

Combining to Better Serve You



WHITE CAP

Frequently Asked Questions

What's happening to Construction Materials, INC.?

On October 18, 2021, Construction Materials, INC. will be combined with White Cap and operations will be fully integrated. With this exciting change, CM will begin transitioning to the White Cap brand. Over the next several weeks, you will begin to see our new look at current CM locations as we go forward as White Cap!

Who is White Cap?

White Cap has a strong legacy of serving pro contractors across the country for decades. Founded in 1976 in Santa Ana, CA, White Cap has grown to become the leading North American distributor of concrete accessories and specialty construction and safety products for professional contractors across nonresidential, residential and infrastructure markets.

Why is Construction Materials, INC. becoming White Cap?

Both White Cap and CM 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 across the Southeast.

What can CM customers look forward to?

The goal is to combine the best aspects of both companies under the White Cap brand. You'll still see the same knowledgeable, capable, and dependable associates you rely on, along with even more products and services at these locations.

Will I receive a new account number?

In most cases, if you hold an active Credit (or "Terms") account with CM, 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 in November.

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

Your CM account will be combined with your White Cap account, and you will continue to use your White Cap account going forward at all locations. Your White Cap account number will be included in your first statement issued by White Cap in November.

Are there any changes to invoicing and payment processes?

Yes. Please note the important changes below:

1. Invoices and statements will come from White Cap.
2. Invoices will have a new remit address:

P.O. Box 4852
Orlando, FL 32802-4852

3. POs will need to be issued to White Cap.

I usually pay my CM invoices online. Can I do this with White Cap?

Yes. In the coming weeks, we will provide more information on how to set up your online profile to view and pay invoices. In most cases, your first White Cap invoice will be mailed to your Primary Bill To Address on your account today.

What will happen to constructionmaterials.com?

The constructionmaterials.com will be retired and constructionmaterials.com accounts will be closed. We encourage constructionmaterials.com customers to register on WhiteCap.com to find all the products you need 24/7.

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

If you are sales tax exempt, please email your certificate to taxexemptcredit@whitecap.com. Make sure to list "White Cap, LP" as the seller, and please include your White Cap account number.

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 www.WhiteCap.com/Credit and complete the "Contact Account Services" form.

Who do I reach out to with questions?

Please feel free to reach out to White Cap Customer Service (1-800-944-8322) or contact your local branch or sales representative for assistance.