

# CARTIER & LAB ITALEE

## Operations Guide



**All Cartier prescription eyewear is made by Lab Italee and takes 14 days to process.** Using any other lab, including in-house production, voids Cartier guarantees.

### When selling Cartier

1. Discuss lens type treatments, tints, coatings, lens materials and if the frame is a drill Mount the shape of the lenses
2. Share any specific care instructions for their frame. I.e., Buffalo Horn cream care
3. For Cartier logo add on, tender the sale in Ciao! Optical and receive payment on the Staxx credit card machine
  - Charge \$50 using Miscellaneous Frame Repair (UPC 410000225387)
  - Share the Cartier certificate of authenticity and record the date of purchase, customer name, and frame serial number in their book

### Discounts

No discounts may be applied to Cartier frames at any time. Risk losing authorization of selling this brand if discounts are given:

- No Deals (promotions or packages)
- No Discounts (insurance program discounts)
- No Employee or Friends & Family
- No Luxottica Associate Frame Discount

### Lenses are eligible for:

- Deals (promotional discounts)
- Discounts (insurance program discounts)
- Friends and Family discounts
- Complimentary Eyewear Certificates may only be used for lenses are not valid on the frame

### Eyewear Protection Plan

Cartier frames are not eligible for TeamVision Eyewear Protection Plan.

### Insurance

#### Frame Benefits

- You can apply funded frame benefits, but do not apply any overage discounts.
  - If using an auto-calculation plan, you will need to edit the frame overages
- Example:

**Frame Allowance** Extra \$20 promotion on Altair Eyewear/Marchon frames and any other available frame promotions included below:

WFA73 \$190.00 for Calvin Klein, Calvin Klein Jeans, Draper James, Flexon or Lacoste brand frames through 08/31/2024. Patient receives 20% savings on frame overage.

WFA65 \$170.00 for Altair Eyewear/Marchon frames. Patient receives 20% savings on frame overage.

WFA57 \$150.00 for non-Altair Eyewear/Marchon frames. Patient receives 20% savings on frame overage.

Applied

Not Applied

#### Lens Benefits

- Lab Italee is not contracted with insurance carriers.
- If an insurance-required lab is needed (e.g., VSP), bill as **Proprietary** since we cannot process through an insurance-approved lab.
- In LPA- transmit as RxSun Authentic and manually order eyewear.

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### Example of Proprietary Billing:

Before  
Insurance  
Applied

Frame	Lens	Order Worksheet	Measurements	Order Completion
Category	QTY	Item#	Description	Retail Price
Frame	1	843023102036	6L001341, Plt Shn, 56/16/140	\$1,145.00
Lens	1	20500002658215	SV DST Clear Crizal Sapphire HR (1.67)	\$485.00
EPP:			<input type="radio"/> Yes <input checked="" type="radio"/> No	
				TOTAL: \$1,630.00

### Frame:

#### Sample benefits:

WFA \$150.00 for non-Altair Eyewear/Marchon frames. Patient receives 20% savings on frame coverage.

Calculating Patient Charges on Proprietary Frames	
U&C fee for frame	\$ 1145
Subtract VSP frame allowance	- \$ 150.00
Subtotal	\$ 995
Deduct 20%	- \$ N/A
Patient's out-of-pocket expense	\$ 995

### Lens:

PLAN PAYS - Frame: \$57 (WFA) + \$44.35 (Frame dispensing fee)

Services	Retail Price	Extended Price	Plan Pays	Discount	Copay
6L001341, Plt Shn, 56/16/140	\$1,145.00		\$ 101.35	\$ 1043.65	995
Crizal Backside UV	\$15.00		\$ 0.00	\$ 15	0.00
Crizal Sapphire HR Anti-Reflective	\$170.00		\$ 0.00	\$ 170	170
DST Processing	\$60.00		\$ 0.00	\$ 60	60
Scratch Resistant	\$0.00		\$ 0.00	\$ 0.00	0.00
UV Protection	\$0.00		\$ 0.00	\$ 0.00	0.00
Single Vision	\$100.00		\$ 43.38	\$ 56.62	
Hi-Index 1.67	\$140.00		\$ 0.00	\$ 140	99.62

PLAN PAYS - Lenses: \$20 (proprietary Rx lens allowance) + 38.38 (SV Lens dispensing fee) - copay if applicable (this example zero)

**Copay Column** - The patient's total for the frame is \$995.

The lens total of \$148.62 (which includes the \$15 copay) will be distributed among the lines with a Retail Price.

**\*\*It doesn't matter how the dollars are distributed in the copay column as long as the total is correct, and the amount does not exceed the retail price. For lens add-ons that have retail pricing, be sure to enter that amount in the Discount column.**

Calculating Patient Charges on Proprietary Lenses	
U&C fee for lens	\$ 485
Deduct 20%	- \$ 97.00
Subtotal	\$ 388
Subtract VSP proprietary RX lens allowance [SV \$20   BF/Prog \$35   TF \$45]	- \$ 20.00
Subtract your assigned lens dispensing fee (use your site specific reimbursement amounts)	- \$ 38.38
Add any applicable copays collected from patient	\$ zero
Patient's out-of-pocket expense	\$ 329.62

Vision Care Plan Pricing

Vision Care Plan: VSP GENERIC PLAN-TVO NC

Plan Id: 1818653

Current Offer:

Deal Code:  

Promotion Savings: \$0.00

Vision Care Savings: \$270.38 

**YOU PAY: \$1,359.62**

### Lab Italee Terms And Conditions

- **90-day Unlimited Warranty**

Lab Italee provides a 90-day unlimited warranty for all finished work. If for any reason your customer is unsatisfied with their newly purchased lenses, lab Italee will replace the lenses in question with a new pair of lenses of equal or lesser value. A maximum of one replacement per prescription order is allowed at no charge. The second replacement within this period will be invoiced reflecting a 30% discount. Any replacements after, will be billed at regular prices.

- **Non-Adapt Progressive Warranty**

If the customers unable to adapt to progressive lenses within a period of 90 days, lab Italee will honor a one-time replacement of bifocal or single vision lenses at no charge (equal or lesser value lenses and no charge)

- **Prescription Change Warranty**

Doctors prescriptions changes will be made at no charge for a period of 90 days from the date of the original invoice for all finished work. To be credited the account properly it is necessary that the lenses are returned with a copy of the original invoice. A maximum of one replacement per prescription order is allowed at no charge

- **Lab Italee Remakes**

Lenses returned for Lab Italee error (power, prism, or axis) will be credited 100% if, upon lab evaluation, the lenses fall outside ANSI standards. All return lenses must be received within 30 days of the invoice date, a company by original invoice, to receive full credit.

- **Patient's Frames**

Patients own frame are sent in at the account's own risk. Lab Italee will not be responsible for the damage resulting from mounting or adjusting customer supplied frames.

### Lenses For Cartier Frames

Prescription lenses for Cartier frames may only be manufactured by a Cartier authorized lab:

- The authorized Lab we use is Lab Italee
- Their service level agreement is 14 days
- Do not order non-Cartier work from Lab Italee
- Customer service phone number is 1-800-948-2533
- In LPA, mark as RxSun Authentic

### Lab Italee Ordering

1. Fill out the Order Form.
2. Pack frame in its case and box use the white box leap to protect box.
3. Pack frame and lab Italee ticket. Do not include our lab ticket with shipment .
4. Ship package to:  
    Lab Italee  
    2641 W Olympic Boulevard  
    Los Angeles CA 90006
5. Record the shipment tracking number on the customer's lab ticket.
6. Record shipment on Cartier products tracking log.

### Receiving Orders Back From Lab Italee

1. Record product receipt on Cartier product tracking log.
2. Inspect order. Issues? Contact Lab Italee 1-800-948-2533.
3. Secure order and contact customer.

### Receiving Cartier

Cartier product is shipped from our Atlanta DC with your weekly replenishment.

Upon Receipt:

- Inspect boxes for tampering and/or visible damage before signing for delivery
- Secure boxes in either the Practice Managers office or other locked area until shipment can be confirmed and tagged

Confirm shipment:

- For Cartier frames, compare the actual product you receive in each Cartier case to what is listed on the shipments detail report, available in the inventory management system. Do not just compare UPCs.
- Adjust inventory discrepancies in the Inventory Management System using the "Shipment Error" reason code, file the adjustment paperwork in your monthly inventory file, and complete/submit and incident report for any Cartier shipment shortages.

Unpack and tag Cartier Product:

- Every Cartier frame comes with a certificate of authenticity, cleaning cloth, frame case, frame box and a white cupboard sleeve to protect the frame box.
- If any of these items are missing, please contact [TVOps@teamvisionteam.com](mailto:TVOps@teamvisionteam.com).
- To print the frame tag, scan the T barcode on the white box sleeve.
- Remove frame from its case and apply UPC tag.
- Keep the certificate of authenticity and cleaning cloth, inside the case
- Put the case back into its box:
  - Insert frame box inside the appropriate white box sleeve. Don't mix sleeves and cases.
  - This ensures that your customer gets the correct case for their style, as the white sleeve has the Cartier T # on it.
  - It also allows us to receive credit for Cartier frames when we have a recall. If we do not return the case cloth box and certificate of authenticity with the appropriate white box sleeve, we do not receive credit
- Record the serial number for each frame on the Cartier tracking log.

### Returning Cartier

All Cartier Returns must include the case, cloth, box and certificate of authenticity.

- Returns are only applicable to LensCrafters Cartier purchases with proof of purchase
- Under no circumstances can we accept a return without a certificate of authenticity
- Notify RM & RMAP of Cartier Returns

### Cartier Product Controls

When selling Cartier, share one frame at a time. Allow the patient to try on one frame at a time ensuring to put the frame back into the display case prior to sharing another frame.

- The Cartier display case/fixture must always be kept locked. Keys to the case/fixture are to be strictly controlled by the Practice Manager. Spare keys are to be kept secured in the safe
- A camera must be positioned over each Cartier display case. If a camera needs to be installed / positioned notify your RMAP
- Every Cartier frame must be documented when it is received, sold, or recalled using the Cartier product tracking log
  - Log drill mounts and semi rimless together
  - Log metal and plastics together
- Minor repairs and adjustments including replacement screws and nose pads may be performed by the team member. All other repairs must be sent out to Cartier document when these frames are sent and return on your Cartier product tracking log
- Any Frame Count variances are to be immediately reported to your RMAP. Be prepared to provide details on any suspect loss.
- Cartier backstock and/or understock always needs to be locked
- Notify RM & RMAP of any Cartier:
  - Shortage
  - Theft
  - Returns