

Combining to Better Serve You



Frequently Asked Questions

What's happening to Carter-Waters?

On May 22, 2023, Carter-Waters Construction Materials will be combined with White Cap and operations will be fully integrated. With this exciting change, Carter-Waters will begin transitioning to the White Cap brand. Over the next several months, you will begin to see our new look at the current Carter-Waters locations as we go forward as White Cap!

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 nonresidential, 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 Carter-Waters becoming White Cap?

Both White Cap and Carter-Waters 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 Carter-Waters customers look forward to?

The goal is to combine the best aspects of both companies under the White Cap brand. You'll still see the same knowledgeable, capable, and dependable associates you rely on, along with even more products and services at these locations.

Will I receive a new account number?

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

Your Carter-Waters 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.

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 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](#).

What will happen to www.Carter-Waters.com?

The [www.carter-waters.com](#) website will be retired. We encourage [www.carter-waters.com](#) customers to register on [WhiteCap.com](#) to find all the products you need 24/7.

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. Make sure to list "White Cap, LP" as the seller, and please 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?

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.