Getting Started: User Registration and Log-in

Accessing empower requires users to first register for an ABB SSO ID and then complete their empower profile.

Tip: empower is for existing ABB/Industrial Solutions customers only. Users must know their SAP customer number in order to complete registration. If you don't know your SAP customer number, contact your sales rep.

- After obtaining an SSO ID, customers will be able to access all empowerU training materials and begin the empower registration process.
- New users will be required to complete their empower profile information which includes requesting access to their customer account information.
- Below is a quick overview of the registration process. Note that an ABB sales rep will be required to approve a user's request for access to specific customer accounts.

Select the red links below to go directly into the topic you'd like to learn more about!

- Registration Process Overview **-** Get a quick overview of the registration process which involves first setting up an ABB SSO ID and then completing your empower profile.
- Registering for SSO Account **-** New empower users must first register for an ABB SSO ID before they can complete their empower profile.
- empower Profile - After creating an SSO ID, users must complete their empower profile to complete their registration.
- **Logging in -** After registration is complete, users can login via https://empower.abb.com.

Tip: Internal employees will NOT be required to register for an SSO ID. Your existing ID will work for your empower account.
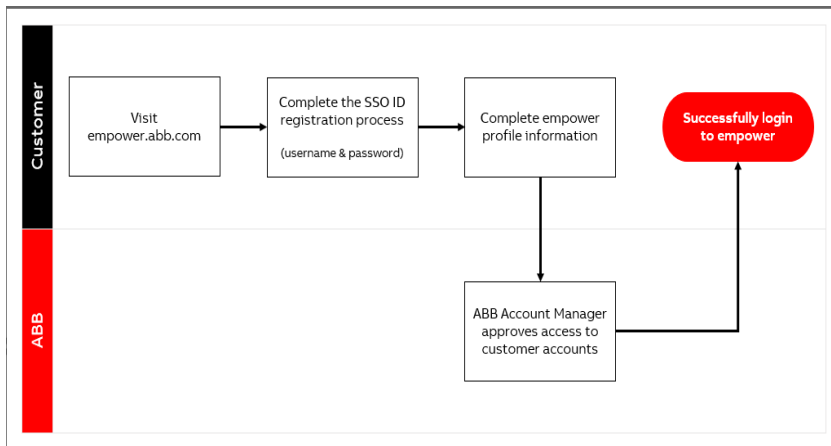
ABB empower leverages an ABB authentication service known as Single Sign On. Users must first obtain an SSO account before completing their empower profile. For internal employees, this is your standard employee SSO ID. For external users, you must first register and create your personal SSO ID.

Tip: If you already have an ABB SSO ID for accessing other applications, simply use your existing credentials to login to ABB Empower.

New empower users who do not have an existing ABB login should select **Register Now** from the empower login page https://empower.abb.com. The SSO registration process requires users to create a personal ABB account to be used when logging into empower. This is an individual account and should not be shared with other empower users. Users will generate a unique User ID and password. You will also be asked to select a password challenge question to help during the password reset/recovery process if required.
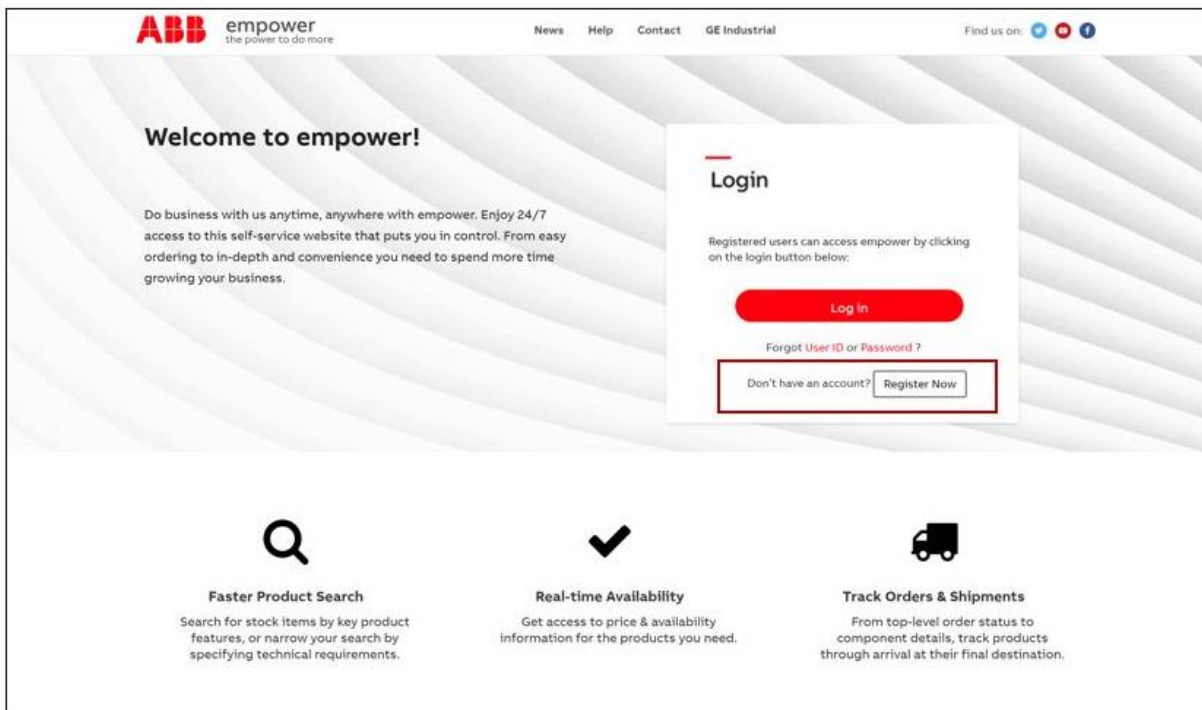
Tip: Registering for an empower account requires users to agree to our Terms and Privacy Policy for digital tools.

After accepting the terms, users will be instructed to complete the ABB SSO creation process.

Sign up

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

First name*   Last name*

E-mail address*

Password*

Repeat password*

Business information

Company/school/institution*

Phone number

Country where you work
United States of America

Security

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

Answer to security question*

CAPTCHA*
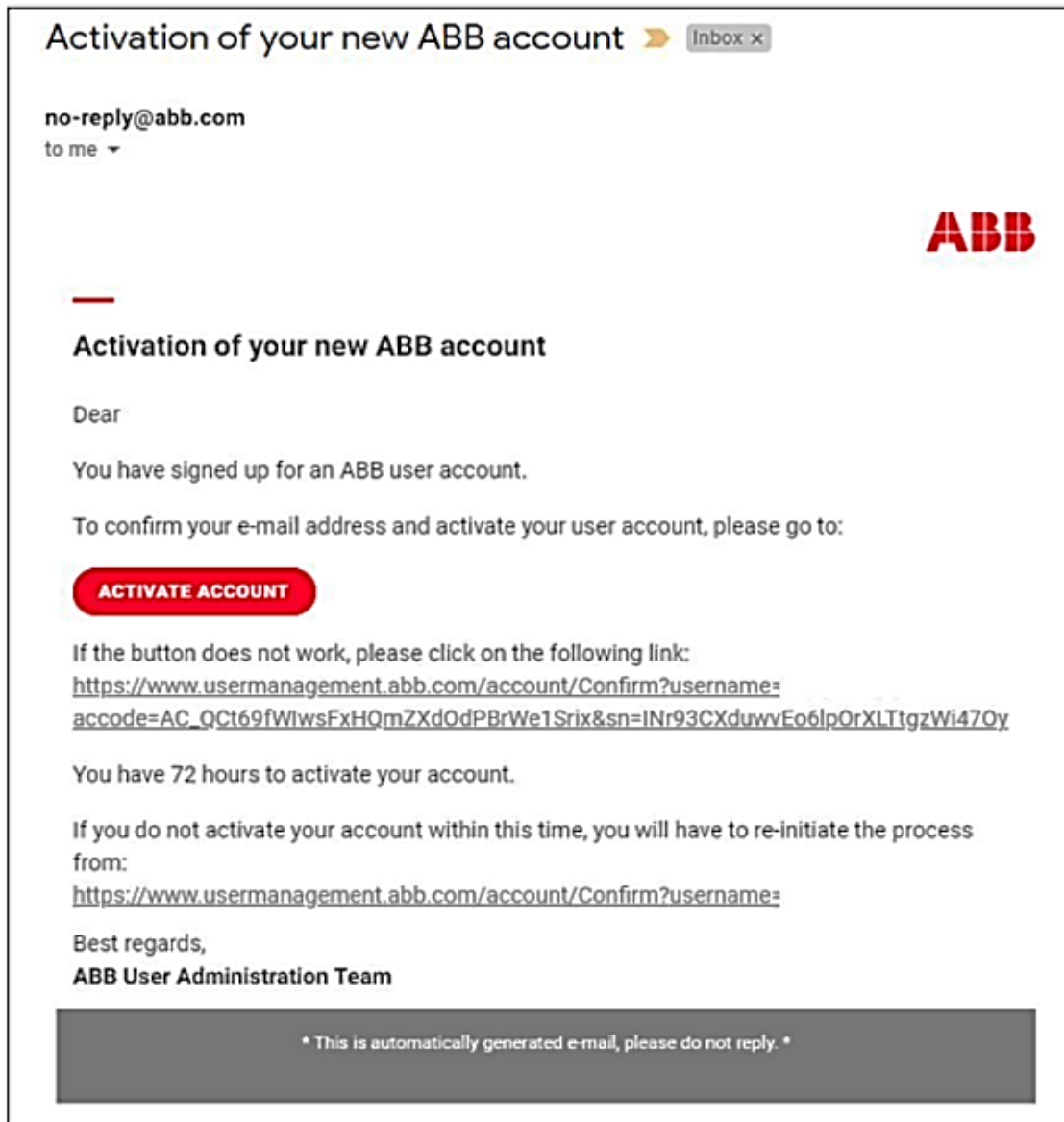Please enter the text below

s6cW

Can't read? Try another.

☐ **I have read and agree to ABB privacy policy**

SIGN UP

After completing the SSO ID, users will need to activate their ABB account via the email they receive.

Once you have successfully activated your SSO account, it will take up to five minutes from creation to replicate to empower. During this time, you will be unable to log in. After five minutes, you may proceed to https://empower.abb.com to continue the setup process.

After creating your SSO ID, you will be required to complete the empower profile form.

The empower **Profile** page contains the below key items:

1. **Personal Information:** Complete information such as phone number and default language. In addition, users will select their relationship to ABB (sales rep, manufacturer rep, distributor, etc.).

2. **Pre-Authorization Code:** If you were provided with a pre-authorization code from your sales rep, you can enter it here to receive access to your account.

3. **Request Account:** Use this button to submit your request to specific customer accounts to be added to your user profile.

Requesting account access

Users will need to select **Request Account** button in order to connect their account number with their empower profile. External empower users are required to enter their specific account number and then submit for approval.

Tip: You MUST have at least one customer account added to your profile in order to access empower. If you don't know your account number, it can be located on a recent ABB invoice or order confirmation.

Correct	Incorrect

Request Account (Correct)
- North America ▼ 166871
- ASIA ▼ ✕
- ASIA ▼ ✕
- ASIA ▼ ✕
- + Add Row
- [Send Request] [Close]

Request Account (Incorrect)
- North America ▼ John Distributor Co
- North America ▼ I need access ✕
- North America ▼ John Smith ✕
- ASIA ▼ ✕
- + Add Row
- [Send Request] [Close]

Internal users (employees and sales agents) can utilize a few different methods for obtaining account access. They can use the **Request Account** button to request or based on their role, they can utilize the below information.

Customer Service Representatives: Skip the **Request Account** step. After submitting your registration, contact empower support at empoweru@abb.com and request **Customer Service privileges**.

Bulk Account Requests for post sales, finance and engineering: These users can skip the **Request Account** step. After submitting your registration, contact empoweru@abb.com and request **Regional Account View** for the specific regions (NA, EMEA, Asia, Latin America).

Sales Team: These users will need access to the accounts they manage, as well as admin privileges so they can manage their user's empower profiles. Search and add each account individually or do a bulk add by requesting access to a sales office code or sales engineer code (see below). After adding the accounts/codes and submitting your registration, contact empoweru@abb.com to have **Sales Manager or Regional Manager privileges** added to your profile.

Enter the sales office code OR your engineer code and Click the Modify button.

- OR-

Select the Region then enter partial or full account number or name, and click Search. Click the checkbox next to he accounts you want to add to your profile and click Send Request.

Request Account

Sales Codes

Sales Office Code	Sales Eng. Code	
US01		Modify

Region	Sales Office Code	Sales Eng. Code	Account	
North Amer... ▼			9017346	Search

Search Results (1)

	Account No. ▲	Account Name	City	State	Sales Org.	Sales Channel	
☐	9017346	QMS Test distributor for Traini...	PLAINVILLE	Connecticut	GEIS United States	Distribution	⋮

<u>Additional Privileges</u>

After your empower profile is complete and your accounts have been added to your profile, there are additional permissions within empower than you can request if needed.

Permissions include invoice tracking, special pricing, post sales returns, rebates, quote management and administrator access.

– **External users:** To request these permissions, please contact your account manager.
– **Internal users:** Please contact empoweru@abb.com to request these permissions.

Request Account Access

1. **Requesting Account Access** – ABB empower users can request access to individual customer accounts through the **Account Management** page. When a user requests an account, the request is sent to the account manager for approval before the user's profile is added.

   Tip: External users requesting account access will need to know their customer number as there is no search function for external users. Internal users can use the search function to locate an account.

   To request access to a new customer account for your empower profile, click on the dropdown menu of your own user profile in the top right of the empower screen and select **Account Management.** Then press the **Request Account** button, select the account region, enter the customer account number (Sold-To number on your ABB Invoice) and press the **Request** button to submit the account request.
   An email will be sent with the details of the account requested. Once the ABB Account Manager approves/rejects the request, a second email will be sent to the user.
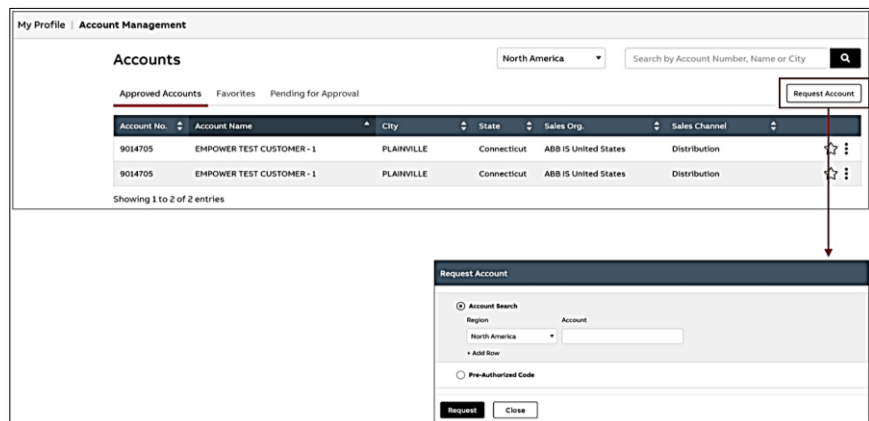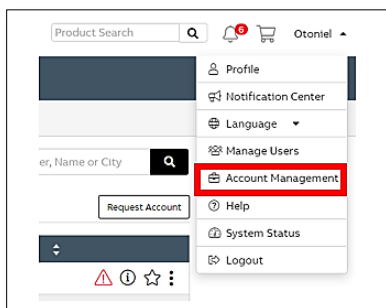
Getting started: empower Flow

1. Lesson Overview
2. Empower Homepage
3. Selecting Accounts
4. Order Status
5. Price & Availability (P&A)
6. Order Entry (shopping cart)
7. Post Sales Service
8. Special Pricing
9. Invoice Management

ABB empower **Flow** provides users the ability to fully create and manage orders through key digital commerce functionality. This Getting Started Guide will help users become familiar with the empower system and learn helpful tips for navigating the tool.

Select the red links below to go directly into the topic you'd like to learn more about!

- The Basics - Learn how to access the empower **Flow** module, along with basic system navigation.
- Selecting Accounts - Users with access to multiple ABB account numbers can select specific accounts to interact with.
- Order Status - Use this feature to search for and track individual orders and projects.
- Price & Availability (P&A) – Real-time price and product availability directly from ABB's ERP system.
- Order Entry (shopping cart) - Add items to shopping cart and proceed with order entry for catalog products.
- Post Sales Service - Features include submitting rebates and creating return requests.
- Special Pricing - Request and download individual Special Pricing Agreements (SPA) and other pricing files.
- Invoice Management - Open invoices and search up to 90 days of closed invoices.

The ABB empower homepage is the launchpad for a user's empower experience. From this page users can quickly access key features and information and manage their individual profile.

This section will cover the basics of the empower homepage and guide users to more information.
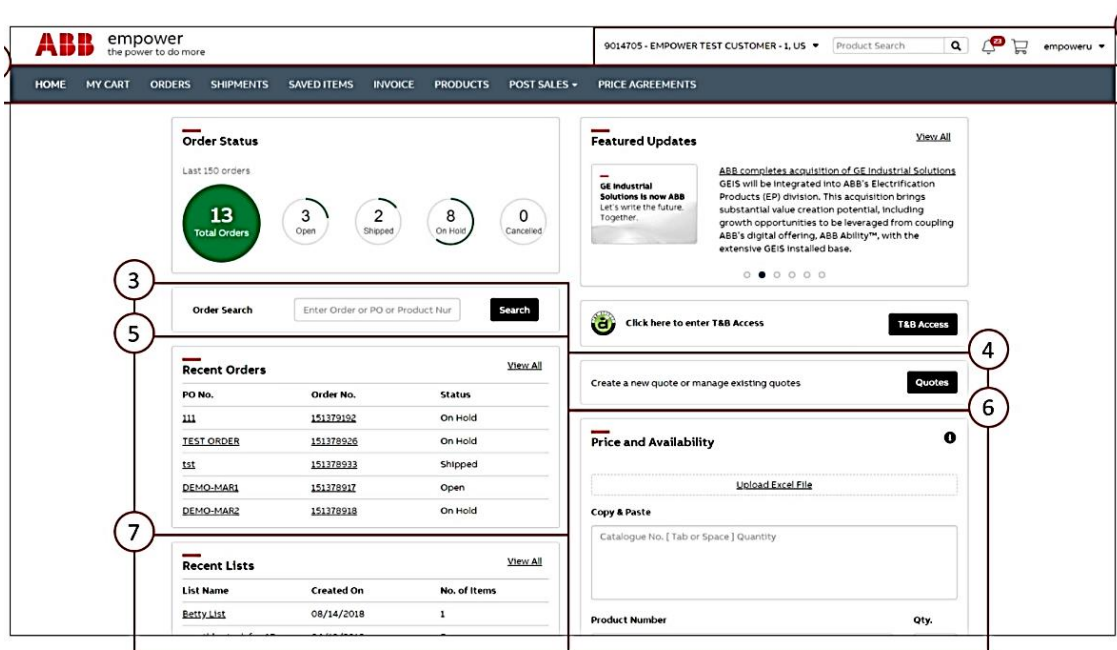
1. **User profile information**
   A header bar at the top of all empower pages displays the currently selected ABB account number and provides a link to the user's profile.

2. **Feature navigation bar**
   From this navigation bar, users have access to all current features they have enabled for their individual empower profile. Different users will see different features in this menu. To request access to specific empower features, contact your ABB Account Rep or empoweru@abb.com.

3. **Order search**
   Use the **Order Search** card on the empower homepage to quickly search for and access individual orders or projects. By searching by Order number, PO number, Product number or Job name, users will find individual orders for the selected account. For more advanced searching features, click on the **Order Status** link in the navigation bar.

4. **Quote management**
   If enabled, users will see the **Quotes** button to access the empower Quote module. This allows users to create and manage their project quotes. For access, contact your ABB Account Rep or empoweru@abb.com.

5. **Recent orders**
   Click on the PO number or Order number to see the orders listed in the recent

orders card to directly access order status information. The recent orders card will list the last five orders created for the selected ABB account number.

6. **Price & Availability (P&A)**
This card provides users with a quick way to access product price and availability information. Users can upload a specific file or input individual products and quantities to track. Check out the Price & Availability lesson for more information on P&A functionality in ABB empower.

7. **Recent lists**
This section of the empower homepage provides users with quick access to the **List** functionality in empower. Users can create lists of their favorite products for checking P&A as well as access saved shopping carts. Check out the **Saved Lists & Shopping Carts** lesson for tips on using lists.

A user's access and visibility within ABB empower is driven by the ABB accounts that they have access to. Access to these accounts can be requested by the individual user or assigned by the ABB account manager or empower support team. Check out the lesson for more information.

Navigating Accounts

Users who have access to more than one ABB account number will be asked to select which account they want to manage each time they log into ABB empower. This allows the tool to display key information and obtain pricing that is specific to the individual customer account. Users can use the search and account favorites feature to help in managing their specific account list.

Check out the Navigating Accounts lesson for more tips and information.

Tip: If a user has access to only one account, they will bypass the account selection during the login process.

Users can use empower's various order status and tracking features to locate specific order information. Orders can be located via direct search (Order number, PO, Job name, etc,) or accessed through the **Order Search** link.

Detailed order information includes specific line item updates with information such as status, shipment tracking information, bill of lading, invoice, etc. Users can also subscribe to receive order notifications for individual orders.

Check out the **Order Status & Tracking** lesson for more information.

ABB empower connects directly to ABB's ERP system to provide real-time information related to individual product prices and inventory information. Through the **P&A** feature from the empower homepage, users can select groups of products to view information and then add to their shopping cart for order entry.

Users have access to pricing that is specific to the ABB account number they are currently accessing. This information is subject to change as it is real-time. Certain non-stock products will display a lead time value when availability is viewed.

From the **P&A** results page, users can also add items directly to their cart or email/download the price list.

Check out the full **Price & Availability** lesson for more details.

Tip: Please contact your ABB account manager or empoweru@abb.com if pricing is not available for a specific product.

Price and Availability

Add Item | Delete | Update Price & Availability | Add to Cart

	Catalog No.	Description	Qty.	Agreement No./ Standard	List Price	Final Net Price	Extnd. Price	Availability
☐	THQL1120AF2	AFCI 20A CIRCUIT BREAKER	10	✕ 🔍	205.00	158.47	1584.70 USD	24203 in stock Mt. Juliet - Distributor WHSE
☐	THQB1125GFT	THQB 1P 120V 25A GFCI SELF-TEST	20	✕ 🔍	230.00	185.61	3712.20 USD	137 in stock Mt. Juliet - Distributor WHSE
☐	THQL1120	THQL 1 POLE 120/240V 10K IC 20 AMP	20	✕ 🔍	21.00	17.91	358.20 USD	0 in stock, estimated ship date 03/18/2019, Mt. Juliet - Distributor WHSE

Users can leverage the empower **Shopping Cart** feature to place orders for ABB products. ABB products that have a standard catalog number (with a few exceptions) are available to be ordered through empower.

Products can be added to the cart from the **P&A** screen or directly added to the **Shopping Cart**. From there, users proceed through a simple three-step order entry process to place their order which includes entering all shipment information. Orders will be sent in real-time to ABB's ERP system for processing and can then be tracked using the **Order Status** function.

Tip: Use the **Save Items** button to save the shopping cart for future use if not ready to immediately order.

My Cart

Save Items | Cancel

🛒 BUILD ORDER — 🖥 — 📄   3 Item(s)   5655.10 USD   **Next**

Build Order

Text entered here is for your information only and does not print on shipping documents.

Add Item | Clear All | Delete | Update Price & Availability

	Catalog No.	Description	Qty.	Agreement No./ Standard	Final Net Price	Extnd. Price	Availability	
☐	THQL1120AF2	AFCI 20A CIRCUIT BREAKER	10	✕ 🔍	158.47	1584.70 USD	24203 in stock Mt. Juliet - Distributor WHSE	⋮
☐	THQB1125GFT	THQB 1P 120V 25A GFCI SELF-TEST	20	✕ 🔍	185.61	3712.20 USD	137 in stock Mt. Juliet - Distributor WHSE	⋮
☐	THQL1120	THQL 1 POLE 120/240V 10K IC 20 AMP	20	✕ 🔍	17.91	358.20 USD	0 in stock, estimated ship date 03/18/2019, Mt. Juliet - Distributor WHSE	⋮

Have a promotion code?

[   ] Validate

Cart total   **5655.10 USD**

Next

The **Post Sales Service** function within ABB empower includes the ability to enter **Rebate** and **Return** requests. These features can be accessed by clicking on the **Post Sales** link in the empower blue header bar.

Tip: If you do not have access to the **Post Sales** features, please contact your ABB account manager or empoweru@abb.com for assistance.
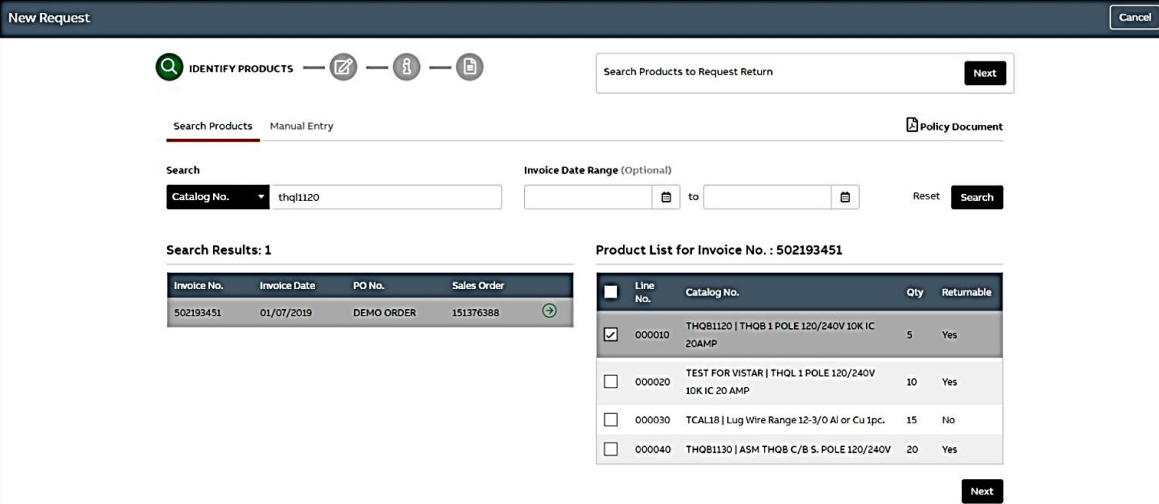
Returns

The **Returns** function in ABB empower allows users to locate specific orders and products that need to be returned (RMA, RGA, Stock rebalancing, etc). When accessing the Returns function (select All Requests from Post Sales option), users will be requested to either search for products from an invoice or to manually create the return request. Once submitted, the request can be tracked and managed through ABB Empower.

Check out the below lessons for more information on **Returns**:

Create a Return Request
Returns Tracking

Create New Return

Rebates

The **Rebates** function allows users the ability to upload their **SPA** credit request for processing. Users can either upload a file using the provided template or go through the Manual Entry process to enter the individual line information.

Users can also access the Policy Document directly from the Create Request screen. Check out the below lessons for more information on Rebates:

Rebate Requests
Rebate Tracking

The **SPA** section of ABB empower allows a user to view and download all current price lists and can be accessed by clicking on **Special Pricing**.

Capabilities include:

- Current, prior and future versions of standard (into-stock) pricing
- Current, prior, and future versions of special (end-customer) pricing
- Net price files for standard and customized product lists
- Product list file upload
- Published book price files
- Distributor payment terms
- Alerts for price changes

Check out the full **Special Pricing (SPA) Management** lesson for full details on how to request your specific price files.

Tip: Ability to view special price data is a separate permission with empower. Not all users will have the **SPA** section as part of their empower experience. Please contact your ABB account manager or empoweru@abb.com to request access.

Track Your Payables (invoice tracking) is available in ABB Empower through the **Invoice** section. Users can search invoices, see overdue invoices, and directly download PDF copies. The invoice information is pulled directly from ABB's account receivables system and allows users to view all open invoices and up to 90 days of closed invoice history.

Check out the full **Invoice Management** lesson for full details on how to request your specific price files.

Tip: The ability to view invoices is a separate permission within empower. Not all users will have the **Invoice** section as part of their empower experience. Contact your ABB account manager or empoweru@abb.com to request access.

Invoices

9014705 | EMPOWER TEST CUSTOMER - 1 | GRABOWKA UL. KWIA... ▼

0.0 Total cash discount

| **1** All Open Invoices | **0** Current Due | **28** Past Due | **1** Credit | ▼ |

List of All Open Invoices

Invoice No. ⇕	PO No. ⇕	Order No.. ⇕	Invoice Date ⯆	Original Amount ⇕	Current Balance ⇕	Invoice Status ⇕	Due Date ⇕	Cash Discount ⇕	
502193492	DEMO-MAR2	151378919	12/01/2018	23.45	23.45	Past Due	12/31/2018	0.00	USD

Showing 1 to 10 of 29 entries

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