

Dear Valued Customer:

Effective October 30, 2017, our office supplies business will transition to a new business system. The anticipated differences that you may experience are expected to be small, and key items are outlined in the Frequently Asked Questions guide below. For more information, please contact the office supplies customer service center at 800.637.1140.

Thank you for our continuing partnership,

The Office Supplies Customer Service Team

Frequently Asked Questions Guide

1 How will I order office supplies products?

You will continue to order as you do today. Our office supplies customer service center is available for all your ordering needs at 800.637.1140, and we plan to launch new online ordering options in the future.

2 Will there be any changes to the order shipments that I receive for office supplies products?

Yes, there will be a few small changes, most noticeably with invoices.

- **Shipping Box:** There will no longer be an invoice in the shipping box. Rather, a packing slip will be included, and in many cases, the packing slip will be a label affixed to the shipping box.
- **Invoice Format:** The invoice format will change, and for our dental and veterinary customers, it will match the format of invoices for other products that you order from Patterson.
- **Re-Ordering:** There will no longer be a re-order form in the shipping box. Please call 800.637.1140 to re-order your product and to learn more about re-order options.
- **Dental and Veterinary customers:** You will have easy access to view your individual invoices by logging on to your Patterson online customer portal. Instructions for logging in to the customer portal are included with this FAQ.
- **Medical professional customers:** You will receive an invoice in the mail for each order.

3 Will there be any changes in how I pay for office supplies products?

Yes, starting October 30, you can continue to pay by credit card or on account at the time you place your order. If you pay on account, the lock box for payment will change. Updated lock box information for your customer type is included with this FAQ.

For our dental and veterinary customers, you can utilize your Patterson online customer portal to view your account and make payments. Instructions for logging into the customer portal are included with this FAQ.

All customers can also call the Patterson financial services team at 866.784.8662 to make a payment.

4 Who will provide support for my orders for office supplies products?

The office supplies customer service center will continue to serve your support needs. They can be reached by calling 800.637.1140.

Any questions regarding invoice payments will now be handled by the Patterson financial services team. They can be reached by calling 866.784.8662.

5 Will there be changes to the returns process for office supplies products?

No, you will continue to contact the office supplies customer service center at 800.637.1140 to request and process a return and/or credit. Please note that for our dental and veterinary customers, this is a different process than for other products purchased from Patterson.

Lock Box Instructions

For lock box payments starting October 30, 2017, please remit payment using one of the following delivery service types and address options. For your selected customer segment and service delivery type, please utilize the remittance address that is located nearest to you geographically.

For dental and medical professional customers:

Please remit lock box payments via USPS mail service delivery to:

Patterson Dental Supply, Inc.
28244 Network Place
Chicago, IL 60673-1282

Patterson Dental Supply, Inc.
P.O. Box 732865
Dallas, TX 75373-2865

Please remit lock box payments via overnight or carrier service delivery to:

JPMorgan Chase
Attn: Patterson Dental Supply, Inc., Lockbox 28244
131 S Dearborn, 6th Floor
Chicago, IL 60603

JPMorgan Chase (TX1-0029)
Attn: Patterson Dental Supply, Inc., Lockbox 732865
14800 Frye Road, 2nd Floor
Ft. Worth, TX 76155

For veterinary customers:

Please remit lock box payments via USPS mail service delivery to:

Patterson Veterinary Supply, Inc.
28905 Network Place
Chicago, IL 60673-1289

Patterson Veterinary Supply, Inc.
P.O. Box 978738
Dallas, TX 75397-8738

Please remit lock box payments via overnight or carrier service delivery to:

Patterson Veterinary Supply, Inc.
28905 Network Place
Chicago, IL 60673-1289

JPMorgan Chase
Attn: Patterson Veterinary Supply, Inc., Lockbox 978738
14800 Frye Road, 2nd Floor
Ft. Worth, TX 76155

Please contact the Patterson financial services team via email at customerrequest@pattersoncompanies.com or via phone at 866.784.8662 if you need lock box assistance.

Patterson Online Customer Portal Instructions

Creating an Online Customer Account

If you already have an online account for pattersondental.com or pattersonvet.com and if you use the online customer portal for your Patterson invoices and statements, effective October 30, 2017, the process for office supply items is now the same as for the other products that you order from Patterson.

If you do not already have an online account please follow these easy steps:

For dental customers:

- Go to www.pattersondental.com/Account/Register
- Select Yes, I'd like to register for online access

For veterinary customers:

- Go to www.pattersonvet.com and select Sign In
- Select Create Online Account

Complete the required fields and select Submit. Your online account will be activated and ready for use.

Logging in to the Online Customer Portal

To log in, go to www.pattersondental.com or to www.pattersonvet.com and select Sign In. Enter your user credentials to sign in to your account.

My Account Dashboard

You can view a summary of your account from the My Account tab. You can view other account information, view invoices and make payments by selecting the blue links accessible at the top of the My Account page.

REMINDER: Changes described in this FAQ will be effective October, 30, 2017!