

QUOTE REQUEST

COLLINS CUSTOMER PORTAL USER GUIDE

WWW.CUSTOMERS.COLLINSAEROSPACE.COM

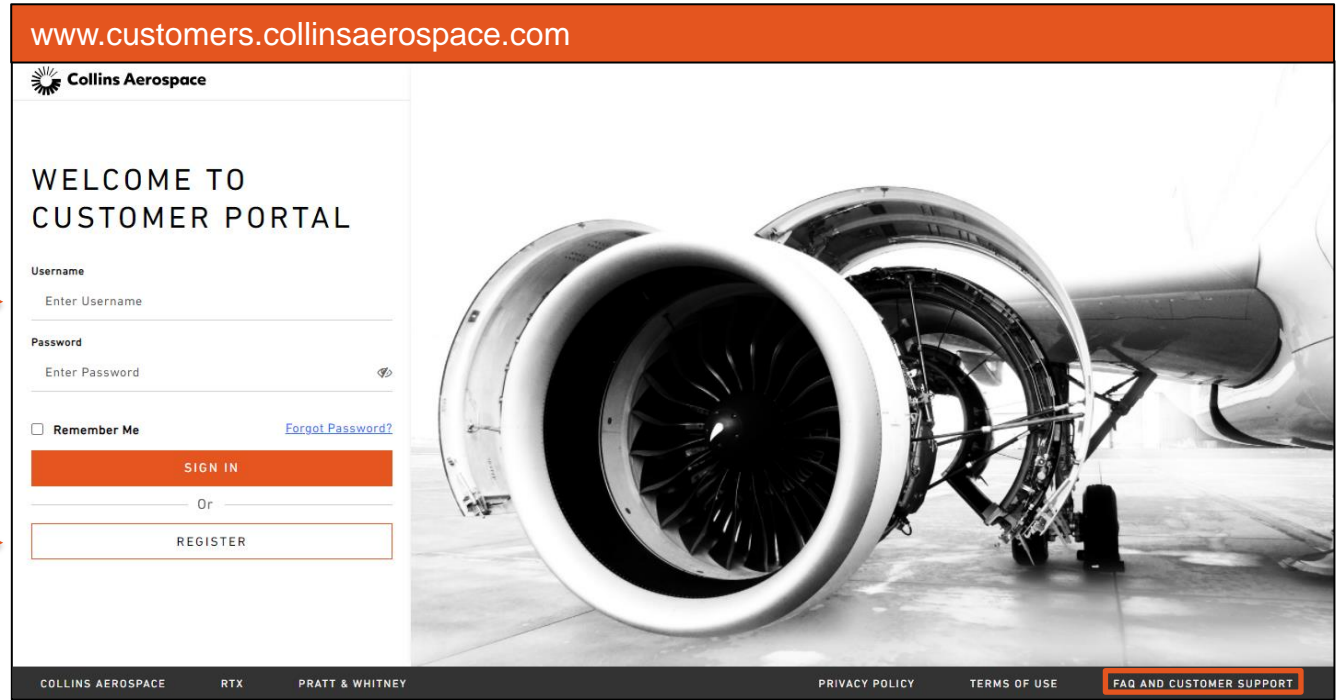


QUOTE REQUEST

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. →



QUOTE REQUEST

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. At the top, there is a navigation bar with the following items: Dashboard, Spares, Repairs, Quotes, Tech Requests, My Publications, and a search bar. The search bar contains the text "Enter up to 5 part #'s separated by co" and a search icon. A dropdown menu is open below the search bar, showing three options: "Spare Parts Search" (highlighted), "Repair Capability Search", and "Technical Publications". A callout box points to the dropdown menu with the text: "Use the drop-down menu to select the type of search you wish to execute (Spare Parts Search)." Another callout box points to the search bar with the text: "Enter the part number(s) here." Below the navigation bar, there are several sections: "View Order History" with three order cards, "Repair Orders" with two order cards, and "Requested Quotes" with three quote cards. The order cards show Order Date, PO Number, and status (In Process, Partially Shipped, or Shipped). The quote cards show Part Number, status (Pending or Priced), and price (\$35,828.00 and \$45.00).

Use the drop-down menu to select the type of search you wish to execute (Spare Parts 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.

QUOTE REQUEST

PART SEARCH

When a part search is executed and pricing is not available, a Request Quote button will display. To submit a quote, user must click on the **Request Quote** button.

Dashboard Spares Repairs Quotes Tech Requests My Publications Spare Parts Search 217-0004-25

You searched for "217-0004-25"

1 Product found

Sort by: Select Sort Option

Part	Business Unit	Price	UOM	Lead Time	Availability	MOQ
217-0004-25	AEROSTRUCTURES		EA	22	3	1
Seal						1 Item Min

Request Quote

QUOTE REQUEST

QUOTE FORM

Adjust the quantity needed and enter any comments regarding the request.

Click **Submit** to complete the quote or click **Save – Submit Later** to save quote item to submit multiple lines quote.

Request Quote

Part Number: NAS620C416 Quantity

WASHER, FLAT-REDUCED OD

Comments

Optional-If needed, customer can add comments

205 Characters left

Save - Submit Later **Submit**



Thank you. Here's your RFQ#: UTAS-064005

Quote Number	Item
UTAS-064005	Part Number: NAS620C416 WASHER, FLAT-REDUCED OD Quantity: 1

Comments

Optional-If needed, customer can add comments

Request Quote

Your quote has been successfully saved in to Quote Cart.

QUOTE REQUEST

UNSUBMITTED/MULTIPLE LINE QUOTE REQUESTS

Saved quotes are held in the Unsubmitted Quote Requests section.
Click **Edit & Submit** to complete the quote.

Quote Requests

Unsubmitted Quote Requests

Selling Entity	Part #	Qty	UOM	
Aerostructures	Hide Details			
	556-1-15305-001	5	EA	Edit & Submit
	556-1-15306-001	1	EA	
Hamilton Sundstrand	Hide Details			
	556-1-15305-001	1	EA	Edit & Submit
Wheels and Brakes	Hide Details			
	466-1	1	EA	Edit & Submit

Request Quote

Part Number: 556-1-15305-001

Hose

UOM : EA

Quantity: 5

Delete Item

Comments

250 Characters left

Part Number: 556-1-15306-001

Hose assy

UOM : EA

Quantity: 1

Delete Item

Comments

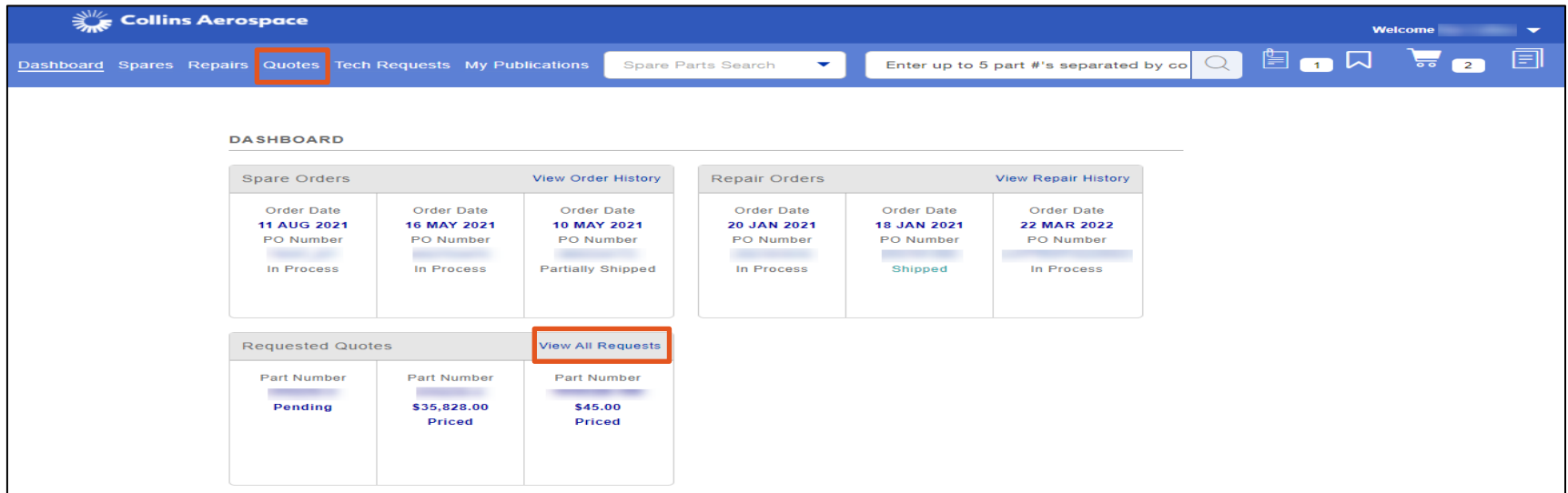
250 Characters left

Save - Submit Later **Submit**

QUOTE REQUEST

QUOTES

You can check the status of your requested quotes by navigating to the Quotes page accessible from the Dashboard by clicking the [Quotes](#) or [View All Requests](#) link.



The screenshot shows the Collins Aerospace dashboard with the following components:

- Navigation Bar:** Contains links for Dashboard, Spares, Repairs, **Quotes** (highlighted with a red box), Tech Requests, and My Publications. It also includes a Spare Parts Search dropdown and a search input field with the placeholder text "Enter up to 5 part #'s separated by co".
- DASHBOARD Section:**
 - Spare Orders:** A table with three columns, each containing an Order Date, PO Number, and status. The statuses are "In Process", "In Process", and "Partially Shipped". A "View Order History" link is present.
 - Repair Orders:** A table with three columns, each containing an Order Date, PO Number, and status. The statuses are "In Process", "Shipped", and "In Process". A "View Repair History" link is present.
 - Requested Quotes:** A table with three columns, each containing a Part Number, a status, and a price. The statuses are "Pending", "Priced", and "Priced". A "View All Requests" link is highlighted with a red box.

QUOTE REQUEST

ADD PRICED QUOTE TO CART

Quote Requests page allows the user to view and search quote by the Status (Priced, Pending and No Bid) and Part Number.

- Click the Request # to view additional details, such as comments from your Customer Service Representative (CSR), when available.
- When priced, click Add to Cart to begin an order, or click the “X” to remove the quote from the display.

Quote Requests

Search Criteria

Part #: Request #

Request #	Part	Qty	Status	Unit Price	UOM	UTAS Contact	MOQ	Action
UTASRQ-148000	45-302	1	Pending		EA	AWB Sales-QA@matinat.com		
UTASRQ-148002	2-128N674-70	1	Priced	\$100.00	EA	Rachel.Scantlan@utasofc.com		Add to Cart X

Quote details

Request #: UTASRQ-146002

Status: Priced

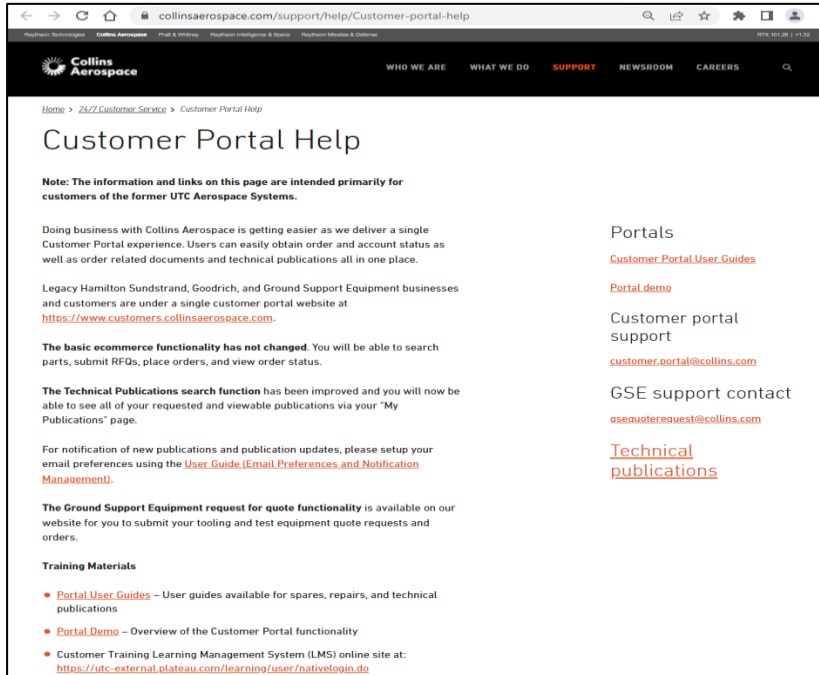
Part	Qty	Unit Price	UOM	UTAS Contact	MOQ	Action
2-128N674-70 Oring	1	\$100.00	EA	Rachel.Scantlan@utasofc.com	1	Add to Cart Delete item

Time Stamp	Comment By	Comment
23 JAN 2019 01:31	Emily Doe	Test Pricing Quote

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](#).

QUOTE REQUEST

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 includes a note: 'Note: The information and links on this page are intended primarily for customers of the former UTC Aerospace Systems.' The page is divided into two columns. The left column contains several paragraphs of text, including information about the Customer Portal experience, legacy businesses (Hamilton Sundstrand, Goodrich, and Ground Support Equipment), and details about eCommerce functionality, technical publications search, and ground support equipment quote functionality. The right column contains a 'Portals' section with links for 'Customer Portal User Guides', 'Portal demo', 'Customer portal support', and 'GSE support contact'. A 'Training Materials' section at the bottom lists '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.plateau.com/learnino/user/nativelogin.do>

Portals

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