Integration Customer FAQ

Independent Electric Supply Arizona Branches Join QED

The following changes will take place on Monday, September 9th.

You can visit www.qedelectric.com/p/rebrand-ies-qed to access key resources:

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

1. **Why is Independent Electric Supply (IES) joining Quality Electrical Distribution (QED)?**
Together Quality Electrical Distribution and Independent Electric Supply can provide improved inventory, service, and value-added solutions to ALL customers across Arizona and Colorado.

2. **What next steps should I take to prepare for this transition?**
Starting Monday, September 9th here are next steps:

Update remit address and EIN:	Sonepar Mountain Holdings, LLC dba QED P.O. Box 841462, Dallas, TX 75284-1462 EIN: 87-0415618
Access online billing:	To view NEW invoices, statements, and schedule payments: https://codaleqed.billtrust.com – your NEW account number and web enrollment token can be found on your NEW QED invoice and statements
Complete job information sheet:	Starting September 9th, all new job account requests will need to use a QED job information sheet, which can be found at www.qedelectric.com/p/rebrand-ies-qed

Log in to your online account:	If you have an online account, you can access it at www.qedelectric.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, 9/6/24. Orders placed after 12:00 PM MDT may not qualify for next-day service, and website ordering will not be available after 4:00 PM MDT. Regular service will resume on Monday, 9/9/24.

4. How can I find out my new account number?
Starting September 9th, 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@qedelectric.com

5. When should I change my remittance?
Starting from September 9th, 2024, payments should be remitted to Sonepar Mountain Holdings, LLC dba QED, P.O. Box 841462, Dallas, TX 75284-1462 EIN: 87-0415618

6. Is there a new federal tax ID (FEIN/EIN)?
Yes, QED's federal tax ID is 87-0415618.

7. How should I handle payments that are in-route before September 9th 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. Any payments made after this date should be paid online via Billtrust or mailed with completed remittance to P.O. Box 841462, Dallas, TX 75284-1462.

8. Who should I contact moving forward?
Your sales representative will remain the same. Also, you can reach QED customer support on the Contact Us page, www.qedelectric.com/about/contact.

9. Will my credit balances be transferred?
Yes, any credit balance you have open on your account will automatically be transferred over.

10. What are the methods for making payments online?
Billtrust (https://codaleqed.billtrust.com) will take ACH payments, and the QED website (https://www.qedelectric.com/account/login) can process credit card payments at the time of purchase.

11. 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@qedelectric.com

12. Will my saved credit card automatically move over to the QED system?
Credit card information will not move over to the QED system. Due to security compliance, new QED paperwork will need to be submitted. You can find the credit card form at www.qedelectric.com/p/rebrand-ies-qed.

13. Will new preliminary notices be issued for jobs we started under Independent Electric Supply?
Yes, existing IES job accounts will be transferred over to QED, and new preliminary notices will be sent out.

14. Where can I access QED Certificate of Liability Insurance?
The generic QED Certificate of Liability Insurance (COI) can be found at www.qedelectric.com/p/rebrand-ies-qed. If a customer needs to be named as the certificate holder, reach out to your QED sales representative.