Transition guide for Smart Power and Smart Buildings

ABB

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CA
ABB Electrification Canada ULC
Electrification Business

tnb.ca
abb.com/ca

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ABB Electrification Canada ULC is transforming our enterprise resource planning (ERP) platform from a 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, optimized quotations and a simplified order process – 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 TnB 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 following is a list of Smart Power and Smart Buildings product lines with short descriptions that will be transitioned. We recommend you review this list closely.

Smart Power (ELSP)

Product line description	Product line
ABB-Arc guard	PL505
ABB-Contactors, OL's, MMP's	PL507
ABB-Electronic products & relays	PL508
ABB-Jokab	PL509
ABB-Limit switches	PL510
ABB-Miscellaneous & brand label	PL511
ABB-Pilot devices	PL512
ABB-Softstarters-LV	PL515
ABB-Enclosed starters	PL517
ABB-Molded case circuit breakers	PL520
ABB-Power circuit breakers	PL521
ABB-Disconnect switches – enclosed	PL522
ABB-Disconnect switches – open	PL523
ABB-Main distribution equipment	PL529
ABB-Safety switches	PL530
ABB-Distribution boards	PL534
ABB-LV power quality system	PL550
MCCB	PL704
Disconnect switches	PL709
Safety switches	PL730
Power and ICCB	PL731
Power panelboards	PL732
Automatic transf switches ATS	PL733
Paralleling switchgear	PL734
UPS	PL735
NEMA full voltage power device	PL736
Reduced voltage starters	PL737
Lighting contactors	PL738
Pilot devices 30 MM	PL740

Product line description	Product line
C2000 contactors	PL742
General purpose relays	PL744
Contactors	PL747
Terminal blocks	PL748
Timers	PL749

Smart Buildings (ELSB)

Product line description	Product line
Industrial plugs & sockets	PL157
Current tech surge protection	PL181
Surge protection OVRH	PL183
ABB-Miniature circuit breakers	PL501
ABB-PROLINE panelboards	PL502
ABB-Surge protection OVRT2	PL503
ABB-Power distribution bus systems	PL516
ABB-Enclosures	PL524
ABB-Modular DIN rail components	PL525
ABB-Residual current devices	PL526
ABB-Energy measure & mgmt system	PL535
Building automation	PL540
Load centers	PL701
Modular metering	PL702
Surge protection devices SPD	PL703
Panelboards	PL705
Transformers	PL706
PG enclosures	PL707
Midwest	PL708

Information that will be communicated in this guide

What is happening?
ABB Electrification Canada ULC 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 (TnB Access) to ABB's empower platform, that along with SAP will provide a common interface to conduct business across all divisions of ABB Electrification Canada ULC.

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 by mid-2022, 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 Bromont Master Distribution Centre.

How are existing ABB empower users affected by this transition?
Existing ABB empower users might need to request access to their SP/SB CAS6 account. There is a possibility that it might already be on their empower profile if it was added for EML go-live.

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.

Terms and conditions
The ABB Electrification Canada ULC General Terms and Conditions of Sale will apply:
General terms & conditions of sale

Consult your ABB sales representative for more details.

Checklist for Smart Power and Smart Buildings
Step-by-step required tasks for a successful transition (Canada)

Reference:

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1. **Ensure all of your Emergency Lighting, Smart Power and Smart Buildings catalogue numbers roll up under one of the vendor numbers (newly created or original) prior to go-live date**
   Who: All customers
   Timing: Needs to be completed by SP/SB go-live date
   Where: Customer's internal system

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2. **Complete user acceptance testing with ABB**
   Note: If you already completed testing as part of the EML pilot phase, you will need to recode your Smart Power and Smart Buildings catalogue numbers to align with your EML EDI mapping that is already set up and tested
   Who: EDI customers only
   How: ABB EDI representative will contact the customer's EDI representative

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3. **Receive customer number from ABB**
   Who: ABB to send (existing empower users continue to use same number)
   Timing: Within 45 days of SP/SB go-live date
   How: ABB empower customer numbers will be provided to the customer

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4. **Ship and debit claim testing (SPA claim-backs)**
   Who: All customers with ship and debit quotes
   Timing: 45 days before SP/SB go-live date
   How: Download all new SAP quote numbers and end user codes. Download empower-required template followed by training and testing (EDI 844 and 849 testing).

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5. **Prepare your system with appropriate Product Line/Product Group fields based on new SAP terminology conversion of MPG/MG2**
   Who: All customers
   Timing: Within 45 days of SP/SB go-live date
   How: See page 9 of Transition Guide for details and example

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6. **Receive pricing files from ABB and upload into customer internal system**
   Who: All customers are responsible for downloading new pricing files from ABB empower
   Timing: Within 45 days of SP/SB go-live date
   How: Download new pricing files from ABB empower and upload files into your internal system

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7. **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 TnB Access

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8. **Register for an ABB single sign-on (SSO)**
   Who: All customers - regular users or those who need to download new pricing files
   Timing: From 45 days prior to SP/SB go-live date until SP/SB go-live date
   Where: empower website / Customer registration for empower / Getting started with empower

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9. **Log in to empower**
   Who: TnB Access users only (others move to next step)
   Timing: On SP/SB go-live date, or request access 45 days prior to SP/SB go-live date for those downloading new pricing files
   Where: empower website / Customer registration for empower / Getting started with empower

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10. **Register for empower profile and request accounts**
    Who: Non-TnB Access users
    Timing: On SP/SB go-live date, or request access 45 days prior to SP/SB go-live date for those downloading new pricing files
    Where: empower website / Customer registration for empower / Getting started with empower

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Legend
Vendor number – Unique number assigned for ELIP by the customer to ABB Electrification Canada ULC 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 set-up for new ABB empower users

All customers purchasing affected products will be migrated to the ABB empower operating system. Your new ABB Electrification Canada ULC 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 can be downloaded for your reference.

ABB Electrification Canada ULC
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. Once Smart Power and Smart Buildings transition to empower, and subsequently Installation Products in 2023, 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.

NEW REMITTANCE INFORMATION - CHEQUE AND WIRE: (effective starting June 6, 2022)

For payment by cheque, please follow the instructions below:

Cheque payment in CAD (via registered mail)
Name: ABB Electrification Canada ULC
C/O: T45798C
PO Box: 4578 Station A
Toronto, Ontario M5W 0L8

Cheque payment in CAD (via courier)
Name: Toronto Wholesale Lockbox Department
4 Prince Andrew Place
Toronto, Ontario M3C 2H4
Attn: ABB Electrification Canada ULC
(Lockbox# T45798C)

Cheque payment in USD (via registered mail)
Name: ABB Electrification Canada ULC
C/O T45798U
PO Box: 4578 Station A
Toronto, Ontario M5W 0L8

Cheque payment in USD (via courier)
Name: Toronto Wholesale Lockbox Department
4 Prince Andrew Place
Toronto, Ontario M3C 2H4
Attn: ABB Electrification Canada ULC
(Lockbox# T45798U)

Federal tax ID number: R105265250
Provincial tax ID number: 1002886509
D&B number: 20-200-9064

Your Accounts Receivable contact will be assigned once your account is established in the system.

Inquiries can be sent to: collection.canada@ca.abb.com

For payment by wire or bank transfer, please follow the instructions below:

ACH/wire transfer info

Pay to bank: Citibank N.A. Canadian Branch
123 Front Street West, 18th floor
Toronto, Ontario M5J 2M3
Bank number: 0328
SWIFT: CITICATTBCH
Beneficiary: ABB Electrification Canada ULC
Transit number: 20012
Account number: 2010560105 CAD Account
2010560107 USD Account

If the wire is issued from the US in USD, please use the following intermediary bank:
Intermediary bank: Citibank New York
ABA number: 021000089
SWIFT: CITIUS33

Payment Detail: Invoice: _____

Clearly indicate the numbers of the invoice(s) being paid
Send remittance advices to: acctg_canada@ca.abb.com

ABB empower overview

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

There are some important guides to help new users become familiar with the ABB empower application and get tips for navigating the tool:
Customer Registration
Getting Started in empower

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 empower users
Check your empower account list to see if your new ABB Electrification EL Canada account(s) are already on your profile. If not, you will need to request the account(s) to be added. Please consult the Getting Started in empower for information on how to request new accounts.

For existing TnB Access users
Each user will need to register for an individual ABB SSO ID to complete their empower account set-up. Once the ID is activated, Access users will have the option to log in with their TnB Access credentials. This will finish creating their empower profile and import their accounts automatically. See the Customer Registration guide for more details.

For non-TnB Access users
New users and users who have not recently logged into TnB 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 set-up process. Please consult the Customer Registration guide for more details about how to register for ABB empower.

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 and empower profile anytime after April 19, 2022. Functionality will be limited to downloading pricing documents until the go-live date in mid-2022.

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Step 1: Log in or create an account through the "Register Now" link.

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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 legal names under 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, "ABB EL Canada" should be chosen.

The following are examples of ABB's various legal names and a screenshot example of the empower account management page:

ABB IS Canada to be used when placing an order for legacy Industrial Solutions material (CAS1)

ABB EL Canada (Electrification Products) to be used when placing an order for Smart Power and Smart Buildings (CAS6)

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).

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.

Current TOPS PL	New MPG	New MPG Description
505	A5	ARC GUARD
505	A5	ARC GUARD
505	A5	ARC GUARD
505	A5	ARC GUARD
505	A5	ARC GUARD
505	A5	ARC GUARD
505	A5	ARC GUARD
505	A5	ARC GUARD

Current TOPS PG	New MG2	New MG2 Description
50512	A5A	ARC GUARD MAIN UNITS
5052A	A5B	ARC GUARD - ACCESSORIES
50551	A5B	ARC GUARD - ACCESSORIES
50551	A5F	ARC GUARD - OPTICAL DETECTORS/CABLE
50552	A5A	ARC GUARD MAIN UNITS
50552	A5B	ARC GUARD - ACCESSORIES
50552	A5D	ARC GUARD - OPTICAL DETECTORS/CABLE
50552	A5E	ARC GUARD - SAMPLE CASES & DEMO TVO

Ship & debit claim process

ABB Electrification Products documentation requirements and resources for submitting ship & debit claims for credit

Ship & debit claims submission data should include:
- Distributor account number
- SAP agreement number
- Credit reference number
- ABB catalog number
- End customer account number (End user code)
- End customer name
- End customer invoice date
- Distributor invoice number
- Quantity sold
- Cost per unit
- SPA cost per unit
- Distributor requested credit amount

All customers are responsible for downloading new pricing files from ABB empower within 45 days of the go-live date. Once downloaded, upload pricing files into your internal system as outlined in the checklist document. New SAP agreement numbers will link to the current ship & debit quote numbers. The new SAP agreement numbers (beginning with 4500) will have to be submitted with your claim.

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

Ship & debit claims
All ship & debit rebate claims related to Electrification, Smart Power and Smart Buildings products must be submitted through ABB empower or via our new EDI SAP Interchange ID, including ship & debit claims related to orders entered in TOPS and TnB Access (legacy systems) prior to the transition. ABB will no longer accept submissions via TnB Access or the old interchange ID for Smart Power and Smart Buildings product lines. Ship & debit claims related to Electrification Installation Products should continue to be entered via the legacy systems.

If you are currently submitting ship & debit claims via a web portal (TnB Access/empower) and require support for a transition to EDI, please contact our EDI support team at edisupport@us.abb.com for account set-up.

For questions about the ship & debit credit process, please email spasupport.canada@ca.abb.com

Reference
ABB Electrification SPA Rebate Policy and Procedures Canada

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...

🕐 5 min

Pricing Terminology Updates

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

🕐 3 min

Project Pricing

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

🕐 7 min

Special Pricing (SPA) Management

Get access to your specific SPA agreements and published book pricing. Learn how to request and download these files.

🕐 3 min

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.lessonly.com/learn.

For example, the following link describes the pricing management process including the topics listed below. (Log in to your ABB empower account to review the information) https://empoweru.lessonly.com/learn/top-ics/37889-pricing

eCommerce

Industry feeds

ABB will continue to feed enhanced marketing information for our top products via the Industry Data Exchange Association (IDEA) Connector along with other Master Data Management (MDN) platforms to include Trade Services and 1WorldSync. 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 you are a customer who was part of our Emergency Lighting (EML) products conversion, no EDI changes are anticipated. Your buyers will order our Smart Buildings (SB) and Smart Power (SP) materials through your new ABB EML vendor that was previously set up in 2021.

For customers that were not part of the EML product conversion, a new vendor will need to be set up to split purchases of the SB/SP material from those of ABB Installation Products. Your buyer and A/P departments will be notified of the change requirements. In addition, a new EDI ABB Electrification Canada ULC Trading Partner will need to be set up for the new vendor with the following information:

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

Return material authorization (RMA)

All return requests for affected product lines will transition from
TnB Access to ABB empower

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

Products purchased via ABB empower, and products purchased via TnB Access prior to the migration should be returned through ABB empower.
To ensure a smooth transition from TnB Access to empower, we are implementing a 30-day cut-off prior to the transition go-live, during which time no new RMA requests can be entered in TnB Access. You will be able to process any new requests in ABB empower when the transition is complete. We strongly encourage you to return the products associated with any returns currently open in TnB Access as soon as possible.
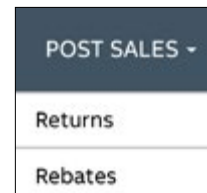
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To be eligible for credit, returned products must meet the following requirements:
1. They must be current design, in new, unused, undamaged condition and in their original, unopened, "as-shipped" cartons.
2. They must be classified by ABB as returnable as indicated in the ABB empower RMA 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 30 days of the RMA approval date.
5. Return freight must be prepaid by the distributor location (excluding ABB error 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. RMAs must be included. Material arriving at our facility without an RMA will be returned to sender.

Note: These are the standard return terms; please refer to your Terms & Conditions for additional information.

Customer service

ABB customer service support team: all orders for ABB Electrification Canada ULC will flow through ABB empower, the ABB online portal. To assist you during this transition, you may contact the customer service support team, which will serve as your consistent point of contact.

The ABB customer service support team offers dedicated support by:
☐ Order management and monitoring to help ensure that every shipment stays on schedule based on requirements
☐ Confirming/improving expected ship dates to help meet your customer's time line when possible
☐ Coordinating orders with special shipping instructions
☐ Resolving any emerging after order problems
☐ Coordinating RMAs with the various stakeholders

Customer Service Contacts

ABB technical support

ABB Electrification Canada ULC Tech Support provides support and solutions for ABB Electrification Canada ULC products and applications, and offers the following services:

1. Product application support
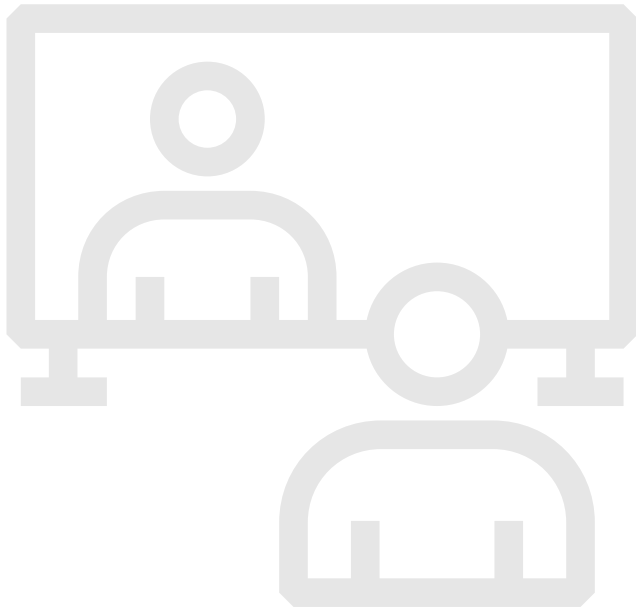2. Technical certificates
3. Web and email contact

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

Canada contacts
Customer Service Contacts

Technical Support

Ship & Debit Team

Canadian Smart Power and Smart Buildings sales organization

Map legend:
- West (including western Ontario)
- Central
- East (including Ottawa Region)

Smart Power and Smart Buildings – Senior Level Regional Contacts – Canada

West

Rob Ruys
Regional Sales Manager
rob.ruys@ca.abb.com

Travis Cook
Sales Manager
travis.cook@ca.abb.com

Central

Todd Ferguson
Regional Sales Manager
todd.ferguson@ca.abb.com

Mathew Clark
Sales Manager
mathew.clark@ca.abb.com

East

Jean-Francois Dugal
Regional Sales Manager
jean-francois.dugal@ca.abb.com

Jean-Marc Theoret
Sales Manager
jean-marc.theoret@ca.abb.com

All regions

Pre-Sales Support
ep.support@ca.abb.com