

# WHO TO CALL

April 2025

## **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](mailto:TVOps@teamvisionteam.com)

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

### Accounting

Accounts  
Payable

Site Credit Card  
(BoFA)

Sales Audit

Treasury

Patient Tender

Finix

Home Office  
Checks (Refunds)

Care Credit

### Eye Care

Current  
Opportunities

Doctors' Website

OD Marketing

OD Student  
Programs

Optician  
Reimbursement

E.H.R. Systems

OneSight

### General Directory

Corporate  
Communications

Luxottica  
Accessibility Hotline

Products  
(Contact Lenses)

Product  
(Frames & Lenses)

Travel & Expense  
Reimbursement

Business  
Licenses

Credit Union:  
Members Trust

### Maintenance

Diagnostics: Lab  
Equipment

Maintenance

Light Bulbs:  
Regency Lighting

Vacuum Reorder

### Insurance

Medical Carriers

Routine Carriers

### Human Resources

One  
EssilorLuxottica

HR Service  
Center

My Personal Desk

Employee  
Relations

Occupational  
Health

Travel &  
Reimbursement

Patient Incidents

### Legal

HIPAA or PIPEDA  
(Privacy Office)

Certificate of  
Insurance

Patient  
Subpoenas


Medical Record  
Requests

Legal Docs


Lease Admin

Risk  
Management



Urgent Situations		
Department	Contact Information/Resource	Examples of When to Call
<b>Emergency Response Line</b>	 <b>1-866-LUX-HELP (589-4357)</b> <i>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</i>	<b>For emergencies related to:</b> <ul style="list-style-type: none"> <li>• Work related patient hospitalization</li> <li>• Store maintenance</li> <li>• Store Systems Support</li> <li>• Telecomm &amp; Store Operations</li> <li>• Asset Protection (Burglaries)</li> <li>• Hazard materials pick ups</li> </ul>
<b>Environmental, Compliance and Hazardous Waste (EPA)</b>	<b>Melissa Olberding</b> or <b>Emily Abrams</b> <a href="mailto:retailsafety@luxotticaretail.com">retailsafety@luxotticaretail.com</a>	<b>Questions about:</b> <ul style="list-style-type: none"> <li>• EPA inspections</li> <li>• Permit issues (fire inspections and waste generation)</li> <li>• Chemical safety (proper disposal of lab chemicals/waste)</li> </ul>
<b>Fire Department Compliance</b>	<b>Melissa Olberding</b> or <b>Emily Abrams</b> <a href="mailto:retailsafety@luxotticaretail.com">retailsafety@luxotticaretail.com</a>	<b>Questions about:</b> <ul style="list-style-type: none"> <li>• Permitting Issues</li> <li>• Fire Marshal Inspections</li> <li>• Fire Department Invoices</li> <li>• Certificates of Compliance</li> </ul>
	<b>Andrea Hemphill</b> <a href="mailto:ahemphil@luxotticaretail.com">ahemphil@luxotticaretail.com</a>	Questions about fire alarm systems
<b>Maintenance Requests</b> (Emergency only)	<b>1. Non-Emergency:</b> Use Maintenance Portal App on Toolkit <b>2. True Emergency:</b> Flooding, Plumbing, etc. Call hotline: (513) 765-3500	Emergencies are classified as anything that affects the safety and security of the practice, including but not limited to: <ul style="list-style-type: none"> <li>• The entry or security of the practice, flooding inside/ outside of building, HVAC (extreme in store temperatures), utilities and severe weather damage.</li> <li>• Break-ins or burglary damage should first be reported to <b>1-866-LUX-HELP, option 6</b></li> </ul>
<b>Safety and Health (OSHA)</b>	<b>Melissa Olberding</b> or <b>Emily Abrams</b> <a href="mailto:retailsafety@luxotticaretail.com">retailsafety@luxotticaretail.com</a>	<b>Questions about:</b> <ul style="list-style-type: none"> <li>• Employee work related injuries</li> <li>• OSHA inspections</li> <li>• Workplace Safety and Health</li> </ul>



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



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



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



Department	Contact Information/Resource	Examples of When to Call
<b>Corporate Communications</b>	<b>Robin Lawson</b> <a href="mailto:rlawson1@us.luxottica.com">rlawson1@us.luxottica.com</a> 1 (646) 455-7703	Media/Public Relations Inquiries: <ul style="list-style-type: none"> <li>Interviews, office and plaza filming, etc.</li> </ul> <p>If approached by media, explain company policy to obtain Public Relations team approval</p>
<b>Luxottica Accessibility Hotline</b> <i>Ciao! Toolkit &gt; Documents &gt; Policy &amp; Procedure &gt; Accessibility Hotline</i>	<b>OD Luxottica Accessibility Hotline</b> 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.
	<b>CQ Fluency Interpreter Service</b> 1 (888) 338-5514	To request Translation (language interpreter)
	<a href="http://deafservicesunlimited.com">deafservicesunlimited.com</a>	To request Sign Language Interpreter
<b>Product: Contact Lenses</b> <i>Ciao! Toolkit &gt; Documents &gt; Contact Lenses &gt; Pricing &amp; Guides OR Specialty Contact Lens Folder</i>	<b>Soft Lenses:</b> <a href="#">NOVG Portal</a>	Access the NOVG Portal via the Ciao! Toolkit to: <ul style="list-style-type: none"> <li>Order trial lenses (patient or site stock)</li> <li>Check the status of a revenue order</li> <li>See <a href="#">Inventory Management Guide</a> for contact lens recall information</li> </ul>
	<b>Specialty Lenses</b> Store Systems Support: 1-877-765-5252	Luxottica Service Center <ul style="list-style-type: none"> <li>Order product not available on CIAO!</li> <li>Check on orders that have not been received</li> <li>Questions regarding special orders</li> <li>See <a href="#">Inventory Management Guide</a> for contact lens recall information</li> </ul>
<b>Product: Frames, Wellness, Accessories</b> <i>Ciao! Toolkit &gt; Documents &gt; Inventory Management Guide</i>	<ol style="list-style-type: none"> <li><a href="#">Inventory Management Guide</a></li> <li>Field Leader</li> <li><a href="mailto:Tvops@Teamvisionteam.com">Tvops@Teamvisionteam.com</a></li> </ol>	Questions about: <ul style="list-style-type: none"> <li>Inventory levels</li> <li>Shipment confirmation/Missing shipments</li> <li>Recall information</li> <li>UPC information</li> </ul>



Department	Contact Information/Resource	Examples of When to Call
<b>Product : Lenses</b> <i>Ciao! Toolkit &gt; Documents &gt; Lab &gt; Order Management &gt; Order Management Guide</i>	<b>RxO Late Orders:</b> <ol style="list-style-type: none"> <li>1. Check Order Tracker</li> <li>2. <a href="#">Follow Escalation Process</a></li> </ol>	Questions about: <ul style="list-style-type: none"> <li>• Provide UPS tracking-store sends frame</li> <li>• Late orders</li> <li>• Makeability</li> </ul>
	<b>Lab Locations- ROM Contact details:</b> <ul style="list-style-type: none"> <li>• Bob Banfield <a href="mailto:Rbanfiel@luxotticaretail.com">Rbanfiel@luxotticaretail.com</a></li> <li>• Jen Stahl <a href="mailto:Jstahl@luxotticaretail.com">Jstahl@luxotticaretail.com</a></li> <li>• William Burrell <a href="mailto:Wburrell@luxotticaretail.com">Wburrell@luxotticaretail.com</a></li> <li>• Brandon Koshell <a href="mailto:Bkoshell@luxotticaretail.com">Bkoshell@luxotticaretail.com</a></li> <li>• Benef Young <a href="mailto:Byoung2@luxotticaretail.com">Byoung2@luxotticaretail.com</a></li> <li>• Melanie Dunford <a href="mailto:Mdunford@luxotticaretail.com">Mdunford@luxotticaretail.com</a></li> <li>• Marty Broderick <a href="mailto:Mbroderi@luxotticaretail.com">Mbroderi@luxotticaretail.com</a></li> <li>• Kevin Lupinacci <a href="mailto:Klupinac@luxotticaretail.com">Klupinac@luxotticaretail.com</a></li> <li>• Tom Wesang <a href="mailto:Twesan@luxotticaretail.com">Twesan@luxotticaretail.com</a></li> <li>• Mike Villarreal <a href="mailto:Mvillarr@luxotticaretail.com">Mvillarr@luxotticaretail.com</a></li> </ul>	Questions about: <ul style="list-style-type: none"> <li>• Lens quality concerns</li> <li>• Technical questions</li> <li>• Equipment questions</li> <li>• General Lab questions</li> </ul>
<b>Store Systems Support (SSS)</b> <i>Click <a href="#">HERE</a> to access systems down forms</i>	<div>            Click <a href="#">HERE</a> to leverage the IT/SSS Flow Chart         </div>	<b>IT and System Support:</b> <ul style="list-style-type: none"> <li>• OneLink only: Live chat with Store Support about issues listed below</li> <li>• Password/login issues</li> <li>• CIAO and Customer Order issues</li> <li>• Phone and iPad issues</li> <li>• Portal issues (Inventory Management, Kronos, or other apps on toolkit)</li> <li>• Lab communication issues</li> <li>• View ticket status in OneLink or call SSS for status update</li> <li>• Broadcast messages when systems down</li> </ul>
	<a href="#">OneLink</a> App located on pg 1 of the Toolkit	
	<b>SSS Direct Line</b> 833- 467-4243	
<b>Diagnostics: Lab Equipment</b>	<b>Lab Locations:</b> <ol style="list-style-type: none"> <li>1. Notify your ROM</li> <li>2. <a href="#">OneLink</a> &gt; Lab Equipment Diagnostics</li> </ol>	Lab equipment issues, lab part orders, Central Purchasing (CP) numbers, troubleshoot lab equipment



Department	Contact Information/Resource	Examples of When to Call
Human Resources	<a href="#">OneEssilor Lux Hub</a> Main resource center for all HR related items  <b>Benefits Support Center: 1-866-431-8484</b>	Questions about: <ul style="list-style-type: none"> <li>• General employment questions</li> <li>• 401K/Retirement plans</li> <li>• Health coverage &amp; benefits</li> <li>• Employee Assistance Program (EAP)</li> <li>• Tuition reimbursement</li> <li>• Employee Discounts (everyday discounts + annual certificates)</li> <li>• <a href="#">Workers' compensation</a></li> </ul>
	<a href="#">My Personal Desk</a> Resource Hub	Questions about: <ul style="list-style-type: none"> <li>• My Pay</li> <li>• My leave (LOA)</li> <li>• OnePerformance</li> <li>• Recruiting &amp; onboarding</li> <li>• HR service portal</li> <li>• Total rewards- benefits portal</li> </ul>
	<a href="#">HR Service Center</a>	Questions about: <ul style="list-style-type: none"> <li>• Live chat/email assistance</li> <li>• Kronos</li> <li>• Leonardo</li> <li>• Payroll related Q&amp;A</li> </ul>
	<b>Employee Relations Emergency Contact:</b> 1-513-765-6871  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.	Questions about: <ul style="list-style-type: none"> <li>• 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)</li> </ul>
	<b>Occupational Health</b> <a href="mailto:OccupationalHealth@luxotticaretail.com">OccupationalHealth@luxotticaretail.com</a> 1 (214) 973-4396	Questions about: <ul style="list-style-type: none"> <li>• <a href="#">Workers' compensation</a></li> <li>• Employee injuries</li> </ul> <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>
<p><i>Reach out to your HR Business Partner for any additional information</i></p>		





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



Department	Contact Information/Resource	Examples of When to Call
<b>Business Licenses</b>	<a href="mailto:Licenses@luxotticaretail.com">Licenses@luxotticaretail.com</a>	Business license requirements or renewals
<b>Certificates of Insurance</b>	<b>Deborah McKinnon</b> <a href="mailto:Deborah.McKinnon@essilorusa.com">Deborah.McKinnon@essilorusa.com</a>	Renewal requests, proof of insurance or questions
<b>Patient Incidents</b>	<ol style="list-style-type: none"> <li><i>Complete Incident Report in Asset Protection App in Toolkit</i></li> <li><b>Emma Paxton</b> <a href="mailto:EPaxton@luxotticaretail.com">EPaxton@luxotticaretail.com</a></li> </ol>	Questions about: <ul style="list-style-type: none"> <li>• Patient injury in office</li> <li>• Questions from police about an incident</li> </ul>
<b>Patient Subpoenas and Medical Record Request</b>	<b>Practice owner</b> (i.e., entity owner)	Questions about: <ul style="list-style-type: none"> <li>• Subpoenas</li> <li>• Requests for patient's medical records including but not limited to:               <ul style="list-style-type: none"> <li>• Requests from attorneys</li> <li>• Government agencies</li> <li>• Housing authorities</li> </ul> </li> </ul>
<b>HIPAA or PIPEDA (Privacy Office)</b>	<a href="mailto:privacyoffice@luxotticaretail.com">privacyoffice@luxotticaretail.com</a> 1 (513) 765-4321	Potential, suspected and actual incidents involving personal data. Privacy-related complaints, inquiries, issues from employees, customers, business partners and regulators.
<b>Lease Administration</b>	<b>Sites:</b> Contact your Field Leader  <b>Field Leaders:</b> <a href="mailto:landlordservices@luxotticaretail.com">landlordservices@luxotticaretail.com</a>	Questions about: <ul style="list-style-type: none"> <li>• A lease</li> <li>• Store parking violations</li> <li>• Store trash violations</li> <li>• Store opening/closing violations</li> <li>• Store related violations</li> </ul>
<b>Legal Documents</b>	<ol style="list-style-type: none"> <li><b>Law Clerk Office:</b> 1 (513) 765-3283</li> <li><b>Emma Paxton:</b> 1 (513) 765-3468 <a href="mailto:EPaxton@luxotticaretail.com">EPaxton@luxotticaretail.com</a></li> </ol>	Subpoena receipt or document requests regarding employees
<b>Risk Management</b>	<b>Michael Alexander</b> or <b>Jeffrey Wolf</b> <a href="mailto:MAlexander2@luxotticaretail.com">MAlexander2@luxotticaretail.com</a> or <a href="mailto:Jwolf@luxotticaretail.com">Jwolf@luxotticaretail.com</a>	Questions about: <ul style="list-style-type: none"> <li>• Property damage</li> <li>• Insurance claims pertaining to property damages</li> </ul>
<b>Notify your Field Leader &amp; Operations of all legal issues &amp; calls.</b>		10



Department	Contact Information/Resource	Examples of When to Call
<b>Credit Union: Members Trust Federal Credit Union</b>	1 (513) 765-6075	Enroll in holiday or vacation savings club get rates on car loans, or set up savings account
<b>OneSight</b>	1 (888) 935-4589	For additional information about OneSight visit <a href="https://onesight.org">onesight.org</a>



Department	Contact Information/Resource	Examples of When to Call
<b>Central Purchasing</b> <i>Ciao! Toolkit &gt; Documents &gt; Supplies &amp; Expenses &gt; Supplies &amp; Expenses Guide</i>	<ol style="list-style-type: none"> <li>1. Site specific or Supplies &amp; Expenses Guides</li> <li>2. Field Leader</li> <li>3. TVOps Weekly Call</li> <li>4. <a href="mailto:TVOps@teamvisionteam.com">TVOps@teamvisionteam.com</a></li> </ol>	<p>Questions about:</p> <ul style="list-style-type: none"> <li>• Ordering window- changed or missing</li> <li>• Delayed supplies- 2 weeks post order</li> <li>• Can not locate an item</li> </ul>
<b>Light Bulbs: Regency Lighting</b>	<p>1 (888) 405-6418</p>	<p>Replacement bulbs for track and can lights, or lensometers</p>
<b>Maintenance Requests</b> <i>Ciao! Toolkit &gt; Documents &gt; Maintenance Portal &gt; Guide</i>  <i>If ticket not completed in 14 days, reach out to your Field Leader &amp; TVOps to follow up.</i>	<ol style="list-style-type: none"> <li>1. <b>Non-Emergency:</b> <ul style="list-style-type: none"> <li>• <a href="#">Store Maintenance Portal</a> App on Toolkit</li> </ul> </li> <li>2. <b>True Emergency:</b> Flooding, Plumbing, etc. <ul style="list-style-type: none"> <li>• Call hotline: (513) 765-3500</li> </ul> </li> </ol>	<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"> <li>• The entry or security of the practice, flooding inside/ outside of building, HVAC (extreme in store temperatures), utilities and severe weather damage.</li> <li>• Break-ins or burglary damage should first be reported to <b>1-866-LUX-HELP, option 6</b></li> </ul>
<b>Vacuum Reorder</b>	<p><a href="#">Store Maintenance Portal</a></p>	<p>Broken vacuum should be ordered in Store Maintenance Portal.</p> <p>Follow this Store Maintenance path:</p> <ul style="list-style-type: none"> <li>• Area: retail/sales area</li> <li>• Problem type: vacuum</li> <li>• Asset: vacuum</li> <li>• Problem: Repair/Replace</li> </ul>



# WHO TO CALL HOME

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.

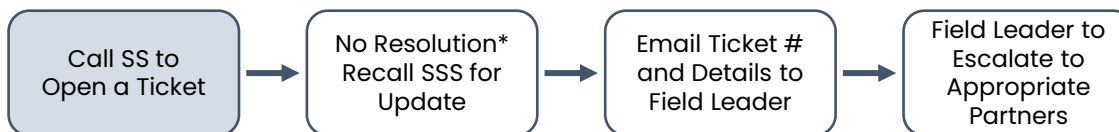


For **Operational** questions and concerns review your Toolkit Documents related as well as TVOps Communications. In the Who To Call resource you can email or call the EssilorLuxottica department specific to your concern.

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