

ORDER STATUS AND HISTORY

COLLINS CUSTOMER PORTAL USER GUIDE

WWW.CUSTOMERS.COLLINSAEROSPACE.COM




ORDER STATUS AND HISTORY

LANDING PAGE

Login to your Collins Portal account to see more information tailored to your company. →

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](#)

ORDER STATUS AND HISTORY

NAVIGATION

The screenshot shows the Collins Aerospace dashboard. The top navigation bar includes 'Spares', 'Repairs', 'Quotes', 'Tech Requests', and 'My Publications'. The 'Spares' and 'Repairs' links are highlighted with red boxes. Below the navigation bar, there are sections for 'Spare Orders' and 'Repair Orders', each with a 'View Order History' and 'View Repair History' link respectively, also highlighted with red boxes. At the bottom, there is a 'Requested Quotes' section with a 'View All Requests' link.

Spare Orders			Repair Orders		
Order Date 11 AUG 2021	Order Date 16 MAY 2021	Order Date 10 MAY 2021	Order Date 18 JAN 2021	Order Date 20 JAN 2021	Order Date 22 MAR 2022
PO Number	PO Number	PO Number	PO Number	PO Number	PO Number
In Process	In Process	Partially Shipped	Shipped	In Process	In Process

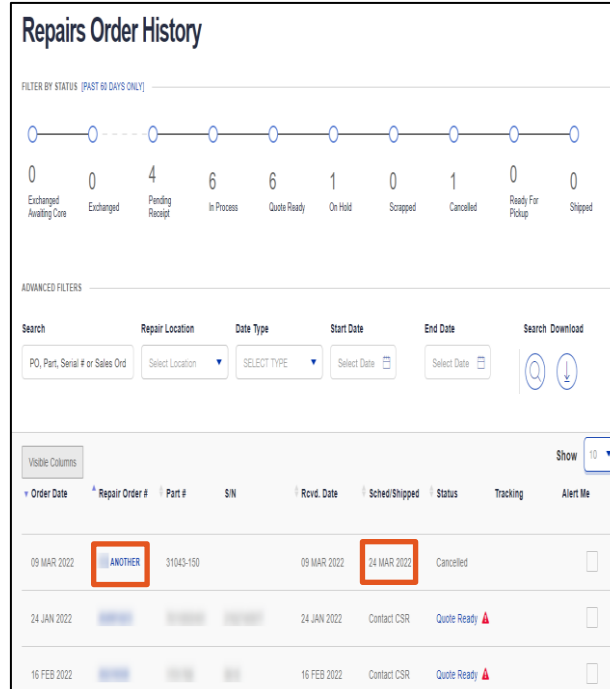
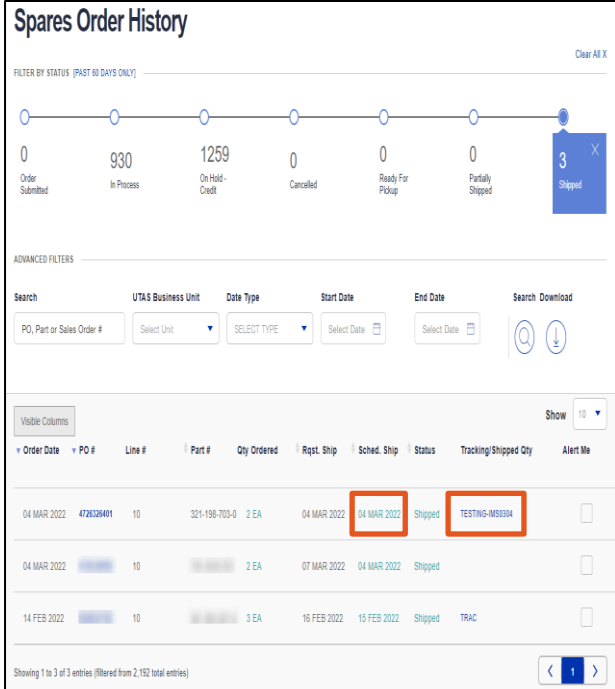
Requested Quotes		
Part Number	Part Number	Part Number
Pending	\$35,828.00 Priced	\$45.00 Priced

Clicking on the **Spares** or **View Order History** link, will direct you to Spare Order History.

Clicking on the **Repair** or **View Repair History** link, will direct you to Repair Order History.

ORDER STATUS AND HISTORY

ORDER HISTORY



Spare and Repair Search allow users to search for orders via order specific details, statuses, or date ranges.

Results can be downloaded in CSV format.

The Scheduled/Shipped Date field shows the date the order is expected to ship. Once the item is shipped, it will show the actual ship date.

For orders that have shipped, you can click on the Carrier Waybill number (when available) to track your shipment.

ORDER STATUS AND HISTORY

ORDER DETAILS

Spare Order PO: [Reorder] [Cancel Order]

DETAILS | **ORDER STATUS** | **SHIP DATE** | **TRACKING**

Order Number: [REDACTED] | **Shipped**
Order Total: [REDACTED] | Order Priority: [REDACTED]
Invoice Ttl # [REDACTED]

PROGRESS TRACKER - **SHIPPED**

Order Subtotal: [REDACTED] | In Process: [REDACTED] | On Hold: [REDACTED] | Cancelled: [REDACTED] | Ready For Pickup: [REDACTED] | Partially Shipped: [REDACTED] | Shipped: [REDACTED]

Line Item Details | Order Details | Documents

Line #	Part Description	Price Per Unit	Qty Ordered	Ship To	Rpt. Ship	Sched/Ship Date	Status	Sub-Total	Tracking/Ship Qty
10	321-168-753-0 Spacer	[REDACTED]	2 EA	[REDACTED]	04 MAR 2022	04 MAR 2022	Shipped	[REDACTED]	TESTING MESSINA

Customer agrees that orders placed with UTC Aerospace Systems will be governed by the UTC Aerospace Systems Standard Terms and Conditions including any supplemental requirements listed therein (collectively, the "Terms"). Additional or different terms proposed or referenced by Customer shall not apply and are hereby expressly rejected. Customer may obtain copies of the Terms online at **Business Documents**.

Line Item Details | **Order Status** | Documents

TRANSACTION DETAILS | **DISTRIBUTION FACILITY INFO**

Order Date: 04 MAR 2022 | **Shipping Facility**: AEROSTRUCTURES | Shipping Point Location: [REDACTED] | **Contact CSR**

SOLD TO | **SHIP TO**

Account Number: [REDACTED] | Account Number: [REDACTED]
Address: [REDACTED] | Address: [REDACTED]

Customer agrees that orders placed with UTC Aerospace Systems will be governed by the UTC Aerospace Systems Standard Terms and Conditions including any supplemental requirements listed therein (collectively, the "Terms"). Additional or different terms proposed or referenced by Customer shall not apply and are hereby expressly rejected. Customer may obtain copies of the Terms online at **Business Documents**.

Repair Order PO: [Contact CSR] [Cancel Order]

DETAILS | **ORDER STATUS** | **SHIP DATE** | **TRACKING**

Order Number: [REDACTED] | **Quote Ready** | Invoiced For: [REDACTED] | Contact CSR
View Quote Details
Part Number: 701100SH01 | Quote
Serial Number: [REDACTED] | **Request Quote** | **Submit Approval**

PROGRESS TRACKER - **ON HOLD**

Pending Receipt: [REDACTED] | In Process: [REDACTED] | **On Hold**: [REDACTED] | Shipped: [REDACTED] | Cancelled: [REDACTED] | Ready For Pickup: [REDACTED] | Shipped: [REDACTED]

Order Details | Documents

PART DETAILS | **TRANSACTION DETAILS** | **REPAIR FACILITY INFO**

Part Number: 701100SH01 | Received Date: 24 JAN 2022 | Invoiced Ship Date: 23 FEB 2022 | **Shipping Facility**: NORD MICRO
Part Description: GALLEY FAN MODULE - LARGE | **SN Incoming**: [REDACTED] | **SN Outgoing**: [REDACTED] | **Repair Location**: Frankfurt/Main, GERMANY

Aircraft Type: [REDACTED] | **PN Incoming**: [REDACTED] | **PN Outgoing**: [REDACTED]
Engine SN: [REDACTED]

SOLD TO | **SHIP TO** | **NOTES**

Account Number: [REDACTED] | Account Number: [REDACTED] | Order Note: [REDACTED]
Address: [REDACTED] | Address: [REDACTED] | Service Note: [REDACTED]

Customer agrees that orders placed with UTC Aerospace Systems will be governed by the UTC Aerospace Systems Standard Terms and Conditions including any supplemental requirements listed therein (collectively, the "Terms"). Additional or different terms proposed or referenced by Customer shall not apply and are hereby expressly rejected. Customer may obtain copies of the Terms online at **Business Documents**.

On the spare and repair order details page, you will find useful information such as:

- Part Details
- Pricing details (spares only)
- Shipment Details Documents
- Order and Service Notes (repairs only)

NOTE: Tax information available when applicable.

If you are being charged Taxes in error please contact your SBU to provide your Tax exempt certificate or VAT #.

ORDER STATUS AND HISTORY

ORDER DETAILS - DOCUMENTS

Line Item Details Order Details **Documents**

Line Item #10 Shipped: 04 MAR 2022 TESTING-IMS0304
Delivery Address: SAN ANTONIO ROAD 8064 AGUADILLA... Contact Forwarder Tracking Number

Packing List 04 MAR 2022 [🔗](#)
Invoice 04 MAR 2022 [🔗](#)
Certificate of Conformance 04 MAR 2022 [🔗](#)
Commercial Invoice 04 MAR 2022 [🔗](#)

Customer agrees that orders placed with UTC Aerospace Systems will be governed by the UTC Aerospace Systems Standard Terms and Conditions including any supplemental requirements listed therein (collectively, the "Terms"). Additional or different terms proposed or referenced by Customer shall not apply and are hereby expressly rejected. Customer may obtain copies of the Terms online at [Business Documents](#).

Documents will open in PDF format in a new browser window.

Please contact your Customer Support Representative (CSR) for assistance if your documents do not display properly.

INVOICE
Rohr, Inc.
a Collins Aerospace Company
850 Lagoon Drive Chula Vista, CA 91910 USA

UTC Aerospace Systems

Page: 1 of 1

Invoice Number	70000015	Invoice Date	04-MAR-2022
Del. No/Shipment		Ship Date	04-MAR-2022
Purchase Order Number		PO Date	
Sales Order Number		Sales Order Date	04-MAR-2022

Ship Via: ROUTE
Bill-of-Lading: TESTING-IMS0304
Incoterm: FCA / TITLE TRANSFER POINT
Currency: USD
Payment Term: Net 30 Days
Payment Due Date: 03-APR-2022
Gross Weight: 5.000 LB

Item	Part Number Description	Quantity	Unit Price	Extended Price
10	321-106-703-0 SPACER	2 EA	1,308.00	2,616.00

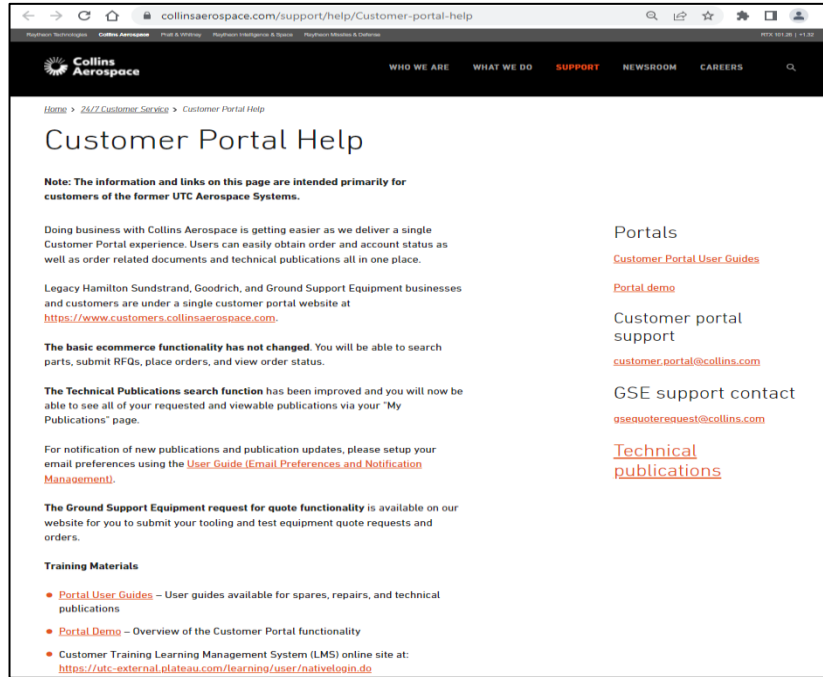
Net Amount 2,616.00
Total Invoice Amount 2,616.00

We hereby certify that these goods were produced in compliance with all applicable requirements in sections 6, 7 and 12 of the Fair Labor Standards Act, as amended, and of regulations and orders of the United States Department of Labor issued under Section 14 thereof.

Geospatial Infrastructures
WIRE TO: Bank of America, Account No. 4426385143 ABA:026009593 SWIFT Code: BoFAUS33
ACH PAYMENT TO: Bank of America, Account No. 4426385143 ABA:111000012
MAIL TO: P O Box 840576 Dallas, TX 75284-0576
FOR OVERNIGHT/COURIER MAIL TO: Bank of America Lockbox Services Lockbox 840576, 1950 N. Stemmons Fwy, Ste. 5010, Dallas, TX 75207
EMAIL REMIT INFORMATION TO: remit@tracel@utias.us.com

ORDER STATUS AND HISTORY

PORTAL ASSISTANCE CONTACT



The screenshot shows a web browser window displaying the Collins Aerospace Customer Portal Help page. The URL in the address bar is 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 informational paragraphs and links. A sidebar on the right lists "Portals" with links to "Customer Portal User Guides", "Portal demo", "Customer portal support", and "GSE support contact". A "Training Materials" section at the bottom lists links to "Portal User Guides", "Portal Demo", and the "Customer Training Learning Management System (LMS) online site".

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.plataeu.com/learning/user/nativelogin.do>

Portals

- [Customer Portal User Guides](#)
- [Portal demo](#)
- Customer portal support
- customer.portal@collins.com
- GSE support contact
- esequsterequest@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>