

# Using the ABB Supplier Inquiry Form

## Introduction

The ABB Supplier Inquiry Form is designed to allow our suppliers to quickly inquire about the status of an open invoice. In this document, we will explain how to fill in each section of the form.

## Inquiry Details

### Inquiry Details

Please choose the request type you are entering below. \*

Payment Status Inquiry  Remittance Status Inquiry

Is this request concerning a credit hold or cutoff notice? \*

NO

Is this request in regards to a new case or follow-up on an existing one? \*

New Request  Follow-Up

The first section of the form is used to gather some basic data about your inquiry.

You must check the box indicating whether your request is a **Payment Status Inquiry** or a **Remittance Status Inquiry**.

Next, change the drop-down under “Is this request concerning a credit hold or cutoff notice” to **Yes** if the request does concern one of those items...otherwise leave as-is.

Finally in this section, choose whether your request is a new entry or a follow-up entry to one you have already submitted. You will be asked, if you choose “Follow-Up,” to provide a case number. (A case number for every entry you make is e-mailed to you when you submit a request. Reference this e-mail to provide this information.)

Is this request in regards to a new case or follow-up on an existing one? \*

New Request  Follow-Up

Please enter your existing case number:

## Requestor Information

### Requestor Information

**Requestor Name \***

Enter your full name below.

**Requestor E-mail \***

Enter your full e-mail address below.

Be sure to enter it correctly or you will not receive our response!

In this section, enter your first and last name in the **Requestor Name** field and enter your **full** e-mail address in the **Requestor E-mail** field. If your e-mail is entered incorrectly, you will not receive any notifications or follow-up communication from ABB!

You should receive an e-mail notification confirming our receipt of your inquiry within 20 minutes of submitting the form. Be sure, if you know you entered your e-mail address correctly, to check your SPAM folder.

## Vendor Information

### Vendor Information

**Company Name \***

Enter your company name below.

**ABB Vendor Number \***

Enter your ABB vendor number below or enter "Unknown" if you do not know it.

**Remit-To Address \***

Enter the remit-to address shown on your invoices in the fields below.

Address 1

Address 2

City

State  Postal Code  Country

**ABB Invoicing Address \***

Choose the post office box to which you send your invoices to ABB from the list below. All post office boxes are in Raleigh, North Carolina. If you do not send to one of these, please choose "Other" and indicate your invoicing address in the box provided.

If you chose "Other" above, please enter the address to which you send your invoices:

- |                              |                                                                                                                                                                                                                                                                                          |
|------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Company Name</b>          | Enter your company's name in this field                                                                                                                                                                                                                                                  |
| <b>ABB Vendor Number</b>     | Enter your ABB vendor number in this field. This is a required field, so if you do not know your ABB vendor number, you will need to enter "Unknown" to submit the form.                                                                                                                 |
| <b>Remit-To Address</b>      | Enter the remit-to address that you have on your invoices exactly as it appears on the invoices you send to us in this section.                                                                                                                                                          |
| <b>ABB Invoicing Address</b> | Most invoices that are sent to ABB are sent to a post office box in Raleigh, North Carolina. Choose the box number to which you send your invoices from the drop-down provided. In the event that you do not send your invoices to a post office box, choose "Other" and indicate in the |

box below the drop-down the address to which you send your invoices to us.

## Invoice Information

### Invoice Information

**Invoice Number \***

Enter the invoice number for which you are inquiring. If you have multiple invoices to inquire on, please enter "Multiple" in the box and attach a spreadsheet of invoices using the attachment feature below.

**Invoice Amount \***

Enter only the amount in this field...do not use any symbols! Enter the total amount of your inquiry if you are using the "multiple" option.

**Invoice Date \***

Enter the earliest invoice date if you are using the "multiple" option.

**Due Date \***

Enter the earliest due date if you are using the "multiple" option.

### Invoice Number

Enter the invoice that you are inquiring about in this field. If you have multiple invoices to inquire about, enter "Multiple" in this box and attach a spreadsheet (using our attachment section) containing the following fields for **all** invoices: Invoice Number, Invoice Amount, Invoice Date, and Due Date. If you enter "multiple" and do not provide adequate information in your attachment, we will not be able to respond to your inquiry.

### Invoice Amount

Enter the invoice amount in this field. Do not use any symbols. If you are using the "Multiple" option, enter the total amount of the invoices for which you are inquiring.

### Invoice Date

Enter the invoice date in this field. If you are using the "Multiple" option, enter the earliest invoice date from your list here.

### Due Date

Enter the due date in this field. If you are using the "Multiple" option, enter the earliest due date from your list here.

**ABB Reference**

Purchase Order Number, etc.

## ABB Reference

This field will only appear if you are entering a **payment status** inquiry. Use this field to include any ABB reference information (such as our purchase order number) that you have to assist us in researching your request.

### Payment Type \*

Please choose:

Check

## Payment Type

This field will only appear if you are entering a **remittance status** inquiry. Choose the type of remittance you receive from the drop-down.

## Comments & Attachments

### Comments & Attachments

#### Comments

Please enter any additional comments below.

#### Attachments

Use the area below to add attachments. Click on the "Browse" button to locate the file you wish to attach on your computer.

If you are requesting status updates on multiple invoices, please use this function to attach a spreadsheet of those invoices.

If you are requesting remittance information, please attach any detail you received from your bank to expedite your response.

**Attachments**

<input type="text"/>	Browse...		
<input type="button" value="Add Row"/>	<input type="button" value="Delete Row(s)"/>	<input type="button" value="A"/>	<input type="button" value="V"/>

## Comments

Enter any comments you would like us to see in this box.

## Attachments

Use the attachments area to add a spreadsheet if you are requesting information on multiple invoices, or to attach any detail you received from your bank if you are requesting remittance status. To attach, click on the "Browse" button and locate the file on your computer. You will see the path to the document you chose appear in the window to the left of the "Browse" button. You may add additional attachments by clicking on the "Add Row" button and following the same procedure for each attachment. Once you press **Submit**, your attachments will be added to the form and sent in along with your other information.

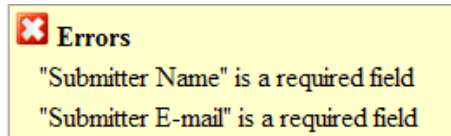
## Submitting

Once you have completed all of the information on the form, click the **Submit** button. You will receive a confirmation in your web browser that your form was successfully submitted. In addition, you will receive an e-mail confirmation within a few minutes of your submission that includes your case number. Be sure to check your SPAM folder to ensure the e-mail was not embargoed. (You may also want to add **ABB.Supplier.Inquiry.Workflow@r3lpar21.us.abb.com** to your list of allowed e-mail addresses.)

## Error Messages

### Missing Fields

If you did not fill out any of the required fields (indicated by an asterisk on the form), you will receive an error message when you try to submit. The message will contain the fields that are missing (see sample below).



## Supplier Inquiry Status Portal



Supplier Inquiry Status Portal

Enter your FULL e-mail address below in lowercase (e.g. joe.smith@yahoo.com) as you entered it on your original request and press the TAB key to see your results :

joe.smith@yahoo.com

Case Number	Submit Date	Amount	Status
-------------	-------------	--------	--------

The supplier inquiry status portal will allow you to see all of your submitted inquiries and their respective status. To use the portal (linked on our website), enter your full e-mail address in **lowercase**. Use the same e-mail address that you used to enter your inquiries. Once you enter your e-mail address, press the TAB key and your results will be returned:

Case Number	Submit Date	Amount	Status
<input type="checkbox"/> 4247794	01/28/2011	1.00	Initial Review
<input type="checkbox"/> 4247791	01/28/2011	10.00	Initial Review

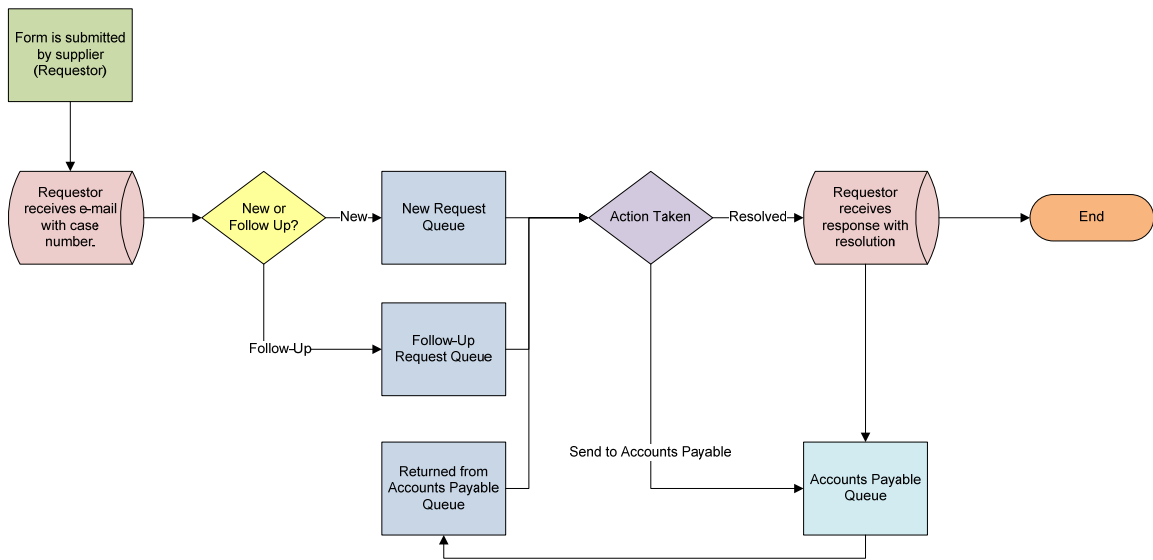
### Status Indicators

<b>Initial Review</b>	Your inquiry has been received but has not yet been reviewed by our staff.
<b>With Accounts Payable</b>	Your inquiry has been reviewed and send to our Accounts Payable department for further action/review.
<b>Sent For Review</b>	Your inquiry has left our Accounts Payable department and is now back for final review.
<b>Resolved</b>	Your inquiry has been resolved (refer to your e-mail to see details).

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Definitions of each status are included on the form.

## Appendix - Supplier Inquiry Workflow



Above you can see a “behind the scenes” view of how your requests are routed through our workflow. The status of your request will be updated automatically as it moves through the above flow.