

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

Kym Willey
502-645-6341
kwilley@luxotticaretail.com

 Business Abuse Hotline: 1-888-887-3348 (Anonymous)

URGENT

- Emergency Response Line
- Environmental, Compliance and Hazardous Waste (EPA)
- Fire Department Compliance
- Safety and Health (OSHA)

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			
Environmental, Compliance and Hazardous Waste (EPA)			
Fire Department Compliance			
Safety and Health (OSHA)			
Department		Contact Information/ Resource	Examples of When to Call
Emergency Response Line		 1-866-LUX-HELP (589-4357)	For emergencies related to: • Work related patient hospitalization • Maintenance • Systems Support • Telecomm & Store Operations • Asset Protection (Burglaries) • Hazard materials pick ups
 If you will not be on the premises, please provide the Emergency Response Line a valid phone number where you can be reached and request it's updated on the ticket			
Environmental, Compliance and Hazardous Waste (EPA)		 Melissa Olberding RetailSafety@luxotticaretail.com	Questions about: • EPA inspections • Permit issues (fire inspections and waste generation) • Chemical safety (proper disposal of lab chemicals/waste)
Fire Department Compliance		 Melissa Olberding RetailSafety@luxotticaretail.com	Questions about: • 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: • Employee work related injuries • OSHA inspections • Work place Safety and Health

ACCOUNTING

Accounts Payable

BBVA Master Card

Sales Audit

Treasury

Department	Contact Information/ Resource	Examples of When to Call
Accounts Payable	 invoices_payables@teamvisionteam.com	Invoices sent to practice
	 Luxinvoiceinquiry@luxotticaretail.com	Questions regarding invoices
Practice Credit Card	 Corporate Services: Corporate_Services@luxotticaretail.com	Assistance with: • 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
	 Confirmation@luxotticaretail.com	Request deposit confirmation
Treasury	 Treasury@luxotticaretail.com	Questions about: • Deposit slips • Armored Car • Cash Migration • Deposit Stamp

CUSTOMER TENDERING

- Bounced Check – Customer (NSF)
- Home Office Checks

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
STAX Premier	 premiersupport@staxpayments.com  (888) 275 9335	

EYE CARE			
Concierge Program	Department	Contact Information/ Resource	Examples of When to Call
	Concierge Program	 EyeCareOps@luxotticaretail.com	Service to help new sublease doctors with one-time business critical tasks prior to day one
	Current Opportunities	 www.luxotticaeyecare.luxottica.com	• Employed opportunities • Sublease opportunities • Assistance with job postings for AOD • Connect with a recruiter
	Doctors' Website	 www.luxotticaeyecare.luxottica.com	General Questions
	OD Marketing	 TVOps@teamvisionteam.com	• OD Marketing Hub • Ratings & Reviews • Reputation.com • OD Local Pages • Google My Business
	OD Student Programs	 www.luxotticaeyecare.luxottica.com	• eyeFWD • Student events at industry meetings • OneSight Student Clinic • School Ambassador Program • Mentor MatchUP

Optician Reimbursement

The Appointment Book

EYE CARE

Concierge Program

Current Opportunities

Doctors' Website

OD Marketing

OD Student Programs

Optician Reimbursement

The Appointment Book

Department

Contact Information/ Resource

Examples of When to Call

Optician Reimbursement

 webte@luxotticaretail.com

New to Concur System: Include name, ID#, cost center, email address, approver name and currency (USD/CAD)
Info provided is for optician reimbursement setup

 <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	Robin Lawson  1-646-455-7703  rlawson1@us.luxottica.com	Media/Public Relations Inquiries: interviews, practice filming If approached by media, explain company policy to obtain Public Relations team approval
Product (contact lenses)	Luxottica Accessibility Hotline	 1-800-215-2020	Customer – translation and/or language interpreting services
Product (frames and accessories)	Product (contact lenses)	 1-833-467-4243	Luxottica Service Center • Order product not available on CIAO! • Check on orders that have not been received • Questions regarding special orders
Product (lenses)	Product (frames and accessories)	 Luxottica NAASC – Recall Department 101 Greenwood Industrial Pkwy Suite 395 McDonough, GA 30253	Address for recalls
System Support		 TVOps@teamvisionteam.com	Questions about: • 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		 Luxottica NAASC – Retail Eyewear Returns 101 Greenwood Industrial Pkwy Suite 395 McDonough, GA 30253	Address for recalls

Department	Contact Information/ Resource	Examples of When to Call
Product (lenses)	ROM: Bob Banfield 360-547-3311 RBanfiel@luxotticaretail.com	Questions about: • Lens quality concerns • Technical lens questions • Model stock levels • Replenishments have not been generated (Escalations only, see below first)
	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		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.
 1-800-843-3937 (1-800-THE EYES)		

GENERAL DIRECTORY	◀ ▶		
Corporate Communications Luxottica Accessibility Hotline Product (contact lenses) Product (frames and accessories) Product (lenses) System Support Travel & Expense Reimbursement	Department	Contact Information/ Resource	Examples of When to Call
	System Support	📞 1-833-467-4243	Assistance with: • 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

HUMAN RESOURCES			
Benefits (page 1 of 2)	Department	Contact Information/ Resource	Examples of When to Call
Compensation	Benefits (1 of 2)	Alight:  1-866-431-8484  www.benefits.luxottica.com	• U.S. Health Benefit • Tuition Reimbursement • HSA Enrollment or Contribution change • COBRA Benefits
Compliance		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.
Employee Relations		SEB:  1-866-431-8484 option 2, 3, 1	• Canada Health Benefits Support
Employment		Benefit Hub:  1-866-664-4621  customercare@benefithub.com  www.benefits.luxottica.com	• Part-time Benefits • Voluntary benefit Exclusive discounts
My Personal Desk/Payroll		Sedgwick:  1-866-431-8484 option 1, 2, 1  My Personal Desk	• Leave of Absence • Short Term Disability
Occupational Health		Anthem:  1-866-251-1701  www.anthem.com	• Medical & Prescription info.
Talent Luxottica		Aetna:  1-877-238-6200  www.aetna.com	• Dental Support
Travel & Reimbursement		Fidelity:  1-800-742-4015  www.401k.com	• 401(k) & • HSA Balance & Distribution

HUMAN RESOURCES			
Benefits (page 2 of 2)	Department	Contact Information/ Resource	Examples of When to Call
Compensation Compliance Employee Relations Employment My Personal Desk/Payroll Occupational Health Talent Luxottica Travel & Reimbursement	Benefits (2 of 2)	 benefitsdept@luxotticaretail.com	• Adoption Assistance • Friends of Luxottica Certificates • Guardian Angel Fund • Status Audit (U.S.)
		Patricia Cahall  1-513-765-6324  PCahall@luxotticaretail.com	• Immigration
		Georgia York  1-513-765-3551  Gyork@luxotticaretail.com	• Relocation Services
		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	• Employee Assistance • Former Employee Assistance
		 preboarding@luxotticaretail.com	• Background checks • New hire paperwork • I-9 questions
		Anthem EAP:  anthemEAP.com (enter “Luxottica” to log in)	Employee Assistance Program (EAP): To see licensed counselor; legal and financial assistance; search for child and elder care providers
		 EyeMed: 1-844-345-0578  eyemedvisioncare.com	Vision benefits

HUMAN RESOURCES	◀ ▶		
Benefits	Department	Contact Information/ Resource	Examples of When to Call
Compensation			
Compliance			
Employee Relations			
Employment	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
My Personal Desk/Payroll		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
Occupational Health		 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
Talent Luxottica	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
Travel & Reimbursement			

HUMAN RESOURCES			
	Department	Contact Information/ Resource	Examples of When to Call
Benefits	My Personal Desk/Payroll	Luxottica Human Resources Service Center:  https://mypersonaldeskna.luxottica.com/ or https://hrc.luxnacc.com/	• 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
Compensation			
Compliance			
Employee Relations			
Employment			
My Personal Desk/Payroll			
Occupational Health			
Talent Luxottica			
Travel & Reimbursement			
		Help Desk (HDA Request):  https://helpdesk.luxottica.com/CustomerPortal/	• Create org unit • Create job codes • Mass org unit/job code/supervisor changes • Special payments • Deductions • Taxes

HUMAN RESOURCES			
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	Travel & Reimbursement	 https://www.concursolutions.com  WebTE@luxotticaretail.com	Concur Travel & Expense Reimbursement Include employee name/Luxottica ID and New approver name/Luxottica ID
Occupational Health			
Talent Luxottica			
Travel & Reimbursement			

INSURANCE

- EyeMed
- Medicare
- Vision Care

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

LEGAL			
Business Licenses	Department	Contact Information/ Resource	Examples of When to Call
Certificates of Insurance	Business Licenses	PM: Contact 1-513-765-6002 licenses@luxotticaretail.com	Business license requirements or renewals
Patient Incidents	Certificates of Insurance	Deborah McKinnon Deborah.McKinnon@essilorusa.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	• Patient injury in store • Questions from police about an incident
HIPAA or PIPEDA (Privacy Office)			
Lease Administration			
Legal Documents			
Risk Management			
Please inform Operations of all legal issues/calls.		Practices: Contact Operations Ops: Emma Paxton	Patient returns through corporate insurance, only for frames over \$500
	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: • Subpoenas • Requests for patient’s medical records including but not limited to: – Requests from attorneys – Government agencies – Housing authorities

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

OUR PEOPLE/ENGAGEMENT

- Credit Union: Members Trust
Federal Credit Union
- OneSight

Department	Contact Information/ Resource	Examples of When to Call
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 Light Bulbs: Regency Lighting Maintenance Vacuum Reorder	Department	Contact Information/ Resource	Examples of When to Call
	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
	Light Bulbs: Regency Lighting	1-888-405-6418	Replacement bulbs for track and can lights, or lensometers
	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: • Area: retail/sales area • Problem type: vacuum • Asset: vacuum • Problem: Repair/Replace