

Uploading Files to an Existing Case

There are various reasons why a customer may need to submit files for a case after the original submission event:

- All files not submitted during original submission.
- New scans are required.
- Updates/changes to be made to Rx that was originally submitted.
- Lab requesting intraoral photos.

If additional files need to be submitted, follow the instructions below to do so.

- NOTE: Only upload files to cases that have not yet been invoiced.
- NOTE: DO NOT use this option to upload files for a remake case. When submitting files for a remake, please follow the "Submit A Case" directions.

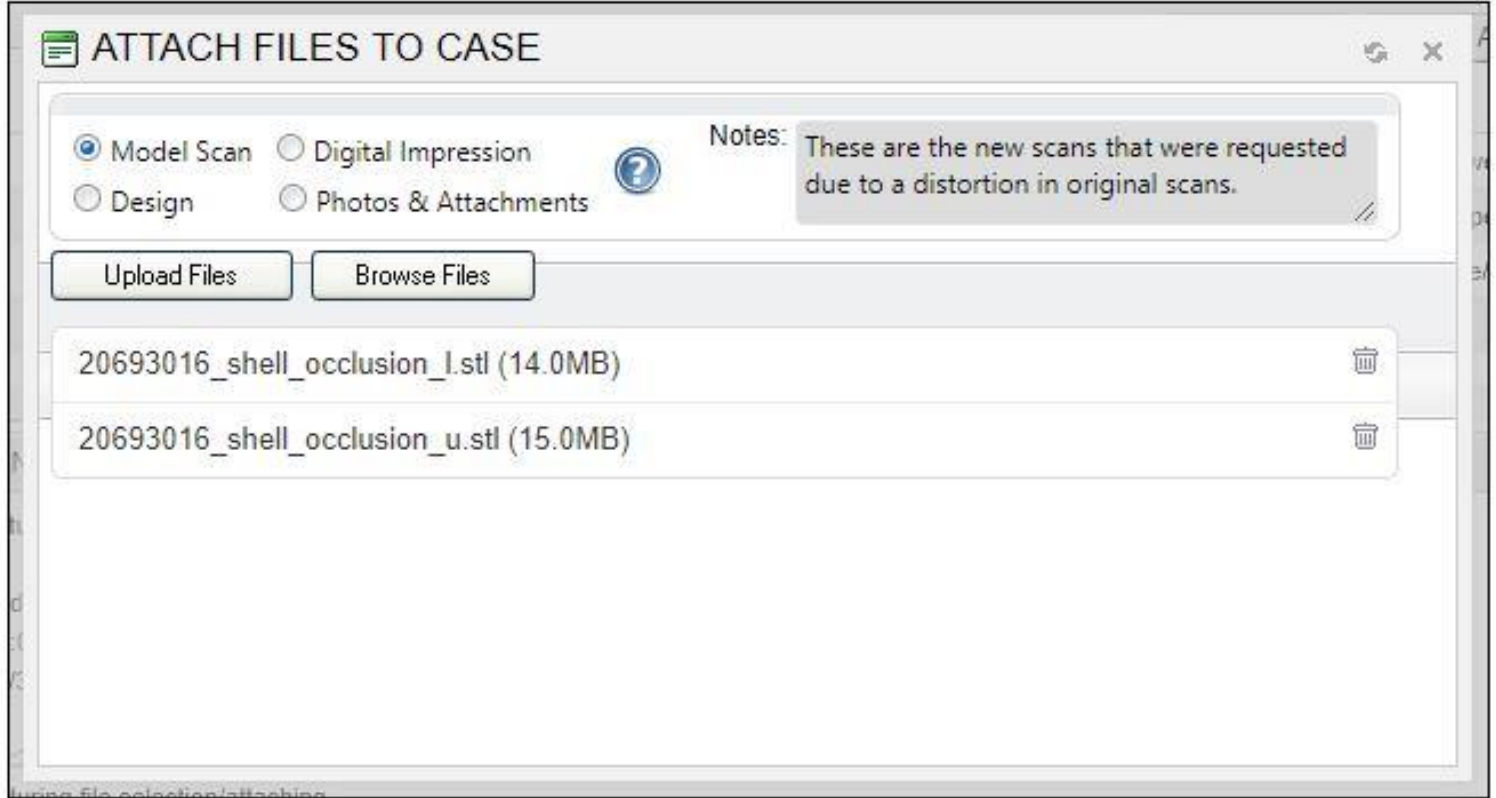
CASE DETAILS: 6837277

Case #: 6837277	Case Status: In Production	Patient Name First, Last
RX Number:	Shade:	Remake Reason:
Submitted On: 9/30/2018 10:39 AM	Received On: 10/3/2018 06:21 AM	Requested Return Date: 10/12/2018 04:00 PM
Date Invoiced:	Tracking Number:	
Address 1: 123 New Colonial Drive		

PRODUCT	QUANTITY	UNIT PRICE	TEETH NUMBERS	TOTAL CHARGE	DESCRIPTION
500005	12.00000	\$7.00		\$84.00	Labial Indirect Per Tooth: Lower
500000	12.00000	\$7.00		\$84.00	Labial Indirect Per Tooth: Upper
950075	2.00000	\$14.00		\$28.00	Printed Model With Appliance/ Arch
800040	1.00000	\$7.75		\$7.75	Digital Return Shipping

WEB COMMENTS

Requested Return Date: 10/12/2018
 RX is attached
 [Authorized and signed by Doctor: Dr. Zaney Zwarty]



- (1) Access the "View Case Status" option from portal's home page.
- (2) Find the case that you would like to upload files for and click on the "View Case Details" icon.
- (3) A window will appear showing the details of the selected case. Click on the "Upload Files" option.
- (4) Browse for and select the desired file(s). Feel free to include a note indicating why the additional file is being uploaded (ex: Re-scanned patient due to distortion in original scan.). Click "Upload".