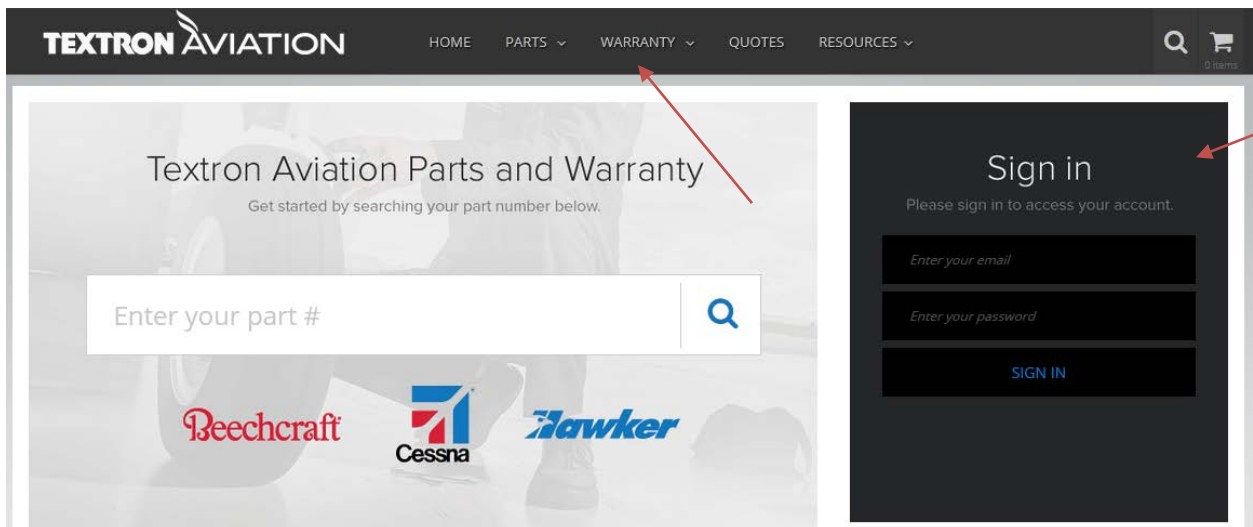


# Textron Warranty Website Claims & Reports

## Warranty Claim Filing and Warranty Reports

1. Go to: [www.parts.txtav.com](http://www.parts.txtav.com)

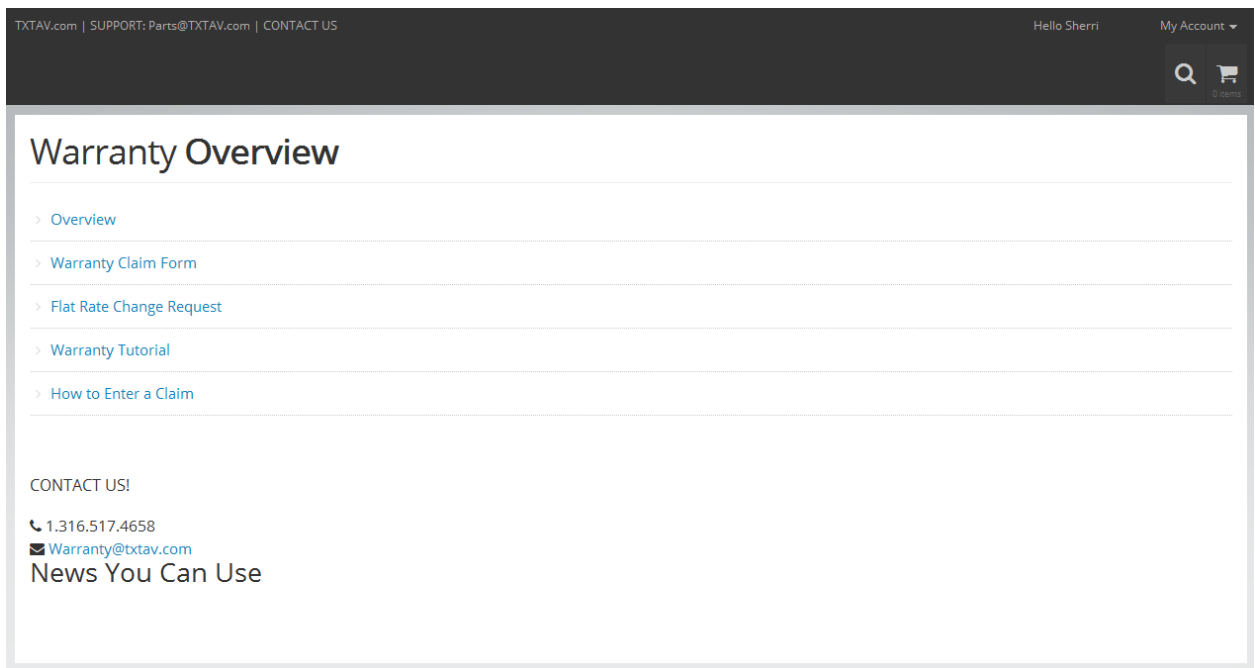
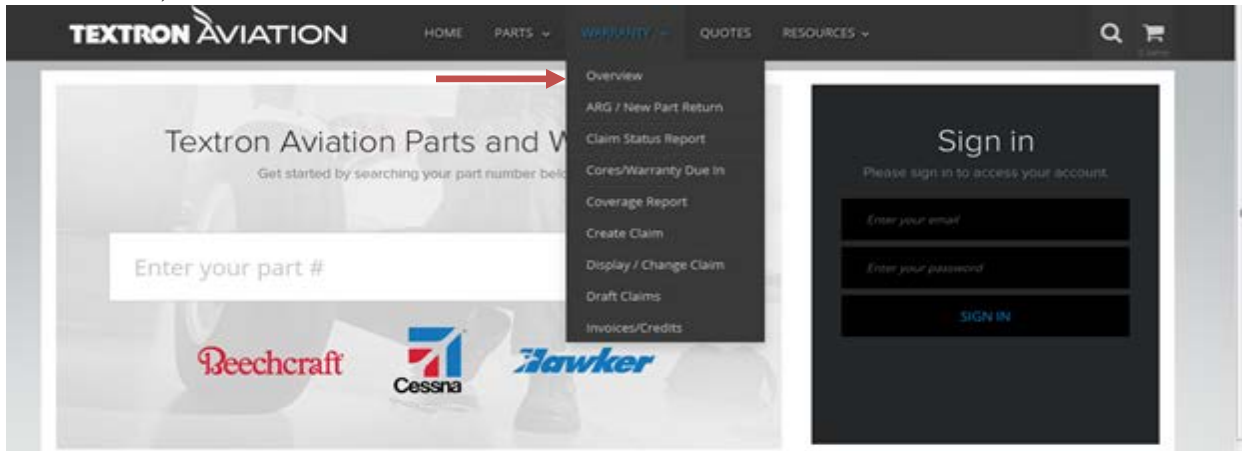


2. Enter user name and password then select *Warranty*.

Here you can:

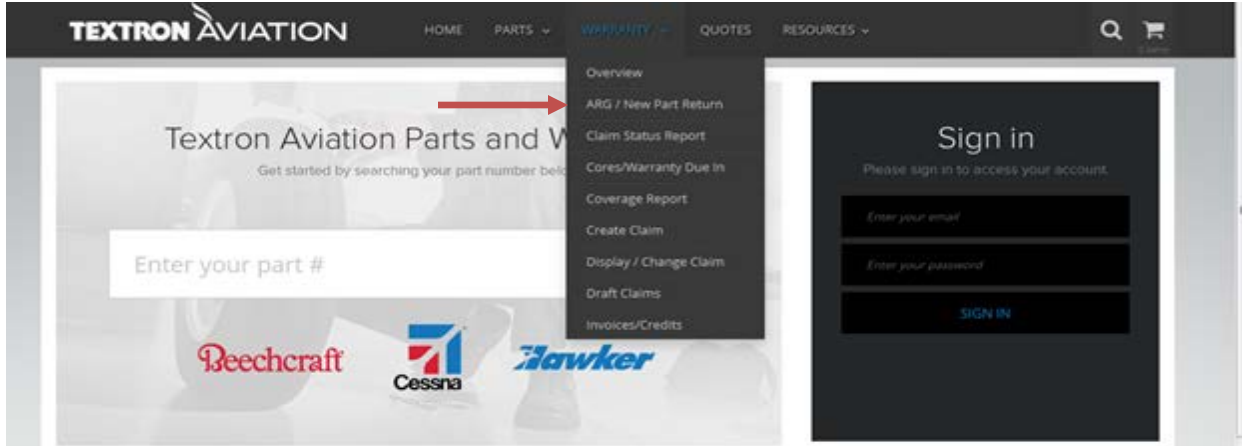
- View Warranty Overview
- File an ARG/New Part Return
- View Claim Status Report
- View Core/Warranty Due In Report
- View Aircraft Coverage Report
- Create a Claim
- Display or Change an existing Claim
- View claims saves as a Draft
- Link to Cforia to view Credits and Invoices

**View Warranty Overview** — Here you will find Contact information, a paper/word claim forms, NEWS YOU CAN USE and more.



## File an ARG/New Part Return –



Select ARG/New Part return from Warranty Dropdown list



Select the correct date range, then enter the Sales Order Number or Purchase Order Number or Part Number and a selection of available Sales Orders will be displayed

### ARG/New Part Return

Use the search fields below, to find the order that contains the part you would like to return.



Start Date: 04-06-2015  End Date: 05-06-2015 

Order Number:  PO Number:  Part Number:

Select the desired Sales order and the parts on that specific sales order will be displayed.

### ARG/New Part Return

Use the search fields below, to find the order that contains the part you would like to return.

Start Date: 04-06-2015  End Date: 05-06-2015 

Order Number:  PO Number:  Part Number:

#### Search Results

Order Number	Order Date	Order Status	PO Number
4365478	04/21/2015	OPEN	PAT
4365479	04/21/2015	OPEN	PAT
4365480	04/21/2015	OPEN	PAT
4365481	04/21/2015	OPEN	PAT
4365482	04/21/2015	OPEN	PAT
4365483	04/21/2015	OPEN	PAT
4365484	04/21/2015	OPEN	PAT

Select the part you wish to return, change the quantity if needed and provide a reason for the return and submit.

### ARG / New Part Return

☒ Part Return Request

Name \*  
Sherri Hetler

E-mail \*  
SHetler@txtav.com

Reason for Return \*

Item	Part Number	Description	Part Serial	Return Qty *	Delivery Date	Net Price	Net Value
<input type="checkbox"/>	10	1986	LAMP	<input type="text" value="1"/>	4/6/2015	\$68.58	\$68.58

Submit

A Return Authorized will be created. Please make a copy of this Authorization and return it with the part(s).

### ARG / New Part Return Return Authorization

Account: [REDACTED]


Claim #: 200300534

Print Date: 5/6/2015

Ship To: Cessna Service Parts & Prgms

Correct Return address will be noted

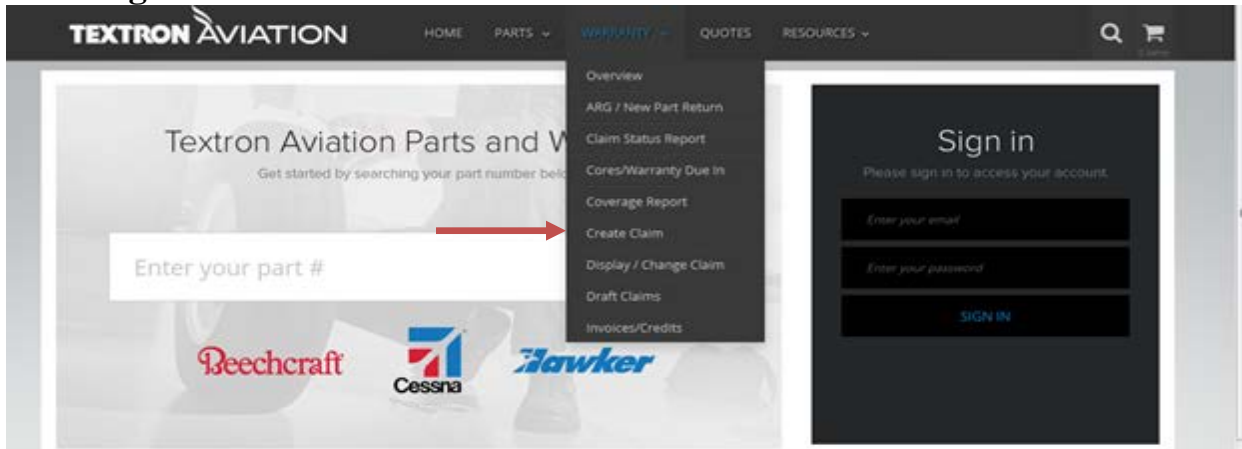
Line	Return Part	Qty	Part Serial	Credit Amt	Restock %
1	1986	1		\$68.58	10.00

  
2003005340000100001

All ARGs must be packaged separately from Warranty, Cores, or New Defectives. Show "ARG" on the outside of the box. Return ONLY items "Approved For Return" and attach this approval form. No additional Claim form is needed with approval form. If an FAA 8130-3 form and any applicable recertification document were provided with the part, they must be returned.

## Creating a warranty claim: (W3 or W5 Labor Claim)

### Creating a Labor Claim - Select Create Claim



### Create **Claim**

Will you be filing a Claim for one or more Parts?

Yes

No

If you select **No** you will have the option to file a W3 or W5 type claim.

- W3 – Service Bulletin – Labor only
- W5 – Labor Only Claim



### Create **Claim**

[Return to Draft Claims](#)

Claim Type

Select Claim Type ...

[Return to Create Claim](#)

Required data on the claim is marked by a red asterick . By hovering over the  you will receive information on the required data for that field.

Your name, e-mail and phone number will auto populate based on your log in data.  
Please fill in all required data.

## Create Claim

[Return to Draft Claims](#)


Claim Type  
W5 - LBR - Labor only claim


[Return to Create Claim](#)


Customer Number  
17001


Claim Status  
Draft


### General Data


Entered By Name   
Sherri Hetler


Email   
SHetler@txtav.com

Phone   
316-517-4996

Customer Reference Num  \*

Fail Date  \*

Work Completion Date  \*

Shop Name  \*

ATA Chapter  
Select ATA Chapter...

☐ Core Claim

Click on the following files to enter required information.

Aircraft Data

Engine / APU Data

Labor Data

Squawk / Corrective Action Data

File Attachments


## Aircraft Data

### Aircraft Data

Aircraft Model \*  
Select Model...

Serial Number \*

Registration Num

Hours  \*

Landings

Owner Name \*

6

(If a W3 is selected, you will have an additional Field in the Aircraft Data Box to define

Service Bulletin ⓘ \*

Select Service Bulletin...

the Service Bulletin number.

### Engine Data – only required on Engine related claims

Engine / APU **Data**

Engine / **APU**

LH Eng Hrs ⓘ	LH Eng Cycles ⓘ	LH Eng Serial ⓘ	RH Eng Hrs ⓘ	RH Eng Cycles ⓘ	RH Eng Serial ⓘ
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
APU Hrs ⓘ	APU Serial Num ⓘ				
<input type="text"/>	<input type="text"/>				

### Labor Data:

Labor **Data**

Labor Code *	Labor Hours *	Hourly Labor Rate *	Misc Amount
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

### Squawk/Corrective Action Data :

Squawk / Corrective Action **Data**

Squawk	Squawk Notes
<input type="text"/>	<input type="text"/>
Corrective Action *	Corrective Action Notes *
<input type="text"/>	<input type="text"/>
Person Reporting ⓘ *	Technical Representative ⓘ
<input type="text"/>	<input type="text"/>
Inspection ID ⓘ	
<input type="text"/>	

**File Attachment:** If you have related data to attach to the claim. (Invoices, pictures, etc.)

**File Attachments**

The following file types are allowed: **bmp, doc, docx, gif, jpg, jpeg, pdf, png, ppt, pptx, tif, txt, xls, xlsx.**

<input type="button" value="Browse..."/>	No file selected.
<input type="button" value="Browse..."/>	No file selected.
<input type="button" value="Browse..."/>	No file selected.
<input type="button" value="Browse..."/>	No file selected.
<input type="button" value="Browse..."/>	No file selected.

You can then submit the claim or save as a draft. Draft claims are saved in Draft Claim file on the Warranty Menu.

☐ By submitting this claim, I acknowledge the data provided is accurate to the best of my knowledge. Settlement of submitted claims are subject to the terms and conditions of the Limited Aircraft Warranty or Parts Warranty Statement.

Once you have selected Submit claim you will receive the following message:

Warning

This claim cannot be edited once submitted. Please ensure you have entered all required data, and attached any related documents. If you save the claim as a Draft, you will be able to edit claim prior to submission.

Select “Submit Warranty”

If errors are detected you will receive a list of error to be corrected before the claim can process: Example

**Customer Reference Number** field is required.

**Fail Date** field is required.

**Shop Name** field is required.

**Squawk Code** field is required.

**Squawk Notes** field is required.

**Corrective Action Code** field is required.

**Corrective Action Notes** field is required.

**Owner Name** field is required.

**Aircraft Model** field is required.

**Aircraft Serial Number** field is required.

**Person Reporting** field is required.

If you need assistance with correcting these errors, please contact your claims administrator, call 316.517.4813, or e-mail: [warranty@txtav.com](mailto:warranty@txtav.com).



Once the claim has been submitted you will receive the following notification your claim has been successfully submitted:

Claim Number: 200300583

**Warranty Claim was successfully submitted. Your Claim Number is: 200300583.**

## Creating a warranty claim: (W1, W2 or W4 Part Claim)

### Creating a Part Claim - Select Create Claim

Create **Claim**

Will you be filing a Claim for one or more Parts?

If you select  you will be required to enter the Purchase Order, Web Order or Sales Order Number for the part.

Create **Claim**

Please enter your Sales Order, Web Order, or Purchase Order number:

Select claim applicable claim type: W1, W2 or W4

Create **Claim**

Claim Type

Select Claim Type ...

**W1 – Out of Box Failure (Zero time part)**

**W2 – Claim with Part**

**W4 – Service Bulletin Claim with Part**

**For a W2 or W4 type claim:**

Click on the following files to enter required information. You might note the addition of the Part Data field, since your claim is part related.

General **Data** ▼

Aircraft **Data** ▼

Engine / APU **Data** ▼

Part **Data** ▼

Squawk / Corrective Action **Data** ▼


File **Attachments** ▼


Required data is marked by a red asterick . By hovering over the  you will receive information on the required data for that field.


Your name, e-mail and phone number will auto populate based on your log in data.  
Please fill in all required data.

### General Data:

General **Data** ▲

Entered By Name 


Email 


Phone 


Sherri Hetler


SHetler@txtav.com

316-517-4996

Customer Reference Num  \*

Fail Date  \*

Work Completion Date  \*

Shop Name  \*


ATA Chapter


Select ATA Chapter... ▼

☐ Core Claim

### Aircraft Data-


Aircraft **Data** ▲

Aircraft Model  \*


Serial Number  \*

Registration Num

Select Model... ▼


Hours  \*

Landings

Owner Name  \*

(If a W4 is selected, you will have an additional Field in the Aircraft Data Box to define

the Service Bulletin number.

Service Bulletin  \*

Select Service Bulletin... ▼

## Engine/APU Data – only required on Engine related claims

### Engine / APU Data

Engine / APU

LH Eng Hrs ⓘ	LH Eng Cycles ⓘ	LH Eng Serial ⓘ	RH Eng Hrs ⓘ	RH Eng Cycles ⓘ	RH Eng Serial ⓘ
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
APU Hrs ⓘ	APU Serial Num ⓘ				
<input type="text"/>	<input type="text"/>				

## Part Data:

### Part Data

Enter Sales Order

Select . Then select the correct part.

### Part Data

Enter Sales Order

	Part Number	Part Description	Serial Number	Order Qty	Location
<input type="button" value="Select"/>	CCR264CS-3-03	RIVET, NUTPLATE 100 DEG		100	JET
<input type="button" value="Select"/>	CCR264CS-3-04	RIVET		25	JET

Fill in the required data for the part removed and installed. If you have additional parts related to the same squawk/snag, you may add parts as needed.

**Part **Removed****

Removed Part Number ? \*

Serial Number ?

Qty \*

☐ Primary Item

Hours ? \*

Cycles ?

Landings

Spare Install Date

Part Mfr Date

**Part / Labor **Installed****

Installed Part Number \*

Serial Number

Qty \*

Sales Order \*

Labor Code

Labor Hours

Hourly Labor Rate ?

Freight

Misc Amount ?

Misc Amount Description

+ Add Part

Cancel

Reminder, all parts related to a single squawk/snag can be filed on one claim.

### Squawk/Corrective Action Data:

**Squawk / Corrective Action **Data****

Squawk \*

Select Squawk Code...

Squawk Notes \*

Corrective Action \*

Select Corrective Action Code...

Corrective Action Notes \*

Person Reporting ? \*

Technical Representative ?

**File Attachment:** If you have related data to attach to the claim. (Invoices, pictures, etc.)

File **Attachments**

The following file types are allowed: **bmp, doc, docx, gif, jpg, jpeg, pdf, png, ppt, pptx, tif, txt, xls, xlsx.**

Browse...

No file selected.

Browse...

No file selected.

Browse...

No file selected.

Browse...

No file selected.

Browse...

No file selected.

You can then submit the claim or save as a draft. Draft claims are saved in Draft Claim file on Warranty Menu.

☐ By submitting this claim, I acknowledge the data provided is accurate to the best of my knowledge. Settlement of submitted claims are subject to the terms and conditions of the Limited Aircraft Warranty or Parts Warranty Statement.

Submit Warranty

Save as Draft

**For a W1 type claim:** You will notice the Aircraft Data and Engine Data fields are not required. W1 type claims are for out of box failures only (Zero Time Parts) that are not directly related to a specific aircraft or engine.

Create **Claim**

Return to Draft Claims

Claim Type

W1 - REI - Rejected Zero Time Part

Customer Number

17001

Claim Status

Draft

General **Data**

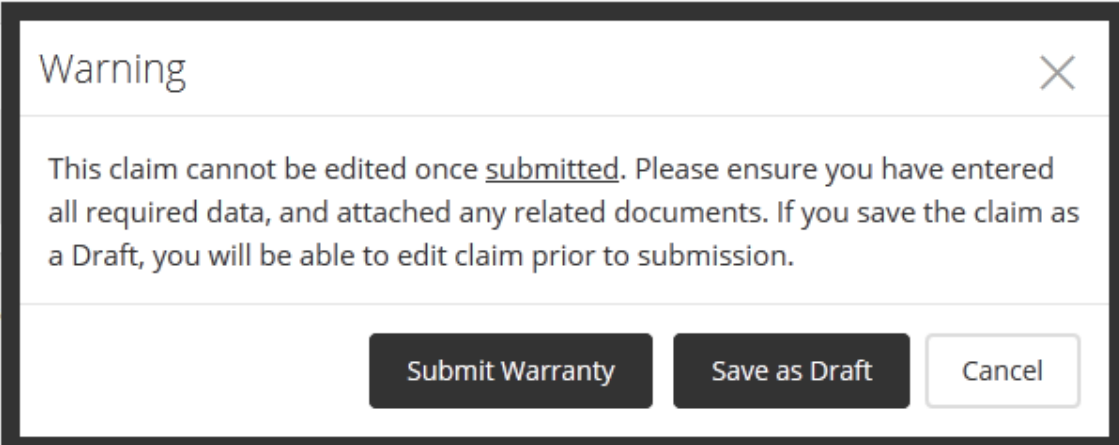
Part **Data**

Squawk / Corrective Action **Data**

File **Attachments**

See instructions above for remaining File information.

Once you have selected Submit claim you will receive the following message:

A warning dialog box with a title bar that says "Warning" and a close button (X) in the top right corner. The main text inside the box reads: "This claim cannot be edited once submitted. Please ensure you have entered all required data, and attached any related documents. If you save the claim as a Draft, you will be able to edit claim prior to submission." At the bottom of the dialog, there are three buttons: "Submit Warranty" (dark grey), "Save as Draft" (dark grey), and "Cancel" (light grey).

Warning

This claim cannot be edited once submitted. Please ensure you have entered all required data, and attached any related documents. If you save the claim as a Draft, you will be able to edit claim prior to submission.

Submit Warranty Save as Draft Cancel

Select Submit again or save as Draft.

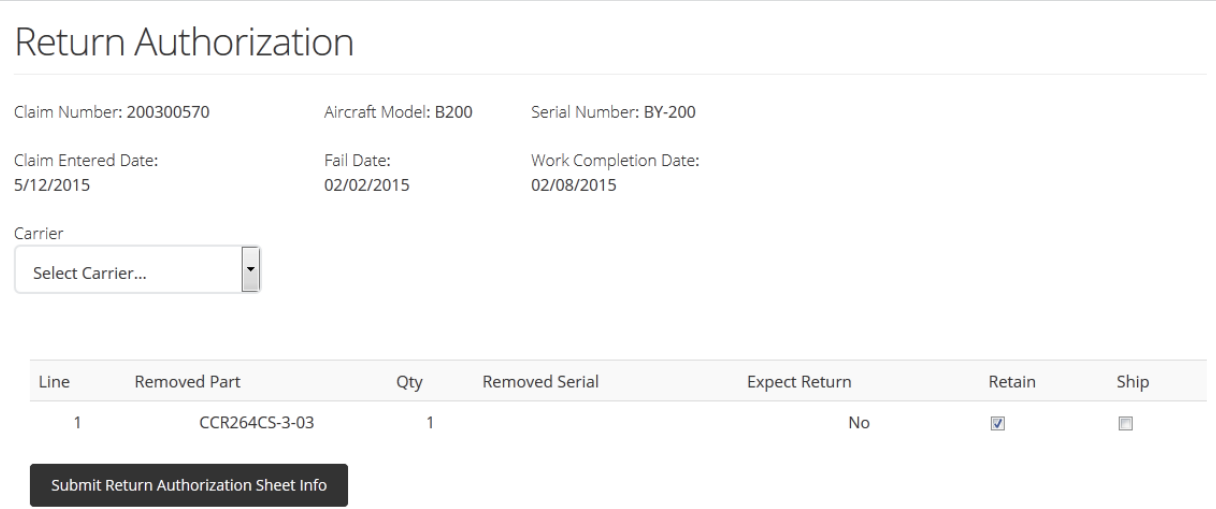
If errors are detected you will receive a list of error to be corrected before the claim can process:

**Customer Reference Number** field is required.  
**Fail Date** field is required.  
**Shop Name** field is required.  
**Squawk Code** field is required.  
**Squawk Notes** field is required.  
**Corrective Action Code** field is required.  
**Corrective Action Notes** field is required.  
**Owner Name** field is required.  
**Aircraft Model** field is required.  
**Aircraft Serial Number** field is required.  
**Person Reporting** field is required.

If you need assistance with correcting these errors, please contact your claims administrator, call 316.517.4813, or e-mail: [warranty@txtav.com](mailto:warranty@txtav.com).

Please make required corrections and re-submit.

**Once the claim is completed a Return Authorization will be created.** If the Return Authorization data is correct, select Submit.

A form titled "Return Authorization". It contains several fields for claim information: Claim Number (200300570), Aircraft Model (B200), Serial Number (BY-200), Claim Entered Date (5/12/2015), Fail Date (02/02/2015), and Work Completion Date (02/08/2015). There is a "Carrier" section with a dropdown menu labeled "Select Carrier...". Below this is a table with 7 columns: Line, Removed Part, Qty, Removed Serial, Expect Return, Retain, and Ship. The table has one data row. At the bottom left of the form is a button labeled "Submit Return Authorization Sheet Info".

Return Authorization

Claim Number: 200300570 Aircraft Model: B200 Serial Number: BY-200

Claim Entered Date: 5/12/2015 Fail Date: 02/02/2015 Work Completion Date: 02/08/2015

Carrier

Select Carrier...

Line	Removed Part	Qty	Removed Serial	Expect Return	Retain	Ship
1	CCR264CS-3-03	1		No	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Submit Return Authorization Sheet Info

If the part is required to be returned on W1, W2 or W4 claims you will receive a message to return the part. Note: A copy of this Return Authorization must accompany the return part.

## Return Authorization

Claim Number: 200300570      Aircraft Model: B200      Serial Number: BY-200

Claim Entered Date: 5/12/2015      Fail Date: 02/02/2015      Work Completion Date: 02/08/2015

Carrier

Line	Removed Part	Qty	Removed Serial	Expect Return	Retain	Ship
1	CCR264CS-3-03	1		No	<input checked="" type="checkbox"/>	<input type="checkbox"/>

[Submit Return Authorization Sheet Info](#)      **Thank you. The Warranty and Return Authorization info was successfully submitted. You indicated that you will not be returning any parts.**

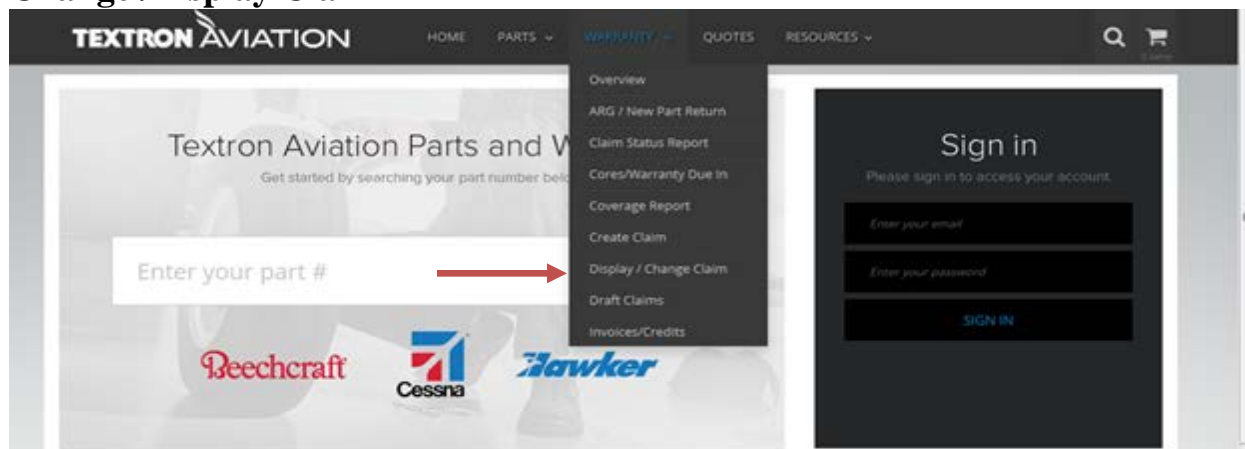
[Re-print Return Authorization](#)

Click the button below, if you'd like to file another Warranty Claim for this Aircraft ( BY-200 )

[File Another Claim for BY-200](#)      [Return to Draft Claims](#)

To enter another claim for the same aircraft, select [File Another Claim for BY-200](#) and the aircraft data from the previous claim will back fill on to the next claim.

## Change /Display Claim

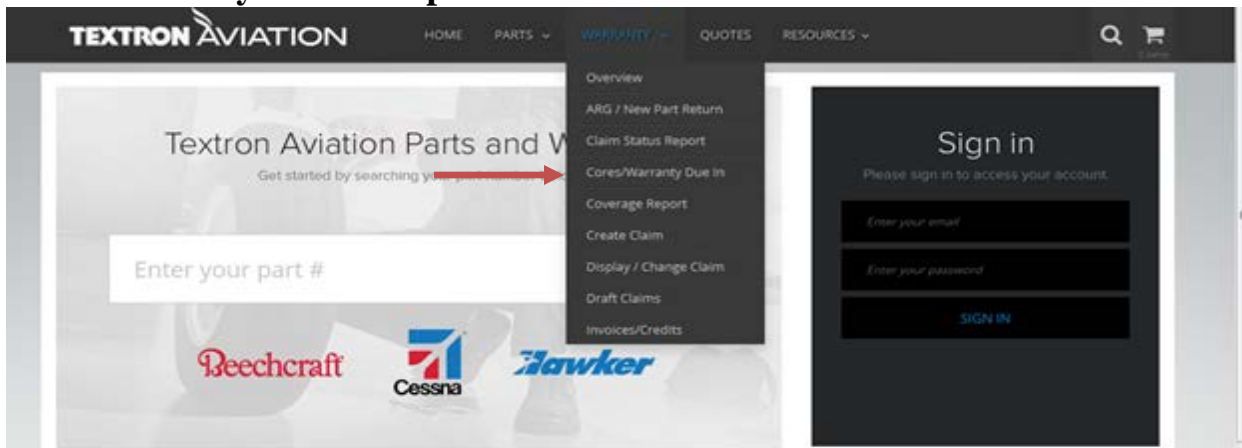


**\*The Change /Display Claim feature will allow you to:**

- **Change - Edit information on the unsettled claim**
- **Display - Display the claim entered so a copy can be made to return with the part. Please note a copy of the warranty claim is your Return Authorization and must accompany the return part.**

## Reports:

### Core/Warranty Due In Report



Select the correct date range and Report Type, and then enter the Sales Order Number or Purchase Order Number or Part Number. A selection of available Sales Orders will be displayed. (This can also be run with dates and Report Type only for all Core and Warranty part due in.)

A screenshot of the 'Cores/Warranty Due In' search form. It includes fields for 'Start Date' (11-12-2014), 'End Date' (05-12-2015), and 'Report Type' (Cores/Warranty). Below these are fields for 'Order Number', 'PO Number', and 'Part Number'. A 'Search' button is located at the bottom left of the form.

Results will be displayed. Data can be downloaded to a Spreadsheet if required.

Download Spreadsheet										
Order Number	PO Number	Line Item	Delv. Delivery	Item	Part No./Description	Due Date	Order QTY	Claim No	Claim Qty	Serial
4361382	14-023377	2			9912103-3EX VALVE AND BOTTLE AY	02/22/2015	1			2008
4361382	14-023377	3			BC61A901-2EX BLOWER MTR	02/22/2015	1			1706A



Fill in all required data and click on submit. Required data is marked by a red asterisk <sup>\*</sup>.

## Core Return

Name<sup>\*</sup> Sherri Hetler E-mail<sup>\*</sup> SHetler@txtav.com

Customer Reference Number ⓘ Failure Date ⓘ<sup>\*</sup> Work Completion Date ⓘ<sup>\*</sup>

Aircraft Model Select Model... Serial Number

Squawk<sup>\*</sup> Select Squawk Code... Squawk Notes<sup>\*</sup>

Item	Part Number <sup>*</sup>	Description	Part Serial	Return Qty <sup>*</sup>	Hrs	Cycles
<input checked="" type="checkbox"/>	2	9912103-3EX	VALVE AND BOTTLE AY	1		

The following file types are allowed: **bmp, doc, docx, gif, jpg, jpeg, pdf, png, ppt, pptx, tif, txt, xls, xlsx.**

No file selected.  
 No file selected.  
 No file selected.  
 No file selected.  
 No file selected.

A Return Authorized will be created. Please make a copy of this Authorization and return it with the part(s).

Core Return  
Return Authorization

Account: [REDACTED]


Claim #: 200300589

Print Date: 5/12/2015

Ship To: Cessna Service Parts & Prgms

[REDACTED]

Line	Return Part	Qty	Part Serial	Credit Amt
1	9912103-3EX	1	8888	\$ [REDACTED]

  
2003005890000100001

Return ONLY Items "Approved For Return" and attach this approval form. No additional Claim form is needed with approval form. If an FAA 8130-3 any applicable recertification document were provided with the part, they must be returned.

THIS RETURN AUTHORIZATION IS VALID UNTIL: 6/11/2015

## Aircraft Coverage Report:

TEXTRON AVIATION

HOME PARTS WARRANTY QUOTES RESOURCES

Search

Shopping Cart

Texttron Aviation Parts and W

Get started by searching your part number below

Enter your part #

Beechcraft

Cessna

Hawker

Overview

ARG / New Part Return

Claim Status Report

Cores/Warranty Due In

Coverage Report

Create Claim

Display / Change Claim

Draft Claims

Invoices/Credits

Sign in

Please sign in to access your account.

Enter your email

Enter your password

SIGN IN

Enter the aircraft Model and Serial Number and select Search. All coverages will be display in order of active coverage.

(Cessna Aircraft)

## Coverage Report

Aircraft Model \*
Serial Number \*

CESSNA, CITATION X/TEN (750)

224

Search

### Search Results

Description	Hour Limit	Start Date	Expiration Date	Active
Vendor Aftermarket Program		12/18/2003	12/16/2023	Y
APU Warranty coverage	2000	12/18/2003	12/17/2008	N
AlliedSignal Avionics		12/18/2003	12/17/2008	N
CX EJA COO Airframe	5000	12/18/2003	12/17/2008	N
CX EJA COO Avionics	5000	12/18/2003	12/17/2008	N
CX EJA COO Labor and Misc	5000	12/18/2003	12/17/2008	N
Collins Avionics		12/18/2003	12/17/2008	N
Honeywell Warranty	5000	12/18/2003	12/17/2008	N
New A/C Airframe Warranty	5000	12/18/2003	12/17/2008	N
New A/C Warranty Engines	2500	12/18/2003	12/17/2008	N
Optional Avionics	3000	12/18/2003	12/17/2008	N
Standard Avionics	3000	12/18/2003	12/17/2008	N
Vendor Warranty	3000	12/18/2003	12/17/2008	N
Interior Warranty items		12/18/2003	12/18/2004	N
PAINT		12/18/2003	12/18/2004	N
SER & IER (usually 750)		12/18/2003	12/17/2004	N
Universal Avionics		12/18/2003	12/17/2004	N

## Beech Aircraft:

# Coverage Report

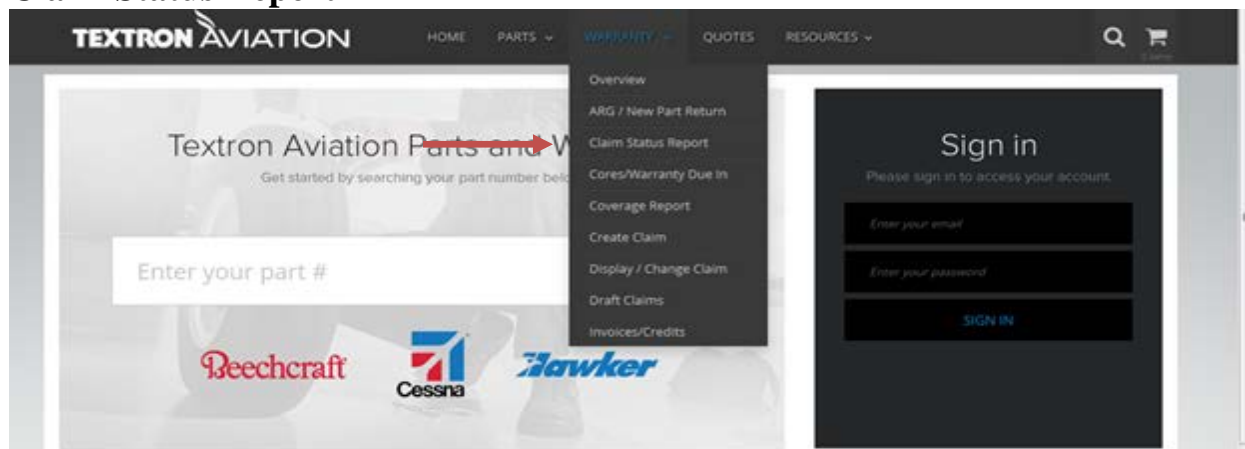
Aircraft Model \* Serial Number \*

BEECH - KING AIR (B200) BY-200 Search

### Search Results

Description	Hour Limit	Start Date	Expiration Date	Active
Beech Structural		6/24/2014	6/23/2019	Y
Beech Interior	400	6/24/2014	6/23/2016	Y
Beech Paint	400	6/24/2014	6/23/2016	Y
Parts Warranty	1200	6/24/2014	6/23/2016	Y

## Claim Status Report



This report will display the current status of your claim (waiting for the part to be returned or waiting for claim settlement.) If the claim is accepted, the report will display the Warranty Administrator's comments; the amount paid and credit memo number. If the claim is denied, the report will display the Warranty Administrator's comments and reason for denial.

Enter the parameters of the warranty claims you would like to review and select submit.

### Claim Status Report

Date From: 4/12/2015 Date To: 5/12/2015 Part Number: Customer Number: [REDACTED]

Claim Number: Shop Name: Customer Ref Num: Claim Type: Select Claim Type ...

Aircraft Model: Select Model... Aircraft Serial:

Claim Status: ☒ All Items ☐ Accepted ☐ Denied ☐ Awaiting Return Part ☐ All Open ☐ Draft

**Search**

Results will be displayed.

### Claim Status Report

Date From: 4/12/2015 Date To: 5/12/2015 Part Number: Customer Number: 36023

Claim Number: Shop Name: Customer Ref Num: Claim Type: Select Claim Type ...

Aircraft Model: Select Model... Aircraft Serial:

Claim Status: ☒ All Items ☐ Accepted ☐ Denied ☐ Awaiting Return Part ☐ All Open ☐ Draft

**Search**

**Search Results**

[View Detail of All Results](#) [Spreadsheet Download](#)

Claim Number	Type	Claim Date	Customer Ref #	A/C Serial	Shop Name	Part Number	Amount Paid	Claim Status
200300529	W2	5/6/2015	scen 14-3	FL-823	Bring it	S132-3-22EX	\$3,277.06	Accepted
200300570	W2	5/12/2015	1234	BY-200	HBS	CCR264CS-3-03	\$0.00	Open
200300549	W2	5/7/2015	CustClaim5-7.5	7100	My Shop	CCR264CS-3-03	\$0.00	Open
200300548	W2	5/7/2015	CustClaimNumber	7100	My Shop	CCR264CS-3-03	\$0.00	Open
200300526	W3	5/6/2015	CustClaimNumber	7100	My Shop		\$0.00	Open
200300525	W2	5/6/2015	CustClaimNumber	7100	My Shop	CCR264CS-3-03	\$0.00	Open
200300524	W1	5/6/2015	CustClaim5-6.2		My Shop	CCR264CS-3-03	\$0.00	Open
200300522	W2	5/6/2015	CustClaim5-6	7100	My Shop	CCR264CS-3-03	\$0.00	Open
200300517	W2	5/5/2015	CustClaim5-5	7100	My Shop	CCR264CS-3-03	\$0.00	Open
200300514	W1	5/4/2015	CustClaim5-4.2		My Shop	CCR264CS-3-03	\$25.25	Open

You can then click on each individual claim to view the status, settlement notes, amount paid, etc. Or if you would like to view all claims selected by clicking on [View Detail of All Results](#)

You may also download all data displayed to an [Excel Spreadsheet](#).

Each line will be color coded to designate the status of the claim:

- **Red – Denied**
- **Green - Accepted**
- **White – Not Settled/Open**

By clicking on each individual claim your search results are displayed in detail for each claim. If the claim has not been settled, you can click on the claim number and it will take you back to the original claim so any edits can be completed. If the claim has been settled, you can click on the credit memo number to display a copy for your records.

Warranty **Detail**

Claim Number	Claim Type	Claim Entered Date	Customer Reference Num	Claim Status
200300529	W2	5/6/2015	scen 14-3	Accepted
Aircraft Model	Serial Number	Shop Name	Squawk Notes	
BEECH - KING AIR (B300)	FL [REDACTED]	Bring it	Leaking beyond specs in manual	

Claimed Part	[REDACTED] FLAP POSITION TRANSMITTER )	\$1,480.60
Claimed Labor		\$1,020.00
Claimed Misc		\$100.00

Paid Amounts			
Item	Paid Amt	Credit Memo	Approved Date
Labor	\$1,020.00	[REDACTED]	5/7/2015
Other	\$100.00	[REDACTED]	5/7/2015
[REDACTED]	\$1,480.60	[REDACTED]	5/7/2015
Deposit	\$100.00	[REDACTED]	5/7/2015
Total Paid	\$2,700.60		

#### **Overview of Warranty Status Report.**

In the selection criteria screen, you can enter a range of values to help narrow down your list of warranty claims. **To view all claims, leave the first date range field blank.**

The following User Status codes can be used on this screen:

**All Items** Display all claims that meet entered criteria.

**Accepted** Display claims that have been settled/accepted, and that meet the other specified search criteria.

<b>Denied</b>	Display claims that have been settled and denied and that meet the other specified search criteria.
<b>Awaiting Return Part</b>	Display all claims being held for the return of the part removed and that meet the other specified search criteria.
<b>All Open</b>	Display all unsettled claims in review and that meet the other specified search criteria.
<b>Draft</b>	Display all claims saved as Draft – not yet submitted for warranty review.

When selecting the credit memo you will be sent to Cforia. You will be required to log in and then enter the credit memo number desired. Go to:  
<https://207.178.170.116/custportal/administrator.asp>

The screenshot shows the Texttron Aviation Customer Login interface. At the top, there are logos for Beechcraft, Cessna, and Hawker. Below these is the Texttron Aviation logo. The page is divided into a left sidebar and a main content area. The sidebar contains links for Customer Login, Account Activation, Password Maintenance, and Help. The main content area is titled 'Customer log in.' and contains a form with input fields for Email and Password, and buttons for Login and Reset. Below the password field, there is a link to activate the account. The footer of the page contains a thank you message and the text 'Powered by Cforia Software'.

Our ebilling site [www.ebilling.cessna.com](http://www.ebilling.cessna.com)  
 Your username is (your email address)  
 Your temporary password is: cessna1

#### **To view Invoices:**

On the left side of the screen click “Open Invoices”  
 This should bring up a list of all the invoices open on your account.  
 Next click the check boxes in the “invoice reprint” column for the invoices that you would like to view/print and click the “Reprint Invoices” at the bottom of the page.  
 On the next page click the “reprint invoices” button again and when the next page comes up it should show you the actual invoice copies.

#### **To Pay invoices.**


Enter your bank information on the Edit Payment Information link on the left side of the screen.  
 Then on the open items page there will be check boxes next to the invoices and credits. Select the invoices you want to pay and the credits you would like to use.  
 Scroll to the bottom of the screen and click the pay invoices button. This will take you to a confirmation screen with the total charge that will be processed.  
 Click pay invoices button at the top of the screen and a receipt page will open – Print this page for your records.

## **Additional information:**

There are 5 different types of warranty claims, each with its own required set of data:

- W1 Out of Box Part, Zero Time Part
- W2 Replaced Part with Hours and Labor
- W3 Service Bulletin with Labor Only
- W4 Service Bulletin with Parts and Labor
- W5 Labor Only

**Required fields** All fields marked with \*. Data must be entered in these fields before you can proceed with processing the claim.

**Information** By hovering over the  next to each field, information will be available on the required data

## **Glossary of Terms**

<b>Customer Number</b>	TAPD customer number.
<b>Claim Type</b>	Type of claim filed. A range of claims can be entered (i.e.: W1 – W5) W1 - Out of box part claim (zero time part) W2 –Replaced part with hours claim and Labor W3 –Service Bulletin with labor only claim W4 – Service Bulletin with parts and labor W5 – Labor only claims
<b>Customer Claim Number</b>	The unique customer reference number entered in the original claim submittal.
<b>Purchase/Sales Order No</b>	Enter your TAPD purchase/sales order number. Your purchase/sales order number was used/create at order entry.
<b>Date Range</b>	Refers to the date range of when the warranty claims were submitted. Limit the date range whenever possible to improve response time and limit the number of records displayed.
<b>Work Completed</b>	Enter the date the work on the aircraft was completed.
<b>Date Occurred</b>	Enter the date the discrepancy occurred.
<b>Hourly Labor Rate</b>	If labor is approved, enter an hourly labor rate if different from the approved rate.
<b>ATA Code</b>	Select from the drop down menu, if known. Example 25-10, 32-40, etc.
<b>Owner Name</b>	Enter the name of the Aircraft owner/operator.



<b>Aircraft Model/Serial</b>	The aircraft model/serial number of the aircraft. <b>Cessna – select model, enter serial number</b> <b>Beech/Hawker – select model, enter full serial number</b> <b>(Example, E-4000, BY-201, HA-167, etc.)</b>
<b>AC Hours</b>	Enter the Aircraft hours. Please enter in whole numbers.
<b>Service Bulletin Number</b>	Select either a W3 or W4 type warranty claim. Once the aircraft serial number has been enter a Service Bulletin box will appear. Use the drop down selection to view the Service Bulletins applicable for your aircraft.
<b>Part Number Removed</b>	Enter the part number removed from the aircraft.
<b>Part Hours</b>	Enter the part hours.
<b>Spare Install Date</b>	If the part removed is not original equipment on the aircraft and the part hours are less than the aircraft hours, enter the date the removed part was installed.
<b>Quantity Removed</b>	Enter the quantity of part(s) removed
<b>Part Serial Number</b>	Enter the part serial number (removed and installed).
<b>Part Cycles</b>	Enter the part cycles.
<b>Part Landings</b>	Enter the part landings.
<b>Part Installed</b>	Enter the part number for the part installed. Part numbers as required.
<b>Quantity Installed</b>	Enter the quantity installed.
<b>Person Reporting</b>	Enter the name of the person who reported the squawk
<b>Technical Representative</b>	If during the repair you were assisted by a Textron Technical Engineer, either in person or via phone please note their name here.
<b>Miscellaneous Amount</b>	Enter a miscellaneous amount for additional costs. Explanation for part/service required must be defined.
<b>Labor Hours</b>	Enter labor hours if part has been installed. Explain in Narrative field.
<b>Narrative</b>	A narrative is required. What work was performed and why? What was the reason for the R&R of the part?

***For assistance with web error messages, please send an e-mail to [warranty@txtav.com](mailto:warranty@txtav.com) or call 316-517-4658***