

# Rockwell Collins Web shop for repair parts



**Available 24 hours a day, 365 days a year**, the Rockwell Collins Shop Community enables you to order, check real-time pricing and availability, and obtain order status of your Rockwell Collins repair parts.

**A range of options.** At Rockwell Collins, we offer many ways for our customers to leverage the efficiency of the Web and electronic business. A variety of applications and capabilities is available to help you perform common tasks such as checking order or repair status, or finding information about our products or services. If you are interested in learning more, your Rockwell Collins point of contact can provide assistance.

## FEATURES AND BENEFITS

- › View real-time pricing and availability
- › View or download status of open orders
- › Obtain tracking information, including carrier and waybill number
- › Create and save multiple shopping carts for items ordered on a recurring basis

**Rockwell  
Collins**

Building trust every day

Task	Details
<b>Register for a customer portal account</b>	<p><b>To access the Rockwell Collins Shop Community, you will need to register for an account on our customer portal.</b></p> <p>Customer account registration will take approximately 15 minutes, during which time you will provide information about yourself, set your desired password and accept our terms of access.</p> <ol style="list-style-type: none"> <li>1. Visit the Rockwell Collins customer portal via <a href="http://www.rockwellcollins.com/customer">www.rockwellcollins.com/customer</a></li> <li>2. Select <b>Register</b> from the top right corner of the customer portal.</li> <li>3. For your primary reason for requesting an account, choose: <b>To access catalogs, technical publications, downloads, dealer resources, reliability data, and other tools.</b></li> <li>4. Complete the new user registration profile and click <b>Submit</b>. After submitting your profile, you will receive an email from <a href="mailto:portaladmin@rockwellcollins.com">portaladmin@rockwellcollins.com</a></li> <li>5. Follow the link included in the email to view our terms of access. If you agree to the terms, check the box provided and click <b>Accept</b> to complete the registration process.</li> </ol> <p><i>If you do not complete this step within seven days of receiving the email, the link will expire and you will need to restart the registration process. If you decline our terms of access and later decide you want to access to our systems, you will need to restart the registration process.</i></p>
<b>Request access to Shop: Repair Parts</b>	<p><b>Once the registration process is complete, you will be able to request access to a variety of capabilities, including Shop: Repair Parts.</b></p> <ol style="list-style-type: none"> <li>1. Visit the customer portal via <a href="http://www.rockwellcollins.com/customer">www.rockwellcollins.com/customer</a></li> <li>2. Select <b>Log in</b> and enter your User ID (email address) and password.</li> <li>3. Choose <b>Manage Access</b> from the top right corner of the customer portal.</li> <li>4. Locate <b>Shop: Repair Parts</b> and check the corresponding box.</li> <li>5. If prompted, please provide additional information related to one or more of the capabilities you are requesting.</li> <li>6. Submit the form – you will see a confirmation message. You will receive an email from <a href="mailto:portaladmin@rockwellcollins.com">portaladmin@rockwellcollins.com</a> as soon as your request has been processed, or within two business days.</li> </ol> <p><i>To view the status of your request, visit the <b>Manage Access</b> page on the customer portal.</i></p>
<b>Shop online with Shop: Repair Parts</b>	<ol style="list-style-type: none"> <li>1. Visit the customer portal via <a href="http://www.rockwellcollins.com/customer">www.rockwellcollins.com/customer</a></li> <li>2. Select <b>Log in</b> and enter your User ID (email address) and password.</li> <li>3. Click on <b>Begin shopping for repair parts</b>.</li> </ol> <p><i>For instructions and video tutorials, select <b>Repair Parts Help</b> from the top right corner.</i></p>
<b>Search transactions and view order status</b>	<p><b>The Shop: Repair Parts capability allows you to search for transactions (orders, quotations, order templates, etc.) that you have created.</b></p> <p>To initiate a search, choose <b>Transactions</b> in the left pane.</p> <p><b>View order status</b> For more information on transaction searches, click the information icon.</p> <ol style="list-style-type: none"> <li>1. Select <b>Transactions</b> in the left pane.</li> <li>2. In the <b>Search For</b> field, choose <b>Order items</b>.</li> <li>3. In the <b>Status</b> field, select either <b>Completed</b> or <b>Delivered</b>.</li> <li>4. Enter the <b>Creation Date</b>.</li> <li>5. The results of your search will provide a waybill number – clicking the waybill number will direct you to the carrier's website, which will provide delivery status.</li> </ol> <p><i>If the waybill number does not link to the carrier's website, visit the carrier's website directly and enter the provided waybill number to obtain delivery status.</i></p>

Recommended browser: Internet Explorer

In addition, Rockwell Collins offers a range of EDI order processing. Your Rockwell Collins point of contact can help you learn more.

### Building trust every day.

Rockwell Collins delivers smart communication and aviation electronic solutions to customers worldwide. Backed by a global network of service and support, we stand committed to putting technology and practical innovation to work for you whenever and wherever you need us. In this way, working together, we build trust. Every day.

### If you need additional help with Rockwell Collins ordering and tracking, please contact:

Rockwell Collins Customer Response Center  
 400 Collins Road NE  
 Cedar Rapids, IA 52498  
 Outside U.S.: +1.888.265.5467  
 or +1.319.265.5467  
 fax: 1.319.295.4941  
 email: [response@rockwellcollins.com](mailto:response@rockwellcollins.com)  
[www.rockwellcollins.com](http://www.rockwellcollins.com)



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