TECHNICAL REQUEST

COLLINS CUSTOMER PORTAL USER GUIDE
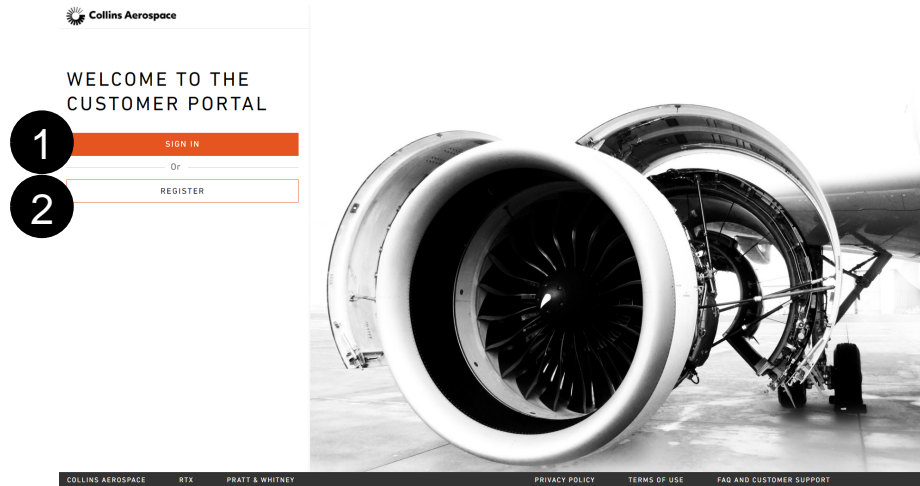
Collins Aerospace
An **RTX** Business

Advanced Structures – Aerostructures – CAGE Code 51563

FEBRUARY 2025

How to ACCESS technical request tool

Customer Portal Homepage

WELCOME TO THE CUSTOMER PORTAL

1 SIGN IN

Or

2 REGISTER

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
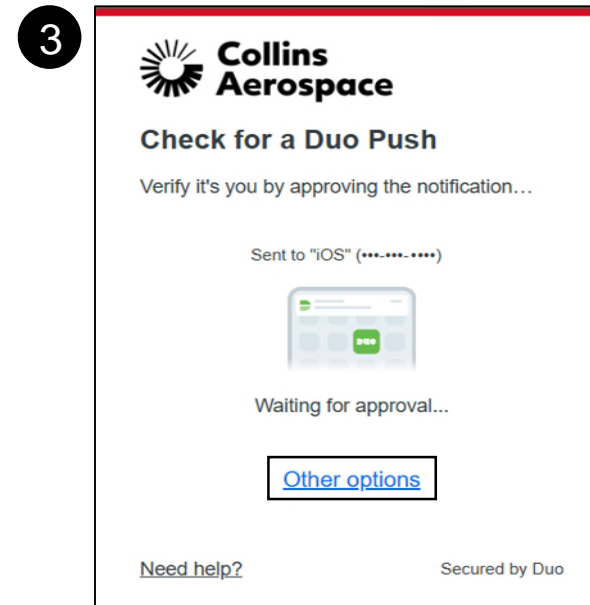

Multi-Factor Authentication

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.

3

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Check for a Duo Push

Verify it's you by approving the notification…

Sent to "iOS" (•••-•••-••••)

Waiting for approval…

Other options

Need help?   Secured by Duo

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
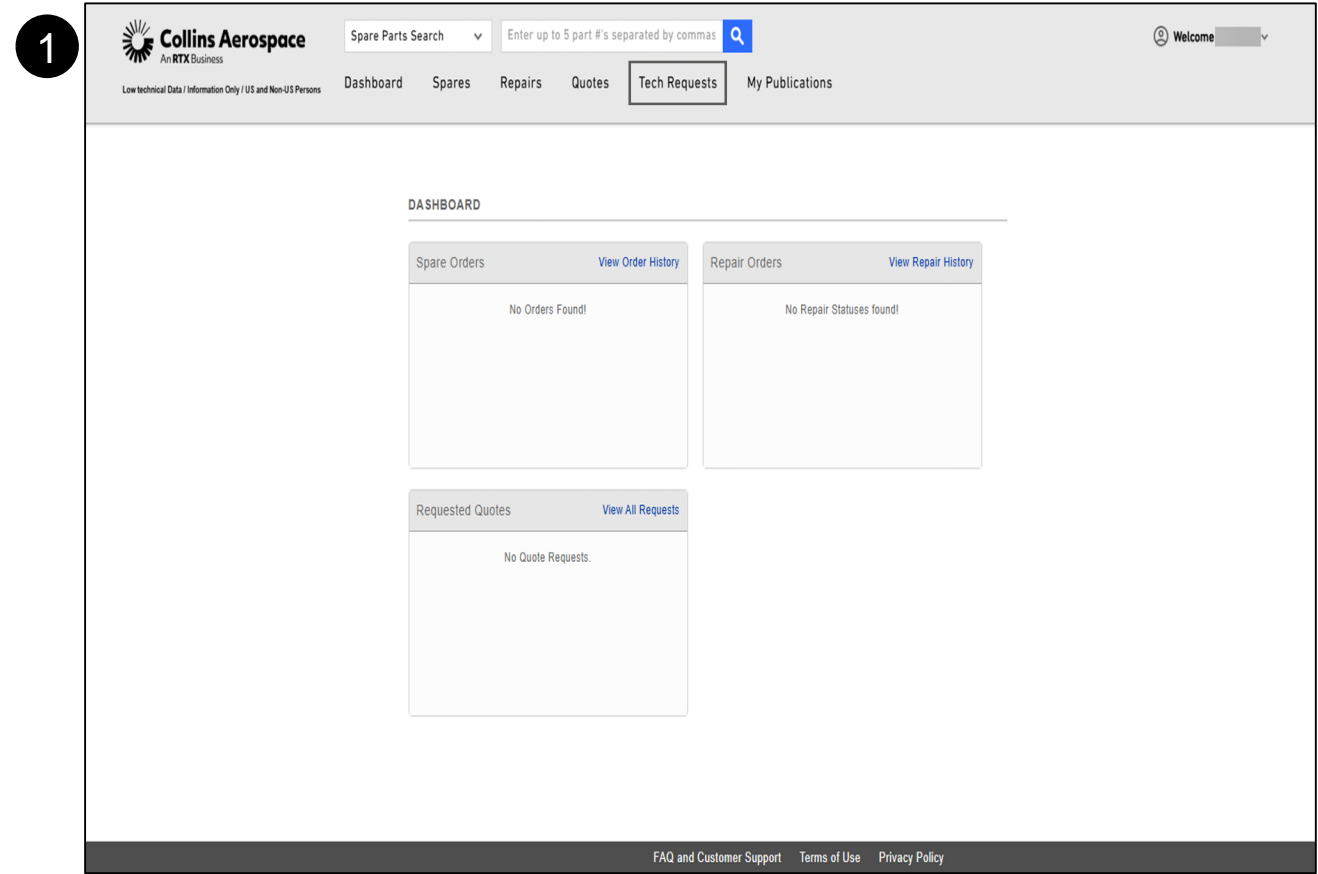
How to use technical request tool

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

Edit Profile

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

AEROSTRUCTURES TECHNICAL REQUEST

EDIT PROFILE **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 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.

UNSUBMITTED TECH REQUESTS **SUBMITTED TECH REQUESTS**

Select Filter	Filter	Action
Optional	Optional	🗑

Add Filter

CLEAR FILTERS SEARCH

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

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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   ☐ AO

6 * Requested Completion Date

Customer Reference Number
Customer Reference Number

7 Return To Service Date and Time

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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

Customer Reference Number
Customer Reference Number

Next Scheduled Flight Date and Time

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

* Aircraft Program
Select [X]

* Aircraft Model
Select

4 * Engine Type
Select [X]

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.

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How to use technical request tool

Create New Tech Request (continued)

1 ADD DAMAGE RECORD

2

* Damage Type	Damage Cause	Proposed Repair Type	Description
Select ⌄	Select	Select ⌄	Optional

Largest Dimension	Second Dimension	Depth	Unit of Measure
Optional	Optional	Optional	inch ⌄

3

MRT	Location
Optional	Optional

4 REMOVE

---

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 customers 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

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How to use technical request tool

Create New Tech Request (continued)

1 ADDITIONAL COMPONENT INFORMATION

Detailed Part Details

Part Name	Part Number	Serial Number
Optional	Optional	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 | ADD | ADDRESS BOOK |

■ Unapproved Email ■ Approved Email ■ Awaiting Approval Email

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)

- ❑ 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

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.

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.

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.

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.

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.

TECHNICAL REQUEST

Tech Request

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

1 REVISE   PRINT

TECH REQUEST DETAILS - ID#: CV23-08932

MESSAGE COLLINS

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?

YES   NO

THANK YOU

CONTACTS

Tech Request Support Team Contact:
TechRequestSupport@collins.com

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

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