

Opening/Closing Checklist

ECLiPS & Ciao! Optical

OPENING

Open Ciao! Optical:

- Log into XStore Back Office
 - Open Store
 - Force Open Registers
 - Complete Till Count
- Confirm correct date and that all registers are open

ECLiPS:

- Patient Preparation
 - Confirm all insurances have been verified for the day
 - Print any Glance Sheets that are needed

Order Tracker:

- Review Take Action tab
 - Follow up and communicate with patients when needed

MIDDAY

ECLiPS:

- Patient Preparation
 - For all completed exams, Check Out and Pre-Booked (NEE) in TAB
 - For all completed exams, Complete and Post all invoices

LPA & Order Tracker:

- Inspect and Complete any eyewear within 24 hours of receiving
 - Communicate with patients via PMOC

CLOSING

ECLiPS:

- Ensure all patient have been Checked Out and Pre-Booked (NEE)
- Confirm all Invoices are Completed and Posted

LPA & Order Tracker

- Ensure LPA jobs have been transmitted or deleted
- Run and verify Lab Reconciliation Report
- Ensure all Order Tickets for patients that picked up today are Dispensed in Order Tracker

Open Ciao! Optical:

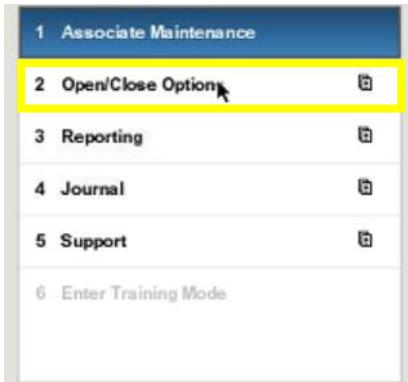
- Log into XStore Back Office
 - Count the Till and enter all Cash/Check/Credit Card Amounts
 - Reconcile your totals
 - Complete Bank Log & Deposit per company guidelines
 - Force Close Register
 - Close the Store

Daily Closing Paperwork should include:

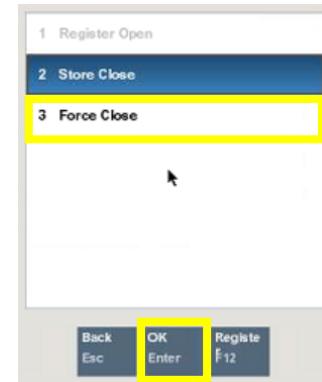
Patient Receipts, Journal Report & Till totals, Staxx Batch Report, Lab Reconciliation Report and Lab Tickets, Tray Tickets. Store in closing envelopes ordered in CP for 90 days.

Force Close Register

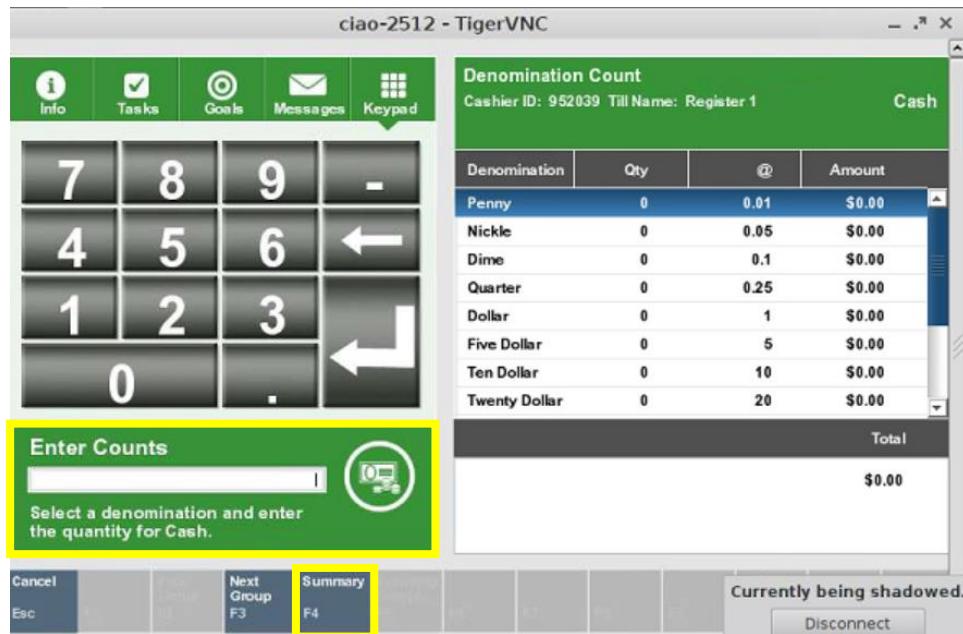
1 Login to the **Back Office** (F12) and Select **Open/Close Options**



2 Select **Force Close** then **OK** (Enter)



3 Enter Denomination Count by selecting a denomination and enter the quantity. Select Enter to proceed to the next denomination until complete. Select **Summary** (F4)



4 Print **Summary By Card Type** from credit card processing device (Staxx):

- On the main screen, tap the Gold Star
- Scroll to the bottom and tap the new/desired report
- Tap Print

Force Close Register

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Review the total list of tender types and amounts. **Summary By Card Type** should match the amounts in **Count Summary** in Ciao! Optical



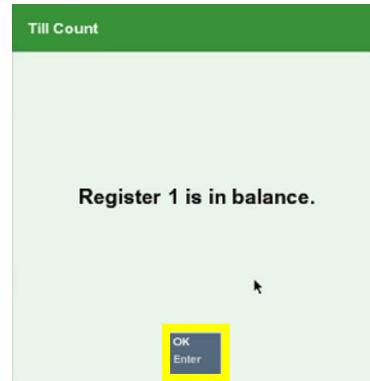
6

If the amounts do not match, you will need to research the discrepancy before you can properly close:

- Print a detailed report from the credit card device
- Compare the report with electronic journal in Back Office screen in XStore
- Review paperwork and receipts for the day*

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When the amounts match, you can batch to proceed with closing



*Paperwork and receipts for each transaction should be grouped together including the **Ciao! Store Copy** stapled to the **credit card receipt** (Staxx). Amounts should always match exactly. When another form of payment is used, other than a credit card, you will highlight/circle the tender type on the Ciao! Store Copy.

Cash Handling

Policy

- The location's deposit and cash fund must be secured at all times. At night, the register drawer must be left open and empty. Remove the till fund from the register and secure in the safe along with the night's deposit.
- Count the opening cash drawer fund each morning and evening, documenting the count on the Cash Drawer Report, listing tender counts (1s, 5s, etc.), and sign-off by the authorized key holder.
- Any overage/shortage must be documented on the Daily Closing Report (DCR).
- Cash drawer fund increases, or decreases must be authorized by Operations. Notify Sales Audit, 513-765-2525 or salesaudit2@luxotticaretail.com with the dollar amount and effective date for increases or decreases.
- All \$50s and \$100s are to be removed from the register and secured in the safe as soon as possible.
- Locations are not to have a Morale Fund or Petty Cash Account.

Procedure

- The management or authorized key holder is responsible for closing the cash drawer at the end of each business day.
- Closing procedures must be implemented after the location is closed. After closing, transactions can no longer be made until the next business day.
- Deposits should be prepared and deposited in the location's specific bank branch.
- Armored Car Service deposits (select locations) should be held in the safe until scheduled pickup. Verify with armored car service personnel the total deposits being picked up and ensure that the armored car service personnel signs deposit pickup log.
- Management and authorized closing leaders are directly responsible for the preparation and deposit of the location's cash deposit to the bank.
- The deposit amount must equal the deposit total shown in Ciao! Optical for that day and totals must never be altered or changed. All excess/ overage monies must be deposited the next day and not held aside at the location.
- It is the Practice Manager's (PM) ultimate responsibility to ensure that deposits are being properly credited to the location and that proper validation is received from the Sales Audit Department for each deposit. Deposit slips should be pre-populated with the location's bank account number and location number.

Bank Deposit Preparation

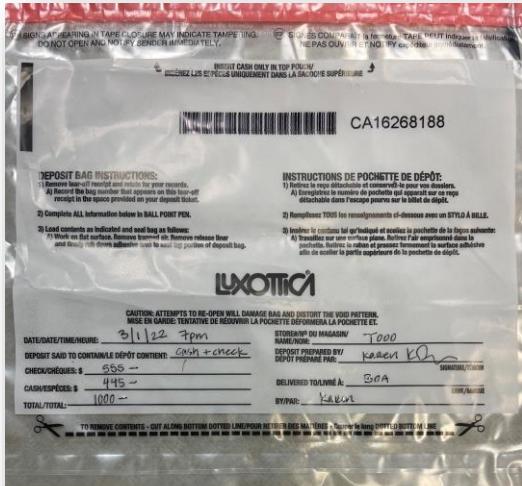
A daily deposit, including checks/cash should be made to your bank location. Two associates, at least one management, must be present to count the day's cash. Retrieve a bank deposit slip, the deposit bag, and Daily Closing Report (DCR) Envelope.

- ✓ Record the totals on your bank deposit slip and in the Currency, Coin, and Checks fields during the cash closing process
- ✓ Record each check by writing the patient's last name on the deposit slip and total the dollar amount. All checks must be endorsed with your location's bank deposit stamp or by writing "TeamVision Deposit Only"
- ✓ Complete the balance of the deposit slip in both locations on the deposit slip
- ✓ Record the deposit bag number on the deposit slip, preparer initials, date and time. **Both the manager and witness print and sign the deposit slip**
- ✓ Remove and set aside the top deposit slip (white) to include with the deposit bag
- ✓ Remove and set aside the middle deposit slip (yellow copy) to include with the DCR
- ✓ Leave in the deposit slip book the bottom deposit slip (blue copy)

To reorder your locations bank deposit slips or stamp, email treasury@luxotticaretail.com

Bank Deposit Preparation

Prepare and complete deposit bag documentation in ball point pen and on a flat surface prior to inserting any cash, checks, or the deposit slip.



- ✓ Place all cash and checks into the deposit bag along with the completed deposit slip (white)
- ✓ Insert cash only in top pouch
- ✓ Insert checks & deposit ticket in bottom pouch
- ✓ Seal all portions of the deposit bag
- ✓ Place your closing fund, and sealed deposit if not taken immediately to the bank, in the safe and lock the safe immediately
- ✓ Deposits should be taken to the bank a minimum of once a week by the manager
- ✓ Manager will log when the deposit(s) were taken on the deposit log

- ✓ Remove the top portion once completed and attach to the blue copy in the deposit slip book

Deposit bags should be used for a single day' deposit and multiple days should not be combined. Ensure the items to be deposited are properly inserted into the correct sections of the Luxottica deposit bag to ensure no extra fees are incurred when the deposit is processed by the bank.

Luxottica Deposit Bags can be ordered on Central Purchasing, CP #3003334

Bank Deposit Preparation

Prepare and complete Daily Closing Report (DCR) Envelop and include receipts (store copy), sales audit materials, middle (yellow) copy of the deposit slip, and any coupons or other sales related materials.

- ✓ Include your site number in the Store # box on the top right of the DCR
- ✓ Fill out the date (MM/DD/YY)
- ✓ Check off and include all items that are applicable for the day
- ✓ Write the deposit amount and explanation of over/short if applicable
- ✓ File in chronological order in the back office & retain for 3 months

Note: After 3 months, shred all documents and reuse the envelope up to another 5 times

Before your first deposit, the Practice Manager needs to pick up night deposit keys if applicable. Keys should be stored in the site safe when not being used. When picking up the deposit keys, confirm with the bank the process for exchanging larger bills for change.

Daily Closing Report (DCR) Envelopes can be ordered on Central Purchasing

CP #3000606

Bank Deposit

Practice Manager, Assistant Manager and/or Closing Leader will own and complete the deposit log nightly and prior to going to the bank.

- ✓ Closing Manager or Key Holder will fill out column 1 and 2 - **Date** and **Deposit Amount**. If there is no deposit write no deposit in column 2
- ✓ Before the Practice Manager or Assistant Manager takes the deposit to the bank, fill out column 3 and 4 - **Date Deposit Taken to the Bank** and **Manager Signature**
- ✓ Sales Audit will email the manager email account with the deposit confirmation. The Practice Manager should print and file the confirmation behind the deposit log and complete column 5 - **Date Deposit Confirmed by the Bank**
- ✓ The deposit log and bank confirmations should be kept in a secure location and retained for 90 days
- ✓ If a deposit is lost or stolen, the Manager will need to complete an incident report and immediately notify their Regional Manager Asset Protection (RMAP)

Bank Deposit Log