

# EMAIL PREFERENCES & NOTIFICATION

● CUSTOMER PORTAL **USER GUIDE**



# LOGIN

## Email Preferences & Notification

**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**

# ACCOUNT SETTINGS

## Email Preferences & Notification

Collins Aerospace

Welcome

- Account Settings
- Account Statements
- Address Book
- Business Documents
- Invoices
- Price Catalogs
- User Guides
- Logout

Dashboard Spares Repairs Quotes Tech Requests My Publications Spare Parts Search Enter up to 5 part #'s separated by co

### Profile

#### Profile Info

User Id	Company
First Name	Last Name
Country Of Citizenship	Date Of Birth
Email Address	Function
Street Address	City
State/Region	ZipCode
Primary Phone Number	Fax Number

[Password Management](#)

#### Email Preferences

Receive Email Notifications

- Spares Order Updates
- Repair Order Updates

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

Change Type

- All Changes
- Shipments Only
- As Changes Occur
- Daily Summary

Matching the Following

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.

Use scroll bar to view all options for email notifications.

# EMAIL PREFERENCES

## Email Preferences & Notification

Select one or all to receive notifications on: **spares orders, repair orders, or technical publications.**

**Change Type** - Choose which updates you want to be notified about.

**Notification Frequency** – Select how often you would like to receive notification of changes

These selection are applicable to spares and repair orders only.

The screenshot shows the 'Email Preferences' form with the following sections and options:

- Receive Email Notifications**
  - Spares Order Updates
  - Repair Order Updates
  - [Click here to update Technical Publications Email Preferences](#)
- Change Type**
  - All Changes
  - Shipments Only
- Notification frequency**
  - As Changes Occur
  - Daily Summary
- Matching the Following**
  - All Updates For My Company
  - Only My Orders And/Or Tech Requests
  - Contains:
- Customer PO Number** [input field]
- Order Number** [input field]
- Part Number** [input field]
- [Remove All Notifications](#)

**NOTE:**

Select **Update Technical Publications Email Preferences** to customize email notifications for Technical Publications only.

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.

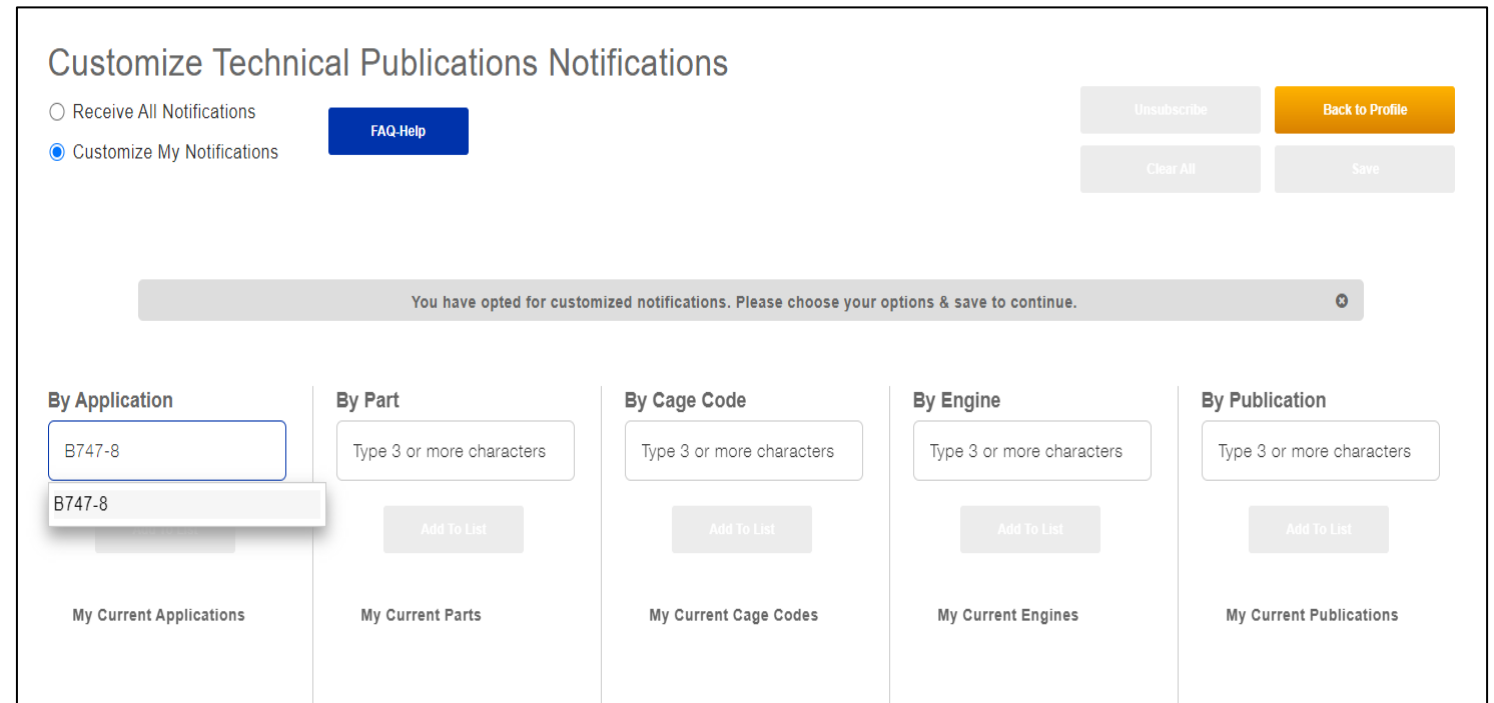
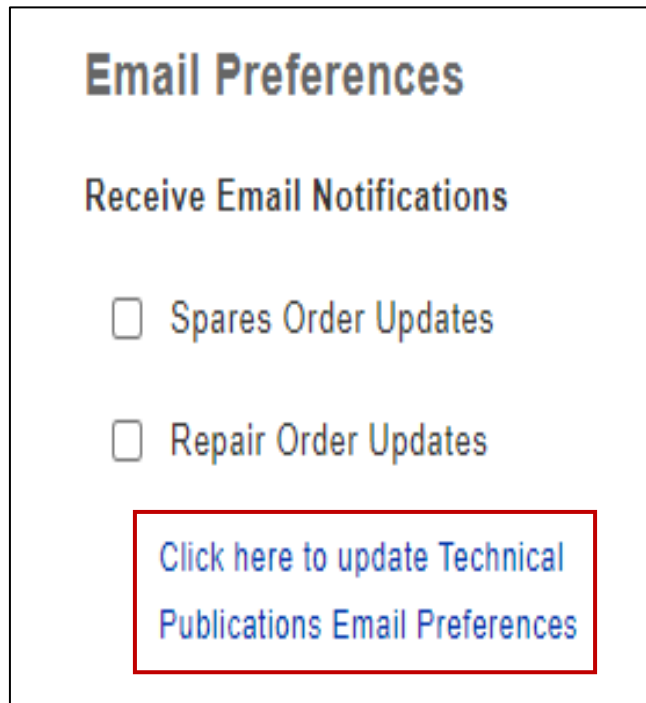
Please refer to the separate user guide titled "**User Profile Management**", for additional information.

# TECHNICAL PUBLICATION EMAIL PREFERENCES

## Email Preferences & Notification

Technical Publication Email Customization will be by Application, Part, Cage Code, Engine, and Publication.

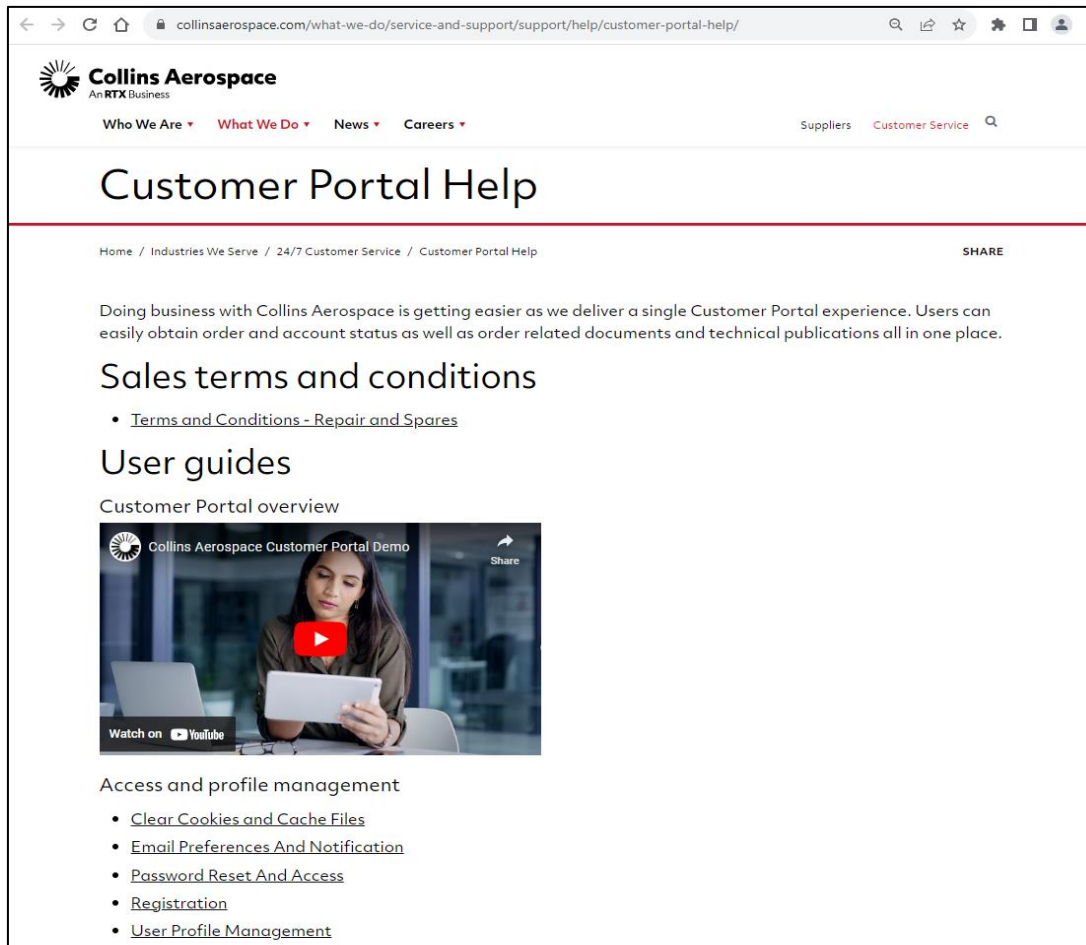
- Type in the application, part, cage code, engine or publication name.
- Click on the publication to which you want to subscribe.
- Then click save.





# CONTACTS

## Email Preferences & Notification



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 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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**Collins Aerospace**  
An RTX Business