

Registration is required in order to Use the ABB Supplier Inquiry Form

If you have not already registered & received an ABB Account

Please submit an email request to us-portalsite@abb.com with the following information:

First Name =

Last Name =

Company Name =

Company Address with Country =

Email address =

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

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 an Invoice Status Inquiry or a Remittance Detail Inquiry.

By default, all request are a "New Request"

The follow-up Option is if you want to follow-up on the original request you submitted, link available through the email confirmation you receive.



Supplier Inquiry

New

Note: Fields marked with an asterisk () are required!*

Inquiry Details

Please choose the request type you are entering below.*

Invoice Status Inquiry Remittance Detail Inquiry (Used only for PAID invoices.)

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

New Request Follow -Up

If this is a Remittance Detail Inquiry, you will be requested to make a selection from the Drop down, shown below and provide an email address.

Type you are entering below.

Remittance Detail Inquiry (Used only for PAID invoices.)

is

Remittance Detail E-mail:

Requestor Information

This section will automatically populate your email address, please populate the Secondary E-mail if you wish to add someone else to the response.

Requestor Information

Requestor Name:*

Enter your full name below.

[REDACTED]

Requestor E-mail:*

Enter your full e-mail address below. Submitter Email:

[REDACTED]

Secondary E-mail:

If you would like another person to receive a notification once your request is resolved, please enter their full e-mail address below.

Vendor Information

Company Name

Enter your company's name in this field

ABB Vendor Number

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.

Remit-To Address

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.

ABB Invoicing Address

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.

Vendor Information

Company Name:*

Enter your company name below.

Vendor Number:*

Enter your ABB, Baldor, or T&B 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 :*****Invoicing Address:***

Choose the post office box to which you send your invoices to ABB from the list below.

If you are billing ABB Motors and Mechanical (formerly Baldor), please select "ABB Motors and Mechanical" in the list below.

If you are billing Thomas and Betts (T&B), please select "Thomas and Betts" in the list below.

If you are billing General Electric Industrial Solutions, please do NOT submit this form. Please use the following link to submit your inquiry:

https://gecorp.custhelp.com/app/S2PSupplierSupport/customer_inquiry

All other selections will go to ABB.

All post office boxes are in Raleigh, North Carolina and are for ABB items only.

If you do not send to one of these boxes, to ABB Motors and Mechanical, or to T&B, please choose "Other" and indicate your invoicing address in the box provided.

Invoice Information

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.

Invoice Information			
Invoice Number: *	<input type="text"/>	Invoice Amount: *	<input type="text"/>
Invoice Date: *	<input type="text"/>	Due Date: * Due Date:	<input type="text"/>
Reference: <small>Purchase Order Number, ABB Contact Name, etc.</small>	<input type="text"/>		
Comments:	<input type="text"/>		
Attachments:	<input type="button" value="Click here to attach a file"/> <input checked="" type="checkbox"/> Insert item		
<input type="button" value="Submit"/>			

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 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 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 "Insert Item" 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 e-mail within a few minutes of your submission that includes your case number & a link to your case that you can reference at a later date for an update. Be sure to check your SPAM folder to ensure the e-mail was not embargoed. (You may also want to add Sites-NAM@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).

Warning

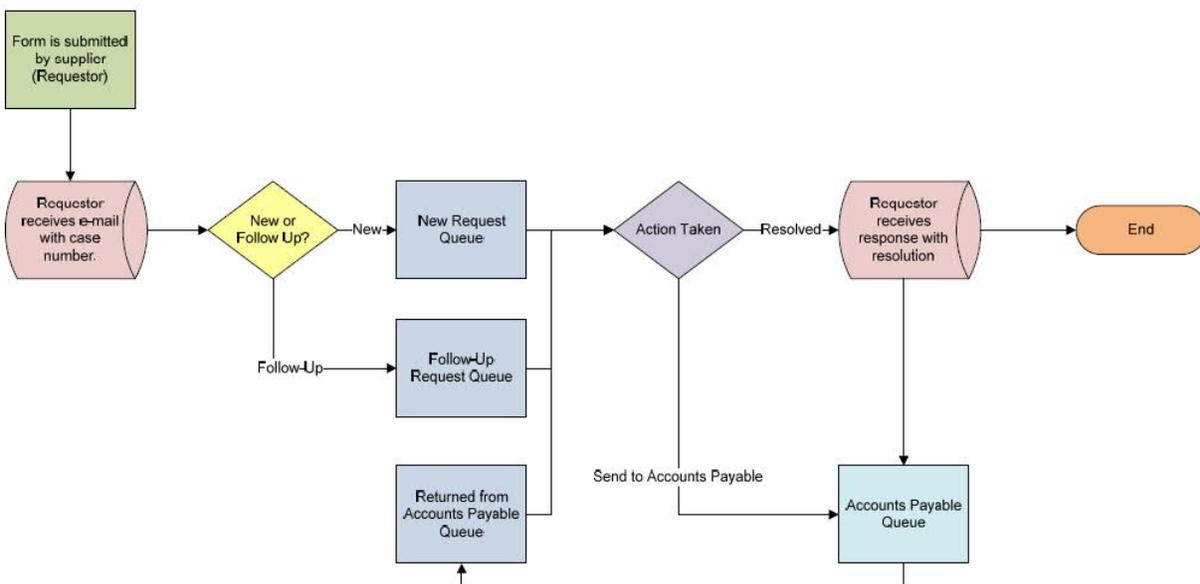
The form cannot be submitted because it contains validation errors. Errors are marked with either a red asterisk (required fields) or a red, dashed border (invalid values). Field or group: my:RemitCheckBox
Error: Cannot be blank

Click **OK** to resume filling out the form. You may want to check your form data for errors.

[SHOW ERROR DETAILS](#)

OK

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.