

REPAIRS ORDER STATUS AND HISTORY

● CUSTOMER PORTAL **USER GUIDE**



Collins Aerospace
An RTX Business

LOGIN

Repairs Order Status And History

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

COLLINS AEROSPACE RTX PRATT & WHITNEY PRIVACY POLICY TERMS OF USE **FAQ AND CUSTOMER SUPPORT**

DASHBOARD

Repairs Order Status And History

The screenshot shows the Collins Aerospace dashboard. The top navigation bar includes 'Dashboard', 'Spares', 'Repairs', 'Quotes', 'Tech Requests', and 'My Publications'. A search bar is present with the text 'Spare Parts Search' and a dropdown arrow. To the right of the search bar is a text input field with the placeholder 'Enter up to 5 part #'s separated by co' and a search icon. Further right are icons for a document, a bookmark, a shopping cart with a '0' notification, and a list icon. The main content area is titled 'DASHBOARD' and contains three tables. The first table is 'Spare Orders' with a 'View Order History' link. It has three columns with the following data: 1) Order Date: 10 MAR 2023, PO Number: [redacted], In Process; 2) Order Date: 06 JAN 2023, PO Number: [redacted], In Process; 3) Order Date: 12 DEC 2022, PO Number: [redacted], In Process. The second table is 'Repair Orders' with a 'View Repair History' link. It has three columns: 1) Order Date: 22 JUN 2022, PO Number: [redacted], In Process; 2) Order Date: 25 FEB 2022, PO Number: 252314543, In Process; 3) Order Date: 02 JUN 2023, PO Number: [redacted], Quote Ready. The third table is 'Requested Quotes' with a 'View All Requests' link. It has three columns: 1) Part Number: [redacted], Pending; 2) Part Number: [redacted], \$1,199.00 Priced; 3) Part Number: [redacted], \$1,000.00 Priced.

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 Order Status And History

Repairs Order History

FILTER BY STATUS [PAST 60 DAYS ONLY] **1**

2

1 Exchanged Awaiting Core | 0 Exchanged | 1 Pending Receipt | 5 In Process | 1 Quote Ready | 0 On Hold | 0 Scrapped | 0 Cancelled | 0 Ready For Pickup | 2 Shipped

3 ADVANCED FILTERS

Search: PO, Part, Serial # or Sales Ord | Repair Location: Select Location | Date Type: SELECT TYPE | Start Date: Select Date | End Date: Select Date | Search | Download **6**

4 Visible Columns

7

Order Date	Repair Order #	Part #	S/N	Rcvd. Date	Sched/Shipped	Status	Tracking	Alert Me
22 JUN 2022	5 252371916	798457-1		27 JUN 2022	13 JUL 2022	Shipped	187131578730 8	<input type="checkbox"/>
02 JUN 2023		G4000VSVA04		02 JUN 2023	25 FEB 2026	Quote Ready 9		<input type="checkbox"/>
02 JUN 2023		G4000VSVA04		02 JUN 2023	25 FEB 2026	In Process		<input type="checkbox"/>
05 MAY 2023		7010501H02S01		05 MAY 2023	05 MAY 2023	Shipped	Customer Prefer...	<input type="checkbox"/>
03 MAY 2023		7001099-223		03 MAY 2023	03 MAY 2023	Exchanged Awaiting Core	BOL4152710-90...	<input type="checkbox"/>

1. **Repairs Order History** page displays the past 60 days of data only.
2. **Filter By Status** for the orders with the status you require.
3. 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.
4. **Visible Columns** allows you to select the data you want to display.
5. **Repair Order #** link will direct you to the Order Details page.
6. **Download** search results in CSV format.
7. The **Scheduled/Shipped Date** field shows the date the order is expected to ship.
 - Once the item shipped, it will show the actual ship date.
8. For shipped orders, you can click on the **Tracking Number** (when available) to track your shipment.
9. **Quote Ready** link allows you to accept or reject the repair quote.

ORDER DETAILS

Repairs Order Status And History

The screenshot displays the 'Repair Order PO' interface. At the top right, there are two buttons: 'Contact CSR' (callout 1) and 'Email Order' (callout 2). Below these are tabs for 'Order Details' (callout 3) and 'Documents' (callout 4). The main content area is divided into several sections: 'DETAILS' (Order Number, Part Number, Serial Number), 'ORDER STATUS' (Shipped), 'SHIP DATE' (Scheduled For 13 JUL 2022), and 'TRACKING' (FedEx). A 'PROGRESS TRACKER - REPAIR' shows a timeline from 'Pending Receipt' to 'Shipped'. Below this are sections for 'PART DETAILS', 'TRANSACTION DETAILS', 'REPAIR FACILITY INFO', 'SOLD TO', 'SHIP TO', and 'NOTES'. A disclaimer at the bottom states: '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.'

On the repair 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. **Order Details** tab to view order details.
4. **Documents** tab to download order documents.

ORDER DOCUMENTS

Repairs Order Status And History

Order Details
Documents

0009316194-Quote Form	🔗
8130/TDR	🔗
0009316194-Teardown Report	🔗
Packing List:13 JUL 2022	🔗
Invoice:13 JUL 2022	🔗
Commercial Invoice:13 JUL 2022	🔗

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 order documents in PDF format.

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

INVOICE
Hamilton Sundstrand Corporation
ONE HAMILTON ROAD
BLDG 2 DOCK W
WINDSOR LOCKS CT 06096
UNITED STATES

UTC Aerospace Systems

Invoice Number: **700154341**
 Invoice Date: 13-JUL-2022
 Telephone: (860)654-6000
 Fax Number:

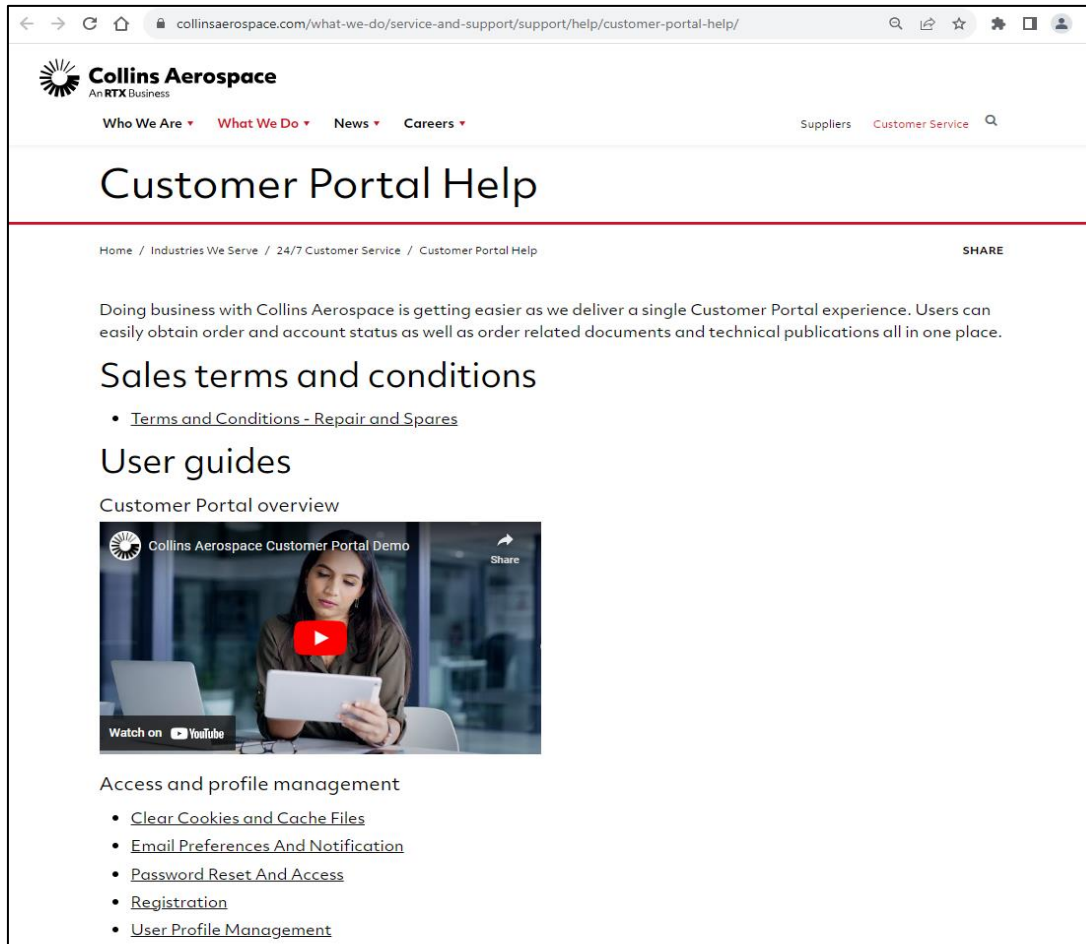
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Bill To :	Sold To :	Ship To :
Sales Order Customer PO Work Order Payment Terms Due Date Incoterms	Net 30 Days 12-AUG-2022 EXW FACTORY	Ship Via : ROUTE Shipment No. : 9779979
Part Number 799457-1	Description SELECTOR, TEMPERATURE	Quantity 1
Line 001030	Serial Number 	Qty Shipped 1
COMPONENTS		Date Shipped 13-JUL-2022
Part Number	Description	Qty/UOM
		Unit Price
		Total
		0.00
Currency	USD	Fixed Labor Net Value Taxes Total Amount Due

Remit To: Wires: Mellon Client Service Ctr.
 Account No. 0001809354 ABA: 043000261 Swift Code: IRVTUS3N
 ACH: Bank of NY Mellon Account No: 0001809354 ABA: 043000261
 Checks: Hamilton Sundstrand PO Box 360951 Pittsburgh, PA 15251-6951
 For Overnight/Courier Mail to: Hamilton Sundstrand
 Attn: Lockbox 360951
 500 Ross St Rm 154-0455
 Pittsburgh, PA 15250-6951

CONTACTS

Repairs Order Status And History



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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