Honeywell | Sensing and Productivity Solutions

RMA Portal
Quick Reference Guide

Honeywell

Use this guide as reference to your portal experience. We suggest that you review this guide before you begin using the portal to get familiar with various screens you may encounter during your use.

Main Login Page

From here you can login, begin the registration process, reset your password if forgotten, and request assistance via a Customer Care form.

New User Registration Page

To register for RMA creation please fill in the "RMA Portal New user Registration" form. Access to the Technical Support Portal will be granted immediately while the RMA access requires validation by our administration team. Therefore you may want to request assistance with the issue you are experiencing or search the knowledge base to ensure that the device needs to be sent in for repair. If you need immediate assistance with an RMA please go to our Website or click on "Honeywell Support" link on the login page.

Terms & Conditions

Logging in for the first time after being approved to use the portal.

This page only appears when logging in for the first time. To use the portal and create RMAs these "Terms and Conditions" must be accepted first. *Please read the T&C's carefully.* When you reach the end of the document you will be able to accept and continue.
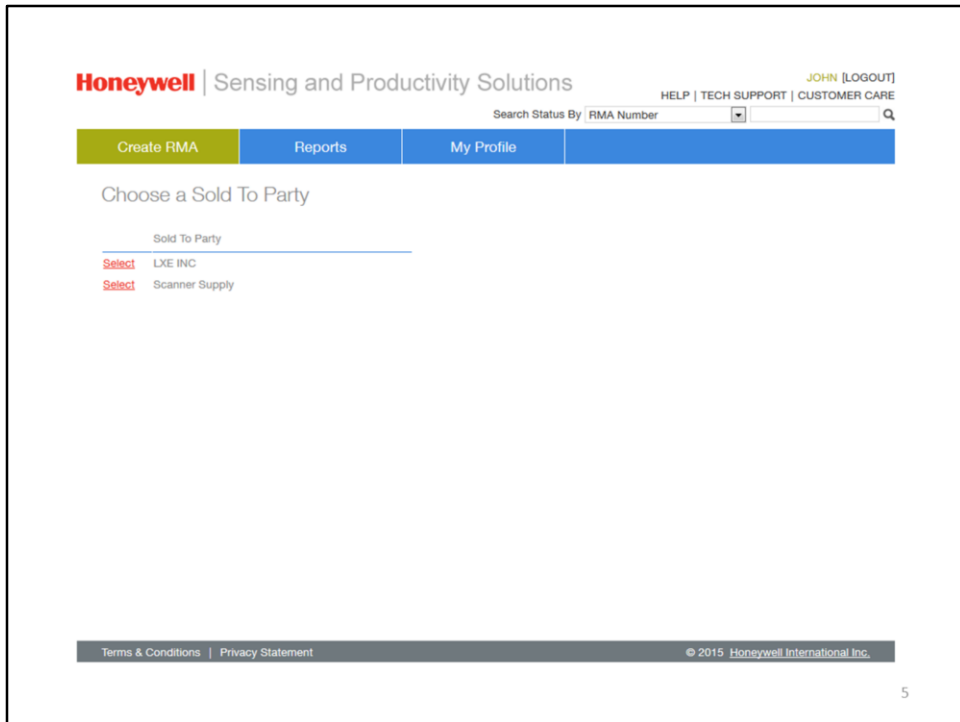
Choose a Sold To Party / Customer Account

Depending on your configuration you may or may not have the ability to select additional Sold To Parties (Customer Accounts) for RMA creation. If your configuration doesn't allow business on behalf of other customers you will not see this screen.

Main Create RMA Page – Return Info and Line Items

After logging in, this will be the default landing page. To change this default go to the My Profile tab.

Note: For BoB (Business on Behalf) users the Sold To Party you are creating an RMA on behalf of will appear in bold dark gray text below the Return Information.

Your standard return address and contact will be displayed. If needed you can adjust either one of them. You can add your own reference and a maximum of 10 devices per RMA request.

Additionally, you can contact customer care, go to Technical Support Portal or Search Status of a repair.
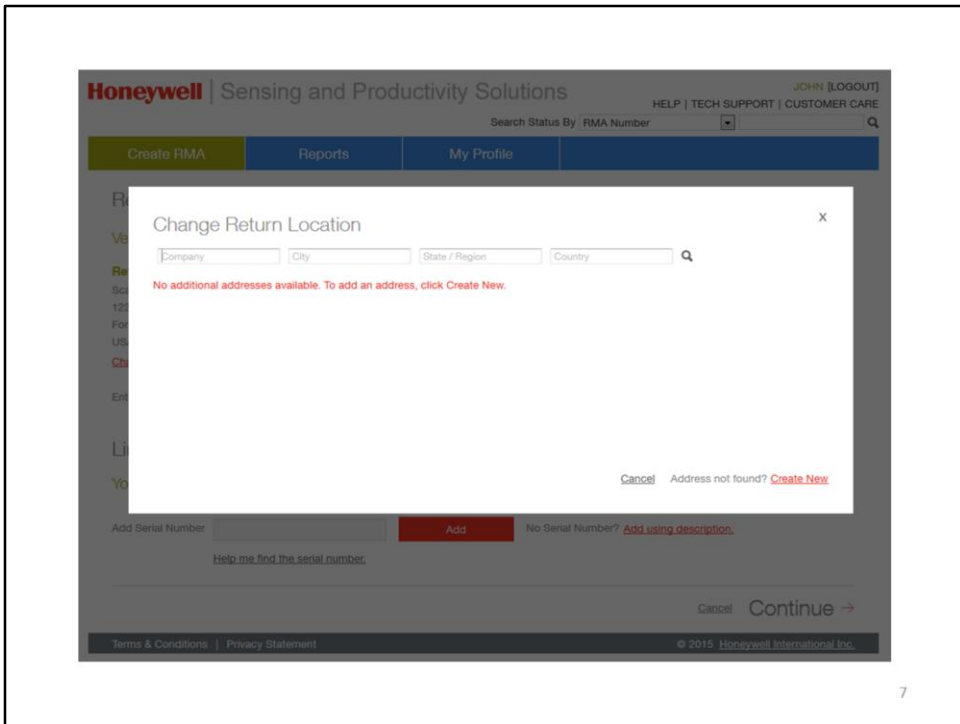
Select Address

Bring up the address selection window by clicking on the Change link under the Return Address. If your account is setup with multiple return options it will display here or you have the possibility to create a new return address.
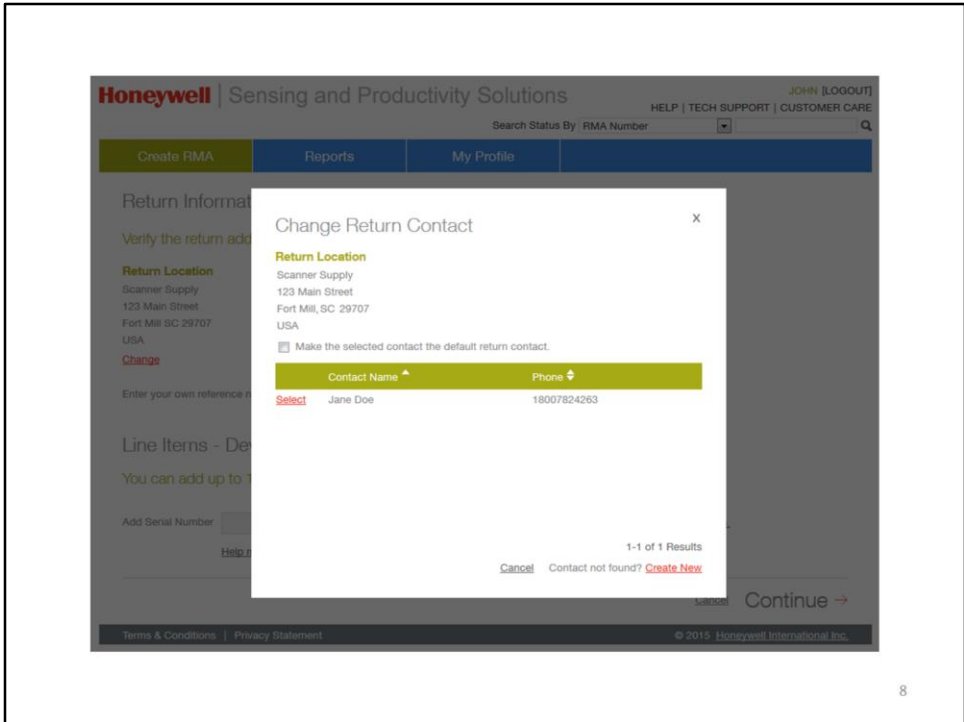
Select Return Contact

Bring up the contact selection window by clicking on the Change link under the Return Contact. If you have multiple return contacts assigned to the return address they will show here, or you have the possibility to create a new return contact.
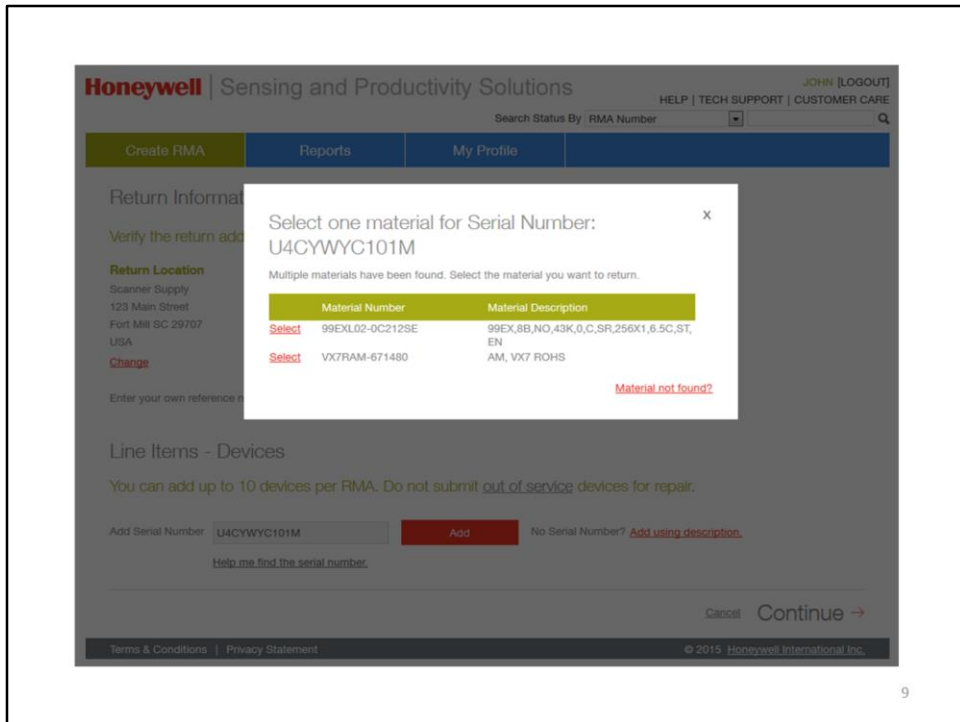
Multiple Materials for a Serial Number

This window will appear when entering a SN that has more than one material in the system associated with it. Please select the one that is applicable for your device material number.
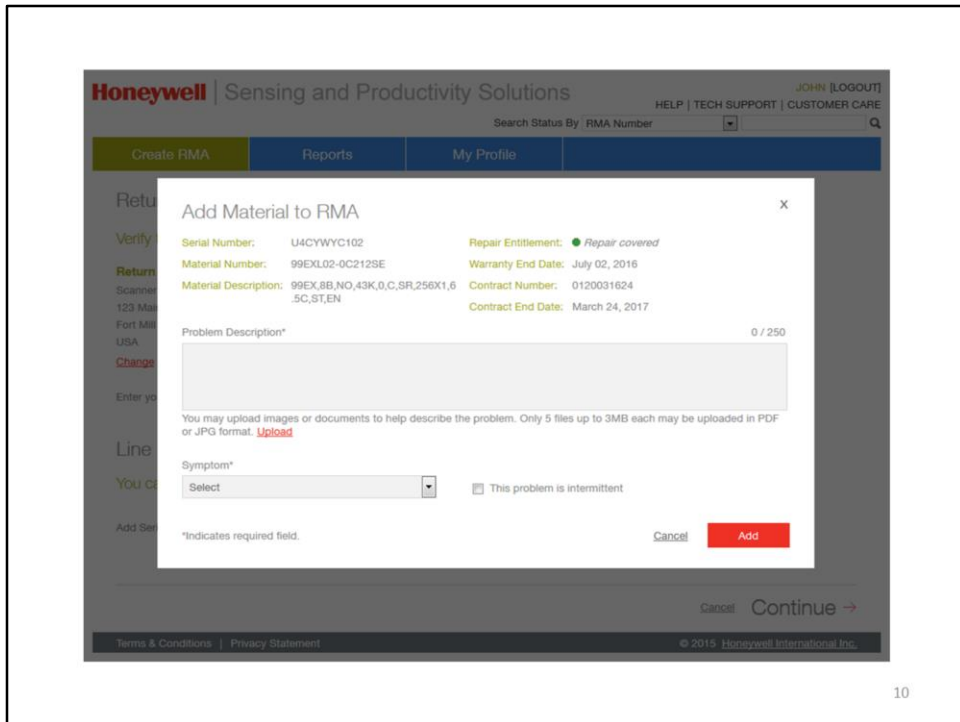
SN Entered Under Contract

This screen should appear anytime you enter a SN that is covered under a contract. The Contract Number and Contract End Date should appear. Repair entitlement indicator in green.

You need to enter your problem description, select a symptom and indicate whether it is intermittent. You also have the option to upload a picture or document which will be attached with the RMA.

SN Entered Under Warranty (No Contract or Expired Contract)

This screen should appear after entering a SN that is only covered under a warranty. Repair entitlement indicator in green.
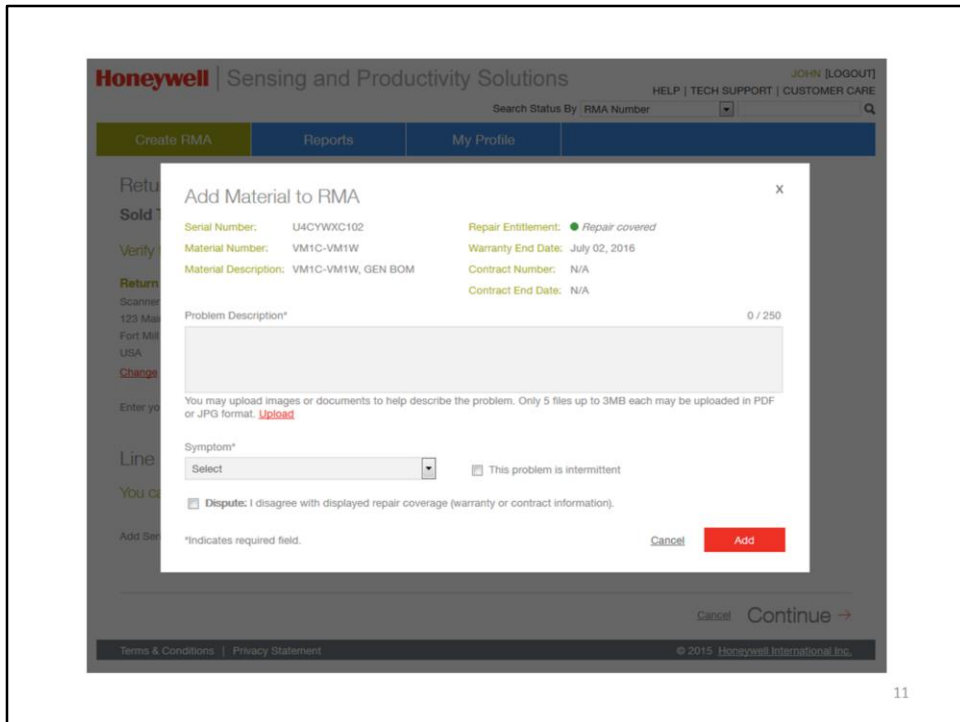
You need to enter your problem description, select a symptom and indicate whether it is intermittent. You also have the option to upload a picture or document which will be attached with the RMA.

Additionally, you have the ability to Dispute if you know the entitlement is different than what is displayed. You can also attach document for justification.

SN Entered No Longer Under Warranty or Covered by a Contract

This window will appear after entering a SN that is no longer under warranty or covered under a service contract. Warranty End Date is in red. Repair entitlement indicator is red.

You need to enter your problem description, select a symptom and indicate whether it is intermittent. You also have the option to upload a picture or document which will be attached with the RMA.
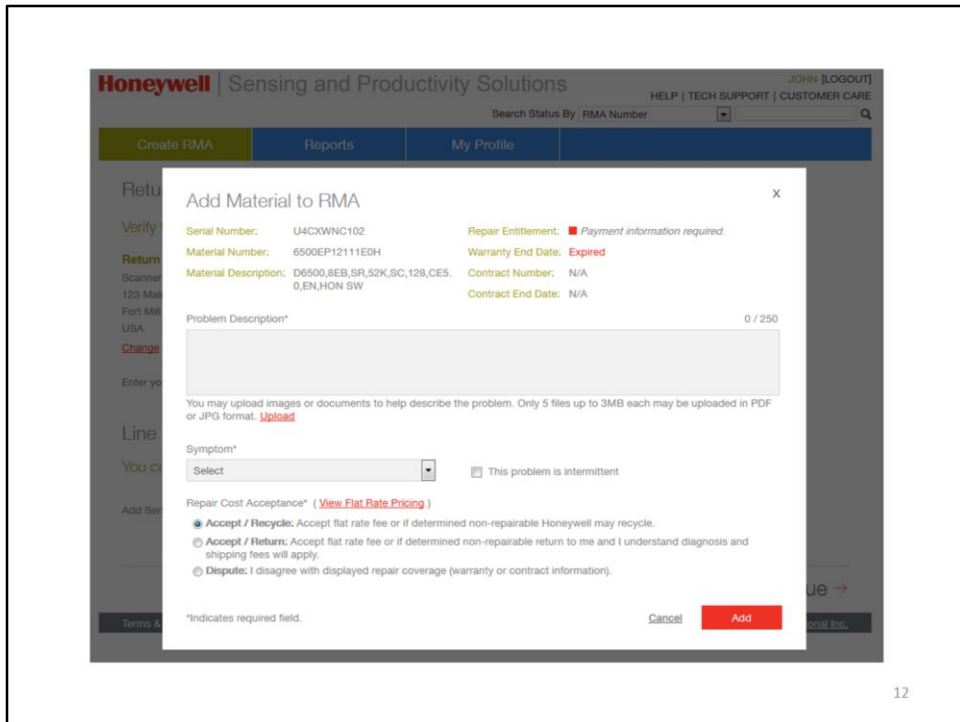
You then need to determine if you accept our flat rate pricing and what you would like us to do with the device if the flat rate price is exceeded or the device cannot be repaired. Flat rate pricing can be determined using the link "View Flat Rate Pricing".

Additionally, you have the ability to Dispute if you know the entitlement is different than what is displayed. You can also attach document for justification.
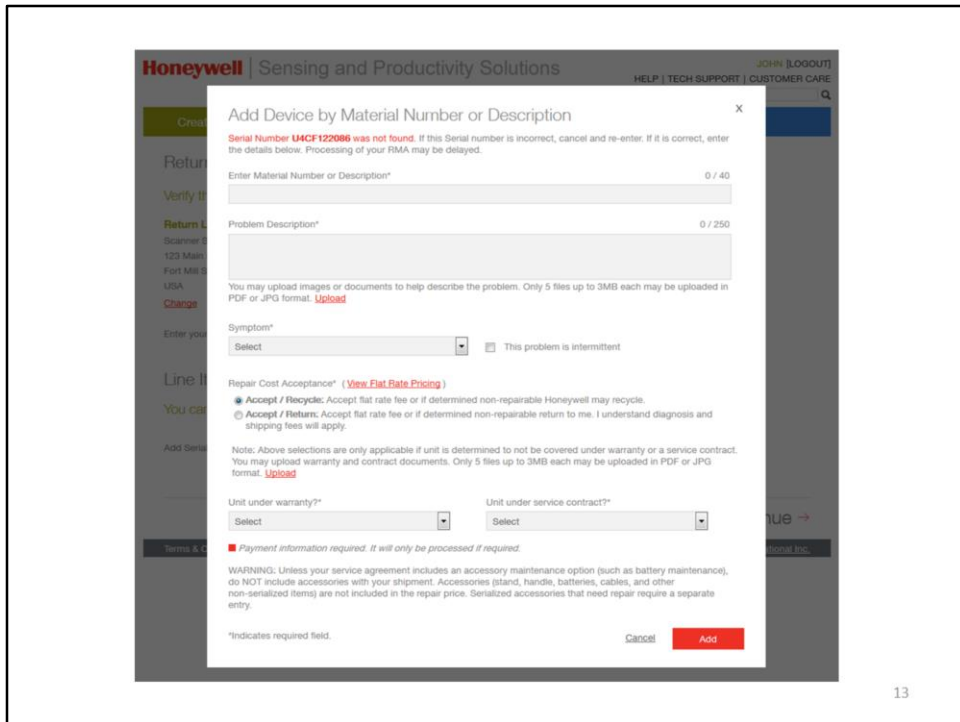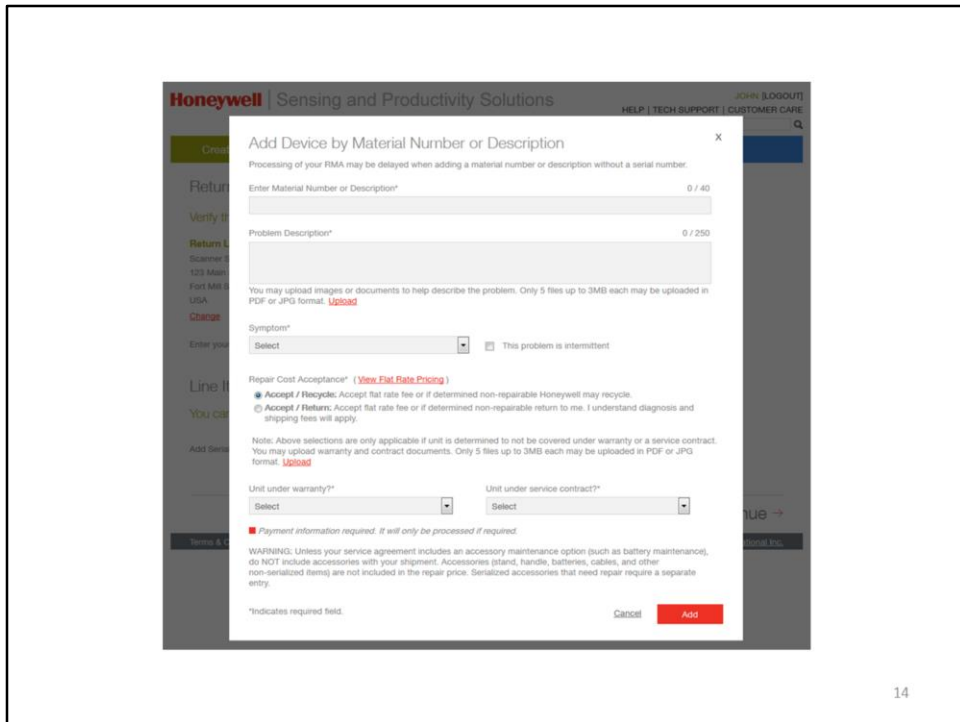
Serial Number Not Found

This window may appear if you mistype your SN or if you enter a SN that is not found in our database. Therefore an entitlement cannot be determined and the RMA will be assumed non-contract and non-warranty.

You need to enter your problem description, select a symptom and indicate whether it is intermittent. You also have the option to upload a picture or document which will be attached with the RMA.

You then need to determine if you accept our flat rate pricing and what you would like us to do with the device if the flat rate price is exceeded or the device cannot be repaired. Flat rate pricing can be determined using the link "View Flat Rate Pricing".

The page offers the capability to provide proof of purchase (warranty) or service contract confirmation (contract entitlement) to help speed the processing of your repair. Also, you will need to tell us if you know the device is under Warranty or Contract by using the dropdown selections.
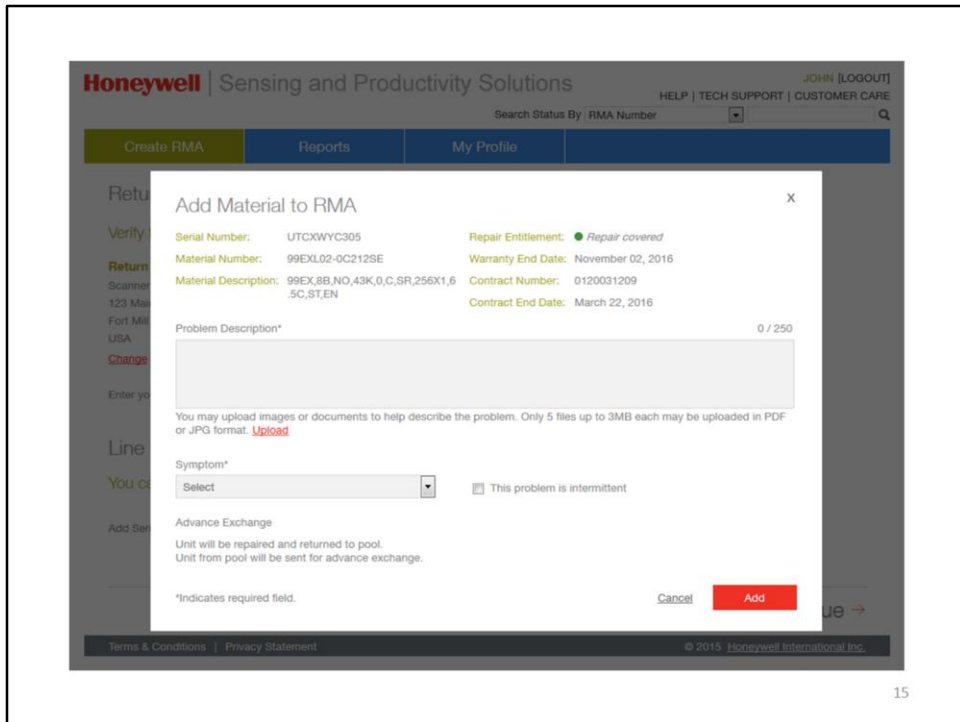
Add By Description

This form will appear if you click on the button to Add Using Description or if you leave the Serial Number field blank and click on the Add button. This could be the case if you can't read your serial number label. Due to missing Serial number the entitlement cannot be determined and the RMA will be assumed non-contract and non-warranty.

You need to enter your problem description, select a symptom and indicate whether it is intermittent. You also have the option to upload a picture or document which will be attached with the RMA.

You then need to determine if you accept our flat rate pricing and what you would like us to do with the device if the flat rate price is exceeded or the device cannot be repaired. Flat rate pricing can be determined using the link "View Flat Rate Pricing".

The page offers the capability to provide proof of purchase (warranty) or service contract confirmation (contract entitlement) to help speed the processing of your repair. Also, you will need to tell us if you know the device is under Warranty or Contract by using the dropdown selections.

Advance Exchange

This window will appear when adding a SN on an Advance Exchange contract and the Advance Exchange text will appear in lower left. The Contract Number and Contract End Date should appear. Repair entitlement indicator in green.

You need to enter your problem description, select a symptom and indicate whether it is intermittent. You also have the option to upload a picture or document which will be attached with the RMA.
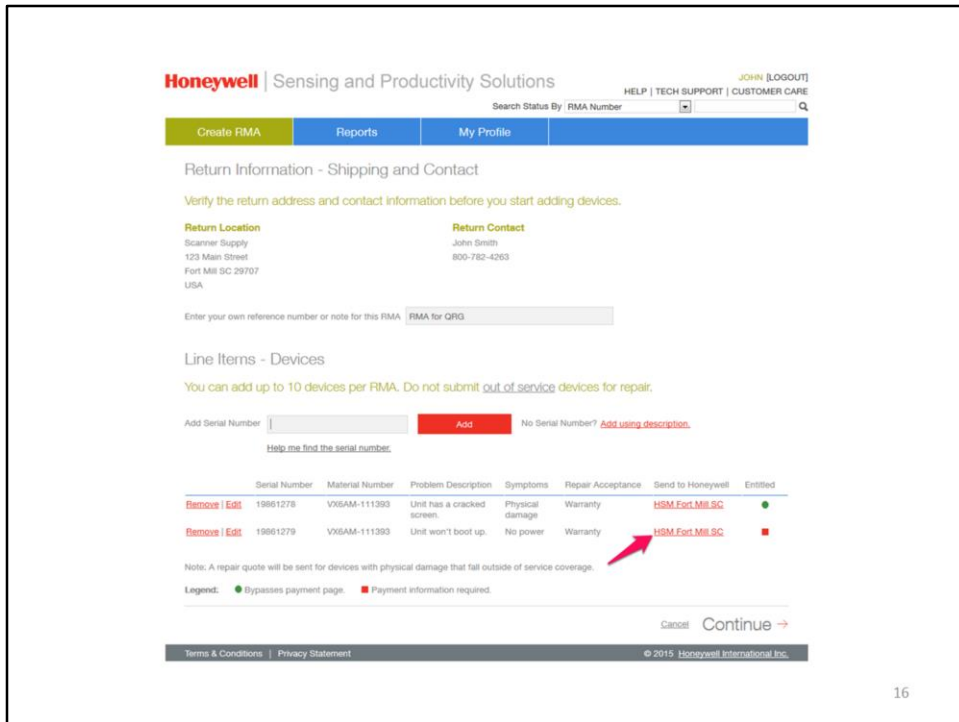
Send to Honeywell (Repair Location)

When adding line items the "Send to Honeywell" repair location will be automatically determined based upon your return location and the type of device being repaired.

Depending on your configuration you may or may not have the ability to change the "Send to Honeywell" location. If available the pre-determined location will show as a Hyperlink that displays a table after clicking. This will allow you to choose between sending the device to the repair facility directly or to a local Hub of your choice.

In addition, depending on your configuration, a default "Send to Honeywell" location can be configured in the "My Profile" section.
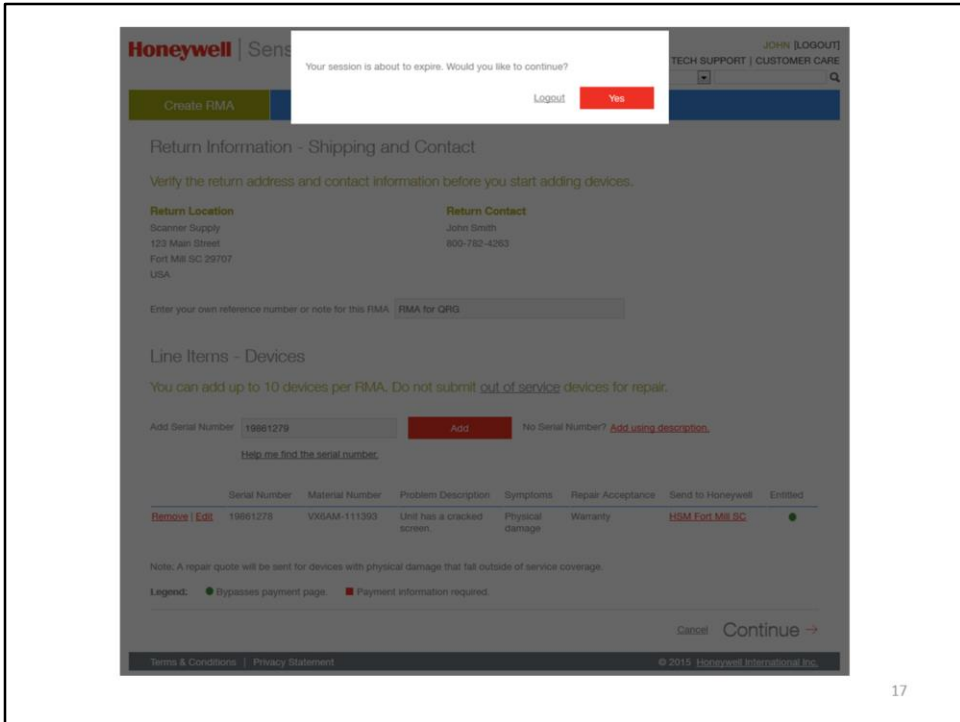
Session Expiration

This window will appear after a period of inactivity. You can proceed or logout accordingly.
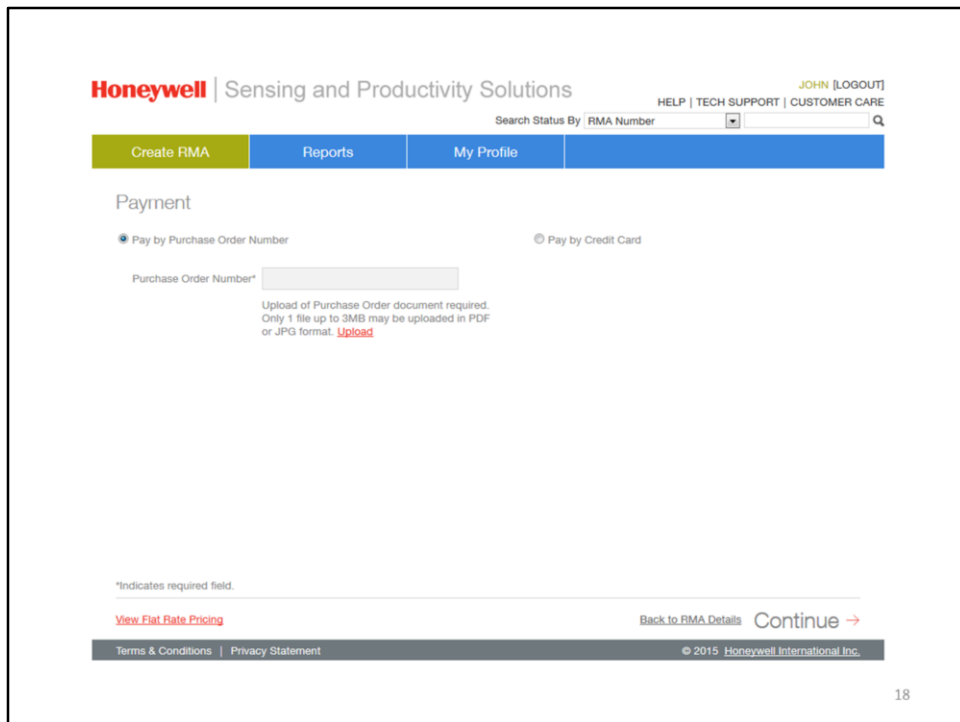
Terms Payment Option

This window appears when a line item requires payment. From here they can choose to pay with a PO or via Credit Card. You might only see the option that is applicable for your account setup. A purchase Order document needs to have valid company information, the flat rate price, approval for payment of flat rate price value and signature. If your PO is not valid the repair will go on hold.

The price information for flat rate can be found at the bottom of the page

Credit Card Payment

Depending on the account configuration there may be only an option to pay with a Credit Card or the ability to toggle between a Purchase Order and Credit Card.
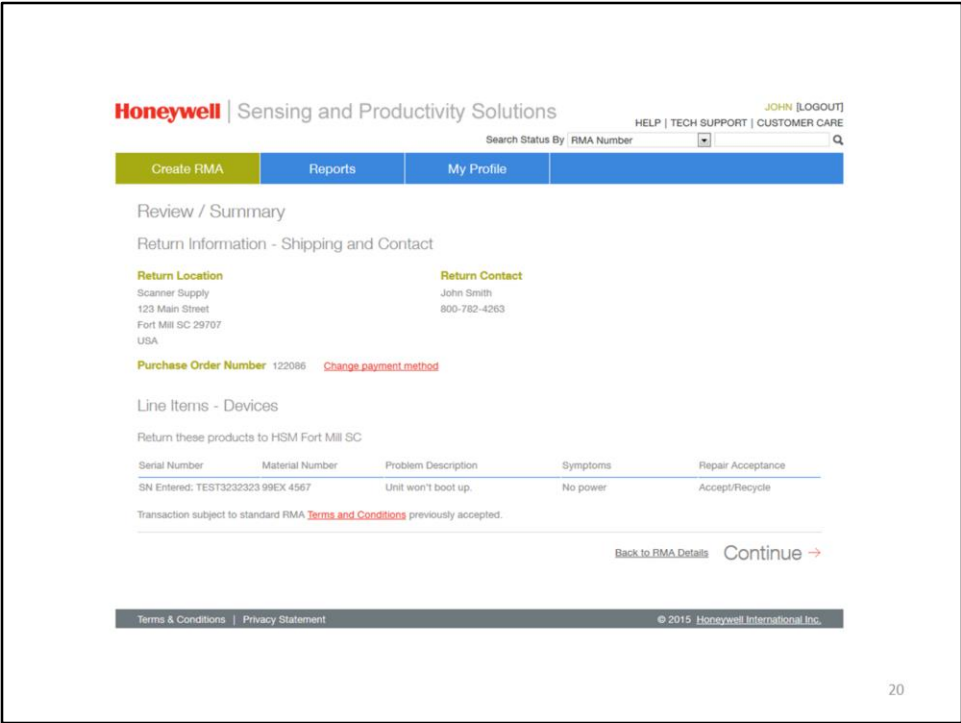
Review/Summary Page

This page will appear after processing any payment information or immediately if <u>no</u> payment information is required.

Confirmation Page

Page appears upon RMA submission. It will give you a summary of all entered values.

On the top of the page you find your RMA number. Please print the packing slip in order to send with the device.
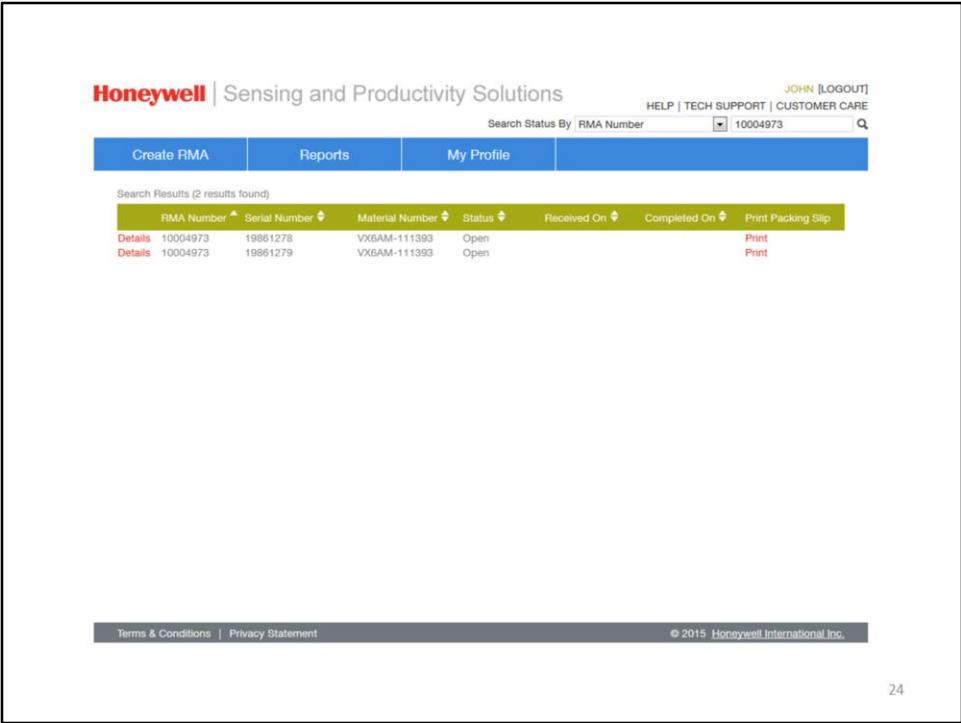
PDF – Save (<u>Print packing slip</u>)

Depending on how your browser is setup a window may pop-up or the browser may auto-save **/** download the PDF.
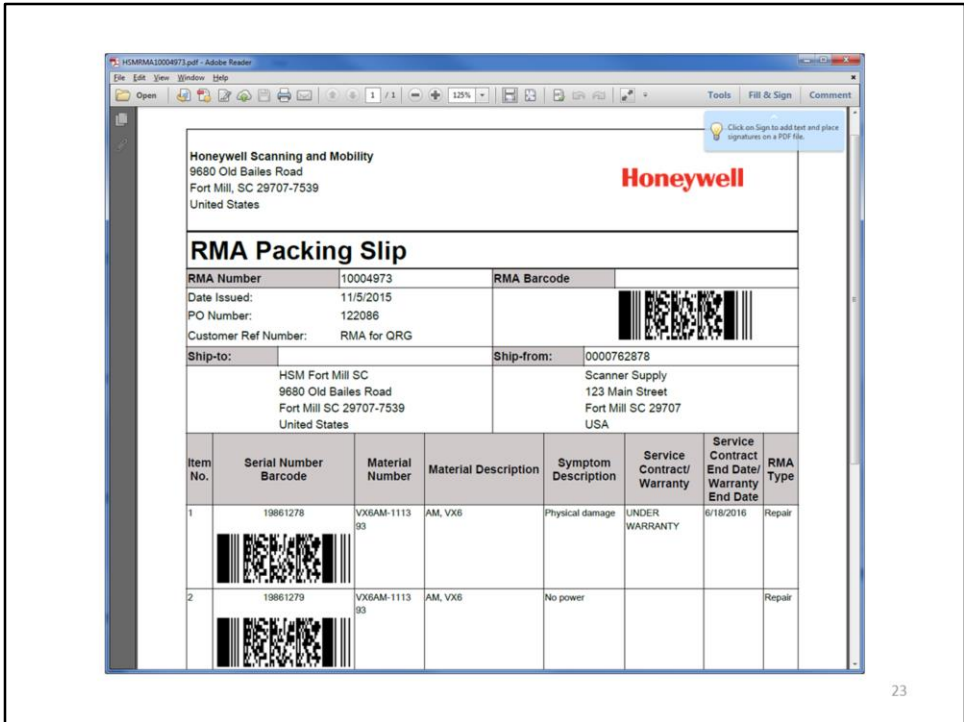
PDF Packing Slip

After downloading packing slip for RMA and opening the document, please include this document with the device in the shipment.
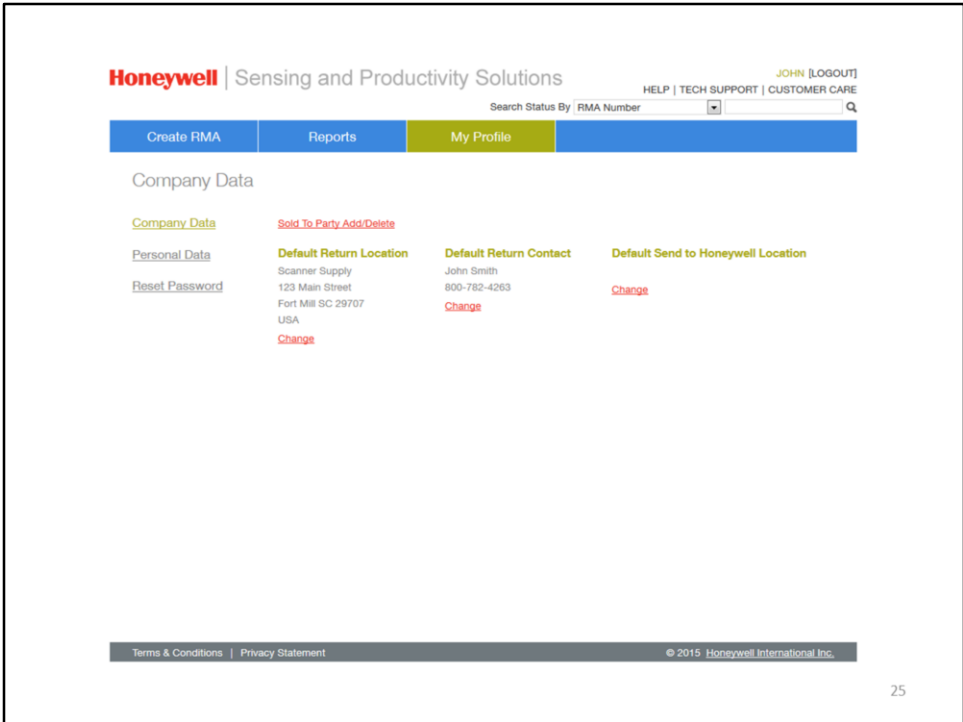
Quick Search Page

This page appears after performing a "Search RMA Status By" query. You can search by various options for example RMA number, Serial number, Customer Reference number or PO number.
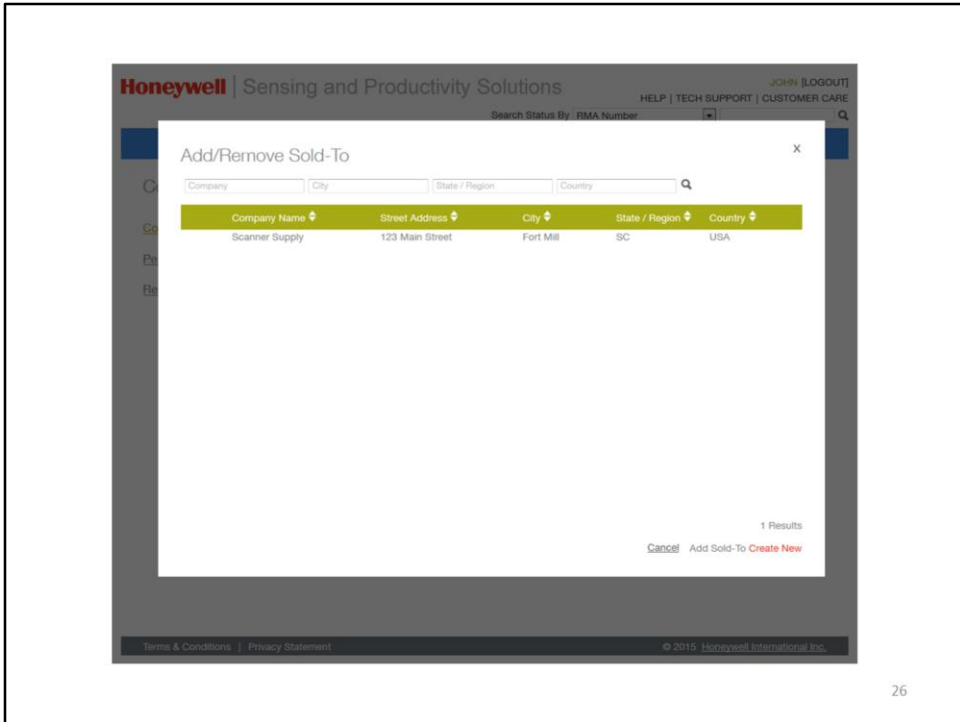
It will give you a status summary (with the option to view the details) as well as the possibility to re-print the packing slip.
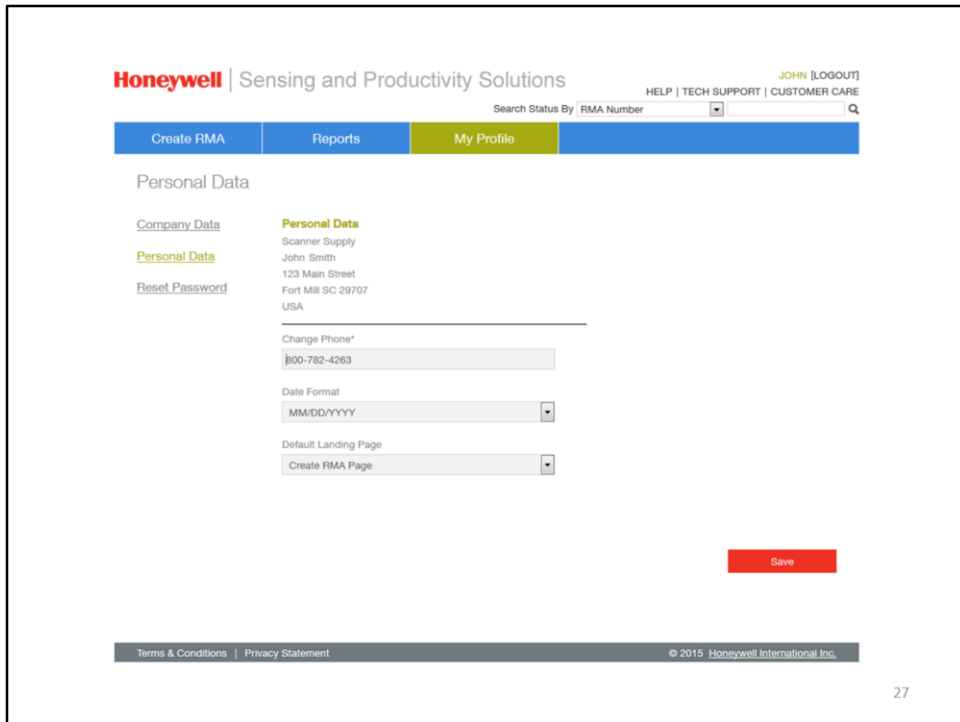
My Profile – Company Data Page

This page appears after clicking on the My Profile tab. From here you can set default items, edit personal data, and change your password.

Sold To Party Add/Remove Page

This dialog appears after clicking on the Sold To Party Add/Delete link on the Company Data section. This option will be visible depending on your account setup.
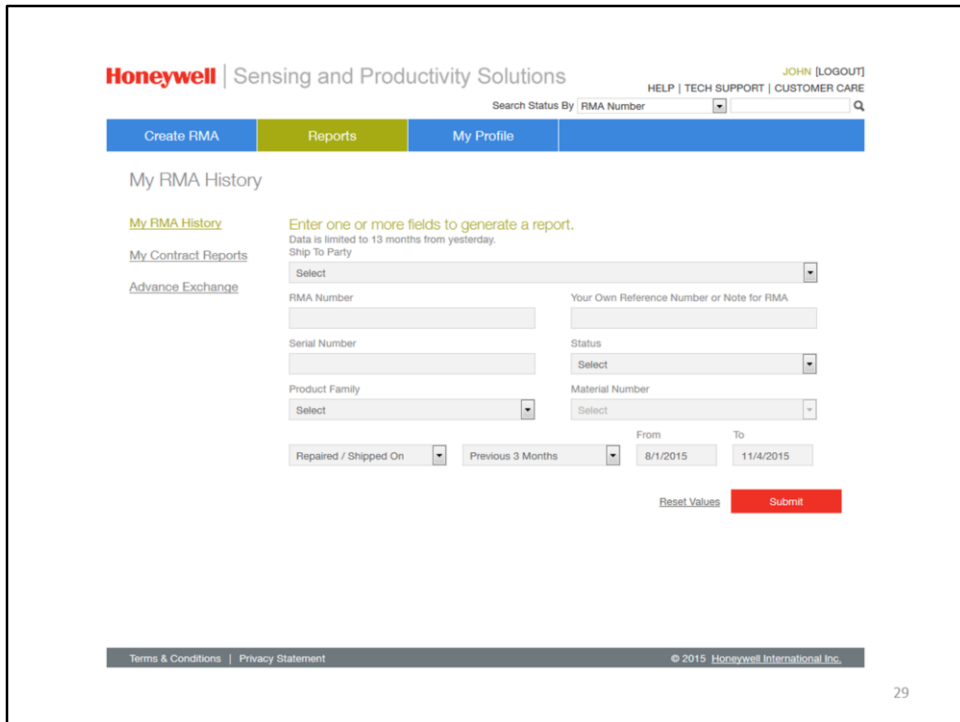
My Profile – Personal Data Page

Get to this page by selecting the Personal Data sub-menu on the My Profile section. Here you can change your phone number, date format, default page, and default portal.
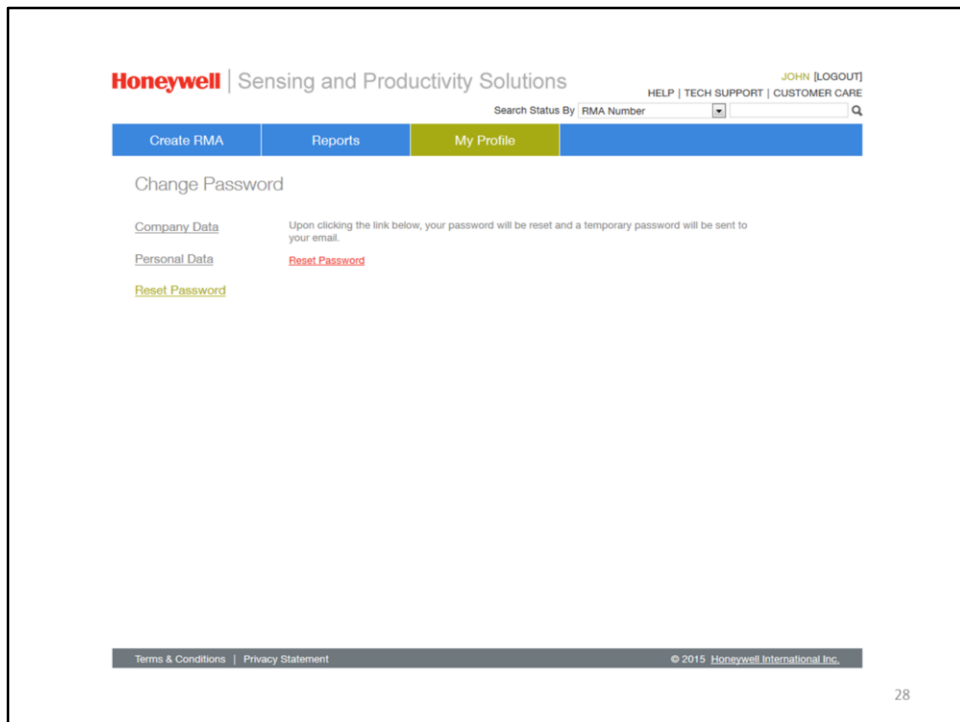
My Profile – Change Password Page

Get to this page by selecting the Change Password sub-menu from My Profile. Here you can reset your password if needed.

Reports – My RMA History

This allows you to run reports on RMA history with various parameters and extract into Excel.

Please keep in mind the data updated overnight and therefore only available from the previous day (RMA's entered today will not be part of the result).

Reports – My Contract Reports

This allows you to run reports on Contract history with various parameters and extract into Excel.

Please keep in mind the this data is updated on an overnight batch basis and is only available up to the previous day.

Reports – Advance Exchange