REPAIRS QUOTE APPROVAL

CUSTOMER PORTAL USER GUIDE

Collins Aerospace
An **RTX** Business

LOGIN

Repairs Quote Approval

NOTE: 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.

www.customers.collinsaerospace.com

Collins Aerospace

WELCOME TO THE CUSTOMER PORTAL

SIGN IN

Or

REGISTER

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DASHBOARD

Repairs Quote Approval

Clicking on the Repairs or View Repair 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.

ORDER HISTORY

Repairs Quote Approval

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 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

Repairs Quote Approval

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

Repairs Quote Approval

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

Repairs Quote Approval

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.

CONTACTS

Repairs Quote Approval
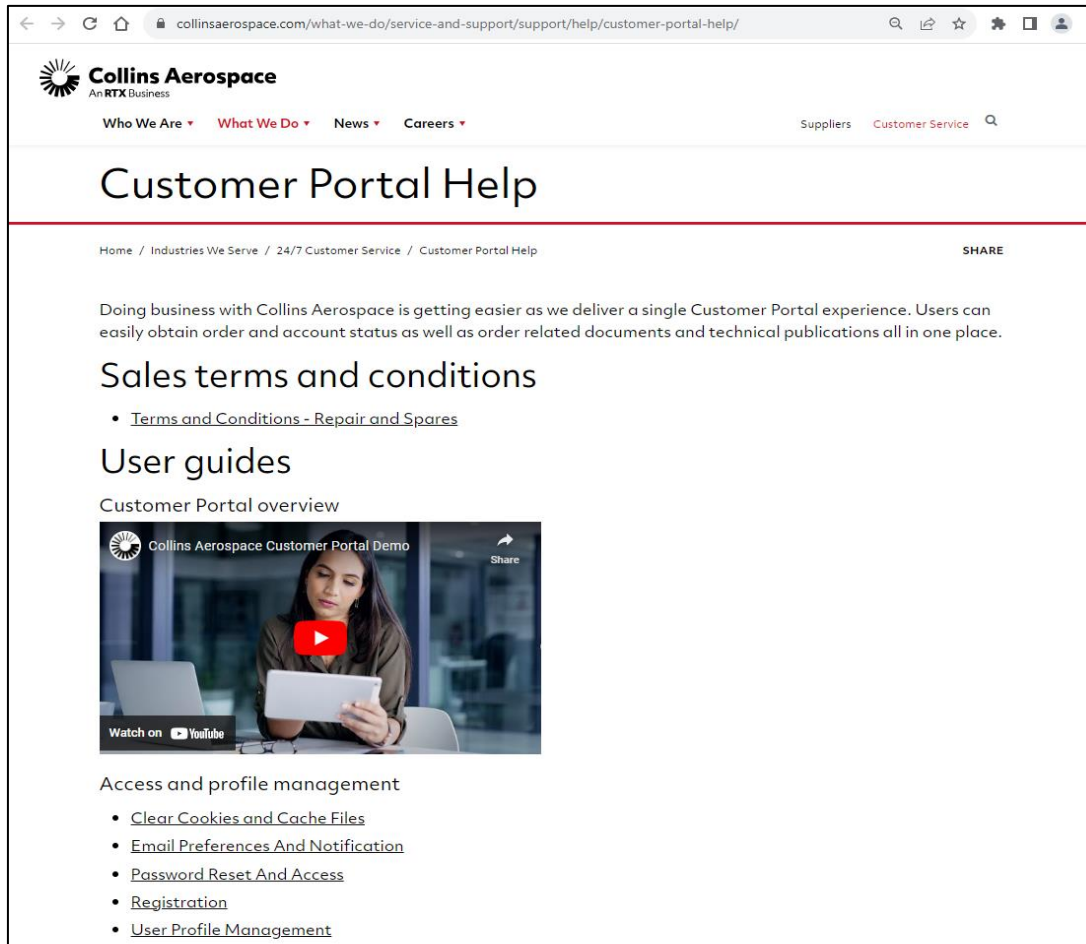
Customer Portal Support Team Email:
customer.portal@collins.com

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

THANK YOU

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