

# EMAIL PREFERENCES & NOTIFICATION

COLLINS CUSTOMER PORTAL USER GUIDE



**Collins Aerospace**

An **RTX** Business

# LOGIN

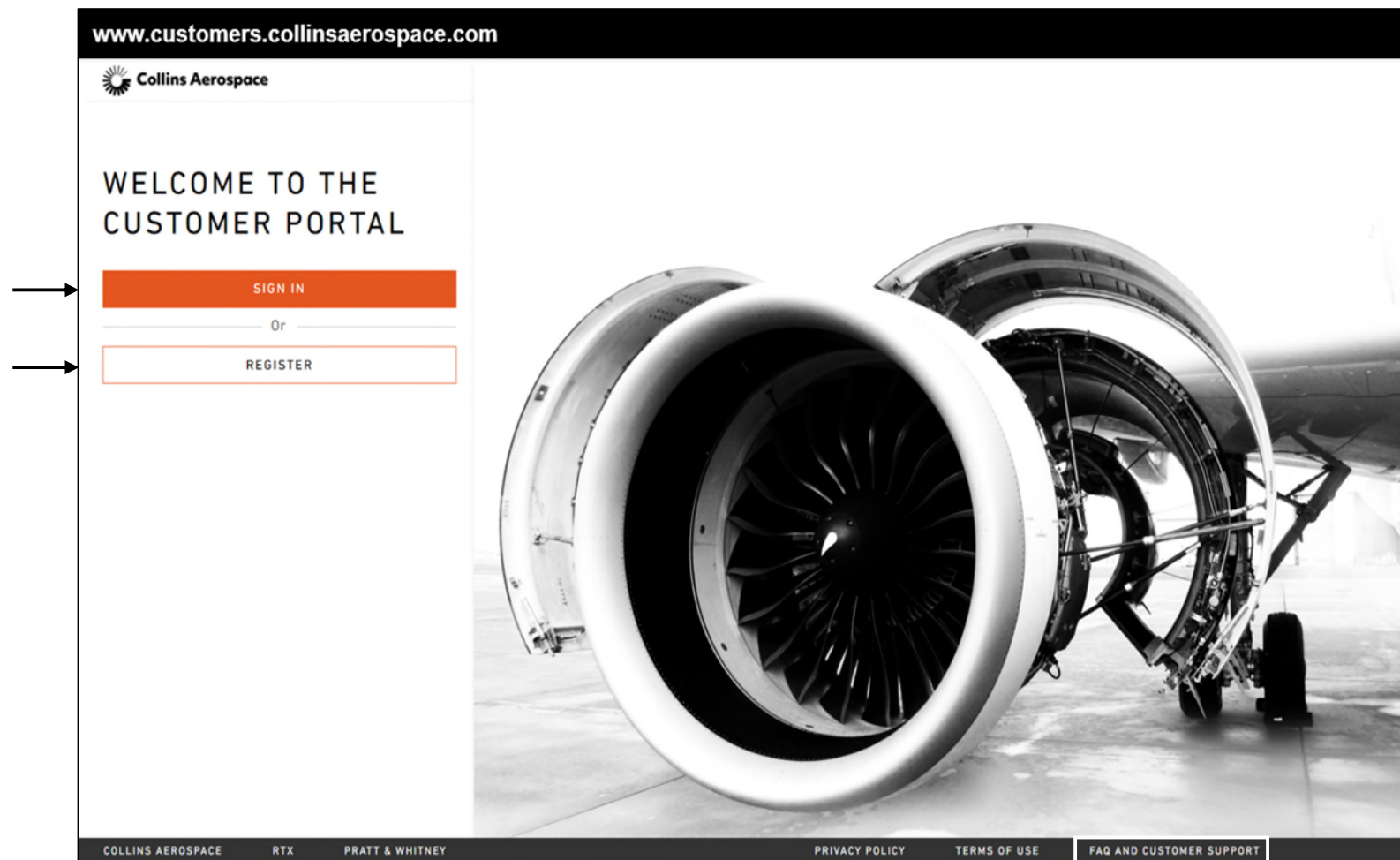
## Email Preferences & Notification

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.



# ACCOUNT SETTINGS

## Email Preferences & Notification

Collins Aerospace  
An RTX Business

Spare Parts Search Enter up to 5 part #'s separated by commas

Dashboard Spares Repairs Quotes Tech Requests My Publications

PROFILE

Profile Info

User Id First Name Last Name Email Address Primary Phone Number Country Company Function Street Address City State/Region ZipCode

Password Management

Email Preferences Order Status Report

Receive Email Notifications  
☐ Spare Order Updates ☐ Repair Order Updates

Match The Following  
☒ All Updates for My Company  
☐ Only My Orders And/Or Tech Requests  
☐ Contains

Change Type  
☒ All Changes ☐ Shipments Only

Notification Frequency  
☒ As Changes Occur ☐ Daily Summary

Technical Publication Notification  
[Click here to update Technical Publications Email Preferences](#)

Customer PO Number Order Number Part Number

UPDATE Clear All

FAQ and Customer Support Terms of Use Privacy Policy

The **Account Settings** link under the Welcome dropdown menu displays the information you entered at registration and allows you to set up your notification preferences.

Set email notifications using the **Email Preferences** tab.

Receive spares order status report by using the **Order Status Report** tab.

# EMAIL PREFERENCES

## Email Preferences & Notification

The screenshot shows the 'Email Preferences' section of the 'Order Status Report'. It contains several configuration options for email notifications. The 'Receive Email Notifications' section has checkboxes for 'Spare Order Updates' and 'Repair Order Updates'. The 'Change Type' section has radio buttons for 'All Changes' (selected), 'Shipments Only', and 'Notification Frequency' has radio buttons for 'As Changes Occur' (selected) and 'Daily Summary'. The 'Match The Following' section has radio buttons for 'All Updates for My Company' (selected), 'Only My Orders And/Or Tech Requests', and 'Contains'. The 'Technical Publication Notification' section includes a link to update preferences. At the bottom, there are input fields for 'Customer PO Number', 'Order Number', and 'Part Number', followed by 'UPDATE' and 'Clear All' buttons.

**Email Preferences** Order Status Report

**Receive Email Notifications**  
☐ Spare Order Updates ☐ Repair Order Updates

**Change Type**  
☒ All Changes ☐ Shipments Only

**Notification Frequency**  
☒ As Changes Occur ☐ Daily Summary

**Match The Following**  
☒ All Updates for My Company  
☐ Only My Orders And/Or Tech Requests  
☐ Contains

**Technical Publication Notification**  
[Click here to update Technical Publications Email Preferences](#)

Customer PO Number Order Number Part Number

**UPDATE** [Clear All](#)

### Spares and Repair Notification

- **Receive Email Notifications** – Select spares orders, repair orders or Both
- **Change Type** - Choose which updates you want to be notified about.
- **Notification Frequency** – Select how often you would like to receive notification of changes
- **Matching The Following** - These selection are applicable to spares and repair orders only.

### Technical Publication Notification

- **Click here to update Technical Publications Email Preferences** link to customize email notifications for Technical Publications.

### NOTE:

- To receive spares and/or repair order notifications, your account will need to be tied to a Sold To account under the **Address Book** navigation link.
- Please refer to the separate user guide titled **“User Profile Management”**, for additional information.

# ORDER STATUS REPORT

## Email Preferences & Notification

Email Preferences

Order Status Report

Order Status

☒ Order Submitted

☐ Ready For Pickup

☐ In Process

☐ Partially Shipped

☐ On-Hold Credit

☐ Shipped

☐ Cancelled

Match The Following

☐ All Updates for My Company

☒ Only My Orders

Cadence

☒ Daily

☐ Weekly

☐ Monthly

UPDATE

[Clear All](#)

You can request a customizable push report for your spare orders by clicking **Order Status Report** tab. Only available to those who have access to view spares information.

### Spare Order Status Report

- **Order Status** – Choose the statuses.
- **Matching The Following** - Select report for your company's order or only your orders.
- **Cadence** – Select how often you would like to receive the report.

### NOTE:

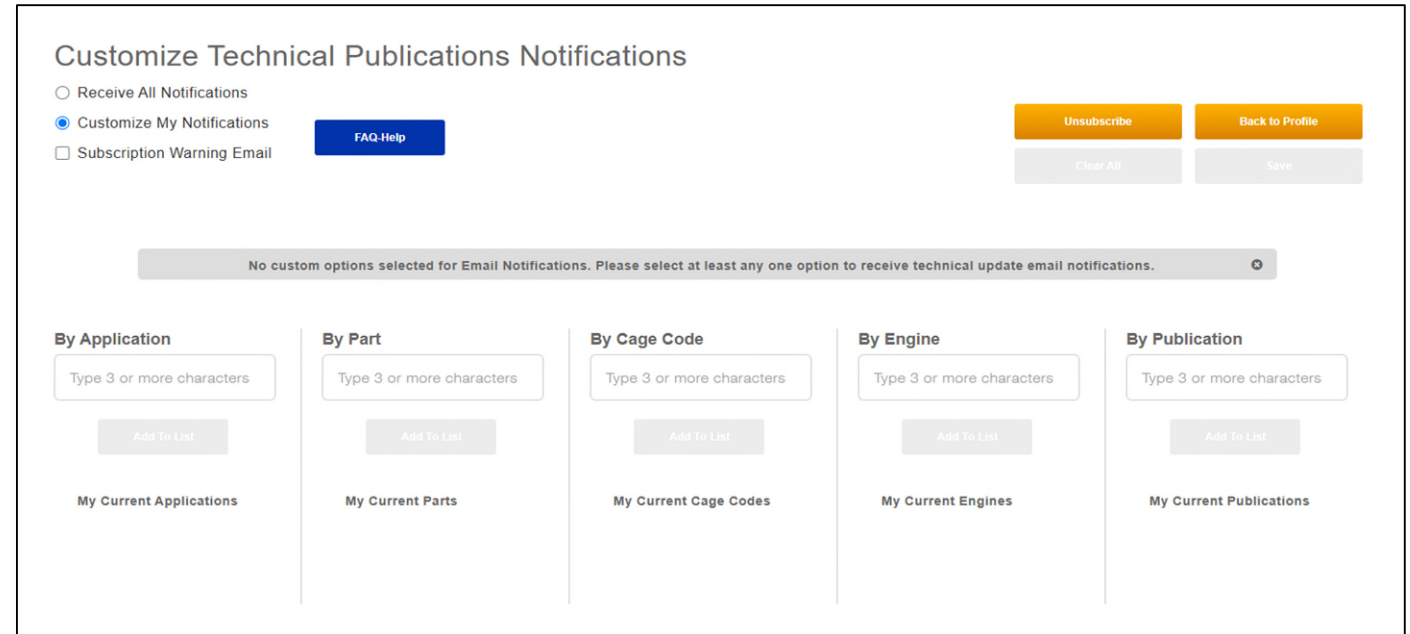
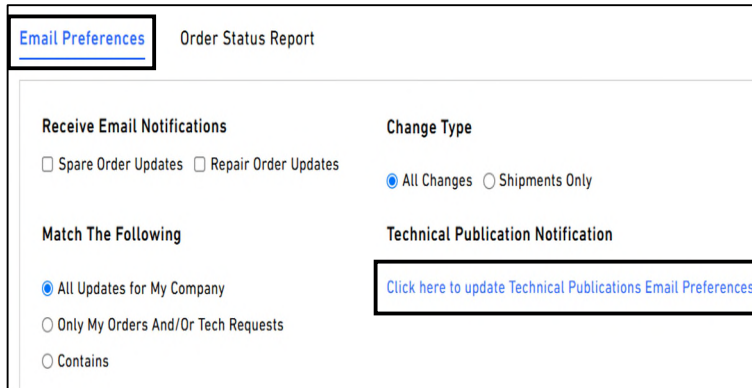
- Daily reports will be sent daily.
- Weekly reports will be sent every Monday.
- Monthly reports will be sent on the first of every month.

# TECHNICAL PUBLICATION EMAIL PREFERENCES

## Email Preferences & Notification

### Technical Publication Notifications

- Customization notification by **Application, Part, Cage Code, Engine, and Publication**.
  - Type in the application, part, cage code, engine or publication name.
  - Click on the publication to which you want to subscribe.
  - Then click save.
- Receive subscription expiration warning email by clicking the **Subscription Warning Email**.





# THANK YOU

## CONTACTS

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>