NORTH AMERICA (NAM) TRANSFORMATION

Transition guide for Installation Products
ABB Installation Products Inc. is transforming our enterprise resource planning (ERP) platform from our legacy system to a proven installation of SAP (Torque) and will also transition to an industry-proven front-end interface as our customer portal (ABB empower).

This change will help deliver improved logistics and optimize all efficiencies that can help lower your transactional costs.
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Glossary
Overview

This is your how-to guide for the new processes, policies, and procedures associated with the transition of certain product lines from ABB’s T&B Access customer portal to ABB empower.

We want to make this transition as seamless and straightforward as possible. If you have questions about the transition, the ABB empower operating system or, if you need any assistance, please contact your ABB sales representative. Our experienced customer service support team is also available to provide assistance during the transition and beyond. For details, see the customer service section of this guide.

The following is a list of Electrification Installation Products (ELIP) lines with short descriptions that will be transitioned. We recommend you review this list closely.

If you are new to ABB empower, it is important that your systems are updated with the required changes documented in this transition guide. This will ensure that all orders and invoices are properly processed. Please carefully review the details in this document and ensure that your company completes the necessary actions.

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### Overview

This is your how-to guide for the new processes, policies, and procedures associated with the transition of certain product lines from ABB’s T&B Access customer portal to ABB empower.

We want to make this transition as seamless and straightforward as possible. If you have questions about the transition, the ABB empower operating system or, if you need any assistance, please contact your ABB sales representative. Our experienced customer service support team is also available to provide assistance during the transition and beyond. For details, see the customer service section of this guide.

The following is a list of Electrification Installation Products (ELIP) lines with short descriptions that will be transitioned. We recommend you review this list closely.

- Steel City boxes and accessories
- Red Dot outdoor weatherproof
- Steel City floor boxes
- Kindorf modular metal framing
- Superstrut channel & accessories
- Blackburn mechanical
- Color-Keyed compression
- Electricians’ supplies
- Ty-Rap fastening
- Steel City diecast fittings
- T&B Liquidtight fittings
- T&B rigid fittings
- Blackburn grounding
- Steel City hangers and clamps
- Identification
- Insulation
- Sta-Kon and Catamount terminals
- Underground
- T&B Cabletray ME
- Non-Metallic Boxes
- eFab
- Meter Sockets
- T&B Teck-JMC Fittings
- Catamount fastening products
- Russelstoll
- Russelstoll Pos-E-Kon
- Blackburn exothermic welding
- Spring steel fasteners
- Fuse surge protection
- Ocal PVC system
- Ty-Duct
- T&B cord fittings
- T&B BX/FLX/MC fittings
- Steel City liquidtight
- Steel City EMT fittings
- Steel City rigid fittings
- Red Dot conduit bodies
- Protection & control HT fuses
- Primary cable accessories 200 separable connector
- Primary cable accessories 600 separable connector
- Primary cable accessories joints, terminals, misc.
- Protection & control fuses arrestors
- Protection & control switch gear
- Iberville boxes & covers
- Express tray-wire basket tray
- Fault indicators
- Application tooling
- Steel City steel squeeze connectors
- Airfield lighting
- T&B EMT fittings
- NEMA enclosures hazardous
- T&B cabletray ME
- Canada boreal braiding
- Deltec
- Capacitor products
- Reclosers
- Electric arc furnace switches
- Switches, Interrupters, accessories
- Comms service lowering devices misc
- Sectionalizers VSV, VBM
- Protection & control switchgear
- Voltage & fault indicators
- Hi volt vacuum capacitors
- Hi volt vacuum relays
- Jennings DC contactors
- Vacuum coaxial switches
- Carlon elbows
- Carlon fittings
- Carlon EMT
- Carflex fittings
- Carlon weatherproof
- Carlon enclosures
- Carlon premise
- Spacers, P&C flex duct
- Carlon junction boxes
- Carlon electric other
- Pipe & conduit
- Homac underground in-line splices & bus connectors
- Homac transformer & pedestal connectors and covers
- Homac compression connectors
- Homac overhead splice & tap connectors
- Homac tools
- Homac oxide inhibitor & accessories
- Homac substation connectors
- Blackburn overhead splice & tap connectors
- Blackburn compression connectors
- Homac grounding products
- PMA conduit & fittings
- Adaptaflex
- Kopex
- Harnessflex
- Spec-Kon cable ties
- Spec-Kon metric terminals
- Color-keyed metric lugs
- Glands
- Wieduct
- Ocal PVC system
- Ty-Rap fastening
- Steel City diecast fittings
- T&B Liquidtight fittings
- T&B rigid fittings
- Blackburn grounding
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- Homac grounding products
- PMA conduit & fittings
- Adaptaflex
- Kopex
- Harnessflex
- Spec-Kon cable ties
- Spec-Kon metric terminals
- Color-keyed metric lugs
- Glands
- Wieduct
What is happening?
ABB Installation Products Inc. is transforming our current ERP platform from a legacy mainframe system that was implemented over 20 years ago to a proven version of SAP. SAP is a fully integrated and leading cloud ERP that will allow us to optimize processes, efficiency, and data protection. This transformation will include a transition from our current customer portal (T&B Access) to ABB’s empower platform, which, along with SAP, will provide a common interface to conduct business across all divisions of ABB Electrification.

The transformation and subsequent upgrade will not affect our warehouse management or manufacturing systems, but will include a new transportation management system and provide enhancements to our ability to process customer complaints and case management.

Who will be affected by this transition?
Customers affected by this transition are those currently ordering any of the ABB products identified on page 4 of this guide.

When will the transition happen?
The transition is expected to be completed over the upcoming months after the changes have been extensively piloted and tested with a smaller segment of our customer base.

How will shipping schedules be affected?
Customer shipping schedules will remain the same, and your orders will continue to ship out of our factories and warehouses located in Byhalia, MS and Phoenix, AZ.

How are existing ABB empower users affected by this transition?
Existing ABB empower users will now be able to track orders of the affected products listed on page 4 of this guide and submit them through the empower platform, which will be subject to new terms and conditions and a new Return Goods Authorization policy. Customers currently using ABB empower will retain their current account number and ABB empower profile.

What tasks are new ABB empower users being asked to complete?
Customers will need to take actions to set up their account with ABB to help ensure an efficient quoting and ordering experience. Please see the checklist on the next page.

How will terms and conditions change?
The ABB Installation Products Inc. General terms and conditions of sale will apply: General terms & conditions of sale

Consult your ABB sales representative for more details.
Checklist for Installation Products customer transition
Step-by-step required tasks for a successful transition (US)

Reference:
Pages 7 & 8 1. Ensure that all of your Emergency Lighting and Installation Products catalog numbers roll up under one of the vendor numbers (newly created or original) prior to go-live date
Who: EML Pilot customers only
Timing: Needs to be completed by ELIP go-live date
Where: Customer’s internal system

Page 7 2. Submit sales tax exempt certificate/documentation
Who: US customers only
Timing: Immediately
How: via the Customer PO and Tax Exempt Certificate Submission Form (click to access)
Please be sure to include the following information:
1) Vendor/supplier name: either left blank or made out to ABB Installation Products Inc. (those made out to specific brands within ABB, such as Lightalarms, Ex-Solutions or Hazlux, etc., will not be accepted)
2) Must be signed and dated
3) If a distributor has multiple state locations, they must include their multi-state jurisdiction tax certificate

Page 7 3. Submit sample customer purchase order which must confirm the billing address and customer’s ordering location
Who: US customers only
Timing: Immediately
How: via the Customer PO and Tax Exempt Certificate Submission Form (click to access)

Page 14 4. Complete user acceptance testing with ABB
Who: EDI customers only
How: ABB EDI representative will contact the customer’s EDI representative

Pages 7 & 9 5. Receive customer number from ABB
Who: ABB to send (existing empower users continue to use same number)
Timing: Within 60 days of ELIP go-live date
How: ABB empower customer numbers will be provided to the customer

Pages 12-13 6. Ship and credit claim testing (SPA claim-backs)
Who: All customers with ship and credit quotes
Timing: 60 days before ELIP go-live date
How: Upload all new SAP quote numbers and end user codes. Download empower required template followed by training and testing (EDI 844 and 849 testing).

Page 11 7. Prepare your system with appropriate Product Line/Product Group fields based on new SAP terminology conversion of MPG/MG2
Who: All customers
Timing: Within 60 days of ELIP go-live date
How: See page 11 of Transition Guide for details and example

Page 14 8. Receive pricing files from ABB and upload files into internal system
Who: ABB to send and all customers to download files
Timing: Within 60 days of ELIP go-live date
How: Pricing files will be provided to the customer by ABB

Page 15 9. Submit any pending returns
Who: All customers
Timing: Returns need to be addressed at least 30 days prior to the go-live date as there will be a freeze window during that time. Returns cannot be submitted during this window.
How: via T&B Access

Page 9 10. Register for an ABB single sign-on (SSO)
Who: All customers
Timing: On or one week prior to ELIP go-live date
Where: empower website / ABB empower Getting Started Guide

Page 7 11. Login to empower
Who: T&B Access users only (other move to next step or create T&B Access prior to go-live)
Timing: On ELIP go-live date
Where: empower website / ABB empower Getting Started Guide

Pages 7 & 9 12. Register for empower profile and request accounts
Who: Non-T&B Access users
Timing: On ELIP go-live date
Where: empower website / ABB empower Getting Started Guide

Legend
Vendor number – Unique number assigned for ELIP by the customer to ABB Installation Products once the customer has identified ABB as a vendor in their internal system.
Account number – Unique number assigned by ABB to each customer. This number is generated by ABB’s SAP system and is the same number used in empower to identify a customer.
Customer number – Same number as the account number.
Account setup for new ABB empower users

All customers purchasing affected products will be migrated to the ABB empower operating system. Your new ABB Installation Products Inc. customer number will be communicated to you in the coming weeks. Once that migration is complete, new payment terms may apply. Please note, your remittance information will change. A copy of the ABB general terms and conditions of sale is linked below for your reference.

All payment remittance info can be found within the vendor setup information on the following page.

Sales tax exempt certificates and sample purchase orders

⚠️ This must be completed prior to go-live date; otherwise your account will not be active, and you will not be able to place orders.

In all cases, a new sales tax exempt certificate with the vendor/supplier name either left blank or made out to ABB Installation Products Inc. will be required. Those made out to specific brands within ABB, such as Lightalarms, Ex-Solutions or Hazlux, etc., will not be accepted. Two blank multi-state sales tax exempt certificate forms are linked (on the right) for your reference. Please complete the appropriate sales tax exempt form for the states where your company is making tax exempt purchases. If neither of the linked forms is applicable to your state, you must provide your state’s exemption form. Your new sales tax exempt certificate must be dated 1/1/2021 or after.

To expedite account setup, please submit a sample customer purchase order which must confirm the billing address and customer’s ordering location. The ordering location must be a physical street address and cannot be a PO box. If this information is not clearly identified on the purchase order, please indicate the ordering and billing addresses in the notes section of the purchase order.

Customer PO and tax exemption forms can be submitted [here](#) (click to access).

Document downloads

Certificate of exemption | Streamlined sales and use tax form

Uniform sales and use tax exemption certificate

W9

Terms and conditions
ABB Installation Products Inc.
Vendor setup information

For customers ordering both Emergency Lighting products and Installation Products, there may have been the need to set up a new vendor number in order to separate products during the pilot phase. Once Installation Products transition to empower, all products may transition to the same vendor number.

If open orders need to be cancelled and recreated in our new ERP system, your ABB customer service rep will contact you.

**Name:** ABB Installation Products Inc.
860 Ridge Lake Blvd.
Memphis, TN 38120

**Remit to:** ABB Installation Products Inc.

**Email for electronic remit details:**
remit@us.abb.com

Your accounts receivable contact will be assigned once your account is established in the system.

**Inquiries can be sent to:**
us.tbccreditteam@abb.com

To the extent that your system does not support using the complete U.S. legal entity name ABB Installation Products Inc., please use the approved shortened name, ABB IP Inc.

**Remit to address:**
ABB Installation Products Inc.
28073 Network Place
Chicago, IL 60673-1280

**Check payment**

ABB Installation Products Inc.
PO Box 28073
Chicago, IL 60673-4529

**Overnight address**

ABB Installation Products Inc.
C/O JP Morgan Chase
Lockbox Box 28073
131 S Dearborn, 6th Floor
Chicago, IL 60603

**FEDEX number**

Third party payment - 229117831

**ACH/Wire transfer info**

ABA routing: 021000021
DDA (account No): 581951410
Swift code: CHASUS33

ABB Installation Products Inc.
JP Morgan Chase Bank, NA
1 Chase Manhattan Plaza
New York, NY 10005
ABB empower overview

ABB empower provides users the ability to fully create and follow orders through key digital commerce functionality.

There is an online Getting Started Guide to help users become familiar with the ABB empower system and get tips for navigating the tool.

Every page in ABB empower has an icon, which links directly to online lessons. ABB empower is very intuitive and even new users can quickly navigate for instant answers.

Getting help: ABB empower account registration

For existing T&B Access users
For users who provided their email address when recently logging into T&B Access, an empower profile will be automatically created and migrated to empower for you. You should NOT create an empower profile. Each user will still need to register for an individual ABB SSO ID to complete their empower account setup. Please refer to the empower Getting Started Guide for more information on registering for an ABB SSO ID.

For non-T&B Access users
New users and users who have not recently logged into T&B Access will need to create an empower profile. This requires you to know your customer account numbers. Visit empower.abb.com and click “Register Now” to begin the user setup process. Please consult this Getting Started Guide for more details about how to register for ABB empower and refer to the ABB empower FAQs for common questions and answers.

Contact empowerU@abb.com for technical issues and questions related to using ABB empower. You can also click the icon at the bottom of the page and then select "Help." Customers should contact their account manager or empower admin for account access and revalidation requests. Contact customer service for questions regarding orders and billing.

VERY IMPORTANT: Customers are encouraged to create their ABB SSO ID prior to Day 1 of go-live but DO NOT TRY to log into empower until Day 1. Your empower profile will not be created and the supporting data such as customer account data, materials, and pricing will not be set up until Day 1.

Step 1: Log in or create an account through “Register Now” link.

Step 2: Create your profile with your ABB ID or click Get ABB ID to register.
Customers who purchase products across multiple ABB sales organizations may see a list of approved accounts on their empower account management page based on the ABB sales organizations with which they transact.

Select the correct account that corresponds to the ABB sales organization on your purchase order. Please note for products affected by this transition guide, “ABB ELIP USA” should be chosen.

The following are examples of ABB’s various sales orgs and a screenshot example of the empower account management page:

ABB IS United States to be used when placing an order for legacy Industrial Solutions and ABB Smart Buildings/Smart Power material (US)

ABB IS Canada to be used when placing an order for legacy Industrial Solutions material (CA)

ABB Inc. to be used when placing an order for legacy Zenith and power controls material (US)

ABB ELIP USA (Installation Products) to be used when placing an order for Installation Products & Emergency Lighting (US)

ABB EL Canada (Electrification Products) to be used when placing an order for Installation Products, and Canada Smart Buildings/Smart Power
Product pricing structure

In SAP, different terminology is used to identify Product Lines/Product Groups for pricing purposes:
- Product Line = MPG
- Product Group = MG2

For Product Group, there is a 1-to-1 relationship between MG2 and the existing Product Groups in TOPS (cross reference files will be available for download from the NAM Transformation website). Any existing Product Group pricing discounts will be maintained for the new MG2 with no impact on SKU-level pricing.

The pricing file for the SAP conversion will be based on the MPG/MG2 pricing structure. Please prepare your system to accept these fields.

At the Product Line level, some Product Lines have been divided into multiple MPGs per the cross reference, but this will not impact the pricing structure. An example is provided below.

<table>
<thead>
<tr>
<th>Current TOPS PL</th>
<th>New MPG</th>
<th>New MPG Description</th>
<th>Current TOPS PG</th>
<th>New MG2</th>
<th>New MG2 Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>15</td>
<td>STEEL CITY FLRBOX M</td>
<td>300</td>
<td>15A</td>
<td>SCFB 600 SERIES FB - CAST IRON III</td>
</tr>
<tr>
<td>3</td>
<td>15</td>
<td>STEEL CITY FLRBOX M</td>
<td>301</td>
<td>15B</td>
<td>SCFB 600 SERIES FB - CAST IRON IV</td>
</tr>
<tr>
<td>3</td>
<td>16</td>
<td>STEEL CITY FLRBOX NM</td>
<td>306</td>
<td>16A</td>
<td>SCFB 640P SERIES FLOOR BOX - PLASTIC</td>
</tr>
<tr>
<td>3</td>
<td>16</td>
<td>STEEL CITY FLRBOX NM</td>
<td>307</td>
<td>16B</td>
<td>SCFB 640P/740 SERIES ACTIVATION II</td>
</tr>
<tr>
<td>3</td>
<td>17</td>
<td>STEEL CITY FLRBOX PT</td>
<td>328</td>
<td>17A</td>
<td>SCFB ACCESS FLOOR MODULE - FREEAXES</td>
</tr>
<tr>
<td>3</td>
<td>17</td>
<td>STEEL CITY FLRBOX PT</td>
<td>330</td>
<td>17B</td>
<td>SCFB ACCESS FLOOR MODULE - SPECIAL</td>
</tr>
</tbody>
</table>

Special pricing authorization

Definition
Special pricing authorization or SPA quotation is an agreement between ABB and a distributor to use pre-negotiated prices to serve specific end users through its inventory. The distributor claims back the difference between the into-stock price and the pre-negotiated price of goods within a specified period.

This SPA definition does not apply to any other type of quote or agreement that ABB utilizes.

Purpose
SPA quotations allow ABB and its distribution partners more flexibility to bid in strategic sales situations.

Application and duration
Each SPA quotation given to a distributor correlates directly to an authorized end user. The SPA quotation effective date and the SPA quotation expiration date is specified at the creation of the SPA. The maximum length is one year for the expiry date; however, SPA quotations are renewable. SPA quote pricing cannot be used for into-stock purchases.

Responsibilities
ABB sales representatives are responsible for identification of, suggestions for, and recommendations on situations requiring SPA quotations, as well as ensuring that required approvals and proper documentation (including the end customer number) are obtained prior to committing to special pricing to the distributor. Written authorization is required as verbal SPA agreements will not be accepted. Distributors are responsible for ensuring that SPA pricing is used in accordance with the quotation and providing requested documentation in support of claims. Misuse of SPAs may result in termination of the quote agreement with the distributor. All claims are subject to ABB audit.

End customer guidelines
- Each end customer listed on a secondary SPA requires a unique end customer number.
- Pricing for secondary SPA agreements will be reviewed on an annual basis. All pricing is subject to change.
- Secondary SPAs must be greater than $10,000 in sales annually (with a minimum of $2,500 per each end customer).
SPA claim policy

Deductions taken for SPA credit PRIOR to issuance of credit constitutes a violation of ABB policy. The following criteria must be satisfied to receive SPA credit. Failure to meet such criteria will result in a denial of the requested SPA credit.

Timing: Distributors must submit SPA claim requests within ninety (90) days of the date of sale to the authorized end customer. In addition, credit will only be issued for those items covered and in effect per the SPA at the time of the end customer sale date.

Pricing agreement type: Distributors may only request SPA credit using a valid SPA quote for material bought at standard into-stock or book price level. Distributors cannot request credit for product originally ordered on a project quote, or any other discounted pricing (i.e. promotion).

Pricing: ABB will only issue SPA credit if the SPA price is less than the purchase price. ABB will calculate SPA claims using the into-stock price level and the applicable cash discounts will be deducted from the credit memo. Distributors cannot request credit for products that were ordered and shipped into stock by other than the into-stock or published book price.

End customer information: Claim-back submission requires distributors to submit only using the empower standard formatted template that includes the name of their end customer(s) and their end user code with the credit request.

Distributor account qualification: Credit will only be issued against the SPA if the distributor’s account number is listed on that SPA.

SPA conditions: All submitted SPA claim-back requests must reference a valid SPA number and the date of the distributor’s sale to the end customer must be within the effective date of the SPA. Products for which credit is being requested must be explicitly covered by the referenced SPA.

Shipment history: The quantity of a distributor’s claim-back request may not exceed the quantity of ABB’s stock shipments to that specific location and customer number. From the date of the end customer invoice, ABB will use two (2) years of ABB’s stock shipments for shipment history calculations. Any products outside the two-year period available for credit balance are no longer claim-back eligible.

Authorized multi-branch locations: Requested claim-back quantity may not exceed the total sum purchased amount for all branches combined. The distributor must calculate the SPA credit amount using the purchase price for the relevant ABB shipments to the SPA claim location.

Debit resolution: Based on the claim-back credit invoice date, the distributor will have 30 days to pay back the debit amount associated to the claim-back. If the debit age exceeds 60 days, ABB reserves the right to deduct the full unpaid debit amount from any other payments due to the distributor.

Amendment: ABB Installation Products Inc. reserves the right to amend any or all of the terms of this policy at any time at its sole discretion.

ABB empower
The ABB empower U homepage contains complete user guidelines for all aspects related to ABB empower usability, including:
• What is ABB empower? Overall introduction and benefits of using ABB empower
• How to get started: login/sign up process, useful ABB empower links
• ABB empower SPA claim process description

EDI
In addition to ABB empower SPA claim functionalities, ABB provides EDI as an alternative for submitting SPA claims. If you prefer to use EDI, please contact our EDI support team at us.edisupport@abb.com for account setup. If you have questions about the SPA credit process, please email empoweru@abb.com.
SPA claim process

ABB Installation Products Inc. requires the following documentation and data to process your secondary SPA claim-back request:

**Distributor account number:**
- Secondary SPA number (eight-digit quote number)
- ABB catalog number
- Quantity sold
- End customer invoice number and date
- End customer code
- End customer name
- Purchase cost
- Distributor account number

The following data is optional; however, it assists in processing and reconciliation.
- Distributor-calculated replacement into-stock cost
- Secondary SPA SKU price
- Distributor-extended claim-back amount: (into-stock replacement cost – secondary SPA net price) x quantity sold

New pricing agreements will be sent to you prior to the go-live date. You will also receive the quote number for the new pricing agreement, which will link your current TOPS agreement that has been migrated to SAP.

**Manual claims submission:** All SPA rebate claims related to ABB Installation Products must be submitted through ABB empower and/or via our new EDI SAP Interchange ID, including SPA claims related to orders entered in TOPS and T&B Access (legacy systems) prior to the transition. ABB will no longer accept submissions via T&B Access or submissions under the old interchange ID.

**ABB invoices:** ABB’s SPA rebating process is quote driven; therefore, short paying of invoices is a violation of ABB’s SPA policy. All invoices are to be paid in full.
ABB empower pricing management process

**Price & Availability**
The Price & Availability module allows users to obtain real-time price and availability information for catalog based products. These items can then be directed added to...

**Pricing Terminology Updates**
Learn about recent updates to the pricing field labels in empower in order to support updated global processes.

**Project Pricing**
Learn about how to price an empower quote to receive the correct product multipliers and submit price appeals.

**Special Pricing (SPA) Management**
Get access to your specific SPA agreements and published book pricing. Learn how to request and download these files.

**Rebate Requests**
[5 minutes] Users can submit their Rebate Requests on empower. Learn how to process a manual rebate or upload a rebate file for processing.

**Rebate Tracking**
[3 minutes] Users can now track their rebate requests and download their reconciliation reports directly from GE empower.

Once you receive your ABB empower credentials, you may access a complete ABB empower learning program at [https://empoweru.lessonsly.com/learn](https://empoweru.lessonsly.com/learn).

For example, the following link describes the pricing management process including the topics listed below. (Login to your ABB empower account to review the information)
[https://empoweru.lessonsly.com/learn/topics/37889-pricing](https://empoweru.lessonsly.com/learn/topics/37889-pricing)

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**eCommerce**

**Industry feeds**
ABB will continue to feed enhanced marketing information for our top products via the Industry Data Exchange Association (IDW) and Trade Services platforms such as 1World Sync, Data Alliance, etc. This includes specification pages, technically attributed content, images, marketing descriptions and links to additional support material.

**EDI**
Our excellent EDI services will continue to be available and if your network connection is routed through a value-added network, no changes are anticipated.

If you have a direct AS2 or S/FTP network connection, we will contact you with related connection details and work with you to test the connection in both the test and production environments. This will also entail updating your current EDI ABB Installation Products Trading Partner profile with the following information:

**ABB’s EDI IDs:**
- **Test:** 002154433SAPQ
- **Production:** 002154433SAP
- **Qualifier code:** 01

If you are a customer who was part of our Emergency Lighting (EML) products conversion, you may consolidate your new ABB vendor and EDI trading partner configurations created during the EML go-live.

**SPA claims**
In addition to ABB empower SPA claim functions, ABB provides EDI as an alternative for submitting SPA claims. If you prefer to use EDI, please contact our EDI support team at [eledi-info@us.abb.com](mailto:eledi-info@us.abb.com) for account setup. If you have questions about the SPA credit process, please email [empower@abb.com](mailto:empower@abb.com).
Return goods authorization (RGA)

All return requests for affected product lines will transition from T&B Access to ABB empower.

To ensure a smooth transition, we are implementing a 30-day cut-off prior to the go-live date, during which time no new RMA requests can be entered in T&B Access. Your new requests will be entered 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 as soon as possible.

To be eligible for credit, returned products must meet the following requirements:
1. They must be current design, in new, unused, undamaged condition and in their original, unopened, “as-shipped” cartons.
2. They must be classified by ABB as returnable as indicated in the ABB empower RGA tool.
3. Returnable products must have manufacturing date codes of two (2) years or less at the time of return.
4. Returned products must be received by ABB within 20 days of the RGA approval date.
5. Return freight must be prepaid by the distributor location (excluding ABB error returns and VMI partner returns).
6. No debits are allowed until the material has been returned and the factory has inspected and issued the credit.
7. Debit amount must match the approved amount. Please reference the credit memo number on the debit.
8. RGAs must be included. Material arriving at our facility without RGA will be returned to sender.

Note: These are the standard return terms; please refer to your Master Sales Agreement for additional information.

Customer service

ABB customer service support team: all orders for ABB Installation Products will flow through ABB empower, the ABB online portal. To assist you during this transition, we have an experienced customer service support team to serve as your consistent point of contact.

The ABB customer service support team offers dedicated support by:
- Monitoring orders to help ensure that every shipment stays on schedule based on requirements
- Offering alternative solutions to out-of-stock items or lengthy lead times
- Serving as your access point for after-hours emergency services
- Coordinating inventory adjustments based on your specific forecasted need
- Expediting products to meet your customer’s timeline where possible
- Assisting with order issues and special-order instructions

Customer Service Contacts
ABB technical support

ABB tech support provides support and solutions for ABB products and applications, and offers the following services:

1. Product application support
2. Troubleshooting
3. Technical certificates
4. Testing information
5. Copies of old product literature
6. Safety data sheets
7. Instructors for equipment startup
8. Web and email contact
9. Nexus application information

For the most up-to-date Installation Products customer service contacts and technical services contacts, please visit:

United States contacts
Customer Service Contacts
Technical Support: us-iptechsupport@abb.com

Canada contacts
Customer Service Contacts
Technical Support Contacts

ABB Installation Products sales organization

Regional sales managers

**Midwest**
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brian.dibley@us.abb.com

**Northeast**
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**Southeast**
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**Strategic Accounts**
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