

SPARES ORDER PLACEMENT

COLLINS CUSTOMER PORTAL USER GUIDE



Collins Aerospace

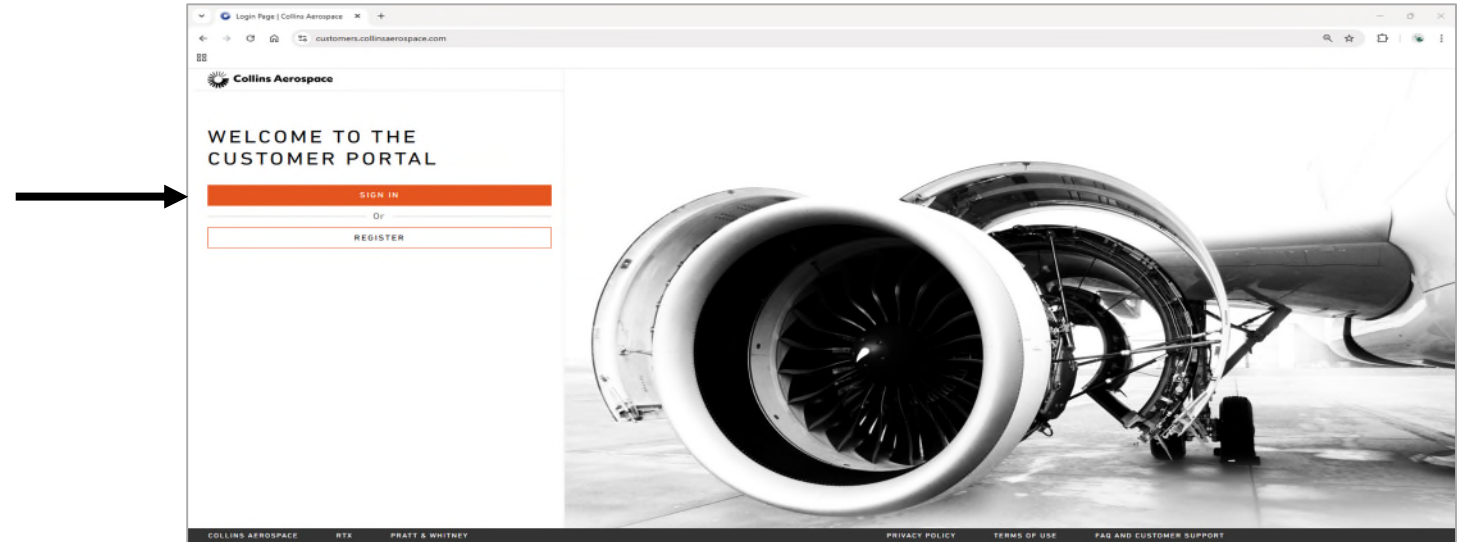
An **RTX** Business

LOGIN

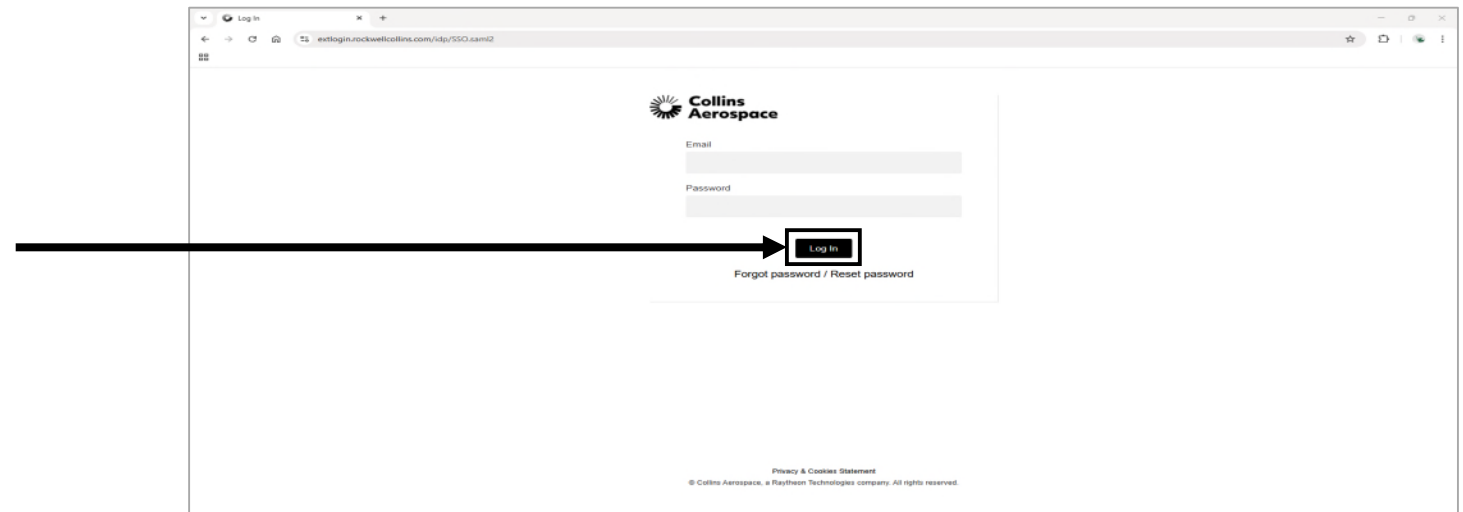
Spares Order Placement

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**.



SPARES PART SEARCH

Spares Order Placement

Step 3: Once signed into your account, you will be directed to the **Dashboard** page. Select **Spare Parts Search** in the drop-down menu and search for the required part(s).



Spare Parts Search

224-1223-501, 224-1237-503

Low technical Data / Information Only / US and Non-US Persons

DashboardSparesSparesRepairsQuotesTech RequestsMy Public

Cart

Welcome

Your search results for "224-1223-501, 224-1237-503"

Part Number: 224-1223-501	Part Description: Seal	Business Unit: AEROSTRUCTURES	Condition: New	MOQ: 1		
Product Notes: • NA			Price: \$3,437.00	Availability: 18	Qty 1	
			SAVE LATER		ADD TO CART	
Part Number: 224-1237-503	Part Description: Lever Assy, Rh	Business Unit: AEROSTRUCTURES	Condition: New	MOQ: 1	UOM: EA	Lead Time: 180
			Availability: 0	Qty 1	REQUEST QUOTE	

Proceed to Checkout

Place an order for a priced part by clicking **Add To Cart** button.

Click **Proceed to Checkout** button to be directed to the **Checkout** page to complete order submission.

SPARES PRICED QUOTE

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

Dashboard Spares **1** Quotes Tech Requests My Publications

Quote Requests

Unsubmitted Quote Requests

Selling Entity Part # Qty UOM

AEROSTRUCTURES [Show Details](#)

Search Quote Requests

Status ☒ Priced ☐ Pending ☐ No Bid

Search Criteria

Part # or Request #

Search Clear Filters Download Results as Excel

Sort by: Quote Date - Descending 1 2 3 4 5 > Show all

Request #	Part	Qty	Quote Date	Status	Unit Price	UOM	Lead Time	UTAS Contact	MOQ	Action
UTASRQ-1135000	217-0004-11	1		Pending		EA	180			
4 UTAS-0020633768	904009-14	10		Priced		EA	280		2	3 Add to Cart

FAQ and Customer Support Terms of Use Privacy Policy

QUOTE DETAILS

Request #: UTAS-0020633768

Status: Priced

Part	Qty	Unit Price	UOM	Lead Time	UTAS Contact	MOQ	Action
904009-14 Plate, anchor nut - floating, capped	10		EA	280		2	5 Add To Cart

Time Stamp Comment By Comment

Customer agrees that orders placed with Collins Aerospace Systems will be governed by the Collins 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](#).

1. Click on the **Quotes** link will direct you to Quote Requests page to view submitted quotes status.
2. Click **Priced** status and search button to filter by priced quote(s).
3. Click **Add To Cart** button (if it appears) to place an order for a priced quote.
- OR--
4. Click the **Request #** to view additional details, such as comments from your Customer Service Representative (CSR), when available.
5. Click **Add To Cart** (if it appears) button to place an order for a priced quote.
6. Click **Proceed to Checkout** button to be directed to the Checkout page to complete order submission.

SPARES QUICK ORDER ENTRY

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

Low Technical Data / Information Only / US and Non-US Persons Dashboard Spares Spares Repairs Quotes Tech Requests My Publications

Quick Order Entry

Paste Line by Line

50 Part Numbers Maximum. Type or paste your part numbers and quantities (exact matches only).
Paste Part numbers.

The format is tab delimited: part# quantity.

224-1223-501	1
224-1237-503	1

Continue Cancel

Quick Order Entry Complete

1 item was added to your Cart.

Total items available in your Cart : 1

1 item could not be added.

Checkout Now

Larger orders may experience longer processing times.

The following item(s) could not be added to your cart through QOE

Search: Part or Business Unit or R#

Showing 1 to 1 of 1 entries

Entered Part	Business Unit	Reason item could not be added
224-1237-503	AEROSTRUCTURES	UNPRICED PART

Showing 1 to 1 of 1 entries

Quick Order Entry function will allow you to place an order up to 50 parts.

1. Click on the **Quick Order Entry** icon will open the widget to place an order.
2. Paste in the **Part and QTY**
 - Format is Tab Delimited. Either paste the part and click tab in the keyboard and input the qty.
 - OR--
 - In an excel sheet with 2 columns, 1 column is the part the second column is the qty. Copy both the part and qty column into the
3. Click **Continue**, will add all the valid parts to Cart and will be directed to the **Quick Order Entry Complete** page.
4. The **Quick Order Entry Complete** page displays the total items added to **Cart** and the items not added.
5. Click **Checkout** button to be directed to the Checkout page to complete order submission.
- OR--
6. Click **Item Could Not Be Added** link to see the reasons why parts were not added to the cart and information on how to proceed.

SPARS REORDER BUTTON

Spares Order Placement

The screenshot shows the Collins Aerospace Spares Order Details page. The page is titled "Spare Order PO:" and includes a search bar at the top. The "Spares" link in the navigation bar is highlighted with a red box and a red circle labeled "1". The "Reorder" button is highlighted with a red box and a red circle labeled "2". The "Proceed to Checkout" button is highlighted with a red box and a red circle labeled "3". The page also displays order details, a progress tracker, and a table of line items.

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

Dashboard **1** **Spares** Repairs Quotes Tech Requests My Publications

Spare Order PO:

DETAILS

Order Number

Order Tax ⁱ

Order Total

ORDER STATUS

In Process

Order Priority Normal

PROGRESS TRACKER - SPARES

Order Submitted In Process On Hold - Credit Cancelled Ready For Pickup Partially Shipped Shipped

Line Item Details Order Details Documents

Line #	Part Description	Price Per Unit	Qty Ordered	Ship To	Rqst. Ship	Sched/Shipped	Status	Sub-Total	Tracking/Shipped Qty
10	745-4081-503	\$	1 EA				In Process	\$	

Reorder button is available in the **Spare Order Details** page that allows you to replicate a previously submitted order and add it to cart.

1. Click on the **Spares** link will direct you to Spares Order History page to **Search and View** the submitted order.
2. In the **Spares Order Details** page, click the **Reorder** button.
3. Click **Proceed to Checkout** button to be directed to the Checkout page to complete order submission.

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>