

# All-Tex Supply, Inc. has a new look!



## Frequently Asked Questions

### Is the All-Tex Supply, Inc. brand name and logo changing?

Now that All-Tex Supply, Inc. is part of the White Cap family, we're excited to share our new name and logo as All-Tex Waterproofing Solutions, A White Cap Company.

### What can All-Tex customers look forward to?

As part of White Cap, you'll continue to receive the same exceptional service from All-Tex Waterproofing Solutions, now backed by the nation's leading distributor of specialty hardware, tools, safety supplies, concrete accessories and materials for professional contractors.

### 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.

### Will I receive a new account number?

Current customers In most cases, if you hold an active Credit (or "Terms") account with All-Tex, 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 All-Tex. What will happen to my All-Tex account?

Your All-Tex 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 4852  
Orlando, FL 32802-4852
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.all-texsupply.com](http://www.all-texsupply.com)?

The current [www.all-texsupply.com](http://www.all-texsupply.com) website will be redirected to a new online experience on WhiteCap.com. Customers will be able to access the new website [www.whitecap.com/all-tex](http://www.whitecap.com/all-tex).

### 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](mailto: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](http://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.