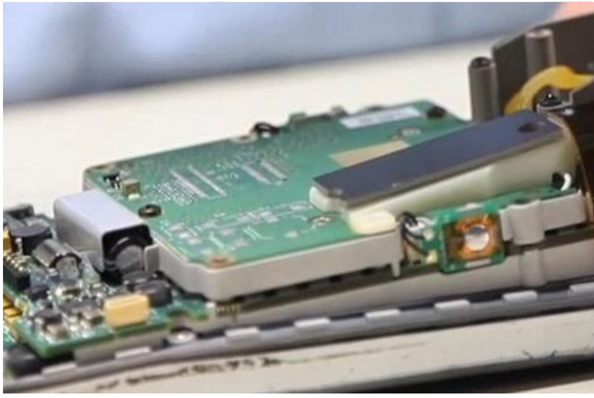

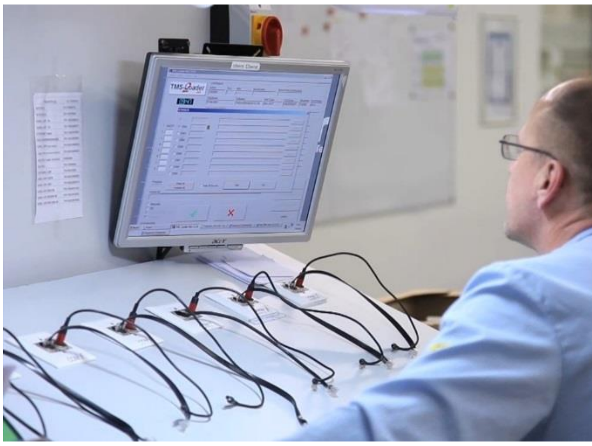

Honeywell RMA Portal

Frequently Asked Questions

Honeywell Sensing and Productivity Solutions

1/20/2016

Honeywell New RMA Portal

Frequently Asked Questions

Contents

Who will be granted access to the RMA Portal

A: Only S&PS partners (platinum, gold and silver) and Distributors

How do I create an account?

A: Go to: https://hsm.secure.force.com/thetechsupportall/LoginRMA. Once there please click register. Fill in the information and select Partner Distribution/VAR/Reseller if you are an S&PS partner. Fill in all the mandatory fields and note that your email address will be used as your User ID. Make sure the information of VAT is in correlation with the official organization registration

How does my access get setup?

A: Once registered, you will receive an email with a password to login for Technical Support. Once the request have been approved you will receive an email and have access to our RMA portal. You will use the same login that you received for Technical Support. Once signed in with this Single Sign on User ID and password, you will be able to easily go to either portal, Tech Support or RMA, by following the links.

Why do I get an “ID already exists” message?

A: This means that the email address is already registered and has been approved for RMA portal access.

Can my organization get multiple accesses?

A: Yes but only with unique email addresses as the email is the User ID

How do I create an RMA?

A: Login to https://hsm.secure.force.com/thetechsupportall/LoginRMA. You should be automatically taken to the Create RMA page. At the top of the page you will also find a HELP document that will give you a guide

Can I still create a RMA if my unit’s label is not visible and I don’t have the serial number?

A: Of course. You can create an RMA by just clicking the link “Add using description” and enter the part# or any close detail that might help identify the unit. We’ll try to get the full info when the unit reaches our repair facility. As we cannot identify the coverage it will always require payment information

I see a Honeywell ship to location during RMA creation but I want to ship it to a different local Hub

A: You can click the Honeywell ship to location link in the created RMA line what will open a table with different options to select

Who pays the freight costs for the shipping to the local Hub

A: The shipping costs to a Honeywell repair facility or local hub are the responsibility of the customer. Honeywell covers the cost of return shipping to the address chosen during the RMA creation process.

I lost my packing slip. What can I do?

A: look for your RMA via the search option at the top of the page. It will give you a line summary and to the right the "print" option

Can I put "LXE" and "HSM" devices in one Box?

A: Yes, please only keep in mind that former Intermec products cannot be included yet

How can I check on a unit's coverage details (warranty/contract)?

A: You can log in to your account and mimic creating an RMA. You can add the serial numbers to verify the coverage, and once you're done you can just cancel your RMA draft.

What if I don't agree with the entitlement

A: you can use the dispute function during the RMA creation and add an attachment to prove your claim to be correct

I am asked for a PO and PO Number. I don't have one

A: You need to provide a valid PO with official company header and flat rate price approval (to be found on the pricelist link) during RMA creation before you can proceed.

Can you not send me a price quotation after RMA creation?

A: Our fixed price repair offerings are defined on the pricelist, so no quote is required. Please choose from the options shown in the pricelist that most closely match the issue with your device(s)

My contact details have changed. How can I update them?

A: Once logged in, go to the My Profile screen and update them accordingly.

Can I change the location I want the device to be returned to after repair

A: You can create and specify a return address and contact prior to RMA creation (and also save it for later use)

How can I check my ship to locations/ contact information or change them?

A: Go to Create RMA. Click Change under Return Location and a list will be generated with all available ship to locations. You can also add more by clicking on Create New.

How do I check the status of my RMA?

A: Go to the Search Field on the upper right side of the page and select RMA Number/Serial number/ Customer Reference Number/ PO number and click on the search button. You will get the “Detail” link after finding the RMA summary. Opening this view you find status and other relevant information

I need to check how many RMAs have been created over a specific timeframe or what the status is. How can I do that?

A: Click on Reports Tab. You will have the option of generating an RMA History report based on different criteria. You can also download this report to Excel to sort or filter the data the way you want to see it.

I have a new phone number/email address. How do I change it?

A: Click on My Profile Tab, go to Personal data, change phone number and click Save. For changing email address, please use Contact Customer Care to request the change. This needs to be changed manually in our SAP enterprise system.

How can I contact customer care?

A: Please use the “contact customer care” link at the top of the page

What browser should I use for optimum reliability?

A: You can use Internet Explorer 10 and newer, Mozilla Firefox and Google Chrome. Our portal will work with almost every browser available but will work optimally on these 3 browsers