



FREQUENTLY ASKED QUESTIONS

- Q** Who do I contact regarding past due invoices, payment dates, general AP questions, etc.?
- A** Email: hdswaterworksap@hdsupply.com
- A** Phone: (314) 432-4700, ask for Accounts Payable
- Either one of the above will direct you to a member of the AP Team who will be happy to answer your questions.
- Q** Where do I send statements?
- A** Please continue to send statements to waterworks.vendorstatements@hdsupply.com. This email address will change at some point in the future and we will notify you when that change occurs, but for now please continue to use this email address to send vendor statements.
- Q** Where do I send invoices for payment?
- A** The preferred method is to submit invoices directly to us via EDI. If you currently send your invoices EDI, **PLEASE CONTINUE TO SEND INVOICES VIA EDI** directly to our system to facilitate timely processing and payment. If you are currently not set up to EDI your invoices directly to us for expedited processing and payment but are interested to switch to EDI or to learn more about the benefits, please contact our EDI Specialist, Thy Nguyen (Thy.Nguyen@hdsupply.com), for assistance.
- A** If you do not have the capability to send invoices via EDI, please continue to email invoices to wwapinventory@hdsupply.com. This email address will change at some point in the future and we will notify you when that change occurs, but for now please continue to use this email address to send invoices for payment.
- Q** Do you have an updated W9 with the new company name?
- A** An updated signed W9 is included with this letter. Please note that our Tax Identification Number (TIN) did NOT change and will NOT change.
- Q** Do you have an updated Tax Certificate with the new company name?
- A** [Click here](#) for the updated Tax Certificate.
- Q** Will you send an updated and signed Application for Credit in the new company name?
- A** [Click here](#) for the signed Application for Credit.