

# Frequently Asked Questions

## WILL I CONTINUE TO SEE THE SAME TERRITORY MANAGER?

Yes, the administrative transition on June 4, 2018, will not interfere with your relationship with your current Territory Manager. Your Territory Manager will continue to be your primary contact for product questions, purchasing, and resources.

## WILL MY CUSTOMER SERVICE CONTACT CHANGE?

On June 4, 2018, a single Straumann Group customer service contact will be utilized by all Straumann, Neodent, and Medentika customers. The individual Neodent and Medentika customer service phone numbers and email addresses will no longer be active. The new hours of operation for Straumann Group Customer Service are 8 a.m. to 8 p.m. Please use the new Straumann Group customer service contact beginning June 4:

### US

*Straumann Group Customer Service US*  
T 800/448 8168, 978/747 2500  
F 800/524 6752, 978/747 2490  
E [feedback.nam@straumann.com](mailto:feedback.nam@straumann.com)

### CA

*Straumann Group Customer Service Canada*  
T 800/363 4024  
F 800/524 6752, 978/747 2490  
E [feedback.nam@straumann.com](mailto:feedback.nam@straumann.com)

## WILL I KEEP MY CUSTOMER NUMBER?

Yes, your customer number will remain the same.

## HOW WILL ESHOP, THE ONLINE ORDERING PLATFORM, CHANGE?

On June 4, 2018, Neodent and Medentika products will be sold online from the Straumann Group eShop. To prepare for this transition, the Intradent eShop will be permanently shut down on June 1.

No customer orders will be shipped on Friday, June 1 as the systems transfer takes place. On Monday, June 4, order shipping will begin again and the new Straumann Group eShop will be open for business.

Neodent and Medentika customers who do not currently have a Straumann eShop account will be sent via email new account credentials and instructions to access the Straumann Group eShop. Customers should expect this email no later than June 4. Customers with Straumann eShop accounts will be able to access the Straumann Group eShop with their current log-in credentials.

## WILL THE PAYMENT PROCESS CHANGE?

As of June 4, 2018, the Straumann Group will issue the order and billing documentation for all brands including invoices, quotes, order confirmations, and account statements. Customers with payment inquiries on or after June 1 should contact Straumann Group Customer Service. The Straumann Group eShop will offer customers of all brands access to billing and invoice history through the ePayment feature.

### Statements

- Customers with outstanding balances on Neodent purchases made prior to May 31, 2018, will continue to receive Intradent monthly statements until their balance is paid in full.
- Intradent monthly statements will no longer be available online on the new Straumann Group eShop.
- Product purchases made after May 31, 2018, will be reflected on new Straumann Group monthly statements.
- Therefore, you may receive both Intradent and Straumann Group statements for the next several months.
- Customers should always remit payment to the company stated on the statement or invoice.

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## WILL THE RETURNS/EXCHANGES PROCESS CHANGE?

- Exchange invoices for products purchased after May 31, 2018, will appear on the Straumann Group statement.
- Credits for Neodent purchases made prior to May 31, 2018, will be applied to your Intradent statement.
- **We strongly recommend that the return order and exchange order related to a product exchange are processed with the same credit card. This will help to avoid statement balance increases.**