

## Frequently Asked Questions

### ***How do I open an account with Rumsey Electric?***

The process begins by first filling out a credit application. We have included a copy of the credit application on this accessible on our homepage under customer information

### ***Do you have online order entry available? If so, how do I get signed up?***

Yes, Rumsey currently has many customers who enjoy the benefits of our web shopping and online order management capabilities. To take advantage, you first must have an account in good standing. To get signed up for an online account, go to our homepage and select "online shopping". From there you can apply for access and a password. If you have any questions, please contact Jim Poach (610.832.9077, jpoach@rumsey.com).

### ***How do I get the information I need to load Rumsey into my system as a vendor?***

Much of this information can be found on the attached document on this welcome site. For additional information or questions, please contact Ted Blucas (610.832.9070, blucas@rumsey.com).

### ***How do I get set up for electroniccommerce (EDI, Ariba, Web order entry, SAP)?***

Rumsey currently has many customers leveraging the benefits of various eCommerce capabilities and we have the experience to help you do the same. It is best to first contact an outside sales person or manager to ensure that we engage the right Rumsey resource to help address your specific requirements. We have also included information on this welcome site to help get you started.

### ***Who is my Rumsey sales contact and how do I reach them?***

If you are uncertain as to your primary point of contact, please contact the appropriate VP of Sales.

#### **Construction & Commercial Sales**

Jack Graham  
610.832.9021  
jackg@rumsey.com

#### **Industrial & OEM:**

Greater Phila., Delaware  
Fred Cubit  
610.832.9015  
fcubit@rumsey.com

Lehigh Valley & South Jersey  
Jim Presto  
610.625.1321  
jpresto@rumsey.com

### ***Do you have the stock to support my needs?***

Absolutely! Our 135,000 square foot distribution facility just off I-476 in Conshohocken, PA carries over \$10M in electrical supplies. This includes \$3M of Rockwell Automation / Allen-Bradley products alone.

### ***Where do you deliver?***

Daily deliveries are available throughout the Greater Philadelphia, Delaware, Lehigh Valley and South Jersey territories. We also have ten stocking locations available for pick-up and will-call.

### ***What about emergency, after-hours support?***

Yes, emergency service is available after hours and on weekends. Please refer to your primary contact for details.