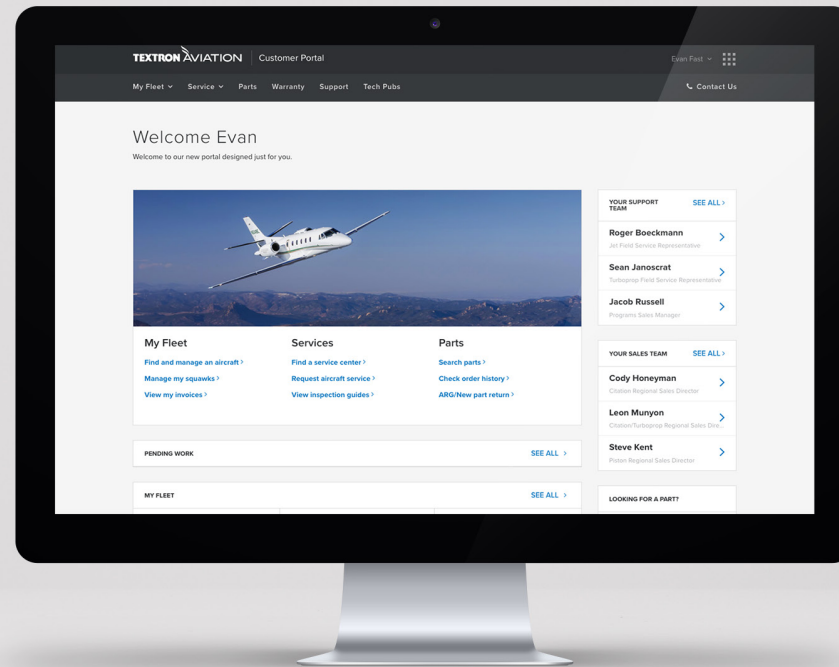
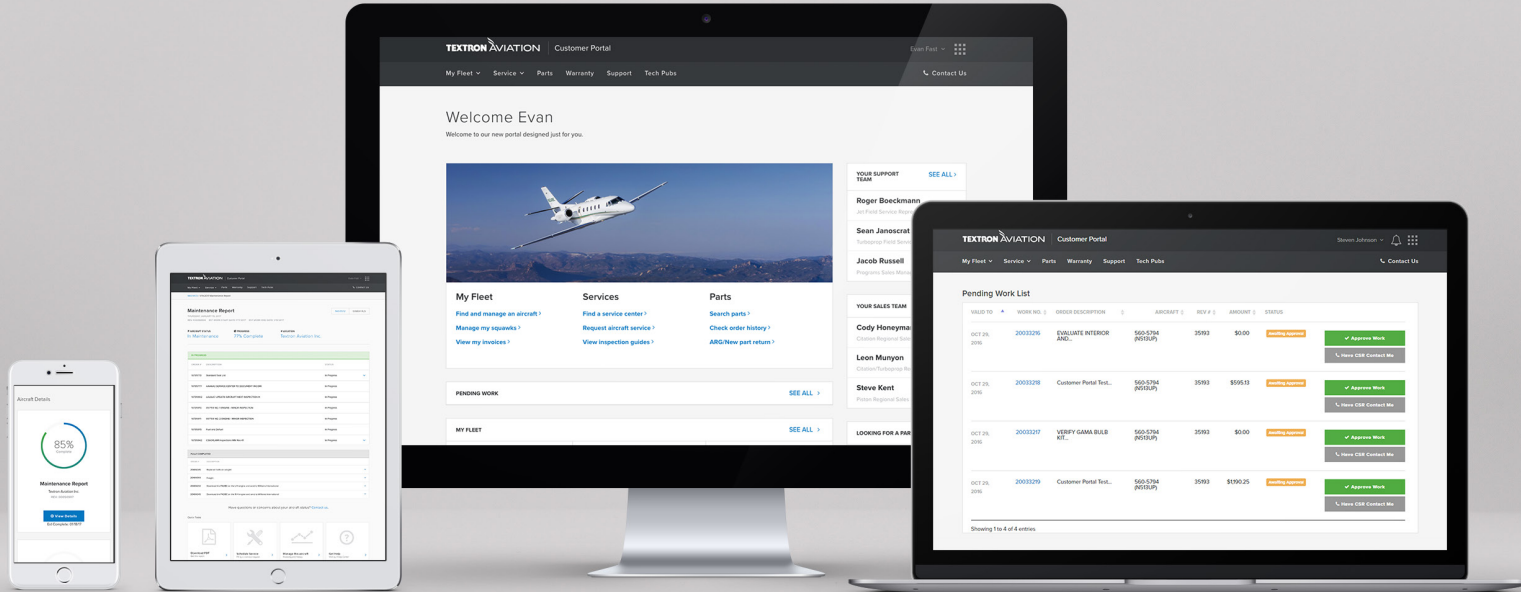


CUSTOMER PORTAL

EXPLORE THE BENEFITS





ALL YOUR RESOURCES IN ONE PLACE

- The Customer Portal is your one stop for managing your fleet and connecting with our wide range of services. It's all online, customized for you and accessible from any device at any time. Get access to everything you need as a fleet manager, owner, operator or technician. From programs to parts, quick links help you navigate resources that enhance your aircraft's performance and resale value.

SIGN UP

TXTAV.com My Account ▾

TEXTRON AVIATION PARTS & WARRANTY SUPPLY CHAIN

Log in

Email Address

Password

[Sign In](#)

[Forgot Password?](#)

New User
Are you a new user and don't have an account yet?

[REGISTER](#)

Visit the Customer Portal website.

SIGN UP

TXTAV.com My Account ▾

TEXTRON AVIATION PARTS & WARRANTY SUPPLY CHAIN

Register

Create **Account** Registration is fast, easy, and free.

First Name Last Name

Email Address

Company

Street Address

Address Line 2

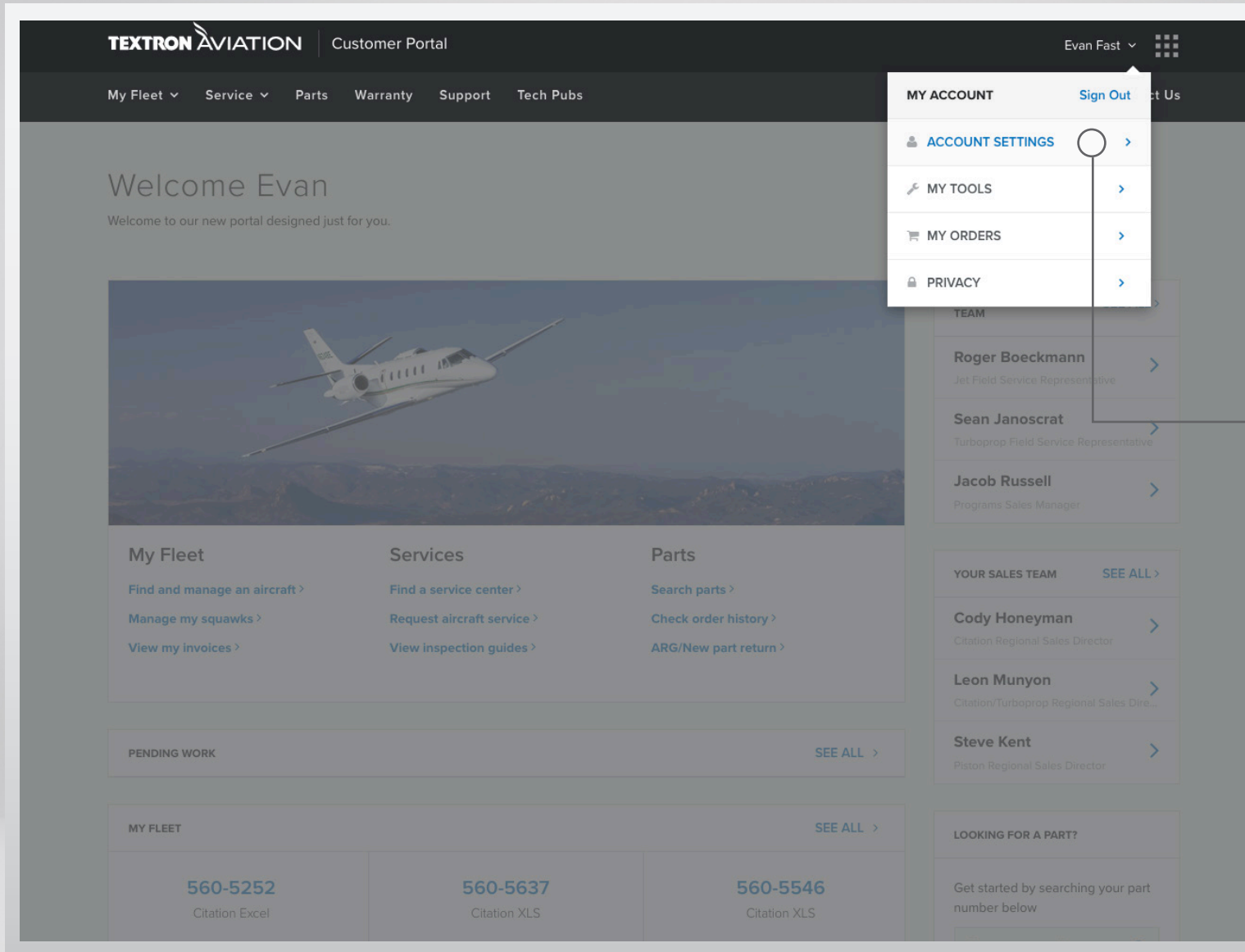
Address Line 3

City State/Province/Region Postal Code

Country

Create your account. You'll receive a confirmation email when our Portal Administrator team approves it. Then you can get started.

SIGN ON



A single sign-on lets you use one log-in to access all platforms — customer support, maintenance, part orders, programs and more.

SUPPORT TEAM

The screenshot displays the Textron Aviation Customer Portal. A modal window titled "Your Support Team" is open, showing a table of support team members. The background page shows a welcome message for "Evan Fast" and various navigation options like "My Fleet", "Services", and "Parts". A sidebar on the right lists team members under "YOUR SUPPORT TEAM" and "YOUR SALES TEAM".

NAME	POSITION	EMAIL & PHONE
Roger Boeckmann	Jet Field Service Representative	rboeckmann@txtav.com
Sean Janoscrat	Turboprop Field Service Representative	sjanoscrat@txtav.com +1.316.515.5009
Jacob Russell	Programs Sales Manager	jrussell@txtav.com +1.316.517.8348

YOUR SUPPORT TEAM [SEE ALL >](#)

- Roger Boeckmann** >
Jet Field Service Representative
- Sean Janoscrat** >
Turboprop Field Service Representative
- Jacob Russell** >
Programs Sales Manager

YOUR SALES TEAM [SEE ALL >](#)

- Cody Honeyman** >
Citation Regional Sales Director
- Leon Munyon** >
Citation/Turboprop Regional Sales Dire...
- Steve Kent** >
Piston Regional Sales Director

MY FLEET [SEE ALL >](#)

- 560-5252**
Citation Excel
- 560-5637**
Citation XLS
- 560-5546**
Citation XLS

LOOKING FOR A PART?

Get started by searching your part number below

Connect with members of your support team.

SALES TEAM

TEXTRON AVIATION Customer Portal

My Fleet ▾ Service ▾ Parts ▾

Welcome Evan
Welcome to our new portal designed just for you.

Your Sales Team

NAME	POSITION	EMAIL & PHONE
Cody Honeyman	Citation Regional Sales Director	cjhoneyman@txtav.com
Leon Munyon	Citation/Turboprop Regional Sales Director	lmunyon@txtav.com +1.316.676.0036
Steve Kent	Piston Regional Sales Director	skent@txtav.com +1.845.988.9654
Geoffrey Garcia	Regional Sales Director	ggarcia@txtav.com

Close

YOUR SUPPORT TEAM [SEE ALL >](#)

Roger Boeckmann [>](#)
Jet Field Service Representative

Sean Janoscrat [>](#)
Turboprop Field Service Representative

Jacob Russell [>](#)
Programs Sales Manager

YOUR SALES TEAM [SEE ALL >](#)

Cody Honeyman [>](#)
Citation Regional Sales Director

Leon Munyon [>](#)
Citation/Turboprop Regional Sales Dire...

Steve Kent [>](#)
Piston Regional Sales Director

MY FLEET [SEE ALL >](#)

560-5252
Citation Excel


560-5637
Citation XLS

560-5546
Citation XLS

LOOKING FOR A PART?
Get started by searching your part number below

Get in touch with members of our sales team.

MY FLEET

TEXTRON AVIATION | Customer Portal Evan Fast ▾ 

[My Fleet ▾](#) [Service ▾](#) [Parts](#) [Warranty](#) [Support](#) [Tech Pubs](#) [Contact Us](#)

My Fleet

<p>560-5252 Citation Excel</p> <p>100% Complete</p> <p>Textron Aviation Inc.</p> <p>View Details</p> <p>Est Complete: 07/04/14</p>	<p>560-5637 Citation XLS</p> <p>100% Complete</p> <p>Textron Aviation Inc.</p> <p>View Details</p> <p>Est Complete: 12/18/16</p>	<p>560-5546 Citation XLS</p> <p>100% Complete</p> <p>Textron Aviation Inc.</p> <p>View Details</p> <p>Est Complete: 01/13/17</p>	<p>FL-887 King Air 350ER</p> <p>90% Complete</p> <p>Textron Aviation Inc.</p> <p>View Details</p> <p>Est Complete: 01/12/17</p>
<p>560-5551 Citation XLS</p> <p>85% Complete</p> <p>Textron Aviation Inc.</p>	<p>560-5572 Citation XLS</p> <p>77% Complete</p> <p>Textron Aviation Inc.</p>	<p>560-5680 Citation XLS</p> <p>39% Complete</p> <p>Textron Aviation Inc.</p>	<p>FL-947 King Air 350ER</p> <p>33% Complete</p> <p>Textron Aviation Inc.</p>

| Manage your aircraft profile.

REQUESTING SERVICE

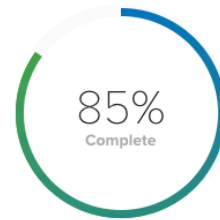
Aircraft Details

Maintenance Report

Textron Aviation Inc.
REV: 00050907

[View Details](#)

Est Complete: 01/18/17

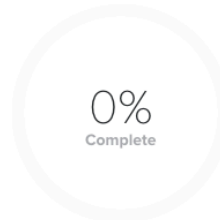


Maintenance Report

Textron Aviation Inc.
REV: 00050956

[View Details](#)

Est Complete: 01/19/17



No Pending Work found for this aircraft.

RECENT INVOICES

[SEE ALL >](#)

DEC 23, 2016	#90202249	Orlando Service Center	\$921.88	View
DEC 14, 2016	#90199910	Orlando Service Center	\$5,583.20	View

Schedule Service

Fill out a request



My Support Team

Contact us for help



My Sales Team

Assistance with purchasing



1Call AOG Support

Having an AOG Issue?





Tech Pubs

Publications for your aircraft



Schedule aircraft maintenance online.

MAINTENANCE REPORT

TEXTRON AVIATION | Customer Portal Steven Johnson  

[My Fleet](#) [Service](#) [Parts](#) [Warranty](#) [Support](#) [Tech Pubs](#) [Contact Us](#)

560-5794 / 10/17/2016 Maintenance Report

Maintenance Report

MONDAY, OCTOBER 17, 2016
REV #00035193 EST WORK START DATE: 4/17/2016 EST WORK END DATE: 4/24/2016

AIRCRAFT STATUS **PROGRESS** **LOCATION**

In Maintenance 80% Complete Orlando Citation Service Center

ACTION REQUIRED

ORDER #	DESCRIPTION	STATUS
10487975	Customer Portal Test - 1	Awaiting Approval
10487976	Customer Portal Test - 2	Awaiting Approval
10705714	AAAAA0 UPON AIRCRAFT ARRIVAL, EMAIL A CO	Complete

LINE NUM	TASK DESCRIPTION	STATUS
0010	Customer Portal Test - 1	Not Started

- Approve Work
- Have CSR Contact Me
- View Work

Approve maintenance work with a click.

MAINTENANCE REPORT

IN PROGRESS

ORDER #	DESCRIPTION	STATUS
20484245	Main cabin aft fan is inoperative. Aircraft will arrive with the air conditioning system deactivated	✔ Approved for Service
20484393	Fuel and defuel	🔧 Being Serviced
20484232	In this aircraft maintained under FAR	🔧 Being Serviced
20484245	Incoming Discrepancies	🛑 Final Inspection

FULLY COMPLETED

ORDER #	DESCRIPTION
20484245	Replaced bolts on winglet
20484393	Freight
20484232	Download the FADBC on the L/H engine and send to Williams International
20484245	Download the FADBC on the R/H engine and send to Williams International



Review what's already been done.


Have questions or concerns about your aircraft status? [Contact us.](#)









Quick Tasks



MAINTENANCE REPORT

20484245 The R/H brake is worn. Replace the Brake.  Waiting Approval 

IN PROGRESS 

ORDER #	DESCRIPTION	STATUS
20484245	Main cabin aft fan is inoperative. Aircraft will arrive with the air conditioning system deactivated	 Approved for Service 
20484393	Fuel and defuel	 Being Serviced 
20484232	In this aircraft maintained under FAR	 Being Serviced 
20484245	Incoming Discrepancies	 Final Inspection 

FULLY COMPLETED

ORDER #	DESCRIPTION	
20484245	Replaced bolts on winglet	
20484393	Freight	
20484232	Download the FADBC on the L/H engine and send to Williams International	
20484245	Download the FADBC on the R/H engine and send to Williams International	



Have questions or concerns about your aircraft status? [Contact us.](#)

Quick Tasks

See maintenance in progress.

WORK / SQUAWKS APPROVAL

TEXTRON AVIATION | Customer Portal

Steven Johnson ▾  

My Fleet ▾ Service ▾ Parts Warranty Support Tech Pubs Contact Us

Pending Work List

VALID TO ▲	WORK NO. ⚡	ORDER DESCRIPTION ⚡	AIRCRAFT ⚡	REV # ⚡	AMOUNT ⚡	STATUS	
OCT 29, 2016	20033216	EVALUATE INTERIOR AND...	560-5794 (N513UP)	35193	\$0.00	Awaiting Approval	✔ Approve Work Have CSR Contact Me
OCT 29, 2016	20033218	Customer Portal Test...	560-5794 (N513UP)	35193	\$595.13	Awaiting Approval	✔ Approve Work Have CSR Contact Me
OCT 29, 2016	20033217	VERIFY GAMA BULB KIT...	560-5794 (N513UP)	35193	\$0.00	Awaiting Approval	✔ Approve Work Have CSR Contact Me
OCT 29, 2016	20033219	Customer Portal Test...	560-5794 (N513UP)	35193	\$1,190.25	Awaiting Approval	✔ Approve Work Have CSR Contact Me

Showing 1 to 4 of 4 entries

Items that need your attention.

Approve maintenance work with a click.

INVOICES

TEXTRON AVIATION | Customer Portal Evan Fast ▾

My Fleet ▾ Service ▾ Parts Warranty Support Tech Pubs Contact Us



Customer Portal Invoices

From 10/21/2016 **To** 1/19/2017 **Apply**

DATE	INVOICE NO.	AIRCRAFT	SERVICE LOCATION	TYPE	CUSTOMER PO	SALES ORDER	AMOUNT
JAN 19, 2017	90206234	FL-1004	New York Service Center	Invoice		70707550	\$10,361.37
JAN 19, 2017	90206332	FL-1065	Greensboro Service Center	Invoice		70708787	\$0.00
JAN 19, 2017	90206347	FL-943	New York Service Center	Invoice	14750N831UP	70708861	\$946.09
JAN 18, 2017	90206239	560-5542	Greensboro Service Center	Credit Invoice	11338N507UP	70707847	\$6,938.75
JAN 18, 2017	90206253	FL-980	Sacramento Service Center	Invoice		70707641	\$5,130.67
JAN 17, 2017	90205959	FL-965	San Antonio Service Center	Invoice		70707529	\$1,647.18
JAN 15, 2017	90205661	FL-882	New York Service Center	Invoice	14546N800UP	70706191	\$1,612.53
JAN 13, 2017	90205371	560-5794	New York Service Center	Invoice	14678N513UP	70704940	\$0.00
JAN 13, 2017	90205446	560-5252	New York Service Center	Invoice		70704997	\$660.00
JAN 12, 2017	90204100	560-5542	Greensboro Service Center	Invoice		70700262	\$640.50

View your current maintenance invoices, and review past ones.

ONLINE BILL PAY

TEXTRON AVIATION | My Fleet David Smith  




[Aircraft](#) [Squawks](#) [Maintenance Reports](#) [Inspection Guides](#) [Get Help](#) [Contact Us](#)

Pay Invoice

Invoice 939283783724 Invoice Total
\$1395.00 USD

Please select a payment option below.

Automatic payments are: **Off** [Set Up >](#)

Pay From	Date	Amount
Visa ending in ...2393 	11/21/2016 	Pay In Full 

[Cancel](#) [Pay This Invoice](#)

[Service Portal](#) [Programs](#)
[My Fleet](#) [Support](#)
[Service](#) [Tech Pubs](#)

TEXTRON AVIATION
PERFORMANCE SUPPORT

Make online payments for maintenance, aftermarket parts and other service-related items.

INSPECTION GUIDES

The screenshot displays the 'Inspection Guides' section of the Textron Aviation Customer Portal. At the top, the header includes the Textron Aviation logo, 'Customer Portal', the user name 'Evan Fast', and a grid icon. Below the header is a navigation bar with links for 'My Fleet', 'Service', 'Parts', 'Warranty', 'Support', 'Tech Pubs', and 'Contact Us'. The main content area features a list of aircraft models with corresponding 'View Details' buttons. A callout line points to the 'View Details' button for the 'Citation 500 Series'.

My Model(s): Citation Excel, Citation XLS, King Air 350/350i	
Citation 500 Series	View Details
Citation 550 Series	View Details
Citation Bravo	View Details
Citation CJ3+	View Details
Citation CJ4	View Details
Citation Encore	View Details
Citation Encore+	View Details
Citation M2	View Details

View your aircraft's inspection overview.

INSPECTION GUIDES

Select Doc Inspection... ▼

Select Time Limited Interval... ▼

Inspection Doc 1

[BACK TO TOP](#)

CHAPTER
5

INTERVAL
150 AND 300
HOURS/24
MONTHS 150
HOUR ITEMS ALSO
LISTED IN PHASE B
WHEN
PERFORMING
PHASES 1-4 AS
ONE OPERATION
DUPLICATE ITEMS
DO NOT NEED TO
BE PERFORMED
TWICE

Description

- Entrance Door Secondary Seal - Inspect
- Cargo Door Inspect and Test
- Standby Gyro (550-0201 - 0808) - Perform Operational Check
- Control Wheel - Inspect
- Aileron, Rudder and Elevator Trim Tab Controls and Indicators - Inspect
- Hydraulic Sub Panel - Inspect
- Brake Master Cylinders - Inspect
- Emergency Exit Lights - Inspect
- Cabin Door Inflatable Seal - Inspect
- Cabin Door Step - Inspect
- Fuselage Interior Cabin Structure - Inspect
- Cabin Door Threshold - Inspect
- Airplane Windows - Inspect
- Cockpit Voice Recorder - Perform Operational Test
- Flap Motor - Perform Operational Check

Other Inspection to Include

- Do in conjunction with Phases 2, 3, 4, B, 20, 21, 58, MK

Online inspection guides show you what to expect during scheduled inspections, such as systems we check and parts we install.

VISIT



**Textron
Aviation
Service**

Available for iOS in the
App Store

my.txtav.com

TEXTRON AVIATION
PERFORMANCE CENTERS

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