

# TECHNICAL REQUEST

COLLINS CUSTOMER PORTAL USER GUIDE



**Collins Aerospace**

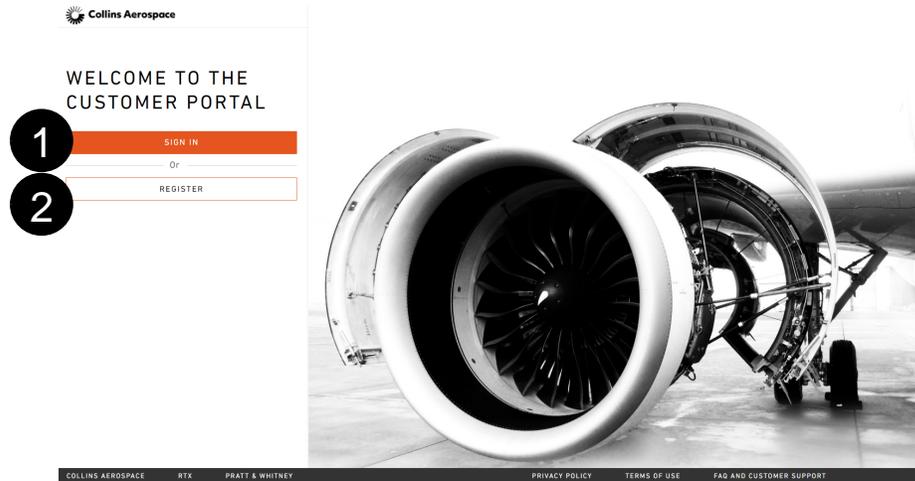
An **RTX** Business

**Advanced Structures – Aerostructures – CAGE Code 51563**

FEBRUARY 2025

# How to ACCESS technical request tool

## Customer Portal Homepage

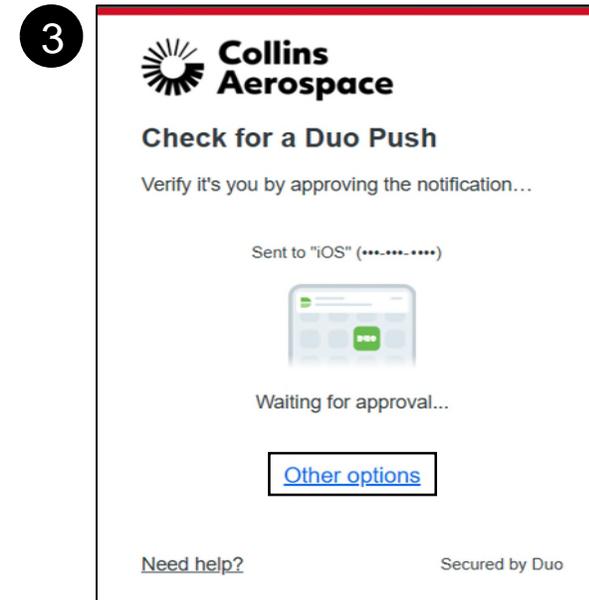


### Customer Portal Homepage

- 1 Existing Users sign in with your credentials
- 2 New Users select **Request Access** and follow the steps to create a new Customer Portal account

### Multi-Factor Authentication

- 3 Once you input your login credentials, a DUO MFA request window will pop up in order to verify your login. Requests can be pushed to your mobile, sent via text, or phone call.



# How to ACCESS technical request tool

## Customer Portal Homepage

### • Navigating to Tech Requests

- 1 Once you are logged in to the customer portal, select **Tech Requests** from the bookmarks at the top of the page

The screenshot displays the Collins Aerospace Customer Portal homepage. At the top left is the Collins Aerospace logo with the tagline 'An RTX Business'. To the right is a search bar labeled 'Spare Parts Search' with a dropdown arrow and a search icon. Below the search bar is a navigation menu with links for 'Dashboard', 'Spares', 'Repairs', 'Quotes', 'Tech Requests', and 'My Publications'. The 'Tech Requests' link is highlighted with a red box. A red circle with the number '1' is placed over the 'Tech Requests' link. Below the navigation menu is a 'DASHBOARD' section with three cards: 'Spare Orders' (with a 'View Order History' link), 'Repair Orders' (with a 'View Repair History' link), and 'Requested Quotes' (with a 'View All Requests' link). Each card displays a message: 'No Orders Found!', 'No Repair Statuses found!', and 'No Quote Requests.' respectively. At the bottom of the page is a footer with links for 'FAQ and Customer Support', 'Terms of Use', and 'Privacy Policy'.

# How to use technical request tool

## Technical Request Main Menu

### Unsubmitted Tech Requests

- 1 Selecting this tab will show your saved drafts
  - The Unsubmitted Tech Request section allows you to open previously saved drafts for review and submittal. If you do not see this tab, you do not have any drafts saved.

### Submitted Tech Requests

- 2 Selecting this tab will show the full history of cases submitted by your company
  - You can filter the view based on:
    - Program
    - A/C Registration
    - Case Number
    - Component
    - Component PN/SN
    - Customer Ref.
    - Engine S/N
    - Operator
    - Repaired By
    - Request Type
    - Requested Completion Date
    - RTS
  - You can add additional Filters and sort the view by clicking on any of the columns shown in the view
  - On the right you can see the status of your request with a green dot indicating the case is on-time, and a red dot indicating the case is late

### Create New Tech Request

- 3 Selecting this button will bring you to the new request form

## AEROSTRUCTURES TECHNICAL REQUEST

4

EDIT PROFILE

3

CREATE NEW TECH REQUEST

Thank you for visiting the Collins Aerospace Technical Request tool. This tool is specifically for the Aerostructures business unit (Cage Code: 51563) and their Nacelle, EBU, and Tailcone products. Technical requests for other business units should still be sent to [crc@collins.com](mailto:crc@collins.com) or your dedicated Collins field support representative.

If you are experiencing an issue with the tool or have a recommendation for how we can improve this tool, please [CLICK HERE](#) to share your feedback with our team.

1

UNSUBMITTED TECH REQUESTS

2

SUBMITTED TECH REQUESTS

Select Filter

Optional

Filter

Optional

Action



Add Filter

CLEAR FILTERS

SEARCH

### Edit Profile

- 4 Selecting this button will bring you to your user profile, where you can update your name, phone number, and communications preferences.

# How to use technical request tool

## Create New Tech Request

- 1 Operator** typically an airline, but this should be the company that owns the component or is responsible for the component
- 2 Repaired By** should be the company performing maintenance
- 3 Same Company as Submitted By** – save time by checking this box if the accounts are the same
- 4 Allow Operator / Repaired By to View Request** – allows these other companies to view / edit a request on behalf of the submitter

- 5 Request Type** options:
  - One-off Repair: request for repair to a damaged component
  - Technical Inquiry: all other requests
- 6 Requested Completion Date** – when you need a final answer
  - If the request is not an AOG, Collins requires at least 24 hours to complete the request
- 7 Return To Service Date and Time** – when the component or aircraft is expected to be returned to service

**NEW TECH REQUEST**

**REQUEST INFORMATION**

Submitted By  
YOUR COMPANY NAME

Phone Number  
YOUR PHONE NUMBER

Email Address  
YOUR EMAIL ADDRESS

**1** \* Operator  
Select

**2** \* Repaired By  
Select

**3**  Same Company as Submitted

**4**  Allow Operator to View Request

Same Company as Submitted By

Allow Repaired By to View Request

**5** \* Request Type  
Select

AOG

**6** \* Requested Completion Date

Customer Reference Number  
Customer Reference Number

**7** Return To Service Date and Time

# How to use technical request tool

## Create New Tech Request (continued)

- 1** When the **AOG** checkbox is checked, several fields will change:
- Return to Service Date and Time** changes to **Next Scheduled Flight Date and Time**
  - Aircraft Location Country** appears

- 2** **Customer Reference Number** can be any reference you would like to include with this request

- 3** **Next Scheduled Flight Date and Time** – is required to justify AOG requests and should be when the aircraft is scheduled to fly next
- If the request is an AOG, **Requested Completion Date** should be at least 4 hours from now

- 4** **Aircraft Location – Country** should be the country where the aircraft is AOG. Once a country is selected, another window will appear to select **Aircraft Location – Airport**

**NEW TECH REQUEST**

**REQUEST INFORMATION**

Submitted By  
COLLINS AEROSPACE AMTS

Phone Number

Email Address  
eugene.low@collins.com

\* Operator  
Select

\* Repaired By  
Select

Same Company as Submitted By     Allow Operator to View Request     Same Company as Submitted By     Allow Repaired By to View Request

\* Request Type  
Select

AOG

\* Requested Completion Date  
2022/05/27 04:41

**2** Customer Reference Number  
Customer Reference Number

**3** Next Scheduled Flight Date and Time  
Next Scheduled Flight Date and Time

**4** Aircraft Location - Country  
Select

# How to use technical request tool

## Create New Tech Request (continued)

**AIRCRAFT AND ENGINE INFORMATION**

1 \*Is this component installed on an aircraft?  YES  NO

2 \*Aircraft MSN  
Aircraft MSN

2 \*Aircraft Registration  
Aircraft Registration

4 \*Aircraft Program  
Select

\*Aircraft Model  
Select

4 \*Engine Type  
Select

3 \*Aircraft Flight Hours  
Aircraft Flight Hours

3 \*Aircraft Flight Cycles  
Aircraft Flight Cycles

2 Engine Position  
Unknown

2 Engine Serial Number  
Optional

3 Engine Flight Hours  
Engine Flight Hours

3 Engine Flight Cycles  
Engine Flight Cycles

- 1 Should be marked as “Yes” if the component is removed from the aircraft. If the component is installed on an aircraft then it should remain marked as “No”.
- 2 **Aircraft** and **Engine** details will only be requested if the component is not a spare.

- 3 **Flight Hours** and **Flight Cycles** are numeric only fields (no alpha characters can be entered here).
- 4 **Program**, **Aircraft Model**, and **Engine Type** should be selected based what the component is applicable to. You can select the specific models (i.e. A320neo) or the general family (A319/A320/A321).

# How to use technical request tool

## Create New Tech Request (continued)

COMPONENT INFORMATION

1 \* Component Name  
Select

2 \* Component Part Number  
Component Part Number

3 \* Component Serial Number ⓘ  
Component Serial Number

4 Component Flight Hours ⓘ  
Component Flight Hours

4 Component Flight Cycles ⓘ  
Component Flight Cycles

5 ADD DAMAGE RECORD

- 1 **Component Name** select from the drop down list
- 2 **Component Part Number** the top level assembly part number is required for one-offs; put N/A for general inquiries
- 3 **Component Serial Number** this should be the serial number marked on the component data plate; put N/A for general inquiries

- 4 **Component Flight Hours** and **Component Flight Cycles** are required for Engine Mount repairs, but should be provided for all requests when available. Hours and cycles should be since new (not since overhaul).
- 5 **ADD DAMAGE RECORD** select this button to provide specific details about individual damages. You can add multiple damages if they are for the same component.
  - Note: for one-off repairs a separate case should be submitted for each damaged component or if damage is unrelated on the same part.

# How to use technical request tool

## Create New Tech Request (continued)

The screenshot shows a web form for creating a new technical request. It features several input fields and buttons. Callout 1 points to the 'ADD DAMAGE RECORD' button at the top left. Callout 2 points to the 'Proposed Repair Type' dropdown menu. Callout 3 points to the 'MRT' input field. Callout 4 points to the 'REMOVE' button at the bottom left. The form includes fields for 'Damage Type', 'Damage Cause', 'Proposed Repair Type', 'Description', 'Largest Dimension', 'Second Dimension', 'Depth', 'Unit of Measure', 'MRT', and 'Location'.

**1** **ADD DAMAGE RECORD** A damage record should be created for each damage location. Populate fields based on what is appropriate for the reported damage.

**2** **Repair Type** should be the customer's preferred repair solution.

**3** **MRT** is an abbreviation for Minimum Remaining Thickness

**4** Select the **REMOVE** button if you do not need to report an additional damage.

- ❑ Additional guidance on damage reporting can be found on the Collins Customer Portal "My Publications" – Category "Other" – [Technical Requests Damage Reporting Guidelines](#)

# How to use technical request tool

## Create New Tech Request (continued)

**1** ADDITIONAL COMPONENT INFORMATION

Detailed Part Details

Part Name	Part Number	Serial Number
<input type="text" value="Optional"/>	<input type="text" value="Optional"/>	<input type="text" value="Optional"/>

**2** ATTACH FILES

Your request can be serviced in a number of Countries – do not include any Technical Data that is ITAR-restricted, or US EAR-controlled beyond 9E991.

Upload files up to a total of 25 MB

 ATTACH FILE

- 1** If available you can add the **Part Name**, **Part Number**, and **Serial Number** for lower level part details.
- 2** **ATTACH FILES** including:
  - Damage Images
  - Manual References
  - Damage Detail
  - Data Files
- All files must be collectively less than or equal to 25MB in size
- For damage images, please provide a close-up and far away view of the damage location relative to the main structure

# How to use technical request tool

## Create New Tech Request (continued)

**DETAILED REQUEST DESCRIPTION**

**1** Reference / Relevant Cases (previous CV case numbers with similar damage addressed)  
Optional

**2** \* Description

- 1** **Reference / Relevant Cases** should be used to reference previous CV case numbers that may be relevant to this request (i.e. similar damage or follow-up request).
- 2** **Description** should be used to explain the details of your request. For one-off repairs please consider including the following:
- Confirmation if damage is outside of allowable / repairable limits in the AMM, SRM, and CMM
  - Indicate if a temporary repair is acceptable in case permanent repair is not available

- 2** **Description** continued:
- If there are previous repairs on a component, provide the size, location, and available reference documentation.
  - Note: for Airbus Aircraft only, if the damaged item is a system component, a request for RDAF (Repair and Design Approval Form) should be sent directly to Airbus before submitting a request to Collins Aerospace

# How to use technical request tool

## Create New Tech Request (continued)

**1 ADD ADDITIONAL RECIPIENTS**

Add Additional Recipients

Enter Email address and Press Enter or click on Add Button

■ Unapproved Email ■ Approved Email ■ Awaiting Approval Email

ADD ADDRESS BOOK

2

CANCEL SAVE FOR LATER REVIEW REQUEST

- 1 ADD ADDITIONAL RECIPIENTS** allows you to include additional contacts on the email notifications for a case
- You can add multiple emails at once if you separate emails by a comma or semicolon
  - To add emails select the **ADD** button or press enter
  - After a Collins engineer receives your case these emails will be included on all status change, estimated completion date change, and message sent notifications.

- 2 ADDRESS BOOK** includes contacts you have previously added in other cases
- You can search via this function to find specific contacts
  - A "RECENT EMAILS" tab shows the most recently used e-mail addresses

# How to use technical request tool

## Create New Tech Request (continued)

**ADD ADDITIONAL RECIPIENTS**

Add Additional Recipients

Enter Email address and Press Enter or click on Add Button

ADD ADDRESS BOOK

■ Unapproved Email ■ Approved Email ■ Awaiting Approval Email

CANCEL SAVE FOR LATER REVIEW REQUEST

1

2

3

□ Once you have completed the New Request Form you can select the from the following options:

- 1 **CANCEL** will cancel this request and erase your submission
- 2 **SAVE FOR LATER** will create a draft of your request that you can access under the UNSUBMITTED TECH REQUESTS tab on the home page
- 3 **REVIEW REQUEST** which will bring you to a review page where you can review your case details before submitting

# How to use technical request tool

## Reviewing Case Details

After selecting **REVIEW REQUEST**, please look over all of your case details to ensure accuracy

- 1 If all case details are accurate select **SUBMIT** at the bottom of the page
- 2 If any details need to be revised, select **EDIT REQUEST** and you will return to the case form page
- 3 **CANCEL** will cancel this request and erase your submission

**REVIEW REQUEST DETAILS BEFORE SUBMITTING**

**REQUEST INFORMATION**

Submitted By  
YOUR COMPANY NAME

Email Address  
YOUR EMAIL ADDRESS

**CANCEL**   **EDIT REQUEST**   **SUBMIT**

3   2   1

# How to use technical request tool

## Two-Way Messaging Overview

After selecting **SUBMIT** the system will send your request to the Collins team for review, and the TECH REQUEST DETAILS page will appear with your reference number at the top.

- 1 Click on the **TECH REQUEST DETAILS – ID# CVXX-XXXXX** bar to view your case details (shown on the next page).
- 2 The two-way communications window will show messages sent within this request.
- 2 Messages from the Collins Support Team will appear in white on the left side of the screen.
- 3 Messages from the Customer will appear in blue on the right side of the screen.

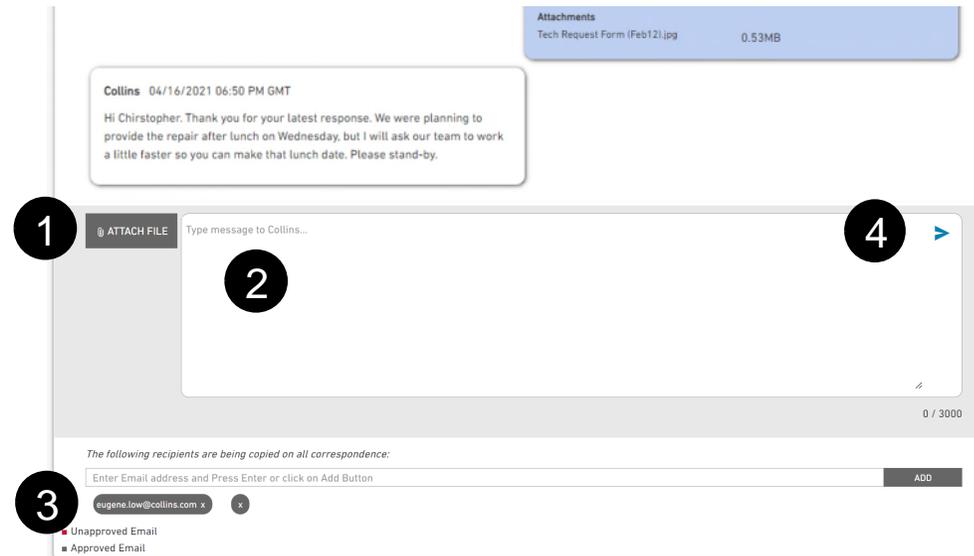
The screenshot displays the 'Tech Request' interface. At the top, there is a navigation bar with the Collins Aerospace logo and links for HOME, COLLINSAEROSPACE.COM, SIGN OUT, and MANAGE ACCESS. Below this, a 'Tech Request' section shows a dropdown menu for 'TECH REQUEST DETAILS - ID#: DEV21-00668'. The main area is titled 'MESSAGE COLLINS' and contains a conversation. A message from Collins (white bubble) is dated 04/16/2021 06:41 PM GMT and includes text about case assignment and attachments: 'Customer Portal - New Tech Request Rollout.pdf' (0.00MB) and 'Bug and Enhancement Tracking.xlsx' (0.00MB). A message from Christopher Schmidt (blue bubble) is dated 04/14/2021 06:48 PM GMT and includes text about a response and an attachment: 'Tech Request Form (Rev12).jpg' (0.53MB). A third message from Collins (white bubble) is dated 04/16/2021 06:50 PM GMT. At the bottom, there is an 'ATTACH FILE' section with a text input field and an 'ADD' button. The footer contains copyright information and social media icons.

# How to use technical request tool

## Sending a New Message

- 1 To add attachments select the **ATTACH FILE** button and select files from your computer.
- 2 Type your message in this window.
- 3 Add emails by typing or pasting them into the window. You can add multiple emails at once if you separate the email addresses by a comma or semicolon. Select the **ADD** button or press enter to add new emails.
- 4 Press the **SEND** button to send your message.

- 5 Select the **TECHNICAL REQUEST** button at the top of the screen at any time to return to the home page.



# How to use technical request tool

## Viewing Case Details

After clicking on the **TECH REQUEST DETAILS – ID# CVXX-XXXXX** bar your full case details will appear in the drop-down window.

- 1 You will see the current case status shown in here.
- 2 Direct contact for our support team will be shown in this window. For one-off repairs you will always see our 24/7 support contact info. For other cases you may see the contact info for the individual assigned to your request.

**Collins Aerospace** | BARD | SPARES | REPAIRS | QUOTES | TECH REQUESTS | MY PUBLICATIONS | COLLINSAEROSPACE.COM | SIGN OUT | MANAGE ACCESS

TECHNICAL REQUEST

Tech Request: Initial | **Initial Assessment** | Additional Info: Required | Repair Review | Stress Review | Airworthiness Review | Disposition Provided | RAS Delivered | Closed

TECH REQUEST DETAILS - ID#: UAT22-00152

**REQUEST INFORMATION**

Submitted By COLLINS AEROSPACE AMTS	Phone Number -
Email Address eugene.low@collins.com	Repaired by TCompanyA
Operator TCompanyA	Allow Repaired By to View Request No
Allow Operator to View Request No	Requested Completion Date 06/01/2022 01:02 AM GMT
Request Type One-off Repair	Request Submitted On 05/26/2022 05:14 PM GMT
ADG No	Estimated Completion Date 05/30/2022 11:59 PM GMT
Closed Date -	Return to Service Date and Time 06/03/2022 07:59 PM GMT
Customer Reference Number Tech-123	

**CUSTOMER SUPPORT CONTACT INFORMATION**

Name Aerostructures Customer Support Team	Phone Number +1 (619) 691-2089
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**AIRCRAFT AND ENGINE INFORMATION**

Is this component installed on an aircraft? No	Spare Component? Yes
Aircraft Program A319NEO/A320NEO/A321NEO - LEAP	Aircraft Model A319/A320/A321
Engine Type LEAP	

**COMPONENT INFORMATION**

Component FWD ENGINE MOUNT	Damages Due To Event -
Component Part Number 0712201380000	Component Serial Number 1026
Component Flight Hours 5900	Component Flight Cycles 2924
Damage Type DENT	Damage Cause -

1

Status  
INITIAL ASSESSMENT

2

**CUSTOMER SUPPORT CONTACT INFORMATION**

Name Aerostructures Customer Support Team	Phone Number +1 (619) 691-2089
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# How to use technical request tool

## Copying Details Into New Case

You may also create a new case by copying all the details of an existing case into a new case form.

**1** Choosing “Copy” of an existing case will allow the user to copy all case details into a new case submittal form. This is especially useful when submitting multiple cases for the same aircraft, part, or damage.

The screenshot displays the 'TECHNICAL REQUEST' interface. At the top, a progress bar shows the workflow stages: 'Tech Request Initiated' (highlighted in orange), 'In Work', 'Disposition Provided', and 'Closed'. Below the progress bar, there are 'COPY' and 'PRINT' buttons. A circled '1' is placed over the 'COPY' button, with a large black arrow pointing from it to a confirmation dialog box. The dialog box contains the text: 'This will create a new Draft based on the information submitted in this Case. Continue?' and two buttons: 'YES' (highlighted in orange) and 'NO'.

TECH REQUEST

Tech Request

Tech Request Initiated In Work Disposition Provided Closed

1 COPY PRINT

TECH REQUEST DETAILS - ID#: CV23-06086

REQUEST INFORMATION

Submitted By COLLINS AEROSPACE	Request Created By -
Phone Number -	Email Address -

This will create a new Draft based on the information submitted in this Case.  
Continue?

YES NO

# How to use technical request tool

## Revising An Existing Case (Technical Inquiry)

You may want to open a revision case (-R01) in order to request clarification or send follow-up questions.

**1** Choosing "Revise" will bring the user to a new form with most of the previous fields locked, and the user will be prompted to update relevant fields for the revised request.

Tech Request

The screenshot shows a workflow for a technical request. At the top, there is a progress bar with four stages: 'Tech Request Initiated' (highlighted in orange), 'In Work', 'Disposition Provided', and 'Closed'. Below the progress bar, there are three buttons: 'CLOSE' (highlighted in orange), 'REVISE' (highlighted in orange), and 'PRINT' (grey). A large black arrow points from the 'REVISE' button down to a separate dialog box. The main content area below the buttons contains a dropdown menu with the text 'TECH REQUEST DETAILS - ID#: CV23-08895', a section for 'MESSAGE COLLINS', and a note that says 'No comments available'.

The REVISE case option should only be used to send follow up questions or seek clarification to the response provided within the initial case. Continue?

YES

NO

# How to use technical request tool

## Revising An Existing Case (One-Off)

You may want to open a revision case (-R01) in order to request clarification or send follow-up questions.

- 1 Choosing "Revise" will bring the user to a new form with most of the previous fields locked, and the user will be prompted to update relevant fields for the revised request. Revisions to one-offs can only be initiated for reporting additional damage or requesting a revision to an already delivered repair for the same PN and SN of the subject case.

The screenshot displays the 'TECHNICAL REQUEST' tool interface. At the top, a dark header contains the text 'TECHNICAL REQUEST'. Below this, the title 'Tech Request' is shown. A horizontal workflow bar contains several steps: 'Tech Request Initiated' (highlighted in orange), 'Initial Assessment', 'Additional Info Required', 'Repair Review', 'Stress Review', 'Airworthiness Review', 'Disposition Provided', 'RAS Delivered', and 'Closed'. Below the workflow, there are two main sections: 'TECH REQUEST DETAILS - ID#: CV23-08932' and 'MESSAGE COLLINS'. To the right of the details section, there are two buttons: 'REVISE' (highlighted in orange) and 'PRINT'. A large black arrow points from the 'REVISE' button down to a confirmation dialog box. The dialog box contains the text: 'The REVISE case option should only be used to report additional damage or request a revision to the already delivered repair instructions for the same component PN/SN. Continue?' and two buttons: 'YES' (highlighted in orange) and 'NO'.

# THANK YOU

## CONTACTS

Tech Request Support Team Contact:  
[TechRequestSupport@collins.com](mailto:TechRequestSupport@collins.com)

Customer Portal Support Team Email:  
[customer.portal@collins.com](mailto: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>

