

#2021-033, Information for HTS customers about New Buildings eCommerce Site

Background

In late February, you may have received a notice entitled “Action Required: Register for New E-Commerce Site” from Honeywell ACS-Building Controls.

This went out to all customers who have been using the B2B site customer.honeywell.com.

LOB	Honeywell Thermal Solutions
Date	03/05/2021
Doc Type	eCommerce Update
Bulletin No	2021-033
Product Line(s)	Honeywell Combustion Controls
Partner Type(s)	OEMs, Trade, Distribution
Pole(s)	All
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What Does This Mean for Me?

1. Honeywell Thermal Solutions customers should **continue to use the original customer.honeywell.com** B2B site until further notice.
2. Your account should be active on the original site, just as it has been.
 - a. NOTE: if you run into account access issues, please email ECCNAB2BAdmin eccnab2badmin@honeywell.com
3. If you are a Honeywell Thermal Solutions customer who *also* buys Buildings components, please register for the new Buildings B2B site as described in the e-mail announcement.
4. If you have a **warranty return, do NOT process this through the B2B site**, you must send it directly to Customer Care:
 - a. CBOrderManagementUSTrade@Honeywell.com
 - b. CBOrderManagementUSOEM@Honeywell.com
 - c. CBOrderManagementCanada@honeywell.com
 - d. Be sure to provide the following:
 - i. Product Number
 - ii. Date Code
 - iii. Invoice Number or PO Number
 - iv. Failure Details
 - v. Picture of Failure

Contact Information

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