e-Orders Step-by-Step Guide

Go to: https://orders.cascadedafo.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.

**Sign Up**
Facility Administrator: enter your seven-digit Cascade Dafo wholesale account number, then your billing zip code. Click the Sign Up button. If you’re unsure of your account number, please reference a previous order acknowledgment or contact our Accounting Department: accounting@dafo.com or 800.848.7332.

**Facility Administrator Profile**
Enter your profile information, including a username. Click the Sign Up button when you’re done.

Questions? Call **Customer Support** at 800.848.7332

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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 Cascada Dafo’s https://orders.cascadadafo.com

Please use the following credentials to log in:

User Name: catia
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

Log In
Enter your username and password from the confirmation email.

Change password
Now you can create your own password.

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Order Dashboard
This is the first screen you’ll see after logging in. As you create drafts/templates and place orders, they will appear here. You’ll be able to find them easily with the search and filter functions.

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
Facility 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 Shipping Address
You can add multiple clinic addresses. If you want to make one your main ship-to address, toggle the Default button.
**New Order**

Click this button to start your order.

1. Enter the patient’s name and birth date.
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 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.

**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.

**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.

**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.

**Toe Shelf**
Choose toe shelf and medial/lateral containment options.

**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.

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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.

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 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.

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**Track Order**
Log in, and your order dashboard will show the status of your order(s). 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.
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.

![Order Submitted](image)

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.

![Save As New](image)

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.

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