

Registration is required in order to use the Supplier Inquiry Form

Registration:

If you have not already registered & received an account:

Go to the US Supplier Inquiry Website:

<https://www.hitachienergy.com/about-us/supplying/supplier-invoicing#supplier-invoice-inquiries>

To register please follow this link www.usermanagement.abb.com/account/Register?returnUrl=

1. Sign up

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

First name*

Last name*

E-mail address*

Password* (Your password must be at least 8 characters long and contain 3 different character types: lower/upper case letters, numbers or symbols)

Repeat Password*

2. Business information

Company / school / institution

Phone number

Country where you work

3. Security

Security question

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

CAPTCHA

Please enter the text below

Hitachi Energy USA Inc.

Postal Address: 27606 Raleigh, US

Visiting Address: 901 Main Campus Drive, 27606 Raleigh

www.hitachienergy.com

Can't read? [Try another.](#)

I have read and agree to [ABB privacy policy](#)

SIGN UP

You will receive a message you are required to activate your account

Activate account

You need to activate your account to start using ABB services. To activate your account, go to your registered mailbox, open the e-mail from ABB and click on the activation link in the email.

An email will be sent to that will contain a link you will need to click on the “activate account link” to activate your account.

Account activated

Your account has been fully activated. You now have access to all ABB functionalities.

To manage your ABB account, please log in to the account management page:

<https://www.usermanagement.abb.com/account/Manage>

MANAGE YOUR ACCOUNT

Supplier Inquiry Form

Introduction

The Supplier Inquiry Form is designed to allow our suppliers to quickly inquire about the status of an open invoice. In this document, we will explain how to fill in each section of the form.

Inquiry Details

The first section of the form is used to gather some basic data about your inquiry. You must check the box indicating whether your request is an **Invoice Status Inquiry** or a **Remittance Detail Inquiry**.

By default, all requests are "New Request".

The follow-up Option is if you want to follow-up on the original request you submitted, link available through the email confirmation you receive.

HITACHI
Inspire the Next

Supplier Inquiry

Note: Fields marked with an asterisk (*) are required!

Inquiry Details

Please choose the request type you are entering below.*
 Invoice Status Inquiry Remittance Detail Inquiry(Used only for PAID invoices.)

Is this request to a new case or follow - up on an existing one?*

New Request Follow -Up

Requestor Information

If this is a Remittance Detail Inquiry, you will be requested to make a selection from the Drop down, shown below and provide an email address.

HITACHI
Inspire the Next

Supplier Inquiry

Note: Fields marked with an asterisk (*) are required!

Inquiry Details

Please choose the request type you are entering below.*
 Invoice Status Inquiry Remittance Detail Inquiry(Used only for PAID invoices.)

Payment Type: Remittance Detail E-mail:

Is this request to a new case or follow-up on an existing one?*

New Request Follow -Up

Requestor Information

This section will automatically populate your email address, please populate the Secondary Email if you wish to add someone else to the response.

Requestor Information

Requestor Name:*
Enter your full name below.

Requestor E-mail:*
Enter your full e-mail address below. Submitter Email:

Secondary E-mail:

If you would like another person to receive a notification once your request is resolved, please enter their full e-mail address below.

Vendor Information

- Company Name** Enter your company's name in this field.
- Vendor Number** Enter your Power Grids vendor number in this field. This is a required field, so if you do not know your Power Grids vendor number, you will need to enter "Unknown" to submit the form.
- Remit-To Address** Enter the remit-to address that you have on your invoices exactly as it appears on the invoices you send to us in this section.
- Power Grids Bill-To:** Most invoices are emailed to a Bill-To Address which shows a post office box, with an address in Raleigh, North Carolina. Choose the box number to which you send your invoices from the drop-down provided. In the event that you do not send your invoices to a post office box, choose "Other" and indicate in the box below the drop-down the address to which you send your invoices to us.

Vendor Information	
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<p>Company Name:* <input style="width: 90%;" type="text"/></p> <p><small>Enter your company name below.</small></p>	<p>Vendor Number:* <input style="width: 90%;" type="text"/></p> <p><small>Enter your Hitachi ABB Power Grids vendor number below or enter "Unknown" if you do not know it.</small></p>
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Remit-To Address:*
Enter the remit-to address shown on your invoices in the fields below.

<p>Address 1:* <input style="width: 90%;" type="text"/></p> <p>City:* <input style="width: 90%;" type="text"/></p> <p>Postal Code:* <input style="width: 90%;" type="text"/></p>	<p>Address 2: <input style="width: 90%;" type="text"/></p> <p>State:* <input style="width: 90%;" type="text"/></p> <p>Country:* <input style="width: 90%;" type="text"/></p>
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Invoice Information

- Invoice Number** Enter the invoice that you are inquiring about in this field. If you have multiple invoices to inquire about, enter "Multiple" in this box and attach a spreadsheet (using our attachment section) containing the following fields for all invoices: Invoice Number, Invoice Amount, Invoice Date, Purchase order number and Due Date. If you enter "multiple" and do not provide adequate information in your attachment, we will not be able to respond to your inquiry.
- Invoice Amount** Enter the invoice amount in this field. Do not use any symbols. If you are using the "Multiple" option, enter the total amount of the invoices for which you are inquiring.
- Invoice Date** Enter the invoice date in this field. If you are using the "Multiple" option, enter the earliest invoice date from your list here.
- Due Date** Enter the due date in this field. If you are using the "Multiple" option, enter the earliest due date from your list here.
- PG Reference** This field will only appear if you are entering a payment status inquiry. Use this field to include any Power Grids reference information (such as our purchase order number) that you can assist us in researching your request.
- Payment Type** This field will only appear if you are entering a remittance status inquiry. Choose the type of remittance you receive from the drop-down.
- Comments** Enter any comments you would like us to see in this box.
- Attachments** Use the attachments area to add a spreadsheet if you are requesting information on multiple invoices, or to attach any detail you received from your bank if you are requesting

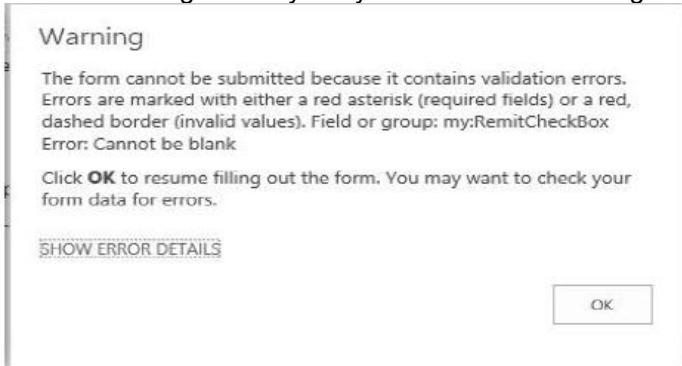
remittance status. To attach, click on the “Browse” button and locate the file on your computer. You will see the path to the document you chose appear in the window to the left of the “Browse” button. You may add additional attachments by clicking on the “Insert Item” button and following the same procedure for each attachment. Once you press Submit, your attachments will be added to the form and sent in along with your other information.

Submitting

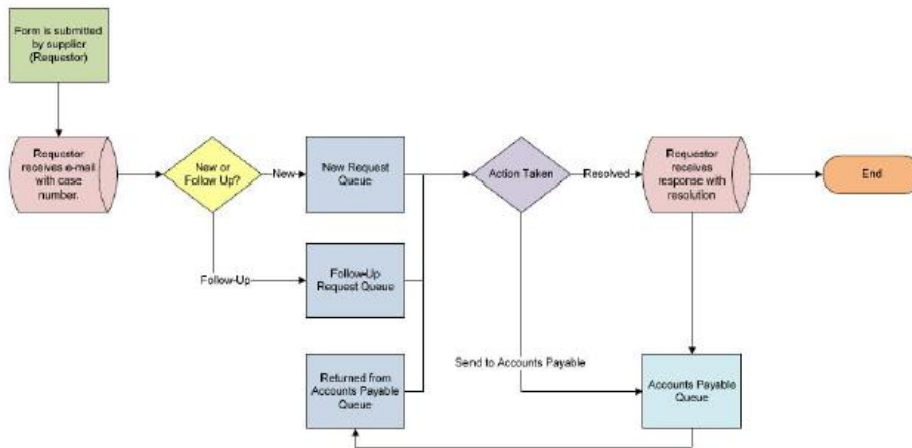
Once you have completed all the information on the form, click the Submit button. You will receive a confirmation e-mail within a few minutes of your submission that includes your case number & a link to your case that you can reference at a later date for an update. Be sure to check your SPAM folder to ensure the e-mail was not embargoed. (You may also want to add Sites-NAM@abb.com to your list of allowed e-mail addresses).

Error Messages

Missing Fields If you did not fill out any of the required fields (indicated by an asterisk on the form), you will receive an error message when you try to submit. The message will contain the fields that are missing (see sample below).



Appendix - Supplier Inquiry Workflow



Above you can see a “behind the scenes” view of how your requests are routed through our workflow. The status of your request will be updated automatically as it moves through the above flow.

To check inquiry status

<https://www.hitachienergy.com/about-us/supplying/supplier-invoicing#supplier-invoice-inquiries>

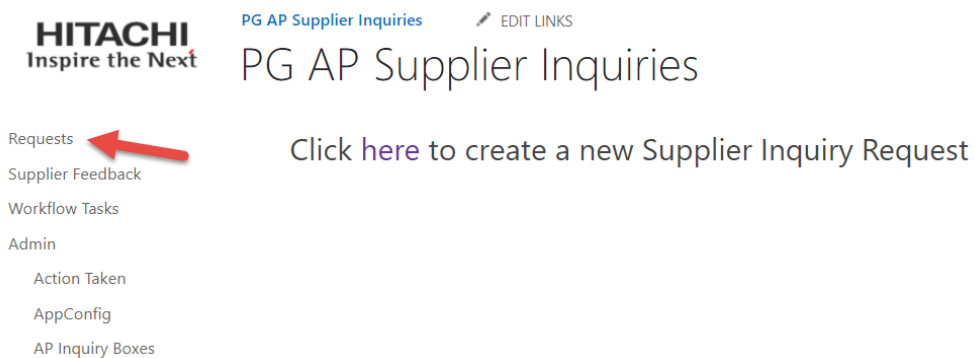
Click on read more to open the inquiry site:



Check the status of a submitted inquiry

[Read more >](#)

Choose requests on the left-hand side of the screen to view inquiries.

A screenshot of a web application interface. At the top left is the HITACHI logo with the tagline 'Inspire the Next'. To the right of the logo is the text 'PG AP Supplier Inquiries' and a small 'EDIT LINKS' button. Below the logo is a vertical list of navigation items: 'Requests', 'Supplier Feedback', 'Workflow Tasks', 'Admin', 'Action Taken', 'AppConfig', and 'AP Inquiry Boxes'. A red arrow points to the 'Requests' item. To the right of the navigation list is the text 'Click here to create a new Supplier Inquiry Request'.

Toggling to “my documents” will show all inquiries that you’ve submitted, you can view them for comments from the team or updates on your case.

AP Supplier Inquiries

Requests

Supplier Feedback

Workflow Tasks

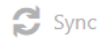
Admin

Action Taken

AppConfig

AP Inquiry Boxes

Baldor SI Auto



Sync



Share

More



All Documents

ABBMotors

IRGDashSupInq



Find a file



ID

Name

Date Entered

2998 1000926

...

2999 1001142

...

3000 1001211

...

MempDbTnbApSupInq

My Documents

USRMM My Documents

Workflow Task View

Submitter Email