

SPARE AND REPAIR CAPABILITY SEARCH

COLLINS CUSTOMER PORTAL USER GUIDE

WWW.CUSTOMERS.COLLINSAEROSPACE.COM

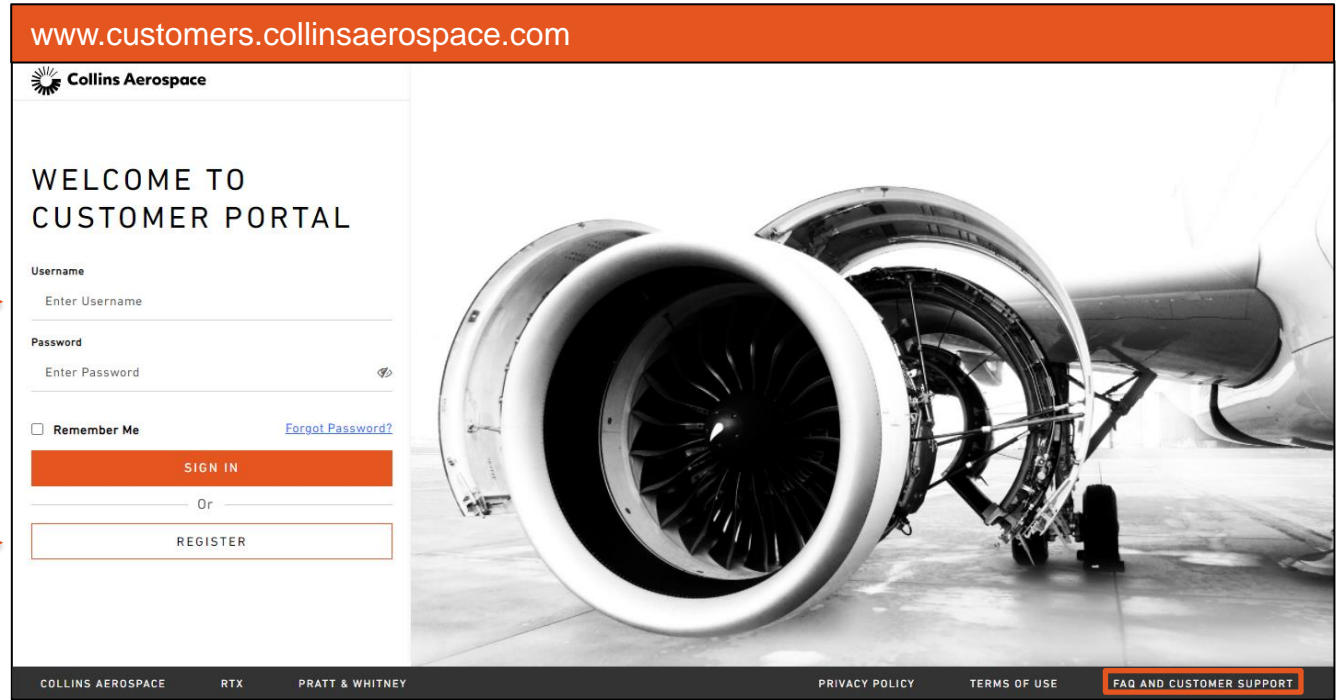


SPARE AND REPAIR CAPABILITY SEARCH

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. →



SPARE AND REPAIR CAPABILITY SEARCH

DASHBOARD

Once signed into your account, you will be directed to the **Dashboard** page.

Here you can view your 3 most recent orders and **complete detailed searches for spare parts, repair capabilities and technical publications**

The screenshot shows the Collins Aerospace dashboard with a navigation bar containing 'Dashboard', 'Spares', 'Repairs', 'Quotes', 'Tech Requests', and 'My Publications'. A search bar is located in the top right, with a dropdown menu for search types: 'Spare Parts Search', 'Repair Capability Search', and 'Technical Publications'. The main content area displays 'View Order History' and 'Repair Orders' sections. A 'Requested Quotes' section is also visible.

Use the drop-down menu to select the type of search you wish to execute (Spare Parts Search or Repair Capability Search).

Enter the part number(s) here.

Enter a single part number, up to 5 part numbers (separated by a comma and space) or enter at least 3 characters to execute a wildcard search.

Example: 13227-200, 1450-334, 463-200, 25603-02

Note: For wildcard searches, a maximum of 10 results will be returned. You may need to refine your search if it is too broad.

SPARE AND REPAIR CAPABILITY SEARCH

SPARES PART SEARCH

1. Part search results will indicate the Collins Aerospace **Business Unit** who is **selling** the requested part.
2. **Pricing** displayed is **specific to the default company account** associated to your Profile. *Ref. User Profile Management user guide.*
3. **Product notes** will appear for **superseded or replaced parts**. Notes may also direct you to contact a third party for sourcing details.
4. The **minimum order quantity (MOQ)** value can be increased, but **you will not be allowed to enter a quantity lower than the default value.**

You searched for "766120A, 2B5006-5, 766185, 13227-200"

4 Products found

| Part | Business Unit | Price | UOM | Lead Time | Availability | MOQ |
|--|---------------------|------------|-----|-----------|--------------|-----|
| 766120 | HAMILTON SUNGSTRAND | | EA | 180 | 0 | 1 |
| Housing Assembly, Intermediate | | | | | | |
| 2B5006-5 | INT - SPECIALTY | \$1,126.75 | EA | 7 | 03 | 1 |
| Headrest | | | | | | |
| 766185_99167 | HAMILTON SUNGSTRAND | | EA | | | 1 |
| Printed Wing Board Assembly | | | | | | |
| Requested P/N: 766185 Product Note: Part Number 766185_99167 is the internal UTAS production ID for requested Model Number 766185 | | | | | | |
| 13227-200 | AEROSTRUCTURES | | EA | 30 | | 1 |
| Seal O-Plan | | | | | | |

5. **Priced parts** can be **added to cart**, but you will need to **request a quote** for **unpriced parts**.
6. For parts that cannot be procured online, pricing and other information **must be requested** by contacting a Collins **Customer Service Representative (CSR)**
7. If **pricing is not displaying**, click the **"Set Account"** link to add the appropriate Business Unit to your profile (Aerostructures in this example).

If **Set Account**, **Add to Cart**, **Request Quote**, or **Please Contact CSR** buttons **do not display**. Please contact the Customer Portal Support Team: customer.portal@collins.com

SPARE AND REPAIR CAPABILITY SEARCH

REPAIR CAPABILITY SEARCH

The screenshot shows a web application interface for a Repair Capability Search. At the top, there is a search bar with the text "766185_99167,46503,46550-19" and a search icon. Below the search bar, it says "You searched for '766185_99167,46503'" and "4 Products found".

The main content area displays a table with columns for Part, Business Unit, and Repair Location. The first row shows part number 766185_89167, Business Unit HAMILTON SUNDSTRAND - HS - Santa Isabel, PR, and Repair Location PUERTO RICO MRO. A red circle with the number 1 is next to the Business Unit, and an orange button labeled "Inquire About Repair" is to the right. The second row shows part number 46503, Business Unit ACTUATION SYSTEMS, and Repair Location GAS - Wolverhampton, UK. A red circle with the number 2 is next to the Repair Location, and an orange button labeled "Inquire About Repair" is to the right. An orange arrow points from the "Inquire About Repair" button in the second row to an email composition window below.

The email composition window shows a "Send" button, a "From" field with "@collins.com", a "To" field with "Wolverhampton.MRO@collins.com", and a "Subject" field with "Inquire About Repair : Part number 46503". The email body contains the text "Inquire About Repair : Part number 46503".

The **Repair Capability Search** will return the Collins Business Unit and the **repair location details** for the requested part number(s).

1. Link to Collins Aerospace Systems repair plant details.
2. Click the **Inquire About Repair** button to contact a Collins Customer Service Representative (CSR) directly for repair service.

SPARE AND REPAIR CAPABILITY SEARCH

PART SEARCH – UNRECOGNIZED PART

We weren't able to find any results for "#123"
Please tell us about the part you need and we'll get back to you shortly.

About The Part You Need

Part Number

Description

Aircraft Type

CAGE Code

CMM / Revision Number

Next Higher Assembly (Optional)

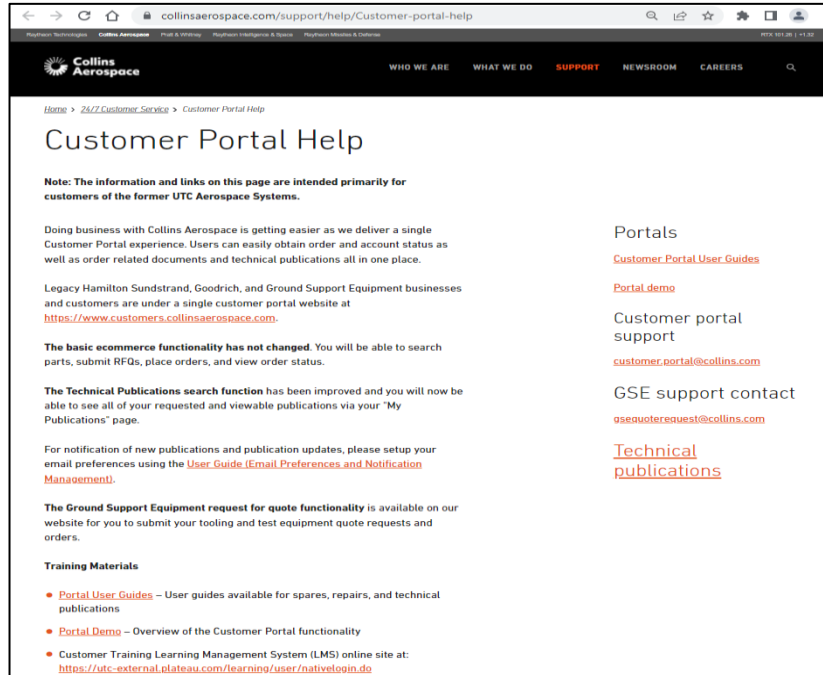
Optional Comments

250 Characters left

If the requested part number is **not recognized** on our customer portal, you will be prompted to complete a form which provides us more information, and we will try to help.

SPARE AND REPAIR CAPABILITY SEARCH

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 available, such as 24/7 Customer Service, and provides links to user guides, a portal demo, and support contacts for GSE and technical publications. A 'Training Materials' section lists links to user guides, a portal demo, and an LMS 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.

Portals

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

Customer portal support

- customer.portal@collins.com

GSE support contact

- esequestrequest@collins.com

Technical publications

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/nativelogin.do>

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>