

GENERAL FAQ

How do I find my branch information? To find your branch information select 'Locations' on the top bar. Then enter your state/province or zip code to search for your local branch.

How do I become a registered user if I do not have an account? To become a Registered User of Motion Industries, under the 'Sign In' section, select 'Not Registered'. Next you will select 'Click here to register for New Motion Industries Customer Access'. Finally, select the 'Create a New Account' button and proceed to fill out the necessary information requested.

How do I become a registered user if I know my Motion account number? To become a Registered User of Motion Industries, under the 'Sign In' section, select 'Not Registered'. Next you will select 'Click here to register for New Motion Industries Customer Access'. Finally, enter your branch (Motion servicing location) and account number and proceed to fill out the necessary information requested.

How long does it take to get my username and password? Average wait time to get a username and password is around 24 hours.

Where can I get more information on the company? Click the 'Company' tab on the top bar. From here you can access more information about Motion Industries including the mission statement and supplier diversity.

Where can I find information on the Motion Institute? The Motion Institute information can be found by selecting the 'Services' tab, then click on 'Motion Institute Training' on the left tab.

How can I become a supplier of Motion? From the Home Screen, select 'Supplier Portal' on the top bar. Then select 'New Supplier Request Form' under the section 'How to Become a Supplier'. Your request will be evaluated and someone from Motion will contact you.

Who is a supplier to Motion Industries? To find a complete list of the Supplier of Motion Industries, click on 'Suppliers' on the top bar. Then click on 'Suppliers List' on the left side of the screen under 'Suppliers'.

What Professional Associations does Motion Industries belong to? The Professional Associations Motion Industries belongs to are: Bearing Specialist Association, Industrial Supply Association, Fluid Power Distributor Association, NIBA -The Belting Association, and Power Transmission Distributor Association

Where can I view news and press releases? To view News and Press Releases, scroll to the bottom of the Home Screen and look under the section 'News'. Click on the 'more' button for additional news and press releases.

How do I find the Motion Industries GSA number? The Motion Industries GSA number can be found on the Home Screen on the right side of the screen. Click on the image 'GSA Contract Holder' to view more information.

Who do I contact for more information? To contact us for more information, you can click on 'Contact Us' on the top bar or you can call our Help Desk (toll-free) at 1-877-609-7975.

ORDERS FAQ

How do I place an order? Either search for an item or select a product, brand, or keyword from the left tab to find your specific item. Once item is found add the item to cart then select checkout.

How do I find my existing orders? To find your existing order, from the home screen under 'Order Status Search', enter your email address and order control number (OCN). You can also select 'Existing Orders and Quotes' from the top bar.

What does available mean? Available means products that will normally be shipped within 5 business days. Some products may be ordered and shipped by the manufacturer with varying lead-times. In-Stock means products are in-stock and ready for shipment on the same or next business day.

PRODUCT FAQ

How do I get a quote for a product? Select 'Get Quote' from lists of products searched and then select checkout. Fill out the requested information.

How do I search for a specific brand? To find a specific brand, select 'Brands' from the left tab. Brands are then listed in alphabetical order.

How do I search for a specific part number? To search for a specific part number, type the part number in the search field and then click on the drop down under 'for' and select either Manufacturer Part Number or Motion Part Number.

Can I search for parametric data? To perform a Parametric Search, click on a product on the left side of the Home Screen. Make a selection from the drop down menu beside 'Parametric Search'. Then use the drop down selections, to select the information for the item needed. Once finished with the item criteria, click on 'View All Products' to see a list of items within the Parametric Search.

How do I limit my search to the printed Catalog only items? To limit the product search to only Print Catalog items, under the search field check 'Catalog Items Only'. Then continue with search criteria.

How do I find a product from the printed catalog? From the Home Screen, select 'view catalog' on the top right of the screen. From there you can view all pages of the catalog and enter item numbers to add items to cart.

Where can I find more information on product support? Click the 'Services' tab on the top bar. From here you can access technical support as well as product training.