

---

NORTH AMERICA (NAM) TRANSFORMATION

# Information and FAQs for Installation Products

Frequently asked questions on the customer transition from T&B Access to ABB **empower** (CA)

---

## Table of contents

- 2**    Electronic Data Interchange (EDI) and  
      Industry Data Warehouse (IDW) information
- 2**    General
- 4**    ABB empower issues
- 5**    ABB empower numbers, vendor numbers and pricing

# Electronic Data Interchange (EDI) and Industry Data Warehouse (IDW) information

## 1. Who should I contact for specific questions?

Answers to commonly asked questions are available in this FAQ. In addition, our [webpage](#) has more details about the transition. Should you need further assistance for a specific technical query, please reach out to our team via email at [edisupport@us.abb.com](mailto:edisupport@us.abb.com).

## 2. Will I continue to receive order acknowledgements via EDI?

If you had EDI set up before the transition, you will continue to receive order acknowledgements via EDI. New customers who wish to receive order acknowledgements via EDI will need to be set up to do so.

## 3. Who can I reach out to for general (non-EDI/technical) issues?

For general issues, please contact Customer Service or your Inside Sales Representative. For a technical or EDI issue, you will be referred to our EDI team for resolution.

## General

## 4. Why is ABB making this change?

ABB Installation Products Inc. is transforming our current Enterprise Resource Planning (ERP) system from a legacy mainframe system that was implemented over two decades ago to a proven version of SAP, a fully integrated and leading cloud ERP. This transformation will allow us to optimize processes, efficiency and data protection, resulting in a better customer experience. It will include a transition from our current customer portal (T&B Access) to ABB's **empower** platform and, along with SAP, will provide a common interface to do business across all divisions of ABB Electrification in North America.

This transition has progressed in phases to allow our customers and us to prepare and execute the transition smoothly. Emergency Lighting, and Smart Power and Smart Buildings product lines successfully transitioned in 2021-22. Installation Products will be moving to the new system in July 2023. This transformation will not impact our warehouse management and manufacturing systems.

## 5. What will I use empower for?

You will use **empower** for entering and following up on orders, configuring products, checking price and availability, submitting returns, opening warranty claims, and tracking order status. Our team will be in touch with you regularly over the next several months with necessary updates. If you need specific assistance to get accustomed to the new platform and processes, we can schedule an appointment for you with an ABB Customer Service Representative (CSR). Canadian customers, please consult this [list](#) to find the appropriate CSR for your region.

## 6. How will my new return requests be handled during this transition, and what will happen to my open requests in T&B Access?

To ensure a smooth transition, we will implement a 45-day cut-off prior to the go-live date in July 2023, during which time you will not be able to submit new Return Material Authorization (RMA) requests in T&B Access. Your new requests will be entered into empower by our customer service team when the transition is complete. We strongly encourage you to return the products associated with any returns currently open in T&B Access prior to the 45-day cut-off.

## 7. How will I order via ABB empower?

If you are not currently submitting orders electronically or are not an empower user:

Consult our [Transition Guide](#), where you will find details about upcoming changes and actions you need to take to order in **empower** (for instance, register in **empower** and get a new account number). You can also consult the reference and training documents on our [webpage](#) whenever you need to.

If you are submitting orders electronically, you should continue to do so.

## 8. When is the effective date of migration?

Our go-live is planned for July 2023. We will communicate the exact date as we move forward with the transition.

## 9. How will I benefit from this change?

This change will improve your experience in several ways. The key benefits are as follows:

- Fast price approvals, quotes, customer service response rates and case closures
- Consolidated view of orders, offering one place to check order details and updates
- Better visibility and access to a larger suite of ABB products
- Retention of real-time product information from **empower** on pricing and inventory

## 10. Do customers who order through sales agents need to shift their ordering from the agent to empower?

No, customers should continue working directly through their sales agents.

## 11. Will I be able to send mixed orders (Installation Products, Smart Power, Smart Buildings and Emergency Lighting) on the same PO after go-live?

Yes, you will be able to send mixed orders after the go-live date.

## 12. Will my orders continue to be shipped from the same location?

Yes, your orders will continue to be shipped from the same location.

**13. Can a product be ordered or looked up by either the material number (ISD number) or the part number (Alternate Material number)?**

Yes, **empower** allows searching by the primary and Alternate (TOPS) Material number.

**14. When can I attend empower training?**

Training dates for internal sales, sales agents, and distributors will be scheduled in the coming weeks. Invitations to these sessions will be sent to you closer to the dates so that you can register for an appropriate session.

**15. Should I attend the empower training session even if I don't intend to submit orders through empower?**

Yes. Attending the session will increase your comfort level with the new platform and will provide an opportunity for you to ask questions.

**16. Will ABB share information on the progression and/or timeline of this transformation?**

We will continue to update you on a regular basis. You can also reach out to your ABB salesperson or our Customer Service team for more information.

**17. What terms and conditions will apply?**

General terms and conditions of sale can be found [here](#).

**18. Who can I reach out to for general issues?**

For general issues, please contact Customer Service or your Inside Sales Representative.

For any inquiries, please consult the up-to-date [online contact list](#) for Installation Products Customer Service or contact the empower help desk at [empowerU@abb.com](mailto:empowerU@abb.com).

## **ABB empower issues**

**19. I've registered for empower. Can I access it right away?**

You will be able to access the products that have already migrated to empower, such as Emergency Lighting, Smart Power and Smart Buildings products.

**20. My empower access works, but I am not getting the results that I expect. Why?**

Training material is available online. Once you receive your ABB **empower** credentials, you can access the complete [ABB empower learning program](#). For any inquiries, please consult the up-to-date [online contact list](#) for Installation Products Customer Service or contact the empower help desk at [empowerU@abb.com](mailto:empowerU@abb.com).

**21. How do I request more accounts after registering for empower?**

Once an account is assigned to your **empower** profile, you may request additional accounts from the Account Management page using the Request Account button. Your account request will be routed to Sales for approval, which may take several days. When your account is accessible, you will receive a notification email.

**22. How will I know who at our company is set up to receive emails from ABB?**

Your CSR can check your account and share the contact details with you. Should you have any additions, please forward them to your account manager or CSR.

**23. Who should I contact if any technical issues persist?**

You can contact [empowerU@abb.com](mailto:empowerU@abb.com) for technical issues and questions.

## **ABB empower numbers, vendor numbers and pricing**

**24. When will I receive my empower customer number?**

You will receive your ABB empower number within 60 days of go-live. You will need to use that number to download your pricing files in empower.

**25. If I created a new vendor number for products that transitioned to empower in the past, can I go back to using the original Installation Products vendor number?**

Yes, you can choose, but you should be managing all products under the same vendor number.

**26. How will my trade pricing be affected in empower vs. T&B Access?**

Trade prices will continue to be available in T&B Access and, as part of the transition, will also be available in empower.

**27. Will I be able to easily distinguish between ABB, GE and T&B items in empower?**

This should not be an issue. When in empower, you will need to log into one of the following geographical sales categories to access your Installation Products: for Canada, go to "ABB Electrification EL Canada" (CAS6). GE/ABB items for Canada are available under "ABB IS Canada" (CAS1). This is referenced on page 10 of the [Transition Guide](#).

**28. How will I receive my pricing and quotation files?**

These files will be uploaded to empower. You will need to download them within 60 days of our go-live date using the empower number provided to you.

**29. Will my product group codes be changing?**

Yes. We will be moving to MPG/MG2 product codes.

**30. Will ABB share all Material Product Group (MPG) and Material Group 2 (MG2) codes that will be transferred from our old product groups to our new product groups?**

Yes. You will need to download the pricing files from empower within 60 days of our go-live date.

**31. Will I receive prior notification of a price increase and a subsequent price file within 30 days of changes going into effect?**

Yes, we offer a standard 30-day notice.

**32. Will any Universal Product Codes (UPCs) be changing?**

We do not expect any changes to UPCs. If changes are necessary in the future, we will notify you in advance.

**33. Will my payment terms change?**

No, they will remain the same as they were in T&B Access.

**34. Will I receive a quote cross-reference list for my open and existing Tops/T&B Access price quotes?**

Yes. Distributors who signed up on Quote Hawk will receive a quote cross-reference list automatically.