OPS – Location Management
User’s Guide
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Location Administration Access

Purpose:
This guide has been created to walk you, a Miracle-Ear Franchise OPS User, through the process of logging into OPS, identify what information you have access to update/create, and provide instruction on how to update/create such information.

Log In:

1. Go to the website https://portal.miracle-ear.com/OPSv2/Login.aspx. This link is also provided to you within the Miracle-Ear Portal.
2. The OPS log in page displays. Enter your username and password then click the login button.
3. If you experience any issues logging in, Log-In Instructions are provided directly on the Miracle-Ear Portal.

Best Practice: It is recommended to have Internet Explorer 8 or higher as your configured browser for the New Online Payment System. To ensure that you have the proper browser requirements, or for additional support please contact the IT Service Desk Help Line.
Owner/Administrator Access

Owner/Administrator Access Information:
You will be able to allow access to your Online Payment System Account to selected members of your staff for the administration of your accounts.

1. Select the **My Profile & Users** tab on the top tool bar.

2. Under the **My Users** heading on the left hand tool bar, select **Manage Users**.

3. Under the Manage Current Users, you should find your e-mail address and name. By selecting **Edit** you can add or remove Users to the OPS system.

4. To allow users to only have access to the “My Locations” section of OPS make sure to deselect any other options present and select “Access to ‘My Locations’ Section of the Website.

**Best Practices:** Selecting the “Access to ‘My Locations’ Section of the website” is recommended if access is granted to non-franchise owners. Check only this box.
New Location Request

Accessing the New Location Request Screen:
A New Location is defined as one that is entirely new to your franchise. A New Location will receive an account number unique to your franchise and all required information will be necessary to complete the request.

All new Miracle-Ear® Centers must be approved by Miracle-Ear prior to their opening. All requests using the New Location function in OPS are automatically sent to the appropriate Miracle-Ear Regional Business Development Manager (RBDM) for approval after submitted. You will receive an e-mail notifying you if your New Location request has been approved or denied.

Best Practice: Discuss any new locations with your RBDM prior to entering into a lease for a new location. Submit your request through OPS within a reasonable time prior to the planned opening to allow for processing of your request.

1. Select the My Profile & Users tab on the top tool bar.
2. Under the My Locations heading on the left hand tool bar, select Manage Locations.
3. You will be taken to the Manage Detailed Information For Your Locations screen. Click on New Location.
4. You will then be taken to the New Location request screen.
General Tab

Request Status – this field will automatically be updated based on the system’s processing of information. When entering the new location information, this field will default to Entered

Request Type – the request type for all new locations will default to New Account

Start Date – enter the date the new location will first be open for business (Note: Start Date cannot be a past date)

Request Note – this field allows you to enter any request specific notes to your RBDM

Legal Name – this field should be pre-populated for you with the franchisee’s legal business entity name

Store # - this field is pre-populated for you

Parent # - this will auto-populate with the your franchise parent account number

Bill to Shop – enter the account number of the center that products/services should be billed to; this will default to the parent account number

Invoice to Shop – enter the account number of the center that invoices for products/services should be sent to; this will default to the parent account number

Host Store – if the center is located within an approved host retail site (e.g. Sears, Walmart, etc.) enter the identification number associated with such host retail site as provided by the host retailer

County – enter the County in which the center is located.

Country - using the drop down box, select the Country in which the center is located.

Selling Type - select applicable Selling Type from drop down list

Site Title – select applicable Site Title from drop down list

Building Name – if applicable, enter the name of the building in which the center is located. (Ex: Plymouth Medical Center IV)

Street Address – enter street number, name, and direction (if applicable) at which the center is located. (Ex: 101 Cypress LN NE)

Suite/Unit – if applicable, enter the Suite/Unit number at which the center is located. (Ex: Ste B-5)
City – enter the City in which the center is located

State – using the drop down box, select the State in which the center is located.

Postal Code – enter the Postal Code in which the center is located.

Local Phone # – enter the center’s local phone number

Toll Free # – enter the center’s toll free phone number, if applicable

Fax # - enter the center’s fax number, if applicable

Store Email Address – enter the center’s email address, if applicable

Store Website - enter the center’s website, if applicable

*Best Practice: Verify that the address you have entered, including the Suite/Unit #, match with the address listed on your lease agreement.*

Site Type – select applicable Site Type from the drop down list

Front Office System – select applicable Front Office System from the drop down list

Square Footage – select applicable Square Footage range from the drop down list

Highest Level Staff – select applicable Highest Level Staff from the drop down list

**Save Submit or Cancel:**

Once all required fields are complete you may choose to Save, Submit, or Cancel. By selecting Save the information is not sent to your RBDM for approval, rather saved for you to come back to at a later time. By selecting Submit the information is sent to your RBDM for review. The RBDM may either approve or reject your request. If your request is approved, you will be notified by email and the request will flow through final processing by Miracle-Ear. If you should decide not to submit the request, select Cancel. Selecting Cancel will erase all history of the request existing.
**Hours Tab:**
The Hours Tab will be auto-populated upon your first visit into Location Enhancements in OPS. There are 4 areas of information to enter on the page: Daily Hours, Operating Hours, Directions and Service/Options.

### Daily Hours
This portion of the Hours tab will allow you to enter in the hours for a location from a daily prospective.

1. Under the Open section of the chart, click within the box next to each day. Select from the drop down an opening time for your location.

   Follow the same process for the close time of your location per day.

2. If your office is regularly closed on a certain day(s), check the **Closed** box next to the day.

   *Best Practice: Times are noted every quarter hour. Times will not reflect otherwise.*

### Weekly Hours
This portion of the Hours tab will allow your hours to populate on a weekly basis. Your weekly hours will be populated based on the hours entered within your daily hours.

1. Dependant on the amount of hours entered in the Daily Hours portion of the Hours tab, the Weekly Hours should automatically populate.

2. Op Hours should auto-populate depending on the type of location.

3. If you have special circumstances that you would like noted, please include them within the hours of operation. Please remember that this language will appear directly on the website. (Ex: Closed major holidays; by appointment after hours, etc.)

   *Good to Know:*
   - Full Time (FT): =>40 hrs/week
   - Part Time (PT): <40 hrs/week >8hrs/week
   - Service Center (SC): <8 hrs/week
   - Non-Selling (NA): Non-selling/Administrative Office
**Directions**
This portion of the Hours tab will allow you to add driving directions to your specific location.

1. **Within the Landmark Directions box, include directions to each of your locations.**

*Best Practices: Include directions from North, South, East and West and include relevant landmarks near your location.*

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**Service/Operations**
This portion of the Hours tab will allow you to specify the services, products, payment options, appointment availability and languages available in each office.

1. **Read through each of the categories and place a check mark by clicking in the box for which services/options are available.**
Close Location Request

Accessing Close Location Request Screen:
A Close Location request is defined as the closing of a location from your franchise. The account number will be removed from your franchise and store information list. All Close Location requests for existing Miracle-Ear® Centers must be approved by Miracle-Ear prior to their closings. All requests using the Close function in OPS are automatically sent to the appropriate Miracle-Ear RBDM for approval. You will receive an e-mail notifying you if your Close Location request has been approved or denied.

Best Practice: Discuss any closures with your RBDM prior to ending a lease for a new location and submit your request through OPS within a reasonable time prior to the planned close date to allow appropriate time for processing of your request.

1. Select the My Profile & Users tab on the top tool bar.
2. Under the My Locations heading on the left hand tool bar, select Manage Locations.
3. You will be taken to the Manage Detailed Information For Your Locations screen. Click on Close hyperlink on the row of the listed location you would like to close.
4. You will then be taken to the Close request screen.
5. On the Close request screen, enter the applicable Close Date.
6. Enter the Forwarding Location which the invoices and customer files will be forwarded to.
7. Enter any Notes which you would like to relay to the RBDM as part of this request.
8. Select Close Location for the request to be submitted to the RBDM for approval.
Relocation Request

Accessing Relocation Request Screen:
A Relocation Request is defined as a location that is moving from one area to another. (Ex: Moving out of Sears and into a free standing location). The location will maintain the same account number. All Relocation requests for existing Miracle-Ear® Centers must be approved by Miracle-Ear prior to their relocating. All requests using the Relocation request function in OPS are automatically sent to the appropriate Miracle-Ear RBDM for approval. You will receive an e-mail notifying you if your Relocation request has been approved or denied.

Best Practice: Discuss any Relocation Requests with your RBDM prior taking action to relocate a center and submit your request through OPS within a reasonable time prior to the planned relocation date to allow appropriate time for processing of your request.

1. Select the My Profile & Users tab on the top tool bar.
2. Under the My Locations heading on the left hand tool bar, select Manage Locations.
3. You will be taken to the Manage Detailed Information For Your Locations screen. Click on Edit hyperlink on the row of the listed location you would like to relocate.
4. You will then be taken to the Edit screen.
5. Enter the Effective Date of the Relocation (i.e.: the date the Center will be open at the new location).
6. Edit any applicable Address and/or Contact information that will change as a result of the Relocation (i.e.: Site Title, Bldg Name, Street Address, Suite/Unit, City, Postal Code, County, Phone, Fax).
7. In the Request Note field you may enter an explanation or other request specific comments to be viewed by your RBDM when processing your request.
8. Upon submitting the request you will be brought to the Address Change Request Type Pop-up. Select Address Relocation and then Continue.
Edit Location Information

Accessing Address & Contact Information Edit Screen:
Address/Contact information requests are defined as correcting account information such as, address, phone number or updating your hours of operation. The account will maintain the same account number. Address/Contact information requests for existing Miracle-Ear® Centers do not need approval by Miracle-Ear prior to their change. Address/Contact information requests using the Edit request function in OPS are automatically updated for approval based on the effective date you select. You will receive an e-mail notifying you if your Address/Contact information request upon submitting.

1. Select the My Profile & Users tab on the top tool bar.
2. Under the My Locations heading on the left hand tool bar, select Manage Locations.
3. You will be taken to the Manage Detailed Information For Your Locations screen. Click on Edit hyperlink on the row of the listed location you would like to update.
4. You will then be taken to the Edit screen. Your location information will be pre-populated within the screen based on the location you have selected.
5. Make the necessary Address Correction or changes needed to the location. Once you finished, click Submit.
6. Upon submitting the request you will be brought to the Address Change Request Type Pop-up. Select Address Correction (Not Relocation) and then Continue.

Best Practice: Use www.usps.gov to confirm the County in which the Center is located. Type the Center address on the “Look Up a Zip Code™,” page and select Find. A list of USPS formatted addresses will appear. Select “Show Mailing Industry Details” for the applicable address; the county name can be found here.
Additional Support

To Access OPS and this User Guide:

http://portal.miracle-ear.com/

For additional Support call the Miracle-Ear IT Service Desk Help Line:

1-800-456-6610