

TRAINING CHECKLIST

CIAO! OPTICAL; FRAME & ACCESSORY

FRAME ONLY:

- Look Up A Frame SKU
- Attach Provider
- Add EPP

ACCESSORY / WELLNESS PRODUCTS / CO-MANAGEMENT:

- Look Up SKU
- Attach Provider

TENDER:

- Review Xstore And Navigate To/From Ciao Active Orders
- Add Discounts:
 - Service Recon
 - Manager Discretion
 - Complimentary Cleaner
 - 15% Off Lenses (Complete Pair)
 - 2 Pairs Of Maui Jim Plano (25% And 50%)
 - Others
- Add Express Shipping To A Contact Lens Order
- Change Associate In Xstore
- Tender A Glasses Order (Cash Pay/Zero Out First And Return Same Day If Test Order)
 - Review What Prints Where And What Paperwork Is Expected To Print
 - Review That Cash Or Check (Or Zero) Will Not Print A Ciao Store Copy Receipt
 - Review To Print And Email Receipts For All Patients When Possible
- Review Information Need From Ciao & Staxx Credit Card Machine
 - Credit Card
 - HSA Or FSA
 - Check
 - Care Credit
- Other Items: