

Honeywell

Honeywell RMA Portal

Productivity Service Solutions



RMA Portal Processes & Help Guide

REV. 100.2 SEP 2023

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About this guide

Guide Purpose

This guide is used to assist with the Honeywell RMA (return Materials Authorization) Portal. The portal is used for logging information only for hardware repair of Honeywell PSS (productivity service solution devices) by customers and their distributors/resellers.



Mobile Computers



Vehicle Mounted Computers



Scanners



Mobile Printers



Industrial Printers

Revision History

Revision	Supported Release	Date	Description / Changes
A	100.1	Sep 2023	Initial release Initial release of documentation
B	100.2	Sep 2023	Edits to pages and update of information. Page 4 revision <ul style="list-style-type: none">Guide Purpose description Page 12 additional info <ul style="list-style-type: none">Click "YES" only if Technical case registered and enter the Support case number with date then click on Continue. if no then Click "NO" and selected "Need Service Repair" from the drop down Page 13 additional info <ul style="list-style-type: none">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.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. Page 14 revision <ul style="list-style-type: none">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. Page 15 revision <ul style="list-style-type: none">Review of information on full page

Introduction

Honeywell RMA Portal gives Honeywell's customer the ability to create new RMA and track the status of the created RMA. Current user guide covers the following process related to:

- Login
- Registration
- RMA Creation
- RMA Tracking
- Forgot Password
- Change Password

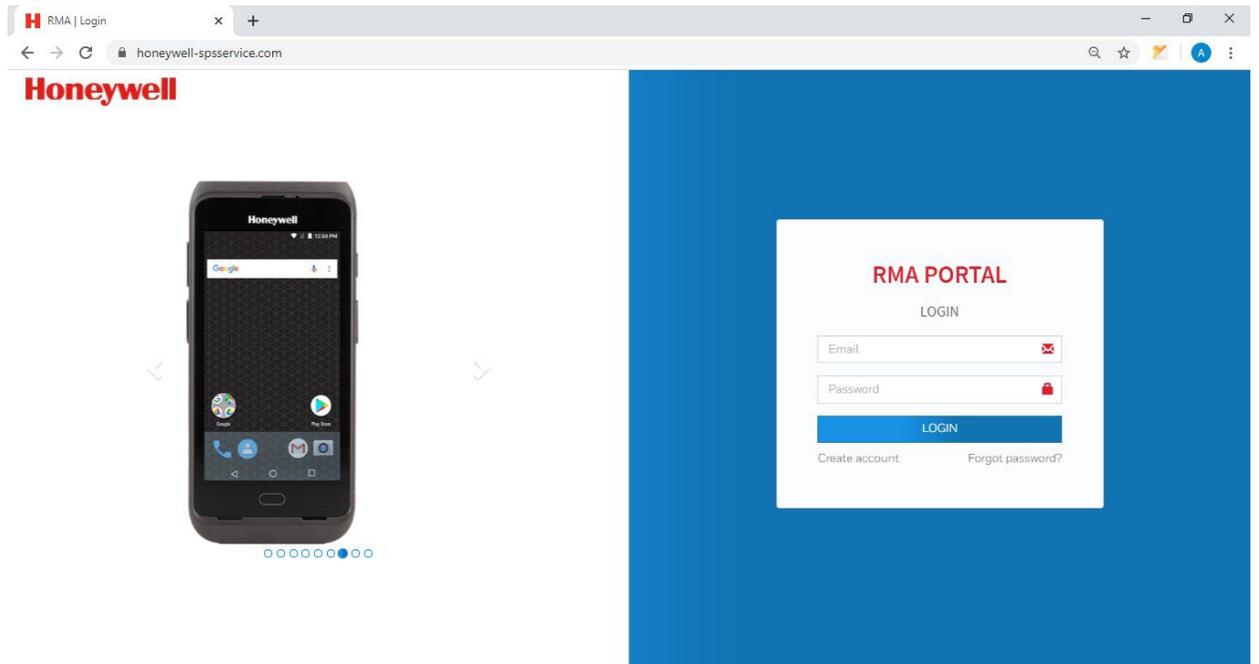
If you have any questions not covered in this user guide, please contact the Honeywell Safety and Productivity Solutions – Service operations team.

RMA Portal Website Link:

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

RMA processes

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](#)

Select Any One *

Name of the company *

Depot Name

Full Name of User *

Contact Number *

Mobile Number *

Email ID *

Post Box No/Buliding No/Office Name *

Address Line 1 *

Address Line 2

City *

Country *

Zip Code

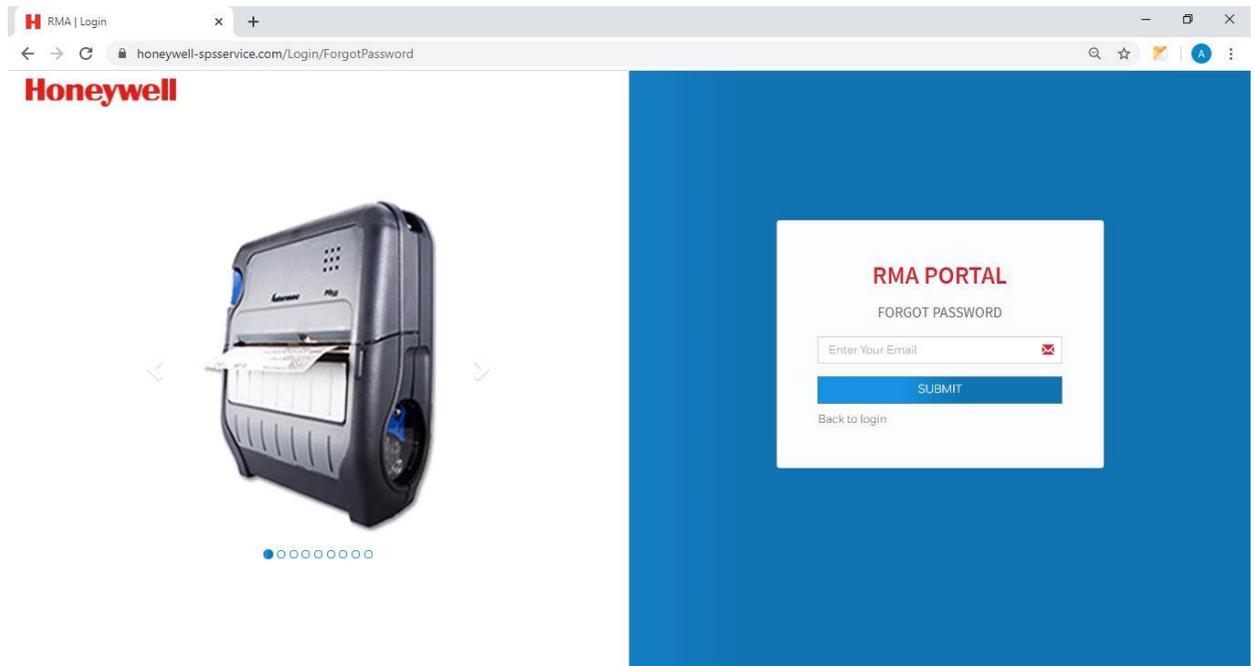
GPS Location

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

- **Name of the Company** - Enter your company's name.
- **Depot Name** – Enter 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.

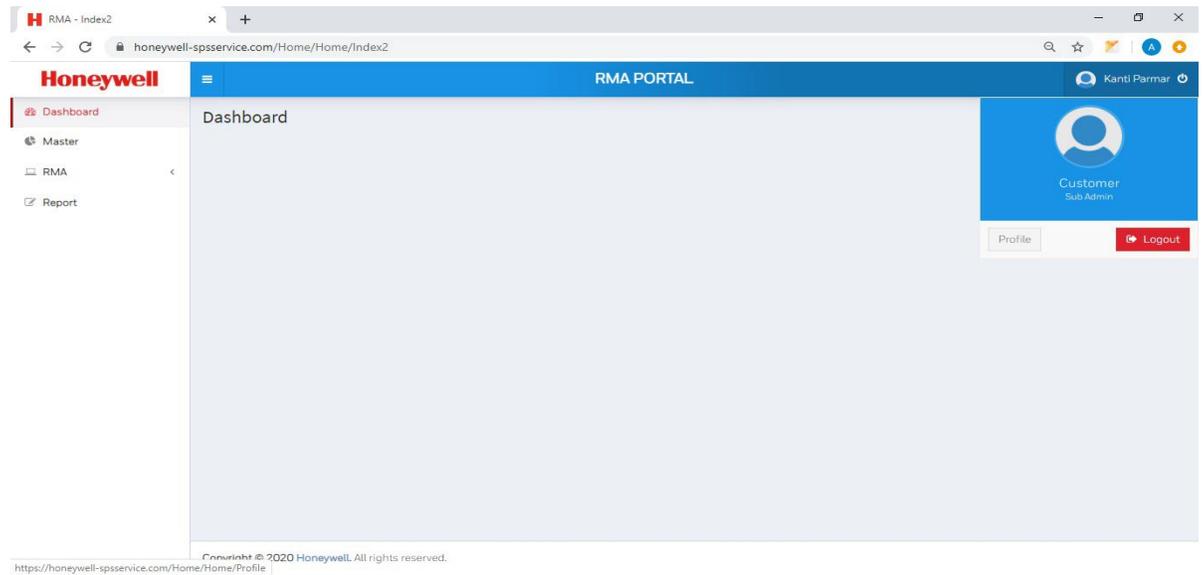
-
- **Zip Code** – Enter Zip/Pin code details.
 - **GPS Location** - Enter GPS Location code details if available.
 - Click "**Cancel**" if you want to clear all the fields previously entered.
 - Click "**Register**" to submit the registration information. If there are any errors the same will be displayed. 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

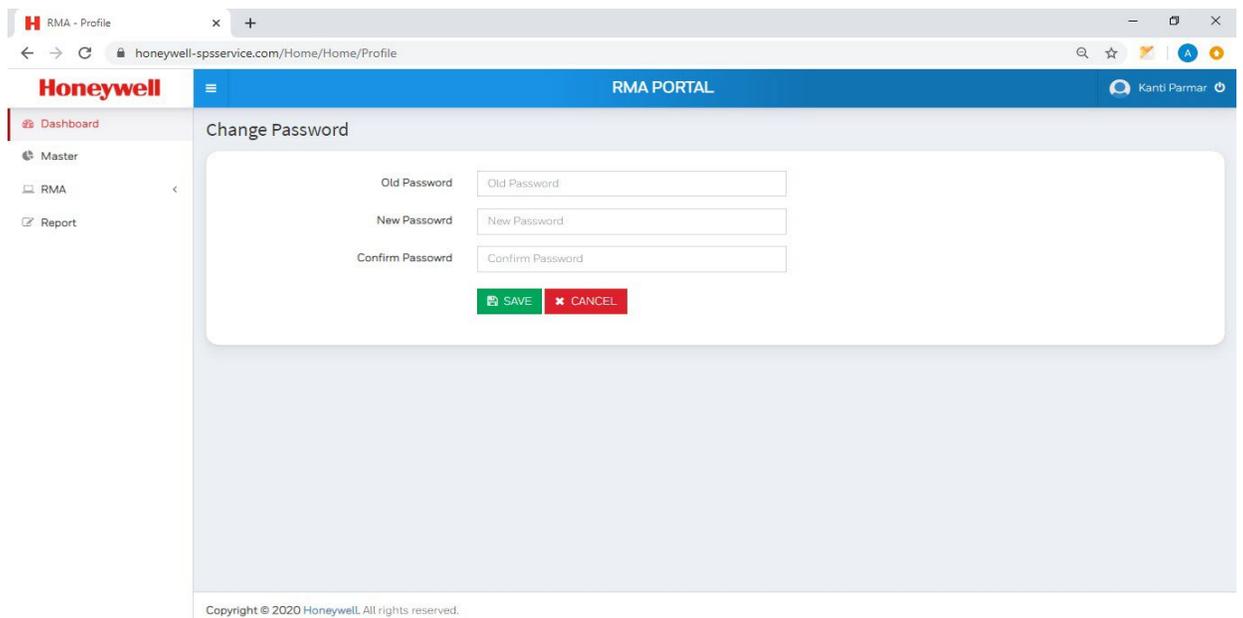


- Users who have forgotten their password may request that it be e-mailed to them by:
- Entering their Email address and clicking on Submit button.
- If the Email address is valid an email will be sent to the User with the Password details.

Change Password



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

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 no then Click **“NO”** and selected **“Need Service Repair”** from the drop down.

The screenshot shows the 'Create RMA' form. The first section asks 'What issue do you have?' with radio buttons for 'Technical Issue' and 'Repair Issue', and a blue 'CONTINUE' button. The second section asks 'Do you have a Honeywell Technical Support Case Number created?' with green 'YES', red 'NO', and grey 'BACK' buttons.

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

The screenshot shows the Honeywell RMA Portal 'Create RMA' form. The sidebar includes 'Dashboard', 'Master', 'RMA', 'New RMA', 'Track & Trace', and 'Report'. The form fields are: Serial Number, Configuration Part Number, Model Number, Fault Area (you can select multiple), Fault (you can select multiple), Damage On Product, Detailed complaint, Accessories Sent (Repair Centers do not Require Accessories), and four Upload Picture fields. Below the form is an 'ADD' button and a table with columns: Serial Number, Model Number, Configuration Number, Fault Code, TAT, Pickup, Contract/Warranty Status, ContractNo, StartDate, and EndDate. The table is currently empty, showing 'No data available in table'.

- **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 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.
 - **Fault Area** – Select the fault area's as per the problem you are facing. You can select multiple fault area's 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 Fault 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.

Serial Number	Model Number	Configuration Number	Fault Code	TAT	Pickup	Contract/Warranty Status	ContractNo	StartDate	EndDate	Action
18323232D23	CT60	CT60-LDN-BRC210E	Charging - Too Long charging time	15	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:

Create RMA

Service Center * Service City - Dubai

Service Center Address Axiom Service Inventory Warehouse-Opp DTEC,
Near Premier Inn Hotel Dubai Silicon Oasis
Dubai United Arab Emirates

Select device return address Default Delivery Address Other Address

Building No#2,
Emaar Business park
The Greens
Dubai - United Arab Emirates

- 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.

Service Center * CTDI-Mumbai

Service Center Address Raheja Distric, Block D, MIDC TTC Industrial
Juinagar, Navi Mumbai, Thane, Maharashtra 400706
Navi Mumbai - India
+91 8286109063

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

Eco-Elite Building
Marol Maroshi Road
Next To Zakaria Industrial Estate,Andheri Eas
Mumbai - India

- 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.
- 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.

Track & Trace EXCEL

Show 10 rows Search: R23B03184959

Jumber	Serial Number	Fault	Description	Status	TAT	Service PartNo	Create Date	Rec.Date	Complete Date	Last Status UpdateDate	In AWB	Out AWB	Pickup Req.No	Print	Action
	20073B8DDA	Start-up - Completely Dead	~..	RMA Rejected	10		16-08-2023	25-08-2023		21-09-2023					

Showing 1 to 1 of 1 entries

First Previous **1** Next Last

- 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 details and shipment labels.

Track & Trace (RMA Tracking)

Track & Trace

Excel Show 10 rows Search:

No	RMA Number	Customer Name	Model Number	Serial Number	Fault	Description	Status	Date
11	R202000021S1	Kanti Parmar	RP4	19065B22A2	Battery - Drains too fast	Battery is not holding charge	Delivered to Customer/Completed	11-02-2020
12	R202000015S1	Kanti Parmar	EDA51	19284B19B2	Scan - No Beam	Not scanning bar codes	Pending for spares	10-02-2020
13	R202000003S1	Kanti Parmar	CT60	18363D8232	Charging - Not working	test	Job order Log In/Device Received	04-02-2020
14	R202000002S2	Kanti Parmar	CN70	11521542045	Camera - Camera not working	test	Job order Log In/Device Received	04-02-2020
15	R202000002S1	Kanti Parmar	CN70	11521542040	Battery - Indicator problem	test	RMA Approved	04-02-2020

Showing 11 to 15 of 15 entries

Previous 1 2 Next

- 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.
- User to see the current status against all the RMA's created by him/her in descending order, with the latest RMA created at the top.
- Scroll Right to see the summary and click on RMA# to see the complete details.
- User can export the data in Excel format by clicking on "Excel" button.