NAM TRANSFORMATION

ABB empowerU

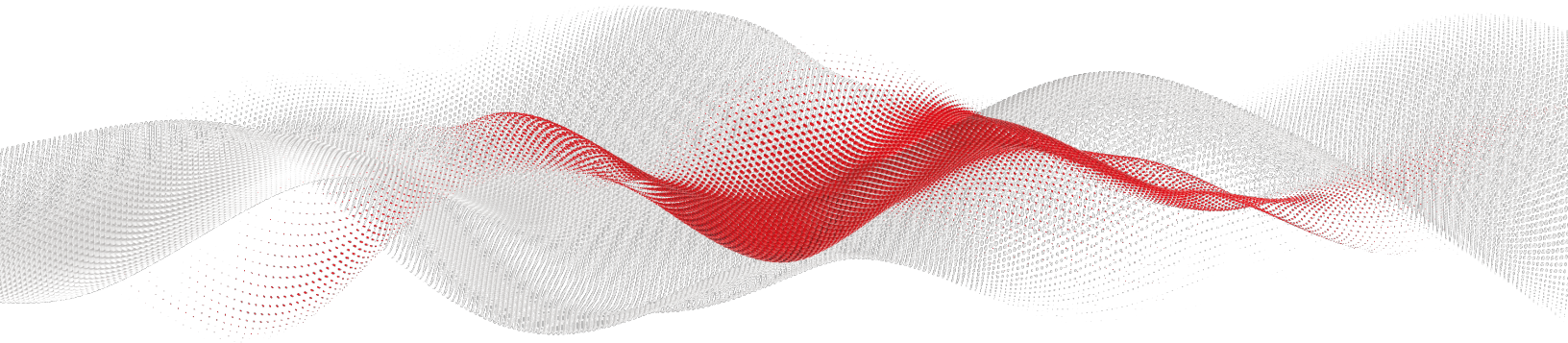

ABB empowerU is your go-to resource for empower. It includes a training website with guides and videos, step-by-step instructions, and full learning lessons AND direct email access to a team of technical experts to support with login issues, password resets, and other problems.

Access the training site: www.empowerU.lessonly.com

Email the support team: empowerU@abb.com

For your convenience, we have compiled a list of clickable links to common topics within the training site, which will help you as you transition to empower.

Getting Started
What is empower?
Login, Registration, & Managing Accounts
System Notifications
What's Next

User Registration and Management
Account Pre-Authorization
- Pre-Authorization Requests
- Generating Pre-Authorization Codes
- Applying Pre-Authorization Codes

Assigning Account Access
Getting Started: Customer Registration and Login
- Creating an ABB SSO ID
- Registering for empower
- empower Profile Setup
- Requesting Accounts

Getting Started: Requesting Account Access
Managing Users
- Basics
- View User Details
- Manage Account Access
- Update User Permissions
- User Revalidation
- Order Management

Navigating Accounts
- Setting Favorite Account
- Account Switching
- View Account Details
- Removing Accounts

User Management and Access FAQs

Sharing and Downloading
Email Sharing
- Downloading Document

Order Management
- Creating an empower

Order/Shopping Cart Order
- Introduction
- Build Order
- Complete the Order
- Shipping Addresses
- Shipping Details
- Order Summary

Order Status and Tracking
- Orders from the Home Page
- All Orders Page: Filter and Search
- All Orders Page: Project Tracking
- Order Details
- Open Orders Report

Saving List and Shopping Carts
Shipment Tracking
Shipment History
Order Management FAQs
Order Notifications

Product Catalog
- Getting Started: Product Catalog
- Product Home Page
- Product Page
- Product Search
- Product Comparison
- Specifications and Publications
- Download/Email
- Product Details
- Equipment Lead Time Download

Post Sales Services

Creating Rebate Request
- Create Rebate: Upload File
- Upload File Request Summary
- Create Rebate: Manual Entry
- Manual Entry Request Summary

Creating a Return Request
- Creating a Return by Invoice
- Return by Invoice: Reason for Request
- Return by Invoice: Additional Information and Summary
- Create a Stock Balancing Return
- Stock Balancing Return (Part 2)
- Create a Manual Entry Return
- Project Drop/Ship

Rebate Tracking
- Manage Rebates
- Rebate Request Line-Items
- Search Request
- Downloading Credit Memos

Return Management and Tracking
- Managing Returns
- Return Request Line-Item
- Search Returns
- Reviewing Return Cases

ELIP SPA Claim Process for Sales

Pricing

Pricing Agreements (SPA)
- All Pricing
- Filtering and Searching Agreements
- Viewing a SPA
- Net Pricing List
- Publish Book Pricing

Price and Availability
- Price and Availability Results
- Sharing and Exporting Results
- Saving Results to a List

Price/Quote Hawk

Enhanced Notification

Accessing Notification Settings
Registering for a New Notification
Modifying Existing Notifications
Notification FAQs