

# Welcome Kit

Important Information to  
Get Started with DDS Lab.



Dear Valued Dental Partner,

We're excited to welcome you to DDS Lab.



As a trusted dental laboratory serving practices across the country, we're committed to providing exceptional service, consistent quality, and a collaborative experience that supports your day-to-day success.

Our mission is simple: to make your workflow easier, more predictable, and more efficient, so you can stay focused on patient care. From our advanced lab capabilities and responsive field support to our experienced technical team, DDS Lab is here to help your practice thrive.

From single-unit crowns to full-arch restorations, we're here to deliver consistent quality, clear communication, and a partnership you can count on. Our team is made up of experienced technicians, dedicated support specialists, and knowledgeable field reps—all working together to keep things moving smoothly for your office.

Here's a little of what you can expect:

- A full-service lab that can handle everything from crown & bridge and implants to removables and digital workflows.
- A responsive support team ready to answer questions, offer guidance, or troubleshoot whenever needed.
- Seamless digital integration if you're scanning—we're compatible with all major systems and happy to help with setup.
- A shared commitment to making every case a success—for you and your patients.

Behind every case is our dedicated team committed to delivering quality, efficiency, and peace of mind. With our global, fully owned, state-of-the-art fabrication facilities, we offer the depth and breadth of a full-service lab ready to serve you.

We look forward to proving ourselves to you and your team, and to becoming a trusted partner in your restorative success. Please don't hesitate to reach out as your feedback helps us serve you better.

Best regards,

A handwritten signature in black ink, appearing to read 'Chuck DiNardo', with a horizontal line extending to the right.

Chuck DiNardo  
CEO, DDS Lab

# Get started.

## Everything you need to send a case today!



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## About Us

Established in 2005, DDS Lab is a **full-service**, National Board Certified dental laboratory. The DDS model leverages its fully owned and operated Labs, strategically positioned globally, to guarantee a highly efficient customer experience.

**DDS Lab believes its success is driven by its *customers' success*, which relies on real-time collaboration between Lab and Office.**

We **design** inventive solutions to simple and complex challenges. We **deliver** unparalleled accountability, industry-leading quality, and peace of mind. We **support** with attentive, compassionate customer service that goes beyond expectations.

# Product Portfolio

Full Portfolio of Best-in-Quality Laboratory Solutions, Customized to Your Requirements.



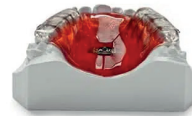
Every crown and bridge is made with the finest materials available.



Hybrid solution and technologically driven aesthetic restorations.



Offer your patients top-quality products at an affordable price.



Custom appliance fabrications to meet your patient's needs.



Individually designed and fabricated.



# Customer Portal



Real-Time Access to Data and Analytics with the **My DDS Lab Portal** and **Mobile App**.

## Use MyDDSLAB.com to...

The MyDDS Lab Online Portal and Mobile App is an online account management system providing real-time case tracking, electronic invoices and online bill pay features.

- ✓ Enter prescriptions for both digital and traditional cases online
- ✓ Easily search case history in detail, case-by-case
- ✓ Create UPS Healthcare shipping labels, schedule case pickups and track
- ✓ Receive daily email notifications on case status
- ✓ Use live chat to get questions answered quickly 8am – 8pm M–F and 8am – 1pm Saturday eastern time
- ✓ Available online in our Desktop Portal and via Mobile Application

## MyDDS LAB mobile app is designed to save you time.

- ✓ Instantly view color-coded status updates, so you know what stage of production your patient's case is in and when to contact the lab
- ✓ View and upload case photos

### How can MyDDS LAB help my practice?

- Reduce Rx errors
- Minimize production delays
- Leading to more consistent patient scheduling

**Get started with MyDDS LAB**

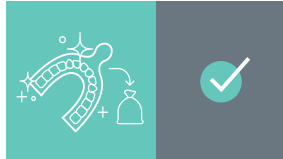
Visit [go.ddslab.com/myddslab](https://go.ddslab.com/myddslab)

# Traditional Analog Packing Guidelines

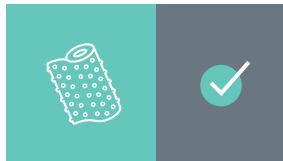
Following these instructions ensures a safe, on-time delivery for your cases. Skip these steps by connecting your Intraoral Scanner to DDS Lab today.



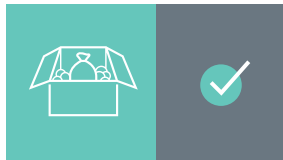
Shipping in a recycled or reused box?  
**Remove ALL previous markings and stickers.** This ensures your cases make it to the lab without exception or delay.



**Disinfect case materials before sealing in bags.**



**Wrap models individually with bubble wrap or padding.** This protection prevents damage during shipment (extremely important for any wax-up).



**Add additional wrap or padding** to fill empty space and prevent movement or damage during shipping.



Place accompanying photos or slides **in a separate plastic bag with patient name** for protection.

## Going digital?

See scanner setup on page 10.

## Remember!

Skipped steps, missing Rx info, mislabeled impressions or models can delay your case.

## Questions?

Reach out to us at:  
**onboarding@ddslab.com**  
**(877) 337-7800**  
(Option 4 then Press 2)

## Planning to pack...

### An articulator and face-bow?

Remove the models from articulator and wrap individually, or if models must remain on the articulator, please separate the articulator. Each piece should be wrapped individually and anchored in the box. The face-bow and other enclosures should be wrapped separately.

### Loose crown, bridge, implants parts and/or shade tabs?

Place small parts in a separate container or sealed plastic bag and staple to the Rx. Please be sure to include the patient's name on any additional sealed bags, stapled to the Rx.

### Any type of alginate?

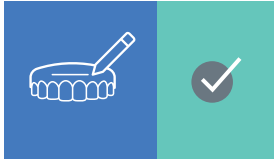
Seal Rx form(s) in a separate plastic bag to avoid getting wet or destroyed. Staple the Rx bag to the appropriate case bag.

### Multiple cases in one box?

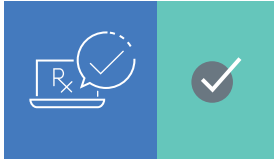
Please bag each case separately. This helps to ensure that cases are not mixed up.

# Traditional Analog Shipping Checklist

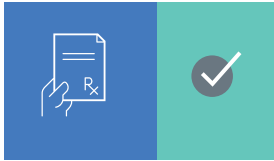
Before packing and shipping your case, use this checklist to make sure you've included everything we need to deliver your patient's case on time.



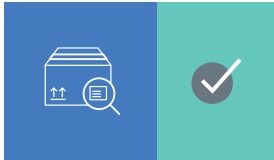
Note the patient's **first initial and last name on the impression or model.**



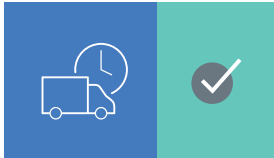
Complete Rx forms online through **MyDDS LAB** and **include a printed copy with each case.** If you are unable to utilize **MyDDS LAB**, blank Rx forms can be downloaded through our website and printed for completion, or physical forms can be mailed to your office.



Include **completed prescription forms with each case** (see packing guidelines for more information).



Ensure that your **UPS placard is easily accessible** for your UPS driver to scan. If you do not have a pickup placard, please contact (877) 337-7800 (Option 4 then Press 2) or [onboarding@ddslab.com](mailto:onboarding@ddslab.com).



**Schedule on-demand pickups online, through your MyDDS LAB portal.**



## Remember!

Skipped steps, missing Rx info, mislabeled impressions or models can delay your case.

## Questions?

Reach out to us at:  
[onboarding@ddslab.com](mailto:onboarding@ddslab.com)  
**(877) 337-7800**  
(Option 4 then Press 2)

# Scheduling Guidelines

For all cases, turnaround time is measured in business days (M-F). Measurements begin on the day the case is received at DDS Lab and end on the day the case is delivered to the customer. The times below include 2-day shipping from the lab to the customer.

## Lab closure dates

The following lab closure dates may temporarily affect our average turnaround times. Holidays that occur on Saturdays are honored with Friday closures; those occurring on Sundays will result in Monday closures.

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving
- Day After Thanksgiving
- Christmas Day

Get your printable  
scheduling guide at  
[ddslab.com/scheduling](https://ddslab.com/scheduling)



## Model Free Digital

3D Printed Dentures, Zirconia Solid, Zirconia HT and Lithium Disilicate, up to 3 units, can be created through model free digital.

Average turnaround time **7 business days**

## Traditional Fixed, Removable & Orthodontic Case

Average turnaround time **10 business days**

## Complex Cases

2 or more materials in one case;  
6 or more units in one case; combination cases between implants, removable, fixed or orthodontic products.

Average turnaround time **18 business days**

## Standard Implant Cases

Some implant systems may result in alternate return dates - please reach out to our team before scheduling: [implants@ddslab.com](mailto:implants@ddslab.com)

Average turnaround time **18 business days**

## Rush Options

Rush options may be available for some cases and will carry a premium rush fee. Rush return dates cannot be determined until the case is received in lab. Please contact our dedicated Customer Care team to inquire if a rush option is available for your case at (877) 337-7800 (Option 1).

# Case Preference Setup

As part of the DDS Lab white glove onboarding experience, practices have the opportunity to set their case preferences for crown and bridge, removables, implants, and more. Storing preferences on file ensures consistency across all cases, minimizes the need for adjustments, and supports efficient turnaround and scheduling.



**Set your preferences for fixed cases now  
by scanning the QR code or visiting:**  
<https://go.ddslab.com/cbpreferences>

## Removable, Ortho, and Implant Preferences

We'll guide you through setting up these preferences over the phone. Please contact our Technical Care Team at 877-337-7800 (Option 2). The team will share our lab defaults and you can advise on any customizations you prefer.

## Communication Preferences

During onboarding, you can also establish how you'd like DDS Lab to communicate with your team — whether by phone, email, text, or simply the daily portal notifications — helping ensure efficient case tracking and fewer workflow disruptions.

If preferences are not submitted during onboarding or noted on the Rx, DDS Lab's standard defaults will be applied.



# Intraoral Scanning

DDS Lab is expertly qualified to assist clinicians who utilize digital impression systems. The lab employs computer-aided technology in nearly every step of production, ensuring that prescribed restorations are consistently well-fitting and able to be fabricated from the most modern materials.

Whether you are using Sirona CEREC, iTero, DEXIS, 3Shape TRIOS, 3M True Definition or most any other digital impression technologies on the market today, DDS Lab can accept your files and create the highest quality restorations from a wide variety of materials.

DDS Lab embraces intraoral scanning technology in all its forms. As part of our white glove onboarding experience, we'll provide a step-by-step guide for how to add DDS Lab as a lab option within your scanner system. Our team is here to ensure your setup is seamless — so you can focus on patient care while we handle the rest.

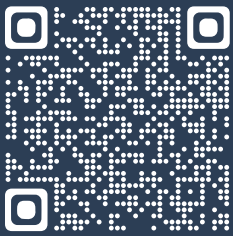


## Need help connecting your scanner to DDS Lab?

Scan the QR code below to access our Digital Connection Setup Guide.







Please scan the code to sign up for My DDS Lab today.

[ddslab.com](http://ddslab.com)

[onboarding@ddslab.com](mailto:onboarding@ddslab.com)

(877) 337-7800 (Option 4)

**Design. Deliver. Support.**



Design. Deliver. Support.