

CIAO! OPTICAL

Frame Special Order

This resource will help guide you in the correct process for when you need to special order a frame within Ciao! Optical. It is important to follow all steps to ensure proper replenishment, on-hands, and reduce any negative impact to your inventory.

It is always a best practice to sell what you have in office vs. special ordering frames. Once available for your location, you will be able to use **Smart Shopper** to expand your assortment!

There are four different prompts when ordering frames in Ciao! Optical. Which one you select will impact your inventory and it's important to know the difference and select the correct option to avoid duplicate frames flowing to your location.

☒ Frame in store
☐ Same style #/size but different color for measurements
☐ No Frame Available for measurements
☐ Frame in store, Special Order

- You will use Frame in Store 99% of the time but will need to check the Ciao! Order Completion screen to ensure availability at the DC (Central Lab) – you will see this in the lab processing type as Central Lab provides Frame.

Special Processing Type

This order requires Outside Processing and has been set to Central Lab provides Frame.

- Do NOT use “Unknown Frame” for any complete pair order.

Item #
 Brand
 Style #
☐ Unknown Frame

Frame in Store Used most often	Same Style #/size but different color for measurements OR No frame available for measurements	Frame in Store, Special Order
<ul style="list-style-type: none"> The UPC for the frame you want to order must be entered at Frame Selection in Ciao! (Ciao! will notify you if the frame is unavailable) If UPC is accepted on Frame Selection screen, on Order Completion screen, confirm you have “Central Lab Provides Frame” listed Must be transmitted to RxO 	<ul style="list-style-type: none"> Limited use Must enter the UPC for the frame Used to call out that you are using a different frame for EyeRuler 2 or the frame is not in office Frame will NOT be ordered unless Central Lab provides Frame is on the Order Completion Screen 	<ul style="list-style-type: none"> Typically used for frame only orders For complete pairs, select Frame in Store and confirm Central Lab Provides Frame on the Order Completion Screen

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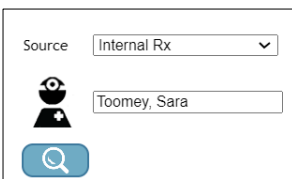
Frame Special Order

There are 3 different processes based on insurance type, complete pair, or frame only:

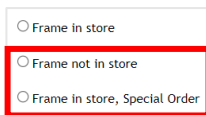
1 EyeMed, Cash Pay, & any orders through RxO

- Ciao! Optical will verify frame availability at **Frame Selection** and again on the **Order Completion Screen**.
- On the **Order Completion Screen**, you must receive the following confirmation:
“*Special Processing Type*–This order requires Outside Processing and has been set to Central Lab provides Frame”
- If on the **Order Completion Screen**, it states “**Store sends frame**” you must have the frame in office to send or attempt to order through **Smart Shopper**
- For a complete pair, the frame special order is triggered by transmitting to RxO

2 Insurance Lab – When using an Insurance Required lab, you will need to split your order (frame only & lenses only) to generate your frame special order. Transmission to RxO is what triggers the special order frame.



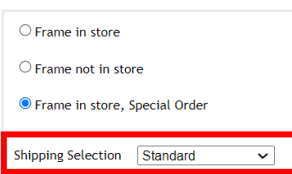
1. Place a Frame only transaction:
 - Enter **Insurance** in Ciao! Optical.
 - In Ciao! Optical, on the **Frame Selection** screen, enter the **UPC** of the frame you want to order and **Attach the Provider**.



If the moving truck does not print on the Tray Ticket, your frame order has NOT been placed

2. There are three different prompts when ordering frames. Note, only the bottom two options will place a frame special order.

- **Frame not in store** – Use this option if you do not have the frame in office. (i.e., patient wants to re-order same frame, patient saw a frame online).
 - Enter the UPC– you will know the frame is available as you will be prompted to select **Shipping Method** & a **Moving Truck** will appear by the name.
- **Frame in store, Special Order** – Use this option if you have the frame in office but the patient is requesting a new one.
 - Enter the UPC– you will know the frame is available as you will be prompted to select **Shipping Method** & a **Moving Truck** will appear by the name.



3. Once the frame in office, acknowledge the frame in **Order Tracker > Product to Come** :

- The frame will arrive as a single unit (i.e., not in shipment or with RxO orders).
- RxO Escalations can not check the status of a frame special order.

4. Place your Lens order in Ciao! Optical and send the frame with your packing slip to your approved Insurance required lab.

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Frame Special Order

3

Frame Only – This process would be used when a patient would like to purchase a frame only (sun or ophthalmic) and is not using insurance.

Source: Internal Rx

Toomey, Sara

☐ Frame in store

☐ Frame not in store

☐ Frame in store, Special Order



If the moving truck does not print on the Tray Ticket, your frame order has NOT been placed

☐ Frame in store

☐ Frame not in store

☒ Frame in store, Special Order

Shipping Selection: Standard

1. In Ciao! Optical, on the Frame Selection screen, enter the **UPC** you'd like to order and **Attach the Provider**. Note this is the same process for ophthalmic frames & plano sunglasses.

2. There are three different prompts when ordering frames. Note, only the bottom two options will place a frame special order.

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 - Enter the UPC– you will know the frame is available as you will be prompted to select **Shipping Method** & a **Moving Truck** will appear by the name
- **Frame in store, Special Order** – Use this option if you have the frame in office but the patient is requesting a new one.
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3. Once the frame in office, acknowledge the frame in **Order Tracker > Product to Come**

- The frame will arrive as a single unit (i.e., not in shipment or with RxO orders)
- RxO Escalations can not check the status of a frame special order

RESULTS 157										
SEARCH BY CUSTOMER, ORDER NO., TRANSACTION NO., OR ORDER ID										
No.	Customer Name	Sales Order No.	Transaction No.	Order Date	Promised Date	New Promised Date	Status	Days Out	Sales Associate	Type
151	Salinas, Antonio	10236336229006	7002868	12/16/2023	Express		Shipped	47	Salcido, A	PTC - Frames
152	Okamoto, Allan	10238263129006	7002901	12/21/2023	Express		Shipped	42	Salcido, A	PTC - Frames
153	Barragan, Jose	10242096129006	3006423	12/30/2023	1/9/2024 5:00 PM		Shipped	33	Salcido, A	PTC - Frames
154	Lee, Fanny	10242264029006	4002151	12/30/2023	1/9/2024 5:00 PM					
155	Rojas, Jose	10253037029006	4002187	1/25/2024	Express					
156	Martinez, Anthony	10246294229006	10003092	1/8/2024	Express					
157	DeVera, Leila	10231979829006	2003275	12/16/2023	12/16/2023 5:00 PM					

CUSTOMER DETAILS		PRODUCT TO COME DETAILS	
First Name	Jose	Sales Order No.	10253037029006
Last Name	Rojas	Transaction No.	4002187
Phone No. (Home)	626-664-6638	Order Date/Time	soAssociate
Phone No. (Mobile)	626-664-6638	Qty	1
Phone No. (Business)		Source	Ciao
Email Address	Josemrojasjr@yahoo.com	Status	Shipped
Preferred Method of Contact	Home Phone	# of Days Out	7
		Type	PTC - Frames
		Description	8056597920575 - VE3342, BLK SHN, 57/17/150
		Promised Date	Express
		Ship To	Store
		S.O. Placed By	Salcido, A
		Sales Associate	
		Tray Number	

PRODUCT RECEIVED