



WHITE CAP®

Frequently Asked Questions

What is happening to BrownCo?

On April 15, 2024, BrownCo will be combined with White Cap and operations will be fully integrated. With this exciting change, BrownCo will begin transitioning to the White Cap brand. Customers will begin to see a new look at BrownCo as we go forward as 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.

Why is BrownCo becoming White Cap?

Both White Cap and BrownCo 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 pro contractors.

What can BrownCo customers look forward to?

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.

What will happen to the BrownCo website?

The BrownCo website has been retired. We encourage customers to register on [WhiteCap.com](https://www.whitecap.com) to find all the products you need 24/7.

Will I receive a new account number?

In most cases, if you hold an active Credit (or "Terms") account with BrownCo, your account and any related information will be seamlessly integrated into White Cap, and you will be issued a new White Cap account number. This information will be communicated to you on your first invoice and statement issued by White Cap.

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

Your BrownCo account will be combined with your White Cap account, and you will continue to use your White Cap account going forward at all locations.

Are there any changes to invoicing and payment processes?



WHITE CAP

Yes. Please note the important changes below:

1. Invoices and statements will come from White Cap with a new remittance address:
PO Box 4852
Orlando, FL 32802-4852
2. Please ensure **all future payments** are sent to the new remittance address listed above.
3. Purchase orders will need to be created to White Cap, LP.

Can I view and pay my invoices online?

Yes! To access your invoices, statements and pay invoices, please [click here](#). You'll need to create an online account which will allow you to access your billing information and make payments 24/7 in one convenient location. You'll also be able to:

- Add your preferred payment methods
- Easily browse, select and pay current and past-due invoices
- View account status and keep track of your payments in one place
- View and access multiple accounts with a single login

If you are a new online user, click "Sign Up Now." You'll need the enrollment token from your statement or invoice to create an online account.

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.

Will a sales tax be included on my invoice?

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 a W-9 reflecting the White Cap Operating Entity name, [click here](#).

Who do I reach out to with questions regarding my account?

Please contact the White Cap Account Services team at 1-800-209-3526 if you have any questions.