

USER PROFILE MANAGEMENT

COLLINS CUSTOMER PORTAL USER GUIDE



Collins Aerospace

An **RTX** Business

LOGIN

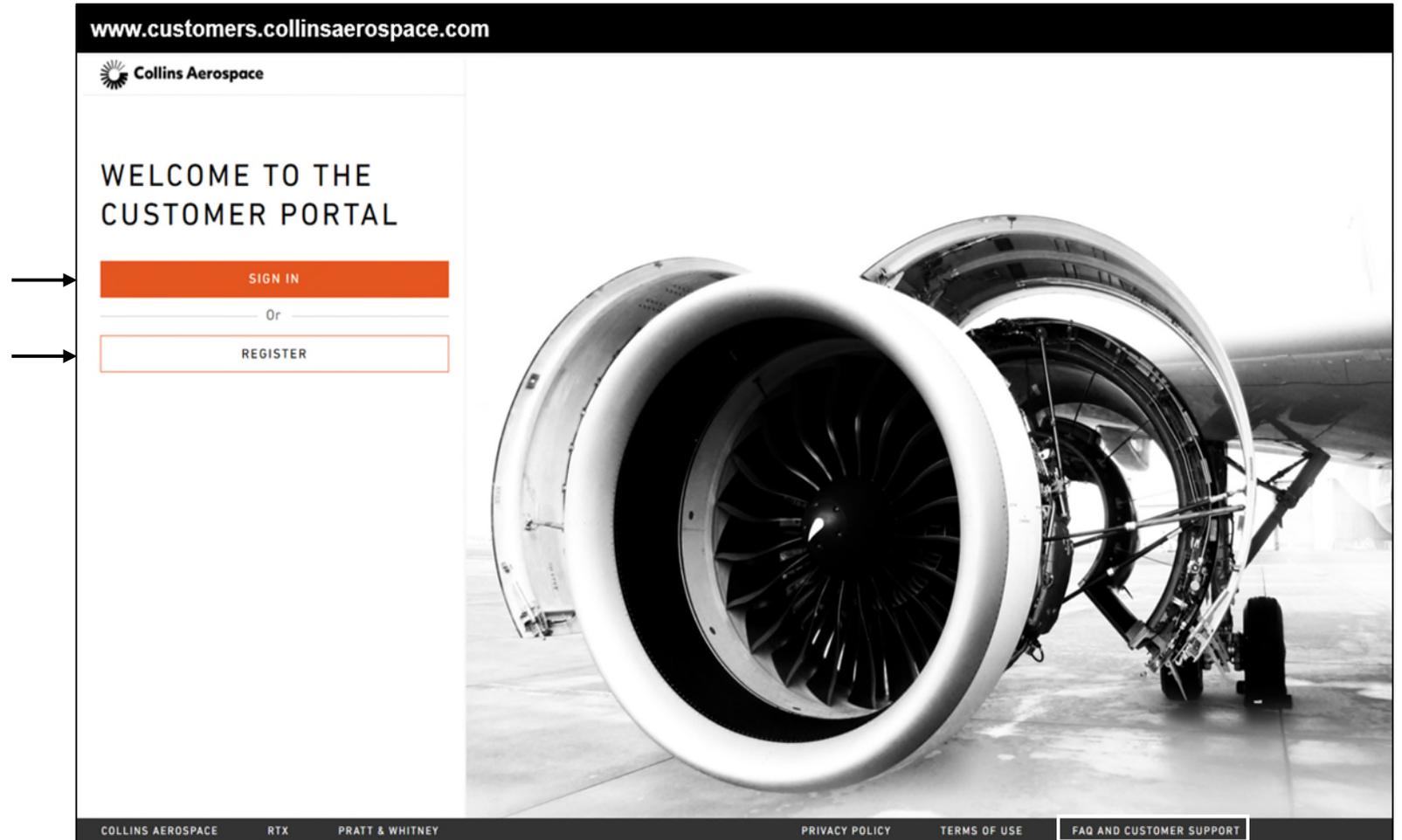
User Profile Management

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.

Instructions can be found here or in the [FAQ and Customer Support](#) page.



NAVIGATION

User Profile Management

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

Dashboard Spares Repairs Quotes Tech Requests My Publications

Welcome

- Account Settings
- Account Statements
- Address Book
- Business Documents
- Invoices
- My Learning
- Price Catalogs
- User Guides
- Warranty Claims
- Logout

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

[Password Management](#)

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

[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](#)

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 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](#)

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. It is organized into two columns. The left column shows 'Aerostructures' and 'Hamilton Sundstrand' with 'Default Sold To' sections. The right column shows 'Aerostructures' and 'Hamilton Sundstrand' with 'Default Ship To' sections. Each section contains a list of account details and a button: 'Change Default Address' for the 'Sold To' sections and 'View Alternates' for the 'Ship To' sections. At the bottom, there are three links: '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 link with the text: 'Set other defaults you will do business with by clicking **Set Default Address**'. A second callout box points to a 'Set as default' button in a modal window titled 'Sold To Accounts for INTERIORS'. This modal window shows a table with columns: Account Number, SBU Name, Contact, Street, City, State, Zip Code, and Country. The 'Set as default' button is highlighted in the modal.

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>