



03/23/20

From: Janine Pfister, Manager, Strategic Sourcing
To: DMOs and VPOs
CC: COOs
Subject: Forward Office Mail

As we temporarily close offices, we want to ensure that all incoming mail is handled appropriately.

Within 48 hours of an office closing, your DMO will assign one team member per practice to visit a local United States Postal Service (USPS) office and complete a forward mail form. The selected Team member will forward mail to one of two locations. PacWest (including JFD, A+, OSSV, P3 & D1) mail will go to Irvine Business Support. CENTAC and affiliated offices not on QSI or Ascend will route their mail to the San Antonio CBO. Once mail arrives, a Team member will sort and forward mail to the correct departments (e.g. CBO, Accounts Payable, etc.).

Team member must bring the following information:

- Original office address (including suite number)
- Forwarding address
 - PacWest (Including JFD, A+, OSSV, P3 & D1)
 - Smile Brands, 100 Spectrum Center Drive STE 100, Irvine, CA 92618
 - CENTAC and affiliated offices not on QSI or Ascend
 - Smile Brands, 8415 Data Point Dr. Suite 1020, San Antonio, TX 78229
- An email address is required –your DMO needs to identify an email address to be used for post office correspondence.
- List of office addressee names (e.g. Bright Now Dental, PC name, Doctor names)

Request Forwarding Change of Address Order form

- When the selected Team members arrive at the post office, please complete a form for each addressee name.

Submit completed form to Post Office employee

- When you've completed the form, the post office will enter the information and mail will begin forwarding the next business day.

Visiting a post office in-person is the preferred and recommended method. If you cannot visit the post office in-person, use this link for more information: www.moversguide.usps.com/mgo/disclaimer

Below is a sample forwarding address form that each team member will complete at the post office. Please do not print sample and use. Please request the official form at the post office.

OFFICIAL MAIL FORWARDING CHANGE OF ADDRESS ORDER				OFFICIAL USE ONLY	
Please PRINT items 1-10 in blue or black ink. Your signature is required in item 9.				Zone/Route ID No. 	
1. Change of Address for: (Read Attached Instructions) <input type="checkbox"/> Individual (#5) <input type="checkbox"/> Entire Family (#5) <input type="checkbox"/> Business (#6)		2. Is This Move Temporary? <input type="checkbox"/> Yes <input type="checkbox"/> No		Date Entered on Form 3962 M M D D Y Y 	
3. Start Date: (ex. 02/27/17)		4. If TEMPORARY move, print date to discontinue forwarding: (ex. 03/27/17)		Expiration Date M M D D Y Y 	
5a. LAST Name & Jr./Sr./etc.				Clerk/Carrier Endorsement 	
5b. FIRST Name and MI					
6. If BUSINESS Move, Print Business Name					
PRINT OLD MAILING ADDRESS BELOW: HOUSE/BUILDING NUMBER AND STREET NAME (INCLUDE ST., AVE., CT., ETC.) OR PO BOX					
7a. OLD Mailing Address		7b. For Puerto Rico Only: If address is in PR, print urbanization name, if appropriate.			
7a. OLD APT/Site or Suite					
7c. OLD CITY		7d. State		7e. ZIP	
PRINT NEW MAILING ADDRESS BELOW: HOUSE/BUILDING NUMBER AND STREET NAME (INCLUDE ST., AVE., CT., ETC.) OR PO BOX					
8a. NEW Mailing Address		8b. For Puerto Rico Only: If address is in PR, print urbanization name, if appropriate.			
8a. NEW APT/Site or PMB					
8c. NEW CITY		8d. State		8e. ZIP	
9. Print and Sign Name (see conditions on reverse)				OFFICIAL USE ONLY	
Print: _____		10. Date Signed: _____			
Sign: _____		(ex. 01/27/17)			

Forwarding addresses:

CENTAC Offices – Forward to:
Smile Brands Inc.
8415 Data Point Dr. Suite 1020
San Antonio, TX 78229

PacWest Offices – Forward to:
100 Spectrum Center Dr. Suite 100
Irvine, CA 92618

All Acquired Offices (excluding JFD, A+, OSSV, P3 & D1) Forward to:
8415 Data Point Dr. Suite 1020
San Antonio, TX 78229

If you have questions related to the transition or need assistance, please contact me at Janine.pfister@smilebrands.com or 714.428.1308. Thank you.