

**Welcome to Henry Schein Dental.** We look forward to continuing to provide our customers with all the business, clinical, technology, and supply chain solutions needed to operate successfully and deliver high-quality patient care. Here are a few frequently asked questions to help with the transition.

## General Customer FAQ's

---

### **Q1. What does this transaction mean to me?**

*A. With Midway a part of Henry Schein, you will continue to have access to an expanded product portfolio, including a vast array of Henry Schein branded products and market-leading dental practice management solutions.*

### **Q2. How do I place a new order?**

*A. To place an order, you can go online to [www.henryscheindental.com](http://www.henryscheindental.com), using your existing Henry Schein Dental account User ID and Password. If you do not have a Henry Schein Dental account already created, please [click here](#) to register on the Henry Schein Dental website or call 1-800-372-4346 to speak with a Telesales Representative. You can also visit our website at: [www.henryscheindental.com/Midway](http://www.henryscheindental.com/Midway) for further details.*

### **Q3. Is my pricing changing?**

*A. Customers who have purchased 50% or more of their business with Midway Dental should experience the same or better pricing.*

### **Q4. How do I return products that I purchased from Midway prior to the integration?**

*A. Please contact the Henry Schein Customer Service Team at 1-800-472-4346 and advise the agent the purchase was through Midway Dental. The Customer Service Representative will connect you with a Midway Dental Customer Service Agent to assist with your inquiry.*

### **Q5. If I have a question about an order placed with Midway, who do I contact?**

*A. Please contact the Henry Schein Customer Service Team at 1-800-472-4346 and advise the agent the purchase was through Midway Dental. The Customer Service Representative will connect you with a Midway Dental Customer Service Agent to assist with your inquiry.*

**Q6. Is my account executive changing?**

*A. It is possible some accounts may receive a new account executive but we are working to avoid account management changes wherever possible.*

**Q7. If I purchase products that require a professional license, will I need to provide licensing information to Henry Schein?**

*A. Practitioner license information has been automatically updated to your Henry Schein account. If you have any questions about licensure or would like to update your license information, please contact the Henry Schein Verifications Team at 1-855-472-4346 opt. #1*

**Q8. I am tax exempt, what do I need to do?**

**A. For Tax Exempt Customers – Action Required by September 30, 2022:**

*Henry Schein, Inc. is registered to collect sales tax in your state and your orders will be subject to sales tax effective August 29, 2022. As a result, **if you are exempt from sales tax in your state**, we are requesting that you send Henry Schein, Inc. a copy of your sales tax exemption certificate, resale certificate, or uniform sales and use tax certificate – multijurisdictional or other valid exemption documentation, indicating “**Henry Schein, Inc.**” as the vendor or seller, as required by law. **Please reference your Henry Schein account number when returning your completed certificate.** If the certificate is not received by September 30, 2022, Henry Schein, Inc. will be required to charge sales tax required by your state on all future purchases. To simplify your effort, Henry Schein, Inc. will accept a legible copy of your certificate via:  
Fax a copy to 1-775-327-3355 - Attention: Sales Tax Inquiries  
Email a scanned copy to: [salestaxinquiries@henryschein.com](mailto:salestaxinquiries@henryschein.com).*

**Q9. How do I pay my outstanding Midway balance and get copies of my paperwork from prior transactions?**

*A. Please contact the Henry Schein Customer Service Team at 1-800-472-4346 and advise the agent the purchase was through Midway Dental. The Customer Service Representative will connect you with a Midway Dental Customer Service Agent to assist with your inquiry.*

**Q10. Will the benefits from my Midway Connect Membership transfer to Henry Schein Dental?**

*A. Your Midway Connect Membership will automatically transfer to the Henry Schein Thrive Signature membership program, giving you even more savings and more value. This transfer will go into effect on September 1, 2022.*

*To learn more about Henry Schein Thrive Signature, visit [www.DentistsWhoThrive.com](http://www.DentistsWhoThrive.com) or call 1-833-473-4968 to speak with a member of our dedicated Thrive Concierge Team.*

**Q11. Can I order a Henry Schein Dental catalog?**

*A. Yes, you can go online to [www.henryscheindental.com](http://www.henryscheindental.com) and click the **Help** icon on the top right of your screen. On the left side of your screen under Supplies, you will see links, scroll to Catalogs, and login. You can view our catalogs from here or call Customer Service at 1-800-472-4346 to have one shipped to you.*

**Q12. How do I get in touch with my service tech?**

*A. See below phone number:*

*Dispatch/Service Requests:*

*Phone - 1-800-645-6594 option 2 twice*

*Email - [servicerequests@henryschein.com](mailto:servicerequests@henryschein.com)*

*FastTrack for New Equipment Opportunities:*

*Phone - 1-844-269-4233*

*Parts Orders without a Technician:*

*Phone - 1-800-645-6594, option 3*

*Questions on Service Billing Invoices:*

*Phone - 1-800-645-6594 option 5*

*Email - [HubCustomerService@henryschein.com](mailto:HubCustomerService@henryschein.com)*

*Technical Support for Emergency Services Request:*

*Phone – 1-800-280-8990, option 1*

**Q13. Where can I get additional information about Henry Schein Dental?**

*A. For more information about Henry Schein and the solutions we offer, please visit: [www.henryscheindental.com](http://www.henryscheindental.com).*