

SUPPLIES & EXPENSES

Operations Guide

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SUPPLIES OVERVIEW

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Supplies should be ordered and sourced through our preferred vendors. In many cases your site will have a shared log-in to access each platform through the Ciao! Toolkit. See below for products and details for each application.

Application	Available Supplies	Log-In
Central Purchasing (CP)	Ciao! Receipt Paper, Deposit Bags, Frame Tags, Printer Ink, Cases & Cloths, Chemicals, Tools, Nose Pads, Screws, EHS Supplies, Punctual Plugs, Pharma, Slit Lamp Bulbs, Vision Therapy, and more operational supplies.	Network credentials through Inventory Management App on Toolkit
Staples	Pens, Pencils, Tape, Folders, Labels, Clipboards, Copy Paper, Staples, Stapler, Scissors, Post its, Binders, Dividers, Notebooks, and more office supplies.	User ID: TVT#### Password: \$staples1
Consolidated Solutions	Business Cards for Doctors & Practice Managers, Post Cards, RX Forms, Stamps	Username: T#### Password: SolutionsTXXX
Business Cards	Generic Business Cards	Fax or Email
Name Badges	Generic or TeamVision Name Badges	User ID: 765396
Regency Supply	Lamps and Bulbs for overhead lighting.	1-800-284-2024, Option 2 and speak directly with a representative

EXPENSES OVERVIEW



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Expenses including maintenance, shipping, or miscellaneous expenses should be kept to a minimum. When repairs or services are needed, source through our preferred vendors below. There may be times where a team member paid out of pocket for travel or an expense and would need to be reimbursed.

Application	Expense Type	Log-In
Maintenance Portal	Maintenance requests for general repairs, janitorial, plumbing, lock and key, safety, recycling, OD equipment repair, etc.	Network credentials through Ciao! Toolkit or for Emergency call 513-765-3500
EasyShip (US)	Shipping needs.	Network credentials through EasyShip App on Toolkit
Campus Ship (US)	Shipping supplies.	Username: TVTXXX Password: Welcome0001!
ICS Courier (CA)	Shipping needs and shipping supplies.	Username: Site Email Password: Welcome! ICS Helpdesk 1-888-229-3003 helpdesk@icscourier.ca
Credit Card	Site meetings, emergency supplies, and other pre-approved expenses.	To Activate Credit Card the Verification ID number is your 3-digit site number
Concur	Travel Expenses including flight, meals, or mileage, Optical Licenses, and other pre-approved or miscellaneous expenses.	Network credentials to log in but must set up account with T&E first
Invoices	Invoices sent to your location.	invoices_payables@teamvisionteam.com
Business Licenses	Business licenses renewals and payments.	Licenses@Luxotticaretail.com
Fire Extinguisher Inspection	Annual inspections added as part of Conversion to TeamVision.	Added by Service Channel (visible in the Maintenance Portal)
City Inspections	Inspections requiring payment.	invoices@luxotticaretail.com
Questions	Questions on systems, training, or processes.	TVOps@teamvisionteam.com



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 3 categories:

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 2 weekly "Office Hours" Q&A sessions to support Operational questions including Ciao! Optical, Eclips EHR, Process, Training, and other procedural or system concerns.

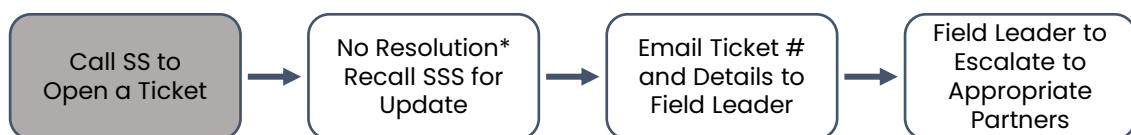


For **Operational** questions and concerns review your Toolkit Documents related as well as TVOps Communications. In the Who To Call resource you can email or call the EssilorLuxottica department specific to your concern.

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 or concerns use the Toolkit Maintenance Portal:



*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

CENTRAL PURCHASING OVERVIEW



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Central Purchasing (CP) is accessed through Inventory Management on Ciao! Toolkit. CP is the primary application for site supplies including:

Overview Of Available Items		
Operating Supplies: Ciao! Receipt Paper, Deposit Bags, Frame Tags, Printer Ink, Cleaner, Glue, Cases & Cloths	Doctor Supplies: Punctual Plugs, Pharma, Slit Lamp Bulbs, Vision Therapy	Lab & Optical Supplies: Chemicals, Tools, Nose Pads, Screws, EHS Supplies

Select job roles will have access to the platform to ensure control around inventory movement and ordering supplies. It is important that each team member is familiar and complies with these processes. Failure to do so negatively impacts inventory accuracy and replenishment.

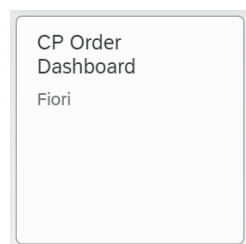
- Access to the **Inventory Management System** is limited to Practice Manager, Assistant Practice Manager, Team Lead, and Lab Manager/Technician
- Assign the site when accessing the platform for the first time to perform any activities
- Prior to making inventory adjustments or ordering supplies, confirm the correct site listed

Central Purchasing (CP) is accessed through Inventory Management on Ciao! Toolkit. CP is the primary application for site supplies including:



Use this application to search for article/material numbers to order items in the CP Order Dashboard application.

When searching be very general with the description (i.e. use terms like Paper, Form, Pad or use the product category search option).



Use this application to order items from CP catalog. A CP order can only be placed every two weeks during the sites designated ordering window.

It is preferred that sites use the primary window to keep costs lower (vs backup window).

CP ORDER DASHBOARD

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Create and Add to a new CP Order:

- **Create a New Order** by selecting
- After creating a **New Order** you will see it reflected in the **Current CP Order** list with **End Date** (this is the date the system will auto-submit your order)

CP Order Dashboard

Open Orders Closed Orders	
Current CP Order (1)	
Document	End Date
4310879	09/24/2023 >

- **Add Items** by selecting [+ New](#)
- Enter the CP Material Number and Order Quantity (must be between the min/max order quantity)

Add Order Item

*Material:

3041950

*Order Quantity:

1

[✓ Apply](#) [✗ Close](#)

- Use to Edit Quantity
- Use to Delete
- Select **Save** before closing

CP Order Change

[Save](#) [✓ Check](#) [Recently Ordered Articles](#)

Header Data

Sales Order: 4310879
Ordering Window End Date: 09/24/2023

Total Quantity: 4
Total Actual Price: 16.83 USD

Items

[+ New](#)

Document	Item	Article	Article Description	Order Qty	UoM	Price	Total Actual Price	Currency	Item Type	
	000010	3005373	CONTACT LENS FLAT PACKS	3	EA	5.21	15.63	USD	Shipped from Vendor	
	000020	3041950	TISSUE, FACIAL SQUARE BOX EACH	1	EA	1.20	1.20	USD	Shipped from Vendor	

CP ORDER DASHBOARD

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Review Recently Ordered Articles:

- Select **Recently Ordered Articles** within the **CP Order Change**
- Easy access to Article Numbers for Re-Orders
- Provides **Ordered Quantity** and **Number of Orders for the Year**

Recently Ordered Articles				
Article	Article Description	Ordered Quantity	UoM	#Orders (1Yr)
3041950	TISSUE, FACIAL SQUARE BOX EACH	146	EA	27
3021270	DROPS, BLINK TEARS	115	EA	12
3021268	KIT, REVITALENS SOLUTION STARTER	110	EA	11
3021271	DROPS, BLINK CONTACTS	105	EA	11
3043671	PADS, ALCOHOL PREP PADS 100/CTN	79	EA	19
3041953	TISSUE, FACIAL RETANGLE BOX EACH	72	EA	27
3006887	DRUG - Fluorescein Sodium Benoxinate 5mL	70	EA	25
3029588	WIPES, ALCOHOL, BOX/100	69	EA	29

Review Closed Orders (History):

- Select the order from the list
- Within the order you can see Status (i.e. Shipped, Ordered, Backordered, Pending)

CP Order: 4291720

End Date: 09/10/2023

CP Order History (4)



Sales Document	End Date	Vendor Name	Article	Article Description	Price	Net Price	Order Quantity	Rejection Reason	Description	Status Description	
4291720	09/10/2023	Aero Fulfillment Services 9945	3030401	PAPER, THERMAL RCPT CIAOI 20/CTN	32.04	32.04	1			Shipped	
4291720	09/10/2023	Hilco	3005421	Chinrest Paper Pins Only - All Models	4.74	9.48	2			Ordered	
4291720	09/10/2023	ABCO Safety	3043671	PADS, ALCOHOL PREP PADS 100/CTN	2.48	4.96	2			Ordered	
4291720	09/10/2023	ULINE	3043643	CUPS, 12OZ DRINKING 1000/CTN	66.00	66.00	1			Ordered	

Note:

- Backordered items should not be re-ordered and will be filled from original order
- Duplicate orders will show as **Canceled** in Status Description



Search:

Hide Filter Bar Clear Filters Go

Article:

Article Description:

Product Type:

Enter Article...

Enter Article Description or part of it...

Available CP Articles (0)

Product Type Description	Article	Article Description	Price	Currency	Min Delivery Qty	Max Delivery Qty	UoM
No data found							

Search for items within CP:

- Article number to review the description, price, and min/max quantities
- Description to find general items under a category (keep general, i.e. paper, bulb, label, etc.)
- Product Type will allow a more focused search using Merchandise Categories

Search: Product Type

*Merchandise Category 1:

CP Supplies

*Merchandise Category 2:

CP Lamps

Merchandise Category 3:

Lamps and Bulbs

✓ Apply

↺ Reset

✕ Close

GENERAL SUPPLIES & CLEANING



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CP Article	CP Article Description	CP Article	CP Article Description
3000606	ENVELOPE, DAILY CHECKOUT REPORT PK/100	3041067	SANITIZER, HAND, QUART
3003334	BAG, NIGHT DEPOSIT, 2 POCKET, BX/100	3029588	WIPES, ALCOHOL, BOX/100
3030401	PAPER, THERMAL RCPT CIAO! 20/CTN	3054825	Webcol Alcohol Prep pads (200/box)
3031382	LABELS, ZEBRA TAGS 2 ROLLS/CARTON	3039635	TISSUE TOILET, ANGLE SOFT 20RLS/CTN
3043822	TAG, DESIGNER SALE FRAME TAG 400/RL	3008946	TOILET, TISSUE, JUMBO ROLL CORE 12/PK
3054518	TRANSITIONS DEMO BOX	3041033	PAPER TOWEL ROLL 30/CS
3054858	BROCHURE, TRANS TEAMVISION 24 25/PK	3004261	TOWEL, PAPER, MULTI FOLD WHITE 16/CTN
3000727	BAGS, DOCTOR OFFICE 1000/CARTON	3041953	TISSUE, FACIAL RECTANGLE BOX EACH
3051313	BAG, WHITE SHOPPING 250/CS	3041950	TISSUE, FACIAL SQUARE BOX EACH
3051312	BAG, KRAFT SHOPPING 250/CS	3041028	SOAP, HAND ANTISEPTIC 8OZ ANTISEPTIC
3000662	PURCHASING CARD LOG/ENVELOPE PK/10	3041030	HAND SOAP, ANTIBACTERIAL GALLON
3022687	FORM, EYEWEAR INSPECTION US/CAN EACH	3051538	CLEANER, LYSOL ALL PURPOSE 32 OZ EACH
3053422	EYE-RULER	3051539	CLEANER, LYSOL ALL PURPOSE 144 OZ EACH
3041285	CASES - BLACK MICROFIBER DRAWSTRING BAG	3029715	CARPET RESCUE/CLEANING KIT
3041286	CASES - SR-81 CLAMSHELL BLACK 100/CTN		
3005373	CONTACT LENS FLAT PACKS (100/BAG)		
3029676	CMS-1500-1 NEW (500/PK)		
3033919	Post-Mydriatic Roll-Lens Specs (100/bag)		
3031528	AIRPLANE - SINGLE [GLOBAL]		
3031529	AIRPLANE - DOUBLE [GLOBAL]		
3054336	BOX, BANKER LETTER SIZE 12/PK		
3043643	CUPS, 12OZ DRINKING 1000/CTN		
3000507	Folder, Personnel & Medical File (2/PK)		
3052252	CLOTH, CLEANING TEAM VISION 250/BX		

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PRINTER INK & TONER



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CP Article	Machine	Item	Description
3054401	Brother HL-2270DW Brother Intellifax 2840	Black Toner	TONER, BROTHER TN450, EACH
3054402	Brother HL-3170CDW	Magenta Toner	TONER, BROTHER, TN225, MAGENTA, EACH
3054403	Brother HL-3170CDW	Cyan Toner	TONER, BROTHER, TN225, CYAN, EACH
3054404	Brother HL-3170CDW	Black Toner	TONER, BROTHER, TN221, BLACK, EACH
3054405	Brother HL-3170CDW	Yellow Toner	TONER, BROTHER, TN225, YELLOW, EACH
3054406	Brother HL-3170CDW	Waste Cartridge	TONER, WASTER, BROTHER, WT220CL, EACH
3054407	Brother HL-L2360DW	Drum Unit	DRUM, BROTHER DR630, EACH
3054408	Brother HL-L2360DW	Black Toner	TONER, BROTHER, TN660, BLACK, EACH
3054409	Brother HL-L2370DW	Drum Unit	DRUM, BROTHER, DR730, EACH
3054410	Brother HL-L2370DW	Black Toner	TONER, BROTHER, TN770, EACH
3054411	Brother HL-L3230CDW	Magenta Toner	TONER, BROTHER, TN227, MAGENTA, EACH
3054412	Brother HL-L3230CDW	Yellow Toner	TONER, BROTHER, TN227, YELLOW, EACH
3054413	Brother HL-L3230CDW	Cyan Toner	TONER, BROTHER, TN227, CYAN, EACH
3054414	Brother HL-L3230CDW	Black Toner	TONER, BROTHER, TN227, BLACK, EACH
3054415	Brother HL-L3230CDW	Drum Unit	DRUM, BROTHER, DR223CL, EACH
3054416	Brother L5700DW Brother MFC-L6750DW Brother HL-L6250DW	Drum Unit	DRUM, BROTHER, DR890, EACH
3054417	Brother L5700DW Brother MFC-L6750DW Brother HL-L6250DW	Black Toner	TONER, BROTHER, TN850, BLACK, EACH
3054418	Lexmark E360DN	Black Toner	TONER, LEXMARK, E360, BLACK, EACH
3054419	Lexmark MX410, MS410, MS415	Black Toner	TONER, LEXMARK, MS410, BLACK,EACH
3054420	Lexmark MX410, MS410, MS415	Imaging Kit	IMAGE UNIT, LEXMARK, MS310, EACH
3054421	Lexmark MX431	Black Toner	TONER, LEXMARK, BLACK, MX431, EACH
3054422	Lexmark MX431	Photoconductor	PHOTOCONDUCTOR, LEXMARK, MX431 EACH
3054801	Brother	Black Toner	TONER, BROTHER, TN229, BLACK, EACH
3054802	Brother	Cyan Toner	TONER, BROTHER, TN229, CYAN, EACH
3054803	Brother	Magenta Toner	TONER, BROTHER, TN229, MAGENTA, EACH
3054804	Brother	Yellow Toner	TONER, BROTHER, TN229, YELLOW, EACH
3054799	Brother	Black Toner	TONER, BROTHER, TN830, BLACK, EACH
3054800	Brother	Black Toner	TONER, BROTHER, TN920, BLACK, EACH

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OPTICAL REPAIRS & ADJUSTMENTS



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CP Article	CP Article Description	CP Article	CP Article Description
3000913	NOSEPADS 13MM P/O SIL. 25/PACK	3051295	CLEAR SLIDE-ON NOSE PADS 25/PK
3000973	NOSEPADS 9MM SCREW ON SIL PK/25	3051296	SYSTEM 3 NOSE PADS 10/PK
3000974	NOSEPAD, 11MM BUTTON SCR W ON SIL PK/25	3054830	Vinyl Nose Pads Silhouette 10pr
3000975	NOSEPADS 9MM BUTTON PUSH ON SIL PK/25	3051378	NOSEPADS STICK ON SILICONE 1/PR
3000976	NOSEPAD, 11MM BUTTON PUSH ON SIL PK/25	3001140	HINGE SCREW GOLD 1.2X6.60X1.6 PK/100
3000977	NOSEPADS 14MM P/O SIL. PK/25	3040118	THREAD-SEEKER XLT (125 PIECES)
3000978	NOSEPADS 14MM S/O SIL. PK/25	3001199	SELF TAPPING SCREW 1.3X11.5X1.8 PK/100
3001030	NOSEPAD, 12MM, MINI FIT, PUSH ON SIL, PK/20	3001007	PLIER, NEEDLE NOSE CURVED TIP, - 46.7833
3001033	NOSEPADS 13MM S/O SIL. 25/PR	3001080	TWEEZER, T-SLOT, SCREW HOLDING
3001150	NOSEPADS 16MM S/O SIL. 25/PR	3001086	SCREWDRIVER, OPTICAL PHILLIPS BLADE
3001151	NOSEPADS 18MM S/O SIL. 25/PR	3001199	SELF TAPPING SCREW 1.3X11.5X1.8 PK/100
3001153	NOSEPADS 16MM P/O SIL. 25/PR	3007541	PLIER, FLAT & ROUND NOSE, WITH SPRING, 5
3001154	NOSEPADS 18MM P/O SIL. 25/PR	3023534	T8005 NOSE PAD POPPER
3001156	NOSEPAD, 19MM D SCREW ON SVR ACE PK/10	3039294	SCREWDRIVER, 1.6MM & 1.8MM, FLAT US ONLY
3001387	NOSEPAD, 17MM CLIP ON SVR PVC PK/10	3007541	PLIER, FLAT & ROUND NOSE, WITH SPRING, 5
3001159	NOSEPAD, 18MM SYM PUSH ON ACE 10/PK	3000215	PLIER, NARROW DOUBLE NYLON JAW, 5-3470,
3001161	NOSEPAD, 18MM SYM PUSH ON PVC PK/10	3000218	PLIER, LENS AXIS
3001174	NOSEPADS 16MM P/O PVC 10/PR	3004309	PLIER, BUSHING LENS MOUNTING & BRACING
3001385	NOSEPAD, 17MM CLIP ON GLD PVC PK/10	3001007	PLIER, NEEDLE NOSE CURVED TIP, - 46.7833
3019685	CLEAR FLEX SILICONE NOSE PAD: 13MM, SCRE	3000209	PLIER, PAD ADJUSTING, NARROW, 5-3122
3022822	NOSEPAD, 12MM CRIMP- ON PK/10	3000217	PLIER, NYLON JAW, FLAT/ROUND
3054538	Acetate 15mm crimp nose pads silver	3054826	Figure 8 Rimless Liner
3054539	Acetate 17mm crimp nose pads silver	3043648	Figure 8 Rimless Liner Kit
3033692	silicone 16mm crimp nose pad ray ban		

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CP Article	CP Article Description	CP Article	CP Article Description
3031684	LABEL, FRAME ENCLOSED FRAME (200/RL)	3025007	JOB AIDS, 5S, FIRST INSPECTION (PICTURE)
3031683	LABEL, FRAME ENCLOSED GREEN 4X4 (50/RL)	3025019	JOB AIDS, 5S, FIRST INSPECTION
3006471	STANDARDS, ALIGNMENT & COSMETIC, QM STNDRD	3025016	JOB AIDS, 5S, FINAL INSPECTION (PICTURE)
3041921	CLEAR BOTTLE, LENS CLEANER EACH	3025020	JOB AIDS, 5S, FINAL INSPECTION
3004688	BOTTLE, INLAND INK REMOVER, 8 OZ.	3025026	JOB AIDS, 5S, INSPECTION BACKGROUND
3004686	INLAND INK REMOVER KIT(DISPENSING BOTTLE)	3043974	BOX, SHIPPING RB SMART GLASSES RTRN IPC
3001421	WIPE/TOWELS, SILVER BOX 60 BX/CT	3043980	BOX, SHIPPING RB SMART GLASSES RTRN 2PC
3041218	PURE GLASSES LENS CLEANER, 1 QT, 4/PK	3043981	BOX,SHIPPING RB SMART GLASSES RTRN3-4PC
3000556	EYEGLASS CLEANER	3050712	KIT, RB SMART GLASSES, BOXES EXCLUDED
3041043	GLOVES, NITRILE, SMALL, 4 MIL 100/BOX	3051314	KIT, RB SMART GLASSES EXPIRED BOXES EXC.
3041044	GLOVES, NITRILE, MED, 4 MIL 100/BOX	3043978	BOX, RB STORIES PRETTY BOX
3041045	GLOVES, NITRILE, LARGE, 4 MIL 100/BOX	3000268	TRUING STICK, WHITE
3041046	GLOVES, NITRILE, XL, 4 MIL 100/BOX	3030078	POLISH WHEEL HONING STICK (BLUE)
3001219	GLOVE DISPENSER HOLDS 3 BOXES	3000789	INK - LENSOMETER - RED 3-PK PENS TOPCON
3053412	LAMP, TRANSITIONS UV ACTIVATION	3039103	NEKSIA WHITE MARKING PEN
3001313	STAND, RISER, LENSOMETR/GROOVER 12X12X12	3007284	TRI-COOL FOR 7E/6ES (1 GAL)
3000556	CLEANER, LENS 2.5 GALLON	3001068	OIL,CYLINDER,PINT SAE 10WGT W/NOZZLE CAP
3006373	AR MARKING PEN BLACK	3033835	ISOPROPANOL ALCOHOL, 70%
3006350	AR MARKING PEN RED	3043187	WIPES, GOO GONE 25/PK
3001073	RULER, 7IN. WHITE PLASTIC, 12/PK	3043188	CLEANER, GOO GONE 8OZ
3001186	RING, METAL PRISM, (PLANO), 8257100	3004686	INLAND INK REMOVER KIT(DISPENSING BOTTLE
3000487	TOOL, POLARIZATION VERIFICATION	3001178	BOTTLE, PINT, SPRAY, WD-40
3041359	BOX, PLASTIC URGENT CARE	3000689	W2-40
3033911	DIVIDERS, CARE UNIT FILING SYSTEM	3036287	FRAME WARMER HORIZONTAL BLACK
3001421	WIPE/TOWELS, SILVER BOX 60 BX/CT	3051888	FUSE FOR TEMPMASTER FRAME WARMER (3 pk)
3030529	OG220FS/OG240S - LEADER ADJUSTABLE STRAP		

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ENVIRONMENTAL HEALTH & SAFETY



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CP Article	CP Article Description	CP Article	CP Article Description
3032824	COVER, OUTLET SAFETY, PLASTIC 10/PK	3001342	SIGN, BEVERAGE & FOOD, 5"x7", AUES57-NB
3001353	TAPE, YELLOW/BLACK, 3"x60' ROLL, NON SLIP	3011169	SIGN, NO BEVERAGE OR FOOD ALLOWED IN LAB
3000464	FIRST AID KIT #24 POLY COMPLET	3011170	SIGN, SAFETY FIRST EYE PROTECTION MUST BE WORN
3001685	FIRST AID KIT LIST	3001218	HOLDER, SAFETY GLASS
3001349	SIGN, FIRE EXTINGUISHER, 5"x7", AUPSP614	3007801	ZORA SAFETY GLASSES
3003396	MONTHLY FIRE EXTINGUISHER INSPECTION TAGS (5/PK)	3001217	GLASSES SAFETY NO RUBBER TIP
3040511	TAG, LADDER SAFETY - MONTHLY INSPECTION	3010234	EYE FLUSH STATION, 1 BOTTLE, 32 OZ., FOR
3040512	LADDER SAFETY DANGER/DAMAGED TAG	3040460	SPILL KIT, CHEMICAL SPILLS - URGENT CARE
3013385	CARDS, EMERGENCY PROCEDURES	3001346	SPILL CONTROL STATION LABEL
3043211	POSTER, SAFETY FIRST	3000889	STATION, LOCKOUT, COMPLETE
3009481	LAMP, RECYCLE BOX 4'	3001342	SIGN, BEVERAGE & FOOD, 5"x7"
3009482	LAMP, RECYCLE BOX 8'	3011169	SIGN, NO BEVERAGE OR FOOD ALLOWED IN LAB
3011642	LAMP, RECYCLE BOX (U-TUBE, HID, CFL, ETC.) - US	3011170	SIGN, SAFETY FIRST EYE PROTECTION MUST BE WORN
3009485	BATTERY, RECYCLE PAIL 3.5 GAL DRY CELL	3001218	HOLDER, SAFETY GLASS
3021680	BODILY FLUID, PPE AND CLEAN UP PACK	3007801	ZORA SAFETY GLASSES
3041062	DISPOSABLE, FACE MASK, 50/BOX	3010676	POSTER, ASSET PROTECTION OVERVIEW
3000484	LABEL, LENS CLEANER	3043211	POSTER, SAFETY FIRST
3004629	LABEL, INLAND INK REMOVER	3013385	CARDS, EMERGENCY PROCEDURES
3031438	LABEL, GOO GONE	3053774	chemical poster French
3053736	LABEL, CHEMICAL, HAZARDOUS GENERIC SHEET	3054317	EAP card French
3053737	LABEL, CHMICAL, NONHAZARDOUS GENERIC SHT	3036907	LIST, SDS/LC URGENT CARE CHEMICAL
3050750	LABEL, NFPA BLANK 5/PK	3006267	DRUG - SHARPS DISPOSAL SYSTEM (1QRT)
3001287	BANDAGE, GAUZE, COMPRESS, 24" X 72" BOX	3054666	Pill Cup 100/sleeve
3000468	PADS, GAUZE, 3" X 3" PK/4		

If you cannot locate any of the above items in CP using the Article Number, use CP Article Look Up. CP Article Numbers are subject to change based on vendor availability and alternative items maybe available. If you are still unable to locate an item, email TVOps@teamvisionteam.com for support.



CP Article	CP Article Description	CP Article	CP Article Description
3006927	LIGHT BULB – SLIT LAMP – MAIN BULB – HAIG STREIT	3054147	OASIS SOFT PLUG SILICONE 0.4MM (20 PK)
3005500	LIGHT BULB – SLIT LAMP – MAIN BULB – MARCO 2B	3054148	OASIS SOFT PLUG SILICONE 0.5MM (20 PK)
3005501	LIGHT BULB – SLIT LAMP – MAIN BULB – MARCO G2	3054149	OASIS SOFT PLUG SILICONE 0.6MM (20 PK)
3006231	LIGHT BULB – SLIT LAMP – MAIN BULB – REICHERT	3054150	OASIS SOFT PLUG SILICONE 0.7MM (20 PK)
3005502	LIGHT BULB – SLIT LAMP – MAIN BULB	3054151	OASIS SOFT PLUG SILICONE 0.8MM (20 PK)
3005503	LIGHT BULB – SLIT LAMP RED FIXATION – TOPCON	3049297	PARASOL X-SM STERILE PRE-LOAD PLUGS 1PR
3054152	BVI MICRO FLOW STERILE PLUG 0.7MM (1 PR)	3049298	PARASOL SM STERILE PRE-LOAD PLUGS 1PR
3054153	BVI MICRO FLOW STERILE PLUG 0.55MM (1 PR)	3049299	PARASOL MED STERILE PRE-LOAD PLUGS 1PR
3054154	BVI MICRO FLOW STERILE PLUG 0.4MM (1 PR)	3049060	PARASOL LARGE STERILE PRE-LOADED PLUGS
3049301	BVI EXT 180 VAR PK ABSORB SYN PLUGS 20	3054051	EAGLE DURAPLUG 0.2mm x 0.2mm
3049302	PARASOL X-LG STERILE PRE-LOAD PLUGS 2/BX	3054052	EAGLE DURAPLUG 0.3mm x 0.2mm
3049627	PLUG-OA SOFT .2MM EXTEND DURATION BX 40	3054053	EAGLE DURAPLUG 0.4mm x 0.2mm
3049628	PLUG-OA SOFT .3MM EXTEND DURATION BX 40	3054054	EAGLE DURAPLUG 0.5mm x 0.2mm
3049629	PLUG-OA SOFT .4MM EXTEND DURATION BX 40	3051321	VISI PLUG DISSOLVABLE
3049630	PLUG-OA SOFT .5MM EXTEND DURATION BX 40	3053733	DURAPLUG 0.3mm (10 per box)
3054108	PUNCTAL GAUGE	3054621	VT-(48mm)- Fit Prism Glasses 10D
3053379	TRIMEMTHOPRIM 10ML BOX	3054622	VT-(48mm)- Fit Prism Glasses 25D
3003310	Stereo Fly Test – Polarized Glasses only	3054620	VT-Plastic Golf Tees R&Gr (Pkg of 30)
3051386	STERILE COTTON APPLICATORS 6" 100/BX	3054624	VT-VTP Prizm Goggle- Empty Frame
3051381	STERILE GAUZE SPONGES 4x4 50/BX	3054623	VT-VTP Prizm Goggle- R/G Filters
3054678	Stevens Tenotomy Scissors Straight	3054671	Skinsense Synth Surgical Glove 6.5 50/bx
3054677	Suturing Forceps Straight 0.12 mm teeth	3054672	Skinsense Synth Surgical Glove 7.5 50/bx
3054679	Suturing Forceps Strght 0.3mm teeth	3054668	Powder-Free Surgical Gloves 6.5 50/box
3049573	TOBRADEX OPH SUSPENSION 2.5 ML	3054670	Powder-Free Surgical Gloves 7.5 50/box
3049576	B&L OFLOXACIN OPHTHALMIC SOL 0.3% 10ML	3054667	Neoprene Surgical Gloves 6.5 50/box
3051396	CIPROFLOXACIN OPH SOL 0.3% 2.5ML	3054669	Neoprene Surgical Gloves 7.5 50/box

If you cannot locate any of the above items in CP using the Article Number, use CP Article Look Up. CP Article Numbers are subject to change based on vendor availability and alternative items maybe available. If you are still unable to locate an item, email TVOps@teamvisionteam.com for support.



CP Article	CP Article Description	CP Article	CP Article Description
3051553	TOBRAMYCIN 0.3% 5ML	3054675	PrecisionGlide Hypodermic Needles 100/bx
3051242	Betadine 16oz	3049575	PREDNISOLONE ACETATE 1% OPH SUSP 10 ML
3042170	BIO GLO FLUORESCEIN STRIPS (100 per box)	3051302	Prolensa 0.7%
3054608	Boston Simplus Multi-Action 3.5oz	3049572	BRIMONIDINE TARTRATE OPH 0.2% SOL 10 ML
3006800	DRUG - Atropine Sulfate Solutio 1.0% 5mL	3049031	EYE PATCH ELASTIC BLK (each)
3039604	DRUG - B&L Advanced Eye Relief Eye Wash	3054618	Eye Patches Black Elastic ADULT (12 Pk)
3006214	DRUG - Bacitracin Zink Poly B Sulf 3.5gm	3054673	Face Masks Isofluid Fog-free 40/box
3007096	DRUG - Betadine Ophthalmic Sol 5% 30mL	3013191	Gauze Pads - Non Sterile 2"x 2" (200/bx)
3006801	DRUG - Cyclopentolate HCl 1.0% 15mL	3054619	Gentamicin Sulphate 0.3% 5ML
3005458	DRUG - Lid Scrub Pre-Moistened (30 box)	3049837	GLOSTRIPS ROSE BENGAL STRIPS (100 BOX)
3006808	DRUG - Lissamine Green Strips (100 box)	3040260	Gonio 2.5% Hypromellose Solution 15mL
3054388	DRUG - PHENYLEPHRINE - 2.5% - 10ML	3003299	HAND SCOPE - OPHTHALMOSCOPE
3006810	DRUG - Phenylephrine 10.0% Solution 5mL	3003301	HAND SCOPE - Recharg Handle - WA 71670
3049029	DRUG - PILOCARPINE 1%	3051384	HARD CONTACT LENS REMOVER EA
3006267	DRUG - Sharps Disposal System (1qrt)	3051877	HYDRION PH PAPER (1 roll)
3006815	DRUG - Tearflo Tear Test Strips (100/bx)	3051876	HYDRION PH PAPER (2 rolls)
3006256	DRUG - Timolol Maleate 0.5% 5mL	3054664	Hydrodossector Cann 27Gx7/8 Ang10m 10/bx
3006817	DRUG - Tropicamide 0.5% 15mL	3006232	JAR, GAUZE STORAGE, GLASS, 4"
3006818	DRUG - Tropicamide 1.0% 15mL	3053378	KENALOG 40MG/ML BOX
3054537	DRUG-Acetazolamide 250 mg tab 100/bottle	3049578	LUMIGAN 0.01% SOLN 2.5 ML
3053781	LACRIPURE SALINE SOLUTION	3054420	MAGE UNIT, LEXMARK, MS310, EACH
3054663	LASIK Irrig 25Gx.875" 9mm Flat Tip 10/bx	3054676	McPherson Tying Forceps Straight
3051555	LIDOCAINE HCl OPTHALMIC GEL	3051298	Moxifloxacin Ophthalmic 0.5%
3010143	LINER FIGURE 8 .47MM 10M	3053382	NAPHCN 15ML BOX
3054674	Luer-Lok Single Use Syringes 100/box	3051299	Ofloxacin 0.3%
3051300	Erthromycin 0.5%	3049630	PLUG-OA SOFT .5MM EXTEND DURATION BX 40

If you cannot locate any of the above items in CP using the Article Number, use CP Article Look Up. CP Article Numbers are subject to change based on vendor availability and alternative items maybe available. If you are still unable to locate an item, email TVOps@teamvisionteam.com for support.



Staples Business Advantage will be our approved and preferred supplier for business essentials. The Staples relationship provides an opportunity for substantial cost savings, streamlined processes, dedicated customer service, and easy ordering through StaplesAdvantage.com for all our locations and offices.

Available Items

Pens, Pencils, Tape, Folders, Labels, Clipboards, Copy Paper, Staples, Stapler, Scissors, Post its, Binders, Dividers, Notebooks, and more office supplies.

Access the Staples website through the Ciao! Toolkit application. If needed, you can also log in via StaplesAdvantage.com in the US or StaplesProfessional.ca in Canada.

Username: TVTXXX

Password: \$taples1

All sites will have a **\$125 monthly budget** for supplies. This does not roll over.

Note: select sites will have \$150 monthly budget based on volume or business needs

Note:

- Both US and Canada use Staples and should use the respective icons to access Staples US or Canada from Ciao! Toolkit.

Search for items

Cart

Products Sign up & save

paper

Sponsored Products

Hammermill Copy Plus 8.5" x 11" Copy Paper, 20 lbs., 92 Brightness, 5000 Sheets/Carton (105007)

Hammermill Great White 30% Recycled 8.5" x 11" Copy Paper, 20 lbs., 92 Brightness, 5000 Sheets/Carton (86700)

Hammermill Fore 8.5" x 11" Multipurpose Paper, 24 lbs., 96 Brightness, 5000 Sheets/Carton (103383)

Hammermill Colors Multipurpose Paper, 20 lbs., 8.5" x 11" Blue, 500 Sheets/Ream (103309)

5992 results for "paper" Sort by Best Match Grid view

1 Ream 3 Reams 5 Reams 8 Reams 10 Reams

Pick up and Delivery Sheet Dimension Brand Number Of Reams Color Family Paper Weight (lbs.) Category All Filters

Search Filters

Compare

8.5" x 11" Copy Paper, 20 lbs., White, 5000 Sheets/Carton (324791)

TRU RED™ 8.5" x 11" Copy Paper, 20 lbs., 92 Brightness, 500 Sheets/Ream, 10

Staples Select Copy Paper, 8.5" x 11", 20 lbs., White, 500 Sheets/Ream, 10

TRU RED 8.5" x 11" Copy Paper, 20 lbs., 92 Brightness, 500 Sheets/Ream, 8

If items in your cart have a quality lower-cost alternative, **Easy Savings Recommended Alternative** items will be presented- the choice is up to you.

Frequently Purchased Items

You can easily reorder items by viewing your frequently purchased items from the **Account** icon in the header navigation:

- Click **Frequently Purchased**
- Sort & filter items by order date or category

Order Search, Status & Tracking

To search, track, check the status, cancel and order or a make a return go to the **Account** icon and use the dropdown menu to choose **My Orders** or **View All**.

- Choose the order you wish to view
- If you need to make changes to your order, within 30 minutes of placing the order, you can **Cancel** the order and re-submit

Order Details

- Click on **View Tracking** to see details
- View delivery progress on the **Delivery Tracker** with the number of items in the box
- Easily reorder or make a return by click on **Return an Item** or **Duplicate Order**



Staples Item Number	Category	Staples Description
233510	Filing & Folders	CARD, INDEX, RULED, 4X6, WHITE, 500/PK
116806	Filing & Folders	FOLDER, HANGING, FILE, 1/3 CUT GREEN 25/BOX
595369	Filing & Folders	FILE, EXPANDING, A-Z, 12 POCKET, EACH
119107	Filing & Folders	FILE, EXPANDING, 1-31, LETTER
116657	Filing & Folders	FOLDER, FILE, 1/3 CUT, LETTER 100/BOX
385909	Desk Accessories	TRAY, DESK, LEGAL, WIRE, BLACK, EACH
24402486	Desk Accessories	CUP, PENCIL, SILVER, MESH, EACH
24380413	Desk Accessories	HOLDER, BUSINESS CARD, PEWTER, EACH
324791	Copy & Printer Paper	PAPER, COPY, 8 1/2 X 11 500 SHEETS, CARTON
472872	Copy & Printer Paper	PAPER, THERMAL, 2 1/4" X 85', 9 ROLLS/PACK
135855	Copy & Printer Paper	PAPER, COPY, 8 1/2 X 11 500 SHEETS, REAM
531236	Copy & Printer Paper	PAPER, THERMAL, 2 1/4" X 50', 10 ROLLS/PACK
382955	Computer Accessories	MOUSE PAD BLACK
24545367	Calendars & Planners	CALENDAR, DESK, 21 3/4" X 17 JAN-DEC 24
1300950	Binder & Accessories	BINDER, 2", BLACK, EACH
1337665	Binder & Accessories	BINDER, 1/2", BLACK, EACH
462846	Binder & Accessories	TABS, DIVIDER, LEGAL, UNPUNCHED
374815	Binder & Accessories	BINDER, 1", WHITE, EACH
374816	Binder & Accessories	BINDER, 1", BLACK, EACH
919789	Binder & Accessories	PROTECTOR, SHEET 8 1/2 X 11, 25/BOX
374813	Binder & Accessories	BINDER, 1 1/2" BLACK, EACH
153874	Binder & Accessories	TABS, DIVIDER, EIGHT BANK, CLEAR
318964	Batteries & Power Protection	BATTERY, C, 4/PK
318949	Batteries & Power Protection	BATTERY, AAA, 4/PK
318972	Batteries & Power Protection	BATTERY, 9-VOLT, 2/PK
318931	Batteries & Power Protection	BATTERY, AA, 4/PK
169763	Batteries & Power Protection	BATTERY, 76A, 1.5V, EACH
511965	Basic Supplies	CARD, INDEX, 4X6, 25/SET
799809	Basic Supplies	PUNCH, THREE HOLE, 10 SHEET, EACH
24380510	Basic Supplies	SCISSORS, 8", EACH
831610	Basic Supplies	CLIPS, BINDER, 2", LARGE, 12/BOX
808592	Basic Supplies	STAPLES RUBBERBANDS #19/1-LB
24418189	Basic Supplies	REMOVER, STAPLER, EACH
24418182	Basic Supplies	STAPLER, METAL, EACH
24418183	Basic Supplies	STAPLE, 1/4", STANDARD, 5000/BOX
686683	Basic Supplies	PIN, PUSH, CLEAR, 50/PK
525923	Basic Supplies	CLIP, PAPER, SILVER, JUMBO, 100/BX
103523	Basic Supplies	BINDER, CLIP, 3/4", 12/PACK
122085	Basic Supplies	PAD, FELT, INK, BLACK, EACH



Staples Item Number	Category	Staples Description
130674	Tape & Adhesives	DISPENSER, TAPE, BLACK, EACH
504753	Tape & Adhesives	TAPE, TRANSPARENT, 3/4" X 36 YD, ROLL
2514130	Sticky Notes and Flags	NOTES, STICKY, 3X3, YELLOW, 100/SHEET, 12/PK
644095	Sticky Notes and Flags	HOLDER, STICKY, 3X3, BLACK, EACH
120741	Presentation boards	CLEANER, EXPO, WHITE BOARD, 8OZ, EACH
634797	Presentation boards	ERASER, DRY-ERASE, BLACK, EACH
24376594	Pen, Pencils, & Markers	MARKER, BLACK, CHISEL POINT, 5/PK
450130	Pen, Pencils, & Markers	PEN, COUNTERFEIT DETECTOR, EACH
24416466	Pen, Pencils, & Markers	MARKER, DRY ERASE, CHISEL, 4/PK
617944	Pen, Pencils, & Markers	LEAD, PENCIL, .07MM, 12/TUBE
807969	Pen, Pencils, & Markers	PENCIL, MECHANICAL, .07MM, 12/PK
24474009	Pen, Pencils, & Markers	TAPE, CORRECTION, 2/PK
501668	Pen, Pencils, & Markers	HIGHLIGHTER, YELLOW, EACH
123455	Pen, Pencils, & Markers	PEN, ROUNDSTIC, BIC, MEDIUM, RED, 12/PK
123315	Pen, Pencils, & Markers	PEN, ROUNDSTIC, BIC, MED, BLUE, 12/PK
123372	Pen, Pencils, & Markers	PEN, ROUNDSTIC, BIC, MED, BLACK, 12/PK
498238	Pen, Pencils, & Markers	MARKER, BLACK, FINE POINT, EACH
24424334	Office Equipment	CALCULATOR, 8-DIGIT, EACH
154138	Notebooks & Pads	PAD, WRITING, 8 1/2 X 11, LEGAL, YELLOW, 50 SHEET, 12/PK
366693	Mailing, Packing & Shipping	ENVELOPES, 9X12, WHITE, 25/BX
235234	Mailing, Packing & Shipping	ENVELOPE, #10, 125/BOX
645301	Labels & Label Maker	MAKER, LABEL, DYMO, LETRATAG PLUS
919131	Labels & Label Maker	LABEL, DYMO, BLACK-ON-WHITE, EACH
917885	Labels & Label Maker	LABEL, TAPE, BROTHER, BLACK-ON-CLEAR, EACH
479872	Labels & Label Maker	LABEL, ADDRESS, 1X 2 5/8, 750/PACK
391431	Labels & Label Maker	TAPE, BLACK ON WHITE, LABEL, .05" X 13', DYMO
2030289	Ink & Toner	TONER, HP, 952XL/952, REMAN, FOUR COLOR, EACH
791230	Ink & Toner	DRUM, BROTHER DR520
2401378	Ink & Toner	TONER, CANON, 137, REMAN, BLACK, EACH
2472422	Ink & Toner	TONER, HP, 950XL, FOUR COLOR, PACK
1004306	Ink & Toner	TONER, HP 80A, REMAN
331222	Ink & Toner	TONER, HP 85A
2123380	Ink & Toner	TONER, BROTHER, TN630, BLACK, EACH
2796082	Ink & Toner	TONER, HP, 63XL, REMAN, BLACK



Consolidated Solutions provides additional TeamVision assets including postage, Doctor business cards, postcards, and Rx Pads.

Access the Consolidate Solutions website through the Ciao! Toolkit application:

Username: TXXX

Password: SolutionsTXXX

Available Items	Additional Details
Business Cards/Appointment Reminder Cards Note: Due to cost these are reserved for Lead Doctors and PMs only – all other business cards can be ordered using the Generic Business Card Order Form.	OD/PM Business card Single Site/Doctor <ul style="list-style-type: none"> • Multiple Sites • Multiple Doctors
Yearly Recall Postcards	<ul style="list-style-type: none"> • Pre-appointment • Yearly Reminder Card (No pre-appointment)
RX Pads	<ul style="list-style-type: none"> • Please order 1 pad per office to share if needed • The OD/MD will fill in credentials when completing RX
Forever and Postcard Stamps	<ul style="list-style-type: none"> • Stamps require approval from MM/RM – they will receive an email once order is placed • Order Postcard stamps for Recall Cards (do not use Forever Stamps for postcards) • Forever Stamps are limited in quantity and should be used for patient statements and patient records as needed • Order stamps in the monthly quantity that your site needs • Do not bulk order stamps as this will cause them to go on backorder quickly and prevents others from being able to get what they need each month • Stamps should be kept in the safe as they are considered a "cash" item

TeamVision

Business Card Order Form

1) Sample Card

No Change from Previous Order:
Attach Business Card Here

New Order:
Complete Section 2 Below

2) Select Style of Card:

☐ Site Cards – Quantity 1000/Order

Site Name <small>4000 Lumberton Pike Piquette, OH 45342 • USA Tel: 513.755-4300 Fax: 513.755-4307 Email: mjones@tribci.com</small>	<small>DATE: _____ TIME: _____ WITH DR.: _____</small> YOUR NEXT APPOINTMENT <small>If you are unable to keep your appointment, please contact us.</small>
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☐ Title Cards with Appointment Reminder – Quantity 500/Order

Site Name <small>NAME: LAST NAME Jill Title 4000 Lumberton Pike Piquette, OH 45342 • USA Tel: 513.755-4300 Fax: 513.755-4307 Email: mjones@tribci.com</small>	<small>DATE: _____ TIME: _____ WITH DR.: _____</small> YOUR NEXT APPOINTMENT <small>If you are unable to keep your appointment, please contact us.</small>
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☐ Title Cards with Blank Back – Quantity 500/Order

Site Name <small>NAME: LAST NAME Jill Title 4000 Lumberton Pike Piquette, OH 45342 • USA Tel: 513.755-4300 Fax: 513.755-4307 Email: mjones@tribci.com</small>	<p style="text-align: center;">BLANK</p>
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☐ Optometrist Cards with Appointment – Quantity 500/Order

Site Name <small>NAME: LAST NAME Jill Title 4000 Lumberton Pike Piquette, OH 45342 • USA Tel: 513.755-4300 Fax: 513.755-4307 Email: mjones@tribci.com</small>	<small>DATE: _____ TIME: _____ WITH DR.: _____</small> YOUR NEXT APPOINTMENT <small>If you are unable to keep your appointment, please contact us.</small>
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Order Date: _____ Site #: _____

Contact Name: _____

Contact Phone #: _____

3) Imprint Info:

Site Name: _____

Name (if Applicable): _____

Title (if Applicable): _____

Address: _____

Phone: _____

Fax: _____

Cell: _____

Email: _____

Website: _____

4) Billing Info:

Site/Field job center to be charged

(Site #, Department #, Region #, Etc.)

5) Shipping Info:

If different from address on card

6) Ordering Details:

These are TeamVision standard business cards. No variations or exceptions of any kind.

Email completed forms to mjones@tribci.com



Name badges are available to order through TeamVision. The badge will include the Team Member name and optional Job Title (with or without the TeamVision logo based on role).

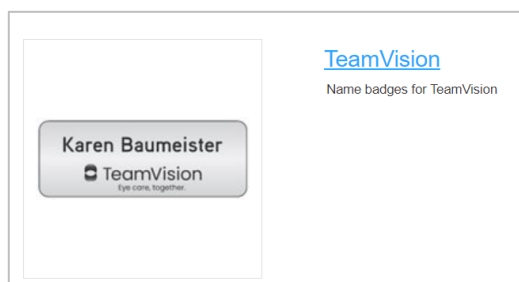
From Ciao! Optical Toolkit, select **Name Badge Order** icon OR this link <https://shop.markmasterinc.com/login/765396>

1 Enter **765396** when prompted for the user ID:

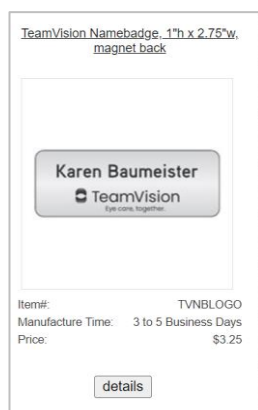
Welcome to the Mark Master Marketplace

Please enter your user id:

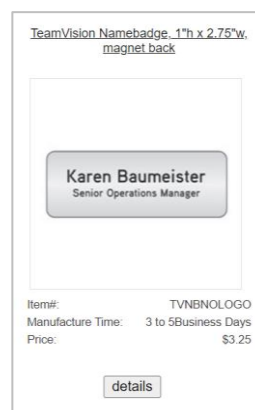
2 Select **TeamVision** for the category:



3 **TeamVision Operations & Field** will select this option (with logo) to complete the order:



3 **TeamVision Site Team Members** will select this option (without logo) to place the order:





EssilorLuxottica has negotiated a contract with **Regency Supply** to provide replacement lamps for all EssilorLuxottica North America locations on select lighting (not Ophthalmic Equipment which is available on Central Purchasing).

Sites will call in their lamp requests to Regency directly and follow the prompts to speak directly with a Regency Supply service representative at 1 (800) 284-2024, Option 2, Monday - Friday 8am-8pm EST.

All non-emergency maintenance requests should be entered into the **Maintenance Portal** for maintenance and repairs. These requests will be completed by approved vendors with whom convenient cost agreements have been made. **Most requests can be entered into the Store Maintenance Portal, however, if there is an emergency (flooding, broken window, etc.), please contact call the emergency hotline, 513-765-3500.**

Select job roles will have access to the platform to ensure control maintenance requests. Managers in each location can access the Maintenance Portal through the Ciao! Toolkit application with your Network credentials.

Categories	Additional Details
General	<ul style="list-style-type: none"> • General repairs • Walls including holes, paint, graphics • Flooring including repair or replacement • Windows • Lighting • Pest Control • Electrical • Plumbing • Janitorial
Asset Protection	<ul style="list-style-type: none"> • New locks and keys (InstaKey) • Safe • Gates • Board-Up
Environmental, Health and Safety	<ul style="list-style-type: none"> • Safety Inspection failures, violations, or citations • Waste disposal (universal or hazardous) • Recycling assistance, including electronic equipment, lamps, batteries, aerosols, consumer cleaners, lab chemicals, etc.
Doctor Equipment Note: See additional details in the OD Equipment Operations Guide.	<ul style="list-style-type: none"> • Repairs • Calibrations and maintenance

Note:

- **Outside vendors not affiliated with TeamVision through Maintenance Portal (Service Channel) are not authorized to perform work in the location.**
- For Lab Equipment, partner with your Regional Operation Manager (ROM) who guide you on who to call or resources to leverage to repair down equipment.



Create New Work Order

1. Select **Create New Work Order**
2. Type in the **Keyword Search** or **Select using the Drop-Downs**
 - Note all drop downs must be selected to proceed forward
3. Enter details and pertinent information into the **Text Box**
4. Review and confirm all details:
 - If you wish to make any changes, you can go back to the previous steps and revise
 - Scroll down to **Add Attachments** including pictures
5. Select **Submit Request**

Keyword Search

When typing the search box, be sure to select the option with **TeamVision as the Brand**.

Create New Work Order

2 View Open Work Orders

0 Late to Arrive

0 Reviews Required

3 View All Work Orders

2 All Scheduled Work Orders

2 Reactive Work Orders

0 Planned Maintenance

Today

Day

Week

Month

All Dates

Search

Search

Sort By

Status

Calendar

List

Open

In Progress

All Dates

Sched.Date	Tracking#	Priority & Status	Description	
FRI MAY 17, 2024	277678175	LOW: 5 DAYS IN PROGRESS / WAITING ON LUXOTTICA DIRECTION	TEAMVISION / Recycling and Disposal / Lab chemical disposal / EHS-Recycling box request or indications / Found chemicals from preconversion that we do not use. Found during annual EHS visit. Items include: BPI lebs prep- 2 bottles 32 oz each, dynamic dye b gone 1 bottle 1 gallon, dynamic lac poly safe marking remover 1 bottle, 1 quart / TEAMVISION Resicom	<div>Details</div> <div>Add Note</div>
FRI MAY 17, 2024	274031526	NORMAL: 2 BUSINESS DAYS IN PROGRESS	DOCTOR EXAM ROOM / Doctor Equipment / Slit Lamp - Service (all makes & models) / Requires Service or Replacement Parts / Need new chin rest / DOCTOR EXAM ROOM Tek-Net Inc.	<div>Details</div> <div>Add Note</div>

Follow Up on an Existing Work Order

1. Select **View Open Work Orders**
2. Select **Details** to view into the ticket including prior notes or to add a new note
3. **Check back daily** to ensure you see progress:
 - Within 7 days you should see progress or movement on your ticket
 - Once you request an update in the notes, if you do not see progress within 2 days partner with your field leader
4. You also have the ability to leave feedback regarding the vendor and quality of work within the Maintenance Portal



For **Maintenance** questions or concerns use the Toolkit Maintenance Portal:



*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

All maintenance emergencies should be called into the Maintenance Emergency Hotline 513-765-3500



In the US, our shipping partner is **EasyShip** for shipping. Access through the Ciao! Toolkit application with your EssilorLuxottica credentials. EasyShip guide is available in Ciao! Toolkit Document Folder > EasyShip.

In the US, shipping supplies can be ordered through [Campus Ship](#) through Toolkit or clicking on the link.

Username: TVTXXX

Password: Welcome0001!

In Canada, our shipping partner is ICS Courier for both shipping and supplies. Access the website at <https://www.icscourier.ca/online-services/login.aspx> or through the Ciao! Toolkit application with your site location information.

Username: Site Email Address

Password: Welcome!

ICS also has a helpdesk available Monday to Friday, 8:00 am to 9:00 pm EST. Call 1-888-229-3003 or email Helpdesk@icscourier.ca for technical assistance.

Prepare a Shipping Label

- Click on Click'n'Ship
- Consignee Information
 - For a new consignee entry complete all fields with an asterisk
 - ID can be anything you choose for the consignee that you are shipping to, it can be part of their company name, their postal code whatever you choose.
 - The system is set to save your entry. This will save this customer's profile for all future shipments. If you do not wish to save it, uncheck the save address box.
 - If you are unsure about the street address you can also use the postal code look-up feature by entering the postal code and click on Search By Postal Code.
 - If your consignee is already saved in your address book, use the search functions to retrieve the customer's profile. (ID Search or Open Address Book)
- Parcel Information
 - Complete all mandatory fields.
 - Do not purchase additional insurance
 - Enter in the weight for each piece in the shipment
 - Enter the dimensions of the packages to help determine if dimensional weight would apply to your shipments.
 - Comment/Reference box and Cost Centre are places for you to enter special references for your shipments, if applicable.
- Service
 - Select the ICS Courier service you wish to use for your shipment
 - The drop-down menu displays the available services based on your location and the consignee information.
 - After you select a service, the Rate Summary will appear with the shipment details.
- Pick-up Required
 - To schedule a pick-up directly from the tool, select Yes and enter the date you would like the driver to pick-up the shipment.
 - REMEMBER you only need to schedule one pick-up per day of service.
- Process and Print Label
 - Click process and the printing box will appear
 - Print only 1 copy of the shipping label
 - To create additional labels for multiple pieces, please ensure you change the Piece section of this form or create a New Shipment
 - Take your printed label, fold it and insert it into the label pouch then apply your label pouch to your Next Day parcel
- Close your shipping manifest at the end of each day, this is very important for our billing department.



Reprint or Void Shipping Label

- To reprint or void a shipping label, it must be completed before you close your manifest for the day. If there are any shipping labels that can be reprinted, they will show up under select PIN(s)
- Check the box in front of the PIN you would like to reprint
- Once the item is selected, click either Re-Print Label or Void Label
 - Re-Print Label - Click OK to confirm and re-print the label, it will then pop up on the left-hand side of your screen for printing
 - Void Label - Click OK to confirm and void , once the PIN has been voided it will disappear

Track a Package

- Click on Parcel Tracking in the menu at the top right corner
- Select the search type, then enter your tracking number in the box
- Click Search and the tracking results will appear on the screen below the Search button and display the last updated scan on your shipment
 - To view the signature on a delivered shipment, click on the name in the signature box
 - To view further details of the scanning, click on View Tracking Details

Order Shipping Supplies

- From tool bar, select Online Services
- From the Tools menu where you can select Order Shipping Supplies
- Select the account you would like to order your supplies for from the dropdown menu at the top
- To add multiple items, click Add Item
- Once all mandatory fields have been completed, click on Submit Order

SITE CORPORATE CREDIT CARD



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The Bank of America Corporate Credit Card should be used for site needs that cannot be purchased through central purchasing or Staples. The card is designed to eliminate the need for reimbursements, purchase orders, and invoices. Additionally, your field leader will provide pre-approval for budgets including team building and meeting expenses.

Credit cards must be safeguarded against loss, theft, or unauthorized use. The credit card is required to be kept in the site safe. The PM should immediately notify the Bank of America if the card is lost, stolen, or damaged by calling customer service at 1(888) 449-2273, email Corporate_Services@luxotticaretail.com, or through your online portal.

Personal use of the Corporate credit card is strictly forbidden as are cash advances. Under no circumstances should the Corporate Credit Card be used to purchase items for recruiting, team member engagement, patient services, or team member recognition, rewards, or incentives. The use of the Corporate credit card is for business needs only since all charges are billed directly to EssilorLuxottica. Inappropriate use of the card will result in disciplinary action, which may result in termination.

Expectations:

- The Site Credit Card should be used for site needs that cannot be purchased through Central Purchasing or Office Depot
- The Practice Manager is the only approved employee in the location to make purchases
- Keep the card in the site safe when not in use
- It is the responsibility of the PM to track how much is being spent during each month on the Corporate Card Purchase Log/Envelope (CP#3000662)
- PM must audit all transactions monthly. You will view your monthly statement in the Bank of America portal (<http://www.bofaml.com/globalcardaccess>) and compare against your Corporate Card Purchase log. Report any fraud or discrepancies.
- Sites will receive a monthly budget of \$150 (this does not roll over)



Making a Purchase

The PM is the only approved employee in the location to make purchases on the BBVA MasterCard Corporate Purchasing Card. Partner with Operations if the PM role is open in your store location.

The PM will call or visit a supplier and complete the credit card transaction. When completing the credit card transaction, be sure the supplier charges sales tax on the purchase. Otherwise, the company will not be in compliance with state tax laws.

Keeping a Record

Track your purchases so you can verify them against the monthly card statement, which will be viewable in Bank of Americas online portal- <http://www.bofaml.com/globalcardaccess>.

Record the purchase on the Corporate Card Purchase Log/Envelope (CP# 3000662) after each purchase is made. Save all receipts in the Purchase Log/Envelope.

Monthly Statement

Once a month you can view an online statement that details the charges billed during the billing period to your store. This statement is for your files.

When the statement is reviewed, verify the accuracy of the statement by comparing transactions to the items you have recorded on your purchase log for the dates of the statement.

- It is extremely important that a receipt is on hand for every charge in order to comply with audit and tax requirements.
- You must keep these records for 7 years per the Records Retention Policy.

If there are any discrepancies in the corporate purchasing card statement, or to request a duplicate statement or a copy of actual charges, call BBVA, the corporate purchasing card supplier at 1-877-558-8814. You may also report through the online portal.

- Save the statement in the current month's purchase log.
- Once you are satisfied that your log is correct and all supporting receipts are included, sign it in the space indicated and retain it in your files.

Paying the Bill

The bill will be paid by the corporate office without any action on your part.

New Hire, Transfer or Termination of PM

If a PM leaves employment with Luxottica Retail, they must leave the card in the safe or return to the Field Leader. Cards are site-based and can be transferred to the new PM.

Emergency Purchases

The card may also be used on an emergency basis for items that may exceed the limit by contacting Operations for permission. Once completed, the CSC Credit Card Administrator will apply the one-time credit limit increase within 24 business hours.



Once you receive your Credit Card, you will need to activate it prior to using and create an online account. The site credit card will come in a plain white envelope with activation instructions from Bank of America.



1

CARD ACITVATION AND ONLINE REGISTRATION: To activate and set up your online portal, visit <http://www.baml.com/globalcardaccess>.

When registering, you will need your card details, site address, and a verification code/ID.

- Your Verification ID number to activate the card will be the 2 or 3-digit site number with no leading letters or zeroes.
 - i.e., T014 Verification ID is 14, T127 Verification ID is 127.
- Your manager email has been set up for two factor authentication.
- Note- when using the online portal, If any of the information has been entered incorrectly, you will be redirected to the Bank of America customer service team who will be able to assist with the activation of your card.

2

CREATING YOUR PIN: You will create a 4-digit pin that will be required for most transactions after you activate your card. This will be your **site number** with a leading 0.

- i.e., T014 would be 0014, T127 would be 0127
- Do not write the Pin on the back of the card

Please note, the first time that you use your card to make a purchase, your PIN may not be recognized by the card terminal until it is sync'd to the chip on your card. In this case, please leave the card in the terminal and attempt up to three times with your custom PIN to allow the Chip and PIN to sync.

- Account phone numbers and email addresses must remain as the Manager email and site phone number- Do not update your BofA online account details to include any individual or personal details.
- All pin numbers should remain your location number, leading with a zero if necessary.
- If you need assistance, email **Corporate_Services@luxotticaretail.com**.

CONCUR EXPENSE ACCOUNT REQUEST



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Concur is the EssilorLuxottica global expense and travel solution for submitting expenses related to travel, optician and license reimbursement, or any site expenses for TeamVision.

New users that need to book travel or submit expenses will need to set up a new account before being able to access Concur.

Follow these steps to set up a new account:

1. Email webte@Luxotticaretail.com requesting a new account
2. Provide your EL ID, Complete Name, and Email Address

Once your account has been set up by Web T&E, they will provide you the user guide and Expense policy. Ensure you follow all policies and guidelines around eligible expenses and submitting expense reports.

Access Concur from the Toolkit or using the link below:

<https://logon.luxottica.com/nidp/app/login?id=concur-emea-contract&sid=2&option=credential&sid=2&target=https://logon.luxottica.com/nidp/saml2/idp/send?PID=STSPornd9l>

- Use the Simple Sign On (SSO) for Concur
- Use your EssilorLuxottica ID (do not include @[LUXOTTICA.COM](https://luxottica.com)) and network password to login to Concur
- On the mobile app enter CUVV2E as the SSO code

Note:

- All hotel expenses should appear in your available expenses, and once you add them into an expense report, you will be able to update the payment type to "Conferma" so they can be company paid.
- Book all travel through the Concur application when possible. You can call BCD for travel emergencies or issues at 800.833.1706



What: Ensure expenses for Team Members supporting integrations are charged to the appropriate Field Cost Centers, not their home site cost centers.

Field Cost Centers to Allocate to:

1. Triangle Visions Optometry: 130849
2. Rosin Eyecare: 111387
3. All Other Sites including Ophthalmology Offices: 111363

Why:

When a Field Team Member (coded to a T Site#) supports an integration, their expenses default to their home site's cost center. To align costs with the integration, these expenses should be reallocated and changed in Concur, to the appropriate Field Cost Center.

How:

- **Create your expense report in Concur and add your expenses.**
- **Click on the expense that requires a cost center change to open its details.**
- **Click the ALLOCATE button at the top left of the expense window.**

- **Click ADD on the bottom right.**

- **Under the COST CENTER dropdown, enter the appropriate cost center number and click SAVE.**

- **Triangle Visions Optometry: 130849**
- **Rosin Eyecare: 111387**
- **All Other Sites including Ophthalmology Offices: 111363**



Invoices

Any invoices received after Conversion, email invoices_payables@teamvisionteam.com.

Business Licenses

All licenses and permits are handled through the Home Office. If any forms or notices are received concerning this, email Licenses@luxotticaretail.com.

Ensure these notices are sent as soon as possible, as any delay may result in expensive fines or penalties.

Fire Inspections

They are automatically added once a site gets added to Service Channel (visible through the Maintenance Portal). Once a site is added a new locations email is generated and sent from the system directly. Our team sets up the site vendors and adds the Fire Extinguisher inspections to the January list.

- If additional inspections are required, they are added as well.
- If you find an inspection has not been added, please submit a ticket through service channel.

City Inspections

These inspections will happen from time to time, and a bill will be sent. This should be sent to invoices@luxotticaretail.com for payment.

Questions

Email TVOps@teamvisionteam.com with questions on systems, training, or processes. You can also attend the weekly Office Hours for answers to your questions.