
Transition guide for Surge Protective Devices (SPD)

Product Line 181 (Current Technology)



US
ABB Inc.
Electrification business

Surge Protective Devices

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 (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 (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.

To expedite account set-up, please submit a sample PO addressed to ABB Inc. to 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

Cash app/remittance

us-elis.remittance@abb.com

ABB empower

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 with ABB empower account registration

For existing empower users

You will need to request your Current Technology account be added to your empower profile. Please consult the [Getting Started in empower](#) guide for information on how to request new accounts.

For new empower users

New users 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.

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.



VERY IMPORTANT: Customers must know their customer account number to create an empower profile. Customers will receive their Current Technology account number 30 days prior to the go-live date.

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 Inc." should be chosen.

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

ABB Inc. to be used when placing an order for Current Technology material (USS5)

ABB IS United States to be used when placing an order for legacy ABB SB/SP and Legacy GE material (USS1)

ABB Installation Products USA to be used when placing an order for Emergency/ Hazardous Lighting material (USS6)

Accounts North America

Approved Accounts Favorites Pending for Approval Request Account

Account No.	Account Name	City	State	Sales Org.	Sales Channel
1234567	Awesome Electric Inc	Fort Worth	Texas	ABB IS United States	Distribution
1234567	Awesome Electric Inc	Fort Worth	Texas	ABB Inc.	Distribution
1234567	Awesome Electric Inc	Fort Worth	Texas	ABB Inc.	Distribution
1234567	Awesome Electric Inc	Fort Worth	Texas	ABB Installation Products USA	Distribution

Return material authorization (RMA)

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

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
- ☐ 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

Customer support email for direct accounts:
us-el.oemsales@abb.com

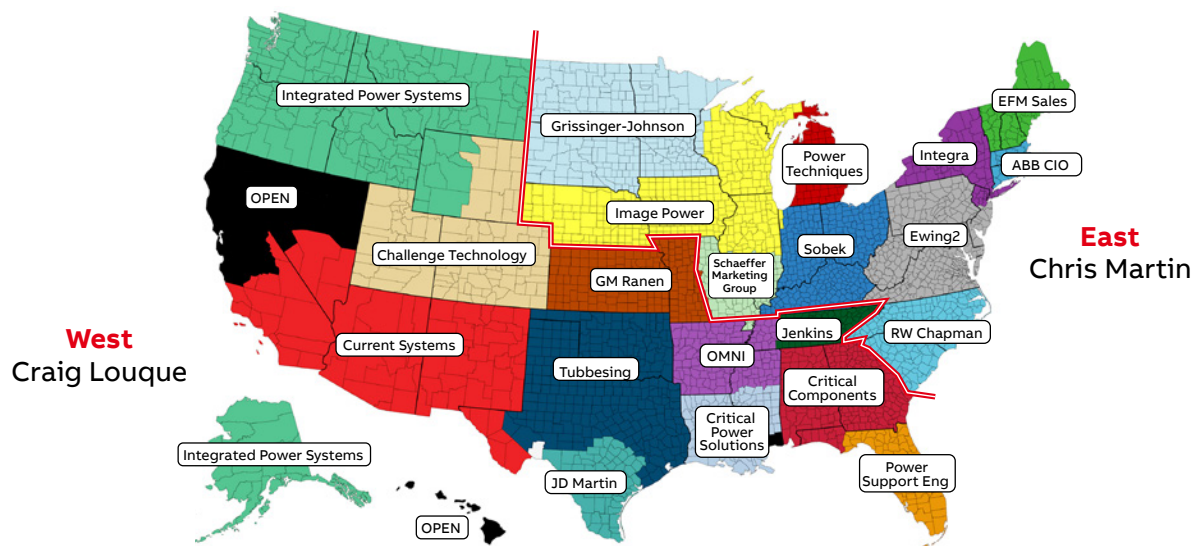
Open orders: All open orders are expected to stay in the current ABB T&B Access system. If an order needs to be canceled and reordered, your ABB Customer Service Rep will contact you directly.

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
- Product drawings
- Cross-referencing from competitors' product numbers
- Cross-referencing old and new ABB product numbers
- Coordination of nuclear and government sales
- Troubleshooting
- 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

Sales organization for Product Line 181



Chris Martin – East Region chris.martin@us.abb.com

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

Craig Louque – West Region craig.louque@us.abb.com

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