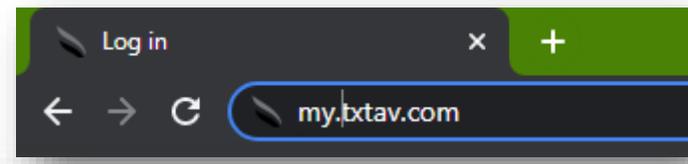


# Service Management

ONLINE MAINTENANCE APPROVALS  
REAL-TIME NOTIFICATIONS, CONNECT TO SUPPORT



# Log In



Visit the Customer Portal website at **my.txtav.com**

A screenshot of the my.txtav.com website. The top navigation bar includes the Texttron Aviation logo, the word 'Account', and a user greeting 'Hello, Log In!'. The main content area features the headline 'ONE STOP. ALL ACCESS.' followed by a paragraph: 'We provide our customers, suppliers and partners with online tools that make their jobs easier. Now everything's available on one dashboard.' Below this is another paragraph: 'Sign in for convenient access to fleet management, tech pubs, parts purchasing, supplier resources and much more.' There are two buttons: 'Register as a Customer' and 'Register as a Supplier'. On the right side, there is a 'Log In' section with an 'Email Address' input field, a 'Password' input field, a 'Forgot Password? &gt;' link, and a blue 'Log In' button. A blue arrow points from the right towards the 'Log In' button.

Already have an account? Login using your credentials

New to the customer portal? Use the register button to sign up for an account.

# New user registration

CREATE PROFILE      REVIEW & SUBMIT      CONFIRMATION

---

## GET STARTED

First Name  Last Name

Email  Confirm Email

Company  Phone Number with Area Code

Street Address  Address 2  Address 3

City  State/Province/Region  Postal Code

United States

---

Create Password  Confirm Password

Password must be at least 8 characters long and contain at least one uppercase, one lowercase, and one numeric character.

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Aircraft Model/Serial(s)  Aircraft Registration

If you are registering a new account, start by creating your profile. Be sure to include all required information.

# New user registration

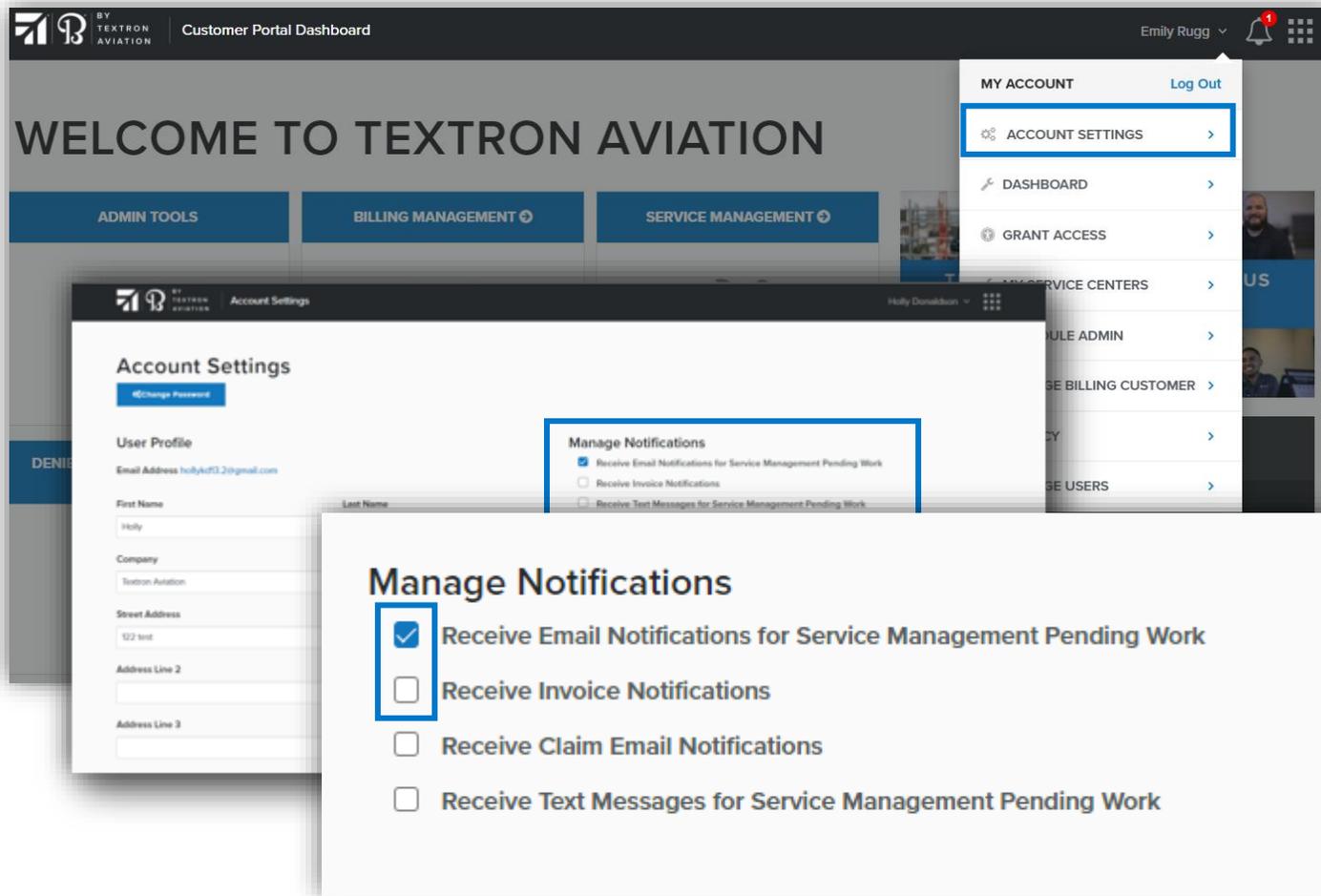
The screenshot shows a web browser window with the following content:

- Header:** Logo for 'BY TEXTRON AVIATION' on the left, 'Account' in the center, and 'Hello, Log In!' with a notification bell icon on the right.
- Section Header:** 'REVIEW YOUR ACCOUNT INFORMATION' in large, bold, black text.
- Profile Section:** A grey bar labeled 'PROFILE' is at the top of the form area.
- Form Fields:**
  - FIRST NAME:** John
  - LAST NAME:** Doe
  - ADDRESS:** 2121 S Hoover Rd, Wichita, KS 67209, United States
  - EMAIL:** johndoe123@gmail.com
  - PHONE NUMBER:** 123456789
  - COMPANY:** Textron Aviation
  - AIRCRAFT MODEL/SERIAL NUMBER(S):** (empty field)
  - AIRCRAFT REGISTRATION NUMBER(S):** (empty field)
- Verification:** A reCAPTCHA box with the text 'I'm not a robot' and a 'reCAPTCHA Privacy - Terms' link.
- Buttons:** A 'Back' button (outlined in blue) and a 'Confirm' button (solid blue).

After entering your information, you will be asked to review your account information. Once reviewed, you will be asked to confirm your information.

Once confirmed, you will be notified via email and asked to confirm your email address.

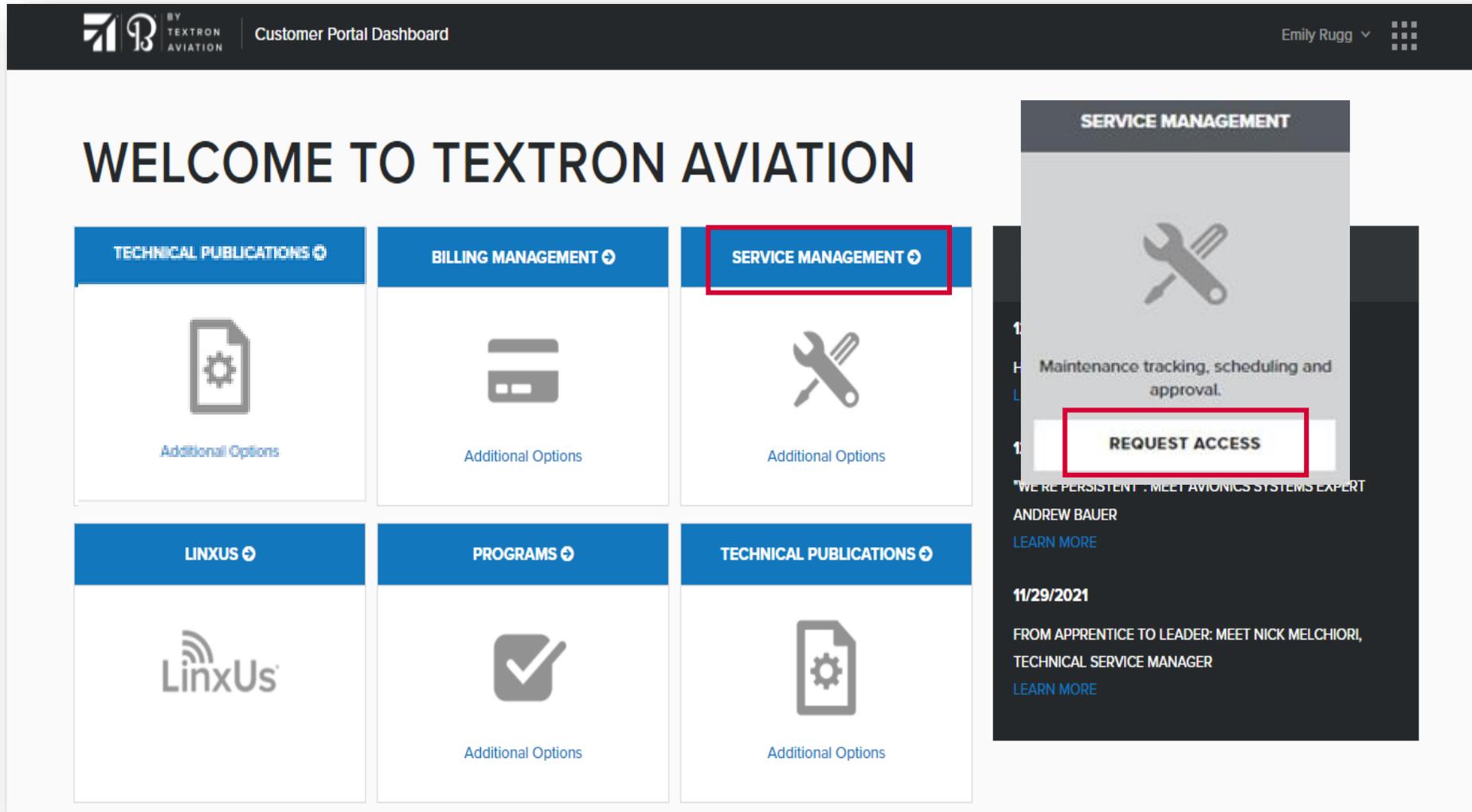
# Notification sign-up



To sign up to receive pending work notifications, go into your account settings in the top right-hand corner of your screen.

Once in account settings, select the checkbox next to the method you wish to receive notifications. Once checked, click “update” at the bottom of the screen.

# Navigating to Service Management



To gain access to service management, click the Request Access button on the greyed out tile.

On the Customer Portal dashboard, click the blue bar at the top of the service management tile.

# Service Management dashboard

The dashboard is divided into several sections:

- Aircraft Selection:** A dropdown menu is highlighted with a red box, showing options for aircraft 680-9999 (N/A) and 680A-0010 (999). The selected aircraft is 680-9999.
- Project Overview:** Displays revision information: REVISION #: 00177012, EST. START DATE: 7/12/2022, EST. END DATE: 7/26/2022. Status is 'In Maintenance' with an estimated total of \$4,350.00. Includes buttons for 'Add Work Item', 'Upload Photo', and 'Print Project Status'. A photo of the aircraft is shown with a 'Change Aircraft Photo' link.
- Customer Profile:** Shows the Customer Service Manager (CSM) as Chad Thimmesch, with contact information: 316-517-1184 and cathimmesch@txtav.com.
- Progress Indicator:** A circular gauge shows 0% completion for 'Citation Sovereign+' at the 'Wichita <br />Service Center'.
- Quick Links:** A sidebar with links for 'Request Aircraft Service', 'Support Team', 'Maintenance Data', 'Recent Invoices', and 'Owner Authorization Form'.
- Work Item List:** A table with tabs for 'Action Required', 'In Progress', 'Completed', and 'Deferred'. It lists two items:

Action	Order #	Description	Amount	Comments
<input type="checkbox"/>	Order #100650311	LH landing light inop	\$2,900.00	Comments: [dropdown]
<input type="checkbox"/>	Order #100650312	RH IB main tire worn	\$1,450.00	Comments: [dropdown]
- Actions:** Buttons at the bottom for 'Approve Work', 'Defer Work', and 'Leave a comment or question'.

From the dashboard, you have the capability to complete any task needed within service management.

To select which aircraft you are viewing, click the dropdown arrow and select the aircraft you wish to view information on.

# Service Management dashboard

**Aircraft:** 680-9999 (N/A)

**680-9999**  
Citation Sovereign+

0% Complete

Wichita <br />Service Center >

**QUICK LINKS**

- Request Aircraft Service
- Support Team
- Maintenance Data
- Recent Invoices
- Owner Authorization Form

**Buttons:** Add Work Item, Upload Photo, Print Project Status

**REVISION #:** 00177012  
**EST. START DATE:** 7/12/2022  
**EST. END DATE:** 7/26/2022

**STATUS:** In Maintenance  
**ESTIMATED TOTAL:** \$4,350.00

**Change Aircraft Photo**

**CSM**

**Chad Thimmesch**  
316-517-1184  
cathimmesch@txtav.com

**Filters:** Action Required, In Progress, Completed, Deferred

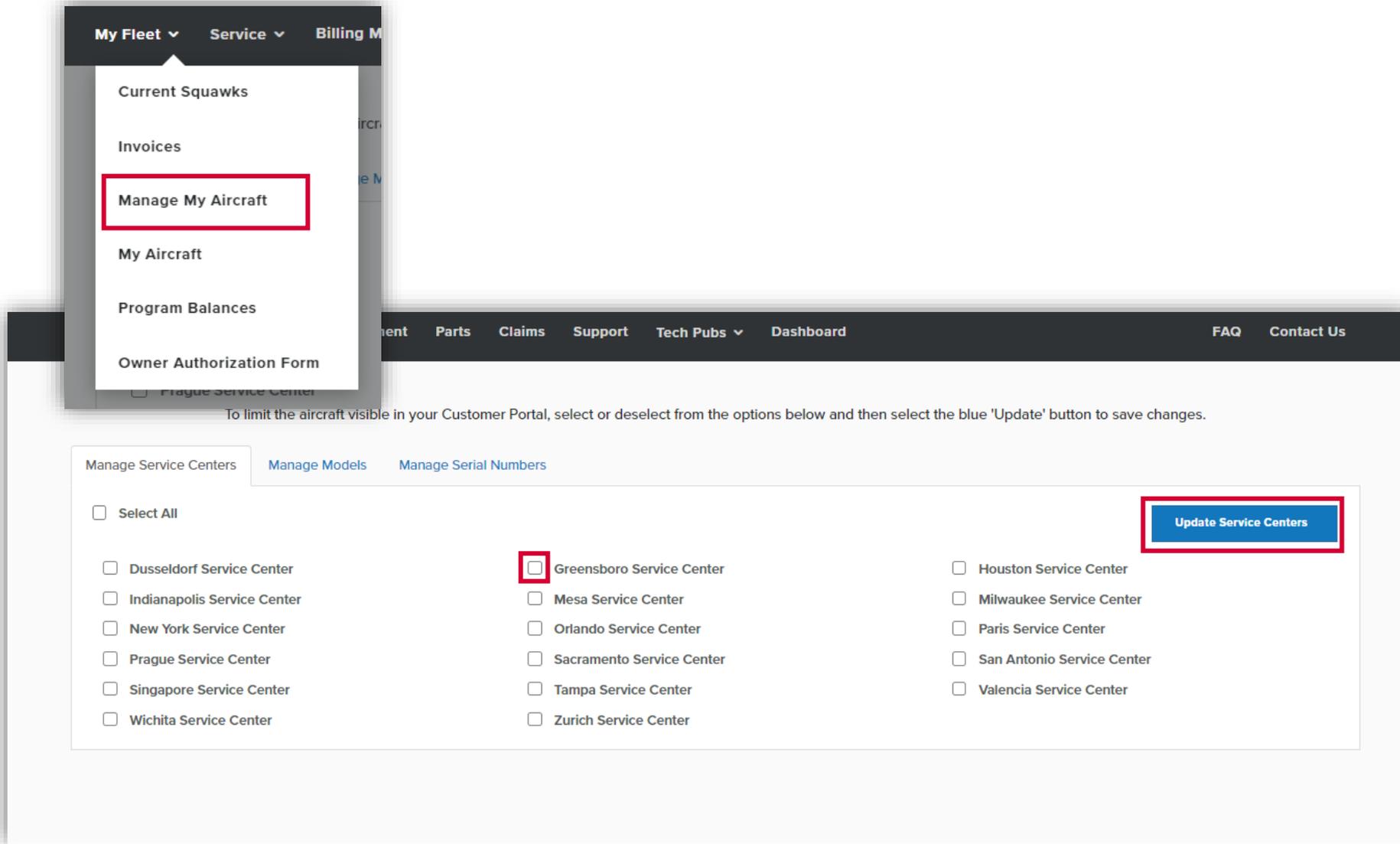
Select All

<input type="checkbox"/>	Order #100650311	LH landing light inop	\$2,900.00	Comments: <span>▼</span>
<input type="checkbox"/>	Order #100650312	RH IB main tire worn	\$1,450.00	Comments: <span>▼</span>

**Buttons:** Approve Work, Defer Work, Leave a comment or question

Once you've selected an aircraft, you can view the status of your maintenance through the task bar on the aircraft tile.

# Manage my aircraft



The “Manage My Aircraft” feature allows you to filter Service Management by service center, model, or aircraft serial number.

To filter, click the check box next to the service center, model, or serial number you wish to view then click “update” on the right-hand side of the screen.

# My fleet

**My Fleet** Service Billing M

Current Squawks

Invoices

Manage My Aircraft

**My Aircraft**

Program Balances

Owner Authorization Form

**My Fleet**

680-9999 (N/A)  
Citation Sovereign+

0% Complete

Wichita Service Center >

View Details

Est. Complete: 07/26/22

680A-0010 (999)  
Citation Latitude

Not Being Serviced

View Aircraft

**Request Additional Aircraft**

**Request Additional Aircraft**

Please enter your Aircraft Model/Serial(s) (Comma Separated)\*

Please enter Aircraft Registration Number(s) (Comma Separated)\*

Please enter Account Numbers(s) used for Service on Aircraft(s) (Comma Separated)\*

Part 135 Operator

NOTE: For aircraft management companies, please download and complete the [Owner Authorization Form](#), and email to [CustomerPortal@txtav.com](mailto:CustomerPortal@txtav.com) in addition to your registration.

**Submit Request**

The “My Fleet” section can be accessed by hovering over the “My Fleet” dropdown and clicking “My Aircraft.”

From here, you can view all aircraft in your fleet. Additionally, you can request additional aircraft by clicking the button and filling out the form.

# Service Management dashboard

**Aircraft:** 680-9999 (N/A)

**680-9999**  
Citation Sovereign+

0% Complete

Wichita <br />Service Center >

**QUICK LINKS**

- Request Aircraft Service
- Support Team
- Maintenance Data
- Recent Invoices
- Owner Authorization Form

**680-9999** (highlighted in red)

[Add Work Item](#) [Upload Photo](#) [Print Project Status](#)

REVISION #: 00177012  
EST. START DATE: 7/12/2022  
EST. END DATE: 7/26/2022

STATUS: In Maintenance  
ESTIMATED TOTAL: **\$4,350.00**

[Change Aircraft Photo](#)

**CSM**

  
Chad Thimmesch  
316-517-1184  
cathimmesch@txtav.com

Action Required | In Progress | Completed | Deferred

Select All

<input type="checkbox"/>	Order #100650311	LH landing light inop	\$2,900.00	Comments: <a href="#">▼</a>
<input type="checkbox"/>	Order #100650312	RH IB main tire worn	\$1,450.00	Comments: <a href="#">▼</a>

[Approve Work](#) [Defer Work](#) [Leave a comment or question](#)

The middle tile allows you to add a work item, upload a photo, and print your project status.

Additionally, you can upload a photo of your aircraft to display in Service Management if you wish.

The revision number, start and end date, status, and estimate total are also available for viewing.



# Service Management dashboard

**Aircraft:** 680-9999 (N/A)

**680-9999**  
Citation Sovereign+

0% Complete

Wichita <br />Service Center >

**QUICK LINKS**

- Request Aircraft Service
- Support Team
- Maintenance Data
- Recent Invoices
- Owner Authorization Form

**Buttons:** Add Work Item, Upload Photo, Print Project Status

**REVISION #:** 00177012  
**EST. START DATE:** 7/12/2022  
**EST. END DATE:** 7/26/2022

**STATUS:** In Maintenance  
**ESTIMATED TOTAL:** \$4,350.00

**Change Aircraft Photo**

**CSM**

**Chad Thimmesch**  
316-517-1184  
cathimmesch@txtav.com

**Work Items:**

Action Required	In Progress	Completed	Deferred	
<input type="checkbox"/> Select All				
<input type="checkbox"/>	Order #100650311	LH landing light inop	\$2,900.00	Comments: [dropdown]
<input type="checkbox"/>	Order #100650312	RH IB main tire worn	\$1,450.00	Comments: [dropdown]

**Buttons:** Approve Work, Defer Work, Leave a comment or question

The CSM tile allows you view who your CSM is along with their contact information. Should your CSM change at any point during your visit, this tile will update with your new CSM.

# Service Management dashboard

**Aircraft:** 680-9999 (N/A)

**680-9999**  
Citation Sovereign+

0% Complete

Wichita <br />Service Center >

**QUICK LINKS**

- Request Aircraft Service
- Support Team
- Maintenance Data
- Recent Invoices
- Owner Authorization Form

**Buttons:** Add Work Item, Upload Photo, Print Project Status

**REVISION #:** 00177012  
**EST. START DATE:** 7/12/2022  
**EST. END DATE:** 7/26/2022

**STATUS:** In Maintenance  
**ESTIMATED TOTAL:** \$4,350.00

**Change Aircraft Photo**

**CSM**

**Chad Thimmesch**  
316-517-1184  
cathimmesch@txtav.com

**Filters:** Action Required, In Progress, Completed, Deferred

Select All

<input type="checkbox"/>	Order #100650311	LH landing light inop	\$2,900.00	Comments:	▼
<input type="checkbox"/>	Order #100650312	RH IB main tire worn	\$1,450.00	Comments:	▼

**Buttons:** Approve Work, Defer Work, Leave a comment or question

The quick links section allows you to access your support team, maintenance data, recent invoices, the Owner Authorization Form, and provides a link to request aircraft service.

# Requesting aircraft service

### Request Aircraft Service [View Request History](#)

For immediate AOG service, please utilize 1CALL at +1.316.517-2090 | +49.211.454.9766.

**Customer Name \***

**Company Name \***

**Phone Number \***

**Email Address \***

**Service Center \***

**Aircraft Type \***

**Aircraft Serial Number \***

**Account Number \***

**MAINTENANCE TYPE**

Scheduled Maintenance

Paint/Interior Refurbishment

Modifications/Upgrades

**OPERATOR TYPE**

Part 91 Operator (FAA only)

Part 135 Operator (FAA only)

**Description of Service Requested \***

[Submit](#)

Clicking the Request Aircraft Service link will bring you to this form. From here, enter the required information and any additional comments you wish to send to the scheduling department then click Submit.

# Owner authorization form

 **Textron Aviation**  
Owner Authorization Form  
[my.txtav.com](http://my.txtav.com)

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**Owner Authorization Form**

The purpose of this form is for the Aircraft Owner to authorize Textron Aviation Inc. to extend authorized user(s) selected access and privileges on Textron Aviation online services related to the Owner's financial, programs and aircraft maintenance records and accounts. Owner should fill in all required fields for the company(ies) or individual(s) granted access, as applicable.

**Aircraft Owner Information**

Aircraft Owner/Company Name: \_\_\_\_\_  
Aircraft Model/Serial Number: \_\_\_\_\_ Aircraft Tail Number: \_\_\_\_\_  
Owner Log in Email Address: \_\_\_\_\_ Owner Phone Number: \_\_\_\_\_  
Textron Aviation Account Numbers (Open, ProAdvantage, or pay in advance account): \_\_\_\_\_

**Definitions of Accesses**

Selecting the access in Column A will allow the user the access and privileges described in Column B:

Type of Access	Access Rights and Privileges
Ecommerce/Claims Filing	Order parts and file warranty and ProAdvantage claims on Owner's behalf
Billing Management	Allows for viewing of invoices and payments on Owner's open or PIA account Also allows user to make payments on those account(s)
Service Management	Access to review and approve Textron Aviation to perform maintenance work on the Aircraft.
ProAdvantage Portal Flight Hours Reporting/ View ProAdvantage Details	Access to the ProAdvantage dashboard where account details (e.g. balances, invoices, usage, and claims) can be viewed. Access to report the Aircraft's monthly flight hours to ProAdvantage. Note: Service management access is required in conjunction with this access.
Technical Publication Viewing	Access to view/renew subscriptions and order Technical Publications on the Owner's account.

 **Textron Aviation**  
Owner Authorization Form  
[my.txtav.com](http://my.txtav.com)

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**Termination of Authorized User(s)**

Owner assumes all responsibility for any activity of authorized users granted access pursuant to this authorization request. Textron shall have no liability for monitoring or restricting the access that is requested.

As the access granted in this form is to web and mobile application-based systems, it is extremely important for the protection of Owner's privacy and information security that Owner notify Textron Aviation immediately it should terminate access of any previously authorized company and/or individual.

It is the Owner's sole responsibility to notify Textron Aviation of any changes to authorized user(s) and their related accesses.

**Authorized User 1**

Company: \_\_\_\_\_  
User Name (First & Last): \_\_\_\_\_ Title: \_\_\_\_\_  
User Log-in Email Address: \_\_\_\_\_ Phone Number: \_\_\_\_\_

**Requested Access for Above User to (check all that apply):**

Ecommerce/Claims Filing     Billing Management     Technical Publications Viewing  
 Service Management     ProAdvantage Portal Flight Hour Reporting/View ProAdvantage Details

---

**Authorized User 2**

Company: \_\_\_\_\_  
Username (First & Last): \_\_\_\_\_ Title: \_\_\_\_\_  
User Email Address: \_\_\_\_\_ Phone Number: \_\_\_\_\_

**Request Access for Above User to (check all that apply):**

Parts/Warranty     Billing Management     Technical Publications Viewing  
 Service Management     ProAdvantage Portal Flight Hour Reporting/View ProAdvantage Details

---

Add additional copies of this page as needed for additional persons or companies.

Owner acknowledges reading and understanding the foregoing and authorizes Textron Aviation to grant the access and authority to and within the above systems in accordance with the authorization requests indicated above.

Title: \_\_\_\_\_

An Owner Authorization Form is required any time you request access to an aircraft you manage. This allows owners to authorize management companies to access their aircraft within the service management tool.

# Service Management dashboard

Aircraft: 680-9999 (N/A)

**680-9999**  
Citation Sovereign+

0%  
Complete

Wichita <br />Service Center >

[Add Work Item](#) [Upload Photo](#) [Print Project Status](#)

REVISION #: 00177012  
EST. START DATE: 7/12/2022  
EST. END DATE: 7/26/2022

STATUS: In Maintenance  
ESTIMATED TOTAL: **\$4,350.00**



[Change Aircraft Photo](#)

CSM



Chad Thimmesch  
316-517-1184  
cathimmesch@txtav.com

**QUICK LINKS**

- [Request Aircraft Service](#)
- [Support Team](#)
- [Maintenance Data](#)
- [Recent Invoices](#)
- [Owner Authorization Form](#)

Action Required | In Progress | Completed | Deferred

Select All

<input type="checkbox"/>	Order #100650311	LH landing light inop	\$2,900.00	Comments: <a href="#">▼</a>
<input type="checkbox"/>	Order #100650312	RH IB main tire worn	\$1,450.00	Comments: <a href="#">▼</a>

[✔ Approve Work](#) [⌚ Defer Work](#) [🗨 Leave a comment or question](#)

The maintenance tile allows you to approve work as well as view any work that is in progress, completed, or has been deferred.

# Approving work

The screenshot shows a web interface for managing work items. At the top, there are tabs for 'Action Required', 'In Progress', 'Completed', and 'Deferred'. Below the tabs is a 'Select All' checkbox. The main area contains two work items. The first item is selected, indicated by a checked checkbox on the left and a dropdown arrow on the right. The item details are: Order #100650311, LH landing light inop, Airworthy: \$2,900.00, and Comments: [dropdown]. Below the item details are two tables. The first table has columns: LINE NUM, TASK DESCRIPTION, STATUS. The second table has columns: DESCRIPTION, DUE, COVERAGE. The second item is not selected, indicated by an unchecked checkbox on the left and a dropdown arrow on the right. The item details are: Order #100650312, RH IB main tire worn, Airworthy: \$1,450.00, and Comments: [dropdown]. At the bottom, there is a bar with three buttons: 'Approve Work' (green), 'Defer Work' (blue), and 'Leave a comment or question' (blue).

Action Required In Progress Completed Deferred

Select All

Order #100650311 LH landing light inop Airworthy: \$2,900.00 Comments: [dropdown]

LINE NUM	TASK DESCRIPTION	STATUS
0010	LH landing light inop	Not Started

DESCRIPTION	DUE	COVERAGE
Time & Materials	\$2,900.00	BILLABLE

Order #100650312 RH IB main tire worn Airworthy: \$1,450.00 Comments: [dropdown]

Approve Work Defer Work Leave a comment or question

To approve work, click the drop-down arrow to expand the item you wish to approve. On the left-hand side, check the box next to the item then click the approve work button at the bottom of the tile.

To defer work or leave a comment/ ask a question, follow the same process as above but instead click the button of the action you wish to perform.

# Assistance

For further detail on how to navigate service management, please reference the Resource Library on the customer portal dashboard

For assistance or questions, please contact [servicemanagement@txtav.com](mailto:servicemanagement@txtav.com)