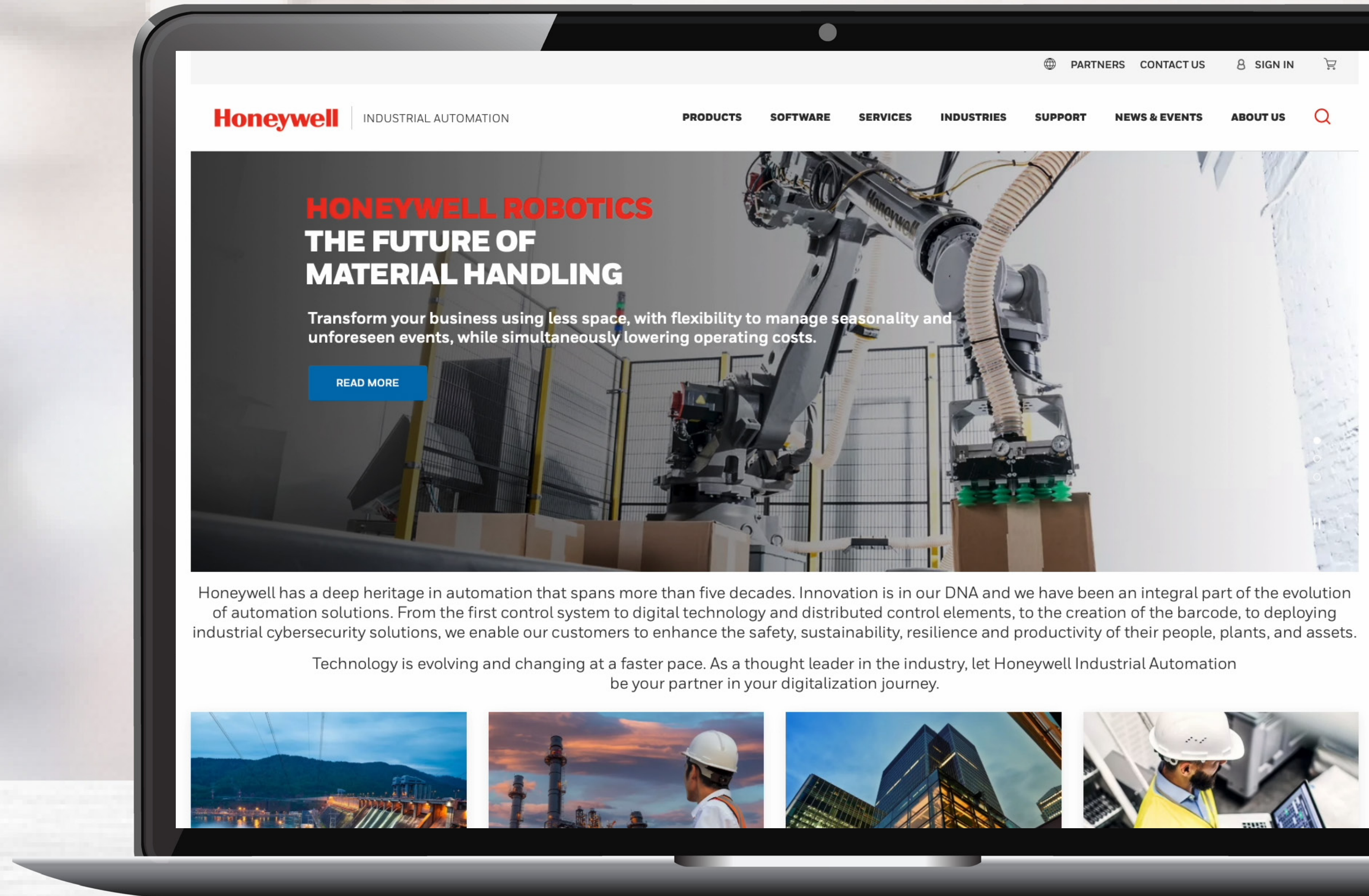


MYAUTOMATION INTEGRATED JOURNEY WELCOME GUIDE

Honeywell



THANK YOU FOR JOINING US!

Honeywell Industrial Automation remains committed to providing the highest quality products, from industrial control systems to replacement parts. We are also committed to better serving our customers and distributors. At Honeywell, your experience matters to us.

That's why we created automation.honeywell.com, which now serves as your comprehensive digital hub, merging all your needs into a cohesive and streamlined process. The combined website, customer portal, and ecommerce engine is fast, intuitive and super user-friendly.

What can you expect from the new myAutomation digital experience?

- Personalized Multi-lingual Content: Tailored experience to preferred language
- Dynamic Product Catalog: Displays available products specific to region
- Integrated eCommerce: Enjoy Quick Order, PDF-to-Cart and Saved Carts functionalities
- Order History: Easily manage and track orders
- Case Management: View and comment on support cases
- Enhanced Performance: Improved search functionality and overall

myAutomation digital experience enables automatic order placement and access to information previously available only through Customer Service or Regional Sales Managers. With myAutomation Integrated Journey, you benefit from a unified, streamlined experience that offers enhanced security and improved online ordering functionalities.

**THE FUTURE
IS WHAT WE MAKE IT.**

The Industrial Automation Digital CX Team





DISCOVER **MYAUTOMATION** **INTEGRATED** **JOURNEY**

- 1** ACCOUNT MANAGEMENT
- 2** NAVIGATION / SHOPPING
- 3** ORDER CREATION / VALIDATION
- 4** ORDER TRACKING / HISTORY
- 5** BILLING/PAYMENT
- 6** SHIPPING / LOGISTIC INFORMATION
- 7** CASE MANAGEMENT

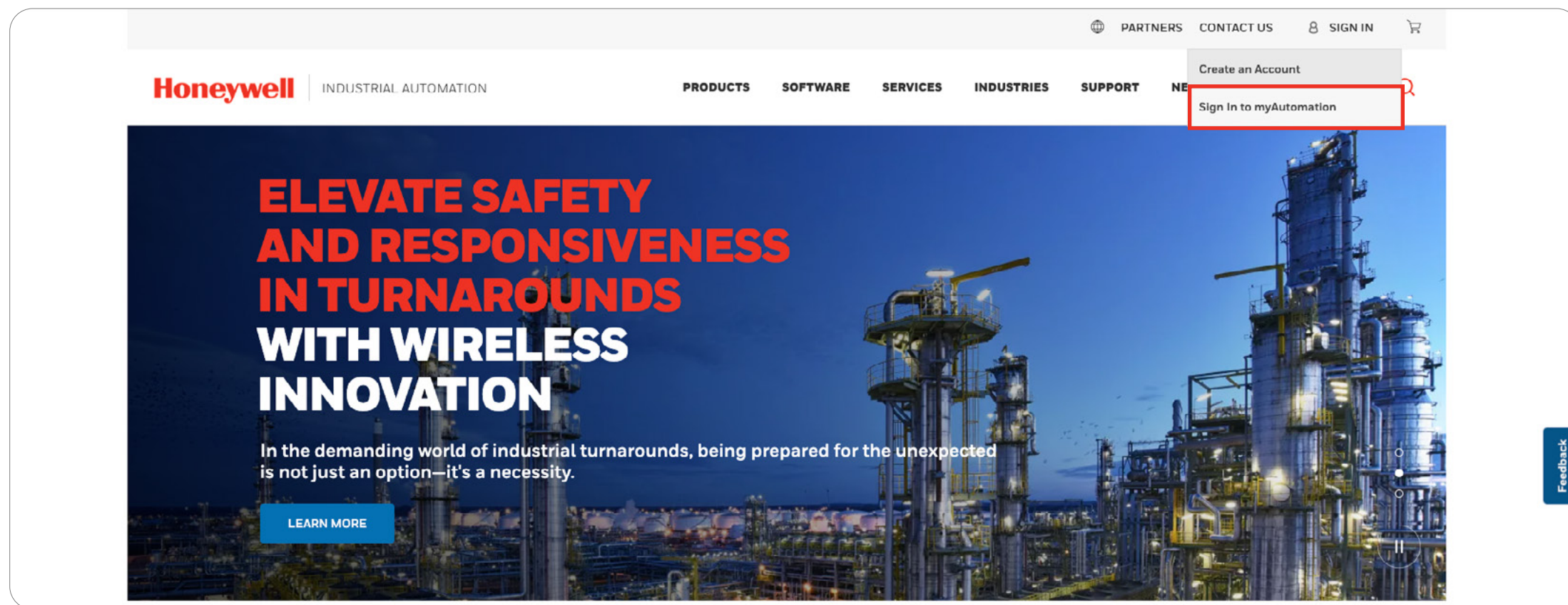


ACCOUNT MANAGEMENT

A. ACCESS FOR NEW USERS

If you do NOT have Honeywell login credentials

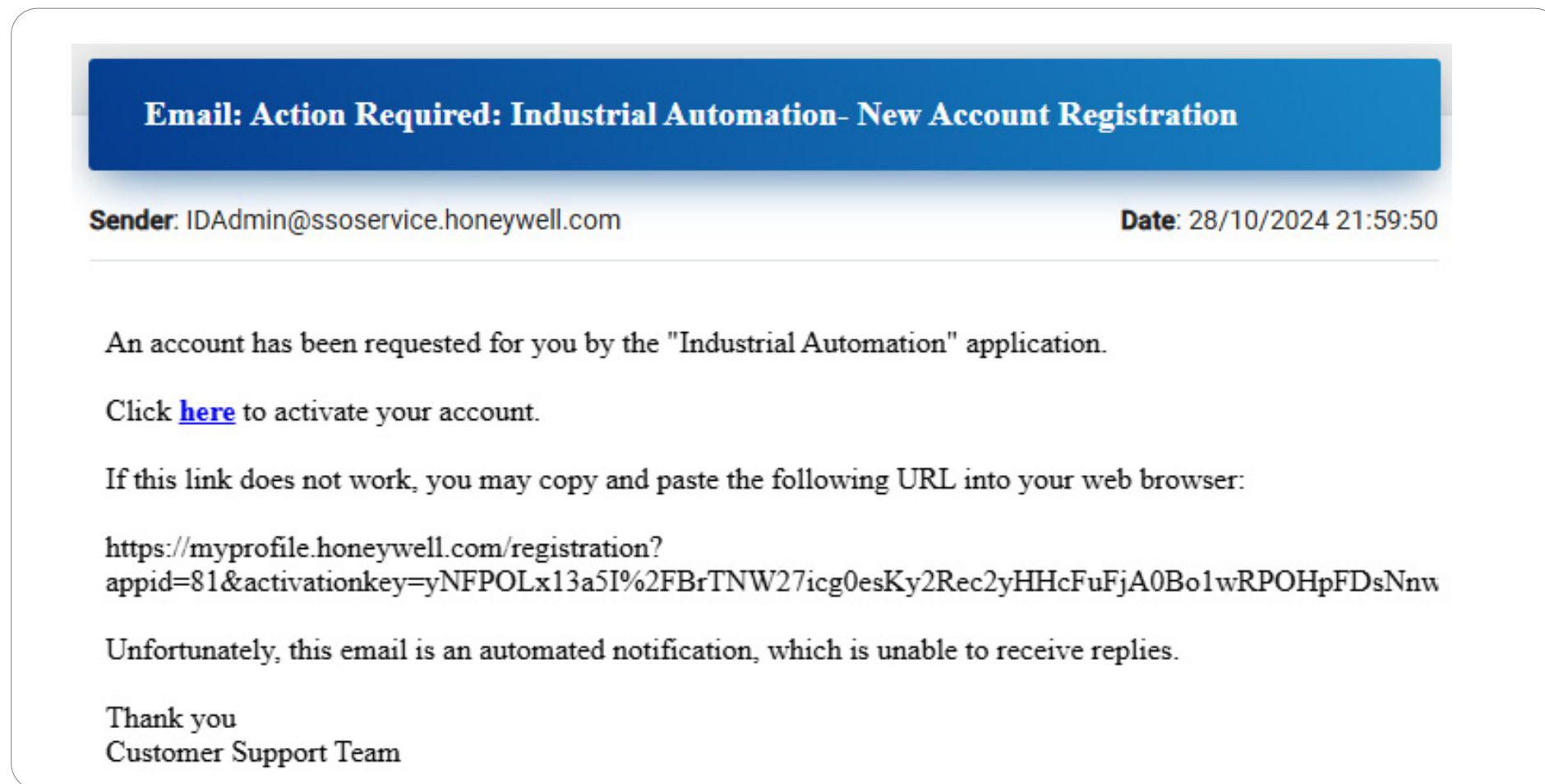
1. Browse to automation.honeywell.com
Click the “Sign In” button and select “Create an Account”.



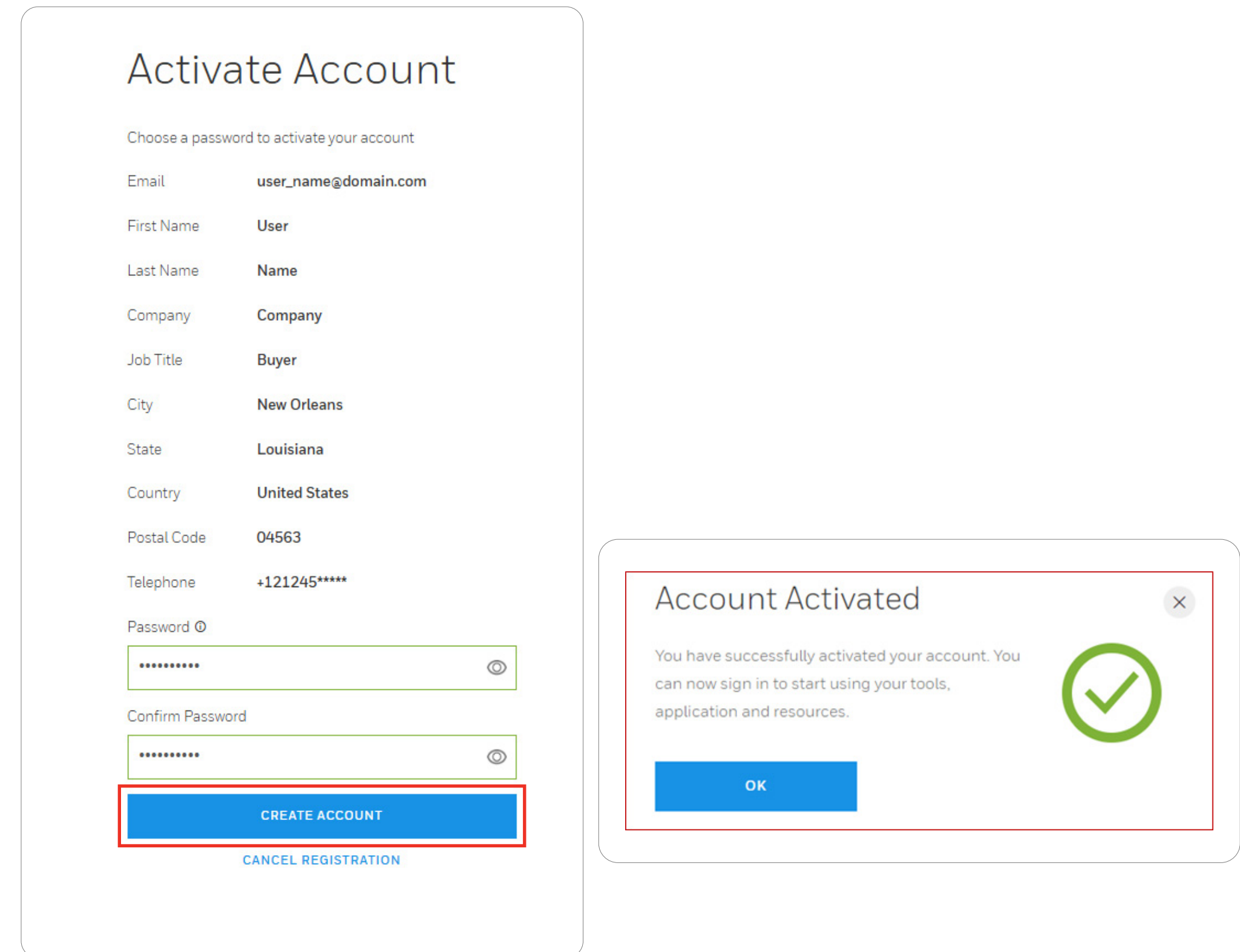
2. Fill in the account registration form. Once you’ve agreed to the Terms and Conditions, the “CREATE ACCOUNT” button will light up.



3. Check your email for this message:



4. Click on the link to set up your password and activate your account.



5. Finally, you should receive an acknowledgement that you have completed your registration.



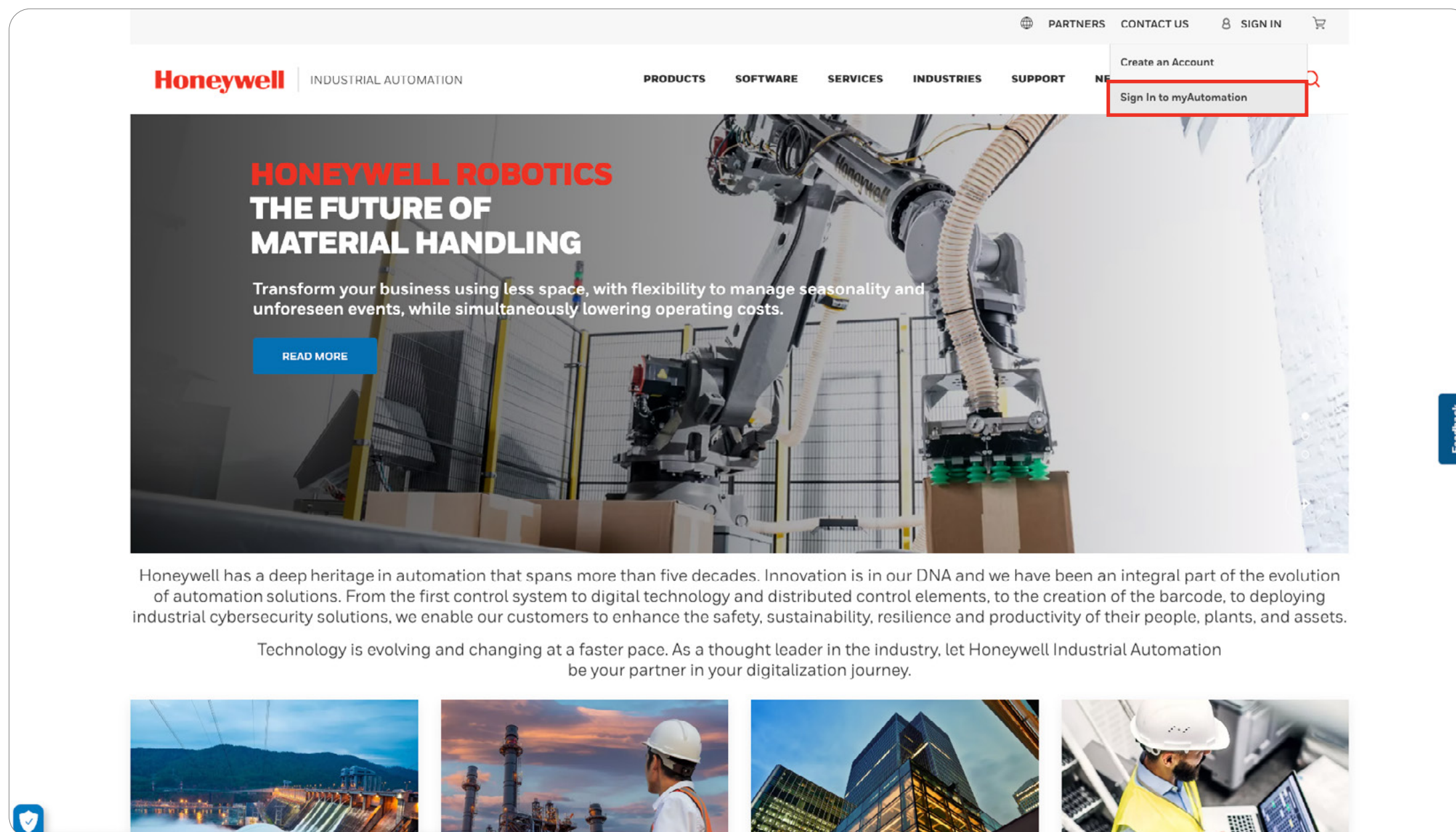
B. ACCESS FOR EXISTING USERS

 If you already have Honeywell login credentials

1. Proceed with logging in to <https://automation.honeywell.com>

2. If your Honeywell ID and password are already saved on your computer, you will have direct access to the myAutomation Integrated Journey.

3. If your Honeywell ID and password are not saved on your computer, you must re-enter your login credentials to access myAutomation Integrated Journey.





How to reset your password

Clicking Sign In, choose “Sign in to myAutomation”, enter your email address and on the next page select “Forgot Password”.

Password should be at least 8 characters long, no spaces, and must contain one each of the following: one digit (0-9), one lowercase letter (a-z), one uppercase letter (A-Z), and one special character (! @ \$ % ^ & + “)

Sign On

Username / Email

Password

This is my device

Your personal information will be processed accordance with [Honeywell's Privacy Statement](#)

SIGN ON

SIGN ON AS A DIFFERENT USER

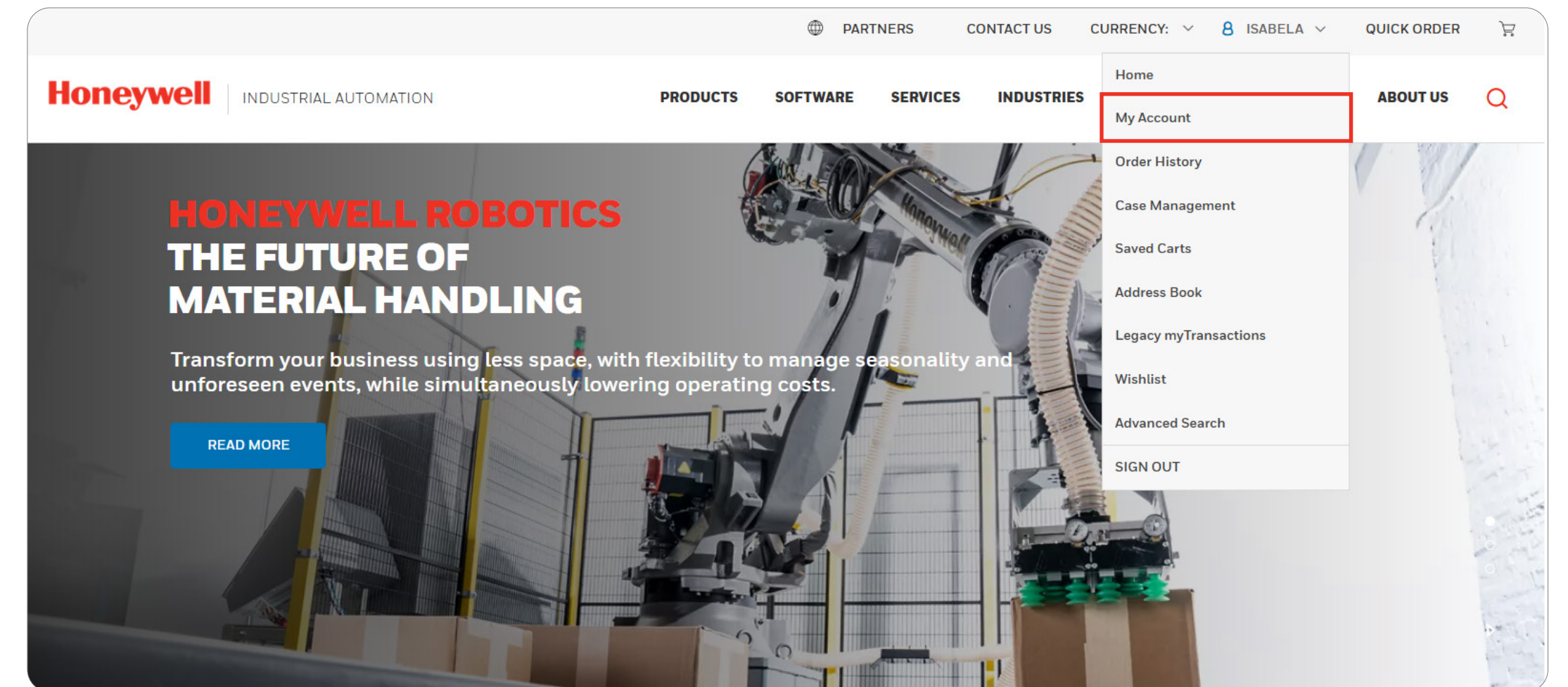
FORGOT PASSWORD

MANAGE MY ACCOUNT

CANCEL

How to manage user accounts

If you are set up as an administrator for your company account, you can manage users by going to your profile icon and select “My Account”.





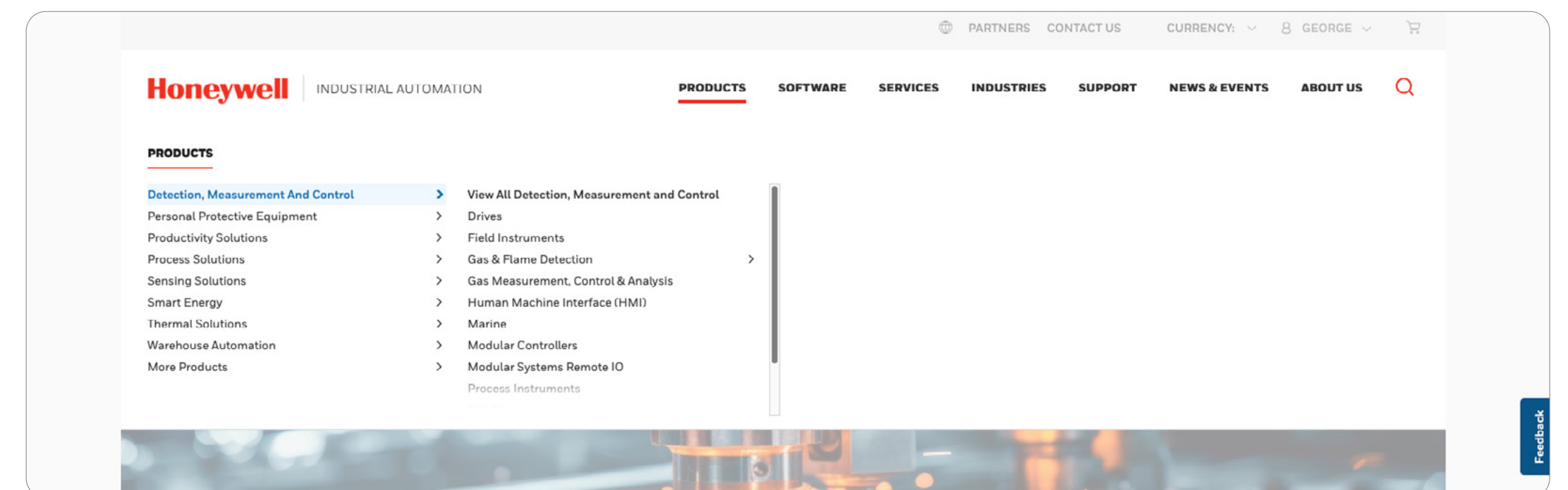
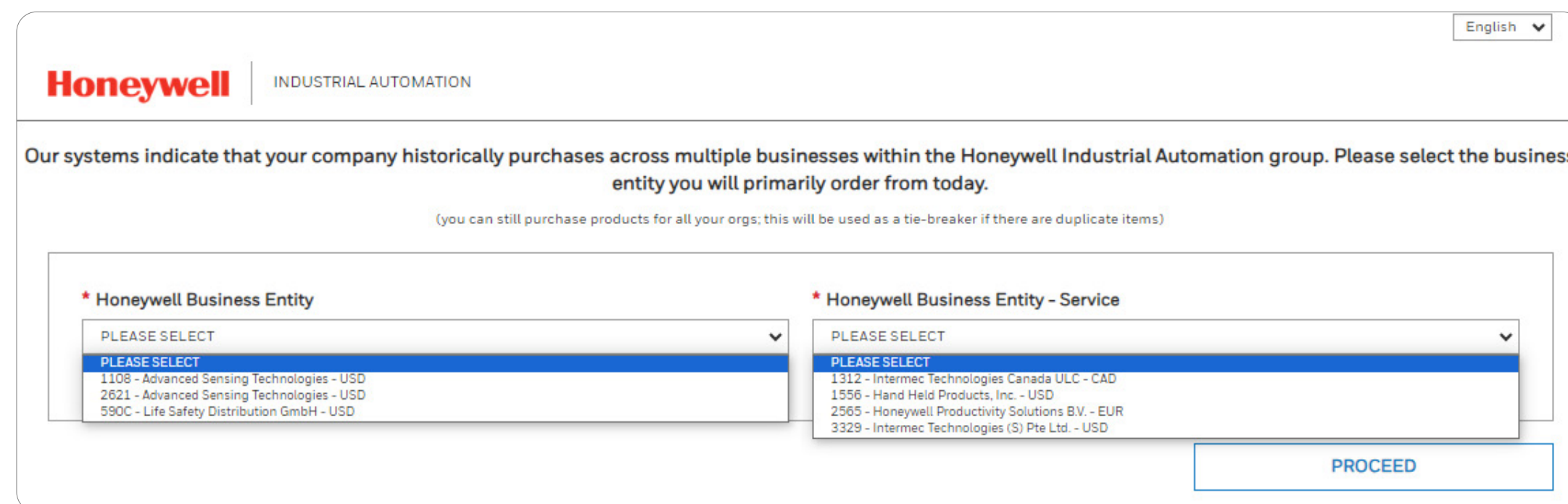
NAVIGATION/ SHOPPING

How to place an order

Simply search for items that you would like to order through the search bar or go directly into sub-product lists using the product flyout.

How to place orders for two different company accounts

If you have rights to place orders for more than one company, you will need to select the appropriate business entity each time you order.





Product Availability

In the product page there is a table that displays the Estimated Availability Date* of each material.

*The Est. Availability Date is a live call from SAP.

Estimated Availability Dates are impacted by current stock level, which may be different at the time when the order is processed; delivery dates will be advised after the order is processed.

Estimated availability date scenarios are as follows:



- within lead time
(material availability date < today's date + Standard Lead Time)

Add to Wish List	Part #	Description	Size	List Price	Discount	Net Price	Order Qty	Est. Availability Date	Subtotal
	SPXCDULNRXM	UL/INMETRO approved SP XCD Flammable Methane (CH4) IR 0-100% LEL (20 to 100% LEL) with LM25: 10% LEL) with Modbus	One Size	\$0.00	0%	\$0.00	0 Min 1 each	Available on 07-MAR-2025	\$0.00

Honeywell Analytics Inc (Fixed Industrial / High Tech Gas Detection)



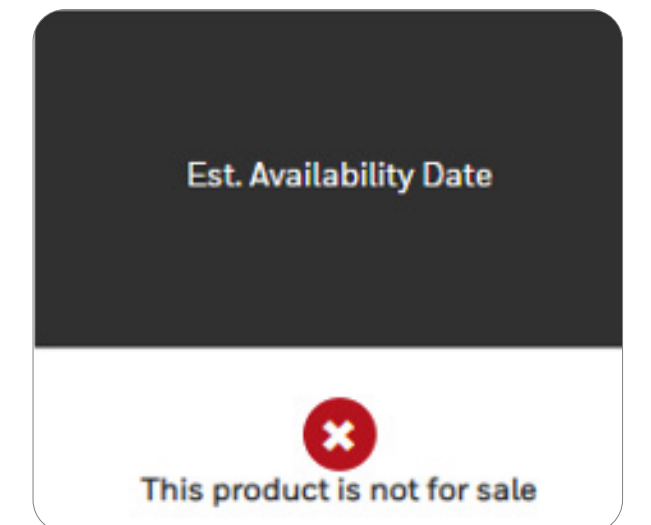
- outside lead time
(material availability date > today's date + Standard Lead Time)

Add to Wish List	Part #	Description	Size	List Price	Discount	Net Price	Order Qty	Est. Availability Date	Subtotal
	SPXCDULNG1	XCD Gas Detector: includes hydrogen EC sensor cartridge 0 to 1000ppm	One Size	\$0.00	0%	\$0.00	0 Min 1 each	Available on 07-MAR-2025	\$0.00

Honeywell Analytics Inc (Fixed Industrial / High Tech Gas Detection)



- the product is not for sale or has been discontinued.
You will find a link to a similar product on the page, if available.





ORDER CREATION/ VALIDATION

How to place a “quick” order

Use the **Quick Order** button, insert product references into the search field separated by a comma (,) and click on the search button (i.e.: 1011146, 1010975, 1011170...).

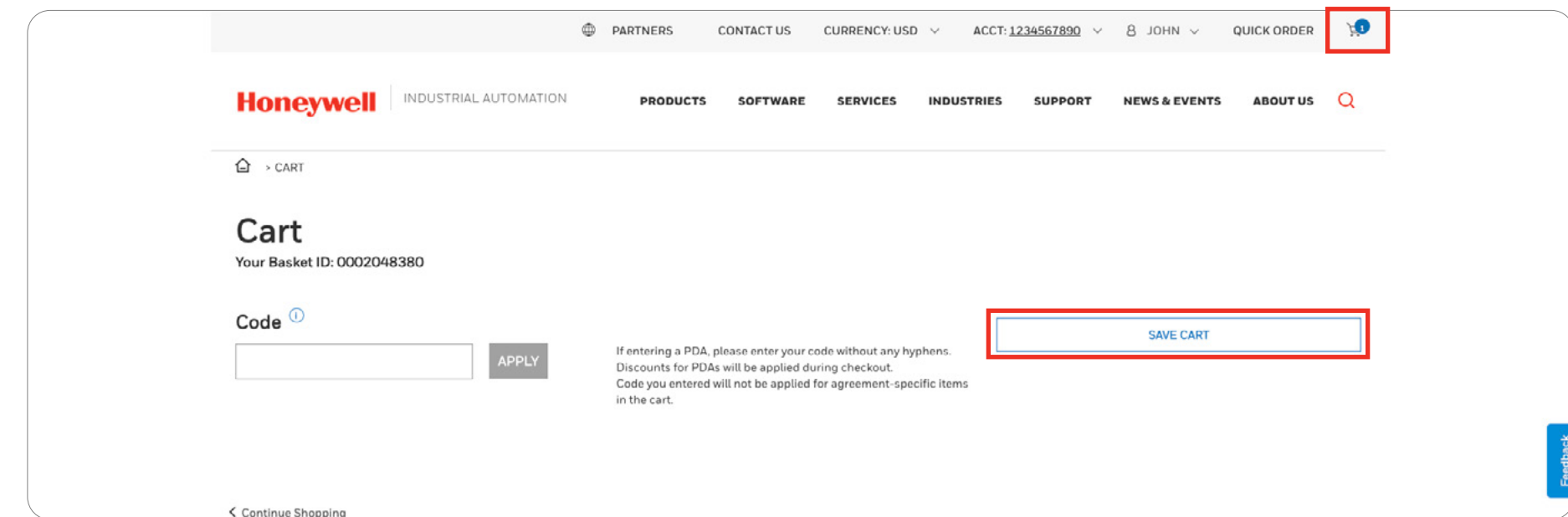
If you look for a product with sizes, don't forget to include the size in the search field, otherwise the product will not be found (i.e.: 2100250-06, 4506000-S...).

You will then be presented with a search results screen that will allow you to validate matches and confirm addition of the products into your cart.

How to save and reuse a cart

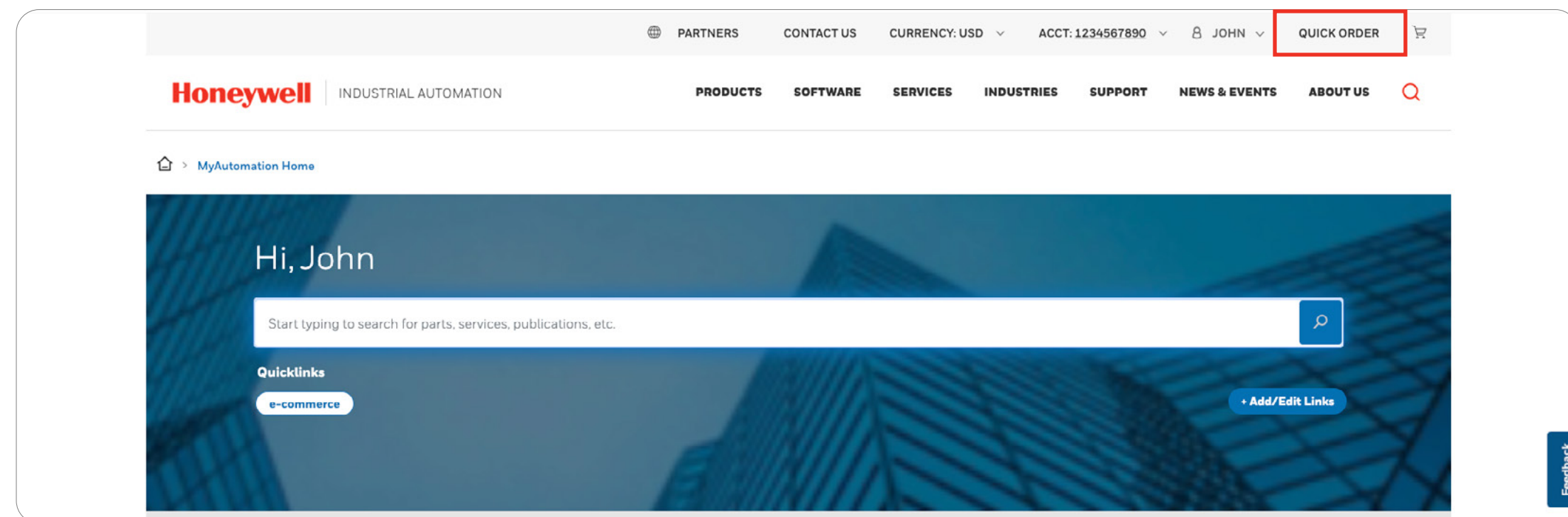
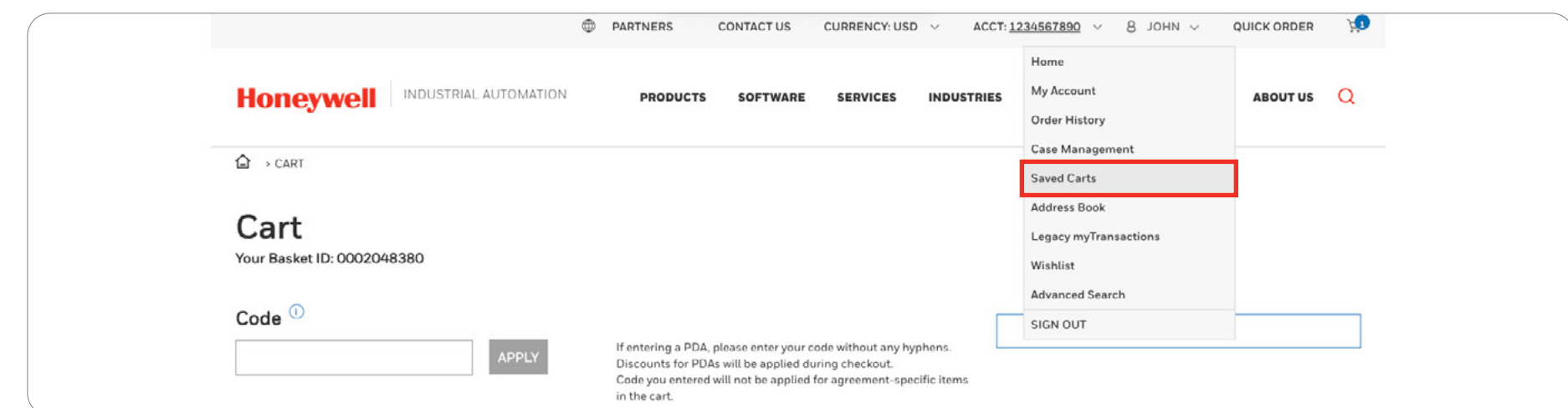
On your Shopping Cart page, click on “Save Cart”.

Next you can create a name and description for your saved cart. Then click “Save”.



You can access this saved cart on your next shopping session by clicking on your profile icon “My Account/Saved Carts”.

Find the cart you saved and want to reuse and click “Restore”.





How to upload your Quick Order using a CSV file

There are two methods to create your Quick Order:

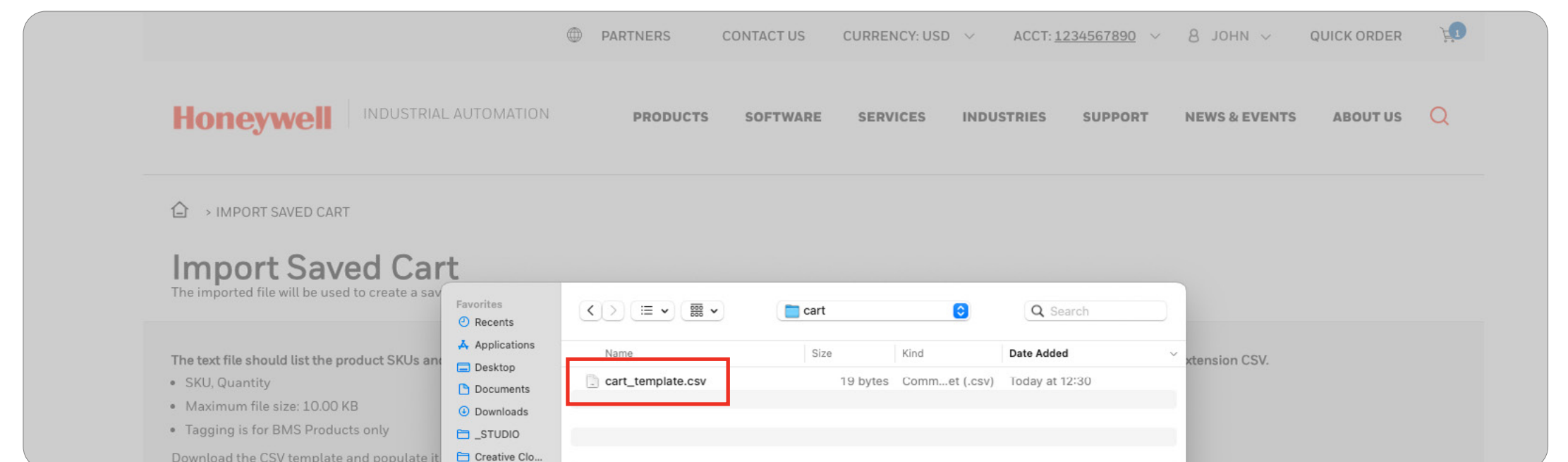
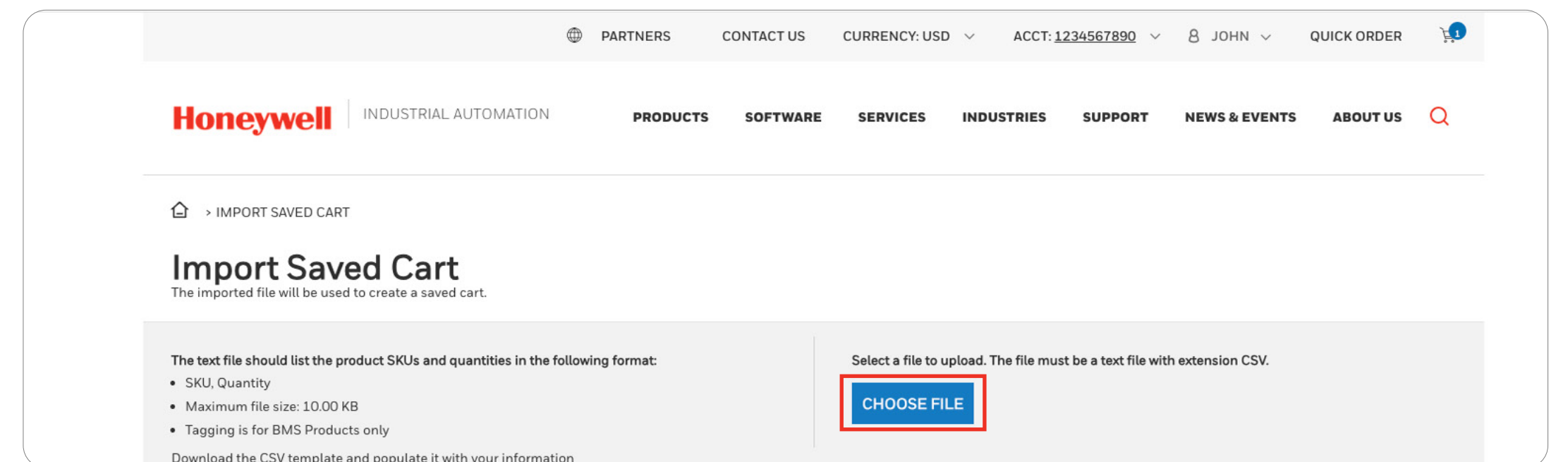
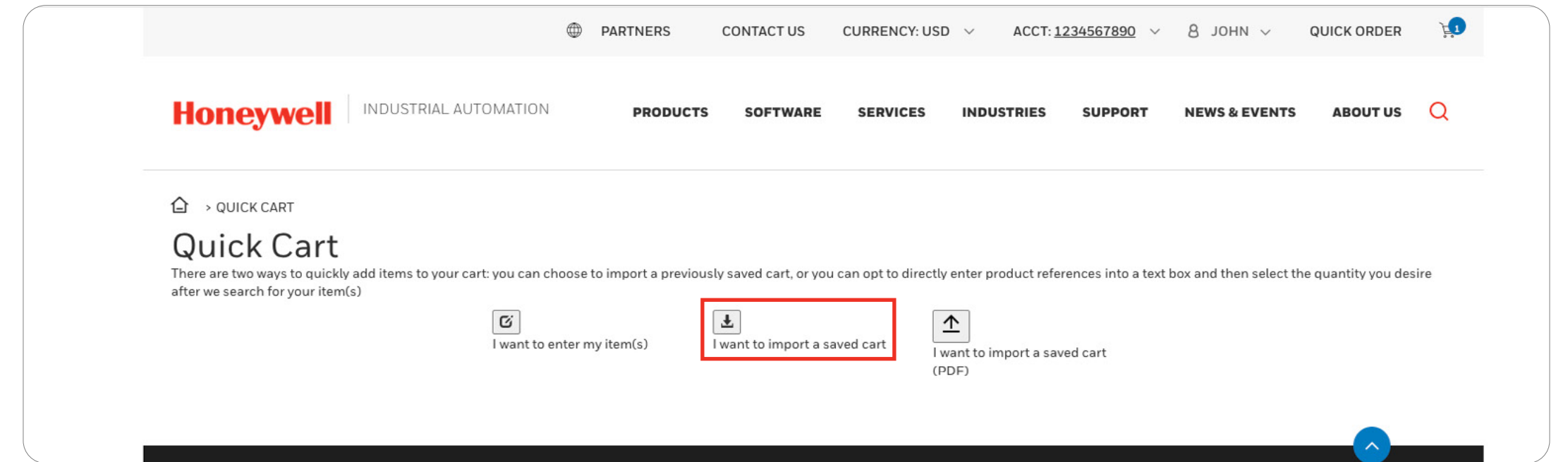
1. If you know the product number(s) you want to order, click on the “Quick Order” button near the top of every screen.

Here, you can choose to enter the item(s) you’d like to order (you adjust quantities in the cart), or you can also import a previously-saved cart.

2. You can import a CSV file via the **Quick Order/Import saved cart.**

“Part #” and “Quantity” columns are mandatory and must be completed.

All the other columns are optional.





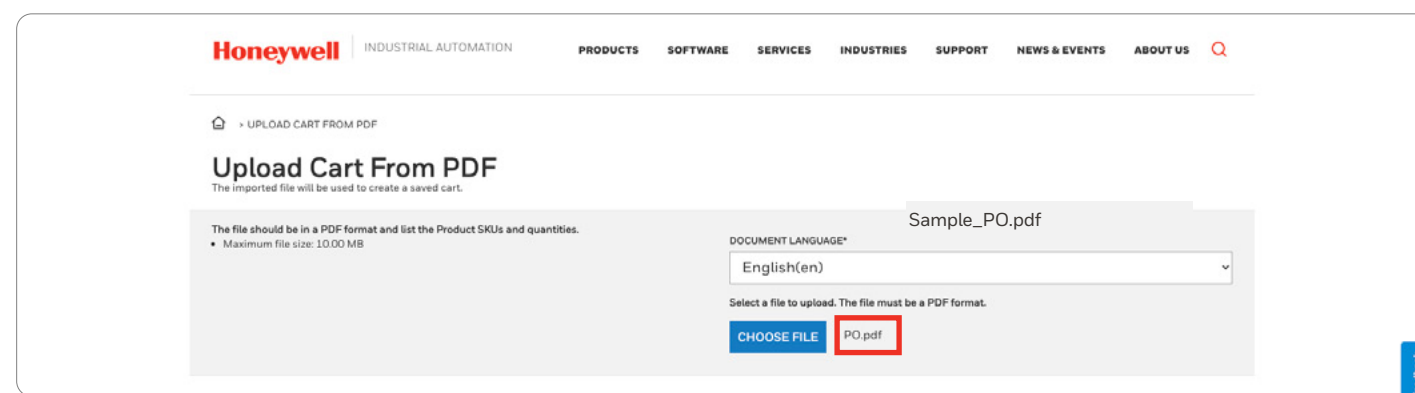
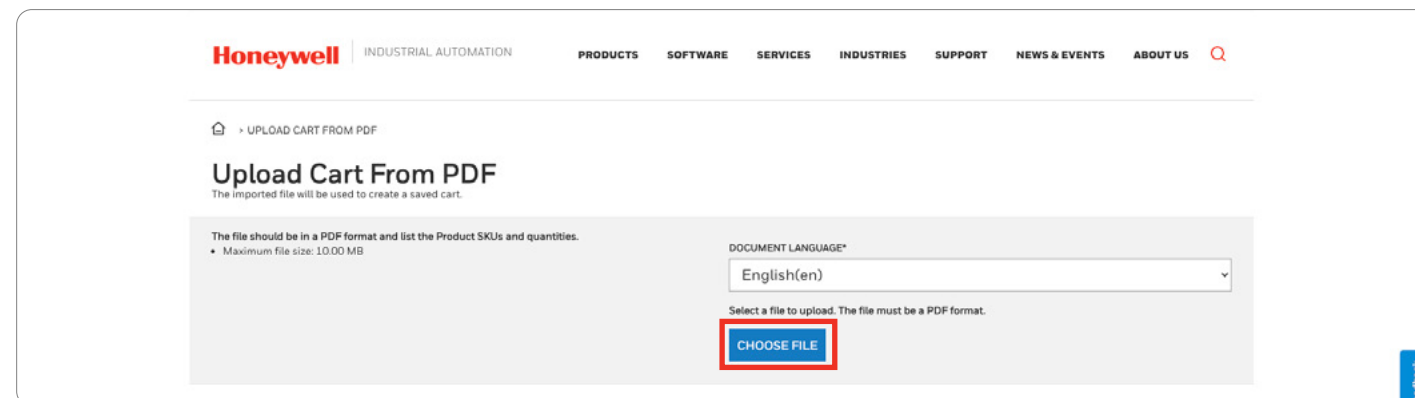
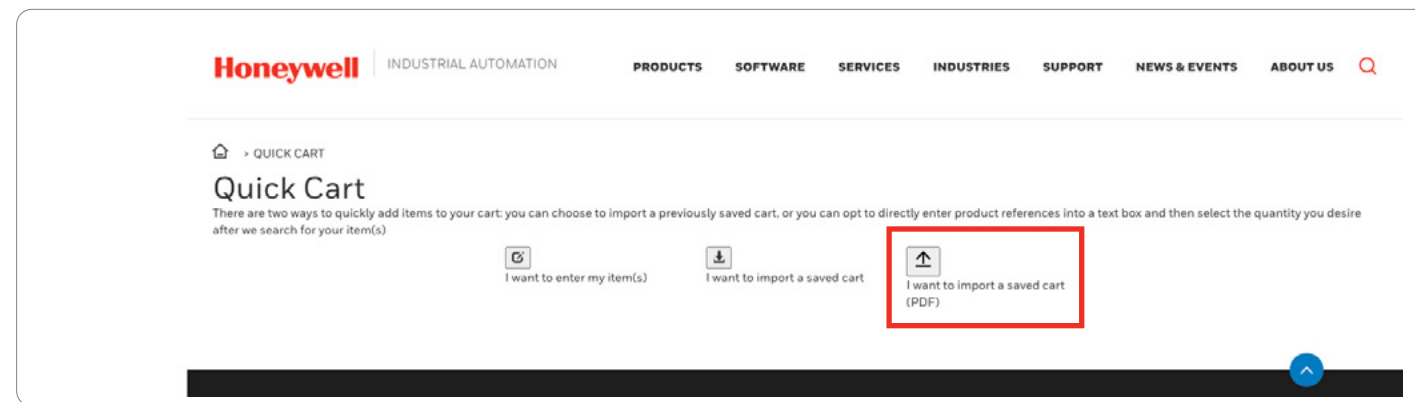
PDF to CART Functionality

Here's how you can use the PDF to Cart functionality:

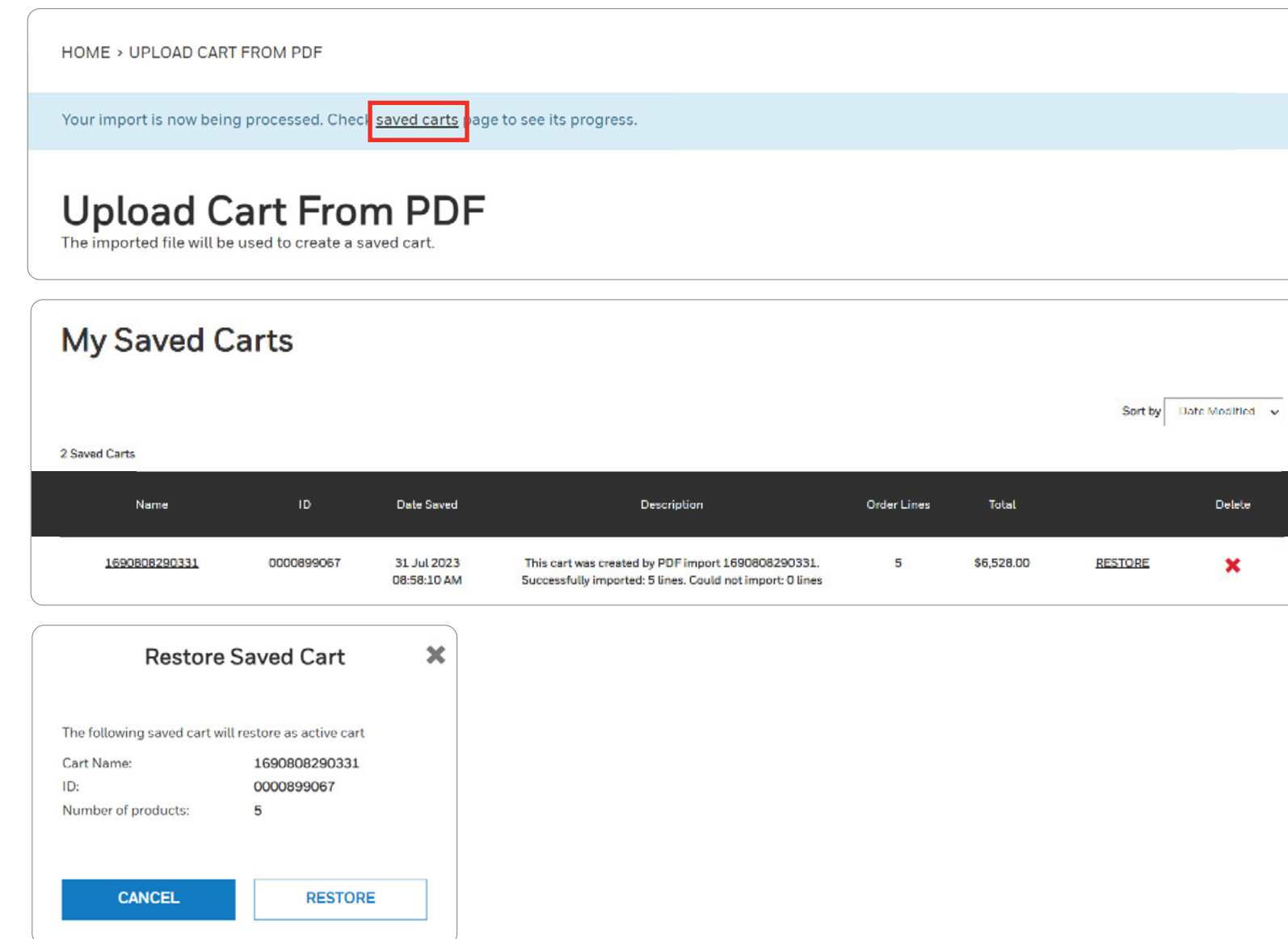
1. Go to Quick Order.



2. Choose "I want to import a saved cart (PDF)" then click on the file and select "Import".



3. Navigate to "Saved Carts", select "Edit", and restore your desired cart.



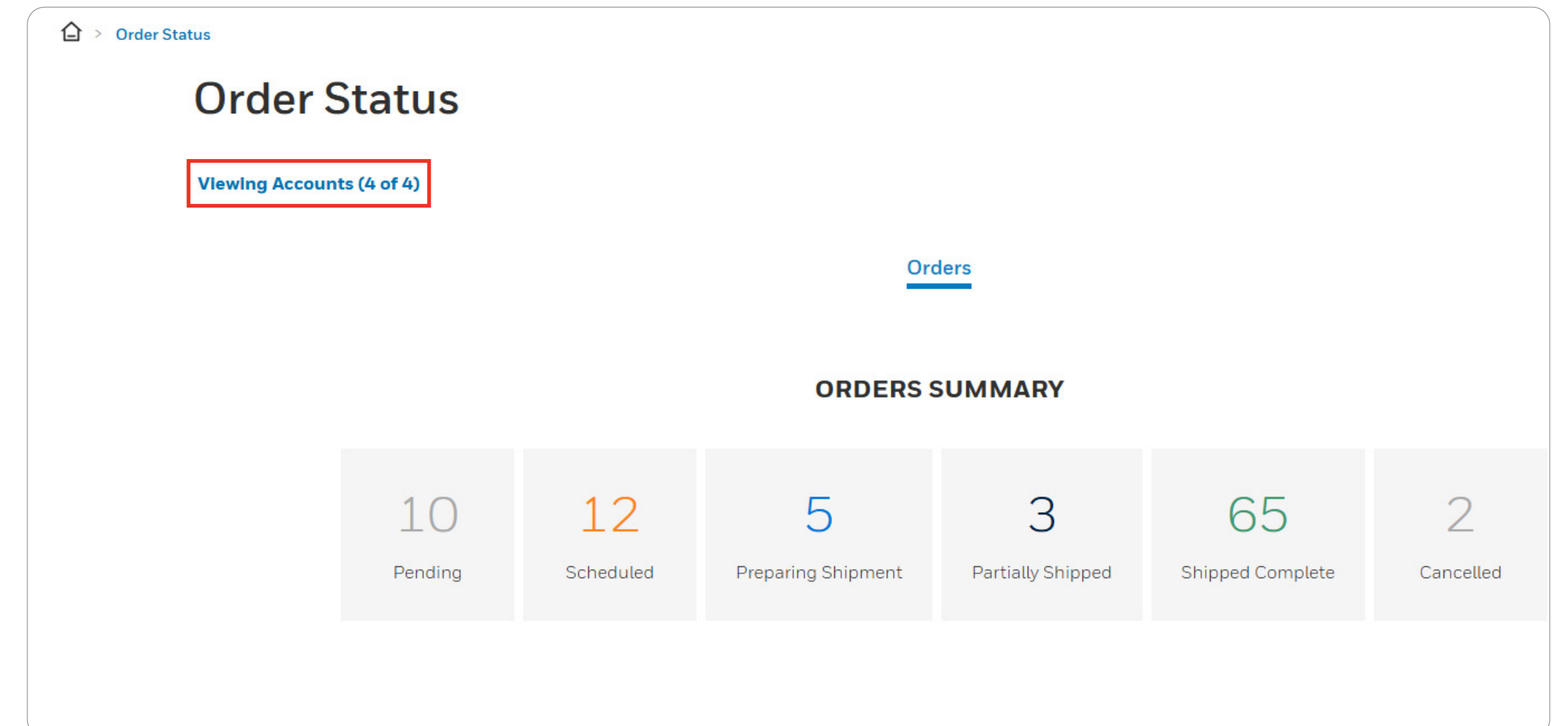
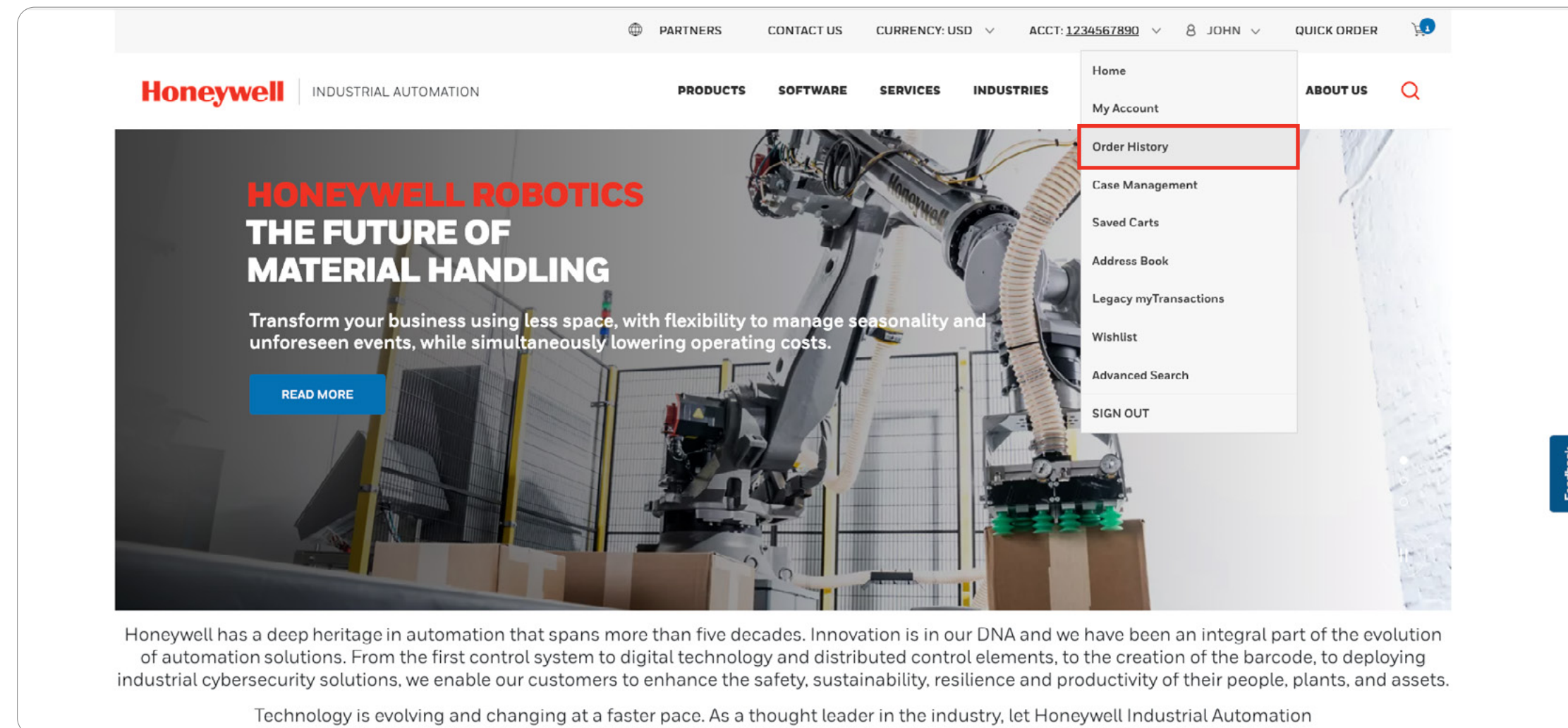
4. Proceed to your cart and follow the checkout process.



ORDER TRACKING/ HISTORY

Once you're logged in on the myAutomation Integrated Journey, click on your name in the upper right-hand corner and you will be presented with a list of quick links. Select "Order History".

This will take you to the Order Status page, where you can view all your orders. If you are handling multiple accounts, click on "Viewing Accounts" to open the filter accounts window, then select the accounts you wish to manage. At the top of the page, the Orders Summary dashboard displays 6 tiles for various order statuses.





The list with all your orders and their statuses will be displayed.

On the left-hand side, under “Filter Results”, there are different filters that can be applied to search for the orders you are interested in.

Using the filters, you can filter orders by their shipping statuses, or you can filter them by creation date. You will have access to 24 months’ worth of order history.

Orders older than 24 months that are still open will also be displayed for your convenience.

Please note that recently placed orders may take some time to be synchronized (usually, under 20 minutes).

On the Search section, you can choose one of the following filters from the filter dropdown: PO Number, Honeywell Sales Order, Invoice Number or Honeywell Part number. Once you enter your keyword, click on the Search Icon to filter the search results accordingly.

The screenshot shows the order tracking interface with a search bar at the top containing "PO Number" and a search icon. Below the search bar, there are filter results for "STATUS" and "ORDER CREATION DATE". The "STATUS" filter includes options like "Cancelled (2)", "Partially Shipped (3)", "Pending (10)", "Preparing Shipment (5)", "Scheduled (12)", and "Shipped Complete (65)". The "ORDER CREATION DATE" filter includes options like "7 Days", "15 Days", "30 Days", and "45 Days". The main table displays the following data:

Order Number	Legal Entity	Status	Account Number	PO Number	Created Date	Total
026208****	1160	Pending	0000123456	PO 530	Oct 28, 2024	794.79 USD
026208****	1174	Pending	0000123456	PO 500	Oct 25, 2024	4,044.78 USD
026208****	1174	Pending	0000123456	PO 456	Oct 20, 2024	28,540.03 USD
026208****	DE IA LSG MST & Gas	Pending	0000000123	PO 210	Oct 10, 2024	5,884.00 EUR
026208****	1174	Pending	0000123456	PO 150	Oct 7, 2024	700.30 USD
026208****	1174	Pending	0000123456	PO 140	Oct 5, 2024	114,444.46 USD
026208****	1174	Pending	0000123456	PO 130	Oct 3, 2024	498.72 USD

The screenshot shows the order tracking interface with a search bar at the top containing "PO Number" and a search icon. Below the search bar, there are filter results for "ORDER CREATION DATE". The "ORDER CREATION DATE" filter includes options like "7 Days", "15 Days", "30 Days", "45 Days", "60 Days", "12 Months", and "24 Months". The main table displays the following data:

Order Number	Legal Entity	Status	Account Number	PO Number	Created Date	Total
026208****	1160	Pending	0000123456	PO 530	Oct 28, 2024	794.79 USD
026208****	1174	Pending	0000123456	PO 500	Oct 25, 2024	4,044.78 USD
026208****	1174	Pending	0000123456	PO 456	Oct 20, 2024	28,540.03 USD
026208****	DE IA LSG MST & Gas	Pending	0000000123	PO 210	Oct 10, 2024	5,884.00 EUR
026208****	1174	Pending	0000123456	PO 150	Oct 7, 2024	700.30 USD
026208****	1174	Pending	0000123456	PO 140	Oct 5, 2024	114,444.46 USD
026208****	1174	Pending	0000123456	PO 130	Oct 3, 2024	498.72 USD
026208****	US HIS Lincolnshire	Pending	0000000123	PO 123	Oct 1, 2024	2,172.10 USD



If you click on the ‘Order number’, you will be redirected to the Order Details Page.

On the header section of the order, you can check all the order’s details.

On the right-hand side, the Order Price Summary is displayed.

From the “Attached Documents” section, you can retrieve the order acknowledgement. This will always reflect the newest SAP version of the Order Acknowledgement.

On the order details page, you can check the status of each ordered item. Each ordered line can be expanded by clicking on the down arrow symbol.

On the line level details, you can access shipment tracking and download shipping documents for already shipped lines.

Order: 26208****

Status	Customer PO	Date Created	Account Name
Pending	PO 530	28-OCT-2024	Honeywell

DETAILS

Account Number 0000123456	Contact Name N/A	Sold To Honeywell 8008 Corporate Center Dr. Charlotte, NC 28226
Bill To Honeywell 8008 Corporate Center Dr. Charlotte, NC 28226	Payment Terms 60 days net	End User

SHIPPING DETAILS

Shipping Method N/A	Ship To Honeywell 8008 Corporate Center Dr. Charlotte, NC 28226	Freight Forwarder N/A
-------------------------------	---	---------------------------------

Ship Complete
No

ORDER PRICE SUMMARY

Subtotal	794.79 USD
Shipping	<small>Any applicable shipping charges will be determined at time of delivery</small>
Tax	0.00 USD
Grand Total	794.79 USD

ATTACHED DOCUMENTS

- OA-26208****
- OA-26208****_1

ORDER LINE ITEMS

Status	Line Item	Part Number	Part Description	Order Quantity	Estimated Ship Date	Unit Price	Total Price	Quantity Due
Shipped Complete	10	CBL-500-300-C00	CABLE,USB,BLK,TYPE A,3M,9.8,COIL,5V HO	16	Shipped	1.00 USD	16.00 USD	0

ORDER LINE ITEMS

Status	Line Item	Part Number	Part Description	Order Quantity	Estimated Ship Date	Unit Price	Total Price	Quantity Due
Shipped Complete	10	CBL-500-300-C00	CABLE,USB,BLK,TYPE A,3M,9.8,COIL,5V HO	16	Shipped	1.00 USD	16.00 USD	0

Carrier Name	Carrier Number	Quantity	Shipped Date	Tracking Number	Shipping Documents	Delivery Note	Estimated Ship Date
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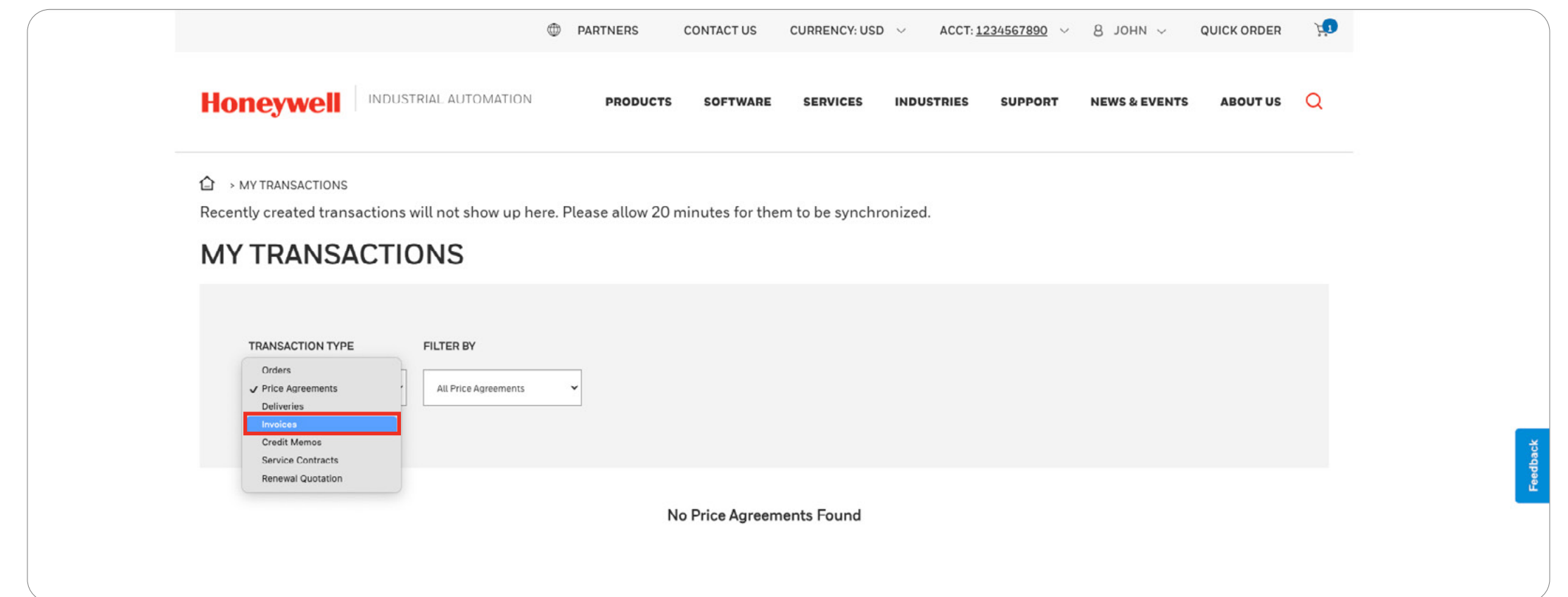
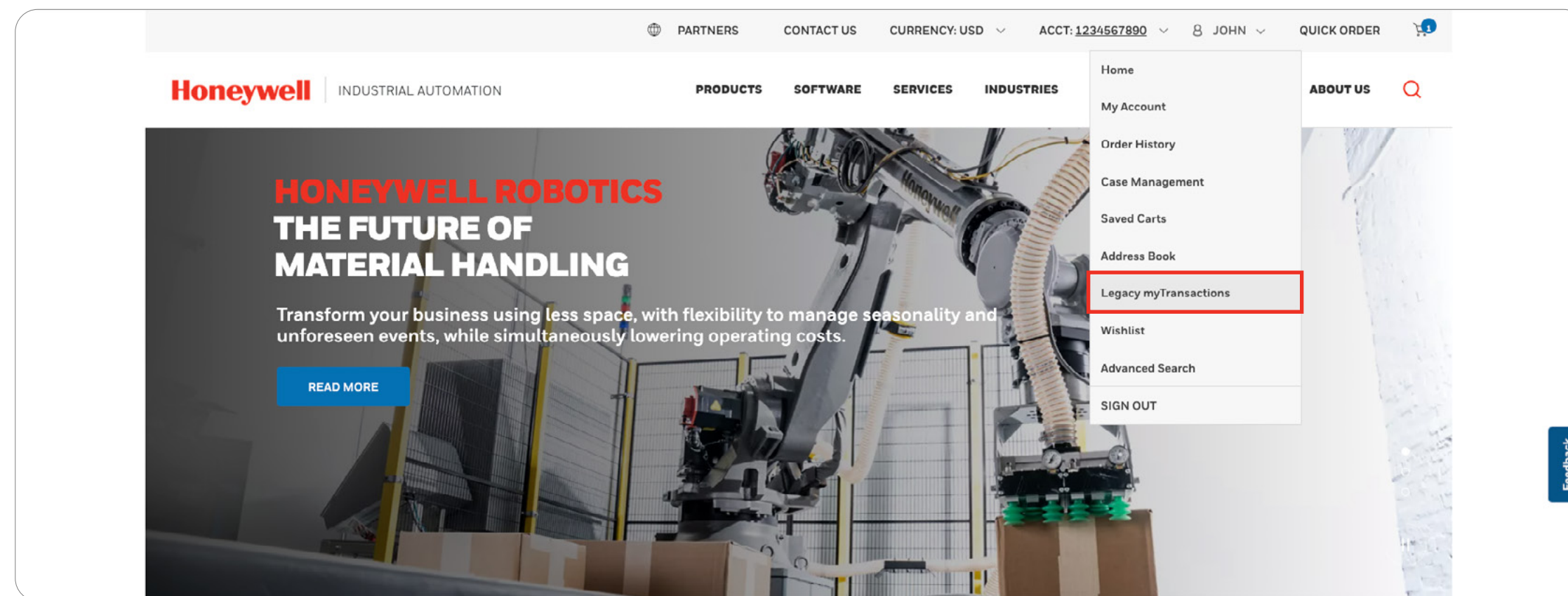
BILLING/ PAYMENT

To view a printable version of any invoice placed on the myAutomation Integrated Journey, go to [Profile Icon/Legacy myTransactions](#).

Choose a previous order and click on the [Order Number](#) link. Please note that you will also receive your invoice as usual.

Alternatively, go to “[Legacy myTransactions](#)” and select “[Invoices](#)” from your transactions.

The payment terms will be shown on the invoice details.





SHIPPING/ LOGISTIC INFORMATION

- You can download a duplicate copy of your delivery note.
- This document is available in the “Legacy my Transactions” quick link.
- In the drop-down menu
- displayed near your details, select “Deliveries”.
- In the Delivery details page, you will find each item’s delivery status:
- “-” (the shipping process has not started),
- “Partially delivered” or
- “Fully delivered”

Important Note:

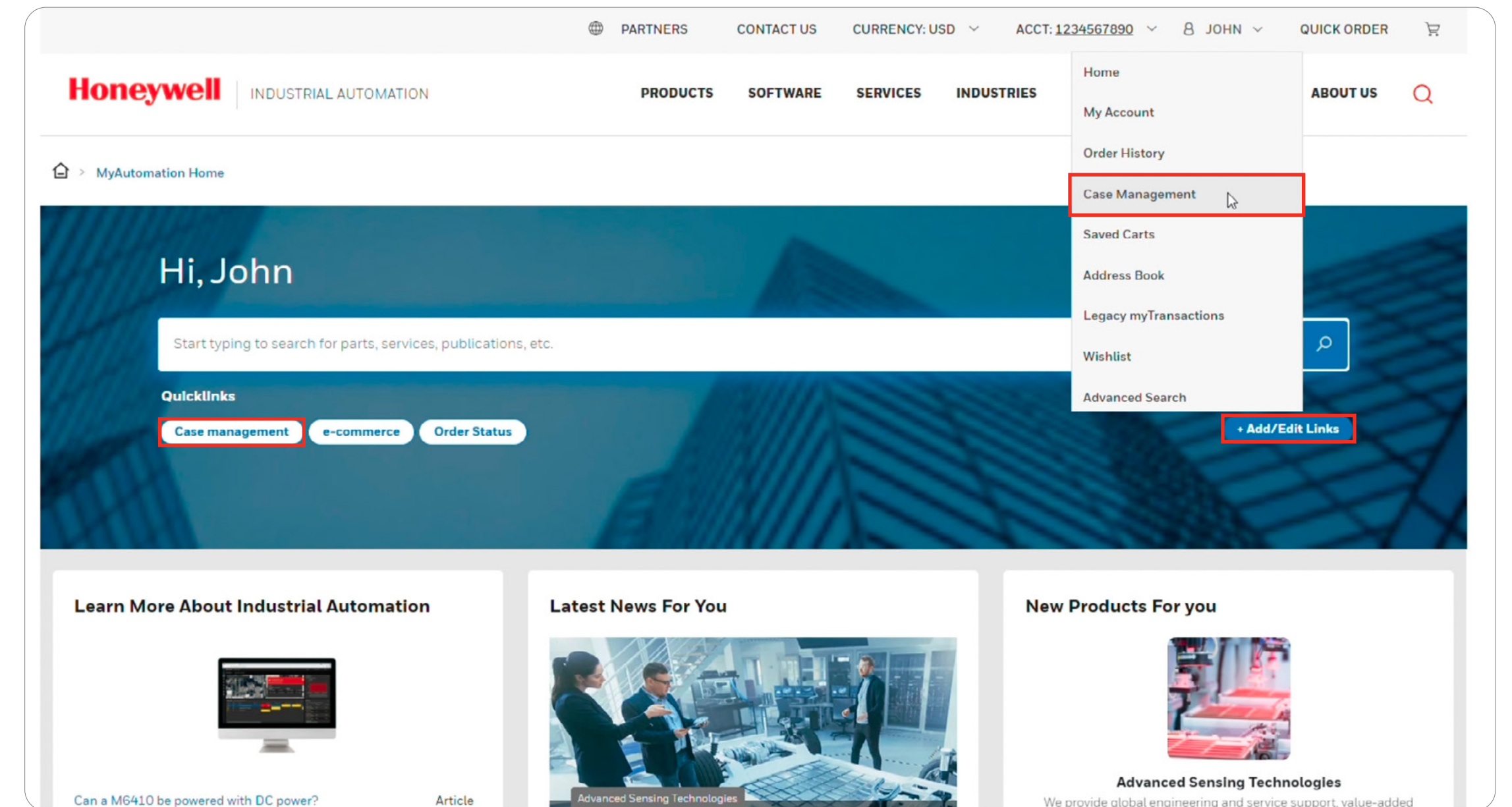
Shipping costs are standard conditions mentioned in the **Honeywell Terms and Conditions** and are given as an indication on the myAutomation Integrated Journey. The final shipping costs will be confirmed in the order confirmation.



CASE MANAGEMENT

There are two ways to reach Case Management. The first is through the “Case Management” quick link that appears on your Home page below the search bar. You can adjust your quick links by clicking the blue “Add / Edit Links” button on the right side of your page. The second option is to select the dropdown on your name in the header and choose the “Case Management” button.

Both options will take you to the case management page. From here, you can review your case history and create new cases.





There are two buttons to create a customer service request. The first way is by clicking “New Request” on the Case Management page itself. You can reach this through the quick links on the home page, or through the dropdown that appears under your name in the header. The second option is to click the “Contact Us” button in the header. Both buttons will take you to a popup where you are asked to confirm that you are looking to submit a customer service request. Click this button to be taken to an in-page form for you to start filling out your request. Please be sure to answer the required fields, which can be seen as those with red asterisks. Any additional fields that are optional that you fill out will provide you with quicker and better support. You can attach files that provide more details if necessary. Once the case is submitted, you will be taken to a confirmation screen. This gives you your new case number.

The screenshot shows the Honeywell Case Management interface. At the top, there is a navigation bar with 'PARTNERS', 'CONTACT US' (highlighted with a red box), 'CURRENCY: USD', 'ACCT: 1234567890', 'JOHN', and 'QUICK ORDER'. Below this is the Honeywell logo and 'INDUSTRIAL AUTOMATION' with a menu of 'PRODUCTS', 'SOFTWARE', 'SERVICES', 'INDUSTRIES', 'SUPPORT', 'NEWS & EVENTS', and 'ABOUT US'. The main heading is 'Case Management' with a 'NEW REQUEST' button (highlighted with a red box) on the right. Below the heading, it says '18 Results' and includes a search bar and an 'EXPORT IN CSV' button. On the left, there are filter sections for 'CASES', 'ACCOUNT' (Acme Inc. (18)), 'STATUS' (In Process (10), Resolved (8)), and 'DATE RANGE' (30 Days, 60 Days, 90 Days). The main table displays a list of cases with columns for CASE#, STATUS, DATE CREATED, SUBJECT, BUSINESS ENTITY, and REQUESTOR.

CASE#	STATUS	DATE CREATED	SUBJECT	BUSINESS ENTITY	REQUESTOR
14699802	In Process	October 31, 2024	Availability of SKU 36028		
14699801	In Process	October 31, 2024	Assistance with my Sold To Account		
14699800	In Process	October 31, 2024	Submit a Claim		
14699798	In Process	October 31, 2024	Track My Order 76292653		
14699797	In Process	October 31, 2024	Issue with Promo Code		
14699796	In Process	October 31, 2024	Assistance with Order 635394		
14699795	In Process	October 31, 2024	Cancel Order 000000000		



FAQs

Q. I'm having issues logging in!

A. For issues logging into the site, please contact myautomation@honeywell.com

Q. What is my Honeywell ID?

A. The email address that you used during your registration.

Q. Can I register an account with a personal email address, such as one that ends in @gmail or @mail?

A. No. To access the myAutomation Integrated Journey, we require a “company domain” email. With a company domain, we can ensure that the user is associated with the proper company, and if that company no longer has access to our systems, the users can be managed. However, if you do not have a website or email address, we will work with you to transition to one of our wholesale partners to ensure you receive the best level of support for your customers.

Q. I'm not sure which product best suits my needs. Is there a comparison feature?

A. Yes. In the product list, select up to 4 products to compare by clicking the box next to “Add to compare”. Click “View Compare” to see how the products differ.

Q. How can I print out product information?

A. Within a product's detail page, there are two options for printing product information: “Full” or “Without Price”.

Q. Are there catalogues, product brochures and other literature available on the platform?

A. Yes! Product brochures and other literature can be found and downloaded under the “Resources” tab on each product page. Downloadable catalogues can be found via a link at the bottom of each page.

Q. How do I use a promotion code for my order?

A. If you received a promotion code from Honeywell, enter the code on your shopping cart page. The field for the promotion code is located next to the availability indicator.

Q. What happens if I don't find the product I want?

A. Honeywell has selected its best seller products to ensure a timely delivery. If you don't find the product you want on this Honeywell online shop, please contact your Customer Support Representative.

**Q. How can I update my company's email address?**

- A.** Create a new account for that person with the correct email address. Then disable the account with the incorrect email.

Q. How can I manage my order after final validation?

- A.** You are not able to modify your order after final validation. For further information, contact your Honeywell Customer Service Representative.

Q. How do I return a product ordered online?

- A.** Return procedures can be found in the [Terms and Conditions](#) section at the bottom of each page. For further information, contact your Honeywell Customer Service Representative.

Q. Can an order be canceled on the site or via Customer Support?

- A.** For order cancelations, please contact you Customer Support Representative via the [Contact Us](#) page.

Q. How to add/change a shipping address?

- A.** You can request a new shipping or billing address. Click on your Name in the upper right-hand corner and you will be presented with a list of quick links. Select **“Address Book”**. You can choose to create a new shipping or billing address consequently. Your request will be evaluated by Honeywell for approval. Once approved, you can use this new address within 72 hours. In case you have an urgent order to place and the address is not listed, you can still proceed with placing your order online. To have your goods shipped at the desired address, all you need to do is click on the **“Add New Address”** button on the Checkout page and fill in the form; our Customer Support Team will see your order in the system and make sure the products will be shipped to the indicated address.

THANK
YOU!

For more information
automation.honeywell.com

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Charlotte, NC 28202
800-582-4263
www.honeywell.com

myAutomation Integrated Journey Guide | Rev E | 1124
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