

2016 | *Welcome to* PRIVILEGES

Member Benefit Guide



 HENRY SCHEIN®
DENTAL

PRACTICE
Privileges®


EXCLUSIVE
BENEFITS FOR
PREFERRED
CLIENTS



Welcome

TO PRIVILEGES

Our **Exclusive Customer Loyalty Program...**

Our commitment is to deliver exclusive member benefits and services with “VIP” treatment to preferred clients who are looking to enrich and grow their practices. Your preferred status ensures that you will receive the special attention and benefits that come with your membership. As a Privileges member, you can earn Award Points for more than 100% of your Henry Schein Dental purchases! Manage Your Practice with Exclusive Benefits and...

Reinvest In Your Greatest Asset *...Your Practice!*

PRIVILEGES is intended to be a promotional discount program. Award Points earned on applicable purchases of Henry Schein goods and services represent discounts on those purchases and, accordingly, are not reportable under federal Sunshine Act requirements. In addition, earned Award Points that members later redeem as credits toward additional Henry Schein purchases are not reportable under the Sunshine Act requirements. Participating in a promotional discount program is only permissible in accordance with discount program rules.* By participating in PRIVILEGES, members agree that their practices meet the program requirements.



SERVICE • LOYALTY • BENEFITS



Levels of Membership

The Privileges program offers three levels of membership to accommodate all practice types and sizes. All levels of membership experience exclusive member benefits and awards to help manage and grow your practice.

Privileges

- » \$15,000+ anticipated annual merchandise purchases

Elite

- » \$35,000+ anticipated annual merchandise purchases

Presidential

- » \$75,000+ anticipated annual merchandise purchases



Member Benefits

Priority Scheduling on In-Office Service

Members receive priority scheduling for in-office service calls.

Guaranteed Emergency Response Time*

The Guaranteed Emergency Response Time is based on your office's location. Our emergency service guarantee applies to major equipment failures that prevent you from seeing patients.

Extended Labor Warranty on Major Equipment Purchases

Members receive an Extended Labor Warranty (up to 18 months**) on all new major equipment purchases.

Labor Discounts

Members receive exclusive discounts (based on member level) off the current in-office hourly labor rate. (Labor rates vary according to location.)

Rental Equipment

Members receive exclusive discounts (based on member level) off our equipment rental rates while their equipment is being repaired offsite.

Henry Schein Concierge Service

Our Elite and Presidential members are assigned an internal VIP account representative, trained to provide one-call convenience, to help you navigate Henry Schein Dental.

*We reserve the right to suspend our guarantee if inclement weather makes it unsafe to respond in the prescribed time. Business hours are Monday – Friday, 9:00 am to 5:00 pm local time.

**Our extended labor warranty extends our standard 90-day warranty and applies to new large equipment purchased from and installed by Henry Schein. Equipment purchases must be invoiced after your PRIVILEGES enrollment is processed. Purchases made prior to enrollment are not covered. Call your Equipment Service Specialist for details. Our extended warranty does not include any manufacturer software support, software upgrade, maintenance or care programs that require a fee paid directly to the manufacturer for the customer to receive the program. (Examples of exclusions: DEXcare, Image Annual maintenance, Dentrrix annual support, Tech Central phone support, etc.) The Tech Central standard 30-day warranty is extended through this offering to 60 days.



Earning Award Points

With the Privileges program, you can earn valuable Privileges Award Points for over 100% of all your purchases with Henry Schein Dental!

eBusiness Merchandise Purchases

Members earn one Award Point for every dollar spent by placing supply orders “electronically” using one of our electronic ordering systems. Award Points are deposited monthly.

Henry Schein Website • ARUBA® eZ™ • ARUBA®eZ™ Scan • Henry Schein iPad App

Promotional “Triple” Award Points

Members earn triple Promotional Award Points by purchasing from our monthly *Specials*. Visit our Privileges Specials page each month to see our exclusive and updated offers and earn “Triple” Promotional Award Points!



Bonus Award Points

Bonus Award Points

Earn Privileges Award Points for over 100% of all your purchases with Henry Schein Dental by qualifying for your Annual Bonus Award!

How to Qualify:

1. Meet or exceed your Annual Merchandise Goal
2. Place at least 20% of your annual supply purchases electronically.

Once Qualified You Earn:

Merchandise Bonus

One bonus award point for every dollar spent on all non-electronic merchandise purchases.

Non-Merchandise Bonus

Members earn one point for every dollar spent on non-merchandise products and services including: Equipment, Technology, Software, In-Office Service, ProRepair, CE, Business Solutions, Practice Solutions, and more.

Category Bonus

Spending a minimum of \$500 in three of the following five categories in a calendar year will earn additional Bonus Award Points determined by member level.

- Privileges Level—5,000 • Elite Level—7,500 • Presidential Level—10,000

These categories are:

- Equipment & Technology—Equipment & Hi-Tech Equipment
- CAD-CAM—E4D/PlanScan Equipment Systems
- Service—Technical Service Parts and Labor
- Business Solutions—Henry Schein Dental Consulting Services
- Practice Solutions —Henry Schein Dental Software Solutions

†Award points are not earned on the purchase of OraPharma Arestin. Member account must be current in the month Award Points are earned in order to receive Award and Bonus Award Points.



Redeeming Award Points

Redeeming your Award Points is easier than ever! Manage your Award Point redemptions through your personal and convenient Privileges Redemption Website. Redeem your Award Points for a variety of Henry Schein Goods & Services, including purchases of:

- Equipment, Technology & Software
- Technical Service
- ProRepair
- CE Events/Dental Regulatory Compliance
- Henry Schein Practice Consulting
- Practice Analysis
- DentaCheques
- Electronic Ordering Systems and more!

Award Points are valid for three full years* from month issued, so redemptions can be completed at your convenience.



Redeem your valuable PRIVILEGES Award Points *Reinvest In Your Greatest Asset...Your Practice!*

See all the redemption opportunities by logging onto our member-only website at www.henryscheindental.com and following the "My Account" link to your personal Privileges website.

We Have The Solution!

Practice Reinvestment

Equipment • Technology • Software • Technical Service • ProRepair

Practice Management

Dentrix • Dentrix Ascend • Dentrix Enterprise • Easy Dental • Viive • Specialty Software

Dental Education

DRC/Dental Regulatory Compliance • Continuing Education Seminars & Events

OSHA Compliance

OSHA & HIPAA Training & Compliance Systems • AED/CPR Training Systems

Electronic Purchasing

Inventory Control & Management • Optical/Bluetooth Scanners • Laptop

Practice Building

Henry Schein Practice Analysis • DentaCheques • Insurance Coding

*PRIVILEGES Award Points expire 36 months from the month earned or 12 months after membership ends, whichever comes first.

PRIVILEGES Award Points are non-transferrable except if the transfer is from an expired account to an active account owned by the same member. Bonus Award Points will be issued by the end of fiscal January each year. Bonus Award Points expire according to the same rules listed above.

*Please visit our Privileges Redemption Website for complete Program Rules,
General Terms & Conditions and FAQs*
www.henryscheindental.com

LEVELS OF MEMBERSHIP

Privileges

» \$15,000 or greater anticipated annual merchandise purchases



Elite

» \$35,000 or greater anticipated annual merchandise purchases



Presidential

» \$75,000 or greater anticipated annual merchandise purchases



HIGHLIGHTS INCLUDE:

PRESIDENTIAL

PRIVILEGES

ELITE

Labor Discounts on In-Office Service

5% off

10% off

15% off

Rental Discounts on Small Equipment

5% off

10% off

15% off

Extended New Equipment Labor Warranty

9 Months

12 Months

18 Months

ACH AutoPay--Enroll Now! (per month)

500 Points

750 Points

1000 Points

Priority In-Office Service Scheduling

✓

✓

✓

Guaranteed Emergency Service Response Time

✓

✓

✓

PRIVILEGES Award Points & Bonus Award Points

✓

✓

✓

Personal PRIVILEGES Website & Member Specials

✓

✓

✓

Quarterly Mailer w/Exclusive Member Offers

✓

✓

✓

Monthly eBlasts/Web Specials/eNewsletter

✓

✓

✓

NEW! Member Discount Center

✓

✓

✓

VIP/Concierge Service

✓

✓

NEW!

Introducing

MEMBER DISCOUNT CENTER

Employee Benefits For Our Loyal Customers

The all-new Privileges MEMBER DISCOUNT CENTER is a one-stop shop member-only discount program, that leverages the purchasing power of members from many companies to save you money.

Enjoy corporate rates on everyday purchases.

A Privileges Benefit For You And Your Entire Staff!

Privileges members and their staff receive employee discounts at over 28,000 merchants across 26+ categories!*

- Groceries
- Dining
- Household Items
- Fashion
- Movie Tickets
- Travel
- Jewelry
- Cell Phone Rates
- Rental Cars
- Furniture
- Pets Supplies
- Computers & Electronics

REGISTER TODAY!

www.henryschein.affinityperks.com

**Note: This discount and membership is offered through our exclusive arrangement with Next Jump for our Henry Schein PracticePRIVILEGES members. In order to enroll in the Member Discount Center Program, you must be an existing member of the Henry Schein PracticePRIVILEGES program.*



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For more information about our PRIVILEGES programs,
please contact your Henry Schein Dental Sales Consultant today.

1-800-372-4346, x2225352 8am-7pm (et)

www.henryscheindental.com/privileges