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Foothill Ranch, CA 92610
(949) 472-4788

Dear Valued Partner,

Thank you for your continued trust in **PAR Orthodontic Lab**. We're always looking for ways to improve our services and streamline your experience with us.

As part of this effort, we will be **phasing out USPS** as a shipping option for sending **stone and impression cases** to the lab. To help ensure faster and more reliable delivery, we are now offering **prepaid UPS and FedEx shipping labels** for your convenience.

You can now generate and print these labels directly from our **Customer Portal**, where you'll also find a range of helpful tools, including the ability to:

- Print UPS or FedEx return labels
- View case details and shipping/due date, and print the invoice
- Track case status (including "Hold" notifications)
- Upload digital Rx forms and STL files directly through the portal.
- View and make payments
- Request local pickups (Southern California only)

To get started with accessing the portal, you can:

- Go to www.parorthodonticlab.com
- Click the "**Customer Portal**" button at the top right of the homepage.
- Log in using your provided credentials.
- Don't have access yet? Call us at (949) 472-4788 and we'll get you set up. We're happy to walk you through the portal—just give us a call (5–10 minutes).

We appreciate your cooperation as we transition away from USPS and continue working to provide you with the highest level of service.

Warm regards,

PAR Orthodontic Lab