



WHITE CAP[®]

Frequently Asked Questions

What is happening to Tri Supply & Equipment?

On October 14, 2024, Tri Supply & Equipment will be combined with White Cap and operations will be fully integrated. With this exciting change, Tri Supply & Equipment will begin transitioning to the White Cap brand. Customers will begin to see a new look at the current locations as we go forward as White Cap!

Who is White Cap?

White Cap and its affiliates serve as a one-stop shop, providing concrete accessories and chemicals, tools and equipment, building materials and fasteners, erosion and waterproofing products, and safety products to professional contractors by meeting their distinct and customized supply needs in non-residential, infrastructure, and residential end markets. White Cap operates approximately 500 branches across North America with more than 10,500 employees supporting approximately 200,000 customers. For more information about White Cap, visit about.whitecap.com.

Why is Tri Supply & Equipment combining under the White Cap brand?

Both White Cap and Tri Supply & Equipment 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 Tri Supply & Equipment customers look forward to?

The goal is to combine the best aspects of both companies. Customers will still see the same knowledgeable, capable, and dependable associates they rely on, along with even more products and services.

Will I receive a new account number?

In most cases, if you hold an active Credit (or "Terms") account with Tri Supply & Equipment, 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 Tri Supply & Equipment. What will happen to my Tri Supply & Equipment account?

Your Tri Supply & Equipment account will be combined with your White Cap account, and you will continue to use your White Cap account going forward.

Are there any changes to invoicing and payment processes?

Yes. Please note the important changes below.

During this transition, you may receive two separate invoices and statements for **rental vs materials/supply transactions**. This change will be in effect until we align all of our processes which we expect to occur in November 2024.

Please note, beginning October 11, 2024:

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 payments starting October 11, 2024** 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! Beginning December 2024, 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 and access multiple accounts with a single login and more

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 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 sales tax be included on my invoice?

White Cap is registered for sales and use tax in all applicable 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 new W-9 reflecting the White Cap Operating Entity name, [click here](#).

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

For questions, please reach out to the White Cap Account Services team at 866-434-9192.