Using the Supplier Inquiry Form

Introduction

The 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. Please note that Baldor is a Member of the ABB Group therefore Baldor has begun using a version of the same form that ABB uses; some terminology below will refer to ABB in general while some is Baldor-specific.

Inquiry Details

Inquiry Details

Please choose the request type you are entering below. *
☐ **Invoice Status Inquiry**
☐ **Payment Detail Inquiry** (Used only for information about the invoices included on a payment you have already received.)

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 an **Invoice Status Inquiry** or a **Payment Detail Inquiry**. Each choice will open other options with specifics for that type of Inquiry.

Invoice Status Inquiry – this selection opens up a question "Is this request concerning a credit hold or cutoff notice?" change the drop-down to **Yes** if the request does concern one of those items, otherwise leave as-is.

Please choose the request type you are entering below. *
☑ **Invoice Status Inquiry**
☐ **Payment Detail Inquiry** (Used only for information about the invoices included on a payment you have already received.)

Is this request concerning a credit hold or cutoff notice? *
[NO ▾]

Payment Detail Inquiry – this selection opens up fields where you can provide more detail about the **Payment Type** and **Remittance Detail E-mail**.

Please choose the request type you are entering below. *
☐ **Invoice Status Inquiry**
☑ **Payment Detail Inquiry** (Used only for information about the invoices included on a payment you have already received.)

Payment Type *
Please choose:
[▾]

Remittance Detail E-mail
We now offer the ability to send electronic funds transfer (ACH or Wire) remittance detail
via e-mail.   In the field below, please enter the e-mail address to which you prefer this information be sent.

[   ]

Your supplier account will be updated in our system within a week of receiving your request.

Inquiry Details (cont'd)

Is this request in regards to a new case or follow-up on an existing one? *
☐ **New Request** ☐ **Follow-Up**

Finally in this section, choose whether your request is a new entry or a follow-up entry to one you have already submitted. If you choose "Follow-Up," you will be asked 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 your 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!
This e-mail address will be used for all notifications and to track via our web portal.

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.
Be sure to enter it correctly or they 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!

You should receive an e-mail notification confirming our receipt of your inquiry within 20 minutes of submitting the form. Be sure to check your SPAM folder. All e-mail replies will come from **ABB.Supplier.Inquiry.Workflow@r3Ipar21.us.abb.com** whether the inquiry was for ABB or Baldor.

Vendor Information

Vendor Information

Company Name *
Enter your company name below.

[   ]

Vendor Number *
Enter your ABB or Baldor 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 [US   ▾]
Choose "- -" for State if you are not in the US or Canada. Canadian provinces are listed.

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 with the exception of Baldor, which is in Fort Smith, AR.
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:

[   ]

Company Name Enter your company's name in this field

Vendor Number Enter your ABB or Baldor vendor number in this field. This is a required field, so if you do not know your 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.

Invoicing Address Choose the post office box to which you send your invoices to ABB from the list below. All ABB post office boxes are in Raleigh, North Carolina with the exception of Baldor, which is in Fort Smith, AR. If you send your invoice directly to an ABB or Baldor site location please choose "Other" and indicate your invoicing address in the box provided.

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 symbols except decimal points!
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.
(Format: mm/dd/yy)

Due Date *
Enter the earliest due date if you are using the "multiple" option.
(Format: mm/dd/yy)

Reference
Purchase Order Number, ABB Contact Name, etc.

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.

Reference Use this field to include any reference information (such as our purchase order number) that you have to assist us in researching your request.

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.

Please note: Only PDF, Word Documents, or Excel Spreadsheets are allowed as attachments!

Attachments

☐ [   ] Browse...

[Add Row] [Delete Row(s)] [^] [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).

Errors

"Submitter Name" is a required field

"Submitter E-mail" is a required field

Supplier Inquiry Status Portal

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 email 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
☐	4247794	01/28/2011	1.00	Initial Review
☐	4247791	01/28/2011	10.00	Initial Review

Status Indicators

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

Definitions of each status are included on the form.

Appendix - Supplier Inquiry Workflow
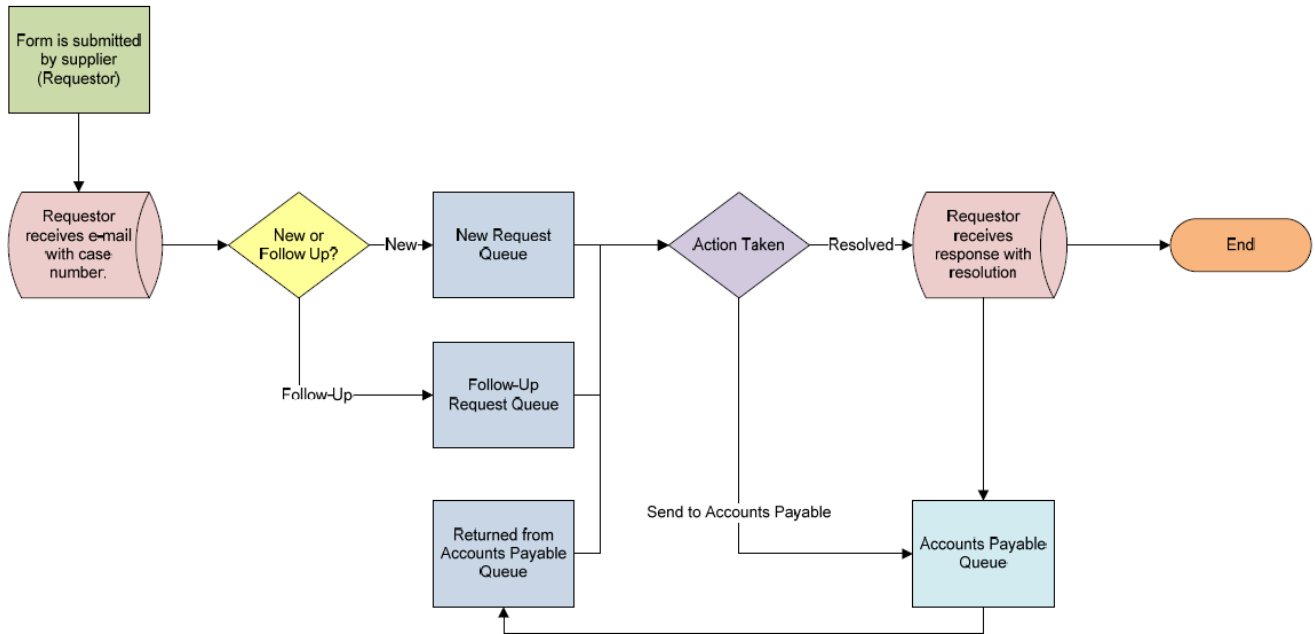
Above you can see a "behind the scenes" view of how your requests are routed through our workflow. The status of your request will be updated automatically as it moves through the above flow.