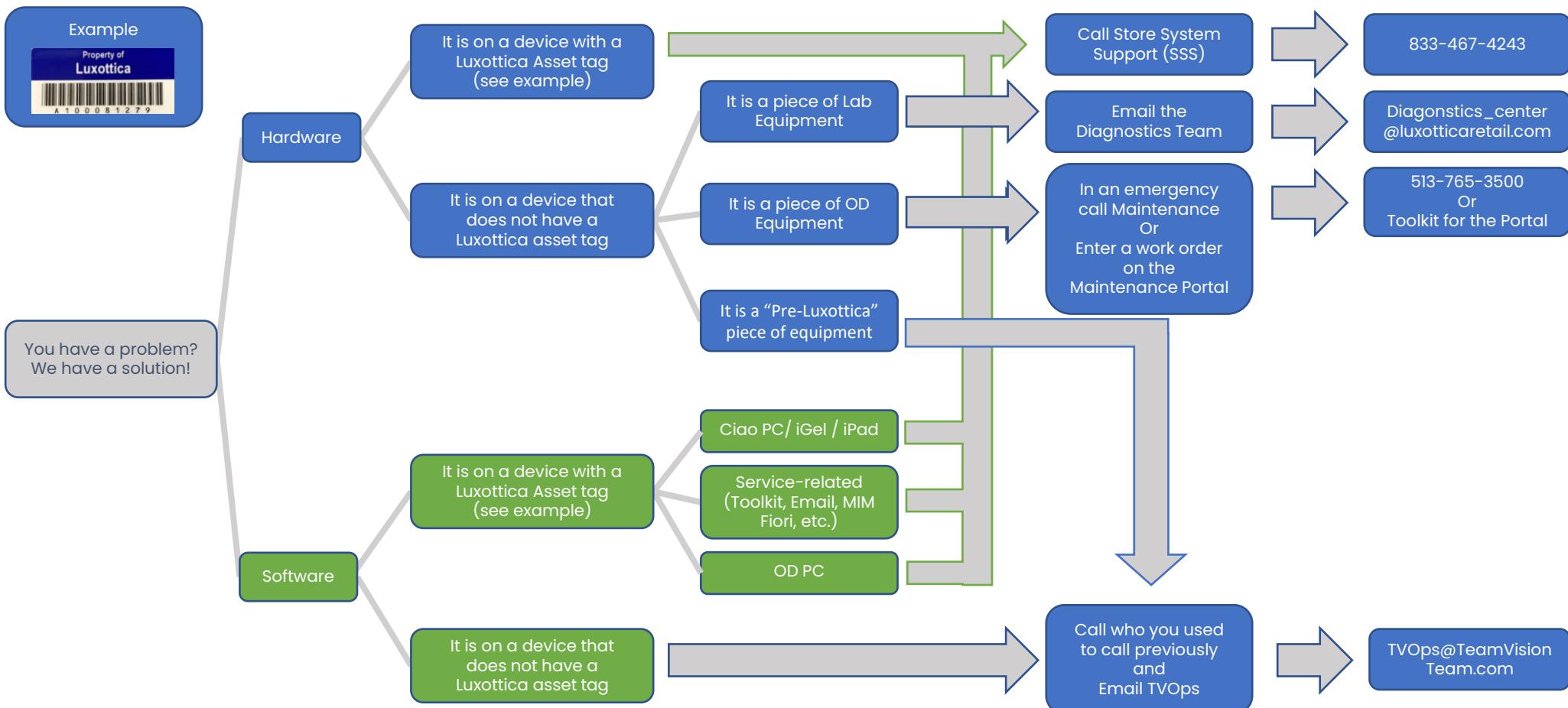


TeamVision IT Flowchart - Who To Call / Who To Support



If you have reached no solution through these channels, email TVOps@TeamVisionTeam.com on how to proceed. Remember that if a cost would be incurred through a non-Luxottica service that you first get approval.

WHO TO CALL

This document is intended to be used as a contact/call directory. For additional information please reference the Operations Manual.



ASSET PROTECTION	URGENT
<p>Kym Willey 502-645-6341 kwilley@luxotticaretail.com</p>	<p>Emergency Response Line</p>
<p>Business Abuse Hotline: 1-888-887-3348 (Anonymous)</p>	<p>Environmental, Compliance and Hazardous Waste (EPA)</p>
	<p>Fire Department Compliance</p>
	<p>Safety and Health (OSHA)</p>

Store Systems Support (sss) 1 (833) 467-4243
Maintenance Emergency Hotline (513) 765-3500
TVOps Email TVOps@teamvisionteam.com

ACCOUNTING	CUSTOMER TENDERING	EYE CARE	GENERAL DIRECTORY	HUMAN RESOURCES	INSURANCE	LEGAL	OUR PEOPLE/ENGAGEMENT	MAINTENANCE
Accounts Payable	Bounced Check: Customer (NSF)	Concierge Program	Corporate Communications	Benefits	EyeMed	Business Licenses	Credit Union: Members Trust Federal Credit Union	Diagnostics: Lab Equipment
BBVA Master Card	Home Office Checks	Current Opportunities	Luxottica Accessibility Hotline	Compensation	Medicare	Certificates of Insurance	OneSight	Light Bulbs: Regency Lighting
Sales Audit		Doctors' Website	Product (contact lenses)	Compliance	Vision Care	Patient Incidents		Maintenance
Treasury		OD Marketing	Product (frames and accessories)	Employee Relations		Patient Subpoenas and Medical Record Request		Vacuum Reorder
		OD Student Programs	Product (lenses)	Employment		HIPAA or PIPEDA (Privacy Office)		
		Optician Reimbursement	System Support	My Personal Desk/ Payroll		Lease Administration		
		The Appointment Book	Travel & Expense Reimbursement	Occupational Health		Legal Documents		
				Talent Luxottica		Risk Management		
				Travel & Reimbursement				

URGENT SITUATIONS

Emergency Response Line	Department	Contact Information/ Resource	Examples of When to Call
Environmental, Compliance and Hazardous Waste (EPA)	Emergency Response Line	 1-866-LUX-HELP (589-4357)	For emergencies related to: <ul style="list-style-type: none">• Work related patient hospitalization• Maintenance• Systems Support• Telecomm & Store Operations• Asset Protection (Burglaries)• Hazard materials pick ups
Fire Department Compliance	Environmental, Compliance and Hazardous Waste (EPA)	 Melissa Olberding RetailSafety@luxotticaretail.com	Questions about: <ul style="list-style-type: none">• EPA inspections• Permit issues (fire inspections and waste generation)• Chemical safety (proper disposal of lab chemicals/waste)
Safety and Health (OSHA)	Fire Department Compliance	 Melissa Olberding RetailSafety@luxotticaretail.com	Questions about: <ul style="list-style-type: none">• Permitting Issues• Fire Marshal Inspections• Fire Department Invoices• Certificates of Compliance Note: Fire agencies do not issue permits for LensCrafters only fire alarm systems
	Safety and Health (OSHA)	 RetailSafety@luxotticaretail.com	Questions about: <ul style="list-style-type: none">• Employee work related injuries• OSHA inspections• Work place Safety and Health

ACCOUNTING

Accounts Payable	Department	Contact Information/ Resource	Examples of When to Call
BBVA Master Card	Accounts Payable	 invoices_payables@teamvisionteam.com	Invoices sent to practice
Sales Audit	Practice Credit Card	 Luxinvoiceinquiry@luxotticaretail.com	Questions regarding invoices
Treasury	Practice Credit Card	 Corporate Services: Corporate_Services@luxotticaretail.com	Assistance with: <ul style="list-style-type: none"> • Lost/stolen card • Mutilated Card • Balance inquiries • Itemized charges • New card after expiration date • General questions/concerns
		 CSC Credit Card Administrator: 1-513-765-4381	Unresolved issues
		Ordering Reference Guide: <i>Access the guide from the Ops Manual</i>	Reference to understand all of the tools you should utilize to order items for your practice
	Sales Audit	 Salesaudit2@luxotticaretail.com  1-513-765-2525 Option 1: Credit Card Chargebacks Option 2: Cash, Checks, Credit & Gift Cards Option 3: CSC Home Office Refund	Questions on missing deposits and customer chargebacks
	Treasury	 Confirmation@luxotticaretail.com	Request deposit confirmation
	Treasury	 Treasury@luxotticaretail.com	Questions about: <ul style="list-style-type: none"> • Deposit slips • Armored Car • Cash Migration • Deposit Stamp

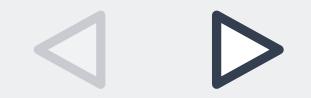
CUSTOMER TENDERING

Bounced Check - Customer (NSF)	Department	Contact Information/ Resource	Examples of When to Call
	Bounced Check - Customer (NSF)	 1-800-237-4851	Customer returned check for non-sufficient funds (NSF) Note: Customer's phone number and check amount are required
	Home Office Checks	 homeofficecheck@luxotticaretail.com	Questions or issues with home office checks

Concierge Program	Department	Contact Information/ Resource	Examples of When to Call
Current Opportunities	Concierge Program	 EyeCareOps@luxotticaretail.com	Service to help new sublease doctors with one-time business critical tasks prior to day one
Doctors' Website			
OD Marketing			
OD Student Programs	Current Opportunities	 www.luxotticaeyecare.luxottica.com	<ul style="list-style-type: none"> • Employed opportunities • Sublease opportunities • Assistance with job postings for AOD • Connect with a recruiter
Optician Reimbursement	Doctors' Website	 www.luxotticaeyecare.luxottica.com	General Questions
The Appointment Book	OD Marketing	 TVOps@teamvisionteam.com	<ul style="list-style-type: none"> • OD Marketing Hub • Ratings & Reviews • Reputation.com • OD Local Pages • Google My Business
	OD Student Programs	 www.luxotticaeyecare.luxottica.com	<ul style="list-style-type: none"> • eyeFWD • Student events at industry meetings • OneSight Student Clinic • School Ambassador Program • Mentor MatchUP

Concierge Program	Department	Contact Information/ Resource	Examples of When to Call
Current Opportunities	Optician Reimbursement	 webte@luxotticaretail.com	New to Concur System: Include name, ID#, cost center, email address, approver name and currency (USD/CAD)
Doctors' Website			Info provided is for optician reimbursement setup
OD Marketing			
OD Student Programs			
Optician Reimbursement			
The Appointment Book		 https://www.concursolutions.com  Questions call: 1-513-765-3568	Create reimbursement report or check status of a reimbursement in Concur
	The Appointment Book	 theapptbook@luxotticaretail.com	Issues regarding TAB/PDDR

GENERAL DIRECTORY



Corporate Communications	Department	Contact Information/ Resource	Examples of When to Call
Luxottica Accessibility Hotline	Corporate Communications	<p>Robin Lawson  1-646-455-7703  rlawson1@us.luxottica.com</p>	<p>Media/Public Relations Inquiries: interviews, practice filming</p> <p>If approached by media, explain company policy to obtain Public Relations team approval</p>
Product (contact lenses)	Luxottica Accessibility Hotline	<p> 1-800-215-2020</p>	<p>Customer - translation and/or language interpreting services</p>
Product (frames and accessories)	Product (contact lenses)	<p> 1-833-467-4243</p>	<p>Luxottica Service Center</p> <ul style="list-style-type: none"> • Order product not available on CIAO! • Check on orders that have not been received • Questions regarding special orders
Product (lenses)	Product (frames and accessories)	<p> Luxottica NAASC – Recall Department 101 Greenwood Industrial Pkwy Suite 395 McDonough, GA 30253</p>	Address for recalls
System Support		<p> TVOps@teamvisionteam.com</p>	<p>Questions about:</p> <ul style="list-style-type: none"> • Inventory levels (frames and accessories) • After validation of correct inventory in MIM • Missing replenishment shipments (post 10 days from ship date) • Provide the Ship Date, Shipment Number, Shipment Note, Purch. Doc and Ship Qty indicated in MIM • Recall information • Incorrect SKU tag information • Manufacturing quality issue with a frame
Travel & Expense Reimbursement		<p> Luxottica NAASC – Retail Eyewear Returns 101 Greenwood Industrial Pkwy Suite 395 McDonough, GA 30253</p>	Address for recalls

Corporate Communications

Luxottica Accessibility Hotline

Product (contact lenses)

Product (frames and accessories)

Product (lenses)

System Support

Travel & Expense Reimbursement

Department
Product (lenses)
Contact Information/ Resource

 ROM: Bob Banfield 360-547-3311
RBanfiel@luxotticaretail.com

 SROM: Jason Barthel 201-360-7321
JBarthel@luxotticaretail.com

 SROM: William Burrell 801-854-8806
WBurrell@luxotticaretail.com

 ROM: Melanie Dunford 704-292-0021
MDunford@luxotticaretail.com

 ROM: Brandon Koshell 916-937-3932
BKoshell@luxotticaretail.com

 ROM: Heather Robinson 714-715-0507
HRobinso@luxotticaretail.com

 SROM: Jeanne Sutton 636-233-1491
JSutton@luxotticaretail.com

 ROM: Benef (Vincent) Young 516-522-1021
BYoung2@luxotticaretail.com
ROM/Director of Operations
 retail@essilorusa.com
 1-800-843-3937 (1-800-THE EYES)

Examples of When to Call

Questions about:

- Lens quality concerns
- Technical lens questions
- Model stock levels
- Replenishments have not been generated (Escalations only, see below first)

Questions about:

- Inventory increase escalations (see above first)
- Requesting an addition of a style/sku to your inventory to your assortment (breadth)

Questions about: Lens Replenishments have been Generated but are MISSING or NOT RECEIVED. Include a description of the issue along with the Ship Date, Shipment Number, Purchase Doc, and Shipped Quantity (all from MIM).

Copy your ROM and Director of Operations on the email inquiry.

Department	Contact Information/ Resource	Examples of When to Call
System Support	 1-833-467-4243	Assistance with: <ul style="list-style-type: none"> • Ciao! tendering application and customer order issues • Telephones • Network services • Discount codes • LPA make/route issues • Hardware such as printers, credit card terminals, and scanners • Ciao! toolkit applications such as MIM, practice and manager email • Associate is unable to log into KRONOS Timekeeper • Leonardo: associate is unable to complete a course, course credit is missing, or unable to login • Replacement Tablets (broken/damage/lost/stolen)
Travel & Expense Reimbursement	 www.concursolutions.com User Name: IUXID@luxottica.com  or 1-800-833-1706	Set up, change or cancel travel accommodations, including hotel, airline, train and car rentals
	 webte@luxotticaretail.com  or 1-513-765-3568	Status of reimbursement check, password resets or change of approver

Benefits (page 1 of 2)

Compensation

Compliance

Employee Relations

Employment

My Personal Desk/Payroll

Occupational Health

Talent Luxottica

Travel & Reimbursement

Department

Benefits (1 of 2)

Contact Information/ Resource

Examples of When to Call

Alight:

 1-866-431-8484

 www.benefits.luxottica.com

- U.S. Health Benefit
- Tuition Reimbursement
- HSA Enrollment or Contribution change
- COBRA Benefits

Alight:

 compeyewear@alight.com

Regional Manager or Equivalent to send email

- Annual Eyewear Certificate replacement
- If certificate is not received by the 15th of the anniversary month, reach out to RM or Ops for follow up with Alight.

SEB:

 1-866-431-8484 option 2, 3, 1

Benefit Hub:

 1-866-664-4621

 customercare@benefithub.com
 www.benefits.luxottica.com

- Canada Health Benefits Support

- Part-time Benefits
- Voluntary benefit Exclusive discounts

Sedgwick:

 1-866-431-8484 option 1, 2, 1

 My Personal Desk

- Leave of Absence
- Short Term Disability

Anthem:

 1-866-251-1701

 www.anthem.com

- Medical & Prescription info.

Aetna:

 1-877-238-6200

 www.aetna.com

- Dental Support

Fidelity:

 1-800-742-4015

 www.401k.com

- 401(k) &
- HSA Balance & Distribution

Benefits (page 2 of 2)

Department

Contact Information/ Resource

Examples of When to Call

Compensation

Benefits (2 of 2)

 benefitsdept@luxotticaretail.com

- Adoption Assistance
- Friends of Luxottica Certificates
- Guardian Angel Fund
- Status Audit (U.S.)

Compliance

Employee Relations

Employment

My Personal Desk/Payroll

Occupational Health

Talent Luxottica

Travel & Reimbursement

Patricia Cahall

 1-513-765-6324

 PCahall@luxotticaretail.com

Georgia York

 1-513-765-3551

 Gyork@luxotticaretail.com

Additional Resources:

 Employee Assistance Program (EAP) U.S.:
1-800-865-1044

 Employee Assistance Program (EAP) Canada:
1-877-847-4525

 Former Employee support:
www.formeremployee-luxottica.com
 preboarding@luxotticaretail.com

Anthem EAP:

 anthemEAP.com
(enter "Luxottica" to log in)

 EyeMed: 1-844-345-0578

 eyemedvisioncare.com

- Immigration

- Relocation Services

- Employee Assistance
- Former Employee Assistance

- Background checks
- New hire paperwork
- I-9 questions

Employee Assistance Program (EAP): To see licensed counselor; legal and financial assistance; search for child and elder care providers

Vision benefits

Benefits	Department	Contact Information/ Resource	Examples of When to Call
Compensation	Compensation	 Compensation@luxotticaretail.com	Bonus Inquiries
Compliance	Compliance	 1-888-88SEEIT  www.luxotticaspeakup.com	Company Business Abuse and Compliance Hotline Report Compliance Violations
Employee Relations	Employee Relations	HR Solutions: <i>My Personal Desk > HR Solutions</i>	Self-service portal for COVID-19 information, the Employee Guide, detailed human resource policies and procedures, job aids, templates, samples and a link to Employee Relations e-Service
Employment	Employee Relations	Employee Relations e-Service: <i>My Personal Desk > HR Solutions</i>	Portal for Employee Relations support, reporting Open Door concerns, or policy violations. Available 24/7/365
My Personal Desk/Payroll	Employment	 Employee Relations Emergency Number 1-513-765-6871 Leave a message detailing nature of emergency and Employee Relations Manager will call you back	Reasonable Suspicion (noticeable changes in behavior, appearance, odors, and/or speech that suggest an employee may be under the influence of drugs or alcohol in workplace) Workplace Violence
Occupational Health	Employment	 Canada: HR Service Center: 1-866-431-8484 or email your HRBP  US: Work Number: 1-800-367-5690 (Company Code 11567)  www.theworknumber.com	Employment and income verifications
Talent Luxottica			
Travel & Reimbursement			

Department	Contact Information/ Resource	Examples of When to Call
My Personal Desk/Payroll	<p>Luxottica Human Resources Service Center:</p> <p> https://mypersonaldeskna.luxottica.com/</p> <p>or</p> <p> https://hrc.luxnacc.com/</p>	<ul style="list-style-type: none"> • PTO • Diversity Day • Other Time Off Balances • Negotiated PTO/Vacation Balance • Final Paycheck • Term In Error • Date Of Hire Change • Status Audit • Issues Logging Into My Pay • Payroll and Payslip Question • KRONOS • Manager Unable To Make Changes • Direct Report • Position Creation • Canadian Employee Verification • Tax and W2/T4 Inquiries • Paycheck Accrual • Missing Paycheck Stop Payment • Direct Deposit Reject • Luxottica University
	<p>Help Desk (HDA Request):</p> <p> https://helpdesk.luxottica.com/CustomerPortal/</p>	<ul style="list-style-type: none"> • Create org unit • Create job codes • Mass org unit/job code/supervisor changes • Special payments • Deductions • Taxes

Benefits	Department	Contact Information/ Resource	Examples of When to Call
Compensation	Occupational Health	Shemeeka Burnett:  SDavison@luxotticaretail.com  OccupationalHealth@luxotticaretail.com	Employee injuries
Compliance			
Employee Relations	Talent Luxottica	Recruiting/hiring:  TalentLuxottica@luxotticaretail.com  1-877-589-8253 (us)  1-513-765-2256 (Canada, Puerto Rico, US Virgin Islands)	Recruiting/hiring questions (See "Preboarding" above for I-9, Background Check, and New Hire Paperwork)
Employment			
My Personal Desk/Payroll			
Occupational Health	Travel & Reimbursement	 https://www.concursolutions.com  WebTE@luxotticaretail.com	Concur Travel & Expense Reimbursement Include employee name/Luxottica ID and New approver name/Luxottica ID
Talent Luxottica			
Travel & Reimbursement			

INSURANCE

EyeMed	Department	Contact Information/ Resource	Examples of When to Call
Medicare	EyeMed	Managed Care Call Center  1-800-521-3605	Questions on customer's benefits or for authorization release
Vision Care	Medicare	 Medicare@luxotticaRetail.com  Medicare_ManualClaims@luxotticaretail.com or Fax: 513-492-4283	General questions Submit manual Medicare claims
	Vision Care	Assignment Service Center  1-877-313-1752	Questions on third party insurance billings should reference Vision Care Portal

Business Licenses	Department	Contact Information/ Resource	Examples of When to Call
Certificates of Insurance	Business Licenses	 PM: Contact 1-513-765-6002  Debbie Ackerman dackerma@luxotticaretail.com	Business license requirements or renewals
Patient Incidents	Certificates of Insurance	 Jacob Pevehouse  1-513-765-6918  JPevehouse@luxotticaretail.com	Renewal requests, proof of insurance or questions
Patient Subpoenas and Medical Record Request	Patient Incidents	 Emma Paxton  1-513-765-3468  EPaxton@luxotticaretail.com	<ul style="list-style-type: none"> • Patient injury in store • Questions from police about an incident
HIPAA or PIPEDA (Privacy Office)	Practices: Contact Operations	Ops: Emma Paxton  EPaxton@luxotticaretail.com	Patient returns through corporate insurance, only for frames over \$500
Lease Administration	Patient Subpoenas and Medical Record Request	 1-513-765-6326  Amy Shirley ALumpkin@luxotticaretail.com Fax request/subpoena to: 1-513-492-6326	Questions about: <ul style="list-style-type: none"> • Subpoenas • Requests for patient's medical records including but not limited to: <ul style="list-style-type: none"> - Requests from attorneys - Government agencies - Housing authorities
Legal Documents			
Risk Management			

Please inform Operations of all legal issues/calls.

Business Licenses	Department	Contact Information/ Resource	Examples of When to Call
Certificates of Insurance	HIPAA or PIPEDA (Privacy Office)	 1-513-765-4321  privacyoffice@luxotticaretail.com	Privacy complaints
Patient Incidents	Lease Administration	<p>Practices: Contact Operations</p>  Ops: landlordservices@luxotticaretail.com	Questions about: • A lease • Parking violations • Trash violations • Opening/closing violations • Other related violations
Patient Subpoenas and Medical Record Request	Legal Documents	 Law Clerk Office: 1-513-765-3283 Emma Paxton  1-513-765-3468  EPaxton@luxotticaretail.com	Subpoena receipt or document requests regarding employees
HIPAA or PIPEDA (Privacy Office)	Risk Management	Michael Alexander or Jeff Wolf  MAlexander2@luxotticaretail.com or JWolf@luxotticaretail.com	Questions about: • Property damage • Insurance claims pertaining to property damages
Lease Administration			
Legal Documents			
Risk Management			
<i>Please inform Operations of all legal issues/calls.</i>			

OUR PEOPLE/ENGAGEMENT

Credit Union: Members Trust
Federal Credit Union

Department

Contact Information/ Resource

Examples of When to Call

OneSight

Credit Union: Members
Trust Federal Credit Union

 1-513-765-6075

Enroll in holiday or vacation savings club get
rates on car loans, or set up savings account

OneSight

 1-888-935-4589

For additional information about OneSight visit
www.onesight.org

MAINTENANCE

Diagnostics: Lab Equipment	Department	Contact Information/ Resource	Examples of When to Call
Light Bulbs: Regency Lighting	Diagnostics: Lab Equipment	 Luxottica Service Center 1-833-467-4243 Option 4  Part inquiries and general requests Diagnostics_Center@LuxotticaRetail.com	Lab equipment issues, lab part orders, Central Purchasing (CP) numbers, troubleshoot lab equipment
Maintenance	Light Bulbs: Regency Lighting	 1-888-405-6418	Replacement bulbs for track and can lights, or lensometers
Vacuum Reorder	Maintenance	 Place all request via Maintenance Portal: <i>Ciao! Optical Toolkit > Maintenance Portal</i>  For emergencies, please call 1-513-765-3500	Repairs including OD equipment, carpet cleaning, plumbing or electrical Recover insurance claims due to damage from an act of nature or landlord related issue Emergencies are classified as anything that affects the safety and security of the practice, including but not limited to: The entry or security of the practice, flooding inside/outside of building, HVAC (extreme in store temperatures), utilities and severe weather damage. Break-ins or burglary damage should first be reported to 1-866-LUX-HELP, option 6
	Vacuum Reorder	Maintenance Portal	Broken vacuum should be ordered in Maintenance Portal Follow this Maintenance path: <ul style="list-style-type: none"> • Area: retail/sales area • Problem type: vacuum • Asset: vacuum • Problem: Repair/Replace