

March 17, 2023

Dear AAOMS Member,

Some time has passed since we last communicated to you on the topic of Controlled Substances and how ACE SOUTHERN is able to process CRx products.

For ACE SOUTHERN to process any future CRx products, we need to make sure that we have the most current information about our customers on file.

We know that this process has caused some order fulfillment delays and for that; we apologize for any inconvenience that this has caused, this is not our intent. Our intent has always been to make sure that ACE SOUTHERN is supporting the oral and maxillofacial surgery community by leveraging our expertise in the areas of product knowledge, compliance, and distribution efficiency.

ACE SOUTHERN is working hard to make sure that we alleviate as many delays as possible in this process. We have added significant resources to help us collect the necessary information, ensuring that we can process your orders with minimal disruption to your practice. Once we have received your completed Controlled Substance Questionnaire (CSQ), our goal is to have your account back to ordering CRx products within two weeks.

If at any time during the review process, you would like to receive a status update on your standing; please [click here](#) to go to our review update page.

We appreciate your continued support as we work through this process.

Sincerely,



Michael Mancini
Chief Operating Officer
General Manager