

Combining to Better Serve You



WHITE CAP[®]

Frequently Asked Questions

What's happening to Titan Construction Supply?

On May 16, 2022, Titan Construction Supply will be combined with White Cap and operations will be fully integrated. With this exciting change, Titan will begin transitioning to the White Cap brand. Over the next several weeks, you will begin to see our new look at the current Titan location 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 Titan Construction Supply becoming White Cap?

Both White Cap and Titan 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 Southwest.

What can Titan 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 Titan, 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 June.

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

Your Titan 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 June.

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 90630-6040

3. POs will need to be issued 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 www.titansupply.com?

The [titansupply.com](http://www.titansupply.com) website will be retired. We encourage www.titansupply.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 W-9 reflecting our new White Cap Operating Entity name, visit www.whitecap.com/credit-application 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.