



Customer Onboarding Workflow

CONFIDENTIALITY STATEMENT

Information and data contained herein are proprietary and confidential. This information should not be disclosed to any third party without the prior written consent of ABB Optical Group LLC.

1. Retrieve Customer

Step 1 – Pull the customer details by calling this API:

customers/v1/data

This API returns customer details using:

- **soldTo**
- **shipTo**
- **postalCode**

This step ensures that the partner validates and confirms the correct customer account prior to linking. There will be no callbacks or manual intervention after this step, so validation must be completed before proceeding.

2. Link Customer

Step 2 – Create the link between the partner's ECP Reference ID and an ABB account:

customers/v1/attributes

This API links the **eCPReferenceId** to the provided **soldTo** and **shipTo** combination.

Once the call is successful, the link is activated immediately, and the partner can begin placing orders for the linked account.

3. Customer Master (ongoing updates)

After the linking is complete:

ABB will post all subsequent customer account updates to the Partner webhook:

Sample URI: **abb/customer/master**

This ensures the partner remains synchronized with any account-level changes, e.g. account address or status updates.

4. Pricing Availability

Customer-specific pricing will be available via **pricing/get** within **24 hours** of successfully calling the **customers/v1/attributes** API.

