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NORTH AMERICA (NAM) TRANSFORMATION

# Emergency Lighting (EML) Information and FAQs

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

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## Electronic Data Interchange (EDI) information

### 1. What changes should I expect concerning EDI?

ABB Installation Products Inc. is in the process of migrating to a new platform for EDI messages. You might see changes depending on the services you use.

- **All customers will need to create ABB as a new EDI trading partner and vendor.**
- The newly created trading partner and vendor will use the same EDI transaction mapping as the existing trading partner for ABB Installation Products Inc.
- If you are a Direct Connect Customer using AS2 or S/FTP communications protocols, you will need to set up a new network connection to align with our new system. Our team will work with you to make the change.
- If you are a Non-Direct Connect Customer using a value-added network and have standard configuration, you should experience no change beyond adding ABB as a new EDI trading partner and vendor. We will be reaching out to schedule testing and help ensure there are no issues.
- If you are a Non-Direct Connect Customer using a value-added network with partner-specific transaction mappings, more information will be shared with you as our team works through this.

### 2. How will I be notified?

You will be contacted by your EDI rep or team via email. If you need more information, please visit our [webpage](#), where we will be posting updates.

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

Answers to commonly asked questions are available in this FAQ. Should you need further assistance for a specific technical query, please reach out to our team via email at [eledi-info@us.abb.com](mailto:eledi-info@us.abb.com) or visit us at our [webpage](#).

### 4. What is the timeline for communications regarding this migration?

The communications will go out in waves, beginning with Emergency Lighting (EML) customers, followed by other Direct Connect Customers and Non-Direct Connect Customers. The first email communications were sent to EML customers in mid-December.

### 5. What does this mean for the non-Electrification (EL) portion of my purchases?

There are no changes for how you purchase outside of the EL Product Lines (PL). As a reminder:

- EML products will be the first to transition in the coming months of 2021; and
- All other PLs will follow EML in the transition process.

## 6. What support will ABB provide to help me make programming changes?

If you are a Direct Connect customer or, in select cases, a Non-Direct Connect customer, one of our team members will walk you through the necessary changes and work with you on testing your systems. This process has begun and will continue over the next several months as we complete our transition. If you are a Non-Direct Connect customer and have not been contacted by our team for testing, you can always request assistance.

## 7. 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.

## 8. 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

## 9. 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 that will allow us to optimize processes, efficiency, and data protection, resulting in a better customer experience. This transformation 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 will be done in phases to allow our customers and ABB to prepare and execute the transition smoothly. Emergency Lighting will be the first product line to make this move in the coming months, followed by the remaining products. This transformation will not impact our warehouse management and manufacturing systems.

## 10. 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 getting accustomed to the new platform and processes, we can schedule an appointment for you with an ABB customer service rep. For more information, please consult this [contact list](#).

**11. 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 are implementing a 30-day cut-off prior to the EML go-live, during which time no new RMA requests can be entered in T&B Access. Your new requests will be entered by our Emergency Lighting 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 as soon as possible.

**12. How will I order via ABB empower?**

On this [webpage](#), you can consult our Transition Guide, which details the upcoming changes and steps you need to implement to order from **empower** (for instance, register in **empower** and get a new account number). You can also consult the reference and training documents on the [webpage](#) whenever you need to.

**13. When is the effective date of migration?**

EML products will be the first to transition on July 5, 2021. The remaining products within Canada, United States and Puerto Rico will follow.

**14. 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 order details, offering one place to view order details and updates;
- Better visibility and access to a larger suite of ABB products; and
- Retention of real-time product information from **empower** on pricing and inventory.

**15. 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.

**16. Do I need to set up a second vendor if I sell only EML products?**

No, setting up a second vendor is not required if you sell only EML products.

**17. What happens if I send mixed orders (Installation Products and Emergency Lighting) on the same PO after July 5?**

After July 5, we are unable to process mixed product orders. If you submit an order with both Emergency Lighting (EML) and Installation Products (IP), the IP products will go to a special code of "UNKNOWN" and the Customer Service Representative (CSR) will have to cancel those sales order lines. Following this, the CSR will have to contact the customer's buyer to have the buyer cancel the same lines and re-issue a new PO for those canceled lines. It is therefore important not to mix orders.

**18. Will my orders continue to be shipped from the same location?**

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

**19. 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 to search by the primary and Alternate (TOPS) Material number.

**20. When will I be able to attend empower training?**

Training dates for internal sales, sales agents and EML customers (distributors) are scheduled for June. Invitations to these sessions will be sent to you closer to the dates so that you can register for an appropriate session.

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

Yes, you should attend the training session as it will increase your comfort level with the new platform and will provide an opportunity for you to ask questions.

**22. 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 Support team for more information.

**23. 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 contact lists online for Emergency Lighting Customer Service [here](#) and Installation Products Customer Service [here](#).

## Registration issues

**24. I've registered for empower, but why can't I access it?**

You will not be able to access **empower** until our go-live date of July 5.

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

There is training material available online. Once you receive your ABB **empower** credentials, you may access a complete ABB **empower** learning program [here](#). For any inquiries, please consult the up-to-date contact lists online for Emergency Lighting Customer Service [here](#) and Installation Products Customer Service [here](#).

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

Once at least one account is assigned to your **empower** profile, you may request additional accounts from the Account Management page using the Request Account button. Once requested, 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.

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

Your CSR can check your account and tell you who is the contact for any communications coming from ABB. If you have any additions, please forward them to your account manager or CSR.

## Vendor numbers and pricing

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

You will receive your customer number within 45 days of go-live. We will email your key code (for Canadian customers: this key code will be included with your pricing key code), which you can use to access your customer number cross-reference file.

**29. Do I need to set up a new vendor number if I am not an EDI customer?**

If you are not using EDI, a new vendor number is not needed. Customer Service will receive and enter your orders into our SAP system so the change should be seamless for you.

**30. Do I need to create a new vendor number for ABB even if I already have two – one for Emergency Lighting (EML) and one for Installation Products (IP)?**

No. A new vendor number is only needed to separate the IP and EML products from the same vendor number during the EML migration period. If these are already separate, then a new vendor number is not necessary.

**31. If I have one vendor number for both Emergency Lighting (EML) and Installation Products (IP), can I continue using that number without creating a new one?**

No, you will need to create a new vendor number during the EML migration period. When Installation Products is migrated to **empower**, you can either move all IP products over to the new vendor number, or you can move EML products back to the original IP vendor number you were using.

**32. After creating a new vendor number for EML, can I go back to using the IP vendor number?**

Yes, you can go back to using the original vendor number after go-live.

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

These files will be uploaded to a website within 45 days of go-live. You will be sent an email communication providing the link to that website and a key-code to access the files.

**34. Will ABB share all Material Product Group (MPG) and Material Group 2 (MG2) codes that transfer from our old product groups to the new product groups?**

You will receive these with the pricing file distribution in May and June.

**35. Will I receive prior notification of a price increase and a subsequent price file within 30 days of changes being effective?**

Yes, we offer a standard 30-day notice.