

*Ordering a Model after
Completing the Lab Process*

Step 1

My Aligntech offers the option of ordering physical models, after the completion of the lab review process, without calling customer support. If you did not order a model, if you received a defective model or if you just want to get another set, you can order them through the web site. It is as simple as just opening MyAligntech.com and locating the case by patient name or order number. After that, select “Physical Model Order” from the available actions shown on the screen. (Note: The case state must be “Completed” in order to request additional models.)

Order Information

Search

Order ID

Save

Cancel

Order ID:

5291931

First Name:

test

*

Company:

Costa Rica Lab

Order Code:

SRMPF4

Last Name:

test

*

Doctor:

Employee, Aligntech

Case Type:

Reference Model

Chart Number:

Doctor License:

123

Registration Date:

2012/07/19

Acquisition Date:

2012/07/19

Tracking Number:

State:

Completed

Milling Site:

Align Technologies Juarez

Order Status:

Active

Int. Site:

Align Technology C.R. Lab

Rx notes:

Actions:

[Open File](#)

[Export \(iTero 4.1 or higher\)](#)

[Open RX](#)

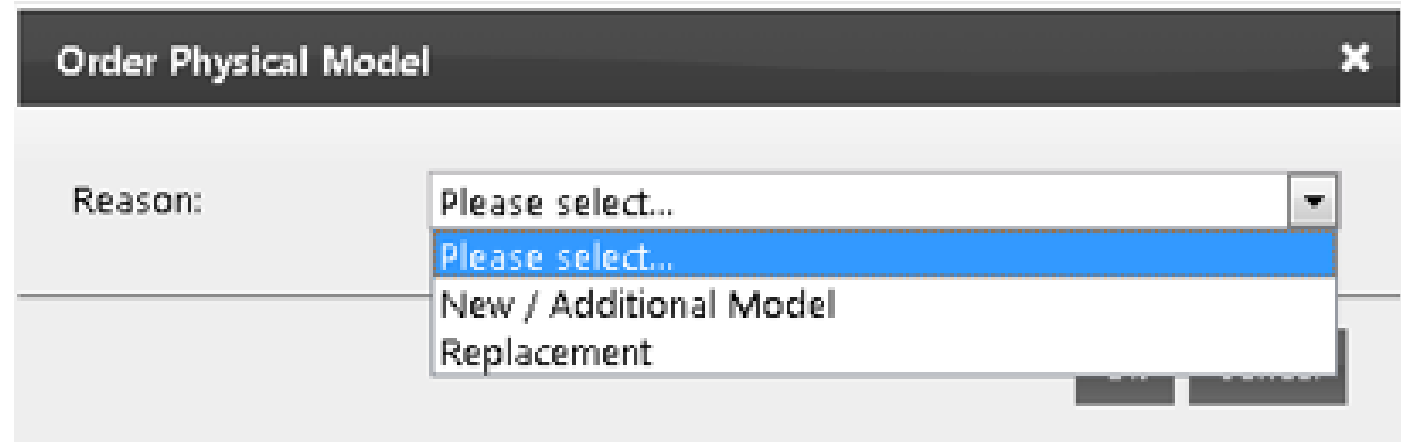
[Physical Model Order](#)

Order Details

Order Details ID	Item	Quantity	Ship To	Bill To	Due Date	Shipping Date	Delivery Date	Status
5485271	Reference Model Scan	1.00	Costa Rica Lab	Costa Rica Lab	2012/08/09	2012/07/20		Completed
5485273	Reference Model Case	0.00	Align Technology C.R. Lab		2012/08/09			Completed
9416282	3rd Party iDE	1.00	Align Technology C.R. Lab	Align Technology C.R. Lab		2014/11/14	2014/11/14	

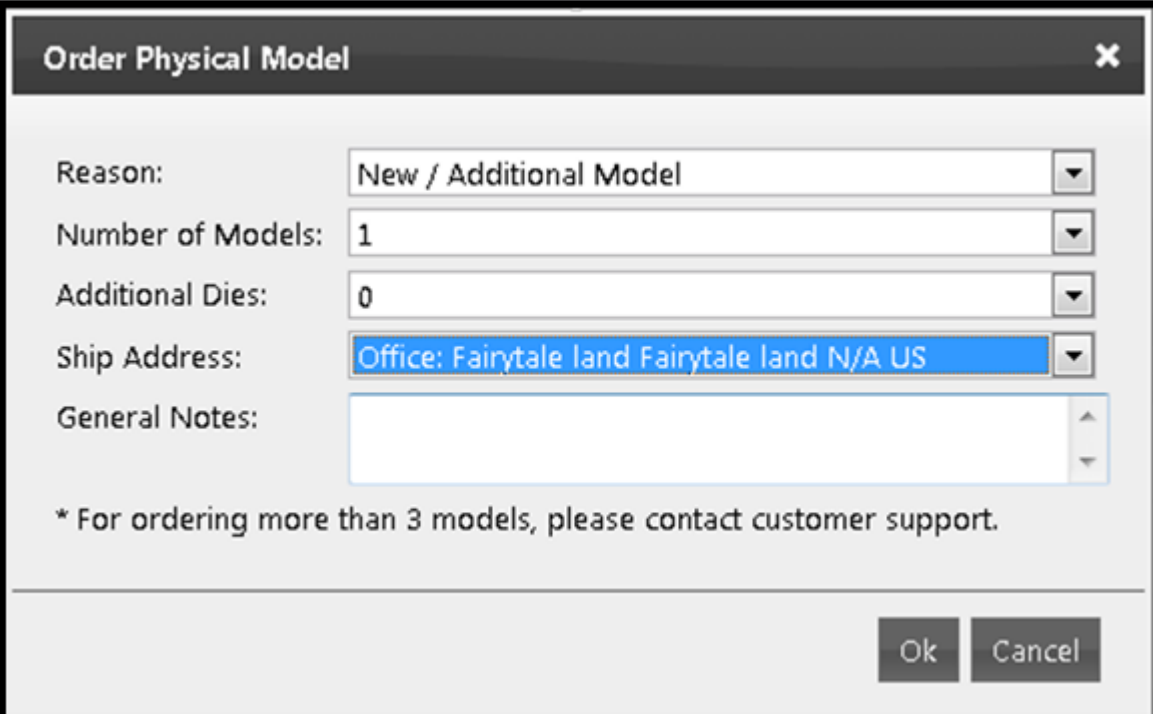
Step 2

- The Order Physical Model window will open:
- Select the reason for your model request :“New/Additional Model” or “Replacement Model”.



Step 3

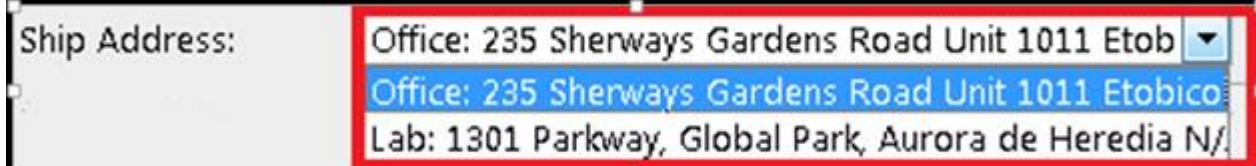
- Select the number of models and dies needed. (For more than three models, please contact Align Customer Support.)
- Confirm that the shipping address is correct.
- You may add a comment in the “General Notes” section, if necessary.
- Press “OK” to proceed, or “Cancel” to end the process.



The screenshot shows a dialog box titled "Order Physical Model" with a close button (X) in the top right corner. The dialog contains the following fields:

- Reason:** A dropdown menu with the selected option "New / Additional Model".
- Number of Models:** A dropdown menu with the selected option "1".
- Additional Dies:** A dropdown menu with the selected option "0".
- Ship Address:** A dropdown menu with the selected option "Office: Fairytale land Fairytale land N/A US".
- General Notes:** A text area with a vertical scrollbar, currently empty.

Below the fields, there is a note: "* For ordering more than 3 models, please contact customer support." At the bottom right, there are two buttons: "Ok" and "Cancel".



This image is a close-up of the "Ship Address" dropdown menu from the previous screenshot. The dropdown is open, showing three options:

- Office: 235 Sherways Gardens Road Unit 1011 Etob
- Office: 235 Sherways Gardens Road Unit 1011 Etobico
- Lab: 1301 Parkway, Global Park, Aurora de Heredia N/

The second option, "Office: 235 Sherways Gardens Road Unit 1011 Etobico", is highlighted in blue.

Step 4

- When ordering a replacement model, please select a reason from the Quality Issue drop-down list. Knowing why the replacement has been requested helps Align to track and correct issues, improving your experience. Press “OK” to proceed, or “Cancel” to end the process. Once the order for either additional models or a replacement model is received by Align, the status of your request will be shown in MyAligntech.com.

Order Physical Model

Reason:

Replacement

Quality Issue:

Please select...

Ship Address:

Office: Fairytale land Fairytale land N/A US

General Notes:

Ok

Cancel

Ship Address:	Office: 235 Sherways Gardens Road Unit 1011 Etob Office: 235 Sherways Gardens Road Unit 1011 Etobico Lab: 1301 Parkway, Global Park, Aurora de Heredia N/
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Order Physical Model

Reason:

Replacement

Quality Issue:

Please select...

Ship Address:

Please select...

General Notes:

Incorrect prep type
Unnecessary detachable
Scan body not recognized
Backwards physical models
Key of the abutment is missing
Incorrect insertion path/ Window base
Fitting issues
Fitting Issues on the working die
Fitting issues on the interproximal contacts
Stitching issues (extra/ missing information)
RX notes/ Missing detachable
Mismatch case
Distorted model/ Incomplete model
Broken working die/ Broken push key
Broken physical models/ Empty package
Lost package
Missing arch
Missing working die
Late delivery/ Incorrect address
Analog socket/ Die ditch issues/ Tight or Loose die

While requests for replacements that are consistent with Align Technology guidelines (see below) are available at no charge, there is a fee associated with an order for additional models.

If you have questions, please do not hesitate to contact Lab support at 800 577 8767 option 5.