
NORTH AMERICA (NAM) TRANSFORMATION — ABB INSTALLATION PRODUCTS INC.

Transition guide for hazardous location lighting and Emergency Lighting Products

Hazlux, Ex-Solutions, Emergi-Lite, Lightalarms, Intelligent EML-Nexus

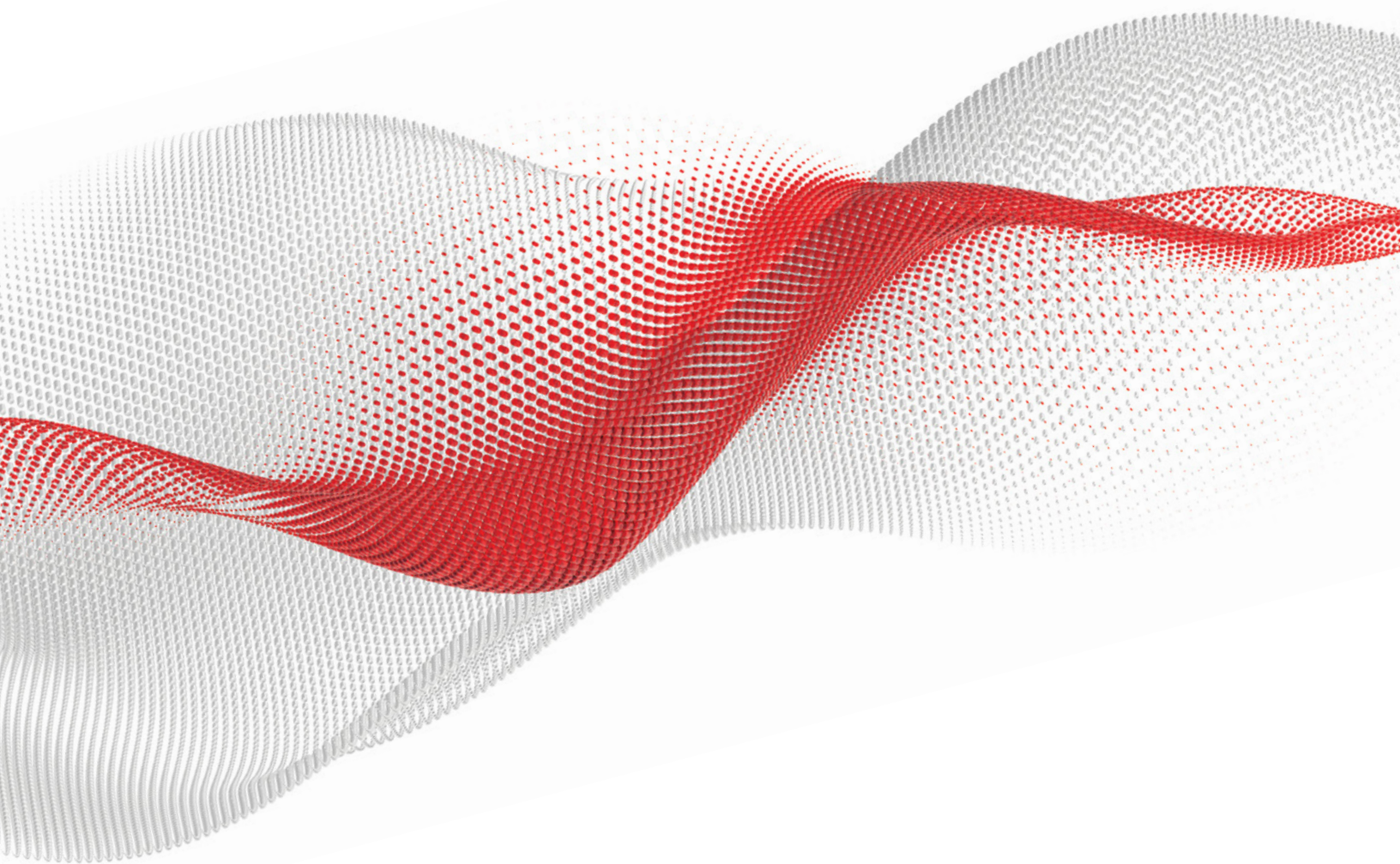


ABB Installation Products Inc. (Emergency Lighting) is transforming our enterprise resource planning (ERP) platform from our legacy system to a proven installation of SAP (Torque) and will also transition to an industry-proven front-end interface as our Customer Portal (ABB empower).

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

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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.



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.

The list below represents the product lines that will be affected by this transition. Please review the list closely.

| Business Line | Product Line Description | Product Line |
|---------------|--------------------------|--------------|
| ELSB | Hazlux | 022 |
| ELSB | Ex-Solutions | 022 |
| ELSB | Emergi-Lite | 127 |
| ELSB | Lightalarms | 133 |
| ELSB | Intelligent EML – Nexus | 306 |

ELSB = Electrification Smart Building

Information that will be communicated in this guide

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 systems, 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 products identified on page 4 of this guide from ABB.

When will the transition happen?

The transition is expected to be completed over the upcoming months following extensive testing and piloting the changes 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 Hymus-Dorval factory and agent warehouses.

How are existing ABB empower users affected by this transition?

Existing ABB empower users will now be able to follow orders of the affected products, listed on page 4 of this guide, from 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.

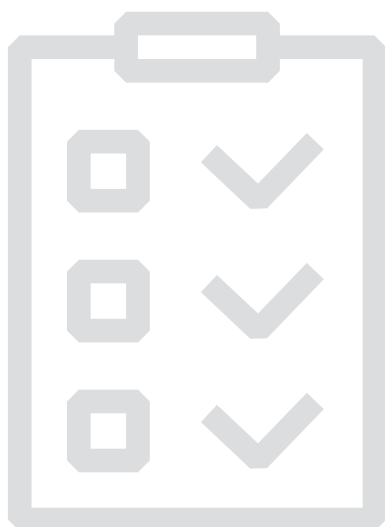
What tasks are new ABB empower users being asked to complete?

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 below.

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 detail.



Checklist for new and existing ABB empower users

[click checklist to download](#)

Step-by-step required tasks for a successful transition

Pages 7 & 8

- ☐ **1. Set up ABB Installation Products as a vendor in your internal system**
Who: All customers - vendor number required to purchase EML products separately from ELIP
Timing: Immediately
Where: Customer's internal system
Why: ABB vendor number is tied to our legal entity which helps us direct how we do business with our customers (ie. banking info, invoices, etc.)

Page 7

- ☐ **2. Submit sales tax exempt certificate/documentation**
Who: All customers
Timing: Immediately via T&B Access webform
 Or once the empower account number has been received for email submissions
How: via the T&B Access webform or by email including empower account number to ABB Installation Products Inc. us-epistaxteam@abb.com (US), or ABB Electrification Canada ULC collection.canada@ca.abb.com (CA)

Page 7

- ☐ **3. Submit sample stock purchase order addressed to ABB Installation Products Inc.**
Who: US customers only
Timing: Immediately via T&B Access webform
 Or once the empower account number has been received for email submissions
How: via T&B Access Form or by email including the empower account number to us-torquecmf@abb.com (US only)

Page 10

- ☐ **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 30 days of EML go-live date
How: ABB empower customer numbers will be provided to the customer

Page 9

- ☐ **6. Receive pricing files from ABB and upload files into internal system**
Who: ABB to send & all customers to upload files
Timing: Within 45 days of EML go-live date
How: Pricing files will be provided to the customer from ABB

Page 9

- ☐ **7. Register for an ABB SSO**
Who: All customers
Timing: On or one week prior to EML go-live date
Where: [empower website](#) / [ABB empower Getting Started Guide](#)

Page 7

- ☐ **8. Login to empower**
Who: T&B Access users only (others move to next step or create T&B Access prior to go-live)
Timing: On EML go-live date
Where: [empower website](#) / [ABB empower Getting Started Guide](#)

Pages 7 & 9

- ☐ **9. Register for empower profile & request accounts**
Who: Non-T&B Access users
Timing: On EML go-live date
Where: [empower website](#) / [ABB empower Getting Started Guide](#)

LEGEND

Vendor number - unique number assigned for EML by the customer to ABB Installation Products (US) or ABB Electrification Canada ULC (CA) 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 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



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 addressed to ABB Installation Products Inc. will be required. 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 should be dated 1/1/2021 or after.

To expedite account setup, please submit a sample stock purchase order (PO) addressed to ABB Installation Products Inc. that clearly identifies the ordering and “invoice-to” addresses. If this information is not already identified with the appropriate labels on the purchase order, please indicate the ordering and “invoice-to” addresses in the notes section of the PO.

T&B Access users are encouraged to provide sales tax exempt certificates and sample stock purchase orders via the webform in the Actions panel in your

account. If the webform is not visible in the Action panel of your account, this process is being completed on your behalf by your account manager. This action can be completed prior to receiving your empower account number and will ensure that your company's account information including legal name, “sold-to” address, “invoice-to” address and sales tax exempt status are properly reflected in our system. For non-T&B Access users, once you receive your empower customer number, please email your sales tax exempt certificate to us-epistaxteam@abb.com and your sample stock purchase order to us-torquecmf@abb.com. **Please include your empower customer number in all correspondence.**

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

A second vendor may need to be created for EML products (and ONLY EML products) by the purchasing department of your company.

All other ABB Installation Products (T&B) are not changing at this time, but will in the future.

For EDI customers only, a new EDI Trading Partner will need to be created by the EDI Technical contact of your company.

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

Federal Tax ID number 22-1326940
D&B number 00-215-4433
NAICS Code number 335931 and 331110

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:
remit@us.abb.com

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

Remit to address:
ABB Installation Products Inc.
PO Box 28073
Chicago, IL 60673-1280




| Check Payment | Overnight Address | ACH/Wire Transfer Info |
|--|---|--|
| ABB Installation Products Inc PO Box 28073 Chicago, IL 60673-4529 | ABB Installation Products Inc C/O JP Morgan Chase Lockbox Box 28073 131 S Dearborn, 6th Floor Chicago, IL 60603 | ABA Routing: 021000021 DDA (Account No): 581951410 SWIFT CODE: CHASUS33 |
| | FEDEX Number Third Party Payment - 229117831 | 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, while ABB empower Quote provides users the ability to fully configure and execute project quotes and orders.

There is an online [Getting Started Guide](#) to help users become familiar with the ABB empower system and learn helpful 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 results.

Getting help — ABB empower account registration


For existing T&B Access users

For users who have 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.

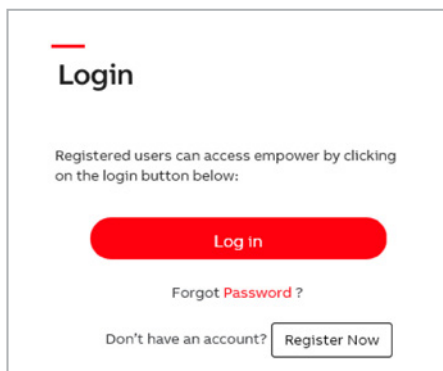
For non-T&B Access users

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

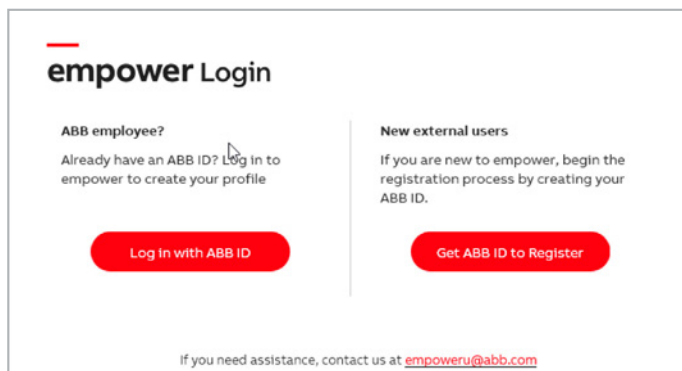
New users, and users who have not logged into T&B Access recently will need to create an empower profile. This requires you to know your customer account numbers. Visit empower.abb.com/help and click “Register Now” to begin the user setup process. Please consult this [Getting Started Guide](#) for more details on how to register for ABB empower as well as 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”. External customers should contact their Account Manager or empower Admin for account access and revalidation requests. Contact Customer Service for questions regarding orders and billing.

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



2 Step 2: Create your profile with your ABB ID or click Get ABB ID to register.



Customers who purchase product across multiple ABB Sales Organizations (Sales Orgs) may see a list of approved accounts on their empower account management page based on the Sales Orgs with which they transact.

Select the correct account that corresponds to the ABB legal entity on your purchase order. Please note for products affected by this transition guide, Sales Orgs USS6 (for US Customers purchasing EML and Hazardous Location Lighting product), or CAS6 (for Canadian customers purchasing EML/Hazardous Location Lighting product) will be selected.

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 (USS1)

ABB IS Canada to be used when placing an order for legacy Industrial Solutions and ABB Smart Buildings/Smart Power (CAS1)

ABB Inc. to be used when placing an order for legacy Zenith and power controls US (USS5)

ABB Installation Products USA to be used when placing an order for Installation Products US (USS6)

ABB Electrification EL Canada to be used when placing an order for Installation Products Canada (CAS6)

The screenshot shows the ABB empower account management interface. The top navigation bar includes links for HOME, MY CART, ORDERS, SHIPMENTS, SAVED ITEMS, INVOICE, PRODUCTS, POST SALES, and PRICE AGREEMENTS. The user is logged in as Robin. The main section is titled 'My Profile | Account Management' and displays a list of 'Accounts' for North America. The list includes columns for Account No., Account Name, City, State, Sales Org., and Sales Channel. Four accounts are listed, all with redacted account numbers (XXXXXX) and names (ABBCDEFGHIJKL1-4). The sales organizations are ABB IS United States, ABB Inc., ABB Zenith United States, and ABB IS United States. The sales channels are Distribution, Distribution, Distribution, and Other GE. A 'Request Account' button is visible on the right.

| Account No. | Account Name | City | State | Sales Org. | Sales Channel |
|-------------|----------------|--------------|----------|--------------------------|---------------|
| XXXXXX | ABBCDEFGHIJKL1 | BIRMINGHAM | Alabama | ABB IS United States | Distribution |
| XXXXXX | ABBCDEFGHIJKL2 | BIRMINGHAM | Alabama | ABB Inc. | Distribution |
| XXXXXX | ABBCDEFGHIJKL3 | BIRMINGHAM | Alabama | ABB Zenith United States | Distribution |
| XXXXXX | ABBCDEFGHIJKL4 | EAST FACEBKS | Arkansas | ABB IS United States | Other GE |

Showing 1 to 4 of 4 entries

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 although the EDI connection to our company may change if you have a direct AS2 or

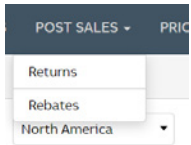
S/FTP connection. A new EDI Partner will also be required. We will contact you with any connection changes or required testing. For detailed rollout procedure, please refer to the introductory email to impacted customers (titled Important Notice – Network Communications Changes).

ABB's EDI IDs:

- **Test:** 002154433SAPQ
- **Production:** 002154433SAP
- **Qualifier code:** 01

Return goods authorization (RGA)

All return requests for affected product lines will transition from T&B Access to ABB empower. Products purchased via ABB empower should be returned through ABB empower. However, products purchased from ABB prior to the migration should be returned through your Emergency Lighting customer service representative.



Warranty returns can be requested via the Post Sales option in empower.

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

Emergency Lighting 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:

- ☐ Current design, in new unused, undamaged condition and in their original, unopened, “as-shipped” cartons.
- ☐ Classified by ABB as returnable as indicated in the ABB empower RGA Tool.
- ☐ Returnable Products must have manufacturing date codes of two (2) years or less at the time of return.
- ☐ Returned products must be received by ABB within 20 days of the RGA approval date.
- ☐ Return freight: Must be prepaid by the distributor location (excluding ABB error returns and VMI partner returns).
- ☐ No debits are allowed until the material has been returned and the factory has inspected and issued the credit.
- ☐ Debit amount must match the approved amount. Please reference the credit memo number on the debit.
- ☐ 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 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 customers' timeline where possible.
- ☐ Assisting with order issues and special-order instructions.

ABB technical support

ABB Tech Support, located in Dorval, Quebec, provides support and solutions for ABB products and applications, and offers the following services:

- Product application support
- Troubleshooting
- Technical certificates
- Testing information
- Copies of old literature
- Safety data sheets
- Instructors for equipment startup
- Web and email contact
- Nexus application information



For the most up-to-date Emergency Lighting Customer Service and Technical Support group contacts, please visit:

| United States contacts | Canada contacts |
|---|---|
| Emergency Lighting contacts | Emergency Lighting contacts |
| Customer Service contacts | Customer Service contacts |

U.S. Emergency Lighting Sales Organization

| Brands | Region | Contact name: | Contact Email Address: |
|----------------------------|--------------|------------------|--|
| Emergi-Lite / Hazlux | North region | Timmy Dunn | Timmy.Dunn@ca.abb.com |
| Emergi-Lite / Hazlux | South region | Thomas Armour | Tom.Armour@us.abb.com |
| Lightalarms / Ex Solutions | North region | Stan Chrzanowski | Stan.Chrzanowski@us.abb.com |
| Lightalarms / Ex Solutions | South region | Matthew Lenuzza | Matthew.Lenuzza@us.abb.com |

ABB