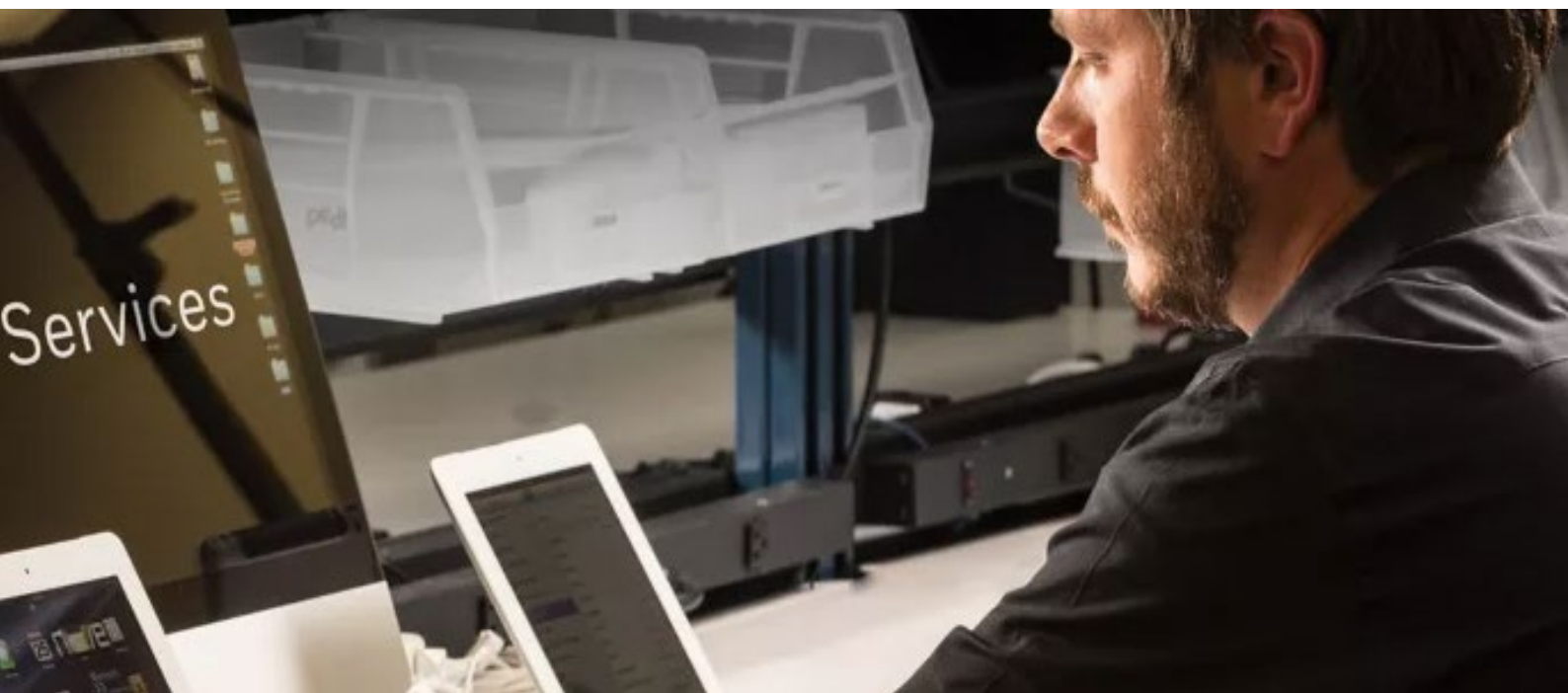




**BRADY** | RMA Portal

**Intelligent Productivity Solutions**



## **RMA Portal Processes & Help Guide**

REV. 3.0 AUG 2026

## Disclaimer

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Privacy Policy: <https://www.privacy.bradyid.com/>

Brady (NYSE: BRC) is the manufacturer of complete solutions that identify and protect people, products and places. Brady’s products help customers increase safety, security, productivity and performance and include high-performance labels, signs, safety devices, printing systems and software.

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## Change of Ownership

“Honeywell Productivity Solutions and Services is Now Part of Brady Corporation. “

As of 3<sup>rd</sup> of August 2026, Brady Corporation has completed the purchase of Honeywell’s Productivity Solutions and Services (PSS) business, [see official communication](#). We are pleased to announce that going forward the PSS business will now be known as Brady Intelligent Productivity Solutions (IPS).

# Table of contents

|                                                    |           |
|----------------------------------------------------|-----------|
| <b>BRADY RMA Portal .....</b>                      | <b>0</b>  |
| <b>Intelligent Productivity Solutions .....</b>    | <b>0</b>  |
| <b>RMA Portal Processes &amp; Help Guide .....</b> | <b>0</b>  |
| <b>Disclaimer .....</b>                            | <b>1</b>  |
| Trademarks .....                                   | 1         |
| Change of Ownership .....                          | 1         |
| <b>Table of contents .....</b>                     | <b>2</b>  |
| <b>About this guide .....</b>                      | <b>3</b>  |
| Guide Purpose .....                                | 3         |
| Revision History .....                             | 3         |
| <b>Introduction .....</b>                          | <b>4</b>  |
| RMA Portal Website Link: .....                     | 4         |
| Service Enquiry Emails: .....                      | 4         |
| <b>Portal Access .....</b>                         | <b>5</b>  |
| Login to the Portal .....                          | 5         |
| Forgot Password .....                              | 7         |
| Change Password .....                              | 8         |
| <b>Dashboard View .....</b>                        | <b>10</b> |
| <b>Master Tab .....</b>                            | <b>11</b> |
| View Contracts.....                                | 11        |
| Serial Number Status .....                         | 12        |
| <b>RMA Tab.....</b>                                | <b>14</b> |
| RMA Creation (Create New RMA) .....                | 14        |
| Bulk RMA (Submit multiple RMAs at same time) ..... | 17        |
| Track & Trace (RMA Tracking).....                  | 19        |
| Search RMA.....                                    | 20        |
| <b>Report Tab.....</b>                             | <b>21</b> |
| Open Calls .....                                   | 21        |
| Completed Calls .....                              | 22        |

# About this guide

## Guide Purpose

This guide helps customers, distributors, and resellers use the Brady IPS Return Materials Authorization (RMA) Portal to submit hardware repair requests.



Mobile Computers



Vehicle Mounted Computers



Scanners



Mobile Printers



Industrial Printers

## Revision History

| Supported Release | Date     | Description / Changes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |  |
|-------------------|----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| 1.0               | Sep 2023 | Initial release<br>Initial release of documentation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |  |
| 2.0               | Sep 2023 | Edits to pages and update of information.<br>Page 4 revision <ul style="list-style-type: none"> <li>Guide Purpose description</li> </ul> Page 12 additional info <ul style="list-style-type: none"> <li>Click "YES" only if technical case registered and enter the Support case number with date then click on Continue. if not then Click "NO" and selected "Need Service Repair" from the drop down</li> </ul> Page 13 additional info <ul style="list-style-type: none"> <li>If the device shows Out of Warranty in PORTAL but is in warranty as per end customer Invoice, please continue further till you get the RMA Number, then please send a copy of the (original purchase Invoice) with (serial number of the device listed) to Honeywell with subject as (RMA number). Request that it be validated on the system for back-end warranty approval.</li> <li>Please note User should not send accessories to service centre. Only in the case that the accessory is required test device to prove faults should it be sent- Select the accessories from the list if applicable. Local and international carriers have restrictions and laws on freighting batteries, where possible all batteries should be removed prior to shipment.</li> </ul> Page 14 revision <ul style="list-style-type: none"> <li>User must click on Track and Trace search for RMA# Scroll Right and click on the Print Icon to print the RMA Slip which need to be enclosed with the Parcel before sending to service centre.</li> </ul> Page 15 revision <ul style="list-style-type: none"> <li>Review of information on full page</li> </ul> |  |
| 3.0               | Aug 2026 | Edits to pages and update of information.<br>All pages <ul style="list-style-type: none"> <li>Guide Rebranding and update to Brady</li> <li>Update of Disclaimer information for Brady</li> <li>Add service enquiry emails</li> <li>Add information as to Dashboard View</li> <li>Add (Master Tab information) as to View Contract function and Serial number status</li> <li>Add (RMA tab information) on Bulk RMA submission and search RMA</li> <li>Add (Report tab information) Open calls and Completed calls</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  |

## Introduction

Brady IPS Return Materials Authorization (RMA) Portal gives you as the customer the ability to create new RMA and track the status of the created RMA. The Current user guide covers the following process related to:

- Login
- Registration
- Forgot Password
- Change Password
- Device Contract and Status
- RMA Creation
- RMA Tracking
- RMA Reporting

If you have any questions not covered in this user guide, please contact the Brady IPS – Service operations team.

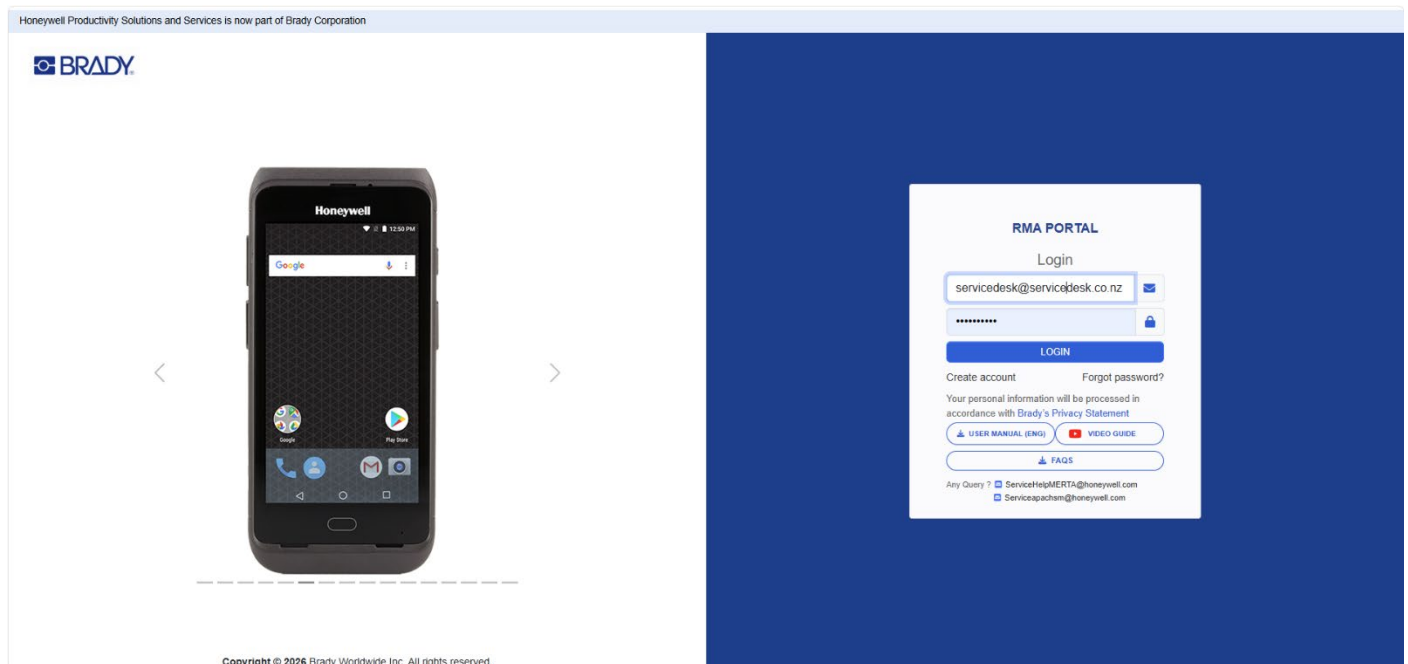
RMA Portal Website Link:

<https://honeywell-spssservice.com/>

Service Enquiry Emails:

| Region                                                                              | E-mail Address                                                                            |
|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|
| India.                                                                              | <a href="mailto:ServicePSSIndia@Honeywell.com"><u>ServicePSSIndia@Honeywell.com</u></a>   |
| Indonesia, Japan, Malaysia, Philippines, Singapore, South Korea, Vietnam, Thailand. | <a href="mailto:servicepssasean@honeywell.com"><u>servicepssasean@honeywell.com</u></a>   |
| New Zealand.                                                                        | <a href="mailto:ServicePSSANZ@honeywell.com"><u>ServicePSSANZ@honeywell.com</u></a>       |
| Africa, Middle East.                                                                | <a href="mailto:ServiceHelpMERTA@Honeywell.com"><u>ServiceHelpMERTA@Honeywell.com</u></a> |

## Portal Access



## Login to the Portal

Go to the RMA Portal using the link <https://honeywell-spsservice.com/>

Users who have previously registered on the RMA Portal must login by:

Entering their **Email**.

Entering their **Password**.

Click **“Login”** to advance to the next screen and begin using the application.

Users who have not previously registered on the RMA Portal must select **“Create account”** and follow the process to first register themselves.

If a user forgets his or her password, he or she must select **“Forgot Password?”** and follow the process.

## Create Account (Registration)

Registration

You have already register [Login Here](#)

[English](#)
[русский](#)
[Türk](#)

Select Any One \*

Customer

Your Company Name \*

Your Company Name

Depot Name

Depot Name

Full Name of User \*

Full Name of User

Contact Number \*

Contact Number

Mobile Number \*

Mobile Number

Email ID \*

Email ID

Post Box No/Bldg No/Office Name \*

Post Box No/Buliding No/Office Name

Address Line 1 \*

AddressLine 1

Address Line 2

AddressLine 2

City \*

City

Country \*

SELECT

Zip Code \*

Zip Code

GPS Location

GPS Location

Remarks

Remarks

Captcha

☐ I'm not a robot
 

Register

Cancel

Users will be asked to enter or select the following information (all items in \* are required):

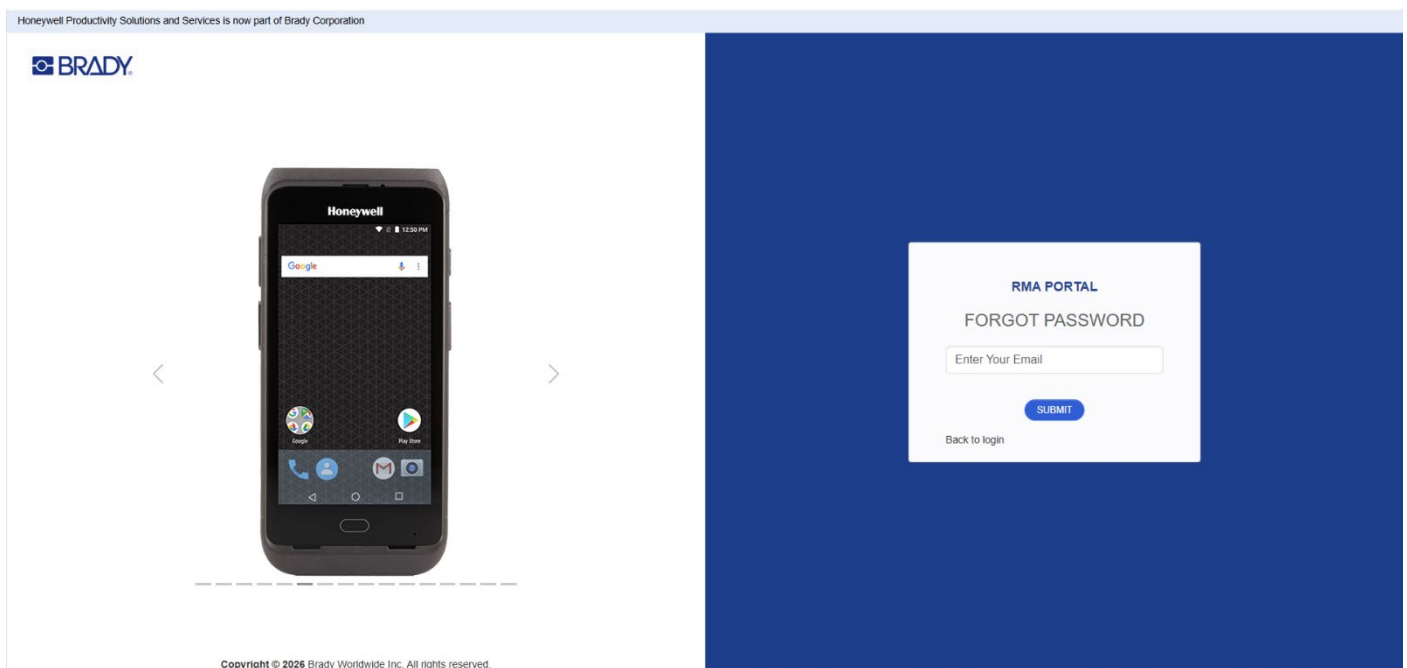
- **Type of Account** – Please select customer
- **Name of the Company** - Enter your company's name.
- **Depot Name** – Enter your companies depot name if applicable.
- **Full Name of User** – Enter your first & last name.
- **Contact Number** – Enter your telephone number, including extension if applicable.
- **Mobile Number** – Enter your mobile number.
- **Email ID** – Enter your email address.
- **Post Box No/Building No/Office Name** – Enter your office/building name.
- **Address Line 1** – Enter street address details.
- **Address Line 2** – Enter street address details.
- **City** – Enter city details.
- **Country** – Select country as applicable.
- **Zip Code** – Enter zip/pin code details.
- **GPS Location** - Enter GPS Location code details if available.

Click "**Cancel**" if you want to clear all the fields previously entered.

Click "**Register**" to submit the registration information. If there are any errors the same will be displayed. Users need to follow the instruction and do the needful correction/modifications.

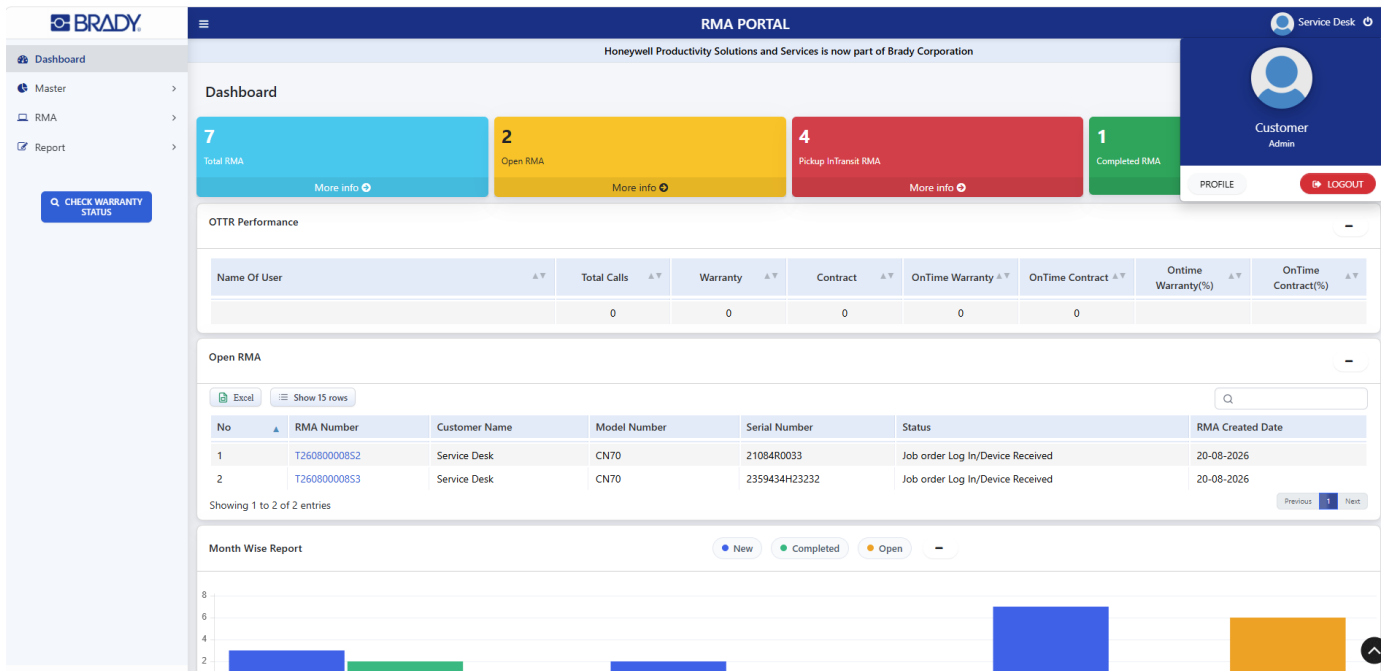
- User will receive an email confirming his/her registration process is complete.
- User account will be reviewed by admin user and approved within few hours.
- Once user account is approved user will receive an email with login details. The email will have details about user's email and password. Using this detail user will now be able to login into the RMA portal.

## Forgot Password



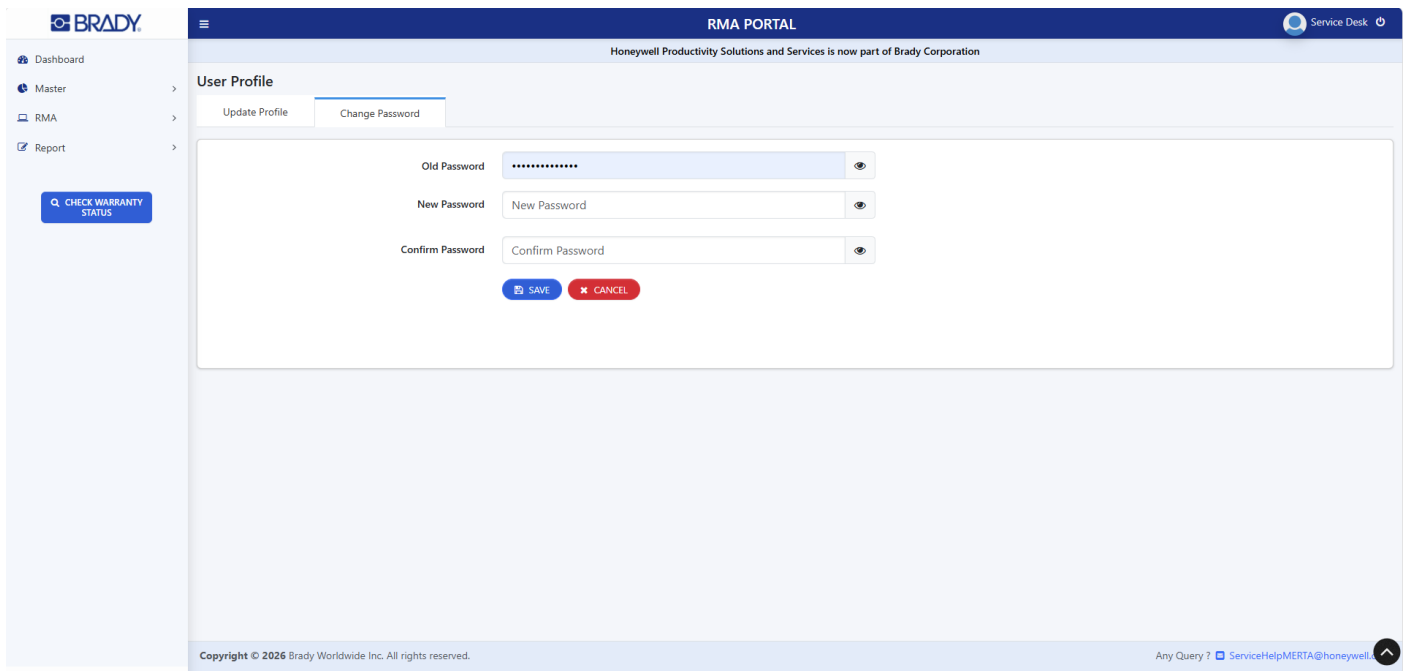
- Users who have forgotten their password may request that it be e-mailed to them by:
- Entering their email address and clicking on "**Submit**" button.
- **If the email address is valid an email will be sent to the user along with the password details or entry instructions.**

## Change Password



The screenshot shows the RMA Portal Dashboard. The top navigation bar includes the BRADY logo, a menu icon, the title 'RMA PORTAL', and a 'Service Desk' link. Below the navigation bar, a banner states 'Honeywell Productivity Solutions and Services is now part of Brady Corporation'. The dashboard features four main cards: '7 Total RMA', '2 Open RMA', '4 Pickup InTransit RMA', and '1 Completed RMA'. Below these cards is an 'OTTR Performance' table with columns for Name Of User, Total Calls, Warranty, Contract, OnTime Warranty, OnTime Contract, OnTime Warranty(%), and OnTime Contract(%). The table shows data for two users, both with 0 calls, warranty, and contract, and 0% on-time warranty and contract. Below the table is an 'Open RMA' section with a table of open RMA entries. The table has columns for No, RMA Number, Customer Name, Model Number, Serial Number, Status, and RMA Created Date. It shows two entries for 'Service Desk' with model number 'CN70'. Below the table is a 'Month Wise Report' section with a bar chart showing the number of new, completed, and open RMA entries for each month.

- Click on the profile icon/your name on the top right-hand side. This opens a small window which has two option profile and logout.
- Click on **“Profile”** option to change the password.



The screenshot shows the RMA Portal User Profile page. The top navigation bar is the same as the dashboard. The main content area is titled 'User Profile' and has two tabs: 'Update Profile' and 'Change Password'. The 'Change Password' tab is active. It contains three input fields: 'Old Password', 'New Password', and 'Confirm Password'. Each field has a password strength indicator (a series of dots) and a toggle icon to show or hide the password. Below the input fields are two buttons: 'SAVE' and 'CANCEL'. At the bottom of the page, there is a copyright notice: 'Copyright © 2026 Brady Worldwide Inc. All rights reserved.' and a link to 'Any Query ? ServiceHelpMERTA@honeywell.com'.

- Below screen opens on clicking the same.

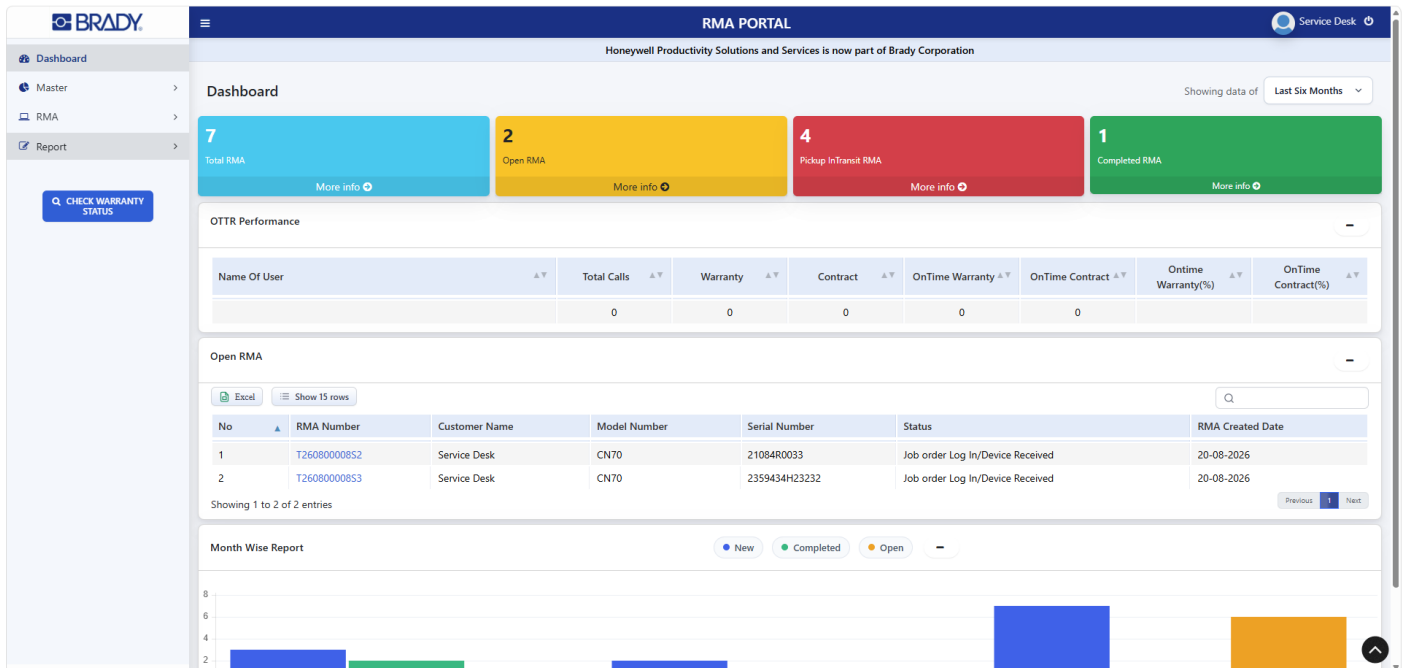
Users will be asked to enter or select the following information (all items in \* are required):

- **Old Password** - Enter your old password value.
- **New Password** – Enter the new password that you want to change to.
- **Confirm Password** – Enter the new password again to confirm the password value.
- Click "**Cancel**" if you want to clear all the fields previously entered.
- Click "**Save**" to change the password value.

## Dashboard View

In Dashboard View, you can see an overview of all RMAs submitted through the portal under your login account.

Note: If your organisation has multiple login accounts, each dashboard will display only the RMAs submitted under the account currently logged in.



### TOTAL RMA

Click on “**more info**” to display a list of all RMAs (All status)

### OPEN RMA

Click on “**more info**” to display a list of all RMAs with (Open status)

### PICKUP IN TRANSIT RMA

Click on “**more info**” to display a list of all RMAs with (Pick up and in transit status)

### COMPLETED RMA

Click on “**more info**” to display a list of all RMAs that have previously been (Completed)

### OTTR performance

Please review your RMA OTTR (On Time to Repair) report. Depending on the service contract and device status, IPS has required turnaround time targets to be met for repairs. For further details, please contact your local Service Operations team.

### Open RMAs

Quickly see and review all your RMAs that are currently open in the system.

### Month Wise report

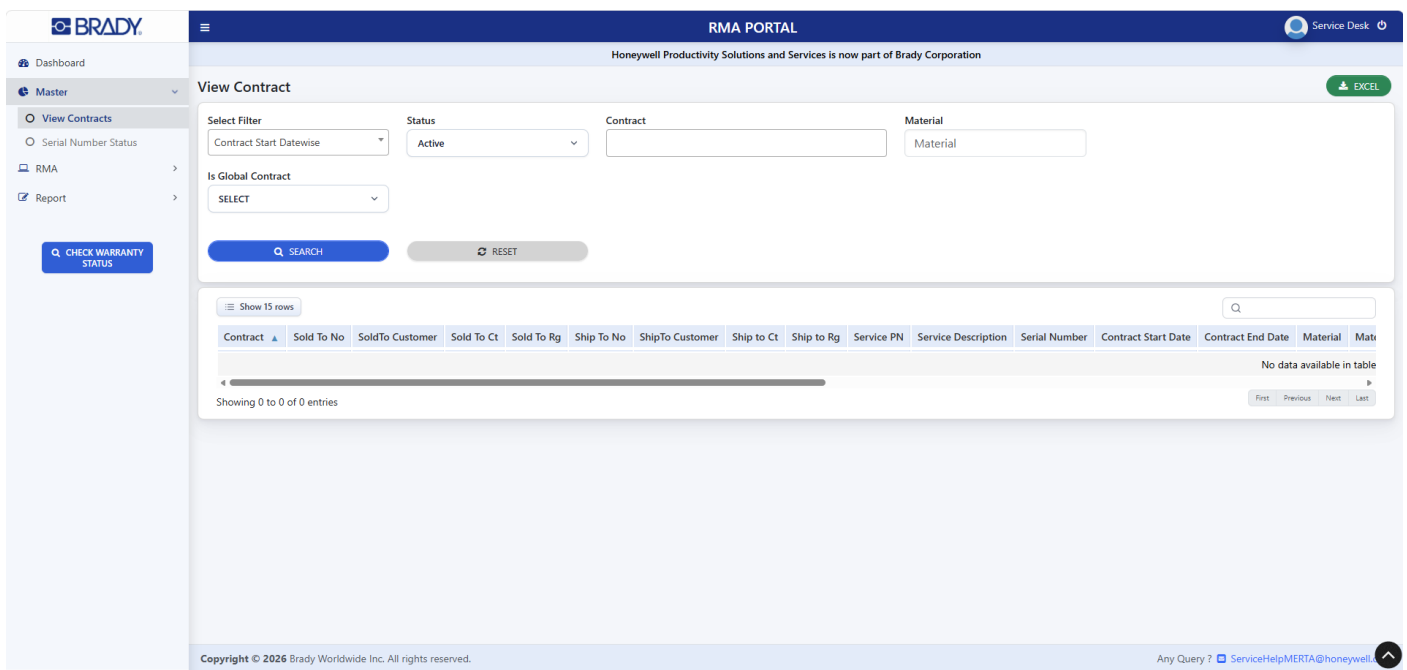
Search your submitted RMAs by month.

# Master Tab

## View Contracts

Check your contract coverage information and all contracts listed under your account login and plan ahead before your coverage ends.

Select from three service levels, with optional add-ons to match your business needs and budget. Basic and Gold plans include essential technical support, with upgrade options available. The Platinum Solution plan offers the highest level of coverage, including replacement of the device, accessories, and consumables such as batteries and printheads.



For more information, contact your local Sales or Service Operations team.

- **Select Filter**

- Contract start date
- Contract end date
- Contract activation date

- **Status**

- Active
- Expired
- Cancelled

- **Contract Search**

Search contracts using a contract number or name

- **Material**

Search Material - Enter your device SKU to find listed contracts by type of unit

- **Is Global Contract**

- Yes
- No

Mainly used for large multinational customers to help search linked user accounts not only your own.

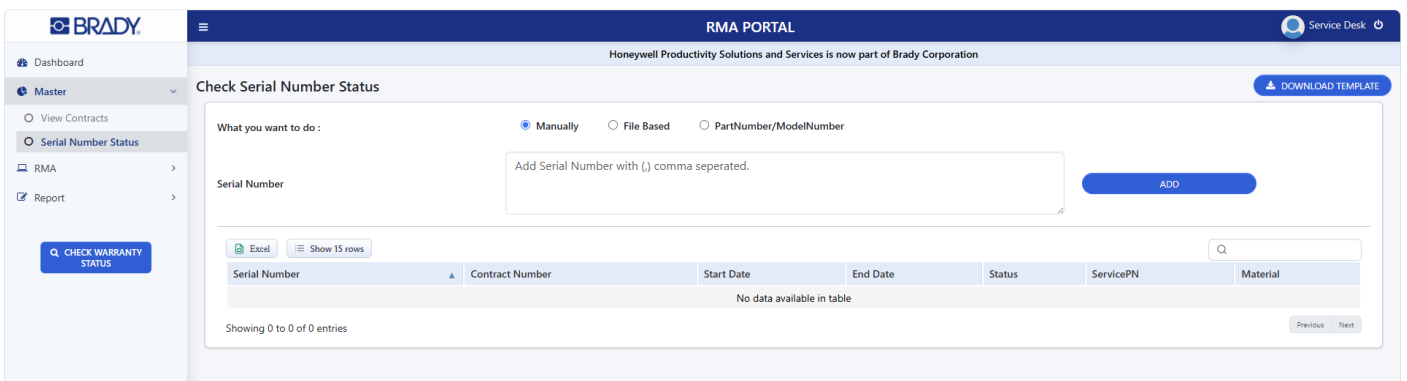
- Click **“SEARCH”**  **to show details below your search criteria in a report.**
- Click **“RESET”**  **to show details below your search criteria in a report.**
- Click **“EXCEL”**  **to export your report as Excel format**

## Serial Number Status

Check your device contract coverage before raising an RMA to confirm the service options available for your device.

Select from three service levels, with optional add-ons to match your business needs and budget. Basic and Gold plans include essential technical support, with upgrade options available. The Platinum Solution plan offers the highest level of coverage, including replacement of the device, accessories, and consumables such as batteries and printheads.

Devices without purchased coverage are covered only under applicable statutory warranty provisions. For details of coverage, please refer to the warranty conditions provided at the point of sale and available on our website: <https://automation.honeywell.com/us/en/support/productivity-solutions/warranties>

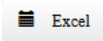


**Devices that are not covered under warranty conditions will be subject to chargeable RMA repairs.**

For more information or if you are unable to locate warranty, contact your local Sales or Service Operations team.

### What do you want to do:

- **Manually**  
Search criteria based on serial number entry with, separator for multiples.
- **File based**  
Search based on file, for file template please download template using the button supplied once file is  chosen Click **“upload file”**  to search.

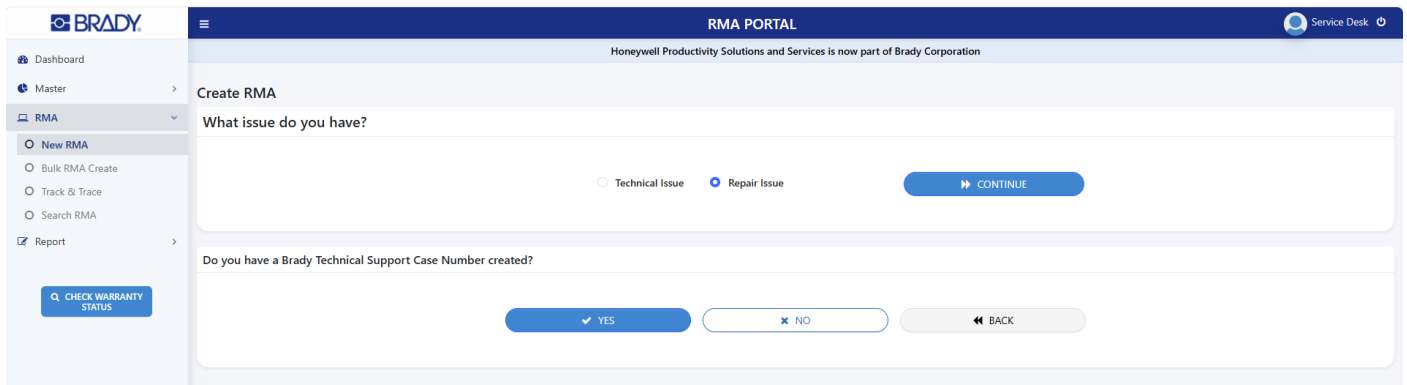
- **Part number model number**  
Search based on serial number, part number or model number
- Click “**ADD**”  to show details below your search criteria in a report.
- Click “**EXCEL**”  to export your report as excel format

 **CHECK WARRANTY  
STATUS**

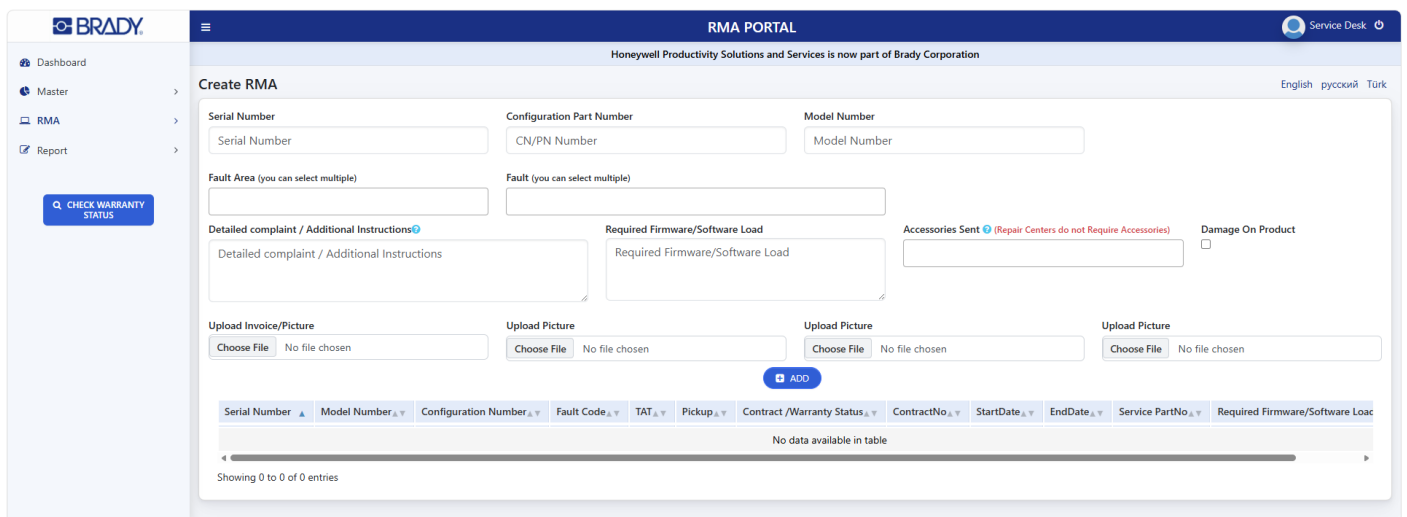
**TIP!** Quickly check your devices cover and access the serial status menu by clicking on check serial number on the RMA Portal main portal view.

# RMA Tab

## RMA Creation (Create New RMA)



- Once logged in click on the new RMA link from the left menu.
- Click **“YES”** only if technical case registered and enter the support case number with date then click on **“CONTINUE”**. if not then click **“NO”** and selected **“Need Service Repair”** from the drop down.



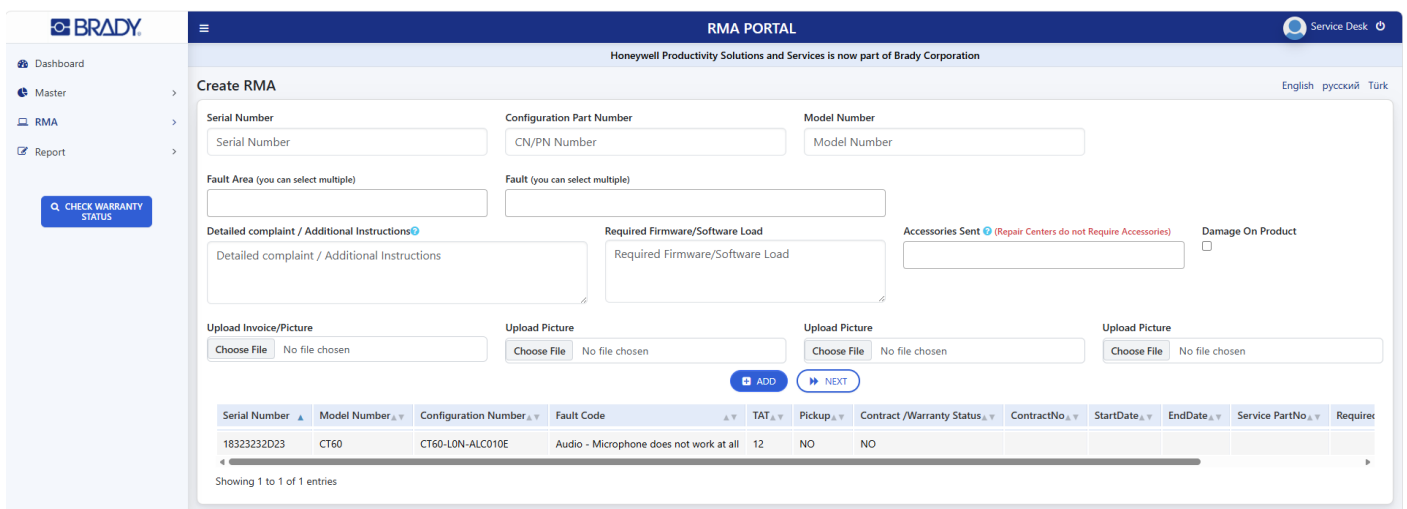
- Users will be asked to enter or select the following information (all items in \* are required):
- **Serial Number** - Enter your product's serial number.
- **Configuration Part Number** – Enter your product's configuration part number
- **Model Number** – Enter your product's model number
- If the product's serial number is in contract as per the RMA system than the system will autofill the configuration part number and model
- Number details. Also, a message will be displayed below the serial
- Number field saying **“IN Contract”**
- If the product's serial number is in warranty as per the RMA system than the message will be displayed below the serial number field saying **“IN Warranty”**
- If the product's serial number is not in warranty as per the RMA system than the message will be displayed below the serial number field saying **“Not in Warranty”**
- If the device shows out of warranty in the portal but is in warranty as per end customer Invoice, please continue further till you get the RMA number, then please send a copy of the **(original purchase**

**Invoice)** with **(serial number of the device listed)** to **IPS** with subject as **(RMA number)**. Request that it be validated on the system for back-end warranty approval.

- **Fault Area** – Select the fault area's as per the problem you are facing. You can select multiple fault areas as applicable.
- **Fault** – Select the different fault's you are facing in the product. The standard fault's list shown will be as per the fault area that you have selected. You can select multiple faults as applicable.
- **Damage on Product** – Tick this checkbox if the product is damaged.
- **Detailed Complaint** – Enter the details of your complaint.
- **Accessories Sent** – Select the accessories from the list if applicable. You can select multiple of them.

**Please note** User should not send accessories to service centre. Only in the case that the accessory is required test device to prove faults should it be sent- select the accessories from the list if applicable. Local and international carriers have restrictions and laws on freighting batteries, where possible all batteries should be removed prior to shipment.

- **Upload Picture** – Upload the image if applicable. For the product which is damaged ideally require you to upload multiple images.
- Click on **“ADD”** button to add the RMA.

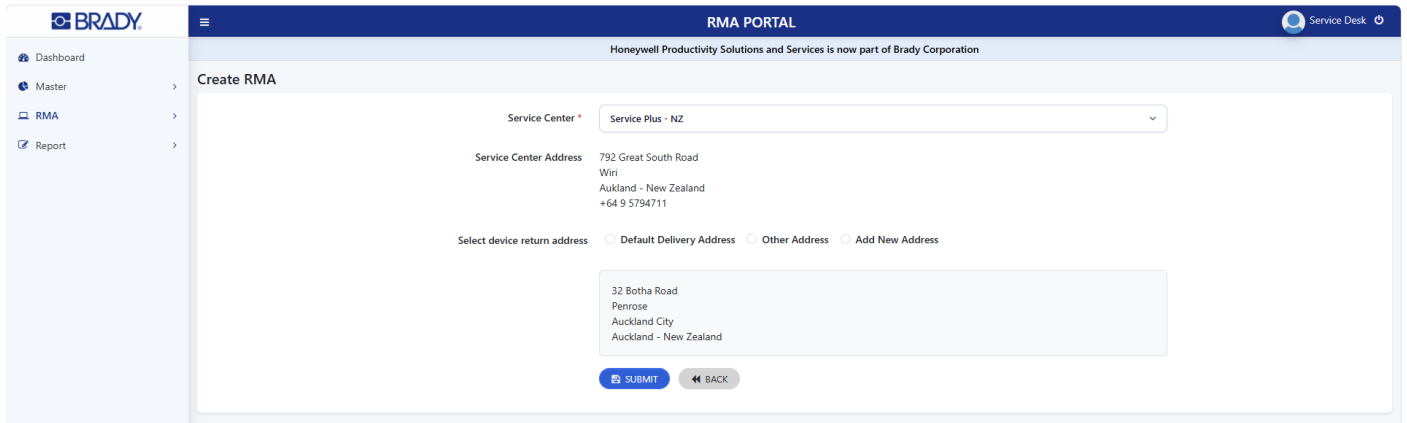


The screenshot shows the 'RMA PORTAL' interface. The top navigation bar includes 'Dashboard', 'Master', 'RMA', and 'Report'. A sidebar on the left contains a 'CHECK WARRANTY STATUS' button. The main form is titled 'Create RMA' and includes fields for 'Serial Number', 'Configuration Part Number', 'Model Number', 'Fault Area', 'Fault', 'Detailed complaint / Additional Instructions', 'Required Firmware/Software Load', 'Accessories Sent', and 'Damage On Product'. There are also 'Upload Invoice/Picture' and 'Upload Picture' sections with 'Choose File' buttons. Below the form are 'ADD' and 'NEXT' buttons. A table at the bottom displays the added product details:

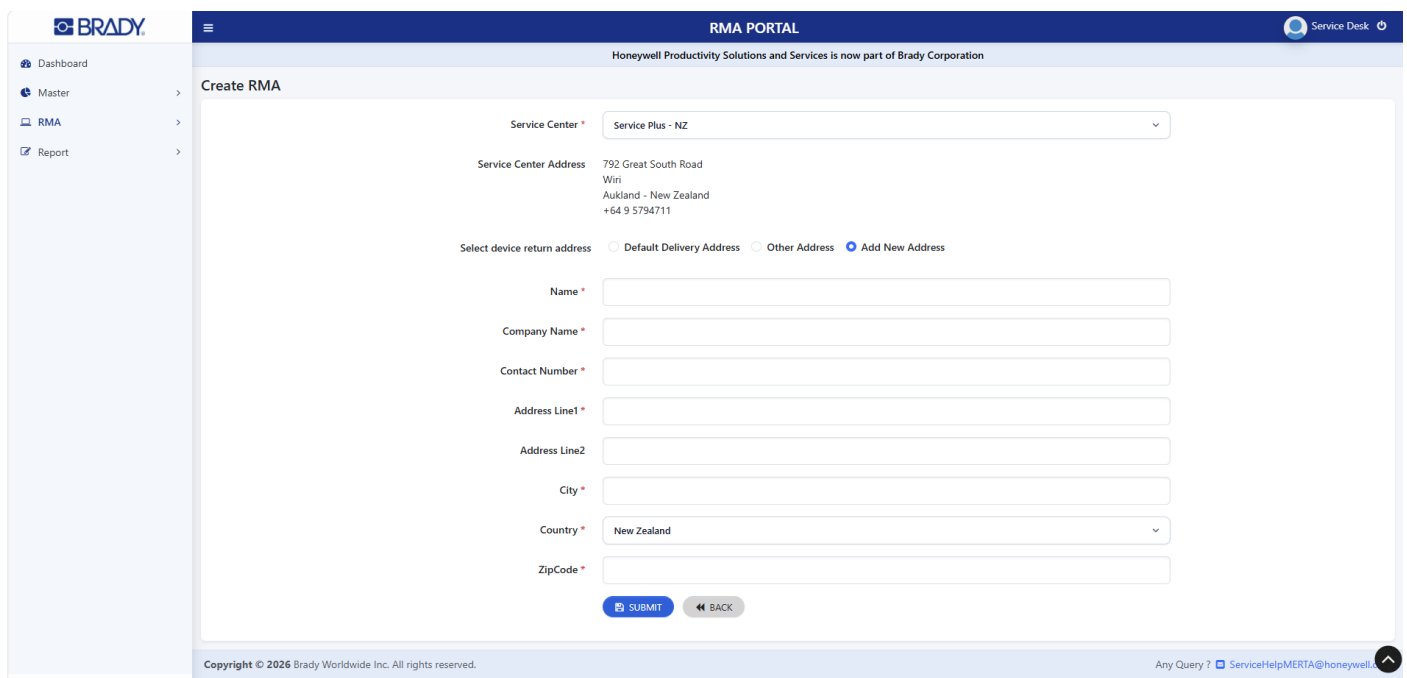
| Serial Number | Model Number | Configuration Number | Fault Code                              | TAT | Pickup | Contract /Warranty Status | ContractNo | StartDate | EndDate | Service PartNo | Require |
|---------------|--------------|----------------------|-----------------------------------------|-----|--------|---------------------------|------------|-----------|---------|----------------|---------|
| 18323232D23   | CT60         | CT60-L0N-ALC010E     | Audio - Microphone does not work at all | 12  | NO     | NO                        |            |           |         |                |         |

Showing 1 to 1 of 1 entries

- The added product details will be shown in the table as shown above.
- In case user wants to modify/delete the product already added he/she can do the same by clicking on the following icon.  
- If you want to add more products to the same RMA, fill the above details again and click on **“ADD”** button.
- Once all the products that you want to send for repairs are added click on **“NEXT”** button.
- User will see the screen as below:



- **Service Center:** User to select the service center as applicable.  
Based on the service center selected the address of service center will be shown to the user.
- **Select device return address:** By default, the address used by the user at the time of registration will be shown as the default return address. If user want to receive the device at a different address after repair than user need to add their desired address and thereafter select the option “**Other Address**”. This will allow the user to key in the different return address.



- For shipments where pickup is provided by IPS based on the contract of the customer an option will be given to customer to select the number of pieces.
- On clicking “**Back**” button user will be able to go to previous screen and option will be given to user to make any changes/additions to the RMA which is already added.
- On clicking “**Submit**” button RMA number will be generated.
- User must click on track and trace search for RMA# scroll right and click on the print Icon to print the RMA slip which need to be enclosed with the parcel before sending to service centre.

BRADY

Dashboard

Master

RMA

New RMA

Bulk RMA Create

Track & Trace

Search RMA

Report

CHECK WARRANTY STATUS

RMA PORTAL

Honeywell Productivity Solutions and Services is now part of Brady Corporation

20-Aug-202520-Aug-2026ALL

Service Desk

EXCEL

Track & Trace

Show 15 rows

| No | RMA Number   | Customer Name | Depot Name | Model Number | Serial Number | Fault                                                                                 | Description                                         | Status    |
|----|--------------|---------------|------------|--------------|---------------|---------------------------------------------------------------------------------------|-----------------------------------------------------|-----------|
| 1  | T26080000951 | Service Desk  |            | EDA61        | 523121C5123   | Keys - Keys not working.Keys - Scanner key not working.Keys - Feed button not working | Operating system - Clock.Operating system - Cale... | Pickup/li |
| 2  | T26080000952 | Service Desk  |            | EDA61        | 6272811C512   | Battery - Indicator problem                                                           | Operating system - Clock.Operating system - Cale... | Pickup/li |
| 3  | T26080000953 | Service Desk  |            | EDA61        | 7232272B113   | Charging - Too Long charging time                                                     | Operating system - Clock.Operating system - Cale... | Pickup/li |
| 4  | T26080000954 | Service Desk  |            | EDA61        | 82345840123   | Connectivity - Bluetooth problem                                                      | Operating system - Clock.Operating system - Cale... | Pickup/li |
| 5  | T26080000852 | Service Desk  |            | CN70         | 21084R0033    | Battery - Drains too fast                                                             | Battery drains very quickly...                      | Job orde  |
| 6  | T26080000853 | Service Desk  |            | CN70         | 2359434H23232 | Battery - Indicator problem.Scan - Does not Read Tags                                 | Battery and Scan issues...                          | Job orde  |
| 7  | T26080000851 | Service Desk  |            | CN70         | 24FB343432332 | Battery - Drains too fast                                                             | Battery drains in 15 minutes...                     | Delivere  |

Showing 1 to 7 of 7 entries

FirstPrevious1NextLast

- User will further receive an email with the RMA details.
- If the pickup was there for any product in such scenario's user will receive second email with the AWB (air waybill) details and shipment labels.

## Bulk RMA (Submit multiple RMAs at same time)

If you have multiple units that you need to log at the same time and it is too many or impractical to put in the portal one by one you can use the Bulk RMA submission function.

- for file template please download template using the button supplied

[DOWNLOAD TEMPLATE](#)

BRADY

Dashboard

Master

RMA

New RMA

Bulk RMA Create

Track & Trace

Search RMA

Report

CHECK WARRANTY STATUS

RMA PORTAL

Service Desk

Honeywell Productivity Solutions and Services is now part of Brady Corporation

DOWNLOAD TEMPLATE

Upload File

Choose File

No file chosen

ADD

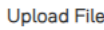
NEXT

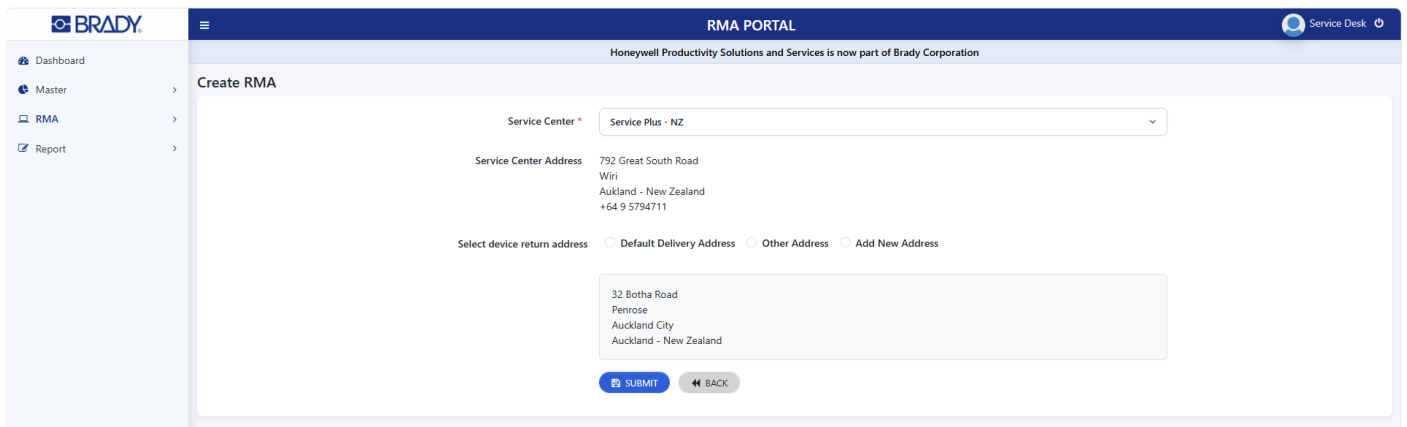
| Serial Number | Model Number | Configuration Number | Fault Code                              | TAT | Pickup | Contract /Warranty Status | ContractNo | StartDate | EndDate | Service PartNo | Require |
|---------------|--------------|----------------------|-----------------------------------------|-----|--------|---------------------------|------------|-----------|---------|----------------|---------|
| 18323232D23   | CT60         | CT60-LON-ALC010E     | Audio - Microphone does not work at all | 12  | NO     | NO                        |            |           |         |                |         |

Showing 1 to 1 of 1 entries

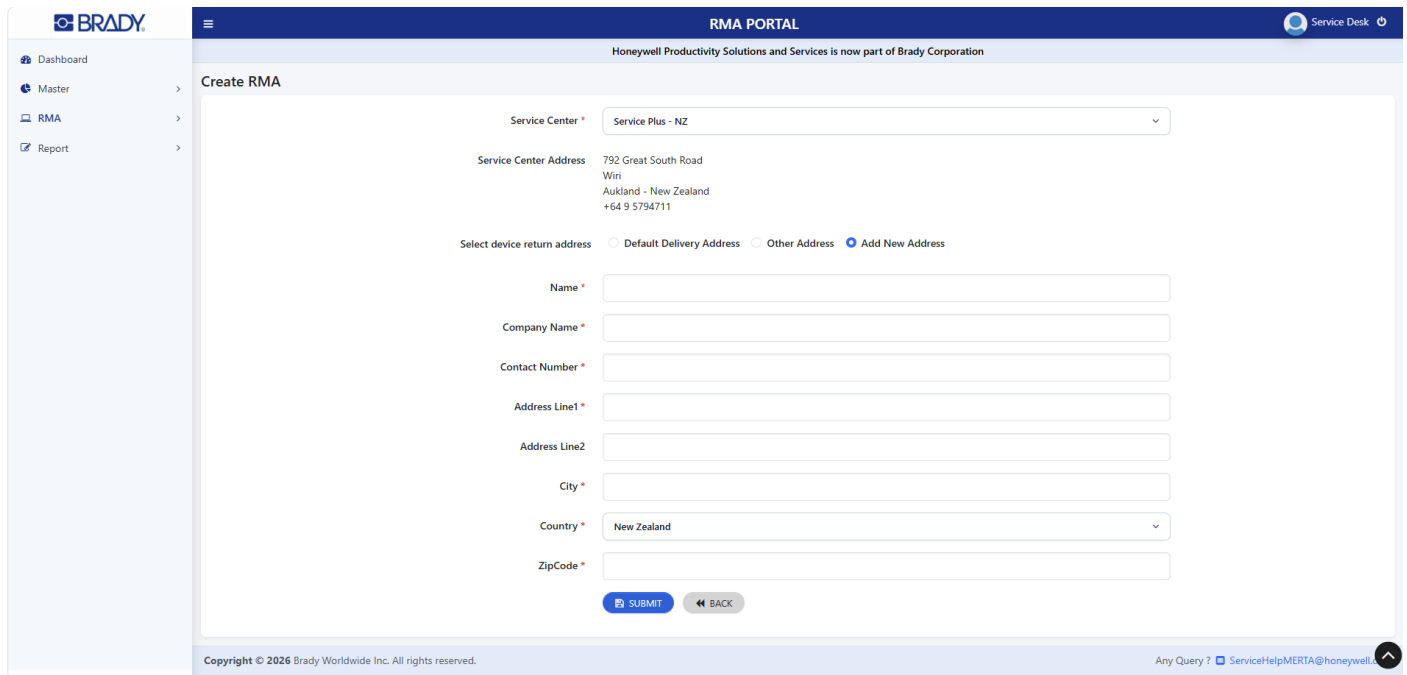
- Fill in all the details in the excel and DO NOT leave blank information apart from subsequent fault dropdowns after (fault 1).
  - **Serial Number**  
Enter your product's serial number.
  - **Part Number or configuration number**  
Enter your product's configuration part number
  - **Model Number**  
Enter your product's model number
  - **Fault 1 (choose dropdown)**  
Select the different fault's you are facing in the product. The standard fault's list shown will be as per the Fault Area that you have selected. You can select multiple Fault as applicable.
  - **Description OR Detailed complaint / Additional Instructions**  
Write in a detailed description to the best of your knowledge as to what is wrong with your device.
  - **Required Firmware**  
Do you require a specific firmware version? If you do not you can simply just put latest.
  - **Accessories Sent**  
Please list all your accessories you are sending with the device.

**Please note** User should not send accessories to service centre. Only in the case that the accessory is required test device to prove faults should it be sent- Select the accessories from the list if applicable. Local and international carriers have restrictions and laws on freighting batteries, where possible all batteries should be removed prior to shipment.

- Once you have your file filled in and saved Upload   your file by ‘**choosing file location**’
- Click ‘**ADD**’  to add your listed file to the portal. You will be able to review your RMA information below; you can remove any incorrect entries by selecting the  bin button.
- Once all the products that you want to send for repairs are added click on “**NEXT**” button. 
- User will see the screen as below:



- Service Center: User to select the Service Center as applicable.
- Based on the Service Center selected the address of Service Center will be shown to the user.
- **Select device return address:** By default, the address used by the user at the time of registration will be shown as the default return address. If user want to receive the device at a different address after repair than user need to add their desired address and thereafter select the option “**Other Address**”. This will allow the user to key in the different return address.



**RMA PORTAL**

Honeywell Productivity Solutions and Services is now part of Brady Corporation

**Create RMA**

Service Center \*

Service Center Address  
792 Great South Road  
Wiri  
Auckland - New Zealand  
+64 9 5794711

Select device return address ☐ Default Delivery Address ☐ Other Address ☒ Add New Address

Name \*

Company Name \*

Contact Number \*

Address Line1 \*

Address Line2

City \*

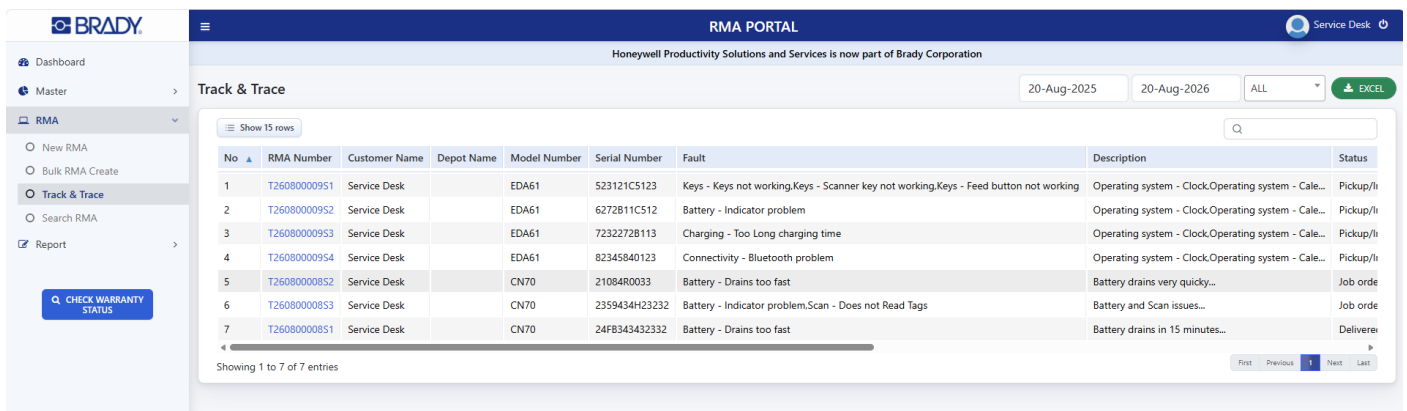
Country \*

ZipCode \*

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- For shipments where Pickup is provided by Honeywell based on the contract of the customer an option will be given to customer to select the number of pieces.
- On clicking “Back” button user will be able to go to previous screen and option will be given to user to make any changes/additions to the RMA which is already added.
- On clicking “Submit” button RMA Number will be generated.

## Track & Trace (RMA Tracking)



**RMA PORTAL**

Honeywell Productivity Solutions and Services is now part of Brady Corporation

**Track & Trace**

20-Aug-2025 20-Aug-2026 ALL

Show 15 rows

| No | RMA Number   | Customer Name | Depot Name | Model Number | Serial Number | Fault                                                                                 | Description                                         | Status    |
|----|--------------|---------------|------------|--------------|---------------|---------------------------------------------------------------------------------------|-----------------------------------------------------|-----------|
| 1  | T26080000951 | Service Desk  |            | EDA61        | 523121C5123   | Keys - Keys not working.Keys - Scanner key not working.Keys - Feed button not working | Operating system - Clock,Operating system - Cale... | Pickup/li |
| 2  | T26080000952 | Service Desk  |            | EDA61        | 6272811C512   | Battery - Indicator problem                                                           | Operating system - Clock,Operating system - Cale... | Pickup/li |
| 3  | T26080000953 | Service Desk  |            | EDA61        | 72322728113   | Charging - Too Long charging time                                                     | Operating system - Clock,Operating system - Cale... | Pickup/li |
| 4  | T26080000954 | Service Desk  |            | EDA61        | 82345840123   | Connectivity - Bluetooth problem                                                      | Operating system - Clock,Operating system - Cale... | Pickup/li |
| 5  | T26080000852 | Service Desk  |            | CN70         | 21084R0033    | Battery - Drains too fast                                                             | Battery drains very quickly...                      | Job orde  |
| 6  | T26080000853 | Service Desk  |            | CN70         | 2359434H23232 | Battery - Indicator problem,Scan - Does not Read Tags                                 | Battery and Scan issues...                          | Job orde  |
| 7  | T26080000851 | Service Desk  |            | CN70         | 24FB343432332 | Battery - Drains too fast                                                             | Battery drains in 15 minutes...                     | Delivere  |

Showing 1 to 7 of 7 entries

First Previous 1 Next Last

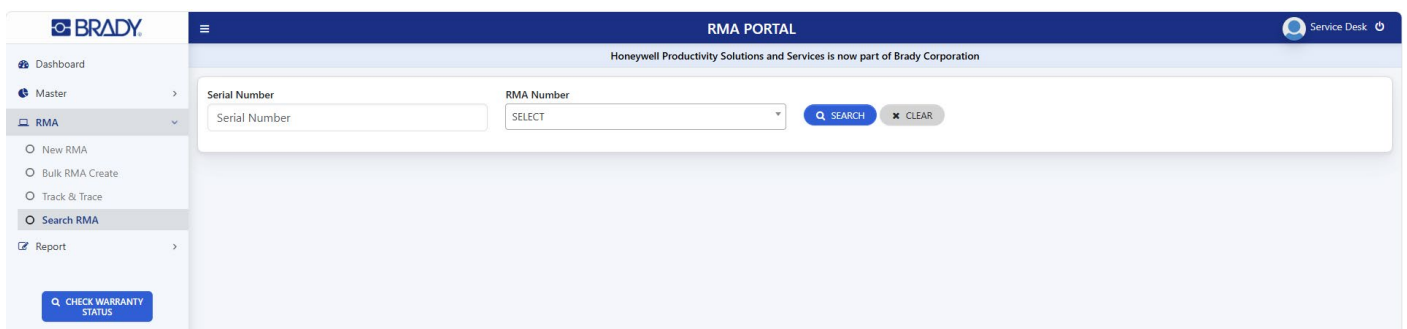
- In the RMA portal universal search box is provided. Using the search function, users can search any RMA record. The user can search any RMA record by any of the following values.
  - **RMA Number**
  - **Model Number**
  - **Serial Number**
  - **Fault Area**
  - **Status**
  - **Date**
- User will see the screen as above.

- Users can view the current status of all RMAs they created, listed in descending order with the most recent RMA at the top.
- Scroll Right to see the summary and click on RMA# to see the complete details.

Click **“EXCEL”**  to export your report as Excel format

## Search RMA

In the RMA portal universal search box is provided. Using the search function, users can search any RMA record.

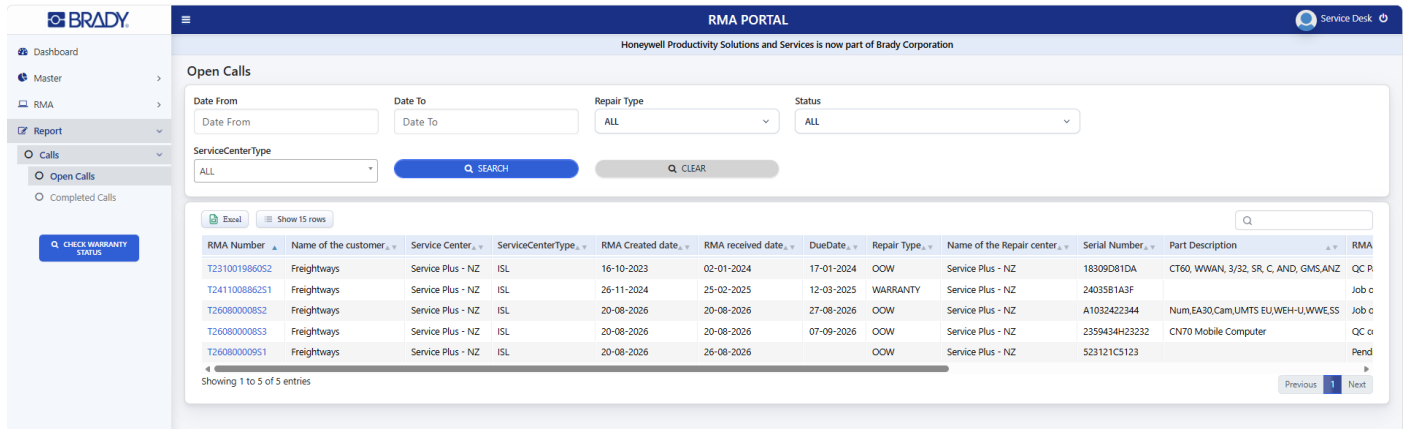


- **RMA Number**  
Enter your devices RMA number, note if bulk loaded RMAs there may be others listed in the entry. Each RMA is listed in sequence number S1, S2, S3 and so on.
- **Serial Number**  
Enter your serial number found on your device to search for RMAs

- Click **“SEARCH”**  to show details below your search criteria in a report.
- Click **“CLEAR”**  to reset and clear all details entered.

# Report Tab

## Open Calls

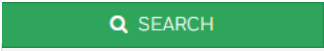


- The RMA Portal includes a reporting function that lets users search submitted RMA records and review their details. Users can search for RMA records using any of the following values.

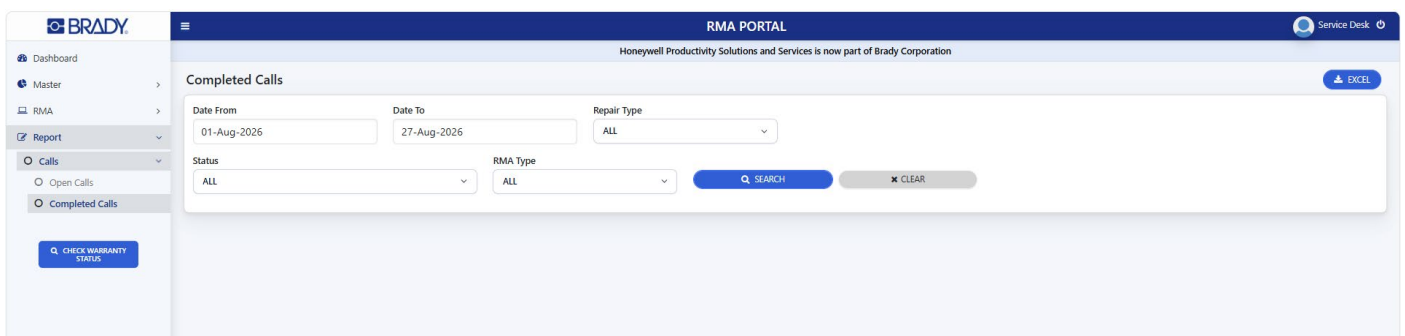
- **Date from**  
Enter your search start date
- **Date to**  
Enter your search end date
- **Repair Type (choose dropdown)**  
Search by the repair type of your RMAs
  - **Contract** – The RMA is covered under contract
  - **Warranty** – The RMA is covered under warranty
  - **OOW** – The RMA is not covered and out of warranty

**Please note** for coverage options, including contract renewals, contact your local in-country partner or sales team.

- **Status (choose dropdown)**  
Search by the status of your RMAs
  - **Delivered to customer/ completed** - the RMA is now completed.
  - **QC passed** – Quality check has passed.
  - **Pending for approval** – the RMA is pending for internal approval to proceed (usually applied to quoted jobs not covered by contract coverage).
  - **Pending for customer** – the RMA is pending for customer approval to proceed (usually applied to quoted jobs not covered by contract coverage).
  - **Pending for spares** – The RMA is waiting on parts to complete the job.
  - **Work in progress** – The RMA is currently being worked on by the service provider.
  - **RMA approved** – The RMA is approved and waiting to be worked on.
  - **Job order log in device received** – The RMA device has been received at the service provider and is in Queue to repair.
  - **Pick up/in transit** - The RMA has been dispatched by the customer and is on route to the service provider.
  - **Ready for QC** – The RMA has been repaired and is going through quality checking validation
  - **QC failed** – The RMA failed Quality checking and is returning to work in progress repair
  - **RMA rejected** – The RMA has been rejected by the service provider.
  - **Cancelled** – The RMA has been cancelled by the service provider or at the customer request

- **Service centre Type**
  - **ALL** Wildcard search for all service providers
  - **ISL** Search by Independent service location, mainly for partners conducting services as a repair depot location
  - **HSP** Search by Honeywell service provider, mainly for partners conducting services under the Printer service provider program (if available in your region)
- Click “**SEARCH**”  to show details below your search criteria in a report.
- Click “**CLEAR**”  to reset and clear all details entered.
- Click “**EXCEL**”  to export your report as excel format

## Completed Calls



- The RMA Portal includes a reporting function that lets users search submitted RMA records and review their details. Users can search for RMA records using any of the following values.
  - **Date from**  
Enter your search start date
  - **Date to**  
Enter your search end date
  - **Repair Type (choose dropdown)**  
Search by the repair type of your RMAs
    - **Contract** – The RMA is covered under contract
    - **Warranty** – The RMA is covered under warranty
    - **OOW** – The RMA is not covered and out of warranty

**Please note** for coverage options, including contract renewals, contact your local in-country partner or sales team.

- **Status (choose dropdown)**  
Search by the status of your RMAs
  - **Delivered to customer/ completed** - the RMA is now completed.
  - **Dispatched without repair** – the RMA was rejected or not repaired. The device was returned to the customer and job completed.
- Click “**SEARCH**”  to show details below your search criteria in a report.
- Click “**CLEAR**”  to reset and clear all details entered.

Click “**EXCEL**” to export your  report as excel format