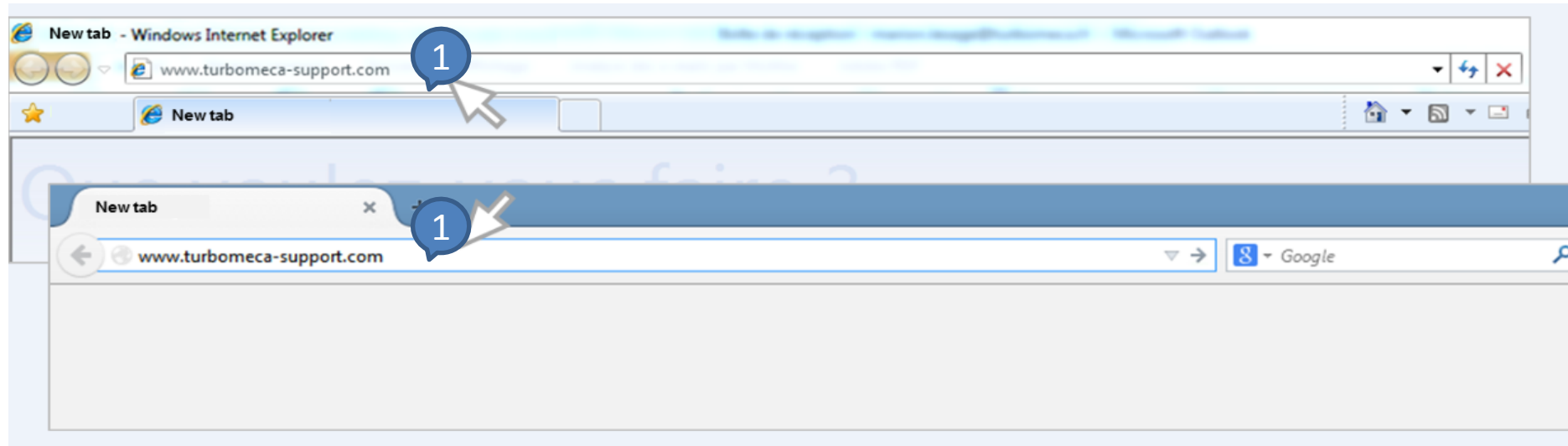


TURBOMECA E-FORM

GUIDE FOR THE CUSTOMER

HOW TO PROCESS AN E-FORM

www.Turbomeca-support.com



- Type the address 1
- Then « enter »

LOG IN TOOLS

The screenshot displays the TOOLS website interface. At the top left is the logo for 'tools TURBOMECA OPERATOR ONLINE SUPPORT'. Below it are navigation links: SERVICES, NEWS & HIGHLIGHTS, YOUR CONTACTS, and ABOUT TURBOMECA. On the right, it says 'You are not connected' and shows the SAFRAN Turbomeca logo with 'Contact us | FAQ | FR - EN' below it. The main banner features a hand holding a tablet displaying the website, with the text 'The new TOOLS goes live! Read next...'. Below the banner are three sections: a 'Home /' link, a 'PRESS RELEASES' section with two news items, and a 'LOG ON' form. The login form has a '1' in a blue circle above the username field and a '2' in a blue circle above the password field.

tools
TURBOMECA OPERATOR
ONLINE SUPPORT

SERVICES | NEWS & HIGHLIGHTS | YOUR CONTACTS | ABOUT TURBOMECA

You are not connected

SAFRAN
Turbomeca

Contact us | FAQ | FR - EN

The new TOOLS goes live!
Read next...

Home /

PRESS RELEASES

Heli-Expo, Anaheim, 27 Feb. 2014
Turbomeca signs SBH® contract with ADAC Luftfahrt Technik GmbH

Heli-Expo, Anaheim, 25 Feb. 2014
Turbomeca CEO pledges "full support" to Bell 505 Jet Ranger X program

LOG ON

denis_christine|

..... OK

▶ Forgot your password

▶ Forgot your login

▶ Terms of service

▶ Create an account

1 Enter your log-in + password + OK

→ if you don't have an account click on 2

→ You will get an account (log-in + password) within 2 business days

E-FORM IN TOOLS : E-SERVICES TAG

The screenshot shows the 'tools' website header with the logo and 'TURBOMECA OPERATOR ONLINE SUPPORT'. A navigation bar contains 'MY TOOLS', 'E-SERVICES', 'YOUR CONTACTS', and 'SERVICES'. A red box highlights 'E-SERVICES' with a callout '1'. Below the header, the breadcrumb 'Home / E-services' is shown. A dropdown menu for 'E-SERVICES' is open, with 'CUSTOMER E-FORM' highlighted by a red box and a callout '2'. To the right, the 'DOCUMENTATION' and 'TRAINING' sections are visible, each with a list of sub-items.

tools
TURBOMECA OPERATOR
ONLINE SUPPORT

Home / E-services

E-SERVICES

- ▶ **CUSTOMER E-FORM**
- ▶ DOCUMENTATION
- ▶ TRAINING
- ▶ WARRANTY
- ▶ SPARE PARTS AND TOOLING
- ▶ STD EXCHANGE & RENTAL
- ▶ AOG
- ▶ NORIA
- ▶ SECOND HAND ENGINES
- ▶ EQUIPMENT INVOLVED IN ACCIDENTS
- ▶ E-INFOS
- ▶ E-SERVICES SEARCH

DOCUMENTATION

- » Technical Publications
- » My subscription
- » Help and Tools
- » Tech Pubs Revision
- » Tech Pubs Index
- » Technical information
- » Quality documentation

TRAINING

- » Schedule / Enrollment
- » E-learning
- » Useful informations

MY TOOLS

→ Click on **1** then **2**

E-FORM MENU – CREATE A REQUEST

Customer e-Form

Customer e-Form: for your online requests of Turbomeca services

Welcome on your Customer e-Form area!

This new online service, the Turbomeca Customer e-Form, offers you a new and interactive way to:

- submit and manage all types of requests (repair, noria, spare parts, S/E under AOG and/or warranty, technician, rental, ...)
- follow up the progress of your requests
- upload and download the related documentation
- print a RMA (Return Material Authorization)

Available as soon as you log on TOOLS, the e-Form requires a minimum of information.

Manage and follow up my requests

- [My ongoing e-Forms](#)
- [My company e-Forms](#)
- [My company archived e-Forms](#)



Submit your request: start filling out a Turbomeca e-Form!

→ 1 Create a new request

SUBMIT AN E-FORM

New e-Form

Fill in your request

You can now submit your requests and all related files online via our Turbomeca Customer e-Form below! You can then manage them and follow up their processing on [your Customer e-Form area](#).

(The e-Form is pre-filled with the information you have filled out in your « [Personal information](#) » on TOOLS)

Fill your request

The screenshot shows a web form with the following sections and fields:

- COORDINATES** (Callout 1):
 - Last name: DENIS
 - First name: CHRISTINE
 - Email: christine.denis@turbomeca.fr
 - Phone: 4794
 - Company name: TMF - TURBOMECA FRANCE
 - City: TARNOS
 - Country: FRANCE
- Other Contact** (Callout 2):
 - Final Operator: [empty]
 - Contact name: [empty]
 - Contact phone: [empty]
 - Contact mail: [empty]
- Your Front-Office** (Callout 3):
 - Turbomeca Support France (TSF) [dropdown arrow]
- REQUEST INFORMATION** (Callout 4):
 - Type of request: [dropdown arrow]

→ 1 Your personal data are automatically uploaded from your TOOLS account (if uncomplete, please update your data in menu My account see chart 23)

→ 2 you can add manually coordinates of the final operator if you wish and if applicable

→ 3 name of your dedicated Front office (can be changed with the dropdown list if not appropriate)

→ 4 select your type of request in the list (zoom in next chart)

SELECT YOUR TYPE OF REQUEST

REQUEST INFORMATION

Type of request

AOG
WARRANTY
AOG UNDER WARRANTY
STANDARD EXCHANGE
REPAIR/OVERHAUL
SPARES
SECOND HAND SALES
TECHNICIAN REQUESTED
NORIA
TOOLS RENTAL

Reset

Validate

© Turbomeca Tools | Legal and privacy

- 1 You can enter through specific criteria (as second step you will have to choose the type of flow)
- 2 You can enter through a type of flow (as second step you will find the criteria in boxes to tick)


EXAMPLE OF REQUEST : STANDARD EXCHANGE (1/2)

REQUEST INFORMATION

Type of request	STANDARD EXCHANGE	<input type="button" value="Parcourir..."/>
Component type	MODULE5	
Warranty	<input checked="" type="checkbox"/>	
AOG	<input checked="" type="checkbox"/>	
Technician requested	<input type="checkbox"/>	
RFQ number	<input type="text"/>	
PO number	WTY 2015	
Attach P/O	<input type="text"/>	<input type="button" value="Parcourir..."/>
Need date	21-Jan-15	<input type="button" value="Calendar icon"/>

ASSET INFORMATION

Variant	ARRIEL 2C	
P/N	70BM051710	
S/N	1626	
Initial Delivery type	overhaul	<input type="button" value="Help icon"/>
Installation date	08-Dec-14	<input type="button" value="Calendar icon"/>
TSO	30	<input type="button" value="Help icon"/>
CSO	50	<input type="button" value="Help icon"/>
Reason for removal	OIL LEAK	
Event date	19-Jan-15	<input type="button" value="Calendar icon"/>
Removed from engine S/N	20546	
Attach logcard	D:\Users\u003467\Desktop\ia rattacher\LO	<input type="button" value="Parcourir..."/>

- Only the blocks necessary for Turbomeca to manage your request will appear in the form and have to be filled in
 - Some flows will give you the choice between :
 - A single quantity -> enter PN SN
 - A multiple quantity -> attach your list of parts or your PO
- Clicking **Warranty** and/or **AOG** will replace the paper forms **(you will still have to call the help line for « out of hours » AOGs)**
- If needed variant does not appear in dropdown list, please update your TOOLS account (see chart 23)
- You can upload documents (logcard, cardex, PO etc...), click « parcourir/browse »
- You can select a date with the calendar icon 

EXAMPLE OF REQUEST : STANDARD EXCHANGE (2/2)

OTHER INFORMATION

Aircraft under Civil regulation Yes No

Specific Investigation request ?

Attend Investigation ?

Material involved in incident ? accident ? N/A

Attach additional file Parcourir...

Comments

- You can get a bit more detailed info with the icon ?
- You can attach files
- You can add comments for your CSR (you want a mid potential, high cycles remaining, TU... etc...)
- Click validate. This will create the e-Form, add a line in your CSR's workplan and in your own workplan

If you tick Noria or AOG, clicking validate will send an automatic mail to noria team and/or AOG team

PROCESS A SECOND REQUEST OR CLOSE THE MENU

E-SERVICES

- ▼ CUSTOMER E-FORM
 - e-Form Management
- ▶ DOCUMENTATION
- ▶ TRAINING
- ▶ WARRANTY
- ▶ SPARE PARTS AND TOOLING
- ▶ STD EXCHANGE & RENTAL
- ▶ AOG
- ▶ NORIA
- ▶ SECOND HAND ENGINES
- ▶ EQUIPMENT INVOLVED IN ACCIDENTS
- ▶ E-INFOS
- ▶ E-SERVICES SEARCH
- ▶ TM TEAM TOOLS

New e-Form

Your request has been submitted. You will receive a confirmation mail.

Fill in your request

You can now submit your requests and all related files online via our Turbomeca Customer e-Form below! You can then manage them and follow up their processing on your Customer e-Form area.

(The e-Form is pre-filled with the information you have filled out in your « Personal information » on TOOLS)

Would you like to:

- * enter a similar request
- * enter another type of request
- * close the menu



- Once you validate your request you will get a network mail confirming that your e-Form went through.
- 1 You can enter a similar request (S/E as per our example). It will propose the same data as previous request, you have to modify data according to your new need
- 2 You can enter another type of request (repair,...)
- 3 click close menu to return to main screen

E-FORM MENU – ACCESS TO YOUR WORKPLAN

Customer e-Form

Customer e-Form: for your online requests of Turbomeca services

Welcome on your Customer e-Form area!

This new online service, the Turbomeca Customer e-Form, offers you a new and interactive way to:

- submit and manage all types of requests (repair, noria, spare parts, S/E under AOG and/or warranty, technician, rental, ...)
- follow up the progress of your requests
- upload and download the related documentation
- print a RMA (Return Material Authorization)

Available as soon as you log on TOOLS, the e-Form requires a minimum of information.

Manage and follow up my requests

- My ongoing e-Forms
- My company e-Forms
- My company archived e-Forms



New e-Form »


Submit your request: start filling out a Turbomeca e-Form!

- 1 click and view your ongoing requests. This will Open a workplan
- 2 View your company's requests (= your colleagues' requests)
- 3 View your company's archived requests

MY ON GOING E-FORMS – WORKPLAN VIEW

- You can filter your workplan if needed, according to various criteria then validate
- zoom on request status (see next chart)

My requests

 SELECT YOUR CRITERIA - Use % instead of * to make a partial search

Type of request	<input type="text"/>	e-Form ref	<input type="text"/>
Family	<input type="text"/>	Request status	<input type="text"/>
Component type	<input type="text"/>	Final Operator	<input type="text"/>
AOG	<input type="text"/>	Noria	<input type="text"/>
	<input type="text"/>	Warranty	<input type="text"/>

[Validate](#)

YOUR ONGOING REQUESTS WORKFLOW

To find a file in the list : type « Ctrl F », enter the parameter you are looking for (PO, sn,...)

<< RETURN + NEW REQUEST

My requests


Your criteria are: all requests
4 request(s) found
Export this result in Excel

List sorted out by 1

LIST OF E-FORMS:

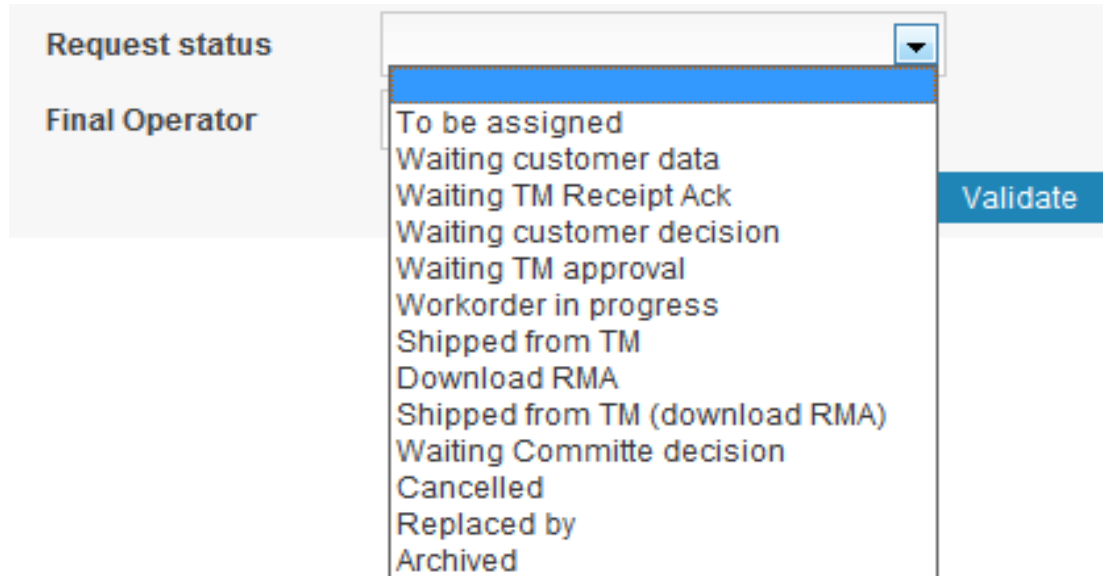
	Creation Date	E-Form Ref	My Reference	Type Of Request	Variant	Component Type	S/N	AOG	Noria	Warranty	Request Status	Leadtime	Warranty Status	Final Operator	
2	03-JUL-14	CPI-2014-00468		TECHNICIAN REQUESTED	ARRIUS 1A	FCU/HMU					Waiting TM Receipt Ack	6			6 CONTACT CSR
	04-AUG-14	CPI-2014-00404		REPAIR/OVERHAUL	ARRIEL 2B	ENGINE	123456				Workorder in pro	51			CONTACT CSR
	04-AUG-14	CPI-2014-00405	123456	STANDARD EXCHANGE	ARRIEL 2B	ENGINE	1234565	Yes		Yes	Shipped from TM (download RMA)	51			CONTACT CSR

5 7

- 1 You can sort out your workplan by date or variant. To find a file type CtrlF
- 2 To access a file click on 
- 3 AOGs are shown in red
- 4 Request status in red means you have an action to perform (see next charts, status explanation)

- 5 Leadtime is the number of days in the status
- 6 click and contact your CSR by mail to send logcard, PO,... (see detail chart 17)
- 7 When a request is closed, a box to tick will appear to archive the line + Button « archive » at the bottom of the page see chart 21)

MY ON GOING E-FORMS – REQUEST STATUS (1)



Request status

Final Operator

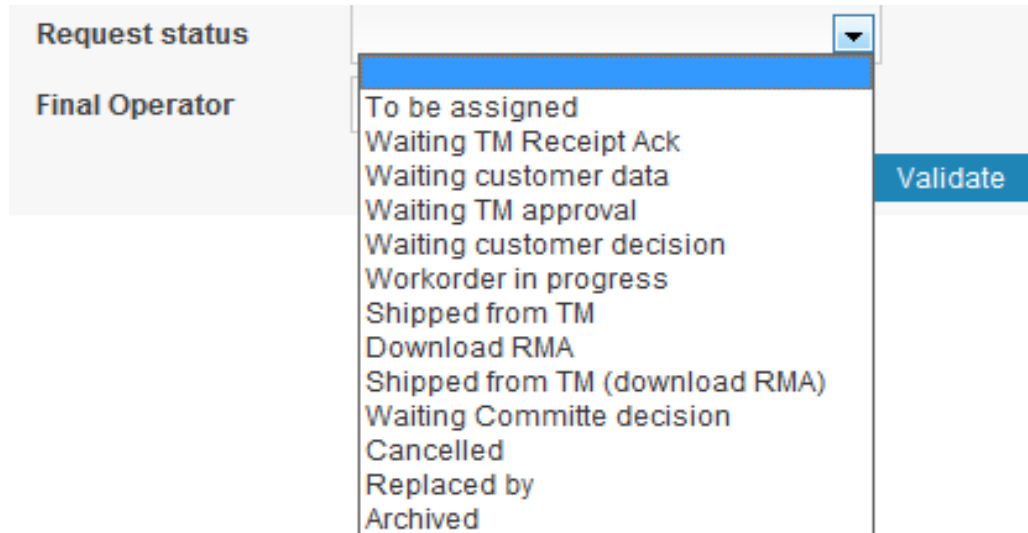
Validate

- To be assigned
- Waiting customer data
- Waiting TM Receipt Ack
- Waiting customer decision
- Waiting TM approval
- Workorder in progress
- Shipped from TM
- Download RMA
- Shipped from TM (download RMA)
- Waiting Committe decision
- Cancelled
- Replaced by
- Archived

→ Zoom on request status

- **To be assigned:** a CSR has to take care of your e-Form
- **Waiting customer data:** CSR is waiting for additional information from you
- **Waiting TM Receipt Ack:** CSR has to acknowledge receipt of your request (confirm that necessary data is OK to process request) you will get a mail once done
- **Waiting customer decision:** CSR is waiting for your PO after a quotation
- **Waiting TM approval:** CSR has to confirm that it is OK to process your PO. You will get a mail once done

MY ON GOING E-FORMS – REQUEST STATUS (2)



Request status

Final Operator

- To be assigned
- Waiting TM Receipt Ack
- Waiting customer data
- Waiting TM approval
- Waiting customer decision
- Workorder in progress
- Shipped from TM
- Download RMA
- Shipped from TM (download RMA)
- Waiting Committe decision
- Cancelled
- Replaced by
- Archived

Validate

→ Zoom on request status

- **Workorder in progress** : your PO is being processed you will get further notices of progress
 - **Workorder in progress (to be archived)** : there will be no further notice, you can archive the file from your workplan once parts received
- **Shipped from TM** : your PO is shipped (AOG, and/or pool assets) you will get an automatic mail to inform you.
 - **Shipped (to be archived)** : there will be no further notice, you can archive the file from your workplan
- **Download RMA or Shipped from TM (download RMA)**: you have to download and print the Return Material Authorization and attach it to your package for assets to be returned to TM. You will get an automatic mail to inform you

6 - MY ON-GOING E-FORMS – REQUEST STATUS (3)

The screenshot shows a web interface with a 'Request status' dropdown menu and a 'Validate' button. The dropdown menu is open, displaying a list of status options. The 'Request status' label is in a grey box on the left, and the 'Final Operator' label is below it. The dropdown menu is a white box with a blue header and a list of status options. The 'Validate' button is a blue button with white text.

Request status
To be assigned
Waiting TM Receipt Ack
Waiting customer data
Waiting TM approval
Waiting customer decision
Workorder in progress
Shipped from TM
Download RMA
Shipped from TM (download RMA)
Waiting Committee decision
Cancelled
Replaced by
Archived

Validate

→ Zoom on request status

- **Waiting Committee decision:** TM warranty committee has not stated yet on your claim
- **Cancelled :** if an e-Form is cancelled you will see this status in the archive menu « My company archived e-Forms »
- **Replaced by :** if an e-Form is modified you will see this information in the status history at the bottom of the e-Form file
- **Archived :** when an e-Form is archived you will see this status in the archive menu « My company archived e-Forms »

CONTACT YOUR CSR FROM THE E-FORM

Contact CSR

PLEASE FILL IN THIS FORM:

This request refers to:
CPI-2014-00486 / TMF - TURBOMECA ENGINE / REPAIR/OVERHAUL / ARRIEL 2C

Subject

Comments

File

The attached document will be automatically uploaded in the e-Form (logcard, PO, EUF)

Back Send

1. Select a subject
2. Enter your message
3. Attach a document if needed, corresponding to the subject (logcard, PO,...)
4. send -> will send a mail to CSR + copy to yourself

CSR has also an interface called «Contact customer» working the same way. PO, Logcard, EUF (End user Screening form : a document requested for assets going or coming from TMUSA) that you attach to the mail, will automatically upload in the e-Form if the corresponding attachment block is empty. **CSR will be informed of the document uploading.**

OPEN YOUR E-FORM (1)

→ Recaps all information contained in your e-Form

REQUEST DETAIL See status detail ▾

Request status : Waiting ReceiptAck - since : 20-JAN-15 **Your Front-Office :** Turbomeca Support France (TSF) ▾

Updated on : 20-JAN-15 by CHRISTINE DENIS **CSR :** DENIS CHRISTINE ▾

Created on : 20-JAN-15 by CHRISTINE DENIS

Coordinates

Last name : CHRISTINE DENIS **Login :** T
Email : christine.denis@turbomeca.fr **Phone :** 4
Company name : TMF - TURBOMECA FRANCE **Nomad ID :** 5
City : TARNOS **Country :** F

CONTACT :

Final Operator **Contact name**
Contact mail **Contact phone**

Request information

Type of request STANDARD EXCHANGE **Component type**
Quantity Single Multiple
AOG **Equipment covered by SBH** **Warranty**
Technician requested **Noria**

RFQ number **PO number**
Attach P/O
Need date

Asset information

Variant ARRIEL 2C ▾ **P/N** 70BM051710 **S/N** 1626

Equipment designation

Initial Delivery type overhaul ▾ **Installation date / A/C Delivery date** 08-DEC-14

TSO 30 **CSO** 50

Reason for removal OIL LEAK

Event date 19-JAN-15

Removed from engine S/N 20546 **Removed from A/C S/N**

Attach logcard [LOG CARDS VECTOR ARRIEL 2C.M05 SN 01626.pdf](#)

Other information

Consignment recompletion **S/N fitted**

Aircraft under Civil regulation Yes No **Specific Investigation request** **Attend Investigation**

Material involved in accident incident N/A

Attach EUF
Attach additional file
Comments

Status detail

Date	Name	Request status	Comment
20-JAN-15	CHRISTINE DENIS	To be assigned	1

1. You can delete an e-Form Button available until acknowledgement of receipt by TM CSR

PROGRESS DETAILS OF E-FORM

→ Access all information on progress details at bottom of the file

Ship done on : 20-JAN-15 - 00:00 **2** AWB : [475698563](#) **1** Delivery note : 82254789 **1**

Release certificate : [MOD 5 ARL 2C SN 853.pdf](#) **3** Logcard/logbook :

RMA (Return Material Authorization) [TURBOMECA-RMA_14236981.pdf](#) (Please print and attach to package)

Status detail

Date	Name	Request status	Comment
20-JAN-15	CHRISTINE DENIS	Workorder in progress	
20-JAN-15	CHRISTINE DENIS	Shipped	
20-JAN-15	CHRISTINE DENIS	Workorder in progress	
20-JAN-15	CHRISTINE DENIS	Waiting approval	
20-JAN-15	CHRISTINE DENIS	Waiting approval	
20-JAN-15	CHRISTINE DENIS	Waiting Receipt Ack	
20-JAN-15	CHRISTINE DENIS	To be assigned	

[CONTACT CSR](#) [EXIT](#)

→ **1 Shipping details**

- Clicking AWB will open carrier website for tracking purpose

→ **2 Pool Asset documentation**


→ **3 RMA to download, click on the link and print + attach outside transport box separately from shipping docs**

EXAMPLE OF RMA



RMA RETURN MATERIAL AUTHORIZATION AUTORISATION DE RETOUR DE MATERIEL

Please include a copy of this summary on the outside of the shipping container /
Veuillez attacher ce document à l'extérieur de votre colis

RMA N° : 14556987	Bar code / Code barre 
Customer PO ref / Commande client :	

Material to be shipped to / Matériel à expédier à :	Turbomeca contact / Contact Turbomeca :
Turbomeca Germany (TMG) Borsteler Chaussee 43 22453 Hamburg GERMANY	DENIS CHRISTINE Turbomeca Support France (TSF) 4794 christine.denis@turbomeca.fr

Issuer / Emetteur :	Other contact / Autre contact :
TMF - TURBOMECA FRANCE DENIS CHRISTINE 4794 christine.denis@turbomeca.fr	oamtc Mr Herbert 41...

Request information / Informations demande :	
Service requested / Service demandé : STANDARD EXCHANGE e-Form number / Numéro e-Form : CPI-2014-00460	

Component data / Détail matériel :	
Variant / Variante : ARRIEL 1C2 PN : 70bm052030 Description :	Type : MODULE5 SN : 1478

Additional information / Informations complémentaires :	

1. Example of RMA that you must print and attach outside the asset package (in a different envelope than shipping documents).

ARCHIVE AN E-FORM – STATUS (TO BE ARCHIVED)

LIST OF E-FORMS:

Creation Date	E-Form Ref	My Reference	Need Date	Type Of Request	Variant	Component Type	S/N	AOG	Noria	Warranty	Request Status	Leadtime	Warranty Status	Final Operator	
27-AUG-14	CPI-2014-00415		29-AUG-14	TOOLS RENTAL							Workorder in progress (To be archived)	146			<input type="checkbox"/> 1
03-SEP-14	CPI-2014-00443-M1		17-SEP-14	STANDARD EXCHANGE	ARRIEL 2C	MODULE3	15987			Yes	Shipped (To be archived)	116			<input type="checkbox"/> 1
15-JAN-15	CPI-2015-00052	sales 2015/01/15	30-JAN-15	SECOND HAND SALES	ARRIEL 2C	ENGINE					Shipped (To be archived)	5			<input type="checkbox"/> 1

All None **2** ARCHIVE

→ Tick the box to select an e-Form to archive **1**

- You can select many at the same time (tick the corresponding boxes) or all (click on « All »)

→ To archive click on **2**

→ Archived lines are accessible in the menu

→ My company archived e-Forms

EXAMPLE OF ALERT MAILS (FROM OUR TEST BASE)



Dear **CHRISTINE DENIS**

Turbomeca is pleased to confirm the shipment of your PO WTY 2015 pertaining to your request CPI-2015-00096.

DN: 82254789 - AWB: 475698563 - with: DHL.

1

In order to follow up the shipping, please click [here](#)

Type of request : STANDARD EXCHANGE

Component type : MODULE5

Variant : ARRIEL 2C

SN : 1626

2

You can access and track your request by clicking [here](#) or on your TOOLS e-Form area: [E-Services / Customer e-Form](#) -> My e-Forms.

Best regards

CHRISTINE DENIS

To connect on TOOLS: <http://www.dev.turbomeca-support.com>

→ **Access carrier website by clicking**

1

→ **Access the e-Form by clicking**

2

- if you are connected to TOOLS, e-Form will open
- If you have not opened TOOLS, system will propose to open it

TOOLS MENU – UPDATE YOUR PERSONAL DATA

The screenshot shows the 'tools' interface for Turbomeca operators. At the top, the 'tools' logo is displayed with the text 'TURBOMECA OPERATOR ONLINE SUPPORT'. Below the logo is a navigation bar with several tabs: 'MY TOOLS', 'E-SERVICES', 'YOUR CONTACTS', 'SERVICES', 'NEWS & HIGHLIGHTS', and 'ABOUT TURBOMECA'. The 'MY TOOLS' tab is highlighted with a red box and a blue callout bubble containing the number '1'. Below the navigation bar, the breadcrumb 'Home / My TOOLS' is visible. On the left side, there is a vertical menu with buttons for 'MCO HOME', 'MY TOOLS', 'E-SERVICES', 'YOUR CONTACTS', and 'SERVICES'. The 'MY TOOLS' button is highlighted in orange. On the right side, there is a large orange banner for the user 'Christine Denis, WELCOME TO YOUR TOOLS AREA'. Inside this banner, there is a list of options: 'My personal information', 'My variants', 'My password', and 'My personal settings'. A red box highlights the 'My personal information' and 'My variants' options, with a blue callout bubble containing the number '2' pointing to the 'My personal information' option and another blue callout bubble containing the number '3' pointing to the 'My variants' option. The SAFRAN Turbomeca logo is located in the bottom right corner of the banner.

- 1 click on My TOOLS tag
- 2 click and update your personal data.
- 3 update your list of variants

**WISHING YOU A USER-FRIENDLY COMMUNICATION
THROUGH OUR TURBOMECA E-FORM !**



Safety

Reliability

Proximity

Innovation

WE KEEP YOU FLYING