

STORE MAINTENANCE PORTAL

EHS CATEGORY – SERVICE CHANNEL WORK ORDERS MANAGEMENT REQUESTS

INTRODUCTION:

This document provides instructions for opening a work order ticket request when there are Environmental, Health and Safety support needs.

EH&S work order requests may be requested due to the following:

- EHS self-inspection (Monthly/Quarterly Checklist Failure)
- External inspection (Regulatory Agency Citation / violation)
- Store accident/Incident
- Request universal or hazardous waste disposal
- Recycling assistance, including electronic equipment, lamps, batteries, aerosols, consumer cleaners, lab chemicals, etc.
- Request support for damaged RAYBAN STORIES returns

Note that these requests will be completed by selected vendors with whom convenient cost agreements have been made. Type of service may be pick up, mail-back, etc.

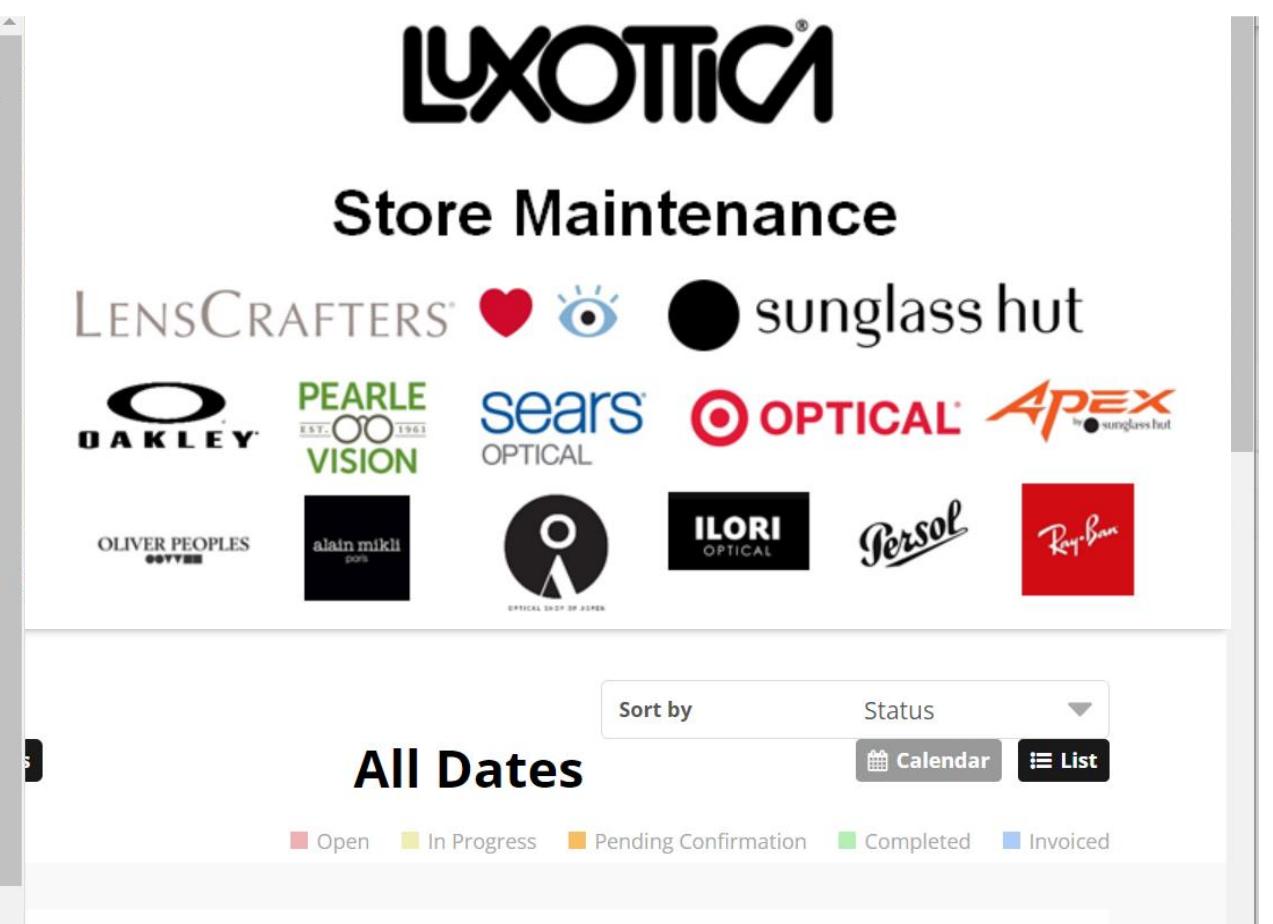
When EH&S work order requests are submitted, an email will be sent to RetailSafety@LuxotticaRetail.com

*Most of the management requests items can be entered into the Store Maintenance Portal, however, if there is an "Emergency situation", please contact the **Store Maintenance Hotline** at 513-765-3500.*

Step 1: Create New Work Order

Select “Create New Work Order” from the sidebar options on the ServiceChannel landing page

- Summary
- Create New Work Order**
- View Open Work Orders
- View All Work Orders
- Reviews Required
- Dashboard Tutorial
- Convert Issue List
- Edit Message of the Day
- Edit Dashboard Settings
- Mobile Access Code



LUXOTTICA

Store Maintenance

LENSCRAFTERS    

Sort by Status All Dates

Open In Progress Pending Confirmation Completed Invoiced

Step 2: Select Details from Drop-Down Options (Problem type step)

Note: **All** drop downs must be selected in order to proceed with Work Order creation.

After Store number, name and area selection:

1. Drop down on **Problem Type**
2. For **EHS origin reason issue** you must select one of the following type:

Door
Electrical
Fire and safety
Flooring
Lab equipment
Lighting
Plumbing
Recycling or Disposal
Store Fixtures/Frame Boards/Fitting Counters (Millwork)



Store Number
0001

Full Name / Title
Baumgarten, Rachel

Area
ENTIRE STORE

Problem Type
Recycling and Disposal

Equipment
Lab chemical disposal

Problem Code
EHS-Recycling box request or indications

Cancel **Next**

Step 2: Select Details from Drop-Down Options (Equipment step)

After Store number, name, area and Problem type selection:

1. Drop down on **Equipment**
2. **Only for an EHS origin reason issue,** select one of the following type:

Aerosol recycling
Battery recycling
Bulb recycling
Consumer Cleaners recycling
EHS – Field Inspection & Audit
EHS – regulatory inspection or violation
EHS Store Incidents Followup
Electronics recycling
Emergency light - EHS – Field Inspection & Audit
Emergency light - EHS – Regulatory Inspection or Violation
Emergency light - EHS Store incidents follow up
Exit sign - EHS – Field Inspection & Audit
Exit sign - EHS – Regulatory Inspection or Violation
Exit sign - EHS Store incidents follow up
Exterior (Glass) EHS – Field Inspection & Audit
Exterior (Glass) EHS – regulatory inspection or violation
Exterior (Glass) EHS Store incidents follow up
Exterior (not glass) EHS – Field Inspection & Audit
Exterior (not glass) EHS – regulatory inspection or violation
Exterior (not glass) EHS Store incidents follow up
Lab Chemical recycling
Lamp recycling
Other hazardous recycling
Ray Ban store recycling

Store Number
0001

Full Name / Title
Baumgarten, Rachel

Area
ENTIRE STORE

*** Please note that options types are differently available according previous "Problem Type" selection**

Problem Type
Recycling and Disposal

Equipment
Lab chemical disposal

Problem Code
EHS-Recycling box request or indications

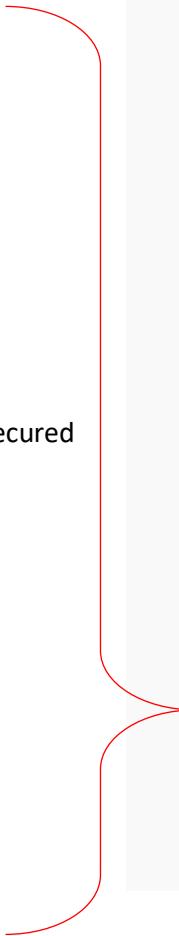
Cancel **Next**

Step 2: Select Details from Drop-Down Options (Problem code step)

After Store number, name, area, Problem type and Equipment selection:

1. Drop down on **Problem Code**
2. Select one of the following EHS origin Problem type:

Compressed gas cylinders not upright and / or not properly secured
Damaged
Damaged - urgent
EHS-Recycling box request or indications
Fire Extinguisher not inspected, not available or obstructed.
Not working



Store Number
0001

Full Name / Title
Baumgarten, Rachel

Area
ENTIRE STORE

Problem Type
Recycling and Disposal

Equipment
Lab chemical disposal

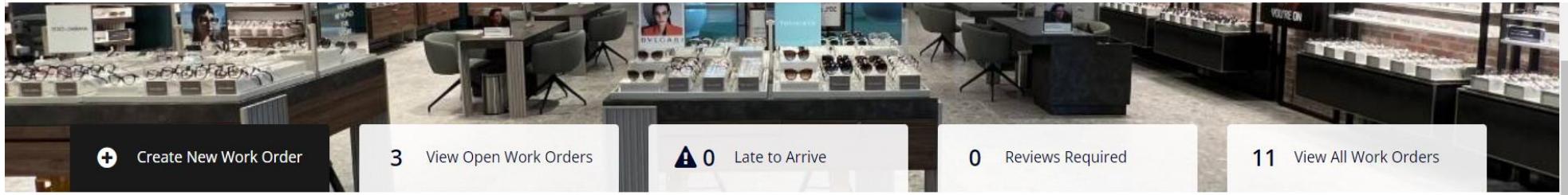
Problem Code
EHS-Recycling box request or indications

Cancel

Next

Step 3: Details

The more detail, the better! Complete this step by including all pertinent information in the text box.



New Work Order

Store #0001, 2130 MALL ROAD, SPC 2131 - FLORENCE KY 41042-1443

Troubleshooting tips:

Enter Complete Problem Description, Referencing Troubleshooting Scripts Above:

|

Previous

Cancel

Next

Step 4: Final Review

Review and confirm all details. If you wish to make any changes, you can go back to the previous steps and revise. **If no changes are needed, scroll down.**

New Work Order

Store #0001, 2130 MALL ROAD, SPC 2131 - FLORENCE KY 41042-1443

NOTE: You must click the "Submit Request" button to create this work order.

ADDITIONALLY, FOR THIS REQUEST YOU ARE REQUIRED TO UPLOAD AN ATTACHMENT, SUCH AS A DIGITAL PHOTO.

Full Name / Title Baumgarten, Rachel

Category EHS

Priority URGENT: SAME DAY

Area / Problem Type / Equipment

ENTIRE STORE / Recycling and Disposal / Lab chemical disposal

Problem Code EHS-Recycling box request or indications

Trade RECYCLING

Not-to-Exceed Amount 500.00

Estimated Sch. Date/Time 1/12/2023, 9:48 AM

Service Provider Retail Safety

RetailSafety@luxotticaretail.com

Step 4: Final Review (continued)

Scroll down to add attachments and additional details. Once all steps have been completed, select “Submit Request”.

Estimated Scr. Date/Time 1/12/2023, 9:48 AM

Service Provider Retail Safety

RetailSafety@luxotticaretail.com

Please describe the issue

If you are requesting a hazardous waste pickup, please include details in the comment box on what you have for pickup. For example, include a list of the chemical name, the amount of each chemical and the type container
Ex. 1.5 gallons lens cleaner in plastic jug

Add Attachments (photos, documents, etc) for upload or use Device Camera

Add Attachments

Previous **Cancel** **Submit Request**

