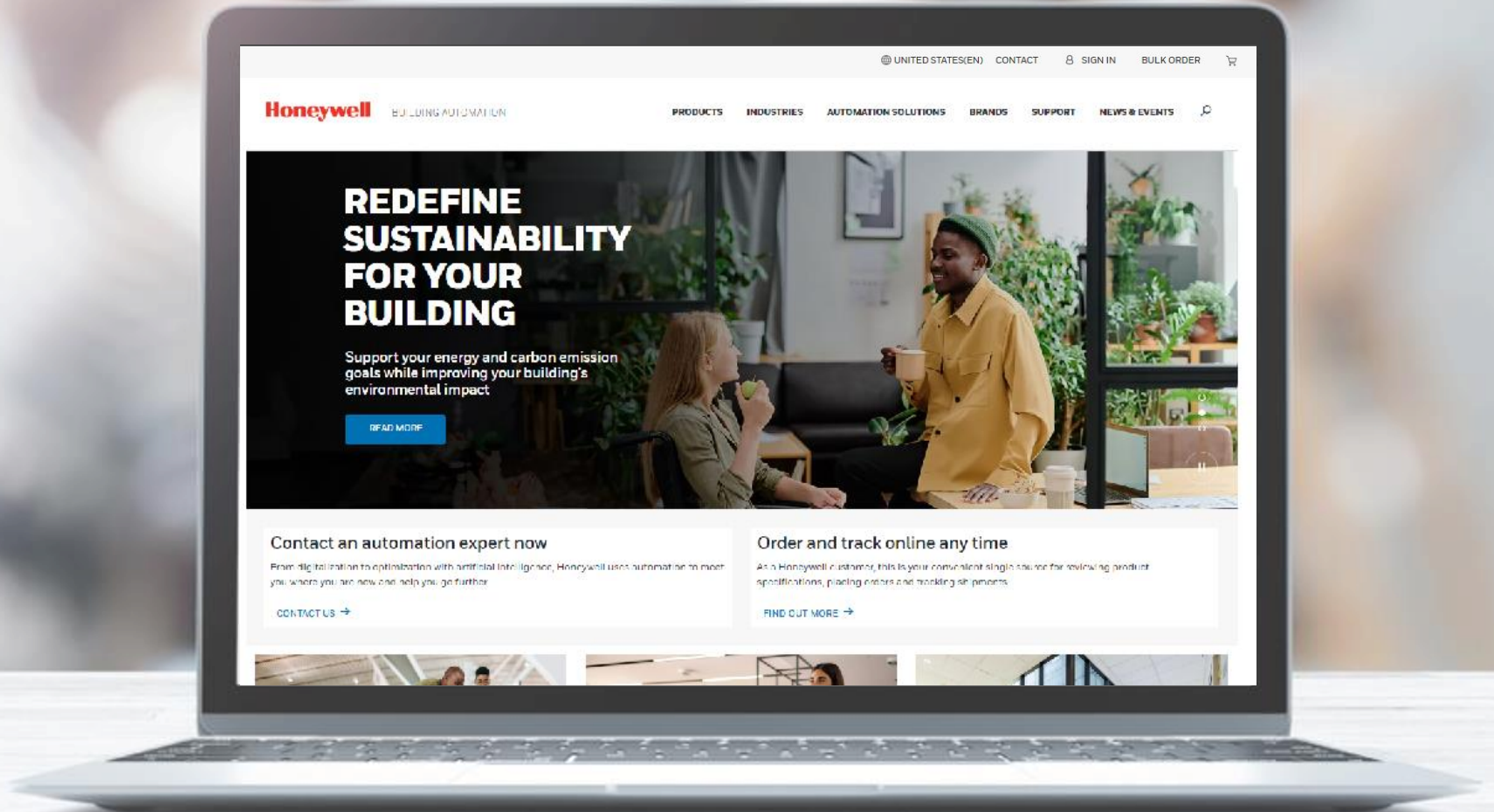


# MYBUILDINGS ONBOARDING GUIDE

Last updated April 22, 2024

# Honeywell

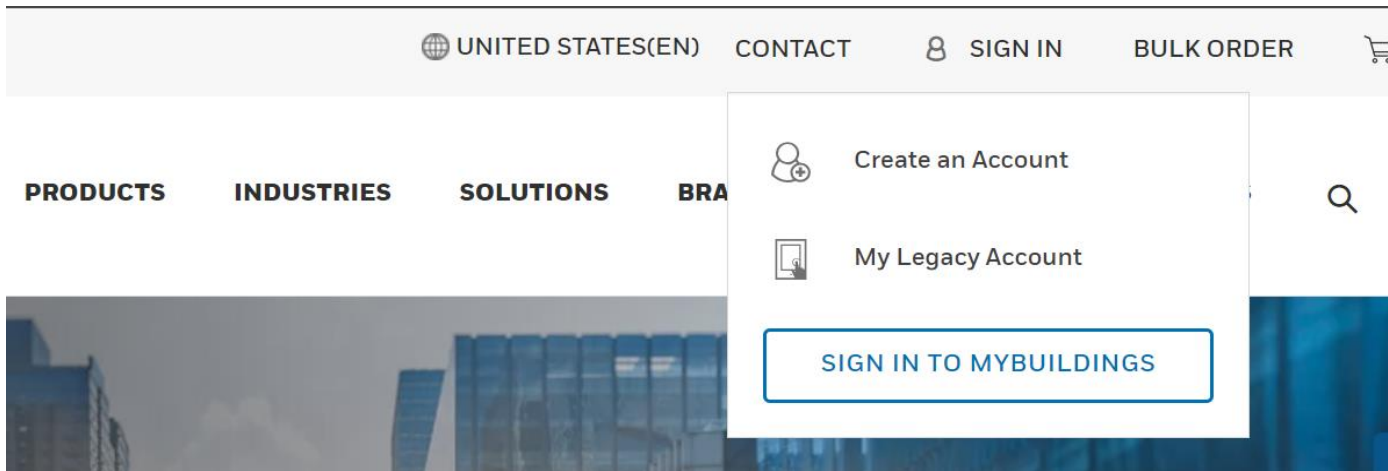


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# SIGN INTO MYBUILDINGS

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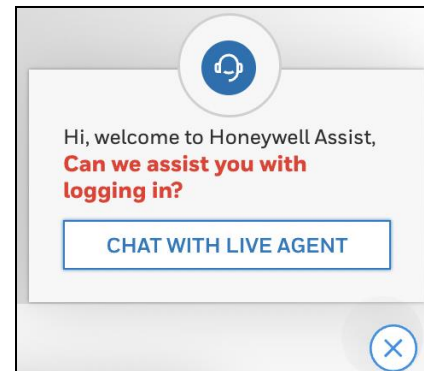


## ALREADY HAVE AN ACCOUNT? CLICK SIGN IN

In the top right corner of [buildings.honeywell.com](https://buildings.honeywell.com), click Sign In and then **SIGN IN TO MYBUILDINGS**.

This will take you through the Honeywell Single Sign On experience. After signing in, you'll be redirected to the Account page, where you can immediately access shortcuts based on your logged in persona.

If you have access to e-commerce, you will be able to view the status of your orders, request quotes, place bulk orders, etc.

A screenshot of the Honeywell 'Sign On' page. The Honeywell logo is at the top left. The title 'Sign On' is centered. Below it is a text input field labeled 'Username / Email'. A blue button labeled 'NEXT' is positioned below the input field. At the bottom, there is a link that says 'Create an Account'.

# USING SHORTCUTS ON MYBUILDINGS

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The screenshot displays the Honeywell MyBuildings user interface. At the top, there is a navigation bar with the Honeywell logo, 'BUILDING TECHNOLOGIES', and various menu items like PRODUCTS, INDUSTRIES, SOLUTIONS, BRANDS, SUPPORT, and NEWS & EVENTS. Below this is a personalized header for user Avneet, showing 'Hi, Avneet HBT Central Account' and a 'Quicklinks' section with buttons for 'HBU (Training)', 'Technical Knowledge Center', 'Order History', and 'My Returns'. A red callout box labeled 'Quicklinks' points to these buttons. A '+ Add/Edit Links' button is also present. Below the header is a notification banner with a 'NEW' icon and the text 'Welcome To Integrated Journey - Your New MyHBT Portal Experience Is Here'. A red callout box labeled 'Notifications' points to this banner. The main content area is divided into three columns: 'Learn About My Buildings' with a 'SEARCH LEARNING' button, 'Latest News For You' with an article titled 'How Local Governments Convert Unexpected Places into Field Hospitals', and 'New Products For you' featuring a 'Q209 Manual Potentiometer' with a 'MORE INFORMATION' button.

## NAVIGATE MYBUILDINGS

Upon login, you will be redirected to the My Account page, where you can view shortcuts (quicklinks), notifications, news, and new products.

Jump to the application you need – **without needing to login again** – through the quicklinks. To add or edit quicklinks, click the +Add/Edit Links button,

These links will navigate to applications you have access to based on your persona – ex. My Quotes, My Returns, Order History, Technical Knowledge Center, My Honeywell Buildings University (HBU Training), and Customer Support.

# CREATING AN ACCOUNT

[← BACK TO MENU](#)

The screenshot displays the Honeywell Building Automation website's account creation interface. At the top right, navigation links include 'UNITED STATES(EN)', 'CONTACT', 'SIGN IN', and 'BULK ORDER'. A dropdown menu is open, showing 'Create an Account' and 'My Legacy Account' options, with a red callout box pointing to 'Create an Online Account'. Below the navigation, the 'Sign Up' section provides a brief overview and a three-step process: 1. Check pricing and inventory availability, 2. Place, manage and track orders online, and 3. Access information such as technical documents and more. A note states 'All fields required unless otherwise indicated.' Below this is an image of people working on laptops. To the right, the registration form is shown, with the progress indicator '01 PERSONAL INFO / 02 ACTIVATE ACCOUNT'. The form includes fields for 'First Name', 'Last Name', 'Email Address' (with a note to use a company email), and 'Confirm Email'.

## CREATE AN ACCOUNT

In the top right corner of [buildings.honeywell.com](https://buildings.honeywell.com), click Sign In then choose **Create an Account**.

Complete the registration process, which will ask you for name, role, company information, etc. to generate your online credentials.

However, this process **does not create SFDC or SAP accounts for your company**. So, if you are a new customer and do not already have a purchasing account, you will have limited access to the portal.

## REQUEST PURCHASING ACCESS

If you are new to Honeywell and **would like to purchase equipment or service hours** from us, **contact customer service** for further setup.



# ACCOUNT MANAGEMENT

## VIEW ACCOUNT INFORMATION

 [BACK TO MENU](#)


L30532 ▾ 8 RESHMA ▾ BULK ORDER

Welcome Aboard, Reshma

-  My Account
-  My Profile My Profile

## My Account

[Overview](#) Company User Emails & Notifications

Account Information 

REPRESENTING

**Security Equipment Supply Inc**

**Avneet Sethi**

Address: 715 Peachtree Street NE  
United States  
Atlanta, GA, 30308  
United States

Change Password →  
Update Profile →

Email: hbtjtestuser+01@gmail.com












Phone: +1 6787351763

## OVERVIEW TAB

The Overview tab provides a view of your account information with the company name and address as well as the applications you have access to based on your assigned persona.

By clicking the Settings icon, you update your account information, update your email address, or delete your account.

## My Applications

	HBU (Training)		 Access Granted	<a href="#">LAUNCH</a>
	Order History		 Access Granted	<a href="#">LAUNCH</a>
	E-Commerce		 Access Granted	<a href="#">LAUNCH</a>
	Field Service Support		 Access Granted	<a href="#">LAUNCH</a>

6

6

# ACCOUNT MANAGEMENT

## VIEW USERS

[← BACK TO MENU](#)

Browse Users by Sub-Account

Users Security Equipment Supply Inc INVITE USERS

Access Groups

Accounting 10 Users 7 Permissions

Admin 18 Users 7 Permissions

Logistics 12 Users 4 Permissions

Purchasing 27 Users 7 Permissions

Sales 6 Users 3 Permissions

ASSIGN ACCOUNTS DEACTIVATE USERS Find

Name	Accounts	Access	Status
Kelly Fagan	kfagan@sesonline.com	Security Equipment Supply Inc +3	Admin Active
Linda Thomas	lthomas@sesonline.com	Security Equipment Supply Inc	
Jeff Switcher	jswitcher@sesonline.com	Security Equipment Supply Inc	

Check What Each Group Has Access To

View List of Users

## GO TO COMPANY USER

If you are the admin for your company, you can manage users ex. Assign access to view information across multiple accounts, assign role-based access to applications, and deactivate users that have left the company.

Go to **[Your Name]** > My Profile then click the **Company Users** tab. Only admins will see this tab.

## VIEW ACCESS GROUPS

Adding users to access groups controls their permissions. **Click the name of an access group** to see what it has access to. For example, Purchasing is allowed to view pricing, check order history, and order products.

## VIEW USERS

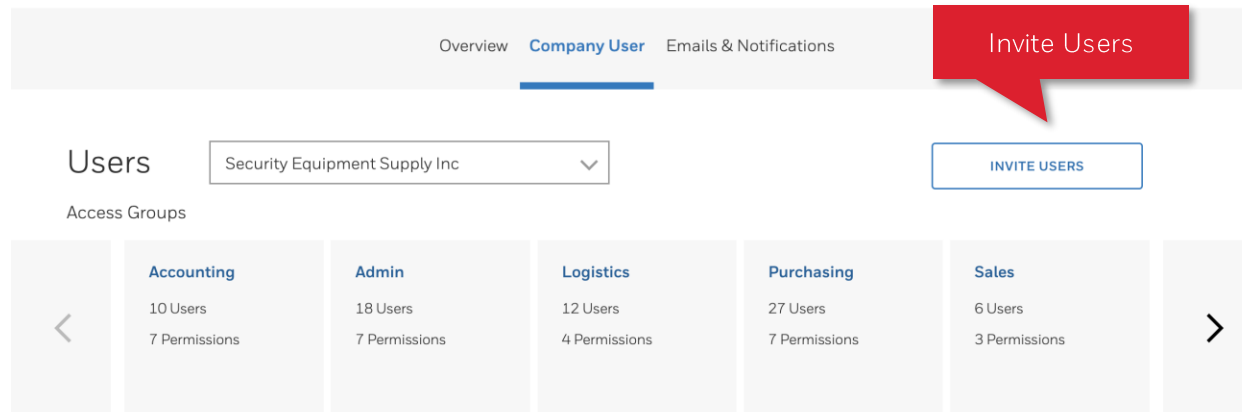
View users and their status in the table at the bottom of the page. If your company **has multiple sub-accounts**, use the dropdown to view and manage the list of users for each.



# ACCOUNT MANAGEMENT

## INVITE USERS

 [BACK TO MENU](#)



Overview **Company User** Emails & Notifications

Users

Access Groups

<	<b>Accounting</b> 10 Users 7 Permissions	<b>Admin</b> 18 Users 7 Permissions	<b>Logistics</b> 12 Users 4 Permissions	<b>Purchasing</b> 27 Users 7 Permissions	<b>Sales</b> 6 Users 3 Permissions	>
---	--	---	---	--	--	---

**Invite Users**

**INVITE USERS**

## INVITE USERS

Click the **Invite Users** button to invite your team to your company by providing their email addresses. We will send them an **email with a link to sign** up at [mybuildings.honeywell.com](https://mybuildings.honeywell.com).

Once they register, you will be notified to view and assign them access rights through the **My Profile -> Company Users** page.

### Invite User

This will trigger an email to your team with details and a link to sign up for MyBuildings.honeywell.com. Once they have registered, you will be alerted to view and assign them access rights here.

\* **Email addresses**

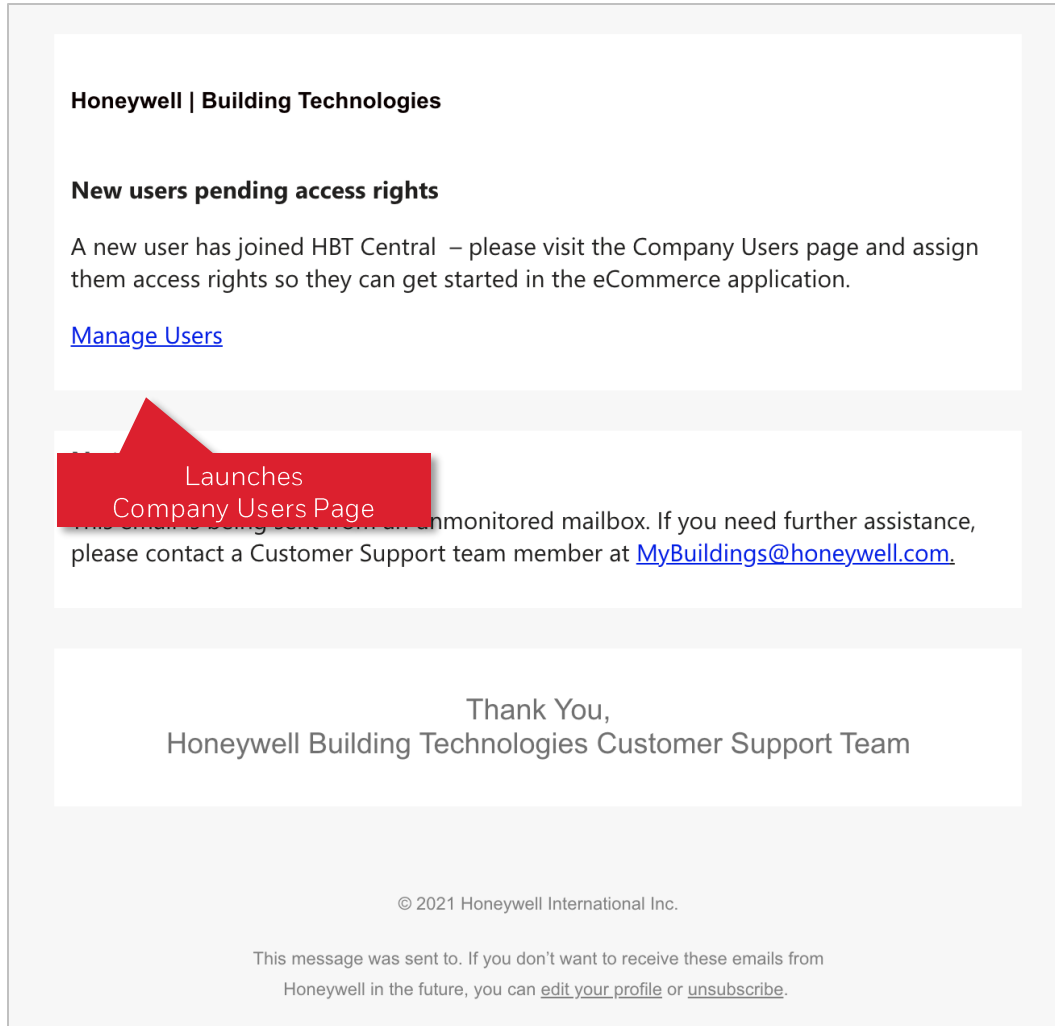
**CANCEL** **SEND INVITE**



# ACCOUNT MANAGEMENT

## NEW USER NOTIFICATION

 [BACK TO MENU](#)



**Honeywell | Building Technologies**

**New users pending access rights**

A new user has joined HBT Central – please visit the Company Users page and assign them access rights so they can get started in the eCommerce application.

[Manage Users](#)

**Launches Company Users Page**

...monitored mailbox. If you need further assistance, please contact a Customer Support team member at [MyBuildings@honeywell.com](mailto:MyBuildings@honeywell.com).

Thank You,  
Honeywell Building Technologies Customer Support Team

© 2021 Honeywell International Inc.

This message was sent to. If you don't want to receive these emails from Honeywell in the future, you can [edit your profile](#) or [unsubscribe](#).

## MANAGE USERS

If you are an admin, you will receive an **email** when a new user from your company has joined MyBuildings.

**By default, they will not have access** to any accounts or access groups.

You will need to click **Manage Users** to launch the Company Users page and **assign them** to account(s) and an access group.

# ACCOUNT MANAGEMENT

## ASSIGN ACCOUNTS

[← BACK TO MENU](#)

Overview Company User

### Assign Accounts

Grant users to the additional accounts, you will not be able to change the primary account of the user

HBT Central

1 Users Selected

Search User

<input checked="" type="checkbox"/>	Name	Accounts	Access Group	Status
<input checked="" type="checkbox"/>	Madhuri Karna	HBT Central	Logistics	Active

Assign Account

CANCEL ASSIGN

Select User

	Email Address	Accounts	Access	Status
<input checked="" type="checkbox"/>	madhuri.karna@honeywell.com	HBT Central	Logistics	Active
<input type="checkbox"/>	ayyappa.bk@honeywell.com	HBT Central +1	Admin	Active

## ASSIGN ACCOUNTS

If your company has multiple sub-accounts, you can assign users access to more than one account.

**Check off the user(s)** you want to assign then click the **Assign Accounts** button. This launches the Assign Accounts modal (pictured).

**Select the account(s)** you want to access to from the dropdown, check off the users again to confirm, and click Assign.

Note that the selected accounts will **replace** – not add on to – any accounts the user is currently assigned to.

# ACCOUNT MANAGEMENT

## ASSIGN ACCESS GROUP

[← BACK TO MENU](#)

Overview Company User

Access Group List

Assign Access Group

Grant Users application access by assigning them to access group. Each user can be assigned to one group.

Select access group

0 Users Selected Search User

<input type="checkbox"/>	Name	Accounts	Access	Status
<input type="checkbox"/>	Madhuri Karna	HBT Central	Logistics	Active

CANCEL ASSIGN ACCESS GROUP

<input type="checkbox"/>	Name	Email Address	Accounts	Access	Status
<input checked="" type="checkbox"/>	Madhuri Karna	madhuri.karna@honeywell.com	HBT Central	Logistics	Active
<input type="checkbox"/>	Ayyappa B K	ayyappa.bk@honeywell.com	HBT Central +1	Admin	Active

## ASSIGN ACCESS GROUP

Check off the user(s) you want to assign then click the **Assign Access Group** button. This launches the Assign Access Group modal (pictured).

Select an access group, check off the users again to confirm, and click Assign.

Note that the selected access group will **replace** any access group the user is currently assigned to.

Each user can only be assigned to **one access group**, that applies to all the sub-accounts they belong to.

Examples of access groups:

- Admin
- Accounting
- Branch User
- Logistics
- Purchasing
- Technician

# ACCOUNT MANAGEMENT

## DEACTIVATE USERS

[← BACK TO MENU](#)

Overview Company User

### Deactivate User

0 users selected (maximum 10)

<input type="checkbox"/>	Name	Accounts	Access	Status
<input checked="" type="checkbox"/>	Madhuri Karna	HBT Central	Logistics	Active

ASSIGN ACCOUNTS ASSIGN ACCESS GROUP DEACTIVATE USERS Find

<input type="checkbox"/>	Name	Email Address	Accounts	Access	Status
<input checked="" type="checkbox"/>	Madhuri Karna	madhuri.karna@honeywell.com	HBT Central	Logistics	Active
<input type="checkbox"/>	Ayyappa B K	ayyappa.bk@honeywell.com	HBT Central +1	Admin	Active

## DEACTIVATE USERS

Deactivate users that have left your company to protect your company's information.

**Check off the user(s)** you want to deactivate then click the **Deactivate Users** button. This launches the Deactivate User modal (pictured).

Check off the users again to confirm and click Deactivate.

If a deactivated user attempts to login, they will be prompted to contact support or register for a new account.

### Account Deactivated

Your Honeywell ID has been deactivated for MyBuildings.

In order to access MyBuildings with this Honeywell ID, you will need to Contact Support for assistance. Or, you can register with a new Honeywell ID

what the user sees upon login

# SELECTING A SOLD TO ACCOUNT

[← BACK TO MENU](#)

UNITED STATES(EN) CONTACT Currency: USD Acct: 0000187341 Avneet

### Select Account

Switching accounts will update the product catalog available to you. When switching accounts, your current cart will not move to the new account you select. Your current cart will be available if you log back into this account again.

Account#	Account Name	City	Zip/Post Code
<input type="radio"/> 177829	Minos Sicherheitstechnik GmbH	Polling	82398
<input checked="" type="radio"/> 187341	Security Equipment Supply Inc	Earth City	63045-1110
<input type="radio"/> 217046	Westexcel Automation Ltd	Regina	S4N 0S4
<input type="radio"/> 715001	Minos Sicherheitstechnik GmbH	Polling	82398

**CANCEL** **PROCEED**

## SELECT ACCOUNT

Upon log in, if your company has multiple accounts (ex. for Farenhyt, Notifier, Silent Knight, etc.), you will be asked to select one to proceed.

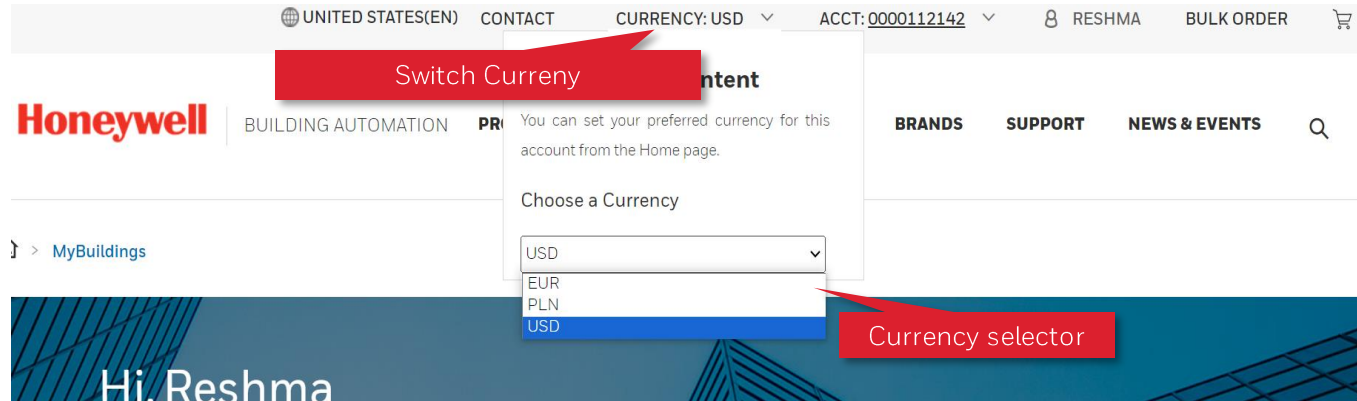
The account you select will **drive the products you will be able to shop.**

Long list? Use the arrows next to each header to sort by column.

Come back to this popup at any time by clicking on the downward caret icon next to the **Acct [Account Number]** at the top of the page.

# SELECTING A CURRENCY

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## SELECT CURRENCY

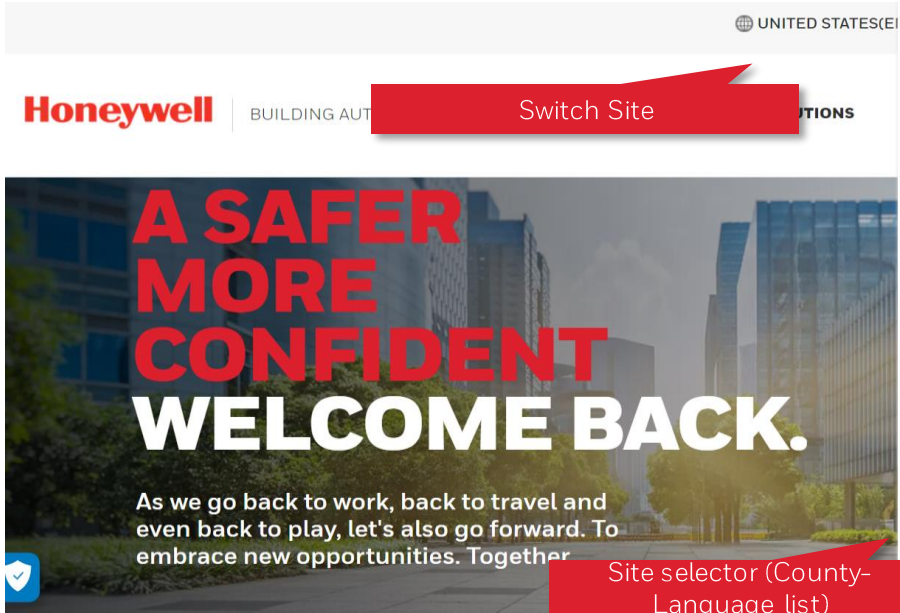
Upon log in, currency dropdown will be selected with default currency for that country & sales org.

The currency you select will be applicable for whole ecommerce journey, for pricing & payment.

Come back to this selector at any time by clicking on the downward caret icon next to the **Currency** at the top of the page.

# CHOOSING A GLOBAL SITE EXPERIENCE ACROSS REGIONS VIA GLOBE ICON

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## Location

Search a country

Asia Pacific

Europe

Middle East

North America

United States - English

Canada - French

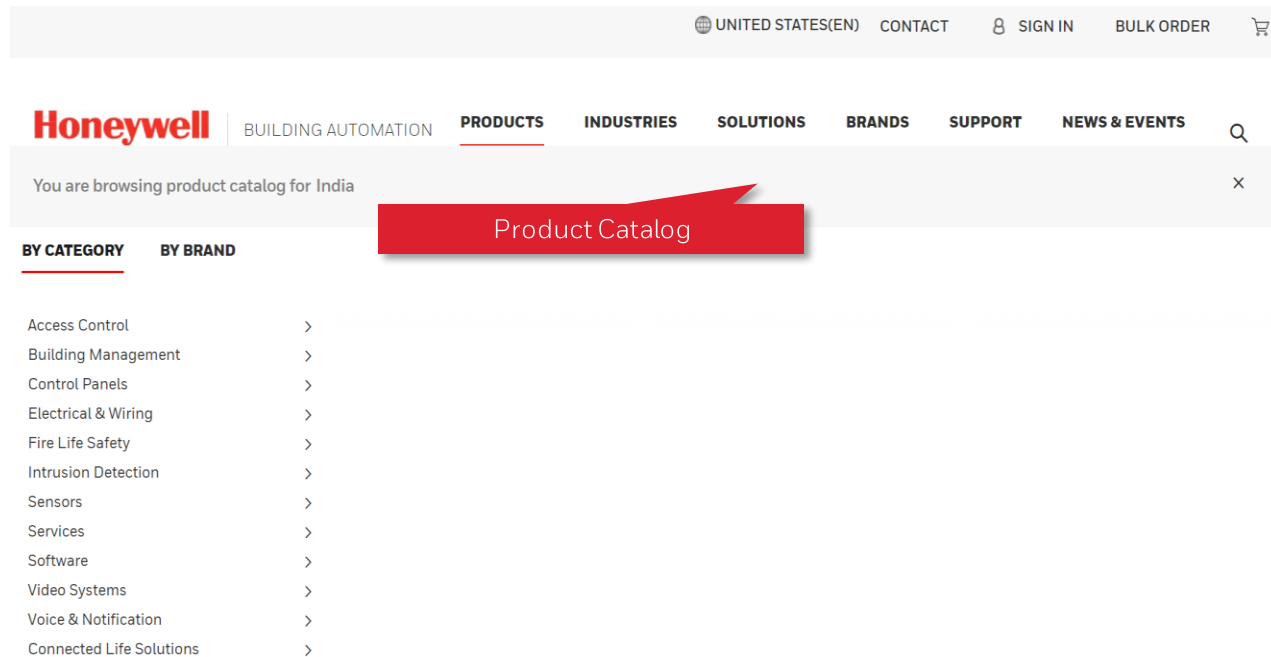
## Choosing Global Site

Global sites can be selected by clicking on the Globe icon in the header.

The selector list will show all the available country-language sites, from which user can select the desired country-language.

The selected country will be shown in the top header section, next to the Globe icon.

# BROWSING A DYNAMIC PRODUCT CATALOG – UNAUTHENTICATED



## Dynamic Product Catalog

Dynamic product catalog enables customer to land to specific country-language site and the users product catalogue will be filtered based on the country.

Regardless of how many AEM country-language websites we have, any global customer will be able to land on a site and will be able to see their product catalogue.

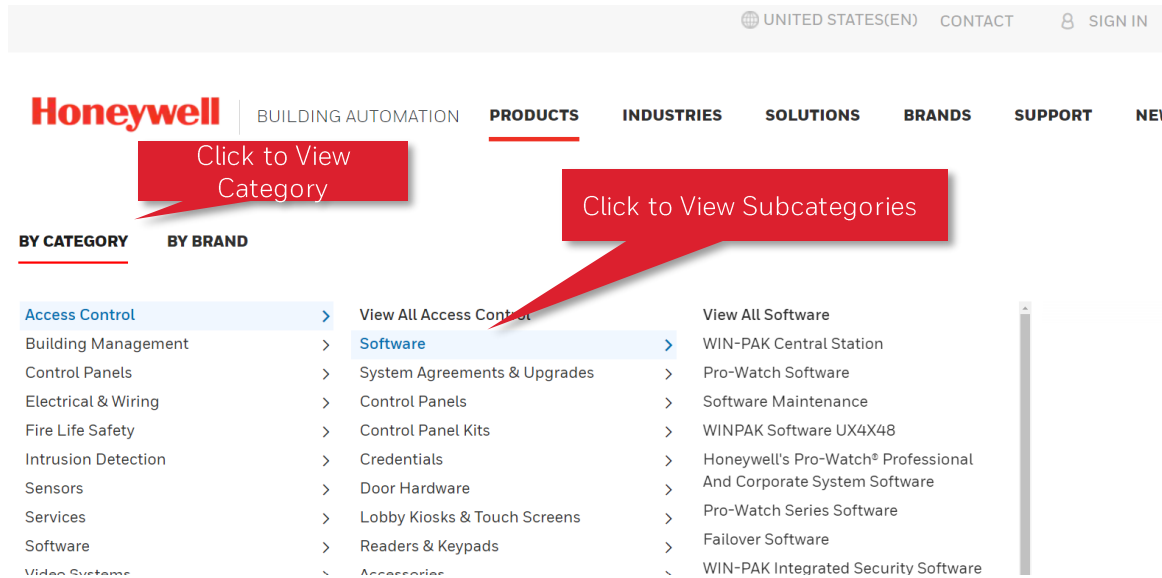
For **unauthenticated users, the product catalog will be filtered based on the sales organization customers from the incoming country** purchase from regardless of the country-specific site they visit.

If user is from India navigates to <https://buildings.honeywell.com>, then user will be automatically sent to India-English website, later if user likes to switch to US-EN website then Globe icon can be clicked to select the US-EN site and user will then see Indian default catalogue in US site.



# BROWSE & SEARCH FOR PRODUCTS

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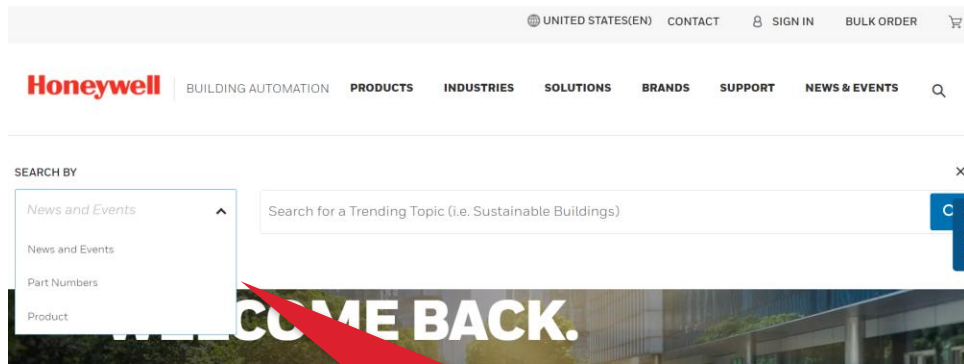
## BROWSE THE PRODUCT CATALOG

Browse our products by Category or by Brand through the Products link. Click on the **category name** to go directly to the category page or the **right arrow** to drill down into the subcategories.

## GLOBAL SEARCH – SEARCH BY PRODUCT OR PART NUMBER

You can also browse our products through the global search, where features a dropdown menu with 3 categories to further refine your results: **Products**, **Part Numbers**, and **News and Events**

If you're unauthenticated, News and Events will be selected by default. If you're authenticated, Part Numbers will be selected by default.



Select a Category to Search By

# ADD TO CART

[← BACK TO MENU](#)

FM980  
Electromagnetic Door Holder: Surface Floor-Mount for Single Door: 12V DC: 24V AC/DC: 120V AC

**Check status in bulk**

List Price	Your Price	Quantity	Subtotal
<del>194.00</del>	56.77 (70.7% Discount)	- 1 +	56.77

**Real-time availability driven by the Quantity**

**Add to Cart**

**Ask chatbot**

Top **Add to Cart**

- INTELLIGENT DETECTOR BASE, 4INCH, WHITE
- PHOTOELECTRIC SMOKE DETECTOR, BRIGHT WHITE
- INTERNATIONAL SOCKET, 6/10/13A, 2 MODULE,
- PHOTOELECTRIC SMOKE DETECTOR

## CHECK PRODUCT DETAIL PAGE

There are several ways to check the price and availability of products. The first is to search for a product.

The **product detail page** will show the list price versus your price. When you update the Quantity, the availability below will be adjusted to match the amount entered. This date represents what is currently available to ship, first come first serve, and is a real-time call to SAP.

## ASK CHATBOT

You can also use our chatbot, [Honeywell Assist](#). Click the headset icon in the bottom right corner of the screen and choose the Pricing and Stock option. You will be prompted to enter the part number (material number) to see your price and available ship date.

## CHECK IN BULK WITH QUICK CART

If you want to check **multiple products at once**, try [Quick Cart](#)'s "I want to enter my part numbers" option. Once you type in the list of parts, it will load a table with their prices and availability. You don't have to add the products to cart.

# LOCATING EXISTING E-COMMERCE FEATURES

## QUOTES AND QUOTE DETAILS

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### ACCESS MY QUOTES FROM NAME DROP DOWN ON TOP

Access **My Quotes** from your name drop down which will route you to the quote list page.  
View **My Quotes** and their statuses in quotes list page.  
Access and order quote in **Quote Detail Page**.

ACCT: 0000568717 | HBTIJ USER1 | BULK ORDER

Welcome Aboard, HBTIJ

- My Buildings
- My Account
- My Legacy Account
- My Orders
- My Orders Sho
- My Quotes

Click on Your Name

Select My Quotes

UNITED STATES(EN) | CONTACT | CURRENCY: USD | ACCT: 0000568717 | HBTIJ USER1 | BULK ORDER

UNITED STATES(EN) | CONTACT | CURRENCY: USD | ACCT: 0000568717 | HBTIJ USER1 | BULK ORDER

**Honeywell** | BUILDING AUTOMATION

PRODUCTS | INDUSTRIES | SOLUTIONS | BRANDS | SUPPORT | NEWS & EVENTS

### Q-01164501

STATUS: Approved

Requestor: Butch Cassidy

Date Requested: FEB-14-24

Date Approved: [blank]

Expires: AUG-28-24

CHECKOUT

PENDING CUSTOMER APPROVAL | APPROVED | PARTIALLY ORDERED | FULLY ORDERED

Access and order from My Quotes Detail page

**Honeywell** | PRODUCTS | INDUSTRIES | SOLUTIONS | BRANDS | SUPPORT | NEWS & EVENTS

## My Quotes

View and Access My Quotes List page

	1	3	0	0
	In Review	Approved	Partially Ordered	Fully Ordered

QUOTE PRICE SUMMARY

Subtotal	USD 31,700.50
Discount	USD 12,681.04
Total Amount	USD 19,019.46

Products | Sales Orders

Orderable Quantities Only | UPLOAD PO | Show 10

UoM	Price	Status	Orderable Quantity
EA	List Price: USD 56.64 Your Price: USD 30.47 Discounted Price: USD 29.86	Quoted: 10 Ordered: 0 Remaining: 10	- 10 +

5 items

Search by Quote ID or Name

Quote #	Quote Name	Requestor	Created	Approved	Expires	Status
Q-01164501	Test Cutover Titan	dana.jinga@honeywell.com.invalid	FEB-14-24		AUG-28-24	APPROVED

Test Cutover Titan | dana.jinga@honeywell.com.invalid

STATUS

- APPROVED (3)
- PENDING CUSTOMER APPROVAL (1)
- IN REVIEW (1)

# LOCATING EXISTING E-COMMERCE FEATURES

## BULK ORDER

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The image displays four screenshots of an e-commerce interface, each showing a different method for bulk ordering:

- Bulk Upload:** Shows a navigation bar with 'Bulk Upload' selected. Below it is a section titled 'Upload a CSV File' with a 'BROWSE FILE' button and a note: 'Only template files can be uploaded and cannot exceed 10 MB.'
- IQ5 License:** Shows a navigation bar with 'IQ5 License' selected. Below it is a section titled 'Upload an IQ5 License SKU' with a 'BROWSE FILE' button and a note: 'Only IQREQUEST files can be uploaded and cannot exceed 10 MB.'
- Manual Entry:** Shows a navigation bar with 'Manual Entry' selected. Below it is a section titled 'Manually Enter SKUs' with a 'To Get Started' heading and instructions. It features a table with 'SKU' and 'Quantity' columns, five rows for entering SKUs, and buttons for 'ADD 5 MORE ROWS', 'CLEAR ALL', and 'REVIEW'.
- PO Upload:** Shows a navigation bar with 'PO Upload' selected. Below it is a section titled 'Upload a PDF file' with a 'BROWSE FILE' button and a note: 'Only PDF format files can be uploaded and file size should be 10 MB.'

## GO TO BULK ORDER

If you have a series of part numbers you want to enter and don't want to pull them up one by one, then try **Quick Cart**. You will be presented with two options.

## Bulk Upload

Another way is to fill out our template and **upload the spreadsheet**. This will create a Saved Cart that you can push to the cart.

## Manual Entry

One way to use Quick Cart is to **manually enter the part numbers** which will generate a product list that you can add to the cart.

## IQ5 License

If you have a series of part numbers within the IQ5 product family which are on an XML file, try the **IQ5 License option**.

## PO Upload

If you have a generated **Purchase Order** within a PDF format, then you can try the PO Upload option.

# LOCATING EXISTING E-COMMERCE FEATURES

## SAVED CARTS

[← BACK TO MENU](#)

**Your Cart (1)** Cart ID: 0002081845

SAVED CARTS <sup>6</sup> EXPORT CSV SAVE CART DELETE CART

QUICK ADD  - 1 +

**Save Cart**

**Your Order**

Subtotal USD 60.00

### SAVE A CART


To save a cart, once on the cart page, select the Save Cart option. This will save all the line items and other relevant information which have been added to the cart session.

**Saved Cart Details**

**Name:** Test 0002081845 **Date Saved:** Aug 11, 2020, 4:26 PM

**Order Lines:** 2 **Description:** Test

**Name and describe your Saved Cart for easy tracking**

Product	Qty	Price	Subtotal
 <b>SK-PHOTO-W</b> Product description goes here lorem ipsum dolores lorem ipsum dolores	1	List Price: USD 150.00	USD 150.00

Promo Code  Shipping Instructions

**Restore the Saved Cart to the Cart as many times as you need. The Saved Cart is basically a reusable template.**

Promotions and totals reflect what existed at the time the cart was saved. Promotions and totals may change or no longer apply when the cart is restored.

### RESTORE A SAVED CART

Another type of list is a **Saved Cart**. Create one by clicking the Save Cart button in the Cart page or importing a spreadsheet through Quick Cart. This is typically used for project planning with other team members.

Find your Saved Carts by going to **[Your Name] > My Account > Saved Carts**.

Add items from a Saved Cart back to the Cart when you're ready by clicking the Restore button.

# LOCATING EXISTING E-COMMERCE FEATURES

## FAVORITES

[← BACK TO MENU](#)

BEAMHK  
Heater kit for Beam detector

Overview

Product

Heating detector: is slightl

Features

List Pric  
USD-60.0

1 Av

Product / reservati

Item Added Successfully

ADD TO CART


Products to consider buying again

Click Here to Add to Favorites

## ADD TO FAVORITES

One list you can create is a **Favorites** list. Favorite products via the heart icon on the product detail page. This is a nice way to save a part that you tend to reorder frequently.

Access your Favorites via **[Your Name] > My Account > Favorites**. Once selecting the checkbox for the favorites, please select "Add To Cart" to proceed.

Product	Qty	Price	Subtotal
<input type="checkbox"/>  BEAMHK Heating Kit: Transmitter/Receiver	- 0 +	Your Price: USD 15.40 List Price: USD 12.24	USD 0.00

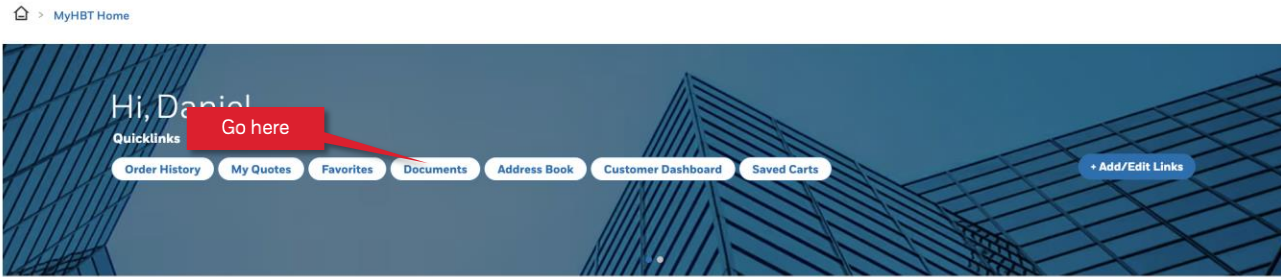
1 Available on 27-APR-2021

Delete

ADD TO CART

# LOCATING EXISTING ECOMMERCE FEATURES DOCUMENTS

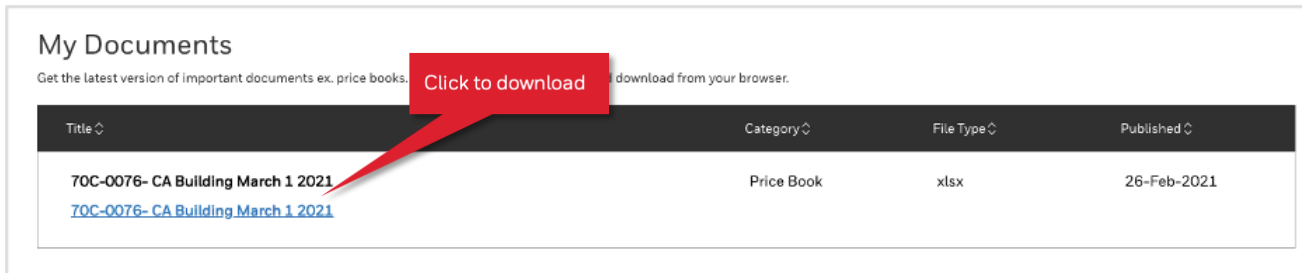
[← BACK TO MENU](#)



## GO TO DOCUMENTS

Go to **[YourName] > MyBuildings > Documents Quick link** to find documents uploaded for you, such as the latest price lists for your sales org.

Once on the documents page, click any of the hyperlinks to download the file. Note that the number of documents could vary from one account to another.



# LOCATING EXISTING ECOMMERCE FEATURES

## ADDRESS BOOK

[← BACK TO MENU](#)

### Address Book

#### Sold to Address

COMPANY	ADDRESS	CITY	STATE	ZIP/POSTAL CODE	COUNTRY
HBT Central Account.	715 Peachtree Street NE	Atlanta		30308	United States

#### Ship to Address

COMPANY	ADDRESS	CITY	STATE	ZIP/POSTAL CODE	COUNTRY
HBT Central Account.	715 Peachtree St NE	Atlanta	Georgia	30308	United States
HBT Central Account.	715 Peachtree Street NE	Atlanta		30308	United States

#### Bill to Address

COMPANY	ADDRESS	CITY	STATE	ZIP/POSTAL CODE	COUNTRY
HBT Central Account.	715 Peachtree Street NE	Atlanta		30308	United States
HBT Central Account.	715 Peachtree Street NE	Atlanta		30308	United States

## ACCESS ADDRESS BOOK

Access your Address Book via **[Your Name] > My Account > Address Book**. Once on the page, you'll be able to view all the Sold-To, Ship-To, and Bill-To addresses which are associated with your account.

The ability to select different ship-to and bill-to is located on the checkout page. On the checkout page, you will also be able to enter a new address for drop ship, as well as requesting the option to save this address for future usage.

Secure Checkout

[Collapse All >](#) [Why is my Checkout categorized?](#)

Legal Entity Honeywell International	LOB System Sensor US	Line Items 1	Ship Complete <input type="checkbox"/>	Total USD 330.00
---	-------------------------	-----------------	---	---------------------

Payment

\*Payment Method: PO#  PO#  Cart Level Promo Code

Shipping

SHIPPING ADDRESS  SHIPMENT METHOD: Shipping Payment  BILLING ADDRESS

Default  Service Level: Standard

Address Book  Address Book

Add New Address  Shipping Account #

Add New Address

Ship-To Address Selection

Bill-to Address Selection



# THE NEW E-COMMERCE EXPERIENCES

Order History, Returns, and Invoice  
Management

# CHECKING ORDER STATUS

## MY ORDERS

[← BACK TO MENU](#)

**Order Management**

Viewing Accounts (15 of 15)

Orders Returns Invoices

665 Submitted 74 In Progress 20 Preparing Shipment 30 Partially Shipped

Order Status Overview shows activity from the

**Filter Accounts**

Select the accounts for which you would like to view orders

Account	Company	City	Country
<input type="checkbox"/> 0000335965	AFA Protective Systems	Marietta	-
<input type="checkbox"/> 0001124752	ALPOL SP Z O O	Katowice	-
<input type="checkbox"/> 0000130176	FMC Energy Products, LLC	Chelmsford	-
<input checked="" type="checkbox"/> 0001383025	FMC Energy Products, LLC	Chelmsford	-

CANCEL CONTINUE

**ORDER STATE** Clear

Closed (1416)

Open (1073)

**STATUS** Clear

Cancelled (35)

Credit Block (13)

IN PROCESS (74)

Order Pending (155)

Partially Shipped (304)

Preparing Shipment (20)

Scheduled (510)

**DATE RANGE** Clear

14 Days

30 Days

90 Days

Exact Matches Only

Search Orders for SKUs, POs, and Invoices.

Order Number	Status	Account Number	PO Number	Created Date	Ship to	Total
0262002280	Scheduled	0000187341	1234	Feb 14, 2024	Security Equipment Supply	170.98 USD
0262002275	Scheduled	0000187341	POTestpoTags	Feb 14, 2024	Security Equipment Supply	1,815.00 USD
0262002253	Scheduled	0000187341	1234	Feb 14, 2024	Security Equipment Supply	74.54 USD
0262002251	Scheduled	0000187341	1234	Feb 14, 2024	Security Equipment Supply	99.08 USD
0262002278	Scheduled	0000187341	3332	Feb 14, 2024	Security Equipment Supply	74.54 USD
0262002273	IN PROCESS	0000187341	45690	Feb 14, 2024	Security Equipment Supply	110.50 USD
0262002257	Scheduled	0000187341	1234	Feb 14, 2024	Security Equipment Supply	2,969.34 USD

## ACCESS MY ORDERS FROM NAME DROP DOWN ON TOP

Access **My Orders** from your name drop down which will route you to the Order Management page.

View **My Orders** and their statuses in Orders tab.

Access an order by clicking on Sales Order Number, you will be routed to the Order Details Page

If this page is not available, you might not have access to it. Please contact your admin to update your role.

## DISPLAY ORDERS LIST FROM MULTIPLE ACCOUNTS

You should be able to display data for one, multiple of all accounts you have access to see. Click on Viewing Accounts and select the accounts desired.

## SEARCHING OPTIONS

Search by specific Sales Order, PO Number, SKU or Invoice through the unified search bar. Approximate results will be displayed.

By clicking on exact matches only, specific search query will be displayed if available.

## FILTERING OPTIONS

Additionally, you can filter the data, by Open/Closed orders, Status or Date Range.

# CHECKING ORDER STATUS

## MY ORDERS DETAILS

[← BACK TO MENU](#)

The screenshot displays the Honeywell order details page for order 261915629. The page is structured as follows:

- Header:** Includes navigation links for PRODUCTS, INDUSTRIES, SOLUTIONS, BRANDS, SUPPORT, and NEWS & EVENTS. The user is logged in as MPV USER1.
- Order Summary:** Shows Order: 261915629 with a status of "Shipped Complete". A "RETURN ITEMS" button is available.
- Progress Tracker:** A horizontal timeline shows the order's progress through stages: Order Pending, In Process, Scheduled, Preparing Shipment, Partially Shipped, and Shipped Complete. The "Shipped Complete" stage is currently active.
- DETAILS:**
  - Account Number:** 187341
  - Sold To:** Security Equipment Supply Inc, 3435 Rider Trl 5, Earth City, MO, US, 63045
  - Bill To:** Security Equipment Supply Inc, 3435 Rider Trl 5, Earth City, MO, US, 63045
  - ORDER PRICE SUMMARY:**

Subtotal	7,621.80 USD
Shipping	Any applicable shipping charges will be determined at time of shipping
Tax	0.00 USD
<b>Grand Total</b>	<b>7,621.80 USD</b>
- SHIPPING DETAILS:**
  - Shipping Method:** UG
  - Ship To:** Security Equipment Supply, 1116 W. South Thorndale Ave, Bensenville, IL, US, 60106
  - Ship Complete:** No
  - ATTACHED DOCUMENTS:** 0A-261915629
- ORDER LINE ITEMS:**

Status	Line Item	Part Number	Part Description	Quantity	Quantity Shipped	Quantity Due	Total Price
Shipped Complete	10	P2RL	LOW CURRENT ZW 12/24V HRN/STRB RED WALL	140	140	0	5,908.00

Additional information for the line item:

  - Delivery Note:** 8575407578
  - Shipped Date:** 16-NOV-2023
  - Carrier Name:** Federal Express Corporation
  - Tracking Number:** 786484822071
  - Est. Delivery:** 19-NOV-2023
  - Invoice:** 5265296402
  - Shipping Status Log:**

Date	Time	Shipping status
16-NOV-2023	08:16 (CET)	Carrier Departed Pick-Up Location With Shipment
16-NOV-2023	08:15 (CET)	Arrived At Pick-Up Location
16-NOV-2023	00:00 (LT)	Load Booked

## NEW DESIGN OF THE ORDER DETAILS PAGE

A modern user-friendly design will be displayed for order details page

## EXPORT ORDER DETAILS FUNCTIONALITY

Download an excel file of your order details with tracking status and availability to show/hide pricing data.

## ADDITIONAL DETAILS

You can display from order details, sold to data, shipping method, ship complete instructions, total price at line level, estimated ship date and estimated delivery dates.

Shipping details will be displayed by clicking on the drop-down arrow at the end of each line.

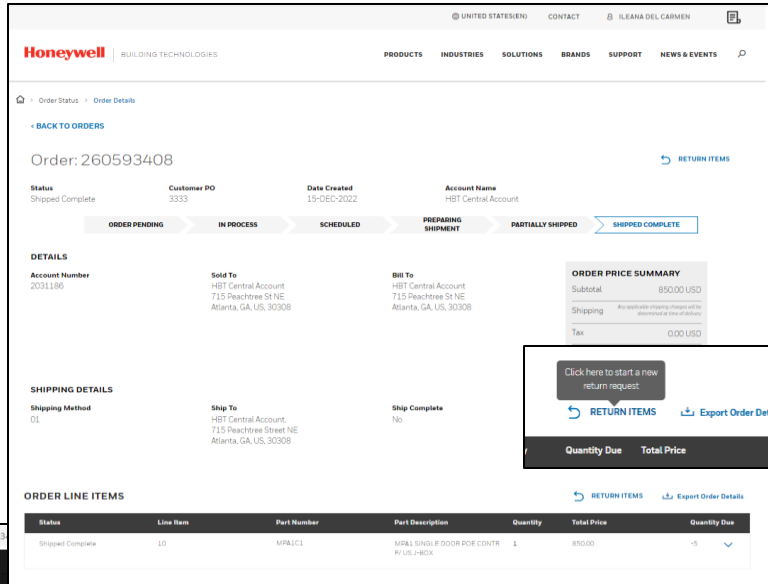
## RETURNS REQUEST

The new returns experience will be initiated from order details page. You can see two buttons at header/line level to start a returns request.

# INITIATING RETURNS

## MY RETURNS

[← BACK TO MENU](#)



## RETURNS NEW EXPERIENCE

Access **My Orders** from your name drop down which will route you to the Order Management page.

View **My Orders** and their statuses in Orders tab.

Access an order by clicking on Sales Order Number, you will be routed to the Order Details Page

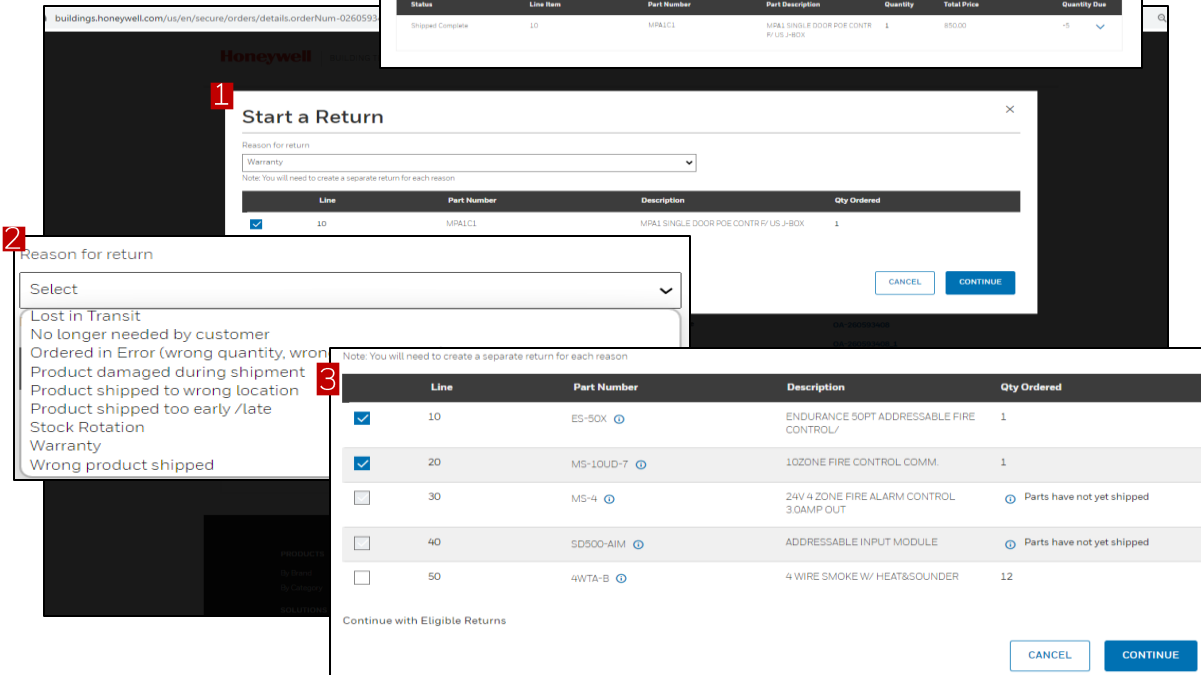
If this page is not available, you might not have access to it. Please contact your admin to update your role.

## RETURNS REQUEST

In Order details page, there are two buttons for Returns Items (at header/line level). Click in it and start the return request.

Select one of the reason for returns options displayed. Select lines you would like to return material from this order. If lines not available to return a message would display with the reason and checkbox will be disabled to select it.

Click on continue to go to the Return Request summary page.



# INITIATING RETURNS

## MY RETURNS

[← BACK TO MENU](#)

### RETURNS NEW EXPERIENCE

Before submitting your return case request, please provide all the required and supporting data to continue with this request:

- Modify the quantity to return for each line
- Attach supporting documents if needed (pictures, emails, excel, word, pptx, etc.)
- Add additional text details if required.
- Confirm information is correct

Once confirmed, a case would be created, and an email notification sent to you for follow up. You can track status of your request online.

# INITIATING RETURNS

## MY RETURNS

[← BACK TO MENU](#)

## RETURNS STATUS

Access **Returns Requests** from your name drop down which will route you to the Order Management page. View **My Returns Requests** and their statuses in Returns tab. Access a return case by clicking on Request Case Number, you will be routed to the Return Case Details Page

If this page is not available, you might not have access to it. Please contact your admin to update your role.

## RETURNS FOLLOW UP

View details of return provided when submitting the request, and status of this case. Requestor name, as return request cases should be able to see at account level.

Item	SKU	Description	Qty to Return	Unit Price	Requested Amount	Status	Amount Credited
1	MPALCI	MPL SINGLE DOOR POE CONF R/US J-BOX	1	8500.00 USD	8500.00 USD	UNABLE TO RETRIEVE STATUS	null

Supporting documents at the time of submission and if case is open/pending customer, both internal and external users should be able to add additional files and post comments for follow up.

If claim already provided by CS team, you would be able to see a number hyperlinked. By clicking on it, you will be routed to the claim details page, and download further documents related to credit, or RMA authorization files.

# MANAGING INVOICES

## MY INVOICES

[← BACK TO MENU](#)

UNITED STATES(EN) CONTACT CURRENCY: USD ACCT: 0000187341 MPV USER1 BULK ORDER

Honeywell BUILDING AUTOMATION PRODUCTS INDUSTRIES SOLUTIONS BRANDS SUPPORT NEWS & EVENTS

Order Status

### Order Management

Viewing Accounts (1 of 15)

Orders Returns Invoices

1267 Open 4730 Completed

Filter Results

Clear  Exact Matches Only Search for Invoices, Order Number and POs.

Invoice Number	Status	Amount	Invoice Date	PO Number	Order Number	
5265321078	Open	581.77 USD	Feb 08, 2024	-	0064168216	<a href="#">↓</a>
5265320934	Open	1,695.34 USD	Jan 30, 2024	return.	0064168180	<a href="#">↓</a>
5265320579	Open	19.38 USD	Jan 10, 2024	asds	0064168102	<a href="#">↓</a>
5265320569	Open	51.53 USD	Jan 09, 2024	return	0064168100	<a href="#">↓</a>
5265320539	Open	128.32 USD	Jan 04, 2024	-	0064168092	<a href="#">↓</a>

## NEW INVOICES PAGES EXPERIENCE

Access **Invoices** from your name drop down which will route you to the Order Management page. View **My Invoices list** and their statuses in Invoices tab.

Access an order by clicking on Order Number, you will be routed to the Order Details Page. This is only applicable with orders not credit/debit/returns/contract requests.

If this page is not available, you might not have access to it. Please contact your admin to update your role.

## DOWNLOAD FUNCTIONALITY

You should be able to download the invoice per each row if required.

## SEARCHING OPTIONS

Search by specific Sales Order, PO Number or Invoice through the unified search bar. Approximate results will be displayed. By clicking on exact matches only, specific search query will be displayed if available.

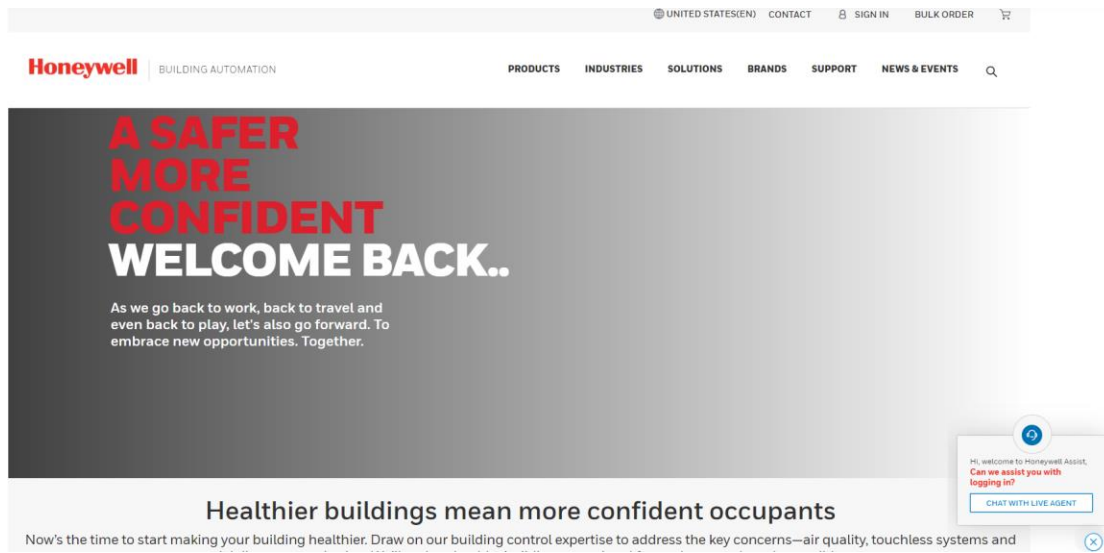
## FILTERING OPTIONS

Additionally, you can filter the data, by Open/Closed orders or Date Range.

# REQUESTING ASSISTANCE VIA CHAT

## LIVE CHAT AND CHATBOT

[← BACK TO MENU](#)



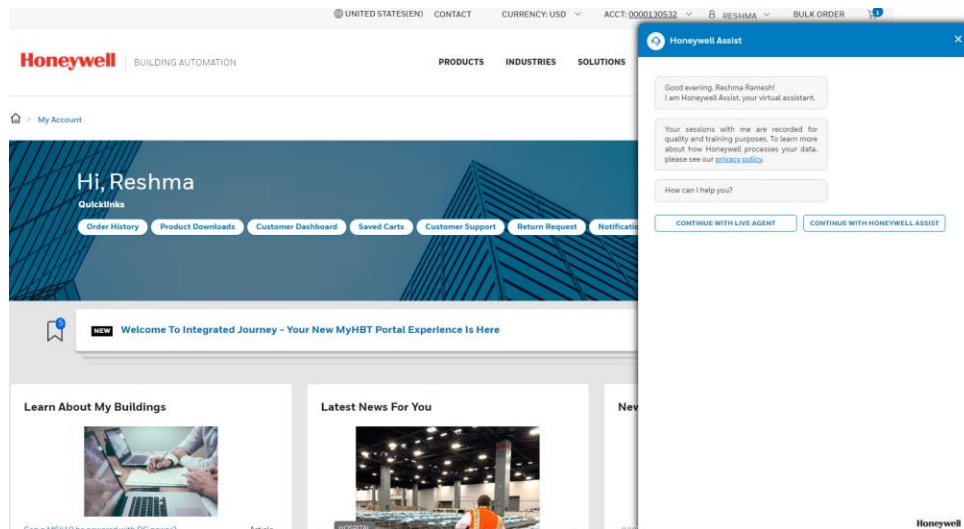
### DCA & Live Chat Agent

Digital chat assistant and live chat agent is available across the marketing & ecommerce experience of buildings.honeywell.com.

This will assist users for sign in/registrations.

For authenticated users, DCA & live chat will assist in Ecommerce, technical support & HBS functionalities.

Based on user personas, DCA & live chat agent will be available for support.





# TECHNICAL SUPPORT

## TECHNICAL SUPPORT REQUEST

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**Honeywell** | BUILDING TECHNOLOGIES

**PRODUCTS** **INDUSTRIES** **SOLUTIONS** **BRANDS** **SUPPORT**

**Support Center**

- Knowledge Articles
- Software Downloads
- Technical Publications
- Case History
- Training

**Partner Catalyst Program**

- Create A Request
- Customer Service Request
- Field Support Request
- Technical Support Request

## REQUESTING TECHNICAL SUPPORT

If you can't find the solution to your issue in the knowledge article library, open a ticket.

Go to **Support > Technical Support Request** from the primary navigation

Tell us about the reason, product line, brand, and description of the issue. Upload any supporting documents or images as attachments for our team to review.

The details will be saved for your reference as a case in the Support History page. You, and anyone else you designate, will **receive email alerts** when Honeywell adds a comment to the case so you can easily track it to closure.

**Technical Support Request**

NOTE: Do not transmit any classified, sensitive, or export controlled material with this form.

01 CONTACT DETAILS / 02 CASE DETAILS / 03 CONFIRMATION

Account Name  
Select Account

Contact Name  
Test 01

Email  
hbtjuser+01@gmail.com

Country  
United States

Language  
English

[BACK TO TECHNICAL SUPPORT](#) [NEXT](#)

# TECHNICAL SUPPORT

## TECHNICAL PUBLICATIONS

[← BACK TO MENU](#)

**Honeywell** | BUILDING TECHNOLOGIES

**PRODUCTS** **INDUSTRIES** **SOLUTIONS** **BRANDS** **SUPPORT**

**Support Center** **Partner Catalyst Program**

- Knowledge Articles
- Software Downloads
- Technical Publications
- Case History
- Training

**Create A Request**

- Customer Service Request
- Field Support Request
- Technical Support Request

## PRIVATE DOCUMENTS SEARCH

Technical Publications will be the hub for all private, brand-entitled documentation. Users can search, view, and download assets.

We expect little usage of this feature for the time being as this feature will only host 3 private assets. Technical Publications will not have many brand documents until post PI-06 due to data dependencies.

**Search** Favorites & Saved Searches

Enter search terms like product name or part number... [SAVE SEARCH](#)

30 ITEMS [START OVER](#) [Search Tips](#) Sort by Relevance

**Filter By**

**BRAND** Clear

- Centraline (10)
- USDD (6)
- Notifier (4)
- ESSER (3)
- Fire-Lite (3)
- Peha (3)
- ELTEK (1)

**PRODUCT FAMILY** Clear

- Video Surveillance (6)
- Actuators (5)
- Control Panels (3)
- Plant Control Networked (3)
- Peha Audio (2)
- Peha Roller Shutter Control (2)
- Supervision Management (2)

**PHOENIX G2 ATX STATION ALERTING CONTROLLER INSTALLATION MANUAL**

**Summary:** Phoenix G2 ATX Station Alerting Controller Installation Manual

[SHOW MORE](#) [SHARE](#) [ADD TO FAVORITES](#) [DOWNLOAD](#) [PREVIEW](#)

**LS10394-USDD-EN\_A LIGHTTOWERINTERFACEPID.FM**

**Summary:** LTI Light Tower Interface Installation Manual

[SHOW MORE](#) [SHARE](#) [ADD TO FAVORITES](#) [DOWNLOAD](#) [PREVIEW](#)

**G2-VM VIRTUAL ALERTING GATEWAY PRODUCT INSTALLATION MANUAL**

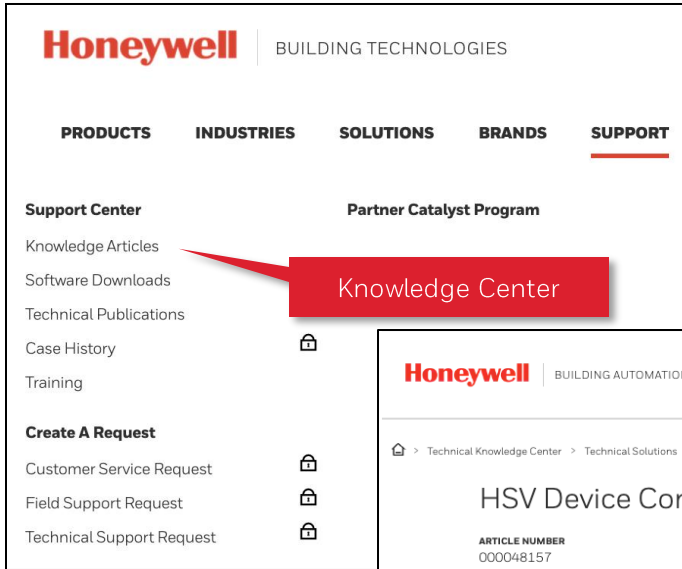
**Summary:** G2-VM Virtual Alerting Gateway Product Installation Manual

[SHOW MORE](#) [SHARE](#) [ADD TO FAVORITES](#) [DOWNLOAD](#) [PREVIEW](#)

# TECHNICAL SUPPORT

## KNOWLEDGE CENTER

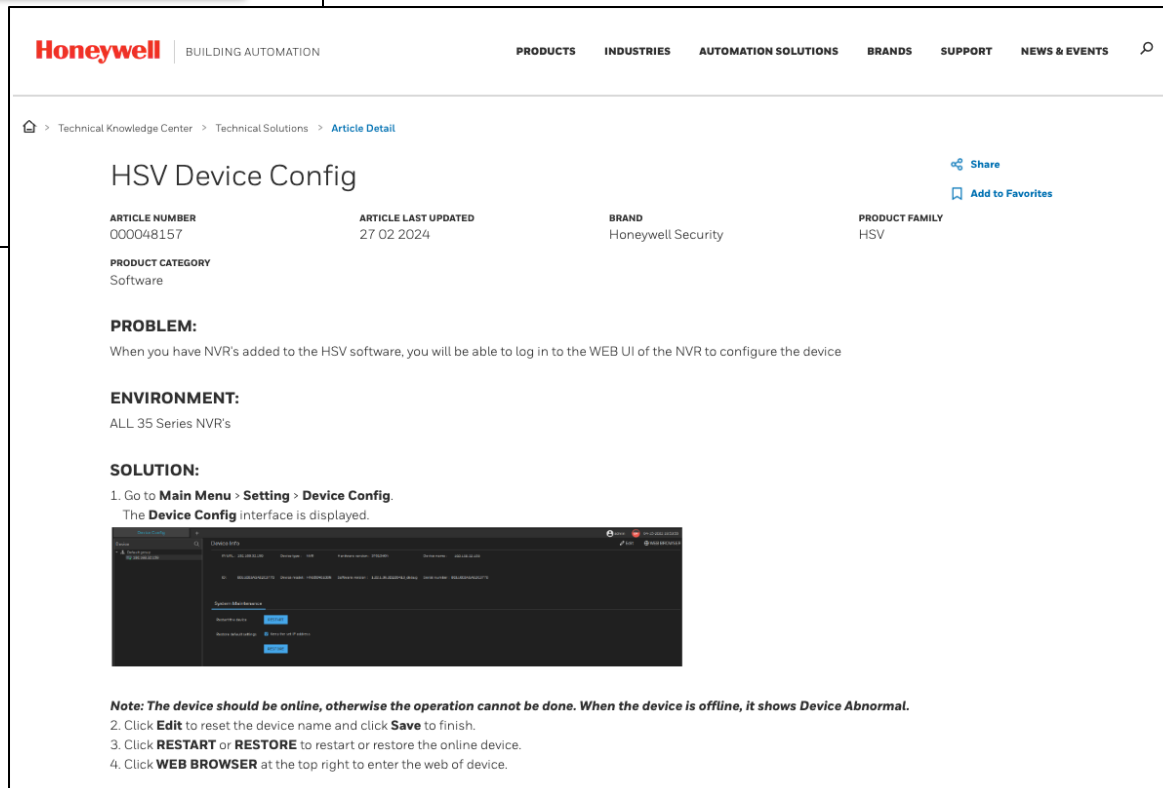
[← BACK TO MENU](#)



## SELF-SERVICE SUPPORT

Knowledge Center hosts question and answer-based articles to provide users a means to self-serve technical support.

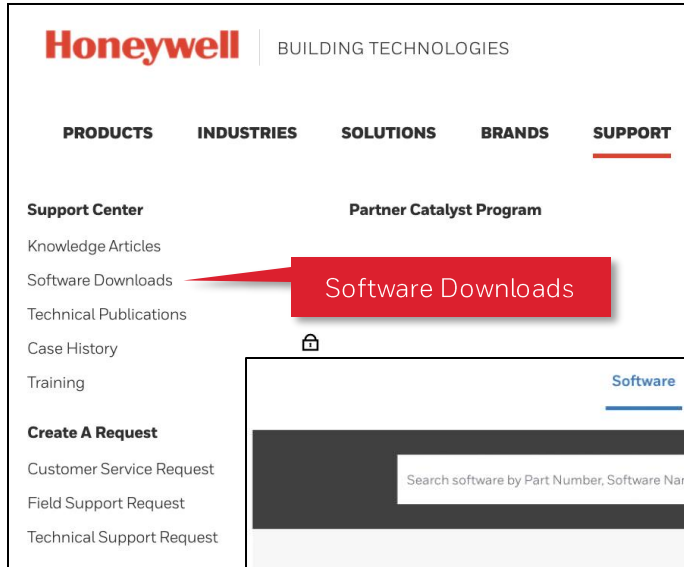
Articles can include text, images, and videos to help customers.



# TECHNICAL SUPPORT

## PRODUCT DOWNLOADS

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**Honeywell** | BUILDING TECHNOLOGIES

**PRODUCTS** **INDUSTRIES** **SOLUTIONS** **BRANDS** **SUPPORT**

**Support Center**

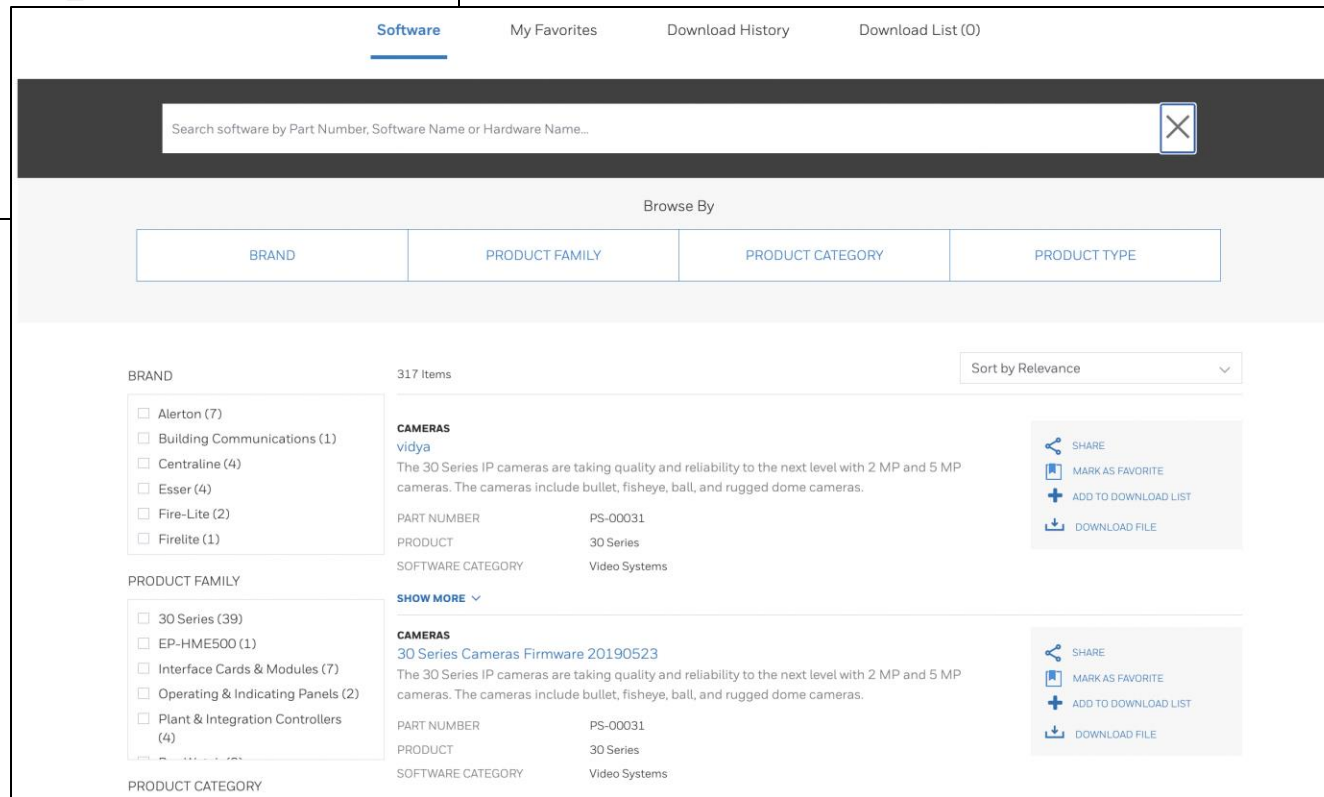
- Knowledge Articles
- Software Downloads
- Technical Publications
- Case History
- Training

**Partner Catalyst Program**

**Create A Request**

- Customer Service Request
- Field Support Request
- Technical Support Request

Software Downloads



**Software** My Favorites Download History Download List (0)

Search software by Part Number, Software Name or Hardware Name...

Browse By

- BRAND
- PRODUCT FAMILY
- PRODUCT CATEGORY
- PRODUCT TYPE

BRAND 317 Items Sort by Relevance

- Alerton (7)
- Building Communications (1)
- Centraline (4)
- Esser (4)
- Fire-Lite (2)
- Firelite (1)

**PRODUCT FAMILY**

- 30 Series (39)
- EP-HME500 (1)
- Interface Cards & Modules (7)
- Operating & Indicating Panels (2)
- Plant & Integration Controllers (4)

**PRODUCT CATEGORY**

**CAMERAS**  
**vidya**  
The 30 Series IP cameras are taking quality and reliability to the next level with 2 MP and 5 MP cameras. The cameras include bullet, fisheye, ball, and rugged dome cameras.

PART NUMBER PS-00031  
PRODUCT 30 Series  
SOFTWARE CATEGORY Video Systems

**SHARE**  
**MARK AS FAVORITE**  
**ADD TO DOWNLOAD LIST**  
**DOWNLOAD FILE**

**CAMERAS**  
**30 Series Cameras Firmware 20190523**  
The 30 Series IP cameras are taking quality and reliability to the next level with 2 MP and 5 MP cameras. The cameras include bullet, fisheye, ball, and rugged dome cameras.

PART NUMBER PS-00031  
PRODUCT 30 Series  
SOFTWARE CATEGORY Video Systems

**SHARE**  
**MARK AS FAVORITE**  
**ADD TO DOWNLOAD LIST**  
**DOWNLOAD FILE**

## SELF-SERVICE SOFTWARE

Product Downloads hosts software and firmware for our brands. Product Downloads has both public and private, brand-entitled software for our customers.

# CUSTOMER SUPPORT

## CUSTOMER SERVICE REQUEST

[← BACK TO MENU](#)

### SELF SERVICE SUPPORT

Authenticated users can create cases related to order, products, portal support, product documentation, shipments, etc.

The screenshot shows the Honeywell Support Center navigation menu. At the top, the Honeywell logo is followed by 'BUILDING TECHNOLOGIES'. Below this is a horizontal navigation bar with links for 'PRODUCTS', 'INDUSTRIES', 'SOLUTIONS', 'BRANDS', and 'SUPPORT'. The 'SUPPORT' link is underlined. On the left side, there are two main sections: 'Support Center' and 'Partner Catalyst Program'. Under 'Support Center', there are links for 'Knowledge Articles', 'Software Downloads', 'Technical Publications', 'Case History', and 'Training'. Under 'Partner Catalyst Program', there are links for 'Create A Request', 'Customer Service Request', 'Field Support Request', and 'Technical Support Request'. A red arrow points from the 'Customer Service Request' link to the main content area.

Customer Service Request

## Customer Service Request

NOTE: Do not transmit any classified, sensitive, or export controlled material with this form.

01 CONTACT DETAILS / 02 CASE DETAILS / 03 CONFIRMATION

\* Case type

Customer Service

\* Brand

Select Brand

\* Line of Business

Select Line of Business

Product

Enter Product

Part Number

Enter Part Number

\* Issue Reason

Select Issue Reason

Purchase Order Number

Enter Purchase Order Number

# CASE HISTORY

[← BACK TO MENU](#)

## TECH SUPPORT CASE, CUSTOMER SERVICE CASE & FIELD SERVICE CASES

### CASE MANAGEMENT

Customers can view real time status of cases created for Tech support, Customer service or Field service. They can view and add comments and download reports

UNITED STATES(EN) CONTACT 8 ELDO

Welcome Aboard, Eldo

- MyHBT Home
- My Account
- My Legacy Account
- My Contracts
- Case History**
- Work Order History

SIGN OUT

Case History

Honeywell BUILDING AUTOMATION

PRODUCTS INDUSTRIES AUTOMATION SOLUTIONS BRANDS SUPPORT NEWS & EVENTS

Case #, Status, or Request

Status	Date Created	Subject	Request Type	Case#	Requestor	Site Location
Cancelled	04 Jan 2024	test	GDMFSL_Service Request	13199437	Eldo Abraham	Forge Demo EU
Cancelled	05 Jul 2023	Test, please close by 7th Jul	GDMFSL_Service Request	11314514	Eldo Abraham	Forge Demo EU
Cancelled	30 Jun 2023	test	GDMFSL_Service Request	11272083	Eldo Abraham	Forge Demo EU
Cancelled	26 Jun 2023	Test case	GDMFSL_Service Request	11218864	Eldo Abraham	Forge Demo EU
Cancelled	01 Jun 2023	test	GDMFSL_Service Request	10981682	Eldo Abraham	Forge Demo EU
Cancelled	26 May 2023	test	GDMFSL_Service Request	10932875	Eldo Abraham	Forge Demo EU
Cancelled	11 May 2023	test case	GDMFSL_Service Request	10779535	Eldo Abraham	Forge Demo EU
Resolved	08 Mar 2023	Honeywell Assist BOT	Customer Service	10175967	Eldo Abraham	

# FIELD SUPPORT REQUEST


## FIELD SUPPORT REQUEST

[← BACK TO MENU](#)




**Honeywell** | BUILDING TECHNOLOGIES

**PRODUCTS**   **INDUSTRIES**   **SOLUTIONS**   **BRANDS**   **SUPPORT**

**Support Center**      **Partner Catalyst Program**

Knowledge Articles  
Software Downloads  
Technical Publications  
Case History   
Training

**Create A Request**

Customer Service Request   
Field Support Request   
Technical Support Request 

## SELF SERVICE SUPPORT






HBS Customers with service contracts can create field service cases on their own for support with their sites and installations

Field Request

# Field Support Request

NOTE: Do not transmit any classified, sensitive, or export controlled material with this form.

01 CONTACT DETAILS / 02 CASE DETAILS / 03 CONFIRMATION

* Case type	* Line of Business
GDMFSL_Service Request	HBS 
* Please select the Service contract number	* Location as per selected contract
Select Service contract number 	Select Location 
PO Number	Discipline
<input type="text"/>	Level 1 
Priority	Level 2 

# WORK ORDER HISTORY

## FIELD SERVICE WORK ORDERS

[← BACK TO MENU](#)

UNITED STATES(EN) CONTACT 8 ELDO

Welcome Aboard, Eldo

- MyHBT Home
- My Account
- My Legacy Account
- My Contracts
- Case History
- Work Order History**

SIGN OUT

### FIELD SERVICE CASE SOLUTIONS

Customers can view specifics of Work orders within Field service cases being resolved real time, service appointments, service reports etc.

**Honeywell** BUILDING AUTOMATION

PRODUCTS INDUSTRIES AUTOMATION SOLUTIONS BRANDS SUPPORT NEWS & EVENTS

## Work Order History

NEW REQUEST

Filter Results Clear All Showing 1 to 10 of 7166 entries

EXPORT IN CSV

Status	Date Created	Subject	Contract #	Work Order#	Location	Work Order Type
New	27 Feb 2024	Faulty Asset: Toilet Fault Type: Leaking	00008483	03876827	Wessex Water - Kennet Way	BF
In Progress	27 Feb 2024	Air handler 1 main hospital pressure's out of norm.	00001521	03876732	Summit Health Care Reg Med Ctr	BF
In Progress	27 Feb	Plate and frame main	00001521	03876730	Summit	BF

Work Order History



# SERVICE CONTRACTS

## CONTRACTS VIEW

[← BACK TO MENU](#)

### HBS SERVICE CONTRACTS

Customers can view contracts' list in different statuses, their entitlements, locations, assets and maintenance plans

UNITED STATES(EN) CONTACT 8 ELDO

Welcome Aboard, Eldo

- MyHBT Home
- My Account
- My Legacy Account
- My Contracts**
- Case History
- Work Order History

SIGN OUT

Contracts

Honeywell BUILDING AUTOMATION

PRODUCTS INDUSTRIES AUTOMATION SOLUTIONS BRANDS SUPPORT NEWS & EVENTS

## My Contracts

Overview **Search Contracts**

Contract Number Select search type from the dropdown and enter keyword

**Filter Results**

- ACCOUNT Clear
  - ASDA Stores Ltd ASDA House (1)
  - Airbus MAAS Paint Shop (1)
  - Birmingham Airport Ltd (1)
  - CBRE CSC (1)
  - Camerons Brewery Ltd (2)
  - Corporation of the City of London (1)

Account Name	Contract #	Contract Name	Location	End Date	Status
HCL Technologies Ltd Tel # 044-43935000	0040611636	CANX - CONTRACT CANCELLED	0	Dec 01, 2023	Expired -
HCL Technologies Ltd Tel # 044-43935000	0040612278	CAMC CONTRACT K23R1368	1	Dec 01, 2024	Active -
State of Maine	0040551714	State of Maine - Honeywell Software Ass	176	Aug 31, 2028	Active -

# SERVICE CONTRACTS

## ANNUAL PRICE UPDATE

[← BACK TO MENU](#)

## HBS CONTRACTS ANNUAL PRICE INCREASE

Customers can view new prices for next year, accept & make payments, negotiate

The screenshot shows the Honeywell My Contracts page. At the top, there is a navigation bar with 'Honeywell BUILDING AUTOMATION' and menu items: PRODUCTS, INDUSTRIES, AUTOMATION SOLUTIONS, BRANDS, SUPPORT, NEWS & EVENTS. Below this is a breadcrumb trail: Support Center > My Contracts. The main heading is 'My Contracts' with sub-links for 'Overview' and 'Search Contracts'. A search bar is present with a dropdown for 'Contract Number' and a text input field. Below the search bar, there are filter results for 'Overdue' and 'Forge Demo EU'. A table lists contract details with columns: Account Name, Contract #, Contract Name, Location, End Date, and Status. A 'VIEW UPDATE' button is highlighted with a red arrow pointing to the 'Price Update' label below.

Account Name	Contract #	Contract Name	Location	End Date	Status
Forge Demo EU	0040547392	Contract Forge Demo EU 1 TEST2		Aug 31, 2024	Overdue

Price Update

This screenshot shows the contract renewal details page. It features a navigation bar similar to the previous screenshot. A prominent blue button says 'VIEW/DOWNLOAD RENEWAL'. Below it, a text box states: 'You may review and return this proposal to us or accept the proposal online'. The page also contains the text 'hted to present your proposal, and have'.

Please review and select any additional services that you would like added to your contract.

### COSTS AND OPTIONS

We are pleased to offer you the following optional additions to your base service contract, subject to your approval and acceptance.

RENEWAL OPTIONS	AMOUNT (EXCL. TAXES)
<input type="checkbox"/> Base Contract Renewal	1.2 GBP ▾
<input type="checkbox"/> Cybersecurity Assessment (CSA)	2.10 GBP ▾

Total

Amount\*

1.2 GBP

\*Additional taxes may apply

[PAYMENT DETAILS](#)

[REQUEST CHANGES](#)

THANK YOU  
FOR JOINING US!

**Honeywell**