

# e-Orders Step-by-Step Guide

Go to: <https://orders.cascadedafocom.com>. 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

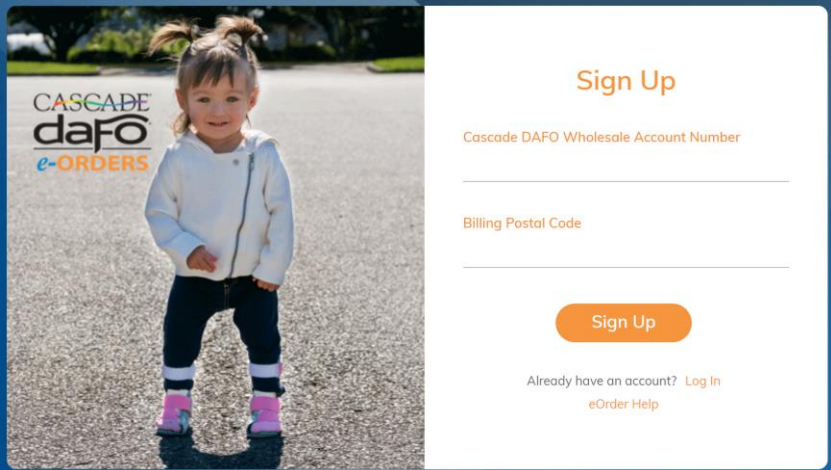
Our e-Orders system can accommodate many different clinic set-ups and work flows. Review these two user roles to help you decide who in your organization would be best for each role. **See the end of this document for FAQs about common work flows.**

**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.



**Sign Up**

Cascade DAFO Wholesale Account Number

Billing Postal Code

**Sign Up**

Already have an account? [Log In](#)  
[eOrder Help](#)

**Administrator Profile**

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

Administrator Profile

☒ New Admin
 ☐ Existing Admin

Last Name \*

First Name \*

Username \*

Email Address \*

Phone

Title

Sign Up

Cancel

**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.cascadedrafo.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@dafo.com](mailto:orders@dafo.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.

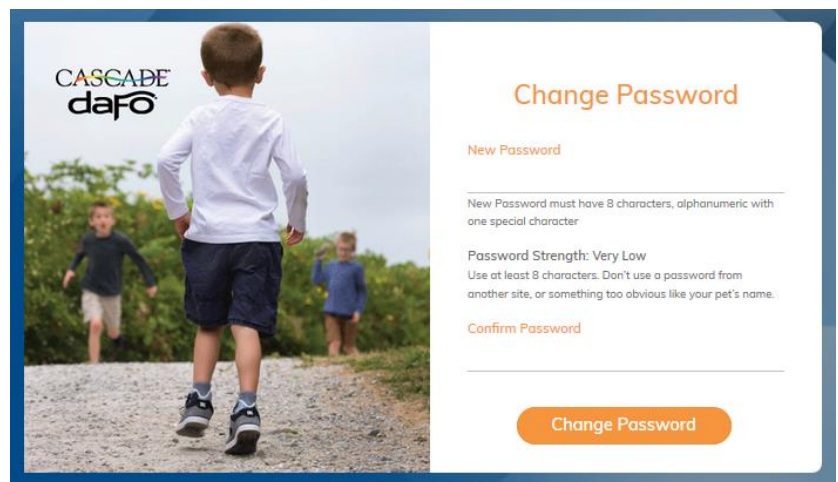


The Log In page features a large image of a boy in an orange shirt kicking a soccer ball on a grassy field. The Cascade Dafo logo is overlaid on the image. To the right, there is a white login box with the following elements:

- Log In** (orange text)
- Username** (text label above a text input field)
- Password** (text label above a text input field)
- Log In** (orange button)
- Links: [Sign Up](#) | [Forgot Password](#) | [Forgot Username](#)

### Change password

Now you can create your own password.



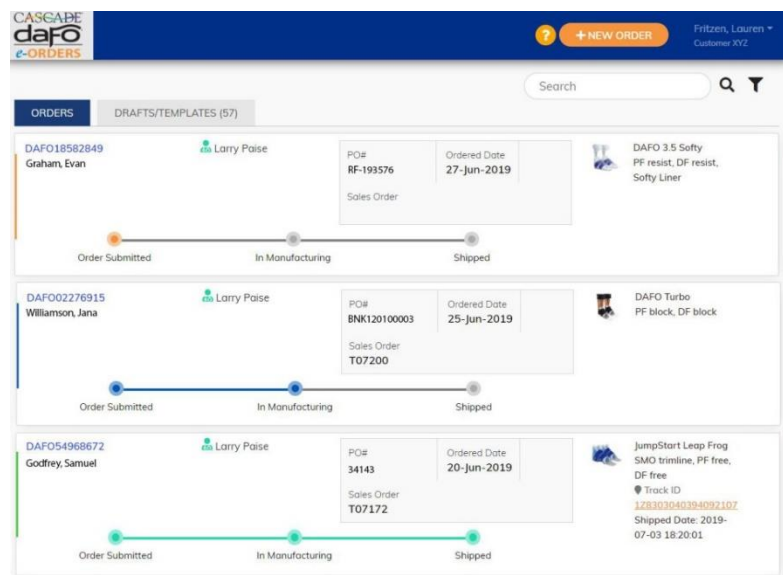
The Change Password page features a large image of a boy in a white shirt running on a path. The Cascade Dafo logo is overlaid on the image. To the right, there is a white change password box with the following elements:

- Change Password** (orange text)
- New Password** (text label above a text input field)
- Instructions: New Password must have 8 characters, alphanumeric with one special character.
- Password Strength: Very Low**
- Instructions: Use at least 8 characters. Don't use a password from another site, or something too obvious like your pet's name.
- Confirm Password** (text label above a text input field)
- Change Password** (orange button)

### 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.



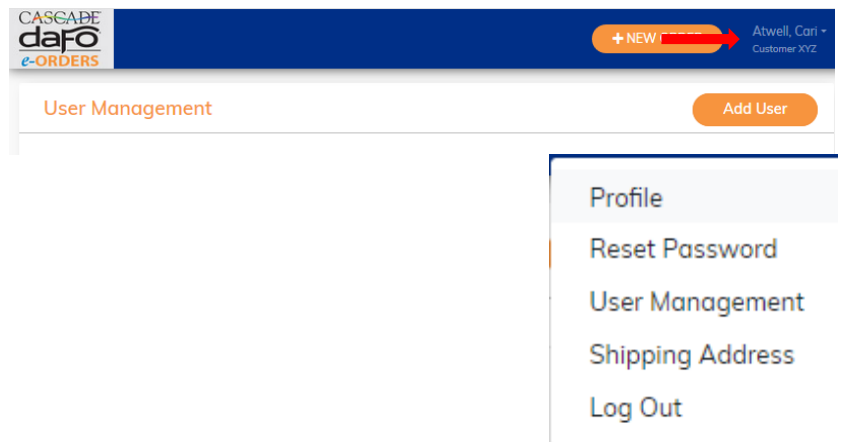
The Order Dashboard shows a list of orders with their status and details. The top navigation bar includes the Cascade Dafo logo, a search bar, and a '+ NEW ORDER' button. The user's name 'Fritzen, Lauren' and 'Customer XYZ' are displayed in the top right. The dashboard is divided into two tabs: 'ORDERS' (active) and 'DRAFTS/TEMPLATES (57)'. Three orders are listed:

Order ID	Customer	PO#	Ordered Date	Status	Product
DAFO18582849	Graham, Evan	RF-193576	27-Jun-2019	Order Submitted	DAFO 3.5 Softy
DAFO02276915	Williamson, Jana	BNK120100003	25-Jun-2019	In Manufacturing	DAFO Turbo
DAFO54968672	Godfrey, Samuel	34143	20-Jun-2019	Shipped	JumpStart Leap Frog

Each order entry includes a progress bar showing the status (Order Submitted, In Manufacturing, Shipped) and a 'Sales Order' number. The bottom order also includes a 'Track ID' and 'Shipped Date'.

## 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.

### Add User Details

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

Sign Up

Cancel

### 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 \*

jane

Address Line 2

State \*

US

Country \*

usa

Address Line 1 \*

123 Main

City \*

Somewhere

Zipcode \*

12345

Phone\*

800-555-5320

Default ☒

Cancel

Save

### New Order

+ 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  
[kal@companyBBB.com](mailto:kal@companyBBB.com)

### 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.

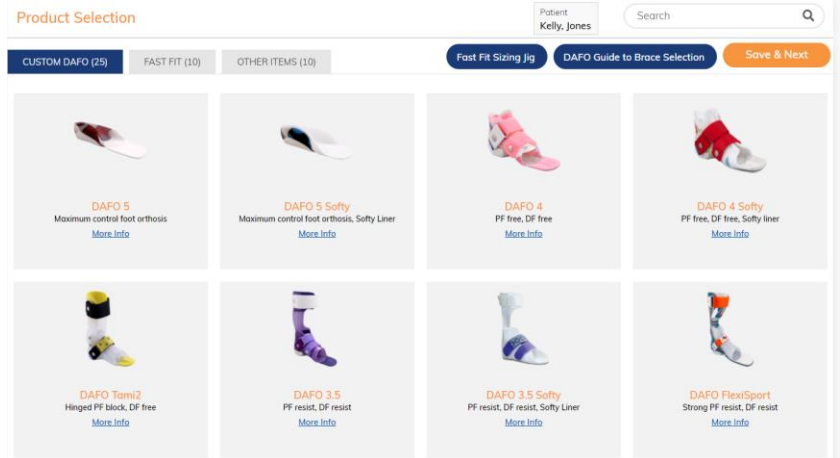
To refine the list, start typing your keyword in the search box at the top right. The product list will filter as you type.

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.

OK

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

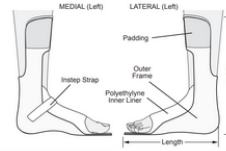
☒ None- Standard
 ☐ Heel

### 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](http://dafo.com).

### Construction \* Features \* Options

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



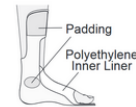
Padding: Shaded areas in image are Standard

☐ Add extra navicular padding (boney pronators only)

☒ Option 1

☐ Option 2

☐ Option 3 (No Linear)



Padding Color: Light Blue

Anterior Height:

☒ 3/4<sup>th</sup> of leg length

☐ Specify

Straps:

☐ Add forefoot strap

Strap Color:

Orange

Instep Strap Pattern:

No pattern standard

Transfer Pattern \* (Additional cost per brace)

Pattern:

No pattern standard

### 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

Cancel

Reset

Save Draft

Next

### 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?

Yes

No



### 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.

Scan Files

Scan Files Accepted file formats: .stl

Attach Multiple Scan Files

Choose a file...

Additional Files (Patient Photo/Other Files) .pdf, .jpeg, .jpg, .png, .txt

Attach Multiple Files

Choose a file...

Next

CASCADE

dafo

e-ORDERS

+ NEW ORDER

Atwell, Cari  
Customer BBB

Order Review

PO#

Patient Details

Name

DOB

Order Date

Ryan, Bill

1/1/1980

2/5/2019

Billing Address

1657 Riverside Drive Redding

P.O. Box 3700

Compton, CA, 90224, United States

Shipping Address

Mr Ryan

Customer BBB

1657 Riverside Drive Redding

P.O. Box 3700

Compton, CA, 90224, United States

Order Forms

Add More Product

RUSH

DAFO Floor Reaction

Rear entry, DF block

Left

Scan Files

Cal Tool XL Med Res Scan.docx

Other Files

digital scanning infosheet v10.pdf

Add/Edit Scan Files

Draft

Place Order

Helping kids lead healthier, happier lives

Cascade Dafo, Inc.

Sending Casts?

×

We need your e-order number!

or

or

Write on cast

Handwrite e-order number on cast

Written note

Handwrite e-order number on paper and place inside cast

Printed Confirmation

Print confirmation page and place inside the cast

OK

Questions? Call **Customer Support** at **800.848.7332**

Revision 4, September 2020

**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@dafo.com](mailto:orders@dafo.com)

Order No	PO	Rush
DAFO32678155	567	No

Order Submitted

In Manufacturing

Shipped

Order Details

<b>Patient Details</b>	<b>Billing Address</b>	<b>Shipping Address</b>
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

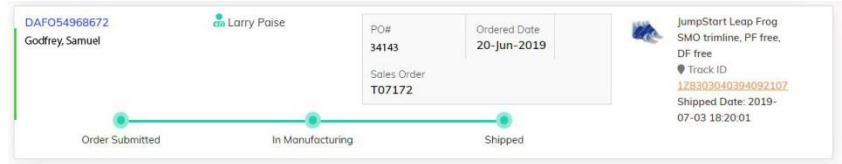
### Track Order

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.

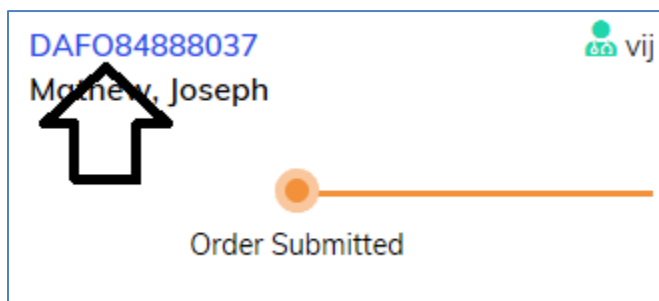


## Save As New Feature

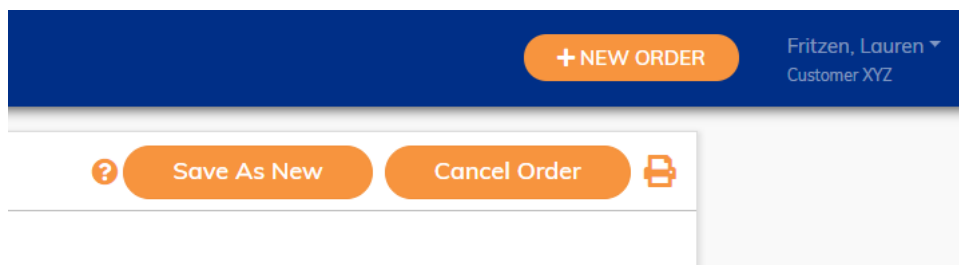
The Save As New feature allows you to copy a previous order to be used as a draft for a new order. The patient details, finished angles, and colors will not be copied, nor will any attached files. All other details, including special instructions, will be duplicated. If you wish to make a copy of a previous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

ORDERS		DRAFTS (4)					
John, Sailor	Draft Date 8-Feb-2019		 Chipmunk Maximum support shoe insert				
Maya, Smith	Draft Date 5-Feb-2019						
Fraser, Clare	PQ# 987	Draft Date 16-Nov-2018	 HotDog Minimum support shoe insert				
			 PattiBob Moderate support shoe insert				
Fraser, James	PQ# 848	Draft Date 8-Nov-2018	 Jumpstart Softback AFO trimline, PF resist, DF free				
			 JumpStart Bunny High SMO with proximal strap, PF resist, optional DF resist strap				

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).

ORDERS		DRAFTS (55)	
	<div><div></div><div>Lauren Fritzen</div></div> <div><div>Draft Date</div><div>22-Feb-2019</div></div> <div><div></div><div>DAFO Turbo PF block, DF block</div></div> <div><div></div><div></div><div></div><div></div></div>		
Susie, Malcom	<div><div></div><div>Lauren Fritzen</div></div> <div><div>Draft Date</div><div>20-Feb-2019</div></div> <div><div></div><div>DAFO Turbo PF block, DF block</div></div> <div><div></div><div></div><div></div><div></div></div>		

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.

ORDERS

DRAFTS (55)

Lauren's Turbo , Template

Lauren Fritzen

Draft Date  
22-Feb-2019



DAFO Turbo  
PF block, DF block









Susie, Malcom

Lauren Fritzen

Draft Date  
20-Feb-2019



DAFO Turbo  
PF block, DF block









## 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.