

Happy Human Tools



To order Happy Human Tools scan the QR Code or visit:
cherryopticallab.com/supportive-customers/supply-order-request

COL Order Trackers

This Order Tracker allows our Happy Humans to verify the items within your shipment!

HOW TO USE THE COL ORDER TRACKER:

1. Using pen, fill out the top WHITE sheet of the Order Tracker (White sheet = ship). Info will copy to the YELLOW sheet. Be sure to use the divider between each set to prevent markings. Fill out all information: account number, account name, date, frame name and patient name.
2. Tear off the WHITE top sheet and add it to your package of outgoing frames.
3. Peel the small bottom tracking label off the label sheet and place it in the red box at the bottom of the YELLOW copy. **KEEP THE YELLOW COPY WITH TRACKING INFO FOR YOUR RECORDS.**
4. Place the larger, top shipping label on the outside of your outgoing package. Send your package off with UPS.
5. Contact our Customer Care Team if any questions arise, 920.469.2559. If calling with shipping questions, please reference your YELLOW copy for corresponding tracking information.



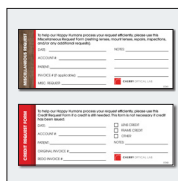
Request Forms

These request forms allow our Happy Humans to analyze data and process requests more efficiently.

The Miscellaneous Request Form can be used for, but not limited to:

- Restraining & Mount Lenses
- Repairs
- Inspections
- Additional Requests

The Credit Request Form can be utilized if a credit was missed, such as on a cancellation, warranty remake, etc.

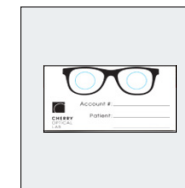


Frame Tags

We ask that these tags be utilized when an order has already been submitted. The tag easily slides onto the frames' temples to match your frame to your existing order upon arrival at the Lab.

HOW TO USE FRAME TAGS:

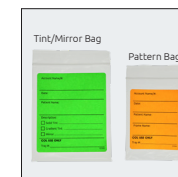
1. Enter your account number and patient name.
2. Slide the temples through the cut-outs.
3. You're done! It's that easy; there is no need to submit an additional order form or packing slip.



Mirror/Tint and Pattern Bags

We've made the process of sharing samples with us simple and convenient, and we provide the bags for your team!

- **To send Mirror/Tint Samples**, add your sample and fill out the Mirror/Tint Sample Bag (the one with the green label).
- **To send Patterns**, add the example and fill out the Pattern Bag (the one with the orange label).
- Once you've filled out the information, send it to Cherry Optical Lab and leave the rest to us!



By providing COL with this information, we make sure your order is processed by the appropriate department quickly and efficiently.

ECP Frame "Extra Care" Notepads

These notepads are intended for frames made of exotic and unique materials that require extra special care. Please take a moment to tell us more about your frame so we can prepare to handle accordingly.

The tags on this notepad can be used for, but are not limited to, materials such as:

- Horn, wood, 3D printed, leather, carbon fiber, vintage gold frames, vinyl, etc.

This tag can be used for unique callouts such as "missing gem." You can also utilize the checkbox on this form to have us call you—our Happy Humans are standing by to provide a consultation or discuss the order once it arrives.



Happy Human Tools

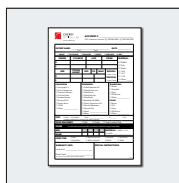


COL Order Forms

Besides electronic ordering, COL Order Forms are our preferred method for manual orders. Please use the COL order form to ensure accuracy and efficiency for manual entry methods. By utilizing these forms, our Data Entry team knows where to locate the necessary information to get your orders into production which helps expedite orders for you and your patients.

REQUIRED INFORMATION:

- Account number
- Patient Name
- RX
- Frame Manufacturer and all stamped frame info
- Applicable discounts
- Special notes - EX: is this order part of a multi-pair discount or warranty job?
- Please utilize your best penmanship. Clear handwriting provides clarity and reduces callbacks for information that can interrupt your day and delay your patient's orders.



GoStock Lens Credit Return Forms

HOW TO USE GOSTOCK LENS CREDIT RETURN FORM:

1. Complete the GoStock Lens Credit Return Form.
2. Once completed, send the form and your GoStock lenses to the Lab.
3. Bonus points for anyone who sends back the original packing slip with their returns. Thank you!

IMPORTANT REMINDER:

Returned products must be new and in original packaging.
All GoStock returns have a 25% restocking fee.



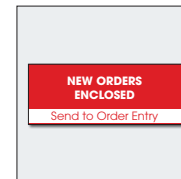
UPS Labels

For your convenience, we offer pre-filled UPS Labels with both your and COL's shipping information. This allows you to ship back to COL without needing to complete and print your own labels.



New Order Enclosed Stickers

These stickers are for all non-electronic orders otherwise known as your new mailed-in lens orders. They are intended to alert our Logistics team of new orders enclosed in your various shipments to the Lab.



PAL Stickers

PAL stickers go out with every associated PAL Order. If you'd like some on hand for inspections, we offer COL Branded PAL Stickers in the following formats:

- +0
- +2
- +4
- +6



Cleaning Cloths

Did you know that cleaning cloths are not sent with individual orders? Instead, we supply cleaning cloths in batches of 50, so you can distribute them as you please.

To receive Crizal or Shamir cleaning cloths, visit our website at cherryopticallab.com. Scroll to the bottom of our website, hover over "Supportive Customers," and click "Happy Human Tools/Supplies," or scan the QR code.



CHERRY
OPTICAL
LAB

At Cherry Optical Lab, we deeply value our relationships with eye care professionals like you. We believe that teamwork and collaboration are key to achieving the best results. That's why we've developed a set of tools that have been thoroughly tested and proven to be quick, easy to use, and practical while ensuring accuracy without compromise. We hope these tools bring you value because we've got your back!

CHERRYOPTICALLAB.COM