

*Som*ACCOUNT

Create an Order

Learn how to create an order on your SomAccount

51EN4-1007A (2025-05-29)





CREATE NEW ORDER

Log into your Dashboard via web or mobile
On your SomAccount Dashboard click the [Create Order](#) button to begin a new order.

Web Platform

Mobile Platform



SELECT DEVICE

Select which device you would like to order.

Dashboard / Products










Dashboard | Patient Management | Order Management | **Products** | Help Centre

Category

17 Products

Sort By: Popularity

- All products
- SomnoBrux
- SomTabs
- Accessories
- Standard Line
- Signature Line
- My Preferences

 SomnoDent Classic \$0.00	 Fusion Classic \$0.00	 Herbst Advance Classic \$0.00
 Herbst Advance Flex \$0.00	 Michigan Classic \$0.00	 Michigan Flex \$0.00
		

Please note each order is patient specific, you can only order ONE device (Mandibular Advancement or Brux) per order



CONFIGURE AVANT & ADD TO CART

SomnoDent Avant

\$1.00

Configure Your Device

Distal Wrap ⓘ

OVD (Dentists) Confirmation ⓘ

No Posterior Contact ⓘ

Anterior Option ⓘ

Compliance Recorder (Dentitrac) ⓘ

Acculiner ⓘ

ER Hooks

Total

\$1.00

Definition

Hover over the information to see the definition of each selection

Make your way down the options and if you need any assistance, our technicians can provide further information.



Add or remove configurations then click Add to Cart.

CONFIGURE CLASSIC & ADD TO CART

SomnoDent Classic

\$0.00

View Description +

Configure Your Device -

Distal Wrap ⓘ

OVD (Dentists) Confirmation ⓘ

Additional Lateral Movement ⓘ

No Posterior Contact ⓘ

ER Hooks ⓘ

Anterior Option ⓘ

Compliance Recorder (Dentitrac) ⓘ

Acculiner ⓘ

Total \$0.00

Add to Cart

Add to My Preferences

Definition

Hover over the information to see the definition of each selection

Make your way down the options and if you need any assistance, our technicians can provide further information.

Add or remove configurations then click Add to Cart.



OVERVIEW ITEMS IN CART & CHECKOUT

DD Demo Dentist


Dashboard Patient Management Order Management Products Help Centre

SomnoDent Classic

\$0.00

View Description +

Configure Your Device -






Your device will be added to the shopping cart and you will see an icon in your shopping cart.

Click on the cart icon to review your device selection, you will see that the SomnoMed OSA package has automatically been added to your cart to ensure full patient treatment.

Dashboard / Ordering Cart

Ordering Cart

Product Name	Price	Qty	Total
 SomnoDent Classic <ul style="list-style-type: none">• Distal Wrap: No• OVD (Dentists) Confirmation: Yes (Open/Close OVD as Required)• ER Hooks: No More v	\$0.00	1	\$0.00
 SomTabs (96 tablets)	\$0.00	1	\$0.00
 Morning Repo	\$0.00	1	\$0.00

[Continue Shopping](#)

Summary

Subtotal	\$0.00
Shipping	\$0.00
Tax	\$0.00
Total	\$0.00

[Proceed to Checkout](#)

Once you have confirmed your device selection click [Proceed to Checkout](#) to add patient specific information and configurations.



ONLINE LABFORM

1. Order Details

2. Shipping Information

3. Payment

Patient name
Enter new name

1. Order Details

Patient Details

Patient

Please type first 3 letters

Prescribing Physician

-

Case type ⓘ

Patient Fitting Date

dd.mm.yyyy

Use previous scans

Traditional / IOS case

Choose a case type
Traditional models/impression
or IOS scans.

If you chose traditional or
have a physical bite, you can
request a pick up courier.

Patient Specific Configuration

Protrusive Bite Registration

Midline Deviation in Protrusion (mm)

Midline Deviation Direction

Left

Right

Fix Midline Deviation

SOMGauge Centric Record (mm)^[1]

SOMGauge Maximum Protrusion (mm)^[2]

Total Range of Movement (mm)^[3]

SOMGauge Start Position (mm)^[4]

SomnoMed's recommendation is 60-70% of maximum protrusion.

[3] = distance between [1] and [2]

[4] = [1] + (80-70% of [3])

Nickel Free

Include 3rd molar if present

No

Both

Upper

Lower

Wrap Specific Teeth

[Choose Teeth](#)

Block out

[Choose Teeth](#)

Lingual Less

Retention may not be optimal when this option is selected for
SomnoDent Flex

Occlusal Re-inforcement

Mesh

No

Wing Re-inforcement

Mesh

No

Edentulous with Post Dam

Minimal Lingual Bulk

Additional Ball Clasps

Acculiner

Passive Fit

No

Both

Upper

Lower

Additional Notes

Bite measurements

At least 60%-70% full
protrusion with at least 3mm
clearance

Re-enforcement

Copper Mesh reinforced in
the acrylic

Additional instructions

If you have other requirements or
additional information, you'd like us
to know please write them here.



FINALISE LABFORM

Patient Specific Configuration

Protrusive Bite Registration

Midline Deviation in Protrusion (mm)

Midline Deviation Direction

Fix Midline Deviation

OMGauge Centric Record (mm)

OMGauge Maximum Protrusion (mm)

Total Range of Movement (mm)

OMGauge Start Position (mm)

SomnoMed's recommendation is 60-70% of maximum protrusion. E.g. Max protrusion 9.5mm = Recommended start position of therapy at 7mm

Stickel Free

Include 3rd molar if present

Wrap Specific Teeth [Choose Teeth](#)

Block out [Choose Teeth](#)

Canine Rise

LVI Lingual Less

Retention may not be optimal when this option is selected for SomnoDent Flex

Occlusal Re-inforcement

Wing Re-inforcement

Compliance Recorder (Dentitrac)

Edentulous with Post Dam

Anterior Option

Additional Notes

PATIENT SPECIFIC CONFIGURATION

Once the device has been configured, please check that all the device and patient configuration details you have entered are correct. When you are happy you have entered all the information required, click [Confirm & Proceed](#).

Additional instructions

If you have other requirements or additional information, you'd like us to know please write them here.

Save Orders before sending

You can save orders if patients are not sure about going ahead yet or if you need confirmation prior to sending us our order.



Save Order

Confirm & Proceed

By proceeding, you confirm you have provided complete & accurate order information.

Please note that instructions that are not applicable to the device you have chosen will be grayed out and not available to alter.



SHIPPING

Please confirm your shipping address before continuing to payment.

Return to LABFORM

In case you've forgotten additional instructions, you can go back to the labform by clicking "order Details" or "Back"

The form displays a progress bar at the top with three steps: "1. Order Details" (completed, marked with a checkmark), "2. Shipping Information" (current step, marked with a blue dot), and "3. Payment" (marked with a grey dot). Below the progress bar, the "2. Shipping Information" section is highlighted with a red border. It contains a "Shipping Address" field with the text "SomnoMed Australia, 20 Clarke Street, Crows Nest, North Sydney Council, New South Wales, Australia, 2065". Below this is a "Shipping Method" section with a radio button selected for "SomnoMed – Shipping" and a price of "\$0.00". At the bottom left, there is a "Back" button, and at the bottom right, there is a "Continue to Payment" button, both highlighted with red borders.

1. Order Details 2. Shipping Information 3. Payment

2. Shipping Information

Shipping Address
SomnoMed Australia, 20 Clarke Street, Crows Nest, North Sydney Council, New South Wales, Australia, 2065

Shipping Method

SomnoMed – Shipping \$0.00

[Back](#) [Continue to Payment](#)



ORDER PLACEMENT

Dashboard / Ordering Cart / Order Details / Shipping Information / Payment

1. Order Details

2. Shipping Information

3. Payment

3. Payment Details



PayPal Express Checkout [What is PayPal?](#)

 Pay on Account Pay by Card (Stripe)

Apply Discount Code

Apply Discount

Back

Confirm Order

Pay on Account

Unpaid bill will show up in your account statement to pay later once you receive the device

Pay by card

Pay now with card



ORDER CONFIRMATION

You will see a confirmation of your order. From here you can print your order, view order details, or return to the dashboard.

Thank you for your order
Order Acknowledgement Number 100073
We'll email you an order confirmation with details and tracking info.
Thank you for your order, please see your email for a copy of the order confirmation and relevant order details.

Print order Detail
Print the order detail and place in the package with the models or impression for traditional cases

Print Order Detail
Back to Dashboard
View Order Detail

You will also receive an order confirmation via your linked email associated with your account.





EXAMPLE ORDER RECEIPT

21/11/2024, 15:04

Order #1000001000




Order Acknowledgement #1000001000



SomACCOUNT

Date Created: 21/11/2024 Created by: Demo Dentist Sales Order #: Pending...

Status: Pending Invoice #: Pending...

Product Name	Price	Qty	Total
 SomnoDent Avant - Distal Wrap: As Required - OVD (Dentists) Confirmation: Yes (Open/Close OVD as Required) - Anterior Option: No - Compliance Recorder (Dentitrac): No	\$0.00	1	\$0.00
 Morning Repo	\$0.00	1	\$0.00
 SomTabs (96 tablets)	\$0.00	1	\$0.00
Subtotal			\$0.00
Shipping & Handling			\$0.00
Tax			\$0.00
Grand Total (Inc. GST)			\$0.00

Patient Specific Configuration

Protrusive Bite Registration	Yes	SOMGauge Start Position, mm	-	Wing Re-inforcement	No
Midline Deviation in Protrusion, mm	-	Nickel Free	No	Edentulous with Post Dam	No
Midline Deviation Direction	-	Include 3rd molar if present	-	Minimal Lingual Bulk	No
Fix Midline Deviation	No	Wrap Specific Teeth	-	Additional Ball Clasps	No
SOMGauge Centric Record, mm	-	Block out	-	Acculiner	No
SOMGauge Maximum Protrusion, mm	-	Lingual Less	No	Passive Fit	No
Total Range of Movement, mm	-	Occlusal Re-inforcement	No	Additional Notes	-

Order Information

Dentist
Demo Dentist

Prescribing Physician
-

Shipping Address

SomnoMed Australia, 20 Clarke Street, Crows Nest, North Sydney Council, New South Wales, Australia, 2065

Billing Address

SomnoMed Australia, 20 Clarke Street, Crows Nest, New South Wales, Australia, 2065

Patient
test test

Case Type
Intra Oral Scan (IOS)

Shipping Method

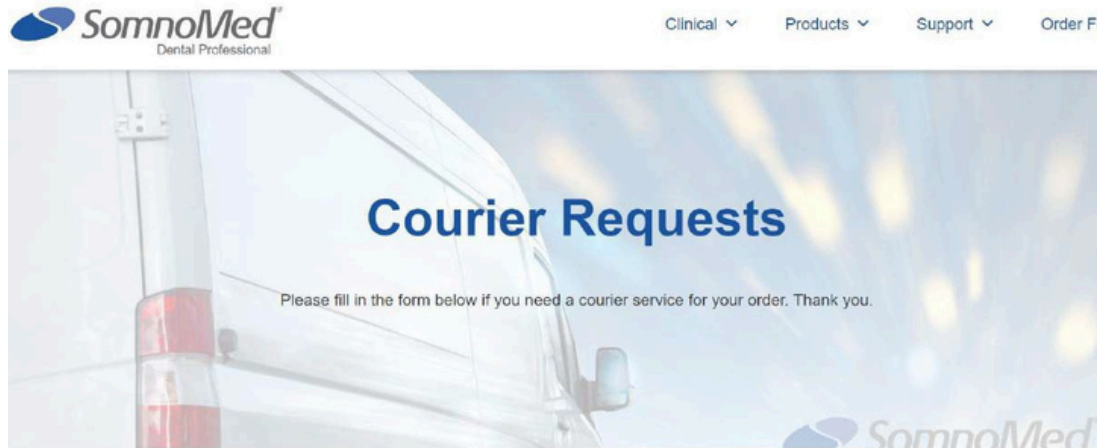
SomnoMed - Shipping

Payment Method

No Payment Information Required

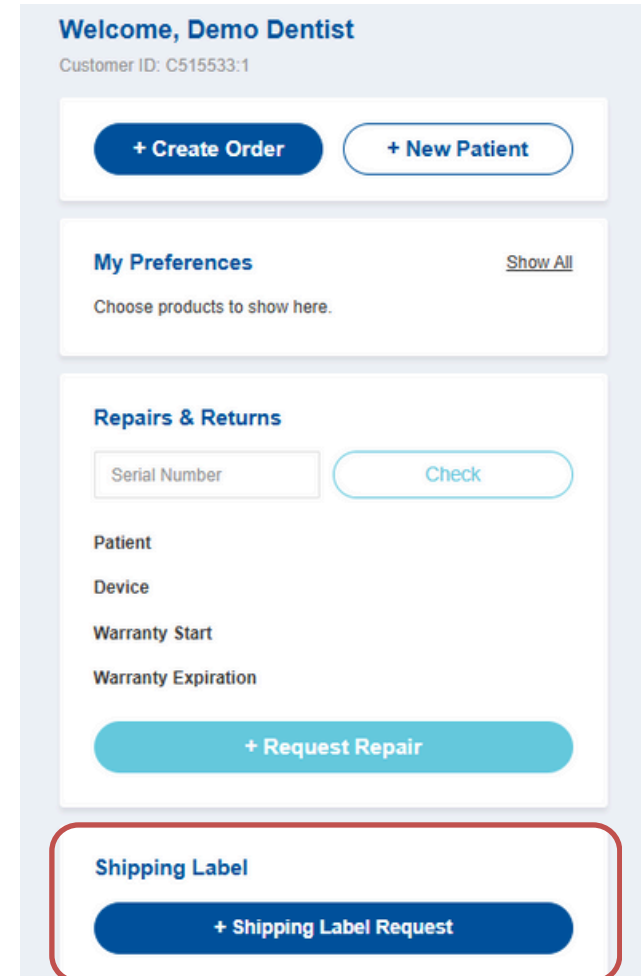


COURIER PICK UP MODELS, IMPRESSIONS OR BROKEN DEVICE.




Courier Request Form (For Dental Practice)

<https://somnomed.com/au/dentists/courier-request/>



If you are sending traditional dental models or impressions to SomnoMed, please print the order detail and include this in your shipment. You can request a courier collection of your models/impressions by completing this online request,

via your SomAccount or simply give us a call on 02 9467 0400 



TRACK STATUS OF ORDER

Welcome, Demo Dentist
Customer ID: C515533:1

Search Patients

+ Create Order + New Patient

My Preferences [Show All](#)
Choose products to show here.

Repairs & Returns

Serial Number

Patient
Device
Warranty Start
Warranty Expiration

6 Paid Orders 5 Unpaid Orders

Saved Orders Open Orders – Paid Open Orders – Unpaid

Date Created	Sales Order #	Patient Name	Status	View Link
04/03/2025	SOAUS0063338	N. Cagney	Pending	View
03/02/2025	SOAUS0063300	M. Lee	Dispatched / Invoiced	View
03/02/2025	SOAUS0063299	J. Nelson	On Hold	View
03/02/2025	SOAUS0063298	D. Ryan	Final QC Pending	View
03/02/2025	SOAUS0063297	R. Barker	Manufacturing	View



ORDER STATUS

You will also be able to see the status of your lab work in this section – your order will transition from Received, Manufacturing, through to Quality Control, then Invoiced and Dispatched.

If there are any concerns with your order it will be placed on Hold and you will be contacted separately for confirmation.



REVIEW ORDERS

Som ACCOUNT

DD Demo Dentist

Dashboard Patient Management **Order Management** Products Help Centre

Som ACCOUNT
New Saver Functionality
SomAccount now lets you save partially completed patient orders. You or your administrator can complete and submit them later at your convenience.
SomnoMed

Welcome, Demo Dentist
Customer ID: C515533:1

Search Patients

+ Create Order + New Patient

0 Paid Orders 0 Unpaid Orders 0 New Transfers

My Preferences [Show All](#)
Choose products to show here.

Repairs & Returns

Serial Number

Patient
Device
Warranty Start
Warranty Expiration

+ Request Repair

Shipping Label

+ Shipping Label Request

Saved Orders Open Orders – Paid Open Orders – Unpaid

Date Created	Sales Order #	Status	View Link
10/10/2024	SOAUS0062663	Dispatched / Invoiced	View
19/09/2024	SOAUS0062030	Final QC Pending	View

To review all your completed, in production or new orders click on the [Order Management](#) tab on your SomAccount home screen.

From Order Management you can view all Open and Closed Orders. For Open Orders you can review the payment and order status.



HELP & ASSISTANCE

DD Demo Dentist

Som ACCOUNT

Dashboard Patient Management Order Management Products Help Centre

Som ACCOUNT
New **Save** Functionality

SomAccount now lets you save partially completed patient orders. You or your administrator can complete and submit them later at your convenience.

SomnoMed

Welcome, Demo Dentist
Customer ID: C515533:1

Search Patients

+ Create Order + New Patient

0 Paid Orders 0 Unpaid Orders 0 New Transfers

Contact Us

Press

Contact Number: (02) 9467 0400
Business Hours: 9am – 5pm AEST

- 1 SomCentre & Courier Bookings
- 2 Customer Service / Lab Support
- 3 General Enquiry

Frequently Asked Questions

Terms & Conditions

Have an Online Enquiry?

Billing Enquiry

Email Address

Message

+ Submit Enquiry

HELP & ASSISTANCE

If you require any additional help or urgent assistance, please reach out to us in the Help Centre or call us 61 02 9467 0400

E: contactaus@somnomed.com P: (02) 9467 0400 Lvl 3 20 Clarke Street, Crows Nest 2065, Sydney, Australia