
USER MANUAL

Business Online for Internal Users

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1 Layout

The Business Online (BOL) site home view is a summary of actions that can be taken by the user. Relevant news are shown here, it provides a general view of pending tasks, orders and quotations in short lists and shows useful links to other BOL sections.

ABB Business Online

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

Search for offerings

Customer ABB A/S (SUDKSEF001) Change customer Cart 3

MyCatalog

Personal catalog Company catalog

Catalog Code	Description	Last modified
SWP 1300/250	Spare Parts	1/28/2017

Offerings

Products Service Parts

Go to Products

- Chemical Solutions (1)
- Control System 2 (1259)
- Control System Products 2 (4929)
- Control Systems (15976)
- Drives (3220)
- Low Voltage Products and Systems (161976)
- Marine Solutions (1)
- Measurement and Analytics (430*)
- Mechanical Power Transmission Products (46819)

Order history

Search for orders

Advanced search View all

Purchase order ZMSW test
Status **Order Confirmed**
Approved by SRU (23/04/2020)
Order number TBT1172826
Order date 23/04/2020

Purchase order 1223
Status **Order Confirmed**
Approved by SRU (23/04/2020)
Order number TBT1172477
Order date 16/04/2020

RFQs History

Search for quotations

View all

Status **Pending** (22/04/2020)
RFQ Number RFQ-20200422-00023-1-A
Requested by

Quotations History

Search for quotations

View all

Status **Rejected by QA** (18/04/2020)
Quotation No Q-20200416-38920847-1-B
Quote given by

Useful Links

Finland Drives Service

- Business Online info page
- BOL Training Site
- Drives Installed Base
- BU Drives Sales Information System
- Customer Service Contact Information
- ABB Library

News

View all

Text item requests.

Apr 1, 2020 10:35:57 AM | Read more

© Copyright 2020 ABB | Provider information/impressum | Cookies and privacy policy | Business Online v 8.8 B build 146424-20200422_1954 | You are logged in as | Logout

1.1 Top menu

Here you will find the links that allow you to navigate to other application modules. Shortcut links are located in the header, which makes them accessible from every site in BOL.

ABB Business Online

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

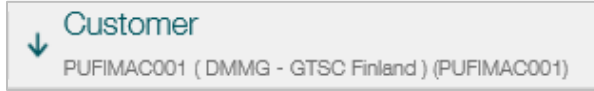
1.2 Product search

The product search field allows you to find a specific product by its product code.

Search for offerings

1.3 Current customer

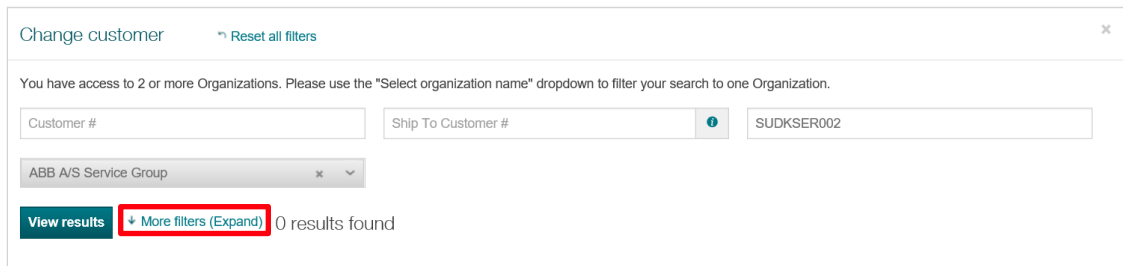
The **Customer** drop-down menu allows you to check a customer and an organization parameters.



1.4 Customer selection

The **Change customer** pane allows you to search for the organizations available to you and choose the one you want to use.

You can find the desired customer organization by using filters. The list of filters is expandable.



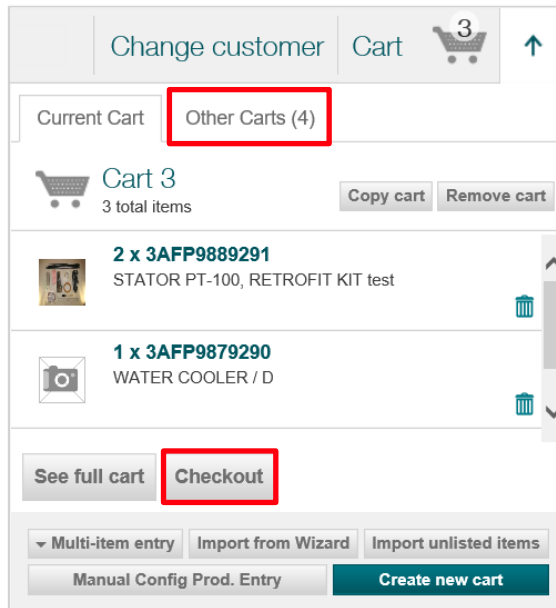
1.5 Current cart

The **Cart** button takes you directly to the cart editing menu. It's possible to edit the cart there, save it or proceed to checkout with it.



1.6 Cart selection

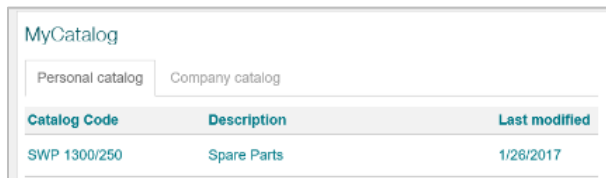
The cart selection dropdown shows you the summary of the current cart and all the other carts you have created previously. It's possible to move directly to **Checkout** from the cart menu.



All the previously used carts are available in the **Other Carts** tab.

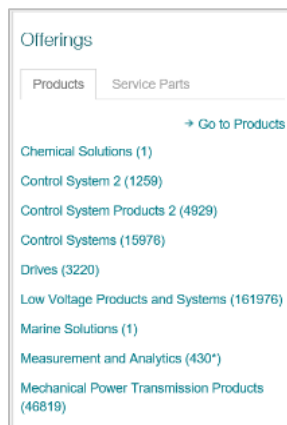
1.7 Catalogs

Through the **MyCatalog** pane you can access to both your personal and company catalogs.



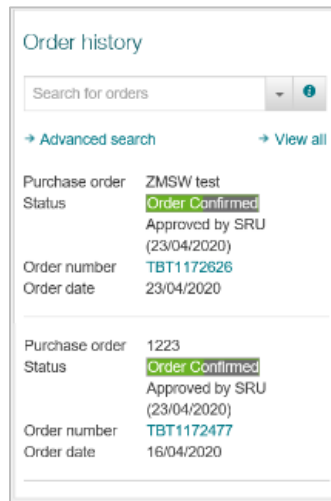
1.8 Product browsing

The **Offerings** pane allows you to browse the products available on ABB site by the visible categories. Clicking any of the category name will take you to the corresponding products page, where you will be able to narrow down the search parameters.



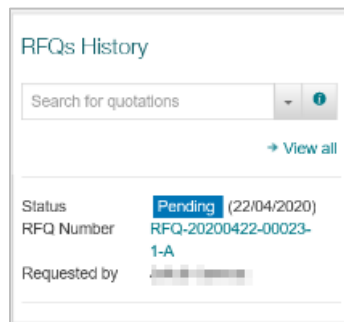
1.9 Order history

In the **Order history** pane, the last five orders placed or the first five search results are visible. You can access the full order history by clicking **View all** or through the shortcuts links.



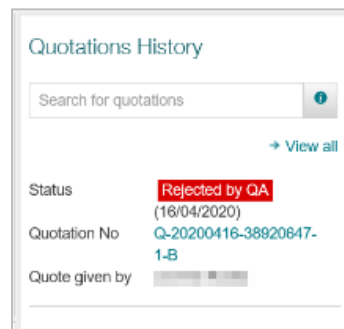
1.10 RFQs history

In the **RFQs History**, the last five RFQs created or the first five search results are visible. You can access the full RFQs history by clicking **View all** or through the shortcuts links.



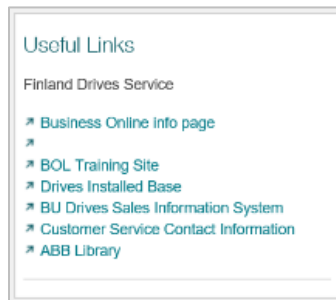
1.11 Quotations history

In the **Quotations History**, the last five Quotations created or the first five search results are visible. You can access the full Quotations history clicking **View all** or through the shortcuts links.



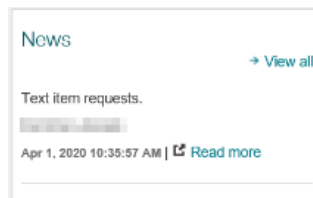
1.12 Useful links

Through the **Useful Links** pane you have access to links which may be helpful during using Business Online, such as BOL Info page or ABB Library.



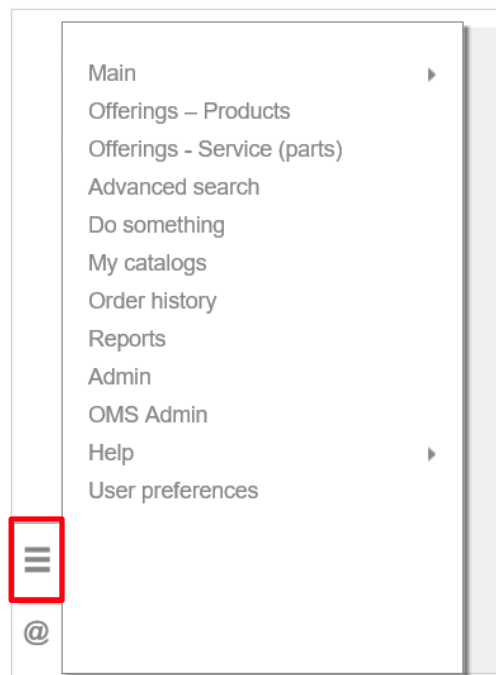
1.13 News

The latest news, appropriate for your news group, will be visible in the **News** pane. It lists the news headlines relevant to your businesses.



1.14 Quick access menu

Depending on your customer setup, the **Quick access** menu can have different links enclosed. Some of those will take you to the old BOL interface.



1.15 Customer feedback

The **Customer Feedback** form allows you to contact with the BOL Support and Maintenance. Also, if your suppliers have the default contact defined, the contacts are accessible through **Contact your suppliers** dropdown list.

The image shows a 'Customer Feedback' form on the left and a dropdown menu on the right. The form has fields for 'Your text', 'Your email' (with the example 'claus.hansen@dk.abb.com'), and 'Your phone number' (with the example '+4578132615'). There is a 'Send' button and three links: '→ Contacts', '→ Warranty Service Order', and '→ ABB Contacts Directory'. The dropdown menu lists various supplier codes: USABB012, DEAPR858, FIPSE, CNEMS001, SEMOT001, USBAL, SECTSC, ZATAD021, SEMOT001, ITIND001, DEUTS004, CNABB001, SEAPR, SELOGR, ITABB004, SGCTDC, SGOCSDC, USABB012, and SELOG. A red box highlights the '@' symbol in the bottom left corner of the form area, and another red box highlights the 'Contact your suppliers' dropdown menu.

1.16 Login data

Your current username is visible in the lower left corner of the website.


The image shows a horizontal bar with the text 'You are logged in as P [user icon] Z [user icon]' and a 'Logout' button to the right. A red box highlights the user information part of the bar.

1.17 Logout link

To leave the Business Online site, follow the **Logout** link, which is in the lower left corner of the website.

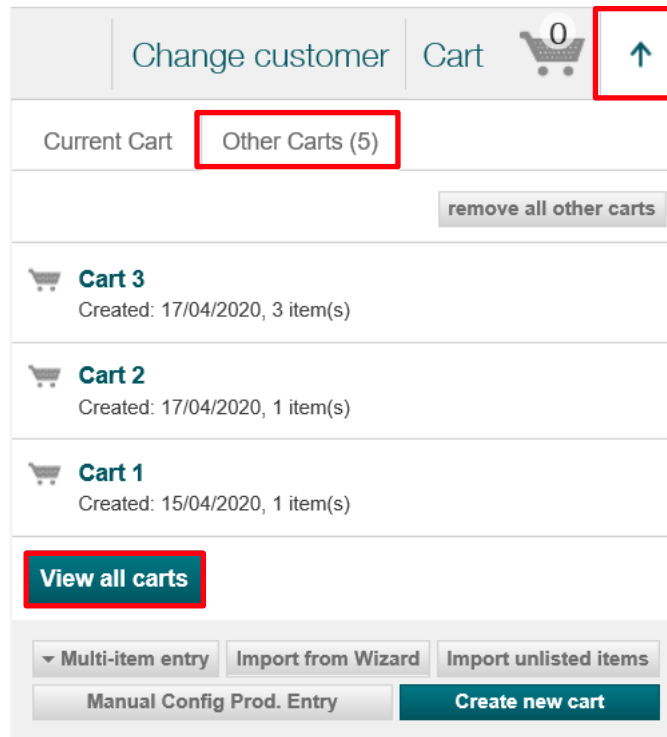
The image shows the same horizontal bar as in 1.16, but with a red box highlighting the 'Logout' button.

1.18 System messages

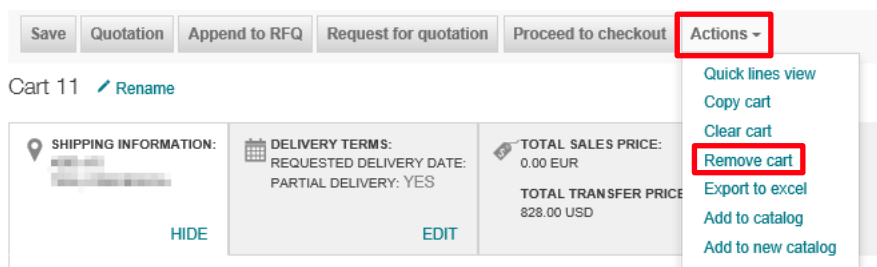
System messages are displayed on the top of the BOL website, when added. You can close them by clicking on the  button.

2.1 Managing your carts

In order to switch from one cart to another, click **Other Carts** tab. The three last used carts are available in the list and you can access all the created carts by clicking **View all carts**.

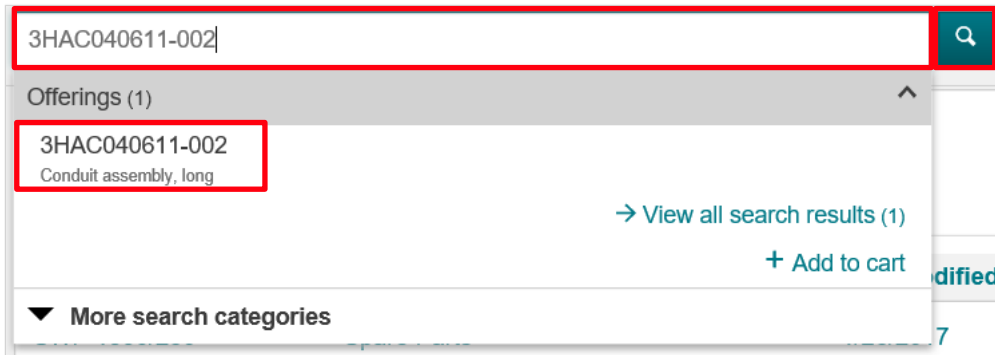


Carts can also be easily deleted once they are not needed anymore. This option is available in the cart details page, which you can open by clicking on cart name.

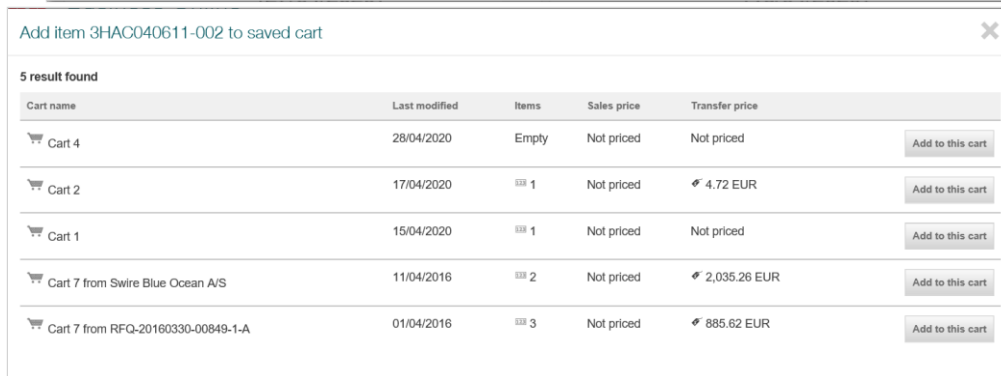
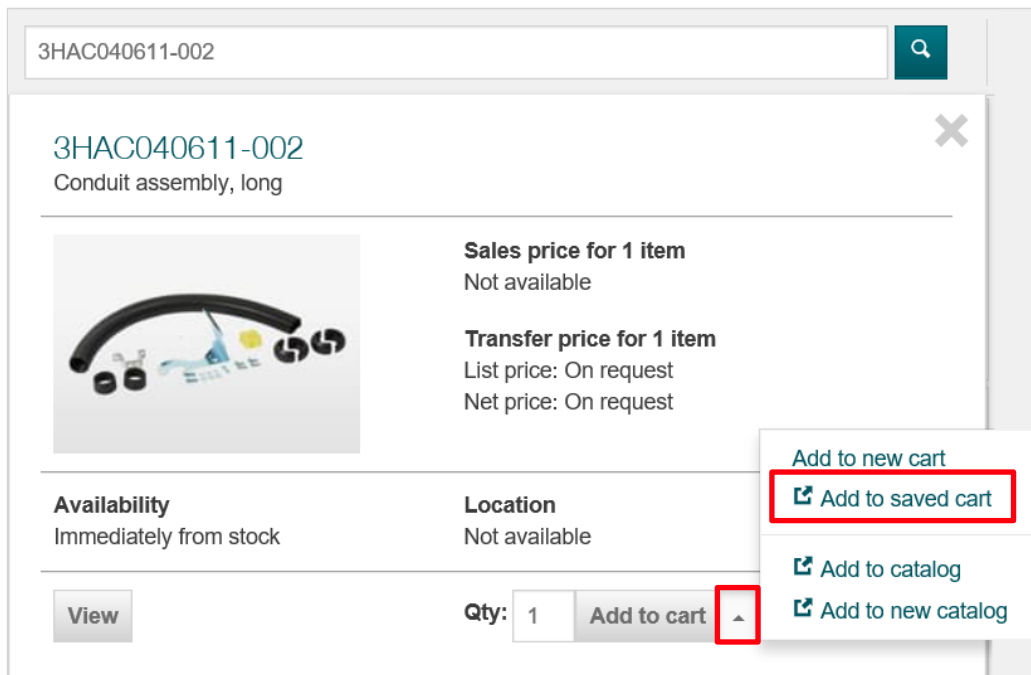


2.2 Adding products

The easiest way to add products is to search for the product using the known name, code or short product description. The value can be entered into the Search for offerings field. After you click the search icon an instant search window will open, displaying you immediate results from the extensive product database.



Then it's possible to add a product to any of the saved carts or the current one.



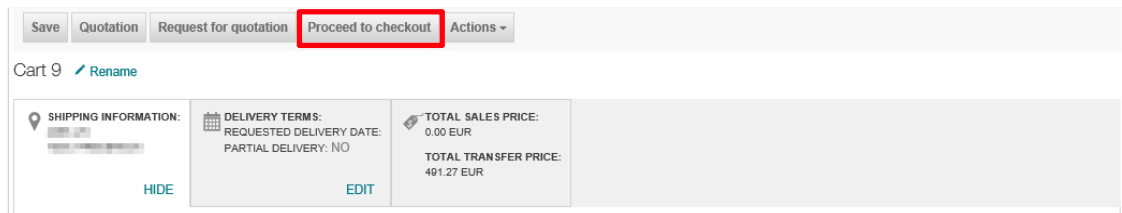
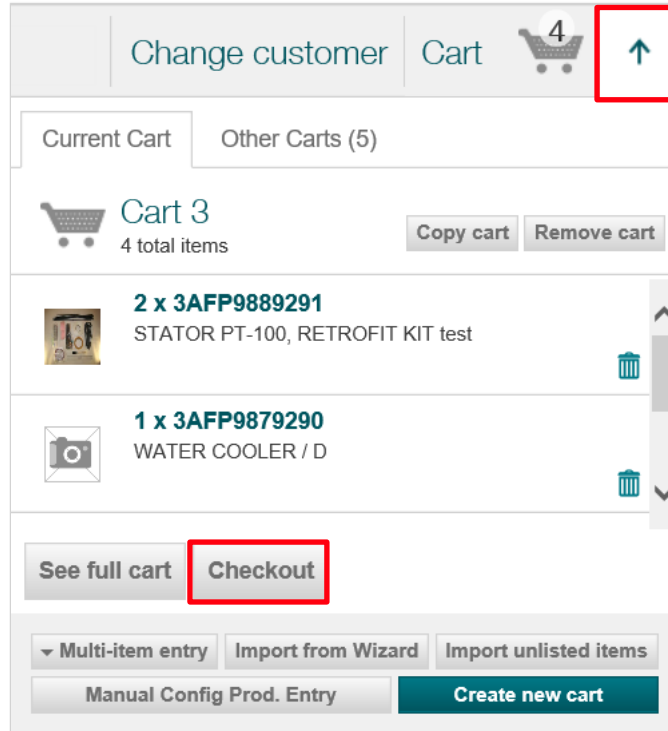
After you add a product to the cart, it becomes immediately available in the selected cart and confirmation message is displayed:

✓ Product 3HAC040611-002 has been added to cart

You can add products one after another as long as you need to do so.

2.3 Proceed to checkout

When all the necessary items are in the cart, you can proceed to checkout. **Checkout** button is available in **Current Cart** tab of cart summary. or You can proceed to checkout also through the cart details page.



You can change and add order information in the **Checkout** tab. In order to do so, you need to expand the respective section. The sections of the form which contain unfilled mandatory fields are expanded by default. All mandatory fields are marked with the red asterisks.

Cart 21

Cart 21

Cart Checkout Confirm Thank you

Back to cart Save Create RFQ with all lines Total qty : 1 Total sales price: 0.00 EUR Total transfer price: 0.00 EUR Scroll to lines

Order information Expand all sections

Order and payment details Expand

Billing information Expand

Shipping information Hide

Load address Clear

* Company Name :

Company Name 2 :

* Contact Person :

* Address :

Address 2 :

* ZIP/Postal code :

* City :

* Country :

2.4 Order confirmation

All the gathered information is later visible in the **Confirm** tab. You can change the data on the order by clicking **Back to Checkout** and returning to **Checkout** tab.

Cart Checkout Confirm Thank you

Back to Checkout Confirm Total qty : 1 Total transfer price: 50.00 EUR Scroll to lines

Order information

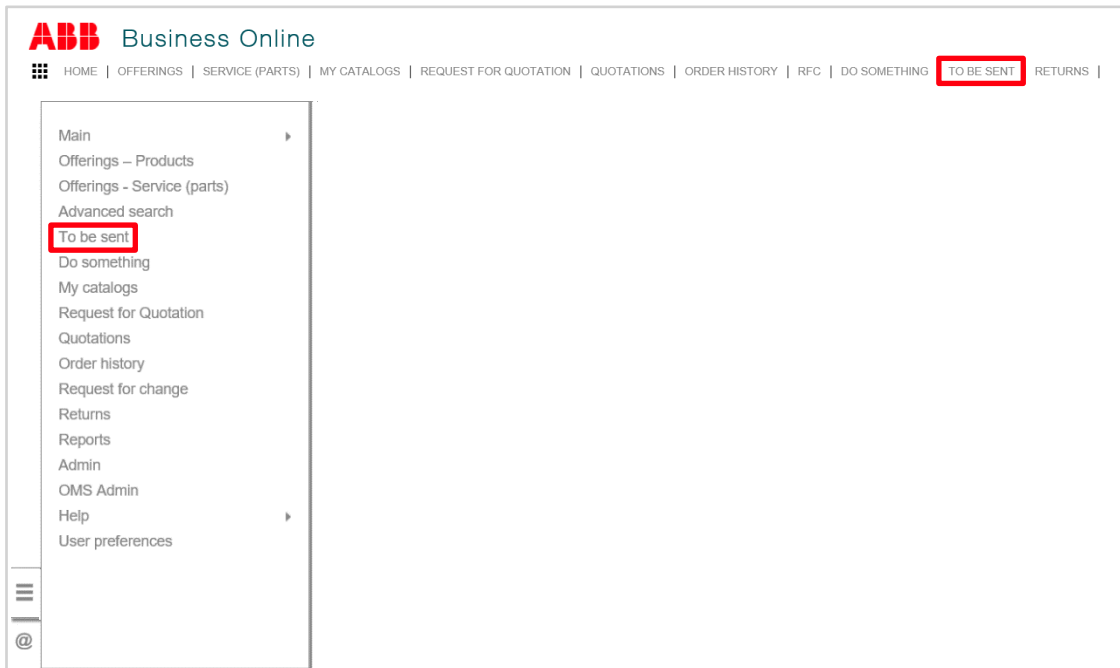
Order and payment details	Billing information
Order type : Normal	Customer # : 123456789
Quotation Reference : 123456789	Phone : 00352 2222 2222
Payment terms : 30 days net	Email : john.doe@company.com
Purchase Order Reference : 1323	Internal Customer Vendor ID : 123456789
Additional references	Order contact information
Customer internal reference : 123456789	Contact name : John Doe
Delivery terms	Contact E-mail : john.doe@company.com
Partial delivery : No	
Freight terms : Freight carriage paid to destination (CPT)	
Means of transport : DHL Courier	

You can place the order by clicking **Confirm** once you have checked the Order information.

Once this is done, you will be moved to **Thank you** tab where the Order number and Order date are provided.

3 Buyer Module

You can access the Buyer Module using **Quick access** menu or shortcut links. In this module you can manage the orders you have placed.



When you click **To be sent** shortcut link, you will see a list of orders displayed according to the search filter settings.

To be sent

Order No. Purchase order no. [View results](#) [Export to Excel](#) [Open filters \(Expand\)](#)

[Setup columns view](#)

Sort By Sort direction

Order No.	Order date	Purchase Order Reference	ABB internal ref	Placer
TBT1171124	03/02/2020	12345		
Quotation Project	Customer	Total price	Total transfer price	Account assignment
		No Total Available	EUR 854.00	
Supplier	Order type	Stop messages		
	false	Normal [P]		

Your order has been sent back to you because more information is needed before it can be confirmed. Please note that you need to re-send the order back with this clarified information, or cancel the order if necessary. Supplier message from Hanna Piironen: vivi test order2

When you change the search criteria different orders will be displayed on the current view. List of filters is expandable.

To be sent

Advanced Search [Reset all filters](#) [Close filters \(Collapse\)](#)

Order No. Order type Purchase order no.

ABB Internal reference Account assignment Warranty Case

Warranty SN Issue number LSU number

Order status

[View results](#) [Export to Excel](#) [More filters \(Expand\)](#) [Setup search fields](#)

3.1 BM Order Details

You can click any of the lines to open the order details page, where everything related to that order can be found. This page is organized in expandable sections:

Normal order TBT1171124

Go Back to To Be Sent Add Product Cancel Save Send Total transfer price: 700.00 EUR Scroll to lines

Order information Expand all sections

- Order and payment details Expand
- Billing information Expand
- Shipping information Expand
- Delivery terms Expand
- Additional information & attachments Expand
- Order contact information Expand
- Sales person Expand
- Additional references Expand
- Consignee information Expand
- End customer contact Expand
- Service information Expand

3.2 BM Order Management

You can choose between several options when managing your order:

Normal order TBT1171124

Go Back to To Be Sent Add Product Cancel Save Send Total transfer price: 700.00 EUR Scroll to lines

Save: This option will save the order information for later actions.

Send: This option will send the order.

Add Product: This option will take you to the **Products** page where you can add any product directly to the current order:

All Offerings

Favorite Views Favorite Categories Categories Filters Search options

All Offerings > Control System 2 > ABB Ability™ 800xA > 800xA 6.0.3 System > 800xA 6.0.3 - AC 800M Communication Hardware > 800xA 6.0.3 AC 800M - Advant Fieldbus 100 ☆

CI869K01 AF 100 Interface (5)

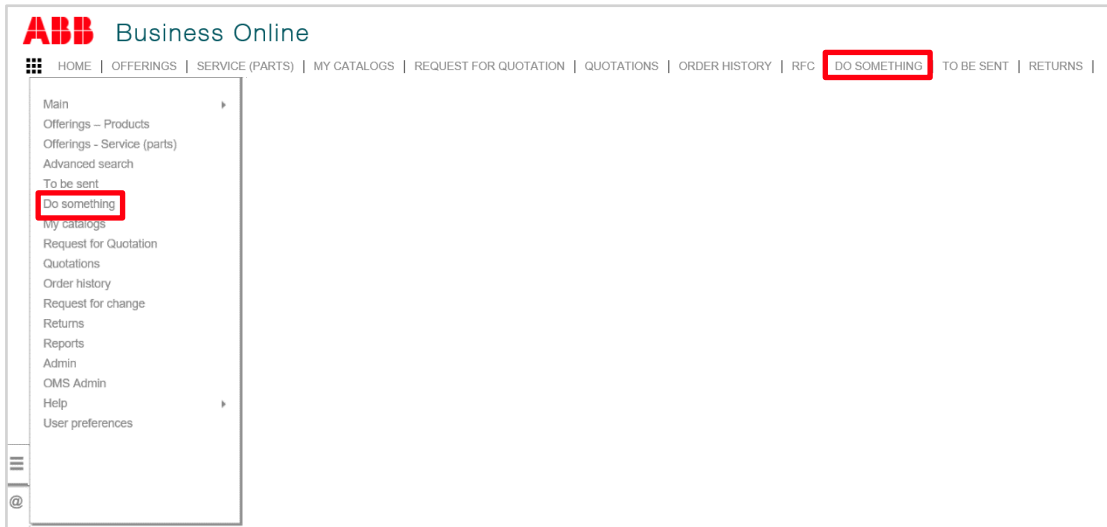
Selections Category - 800xA 6.0.3 AC 800M - Advant Fieldbus 100 Clear filters Save view

5 Results Sort By Product Page Size 10 List Grid

Quick View	Product	Information	Actions	Availability	Price	FrontEnd Shipping Note
Q	3BSE049110R1	CI869K01 AF 100 Interface	Add to cart	More Info	On Request	
Q	EXC3BSE049110R1	CI869K01 AF100 Communication Interf	Add to new cart Add to saved cart	More Info	On Request	
Q	REF3BSE049110R1	CI869K01 AF 100 Communication Interf	Add to catalog Add to new catalog	More Info	On Request	
Q	REP3BSE049110R1	CI869K01 AF100 Interface Unit Kit	Add to Buyer Order TBT1171124	More Info	On Request	
Q	Y3BSE049110R1	AF100 Interface Unit Kit	Add to cart	More Info	On Request	

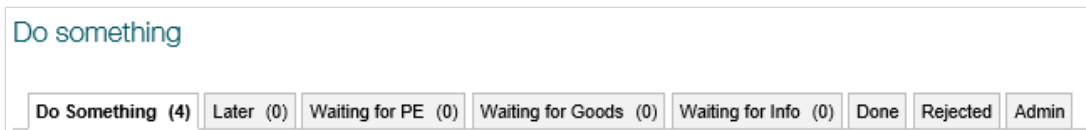
4 Supplier Module

You can access the Supplier Module using **Quick access** menu or shortcut links. In this module you can manage the orders sent by your customers.



4.1 Views

You can view each order in **Do something** in one of the eight views.



When you click any of the tabs, you will see a list of orders displayed according to the search filter settings:

Enter search criteria:				Search tip
Order No.	Reference	Supplier contact	Handled by	
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
Not assigned orders	Date from	Date to	Order type	
<input type="checkbox"/>	06/02/2020	29/04/2020	- Show all -	
Production Unit	Warranty Case	Warranty SN	Issue number	
- Show all -	<input type="text"/>	<input type="text"/>	<input type="text"/>	
Order status	Warranty status	Price Estimation Status	Country	
- Show all -	- Show all -	- Show all -	- Show all -	
Customer No.	Region			
<input type="text"/>	- Show all -			
<input type="checkbox"/> Advanced search - Setup search fields				
View results Reset Export to excel XLS configuration				

When you change the search criteria, different orders will be displayed on the current view. In each line, besides the usual order information, there will be also the Stop information, which states the reason for this order to be displayed in **Do Something** tab. This is related to the Stop Rules and the Rules Engine.

You can configure the columns shown in the search results by clicking **Setup columns view**:

Setup columns view

Date	Sales Order no.	Has attachments	Reference	Type	Transfer price	Status	Customer	Supplier contact	Supplier code	Handled By	Placed By
10/04/2020				New	303,57 USD	Order Received					
Stop all orders Order has been stopped because it contains a product with availability class that is not allowed. Line 1: STOP RULE TEST Order has been stopped, because it contains parts with special information. Please check for the part(s) number:											
07/04/2020				New	2 301,57 USD	Order Received					
Supplier internal comment: xxx Stop all orders Order has been stopped because it contains a product with availability class that is not allowed. Line 1: STOP RULE TEST Order has been stopped, because it contains parts with special information. Please check for the part(s) number:											

Setup columns view

Mark/unmark checkbox to show or hide column.
Click OK button to save changes or Cancel to discard them.

Visible columns:	Hidden columns:
Sales Order no.	
Has attachments	
Reference	
Transfer price	
Status	
Customer	
Supplier contact	
Supplier code	
Handled By	

→ Ok → Cancel

You can access the order details by clicking on the order ID. The information is organized in three different tabs: **Order information**, **Line details** and **History**.

Date	Sales Order no.	Has attachments	Reference	Type	Transfer price	Status	Customer	Supplier contact	Supplier code	Handled By	Placed By
10/18/2019	TBT1169182		asdas	New	249,27 EUR	Order Received	SUFIMAR001 (FI)		FISER001		
Stop all orders											

Showing filtered results: 1 orders

The **Order information** tab displays all the items data:

Order information | Line details | History

→ Check out → Assign → Print

Order details Order number: [redacted] Order date: [redacted] Order type: [redacted] Purchase Order Reference: [redacted] Quotation Reference: [redacted] Salesforce Case ID: [redacted] Link to Salesforce Case	Supplier Supplier: [redacted] Contact: [redacted]
Billing information Company name: [redacted] Address: [redacted] City: [redacted] Postal / zip code: [redacted] State: [redacted]	Order calculation Order discount: 0,00%
	Delivery terms Freight level: [redacted] Partial delivery: <input type="checkbox"/> Means of transport: [redacted] Freight terms: [redacted] End User Application: [redacted] Terms of Delivery Description: [redacted]

The **Line details** tab displays information specific to each of the different products in the order. Most of this information is displayed in expandable sections to make it easier to read:

Product	Delivery date	PD	Qty	Transfer Price
3AFP0888261 STATOR PT-100, RETROFIT KIT / B STATOR PT-100, RETROFIT KIT / B	30/04/2020		1	451,07 32,70% 303,57 \$ 303,57

Subtotal: \$ 303,57
Transfer Price: 0,00%
Total: \$ 303,57

The **History** tab displays all the actions taken on the order.

Order no	Date	Action	User	Details
TBT	2020-05-20 04:27:52 PM CEST	Order placed		-
TBT	2020-05-20 04:28:27 PM CEST	Order Stopped In Do Something		SM order copy created

4.2 Supplier Module Order Management

To make changes to an order that's waiting in **Do Something** tab, it has to be either checked out, if you are going to do the changes, or assigned to a different user, if you just want to delegate these changes.

Once the order is checked out, it is locked for any users other than the one who did the check out and a new set of buttons is available, offering a wide array of options.

Assign allows you to assign the order to a different user who can proceed with any actions regarding that order. The order assigned the a new user become automatically check out for that specific user.

Assign to SBT0224924

Go back

Enter search criteria:

User name: [] First name: [] Last name: [] Employee number: [] Search tip: []

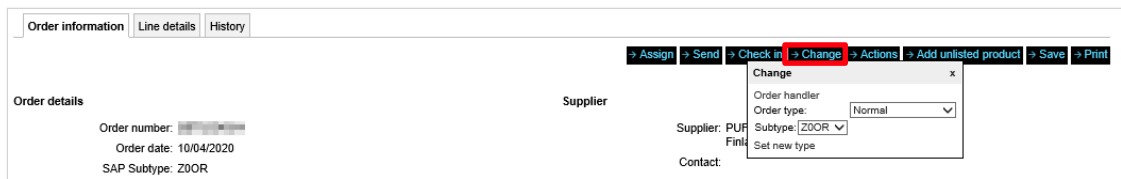
View results

User Name	First Name	Last Name	Employee no.

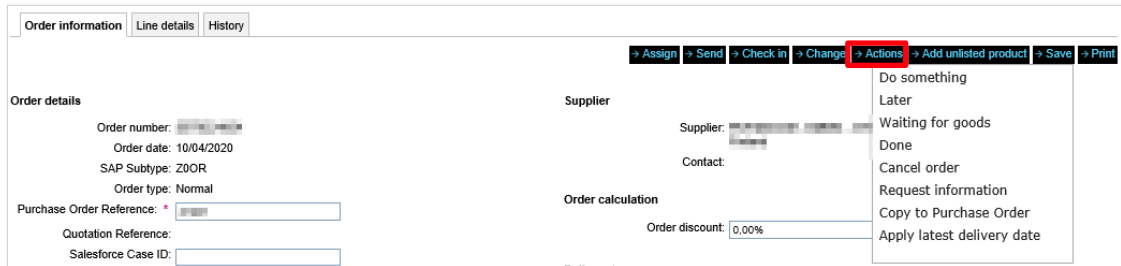
Send will send the order from **Do Something** to **Done**.

Check in will unlock the order so that other users can check it out.

Change allows changes in the order type and subtype.



Actions allows you to change the status of the order (**Do something, Later, Waiting for goods, Done**), cancel it, request for extra information, copy it to a new order or apply the latest delivery date.



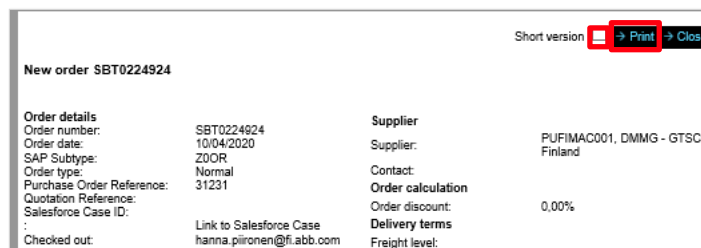
Add unlisted product allows you to add products that are not in the products database:



Save will update the changes you have done in the database.

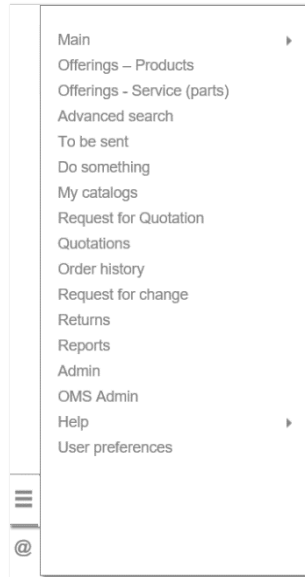
Print allows you to access the order printout, where all the relevant information is summed up and ready to be printed.

A **Short version** option removes from this view the fields that are empty, making it more concise



5 Quotations

A quotation is a business process which allows a potential buyer to see what costs would be included in an offer presented by a supplier.



You can access the Quotations module using **Quick access** menu.

After you click **Quotations**, you will see a list of orders displayed according to the search filter settings. Clicking **Open filters** displays additional filtering fields, which enables you use advanced search option.

A screenshot of the Quotations list interface. At the top, there is a search bar for 'Quotation No.' and a 'Status' dropdown menu. To the right are buttons for 'View results', 'Export to Excel', and 'Export setup'. A red box highlights the 'Open filters (Expand)' button. Below the search bar, it says '111 results found'. There are links for 'Setup columns view' and 'Table Full screen view'. Below that, there is a 'Sort By' dropdown set to 'Quotation No.' and a 'Sort direction' dropdown set to 'Descending'. A table displays the first row of results with columns: Created by, Customer, Customer country, Local quotation, Order, Project Folder, Project, Quotation No., Quote given by, Serial number, Site name, Status (highlighted in yellow and showing 'Pending'), Total transfer price (USD 828), and Type code.

5.1 Quotation details

You can access quotation details by clicking on any Quotation ID. The information is organized in tabs.

The **Item details** tab gives extra information on each of the products included in the Quotation:

Product	Requested	PD	UOM	Qty	Transfer Price	Cost
3BSE008510R1 D0810 Digital Output 24 V d.c.	04/30/2020	<input checked="" type="checkbox"/>	PCE	1	3742,17	N/A
					34,05%	%
					Additional Discounts	300,00
					2467,96	
					0,00%	
					2 467,96	SEK 300,00
					SEK 2 467,96	

The **Admin** tab allows you to check **Log history** and **Notification emails debug** section. After you click **Log history**, the history of events will be displayed for this quotation:

#	Time	Event	Description	Info1	User	Type
1	2020-04-30 11:03:12.0	callForPrice	-	View content	issuel@abb.com	
2	2020-04-30 11:04:56.0	callForPrice	-	View content	issuel@abb.com	
3	2020-04-30 11:04:56.0	saveQuotation	information.message: Quotation saved successf...	View content	issuel@abb.com	
4	2020-04-30 12:44:15.0	callForPrice	-	View content		
5	2020-04-30 12:44:15.0	callForPrice	-	View content		

The **Approval** tab gives you the access to the approval process details.

Quotations
Quotation Q-20200430-38934586-1-A Total Transfer Price
SEK 2 467,96

General information | Item details | **Approval** | Financial Calculations | Admin | Print

→ Copy Quotation → Mass update → Approve Quotation → Reject Quotation → Save → Update prices → Export to

Project
 Project name Created from Cart on [REDACTED]
 Status code **Pending**
 Created by [REDACTED]

Quotation dates
 Start date 04/30/2020
 Validity date 07/30/2020
 Offer date 04/30/2020
 Expiration date 07/29/2020

The **Financial Calculations** tab gives you the access to the details about financial aspect of Quotation. There you can check List Price, Net Profit and many other calculations.

Quotations
Quotation Q-20200430-38934586-1-A Total Transfer Price
SEK 2 467,96

General information | Item details | Approval | **Financial Calculations** | Admin | Print

Overall Project Value: --- Automation Products: ---% Currency: EUR

	SELOGR	TOTAL
Profit Center	P11300	---
List Price	3,742	3,742
Item Discount Value	-1,274	-1,274
Internal Price	2,468	2,468
Extra Discount	0	0.0 %
Disc Transfer Price	2,468	2,468
Product Cost	-670	-670

In the **Print** tab you can generate a printout in HTML or PDF format. A **Short version** option removes from this view the fields that are empty, making it more concise.

Short version

Quotation Q-20200429-38929626-1-A

Project
 Project name
 Status **Pending**
 Created by
 Frame agreement

New customer:

Billing details
 Company Name:
 Company Name 2:
 Attention To:
 Address:
 Address 2:
 City:
 State:
 Zip/Postal Code:
 Country:
 Telephone Number:
 Fax Number:
 Contact E-mail:

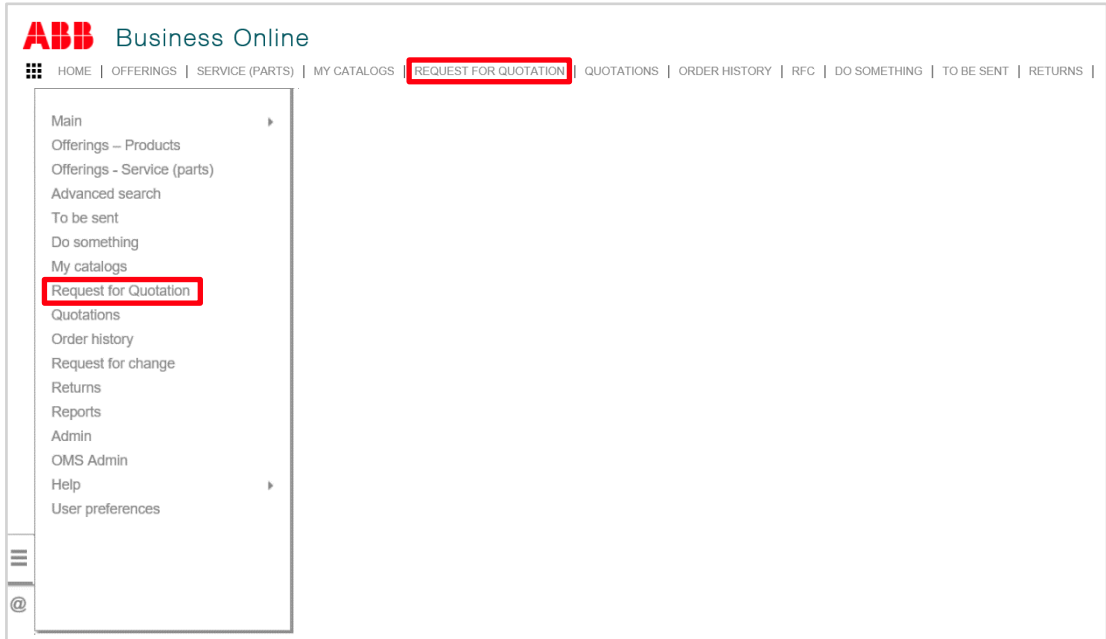
Shipping details
 Company Name:
 Company Name 2:
 Attention To:
 Address:
 Address 2:
 City:
 State:
 Zip/Postal Code:
 Country:
 Telephone Number:
 Fax Number:
 Contact E-mail:

End customer details
 Company Name:
 Company Name 2:
 Attention To:
 Address:
 Address 2:
 City:

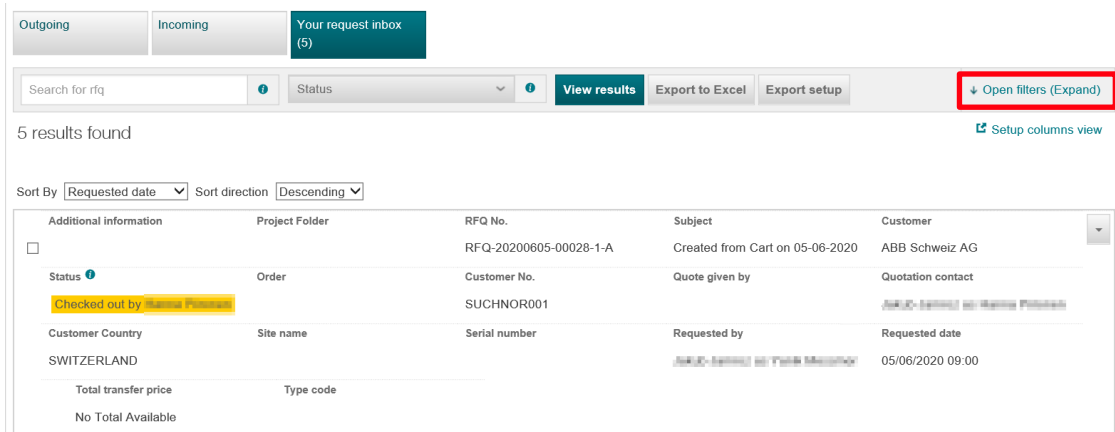
6 Requests for Quotation

A **Request For Quotation (RFQ)** is a business process which purpose is to invite suppliers into a bidding process to bid on specific products or services.

You can access the Supplier Module using **Quick access** menu or shortcut links.



After you click **Request for Quotation**, you will see a list of orders displayed according to the search filter settings. Clicking **Open filters** displays additional filtering fields, which enables you to use advanced search option.



These RFQs will be organized in three different tabs: **Incoming**, **Outgoing** and **Your request inbox**.

Tabs have the same search criteria, but the search results and actions that you can take are different.

6.1 Incoming

RFQs in this tab require action taken by the user or another user in the organization. The RFQs shown have been created by other business units that are waiting for input.

You can expand or collapse additional filtering options by clicking **Open filters/ Close Filters** and **More filters/Less filters**. To execute search, click **View results**. The search results are displayed below filters section.

Outgoing Incoming Your request inbox (18)

Advanced Search [Reset all filters](#) [Close filters \(Collapse\)](#)

RFQ No. Status Requested by

13/12/2019 30/04/2020 Approver

Serial number Latest Revision Customer

Customer Country Customer No.

View results [More filters \(Expand\)](#) [Setup search fields](#)

274 results found [Setup columns view](#)

Sort By Sort direction

Additional information	Project Folder	RFQ No.	Subject	Customer
Status 1	Order	RFQ-20200420-00725-1-A	Created from Cart on 27/04/2020	ABC 456
Closed - Won	<input type="button" value="References"/>	BLK0000001	Quote given by	Quotation contact
Customer Country	Site name	Serial number	Requested by	Requested date
USA	ABC TEST	1234567	John/Plummer at John Plummer	27/04/2020 11:59
Total transfer price	Type code			
EUR 8234.25	ABC 000000000000			

You can also export your search results to Excel. You can customize columns view on the Excel file clicking **Export setup**.

When you click on any RFQ details the **Quotation for RFQ** view will be displayed.

When the RFQ is unprocessed, **Assign to** button become visible.

RFQs

Quotation for RFQ-20200420-00725-1-A Total Sales Price € 0,00 Total Transfer Price € 0,00

[General information](#) [Item details](#) [View original request](#) [Admin](#) [Print](#)

[Assign to](#) [Check out](#) [Change contact](#) [Export to ...](#)

Notifications

Send notification when order created:

Project

Project name: Created from Cart on 20/04/2020

Shipping address

Company Name: ABC Co

Company name 2: Plummer Company

Attention To:

After you click **Assign to** button, you will see search pane, where you can find and select the user who will be in charge of this RFQ:

RFQs
Assign RFQ-20200618-00862-1-A

Enter search criteria:

User name First name Last name Employee No

Search tip
→ View result → Reset

← PREVIOUS 1 2 3 → NEXT

Total of 69 records returned.

#	Name	User name	Employee number
1
2
3

6.2 Outgoing

RFQs in this tab have been created by users in the same organization and are either finished or awaiting for input from someone from a different organization.

Outgoing | Incoming | Your request inbox (0)

Advanced Search [Reset all filters](#) [Close filters \(Collapse\)](#)

RFQ No. Status Requested by

11/02/2020 04/05/2020 Approver

Customer Customer Country Customer No.

[View results](#) [Export to Excel](#) [Export setup](#) [More filters \(Expand\)](#) [Setup search fields](#)

143 results found [Setup columns view](#)

Sort By Sort direction

Additional information	RFQ No.	Subject	Customer	Status
	RFQ-20200618-00862-1-A	Created from Cart on 27/04/2020	...	Closed - Won
Order	Quotation contact	Quote given by	Total transfer price	Requested date
References	EUR 8234.25	27/04/2020 11:58
Requested by	...			

6.3 Your request inbox

In this tab you will find a list of RFQs, for which your action is needed. The same information can be found in one of the other two tabs, but this is an easy way to keep track of documents that might need direct input from you.

6.4 RFQ details

When you click any of RFQ IDs, you will see the RFQ details. There are a few tabs and they differ depending on whether the RFQ is in the Incoming or the Outgoing tab.

6.4.1 Incoming

Six tabs are available for Incoming RFQs: **General information**, **Item details**, **Request input**, **View original request**, **Admin** and **Print**.

RFQs
Quotation for RFQ-20200618-00862-1-A

Total Sales Price € 0.00 Total Transfer Price € 1 257.80

[General information](#) [Item details](#) [Request input](#) [View original request](#) [Admin](#) [Print](#)

You can find the data that is common to all the items in **General information** tab. Also, here you can check out or assign the RFQ to another user by clicking on one of the two buttons: **Assign to** and **Check out**.

RFQs
Quotation for RFQ-20200506-00541-1-A

Total Sales Price € 0,00 Total Transfer Price € 0,00

General information Item details View original request Admin Print

→ Assign to → Check out → Change contact → Export to ...

Notifications
Send notification when order created:

Project
Project name: Created from Cart on 06/05/2020
Project Folder:
Status: Awaiting
Created by:

Shipping address
Company Name:
Company name 2:
Attention To:
Address:
Address 2:
Zip/Postal Code:

When you check out the RFQ, the quotation will be locked for the other users and allow you to perform a number of additional actions:

RFQs
Quotation for RFQ-20200609-00264-1-B

Total Sales Price \$0,00 Total Transfer Price \$774,62

General information Item details Request Input View original request Revisions(1) Admin Print

→ Assign to → Change contact → Check in → Approve Quotation → Reject Quotation → Save → Export to ...

Notifications
Send notification when order created:

Project
Project name: Created from RFQ on 06/09/2020
Project Folder:
Status: Checked out by

Shipping address → Clear → Load address
Company Name: ABB Inc. Automation Technology Pro
Company name 2:
Attention To: ss
Address: 16250 West Glendale Drive
Address 2:

Assign to: This button assigns the RFQ to a different user.

Change contact: This button changes the contact person assigned to the RFQ.

Check in: This button reverts the RFQ to the status previous before the Check out. This will prevent any further manipulation of the RFQ by the user until it's checked out again.

Approve Quotation: This button approves the Quotation.

Reject Quotation: This button rejects the Quotation.

Save: This button saves the information that was updated in the RFQ.

The **Request Input** tab allows you to ask questions to the user who created the RFQ.

RFQs
Quotation for RFQ-20200609-00264-1-B

Total Sales Price \$0,00 Total Transfer Price \$774,62

General information Item details Request Input View original request Revisions(1) Admin Print

Request Input Notification Internal Notification

Request input can be used to ask and respond to any questions for additional information that is important for providing the quote for incoming RFQs. This functionality is dedicated to support dialog between requester of RFQ and responder organization in the system, to capture questions and responses for future traceability and decision on given quote.

Conversation history:

Write your message here:

Chars left: 2000

→ Submit request input

The **Item details** tab gives extra information on each of the products included in the RFQ.

RFQs
Quotation for RFQ-20200605-00028-1-A
Total Sales Price € 0,00 Total Transfer Price € 0,00

General information | **Item details** | Request Input | View original request | Admin | Print

→ Assign to → Change contact → Check in → Approve Quotation → Reject Quotation → Save → Update prices → Copy to Catalog → Copy to new Catalog Add → Export to ... → Update prices → Validate

Sales Price Extra Discount %
Transfer Price Extra Discount %

SID number Search
Sales Price Discount

Quick lines view
Delete selected items
Lines cannot be changed

→ Scroll to Bottom

Item status	Checked out by	Requested	PD	UOM	Qty	Sales Price	Transfer Price
Requested	Piotr Zyta as Hanna Piironen	20/04/2020	<input type="checkbox"/>	PCE	1	0,00	<input type="text"/>
						0,00%	<input type="text"/>
						<input type="text"/>	<input type="text"/>
						0,00	0,00
						0,00	€ 0,00
						End Customer Price	<input type="text"/>

Production Unit:FIMAC001 Submitted to: DMMG - GTSC Finland PUFIMAC001. . Lead time:14, Lead time [days]: 14

There are many actions that can be taken:

Assign to: This button assigns the RFQ to a different user.

Change contact: This button changes the contact assigned to the RFQ.

Check in: This button reverts the RFQ to the status before the check out. This prevents any further manipulation of the RFQ by the user until it's checked out again.

Approve Quotation: This button allows you to approve the Quotation.

Reject Quotation: This button allows you to reject the Quotation.

Save: This button saves the information that was updated in the RFQ.

Add: This drop-down list allows you to add a new product to the RFQ, including unlisted products.

Update prices: This button updates the prices of those lines selected. You can select the lines by clicking on the check box located to the right of the line.

Validate: This option validates the items.

The **Admin** tab allows you to check **Log history** and **Notification emails debug** section.

RFQs
Quotation for RFQ-20200605-00028-1-A
Total Sales Price € 0,00 Total Transfer Price € 0,00

General information | Item details | Request Input | View original request | **Admin** | Print

- Log history
- Notification emails debug section

The **View original request** tab shows you the first RFQ that was sent, before any changes were made to it. In some cases it will be the same but if there have been updates to the RFQ, this tab will not show them.

RFQs
Request For Quotation RFQ-20200605-00028-1-A

General information | Item details | History | Back to quotation | Log History

Subject: Created from Cart on 05-06-2020

RFQ Details

Document number: RFQ-20200605-00028-1-A
 Status: In Progress
 Created by: *Julius Jernstedt as Frank Hoffmann*
 Probability:
 Quotation contact: *Julius Jernstedt as Frank Hoffmann*

Shipping address

Company name 2:
 Attention To: *Frank Hoffmann*
 Address 2: Brown Boveri Platz 3
 Telephone Number:
 Company Name: ABB Schweiz AG
 Address: Industrie- und Gebäudeautomation

Export to ...

The **Print** tab gives you the possibility to print all the RFQ information in single page.

Short version [Print](#) [Close](#)

Quotation RFQ-20200612-00423-1-A

Project

Project name: • Created from Cart on 06/12/2020
 Status: **Approved by** *Frank Hoffmann*
 Created by: *Frank Hoffmann*

Billing details

Company Name: ABB Inc. Automation Technology Prod
 Address: P.O. Box 90273 Drives New Berlin
 City: RALEIGH
 State: -
 Zip/Postal Code: 27675
 Country: United States

Shipping details

Company Name: ABB Inc. Automation Technology Prod
 Address: 16250 West Glendale Drive
 City: NEW BERLIN WI
 State: -
 Zip/Postal Code: 53151
 Country: United States

End customer details

Address not specified

6.4.2 Outgoing

Two tabs are available for Outgoing RFQs: **General information and Line details.**

In **General information** tab, you can find the data that is included in request. You can also copy the RFQ into a new cart and then eventually convert it into an order.

Back To RFQ List | Copy | Export to ...

RFQ-20200504-00861-1-A

Created by: *Christina Reinecker as Claus Hane* | Status: In Progress | Total Transfer Price: 17,680.69 EUR

General Information | Line Details

RFQ And Payment Details

Subject: Created from Cart on 04/05/2020
 Document number: RFQ-20200504-00861-1-A
 Probability:
 Quotation contact: *Christina Reinecker as Claus Hane*

Customer details

Customer #: *SCHNEIDER ELECTRIC*
Postfachstraße 25
7800 FREUDENHAUSEN
GERMANY

Attention To:

In the **Line details** tab you can find information about each of the items in the RFQ:

6.5 RFQ Statuses

In each tab you can check the status of the RFQ. The statuses of documents can be as follows:

Submitted - RFQ is submitted to the Supplier for revision

Quote given - RFQ is approved by the Supplier and can be converted to order.

In progress - RFQ has been picked up by the Supplier and is currently being reviewed

Closed - RFQ was approved by the Supplier and the order was placed from it.

Rejected - RFQ was rejected by the Supplier. It still can be revised and submitted again by the Customer after making changes.

Pending - RFQ is created by the Customer, but not submitted yet. It still can be modified before sending to the Supplier.

Requested input – The Supplier needs more information from the RFQ creator.

Quote expired – The quote given for the RFQ has already expired.

Submitted to CQP – RFQ is submitted to the Common Quotation Platform

Removed by approver – Quotation item from RFQ has been removed by approver

Assigned to - RFQ is assigned to the approver

AWM pending – RFQ is pending Approval Workflow Module approval

Awaiting – RFQ is awaiting to be reviewed by customer service representative

Request information – Approver requested information on RFQ chat

7 Orders

An order is an intention of engaging in a commercial transaction for specific products.

In the **Order History** module you can find all the previous orders connected to the organizations available for you. You can filter the orders by the specific organization or by the order creator. All the necessary filters are accessible through the expandable search section:

Current & saved carts **Order history**

Advanced Search [Reset all filters](#) ↑ Close filters (Collapse)

<input type="text" value="Order No."/>	<input type="text" value="You Placed"/> <input type="button" value="v"/> <input type="button" value="i"/>	<input type="text" value="Purchase order No."/>
<input type="text" value="11/02/2020"/> <input type="button" value="i"/> <input type="button" value="calendar"/>	<input type="text" value="04/05/2020"/> <input type="button" value="i"/> <input type="button" value="calendar"/>	<input type="text" value="Customer No."/>
<input type="text" value="Ship to No."/>	<input type="text" value="Total transfer price from"/>	<input type="text" value="Total transfer price to"/>
<input type="text" value="- All statuses -"/> <input type="button" value="v"/> <input type="button" value="i"/>	<input type="text" value="Warranty status"/> <input type="button" value="v"/> <input type="button" value="i"/>	<input type="text" value="Total discount from"/>
<input type="text" value="Total discount to"/>	<input type="checkbox"/> <input type="button" value="No"/> Local stock orders	<input type="checkbox"/> <input type="button" value="No"/> Show only emergency orders
<input type="text" value="- All MDP statuses -"/> <input type="button" value="v"/> <input type="button" value="i"/>		

View results Export to Excel Export setup [+ More filters \(Expand\)](#) [Setup search fields](#)

You can access the order details by clicking on the order.

Current & saved carts | **Order history**

Search for orders You placed **View results** Export to Excel Export setup

58 results found [Setup columns view](#) [Table Full screen view](#)

Sort By Sort direction

Order No.	Additional information	Status	Placer	Order date
TB1174135	Shipping tracking information	Partly Shipped Approved by SRU Updated 15/06/2020	Hanna Hansen as Claus Hansen	10/06/2020

Purchase order no.	Quotation Project	Internal ref	Customer	Total price
Hanna			ABB A/S	No Total Available
Total discount	Total transfer price	Updated	Account assignment	Ship-to company
0.000	EUR 532.71	15/06/2020	ABB A/S	ABB A/S
Ship-to city	Supplier	Site name	Serial number	Type code
FREDERICIA	FIMAC001			
Action info	WarrantyReportStatus	Order type		
		Normal [P]		

Once you have opened the **Order information** page, you have access to where additional details are shown. The order summary is visible in the first section, while all the information set during checkout are visible in the main part of the window. The order details page also allows you to copy the order items to the cart (or to a new cart) through the relevant buttons.

Go Back to Orders **Add to cart** Add to new cart Copy to purchase order Print using...

Hanna

Status **Partly Shipped**
 Approved by SRU
 (Updated 15/06/2020)

Order date 10/06/2020

Total Transfer Price 532.71 EUR

Order number TB1174135

Order Information | **Line Details** | Comments | Email notification log

Order and payment details		Billing information	
Order type :	Normal	Customer # :	ABB A/S
Order date :	10/06/2020		SUDKSER001
Quotation Reference :			Haandvaerkervej 23
Salesforce Case ID :			7000 FREDERICIA
Link to Salesforce Case			DENMARK -
Payment terms :	30 days net	Phone :	
Purchase Order Reference :	Hanna	Email :	Claus.Hansen@abb.com
		Internal Customer Vendor ID :	9AAV101450
Additional references		Order contact information	

The **Line Details** tab takes you to the items that are a part of the order.

Go Back to Orders **Add to cart** Add to new cart Copy to purchase order Print using...

Hanna

Status **Partly Shipped**
 Approved by SRU
 (Updated 15/06/2020)

Order date 10/06/2020

Total Transfer Price 532.71 EUR

Order number TB1174135

Order Information | **Line Details** | Comments | Email notification log

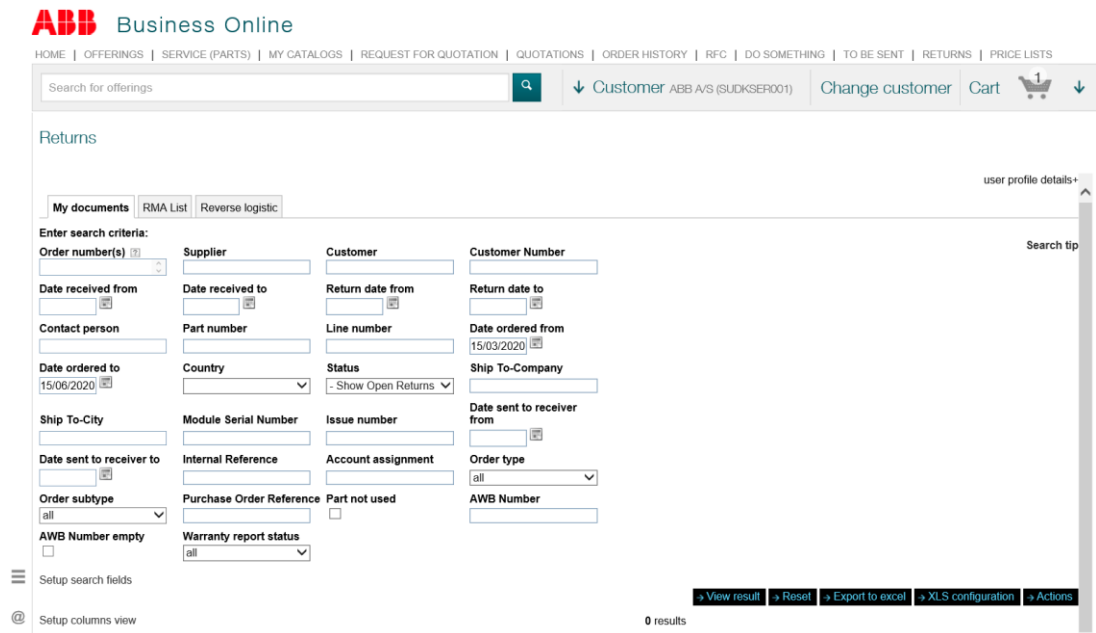
[Expand all lines](#) [Discount breakdown](#)

#	Product	UoM	Qty	Status	Transfer price
1	3AFP9127707 SMART SENSOR Motor Subscr. 1y 10pcs SMART SENSOR Motor Subscr. 1y 10pcs Production unit: FIMAC001 - DMMG - GTSC Finland; HELSINKI Show contacts	PCE	1	Confirmed - Approved by SRU (Updated 10/06/2020)	464.91 EUR saved 40.00%

[Contains special technical information](#) [Show details](#)

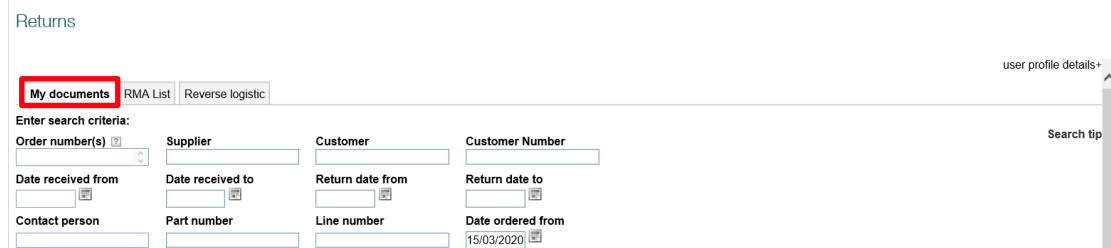
8 Returns

The **Returns** module stands for all operations related to the reuse of products and materials. It includes the management and sale of returned equipment and machines from the **Production Units**.



8.1 My documents

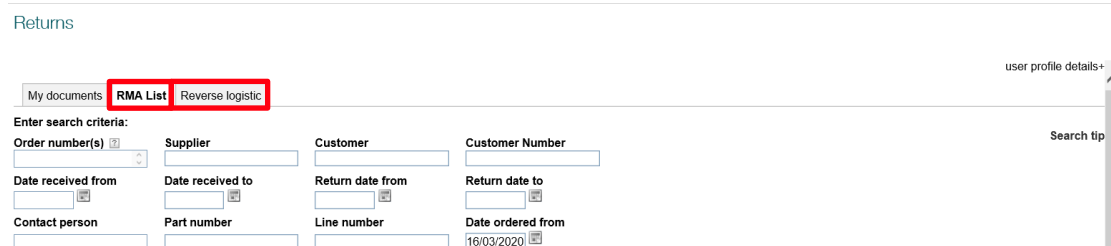
In this tab you can find a list of return documents you are in charge of. You can also find the same information in one of the other two tabs, but this is an easy way to keep track of documents that might need direct input from you.



8.2 RMA List and Reverse Logistics

The **Return Material Authorization (RMA) List** tab deals with the returns that occur between the End Customer and the Sales Unit.

Reverse Logistic tab deals with the returns that occur between the Sales Unit and the Production Unit.



Both tabs can be clearly divided in two sections: the search criteria and the search results:

Returns

Contact person **Part number** **Line number** **Date ordered from**
 04/02/2020
Date ordered to **Country** **Status** **Ship To-Company**
 04/05/2020 - Show Open Returns

Ship To-City **Module Serial Number** **Issue number** **Date sent to receiver from**

Date sent to receiver to **ABB Internal Reference** **Account assignment** **Order type**

Order subtype **Purchase Order Reference** **Part not used** **AWB Number**

AWB Number empty **Warranty report status**

Setup search fields

Setup columns view 1 results

<input type="checkbox"/>	Return date	Supplier	Order number/ Internal Ref.	Line number	Part number	Remaining quantity	Status	Return category	Ship To-Company	Ship To-City	Customer	Date received by receiver	Contact person	Warranty Print Report	Order date
<input type="checkbox"/>		SELOGR		1		1	To be returned							Print	29/04/2020

1 results

The functionality is similar in both cases. In the search results section you are able to perform multiple selection actions. For instance, after selecting a couple of orders the **Actions** button becomes available with the following options:

List actions x

- Update AWB number
- Sent to Receiver

As in other modules in BOL, the format of the search results section is customizable and allows you to select the columns that are visible. You can customize that by clicking on the **Setup columns view** link.

Setup columns view

1 results

<input type="checkbox"/>	Return date	Supplier	Order number/ Internal Ref.	Line number	Part number	Remaining quantity	Status	Return category	Ship To-Company	Ship To-City	Customer	Date received by receiver	Contact person	Warranty Print Report	Order date
<input type="checkbox"/>		SELOGR		1		1	To be returned							Print	29/04/2020

1 results

A new window opens, where you can do the selection:

Setup columns view

Mark/unmark checkbox to show or hide column.
Click OK button to save changes or Cancel to discard them.

Visible columns:

- Return date
- Supplier
- Line number
- Part number
- Remaining quantity
- Return category
- Ship To-Company
- Ship To-City
- Customer

<

>

<<

>>

Hidden columns:

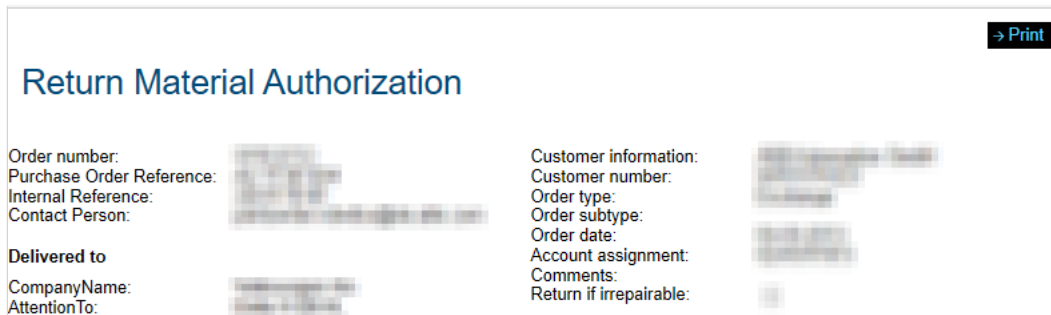
You can open each search result in a new window, which displays additional information about the document. This information is organized in two different tabs: The RMA Header and the RMA Lines. In the RMA Header tab you can find general information about the return order.

In RMA Lines tab you can find information about specific item.

You can also add new items to the document by clicking **Add new line**. Additional information about return order is available in expandable sections such as Part Information, Fault Information, Return Address and AWB (AirWay Bill).

POS	Description	Accepted parts to return	QTY	Return date	Received date	Remaining	Sent qty	Received qty
1	E3HAB8101-13 Drive unit GU (46x24x30)		1	01-05-2020		1	0	0

The third tab, **Printout**, allows the user to prepare the document for printing:

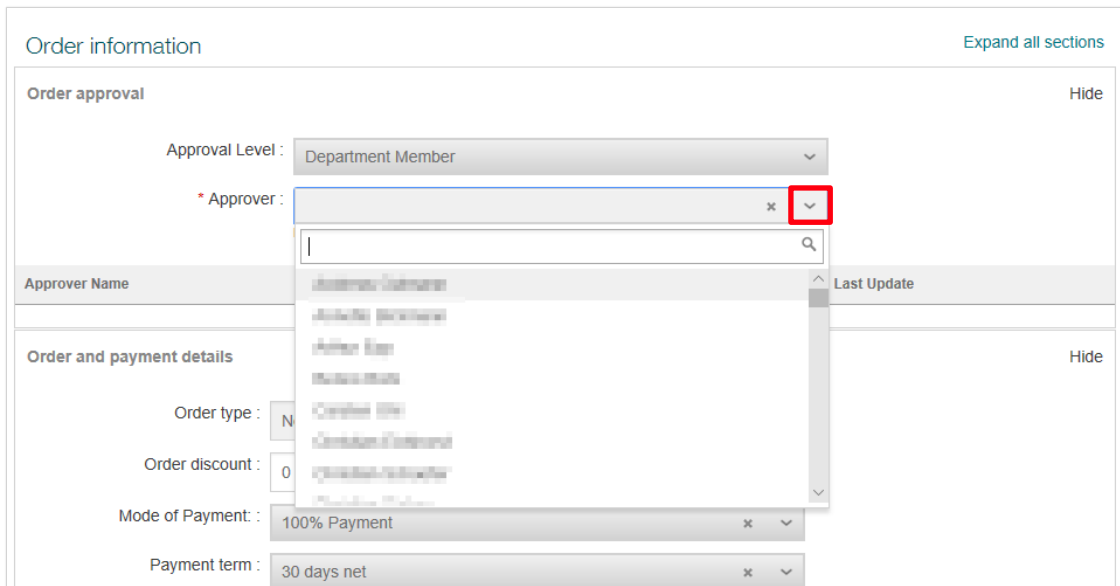


The image shows a 'Return Material Authorization' form. At the top right, there is a button labeled '> Print'. The form is divided into two columns of information. The left column includes: Order number, Purchase Order Reference, Internal Reference, Contact Person, Delivered to, CompanyName, and AttentionTo. The right column includes: Customer information, Customer number, Order type, Order subtype, Order date, Account assignment, Comments, and Return if irreparable. The text in the form is blurred.

9 Internal approval process

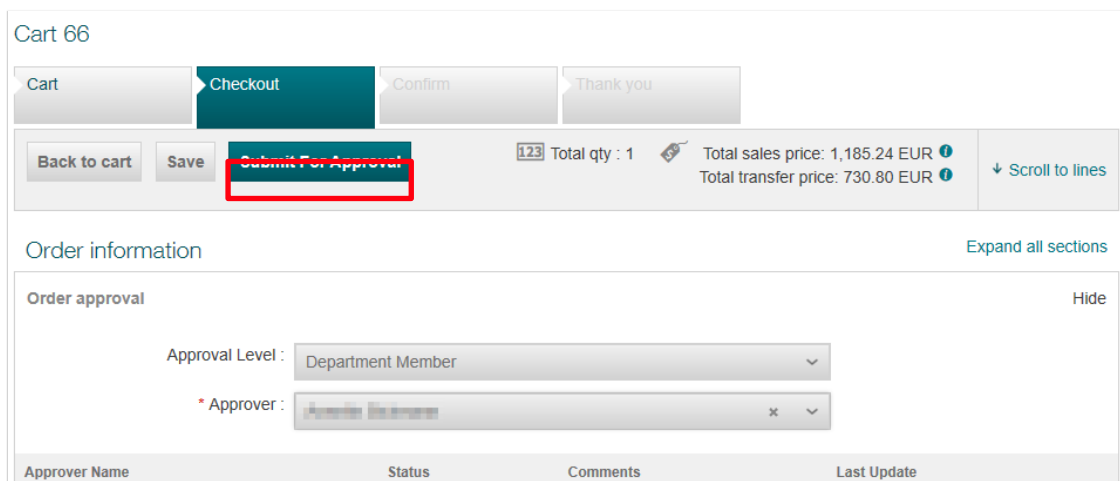
Internal Approval process can be set in BOL so that specified users, known as approvers, need to approve a document (Order, RFQ, etc) before it can be sent.

This process begins after filling in the information on the document details page. After proceeding to check out, Order approval section is displayed.



The screenshot shows the 'Order approval' section of a web application. It features a dropdown menu for 'Approval Level' set to 'Department Member'. Below it is a field for '* Approver' with a search icon and a dropdown arrow highlighted by a red box. A list of approvers is displayed below the search field, including names like 'Arvids Gudmanis' and 'Arvids Gudmanis'. To the right of the list is a 'Last Update' column. Below the list, there are sections for 'Order and payment details' including 'Order type', 'Order discount', 'Mode of Payment', and 'Payment term'.

You must select an approver and then send the order for approval.



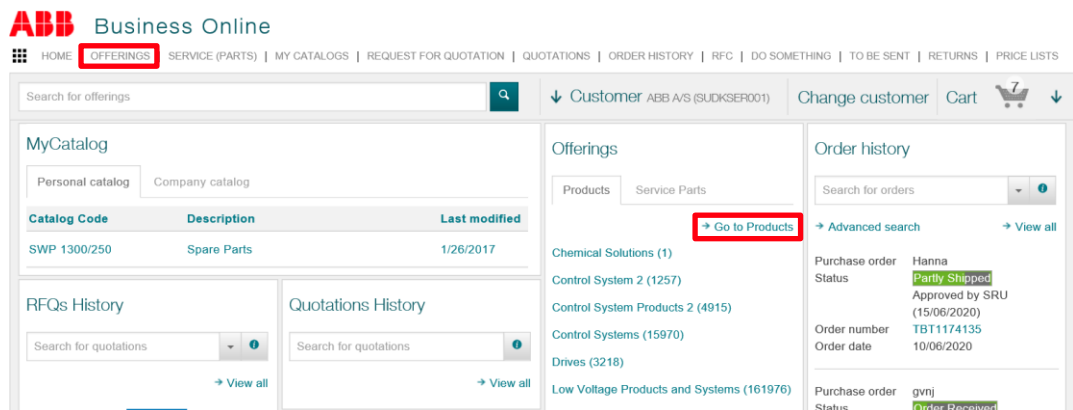
The screenshot shows the checkout process. At the top, there are buttons for 'Cart', 'Checkout', 'Confirm', and 'Thank you'. Below these are buttons for 'Back to cart', 'Save', and 'Submit For Approval', with the latter highlighted by a red box. To the right of these buttons, there is a summary of the order: '123 Total qty : 1', 'Total sales price: 1,185.24 EUR', and 'Total transfer price: 730.80 EUR'. Below the checkout buttons is the 'Order approval' section, which includes the 'Approval Level' dropdown and the '* Approver' dropdown, with 'Arvids Gudmanis' selected. Below this is a table with columns for 'Approver Name', 'Status', 'Comments', and 'Last Update'.

Next, The approver receives this document, approves it, rejects it or sends it to someone else for approval. as After the approval process is finished, the status is set to either approved or rejected.

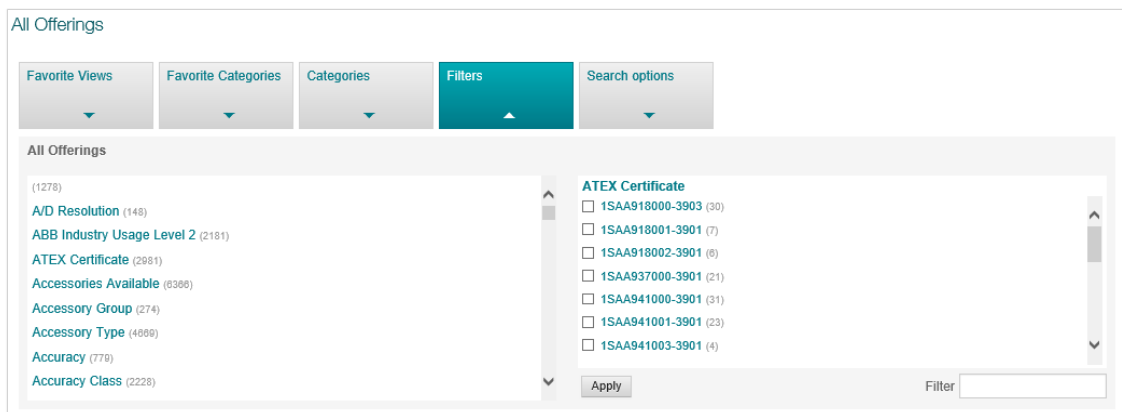
If the document is approved, after the process completion, you are not able to change anything in it header or the line details, but you have a possibility to send it.

10 Products

The **Products** module is available from the **Offerings** pane and through the **Offerings** shortcut link at the top of the BOL page.



It allows you to do a quick and efficient search of existing products. You can search by the name of the product or its code or browsing through the categories. You can sort the results by a number of fields and filter them.



The search results can be shown as a product grid – with product photos, if available, visible as tiles – or as a product list. The product list allows you to take a number of actions for products directly from the page.

Every product has an information page with all the product details, with a summary shown in the quick view window.

The page contains all the information on the product: General Information, Spare Part Supplier Information, Additional Information and product images. You can also add the product to the cart using the **Add to cart** button.

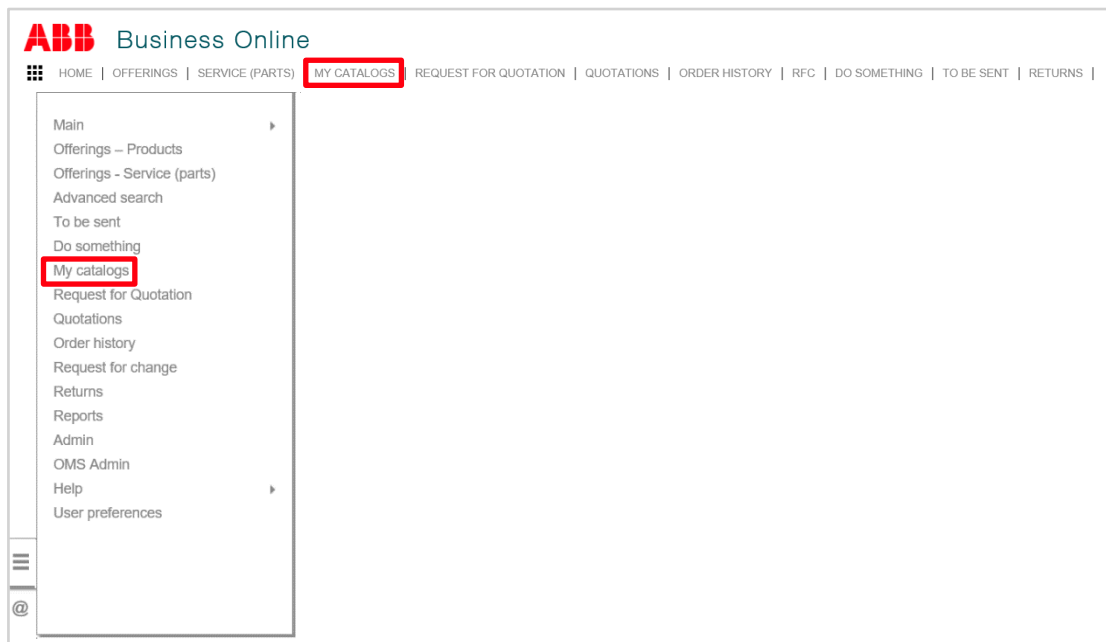
The screenshot displays a product page for the item 00000000490114094. At the top, there is a table titled "All Offerings" with columns for Condition, Product ID, Availability, Price, and Shipping Note. A red box highlights the "Add to cart" button in the rightmost column. Below the table, the product ID "00000000490114094" is prominently displayed. To the right of the ID are links for "Back to search results", "Feedback", "Print View..", and "Print to Pdf.". A breadcrumb trail reads "Products > Control Systems > SATT > Controllers > Series 200 > Control System Accessories". The "General Information" section lists: Product ID: 00000000490114094, ABB Global ID: ABB.PARTS.SELOG00000000490114094, ABB Type Designation: BNC-RG6, and Catalog Description: BNC-RG6. At the bottom left, there are "Details" and "Downloads" buttons. On the right, a placeholder for a product image is shown with the text "Product image not available".

11 My catalogs

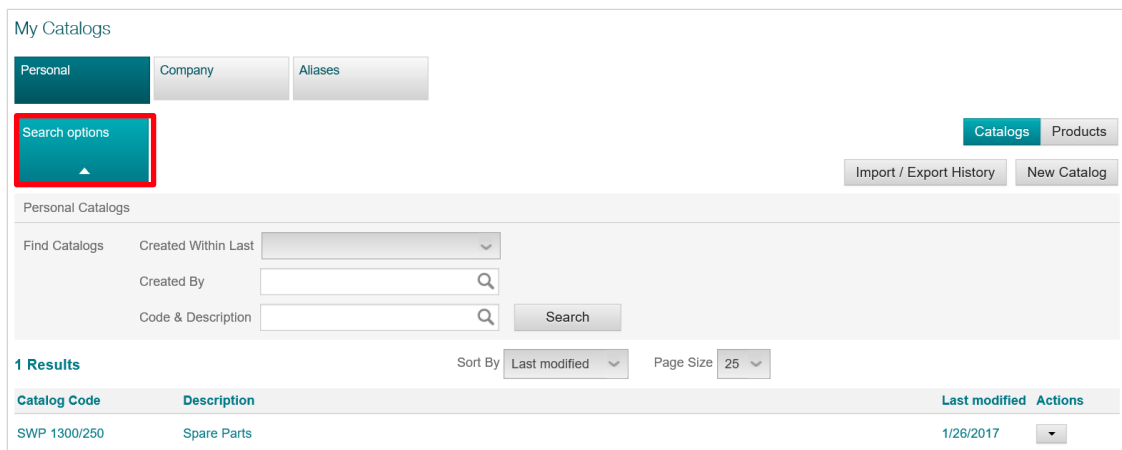
The **MyCatalogs** option allows you to save predefined lists of products and their configurations.

You can create new catalogs by clicking **New Catalog** in any of the tabs. Selecting one of the existing catalogs opens the details and allow you to add or remove products.

You can access the **My catalogs** module using **Quick access** menu or shortcut links.



The **My catalogs** page allows you to filter all the catalogs available to you by the creation date, creator or name.

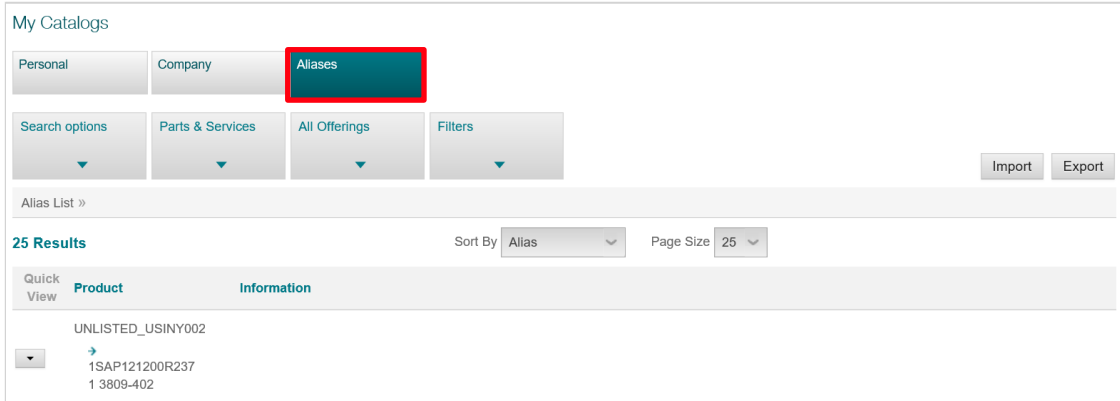


You can add these catalogs to a cart, or you can add specific products individually from each catalog to the cart instead.

Catalogs are organized in three different tabs: **Personal**, **Company** and **Alias**.

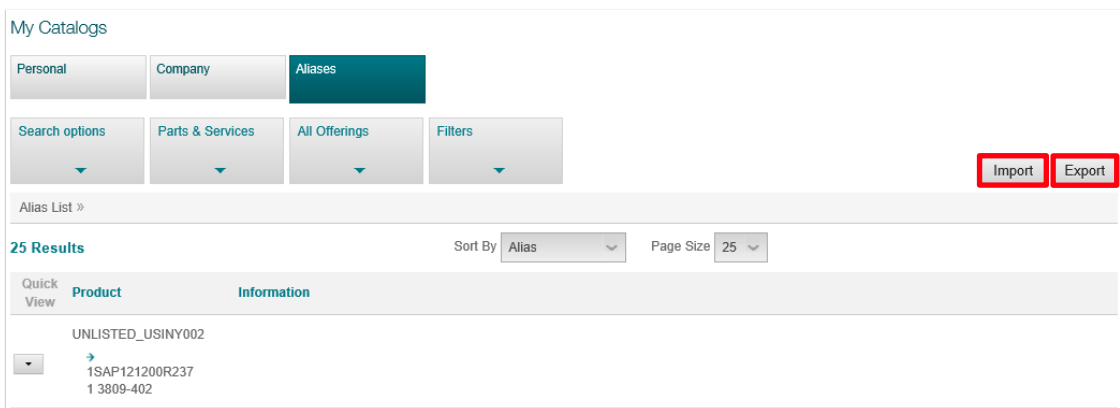
11.1 Alias catalog

The organization catalog is your view into ABB's ordering system and allows you to set your Product IDs to ABB Product IDs. Thus creating aliases for the ABB Products is something that you and your organization can better relate to. Then you can place orders in ABB Business Online using your Aliases.

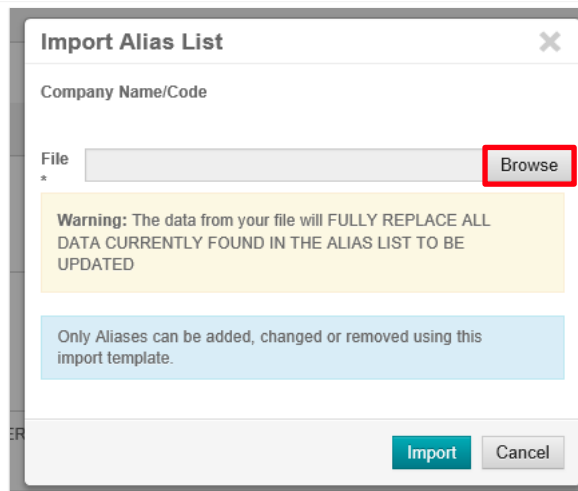


The screenshot shows the 'My Catalogs' interface. At the top, there are three tabs: 'Personal', 'Company', and 'Aliases'. The 'Aliases' tab is highlighted with a red box. Below the tabs are four filter buttons: 'Search options', 'Parts & Services', 'All Offerings', and 'Filters'. To the right of these buttons are 'Import' and 'Export' buttons. Below the filters, there is a section for 'Alias List' with a '»' icon. Underneath, it shows '25 Results' and 'Sort By Alias' and 'Page Size 25'. A table with columns 'Quick View', 'Product', and 'Information' is visible. The first row shows 'UNLISTED_USINY002' with a dropdown arrow, a right-pointing arrow, and the product IDs '1SAP121200R237' and '1 3809-402'.

You can import an alias list from an .xls file.



This screenshot is similar to the previous one, but the 'Import' and 'Export' buttons are highlighted with red boxes. The 'Aliases' tab is also highlighted with a dark teal background.

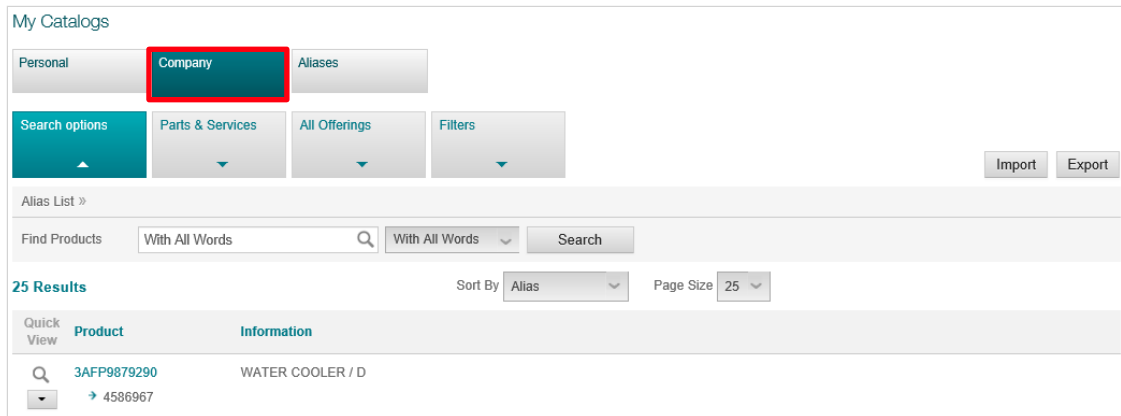


The 'Import Alias List' dialog box is shown. It has a title bar with a close button. Below the title, there is a label 'Company Name/Code'. A 'File' input field with an asterisk is present, and the 'Browse' button next to it is highlighted with a red box. A yellow warning box contains the text: 'Warning: The data from your file will FULLY REPLACE ALL DATA CURRENTLY FOUND IN THE ALIAS LIST TO BE UPDATED'. Below this, a blue box contains the text: 'Only Aliases can be added, changed or removed using this import template.' At the bottom right, there are 'Import' and 'Cancel' buttons.

You can also export an alias list. The .xls file will save on your computer.

11.2 Company catalog

Company catalogs are designed to be shared with users from your company/organization. An unlimited number of company catalogs can be created and shared.



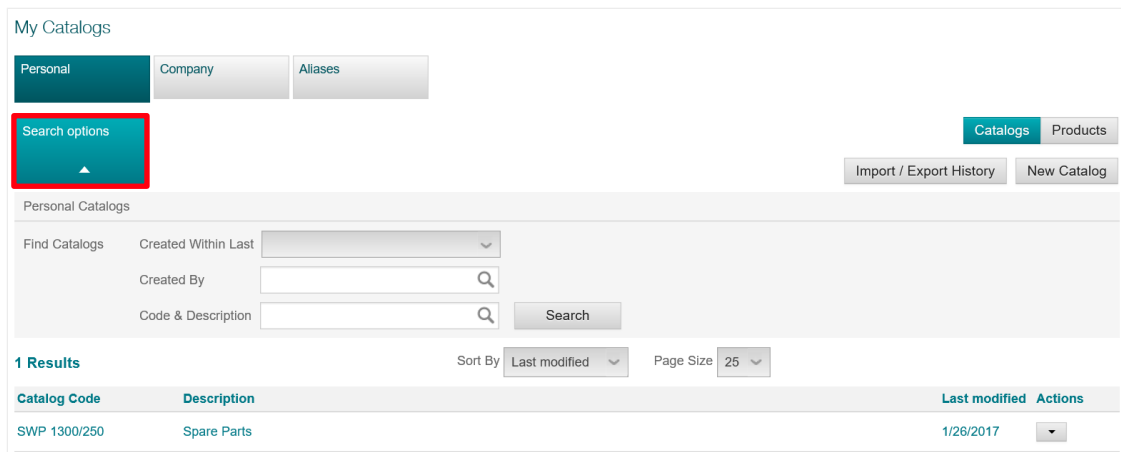
The screenshot shows the 'My Catalogs' interface. At the top, there are three tabs: 'Personal', 'Company' (highlighted with a red box), and 'Aliases'. Below the tabs are four buttons: 'Search options', 'Parts & Services', 'All Offerings', and 'Filters'. To the right are 'Import' and 'Export' buttons. The main area is titled 'Alias List >' and contains a search bar with 'Find Products' and 'With All Words' dropdowns, a search button, and a 'Search' button. Below the search bar, it shows '25 Results', 'Sort By Alias', and 'Page Size 25'. A table below shows a search result for '3AFP9879290' with a description 'WATER COOLER / D' and a link to '4586967'.

11.3 Personal catalog

Personal catalogs are designed to be accessed only by the catalog creator and are not shared with other users. You can create an unlimited number of catalogs for your personal use.

Catalog Code	Description	Last modified	Actions
SWP 1300/250	Spare Parts	5/5/2020	- ★

You can filter the available catalogs using **Search options** tab. You can narrow down the catalog list using creation date, creator, catalog code and description search criteria.

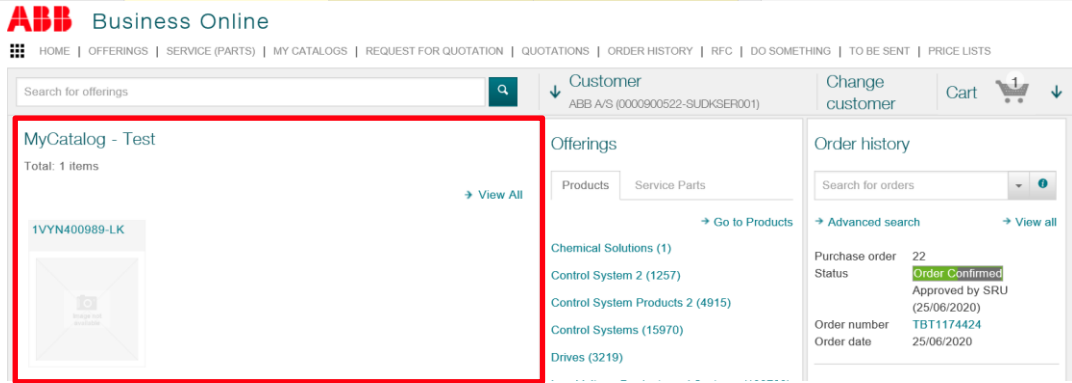


The screenshot shows the 'My Catalogs' interface with the 'Search options' tab selected (highlighted with a red box). The 'Personal' tab is also visible. The main area is titled 'Personal Catalogs' and contains a search bar with 'Find Catalogs' and 'Created Within Last' dropdowns, a 'Created By' search field, a 'Code & Description' search field, and a 'Search' button. Below the search bar, it shows '1 Results', 'Sort By Last modified', and 'Page Size 25'. A table below shows a search result for 'SWP 1300/250' with a description 'Spare Parts' and a 'Last modified' date of '1/28/2017'.

11.4 Favorite catalogs

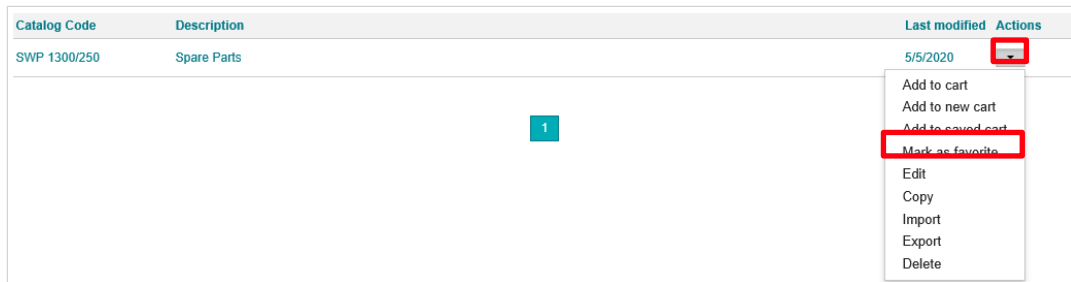
On **My Catalogs** page, if you are using a particular catalog more often than others, you can mark this catalog as favorite. This catalog is shown as first on the catalogs list on **My Catalogs** page.

Also, **My Catalogs** widget on **Home** page will be showing this favorite catalog's items instead of catalogs list.



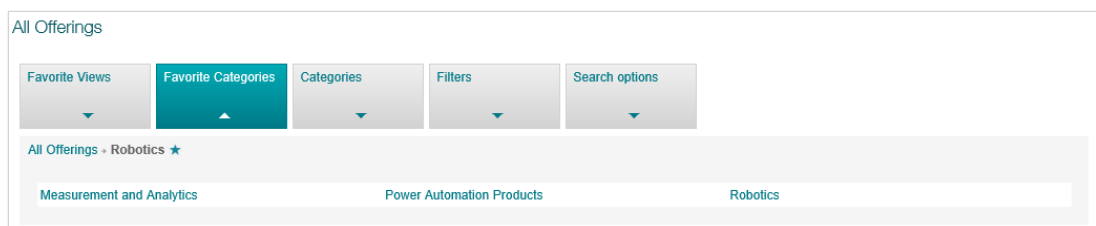
To mark catalog as favorite, use **Actions** menu available for every catalog.

You can mark only one catalog as favorite.




11.5 Favorite offerings categories

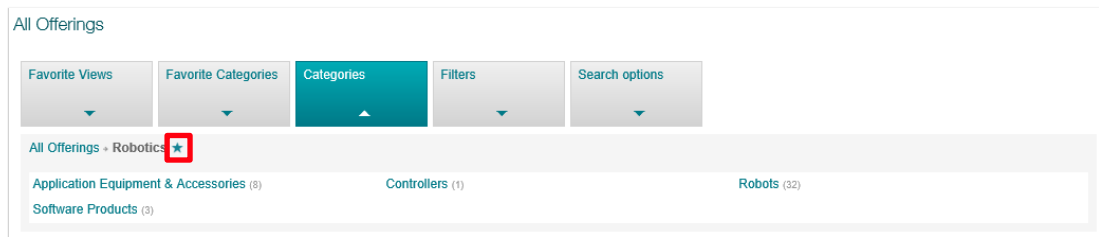
If you often use the same offering categories, you can mark those categories as favorite. Then you can easily find them on Offering page under **Favorite Categories** tab.



To mark category as a favorite, go to Offerings page, click **Categories** tab and find category (or subcategory) you would like to mark, e.g.: category Robotics. Below the navigation tabs you can find breadcrumbs path followed by the ★ sign.

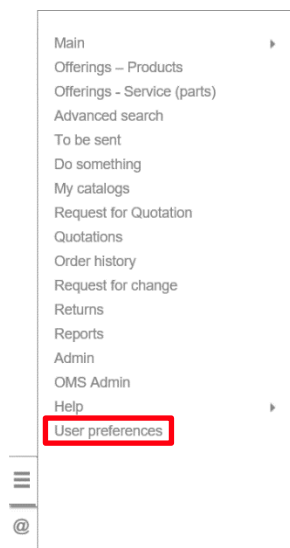
Clicking ★ icon, marks the category as favorite. You can find it under **Favorite categories** tab.

If you want to unmark category as **Favorite**, go to this category and click  sign at the end of the breadcrumbs path.



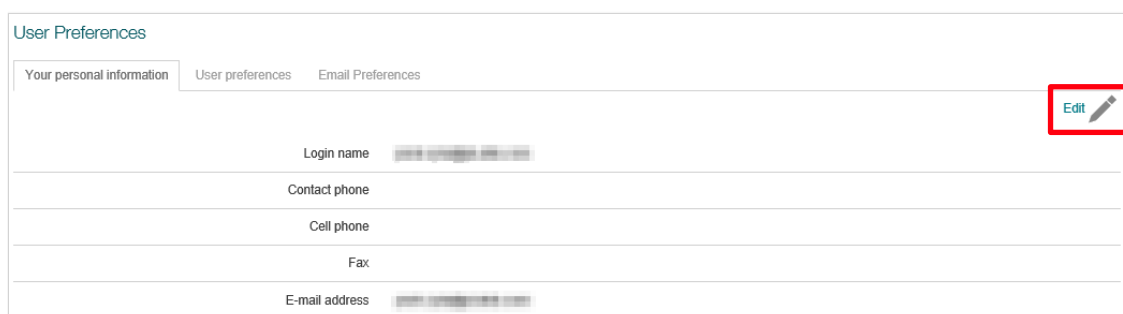
12 User preferences

The **User Preferences** page defines the user profile. It contains information about the user and also preferred settings that may modify layout of BOL in certain sections. You can access it through the **Quick access menu**.



12.1 Personal information

The Personal Information tab contains basic data: login name, phone numbers, email address. In this tab external users can change their password.



You can change all the data by clicking **Edit** button.

12.2 User preferences

There is a long list of options that personalize the way BOL presents information or acts in certain situations.. Each user can have a different set of preferences and it won't affect the rest of the users.

User Preferences

Your personal information **User preferences** Email Preferences

General

Language		Choose the language you wish to use with Business Online
Date Format	Month/Day/Year	Select your date format
Expand all line details	No	By default all sections are collapsed
Default Customer	Select	Select default customer. It will be selected when login to system and there is no active cart
Default history visibility period in weeks	12	Select the default history visibility period in months for order history list
Pagination - number of lines per page		Pagination settings - defines how many lines will be presented per page. Applies for all details pages views: cart, rfq, etc.

The user preferences are all listed with a short descriptions, which explain their functionalities.

12.3 Email preferences

The email preferences allow you to choose the notification emails you would like to receive. The list of options is wide and allows you to choose all the necessary notifications.

User Preferences

Your personal information User preferences **Email Preferences**

More information for order required	SEND	+ Show sub cases	
Order - Approved	SEND	+ Show sub cases	
Order - Confirmation	SEND	+ Show sub cases	Order is booked and received successfully, does not mean that the order is confirmed yet.
Order - Partially Completed	SEND	+ Show sub cases	
Order - Put on Hold	SEND	+ Show sub cases	
Order - Stopped in Do Something view	SEND	+ Show sub cases	After validation against stop rules, order is stopped in Do Something to be reviewed by SRU or PU before it is released.

The **Order – Update** option has many sub cases that allow you to choose many specific reactions to a changed order. The setup summary is shown in the information field.

Order - Update SEND **Show sub cases**

Delay Reason Updated	SKIP
Delivery Address Changed	SKIP
Delivery Date Changed	SKIP
Order Acknowledged	SKIP
Order Cancelled	SKIP
Order Completed	SKIP

Notification about order update is sent in following cases:
 New line is added to the order
 One of the lines is cancelled
 Order status is changed to status that required notification (defined in DB):
 Order Acknowledged
 Order Cancelled
 Order Completed
 Order Confirmed
 Order Credited
 Order Delivered
 Order Invoiced
 Order Received
 Order Shipped
 Delivery date is changed

13 Technical support

13.1 Super users and service desk

To contact **Service Desk**, send an email to Group Applications. Before sending it, consider contacting your super user.

Contact information: ABBGlobalServiceDesk@abb.com

Phone – depends on country: <https://go.insideplus.abb.com/information-systems/gf-is/about-is/end-user-support>

You can contact Service Desk also by myIS side: https://abb.servicenow.com/myServices/?id=is_ticket_creation

13.2 Customer feedback

To send your feedback use the **Customer Feedback** button in the lower left corner of the BOL site. The button opens the contact form. You can use it to present your ideas about possible improvements in BOL.

Customer Feedback

Your text

Your email

Your phone number

Send

→ [Warranty Service Order](#)

→ [ABB Contacts Directory](#)

Contact your suppliers ▾

@

All communications done through this form will be handled by Service Desk directly and then escalated if necessary.

14 Revision History

Date	Version	Description	Author
20120528	1.0	BOL 7.1 Release	Ricardo Lopez
20140703	1.01	BOL 7.5 Release	Malgorzata Bogacz
20150211	1.1	Favorite Catalog and Favorite Offerings sections added	Ricardo Lopez
20200505	2.0	BOL 8.8A Release	Piotr Zyta

