

3Shape Contacts for Partners 2015

Dear 3Shape Partner,

In our efforts to provide the best possible service to our partners, we have created a series of department email addresses that enables you to address your request to the appropriate team and function within the 3Shape organization.

Issues that cannot be handled by addressing the contact points below should be addressed to the sales manager in charge of your area. We thank you for your attention and look forward to our cooperation. Below you find an overview of the various types of request and the corresponding 3Shape contact which matches your question best.

Order Handling at sales@3shape.com in case of:

- ☐ We would like to place an order for new scanner/system/accessories/software module
- ☐ We would like to get a quote for a given product/system element
- ☐ When will we receive our ordered scanner/system?
- ☐ Who do we contact, if we need 3Shape brochures?

Sales Support at sales@3shape.com in case of:

- ☐ Daily business support not relating to accounting, subscription, placed orders or technical support
- ☐ Questions related to product combinations, configurations, documentation and pricing
- ☐ Questions related to campaigns
- ☐ Change of contact details or update of your company's data in 3Shape's ERP system

Subscription Coordinator at sales@3shape.com in case of:

- ☐ Renewal of dongle/subscription
- ☐ Reopen/reactivate dongle/subscription
- ☐ Cancel/deactivate dongle/subscription
- ☐ Transfer a dongle/subscription to another distributor
- ☐ Our demo/education dongle is expired
- ☐ We need a trial/sales dongle

Product Management responsible below in case of product requests, ideas and improvements:

- ☐ **Dental System™:**
 - Product requests: Sven Nonboe (sven.nonboe@3shape.com)
 - Commercial requests: Larissa Langlotz (larissa.langlotz@3shape.com)
- ☐ **TRIOS® - Send to Lab:**
 - Product requests: Lars Henriksen (lars.henriksen@3shape.com)
 - Commercial requests: Annette Jess Hansen (annette.jess.hansen@3shape.com)
- **TRIOS® Practice Lab:**
 - Product and commercial requests: Martin Gerth Andersen (martin.andersen@3shape.com)
- ☐ **Orthodontics:**
 - Product requests (Lab): Tim Traekjaer (tim.traekjaer@3shape.com)
 - Product requests (Clinic): Henrik Brandt (Henrik.brandt@3shape.com)
 - Product Marketing requests: Christophe Barthe (christophe@3shape.com)

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☐ **Implant Studio™:**

- Product requests: Thomas Hedegaard (Thomas.hedegaard@3shape.com)

- Commercial requests: Birk Ploennigs (birk.ploennigs@3shape.com)

• **CAMbridge™:**

- Product and commercial requests: Martin Gerth Andersen (martin.andersen@3shape.com)

• **X1™ (CBCT):**

- Product requests: Ole Wiese (ole.wiese@3shape.com)

- Commercial requests: Mikael Toxvaerd Petersen (Mikael.petersen@3shape.com)

• **Audio System:**

- Product requests and commercial requests: Iain McLeod (iain.mcleod@3shape.com)

☐ **Convince:**

- Product and commercial requests: Jason Cole (Jason.cole@3shape.com)

Accounting department at accounting@3shape.com in case of:

- ☐ Who do we send a purchase order (PO) for dongle/subscription renewal?
- ☐ We have questions about invoices/credit notes
- ☐ We have paid our invoice, but the dongle is not updated?
- ☐ Who do I contact, if I need an account statement?

Customer Support at support@3shape.com in case of:

- ☐ Problems or issues relating to system functionality (software, scanner, interfaces etc.)
- ☐ We would like to have a trial version of your software
- ☐ We need an output option for this dongle
- ☐ Who do we contact, if our scanner/dongle is broken?
- ☐ Our payment is late, who do we contact for limited extension of the dongle?

3Shape Academy for Trainings at training@3shape.com in case of:

- ☐ Requesting to join/arrange a training session
- ☐ Questions related to offering your own 3Shape related training program and services
- ☐ Questions concerning online Webinars
- ☐ Questions concerning the certification of training and support personnel

Marketing at marketing@3shape.com in case of:

- ☐ Requests for marketing material, image bank, marketing support and services

TRIOS® Ready Team at 3ShapeTriosReadyTeam@3shape.com in case of:

- ☐ Questions related to the certification and preparation of local dental labs for TRIOS® services

Implant Studio™ Ready Team at ISReady@3shape.com in case of:

- ☐ Questions related to the preparation of local dental labs for Implant Studio™ services.