

NORTH AMERICA (NAM) TRANSFORMATION

# Transition guide for Retail Partners (US)



**ABB Installation Products Inc. is transforming our enterprise resource planning (ERP) platform from our legacy system to a proven installation of SAP (Torque).**

## **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.

The transformation and subsequent upgrade will not affect our warehouse management or manufacturing systems, but will include a new transportation management system.

## **Who will be affected by this transition?**

Retail partners affected by this transition are those currently ordering ABB products.

## **When will the transition happen?**

We started this transition with a pilot phase involving Emergency Lighting (EML) products that went live in summer 2021, and in which you may have been involved. Installation Products (formerly Thomas & Betts) is expected to go live in early 2023.

## **How will shipping schedules be affected?**

Retail partner shipping schedules will remain the same, and your orders will continue to ship out of the current shipping location.

**Consult your ABB account manager for more details.**

# ABB Installation Products Inc.

## Vendor set-up 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. When Installation Products transitions 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](mailto:remit@us.abb.com)

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

**Inquiries can be sent to:**  
[creditrequests@us.abb.com](mailto:creditrequests@us.abb.com)

In the event 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 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



# Checklist for Retail Partner Transition

Step-by-step required tasks for a successful transition

- ☐ **1. Ensure that all of your Emergency Lighting and Installation Products (formerly Thomas & Betts) catalog numbers roll up under one (1) 'vendor number' associated to one (1) 'EDI mapping'**  
**Who:** All EDI Retail Partners  
**Why:** Allows ABB to regroup all ABB products under one (1) purchase order and one (1) EDI transmission  
**Timing:** Needs to be completed by ELIP go-live date  
**Where:** Retail Partner's internal system
- ☐ **2. Complete user acceptance testing with ABB**  
**Who:** All EDI Retail Partners  
**Timing:** Needs to be completed by ELIP go-live date  
**How:** ABB EDI representative will contact the Retail Partner's EDI representative
- ☐ **3. Ordering and return freeze**  
**Who:** All Retail Partners  
**Timing:** There will be freeze windows prior to go-live (early 2023), during which time orders will be frozen 7-10 calendar days and returns will be frozen 30 calendar days prior to go-live  
**Why:** During these freeze windows, the ABB system transition will be executed  
**How:** Your ABB customer representative will be sharing more information on these freeze windows in future communications
- ☐ **4. Open orders**  
 If open orders need to be cancelled and recreated in our new ERP system, your ABB customer service representative will contact you

Vendor number - unique vendor number assigned to ABB Installation Products Inc. created by the Retail Partner.

## Customer service

Your dedicated customer service representative will be available to assist you and resolve any issues regarding the below points during this transition:

- ☐ Monitoring orders to help ensure that every shipment stays on schedule based on requirements
- ☐ Offering alternative solutions for 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

### US

ABB Installation Products Inc.  
Electrification business

[tnb.abb.com](https://tnb.abb.com)  
[electrification.us.abb.com](https://electrification.us.abb.com)