

2020

Honeywell

RMA Portal

USER MANUAL

Version 1.0

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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:

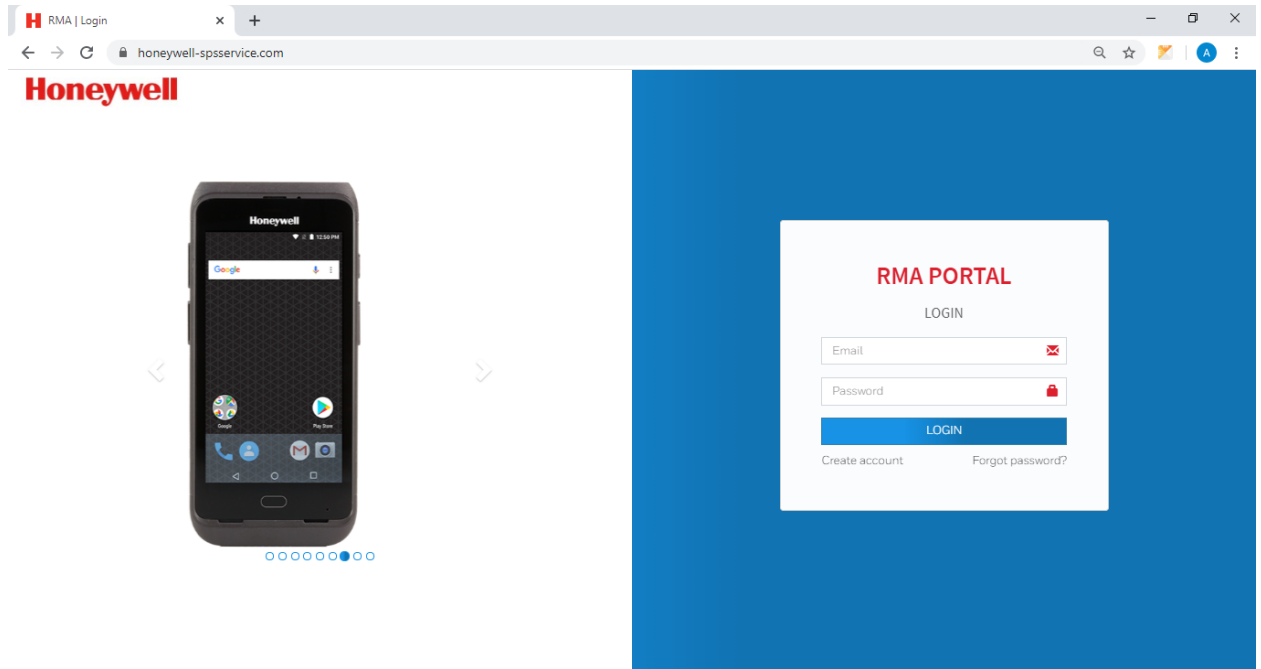
- Login
- Registration
- RMA Creation
- RMA Tracking
- Forgot Password
- Change Password

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/>

Login



- 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

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- **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.

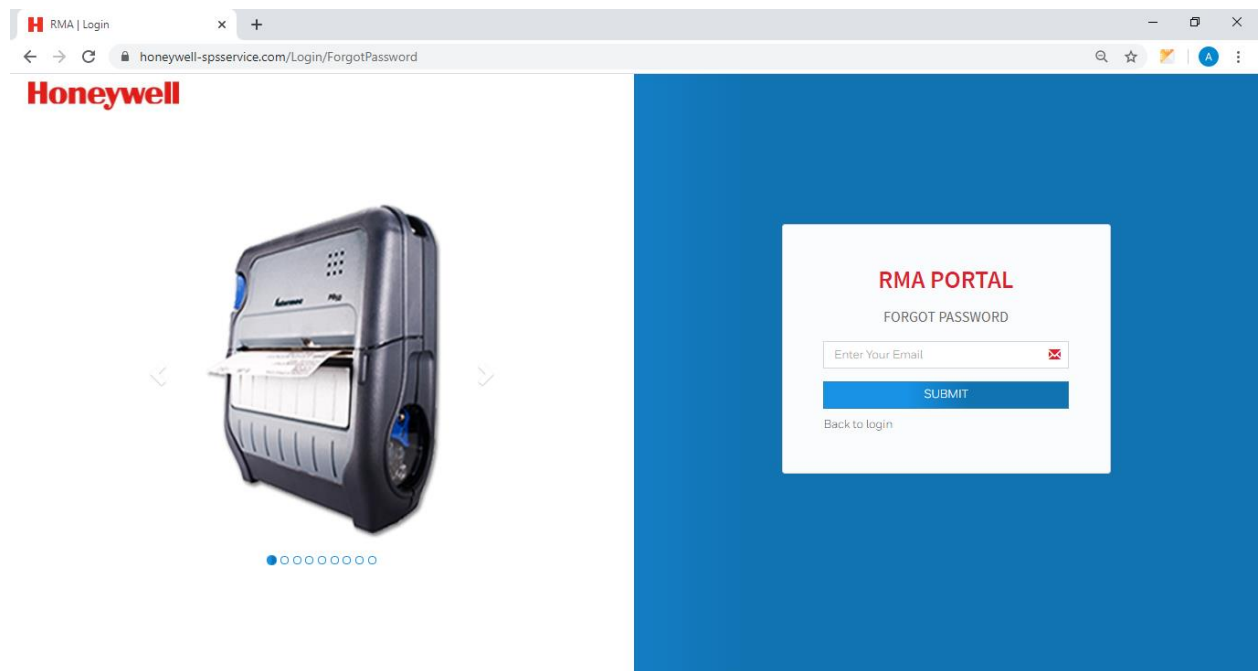
- Click "**Register**" to submit the registration information. If there are any errors the same will be displayed. User need to follow the instruction and do the needful correction/modifications.

- 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.

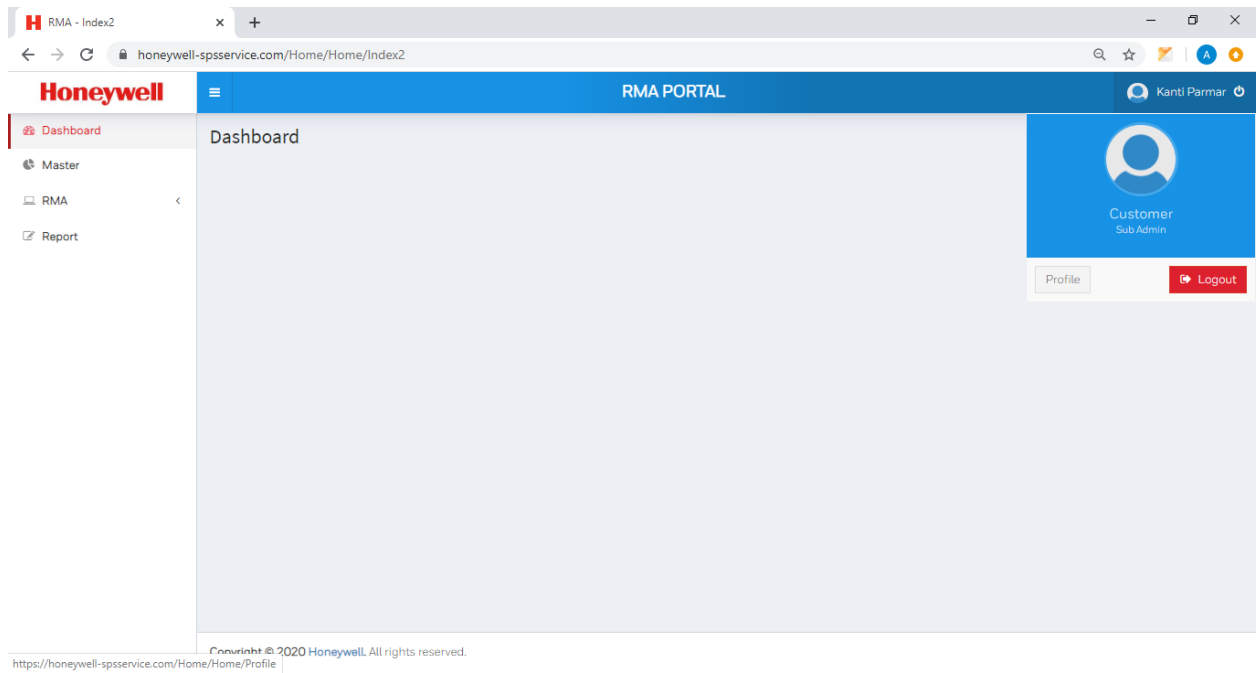
- Once user account is approved user will receive an email with login details. The email will have details about user's email and password. Using this detail user will now be able to login into the RMA portal.

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.

The screenshot shows a web browser window with the URL `honeywell-spsservice.com/Home/Home/Profile`. The page title is "RMA - Profile". The Honeywell logo is in the top left, and "RMA PORTAL" is in the top right. A user profile "Kanti Parmar" is visible in the top right corner. The main content area is titled "Change Password" and contains three input fields: "Old Password", "New Password", and "Confirm Password". Below the fields are two buttons: a green "SAVE" button and a red "CANCEL" button. A sidebar on the left contains links for "Dashboard", "Master", "RMA", and "Report". At the bottom of the page, there is a copyright notice: "Copyright © 2020 Honeywell. All rights reserved."

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)

The screenshot shows the 'Create RMA' form in the Honeywell RMA Portal. The form is divided into several sections:

- Serial Number:** A text input field labeled 'Serial Number'.
- Configuration Part Number:** A text input field labeled 'CN/PN Number'.
- Model Number:** A text input field labeled 'Model Number'.
- Fault Area:** A dropdown menu labeled 'Fault Area (you can select multiple)'.
- Fault:** A dropdown menu labeled 'Fault (you can select multiple)'.
- Damage On Product:** A checkbox labeled 'Damage On Product'.
- Detailed complaint:** A text area labeled 'Detailed complaint'.
- Accessories Sent:** A text input field with a note '(Repair Centers do not Require Accessories)'.
- Upload Picture:** Four buttons labeled 'Choose File' with the text 'No file chosen' below them.
- ADD:** A blue button with a plus sign and the text 'ADD'.



Below the form is a table with the following columns: Serial Number, Model Number, Configuration Number, Fault Code, TAT, Pickup, Contract/Warranty Status, ContractNo, StartDate, and EndDate. The table currently displays 'No data available in table'.

- Once logged in click on the New RMA link from the left menu.
- 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"**
- **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.
 - **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
18323232023	CT60	CT60-LON-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 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 select the option “Other Address”. This will allow the user to key in the different return address.
- 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 No 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 will 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	19284B1982	Scan - No Beam	Not scanning bar codes	Pending for spares	10-02-2020
13	R202000003S1	Kanti Parmar	CT60	18363DB232	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

- 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.
- Search box is provided using which user can search any RMA record by any of the following values.
 - RMA Number
 - Model Number
 - Serial Number
 - Fault Area
 - Status
 - Date
- User can export the data in Excel format by clicking on "Excel" button.