ABB

NORTH AMERICA (NAM) TRANSFORMATION

Transition guide for Installation Products

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ABB Installation Products Inc. 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 following is a list of product lines associated with Electrification Installation Products (ELIP) with short descriptions that will be transitioned. We recommend you review this list closely.

Product line description	Product line	Product line description	Product line	Product line description	Product line
Steel City boxes and accessories	001	Steel City liquidtight	115	Vacuum coaxial switches	225
Red Dot outdoor weatherproof	002	Steel City EMT fittings	116	Carlon elbows	231
Steel City floor boxes	003	Steel City rigid fittings	117	Carlon fittings	232
Kindorf modular metal framing	004	Red Dot conduit bodies	118	Carlon ENT	234
Superstrut channel & accessories	005	Protection & control HT fuses	120	Carflex fittings	236
Blackburn mechanical	006	Primary cable accessories 200 separable connnector	121	Carlon weatherproof	237
Color-Keyed compression	007			Carlon enclosures	238
Electricians' supplies	008	Primary cable accessories 600 separable connnector	122	Carlon premise	241
Ty-Rap fastening	009			Spacers, P&C flex duct	242
Steel City diecast fittings	010	Primary cable accessories joints, terminals, misc.	123	Carlon junction boxes	243
Steel City commercial fittings	011			Carlon electric other	244
T&B Liquidtight fittings	012	Protection & control fuses arrestors	124	Pipe & conduit	250
T&B rigid fittings	013	Protection & control switch gear	125	Homac underground in-line splices & bus connectors	260
Blackburn grounding	014	Iberville boxes & covers	126		
Steel City hangers and clamps	015	Express tray-wire basket tray	128	Homac transformer & pedestal connectors and covers	261
Identification	016	Fault indicators	130		
Insulation	017	Application tooling	131	Homac compression connectors	262
Sta-Kon and Catamount terminals	029	Steel City steel squeeze connectors	135	Homac overhead splice & tap connectors	263
Underground	034	Airfield lighting	136	Homac tools	264
T&B Cabletray ME	039	NEMA enclosures hazarous	137	Homac oxide inhibitor & accessories	265
Non-Metallic Boxes	040	T&B cabletray ME	139	Homac substation connectors	266
eFab	041	Canada boreal braiding	140	Blackburn overhead splice & tap connectors	267
Meter Sockets	050	Deltec	159		
T&B Teck-JMC Fittings	051	Capacitor products	200	Blackburn compression connectors	268
Catamount fastening products	054	Reclosers	201	Homac grounding products	269
Russellstoll	057	Electric arc furnace switches	202	PMA conduit & fittings	292
Russellstoll Pos-E-Kon	080	Switches, interrupters, accessories	203	Adaptaflex	296
Blackburn exothermic welding	083	Comms service lowering devices misc	204	Kopex	297
Spring steel fasteners	084	Sectionalizers VSV, VBM	205	Harnessflex	298
Furse surge protection	085	Protection & control switchgear	206	Spec-Kon cable ties	300
Ocal PVC system	087	Voltage & fault indicators	207	Spec-Kon metric terminals	301
Ty-Duct	104	Hi volt vacuum capacitors	221	Color-keyed metric lugs	302
T&B cord fittings	105	Hi volt vacuum relays	222	Glands	303
T&B BX/FLX/MC fittings	106	Jennings DC contactors	224	Wireduct	504

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 for conducting business across all divisions of ABB Electrification.

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?
We started this transition with a pilot phase involving our Emergency Lighting (EML) products, in which you may already have been involved, that went live in the summer of 2021. Installation Products is expected to go live in July 2023.

How will shipping schedules be affected?
Customer shipping schedules will remain the same, and your orders will continue to ship out of our factories and warehouses located in Byhalia, MS, and Phoenix, AZ.

How are existing ABB empower users affected by this transition?
Existing ABB empower users will now be able to track these additional products in empower. Customers currently using ABB empower will maintain their ABB empower profile, and continue to use their current account number for all non-Midwest Brand and Current Technology products.

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 on the next page.

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 details.

Checklist for Installation Products customer transition

Step-by-step required tasks for a successful transition (US)

Reference:

<div style="border:1px solid red">Click to download copy of checklist</div>

Pages 7 & 8
☐ **1. Ensure that all of your Emergency Lighting and Installation Products catalog numbers roll up under one of the vendor numbers (newly created or original) prior to go-live date**
Who: EML Pilot customers only
Timing: Needs to be completed by ELIP go-live date
Where: Customer's internal system

Page 7
☐ **2. Submit sales tax exempt certificate/documentation**
Who: Non-EML Pilot customers
Timing: Immediately
How: via the Customer PO and Tax Exempt Certificate Submission Form (click to access)
Please be sure to include the following information:
1) Vendor/supplier name: either left blank or made out to ABB Installation Products Inc. (those made out to specific brands within ABB, such as Lightalarms, Ex-Solutions or Hazlux, etc., will not be accepted)
2) Must be signed and dated
3) If a distributor has multiple state locations, they must include their multi-state jurisdiction tax certificate

Page 7
☐ **3. Submit sample customer purchase order which must confirm the billing address and customer's ordering location**
Who: Non-EML Pilot customers
Timing: Immediately
How: via the Customer PO and Tax Exempt Certificate Submission Form (click to access)

Page 14
☐ **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 45 days of ELIP go-live date
How: ABB empower customer numbers will be provided to the customer

Pages 12-13
☐ **6. Ship and debit claim testing (SPA claim-backs)**
Who: All customers with ship and debit quotes
Timing: 45 days before ELIP go-live date
How: Upload all new SAP quote numbers and end user codes. Download empower required template followed by training and testing (EDI 844 and 849 testing).

Page 11
☐ **7. 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 ELIP go-live date
How: See page 11 of Transition Guide for details and example

Page 14
☐ **8. Download pricing files from ABB and upload to customer internal system**
Who: All customers are responsible for downloading new pricing files from ABB empower
Timing: Within 45 days of ELIP go-live date
How: Download new pricing files from ABB empower and upload files into your internal system

Page 15
☐ **9. Submit any pending returns**
Who: All customers
Timing: There will be a freeze window 30 days prior to go-live during which time returns cannot be submitted
How: via T&B Access

Page 9
☐ **10. Register for an ABB single sign-on (SSO)**
Who: New empower users
Timing: On or one week prior to ELIP go-live date
Where: empower website / Customer registration for empower / Getting started with empower

Page 7
☐ **11a. Log in to empower**
Who: New empower users
Timing: On ELIP go-live date
Where: empower website / Customer registration for empower / Getting started with empower

Pages 7 & 9
☐ **11b. Log in to empower and request USS6 Sales Org to be added to empower profile**
Who: Current empower users
Timing: On ELIP go-live date
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 Installation Products 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 empower 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 is linked below for your reference.

All payment remittance info can be found in the vendor set-up information on the following page.

Sales tax exempt certificates and sample purchase orders

⚠ This must be completed prior to the 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 with the vendor/supplier name either left blank or made out to ABB Installation Products Inc. will be required. Those made out to specific brands within ABB, such as Lightalarms, Ex-Solutions or Hazlux, etc., will not be accepted. 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 must be dated 1/1/2021 or later.

To expedite account set-up, please submit a sample customer purchase order which must confirm the customer's billing address and 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 here (click to access).

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 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. When Installation Products transitions to empower, 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.

Name: ABB Installation Products Inc.
860 Ridge Lake Blvd.
Memphis, TN 38120

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:
creditrequests@us.abb.com

In the event that your system does not support using the complete U.S. legal entity name ABB Installation Products Inc., please use the approved shortened name, ABB IP Inc.

Check payment & Remit to address
ABB Installation Products Inc.
PO Box 28073
Chicago, IL 60673-4529

Overnight address
ABB Installation Products Inc.
c/o JP Morgan Chase
Lockbox 28073
131 S. Dearborn, 6th floor
Chicago, IL 60603

FEDEX number
Third-party payment - 229117831

ACH/Wire transfer info
ABA routing: 021000021
DDA (account no): 581951410
Swift code: CHASUS33

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.

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 that 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 account(s) is (are) already on your profile. If not, you will need to request that the account(s) be added. Please consult the link Getting Started in empower for information on how to request new accounts.

For existing T&B 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, T&B Access users will have the option to log in with their T&B Access credentials. This will complete the creation of their empower profile and import their accounts automatically. See the Customer Registration guide for more details.

For non-T&B Access users
New users and users who have not recently logged into T&B 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 download their pricing files at least 30 days prior to go-live. For new empower users, your profile will not be available for use until day 1 of go-live.

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

Login

Registered users can access empower by clicking on the login button below:

[Log in]

Forgot Password ?

Don't have an account? [Register Now]

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

empower Login

ABB employee?
Already have an ABB ID? Log in to empower to create your profile

[Log in with ABB ID]

New external users
If you are new to empower, begin the registration process by creating your ABB ID.

[Get ABB ID to Register]

If you need assistance, contact us at empoweru@abb.com

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 ABB sales organizations with which they transact.

Select the account that corresponds to the ABB sales organization on your purchase order. Please note for products affected by this transition guide, "ABB Installation Products USA" should be chosen.

The following are examples of ABB's various sales orgs and a screenshot 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 material (US)

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

ABB Inc. to be used when placing an order for legacy Zenith, power controls and Current Technology/Surge Protection materials (US)

ABB Installation Products USA to be used when placing an order for Installation Products & Emergency Lighting (US)

ABB Electrification EL Canada to be used when placing an order for Installation Products, Canada Smart Buildings/Smart Power and Emergency Lighting (CA)

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). Any existing Product Group pricing discounts will be maintained for the new MG2 with no impact on SKU-level pricing.

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 have been divided into multiple MPGs based on the cross reference, but this will not impact the pricing structure. An example is provided below.

Current TOPS PL	New MPG	New MPG Description	Current TOPS PG	New MG2	New MG2 Description
3	15	STEEL CITY FLRBOX M	300	15A	SCFB 600 SERIES FB - CAST IRON III
3	15	STEEL CITY FLRBOX M	301	15B	SCFB 600 SERIES FB - CAST IRON IV
3	16	STEEL CITY FLRBOX NM	306	16A	SCFB 640P SERIES FLOOR BOX - PLASTIC
3	16	STEEL CITY FLRBOX NM	307	16B	SCFB 640P/740 SERIES ACTIVATION II
3	17	STEEL CITY FLRBOX PT	328	17A	SCFB ACCESS FLOOR MODULE - FREEAXES
3	17	STEEL CITY FLRBOX PT	330	17B	SCFB ACCESS FLOOR MODULE - SPECIAL

Special pricing authorization

Definition
Special pricing authorization or SPA quotation is an agreement between ABB and a distributor to use pre-negotiated prices to serve specific end users through its inventory. The distributor claims back the difference between the into-stock price and the pre-negotiated price of goods within a specified period.

This SPA definition does not apply to any other type of quote or agreement that ABB utilizes.

Purpose
SPA quotations allow ABB and its distribution partners more flexibility to bid in strategic sales situations.

Application and duration
Each SPA quotation given to a distributor correlates directly to an authorized end user. The SPA quotation effective date and the SPA quotation expiration date are specified at the creation of the SPA. The maximum length is one year for the expiry date; however, SPA quotations are renewable. SPA quote pricing cannot be used for into-stock purchases.

Responsibilities
ABB sales representatives are responsible for identification of, suggestions for, and recommendations on situations requiring SPA quotations, as well as ensuring that required approvals and proper documentation (including the end customer number) are obtained prior to committing to special pricing to the distributor. Written authorization is required as verbal SPA agreements will not be accepted. Distributors are responsible for ensuring that SPA pricing is used in accordance with the quotation and providing requested documentation in support of claims. Misuse of SPAs may result in termination of the quote agreement with the distributor. All claims are subject to ABB audit.

End customer guidelines
- Each end customer listed on a secondary SPA requires a unique end customer number.
- Pricing for secondary SPA agreements will be reviewed on an annual basis. All pricing is subject to change.
- Secondary SPAs must be greater than $10,000 in sales annually (with a minimum of $2,500 per each end customer).

SPA claim policy

Deductions taken for SPA credit PRIOR to issuance of credit constitutes a violation of ABB policy. The following criteria must be satisfied to receive SPA credit. Failure to meet such criteria will result in a denial of the requested SPA credit.

Timing: Distributors must submit SPA claim requests within ninety (90) days of the date of sale to the authorized end customer. In addition, credit will only be issued for those items covered and in effect per the SPA at the time of the end customer sale date.

Pricing agreement type: Distributors may only request SPA credit using a valid SPA quote for material bought at standard into-stock or book price level. Distributors cannot request credit for product originally ordered on a project quote, or any other discounted pricing (i.e. promotion).

Pricing: ABB will only issue SPA credit if the SPA price is less than the purchase price. ABB will calculate SPA claims using the into-stock price level, and the applicable cash discounts will be deducted from the credit memo. Distributors cannot request credit for products that were ordered and shipped into stock by other than the into-stock or published book price.

End customer information: Claim-back submission requires distributors to submit only using the empower standard formatted template that includes the name of their end customer(s) and their end user code with the credit request.

Distributor account qualification: Credit will only be issued against the SPA if the distributor's account number is listed on that SPA.

SPA conditions: All submitted SPA claim-back requests must reference a valid SPA number, and the date of the distributor's sale to the end customer must be within the effective date of the SPA. Products for which credit is being requested must be explicitly covered by the referenced SPA.

Shipment history: The quantity of a distributor's claim-back request may not exceed the quantity of ABB's stock shipments to that specific location and customer number. From the date of the end customer invoice, ABB will use two (2) years of ABB's stock shipments for shipment history calculations. Any products outside the two-year period available for credit balance are no longer claim-back eligible.

Authorized multi-branch locations: Requested claim-back quantity may not exceed the total sum purchased amount for all branches combined. The distributor must calculate the SPA credit amount using the purchase price for the relevant ABB shipments to the SPA claim location.

Debit resolution: Based on the claim-back credit invoice date, the distributor will have 30 days to pay back the debit amount associated to the claim-back. If the debit age exceeds 60 days, ABB reserves the right to deduct the full unpaid debit amount from any other payments due to the distributor.

Amendment: ABB Installation Products Inc. reserves the right to amend any or all of the terms of this policy at any time at its sole discretion.

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 and useful ABB empower links
- ABB empower SPA claim process description

EDI
In addition to ABB empower SPA claim functionalities, ABB provides EDI as an alternative for submitting SPA claims. If you prefer to use EDI, please contact our EDI support team at edisupport@us.abb.com for account set-up. If you have questions about the SPA credit process, please email empoweru@abb.com.

SPA claim process

ABB Installation Products Inc. requires the following documentation and data to process your secondary SPA claim-back request:

Distributor account number:
- Secondary SPA number (eight-digit quote number)
- ABB catalog number
- Quantity sold
- End customer invoice number and date
- End customer code
- End customer name
- Purchase cost
- Distributor account number

The following data is optional; however, it assists in processing and reconciliation:
- Distributor-calculated replacement into-stock cost
- Secondary SPA SKU price
- Distributor-extended claim-back amount (into-stock replacement cost – secondary SPA net price) x quantity sold

New pricing agreements will be sent to you prior to the go-live date. You will also receive the quote number for the new pricing agreement, which will link your current TOPS agreement that has been migrated to SAP.

Manual claims submissions: All SPA rebate claims related to ABB Installation Products must be submitted through ABB empower and/or via our new EDI SAP Interchange ID, including SPA claims related to orders entered in TOPS and T&B Access (legacy systems) prior to the transition. ABB will no longer accept submissions via T&B Access or submissions under the old interchange ID.

ABB invoices: ABB's SPA rebating process is quote driven; therefore, short paying of invoices is a violation of ABB's SPA policy. **All invoices are to be paid in full.**

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 can then be directed added to...

⏱ 2 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 ABB empower.

Once you receive your ABB empower credentials, you may access the 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. Login to your ABB empower account to review the information. https://empoweru.lessonly.com/learn/topics/37889-pricing

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, and if your network connection is routed through a value-added network, no changes are anticipated.

If you have a direct AS2 or S/FTP network connection, we will contact you with related connection details and work with you to test the connection in both the test and production environments. This will also entail updating your current EDI ABB Installation Products trading partner profile with the following information:

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

If you are a customer who was part of our Emergency Lighting (EML) products conversion, you may consolidate your new ABB vendor and EDI trading partner configurations created during the EML go-live.

Return material authorization (RMA)

All return requests for affected product lines will transition from
T&B Access to ABB empower.

—
01 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 go-live date in July 2023, during which time no new RMA
requests can be entered in T&B Access. Your new requests will be
entered into empower by our 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
prior to the 30-day cut-off.

POST SALES ▾

Returns

Rebates
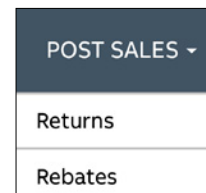
—
01

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 and VMI partner returns).
6. No debits are allowed until the material has been returned and the factory has inspected and issued the credit.
7. The 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 RMA 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 help 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 customer's timeline where possible
☐ Assisting with order issues and special-order instructions

Customer Service Contacts

ABB technical support

ABB tech support provides support and solutions for ABB products and applications, and offers the following services:

1. Product application support
2. Troubleshooting
3. Technical certificates
4. Testing information
5. Copies of old product literature
6. Safety data sheets
7. Product Training
8. Web and email contact
9. Direction to Information systems: Cross Reference assistant, REACH, RoHS, TSCA, Country of Origin

For the most up-to-date Installation Products customer service contacts and technical services contacts, please visit:

United States contacts
Customer Service Contacts
Technical Support: us-iptechsupport@abb.com
or call 1-888-862-3289

ABB Installation Products sales organization

Regional sales managers

Midwest
Tricia O'Hara
tricia.ohara@us.abb.com

Mountain
Kirk Young
kirk.young@us.abb.com

Northeast
Dave Parker
david.parker1@us.abb.com

Pacific
Mike Laskey
mike.laskey@us.abb.com

Retail
Tim Smith
timothy.smith@us.abb.com

Utility
June Amato (East)
june.amato@us.abb.com

Southeast
Scott Dunnington
scott.dunnington@us.abb.com

Gulf
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stephen.cone@us.abb.com

Channel Director
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michael.melchers@us.abb.com

Corbett Rankin (West)
corbett.rankin@us.abb.com

North Central
Kaytee Howarth
kaytee.howarth@us.abb.com

South Central
Michael Mooneyham
michael.mooneyham@us.abb.com

Customer Service Director
James Fox
jamesdean.fox@us.abb.com

Marc Salerno (Southeast)
marc.salerno@us.abb.com