

# READY TO

# ROQUE?

We're really glad you've chosen us to be your lab!

And by choosing us, you also get to experience what it is like to work with a modern orthodontic lab.

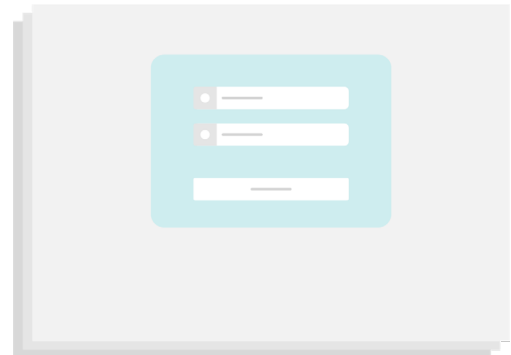
Case submission, case tracking, and billing, all handled right on your computer.

## 1. Sign Up & Sign In

Sign up using by clicking the button below:

**SIGN UP**

Or go to [roqueportal.dlcpm.net](https://roqueportal.dlcpm.net) and click the "Sign up" button like in the screenshot below::



## 2. Submit Your Rx

Once your account is created, in the customer portal, hover your mouse cursor over "Cases" on the left-hand toolbar, click "Submit Rx" in the pop-up menu, and let us know what you'd like. Submit the Rx with your patient's scans too! We accept: .dcm, .obj, .ply, and .stl



## 3. Made & Delivered

Once the Rx is submitted, our technicians will work their magic and make your written prescription come to life. All you will need to do is sit back, relax, and watch your case tracker as it runs on by from creation to fruition.



# Connecting your IOS with Roque

## Itero

1. On your iTero scanner, tap Find a Laboratory
2. Enter our Company ID 22709

## EasyRx

1. Click Labs on the top right
2. In the "Search this queue" search box, type in "Roque Orthodontic Laboratories Inc."
3. Find Roque on the list and click "Connect to this lab"

## 3Shape

1. Open the Lab Connection page and click Configure Communicate
2. Click on Add Lab
3. Click Connections at the top
4. Under the Connected Sites section, click Add Connection
5. In the "Fill in the email of the Clinic..." field, type digital@roqueortholab and click "Find" to search for Roque Orthodontic Lab
6. In the Result field, you should now see Roque Orthodontic Lab
7. Click Roque Orthodontic Lab and then click Connect at the bottom

## MEDIT

1. Login to the Medit Link web portal
2. On the left hand toolbar, click on "Partners"
3. Now in the search box, type in "Roque Orthodontic Laboratories Inc."
4. Click on our lab card under the search box and a new window will pop up
5. Click the blue button at the bottom of the new window that says "Request Partnership"

## Sirona

1. Go to <https://customer.connectcasecenter.com/> and login
2. Click "My Favorite Recipients" and then click "Search Recipient"
3. In the search window, select "Search Direct", type in "Roque Orthodontic Laboratories Inc", and click "Start Search"
4. Find "Roque Orthodontic Laboratories Inc" in the search results and right next to our zipcode, click the "+" button
5. You should now see our lab listed under "Recipients" at the top of the screen

# **Intra-Oral**

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# **— Scan Checklist**

**Just finished scanning your patient?  
Use this checklist to double check for the perfect scan!**

*This checklist will be available on your customer portal page as well.*

## **There is no open bite**

Sometimes when scanning too quickly during the occlusion scanning step, the intra-oral scanner will misalign the occlusion of the scan. Try scanning it slower again to get the patient's proper bite.

We do offer a realignment service for scans such as these, but will cost a miscellaneous charge and will only be our best educated guess.

## **No holes in the scan**

Moving too fast during the scanning process can cause holes to appear in the scan. To prevent this situation, move the IOS wand slower during the scanning process.

## **No missing teeth or tissue**

Teeth and/or tissue can be missing sometimes. Scanning thoroughly can help our tech create the best fitting appliance possible.

## **No distortion in the scan**

There can be a missing chunk of tooth in the scan, doubling of a tooth in the anatomy, excess material like a spike, bump, or hanging material somewhere on the scan. Scanning slower can alleviate these distortion issues.

## **Give it one more thorough look through**

Thoroughly looking at the scan that was just taken one more time before sending it out can save you a ton of time and also gets you a well fitting appliance. Give yourself an extra 2 or 3 minutes to look over the scan and save yourself days in time would have occurred if a scan was not good.

*If you have any questions always feel free to call us at (949)581-9711  
or email us at [digital@roqueortholab.com](mailto:digital@roqueortholab.com)*

# Local Pick Up & Shipping

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Are you located in Los Angeles County, San Diego County, Orange County or Inland Empire? If you are, Roque offers local pickup options and pickup scheduling all in our portal.

If you're outside those counties, we also offer an easy, convenient way to print return labels directly through the Roque Customer Portal

## Local Pick Up:

1. Login to the Roque Customer Portal
2. On the left hand toolbar, hover your cursor over "Pickups" and then click "Schedule Pickup"
3. Then fill out what day and the range of time that we'll be able to come by and pick up the package, and how many packages we'll be picking up
4. Then you can track your pickups by hovering over "Pickups" and clicking "View Pickups" to see the status for all your scheduled pickups

## Return Shipping: *(For labs that are not within the range for local pickup)*

1. Login to the Roque Customer Portal
2. On the left hand toolbar, hover your cursor over "Fulfillment" and then click "Return Labels"
3. Fill out the relevant information for your shipment, such as: Service type, package type, and number of packages
4. Once completed, click "Create Labels" and your return label will be created for use

# Setting up Auto Pay



Our customer portal's autopay function gives you the ability to effortlessly automate your bill payments. With a simple setup process and automatic transactions, you can enjoy a hassle-free experience, ensuring timely payments without the need for manual intervention.

## INSTRUCTIONS:

1. Looking at the toolbar on the left hand side, hover your mouse cursor over the "Accounting" tab and then click Autopay
2. Then click "Set To Autopay" to begin setting up autopay for your account
3. Fill in the frequency for the autopay to whichever you desire, and to the right hand side, pick the day you'd like autopay to make a payment
4. Next, set the date you would like the autopay function to take effect
  - a. There is also an option for autopay to always activate at month's end. If this is something you wish, check off this option
5. Now choose whether you'd like to pay using credit card or echeck
6. Fill in required information for credit card or echeck processing
7. Your autopay function is now fully setup

# TERMS & CONDITIONS

We are committed to providing high quality appliances and services for your dental practices. We have updated our terms and conditions to better serve you and your customers.

We are requesting that you take into consideration the following updated policies:

Roque can only guarantee that our custom made appliances will fit the working casts. Every appliance manufactured carries a guarantee to fit the model provided, 90-day wire repair, expansion screw replacement & a lifetime warranty on acrylic. Any appliance fabricated by Roque with Biocryl or Acrylic will be repaired in case of fracture at no charge with the receipt of the original models (abuse or misuse excluded). Any model sent with distortion will be documented and you, our customers, will be notified. These changes will ensure that the quality is up to our expectations.

## Turn Around Times and Rushes

Retainers: **5-7 days** in lab

Fixed Appliances: **5-7 days** in lab

Functional: **7-10 days** in lab

Positioners and Setups: **2-3 weeks** in lab

With any digital case: anything submitted **after 2pm** would be considered the next day. Meaning the case will be entered as submitted the following day. Please make sure you give us enough time to print and send it to our production team to start your appliance.

First day begins after all the components (bands, models, wax bites, etc...) arrive in the lab for the case.

For **all RUSH cases** please call ahead for scheduling and approval. We need to know patient name, date of delivery, type of appliance, pick up method and shipping speed.

**RUSH** - Anytime before our regular turnaround times

Next Day **RUSH** cases should be called in before 2:00PM and will be delivered by end of day the next business day.

## Warranty

We provide a 90 day warranty from the date of delivery to your office.

This warranty does not cover appliance loss, patient abuse, or delays in the delivery due to the patient which will require a new appliance

All returns are subject to be charged model pour-up and shipping fees.

## Redos

A Redo Will be at no charge if it is due to:

Material Defects.

Fabrication defects at the lab.

If the returned appliance does not fit the patient and does not fit the original working cast, **Roque will fabricate a new appliance at NO CHARGE.**

## A Redo Will be charged if:

There are any changes in design, acrylic color etc., will be subject to corresponding charges.

If the appliance does not fit the patient but does fit the returned working cast, Roque will fabricate a new appliance on your new casts and charges will be incurred at the regular fees.

In the case of incorrectly placed bands on stone models:

**Charges may be applied** for duplication of stone model and pour-up to properly fit bands on the new stone model.

## Credits

In order to obtain credit:

Original impression & appliance must be returned.

## Order cancellations

Charges will be applied if:

1. We printed out impressions after cancellation
2. If an appliance has already been made.

**NOTE:** Any changes made to the design, such as acrylic color, appliance, add-on etc., will be subject to corresponding charges.

**IMPORTANT!** Always retain models (regardless of damages) until appliance is delivered to patient.

Warranty is voided if original models are not returned.

i Distorted impression: Anterior teeth too thin, anterior teeth are long labially & short lingually, elongated bicuspid toward distal, excessive bubbles.

