



1st Source Servall Website Updates

With our valued customers in mind, our new website was designed to look and function much like our last website. In addition to the differences listed below, there are several new enhancements working behind the scenes that will help to provide our customers with even greater service.

What is different?

- Invoice numbers have changed; they are now numbers only.
- We added a “search by PO” field. You can search for an invoice generated in our previous system. Just use the PO search window and you can look up orders placed within the past 25 months!
- Some customer account numbers will change (if they contained an alpha character).
- We no longer use “child or dot” account numbers. Instead we use “ship to” addresses for any related account. Select the “ship to” address on the inquiry screen before you begin to place the order.
- You will notice that a “C” has been added to the end of any part number that includes a core. If you are placing a service bench/service power claim, you will need to drop the “C”.
- We added a second PO field that can be used to enhance record keeping for your business. This field is also searchable by using the PO search window.
- A NEW (clean) core part number now starts with “DUX” followed by the part number.
- A USED (dirty) core part number now starts with “DUD” followed by the part number. The “DUD” part number will be used when we issue core credit.
- Credit Card Processing: Our new website is integrated with a new credit card processing company. The function is the same but looks slightly different.
- If you are set up as a pick up customer and need to place a ship out order, select “yes” on the ship complete drop down menu in the shipping tab. This step will make sure your order is shipped out correctly.

Thank you for your patience while we developed and deployed our new website. We look forward to your feedback and welcome any questions you may have. Feel free to call or chat one of our parts experts with questions 7 days a week at (800) 900-0800.