



Frequently Asked Questions

Is the Marvel Building & Masonry Supply brand name and logo changing?

Now that Marvel Building and Masonry Supply is part of the White Cap family, we're excited to share our new name and logo as Marvel Building and Masonry Supply, A White Cap Company!

What can Marvel Building & Masonry Supply customers look forward to?

As part of White Cap, you'll continue to receive the same exceptional service from Marvel Building & Masonry Supply, now backed by the nation's leading distributor of specialty hardware, tools, safety supplies, concrete accessories and materials for professional contractors.

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.

Will I receive a new account number?

Current customers in most cases, if you hold an active Credit (or "Terms") account with Marvel Building and Masonry Supply, 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 Marvel Building and Masonry Supply. What will happen to my Marvel Building and Masonry Supply account?

Your Marvel Building and Masonry Supply 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.

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 remittance address:
PO Box 6040
Cypress, CA 90630-6040
3. Purchase orders will need to be created to White Cap.

Can I pay my invoices online?

In the coming weeks, we will provide more information on how to set up your online profile to view and pay invoices on WhiteCap.com. 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 the Marvel Masonry section on www.teamboarder.com?

The current www.teamboarder.com website will be redirected to a new online experience on WhiteCap.com. Customers will be able to access a new Marvel website at www.whitecap.com/marvel.

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.

Will there be any changes regarding sales tax?

White Cap is registered for sales 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?

After Oct. 3, 2022, we will have a new W-9 reflecting our new White Cap entity details. Additional information will be provided on how to request the new W-9.

Who do I reach out to with questions?

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