



RE: Specialty Medical Systems Legal Entity / Tax ID Number Change – US Customers

Dear Valued US Customer,

We are pleased to announce that Specialty Medical Systems (SMS), is now part of STERIS. Work is ongoing to align the systems and processes of SMS and STERIS Instrument Management Services (STERIS IMS) to help provide a better experience for our Customers.

On June 1, 2023, all SMS repair services sold and invoiced will be under the STERIS IMS Corporation tax ID number (63-1271193). As part of this transition, all order communications will use the STERIS IMS branding in place of SMS – this includes repair estimates, packing slips, invoices, etc.

**What we request from you starting June 1, 2023**

For many Customers, STERIS IMS is already setup as a supplier. Please make note of the following:

1. Update your ordering system to reflect the STERIS IMS Corporation tax ID number (63-1271193). Any purchase order submitted under the SMS tax ID number on or after June 1, 2023, will need to be revised and resubmitted under the STERIS IMS Corporation tax ID number. Doing so will help ensure a smooth transition of orders once the change is in place.
2. Your options to initiate a service request:
  - Contact your local Account Manager to coordinate shipment of your repair to a STERIS IMS repair facility
  - Contact your local Account Manager to register for an account on our Customer portal, MyAccount, that will allow you to generate service request paperwork and a shipping label
  - Call Customer Care at 1-800-783-9251 option 2 to coordinate shipment of your repair to a STERIS IMS repair facility
3. Tax Status: If your facility is tax exempt, please email your tax exemption certificate to [IMS\\_accountmaintenance@steris.com](mailto:IMS_accountmaintenance@steris.com) to ensure your STERIS IMS Customer profile is accurate.
4. Remit payment to STERIS IMS at the address listed below and on your invoice.

STERIS Instrument Management Services, Inc.  
P.O. Box 531809  
Atlanta, GA 30353
5. If you require banking information for ACH payments, please email [cashreceipts@steris.com](mailto:cashreceipts@steris.com).

**How to submit an order with STERIS IMS (starting June 1, 2023)**

- Phone: 800-783-9251
- Fax: 205-414-3479
- PO submission email: [customercare\\_fax@steris.com](mailto:customercare_fax@steris.com)

Please click [here](#) for a copy of the STERIS IMS W9. We thank you in advance for your continued business and encourage you to reach out to us with any questions at [customercarespecialists@imsteris.com](mailto:customercarespecialists@imsteris.com)

Sincerely,

STERIS IMS Customer Operations