

Etablissement de Massy 102  
Programme support DAV- TECHNICAL PUBLICATIONS  
100 Av de Paris - 91344 MASSY Cedex – France  
<https://avionics-support.safran-electronics-defense.com/en/>

FAQ15 / F0214 / F0358

# VENDOR SERVICE INFORMATION LETTER

## SIL N° USC-ALL-1016

Revision No. 02 - February 06, 2024

### RECORD OF REVISION

ISSUE	DATE	PAGES	DESCRIPTION
0	Sep 11, 2023	ALL	Creation of document
1	Sep 26, 2023	3	§4: Summary updated
		4	§4.1: Link updated for Safran portal
		5	§4.1: Link updated for Safran portal account request and contact information added.
		13	§4.14: Link updated for Safran portal, link updated for safran portal account request and contact information added.
2	Feb 06, 2024	14	§4.15: “My Techpub” is updated to show the launch of “My Techpub” services in Safran portal and how to use it.

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# VENDOR SERVICE INFORMATION LETTER

ATA ALL

TITLE N/A

SUBJECT SAFRAN ELECTRONICS & DEFENSE ONLINE SERVICES

APPLICABILITY ALL CUSTOMERS

REFERENCES SAFRAN ELECTRONICS & DEFENSE NEW CUSTOMER PORTAL  
AND ACCESS

## 1 PURPOSE

- To introduce the new SAFRAN ELECTRONICS & DEFENSE Customer Portal features and the access to all services
- This document provides to customer all information for account creation

## 2 DESCRIPTION

### New Customer Services Portal:

Provide customers with support & services that meet with their operational challenges



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For enhancing the customer experience, Safran Electronics & Defense is launching its new Avionics Customer Support portal.

More intuitive, more ergonomic and more interactive, this new cyber-secure portal offers many features to support Customers in the success of their operational missions.

The progress approach is at the heart of the DNA of Safran Electronics & Defense teams. Our objective: to systematically position the Customer at the heart of our mission.

In the era of digital transformation, one of Safran's strategic priorities, the Avionics Division of Safran Electronics & Defense is evolving and adapting its tools to better meet your needs and expectations in a sustainable manner by deploying a new Customer Support portal.

### **3 SAFRAN ELECTRONICS & DEFENSE WEB PORTAL FEATURES**

#### **The Customer Services Portal is composed as follows:**

A **Public Space** where everyone can find all the information relating to the Avionics Division's Customer Support & Services:

- Our mission
- Our different product lines
- Our global network
- Our repair capabilities and our airworthiness approvals
- Our EDI (Exchange Data Interchange) collaborative platforms
- Our latest news and brochures
- An interactive space for discussion: FAQ, Chatbot, contact form, etc.

A **Private Domain**, submitted to the creation of an account, to facilitate the process:

- Create and track queries
- Direct access to technical documentation via a personalized space
- Consult our spare parts catalog worldwide and submit your quote requests directly
- Choose your future training
- Connect to the support site for our Cassiopée flight data analysis solutions

Beyond these public and private spaces, you can also find information relating to the AOG (Aircraft On Ground) procedure or subscribe to our newsletter, all in an ergonomic environment that complies with current cyber security standards.

**Go ahead now for creating your own customer account** and be among the first to discover our new Customer Services Portal, especially designed for you!

## **4 PROCEDURE**

### **SUMMARY**

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- 4.5 Flyers & Documentations /7
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#### **4.1 Account creation**

Go ahead to **register** and to get an access to the secured area (notably for My requests / E-Ticketing)

After that, your **registration request** will be taken into account and you will receive a few days later an e-mail requesting you a **personal password** for security purpose (origin @memory.com)

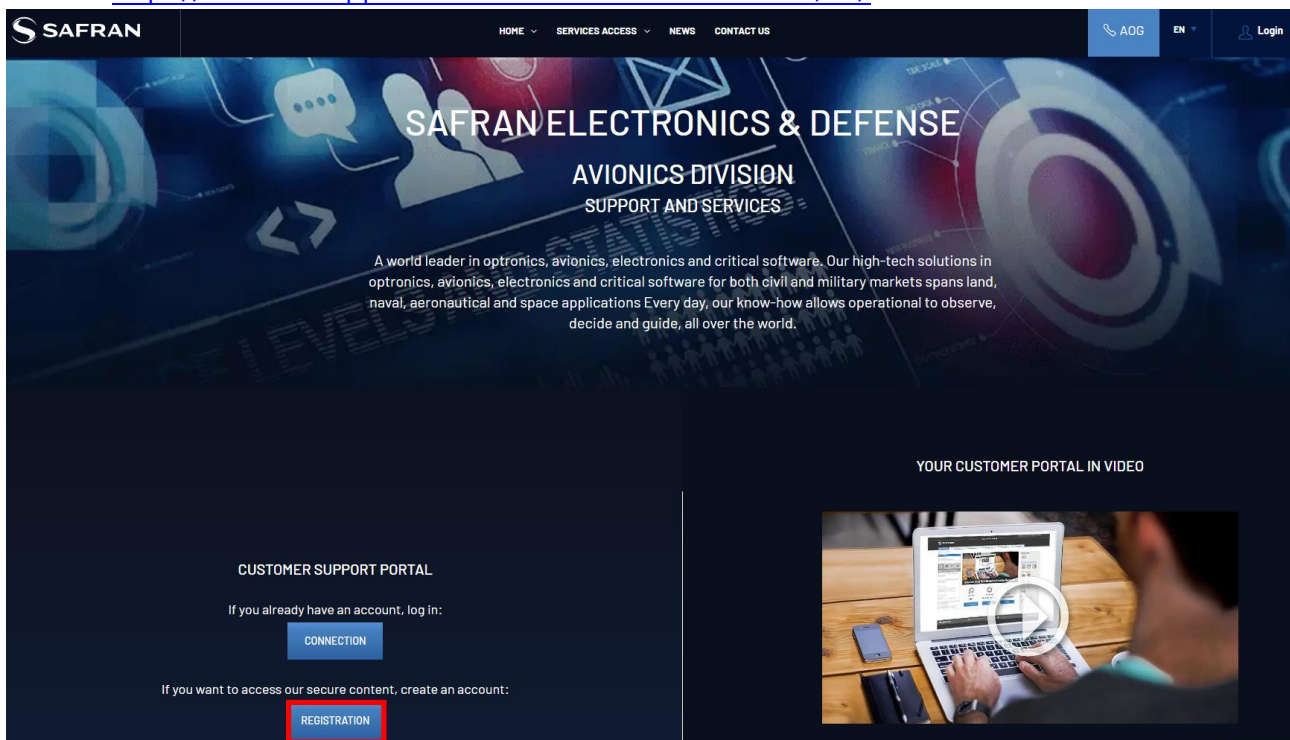
Please check you junk box

Once your account has been obtained, access the space by clicking on connection

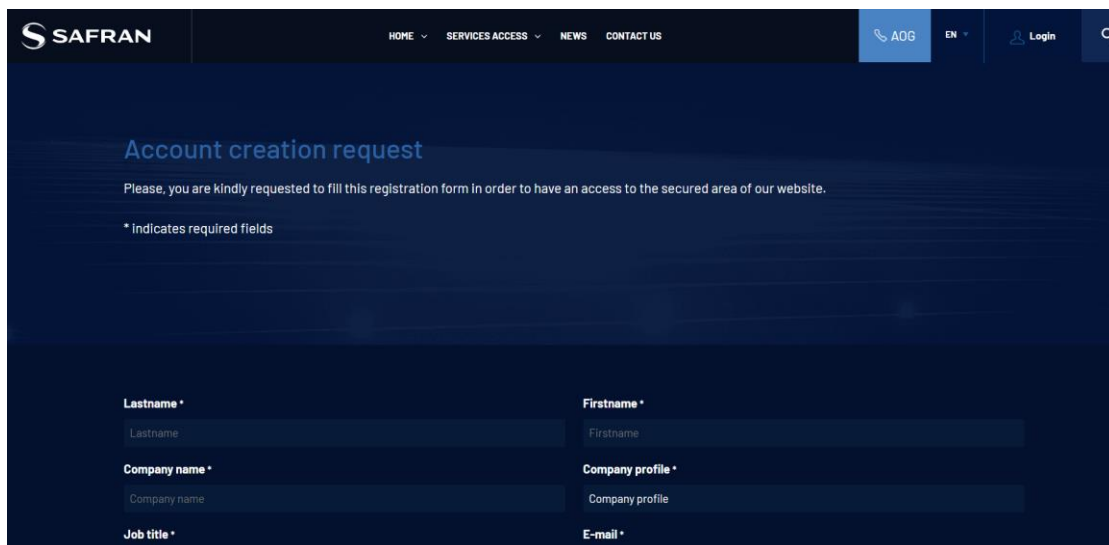
This controlled space allows you to access your requests (My requests) and express them in a structured way according to the dedicated display for each type of request

You can create your new account from SAFRAN website home page from below

<https://avionics-support.safran-electronics-defense.com/en/>



By clicking on « REGISTRATION » button you can have access to the new registration form



Once all information filled up, your account is now created

You can have direct access to registration form with help of the direct link as follows:

<https://dev-avionics-support.safran-electronics-defense.com/en/account-request/>

For any help, you have the possibility to discover your customer & services portal through a dynamic video directly from the front page

**CUSTOMER SUPPORT PORTAL**


If you already have an account, log in:

[CONNECTION](#)

If you want to access our secure content, create an account:

[REGISTRATION](#)

**YOUR CUSTOMER PORTAL IN VIDEO**



Our online services in a few clicks:

- Create and track your requests
- Access your Technical Documentation
- Choose your future training

In the event of a connection anomaly, please contact:

[contact.avionics-support.sed@safrangroup.com](mailto:contact.avionics-support.sed@safrangroup.com)



## 4.2 PUBLIC DOMAIN



From website homepage you can have access to several services:

- Company information
- Customer services
- SAFRAN news
- Contact AOG and General information

All of these items are grouped on web page banner



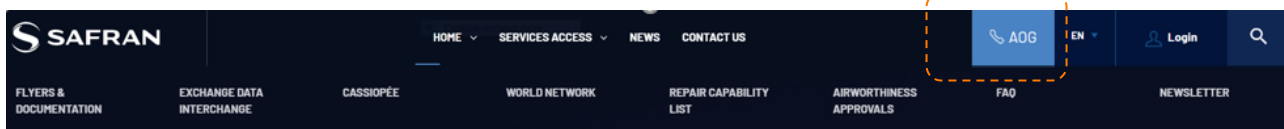
## 4.3 HOME menu

From this menu the customer can have access to different general information



## 4.4 AOG

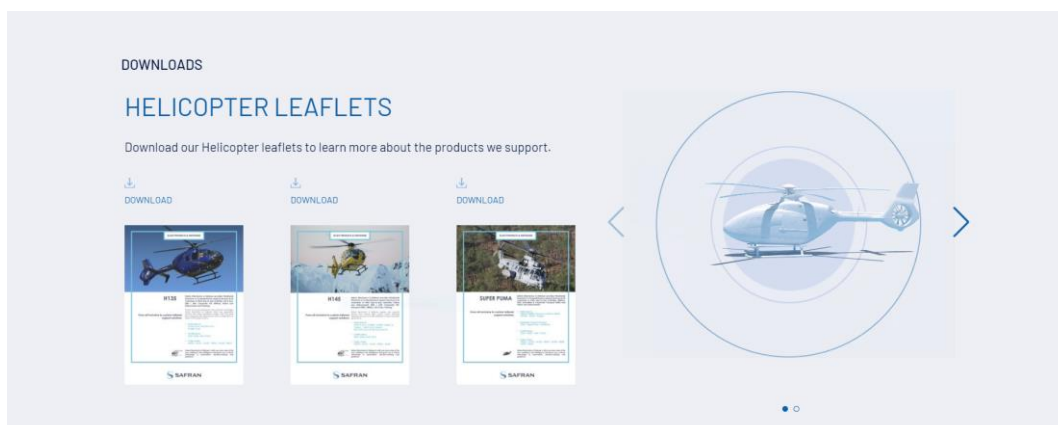
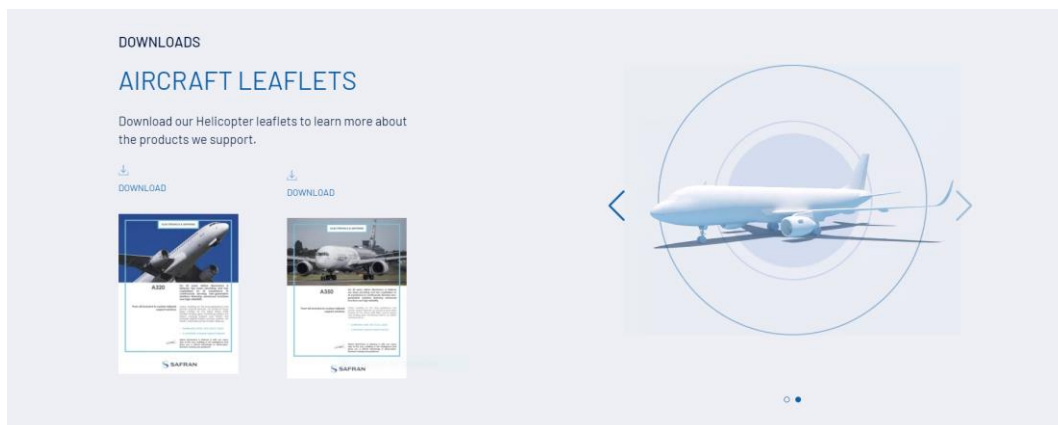
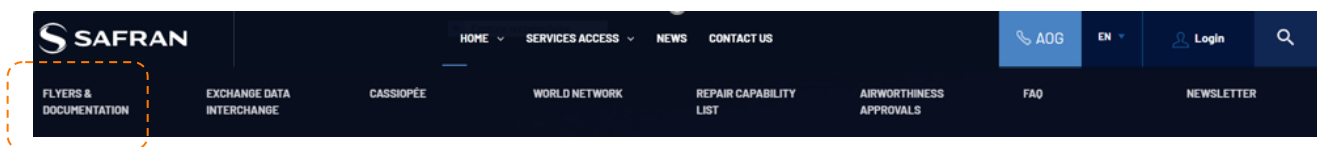
Providing easy & fast way and solutions for AOG event or needs of Spare Parts





## **4.5 Flyers & Documentations**

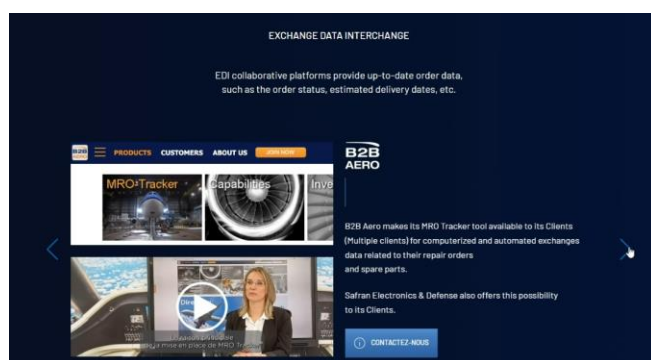
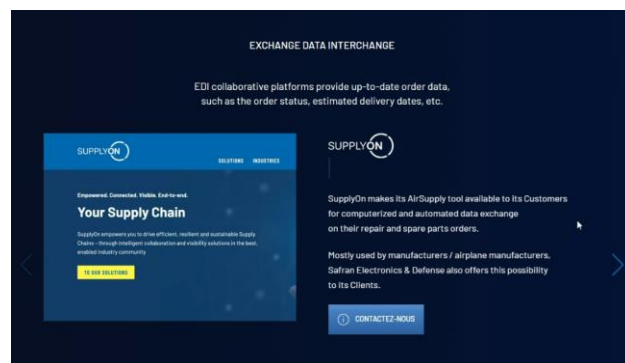
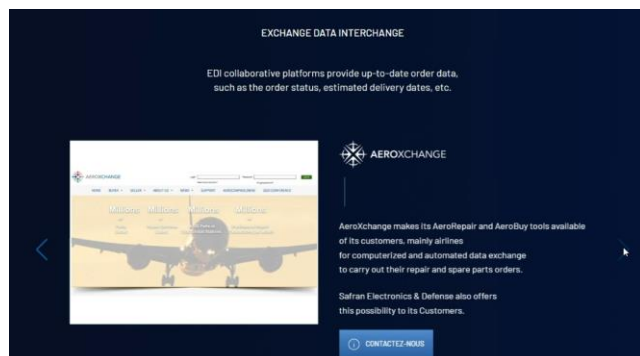
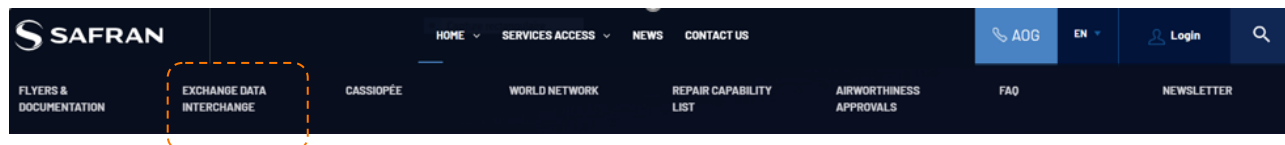
Providing Leaflets by download for reaching useful information on both segment platforms: Aircraft & Helicopters





## 4.6 Exchange Data Interchange

EDI collaborative platforms provide up-to-date order data, such as the order status, estimated delivery dates, etc.



## 4.7 Direct Access to Cassiopée Portal for Flight Data Analysis Solutions



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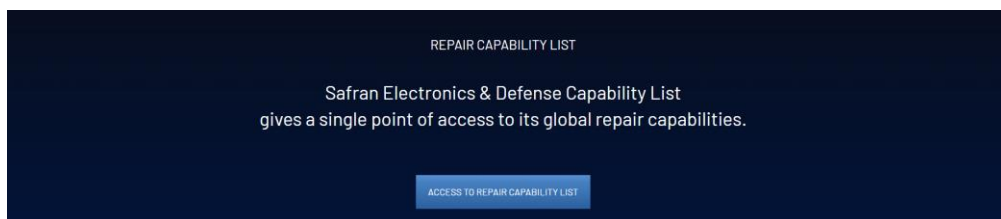
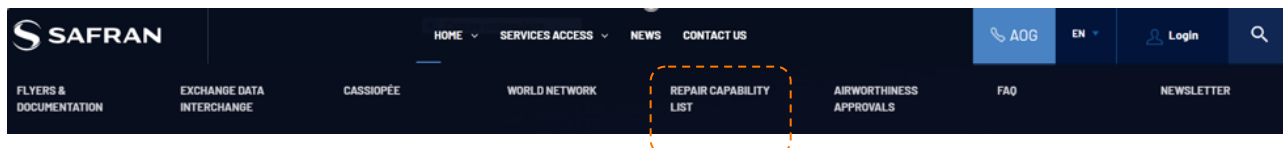


## FLIGHT DATA ANALYSIS SOLUTIONS

Cassiopee Alpha is the new all-in-one solution to decode and analyze your civil and military aircraft or helicopter key data.

### 4.8 Repair Capability List

Dynamic Repair Capability List search engine enabling to identify workshop sites in charge of the concerned equipment repair



- Easy filter search mode per P/N, ATA Chapter, Airworthiness agreement, Repair station location, Country, Region

### REPAIR CAPABILITY LIST

P/N  
6137-5

ATA Chapter  
SELECT

Airworthiness agreement  
SELECT

Repair station location  
SELECT

Country  
SELECT

Region  
SELECT

CLEAR FILTERS

SHOW THE RESULTS

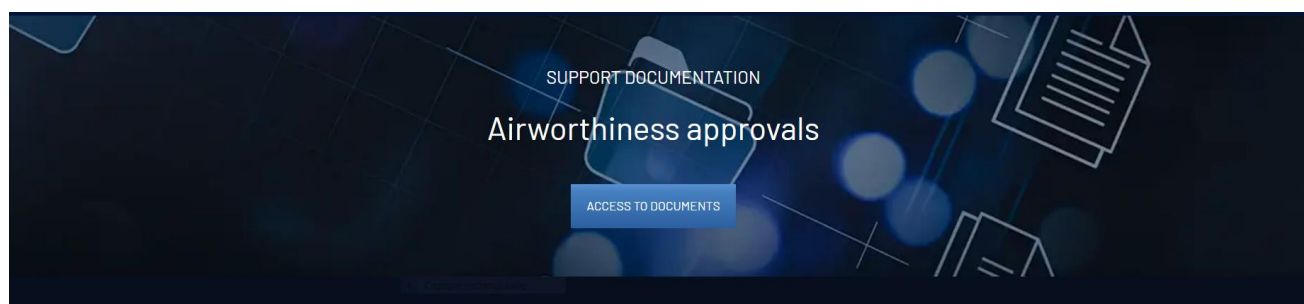
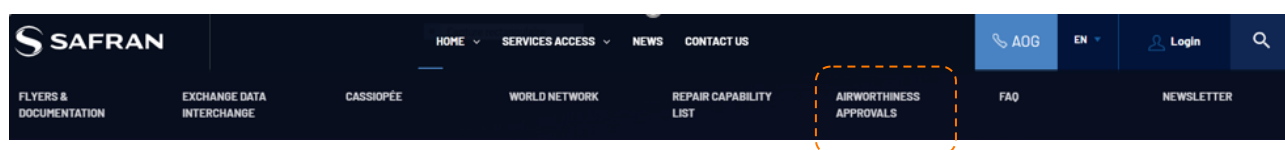
[Excel](#) [CSV](#)

Show 10 items

P/N	Description	ATA Chapter	Airworthiness agreement	Repair station location	Country	Region	Comments
6137-5	RUDDER TRIM ACTUATOR	27	EASA - FAA - TCCA	15 Rue Louise Michel, 78711 Mantes-la-Ville	France	Europe	
6137-5	RUDDER TRIM ACTUATOR	27	EASA - CAAM - CAAT - CAAV - DGCA - CAAS - ICAB - TCCA - FAA - CAAC	26 Changi North Rise, Singapour 498756	Singapour	Asia	

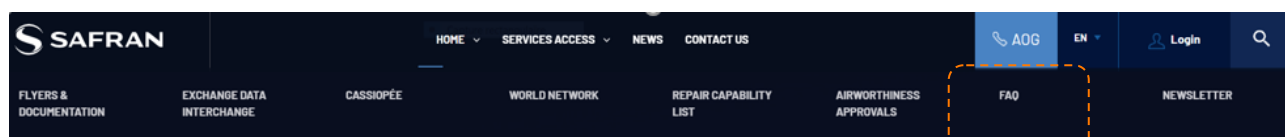
## 4.9 Airworthiness approvals

Access to the accurate set of Airworthiness approvals



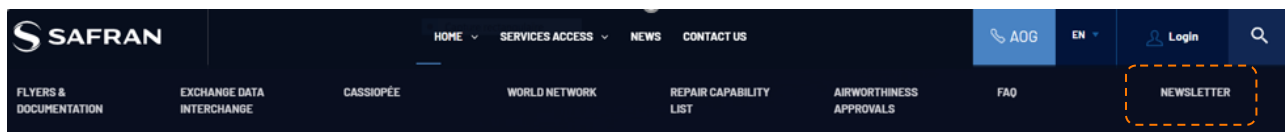
## 4.10 FAQ (Frequent Answered Questions)

For any questions, we propose you a set of item list for meeting your expectations



## 4.11 A Newsletter for still getting in touch

Follow and subscribe to the Avionics Customer Services Newsletter!



Safran Electronics & Defense and Babcock France have signed a performance-based service contract for the helicopter fleet of the Gendarmerie and Customs.

On the occasion of the 54th edition of the aerospace and space exhibition, Safran Electronics & Defense and Babcock France ...

[Read more](#)

DO YOU HAVE A QUESTION?

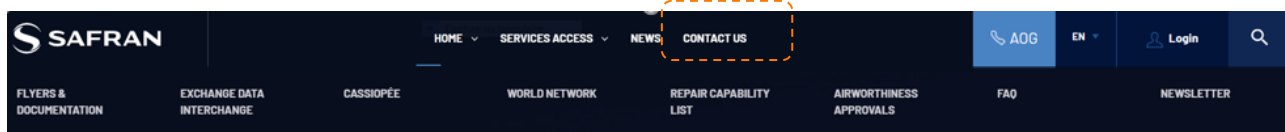
[See the FAQ](#)

MY REQUESTS

[Access to « My requests »](#)

## 4.12 Contact Us

Fill in the form to be contacted. We remain at your entire disposal



### Contact us

We are happy to answer any questions you may have and provide you with more information about SAFRAN Electronics & Defense's avionics support and services.

Please fill out the contact request form, and we will respond to you within one business day.

Already registered? [Click here for assistance](#).

\* Indicates required fields

How can we help you?

Subject \*

Message \*

0 of 350 max characters

How can we reach you?

E-mail \*

Firstname \*

Position / Title \*

Lastname \*

Phone number \*

Organisation information

Company name \*

City \*

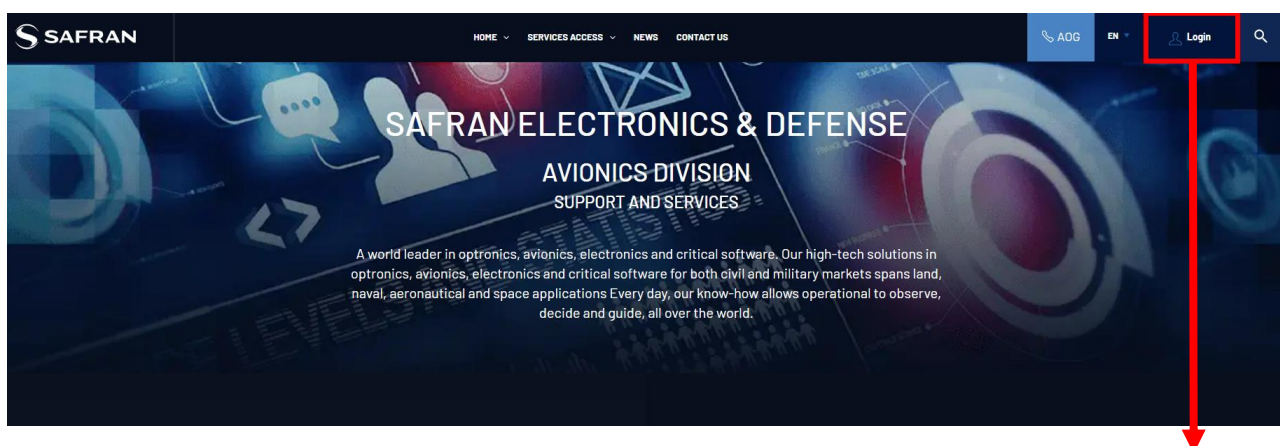
Country \*

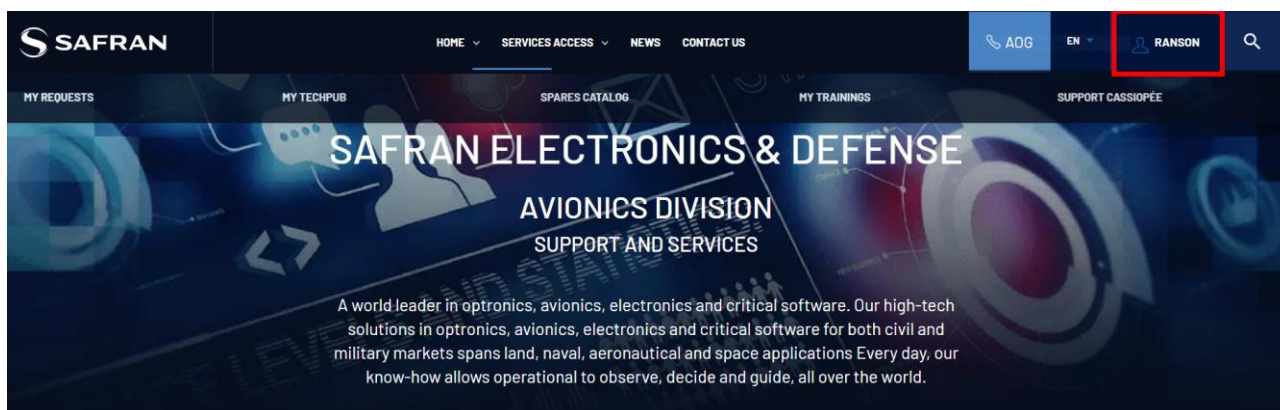
Department

State / Region

#### 4.13 SERVICES ACCESS DOMAIN

IMPORTANT: this space is submitted to connection with personal account. Your account must be created before.





## 4.14 My requests

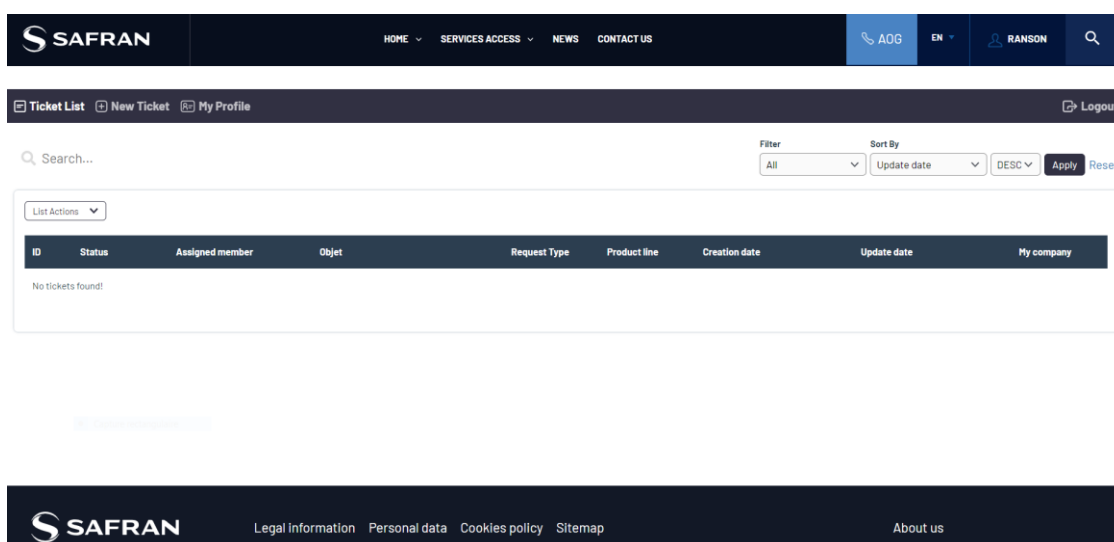
From July 24th, all your next requests have to be submitted in the new portal as follows:  
<https://avionics-support.safran-electronics-defense.com/en/> and you are invited to request an account in order to get a secured access:  
<https://dev-avionics-support.safran-electronics-defense.com/en/account-request/>

In the event of a connection anomaly, please contact:  
[contact.avionics-support.sed@safrangroup.com](mailto:contact.avionics-support.sed@safrangroup.com)



After the receipt of the account, the Customer will have to Click on > Services Access > My requests > New Ticket for submitting any query

Create and then follow easily your Requests!







## 4.15 My Techpub

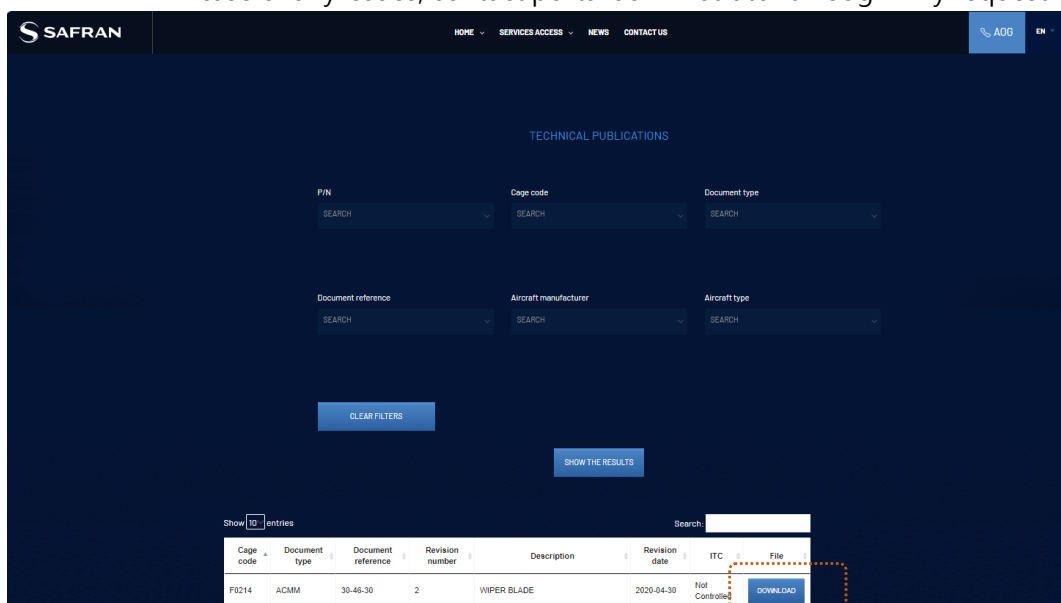
"MY TECHPUB" provides you with access to Safran Electronics & Defense technical publications based on your permissions.

Select "MY TECHPUB" under the "Services Access" menu.



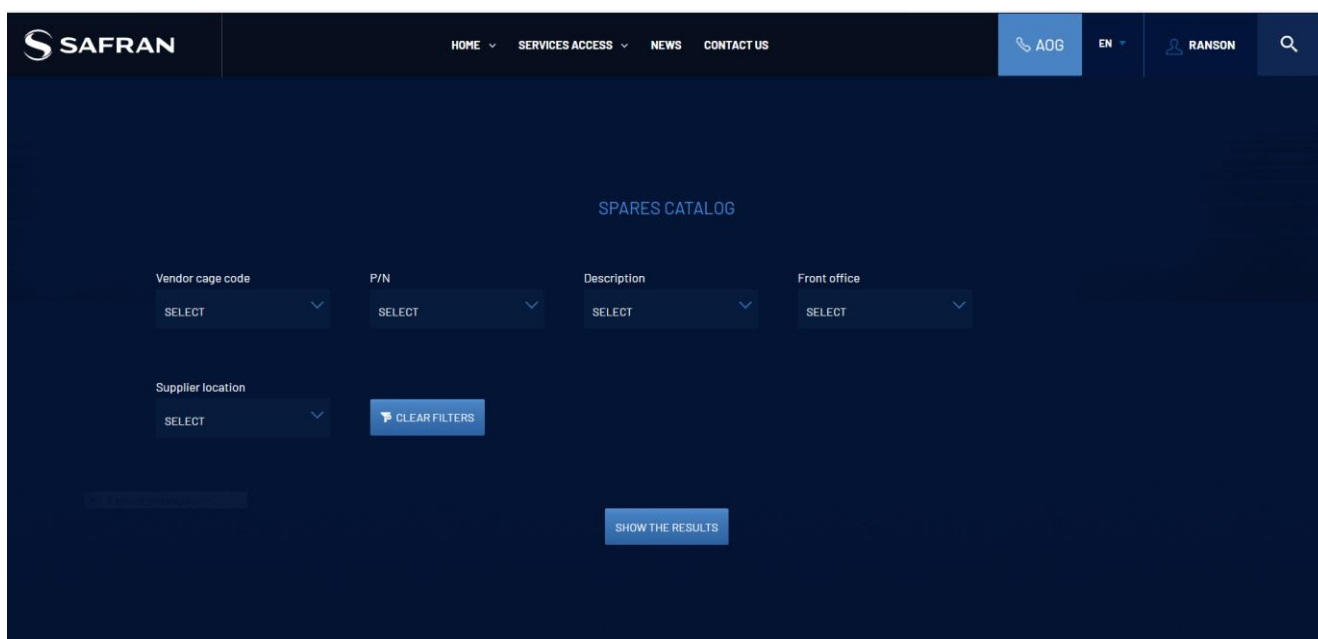
To get an access, download the form available on the welcome page of "My TechPub". Then submit a ticket through "My requests" by attaching the form filled. Our TechPub department will access your request. Once the access is granted. Go back to "My TechPub", there you will find:

- Easy filter search mode per P/N, Cage code, Document type, Document reference, Aircraft manufacturer and aircraft type.
- Click on "Download" to download the latest version of the documents.
- In case of any issues, contact portal administrator through "My request".



#### **4.16 Spare Catalog**

Benefit from an access to the spare parts catalog allowing you to submit your quote requests through this dedicated space



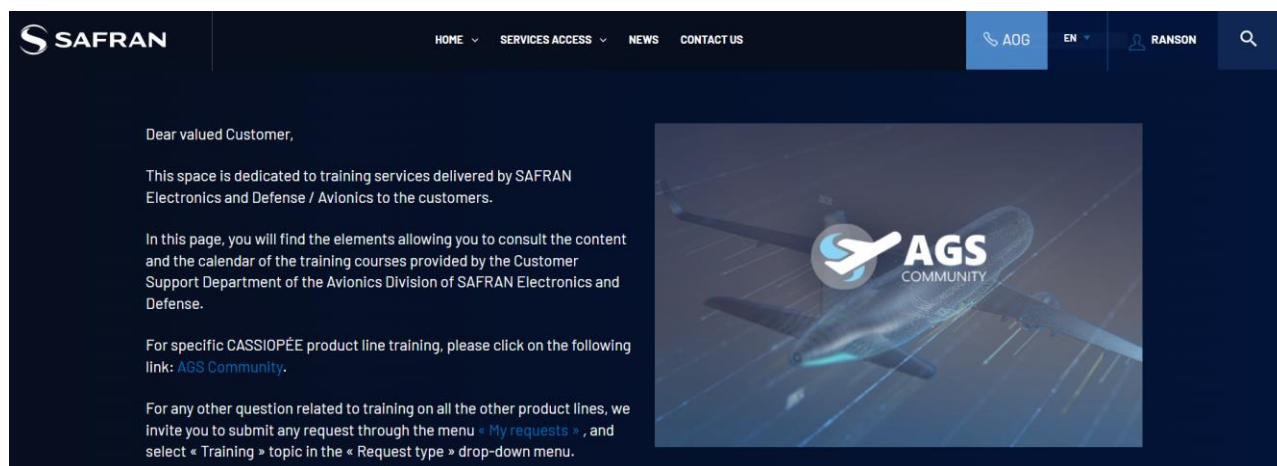
#### **4.17 Trainings**

This space is dedicated to training services delivered by SAFRAN Electronics and Defense / Avionics to the customers.



In this page, you will find the elements allowing you to consult the content and the calendar of the training courses provided by the Customer Support Department of the Avionics Division of SAFRAN Electronics and Defense.

For any other question related to training on all the other product lines, we invite you to submit any request through the menu « My requests », and select « Training » topic in the « Request type » drop-down menu.



#### **4.18 CASSIOPEE Portal**

**Private Domain** dedicated for CASSIOPEE Customer for access to AGS community for SAFRAN Flight Data Analysis Solutions

