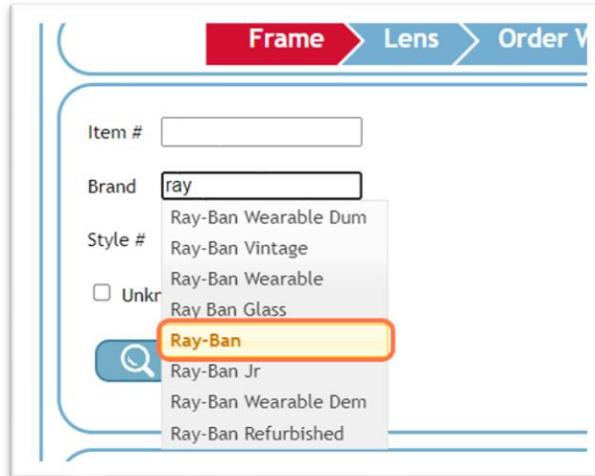
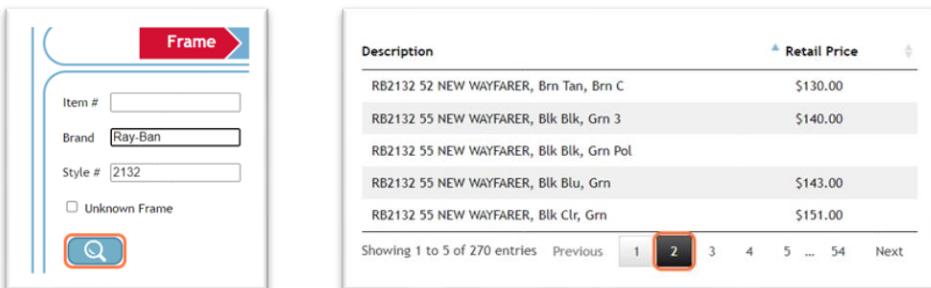


# CIAO! FRAME SPECIAL ORDER

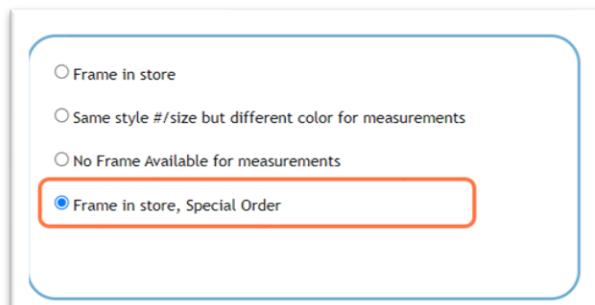
- ❑ To Begin The Special-Order Process, Type The SKU In The Frame Section Of The Patient's Order
- ❑ Or Begin A Loose Search Of The Brand And Once The Brand Pops Up On The Pull-Down Bar, Select It (I.E. Ray-Ban, Type "Ray")



- ❑ Then Enter The Model Number In The Style # Section And Click The Lookingglass
- ❑ If The Frame Is In Our TeamVision Assortment, It Will Pop Up On The Top Right Side Of The Screen

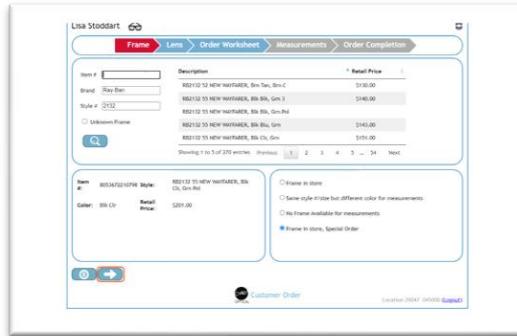


- ❑ From The Color, Size, & Lens Descriptions Of The Frames Listed, Highlight/Select The Frame You'd Like To Check Availability On
- ❑ On The Bottom Right Side Of The Screen, Select The Radio Button For **Frame Not In Store, Special Order**

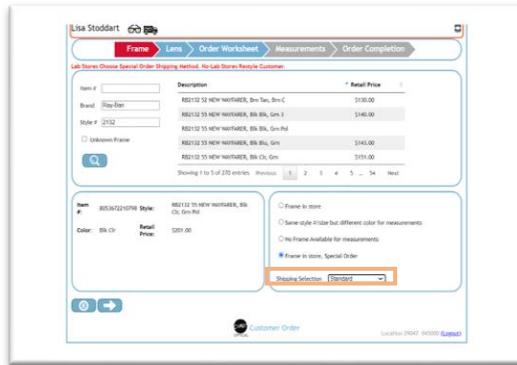


# CIAO! FRAME SPECIAL ORDER

- Once The Screen Is Filled Out In Its Entirety, Select The Over Arrow



- If The Frame Is Available, It Will Prompt You To Select A **Shipping Method** Below The Special-order Frame Radio Button, And A **Moving Truck** Will Appear To The Right Of The Patient's Name And Complete Pair Logo



- If The Frame Is Not Available, It Will Notify You And You Will Have To Have The Patient Select An Alternate Model



- If Special Order Processed Correctly, Printed On The Tray Ticket Will Be A Moving Truck

**Note: We Do Not Have Access To ALL EssilorLuxottica Frames.** Best Practice Is To Sell What You Have In The Office!!

## Special Order Frames Are Only Available Under These Circumstances:

- The Model You Are Searching Is Part Of The Pre-determined TeamVision Assortment
- It Is In Stock And Available At The DC