



**Subject: Important Update: Changes to Invoice Receipt Email Addresses**

Dear Valued Suppliers,

We hope this message finds you well.

We have an important update regarding the email addresses used for sending PDF invoices to ABB Estonia.

Starting **1st October 2024**, the existing email address for invoice receipts will no longer be active.

Please update your records with the new email addresses provided below.

Company Name/Bill to name	VAT Number	Current email address (No longer in use after 30th September)	NEW email address to receive invoices
ABB AS	EE100176148	EEABB@recall.se	EE-ABB-invoices@abb.com

Starting today, kindly direct all new invoices to the updated email address, as invoices received at the current addresses will be processed until 30<sup>th</sup> September 2024.

Please note that this new email address is solely for invoice receipts.

For inquiries, Statement of Accounts (SOA), reminders, dunning letters, or general updates, please continue using the current email address ([FC@ee.abb.com](mailto:FC@ee.abb.com)).

We appreciate your cooperation and support in adhering to these adjustments.

For any questions, please refer to the enclosed FAQ section or contact us at [FC@ee.abb.com](mailto:FC@ee.abb.com) or reach out to your ABB contact person.

Best Regards,  
ABB Estonia Accounts Payable Team



**Tips to receive payment on time:**

[Getting Paid — ABB Group \(global.abb\)](#)

**More information about invoice sending options and invoice requirements:**

[Submit an invoice — ABB Group \(global.abb\)](#)



## **Frequently Asked Questions**

- Question:** If I am currently sending E-invoice or physical invoices to ABB, do I need to make any changes?

**Answer:** No. Changes only apply to suppliers sending PDF/TIFF invoices via email. If you are currently sending paper invoices (where there is no country requirement for paper invoices), please consider using the new email address.
- Question:** When can I start sending invoices to the new email address?

**Answer:** You can start using the new email address for submitting invoices immediately.
- Question:** What will happen if I send an invoice to the old email address after the old email address has been deactivated?

**Answer:** Initially, our Accounts payable/procurement colleague will reach out to you to request an update to the new email address. After a certain period, invoices sent to the old address will not be accepted and you will receive an email notification of non-delivery mail. You will need to send your invoice to the new email address.
- Question:** Can I send invoices to both the old and the new email address at the same time?

**Answer:** No. This will create duplicates and delay processing. We understand that you may be worried about losing invoices. However, we assure you that the new email address works well.
- Question:** Do I need to send invoices to the new email address for each ABB entity?

**Answer:** Yes, please update your records accordingly based on the legal entity. If necessary, set up the missing legal entity in your system.
- Question:** I am currently doing business with multiple ABB entities from other countries. Do I need to make changes for other ABB entities in different countries?

**Answer:** These changes apply to specific ABB entities. If you did not receive any information about the change, you do not need to take any action. However, please refer to the provided country list below to confirm if changes apply to other countries' ABB entities.

### **Countries with similar change**

UAE	Ireland	New Zealand	Thailand (Foreign 3 <sup>rd</sup> party only)
Australia	Kuwait	Oman	United Kingdom



Estonia	Lithuania	Philippines	United States
Spain	Latvia	Portugal	
Finland	Mexico (Foreign 3 <sup>rd</sup> party only)	Qatar	
Indonesia	Norway	Singapore	