

Working with JJ Thompson

We constantly review and update our systems and processes to make sure we give you the best possible service.

So, whether you're a new customer or you've been with us for a while, there are a few things we'd like you to know.

Please take a few minutes to read this guide, which provides useful information for all our customers.

Do you accept impressions, models, intra oral scans or stl files?

Yes. We accept all of the above. If you are sending physical impressions, we recommend that they are wrapped in damp cotton gauze and placed in a self-seal plastic bag to keep them moist during transit. If you are sending us cast models please make sure you label and wrap them well.

Postage paid bags and boxes are provided on request.

If you prefer to send digital files, we are connected to all main intra oral scanners and you can send them via our online customer portal. You will need to open a portal account before starting to work with us.

What do I need to do when sending work to you for the first time?

If you're sending digital scans, go to the website and open an account on the portal. Someone will be in touch to let you know the next steps.

If you're sending impressions, wrap them in damp cotton gauze as described above.

Then visit the Useful Documents section on our website. From there, you can download the most appropriate laboratory prescription form and a Freepost label. Overseas customers will need to use the 'Laboratory address label' as we don't pay postage outside the UK.

How do I open a portal account?

Visit www.jjthompson.co.uk and click on the 'Log into portal' button at the top. If you don't yet have a portal account, click on 'create an account'.

Can I send prescriptions through my scanner?

We work with lots of digital doctors, who use a variety of scanners. In our experience, none of them features a notes facility that is adequate for sending a thorough patient prescription.

We therefore ask all our customers to avoid sending prescription information via the scanner. Instead, please send your patient prescriptions via the portal.

Of course, we still want to receive your scans directly – just make sure you use the patient's name or an ID number on both the scan and the prescription, to allow us to match them up at our end.

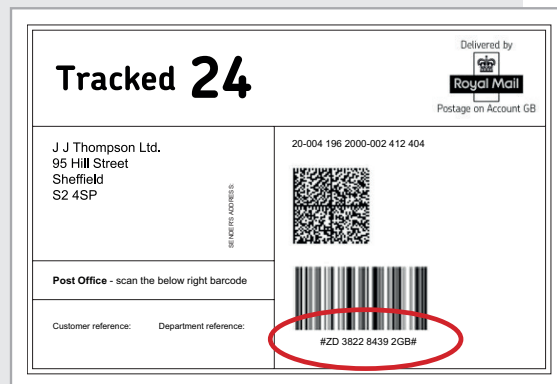
Can I email my prescriptions?

Please don't send your prescriptions via email as this is not a secure interface. Please use the customer portal to send all your prescriptions to us.

How do I send my impressions or models to you?

Depending on the volume of work you send us, we will either arrange a courier pick up, which is fully trackable or we will provide you with prepaid postage bags. There is a unique tracking code on all our bags. Before you send us your items, please make a note of the tracking number, which you'll find just below the barcode (shown in the picture).

You can then track the progress of your package. Simply log on to Royal Mail and click on 'track your item'. Enter the number, leaving out the # characters at the start and end of the code.



How are my appliances delivered?

It varies. We reconcile the volume of work with the importance of urgent delivery. A suitable method of dispatch is then chosen. This can be either trackable 1st class post, Royal Mail Special Delivery or the services of a reputable courier. Our prices include collection and delivery costs within the United Kingdom.

What is the turnaround time?

Most pressure-formed retainers and appliance repairs are manufactured and shipped on the day we receive them.

The following is an approximate guide to turnaround times for other types of appliance:

- Removable appliances – 5-7 lab days
- Functional appliances – 7-10 lab days
- Clear Aligners – 7-10 lab days
- Indirect bonding trays – 10-15 lab days

Can I leave the design of the appliances to you?

We'll be very happy to help you with the design of your appliances and make suggestions based on your treatment plan.

Can you create bespoke colours and designs for appliances?

We offer a wide range of colours, designs and motifs in order to personalise your patients' appliances. We can create combinations of existing colours and patterns from our chart, e.g. stripes, but we're unable to create bespoke colours and designs.

What is your repairs policy?

If an appliance breaks due to normal use, we will repair or remake it free of charge.

How do I pay my account?

The best way to pay is by bank transfer, quoting your account number which is on the top right hand corner of every statement and invoice. Our BACS details can also be found on your statement.

Unfortunately, due to the length of time taken to process them, we no longer accept payment by cheque in currencies other than sterling.

You will receive a statement at the end of each month. Payment is required 21 days from receipt of this.

What are the bar codes for on my invoices?

Your invoice has three peel off bar code labels at the bottom, these are to use on the next prescriptions you send in and are to be positioned in the shaded area where the practice name and address goes.

This bar code identifies the address that the work will be sent to and the account that it will be invoiced to.

Why are there separate boxes for the patient name?

The work will be booked in to the lab system in the same format as you have written in the patient name boxes. It is restricted to 22 digits, and this is how we will search for it if we have any queries. This is also how it will appear on your invoice/ statement and patient statement.

How do I access my patients' statements?

All our customers will now receive an email the morning after your items have been packed and dispatched, to let you know what is being delivered. Your patients' statements will be attached to this email. It will be sent to the main email address associated with your account. If you would like us to send it to a different email address, please let us know.

Do you have an environmental policy?

Yes we do. As a company, we adopt a responsible attitude towards the environment, and wherever practical, use recyclable materials in packaging and production processes.

Do you do 'home visits'?

Of course. If you would like a member of our laboratory team to visit you, we will be happy to arrange this at your convenience.

Do you have a discount scheme?

Yes, we do offer a discount scheme, based on the monthly value of your account with us. For more details please contact us.

If you have any more questions about working with us, please get in touch on **0114 275 9585**, email us at **info@jjthompson.co.uk** or visit **www.jjthompson.co.uk**