

SPARES ORDER STATUS AND HISTORY

● CUSTOMER PORTAL **USER GUIDE**



LOGIN

Spares Order Status And History

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**

DASHBOARD

Spares Order Status And History

The screenshot shows the Collins Aerospace dashboard with the following sections:

- Navigation Bar:** Dashboard, **Spares**, Repairs, Quotes, Tech Requests, My Publications. Search bar: Spare Parts Search. Input: Enter up to 5 part #'s separated by co. Icons: Currency, Bookmark, Shopping Cart (0), List.
- Dashboard Header:** DASHBOARD
- Spare Orders Section:**
 - Buttons: Spare Orders, **View Order History**
 - Table:

Order Date	Order Date	Order Date
10 MAR 2023	06 JAN 2023	12 DEC 2022
PO Number	PO Number	PO Number
4729015202	[Redacted]	[Redacted]
In Process	In Process	In Process
- Repair Orders Section:**
 - Buttons: Repair Orders, View Repair History
 - Table:

Order Date	Order Date	Order Date
22 JUN 2022	25 FEB 2022	02 JUN 2023
PO Number	PO Number	PO Number
[Redacted]	[Redacted]	[Redacted]
In Process	In Process	Quote Ready
- Requested Quotes Section:**
 - Buttons: Requested Quotes, View All Requests
 - Table:

Part Number	Part Number	Part Number
[Redacted]	[Redacted]	[Redacted]
Pending	\$1,199.00 Priced	\$1,000.00 Priced

Clicking on the **Spares** or **View Order History** link will direct you to the Spares Order History page to view orders status.

Clicking on the Spare Order **PO Number** will direct you to the Spare Order Details page.

ORDER HISTORY

Spares Order Status And History

Spares Order History Clear All X

FILTER BY STATUS [PAST 60 DAYS ONLY] **1**

2 0 Order Submitted | 930 In Process | 1259 On Hold - Credit | 0 Cancelled | 0 Ready For Pickup | 0 Partially Shipped | 3 Shipped

3 ADVANCED FILTERS

Search: PO, Part or Sales Order # | UTAS Business Unit: Select Unit | Date Type: SELECT TYPE | Start Date: Select Date | End Date: Select Date | Search | Download **4**

5 Visible Columns | Show 10

6 Sched. Ship

Order Date	PO #	Line #	Part #	Qty Ordered	Rqst. Ship	Sched. Ship	Status	Tracking/Shipped Qty	Alert Me
04 MAR 2022 7	4726326401	10	321-198-703-0	2 EA	04 MAR 2022	04 MAR 2022	Shipped	TESTING-IMS0304 8	<input type="checkbox"/>
04 MAR 2022		10		2 EA	07 MAR 2022	04 MAR 2022	Shipped		<input type="checkbox"/>
14 FEB 2022		10		3 EA	16 FEB 2022	15 FEB 2022	Shipped	TRAC	<input type="checkbox"/>

Showing 1 to 3 of 3 entries (filtered from 2,192 total entries)

1. **Spares Order History** page displays the past 60 days of data only.
2. **Filter By Status** for the orders with the status you require.
3. Use **Advanced Filters** to view orders outside the 60 days range.
 - Search for orders using PO, Part, Sales Orders #, Business Unit, and Date Range.
4. **Download** search results in CSV format.
5. **Visible Columns** allows you to select the data you want to display.
6. The **Scheduled/Shipped Date** field shows the date the order is expected to ship. Once the item shipped, it will show the actual ship date.
7. For orders that have shipped, you can click on the **Tracking Number** (when available) to track your shipment.
8. **PO #** link will direct you to the Order Details page.

ORDER DETAILS

Spares Order Status And History

Spare Order PO:

DETAILS
Order Number
Order Total

ORDER STATUS
Shipped
Order Priority
Aircraft Tail #

PROGRESS TRACKER - SPARES

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

Line Item Details | Bills | Documents

Line #	Part Description	Price Per Unit	Qty Ordered	Ship To	Rqst. Ship	Sched/Shipped	Status	Sub-Total	Tracking/Shipped Qty
10	321-198-703-0 Spacer		2 EA		04 MAR 2022	04 MAR 2022	Shipped		TESTING-IMS0304

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

Line Item | **Order Details** | **Documents**

TRANSACTION DETAILS
Order Date: 04 MAR 2022
PO Number

DISTRIBUTION FACILITY INFO
Selling Entity: AEROSTRUCTURES
Shipping Plant Location

Facility Contact Info
Contact CSR

SOLD TO
Account Number
Address

SHIP TO
Account Number
Address

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On the spare details page, you will find:

1. **Reorder** button to reorder parts in the order.
2. **Email Order** button to send an email of the order to others.
3. **Line Item Details** tab to view line details.
4. **Order Details** tab to view order details.
5. **Contact CSR** button to contact the Selling Entity.
6. **Documents** tab to download order documents.

NOTE: Tax information available when applicable.


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


ORDER DOCUMENTS


Spares Order Status And History


Line Item Details Order Details **Documents**

^ Line Item #10 Shipped: 04 MAR 2022 TESTING-IMS0304
Delivery Address: SAN ANTONIO ROAD 06604 AGUADILLA... Contact Forwarder Tracking Number

Packing List: 04 MAR 2022 

Invoice: 04 MAR 2022 

Certificate of Conformance: 04 MAR 2022 

Commercial Invoice: 04 MAR 2022 

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Documents tab will allow you to download a copy of the order documents in PDF format.

- Click on the **∨ Line Item #** to expand and display the documents.
- Click on the **^ Line Item #** to collapse line.

Please contact your Customer Support Representative (CSR) for assistance if your documents do not display properly.

INVOICE
Rohr, Inc.
a Collins Aerospace Company
850 Lagoon Drive Chula Vista, CA 91910 USA

UTC Aerospace Systems

Page: 1 of 1

Invoice Number: 700000015 Invoice Date: 04-MAR-2022
Del. No/Shipment Ship Date: 04-MAR-2022
Purchase Order Number PO Date
Sales Order Number Sales Order Date: 04-MAR-2022

Ship Via: ROUTE: TESTING-IMS0304
Bill-of-Lading: FCA / TITLE TRANSFER POINT
Incoterm: USD
Currency: Net 30 Days
Payment Term: 03-APR-2022
Payment Due Date: 5,000 LB
Gross Weight:

Item	Part Number Description	Quantity	Unit Price	Extended Price
10	321-198-703-0 SPACER	2 EA	1,308.00	2,616.00

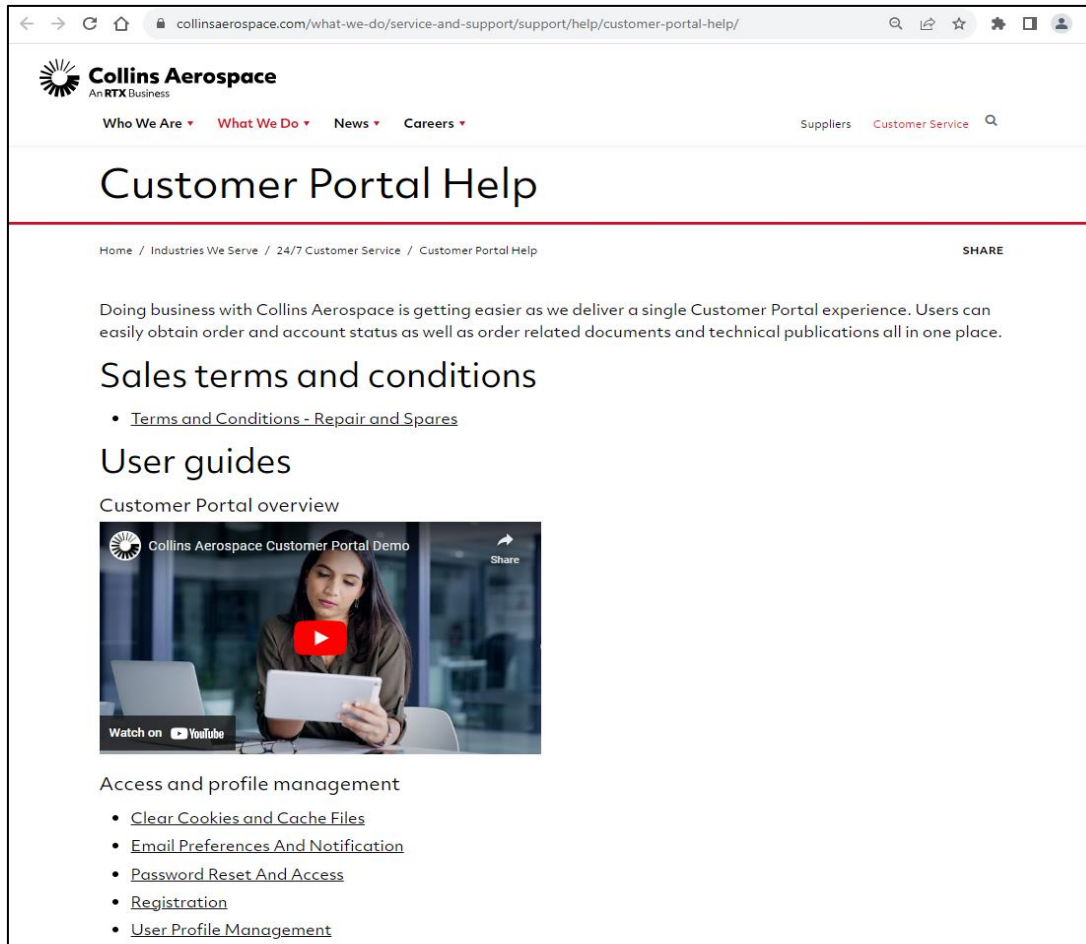
Net Amount 2,616.00
Total Invoice Amount 2,616.00

We hereby certify that these goods were produced in compliance with all applicable requirements in sections 6, 7 and 12 of the Fair Labor Standards Act, as amended, and of regulations and orders of the United States Department of Labor issued under Section 14 thereof.

Goodrich Aerostructures
WIRE TO: Bank of America, Account No. 4426385143 ABA:026009593 SWIFT Code: BofAUS3N
ACH PAYMENT TO: Bank of America, Account No. 4426385143 ABA:111000012
MAIL TO: P.O. Box 840576 Dallas, TX 75284-0576
FOR OVERNIGHT/COURIER MAIL TO: Bank of America Lockbox Services Lockbox 840576, 1950 N. Stemmons Fwy, Ste.5010, Dallas, TX 75207
EMAIL REMIT INFORMATION TO: facsaahrcsmt@cfmfa.utc.com

CONTACTS

Spares Order Status And History



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

● CUSTOMER PORTAL **USER GUIDE**



Collins Aerospace
An RTX Business