B2B
LAUNCH FAQ

WHITE CAP

B2B LAUNCH FAQ

I CANNOT LOGIN OR I NEED TO RESET MY PASSWORD

You should have received an email from no-reply@whitecap.com subject line: Activate your WhiteCap.com account. That activation email expires after 5 days. If it has not expired yet, you can click "activate" to change your password. Otherwise, please contact OnlineServices@whitecap.com to have your account activation email re-sent.

WHY DO I HAVE TO RESET MY PASSWORD?

We are updating our technology and need all existing users to reset their passwords.

DO I NEED TO SET UP AN ACCOUNT?

If you had an account setup prior to 1/29/23 and received an email to "activate your account" you do not need to set up a new account. If you do not have an account, please visit WhiteCap.com to register.

I CANNOT ADD ITEMS TO MY CART – SAYS IT IS ADDING BUT JUST SPINS

Please try clearing your cache and cookies, close/re-open browser. Or please try a different browser.

HOW DO I PAY MY INVOICES?

Please visit our BillTrust page for more info or contact BillTrust@Whitecap.com.

HOW CAN I GET A COPY OF YOUR COMPANY'S W9?

Please visit www.whitecap.com/W9 to view and download our new W-9. You will select the form that matches the remittance address on your invoice.

NEED A COPY OF AN INVOICE OR STATEMENT?

For Invoice and Statement copies please contact invoicecopy@whitecap.com

HOW DO I START A PUNCHOUT SESSION?

Please refer to your company's internal punchout and/or e-procurement contact to access your custom punchout page.

WHERE DO A SUBMIT A REQUEST FOR A QUOTE?

Please visit www.whitecap.com then click on request a quote or contact your account manager or local branch for assistance.

B2B LAUNCH FAQ

HOW CAN I GET A CREDIT APPLICATION?

Please click on the link to fill out a credit application. Our team is here to help, you can reach us by calling 1-866-857-0295.

Credit Application for Contractors - White Cap

LIEN REQUESTS

Please email all requests to CreditRelNotices@WhiteCap.com

NEED COPIES OF MSDS SHEETS?

We have a specialized team that can provide MSDS sheets upon request. Please send an email to WCEHSTeam@whitecap.com include all product details needed for SDS sheets.

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