

# REPAIRS QUOTE APPROVAL

COLLINS CUSTOMER PORTAL USER GUIDE



**Collins Aerospace**

An **RTX** Business

# LOGIN

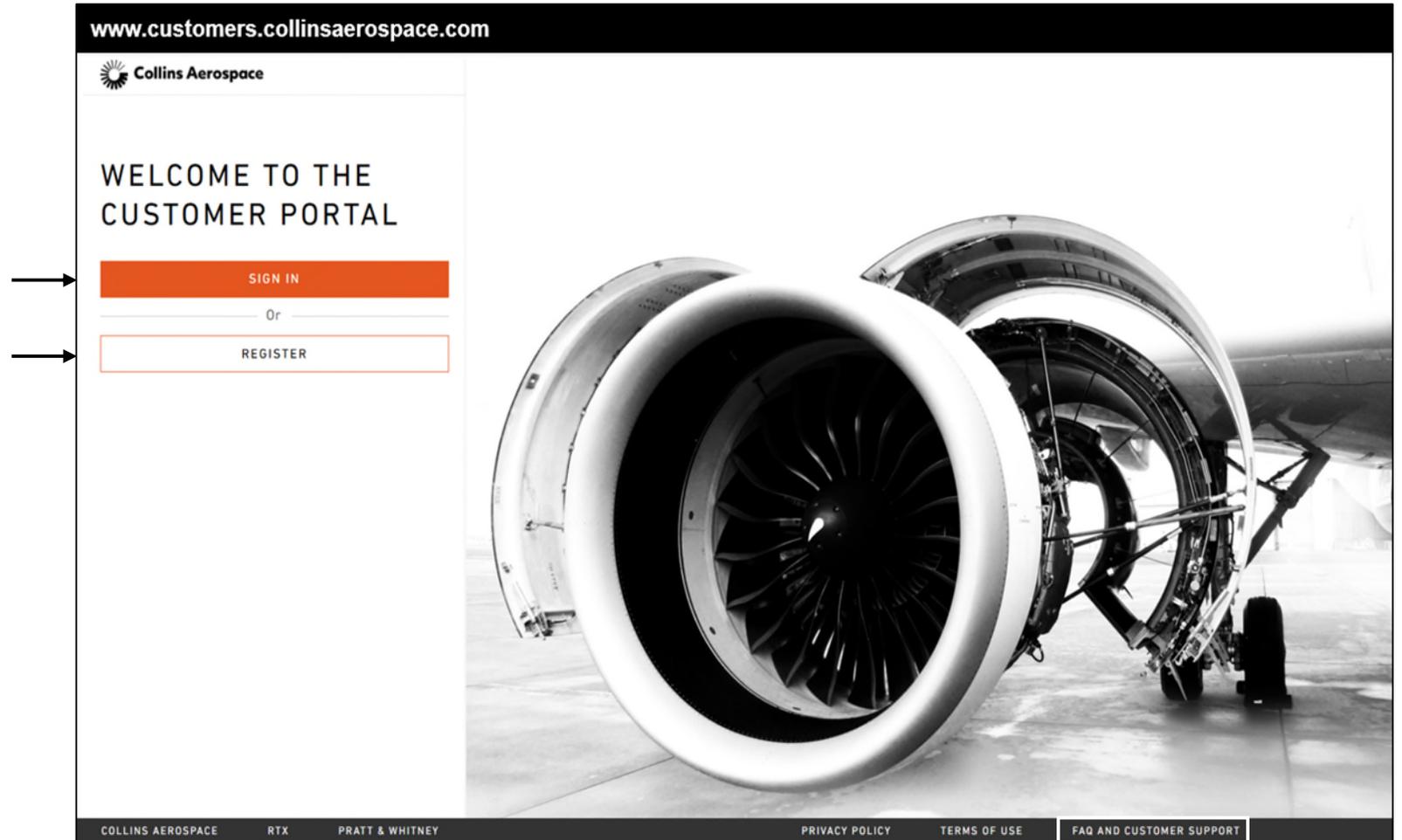
## Repair Quote Approval

This website is intended for the use of our established customers.

**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.



# DASHBOARD

## Repair Quote Approval

Collins Aerospace  
An RTX Business

Spare Parts Search [v] Enter up to 5 part #'s separated by commas [Q]

Dashboard Spares Spares **Repairs** Quotes Tech Requests My Publications

Welcome to the Collins Aerospace Customer Portal!

Recent Activity

**SPARE ORDERS** [View Spare Order History](#) [FILTER]

PO Number : [redacted] Order Date : [redacted] Status : **In Process** [BUY AGAIN](#)

PO Number : [redacted] Order Date : [redacted] Status : **In Process** [BUY AGAIN](#)

PO Number : [redacted] Order Date : [redacted] Status : **In Process** [BUY AGAIN](#)

**REPAIR ORDERS** [View Repair Order History](#) [FILTER]

PO Number : **252633061** Order Date : [redacted] Status : **Preliminary/Received**

PO Number : [redacted] Order Date : [redacted] Status : **Preliminary/Received**

PO Number : [redacted] Order Date : [redacted] Status : **Customer Action**

**REQUESTED QUOTES** [View Quote History](#) [FILTER]

Request Number : [redacted] Quote Date : [redacted] Status : **Pending**

Request Number : [redacted] Quote Date : [redacted] Status : **Pending**

Request Number : [redacted] Quote Date : [redacted] Status : **Pending**

Part Number : GS11937 Part Number : 091908-01 Part Number : 5914822-13

Price : NA Price : NA Price : NA

FAQ and Customer Support Terms of Use Privacy Policy

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

Clicking on the Repair Order **PO Number** will direct you to the Repair Order Details page.

Scroll through the most recent Repair Orders using the **arrow**.

**Status** updates are highlighted to identify Order changes.

# ORDER HISTORY

## Repair Quote Approval

The screenshot shows the 'Repairs Order History' page in the Collins Aerospace system. The page includes a navigation bar with 'Repairs' selected, a search bar, and a filter by status dropdown set to 'PAST 60 DAYS ONLY'. A chart displays the distribution of orders by status, with 'On Hold - Customer Action' highlighted. Below the chart are 'ADVANCED FILTERS' and a table of repair orders. A tooltip for the 'Quote Ready' link in the table shows the quote price and days open. A 'MRO QUOTE' link is also visible in the table.

Order Date	Repair Order #	Part #	SIN	Rcvd. Date	Sched/Shipped	Status	Tracking	Alert Me
03 JAN 2025		1020897-1		03 JAN 2025	Contact CSR	Customer Action		<input type="checkbox"/>
03 JAN 2025		7001099-335		02 JAN 2025	Contact CSR	Customer Action		<input type="checkbox"/>
03 JAN 2025		08420-1002-0411		03 JAN 2025	Contact CSR	Customer Action		<input type="checkbox"/>
02 JAN 2025		00102-2118-0001		02 JAN 2025	Contact CSR	Customer Action		<input type="checkbox"/>
02	MRO QUOTE	20791-13AD		02 JAN 2025	Contact CSR	Quote Ready		<input type="checkbox"/>
02 JAN 2025		72071000		02 JAN 2025	Contact CSR	On Hold		<input type="checkbox"/>

1. **Repairs Order History** page displays the past 60 days of data only.
2. Use **Advanced Filters** to view orders outside the 60 days range.
  - Search for orders using PO, Part, Serial #, Sales Orders #, Repair Location, and Date Range.
3. **Filter By Status** for the orders with the status you require.
  - Select the **Quote Ready** filter under the **On Hold - Customer Action** status to view orders with Repair Quotes awaiting approval.
4. **Quote Ready** link allows you to approve or reject the repair quote.
  - Hover over the **Quote Ready** link will display the quote price and # of days the quote have been open.
  - Click on the **Quote Ready** link will direct you to the Quote Ready page to approve or reject the quote.
5. **Repair Order #** link will direct you to the Order Details page.
  - You can also approve or reject the repair quote in the Order Details page.

# QUOTE READY

## Repair Quote Approval

The screenshot shows the 'Quote Ready' interface. At the top right, there are 'Contact' (1) and 'Save' (2) buttons. Below them is a clock icon indicating '7 Days Ago'. On the left, there is a 'Purchase Order Number' field with the value 'MRO QUOTE' (3). In the center, there is a 'View Quote Details' icon (4). At the bottom, there are 'Reject Quote' (5) and 'Submit Approval' (6) buttons. The quote amount is listed as \$46864.73. There are also sections for 'Billing Details' and 'Shipping Details'.

This screenshot shows an email composition window. The 'To' field is populated with 'GP Collins Programs, CS Collins'. The 'Subject' is 'Inquire About Repair: PO\_MRO QUOTE - SAP\_0120241699'. There are 'Send', 'From', and 'Cc' fields visible.

The screenshot shows a 'SERVICE QUOTATION' document from UTC Aerospace Systems. It includes contact information for Goodrich Control Systems in Birmingham, UK. The quote is for 'Workscope: REPAIR' with a total amount of 46,864.73. It also lists 'Material' and 'Labor' components. The document is dated '7 Days Ago' and includes a 'Reject Quote' button.

On the repair quote ready page, you will find:

1. **Contacts** button to send an email to the Selling Entity.
2. **Save** button to download and save a copy of the repair quote.
3. **Purchase Order #** link will direct you to the Order Details page.
4. **View Quote Details** icon to view, download or print the repair quote.
5. **Reject Quote** button will direct you to the Reject Quote page to reject the quote.
  - **Note:** Reject quote if there are any issues or questions with the quote provided.
6. **Submit Approval** button will direct you to the Approve Quote page to approve the quote.
  - **Note:** Only approve quotes if there are no issues or questions with the quote provided.

# ORDER DETAILS

## Repair Quote Approval

The screenshot shows the 'Repair Order PO' page. At the top right, there are two buttons: 'Contact CSR' (callout 1) and 'Email Order' (callout 2). Below these, the 'ORDER STATUS' section shows 'Quote Ready' with a warning icon and a 'View Quote Details' button (callout 3). Below that, there are 'Reject Quote' (callout 4) and 'Submit Approval' (callout 5) buttons. A 'PROGRESS TRACKER - REPAIR' shows a timeline with steps: Exchanged Awaiting Core, Exchanged, Pending Receipt, Inspection/Evaluation, On Hold - Customer Action (highlighted with a red circle), On Hold - Customer Awareness, Repair/Final Test/ Cert, Scrapped, Cancelled, Ready For Pickup, and Shipped. At the bottom left, there are two tabs: 'Order Details' (callout 6) and 'Documents' (callout 7). The main content area is divided into sections: 'PART DETAILS', 'TRANSACTION DETAILS', 'REPAIR FACILITY INFO', 'SOLD TO', 'SHIP TO', and 'NOTES'. A footer contains a disclaimer: 'Customer agrees that orders placed with Collins Aerospace Systems will be governed by the Collins 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 repair order details page, you will find:

1. **Contact CSR** button to contact the Selling Entity.
2. **Email Order** button to send an email of the order to others.
3. **View Quote Details** icon to view, download or print the repair quote.
4. **Reject Quote** button will direct you to the Reject Quote page to reject the quote.
  - **Note:** Reject quote if there are any issues or questions with the quote provided.
5. **Submit Approval** button will direct you to the Approve Quote page to approve the quote.
  - **Note:** Only approve quotes if there are no issues or questions with the quote provided.
6. **Order Details** tab to view order details.
7. **Documents** tab to view, download or print the repair quote and other order documents.

# ORDER DOCUMENTS

## Repair Quote Approval

Order Details **Documents**

0120241699-Quote Form 

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** tab will allow you to download a copy of the repair quote and other order documents in PDF format.

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

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**SERVICE QUOTATION**

**Goodrich Control Systems**  
Birmingham  
The Radleys  
Marston Green  
West Midlands  
B33 0HZ  
United Kingdom

**UTC Aerospace Systems**

Notification  
Sales Order  
Quote Date  
Customer PO  
Incoterms  
Payment Terms

Ex Works Factory  
Net 60 Days

Sold to:  Ship to: 

Workscope: REPAIR

Part No	Description	Serial Number
		

Currency: United States Dollar

Material Labor Total 46,864.73

# THANK YOU

## CONTACTS

Customer Portal Support Team Email:  
[customer.portal@collins.com](mailto: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 Business Contacts:  
<https://www.collinsaerospace.com/support>

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

