

Q: When did Enco become part of MSC?

A: MSC acquired Enco in 1997.

Q: Who is MSC Industrial Supply?

A: MSC Industrial Supply Co. (NYSE:MSM) is a leading North American distributor of metalworking and maintenance, repair, and operations (MRO) products and services. We help our customers drive greater productivity, profitability and growth. With more than 1 million products, inventory management tools, and supply chain solutions, MSC is a leader in helping small businesses optimize time, effort and savings. For 75 years MSC has helped customers grow their businesses across a wide variety of industries.

Q: How do I place an order with MSC?

A: To place an order with MSC, simply call **800.645.7270** or log in to **mscdirect.com** using your **MSC User Name** and **7-digit MSC account number**.

Q: Will my Enco ordering history be available at MSC?

A: Your Enco ordering history is not on mscdirect.com; however, we'll gladly provide it to you via email or fax, quickly and easily.

Q: Will my tax exemption status be recognized?

A: When you place your first order with MSC, you will be prompted to identify your tax-exempt status. If you are new to MSC, directions for providing your certificate will be provided along with the completion of a new tax-exempt form. If you have an account with Enco and MSC and you are already tax exempt with MSC, your status will be part of your existing profile.

Q: Will I get the same prices at MSC?

A: If you have purchased products at use-enco.com over the last twelve months, you will receive those same prices on those products at MSC. That's big. PLUS, you can take advantage of monthly catalog sales and special email offers, all of which are applied to give you the lowest possible price.

Q: How is shipping handled at MSC?

A: For our new customers from Enco, we will match the shipping service you received from Enco, which we call Freight SaverSM (you will pay the same low shipping rate, and your order will arrive within 3-5 days via UPS ground). If faster service is needed, you can upgrade to next day service. At checkout your various shipping options are provided, ensuring you get what you need when you need it.

Q: Are all of the products I currently purchase from Enco now available through MSC?

A: All items currently sold through Enco today, including Enco's line of machinery, are available for purchase at MSC and are easily searchable on mscdirect.com. For additional support with machinery sales, please contact our **Machinery division** at **800.331.1110**.

Q: How do I locate the product(s) I used to purchase from Enco, at MSC?

A: Locating a new MSC part number for an existing Enco model number is easy. Just enter the existing Enco model number in the search bar on mscdirect.com to get the corresponding MSC item number.