

COVID-19 Surge Supply Team FAQ's

What is Supply Chain Surge Team and how can it help me?

- Supply Chain Surge Team was created by Supply Chain as a resource to concentrate and streamline COVID-19-related Surge product needs.
- Utilize this email address to request information and assistance related to product-shortages and/or outages.

What is the purpose of the new protocol pathway when ordering product for our clinics?

- To streamline sourcing and improve the likelihood of successfully acquiring high demand/low availability products

What does “allocation amount” mean when referring to product orders?

- This is also referred to as “Restricted Quantity” it’s the amount of a given product we’re allowed to order from the supplier during the Covid-19 shortage

What is the purpose of placing a full allocation order for restricted items every Monday?

- To ensure consistent flow of product that we know will be needed on an ongoing basis during the Covid-19 crisis. Doing so allows us greater availability and flexibility to manage needed products throughout the health system

Do we still need to place full allocation order every Monday if we have enough stock?

- yes, while usage will vary week to week, we do anticipate the continued need for these items if not for your site, the other sites throughout the health system.

Why are our orders restricted to a certain quantity per week?

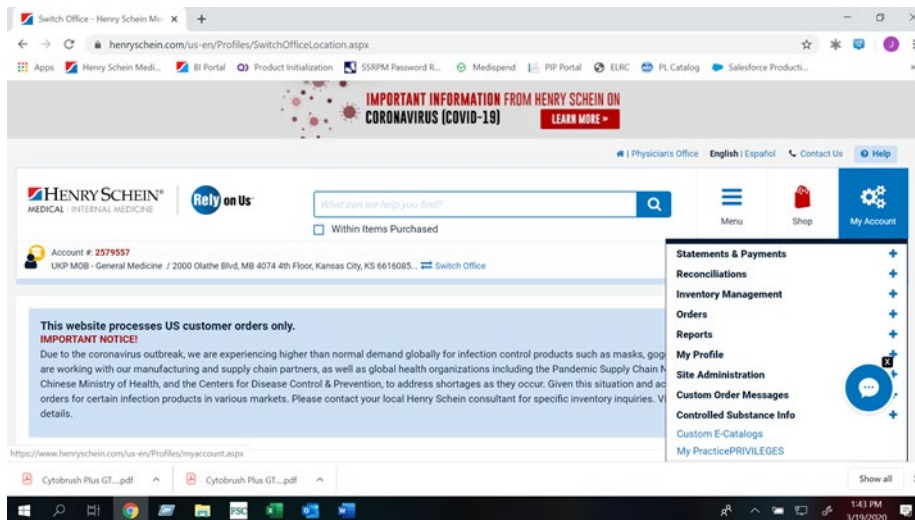
- In effort to discourage hoarding and allow medical customers throughout the US access to critical products our distribution and manufacturer partners have elected to restrict product availability to encourage good stewardship for those who have product, and allow those in need to at least get some product

How do I know how much of a restricted product my clinic can order per week?

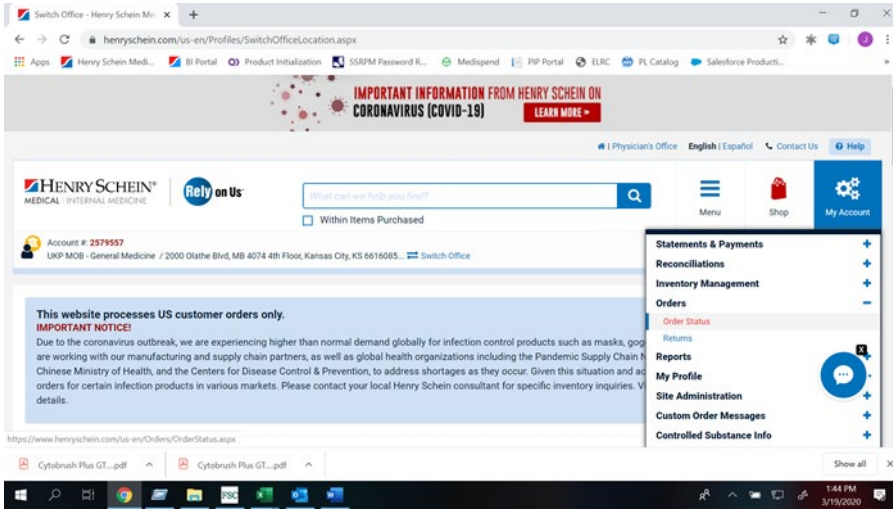
- The daily product list will include a column noting the restriction amount for a given item. The Henry Schein website will also update your quantity at checkout if you have exceeded the restricted quantity

How can I check my clinic’s Henry Schein order history?

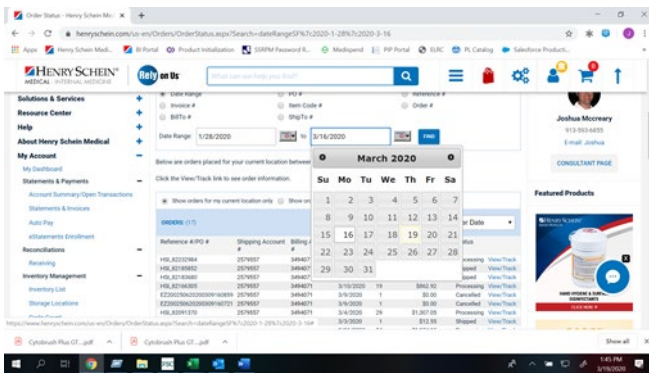
1. Click on “My Account” in the upper right corner of your home screen:



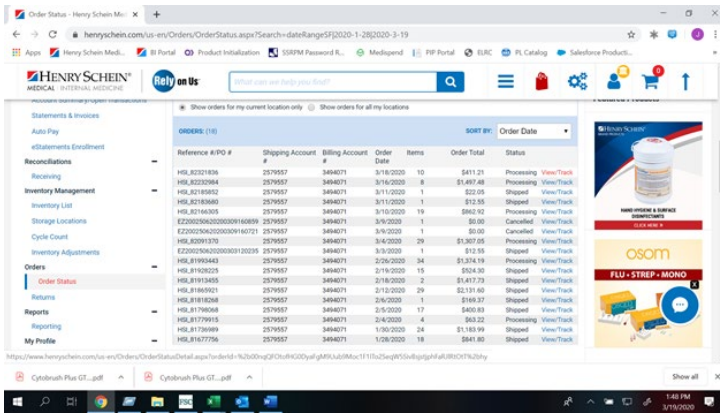
2. Go to the “Orders” heading, and then “Order Status”:



3. Ensure the appropriate date range is selected, and click “Find”:



4. You may click “view/track” next to any order to check detail and tracking for any product. Under the “status” column you’ll see if an order has shipped complete (marked “shipped”), has been cancelled due to unavailability (“Cancelled”), or still has at least 1 item that has not shipped (“processing”):



5. After clicking “view/modify” you can track the individual item, or just see the status of items:

