

# STORE MAINTENANCE PORTAL

## EHS CATEGORY – SERVICE CHANNEL WORK ORDERS MANAGEMENT REQUESTS

### INTRODUCTION:

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

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

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

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

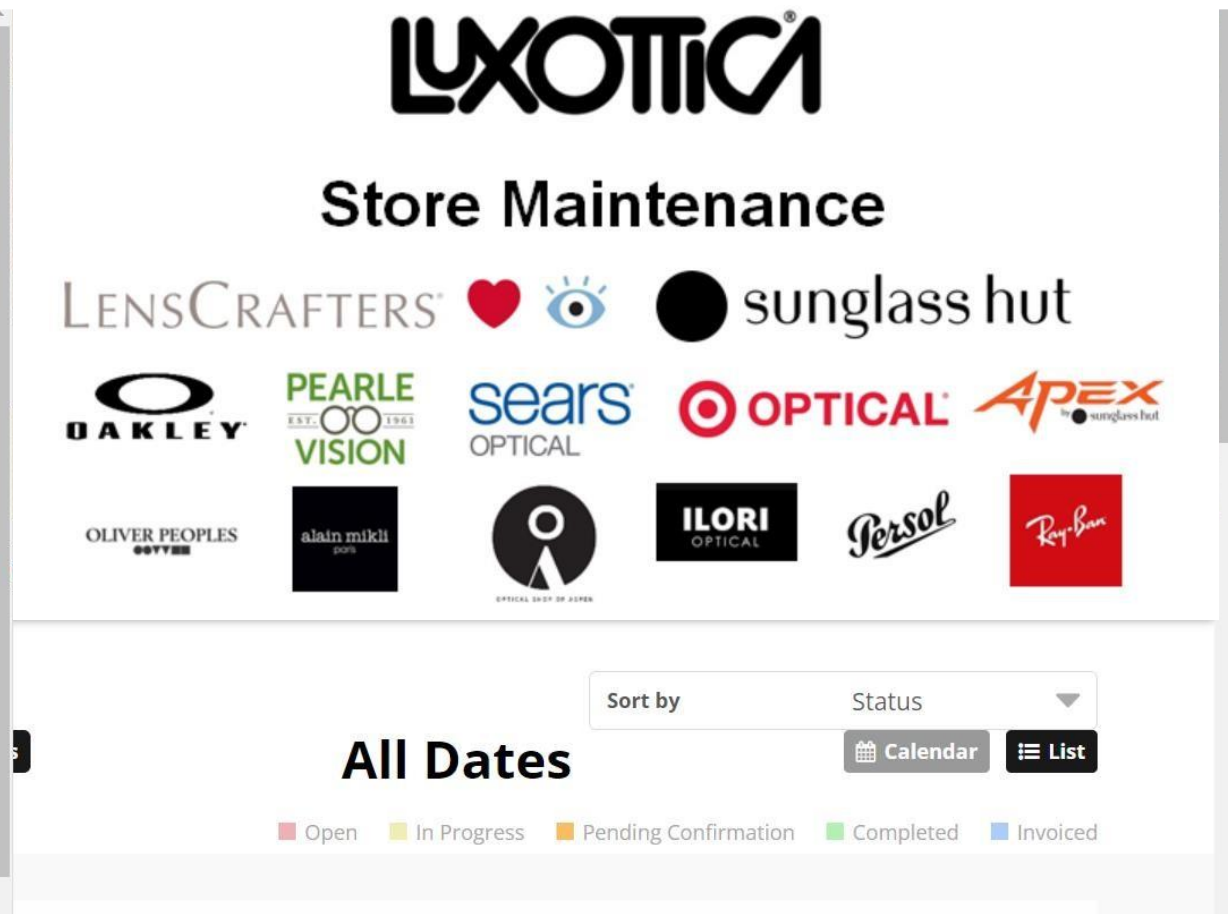
When EH&S work order requests are submitted, an email will be sent to [RetailSafety@LuxotticaRetail.com](mailto:RetailSafety@LuxotticaRetail.com)

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

# Step 1: Create New Work Order




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

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



**LUXOTICA**

## Store Maintenance

LENS CRAFTERS    sunglass hut

OAKLEY PEARLE VISION sears OPTICAL OPTICAL APEX by sunglass hut

OLIVER PEOPLES alain mikli OPTICAL SHOP BY ASPEN ILORI OPTICAL Persol Ray-Ban

Sort by Status

### All Dates

Calendar List

Open In Progress Pending Confirmation Completed Invoiced

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

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

After Store number, name and area selection:

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

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

Store Number  
0001

Full Name / Title  
Baumgarten, Rachel

Area  
ENTIRE STORE

Problem Type  
Recycling and Disposal

Equipment  
Lab chemical disposal

Problem Code  
EHS-Recycling box request or indications

Cancel Next

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

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

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

Exterior (Glass) - EHS Monthly or Excellence Inspection Task
Exterior (Glass) - EHS External Regulatory Inspection Task
Exterior (Glass) - EHS Store Injury or Safety Concern
Exterior (not glass) - EHS Monthly or Excellence Inspection Task
Exterior (not glass) - EHS External Regulatory Inspection Task
Exterior (not glass) - EHS Store Injury or Safety Concern
EHS Monthly or Excellence Inspection Task
EHS External Regulatory Inspection Task
EHS Store Injury or Safety Concern
Emergency light - EHS Monthly or Excellence Inspection Task
Emergency light - EHS External Regulatory Inspection Task
Emergency light - EHS Store Injury or Safety Concern
Exit sign - EHS Monthly or Excellence Inspection Task
Exit sign - EHS External Regulatory Inspection Task
Exit sign - EHS Store Injury or Safety Concern
Other hazardous recycling
Consumer Cleaners recycling
Lab Chemical recycling
Aerosol recycling
Ray Ban story recycling
Bulb recycling
Lamp recycling
Battery recycling

Store Number  
0001

Full Name / Title  
Baumgarten, Rachel

Area  
ENTIRE STORE \* Please note that options types are differently available according previous "Problem Type" selection

Problem Type  
Recycling and Disposal

Equipment  
Lab chemical disposal

Problem Code  
EHS-Recycling box request or indications

Cancel Next

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

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

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

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

Store Number  
0001

Full Name / Title  
Baumgarten, Rachel

Area  
ENTIRE STORE ▼

Problem Type  
Recycling and Disposal ▼

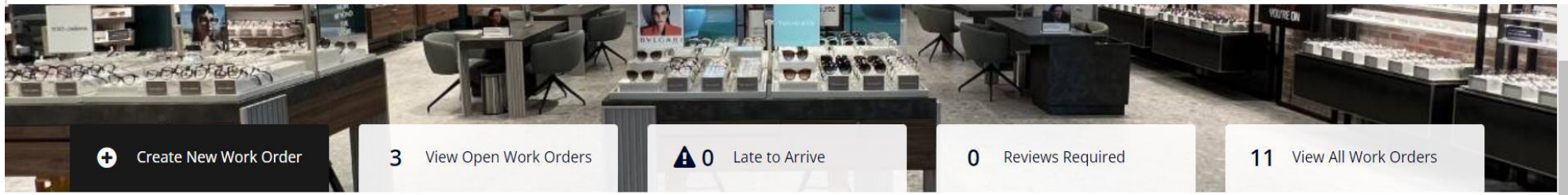
Equipment  
Lab chemical disposal ▼

Problem Code  
EHS-Recycling box request or indications ▼

Cancel Next

# Step 3: Details

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



## New Work Order

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

### Troubleshooting tips:

**MANDATORY FREE TYPING:**

1. Please describe what the Safety Hazard related to this request is.
2. Please include all necessary details as requested in this page Troubleshooting message



Enter Complete Problem Description, Referencing Troubleshooting Scripts Above:

Previous

Cancel

Next

# Step 4: Final Review

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

## New Work Order

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

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

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

Full Name / Title Baumgarten, Rachel

Category EHS

Priority URGENT: SAME DAY

Area / Problem Type / Equipment

ENTIRE STORE / Recycling and Disposal / Lab chemical disposal

Problem Code EHS-Recycling box request or indications

Trade RECYCLING

Not-to-Exceed Amount 500.00

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

Service Provider Retail Safety

RetailSafetv@luxotticaretail.com

# Step 4: Final Review (continued)

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

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

Service Provider Retail Safety

Please describe the issue

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

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

