NORTH AMERICA (NAM) TRANSFORMATION

Information and FAQs for Smart Power and Smart Buildings

Frequently asked questions on the customer transition from TnB Access to ABB **empower**

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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. Should you need further assistance for a specific technical query, please reach out to our team via email at edisupport@us.abb.com or visit our webpage.

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 will need to be set up to do so.

3. **Who can I reach out to in general for 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 Electrification Canada ULC 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 (TnB 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 was the first product line to make this change; it will be followed by Smart Power and Smart Buildings product lines before the remaining ABB product lines. 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. Please note that distributors currently using TnB Access for SPA claim submissions will have to transition to **empower**.

6. **Will I be able to get help getting started with empower?**

   Yes. For 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). For more information, please consult this contact list.

7. **How will my new return requests be handled during this transition, and what will happen to my open requests in TnB Access?**

   To ensure a smooth transition, we are implementing a 30-day cut-off prior to go-live, during which time no new RMA requests can be entered in TnB Access. Your new requests will be entered by our Customer Service Team when the transition is complete, or you may enter them directly on empower following go-live. We strongly encourage you to send back the products associated with any returns currently open in TnB Access as soon as possible.

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

   If you are not currently submitting orders electronically:

   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.

   If you are submitting orders electronically, you should continue doing so.

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

   Our go-live is planned for mid-2022. We will communicate the exact date as we move forward with the transition.

10. **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 view 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.

11. **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.

12. What would happen if I sent mixed orders (Emergency Lighting and Smart Power/Smart Buildings) on the same PO after the go-live date?

You will be able to send mixed orders after the go-live date. This excludes Installation Products, which will transition in 2023.

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

Yes, your orders will continue to be shipped from the same location. This transition has no impact on access to our Bromont Distribution Center.

14. 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.

15. When will I be able to attend empower training?

Training dates for internal sales, sales agents, and customers (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.

16. 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.

17. 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.

18. What terms and conditions will apply?

General terms and conditions of sale can be found here.

19. 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 list online for SP/SB Customer Service here.

ABB empower issues

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

You will be able to access products that have migrated to empower, such as EML products.

21. 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 SP/SB Customer Service here, or contact the empower help desk at empowerU@abb.com.

22. 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.

23. 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 additional questions regarding your account, please forward them to your account manager or CSR.

24. Who should I contact if the issues persist?

You can contact empowerU@abb.com for technical issues and questions.

Vendor numbers and pricing

25. How will I receive my empower customer number, pricing, and quotation files?

You will receive your customer number within 45 days of go-live. We will email your key code along with your pricing key code, which you can use to access your customer number cross-reference file.

26. If I created a new vendor number for EML, can I go back to using the original IP vendor number?

Yes, you can go back to using the original vendor number after the EML go-live. Alternatively, you can migrate your SP/SB products to the newly created EML vendor number.

27. As a SP/SB product customer, do I need to create a new vendor number for the SP/SB product transition?

No, you can use your existing vendor number.

28. How will my trade pricing be affected in empower vs. TnB Access?

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

29. Will I be able to distinguish between ABB, GE and Thomas & Betts items in empower?

Yes, you will be able to distinguish between these products in empower:

- For GE and ABB items (legacy Industrial Solutions), select "ABB IS Canada" sales organization, which falls under CAS1.
- For Smart Power and Smart Buildings (migrating mid-2022), select "ABB EL Canada" sales organization, which falls under CAS6.
- For Thomas & Betts and Installation Products (migrating in early 2023), select "ABB EL Canada" sales organization, which falls under CAS6.
- This is also explained on page 9 of our transition guide.

30. 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.

31. Will my product group codes be changing?

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

32. 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 within 45 days of the SP/SB go-live date.

33. 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.

34. 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.

35. Will I receive a quote cross-reference list for my open and existing TOPS/TnB Access 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.

Special Pricing Agreements (SPA)

36. How will Special Pricing Agreements (rebate SPAs) be handled?

The maintenance of SPAs will go through the Account Manager, but claims will be made through **empower** or EDI. Please refer to page 10 of the transition guide for more information.

37. Will there be training regarding SPAs (change in policy, terminology, etc.)?

There is training material available online. Once you receive your ABB **empower** credentials, you can access the complete ABB **empower** learning program (including SPAs) here.

38. Will I be able to view my old SPA contract numbers in empower?

Yes, we will load the existing pricing agreements into the new system so that you can view your old SPA contract numbers in **empower**. We also will send all customers an Excel file prior to the transition with the necessary cross-reference details.

39. How do I file ship and debits (e.g. SPA rebates/claim-backs)?

If you're doing this through EDI, the process will stay the same though information will need to change, and a new vendor code will need to be created in the system. There is a web-based portal to file claims through **empower**. For more information, click here.

40. Will my SPA rebate/claim-back process change if I am currently a TnB Access customer?

Yes, the SPA rebate/claim-back process will change. Claims will need to be submitted via **empower** or EDI with the new vendor number. Please note that distributors will have to manage two templates and two claims.

41. Will my SPA rebate/claim-back process change if I am currently an empower user?

No, the SPA rebate/claim-back process will not change.

42. Moving forward, after the transition is complete, will I be notified when there is a new SPA or a change to my SPA in empower?

Customers can sign up for notifications about SPA changes directly in **empower**. If you have signed up for SPA change updates, you will receive a notification. To sign up for notifications, please access the training material via the **empower** learning program.

43. How do I get my SPA files?

The **empower** learning program demonstrates how to download all price files in **empower**, including Standards, SPAs, and SKU lists for MPG/MG2 product codes.

44. If my end users are not on my SPA, how can I add them?

This functionality is not built in **empower**. If you need to get an end user SPA update, please contact your account manager or agent, who will reach out to the pricing team. Remember, newly added customers need to have an end user code.

Cutover

45. How will Smart Power and Smart Buildings orders be handled during the May 28-June 5 blackout period and addressed in the new systems after go-live?

No orders will be placed during the blackout period. For both EDI and non-EDI orders placed in TOPS, the last order entry date will be May 27. Open orders received until this date will be shipped after June 5 from the new systems.

46. When will facilities stop shipping Smart Power and Smart Buildings products?

All Canadian shipping locations will stop shipping Smart Power and Smart Buildings products May 27, 11:59 pm EST. There will be no Smart Power and Smart Buildings shipping from May 28 – June 5.

Emergency Lighting and Installation Product orders will continue to flow from Bromont Distribution Center with business as usual. Shipping Smart Power and Smart Buildings will resume on June 6.

47. What is the last day I can transact business for Smart Power and Smart Buildings in TOPS, prior to go-live date?

The last day you can place orders in TOPS is Friday, May 27 at 11:59 pm EST. All orders received after May 27 will be managed in the new systems. EDI transactions during this period will be re-entered on June 6 in the new systems.

48. If I am already an empower user, can I still create and transmit orders in empower?

Yes, empower will continue to operate as usual for all other products. Customers should continue to place orders as usual.

49. How will credit requests be managed during the blackout period?

TOPS and TnB Access credit requests will be closed prior to go-live and any new credit requests will be entered in the new system after go-live on June 6.

50. How will pending SPA credits in TOPS be managed?

SPA credits in TOPS will be closed prior to go-live. New SPA claims should be submitted via empower or SAP EDI starting June 6.

51. How will returns be handled during the cutover period and after go-live?

Smart Power and Smart Buildings implemented a 30-day cutoff period starting May 5 lasting through June 5, at which time no new returns will be processed in TnB Access. All returns submitted during this 30-day cutoff period will be processed in the new system after June.

52. What will happen to my Installation Products and/or Emergency Lighting orders during the blackout period?

Both the Installation and Emergency Lighting products will process as normal through their current systems. Installation Products will need to be listed on a separate PO from EML and Smart Power and Smart Buildings in order to process correctly.