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# Transition guide for Surge Protective Devices (SPD)

## Product Line 181 (Current Technology)



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**US**  
ABB Inc.  
Electrification business

### Surge Protective Devices

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**ABB Installation Products Inc. (Surge Protective Devices) 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 with 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 system to ABB empower.

If you have questions about the transition, the ABB empower operating system, or if you need any assistance, please contact your sales representative. We also have an experienced Customer Service Support team to provide assistance during the transition and beyond. For details, see the Customer Service section of this guide. We want to make this transition as seamless and straightforward as possible — so we can begin to put the combined strengths of ABB to work for you. 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 below product line is the only one affected by this transition guide.**

BL	Product line description	PL
ELSB	Current Technology	PL181

# 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).

Pricing will continue to come from your local Current Technology agent. See page 10 of this guide for contact information.

After a review of recent sales data, ABB has decided to transfer the majority of product SKUs into SAP, which may mean that some previously loaded SKUs from TOPS do not transfer. Please use the configurator tool in empower Quote to place orders for any additional SKUs that were not initially transferred.

PL	MPG	PG	Description	MG2
181	YC	18101	CT SPD CURRENTGUARD SERIES/CG3 (40-100KA)	YCA
181	YC	18102	CT SPD CURRENTGUARD SERIES/CG3 (120-200KA)	YCB
181	YC	18105	CT SPD CURRENTGUARD PLUS SERIES/CGP3 (60-100KA)	YCE
181	YC	18106	CT SPD CURRENTGUARD PLUS SERIES/CGP3 (120-200KA)	YCF
181	YC	18107	CT DTS-2 TEST KIT	YCG
181	YC	18108	CT HPI CABLE	YCH
181	YC	18109	CT SPD ISM	YCI
181	YC	18110	CT REMOTE MONITOR	YCJ
181	YC	18112	CT SPD PX3 SERIES (50-80KA)	YCL
181	YC	18113	CT SPD PX3 SERIES (100KA)	YCM
181	YC	18114	CT SPD PX3 SERIES (125-200KA)	YCN
181	YC	18115	CT SPD SL3 SERIES (50-80KA)	YCO
181	YC	18116	CT SPD SL3 SERIES (100-150KA)	YCP
181	YC	18117	CT SPD SL3 SERIES (200-300KA)	YCQ
181	YC	18118	CT SPD TG3 SERIES (50-80KA)	YCR
181	YC	18119	CT SPD TG3 SERIES (100-150KA)	YCS
181	YC	18120	CT SPD TG3 SERIES (200-300KA)	YCT
181	YC	18121	CT SPD SPARE PARTS	YCU



# Information that will be communicated in this guide

**What is happening?**

ABB is centralizing the shipping and ordering of like products in order to provide a better ordering and quoting experience and improve our service to customers. This requires some products to move from the ABB T&B Access platform to the ABB empower platform.

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

Customers currently ordering Current Technology products from ABB's T&B Access platform.

**How will shipping schedules be affected?**

Customer shipping schedules will remain the same.

**Where will the products ship from?**

These products will continue to be shipped from our Richmond, VA facility.

**How are existing ABB empower users affected by this transition?**

Familiarize yourself with the affected products, listed on page 4 of this guide, which will now be available on the empower platform, and review terms and conditions. New accounts will be established with ABB Inc., specifically for Current Technology products.

**What tasks are both new and existing ABB empower users being asked to complete?**

Customers will need to take actions to set up their accounts with ABB Inc. to help ensure an efficient quoting and ordering experience. Please see the checklist for customer transition on the next page.

**How will terms and conditions change?**

The ABB Inc. [General Terms and Conditions of Sale](#) will apply unless an existing Master Service Agreement (MSA) already exists.

**Consult your sales representative for more details.**

# Checklist for Surge Protective Devices (SPD) customer transition

Step-by-step required tasks for a successful transition

## ☐ 1. Set up ABB Inc. as a vendor in your internal system

**Who:** All customers - vendor number required to purchase SPD products separately from ELSB

**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.)

## ☐ 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](mailto:us-epistaxteam@abb.com) (US)

## ☐ 3. Submit sample stock purchase order

**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](mailto:us-torquecmf@abb.com) (US only)

## ☐ 4. Receive customer number from ABB

**Who:** ABB to send

**Timing:** Within 30 days of SPD go-live date (to be communicated on a later date)

**How:** ABB empower customer numbers will be provided to the customer

## ☐ 5. Log in to ABB empower with ID

**Who:** All customers

**Timing:** On or one week prior to SPD go-live date (to be communicated on a later date)

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

### Legend

**Vendor number** – Unique number assigned for SPD by the customer to ABB Inc. 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.

[Click to download copy of checklist](#)

# Account set-up for new ABB empower users

## Transitioning to ABB Inc.

ABB customers purchasing any of the Current Technology products identified on page 4 of this guide from ABB's T&B Access platform will need to set up ABB Inc. as a vendor. For your reference, a link to our W9 can be found under "Document downloads" on this page.

All customers purchasing affected products will be migrated to the ABB empower operating system. Your new ABB Inc. customer number will be communicated in the coming weeks. Once that migration is complete, new payment terms and remittance information will apply. A copy of the ABB General Terms and Conditions of Sale is linked on the right for your reference.

All payment remittance info can be found on the following page.

### Tax exempt certificates

In all cases, a new tax exempt certificate to ABB Inc. will be required. Two blank multi-state tax exempt certificate forms are linked (on the right) for your reference. Please complete the appropriate tax exempt form for the states where your

company is making tax exempt purchases. If neither of the linked forms are applicable to your state, you must provide your state's exemption form. Your new tax exempt certificate should be dated 1/1/2020 or after. Once you receive your customer number, email your new tax exempt certificate along with your customer number to [us-epistaxteam@abb.com](mailto:us-epistaxteam@abb.com).

To expedite account set-up, please submit a sample PO addressed to ABB Inc. to [us-torquecmf@abb.com](mailto:us-torquecmf@abb.com) so that our account set-up team can verify sold-to and payer account details.

### Document downloads:

[Certificate of exemption | Streamlined sales and use tax form](#)

[Uniform sales and use tax exemption certificate](#)

[W9](#)

[Terms and conditions](#)

## ABB Inc. vendor set-up information



### Company name and address

**Legal name:** ABB Inc. (ELIS)

**Address:** 305 Gregson Drive  
Cary, NC 27511

**Federal tax ID number:** 36-3100018

**D&B number:** 08-822-9041

**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:** 192859582

**SWIFT code:** CHASUS33

### Check payment

**To:** ABB Inc.

**Address:** PO Box 29713 Network Place  
Chicago, IL 60673-1297

### Payment via courier

**To:** JP Morgan Chase

**ATTN:** ABB Inc. Box 29713

**Address:** 131 S. Dearborn, 6th floor  
Chicago, IL 60603

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

### Accounts Receivable contact

[us-elis-collections@abb.com](mailto:us-elis-collections@abb.com)


### Cash app/remittance

[us-elis.remittance@abb.com](mailto:us-elis.remittance@abb.com)

## ABB empower

ABB empower provides users the ability to fully create and manage 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 at [empower.abb.com/help](https://empower.abb.com/help) to help users get 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.

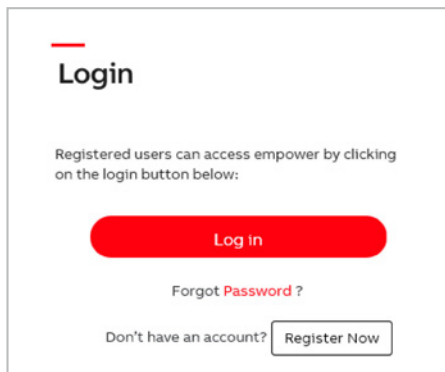
### Getting help with ABB empower account registration

Visit [empower.abb.com](https://empower.abb.com) and click “Register Now” to begin the user set-up process. Please use reference links to getting started in [empower Flow](#) and [empower Quote](#)

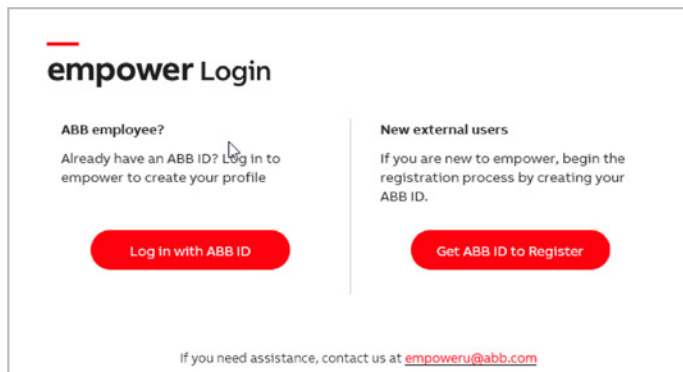
for more details on how to register for ABB empower, and consult the [ABB empower FAQs](#) for common questions and answers.

Contact [empowerU@abb.com](mailto: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. Non-Zenith Representatives should contact their ABB Manager for account access and revalidation requests. Contact Customer Service for issues/questions regarding orders and billing.

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



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



## Return material authorization (RMA)

All returns should be coordinated through your local Current Technology agent and the Current Technology sales team.



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# Customer service

ABB customer service support team: all orders for Current Technology 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
- ☐ 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' timelines
- ☐ Assisting with order issues and special order instructions

**Contact us**

**Customer support email for distributors:**

[us-el.distributorsales@abb.com](mailto:us-el.distributorsales@abb.com)

**Customer support email for direct accounts:**

[us-el.oemsales@abb.com](mailto:us-el.oemsales@abb.com)

**Open orders:** All open orders are expected to stay in the current ABB T&B Access system. If an order needs to be canceled and reordered, your ABB Customer Service Rep will contact you directly.

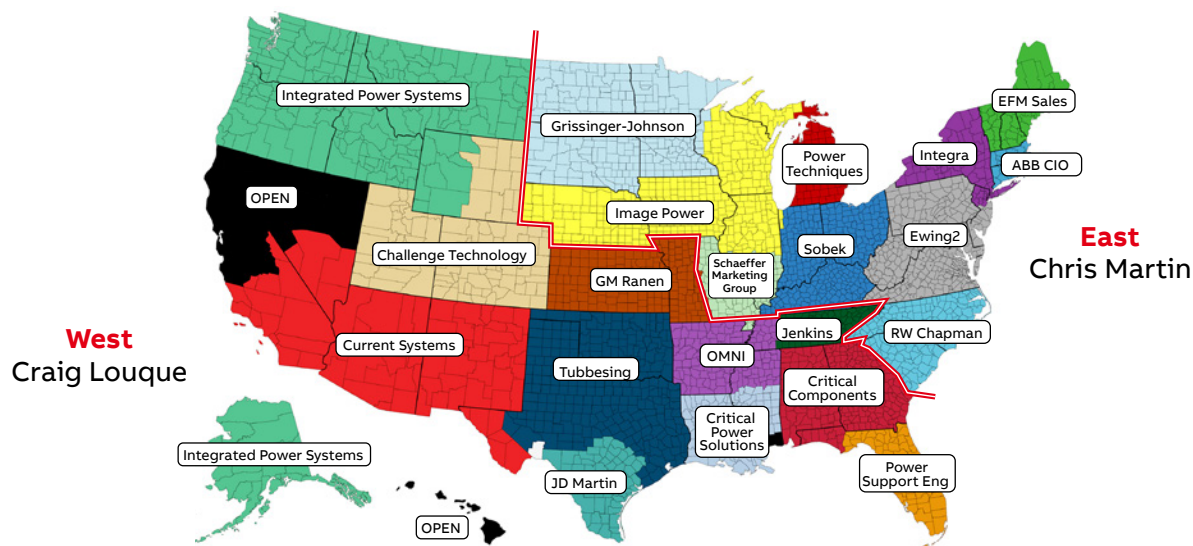
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# ABB Technical Support

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

- Surge Protective Devices product application support
- Troubleshooting
- Product drawings
- Cross-referencing from competitors' product numbers
- Cross-referencing old and new ABB product numbers
- Technical certificates
- New product creation
- Testing information
- Copies of old literature
- Customer-specific documentation
- Safety data sheets
- Instructors for product training
- Web and email contact
- Application information
- Coordination of nuclear and government sales

# Sales organization for Product Line 181



**Chris Martin – East Region** [chris.martin@us.abb.com](mailto:chris.martin@us.abb.com)

Rep Firm	Contact	Phone number	Email
EFM Sales	Elis Marcoux	603-340-8073	<a href="mailto:elis.marcoux@efmsales.com">elis.marcoux@efmsales.com</a>
Ewing Two	Helen Cochrane	410-643-3714	<a href="mailto:helen@ewingtwo.com">helen@ewingtwo.com</a>
Grissinger-Johnson Sales	Joe Ayers	763-999-7906	<a href="mailto:jayers@gjsales.com">jayers@gjsales.com</a>
Image Power	Scott Jordan	402-651-7972	<a href="mailto:scott@imagepowerus.com">scott@imagepowerus.com</a>
Integra Associates	Matt Raio	516-242-8512	<a href="mailto:mjraio@integrany.com">mjraio@integrany.com</a>
Power Techniques	Susie Siekierski	248-291-6213	<a href="mailto:ssiekierski@PowerTechniquesInc.com">ssiekierski@PowerTechniquesInc.com</a>
RW Chapman	Chuck Hill	704-602-8200	<a href="mailto:chill@rwchapman.com">chill@rwchapman.com</a>
ABB Direct (MA, CT, RI)	Chris Martin	804-236-4872	<a href="mailto:chris.martin@us.abb.com">chris.martin@us.abb.com</a>
Schaeffer Marketing Group	John McGauley	314-894-1100	<a href="mailto:johnm@smgprep.com">johnm@smgprep.com</a>
Sobek Enterprises	Hsiao-hui Sobek (Inside Sales)	317-881-1580	<a href="mailto:inside-support@sobekenterprises.com">inside-support@sobekenterprises.com</a>
Sobek Enterprises	Bob Sobek (President)	317-881-1580	<a href="mailto:bsobek@sobekenterprises.com">bsobek@sobekenterprises.com</a>

**Craig Louque – West Region** [craig.louque@us.abb.com](mailto:craig.louque@us.abb.com)

Rep Firm	Contact	Phone number	Email
Challenge Technology	Aaron Blauer	303-421-9400	<a href="mailto:aaron@challengetech.com">aaron@challengetech.com</a>
Challenge Technology	John Dryer	303-421-9400	<a href="mailto:john@challengetech.com">john@challengetech.com</a>
Current Systems	Steve Aguirre	602-361-8408	<a href="mailto:Steve@cursys.com">Steve@cursys.com</a>
Critical Components	Saj Varghese	678-463-3606	<a href="mailto:svarghese@criticalcomponents.net">svarghese@criticalcomponents.net</a>
Critical Power Solutions	Michelle Geissler	985-875-1930	<a href="mailto:michelle@cps-corp.net">michelle@cps-corp.net</a>
Critical Power Solutions	Britt Aguda	985-875-1930	<a href="mailto:britt@cps-corp.net">britt@cps-corp.net</a>
GH Ranen	Howie Ranen	214-676-9211	<a href="mailto:howieranen@yahoo.com">howieranen@yahoo.com</a>
Integrated Power Systems	Bob Williams	425-450-0051	<a href="mailto:bob@ipowersys.com">bob@ipowersys.com</a>
Integrated Power Systems	Robert Lanser	503-640-3201	<a href="mailto:robert@ipowersys.com">robert@ipowersys.com</a>
Jenkins & Associates	Jeff Jenkins	615-256-7606	<a href="mailto:jeff@jenkinsandassoc.com">jeff@jenkinsandassoc.com</a>
Jenkins & Associates	Dennis Jenkins	615-256-7606	<a href="mailto:dennis@jenkinsandassoc.com">dennis@jenkinsandassoc.com</a>
JD Martin	John Pinto	972-707-4038	<a href="mailto:jpinto@jdmartin.com">jpinto@jdmartin.com</a>
Omni Electrical	Frank Pitts	901-832-8811	<a href="mailto:omnielectrical@comcast.net">omnielectrical@comcast.net</a>
Power Support Engineering	Brian Blatt	813-909-1199	<a href="mailto:brianb@powersupporteng.com">brianb@powersupporteng.com</a>
Power Support Engineering	Kelly Blatt	813-909-1199	<a href="mailto:andreab@powersupporteng.com">andreab@powersupporteng.com</a>
Tubbesing (Houston)	Don Lemmon	713-899-5719	<a href="mailto:don@tubbesing.com">don@tubbesing.com</a>
Tubbesing (Dallas)	Heath Wilson	972-234-3855	<a href="mailto:heath@tubbesing.com">heath@tubbesing.com</a>
Tubbesing (Oklahoma)	Ed Sittler	918-633-8813	<a href="mailto:ed@tubbesing.com">ed@tubbesing.com</a>