

Process Solutions

Spare Parts Online Store

Frequently Asked Questions

Q: What is the benefit of using this site?

- Immediate access to your customer specific pricing for material in your local currency.
- Use of an online ordering tool removes any possible delays in getting orders entered so that Honeywell may start processing the order as soon as you submit.
- The online system will provide better visibility to order status including scheduled delivery dates, shipment dates, and tracking information once material has shipped.

Q: What types of orders may be placed via the web?

Any field replaceable spare parts and upgrade kits from Honeywell Process Solutions that do not require configuration.

- P2 – Parts Holding (bonded/parts management) can also be ordered through the online store.
- Certified Recycled Parts (CRP) are now available for purchase online.

Q: If I need to expedite an order after I submit through the web am I able to go back in and supply a new request date through the web?

No. Any changes to an order already submitted through the web will require contacting Honeywell Global Customer Care (GCC) (via HPSCustomerSupport@Honeywell.com). Once an order is placed via the web the initial information may not be changed. That includes change of part numbers, quantities, or request dates.

Q: How will exceptional quantity (for example, large quantity) orders be handled?

The spare parts channel is made to handle field replaceable spare parts requests and the standard lead-times for each part are based on small orders. The Honeywell supply chain has an internal process for handling large quantity orders for a single part number and that will be followed for orders placed through the web as well. It should be noted that the standard lead-times will not reflect likely schedule dates for large quantity orders of a single part.

Q: Does the web ordering process check for duplicate orders?

The web does not check if the same PO or order has been placed. Many customers use blanket POs so the same purchase order may be used multiple times. If an order is placed via the web, the hardcopy/electronic copy of the PO should not be sent into Honeywell via any other means.

Q: How do I request ability to quote or purchase if I do not already have that level of access?

Someone within your company should have been set up as a site administrator and can change your access level based on your role and responsibilities within the company. To request access, click the request link when viewing a part. A predefined email will pop up for you to send.

Q: How do I find out who is the website Administrator for my company?

Once logged in, go to BUY NOW and click on My Profile. It will show who is the Administrator, if it is not visible email SparePartsOnline@honeywell.com

Q: Who do I contact if I have problems with the site?

If you have any technical problems with the site please send an email to hpsweb@honeywell.com

Q: Who do I contact if I have questions about the sell prices I am seeing?

If you have concerns with the sell prices being shown you may either email hpsweb@honeywell.com or contact the Honeywell Global Customer Care (GCC) at www.honeywellprocess.com, click on Contact Us.

Q: How do I add a "Ship To" address to my list of stored addresses at time of check out?

Please send a request to Honeywell via email address hpsweb@honeywell.com and request that the Ship To address be added to Honeywell ERP system for continued use going forward.

Q: Am I able to order software from this site?

Not currently. Only field replaceable spare parts and non-configured kits are orderable through the web. Software will continue to be ordered through standard channels until notified otherwise.

Q: Am I able to quote/order servers and stations from this site?

Not currently. Only field replaceable spare parts and non-configured kits are quotable and orderable through the web. Please continue to contact Honeywell for quotes and order placement of servers and stations until notified otherwise.

Q: Who do I contact if I am unable to find the material I am trying to quote/order?

Please contact your Honeywell account manager or field service representative or contact the Honeywell Global Customer Care (GCC) at www.honeywellprocess.com, click on Contact Us.

Q: I paid to expedite my order. What happens if my request date is not able to be met?

The expedite fee does not provide guarantee that a specific request date may be met. Once received your order will be scheduled and the order number and schedule dates will be communicated. The expedite fee will be applicable for any order where expedite has been requested and a delivery date shorter than the Standard Published Lead-time is able to be accomplished.

Q: How long is a quote "Active" for?

Quotes created on the web will be valid for 30 days. If an order is placed from that quote within the 30-day period the existing pricing will be honored.

Q: How do I make changes to an order I have submitted but has not yet shipped?

Any changes to an order already submitted through the web will require contacting Honeywell Global Customer Care (GCC) at www.honeywellprocess.com, click on Contact Us. Once an order is placed via the web the initial information may not be changed. That includes change of part numbers, quantities, or request dates. If additional parts are needed, please submit a new order through the web.

Q: How do I cancel an order that has been placed and not yet shipped?

Please contact the Honeywell Global Customer Care (GCC) at www.honeywellprocess.com, click on Contact Us.

Q: Is the web reference number my order number?

No. When you submit an order from the web you will receive an immediate web reference number. This number may be used to track your order status going forward. However, once the order interfaces with the Honeywell system a Honeywell order number will be generated and emailed to the submitter. You can track order status with the web reference number or the Honeywell order number from the web as well as your purchase order number if PO was used to pay for the material.

Q. What happens if I don't receive a confirmation advising a Honeywell Order number?
Please contact the Honeywell Global Customer Care (GCC) at www.honeywellprocess.com, click on Contact Us.

Q: What is Honeywell's return policy for material ordered over the web?
Once material is shipped a customer is viewed to have taken ownership of the material. Returns of any material will depend on several factors such as whether the package has been opened, what type of material it is, and how long between order shipment and request. A restocking fee will normally be charged if return is accepted.

Q: What is the Honeywell warranty for material ordered over the web?
The Honeywell warranty on parts ordered through the web is the same as those placed through any other order channel. Placing via the web does not change the standard Honeywell warranty policy.

Q: What is the return material procedure?
A Return Material Authorization form will need to be obtained from Honeywell. Once in hand you may follow the return instructions provided on that form.

Q: How do I obtain a Return Material Authorization (RMA) form?
Links to two documents are available below. If you have questions, please reach out to the Honeywell Global Customer Care Center (GCC) at hpscusersupport@honeywell.com.

- USA Only: [RMA US Only.doc \(Word Document\)](#)
- All Other Countries: [RMA International.xls \(Excel Spreadsheet\)](#)

Q: Is there a minimum order quantity?
If applicable, you will receive a pop up message when you try to add the part to the shopping cart. You will need to amend the quantity before adding the part to the cart.

Q: If I need a low value part, will there be a minimum order value?
For online store orders there is no minimum order value requirement.

Q: I am being charged for an expedite but I know that my company has agreed with Honeywell that these fees would be waived. What should I do?
Please contact the Honeywell Global Customer Care (GCC) at www.honeywellprocess.com, click on Contact Us.

Q: I have submitted an order but I did not click the expedite box, how do I get this order expedited now?
Please contact Honeywell Global Customer Care (GCC) at www.honeywellprocess.com, click on Contact Us.

Q: I have a contract that includes parts replacement, so why am I seeing prices?
The part prices will be displayed as information only as they do relate to the amount spent against your parts replacement contract, but you will not be invoiced for them at time the order ships.

Q: Who may I contact for technical product support for material on the web?
Please contact your Honeywell account manager or field service representative or contact the Honeywell Global Customer Care (GCC) at www.honeywellprocess.com, click on Contact Us.

Q: What do I do if material ordered via the web arrives damaged?
Please contact Honeywell either through the Honeywell Global Customer Care at www.honeywellprocess.com, click on Contact Us, or through your Honeywell account manager or field service representative.

Q: What is the estimated time to replace material that arrives damaged?

Honeywell will make best efforts to fill an order to replace damaged material, or warranty replacement items, in an expedited fashion but the standard lead-time published still holds for any new order placed on the system.

Q: I have entered the wrong PO number when submitting my order. How can I get this changed?

Please contact the Honeywell Global Customer Care (GCC) at www.honeywellprocess.com, click on Contact Us.

Q: Who do I contact for an update on order status if needed?

If you are having trouble getting order status from the web or the order status is not getting updated over a period of time please contact the Honeywell Global Customer Care (GCC) at www.honeywellprocess.com, click on Contact Us.

Q: Who do I contact to discuss a Parts Holding contract for my site?

Please contact your Honeywell account manager or field service representative to discuss details of a Parts Holding contract and to receive a quote.

Q: How do I obtain tracking information for my order?

Once material on your order ships a tracking number will be provided. If an order is not shipped complete, then the order status page will provide the various tracking numbers for the individual line items as they ship.

Q: Will I be contacted if my original scheduled delivery date is not going to be met?

The Honeywell system will send a new order acknowledgement email out if the schedule date changes more than five days to notify the submitter, and whoever else has been identified to receive emails about the order, of the change in the schedule date.

Q: Will my payment information be stored?

No credit card information will be stored. If a purchase order is attached to the order when it is submitted, then that will be stored within the Honeywell ERP.

Q: How do I update my payment information?

No payment information is being stored on the site. If a change needs to be made to an order that has already been placed, then you will need to contact Honeywell Global Customer Care (GCC) at www.honeywellprocess.com, click on Contact Us.

Q: When will the website be available for use? Are there any standard dates (holidays, etc.) or times of day that the website will not be available to place orders?

It is intended that the website will be up 24 hours a day, 7 days a week with no exceptions. Order fulfillment will follow normal Honeywell schedules so although an order may be placed on a weekend or holiday it will not start being filled until the next standard work day.

Q: What if I see the wrong account details when I log in?

Please contact Honeywell Global Customer Care (GCC) at www.honeywellprocess.com, click on Contact Us.

Q: I need to buy for a site, which I don't have access to. Who can I contact?

Please contact Honeywell Global Customer Care (GCC) at www.honeywellprocess.com, click on Contact Us.

Q: Can my HPS field technician place orders through the web on my behalf?

Only the end use customers assigned to the site and set up with purchasing authority may place an order through the web channel. The Honeywell technician may create a quote for you that can be moved to the cart and converted into an order but does not have access beyond seeing prices and creating quotes under standard set up. If you choose to have a Honeywell technician set up as part of your site account and provide them with a company email they may be given an account login that allows them to have full access including ability to process orders.

Q: Who can access and utilize this site?

The online site requires SAP to be rolled out in that country as part of the Honeywell infrastructure. As such, some countries will not have access to the site and customers there will continue to place orders direct with Honeywell as they always have until time as SAP has been implemented. See the column for a full list of countries with current access. Additional countries will be rolled out in future months.

Q: How do I get set up to be able to use the site?

Access to the online store is through the standard HoneywellProcess.com login.

- If you have a HPS web login and are in an SAP country you will see the “Buy Now” tab for access to the online store as soon as it is rolled out for your country.
- If you do not have an account set up for HoneywellProcess.com you will need to register through the standard process. Select the “Register” button to the right of the Login button at the top of the web page and you may fill out the forms and submit to request access. You will receive an email once your submission is reviewed and accepted and you will need to click on a link in that email to verify yourself as a user. At that time, you will have an active account in HPS web and will be on your way to gaining access to the Buy Now tab for the online store.

All contacts are set up with quote-only access to protect customers from unwanted orders. To upgrade your access to be able to place an order, [fill out the online form here](#). Access will be verified by your Honeywell Account Manager.

Q: I cannot see the ‘Buy Now’ tab when I log into HoneywellProcess.com. What should I do? Please contact Honeywell support at hpsweb@honeywell.com

Customer Countries

To access the HPS Spare Parts Online Store, the customer country must be on SAP.

Algeria	Hong Kong	Qatar
Angola	Hungary	Romania
Austria	Iraq	Russia
Bahrain	Italy	Saudi Arabia
Belgium	Kazakhstan	Slovakia
Bulgaria	Kuwait	South Africa
Canada	Mexico	Spain
China	Netherlands	Sweden
Croatia	Nigeria	Switzerland
Czech Republic	Norway	Taiwan
Egypt	Oman	United Arab Emirates
Finland	Poland	United Kingdom
France	Portugal	United States
Germany		

For More Information Learn more about the Spare Parts Online Store, visit, www.honeywellprocess.com or contact your Global Customer Care Center.

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