

FAQs: Original (Rx) Due Date vs. Delivery Due Date

Evolution's New Order form has two "Due Date" calendars, the **Original (RX) Due Date** calendar, and the **Delivery Due Date** calendar. We are often asked two specific questions about these calendars:

1. What's the difference between the two?
2. Why can I not change the "Original Due Date" when I reschedule a case?

Question 1:

The purpose of the **Original (RX) Due Date** calendar is for the lab to be able to capture a Due Date specified by the doctor on the prescription. This allows the lab to keep that reference, regardless of how many times a case may be rescheduled for new dates.

The purpose of the **Delivery Due Date** calendar is to drive the schedule. This is the date used by the system when scheduling a case, to insure the production and delivery time scheduled will allow the case to meet that due date. This date may be changed during rescheduling, if a case ends up requiring more, or less, time than originally requested.

Question 2:

When you specify an Original (RX) Due Date on the New Order form, the system will select that same date in the Delivery Due Date calendar for you. Whereas a Delivery Due Date can be changed through Rescheduling, the Original (RX) Due Date can NOT be changed. It is intended to allow you to always know what the account originally specified; regardless of if the case was rescheduled for new dates at any point.

Hint: The "Day" field in the "Original (RX) Due Date" section of the form is intended to allow fast and accurate entry. Type a 2-digit number larger than "today" and press Tab. The system will then select that date for this month in both the Original and the Delivery Due Date calendars for you.

Type a 2-digit number that is smaller than "today" and press Tab. The system will then select that date for *next* month in both the Original and the Delivery Due Date calendars for you.

Hint: Put a check mark in the "No Due Date" field, do not select a Delivery Due Date, and schedule the case as usual. The system will assign the Delivery Due Date for you, based on production time and delivery time needed. The system will also flag that case with the message "No Due Date given", in Case Inquiry, so that users will know that the Delivery Due Date was assigned by the system, not by the operator.

Contact ABS Support for more Evolution FAQs to get the most usage and efficiency from your Evolution system!