

## Frequently Asked Questions

### What is happening to Triumph Geo-Synthetics?

On January 20, 2025, Triumph Geo-Synthetics will be combined with White Cap and operations will be fully integrated. With this exciting change, the current Triumph Geo-Synthetics location will be moving to the local White Cap branch located at 1723 S Ritchey St., Santa Ana, CA 92705.

### 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](https://about.whitecap.com).

### Why is Triumph Geo-Synthetics moving to a White Cap branch?

As part of White Cap, you'll have even greater access to knowledgeable pros, products, and reliable services to keep your projects moving on time, on budget, and as safely as possible. Our commitment to serving you with exceptional service remains our top priority.

### Will I receive a new account number?

In most cases, if you hold an active Credit (or "Terms") account with Triumph Geo-Synthetics, 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 Triumph Geo-Synthetics. What will happen to my Triumph Geo-Synthetics account?

Your Triumph Geo-Synthetics 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.

1. Invoices and statements will come from White Cap with a new remittance address:  
**PO Box 6040**  
**Cypress, CA 90630-0040**
2. Please ensure **all payments moving forward** 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 January 2025, 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 account status and keep track of your payments in one place
- 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](mailto:taxexemptcredit@whitecap.com). Please be sure to list White Cap, LP as the seller and include your White Cap account number.

**Where can I send request for Lien Waivers?**

Please forward requests for Lien Waivers to [WestWaivers@WhiteCap.com](mailto:WestWaivers@WhiteCap.com).

**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 1-888-888-9580 or your current sales representative.