ABB

NORTH AMERICA TRANSFORMATION

Information and FAQs for ABB Building Solutions

Frequently asked questions on the transition from ShopAAM to ABB **empower**

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Features and benefits of empower

1. **Why is ABB making this change?**
   ABB Building Solutions is transforming our enterprise resource planning (ERP) platform from a legacy system to a proven installation of SAP (Torque) by the end of 2022. Aligned with this transition, we will move to a new front-end interface (ABB **empower**) as our customer portal. This transition will be done in phases to allow you, and ABB to prepare and execute this change smoothly. This transformation will not impact our warehouse management and manufacturing systems. As part of this transition, ABB Building Solutions will be migrating our ABB manufactured products from ShopAAM to an enhanced shopping portal with ABB **empower**.

2. **Will I benefit from this change?**
   This change will improve your experience in several ways. The key benefits are as follows:

   – Consolidated view of orders, offering one place to view order details and update

   – Retention of real-time product information from **empower** on pricing

3. **How will I use empower?**
   You will use **empower** for entering and placing orders, checking ABB Building Solutions product prices, order status and tracking, and invoices and aging reports. 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 will schedule your appointment with an ABB Customer Service Representative (CSR). For more information, please contact Inside Sales.

4. **When is the effective date of this transition?**
   We plan to transition in October 2022. We will communicate the exact date as we move forward with the change.

Ordering through empower

5. **How will I order ABB-manufactured products using ABB empower?**
   If you **are** submitting orders electronically, you should continue to do so.

   If you **are not** submitting orders electronically: click on the [Transition Guide](#) for the specific steps you will need to order from **empower** (for instance, register in **empower** and get a new account number). Training and resource documents are also available on this webpage for reference.

6. **Can a product be ordered or looked up by either the product number or the part number (alternate material number)?**
   Yes, **empower** allows to search by the primary and Alternate (Cylon) Material number.

7. **Will shipments come from the same location?**
   Yes, your orders will continue to be shipped from the same location.

8. **How will my new return requests be handled during this transition, and what will happen to my open requests?**
   To ensure a smooth transition, we are implementing a 30-day cut-off prior to our transition date. At that time, no new RMA requests will be entered. New requests will be entered by the Customer Service Team when the transition is complete. We strongly encourage you to send back products associated with any open returns as soon as possible.

Training on empower

9. **When are empower training dates?**
   Training dates will be scheduled three weeks prior to the transition. This provides an opportunity to learn **empower** and ask questions prior to the transition. System Integrators will be notified via email of available training dates.

10. **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.

General empower questions

11. I've registered for empower. Can I access it right away?
You may immediately access ABB manufactured Building Solutions products (Cylon) that have transitioned to **empower**.

12. 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 a complete ABB **empower** learning program here. For any queries, please consult installation products customer service or contact the **empower** help desk.

13. 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. Once requested, data will be routed to Inside Sales for approval. When additional accounts are accessible, a notification email will be sent.

14. When will I receive my empower customer number?
You will receive your customer number within 45 days of go-live. You will receive a key code via email from ABB, which will be required to access your customer number and cross-reference file.

15. When must I set up my new vendor account?
Vendor account set-up must be completed by the go-live date.

16. How will I receive pricing and quotation files?
Files will be uploaded to a website within 60 days of go-live. Building Solution partners will receive an email communication providing a website link and a key code for accessing files.

17. Will my product group code change?
Yes. We will be moving to MPG/MG2 product codes.

18. Will I receive notification of a price increase and a subsequent price file within 30 days of change?
Yes, we offer a standard 30-day notice.

19. 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.

20. Will my payment terms change?
No, they will remain as they were in ABB Building Solutions (Cylon).

21. Will I receive a quote cross-reference list for my open and existing price quotes?
After you receive your price code, input that code, and select the "Download Agreement Structure" link, which will open a cross-reference dropdown list.

![ABB](ABB logo)

Terms and conditions

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 Building Solutions sales manager or our customer service team for more information.

23. What terms and conditions will apply?
General terms and conditions of sale can be found in your Building Solutions Terms & Conditions.

Timeline

24. When do I have to create my vendor account?
Your vendor account must be set up by our go-live date scheduled for early October.

25. Do I have to submit a PO and sample tax documents?
Yes. This must be completed by September 23, 2022.

26. When do I receive my new customer number?
All System Integrators and partners will receive new customer number 30-days prior to our go live date in early October.

27. Do I need to clear my outstanding credits prior to transitioning to ABB empower?
Yes. All outstanding credits from aging reports must be cleared by August 31, 2022.

28. When is the blackout window?
September 26-30, 2022, is the blackout window for order shipping and processing. All orders must be processed by Friday, September 23, 2022.

29. When do I register for Single Sign-On?
All System Integrators must register for Single Sign-On (SSO) using their new **empower** customer number, not later than 30 days before the go live date.

Additional questions?
Contact empowerU@abb.com for technical issues and questions.

ABB contact list

Contact Inside Sales, Technical Services Group or Regional Sales Managers customer service, training, or sales support.

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