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1. Why is Align Technology making these changes?

The new Invisalign Doctor Site features are aimed to help you manage your account with greater ease and flexibility. Align Technology is committed to continuous improvement of our products and systems to better support you and your practice.

2. How long will IDS be down for?

- a. IDS- 1-4 July inclusive
- b. Webstore- 27 June – July 4 inclusive

Payments and Payment Options.

1. Will my credit card information or other payment methods on file be migrated to the new Payment portal?

For our Customer's data protection and safety, we will NOT be migrating previously stored payment methods. Instead, with the availability of the new payment portal, all customers will be prompted to enter their preferred payment methods and information. Customer Service cannot accept payments over the phone due to data protection and local regulations.

2. Will my payment history prior to the new portal availability be visible on IDS?

Payment history prior to July 1st will not be available in the new portal. Payment information will begin accumulating within the new portal after July 5th and your payment history will be tracked and available to view going forward.

3. Can I pay via direct debit card?

You can pay via the following payment methods: debit card (Visa or Mastercard only), credit card (Visa, Mastercard, or American Express only), as well as wire transfer and cheque.

4. Can I pay in a different currency than my local currency?

You can pay using a different currency when paying by cheque. When paying by credit card, payments will reflect the currency on your account information.

5. Will iTero customers be able to pay online?

Invisalign customers who also have an iTero account will be able to pay iTero invoices through the Invisalign Doctor Site.

6. Can customers still use the MaxCredible payment site to make payments?

As of July 1st, the MaxCredible online payment portal will no longer be available. Online payments may only be made through the new Invisalign Doctor Site payment portal. Please contact Customer Support if you have any questions or need past payment information.

7. If I am part of an Invisalign Provider group account, how can I pay the invoices?

Third parties or those part of a group account that do not have a unique Invisalign IDS username can make payments by check or wire transfer or can make payments through the Partner Payment site at <https://partner-payments.invisalign.com>

Invoice Details / Invoicing Process.

8. Will my previous invoice preferences be stored automatically in the Payment tab?

No. Previously stored preferences will not be migrated to the new Payment tab. Upon first login after July 5th you will be directed to enter and set-up your preferred payment methods.

9. What invoices will be available to view? Will I be able to see paid invoices, open invoices and access invoice PDFs?

All open_invoice information, such as invoice number, payment due, and due date, will be viewable within the Payment tab and available for payment. PDFs of those open invoices and past or paid invoices are not available. After July 5th, PDFs of new invoices will be generated and available to view.

10. How is customer information secured when paying to Align Technology B.V., if paying from a different country?

Align Technology B.V. complies with Payment Card Industry (PCI) security standards and maintains the high level of security processes customers expect with any financial transactions, and will engage a secure third party system to process credit card payments.

11. Will I receive combined iTero and Invisalign invoices or separate invoices?

You will generally receive separate invoices for your iTero and Invisalign purchases and all invoices will be available within the Invisalign Doctor Site for payment.

Account Information and Staff Access Levels.

12. Can a particular staff member be assigned multiple roles to perform multiple tasks?

Yes, you can select multiple roles for your staff members when creating an account, and you can update staff access roles at any time. However, staff members cannot make changes to their staff accounts.

13. How are staff notified of their account information? Can they change their password?

The doctor will create an email username and password when setting up the new staff account. The doctor is then responsible for providing the staff member with his/her username and password; no staff account information emails will be sent by the Invisalign Doctor Site.

Staff members cannot change their usernames or passwords; only the doctor can make changes to roles, usernames, passwords or delete accounts in order to uphold account and permissions security.

Pricing and Promotional Information.

14. What is a coupon code and how do I use it?

Coupons are associated with promotional discounts that may be available. During the prescription submission process, if you have a coupon you will see a field in which to enter the coupon code and submit for the discount. Your discount will then automatically be applied to your order and you do not need to contact Customer Service teams.

15. Can I use the same coupon code more than once?

No. Coupon codes can only be used toward one order or transaction and the online system will only recognize valid coupon codes.

16. What happens if I forgot to enter the coupon code? Can I enter it later?

Coupon codes to be applied toward an order or transaction can ONLY be entered at the time of the prescription submission process. The coupon cannot be applied after the prescription is submitted.

Align Store.

17. With WebStore being unavailable for a week, how will I order submission materials?

You will not be able to order materials during the downtime of the online store. Please contact your regional Territory Manager and Customer Service Support for assistance.

Other Important Changes.

18. Why don't I receive starter kits with my secondary orders?

Starting July 1st 2016, starter kits are no longer provided together with each secondary order you place (additional aligners and refinements orders). You will nevertheless receive starter kits with each primary Invisalign order you place.

19. Has the treatment cancellation policy changed?

Previously, automatic cancellation applied if the order has aged longer than 90 calendar days from receipt of materials due to one or more of the missing items (prescription form, impressions or intra-oral scans, photos), or a ClinCheck treatment plan ages longer than 90 calendar days without action, or a ClinCheck is not approved within 365 days (1 year) from the first ClinCheck treatment plan posting, whichever comes first.

Starting July 1st 2016, the Invisalign treatment cancellation policy is changing. All Invisalign treatments will be cancelled after 180 days if: (i) the order has aged longer than 180 days from receipt due to one or more of the missing requirements (prescription form, missing or unacceptable impression(s) or intr-oral scan(s), or (ii) a ClinCheck treatment plan is not approved within 180 days from the first ClinCheck treatment plan posting.

This change will not be retroactive – all Invisalign treatments over 180 days submitted prior to July 1st 2016 will be revised under previous cancellation policy.

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