Registration is required in order to use the Supplier Inquiry Form

Registration:

If you have not already registered & received an account:

Go to the US Supplier Inquiry Website:

https://www.hitachiabb-powergrids.com/about-us/supplying/doing-business-with-abb/supplier-inquiries

To register please follow this link www.usermanagement.abb.com/account/Register?returnUrl=

Sign up

With one ABB account, you can access all our online services.

First name*

Last name*

E-mail address*

Password* (Your password must be at least 8 characters long and contain 3 different charac-ter types: lower/upper case letters, numbers or symbols)

Repeat Password*

Business information

Company / school / institution

Phone number

Country where you work

Security

Security question

Which phone number do you most clearly remember from your childhood?

CAPTCHA

Please enter the text below

Can't read? Try another.

I have read and agree to ABB privacy policy

SIGN UP

You will receive a message you are required to activate your account

Activate account

You need to activate your account to start using ABB services. To activate your account, go to your registered mailbox, open the e-mail from ABB and click on the activation link in the email.

An email will be sent to that will contain a link you will need to click on the “activate account link” to activate your account.

Account activated

Your account has been fully activated. You now have access to all ABB functionalities.

To manage your ABB account, please log in to the account management page:
https://www.usermanagement.abb.com/account/Manage

MANAGE YOUR ACCOUNT

Supplier Inquiry Form

Introduction

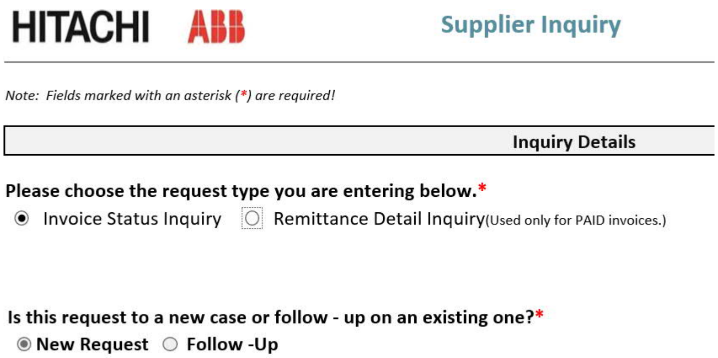
The Supplier Inquiry Form is designed to allow our suppliers to quickly inquire about the status of an open invoice. In this document, we will explain how to fill in each section of the form.

Inquiry Details

The first section of the form is used to gather some basic data about your inquiry. You must check the box indicating whether your request is an **Invoice Status Inquiry** or a **Remittance Detail Inquiry**.

By default, all requests are “New Request”.

The follow-up Option is if you want to follow-up on the original request you submitted, link available through the email confirmation you receive.


HITACHI ABB Supplier Inquiry

Note: Fields marked with an asterisk (*) are required!

Inquiry Details

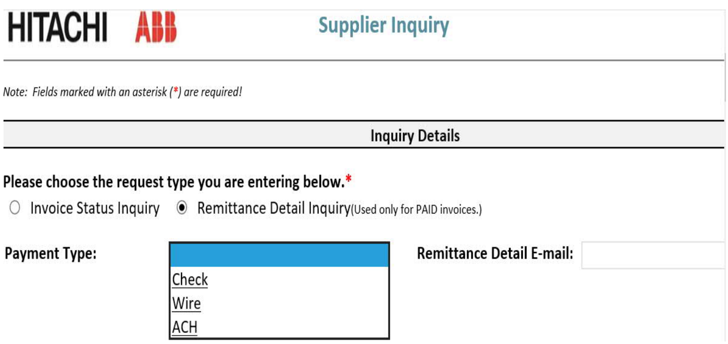
Please choose the request type you are entering below.*

Invoice Status Inquiry   Remittance Detail Inquiry(Used only for PAID invoices.)

Is this request to a new case or follow - up on an existing one?*

New Request   **Follow -Up**

If this is a Remittance Detail Inquiry, you will be requested to make a selection from the Drop down, shown below and provide an email address.


HITACHI ABB Supplier Inquiry

Note: Fields marked with an asterisk (*) are required!

Inquiry Details

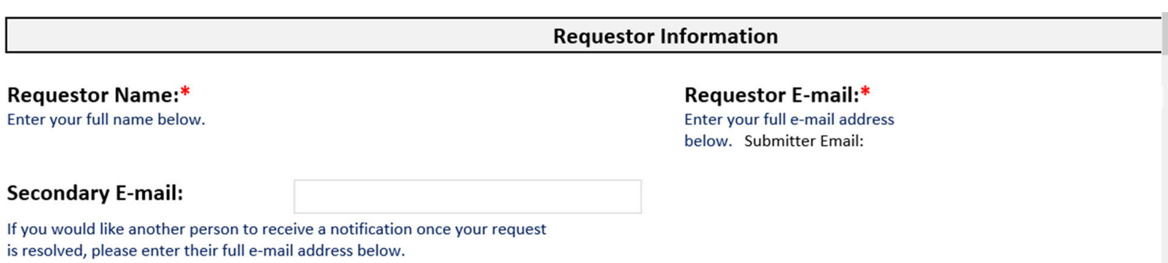
Please choose the request type you are entering below.*

Invoice Status Inquiry   Remittance Detail Inquiry(Used only for PAID invoices.)

Payment Type: Check / Wire / ACH   **Remittance Detail E-mail:**

Requestor Information

This section will automatically populate your email address, please populate the Secondary Email if you wish to add someone else to the response.


Requestor Information

Requestor Name:*
Enter your full name below.

Requestor E-mail:*
Enter your full e-mail address below. Submitter Email:

Secondary E-mail:
If you would like another person to receive a notification once your request is resolved, please enter their full e-mail address below.

Vendor Information

Company Name	Enter your company’s name in this field.
Vendor Number	Enter your Power Grids vendor number in this field. This is a required field, so if you do not know your Power Grids vendor number, you will need to enter “Unknown” to submit the form.

Remit-To Address Enter the remit-to address that you have on your invoices exactly as it appears on the invoices you send to us in this section.

Power Grids Bill-To: Most invoices are emailed to a Bill-To Address which shows a post office box, with an address in Raleigh, North Carolina. Choose the box number to which you send your invoices from the drop-down provided. In the event that you do not send your invoices to a post office box, choose “Other” and indicate in the box below the drop-down the address to which you send your invoices to us.

Vendor Information

Company Name:*
Enter your company name below.

Vendor Number:*
Enter your Hitachi ABB Power Grids vendor number below or enter "Unknown" if you do not know it.

Remit-To Address:*
Enter the remit-to address shown on your invoices in the fields below.

Address 1:*

Address 2:

City :*

State :*

Postal Code :*

Country :*

Invoice Information

Invoice Number Enter the invoice that you are inquiring about in this field. If you have multiple invoices to inquire about, enter “Multiple” in this box and attach a spreadsheet (using our attachment section) containing the following fields for all invoices: Invoice Number, Invoice Amount, Invoice Date, Purchase order number and Due Date. If you enter “multiple” and do not provide adequate information in your attachment, we will not be able to respond to your inquiry.

Invoice Amount Enter the invoice amount in this field. Do not use any symbols. If you are using the “Multiple” option, enter the total amount of the invoices for which you are inquiring.

Invoice Date Enter the invoice date in this field. If you are using the “Multiple” option, enter the earliest invoice date from your list here.

Due Date Enter the due date in this field. If you are using the “Multiple” option, enter the earliest due date from your list here.

PG Reference This field will only appear if you are entering a payment status inquiry. Use this field to include any Power Grids reference information (such as our purchase order number) that you can assist us in researching your request.

Payment Type This field will only appear if you are entering a remittance status inquiry. Choose the type of remittance you receive from the drop-down.

Comments Enter any comments you would like us to see in this box.

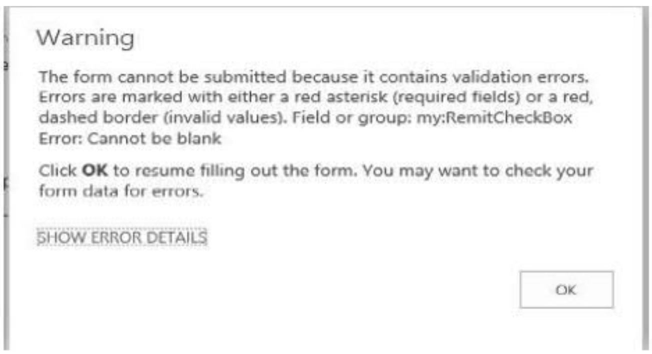
Attachments Use the attachments area to add a spreadsheet if you are requesting information on multiple invoices, or to attach any detail you received from your bank if you are requesting remittance status. To attach, click on the “Browse” button and locate the file on your computer. You will see the path to the document you chose appear in the window to the left of the “Browse” button. You may add additional attachments by clicking on the “Insert Item” button and following the same procedure for each attachment. Once you press Submit, your attachments will be added to the form and sent in along with your other information.

Submitting

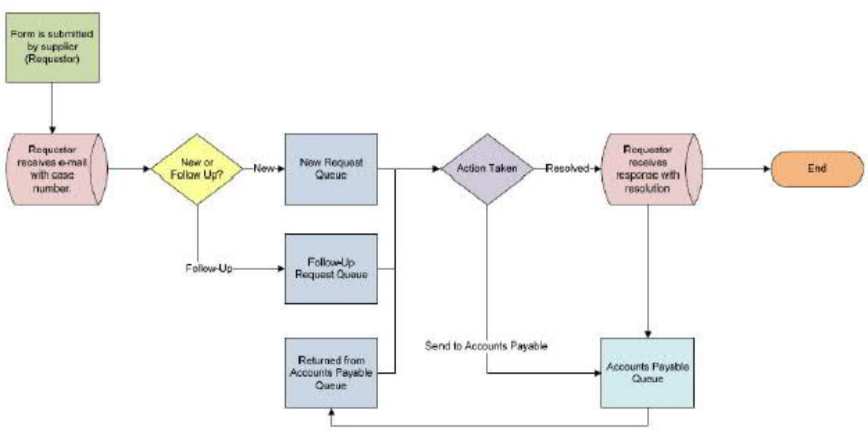
Once you have completed all the information on the form, click the Submit button. You will receive a confirmation e-mail within a few minutes of your submission that includes your case number & a link to your case that you can reference at a later date for an update. Be sure to check your SPAM folder to ensure the e-mail was not embargoed. (You may also want to add Sites-NAM@abb.com to your list of allowed e-mail addresses).

Error Messages

Missing Fields If you did not fill out any of the required fields (indicated by an asterisk on the form), you will receive an error message when you try to submit. The message will contain the fields that are missing (see sample below).



Appendix - Supplier Inquiry Workflow



Above you can see a “behind the scenes” view of how your requests are routed through our workflow. The status of your request will be updated automatically as it moves through the above flow.

To check inquiry status

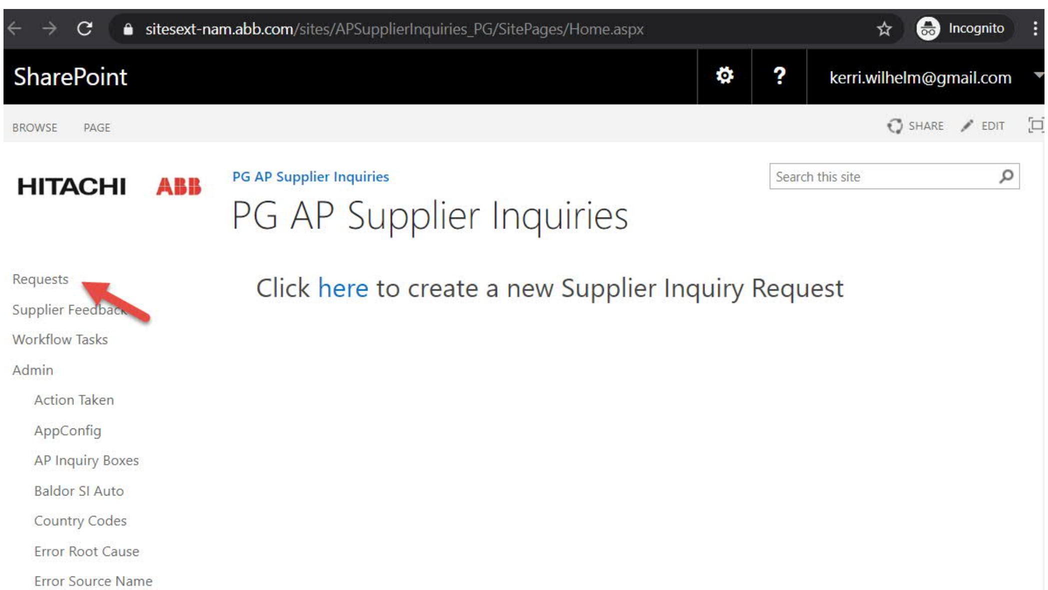
https://www.hitachiabb-powergrids.com/about-us/supplying/doing-business-with-abb/supplier-inquiries

Click on read more to open the inquiry site:

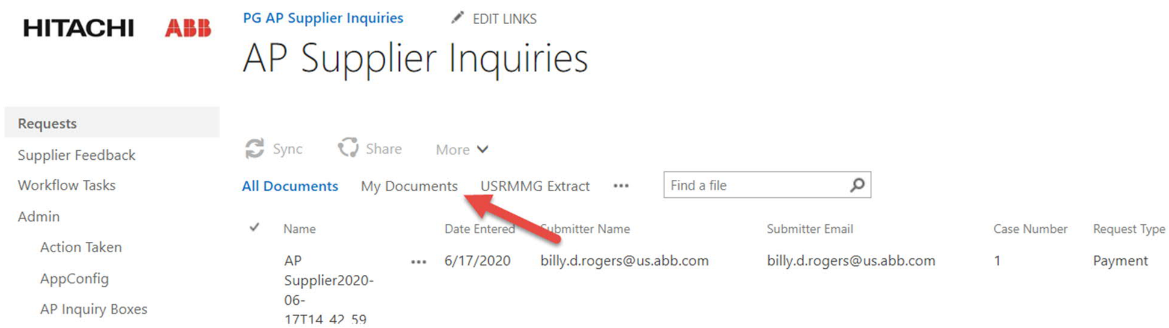
Check the status of a submitted inquiry

Read more ›

Choose requests on the left-hand side of the screen to view inquiries.



Toggling to “my documents” will show all inquiries that you’ve submitted, you can view them for comments from the team or updates on your case.


HITACHI ABB
PG AP Supplier Inquiries
EDIT LINKS
AP Supplier Inquiries
Requests
Supplier Feedback
Workflow Tasks
Admin
Action Taken
AppConfig
AP Inquiry Boxes
Sync
Share
More
All Documents
My Documents
USRMMG Extract
Find a file
Name
Date Entered
Submitter Name
Submitter Email
Case Number
Request Type
AP Supplier2020-06-17T14 42 59
6/17/2020
billy.d.rogers@us.abb.com
billy.d.rogers@us.abb.com
1
Payment