

# WHO TO EMAIL

## Site Questions

You have many resources to leverage within your location to find answers to your questions, HR Solutions, Document Folder Tools & Guides, Who To Call Resource, etc.. You may find that you have additional questions or need support after leveraging these resources.

**It is important to know who to reach out to for support. Use the tools below to help direct these questions to the correct team. These are the 4 categories:**

### PEOPLE

Pay, Incentives, Hiring, Performance, Schedule, Benefits, Staffing



### OPERATIONS

Process, Order Entry, Supplies, Product, Policies, Training, Comms



### SYSTEMS

Ciao!, Eclips, iPads Passwords, Access, Device & IT Issues



### MAINTENANCE

OD Equipment Service, Cleaning, Paint & Repairs, Pest Control



**TVOps hosts weekly "Office Hours" Q&A sessions to support Operational questions including Ciao! Optical POS and Eclips EHR. Follow the processes below:**



For **People** questions and concerns connect with your Field Leader. If they are unable to assist, contact your HR Business Partner. Don't forget to leverage HR Solutions & HR Service Portal.

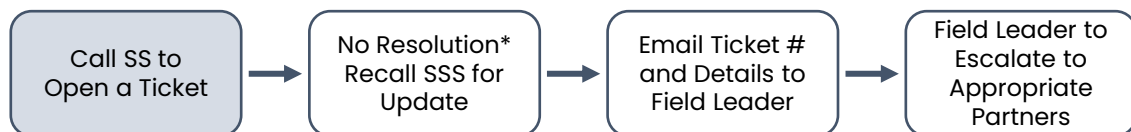


For **Operational** questions and concerns review your Toolkit Documents related as well as TVOps Communications. In the Who To Call resource you can email or call the EssilorLuxottica department specific to your concern.

If they are unable to assist, **partner with a peer or your site Practice Manager**. If a fellow PM cannot assist, partner with your Field Leader. The **Field Leader will email TVOps** as needed.



For **Systems** questions and concerns call Store Systems Support (SSS):



\*Urgent Issues (business down) resolution of 1-day and Standard Issues (business functional) 3-days



For **Maintenance** questions and concerns use the Maintenance Portal on Toolkit:



\*Urgent Issues call the Emergency Hotline

\*\* Within 7-days you should see progress or movement on your ticket and can request updates

\*\*\*After 2 additional days from requesting an update via Maintenance Portal notes for your ticket