

Ordering Patient Specific Devices

Ordering devices through decimal Direct is the process you perform to send your patient's custom files to .decimal, LLC. This process provides:

- Instant feedback that all files were received by .decimal LLC.
- Verification that duplicate files have not been ordered.
- Batching of your orders placed at the same time, so that all parts will be shipped together after all the parts are manufactured.

Uploading Files

Files are manually browsed for and uploaded using decimal Direct. The files are then sent to the “File Holding Queue” for batching and order completion.

1. Login to decimal Direct ([click here for login instructions](#)).
2. Select the “**Order**” button.

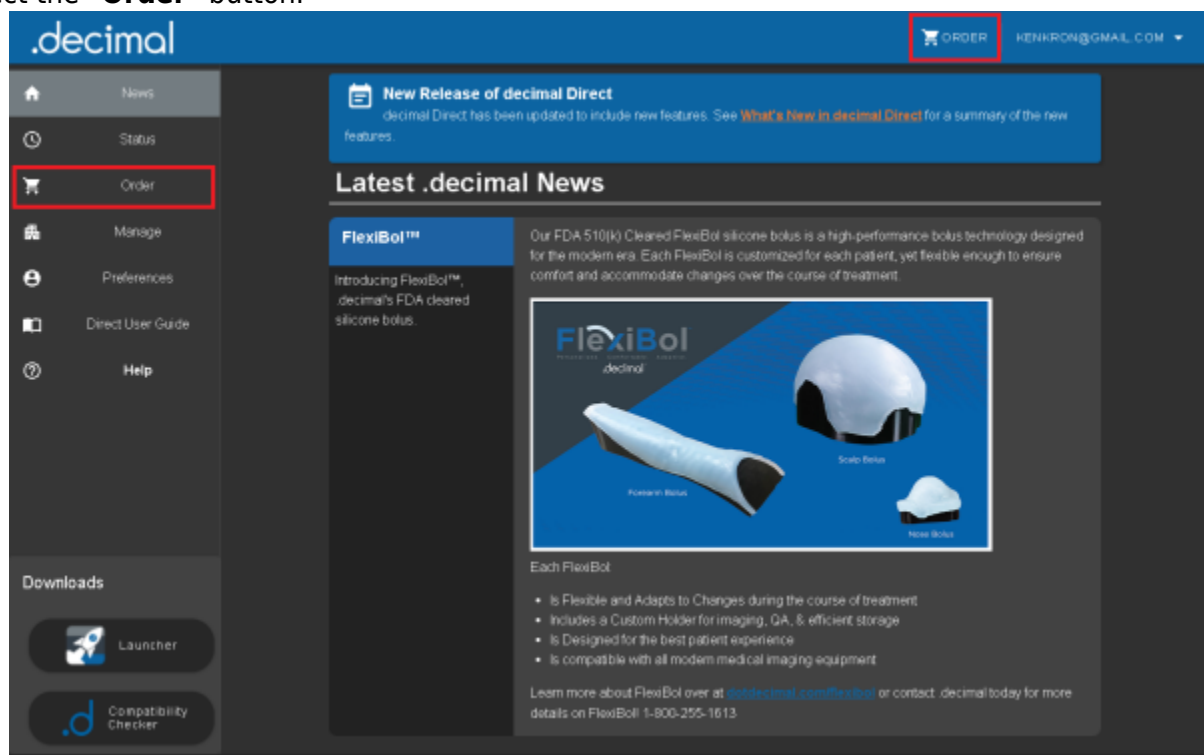


Fig. 1: The Order buttons

3. Select the “**ORDER .DEC FILES**” button to browse for your file(s).

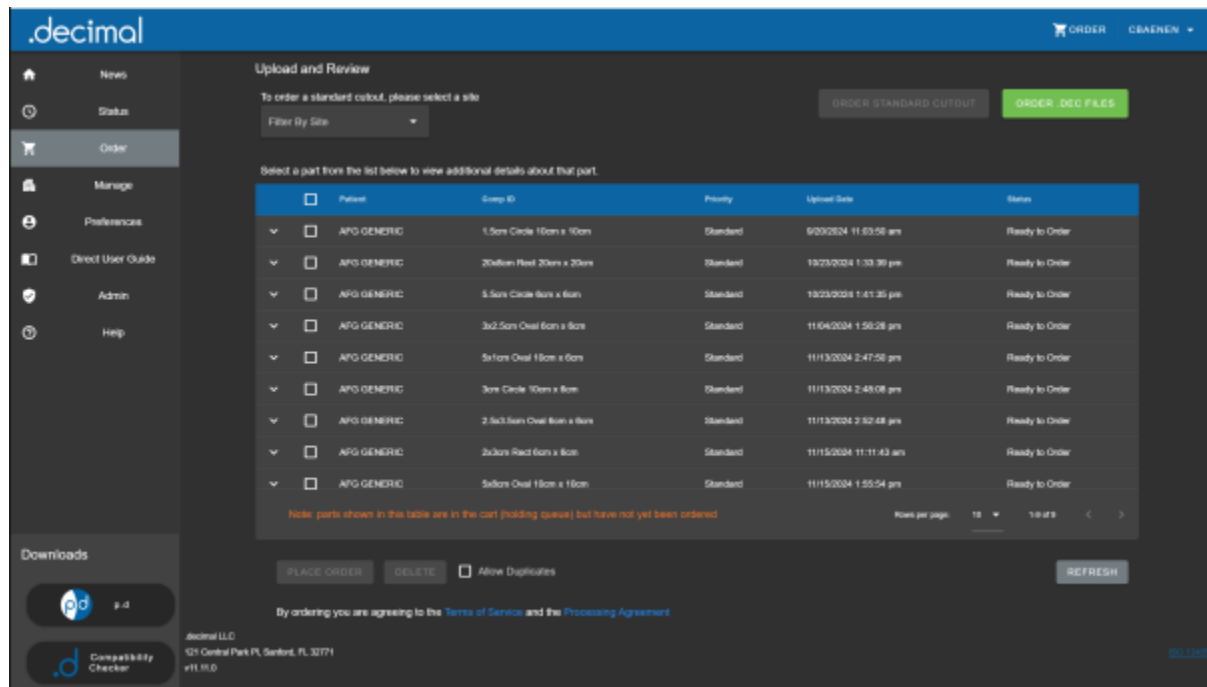


Fig. 2: The ordering page

4. Select the file(s) for upload (**NOTE: ONLY “.dec” or “.dat” files are allowed to be uploaded for ordering, you may select multiple files at the same time to upload**)
5. Select the **“Upload”** button on the file selector to send the selected files to the “File Holding Queue” (**NOTE: your order is not yet ordered, see the Ordering Files section**)

Ordering Files

Once files have been manually uploaded they will be shown in the “File Holding Queue” (shopping cart). In this holding queue you can select and expand each individual file to view detailed order information and remove or re-upload files as needed.

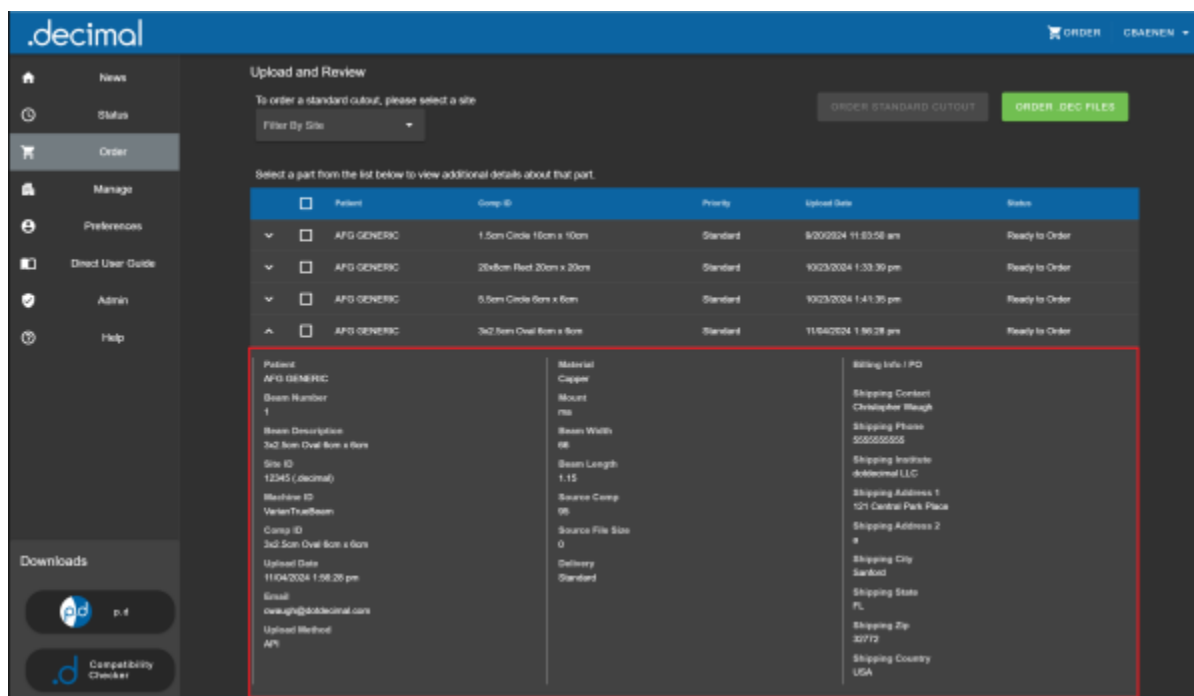


Fig. 3: The order detailed information

To finalize and place the order:

1. Verify that all files uploaded are displayed. If this is not the case, please contact .decimal customer support for further assistance. It may take a few seconds for your files to appear as they are processed.
2. Select the file(s) you wish to order. **NOTE:** Files must have a status of **"Ready to Order"** in order to finalize and place the order. If this is not the case, follow the guideline of the [error status below](#) or contact .decimal customer support for further assistance.
3. Read the Terms and Conditions (By placing an order you are acknowledging your agreement to the terms and conditions).
4. Click the **"Place Order"** button.

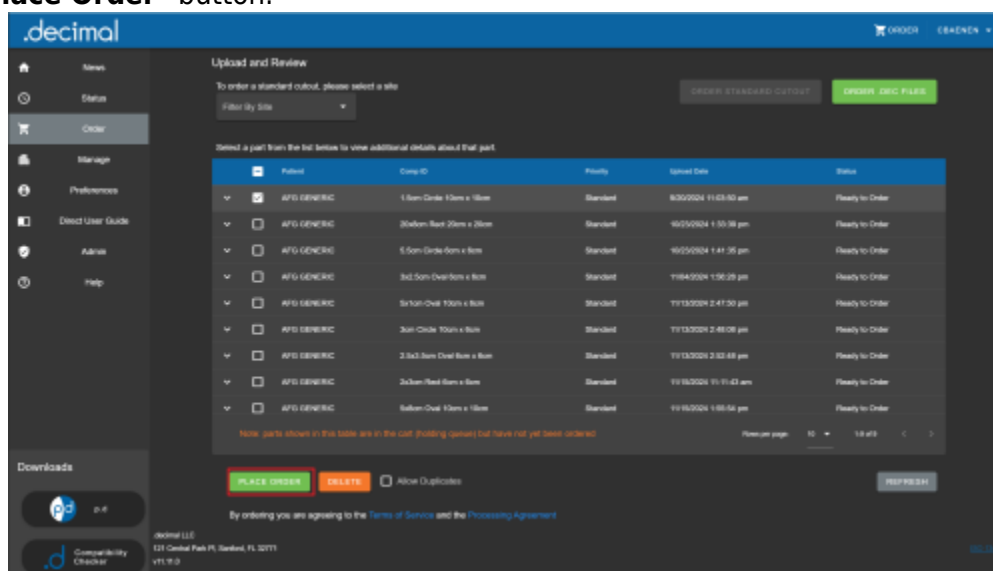


Fig. 4: Placing an order

5. A progress UI will be displayed until the order has been finalized.

Order Error Statuses

Devices uploaded to Direct for ordering can sometimes hit an error. Typically this is the result of a configuration change or an issue .decimal staff must address. See below for a list of each status and a description and solution for how to resolve the error status:

1. **Ready to Order:** This status is not an error status and means the device is able to be ordered as uploaded
2. **Order Placed / Ordering:** This is an internal status for .decimal order processing and should not be seen for more than a second or two. If you see your order stuck with this status there may be an internal issue on .decimal's side.
 - Solution: If you see your order stuck with this status for more than 10 seconds please contact .decimal customer support.
3. **Duplicate of Record in Holding Queue:** There are multiple copies of the same device uploaded in Direct
 - Solution: Remove the duplicate device and click the 'Refresh' button to re-process your orders in the holding queue.
4. **Duplicate of Job #<serial number>:** The device uploaded has already been ordered.
 - Solution: Delete the uploaded duplicate device or contact .decimal to allow ordering of the duplicate order if you need the duplicate device ordered
5. **Unknown Machine Name:** The treatment machine selected when generating this order does not exist in the machine setups .decimal maintains for your site. This is normally due to a incomplete new customer setup or a change within your facility in machine name. .decimal keeps your machine setups synchronized with your physical site to ensure there are no configuration issues that would lead to a delay of your device being used for treatment.
 - Solution: Contact .decimal customer support to address the missing machine from your machine setups.
6. **Unknown Machine Setup:** The treatment machine selected when generating this order does not match the machine setups .decimal maintains for your site. .decimal keeps your machine setups synchronized with your physical site to ensure there are no configuration issues that would lead to a delay of your device being used for treatment.
 - Solution: Contact .decimal customer support to address the incorrect machine setup
7. **Machine type mismatch:** The manufacture (e.g.: Varian, Siemens, or Elekta) of the treatment machine selected when generating your order does not match the manufacturer of the machine within the machine setups .decimal maintains for your site. This could cause the ordered device to be manufactured incorrectly.
 - Solution: Contact .decimal customer support to address the incorrect machine setup
8. **Error: Invalid p.d version for Electron Apertures:** The Electron Aperture was ordered using a p.d version prior to p.d 5.
 - Solution: Use p.d 5 or later to generate and place the order or contact .decimal customer support to update your p.d version.
9. **Error: <error> - Line <#>:** This is a generic error to catch problems with the device order file meta data. The <error> and <#> will be populated with the exact error and line number of the order meta data causing a problem.
 - Solution: You can attempt to address the issue with your order file if you are aware of the problem, but in most circumstances contacting .decimal customer support will be necessary.

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