

EXCEEDING CUSTOMER EXPECTATIONS
THROUGH INSPIRED TEAMWORK



StandardAero Community Customer User Instructions

Date: October 2022



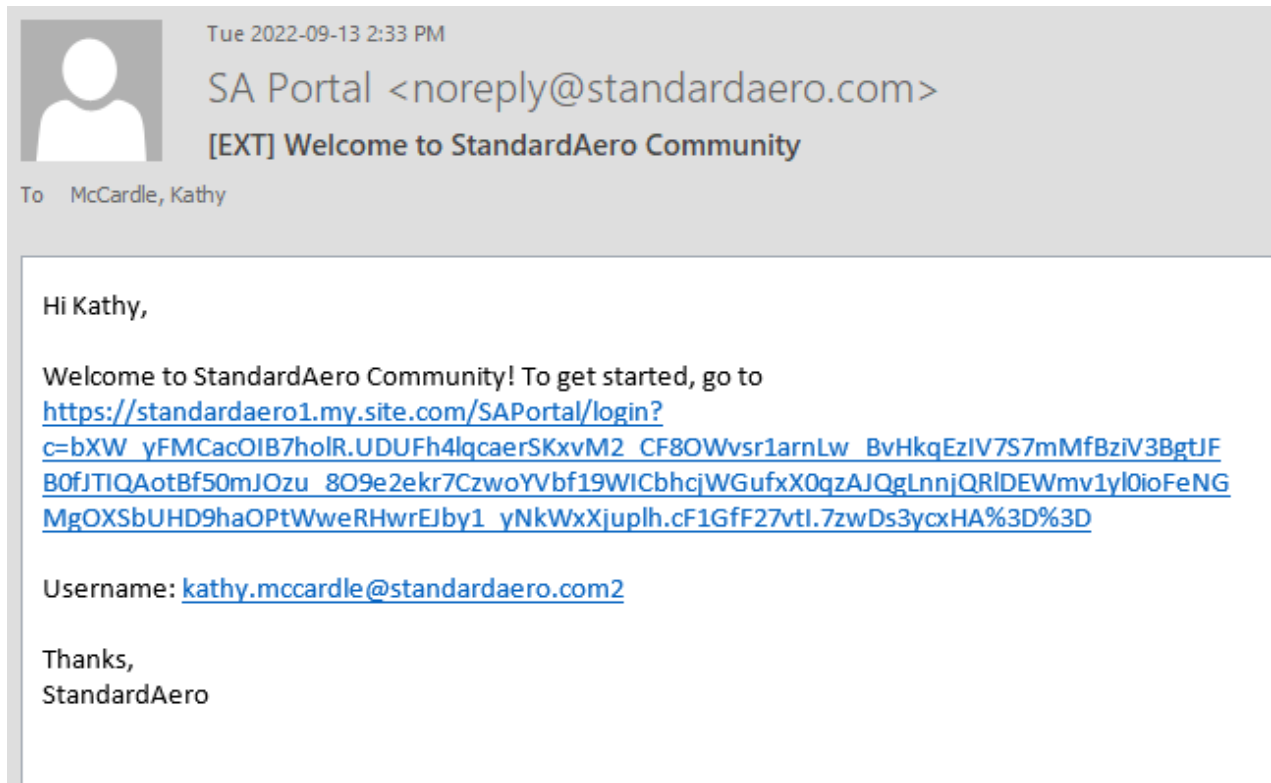
Welcome to the StandardAero Community Portal

Welcome to the StandardAero Community! This document will explain how to logon to your customer account in Sales Force and you will see how to report your monthly times and cycles online.

Website to log into your customer account: <https://standardaero1.my.site.com/SAPortal/login>

Set Up Your Community Account

Within the next day or so, you should have an email in your inbox from Salesforce with the subject heading “Welcome to the StandardAero Community”. The screen shot below shows what the email should look like:



Please follow the link in the email body in order to set up your customer community account.

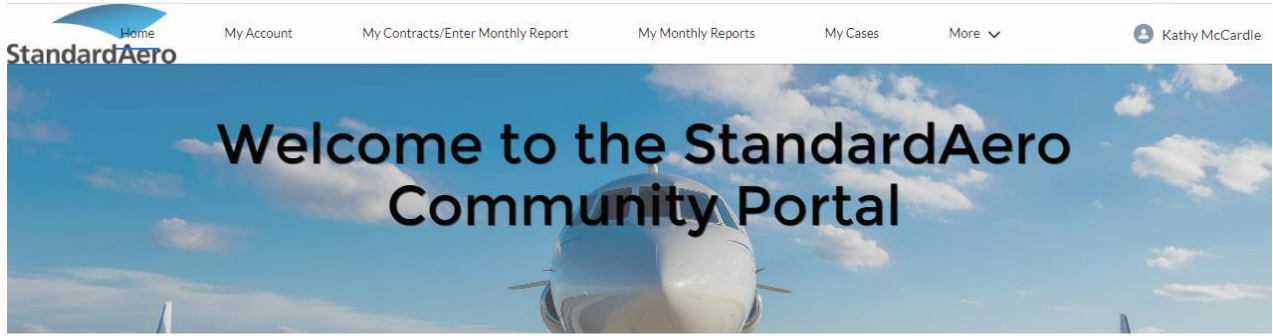
Your username and password will remain unchanged.

Once you log in using your same credentials, you will be directed to your Salesforce account.

In future when you need to log on, this website below will bring you to the login page.

<https://standardaero1.my.site.com/SAPortal/login>

After you log in your homepage will appear as shown...



Please choose from one of the following options:



<http://www.standardaero.com/>

Page Options

At this point you can choose your options from the list across the top of the page or you can click on any of the picture links.

My Account

This page shows all the details of your account... name, address, phone, etc...

Down the right side of the page you will find the contacts we have for your company, the aircraft, the engines, and the contracts. All these boxes contain links you can click on for more information, or to take you to different pages.

Aviation Inc - VMAX
+ Follow Printable View

Type Customer	Phone (952) 995-...	Website	Account Owner Scott MacEwen	Industry	Billing Address 9960 Drive Minnesota United States of America
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Account Name
Aviation Inc - VMAX

Account Owner
[Scott MacEwen](#)

Parent Account

Region
North America

Country
United States

Type
Customer

Market
Fixed Wing

Market Segment
Commercial

Market Sub-Segment
Corporate

Inactive

Account Currency
USD - U.S. Dollar

Tax ID Number

Address Information

Billing Address United States of America	Shipping Address United States of America
---------------------------------------------	----------------------------------------------

Phone
(952) 995

Fax

Website

Fleet

StandardAero-addressable Aircraft 0	Non-addressable Aircraft 1
StandardAero-addressable Engines 2	Non-addressable Engines 0

Description Information

Description
Customer chose not to continue with their VMAX coverage after overhaul.

Custom Links

Related Contacts (3)

Contact ...	Title	Functiona...	Email
Emily Bri...	Customer ...	Director o...	emily.brid...
Bruce	Director o...	Maintena...	bruce
Kathy M...			kathy.mcc...

Aircraft (1)

Aircraft ...	Standard...	Manufac...	Model
AC-0000...	<input type="checkbox"/>	Beech Jet	400

Engines (2)

Engine R...	Standard...	Model	Variant
EN-0000...	<input checked="" type="checkbox"/>	JT15D	JT15D-5
EN-0000...	<input checked="" type="checkbox"/>	JT15D	JT15D-5

Contracts (1)

Contract...	Contract ...	Contract ...	Contract ...
00000579	Executive...	01/06/20...	

My Contracts/Enter Monthly Report

Clicking on this link will first show you all your Active contracts.

Contracts
All Activated Contracts ▾

1 item • Sorted by Contract ID • Filtered by All contracts - Status

⚙

Contract ID ↑	Account Name	Contract Start Date	Contract End Date	Status	Contract Owner Alias
1 00000579	Aviation Inc - VMAX	01/06/2012		Activated	

Clicking on the Contract ID number will bring you to the following page for that specific contract. This will be filled in with your details such as your hourly rate, the type of coverage you have, etc...

You will also find again, on the right side, the aircraft and engines on the contract, and if/when you have rentals in use, they are listed here too. You can see who the invoice copies get sent to and if you have any jobs being done, they will show under the Work Authorizations.

Account Name Aviation Inc - VMAX	Status Activated	Contract Start Date 01/06/2012	Contract End Date	Contract Term (months)
-----------------------------------------------------	---------------------	-----------------------------------	-------------------	------------------------

Contract Details [Enter Monthly Report](#)

Contract Name Aviation, Inc. - VMAX-0002-06 Program Agreement	Contract Currency USD - U.S. Dollar	Contract Line Items (6) <table border="1"> <thead> <tr> <th>Contract LI...</th> <th>Record Type</th> <th>Serial #</th> <th>Registration #</th> </tr> </thead> <tbody> <tr> <td>CLI000027</td> <td>Aircraft</td> <td>RJ-62</td> <td>N424BT</td> </tr> <tr> <td>CLI000096</td> <td>Engine</td> <td>100173</td> <td></td> </tr> <tr> <td>CLI000097</td> <td>Engine</td> <td>100174</td> <td></td> </tr> <tr> <td>CLI000246</td> <td>Rental Engine</td> <td>JA0463</td> <td></td> </tr> <tr> <td>CLI000247</td> <td>Rental Engine</td> <td>JA0450</td> <td></td> </tr> <tr> <td>CLI000491</td> <td>Rental Engine</td> <td>123456</td> <td></td> </tr> </tbody> </table> View All	Contract LI...	Record Type	Serial #	Registration #	CLI000027	Aircraft	RJ-62	N424BT	CLI000096	Engine	100173		CLI000097	Engine	100174		CLI000246	Rental Engine	JA0463		CLI000247	Rental Engine	JA0450		CLI000491	Rental Engine	123456	
Contract LI...	Record Type		Serial #	Registration #																										
CLI000027	Aircraft		RJ-62	N424BT																										
CLI000096	Engine		100173																											
CLI000097	Engine		100174																											
CLI000246	Rental Engine		JA0463																											
CLI000247	Rental Engine	JA0450																												
CLI000491	Rental Engine	123456																												
Account Name Aviation Inc - VMAX	Contract Owner Courtney Woods																													
Customer Contract Number 0002-06	Contract Type VMax																													
Contract Sub-Type Gold	Contract Start Date 01/06/2012																													
Hourly Rate USD	Contract End Date																													
Terms Net 15 Days	Contract Term (months)																													
Status Activated	Contract Review Date																													
Preferred FBO	Contract Signatory																													
Customer #	Delinquency Recipient 1 Emily Bridges																													
Customer PO#	Delinquency Recipient 2																													
ECTM Applies <input type="checkbox"/>	Delinquency Recipient 3																													
ECTM Contact	Turn Off Delinquency Notifications <input type="checkbox"/>																													
Management Location Summerside																														

▼ **Description Information**

Description

Contract Invoice Recipients (2)			
Contract Invoice Recipient Na...	Invoice Recipient		
CIR-00103	Emily Bridges		
CIR-00147	Vmax Reporting		

Work Authorizations (1)			
Case Number	Subject	Priority	Date/Time O...
00001100	Overhaul-Sc...	Medium	15/03/2016 ...

Entering your Monthly Hours

Placing your mouse over the “Enter Monthly Report” at the top of the page will turn the text blue and enable the link for you to access your reporting feature.



If you're already a current user, this screen will look very familiar to you. Here you will fill in the boxes for the Aircraft current TSN and CSN numbers and the same for each engine. Once you have completed entering the hours, click the "Save" button at the bottom.

Zero hour month	Serial #	Model	Registration #	Previous TSN	Current TSN	Previous CSN	Current CSN
<input type="checkbox"/>	RJ-62	400	N424BT	7,257.8	<input type="text"/>	6,417	<input type="text"/>

Zero hour month	Serial #	Position	Previous TSN	Current TSN	Previous CSN	Current CSN
<input type="checkbox"/>	100173	Left	7,200.0	<input type="text"/>	6,400	<input type="text"/>
<input type="checkbox"/>	100174	Right	7,200.0	<input type="text"/>	6,400	<input type="text"/>

Zero hour month	Serial #	Position	Rental Start Date	Rental End Date	Previous TSN	Current TSN	Previous CSN	Current CSN
<input type="checkbox"/>								

It is important to remember that even if you have a month where the aircraft doesn't fly, you still must report. You can use a short cut for months with nothing to report simply by checking the boxes at the start of each line below Zero hour month. You must click all 3.

Zero hour month	Serial #	Model
<input checked="" type="checkbox"/>	RJ-62	400

Zero hour month	Serial #
<input checked="" type="checkbox"/>	100173
<input checked="" type="checkbox"/>	100174

Once finished entering the TSN and CSN numbers (or clicking the boxes for a zero month) then simply hit the save button at the bottom of the page, as mentioned above. You will then be brought to a page for you to review what you just entered – and if necessary, make corrections. Once you have all the correct information entered, you hit Submit for Approval at the top right corner of the page. (see screen shot on following page)

Monthly Report
20221037653

[Printable View](#) [Submit for Approval](#)

Customer # E52198 Contract [00000579](#) Invoice # TOTAL USD 0.00



[Invoice History Detail](#) [Edit Monthly Report](#)

Monthly Report ID 20221037653	Prepared by Kathy McCardle
Contract 00000579	Terms Net 15 Days
Reporting Date 01/03/2018	Hourly Rate USD 239.14
Customer Contract Number 0002-06	Status Draft
Additional Details	
Customer PO #	Engine Hours Flown 0.0
Customer # ¹ E52198	Rental Hours Flown 0.0
Currency USD - U.S. Dollar	Engine Cycles Flown 0
Date 05/10/2022	Rental Cycles Flown 0
VAT	Sub-Total USD 0.00
TOTAL ¹ USD 0.00	Taxes ¹ USD 0.00

Power Reports (3)

Power Rep...	Power Repor...	Aircraft	Engine
202210324...	Aircraft	AC-000027	
202210324...	Engine		EN-000069
202210324...	Engine		EN-000070

[View All](#)

Approval History (0)

Clicking on any of the links in the Power Reports will show you the times and cycles you just entered for either the aircraft or either engine – depending on which one you choose.

Power Report
20221032438

Power Report Name
20221032438

Contract Line Item
[CLI000096](#)

Monthly Report
[20221037648](#)

Reporting Date
01/02/2018

Details

Engine
[EN-000069](#)

Currency
USD - U.S. Dollar

Record Type
Engine

Serial Number¹
100173

Hours Flown
0.0

Amount Due
USD 0.00

Times & Cycles

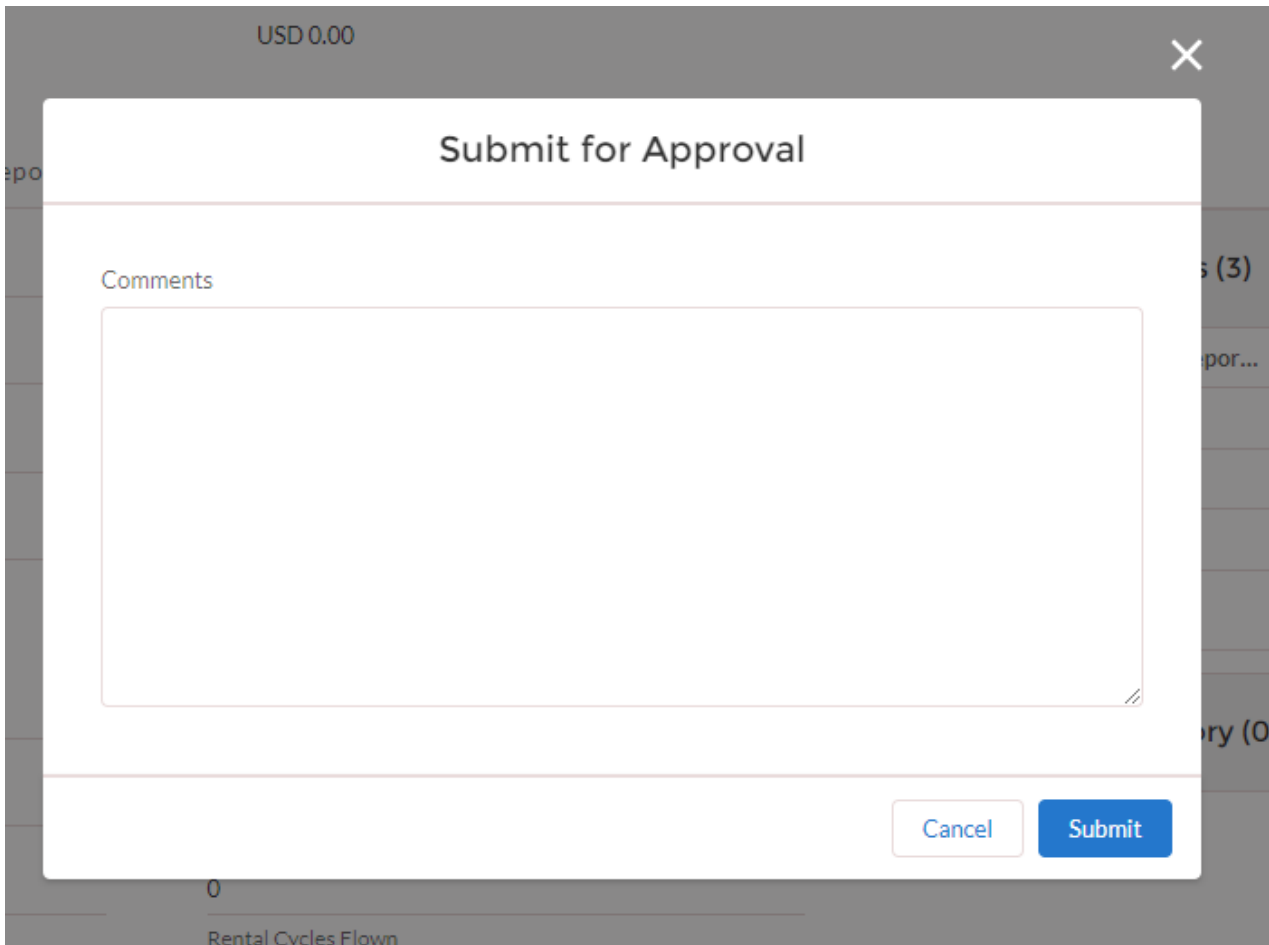
Previous TSN
7,200.0

Current TSN
7,200.0

Previous CSN
6,400

Current CSN
6,400

Hitting the Submit for Approval button will bring a pop up box as shown below. You have the option to add any comments here that the approver will then see. Most times comments are not necessary, and you just need to hit the “Submit” button in blue on the bottom.



This will send an email to the monthly reporting office to notify us that you have submitted your monthly hours. This will be reviewed and approved by the office personnel, and as soon as this is complete an invoice is automatically generated and sent to whoever you have listed on your account details that you want to receive a copy.

If something looks amiss or the approver has any questions or concerns, you will be contacted by email, and the approver will work with you to get any issues resolved so the invoice gets generated and sent.

We hope this gives you enough information and direction to smoothly transition to our new portal. We realize there are many other features that we didn't mention, so please feel free to poke around and send us any questions or concerns you may have.

Thanks so much – and Happy Reporting! 😊