



Dentsplysirona.com and your loyalty Rewards programme

Your Quick Guide to Ordering and Earning Rewards

February 2018

Your Quick Guide



Dear Customer,

dentsplysirona.com is your new one-stop shop for ordering dental products in our Preventive, Restorative, Endodontic and Implant ranges online.

It is also a valuable resource for all things dental – product information on everything from orthodontics to treatment centres, publications and research and a vast range of education content including courses and video tutorials.

You will now be able to earn [Dentsply Sirona Rewards](#) points on nearly 5,000 product purchases across our Preventive, Restorative, Endodontic and Implants portfolios when you shop online with us. This is the start of a new way to shop online with Dentsply Sirona and make the most of the combined earning power when shopping across a broader range of categories, now and in the future.

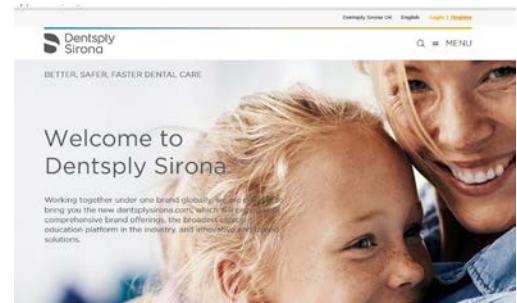
This Quick Guide is designed to help with the initial activation and set-up of your online account and provide some hints and tips on how to make your shopping experience as fast and efficient as possible.

- Account Log-In and Registration Page 2 - 3
- Account Management Page 4 - 5
- Find what you need Page 6 - 7
- Online Ordering Page 8 - 11
- Promotions Page 12
- Earning and Spending Rewards Page 13

Your Quick Guide Account Log-In and Registration

Registering for a dentsplysirona.com online account

- Customers need to be a high street dental practice or laboratory, where the main account owner has a valid GDC registration. Note; Dental schools, Hospitals and large Corporate Groups are not eligible.
- Click the Register button at the top right
- Complete the registration form and Click Register
- You will receive an email to activate your account. If not received within an hour of registering, check spam or junk email folder
- Click the “Activate my Account” link in the email. You will be returned to the website and see a confirmation message that your profile has been activated.
- **Note:** some products may take 24 hours after account activation before they can be purchased



Q. I had a Dentsply Rewards account – do I need to register for a new online account on dentsplysirona.com?

- **No.** A new dentsplysirona.com ordering account has been created for all customers who had an active Dentsply Rewards account in the last 2 years.
- If you have not used your Dentsply Rewards account for over 2 years, you will need to set up a new dentsplysirona.com, by following the steps at the top of the page.
- Here are the simple steps you need to take to activate your new ordering account.
 1. Click [Login](#) in the top right
 2. Select [forgot password](#)
 3. Enter the e-mail address you previously used to login to Rewards and then click Send
 4. You will receive an email with an activation link
 5. Click on this link and enter a new password - you can use your previous one
 6. You will then be logged in to dentsplysirona.com
 7. Start ordering
- Your Rewards order history and any existing Rewards points balance have also been transferred to your new [Dentsply Sirona Rewards](https://dentsplysironarewards.com) account at dentsplysironarewards.com. Once you have activated your dentsplysirona.com account, you will also receive, a short time later, an e-mail inviting you to activate your [Dentsply Sirona Rewards](https://dentsplysironarewards.com) account.

Your Quick Guide

Account Log-In and Registration

Log-In – Desktop / PC

- Click Login in the top right of the page and enter your Username and Password.

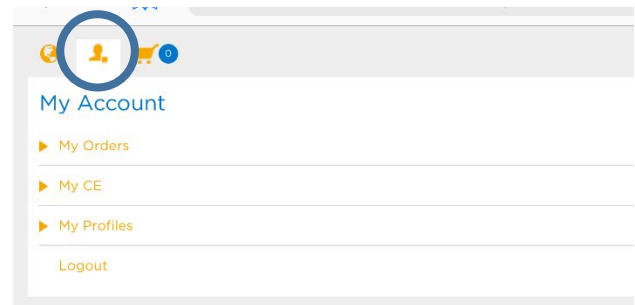
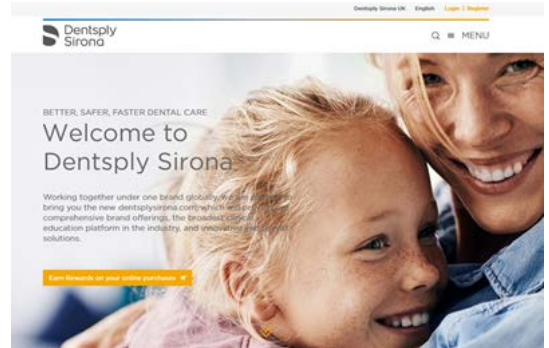
Log-In - iPad / Mobile

If you are using an iPad, Tablet or Mobile Device you will need to access your Account slightly differently.

- Click the 3 line **Menu** button
- A grey bar will appear at the top of the page with 3 icons -



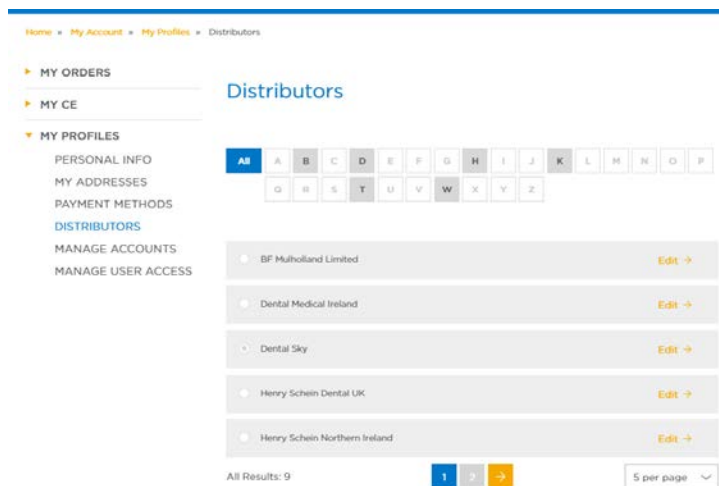
- Click the Person icon and **Login**
- Your **My Account** options will now be available to you, including Order History, Favourites and Account Profile. Select as appropriate or start shopping.
- If the Basket has items in it, it will show the number of items in the number circle **2**
- Click **Basket** to review or go straight to **Checkout**
- You can also choose the **Quick Order** option if you know the Product Code or Part Number.



Your Quick Guide Account Management

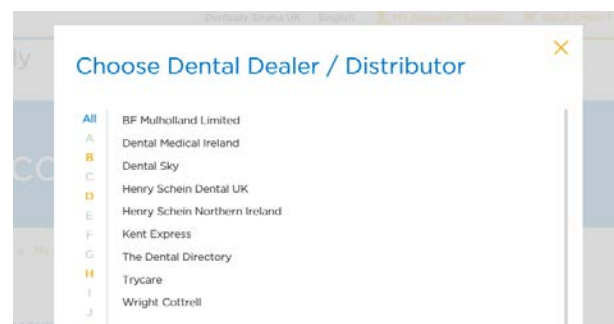
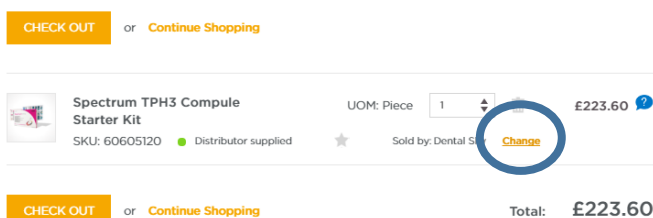
Dealer Management

- You can select a **Preferred Dealer** in the **My Account** area – click the **Orange ▶** next to **My Profiles** and then click on **Distributors**.
- Choose one of the 9 available dental dealers. You will see a confirmation message at the top of the screen confirming your selection.



- IF you wish to choose an alternative dealer for a specific item, you can change the Dealer in the **Basket**.
 - Click **CHANGE** – circled below
 - Select from the pop-up list
 - The new dealer now appears in the basket for the specific item

Shopping Basket



Your Quick Guide Account Management

Practice Management and User Access

- With your dentsplysirona.com account you can invite and authorise other users to access and order on your behalf. We call this **Practice Management**.
- Practice Management is designed to provide flexibility for a dental practice where there may be multiple people within your practice who place orders or where you may be managing ordering across multiple sites.
- The dentsplysirona.com account owner is the Manager of the account and can add Members who have the ability to place orders against the account but not make any significant Profile changes e.g. postal or e-mail addresses
- NOTE: this facility is expressly for members of the dental practice or perhaps a dental lab who may be ordering on behalf of you as an implant customer. It is **NOT** designed for Dental Dealer Representatives or your Dentsply Sirona Territory Sales Manager.
- In **My Account** choose **My Profiles** and then **Manage User Access**.
- Click **Invite New User** button, enter an e-mail address and click send. The New User will receive an email and needs to click on the Activation link to accept.
- You, as the Manager of the account, will then see the new user in the **Manage User Access** section and can allocate them a role – Manager or Member.
- The main account owner will receive order confirmations even when an order is placed by an authorised user. Any Rewards points earned will be credited to the main account and not to the individual user.

Manage Accounts

Request eCommerce Account

UKDS Testing Co

Check status

Manager: Sacha BrechDS

VAT No

Here are all of the users authorised to use this eCommerce Account. You can change their rights to use the website and the locations they can order purchases to. Or you can delete users or add another user.

Main roles are: Manager, Member

Invite New User

Sort by: Name


Name	Role	Email Address
Nick Crisp	Member	nick.crisp@streamcomms.com

All Results: 1


5 per page

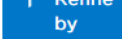
Your Quick Guide Find What You Need

Finding products & information on dentsplysirona.com

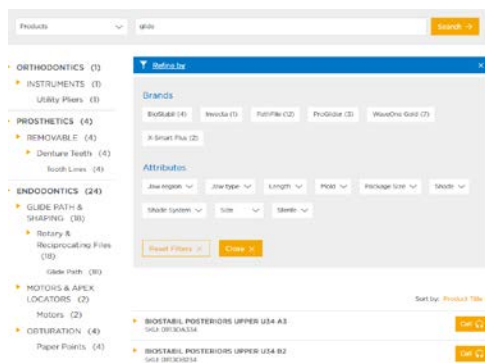
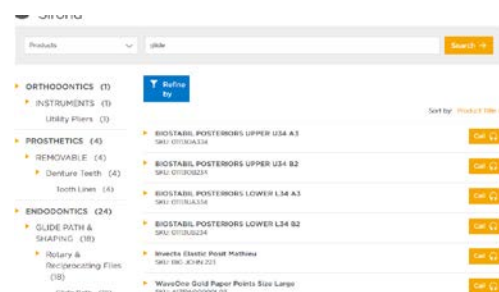
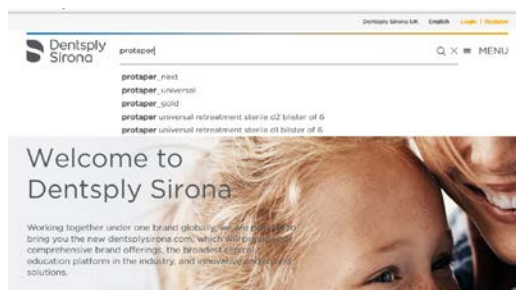
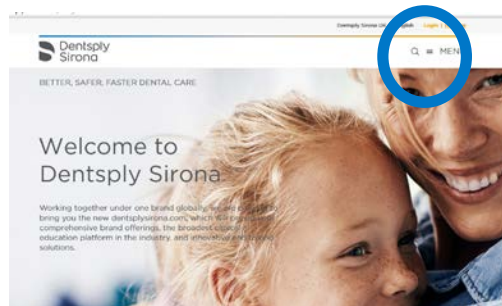
- The quickest way to find the brand or product you need is to use the **Search bar** 

You can search by...

- Brand name e.g. WaveOne Gold
 - Product name e.g. scaler
 - Product Code (as shown on the box/packet)
- For all of the above, you can search by full name or even part of a name. The auto-fill feature will offer you a range of matching options underneath the **Search bar**, in a similar way to how Google search results are presented. You can select from this dropdown list to go straight to the product or item or click on the  to go to a longer list of potential matches.
- You can also search using a Keyword e.g. Shaping, handfile or paper point. By clicking Search you will be presented with a range of products that contain this Keyword in the Product name or Main description.
- The number of matching items in each Category or Sub-Category are shown in the Left Hand menu.
- In common with the majority of online shopping websites, dentsplysirona.com features a helpful filter system to help narrow down your search options.

- When you see the  box you can filter by...

- Brand name e.g. ProTaper Gold
- Size / Length
- Material
- Flavour
- Colour
- Pack size or format
- And much more.....

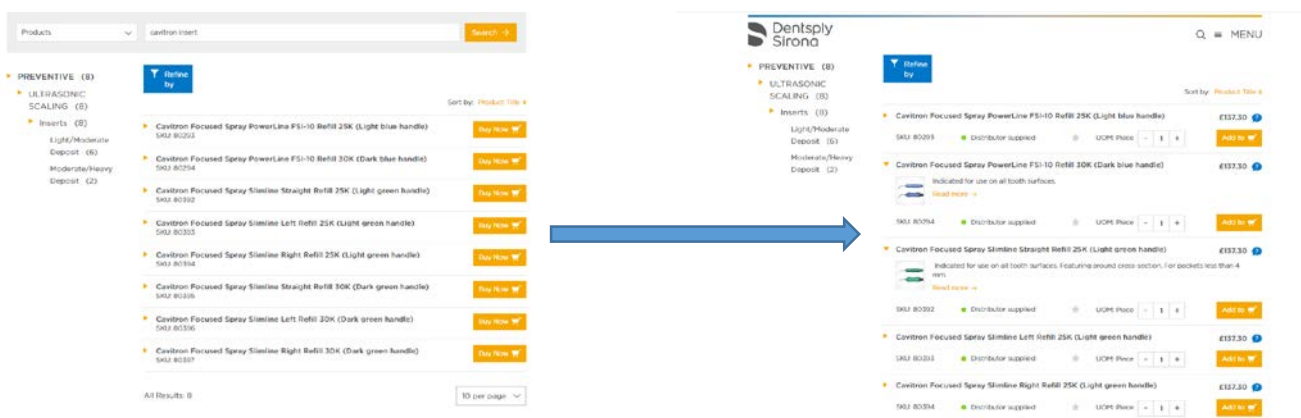


Your Quick Guide

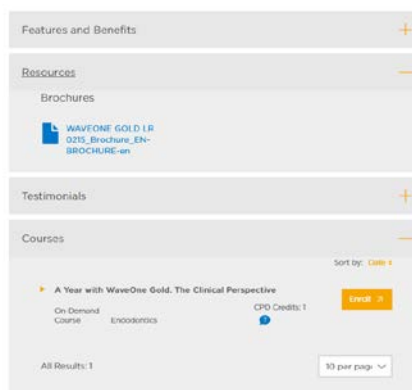
Find What You Need

Finding detailed Product information

- You can select the product by clicking on the Product name or click the **Orange ▶** to expand to see a top line description and thumbnail image.
- You can also click on the **★** and add this product to your **Favourites** list, which you can then use to place quick orders.
- NOTE:** you will need to be Logged In to see prices. Otherwise you will see a Buy Now or Call button.





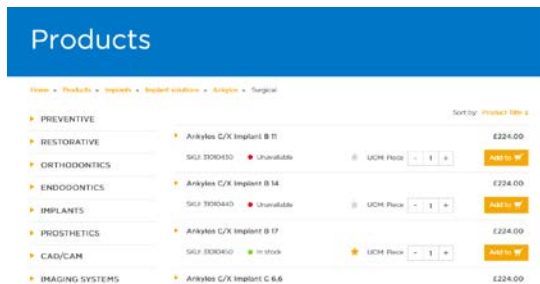
- A product page features a detailed description of the product, images and a set of expandable (click +) boxes showing;
 - Features & benefits
 - Resources - DFUs, MSDS, Brochures
 - Testimonials
 - Courses - CE courses or webinars relevant to the product or procedure
- It will also show pricing, when **Logged In** and indicate whether the product is coming from a Distributor (dealer) or Direct from Dentsply Sirona.



Your Quick Guide Online Ordering

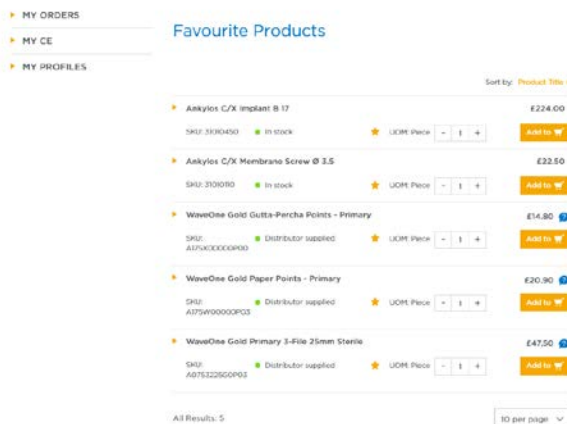
Online ordering on dentsplysirona.com

- Nearly 5,000 products are available to purchase on dentsplysirona.com from the Implants, Preventive, Restorative and Endodontic portfolios.
- The **IMPLANTS** category features live customer pricing and stock availability, as the website links directly to our warehouse inventory system. This information is only available when **Logged-In**.
- For **PREVENTIVE**, **RESTORATIVE** and **ENDODONTIC** products, Retail Recommended Pricing in £GBP is shown on the website when **Logged-In**.
- When **NOT Logged-In**, you will see either  or  buttons against each product.
- If you are not currently a Dentsply Sirona Implants customer you can visit dentsplyimplantswelcome.co.uk to complete the online request form. Once your application has been completed and gone through the credit control process, the Implant portfolio will be available to order online. For more information please contact the Implants Customer Service Team on +44 (0)845 450 0586 or e-mail orders.implants.uk@dentsplysirona.com









Ways to order – #1 My Favourites

- As you browse the site, you can click on the ★ symbol that appears next to each product name and add this product to your Favourites list,
- You can then go to **My Orders → My Favourites** to view your favourites list and add them straight into your Basket.

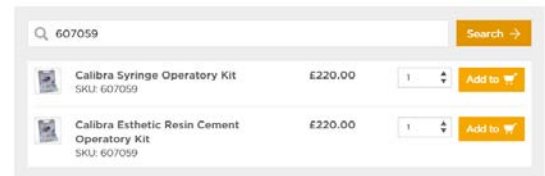


Your Quick Guide Online Ordering

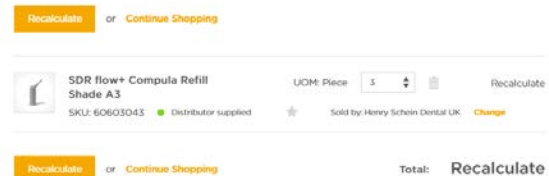
Ways to order – #2 The Quick Order Option

- When **Logged-In**, click on  at the top of the page
 -  is an alternative way to quickly fill the shopping basket by using a quick Product code search facility rather than navigating through the category menus.
1. Click  and the search box appears
 2. Enter the whole or part of the Product code and click **Search**
 3. A matching product or range of possible SKUs will appear underneath with pricing.
 4. Change the quantity '  and click  and then confirm the nominated dealer (if a default dealer hasn't yet been set).
 5. The item will then be added to the **Basket**. Further searches can be made and any quantity adjustments can also be made using the **Recalculate** button in this area before Checkout.
- Finally, Click  at the top of the page to view the Basket and to start the **Checkout** process OR click Shopping Basket in the left hand Menu under **My Orders**.



Quick Order Form



Shopping Basket



Ways to order – #3 Re-Use previous Orders

- The perfect option for saving time if you have a large or regular shopping list. When **Logged-In**, go to **My Orders → Orders History**
- Click on the Order Number to view the contents of a previous order. At the top of this page click on 
- All the items in this previous order will now be transferred to your 
- You can then remove unwanted items or change quantities in the Basket before proceeding to the Checkout.

Your Quick Guide Online Ordering

The Checkout

- You have a number of customisable options available before you

Place Order ✓

- ORDER REF:** this could be a PO Number, a dealer A/C reference, your Implants Customer Number or an internal reference number.
- This may be particularly useful if you are managing multi-site ordering through a single ordering account.


- DELIVERY ADDRESS:** you can select from a drop down list of your delivery addresses. Your main account address will be the default.
- Again, this may be particularly useful if you are managing multi-site ordering through a single ordering account.

Customer Ref. Number:

Delivery Address: Jonah
3912 Starview Drive,
York, T7402, United
Kingdom


- SHIPPING:** online Implant orders placed before 3.30pm qualify for next-day FREE Delivery by UPS. This is the default selection.
- IF you wish to select a faster service e.g. before 9am, you can use the dropdown options and the courier charge will be added to your order.

Sold by: DENTSPLY Sirona Implants

	Ankylos C/X Implant A 8 SKU: 31010405	Quantity: 2	£448.00
Delivery	Free Shipping	FREE of Charge Next Day Delivery on all orders	£0.00
Payment Method	<input type="radio"/> Invoice		
Billing Name	Ramesh Rajagopalan		
Billing Address	The Heights, WEYBRIDGE, KT13 0NY, United Kingdom		
VAT			£89.60
Total:			£537.60

- DEALER PRODUCT INFO:** messaging highlighting that final pricing, invoicing and delivery is subject to the nominated dental dealers Terms and Conditions.
- TAX shown as TBD but the price is Excl. VAT

Sold by: Henry Schein Dental UK

	Prime&Bond active Bottle Eco Refill SKU: 60667342	Quantity: 1	£181.68
Delivery	⚠ Delivery method and cost are determined by Distributor selected.		
Payment Method	⚠ Dental Dealer / Distributors' Payment Methods are dealer-specific and will be confirmed after the dental dealer receives your Order		
Tax			TBD
Total:			£181.68


By clicking on «Place Order» You agree with our [Terms & Conditions](#)

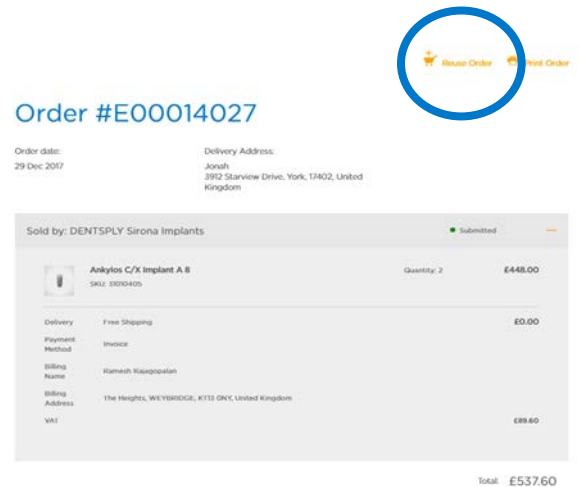
Cancel ✕

Place Order ✓

Your Quick Guide Online Ordering

Order confirmation, Returns and Cancellations

- Orders placed on dentsplysirona.com are sent in real-time to the respective dental dealer or direct to Dentsply Sirona for Implant order processing.
- A copy of the Order is available to view in [My Account](#). The order number will start with an #E. Please quote this in any correspondence with your dental dealer or with our Customer Service team.
- Remember, you can also use the  [Reuse Order](#) function to place previous orders straight into your Basket. This is particularly useful for a practise with a large, regular shopping list and can save valuable time and effort.



The screenshot displays the 'Order #E00014027' page. At the top right, there is a circular button with a shopping cart icon and the text 'Reuse Order'. Below the order number, the order date is '29 Dec 2017' and the delivery address is 'Jonah, 3912 Starview Drive, York, 17402, United Kingdom'. The main section shows a table of items with columns for 'Sold by: DENTSPLY Sirona Implants', 'Submitted', 'Item Name', 'Quantity', and 'Price'. The first item is 'Ankylos C/X Implant A B' with a quantity of 2 and a price of £448.00. Below the table, there are sections for 'Delivery' (Free Shipping, £0.00), 'Payment Method' (Invoice), 'Billing Name' (Rameeth Rajasegopalan), 'Billing Address' (The Heights, WEYBRIDGE, KT13 0NY, United Kingdom), and 'VAT' (£89.60). The total amount is £537.60.

- **Cancellations** - Once an order has been placed on dentsplysirona.com, you can amend or cancel the order by contacting the following:
- **Implant orders** - call +44 (0)845 450 0586 or e-mail orders.implants.uk@dentsplysirona.com to contact our customer service team
- **Dental consumable orders** - for a Preventive, Restorative or Endodontic products, please contact your nominated dental dealer who is fulfilling your order.
- Please also advise our Customer Service Team of any changes you have made to a dental dealer order once your order has been placed. Call +44 (0)1932 838 338 or e-mail UKD-CustomerServices@dentsplysirona.com
- All orders placed on dentsplysirona.com are subject to our standard Terms and Conditions of Purchase. These are available online <https://www.dentsplysirona.com/en-gb/help/terms-and-conditions.html>.
- **Returns** - Standard Returns policy applies for Implant products sold direct by Dentsply Sirona. For dental consumables, the returns policy of your dental dealer applies.
- Again, this information can be found in our standard Terms and Conditions of Purchase at <https://www.dentsplysirona.com/en-gb/help/terms-and-conditions.html>.

Your Quick Guide Promotions

Promotions Management in dentsplysirona.com

- You will see the dentsplysirona.com site features prominent signposting of our national promotional offers on our PREVENTIVE, RESTORATIVE and ENDODONTIC products. You can click on these links to download a PDF copy of the latest Promotions brochure.
- IMPLANTS promotions will continue to be available through your local Territory Sales Manager.



HOW IT WORKS

- When an order is placed on dentsplysirona.com your order information is sent over to the Dentsply Sirona Rewards site, where it will be automatically checked to see if the items qualify for a promotional offer.
- After 24 Hours you will receive an e-mail confirming details of any promotions you qualify for. Please note, customers are limited to a maximum of 6 of any single promotional offer.
- Click on the email link to take you to the [My Promotions](https://dentsplysironarewards.com) section of dentsplysironarewards.com where your FREE items will waiting for you.
- You can also Log-In to your Rewards account at any time - [My Account](#) → [My Rewards](#) - and in [My Promotions](#) check to see if you have any Promotions waiting for you. See opposite as an example.
- You have the option to swap your FREE items for Rewards points. Simply click the TAKE REWARDS box at which point you will get a message to say the order is now closed and you will see your points balance change.
- **NOTE:** FREE items will stay in the basket and no Rewards points from any other items in that particular order will be credited to your Rewards account until you have chosen to claim the FREE item or opted for the Rewards points alternative.

MY PROMOTIONS

When you place an order on dentsplysirona.com we automatically check to see if your order qualifies for a promotional offer. All promotional offers available to you are displayed below for each order. You can choose to either take the Reward points or to select your free products from the promotional items.

Note: Reward points are not credited to your account until you have completed the offers showing for each order. For each order you can see the total Reward points available as well as how many Rewards are being credited to your account once you have chosen a promotional offer.

Order Date: 1/15/2018 12:00:00 AM Order Number: E00015429

Take Rewards Pts: 19.80 <input type="checkbox"/> Take Rewards	4 IMPLANTS + 10000 Points FREE SETGL <input type="checkbox"/> Take Promotion
--	--

Order Date: 1/22/2018 12:00:00 AM Order Number: E00020705

Take Rewards Pts: 18.37 <input type="checkbox"/> Take Rewards	4 IMPLANTS + 10000 Points FREE SETGL <input type="checkbox"/> Take Promotion
--	--

Your Quick Guide Earning Rewards

About Dentsply Sirona Rewards and dentsplysirona.com

- **Dentsply Sirona Rewards** is our way of saying a little thank you for investing in our comprehensive range of products that help you deliver better, safer, faster dental care. You can earn Rewards on nearly 5,000 products from across our Preventive, Restorative, Endodontic and Implant product ranges. The more you shop with us online at dentsplysirona.com, the more **Dentsply Sirona Rewards** you will earn which can help your practice budget go further.

Base Rewards

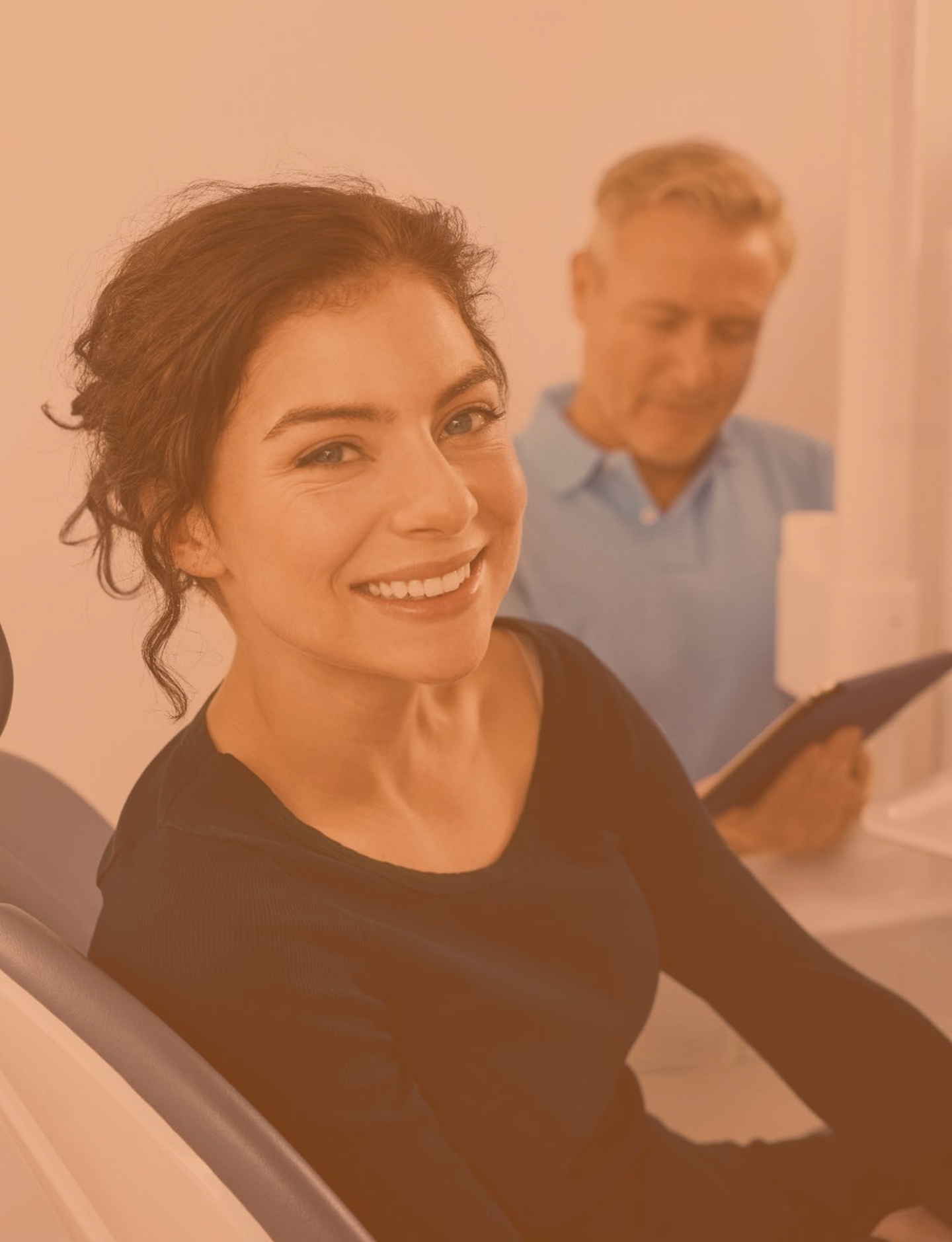
- 2% back on regular web order spend at dentsplysirona.com. Rewards points will be automatically credited to your Rewards account and be available to spend at dentsplysironarewards.com within 24 hours.
- Please also note that your dentsplysirona.com order may also take a short time to appear in your order history on dentsplysironarewards.com. Here you will be able to view your complete order history including online orders, Redemptions, Promotions and historical order history if you were a previous Rewards customer.

Rewards Plus

- Rewards Plus is our quarterly loyalty bonus scheme where you can earn up to an additional 11% Bonus on your online spend by meeting one of 3 minimum quarterly spend levels.
- **How to qualify** – only online order spend across Preventive, Restorative and Endodontics product purchases is included. This spend must also be spread across a minimum of 5 product brands. Bonuses are credited at the start of the following quarter.
 - £1,500+ across min. 5 brands – **6%**
 - £2,000+ across min. 5 brands – **8%**
 - £2,500+ across min. 5 brands – **11%**
- You can monitor your progress towards hitting your bonus target by logging in to **My Account** → **My Rewards** and selecting **Rewards Plus**.

FAQs, Literature and How To Guides

- A comprehensive list of FAQs are available at www.dentsplysironarewards.com/My-Account/SUPPORT/FAQs.
- How To Guides – a series of video tutorials can also be found at www.dentsplysirona.com/en-gb/help/tutorials.html





For more information please contact:

Dentsply Sirona Rewards Customer Service - +44 (0)1932 838 338
or e-mail UKD-CustomerServices@dentsplysirona.com

Dentsply Sirona
Building 3, The Heights
Brooklands
Weybridge
Surrey
KT13 0NY