
NORTH AMERICA (NAM) TRANSFORMATION

Transition guide for ABB Building Solutions Channel Partners



US

ABB Building Solutions
Electrification Business

[ABB Building Solutions](#)

ABB Building Solutions is transforming our enterprise resource planning (ERP) platform from a legacy system to a proven installation of SAP (Torque) by October 2022. Aligned with this transition, we will move to a new front-end interface, ABB empower, as our customer portal.

As part of this transition, ABB Building Solutions will be migrating our best-in-class capabilities from ShopAAM to an enhanced shopping portal with ABB empower.

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Overview

This is your how-to guide for the new processes, policies, and procedures associated with the transition of Cylon product orders from the ShopAAM customer portal to ABB empower

We want to make this transition as seamless and simple 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 help 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 ABB Building Solutions product lines with short descriptions that will be transitioned:

Industry and products/equipment

Smart Buildings – Building Automation & Digital Solutions

Building Automation

- ASPECT® building control equipment and software
- INTEGRATM building control equipment and software
- BACnet® IP building control equipment
- BACnet building control equipment
- BACnet unitary controller equipment
- BACnet IP unitary controller equipment
- Engineering/productivity software and applications
- Visualization and displays
- Building ecosystem
- Energy management
- Peripheral products

Information that will be communicated in this guide

What is happening?

ABB Building Solutions is changing our current ERP platform from a legacy mainframe to a proven version of SAP. This transformation will include a change from our current customer shopping portal (ShopAAM) to ABB's empower platform. Combined, both will provide a common interface to conduct business with ABB Building Solutions.

The transformation will not affect ABB Building Solutions warehouse management or its manufacturing process.

Who will be affected by this transition?

ABB Building Solutions Channel System Integrators and Partners.

When will the transition occur?

The transition is expected to be completed by October.

Will ordering for shipping schedules be affected?

Customer ordering and shipping schedules will be impacted five business days prior to our go-live date in October (September 26-30 blackout window) to allow for complete system readiness. During this window we will not be able to process orders, shipments or invoices.

What tasks must ABB Building Solutions Channel Partners complete?

Partners will need to set up an account with ABB Industrial Connections and Solutions to ensure continued purchase of ABB Building Solutions-manufactured products. Please see the checklist on the next page.

Terms and conditions

The ABB Building Solutions General Terms and Conditions of Sale will apply: [General terms & conditions of sale](#)

Consult your ABB Building Solutions Regional or Area Sales Manager, or Inside Sales for more details.



Checklist for ABB Building Solutions Channel Partners

Step-by-step required tasks for a successful transition

Reference:

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1. Create vendor set-up information prior to go-live date

Who: All customers

Timing: Complete by go-live date

Where: Customer internal system

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2. Customer to submit PO sample and tax documents prior to go-live

Who: All customers

Timing: Complete by 9/23

How: Communication with customer service

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3. Receive customer number from ABB

Who: ABB to send customer # to all System Integrators

Timing: Send 30 days prior to go-live

How: ABB empower customer number will be provided to the customer

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4. Clear outstanding Cylon credit from aging reports (ShopAAM/Opera)

Who: ABB with customer accounting (Inside Sales & ABB Finance)

Timing: Complete by 8/31

How: Contact ALPS or your Building Solutions Inside Sales

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5. Submit all pending product returns

Who: All customers

Timing: Complete by 8/31 as there will be a freeze window between 8/31 and go-live date.
Returns cannot be submitted during this period.

How: Submit all return requests via current Tech & Sales Support process

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6. Prepare for “Blackout Window” (9/26-30) for order shipping and processing

Who: ABB and all customers

Timing: Push orders through processing by 9/23

How: Order product through current ShopAAM prior to 9/23

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7. Register for ABB single sign-on (SSO) in empower using customer number

Who: All customers

Timing: Complete within 30 days prior to go-live

Where: [empower website](#) / [Customer registration for empower](#) / [Getting started with empower](#)

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8. Download price files from ABB empower and upload into internal system

Who: All customers

Timing: Complete within 45 days of go-live date

Where: [empower website](#)

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9. Log into empower

Who: All customers

Timing: Prior to go-live date

Where: [empower website](#) / [Customer registration for empower](#) / [Getting started with empower](#)

Account set-up for new ABB empower users

All ABB Building Solutions products will be migrated to the ABB empower operating system. Your new ABB Building Solutions number will be communicated to you in the coming weeks. With this transition, remittance information will change. A copy of the ABB [General Terms and Conditions of Sale](#) can be downloaded for your reference.

System Integrators and partners are required to clear all balances with eParts/ShopAAM, and with Cylon, per existing terms and conditions. Remittance details for your new ABB account will be sent upon final integration.

Sales tax exempt certificates and sample purchase orders

In all cases, a new sales tax exempt certificate with the vendor/supplier name either left blank or made out to ABB Industrial Connections and Solutions LLC 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 in which 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 must be dated 1/1/2021 or after.

To expedite account set-up, please submit a sample customer purchase order which must confirm the billing address and customer's ordering location. The ordering location must be a physical street address and cannot be a PO box. If this information is not clearly identified on the purchase order, please indicate the ordering and billing addresses in the notes section of the purchase order. Customer PO and tax exemption forms can be submitted to us-sbs.insidesales@abb.com.

Please email remittance questions and details to accounts receivable:
us-ar@abb.com

Document downloads

- [Certificate of exemption | Streamlined sales and use tax form](#)
- [Uniform sales and use tax exemption certificate](#)
- [W9](#)



ABB Building Solutions Vendor set-up information

Company name and address

Legal name: Industrial Connections & Solutions LLC
Address: 2018 Powers Ferry Rd
Atlanta, GA 30339

Federal tax ID number: 82-1301168
D&B number: 08-080-0649
NAICS code number: 551112

Wire/ACH payment

Bank name: JP Morgan Chase Bank
Address: One Chase Manhattan Plaza
New York, NY 10005
Routing number: 021000021
Account number: 304614S64
SWIFT code: CHASUS33

Check payment

To: Industrial Connections & Solutions LLC
Address: PO Box 734529 Network Place
Chicago, IL 60673-4529

Payment via courier

To: JP Morgan Chase
ATTN: Industrial Connections & Solutions Box 734529
Address: 131 S. Dearborn, 6th floor
Chicago, IL 60603

Accounts Receivable contact

us-elis-collections@abb.com

Cash app/remittance

us-elis.remittance@abb.com

ABB empower overview

ABB empower provides users with 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

All new users will need to create an empower profile. This requires you to know your customer account numbers (which will be provided to you 30-45 days prior to the go-live date). 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 guide and then select "Help." Customers should contact their ABB Area or Regional Sales manager or an 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 any time after September 5, 2022. Functionality will be limited to downloading pricing documents until the go-live date.

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

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

The following are examples of ABB's legal names (legal name being Industrial Connections and Solutions, LLC) that will be displayed, and a screenshot example of the empower account management page:

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 ShopAAM. Cross reference files will be available for download from empower.

ABB Building Solutions Product Guide. Please prepare your system to accept these fields.

Current ShopAAM Category	MPG	AR Destination
CAM (Cylon)	GU	Cylon
ASPECT®	GUA	ASPECT®
INTEGRATM	GUB	INTEGRATM N4
CB Line	GUC	CB Line
FLXeon	GUJ	FLXeon
Room Devices	GUD	Smart Sensor Displays
Training	GUE	Training
Room Services	GUF	Room Services
NB Series	GUC	AAM NB Series
Building Ecosystem (BE)	GUI	Building Ecosystem (BE)



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:

- System Integrator account number
- SAP order number
- Credit reference number
- ABB catalog number
- System Integrator invoice number
- Quantity sold
- Cost per unit
- System Integrator requested credit amount

All customers are responsible for downloading price lists 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.

ABB empower

The ABB [empowerU](#) homepage contains complete user guidelines for all aspects related to ABB empower usability.

What is empower?

- [Overall introduction and benefits of using ABB empower](#)
- How to get started: [login/sign-up process, useful ABB empower links](#)
- Once you receive your ABB empower credentials, you may access a complete ABB empower learning program by following the link to [empowerU](#).

ABB empower pricing management process

Pricing management process

The pricing management process link describes the pricing management process including the topics listed below. (Log in to your ABB [empower](#) account to review the information.)

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.
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All ship & debit rebate claims related to Building Solutions products must be submitted through ABB empower. For questions about the ship & debit credit process, please email [Inside Sales](#).

Return material authorization (RMA)

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

ABB Building Solutions documentation requirements for submitting warranty and administrative return requests and credit

The return material process for ABB Building Solutions products will remain as it is currently except return material requests can no longer be submitted via ShopAAM. ABB will only accept products returns with an **approved** Returned Material Authorization (RMA) number.

- For questions regarding the material return process, please contact [Customer Service](#).
- To submit an administrative return (shipping and order entry errors) request, contact [Customer Service](#).
- To submit a warranty (defective product) request, contact [Technical Support](#).

Submission data should include:

- System Integrator account number
- Order number
- Invoice number
- ABB product catalog number
- Quantity
- Product serial number(s)
- Description of issue

Warranty returns:

- Returnable products must have manufacturing date codes of three (3) years or less at the time of return for ABB Building Solutions products. Non-ABB Smart Buildings products will follow the manufacturer warranty timeframe.
- Products with a sales value over \$100 must be received at the ABB-designated location within 30 days after approved RMA has been issued.
- System Integrator is responsible for all freight associated with warranty returns.
- Warranty returns will be inspected at the factory prior to any issuance of credit.

Administrative returns:

- Administrative returns must be reported within 10 days of shipment delivery.
- Products must be received at ABB designated location within 30 days after approved RMA has been issued.
- All Products must be in full, original, unopened, master cartons of current catalog design and in saleable condition as originally shipped by ABB.
- Administrative returns will be inspected at the factory prior to any issuance of credit.
- If the return was the fault of ABB, the freight will be covered by ABB.
- Returns for administrative errors caused by System Integrator will have up to a 30% restocking fee.

General requirements for all returns:

- No credit will be given for items returned without an approved RMA and which exceed approved quantities. Unauthorized returns for products will be returned to System Integrator at System Integrator's expense.
- A credit memo will be issued after receipt of a return made in conformance with this Policy.
- No deductions for returned material are allowed until a return is processed and verified and a subsequent credit memo is issued.

To be eligible for credit, returned products must meet the following requirements:

- Products must be current design, in new, unused, undamaged condition, and in their original, unopened, "as-shipped" cartons.
- Products must be classified by ABB as returnable as indicated in the ABB empower RMA 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 30 days of the RMA approval date.
- Return freight must be prepaid by the System Integrator (excluding ABB error returns).
- No debits are allowed until the material has been returned and the factory has inspected and issued the credit.
- The debit amount must match the approved amount. Please reference the credit memo number on the debit.
- RMA documentation must be included with the return. Material arriving at our facility without an RMA will be returned to sender.
- Warranty returns can be requested via the "Post Sales" option through empower.

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

Customer service

All orders for ABB Building Solutions will flow through ABB empower, the ABB online shopping portal

To support this transition, you may contact the customer service support team, which will serve as your consistent point of contact for the following:

- Order management and monitoring to help ensure that every shipment stays on schedule based on requirements
- Confirmation/improvement on expected ship dates to help meet your customer's timeline (when possible)
- Coordinating orders with special shipping instructions
- Resolving any post-order issues
- Coordinating RMAs with stakeholders

ABB Building Solutions Technical Services Group

Provides support and solutions for ABB Building Solutions products and applications, and offers the following services:

- Product application support
- Product training

Inside Sales

Provides customer support with ordering, training and licensing customers for ABB Building Solutions products and applications.

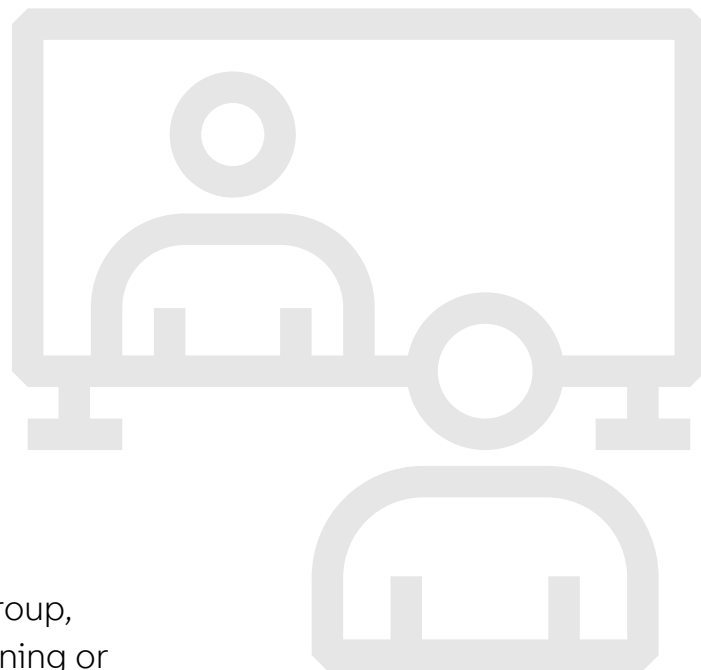


ABB contact list

The reach Inside Sales, the Technical Services Group, Regional Sales Managers, customer service, training or sales support, please consult the below list:

Inside Sales

Phone: +1 (877) 226-4822

us-SBS.insidesales@abb.com

Technical Services Group Support

Phone: +1 (877) 226-7767

us-SBS.support@abb.com

East Regional Sales Manager

Craig Hall

craig.hall@us.abb.com

West Regional Sales Manager

Zberri Alvi

zberri.alvi@us.abb.com

Inside Sales/Sales Operations Manager

Marina Greene

marina.greene@us.abb.com

Inside Sales & Customer Service

Patricia Kelleher

patricia.kelleher@us.abb.com