



We have exciting news to share: Ram Tool has become White Cap! We are incredibly excited for our future as White Cap and are committed to Building Trust on Every Job.

Please review the information below to learn more about the brand transition, as well as the impacts to your account, including timing. Missed the news of the acquisition? [Click here](#) to learn more.

Frequently Asked Questions

What is happening to Ram Tool?

Ram Tool has combined with White Cap and operations are fully integrated. Over the next several months, you will begin to see White Cap signage at current Ram Tool locations as we go forward as one White Cap!

Who is White Cap?

White Cap serves as a one-stop shop providing concrete accessories and chemicals, tools and equipment, building materials and fasteners, erosion and waterproofing and safety products to professional contractors by meeting their distinct and customized supply needs in non-residential, residential and infrastructure end markets. White Cap is comprised of multiple brands and operates more than 450 branches across North America with more than 9,000 employees supporting approximately 200,000 customers. [Click here](#) to learn more.

When will the Ram Tool brand transition take place?

The Ram Tool brand has already transitioned to White Cap in two groups:

- **Group 1 – October 2022** – Includes all Ram Tool branches in **Alabama, Florida, Georgia, North Carolina, South Carolina, and Virginia.**
- **Group 2 – February 2023** – Includes Ram Tool branches in **Arkansas, Illinois, Indiana, Kentucky, Louisiana, Michigan, Mississippi, Ohio, Oklahoma, Tennessee, Texas, and West Virginia.**

What can Ram Tool customers look forward to with this brand change?

The goal is to combine the best aspects of both companies under the White Cap brand. Customers will still see the same knowledgeable, capable, and dependable associates they rely on, along with even more products and services.

Both White Cap and Ram Tool share the same mission of earning your trust and relentlessly driving your success by always delivering what you need, when and where you need it. By combining under the White Cap brand, we can expand our product and service offering to better serve customers.

What will happen to RamTool.com and Shop.RamTool.com?

RamTool.com will become a resource for Frequently Asked Questions about the brand transition until early April 2023. Shop.RamTool.com will be active during that time but you will be unable to purchase products. Additional information will be provided when you log in to the Shop.RamTool.com website.

Please note that both RamTool.com and Shop.RamTool.com will be retired in April 2023.



Your Account

Since the Ram Tool transition to White Cap occurred in two groups, the impact to your account might vary depending on where and how you currently conduct business. Please refer to the sections below to learn more.

What will happen to my Ram Tool account?

- Your Ram Tool account is now inactive, and a new White Cap account number was sent with your first White Cap statement. You should continue to use your White Cap account going forward.

I've only done business with Ram Tool. What do I need to know about my new White Cap account?

- You will receive a new White Cap account number to use moving forward. Notifications will be sent with updated account numbers with your first White Cap statement.
- If you purchase from branches located in Alabama, Florida, Georgia, North Carolina, South Carolina, and Virginia, you should have received a new White Cap account number with your first White Cap statement.

Currently, I have an account with both White Cap and Ram Tool. What will happen to my Ram Tool account?

Your Ram Tool account is now inactive, and you will continue to use your White Cap account going forward. Notifications will be sent to customers with updated account numbers with their first White Cap statement.

Are there any changes to invoicing and payment processes?

Yes.

- Invoices and statements will come from White Cap.
- Invoices will have a new remittance address:
PO Box 4852
Orlando, FL 32802-4852
- Purchase orders will need to be created to White Cap.

WhiteCap.com will be your new resource for viewing and paying invoices online via Billtrust through WhiteCap.com and viewing proof of deliveries. For detailed instructions on how to set up an account, refer to the selection below. Please note that you will not need to merge your previous Ram Tool account for invoice purposes.

To request our new W-9 reflecting our new White Cap Operating Entity name, visit the [credit application](#) page and complete the Contact Account Services form.

Please note:

You will still be able to view invoice details via Ram Tool's Billtrust website through early 2023, however your portal will not show your current balance. You can view your balance on White Cap's Billtrust, which is accessible through WhiteCap.com. Invoice detail for invoices previously billed through Ram Tool will not be available to view on WhiteCap.com. You will be able to see



and pay the balance of those invoices only.

If a sales tax exemption applies, please email your certificate(s) to taxexemptcredit@whitecap.com. Please be sure to list White Cap, LP as the seller and include your White Cap account number. White Cap is registered for sales and use tax in all states. Therefore, sales tax will be included on your invoice unless an exemption applies.

I usually pay my Ram Tool invoices online via Billtrust. Can I do this with White Cap?

Yes, please visit our website at www.whitecap.com and follow the instructions below to set up an account. Once your account is created, you will then be able to view and pay your invoices.

Step 1: Create a WhiteCap.com account by [clicking here](#).

Step 2: Validate that your WhiteCap.com account is linked to your terms account.

a) Log into WhiteCap.com.

b) Click on your name on the top right.

If your account number is present, you have been linked. If your account is *not* linked, [click here](#).

For assistance, please contact your Account Manager or email OnlineServices@whitecap.com.

Can I pay online with a credit card, or still call in my payments?

Please continue to make payments as you usually do. If you have any questions, please reach out to your local credit office. [Click here](#) to locate the contact information for your local office.

Do I need to fill out a new credit application?

All new or inactive customers will need to complete a new White Cap credit application.

White Cap credit applications will need to be completed online by visiting www.whitecap.com/credit-application. Please note that standard credit application processing will occur.

My business is sales tax-exempt. How do I ensure that I keep my sales tax-exempt status?

If a sales tax exemption applies, please email your certificate(s) to taxexemptcredit@whitecap.com. Please be sure to list White Cap, LP as the seller and include your White Cap account number.

Please note that White Cap is registered for sales and use tax in all states. Therefore, sales tax will be included on your invoice unless an exemption applies.

How can I request a new White Cap W-9?

To request our new W-9 reflecting our new White Cap Operating Entity name, visit the [credit application](#) page and complete the Contact Account Services form.

What is a Preliminary Notice? Will this impact my business?

While each state has its own requirements, subcontractors and suppliers must serve a preliminary notice to preserve their right to file a mechanics lien in the future. This “**Preliminary Notice**,” or Prelim as it is commonly called, must be served on the owner, general contractor, and, if applicable to the project, the construction lender. This notice is a statutory notice and is not a reflection of the integrity of any contractor or subcontractor.



Where do I request releases?

[Click here](#) for information on how to reach out to your Account Services team to request releases.

Where can customers send prelim/job information?

- Please email your job information to wccjobinfo@whitecap.com.
- If you have further questions, [click here](#) to locate the contact information for your local Account Services team.

Who do I reach out to with questions?

Please reach out to the White Cap Account Services team at 866-857-0295 or contact your local branch or sales representative for assistance.

Billing Questions

Does White Cap have service charges?

White Cap does not have service charges.

Will this affect my line of credit with White Cap? Will it be increased or decreased?

No, your line of credit will not be impacted. If you have any questions or concerns, please reach out to your local credit office. [Click here](#) to locate the contact information for your local office.

How do I set up my online account?

Visit www.whitecap.com and follow these instructions:

Step 1: Create a WhiteCap.com account by [clicking here](#).

Step 2: Validate that your WhiteCap.com account is linked to your terms account.

- c) Log into WhiteCap.com.
- d) Click on your name on the top right.
- e) If your account number is present, you have been linked. If your account is *not* linked, [click here](#).

For assistance, please contact your Account Manager or email OnlineServices@whitecap.com.

If I have a returned item(s) from a Ram Tool invoice, how will the credit generate after the conversion?

Credits for Ram Tool returns will be generated from White Cap going forward.

Can I pay both accounts with one check?

Yes, you may pay both historic Ram Tool and current White Cap invoices using the same payment method.

Can I make a payment via ACH transfer?

Yes, please reach out to wccach@whitecap.com to obtain White Cap's banking information.

Who do I pay? If I made my check to Ram Tool, will it be posted?



- Customers should pay the company that's listed on the invoice.
- If you made a check to Ram Tool, it will be posted. The bank has been made aware of naming conventions that may be deposited during the integration period.

I need a copy of my Ram Tool invoice, where do I go?

- You will still be able to view your invoice details on Ram Tool's Billtrust website through early 2023. However, **the invoice will not show accurate balances**, and you must access Billtrust via WhiteCap.com to pay outstanding Ram Tool invoices.
 - *Note that you will not be able to see past invoice details on WhiteCap.com.*
- For Invoice/Statement copies or Proof of Delivery, reach out to wcartransfers@whitecap.com.

I need a copy of the check sent to Ram Tool, where do I go?

Please reach out to wcartransfers@whitecap.com.

Ecommerce Impacts

I currently purchase online at Shop.RamTool.com. Can I continue to buy online?

We're excited to offer customers a seamless transition from Shop.RamTool.com to WhiteCap.com for purchasing products online. Please note that you will need to setup an account on WhiteCap.com to begin shopping. If you have not received an email yet to activate, please take the following steps:

Step 1: Create a WhiteCap.com account by [clicking here](#).

Step 2: Validate that your WhiteCap.com account is linked to your terms account.

- a) Log into [WhiteCap.com](#).
- b) Click on your name on the top right.
- c) If your account number is present, you have been linked. If your account is *not* linked, [click here](#).

For assistance, please contact your Account Manager or email OnlineServices@whitecap.com.

Please note that Shop.RamTool.com will be retired in April 2023

I need help activating my new WhiteCap.com account. What does that mean?

If you received an email asking to activate your WhiteCap.com account, please follow the steps below to create an account on WhiteCap.com.

1. Visit www.whitecap.com and click Create an Account.

Note: Email addresses cannot have hyphens in them

2. **Are you linked?**

Linking your account ensures you can access all web features, including custom pricing, when logged in. To confirm, click on "**account overview**" and you will see your company's account number. If you do not, please reach out to OnlineServices@whitecap.com with your company's account number and the order or invoice number of a recent order.



What are some of the features of WhiteCap.com?

Click here to view all the benefits and features of WhiteCap.com! Click here for a how-to-guide on how to use the features!

My order history is not showing, now what?

Once your account has been linked, it can take up to 30 minutes for your order history to show. If it has been more than 30 minutes, please contact OnlineServices@whitecap.com.

Who do I contact if I need help with an order on WhiteCap.com?

- For assistance with WhiteCap.com web orders, email WebsiteOperations@whitecap.com or call 1-800-944-8322 and select option 2.

Who do I contact if I need help with an order on Shop.RamTool.com?

- For assistance with Shop.RamTool.com web orders, email OnlineServices@whitecap.com or call 1-888-726-8665 and select option 1.

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