ANKHOR
Tomorrow's dentistry today

ANKHOR DENTAL LAB

Case Progress Updates

Clear communication at key stages of your accepted laboratory case.

What updates you can expect

- Casereceipt acknowledgement.
- Confirmation that the case has been accepted or that clarification is required.
- Design query or approval request, where applicable.
- Notification when the case is ready for dispatch or collection.
- Dispatch or collection details when available.

Information included in an update

- Your cliniccase referenceand Ankhorjob reference.
- Date of receipt and whether the required records are complete.
- Current case status, such as awaiting information, accepted, in design, in production, under quality check, ready for dispatch or dispatched.
- Any action required from the clinic and the next expected communication point.
- Dispatch details or collection readiness when the case has been released.

Communication channel

- Updates aresentthroughoneagreed primary channel, such as email or WhatsApp Business, during Ankhor business hours.
- Please provide a designated contact person and notify Ankhor if the contact details change.
- Routine updates are provided when the case status materially changes. Continuous live tracking and real-time production visibility are not included.

What may delay a case

- Missing or unclearprescriptions, scan files, impressions, components or clinical information.
- Pending dentist approval of a design or clarification request.
- Changes to the original prescription or requested restoration.
- Unavailability of a specified component or other circumstances affecting the accepted production schedule.

Important limitations

- An acknowledgementconfirms receipt; it does not mean the case has been accepted for production.
- An estimated or requested delivery date is not confirmed until Ankhor has reviewed and accepted the case and communicated the schedule.
- Updates do not include clinical advice, direct patient communication, custom dashboards, ERP integration or continuous live tracking.
- Custom consolidated reports or multi-branch dashboards can be discussed and quoted separately.

For reliable communication

- Alwaysincludethe cliniccase reference in messages and use the agreed contact channel.
- Respond promptly to requests for missing information or approvals, as these may affect the production schedule.
- Contact Ankhor if you need clarification about the status of a specific case.

For appointments, current forms or case-specific enquiries, contact Ankhor Dental Lab through your usual communication channel.