

**Combining to  
Better Serve You**



**WHITE CAP**

## ***Frequently Asked Questions***

### **What's happening to HUB Construction Specialties?**

On June 14, 2021, HUB Construction Specialties will be combined with White Cap and operations will be fully integrated. With this exciting change, HUB will begin transitioning to the White Cap brand. Over the next several weeks, you will begin to see our new look at current HUB locations as we go forward as White Cap!

### **Who is White Cap?**

White Cap has a strong legacy of serving pro contractors across California for decades. Founded in 1976 in Santa Ana, 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 HUB becoming White Cap?**

Both White Cap and HUB 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 state of California.

### **What can HUB 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. Trusted private label HUB brands, such as HUB 100 Grout, will remain available, and these products will be distributed even more broadly across legacy White Cap locations in Southern California.

**Will I receive a new account number?**

Yes. After June 14<sup>th</sup>, all current HUB customers will receive a new White Cap Account Number. If you hold a Credit (or “Terms”) account with HUB, your new White Cap account information will be mailed to your address on file in the coming days.

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

Your HUB account will be combined with your White Cap account, and you will continue to use your White Cap account going forward at all locations. More information regarding your White Cap account will be mailed to you in the coming days.

**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:  
PO Box 6040  
Cypress, CA 90630-0040
3. POs will need to be created to White Cap.

**I usually pay my HUB 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. Your first White Cap invoice will be mailed to your Primary Bill To Address on your account today.

**What will happen to HubHasIt.com?**

On June 14<sup>th</sup>, www.HubHasIt.com will be retired and HubHasIt.com accounts will be closed. We encourage HubHasIt.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 [credittaxexempt@whitecap.net](mailto:credittaxexempt@whitecap.net). 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](http://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.