

SPARES PART SEARCH

COLLINS CUSTOMER PORTAL USER GUIDE



Collins Aerospace

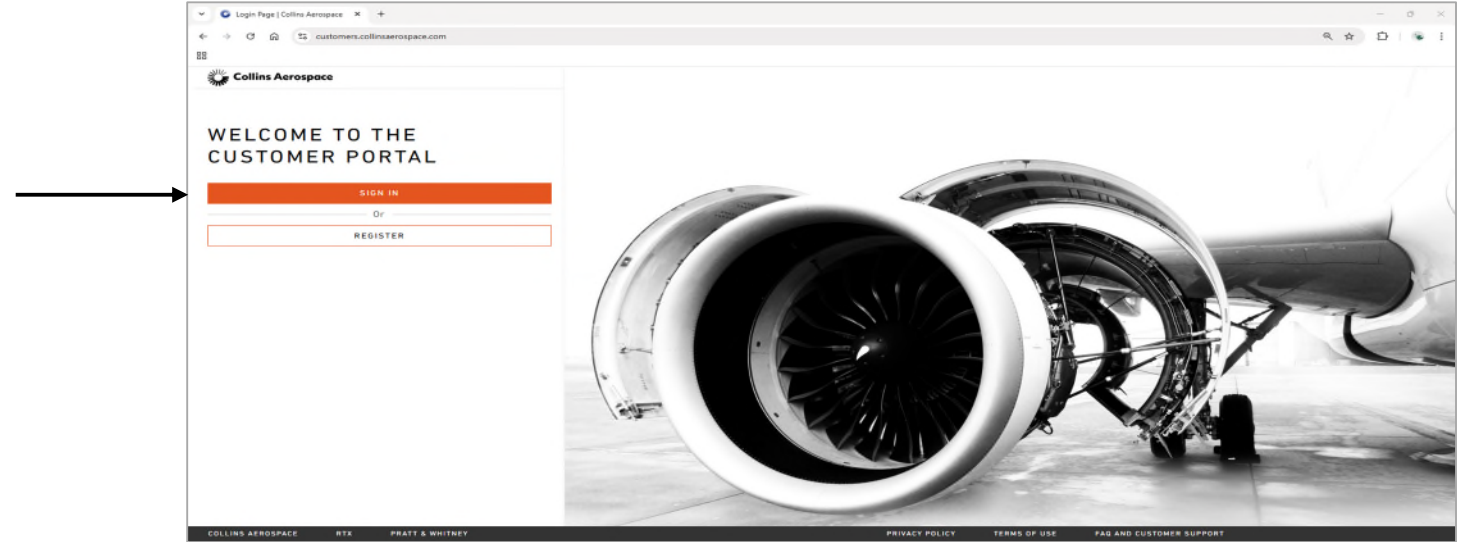
An **RTX** Business

LOGIN

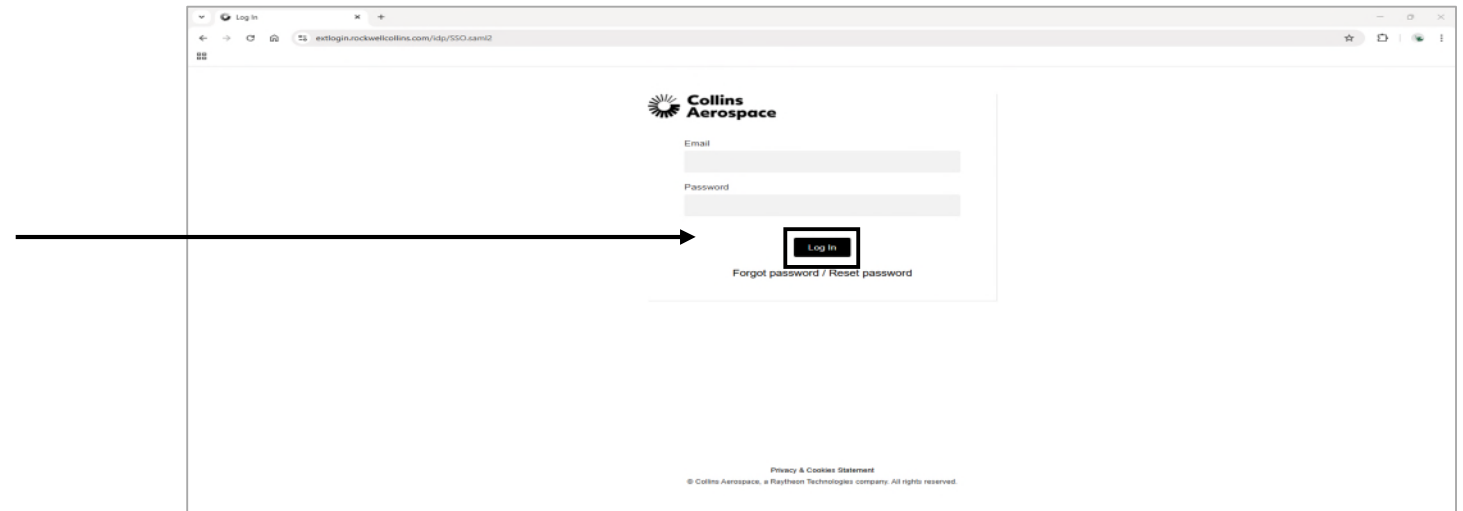
Spares Part Search

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**.



DASHBOARD

Spares Part Search

Step 3: Once signed into your account, you will be directed to the **Dashboard** page.

- Here you can view your 3 most recent order history for spares, repair, quotes and can scroll to view additional orders and quotes using the **arrow**.
- You can also **complete detailed searches for spare parts, repair capabilities and technical publications**.

Use the drop-down menu to select the type of search you wish to execute (**Spare Parts Search**).

Spare Parts Search

Spare Parts Search

Repair Capability Search

Technical Publications

Enter up to 5 part #'s separated by commas

Enter the **part number(s)** here.

Welcome to the Collins Aerospace Customer Portal!

Recent Activity

SPARE ORDERS

PO Number :

Order Date :

Status : In Process

[BUY AGAIN](#)

PO Number :

Order Date :

Status : In Process

[BUY AGAIN](#)

PO Number :

Order Date :

Status : In Process

REPAIR ORDERS

PO Number :

Order Date :

Status : Preliminary/Received

PO Number :

Order Date :

Status : Preliminary/Received

PO Number :

Order Date :

Status : Preliminary/Received

REQUESTED QUOTES

Request Number :

Quote Date : Status : Pending

Part Number : GS11937

Price : NA

Request Number :

Quote Date : Status : Pending

Part Number : 091908-01

Price : NA

Request Number :

Quote Date : Status : Pending

Part Number :

Price : NA

FAQ and Customer Support

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Enter a single part number, up to 5 part numbers (separated by a comma and space) or enter at least 3 characters to execute a wildcard search.

Example: 13227-200, 1450-334, 463-200, 25603-02

Note:

For wildcard searches, search results will display 20 parts and up to 100 parts overall when applicable.

Show More link, allows additional Spares Parts to display.

You may need to refine your search if it is too broad.

SEARCH RESULTS

Spares Part Search

Step 4: Spares Part Search will return the *Part Description*, *Collins Business Unit*, *Condition*, *MOQ (Minimum Order Quantity)*, *UOM (Unit of Measurement)*, *Lead Time*, *Availability*, and *Pricing*.

1. **Product Notes** will display if there are additional part information (such as if the part is superseded or replaced).
2. **Minimum order quantity (MOQ)** value can be increased, but you will not be allowed to enter a quantity lower than the default value.
3. If shown on your screen:
 - Submit a quote for an unpriced part by clicking **Request Quote**.
 - Place an order for a priced parts by clicking **Add To Cart**.
4. For parts that cannot be procured online, **contact a Collins Customer Service Representative (CSR)**.
5. If pricing is not displayed, click the **Set Account** link to add the appropriate Business Unit to your profile.

Note: If **Set Account**, **Add to Cart**, **Request Quote**, or **Please Contact CSR** buttons *do not display*. Please contact the Customer Portal Support Team: customer.portal@collins.com

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Spare Parts Search 224-1237-503, 224-1261-503, 224-1201-511

Dashboard Spares Spares Repairs Quotes Tech Requests My Publications

Your search results for "224-1237-503, 224-1261-503, 224-1201-511, 3598BZ, 24916-1"

Part Number:	Part Description:	Business Unit:	Condition:	MOQ:	UOM:	Lead Time:
224-1237-503	Lever Assy, Rh	AEROSTRUCTURES	New	1	EA	180
Product Notes: • NA						
			Availability: 0	Qty: 1	REQUEST QUOTE	
224-1261-503	Support	AEROSTRUCTURES	New	1	EA	180
Product Notes: • [Redacted]						
			Price: \$	Availability: 9	Qty: 1	ADD TO CART
			SAVE LATER			
224-1201-511	Fan Cowl Assy	AEROSTRUCTURES	New	1	EA	
Product Notes: • Thank you for your interest in 224-1201-511. Please contact Customer Service for pricing or procurement support.						
			Qty: 1	CONTACT CSR		
3598BZ	O'ring	ACTUATION SYSTEMS - SPARES	New	1	EA	7
Product Notes: • NA						
			Availability: 52	Qty: 1	SET ACCOUNT To View The Price	
24916-1	Valve Expansion	HAMILTON SUNDSTRAND	New	1	EA	
Product Notes: • Please contact Airweld at HTTP://WWW.AIRWELDGROUP.COM						
			Qty: 1			

FAQ and Customer Support Terms of Use Privacy Policy

UNRECOGNIZED PART

Spares Part Search

If the requested part number **is not recognized** on our customer portal, you will be prompted to complete a form.

This will provide us with more information to better assist you.

The screenshot shows the Collins Aerospace customer portal interface. At the top, the logo and navigation menu are visible. The search bar contains the text "#123". Below the search bar, there is a message: "We weren't able to find any results for '#123'". Below this message, there is a form titled "About The Part You Need" with the following fields:

- Part Number: #123
- Description: Description
- Quantity: 1
- Aircraft Type: Select AirCraft Type
- CAGE Code: Select Cage Code

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>