weeks and be prepared to review with Field Leaders

Site_____ **Daily Statistics Tracker** Fiscal Week:_____

	Outside orders	RxO Dwell		RWR		Delayed Order Reason	Jobs Run
Day	# of Orders from Outside Labs	# of Orders from RXO Labs	# RxO Orders not completed by end of Next Day	# of On site orders (Stock lenses)	# Orders Not Completed by end of next day	Reason for Delayed Eyewear: ex. Breakage, One Hour Demand, Data Entry, Staffing, Waiting for Patients own frame (POF), etc...	Total # of orders completed (from Lab Reconciliation report) ✓
Sun							
Mon							
Tue							
Wed							
Thur							
Fri							
Sat							
Total							

~ CELEBRATION ~

Action Plans

	Job Type			Job Information			Details and Coaching around usage			
Order Number (Exclude Last 4 Digits/Store #)	Breakage	Lab Remakes	Rxo Reject or Mis-ships	Rejects or Mis-ships shared with ROM ✓	Date of Breakage, Lab Remake or Reject	Processing Lab	Reason for: Breakage Lab Remake Reject or Mis-ship	Details for Rejects, mis ships Commitments for breakage and Lab Remakes: What action will you take to resolve concern?	Associate and Coach Initials	
10144611503										
10144611892										
10144611952										
Total				---	----	----				

Note: As you are tracking and documenting performance trends, it is equally important to have meaningful conversations with employees on how these breakages occurred. Observe the manufacturing process to provide feedback on how performance can be improved.

See next page for additional details.

DAILY LAB STATUS TRACKER

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The **TV Daily Lab Status Tracker** process will provide valuable insights for lab operations.

This form can be printed via the Toolkit > Documents > Lab Folder> Lab Performance.

Use the definitions below to help you complete your **Daily Statistics Tracker**:

LER Performance Measure	Definition
Dwell Time	**KPI Measuring the percentage of ONLY RxO orders that are Customer Ready And Complete On Time** • **On Time** is measured by end of the **Third Day** following delivery • Preference is to complete by end of **Next Business Day** **Orders that can impact Dwell are outside lab orders received that are awaiting a POF or any order not completed on time** • **Track** details on **TV Daily Lab Stats Tracker** (how many orders arrived, how many orders not completed on time) • Notate date on lab ticket when order is received for POF • Contact customers immediately via PMOC for pick-up and lenses only edge downs for POFs.
Ready When Requested (RWR)	**KPI measuring the percentage of orders that are manufactured in-house utilizing on-site inventory that are completed by end of next day following tender** • All orders that are changed to **Normal** are part of the RWR calculation and **Service Promise Time** is due by the end of the **Next Day** following tender • Documented **Late Orders** on the **Daily Stats Tracker**
Breakage	**KPI measuring the percentage of lenses that encounter a Breakage during on-site activities (edging, mounting, inspection, etc.) with stock or RxO lenses** • Outside Lab(RxO) breakage is retransmitted with one of the breakage reasons in LPA • In-house breakage of on-site inventory is captured in LPA in the Breakage/Defects tab of each individual order • All **Breakages** are tracked and coached on **TV Daily Lab Stats Tracker**
RxO Rejects	**KPI measuring the percentage of orders received from RxO that do not meet quality manufacturing standards** • **Two** sets of qualified eyes (**EIP Certified**) on all potential rejects/mis-ship/lost orders • All **Rejects** are documented on **TV Daily Lab Stats Tracker**

DWELL TIME

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Dwell time a measure of how quickly we have the eyewear ready for pick up after once received at the practice. **Our goal is to complete the eyewear within 72 hours of receiving the eyewear. It** is measured via UPS drop off time through the time it takes us to record inspection (final inspect) in LPA.

Reporting:

Your field leader will receive an excel document at the beginning of each month with Dwell Time Metrix.

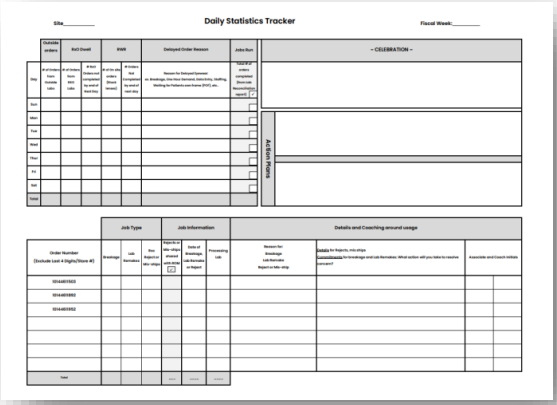
- **Goal: Have all eyewear ready for pick up with 72 hours of delivery.**
- Reporting will have a % by week- objective is 100%- meaning you inspected all eyewear within 72 hours
- Field Leaders- you can use the filters to get a % by region

Site #	Field Leader	Field Leader by Site upd. 2.11.25	% ≤ 72 Hours YTD	FW1	FW2	FW3	FW4	FW5	FW6	FW7	FW8	FW9
		GRAND TOTAL	78%	1/6/25	1/13/25	1/20/25	1/27/25	2/3/25	2/10/25	2/17/25	2/24/25	3/3/25
T001	D'ONOFRIO-ENGLEBERT, EVAMARIE	Yina Morris-MUSM	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
T002	D'ONOFRIO-ENGLEBERT, EVAMARIE	Evie D'Onofrio-Englebert-MM	82%	60%	54%	85%	100%	86%	80%	100%	100%	76%
T003	D'ONOFRIO-ENGLEBERT, EVAMARIE	Evie D'Onofrio-Englebert-MM	87%	100%	0%	100%	100%	100%	91%	100%	100%	91%
T004	D'ONOFRIO-ENGLEBERT, EVAMARIE	Yina Morris-MUSM	82%	100%	0%	79%	63%	100%	100%	100%	100%	95%
T005	D'ONOFRIO-ENGLEBERT, EVAMARIE	Yina Morris-MUSM	91%	89%	75%	94%	93%	100%	81%	100%	93%	94%
T006	TAYLOR, AUDRA	Audra Taylor-MM	55%	30%	32%	71%	84%	81%	38%	68%	79%	10%
T007	TAYLOR, AUDRA	Audra Taylor-MM	54%	7%	68%	82%	36%	39%	67%	91%	49%	44%
T008	TAYLOR, AUDRA	Molly Benton-MUSM	55%	8%	70%	55%	69%	46%	47%	69%	72%	61%
T009	TAYLOR, AUDRA	Audra Taylor-MM	98%	94%	100%	100%	100%	100%	92%	100%	97%	95%

If you are a lab location, your ROM will work with you on Dwell Time. All other sides should read the tips below:

4 Ways To Reduce Rejects:

1. Utilize Daily Lab Stats to log number of orders received and number of orders not completed with reason for delay.
2. **Log time** in on orders received to know start time for 72-hour Dwell.
3. **Prioritize orders** to complete by Hot jobs (late orders), and then second by when orders were delivered to your site, working through oldest delivered orders to newest delivered orders.
4. **Complete all orders in LPA** the day inspected to stop the clock on Dwell time



Additional Tips:

- Review schedules to make sure there is someone available for order completion
- Check to see if your UPS driver drops off at the same time daily so you know when to have someone available to complete orders
- Have a plan in place!

REJECTS

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Rejects show our commitment to deliver appropriate eyewear to our patients. All team members completing the Inspection Process should have a solid understanding of Optics have completed the Eyewear Inspection Process.

Reporting:

Your field leader will receive an excel document at the beginning of each month with Reject reasons.

- Use the filters to expand out by site
- **The report will help you look for trends**
- Ensure your Inspection Station is set up and all team members know how to use Job Aids
- Follow up with your EIP Certified employees to confirm they understand the proper way to reject orders in LPA (correct remake reason, documentation, patient communication, etc.)

4 Ways To Reduce Rejects:

1. **EIP Certifications Complete**: completion of EIP modules in Leonardo and Mastery Observations.
2. **Inspection Station Setup** with all required tools (Order Management Guide pg 65).
3. **Cosmetic inspection** should occur holding lenses 12 inches from black background inspecting for 5 seconds per lens with a 9-Watt bulb pointed at black background.
4. **2nd inspector** on all rejects, inspecting blindly

Scenarios	
Reject Reason	How to Reprocess
Lenses off power	Reject & reorder through LPA
Incorrect lens material/feature manufactured (ordered correctly in Ciao! Optical)	Reject & reorder through LPA
Order not in shipment box	Reject & reorder through LPA
Measurements incorrect (ordered correctly in Ciao! Optical)	Reject & reorder through LPA (review optimized lenses document & lab ticket prior to rejection)
Patient can not see at dispense; measurements incorrect	Remake through Ciao! Optical (Use Eyewear Analysis From in Toolkit)
Incorrect Rx Selected or Ordered (Produced correctly but ordered incorrectly)	Remake through Ciao! Optical
Frame, Lens Design or Material Change (Produced correctly but ordered incorrectly)	Remake through Ciao! Optical

ENVIRONMENTAL, HEALTH & SAFETY (EHS)

TeamVision
Eye care, together.

ESSILORLUXOTTICA MINIMUM COMPLIANCE

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To be in **Minimum Compliance**, **Complete** the following activities:

Action	Due Date
All Employees to complete Compliance Training	30 days Post Conversion/Hire
Complete EHS Health & Safety Site Conversion Audit	30 days Post Conversion
Complete EHS Health & Safety Monthly Checklist	Monthly
Complete EHS Huddle/Training	Monthly
IOF/ Lab Locations: Partner with your ROM to complete: • 2024 TeamVision Partial Lab Operations Visit • 2024 TeamVision Semi Annual Operations Visit • EHS Health & Safety Annual Audit (ROM)	As Needed

Refer to the **Documents** folder within the **Toolkit** for general EHS related questions. The following pages will walk you through how to log into **CAMS** & locate the **EHS Manual**.

If You Have Manufacturing On The Premises, Follow These Guidelines:

1. Safety glasses must be worn while inside the lab and when equipment is being used
2. Wear skid-proof closed-toe-shoes
3. When operating equipment, hair must be pulled back from the face
4. Refrain from wearing loose-fitting clothing (including ties) and accessories that could pose a safety hazard when operating equipment

ACESSING THE EHS MANUAL

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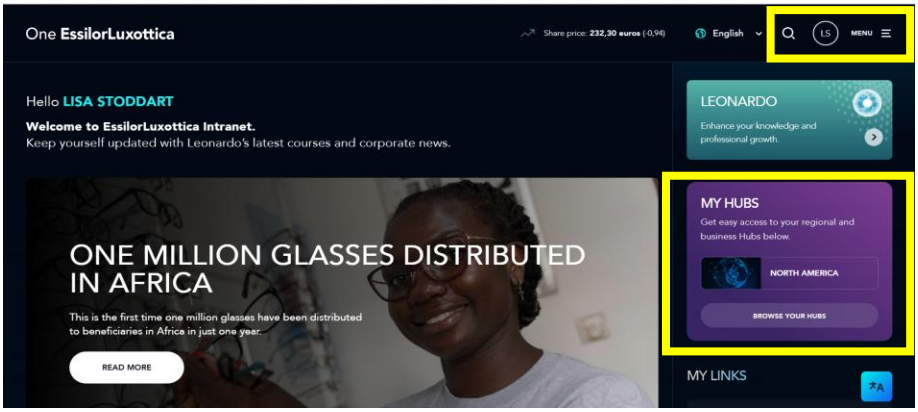
The EHS manual is one of many reference tools available in the practice. The current EHS manual is retail focused and will be updated in 2025 to include the medical requirements.

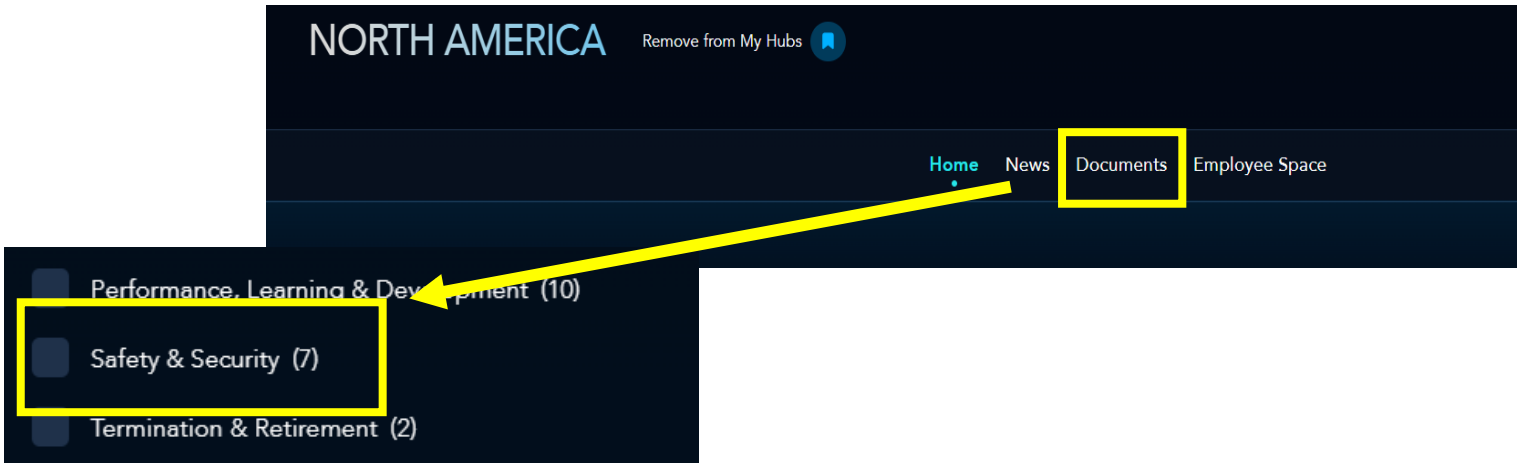
Although the manual can be found in the **Toolkit**, to locate the most current version of the **Environmental Health & Safety Manual**, follow these directions:

1. Login to One EssilorLuxottica with your EssilorLuxottica credentials.

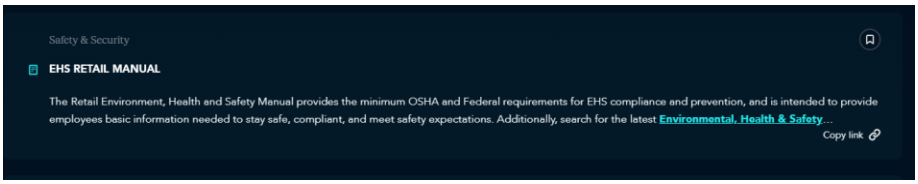
2. Click on the **North American Hub** from the home page OR search **Hubs** and select **North America**.



3. Once in the North American Hub, click on **Documents** and select **Safety & Security** on the left.



4. Locate EHS Retain Manual from the listing.



EHS AUDIT
CAMS LOGIN

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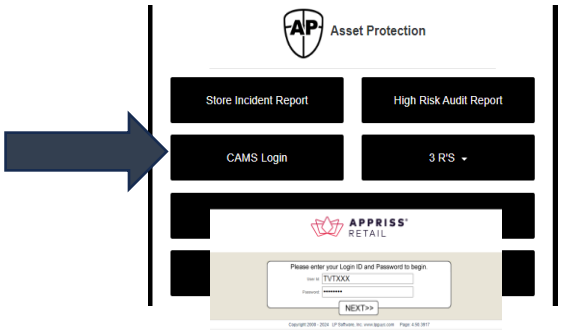
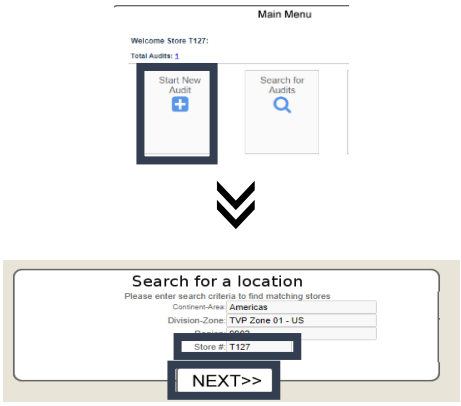
1 Via the **Toolkit,** Click the **Asset Protection** Tile

2 Select CAMS Login

- Log in credentials:
  - ID: **TVT _ _ _**
  - Password: **welcome1**

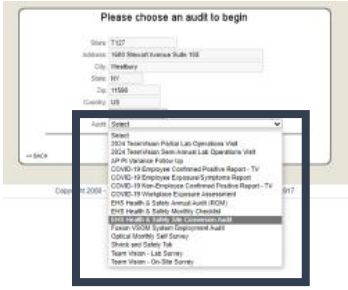


3 Click **Start New Audit** > Confirm your **Location** is listed under Store# > Click **Next**

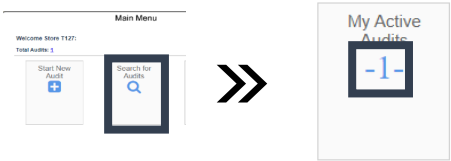


4 On the **Audit Pulldown Bar**, select one of the following:

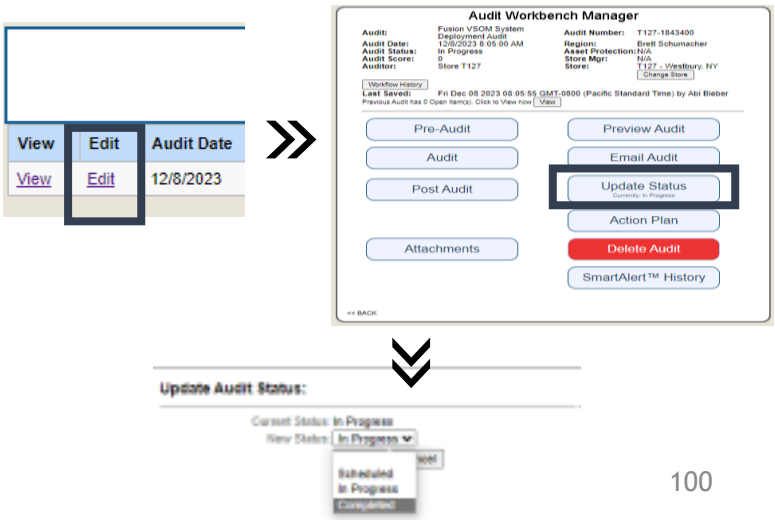
- EHS Health & Safety Site Conversion Audit
- EHS Health & Safety Monthly Checklist



5 From the home page in CAMS, Select **Search for Audits > My Active Audits** to locate the audit you just completed



6 **Click Edit > Update Status > Choose Completed > Click Update**



EHS SECONDARY LABELS

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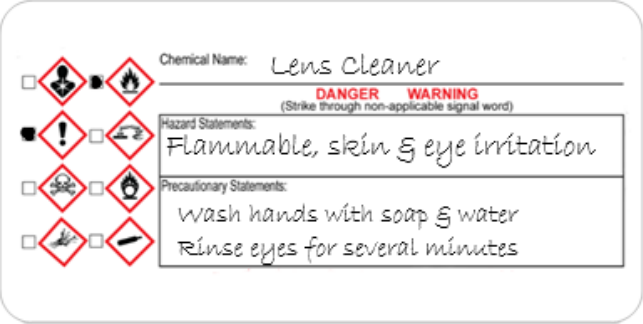
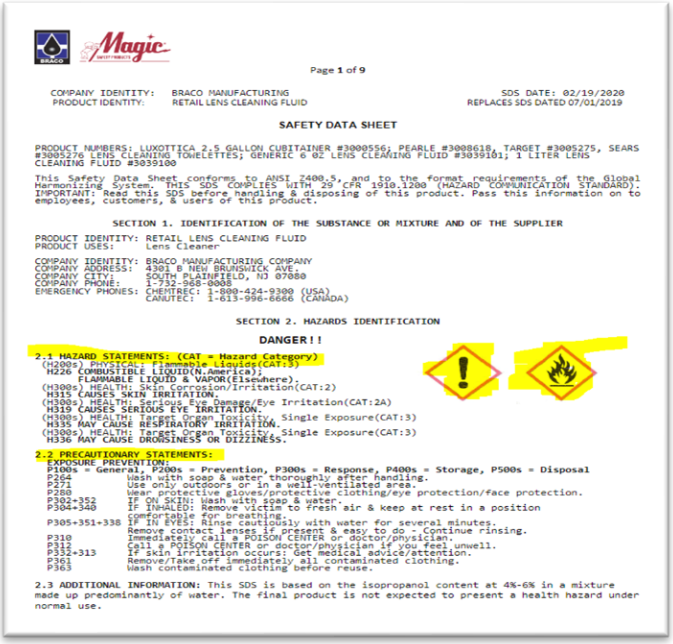
A secondary label is required when a smaller amount from an original container is transferred to a secondary container, i.e. spray bottle. When using the *original* container for a product, a secondary label is not needed.

HAZARDOUS LABELS & SDS

Write in the chemical name, the precautionary/hazard statements and mark the pictograms that applies based on the SDS for the chemical:





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COMPANY IDENTITY: BRACO MANUFACTURING
PRODUCT IDENTITY: RETAIL LENS CLEANING FLUID

SDS DATE: 02/19/2020
REPLACES SDS DATED 07/01/2019

SAFETY DATA SHEET

PRODUCT NUMBERS: LUXOTTICA 2.5 GALLON CUBITAINER #3000556; PEARLE #3008618, TARGET #3005275, SEARS #3005276 LENS CLEANING TOWELETTES; GENERIC 6 OZ LENS CLEANING FLUID #3039101; 1 LITER LENS CLEANING FLUID #3039100

This Safety Data Sheet conforms to ANSI Z400.5, and to the format requirements of the Global Harmonizing System. THIS SDS COMPLIES WITH 29 CFR 1910.1200 (HAZARD COMMUNICATION STANDARD). IMPORTANT: Read this SDS before handling & disposing of this product. Pass this information on to employees, customers, & users of this product.

SECTION 1. IDENTIFICATION OF THE SUBSTANCE OR MIXTURE AND OF THE SUPPLIER

PRODUCT IDENTITY: RETAIL LENS CLEANING FLUID
PRODUCT USES: Lens Cleaner

COMPANY IDENTITY: BRACO MANUFACTURING COMPANY
COMPANY ADDRESS: 4301 B NEW BRUNSWICK AVE.
COMPANY CITY: SOUTH PLAINFIELD, NJ 07080
COMPANY PHONE: 1-732-968-0008
EMERGENCY PHONES: CHEMTREC: 1-800-424-9300 (USA)
CANUTEC: 1-613-996-6666 (CANADA)

SECTION 2. HAZARDS IDENTIFICATION

DANGER!!

2.1 HAZARD STATEMENTS: (CAT = Hazard Category)
(H200s) PHYSICAL: Flammable Liquids(CAT:3)
H226 COMBUSTIBLE LIQUID(N.America);
FLAMMABLE LIQUID & VAPOR(Elsewhere).
(H300s) HEALTH: Skin Corrosion/Irritation(CAT:2)
H315 CAUSES SKIN IRRITATION.
(H300s) HEALTH: Serious Eye Damage/Eye Irritation(CAT:2A)
H319 CAUSES SERIOUS EYE IRRITATION.
(H300s) HEALTH: Target Organ Toxicity, Single Exposure(CAT:3)
H335 MAY CAUSE RESPIRATORY IRRITATION.
(H300s) HEALTH: Target Organ Toxicity, Single Exposure(CAT:3)
H336 MAY CAUSE DROWSINESS OR DIZZINESS.

2.2 PRECAUTIONARY STATEMENTS:
EXPOSURE PREVENTION:
P100s = General, P200s = Prevention, P300s = Response, P400s = Storage, P500s = Disposal
P264 Wash with soap & water thoroughly after handling.
P271 Use only outdoors or in a well-ventilated area.
P280 Wear protective gloves/protective clothing/eye protection/face protection.
P302+352 IF ON SKIN: Wash with soap & water.
P304+340 IF INHALED: Remove victim to fresh air & keep at rest in a position comfortable for breathing.
P305+351+338 IF IN EYES: Rinse cautiously with water for several minutes. Remove contact lenses if present & easy to do - Continue rinsing.
P310 Immediately Call a POISON CENTER or doctor/physician.
P312 Call a POISON CENTER or doctor/physician if you feel unwell.
P332+313 If skin irritation occurs: Get medical advice/attention.
P361 Remove/Take off immediately all contaminated clothing.
P363 Wash contaminated clothing before reuse.

2.3 ADDITIONAL INFORMATION: This SDS is based on the isopropanol content at 4%-6% in a mixture made up predominantly of water. The final product is not expected to present a health hazard under normal use.

Review the Safety Data Sheet (SDS) for any chemical before labeling.

Look for the pictograms and precautionary/hazard statements on the SDS to complete the label.

NON-HAZARDOUS LABEL

If the SDS for the chemical shows no hazards, write the chemical name on the label:

IN OFFICE FINISHING (IOF)

TeamVision
Eye care, together.

ACRYONYMS
Hub & Spoke

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Acronym	Definition
CP	Central Purchasing
EAF	Eyewear Analysis Form
EID	EssilorLuxottica Identification Number
EIP	Eyewear Inspection Process
FSV	Finish Single Vision Lenses (SKU stock lenes for IOF)
FTC	Frame to Come (Referring to sending the frame to RxO)
IOF	In Office Finishing (manufacturing occurs on premises)
Lab Escalation Process	The process of following up on an RxO Order or when an IOF Lab is experiencing downtime (i.e., inability to deliver quality eyewear)
LOTO	Lock Out Tag Out
LPA	Lab Processing Application
Open Order	Tendered not completed eyeglass order
PMOC	Preferred method of communication (how patient will be notified in system)
POF	Patient Owned Frame
ROM	Regional Operations Manager RxO
Routing	The process of designating which Lab will manufacture the eyewear
SSS	Store Systems Support
Hub & Spoke	The production of lenses/eyewear at an IOF lab site (remote)
OOR	For Hub & Spoke: Open Orders Report
Outside Processing > Remote	For Hub & Spoke: A "special process" type within LPA for any order transmitted for Remote Processing (this special process type only exists in a selling site)
Outside Processing > Remote > Staged	For Hub & Spoke: A "special process" type within Ciao! Optical for any order with lenses found in the Selection Pool at the Remote Lab waiting for verification (and trace where applicable) before being sent for Remote Processing (this special process type only exists in a selling site)
Remote Lab	For Hub & Spoke: The locations where the eyewear is manufactured (remote labs could support multiple Spoke sites)
Remote Ticket	For Hub & Spoke: The lab order ticket that prints in the Remote Lab after Selling Site has transmitted the order
Spoke Site	For Hub & Spoke: The locations where eyewear was sold

SAFETY REQUIREMENTS WHEN OPERATING LAB EQUIPMENT

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Employee safety is of upmost importance. This applies to practices that have working lab equipment (i.e., edger.) All employees are expected to follow safety the safety procedures below when operating lab equipment.

For employees that primarily work in the lab, TeamVision provides prescription safety eyewear. Employees who occasionally work in the lab should use the generic safety style frames.

If You Have Manufacturing On The Premises, Follow These Guidelines:

1. **Safety glasses must be worn while inside the Lab**
    - All sites with labs should have several generic safety styles frames on-site that can be worn by any visitor entering the lab and for those employees who occasionally work in the lab
    - Generic safety eyeglasses can be ordered in Central Purchasing:
        - For those in the lab who do not require prescription safety glasses: Article Number-3001217
        - For lab visitors and those who want to use safety glasses over their personal eyeglasses: Article Number- 3007801
    - If needed, employees who will be working in the lab should have prescription safety glasses made
        - Basic Poly lenses (SV, FT28) and a in-stock safety frame from the TeamVision assortment (contact your Field Leader if you do not have safety frames in stock)
        - PM to discount using discount code 6876
2. **Wear skid-proof closed-toe-shoes**
3. **When operating equipment, hair must be pulled back from the face**
4. **Refrain from wearing loose-fitting clothing (including ties) and accessories that could pose a safety hazard when operating equipment**

ORDER ROUTING QUICK VIEW

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ORDER ROUTING
In Office Finishing (IOF)

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Preferred Option

RxO	**Complete Pairs** RxO providing Frame **i**.e., White Tags	**Lab Routing:** • Transmit order as Outside Processing – Central Lab – Central Lab Provides Frame
		Frame Process: Back on shelf
IOF	**On-Site Inventory-** Complete the order in house using on-hand SV UPCs	**Lab Routing:** • Normal (will not transmit to RxO)
		Frame Process: Place paperwork, frame, and lens in a tray near edger for completions by service promise date
	Order Uncut lenses from RxO	**Lab Routing:** • Transmit as Outside Processing – Central Lab – Lens Only (Lens Only Uncut)
		Frame Process: Frame held with a copy of the lab paperwork in a tray in a designated area until lenses arrive in office • In some cases, the patient may be wearing the frame (document on tray ticket)
RxO	**Store Sends Frame** i.e., Blue Tags (Non-EL Frames)	**Lab Routing:** • Transmit order as Outside Processing – Central Lab – Store Sends Frames
		Frame Process: Send frame to RxO • Send frame out same day to avoid order cancelation
	Order Cut & Edge Only Ray-Ban, Oakley, Wearables	**Lab Routing:** • Transmit as Outside Processing – Central Lab – Lens Only (Cut & Edge)
		Frame Process: Frame held with a copy of the lab paperwork in a tray in a designated area until lenses arrive in office
VSP	**VSP Order with Finish SV Lenses**	**Lab Routing:** Change order to RxSun Authentics and Transmit order • Order will be billed in Eyefinity • Order lenses in Plexus
		Frame Process: Frame held with a copy of the lab paperwork in a tray in a designated area until lenses arrive in office • In some cases, the patient may be wearing the frame (document on tray ticket)
	All Other VSP Orders	**Lab Routing:** • Change order to RxSun Authentics and Transmit order
		Frame Process: Frame is sent to VSP lab once claim billed and packing slip received

- **All Insurance Required Labs & Specialty Labs Should Be Changed To RxSun Authentics And Order Placed In Appropriate Portal.**
- CustomEyes orders should be less than 1% of total units. Reporting will be sent to field leaders.

Insurance Required Labs (VSP)

- Insurance orders that require use of a specific lab will go to a designated lab outside of the RxO Network (based on insurance carrier/payor)
- Route as RxSun Authentics in the Lab Processing Application
- The order will be managed either through the VSP designated lab or through Plexus if your location has on-site finishing capability

In-Office Finishing (IOF) PLEXUS Ordering:

- In LPA, set **Processing Type** as **RxSun Authentics**
- Orders are billed in **Eyefinity** as IOF and Lenses are ordered directly from **Plexus**
- **Shipping** is covered for orders above $50
    - Ideally you have enough orders to avoid this shipping charge
    - You can wait up to two days, but do not delay patient promised date to avoid shipping charges
- **IOF VSP** orders will still follow **Same Day Next Week** service promise times since **Plexus** ships overnight
    - VSP finished Single Vision Lenses order through Plexus are not in your inventory therefor there are no adjustments to make in **Inventory Management**
- Once the eyeglasses/lenses have been manufactured, you will I**nspect** and **Complete** the order in **LPA** (just as you would with any RxO Orders)

LPA FOR IOF

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EDIT THE ORDER TICKET
Edit UPCS

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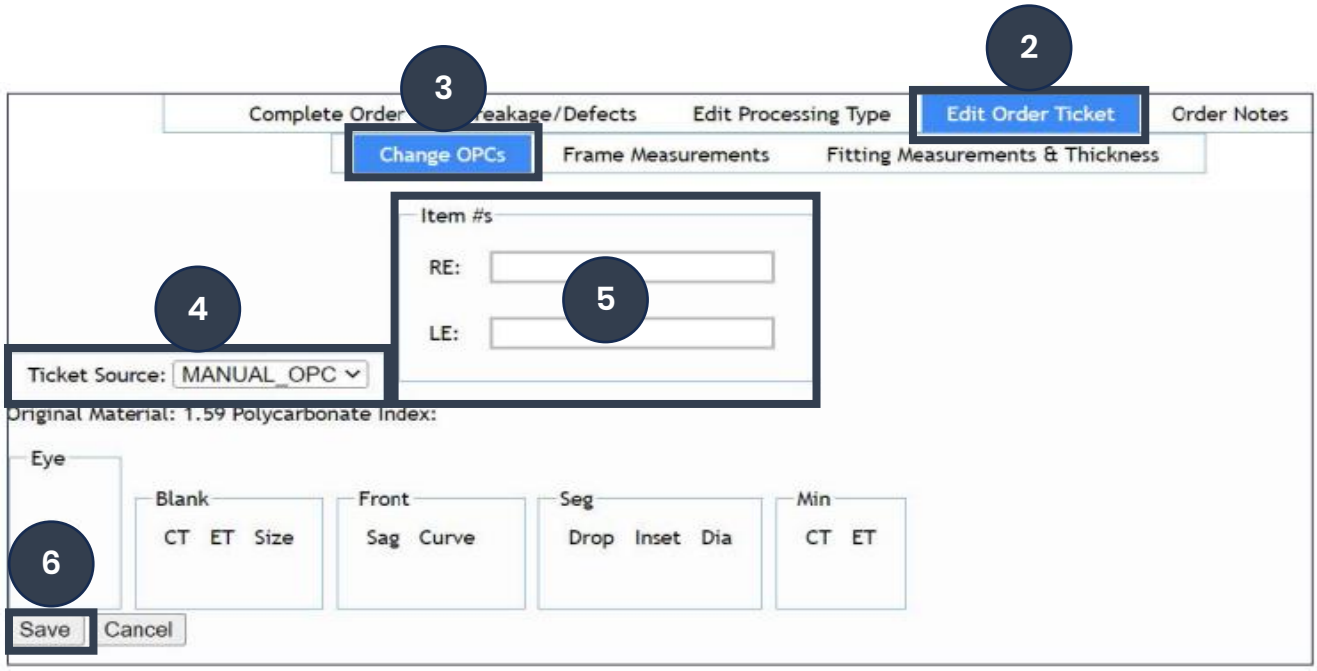
If you have UPC lenses on hand and would like to use a lens other than the one it has assigned, you can use these directions to Edit the UPC.



1. Highlight/Select the order
2. Select **Edit Order Ticket**
3. Select **Change OPCs**
4. Select **Manual OPC** from the ticket source drown down list
5. Scan or manually key in the new lens SKU's
6. Click **Save** and a new order ticket will print

EDIT THE PROCESSING TYPE
Edit Product to Come

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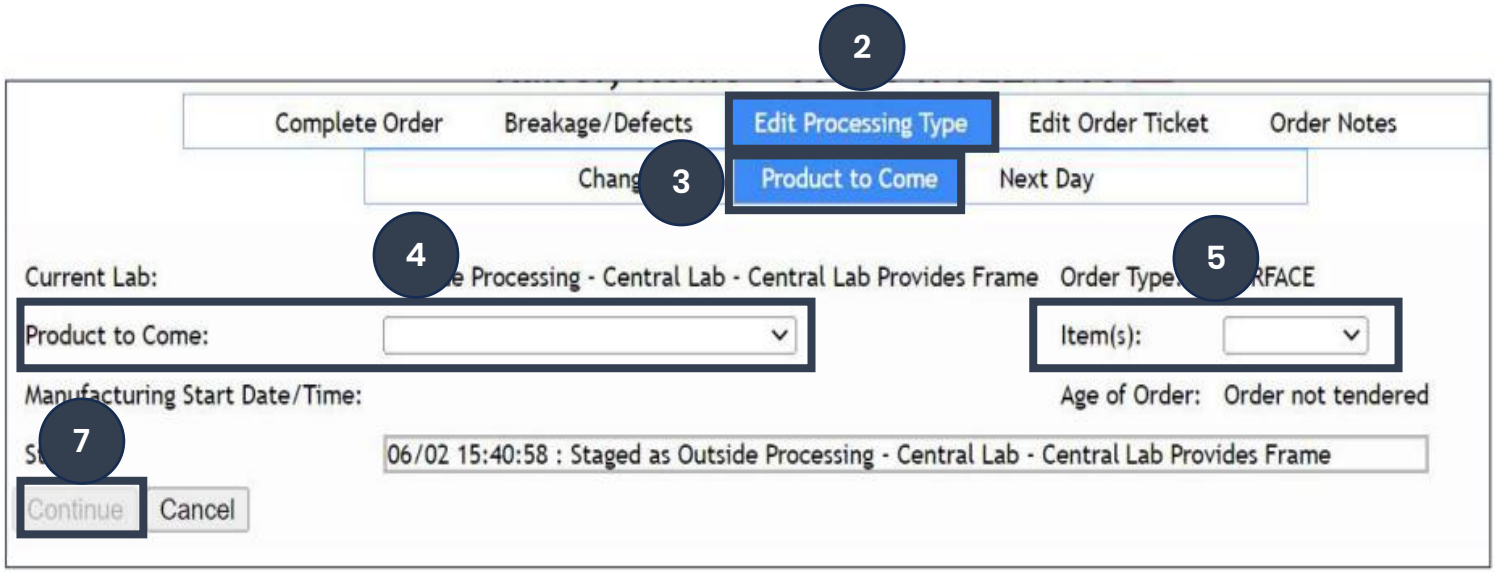
Follow this process to order **Stock Lenses** to be **Edged In-house:**



1. Highlight/Select the order
2. Select **Edit Processing Type**
3. Select **Product To Come**
4. Select the **Product to Come Type** from the dropdown list
5. Select the item(s) from the dropdown list
6. If prompted, enter the lens SKUs and select a delivery method
7. Click **Continue** and a new order ticket will print

EDIT THE PROCESSING TYPE
Lab Closed/Next Day

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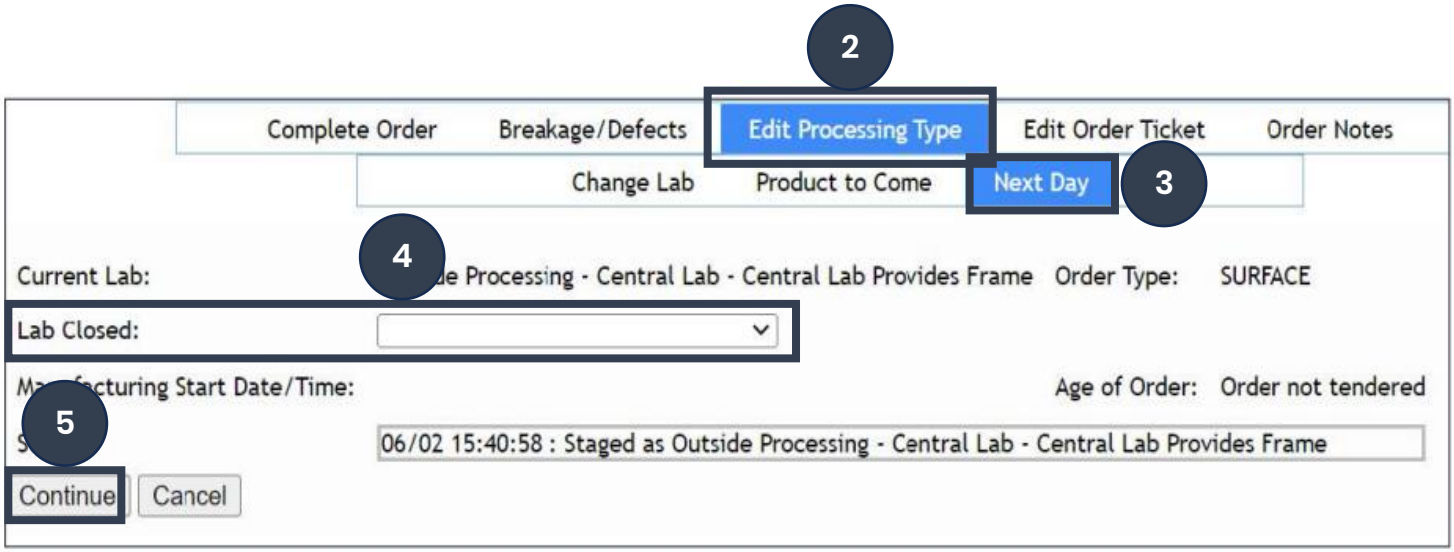

1. Highlight/Select the order
2. Select **Edit Processing Type**
3. Select **Next Day**
4. Select the **Lab Closed** type from the dropdown list
5. Click **Continue** and a new order ticket will print

ENTERING BREAKAGES

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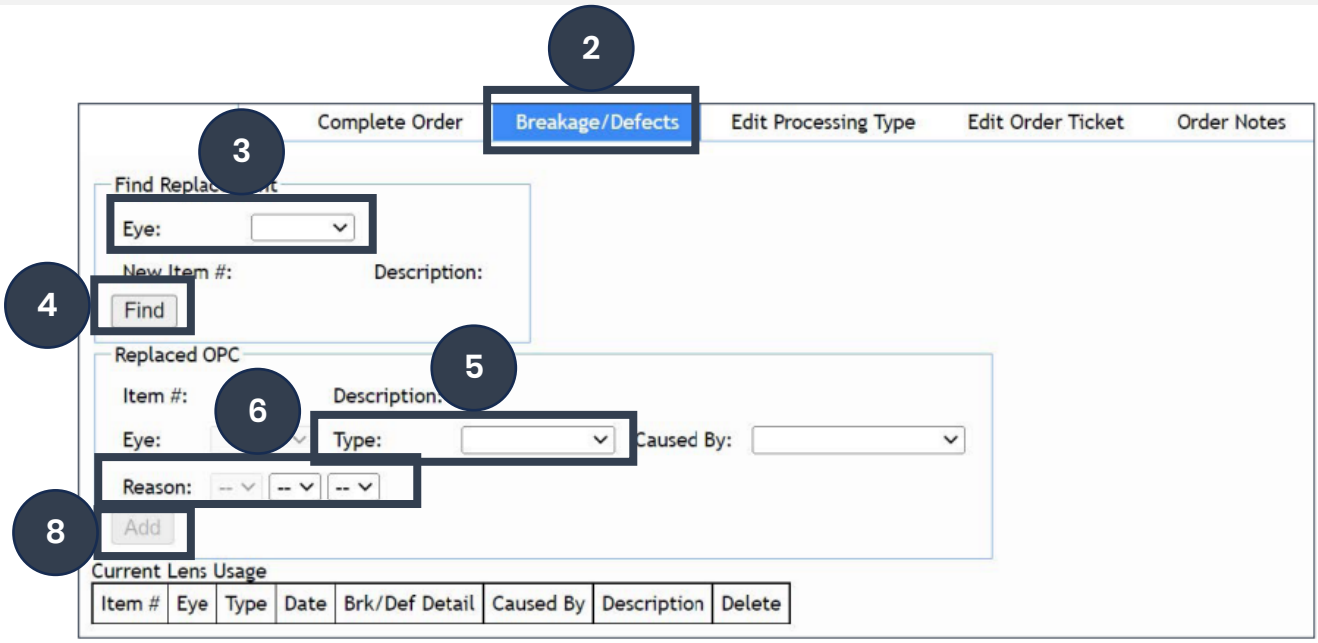
As you manufacture in office, the system is set up to auto-replenish your inventory. Because of this, it is important that you record accurate **Usage Of Lens Breakages/Defects**.



1. **Locate** the order in **LPA** (scan order ticket or type order number)
2. Select **Breakages/Defects**
3. Select the **Left** or **Right** lens from the dropdown list
4. Click **Find**
5. Select **Breakage** or **Defect** from the **TYPE** dropdown listing
6. Select **Reason** from the dropdown list
7. **Assign** to an associate from the dropdown listing
8. Click **Add** to save

The **Caused By** field is only enabled if you have selected **Breakage Type**

- To edit SKUs on a breakage, simply delete the breakage, edit the SKUs on the lab ticket, then re-add the breakage to ensure sale usage is tied to the correct SKU
- Retain all breakages and defects with order lab ticket with description of reason for breakage or defect

BREAKAGE/USAGE
Procedure

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Lab Breakage is defined as any processing error that results in frame or lens spoilage. Specifically, a lab breakage occurs if the eyewear does not meet the company's quality and cosmetic standards.

The frame or lenses are considered a Lab Breakage if the error is discovered any time during the manufacturing process, including final inspection.

Frame Breakage (All locations)

Patient owned frames (POF)

- The patient can select a new frame and the eyewear is entered as an exchange in Ciao! Optical and re-processed in LPA

Complete Pair

- If a frame is broken in the lab, select the same frame from inventory and complete the order
- For inventory purposes, the PM/LM should adjust the new frame in Inventory Management as damaged (DO NOT process as an exchange)
- If another frame is not available, either restyle the patient into a different frame (process as an exchange), place a special order for the frame (order in LPA), or initiate a transfer (Inventory Management)

Lens Breakage (Non-Lab Locations)- Replace, Reconcile, Coach

Frame and/or Lens- Outside Lab Orders Rejected:

- Partner with a second EIP certified employee to verify and authorize that the order does not meet quality standards before re-ordering
- Re-order the lenses using the outside lab remake feature in the LPA application and select the appropriate outside lab reason code
    - For insurance required labs, follow lab guidelines
- Document on lab ticket the breakage reason and team member (will go with Daily Closing Paperwork)
- If needed, LM/PM may investigate the reason for the breakage and coach

Lens Breakage- Replace, Reconcile, Coach

Lens SKU broken during IOF processing:

- Attach box top/lens package at time of breakage to the lab worksheet (will go with Daily Closing Paperwork)
- Record the breakage in LPA and assign the breakage reason and employee
- If needed, LM/PM may investigate the reason for the breakage and coach

RxO Breakage:

- Re-order the lenses using the outside lab remake feature in LPA
- Select In Store Breakage of RxO reason code along with the appropriate cause for breakage
- Document on lab ticket the breakage reason and team member (will go with Daily Closing Paperwork)
- If needed, LM/PM may investigate the reason for the breakage and coach

Defective Lenses

A defective lens is defined as any imperfection in the lenses that is discovered before edging and mounting. If imperfection will be cut off during the edging process, use the lens. This is applicable to on-hand finishing Single vision lenses form RxO.

Action:

- If you need a new lens, reorder through LPA and select the defect reason
- If applicable, attach lens packages (or defective lenses) to the original and new lab worksheets for the closing paperwork
- If needed, LM/PM may investigate the reason for the breakage and coach

Miscellaneous Usage

Any lens usage outside of manufacturing including training, equipment calibration, ROM specific usage, defect, voids, incorrect packaging:

Action:

- Enter the lens as Other Usage found in Inventory Management
- Attach box tops/labels to the Lab Reconciliation Audit
- Note a reason (with signature) on the Lab Reconciliation Audit for each lens listed and communicate to LM/PM

LENS SUBSTITUTION
Procedure

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After a patient has a tendered order in Ciao! Optical, we cannot physically manufacture a different lens than paid for. This includes lens substrate/material, features and/or lens type. Examples of different substrate/materials, lens features, and lens styles are:

- Substrate/Material-plastic, Polycarbonate, Glass, High Index
- Lens Features: Scratch resistance, UV/Tint, Antireflective Coating, Polarization, Photochromic, Blue Filter
- Lens Styles: Single Vision, Bifocal/Trifocals (Matching size/style), Progressives

Although it does not happen often, if changes to need to be made, complete the following:

- **Upgrade** the patient at no charge
- **Notify** the patient of the changes and get approval
- **Exchange** order through Ciao! Optical and place detail **Notes** in Ciao! Optical Customer Order and Transaction Notes in XStore (tendering application)
- Make applicable adjustments in **Inventory Management** and **LPA** to ensure inventory is accurate

The following Substitutions do not require an exchange and would be considered **Same Lens** when using the same lens substrate/material, lens features, and lens style:

- Different Vendor/Blank
- Same Vendor, Different Blank
- Same Vendor, Different Base Curve
- Different Vendor/Base Curve
- Same Vendor, Different Blank Size/Base Curve
- Different Vendor/Bank Size/Base Curve

Occasionally there are times when it may be necessary to fill a customer's order with a **Substitution/Temporary** lens solution to meet the customers needs:

- All of these lens changes must be exchanged within Ciao! Optical Customer Order
- A note citing the specific transaction, reason, and discount amount must be documented in the Customer Notes in Ciao! Optical Customer Order as well as in the Transaction Notes in XStore (tendering application)
- The customer must always be notified of the substitution and be provided a copy of the exchange receipt
- A lens upgrade must be in compliance with the prescription change policy and should never change the substrate/material or the lens type without customer consent, but may provide the customer with an additional feature

DEMO LENS RECOVERY

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Keep all demo lenses (clear and sun) until the order has been completed. In some cases, a complete pair will be sent from the lab, and you will need to reinsert the demo lenses into the frame and place back into the optical center.

Demo lenses cannot be sold and should be disposed of once determined that the lenes are no longer needed. It is against policy for employees to resell any demo lenses.

Process for Retaining Demo Lenses:

Blue Tags (Non-Go Forward Frames):

- If removed for EyeRuler 2+, insert the lenses into the frame prior to shipping to RxO/Insurance Lab
- IOF: Keep in tray until order completed, then dispose of demo lenses

White Tags (Go-Forward Frames):

- Complete Orders: If removed for EyeRuler 2+, insert and clean the demo lenses prior to putting the frame back on display
- S.O. Frame: If removed for EyeRuler 2+, once S.O Frame arrives in office, insert and clean the demo lenses prior to putting the frame back on display
- IOF: Keep in tray until order completed, then then insert and clean demo lenses prior to putting the frame back on display

Should you need replace damaged or missing demo lenses from ophthalmic frames and you are in an IOF location, you can order demo lenses from CP to edge in office.

DOWN EQUIPMENT

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LAB STATUS OPEN/CLOSE

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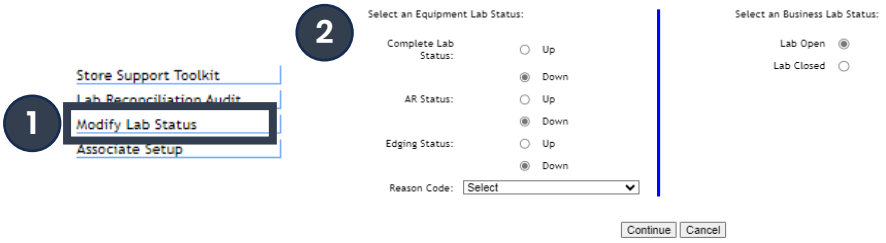
Lab Locations, you can change your lab status from **Open** to **Closed**. This will have an impact on **Lab Routing.**



1 To change **Lab Status**, click on **Modify Lab Status**

- There are two sections to the Lab Status, Equipment Lab Status and Business Lab Status

2 Changes made to **Equipment Lab Status** affect routing and the color of the spotlight changes

Red = Complete Lab Down

Yellow = Complete Lab Up and Edging Down

Green= Complete Lab Up and Edging Up

- **Business Lab Status** has no impact on routing. Lab can only be closed when all orders have been dispositioned (i.e.; orders completed or moved to next day processing and outside processing orders have been transmitted)

Lab Status	Selling Site	Partner Site
Equipment- Complete Lab Down	If selling site's lab is completely down, sales order will still route to the selling site's lab	If a selling site's lab is not capable of manufacturing an order and the selling site's partner lab status is set to **Complete Lab Down**, the order will route to a different partner lab (if configured) or RxO.
Equipment- Edging Down	If selling site's lab edging equipment is down, sales order will still route to the selling store's lab.	If a selling site's lab is not capable of edging an order and the selling site's partner lab status is set to **Edging Down**, the order will route to a different partner lab (if configured) or RxO.
Business- Lab Closed	Lab Closed has no impact on routing. If a selling site's lab is closed, sales order from the selling store will still route to the selling sites lab.	**Lab Closed** has no impact on routing. If a selling sites' lab is note capable of manufacturing an order and selling sites' partner lab status is set to **Lab Closed**, the order will route to the partner lab.

DOWN EQUIPMENT PROCESS

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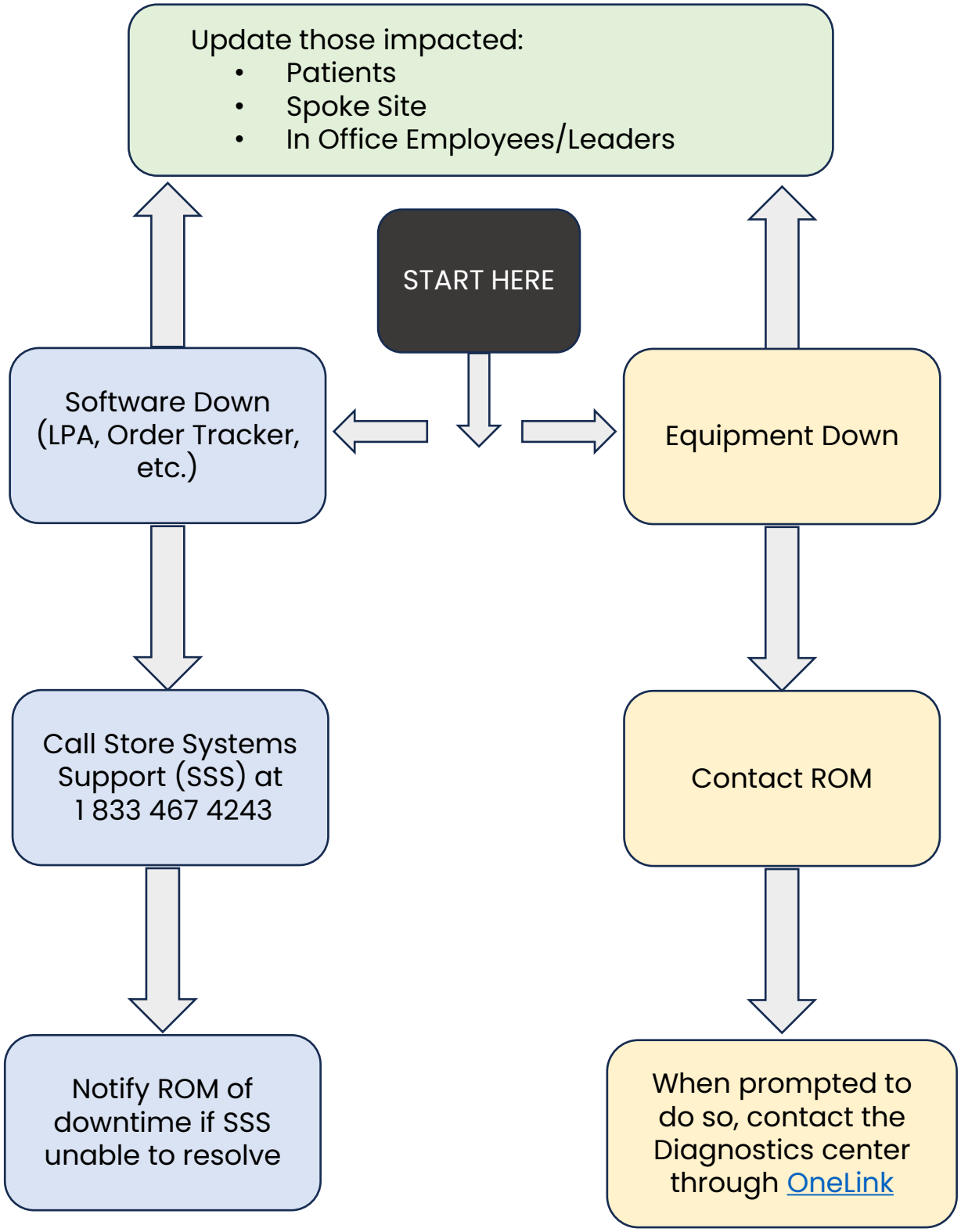

It is critical for our labs to manage down equipment procedures to minimize delays to our customers and regain full production as quickly and as cost effectively as possible. This includes having employees to work with the Diagnostics Center who are trained on equipment repairs and have completed critical trainings/certifications, such as electrical certification. Employees are expected to troubleshoot the equipment issues and correct if possible.

DOWN EQUIPMENT PROCESS

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Patient Notification:

- Notify the PM to proactively communicate product delays
- Same Day Call when Ready: an employee will call the patient to inform them of the issues and then call gain as soon as the eyewear is completed
- Multi-Day Call when Ready: Manager on duty to document delayed call for all orders impacted in Order Tracker > Open Orders Tab
    - A team member will call to inform all patients of the issue and then call again as soon as the eyewear is completed
    - Team member will ask the patient how often they would like updated communication during the processing gap

Finish Equipment Down

- You can transmit to RxO until repairs are completed

Equipment Troubleshooting and Repairs:

- Notify the ROM and when prompted to do so contact the Diagnostic Center via email at Diaognostics_center@luxotticaretail.com for support on all down equipment circumstances that cannot be repaired immediately
    - It is also important to notify the Diagnostic Center so they can log the reason and length of time that the specific equipment is down
    - In office, document the issue on the equipment log and implement lock out/tag out.
    - Perform root cause analysis to prevent future equipment failure
- Notify the ROM daily of status updates until the equipment issues are resolved

Down Time:	Action:
Lab down for more than 2 hours	The lab manager will notify the ROM via email of the issue and steps being taken to resolve the equipment failure
If the lab is down for more than 24 hours	ROM will notify, via email the appropriate RM/MM
If the lab is down for more than 48 hours	ROM will notify, via email, the respective Senior Leaders

LOCK OUT TAG OUT PROCESS

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You must have completed **Lock Out Tag Out (LOTO) Certification** prior to completing the steps below.

- ROM certification (demonstrate proficiency as part of the annual EHS audit)
- If you do not have the LOTO station, order CP# 3000889

Steps to complete Lock Out Tag Out (LOTO):

1. Notify affected employees
2. Identify procedure and hazards
    - What are the energy sources?
3. Shut down-Turn off
4. Isolate machine from energy sources
5. Lock out Tag out devices
6. Verify Isolation
    - Turn on to verify isolation, no power
7. Repair equipment
8. Bring equipment back online

CS-7
Lock Out Tag Out

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1. Locate lock and tag out deceives from lock out tag out station
    - i.e., canister, pad lock with key and tag
2. Turn off the machine
3. Disconnect unplug the electrical cord
4. Lock and tag out this energy sources by placing the end of the electrical cord in the canister
    - Secure the pad lock and signed and dated tag to the canister
5. Turn the machine on to validate isolation and no power to the machine

MANUAL LENSOMETER
Lock Out Tag Out

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1. Locate lock and tag out deceives from lock out tag out station
    - i.e., canister, pad lock with key and tag
2. Turn off the machine
3. Disconnect unplug the electrical cord
4. Lock and tag out this energy sources by placing the end of the electrical cord in the canister
    - Secure the pad lock and signed and dated tag to the canister
5. Turn the machine on to validate isolation and no power to the machine

AUTOMATIC LENSOMETER
Lock Out Tag Out

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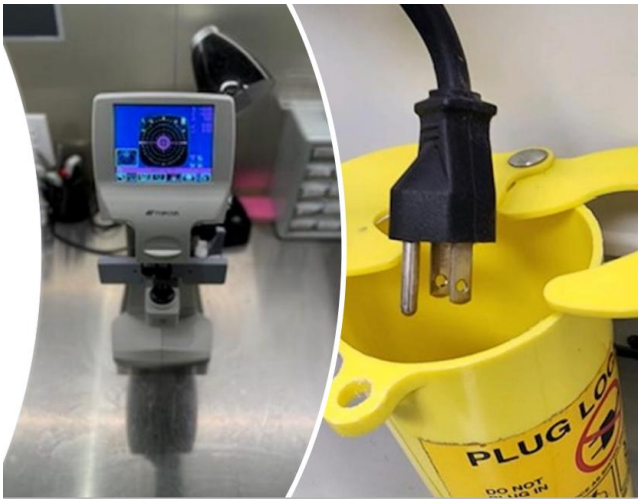

1. Locate lock and tag out deceives from lock out tag out station
    - i.e., canister, pad lock with key and tag
2. Turn off the machine
3. Disconnect unplug the electrical cord
4. Lock and tag out this energy sources by placing the end of the electrical cord in the canister
    - Secure the pad lock and signed and dated tag to the canister
5. Turn the machine on to validate isolation and no power to the machine

LENS BUFFER
Lock Out Tag Out

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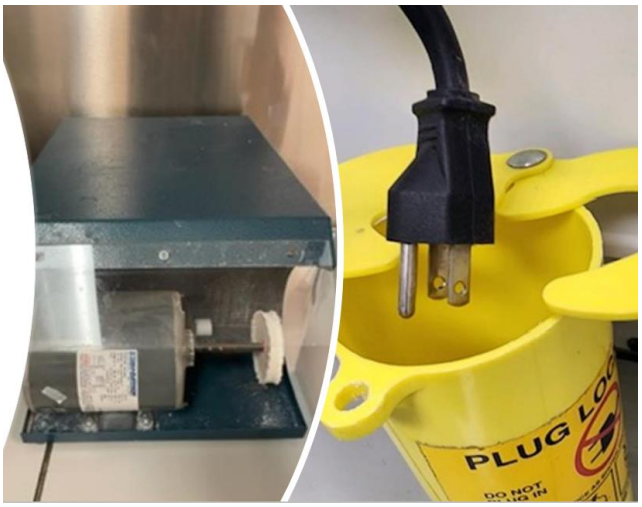

1. Locate lock and tag out deceives from lock out tag out station
    - i.e., canister, pad lock with key and tag
2. Turn off the machine
3. Disconnect unplug the electrical cord
4. Lock and tag out this energy sources by placing the end of the electrical cord in the canister
    - Secure the pad lock and signed and dated tag to the canister
5. Turn the machine on to validate isolation and no power to the machine

LENS TINT UNIT
Lock Out Tag Out

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1. Locate lock and tag out deceives from lock out tag out station
    - i.e., canister, pad lock with key and tag
2. Turn off the machine
3. Disconnect unplug the electrical cord
4. Lock and tag out this energy sources by placing the end of the electrical cord in the canister
    - Secure the pad lock and signed and dated tag to the canister
5. Turn the machine on to validate isolation and no power to the machine

SPECTROMETER
Lock Out Tag Out

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1. Locate lock and tag out deceives from lock out tag out station
    - i.e., canister, pad lock with key and tag
2. Turn off the machine
3. Disconnect unplug the electrical cord
4. Lock and tag out this energy sources by placing the end of the electrical cord in the canister
    - Secure the pad lock and signed and dated tag to the canister
5. Turn the machine on to validate isolation and no power to the machine

LENS GROOVER
Lock Out Tag Out

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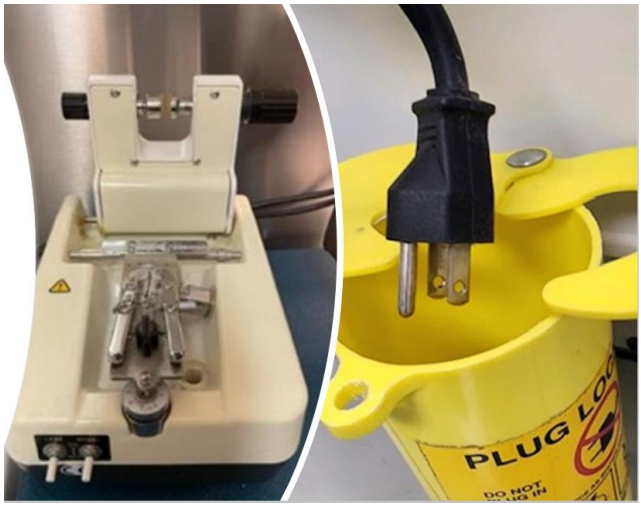

1. Locate lock and tag out deceives from lock out tag out station
    - i.e., canister, pad lock with key and tag
2. Turn off the machine
3. Disconnect unplug the electrical cord
4. Lock and tag out this energy sources by placing the end of the electrical cord in the canister
    - Secure the pad lock and signed and dated tag to the canister
5. Turn the machine on to validate isolation and no power to the machine

HAND STONE
Lock Out Tag Out

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1. Locate lock and tag out deceives from lock out tag out station
    - i.e., canister, pad lock with key and tag
2. Turn off the machine
3. Disconnect unplug the electrical cord
4. Lock and tag out this energy sources by placing the end of the electrical cord in the canister
    - Secure the pad lock and signed and dated tag to the canister
5. Turn the machine on to validate isolation and no power to the machine

EDGING & BLOCKING EQUIPMENT

Lock Out Tag Out

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1. Locate lock and tag out deceives from lock out tag out station
    - i.e., canister, pad lock with key and tag
2. Turn off the machine
3. Disconnect unplug the electrical cord
4. Lock and tag out this energy sources by placing the end of the electrical cord in the canister
    - Secure the pad lock and signed and dated tag to the canister
5. Turn the machine on to validate isolation and no power to the machine

HUB & SPOKE

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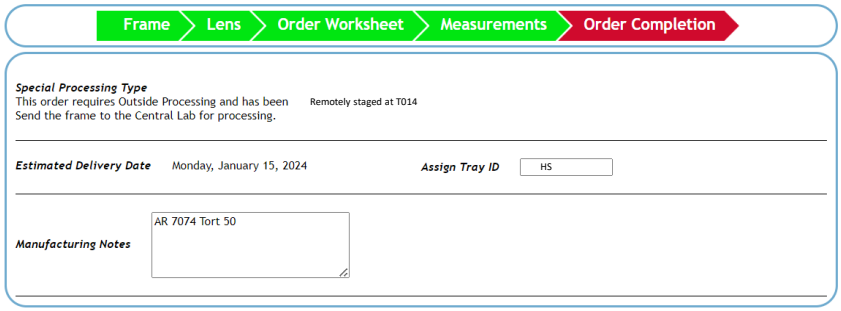
Spoke (Selling) Location:

1

Eyewear sold in **Ciao! Optical Customer Order**

Use the final **Copy** of the **Lab Order Ticket** and keep with the product. This can be reprinted in **LPA** but will print from the Ciao! printer.

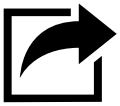
If it does not exist in LPA, refer to the **Ciao! Optical Banking & Payment Guide.**



Order Completion Screen in Ciao! Optical:

- Ciao! Optical will check for inventory and make a route call- including Hub & Spoke Eligibility. When transaction is set to **Outside Processing Remote Staged**, order ticket will print that indicates Outside Processing- Remote Staged

2 **Route & Transmit Order in LPA**



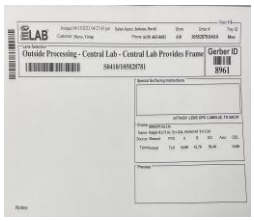
At end of day, Spoke site to verify Hub site received all transmitted orders

1. After **Tendering**, it is important that the order is transmitted **Immediately**.
   - The **Transmit Order** to **Remote Lab** option will only be available after the order has been tendered.
2. **In LPA: Transmit to Hub** (edit order ticket as needed)

Hub & Spoke OR RxO Network			
Routing Site	**Job Type**	**What Does it Mean**	**Routing in LPA**
Selling(aka-Spoke Site) to local Hub Office (In Office Lab Location)	**Lenses Only- Uncut** *Uncut lenses available only available for In Office Finishing Locations*	Transmit to Hub as Frame To Come and send over the frame	Outside Processing – TXXX – Store Sends Frame or Lens Cut and Edge
Selling(aka-Spoke Site) to RxO	**Complete Pair** *Frame in stock at RxO*	Completed order will be received back at spoke site for inspection	Outside Processing – FORCE Central Lab – Central Lab Provides Frame
Selling(aka-Spoke Site) to RxO	**Frame to Come** *Site must send frame to RxO – not in stock at RxO, POF, office request, etc.*	Completed order will be received back at spoke site for inspection	Outside Processing – FORCE Central Lab – Central Lab Provides Frame
Selling(aka-Spoke Site) to RxO	**Lenses Only- Cut & Edge** *Oakley & Ray-Ban Cut & Edged Authentic lenses*	Edged lenses will be received back at spoke to be mounted and inspected	Outside Processing – FORCE Central Lab – Lens Cut and Edge
Insurance Required Lab			
Selling(aka-Spoke Site) to Insurance Required Lab	Frame to Come *Site must send frame to Insurance Lab*	*You will send your frame to the insurance lab for production*	RXSun Authentics

Spoke (Selling) Location:

3



Lab tickets will display as **Outside Processing Remote** for orders that have been transmitted to the **Hub Lab**

- If a **Tendered** order is listed on the home screen within **LPA** (no lab order ticket prints)
- Go to **LPA** >Select the order from listing > **Print** Lab Ticket

4

All Outside processing Remote orders will reside in the outside processing tab of the **Open Orders** list. The only **Status** that will display on Remote Orders is **Transmitted.**

5

Order Completion

Each pair of eyewear will have the RxO lab order ticket which you will use to verify the OD RX as part of the EIP process

- After receiving the eyewear, **EIP Certified** employee completes **Eyewear Inspection** and records **Completion in LPA**
  - Text/Email PMOC Auto-Send
  - Call Patients as needed
  - The **Complete The Order** option will only be available after the Remote Order has been transmitted to Remote Lab
- If order **fails inspection**, **Reject**
  - Hub manufactured order: contact your Hub Lab Manager for direction
  - RxO re-order through LPA
  - Insurance Required Lab-Follow lab guidelines

6

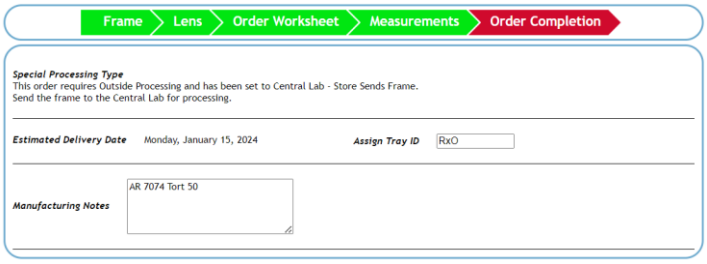
Dispense Order

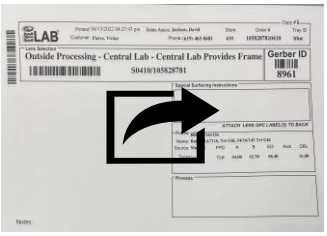
- Patient picks up eyeglasses
- **Dispense** all orders in **Order Tracker** to ensure proper accounting and inventory movement

Hub (Manufacturing) Location:

1

Eyewear sold in **Ciao! Optical Customer Order**





Order Completion Screen in Ciao! Optical:

- If availability is found at the Remote Hub Lab, the order will be **Outside Processing Remote Staged** for Transmission to Hub location.
- If no availability is found, the order will be set to **Outside Processing Central Lab** and the Spoke site will transmit directly to RxO.

Lab Ticket for Remote Hub Orders:

- Once the orders transmits to the Hub, the order will be present in the Hubs open orders.
- The remote lab ticket will print after the selling site has tendered and transmitted the order
- **At the End Of Day,** the selling site should verify the Hub site received all Transmitted orders

2

Remote Pick Ticket (lab order) Prints -Lenses Are Not In Stock**:** The HUB will now have a decision of how to best complete the order for the SPOKE, order uncut lenses or ship frame to RxO.

A. Order Uncut Lenses from RxO- Note; must select Force Central lab to transmit and select hub location for the uncuts to be sent back to. If the hub selects outside processing versus force central lab and transmits, the order circles back to the hub versus RxO.

IN LPA:

1. Select **Edit Processing Type** > then **Change Lab** > from the edit field select **Force Central Lab** from the dropdown > select continue
2. An updated lab order ticket will be **Printed** at the selling site to inform them the order has been redirected from the **hub lab to RxO**
3. The order will be removed from **LPA** at the Hub site
4. The **Uncut** lenses will be sent from **RxO** to the Hub site- **Important:** During transmission process- designate where you want the lenses to ship

B. Frame to Come- Store Sends Frame To RxO. If the hub determines that they are unable to edge uncut lenses they can transmit to RxO (Force Central Lab) as Store Sends Frame and send in the frame. Be sure to select the Spoke store for the order to be returned to.

Hub (Manufacturing) Location:

3

Manufacture the Eyewear within 72 hours (3 Days)

- Confirm your schedule permits for adequate coverage

4

Eyewear Inspection & Staging Area

- After completing **Visual Inspection**, place order into frame case for transport to the Spoke (selling) site
- A copy of the order ticket should be wrapped around the completed order and used as a **Packing Slip**
  - Do not staple the order ticket to avoid the changes of scratching the lenses
- **Spoke** location will record **Order Completion** in LPA triggering Text/Email communication once eyewear at selling site and ready for pick up

Note:

- Remote orders will not be shown on the open orders report
- Remote orders MUST be completed in LPA to account for stock lens usage and to avoid lens shrink
  - You must complete all remote orders in Ciao! to get credit for the order
  - Failure to complete remote orders will result in lens shrink

5

Place competed orders in a prepared box and ship via **EasyShip** every **Monday** & **Thursday:**

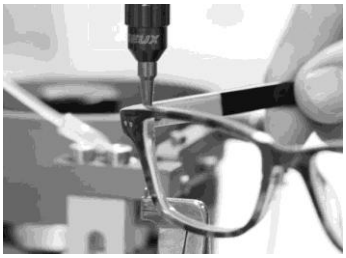
- If the Hub lab is within 150 miles use UPS Ground Service
- If the Hub lab is over 150 miles use UPS Next Day Air Saver

Spoke = Selling Site

(at alternate site)

Hub = Local Manufacturing Lab

(at alternate site)



1. Eligible Orders for Hub Lab Service:

Eligible	Not Eligible
• Patient own frame and non-qualified frames • Single Vision (Trivex and Hi Index 1.67/1.74 excluded) • Multifocal/PAL (Trivex and Hi Index 1.67/1.74 excluded) • EssilorLuxottica qualified frames (White Tags) are required to be ordered as **Complete** thru **RxO.**	• SunFit/SunFocus lenses • Stellest • Ray Ban Authentic • Oakley Authentic • Costa Authentic • Maui Jim • Wrap sunglasses • Safety eyewear (Standard and wrap) • Drill mounts (EL +POF)

2. Turnaround Expectations:

- Turnaround expectation for the Hub Lab is 72 hours upon receipt of frame and Uncut lenses from RxO Manufacturing
- Completed remote orders should ship out every Monday and Thursday from the Remote Lab. This should allow the Selling site ample time to complete the order and deliver on our 5 day promise time.

3. Transporting of Eyewear by Geographical Configurations:

- If the Remote Lab Store is not located in the same physical location as the Selling Store, the eyewear (lenses, completed eyewear) should be transported by the Easyship application or approved local courier service.
- When the Selling store is located in the same mall/property as the Remote Hub lab, the Selling site is responsible for picking up completed orders

4. Manufacturing of Eyewear:

- When complete pair ordering is not possible thru RxO, lenses would be surfaced by RxO and sent to the hub lab for edging and mounting

5. On-Hand Supplies:

- Only keep the minimal amount of supplies needed on hand

ORDER ROUTING PRIORITY
Hub & Spoke

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Preferred Option **RxO**	**Complete Pairs** RxO providing Frame **i**.e., White Tags	**Lab Routing: Spoke Site Transmits to RxO** Transmit order as Outside Processing – Central Lab – Central Lab Provides Frame
		Frame Process: Back on shelf
HUB & SPOKE IOF	**Order Uncut lenses from RxO**	**Lab Routing: Spoke Site Transmits to Hub** Hub: Transmit as Outside Processing – Force to Central Lab – Lens Only (Lens Only Uncut)
		Frame Process: Frame held with a copy of the lab paperwork in a tray in a designated area until lenses arrive in office • In some cases, the patient may be wearing the frame (document on tray ticket)
RxO	**Store Sends Frame** i.e., Blue Tags (Non-EL Frames)	**Lab Routing: Spoke Site transmits to RxO** Transmit order as Outside Processing – Central Lab – Store Sends Frames
		Frame Process: Send frame to RxO • Send frame out same day to avoid order cancelation
	Order Cut & Edge Only Ray-Ban, Oakley, Wearables	**Lab Routing: Spoke Site Transmits to RxO** Transmit as Outside Processing – Force to Central Lab – Lens Only (Cut & Edge)
		Frame Process: Frame held with a copy of the lab paperwork in a tray in a designated area until lenses arrive in office

Note- Spoke site can still order Cut & Edge lenses if they choose. You would edit your order ticket to Force to Central Lab and change Type to Cut & Edge. This means the lenses will be shipped directly back to Spoke location vs. Hub.

ORDER ROUTING PRIORITY
Hub & Spoke

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<table>
<tr><td rowspan="4">VSP</td><td rowspan="2">VSP Order with Finish SV Lenses</td><td>Lab Routing: Spoke Site Transmits to Hub- Hub Marks order as RxSun Authentic
• Order will be billed in Eyefinity
• Order lenses in Plexus</td></tr>
<tr><td>Frame Process: Frame held with a copy of the lab paperwork in a tray in a designated area until lenses arrive in office
• In some cases, the patient may be wearing the frame (document on tray ticket)</td></tr>
<tr><td rowspan="2">All Other VSP Orders</td><td>Lab Routing: Spoke Site-
Change order to RxSun Authentics and Transmit order</td></tr>
<tr><td>Frame Process: Frame is sent to VSP lab once claim billed and packing slip received</td></tr>
<tr><td colspan="3">All Insurance Required Labs & Specialty Labs Should Be Changed To RxSun Authentics And Order Placed In Appropriate Portal.

CustomEyes orders should be less than 1% of total units. Reporting will be sent to field leaders.</td></tr>
</table>

VSP IOF PLEXUS ORDERING

- In LPA, set **Processing Type** as **RxSun Authentics**
- Orders are billed in **Eyefinity** as IOF and Lenses are ordered directly from **Plexus**
- **Shipping** is covered for orders above $50
  - Ideally you have enough orders to avoid this shipping charge
  - You can wait up to two days, but do not delay patient promised date to avoid shipping charges
- **IOF VSP** orders will still follow **Same Day Next Week** service promise times since **Plexus** ships overnight
  - VSP finished Single Vision Lenses order through Plexus are not in your inventory therefor there are no adjustments to make in **Inventory Management**
- Once the eyeglasses/lenses have been manufactured, you will **Inspect** and **Complete** the order in **LPA** (just as you would with any RxO Orders)

LUXURY PARTNER SET UP IN LPA

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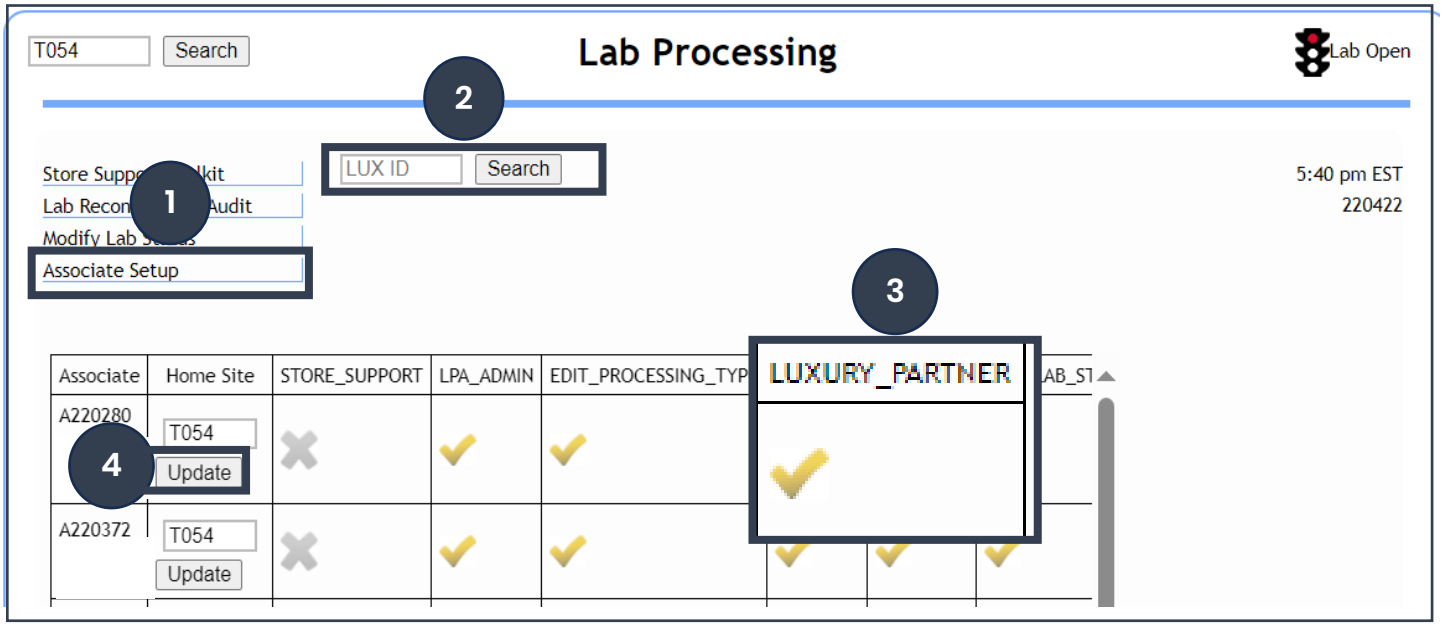

1 Log into LPA and select **Associate Setup**

2 A list of Employees & EID's will appear

- If the practice manager is not assigned to a site, no names will appear
- You can search the employee by adding an '**A**' in front of the **EID** (ID# 123456 would be A123456) and click **Search** when finished
- If the employee does not appear in the **LPA** database, have them log into **LPA** from the toolkit to become listed
- If an employee appears twice, remove the home site # from any Luxottica ID that does not have an A in front of it and **Update**

3 Edit Permissions:

- Scroll to the right and Click in the box listed Luxury_Partner
- Keep clicking on the box until the **Checkmark** appears with the desired color (which would grant this permission for the user)

✗ Employee is not authorized for the selected permissions

✓ Employee is authorized for the selected permission and was granted

✓ Employee was granted permission, but was overridden

4 Click on the **Update Button** below the employee's name to update the additional or removed permissions

- Saved permissions will update on the next log in

DOWN EQUIPMENT
Hub & Spoke

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If you have a piece of critical equipment that is down and cannot manufacture orders, the following outlines the **Minimum** steps to be taken:

1. **Notify the Spoke Site to proactively communicate patient delays**
    - **Same Day Call when Ready**: Spoke site will call patients to inform them of the issue and then call again as soon as equipment becomes operational. The Hub LM will highlight all in-process orders on the **Open Orders Tab** in Order Tracker
    - **Multi-Day Call when Ready:** Hub LM to highlight all orders impacted on the OOR. Spoke site leader to inform all customers of the issue. LM to commence shuttle contingency if applicable. Spoke site leaders to contact customer when ready.
2. The hub lab manager/associate to **Troubleshoot** the problem and correct if possible
    - Partner with your ROM
    - Refer to **Equipment Troubleshooting Manuals/Guides** where applicable (ROM to provide)
    - Contact Diagnostic Center for further troubleshoot support
3. The lab manager/associate to forward **LEEP/Parts Approval Form** to ROM for approval is applicable
    - Perform Root Cause Analysis to prevent future equipment failures
4. Notify the ROM **Daily** of **Status Updates** until the equipment issue is resolved

Down Time:	Action:
Lab down for more than 2 hours	The lab manager will notify the ROM via email of the issue and steps being taken to resolve the equipment failure
If the lab is down for more than 24 hours	ROM will notify, via email the appropriate RM/MM
If the lab is down for more than 48 hours	ROM will notify, via email, the respective Senior Leaders

Hub & Spoke partners should be communicating whenever issues arise. Examples:

- If the hub lab is experiencing an equipment failure and is projected to be down for more than 72 hours, contact the ROM for further support and direction
- If the direction from the ROM is to divert orders to RxO, then the LM of the Hub lab is to communicate that direction to the Spoke sites and again when the lab is back online
- If there are individual orders experiencing processing delays outside of the 5-day turn-around time expectation, the Hub LM will contact the Spoke site with an update to include an estimated completion time

BREAKAGES & REMAKES
Hub & Spoke

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All Breakages on Remote orders at the Hub lab should have the lens SKU with breakage reason attached the order ticket and recorded in LPA when the order is complete.

For Eyewear received at the spoke site not meeting our Quality Standards (i.e., failed inspection) from the Hub location, follow these processes:

Spoke Site (Selling Location)	Hub Site (Lab Location)
• Contact your Hub lab to inform the PM/LM of the quality issue • Document Lab Remake and the rejection reason on the top of the Lab work ticket received with the remote lab order • Fax the order ticket to the PM/LM attention at the hub lab to be remade	• Once you receive the eyewear back from the Spoke Site, review and confirm the need for the remake • Remakes due to poor quality should be given priority and processed the Same Day as requested to preserve original patient promise times • Hub lab processes the remake order using the original lab order ticket • Lens usage for lab remake orders faxed to the hub lab is accounted for under the inventory management screen as Other usage ○ Document the order number and remake reason in the notes section

Notes:

- For eyewear not meeting the customers expectations as a result of the selling site (seg height, material changes, etc.) the Spoke site should enter the order as an exchange/remake through Ciao! Optical
- Lenses do not need to be transferred in **Inventory Management** with the use of remote manufacturing

Special Orders:

- Spoke (selling) site: Fished SV lenses are required to be ordered as **Product to Come** when they have edging capability
- Spoke (selling) site: Lenses that are outside of remove labs Rx range or No availability must be ordered through **RxO Outside Processing** through the Special-Order Process
- All communications to the customer regarding special order status is to be handled by the Spoke (selling) site

Question: I am trying to send a one lens order to my Remote Lab and I keep getting a Fatal Error and have to restart the lab terminal.

> **Answer:** Remote Processing doesn't support one lens only transactions. If a single lens must be manufactured, it is recommended to sell both lenses and manager discretion out the amount for the extra lens. This is the current best practice and the recommended process for all one lens only transactions.

Question. How will the Selling Site account for lens inventory usage?

> **Answer:** The Selling Site is responsible for inventory and lens usage only on orders that are processed in their location. If the order is Remote, the Remote Hub Lab is responsible for all lens usage.

Question. How will the Remote Lab account for lens inventory usage?

> **Answer:** It is critical that the Hub lab closes out the order in Ciao to ensure proper lens usage. The Remote Lab is responsible for inventory and lens usage on orders that are processed in their location. This includes Remote Orders from Selling Stores.

Question Do lenses still need to be transferred?

> **Answer:** No, it's no longer necessary to transfer the lenses once the order is completed.

Question Will Remote Processing affect Ready When Promised One Hour service?

> **Answer:** NO, In the Selling Store all Remote orders are counted as Outside Processing. In the Remote Hub Lab, only lens usage is counted.

Question If the Remote Hub Lab has already started an order and receives a Cancel Ticket, how do the lenses get accounted for?

> **Answer:** If there is no time in, delete the order from the Lab Processing screen and account for lens usage through the normal lens usage process. If there is a time in and you have started the order, time out the order and note on the work ticket that it was cancelled from the Selling Site. If you have not started manufacturing the lenses, clock out the order and note that it was cancelled from the Selling site, then Inventory adjust the lenses back into stock.

Question When closing the lab in the selling site, what happens to Remote-Staged orders?

> **Answer:** Remote-Staged orders either need to be transmitted to the Remote Hub Lab for processing OR the Special Processing type needs to be changed. All Remote orders should be transmitted to the Hub lab immediately.

TeamVision

Eye care, together.