



Suncoast Ceramic Studio

DENTAL LABORATORY

1415 Oakfield Drive • Brandon, Florida 33511

Phone: 813-684-1905 • Fax: 813-684-1820

Email: scs@suncoastceramic.com • www.suncoastceramic.com

Making Stunning Custom Smiles Since 1993

AUGUST 2020 News

HAPPY SCS 27th ANNIVERSARY!

Teresa Padilla, CDT

She's been here through it all, **27 years!** From 1993, in the beginning, where it all started in her family's home studio to now a 2nd generation dental lab technician, CDT and President of SCS! She is devoted and passionate about creating smiles and changing people's lives!



UPS Shipping

Since April 2020 we have implemented shipping through UPS for all incoming and outgoing cases. Below is our standard operating procedure:



Doctor shipping to SCS:

1. Give us a call (813-684-1905) or e-mail (scs@suncoastceramic.com) to pre schedule your case.
2. You will be given a SHIP OUT date and an ESTIMATED UPS delivery arrival date to your office.
3. SCS will schedule a UPS driver to come to your office and pick up the case at no charge once your package is prepared.
 - Please have your case disinfected and all blood removed from impressions and bites
 - Appropriately wrapped and packed to avoid damage to any stone models you will be sending (use bubble wrap or something to give some cushion)
 - Package each case in a ziplock bag
 - Staple the Rx to the outside of the bag
 - Place in box and fill the extra space with paper or bubble wrap so the case does not move around inside the box during shipping
 - Securely tape the box up
 - Attach the shipping label provided by SCS on the top of the box
 - Give the box to the UPS driver when they arrive at your office for the pick up. (You can put more than one case in a box as long as they are separated using ziplock/plastic bags.)

SCS shipping to doctor:

1. SCS will create a shipping label once the case is complete and invoiced.
2. An e-mail is sent through the UPS portal to alert you of the shipment and give you access to the tracking number. We recommend tracking it to make sure it is on time or delayed.
 - If you would like the shipping notifications to go to a specific e-mail address please provide it by sending us an e-mail (SCS@suncoastceramic.com)

3 Month Promotion

For May, June & July, we will be offering a 10% statement discount in place of our normal 2% discount if your statement is paid in full automatically by credit card on the 10th.

July statements will be **e-mailed** on the 31st and are due August 10th to receive the discount.

If you already pay automatically by credit card there is nothing further you need to do. You will receive the discount!

Want your statements sent to a specific e-mail address? Just send us an e-mail to SCS@suncoastceramic.com to let us know

If you would like to receive the 10% discount [click here](#).

Your account must be current to receive the discount



In-Lab Shade Consultations Postponed through August 31st

We have decided to postpone our in-lab shade consultation service through August 31st. We will re-evaluate every 30 days and send notification monthly.

Sending us photos like the examples provided are a big help and most of the time this is all we need to match the shade.

E-mail photos to:
SCS@SuncoastCeramic.com

Principles of Shade Selection

1. Teeth to be matched must be clean
2. Remove bright colors from field of view
 - makeup / tinted eye glasses
 - bright gloves
 - neutral operatory walls
1. View patient at eye level
2. Evaluate shade under multiple light sources
3. Make shade comparisons at beginning of appointment
4. Shade comparisons should be made quickly to avoid eye fatigue



Enter To Win Our Quarterly Drawing!

Return your Case Evaluation Reports for a chance to win our quarterly drawing on October 2nd!

The prize for this quarter is a **DurusZ HT Anterior crown (\$189 value)**

CASE EVALUATION REPORT - Please return with next case

Please rate the following categories using the suggested guide of 1-5
5-Excellent 4-Good 3-Acceptable 2-Poor 1-Unacceptable

Margins	Contour	Fit	Contacts	Adjust.	Shade	Effect	Overall
5	5	5	5	5	5	5	5

Chairtime 15 minutes for 3 crowns!
 Did units arrive on time? Yes No **Wow Amazing Thank you!**

COMMENTS: Perfect!!!

CASE#: 2020-1030 DR. SHANNON BENNETT
 INVOICE DATE: 4/15/20
 TOOTH #s: 6 11 12
 TOOTH TYPE: DZHT

Where can I find the Case Evaluation Report?

Each case comes with an invoice and the Case Evaluation Report.

Make sure to leave it with the case so the doctor and/or assistant can complete the form after the seat appointment. If we receive them blank they will not be entered into the drawing. We prefer them to be 100% complete including chairtime time.

How do I return it?

1. Return it with your next case.
2. Fax them to: 813-684-1820
3. Mail them to:

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Holidays/Closings

Our office will be closed on the following days:

Labor Day, September 7th - Monday
 Thanksgiving, November 25th - 27th - Wednesday - Friday
 Christmas, December 24th - 30th - Thursday - Wednesday



New Year's Day, January 1st - Friday

Hours of Operation

Monday - Thursday 9 a.m. - 4 p.m. (lunch 12 p.m. - 1 p.m.)
Friday 9 a.m. - 1 p.m.
