

Leonardo Customer Portal User Manual

Leonardo Customer Portal is a secure web portal developed by Leonardo Helicopters with the aim of providing services to customers and facilitating the exchange of information between the company and Clients, always maintaining the highest standard of data security. Users have the possibility of being informed about news regarding the company, the products and to manage their relationship with Leonardo.

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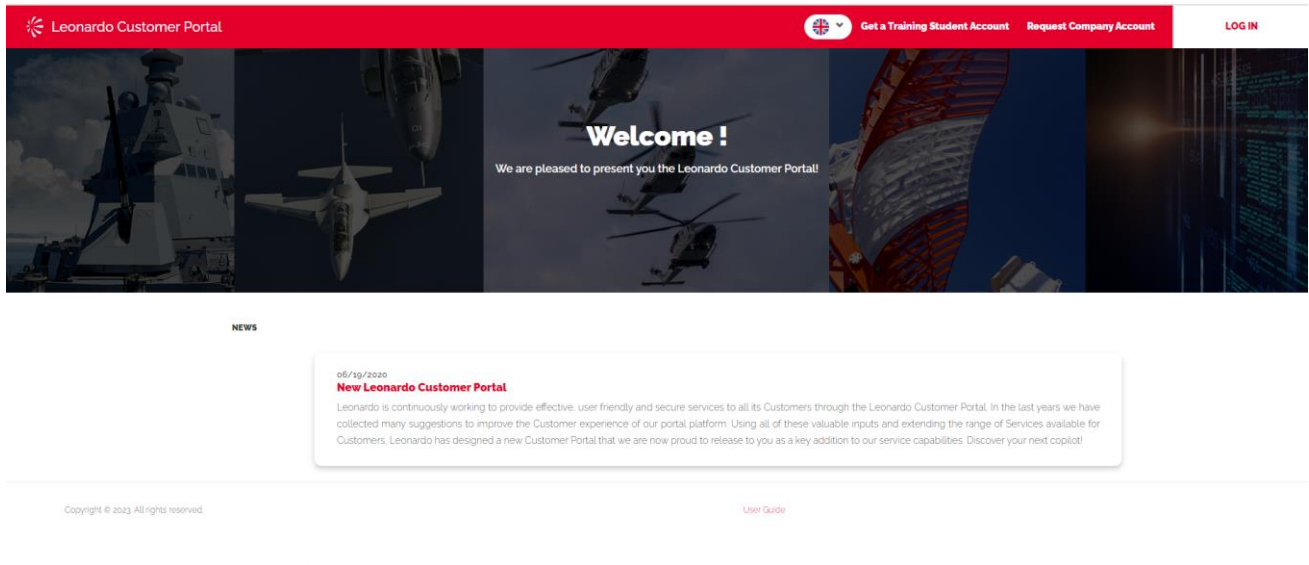
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1.0 Landing page

The landing page of the Leonardo Customer Portal is shown in the following screenshot; a customer could reach it by clicking on the link -> <https://customerportal.leonardocompany.com>



The Welcome page shows in the central section the news that have been created and set as visible to non-logged users. To access a News content, the user can click on the title.

In the page header there are two buttons: "Request Company Account" and "Log In".

- **Request Company Account:** user can request an account for his company if he does not already have one.
- **Get a Training Student Account:** user can request an account for a Student using a valid Booking Code.

Below the form to use for the creation:

CONTACT INFORMATION

First Name * ⓘ Last Name * ⓘ

Company e-mail address * ⓘ

BOOKING CODE USED FOR PORTAL REGISTRATION

Booking Code ⓘ **Mandatory fields**

Booking Code Customer ⓘ

PROCESSING OF PERSONAL DATA

According to the Applicable Privacy Law I having read and acknowledged the Data Protection Notice, according to Articles 6 and 7 of the GDPR and of the Applicable Privacy Law, I agree to the processing of my Personal Data which is necessary for the purpose of providing the Data Subject with the services and assistance performed by the Company Customer Support & Training Services and to perform any contract or agreement entered into by and between the Company and Data Subject.

No Yes

- **Log in:** access directly to the portal on his/her personal Account

In the page footer there is:

- **User Guide:** from this link it is possible to get access to the Leonardo Customer Portal Manual

1.1 First access request

A customer who wants to request an account for his/her company (if it has not been created yet) must click on Request Company Account in the header of the Leonardo Customer Portal Welcome page.

The following screens show the form that must be filled in order to complete the account creation request.

Request Company Account

Please ensure to complete all mandatory fields and provide all additional information available

[← BACK](#)

GENERAL

Submitted by *

First Name *

Last Name *

Position *

Department *

Company Name *

Registration Number/Fiscal Code/VAT *

FLEET INFORMATION

HELICOPTER 1*

Aircraft Model*

Serial Number*

Aeronautical Authority

Delivery Date

Mission*

Ownership*

[Add Helicopter](#)

MAIN ADDRESS & INFO

Street *

Street N° *

City *

ZIV Postal Code *

Country *

Region *

Phone Number *

Fax Number

Email *

Web Site

COMPANY CONTACTS

PRESIDENT CEO*

FirstName*

LastName*

Phone*

Fax

Email*

CHIEF PILOT*

FirstName*

LastName*

Phone*

Fax

Email*

TECHNICAL PUBLICATION (REVISION SERVICE)*

Firstname* LastName*

Phone* Fax

Email*

[Add Contact](#)

TECHNICAL DATA AGREEMENT

According to the Applicable Privacy Law

To acknowledge their copyright (helicopters, technical documents) copyright. Click here to look over the Technical Data Agreement. Once signed, please upload the pdf document (see below). It is mandatory to upload the signed Technical Data Agreement to proceed with the registration submit.

1. Download template

TDA.PDF

2. Upload information

ADD FILES

PROCESSING OF PERSONAL DATA

According to the Applicable Privacy Law

I hereby read and acknowledge the Data Protection Notice, according to Article 6 and 7 of the GDPR and the Applicable Privacy Law. I agree to the processing of my Personal Data which is necessary for the purpose of providing the Data Subject with the services and insurance performed by the Company Customer Support & Training Services and to perform any contract or agreement entered into by and between the Company and Data Subject.

I agree I do not agree

SUBMIT

A customer who is requesting an account for his/her company, must fill at least the mandatory fields (marked with the symbol “*”). The different sections of the form are:

- **General:** main submitter’s and company’s info
- **Company Address and Info:** address and other info (e.g. phone number, email)
- **Fleet information:** list of company’s Helicopters and their main info. New records can be added by clicking on “Add Helicopter”
- **Company Contacts:** main info of the company CEO, Chief Pilot, CAMO Post Holder, Materials Point Contact, Warranty Point of Contact, Technical Publication (Revision Service) Contact. Additional contacts can be added by clicking “Add Contact”
- **Technical Data Agreement:** the contact can download the TDA and upload it once read and signed through the “Add Files” button
- **Processing of Personal Data:** the contact must agree to the Data Protection Notice in accordance with the GDPR and the applicable Privacy Law.

Field Name	Description	Mandatory
General		
Submitted By	Specify the role covered by the person submitting the request, selecting one of the following options: - Owner - Maintainer - Operator	Yes
First Name	Submitter’s Firs Name.	Yes

Field Name	Description	Mandatory
Last Name	Submitter's Last Name.	Yes
Position	Submitter's position within the company, select one of the options in the drop-down list.	Yes
Department	Submitter's department, select one of the options in the drop-down list.	Yes
Company Name	-	Yes
Registration Number/Fiscal Code/VAT	Specify the Registration Number, Fiscal Code or VAT in order to uniquely identify the firm.	Yes
Company Address & Info		
Street	Company's Main address street.	Yes
Street N°	Company's Main address street N°.	Yes
City	Company's Main address city.	Yes
ZIP/Postal Code	Company's Main address Postal Code	Yes
Country	Company's Main address Country.	Yes
Region	Company's Main address Region.	Yes
Phone Number	Main Company's Phone Number.	Yes
Fax Number	Main Company's Fax.	No
Email	Main Company's Email.	Yes
Web Site	Main Company's Web Site.	No
Fleet Information		
Aircraft Model	Specify the aircraft model, selecting one of the options in the drop-down list.	Yes
Serial Number	Unique Identification Code assigned to the Helicopter.	Yes
Aeronautical Authority	Select the Aeronautical Authority the Aircraft is part of.	No
Delivery Date	Specify the first delivery date of the Helicopter.	No
Mission	Specify whether the Helicopter has a Military or Civil use.	Yes
Ownership	Specify if Aircraft's ownership was acquired through a New Delivery or through a Change of Ownership	Yes
Company Contacts (same for each contact)		
President CEO	First Name, Last Name, Phone, Fax, Email of the CEO	No
Chief Pilot	First Name, Last Name, Phone, Fax, Email of the Chief Pilot	No
Camo Post Holder	First Name, Last Name, Phone, Fax, Email of the Camo Post Holder	No
Materials Point Contact	First Name, Last Name, Phone, Fax, Email of the Materials Point of Contact	No
Warranty Point of Contact	First Name, Last Name, Phone, Fax, Email of the Warranty Point of Contact	No
Technical Publication (Revision Service)	First Name, Last Name, Phone, Fax, Email of the Technical Publication Point of Contact	No
Other Company Contacts	First Name, Last Name, Phone, Fax, Email of additional profiles added. (New contacts can be added clicking "Add Contact")	No

By clicking on "SUBMIT", the customer sends the request to Leonardo Helicopters Division.

The Leonardo operator who will receive the request, will check the information and if the company for which the customer have requested the account does not already exists in the database, then he/she will create the Company Account and will provide to the submitter the Master User credentials for his/her Leonardo Customer Portal account.



1.2 Log in

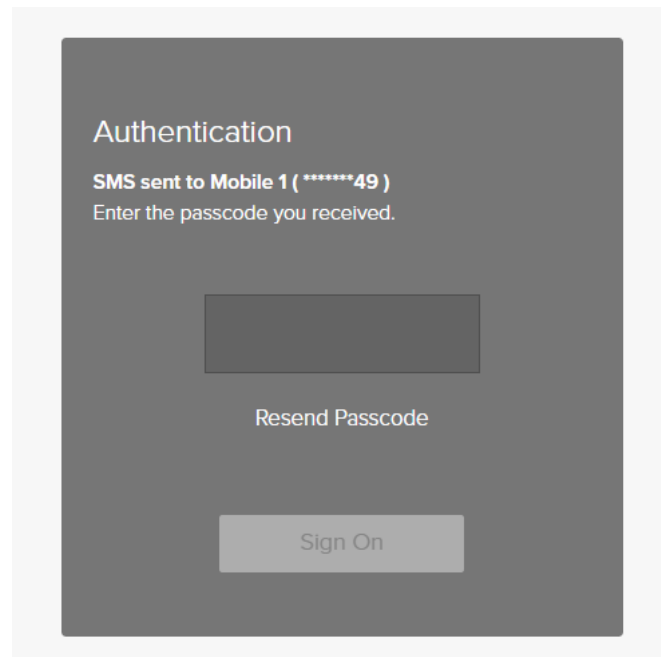
The first account created and provided to the customer is a Master User account and it has the right to create new accounts for other people in the customer organization and manage authorizations of new users in the portal.

A user who already owns his/her credentials to access to Leonardo Customer Portal can click on "Log In" from the Welcome page and enter his/her account by inserting Username and Password and then clicking on "Logon". The Log In page is shown below.

A screenshot of the Leonardo Sign On page. The background is red. At the top left is the Leonardo logo. To its right, the word "LEONARDO" is written in white, italicized, sans-serif font. Below "LEONARDO" is the text "Sign On" in white, sans-serif font. Below this is a white input field with the placeholder text "Username" in a light gray font. Below the input field is a blue button with the text "Next" in white.A screenshot of the Leonardo Sign On page. The background is red. At the top left is the Leonardo logo. To its right, the word "LEONARDO" is written in white, italicized, sans-serif font. Below "LEONARDO" is the text "Sign On" in white, sans-serif font. Below this is a white input field with the placeholder text "X665898" in a light gray font. Below that is another white input field with the placeholder text "Password" in a light gray font. Below the password field is a blue button with the text "Sign On" in white. At the bottom of the page, there are two links: "Change Password" and "Reset Password", separated by a vertical bar.

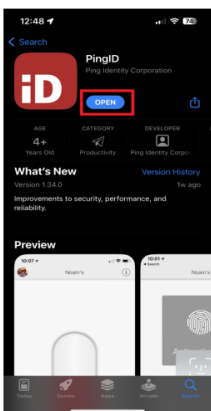
Access via SMS or Voicemail

Depending on the second factor chosen by the user, has to be inserted the code communicated through SMS or Voice Call in the following form



Access via Mobile APP

The user can choose as second authentication factor the Mobile App. In this case is necessary to install the "Ping Id" Mobile App on the Mobile Phone downloaded from Appstore or Playstore



Accept the terms of service, camera and location permissions and push notifications (required to use the service)

When accessing the service, the user will see the Leonardo Identity Provider authentication page where the following is required:

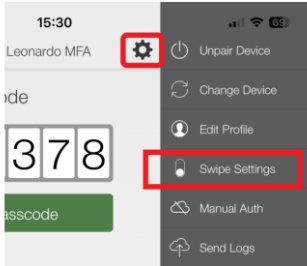
1. Authenticate with the login credentials (Username and Password) previously provided by Leonardo (via email) and click on «SignOn»
2. Proceed with the configuration of the MFA by clicking on «Start»
3. Complete the configuration of the «PingID» MobileApp on your device by choosing between:
 - Scanning – through the MobileApp – the QR code shown on the screen
 - Entering the Pairing Code by clicking on «enter pairing code manually» on the MobileApp



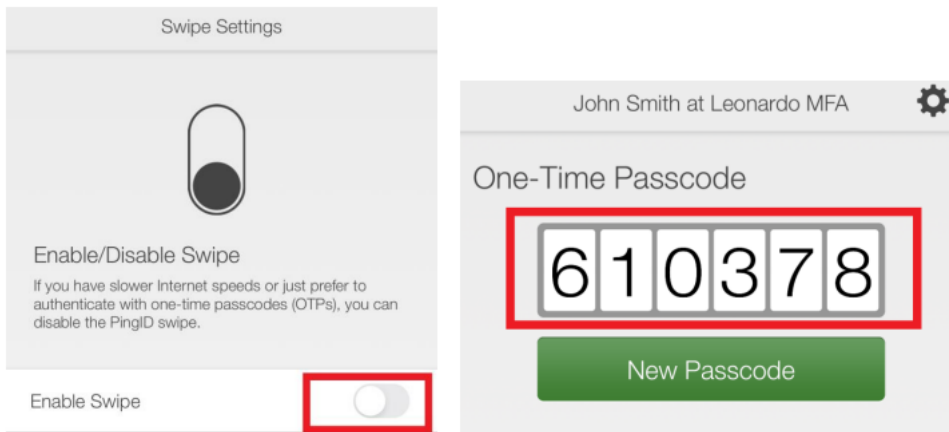
Once the device pairing process has been completed, the authentication phase will end with the device unlocking via fingerprint (Android/iOS) or facial recognition (iOS only). **The second authentication factor configuration via MobileApp «PingID» is complete.**

For subsequent logins, the user – in order to access the services – will have to enter the credentials communicated during registration and accept after verification of the biometric factor – the access notification received on the MobileApp. Push notification on the MobileApp is the default MFA method. Alternatively – after the first login – the user can replace it with MFA via OTP

After the PingID mobile app has been paired, the user can choose to use the One-Time-Passcode as the second authentication factor instead of push-notification. To do that, click on the «gear» in the top right corner and select «Swipe Settings»



Disable the «Enable Swipe» option to activate the OTP. The biometric unlock will be deactivated at subsequent logins and the user will be required to enter the OTP displayed on the «PingID» MobileApp after entering the credentials.



Or in case the choice is the mobile App the user has to insert the OTP code shown in the App

Password Change and Reset

If the user want to change the password, he can click on “**Change Password**” and use this form:

Change Password

Please enter your current password and verify your new password.

CURRENT PASSWORD

NEW PASSWORD

CONFIRM NEW PASSWORD

Submit

Cancel

The password must respect the following criteria to grant the minimum data safety requirements and check password quality:

- Minimum number of characters: 8.
- Complexity rules: the password cannot include the username and must include at least 3 of the following elements: Uppercase, lowercase, numbers, non-alphabetic characters.

After password rules are satisfied, by clicking on “Change password” the reset is confirmed. The system shows a screen that confirms that the password was successfully updated.

The password is valid for 90 days; before the expiry date, Leonardo Helicopters will send an automatic email with a link to the change password procedure. The user must click on the link and then follow the change password procedure as described above.

If the user cannot remember the password, he can click on “**Reset Password**”. Then enter Username s and click on “Send Request”.

Account Recovery

1

2

3

Request Validate Recover

Enter your username to reset your password or unlock your account.

USERNAME

X665898

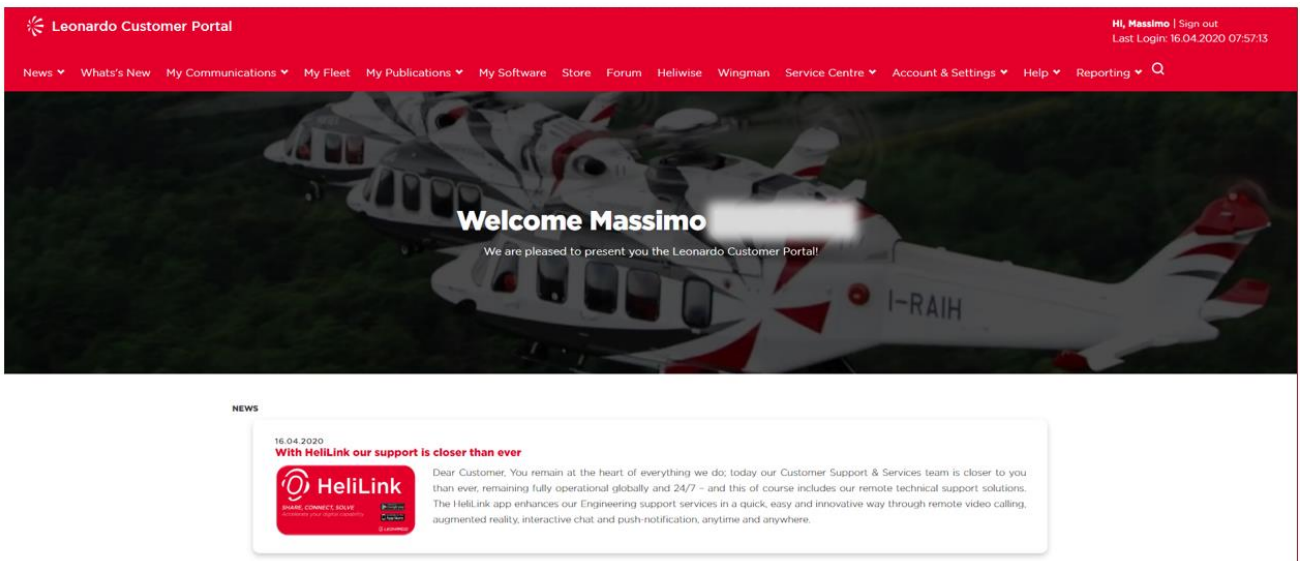
Send Request

Cancel

Once the User is logged on in the Customer Portal the session will expire after 8 hours if he will be active in the site and after 1 hour in case of idle time

2.0 Leonardo Customer Portal Sections

The “Leonardo Customer Portal” is organized in different sections, each one indicated by a tab in the top bar.



The screenshot shows the Leonardo Customer Portal interface. At the top, there is a red navigation bar with the Leonardo logo and the text "Leonardo Customer Portal" on the left. On the right, it says "Hi, Massimo | Sign out" and "Last Login: 16.04.2020 07:57:13". Below the navigation bar is a horizontal menu with various options: News, What's New, My Communications, My Fleet, My Publications, My Software, Store, Forum, Heliwise, Wingman, Service Centre, Account & Settings, Help, and Reporting. The main content area features a large banner image of a Leonardo helicopter with the text "Welcome Massimo" and "We are pleased to present you the Leonardo Customer Portal!". Below the banner, there is a "NEWS" section with a date "16.04.2020" and a headline "With HeliLink our support is closer than ever". The news item includes a "HeliLink" logo and a brief description of the service.

In the home page the latest news related to the logged user are displayed.

The different sections accessible from the home page are:

1. **News:** a list of all the news published by Leonardo Helicopter Division, divided in “Latest News” and “News Archive”. The “Latest News” section shows the list of all the published news that are not expired, ordered from the newest to the oldest. The “News Archive” displays the list of all the expired news. In this section it is possible to research news through the dedicated function. By clicking on each news, the user will be redirected to a page containing more details and additional functionalities. (This section is furtherly described in [Paragraph 2.1.](#))
2. **What’s new:** in this section every update on the MyCommunication, MyPublication, MySoftware and Store sections is tracked. Each object typology has a dedicated sub-section that can be expanded, and the user can have access to the page of each record by clicking on the document ID. These updates can be filtered by date selecting the options “last login”, “today”, “this week” and “this month”, and using the search function of each sub-section. (This section is furtherly described in [Paragraph 2.2.](#))
3. **My Communications:** here the user can manage all the communications with Leonardo, having the possibility of creating tickets and monitoring already existing ones. When clicking on My Communications, the user must select the ticket type to be displayed in the page. In the new window the user can have additional details and work on each ticket by clicking the Document ID field of each record. The list can be exported using the dedicated button. (This section is furtherly described in [Paragraph 2.3.](#))
4. **My Fleet:** in this section the user can manage company’s fleet. The page displays the list of helicopters managed, retrieving information directly from Leonardo Helicopters databases, and It is possible to view each helicopter registry and update its data (e.g. helicopter availability and flight hours). (This section is furtherly described in [Paragraph 2.4.](#))
5. **My Publication:** this section contains the documentation available in electronic format, for which the user company has an active subscription. When clicking on My Publications in the home page, the user can choose to access the following sections:
 - [Publication Library](#), the main page, in which the publications can be searched by category, model or keyword, and then viewed and downloaded. Selected Publications can be marked as favourite, allowing them to be easily picked from the “Favourite” section.
 - [Tracking Publication Delivery](#), containing the list of all the publications physically delivered to the customer. Here it is possible to have an overview of the status of all the deliveries, both open and closed ones.
 - [My Subscriptions](#), where the user can consult the status and the expiry date of its Publication Subscriptions.

- Amerigo 4 Mobile (Accessible only once entering the My Publication page and clicking again on My Publication)
(This section is furtherly described in [Paragraph 2.6](#))
- 6. **My Software:** section designed to manage all the software needed by the customer. The user can find the required software searching by keyword, and by software type, Aircraft Model, and date, clicking on the “Advanced Search” function. Here it is possible to look at software information as well as download the selected files.
(This section is furtherly described in [Paragraph 2.7](#))
- 7. **Forum:** In this section users can start a conversation with other users on many different topics or participate to an existing discussion. It is possible to propose a new thread to be opened to Leonardo.
(This section is furtherly described in [Paragraph 2.8](#))
- 8. **Store:** a direct connection to the Commerce section of the portal.
(This section is furtherly described in [Chapter 3](#))
- 9. **Heliwise:** link to Heliwise portal.
- 10. **Wingman:** link to Wingman portal.
- 11. **Service Centre:** The “Service Centre” section provides service performance monitoring tools and gives the possibility of updating performance data.
(This section is furtherly described in [Paragraph 2.11](#))
- 12. **Account & Settings:** in this section, the user can find various options related to the management of his/her profile settings and company profile (for both Master and Normal Users). Master users will have the possibility of looking at their personal profile and modify it, manage his/her company’s Normal users setting, visualise the Billing and the Shipping addresses as well as the active Helicopters’ contracts.
(This section is furtherly described in [Paragraph 2.12](#))
- 13. **Help:** here the user can find helpful information to support him being more agile while navigating the portal. In the Leonardo Contacts page the key contacts are listed, for each area of Leonardo Customer Support, Services & Training department, and their main information can be accessed, to facilitate interactions and speed-up the communication. The Frequently Asked Questions section features key answers to cover the most common issues experienced by the users of the Portal.
(This section is furtherly described in [Paragraph 2.13](#))
- 14. **Reporting:** The portal features a section called “Reporting” in which the user can have access to multiple graphics and tabular views implemented in Power BI®, leveraging the data gathered by the system.
(This section is furtherly described in [Paragraph 2.14](#))
- 15. **Search:** This section can be used by the user to search a result or a content across all portal’s sections.

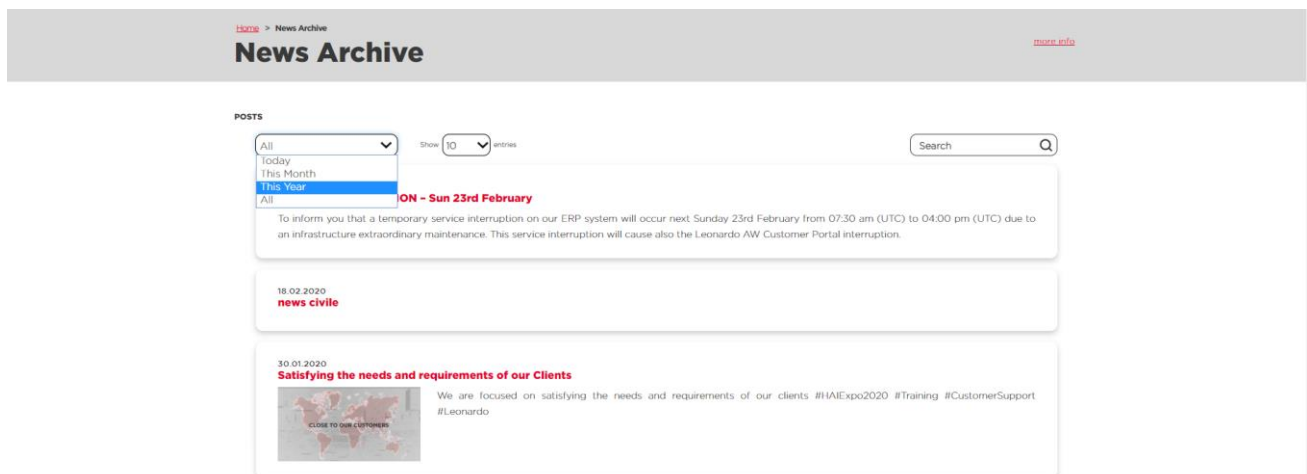
The next paragraphs offer a deep dive on each one of the sections just presented.

2.1 News

In the “News” section, two sub-sections are accessible by the logged user. The User will only see news published for his/her company. The two sub-sections are:

- **Latest News:** here all the news recently published are visible by the user; when a news exceeds the expiring date set by Leonardo it is automatically transferred in “News Archive”.
- **News Archive:** here are all the news that have been published and that have exceeded the expiring date set by Leonardo are collected.

In the sections Latest News and News Archive, news is ordered by default from the newest to the oldest one. On the top left there are two applicable filters. Using the first filter it is possible to decide to display all the news or only the news published today, this month or this year. The last month is defined counting the last 30 calendar days starting from the actual date. With the second filter is possible to select how many news to view in each page. On the right side of the page there is a search function. Users can type in what he/she wants to search, and the system will search the results in all the news.



Each News (of both sections) is characterized by:

- Publication date
- Title (in red)
- Image (if present)
- A preview, reporting a brief description of the content of the news.

2019-09-10

LEONARDO: APPROVED BY THE BOD THE START OF THE MERGER PROCESS BY WAY OF INCORPORATION OF SISTEMI DINAMICI. INDEPENDENCE REQUIREMENTS OF THE CHAIRMAN OF THE BOARD OF STATUTORY AUDITORS VERIFIED



Today, the Board of Directors of Leonardo approved the merger process by way of incorporation plan of Sistemi Dinamici S.p.A. – the engineering company, which is directly and wholly owned, involved in the development, production and sale of remotely piloted aircraft – into Leonardo S.p.a.

To enter in a news, click on the red title. Now it is possible to read the full content and to view the image. There is a section for complementary attachments of the news. To download the attachments, click on the attachment’s name. There are two filters to order attachments: Name and Modified On.

28.01.2020

Customer Advisory Board 2020 Edition

Don't miss the CAB2020 edition on January 27th - Anaheim HeliExpo2020! A great opportunity to discuss out latest products and services updates, maintenance improvements, advanced digital services, fleet reliability and training services. Interested in learning more about our initiatives? Follow us! AWTeamUp



ATTACHMENTS

Name

Modified On

Customer Advisory Board 2020 Edition.docx (18 KB)

30.03.2020 18:03

Services Updates.docx (18 KB)

30.03.2020 18:03

2.2 What’s New

This section aims at providing to the user a quick view on every item that has been updated during a specific time frame. All the records are reported in different tabs, each one related to a specific category or section (My Publication, My Software, Store etc..).

Timeframe filters available are:

- Last Login (Default selection): applying this filter the page will show all the items **created or modified** after User's previous login. User's last login is visible at the top right of the page, near the Sign Out button:

Hi, Massimo | Sign out
Last Login: 04.02.2020 15:16:11

- Last Month: applying this filter the page will show all the items created or modified during the last 30 Days.
- Today: applying this filter the page will show all the items created or modified during the current day.
- This Year: applying this filter the page will show all the items created or modified during the current year.

To view updates related to a category simply click on its tab, as shown below.

Home > What's New [more info](#)



What's New

Last Year ▾

- TECHNICAL QUERY ▾
- CSR FOC ▾
- CUSTOMER COMMERCIAL QUERY ▾
- FEEDBACK ▾
- TECHNICAL PUBLICATION QUERY ▾
- SERVICE - TECHNICAL BULLETIN APPLICATION ▾
- SERVICE PLAN MONTHLY REPORT ▾

Last Year ▼

TECHNICAL QUERY

Search:  

Document Id ▼	Subject ▼	Status ▼	Creation Date ▼	Closure Date ▼
002011661	Incongruenza in BT 139-407	Completed Accepted	08.01.2020	09.01.2020
002011378	TMI139-044 information	Completed Accepted	30.12.2019	31.12.2019
002011324	SBI39-283 fleet applicability	Completed Accepted	28.12.2019	31.12.2019
0020110498	Dimensioni boccole Hoist Mount Assy	Completed Accepted	10.12.2019	11.12.2019
0020110401	Clarifications AMPI Task 62-10 & 64-18	Completed Accepted	09.12.2019	16.12.2019
0020109508	Soundproofing kit In-service Retromod	Completed Accepted	25.11.2019	25.11.2019
0020109243	AW139 CS-29 Certification Requirement	Completed Accepted	20.11.2019	25.11.2019
0020108732	Outcoming Grease on T/R Duplex Bearing	Completed Accepted	11.11.2019	22.11.2019
0020108141	MMEL 31-5 HUMS Sensors Clarifications	Completed Accepted	29.10.2019	29.10.2019

The screenshots show a filtering example in which are selected the TQ updated during the Last Year.

The next paragraphs list the categories that can be accessed from the What's New section, and the actions that can be performed.

What's New - Technical Query

This tab contains all the Technical Query tickets that respect the filtering criteria selected. It is possible to look for a specific ticket using the search function. The user can also download an Excel template containing the complete list of tickets that respect the filters, by clicking on the "XLS" button situated at the top of the tab.

TECHNICAL QUERY

Search:

Document Id	Subject	Status	Creation Date	Closure Date
002011661	Incongruenza in BT 139-407	Completed Accepted	08.01.2020	09.01.2020
002011578	TMI139-044 information	Completed Accepted	30.12.2019	31.12.2019

The Technical Query tab of the What's New section features the following fields:

Field Name	Description
Document ID	Unique identification code assigned to the ticket.
Subject	Brief description of the object of the ticket.
Status	Current status of the ticket, useful to monitor the progresses made in addressing the issue. Additional details regarding ticket status can be found in the "My Communications" section of the manual.
Creation Date	The date in which the ticket has been created. A ticket can both be created by Portal Users and by Leonardo Internal Users.
Closure Date	Shows the date in which the User has accepted or rejected the solution proposed by the customer after ticket's closure. After ticket closure, the customer can accept the solution implemented by Leonardo, or can reject it, creating automatically a new ticket that must be addressed by Leonardo through a different solution. Additional details can be found in the "My Communications" paragraph.



By clicking on each header, the list can be ordered by the selected field, in ascending or descending order.

Pressing the ticket ID, the user is redirected to the page dedicated to the selected ticket, inside the "My Communications" section. Additional details on the records and functionalities of each ticket page can be found in [Paragraph 2.3](#).

What's New - CSR FOC

This tab contains all the CSR FOC tickets that respect the filtering criteria selected. It is possible to look for a specific ticket using the search function. The user can also download an Excel template containing the complete list of tickets that respect the filters, by clicking on the "XLS" button situated at the top of the tab.

CSR FOC

Search  

Document Id	Subject	Status	Creation Date	Closure Date
0010079159	ORDINE 18/463	Completed Accepted	31.05.2018	07.06.2018
0010078950	Chip MGB AW 169	Completed Accepted	25.05.2018	04.06.2018

The CSR FOC tab of the What's New section features the following fields:

Field Name	Description
Document ID	Unique identification code assigned to the ticket.
Subject	Brief description of the object of the ticket.
Status	Current status of the ticket, useful to monitor the progresses made in addressing the issue. Additional details regarding ticket status can be found in the "My Communications" section of the manual.
Creation Date	The date in which the ticket has been created. A ticket can both be created by Portal Users and by Leonardo Internal Users.
Closure Date	Shows the date in which the User has accepted or rejected the solution proposed by the customer after ticket's closure. After ticket closure, the customer can accept the solution implemented by Leonardo, or can reject it, creating automatically a new ticket that must be addressed by Leonardo through a different solution. Additional details can be found in the "My Communications" paragraph.

By clicking on each header, the list can be ordered by the selected field, in ascending or descending order.

Pressing the ticket ID, the user is redirected to the page dedicated to the selected ticket, inside the "My Communications" section. Additional details on the records and functionalities of each ticket page can be found in [Paragraph 2.3](#).

What's New - Customer Commercial Query

This tab contains all the Customer Commercial Query tickets that respect the filtering criteria selected. It is possible to look for a specific ticket using the search function. The user can also download an Excel template containing the complete list of tickets that respect the filters, by clicking on the "XLS" button situated at the top of the tab.

CUSTOMER COMMERCIAL QUERY ^

Search:

Document Id ▾	Subject ▾	Status ▾	Creation Date ▾	Closure Date ▾
CSM/CQ/2020/2215	quality	Request Creation	30.03.2020	
CSM/CQ/2020/2005	test mail csm pf	Request Creation	20.03.2020	

The Customer Commercial Query tab of the What’s New section features the following fields:

Field Name	Description
Document ID	Unique identification code assigned to the ticket.
Subject	Brief description of the object of the ticket.
Status	Current status of the ticket, useful to monitor the progresses made in addressing the issue. Additional details regarding ticket status can be found in the “My Communications” section of the manual.
Creation Date	The date in which the ticket has been created. A ticket can both be created by Portal Users and by Leonardo Internal Users.
Closure Date	Shows the date in which the User has accepted or rejected the solution proposed by the customer after ticket’s closure. After ticket closure, the customer can accept the solution implemented by Leonardo, or can reject it, creating automatically a new ticket that must be addressed by Leonardo through a different solution. Additional details can be found in the “My Communications” paragraph.

By clicking on each header, the list can be ordered by the selected field, in ascending or descending order.

Pressing the ticket ID, the user is redirected to the page dedicated to the selected ticket, inside the “My Communications” section. Additional details on the records and functionalities of each ticket page can be found in [Paragraph 2.3](#).

What’ New – Feedback

This tab contains all the Feedback tickets that respect the filtering criteria selected. It is possible to look for a specific ticket using the search function. The user can also download an Excel template containing the complete list of tickets that respect the filters, by clicking on the “XLS” button situated at the top of the tab.

FEEDBACK ^

Search:

Document Id ▾	Subject ▾	Status ▾	Creation Date ▾	Closure Date ▾
CSM/CF/2020/2414	Material Damage Feedback	Draft	16.04.2020	

The Feedback tab of the What's New section features the following fields:

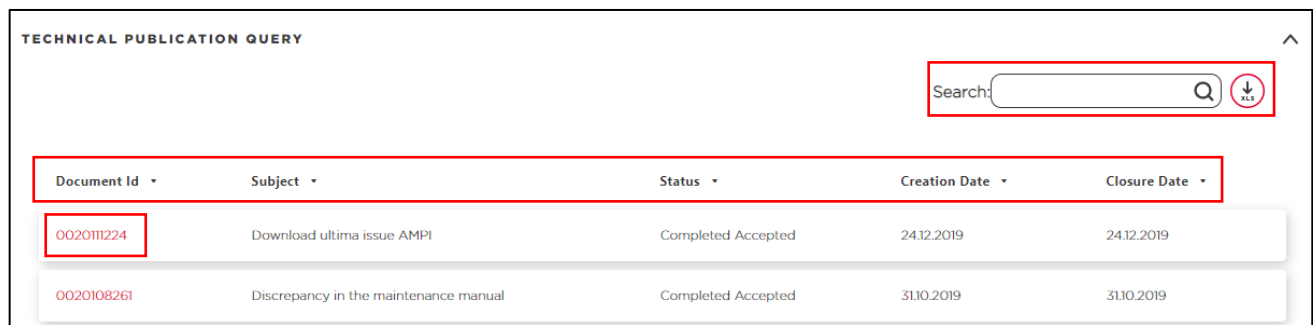
Field Name	Description
Document ID	Unique identification code assigned to the ticket.
Subject	Brief description of the object of the ticket.
Status	Current status of the ticket, useful to monitor the progresses made in addressing the issue. Additional details regarding ticket status can be found in the "My Communications" section of the manual.
Creation Date	The date in which the ticket has been created. A ticket can both be created by Portal Users and by Leonardo Internal Users.
Closure Date	Shows the date in which the User has accepted or rejected the solution proposed by the customer after ticket's closure. After ticket closure, the customer can accept the solution implemented by Leonardo, or can reject it, creating automatically a new ticket that must be addressed by Leonardo through a different solution. Additional details can be found in the "My Communications" paragraph.

By clicking on each header, the list can be ordered by the selected field, in ascending or descending order.

Pressing the ticket ID, the user is redirected to the page dedicated to the selected ticket, inside the "My Communications" section. Additional details on the records and functionalities of each ticket page can be found in [Paragraph 2.3](#).

What' New - Technical Publication Query

This tab contains all the Technical Publication Query tickets that respect the filtering criteria selected. It is possible to look for a specific ticket using the search function. The user can also download an Excel template containing the complete list of tickets that respect the filters, by clicking on the "XLS" button situated at the top of the tab.



Document Id	Subject	Status	Creation Date	Closure Date
002011224	Download ultima issue AMPI	Completed Accepted	24.12.2019	24.12.2019
0020108261	Discrepancy in the maintenance manual	Completed Accepted	31.10.2019	31.10.2019

The Technical Publication Query tab of the What's New section features the following fields:

Field Name	Description
Document ID	Unique identification code assigned to the ticket.
Subject	Brief description of the object of the ticket.

Field Name	Description
Status	Current status of the ticket, useful to monitor the progresses made in addressing the issue. Additional details regarding ticket status can be found in the “My Communications” section of the manual.
Creation Date	The date in which the ticket has been created. A ticket can both be created by Portal Users and by Leonardo Internal Users.
Closure Date	Shows the date in which the User has accepted or rejected the solution proposed by the customer after ticket’s closure. After ticket closure, the customer can accept the solution implemented by Leonardo, or can reject it, creating automatically a new ticket that must be addressed by Leonardo through a different solution. Additional details can be found in the “My Communications” paragraph.

By clicking on each header, the list can be ordered by the selected field, in ascending or descending order.

Pressing the ticket ID, the user is redirected to the page dedicated to the selected ticket, inside the “My Communications” section. Additional details on the records and functionalities of each ticket page can be found in [Paragraph 2.3](#).

What’ New - Service – Technical bulletin application

This tab contains all the Technical bulletin application tickets that respect the filtering criteria selected. It is possible to look for a specific ticket using the search function. The user can also download an Excel template containing the complete list of tickets that respect the filters, by clicking on the “XLS” button situated at the top of the tab.

SERVICE - TECHNICAL BULLETIN APPLICATION

Search

Helicopter S/N	Service Bulletin ID	H/C Model	Revision	Part Number	Component S/N	Total Flight Hours	Last Flight Hours Date	Note/Description	Creation
NCOO	109-001	AW139	K	.37X100 150-15A		12.00	03/30/2020		03/31/2020

The Technical bulletin application tab of the What’s New section features the following fields:

Field Name	Description
Helicopter S/N	Unique Identification code assigned to the aircraft.
Service Bulletin ID	Unique identification code assigned to the Service Bulletin.
H/C Model	Specific Model of the Helicopter (E.g. AW139, AW101 ...).
Revision	Progressive code of the revision of the document.
Part Number	Unique code that identifies the part object of the issue.
Component S/N	Serial Number of the component object of the issue.
Total Flight Hours	Shows the total amount of the flying hours of the Item.
Last Flight Hours Date	Shows the last date in which.
Note/Description	Brief description of the object of the ticket.

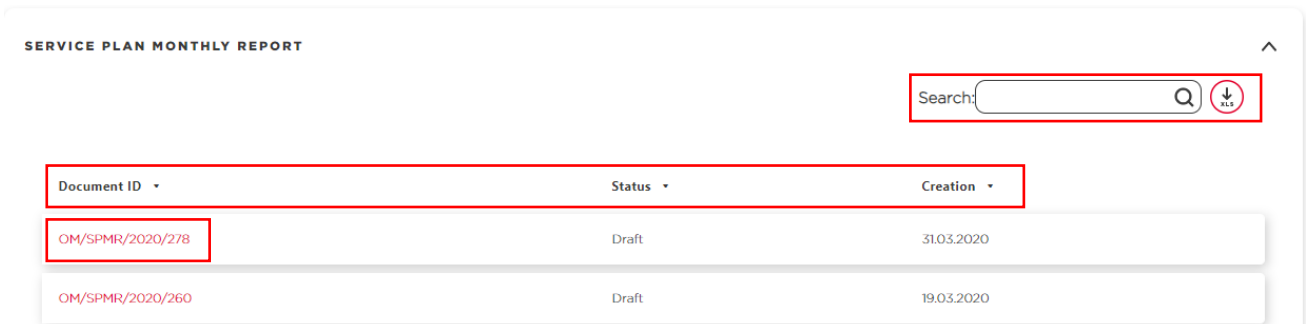
Field Name	Description
Creation	The date in which the ticket has been created. A ticket can both be created by Portal Users and by Leonardo Internal Users.

By clicking on each header, the list can be ordered by the selected field, in ascending or descending order.

Pressing the Helicopter S/N of each record, the user is redirected to the page dedicated to the selected ticket, inside the “My Communications” section. Additional details on the records and functionalities of each ticket page can be found in [Paragraph 2.3](#).

What’ New - Service Plan Monthly Report

This tab contains all the Service Plan Monthly record tickets that respect the filtering criteria selected. It is possible to look for a specific ticket using the search function. The user can also download an Excel template containing the complete list of tickets that respect the filters, by clicking on the “XLS” button situated at the top of the tab.



The Service Plan Monthly Report tab of the What’s New section features the following fields:

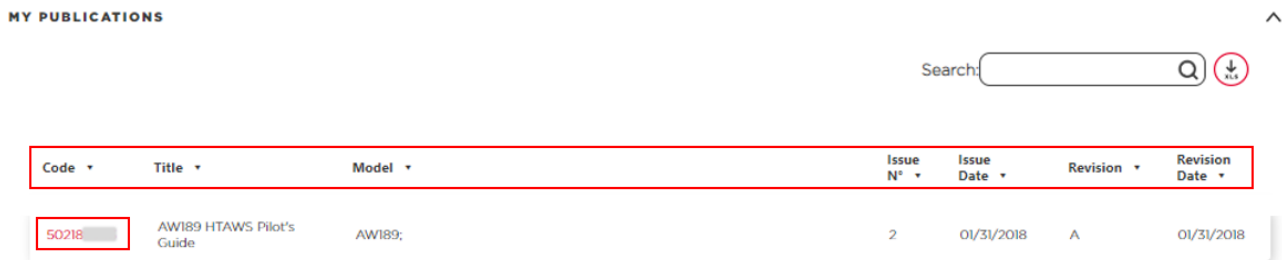
Field Name	Description
Document ID	Unique Identification code assigned to the Service Plan Monthly Report
Status	Current status of the ticket, useful to monitor the progresses made in addressing the issue. Service Plan Monthly Report does not have a specific ticket flow, meaning that it may only be in status Draft or Published. Additional details regarding ticket status can be found in the “My Communications” section of the manual.
Creation	The date in which the ticket has been created. A ticket can both be created by Portal Users and by Leonardo Internal Users.

By clicking on each header, the list can be ordered by the selected field, in ascending or descending order.

Pressing the ticket ID, the user is redirected to the page dedicated to the selected ticket, inside the “My Communications” section. Additional details on the records and functionalities of each ticket page can be found in [Paragraph 2.3](#).

What' New - My Publications

This tab contains all the Publications accessible to the User, accordingly to the filtering criteria selected. It is possible to look for a specific Publication using the search function. The user can also download an Excel template containing the complete list of the publications that respect the filters, by clicking on the “XLS” button situated at the top of the tab.



The My Publication tab of the What's New section features the following fields:

Field Name	Description
Code	Unique Identification code assigned to the Publication
Title	Title of the Publication
Model	The codes of the Helicopter Models to which the Publication refers.
Issue N°	Issue Identification Number.
Issue Date	Date in which the issue occurred.
Revision	Progressive ID indicating the last revision of the document.
Revision Date	Date of the most recent revision of the document.

By clicking on each header, the list can be ordered by the selected field, in ascending or descending order.

Pressing the Code pf each record, the user is redirected to the page dedicated to the selected publication, inside the “My Publications” section. Additional details on the records and functionalities of each publication page can be found in [Paragraph 2.6](#).

What' New - My Software

This tab contains the contents of the section My Software accessible to the User, accordingly to the filtering criteria selected. It is possible to look for a specific Software using the search function. The user can also download an Excel template containing the complete list of the software that respect the filters, by clicking on the “XLS” button situated at the top of the tab.

MY SOFTWARE

Search:  

Code	Title	Model	Issue N°	Issue Date	Revision	Revision Date
GF2350	LOADABLE SOFTWARE	AW169	A	15.04.2019	A	15.04.2019

The My Software tab of the What’s New section features the following fields:

Field Name	Description
Code	Unique Identification code assigned to the Software
Title	Brief Software description
Model	The codes of the Helicopter Models to which the Software applies.
Issue N°	Issue Identification Number.
Issue Date	Date in which the issue occurred.
Revision	Progressive ID indicating the last revision of the document.
Revision Date	Date of the most recent revision of the software.



By clicking on each header, the list can be ordered by the selected field, in ascending or descending order.

Pressing the Code of each record, the user is redirected to the page dedicated to the selected software, inside the “My Software” section. Additional details on the records and functionalities of each software page can be found in [Paragraph 2.7](#).

What’ New - Orders

This tab contains the contents accessible to the User accordingly to the filtering criteria selected. It is possible to look for a specific Order using the search function. The user can also download an Excel template containing the complete list of the software that respect the filters, by clicking on the “XLS” button situated at the top of the tab.

ORDERS

Search:  

Document Reference	Item N°	P/N	Document Id	Type	H/C	Latest Update
RFC00219531	20	3G6705G02732	0000135734		AW139	30.03.2020 14:12:09
RFC00219531	40	3G5230A00351	0000135734		AW139	30.03.2020 14:12:09

The Orders tab of the What's New section features the following fields:

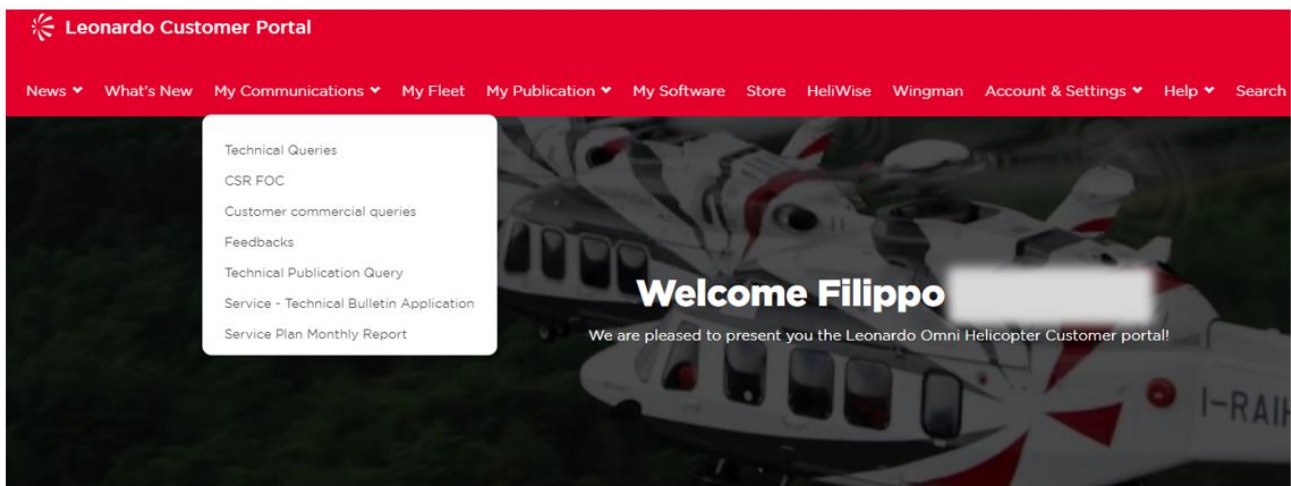
Field Name	Description
Document Reference	Unique Identification code assigned to the Order
Item N°	Ordered Quantity
P/N	Unique identification code of the Ordered Material
Document ID	Unique Identification number assigned to the Document Ordered
Type	Store Order type
H/C	Helicopter Model Code
Latest Update	Date of the latest update regarding the Order

By clicking on each header, the list can be ordered by the selected field, in ascending or descending order.

Additional information regarding order management are present in [Chapter 3](#) dedicated to the Store section.

2.3 My Communications

In this section it is possible to interact with Leonardo by creating tickets and managing already existing ones, through collaboration functionalities to facilitate communication and through structured flows that allow to easily track the ticket status. There are different ticket types and according to user permissions they can be editable, accessible in read-only mode or hidden (Additional information regarding user permissions can be found in the [Account & Settings](#) section of the manual). The user can look at the list of the tickets for which he/she has at least the read permission, by clicking on the "My Communications" drop-down menu.



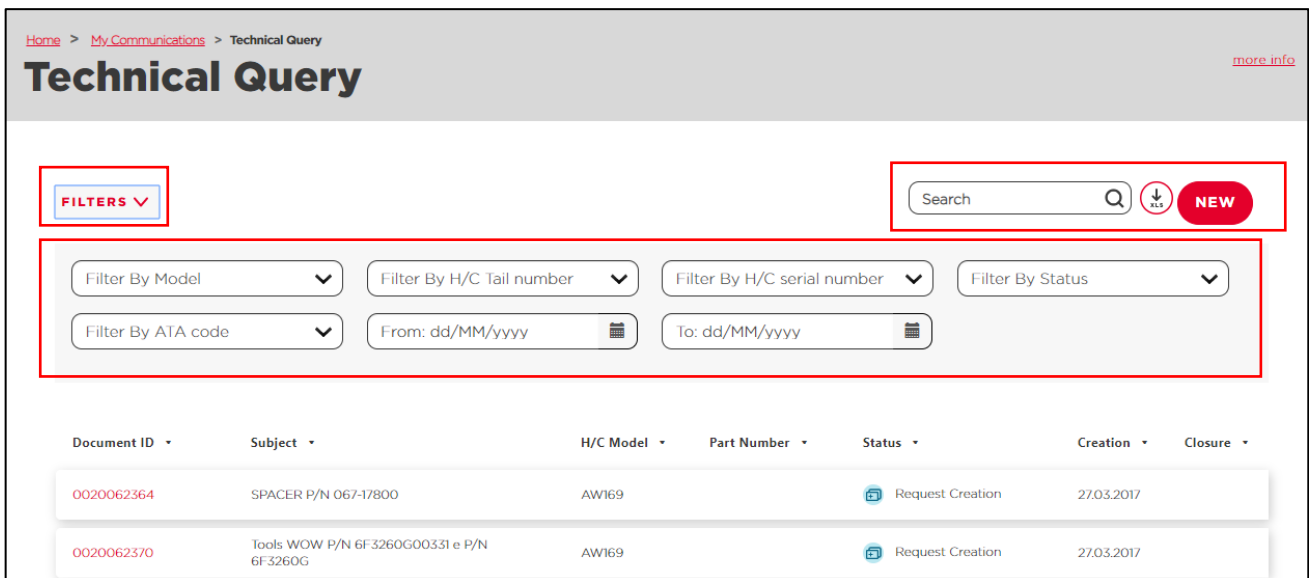
After clicking the "My Communication" tab the user can choose which ticket type must be displayed. Here is a list of the ticket types:

- **Technical Queries** ([2.3.1](#))

- **CSR FOC** ([2.3.2](#))
- **Customer Commercial Queries** ([2.3.3](#))
- **Feedbacks** ([2.3.4](#))
- **Technical Publication Query** ([2.3.5](#))
- **Service – Technical Bulletin Application** ([2.3.6](#))
- **Service Plan Monthly Report** ([2.3.7](#))

When clicking a ticket type, a new page will be opened displaying the list of already existing tickets. In the main page, some information about each record (i.e. a ticket) is reported, in order to help the user having a quick overview of each record. Please consider that data displayed in the preview of each record may change depending on the selected ticket type.

Example of a list of Technical Queries:



The screenshot shows the 'Technical Query' interface. At the top, there is a breadcrumb trail: Home > My Communications > Technical Query. The main heading is 'Technical Query' with a 'more info' link. Below the heading, there is a 'FILTERS' dropdown menu. To the right, there is a search bar with a search icon, a download icon, and a 'NEW' button. Below these, there are several filter options: 'Filter By Model', 'Filter By H/C Tail number', 'Filter By H/C serial number', 'Filter By Status', 'Filter By ATA code', 'From: dd/MM/yyyy', and 'To: dd/MM/yyyy'. Below the filters, there is a table with the following columns: Document ID, Subject, H/C Model, Part Number, Status, Creation, and Closure. The table contains two rows of data.

Document ID	Subject	H/C Model	Part Number	Status	Creation	Closure
0020062364	SPACER P/N 067-17800	AW169		Request Creation	27.03.2017	
0020062370	Tools WOW P/N 6F3260G00331 e P/N 6F3260G	AW169		Request Creation	27.03.2017	

As highlighted in the red box in the screen, the main features available in the “My Communication” general tab are:

- **Search**: it is possible to search for a ticket by typing some keywords or field values (e.g. Document ID, Subject, H/C model, Part Number, Status).
- **Download**: clicking on the XLS icon, it is possible to download the tickets list in excel format.
- **New**: this feature allows Users to create a new ticket. If a user does not have the “edit” permission for that specific ticket, the “new” button will not be visible, and he/she can only access (in read only) the already existing tickets.

- Filters: By clicking on the filters button, a new section is added to the page, allowing the user to apply multiple filtering criteria to the list.

The next paragraph contains, for each ticket type:

- How to search an existing ticket or create a new one
- The featured functionalities
- The ticket workflow, status and actions that can be performed at each stage

2.3.1 Technical Query

The Technical Queries (TQ in short) are designed to manage technical queries raised by the Customer, facilitating reporting and tracking activities.

The TQ allows:

- Reporting, through a standardized format filled by the Customer, of a technical query (troubleshooting support, repairs scheme not covered by standard practices/standard repair manual, etc...) raised during maintenance or flight activities, which the Customer intends to submit to Leonardo Helicopters;
- Tracking of the status of activities performed by Leonardo Helicopters to sort out the TQ (comprehensive of the additional request for clarification when needed);
- Storage of the replies to the Customer TQ;
- Automatic notification of TQ Status changes (e.g. closure, request for information), through adequate and customizable settings;
- Retrieval of the information related to previous TQ using the “Search” area.



The main page of the “Technical Query” section consists of a list of the queries that can be modified or viewed by the user.

In the preview, the ticket list contains information about each item, in order to help the user to have a quick overview of each record.

Technical Query

FILTERS ▾

 Search   **NEW**

Document ID ▾	Subject ▾	H/C Model ▾	Part Number ▾	Status ▾	Creation ▾	Closure ▾
0020062364	SPACER P/N 067-17800	AW169		 Request Creation	27.03.2017	
0020062370	Tools WOW P/N 6F3260G00331 e P/N 6F3260G	AW169		 Request Creation	27.03.2017	

Below there is a brief description of the fields showed in this page:

Field Name	Description
Document ID	Unique identification code assigned to the ticket.
Subject	Brief description of the object of the ticket.
H/C Model	Specific Model of the Helicopter (E.g. AW139, AW101...)
Part Number	Unique identification code of the component object of the query.
Status	Current status of the ticket, useful to monitor the progresses made in addressing the issue.
Creation Date	The date in which the ticket has been created. A ticket can both be created by Portal Users and by Leonardo Internal Users.
Closure Date	Shows the date in which the User has accepted or rejected the solution proposed by the customer after ticket's closure. After ticket closure, the customer can accept the solution implemented by Leonardo, or can reject it, creating automatically a new ticket that must be addressed by Leonardo through a different solution.

By clicking on each header, the list can be ordered by the selected field, in ascending or descending order.

At the top of the page, there are additional functionalities useful to find and manage existing tickets.

Home > My Communications > Technical Query

Technical Query more info

FILTERS ▾

Q
↓ XLS
NEW

Filter By Model ▾

Filter By H/C Tail number ▾

Filter By H/C serial number ▾

Filter By Status ▾

Filter By ATA code ▾

From: dd/MM/yyyy

To: dd/MM/yyyy

Document ID ▾	Subject ▾	H/C Model ▾	Part Number ▾	Status ▾	Creation ▾	Closure ▾
0020062364	SPACER P/N 067-17800	AW169		Request Creation	27.03.2017	
0020062370	Tools WOW P/N 6F3260G00331 e P/N 6F3260G	AW169		Request Creation	27.03.2017	

- **Filters:** Clicking on the filters button the user can apply additional filtering criteria by:
 - Helicopter Model (E.g. AW101, AW169...)
 - Helicopter Tail Number (Selecting from the list that contains the codes of the helicopters possessed by the customer. If a S/N is filtered, only tail numbers of the selected model can be selected)
 - H/C Serial Number (Serial number of the Helicopter)
 - Ticket Status
 - ATA Code
 - Starting/Ending date (based on the last modify date)
- **Search:** it is possible to search for a ticket by typing some keywords or field values (e.g. Document ID, Subject, H/C model, Part Number, Status).
- **Download:** clicking on the XLS icon, it is possible to download the tickets list in excel format.
- **More info:** by pressing this button, the page shows a brief description of the section, and clicking on "Section Guide" it is possible to open the Portal Manual Section dedicated to Technical Query tickets.

[Home](#) > [My Communications](#) > [Technical Query](#)

Technical Query

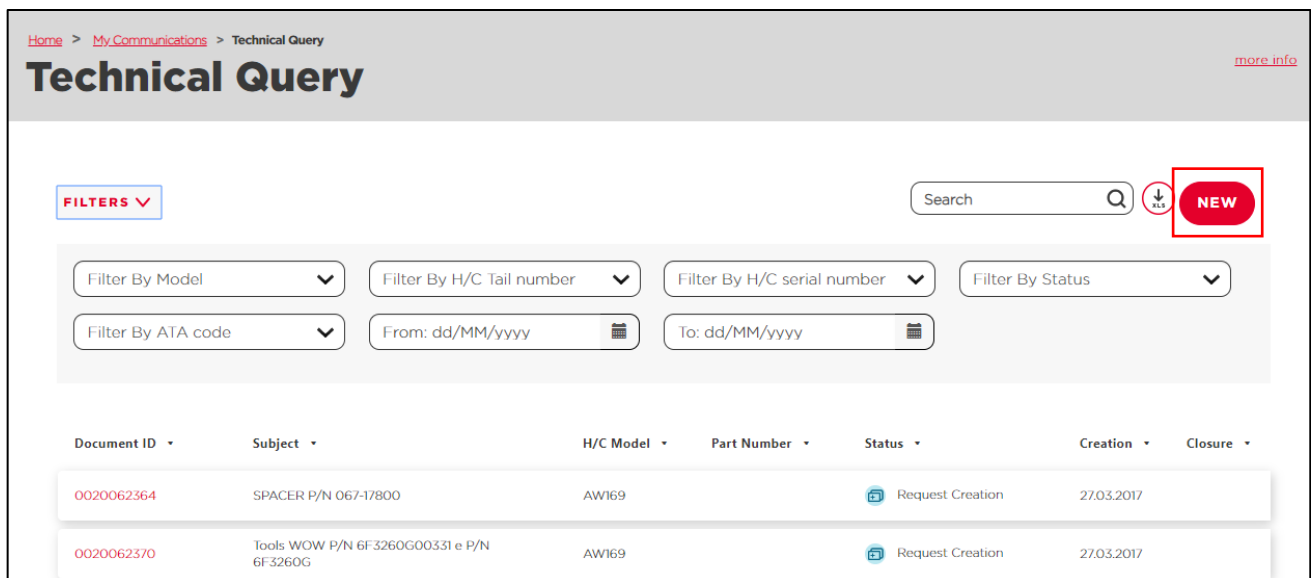
The Technical Query (TQ in brief) is designed to manage technical queries raised by the Customer facilitating the reporting and the tracking activities. The TQ allows:

- The reporting, through a standardized format compiled by the Customer, of a technical query (troubleshooting support, repairs scheme not covered by standard practices/standard repair manual, etc.) raised during maintenance or flight activities which the Customer intends to submit to Leonardo Helicopters;
- The tracking of the status of activities performed by Leonardo Helicopters to sort out the TQ (comprehensive of the additional request for clarification when needed);
- The storage of the replies to the Customer TQ;
- The management of automatic notification of TQ Status change (eg. closure, request for information), by means of adequate and customizable settings;
- The retrieval of the information related to previous TQ by means of the "Search" area.

 [section guide](#)

New ticket creation – Technical Query

To create a new Technical Query, the user must click on the "New" button in the "Technical Query" section of "My Communications"



The screenshot shows the 'Technical Query' page with the following elements:

- Navigation: [Home](#) > [My Communications](#) > [Technical Query](#)
- Section Header: **Technical Query** with a [more info](#) link.
- Filters: A 'FILTERS' dropdown menu.
- Search: A search bar with a magnifying glass icon and a 'NEW' button highlighted with a red box.
- Filter Options:
 - Filter By Model
 - Filter By H/C Tail number
 - Filter By H/C serial number
 - Filter By Status
 - Filter By ATA code
 - From: dd/MM/yyyy
 - To: dd/MM/yyyy
- Table of Technical Queries:

Document ID	Subject	H/C Model	Part Number	Status	Creation	Closure
0020062364	SPACER P/N 067-17800	AW169		Request Creation	27.03.2017	
0020062370	Tools WOW P/N 6F-326OG00331 e P/N 6F-326OG	AW169		Request Creation	27.03.2017	

The system will then show a page containing all the information that can be added during the creation phase.

Below there is a list of all the section featured by the Technical Query creation page, with the description of all the fields available:

Area of intervention

AREA OF INTERVENTION ^

Topic

Subtopic

Issue

Field Name	Description	Mandatory	Notes
Topic	Ticket's topic (E.g. Technical)	No	Dropdown list
Subtopic	Ticket's subtopic (E.g. Material, Product, Safety etc..)	No	Dropdown list, options subset based on the selected topic
Issue	Ticket's issue (E.g. Product performance, Spare parts management request etc..)	No	Dropdown list, options subset based on the selected sub-topic

Query Description

QUERY DESCRIPTION ^

Document ID: -

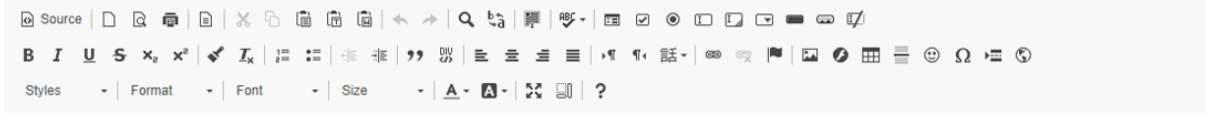
Contacts *

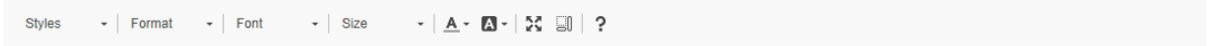
Ticket Status: -

Subject *

Your Code Reference:

Description *

Source | 

Styles | Format | Font | Size | 

ATA Code *

Parent Ticket: -

Child Ticket: -

ATTACHMENTS
It will be possible to add attachments only after the first save!

Field Name	Description	Mandatory	Notes
Document ID	ID number given by the system once the ticket has been created	-	Automatically assigned after clicking on "Save as Draft".
Contacts	It is automatically filled with user's name	Yes	Automatically Filled
Subject	Write a subject for the ticket	Yes	Text field
Your code reference	User can write a reference code here	No	Text field
Description	Write here ticket's brief description	Yes	Text field
ATA Code	Select helicopter's ATA Code from the dropdown list	Yes	Dropdown list. It is possible to search typing a record.
Parent Ticket	It is automatically filled with the ID Document of the ticket that has been converted.	No	Automatically filled when a document linked to a ticket is rejected.

Field Name	Description	Mandatory	Notes
Child Ticket	It is automatically filled with the ID Document of the ticket that has been created from the original ticket.	No	Automatically filled when a document linked to a ticket is rejected.
Attachments	Here it is possible to add attachments. <u>Attachments can be added only after the first save.</u>	No	Choose files to be uploaded or drag and drop

Helicopter Identification

HELICOPTER IDENTIFICATION

H/C Model * H/C Serial Number or Tail Number Aircraft Tail Number S/N Details

F/H Helicopter On (Date) ADD F/H

Please report time expressed in the sexagesimal format (minutes in sixtieths) in the corresponding decimal format (minutes expressed in hundredths) (i.e. 45 min => 0.75 hours)

Field Name	Description	Mandatory	Notes
H/C Model	Select the helicopter model code	Yes	Dropdown list
H/C Serial Number or Tail Number	Select the helicopter Serial Number or Tail Number	No	Dropdown list
Aircraft Tail Number	Helicopter tail number	-	Automatically filled
S/N Details	It is possible to be filled id the Helicopter S/N is Dummy	No	Text field
F/H Helicopter	It is the total amount of helicopter's flight hours	No	Automatically filled
On (Date)	It is the date when the flight hours have been registered	Yes	Selection from calendar
Add F/H	Button to insert Flight Hours and flight date	No	By pressing the button, the F/H Helicopter and Flight date fields are unlocked.
Repair Instruction Query	It is possible to convert the ticket in a Repair Instruction Query selecting "Yes". The choice is set by default on "No"	No	Yes/No selection

If Flight Hours has been updated in the ticket, it could be possible that after clicking on "Save as Draft" or "Send to Leonardo" a warning message appears: it informs that the inserted Flight Hours are a % greater or lower than the actual one. If they are correct, within the following 60 seconds, re-insert the same Flight Hours value and date, click again on "Save as Draft" or "Send to Leonardo" and the system will automatically save them.

Component Identification

COMPONENT IDENTIFICATION

Repair Instruction Query
 No Yes

Part Number

Component S/N

Component F/H

On (Date)

Field Name	Description	Mandatory	Notes
Part Number	Helicopter part number affected by the issue	No	Select from a list. In the list is possible to view Product ID and Description. It is possible to search by item
Component S/N	Component S/N affected by the issue	No	Text field
Component F/H	Amount of flight hours for the component	Yes, if Component S/N has been filled.	Text field
On (Date)	It is the date when the flight hours have been registered	Yes, if Component S/N has been filled	Selection date from calendar

Due Date & Involved Users

DUE DATE & INVOLVED USERS ^

Requested Due Date

Priority *

INVOLVED USERS FOR THIS QUERY

It will be possible to add involved users only after the first save!

Field Name	Description	Mandatory	Notes
Requested Due Date	Due date for the ticket	Yes	Selection from calendar
Priority	Select a priority for the ticket	Yes	Dropdown list. 2 options available: <ul style="list-style-type: none"> • HIGH • Routine
Involved Users for this Query	Contacts to be informed through an email about the issue	No	To add new records, the ticket must be saved as draft first

Note: you can create TQ with priority High or Routine; if you need an AOG please create a CSR FOC (see section 2.3.2).

After clicking on “New”, the user has two possibilities:



- **Save as Draft:** in this case the record will be saved but not sent to Leonardo. Customer users have the possibility of carrying out changes and adding further information. It is not compulsory to fill all the mandatory fields to save a ticket in draft. When in Draft, a ticket is not visible by Leonardo operators. Be aware that only in draft it is possible to add new “Involved Users”.
- **Send to Leonardo:** users can click here when creating a ticket from scratch or starting from a Draft. The ticket is sent to Leonardo and Leonardo operators will start to manage it.



In the tab “Due Date & Involved Users” it is possible to add “Involved Users for This Query”. The action can only be performed when the ticket is saved as draft and it is currently in draft status.

When saved as draft the option “Add” will appear in the “Involved Users for this Query” section. In the next window the User can search profiles to be added, or select multiple ones from the list, and then click on “Assign”. The currently selected records will be highlighted with a tick and will be visible in the Selected Records Tab.

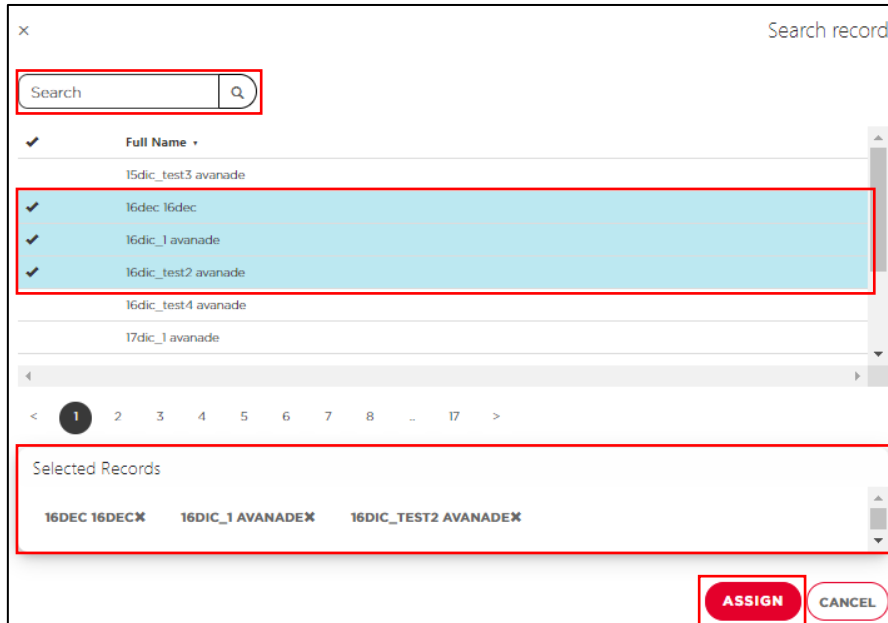
DUE DATE & INVOLVED USERS ^

Requested Due Date:  Priority: 

INVOLVED USERS FOR THIS QUERY

ADD

First Name	Last Name	Email	User Type	TDA Accepted	TDA Accepted Date (UTC)
There are no records to display.					



Search record

Search

Full Name

- 15dic_test3 avanade
- 16dec 16dec
- 16dic_1 avanade
- 16dic_test2 avanade
- 16dic_test4 avanade
- 17dic_1 avanade

1 2 3 4 5 6 7 8 ... 17 >

Selected Records

16DEC 16DEC X 16DIC_1 AVANADEX X 16DIC_TEST2 AVANADEX X

ASSIGN CANCEL

In the Technical Query form, it is possible to insert a **Repair Instruction Query**, useful to manage problems and issues related to damaged parts of helicopters. Through this type of tickets, customers do have the possibility of communicating to Leonardo a problem related to a specific part of a helicopter in their fleet.

The Repair Instruction Query can be added only when it is not published yet (hence it has not reached the "Request Creation" status).

Below it is explained how to add a Repair Instruction Query in a Technical Query:

ATA code * Description TIME LIMIT/MAINTENANCE CHECKS

Parent Ticket - Child Ticket -

ATTACHMENTS
It will be possible to add attachments only after the first save!

HELICOPTER IDENTIFICATION

H/C model * H/C serial number or tail number * Aircraft Tail Number S/N Details

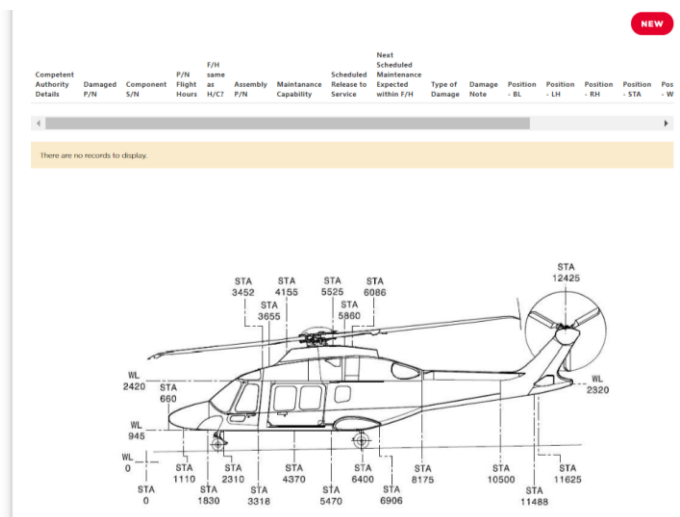
F/H Helicopter On (Date)

COMPONENT IDENTIFICATION
Repair Instruction Query
 No Yes

It will be possible to add part numbers only after the first save!

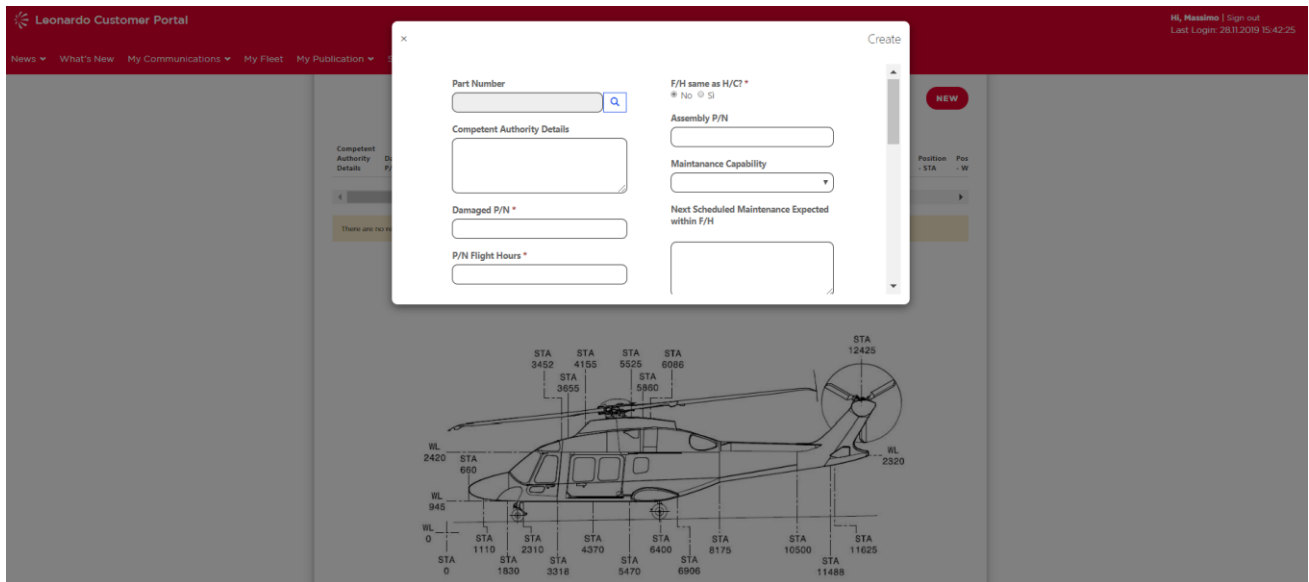
- Start the procedure to create a standard Technical Query
- Specify in the "Component Identification" section that this Technical Query has to be a Repair Instruction Query selecting "Yes" in the radio button.

After the next save as draft, it will be possible to add further information as shown in the screenshot below. Based on the helicopter model inserted in the record two images will appear, showing a draw of the helicopter model with related codes, each one highlighting a specific part/area of the helicopter.



Clicking on the red button "New" it is possible to add new sub-records in the grid; through a pop-up form. Some data are mandatory, especially the ones related to the part/area of the helicopter damaged, its position

and the entity of the damage. In this way Leonardo will have the possibility to perfectly evaluate the damage of the selected helicopter and provide best advices and solution.



The mandatory data are:

- Damaged Part Number
- Part Number Flight Hours
- Component S/N
- F/H (of the damaged part)
- Type of damage
- Position - LH (side) or RH (side); if both please open as suggested a dedicated Technical Query
- Unit of Measure (to describe the damage)
- Dimension width
- Dimension length
- Dimension depth

If more than one damage is present on a helicopter, the user must create one record per each damage.

It is possible for Leonardo operators to open tickets on behalf of the portal user. As far as the “ticket visibility on portal” is set to “yes” (on CRM), the portal user will be able to see them in the ticket list.

Ticket Functionalities – Technical Query

Each Technical Query can be accessed by clicking the document ID in the records of the “Technical Query” section of “My Communication”

Document ID	Subject	H/C Model	Part Number	Status	Creation	Closure
0020062364	SPACER P/N 067-17800	AW169		Request Creation	27.03.2017	
0020062370	Tools WOW P/N 6F3260G00331 e P/N 6F3260G	AW169		Request Creation	27.03.2017	

The page shows all the fields already inserted during the creation phase, and new features and sections are added when the ticket is published or saved as draft.

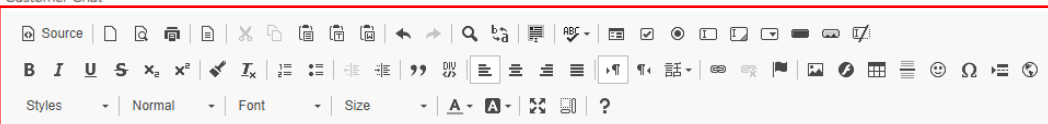
After the first “Save as draft” of the document, or after publishing it, the sections “Attachments”, the grid used for “Repair Instruction Query”, as well as the “History Log” will be added, and the Document ID field will be automatically filled with a progressive Identification Code.

In the section “History Log” after the ticket publication the customer can collaborate with Leonardo, by typing instant messages and looking at message history, at the top of the section. The user can leverage the HTML Editor toolbar to write the message. The History Log is fundamental especially when the ticket is in “Customer Action” status, where Leonardo asks for additional information required to properly address the issue object of the ticket. When the ticket is in “Customer Action” status, the interface features the “Send to Leonardo” button that publishes the message that will be visible to Leonardo, and the “Save ad Draft” button, that saves the message, without allowing Leonardo users to see it. Otherwise if the ticket is in another status that enables the “History Log” tab, the only visible button will be “Send Message” that publishes the message, that can be then seen also by Leonardo users.

HISTORY LOG ^

Utente15 Test : 12/3/2020 11:16:12 (UTC) : Please provide some documents.
 Utente15 Test : 12/3/2020 11:13:24 (UTC) : Please provide further informations and details.

Customer Chat



Please check the attached file to have further informations

body p

In the section “Documents” it is possible to upload files using the “Upload” button, indicating the file location or through drag & drop.

ATTACHMENTS

DOCUMENTS

UPLOAD		DOWNLOAD	
SELECT ALL	Filename	Created on	Created by
<input type="checkbox"/>	Test2 Elicotteri.docx	02/10/23, 12:58	X400481@ext.leonardocompany.com
<input type="checkbox"/>	Risposta_Back to customer.docx	02/10/23, 12:57	X400481@ext.leonardocompany.com
<input type="checkbox"/>	Test1 Elicotteri.docx	02/10/23, 12:57	X400481@ext.leonardocompany.com

The documents management will be opened in another Tab with the same features of Preview, Download and Deletion (allowed only to the owner of the attachment).

✕

CHOOSE FILE

or drag and drop files here

Allowed types: bin,doc,docx,jpeg,mp4,mp3,pdf,png,ppt,pptx,txt,xls,xlsx,zip

UPLOAD

CLOSE

In each status, apart from Closure the portal user has the possibility of adding a comment to the history log and attach documents.

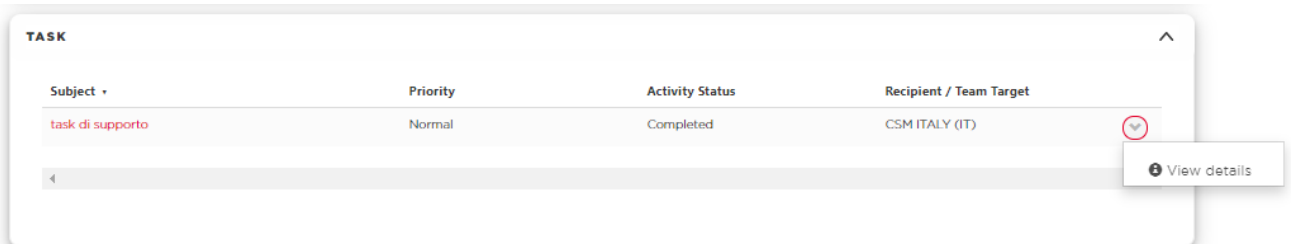
Every time a ticket changes status and/or a comment is added to the history log an email is sent to all the parties involved in the ticket resolution.

Ticket Flow – Technical Query

Technical Queries follow a structured workflow that supports the procedure needed to solve the issue experienced by Leonardo’s customer.

The **Ticket Status** allows users to understand in which step of the ticket management process a specific ticket is, and which are the actions that can/must be performed. The workflow is described below, along with the ticket Status correspondent to each phase:

- **Draft:** the ticket is visible only to Leonardo Customer Portal users. In this status, it is possible to carry out changes and add information before sending. In order to attach files to the ticket, it must at least be created in draft. The procedures to add Involved Users and to insert Repair Instruction Query details can only be performed when the ticket is in draft status.
- **Request creation:** a ticket that has just been sent to Leonardo operators. From this stage the field “History Log” is available and can be used to collaborate with Leonardo.
- **Rejected:** if Leonardo operators cannot solve/answer to the issue or evaluate that the ticket does not point out a proper issue, they can reject the ticket. If the Ticket is rejected, it cannot be edited anymore, and the user must create a new one from scratch, adding additional information, to grant its acceptability.
- **Acceptance:** the ticket has been analysed and considered correctly created. Once accepted, Leonardo is in charge of solving the issue experienced.
- **Customer Action:** in order to work on the ticket, some additional information should be provided by the customer. Here the customer is supposed to provide the required information from the ticket page in order to support Leonardo in managing the request properly. To facilitate the communication between portal users and Leonardo operator an “History log” section is available accessing each ticket and the button “Add Files” in the “Attachments” section can be used to upload any useful file.
- **Scheduling:** in this phase, Leonardo is evaluating and organizing the activities needed to work on customer’s request. In the “Task” section that will be displayed now on, the user can look at all the activities scheduled by Leonardo operators, and additional details regarding each task can be retrieved by clicking on the arrow next to each task, if they are present.



Subject	Priority	Activity Status	Recipient / Team Target
task di supporto	Normal	Completed	CSM ITALY (IT)

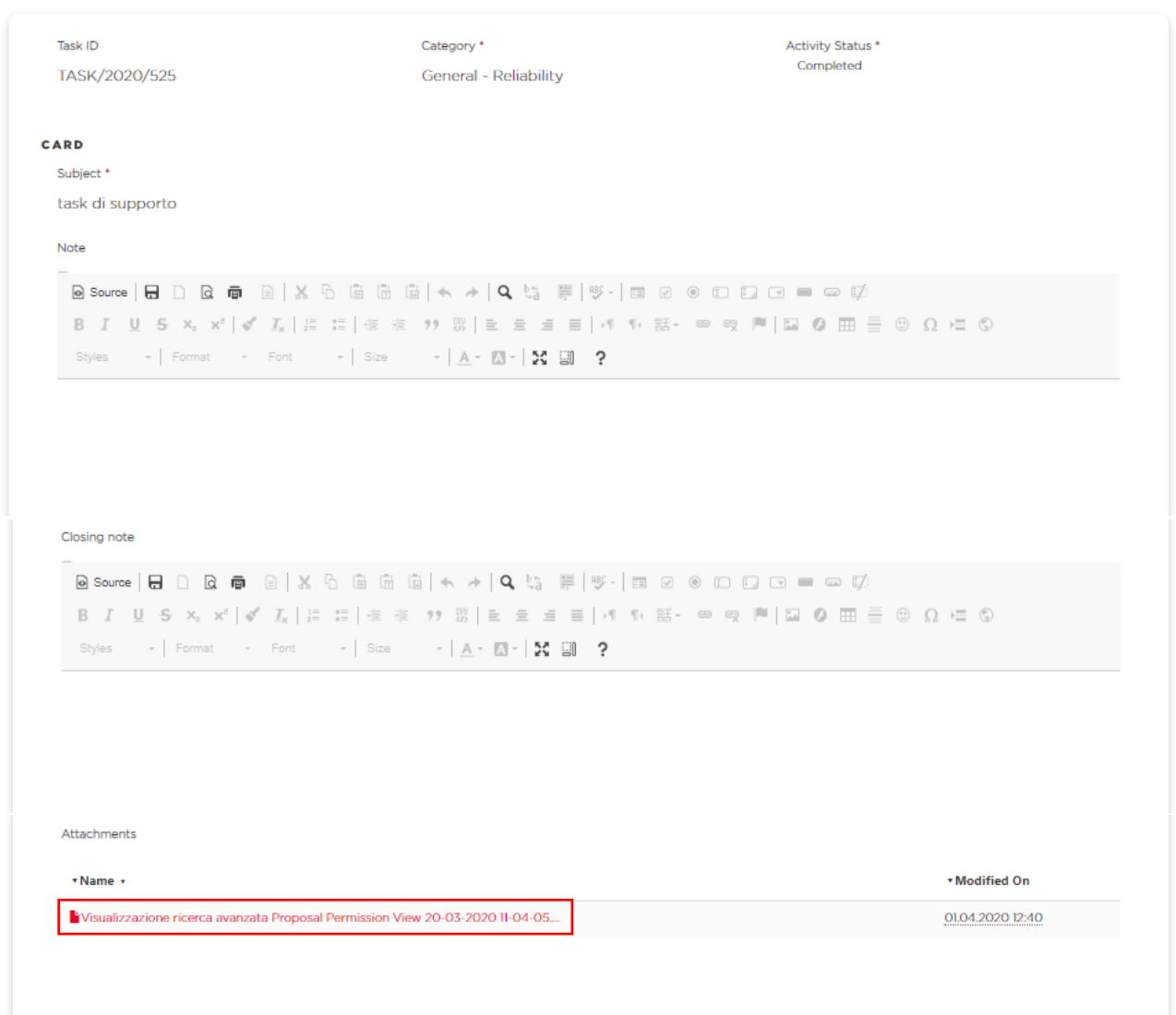
The task contains the following details:

- Task ID
- Category (E.g. Reliability, Repair DWG/Procedure, Troubleshooting...)
- Activity Status (E.g. Completed, In Progress, etc...)
- Subject of the task

- Note describing task’s activities
- Closing Note, written upon completion, that describes the adopted solution and how activities were carried out.

In the task page, the user can also download attachments in the related section, by clicking on file’s name.

[← BACK](#)



Task ID	Category *	Activity Status *
TASK/2020/525	General - Reliability	Completed

CARD

Subject *

task di supporto

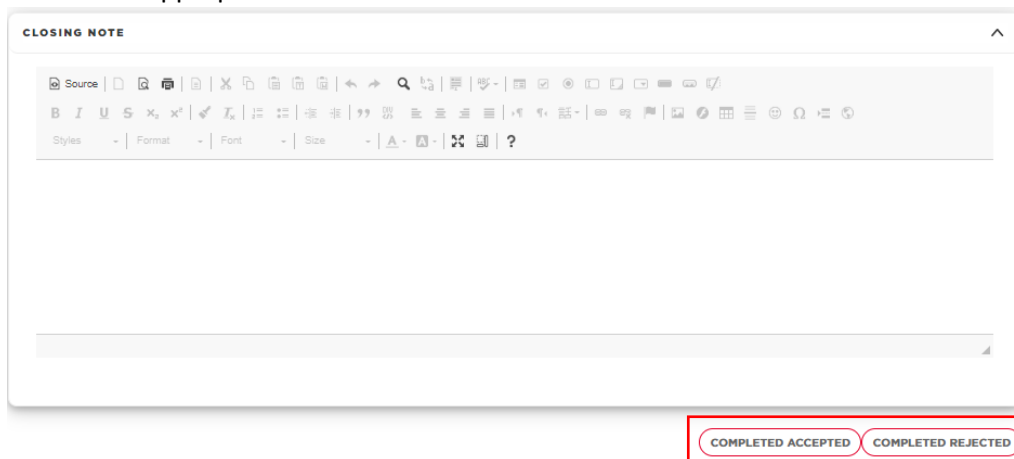
Note

Closing note

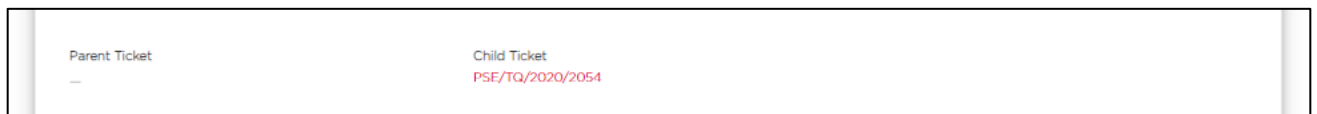
*Name *	*Modified On
Visualizzazione ricerca avanzata Proposal Permission View 20-03-2020 11-04-05...	01.04.2020 12:40

- **Fulfilment:** Leonardo’s employees are currently working on customer’s request to address it.

- **Closure:** Leonardo considers the ticket resolved. A “Closing Note” written by a Leonardo operator is available to communicate how the ticket has been managed and to specify the solution provided as well as other relevant information. Customers can provide a feedback on how Leonardo managed the request, changing the status from Closure to Completed Accepted or Completed Rejected clicking on the related buttons situated at the bottom of the page, highlighting if the solution provided is considered appropriate or not.



- **Complete Accepted:** If the ticket is brought from Closure to “Completed Accepted”, the ticket is considered resolved, and the Customer accepts the remediation measure implemented by Leonardo.
- **Complete Rejected:** When a ticket is in Completed Rejected status, a new ticket connected to the one rejected will be created (named Child Ticket) in Fulfilment status. The Child Ticket will be named as the rejected one but will have a different document ID. All ticket’s data inserted in the old ticket (called Parent Ticket) will be transferred into the Child one. In the Query Description section of the Parent ticket will be displayed the code of the correspondent Child ticket generated from it, and in the same section of the Child ticket it is visible the ID of the Parent ticket.



2.3.2 CSR FOC


The Customer Service Request (CSR in brief) is designed to manage technical and logistics queries raised in case of AOG situation. In the section it is allowed to search and monitor the AOG Requests managed by your 24.7 Fleet Operations Centre. It is possible to visualize a specific AOG Request and the related logistics and technical information.

The main page of the “CSR FOC” section consists of a list of the queries that can be modified or viewed by the user.

In the main page, the ticket list contains information about each item, in order to help the user to have a quick overview of each record.

Home > My Communications > CSR FOC [more info](#)

CSR FOC

FILTERS  **NEW**

Document ID	Subject	H/C Model	Part Number	Status	Creation	Closure
0010079159	ORDINE 18/463	AW169		Completed Accepted	31.05.2018	07.06.2018
0010078950	Chip MGB AW 169	AW169		Completed Accepted	25.05.2018	04.06.2018

Below there is a brief description of the fields showed in this page:

Field Name	Description
Document ID	Unique identification code assigned to the ticket.
Subject	Brief description of the object of the ticket.
H/C Model	Specific Model of the Helicopter (E.g. AW139, AW101...)
Part Number	Unique identification code of the component object the query.
Status	Current status of the ticket, useful to monitor the progresses made in addressing the issue.
Creation Date	The date in which the ticket has been created. A ticket can both be created by Portal Users and by Leonardo Internal Users.
Closure Date	Shows the date in which the User has accepted or rejected the solution proposed by the customer after ticket’s closure. After ticket closure, the customer can accept the solution implemented by Leonardo, or can reject it, creating automatically a new ticket that must be addressed by Leonardo through a different solution.

By clicking on each header, the list can be ordered by the selected field, in ascending or descending order.

At the top of the page, there are additional functionalities useful to find and manage existing tickets.

FILTERS ▾

Q
↓ XLS
NEW

Filter By Model ▾

Filter By H/C Tail number ▾

Filter By H/C serial number ▾

Filter By Status ▾

Filter By ATA code ▾

From: dd/MM/yyyy 📅

To: dd/MM/yyyy 📅

Document ID ▾	Subject ▾	H/C Model ▾	Part Number ▾	Status ▾	Creation ▾	Closure ▾
0010079159	ORDINE 18/463	AW169		✔ Completed Accepted	31.05.2018	07.06.2018
0010078950	Chip MGB AW 169	AW169		✔ Completed Accepted	25.05.2018	04.06.2018

- **Filters:** Clicking on the filters button the user can apply additional filtering criteria by:
 - Helicopter Model (E.g. AW101, AW169...)
 - Helicopter Tail Number (Selecting from the list that contains the codes of the helicopters possessed by the customer. If a S/N is filtered, only tail numbers of the selected model can be selected)
 - H/C Serial Number (Serial number of the Helicopter)
 - Ticket Status
 - ATA Code
 - Starting/Ending date (based on the last modify date)
- **Search:** it is possible to search for a ticket by inserting some keywords or field values (e.g. Document ID, Subject, H/C model, Part Number, Status).
- **Download:** clicking on the XLS icon, it is possible to download the tickets list in excel format.

More info: by pressing this button, the page shows a brief description of the section, and clicking on “Section Guide” it is possible to open the Portal Manual Section dedicated to CSR FOC tickets.

Home > My Communications > CSR FOC
[less info](#)

CSR FOC

The Customer Service Request (CSR in brief) is designed to manage technical and logistics queries raised in case of AOG situation.

Search and Monitor the AOG Requests managed by the your 24/7 Fleet Operations Centre.

You can visualize a specific AOG Request accessing also the related logistics and technical information.

📖 [section guide](#)

New ticket creation – CSR FOC

To create a new CSR FOC, the user must click on the “New” button in the “CSR FOC” section of “My Communications”

The system will then show a page containing all the information that can be added during the creation phase.

Below there is a list of all the section featured by the CSR FOC creation page, with the description of all the fields available:

Area of intervention

AREA OF INTERVENTION ^

Topic

Subtopic

Issue

Field Name	Description	Mandatory	Notes
Topic	Ticket’s topic (E.g. Material, Technical, On Site Support)	No	Dropdown list
Subtopic	Ticket’s subtopic (E.g. Material, Product, Spares etc..)	No	Dropdown list, options subset based on the selected topic
Issue	Ticket’s issue (E.g. Missing Documents, Supply etc..)	No	Dropdown list, options subset based on the selected sub-topic

Query Description

QUERY DESCRIPTION


Document ID: -

Contacts *: Massimo

Ticket Status: -

Subject *:

Your Code Reference:

Description *:


ATA Code *:

Parent Ticket: -

Child Ticket: -

ATTACHMENTS
It will be possible to add attachments only after the first save!

Field Name	Description	Mandatory	Notes
Document ID	ID number given by the system once the ticket has been created	-	Automatically assigned after clicking on "Save as Draft".
Contacts	Automatically filled with the user's name	Yes	Automatically Filled
Subject	Type a subject for the ticket	Yes	Text field
Your code reference	User can write a reference here	No	Text field
Description	Write here ticket's brief description	Yes	Text field
ATA Code	Select helicopter's ATA Code from the dropdown list	Yes	Dropdown list. It is possible to search typing a record.
Parent Ticket	It is automatically filled with the ID Document of the ticket that has been converted.	No	Automatically filled when: <ul style="list-style-type: none"> a CSR FOC is converted to a Technical Query.

Field Name	Description	Mandatory	Notes
			<ul style="list-style-type: none"> When a document linked to a ticket is rejected.
Child Ticket	It is automatically filled with the ID Document of the ticket that has been created from the original ticket.	No	Automatically filled when: <ul style="list-style-type: none"> a CSR FOC is converted to a Technical Query. When a document linked to a ticket is rejected.
Attachments	Here it is possible to add attachments. <u>Attachments can be added only after the first save.</u>	No	Choose files to be uploaded or drag and drop

Helicopter Identification

HELICOPTER IDENTIFICATION

H/C Model * H/C Serial Number or Tail Number Aircraft Tail Number S/N Details

F/H Helicopter On (Date) ADD F/H

Please report time expressed in the sexagesimal format (minutes in sixtieths) in the corresponding decimal format (minutes expressed in hundredths) (i.e. 45 min => 0.75 hours)

Field Name	Description	Mandatory	Notes
H/C Model	Select the helicopter model code	Yes	Dropdown list
H/C Serial Number or Tail Number	Select the helicopter Serial Number or Tail Number	No	Dropdown list
Aircraft Tail Number	Helicopter tail number	-	Automatically filled
S/N Details	It is possible to be filled id the Helicopter S/N is Dummy	No	Text field
F/H Helicopter	It is the total amount of helicopter's flight hours	No	Automatically filled
On (Date)	It is the date when the flight hours have been registered	Yes	Selection from calendar
Add F/H	Button to insert Flight Hours and update date	No	Clicking the button unlocks the F/H Helicopter and Flight Date fields.

If Flight Hours has been updated in the ticket, it could be possible that after clicking on "Save as Draft" or "Send to Leonardo" a warning message appears: it informs that the inserted Flight Hours are a % greater or lower than the actual one. If they are correct, within the following 60 seconds, re-insert the same Flight Hours value and date, click again on "Save as Draft" or "Send to Leonardo" and the system will automatically save them.

Component Identification

COMPONENT IDENTIFICATION

Part Number

Component S/N

Component F/H

On (Date)

Field Name	Description	Mandatory	Notes
Part Number	Helicopter part number affected by the issue	No	Select from a list. In the list is possible to view Product ID and Description. It is possible to search by item
Component S/N	Component S/N affected by the issue	No	Text field
Component F/H	Amount of flight hours for the component	Yes, if Component S/N has been filled.	Text field
On (Date)	It is the date when the flight hours have been registered	Yes, if Component S/N has been filled	Selection date from calendar

Due Date & Involved Users

DUE DATE & INVOLVED USERS ^

Requested Due Date

Priority *

INVOLVED USERS FOR THIS QUERY

It will be possible to add involved users only after the first save!

Field Name	Description	Mandatory	Notes
Requested Due Date	Due date for the ticket	Yes	Selection from calendar
Priority	Select a priority for the ticket	Yes	Dropdown list. 1 item available: <ul style="list-style-type: none"> AOG
Involved Users for this Query	Contacts to be informed through an email about the issue	No	To add new records, the ticket must be saved as draft first

FILTERS ▾

 Search

NEW

Filter By Model ▾	Filter By H/C Tail number ▾	Filter By H/C serial number ▾	Filter By Status ▾
Filter By ATA code ▾	From: dd/MM/yyyy <input type="text"/>	To: dd/MM/yyyy <input type="text"/>	

Document ID ▾	Subject ▾	H/C Model ▾	Part Number ▾	Status ▾	Creation ▾	Closure ▾
0010079159	ORDINE 18/463	AW169		Completed Accepted	31.05.2018	07.06.2018
0010078950	Chip MGB AW 169	AW169		Completed Accepted	25.05.2018	04.06.2018

After clicking on “New”, to create a ticket, the user has two possibilities:

- **Save as Draft:** in this case the record will be saved but not sent to Leonardo. Customer users have the possibility of carrying out changes and adding further information. It is not compulsory to fill all the mandatory fields to save a ticket in draft. When in Draft, a ticket is not visible by Leonardo operators.
- **Send to Leonardo:** users can click here when creating a ticket from scratch or starting from a Draft. The ticket is sent to Leonardo and Leonardo operators will start to manage it.



In the tab “Due Date & Involved Users” it is possible to add “**Involved Users for This Query**”. The action can only be performed when the ticket is saved as draft and it is currently in draft status.

When saved as draft the option “Add” will appear in the “Involved Users for this Query” section. In the next window the User can search profiles to be added, or select multiple ones from the list, and then click on “Assign”. The currently selected records will be highlighted with a tick and will be visible in the Selected Records Tab.

DUE DATE & INVOLVED USERS

Requested Due Date:

Priority:

INVOLVED USERS FOR THIS QUERY

First Name	Last Name	User Name	Email	User Type	TDA Accepted	TDA Accepted Date (UTC)	Created On (UTC)
There are no records to display.							

Search record

✓ Full Name

- 15dic_test3 avanade
- ✓ 16dec_16dec
- ✓ 16dic_1 avanade
- ✓ 16dic_test2 avanade
- 16dic_test4 avanade
- 17dic_1 avanade

1 2 3 4 5 6 7 8 ... 17 >

Selected Records

16DEC 16DECX 16DIC_1 AVANADEX 16DIC_TEST2 AVANADEX

It is possible for Leonardo operators to open tickets on behalf of the portal user. As far as the “ticket visibility on portal” is set to “yes” (on CRM), the portal user will be able to see them in the ticket list.

Ticket Functionalities – CSR FOC

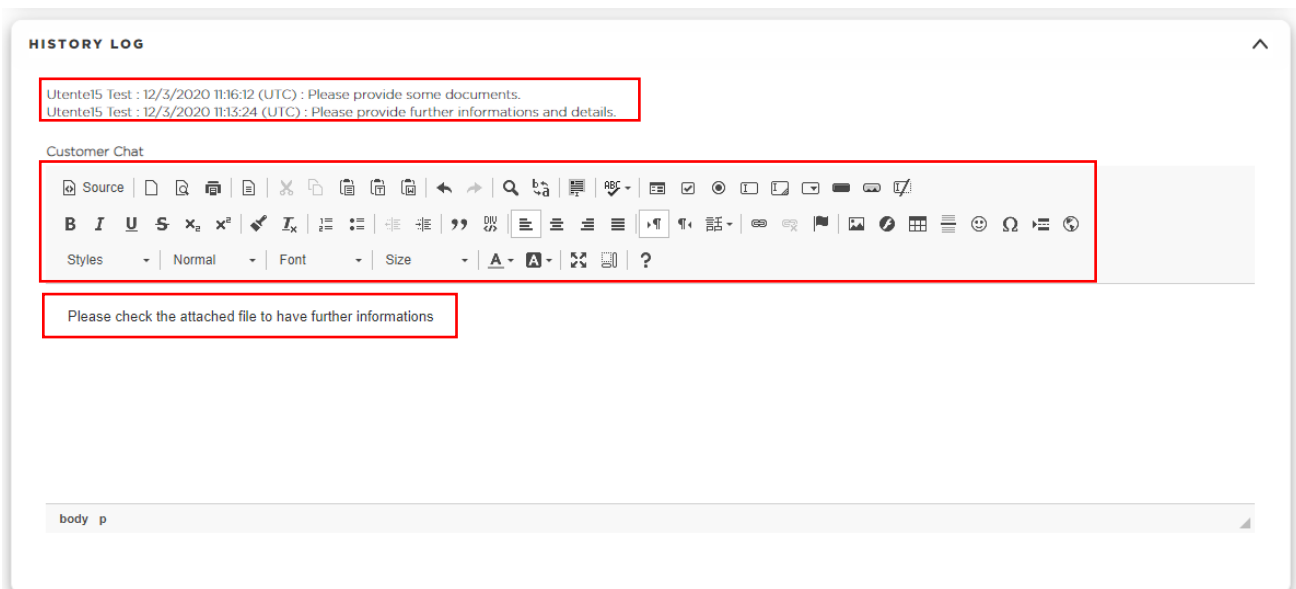
Each CSR FOC can be accessed by clicking the document ID present in the records of the “CSR FOC” section of “My Communication”

Document ID ▾	Subject ▾	H/C Model ▾	Part Number ▾	Status ▾	Creation ▾	Closure ▾
FOC/CSR/2020/2212	AOG Buy	AW139		Closure	30.03.2020	
FOC/CSR/2020/2211	CSR AOG	AW139		Request Creation	30.03.2020	

The page shows all the fields already inserted during the creation phase, and new features and sections are added when the ticket is published or saved as draft.

After the first “Save as draft” of the document, or after publishing it, the sections “Attachments”, as well as the “History Log” will be added, and the Document ID field will be automatically filled with a progressive Identification Code.

In the section “History Log” after the ticket publication the customer can collaborate with Leonardo, by typing instant messages and looking at message history, at the top of the section. The user can leverage the HTML Editor toolbar to write the message. The History Log is fundamental especially when the ticket is in “Customer Action” status, where Leonardo asks for additional information required to properly address the issue object of the ticket. When the ticket is in “Customer Action” status, the interface features the “Send to Leonardo” button that publishes the message that will be visible to Leonardo, and the “Save ad Draft” button, that saves the message, without allowing Leonardo users to see it. Otherwise if the ticket is in another status that enables the “History Log” tab, the only visible button will be “Send Message” that publishes the message, that can be then seen also by Leonardo users.



The screenshot shows the "HISTORY LOG" section of a ticket interface. At the top, there are two messages in a chat history, both enclosed in red boxes. The first message is: "Utente15 Test : 12/3/2020 11:16:12 (UTC) : Please provide some documents." The second message is: "Utente15 Test : 12/3/2020 11:13:24 (UTC) : Please provide further informations and details." Below the chat history is a "Customer Chat" section. This section contains a rich text editor toolbar, also enclosed in a red box. The toolbar includes various icons for text formatting (bold, italic, underline, strikethrough, text color, background color), alignment, bulleted and numbered lists, indentation, link, unlink, image, video, and other media insertion tools. Below the toolbar is a text input area with a placeholder text: "Please check the attached file to have further informations", which is also enclosed in a red box. At the bottom of the chat area, there is a small text input field with the placeholder "body p".

In the section “Documents” it is possible to upload files using the “Upload” button, indicating the file location or through drag & drop.

ATTACHMENTS

DOCUMENTS

UPLOAD		DOWNLOAD	
SELECT ALL	Filename	Created on	Created by
<input type="checkbox"/>	Test2 Elicotteri.docx	02/10/23, 12:58	X400481@ext.leonardocompany.com
<input type="checkbox"/>	Risposte_Back to customer.docx	02/10/23, 12:57	X400481@ext.leonardocompany.com
<input type="checkbox"/>	Test1 Elicotteri.docx	02/10/23, 12:57	X400481@ext.leonardocompany.com

The documents management will be opened in another Tab with the same features of Preview, Download and Deletion (allowed only to the owner of the attachment).

✕

CHOOSE FILE

or drag and drop files here

Allowed types: bin,doc,docx,jpeg,mp4,mp3,pdf,png,ppt,pptx,txt,xls,xlsx,zip

UPLOAD

CLOSE

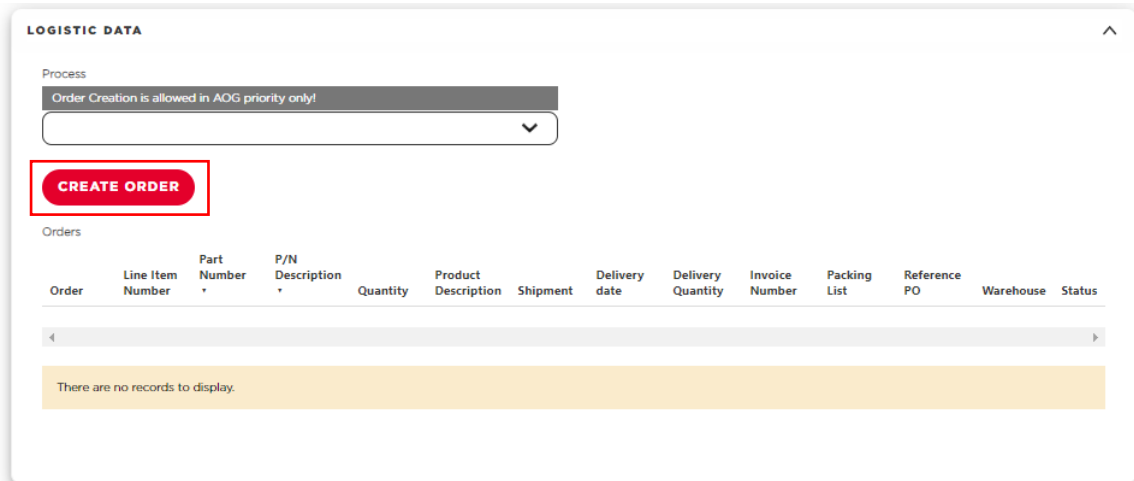
In each status, apart from Closure the portal user has the possibility of adding a comment to the history log and attach documents.

In each status, apart from Closure the portal user has the possibility of adding a comment on the history log and attach documents.

Every time a ticket changes status and/or a comment is added to the history log an email is sent to all the parties involved in the ticket resolution.

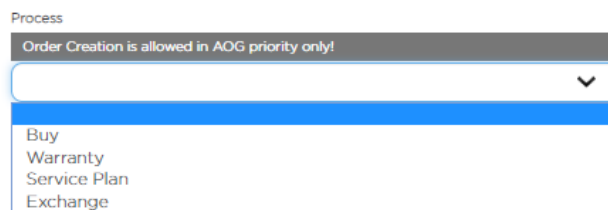
From CSR FOC tickets the user can place orders on the E-commerce directly from the ticket page, in the Logistic Data section. This functionality can be used when the priority is set to AOG, and only when the ticket is in status Request Creation, Acceptance, Customer Action or Scheduling. If a user has the permissions to

create CSR FOC, orders related to AOG must be created from the Logistic Data tab and not from the Store, in fact, if this is the case, AOG priority will be disabled when accessing the store.

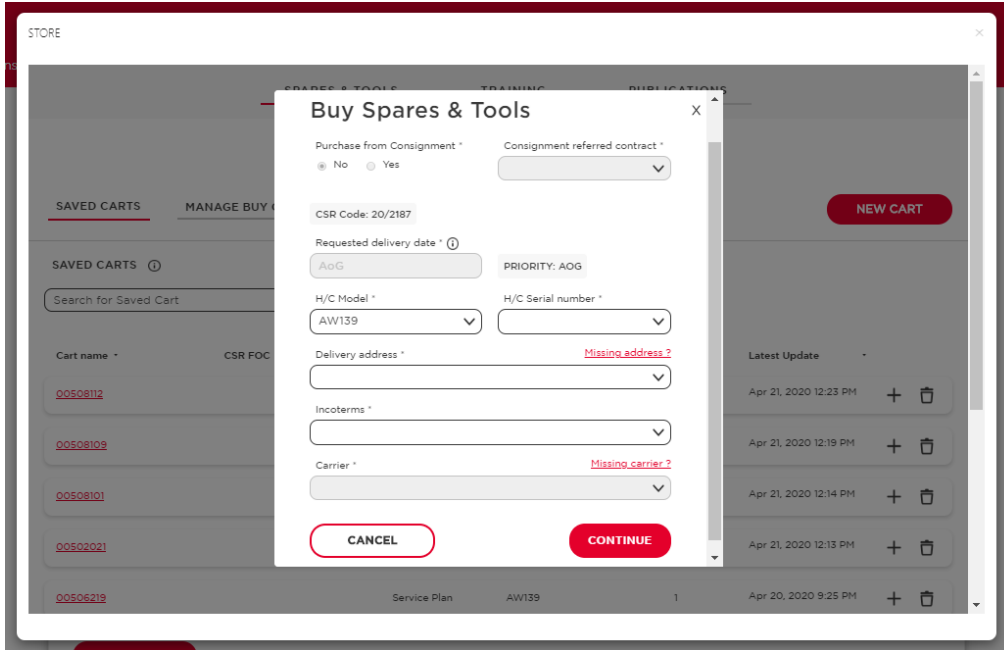


To start the ordering process, select one of the options available in the “process” drop down list:

- Buy: create a cart to start purchasing spares and tools, allowing to add items to the cart from the online catalogue, then create and manage Purchase Orders and Requests for Quotation.
- Service Plan claim: create a Service Plan cart to generate claims related to an owned service plan.
- Warranty claim: create a Warranty cart to generate claims related to owned warranties
- Exchange: Create an exchange cart to exchange old or broken components with functioning versions of the same components by paying the difference in value between the two parts.



By clicking on create order a pop-up will appear, containing the form that must be filled in order to create a cart and proceed to the E-commerce catalogue. The form differs between the processes that can be selected.



Additional information regarding the cart creation form, the catalogue, purchase order submission and the POs and RFQs management instruments and other functionalities of the Store can be found in [Chapter 3](#) of this manual.

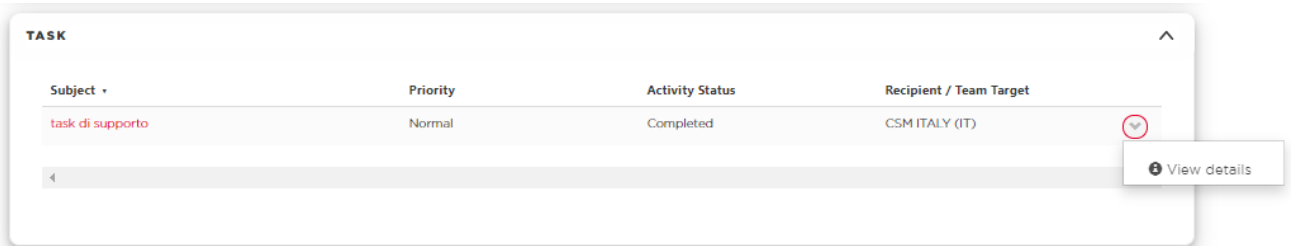
Ticket Flow – CSR FOC

The CSR FOC ticket follows a structured workflow that supports the procedure needed to solve the issue experienced by Leonardo’s customer.

The **Ticket Status** allows users to understand in which step of the ticket management process a specific ticket is, and which are the actions that can/must be performed. The workflow is described below, along with the ticket Status correspondent to each phase:

- **Draft:** the ticket is visible only to Leonardo Customer Portal users. In this status, it is possible to carry out changes and add information before sending. In order to attach files to the ticket, it must at least be created in draft. The procedures to add Involved Users and to insert Repair Instruction Query details can only be performed when the ticket is in draft status.
- **Request creation:** a ticket that has just been sent to Leonardo operators. From this stage the field “History Log” is available and can be used to collaborate with Leonardo.
- **Rejected:** if Leonardo operators cannot solve/answer to the issue or evaluate that the ticket does not point out a proper issue, they can reject the ticket. If the Ticket is rejected, it cannot be edited anymore, and the user must create a new one from scratch, adding additional information, to grant its acceptability.

- **Converted:** the FOC ticket, after being submitted by the user, could be converted in Technical Queries if Leonardo Operators evaluate that the issue of the ticket is addressable through a TQ.
- **Acceptance:** the ticket has been analysed and considered correctly created. Once accepted, Leonardo is in charge of solving the issue experienced.
- **Customer Action:** in order to work on the ticket, some additional information should be provided by the customer. Here the customer is supposed to provide the required information from the ticket page in order to support Leonardo in managing the request properly. To facilitate the communication between portal users and Leonardo operator an “History log” section is available accessing each ticket and the button “Add Files” in the “Attachments” section can be used to upload any useful files.
- **Scheduling:** in this phase, Leonardo is evaluating and organizing the activities needed to work on customer’s request. In the “Task” section that will be displayed now on, the user can look at all the activities scheduled by Leonardo operators, and additional details regarding each task can be retrieved by clicking on the arrow next to each task, if they are present.



Subject	Priority	Activity Status	Recipient / Team Target
task di supporto	Normal	Completed	CSM ITALY (IT)

View details

The task contains the following details:

- Task ID
- Category (E.g. Reliability, Repair DWG/Procedure, Troubleshooting...)
- Activity Status (E.g. Completed, In Progress etc...)
- Subject of the task
- Note describing task’s activities
- Closing Note, written upon completion, that describes the adopted solution and how activities were carried out.

In the task page, the user can also download attachments in the related section, by clicking on file’s name.

<- BACK

Task ID	Category *	Activity Status *
TASK/2020/525	General - Reliability	Completed

CARD

Subject *

task di supporto

Note

Source | Undo | Redo | Bold | Italic | Underline | Strikethrough | Text color | Background color | Bullet list | Numbered list | Indent left | Indent right | Link | Unlink | Table | Link list | Help

B I U S X₀ X₂ | ↩️ ↪️ | ☑️ ☒ | ☹️ ☺️ | ☰ ☱ | ↵ ↶ | 🗌 🗍 | 🗎 🗏 | ⌨️ 🔍 | 🔗 🔗 | 📄 📄 | ⚙️ ?

Closing note

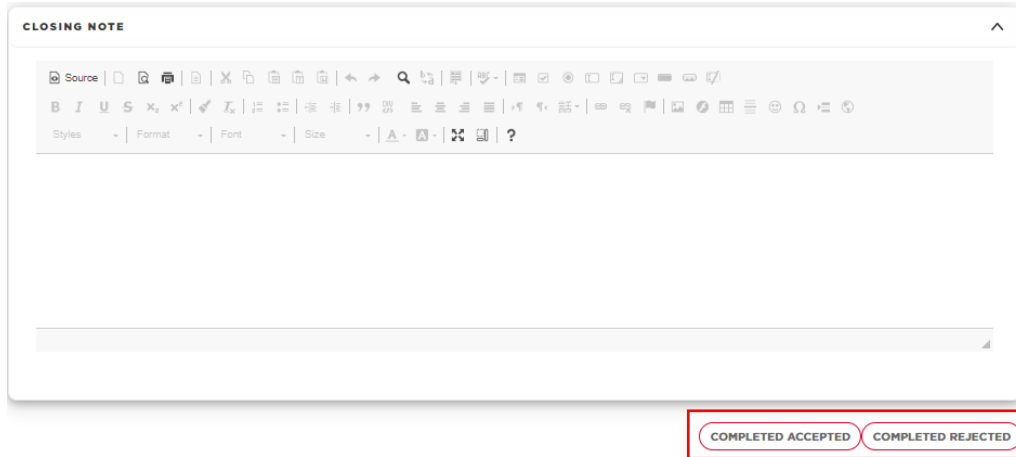
Source | Undo | Redo | Bold | Italic | Underline | Strikethrough | Text color | Background color | Bullet list | Numbered list | Indent left | Indent right | Link | Unlink | Table | Link list | Help

B I U S X₀ X₂ | ↩️ ↪️ | ☑️ ☒ | ☹️ ☺️ | ☰ ☱ | ↵ ↶ | 🗌 🗍 | 🗎 🗏 | ⌨️ 🔍 | 🔗 🔗 | 📄 📄 | ⚙️ ?

Attachments

Name *	Modified On
Visualizzazione ricerca avanzata Proposal Permission View 20-03-2020 11-04-05...	01.04.2020 12:40

- **Fulfilment:** Leonardo’s employees are currently working on customer’s request to address it.
- **Closure:** Leonardo considers the ticket resolved. A “Closing Note” written by a Leonardo operator is available to communicate how the ticket has been managed and to specify the solution provided as well as other relevant information. Customers can provide a feedback on how Leonardo managed the request, changing the status from Closure to Completed Accepted or Completed Rejected clicking on the related buttons situated at the bottom of the page, highlighting if the solution provided is considered appropriate or not.



- **Complete Accepted:** If the ticket is brought from Closure to “Completed Accepted”, the ticket is considered resolved, and the Customer accepts the remediation enacted by Leonardo.
- **Complete Rejected:** When a ticket is in Completed Rejected status, a new ticket connected to the one rejected will be created (named Child Ticket) in fulfilment phase. The Child Ticket will be named as the rejected one but will have a different document ID. All the ticket’s data inserted in the old ticket (called Parent Ticket) will be transferred into the Child one. In the Query Description section of the Parent ticket will be displayed the code of the correspondent Child ticket generated from it, and in the same section of the Child ticket it is visible the ID of the Parent ticket.

Parent Ticket —	Child Ticket FOC/CSR/2020/2095
--------------------	-----------------------------------

2.3.3 Customer Commercial Queries

This section allows to Search and Submit requests to the Customer Support & Services Management Team. In this area customers can submit any request related to general service fleet support and aftermarket services. They can also submit requests to ask for any coordination support or service information you may require. The request will be addressed directly to dedicated Customer Support & Service Managers. You will be able to monitor the status and updates regarding requests through the “Search” function.

The main page of the “Customer Commercial Queries” section consists of a list of the queries that can be modified or viewed by the user.

In the preview, the ticket list contains information about each item, in order to help the user to have a quick overview of each record.

Customer Commercial Query

[more info](#)

FILTERS ▾

Search



NEW

Document ID ▾	Subject ▾	Status ▾	Creation ▾	Closure ▾
CSM/CQ/2020/1811	A34-003 - Chafing Damage on LH Spoiler Rib 2	Completed Accepted	27.02.2020	28.02.2020

Below there is a brief description of the fields showed in this page:

Field Name	Description
Document ID	Unique identification code assigned to the ticket.
Subject	Brief description of the object of the ticket.
Status	Current status of the ticket, useful to monitor the progresses made in addressing the issue.
Creation Date	The date in which the ticket has been created. A ticket can both be created by Portal Users and by Leonardo Internal Users.
Closure Date	Shows the date in which the User has accepted or rejected the solution proposed by the customer after ticket's closure. After ticket closure, the customer can accept the solution implemented by Leonardo, or can reject it, creating automatically a new ticket that must be addressed by Leonardo through a different solution.

By clicking on each header, the list can be ordered by the selected field, in ascending or descending order.

At the top of the page, there are additional functionalities useful to find and manage existing tickets.

Home > My Communications > Customer Commercial Query

Customer Commercial Query [more info](#)

FILTERS ▼ **NEW**

Filter By Status ▼ From: dd/MM/yyyy To: dd/MM/yyyy

Document ID	Subject	Status	Creation	Closure
CSM/CQ/2020/1811	A34-003 - Chafing Damage on LH Spoiler Rib 2	Completed Accepted	27.02.2020	28.02.2020

- **Filters:** Clicking on the filters button the user can apply additional filtering criteria by:
 - o Ticket Status
 - o Starting/Ending date (based on the last modify date)
- **Search:** it is possible to search for a ticket by inserting some keywords or field values (e.g. Document ID, Subject, Status).
- **Download:** clicking on the XLS icon, it is possible to download the tickets list in excel format.
- **More info:** by pressing this button, the page shows a brief description of the section, and clicking on “Section Guide” it is possible to open the Portal Manual Section dedicated to Customer Commercial Query tickets.

Home > My Communications > Customer Commercial Query

Customer Commercial Query [less info](#)

This section allows to Search and Submit requests to the Customer Support & Services Management Team. In this area you can submit any request related to general in service fleet support and aftermarket services. You can also submit requests for any coordination support or service information you may require. Your request will be addressed directly to your dedicated Customer Support & Services Manager. You will be able to monitor the status and updates regarding your requests through the Search function.

[section guide](#)

New ticket creation – Customer Commercial Query

To create a new Customer Commercial Query, the user must click on the “New” button in the “Customer Commercial Query” section of “My Communications”

Customer Commercial Query

[more info](#)

FILTERS ▾

Search



NEW

Document ID ▾	Subject ▾	Status ▾	Creation ▾	Closure ▾
CSM/CQ/2020/1811	A34-003 - Chafing Damage on LH Spoiler Rib 2	Completed Accepted	27.02.2020	28.02.2020

The system will then show a page containing all the information that can be added during the creation phase.

Below there is a list of all the section featured by the Customer Commercial Query creation page, with the description of all the fields available:

Area of intervention

AREA OF INTERVENTION ^

Topic

Subtopic

Issue

Field Name	Description	Mandatory	Notes
Topic	Ticket's topic (E.g. Commercial, Customer, Process etc...)	No	Dropdown list
Subtopic	Ticket's subtopic (E.g. Material, Finance, Security etc..)	No	Dropdown list, options subset based on the selected topic
Issue	Ticket's issue (E.g. Budget, Improvement etc..)	No	Dropdown list, options subset based on the selected sub-topic

Query Description

QUERY DESCRIPTION

Document ID: -

Contacts *

Ticket Status: -

Subject *

Your Code Reference:

Description *

(Rich text editor toolbar with options like Source, Bold, Italic, Underline, etc.)

Parent Ticket: -


Child Ticket: -

ATTACHMENTS
It will be possible to add attachments only after the first save!

Field Name	Description	Mandatory	Notes
Document ID	ID number given by the system once the ticket has been created	-	Automatically assigned after clicking on "Save as Draft".
Contacts	Automatically filled with the user's name	Yes	Automatically Filled
Subject	Write a subject for the ticket	Yes	Text field
Your code reference	User can write a reference here	No	Text field
Description	Write here ticket's brief description	Yes	Text field
Parent Ticket	It is automatically filled with the ID Document of the ticket that generated the current one	No	Automatically filled when a document linked to a ticket is rejected.
Child Ticket	It is automatically filled with the ID Document of the ticket that has been created from the original ticket.	No	Automatically filled when a document linked to a ticket is rejected.
Attachments	Here it is possible to add attachments. <u>Attachments can be added only after the first save.</u>	No	Choose files to be uploaded or drag and drop function available

Due Date & Involved Users

DUE DATE & INVOLVED USERS ^

Requested Due Date  Priority *

INVOLVED USERS FOR THIS QUERY

It will be possible to add involved users only after the first save!

Field Name	Description	Mandatory	Notes
Requested Due Date	Due date for the ticket	Yes	Selection from calendar. Automatically proposed when the priority is selected.
Priority	Select a priority for the ticket	Yes	Dropdown list. 3 items available: <ul style="list-style-type: none"> • AOG • Routine • URG
Involved Users for this Query	Contacts to be informed through an email about the issue	No	To add new records, the ticket must be saved as draft first

After clicking on “New”, to create a ticket, the user has two possibilities:

- **Save as Draft:** in this case the record will be saved but not sent to Leonardo. Customer users have the possibility of carrying out changes and adding further information. It is not compulsory to fill all the mandatory fields to save a ticket in draft. When in Draft, a ticket is not visible by Leonardo operators. Be aware that only in draft it is possible to add new “Involved Users”.
- **Send to Leonardo:** users can click here when creating a ticket from scratch or starting from a Draft. The ticket is sent to Leonardo and Leonardo operators will start to manage it.



In the tab “Due Date & Involved Users” it is possible to add “**Involved Users for This Query**”. The action can only be performed when the ticket is saved as draft and it is currently in draft status.

When saved as draft the option “Add” will appear in the “Involved Users for this Query” section. In the next window the User can search profiles to be added, or select multiple ones from the list, and then click on “Assign”. The currently selected records will be highlighted with a tick and will be visible in the Selected Records Tab.

DUE DATE & INVOLVED USERS

Requested Due Date:

Priority:

INVOLVED USERS FOR THIS QUERY

First Name	Last Name	User Name	Email	User Type	TDA Accepted	TDA Accepted Date (UTC)	Created On (UTC)
There are no records to display.							

Search record

Full Name
15dic_test3 avanade
16dec 16dec
16dic_1 avanade
16dic_test2 avanade
16dic_test4 avanade
17dic_1 avanade

1 2 3 4 5 6 7 8 ... 17 >

Selected Records

16DEC 16DECX 16DIC_1 AVANADEX 16DIC_TEST2 AVANADEX

It is possible for Leonardo operators to open tickets on behalf of the portal user. As far as the “ticket visibility on portal” is set to “yes” (on CRM), the portal user will be able to see them in the ticket list.

Ticket Functionalities – Customer Commercial Queries

Each Customer Commercial Query can be accessed by clicking the document ID present in the records of the “Customer Commercial Query” section of “My Communication”

Document ID ▾	Subject ▾	Status ▾	Creation ▾	Closure ▾
CSM/CG/2020/1811	A34-003 - Chafing Damage on LH Spoiler Rib 2	Completed Accepted	27.02.2020	28.02.2020

The page shows all the fields already inserted during the creation phase, and new features and sections are added when the ticket is published or saved as draft.


After the first “Save as draft” of the document, or after publishing it, the sections “Attachments” and “History Log” will be added, and the Document ID field will be automatically filled with a progressive Identification Code.

In the section “History Log” after the ticket publication the customer can collaborate with Leonardo, by typing instant messages and looking at message history, at the top of the section. The user can leverage the HTML Editor toolbar to write the message. The History Log is fundamental especially when the ticket is in “Customer Action” status, where Leonardo asks for additional information required to properly address the issue object of the ticket. When the ticket is in “Customer Action” status, the interface features the “Send to Leonardo” button that publishes the message that will be visible to Leonardo, and the “Save ad Draft” button, that saves the message, without allowing Leonardo users to see it. Otherwise if the ticket is in another status that enables the “History Log” tab, the only visible button will be “Send Message” that publishes the message, that can be then seen also by Leonardo users.

HISTORY LOG ^

Utente15 Test : 12/3/2020 11:16:12 (UTC) : Please provide some documents.
 Utente15 Test : 12/3/2020 11:13:24 (UTC) : Please provide further informations and details.

Customer Chat



Please check the attached file to have further informations

body p

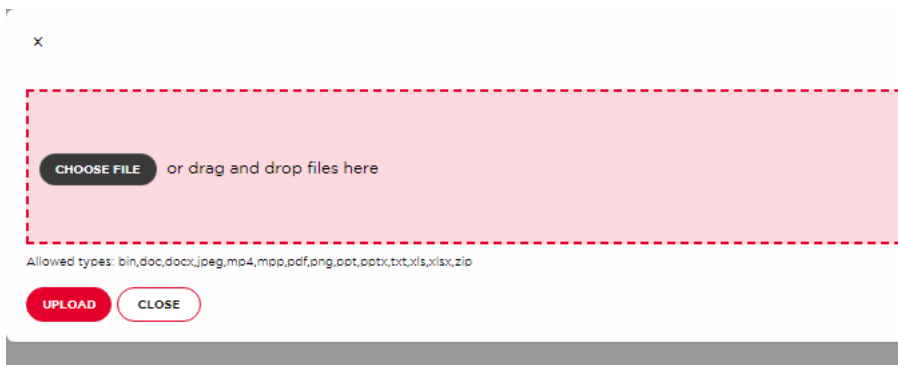
In the section “Documents” it is possible to upload files using the “Upload” button, indicating the file location or through drag & drop.

ATTACHMENTS

DOCUMENTS

UPLOAD		DOWNLOAD	
SELECT ALL	Filename	Created on	Created by
<input type="checkbox"/>	Test2 Ellicotteri.docx	02/10/23, 12:58	X400481@ext.leonardocompany.com
<input type="checkbox"/>	Risposta_Back to customer.docx	02/10/23, 12:57	X400481@ext.leonardocompany.com
<input type="checkbox"/>	Test1 Ellicotteri.docx	02/10/23, 12:57	X400481@ext.leonardocompany.com

The documents management will be opened in another Tab with the same features of Preview, Download and Deletion (allowed only to the owner of the attachment).



In each status, apart from Closure the portal user has the possibility of adding a comment to the history log and attach documents.

In each status, apart from Closure the portal user has the possibility of adding a comment on the history log and attach documents.

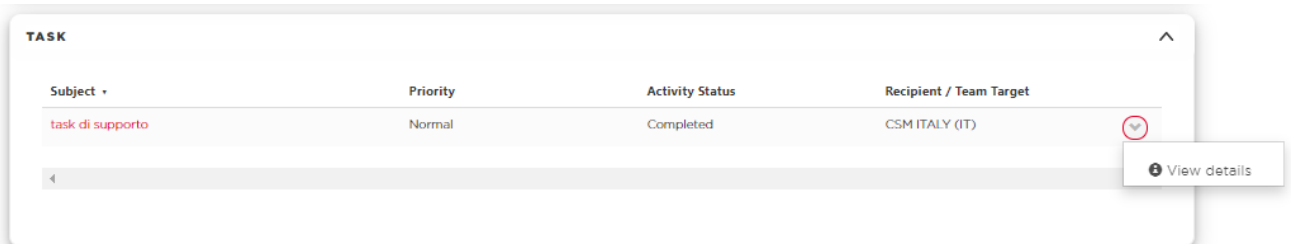
Every time a ticket changes status and/or a comment is added to the history log an email is sent to all the parties involved in the ticket resolution.

Ticket Flow – Customer Commercial Queries

Customer Commercial Queries follow a structured workflow that supports the procedure needed to solve the issue experienced by Leonardo’s customer.

The **Ticket Status** allows users to understand in which step of the ticket management process a specific ticket is, and which are the actions that can/must be performed. The workflow is described below, along with the ticket Status correspondent to each phase:

- **Draft:** the ticket is visible only to Leonardo Customer Portal users. In this status, it is possible to carry out changes and add information before sending. In order to attach files to the ticket, it must at least be created in draft. The procedures to add Involved Users can only be performed when the ticket is in draft status.
- **Request creation:** a ticket that has just been sent to Leonardo operators. Now on the field “History Log” is available and can be used to collaborate with Leonardo.
- **Rejected:** if Leonardo operators cannot solve/answer to the issue or evaluate that the ticket does not point out a proper issue, they can reject the ticket. If the Ticket is rejected, it cannot be edited anymore, and the user must create a new one from scratch, adding additional information, to grant its acceptability.
- **Acceptance:** the ticket has been analysed and considered correctly created. Once accepted, Leonardo is in charge of solving the issue experienced.
- **Customer Action:** in order to work on the ticket, some additional information should be provided by the customer. Here the customer is supposed to provide the required information from the ticket page in order to support Leonardo in managing the request properly. To facilitate the communication between portal users and Leonardo operator an “History log” section is available accessing each ticket and the button “Add Files” in the “Attachments” section can be used to upload any useful files.
- **Scheduling:** in this phase, Leonardo is evaluating and organizing the activities needed to work on customer’s request. In the “Task” section that will be displayed now on, the user can look at all the activities scheduled by Leonardo operators, and additional details regarding each task can be retrieved by clicking on the arrow next to each task, if they are present.



Subject	Priority	Activity Status	Recipient / Team Target
task di supporto	Normal	Completed	CSM ITALY (IT)

The task contains the following details:

- Task ID
- Category (E.g. Reliability, Repair DWG/Procedure, Troubleshooting...)

- Activity Status (E.g. Completed, In Progress etc...)
- Subject of the task
- Note describing task's activities
- Closing Note, written upon completion, that describes the adopted solution and how activities were carried out.

In the task page, the user can also download attachments in the related section, by clicking on file's name.

[← BACK](#)


Task ID	Category *	Activity Status *
TASK/2020/525	General - Reliability	Completed

CARD


Subject *

task di supporto

Note



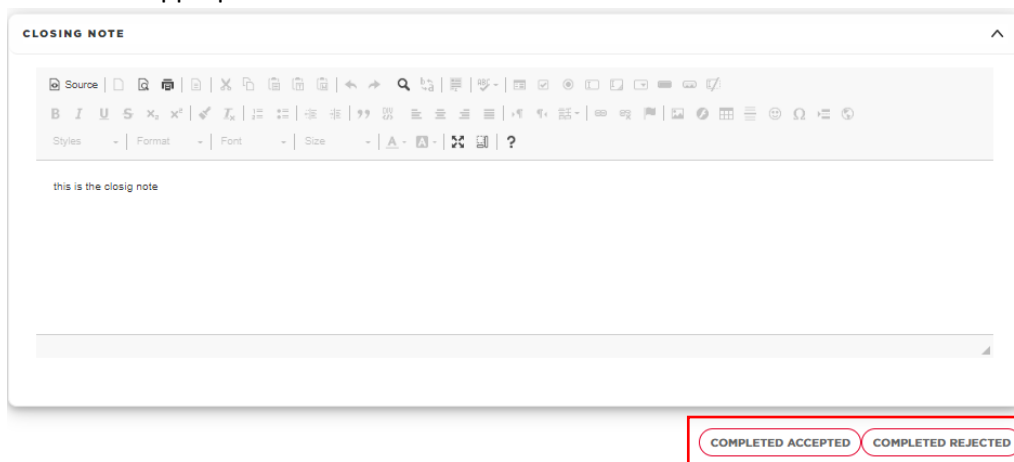
Closing note



Attachments

Name	Modified On
Visualizzazione ricerca avanzata Proposal Permission View 20-03-2020 11-04-05...	01.04.2020 12:40

- **Fulfilment:** Leonardo’s employees are currently working on customer’s request to address it.
- **Closure:** Leonardo considers the ticket resolved. A “Closing Note” written by a Leonardo operator is available to communicate how the ticket has been managed and to specify the solution provided as well as other relevant information. Customers can provide a feedback on how Leonardo managed the request, changing the status from Closure to Completed Accepted or Completed Rejected clicking on the related buttons situated at the bottom of the page, highlighting if the solution provided is considered appropriate or not.



- **Complete Accepted:** If the ticket is brought from Closure to “Completed Accepted”, the ticket is considered resolved, and the Customer accepts the remediation enacted by Leonardo.
- **Complete Rejected:** When a ticket is in Completed Rejected status, a new ticket connected to the one rejected will be created (named Child Ticket) in fulfilment phase. The Child Ticket will be named as the rejected one but will have a different document ID. All the ticket’s data inserted in the old ticket (called Parent Ticket) will be transferred into the Child one. In the Query Description section of the Parent ticket will be displayed the code of the correspondent Child ticket generated from it, and in the same section of the Child ticket it is visible the ID of the Parent ticket.

Parent Ticket —	Child Ticket CSM/CQ/2020/2284
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2.3.4 Feedbacks

This section allows to Search and Submit requests to the Customer Support & Services Management Team. In this area you can submit any feedback or complain related to general in service, material and fleet support. Your request will be addressed directly to your dedicated Customer Support & Services Manager and relevant


department. You will be able to monitor the status and updates regarding your requests through the Search function.

The main page of the “Feedback” section consists of a list of the queries that can be modified or viewed by the user.

In the preview, the ticket list contains information about each item, in order to help the user to have a quick overview of each record.

Home > My Communications > Feedback [more info](#)

Feedback

FILTERS  **NEW**

Document ID	Subject	H/C Model	Part Number	Status	Creation	Closure
CSM/CF/2020/1986	ATA	AB412		Completed Rejected	03/18/2020	03/19/2020
CSM/CF/2020/1995	ATA	AB412		Completed Accepted	03/19/2020	03/19/2020

Below there is a brief description of the fields showed in this page:

Field Name	Description
Document ID	Unique identification code assigned to the ticket.
Subject	Brief description of the object of the ticket.
H/C Model	Specific Model of the Helicopter (E.g. AW139, AW101...)
Part Number	Unique identification code of the component object the query.
Status	Current status of the ticket, useful to monitor the progresses made in addressing the issue.
Creation Date	The date in which the ticket has been created. A ticket can both be created by Portal Users and by Leonardo Internal Users.
Closure Date	Shows the date in which the User has accepted or rejected the solution proposed by the customer after ticket's closure. After ticket closure, the customer can accept the solution implemented by Leonardo, or can reject it, creating automatically a new ticket that must be addressed by Leonardo through a different solution.

By clicking on each header, the list can be ordered by the selected field, in ascending or descending order.

At the top of the page, there are additional functionalities useful to find and manage existing tickets.

FILTERS ▾

Search



NEW

Filter By Model ▾



Filter By H/C Tail number ▾



Filter By H/C serial number ▾



Filter By Status ▾



Filter By ATA code ▾



From: MM/dd/yyyy



To: MM/dd/yyyy



Document ID ▾	Subject ▾	H/C Model ▾	Part Number ▾	Status ▾	Creation ▾	Closure ▾
CSM/CF/2020/1986	ATA	AB412		✖ Completed Rejected	03/18/2020	03/19/2020
CSM/CF/2020/1995	ATA	AB412		✔ Completed Accepted	03/19/2020	03/19/2020

- **Filters:** Clicking on the filters button the user can apply additional filtering criteria by:
 - Helicopter Model (E.g. AW101, AW169...)
 - Helicopter Tail Number (Selecting from the list that contains the codes of the helicopters possessed by the customer. If a S/N is filtered, only tail numbers of the selected model can be selected)
 - H/C Serial Number (Serial number of the Helicopter)
 - Ticket Status
 - ATA Code
 - Starting/Ending date (based on the last modify date)
- **Search:** it is possible to search for a ticket by inserting some keywords or field values (e.g. Document ID, Subject, H/C model, Part Number, Status).
- **Download:** clicking on the XLS icon, it is possible to download the tickets list in excel format.
- **More info:** by pressing this button, the page shows a brief description of the section, and clicking on "Section Guide" it is possible to open the Portal Manual Section dedicated to Feedback tickets.

Home > My Communications > Feedback [less info](#)

Feedback

This section allows to Search and Submit requests to the Customer Support & Services Management Team. In this area you can submit any feedback or complain related to general in service, material and fleet support. Your request will be addressed directly to your dedicated Customer Support & Services Manager and relevant department. You will be able to monitor the status and updates regarding your requests through the Search function.


[section guide](#)

New ticket creation – Feedbacks

To create a new Feedback request, the user must click on the “New” button in the “Feedback” section of “My Communications”

Home > My Communications > Feedback [more info](#)

Feedback

FILTERS  **NEW**

Document ID	Subject	H/C Model	Part Number	Status	Creation	Closure
CSM/CF/2020/1986	ATA	AB412		Completed Rejected	03/18/2020	03/19/2020
CSM/CF/2020/1995	ATA	AB412		Completed Accepted	03/19/2020	03/19/2020

The system will then show a page containing all the information that can be added during the creation phase. Below there is a list of all the section featured by the Feedback creation page, with the description of all the fields available:

Area of intervention

AREA OF INTERVENTION ^

Topic Subtopic Issue

Field Name	Description	Mandatory	Notes
Topic	Ticket's topic (E.g. Customer Service, Material/delivery)	No	Dropdown list
Subtopic	Ticket's subtopic (E.g. Support, Product, Logistics etc..)	No	Dropdown list, options subset based on the selected topic
Issue	Ticket's issue (E.g. Performance, Data Issue etc..)	No	Dropdown list, options subset based on the selected sub-topic

Query Description

QUERY DESCRIPTION

Document ID: -

Contacts *: Massimo

Ticket Status: -

Subject *:

Your Code Reference:

Description *:

Source | D | Q | [Icons] | B | I | U | S | x_o | x² | [Icons] | Styles | Format | Font | Size | A | A | [Icons] | ?

ATA Code *:

Parent Ticket: -

Child Ticket: -

Feedback Type *: Complaint

ATTACHMENTS
It will be possible to add attachments only after the first save!

Field Name	Description	Mandatory	Notes
Document ID	ID number given by the system once the ticket has been created	-	Automatically assigned after clicking on "Save as Draft".
Contacts	It is automatically filled with the user's name	Yes	Automatically Filled
Subject	Write a subject for the ticket	Yes	Text field
Your code reference	User can write a reference here	No	Text field
Description	Write here the ticket's brief description	Yes	Text field

Field Name	Description	Mandatory	Notes
ATA Code	Select helicopter's ATA Code from the dropdown list	Yes	Dropdown list. It is possible to search typing a record.
Parent Ticket	It is automatically filled with the ID Document of the ticket that has been converted.	No	Automatically filled when the ticket is generated from a Completed Rejected previous ticket.
Child Ticket	It is automatically filled with the ID Document of the ticket that has been created from the original ticket.	No	Automatically filled when a completed ticket is rejected by the customer.
Feedback Type	The user must select the most appropriate cluster to categorize the ticket, selecting from the list: <ul style="list-style-type: none"> Complaint Concern Positive FB Opportunity Routine 	Yes	Drop-down list
Attachments	Here it is possible to add attachments. <u>Attachments can be added only after the first save.</u>	No	Choose files to be uploaded or drag and drop

Helicopter Identification

HELICOPTER IDENTIFICATION

H/C Model * H/C Serial Number or Tail Number Aircraft Tail Number S/N Details

F/H Helicopter On (Date) ADD F/H

Please report time expressed in the sexagesimal format (minutes in sixtieths) in the corresponding decimal format (minutes expressed in hundredths) (i.e. 45 min => 0.75 hours)

Field Name	Description	Mandatory	Notes
H/C Model	Select the helicopter model code	Yes	Dropdown list
H/C Serial Number or Tail Number	Select the helicopter Serial Number or Tail Number	No	Dropdown list
Aircraft Tail Number	-	-	Automatically filled
S/N Details	It is possible to be filled id the Helicopter S/N is Dummy	No	Text field
F/H Helicopter	It is the total amount of helicopter's flight hours	No	Automatically filled
On (Date)	It is the date when the flight hours have been registered	Yes	Selection from calendar
Add F/H	Button to insert Flight Hours and the last date	No	The button unlocks the F/H Helicopter and FH date fields.

If Flight Hours has been updated in the ticket, it could be possible that after clicking on “Save as Draft” or “Send to Leonardo” a warning message appears: it informs that the inserted Flight Hours are a % greater or lower than the actual one. If they are correct, within the following 60 seconds, re-insert the same Flight Hours value and date, click again on “Save as Draft” or “Send to Leonardo” and the system will automatically save them.

Component Identification

COMPONENT IDENTIFICATION

Part Number

Component S/N

Component F/H

On (Date)

Field Name	Description	Mandatory	Notes
Part Number	Helicopter part number affected by the issue	No	Select from a list. In the list is possible to view Product ID and Description. It is possible to search by item
Component S/N	Component S/N affected by the issue	No	Text field
Component F/H	Amount of flight hours of the component	Yes, if Component S/N has been filled.	Text field
On (Date)	Last flight hours update date	Yes, if Component S/N has been filled	Selection date from calendar

Logistic Data

LOGISTIC DATA

Sales Order Number

Sales Order Item

Field Name	Description	Mandatory	Notes
Sales Order Number	This field must be filled if the feedback is referred to a specific Sales Order. The user can type the Order Number, or search one clicking on the lens, and then using the search function or selecting from the list, with the possibility to apply filters.	No	-

Field Name	Description	Mandatory	Notes
Sales Order Item	This field must be filled if the feedback is not referred to the entire Sales Order selected, but only to some of its line items. The user can press the lens to select between Order lines and search them, with the possibility to apply filters.	No	Additional information will be displayed when using the search tool, such as Line Item Number, Description of the item, Part Number, Packing List, Packing List Item

Due Date & Involved Users

DUE DATE & INVOLVED USERS ^

Requested Due Date  Priority *

INVOLVED USERS FOR THIS QUERY

It will be possible to add involved users only after the first save!

Field Name	Description	Mandatory	Notes
Requested Due Date	Due date for the ticket	Yes	Selection from calendar
Priority	Select a priority for the ticket	Yes	Dropdown list. 3 items available: <ul style="list-style-type: none"> • AOG • Routine • URG
Involved Users for this Query	Contacts to be informed through an email about the issue	No	To add new records, the ticket must be saved as draft first

After clicking on “New”, to create a ticket, the user has two possibilities:

- **Save as Draft:** in this case the record will be saved but not sent to Leonardo. Customer users have the possibility of carrying out changes and adding further information. It is not compulsory to fill all the mandatory fields to save a ticket in draft. When in Draft, a ticket is not visible by Leonardo operators.
- **Send to Leonardo:** users can click here when creating a ticket from scratch or starting from a Draft. The ticket is sent to Leonardo and Leonardo operators will start to manage it.



In the tab “Due Date & Involved Users” it is possible to add “**Involved Users for This Query**”. The action can only be performed when the ticket is saved as draft and it is currently in draft status.

When saved as draft the option “Add” will appear in the “Involved Users for this Query” section. In the next window the User can search profiles to be added, or select multiple ones from the list, and then click on “Assign”. The currently selected records will be highlighted with a tick and will be visible in the Selected Records Tab.

DUE DATE & INVOLVED USERS

Requested Due Date:

Priority:

INVOLVED USERS FOR THIS QUERY

ADD

First Name	Last Name	User Name	Email	User Type	TDA Accepted	TDA Accepted Date (UTC)	Created On (UTC)
There are no records to display.							

Search record

Full Name
<input checked="" type="checkbox"/> 15dic_test3 avanade
<input checked="" type="checkbox"/> 16dec 16dec
<input checked="" type="checkbox"/> 16dic_1 avanade
<input checked="" type="checkbox"/> 16dic_test2 avanade
<input type="checkbox"/> 16dic_test4 avanade
<input type="checkbox"/> 17dic_1 avanade

1 2 3 4 5 6 7 8 ... 17 >



Selected Records

16DEC 16DECX 16DIC_1 AVANADEX 16DIC_TEST2 AVANADEX

It is possible for Leonardo operators to open tickets on behalf of the portal user. As far as the “ticket visibility on portal” is set to “yes” (on CRM), the portal user will be able to see them in the ticket list.

Ticket Functionalities – Feedbacks

Each Feedback can be accessed by clicking the document ID present in the records of the “Feedback” section of “My Communication”

Document ID ▾	Subject ▾	H/C Model ▾	Part Number ▾	Status ▾	Creation ▾	Closure ▾
CSM/CF/2020/1995	ATA	AB412		 Completed Accepted	19.03.2020	19.03.2020
CSM/CF/2020/1986	ATA	AB412		 Completed Rejected	18.03.2020	19.03.2020

The page shows all the fields already inserted during the creation phase, and new features and sections are added when the ticket is published or saved as draft.

After the first “Save as draft” of the document, or after publishing it, the sections “Attachments” and “History Log” will be added, and the Document ID field will be automatically filled with a progressive Identification Code.

In the section “History Log” after the ticket publication the customer can collaborate with Leonardo, by typing instant messages and looking at message history, at the top of the section. The user can leverage the HTML Editor toolbar to write the message. The History Log is fundamental especially when the ticket is in “Customer Action” status, where Leonardo asks for additional information required to properly address the issue object of the ticket. When the ticket is in “Customer Action” status, the interface features the “Send to Leonardo” button that publishes the message that will be visible to Leonardo, and the “Save ad Draft” button, that saves the message, without allowing Leonardo users to see it. Otherwise if the ticket is in another status that enables the “History Log” tab, the only visible button will be “Send Message” that publishes the message, that can be then seen also by Leonardo users.

HISTORY LOG

Utente15 Test : 12/3/2020 11:16:12 (UTC) : Please provide some documents.
 Utente15 Test : 12/3/2020 11:13:24 (UTC) : Please provide further informations and details.

Customer Chat

Please check the attached file to have further informations

body p

In the section “Documents” it is possible to upload files using the “Upload” button, indicating the file location or through drag & drop.

ATTACHMENTS

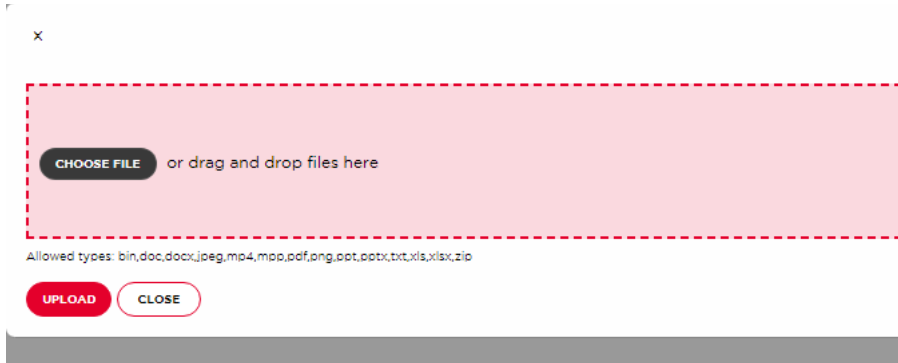
DOCUMENTS

UPLOAD DOWNLOAD

SELECT ALL

Filename	Created on	Created by
<input type="checkbox"/> Test2 Elicotteri.docx	02/10/23, 12:58	X400481@ext.leonardocompany.com
<input type="checkbox"/> Risposta_Back to customer.docx	02/10/23, 12:57	X400481@ext.leonardocompany.com
<input type="checkbox"/> Test1 Elicotteri.docx	02/10/23, 12:57	X400481@ext.leonardocompany.com

The documents management will be opened in another Tab with the same features of Preview, Download and Deletion (allowed only to the owner of the attachment).



In each status, apart from Closure the portal user has the possibility of adding a comment on the history log and attach documents.

Every time a ticket changes status and/or a comment is added to the history log an email is sent to all the parties involved in the ticket resolution.

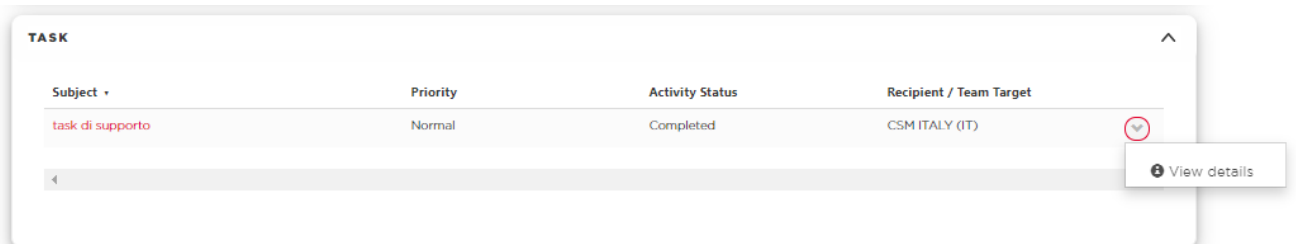
Ticket Flow – Feedbacks

Feedbacks follow a structured workflow that supports the procedure needed to solve the issue experienced by Leonardo's customer.

The **Ticket Status** allows users to understand in which step of the ticket management process a specific ticket is, and which are the actions that can/must be performed. The workflow is described below, along with the ticket Status correspondent to each phase:

- **Draft:** the ticket is visible only to Leonardo Customer Portal users. In this status, it is possible to carry out changes and add information before sending. In order to attach files to the ticket, it must at least be created in draft. The procedures to add Involved can only be performed when the ticket is in draft status.
- **Request creation:** a ticket that has just been sent to Leonardo operators. From this stage the field "History Log" is available and can be used to collaborate with Leonardo.
- **Rejected:** if Leonardo operators cannot solve/answer to the issue or evaluate that the ticket does not point out a proper issue, they can reject the ticket. If the Ticket is rejected, it cannot be edited anymore, and the user must create a new one from scratch, adding additional information, to grant its acceptability.

- **Acceptance:** the ticket has been analysed and considered correctly created. Once accepted, Leonardo is in charge of solving the issue experienced.
- **Customer Action:** in order to work on the ticket, some additional information should be provided by the customer. Here the customer is supposed to provide the required information from the ticket page in order to support Leonardo in managing the request properly. To facilitate the communication between portal users and Leonardo operator an “History log” section is available accessing each ticket and the button “Add Files” in the “Attachments” section can be used to upload any useful files.
- **Scheduling:** in this phase, Leonardo is evaluating and organizing the activities needed to work on customer’s request. In the “Task” section that will be displayed now on, the user can look at all the activities scheduled by Leonardo operators, and additional details regarding each task can be retrieved by clicking on the arrow next to each task, if they are present.



Subject	Priority	Activity Status	Recipient / Team Target
task di supporto	Normal	Completed	CSM ITALY (IT)

The task contains the following details:

- Task ID
- Category (E.g. Reliability, Repair DWG/Procedure, Troubleshooting...)
- Activity Status (E.g. Completed, In Progress etc...)
- Subject of the task
- Note describing task’s activities
- Closing Note, written upon completion, that describes the adopted solution and how activities were carried out.

In the task page, the user can also download attachments in the related section, by clicking on file's name.

[←- BACK](#)

Task ID	Category *	Activity Status *
TASK/2020/525	General - Reliability	Completed

CARD

Subject *

task di supporto

Note

Source | [Icons] | Styles - | Format - | Font - | Size - | [Icons] ?

Closing note

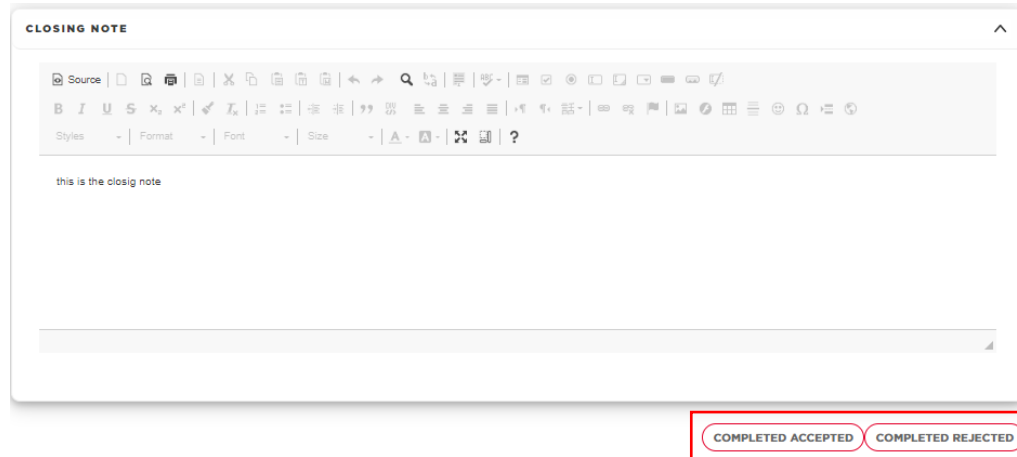
Source | [Icons] | Styles - | Format - | Font - | Size - | [Icons] ?

Attachments

Name	Modified On
Visualizzazione ricerca avanzata Proposal Permission View 20-03-2020 11-04-05...	01.04.2020 12:40

- **Fulfilment:** Leonardo’s employees are currently working on customer’s request to address it.
- **Closure:** Leonardo considers the ticket resolved. A “Closing Note” written by a Leonardo operator is available to communicate how the ticket has been managed and to specify the solution provided as well as other relevant information. Customers can provide a feedback on how Leonardo managed the request, changing the status from Closure to Completed Accepted or Completed Rejected clicking on

the related buttons situated at the bottom of the page, highlighting if the solution provided is considered appropriate or not.



- **Complete Accepted:** If the ticket is brought from Closure to “Completed Accepted”, the ticket is considered resolved, and the Customer accepts the remediation enacted by Leonardo.
- **Complete Rejected:** When a ticket is in Completed Rejected status, a new ticket connected to the one rejected will be created (named Child Ticket) in fulfilment phase. The Child Ticket will be named as the rejected one but will have a different document ID. All the ticket’s data inserted in the old ticket (called Parent Ticket) will be transferred into the Child one. In the Query Description section of the Parent ticket will be displayed the code of the correspondent Child ticket generated from it, and in the same section of the Child ticket it is visible the ID of the Parent ticket.

Parent Ticket ---	Child Ticket CSM/CF/2020/1730
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2.3.5 Technical Publication Query

The Technical Publication Queries (TPQ in brief) are designed to manage technical publications queries raised by the Customer (e.g. notice of a discrepancy or proposal/integration on a maintenance procedure) facilitating reporting and tracking activities. The TPQ is an efficient tool that allows:



- **Reporting**, through a standardized format compiled by the Customer, of a single technical publication related query which the Customer intends to submit to Leonardo Helicopters;
- **Tracking** of the status of activities performed by Leonardo Helicopters to manage the TPQ (comprehensive of the additional request for clarification when needed);



- **Storage** of the replies to the Customer TPQ; The management of automatic notification of TPQ Status change (e.g. closure, request for information), by means of adequate and customizable settings;
- **Retrieval** of the information related to previous TPQ by means of the “Search” area.

In the preview, the ticket list contains information about each item, in order to help the user to have a quick overview of each record.

Home > My Communications > Technical Publication Query [more info](#)

Technical Publication Query

FILTERS ▾   **NEW**

Document ID ▾	Subject ▾	H/C Model ▾	H/C Serial Number ▾	Status ▾	Creation ▾	Closure ▾
0020101261	Info materiale alternativo SB 139-375	AW139		 Draft	21.06.2019	
0020109553	Aggiornamento AMPI Amerigo4Mobile	AW139		 Draft	25.11.2019	

Below there is a brief description of the fields showed in this page:

Field Name	Description
Document ID	Unique identification code assigned to the ticket.
Subject	Brief description of the object of the ticket.
H/C Model	Specific Model of the Helicopter (E.g. AW139, AW101...)
H/C Serial Number	Unique identification code of the Helicopter.
Status	Current status of the ticket, useful to monitor the progresses made in addressing the issue.
Creation Date	The date in which the ticket has been created. A ticket can both be created by Portal Users and by Leonardo Internal Users.
Closure Date	Shows the date in which the User has accepted or rejected the solution proposed by the customer after ticket's closure. After ticket closure, the customer can accept the solution implemented by Leonardo, or can reject it, creating automatically a new ticket that must be addressed by Leonardo through a different solution.

By clicking on each header, the list can be ordered by the selected field, in ascending or descending order.

At the top of the page, there are additional functionalities useful to find and manage existing tickets.

Technical Publication Query

FILTERS ▾

Q
↓
NEW

Filter By Model ▾

Filter By H/C Tail number ▾

Filter By H/C serial number ▾

Filter By Status ▾

Filter By ATA code ▾

From: dd/MM/yyyy 📅

To: dd/MM/yyyy 📅

Document ID ▾	Subject ▾	H/C Model ▾	H/C Serial Number ▾	Status ▾	Creation ▾	Closure ▾
0020101261	Info materiale alternativo SB 139-375	AW139		📄 Draft	21.06.2019	
0020109553	Aggiornamento AMPI Amerigo4Mobile	AW139		📄 Draft	25.11.2019	

- **Filters:** Clicking on the filters button the user can apply additional filtering criteria by:
 - Helicopter Model (E.g. AW101, AW169...)
 - Helicopter Tail Number (Selecting from the list that contains the codes of the helicopters possessed by the customer. If a S/N is filtered, only tail numbers of the selected model can be selected)
 - H/C Serial Number (Serial number of the Helicopter)
 - Ticket Status
 - ATA Code
 - Starting/Ending date (based on the last modify date)
- **Search:** it is possible to search for a ticket by inserting some keywords or field values (e.g. Document ID, Subject, H/C model, Part Number, Status).
- **Download:** clicking on the XLS icon, it is possible to download the tickets list in excel format.
- **More info:** by pressing this button, the page shows a brief description of the section, and clicking on "Section Guide" it is possible to open the Portal Manual Section dedicated to Technical Publication Query tickets.

[Home](#) > [My Communications](#) > [Technical Publication Query](#)

Technical Publication Query

[less info](#)

The Technical Publication Query (TPQ in brief) is designed to manage technical publications queries raised by the Customer (e.g. notice of a discrepancy or proposal/integration on a maintenance procedure) facilitating the reporting and the tracking activities.

The TPQ is an efficient tool that allows:

- The reporting, through a standardized format compiled by the Customer, of a single technical publication related query which the Customer intends to submit to Leonardo Helicopters;
- The tracking of the status of activities performed by Leonardo Helicopters to manage the TPQ (comprehensive of the additional request for clarification when needed);
- The storage of the replies to the Customer TPQ;
- The management of automatic notification of TPQ Status change (e.g. closure, request for information), by means of adequate and customizable settings;
- The retrieval of the information related to previous TPQ by means of the "Search" area.

 [section guide](#)

New ticket creation – Technical Publication Query

To create a new Technical Publication Query, the user must click on the "New" button in the "Technical Publication Query" section of "My Communications"



[Home](#) > [My Communications](#) > [Technical Publication Query](#)

Technical Publication Query

[more info](#)

FILTERS ▾

Search   **NEW**

Document ID ▾	Subject ▾	H/C Model ▾	H/C Serial Number ▾	Status ▾	Creation ▾	Closure ▾
0020101261	Info materiale alternativo SB 139-375	AW139		 Draft	21.06.2019	
0020109553	Aggiornamento AMPI Amerigo4Mobile	AW139		 Draft	25.11.2019	

The system will then show a page containing all the information that can be added during the creation phase.

Below there is a list of all the section featured by the Technical Publication Query creation page, with the description of all the fields available:

Area of intervention

AREA OF INTERVENTION ^

Topic Subtopic Issue

Field Name	Description	Mandatory	Notes
Topic	Ticket's topic (E.g. Publications)	No	Dropdown list
Subtopic	Ticket's subtopic (E.g. Operative, Maintenance, Service Bulletin)	No	Dropdown list, options subset based on the selected topic
Issue	Ticket's issue (E.g. Clarification, Discrepancy etc..)	No	Dropdown list, options subset based on the selected sub-topic

Query Description

QUERY DESCRIPTION ^

Document ID:

Contacts *:

Ticket Status:

Subject *:

Your Code Reference:

Description *

Source | Undo | Redo | Print | Copy | Paste | Find | Replace | Undo | Redo | ABC | Table | Check | Image | Video | Audio | Link | Unlink | Fullscreen | Print | Close

B | *I* | U | ~~S~~ | ^{x_o} | ^{x_p} | *I_x* | Align Left | Align Center | Align Right | Justify | Text Color | Background Color | Text Color | Background Color | Image | Video | Audio | Link | Unlink | Fullscreen | Print | Close

Styles - | Format - | Font - | Size - | A - A - | Undo | Redo | Help

ATA Code *:

Parent Ticket
—

Child Ticket
—

ATTACHMENTS

It will be possible to add attachments only after the first save!

Field Name	Description	Mandatory	Notes
Document ID	ID number given by the system once the ticket has been created	-	Automatically assigned after clicking on "Save as Draft".
Contacts	It is automatically filled with the user's name	Yes	Automatically Filled
Subject	Write a subject for the ticket	Yes	Text field
Your code reference	User can write a reference here	No	Text field
Description	Write here the ticket's brief description	Yes	Text field
ATA Code	Select helicopter's ATA Code from the dropdown list	Yes	Dropdown list. It is possible search typing a record.
Parent Ticket	It is automatically filled with the ID Document of the ticket that has been converted.	No	Automatically filled when: <ul style="list-style-type: none"> When a Technical Publication Query is converted to a Technical Query. When a document linked to a ticket is rejected.
Child Ticket	It is automatically filled with the ID Document of the ticket that has been created from the original ticket.	No	Automatically filled when: <ul style="list-style-type: none"> When a Technical Publication Query is converted to a Technical Query. When a document linked to a ticket is rejected.
Attachments	Here it is possible to add attachments. <u>Attachments can be added only after the first save.</u>	No	Choose files to be uploaded or drag and drop

Helicopter Identification

HELICOPTER IDENTIFICATION

H/C Model *

H/C Serial Number or Tail Number

Aircraft Tail Number

—

S/N Details

F/H Helicopter

Please report time expressed in the sexagesimal format (minutes in sixtieths) in the corresponding decimal format (minutes expressed in hundredths) (i.e. 45 min => 0.75 hours)

On (Date)

ADD F/H

Field Name	Description	Mandatory	Notes
H/C Model	Select the helicopter model code	Yes	Dropdown list

Field Name	Description	Mandatory	Notes
H/C Serial Number or Tail Number	Select the helicopter Serial Number or Tail Number	No	Dropdown list
Aircraft Tail Number	-	-	Automatically filled
S/N Details	It is possible to be filled id the Helicopter S/N is Dummy	No	Text field
F/H Helicopter	It is the total amount of helicopter's flight hours	No	Automatically filled
On (Date) Date	It is the date when the flight hours have been registered	Yes	Selection from calendar
Add F/H	Button to insert Flight Hours and date	No	The button unlocks the F/H Helicopter and FH date fields.

If Flight Hours has been updated in the ticket, it could be possible that after clicking on "Save as Draft" or "Send to Leonardo" a warning message appears: it informs that the inserted Flight Hours are a % greater or lower than the actual one. If they are correct, within the following 60 seconds, re-insert the same Flight Hours value and date, click again on "Save as Draft" or "Send to Leonardo" and the system will automatically save them.

Publication Data

PUBLICATION DATA

Technical Publication *

Data Module Code *

Affected Issue

Affected Revision

IETP Issue

Field Name	Description	Mandatory	Notes
Technical Publication	Select the name of the technical publication object of the issue	Yes, if Data Module Code is not Fulfilled	-
Data Module Code	-	Yes, if Technical Publication Code is not Fulfilled	-
Affected Issue	Number identifying the revision of the object of the ticket	No	-
Affected Revision	Number identifying the issue number object of the ticket	No	-
IETP Issue	Date in which the IETP was Issued	No	-

Involved Users for This Query

INVOLVED USERS FOR THIS QUERY

It will be possible to add involved users only after the first save!

Field Name	Description	Mandatory	Notes
Involved Users for this Query	Contacts to be informed through an email about the issue	No	To add new records, the ticket must be saved as draft first

After clicking on “New”, to create a ticket, the user has two possibilities:

- **Save as Draft:** in this case the record will be saved but not sent to Leonardo. Customer users have the possibility of carrying out changes and adding further information. It is not compulsory to fill all the mandatory fields to save a ticket in draft. When in Draft, a ticket is not visible by Leonardo operators. Be aware that only in draft it is possible to add new “Involved Users”.
- **Send to Leonardo:** users can click here when creating a ticket from scratch or starting from a Draft. The ticket is sent to Leonardo and Leonardo operators will start to manage it.



In the tab “Due Date & Involved Users” it is possible to add “**Involved Users for This Query**”. The action can only be performed when the ticket is saved as draft and it is currently in draft status.

When saved as draft the option “Add” will appear in the “Involved Users for this Query” section. In the next window the User can search profiles to be added, or select multiple ones from the list, and then click on “Assign”. The currently selected records will be highlighted with a tick and will be visible in the Selected Records Tab.

INVOLVED USERS FOR THIS QUERY

ADD

First Name	Last Name	User Name	Email	User Type	TDA Accepted	TDA Accepted Date (UTC)	Created On (UTC)
There are no records to display.							

Search record

Search

Full Name

- 15dic_test3 avanade
- 16dec 16dec
- 16dic_1 avanade
- 16dic_test2 avanade
- 16dic_test4 avanade
- 17dic_1 avanade

1 2 3 4 5 6 7 8 ... 17 >

Selected Records

16DEC 16DECX 16DIC_1 AVANADEX 16DIC_TEST2 AVANADEX

ASSIGN **CANCEL**

It is possible for Leonardo operators to open tickets on behalf of the portal user. As far as the “ticket visibility on portal” is set to “yes” (on CRM), the portal user will be able to see them in the ticket list.

Ticket Functionalities – Technical Publication Query

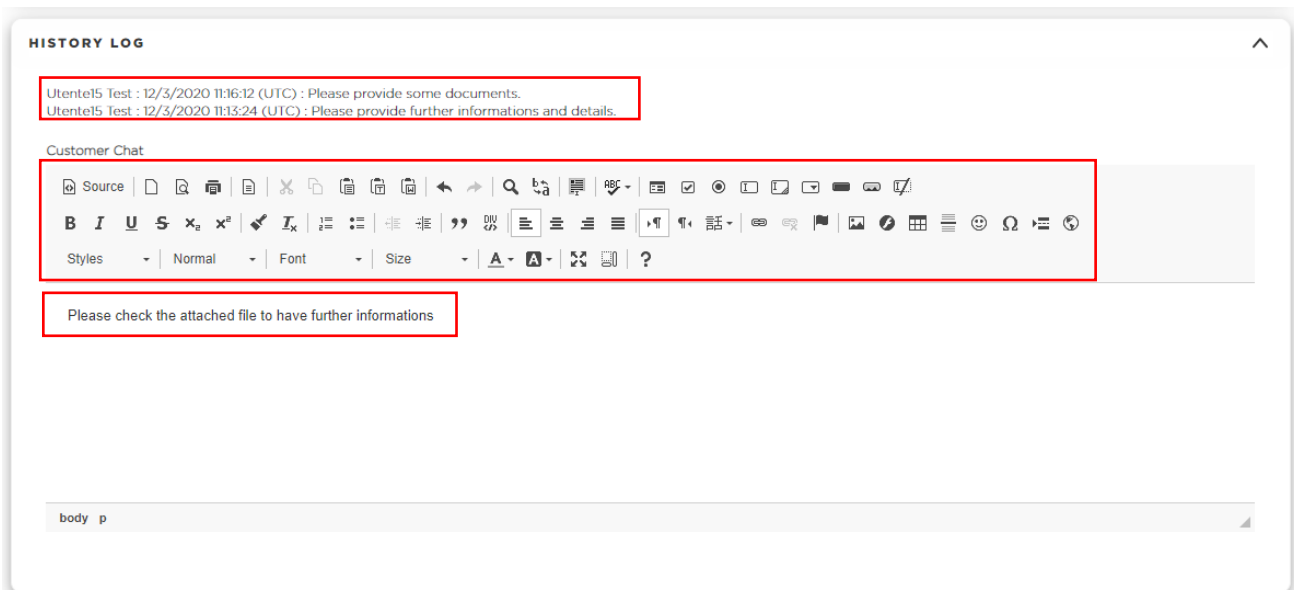
Each Technical Publication Query can be accessed by clicking the document ID present in the records of the “Technical Publication Query” section of “My Communication”

Document ID	Subject	H/C Model	Part Number	Status	Creation	Closure
0020062364	SPACER P/N 067-17800	AW169		Request Creation	27.03.2017	
0020062370	Tools WOW P/N 6F3260G00331 e P/N 6F3260G	AW169		Request Creation	27.03.2017	

The page shows all the fields already inserted during the creation phase, and new features and sections are added when the ticket is published or saved as draft.

After the first “Save as draft” of the document, or after publishing it, the sections “Attachments” and the “History Log” will be added, and the Document ID field will be automatically filled with a progressive Identification Code.

In the section “History Log” after the ticket publication the customer can collaborate with Leonardo, by typing instant messages and looking at message history, at the top of the section. The user can leverage the HTML Editor toolbar to write the message. The History Log is fundamental especially when the ticket is in “Customer Action” status, where Leonardo asks for additional information required to properly address the issue object of the ticket. When the ticket is in “Customer Action” status, the interface features the “Send to Leonardo” button that publishes the message that will be visible to Leonardo, and the “Save ad Draft” button, that saves the message, without allowing Leonardo users to see it. Otherwise if the ticket is in another status that enables the “History Log” tab, the only visible button will be “Send Message” that publishes the message, that can be then seen also by Leonardo users.



In the section “Documents” it is possible to upload files using the “Upload” button, indicating the file location or through drag & drop.

ATTACHMENTS

DOCUMENTS

UPLOAD		DOWNLOAD	
SELECT ALL	Filename	Created on	Created by
<input type="checkbox"/>	Test2 Elicotteri.docx	02/10/23, 12:58	X400481@ext.leonardocompany.com
<input type="checkbox"/>	Risposte_Back to customer.docx	02/10/23, 12:57	X400481@ext.leonardocompany.com
<input type="checkbox"/>	Test1 Elicotteri.docx	02/10/23, 12:57	X400481@ext.leonardocompany.com

The documents management will be opened in another Tab with the same features of Preview, Download and Deletion (allowed only to the owner of the attachment).

✕

CHOOSE FILE

or drag and drop files here

Allowed types: bin,doc,docx,jpeg,mp4,mpp,pdf,png,ppt,pptx,txt,xls,xlsx,zip

UPLOAD

CLOSE

In each status, apart from Closure the portal user has the possibility of adding a comment on the history log and attach documents.

Every time a ticket changes status and/or a comment is added to the history log an email is sent to all the parties involved in the ticket resolution.

Ticket Flow – Technical Publication Query

Technical Queries follow a structured workflow that supports the procedure needed to solve the issue experienced by Leonardo’s customer.

The **Ticket Status** allows users to understand in which step of the ticket management process a specific ticket is, and which are the actions that can/must be performed. The workflow is described below, along with the ticket Status correspondent to each phase:

- **Draft:** the ticket is visible only to Leonardo Customer Portal users. In this status, it is possible to carry out changes and add information before sending. In order to attach files to the ticket, it must at least be created in draft. The procedures to add Involved Users and to insert Repair Instruction Query details can only be performed when the ticket is in draft status.
- **Request creation:** a ticket that has just been sent to Leonardo operators. From this stage the field “History Log” is available and can be used to collaborate with Leonardo.
- **Rejected:** if Leonardo operators cannot solve/answer to the issue or evaluate that the ticket does not point out a proper issue, they can reject the ticket. If the Ticket is rejected, it cannot be edited anymore, and the user must create a new one from scratch, adding additional information, to grant its acceptability.
- **Converted:** Technical Publication Queries, after being submitted by the user, could be converted in Technical Queries if Leonardo Operators evaluate that the issue of the ticket is not related to a publication but rather to a technical problem that occurred.
- **Acceptance:** the ticket has been analysed and considered correctly created. Once accepted, Leonardo is in charge of solving the issue experienced.
- **Customer Action:** in order to work on the ticket, some additional information should be provided by the customer. Here the customer is supposed to provide the required information from the ticket page in order to support Leonardo in managing the request properly. To facilitate the communication between portal users and Leonardo operator an “History log” section is available accessing each ticket and the button “Add Files” in the “Attachments” section can be used to upload any useful files.
- **Scheduling:** in this phase, Leonardo is evaluating and organizing the activities needed to work on customer’s request. In the “Task” section that will be displayed now on, the user can look at all the activities scheduled by Leonardo operators, and additional details regarding each task can be retrieved by clicking on the arrow next to each task, if they are present.

TASK			
Subject	Priority	Activity Status	Recipient / Team Target
task di supporto	Normal	Completed	CSM ITALY (IT)

View details

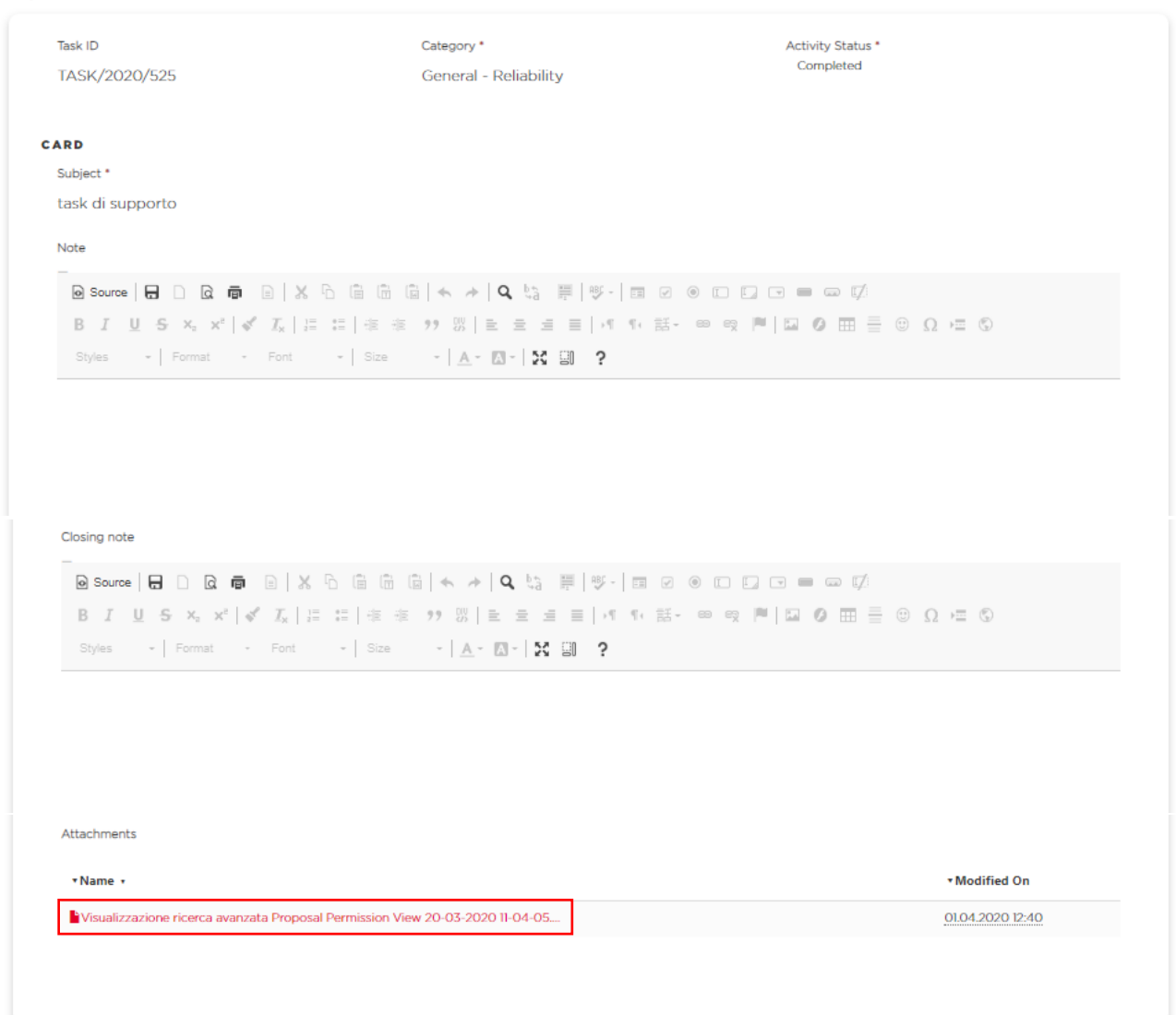
The task contains the following details:

- Task ID
- Category (E.g. Reliability, Repair DWG/Procedure, Troubleshooting...)
- Activity Status (E.g. Completed, In Progress etc...)
- Subject of the task

- Note describing task’s activities
- Closing Note, written upon completion, that describes the adopted solution and how activities were carried out.

In the task page, the user can also download attachments in the related section, by clicking on file’s name.

[←- BACK](#)



Task ID	Category *	Activity Status *
TASK/2020/525	General - Reliability	Completed

CARD

Subject *

task di supporto

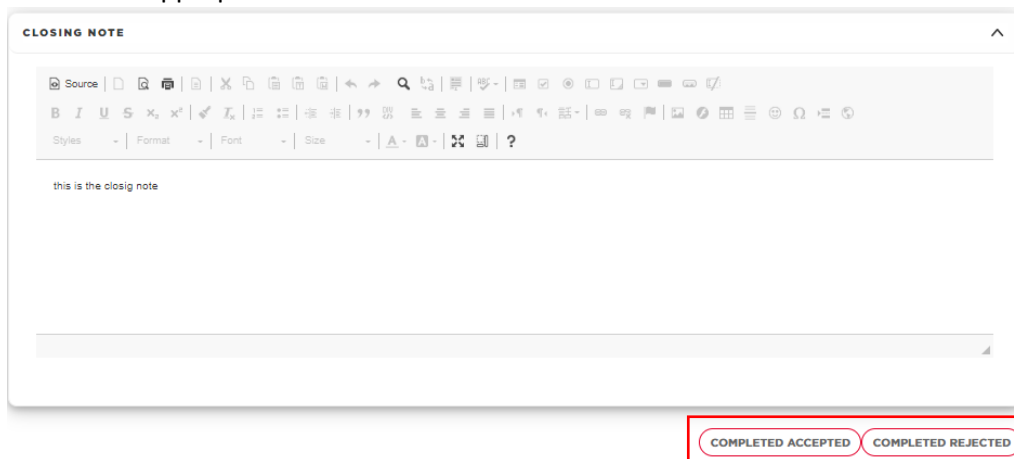
Note

Closing note

*Name *	*Modified On
Visualizzazione ricerca avanzata Proposal Permission View 20-03-2020 11-04-05...	01.04.2020 12:40

- **Fulfilment:** Leonardo’s employees are currently working on customer’s request to address it.

- **Closure:** Leonardo considers the ticket resolved. A “Closing Note” written by a Leonardo operator is available to communicate how the ticket has been managed and to specify the solution provided as well as other relevant information. Customers can provide a feedback on how Leonardo managed the request, changing the status from Closure to Completed Accepted or Completed Rejected clicking on the related buttons situated at the bottom of the page, highlighting if the solution provided is considered appropriate or not.



- **Complete Accepted:** If the ticket is brought from Closure to “Completed Accepted”, the ticket is considered resolved, and the Customer accepts the remediation enacted by Leonardo.
- **Complete Rejected:** When a ticket is in Completed Rejected status, a new ticket connected to the one rejected will be created (named Child Ticket) in fulfilment phase. The Child Ticket will be named as the rejected one but will have a different document ID. All the ticket’s data inserted in the old ticket (called Parent Ticket) will be transferred into the Child one. In the Query Description section of the Parent ticket will be displayed the code of the correspondent Child ticket generated from it, and in the same section of the Child ticket it is visible the ID of the Parent ticket.

Parent Ticket —	Child Ticket PSE/TPQ/2020/2310
--------------------	-----------------------------------

2.3.6 Service – Technical Bulletin Application

This section will allow you to share information on the application of a Service Bulletin through subsequent data:

- Helicopter
- Flight Hours registered during a specific Service Bulletin Application


- Main Remarks associated to the Application phase.

It will be possible to search all documents created through the Search function.

In the preview, the ticket list contains information about each item, in order to help the user to have a quick overview of each record.

Home > My Communications > Service - Technical Bulletin Application [more info](#)

Service - Technical Bulletin Application

FILTERS  **NEW**

Document ID	Helicopter S/N	Service Bulletin ID	H/C Model	Revision	Part Number	Component S/N	Total Flight Hours	Last Flight Hours Date	Note/Description	Creation
PSE/SBAC/2020/1759	NCO03	I09-001	AW139	K			12,00	30.03.2020	published from CRM	31.03.2020

Below there is a brief description of the fields showed in this page:

Field Name	Description
Document ID	Unique identification code assigned to the ticket.
Helicopter S/N	Identification Serial Number of the Helicopter
Service Bulletin ID	Unique identification code assigned to the technical bulletin.
H/C Model	Specific Model of the Helicopter (E.g. AW139, AW101...)
Revision	Revision of the document, selected from the provided options.
Part Number	Unique identification code of the component object the query.
Component S/N	Serial Number of the component object of the query.
Total Flight Hours	Total flight Hours recorded for the selected helicopter.
Last Flight Hours	Date in which the last flight hours were registered.
Note/Description	Brief description of the ticket.
Creation Date	The date in which the ticket has been created. A ticket can both be created by Portal Users and by Leonardo Internal Users.

By clicking on each header, the list can be ordered by the selected field, in ascending or descending order.

At the top of the page, there are additional functionalities useful to find and manage existing tickets.

Service - Technical Bulletin Application

[more info](#)

FILTERS ▾

Search

NEW

Filter By Model ▾

Filter By H/C serial number ▾

From: dd/MM/yyyy

To: dd/MM/yyyy

Document ID ▾	Helicopter S/N ▾	Service Bulletin ID ▾	H/C Model ▾	Revision ▾	Part Number ▾	Component S/N ▾	Total Flight Hours ▾	Last Flight Hours Date ▾	Note/Description ▾	Creation ▾
PSE/SBAC/2020/1759	NCO03	109-001	AW139	K			12,00	30.03.2020	published from CRM	31.03.2020

- **Filters:** Clicking on the filters button the user can apply additional filtering criteria by:
 - o Helicopter Model (E.g. AW101, AW169...)
 - o H/C Serial Number (Serial number of the Helicopter)
 - o Starting/Ending date (based on the last modify date)
- **Search:** it is possible to search for a ticket by inserting some keywords or field values (e.g. Document ID, Subject, H/C model, Part Number, Status).
- **Download:** clicking on the XLS icon, it is possible to download the tickets list in excel format.
- **More info:** by pressing this button, the page shows a brief description of the section, and clicking on "Section Guide" it is possible to open the Portal Manual Section dedicated to Technical Bulletin Application tickets.

Service - Technical Bulletin Application

[less info](#)

This section will allow you to share information on application of a Service Bulletin through subsequent data:

- Helicopter
- Flight Hours registered during a specific Service Bulletin Application
- Main Remarks associated to the Application phase

In addition it will be possible to search all documents created through the Search function.

[section guide](#)

New ticket creation – Technical Bulletin Application

To create a new Technical Bulletin Application, the user must click on the "New" button in the "Technical Bulletin Application" section of "My Communications"

Service - Technical Bulletin Application

[more info](#)

FILTERS ▾

Search



Document ID ▾	Helicopter S/N ▾	Service Bulletin ID ▾	H/C Model ▾	Revision ▾	Part Number ▾	Component S/N ▾	Total Flight Hours ▾	Last Flight Hours Date ▾	Note/Description ▾	Creation ▾
PSE/SBAC/2020/1759	NC003	109-001	AW139	K			12,00	30.03.2020	published from CRM	31.03.2020

The system will then show a page containing all the information that can be added during the creation phase.

Below there is a list of all the section featured by the Technical Bulletin Application creation page, with the description of all the fields available:

General

Service - Technical Bulletin Application

[← BACK](#)

GENERAL ▼

General

Document ID *
PSE/SBAC/2020/1765

Contact *

Status Reason
Draft

Details

Bulletin Applications (Bulletin)

ADD

Helicopter S/N	Service Bulletin ID	Revision	Part Number	Component S/N	Total Flight Hours	Last Flight Hours Date	Note/Description	Created On (UTC) ▼
There are no records to display.								

[SEND TO LEONARDO](#)

[SAVE AS DRAFT](#)

Field Name	Description	Mandatory	Notes
Document ID	Unique Identification Code related to the ticket.	-	Automatically filled
Status Reason	Ticket's current status.	-	Automatically filled. When clicking on new the ticket will be set in draft status.
Contact	Contact of the user who created the ticket.	-	Automatically filled
Details	Field describing ticket's type	-	Automatically filled

To add additional data regarding bulletin application (Helicopter data, component and revision data) the user must click on the "Add" button of the "General" section during tickets creation.

Bulletin Application

[Home](#) > [My Communications](#) > [Service - Technical B.](#) > Bulletin Application

Bulletin Application

[-< BACK](#)

Helicopter S/N *	<input type="text"/>	Part Number	<input type="text"/>
Helicopter Line	<input type="text"/>	Component S/N	<input type="text"/>
Helicopter Model	<input type="text"/>	Note/Description *	<input type="text"/>
Service Bulletin ID *	<input type="text"/>	Revision *	<input type="text"/>
Total Flight Hours *	<input type="text"/>	Last Flight Hours Date *	<input type="text"/>

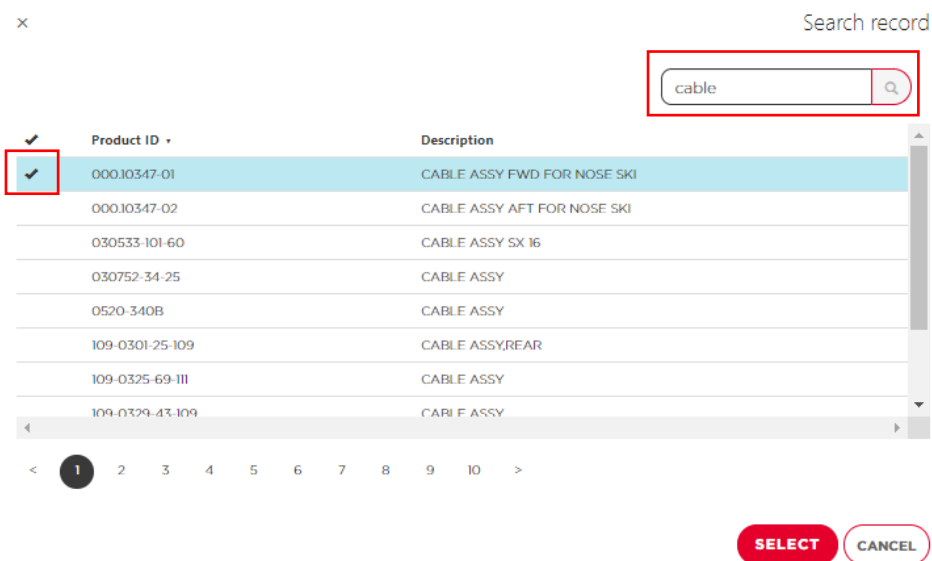
Please report time expressed in the sexagesimal format (minutes in sixtieths) in the corresponding decimal format (minutes expressed in hundredths) (i.e. 45 min => 0.75 hours)

SAVE

Field Name	Description	Mandatory	Notes
Helicopter S/N	Unique Serial Number of the helicopter.	Yes	Selection from a list of the Serial Numbers correspondent to helicopters owned.
Part Number	Code that identifies the part object of the ticket.	No	To insert a Part Number the user can click on the lens and then add records by selecting from the part number list or by using the search function.
Helicopter Line	Helicopter Line correspondent to the selected Helicopter	No	The field will be automatically filled when a helicopter serial number is selected.

Field Name	Description	Mandatory	Notes
Component S/N	Serial Number of the component object of the query	No	Text field
Helicopter Model	Helicopter Model of the selected Helicopter	No	The field will be automatically filled when a helicopter serial number is selected.
Note/Description	Description of the issue that caused the generation of the ticket	Yes	Text field
Service Bulletin ID	Unique identification code of the bulletin object of the ticket	Yes	To insert a Bulletin ID the user can click on the lens and then add records by selecting from the bulletin list or by using the search function.
Revision	Code identifying the revision of the document	Yes	Drop-down list
Total Flight Hours	Amount of the total flight hours registered for the helicopter	Yes	Must be registered in sexagesimal format (additional information regarding the notation to be used can be found when filling the field)
Last Flight Hours	Last flight date	Yes	Selection from calendar

Below there is a screen of the window that will be opened when adding a new Part Number. The user can search a Part Number through the search record function, by Description or PN Code. Selected records to be added are marked with a tick.



Search record

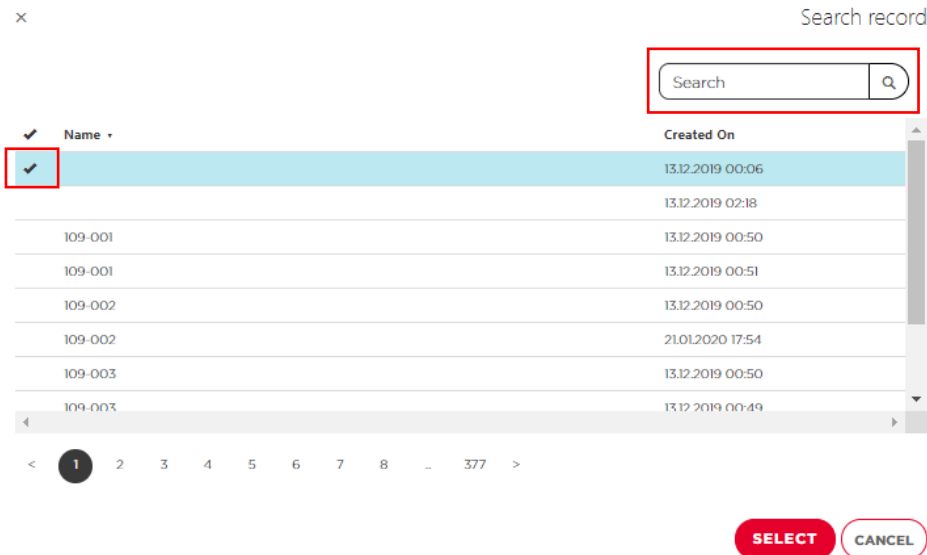
×

Search bar: cable

Product ID	Description
000.10347-01	CABLE ASSY FWD FOR NOSE SKI
000.10347-02	CABLE ASSY AFT FOR NOSE SKI
030533-101-60	CABLE ASSY SX 16
030752-34-25	CABLE ASSY
0520-340B	CABLE ASSY
109-0301-25-109	CABLE ASSY, REAR
109-0325-69-III	CABLE ASSY
109-0329-43-109	CABLE ASSY

SELECT CANCEL

A similar window will be used to add the information regarding the Service Bulletin ID. The user can search a Bulletin through the search record function. Selected records to be added are marked with a tick.



After clicking on “New”, to create a ticket, the user has two possibilities:

- **Save as Draft:** in this case the record will be saved but not sent to Leonardo. Customer users have the possibility of carrying out changes and adding further information. It is not compulsory to fill all the mandatory fields to save a ticket in draft. When in Draft, a ticket is not visible by Leonardo operators.
- **Send to Leonardo:** users can click here when creating a ticket from scratch or starting from a Draft. The ticket is sent to Leonardo and Leonardo operators will start to manage it.



Ticket Flow – Technical Bulletin Application

Technical Bulletin Application, unlike other tickets do not follow a workflow. Because of that, they can only be in:

Draft: The ticket creation is still in progress and Leonardo cannot see it on the Portal.

Published: The ticket is now visible by Leonardo. The ticket information can no longer be updated, the only action the user can perform, is to remove one of the inserted records in the window accessible selecting an helicopter S/N.

Service - Technical Bulletin Application

FILTERS ▾

Search

Document ID ▾	Helicopter S/N ▾	Service Bulletin ID ▾	H/C Model ▾	Revision ▾	Part Number ▾	Component S/N ▾	Total Flight Hours ▾	Last Flight Hours Date ▾	Note/Description ▾	Creation ▾
PSE/SBAC/2020/1759	NC00	109-001	AW139	K			12,00	30.03.2020	published from CRM	31.03.2020

It is possible to delete a record (only if the SBAC is in Draft status) by clicking on the arrow next to each item of the list and the remove.

Helicopter S/N	Service Bulletin ID	Revision	Part Number	Component S/N	Total Flight Hours	Last Flight Hours Date	Note/Description	Created On (UTC) ▾	
NC00	109-001	N	CABLE ASSY AFT FOR NOSE SKI	3455	123,00	30.03.2020	test	01.04.2020 10:41	⌵ Remove
NC00	109-003	N			120,00	09.03.2020	description	18.03.2020 12:04	⌵
NC00	109-063	F			10,00	06.03.2020	sdafas	17.03.2020 12:28	⌵
NC00	109-002	P			1,00	05.03.2020	test	17.03.2020 12:00	⌵

2.3.7 Service Plan Monthly Report



This section allows to submit and visualize the Service Plan Monthly Reports related to the logged user.



The main page of the “Service Plan Monthly Report” section consists of a list of the reports that can be modified or viewed by the user.

In the preview, the ticket list contains information about each item, in order to help the user to have a quick overview of each record.

Home > My Communications > Service Plan Monthly Report [more info](#)

Service Plan Monthly Report

FILTERS ▾ Search   **NEW**

Document ID ▾	Status ▾	Creation ▾
OM/SPMR/2020/261	 Published	19.03.2020
OM/SPMR/2020/260	 Draft	19.03.2020

Below there is a brief description of the fields showed in this page:

Field Name	Description
Document ID	Unique identification code assigned to the ticket.
Status	Service Plan Monthly reports do not follow a specific ticket flow. Therefore, the possible status in this field can only be "Draft" or "Published"
Creation Date	The date in which the ticket has been created. A ticket can both be created by Portal Users and by Leonardo Internal Users.

By clicking on each header, the list can be ordered by the selected field, in ascending or descending order.

At the top of the page, there are additional functionalities useful to find and manage existing tickets.

Home > My Communications > Service Plan Monthly Report

Service Plan Monthly Report

[more info](#)

FILTERS ▼ Search Q ↓ NEW

Filter By Status ▼ From: dd/MM/yyyy 📅 To: dd/MM/yyyy 📅

Document ID	Status	Creation
OM/SPMR/2020/261	Published	19.03.2020
OM/SPMR/2020/260	Draft	19.03.2020

- **Filters:** Clicking on the filters button the user can apply additional filtering criteria by:
 - o Ticket Status
 - o Starting/Ending date (based on the last modify date)
- **Search:** it is possible to search for a ticket by inserting some keywords or field values (e.g. Document ID, Subject, H/C model, Part Number, Status).
- **Download:** clicking on the XLS icon, it is possible to download the tickets list in excel format.
- **More info:** by pressing this button, the page shows a brief description of the section, and clicking on “Section Guide” it is possible to open the Portal Manual Section dedicated to Service Plan Monthly Report tickets.

Home > My Communications > Service Plan Monthly Report

Service Plan Monthly Report

[less info](#)

Submit and visualize your Service Plan Monthly Report, to share with Leonardo information critical for invoicing.

[section guide](#)

New ticket creation – Service Plan Monthly Report

To create a new Service Plan Monthly Report, the user must click on the “New” button in the “Service Plan Monthly Report” section of “My Communications”



Service Plan Monthly Report

[more info](#)

FILTERS ▾

Search



Document ID ▾	Status ▾	Creation ▾
OM/SPMR/2020/261	 Published	19.03.2020
OM/SPMR/2020/260	 Draft	19.03.2020

The system will then show a page containing all the information that can be added during the creation phase.

Below there is a list of all the section featured by the Service Plan Monthly Report creation page, with the description of all the fields available:

General

GENERAL ▼

General

Document ID * Status Reason
 OM/SPMR/2020/282 Draft

Contact *

CONTACT DETAILS

Customer Description *
 AIR

Customer ID
 0050000191

Report Information NEW

Helicopter S/N	Helicopter Model	Service Plan Contract N°	PO Number	Reporting Period (Month)	Reporting Period (Year)	Helicopter Flight Time (During Reporting Period) *	Total Amount of Landings (During Reporting Period)	Helicopter Total Flight Time (Since Delivery)	Invoice Number	SAP Document Id	Invoice Pdf Exists	Negotiation Pdf Exists
There are no records to display.												

Field Name	Description	Mandatory	Notes
Document ID	Unique Identification Code related to the ticket.	Yes	Automatically filled
Status Reason	Ticket's current status.	-	Automatically filled. When clicking on new the ticket will be set in draft status.
Contact	Contact of the user who created the ticket.	Yes	Automatically filled
Customer Description	Client's company name	Yes	-
Customer ID	Identification Code assigned to the customer	-	-

Report Information

By clicking on “New” in the ticket creation window, it is possible to add new records to the “Report Information” section. A pop-up page will be displayed allowing the user to add detailed information:

×
Create

H/C IDENTIFICATION

Helicopter S/N *

Helicopter Model *

Helicopter Line

SERVICE PLAN IDENTIFICATION

Service Plan Contract N°

PO Number

Invoice Number
—

SAP Document Id
—

The reporting section displayed can have two layouts, the main difference is the presence of the fields “Helicopter Flight Time Below” and “Helicopter Flight Time Above”. Additional details can be found in the table below.

REPORTING

Reporting Period (Year) *

Reporting Period (Month) *

Helicopter Total Flight Time (Since Delivery) *

Helicopter Flight Time (During Reporting Period) *

Total Amount of Landings (During Reporting Period)

Optional Kit
 No Si

REPORTING

Reporting Period (Year) *

Reporting Period (Month) *

Helicopter Total Flight Time (Since Delivery) *

Helicopter Flight Time (During Reporting Period) *

Helicopter Flight Time Below *

Helicopter Flight Time Above *

Total Amount of Landings (During Reporting Period)

Optional Kit
 No Si



Field Name	Description	Mandatory	Notes
Helicopter S/N	Unique Serial Number of the helicopter.	Yes	Selection from a list of the Serial Numbers correspondent to helicopters owned.
Helicopter Model	Helicopter Model correspondent to the selected Helicopter	Yes	The field will be automatically filled when a helicopter serial number is selected.
Helicopter Line	Helicopter Line correspondent to the selected Helicopter	No	The field will be automatically filled when a helicopter serial number is selected
Service Plan Contract N°	Unique Identification Code of the Service Plan contract	No	Automatically filled
PO Number	Code of the Purchase Order related to the record.	No	Text Field
Invoice Number	Invoice number	No	Automatically filled after Leonardo has addressed the ticket
SAP Document ID	Identification code used in SAP	No	Automatically filled after Leonardo has addressed the ticket
Reporting Period (Year)	Year covered by the report	Yes	Selection from drop-down list
Reporting Period (Month)	Month covered by the report	Yes	Selection from drop-down list
Helicopter Total Flight Time (Since Delivery)	Amount of flight hours registered since first helicopter delivery to the client	Yes	Text Field
Helicopter Flight Time (During Reporting Period)	Amount of flight hours registered during the reporting period specified	Yes	For some helicopter contracts, this field is locked, and the user must fill two additional fields called Helicopter Flight Time Below and Helicopter Flight Time Above. In this case, the field is locked but will be automatically calculated as the sum of Helicopter Flight Time Below and Helicopter Flight Time Above

Field Name	Description	Mandatory	Notes
Helicopter Flight Time Below	The Helicopter Flight Ours below a defined height threshold	Yes	This field will be displayed only in special contracts that require this additional information. The sum of Helicopter Flight Time Above and Below is used to calculate total flight time
Helicopter Flight Time Above	The Helicopter Flight Ours above a defined height threshold	Yes	This field will be displayed only in special contracts that require this additional information. The sum of Helicopter Flight Time Above and Below is used to calculate total flight time
Total Amount of Landings (During Reporting Period)	Number of landings performed by the helicopter during the reporting period specified	No	Text Field
Optional Kit	Indicates whether the aircraft features an optional kit or not	Yes	Radio button selection
Optional Kit #	If the optional kit field is set on yes, it is possible to add a maximum of 5 kits, with related descriptions	No	Text Field
Optional Kit # Description	If the optional kit field is set on yes, it is possible to add a maximum of 5 kits, with related descriptions	No	Text Field

After clicking on “New”, to create a ticket, the user has two possibilities:

- **Save as Draft:** in this case the record will be saved but not sent to Leonardo. Customer users have the possibility of carrying out changes and adding further information. It is not compulsory to fill all the mandatory fields to save a ticket in draft. When in Draft, a ticket is not visible by Leonardo operators.
- **Send to Leonardo:** users can click here when creating a ticket from scratch or starting from a Draft. The ticket is sent to Leonardo and Leonardo operators will start to manage it.



Ticket Flow – Service Plan Monthly Report

Service Plan Monthly Reports unlike other tickets do not follow a specific ticket workflow. Because of that, they can only be in:

Draft: The ticket creation is still in progress and Leonardo cannot see it on the Portal.



Published: The ticket is now visible by Leonardo. The ticket information can no longer be updated, the only action the user can perform, is to remove one of the inserted records in the window accessible selecting a Document ID.

Home > My Communications > Service Plan Monthly Report [more info](#)

Service Plan Monthly Report

FILTERS ▾


Search   **NEW**

Document ID ▾	Status ▾	Creation ▾
OM/SPMR/2020/261	 Published	19.03.2020
OM/SPMR/2020/260	 Draft	19.03.2020

In ticket's page it is possible to delete a record by clicking on remove pressing the arrow next to each record, or look at additional informations or attachemnts by clicking edit.

Report Information

Helicopter S/N	Helicopter Model	Service Plan Contract N°	PO Number	Reporting Period (Month)	Reporting Period (Year)	Helicopter Flight Time (During Reporting Period) ▾	Total Amount of Landings (During Reporting Period)	Helicopter Total Flight Time (Since Delivery)	Invoice Number	SAP Document Id	Invoice Pdf Exists	Negotiation Pdf Exists
NCOO	AW139	03100C		February	2020	33,24	1	12,0				



- Edit
- Delete

The service plan monthly report has an additional feature that allows the portal to automatically retrieve information from the SAP® system. Once the invoice is billed, the portal recovers information regarding Invoice Number and Sap Document ID as well as PDF files containing invoice and negotiation documents. The fields "Invoice PDF Exists" and "Negotiation PDF Exists" report to the user whether the pertinent PDF documentation is present or not.

CONTACT DETAILS

Customer Description *

AIR: [REDACTED]

Customer ID

005: [REDACTED]


Report information

Helicopter S/N	Helicopter Model	Service Plan Contract N°	PO Number	Reporting Period (Month)	Reporting Period (Year)	Helicopter Flight Time (During Reporting Period)	Total Amount of Landings (During Reporting Period)	Helicopter Total Flight Time (Since Delivery)	Invoice Number	SAP Document Id	Invoice Pdf Exists	Negotiation Pdf Exists	
NCO	AW139	03000		February	2019	15,20	22	12,0	15040	10003002	Yes	Yes	

4

By pressing edit and accessing each record, the user can download Invoice and Negotiation PDF files by clicking on file name, and navigate through them using page numbers.

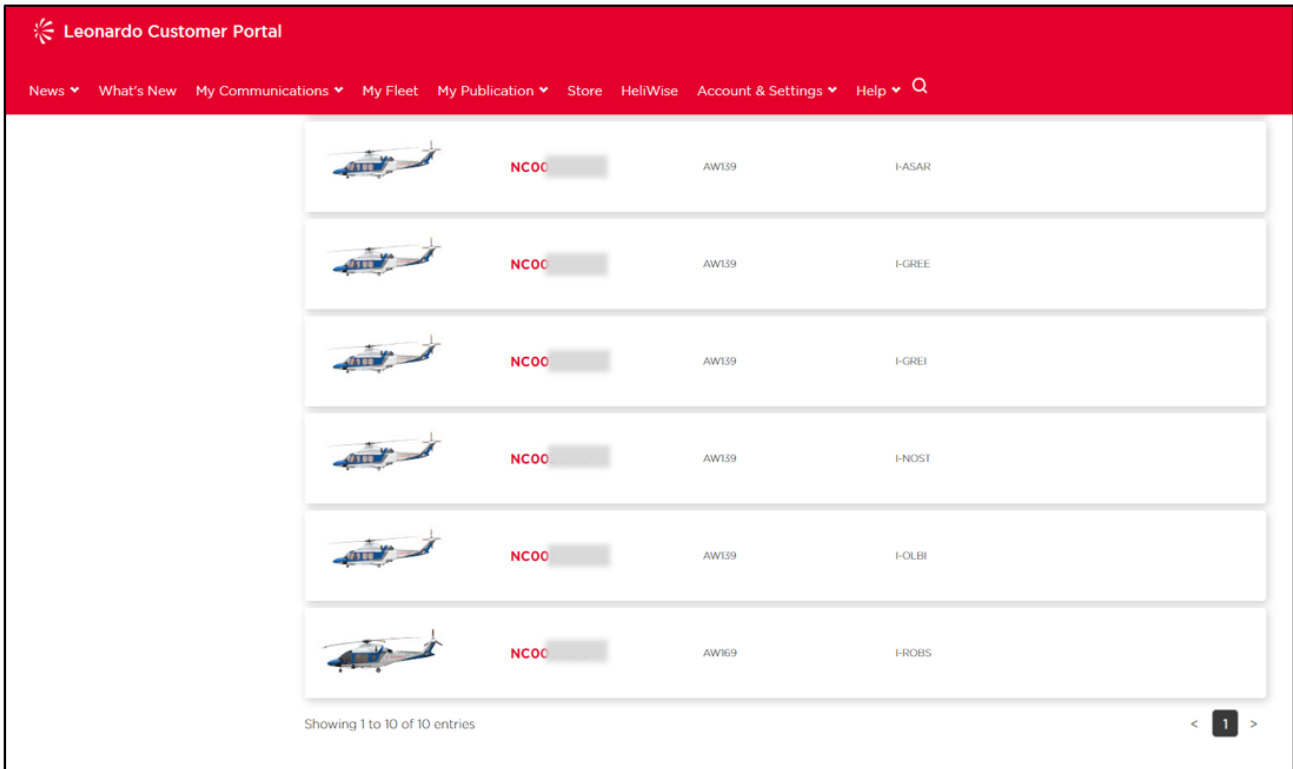
Attachment







 0210515186.pdf (37,15 KB)

< 1 2 >

2.4 My Fleet

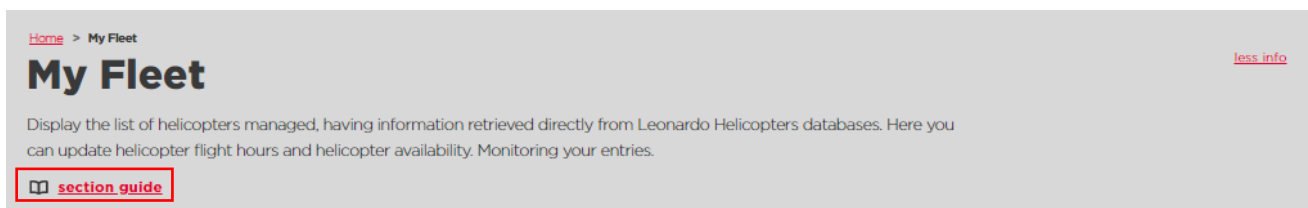
Display the list of helicopters managed, having information retrieved directly from Leonardo Helicopters databases. Here you can update helicopter flight hours and helicopter availability. Monitoring your entries.



Helicopter Image	Registration Number	Model	Serial Number
	NCOO [redacted]	AW139	I-ASAR
	NCOO [redacted]	AW139	I-GREE
	NCOO [redacted]	AW139	I-GREI
	NCOO [redacted]	AW139	I-NOST
	NCOO [redacted]	AW139	I-OLBI
	NCOO [redacted]	AW169	I-ROBS

Showing 1 to 10 of 10 entries

By clicking on the “More info” button situated at the top of the page, it is possible to look at a brief description of section’s functionalities, and open the related section of the portal manual, by clicking on the “Section guide” link.




Home > My Fleet [less info](#)

My Fleet

Display the list of helicopters managed, having information retrieved directly from Leonardo Helicopters databases. Here you can update helicopter flight hours and helicopter availability. Monitoring your entries.

[section guide](#)

When the user enters this section a list of all the Helicopters owned by user’s company is displayed, with the indication of basic details regarding each aircraft, in order to easily distinguish them and retrieve fundamental information.

	H/C Serial Number	H/C Model	Reg. Marks or Tail Number	Contract
	NCOC	AB412	I-AGUI	

Field Name	Description
H/C Serial Number	Unique Serial Number of the helicopter.
H/C Model	Helicopter Model of the Helicopter
Reg. Marks or Tail Number	Registration Mark or Tail Number related to the Helicopter
Contract	Active contract for the Helicopter. Visible only to master users.

It is possible for the portal user to search a Helicopter according to the S/N, the Model, the registration tail number and the contract. Only Master users can see the information related to the contract associated to the Helicopter. To access Helicopter's information, the user must click on the S/N. Here below the Helicopter Details page.


Leonardo Customer Portal

[News](#) [What's New](#) [My Communications](#) [My Fleet](#) [My Publication](#) [Store](#) [HeliWise](#) [Account & Settings](#) [Help](#)

[Home](#) > [My Fleet](#) > [My Fleet](#)

My Fleet

[← BACK](#) UPDATE FLIGHT HOURS



Model	AW139	Role	—
S/N *	NCOC	Registration Type	—
Operator Type	—	Status *	Active
Operated Since	—	Country of Operation	—
Delivery Date	—	Warranty Expiring Date	—

The next table contains additional details regarding the information accessible in each Helicopter page in My Fleet:

Field Name	Description
Model	Helicopter Model (E.g. AW139)
Role	Identifies the role in which the Helicopter is used (E.g. EMS – Emergency Medical Services)
Registration Type	Identifies the type of destination of use for which the Helicopter is registered (E.g. Civil, Military etc...)
Status	Reports the current status of the Helicopter (E.g. Active, Inactive etc...)
S/N	Serial Number associated to the Helicopter
Operator Type	Indicated the typology of operator that utilizes the Helicopter (E.g. Civil, Military etc...)
Operated Since	The first date in which the Helicopter started being operative
Country of Operation	The state in which the helicopter currently operates
Delivery Date	Date in which the Helicopter was delivered to the customer
Warranty Expiring Date	The Expiring Date of the warranty contract that covers the aircraft
Flight Hours	Flight hours of the Helicopter, that can be updated through the dedicated function.
FH Last Update	The last date in which the Flight hours were updated

The portal user can update the FH by clicking on the red top right button “**Update Flight Hours**”.



The portal will then show a pop-up window that the user can leverage in order to insert flight hours and the last update date. The page features additional details regarding the notation to be adopted when indicating the flight hours.

Create

Please report time expressed in the sexagesimal format (minutes in sixtieths) in the corresponding decimal format (minutes expressed in hundredths) (i.e. 45 min => 0.75 hours)

Flight Hours

FH Last Update

SUBMIT

It could be possible that after clicking on “Submit” a warning message appears: it informs that the inserted Flight Hours are a % greater or lower than the actual one. If they are correct, within the following 60 seconds, re-insert the same Flight Hours value and date, click again on “Submit” and the system will automatically save them.

The helicopter information page also features a section called “**Update availability**” containing detailed data regarding Helicopter availability.

Update Availability

Years	Week N.	Days Up Total	Dispatch (%)	Operational (%)	Created On
2019	34				11/18/2019 11:54 PM
2019	33				11/19/2019 12:10 PM
2018	52	5.00	71.43	71.43	12/3/2019 10:04 PM
2016	52	5.00	78.57	71.43	12/4/2019 11:21 AM

The section shows:


- The reference Year and Week number of each record
- Days up Total during the reference week
- Dispatch % and Operational % automatically calculated using user’s input regarding Days Up and Days Down due to scheduled maintenance
- Creation date of each record

The user can add new weekly records pressing the “Update Availability” button.

The portal will then display a pop-up window in which the user must insert data regarding the reference period, days up and days down.

GENERAL

Years *	<input type="text" value=""/>	Week N. *	<input type="text" value=""/>
Starting On	<input type="text" value=""/>	Ending On	<input type="text" value=""/>

 Monday is used as the first day of the week according to international standard ISO 8601

DAYS UP

Days Up Total *

DAYS DOWN

Days Down Due to Other Reason	<input type="text" value=""/>	Days Down Due to Scheduled Maintenance	<input type="text" value=""/>
Days Down to Logistic Spares	<input type="text" value=""/>	Days Down Due to Unscheduled Maintenance	<input type="text" value=""/>
Downtime Reason			
<input type="text" value=""/>			

OTHER INFORMATION

TSN	<input type="text" value=""/>	Landings	<input type="text" value=""/>
-----	-------------------------------	----------	-------------------------------

AVAILABILITY (%)

Dispatch (%)	<input type="text" value="85,71"/>	Operational (%)	<input type="text" value="71,43"/>
--------------	------------------------------------	-----------------	------------------------------------

SUBMIT

Here is a brief description of each field of the window:

Field Name	Description	Mandatory	Note
Years	Reference year of the record	Yes	Selection through drop down list
Week N.	Number that identifies the reference week of the selected year	Yes	Selection through drop down list
Starting On	Starting day of the selected week	No	Automatically filled based on the Year and Week N. selected. Monday is used as first day of the week.
Ending On	Ending day of the selected week	No	Automatically filled based on the Year and Week N. selected. Monday is used as first day of the week.
Days Up Total	Number of flight days during the reference week	Yes	Number between 0 and 7
Days Down Due to Other Reason	Day Down during the reference week, due to a reason that is not part of the standard reasons featured in the page	Yes, if there are days down	Number between 0 and 7
Days Down Due to Scheduled Maintenance	Day Down during the reference week, due to a scheduled maintenance	Yes, if there are days down	Number between 0 and 7
Days Down to Logistic Spares	Day Down during the reference week, due to a reason that is not part of the standard reasons featured in the page	Yes, if there are days down	Number between 0 and 7
Days Down Due to Unscheduled Maintenance	Day Down during the reference week, due to a reason that is not part of the standard reasons featured in the page	Yes, if there are days down	Number between 0 and 7
Downtime Reason	Brief description of the reason that caused a downtime	Yes, if there are days down due to other reason	Text Field
TSN	-	No	Text Field
Landings	Number of landings performed during the reference period	No	Text Field
Dispatch (%)	Percentage of dispatch time, calculated as: $\frac{Days\ Up + Days\ Down\ Due\ to\ Scheduled\ Maintenance}{TOT\ Weekdays}$	No	Automatically Filled. It is updated when the total sum of the days up and the days down is equal to 7
Operational (%)	Percentage of operational time, calculated as: $\frac{Days\ Up}{TOT\ Weekdays}$	No	Automatically Filled. It is updated when the total sum of the days up and the days down is equal to 7

To submit the new record, the sum of the days up and days down must be equal to 7. In this way it is possible to avoid typos and errors when adding the new record, since a classification must be identified for each day of the period.

2.5 LogBook

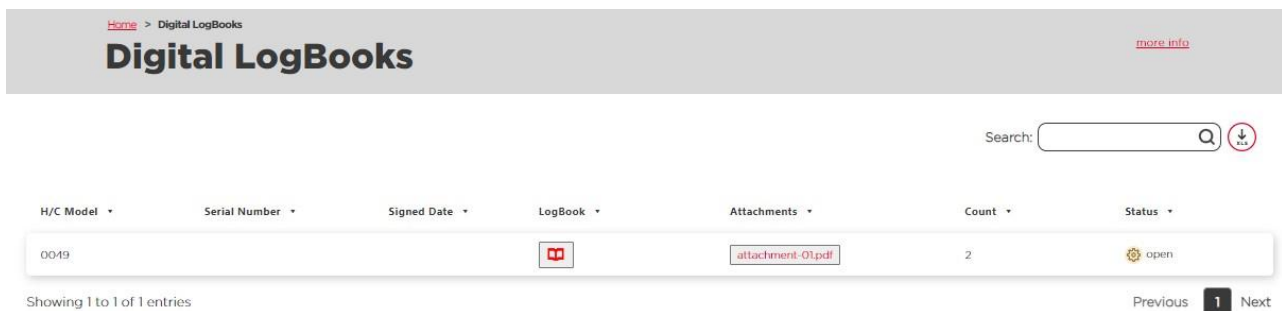
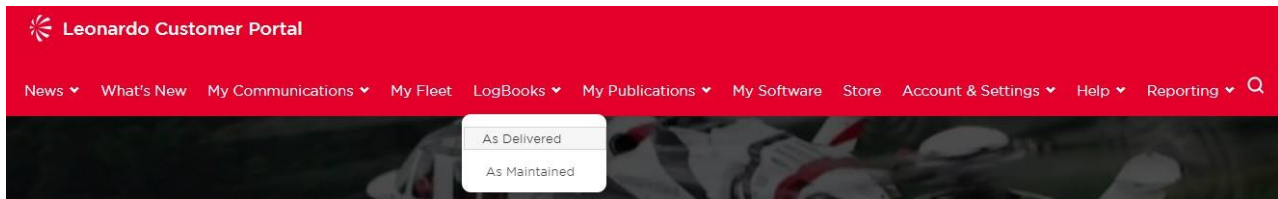
This section has been developed to download the Aircraft logbook in electronic version and to share the data exchange for an easy digital tracking of the whole helicopter life.

By clicking on the “More info” button situated at the top of the page, it is possible to look at a brief description of section’s functionalities, and open the related section of the portal manual, by clicking on the “Section guide” link.

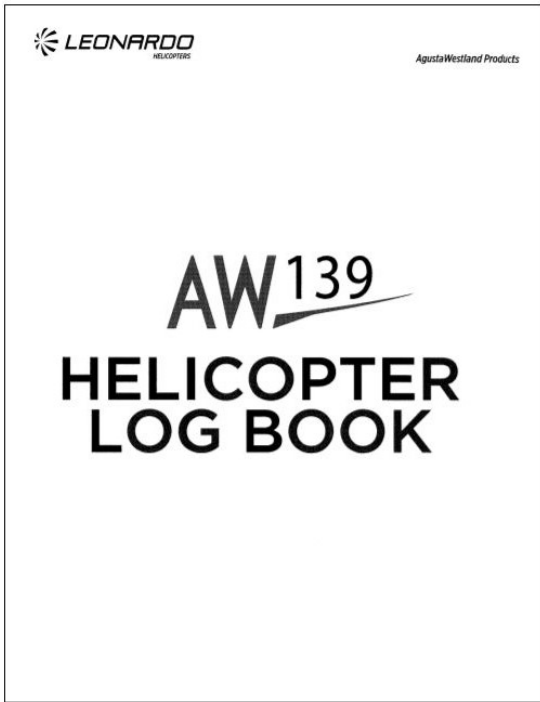
2.5.1 Logbook As Delivered

The digital logbook as delivered available on electronic format allows users to download it and track the helicopter configuration from delivery/acceptance phase.

- **Search:** it is possible to search the logbook as delivered choosing the H/C Model or Serial Number, to view the Log Book in cvs.p7m format and the attachments.
- **Download:** clicking on the XLS icon, it is possible to download the logbook serialized



Here below you can find an examples of: DLB P7M



Equipment List (EQL)

aircraft_model	aircraft_SN	chapter	logcard	part_number	description	manufacturer	mfg_part_number	serial_number	notes
AW139		18	FALSE	3G1830V00252	AVCS CONTROL PANEL	SIRIO PANEL S.p.A.		S20190392	
AW139		18	FALSE	3G1830V00451	AVCS CIRCULAR FORCE GENERATOR	LEONARDO S.p.A.	NVX-2131-1	LK1473	
AW139		64	TRUE	3G6430A02531	SLIDING CONTROL ASSY	LEONARDO S.p.A.		AW1130	

Life Limits Parts (LLP)

aircraft_model	aircraft_SN	ata_chapter	logcard	part_number	serial_number	description	part_of	position	mfg_date	installation_date	life_limit	label_date	assy_total_time	ac_total_time
AW139		21	FALSE	1133739-1		S20MM POLY V BELT	3G2150V10151		01/06/2020	01/12/2020	3000.0 FH/2.0 YEARS I/D		00:00	00:00
AW139		24	TRUE	1152546-2	1152546-03323	DC GENERATOR			01/06/2018	01/01/2021	1000.0 FH OVHL		00:00	00:00
AW139		25	TRUE	3G2550L01931		FORWARD NET			01/03/2020	01/03/2021	10.0 YEARS M/D		00:00	00:00

CHART A

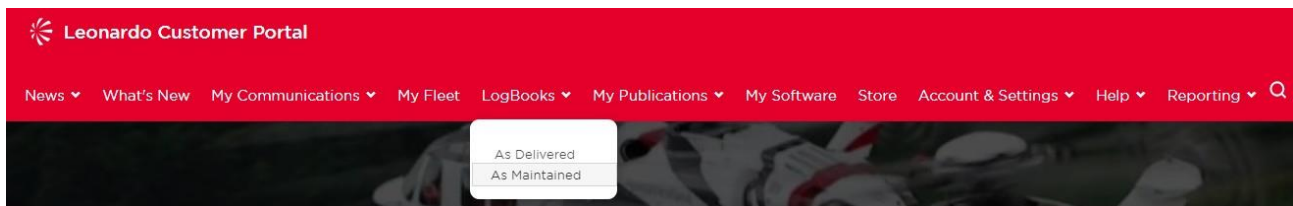
AW169 – CHART A EQUIPMENT LIST														
For All page of "Chart A" V = Means installed on the helicopter O = Means NOT installed on the helicopter							RECORD OF CHECKING (DATE AND SIGNATURE)							
MODEL: AW169	REGISTRATION MARKS	S/N												
INSTALLATION P/N	ITEM DESCRIPTION	WEIGHT [kg]	LONGITUDINAL ARM [mm]	LATERAL ARM [mm]	LONGITUDINAL MOMENT [kgmm]	LATERAL MOMENT [kgmm]	DELIVERY CONFIGURATION	In helicopter	Chart C entry	In helicopter	Chart C entry	In helicopter	Chart C entry	NOTE
6F0000F00211	KIT MTOW INCREASE	0,000	0,0	0,0	0,0	0,0								For reference ONLY.
6F0000F00511	KIT ENHANCED PERFORMANCE PACKAGE	2,291	10268,9	267,6	23526,0	613,1								

2.5.2 Logbook As Maintained

In this section, the user can provide their maintenance records and technical documentation with Leonardo. This is important in order to share with Leonardo a lot of information about the helicopter configuration (i.e. Helicopter flights hours, parts hours, parts, serialized parts, service bulletins, etc.).

In order to have the data records updated, we suggest that the customer fill out the DLB as maintained and send it to Leonardo Helicopters at least once a month.

Aircraft data are analyzed and evaluated so to elaborate the aircraft configuration (list of installed parts and life limit parts) as per the information as received and available into Leonardo system.



In the preview, the ticket list contains information about each item, in order to help the user to have a quick overview of each record.

Home > Logbook As Maintained - List

Logbook As Maintained - List



NEW

DOWNLOAD TEMPLATES

Document ID	Contact	H/C Serial Number	H/C Model	StatusCode
DLB/2022/6		NC00AW169	AW169	Closed
DLB/2022/5		NC00AW139	AW139	Closed

Below there is a brief description of the fields showed in this page:

Field Name	Description
Document ID	Unique identification code assigned to the ticket.
Contact	Customer Contact Name
H/C Serial Number	Unique identification code of the Helicopter.
H/C Model	Specific Model of the Helicopter (E.g. AW139,AW189, A169...)
Status Code	Current status of the ticket

At the top of the page, it is possible to find and manage existing tickets.

Home > Logbook As Maintained - List

Logbook As Maintained - List



NEW

DOWNLOAD TEMPLATES

Document ID

Contact

H/C Serial Number

H/C Model

StatusCode

- Search: it is possible to search for a ticket by typing some keywords or field values (e.g. Document ID, Contact , H/C Serial Number, H/C Model, StatusCode)
- Download: clicking on the XLS icon, it is possible to download the tickets list in excel format.
- More info: by pressing this button, the page shows a brief description of the section, and clicking on "Section Guide" it is possible to open the Portal Manual Section dedicated to Logbook tickets.

Download Templates – Logbook As Maintained

In this section, it is possible to download the templates files Life Limits Parts list, Equipment List and CHART “A” (includes kits and service bulletin applied on the helicopter).

Home > Logbook Mantained - List

Logbook Mantained - List



NEW

DOWNLOAD TEMPLATES

Document ID ▾

Contact ▾

H/C Serial Number ▾

H/C Model ▾

StatusCode ▾

- The Life Limits Parts contains, as a minimum, the following information:
Aircraft model, Aircraft Serial Number, ATA chapter, Log Card False/True, Part Number, Serial Number, Description, Part of, Position, Manufacturing date, Installation Date, Life Limit, Label Date, Assy total time and Aircraft total time.
- The Equipment List contains, as a minimum, the following information:
Aircraft model, Aircraft Serial Number, ATA chapter, Log Card False/True, Part Number, PN Description, Manufacturer, Manufacturing PN, Serial Number and notes.
- The Chart A contains, as a minimum, the following information:
Aircraft model, Aircraft Serial Number, Installation PN, Description, Weight, Longitudinal Arm, Lateral Arm, Longitudinal Moment, Lateral Moment, Delivery Configuration and Note.

New ticket creation – Logbook As Maintained

To create a new ticket, the user must click on the “New” button in the “Logbook As Maintained” section of “Logbooks”.

Home > Logbook Maintained - List

Logbook Mantained - List

Last Week Sent To Leonardo

Search: **NEW** **DOWNLOAD TEMPLATES**

Document ID Contact H/C Serial Number H/C Model StatusCode

General

Document ID	Contact *	Status Reason
<input type="text"/>	<input type="text"/>	
H/C Serial Number *	H/C Model	
<input type="text"/>	<input type="text"/>	
Chart A File Date *	*Life Limit Parts* File Date *	*Equipment List* File Date *
<input type="text" value="M/D/YYYY"/> <input type="button" value="Calendar"/>	<input type="text" value="M/D/YYYY"/> <input type="button" value="Calendar"/>	<input type="text" value="M/D/YYYY"/> <input type="button" value="Calendar"/>

Note

SAVE AS DRAFT

Below there is a brief description of the fields showed in this page:

Field Name	Description	Mandatory	Notes
Document ID	ID number given by the system once the ticket has been created	-	Automatically assigned after clicking on "Save as Draft".
Contact	It is automatically filled with Customer Contact name	Yes	Automatically Filled
Status Reason	Current status of the ticket	No	Allows users to understand the process of a specific ticket.
H/C Serial Number	Unique identification code of the Helicopter.	Yes	Dropdown list. It is possible to search typing a record
H/C Model	Specific Model of the Helicopter (E.g. AW139, AW189,AW169...)	No	Dropdown list. It is possible to search typing a record
Chart "A" File Date	It is the date when the file has been registered	Yes	Selection date from calendar
Life Limit Parts File Date	It is the date when the file has been registered	Yes	Selection date from calendar
Equipment List File Date	It is the date when the file has been registered	Yes	Selection date from calendar
Notes	Additional notes regarding the file	No	Text field

Once the ticket has been created, it is possible to save it as a draft.

- **Save as Draft:** in this case the record will be saved but not sent to Leonardo. Customer users have the possibility of carrying out changes and adding further information. It is not compulsory to fill all the mandatory fields to save a ticket in draft. When in Draft, a ticket is not visible by Leonardo operators.

Upload file – Logbook As Maintained

← **BACK**

General

Document ID DLB/2022/15	Contact * <input type="text"/>	Status Reason Draft
H/C Serial Number * <input type="text" value="NC00"/>	H/C Model * <input type="text" value="AW139"/>	
Chart A File Date * <input type="text" value="6/26/2022"/>	*Life Limit Parts* File Date * <input type="text" value="6/26/2022"/>	*Equipment List* File Date * <input type="text" value="6/26/2022"/>

Note

Attachments

ADD FILE LLP

ADD FILE EL

ADD FILE CHA

SAVE AS DRAFT

SEND TO LEONARDO

DELETE

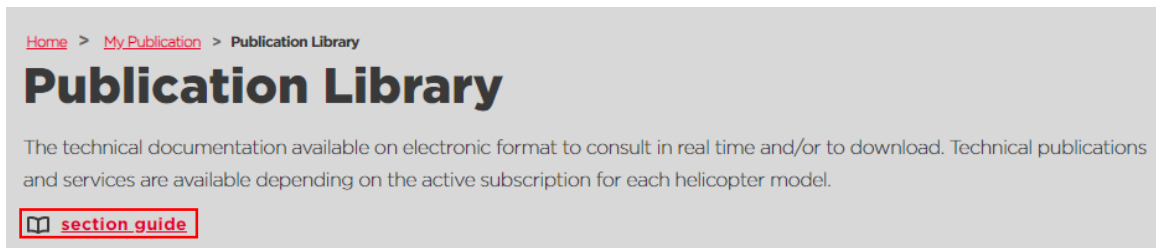
- **Save as Draft:** in this case the record will be saved but not sent to Leonardo. Customer users have the possibility of carrying out changes and adding further information. It is not compulsory to fill all the mandatory fields to save a ticket in draft. When in Draft, a ticket is not visible by Leonardo operators.
- **Send to Leonardo:** users can click here when creating a ticket from scratch or starting from a Draft. The ticket is sent to Leonardo and Leonardo operators will start to manage it.
- **Delete:** it is possible to delete a record only if the is in Draft status.

In order to proceed sending the ticket to Leonardo it is necessary to attach at least one file.

2.6 My Publication

This section stores all the documents that can be searched, viewed and downloaded through the portal, depending on customer's fleet composition, helicopter models owned and active subscriptions.


By clicking on the "More info" button situated at the top of the page, it is possible to look at a brief description of section's functionalities, and open the related section of the portal manual, by clicking on the "Section guide" link.



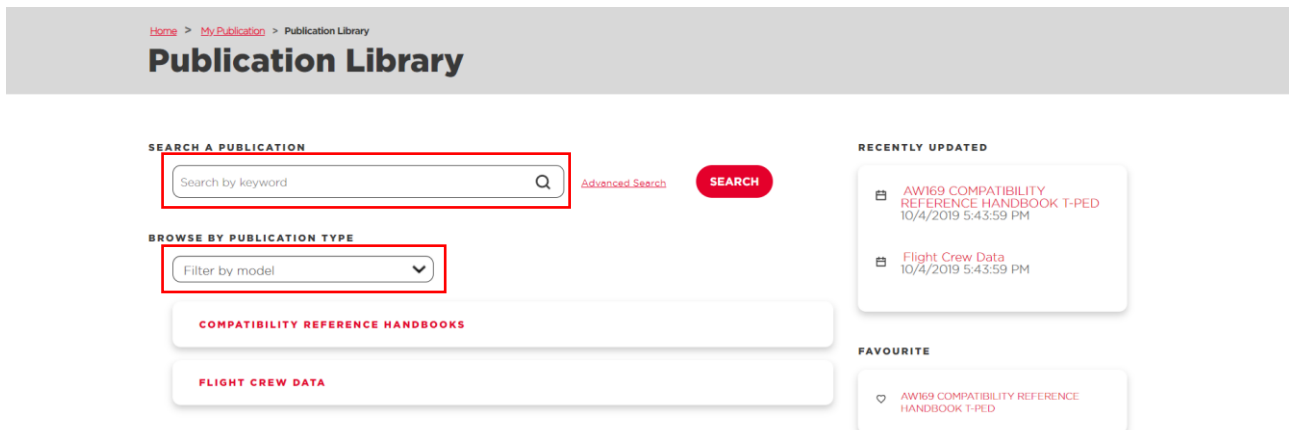
Home > My Publication > Publication Library

Publication Library

The technical documentation available on electronic format to consult in real time and/or to download. Technical publications and services are available depending on the active subscription for each helicopter model.

 [section guide](#)

It is possible to search a publication by keyword or to filter by helicopter models owned by the client.



Home > My Publication > Publication Library

Publication Library

SEARCH A PUBLICATION

Search by keyword [Advanced Search](#)



BROWSE BY PUBLICATION TYPE

Filter by model


COMPATIBILITY REFERENCE HANDBOOKS

FLIGHT CREW DATA

RECENTLY UPDATED

-  **AW169 COMPATIBILITY REFERENCE HANDBOOK T-PED**
10/4/2019 5:43:59 PM
-  **Flight Crew Data**
10/4/2019 5:43:59 PM

FAVOURITE

-  **AW169 COMPATIBILITY REFERENCE HANDBOOK T-PED**

The user can also perform an advanced search through the [Advanced Search](#) tool, by clicking on the "[Advanced search](#)" option situated at the top of the page. This feature provides the possibility of:

- Filtering publications by helicopter models owned by the client (E.g. AW139, AB412, ...)
- Filtering publications by publication type (E.g. Quick Reference Handbook, AMPI MPM manuals, ...)
- Filtering Publications by publication date
- Choosing if the "Keyword Search" field must find matches looking only at its data (ID Code, Title) or if it has also to seek matches also inside document's text. The default setting for the page is "Don't

search inside document text". The user can change the selection picking an option from the drop-down list.

SEARCH A PUBLICATION

Search by keyword

All Publication Type All Model

From: dd/MM/yyyy To: dd/MM/yyyy

Don't search inside document text

In the left side of the page there is the list of the type of publications. By clicking on each item of the list, the user will be redirected to the page containing only the specified type of document. The user can press the information icon next to each ticket category to retrieve additional information.

SEARCH A PUBLICATION

Search by keyword



[Advanced Search](#)

SEARCH

RECENTLY UPDATED

BROWSE BY PUBLICATION TYPE

Filter by Model



AMPI/MPM MANUALS ⓘ

COMPATIBILITY REFERENCE HANDBOOKS ⓘ

FLIGHT CREW DATA ⓘ

IETP ⓘ

INFORMATION LETTERS ⓘ

MASTER MINIMUM EQUIPMENT LIST ⓘ

QUICK REFERENCE HANDBOOK ⓘ

ROTORCRAFT FLIGHT MANUALS ⓘ

SERVICE BULLETINS ⓘ

FAVOURITE

♥ CPI INCIDENT REPORT

♥ AWI39-18-094

♥ AWI39-17-084

♥ ABI39-05-001

If some subscriptions are expiring within six months, a tab in the right side of the page will appear, reporting that the publications have a close expiring date.

SUBSCRIPTION EXPIRING

-  **A109A/A109AII CD-ROM**
21.09.2020
-  **A109A/AII MPM FAA APPROVE**
21.09.2020
-  **A109A/AII/C Update On In-Service Events.**
21.09.2020
-  **A109C CD-ROM**
21.09.2020

On the right side of the page “Recently Updated” and “Favourite” publications are displayed. In those sections it is possible to click on publications’ name to open and download them.

[Home](#) > [My Publication](#) > [Publication Library](#)

Publication Library

SEARCH A PUBLICATION



[Advanced Search](#)

BROWSE BY PUBLICATION TYPE


COMPATIBILITY REFERENCE HANDBOOKS

FLIGHT CREW DATA


RECENTLY UPDATED

-  **AW169 COMPATIBILITY REFERENCE HANDBOOK T-PED**
10/4/2019 5:43:59 PM
-  **Flight Crew Data**
10/4/2019 5:43:59 PM

FAVOURITE

-  **AW169 COMPATIBILITY REFERENCE HANDBOOK T-PED**

It is possible to save a publication as favourite by clicking on the heart shape icon present in the overview of the publication, as shown below.

	0000011	Master Minimum Equipment List for AW139	AW139;	2019-10-04	
---	----------------	---	--------	------------	---



Publications do follow a hierarchy, based on which files are organized. Three levels are present:

Publication Type -> Publication-> Single Publication File

An example of hierarchy’s functioning is provided below to show how files’ classification works:

By selecting a Publication Type in the My Publications page, the portal will show all the Publications (that act as file folders) of the selected type. The screenshot shows an example selecting “Rotorcraft Flight Manuals”. Publications do contain one or more publication files and are identified by the 📁 icon.

DOCUMENTS FOUND

Search  

	Code	Title	Model	Issue N°	Issue Date	Revision	Revision Date	Temporary Revision	
📁	502169001		AW169;	2	28.02.2017	6	14.05.2018	14.05.2018	♡
📁	502169040		AW169;	1	31.10.2016				♡
📁	502169041	AW189 FMS Pilot's Guide	AW169;	1	31.10.2016				♡
📁	502169042	AW189 FMS Pilot's Guide	AW169;	B	27.07.2017				♡
📁	502169049	AW189 FMS Pilot's Guide	AW169;	1	29.02.2016				♡
📁	502169055	AW189 NVG Compatibility Reference Handbook	AW169;	A	03.08.2017				♡
📁	502169056	AW189 NVG Compatibility Reference Handbook	AW169;	A	22.08.2017				♡

Showing 1 to 7 of 7 entries < 1 >

By clicking the code of each folder, it is possible to open the page that shows its content.

For the opened publication folder, the page features general details about the publication and the list of the publication files it contains. The publication files are marked with the 📄 icon, that can be clicked in order to download them. In each publication page it is also possible to apply additional filters by model and date, use the search functionality and download the excel list.

Publication P/N:	502169001		
Publication Description:			
Model:	AW169;		
Issue n°:	2	Issue Date:	28.02.2017
Revision:	6	Revision Date:	14.05.2018

Filter by Model
 From: dd/MM/yyyy
 To: dd/MM/yyyy
 Search

	Name	Subject	Type	Rev	Notes	Date	
<input type="checkbox"/>	AP3.0	ROTORCRAFT FLIGHT MANUAL AW169		2	Test Federico 26 Giu 2019	26.06.2019	<input type="checkbox"/>
<input type="checkbox"/>	AP3.0	ROTORCRAFT FLIGHT MANUAL AW169		2	AW169 RFM Avionic Phase 3.0 and later	14.05.2018	<input type="checkbox"/>
<input type="checkbox"/>	AP2.0	ROTORCRAFT FLIGHT MANUAL AW169		2	AW169 RFM Avionic Phase 2.0	14.05.2018	<input type="checkbox"/>
<input type="checkbox"/>	TRANSMITTAL LETTER AP2.0				AW169 Transmittal Letter Avionic Phase 2.0		<input type="checkbox"/>
<input type="checkbox"/>	TRANSMITTAL LETTER AP3.0				AW169 Transmittal Letter Avionic Phase 3.0 and later		<input type="checkbox"/>

When using the search or advanced search functionality from the main menu, the results will be divided in two sections, one showing the Publications () that match the search criteria and the other containing Publication Files ().

In this page is still possible to apply an advanced search or use the search/export functionalities of each sub-section.

DOCUMENTS FOUND

Code	Title	Model	Issue N°	Issue Date	Revision	Revision Date	Temporary Revision
502101676	MAINTENANCE PLANNING MANUAL	AB412;AB412EP;AB412HP;AB412SP;	1	10/11/2008	4	09/10/2015	23/05/2016

Showing 1 to 1 of 1 entries

PUBLICATIONS FOUND

Name	Subject	Type	Rev	Notes	Date
AB412MPM	MPM		3		09/10/2015
AB412MPM	MPM		3		

For each Publication the portal shows a set of general data in order to easily identify the publication the user is interested in:

Code	Title	Model	Issue N°	Issue Date	Revision	Revision Date	Temporary Revision
502169001		AW169;	2	28.02.2017	6	14.05.2018	14.05.2018

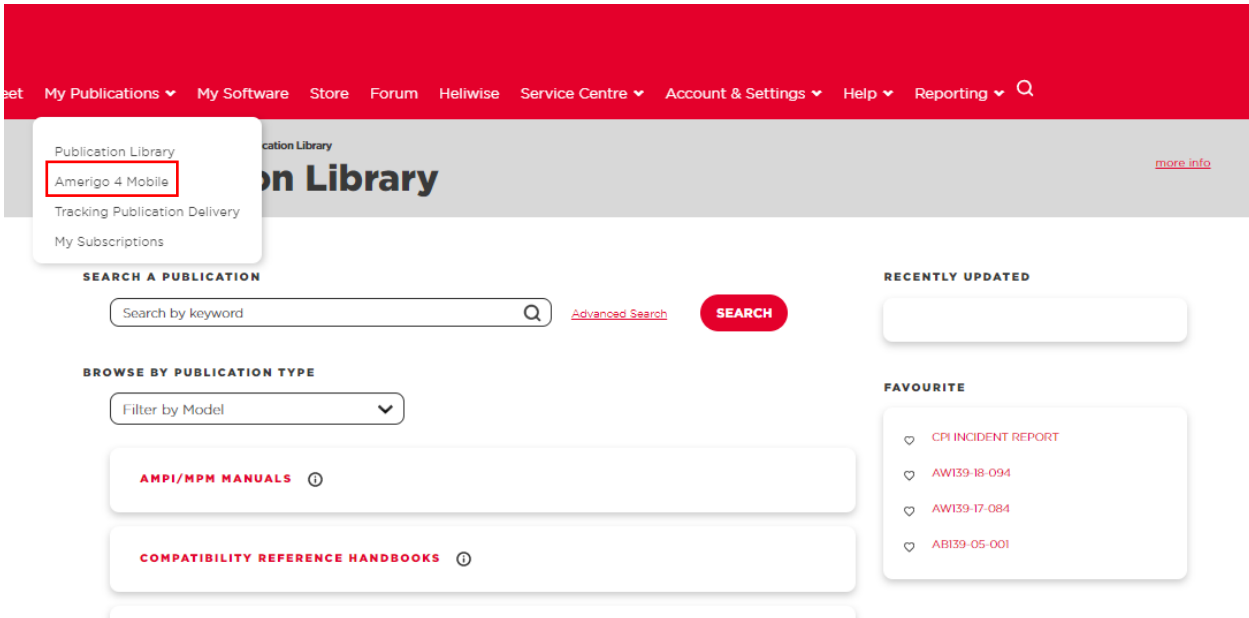
Field	Description
Code	Unique identification code of the publication
Title	Title of the document
Model	List of the helicopter models to which the document can be applied
Issue N°	Code defining the progressive issuing of the document
Issue Date	Date in which the document was issued
Revision	Progressive number identifying the revision of the document
Revision Date	Date correspondent to the last revision of the document
Temporary revision	-

Publication Files lists have a set of generic details when displayed:

Name	Subject	Type	Rev	Notes	Date
AP3.0	ROTORCRAFT FLIGHT MANUAL AW169		2		26.06.2019

Field	Description
Name	Code assigned to the Publication File
Subject	Brief description of the subject of the Publication File
Type	Publication Type (E.g. Emergency alert, optional, mandatory ect..)
Rev	Progressive revision number
Notes	Additional notes regarding the file
Date	Date in which the file was issued

When the user is in the Publication Library main page, by clicking on “My Publication” in the top ribbon, it is possible to select a new voice in the list called “Amerigo 4 Mobile” (only if the user has a specific publication type), that gives access to the related external portal.



With Amerigo 4 Mobile Leonardo Helicopters has extended the usage of IETP to tablet devices and smartphones. Amerigo 4 Mobile doesn't need any installation software; the navigation through the publications is independent from the browser or device and it is available on MAC and PC.

IETP Amerigo4Mobile is a web application, therefore it does not require any dedicated installation or content update on the devices, and the navigation is independent from the browser or device used.

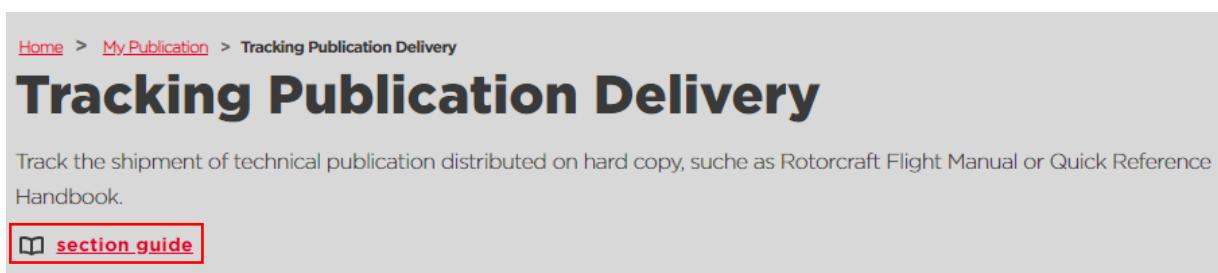


The Interactive Electronic Technical Publications (IETP) published in the Leonardo AW Customer Portal web site and accessible in Amerigo 4 Mobile, allow the Customer to consult online the latest version of the maintenance publications related to Leonardo helicopters. Interactive Electronic Technical Publications (IETP) may contain, depending on the helicopter model, the Aircraft Maintenance Manual, the Illustrated Parts Catalogue, the Wiring Diagram, the Structural Repair Manual, the Overhaul Manual ect.

2.6.1 Tracking Publication Delivery

This section contains the list of all the publications physically delivered to the customer. Here it is possible to have an overview of the status of different deliveries.

By clicking on the “More info” button situated at the top of the page, it is possible to look at a brief description of section’s functionalities, and open the related section of the portal manual, by clicking on the “Section guide” link.



It is possible to order results by specific fields clicking on each correspondent column. To search a specific element type in the search bar. Click on download icon to get information about the documents in an excel file.

TRACKING LIST

Q
↓

Ship to Party ▾	Ship to Party Description ▾	Packing List ▾	Publication P/N ▾	Description ▾	Delivery Quantity ▾	Tracking Number ▾	Shipping Date ▾
0020000406	AIR		502169001_206R	AW169 RFM.	1	0081307421	06/01/2018
0020000406	AIR		502700600_218R	AW109SP RFM.	1	0081295651	05/04/2018

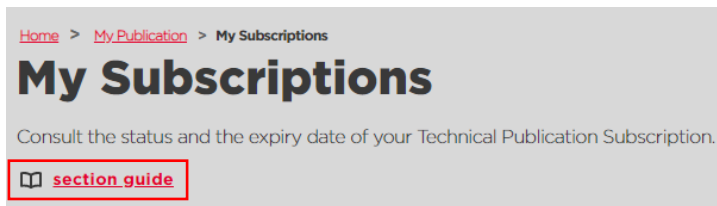
The following fields are displayed for each document.

Field	Description
Ship to party	Client SAP Code
Ship to party Description	Client Description
Packing List	Shipping document
Publication P/N	Part Number that identifies the publication
Description	Description of the item delivered
Delivery Quantity	Quantity of the item delivered
Tracking Number	Tracking number assigned to the delivery
Shipping Date	Date in which the document was shipped

2.6.2 My Subscription

This section provides the list of subscriptions of the customer for the publications.

By clicking on the “More info” button situated at the top of the page, it is possible to look at a brief description of section’s functionalities, and open the related section of the portal manual, by clicking on the “Section guide” link.



The page provides core information regarding Publication subscription, and it is possible to search by keywords and to export in excel the subscriptions’ list.

[Home](#) > [My Publication](#) > My Subscription

My Subscription

[← BACK](#)

SUBSCRIPTION LIST

Code	Name	Model	Expiring date
123129	Quick Reference Handbook - AW189 Document Number 189G0290X003	A109C	2022-01-05
123130	RDSG Monthly Report	AW109-C	2022-01-06

Showing 1 to 2 of 2 entries

< 1 >

The details displayed are:

- Publication code
- Publication name
- Helicopter Model the publication refers to
- Expiring date of the subscription

2.7 My Software

In this section it is possible to download software available to the customer, depending on customer's fleet composition, helicopter models owned and active subscriptions.

By clicking on the "More info" button situated at the top of the page, it is possible to look at a brief description of section's functionalities, and open the related section of the portal manual, by clicking on the "Section guide" link.

[Home](#) > My Software

My Software

The software available, depending on the fleet or Customer's helicopter models and on the active subscriptions are available for download.

 [section guide](#)

It is possible to search a software by keyword or to filter by helicopter models owned by the client.

Home > My Software [more info](#)

My Software

SEARCH A SOFTWARE

Search by keyword [Advanced Search](#) **SEARCH**

BROWSE BY SOFTWARE TYPE

Filter by Model

AIRBORNE SW

RECENTLY UPDATED

- 6F4630AO3067
- 6F4620AO3067
- 6F2460AS0403

The user can also perform an advanced search through the [Advanced Search](#) tool, by clicking on the “[Advanced search](#)” option situated at the top of the page. This feature provides the possibility of:

- Filtering software by helicopter models owned by the client (E.g. AW139, AB412, ...)
- Filtering software by software type (E.g. Airborne SW, ...)
- Filtering software by software date

SEARCH A SOFTWARE

Search by keyword [Advanced Search](#) **SEARCH**

All Software Type All Models

From: dd/MM/yyyy To: dd/MM/yyyy

In the left side of the page there is the list of the type of software that the user can access. By clicking on each item of the list, the user will be redirected to the page containing only the specified type of programs.

The section “Recently Updated” contains new software or software that have a new updated version. The user can click on software codes to open the related pages.

My Software

SEARCH A SOFTWARE

Search by keyword



[Advanced Search](#)

SEARCH

BROWSE BY SOFTWARE TYPE

Filter by Model




AIRBORNE SW

RECENTLY UPDATED

 6F4630AO3067

 6F4620AO3067

 6F2460AS0403

When clicking on the software type, the portal will redirect to the Software List page, displaying all the software of the selected type. Each software is identified by the  icon, because they act like a folder in which the related files are stored. The user can click on Software P/N to be redirected in the specific software page, that allows to download program's files.

In the Software List page, additional filters can be applied by:

- Helicopter Model
- Revision Date

The user can also search software by keyword and export programs' list in excel format.

Home > My Software > Software List

Software List

[-< BACK](#)

DOCUMENTS AVAILABLE IN "Airborne SW"

Filter by Model ▼

From: dd/MM/yyyy 📅

To: dd/MM/yyyy 📅

Search 🔍 ⬇️

▼	Software P/N ▼	Software Description ▼	Models ▼	Issue N° ▼	Issue Date ▼	Revision ▼	Revision Date ▼
📁	6F4630AO3067	OPTION FILE FOR CDS	AW169:	A	01.04.2019	A	01.04.2019
📁	6F4620AO3067	OPTION FILE FOR AMMC	AW169:	A	01.04.2019	A	01.04.2019
📁	6F2460AS0403	AW169 REPU CONFIG TABLE	AW169:	A	05.04.2019	A	05.04.2019


Showing 1 to 3 of 3 entries < 1 >

In the Software List the fields displayed are:

Field	Description
Software P/N	Unique identification code assigned to the software
Software Description	Software brief description
Models	Helicopter models to which programmes can be applied
Issue N°	Progressive code used to identify program's issuing
Issue Date	Date in which the program is issued
Revision	Progressive code that identifies the revision of the program
Revision Date	Revision date of the program

As previously stated, in order to download files from My Software, the user must open the page of the software desired. It can be opened by clicking on a Software Part Number in the Software List, reached after picking a Software type in the main menu, or after performing a research. A software page can also be opened by clicking on one of the software in the "Recently Updated" section of the My Software main page.

The page shows in the top grey section general information about the software. The fields available are the same displayed in the Software List and are listed in the previous table.

The items in this window are all the files related to the selected software. They are identified by the  icon, that can be also clicked to download the files. The user is then redirected to the Leonardo Download page and the download will automatically start.

[Home](#) > [My Software](#) > [Software List](#) > [My Software](#)

My Software

[<- BACK](#)

DOCUMENTS AVAILABLE IN "LOADABLE SOFTWARE"

Software P/N:	6F4630AO3067	Issue Date:	01.04.2019
Software Description:	LOADABLE SOFTWARE	Revision Date:	01.04.2019
Model:	AW169;		
Issue n°:	A		
Revision:	A		

	Description	Software Version	Notes	Date
	6F4630AO3067	A		
	6F4630AO3067	A		

Showing 1 to 2 of 2 entries

< 1 >

Records in the list can be filtered by helicopter model and by date. It is possible to use the search and export functions also in this page. The fields used to describe each record are:

- File description
- Software version
- Notes → Visible only if the Customer related to the contact is a Military Client.
- Date

2.8 Forum

It is a section where users can hold conversations in the form of posted messages organized by thread. In this section users can start or participate to a conversation with other users on many different topics. It is possible to start a thread or to answer to one already started or give suggestions to Leonardo for new threads.

Home page

In Forum section home page shows the forums that customer can view. Leonardo can choose which forums each customer can visualize.

YOUR FORUMS

Forum	Last Post	N° Thread	N° Post
A1 Forum da disattivare	Massimo 03.04.2020	2	1
AA forum	Massimo 03.04.2020	1	1
discussione 1403 Test1		3	0
Discussione1303		3	0
final forum v2	Massimo 18.03.2020	2	2
forum 1303		0	0
Forum 17.03 - A		1	0
Forum 18.03 on AW139		1	0

The main view is divided into four columns. From left to right there are:

Forum: is the forum's name, given by Leonardo. It is in red and it is a clickable option.

Last Post: it contains the name of the last user that published a post in the forum and the date when this post has been published.

N° Thread: number of threads in the forum. Each forum contains at least one thread.

N° Post: number of posts in the forum.

In the top right of the home page there is the button "Expand Forum Rules". Click on it to open a page which contains forum rules.

Forum rules are:

1. Posts are to be made in the relevant Topic thread. Members are asked to read the forum descriptions before posting.
2. Members are asked to Keep the focus: questions outside the scope of the forum will either be moved, locked or simply be deleted.

3. Members should post in a way that is respectful of other Members. Flaming or abusing Members in any way will not be tolerated.
4. Members may not suggest or encourage illegal activity.
5. Members are asked to not act as “back seat moderators”. If members note an issue which contravenes something in this policy document, they are welcome to bring it to the attention of the Moderator.
6. Members should remember this board is aimed at a general audience. Posting offensive text, images, links, etc. will not be tolerated.
7. Members must have copyright ownership of all material that they post on Leonardo Helicopters boards. No files, articles, recipes, song lyrics, art or graphics may be posted without the express written consent of the copyright holder.
8. Members are asked only to post in English.
9. Spam is not tolerated under any circumstance. Recruiting members for your own projects is not permitted and is also considered spam. Members posting spam will be warned and their post removed.
10. The moderator reserves the right to edit, remove or put on moderation queue any post at any time. Any very first post is automatically placed in the moderation queue and will be approved/disapproved by the Moderator.
11. Private messaging is not allowed.
12. Posts have an internal length; it is required to have a message of minimum length of 10 characters and a maximum of 500 characters.
13. Attachments maximum dimension allowed: 20 Mg; only .pdf, .jpg and .bmp files can be attached.
14. Banning: The Moderator can, without any pre-alert, ban a member.
15. Leonardo Helicopters reserves the right to change FORUM RULES advising Customers via Leonardo AW Customer Portal

Forum Functionalities

To open a forum, click on the forum name in red. On the top of the page the forum name is displayed. There is “Forum description” which contains a “Welcome title” and right above a “Welcome text”.

In the main view there are 3 columns: “Thread”, “Last post”, “Replies”.

“**Thread**”: you can see all the threads in the forum. Each forum contains at least one thread. Each Thread can be seen as a sub section of the forum.

“**Last Post**”: it is the name of the last user that published a post in the thread and the date when this post has been published.

“**Replies**”: number of posts in the thread.

[Home](#) > [Forum](#) > AW 139 (Forum name)

AW 139 (Forum name)

[<- BACK](#)

AW 139 (FORUM NAME)

forum description

welcome title


welcome text

Thread	Last Post	Replies
thread Description	Massimo 07/04/2020	2
Engine Description	Massimo 07/04/2020	1

[SUGGEST THREAD](#)

To open a thread, click on its name. The page will show all the posts within the thread. For each post you can see:

- Post title
- Author
- Date and time when it was published
- Content

A post containing a document will show the symbol 

[<- BACK](#)

thread

Posted 07/04/2020 08:17:58 by 15dic_test3 avanade

[Post](#)

This is a test post

Posted 07/04/2020 08:20:56 by Massimo

[Post reply](#)

This is the reply to the post made by Leonardo user



POST A REPLY

[POST](#)



To create a post or to post a reply, click on button “Post”.

Then write a post “Subject” and “Post Content”. It is possible to add a document clicking on the button “Add Files”.

Click “Post” to publish the reply.

POST A REPLY

Subject *

Post Content

A rich text editor toolbar with various icons for text formatting (bold, italic, underline, strikethrough, text color, background color), alignment, indentation, bulleted and numbered lists, link, unlink, insert link, insert image, insert video, insert audio, insert table, insert code, and other functions. Below the icons are labels for Styles, Format, Font, and Size, followed by a color picker and a help icon.

ADD FILES

POST

Suggest a Thread

Portal users have the possibility to suggest a thread to Leonardo.

Click on “Suggest Thread”.

[Home](#) > [Forum](#) > AW 139 (Forum name)

AW 139 (Forum name)

[< BACK](#)

AW 139 (FORUM NAME)
forum description

welcome title
welcome text

Thread	Last Post	Replies
thread Description	Massimo 07.04.2020	2
Engine Description	Massimo 07.04.2020	1

SUGGEST THREAD

Fill the fields in the following form.

- Name: suggested Thread's name
- Description: write a description for the thread.

Click "Send" to send it to Leonardo. Leonardo user will take in charge the request and evaluate it. If the thread will be approved by Leonardo it will be published. The thread will be then available within the customer portal.

GENERAL

Name *

Forum *

AW 139 (Forum name)

Description *

SEND

2.9 [Wingman](#)

The users with the required permissions could access directly clicking on the link to the Wingman application.

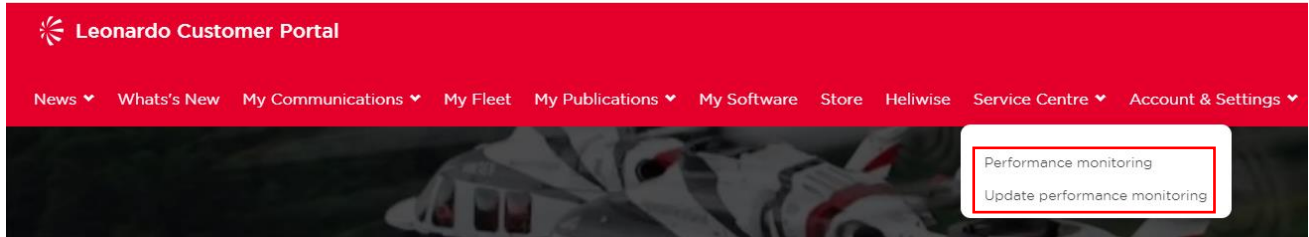
2.10 [Heliwise](#)

The users with the required permissions could access directly clicking on the link to the Heliwise application.

2.11 [Service Centre](#)

The “Service Centre” section provides Performance monitoring tools and gives the possibility of updating performance data.

It is accessible by clicking on “Service Centre” in the top bar and then selecting Performance Monitoring or Update Performance monitoring



Performance Monitoring

This section features the tab “Company Identification” that provides basic information regarding the service Centre: name, last update date and country

COMPANY IDENTIFICATION

Service centre name:	AIR	Service centre country:	Italy
Last update:	07.04.2020		

Performance Monitoring Update

This section allows the user to upload Performance Monitoring data models. In order to start the update process, the user must select the desired database between the options in the “Select a data model” window.

The possible selections are:

- ART. 4.1.9 List of Blade or Component Repair Services (every 6 months)
- ART. 5.1.9 List of Spare Parts and Tools Sold or Used (every 6 months)
- ART. 4.1.10 Maintenance Activity List (every 6 months)
- ART. 5.1.22 Annual Spare Parts and Overhaul Forecast
- ART. 5.1.25 Service Centre Data Sheet (every year)
- ANNEX 01 Minimum Inventory for Scheduled (every year)
- ANNEX 01 Yearly Stock Average Value

[Home](#) > Update performance monitoring

Update performance monitoring

PERFORMANCE MONITORING DATA MODELS

SELECT A DATA MODEL

Data model available

▼

CONTINUE

ART. 4.1.9 LIST OF BLADE OR COMPONENT REPAIR SERVICES (EVERY 6 MONTHS)

ART. 5.1.9 LIST OF SPARE PARTS AND TOOLS SOLD OR USED (EVERY 6 MONTHS)

ART. 5.1.10 MAINTENANCE ACTIVITY LIST (EVERY 6 MONTHS)

ART. 5.1.22 ANNUAL SPARE PARTS AND OVERHAUL FORECAST

ART. 5.1.25 SERVICE CENTRE DATA SHEET (EVERY YEAR)

ANNEX 01 MINIMUM INVENTORY FOR SCHEDULED (EVERY YEAR)

ANNEX 01 YEARLY STOCK AVERAGE VALUE

After clicking on continue the user will be redirected to a page that describes the next steps of the procedure. The user must first download the Excel template using the download button.

In the section “[Documents](#)” it is possible to upload files using the “Upload” button, indicating the file location or through drag & drop.

ATTACHMENTS

DOCUMENTS

UPLOAD
DOWNLOAD

SELECT ALL	Filename	Created on	Created by	
<input type="checkbox"/>	Test2 Elicotteri.docx	02/10/23, 12:58	X400481@ext.leonardocompany.com	🔍 📄
<input type="checkbox"/>	Risposta_Back to customer.docx	02/10/23, 12:57	X400481@ext.leonardocompany.com	🔍 📄
<input type="checkbox"/>	Test1 Elicotteri.docx	02/10/23, 12:57	X400481@ext.leonardocompany.com	🔍 📄

The documents management will be opened in another Tab with the same features of Preview, Download and Deletion (allowed only to the owner of the attachment).

x

CHOOSE FILE or drag and drop files here

Allowed types: bin,doc,docx,jpeg,mp4,mp3,pdf,png,ppt,pptx,txt,xls,xlsx,zip

UPLOAD **CLOSE**


[<- BACK](#)

PERFORMANCE MONITORING DATA MODELS

Annex 01 Yearly Stock Average Value

1. Download template
Please download here last version of the template

Template Annex 01 Yearly Stock Average Value
Last update: 31.03.2020



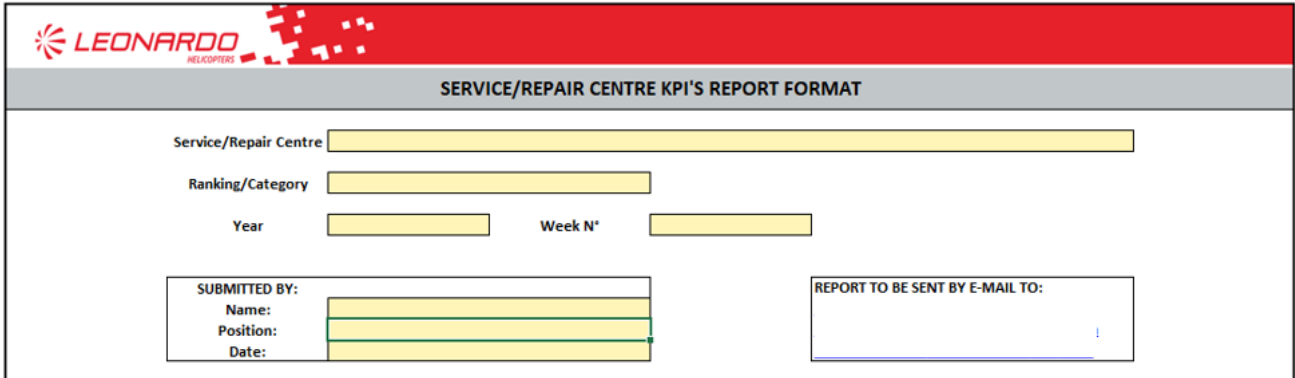
2. Update Information
Please upload your file here and the click on "Upload" to submit it

ADD FILES

UPLOAD

The user must then complete the file with the required information, leveraging built in functionalities of the file such as drop-down menus selection and respecting formatting restrictions.

Below a template example:

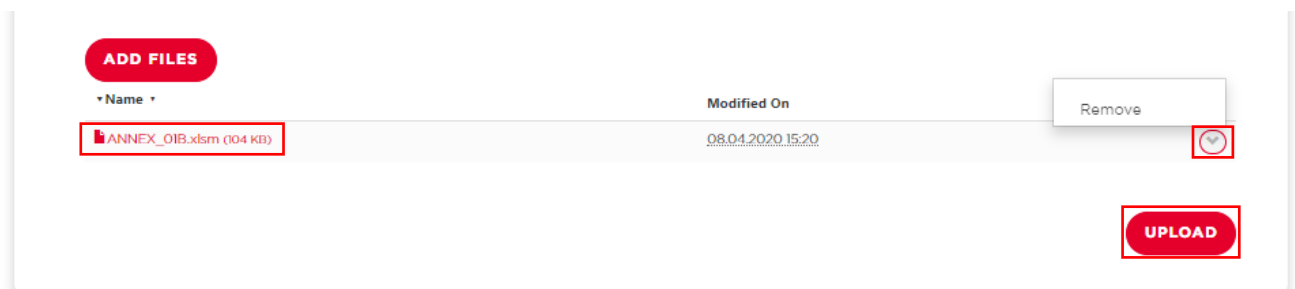


Every template is composed of a Summary sheet, in which general information is present regarding the Repair Centre and the person that is submitting the file.

The other sheets vary between each template type and are the specific data models that will be used for performance monitoring and evaluation.

The file must then be uploaded on the portal by clicking on the “Add Files” button and then selecting file’s location in the pop-up window or through drag and drop.

After file’s upload, it is visible at the bottom of the section, and it is possible to remove it by clicking on the arrow next to the record.



To complete the procedure the user can press the “Upload” button, then a page will show up, confirming that the upload process was successful. Clicking “Back to homepage” will redirect to the Portal Main Menu.

Update performance monitoring uploaded!

Your file have been submitted successfully!

A notification has been sent to our team: thanks for your contribution.

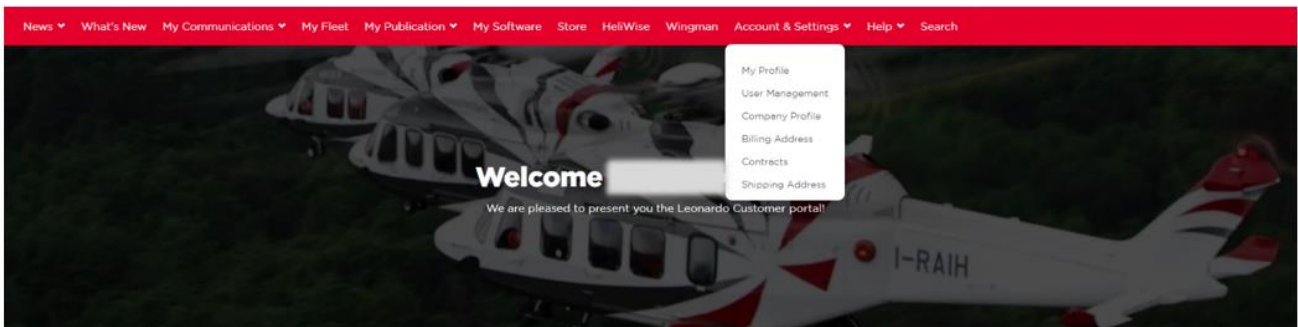
[BACK TO HOMEPAGE](#)

2.12 Accounts & Settings

In this section, each user can retrieve information related to his/her personal profile and the company. For Master User in addition is available normal user management, billing, shipping addresses and active contracts related to his/her company's helicopters. It is possible to view data referred to general company detail, update personal data and view the list of permitted areas.

Account & Settings has 5 sub sections:

- My Profile
- User Management
- Billing Address
- Contracts
- Shipping Address



2.12.1 My Profile

In the "My Profile" section all user's information is collected. It sums up the main information related to the user account and the company.

By clicking on the “More info” button situated at the top of the page, it is possible to look at a brief description of section’s functionalities, and open the related section of the portal manual, by clicking on the “Section guide” link.

Home > Account & Settings > My Profile [less info](#)

My Profile

View data referred to general company detail, update personal data, these information will be automatically registered in Leonardo Helicopters database and users can view the list of permitted area.

[section guide](#)

In the following sections are shown the information about the user portal account and his personal data.

Home > Account & Settings > My Profile [more info](#)

My Profile

COMPANY IDENTIFICATION

Company Name	[REDACTED]	Customer ID	[REDACTED]
--------------	------------	-------------	------------

INFORMATION ABOUT YOUR COMPANY

Registration Number/VAT	[REDACTED]	Data Agreement Expiring Date	
Status Account	✔ Active		

ACCOUNT INFORMATION

Username	Massimo [REDACTED]	Last Login	07.04.2020 08:15:33
Type Account	Master User	User Created by	Avanade User
Status Account	Active	Account Expiring Date	06.04.2022

INFORMATION ABOUT YOU

EDIT

First Name	Massimo	Last Name	[REDACTED]
Role	Maintenance Manager	Department	Maintenance
Street/Locality	[REDACTED]	Street Number	10
Postal/ZIP Code	[REDACTED]	City	[REDACTED]
Country	Italy	Region	[REDACTED]
Email	[REDACTED]	Phone	[REDACTED]
Fax	[REDACTED]	Mobile	122
Date and Value Preference	EU FORMAT		

HELICOPTER MODEL PERMISSION

AB412SP	Show
AW139	Show
AW101	Show
AW169	Show
A109E	Show
AB412	Show

PORTAL SECTIONS & RELATED PERMISSION

Technical Query	Edit
CSR FOC	Edit
Customer Commercial Query	Edit
Feedback	Edit
Technical Publication Query	Edit
Service-Technical Bulletin App	Edit
Service Plan Monthly Report	Edit
FAQ	Read
My Publications	Read
My Software	Read
My Fleet	Edit
HeliWise	Read
Store	Read
Forum	Hidden
Service Center	Edit

PUBLICATION SUBSCRIPTION

AMPI/MPM Manuals	Yes
Compatibility Reference	Yes
Handbooks	Yes
Flight Crew Data	Yes
IETP	Yes
Information Letters	Yes
Master Minimum Equipment List	Yes
Quick Reference Handbook	Yes
Rotorcraft Flight Manuals	Yes
Service Bulletins	Yes

Company Identification

Here there are information on user company.

Field Name	Description
Company Name	-
Customer ID	Identification number of the company for Leonardo Customer Portal

Information About Your Company

Field Name	Description
Registration Number/VAT	-
Status Account	Status of Leonardo Account
Data Agreement Expiring Date	-

Account Information

Here is possible to view information about user account

Field Name	Description
Username	-
Type Account	It can be Mater or Normal user
Status Account	-
Last Login	-
User Created by	-
Account Expiring Date	-

Information About You

Information about user.

Field Name	Description
First Name	-
Last Name	-
Role	Role within the company
Department	Department within the company
Street/Locality	-
Street Number	-
Postal/ZIP Code	-
City	-
Country	-
Region	-

Field Name	Description
Email	-
Phone	-
Fax	-
Mobile	-
Date and Value Preference	-

It is possible to modify the personal information clicking on the red button “Edit”.

INFORMATION ABOUT YOU EDIT

First Name	Massimo	Last Name	[Redacted]
Role	Maintenance Manager	Department	Maintenance
Street/Locality	[Redacted]	Street Number	[Redacted]
Postal/ZIP Code	[Redacted]	City	[Redacted]
Country	Italy	Region	[Redacted]
Email	[Redacted]	Phone	[Redacted]
Fax	[Redacted]	Mobile	122
Date and Value Preference	EU FORMAT		

The following screen shows the current personal information.

← **BACK**

BIO

First Name * Last Name *

Role * Department *

ADDRESS

Street * Street number

Postal/ZIP code * City *

Country * Region *

CONTACTS

Email * Phone *

Fax Mobile Number

PREFERENCES

Date and value format

CANCEL UPDATE

Each user can modify his personal data (apart from Name and Surname) as well as his preference on the date and currency format (US with mm/dd/yy and “,” for thousands or EU with dd/mm/yyyy and “.” for thousands). Click “Update” so save changes or “Cancel to go back”.

A **Master User** can use the tab “Account & Settings” to manage all his company Normal Users. It is possible for him/her to check and modify their personal data as well as check and modify their portal permissions.

It is important to notice that a Normal User cannot exceed the permissions of the related Master (e.g. if a Master user has read permissions for Technical Queries, the Normal cannot have Edit permission for this section).

Helicopter Model Permission

The section shows all the helicopter models that user is authorized view and manage. According to these permissions, all the portal sections will be segregated (E.g. the user can see publication, create ticket, update fleet information only for the helicopter models shown in these section). As default, a master user views and manages all the helicopter models of his customer fleet.

Portal Sections & Related Permission

The section shows user’s permission for the related sections.

User’s permission can be:

- Edit: user can view and edit section and fields
- Read: user can view section and fields
- Hidden: user can’t view the section

Publication Subscription

Shows the list of publication type for which the user would like to receive email campaign. As default, a master user receives all the email campaign for every publication type of his customer. Publications Subscription can be modified by normal users pressing the “Edit” button in “My Profile” and then selecting the desired options using the Yes/No radio buttons. Only publications types to which the user has access will appear in this page.

PUBLICATION SUBSCRIPTION

Publication Type	Yes	No
Air vehicle Material Data Information	<input type="radio"/>	<input checked="" type="radio"/>
Airborne SW	<input type="radio"/>	<input checked="" type="radio"/>
AMPV/MPM Manuals	<input type="radio"/>	<input checked="" type="radio"/>
Compatibility Reference Handbooks	<input type="radio"/>	<input checked="" type="radio"/>
Vendor Manuals	<input type="radio"/>	<input checked="" type="radio"/>

CANCEL
UPDATE

[Home](#) > [Account & Settings](#) > [My Profile](#)

[more info](#)

My Profile

COMPANY IDENTIFICATION

Company Name: Customer ID:

INFORMATION ABOUT YOUR COMPANY

Registration Number/VAT: Status Account: ✔ Active Data agreement expiring date:

ACCOUNT INFORMATION

Username: Type account: **Master User** Last login: **11/21/2019 5:40:41 PM**
 Status account: **Active** User created by: **Avanade User**
 Account expiring date:

INFORMATION ABOUT YOU

EDIT

Firstname: **Filippo** Role: **Chief Exec. Officer** Lastname: Department: **Purchasing**
 Street/locality: Street number:
 Postal/ZIP code: City:
 Country: **Italy** Region:
 Email: Phone:
 Fax: Mobile:
 Date and value preference: **EU FORMAT**

PORTAL SECTIONS & RELATED PERMISSION

Technical Query/ RIG:	Edit
CSR FOC:	Edit
Customer Queries:	Edit
Complaints/Feedback:	Edit
Technical Publication Query:	Edit
Service Technical Bulletin:	Edit
Service Plan Monthly Reports:	Edit
FAQ:	Edit
My Publication:	Edit
My Software:	Edit
My Fleet:	Edit
HeliWise:	Read
Wingman Canada:	Read
Wingman Denmark:	Hidden
Wingman Norway:	Hidden
Wingman Portugal:	Hidden
Wingman UK:	Hidden
Store:	Read

PUBLICATION SUBSCRIPTION

Service Instructions	Yes
Vendor Manuals	Yes
AMP/MPM Manuals	Yes
Compatibility Reference	Yes
Handbooks	Yes
Downloads	Yes
Flight Crew Data	Yes
IETP	Yes
Information Letters	Yes
Master Minimum Equipment list	Yes
Pilot's Guide	Yes
Quick Reference Handbook	Yes
Rotorcraft Flight Manuals	Yes
Service Bulletins	Yes
Temporary Maintenance Instruction	Yes

2.12.2 User Management

From this section the master user can visualize all the normal users available for the Customer, create new normal users, modify their portal permissions, edit their helicopter model permission and their email alert permission.

By clicking on the “More info” button situated at the top of the page, it is possible to look at a brief description of section’s functionalities, and open the related section of the portal manual, by clicking on the “Section guide” link.

[Home](#) > [Account & Settings](#) > [User Management](#) [less info](#)

User Management

The master user can easily visualize all the standard users available for the Customer, add new standard users and modify permission to visualize and edit specific sections of the Customer Portal.

[section guide](#)

It is possible to search for a user using the “Search” tab. Master user can also download an Excel template containing the complete list of users by clicking on the “XLS” button situated at the top of the tab.

User Management

[more info](#)

USER LIST - USERS 329 / 1000 SEATS AVAILABLE

Username	User Type	Customer Code	Customer	Last Name	First Name	Email	Last Login Date
	Normal User			aaa	aaaa	asdasdasd@asfafaf.com	...
	Normal User			aaa	aaaa	asdasdasd@asfafaf.com	...
	Normal User			aaa	aaaa	asdasdasd@asfafaf.com	...
	Normal User			testmarco	testmarco	testmarco@testmarco.com	...
	Normal User			aaa	aaaa	asdasdasd@asfafaf.com	...
	Normal User			testX1	testX1	testX1@testX.com	...
	Normal User			15 06 2021	massimotest	contats4-2@gmail.com	...
	Normal User			testmark_portal1	testmark_portal1	testmark_portal1@testmark_portal1.com	...
	Normal User			testmark_portal2	testmark_portal2	testmark_portal2@testmark_portal2.com	...
	Normal User			testkt1	testkt1	testkt1@testkt.com	...

Showing 1 to 10 of 237 entries

This tab contains the list of that respect the filtering criteria selected. User's list tab features the following fields:

Field Name	Description
Username	-
User Type	Master or Normal User
First Name	-
Email-address	-
Last Name	-
Last Login Date	-
Access Enabled	Users enabled to access the portal
	Buttons: Edit, Extended Access, Send Credentials, Delete

[View User Information](#)

Click on the Username to view all the information about the user, included portal section permission.

Home > Account & Settings > User Management > Users management [more info](#)

Users management

[<- BACK](#)

PERSONAL ACCOUNT

User Name	Last Login (UTC)
[REDACTED]	28.11.2019 13:53
User Type *	User Created by
Normal User	
Status *	Expiring Date (UTC) *
Active	19.10.2019

INFORMATION ABOUT

First Name *	Last Name *
Administrator	Portale
Role *	Department *
Logistic Manager	Purchasing
Street *	Street Number
[REDACTED]	34
Postal/ZIP Code *	City *
[REDACTED]	[REDACTED]
Country *	Region *
Italy	Milan
Email *	Business Phone *
[REDACTED]	[REDACTED]
Fax	Mobile Phone
[REDACTED]	[REDACTED]
Date and Value Format	[REDACTED]
[REDACTED]	[REDACTED]

PORTAL SECTIONS & RELATED PERMISSION

Technical Query	Edit
CSR FOC	Edit
Customer Commercial Query	Edit
Feedback	Edit
Technical Publication Query	Edit
Service-Technical Bulletin App	Edit
Service Plan Monthly Report	Edit
FAQ	Read
My Publications	Read
My Software	Read
My Fleet	Edit
HeliWise	Read
Wingman Canada	Read
Store	Read
Copia Campione	
Forum	
Service Center	Read

User Management

Click on the three red dots in the last column do expand some user management options:

- Edit
- Extend access
- Send credentials
- Delete

User Management

[more info](#)

USER LIST - USERS 88 / 250 SEATS AVAILABLE

Search   [CREATE](#)

Username	User Type	First Name	Last Name	Last Login Date	Access Enabled	
	Normal User	Administrator		28.11.2019 12:53:37	true	...
	Master User	Massimo		07.04.2020 08:15:33	true	
	Normal User	Paolo		06.12.2019 19:27:51	true	...
	Normal User	adriano			true	...
	Normal User	portall			true	...
	Normal User	Test 7			true	...
	Normal User	Post sales			true	...
	Normal User	Mario			true	...

Username	User Type	First Name	Last Name	Last Login Date	Access Enabled	
	Normal User	Administrator		28.11.2019 12:53:37	true	...
	Master User	Massimo		07.04.2020 08:15:33	true	
	Normal User	Paolo		06.12.2019 19:27:51	true	
	Normal User	adriano			true	
	Normal User	portall			true	...

- Edit
- Extend access
- Send Credentials
- Delete

Edit

From this tab is possible to edit user data, information and permissions.

Bio

BIO

First Name * Last Name *

Role * Department *

Username

Field Name	Editable
First Name	No
Last Name	No
Role	Yes, through selection from drop down list
Department	Yes, through selection from drop down list
Username	Automatically filled

Address

ADDRESS

Street * Street Number

Postal/ZIP Code * City *

Country * Region *

Field Name	Mandatory
Street	Yes
Street Number	No
Postal/ZIP Code	Yes
City	Yes
Country	Yes
Region	Yes

Contacts

CONTACTS

Company e-mail address *

Mobile Phone

Provide a telephone number

Telephone

Provide a telephone number

Fax

Field Name	Mandatory
Email	Yes
Mobile Phone*	Yes
Fax	No
Telephone*	Yes

***At list one of the Phone fields has to be fulfilled**

References

PREFERENCES

Date and Value Format: ▼

Show All Model: ▼

Field Name	Mandatory
Date and Value Format	No
Show All Model	No

Customize Model Permission View

From this tab master user can select which models the user is authorized to view and to manage.

CUSTOMIZE MODEL PERMISSIONS VIEW

Model	Show	Hide
AW189	<input checked="" type="radio"/>	<input type="radio"/>
AB412SP	<input checked="" type="radio"/>	<input type="radio"/>
AW139	<input checked="" type="radio"/>	<input type="radio"/>
AW101	<input checked="" type="radio"/>	<input type="radio"/>
AW169	<input checked="" type="radio"/>	<input type="radio"/>
AW109S	<input checked="" type="radio"/>	<input type="radio"/>
AW101511	<input type="radio"/>	<input checked="" type="radio"/>
A109E	<input type="radio"/>	<input checked="" type="radio"/>
AB205	<input type="radio"/>	<input checked="" type="radio"/>
AB412	<input type="radio"/>	<input checked="" type="radio"/>

Customize User Permissions

From this tab Master user can manage Normal user permission for each section of the portal. It is important to notice that a Normal User cannot exceed the permissions of the related Master (e.g. if a Master user has read permissions for Technical Queries, the Normal cannot have Edit permission for this section).

User's permission can be:

- Edit: user can view and edit section and fields
- Read: user can view section and fields
- Hidden: user can't view the section

CUSTOMIZE USER PERMISSIONS

Section	Hide	View	Edit
Technical Query	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
CSR FOC	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Feedback	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Customer Commercial Query	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical Publication Query	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Service Plan Monthly Report	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Service-Technical Bulletin App	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
My Software	<input checked="" type="radio"/>	<input type="radio"/>	
My Publications	<input checked="" type="radio"/>	<input type="radio"/>	
FAQ	<input checked="" type="radio"/>	<input type="radio"/>	
My Fleet	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Click "Save" to submit or "Cancel" to go back.

CANCEL

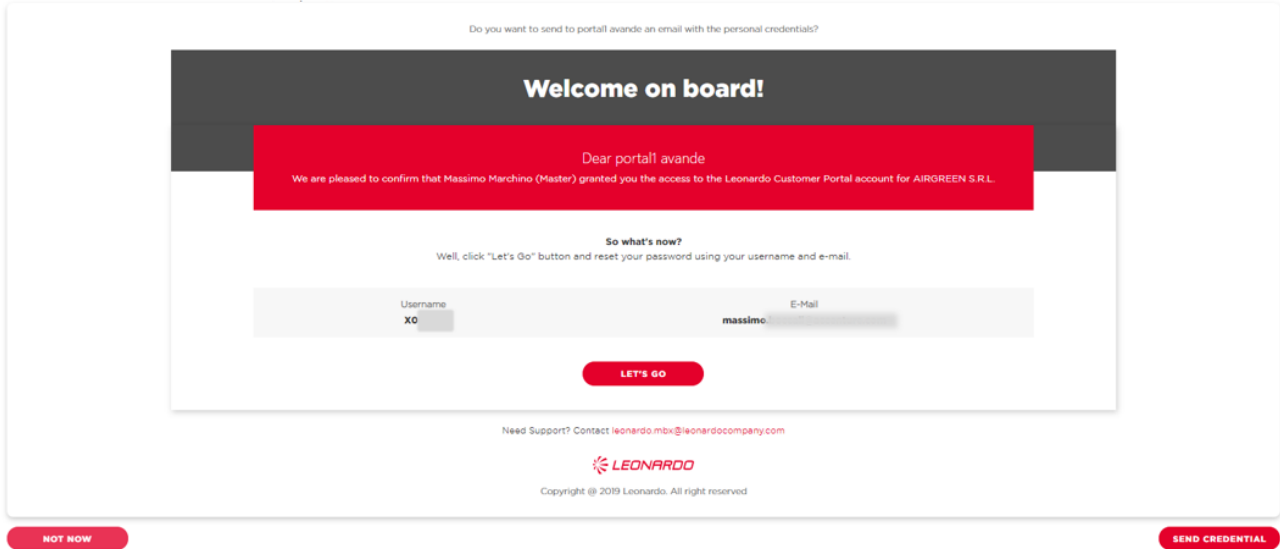
SAVE

Extend Access

Master User can click on this button to extend the access to the portal of two years from today for the selected user.

Send Credentials

Master User, using this tab, can send personal credentials through an email to the selected normal user. Click on "Send Credentials" to send the email with credentials or "Not Now" to go back.



Delete

Click on “Delete” to delete normal user account.

New User Creation

Master user can create a new normal user clicking in button “Create”.

Below there is a list of all the section featured by “Create” page, with the description of all the fields available.

Bio

CREATE/EDIT USER

BIO

First Name *

Last Name *

Role *

Department *

Username

Field Name	Mandatory
First Name	Yes
Last Name	Yes

Field Name	Mandatory
Role	Yes
Department	Yes
Username	Automatically filled

Address

ADDRESS

Street * Street Number

Postal/ZIP Code * City *

Country * Region *

Field Name	Mandatory
Street	Yes
Street Number	No
Postal/ZIP Code	Yes
City	Yes
Country	Yes
Region	Yes

Contacts

CONTACTS

Email * Phone *

Fax Mobile Number

Existing Users with no portal access

Full Name	Email	
<input type="text"/>	<input type="text"/>	SELECT THIS USER
<input type="text"/>	<input type="text"/>	SELECT THIS USER
<input type="text"/>	<input type="text"/>	SELECT THIS USER

First Name	Last Name	Email	Username
------------	-----------	-------	----------

In this section it is possible to automatically fill the tab fields with the data of an Existing Users with no portal access. To do this click on “Select this user”.

Field Name	Mandatory
Email	Yes
Phone	Yes
Fax	No
Mobile Number	No

Date & Value Format

DATE & VALUE FORMAT

Date and Value Format Show All Model

Field Name	Mandatory
Date and Value Format	No
Show All Model	No

Customize Model Permission View

From this tab Master User can select which models the user is authorized to view and to manage.

CUSTOMIZE MODEL PERMISSIONS VIEW

Model	Show	Hide
AW189	<input checked="" type="radio"/>	<input type="radio"/>
AB412SP	<input checked="" type="radio"/>	<input type="radio"/>
AW139	<input checked="" type="radio"/>	<input type="radio"/>
AW101	<input checked="" type="radio"/>	<input type="radio"/>
AW169	<input checked="" type="radio"/>	<input type="radio"/>
AW109S	<input checked="" type="radio"/>	<input type="radio"/>
AW101511	<input type="radio"/>	<input checked="" type="radio"/>
A109E	<input type="radio"/>	<input checked="" type="radio"/>
AB205	<input type="radio"/>	<input checked="" type="radio"/>
AB412	<input type="radio"/>	<input checked="" type="radio"/>

Customize User Permission

From this tab Master user can manage Normal user permission for each section of the portal. It is important to notice that a Normal User cannot exceed the permissions of the related Master (e.g. if a Master user has read permissions for Technical Queries, the Normal cannot have Edit permission for this section).

User's permission can be:

- Edit: user can view and edit section and fields
- Read: user can view section and fields
- Hidden: user can't view the section

CUSTOMIZE USER PERMISSIONS

Section	Hide	View	Edit
Technical Query	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
CSR FOC	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feedback	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Customer Commercial Query	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical Publication Query	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Service Plan Monthly Report	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Service - Technical Bulletin Application	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
My Software	<input checked="" type="radio"/>	<input type="radio"/>	
My Publications	<input checked="" type="radio"/>	<input type="radio"/>	
FAQ	<input checked="" type="radio"/>	<input type="radio"/>	
My Fleet	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
HeliWise	<input checked="" type="radio"/>	<input type="radio"/>	
Store	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Click "Save" to submit or "Cancel" to go back.

CANCEL

SAVE

NB. When creating a new contact the system will check the following fields:

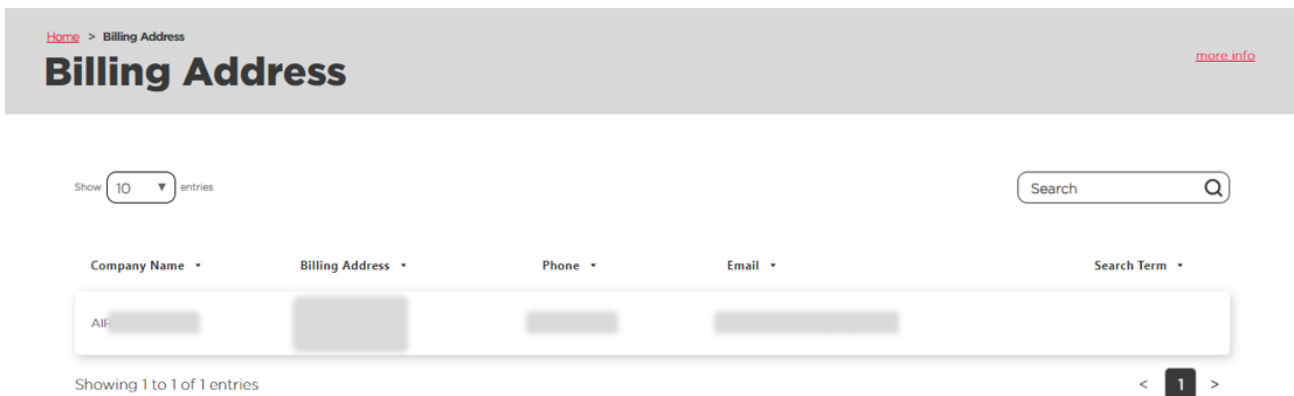
- **First Name (Name)**
- **Surname**
- **Email-address**
- **Customer ID and Customer Description**
- **Division**

This control will display a message if a contact (active or inactive) with the same characteristics already exists. If it belongs to another division, the block being created will not be active.

2.12.3 Billing Address

This section shows billing information linked to the customer's account:

- Company Name
- Billing Address
- Phone
- Email



Home > Billing Address [more info](#)

Billing Address

Show 10 entries

Company Name	Billing Address	Phone	Email	Search Term
All				

Showing 1 to 1 of 1 entries < 1 >

By clicking on the “More info” button situated at the top of the page, it is possible to look at a brief description of section’s functionalities, and open the related section of the portal manual, by clicking on the “Section guide” link.



Home > Billing Address [less info](#)

Billing Address

Visualize the billing addresses linked to Customer's account.

[section guide](#)

2.12.4 Contracts

This section shows the contracts signed by the company and the linked information.

It is possible to search a contract by keyword and to filter by Contract Name, Contract Expire Date and Fleet.

Contracts

[more info](#)

Search


Contract Name ▾	Contract Expire Date ▾	Fleet ▾
03100 [REDACTED]	01.01.2028	
03100 [REDACTED]	01.02.2025	
03100 [REDACTED]	28.02.2021	
03100 [REDACTED]	30.11.2022	
03100 [REDACTED]	01.06.2020	
03100 [REDACTED]	03.06.2021	
03100 [REDACTED]	04.05.2024	
03100 [REDACTED]	30.04.2020	

By clicking on the “More info” button situated at the top of the page, it is possible to look at a brief description of section’s functionalities, and open the related section of the portal manual, by clicking on the “Section guide” link.

Contracts

[less info](#)

View your selected Leonardo contacts.

 [section guide](#)

2.12.5 Shipping Address

In this section is possible to visualize the shipping addresses linked to Customer’s account.

By clicking on the “More info” button situated at the top of the page, it is possible to look at a brief description of section’s functionalities, and open the related section of the portal manual, by clicking on the “Section guide” link.

[Home](#) > [Account & Settings](#) > [Shipping Address](#)

Shipping Address

[less info](#)

Visualize the shipping addresses linked to Customer's account.

 [section guide](#)

2.13 Help

In the “Help” section users can find additional answers. The sub-section F.A.Q.s contains all the frequently asked questions with all the related answers. It is possible to filter F.A.Q.s exploiting the Search function. In fact, it is possible to carry out searches according to a word contained in the content of a F.A.Q., in its related keywords (and consequently topic), or words contained in titles.

[Home](#) > [F.A.Q.s](#)

F.A.Q.s

[more info](#)

Frequent Asked Questions

Search



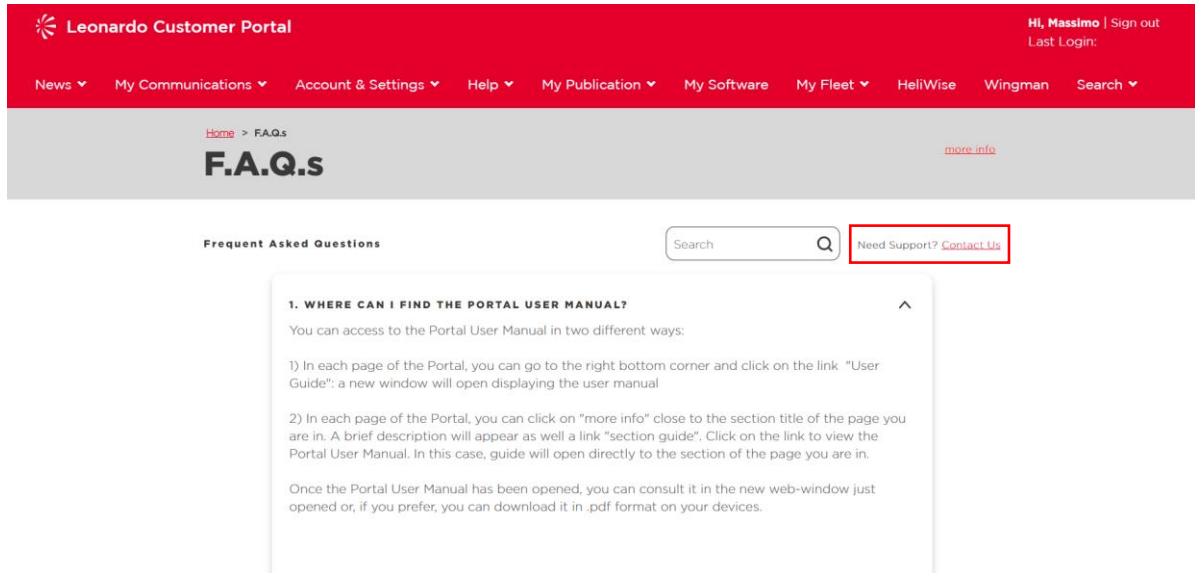
Need Support? [Contact Us](#)

1. WHERE CAN I FIND THE PORTAL USER MANUAL? 

2. I NEED TO COMMUNICATE WITH LEONARDO. HOW CAN I DO IT? 

3. I CAN'T FIND A NEWS I HAVE READ TIME AGO ON THE PORTAL. IS THERE ANY POSSIBILITY OF READING IT AGAIN? 

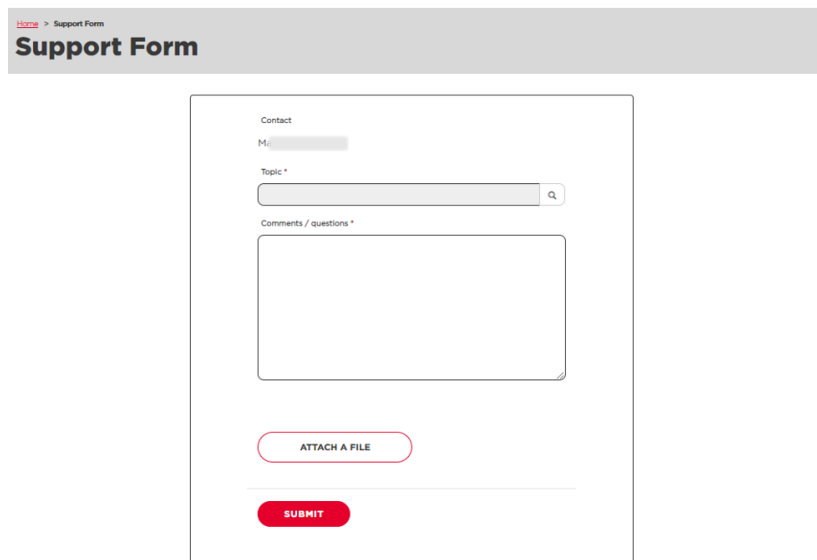
To visualize the content of a F.A.Q. just click on it.



The screenshot shows the Leonardo Customer Portal's F.A.Q.s page. The top navigation bar is red and contains the Leonardo logo, the text "Leonardo Customer Portal", and user information: "Hi, Massimo | Sign out" and "Last Login:". Below the navigation bar is a menu with items: News, My Communications, Account & Settings, Help, My Publication, My Software, My Fleet, HeliWise, Wingman, and Search. The main content area has a grey header with "Home > F.A.Q.s" and "F.A.Q.s" in large bold letters, with a "more info" link. Below this is a "Frequent Asked Questions" section with a search box and a "Need Support? Contact Us" link. The first question is "1. WHERE CAN I FIND THE PORTAL USER MANUAL?". The answer explains two ways to access the manual: 1) clicking the "User Guide" link in the bottom right corner of any page, and 2) clicking the "more info" link near the section title. It also notes that the manual can be viewed in a new window or downloaded as a PDF.

In the F.A.Q section it is possible to ask help to a dedicated Leonardo Support team by sending a form. In order to do so the user must click the “Contact Us” link situated at the top of the page.

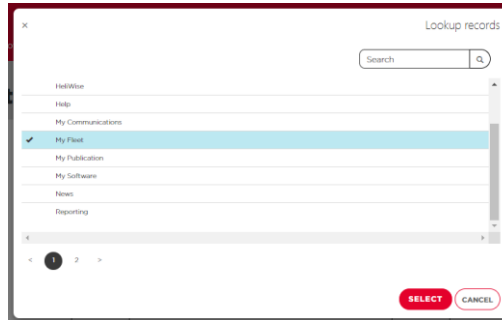
The user is then redirected to the “Support Form” that has to be completed.



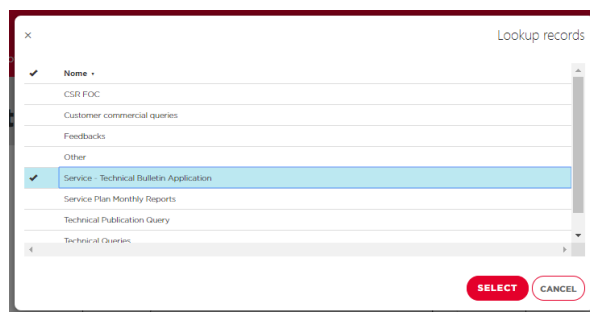
The screenshot shows the Leonardo Support Form. The header is grey and contains "Home > Support Form" and "Support Form" in large bold letters. The form itself is a white box with a border. It contains the following fields and buttons: a "Contact" label, a "Name" input field, a "Topic" dropdown menu with a search icon, a "Comments / questions" text area, an "ATTACH A FILE" button, and a "SUBMIT" button.

The topic can be selected by pressing the lens icon. A pop-up will appear, allowing to select a topic from the list. When a record is selected it is highlighted with a tick. To find the most appropriate topic the user can

leverage the search function typing keywords and navigate through different pages using page numbers and arrows at the bottom of the item list. Then pressing the “Select” button the topic is added to the form.



Once the topic is selected, a new field called subtopic will appear in the form. The user can search a sub-topic by clicking the lens icon. A pop-up will appear, and the user can select a sub-topic from the list and then click on select to add the record to the form.



The user must type a description of the issue experienced in the “Comments/questions” box.

It is possible to attach files to the form pressing the “Attach a File” button and then specifying file location, helping Leonardo to understand and solve the issue experienced

After all the required fields are filled, it is possible to send the form to Leonardo’s support team, and a confirmation message will be displayed.

New question submitted!

Your question has been submitted successfully!
 A notification has been sent to our team: thanks for your contribution.

[BACK TO HOMEPAGE](#)

The second sub-section of “Help” is “[Leonardo Contacts](#)”. Here a list of support contacts or Leonardo people is provided, with information regarding their working area and their email and telephone contacts.

Home > Leonardo Contacts [more info](#)

Leonardo Contacts

Q

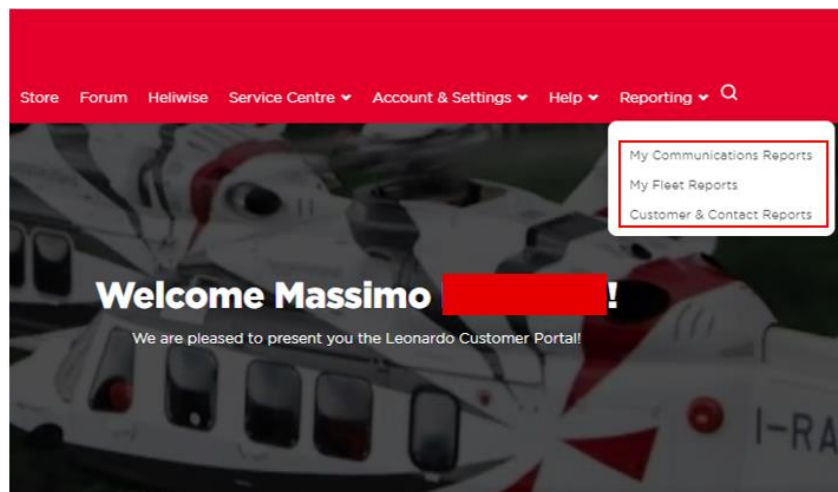
Area	Name	Surname	Phone	Email
Cust. Serv. Manager	A. [redacted]	Re [redacted]	+39 03 [redacted]	ar [redacted]@leonardocompany.comxxx
PSE Manager	F. [redacted]	Ta [redacted]	+39 03 [redacted]	Fe [redacted]@leonardocompany.com
Tech. Rep / FSR	U. [redacted]	Te [redacted]		ma [redacted]@accenture.com

Showing 1 to 3 of 3 entries < 1 >

2.14 Reporting

The portal features a section called “Reporting” in which the user can have access to multiple graphics and tabular views implemented in Power BI®, leveraging the data gathered by the system.

The functionality can be accessed by clicking on the “Reporting” tab, situated in the top ribbon, and then selecting one of the reporting areas.



This paragraph shows the common features that can be applied to every report of the section, while the next paragraphs will cover all the reports, the views and the functionalities featured in each reporting area.

In each page, it is possible to navigate between the sheets of the dashboard, by leveraging the selection bar at the bottom of the window.


It is possible to apply multiple filters using the fields disposed at the top of the page.

Home > My Communications Reports

My Communications Reports

Ticket Type	Ticket Status	Ata Code	Product N°	Priority	H/C Line	H/C Model
All	All	All	All	All	All	All

N° OF TICKETS BY YEAR-MONTH

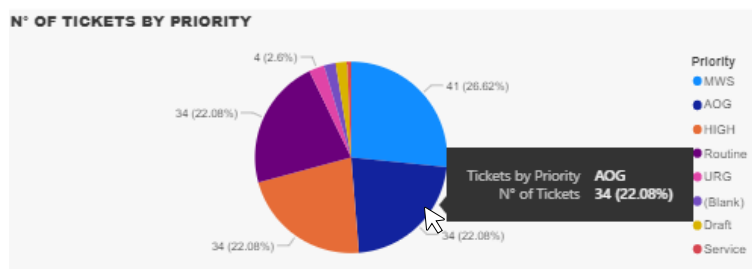



N° OF TICKETS BY HELICOPTER LINE/MODEL

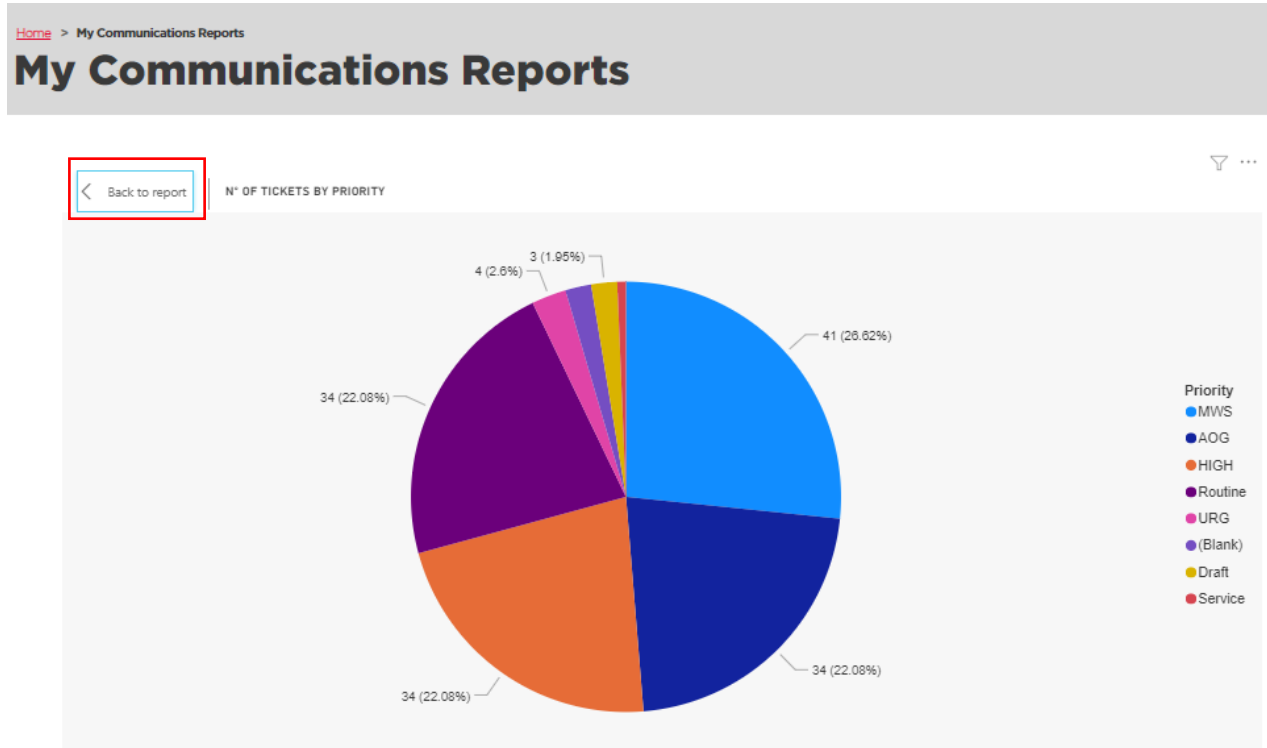
Helicopter Line	N° of Tickets
AW139	106
AW139	106
NC0031024	98
NC0031054	5
	1
NC0031092	1
NC0031246	1
LICENSE HC	27
AB412 SP	11
	6
NC0025601	5
AB205	10
NC0004056	6
	4
AB412	6
	3
NC0025505	2
NC0025507	1
AW169	8
AW169	8
NC0069019	8
AW101	7
AW101	7
	4
NC00EH101	3
AW109/119	6
A109E	6
NC0011838	5
	1
Total	154


Ticket Created Volume	Ticket Closed Volume	Ticket Open Volume	On Time Closure Rate	FOC DSA	AVG CSR Closure Time	Volume - Performance Monitoring
---------------------------------------	--------------------------------------	------------------------------------	--------------------------------------	-------------------------	--------------------------------------	---

The user can have additional data regarding single elements of each graph (E.g. columns, pie sections, clusters etc...) by leaving the cursor on the selected element. As showed in the example, a black box will appear, displaying record's category and value.

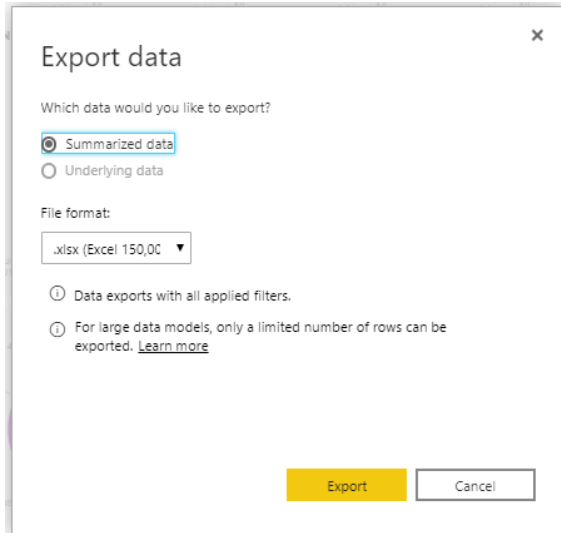


In every graph or table, it is possible to press the  to expand it in full screen mode. After doing so, press “Back to report” to return to the previous page.

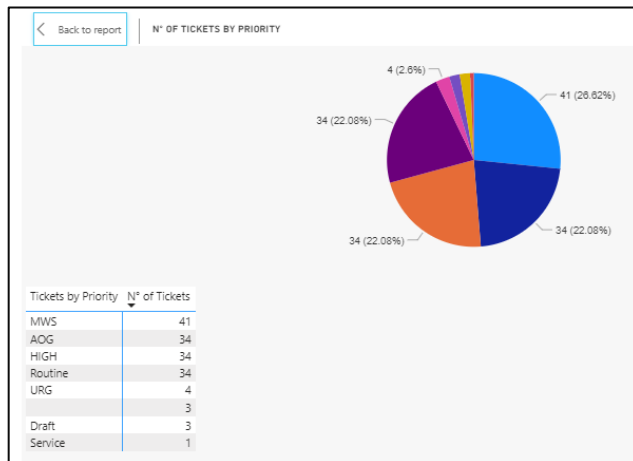


In every graph or table, it is possible to click on the  icon to:

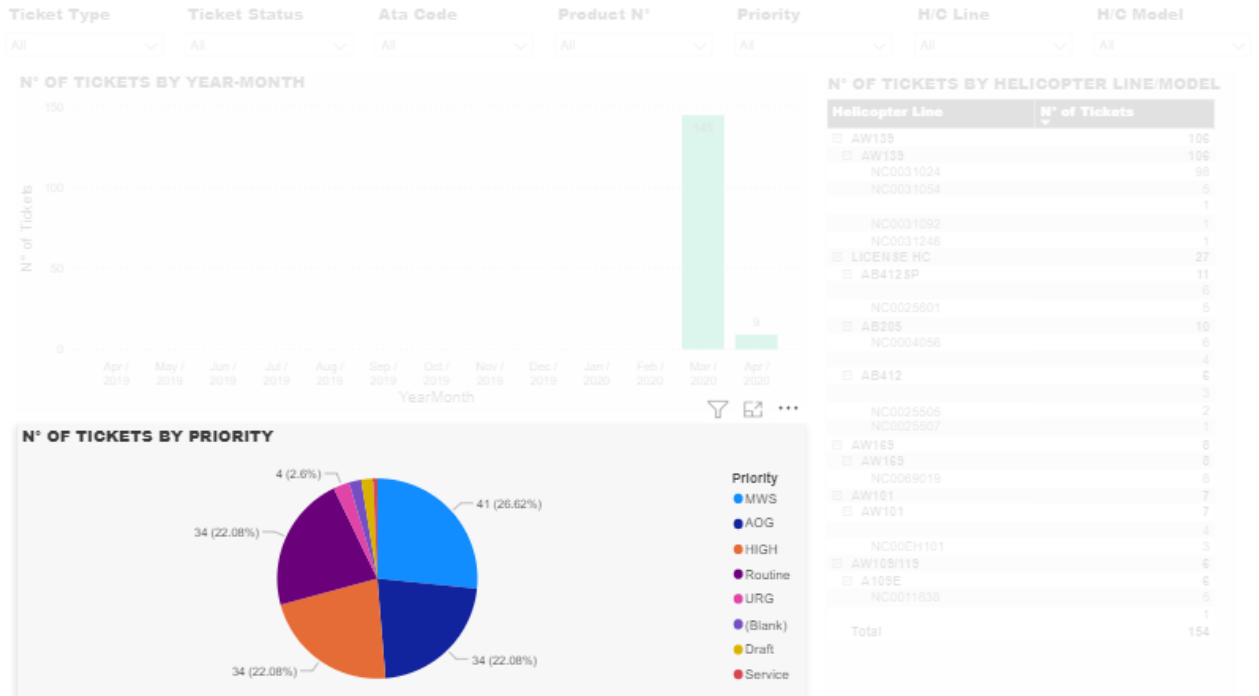
- Select **Export Data** to export the database related to the selected object, in XLS or CSV extension. A pop-up window will appear, in which the user must select the file format and then click export.



- Select **Show as table** to visualize the graph alongside a table contained the related underlying values



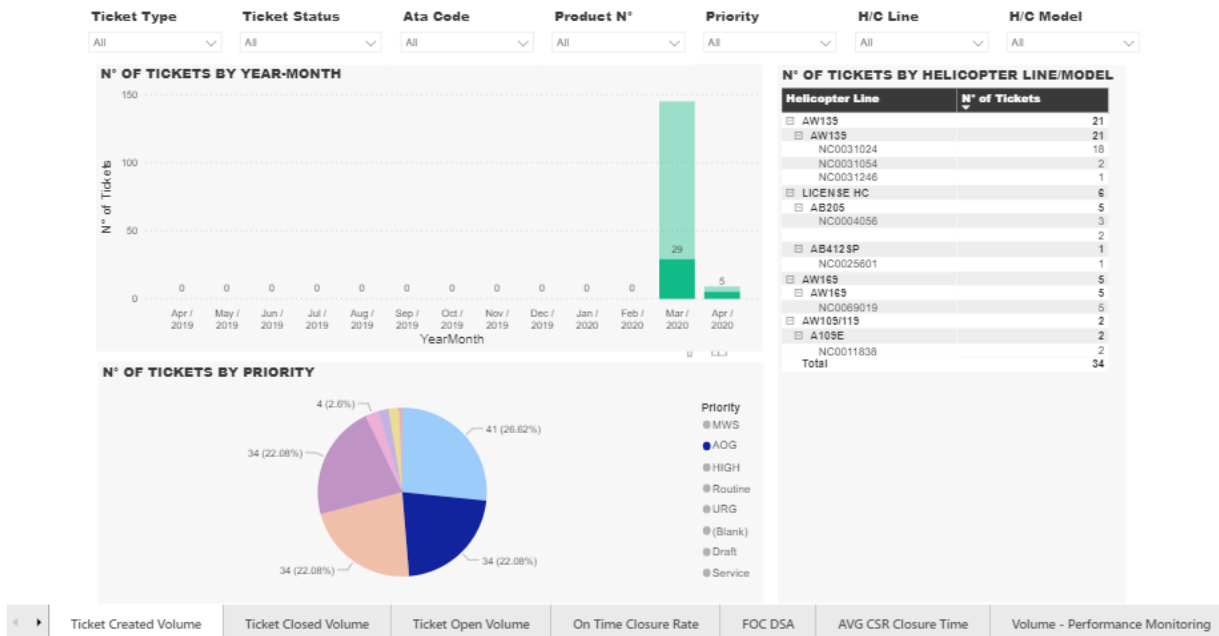
- Select **Spotlight** to visualize in foreground only the selected element while the others turn grey.



In every page, if the user clicks on a record of a graph or table, every other graph or table of the current window will be adapted to highlight the selected category.

In the example provided below, by clicking on the AOG section of the pie, every other element in the table adapts to show AOG related statistics. The table will only show AOG records, while in the histogram the section of the bars representing AOG tickets will be highlighted.

My Communications Reports



2.14.1 My Communications Reports

This reporting area features key performance indicators related to the “My Communications” section, therefore it contains statistics regarding tickets opened and Leonardo’s performances in addressing them.

It is accessible from “Reporting” in the top bar and then selecting “My Communications reports”.

Every tab of the section is described below.

Ticket Created Volume

This page contains graph and tables analysing the volume and composition of tickets created.

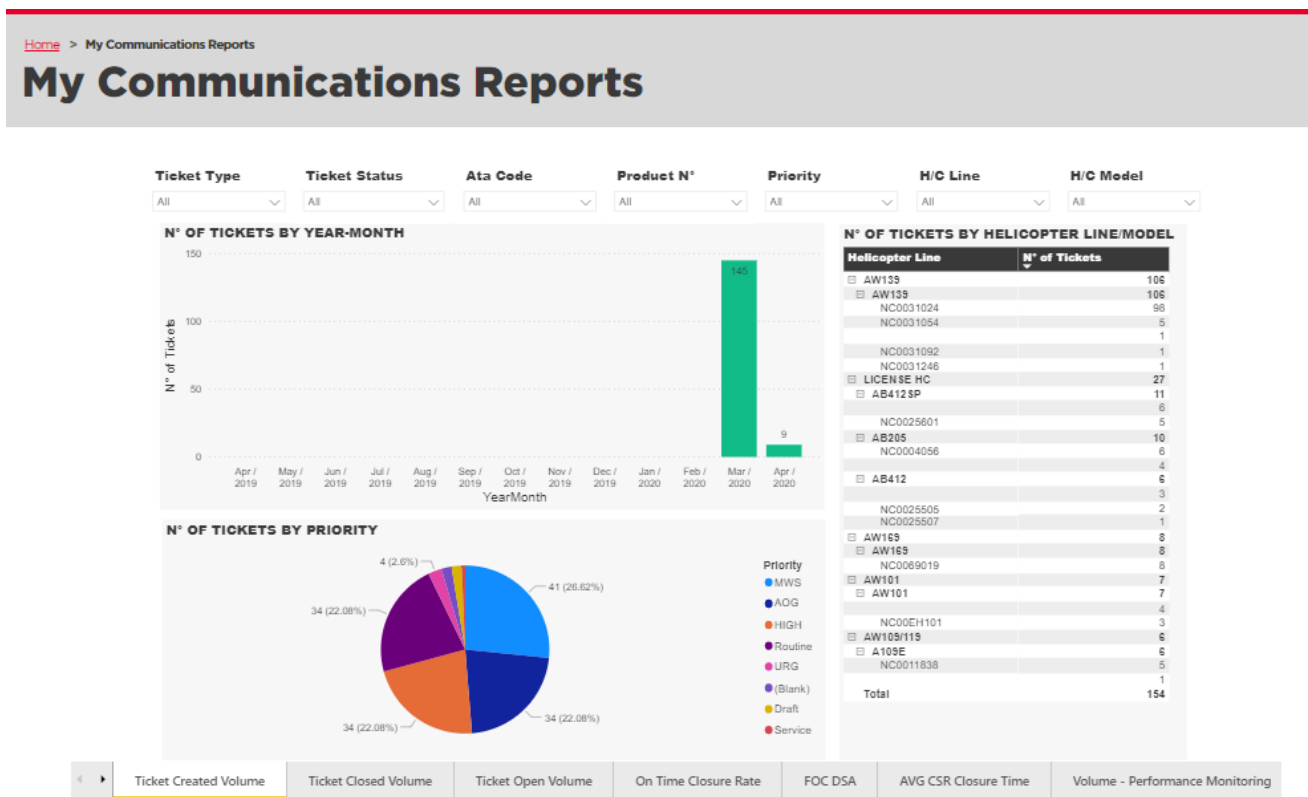
The page can be filtered by:

- Ticket type (E.g. Technical Query, CSR FOC etc...)
- Ticket Status (E.g. Acceptance, Closure, etc...)
- Ata Code
- Product N°
- Priority (E.g. AOG, HIGH, ROUTINE, etc...)
- H/C Line

- H/C Model

The graphs and tables featured in the tab are:

- **N° of Tickets by Year-Month:** Histogram representing the number of tickets created every month
- **N° of Tickets by Priority:** Pie chart of tickets created segmented by priority, showing values and percentages of each category
- **N° of tickets by Helicopter Line/Model:** Tabular view showing the volume of tickets created. The first level represents the helicopter model that is then divided by helicopter line.



Ticket Closure Volume

This page contains graph and tables analysing the volume and composition of closed tickets. A ticket is considered closed when it is in completed accepted or completed rejected status.

The page can be filtered by:

- Ticket type (E.g. Technical Query, CSR FOC etc...)
- Ticket Status (E.g. Acceptance, Closure, etc...)
- Ata Code

- Product N°
- Priority (E.g. AOG, HIGH, ROUTINE, etc..)
- H/C Line
- H/C Model

The graphs and tables featured in the tab are:


- **N° of Tickets by Year-Month:** Histogram representing the number of tickets closed every month
- **N° of Tickets by Priority:** Pie chart of tickets closed segmented by priority, showing values and percentages of each category
- **N° of tickets by Helicopter Line/Model:** Tabular view showing the volume of tickets closed. The first level represents the helicopter model that is then divided by helicopter line.

Home > My Communications Reports

My Communications Reports

Ticket Type: All
Ticket Status: All
Ata Code: All
Product N°: All
Priority: All
H/C Line: All
H/C Model: All

N° OF TICKETS BY YEAR-MONTH

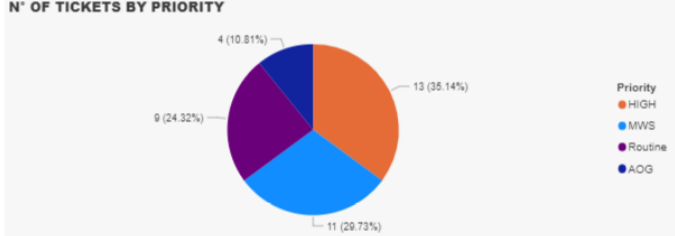


YearMonth	N° of Tickets
Apr / 2019	0
May / 2019	0
Jun / 2019	0
Jul / 2019	0
Aug / 2019	0
Sep / 2019	0
Oct / 2019	0
Nov / 2019	0
Dec / 2019	0
Jan / 2020	0
Feb / 2020	0
Mar / 2020	37
Apr / 2020	0

N° OF TICKETS BY HELICOPTER LINE/MODEL

Helicopter Line	N° of Tickets
AW139	29
AW139	29
NC0031024	27
NC0031054	2
LICENSE HC	4
AB4125P	3
AB4125P	2
NC0025901	1
AB205	1
NC0004056	1
AW101	2
AW101	2
AW101	2
AW109/119	1
A109E	1
NC0011838	1
AW169	1
AW169	1
NC0059019	1
Total	37

N° OF TICKETS BY PRIORITY



Priority	N° of Tickets	Percentage
HIGH	13	35.14%
MWS	11	29.73%
Routine	9	24.32%
AOG	4	10.81%

Ticket Created Volume
Ticket Closed Volume
Ticket Open Volume
On Time Closure Rate
FOC DSA
AVG CSR Closure Time
Volume - Performance Monitoring

Ticket Open Volume

This page contains graph and tables analysing the volume and composition of open tickets. A ticket is considered open when it is not in closed, completed accepted or completed rejected status.

The page can be filtered by:

- Ticket type (E.g. Technical Query, CSR FOC etc...)
- Ticket Status (E.g. Acceptance, Closure, etc...)
- Ata Code
- Product N°
- Priority (E.g. AOG, HIGH, ROUTINE, etc...)
- H/C Line
- H/C Model

The graphs and tables featured in the tab are:


- **N° of Tickets by Year-Month:** Histogram representing the number of open tickets by creation date
- **N° of Tickets by Priority:** Pie chart of open tickets segmented by priority, showing values and percentages of each category
- **N° of tickets by Helicopter Line/Model:** Tabular view showing the volume of open tickets. The first level represents the helicopter model that is then divided by helicopter line.

Home > My Communications Reports

My Communications Reports

Ticket Type: All
Ticket Status: All
Ata Code: All
Product N°: All
Priority: All
H/C Line: All
H/C Model: All

N° OF TICKETS BY YEAR-MONTH

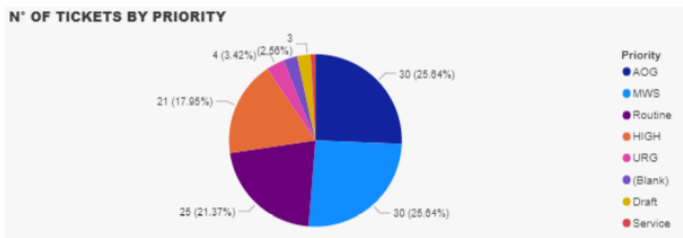


YearMonth: Apr / 2019, May / 2019, Jun / 2019, Jul / 2019, Aug / 2019, Sep / 2019, Oct / 2019, Nov / 2019, Dec / 2019, Jan / 2020, Feb / 2020, Mar / 2020, Apr / 2020

N° OF TICKETS BY HELICOPTER LINE/MODEL

Helicopter Line	N° of Tickets
AW139	77
AW139	77
NC0031024	71
NC0031054	3
	1
NC0031092	1
NC0031246	1
LICENSE HC	23
AB209	9
NC0004056	5
	4
AB412SP	8
	4
NC0025601	4
AB412	6
	3
NC0025505	2
NC0025507	1
AW169	7
AW169	7
NC0009019	7
AW101	5
AW101	5
NC00EH101	3
	2
AW109/119	5
A109E	5
NC0011838	4
	1
Total	117

N° OF TICKETS BY PRIORITY



Priority: AOG, MWS, Routine, HIGH, URG, (Blank), Draft, Service

Ticket Created Volume
Ticket Closed Volume
Ticket Open Volume
On Time Closure Rate
FOC DSA
AVG CSR Closure Time
Volume - Performance Monitoring

On time closure

This page contains graph and tables useful to evaluate Leonardo's performances in addressing the ticket before the due date, based on the priority of the ticket.

The page can be filtered by:

- Ticket type (E.g. Technical Query, CSR FOC etc...)
- Ticket Status (E.g. Acceptance, Closure, etc...)
- Ata Code
- Product N°
- Priority (E.g. AOG, HIGH, ROUTINE, etc..)
- H/C Line
- H/C Model

The graphs and tables featured in the tab are:

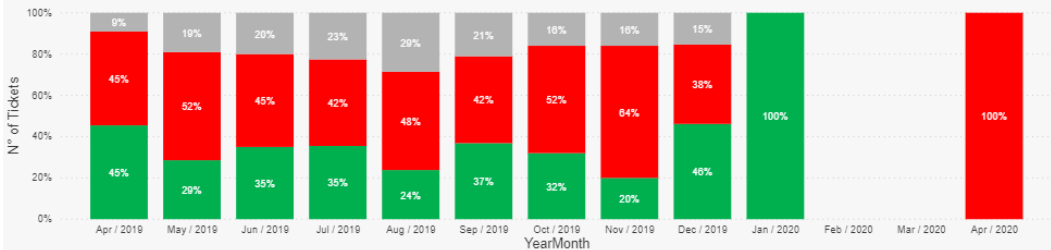
- **N° of Tickets by Year-Month:** Histogram representing the number of closed tickets by closure date, divided in tickets closed "On Time" or "Late". On time tickets are displayed in green, Late tickets in red, and for each category the percentage of the total is displayed.
- **N° of tickets by Helicopter Line/Model:** Tabular view showing the volume of tickets closed On Time or Late. The first level represents the helicopter model that is then divided by helicopter line. The column N° of tickets contains the total number of closed tickets. The columns On Time and Late are the number of tickets closed before and after the Closure Date.

My Communications Reports

Ticket Type: All | Ticket Status: All | Ata Code: All | Product N°: All | Priority: All | H/C Line: All | H/C Model: All

% OF TICKETS BY YEAR-MONTH

On Time (Green) | Late (Red) | Unknown (Grey)



N° OF TICKETS BY HELICOPTER LINE/MODEL

Helicopter Line	N° of Tickets	On Time	Late	Unknown
AW109/119	9	9	4	5
A109E	4	4	1	3
A109S	1	1	1	1
AW109N	1	1	1	1
AW109SP	3	3	2	1
AW139	151	42	90	19
AW139	151	42	90	19
AW169	50	23	10	17
AW169	50	23	10	17
AW189	19	9	4	6
AW189	19	9	4	6
Total	229	78	109	42

Ticket Created Volume | Ticket Closed Volume | Ticket Open Volume | **On Time Closure Rate** | FOC DSA | AVG CSR Closure Time | Volume - Performance Monitoring

FOC DSA

This page contains graph and tables useful to evaluate Leonardo's performances in addressing the ticket in the situation of AOG priority, that requires immediate action and high responsiveness. Therefore, the page shows statistics related to CSR FOC tickets with AOG priority and checks DSA levels

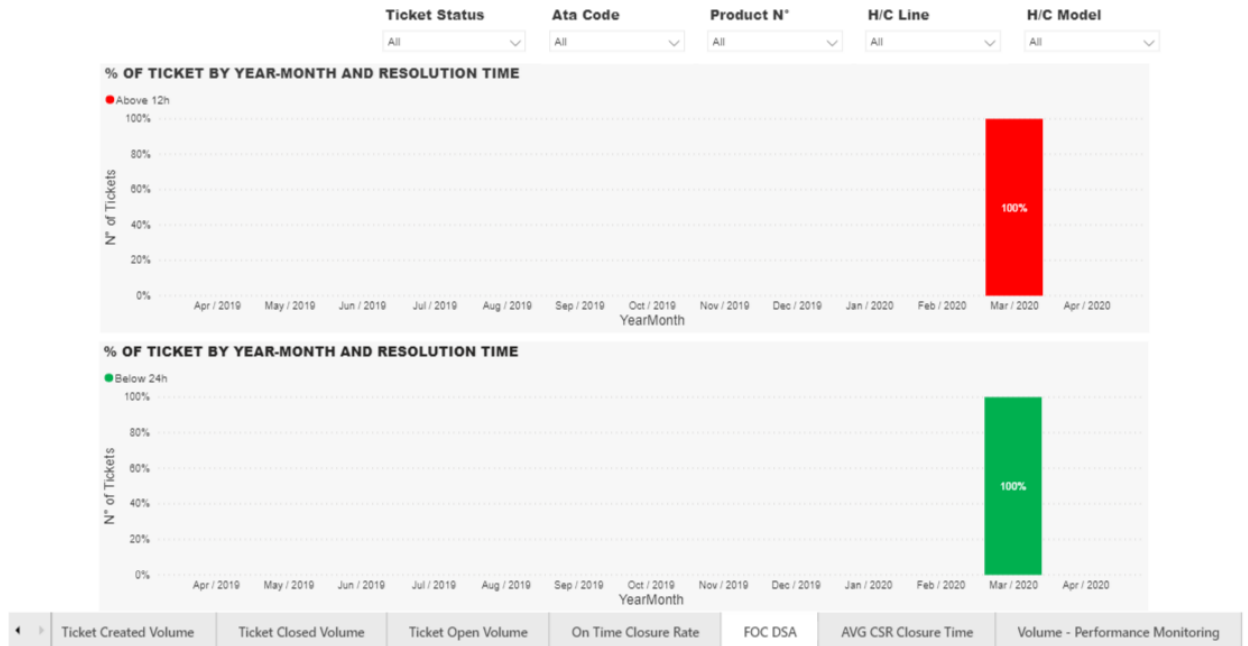
The page can be filtered by:

- Ticket Status (E.g. Acceptance, Closure, etc...)
- Ata Code
- Product N°
- H/C Line
- H/C Model

The graphs and tables featured in the tab are:

- **% of Tickets by Year-Month and Resolution Time (Above 12 hours):** Histogram representing the percentage of FOC with AOG priority for which the closure time is above or below 12 hours.
- **% of Tickets by Year-Month and Resolution Time (Below 24 hours):** Histogram representing the percentage of FOC with AOG priority for which the closure time is below or above 24 hours.

My Communications Reports



AVG CSR Closure Time

This page contains graph and tables useful to evaluate Leonardo's responsiveness in addressing CSR FOC tickets.

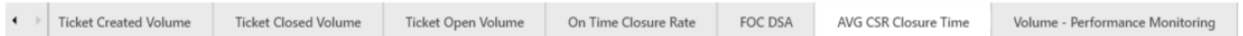
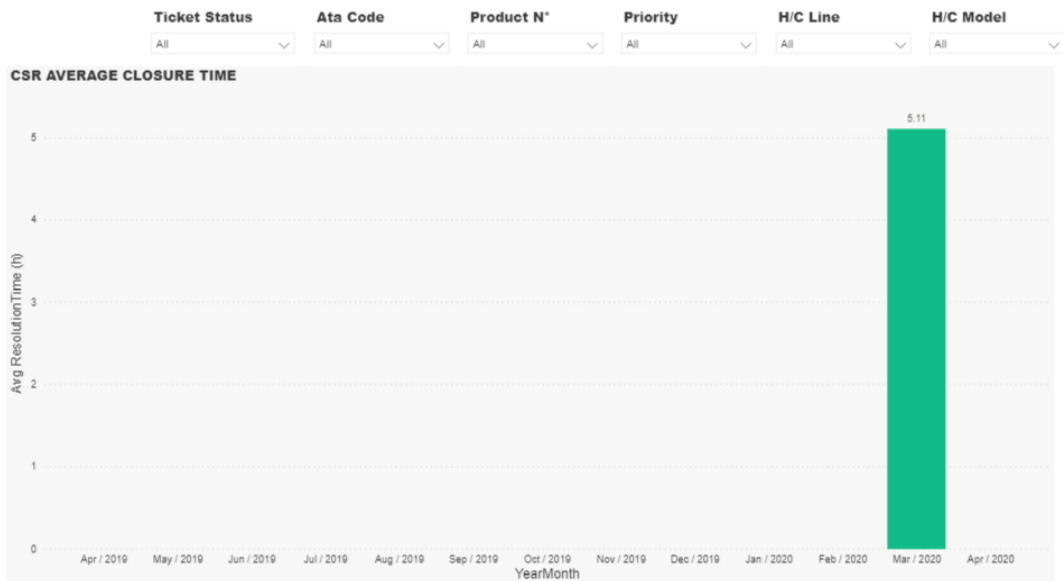
The page can be filtered by:

- Ticket Status (E.g. Acceptance, Closure, etc...)
- Ata Code
- Product N°
- Priority (E.g. AOG, MWS, Service)
- H/C Line
- H/C Model

The graph featured in the tab is:

- **CSR Average Closure Time:** Histogram showing the monthly average time required to close CSR FOC tickets, segmented by closure date and expressed in hours.

My Communications Reports



Volume – Performance monitoring

This page contains graph and tables analysing tickets' volume and composition, through graphs divided by priority, indicating if they are On Time or Late with respect to the due date defined by the priority type.

The page can be filtered by:

- Ticket type (E.g. Technical Query, CSR FOC etc...)
- Ticket Status (E.g. Acceptance, Closure, etc...)
- Ata Code
- Product N°
- H/C Line
- H/C Model

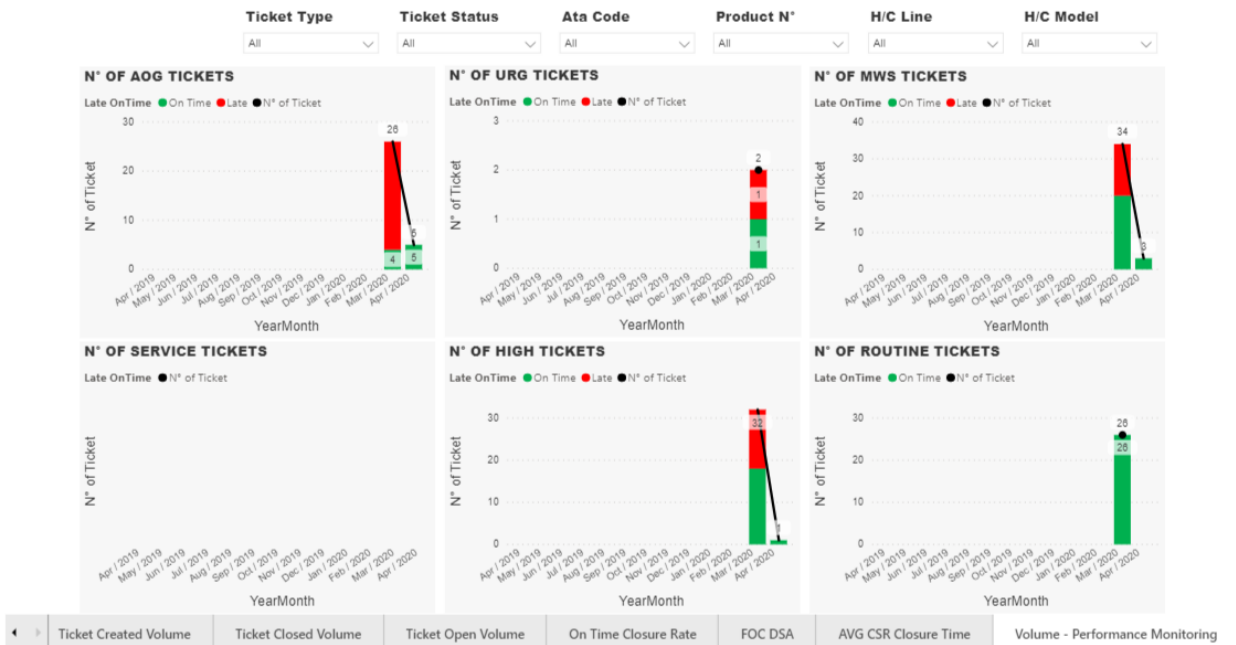
The graphs and tables featured in the tab are:

- **N° of AOG Tickets:** Histogram representing the number of tickets with AOG priority created every month. Tickets are divided in On Time and Late, according to the expected closure date. AOG tickets must be closed within 24 hours.

- **N° of URG Tickets:** Histogram representing the number of tickets with URG priority created every month. Tickets are divided in On Time and Late, according to the expected closure date. URG tickets must be closed within 3 days.
- **N° of MWS Tickets:** Histogram representing the number of tickets with MWS priority created every month. Tickets are divided in On Time and Late, according to the expected closure date. MWS tickets must be closed within 5 days.
- **N° of Service Tickets:** Histogram representing the number of tickets with Service priority created every month. Tickets are divided in On Time and Late, according to the expected closure date. Service tickets must be closed within 10 days.
- **N° of “High” Tickets:** Histogram representing the number of tickets with High priority created every month. Tickets are divided in On Time and Late, according to the expected closure date. High priority tickets must be closed within 3 days.
- **N° of Routine Tickets:** Histogram representing the number of tickets with Routine priority created every month. Tickets are divided in On Time and Late, according to the expected closure date. Routine tickets must be closed within 10 days.

[Home](#) > My Communications Reports

My Communications Reports



2.14.2 My Fleet Reports

This reporting area features graphs and tables related to the “My Fleet” section, therefore it contains details regarding client’s fleet, its composition and current statistics.

It is accessible clicking on “Reporting” in the top bar and then selecting “My Fleet reports”.

The top part of the page features a pie graph showing the number of helicopters owned by the customer, categorized by helicopter model.

This section features a table named “Fleet Information” showing details regarding each helicopter of the fleet. The total row shows the total value for the numeric cumulative values.

FLEET INFORMATION							
H/C Serial Number	H/C Tail Number	H/C Line	H/C Model	Delivery Date	Operated Since	Flight Hours Last Update Date	Flight Hours
	H-1	AW109/119	A109E	8/8/2017 12:00:00 AM	8/8/2017 12:00:00 AM	2/22/2020 11:00:00 AM	2,345.00
	F-A0	LICENSE HC	AB412	8/19/1982 12:00:00 AM	1/7/2003 12:00:00 AM	2/21/2020 12:00:00 AM	8,004.00
	I-SF	LICENSE HC	AB412SP	7/19/1989 12:00:00 AM	1/13/2003 12:00:00 AM	1/31/2018 12:00:00 AM	23.00
	I-A0	AW139	AW139	1/1/2005 12:00:00 AM	1/1/2005 12:00:00 AM	4/30/2018 12:00:00 AM	4,272.19
	I-G1	AW139	AW139			3/5/2019 11:00:00 AM	3,600.00
	I-N0	AW139	AW139	6/30/2009 12:00:00 AM	6/30/2009 12:00:00 AM	3/8/2018 12:00:00 PM	4,193.22
	PR	AW139	AW139	11/12/2012 12:00:00 AM	11/12/2012 12:00:00 AM	5/24/2018 12:00:00 AM	5,291.80
	I-R0	AW169	AW169			12/31/2019 12:00:00 PM	1,600.00

Last Availability Update Year	Last Availability Update Week	Last Availability Operational (%) Update	Last Availability Dispatch (%) Update	N° of Ticket
2020	7	100.00	100.00	6
2019	50	100.00	100.00	
				4
				33
				1
				3
				10
				1
				58

The fields of the table are:

- H/C Serial Number
- H/C Tail Number
- H/C Line
- H/C Model
- Delivery Date
- Operated Since
- Flight Hours Last Update date
- Flight Hours
- Last Availability Update
- Last Availability Update Week
- Last Availability Operational (%) update

- Last Availability Dispatch (%) update
- N° of Tickets

2.14.3 Customer & Contact reports

This reporting area contains general customer information and CRM statistics, as well as details regarding every user profile created by the customer.

It is accessible clicking on “Reporting” in the top bar and then selecting “Customer & Contact Reports”.

Customer 360°

This section contains a table that summarizes key information on the client and CRM statistics, such as the number of tickets opened. The total row shows the total value for the numeric cumulative values.

Customer	Customer ID	VAT	Fiscal Code	Type	Legal Entity	Country	Region	Address	N° of Open Ticket	N° of Open Technical Query
AIR		IT		Civil	Italy	Italy			112	68
Total									112	68

N° of Open CSR FOC	N° of Open Customer Commercial Query	N° of Open Feedback	N° of Open Technical Publication Query
16		9	12
16		9	12

The fields available are:

- Customer
- Customer ID
- VAT
- Fiscal Code
- Type
- Legal Entity
- Country
- Region
- Address
- N° of Open Tickets
- N° of Open Technical Queries
- N° of Open CSR FOC
- N° of Open Customer Commercial Queries
- N of Open Feedback
- N° of Open Technical Publication Query

Contact Health Status

This section contains detailed information on every profile managed by the customer. For each record are indicated personal data, numeric on Portal usage and user's permissions status.

Name	Username	User Type	Department	Role	Email	Phone
		Master User	Maintenance	Maintenance Manager		
		Normal User	Maintenance	Training Manager		
		Normal User	Purchasing	Operations Manager		
		No Portal Access	Operations	Deputy Commander		

TDA Accepted	Last Login	Expiring Date	N° of Open Ticket	Permission Mycommunication	Permission Technical Query
True	2/4/2020 3:16:11 PM	4/1/2022 2:35:03 PM	110	Read	Edit
False	12/15/2019 6:15:49 PM	3/30/2022 12:58:52 PM	1	Read	Read
True	4/1/2020 11:12:54 AM	3/23/2022 1:53:50 PM	1	Read	Hidden
False	12/15/2019 6:18:00 PM	12/17/2021 12:00:00 AM		Read	Read

The fields available are:

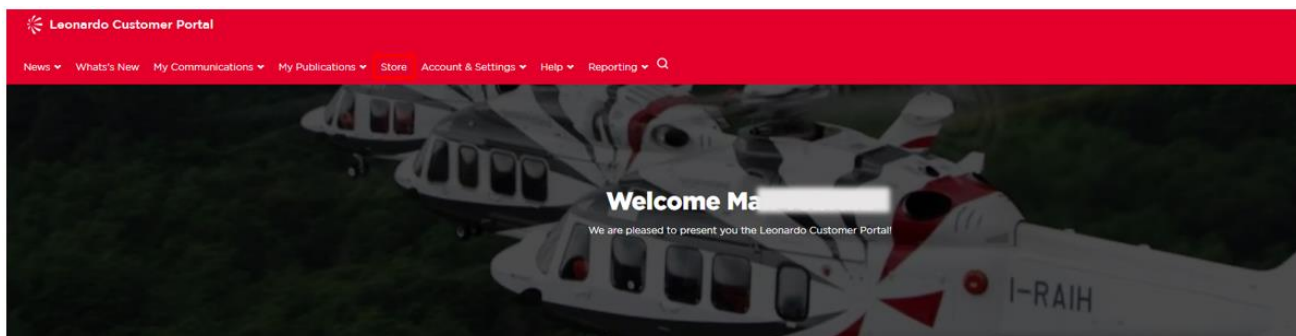
- Name
- Username
- User Type (E.g. Master User, Normal User, No Portal Access, etc..)
- Department (E.g. Maintenance, purchasing, operations etc..)
- Role (E.g. Manager, Pilot, Technician etc...)
- Email
- Phone
- TDA Accepted (True or false)
- Last Login
- Expiring Date
- N° of open tickets
- Permission My Communication (Hidden, read or edit)
- Permission Technical Query (Hidden, read or edit)
- Permission CSR FOC (Hidden, read or edit)
- Permission Customer Commercial Query (Hidden, read or edit)
- Permission Feedback (Hidden, read or edit)
- Permission Service Plan Monthly report (Hidden, read or edit)
- Permission Service – Technical Bulletin Application (Hidden, read or edit)
- Permission FAQ (Hidden, read or edit)
- Permission My Publication (Hidden, read or edit)
- Permission My Software (Hidden, read or edit)
- Permission My Fleet (Hidden, read or edit)
- Permission Heliwise (Hidden, read or edit)
- Permission Store (Hidden, read or edit)
- Permission Wingman Canada

- Permission Wingman Denmark
- Permission Wingman Norway
- Permission Wingman Portugal
- Permission Wingman UK
- Permission Copia Campione (Hidden, read or edit)
- Permission Forum (Hidden, read or edit)
- Permission Service centre (Hidden, read or edit)
- Permission My Training (Hidden, read or edit)

3.0 Store

Please Note: The Store User Guide can be downloaded in the Store Section.

From Leonardo Customer portal it is possible to be redirected to the Leonardo E-Commerce Store by clicking on the “Store” tab. This is the only way to access the Store, and only authorized users will be able to see the related tab in the top bar of the portal.



In the Store footer it will be possible to download the Store User Guide by clicking on “User Guide”.

