



**Combining to
Better Serve You**

BROCKWHITE
CONSTRUCTION MATERIALS



WHITE CAP

Frequently Asked Questions

What is happening to Brock White Construction Materials?

As of May 22, 2023, **Brock White Construction Materials in the U.S.** will be combined with White Cap and operations will be fully integrated. With this exciting change, Brock White will begin transitioning to the White Cap brand. Over the next few weeks, you will begin to see a new look at the current Brock White locations as we go forward as White Cap!

Which locations does this impact?

This change **only** applies to the Brock White locations in the United States (Minnesota, Montana, North Dakota and South Dakota). **This change will not impact any of the locations in Canada.**

Who is White Cap?

White Cap serves as a one-stop shop providing concrete accessories and chemicals, tools and equipment, building materials and fasteners, erosion and waterproofing and safety products to professional contractors by meeting their distinct and customized supply needs in non-residential, residential and infrastructure end markets. White Cap is comprised of multiple brands and operates more than 450 branches across North America with more than 9,000 employees supporting approximately 200,000 customers.

Why is Brock White becoming White Cap?

Both White Cap and Brock White 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 Brock White customers look forward to?

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

What will happen to Brock White's website?

The **Brock White U.S.** website has been retired. We encourage customers to register on WhiteCap.com to find all the products you need 24/7.

Please note that this change does not impact the [Brock White Canada](#) website. Customers in Canada will still be able to visit the Canadian website and operations will continue as normal for ca.brockwhite.com at this time.

Will I receive a new account number?

In most cases, if you hold an active Credit (or "Terms") account with Brock White, your account and any related information will be seamlessly integrated into White Cap, and you will be issued



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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 Brock White. What will happen to my Brock White account?

Your Brock White account will be combined with your White Cap account, and you will continue to use your White Cap account going forward at all locations.

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 4852
Orlando, FL 32802-4852
3. Purchase orders will need to be created to White Cap.

Can I view and pay my invoices online?

In most cases, your first White Cap invoice will be mailed to your Primary Bill-To Address on your account today. To view and pay invoices online, follow these steps to set up an account:

Step 1: Create a WhiteCap.com account by clicking [here](#).

Step 2: Validate that your WhiteCap.com account is linked to your terms account.

- Log into [WhiteCap.com](#).
- Click on your name on the top right.
- If your account number is present, you have been linked. If your account is not linked, click [here](#).

My business is sales tax exempt. How do I ensure that 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 a sales tax be included on my invoice?

White Cap is registered for sales and use 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?

To request our W-9 reflecting our new White Cap Operating Entity name, [click here](#).

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

Please reach out to the White Cap Account Service team at 1-866-857-0295 or contact your local branch or sales representative for assistance. To locate the contact information for your local credit office, please [click here](#).