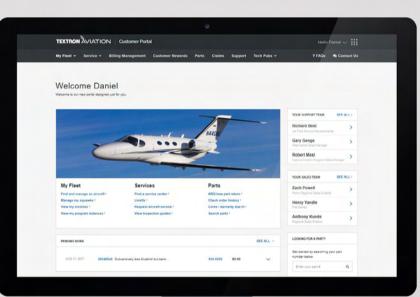
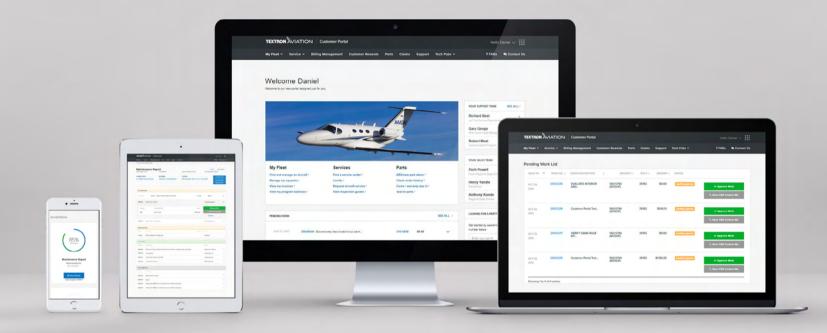
# **CUSTOMER PORTAL** EXPLORE THE BENEFITS







#### 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 TECHNICAL PUBLICATIONS	
Log in Email Address Password	Visit the Customer Portal website at <u>my.txtav.com</u> .
Forgot Password?	<ul> <li>Do you already have a login for Parts &amp; Warranty or Technical Publications?</li> <li>You can use your email and password to sign in.</li> </ul>
New User Are you a new user and don't have an account yet?	—— If you are a new user, click Register.

# SIGN UP (CURRENT USERS)

(TAV.com					My Account 🚽
TEXTRON AVIATION	PARTS & WARRANTY	SUPPLY CHAIN	TECHNICAL PUBLICATIONS	MY ACCOUNT	Sign Out
	_	_	_	ACCOUNT SETTING	ss >
Log in				🖉 MY TOOLS	Q ,
Email Address				🗮 MY ORDERS	>
				PRIVACY	>
Password					
Forgot Password?	Sign In				
		_			
					_
New <b>User</b> Are you a new user and don't have an account yet?				REGIST	'ER

If you logged in with an existing email and password, click My Account in the upper right corner. Then select My Tools to request Customer Portal access.

# SIGN UP (NEW USERS)

	My Account +	
Register		
Create <b>Account</b> First Name *	Registration is fast, easy, and free.	————   If you are registering a
Email Address *		new account, start by creating your profile. Be sure to include all required
Company		information.
Street Address * Address Line 2		
Address Line 3		
City * State	e/Province/Region Postal Code	
Country * UNITED STATES	\$	

#### NEW USER PROFILE

Address Line 2			
Address Line 3			
City *	State/Province/Region	Postal Code	
Country *			
UNITED STATES		\$	
Phone *	Fax		
Aircraft Model/Serial	I(s) Aircraft Re	stration(s)	
Password *	Re-enter Pa	ssword *	
Passwords must be at uppercase, one lower	t least 8 characters long and con case, and one numeric character	in at least one	
I'm not a robot	reCAPTCHA Privacy - Terms	Sign Up	After subm profile, you
			confirmatio
			now ready

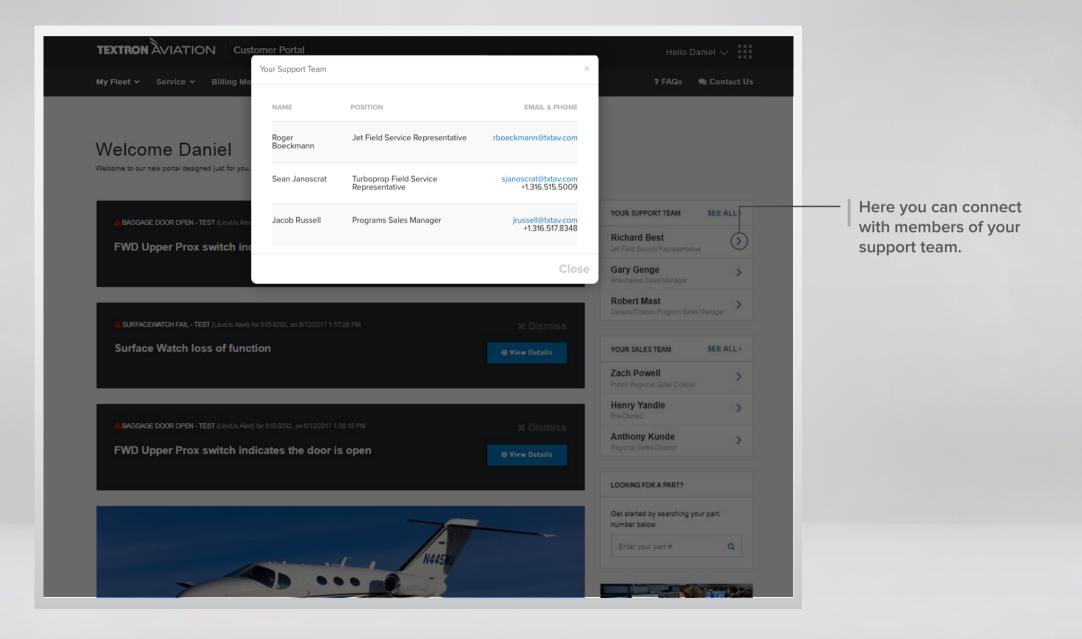
After submitting your profile, you will receive onfirmation that you are now ready to log in.

# ACCESS THE CUSTOMER PORTAL

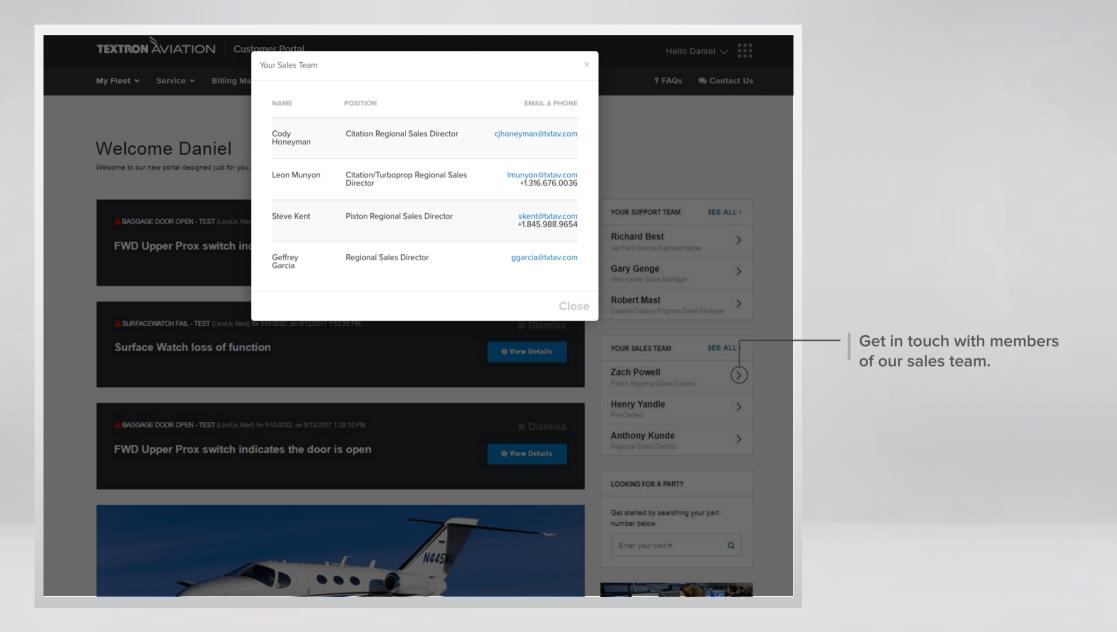
			Hello	Daniel 🗸	
My Fleet - Service - Billing Management Customer Rewards Parts (	Claims Support	Tech Pubs 🗸	MY ACCOUNT	Sign Out	Us
			ACCOUNT SETTINGS	>	
Welcome Daniel			MY TOOLS	Ò,	
Welcome to our new portal designed just for you.			🖷 MY ORDERS	>	
			PRIVACY	>	
AGGAGE DOOR OPEN - TEST (LinxUs Allert) for 510-0282, on 8/12/2017 2:02-40 PM		X Dismiss	YOUR SUPPORT TEAM	SEE ALL	>
FWD Upper Prox switch indicates the door is open	@ Vie	w Details	Richard Best Jet Field Service Represent	ative	>
			Gary Genge Aftermarket Sales Manager	>	ò
SURFACEWATCH FAIL - TEST (LinxUs Alert) for 510-8292, on 8/12/2017 1:57:28 PM	_	X Dismiss	Robert Mast Cessna Citation Program St	ales Manager	×
Surface Watch loss of function	⊚ Vi	ew Details	YOUR SALES TEAM	SEE ALL	
			Zach Powell Piston Regional Sales Direc	tor	>
	_		Henry Yandle Pre-Owned	>	>
BAGGAGE DOOR OPEN - TEST (LinxUs Alert) for 510-0292, on 6/12/2017 1.39:18 PM FWD Upper Prox switch indicates the door is open		X Dismiss	Anthony Kunde Regional Sales Director	>	è
			LOOKING FOR A PART?		
	-		Get started by searching number below	your part	
N44			Enter your part #	٩	
Autority (Autority)	2			() - O	

Log in to your new account. Request access to the Customer Portal by selecting My Account, then My Tools.

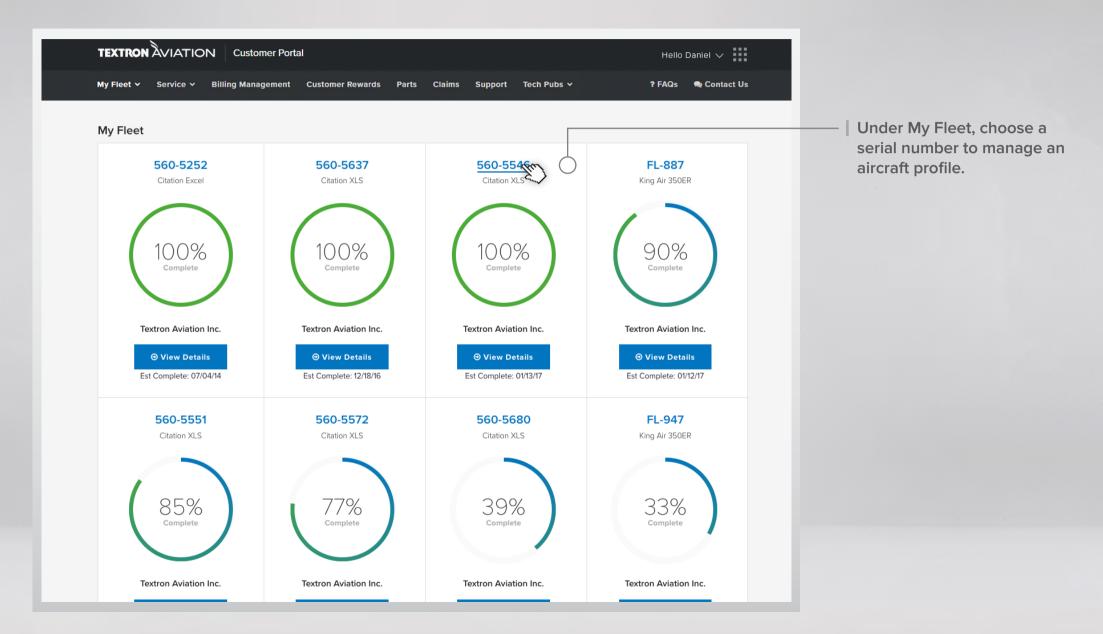
# SUPPORT TEAM



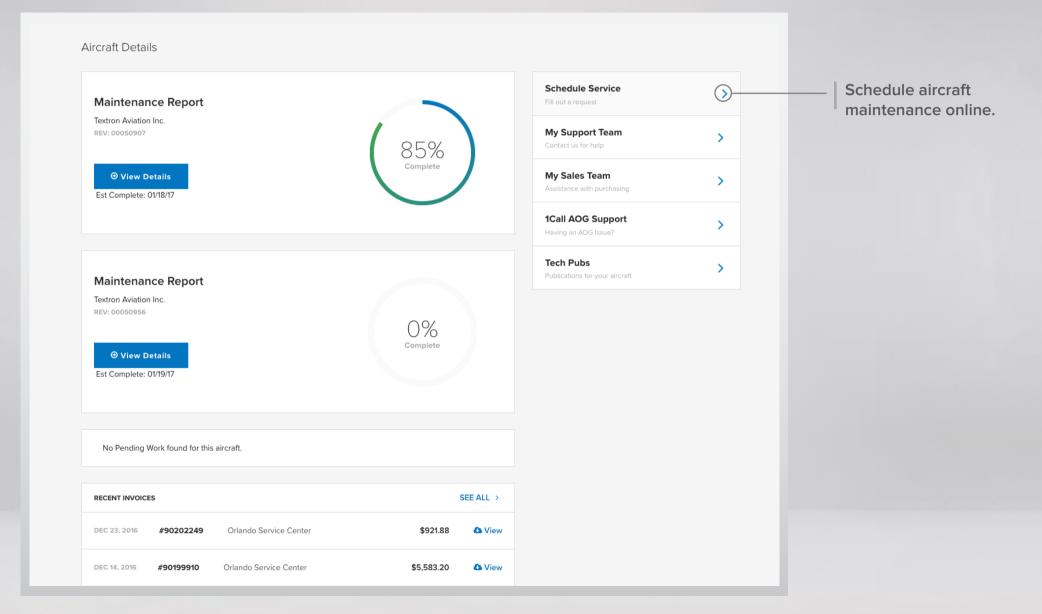
# SALES TEAM



#### MY FLEET



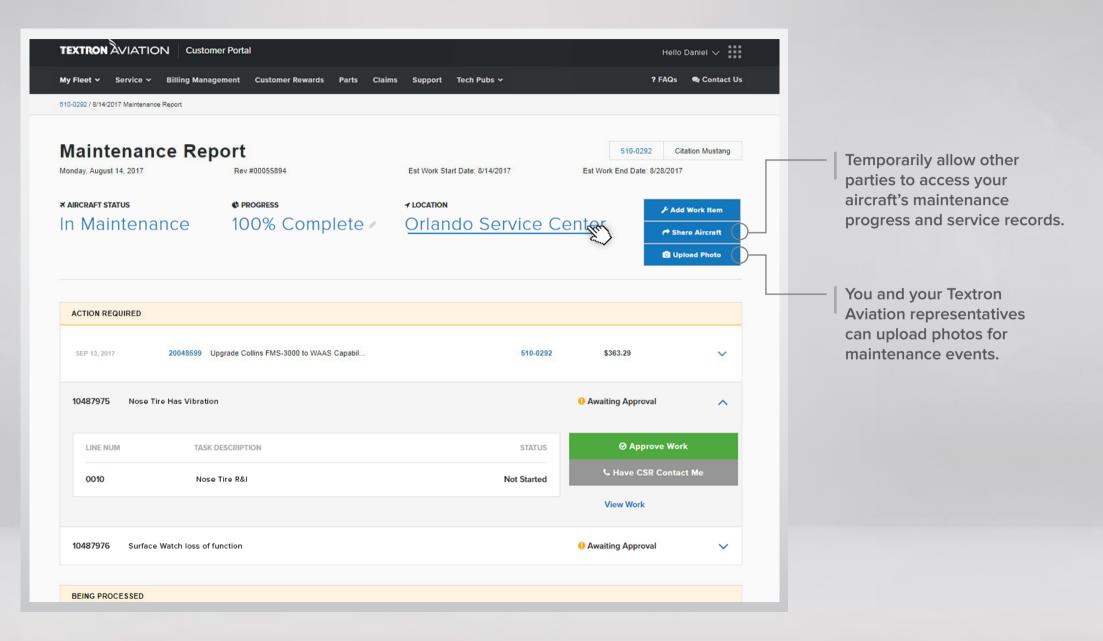
# REQUESTING SERVICE



## MAINTENANCE REPORT

	r Portal		Hello Daniel	~	
My Fleet 🗸 Service 🗸 Billing Managen	nent Customer Rewards Parts Claim	s Support Tech Pubs 🗸	? FAQs 🗬 C	ontact Us	
510-0292 / 8/14/2017 Maintenance Report					
Maintenance Repo	ort		510-0292 Citation M	ustang	
Monday, August 14, 2017	Rev #00055894	Est Work Start Date: 8/14/2017	Est Work End Date: 8/28/2017		
¥ AIRCRAFT STATUS In Maintenance	✿ PROGRESS 100% Complete ✓	≁ LOCATION Orlando Service Co	Add Work	raft	
ACTION REQUIRED	rade Collins FMS-3000 to WAAS Capabil	510-0292	\$363.29	~	
10487975 Nose Tire Has Vibration			• Awaiting Approval	^	
LINE NUM TASK DES	SCRIPTION	STATUS	Ø Approve Work	0	—— Approve maintenance work
0010 Nose Ti	ire R&I	Not Started	€ Have CSR Contact Me		with a click.
			View Work		
10487976 Surface Watch loss of fun-	ction		• Awaiting Approval	~	
BEING PROCESSED					

#### UPLOAD PHOTOS



#### SHARING YOUR AIRCRAFT

	ON Customer Porta	1			Hello I	Daniel 🗸		
My Fleet 🖌 Service 🗸	Billing Management	Customer Rewards F	Parts Claims S	Support Tech Pubs 🗸	? FAQs	🗣 Contact Us		
the 'Select' button next to the If the user does not yet have	aircraft in your fleet, begin by eir e-mail address. You will the a Textron Aviation account, ar ount themselves, send them th	n have the ability to designand you would like to create a	an account for them, clic	en click the 'Search' button. Once yo er should have access to. ck on the following link: Create an ac ser has created, and confirmed their Clear Form	count for a user. If you	would prefer to		To find a user, enter one or more search criteria and click the Search button.
Portal Home My Fleet Service Parts Claims	Programs Support Tech Pubs Contact Us			٩	Reechcraft Cosses TEXTRON ÀVIA		1	Click the Select button next to the user's email address. Then designate which aircraft the user may access.
	© 2018 Textron Aviation   Term	is & Conditions   Privacy Policy   Privacy	Policy for Customers and Potential	Customers   California Transparency in Supply Chain	s Act			

## MAINTENANCE REPORT

Download the FADBC on the L/H engine and send to Williams International

Download the FADBC on the R/H engine and send to Williams International

20484393

20484232

20484245

Freight

20484245	The R/H brake is worn. Replace the Brake.	• Waiting Approval	~	
IN PROGRES	s O			See maintenance
ORDER #	DESCRIPTION	STATUS		progress.
20484245	Main cabin aft fan is inoperative. Aircraft will arrive with the air conditioning system deactivated	Approved for Service	~	
20484393	Fuel and defuel	J Being Serviced	~	
20484232	In this aircraft maintained under FAR	F Being Serviced	~	
20484245	Incoming Discrepancies	${f V}$ Final Inspection	~	
FULLY COMP	LETED			
ORDER #	DESCRIPTION			
20484245	Replaced bolts on winglet		~	

V

 $\sim$ 

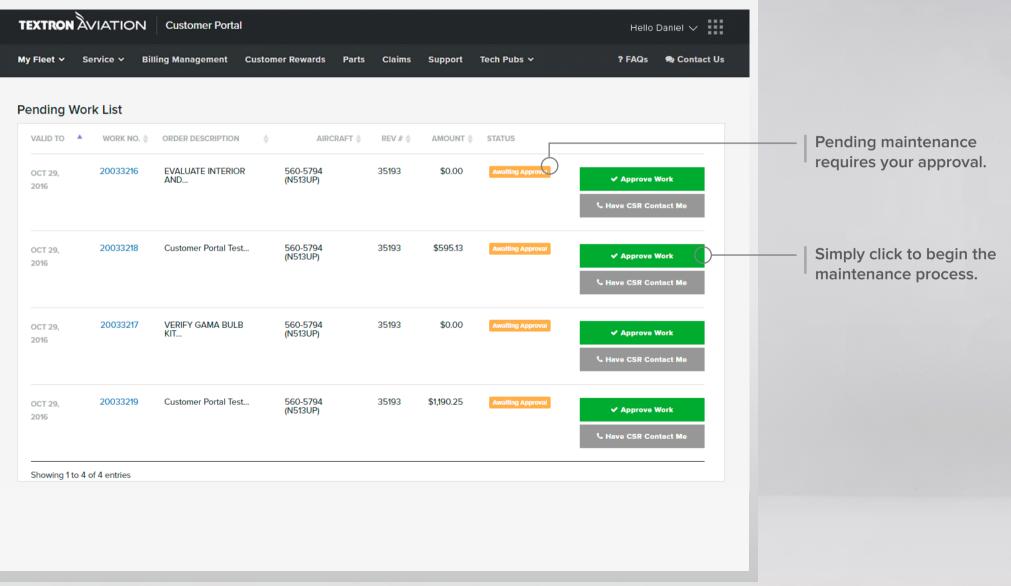
V

# 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	
20484232	In this aircraft maintained under FAR	
20484245	Incoming Discrepancies	♥ Final Inspection
ULLY COMPL	ETED O	
ORDER #	DESCRIPTION	
0484245	Replaced bolts on winglet	~
0484393	Freight	~
0484232	Download the FADBC on the L/H engine and send to Williams International	~
0484245	Download the FADBC on the R/H engine and send to Williams International	~
<b>D</b>		
Portal Home My Fleet	Programs Support	Descheraft 73 and cor

My Fleet Support Service Tech Pubs Reechcraft

## WORK / SQUAWKS APPROVAL



## WORK APPROVAL DETAILS

ding W	ork List							
	WORK NO.	ORDER DESCRIPTION		REV # ≜	AMOUNT 崇	STATUS		
CT 29, 16	20033216	EVALUATE INTERIOR AND	560-5794 (N513UP)	35193	\$0.00	Awalting Approval	✓ Approve V	
CT 29, 16	20033218	Customer Portal Test	560-5794 (N513UP)	35193	\$595.13	Awaiting Approval	✓ Approve V	
CT 29, 16	20033217	VERIFY GAMA BULB KIT	560-5794 (N513UP)	35193	\$0.00	Awalting Approval	✓ Approve V	
SEP 13, 201	7 2004	8598 Air conditioning motor faile	d on ground			510-0292	\$484.38	^
Air c	onditioning motor fa Labor	iled on ground. (10782505)		\$484	.38 \$484.38	Approv(d By: jon nash On: 8/14/2017 10:48	:01 AM	

Find out which member of your service team approved maintenance and when.

# BILLING MANAGEMENT

TEXTRON AVIAT	TION		Customer 123456789 John Smith ~
Home Invoice Detai	ls Customer Portal Parts Claims		Q 📙 O itema
ailable Accounts			
ANIEL AVIATION, INC - 12	3456789		
ANIEL AVIAT	ION, INC - 123456789		Make a Payment
	ent Methods Invoice Settings		
Account Balance @	Due Now \$16,544.20	Credit Limit \$30,000.00	Credit Limit Availability \$13,455.80
Customer Support Contact			
	rnational Service	SERVICE - VALENCIA TXTAV SERVICE - ZURICH	
Email: apac@txtav.com   Co extron Aviation Inte TXTAV SERVICE - DONCASTER Account Balance @ \$0.00	rnational Service	SERVICE - VALENCIA TXTAV SERVICE - ZURICH	
extron Aviation Inte TXTAV SERVICE - DONCASTER Account Balance @ £0.00 Customer Support Contact	TXTAV SERVICE - DUSSELDORF TXTAV S Due Now £0.00	ERVICE - VALENCIA TXTAV SERVICE - ZURICH	
extron Aviation Inte TXTAV SERVICE - DONCASTER Account Balance @ £0.00 Customer Support Contact	TXTAV SERVICE - DUSSELDORF TXTAV S Due Now £0.00	SERVICE - VALENCIA TXTAV SERVICE - ZURICH	
extron Aviation Inter TXTAV SERVICE - DONCASTER Account Balance <b>O</b> 50.00 Customer Support Contact	TXTAV SERVICE - DUSSELDORF TXTAV S Due Now £0.00	ERVICE - VALENCIA TXTAV SERVICE - ZURICH	
extron Aviation Inter TXTAV SERVICE - DONCASTER Account Balance @ £0.00 Customer Support Contact	TXTAV SERVICE - DUSSELDORF TXTAV S Due Now £0.00	SERVICE - VALENCIA TXTAV SERVICE - ZURICH	
extron Aviation Inte TXTAV SERVICE - DONCASTER Account Balance @ £0.00 Customer Support Contact	TXTAV SERVICE - DUSSELDORF TXTAV S Due Now £0.00	SERVICE - VALENCIA TXTAV SERVICE - ZURICH	

The Billing Management homepage gives you a snapshot of your balance, credit limit availability and other important information.

# INVOICE DETAILS

arch all	fields	DANIEL AVIATION,	INC - 123456789		n Aviation Inc - US		
Export S	Statement Sea	rch Reset Search					
UNPA	ID INVOICES/AVAIL	ABLE CREDITS	AID INVOICES/APPL	LIED CREDITS			
TEXTR	ON AVIATION INC - U	JS INVOICES FOR DANIEL	AVIATION, INC - 1234	56789	SELECT	ED INVOICE AMOUNT	SELECTED CREDIT AMOUNT TOTAL SELECTED
	to Show						P. OC.L. LI. L.
25 Invo	vices	~			Select/Deselect All	Print Selected Invoices	Pay 0 Selected Invoices
	INVOICE DATE ~	DUE DATE ~	INVOICE # ~	AIRCRAFT ~	INVOICE DESCRIPTION ~	PO # ~ SALES C	AMOUNT ~
	Dec 10, 2018	Dec 10, 2018	12345678	123-4567	Textron Aviation Parts and Dist.	12345	(\$2,006.34)
	Sep 06, 2018	Sep 06, 2018	91234567	891-2345	Wichita Service Center	67891	(\$600.00)
	Aug 12, 2018		89123456	123-4567	Credit Invoice	23456	(\$1,540.00)
	Aug 01, 2018		78912345	891-2345	Credit Invoice	78912	(\$400.00)
howin	g 1 to 4 of 4 entries						Previous 1 Next
	to Show						
5 Invo	vices	~			Select/Deselect All	Print Selected Invoices	Pay 0 Selected Invoices
							-

Export your account statement to capture all billing activity. Or click on an invoice number to download a copy.

Check the invoices you want to pay online. You can pay multiple bills at the same time.

#### MAKING A PAYMENT

		Claims		Customer 12	3456789 John Smilh Q	-	
ay Invoice					ų	O jtema	
Amount to be paid		n - Parts, Programs & P	ubs		\$2,606.34	~	
Pay From	in below.	Total Payment	Payment Date	Security Code			
Visa 1234 (Exp 12/2020	))	\$2,606.34	12/19/2018				
+ Add a New Payment Met	thod	0			Co	ntinue	Add a metho Porta card i transa
							Credi throu
Service Portal My Fleet Service Parts Claims	Programs Support Tech Pubs Contact Us			Reechcra		ker.	

Add a new payment nethod. The Customer Portal saves your credit ard information for future ransactions.

Credit card payments go through in about an hour.

#### PROGRAM BALANCES

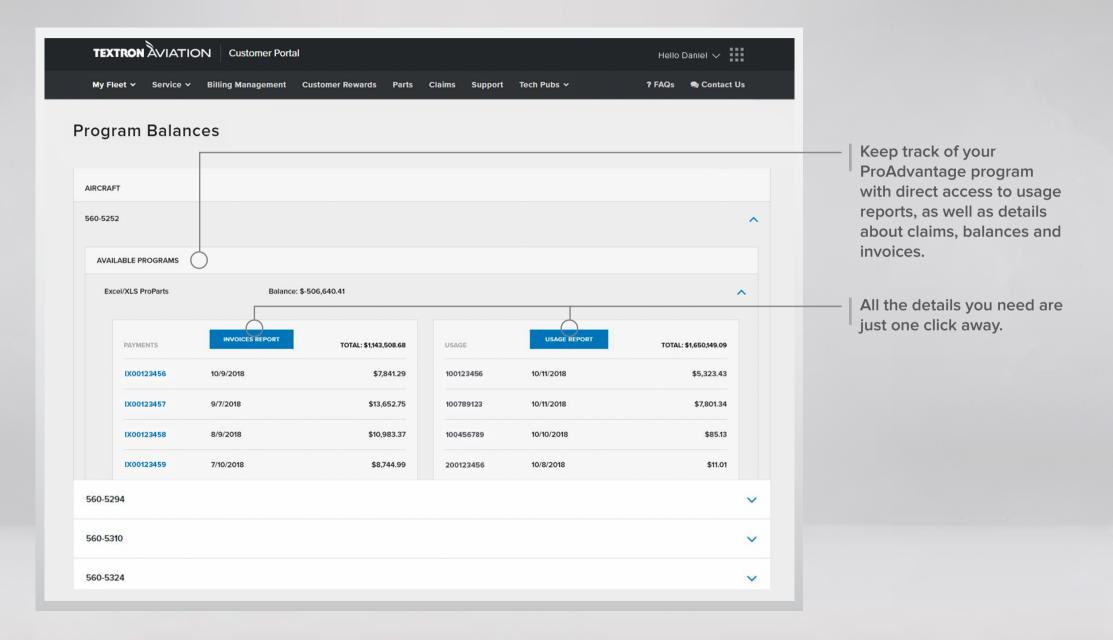
		Hello Daniel 🗸
My Fleet V Service V Billing Management Customer Rewards Parts C	laims Support Tech Pubs 🗸	? FAQs 🛛 👳 Contact Us
Current Squawks		
Manage Models		
Manage My Service Jst for you. Centers		
My Aircraft	* Dismiss	YOUR SUPPORT TEAM SEE ALL >
Program Balances itch indicates the door is open	⊘ View Details	Richard Best
Report Flight Hours		Gary Genge
Owner Authorization Form	_	Robert Mast Cessna:Citation Program Sales Manager
SURFACEWATCH FAIL - TEST (LinxUs Alert) for 510-0282, on 012/2017 1:57:28 PM	X Dismiss	
Surface Watch loss of function	❷ View Details	YOUR SALES TEAM SEE ALL >
		Zach Powell > Piston Regional Sales Director
		Henry Yandle >
BAGGAGE DOOR OPEN - TEST (Linut/s Allert) for 510-0222, on 8/12/2017 1.38/18 PM FWD Upper Prox switch indicates the door is open	View Details	Anthony Kunde >
		LOOKING FOR A PART?
	_	Get started by searching your part number below
N44	5	Enter your part # Q
and the second sec		

ProAdvantage<sup>®</sup> members can track their balance, program usage, payment history and more.

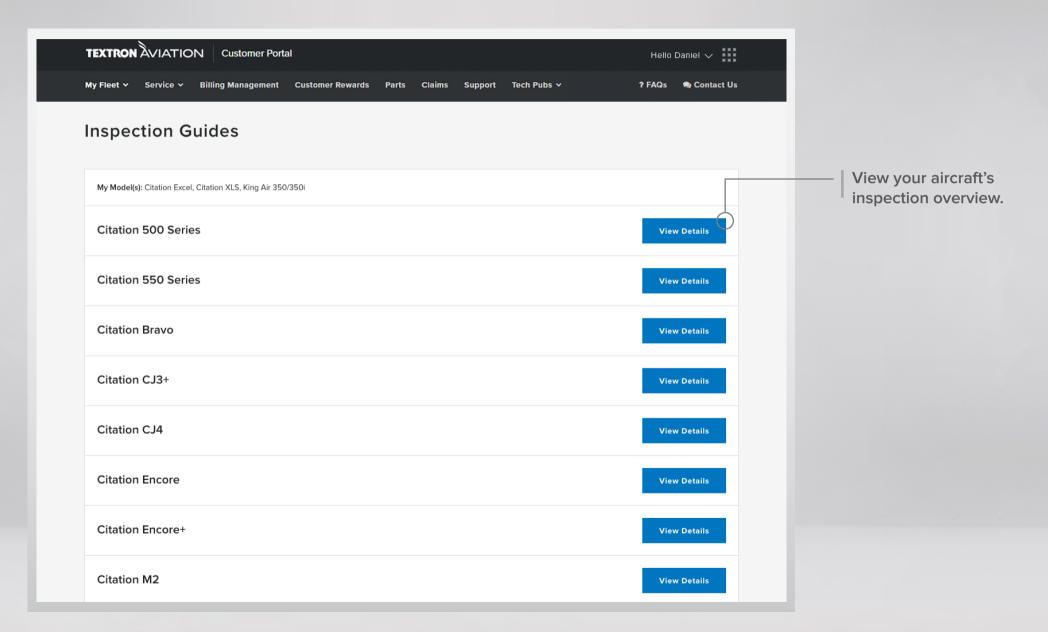
#### PROGRAM BALANCES

TEXTRON AVIATIO	N Customer Port	al				Hello	Daniel 🗸	
My Fleet 👻 Service 🗸	Billing Management	Customer Rewards	Parts Claims	Support	Tech Pubs 🗸	? FAQs	🗣 Contact Us	
Program Balanc	es							
AIRCRAFT								
560-5252							$\bigcirc$	You can click the aircraft's serial number for additional
560-5294							~	program details.
560-5310							~	
560-5324							~	
Portal Home My Fleet Service Parts Claims	Programs Support Tech Pubs Contact Us					Beechcraft	a <i>Bawker</i>	
	© 2018 Textron Aviation	Terms & Conditions   Privacy Policy	Privacy Policy for Customers and	I Potential Customers	California Transparency in Sup	pply Chains Act		
								_

#### PROGRAM BALANCES



#### INSPECTION GUIDES



#### INSPECTION GUIDES

Select Doc Inspection   Select Time Limited Interval		
Inspection Doc 1 BACK TO TOP	CHAPTER INTERVAL 5 150 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	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 system checks and part installations.

#### LINXUS INTEGRATION

TEXTRON AVIATION Customer Portal Hello Daniel 🗸 My Fleet 🗸 Service 🗸 Billing Management Customer Rewards Parts Claims Support Tech Pubs 🗸 ? FAQs 🔍 Contact Us Welcome Daniel Welcome to our new portal designed just for you. YOUR SUPPORT TEAM SEE ALL> **A** LINXUS ALERTS Viewing 3 of 4 Alerts. See All > **Richard Best** > BAGGAGE DOOR OPEN - TEST | FWD Upper Prox switch indicates the door is open View Details For: 510-0292 on 6/12/2017 2:02:40 PM SURFACEWATCH FAIL - TEST | Surface Watch loss of function Gary Genge > O View Details For: 510-0292 on 6/12/2017 1:57:26 PM Aftermarket Sales Manager BAGGAGE DOOR OPEN - TEST | FWD Upper Prox switch indicates the door is open **Robert Mast** ⊖ View Details > For: 510-0292 on 6/12/2017 1:39:18 PM Cessna/Citation Program Sales Manager YOUR SALES TEAM SEE ALL> Zach Powell > Piston Regional Sales Director Henry Yandle > Pre-Owned Anthony Kunde > Regional Sales Director LOOKING FOR A PART? My Fleet Services Parts Get started by searching your part number below Find and manage an aircraft > Find a service center> ARG/new part return > Manage my squawks > LinxUs> Check order history > Q Enter your part # View my invoices > Request aircraft service > Cores / warranty due in > View my program balances > View inspection guides? Search parts >

Using a single sign on, log in to your LinxUs<sup>®</sup> account to view your most recent fault data.



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