

# e-Orders Step-by-Step Guide

Go to: <https://orders.cascadedafocom>. Then click the Sign Up link.

**Note:** For the best user experience, we recommend using Google Chrome or Microsoft Edge. Internet Explorer is not recommended.

## Determine Roles

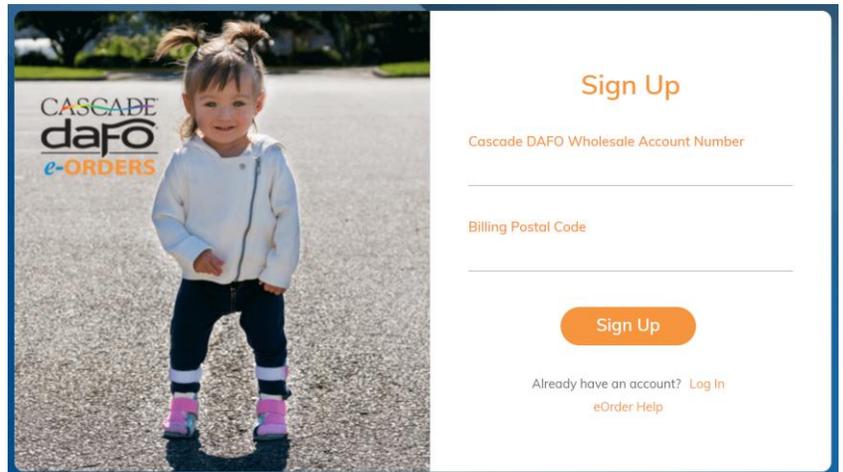
Our e-Orders system can accommodate many different clinic set-ups and work flows. Review these two user roles to help you decide who in your organization would be best for each role. **See the end of this document for FAQs about common work flows.**

**Administrator:** has the ability to add users and view, add, edit, and submit orders for all practitioners at that facility. You can set up as many administrators as you like.

**Practitioner:** has ability to add, edit, and submit orders for just their own patients. You can set up as many practitioners as you like. You may choose to give the people who place orders “administrator” status instead of “practitioner” so they have the abilities as described above.

## Sign Up

The Administrator completes the initial sign up to create your company’s Cascade Dafo e-Orders account. To sign up, enter your Cascade Dafo wholesale account number, then your billing postal code. Click the Sign Up button. **Note:** Master- and sub-accounts both have the ability to sign up. Consider consulting with your Accounting Dept. before setting up your account or call us for help. If you’re unsure of your account number, please reference a previous delivery note or contact our Accounting Dept. at [accounting@dafo.com](mailto:accounting@dafo.com) or 800-848-7332.

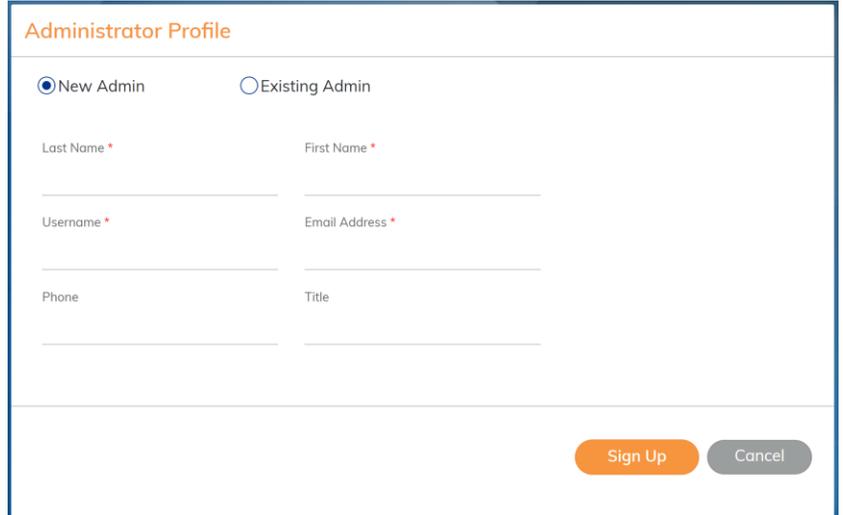


The screenshot shows the 'Sign Up' page for Cascade Dafo e-Orders. On the left is a photograph of a young child in a white jacket. On the right is a white sign-up form with the following elements:

- Section header: **Sign Up**
- Field: Cascade DAFO Wholesale Account Number
- Field: Billing Postal Code
- Button: Sign Up
- Text: Already have an account? [Log In](#)
- Text: [eOrder Help](#)

**Administrator Profile**

Enter your profile information, including a username. Click the Sign Up button when you're done.



The form is titled "Administrator Profile" and contains two radio buttons: "New Admin" (selected) and "Existing Admin". Below are input fields for "Last Name", "First Name", "Username", "Email Address", "Phone", and "Title". At the bottom right are "Sign Up" and "Cancel" buttons.

**Confirmation email**

You'll receive an email with an assigned password to use for your initial log-in. Click the link in the email to access the log-in screen.

A new account has been created for you on Cascade Dafo's <https://orders.cascadedafu.com>

Please use the following credentials to log in:

User Name : **caria**

Password : **FOQ@c6hU**

Important: This is a temporary password. You will be asked to create a new password the first time you log in.

Need help? Send an email to [orders@dafu.com](mailto:orders@dafu.com)



This e-mail message, including attachments, is for the sole use of the intended

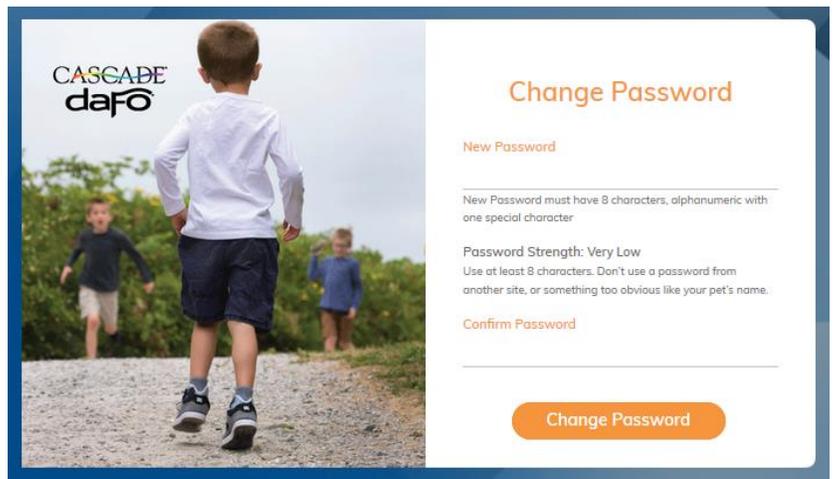
### Log In

Enter your username and password from the confirmation email.



### Change password

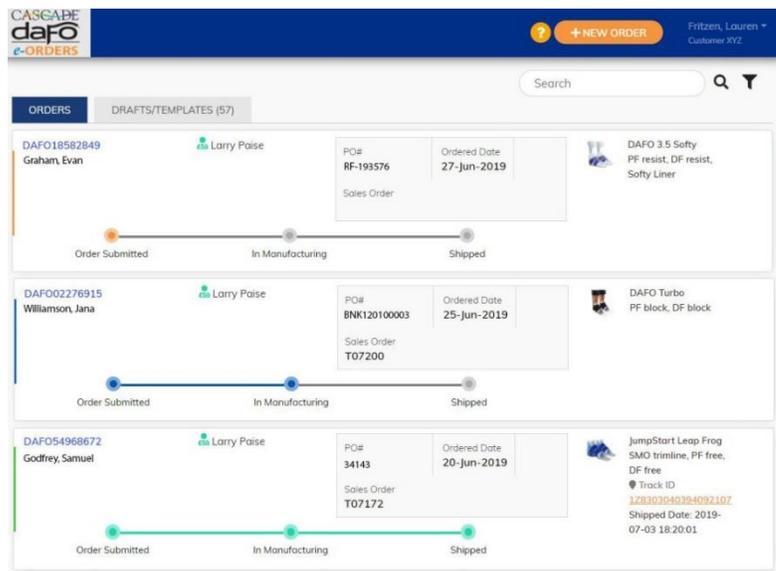
Now you can create your own password.



### Order Dashboard

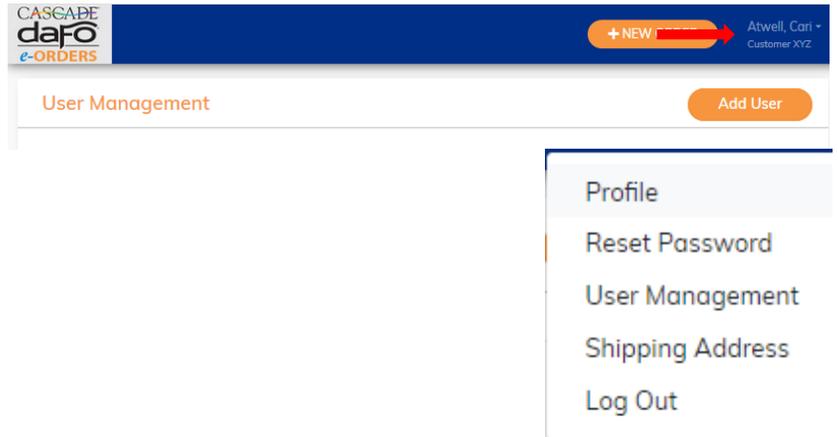
This is the first screen you'll see after logging in. As you create drafts/templates and place orders, they'll appear here. You'll be able to find them easily with the search and filter functions. Note: previous orders that were not placed using the e-Orders system will not appear here. If you need to check the status for those orders, give us a call.

Anytime you want to return to this screen, click on the Cascade Dafo logo in the upper left corner.



### User Management

Once you're logged in, click on your name in the top right corner to pull up the drop-down menu.



### User Management | Add User

Administrators can add users here. Use the buttons to designate them as Admin or Practitioner.

Admins have full control to add users, initiate or edit drafts, and submit orders.

Practitioners can add, edit and submit only their own orders.

<b>Add User Details</b> <span>✕</span>	
<b>Last Name*</b> Fritzen	<b>First Name*</b> Lauren
<b>Username</b> laurenf	<b>Email Address *</b> laurenf@dafo.com
<b>Facility</b> Customer BBB	<b>Title</b> po
<b>Phone</b> 360-555-9285	
<input type="radio"/> Admin <input checked="" type="radio"/> Practitioner	
<span>Sign Up</span> <span>Cancel</span>	

### Add Shipping Address

You can add multiple clinic addresses. If you want to make one your main ship-to address, toggle the Default button.

### Add Shipping Address ✕

Facility Name	
abc	
Shipping Contact Name *	Address Line 1 *
jane	123 Main
Address Line 2	City *
	Somewhere
State *	Zipcode *
US	12345
Country *	Phone*
usa	800-555-5320
Default <input checked="" type="checkbox"/>	

Cancel
Save

### New Order



Click this button to start your order.

1. Enter the patient's name or ID number (required) and birth date (optional).
2. Your clinic's billing address will populate from your Cascade Dafo account. If you need to update this, contact our Accounting Department: [accounting@dafo.com](mailto:accounting@dafo.com) or 800.848.7332.
3. You can choose the Shipping Address to be the same as your billing address, or click the New Address button to add a different shipping address.
4. You'll be asked to enter a Shipping Contact Name for this order.
5. Click Save & Next button to continue.

### Patient Details

NOTE: please do not place redo requests in the e-Order system. If you need access to our full 90 day warranty, contact customer support at 1-800-848-7332 or customersupport@dafo.com.

Last Name *	First Name *	DOB
		mm/dd/yyyy

### Billing Address

Updates needed? - Please email any corrections to our Accounting Department at [Accounting@dafo.com](mailto:Accounting@dafo.com)

Customer BBB	1657 Riverside Drive Redding P.O. Box 3700, Compton, CA, 90224, United States	999-110-3489	888-888-2312 <a href="mailto:kal@companyBBB.com">kal@companyBBB.com</a>
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### Shipping Address \*

Same as Billing info

New Address

Cancel
Save & Next

**Product Selection**

Products will be displayed in 3 different tabs: Custom DAFOs, Fast Fit, and Other Items.

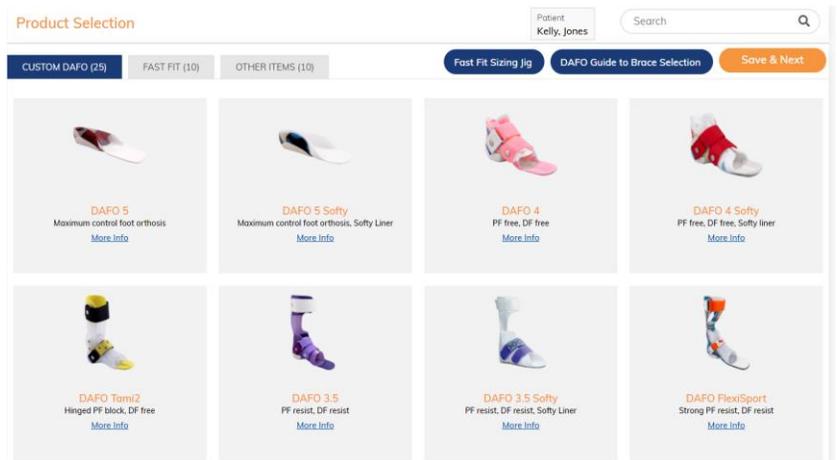
To refine the list, start typing your keyword in the search box at the top right. The product list will filter as you type.

You can access the DAFO Guide to Brace Selection or the Fast Fit Sizing Jig by clicking on the blue buttons on the top right. Click the More Info link under the brace image to view the product page on dafo.com.

To select a brace style, select the box and click the Save & Next button.

**Order Type**

Select a Left, Right, or Bilateral order.



**Order Type**



**DAFO Floor Reaction**



Left



Right



Bilateral

**Except for the finished brace angles section:**

- Choose bilateral when order specifications will be the same for left and right sides.
- Choose each side separately and fill in an order form for each one when the order specifications will be different or when ordering for one side only.

**Unit of Measure**

You will be reminded to enter all measurements in metric units (mm). Click OK to continue.

(There will be a blue Calculator link for an online metric conversion calculator on the next screen.)

**Finished Brace Angles**

Choose desired angles.

**Bottom Stabilization**

Choose bottom stabilization option.

**Unit of Measure**



Please provide all measurements in metric units.



DATE CAST: 02/07/2019

Please provide all measurements in metric units

**Finished Brace Angles \***

ANKLE ALIGNMENT (Dorsiflexion-Plantarflexion)

Correct to 3-4° DF  Correct to °  PF  DF  Do not correct (Cast alignment OK)

HINDFOOT ALIGNMENT

Correct to vertical (if misaligned)  Do not correct

FOREFOOT ALIGNMENT [Calculator](#)

NOTE: Drawings show finished orthosis. Choose forefoot alignment.

Valgus  Varus  Neutral  Do not correct
  Do not Correct  Neutral  Varus  Valgus

**Bottom Stabilization \***

NOTE: Varus or valgus forefoot alignments will receive stabilization on bottom of brace to support posted (raised) region

None- Standard  Heel

### Construction | Features | Options

Select brace height, padding, strap, and transfer patterns. Follow the Creation Station link to see all transfer designs, etc. on dafo.com.

### Construction \* Features \* Options

For brace transfer design, colors and patterns please visit our [Creation station](#)

Padding: Shaded areas in image are Standard  Add extra navicular padding (boney pronators only)

Option 1  Option 2  Option 3 (No Linear)

Padding Color:

Anterior Height:  3/4<sup>th</sup> of leg length  Specify

Straps:  Add forefoot strap

Strap Color:  Instep Strap Pattern:

Transfer Pattern \* (Additional cost per brace)  
 Pattern:

### Toe Shelf

Choose toe shelf and medial/lateral containment options.

### Toe Shelf \*

Flexible no containment Standard  Containment

Medial Containment:  Soft foam (flexible)  Plastic

Lateral Containment:  Soft foam (flexible)  Plastic

### Special Instructions

Type in any special instructions at bottom of screen. Then choose Next to proceed with order, or Save Draft to save. Reset will clear the form. Cancel will take you back to the Product Selection screen.

### Special Instructions

### Add Additional Products?

YES will take you back to Product Selection page to select another product for this patient. Click No to continue with this order.

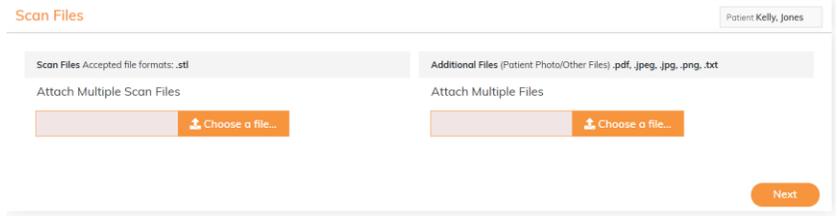
## Confirm



Additional Products to Add?

### Add Scan Files or Additional Files

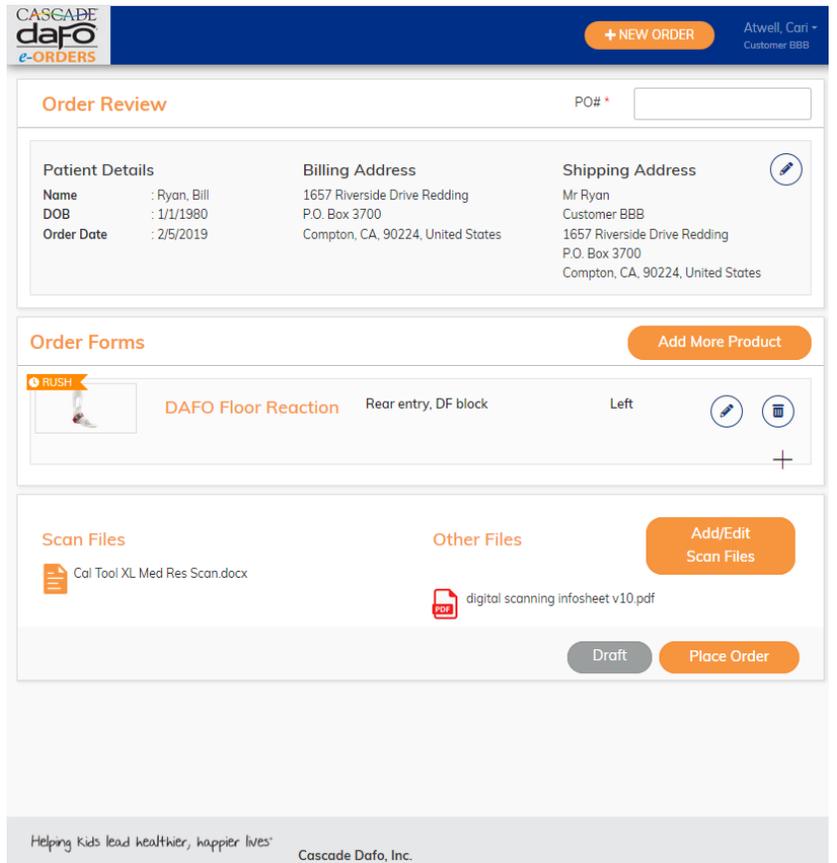
Upload scan files, patient photos, or other documents here. If not uploading files, click Next.



### Order Review | Save Draft | Place Order

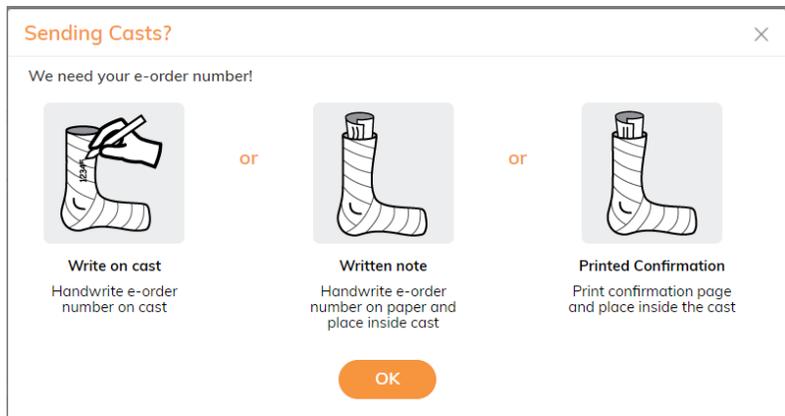
Review your order here. Click on the pencil icon to edit. To view the order in detail, click the + symbol. At this point, you can add another product for the patient if desired, or upload files.

Add the PO# at the top right, if using. If you don't have a PO# yet, save it as a Draft, then return and add it later. When ready, click on Save Draft to save the order, or Place Order to proceed.



When you click on Place Order, a pop-up will appear reminding you to include your e-Order number with your cast.

Once your order is placed, you'll see a confirmation with an order number. You'll also receive an email confirmation of your order.



**Order Confirmation**

There are several functions available here:

The Save as New feature allows you to copy your order as a draft. The patient info and any attached files will not be copied to the draft. (See below for full instructions.)

To cancel your order, click on the orange button at the top right of the confirmation page. An order can be canceled up until the status bar shows it is “In Manufacturing.”

Click the printer icon at the top right to print your confirmation or save it as a PDF to your own filing system.

**If you’re sending a cast, print the order confirmation and include it with your cast.**

**Cascade DAFO Order Confirmation** Save As New Cancel Order

**Thank You!**

Your order has been successfully submitted. Please print out this confirmation page and include with your casts. If you uploaded scans, keep this order number for reference. You can check the status of this order at any time by viewing the order status screen on the portal. If you have any questions, please call our Customer Support department at 800.848.7332. You may also email us at orders@dafa.com

Order No	PO	Rush
DAFO32678155	567	No

Order Submitted In Manufacturing Shipped

**Order Details**

Patient Details	Billing Address	Shipping Address
Name : Casey, Drake	744 Bowman Drive	Jane Adams
DOB : 03/06/2012	Black Lake	Customer XYZ
Order Date : 07/10/2019	New York, NY, 88965, USA	744 Bowman Drive
		Black Lake
		New York, NY, 88965, USA

### Track Order

Log in, and your order dashboard will show the status of the order(s) you've placed using the e-Order system. For full details, click on the order number above the patient name.



Once orders are in manufacturing, the sales order number will display.

Once orders are shipped, you can click on the tracking number to track the shipment.

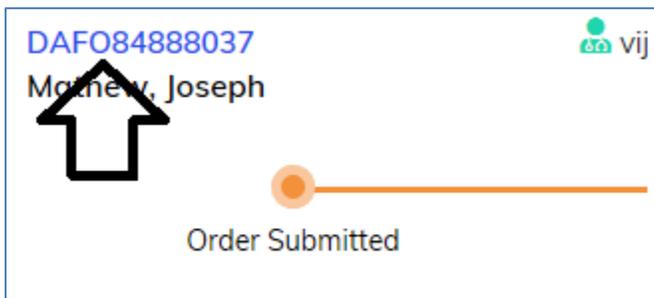
Note: previous orders not placed using e-Orders will not show here. For tracking or questions about those orders, please give us a call.

### Save As New Feature

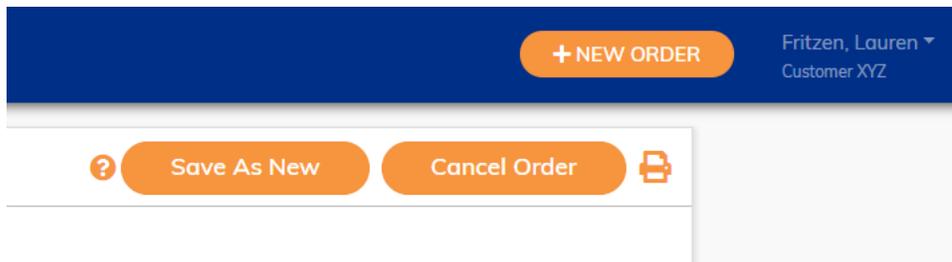
The Save As New feature allows you to copy a previous order to be used as a draft for a new order. The patient details, finished angles, and colors will not be copied, nor will any attached files. All other details, including special instructions, will be duplicated. If you wish to make a copy of a previous order for the same patient, simply edit to add the patient details and proceed with the new order.

You can either click the Save As New button immediately after placing an order, or go to your previous orders:

1. Identify a previous order you wish to copy. Click the order number hyperlink.



2. The system will navigate to the Order Confirmation screen for the previous order. Click the Save As New button to make a draft copy of the previous order.

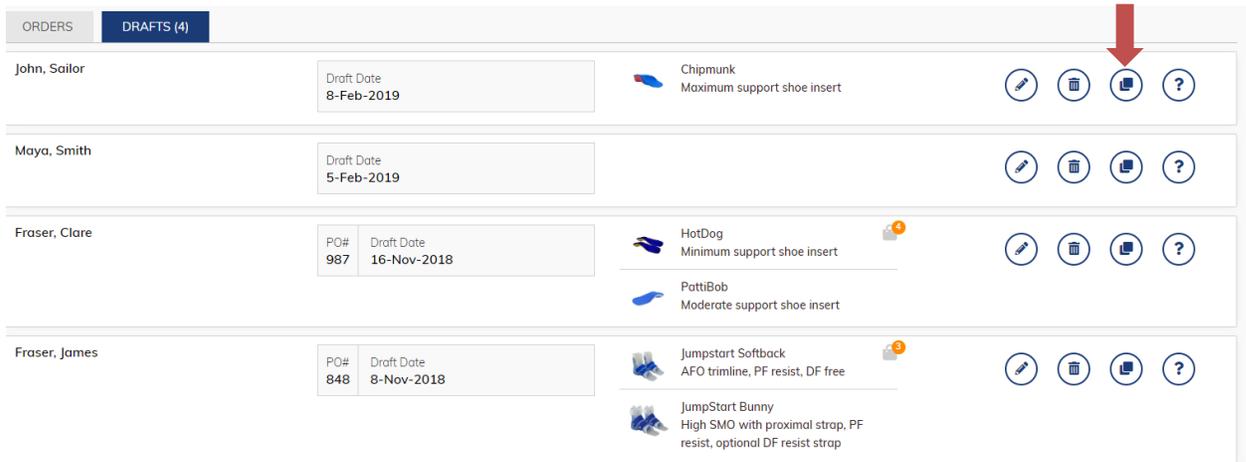


3. The system will make a copy of the previous order and navigate to the Order Review screen for the new order. At this point, you can complete the patient details and edit the order. Scan files and/or Other Files can be attached as well.
4. When all edits are complete, either save the draft to finalize later or proceed with placing your new order.

### Templates from Drafts

You can use the Save As New feature to duplicate an existing draft. This is the best way to save templates for frequently used designs and specifications. Patient information, finished angles, and colors will not be copied, nor will any attached documents. All other details, including special instructions, will be duplicated.

1. Open your draft folder from the dashboard, and identify which draft you'd like to copy.
2. Click on the Copy icon to the right of the draft.



3. A new, unnamed draft will appear at the top of your draft folder. Click on the pencil icon to edit. You can use the patient name fields to name your template (see example below).



4. You can use the patient name fields to name your template (see example below). Use this template to create orders with your saved specifications.



## FAQs

*What if we have one person who provides the PO numbers for all practitioners?*

- You can add that person as an Admin, so they can view all practitioner orders when they're signed in, and add the PO# to the drafts practitioners save. After adding the PO#, this person can submit the order on behalf of the practitioner.
- Or, the person can tell the practitioner the PO#, and the practitioner can add it to the saved draft and submit the order.

*What if we have one person who uploads the scan files, or someone other than the practitioner who's entering the order?*

- You can add these people as an Admin so they can attach scan files or enter orders on behalf of practitioners.

*What if we need administrators or practitioners to add/edit/submit orders for multiple accounts?*

- You can add the same person to multiple e-Order accounts. See "User Management" on page 3 for steps on adding users to an account. The user will need to be added to each account, using the same email address each time. Even though they will be set up as a user for multiple accounts, they'll only use one username and password to enter the e-Orders system. Once they're set up on all accounts, they will have the option to select from all of the accounts they're connected to when they log in. They can switch accounts by clicking the drop-down menu in the top right corner and choosing "Switch Account".

*Can I upload an order form to provide additional details about my order?*

No, uploading an order form with additional information causes confusion and possibly delays to your order. If you'd like to provide additional details about the order, such as a drawing with specific trimlines or placement of special instructions, please draw this on a piece of paper and upload that instead. If you're sending in casts, please do not include an order form with the casts as this also causes confusion, send only the order confirmation page or the e-Order number with the cast.

*Can I order a redo through the e-Orders site?*

- To order a re-fabrication (redo) under warranty, please start with a call to our Customer Support Team. They will need to ask you some questions to help us make sure you get exactly what you need and will direct you from there based on that conversation.