

Frequently Asked Questions

What is happening to Diamond Tool?

On **June 1, 2026**, **Diamond Tool** will be combined with White Cap and operations will be fully integrated. With this exciting change, Diamond Tool will begin transitioning to the White Cap brand. Customers will begin to see a new look at the branches as we go forward as White Cap.

Who is White Cap?

White Cap and its affiliates provide concrete accessories and chemicals, tools and equipment, building materials and fasteners, erosion and waterproofing products, and safety products to professional contractors by meeting their distinct and customized supply needs in non-residential, infrastructure, and residential end markets. White Cap operates over 550 branches across North America with more than 12,000 employees supporting approximately 200,000 customers. For more information about White Cap, visit about.whitecap.com.

Why is Diamond Tool becoming White Cap?

As part of White Cap, you'll have even greater access to knowledgeable pros, products, and reliable services to keep your projects moving on time, on budget, and as safely as possible. Our commitment to serving you with exceptional service remains our top priority.

Will I receive a new account number?

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

Your Diamond Tool account will be combined with your White Cap account, and you will continue to use your White Cap account going forward.

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 with a new remittance address:
PO Box 4852
Orlando, FL 32802-4852
2. Please ensure **all payments moving forward** are sent to the new remittance address listed above.
3. Purchase orders will need to be issued in the name of White Cap, L.P.

Can I view and pay my invoices online?

Yes! Customers may continue to access statements and pay invoices via <https://whitecap.billtrust.com>. New payments for existing invoices with "DT" in the legal entity column will be made to White Cap, and new invoices will be under the "WC" legal entity.

If you're a new user, you'll need to create an online account which will allow you to access your billing information and make payments 24/7 in one convenient location. You'll also be able to:

- Add your preferred payment methods
- Easily browse, select and pay current and past-due invoices
- View account status and keep track of your payments in one place
- View and access multiple accounts with a single login and more

If you are a new online user, click "Sign Up Now." You'll need the enrollment token from your statement or invoice to create an online account.

My business is sales tax exempt. How do I ensure 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.

Where can I send request for Lien Waivers?

Please forward requests for lien waivers to NortheastWaivers@whitecap.com.

Will sales tax be included on my invoice?

White Cap will collect sales and use tax in all applicable states. Sales tax will be included on invoices unless an exemption applies.

How can I request a new White Cap W-9?

To download a White Cap W-9, please [click here](#).

Who do I reach out to with questions regarding my account?

Please reach out to the White Cap Account Services team at 1-844-452-6042 or your current sales representative.