

REPAIR QUOTE APPROVAL OR REJECTION

COLLINS CUSTOMER PORTAL USER GUIDE

WWW.CUSTOMERS.COLLINSAEROSPACE.COM



REPAIR QUOTE APPROVAL/REJECTION

LANDING PAGE

To see more information related to Repair Quote, **login to your Collins Portal account**



If you do not have an account, click the **Register** button to gain access. Instructions can be found here or in the **FAQ and Customer Support** page.



www.customers.collinsaerospace.com

Collins Aerospace

WELCOME TO CUSTOMER PORTAL

Username
Enter Username

Password
Enter Password

Remember Me [Forgot Password?](#)

SIGN IN

Or

REGISTER

COLLINS AEROSPACE RTX PRATT & WHITNEY PRIVACY POLICY TERMS OF USE **FAQ AND CUSTOMER SUPPORT**

REPAIR QUOTE APPROVAL/REJECTION

DASHBOARD

The screenshot shows the Collins Aerospace dashboard. At the top, there is a navigation bar with the following links: Dashboard, Repairs, Quotes, Tech Requests, and My Publications. The 'Repairs' link is highlighted with a red circle and the number '1'. Below the navigation bar, there is a search bar labeled 'Spare Parts Search' and a text input field 'Enter up to 5 part #'s separated by co'. To the right of the search bar are icons for a clipboard with '0', a bookmark, a shopping cart with '2', and a document icon. Below the navigation bar, the main content area is titled 'DASHBOARD'. It contains two tables: 'Spare Orders' and 'Repair Orders'. The 'Repair Orders' table has a 'View Repair History' link highlighted with a red circle and the number '2'. An orange arrow points from the 'Repairs' link in the navigation bar to the 'View Repair History' link in the 'Repair Orders' table.

Spare Orders			Repair Orders		
Order Date	Order Date	Order Date	Order Date	Order Date	Order Date
16 MAY 2021	10 MAY 2021	16 MAY 2021	22 JAN 2021	05 APR 2021	12 MAY 2021
PO Number	PO Number	PO Number	PO Number	PO Number	PO Number
452753475	860334172	452753171	252193178	252212501	252221527
In Process	Partially Shipped	In Process	On Hold	On Hold	In Process

- The dashboard page gives you access to some recent activity.
 - You can return to this dashboard at any time by clicking on the Dashboard link.
- Either of these links (Repairs or View Repair History) will take you to the Repair Order History page.

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REPAIR ORDER HISTORY

Collins Aerospace | Welcome

Dashboard Spares **Repairs** Quotes Tech Requests My Publications Spare Parts Search Enter up to 5 part #'s separated by comma

Repairs Order History

FILTER BY STATUS [PAST 60 DAYS ONLY] Clear All X

0 Exchanged Awaiting Core | 0 Exchanged | 5 Pending Receipt | 5 In Process | **5 Quote Ready** | 1 On Hold | 0 Scrapped | 0 Cancelled | 0 Ready For Pickup | 0 Shipped

ADVANCED FILTERS

Search: PO, Part, Serial # or Sales Ord | Repair Location: Select Location | Date Type: SELECT TYPE | Start Date: Select Date | End Date: Select Date | Search Download

Visible Columns	Order Date	Repair Order #	Part #	S/N	Rcvd. Date	Sched/Shipped	Tracking	Alert Me
	24 JAN 2022	2520015233	7011005H01	2162740977	24 JAN 2022	Contact CSR	Quote Ready 53 days ago \$21640.60	<input type="checkbox"/>
	16 FEB 2022	252316550	1701768	0610	16 FEB 2022	Contact CSR	Quote Ready	<input type="checkbox"/>
	24 FEB 2022	252322207	7110605H02S01		24 FEB 2022	26 MAR 2022	Quote Ready	<input type="checkbox"/>

- Select the Quote Ready filter to view orders with Repair Quotes awaiting approval.
- Clicking on the Quote Ready link in the line item will direct you to the Quote Ready page to Reject or Approve the quote.
- Clicking on the Repair Order number link will direct you to the Repair Order Detail.

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QUOTE READY

The screenshot shows the Collins Aerospace 'Quote Ready' interface. On the left, the quote details are displayed: Purchase Order Number **MRO QUOTE**, Part Description **Transducer assy**, Part Number **808120-4**, and Quote **\$200.00**. A 'View Quote Details' button is visible. At the bottom, there are 'Reject Quote' and 'Submit Approval' buttons. A 'Contact' button with an envelope icon is also present. A red arrow points from the 'Contact' button to an email client window. The email client shows an email from Van.Nong@uts.utc.com to MRO_CSR@collins.com with the subject 'Inquire About Repair: PO_MRO QUOTE - SAP_0006130836'. Below the email, a 'Quote Ready' document is shown, featuring the UTC Aerospace Systems logo and contact information: Notification: 302833049, Sales Order: 6130624, Quote Date: 17-APR-2019, Customer PO: [REDACTED], Incoterms: Ex Works FACTORY, Payment Terms: Net 45 Days. A table at the bottom of the document lists the quote details:

Workscope:	Part No.	Description	Serial Number
OVERHAUL	808120-4	CONTROLLER, EMI VALVE	6130624

- Quote Ready page allows you to:
- Approve or Reject the quote, View Quote Details and Contact us.

REPAIR QUOTE APPROVAL/REJECTION

REPAIR ORDER DETAILS

The screenshot displays the 'Repair Order PO: MRO QUOTE' page. The top navigation bar includes 'Collins Aerospace' and 'Welcome Jon Doe'. The main content area is divided into several sections:

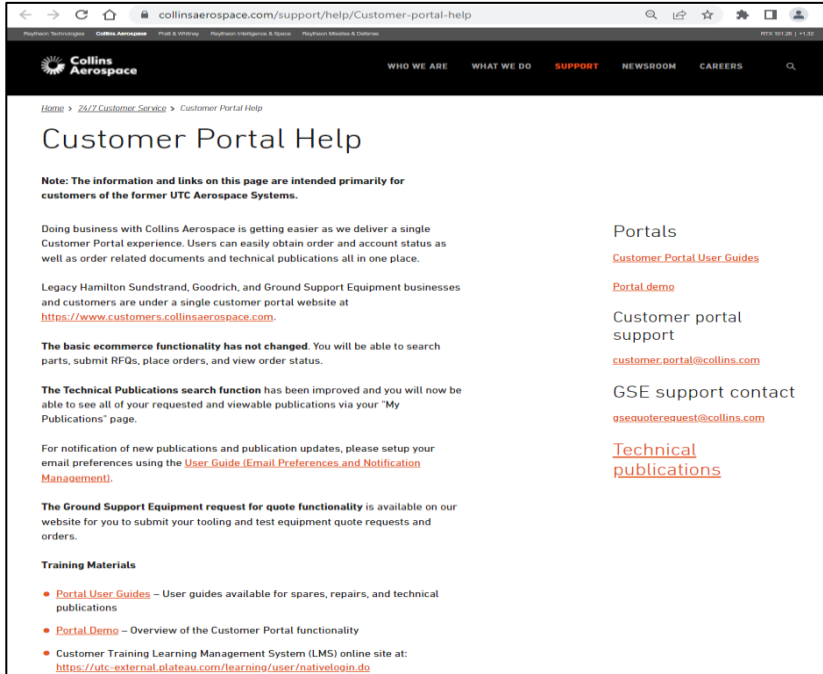
- DETAILS:** Order Number 6130836, Part Number 808120-4, Serial Number MRO.
- ORDER STATUS:** Quote Ready (with a red triangle warning icon). A red circle '1' is next to the status. A red circle '2' is next to the 'View Quote Details' link. Below this are 'Reject Quote' and 'Submit Approval' buttons. A red circle '4' is next to the 'Submit Approval' button.
- SHIP DATE:** Scheduled For 24 MAY 2019.
- TRACKING:** A progress tracker showing stages: Pending Receipt, In Process, On Hold (current stage, marked with a red circle '3'), Scrapped, Cancelled, and Shipped.
- Documents:** A tab labeled 'Documents' with a document icon and the text '0006130836-Quote Form'. A red circle '3' is next to this document.
- Quote Preview:** A document preview for 'UTC Aerospace Systems' showing notification details and a table for 'Workscope: OVERHAUL'.

Red arrows indicate the flow: one from the 'View Quote Details' link to the quote preview, and another from the 'Submit Approval' button to the quote preview.

- Repair Order Details page allows you to:
 - Approve or reject the quote by clicking on the Reject Quote or Submit Approval button.
- View Quote Details by clicking on the View Quote Details link or the Documents tab quote icon.

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PORTAL ASSISTANCE CONTACT



The screenshot shows the Collins Aerospace Customer Portal Help page. The browser address bar displays 'collinsaerospace.com/support/help/Customer-portal-help'. The page header includes the Collins Aerospace logo and navigation links: WHO WE ARE, WHAT WE DO, SUPPORT, NEWSROOM, and CAREERS. The main content area is titled 'Customer Portal Help' and contains several sections of text and links. A 'Note' states that the information is intended for customers of former UTC Aerospace Systems. The page lists various services and links, including 'Portals', 'Customer Portal User Guides', 'Portal demo', 'Customer portal support', 'GSE support contact', and 'Technical publications'. A 'Training Materials' section lists links for 'Portal User Guides', 'Portal Demo', and the 'Customer Training Learning Management System (LMS) online site'.

collinsaerospace.com/support/help/Customer-portal-help

Collins Aerospace

WHO WE ARE WHAT WE DO SUPPORT NEWSROOM CAREERS

Home > 24/7 Customer Service > Customer Portal Help

Customer Portal Help

Note: The information and links on this page are intended primarily for customers of the former UTC Aerospace Systems.

Doing business with Collins Aerospace is getting easier as we deliver a single Customer Portal experience. Users can easily obtain order and account status as well as order related documents and technical publications all in one place.

Legacy Hamilton Sundstrand, Goodrich, and Ground Support Equipment businesses and customers are under a single customer portal website at <https://www.customers.collinsaerospace.com>.

The basic ecommerce functionality has not changed. You will be able to search parts, submit RFQs, place orders, and view order status.

The Technical Publications search function has been improved and you will now be able to see all of your requested and viewable publications via your "My Publications" page.

For notification of new publications and publication updates, please setup your email preferences using the [User Guide \(Email Preferences and Notification Management\)](#).

The Ground Support Equipment request for quote functionality is available on our website for you to submit your tooling and test equipment quote requests and orders.

Training Materials

- [Portal User Guides](#) – User guides available for spares, repairs, and technical publications
- [Portal Demo](#) – Overview of the Customer Portal functionality
- Customer Training Learning Management System (LMS) online site at: <https://utc-external.plateau.com/learning/user/nativeojo.do>

Portals

- [Customer Portal User Guides](#)
- [Portal demo](#)

Customer portal support

- [customer.portal@collins.com](https://www.collinsaerospace.com/customerportal)

GSE support contact

- esequoterequest@collins.com

[Technical publications](#)

Customer Portal Support Team Email:
customer.portal@collins.com

For 24/7 global AOG please contact:
1-877-808-7575 (within U.S.)
1-860-654-2500 (outside U.S.)

Collins Customer Portal FAQ and Support:
<https://www.collinsaerospace.com/support/help/Customer-portal-help>

Collins Business Contacts:
<https://www.collinsaerospace.com/support>