



US Customer Frequently Asked Questions (FAQ)

Q: Why are Key Surgical products and services transitioning to be sold under the STERIS Corporation tax ID number?

A: Key Surgical was acquired by STERIS in November 2020. Work is ongoing to align the systems and processes of Key Surgical and STERIS to help provide a better experience for our Customers and simplify the ordering process.

Q: When will Key Surgical products and services transition under STERIS Corporation?

A: Effective February 1, 2023, all Key Surgical products and services will be sold and invoiced under the STERIS Corporation Tax ID Number (34-1482024).

Q: What action do I need to take to prepare for the tax ID change?

A: For many Customers, STERIS is already setup as a supplier for your facility. We kindly ask that you update your ordering system / item master files for all Key Surgical products to reflect the STERIS Corporation tax ID number (34-1482024) on February 1, 2023.

Any purchase order submitted under the Key Surgical tax ID number on or after February 1, 2023, will need to be revised and resubmitted under the STERIS tax ID number. This will help ensure a smooth transition of orders once the change is in place.

Q: For general orders, can I order the Key Surgical products from STERIS now?

A: Please continue to place orders for Key Surgical products under the current Key Surgical tax ID number until February 1, 2023.

Q: Can I process orders with STERIS via EDI, starting February 1, 2023?

A: Yes. Please direct inquiries for EDI order placement to <https://www.steris.com/about/business/ediConnect> or STERIS Customer Service

- Phone: 800-548-4873
- Email: EDISupport@steris.com

Q: How do I enroll in ACH/EFT for electronic payments to STERIS, starting February 1, 2023?

A: Please send your ACH/EFT enrollment form to the STERIS accounts receivable email address: generalar@steris.com. Please visit the [resource page](#) to access financial institution information sheet.



Q: What will change on my sales order acknowledgements, invoices, packing slips, and quotations?

A: All order communications will use the STERIS branding starting February 1, 2023. This includes sales order acknowledgements, invoices, sales quotes, etc. Remit payment to the address listed on your invoice.

Q: Which Key Surgical products and services are impacted by this tax ID number change?

A: In short, all Key Surgical products and services are impacted by this change. The tax ID number for each item master file will need to be updated.

Q: Are there any changes to the SKUs as part of this transition?

A: The majority of SKUs are the same but all 'dots', 'dashes', 'parentheses', spaces and special characters have been removed, and some product part numbers are changing. Update your ordering system to reflect the new SKUs prior to placing your first order for legacy Key Surgical SKUs with STERIS.

Q: Who do I contact moving forward to place orders, ask questions, etc.

A: Starting February 1, 2023 contact STERIS for all order inquiries:

- Phone: 800-541-7995
- Fax: 440-639-4450
- Email: HealthcareCS@steris.com
- EDI: <https://www.steris.com/about/business/ediConnect>