

If you have already been extended Net 30 terms, please disregard this message.

Dear Valued Customer,

As previously communicated, Distribution Management has implemented a **3% surcharge** on all credit card transactions effective today, May 4, 2026. This change helps offset the rising costs associated with credit card payment processing.

We are utilizing a new credit card system to implement this fee, and as a result, you will be required to re-enter your credit card information when placing your first order on or after May 4, 2026. This is a **one-time requirement per card**, and your card information can then be securely saved for future use*.

Credit card information is saved within the bank's credit card processing system. For security purposes, **Distribution Management does not store credit card information, and DM employees are **not permitted** to enter this information on your behalf.*

To minimize any disruption when placing orders, please log in to www.DM-HUB.net to re-enter and save your credit card information for processing orders received on or after May 4, 2026. DM employees **CANNOT** enter credit card information on your behalf.

As a reminder:

- The 3% fee **only applies** to credit card payments.
- This fee **does not apply** to debit cards or ACH payments.
- The surcharge will be **clearly listed** as a separate line item on your invoice.

To avoid this ongoing fee, you may apply for Net 30 terms [here](#). The application must be **completed by an owner/officer/partner**.

If your application for Net 30 terms is denied, you can apply with our 3rd party financing partner, De Lage Landen Financial Services, Inc. (DLL) at <https://us.onesource.dllgroup.com/>.

We appreciate your understanding as we implement this change. Please feel free to contact your DM Account Manager with any questions.

Sincerely,

Jacque Cuggino

Director of Credit and Risk Management