

WHO TO CALL

Urgent

Maintenance Emergency Hotline: (513) 765-3500

Emergency Response Line

Fire Department Compliance

Safety & Health (OSHA)

Asset Protection

Environmental, Compliance and Hazardous Waste (EPA)

IT- Store Systems Support: (833) 467-4243



START HERE: [Quick Reference Flow Chart](#)

OneLink

TVOps Email:
TVOps@teamvisionteam.com

Click [HERE](#) to access the Who to Email Document

Accounting

Eye Care

General Directory

Maintenance

Human Resources

Legal

Accounts Payable

Current Opportunities

Corporate Communications

Diagnostics: Lab Equipment

One EssilorLuxottica

HIPAA or PIPEDA (Privacy Office)

Site Credit Card (BofA)

Doctors' Website

Luxottica Accessibility Hotline

Maintenance

HR Service Center

Certificate of Insurance

Sales Audit

OD Marketing

Products (Contact Lenses)

Light Bulbs: Regency Lighting

My Personal Desk

Patient Subpoenas

Treasury

OD Student Programs

Product (Frames & Lenses)

Vacuum Reorder

Employee Relations

Medical Record Requests

Patient Tender

Optician Reimbursement

Travel & Expense Reimbursement

Insurance

Occupational Health

Legal Docs

Finix

E.H.R. Systems

Business Licenses

Medical Carriers

Travel & Reimbursement

Lease Admin

Home Office Checks (Refunds)

OneSight

Credit Union: Members Trust

Routine Carriers

Patient Incidents

Risk Management

Care Credit

Urgent Situations		
Department	Contact Information/Resource	Examples of When to Call
Emergency Response Line	<p>1-866-LUX-HELP (589-4357)</p>  <p>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</p>	<p>For emergencies related to:</p> <ul style="list-style-type: none"> • Work related patient hospitalization • Store maintenance • Store Systems Support • Telecomm & Store Operations • Asset Protection (Burglaries) • Hazard materials pick ups
Environmental, Compliance and Hazardous Waste (EPA)	<p>Melissa Olberding or Emily Abrams retailsafety@luxotticaretail.com</p>	<p>Questions about:</p> <ul style="list-style-type: none"> • EPA inspections • Permit issues (fire inspections and waste generation) • Chemical safety (proper disposal of lab chemicals/waste)
Fire Department Compliance	<p>Melissa Olberding or Emily Abrams retailsafety@luxotticaretail.com</p>	<p>Questions about:</p> <ul style="list-style-type: none"> • Permitting Issues • Fire Marshal Inspections • Fire Department Invoices • Certificates of Compliance
	<p>Andrea Hemphill ahemphil@luxotticaretail.com</p>	Questions about fire alarm systems
Maintenance Requests (Emergency only)	<p>1. Non-Emergency: Use Maintenance Portal App on Toolkit</p> <p>2. True Emergency: Flooding, Plumbing, etc. Call hotline: (513) 765-3500</p>	<p>Emergencies are classified as anything that affects the safety and security of the practice, including but not limited to:</p> <ul style="list-style-type: none"> • 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
Safety and Health (OSHA)	<p>Melissa Olberding or Emily Abrams retailsafety@luxotticaretail.com</p>	<p>Questions about:</p> <ul style="list-style-type: none"> • Employee work related injuries • OSHA inspections • Workplace Safety and Health

Department	Contact Information/Resource	Examples of When to Call
Accounts Payable	invoices_payables@teamvisionteam.com	Questions about: (attach copy of invoice & all details) <ul style="list-style-type: none"> • Invoices sent to Practice • PC owner reimbursement questions
Asset Protection	Kimberly Price: 1(502) 645-6341 kwilley@luxotticaretail.com  Business Abuse Hotline: 1(888) 887-3348	Questions about: <ul style="list-style-type: none"> • Burglaries, theft, missing deposits, etc. • Asset Protection App in Toolkit (CAMS) • Business abuse hotline is anonymous
Practice Credit Card <i>Ciao! Toolkit > Documents > Supplies & Expenses > Supplies & Expenses Guide</i>	Corporate Services: Corporate_Services@luxotticaretail.com	Assistance with: <ul style="list-style-type: none"> • Lost/stolen card • Mutilated Card • Balance inquiries • Itemized charges • New card after expiration date • General questions/concerns
	BofA Credit Card Administrator: 1(888) 449-2273	Set up or unresolved issues not resolved by Corporate Services
	Central Purchasing Supplies: Supplies & Expense Guide	Reference to understand all of the tools you should utilize to order items for your practice
Sales Audit <i>Ciao! Toolkit > Documents > Cash Handling & Banking > Payments & Sales Audit Ops Guide</i>	Salesaudit1@luxotticaretail.com	Notify or questions regarding: <ul style="list-style-type: none"> • Sales Audit corrections • Closing discrepancies • Patient disputes
	Confirmation@luxotticaretail.com	Request deposit confirmation
Treasury <i>Ciao! Toolkit > Documents > Cash Handling & Banking > Payments & Sales Audit Ops Guide</i>	Treasury@luxotticaretail.com	Questions about: <ul style="list-style-type: none"> • Deposit slips • Armored Car • Cash Migration • Practice Deposit Stamp

Department	Contact Information/Resource	Examples of When to Call
Bounced Check – Customer (NSF)	1 (800) 237-4851	<p>Customer returned check for non-sufficient funds (NSF)</p> <ul style="list-style-type: none"> Customer's phone number and check amount are required
Home Office Checks	homeofficecheck@luxotticaretail.com	Questions or issues with home office checks
Finix Card Processor	support@finixpayments.com	<p>Questions about:</p> <ul style="list-style-type: none"> Credit Card Device How to process a payment Device Support <p>Note:</p> <ul style="list-style-type: none"> Each site will be set up with an online portal. Use Site email to authenticate How-To Guides found on website: https://docs.finix.com/
Care Credit	<p>Provider Center: 1 (866) 246- 6481</p> <p>Cardholder Support: 1 (866) 893-7864</p>	<p>Questions about:</p> <ul style="list-style-type: none"> How to process a payment Website Support Patient inquiries
Travel & Expense Reimbursement <small>Concur: Ciao! Toolkit > Documents > Supplies & Expenses > Supplies & Expenses Guide</small>	webte@luxotticaretail.com	Status of reimbursement check, password resets or change of approver
	<p>https://www.concursolutions.com</p> <p>Username: IUXID@luxottica.com</p>	<p>To book travel:</p> <ul style="list-style-type: none"> Set up, change or cancel travel accommodations (including hotel, airline, train and car rentals) Create reimbursement report or check status of a reimbursement in Concur <p>Travel emergencies or questions call: 1 (800) 833-1706</p>

Department	Contact Information/Resource	Examples of When to Call
Current Opportunities	luxotticaeyecare@luxottica.com	<ul style="list-style-type: none"> • Business opportunities • Assistance with job postings for AOD • Connect with a Human Resources Business Partner
Doctors' Website	CClark3@luxotticaretail.com	General Questions
OD Marketing	CClark3@luxotticaretail.com	<ul style="list-style-type: none"> • OD Marketing Hub • Ratings & Reviews • Reputation.com • OD Local Pages • Google My Business
OD Student Programs	luxotticaeyecare@luxottica.com	<ul style="list-style-type: none"> • eyeFWD • Student events at industry meetings • OneSight Student Clinic • School Ambassador Program • Mentor MatchUP
Optician Reimbursement <small>Concur: Ciao! Toolkit > Documents > Supplies & Expenses > Supplies & Expenses Guide</small>	webte@luxotticaretail.com	New to Concur System: Info provided is for optician reimbursement setup <ul style="list-style-type: none"> • Include name, ID#, cost center, email address, approver name and currency (USD/CAD)
	https://www.concursolutions.com Questions call: 1 (513) 765-3568	Create reimbursement report or check status of a reimbursement in Concur
RevolutionEHR	Help@revolutionehr.com	Systems and General Questions
ECLiPS	OneLink App or Store Systems Support: 1 (833) 467-4243	Systems and General Questions

Department	Contact Information/Resource	Examples of When to Call
Corporate Communications	Robin Lawson rlawson1@us.luxottica.com 1 (646) 455-7703	Media/Public Relations Inquiries: <ul style="list-style-type: none">Interviews, office and plaza filming, etc. If approached by media, explain company policy to obtain Public Relations team approval
Luxottica Accessibility Hotline <i>Ciao! Toolkit > Documents > Policy & Procedure > Accessibility Hotline</i>	OD Luxottica Accessibility Hotline 1 (800)215-2020, Option 5	Additional support to determine how to assist patients and customers with special needs. You'll receive immediate assistance on how best to support your specific customer request.
	CQ Fluency Interpreter Service 1 (888) 338-5514	To request Translation (language interpreter)
	deafservicesunlimited.com	To request Sign Language Interpreter
Product: Contact Lenses <i>Ciao! Toolkit > Documents > Contact Lenses > Pricing & Guides OR Specialty Contact Lens Folder</i>	Soft Lenses: NOVG Portal	Access the NOVG Portal via the Ciao! Toolkit to: <ul style="list-style-type: none">Order trial lenses (patient or site stock)Check the status of a revenue orderSee Inventory Management Guide for contact lens recall information
	Specialty Lenses Store Systems Support: 1-877-765-5252	Luxottica Service Center <ul style="list-style-type: none">Order product not available on CIAO!Check on orders that have not been receivedQuestions regarding special ordersSee Inventory Management Guide for contact lens recall information
Product: Frames, Wellness, Accessories <i>Ciao! Toolkit > Documents > Inventory Management Guide</i>	1. Inventory Management Guide 2. Field Leader 3. Tvops@Teamvisionteam.com	Questions about: <ul style="list-style-type: none">Inventory levelsShipment confirmation/Missing shipmentsRecall informationUPC information

Department	Contact Information/Resource	Examples of When to Call
Product: Lenses <i>Ciao! Toolkit > Documents > Lab > Order Management > Order Management Guide</i>	RxO Late Orders: 1. Check Order Tracker 2. Follow Escalation Process Lab Locations- ROM Contact details: • Bob Banfield Rbanfiel@luxotticaretail.com • Jen Stahl Jstahl@luxotticaretail.com • William Burrell Wburrell@luxotticaretail.com • Brandon Koshell Bkoshell@luxotticaretail.com • Benef Young Byoung2@luxotticaretail.com • Melanie Dunford Mdunford@luxotticaretail.com • Marty Broderick Mbroderi@luxotticaretail.com • Kevin Lupinacci Klupinac@luxotticaretail.com • Tom Wesang Twesan@luxotticaretail.com • Mike Villarreal Mvillarr@luxotticaretail.com	Questions about: • Provide UPS tracking-store sends frame • Late orders • Makeability
		Questions about: • Lens quality concerns • Technical questions • Equipment questions • General Lab questions
Store Systems Support (sss) <i>Click HERE to access systems down forms</i>	First Step:  Click HERE to leverage the IT/sss Flow Chart OneLink App located on pg 1 of the Toolkit SSS Direct Line 833- 467-4243	IT and System Support: • OneLink only: Live chat with Store Support about issues listed below • Password/login issues • CIAO and Customer Order issues • Phone and iPad issues • Portal issues (Inventory Management, Kronos, or other apps on toolkit) • Lab communication issues • View ticket status in OneLink or call SSS for status update • Broadcast messages when systems down
Diagnostics: Lab Equipment	Lab Locations: 1. Notify your ROM 2. OneLink > lab Equipment Diagnostics	Lab equipment issues, lab part orders, Central Purchasing (CP) numbers, troubleshoot lab equipment

Department	Contact Information/Resource	Examples of When to Call
Human Resources	<p><u>OneEssilor Lux Hub</u> Main resource center for all HR related items</p> <p>Benefits Support Center: 1-866-431-8484</p>	<p>Questions about:</p> <ul style="list-style-type: none"> General employment questions 401K/Retirement plans Health coverage & benefits Employee Assistance Program (EAP) Tuition reimbursement Employee Discounts (everyday discounts + annual certificates) <u>Workers' compensation</u>
	<p><u>My Personal Desk</u> Resource Hub</p>	<p>Questions about:</p> <ul style="list-style-type: none"> My Pay My leave (LOA) OnePerformance Recruiting & onboarding HR service portal Total rewards- benefits portal
	<p><u>HR Service Center</u></p>	<p>Questions about:</p> <ul style="list-style-type: none"> Live chat/email assistance Kronos Leonardo Payroll related Q&A
	<p>Employee Relations Emergency Contact: 1-513-765-6871</p> <p>Leave a message detailing the nature of the emergency and Employee Relations Manager will call you back. ONLY FOR CASES OF REASONABLE SUSPICION (thought to be under the influence of drugs or alcohol) OR WORKPLACE VIOLENCE.</p>	<p>Questions about:</p> <ul style="list-style-type: none"> Reasonable Suspicion/Workplace Violence (noticeable changes in behavior, appearance, odors, and/or speech that suggest he/she may be under the influence of drugs or alcohol in workplace)
	<p>Occupational Health <u>OccupationalHealth@luxotticaretail.com</u> 1 (214) 973-4396</p>	<p>Questions about:</p> <ul style="list-style-type: none"> <u>Workers' compensation</u> Employee injuries <p>If an employee is admitted to hospital this must be reported within 24 hours of hospitalization. Call EL Helpline at 1 (866) 589-4357, option 1</p>

Department	Contact Information/Resource	Examples of When to Call
EyeMed	Managed Care Call Center: 1-800-521-3605	Questions about: <ul style="list-style-type: none">• Patient benefits• Authorization release• You may also use the Eyemed website provided it's tied to your current Tax ID
Medical Insurance	1. Direct with Medical Carrier 2. Your site-specific Medical Biller 3. Field Leader	Questions about: <ul style="list-style-type: none">• Patient benefits• E.H.R. Invoicing• Patient balances & payments• Ciao! entry
Routine Insurance	1. Direct with Vision Carrier 2. Your site-specific Mason Biller 3. Field Leader	Questions about: <ul style="list-style-type: none">• Patient benefits• E.H.R. Invoicing• Ciao! entry• Packing slips
Canadian Sites Only	Julie Blevins: jblevins@luxotticaretail.com 1 513 (765) 3267	Lunet Offices Only: Questions regarding payments or general 3rd party questions
	ASN-CAN_Lens@luxottica.com	Lunet Offices Only: Questions regarding: Adjustments, Write offs, Refunds
<p>See site specific Insurance Guide for your billing process and to identify your billers.</p> <p>See Toolkit > Insurance folder for general Insurance information.</p>		

Department	Contact Information/Resource	Examples of When to Call
Business Licenses	Licenses@luxotticaretail.com	Business license requirements or renewals
Certificates of Insurance	Deborah McKinnon Deborah.McKinnon@essilorusa.com	Renewal requests, proof of insurance or questions
Patient Incidents	<ol style="list-style-type: none"> 1. <i>Complete Incident Report in Asset Protection App in Toolkit</i> 2. Emma Paxton EPaxton@luxotticaretail.com 	Questions about: <ul style="list-style-type: none"> • Patient injury in office • Questions from police about an incident
Patient Subpoenas and Medical Record Request	Practice owner (i.e., entity owner)	Questions about: <ul style="list-style-type: none"> • Subpoenas • Requests for patient's medical records including but not limited to: <ul style="list-style-type: none"> • Requests from attorneys • Government agencies • Housing authorities
HIPAA or PIPEDA (Privacy Office)	privacyoffice@luxotticaretail.com 1 (513) 765-4321	Potential, suspected and actual incidents involving personal data. Privacy-related complaints, inquiries, issues from employees, customers, business partners and regulators.
Lease Administration	Sites: Contact your Field Leader Field Leaders: landlordservices@luxotticaretail.com	Questions about: <ul style="list-style-type: none"> • A lease • Store parking violations • Store trash violations • Store opening/closing violations • Store related violations
Legal Documents	<ol style="list-style-type: none"> 1. Law Clerk Office: 1 (513) 765-3283 2. Emma Paxton: 1 (513) 765-3468 EPaxton@luxotticaretail.com 	Subpoena receipt or document requests regarding employees
Risk Management	Michael Alexander or Jeffrey Wolf MAlexander2@luxotticaretail.com or Jwolf@luxotticaretail.com	Questions about: <ul style="list-style-type: none"> • Property damage • Insurance claims pertaining to property damages

Notify your Field Leader & Operations of all legal issues & calls.

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 onesight.org

Department	Contact Information/Resource	Examples of When to Call
Central Purchasing <i>Ciao! Toolkit > Documents > Supplies & Expenses > Supplies & Expenses Guide</i>	<ol style="list-style-type: none"> 1. Site specific or Supplies & Expenses Guides 2. Field Leader 3. TVOps Weekly Call 4. TVOps@teamvisionteam.com 	<p>Questions about:</p> <ul style="list-style-type: none"> • Ordering window- changed or missing • Delayed supplies- 2 weeks post order • Can not locate an item
Light Bulbs: Regency Lighting	1 (888) 405-6418	Replacement bulbs for track and can lights, or lensometers
Maintenance Requests <i>Ciao! Toolkit > Documents > Maintenance Portal > Guide</i> <i>If ticket not completed in 14 days, reach out to your Field Leader & TVOps to follow up.</i>	<ol style="list-style-type: none"> 1. Non-Emergency: <ul style="list-style-type: none"> • Store Maintenance Portal App on Toolkit 2. True Emergency: Flooding, Plumbing, etc. <ul style="list-style-type: none"> • Call hotline: (513) 765-3500 	<p>Store repairs including OD equipment, carpet cleaning, plumbing or electrical.</p> <p>Recover insurance claims due to damage from an act of nature or landlord related issue.</p> <p>Emergencies are classified as anything that affects the safety and security of the practice, including but not limited to:</p> <ul style="list-style-type: none"> • 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	Store Maintenance Portal	<p>Broken vacuum should be ordered in Store Maintenance Portal.</p> <p>Follow this Store Maintenance path:</p> <ul style="list-style-type: none"> • Area: retail/sales area • Problem type: vacuum • Asset: vacuum • Problem: Repair/Replace

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.

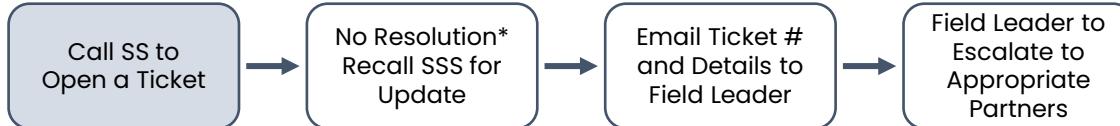


For **Operational** questions and concerns review your Toolkit Documents related as well as TVOps Communications. In the Who To Call resource you can email or call the EssilorLuxottica department specific to your concern.

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.



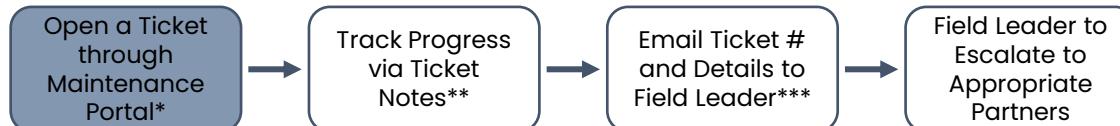
For **Systems** questions and concerns call Store Systems Support (sss):



*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