

MANUFACTURER SPOTLIGHT

Merit Brass...Service Through Innovation



In 1937, Merit Brass began its journey of providing impeccable customer service through innovation. Thanks to the vision possessed by founder Louis Schlessinger, Merit Brass helped pioneer master distribution in the PVF industry. Merit is now guided by its third generation of family ownership and management. It continues to operate with the same set of principles and ethics, now carried on by Louis' son Sheldon Schlessinger and son-in-law Simon Lipp.

As it celebrates its 70th anniversary, the company would like to thank all of its many customers who have supported Merit Brass over the years. Merit takes tremendous pride in its heritage of delivering impeccable quality and service, knowing that all of its 250 dedicated associates remain committed to preserving and enhancing its reputation. All of Merit's employees have had an integral role in developing and fulfilling its mission to help provide competitive and consistently conforming materials and services, to set the industry standard for the highest total value of goods and

services and to enable its customers to deliver superior service to their customers through on-time, in-full and as-ordered products and services.

It is through innovation that Merit has been able to meet the ever-changing dynamics within the PVF industry. Its primary focus has always been centered on its customers. Earlier this year, Merit revamped the informational portion of its Web site (www.meritbrass.com) with easier navigation and enhanced information.

To commemorate the anniversary and its devotion to world-class service, Merit Brass will be launching an improved e-commerce site during the Fourth Quarter of 2007. "We have carefully analyzed the customer feedback we've received from our previous e-commerce site and improved upon them through the new system. We are confident that our customers will find it to be user-friendly. By logging on, customers will be able to have a greater ease of doing business with Merit," commented Kimberly Wallingford, Merit's marketing manager.

The new e-commerce site, MB WebXpress® will be a comprehensive and user-friendly site where customers can:

- Easily search for any Merit product with the click of a mouse.
- Check price and availability.
- Input purchase orders.
- Input requests for quotes.
- Expedite purchase orders and retrieve tracking information.
- Provide Merit with their part numbers and execute future inquiries using their own numbers.
- Retrieve MTR's (Material Test Reports) on-line.

Merit's Information Technology Manager Teri Tucker stated, "Merit has evaluated all available technologies regarding e-commerce over the past two years. We waited for the best technological enhancements before we made our decision to upgrade. We believe that MB WebXpress® will take both Merit and its customers to the next level."

Other innovations include: RF scanning in its warehouse and manufacturing operations, highly advanced CNC equipment for pipe nipple manufacturing, installation of PMI (Positive Metal Identification) equipment and related procedures, a shrink wrap machine for mill lengths of pipe shipped LTL, and a state-of-the-art ERP computer system which offers a number of service enhancements including comprehensive EDI (Electronic Data Interchange) solutions.

To obtain additional information regarding MB WebXpress®, please contact Dave Hoggett at dhoggett@meritbrass.com or 800-726-9800 ext. 293.

Circle 225



CELEBRATING



YEARS WITH OUR CUSTOMERS!



70th Anniversary
MERIT
BRASS

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