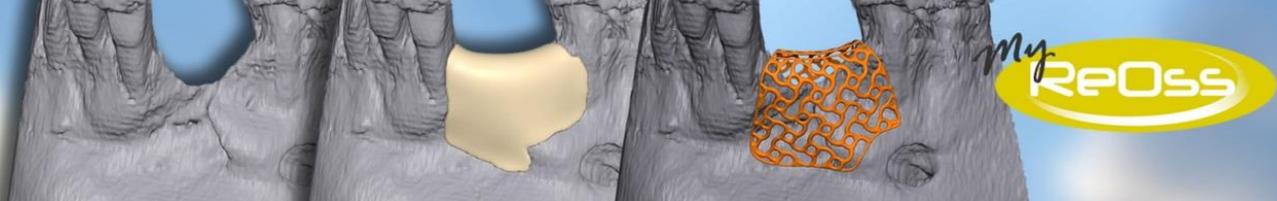


Manual

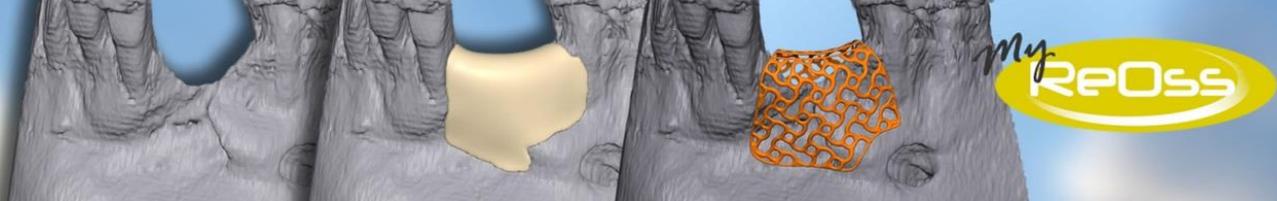
MyReOss - System

Here you will find instructions for ordering via the MyReOss system. Please pay attention to the notes and safety instructions.



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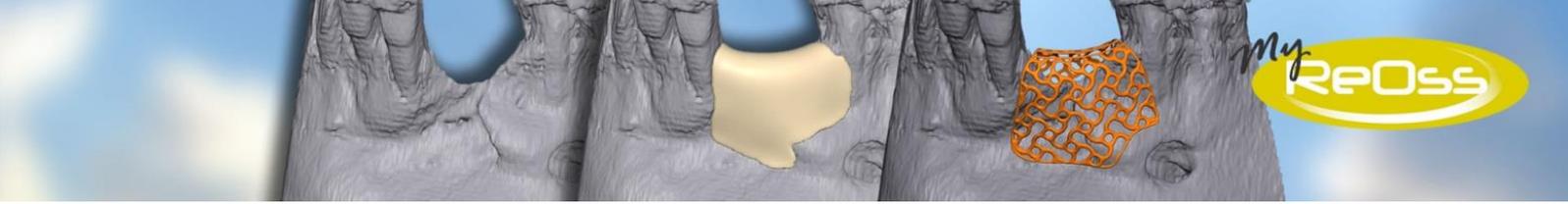
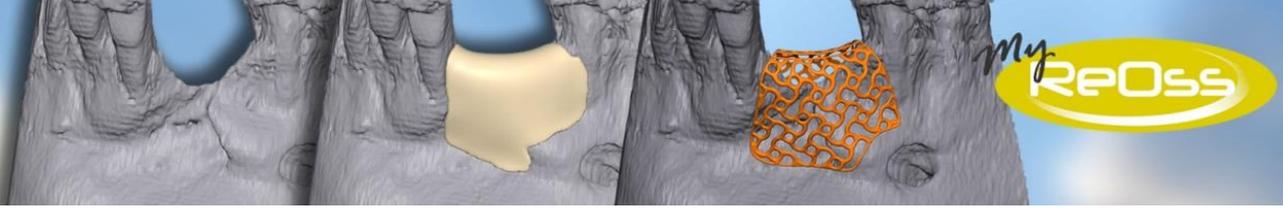


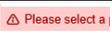
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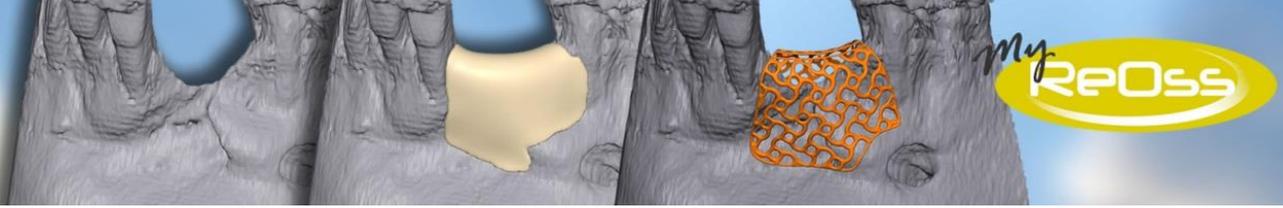


Document History

Version	Date	Editor	Description
0.1.0	20.02.2015	Stender GbR	Document creation
1.0	12.03.2015	ReOss® GmbH	Release
1.1.0	02.10.2017	Stender GbR	Complete Revision
2.0	10.01.2018	ReOss® GmbH	Release

Symbol Legend

Symbol	Signification/Function
	Continue <i>Step forward</i>
	Back <i>Step back</i>
	Cancel <i>Cancel the process</i>
	Okay/Save <i>The action (eg Login) is executed or data/inputs are saved</i>
	Upload <i>Files can be uploaded</i>
	Menü <ul style="list-style-type: none"> - Start - Overview - New Order - Product Catalog - Download - My Data - Quit
	Home <ul style="list-style-type: none"> <i>Back to start</i> - View and edit my orders - Place a new order - Information, Instructions and media - Our price overview - View my data
	Logout <i>Leave MyReOss</i>
	Message missing inputs The messages are kept individually. They appear below the empty mandatory field as soon as you click Next oder Save .

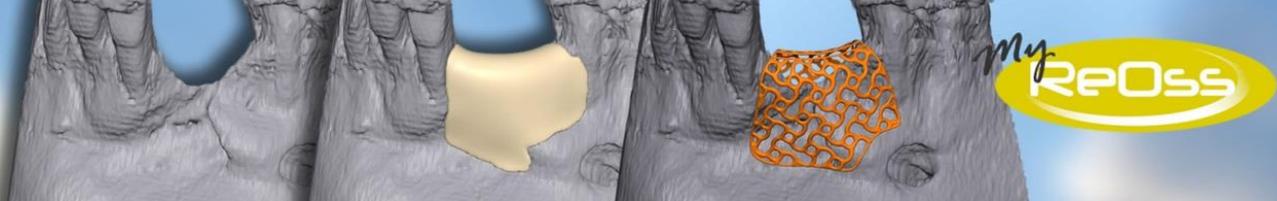


0. Introduction

MyReOss is the communication interface between ReOss® GmbH and the user for ordering CBR® Technology products. The application includes data collection, data transfer and comprehensive control over your orders.

MyReOss allows you to order a patient-specific implant (PSI) for your patient. Enter the case-specific information and data and upload DICOM files directly to the ReOss® GmbH server via the platform. On the basis of the data provided by you, the costs are calculated for the PSI for implantation and you can order immediately. After a few working days, ReOss® GmbH will provide you with a corresponding CAD model (3D design) for evaluation online. If the 3D design meets your expectations the PSI will be manufactured and sent to you.

The following instructions briefly describe the individual processes so that, based on the instructions, you are able to use the MyReOss platform directly. If you still have questions about the operation, please contact the ReOss® GmbH customer service at: E-Mail contact@reoss.eu or phone **0800 700 1199**.



1. Registration

Before using the MyReOss system, you need to register once:

Please login.

User

Password

[Is this your first time at ReOss?](#)
You can register here.

[Forgot your password?](#)
Here you can request a new password.

[Registration](#) [new password](#)

Illustration 1: Registration

Please choose under: *Is this your the first time at ReOss?* [Registration](#) And enter the following data in the fields:

User data

To use the MyReOss system, you first need to register. This gives you the opportunity to place orders at any time quickly and securely over ReOss. Please enter the following information.

Salutation Title

Last name First name

Company / Clinic

Street

Zip code City

Country

Phone

E-Mail confirm e-mail

public / state institutions
 Yes (University, army, hospital, etc.)

USt-ID: Reverse charge procedure
 For cross-border delivery within the EU, please provide your VAT identification number (VAT ID), if available. ReOss is obliged to have the VAT ID confirmed. For this ReOss uses the automated query at the Federal Central Tax Office.

VAT ID

Used language

Language

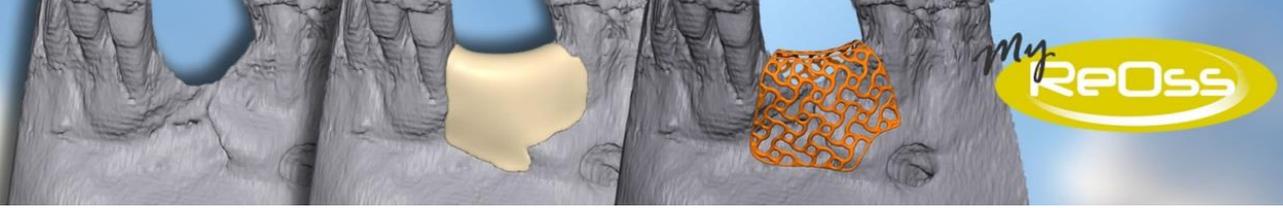
Access data

User

Password confirm Password

* These data fields are mandatory. Data processing is not possible without completing these fields.

Illustration 2: Enter user data

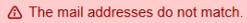


Safety Instructions:

To avoid confusion please write down the first name and check your input before saving.

E-Mail-Address

Please make sure to enter the correct spelling of your e-mail address when entering in the fields **E-Mail** and **Confirm E-Mail**. This will be used for subsequent verification and correspondence between you and MyReOss.

To prevent input errors, repeated input of the e-mail address is required. Both inputs are automatically adjusted by the system. If the two entries do not match, the message  **The mail addresses do not match.** will appear and you will not be able to save the data entry before you have entered your e-mail address twice correctly.

Access data

These consist of the user name and a password. You can choose both. Choose credentials that you can easily remember but are not easy to guess by a third party! When entering the data, especially when assigning the password and confirming it, please pay attention to the correct spelling. The user name is case-sensitive!

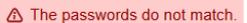
Safety Note:

To place orders in MyReOss, it is necessary, that you enter your own data, the data of your patients and maybe of other physicians. This data are particularly valuable informations. For security reasons, it is therefore necessary that the password you select is at least 14 characters long and contains characters from at least 3 of the following 4 character categories: uppercase letters, lowercase letters, numbers, special characters (!?#+-_\$).



For security reasons, it is also necessary to change the password at least every 90 days.

**Do you suspect that your password has been disclosed to third parties?
Then change your password immediately!**

To prevent input errors, repeated input of the password is required. Both entries are automatically adjusted by the system. If the two entries do not match, the message  **The passwords do not match.** will appear and you will not be able to save the data entry before you have entered your password twice correctly.

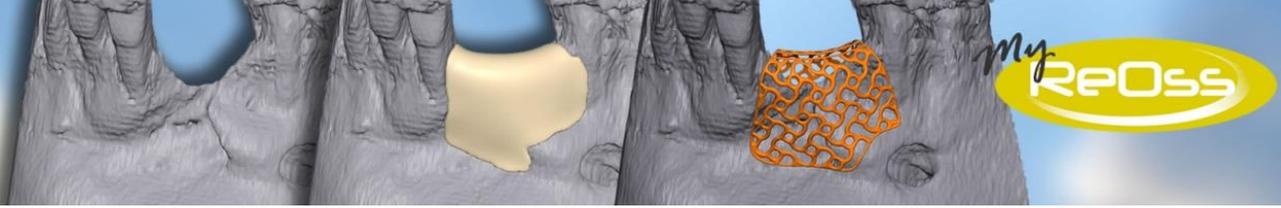
Safety Instructions:

Please handle your access data carefully! If you would like to make a note of your access data, please keep it as secure as the PIN of your debit card in order to protect it from access by unauthorized persons.



Do not pass on your access data to third parties, because every person who has access to your access data will have full access to the data stored by you at MyReOss and will be able to place paid orders in your name and on your invoice!

Now select the Save button and you will receive a one-time verification email from MyReOss to the specified e-mail address. This verification e-mail ensures that the e-mail address provided by you exists and can be reached. Please follow the instructions in the verification email to complete your registration. Afterwards you will receive an e-mail with



the registration data you entered to the e-mail address you provided during registration. If you do not receive any of the e-mails, the e-mail address you provided is incorrect / unreachable or is not within your reach.

! Safety Note:
Please note that it is not possible to create more than one account with the same username or e-mail address.

2. Login

After you have registered, you can log in directly to MyReOss with your access data. Please enter your username and password and select 

The screenshot shows a login form titled 'Please login.' in blue. It contains two input fields: 'User' and 'Password'. Below the form, there are two links: 'Is this your first time at ReOss?' with a sub-link 'You can register here.' and a 'Registration' button; and 'Forgot your password?' with a sub-link 'Here you can request a new password.' and a 'new password' button. A blue checkmark icon is visible in the top right corner of the form area.

Illustration 3: Login to MyReOss

2.1. Forgot your Password?

Have you forgotten your password? No problem! With the function ***Forgot your Password?*** you can request a link that leads you to a page where you can set a new password.

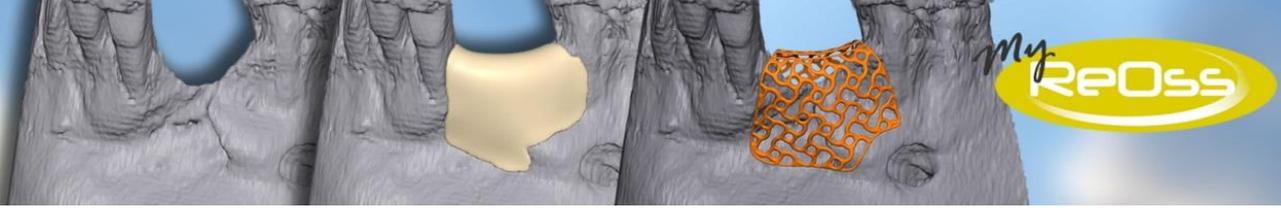
Please choose under ***Forgot your Password?*** 

You will now be redirected to the funktion ***Request a new password:***

The screenshot shows a page titled 'Request a new password' in blue. Below the title, there is a line of text: 'Please enter your username or e-mail address. You will then receive an email with a link, that will allow you to reset the password. For your data security of this link is valid for 24 hours.' Below this text is an input field labeled 'User / e-mail'. A blue checkmark icon is visible in the top right corner of the form area.

Illustration 4: Request a new password

Enter either your username or your registered email address here and click ***Okay / Save***. You will now receive a link by e-mail. This link takes you to a page where you can assign yourself a new password. Please follow the instructions in the e-mail and enter your new password.



Safety Note:

In order to avoid misuse of the "Forgotten password" function (eg by an attacker), the entered data (user name / e-mail address) are compared with the entries in the MyReOss system. If the entered data is not known, the message appears: ⚠ The username or password is incorrect. Please try again.



The sending of the link, through which you can assign yourself a new password, takes place in any case to the e-mail address specified by you at the registration.

3. Start

After logging in to MyReOss, you will be directed to the **overview and administration of your orders**:

Overview and administration of your orders

You will get an overview of all current and completed orders. In the course of an order, you must confirm individual order processes. This concerns the approval of the 3D design and the written approval for the production.

What do you want to do?

<ul style="list-style-type: none"> View and edit my orders Place a new order 	<ul style="list-style-type: none"> Information, instructions and media Our price list View my data
--	--

Illustration 5: Overview and management of your orders

Here you have the possibility to view and edit already placed orders, to place a new order, to download information and instructions (eg product description Yxoss CBR®, manufacturer information, confidentiality agreement, etc.) via the download area, to take a look at the price list or to view and edit your data.

3.1. Place a new order

In the menu, select the item **New order** or under **What would you like to do?** the entry **Place a new order**. You can now order a **titanium mesh with optional backward planning**.

Comfortable and easy to order

Order an individual medical product for your patient here. Enter case-specific information and data into the ReOss system. From this data, the price of the model will be determined and you can order immediately. For any questions, a service-phone is available.

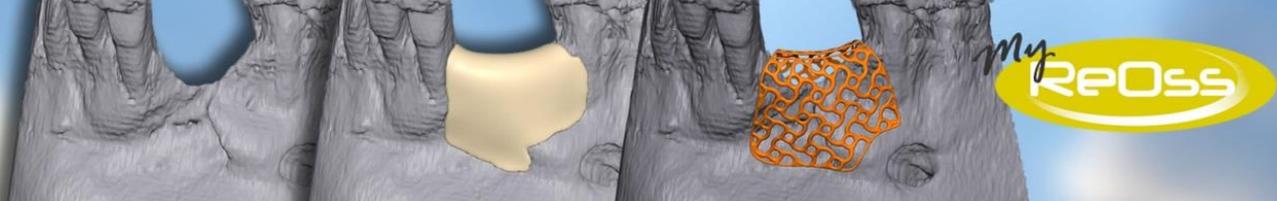
Start your order

Lattice structure (optionally with backward planning)

What is next?

After ordering you will receive a confirmation from us. After a few working days we will provide you with a CAD-model to validate online. We are ready to answer any specific questions you may have via our service telephone. Once the 3D-design is to your satisfaction, the Patient Specific Implant (PSI) will be manufactured by us and sent to you.

Illustration 6: Place a new order



3.1.1. Titanium mesh (with optional backward planning)

It opens an order form in which you must enter the required data:

General [→]

Patient data
Please indicate the patient to be treated. If you have previously placed an order for this patient, you can select it from the list.

Patient
[Text field]
[Change entry]

Special notes
[Text area]

Treating physician
Please give the treating physician. If you are not the doctor, please change this entry.

Treating physician
Customer is the treating physician.
[Text field]
[Change entry]

Surgery date
For the processing and production of your orders we need 21 days. Please note this in your schedule. Please set the surgery date from 04.02.2018.

Surgery date
day.month.year
[Text field]

Illustration 7: Order form

3.1.1.1. General Information

Patient Information

Click in the *Patient* field. The following window opens:

Patients [X]
Edit entries

Select a patient or enter a new one.

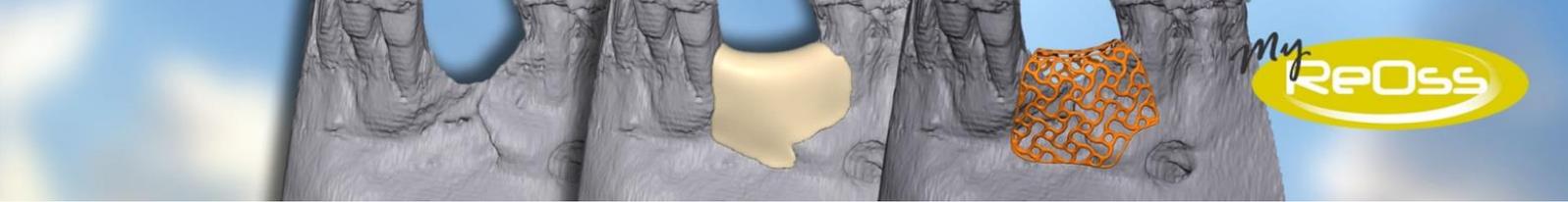
[+ new patient]

Patient list
[List area]
[Pencil icon]

Illustration 8: Register new patient / select existing entry

Select [+ new patient] and complete all fields in the following window.

! Safety Note:
To avoid confusion please write down the complete first name and check your input **before saving**.



Patients
New entry

Salutation

Last name

First name

Birthdate
day.month.year

save

Illustration 9: Capture data from a new patient

Save your entries and the data is transferred directly to the *Patient* field:

Patient data

Please indicate the patient to be treated. If you have previously placed an order for this patient, you can select it from the list.

Patient
Ms. LiLo Lotter, *14.09.1978

Illustration 10: Acquired patient data

For later orders relating to this patient, the patient data is now also available in a selection list. This list opens as soon as you click into the field *Patient* or the button  Change entry

Patients
Edit entries

Select a patient or enter a new one.

+ new patient

Patient list

Ms. 2 1, *16.07.1987

Illustration 11: Selection a patient list

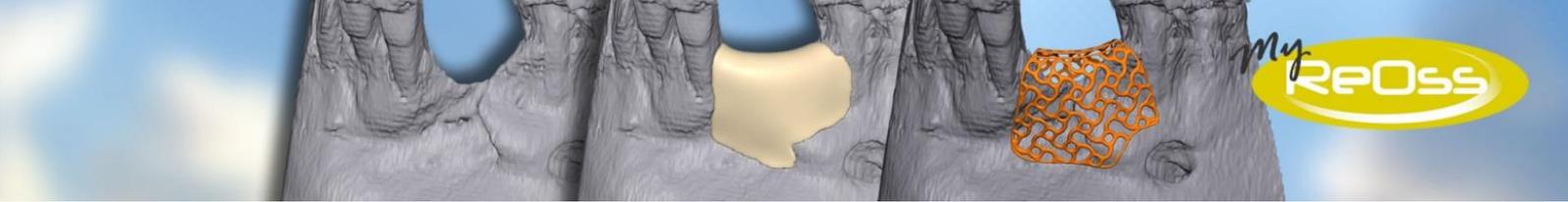
For additional information about the patient (eg certain anatomical conditions, etc.), use the *Special Notes field*:

Special notes

Illustration 12: Special Instructions

Attending Physician

By default, the *customer is the attending physician*. But you have the option of entering a different person than the attending physician. Please click on the entry *Customer is equal attending physician*.



Treating physicians

Edit entries

Select a doctor or enter a new one.

[+ Further doctor](#)

Name	Address
Customer is the treating physician.	

Illustration 13: Register / select a new treating physician

By clicking on [+ Further doctor](#) , the data of the treating physician can be recorded:

Treating physicians

New entry

Salutation

Title

Last name

First name

Company / Hospital

Street

Zip code

City

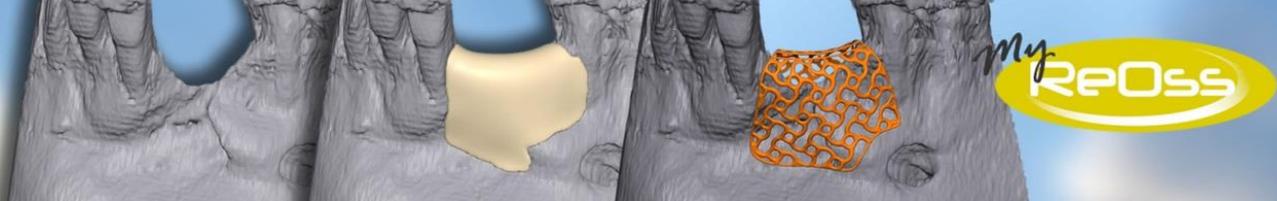
Country

Phone

e-mail

[✓ save](#)

Illustration 14: Capture new treating physician



! Safety Note:
 To avoid confusion please write down the complete first name and check your input *before saving*.

The treating physician, who has just been registered, is transferred directly to the field of *treating physician* by salutation, title, first and last name as well as place:

Treating physician

Please give the treating physician. If you are not the doctor, please change this entry.

Treating physician

Customer is the treating physician.

Illustration 15: Data transfer treating physician

In addition, the entry just entered for subsequent orders is now available in the selection list. To open the selection list, either click with the mouse pointer in the field *treating physician* or on the button : Eintrag ändern

👤 **Treating physicians**
✕

Edit entries

Select a doctor or enter a new one.

+ Further doctor

Name	Address
Customer is the treating physician.	
Mr. Dr. Bernd Bieber, Berlin	✎

Illustration 16: Selection list of treating physicians

Planned surgery appointment

Enter the planned surgery date. Please note that ReOss® GmbH requires at least 3 weeks lead time for the planning, production and delivery of the Titanium frame.

Surgery date

For the processing and production of your orders we need 21 days. Please note this in your schedule. Please set the surgery date from 04.02.2018.

Surgery date

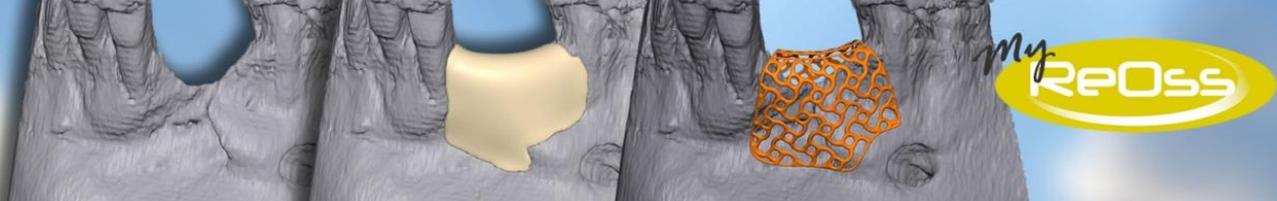
day.month.year

Illustration 17: Surgery date

If the date entered by you is within the 3-week planning and production period, this will not be applied when saving. Instead, you will be notified by the message ⚠ Please note the earliest possible date. . Before you can save the entries, you must enter a date that lasy after the planning and production period.

3.1.1.2. Defect region

In order to inform the ReOss® GmbH know which defect regions are to be prepared for Yxoss CBR® titanium meshes, please first mark the defect region (s) in the tooth scheme. To do this, select the corresponding teeth by clicking on the respective tooth:



Defect region

To mark: This is how you proceed.

Mark the defect region(s) with a mouse click on the tooth symbols in the following tooth pattern. Delete the marks with a further mouse click.

Description of the defect region

horizontal bone loss
 vertical bone loss
 horizontal and vertical bone loss

Illustration 18: Tooth scheme for marking the defect region

The teeth in question are hidden in the tooth scheme and the numbering below / above is shown in red:

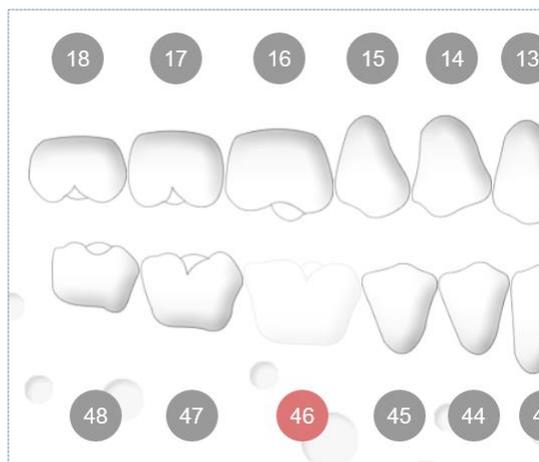


Illustration 19: Defect region marked

Please describe the defect region now. This information is a required field. Please select one of the entries *horizontal bone loss*, *vertical bone loss* or *horizontal and vertical bone loss*.

Description of the defect region

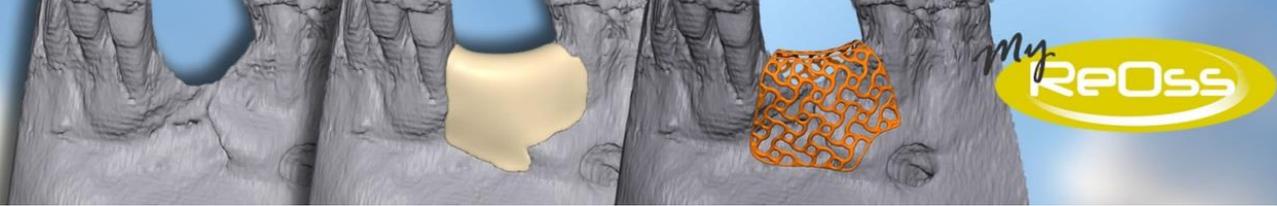
horizontal bone loss
 vertical bone loss
 horizontal and vertical bone loss

Illustration 20: Description of the defect region

3.1.1.3. Yxoss CBR® Backward Planning

On request, the Yxoss CBR® Titanium mesh can be made to serve as an orientation template as well. If you do not want to use this service, skip this step by clicking on

If you like to use the paid service of a 3D implant positioning, select the **Yes** field. The tooth scheme with the defective areas that you selected in the previous step appears:



Yxoss CBR® Backward planning

With the backward planning, you can also create a 3D implant positioning in order to use the Yxoss CBR® lattice structure as an orientation template. Information on implants used (manufacturer, model) are necessary.

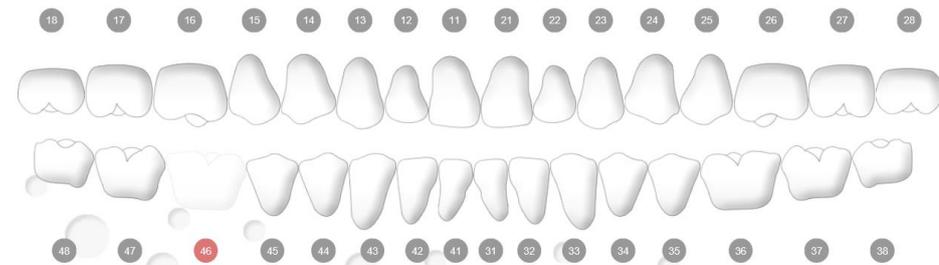
Would you like to hire a backward planning?

Yes

Note
 For more information on the Yxoss CBR® backward planning please click here.

To mark: This is how you proceed.

With a mouse click within the defect region, you can identify the desired positions for planned implants. Delete the markers with a further mouse click.



Implant manufacturer

used implant

Illustration 21: Yxoss CBR® backward planning

Clicking on the defect region marked in the previous step, the symbol of an implant body appears. This marks the defect area (s) for which a backward planning is to be carried out and the Yxoss CBR® titanium mesh is to be made as an orientation template:

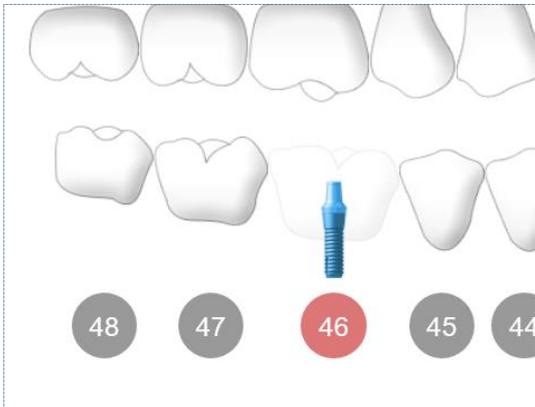


Illustration 22: Defect region marked for backward planning

Click on the defect region again to delete the implant symbol. If you have not marked a defect region, you can not complete this step. The following message appears: Please mark the defect region.

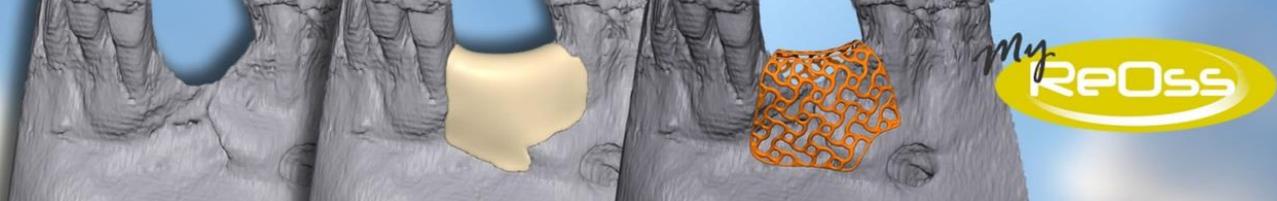
In addition to the marked defect region, backward planning also requires information on the implant manufacturer and model. To do this, click in the field **used implant**:

Implant manufacturer

used implant

Illustration 23: Select Implant manufacturer and model

This opens an alphabetically sorted list of implant manufacturers currently stored in the system:



Implants

Selection of implants used

For backward planning, we need the name of the planned implant (manufacturer and model).

All manufacturer

Manufacturer
3D ImplaFavourite
AB Dent
Allmed
AlphaBio
Anthogyr
AoN

Illustration 24: Extract from the list of implant manufacturer A → Z

As soon as you click on the entry of an implant manufacturer to select it, the implant models stored by this manufacturer in the system are displayed. Select an implant model by clicking on it. The entry is automatically transferred to the field **used implant**:

Implant manufacturer

used implant

Bio Horizons (Laser Lok 3.0)

Illustration 25: Selected implant manufacturer and model (example)

To go to the next step, click:

3.1.1.4. Augmentation volume

In this step, ReOss® GmbH can calculate the required augmentation volume for you on request. This is a free service of ReOss® GmbH.

If you would like to use it, please select the field **Have ReOss calculate the augmentation volume**:

Additional Services

Augmentation volume

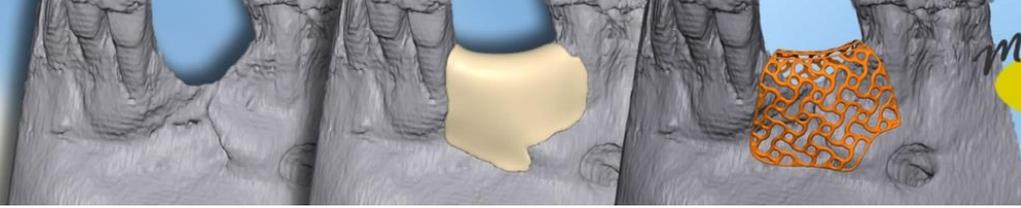
On request, we calculate the required augmentation volume. (The calculation is free.)

Have ReOss calculate the augmentation volume.

Illustration 26: Calculate the Augmentation Volume

3.1.1.5. Billing and Delivery Address

In this step you will see the billing and delivery addresses. By default, the addresses are identical and correspond to your own address data. However, it is possible to change both the invoice and the delivery address. If you click on below the respective address, the **Addresses** window will open:



Addresses

Selection

Select a address or enter a new one.

[+ Further address](#)

Name and address

(Address of the user, which can only be changed under "my data".)
 Ms. Dr. Susanne Berlich, Hauptweg 8, 25698 Frankfurt, Deutschland
praxis@drberlich

Mr. Dr. Ludwig Liefermann, Lauterstr. 44, 23598 Luchshausen, Deutschland
info@dr-liefermann

Symbols
Default for

- User address
- Correspondence
- Delivery address
- Invoice address

Illustration 27: Change billing an delivery address

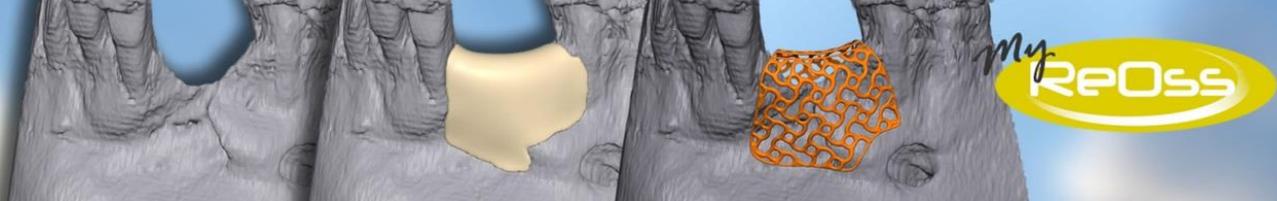
Here you can either select an already deposited address or enter a new address via



! Safety Note:
To avoid confusion please write down the complete first name and check your input **before saving**.

3.1.1.6. Summary

Before completing the order, this step will display a summary of the data you have entered:



Summary

Please check your order. If you want to make changes, you can go back to your questionnaire. Send when everything is correct. The data will be transferred to the ReOss system. You will then have the option to transmit corresponding patient scans and other supplementary files as a basis to generate the quotation.



Order overview

No.	Description	Euro
1	Patient-specifically created lattice structure (Yxoss CBR®) for augmentation in the area of a tooth Affected region: 46	295,00
2	Positioning an implant Backward planning For the simple and exact positioning of implants	50,00
3	Calculation augmentation volume The augmentation volume will be calculated free of charge by ReOss.	0,00
4		0,00
	Sum	345,00
	VAT (7,0%)	24,15
	VAT (0,0%)	0,00
	Total Sum	369,15

Comment:
Delivery within Germany. The VAT will be charged.

Note:
This offer includes the creation of the 3D-design for assessment and the preparation of a Patient Specific Implant (PSI) for implantation. If you do not request the subsequent production of a PSI for implantation, we charge a flat rate for the development of the design of 200,- Euro excl. VAT. It may be necessary due to strong artifacts, the 3D model needs to be reworked. **This involves additional costs in the amount of 60,- Euro excl. VAT.**

Legal notice:
The user is aware that a custom-made device, according to EC Directive 93/42/EEC Article 1 (2) d) is triggered. The requested service is customized to the patient named in this document and therefore could not be validated in a clinical observational study. Prior to executing the query, the user will get a non-binding realization proposal and related price offer. Only the doctor knows the overall situation (anamnesis, favoring or aggravating factors, soft tissue, etc.) and can thus take the final decision on the production of the custom-made device in the context of its overall therapeutic considerations. All the advice of employees or representatives of the company ReOss GmbH, whether submitted in written or oral forms are only to be used to assist the physician in making their decision.

Note accepted

General terms and conditions (GTC)

Please read our Terms and Conditions (GTC) and accept them before the legally binding order. [Read GTC.](#)

accepted terms

*These fields are required. Without this information, we cannot process your request.

Illustration 28: Order overview including costs, legal notice and terms and conditions

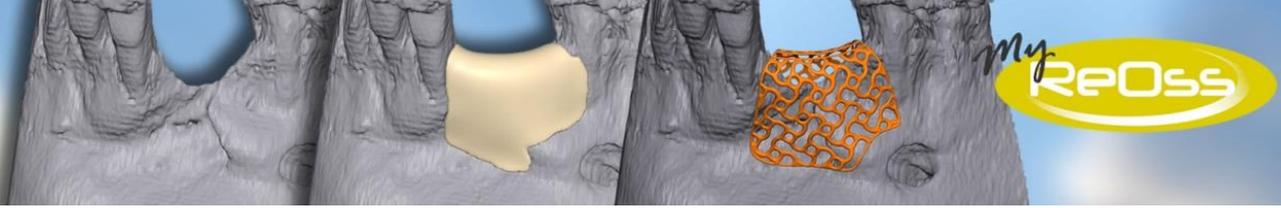
You must now accept the Legal Notice and the Terms and Conditions (GTC) in order to complete the order. By clicking on the corresponding link, you can also see the terms and conditions.

Safety Note:

! If you do not accept the **Legal Notice** and / or the **Terms and Conditions (GTC)**, the following notifications will appear: ⚠ Please Accept the disclaimer for this order.

⚠ Please accept the Terms and Conditions (GTC) for this order.

In addition to the order overview, the order details are also displayed in detail:



Order data																																		
Patient	Ms. LiLo Lotter, *14.09.1978																																	
Treating physician	Customer is the treating physician.																																	
Surgery date	18.03.2018																																	
Defect region	<table border="1"> <tr> <td>18</td><td>17</td><td>16</td><td>15</td><td>14</td><td>13</td><td>12</td><td>11</td><td>21</td><td>22</td><td>23</td><td>24</td><td>25</td><td>26</td><td>27</td><td>28</td> </tr> <tr> <td>48</td><td>47</td><td>46</td><td>45</td><td>44</td><td>43</td><td>42</td><td>41</td><td>31</td><td>32</td><td>33</td><td>34</td><td>35</td><td>36</td><td>37</td><td>38</td> </tr> </table> <p> <input type="checkbox"/> Marking defect range <input checked="" type="checkbox"/> Marking defect range + implant position </p>		18	17	16	15	14	13	12	11	21	22	23	24	25	26	27	28	48	47	46	45	44	43	42	41	31	32	33	34	35	36	37	38
18	17	16	15	14	13	12	11	21	22	23	24	25	26	27	28																			
48	47	46	45	44	43	42	41	31	32	33	34	35	36	37	38																			
used implant	Bio Horizons (Laser Lok 3.0)																																	
Description of the defect region	horizontal and vertical bone loss																																	
Augmentation volume	The augmentation volume will be calculated free of charge by ReOss																																	
Delivery address	Delivery address Ms. Dr. Susanne Berlich Mainstreet 8 25698 London Great Britain	Invoice address Ms. Dr. Susanne Berlich Mainstreet 8 25698 London Great Britain																																

Illustration 29: Order data

If you have checked the data and accepted the [Legal Notice](#) and the [General Terms and Conditions \(GTC\)](#), complete the order by clicking on [order now](#). Your order will now be transferred to the system and transmitted to the ReOss® GmbH in a legally binding manner.

Safety Note:

With the click on the button [order now](#) you confirm the accuracy of your information and enter into a legally binding contract with ReOss® GmbH.

*Please be sure to check **all** the data provided **before** completing the order.*

4. Payment

After the order has been submitted, you will be asked to pay.

Payment ➔

Please pay for the order CBR A1069 the amount of 428,00 Euro to us in the next 5 days. We will start processing your order when we have received your payment.

How would you like to pay?

via bank transfer
 via credit card
 on account

Illustration 30: Payment of the order

You can choose between payment [via bank transfer](#), [via credit card](#) and [on account](#). Payment [on account](#) is available to you from your 11th order. The payment [via credit card](#) is handled by the [SIX Payment Service](#) to which ReOss® GmbH is affiliated. By clicking on [pay ➔](#) you will be redirected to the page of the [SIX Payment Service](#):

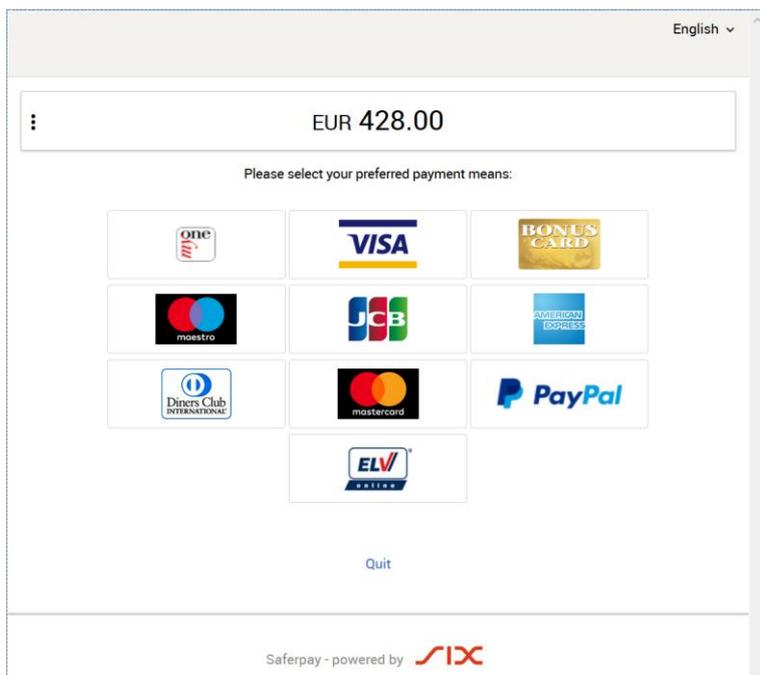
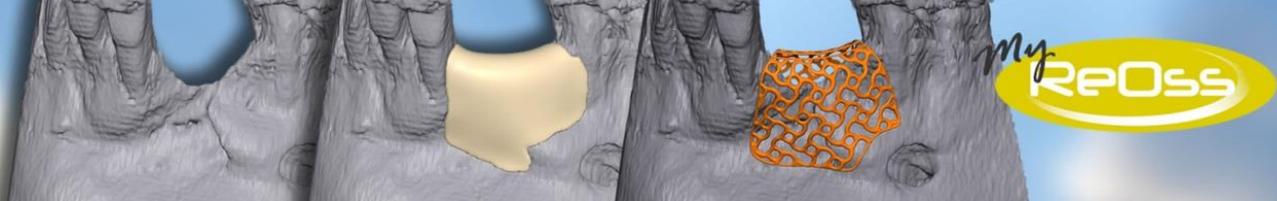


Illustration 31: SIX Payment Service – payment processing

If you prefer to pay *via bank transfer*, make a note of the *bank account details* including purpose and amount.

! Note:
Only after receipt of the full amount will ReOss® GmbH begin processing your order and production.

5. Transfer Data

For the planning and creation of the grid structure ReOss® GmbH needs digital data from your patient. Files in DICOM format of DVT or CT devices are essential. As an alternative, some devices offer the possibility to perform an STL export. This will export the virtual 3D model and can also be further processed by ReOss® GmbH. In difficult cases, additional patient data and information (e.g., clinical photos, additional x-ray images, etc.) required for planning and creating the titanium mesh may be transferred.

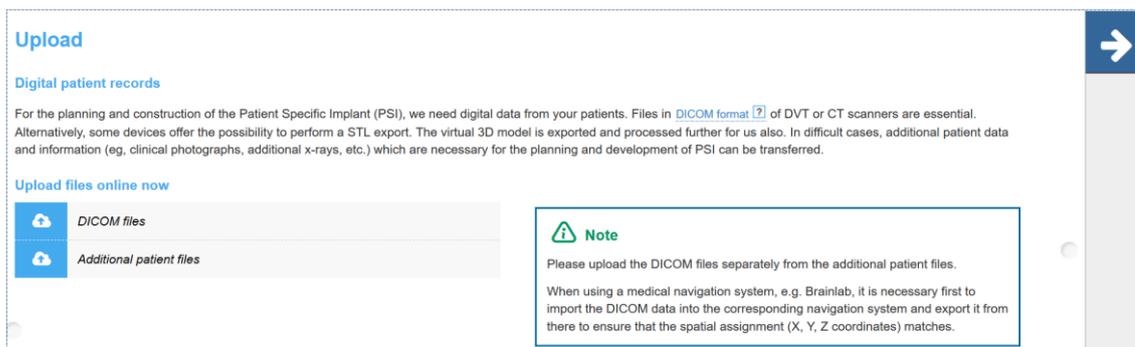
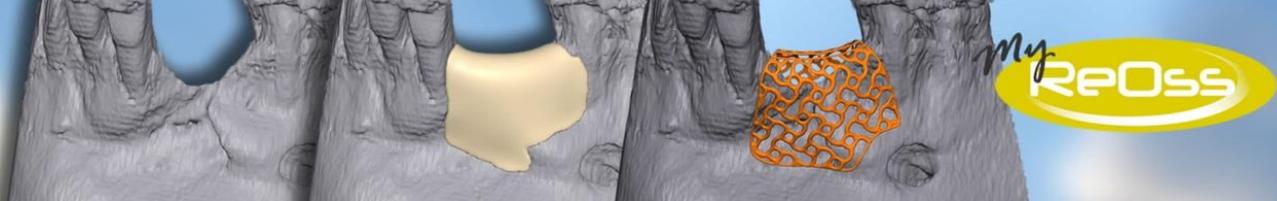


Illustration 32: Upload area

Until you have consented to production, you have the option of transferring additional files via your MyReOss account.

! Note:
Please transfer the DICOM data separately from the additional patient files.



Depending on which data (DICOM or other patient files) you would like to transfer, please select the corresponding button:

-  *DICOM files*
-  *Additional patient files*

You can either drag and drop files from the local location to the **DROP-ZONE** by clicking on the **Upload icon** or drag and drop:

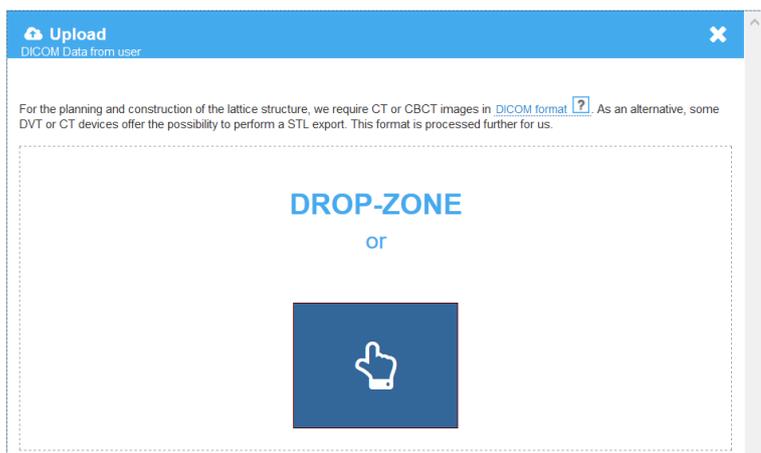


Illustration 33: Upload DICOM-Data

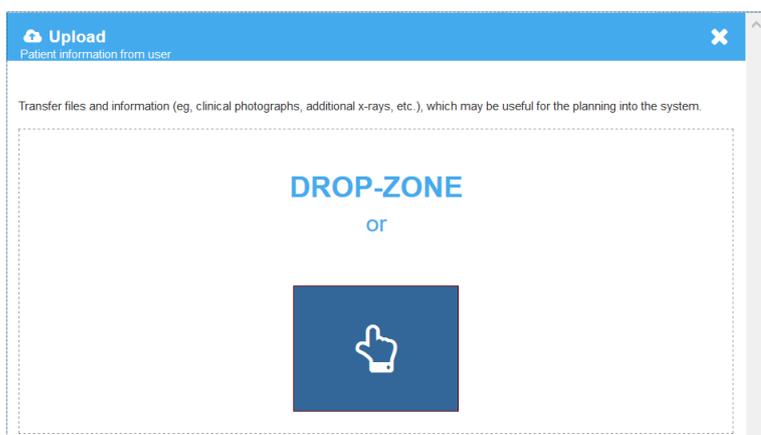


Illustration 34: Upload Patient information

Note:

The time of the transfer depends on your connection speed to the Internet and the data volume of the files to be transferred. DICOM data often has a volume of 250-400 MB. For this transfer you have to calculate about 30 to 45 minutes.

Do not interrupt the transfer, the process would otherwise have to be restarted completely.

MyReOss starts the transmission:

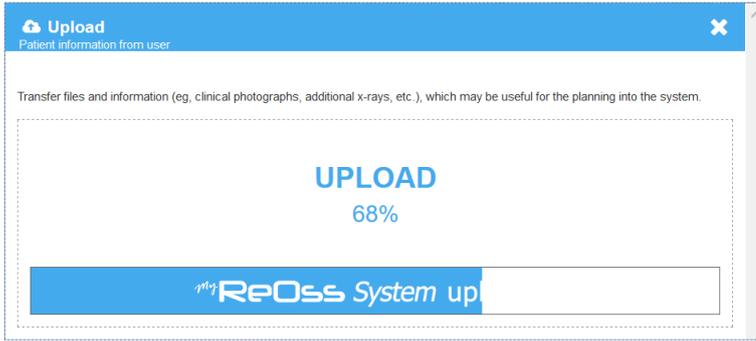
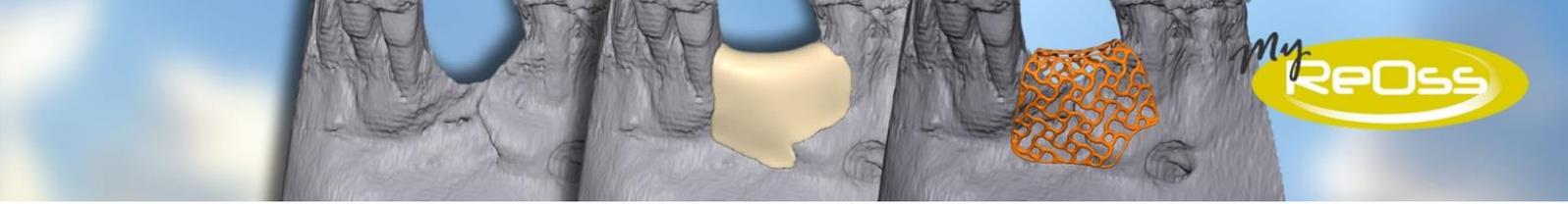


Illustration 35: Upload-Process

The transmission progress can be recognized by the blue progress bar and the percentage. When 100% is reached, the transfer is complete. In the file list a green tick appears behind the uploaded files:

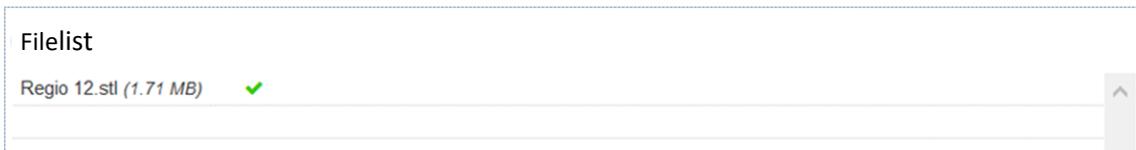
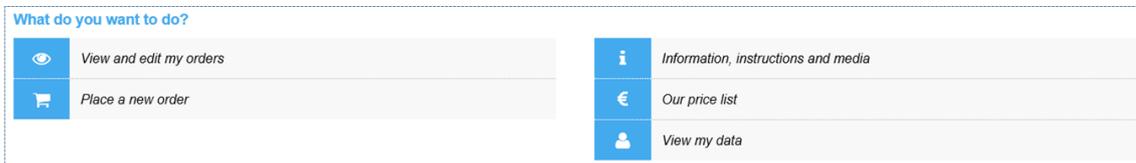


Illustration 36: Upload-Filelist

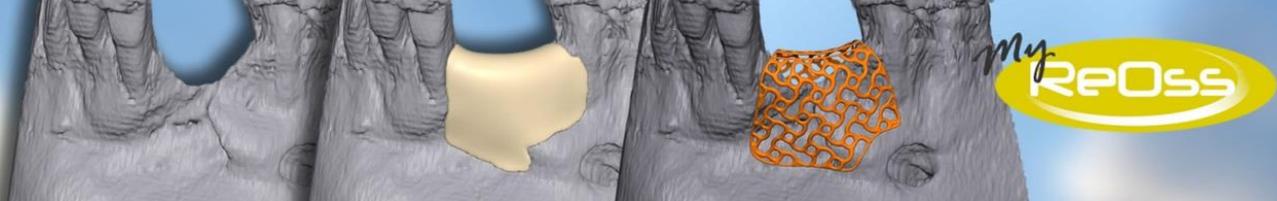
Of course, you can also send the files on a data carrier to ReOss® GmbH.

After completing all order steps, you have the opportunity to download various information for your patients. These include the patient statement, patient information and the product brochure. These and other information can also be obtained via the menu item **Download** or via the item **Information, instructions and media** on the start page:



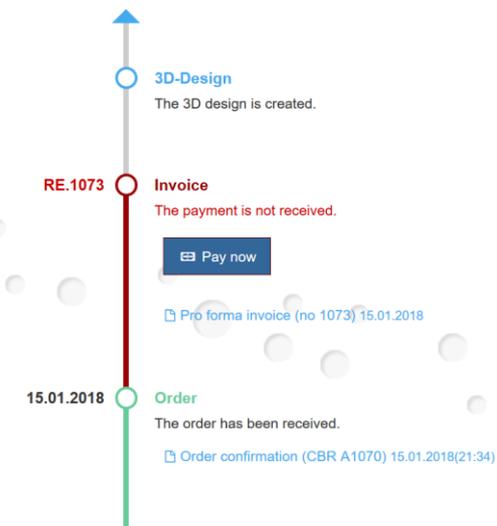
6. Order History

Here you can view the progress of your order at any time. This will also be displayed graphically so that you can see at a glance which step is next:



Order CBR A1070 from 15.01.2018

You will receive information about the progress of your order.



Order processing

We need your help during the ordering process. After your order, the payment and the DICOM data have been received by us, we create a 3D design. This is a three-dimensional image of the defect area with the Patient Specific Implant (PSI) to be created. We provide you with the 3D-design here for evaluation. If you agree to the 3D design, please approve to this. For legal reasons, we still need a written order for the production of the Patient Specific Implant (PSI), which we will send you for signature after agreeing to the 3D design. After that, the PSI is produced and sent to you.

Documents

The following is an overview of all important documents for this ordering process. You have the possibility to send us files (DICOM, radiographs, patient information, etc.) which are necessary and helpful for the creation of the Patient Specific Implant (PSI).

+ DICOM files

+ Additional patient files

Title	Date	File	User	Star	Download	Check
Order confirmation (CBR A1070)	15.01.2018 (21:34)	order-1070.pdf	User	★	Download	<input type="checkbox"/>
Patient declaration: Ms. LiLo Lotter, *14.09.1978	15.01.2018 (21:34)	yxoss-cbr-patient-declaration-cbr-a1070.pdf	User	★	Download	<input type="checkbox"/>
Pro forma invoice (no 1073)	15.01.2018 (21:34)	proforma-invoice-1073.pdf	User	★	Download	<input type="checkbox"/>

Marked files: load

Illustration 37: Order History – Invoice has to be paid

7. Complete the order)

As soon as the entire invoice amount has been received by ReOss® GmbH (by credit card immediately), ReOss® GmbH begins planning the 3D design. Below you will find information about the further course of the order:

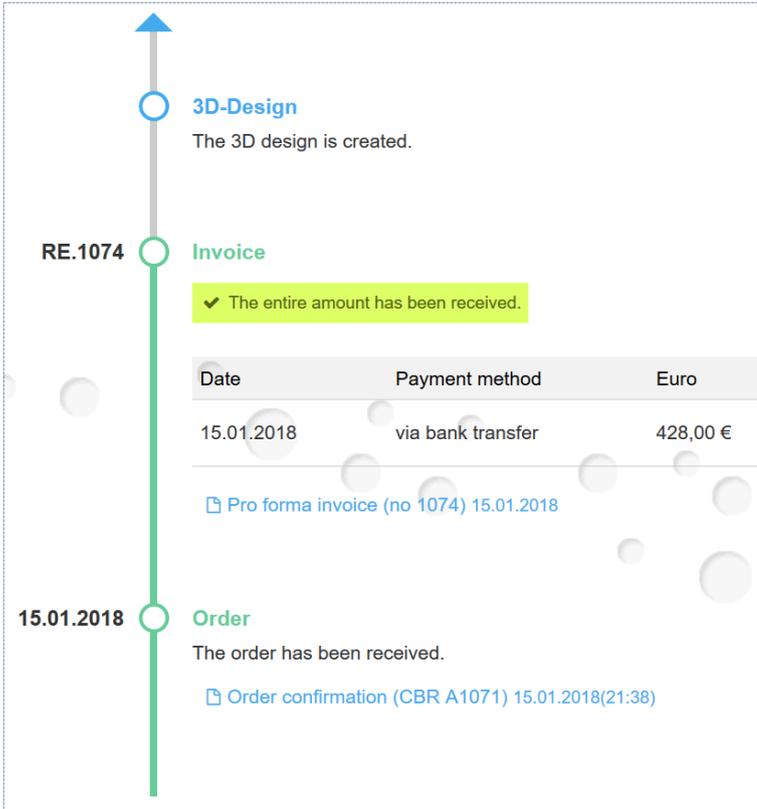
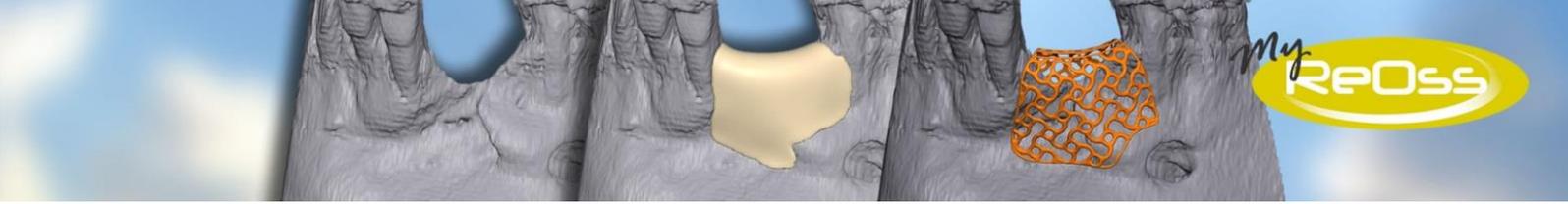
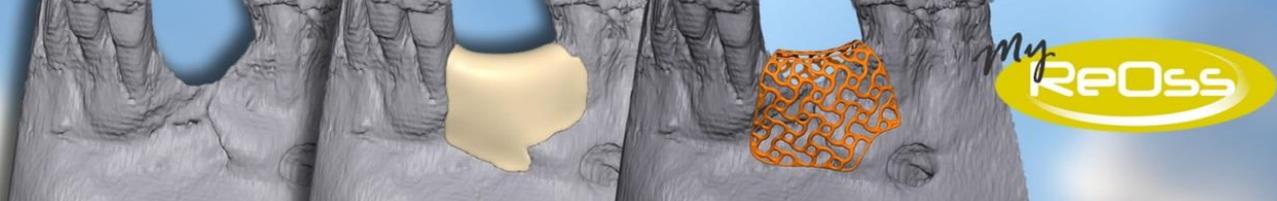


Illustration 38: 3D design is in process

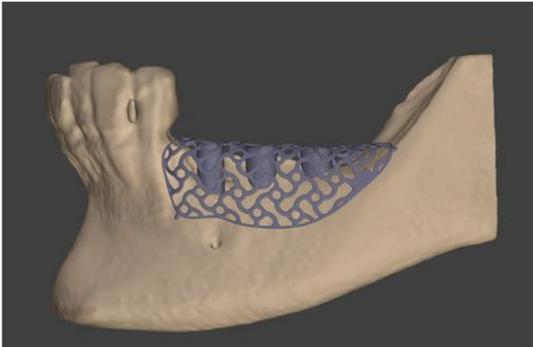
Once the 3D design has been created, you must check it and agree. To do this, click



in the order history.



15.01.2018 (09:59) **3D-Design #2**
Please check the 3D design and agree.



[Check and agree](#)

RE.1074 **Invoice**

✓ The entire amount has been received.

Date	Payment method	Euro
15.01.2018	via bank transfer	428,00 €

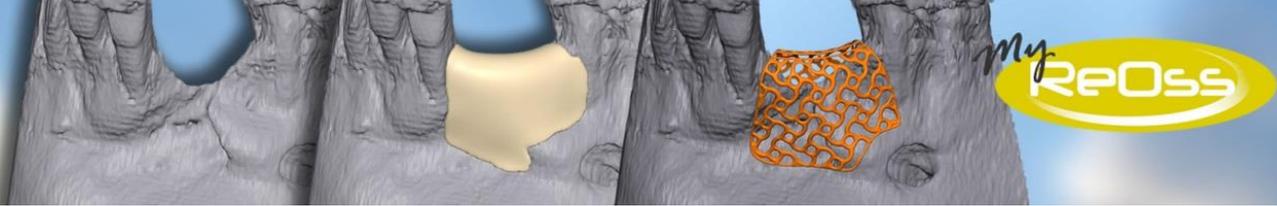
[Pro forma invoice \(no 1074\) 15.01.2018](#)

15.01.2018 **Order**
The order has been received.

[Order confirmation \(CBR A1071\) 15.01.2018\(21:38\)](#)

Illustration 39: Check and agree 3D design

Once again, you will receive information on 3D design and backward planning, if you have requested this:



3D design
✕

Informationen

3D design #2

Before production of the titanium scaffold for implantation, we created a 3D-design for your evaluation. Please check the 3D design data. Please contact us if you would like to change your design.

☎ 0800 700 1199 (*innerhalb Deutschlands*)
 ☎ +49 711 489 660 60 (*worldwide*)
 ✉ contact@reoss.eu

If you agree to the design, you approve to the design. Next we will send you an e-mail with the order form and ask you, for legal reasons, to return a signed copy to ReOss. After the written order has been received, we will initiate the custom manufacturing process.

✓ agree now

Information about 3D design

No:	2
Volume augmentation [mm³]:	200 mm³
Dim. in mesiodistal direction [mm]:	200 mm
Predetermined breaking point:	Yes
Recommended cut:	- Crestal incision (after oral offset)

Backward Planning

Implant diameter:	5 mm
--------------------------	------

Notice:

3D-Documents: [3D-Design](#)

Preview:

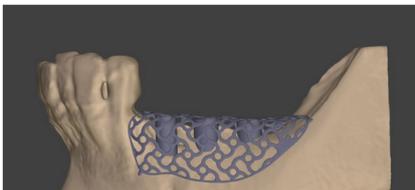


Illustration 40: Information about the 3D design

If you agree with the 3D design, you agree by clicking:

✓ agree now

3D design
✕

Informationen

Approval of 3D-design #2

You have agreed to the 3D-design. Please print out the following written order and return it to us with an authorized signature.

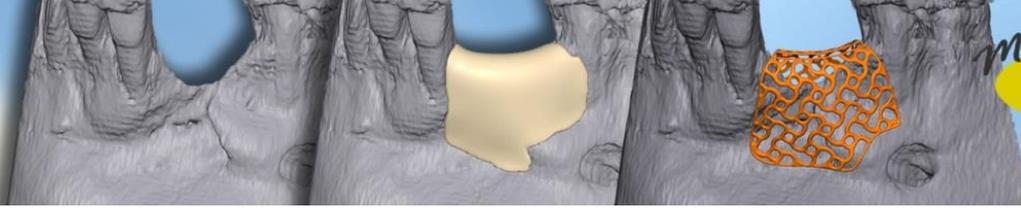
[Written order \(CBR A1071\)](#)

After the written order has been received, we will initiate the custom manufacturing process.

✓ Ok

Illustration 41: Approval for 3D design

After you have approved the 3D design, please print out the *Written Order* and fax it to ReOss® GmbH with your signature. This step is required for legal reasons.

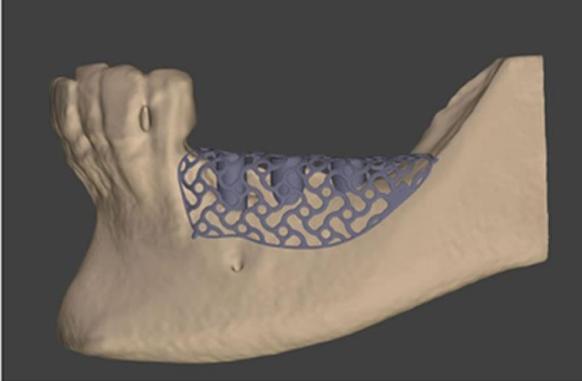


Production
After your written order has been received by us, we enter the Patient Specific Implant (PSI) into production.

Written order
Please send the written order signed to us.
[Written order \(CBR A1071\) 15.01.2018\(22:02\)](#)

15.01.2018 (09:59)
3D-Design #2
You have agreed to the design.
[i more info](#)

Note
Calculate the required biomaterial and order it right away. powered by Geistlich Biomaterials



RE.1074
Invoice
✓ The entire amount has been received.

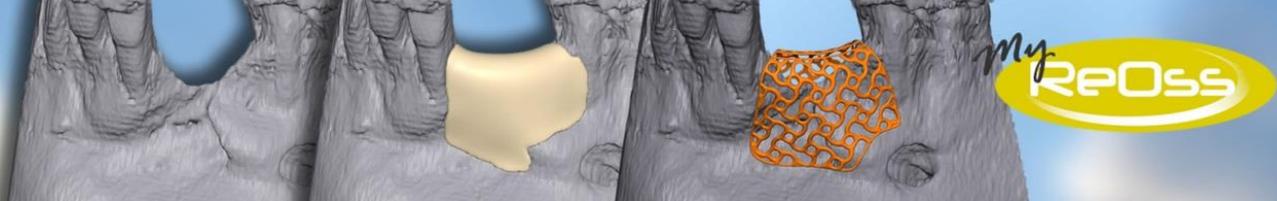
Date	Payment method	Euro
15.01.2018	via bank transfer	428,00 €

[Pro forma invoice \(no 1074\) 15.01.2018](#)

15.01.2018
Order
The order has been received.
[Order confirmation \(CBR A1071\) 15.01.2018\(21:38\)](#)

Illustration 42: Sign order and send it to ReOss® GmbH

As soon as ReOss® GmbH has received your signed written order, the order will be placed in production:

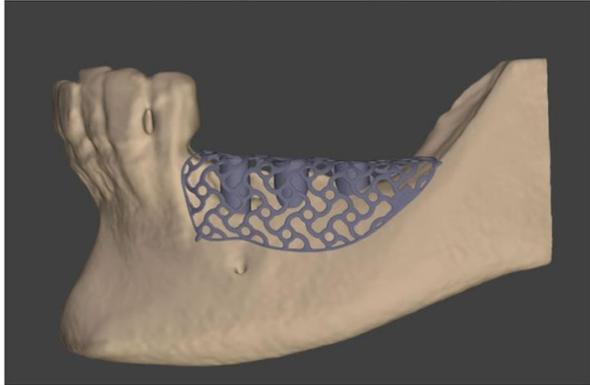


Production
After your written order has been received by us, we enter the Patient Specific Implant (PSI) into production.

15.01.2018 **Written order**
The written order has arrived with us.
[Written order \(CBR A1071\) 15.01.2018\(22:02\)](#)

15.01.2018 (09:59) **3D-Design #2**
You have agreed to the design.
[i more info](#)

Note
Calculate the required biomaterial and order it right away. powered by Geistlich Biomaterials



RE.1074 **Invoice**
✓ The entire amount has been received.

Date	Payment method	Euro
15.01.2018	via bank transfer	428,00 €

[Pro forma invoice \(no 1074\) 15.01.2018](#)

15.01.2018 **Order**
The order has been received.
[Order confirmation \(CBR A1071\) 15.01.2018\(21:38\)](#)

Illustration 43: Patient-specific implant is in production

The graphical order history shows you that your order has been sent to you:

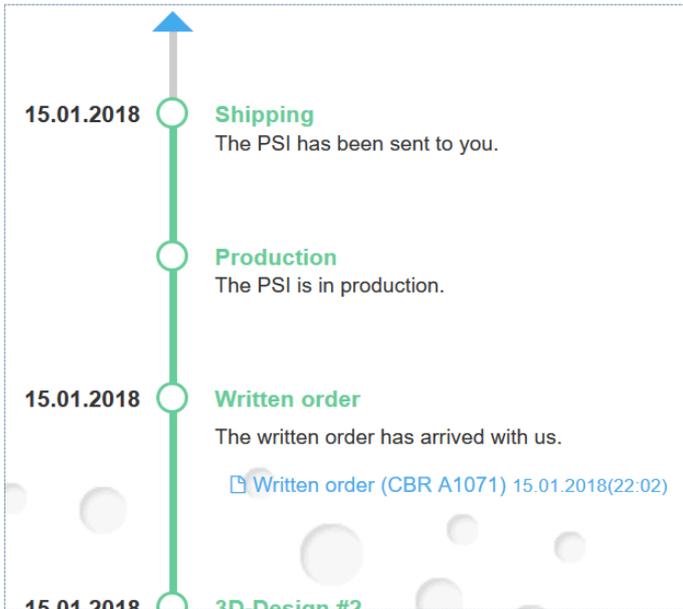
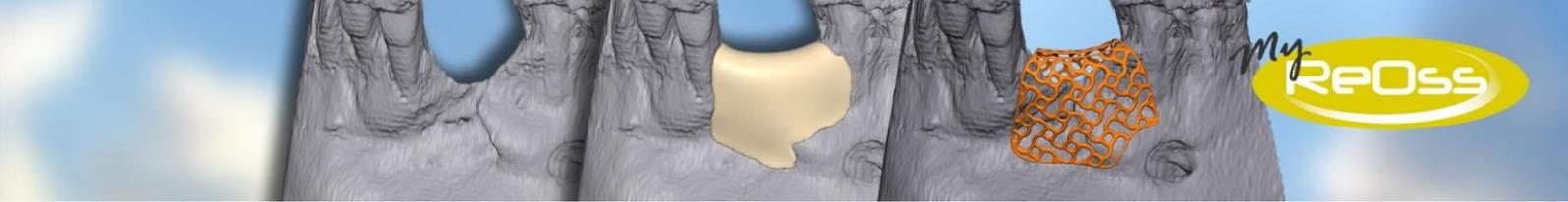


Illustration 44: PSI was shipped to the customer

8. My orders in the overview

You can reach this area either via the menu and the menu entry **Overview**:

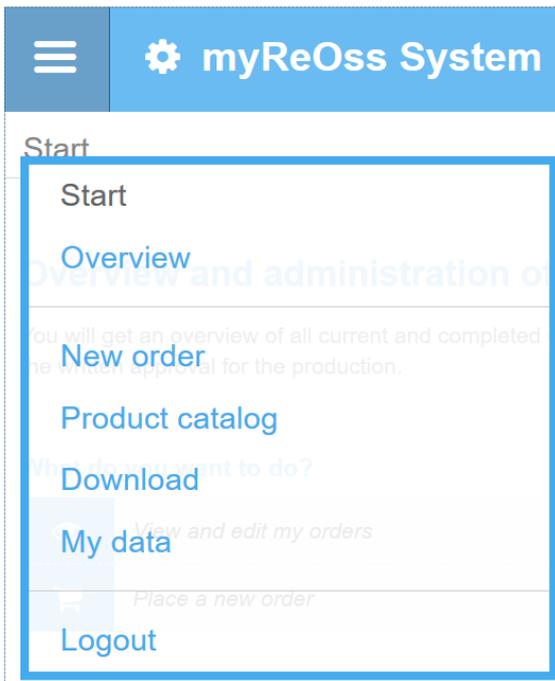
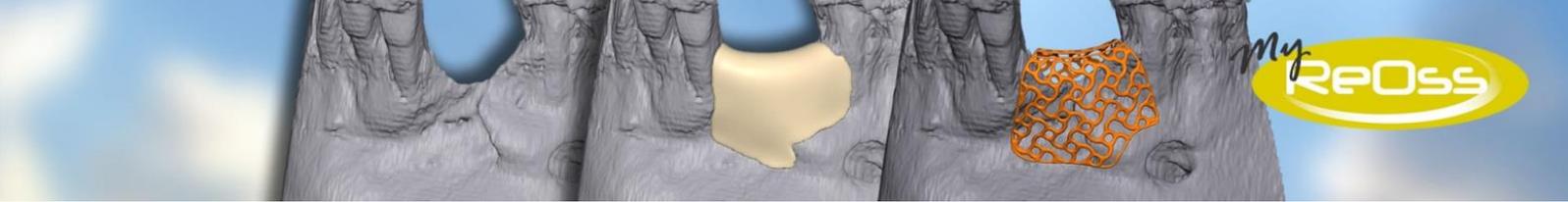


Illustration 45: Menue

or from the start page by clicking on: **View and edit my orders**:





☰ myReOss System
myReOss ? ⏻

Start

Overview and administration of your orders

You will get an overview of all current and completed orders. In the course of an order, you must confirm individual order processes. This concerns the approval of the 3D design and the written approval for the production.

What do you want to do?

View and edit my orders	Information, instructions and media
Place a new order	Our price list
	View my data

Illustration 46: Start page

My orders in the overview

The following is a summary of your order history.

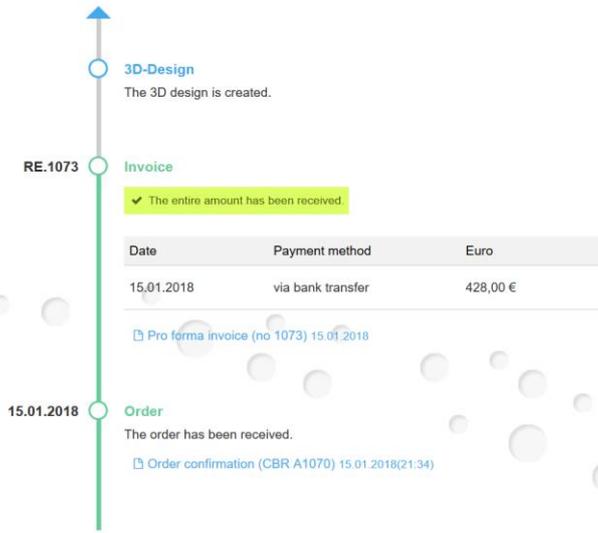
No.	📅 Date	Patient	Status
CBR A1071	15.01.2018	Lotter, LiLo ♀	📦 Order shipped
CBR A1070	15.01.2018	Lotter, LiLo ♀	€ Received payment
CBR A1069	15.01.2018	Lotter, LiLo ♀	📦 Order placed € Outstanding payment
CBR A1065	14.01.2018	Lotter, LiLo ♀	€ Received payment
CBR A1064	14.01.2018	Potsche, Peter ♂	🏭 Release for production 📄 Outstanding written order

Illustration 47: My orders in the overview

In the order overview you can also view the current status of the respective order at any time. Clicking on an order entry will take you to the order history of the respective order:

Order CBR A1070 from 15.01.2018

You will receive information about the progress of your order.



Order processing

We need your help during the ordering process. After your order, the payment and the DICOM data have been received by us, we create a 3D design. This is a three-dimensional image of the defect area with the Patient Specific Implant (PSI) to be created. We provide you with the 3D-design here for evaluation. If you agree to the 3D design, please approve to this. For legal reasons, we still need a written order for the production of the Patient Specific Implant (PSI), which we will send you for signature after agreeing to the 3D design. After that, the PSI is produced and sent to you.

Documents

The following is an overview of all important documents for this ordering process. You have the possibility to send us files (DICOM, radiographs, patient information, etc.) which are necessary and helpful for the creation of the Patient Specific Implant (PSI).

📁	📁	📁
DICOM files		
Additional patient files		

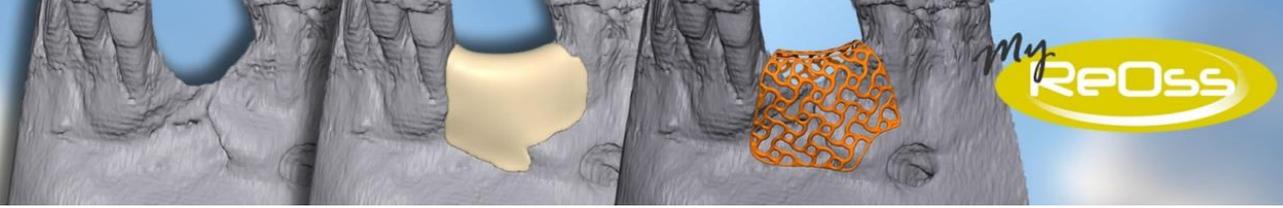
📄	Title	Date	File	👤	★	📁	☐
	Order confirmation (CBR A1070)	15.01.2018 (21:34)	order-1070.pdf				
	Patient declaration: Ms. LiLo Lotter, *14.09.1978	15.01.2018 (21:34)	yxoss-cbr-patient-declaration-cbr-a1070.pdf				
	Pro forma invoice (no 1073)	15.01.2018 (21:34)	proforma-invoice-1073.pdf				

Marked files: [load](#)

Order data

Order no	CBR A1070																																
Customer	Ms. Dr. Susanne Berlich, Mainstreet 8, 25698 London, Great Britain ✉ hallo@bluebow.de ☎ 02589/86541																																
Patient	Ms. LiLo Lotter, *14.09.1978																																
Special notes																																	
Treating physician	Customer is the treating physician.																																
Surgery date	18.03.2018																																
Defect region	<table border="1"> <tbody> <tr> <td>18</td><td>17</td><td>16</td><td>15</td><td>14</td><td>13</td><td>12</td><td>11</td><td>21</td><td>22</td><td>23</td><td>24</td><td>25</td><td>26</td><td>27</td><td>28</td> </tr> <tr> <td>48</td><td>47</td><td>46</td><td>45</td><td>44</td><td>43</td><td>42</td><td>41</td><td>31</td><td>32</td><td>33</td><td>34</td><td>35</td><td>36</td><td>37</td><td>38</td> </tr> </tbody> </table> <p>■ Marking defect range ■ Marking defect range + implant position</p>	18	17	16	15	14	13	12	11	21	22	23	24	25	26	27	28	48	47	46	45	44	43	42	41	31	32	33	34	35	36	37	38
18	17	16	15	14	13	12	11	21	22	23	24	25	26	27	28																		
48	47	46	45	44	43	42	41	31	32	33	34	35	36	37	38																		
Number of PSI	1																																
used implant	Bio Horizons (Laser Lok 3.0)																																
Description of the defect region	horizontal and vertical bone loss																																
Augmentation volume	The augmentation volume will be calculated free of charge by ReOss																																
Delivery address	Ms. Dr. Susanne Berlich, Mainstreet 8, 25698 London, Great Britain																																
Invoice address	Ms. Dr. Susanne Berlich, Mainstreet 8, 25698 London, Great Britain																																

Illustration 48: Order overview



9. Questions about the order process?

Do you have questions about the ordering process? Then you are welcome to contact the ReOss® GmbH. We're here to help you:

Address: **ReOss® GmbH**
Talstraße 23
70794 Filderstadt

E-Mail: **contact@reoss.eu**

Phone: **0800 700 1199**