

SPARES PART SEARCH

● CUSTOMER PORTAL **USER GUIDE**



LOGIN

Spares Part Search

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 Part Search

Once signed into your account, you will be directed to the **Dashboard** page. Here you can view your 3 most recent orders and **complete detailed searches for spare parts, repair capabilities and technical publications.**

The screenshot shows the Collins Aerospace Dashboard with a navigation bar and a search section. The search section includes a dropdown menu for search types and a search input field. Annotations provide instructions on how to use these features.

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

Enter up to 5 part #'s separated by comma and space. Enter the part number(s) here.

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: 224-1237-503, 224-1223-501, 224-1201-511, 3598BZ

Note: For wildcard searches, a maximum of 10 results will be returned. You may need to refine your search if it is too broad.

DASHBOARD

Spare Orders			Repair Orders		
Order Date 11 AUG 2021	Order Date 16 MAY 2021	Order Date 10 MAY 2021	Order Date 18 JAN 2021	Order Date 20 JAN 2021	Order Date 22 JAN 2021
PO Number [Redacted]	PO Number [Redacted]	PO Number [Redacted]	PO Number [Redacted]	PO Number [Redacted]	PO Number [Redacted]
In Process	In Process	Partially Shipped	Shipped	In Process	In Process

Requested Quotes		
Part Number [Redacted]	Part Number [Redacted]	Part Number [Redacted]
Pending	\$35,828.00 Priced	\$45.00 Priced

SEARCH RESULTS

Spares Part Search

1. Part search results will indicate the Collins Aerospace **Business Unit** who is selling the requested part.
2. **Pricing** displayed is specific to the default company account associated to your Profile.
 - Reference **User Profile Management** user guide.
3. **Product notes** will appear for superseded or replaced parts.
 - Notes may also direct you to contact a third party for sourcing details.
4. **Minimum order quantity (MOQ)** value can be increased, but you will not be allowed to enter a quantity lower than the default value.

Dashboard Spares Repairs Quotes Tech Requests My Publications Spare Parts Search 224-1237-503, 224-1223-501, 224-1201-511, 3598BZ

You searched for "224-1237-503, 224-1223-501, 224-1201-511, 3598BZ"

4 Products found

Part	Business Unit	Price	Cond	UOM	Lead Time	Availability	MOQ
224-1201-511 Seal	AEROSTRUCTURES	\$3,341.00		EA	117	18	1 1 Item Min
224-1237-503 Lever Assy, Rh	AEROSTRUCTURES		EA		180	0	1 1 Item Min
224-1201-511 Fan Cowl Assy	AEROSTRUCTURES		EA				1 1 Item Min
3598BZ O'ring	ACTUATION SYSTEMS - SPARES		EA		7		1 1 Item Min

Sort by: Select Sort Option

Thank you for your interest in 224-1201-511. Please contact Customer Service for pricing or procurement support.

Set Account To View Price

5. Place an order for a priced parts by clicking **Add To Cart**.
6. Click **Save Item** to add parts to an existing list or create a new list in the **Save For Later - List Management Page**.
7. Submit a quote for an unpriced part by clicking **Request Quote**.
8. For parts that cannot be procured online, pricing and other information must be requested by contacting a **Collins Customer Service Representative (CSR)**.
9. If pricing is not displaying, click the **Set Account** link to add the appropriate Business Unit to your profile.
 - Reference **Address Book** user guide.

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

UNRECOGNIZED PART

Spares Part Search

The screenshot shows a web interface for a Spares Part Search. At the top, there is a navigation bar with links for Dashboard, Spares, Repairs, Quotes, Tech Requests, and My Publications. A search bar contains the text "#123" and a search icon. Below the search bar, a message states: "We weren't able to find any results for '#123'". Below this message is a form titled "About The Part You Need" with the following fields:

- Part Number: #123
- Quantity: 1
- Aircraft Type: Select AirCRAFT Type (dropdown menu)
- CAGE Code: Select Cage Code (dropdown menu)
- CMM / Revision Number: Revision Number
- Next Higher Assembly: Next Higher Assembly
- Description: Description (text area)
- Optional Comments: Optional Comments (text area, 132 Characters left)

A yellow "Submit" button is located at the bottom of the form.

If the requested part number is **not recognized** on our customer portal, you will be prompted to complete a form which provides us more information, and we will try to help.

SAVE FOR LATER

Spares Part Search

The screenshot illustrates the process of saving a part for later. It is divided into two main sections:

Top Section: Search Results

- A search bar at the top contains the text "642-1014-15".
- A green notification banner states: "642-1014-15 has been added to your saved list Cart 1/18/2024".
- Below the notification, it says "You searched for '642-1014-15'" and "1 Product found".
- A table lists the search results:

Part	Business Unit	Price	Cond	UOM	Lead Time	Availability	MOQ
642-1014-15	AEROSTRUCTURES	\$1,045.00		EA	30	384	1
Base							1 Item Min

Buttons for "Add To Cart" and "Save Item" are visible next to the part entry. A "SAVE LIST" popup is shown, with options to "Add To Existing List" or "Create List".

Bottom Section: List Management Page

- The page title is "List Management Page".
- It shows "1 Saved List" for "Cart 1/18/2024".
- The same table of search results is displayed.
- Icons for edit, delete, and download are shown next to the part entry.
- A "Save For Later" icon (bookmark) is highlighted in the top navigation bar.

Disclaimer: Price and Availability are subject to change. Information as of 01/18/2024 12:10 PM PST

Part	Business Unit	Price	UOM	Lead Time	Availability	MOQ
642-1014-15	Aerosttructures	\$1,045.00	EA	30	Chula Vista, CA USA: 261	1

You can save parts from **Search results**.

- Only orderable parts will display the **Save Item** button.
- You can create up to 15 lists.
- Each list can contain up to 50 parts.

1. Click **Save Item** 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 added to your saved list XXXX"**.
3. To view Saved Items, click **Save For Later** icon.
 - The bookmark icon from the top banner.
4. 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.

SET ACCOUNT – ADDRESS BOOK

Spares Part Search

Click the **Set Account** link to be directed to the **Address Book**.

Here you can select/set the default Sold To account for the business unit to see pricing information by clicking on the **Set Default Address** link.

Once set, you can go to the **Spare Parts Search** to search for the part to order.

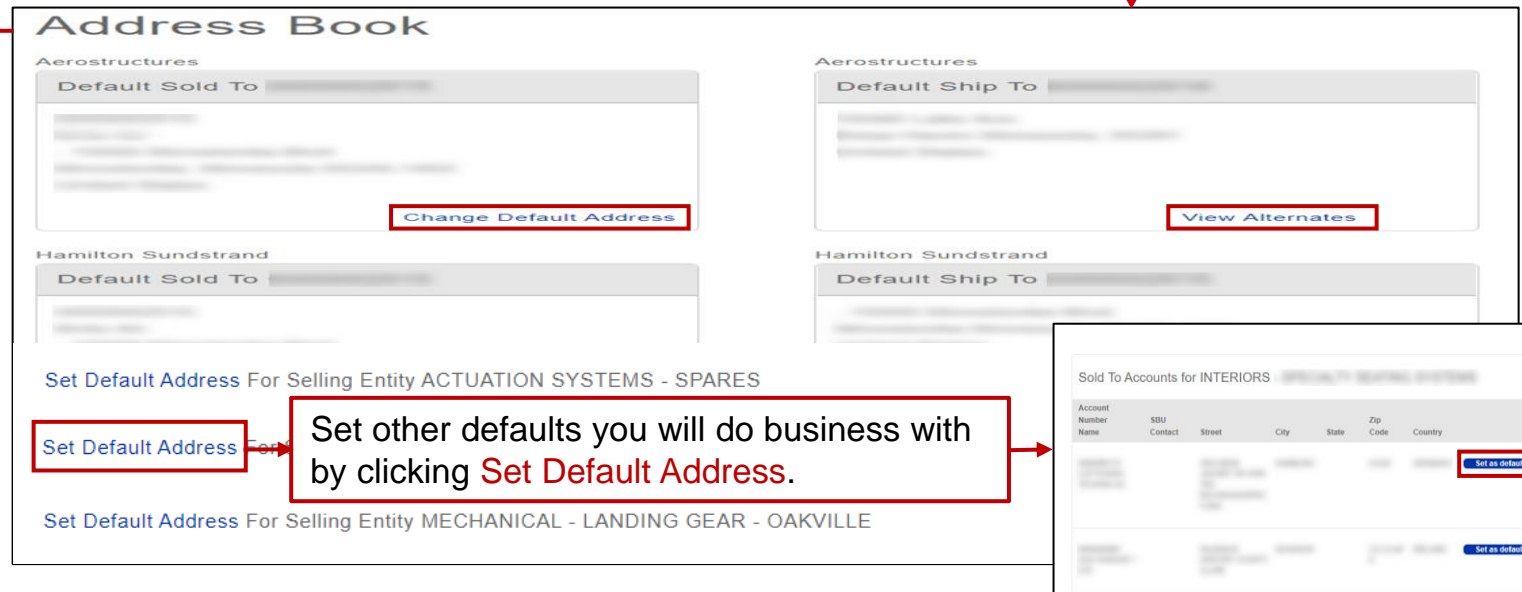
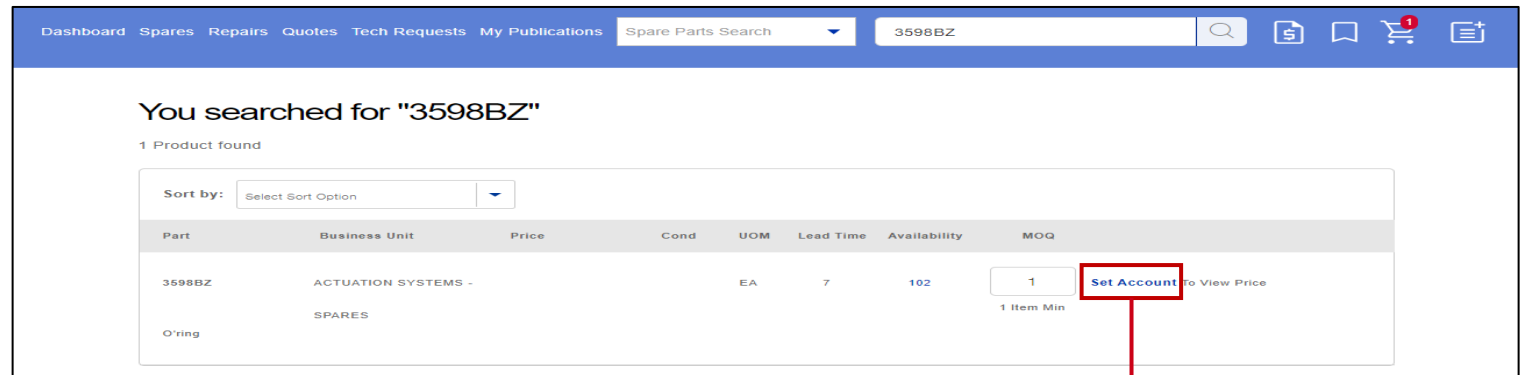
To select a different account default, click **Change Default Address**.

- Ship to Accounts and addresses can be changed at checkout if needed.

Click **View Alternates** to view Ship To tied to the Default Sold To.

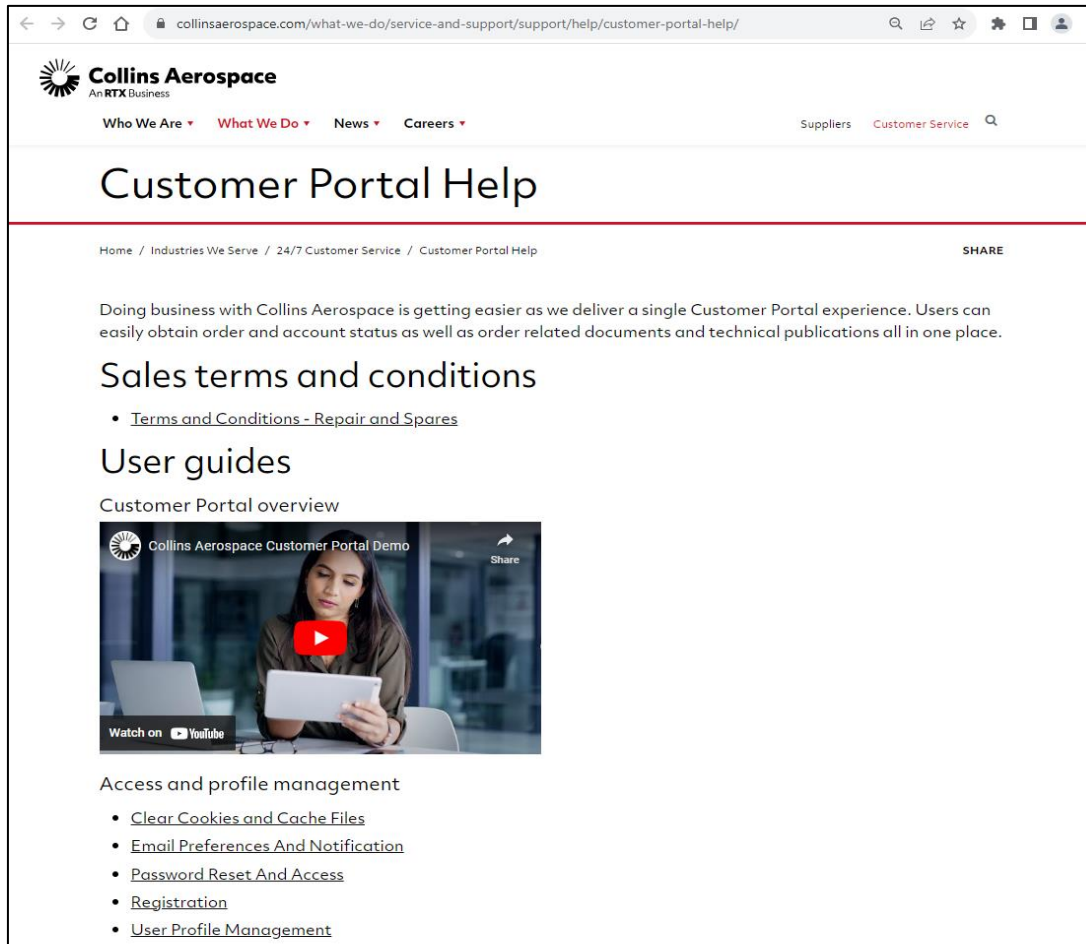
Please contact your **Customer Support Representative (CSR)** if you have any questions about how you should be set up.

NOTE: Managing account details is necessary for accurate part pricing and order placement. However, if you are checking the status of your orders, you do not need to change this setting.



CONTACTS

Spares Part Search



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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