

Case Inquiry Dates

Order Date/Time: The date and time the case is first entered and saved. This does not change.

Original (RX) Due date: The due date originally selected when case is first entered. Once the case is saved, it cannot be changed. It pulls from the [Original (RX) Due Date] section in Case Order Entry. In the example below, that is 10/15/24.

If you select “No Due Date, “ the Original RX Due date becomes the date the “Shipping” step falls on when the case is scheduled. In the example below, that is 10/14/24.

Step	Assigned Tech	October 2024
		Th 10 Fr 11 Sa 12 Su 13 Mo 14 Tu 15 We 16
Denture Pour & Trim (2)	Denture Pour & Trim (0)	Day 1
Setup (2)	Setup (0)	Day 2
Wax up (2)	Wax up (0)	Day 2
Soft Reline (2)	Soft Reline (0)	Day 2
Denture QC (2)	Denture QC (0)	Day 2
Shipping (2)	Shipping (2)	Day 3

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Delivery Due Date: Due date selected when case is entered. IF the case is rescheduled and a different date is selected from the [Delivery Due Date] calendar in Case Order Entry, then the Delivery Due Date will be updated with the newly selected date. In the example below, that would be 10/16/24. Notice the [Original (RX) Due Date] is read only and not allowed to be changed.

Required Out of Lab Date

- **Date portion:** Date the case has to leave the lab to meet due date. When a case is scheduled or rescheduled, it picks up the date on which the “Shipping” step falls. In the example below, the date is 10/16/24.

Step	Assigned Tech	October 2024
Denture Pour & Trim (2)	Denture Pour & Trim (0)	Day 1
Setup (2)	Setup (0)	Day 2
Wax up (2)	Wax up (0)	Day 2
Soft Reline (2)	Soft Reline (0)	Day 2
Denture QC (2)	Denture QC (0)	Day 2
Shipping (2)	Shipping (2)	Day 3

- **Time portion:** Is the “Out Of Lab Time” associated with the “Ship Time” (default or chosen) for the carrier on the case. In this example the carrier is “Local Delivery” and the Ship Time is 5:30 PM.

The 5:30 PM time comes from the “Pick Up Time(s)” associated to the carrier under **Carriers > Carriers** menu. The system looks for the “Out Of Lab Time” associated with the specific “Pick Up Time” and uses that for the TIME portion of the Required Out of Lab Date field. In this example, it would be 5:00 PM.

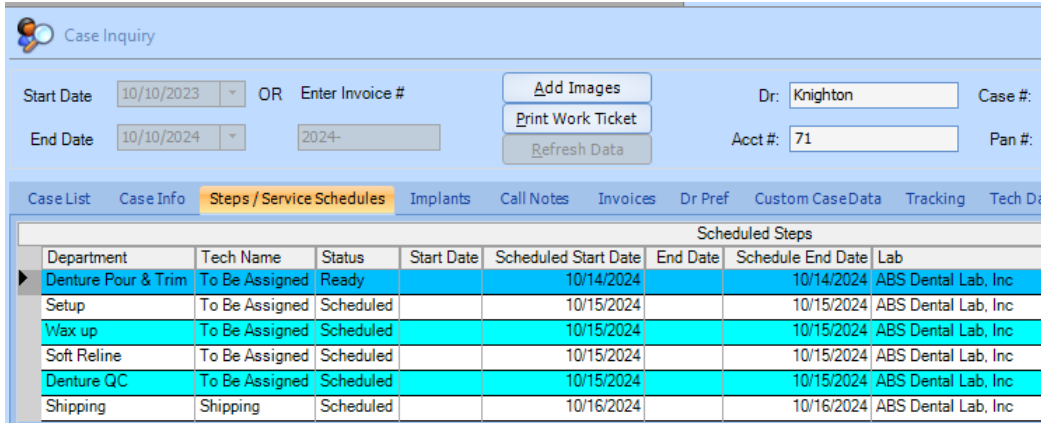
Local	Days	Driver	Description	Status
☒	0	Dennis Driver	Local Delivery	Active
☒	0	Chris Cross	Northwest	Active
☒	2		Priority Mail Large Flat Rate Box	Active
☒	0	Dennis Driver	RUSH	Active
☒	0	Joe Driver	South End	Active

Pick Up Time	Out Of Lab Time	Previous Day
8:00 AM	4:00 PM	☒
10:00 AM	8:00 AM	☐
5:30 PM	5:00 PM	☐

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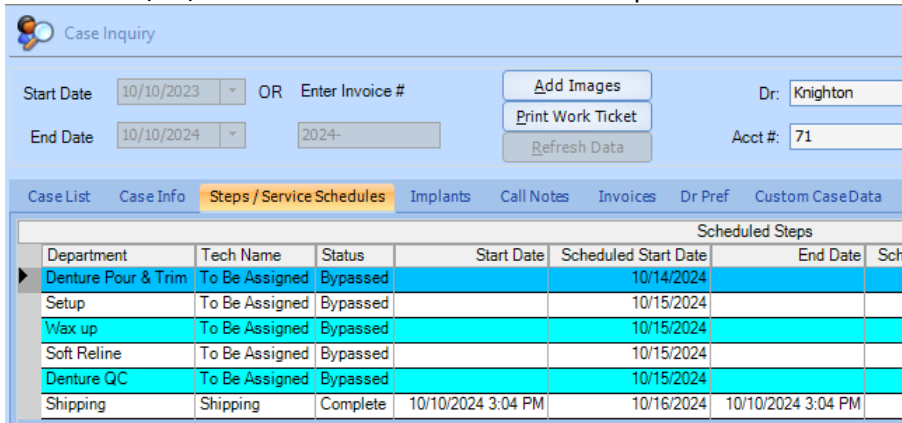
Shipping Date/Time

- Date portion: If the ship step is uncompleted, the date is the start date of shipping step. If you look at the “Steps/Services Schedules” tab in Case Inquiry, you will see it pulls from “Scheduled Start Date” of the Shipping step. In the example below, that would be 10/16/24.



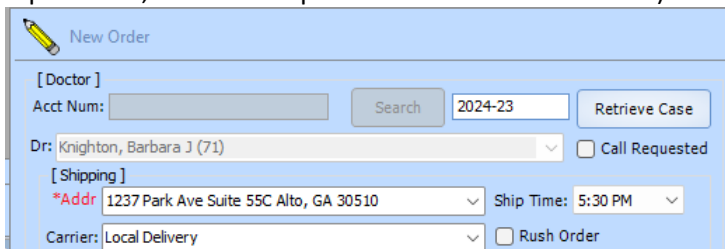
Department	Tech Name	Status	Start Date	Scheduled Start Date	End Date	Schedule End Date	Lab
Denture Pour & Trim	To Be Assigned	Ready		10/14/2024		10/14/2024	ABS Dental Lab, Inc
Setup	To Be Assigned	Scheduled		10/15/2024		10/15/2024	ABS Dental Lab, Inc
Wax up	To Be Assigned	Scheduled		10/15/2024		10/15/2024	ABS Dental Lab, Inc
Soft Reline	To Be Assigned	Scheduled		10/15/2024		10/15/2024	ABS Dental Lab, Inc
Denture QC	To Be Assigned	Scheduled		10/15/2024		10/15/2024	ABS Dental Lab, Inc
Shipping	Shipping	Scheduled		10/16/2024		10/16/2024	ABS Dental Lab, Inc

Once the shipping step is completed, it updates to that date. If you look at the “Steps/Services Schedules” tab in Case Inquiry, you will see it pulls from “End Date” of the Shipping step. In the example below, that would be 10/10/24. Here it means the case was completed ahead of the original schedule.



Department	Tech Name	Status	Start Date	Scheduled Start Date	End Date	Schedule End Date	Lab
Denture Pour & Trim	To Be Assigned	Bypassed		10/14/2024			
Setup	To Be Assigned	Bypassed		10/15/2024			
Wax up	To Be Assigned	Bypassed		10/15/2024			
Soft Reline	To Be Assigned	Bypassed		10/15/2024			
Denture QC	To Be Assigned	Bypassed		10/15/2024			
Shipping	Shipping	Complete	10/10/2024 3:04 PM	10/16/2024	10/10/2024 3:04 PM		

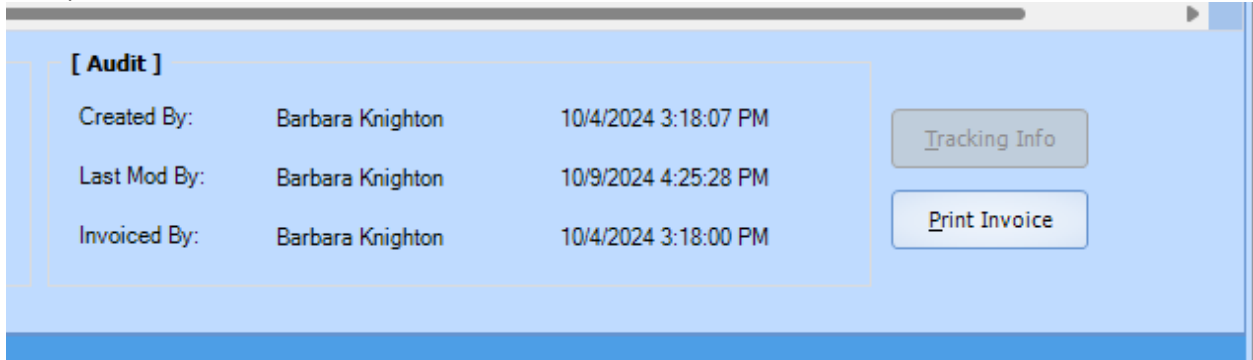
- Time portion: Is Ship Time from New Order (which, as explained above under Required Out Of Lab Date explanation, is the Pick Up Time from the Carriers form).



[Doctor]
Acct Num: [Search] 2024-23 [Retrieve Case]
Dr: Knighton, Barbara J (71) [Call Requested]
[Shipping]
*Addr: 1237 Park Ave Suite 55C Alto, GA 30510 [Ship Time: 5:30 PM]
Carrier: Local Delivery [Rush Order]

Case Inquiry Dates

Invoice Date > Date/Time: The date the case was invoiced. If the invoice for the case is deleted & then the case is re-invoiced, this date will change accordingly. If you look at the “Invoices” tab in Case Inquiry, you will see it matches the “Invoiced By” date and time in the [Audit] section at the bottom of the form. In the example below, that would be 10/4/24 3:18 PM.



The screenshot shows a web application interface with a light blue background. At the top, there is a header bar with a right-pointing arrow. Below the header, the main content area is divided into two sections. On the left, there is a section titled "[Audit]" in bold. This section contains three rows of text, each with a label, a name, and a date/time. The labels are "Created By:", "Last Mod By:", and "Invoiced By:". The names are all "Barbara Knighton". The date/times are "10/4/2024 3:18:07 PM", "10/9/2024 4:25:28 PM", and "10/4/2024 3:18:00 PM" respectively. To the right of this section, there are two buttons: "Tracking Info" and "Print Invoice".

[Audit]		
Created By:	Barbara Knighton	10/4/2024 3:18:07 PM
Last Mod By:	Barbara Knighton	10/9/2024 4:25:28 PM
Invoiced By:	Barbara Knighton	10/4/2024 3:18:00 PM

Tracking Info

Print Invoice