

SPARES ORDER PLACEMENT

● CUSTOMER PORTAL **USER GUIDE**



Collins Aerospace
An **RTX** Business

LOGIN

Spares Order Placement

NOTE: This website is intended for the use of our established customers.

Login to your Collins Portal account to place an order.

- There are 4 ways to place an order:
 1. Spares Part Search
 2. Spares Priced Quote
 3. Spares Quick Order Entry
 4. Spares Reorder Button

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**

SPARES PART SEARCH

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The screenshot displays the Spares Part Search interface. At the top, a navigation bar includes links for Dashboard, Spares, Repairs, Quotes, Tech Requests, and My Public. A search bar contains the text "224-1223-501,224-1237-503" and a search icon. A dropdown menu is open, showing "Spare Parts Search" selected. Below the search bar, the text "You searched for '224-1223-501,224-1237-503'" is displayed, followed by "2 Products found".

There are two product listings:

Part	Business Unit	Price	UOM	Lead Time	Availability	MOQ	MOQ
224-1223-501	AEROSTRUCTURES	\$3,169.00	EA	99	18	1	1 Item Min
Seal							
224-1237-503	AEROSTRUCTURES		EA	180	0	1	1 Item Min
Lever Assy, Rh							

Annotations on the screenshot:

- 1: A red circle highlights the "Spare Parts Search" dropdown menu.
- 2: A red circle highlights the "Add To Cart" button for the first product.
- 3: A red circle highlights the "Proceed to Checkout" button in the shopping cart overlay.

The shopping cart overlay shows "Added to Your Shopping Cart" with a table:

Part Number	Qty
224-1223-501	1

Below the table is a "Proceed to Checkout" button.

1. Select **Spare Parts Search** in the drop-down menu and search for the require part(s).
2. Place an order for a priced parts by clicking **Add To Cart** button.
3. Click **Proceed to Checkout** button to be directed to the Checkout page to complete order submission.

Priced quotes will also display the **Add to Cart** button.

SPARES PRICED QUOTE

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Quote Requests

Unsubmitted Quote Requests

Proceed to Checkout

Selling Entity: AEROSTRUCTURES

Part #: 224-1261-503

Qty: 10

UOM: EA

Status: Priced Pending No Bid

Search Criteria: Part # or Request #

Search

Clear Filters

Download Results as Excel

Sort by: Quote Date - Descending

Request #	Part	Qty	Quote Date	Status	Unit Price	UOM	Lead Time	UTAS Contact	MOQ	Action
UTASRQ-876000	224-1261-503	10	14 APR 2023	Priced	\$1,199.00	EA	25	tester25+st1@rtx...	1	Add to Cart

QUOTE DETAILS

Request #: UTASRQ-876000

Status: Priced

Part	Qty	Unit Price	UOM	Lead Time	UTAS Contact	MOQ	Action
224-1261-503 Support	10	\$1,199.00	EA	25	tester25+st1@rtx...	1	Add to Cart

Time Stamp: 26 MAY 2023 09:20

Comment By: UTAS CSR

Comment: customer service representative (csr)'s comments.

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 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** 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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Quick Order Entry

Paste

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

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:

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 Quick Order Entry 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** button 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 items added to Cart, total items in 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.

SPARES REORDER BUTTON

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The screenshot shows the 'Spares Order PO:' page. At the top, the 'Spares' link is highlighted with a red box and a '1'. A search bar contains '642-1000-49' and '3'. Below the search bar, a dropdown menu shows 'Part Number: 642-1000-49' and 'Qty: 3'. The 'Reorder' button is highlighted with a red box and a '2'. The 'Proceed to Checkout' button is highlighted with a red box and a '3'. The page also displays order details, a progress tracker, and a table of line items.

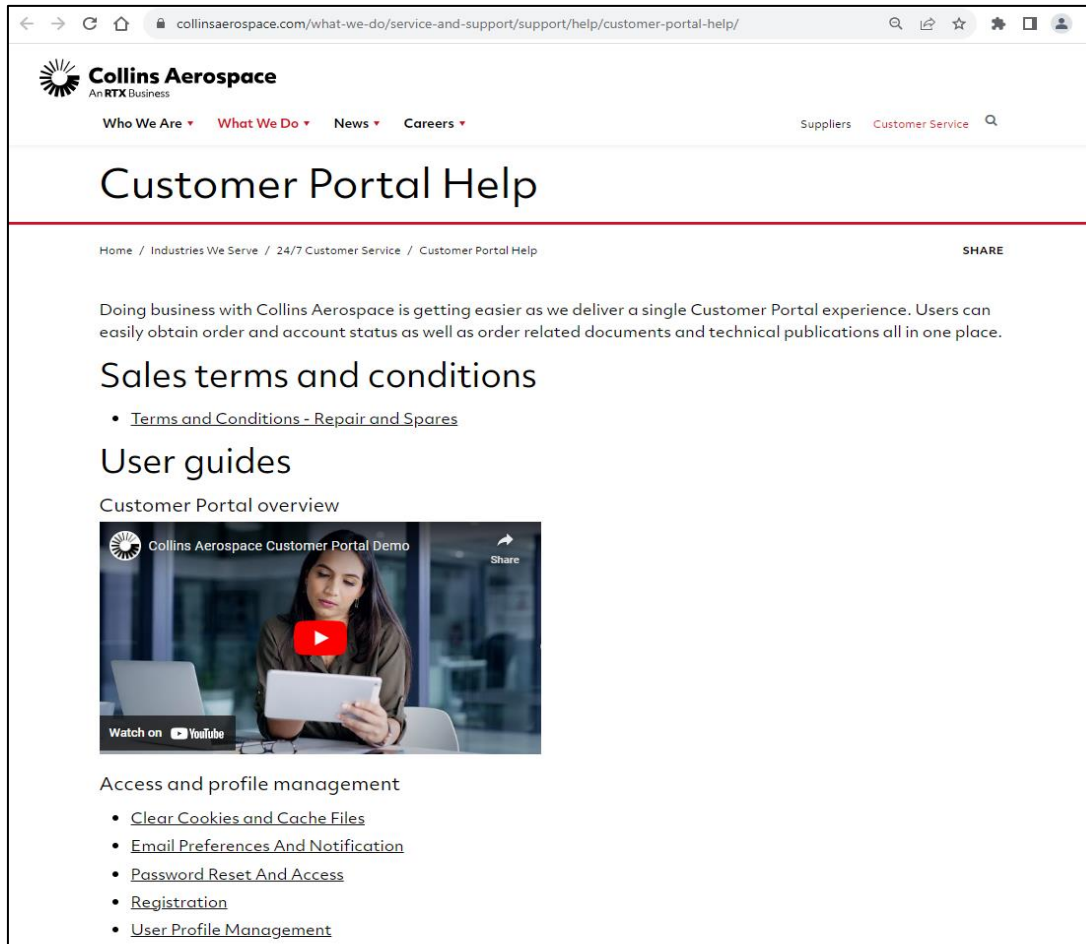
Line #	Part Description	Price Per Unit	Qty Ordered	Ship To	Rqst. Ship	Sched/Shipped	Status	Sub-Total	Tracking/Shipped Qty
10	642-1000-49 Rubstrip		3 EA		26 JUN 2023	26 JUN 2023	In Process		

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.

CONTACTS

Spares Order Placement



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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