

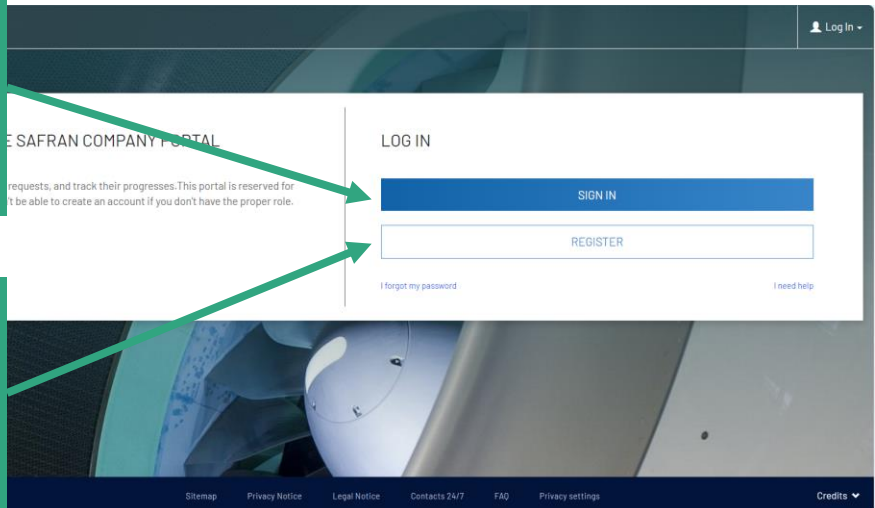
REQUEST MANAGEMENT

Find all your requests in only one place. With the Request Management module, you are able to create easily, your request and follow them whenever you need.

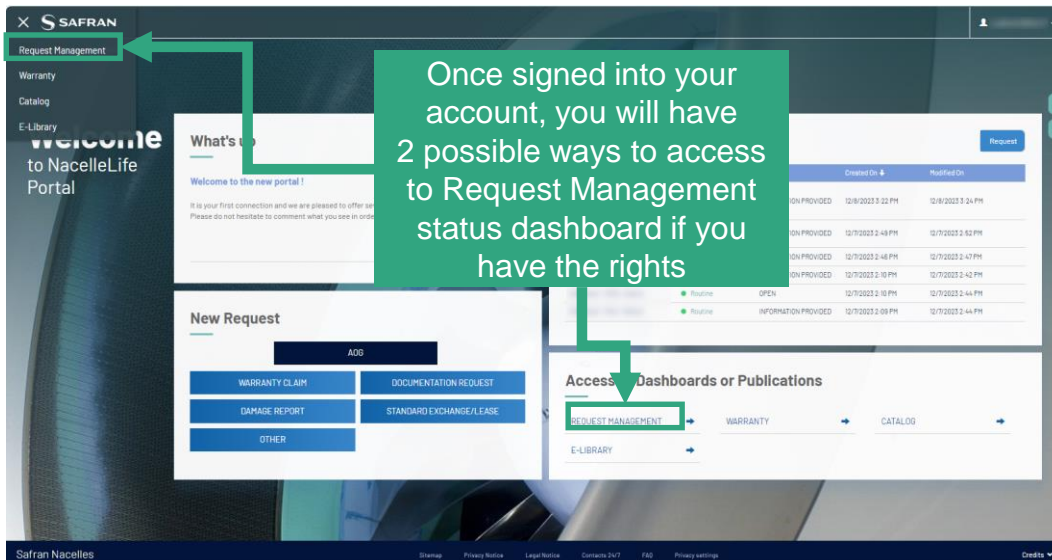
Log on to NacelleLife Portal

If you are already a NacelleLife Portal user, log on using your credentials which is your account email address and your password

If you do not have an account, click the REGISTER button to gain access



Access to Request Management dashboard



REQUEST MANAGEMENT

Request Management dashboard

You will view all requests of your company

You can sort the view by clicking on any of the columns shown in the view

You can filter the view based on 5 “Main filters”:

- **Active AOG:** focus on your open AOG cases
- **Waiting for details:** Requests waiting an information from you
- **Open requests:** Requests in progress at Safran including Active AOG
- **Draft requests:** Requests you can re-work before submission or delete
- **Closed requests:** Requests closed

The screenshot shows the 'Request Management' dashboard with a header bar containing 'Home - Safran Nacelles' and 'Request Management'. Below the header, there are four summary cards: '11 Waiting for details', '187 Open requests', '1 Draft Requests', and '22 Closed requests'. A filter bar is present with fields for 'Safran Request Number', 'Request Type', 'Contact', and 'Date Period' (set to 09/11/2023 - 12/11/2023). Below the filter bar, a table titled 'Open requests -' displays a list of requests with columns: Request Title, Safran Request Number, Request Type, Priority, Created On, Requested Date, Contact, and Request Status. The table contains five rows of data, each with a corresponding edit icon.

Request Title	Safran Request Number	Request Type	Priority	Created On	Requested Date	Contact	Request Status
Work stoppage / critical - TAP AIR PORTUGAL - A320neo - RFP - Standard Exchange	CSC-SNA-2023-12-000196-1	Spare	Work stoppage / critical	12/11/2023 11:43 AM	12/12/2023 11:59 PM		OPEN
AOG - TAP AIR PORTUGAL - A320neo - RFP - Standard Exchange	CSC-SNA-2023-12-000177-1	Spare	AOG	12/11/2023 8:56 AM	12/11/2023 11:59 PM		OPEN
Work stoppage / critical - A320neo - EDI	CSC-SNA-2023-12-000176-1	General Customer Support (GCM)	Work stoppage / critical	12/11/2023 8:55 AM	12/12/2023 11:59 PM		OPEN
Work stoppage / critical - TAP AIR PORTUGAL - A320neo - RFP - Standard Exchange	CSC-SNA-2023-12-000196-1	Technical	Work stoppage / critical	12/11/2023 8:44 AM	12/12/2023 11:59 PM		OPEN
Work stoppage / critical - A320neo - RFP - Standard Exchange	CSC-SNA-2023-12-000177-1	General Customer Support (GCM)	Work stoppage / critical	12/11/2023 8:43 AM	12/12/2023 11:59 PM		OPEN

The screenshot shows the 'Request Management' dashboard with a header bar containing 'Home - Safran Nacelles' and 'Request Management'. Below the header, there are four summary cards: '9 Active AOG', '11 Waiting for details', '187 Open requests', '1 Draft Requests', and '22 Closed requests'. A filter bar is present with fields for 'Safran Request Number', 'Request Type', 'Contact', and 'Date Period' (set to 09/11/2023 - 12/11/2023). Below the filter bar, a table titled 'Open requests -' displays a list of requests with columns: Request Title, Safran Request Number, Request Type, Priority, Created On, Requested Date, Contact, and Request Status. The table contains five rows of data, each with a corresponding edit icon.

Request Title	Safran Request Number	Request Type	Priority	Created On	Requested Date	Contact	Request Status
Work stoppage / critical - TAP AIR PORTUGAL - A320neo - RFP - Standard Exchange	CSC-SNA-2023-12-000196-1	Spare	Work stoppage / critical	12/11/2023 11:43 AM	12/12/2023 11:59 PM		OPEN
AOG - TAP AIR PORTUGAL - A320neo - RFP - Standard Exchange	CSC-SNA-2023-12-000177-1	Spare	AOG	12/11/2023 8:56 AM	12/11/2023 11:59 PM		OPEN
Work stoppage / critical - A320neo - EDI	CSC-SNA-2023-12-000176-1	General Customer Support (GCM)	Work stoppage / critical	12/11/2023 8:55 AM	12/12/2023 11:59 PM		OPEN
Work stoppage / critical - TAP AIR PORTUGAL - A320neo - RFP - Standard Exchange	CSC-SNA-2023-12-000172-1	Technical	Work stoppage / critical	12/11/2023 8:44 AM	12/12/2023 11:59 PM		OPEN
Work stoppage / critical - A320neo - RFP - Standard Exchange	CSC-SNA-2023-12-000177-1	General Customer Support (GCM)	Work stoppage / critical	12/11/2023 8:43 AM	12/12/2023 11:59 PM		OPEN

REQUEST MANAGEMENT

You can also use these filters:

- **Waiting for details:** Requests waiting an information from you
- **Active AOG:** focus on AOG case open
- **All requests:** all requests whatever the status is
- **Open requests:** Requests in progress at Safran including Active AOG
- **Draft requests:** Requests you can re-work before submission
- **Closed requests:** Requests closed

Open requests

	Safran Request Number	Request Type	Priority	Created On	Requested Date	Contact	Request Status
All requests							
Open requests							
Draft Requests							
Closed requests							
Active AOG							
Work stoppage / critical - A320neo1 - ED	CSC-DNA-2023-12-000196-1	Spare	Work stoppage / critical	12/11/2023 11:43 AM	12/12/2023 11:59 PM		OPEN
Work stoppage / critical - A320neo1 - IFG - Standard Exchange	CSC-DNA-2023-12-000177-1	Spare	AOG	12/11/2023 8:56 AM	12/12/2023 11:59 PM		OPEN
Work stoppage / critical - A320neo1 - ED	CSC-DNA-2023-12-000176-1	General Customer Support (CSM)	Work stoppage / critical	12/11/2023 8:56 AM	12/12/2023 11:59 PM		OPEN

Request Management

Home - Safran Nacelles - Request Management

9 Active AOG 11 Waiting for details 187 Open requests 1 Draft Requests 22 Closed requests

Safran Request Number Request Type Contact Date Period 08/11/2023 - 12/11/2023

Reset filters Apply

Request Type	Priority	Created On	Requested Date	Contact	Request Status
Spare	Work stoppage / critical	12/11/2023 11:43 AM	12/12/2023 11:59 PM		OPEN
Spare	AOG	12/11/2023 8:56 AM	12/12/2023 11:59 PM		OPEN
General Customer Support (CSM)	Work stoppage / critical	12/11/2023 8:56 AM	12/12/2023 11:59 PM		OPEN
Technical	Work stoppage / critical	12/11/2023 8:44 AM	12/12/2023 11:59 PM		OPEN
General Customer Support (CSM)	Work stoppage / critical	12/11/2023 8:43 AM	12/12/2023 11:59 PM		OPEN



You can also use these filters:

- **Safran Request Number:** Reference of the request
- **Request type:** Select the type you want in the list
- **Contact:** Select the contact in the list you want
- **Date Period:** Select the date period you want

Then click on **Apply** button.

If you want to remove these filters, click on **Reset filters** button

Click on:

- **Edit**  to view request details or
- **Delete**  if you want to delete your request (draft status only)

REQUEST MANAGEMENT

Request details

Request details will be shown in a new page

The screenshot displays the 'Request details' page in the Safran Request Management system. The page is divided into several sections:

- Header:** Safran logo and navigation links (Home, Safran Nacelles, Request Management, Request details).
- Request Information:**
 - Safran Request Number:** CSC-SNA-2023-12-000185-1
 - Type of documentation:** Referential documentation
 - Request title:** Routine - AIR Tahiti Nui - A380 - Quality Forms
 - Request status:** OPEN
 - Priority:** Routine
- General Information:**
 - Program:** A380
 - MSN:** 31 - A380
 - Request Sub Type:** Quality Forms
 - Customer Requested Date:** 1/3/2024 11:59 PM
 - Committed date:** CCD
 - Re-committed date:** CCD-R
- Document Information:**
 - Your request:** [Redacted]
 - Document reference:** xxxxxxxx
- Communication Thread:**
 - Message 1:** From SAFRAN Nacelles Team, posted on 12/11/2023 9:48 AM. Content: "I forgot to send you the attachment. Please take into account this document in the request."
 - Message 2:** From #F_SNA_PORTAL_VAL, posted on 12/11/2023 9:48 AM. Content: "A case has been opened for your request with reference CSC-SNA-2023-12-000185-1 - 1. Routine - AIR Tahiti Nui - A380 - Quality Forms."

You will see the current case status and references

You will see details of your request

Communication block will show messages sent within the request

- From the Safran Nacelles team
- From the Customer

REQUEST MANAGEMENT

Sending a new message

In order to send a new message in case your request status is OPEN or WAITING FOR DETAILS

The screenshot shows the 'Add a Comment' dialog box overlaid on the 'Request details' page. The dialog box contains a text area for the comment (labeled 2), a 'Choose File' button (labeled 3), and 'Submit' and 'Cancel' buttons (labeled 4). The background page displays request information, including the Safran Request Number, Type of documentation, Request title, General Information, Program, MSN, Request Sub Type, Customer Requested Date, Committed date, and Re-committed date.

1/ Select **Add file or comment**

2/ Type your message in this window

3/ To add attachments select **Choose File** button and select files from your computer

4/ Press the **Submit** button to send your message

REQUEST MANAGEMENT

How to create a request?

STEP 1

From **Home Page**, selecting one among the different options in **New Request** section will bring you the new request form:

- **DAMAGE REPORT:** dedicated form used to declare your damage and to request support to Safran Nacelle. It could be
 - Repair,
 - On-site Technical assistance
 - Line maintenance
 - Troubleshooting
 - Fleet issue
 - Ground Support Equipment
- **DOCUMENTATION REQUEST:** dedicated form used for all your request about Technical publications or Referential documents (Certificates, Quality forms or Traceability),
- **STANDARD EXCHANGE/LEASE:** dedicated form to be used to request for quote or order a Standard Exchange or a Lease,
- **SPARE RFQ/ORDER:** dedicated form used for your request about quotation or order
- **OTHER:** dedicated form used for all your requests concerning Portal access, EDI or training session

New Request

AOG	
WARRANTY CLAIM	DOCUMENTATION REQUEST
DAMAGE REPORT	STANDARD EXCHANGE/LEASE
OTHER	SPARE RFQ / ORDER

STEP 1b

From anywhere during your navigation, you are able to select and bring you the new request form too.

- + Create
- > AOG
- > Warranty Claim
- > Documentation Request
- > Damage Report
- > Standard exchange/Lease
- > Other
- > Spare RFQ / ORDER

REQUEST MANAGEMENT

DAMAGE REPORT form (1/3)

Mandatory fields are identified in the form with a red star *

Home - Safran Nacelles • Damage Report

Damage Report

1 General Information — 2 Damage information — 3 Summary

General information

Program *

MSN

Aircraft location

Type of damage report (subtype) *

Priority *

Customer Requested Date *

Title *

Save as draft

Next

STEP 1 : General Information

1/ **Program** should be selected from the drop down list based what is applicable to,

2/ **MSN** should be selected based what is applicable to,

3/ **Aircraft location** should be selected based what is applicable to,

4/ **Type of damage report (subtype)**: select from the drop down list. Options:

- **Repair**: request for repair to a damaged component
- **On-site Technical assistance**: request for technical assistance
- **Line maintenance**: request for line maintenance
- **Troubleshooting**: request for troubleshooting
- **Fleet issue**: request to declare fleet issue
- **Ground Support Equipment**: request concerning your Ground Support Equipment

5/ **Priority**: select from the drop down list. Options:

- **AOG**: for Aircraft On Ground Situation (4 hours)
- **Work stoppage / critical**: for requests between 1 to 2 working days
- **Expedite**: for requests between 3 to 5 working days
- **Routine**: for requests beyond 6 working days

6/ **Customer Requested Date**: when you need a final answer (pending priority)

7/ **Title**: pre-defined title is automatically generated with possibility to modify it.

After completing the step 1 , you can select:

8/ **Save as draft**: you will return to the case later at your convenience.

9/ **Next**: you will continue to fill the form

REQUEST MANAGEMENT

DAMAGE REPORT form (2/3)

Mandatory fields are identified in the form with a red star *
Common form for the following type of damage report (subtype): Repair, On-site Technical assistance, Line maintenance,

Damage Report

1 General information

2 Damage information

3 Summary

Aircraft information

1

3

4

5

6

7

7

8

9

10

11

12

13

Damage component

14

15

16

17

18

19

20

21

22

"Aircraft information"

- 1 / **Tall number** : is Aircraft Tail Number
- 2 / **Engine position** : select the position of the nacelle concerned by the damage
- 3 / **AirPort** : is the current location of the Aircraft
- 4 / **Manufacturer Serial Number** : is Aircraft MSN
- 5 / **A/C Flight Hours** : Flight hours is numeric only field
- 6 / **A/C Flight Cycles** : Flight hours is numeric only field

"Affected Nacelle Component"

- 7 / **ATA chapter** end item ATA chapter
- 8 / **End Item PN** : End Item PN the top level assembly part number is required,
- 9 / **S/N** : **S/N** this should be the serial number marked on the data plate,
- 10 / **Flight hours** : Flight hours is numeric only field,
- 11 / **Flight Cycles** : Flight cycles is numeric only field,
- 12 / **Nacelle Situation** : select from drop down list if it is On Wing or Off wing,
- 13/ **Next scheduled flight** : date and hour of next scheduled flight

" Damage component"

- 14 / **Damaged Component PN Description** : is the name of the component
- 15 / **Damaged Component PN**: Damaged Component PN: this should be the Part Number of the component marked on the component data plate
- 16/ **Damaged Component S/N**: S/N this should be the Serial Number of the component marked on the component data plate
- 17 / **LH/RH on engine**: select if the damage is on Left Hand side or Right Hand side

Non Destructive Test

- 18/ **NDT performed** : select from drop down list
- 19/ **Findings** : select from drop down list
- 20/ **Comments**: this fields appears when findings were found (Findings is Yes)

Previous Repair in the Damaged Area (if any)

- 21/ **Previous Repair Exists ?** YES/NO and if YES provide documentation reference of the repair(s) in the damaged area

Your request

- 22/ **Your request** should be used to explain the details of your request

REQUEST MANAGEMENT

DAMAGE REPORT form (2/3)



Event Description

Oper. Consequences

Select

23

Root cause

Select

24

Other root cause

25

Main damage

Damage type *

Select

26

Location on Nacelle

Select

27

Dimension

Length of damaged *

28

Width of damaged *

29

Remaining Minimum thickness / maximum depth *

Select

30

None / Full / Value *

Select

31

32

34

Previous

35

Save as draft

36

Next

Communication Thread

33

Add file or comment

There are no activities to display.

"Event Description"

- 23/ Oper.Consequences is free text
 24/ Root causes : select from drop down list
 25/ Other root cause is free text

" Main Damage"

- 26/ Damage type : select from drop down list
 27/ location on Nacelle: select the location of the damage on Nacelle from drop down list

" Dimension"

- 28/ Length of damaged is free text
 29/ Width of damaged is free text
 30/ Remaining Minimum thickness / maximum depth : select from drop down list among Remaining Minimum thickness / maximum depth / Maximum affected plies
 31/ None / Full / Value : select from drop down list among None / Full / Value
 32/ Value: this field appears when Value is selected

Communication Thread

- 33/ Press the Add file or comment to provide file (less than or equal to 25 Mo in size)

Buttons

- 34/ Previous: you can come back to previous step
 35/ Save as draft: you will return to the case later at your convenience.
 36/ Next: you will continue to fill the form

REQUEST MANAGEMENT

DAMAGE REPORT form (3/3)

Damage Report

1 General information — 2 Damage information — 3 Summary

General information

Program *

A320neoLEAP

MSN

007007 - A320neoLEAP

Type of damage report *

Trouble shooting

Priority *

Work stoppage / critical

Customer Requested Date *

12/10/2024 2:00 PM

Your request

P

Damage information

End Item PN

LTICR010000000 - COWL-AIR INTAKE, ENGK

S/N

001

Flight hours *

2500

Flight cycles *

250

Nacelle situation

On Wing

Damaged component PN

B0L0940-01

S/N

-

Engine position

2

LH/RH on engine

LH

Communication Thread

Timeline



2 minutes ago

Modified on 12/09/2023 14:42 PM

Portals-ConeCT-SNA-Portal-V

attachement PU-Test4-pdf

P.U. Test4.pdf (102.31 KB)

Add file or comment

3

Previous

2

Save as draft

1

Submit

STEP 3 : Summary

After selecting the last Step, please look over all of your case details to ensure accuracy.

- 1/ If all case details are accurate, please select **Submit**,
- 2/ If any details need to be revised, then select **Save as draft** and you will return to the case later at your convenience.
- 3/ **Previous**: you can come back to previous step

REQUEST MANAGEMENT

DOCUMENTATION REQUEST form (1/2)

Mandatory fields are identified in the form with a red star *

Home - Safran Nacelles - Documentation request

Documentation request

1 General information 2 Document information 3 Summary

General Information

Program * A380 MSN

Type of documentation *

Request Sub Type *

Priority *

Customer Requested Date *

Save as draft Next

STEP 1: General information

1/ **Program** should be selected from the drop down list based what is applicable to,
2/ **Type of documentation**: select from drop down list among Technical documentation or Referential documentation

3/ **Request sub Type**: this field appears when **Referential documentation** is selected. Select from drop down list

4/ **MSN** should be selected based what is applicable to,

5/ **Priority**: select from the drop down list. Options:

- **AOG**: for Aircraft On Ground Situation (4 hours)
- **Work stoppage / critical**: for requests between 1 to 2 working days
- **Expedite**: for requests between 3 to 5 working days
- **Routine**: for requests beyond 6 working days

6/ **Customer Requested Date**: when you need a final answer (pending priority)

After completing the step 1, you can select:

7/ **Save as draft**: you will return to the case later at your convenience.

8/ **Next**: you will continue to fill the form

Home - Safran Nacelles - Documentation request

Documentation request

1 General information 2 Document information 3 Summary

Document Information

Title *

Your request *

Document reference

Communication Thread

Additional contacts for notification

Add file or comment

There are no activities to display.

Previous Save as draft Next

STEP 2: Document information

1/ **Title**: pre-defined title is automatically generated with possibility to modify it.

2/ **Your request** should be used to explain the details of your request
3/ **Document reference** should be used to identify the reference of the document

4/ Press the **Add file or comment** to provide file (less than or equal to 25 Mo in size)

After completing the step 2, you can select:

5/ **Previous**: you can come back to previous step

6/ **Save as draft**: you will return to the case later at your convenience.

7/ **Next**: you will continue to fill the form

REQUEST MANAGEMENT

DOCUMENTATION REQUEST form (2/2)

Home - Safran Nacelles • Documentation request

Documentation request

1 General information — 2 Document information — 3 Summary

General information

Program *

MSN

Type of documentation *

Technical documentation

Priority *

Work stoppage / critical

Customer Requested Date *

12/19/2023 11:59 PM

Document information

Title *

Your request *

Document reference

CMM xxx-xxx-xxx

Communication Thread

Additional contacts for notification

Add email addresses separated by ";" (semicolon)

Add file or comment

There are no activities to display.

3 Previous 2 Save as draft 1 Submit

STEP 3 : Summary

After selecting the last Step, please look over all of your case details to ensure accuracy.

- 1/ If all case details are accurate, please select **Submit**,
- 2/ If any details need to be revised, then select **Save as draft** and you will return to the case later at your convenience.
- 3/ **Previous**: you can come back to previous step
- 4/ Press the **Add file or comment** to provide file (less than or equal to 25 Mo in size), You can now **add contacts** to any request in order to notify them.

REQUEST MANAGEMENT

STANDARD EXCHANGE/LEASE form

Mandatory fields are identified in the form with a red star *

Home - Safran Nacelles - Standard exchange / Lease

Standard exchange / Lease

1 General information — 2 Summary

General information

Program * ①

MSN ②

Request Sub Type * ③

Type of Standard exchange / Lease * ④

Priority * ⑤

Customer Requested Date * ⑥

Title * ⑦

Your request ⑧

Requested PN : ⑨

Next

STEP 1: General information

1/ **Program** should be selected from the drop down list based what is applicable to,

2/ **MSN** should be selected based what is applicable to,

3/ **Request sub Type**: select from drop down list among RFQ (request for quote) or Purchase Order

4/ **Type of Standard exchange / Lease**: select from drop down list

5/ **Priority**: select from the drop down list. Options:

- **AOG**: for Aircraft On Ground Situation (4 hours)
- **Work stoppage / critical**: for requests between 1 to 2 working days
- **Expedite**: for requests between 3 to 5 working days
- **Routine**: for requests beyond 6 working days

6/ **Customer Requested Date**: when you need a final answer (pending priority)

7/ **Title**: pre-defined title is automatically generated with possibility to modify it.

8/ **Your request** should be used to explain the details of your request. The requested Part Number should be filled

9/ **Next**: you will continue to fill the form

1 General information — 2 Summary

Summary

Program * A380

MSN 100 - A380

Request Sub Type * RFQ

Type of customer support * Standard Exchange

Priority * Expedite

Customer Requested Date * 12/22/2023 11:59 PM

Title *

Product -

Your request

Requested PN : A

Communication Thread

Additional contacts for notification ①

Add email addresses separated by ";" (semicolon)

Add file or comment

There are no activities to display.

Previous ③ Submit ②

STEP 2 : Summary

After selecting the last Step, please look over all of your case details to ensure accuracy.

1/ Press the **Add file or comment** to provide file (less than or equal to 25 Mo in size), You can now **add contacts** to any request in order to notify them.

2/ If all case details are accurate, please select **Submit**,

3/ **Previous**: you can come back to previous step.

REQUEST MANAGEMENT

SPARE RFQ/ORDER form

Mandatory fields are identified in the form with a red star *

Home - Safran Nacelles - Request Management - Spare RFQ / ORDER

Spare RFQ / ORDER

1 General Information 2 Summary

General information

Program * 1

Type of Request * 2

Request Sub Type * 3

Priority * 4

Customer Requested Date * 5

Title * 6

Customer Reference * 7

Part Number * 8

Your request * 9

Next 10

STEP 1: General information

1/ **Program** should be selected from the drop down list based what is applicable to,
2/ **Type of Request**: select from drop down list among RFQ (request for quote) or Purchase Order
3/ **Request sub Type**: select from drop down list

4/ **Priority**: select from the drop down list. Options:

- **AOG**: for Aircraft On Ground Situation (4 hours)
- **Work stoppage / critical**: for requests between 1 to 2 working days
- **Expedite**: for requests between 3 to 5 working days
- **Routine**: for requests beyond 6 working days

5/ **Customer Requested Date**: when you need a final answer (pending priority)

6/ **Title**: pre-defined title is automatically generated with possibility to modify it.

7/ **Customer Reference**: is any reference you would like to include with this request,

8/ **Part Number**

9/ **Your request** should be used to explain the details of your request.

10/ **Next**: you will continue to fill the form

Home - Safran Nacelles - Request Management - Request details

Spare RFQ / ORDER

1 General Information 2 Summary

General information

Program * ASSURED

Type of Request * RFQ

Request Sub Type * Spare (parts/and item)

Customer Requested Date * 22/03/2024 15:50 PM

Priority * Work stoppage / critical

Request Title * Work stoppage / critical - TOP AIRPORTS (ASSURED - RFQ - Spare (parts/and item))

Customer Reference * 00000000

Your request * Please enter your request in RFQ for Spares

Communication Thread

Additional contacts for notification

Add email addresses separated by ";" (semicolon)

There are no activities to display.

Previous Submit

3 2

STEP 2 : Summary

After selecting the last Step, please look over all of your case details to ensure accuracy.

1/ Press the **Add file or comment** to provide file (less than or equal to 25 Mo in size), You can now **add contacts** to any request in order to notify them.

2/ If all case details are accurate, please select **Submit**,

3/ **Previous**: you can come back to previous step

REQUEST MANAGEMENT

OTHER form

Mandatory fields are identified in the form with a red star *

Home - Safran Nacelles - Any Other Request ?

Any Other Request ?

1 General information — 2 Summary

General information

Program * ①

Type of request * ②

Priority * ③

Customer Requested Date * ④

Title * ⑤

Your request * ⑥

Next ⑦

STEP 1: General information

1/ **Program** should be selected from the drop down list based what is applicable to,

2/ **Type of request**: select from drop down list among

- Portal access
- EDI
- Training
- Other

3/ **Priority**: select from the drop down list. Options:

- **AOG**: for Aircraft On Ground Situation (4 hours)
- **Work stoppage / critical**: for requests between 1 to 2 working days
- **Expedite**: for requests between 3 to 5 working days
- **Routine**: for requests beyond 6 working days

4/ **Customer Requested Date**: when you need a final answer (pending priority)

5/ **Title**: pre-defined title is automatically generated with possibility to modify it.

6/ **Your request** should be used to explain the details of your request.

7/ **Next**: you will continue to fill the form

Home - Safran Nacelles - Any Other Request ?

Any Other Request ?

1 General information — 2 Summary

Resume

Program * A380

Type of request * Training

Customer Requested Date * 12/22/2023 11:59 PM

Priority * Expedite

Title *

Your request *

Communication Thread

1 Add file or comment

There are no activities to display.

3 2

Previous Submit

STEP 2 : Summary

After selecting the last Step, please look over all of your case details to ensure accuracy.

1/ Press the **Add file or comment** to provide file (less than or equal to 25 Mo in size)

2/ If all case details are accurate, please select **Submit**,

3/ **Previous**: you can come back to previous step

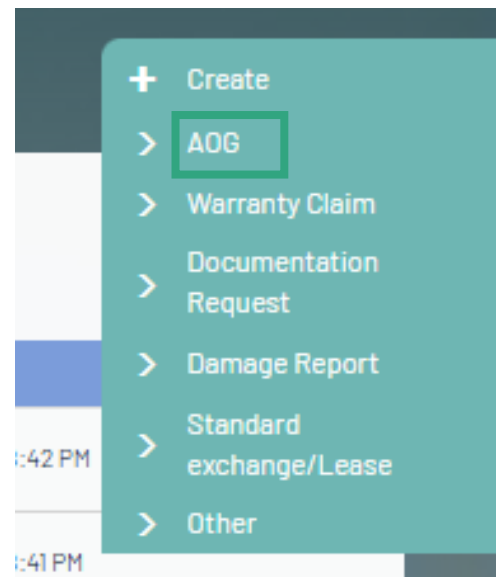
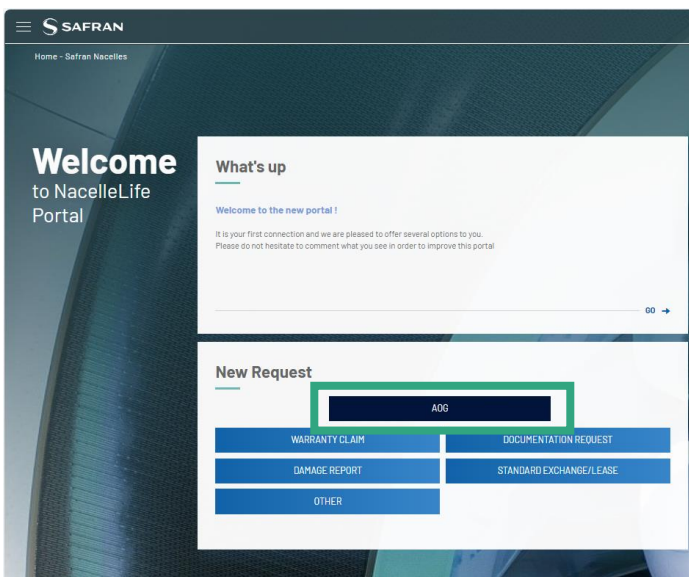
REQUEST MANAGEMENT

How to create a request in case of Aircraft On Ground (AOG)?

An **AOG** button is accessible in the New Request section in order to adapt the 4 dedicated forms to your AOG situation.

The following options can be submitted in AOG

- **DAMAGE REPORT:** dedicated form used to declare your damage and to request support to Safran Nacelle. It could be
 - Repair,
 - On-site Technical assistance
 - Line maintenance
 - Troubleshooting
 - Fleet issue
 - Ground Support Equipment
- **DOCUMENTATION REQUEST:** dedicated form used for all your request about Technical publications only
- **STANDARD EXCHANGE/LEASE:** dedicated form to be used to request for quote or order a Standard Exchange or a Lease.



NACELLES

REQUEST MANAGEMENT

How to create a request in case of Aircraft On Ground (AOG)?

Mandatory fields are identified in the form with a red star *

When the AOG is selected, all forms be will adapted and you will need to fill the following fields:

- **Aircraft tail number:** Select the MSN or the Registration Number in the lookup records window. *Note this field is not mandatory if ESN is filled.*
- **ESN :** Engine Serial Number is a free text field. *Note this field is not mandatory if Aircraft tail number is filled.*
- **Aircraft Location:** Select the Airport where the aircraft is AOG with ICAO Code in the lookup records window
- **Next scheduled flight:** is required to justify AOG requests and should be when the aircraft is scheduled to fly next.

Aircraft On Ground (AOG)

Aircraft tail number *

ESN *

Aircraft location *

Next scheduled flight *

HH/MM/YYYY h:mm A

Lookup records

Choose one record and click Select to continue

Search

Name	MSN	Registration Number	Owned by	Operated by
--A320neoLEAP	-			
010418 - A320neoLEAP	010418	RA-73836		URAL AIRLINES
010609 - A320neoLEAP	010609	RA-73837		URAL AIRLINES
08774 - A320neoLEAP	08774	4K-5555		SILK WAY BUSINESS AVIATION
08955 - A320neoLEAP	08955	RA-73840		URAL AIRLINES
09073 - A320neoLEAP	09073	RA-73839		URAL AIRLINES

< 1 2 3 4 5 6 7 8 ... 155 >

Select Cancel Remove value

Lookup records

Choose one record and click Select to continue

Search

ICAO Code	Designation	Code Type	ATA Code (ICHS)	Created On
<input checked="" type="checkbox"/> AGAP	Afursara	Airport	AFT	10/26/2021 6:29 PM
<input type="checkbox"/> AGAR	Arona Airport	Airport	RNA	10/26/2021 6:29 PM
<input type="checkbox"/> AGAT	Atoifi Airport	Airport	ATD	10/26/2021 6:29 PM
<input type="checkbox"/> AOBK	Barakoma	Airport		10/26/2021 6:29 PM
<input type="checkbox"/> AGBT	Batuna	Airport	BPF	10/26/2021 6:29 PM
<input type="checkbox"/> AGEV	Deva	Airport		10/26/2021 6:29 PM
<input type="checkbox"/> AINA	Ainai Airport	Airport	AKS	10/26/2021 6:29 PM

< 1 2 3 4 5 6 7 8 ... 500 >

Select Cancel Remove value

REQUEST MANAGEMENT

How to re-open a case?

Mandatory fields are identified in the form with a red star *

Request Management

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18 Active ADO

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33 Open requests

0 Draft Requests

4 Closed requests

1

Safran Request Number: [input] Request Type: [dropdown] Contact: [dropdown]

Date Period: [input] [19/20/2023 - 12/20/2023] [Reset filters] [Apply]

Closed requests-

Request Title	Safran Request Number	Request Type	Priority	Created On	Requested Date	Contact	Request Status
Expedite - A380 - RFO - Standard Exchange	CCO-SNA-2023-12-000305-1	Spare	Expedite	10/18/2023 8:33 PM	12/22/2023 11:59 PM		RESOLVED

2

3

Re-open

You may want to open a revision case in order to request clarification or send follow-up questions.

1/From Request Management dashboard, select one closed request.

2/ Click on Edit button to open the request details

3/Click on **Re-Open** button will bring the user to a new form with most of the previous fields locked, and the user will be prompted to update relevant fields for the revised request

Home - Safran Nacelles - Request Management - Request details

Safran Request Number: CCO-SNA-2023-12-000305

Request status: DRAFT

Type of Standard exchange / Lease *: Standard Exchange

Priority *: Expedite

Request title *: Expedite - A380 - RFO - Standard Exchange

Summary

Program *: A380

MSN: 109-A380

Request Sub Type *: RFO

Customer Requested Date *: [input]

Committed date : CCD [input]

Re-committed date : CCD-R [input]

Your request: Requested PN: ASLXXX-ve-ve
Request for quote expected

Communication Thread

Additional contacts for notification: [input]

Add file or comment

4

5

This request is already revised

OK

Please look over all of your case details to ensure accuracy.

4/ Press the **Add file or comment** to provide file (less than or equal to 25 Mo in size), You can now **add contacts** to any request in order to notify them.

5/ If all case details are accurate,

Note: if you see this message, it means that you try to revise a previous revision of the case.