



SST/Global EDM Supplies FAQ

- Q: Who is SST?
 - A: SST is a distributor of cutting tools, EDM supplies, consumables and leading machine tool and manufacturing technologies, such as Makino, Millutensil and Synova. In its pursuit of excellence, the company supports customers with industry-leading service and applications expertise that helps businesses grow and thrive. SST supports manufacturers with convenient locations throughout the United States, Canada and Mexico.

- Q: When did the SST merger with Global EDM Supplies occur?
 - A: The SST merger with Global EDM Supplies was publicly announced February 1, 2017.

- Q: How will the merger affect me? What benefits will I see?
 - A: By combining the capabilities of SST and Global EDM Supplies, two of the largest EDM consumable suppliers in North America, this merger provides numerous unique benefits for you and your company. In addition to a broader catalog of products, you can expect to take your manufacturing processes to a new level with greater support, more robust engineering services and expanded market coverage.

- Q: How will the quality of the service I receive change?
 - A: Service has always been a top priority at both SST and Global EDM Supplies. And together, we are establishing a new benchmark for industry-leading service and support by providing access to more service personnel than ever before, greater coverage in more geographies and the most comprehensive EDM product line in the industry.

- Q: Will my representative change?
 - A: Our customers and service personnel are the heart of our business, and it is our goal to ensure that everyone is informed and satisfied with the transition process. This means retaining as many existing service relationships as possible. If a change in representatives does occur, we are committed to providing full transparency. You will be promptly notified of any changes and given an opportunity to schedule a meeting with your new representative.

- Q: Will my prices increase?
 - A: Your price will not increase based on the merger of SST and Global EDM Supplies. You can expect the same competitive prices as before.

- Q: Can I purchase the same products that I have been buying from Global EDM Supplies?
 - A: Yes, all of the products that you currently order will still be available moving forward. You will also gain access to a robust catalog of new products through SST.

- Q: Are you still going to do weekly deliveries?
 - A: Yes, weekly deliveries will continue, uninterrupted. You should not experience any changes in your delivery schedule.

- Q: Will my local Global EDM Supplies warehouse be closed?
 - A: The combined resources of SST and Global EDM Supplies provide improvements to supply chain efforts by expanding warehouse availability in the locations necessary to best serve customers. All regions currently receiving local service will continue to have a localized warehouse for immediate availability.

- Q: Are you going to stock more inventory across the U.S.?
 - A: To meet the needs of our combined SST and Global EDM Supplies customer base, warehouse inventories have been sufficiently stocked to service each region as needed.

- Q: Will you still be offering graphite capabilities?
 - A: Yes, we are committed to offering the same great graphite service and products within each region.

- Q: Will the representatives now focus more on machinery versus consumables?
 - A: The primary focus of all SST representatives is supporting you, our customer, with the manufacturing solutions to achieve your goals. Each representative is trained and knowledgeable of our full product catalog of consumables, supplies and machinery. This approach enables us to provide you with full applications engineering solutions to solve even your most complex challenges.

- Q: What additional products will I have access to?
 - A: With SST, customers benefit from a more diverse portfolio of processing solutions than ever before. From EDM consumables and milling tools to spotting presses and work holding, SST offers premium products for nearly any manufacturing need. For a full list of products, please visit www.singlesourcetech.com.