

#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
	Jessica Irons
Issued by	Global Digital Marketing Manager

What Does This Mean for Me?

- 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
 - NOTE: if you run into account access issues, please email ECCNAB2BAdmin eccnab2badmin@honeywell.com
- 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.
- If you have a warranty return, do NOT process this through the B2B site, you must send it directly to Customer Care:
 - a. <u>CBOrderManagementUSTrade@Honeywell.com</u>
 - b. <u>CBOrderManagementUSOEM@Honeywell.com</u>
 - c. <u>CBOrderManagementCanada@honeywell.com</u>
 - 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

NEW Honeywell eCommerce Portal In December 2020, Honeywell launched a new eCommerce portal for Honeywell BMS products. As a next step in our transition to the new website, your ability to order using the existing site will be ending on February 28, 2021. If you have not already, please log on to the new site today, bookmark the site and ensure that you have the right levels of access. As we switch over to the new e-commerce platform, we will be requiring all customers that purchase less than \$25K per year to pre-pay for orders by purchasing with a credit card. All customers that purchase greater than \$25K per year will also have the option to order via purchase order. The new site is easy to use, customize and access. It will enable you to: Check Price and Parts Availability

Browse and Order Products

Detailed product pricing, availability and inventory

Contact Information

Jessica Irons | Global Digital Marketing Manager | jessica.irons@honeywell.com