

REPAIRS CAPABILITY SEARCH

COLLINS CUSTOMER PORTAL USER GUIDE



Collins Aerospace

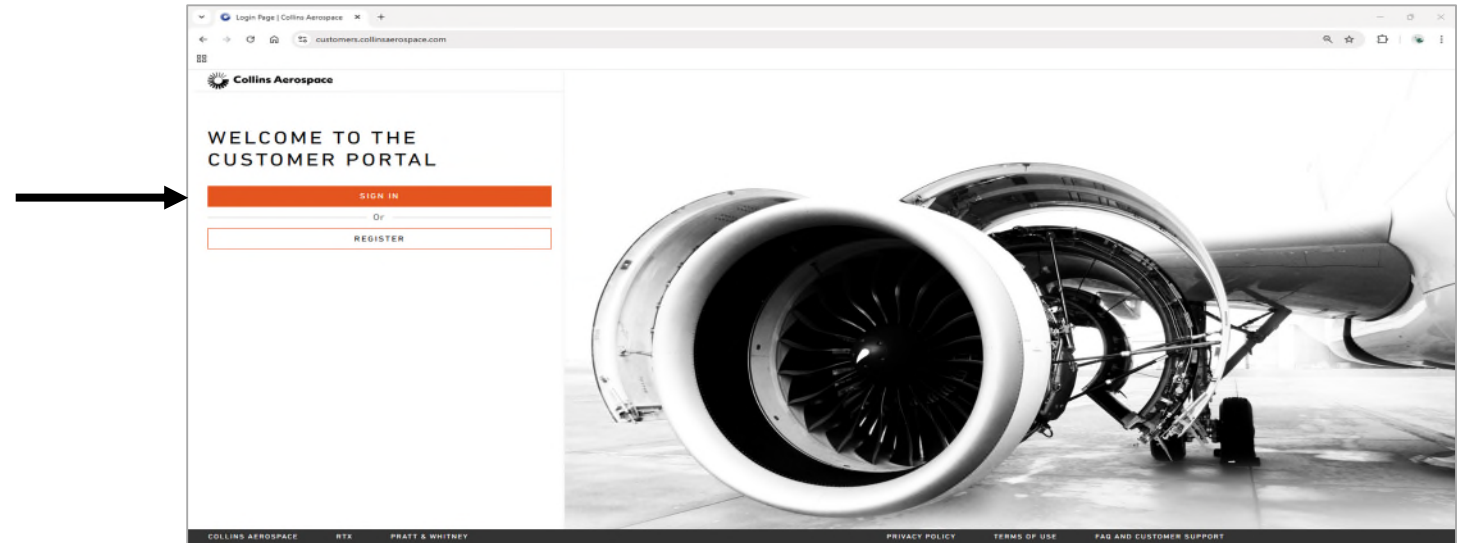
An **RTX** Business

LOGIN

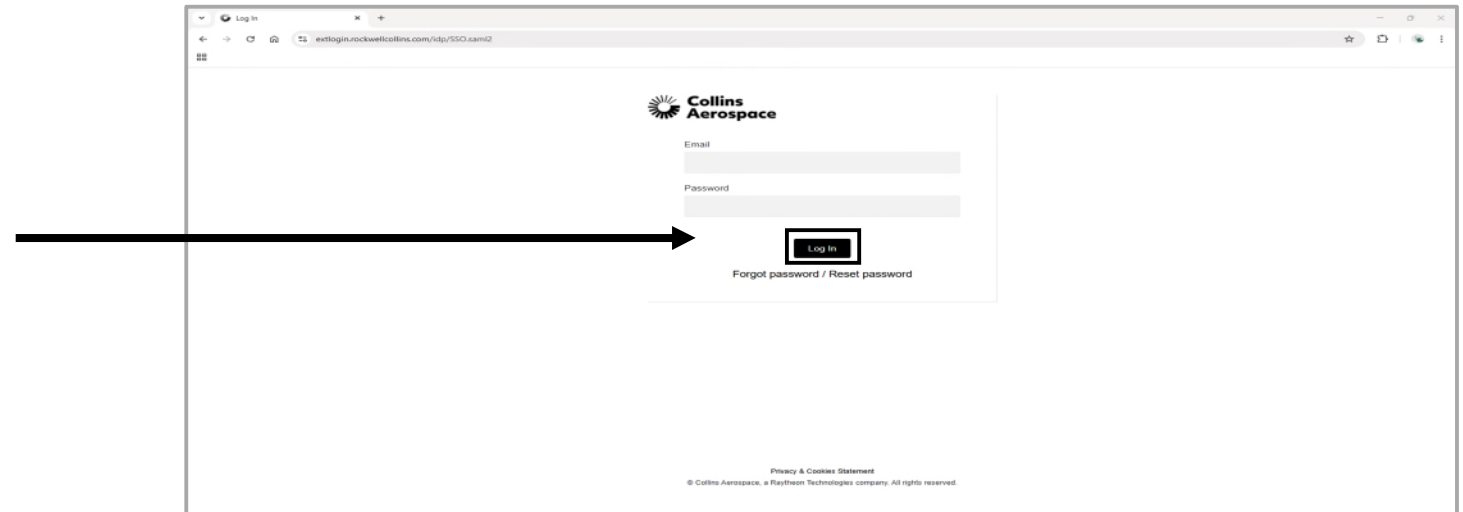
Repairs Capability Search

Step 1: Click the “Sign In” button to open the portal Login screen.

If you do not have an account, click the **Register** button to gain access. Instructions can be found here on the **FAQ and Customer Support page**.



Step 2: Input your username and password on this screen and click on **Log In**.



DASHBOARD

Repairs Capability Search

Step 3: Once signed into your account, you will be directed to the **Dashboard** page.

- Here you can view your 3 most recent order history for spares, repair, quotes and can scroll to view additional orders and quotes using the **arrow**.
- You can also **complete detailed searches for spare parts, repair capabilities and technical publications**.

Use the drop-down menu to select the type of search you wish to execute (**Repair Capability Search**).

Enter the **part number(s)** here.

Enter a single part number (up to five numbers, separated by a comma and space) or enter at least 3 characters to execute a wildcard search.
Example: 21597-01, 215917

Note:
For wildcard searches, search results will display 20 parts and up to 100 parts overall when applicable.
Show More link, allows additional Spares Parts to display.
You may need to refine your search if it is too broad.

The screenshot displays the Collins Aerospace Customer Portal dashboard. At the top, there is a navigation bar with a search bar and a dropdown menu. The dropdown menu is open, showing options: Spare Parts Search, Spare Parts Search, Repair Capability Search (highlighted), and Technical Publications. The search bar contains the text 'Enter the part number(s) here.' and a search icon. Below the navigation bar, the dashboard is divided into sections: 'Recent Activity', 'SPARE ORDERS', 'REPAIR ORDERS', and 'REQUESTED QUOTES'. Each section contains a table of orders with columns for PO Number, Order Date, Status, and a 'BUY AGAIN' button. The 'REPAIR ORDERS' section is currently selected, showing a table with 2 columns. The first column shows a PO Number, Order Date, and Status (Preliminary/Received). The second column shows a PO Number, Order Date, and Status (Preliminary/Received). The 'REQUESTED QUOTES' section shows a table with 2 columns. The first column shows a Request Number, Quote Date, Status (Pending), Part Number (GS11937), and Price (NA). The second column shows a Request Number, Quote Date, Status (Pending), Part Number (091908-01), and Price (NA).

SEARCH RESULTS

Repairs Capability Search

Step 4: Repair Capability Search will return the *Part Description*, the *Collins Business Unit* and the *Repair Location* details for the requested part number(s).

1. **Product Notes** will display if there are additional part information.
2. The download symbol under **Repair Location** directs you to the details page of the corresponding service center.
3. Click the **Inquire** button to contact a Collins Customer Service Representative (CSR) directly for a repair service.

The screenshot displays the Collins Aerospace Repair Capability Search interface. At the top, the search bar contains the text "21597-01,215917". Below the search bar, the results are organized into three main sections, each corresponding to a different part number. Each section includes a header row with "Part Number", "Part Description", and "Business Unit". Below the header, there are two rows of information: "Product Notes" and "Repair Location". The "Repair Location" row includes a location name, a download icon, and an "INQUIRE" button. The interface is annotated with three numbered circles: 1 points to the "Product Notes" section, 2 points to the "Repair Location" section, and 3 points to the "INQUIRE" button.

Part Number	Part Description	Business Unit
215917	Lamp ms25237-327	AVIONICS - KIDDE
Product Notes		
• NA		
Repair Location		
○ HS - Wilson, NC, USA		
INQUIRE		
21597-01	Valve, gasper	HAMILTON SUNDSTRAND
Product Notes		
• NA		
Repair Location		
○ HS - Windsor Locks, CT, USA		
INQUIRE		
21597-01	Valve, shutoff, gasper	NORD MICRO
Product Notes		
• null		
Repair Location		
○ Frankfurt/Main, Germany		
INQUIRE		

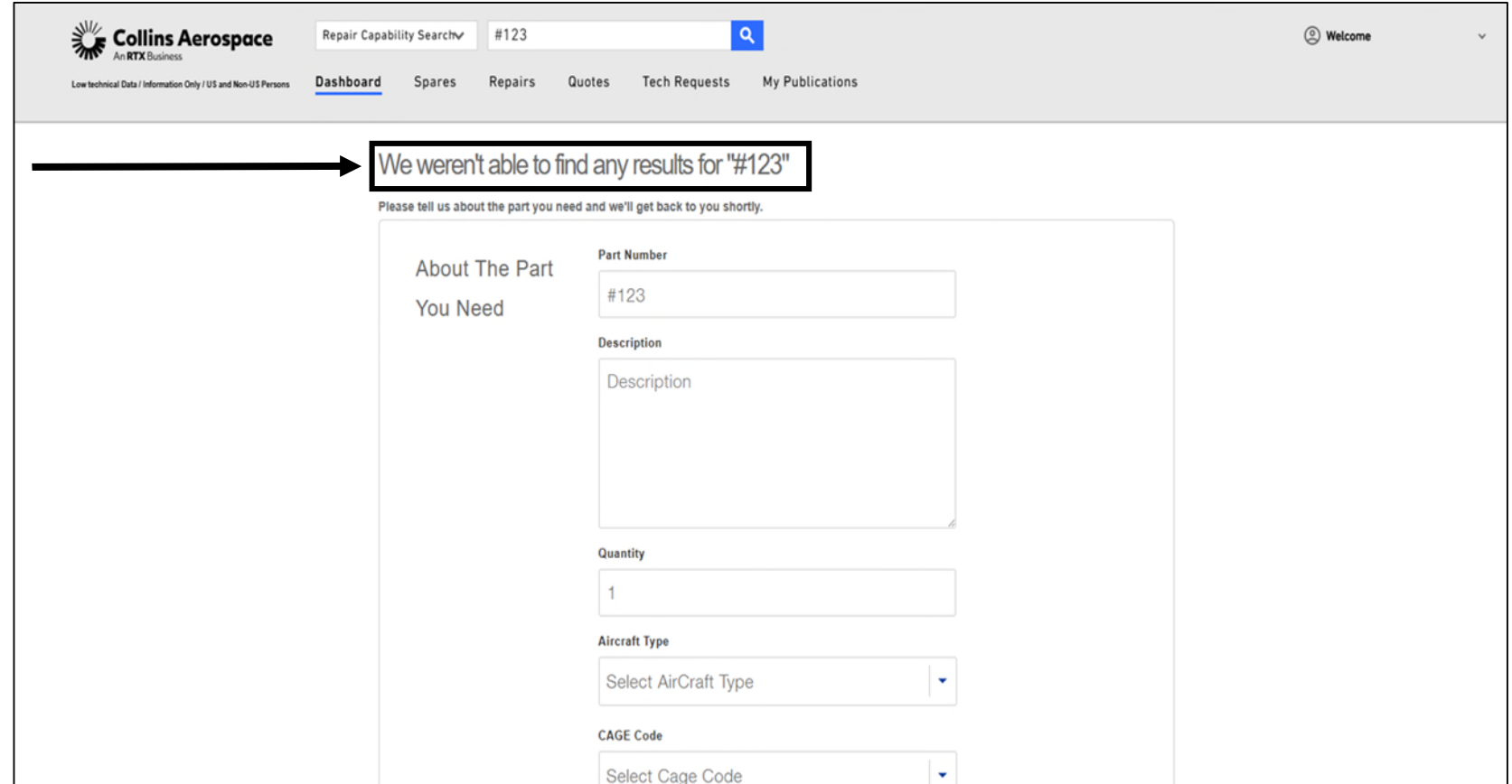
End of search results

UNRECOGNIZED PART

Repairs Capability Search

If the requested part number **is not recognized** on our customer portal, you will be prompted to complete a form.

This will provide us with more information to better assist you.



The screenshot displays the Collins Aerospace Repair Capability Search interface. At the top, the header includes the Collins Aerospace logo, a search bar with the text "Repair Capability Search", and a search button. The search bar contains the part number "#123". To the right of the search bar, there is a "Welcome" message with a user icon. Below the header, a navigation menu lists "Dashboard", "Spares", "Repairs", "Quotes", "Tech Requests", and "My Publications". The main content area shows a message: "We weren't able to find any results for '#123'". Below this message, a form titled "About The Part You Need" is displayed. The form contains several input fields: "Part Number" (with "#123" entered), "Description" (with "Description" entered), "Quantity" (with "1" entered), "Aircraft Type" (with a dropdown menu showing "Select AirCraft Type"), and "CAGE Code" (with a dropdown menu showing "Select Cage Code").

THANK YOU

CONTACTS

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 Business Contacts:
<https://www.collinsaerospace.com/support>

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