

FAQ

1 General

1. Who should I contact if I have questions about an order or wish to place a material order?

You can email order-related questions or material orders to customercare@zsmorthopedics.com or call +31 (0)546 82 46 45. The Customercare department is available on working days between 9:00 AM and 5:00 PM Amsterdam Time.

2 Using Customer Portal (CP)/Odoo

Customer Portal

My account

Quotations to review

Document(s) to sign



Your Orders

Follow, view or pay your orders



Your Invoices

Follow, download or pay your invoices



Signatures

Access your signed documents



Projects

Follow the evolution of your projects



Tasks

Follow and comments tasks of your projects



Requests for Quotation

Follow your Requests for Quotation



Our Orders

Follow orders you have to fulfill



Our Invoices

Follow, download or pay our invoices



Connection & Security

Configure your connection parameters



Documents

Access all your documents

Create delivery:

Create Deliveries

Open App:

ZSM Brigante APP

1. How can I send lasts (register shipment)

- Go to our customer portal (CP)
- Click on 'create delivery'
- A new screen will open. In this screen, all draft orders are listed with ZSM order number, patient name or last number. You can now tick the box under the column 'Create delivery' for the lasts that need to be sent. Please check all orders you wish to send.

If it concerns something not listed in the portal, choose the button 'Delivery outside portal'

2. How can I view the status of an order?

- Go to 'your orders' in the customer portal (CP)
- Search for the order
- Under the column 'last' you will see the production status

Sales Order #	Order Date	Customer	Patient	Last	Cust. Ref
S260094749	04/05/2026		x	3888	
Products: Coimbra		Date: 25/05/2026		Prod. Status:  In production	

3. When will an order be delivered?

- Go to 'your orders' in the customer portal (CP)
- Search for the order
- Under the column 'Patient' you will see 'Date'. This is the expected shipping date

Sales Order #	Order Date	Customer	Patient	Last	Cust. Ref
S260094749	04/05/2026		x	3888	
Products: Coimbra		Date: 25/05/2026		Prod. Status:  In production	

- If the order has already been shipped, you can track it via the track and trace code in the sales order

Last Delivery Orders

PT/OUT/83285

Tracking: 2692327680

Date: 23/04/2026

 Shipped

RETURN

4. How can I ask a question about my order?

- Go to 'your orders' in the customer portal (CP)
- Search for your order and click the order number
- Scroll down and enter your question or comment in the field under the communication history

Communication history



Write a message...



Send



5. How can I edit a draft order?

- Go to "quotations to review" in the menu
- Search for the order using the search bar
- Click on the order number
- Click "Edit Order"

€ 0,00

 View Details

 Print Product Form

 Edit Order

- Click on the red cogwheel and edit order

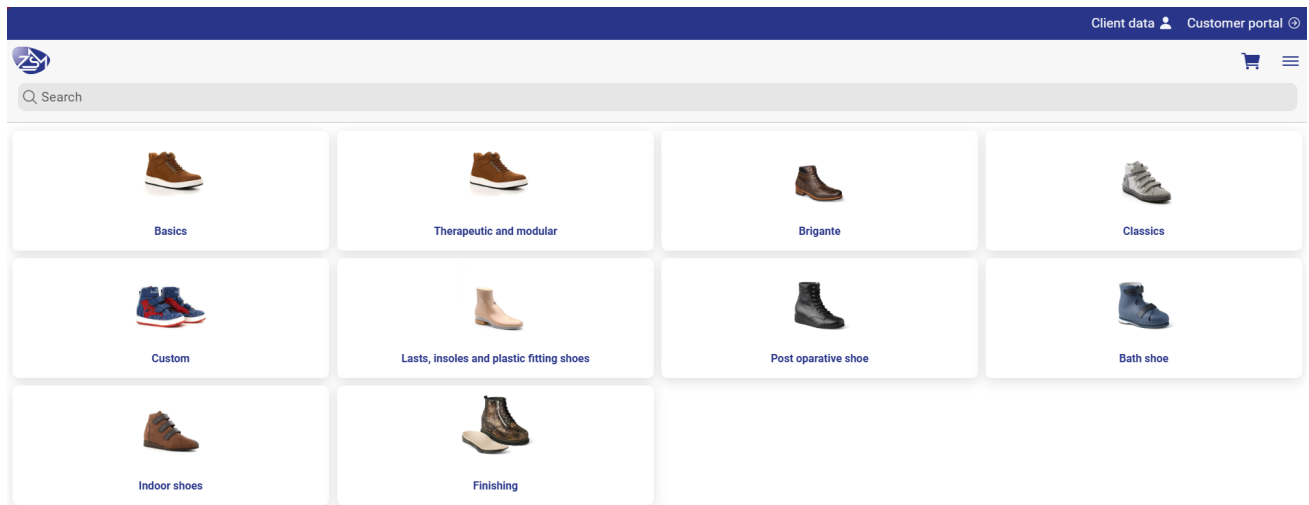


[N10415] Chicago



3 Using ZSM Brigante ordering portal

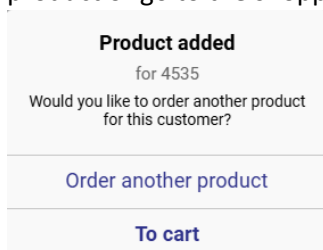
ZSM Brigante application



1. How do I order a combination of products?

For example, if you also want to order a pair of insoles with your shoe order, proceed as follows:

- Fill out the shoe order card as you normally would
- When you want to add the shoe order to your shopping cart, the customer details will be requested
- You will receive a notification that the product has been added. You can now order another product or go to the shopping cart to complete the order for this customer



- If you choose to order another product, you will return to the start screen and can go to the lasts, insoles, and plastic fitting form
- Turn off the toggles for lasts and foil, and only fill in the specific details for your insole order
- Click on the shopping cart
- The above notification will appear again. Now choose "Go to Shopping Cart."
- You will see an overview of what you have ordered
- Now choose to place the order and your order will be submitted

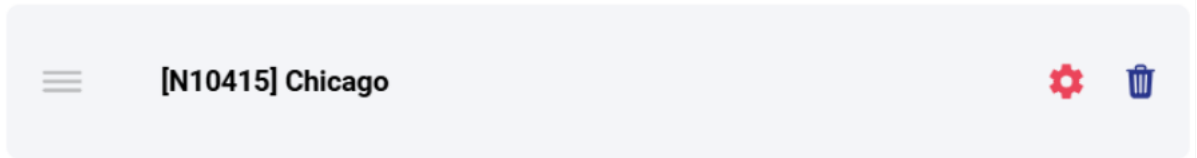
2. How can I modify my order from the shopping cart?

Before you finalize your order, you will first see your shopping cart with an overview of the products ordered for your client.

- You can still adjust the customer details here
- By clicking the cogwheel icon behind a specific product, the production form will re-open and you can adjust

3. How can I reorder an order?

- Go to "Order History" via the menu
- Search for the order using the search bar
- Click on reorder
- Click on the red cogwheel



- Modify the order where necessary
- Select the shopping cart to continue with ordering
- Now choose to place the order and your order will be submitted

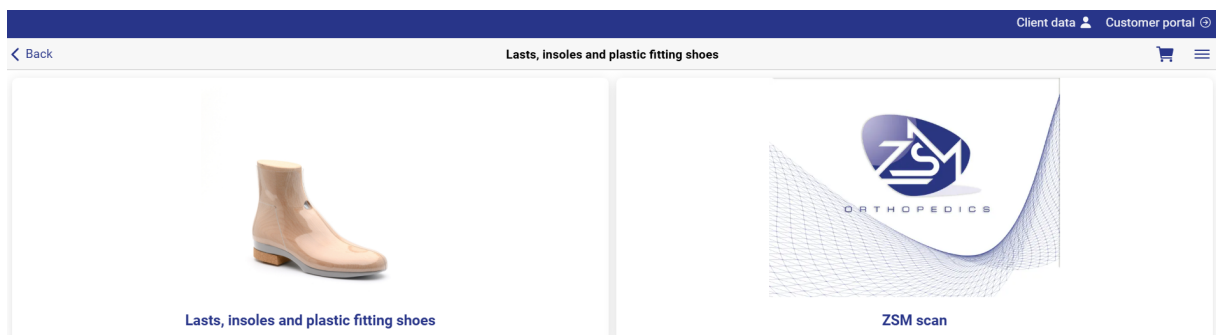
4. How can I order lasts at ZSM using the Structure Sensor / iPad?

Follow the first three steps to prepare the Structure Scanner / iPad for use:

- 1) Check if you have the latest firmware by pressing the "i" icon in the top right corner.
Update if necessary
[Structure-app - App Store](#)
- 2) Perform the calibration of the Structure Sensor (once every quarter)
[Structure Sensor Calibrator-app - App Store](#)
- 3) Download the ZSM scanning application
[3D FootScan ZSM Orthopedics-app - App Store](#)

Start scanning and ordering

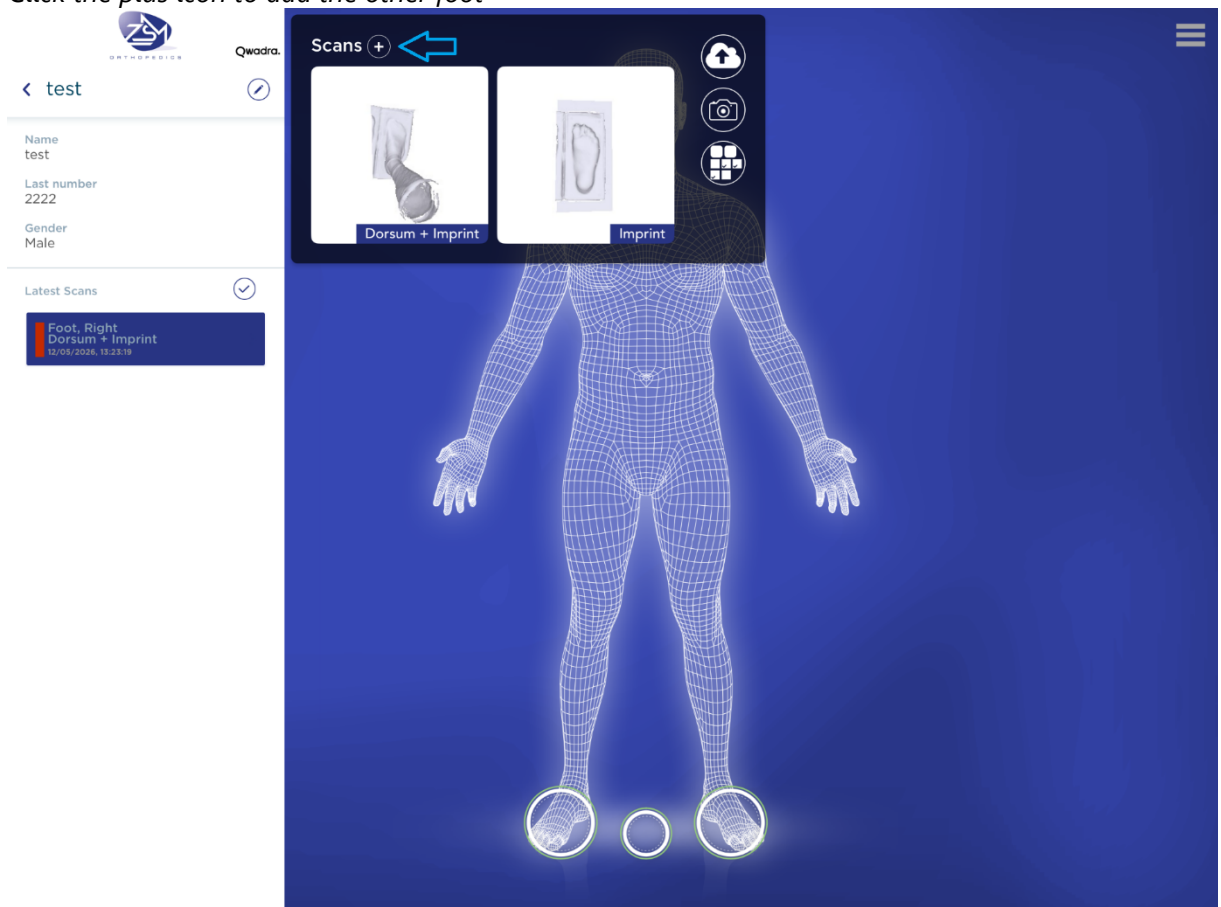
- Always open the '3D FootScan' application via the ZSM Brigante ordering portal
- Select the tile 'Lasts, insoles and plastic fitting shoes'
- To open the scan application: select 'ZSM scan'



- Enter customer details
- The ZSM scan application will open with the entered customer details
- Click the three lines to go to settings and check if **'Structure'** is selected as sensor type
- Select which foot you want to scan
- Choose the scan type and perform the scans
- Repeat for the other foot

If you want to scan a "dorsum + imprint", after making the first two scans you can add the other foot using the plus button. This creates one folder with 4 scans that can be uploaded at once:

- Select scan type 'dorsum + imprint' and perform the scans
- Click the plus icon to add the other foot



- Scan the dorsum + imprint of the other foot
- In the second tab, add the imprint



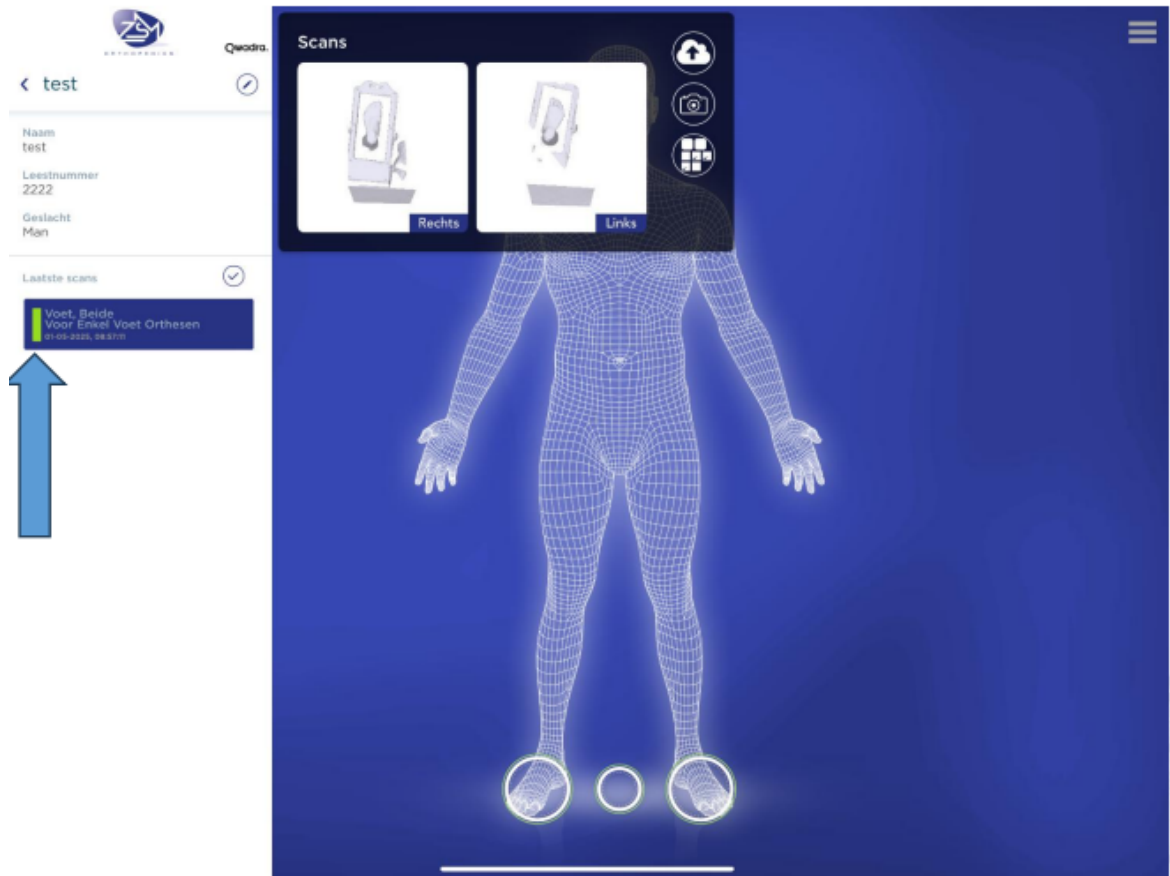
- After completing all scans, you will have 4 scans in one folder that can be uploaded in one go

➤ Uploading scans

If you want to place the order immediately, select the cloud icon with the upward arrow to upload. Uploading costs ZSM Orthopedics tokens. Only upload if you also want to place the order.

If you want to place the order later, wait with uploading (see point 5).

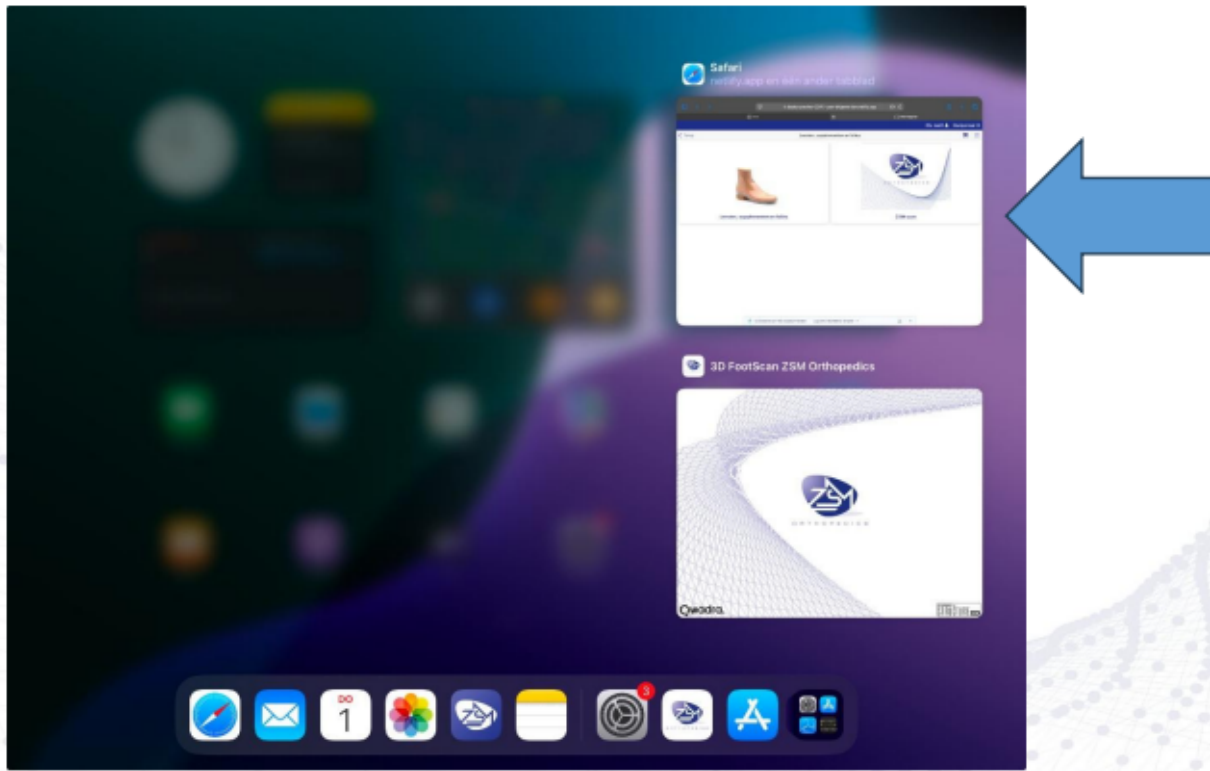
➤ On the left side, the box turns green when the scans have been sent to ZSM Orthopedics



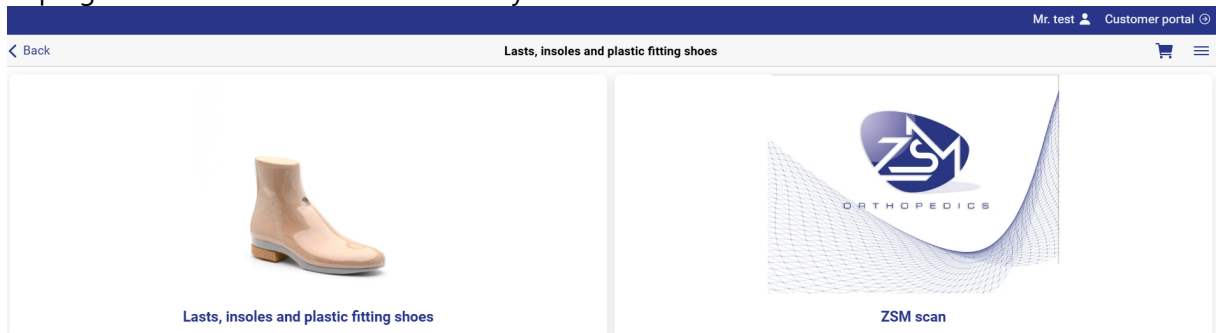
➤ Return to the ordering portal

Go back to the ZSM Brigante Ordering Portal

(Swipe from bottom left to top right or press the home button twice and select the portal)



Top right shows "Mr. test" — this means you are still in the same customer environment



- Select the tile 'Lasts, insoles and plastic fitting shoes'
- Add correct blueprints with outline, circumference measurements, and reference (measuring tape, ruler or grid)
- Select 'ZSM scan supplied'
- Continue filling in specifications
- Select the shopping cart to continue ordering

14:22 Tue 12 May

Mr. test Customer portal

57%

[< Back](#)

Lasts, insoles and plastic fitting shoes

Last

Copy existing last

Deliver

Which documents do you send or add?

☐ Synthetic casts

☒ Blueprints

☐ Modified file

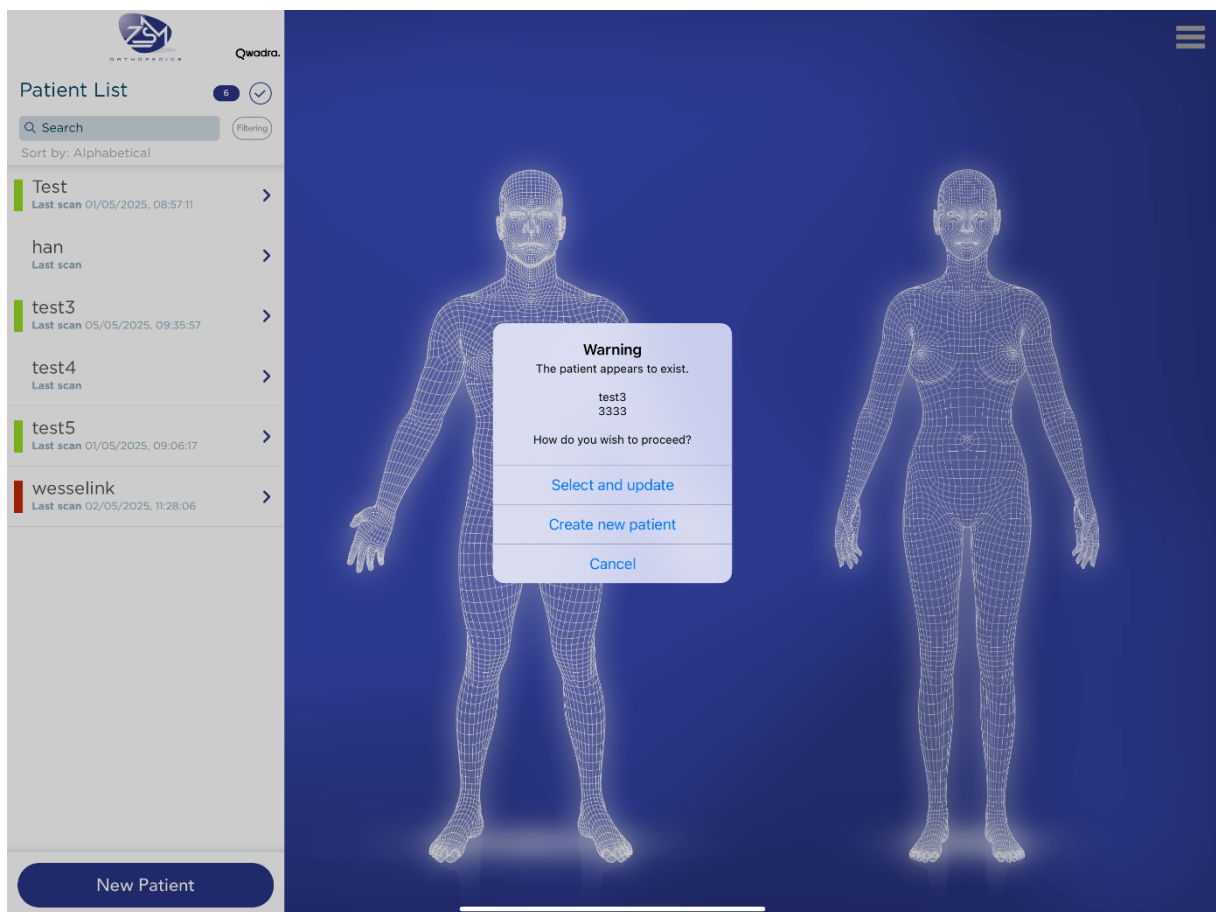
☐ Scan (own file)

☒ ZSM scan supplied

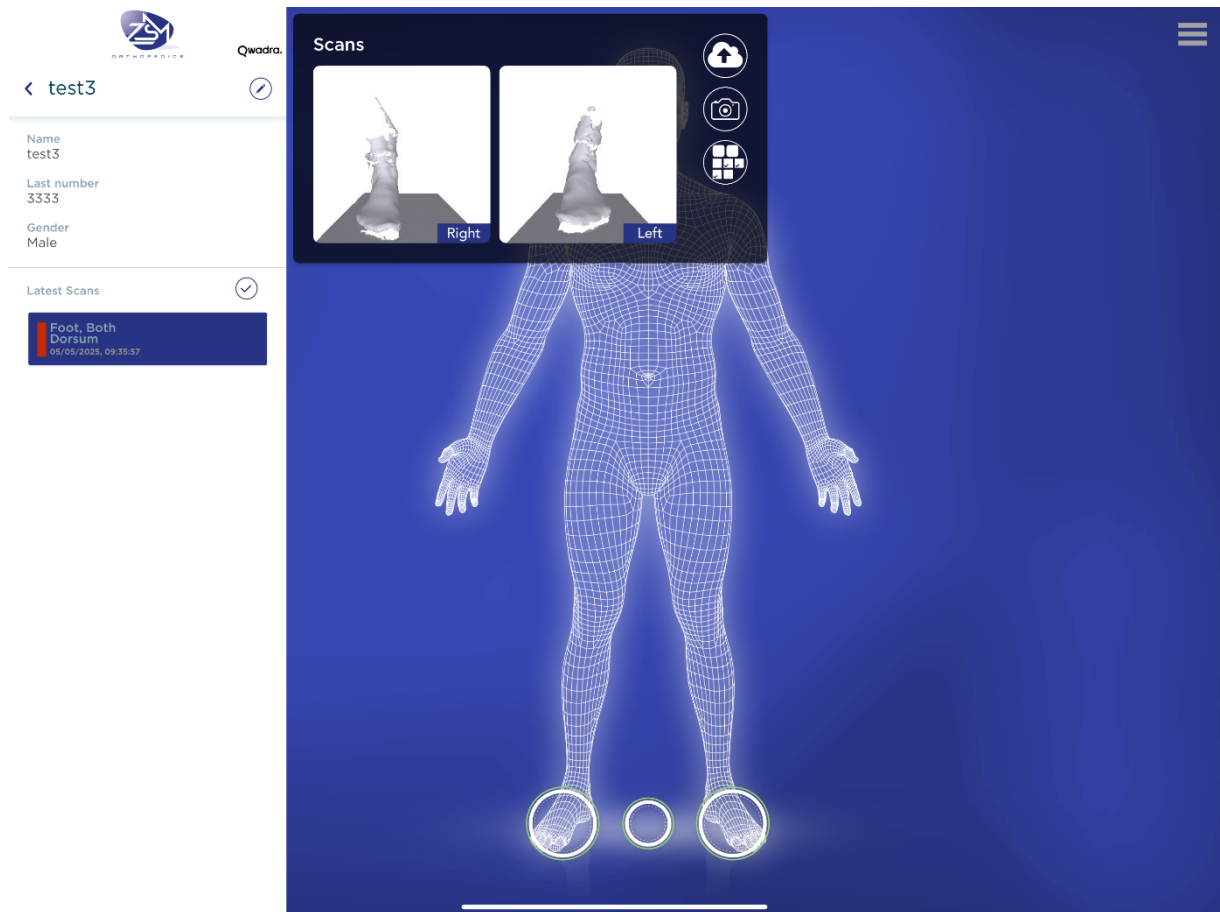
- Go to Shopping Cart to place the order
(If you want to add another product, select "order another product")
- In the shopping cart, select "Place order"
- The system asks to submit the order → select "Yes, send"
- The order has been placed

5. Have you taken scans in the past using the 3D Footscan app, and would you like to place an order now?

- Go to the ZSM Brigante ordering portal
- Select 'lasts, insoles and plastic fitting shoes'
- Choose 'ZSM scan', enter customer details (must match previous data exactly)
- The ZSM scan application will show a warning because customer data already exists
- Select "Select and update" to access existing scans



- Click the cloud icon to upload the scans



- The box turns green once the scans are sent



- Return to the ordering portal and follow the same steps as described above to complete and place the order

You can return to the ordering portal by swiping from the bottom left to the top right with your finger or by pressing the home button twice. Then, select the 'ZSM Brigante ordering portal' and fill out the orderform and submit the order.

6. How do I order lasts on a PC after uploading 3D Footscans on the iPad?

After uploading scans, you can place the order via desktop:

- Go to the ZSM Brigante portal
- Select 'Lasts, insoles and plastic fitting shoes'
- Select 'Blueprints' and 'ZSM scan supplied'
- Complete the order form and proceed to ordering
- Enter matching customer data (must be identical)
- The scans will be linked to the order automatically

4 Basics- en Brigante collections

1. Which prefab soles are available and what should I take into account

- We offer two types of prefab soles in our Basics collection: 'sneaker sole' and 'runner sole'. These allow adjustments to match the individual insole/last shape
- Both soles include a built-in rocker of 5 mm. This can be deducted from your insole thickness. The prefabs soles have a heelheight of 10 mm, please supply insole with a 10 mm heelheight. If a higher heel height is requested, we will compensate under the insole
- The color of prefab soles can be adjusted in the app, under the "prefab sole" selection, you will find the different color options.
- In practice, more than 95% of basics can be produced with prefab cup soles
For heavily deformed lasts, alternative base constructions may be used

Alternative sneakersole



Alternative runnersole



2. Are leather samples available for the 'bascis collection'?

We do not offer samples within the Basics collection, as it is set up according to the principle of *'what you see is what you get'*. Functional adjustments are, of course, possible, such as changing the lining.

If the material properties of the upper leather are important for your client and they would like to assess this physically, we recommend using the 'Brigante collection' or the 'custom' options with the bundle from Maasleder.

You can order the Maasleder color chart or color swatch via

[Maasleder | Request color chart](#)

3. How do I order therapeutic or modular footwear?

You can easily order therapeutic and modular footwear through the ZSM-Brigante app by selecting “Therapeutic and Modular.” This will open the order form.

If you would like a therapeutic shoe with no modifications to the base model, simply fill out the top section of the form (the red section).

Once you have completed the form, you can save it and email it to orderintake@zsmorthopedics.com

Order Number

Specialist

Address

Client

Last Details

Date



ORTHOPEDICS

Model & Sizing

Model Number

Colour Number

Size

Left

Right

Width

Left

Right

Stability

L

R

Standard Reinforcement

L

R

Feet & Lower Leg Measurements



	Left	Right
1. Foot Size		
2. Joint Width		
3. Joint Circumference		
4. Instep Circumference		
5. Long Heel Girth		
5A. Short Heel Girth		
6. Toe Depth		

Custom Leg and Ankle Circumference (Circumference Adaption)

Left	Height	Right
	10cm	
	15cm	
	20cm	
	25cm	

Fitting Stage Required ☐

Additions

Last



	Left	Right
1. Lateral Joint Width		
2. Medial Joint Width		
3. Lateral Heel Width		
4. Medial Heel Width		
5. Hammer Toe		
6. Bunionette		

	Left	Right
7. Hallux		
8. Depth to Forepart		
9. Depth to Toe Heel		
10. Depth Over Instep		
11. Straighten Heel Clip		
12. Heel Depth Only		

Upper Adaptions

Lining

Leather

L

R

Synthetic Fur

L

R

Real Fur

L

R

Sensitive skin

L

R

Closure Laces

Eyelets

L

R

Hooks

L

R

D-Rings

L

R

Blind Eyelets

L

R

Buckle & Strap

L

R

Closure Velcro & Straps

Return Velcro

L

R

Lap-Over Velcro

L

R

Single Hand Velcro

L

R

Velcro Separate

L

R

Stiffener Hardness

Soft

L

R

Standard

L

R

Hard

L

R

Double

L

R

Extra Padding

L

R

Toe Puffs

Soft

L

R

Hard

L

R

Rim

L

R

Heel Stiffener

Heel Exostosis

L

R

None

L

R

Stretch Leather

L

R

Sole & Heel Adaptions

Custom Raise

	Left	Right
Toes		
Joint		
Heel		

Sole Wedge

Left Medial	Right Medial
Left Lateral	Right Lateral

Rocker Sole Types

Normal Rocker

Advancing Rocker

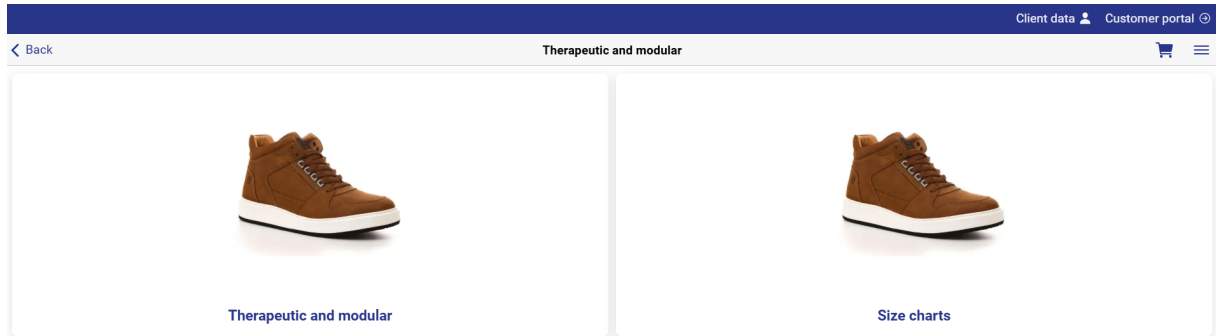
Polyphase Rocker

Delaying Rocker

2-Phase Rocker

4. Where can I find the size chart for therapeutic and modular shoes?

The size charts for therapeutic and modular shoes are available in our ZSM-Brigante app. Tap *the “Therapeutic and Modular”* tile to access the *“Size Charts”* tile. Here you’ll find all the size charts for women and men. You can also find the size charts in the print catalog.



5. Is it possible to integrate the collection online on my own website?

You can easily integrate the “basics” and “brigante” collections into your own website. Our partner page provides step-by-step instructions on how you or your web administrator can do this.

[Partners - ZSM Catalogus Integratie](#)

6. If you're unsure about the sizing, is it possible to order a sample collection or a one-time order of foil shoes??

If you are unsure about the sizing, you have the option of requesting a sample collection or placing a one-time order for a plastic fitting shoe. If you are interested in a sample collection, please contact us to discuss the options.