

# SPARES CART & CHECKOUT

COLLINS CUSTOMER PORTAL USER GUIDE



**Collins Aerospace**

An **RTX** Business

# LOGIN

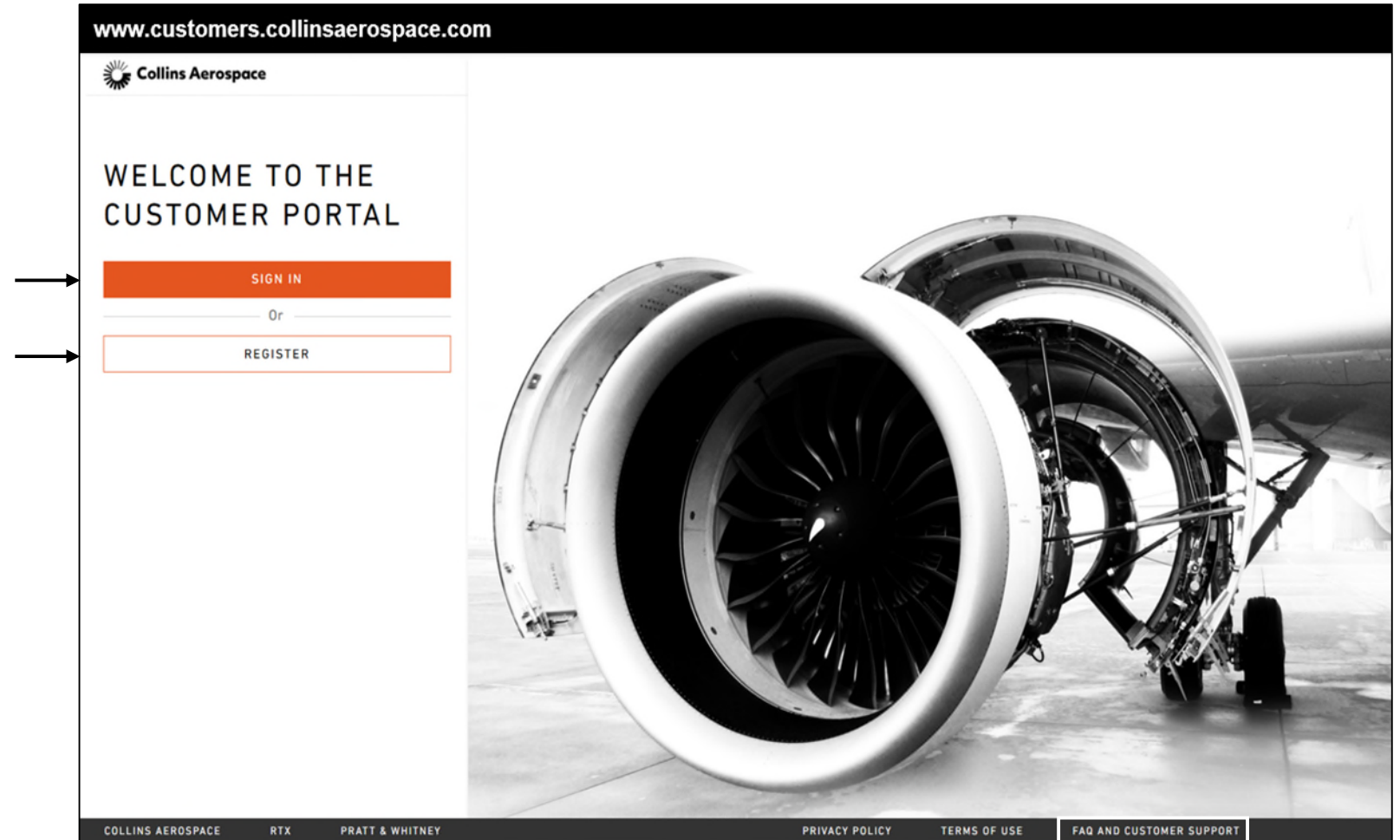
## Spares Cart & Checkout

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.

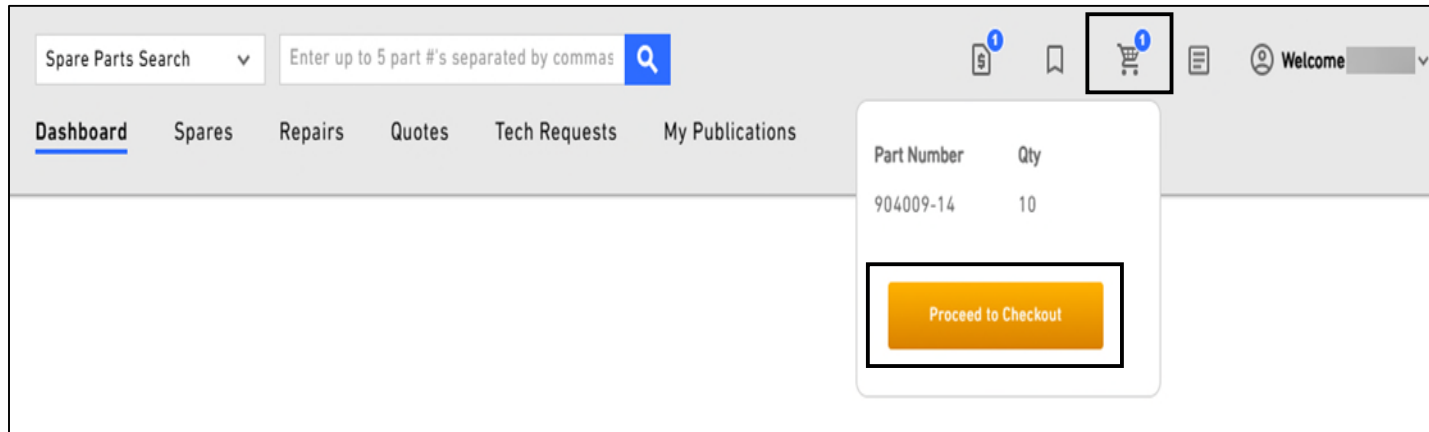
If you do not have an account, click the **Register** button to gain access.

Instructions can be found here or in the **[FAQ and Customer Support](#)** page.



# CART

## Spares Cart & 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 add additional parts to cart by entering additional part numbers in the **Spare Parts Search** field at the top of the screen.

# YOUR CART

## Spares Cart & 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

Account Number

642-1000-49

Quantity  
- 3 +

Unit Price / EA  
\$

Rubstrip

Remove Item | Save Item

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

Subtotal: \$  
Lead Time: 30  
Availability: 48

224-1223-501

Quantity  
- 1 +

Unit Price / EA  
\$

Seal

Remove Item | Save Item

Available Inventory: 18  
Chula Vista, CA USA:18

Subtotal: \$  
Lead Time: 99  
Availability: 18

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

Order Subtotal \$  
Order Tax \$ 100.00  
Total \$

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 & 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 Save Cart

Company Account Number

642-1014-15  
Base  
Remove Item Save Item

Save Item

Add To Existing List or Create List

CLOSE CONFIRM

Cart Summary

1 Order | 1 Item \$ 1,045.00  
Order Total \$ 1,045.00

CHECKOUT

Total  
\$ 1,045.00

**Collins Aerospace**  
An RTX Business

Spare Parts Search Enter up to 5 part #'s separated by commas

Dashboard Spares Repairs Quotes Tech Requests My Publications

1 Saved List

Sort by: List Name

List A

ADD LIST TO CART

Part Business Unit Price UOM Lead Time Availability MOQ

642-1000-49 AEROSTRUCTURES \$ EA 30 114 1

Add To Cart

Disclaimer: Price and Availability are subject to change. Information as of PM PST

Part	Business Unit	Price	UOM	Lead Time	Availability	MOQ
642-1000-49	Aerostuctures	\$	EA	30	Chula Vista, CA USA:18,Toulouse, FR:96	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 & Checkout

Checkout

Checkout Review Confirm

ORDER 1  
AEROSTRUCTURES

**SOLD TO**

Account Number

Company

Change Address

Payment

☒ Payment Terms

☐ Credit Card

**SHIPPED TO**

Account Number

Company

Change Address

Request New Shipping Address

Ship Date

View or update routing for this order

**ORDER INFORMATION**

\* PO Number

Enter a PO Number

Order Priority

Normal

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

CONTINUE

Tracker highlights where 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 & Checkout

Checkout

Checkout

Review

Confirm

ORDER 1  
AEROSTRUCTURES

SOLD TO

Account Number  
[REDACTED]

Company  
[REDACTED]

[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 & 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 & Checkout

The image shows a screenshot of a web application interface. On the left, under the heading 'SHIPPED TO', there are fields for 'Account Number' and 'Company'. Below these, there is a 'Change Address' link and a 'Request New Shipping Address' button. An arrow points from the 'Request New Shipping Address' button to a modal window titled 'CHANGE ADDRESS'. The modal window contains a form with the following fields: 'New Address', 'Company', 'Address', 'City', 'State', 'Zip', and 'Country'. A message at the top of the form states 'All fields are required.' At the bottom of the modal, there are 'Cancel' and 'SAVE' buttons.

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 & Checkout

SHIPPED TO

Account Number  
[REDACTED]

Ship Date  
17 Jul 2023

Company  
[REDACTED]

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

[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
[REDACTED]	Toulouse, FR	ALL	Up to 68 kgs.	DHL EXPRESS TOULOUSE	DHL Express Toulouse	[REDACTED]
[REDACTED]	Chula Vista, CA USA	ALL	Up to 150 lbs.		FedEx International	[REDACTED]
[REDACTED]	Chula Vista, CA USA	ALL	Up to 2,200 lbs.		FedEx International Priority Freight	[REDACTED]

[REQUEST NEW](#)

**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](#)

**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 ADDRESS

## Spares Cart & Checkout

The screenshot displays the checkout interface for 'ORDER 1 AEROSTRUCTURES'. At the top, a progress bar shows 'Checkout' as the active step, followed by 'Review' and 'Confirm'. The 'SOLD TO' section contains fields for 'Account Number' and 'Company'. A 'Change Address' button is highlighted with a red box, and an arrow points to a modal window titled 'Change Sold To Address - Order 1 AEROSTRUCTURES'. This modal features a yellow warning banner stating 'Any change to the default Sold To may result in incorrect order processing.' Below the banner is a table with columns 'CUSTOMER NAME', 'ACCOUNT NUMBER', and 'ADDRESS', containing several rows of data. At the bottom of the modal are 'Cancel' and 'SAVE' buttons. The 'SHIPPED TO' section also has 'Account Number' and 'Company' fields. A 'Change Address' button is highlighted with a red box, and an arrow points to a modal window titled 'Change Ship To Address - Order 1 AEROSTRUCTURES'. This modal has a similar layout to the 'SOLD TO' modal, with a table of customer data and 'Cancel'/'SAVE' buttons. A 'Request New Shipping Address' link is visible below the 'SHIPPED TO' section. A large blue 'CONTINUE' button is located at the bottom right of the checkout area.

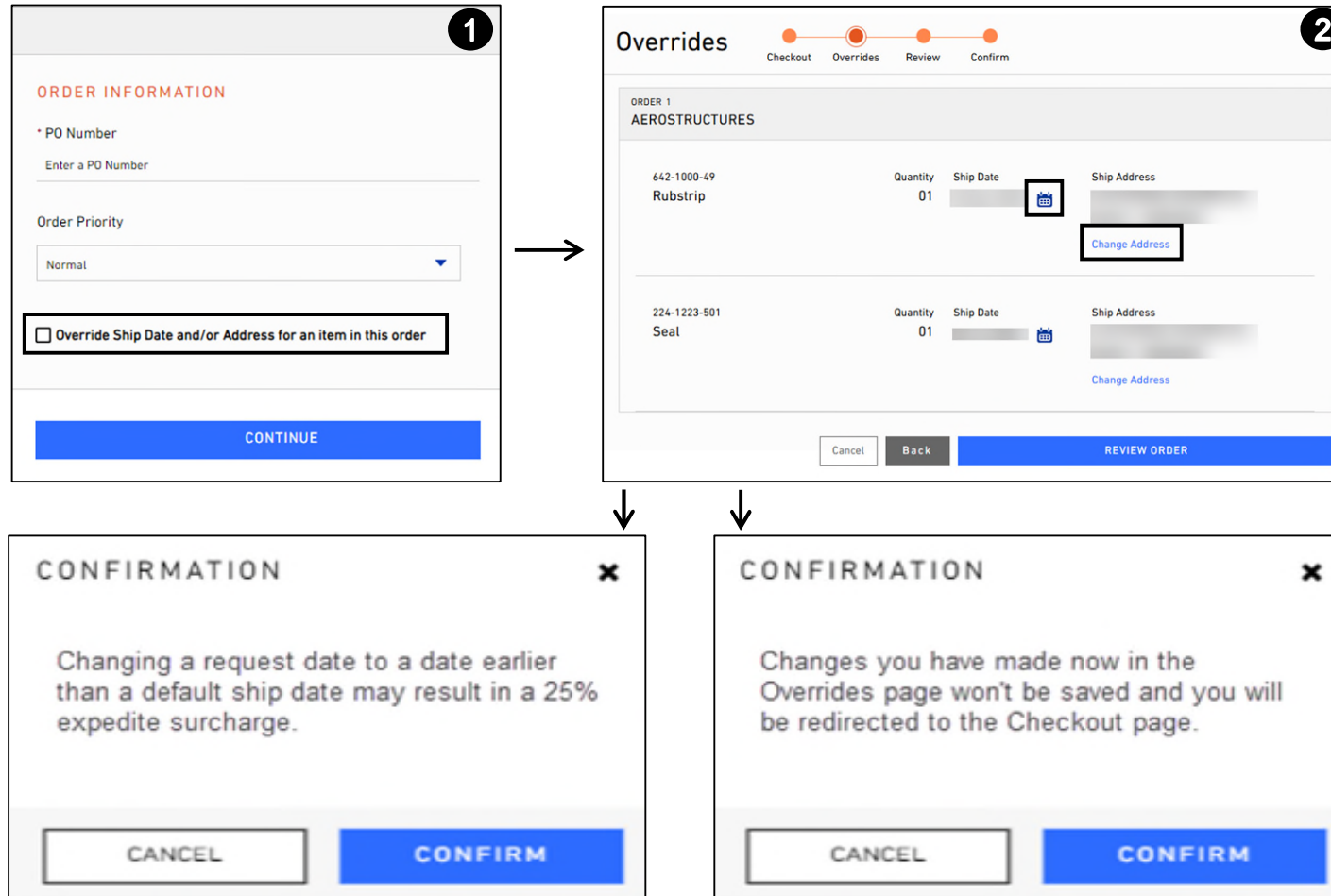
You can select other Sold To accounts.

- **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 & Checkout



**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.

# REVIEW

## Spares Cart & Checkout

Review

Checkout

Overrides

Review

Confirm

ORDER 1

AEROSTRUCTURES

PO #:

Company

Account Number

642-1000-49

Ship Address

Ship Date

Quantity

Unit Price / EA

Rubstrip

03

\$

Subtotal: \$1

Lead Time: 30

Availability: 45

224-1223-501

Ship Address

Ship Date

Quantity

Unit Price / EA

Seal

01

\$

Subtotal: \$

Lead Time: 99

Availability: 17

Order Subtotal

Order Tax

Total

\$

\$ 100.00

\$

Total

\$ 13,772.00

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

Total Tax

Order Total

\$ 13,672.00

\$ 100.00

\$ 13,772.00

PLACE ORDER

**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 & Checkout

The screenshot displays the 'Order Confirmation' page. At the top, a progress bar shows four steps: Checkout, Overrides, Review, and Confirm, with 'Confirm' being the active step. The main content area begins with a 'Thank you for placing your orders.' message, followed by information about email confirmations and a link to customer service. Below this is a box containing 'Order Details #', 'PO #', and 'SBU Contact' fields. The page then offers two options to 'Send Confirmations': 'Send Order Acknowledgement Emails' and 'Send Shipping Confirmations'. Each option includes a 'Send Confirmations' button and a section to 'Enter an email address to send... confirmation emails to:', with three input fields provided for each.

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

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

### NOTE:

- Users who places an order will automatically receive the email of **Order Acknowledgement/Shipping Confirmation**.
- They will not receive the Order Update emails and will need to have their email preference set to receive the Order Updates.
- Reference **Email Preferences And Notification** user guide for setup.

# 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>