



INSTRUCTIONS: STATUS DEFINITIONS OVERVIEW

What Does Each Status Mean?

New or Pending Docs

This is the first status you will see on a case once submitted to DynaFlex®. This means DynaFlex® has received the case and it is being processed by our 3D Digital department to attach the scans to your case, or for the physical models to be received through the mail. Once the models are attached/ received the case will be moved to "In Design".

In Design

"In Design" is the second status you will see on your case. This means the case is now being reviewed by our expert Design Team. We will review your RX form and scans/models to verify that the case can move forward into fabrication. Once the case has been reviewed the design team will move the case to "Approved".

Approved

Now that the case has been move to "Approved", the RX form and the scans are sent to our digital printers for printing. At this point no changes can be made within DynaFusion. If you need to make changes or have questions regarding approved cases, please contact our Customer Care Team at (800)489-4020.

In Production

This is the final status you will see for your case. "In Production" means the case is in the laboratory being fabricated by our highly skilled technicians. Once completed, the case will be shipped out to your office to meet your date wanted as indicated on your RX.

ISSUE!

The "Issue! Status" is used to notify you that DynaFlex® is unable to process your case further due to questions or concerns about your case. The "Issue!" cases will appear in the current cases tab. You will also receive an email to the email address used for your log in, as well as the email address associated with your account, notifying you and your office of the issue for the specific case.

Quick FAQs:

How do I fix an issue?

To resolve the concern with your case you can select 'view' located next to the red Issue status or you can simply click the link provided in the email (you may be asked to log in). Once you are viewing the case, you will see a red box at the top of the screen that displays a copy of the email sent. This email will indicate the issue that needs to be resolved for your case. Once you have read the email carefully, you can make changes directly on the RX form.

IMPORTANT

Once you have made your changes you will click "RESUBMIT" at the top or bottom of the RX form. This will save your changes and send your case back to our Design Team for further review. Once it is verified that the issue has been resolved, the DynaFlex® Design Team will move the case through the system as normal and into production.