Contents

Case Management Portal Design 2
Homepage Navigation 2
Profile 4
My Settings: Time Zone Update 5
Request a Case 6
"Other" Case Requests 9
Manage Cases 9
Status Updates 9
Case Resolution 9
Add & View Attachments 10
Post & View Messages on a Case 11
Cancel a Case 12
Request a Case be Re-opened 12
Find My Cases 13

This document contains no export controlled technical data

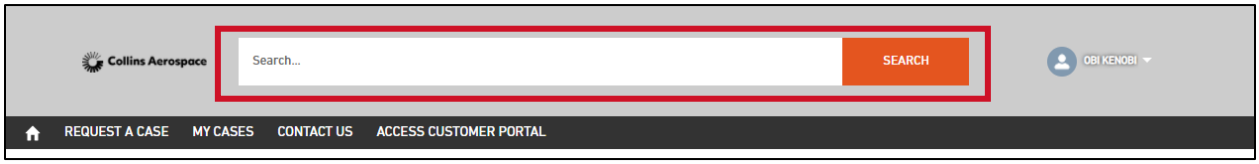
If at any time you need immediate assistance or response, do not hesitate to reach out to our 24/7 Customer Response Center, 1-877-808-7575 or crc@collins.com

Case Management Portal Design

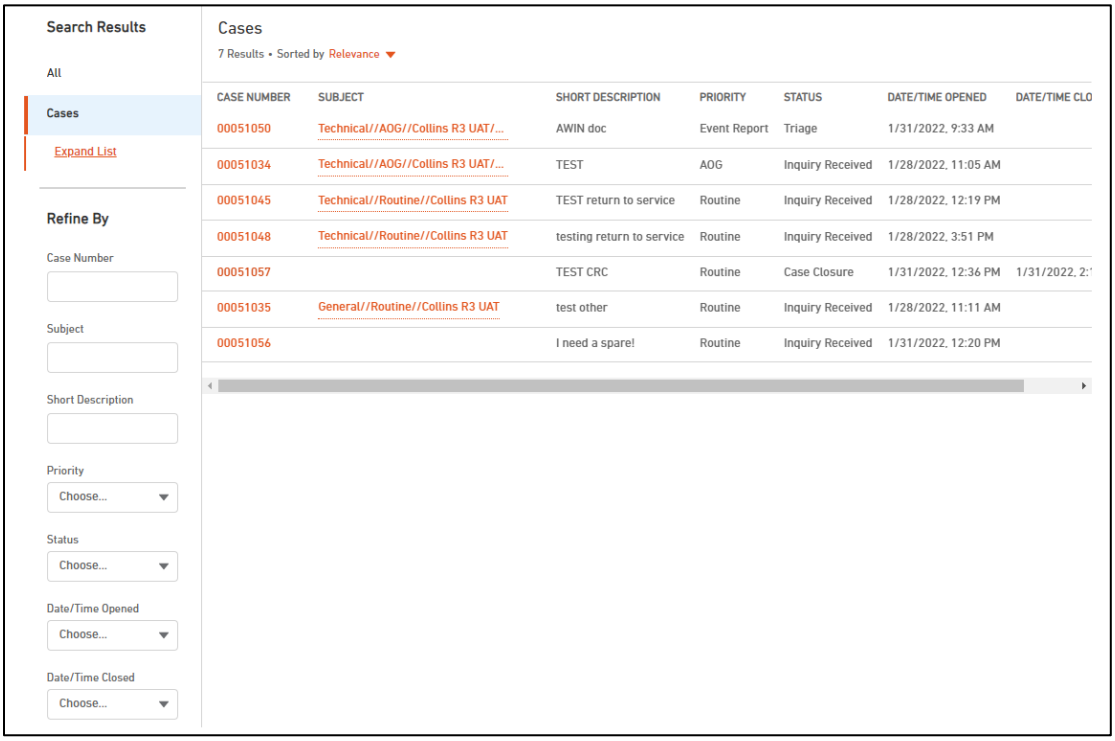
- At this time, the Case Management Portal is a private model. This means the customer can only submit and view cases they have created
- Customers will have access to view cases where they are the contact dating back to 2019. This includes any open or closed cases.
- A customer does not have the ability to “reassign” their case to another customer, even if that customer is part of their Account and has access to the Case Management Portal. If a case should be updated with a new contact this can be done by the Collins Case Owner internally

Homepage Navigation

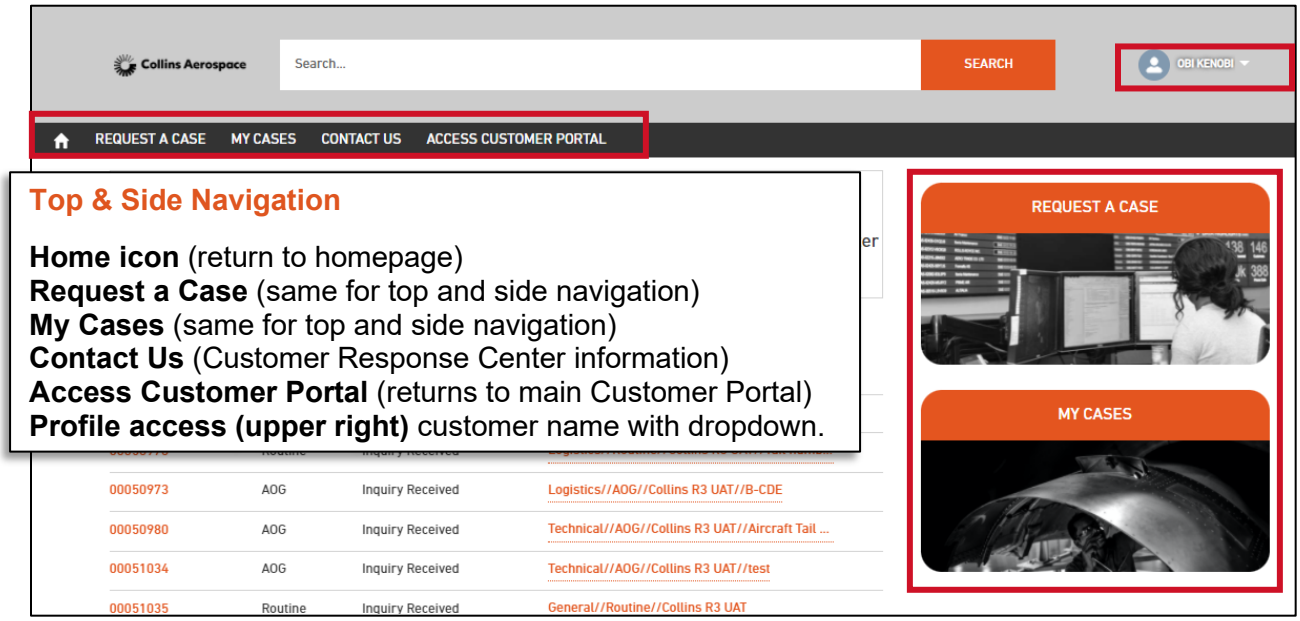
Search



- Enter partial or full case numbers and key words, some suggestions may appear in the dropdown. Click Enter or Search to see all results
- Use left side navigation to filter additionally
- Click a Case Number or Subject to open the case

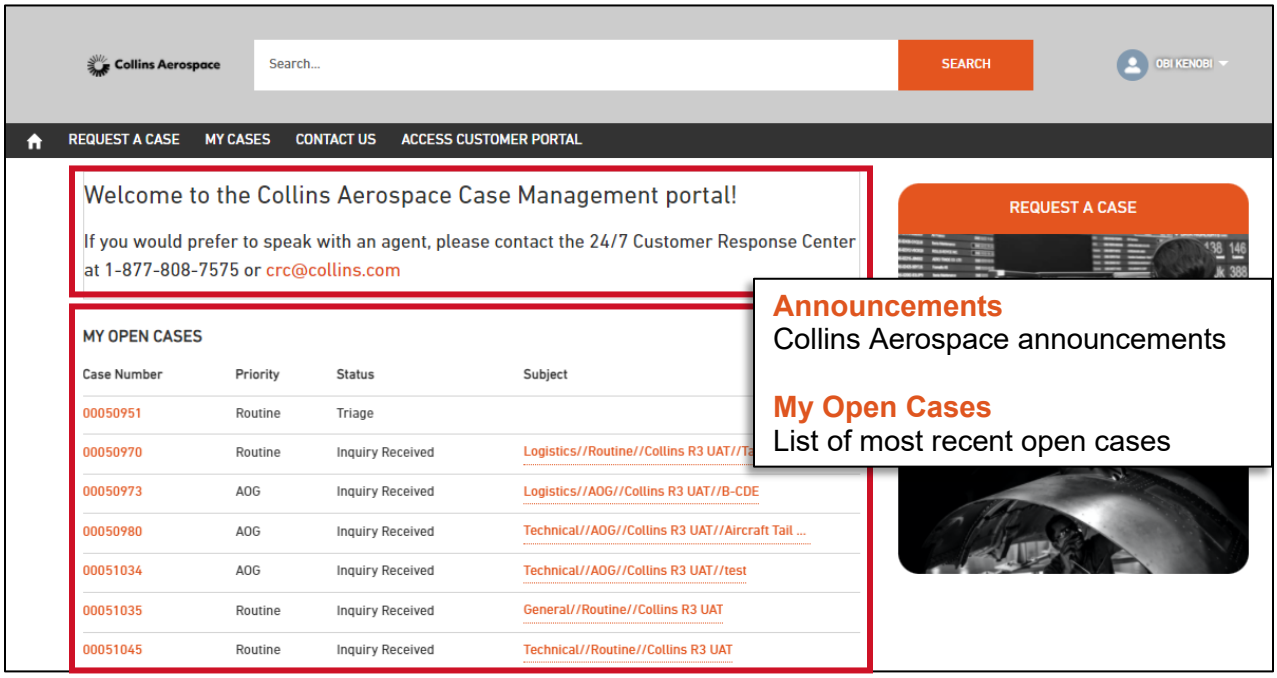


General Navigation



Top & Side Navigation

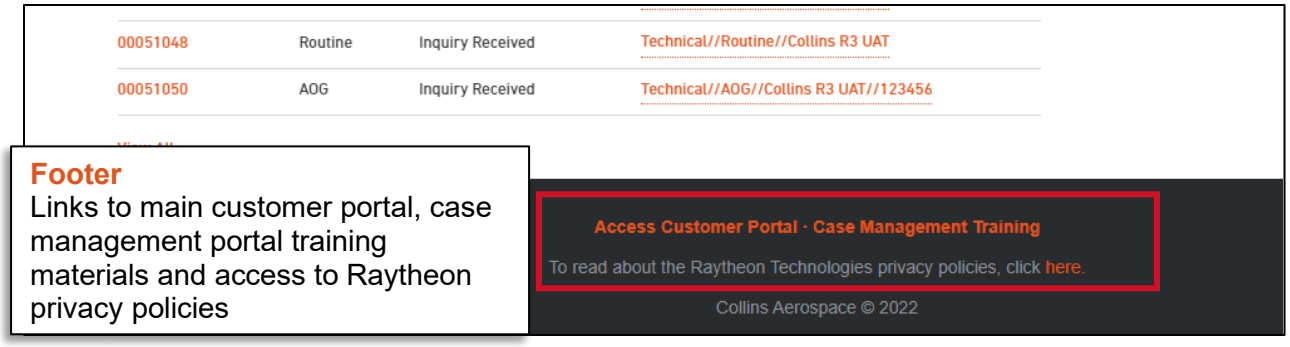
Home icon (return to homepage)
Request a Case (same for top and side navigation)
My Cases (same for top and side navigation)
Contact Us (Customer Response Center information)
Access Customer Portal (returns to main Customer Portal)
Profile access (upper right) customer name with dropdown.



Announcements
Collins Aerospace announcements

My Open Cases
List of most recent open cases

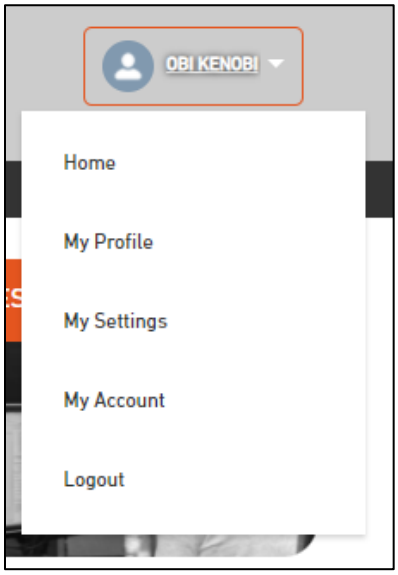
If at any time you need immediate assistance or response, do not hesitate to reach out to our 24/7 Customer Response Center, 1-877-808-7575 or crc@collins.com



Footer
Links to main customer portal, case management portal training materials and access to Raytheon privacy policies

Profile

Customer can click the drop-down under their name to access some additional information and settings. Most of the information within their profile drop-down cannot be altered.



Home – Return to homepage

My Profile – General information

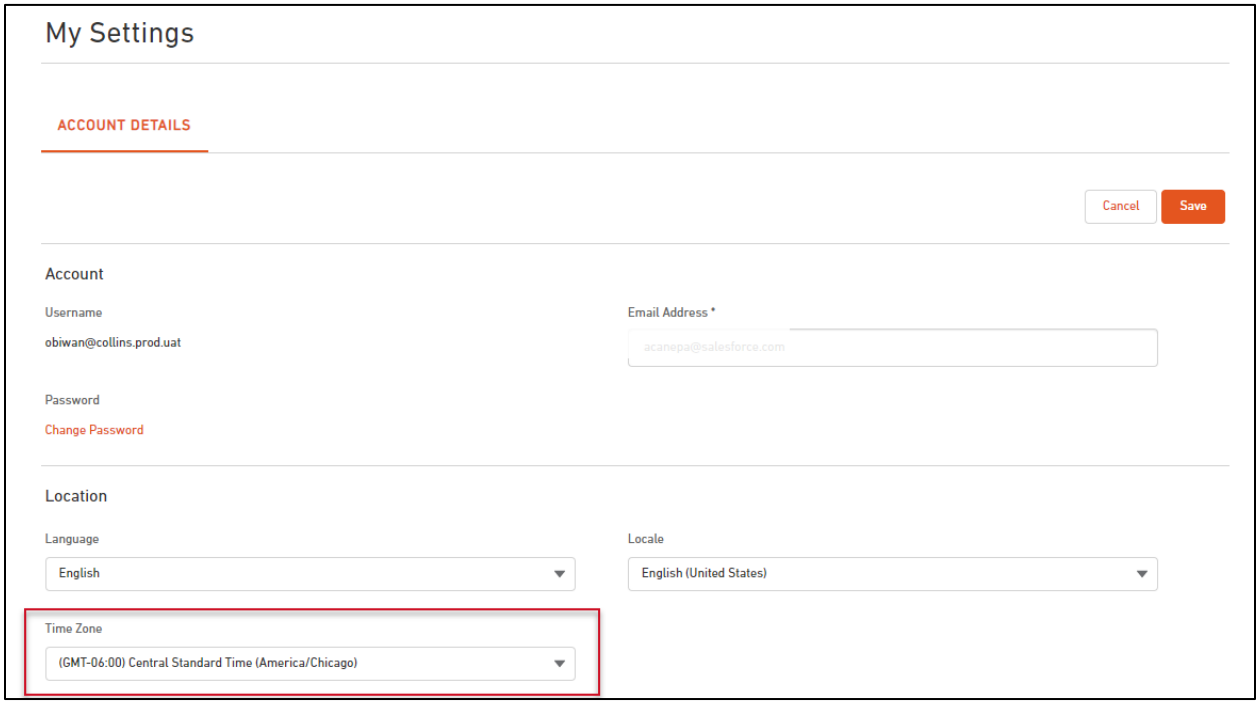
My Settings – Time zone and notification settings (see more detail below)

My Account- General information

Logout – Logout of Case Management Portal

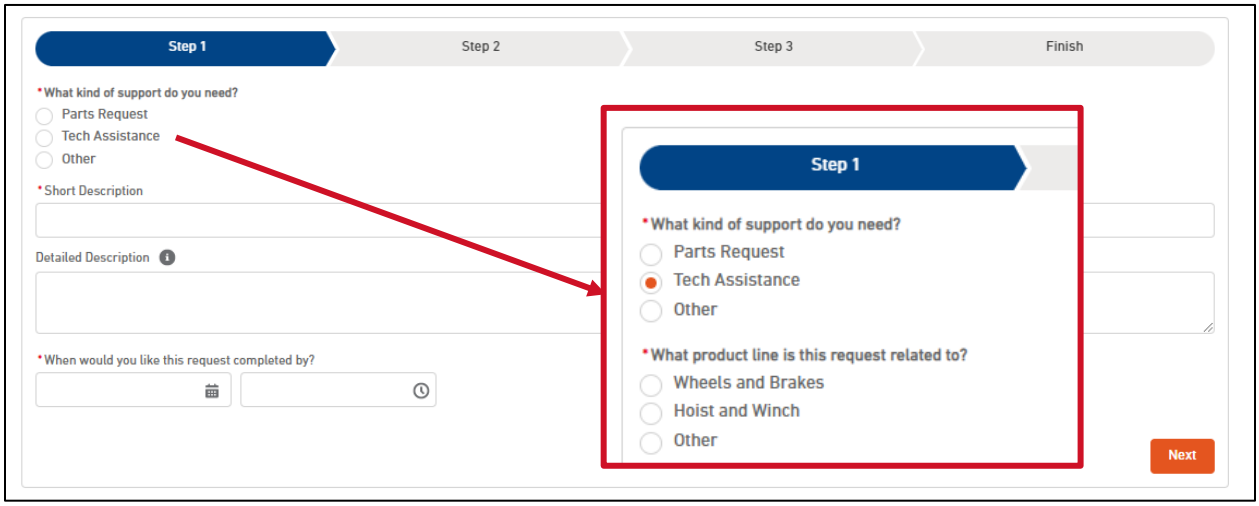
My Settings: Time Zone Update

BEST PRACTICE: Navigate to My Settings to update your Time Zone. This ensures that all time stamps seen on the case will be in the customer's zone. Be sure to click Save.



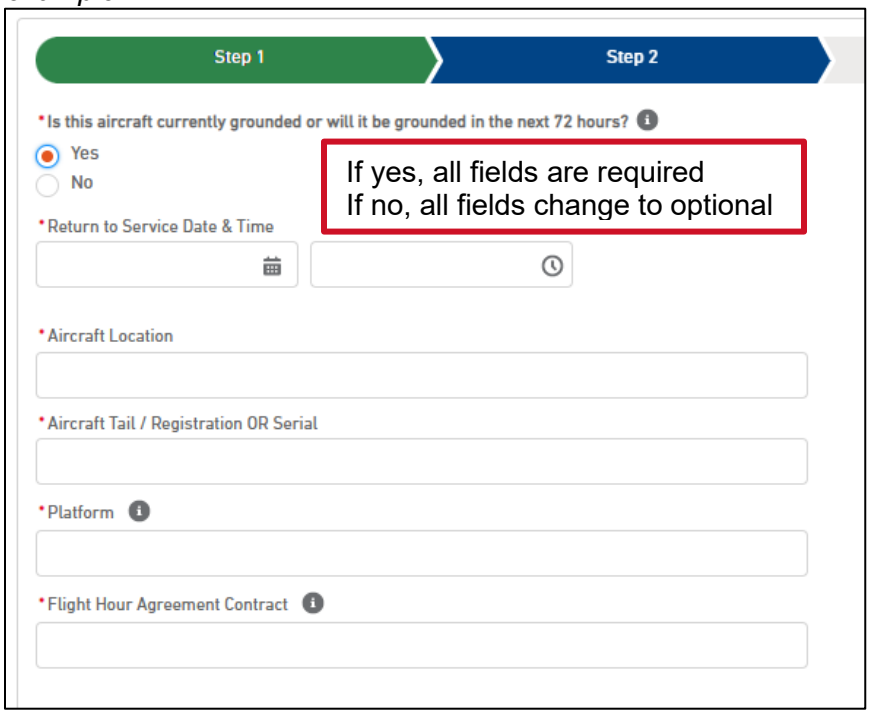
Request a Case

1. Click **Request a Case** either in the top or side navigation.
2. Choose the type of support needed: Part Request, Tech Support or Other.
    - If Tech Assist is chosen, the product line will need to be chosen as well.

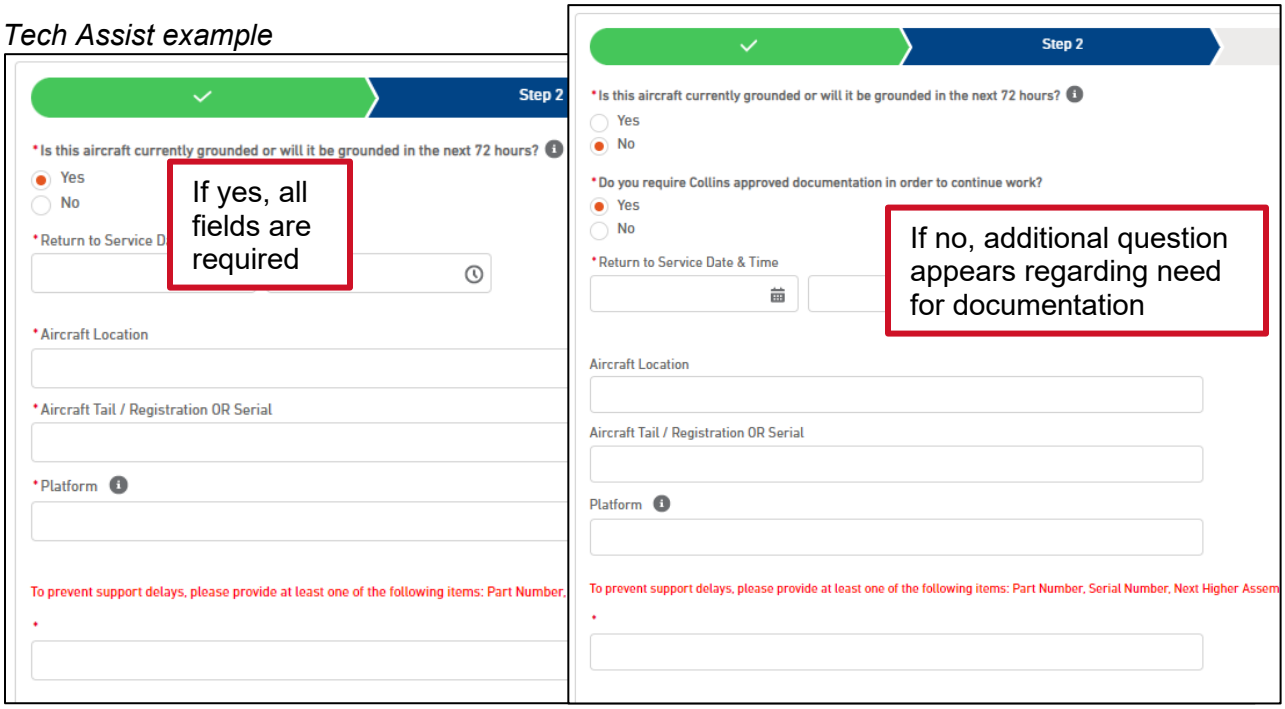


3. Complete all required fields and provide as much information as possible.
    - The Short Description is limited to 25 characters. Include a longer description in the Detailed Description field.
    - **If you have not already updated your time zone, please be sure to do this now.** See the section on My Settings: Time Zone Update
    - Include the expected Return to Service date and time (with your time zone indicated) in the **Detailed Description.** This ensures the Collins Team stays informed of the immediacy.
4. Click **Next** to move to Step 2.
5. Answer if the aircraft is currently grounded or will be grounded in the next 72 hours. Fields will dynamically adjust depending on choice and type of support needed.

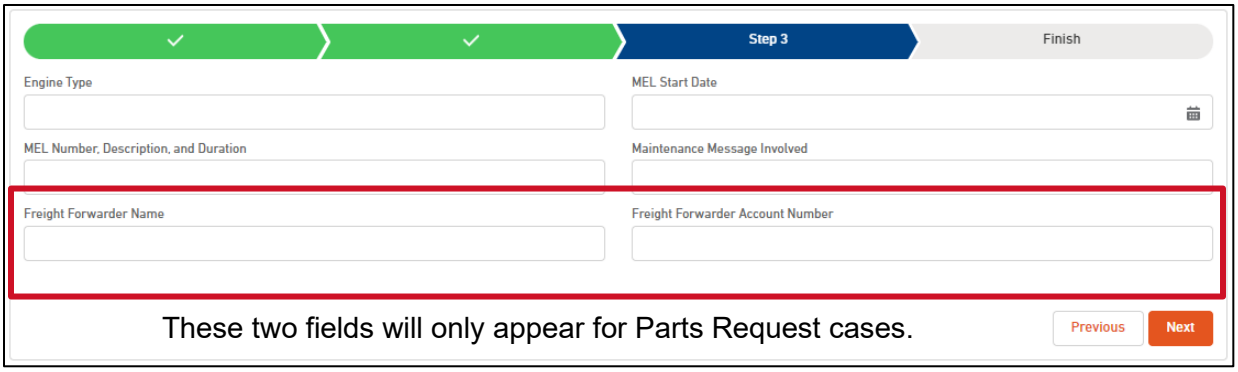
Parts Request example



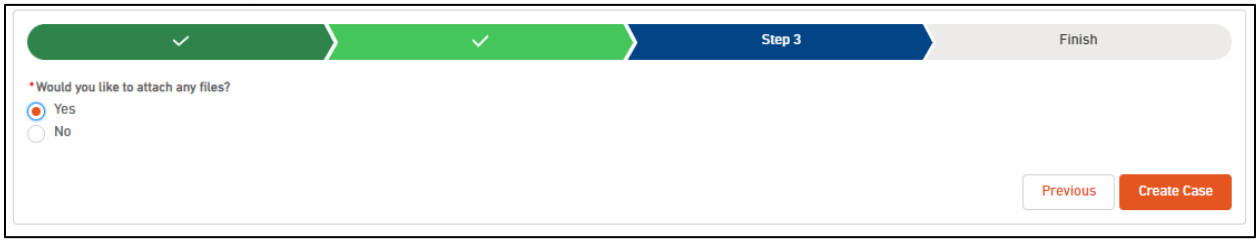
Tech Assist example



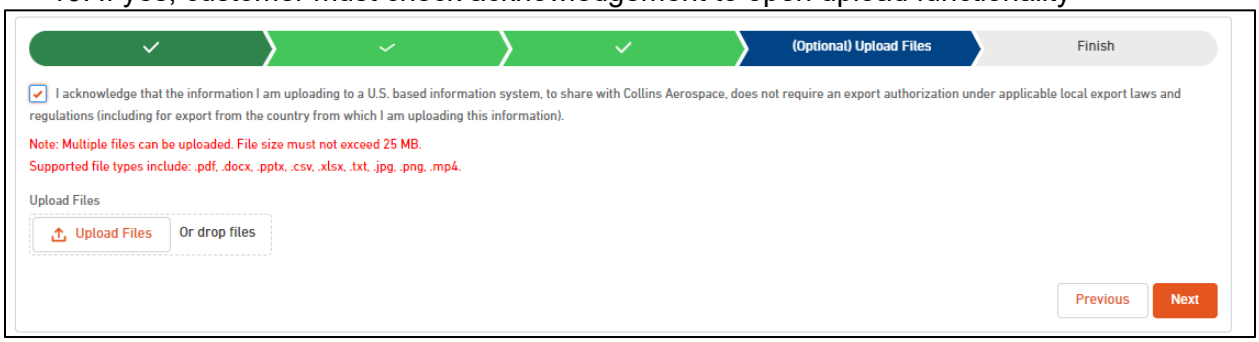
6. Click **Next** to move to Step 3.
7. Complete as many fields as possible, these will not be required



8. Click **Next**. The form will remain on Step 3
9. The customer has the option to attach file(s) associated with the case
   - If no, click Create Case button

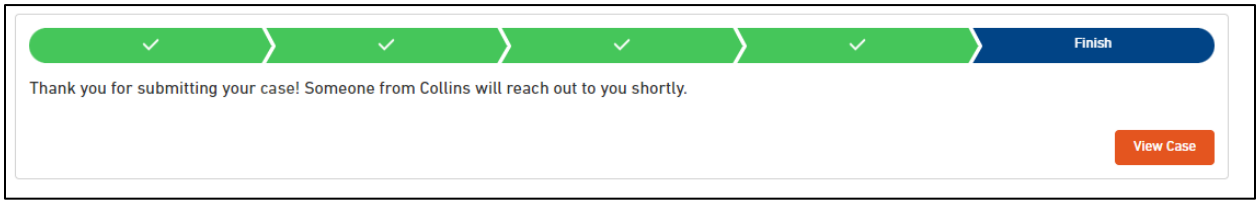


10. If yes, customer must check acknowledgement to open upload functionality



Note: Multiple files can be uploaded. File size must not exceed 25 MB
Supported file types include: pdf. docx. pptx. .csv. xlsx. txt. jpg. png. mp4

11. Drag and drop multiple files or click Upload Files to browse
12. Uploader will run, click **Done**.
13. The file will not show in this window, click **Next** to complete case and submit.



14. Click **View Case** to view opened case

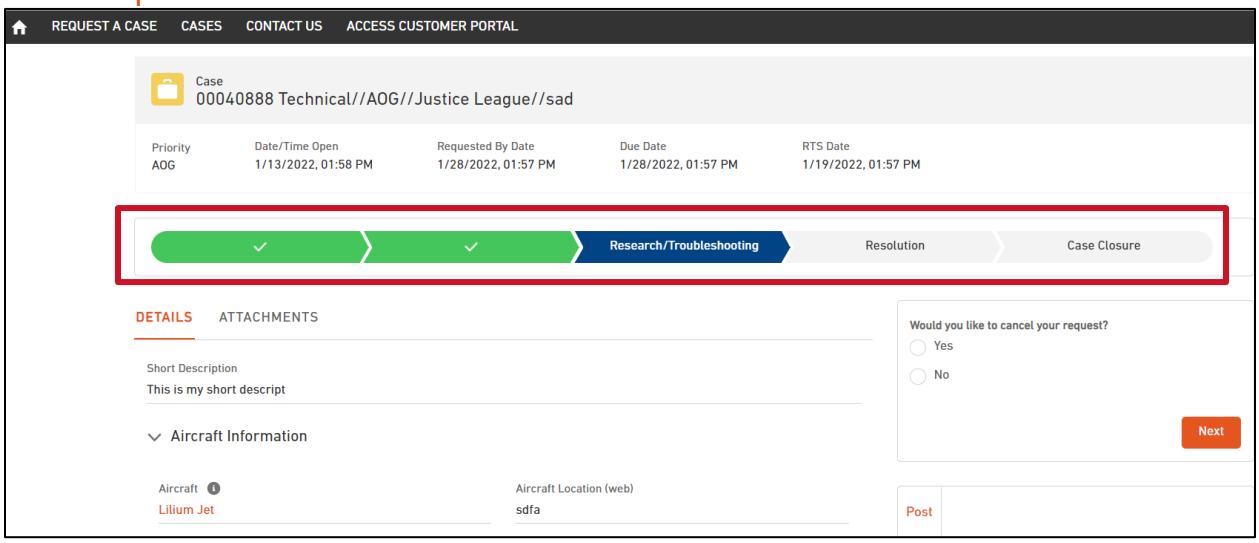
"Other" Case Requests

- When a customer chooses "Other" as the type of support needed, they will only complete Step 1 and Step 3 before submitting the case.
- The General Case will typically update to a new record type after the Collins Team has accessed the inquiry. This could update to Customer (Customer Case), Technical (Technical Case) or Logistic (Parts Request) depending on the assessment and collaboration with the customer.

Manage Cases

Once a case has been created, the customer cannot change any of the fields they have completed. There are some items that can be used to continue to manage their case and communicate with the Collins Team working their case.

Status Updates



- As the Collins Team works the case when the status is updated internally this will also update in real time on the customer case in the case management portal.

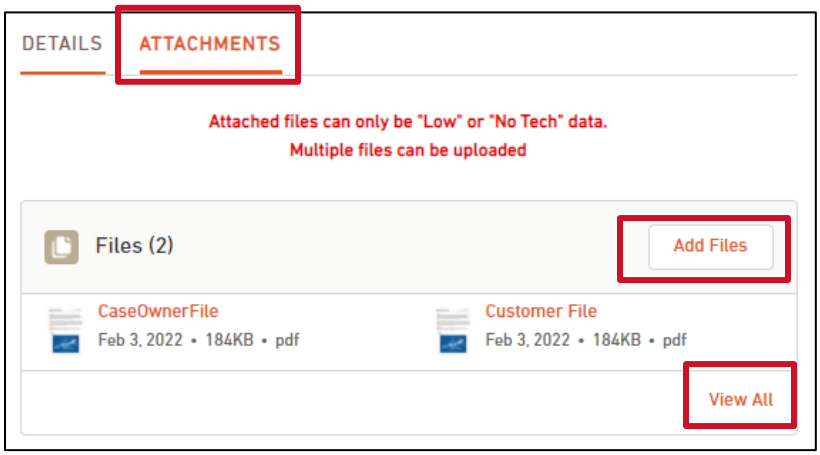
Case Resolution

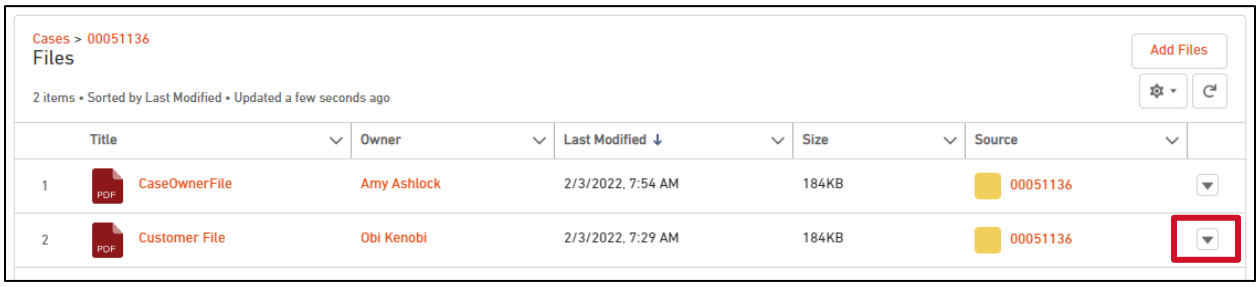
As the case is being worked by the Collins Team, customers may see new fields appear as they are populated. For Technical Cases, when resolved, the **Answer** field will appear under the Inquiry & Resolution section on the case.

Add & View Attachments

Customers can add attachments at any time. They can also access files shared with them from the Collins Team.

1. In the case, click on the **Attachments** tab
    - Any files associated with the case will be listed under Files
2. Click **Add files** to add more files
3. Click **View All** to see more information related to the files (such as Owner which indicates who uploaded the file – customer or Collins Team).



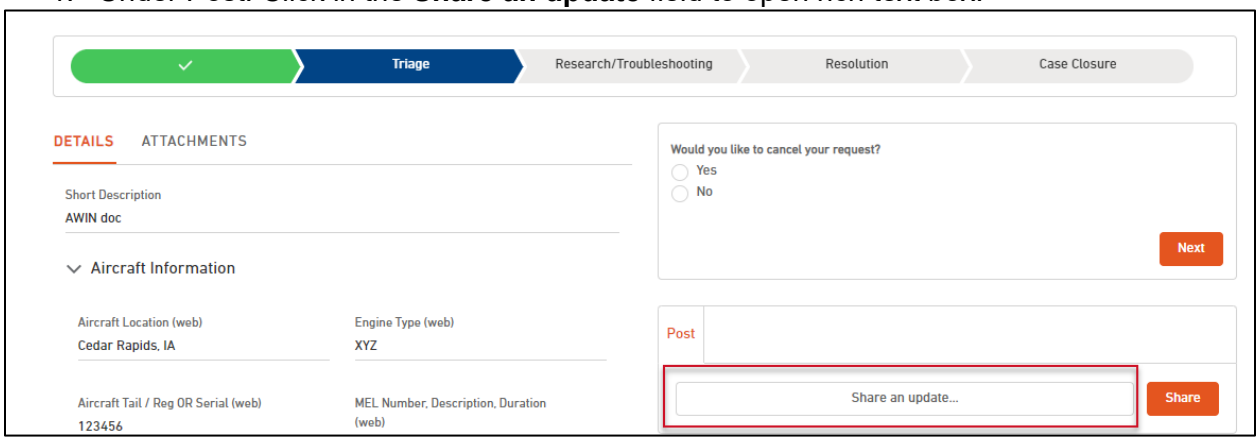


Have an updated version of the same file?
Click the drop-down arrow next to the file (you must be the owner), click **Upload New Version** and it will overwrite the existing version.

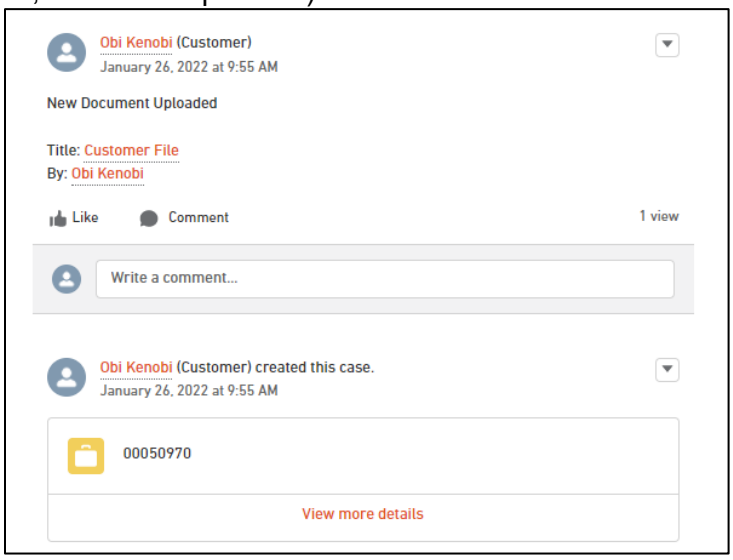
Post & View Messages on a Case

Customers can post a message to their case that the Collins Team will be able to see internally as they work the case. As well, Collins Team members can post to the case to share a message the customer can view. **PLEASE NOTE: THIS IS NOT A LIVE CHAT.**

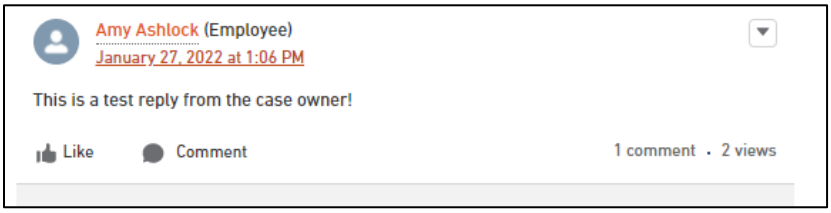
1. Under Post: Click in the **Share an update** field to open rich text box.



2. Type the message and click Share
3. This message will show in the feed with customer name (Customer)
   - The feed will also have some automatic system updates for certain actions (Case created, document uploaded).



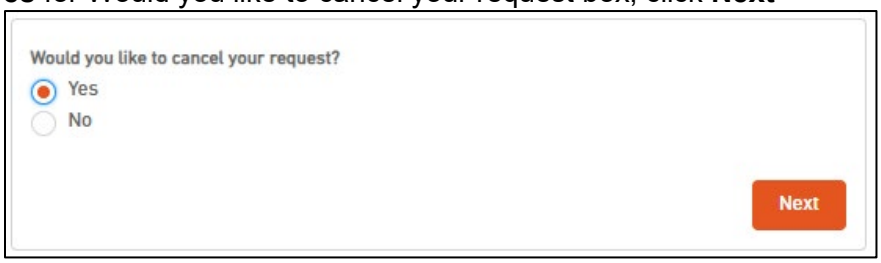
   - When someone from the Collins Team posts a message to a case, their post will show as Employee Name (Employee).



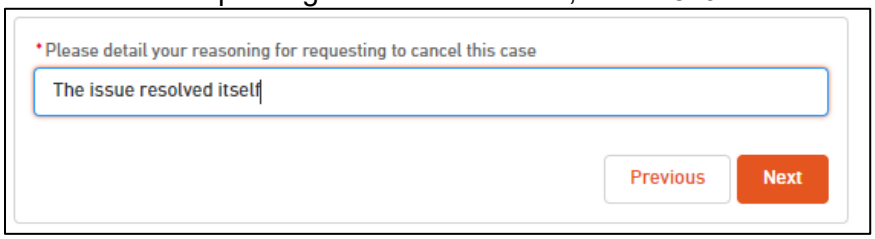
Cancel a Case

Customer can cancel their case at any time.

1. Click **Yes** for Would you like to cancel your request box, click **Next**



2. Provide a reason for requesting to cancel this case, click **Next**

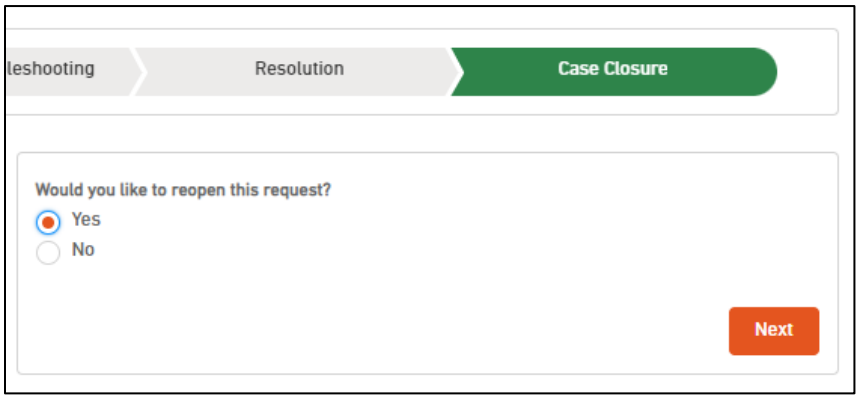


Customer may need to refresh their page and status will update to Case Closure

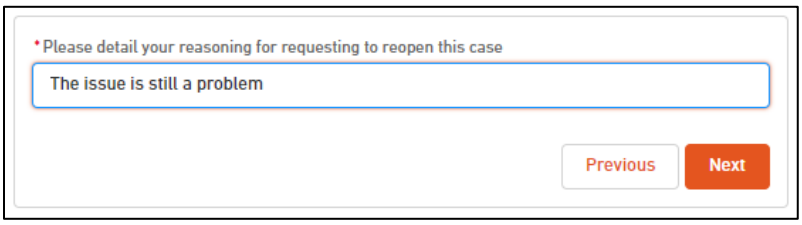
Request a Case be Re-opened

Customer can request to have a closed case be re-opened.

1. Click Yes for would you like to reopen this request, click Next.

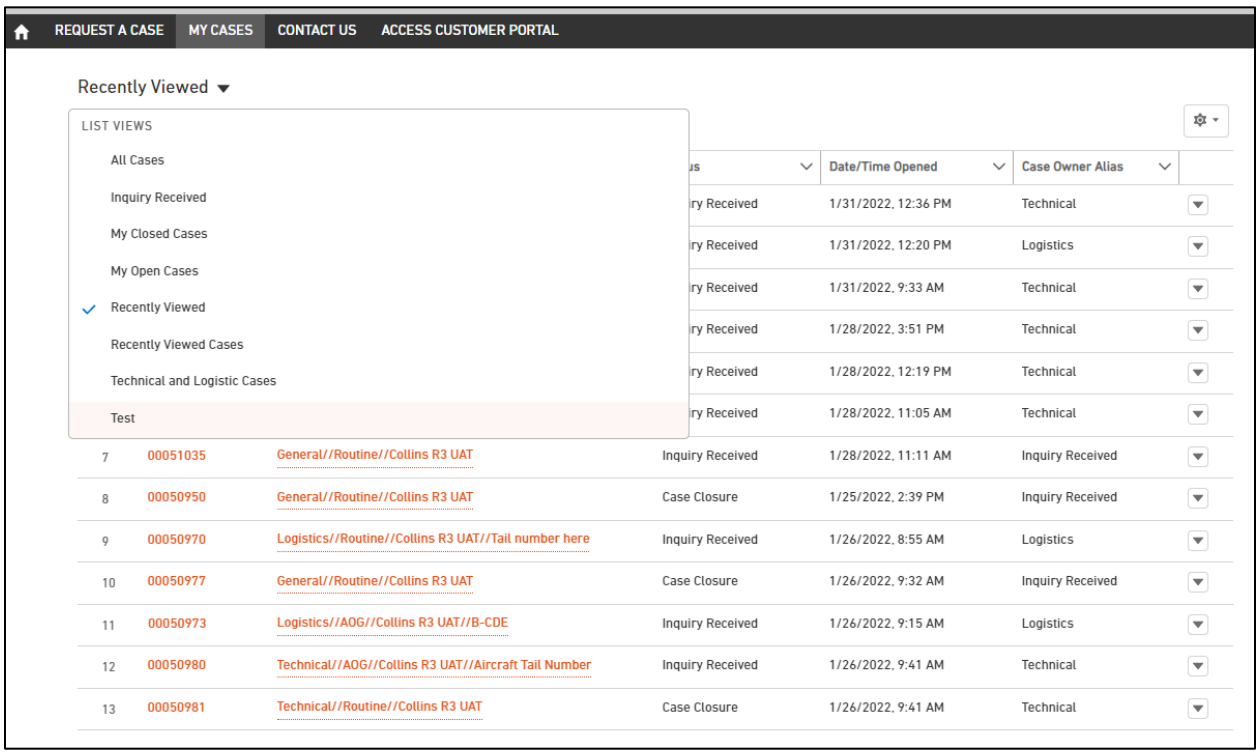


2. Provide reason for requesting to reopen the case, click Next.



Case will not reopen automatically. Collins Team will review the request and be in contact regarding the case.

Find My Cases

Customers have access to see their most recent open cases on the homepage but can also access all their cases.

1. Click **My Cases** on top or side navigation.
2. List will default to **Recently Viewed** cases.
3. Click dropdown to access **pre-made list views** to filter cases (such as All Cases, My Closed Cases and My Open Cases).
4. Click **Case Number or Subject** to open case.
5. Hover over **Subject** for quick view