

ABB Business Online

External User Manual

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PREPARED		STATUS		SECURITY LEVEL		
2020-03-23	Cecilia Windh	Approved		Public		
APPROVED		DOCUMENT KIND				
2020-04-01	Channel Management	Manual				
OWNING ORGANIZATION		DOCUMENT ID.	REV.	LANG.	PAGE	
PAEN – Channel Management		PAEN/CMC-1000	C	en	1/19	

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1. Welcome to ABB Business Online

You can search for product information, prices or place an order at your convenience, 24 hours a day

800xA (hardware ONLY)
 Compact (hardware ONLY)
 Freelance (hardware ONLY)

The following products must be ordered via your local ABB Customer Support Team as they have not yet been integrated into BOL

- Software
- SattCon
- Classic & Limited Products

If you have a split order where you have placed an order already and want to include materials from the above list, please include your BOL order number together with the order and we will add these to the same purchase order (1 invoice)

1.1. Reasons to use BOL

- You can see prices and place orders 24/7
- Orders are placed directly with our warehouse
- Material information and Estimated Time Stock Availability
- Customer Specific Pricing (List price and your discount if applicable)
- Possibility to import material directly from Excel to BOL
- Automatic Email Notification
- Order Status and History (that can be exported to excel)

1.2. How to Request Access

Send an email to channel.customersupport@abb.com with the following information;

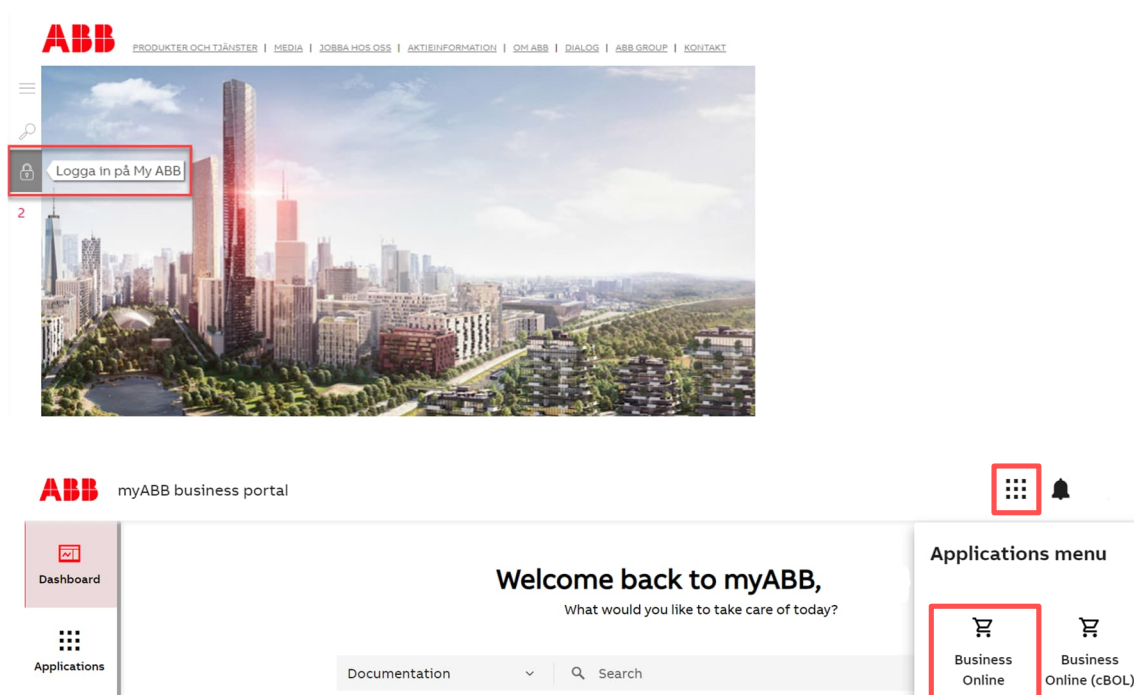
- Your First and Last Name
- Your Company email address
- Your city (if company has several sites)
- Your contact phone number

You will then receive an email from channel.customersupport@abb.com with further information when you have been granted access.

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2. Business Online Login

1. Go to your local country ABB site
www.abb.se
2. Log in to your “MyABB account” by clicking on the padlock on the left side
3. Log in to Business Online by clicking on the “Business Online (BOL)” or “Business Online (cBOL)” link on the right side



3. BOL

Some customers have two or more accounts in Business Online

If you have the button “Change Customer” active please make sure that you are using the “ABB unit code” **15631_MALMO_SRU**

3.1. Pricing and Stock Information

ALWAYS Search for materials with a material number from our ABB price lists!

1. Enter the **Material Number** into the “Search for offerings” box
 - a) Click on the correct Material Number in the list

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- b) Double check that the Material is the correct one by reading the title of the Material
- c) "Sales Price" is your net price and underneath you will find your Discount in %
- d) Under "Availability" you can find how much stock there is available at this moment
- e) For more product information you can press the "View" button

2. To search for another product click on the X to close current material window

ABB Business Online

HOME | OFFERINGS | SERVICE (PARTS) | MY CATALOGS | ORDER HISTORY |

Search for offerings

3BSE020514R1

Offerings (6)

3BSE020514R1
AO801 Analog output 8 ch a)

EXC3BSE020514R1
AO801 Analog Output 1x8 ch

U3BSE020514R1
AO801 ANALOG/REFURB

P3BSE020514R1
AO801 ANALOG/REFURB PRE-OWNED

3BSE020514R1EBP
AO801 Analog Output 1x8 ch

→ View all search results (6)

ABB Business Online

HOME | OFFERINGS | SERVICE (PARTS) | MY CATALOGS | ORDER HISTORY |

3BSE020514R1

3BSE020514R1
AO801 Analog output 8 ch b)

Sales price for 1 item
5,360.83 SEK c)

Availability
With delivery time. Standard delivery
time will be 14 calendar days
(24 currently in stock) d)

Location
Delivery Center

View e)

Qty: 1 Add to cart

3.2. Placing an Order

ALWAYS Search for materials with a material number from our ABB price lists!

To place small orders use Single-item entry (see 4.1) and for larger orders it is recommended to use multi-item entry (see 4.2)

3.2.1. Single-item entry

1. Enter the Material Number into the "Search for offerings" box
 - a) Choose the correct Material Number from the list
 - b) Make sure you see a Sales price

If you do not see a sales price contact your local ABB Customer Support Team!

- c) Enter the correct "Qty"
- d) Click on "Add to Cart"

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2. If you have more material numbers, repeat steps 1-5

3. When done, click on the “Cart”

ABB Business Online

HOME | OFFERINGS | SERVICE (PARTS) | MY CATALOGS | ORDER HISTORY |

3BSE020514R1

3BSE020514R1
AO801 Analog output 8 ch

Sales price for 1 item
5,360.83 SEK


Availability
With delivery time. Standard delivery
time will be 14 calendar days
(24 currently in stock)

Location
Delivery Center

View

Qty: 1

Add to cart

Cart  

3.2.2. Multi-item entry



1. Click on the “blue arrow” next to “No Cart”



a) Click on “Multi-item entry”

b) **Copy and paste** the material and qty into the empty field

c) Click on “Import”



d) Click on “Add to Cart”

No cart  

Change customer No cart  


Current Cart

No carts

Multi-item entry  

Import from Wizard Create new cart

	A	B	C
	Material Description	Material Number	Qty
1	AI523	1SAP250300R0001	1
2	AI531	1SAP250600R0001	2
3	AO523	1SAP250200R0001	3
4	AX521	1SAP250100R0001	4
5	AX522	1SAP250000R0001	5
6	CD522	1SAP260300R0001	1
7	CI501-PNIO	1SAP220600R0001	2
8	CI502-PNIO	1SAP220700R0001	3
9	CI504-PNIO	1SAP221300R0001	2
10	CI506-PNIO	1SAP221500R0001	5
11	CI511-ETHCAT	1SAP220900R0001	7
12	CI512-ETHCAT	1SAP221000R0001	6
13	CI541-DP	1SAP224100R0001	12
14	CI542-DP	1SAP224200R0001	1
15	CI581-CN	1SAP228100R0001	1
16	CI582-CN	1SAP228200R0001	1
17			
18			

Multi-item entry 

Copy and paste your data into the field below. Once done use Import button to fill in the form.

1SAP250300R0001 1

1SAP250600R0001 2

1SAP250200R0001 3

Import

Item number	Qty	Requested date	Price agreement	Item notes	Goods marking	Internal free text	Action
1SAP250300R0001	1	Requested Date	Price Agreement	Item Notes	Goods Marking	Internal Free Text	-
1SAP250600R0001	2	Requested Date	Price Agreement	Item Notes	Goods Marking	Internal Free Text	-
1SAP250200R0001	3	Requested Date	Price Agreement	Item Notes	Goods Marking	Internal Free Text	-
1SAP250100R0001	4	Requested Date	Price Agreement	Item Notes	Goods Marking	Internal Free Text	-
1SAP250000R0001	5	Requested Date	Price Agreement	Item Notes	Goods Marking	Internal Free Text	-
1SAP260300R0001	1	Requested Date	Price Agreement	Item Notes	Goods Marking	Internal Free Text	-
1SAP220600R0001	2	Requested Date	Price Agreement	Item Notes	Goods Marking	Internal Free Text	-
1SAP220700R0001	3	Requested Date	Price Agreement	Item Notes	Goods Marking	Internal Free Text	-
1SAP221300R0001	2	Requested Date	Price Agreement	Item Notes	Goods Marking	Internal Free Text	-
1SAP221500R0001	5	Requested Date	Price Agreement	Item Notes	Goods Marking	Internal Free Text	-
1SAP220900R0001	7	Requested Date	Price Agreement	Item Notes	Goods Marking	Internal Free Text	-
1SAP221000R0001	6	Requested Date	Price Agreement	Item Notes	Goods Marking	Internal Free Text	-
1SAP224100R0001	12	Requested Date	Price Agreement	Item Notes	Goods Marking	Internal Free Text	-
1SAP224200R0001	1	Requested Date	Price Agreement	Item Notes	Goods Marking	Internal Free Text	-
1SAP228100R0001	1	Requested Date	Price Agreement	Item Notes	Goods Marking	Internal Free Text	-
1SAP228200R0001	1	Requested Date	Price Agreement	Item Notes	Goods Marking	Internal Free Text	-
							+
							5 Add to cart

3.2.3. Fill out the Delivery Information

Please fill out everything with a red star *

Note: If you used Multi-item entry, scroll down to make sure all products have a sales price

1. Fill out "DELIVERY TERMS"

a) * First Wish Delivery Date:

Standard delivery time is 6 weeks, but you can choose a later date as well

*** Due to the global delivery issues we have longer delivery times than normal!!**

a) * Partial delivery

Yes = Partial Delivery allows the supplier to send products as soon as they are available, or according to the best shipping optimization as determined by the supplier

No = Complete delivery when all products are available

SHIPPING INFORMATION:
EDIT

DELIVERY TERMS:
REQUESTED DELIVERY DATE:
PARTIAL DELIVERY: YES
HIDE

PRICE AGREEMENT:
EDIT

TOTAL SALES PRICE:

Partial delivery ☒ [What is this?](#)

Means of transport by Truck / by Lorry

☐ Product

UoM Qty First wish delivery date Sales price

piece 1 04/03/2023 SEK

2. Click on "Proceed to checkout"

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3.2.4. Fill out the Order Information

1. Fill out “Order and payment details”

- a) * Purchase Order Reference
Your invoice reference number (will be seen on invoice)

2. Check and fill out “Billing Information”

- a) * Customer#
 Make sure the correct invoice address is showing
if incorrect you can send an email with the correct address and your order number to your local ABB Customer Support Team and they will update this on your order and account after you have placed it.
- b) * Attention To:
Place the name of the person who should receive the ABB invoice at your company, normally this is your own name

Billing information

Customer # :	389044	a)
	83190	
	Östersund	
	SWEDEN	
Attention To :	Name of invoice receiver	b)
Phone :	021-818050	
Fax :		
Email :	IAENCMPCP@gmail.com	

3. Fill out “SHIPPING INFORMATION”

- a) * Company Name
- b) Company Name 2 (only if applicable)
- c) * Attention To: *Enter the name of the goods receiver*
- d) * Address
- e) Address 2 (only if applicable)
- f) * ZIP/Postal code: *format: XXX XX*
- g) * City
- h) * Phone number

Country

We can ONLY ship to countries inside Europe if the receiver is registered with an VAT number.

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Shipping information

Load address **Clear**

* Company Name : Company name a

Company Name 2 :

* Attention To : Goods Receivers name c

* Address : Street Name 1 d

Address 2 :

* ZIP/Postal code : 111 111 f

* City : CITY g

* Country : SWEDEN x v

* Phone : xxx xxx xxx h

4. Fill out “Additional Information & attachments”

- a) Instructions to be added to the shipping label (Goods Marking):

Additional information & attachments

Attachments

Select files

Choose Files No file chosen i

or drop files here

Upload files

Comments

Instructions to be added to the shipping label (Goods Marking) : a)

Goods Marking (if applicable)

5. Fill out “Classification”

- a) * Industry Usage

Please select the end-user segment where the products will be used

6. Fill out “End customer contact” (a must if you selected a Price Agreement)

- a) Fill out Company Name, Address, Zip/Postal code, City and Country

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7. Scroll down to **“Line details”** to see List price and Discount received on each material
If you hover over the i, you will see the breakdown in case you have more qty than 1

Line details

Price Agreement: None - Please select... SID number: [Populate to lines](#) [Search](#) 6

[Apply change to all lines](#)

proforma batch update

#	Product	UoM	Qty	Requested delivery date	Sales Price	Total
1	3BSE020514R1 AO801 Analog output 8 ch Add alias	Availability	PCE	5	03/19/2021	26,804.14 SEK

7,343.60
List price: SEK
Discount: 27.00%
5,360.83
Net Price: SEK
Qty: 5
26,804.14
Total: SEK

8. Click on **“Proceed”**

3.2.5. Final check

- Make sure that the following field are filled out with correct information
 - Order and payment details - Purchase Order Reference
 - Shipping Information – Delivery address, Attention To, Phone number
 - Total Qty and Total Sales Price
 - Billing information – Customer#, Attention To
 - Goods Marking (if applicable)
 - Industry usage

Back to Checkout [Confirm](#) 123 Total qty: 1 Total sales price: 54,412.09 SEK [Sales Tax, duties and shipping charges may not be included.](#) [Scroll to lines](#)

Order information

Order and payment details

Mode of payment: Purchase Order

Payment terms: 30 days net

Purchase Order Reference: Invoice reference number

Delivery terms

Partial delivery: Yes

Freight terms: Freight carriage paid to destination (CPT)

Means of transport: by Truck / by Lorry

Shipping information

Attention To: SWEDEN

Customer name: Customer name

Phone: Phone number

End customer contact

Attention To: SWEDEN

Billing information

Customer #: Customer #

Attention To: SWEDEN - Customer name

Order contact information

Contact name: Contact name

Price Agreement

Price Agreement: Price Agreement

Additional information & attachments

Comments

Instructions to be added to the shipping label (Goods Marking):

Shipping instructions/internal text:

Attachments

Classification

Industry Usage: IND.10.2 - Underground Mining including Hoisting

- Make sure correct material and quantities are filled out
 - Product – check material number and description
 - Qty – check that you have filled out correct quantity

3. If everything is correct press “Confirm”, if something is wrong press “Back to checkout”

The screenshot shows the 'Line details' section of the ABB Business Online checkout page. It lists two items:

#	Product	UoM	Qty	Requested delivery date	Sales price
1	3BSE075853R1 CI845 Ethernet FCI module	PCE	1	03/17/2020	5,910.20 SEK
2	3BSE066490R1 PM355AV01 Processor Unit	PCE	1	03/17/2020	17,010.82 SEK

Below the items, there are expandable sections for 'Comments', 'Price Agreements', 'Internal reference', and 'System ID'. At the bottom, the 'Total qty' is 2 and the 'Total sales price' is 22,921.02 SEK. A 'Confirm' button is highlighted with a red box and the number 3.

4. Order Confirmation

1. You will get an order number in BOL starting with W (e.g. W2176606)
 2. You will receive an email that the warehouse has “received” your order
 3. You will receive an email that the warehouse has “confirmed” your order, you can now see the confirmed delivery date for each material (scroll down on email)
- If you do NOT receive an order confirmation email within 24 hours, please contact your ABB Customer Support Team**

Your ABB Order: Projekt 180662, Order W2176606 has been received. Buyer country SE, customer organization 389044. 2

Your ABB Order: Projekt 180662, Order W2176606, Your order has been confirmed. Buyer country SE, customer organization 389044. 3

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Line No 1

Product Id : 3BSE066495R1

Product Description : PM860AK01 Processor Unit

Production Unit: SEAPR

Line Status : Order Confirmed

Requested Delivery Date : 2020/03/03

Confirmed Dispatch Date : 2020/03/13

Estimated Arrival Date : 2020/03/13

Unit Sales List Price : 50125.00 SEK

Freight Charge : 0 SEK

Unit Sales Net Price : 29473.50 SEK

Total Sales Net Price : 58947.00 SEK

5. Changing / Cancelling an Order

To make changes or cancel an existing order or items on an order please contact your local ABB Customer Support Team via phone as soon as possible and have your BOL order number ready

021 325 000 ask for customer support Control Systems (Kundservice Styrssystem)

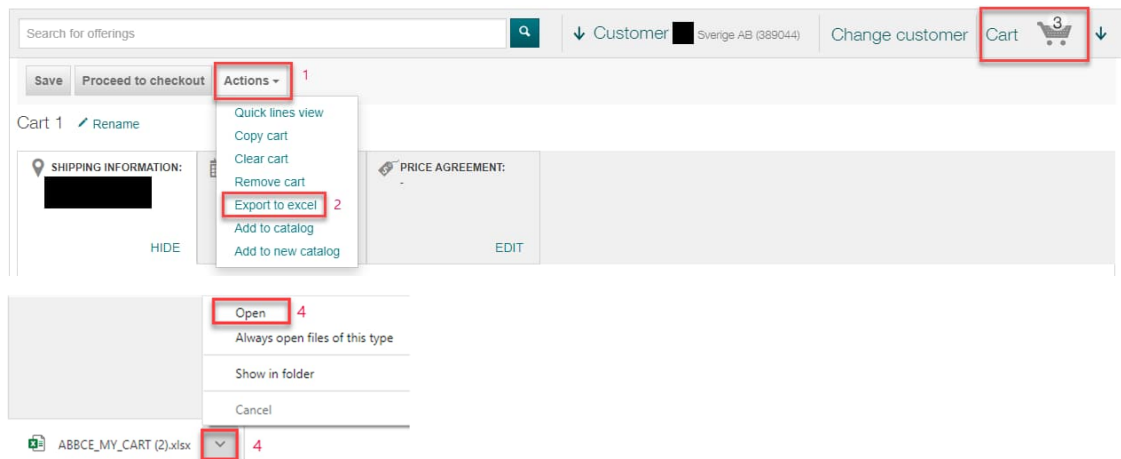
6. Tips and Tricks

6.1. Export Cart to Excel

You need to be inside the Cart

1. Click on "Actions"
 - a) Select "Export to excel"
 - b) An excel file will show up in the left bottom corner
 - c) Press on the arrow and select "Open"

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6.2. My Catalogs

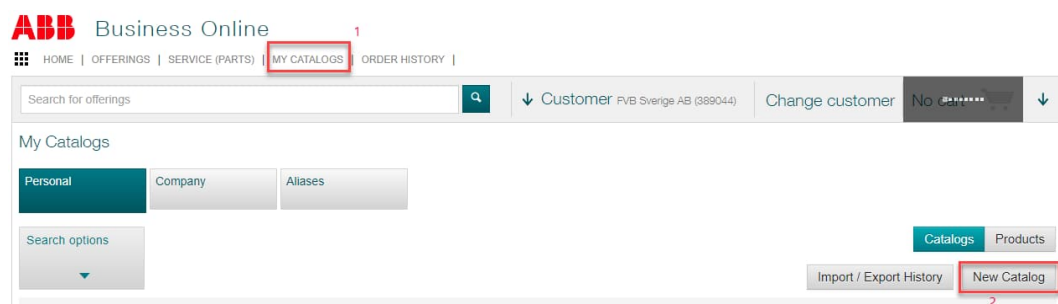
You can create catalogs (i.e Favorites) of products that you order often

6.2.1. Creating a New Catalog

1. Click on "MY CATALOGS"
2. Click on "New Catalog"
 - a) Enter a "Catalog code" (title)
 - b) Enter a "Catalog description"
 - c) Select a "Catalog type"

Personal catalog = only for you

Company catalog = can be used by anyone in your company
 - d) Save
3. Add material to the Catalog by Search for the material(s) under "Search for offerings"
 - a) Select Qty
 - b) Click on the little arrow next to "Add to cart"
 - c) Click on "Add to catalog"



New Catalog ✕

Catalog code *
XA45 package a)

Catalog description *
Special deal package b)

Catalog type
☒ Personal catalog c)
☐ Company catalog

d) **Save** Cancel

Location
Delivery Center

Qty: 1 a) Add to cart b) Add to catalog c) Add to new catalog

6.2.2. Using a Catalog

1. Click on “MY CATALOGS”
2. Select “Personal” or “Company”
3. Click on the “Actions button” next to the Catalog you want to use
4. Select “Add to new cart” or “Add to cart” if you already created one
5. Click on “Cart”

ABB Business Online 1

HOME | OFFERINGS | SERVICE (PARTS) | MY CATALOGS | REQUEST FOR QUOTATION | QUOTATIONS | ORDER HISTORY | DO SOMETHING | TO BE SENT |

Search for offerings 🔍 Customer ABB AB (15631_1) Change customer No cart 🛒

My Catalogs 2

Personal Company Alises

Search options

Catalogs Products

Import / Export History New Catalog

Company Catalogs

4 Results Sort By Last modified Page Size 25

Catalog Code	Description	Last modified	Actions
XA45 Paket	XA45 PP875 special deal Sweden	3/25/2020	3
Compact Pump AC500 eCo	XA45-AC500 Paket		4
Featured Recommendations	Automatically updated based on past order history and recommended spares.		
Aliases catalog	Catalog to hold products that we want to have aliases to		

1

3/25/2020 3

Add to cart
Add to new cart 4
Add to saved cart
Mark as favorite
Edit
Copy
Import
Export
Delete

6.3. Order History

There are several ways to search

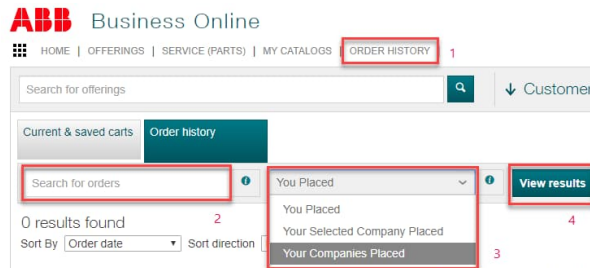
- With a BOL order number
- With your company Invoice Reference Number
- Orders placed by only you
- Orders placed by anyone in your company
- Orders placed by anyone in your company and by ABB Customer Support

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You can also extract a report of all orders placed during a specific time frame

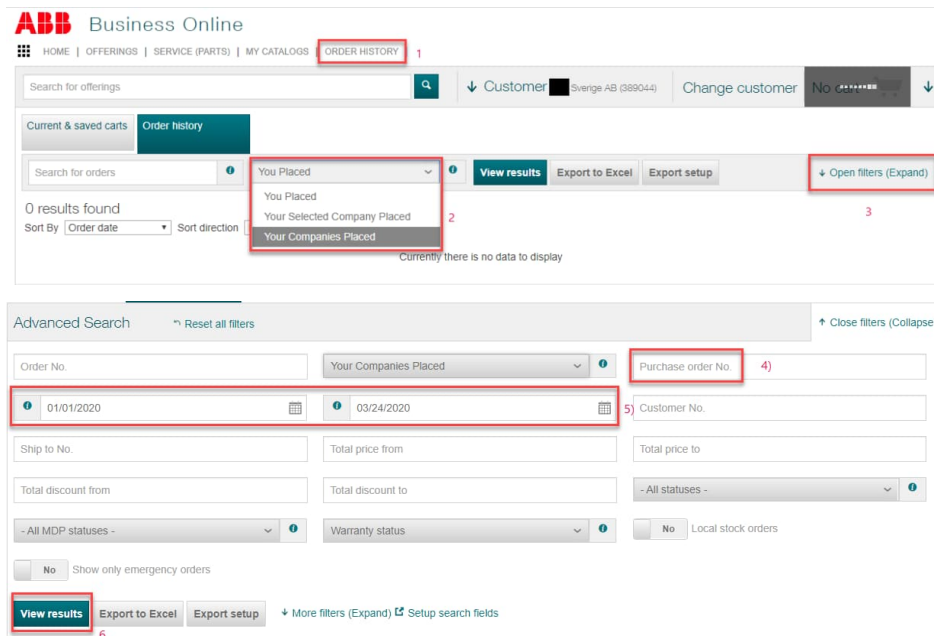
6.3.1. Search with a BOL order number

1. Click on ORDER HISTORY
2. Enter the BOL order number in the “Search for orders” field
3. Select “You Placed” if you placed the order, if not “Your Companies Placed”
4. Click on “View results”



6.3.2. Search without a BOL order number

1. Click on ORDER HISTORY
2. Select one of the following options
 - “You Placed” (*only orders placed by you*)
 - “Your Selected Company Placed” (*orders placed by anyone in your company*)
 - “Your Companies Placed” (*orders placed by your company and ABB Customer Support*)
3. Click on “Open filters (Expand)”
4. You can search with a specific PO number under the “Purchase order No” field
5. You can search for orders under specific time frame by changing the dates
6. Fill out pertinent information and Click on “View results”



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6.3.2.1. The Search Result(s)

You can see the following important information on the search result(s)

- a) Amount of orders found
- b) Who the order was shipped to
- c) Who place the order
- d) Order Status
 - Order Received*
 - Order Confirmed*
 - Order Shipped*
 - Order Completed*
 - Order Cancelled*
- e) Order date
- f) Total price

26 results found ^{a)} [Setup columns view](#) [Table Full screen view](#)

Sort By: Order date Sort direction: Descending

Account assignment	Action info	Additional information	Customer	Order date ^{e)}	Order No.
			Sverige AB	03/19/2020	W2177545
Order type	Placer ^{c)}	Purchase order no.	Total discount	Serial number	Ship-to city
Normal		180662001	48.000		VÄSTERÅS
Ship-to company ^{b)}	Site name	Status ^{d)}	Supplier	Total list price	Total price ^{f)}
Sverige AB		Order Confirmed	SEAPR	No Total Available	SEK 9672.00
		Approved by SRU Updated 03/19/2020			
Type code	Updated	WarrantyReportStatus			
	03/19/2020				
Account assignment	Action info	Additional information	Customer	Order date ^{e)}	Order No.
		Shipping tracking information	Sverige AB	03/17/2020	W2177443
Order type	Placer ^{c)}	Purchase order no.	Total discount	Serial number	Ship-to city
Normal		140606002	42.000		VÄSTERÅS
Ship-to company ^{b)}	Site name	Status ^{d)}	Supplier	Total list price	Total price ^{f)}
Sverige AB		Order Completed	SEAPR	No Total Available	SEK 925.10
		Approved by SRU Updated 03/17/2020			
Type code	Updated	WarrantyReportStatus			
	03/17/2020				

To see more information, click on one of the results (anywhere on the information box)

- a) Summary
 - Your PO#, Order Status, Total Sales Price and BOL Order number*
- b) Order Information
 - Detailed order information*
- c) Line Details
 - The products ordered, qty and status per product*

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140606002

Status: **Order Completed**
Approved by SRU
(Updated 03/17/2020)

Order date: 03/17/2020

Price agreements

Total Sales Price: 925.10 SEK

Order number: W2177443

b) Order Information c) Line Details Email notification log

Order and payment details Order type : Normal Order date : 03/17/2020 Mode of payment : Purchase Order Payment terms : 30 days net Purchase Order Reference : 140606002	Billing information Customer # : Attention To : Phone : Fax : Email :
Delivery terms Partial delivery : Yes Freight terms : Free carrier Named point (FCA) Means of transport : by Truck / by Lorry Transport account number :	Order contact information Contact name : Contact telephone number : Contact E-mail :
Shipping information 	Price Agreement Price Agreement :
Attention To : Phone : Fax : Email :	Additional information & attachments Comments Instructions to be added to the shipping label (Goods Marking) : Shipping instructions/internal text :
End customer information 	Classification System Family : 800xA
Attention To : Phone : Fax : Email :	Technical address
	Attention To : Phone : Fax : Email :

Order Information Line Details Email notification log			
#	Product	UoM	Qty Status Sales price
1	3BSE018172R1 SB822 Rechargeable Battery Unit SB822 (NON-RESTRICTED)	PCE	4 Confirmed 9,672.00 SEK
(Updated 03/19/2020)			
Warning: Miscellaneous hazardous materials/Products, Substances, or Organisms			
UN3481-P1967			
Comments			Expand
Price Agreements			Expand
Scheduled dates			Expand
Internal reference			Expand
System ID			Expand
Status history			Expand
Total qty : 4 Total sales price: 9,672.00 SEK			

If you hover over the i button you can see “Estimated Arrival Date” or the “Actual Delivery Date” if already delivered.

Create date : 03/19/2020

Requested Delivery Date : 03/30/2020

Confirmed Dispatch Date : 04/03/2020

Estimated Arrival Date : 04/03/2020

Actual Dispatch Date :

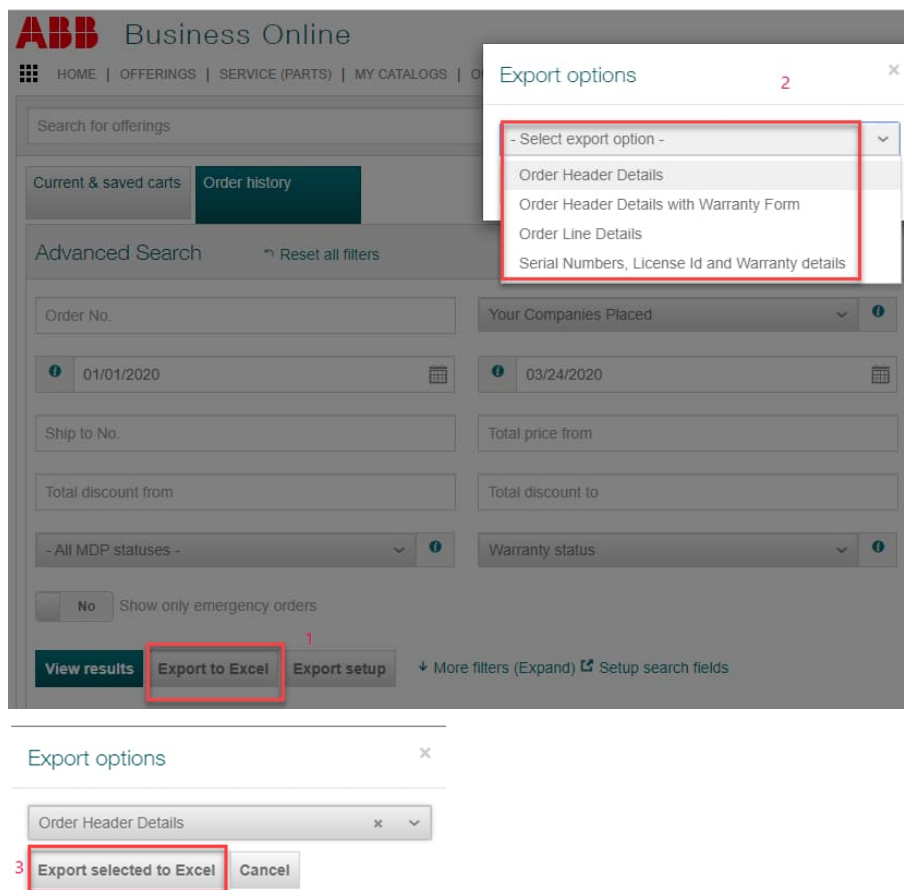
Last updated : 03/19/2020

(Updated 03/19/2020)

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Approved	Public	PAEN/CMC-1000	C	en	16/19

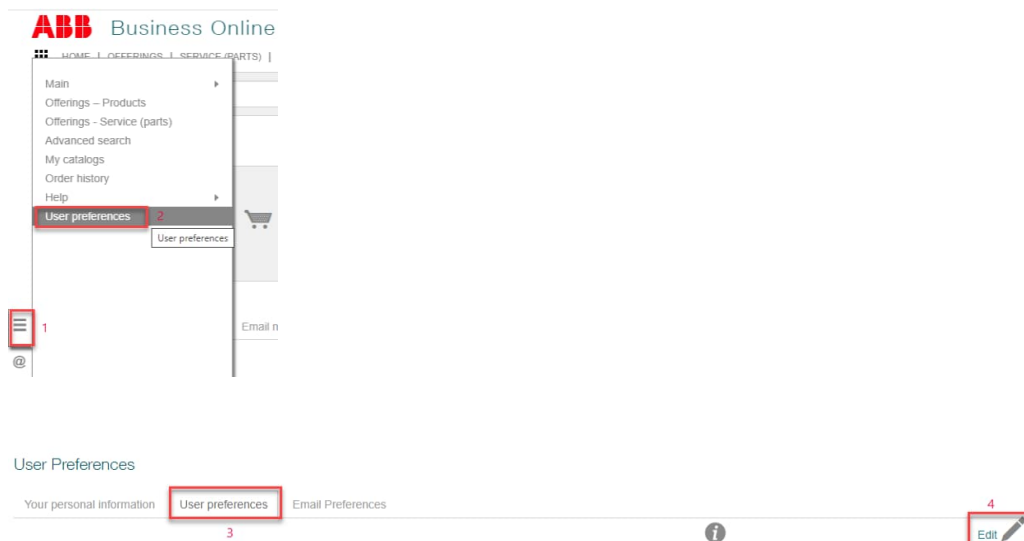
6.3.2.2. Extract Search Results

1. Click on “Export to Excel”
2. Click on “Select export option”
 - Order Header Details
Mostly used, to see all orders placed and pertinent information
 - Order Header Details with Warranty Form
For looking at warranty orders placed (by Customer Support Team)
 - Order Line Details
Commonly used, to see all materials placed and pertinent information
 - Serial Numbers, License Id and Warranty Form
For Serial Numbers, License Id, SID Number
3. Click on “Export selected to Excel”
4. Open the downloaded Excel file



6.4. Setting User Preferences

1. Click on the “3 horizontal lines” on the bottom left on BOL screen
2. Choose “User preferences”
3. Click on “User preference”
4. To make a change click on “Edit”
5. Make your changes and click on “Save and Collapse”



7. ABB Contact Information

Industrial Automation – Energy Industries - Control Systems
 Channel Management – Northern HUB
 Customer Support Team

channel.customersupport@abb.com

7.1. Useful ABB Links

<https://ace.abb.com/webapp/BOL/ACE/NewLook/Logon.do>

Business Online (BOL) direct link

<https://800xahardwareselector.com/>

used for finding material information, pictures and data sheets

<https://new.abb.com/control-systems/>

ABB home page for control-systems

7.2. BOL Errors

If you have problems with BOL please send an email to your local ABB Customer Support Team channel.customersupport@abb.com

Describe the issue you are having and send screen shots of the error/issue

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7.2.1. Error – Waiting for approval

Your access is still not completely set up, must be approved by a superuser at ABB. Wait 24h and if still no access, contact your local ABB Customer Support Team.

7.2.2. Error – No price or On Request

Only materials on the price lists have prices in BOL, so make sure you are using the correct material number.

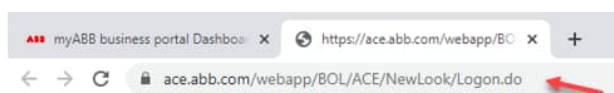
The following products must be ordered via your local ABB Customer Support Team as they have not yet been integrated into BOL

- Software
- SattCon
- Classic Products

Send an email to your local ABB Customer Support Team to place the order

7.2.3. Error – Blank Screen

Click on the BOL url link and press enter



8. Revisions

Rev.	Page (P) Chapt. (C)	Description	Date Dept./Init.
A	All	Document creation	March 23 rd 2020
B	All	Changed contact email, added an error	August 28 th 2020
C	All	Added C-BOL to this manual	March 17 th 2020
	Title	Changed document name from BOL to Business Online	
D	All	Overall update of information	February 1 st 2023