

Combining to Better Serve You



WHITE CAP®

Frequently Asked Questions

What is happening to Border Construction Specialties (Border)?

On Oct. 3, 2022, Border and its family of brands (Constar, Advantage Spec-West and Zia) will be combined with White Cap and operations will be fully integrated. With this exciting change, Border will begin transitioning to the White Cap brand. Over the next few weeks, you will begin to see a new look at the current Border locations as we go forward as White Cap!

What is happening with Marvel Masonry?

Marvel Masonry will get a new name and logo as Marvel Building & Masonry Supply, A White Cap Company!

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 Border becoming White Cap?

Both White Cap and Border 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 Border 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 teamborder.com?

The TeamBorder.com website will be retired. We encourage customers to register on WhiteCap.com to find all the products you need 24/7.

Will I receive a new account number?

In most cases, if you hold an active Credit (or "Terms") account with Border, 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.

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

Your Border 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 6040
Cypress, CA 90630-6040
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, visit www.whitecap.com/credit-application and complete the Contact Account Services form.

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.