

## Integration Customer FAQ

### Independent Electric Supply California Branches Join OneSource Distributors

The following changes will take place on Monday, May 6<sup>th</sup>.

You can visit [www.1sourcedist.com/p/ies\\_joins\\_osd](http://www.1sourcedist.com/p/ies_joins_osd) to access key resources:

OneSource Company Information	Credit Application	Job Information Sheet
Online Billing (Billtrust)	CA Resale Certificate	W-9 Form
ACH / Wire Information	Online Account	Integration Announcement
Credit Card Authorization	Certificate of Insurance	

#### 1. Why is Independent Electric Supply (IES) joining OneSource Distributors (OSD)?

Together OneSource Distributors and Independent Electric Supply can provide improved inventory, service, and value-added solutions to ALL customers in California.

#### 2. What next steps should I take to prepare for this transition?

Starting Monday, May 6<sup>th</sup> here are next steps:

*Update remit address and EIN:* OneSource Distributors, PO Box 740527, Los Angeles, CA, 90074-0527; EIN 51-0580609

*Access online billing:* If you pay invoices online, request your new username and login from [credit@1sourcedist.com](mailto:credit@1sourcedist.com), and login to your account on the Billtrust website, <https://secure.billtrust.com/onesource/ig/signin>.

*Complete credit application:* If you have a line of credit with IES, complete a new OneSource credit application, which can be found at [www.1sourcedist.com/p/ies\\_joins\\_osd](http://www.1sourcedist.com/p/ies_joins_osd).

*Complete job information sheet:* Starting May 6<sup>th</sup>, all new job account requests will need to use a OneSource job information sheet, which can be found at [www.1sourcedist.com/p/ies\\_joins\\_osd](http://www.1sourcedist.com/p/ies_joins_osd).

*Log in to your online account:* If you have an online account, you can access it at [www.1sourcedist.com/account/login](http://www.1sourcedist.com/account/login). You will be asked to reset your password the first time you log in.

**3. Will there be any changes to services during this integration?**

Please note the following service changes for Friday, 5/3/24. Orders placed after 11:00 AM PDT may not qualify for next-day service, and website ordering will not be available after 3:00 PM PDT. Regular service will resume on Monday, 5/6/24.

**4. How can I find out my new account number?**

Starting May 6<sup>th</sup>, your new account number will be referenced on all statements (i.e. quotes, invoices, packing slips, order acknowledgments). Additionally, you can contact your sales representative or email [credit@1sourcedist.com](mailto:credit@1sourcedist.com).

**5. Is it necessary for me to fill out a new credit application?**

Yes, a new OneSource credit application is needed to be compliant with auditing requirements. Please note, this will not affect your current account, we are updating paperwork only.

**6. When should I change my remittance?**

Starting from May 6<sup>th</sup>, 2024, payments should be remitted to OneSource Distributors, PO Box 740527, Los Angeles, CA, 90074-0527.

**7. Is there a new federal tax ID (FEIN/EIN)?**

Yes, OneSource's federal tax ID is 51-0580609.

**8. How should I handle payments that are in-route before May 6<sup>th</sup> but not yet processed?**

Do not make any changes to these payments as they will be automatically updated to the correct remit name and address.

**9. Who should I contact moving forward?**

Your sales representative will remain the same. Also, you can reach OneSource customer support on the *Contact Us* page, [www.1sourcedist.com/about/contact](http://www.1sourcedist.com/about/contact).

**10. Can I continue using the Independent Electric Supply job sheet?**

No, we will no longer be able to accept the IES job sheet. The OneSource job sheet can be found at [www.1sourcedist.com/p/ies\\_joins\\_osd](http://www.1sourcedist.com/p/ies_joins_osd).

**11. Will my credit balances be transferred?**

Yes, any credit balance you have open on your account will automatically be transferred over to OneSource.

**12. What are the methods for making payments online?**

Billtrust (<https://secure.billtrust.com/onesource/ig/signin>) will take ACH payments, and the OneSource website (<https://www.1sourcedist.com/account/login>) can process credit card payments at the time of purchase. After May 6<sup>th</sup> credit card payments will not be accepted on the Billtrust platform.

**13. If I use online payment via Billtrust, will I retain the same login and account number?**

No, you will receive a new account number and login. You can contact your credit representative for the new information or email [credit@1sourcedist.com](mailto:credit@1sourcedist.com).

**14. Will my saved credit card automatically move over to the OneSource system?**

Credit card information will not move over to the OneSource system. Due to security compliance, new OneSource paperwork will need to be submitted. You can find the credit card form at [www.1sourcedist.com/p/ies\\_joins\\_osd](http://www.1sourcedist.com/p/ies_joins_osd).

**15. Will new preliminary notices be issued for jobs we started under Independent Electric Supply?**

Yes, existing IES job accounts will be transferred over to OneSource, and new preliminary notices will be sent out.

**16. Will lien releases still be under Independent Electric Supply, or will they change to OneSource Distributors?**

When IES job accounts are transferred to OneSource and new preliminary notices are sent, lien releases will be issued by OneSource instead of IES.

**17. Where can I access OneSource Certificate of Liability Insurance?**

The generic OneSource Certificate of Liability Insurance (COLI) can be found at [www.1sourcedist.com/p/ies\\_joins\\_osd](http://www.1sourcedist.com/p/ies_joins_osd). If a customer needs to be named as the certificate holder, reach out to your OneSource sales representative or request support via the *Contact Us* page, [www.1sourcedist.com/about/contact](http://www.1sourcedist.com/about/contact).