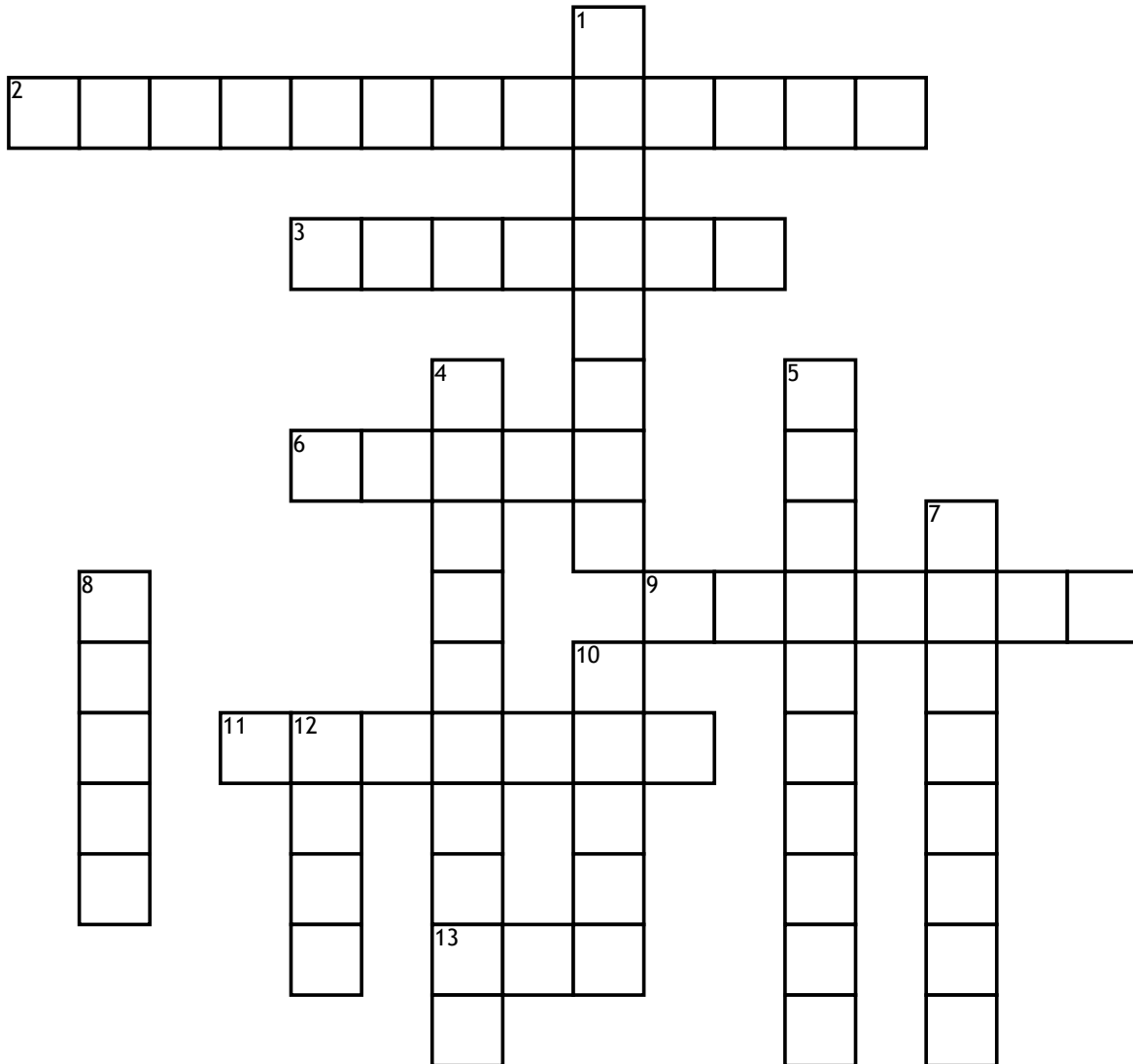


Name: _____

Take 5 Recap 5/24 - 5/30



Across

2. Please make sure that you are _____ your QA's.
3. If an Australian customer has questions about insurance. Where on the Jira ticket do you make note that they are from Australia?
6. We have to wait _____ business days to see if the tracking updates before ordering replacements.
9. 70% of _____ shipments went out on time last week.

11. _____ SmilePay is no more.

13. The SmilePay Agreement Link button in SmileCheck does _____ automatically send them the form.

Down

1. Any outreach directly from a dental professional regarding SDC's statistics or challenging our model should be sent to _____ Customer Care.
4. The status of an order when it is in production is?

5. Price change will _____ begin on May 31st.

7. These are encouraged when you do not agree with your QA score.

8. Please send an email to Sabrina when there is an _____ when setting up an APO address.

10. If a customer has not accepted the SmilePay payment terms, we reach out to the customer _____.

12. Australia is _____.