Leadtime (Indicative Value)	Owner	Customer	SAFRAN	Forms

Leadtime (Indicative Value)

Owner

Customer

SAFRAN

Forms

SAFRAN

Troubleshooting conclude to remove the material and send to the MC

Technical issue

Request must mention:
- Engine variant & S/N
- Technical issue
- Reason of removal
- Initial request date

Customer

TA request & CSR contacting

Request for quotation

2 working days to acknowledge the request

Request complete? — No / Yes

SAFRAN

5 working days to send the Budgetary quotation

Request acknowledgement

SAFRAN

Budgetary quotation

Budgetary quotation creation

SafranHE commitment as agreed upon the customer

Quotation and schedule accepted? — No / Yes

Customer

PO

2 working days to acknowledge the Purchase Order

PO acceptable? — No / Yes

SAFRAN

PO receipt acknowledgment

Purchase Order must mention:
- Customer's and end user's name
- SafranHE Part Number and Serial Number
- Date of Removal
- Reason of Removal
- Certificate requested
- Shipping address
- Expected delivery date
- Billing Address
- Incoterm
- Name and contact of customer's appointed freight forwarder

Customer

Material sending

Shipping

Material

Any missing documents? — No / Yes

Refer to Best Practises for packing

15 working days to complete the job since reception in SafranHE maintenance center. Excluding customer approval phase

SAFRAN

Receipt acknowledgment

SAFRAN

Detailed Quote

Technical Report

Quote creating & sending to customer

Customer

Customer approval

SAFRAN

Job completing

Customer

Material | PFI | AWB | DN

Shipping

Material pick-up/shipment

SAFRAN

Invoicing after shipment

2 working days for invoicing

Customer

Process of payment