



SERVICE INFORMATION LETTER

SIL N° S-GEN-21-007
DATE: July 26, 2021
REV.: /

To: Leonardo Helicopters products
Owners / Operators / Service Centres

SUBJECT: Leonardo ERP system service interruption

Helicopters Affected: All

Dear Customer,

Referring to S-GEN-21-005 "Leonardo Helicopters launches ERP System enhancement" issued on June 8, 2021, this SIL provides some peculiar operative instructions to be used during the planned temporary shutdown of the Leonardo SAP system.

The shutdown period will take place between 31 July 2021 and 15 August 2021. This last date could be improved and we will notify you immediately of any update in this respect.

Please note that the main impact of the shutdown will be related to the logistic support functions, specifically the normal management of urgent and routine spare parts orders. In the past weeks we have worked hard to define alternative processes aimed at guaranteeing a basic service level. The two following annexes provide you with the necessary operative guidelines and details:

- Impacts on Leonardo Customer Portal functionalities, and alternative processes (see Annex A);
- Fleet Operations Centre (FOC) points of contact (see Annex B).

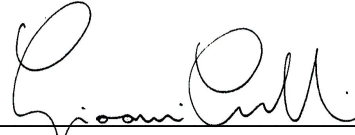
We apologize in advance for any disruption, at the same time we confirm that the entire Customer Support & Training Team is fully committed to guarantee the support needed and to mitigate any delays determined by the ERP System migration.

Should you need any additional information, please do not hesitate to refer to the point of contact provided with the Customer Support & Training Worldwide Directory, available on Leonardo Customer Portal at this [link](#).

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Thank you for your kind attention.

Best Regards,



Giovanni Cecchelli
Leonardo Helicopters
Vice President
Customer Support & Services – Italy

ANNEX A – LEONARDO CUSTOMER PORTAL

The Leonardo Customer Portal will not be affected by the ERP upgrade and only some functionalities will be limited.

For your convenience, please find reported below a detailed overview about the Customer Portal applications and their accessibility:

Some of functionalities will be:

Accessible In read-only mode ●

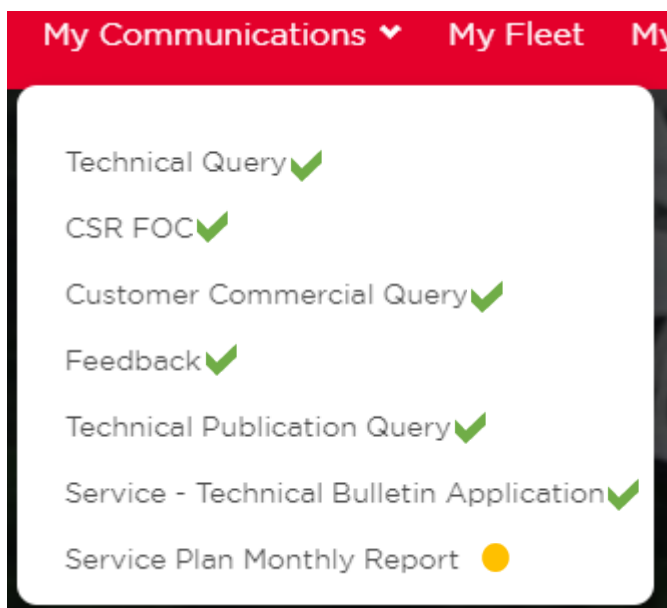
Not Accessible ✖

Fully Accessible ✔

My Communications

It will be possible to create and manage tickets with the following limitations:

- it will not be possible to include in the ticket the helicopter and component flight hours; we recommend to include this information directly into the ticket description.
- Service Plan Monthly Report will be in read-only mode.

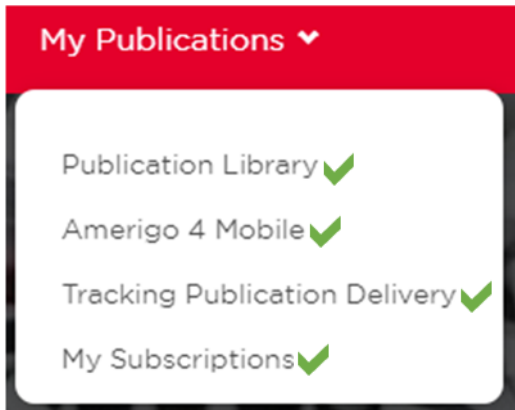


Myfleet ●

The section will be available in read-only mode: it will not be possible to update helicopters flight hours or availability.

My Publications

The section will be available to consult the entire publication library.



My Software ✓

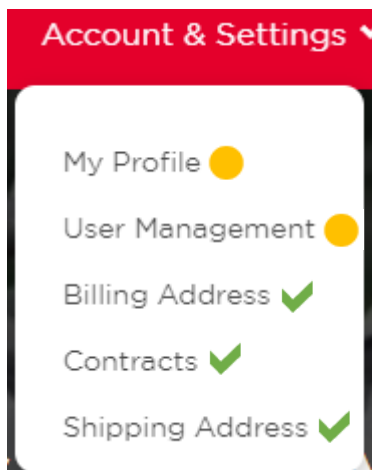
The section will be available to consult the Software library.

Heliwise ✓

The application will be available in all its functionalities.

Account & Setting

Depending on your profile account, it will be possible to consult all the information relevant to profile, contracts, addresses. It will not be possible to create new users and modify users information.



Help & Reporting ✓

The section will be fully available.

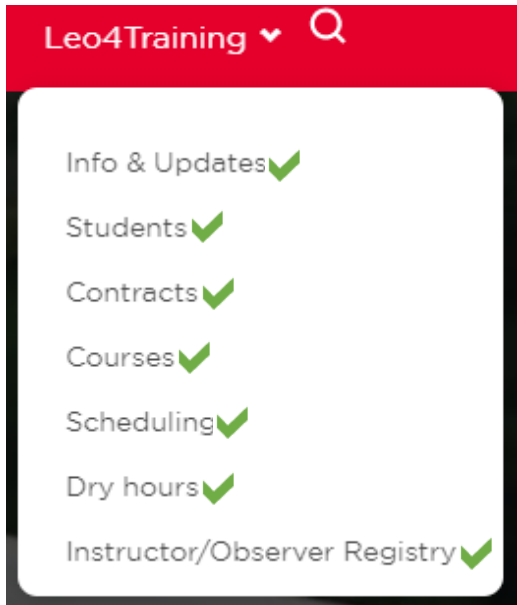
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My Training ✓

Get a Training Student Account and My Training will be available in all their functionalities.

Leo4Training

Leonardo4Training will be fully available.



Service Centre ✓

This section will be available.

Store ✗

The orders through the E-commerce Store cannot be compiled. For any AOG and critical Maintenance Work Stoppage (MWS) it will be possible to open a [CSR-FOC](#) Ticket in the Customer Portal to place an order writing in the ticket description and/or attaching a file that includes the following information.

It will be still possible to place an AOG or MWS Technical Query (TQ) or an Order via email using the e-mail contacts in Annex B.

For your convenience, here you can find for reference the minimum set of data required to process your Order or manage a Service Request:

DATA	TYPE OF REQUEST			
	SPARE ORDER / RFQ	WARRANTY REQUEST	SERVICE PLAN REQUEST	SERVICE BULLETIN REQUEST
SHIPPING ADDRESS	X	X	X	X
CUSTOMER PO REFERENCE	X	X	X	X

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DATA	TYPE OF REQUEST			
	SPARE ORDER / RFQ	WARRANTY REQUEST	SERVICE PLAN REQUEST	SERVICE BULLETIN REQUEST
CUSTOMER PO DATE	X	X	X	X
REQUIRED PART AVIALABILITY DATE	X	X	X	X
COMPONENT P/N (or SERVICE BULLETIN N°)	X	X	X	X
QUANTITY	X	X	X	X
HELICOPTER MODEL	X	X	X	X
HELICOPTER S/N	X	X	X	X
DISCREPANCY DESCRIPTION /LIFE LIMIT/OVERHAUL	NA	X	X	NA
COMPONENT S/N	NA	X	X	NA
COMPONENT TOTAL HOURS	NA	X	IF L/L OR OVH	NA
HELICOPTER FLIGHT HOURS AT OCCURRENCE	NA	X	NA	NA
PACKING LIST OR INVOICE	NA	IF PART WARRANTY REQUEST	NA	NA

ANNEX B – FLEET OPERATIONS CENTRE (FOC)

ITALY 24/7 Fleet Operations Centre

Italy only toll free: 800 160950 phone: +39 0331 664444

e-mail: 24.7fleetoperationscentre.aw@leonardocompany.com

UK 24/7 Fleet Operations Center

AOG MATERIALS from 6 a.m. to 10 p.m.: +44 (0) 1935 702866 from 10 p.m. to 6 a.m.: +44 (0) 7741 036307

e-mail: fleetoperationscentreak.mbx.aw@leonardocompany.com

TECHNICAL ENQUIRIES from 6 a.m. to 10 p.m.: +44 (0) 1935 702866 from 10 p.m. to 6 a.m.: +44 (0) 7748 760784

e-mail: tqs.fleetoperationscentreak.mbx.aw@leonardocompany.com

USA 24/7 Fleet Operations Center

USA US only toll free: +1 888 248 7822 phone: +1 215 281 1485

e-mail: awpcfleetoperationscenter@leonardocompany.us

MALAYSIA 24 HOURS SERVICE

phone: +60 12 779 2004

e-mail: awmalaysia24.7centre.mbx.aw@leonardocompany.com

AUSTRALIA HOURS SERVICE

phone: +61 3 9227 3700 mobile: +61 449 004945

e-mail: 24.7leonardoaustralia.aw@leonardocompany.com