

# SPARES **CART AND CHECKOUT**

● **CUSTOMER PORTAL USER GUIDE**



# LOGIN

## Spares Cart And Checkout

**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

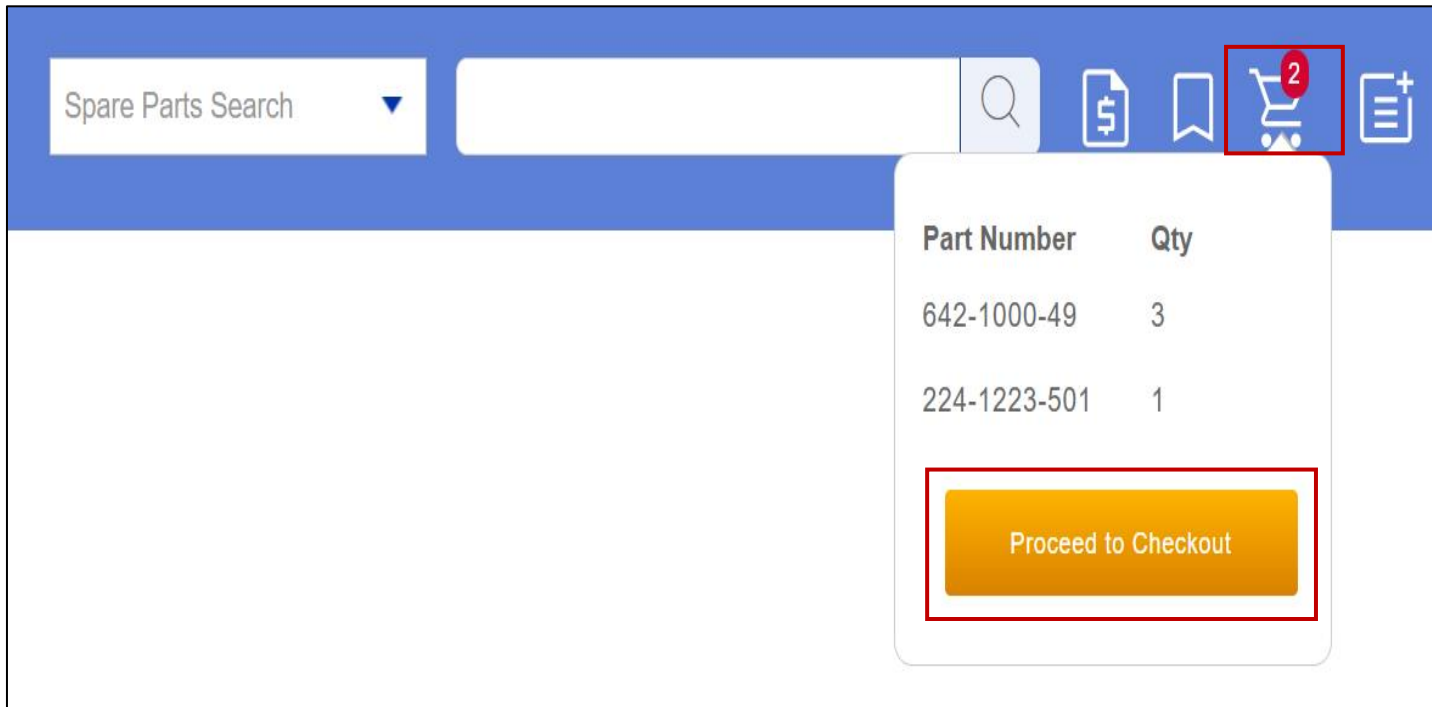
Or

REGISTER

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

# CART

## Spares Cart And Checkout



**Cart** icon will show you how many items are in your Shopping Cart.

When you add an item to the cart, this expanded cart window briefly opens to show you the items in your cart.

Hover over the cart to display its contents and can click **Proceed to Checkout** when you are ready to check out.

You can continue shopping by entering additional part numbers in the **Search** field at the top of the screen.

# YOUR CART

## Spares Cart And Checkout

**Your Cart**

To add additional parts to the cart, use the spare part search or the quick order entry.

ORDER 1  
AEROSTRUCTURES Remove Order

Company: [Redacted] Account Number: [Redacted]

642-1000-49  
Rubstrip  
Remove Item Save Item

Quantity: 3  
Unit Price / EA: \$ 3,501.00  
Subtotal: \$10,503.00  
Lead Time: 30  
Availability: 48

**Lead Time: 30**  
Collins Aerospace will drive to support Customer Requested Ship Dates

224-1223-501  
Seal  
Remove Item Save Item

Quantity: 1  
Unit Price / EA: \$ 3,169.00  
Subtotal: \$3,169.00  
Lead Time: 99  
Availability: 18

**Available Inventory: 18**  
Chula Vista, CA USA:18

**If you are being charged Taxes in error please contact your SBU to provide your Tax exempt certificate or VAT #.**

Order Subtotal: \$ 13,672.00  
Order Tax: \$ 100.00  
Total: \$ 13,772.00

Remove all orders from Cart

**Total**  
**\$ 13,772.00**

**Cart Summary**

1 Order | 2 Items \$ 13,672.00  
Total Tax \$ 100.00  
Order Total \$ 13,772.00  
CHECKOUT

Clicking the **Cart** icon or the **Proceed To Checkout** button directs you to the **Your Cart** page to view and edit item(s) in cart.

- Edit Quantity
- Remove All Orders From Cart
- Remove Items
- Remove Order
- Save Item to add parts to **Save For Later - List Management Page**

Hover over the **Information** icon to view additional information.

- **Lead Time** to see notes.
- **Availability** to see inventory location.
- **Order Tax** to see notes.

Tax field allows you to view Tax information when applicable.

Click **Checkout** button to proceed to the checkout page.

# SAVE FOR LATER

## Spares Cart And Checkout

The screenshot shows the 'Your Cart' page with a green notification bar at the top stating '642-1014-15 from ORDER 1 AEROSTRUCTURES has been saved to Cart 1/18/2024'. A 'Save Item' popup is open, allowing the user to 'Add To Existing List' or 'Create List'. The 'Save Cart' button is highlighted with a red box and a circled '1'. A 'CHECKOUT' button is also highlighted with a red box and a circled '3'. The total amount is \$1,045.00.

The screenshot shows the 'List Management Page' with a table of saved items. The table has columns for Part, Business Unit, Price, UOM, Lead Time, Availability, and MOQ. A 'Save For Later' icon (a bookmark icon) is highlighted with a red box and a circled '5'. The total amount is \$1,045.00.

Disclaimer: Price and Availability are subject to change. Information as of 01/18/2024 12:10 PM PST

Part	Business Unit	Price	UOM	Lead Time	Availability	MOQ
642-1014-15	Aerostuctures	\$1,045.00	EA	30	384	1

Save Item / Save Cart function will allow you to add the part to an existing list or create a new list. You can create up to 15 lists. Each list can contain up to 50 parts.

1. Click **Save Item / Save Cart** displays the **Save List** popup to add parts to an existing list or create a new list in the **Save For Later - List Management Page**.
2. Message appears confirming item **"has been saved to XXXX"**.
  - Item Saved are not removed from cart unless you click on **Remove Item**.
3. Click **Checkout** button to proceed to the checkout page.  
--OR --
4. To view Saved Items, click **Save For Later** icon.
  - The bookmark icon from the top banner.
5. You will be directed to the **List Management Page**.
  - You can expand a list to view all parts within the list.
  - From the expanded list view, you can Add a part to a cart or remove the part from the list by clicking on the garbage can icon.
  - Clicking the garbage can icon at the list level removes the full list.
  - Clicking the Download button will download a copy of the list.
6. Click the **Cart** icon to be directed back to **Your Cart** page.

# CHECKOUT

## Spares Cart And Checkout

Checkout

Checkout Overrides Review Confirm

ORDER 1  
AEROSTRUCTURES

**SOLD TO**

Account Number  
[Redacted]

Company  
[Redacted]

[Change Address](#)

Payment  
 Payment Terms  
 Credit Card

**ORDER INFORMATION**

\* PO Number  
Enter a PO Number

Order Priority  
Normal

Override Ship Date and/or Address for an item in this order

**SHIPPED TO**

Account Number  
[Redacted]

Company  
[Redacted]

Ship Date  
17 Jul 2023

[View or update routing for this order](#)

[Change Address](#)

[Request New Shipping Address](#)

CONTINUE

Tracker highlights where the you are in the checkout process.

Checkout page focuses on order level details.

You can modify Ship Dates at the order level on the Checkout page.

To make line level detail edits – you must select the Override Ship Date / Address option.

**NOTE:** Changing the default Sold To may affect pricing.

# PO NUMBER AND PAYMENT

## Spares Cart And Checkout

Checkout

Checkout Review Confirm

ORDER 1  
AEROSTRUCTURES

SOLD TO

Account Number

Company

Change Address

Payment

Payment Terms

Credit Card

AMERICAN EXPRESS MasterCard VISA

Name on card

Card Number

Exp Date Month Year

Card CVV

ADD

ORDER INFORMATION

\* PO Number

Enter a PO Number

Order Priority

Normal

Override Ship Date and/or Address for an item in this order

A **PO (Purchase Order) Number** is required to place an order.

### Payment Options

1. **Payment Terms** is predefined base on setup and held in SAP.
2. **Credit Card**

# ORDER PRIORITY

## Spares Cart And Checkout

**ORDER INFORMATION**

\* PO Number

Enter a PO Number

Order Priority

AOG - Aircraft on Ground

AOG - Aircraft on Ground

Critical

Expedite

Normal

Override Ship Date and/or Address for an item in this order

\* AOG Tail Number

Enter aircraft tail number

Select an Order Priority of normal, critical, expedite, or AOG (if available).

- AOG order priority requires an Aircraft Tail #.

Upon placement of your order for critical, expedite or AOG (if available), a notification will be sent to our Customer Support team(s) of your need.



# REQUEST NEW SHIPPING ADDRESS

## Spares Cart And Checkout

**CHANGE ADDRESS** ✕

All fields are required.

New Address

Company

Address

City State

Zip Country ▼

Cancel SAVE

SHIPPED TO

Account Number

Company

Change Address

Request New Shipping Address

If your order needs to ship to an address that isn't found in the available list of ship to addresses, you may request a new shipping address.

Simply click the **Request New Shipping Address** link and complete the form.

Upon placement of your orders, we will notify our Customer Support team(s) of your request.

# VIEW OR UPDATE ROUTING

## Spares Cart And Checkout

SHIPPED TO

Account Number  
Ship Date  
17 Jul 2023

View or update routing for this order

Company

Change Address  
Request New Shipping Address

**CHANGE ROUTING**

Shipping Preferences are based on Consolidated Shipments. This is a list of previous routing requests.

SHIP TO	SHIP FROM	PRIORITY	WEIGHT	FREIGHT FORWARDER	CARRIER	ACCOUNT
	Toulouse, FR	ALL	Up to 68 kgs.	DHL EXPRESS TOULOUSE	DHL Express Toulouse	
	Chula Vista, CA USA	ALL	Up to 150 lbs.		FedEx International	
	Chula Vista, CA USA	ALL	Up to 2,200 lbs.		FedEx International Priority Freight	

REQUEST NEW

**View Or Update Routing** will display the pre-defined shipment methods established for your company and its ship to partners.

You may also submit a **New Routing Request** with your order.

**CHANGE ROUTING**

Request a new routing address.

All fields except comments are required.

Carrier

Company Name

Service Level  
Default

Account Number  
00000000

Contact Name  
Full Name

Contact Phone Number  
Phone Number

Routine  
 One Time

Comments  
Leave additional comments here.

Back to Preferences SUBMIT REQUEST

# CHANGE ADDRESS

## Spares Cart And Checkout

The screenshot shows the checkout process for 'ORDER 1 AEROSTRUCTURES'. The progress bar at the top indicates 'Checkout', 'Review', and 'Confirm' steps. The 'SOLD TO' section has a 'Change Address' button, which opens a modal window titled 'Change Sold To Address - Order 1 AEROSTRUCTURES'. This modal contains a warning: 'Any change to the default Sold To may result in incorrect order processing.' Below the warning is a table with columns 'CUSTOMER NAME', 'ACCOUNT NUMBER', and 'ADDRESS'. The first row is selected with a radio button. At the bottom of the modal are 'Cancel' and 'SAVE' buttons. The 'SHIPPED TO' section also has a 'Change Address' button, which opens a similar modal window titled 'Change Ship To Address - Order 1 AEROSTRUCTURES'. This modal also contains a table with the same columns and a selected first row. At the bottom are 'Cancel' and 'SAVE' buttons. A 'CONTINUE' button is located at the bottom right of the checkout page.

You can select other Sold To accounts.

- **NOTE:** Changing the default Sold To may affect pricing.

Ship To address can be managed at the header level for all line items, or you can change it manually for each order line item using the **Override Ship Date / Address** option.

# OVERRIDE SHIP DATE / ADDRESS

## Spares Cart And Checkout

**1**

ORDER INFORMATION

\* PO Number  
Enter a PO Number

Order Priority  
Normal

Override Ship Date and/or Address for an item in this order

CONTINUE



**2**

Overrides

Checkout Overrides Review Confirm

ORDER 1  
AEROSTRUCTURES

642-1000-49 Rubstrip	Quantity 03	Ship Date 20 Jul 2023	Ship Address [Redacted] <a href="#">Change Address</a>
224-1223-501 Seal	Quantity 01	Ship Date 26 Sep 2023	Ship Address [Redacted] <a href="#">Change Address</a>

Cancel Back REVIEW ORDER

**Overrides** page allows you to make Ship Date/Address changes at the line level.

**Expedite fees** may apply – messaging displays accordingly.

If you selects the Cancel or Back option – messaging displays accordingly.

Clicking **REVIEW ORDER** directs you to the review page.

**CONFIRMATION** x

Changing a request date to a date earlier than a default ship date may result in a 25% expedite surcharge.

CANCEL CONFIRM

**CONFIRMATION** x

Changes you have made now in the Overrides page won't be saved and you will be redirected to the Checkout page.

CANCEL CONFIRM

# REVIEW

## Spares Cart And Checkout

**Review** | Checkout | Overrides | **Review** | Confirm

ORDER 1  
AEROSTRUCTURES  
PO #: [REDACTED] [Edit Order](#)

Company: [REDACTED] Account Number: [REDACTED]

Item #	Ship Address	Ship Date	Quantity	Unit Price / EA
642-1000-49	[REDACTED]	20 Jul 2023	03	\$ 3,501.00
				Subtotal: \$10,503.00
				Lead Time: 30
				Availability: 45
224-1223-501	[REDACTED]	26 Sep 2023	01	\$ 3,169.00
				Subtotal: \$3,169.00
				Lead Time: 99
				Availability: 17
				Order Subtotal \$ 13,672.00
				Order Tax \$ 100.00
				<b>Total \$ 13,772.00</b>

**Country of Destination**  
US ITC regulations require that you declare the destination country for this order, independently of your shipping selections.

Country: [Country] ▼

By placing this order, I agree to the Collins Aerospace Terms and Conditions. They can be reviewed online in your [Business Documents](#).

**Cart Summary**

1 Order   2 Items	\$ 13,672.00
Total Tax	\$ 100.00
<b>Order Total</b>	<b>\$ 13,772.00</b>

[PLACE ORDER](#)

Total  
**\$ 13,772.00**

**Review** page allows you to review the cart one final time before placing the order.

Clicking **Edit Order** will direct you back to the **Checkout** page where changes can be made.

Clicking **PLACE ORDER** will place the order and direct you to the confirmation page.

### NOTE:

- Tax field available when applicable.
- Must select destination **Country** and agree to the **Terms and Conditions**.

# ORDER CONFIRMATION

## Spares Cart And Checkout

The screenshot shows the 'Order Confirmation' page. At the top, a progress bar indicates the current step is 'Confirm', with previous steps 'Checkout', 'Overrides', and 'Review' completed. The main content area includes a thank you message, a note about email confirmation, and a link to order details. Below this, there are two sections for sending emails: 'Send Order Acknowledgement Emails' and 'Send Shipping Confirmations'. Each section has a 'Send Confirmations' button and three input fields for email addresses. The 'Send Order Acknowledgement Emails' section is highlighted with a red box, and the 'Send Shipping Confirmations' section is also highlighted with a red box. The 'Order Details #' field is also highlighted with a red box.

Confirmation page includes **Order Detail** hyperlink and **SBU contact** information.

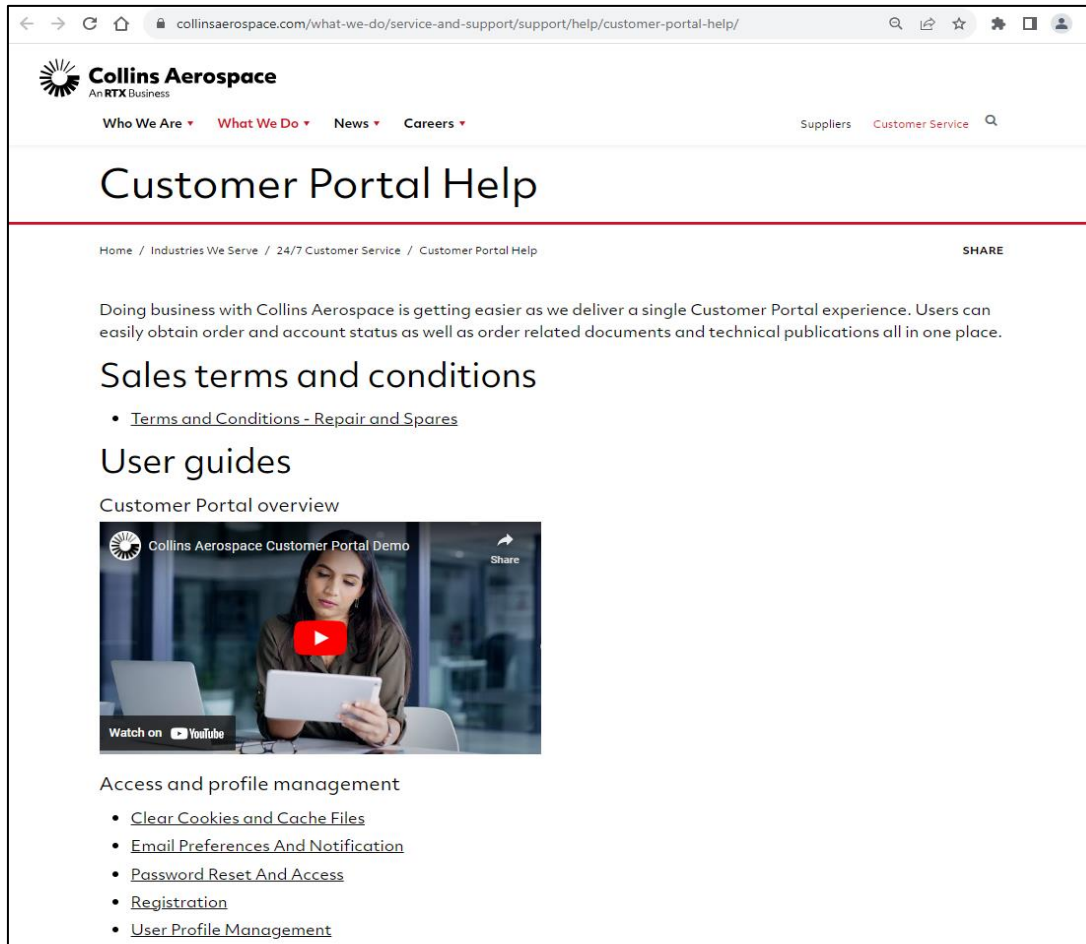
Order Acknowledgement and Shipping Confirmation emails can be sent from this page.

### NOTE:

- Email Address entered must have email preferences setup for their user's account to received the email notification.
- Reference **Email Preferences And Notification** user guide for setup.

# CONTACTS

## Spares Cart And Checkout



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 Customer Portal FAQ and Support:

<https://www.collinsaerospace.com/support/help/Customer-portal-help>

Collins Business Contacts:

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



THANK YOU

● **CUSTOMER PORTAL USER GUIDE**



**Collins Aerospace**  
An RTX Business