

USER PROFILE MANAGEMENT

COLLINS CUSTOMER PORTAL USER GUIDE



Collins Aerospace

An **RTX** Business

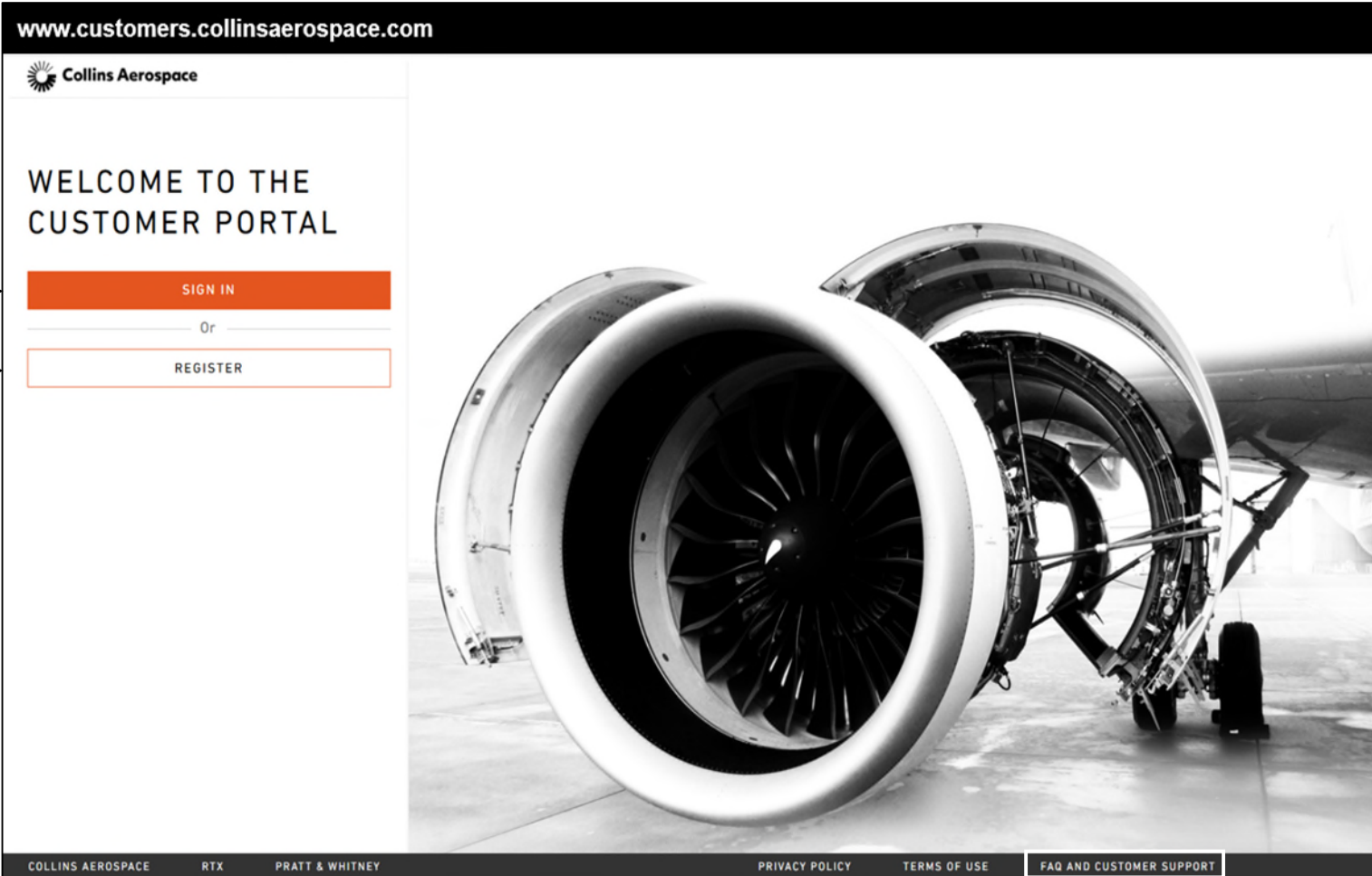
LOGIN

User Profile Management

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.



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

Instructions can be found here or in the **FAQ and Customer Support** page.

NAVIGATION

User Profile Management

The screenshot shows the Collins Aerospace user portal dashboard. The top navigation bar includes the Collins Aerospace logo, a search bar, and a list of menu items: Dashboard, Spares, Repairs, Quotes, Tech Requests, and My Publications. A user profile dropdown menu is open, showing options like Account Settings, Account Statements, Address Book, Business Documents, Invoices, My Learning, Price Catalogs, User Guides, Warranty Claims, and Logout. Annotations with arrows point to specific elements: 'Address Book' and 'User Guides' in the main content area, and 'Welcome' and 'Account Settings' in the user profile dropdown menu.

Address Book allows you to set or change your procurement account preferences.

User Guides takes you to our list of user guides how to navigate the different functionality the portal offers.

Access your Profile information via the **Welcome** widget drop down menu under your name.

Here, you can set your default email notification preferences and manage your user credentials by clicking **Account Settings**.

ACCOUNT SETTINGS

User Profile Management

PROFILE

Profile Info

User Id
[Redacted]

First Name
[Redacted]

Last Name
[Redacted]

Email Address
[Redacted]

Primary Phone Number
[Redacted]

Country
[Redacted]

Company
[Redacted]

Function
[Redacted]

Street Address
[Redacted]

City
[Redacted]

State/Region
[Redacted]

Zip Code
[Redacted]

[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

Customer PO Number
[Redacted]

Order Number
[Redacted]

Part Number
[Redacted]

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

Change Type
☒ All Changes ☐ Shipments Only

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

Notification Frequency
☒ As Changes Occur ☐ Daily Summary

Profile page shows the information you entered at registration and allows you to set up your email notification preferences.

- You can set your email notification preferences by clicking **Email Preferences** tab.
- 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.
- You can change your password by clicking **Password Management**.

Please refer to the separate user guide titled “**Email Preferences and Notifications Setup**”, for additional information.

[Email Preferences](#)

[Order Status Report](#)

Order Status
☒ Order Submitted
☐ In Process
☐ On-Hold Credit
☐ Cancelled

☐ Ready For Pickup
☐ Partially Shipped
☐ Shipped

Match The Following
☐ All Updates for My Company
☒ Only My Orders

Cadence
☒ Daily
☐ Weekly
☐ Monthly

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

ADDRESS BOOK

User Profile Management

Once activated, you will be linked with your Company Profile, and a default account will be assigned. You will see your company name and address here.

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.

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.

The screenshot displays the 'Address Book' interface, organized into two columns. The left column is for 'Aerostructures' and the right for 'Hamilton Sundstrand'. Each column contains a 'Default Sold To' and a 'Default Ship To' section, each with a 'Change Default Address' link. Below these, there are links to 'Set Default Address' for various selling entities: 'Set Default Address For Selling Entity INT- Cargo', 'Set Default Address For Selling Entity Landing Gear - Oakville', and 'Set Default Address For Selling Entity Actuation & Engine Controls'. A callout box points to the first 'Set Default Address' link with the text: 'Set other defaults you will do business with by clicking **Set Default Address**.' Another callout box points to the 'View Alternates' link in the 'Default Ship To' section for 'Aerostructures'.

Address Book

Aerostructures

Default Sold To [Account Name]
[Address]
[Change Default Address]

Default Ship To [Account Name]
[Address]
[View Alternates]

Hamilton Sundstrand

Default Sold To [Account Name]
[Address]
[Change Default Address]

Default Ship To [Account Name]
[Address]

Set Default Address For Selling Entity INT- Cargo
[Set Default Address]

Set Default Address For Selling Entity Landing Gear - Oakville

Set Default Address For Selling Entity Actuation & Engine Controls

Set other defaults you will do business with by clicking **Set Default Address**.

Sold To Accounts for INTERIORS [Account Name]
[Table with columns: Account Number, Name, SBU, Contact, Street, City, State, Zip, Code, Country]
[Set as default]

THANK YOU

CONTACTS

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>