

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.



Welcome to the Honeywell Sensing and Productivity Solutions RMA (Return Material Authorization) portal

If eligible, you can also obtain access to the portal where you will be able to get an RMA to return a device to one of our repair centers for service and return. You will also be given access to our Technical Support portal where you can request technical assistance by opening a case, or search the knowledge base for information about your particular issues.

For immediate support, please contact [Honeywell Support](#)

Login

Username (Email)

Password

Login

[Forgot Password?](#)

If you are a new user, please [register](#)

## 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.

**Honeywell** | Sensing and Productivity Solutions HELP | CUSTOMER CARE

RMA Portal New User Registration

First Name*	<input type="text"/>	Last Name*	<input type="text"/>
User Category*	<input type="text" value="Select"/>	Company Name*	<input type="text"/>
Country*	<input type="text" value="Select"/>	Region / State	<input type="text"/>
City*	<input type="text"/>	Postal Code	<input type="text"/>
Street Address 1*	<input type="text"/>	Street Address 2	<input type="text"/>
Street Address 3	<input type="text"/>	Phone*	<input type="text"/>
VAT (for applicable countries)	<input type="text"/>	Language*	<input type="text" value="Select"/>
Email address*	<input type="text"/>		

\*Indicates required field.

[Cancel](#)

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## 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 and Conditions

**\*\*\*SERVICE TERMS AND CONDITIONS\*\***  
**\*\*CUSTOMER'S PAYMENT OF APPLICABLE SERVICE FEES/CHARGES AND/OR SUBMITTAL OF ITS PRODUCT(S) TO HONEYWELL FOR SERVICE SIGNIFIES ITS ACCEPTANCE OF AND AGREEMENT TO THESE TERMS AND CONDITIONS\*\***

These Terms and Conditions and any Honeywell-generated Service acknowledgement or confirmation constitute a binding agreement ("Agreement") between Honeywell Scanning and Mobility ("Honeywell") and Customer which applies to any and all product-related services performed by Honeywell ("Services") for Customer's covered product(s) (the "Product" or "Products"), whether such Services are described in a Statement of Work ("SOW") or otherwise. **THESE TERMS AND CONDITIONS PROVIDE THE FUNDAMENTAL BASIS FOR HONEYWELL'S PERFORMANCE OF SERVICES. PROVISIONS IN ANY CUSTOMER-RELATED WEBSITE, DOCUMENT, TRANSMITTAL OR COMMUNICATION THAT CONFLICT WITH, ADD TO, OR OTHERWISE MODIFY THESE TERMS AND CONDITIONS ARE HEREBY REJECTED BY HONEYWELL AND OF NO LEGAL EFFECT, REGARDLESS OF THE TIME OF TRANSMITTAL.**

1. **SERVICE** (i) All Services will be performed Monday through Friday, 8:00 a.m. - 4:30 p.m. Eastern time, excluding federal holidays. If Customer requests Honeywell Services outside such time, Service charges for overtime and additional expenses will be billed to and pre-paid by Customer. Services are limited to attempting to restore the Products to working condition. Customer will promptly notify Honeywell of any malfunction in the Products covered under this Agreement. Honeywell is not obligated to provide Services that result in a significant betterment or capital improvement to the Products hereunder. Honeywell reserves the right to discontinue or refuse to perform any Services, in its sole and commercially reasonable discretion. Product servicing shall not serve to extend the term of the Product warranty or Extended Warranty, as the case may be.

You must read the entire Terms and Conditions in order to accept them.

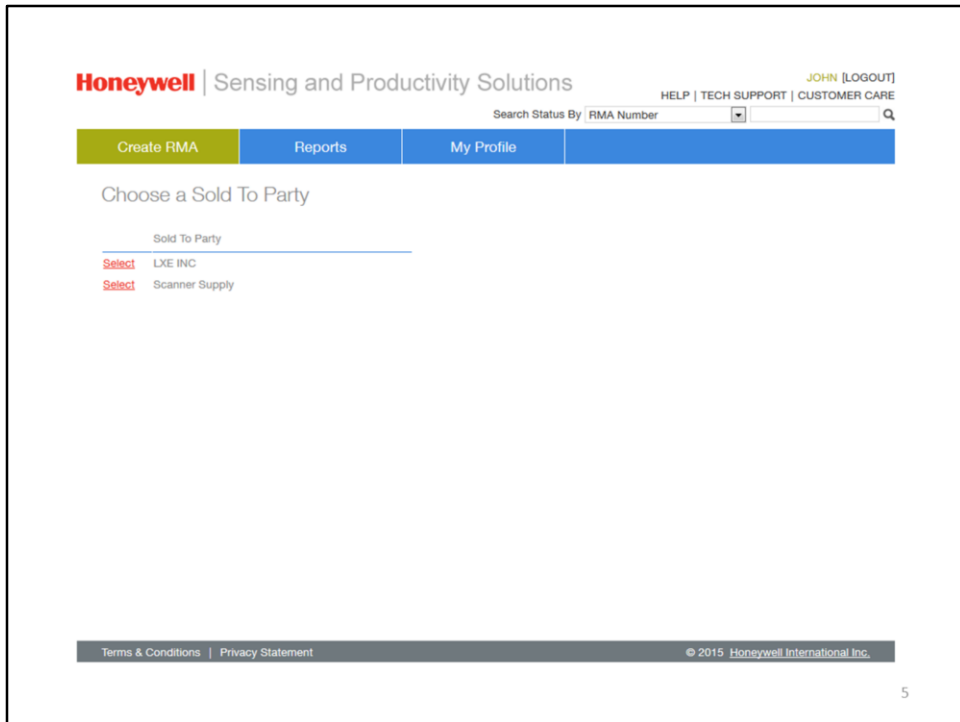
I accept the Terms and Conditions\*

Cancel Continue →

## 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.

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JOHN [LOGOUT]  
 HELP | TECH SUPPORT | CUSTOMER CARE

Search Status By: RMA Number [input] Q

**Create RMA** | Reports | My Profile

Return Information - Shipping and Contact

**Sold To Party: Scanner Supply**

Verify the return address and contact information before you start adding devices.

<p><b>Return Location</b></p> <p>Scanner Supply          123 Main Street          Fort Mill SC 29707          USA</p> <p><a href="#">Change</a></p>	<p><b>Return Contact</b></p> <p>John Smith          800-782-4263</p> <p><a href="#">Change</a></p>
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Enter your own reference number or note for this RMA: [input]

Line Items - Devices

You can add up to 10 devices per RMA. Do not submit out of service devices for repair.

Add Serial Number: [input] **Add** No Serial Number? [Add using description.](#)

[Help me find the serial number.](#)

[Cancel] **Continue** →

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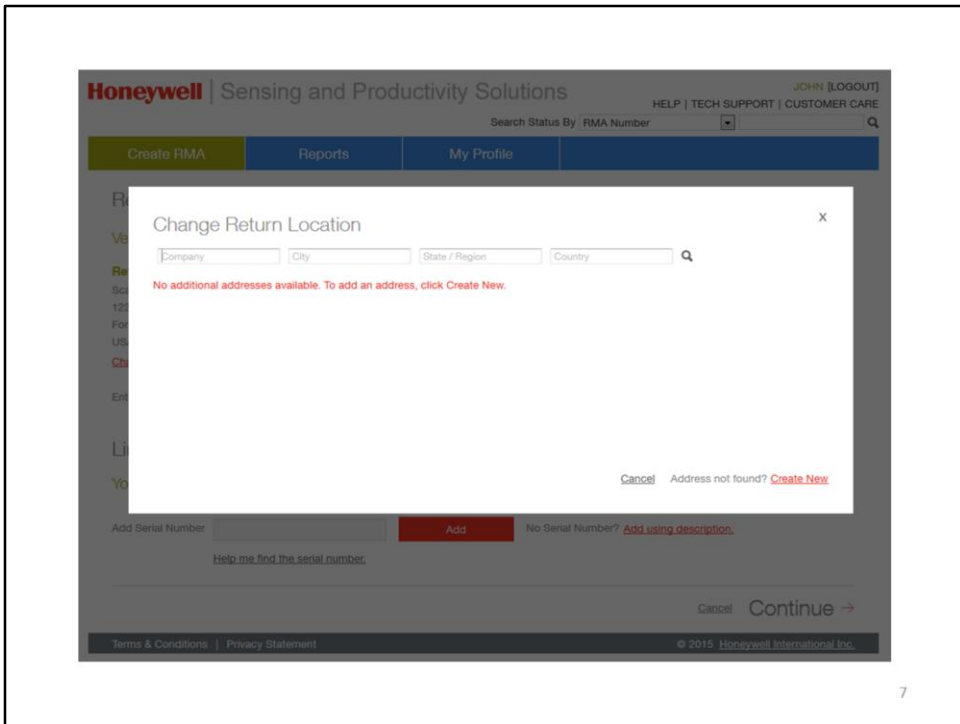
## Main Create RMA Page – Return Info and Line Items

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.

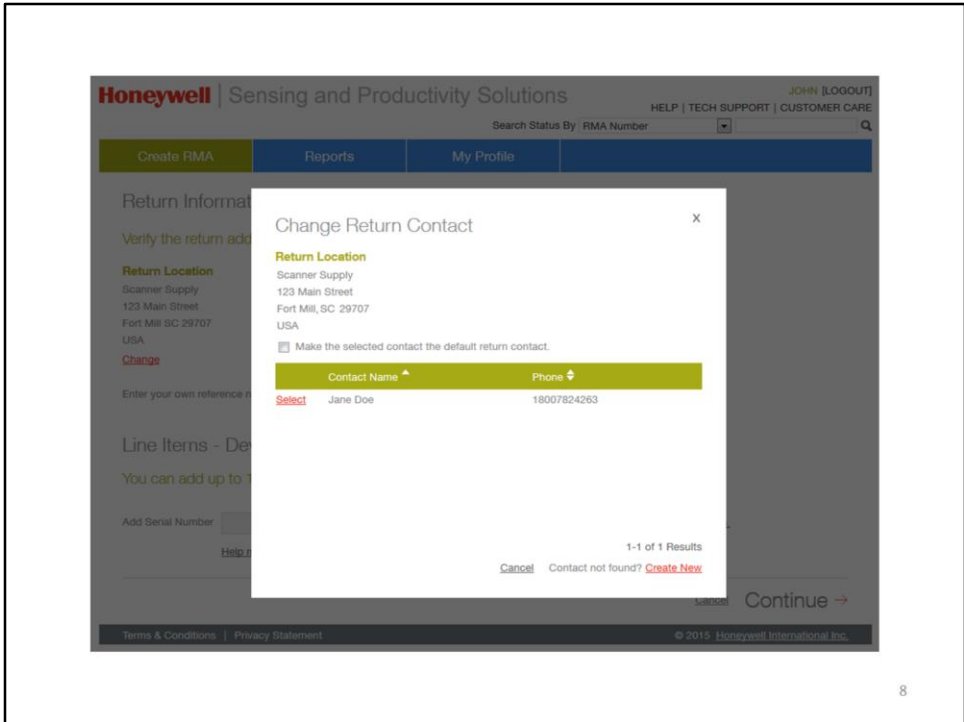
Your standard return address and contact will be displayed. If needed you can adjust either one of them. You can add your own reference and a maximum of 10 devices per RMA request.

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



## Select Address

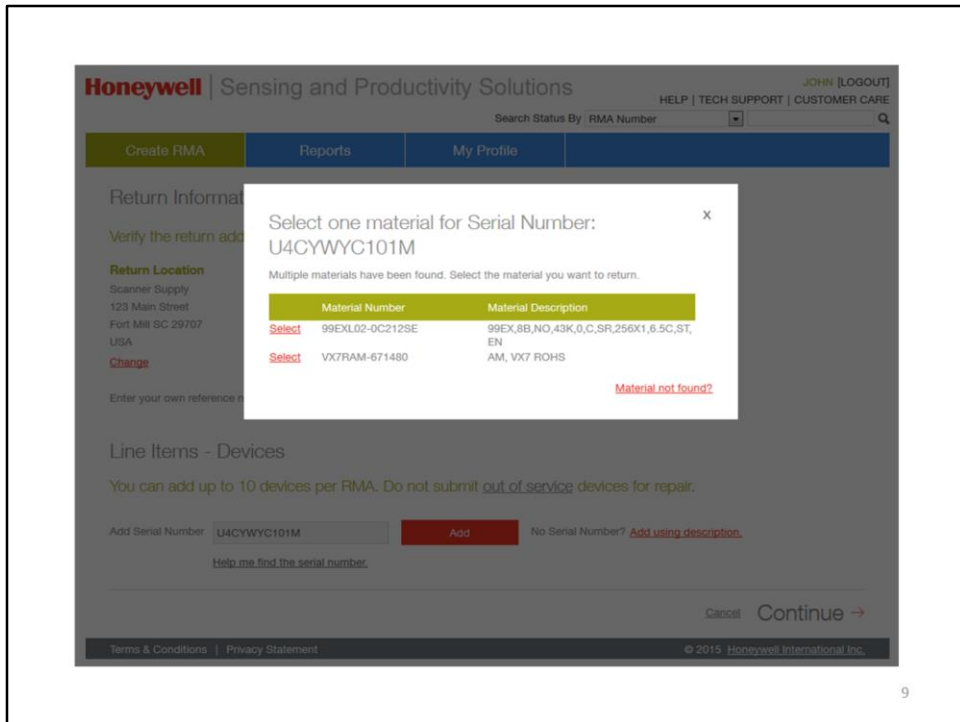
Bring up the address selection window by clicking on the Change link under the Return Address. If your account is setup with multiple return options it will display here or you have the possibility to create a new return address.



## Select Return Contact

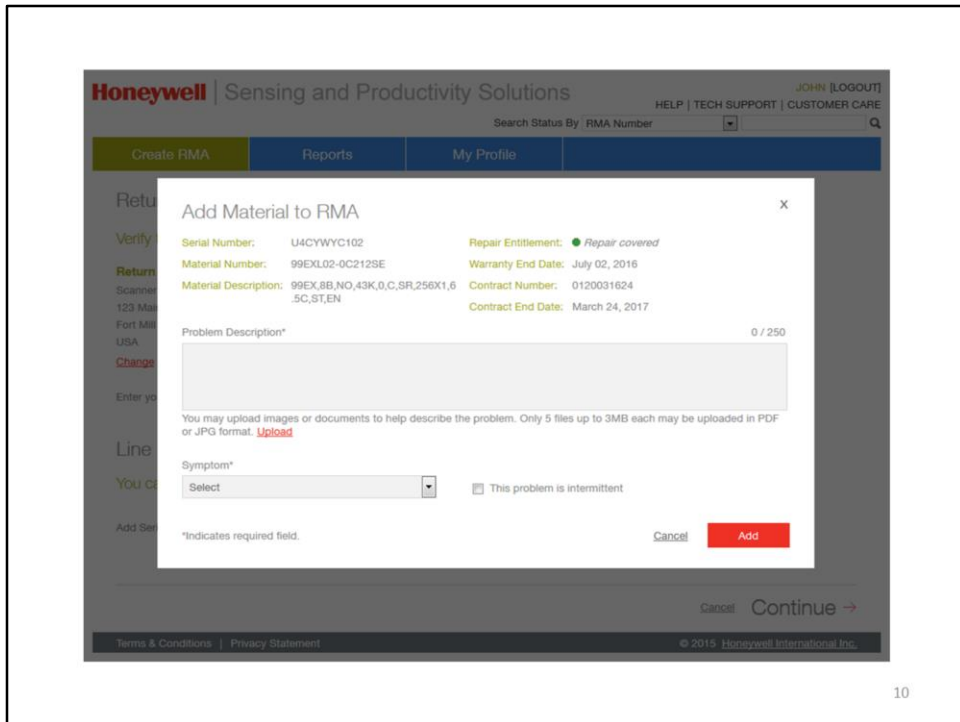
Bring up the contact selection window by clicking on the Change link under the Return Contact. If you have multiple return contacts assigned to the return address they will show here, or you have the possibility to create a new return contact.





## 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.

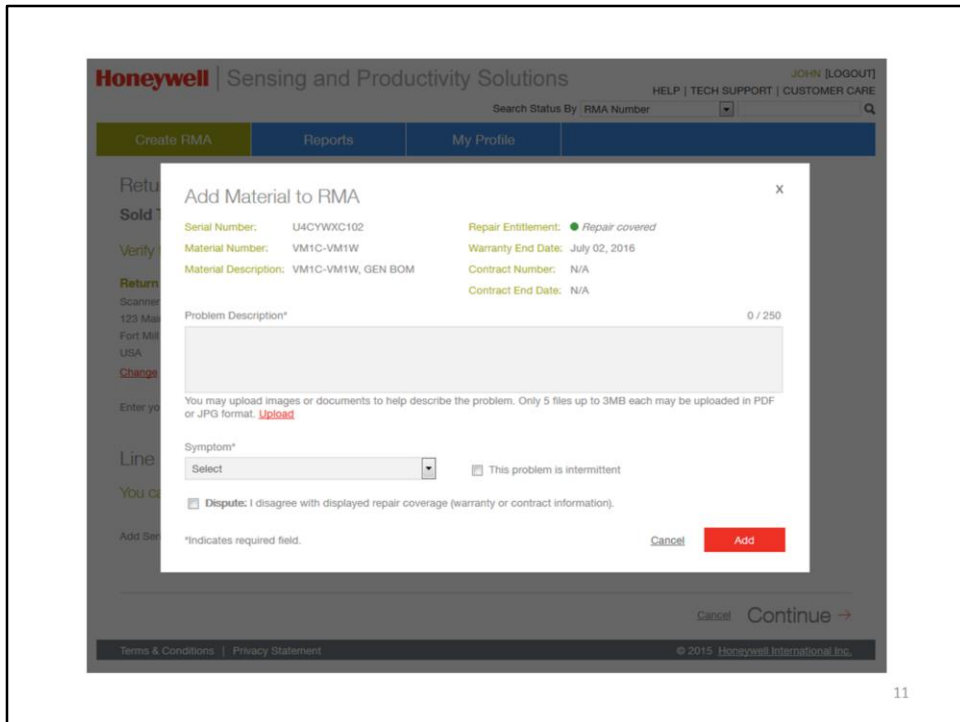


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## SN Entered Under Contract

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.



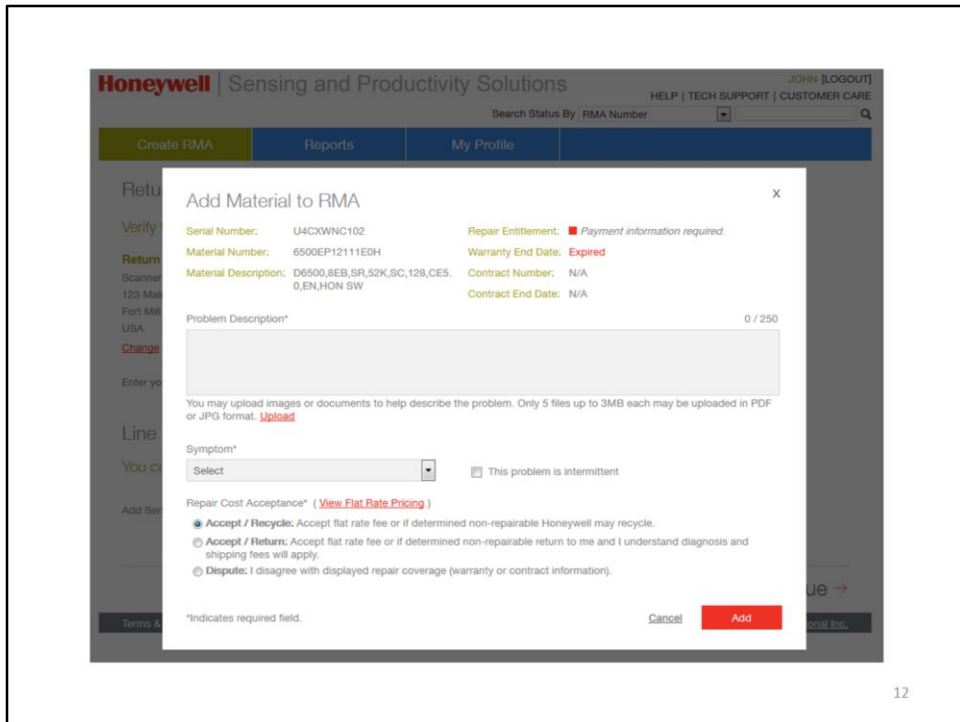
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## SN Entered Under Warranty (No Contract or Expired Contract)

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.



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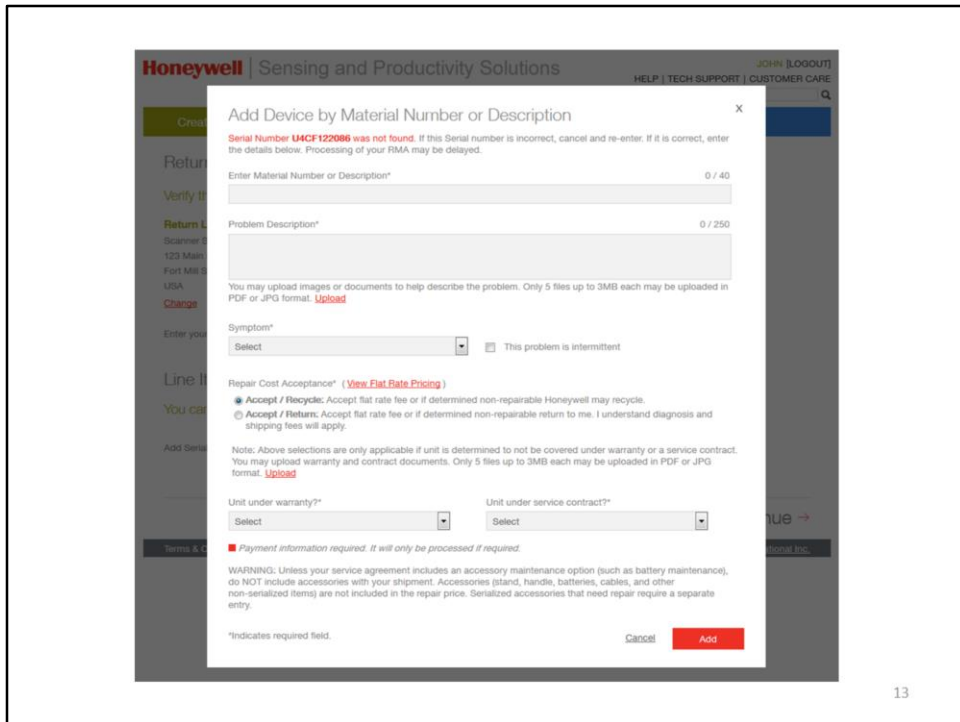
## SN Entered No Longer Under Warranty or Covered by a Contract

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.



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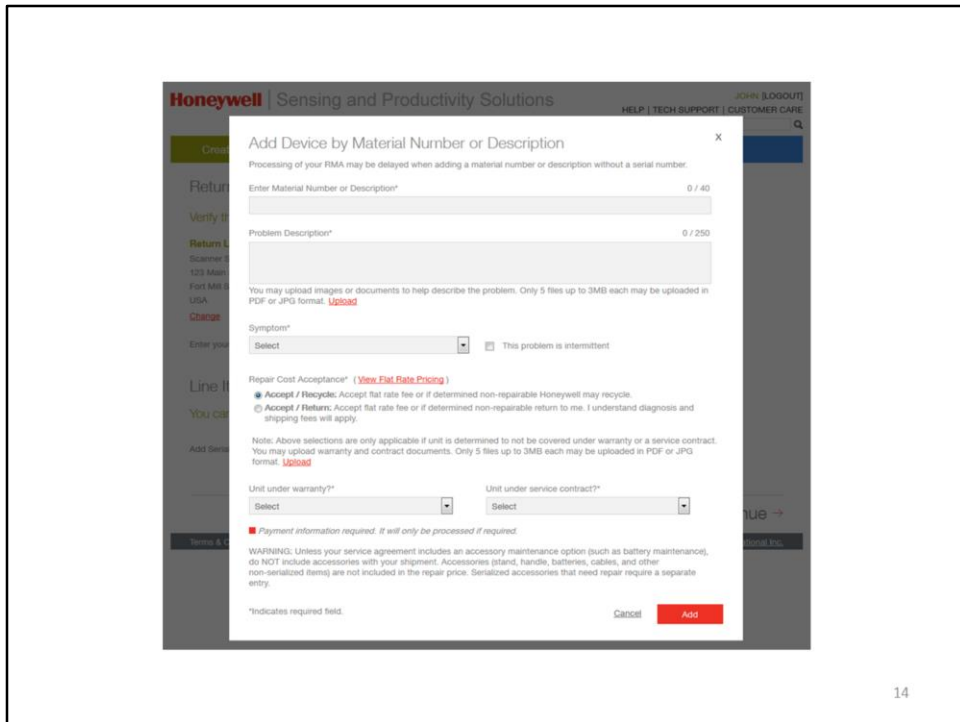
## Serial Number Not Found

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.



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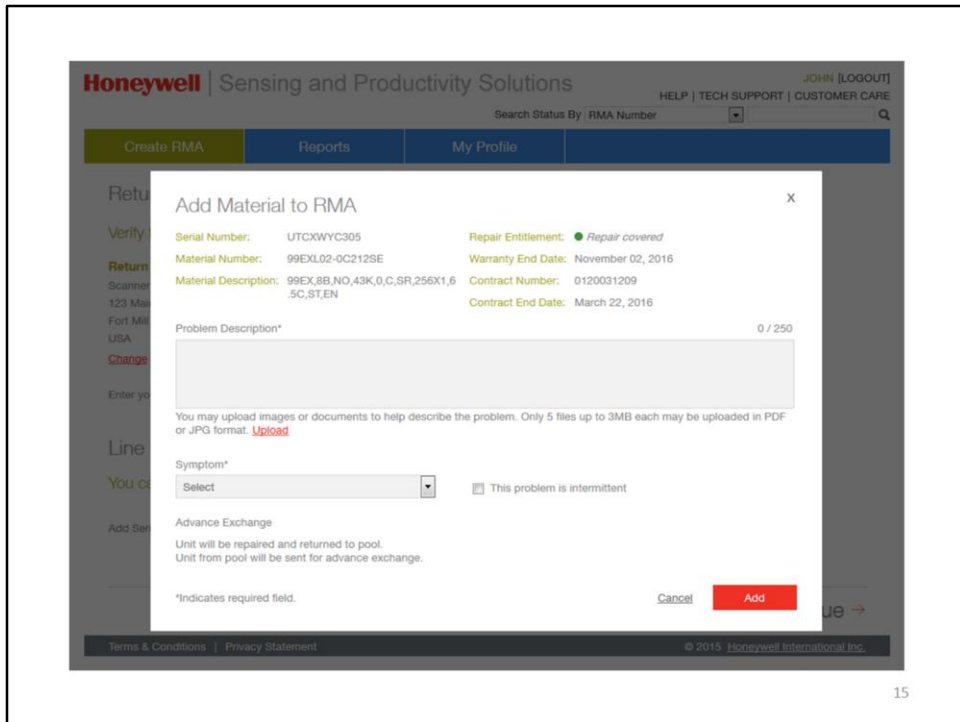
## Add By Description

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.

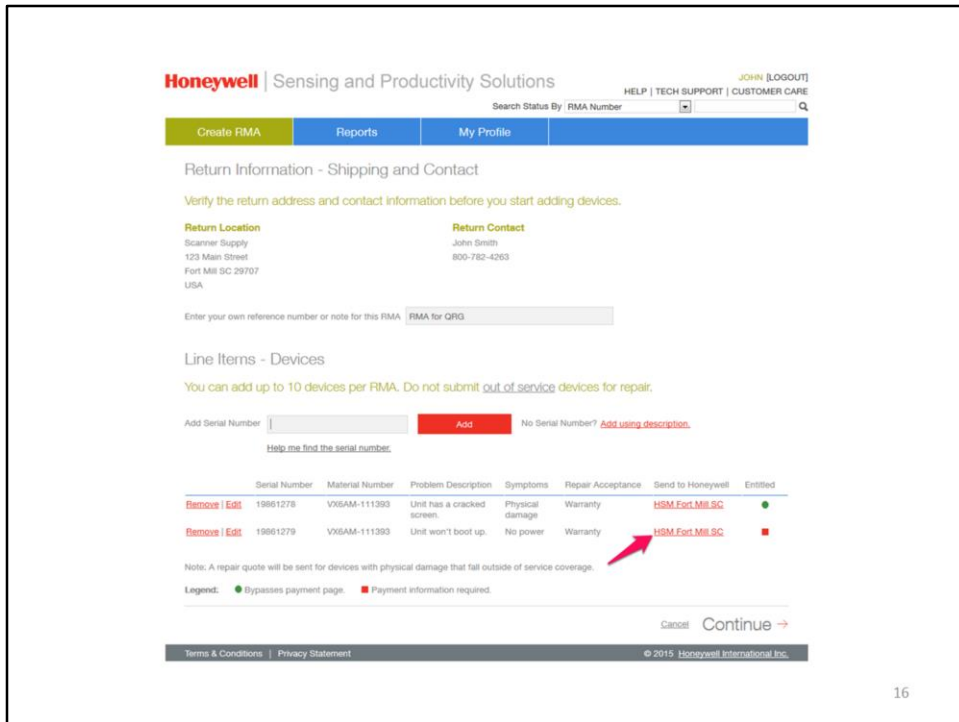


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## Advance Exchange

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.



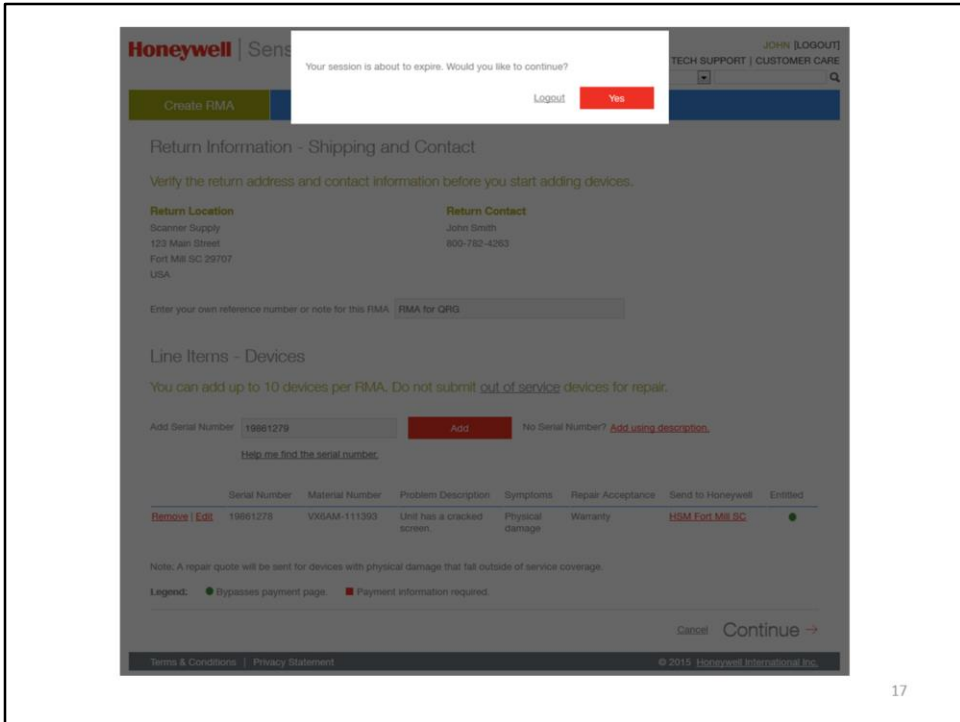
## Send to Honeywell (Repair Location)

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.

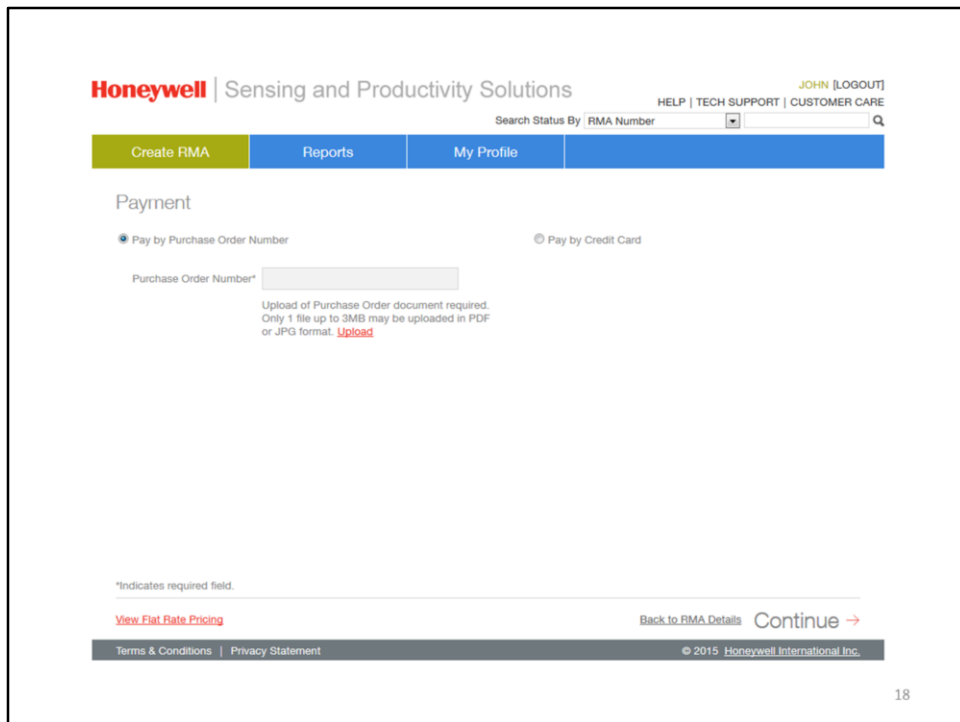




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## Session Expiration

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

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Search Status By: RMA Number

[Create RMA](#) | [Reports](#) | [My Profile](#)

### Payment

Pay by Purchase Order Number  Pay by Credit Card

Credit Card Type\*

Name on Card\*

Card Number\*

Expiration Date\*  
Month  Year

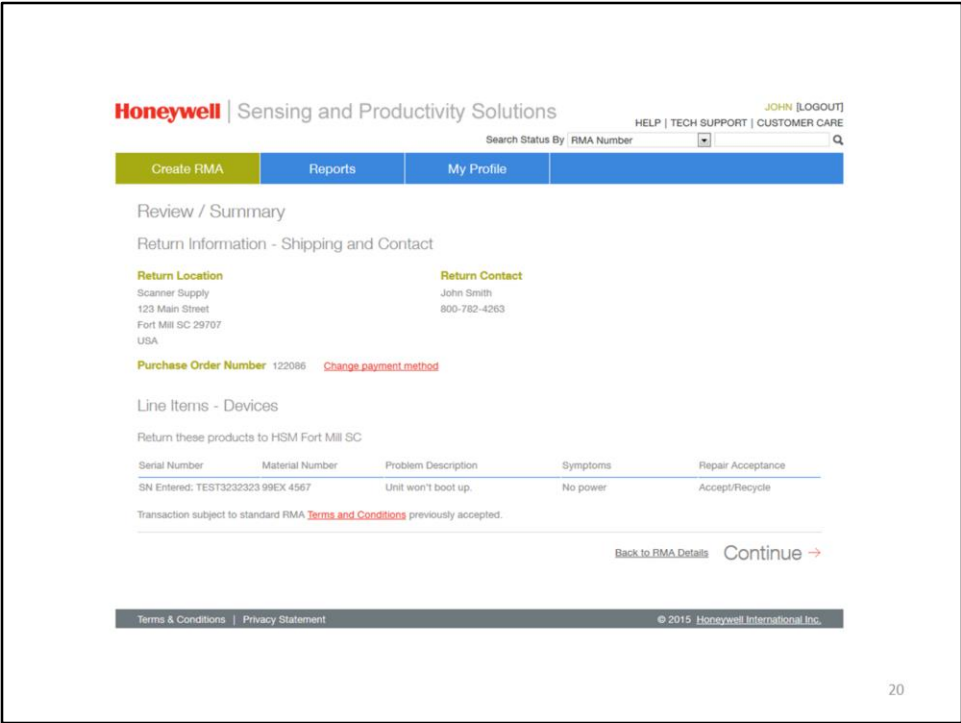
\*Indicates required field.

[View Flat Rate Pricing](#) [Back to RMA Details](#) [Continue](#) →

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## 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 no payment information is required.

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Search Status By RMA Number

[Create RMA](#) | [Reports](#) | [My Profile](#)

Confirmation: RMA Number 10004973

Please print packing slip(s) and include in your return shipment(s). Refer to this RMA Number in all communications regarding this issue. [Print Packing Slip\(s\)](#)

Return Information - Shipping and Contact

<b>Return Location</b> Scanner Supply 123 Main Street Fort Mill SC 29707 USA	<b>Return Contact</b> John Smith 800-782-4263
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Your own reference number or note entered for this RMA RMA for QRG

Purchase Order Number 122086

Line Items - Devices

Return these products to HSM Fort Mill SC

Serial Number	Material Number	Problem Description	Symptoms	Repair Acceptance
19861278	VX6AM-1113 93	Unit has a cracked screen.	Physical damage	Warranty
19861279	VX6AM-1113 93	Unit won't boot up.	No power	Warranty

WARNING: Unless your service agreement includes an accessory maintenance option (such as, battery maintenance) do NOT include accessories with your shipment. Accessories (stand, handle, batteries, cables, and other non-serialized items) are not included in the repair price. Serialized accessories that need repair require a separate entry.

[Create New RMA](#) →

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### 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.

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Search Status By: RMA Number

[Create RMA](#) | [Reports](#) | [My Profile](#)

Confirmation: RMA Number 10004973  
 Please print packing slip(s) and include in your return shipment(s). Refer to this RMA Number in all communications regarding this issue. [Print Packing Slip\(s\)](#)

Return Information - Shipping and Contact

**Return Location**  
 Scanner Supply  
 123 Main Street  
 Fort Mill SC 29707  
 USA

Your own reference number or purchase order number: **Purchase Order Number** 122086

Line Items - Devices

Return these products to HSM F

Serial Number	Material Number	Description	Reason for Return	Warranty
19861278	VX6AM-1113 93	Unit has a cracked screen.	Physical damage	Warranty
19861279	VX6AM-1113 93	Unit won't boot up.	No power	Warranty

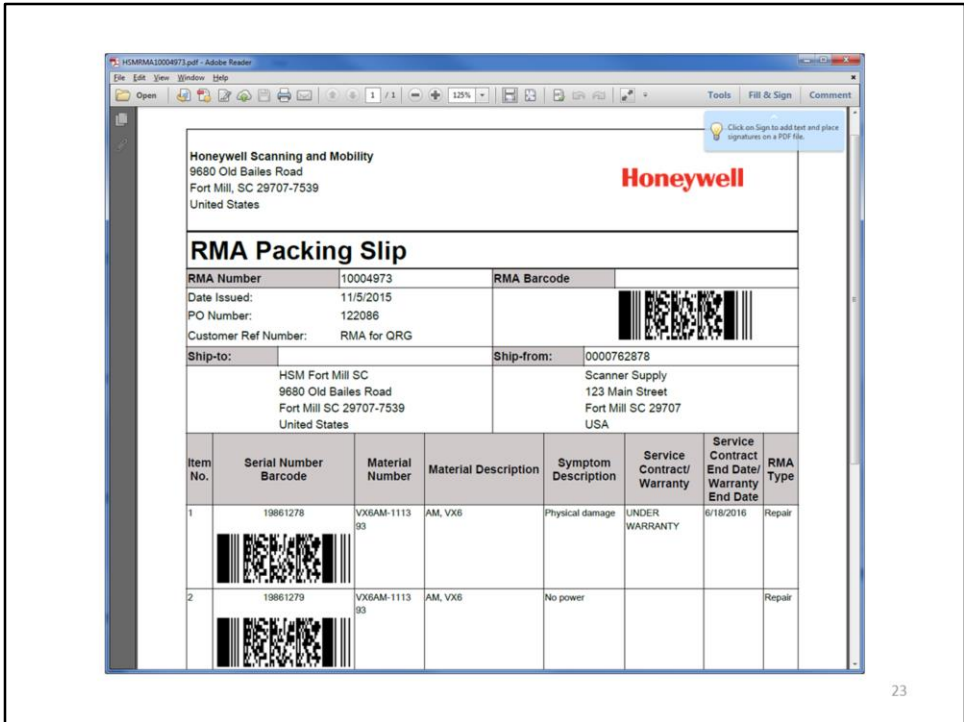
WARNING: Unless your service agreement includes an accessory maintenance option (such as, battery maintenance) do NOT include accessories with your shipment. Accessories (stand, handle, batteries, cables, and other non-serialized items) are not included in the repair price. Serialized accessories that need repair require a separate entry.

[Create New RMA](#) →

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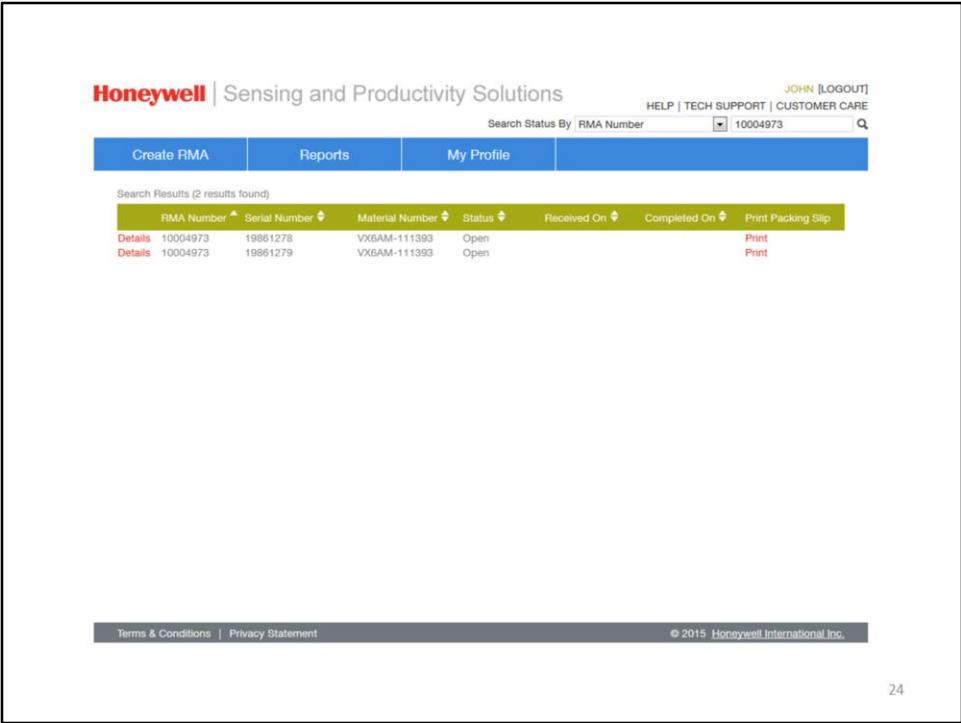
**PDF – Save (Print packing slip)**

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.

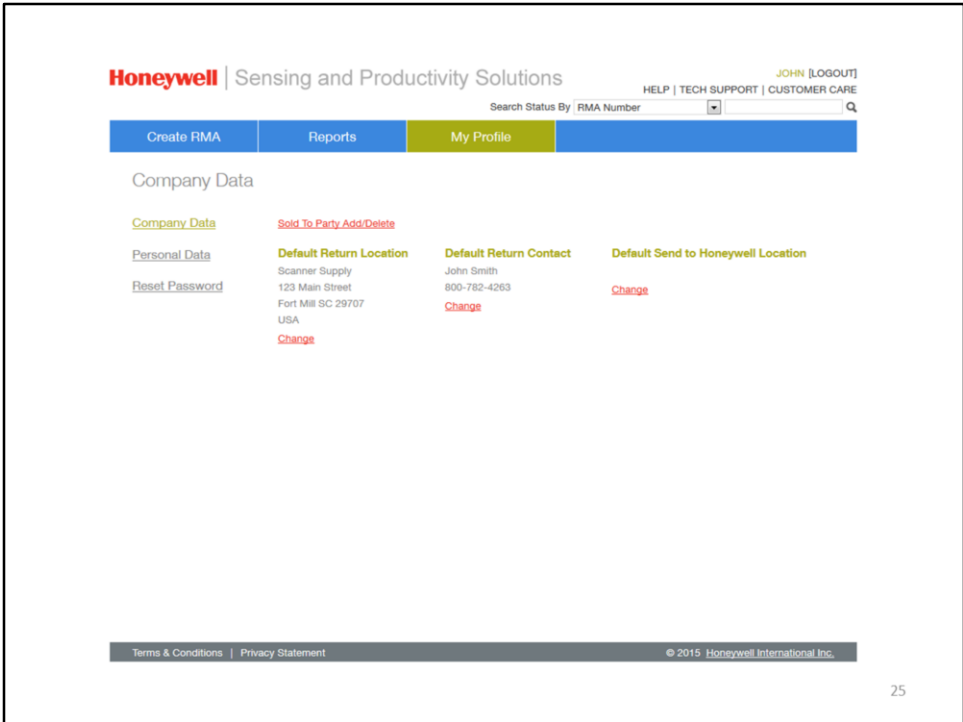


### Quick Search Page

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.

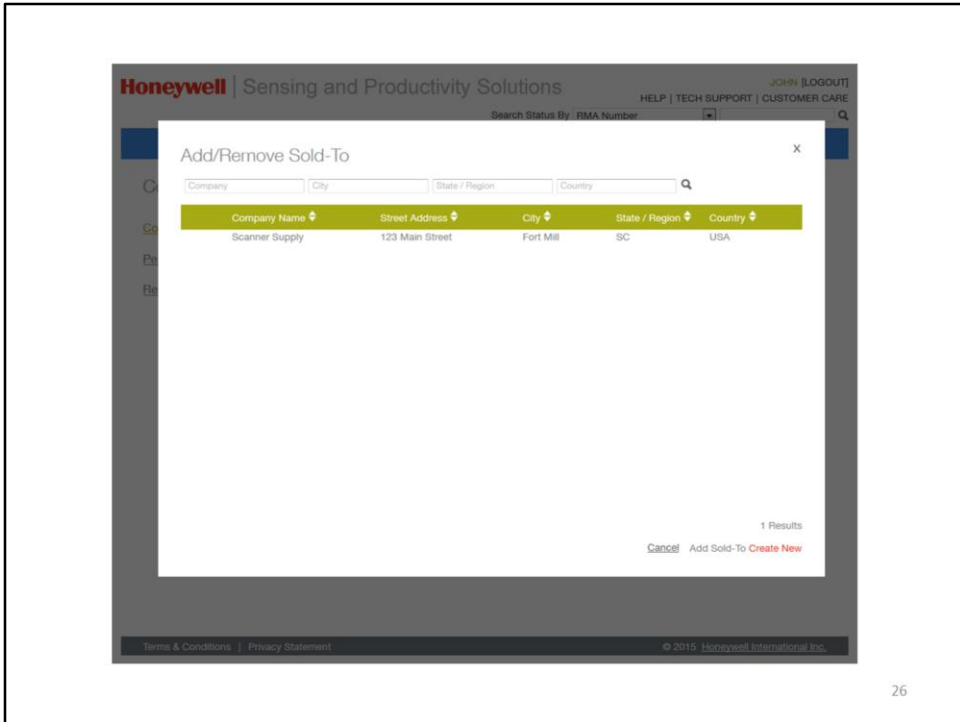
It will give you a status summary (with the option to view the details) as well as the possibility to re-print the packing slip.





## My Profile – Company Data Page

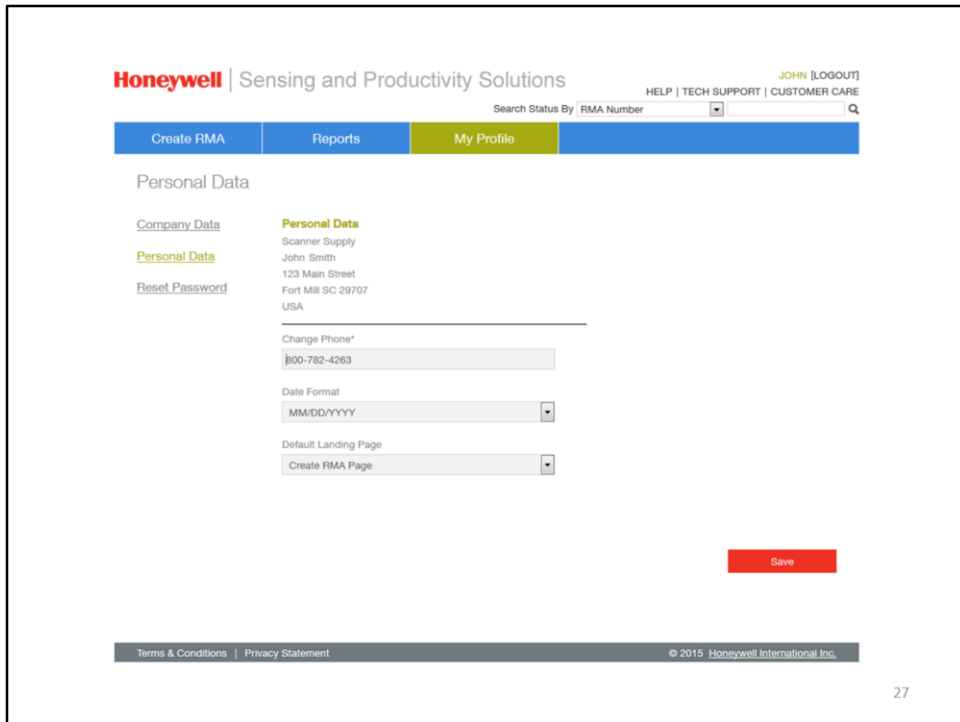
This page appears after clicking on the My Profile tab. From here you can set default items, edit personal data, and change your password.



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### Sold To Party Add/Remove Page

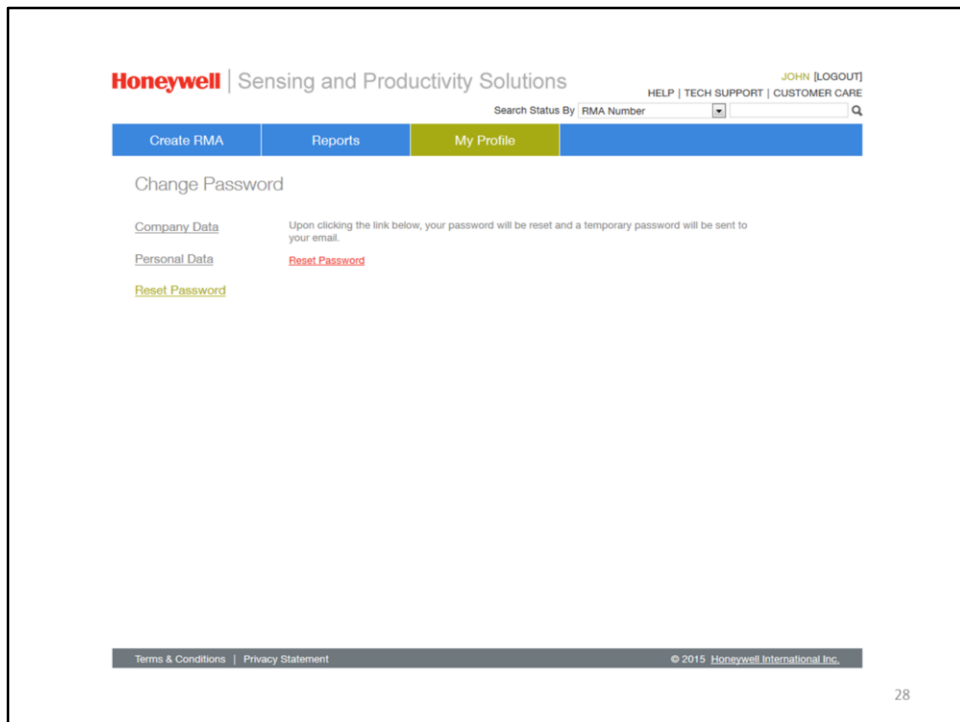
This dialog appears after clicking on the Sold To Party Add/Delete link on the Company Data section. This option will be visible depending on your account setup.



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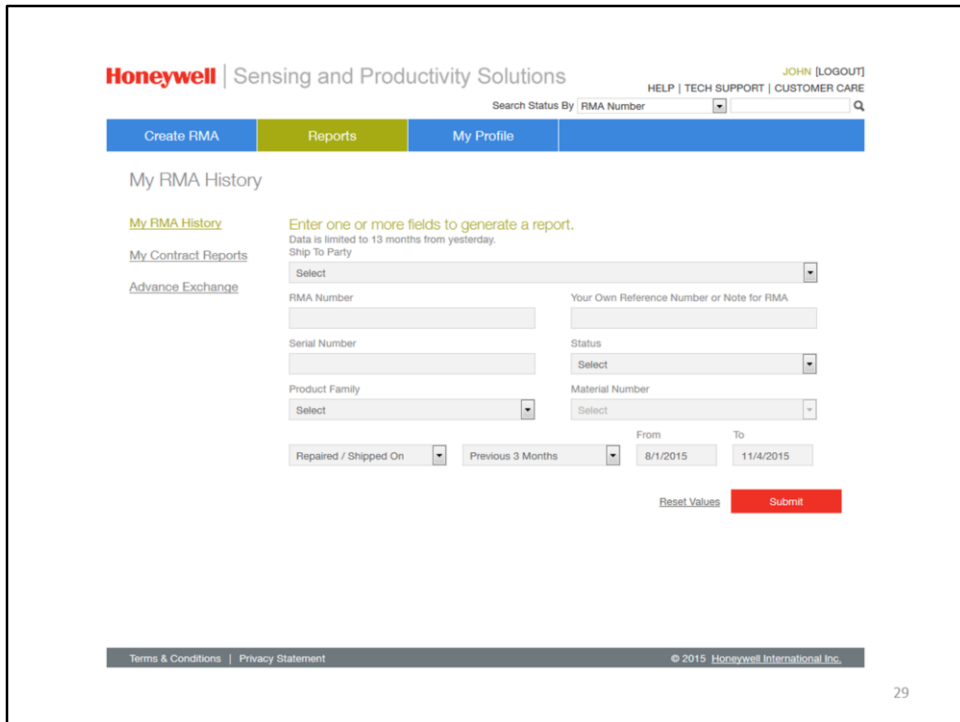
## My Profile – Personal Data Page

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).

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Search Status By

[Create RMA](#) | **Reports** | [My Profile](#)

### My Contract Reports

[My RMA History](#)    Enter one or more fields to generate a report.

[My Contract Reports](#)    Ship To Party

[Advance Exchange](#)    Contract Number

Serial Number

Status     Your Own Reference Number or Note for RMA

Product Family     Material Number

End Date     From  To

[Reset Values](#)

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## 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.

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Search Status By RMA Number

[Create RMA](#) | **Reports** | [My Profile](#)

### Advance Exchange

<p><a href="#">My RMA History</a></p> <p><a href="#">My Contract Reports</a></p> <p><a href="#">Advance Exchange</a></p>	<p><b>Outstanding RMAs</b></p> <p>List of all the open RMAs that need to be returned from your sites to the repair center so they can be repaired and replenish your Advance Exchange Spare Pool <a href="#">View Outstanding RMAs</a></p> <p><b>Advance Exchange Spare Pool Inventory</b></p> <p>List of all the available devices in your spare pool. <a href="#">View Available Devices</a></p>
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## Reports – Advance Exchange