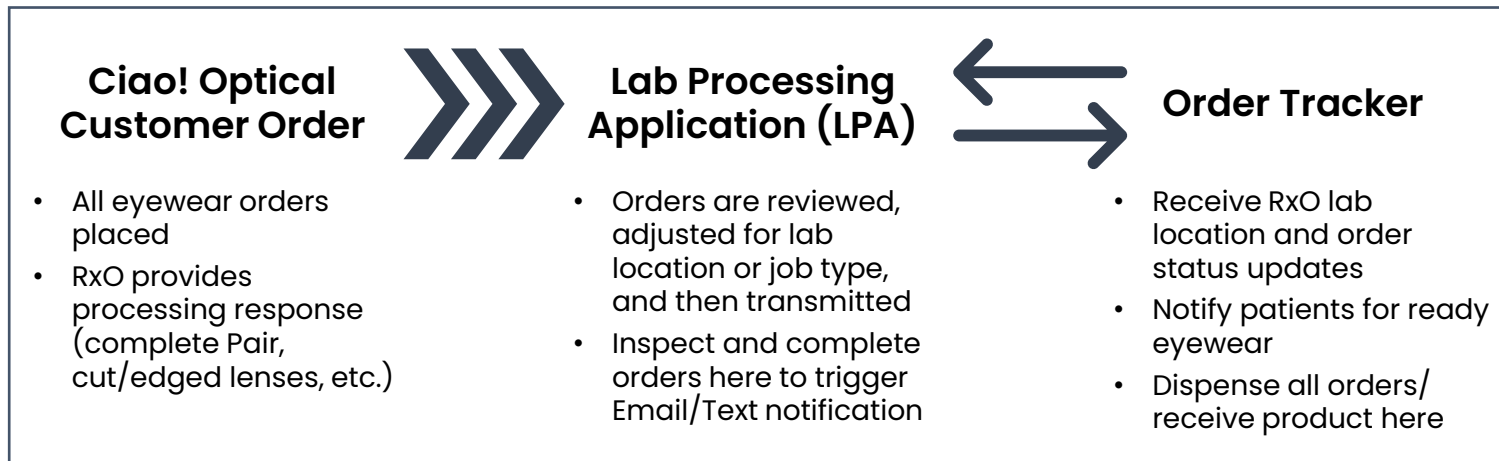


ORDER MANAGEMENT

Quick Reference

General Order Flow

Lab order flows are based on job type, lab selection, and if your office has IOF – In Office Finishing. We use three main systems to support eyewear orders.



Lab Selection

In LPA, you will determine order type and if you are using RxO or a different lab.

LAB	Address	LPA Options
RxO	Georgia – Atlanta 101 Greenwood Industrial Parkway Suite 200 McDonough, GA 30253 Ohio – Lockbourne 2150 Bixby Rd Lockbourne, OH 43137 Texas – Farmers Branch 13675 N Stemmons Fwy Farmers Branch, TX 75234-5763	<ul style="list-style-type: none">• RxO Complete• RxO Store Sends Frame• RxO Lenses Cut/Edged• RxO Lenses Only Uncut – IOF Only• RxO Product To Come (FSV) – IOF Only• Normal – IOF Only (using stock lens inventory)
Contract Insurance Lab (non RxO or Custom Eyes – should be an Essilor insurance lab or a lab dictated by insurance (i.e. Medicaid programs, etc.))	Varies by clinic and state. Most clinics will continue to use their existing Essilor lab for contracted lab jobs.	Rx Sun Authentics (bypassing RxO)
Custom Eyes (Vision Web)	Custom Eyes – Team Vision 1001 Sterns Drive Sauk Rapids MN, 56379	Rx Sun Authentics (bypassing RxO)
Lab Italee (Cartier Only)	Lab Italee 2641 W Olympic Boulevard Los Angeles CA 90006	Rx Sun Authentics (bypassing RxO)

ORDER MANAGEMENT

Quick Reference

Customer Order/Ciao! Optical Responses

Customer Order preforms a live Make/Route check and based on the response, you will know the job type from RxO. This response is called Special Processing Type and is found directly on the screen where you enter Tray ID/LPA Notes.

If the order should go to RxO, the following responses will guide you on the order type. If using a non-RxO Lab (insurance Essilor lab, Customer Eyes, etc.) these responses don't matter as you will send the frame to the lab (*note some insurance plans with frame kits will provide complete pairs*).

Prior to LPA:

Customer Order RxO Response	What It Means for RxO
This order requires Outside Processing and has been set to Central Lab provides Frame . Hold the frame in the tray until the order is received from the Central Lab.	RxO <u>has</u> the frame in inventory and will provide a complete pair (frame and lenses).
This order requires Outside Processing and has been set to Store Sends Frame . Hold the frame in the tray until the order is received from the Central Lab.	RxO <u>does not</u> have the frame in inventory and you will need to send the frame to RxO (using Store Sends Frame Process)
This order requires Outside Processing and has been set to Central Lab Cut and Edge . Hold the frame in the tray for Lens Insertion.	RxO <u>does not</u> have the frame in inventory, <u>but they do have the frame shape</u> (qualified frame). RxO will provide you cut/edged lenses to insert into the frame.

If you have IOF – In Office Finishing, you can order lenses only (uncuts) or Product To Come – Finished Single Vision Lenses with UPCs later in LPA. If you have stock and plan to use those lenses, mark the job as 'NORMAL'.

Tools Available in Document Folder on Toolkit

- Processing Guidelines: RxO Ranges included in Lens Assortment & Price Card. If RxO cannot manufacture, use Custom Eyes.
- PTC UPC list for ordering finished single vision lenses (IOF – In Office Finishing Only)

ORDER MANAGEMENT

Quick Reference

RxO Store Sends Frame Shipping Process

When you transmit an order as “Store Sends Frame” from LPA, the following process should be followed to ensure the frame arrives at the appropriate manufacturing facility.

Complete the following steps:

1. Use Copy #2 or the most recent lap ticket printed (i.e., Copy #3, etc.)
2. Add the Frame Enclosed temple tag (pictured below) to the frame.
 - Include the Job ID (S####/xxxxxxxxxx), Patient name, your store #, date of shipment
 - Print clearly so the writing is legible and easy to read
3. Wrap the order ticket around the frame, affixed with a rubber band.
4. **Confirm the correct manufacturing facility in Order Tracker.** Use the appropriate shipping site to select the address of that facility.
5. Affix the Frame Enclosed package label to the box (pictured below).
 - Always use carrier supplied boxes (do not use an envelope or frame boxes)
 - Ensure you add the package to the next shipment leaving your store (either that day or the next morning).
6. Place the order paperwork in your CARE Unit, following normal process.

Under normal circumstances, the order will be cancelled if the frame is not received/processed by the Frame to Come Team in the respective facilities by Day 7.

If the frame is not received by the RxO facility by Day 3 (after the frame leaves the location), tracking information can be provided to luxproductgroup@luxotticaretail.com and it will be added to the order.

If tracking information is provided but RxO still does not receive/process the frame, the order will be cancelled on Day 10.



Frame Enclosed
Temple Tag
CP# 3031684



Frame Enclosed
Package Label
CP# 3031683

Note, non RxO labs will have a different process. For example, insurance orders will require a shipping lab ticket from the claim or lab ticket from Custom Eyes.

ORDER MANAGEMENT

Quick Reference

Things To Know

- You will need to TRANSMIT orders in LPA to push the order to RxO.
- All orders need to be COMPLETED in LPA (inspected with date/time/inspector) – regardless of lab. This will put the order into Ready status and auto-trigger pick-up notification for patients with PMOC (preferred method of communication of text or email).
- When orders move to READY status in Customer Order (on the Active Orders List), the order will show in LPA as STAGED. Copy #1 lab ticket will print. When the order is tendered, it will move to TENDERED. When you transmit or mark as Rx Sun Authentics, Copy #2 lab ticket will print.
- Notes entered within the order in Customer Order will only show in LPA under Order Notes section. These notes will not flow to RxO labs – just within LPA.
 - All Blue Tag Frames – enter in Make/Model/Color/Size (A, DBL, Temple) in Order Notes – this is needed for history views as blue tag frames are generic in their descriptions.
- When you transmit an order, a pop-up may appear asking about lens usage. If you do not have IOF – In Office Finishing, do not select R/L usage. Usage is only selected for sites with IOF – In Office Finishing.
- For sites with IOF – In Office Finishing, you can order FSV – Finished Single Vision Lenses – use the UPC list on the Toolkit to order in LPA.
- In Order Tracker, the Tracking # is provided from RxO. To check details, copy/paste in UPS website in a different browser.
- In LPA, there is a Tracking # field. You can note your outbound RxO tracking # from Campus Ship here.
- Tickets:
 - Lab Tickets: Stay in tray or a copy goes to RxO for Store Sends Frame orders. When the job is completed in LPA – lab tickets should be kept in the lab closing paperwork. For that day.
 - Tray Tickets: Stay with completed eyewear until dispensed. No lab tickets should be there. Once dispensed to the patient, mark order in Order Tracker as dispensed and keep with lab closing paperwork.

Maintain Lab Processing Application (LPA) Daily

1. All orders must be Transmitted (Routed) in LPA within 30 minutes of tender and audited prior to the closing daily.
2. Ensure all orders have been dispositioned in LPA:
 - Patient orders that show **Staged** and do not show as **Tendered** should be deleted
 - Orders that were sent to Insurance Lab, Custom Eyes, etc. should be dispositioned by changing the order status to **Rx Sun Authentics**
 - **All other orders should be routed to RxO**
3. Use the Lab Reconciliation Audit to confirm all orders in LPA were received by RxO – this will include Frame To Come (FTC). Lab tickets for completed/inspected eyewear in LPA will be with the closing paperwork.
4. Prior to closing, the LPA should have no orders listed.

Maintain Order Tracker Daily

Daily, all patient orders in the **Take Action** tab will need team member follow up including escalation or calling the patient to update status.

1. Use the **Sort** by status to confirm all orders in Ready status are in site and have not yet been dispensed to the patient.
2. **Dispense** all orders in Order Tracker for patients that picked up their order that day as this will digitally reflect in their Ciao! Optical Customer Order.
3. Patient orders that have not been closed out of LPA will not reflect in Order Tracker.
4. Dispense tickets will be placed with the Lab Reconciliation Audit at the end of each day and should be kept for 90 days .
 - Note – lab tickets stay with closing paperwork on the day it was completed in LPA. Dispense tickets are stored on the day that it was dispensed to the patient and marked as 'Dispensed' in Order Tracker. These may be different days. This ensures that when you look up when a job was completed LPA, the lab paperwork is with that date. Same thing for dispense tickets, they stay with the day it was actually dispensed. Lab tickets and dispense tickets will separate once the order is completed in LPA.

Many frames are not making it to the lab in a timely manner causing order cancellations. Frequently when we investigate the lost order, there are opportunities in following **ALL** of the shipping guidelines.

The box size, stickers, and shipping method (Next Day Air Saver) 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 your patients.

Step by step guidelines are outlined in the Order Management Guide, have been sent in weekly coms, and have been reviewed in our Managing Patient Orders for Success Huddle.

Please take the time to review these guidelines with **ANYONE** in the location that will ship frames. **Practice Managers**, we are asking you to review the next box that goes out to ensure we are following all guidelines.

When shipping to RxO Facilities, FOLLOW THESE EXACT GUIDELINES:

- ✓ Complete and affix the Temple Tag to the frame
 - Fill in the Job ID, Customer Name, Site #, Shipment Date
 - Must use legible penmanship
- ✓ Print/take lab copy 2 or most current copy of the order ticket and wrap it around the frame, affixed with a rubber band
- ✓ Log into Order Tracker and confirm the manufacturing facility
- ✓ Log into UPS Campus Ship and create shipping label
 - For Atlanta, ensure it states **Suite 200**
 - If UPS does not pick up regularly, schedule a daily pick up
- ✓ Ship out the same day
- ✓ Ship using a new **Medium Size** UPS Box
 - **Affix the Frame Enclosed Sticker** to the outside of the box
- ✓ Use **Next Day Air Saver**

Note:

- If your frame is not received by RxO Facilities on the 3rd day, tracking numbers can be emailed to luxproductgroup@luxotticaretail.com and it will be added to the order
- Your order will be cancelled if the frame is not received/processed in the respective facilities by the 7th day
- If tracking information has been emailed to luxproductgroup@luxotticaretail.com and the frame has not been received/processed in the respective facility, on the 10th day your order will be cancelled
- **Escalation questions should be directed to Rxoordersupport@luxotticaretail.com**

TeamVision is excited to announce a solution for patient jobs that cannot be manufactured by RxO! Through a partnership with Custom Eyes, a specialty lab, we now can offer extended power ranges and options to meeting your patients vision needs.

Order through VisionWeb on Ciao! Toolkit:



Username	Password
TeamV-TXXX	TeamV-TXXX

*Use your site number, i.e. TeamV-T001

Custom Eyes is intended to allow access to extended ranges, add powers, bi-focal designs and to be the exception – not the normal process. Custom Eyes lenses should align to the TeamVision Lens Assortment and for private pay or RxO jobs. All VSP and other lab insurance models would be managed directly through the respective lab.

Ciao! Entry:

- In the Patient Profile Notes, document the reason needed to order via Custom Eyes (vs. Rx)) and any discrepancies to the order (power or lens type)
- 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

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

VisionWeb Customer Service:

- **Phone** (800) 874-6601
- **Email** customerservice@visionweb.com

