

The Boeing Service Requests Application

Improving the management of your service requests

We are listening, and we've heard you. You want our team to be as responsive as possible to your requests for in-service support — less waiting, better tracking, and streamlined communication with the Boeing team. That's why we have developed the Boeing on-line Service Requests Application (SR App) available through the MyBoeingFleet.com Web portal.

Using the Boeing SR Application


In order to better serve you, we are replacing your need to send multiple faxes and e-mails to Boeing individuals and group accounts with a single SR App. As part of this process, we have already transitioned existing Technical In-Service Request accounts to the SR App and made the SR App available for use on your MyBoeingFleet.com portal account.

The SR Application

The Boeing SR App is basically an electronic form that enables you to fill in all the relevant information for your service requests and get your requests into an electronic repository for faster, more

The screenshot shows the Boeing Service Requests Home Screen. At the top, there is a navigation bar with the Boeing logo and links for Home, Service Requests, Site Map, Contact Us, Help, and Log Off. Below the navigation bar, the page is divided into a left sidebar and a main content area. The sidebar contains sections for My Company, Navigation, Communications, Service Requests, Airframes, and Web Drafts. The main content area displays a welcome message, a search bar, the date Tuesday, June 01, 2010, and three summary cards: Service Requests (15 available), Communications (0 recent), and Web Drafts (9 pending). A Boeing aircraft image is visible in the background.

Service Requests Home Screen



complete and trackable action by Boeing. And you can attach relevant files and send them electronically with your request. You create action at the push of a button. No waiting for someone to answer the phone. No wondering if an e-mail or fax has been received. Now you have one place for all information and correspondence regarding your service requests.

Advanced benefits of an on-line application

With an Internet-based information management system, you and your team will reap the benefits of accurate and instant on-line interaction:

- Online submittal for faster service
- Queries and searches for more accurate information management
- Collaboration with the Boeing team for better response coordination
- Enhanced information security
- Reduced cycle time for faster and more consistent results
- Single point of entry, communication, and tracking of service requests delivering more efficient responses
- Advanced coordination of information routing
- Templates so you only have to submit the essential and validated information

Accessing the SR Application through MyBoeingFleet

Are you a MyBoeingFleet account holder? The SR App is a free service and is located right on your MyBoeingFleet home page. Need a MyBoeingFleet account? Contact your Electronic Access Focal at your company, and that person can get you set up with MyBoeingFleet, the SR App, and all the other great tools on MyBoeingFleet. Already have a MyBoeingFleet account and don't have the SR App? Contact your Electronic Access Focal to add it for you. It's as simple as that.

Preparing you for activation by September 1

If you aren't using the SR App already, we need to help you get set up by September 1, 2010. As of September 1, the SR App on MyBoeingFleet will be the only way you will be able to make and track a service request through its completion.

QUICK VIEW –

The Boeing Service Requests Application

What is the Boeing Service Requests Application (SR App)?

The SR App is an electronic form that enables you to fill in all relevant information to request in-service support and then submit and track that request through the Internet.

The screenshot displays the MyBoeingFleet Home Screen. At the top, the Boeing logo is on the left, and the user's name 'Welcome Patricia M. May' is on the right. Below the logo is a navigation bar with 'Home' and 'New Search' buttons. The main content area is divided into several sections:

- Search:** A search box with 'Airplane Identifier' and 'Customer' fields, and a list of search criteria including ATA, Document Type, Drawing Type, Model, Part Type, Software Type, and Supplier.
- System Message:** A message dated 9 June stating 'Data and Services Catalog to Be Temporarily Unavailable'.
- My Account:** Links for 'Change Password' and 'Update My Account'.
- News:** Links for 'Media Room for Boeing News', 'Boeing Frontiers Online Magazine', and 'AERO Magazine'.
- Resources:** Links for 'Message Center' and 'Newswire.com'.
- Help:** Links for 'Frequently Asked Questions', 'Known Software Issues', and 'Software and Workstation Requirements'.
- Boeing Directory Lookup:** A search box with the format 'LastName, FirstName' and a 'Go!' button.
- My Favorites:** A section titled 'Celebrating 10 Years of MyBoeingFleet' containing a list of 'My Favorite Products' and 'My Favorite Links'. The 'Service Requests' link in the 'My Favorite Products' list is highlighted with a red box.
- Digital Productivity:** Links for 'Airplane Health Management' and 'Maintenance Performance Tools'.
- Events:** Links for 'Events, Conferences and Symposia'.
- What's new:** Links for 'Need to Buy Performance Software' and 'Join the thousands of people at United MyBoeingFleet Search'.

At the bottom of the page, the copyright notice reads: 'Copyright © 1999-2010 The Boeing Company. All rights reserved. 22836_0106 [BPMPROD]'.

MyBoeingFleet Home Screen

Why should I use the SR App?

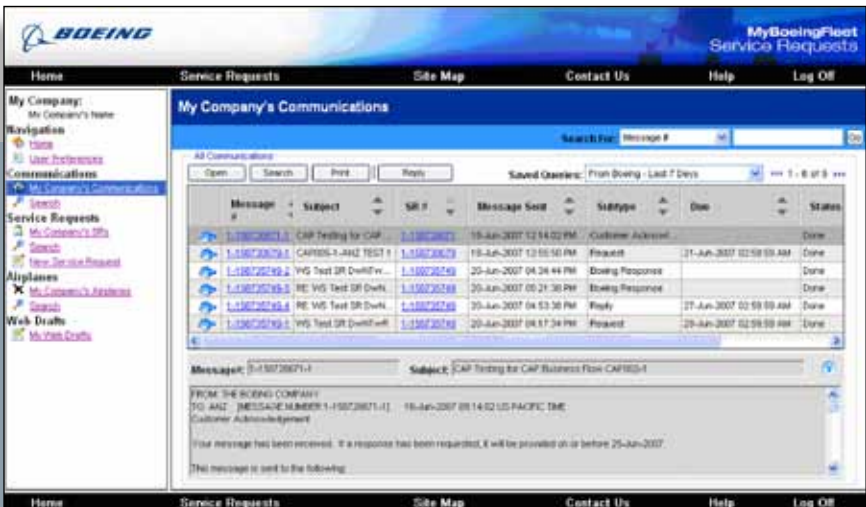
The SR App will provide you with faster service, better communication and tracking, higher quality, greater consistency, and enhanced security for all your service requests. And it will be the only way to submit service requests after September 1, 2010.

Where can I find the SR App?

The SR App is a free service located on your MyBoeingFleet.com Web home page. You must have a MyBoeingFleet account to access the SR App.

What if I don't have a MyBoeingFleet account?

Contact your Electronic Access Focal at your company, and that person can get you set up with MyBoeingFleet.



The screenshot displays the MyBoeingFleet Service Requests application interface. At the top, the Boeing logo is on the left, and the text 'MyBoeingFleet Service Requests' is on the right. Below the logo is a navigation bar with links for Home, Service Requests, Site Map, Contact Us, Help, and Log Off. On the left side, there is a sidebar menu with sections for 'My Company', 'Navigation', 'User Preferences', 'Communications', 'Service Requests', 'Aircrafts', and 'Web Drafts'. The main content area is titled 'My Company's Communications' and features a search bar and a table of messages. The table has columns for Message #, Subject, SR #, Message Sent, SubType, Date, and Status. Below the table, a message preview is shown for message ID 115072071-1, with the subject 'CAP Testing for CAP Business Flow CAPRD-1'. The message content includes the sender 'FROM: THE BOEING COMPANY', the recipient 'TO: ANZ', the message number '115072071-1', the date '16-Jun-2007 08:14:02 US PACIFIC TIME', and the sender 'Customer Acknowledgment'. A note states: 'Your message has been received. If a response has been requested, it will be provided on or before 25-Jun-2007. This message is sent to the following:'.

Message #	Subject	SR #	Message Sent	SubType	Date	Status
115072071-1	CAP Testing for CAP	115072071	16-Jun-2007 02:14:02 PM	Customer Acknowled		Done
115072071-1	CAPRD-1-ANZ TEST 1	115072071	16-Jun-2007 12:00:50 PM	Request	21-Jun-2007 02:59:03 AM	Done
115072071-2	VWS Test SR DwellTw...	115072071	20-Jun-2007 04:24:44 PM	Boeing Response		Done
115072071-3	RE VWS Test SR Dwell...	115072071	20-Jun-2007 05:21:30 PM	Boeing Response		Done
115072071-4	RE VWS Test SR Dwell...	115072071	20-Jun-2007 04:53:30 PM	Reply	27-Jun-2007 02:59:03 AM	Done
115072071-5	VWS Test SR DwellTw...	115072071	20-Jun-2007 04:17:34 PM	Request	29-Jun-2007 02:59:03 AM	Done

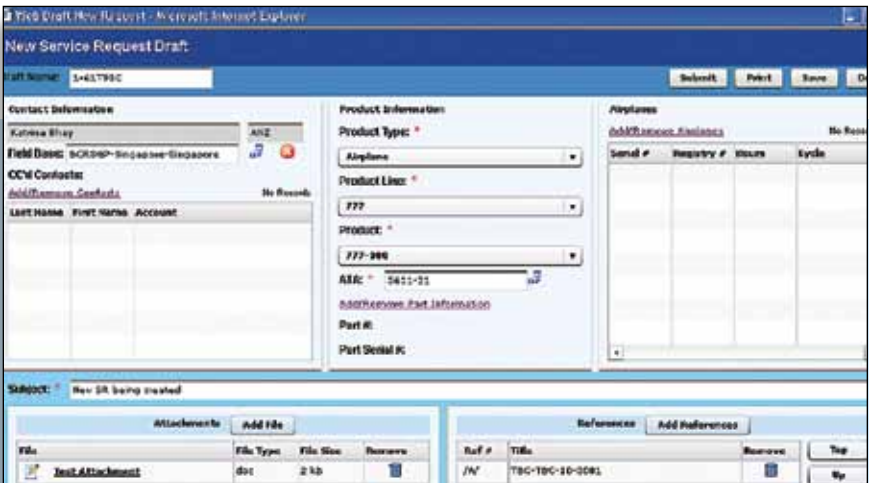
My Company's Communications View

What if I have a MyBoeingFleet account but don't have the SR App?

Contact your Electronic Access Focal to add it for you.

Will I be able to continue to fax and e-mail service requests to all of my contacts at Boeing and use the Technical In-Service Request function?

The SR App is designed to make service requests more efficient, reliable, and accurate for you. In order to do this, service requests will only be available through the SR App on MyBoeingFleet after September 1, 2010. We have already transitioned existing Technical In-Service Request accounts to the SR App and made the SR App available for use on MyBoeingFleet.



Compose and Edit Web Draft View

Does this mean I can't use my Boeing Field Service representative?

Your Field Service representative remains your partner in dealing with all your support and service needs. The SR App is an on-line performance tool that helps you and your Boeing representative manage your service requests in the most efficient manner available to get you the results you need.

How do I get more information?

Go on-line for MyBoeingFleet information:

www.boeing.com/commercial/aviationservices/myboeingfleet/index.htm

E-mail: ddcs@boeing.com

Last Name	First Name	Account Name	Account Code	Boeing Code	Electro Address
Ainero	Lynol	Boeing	TBC		lynol@boeing.com
Batal	Suman	Boeing	TBC		suman@boeing.com
Shay	Kalina	Boeing	TBC		kalina@boeing.com
Schaffer	Ken	Boeing	TBC		ken_schaffer@boeing.com
Coman Center	24 Hour	Boeing	TBC		
Singhal	Suneetha	Boeing	TBC		suneetha@boeing.com
Sinha	Bidisha	Boeing	TBC		bidisha@boeing.com
Smith	Zach	Boeing	TBC		zach@boeing.com
Playe	Vicki	JAL Inter	JAL		vicki@jal.com
Boyle	Travis	Boeing	TBC		travis@boeing.com
Nicolau	Lori	QANTAS	QAN		lori@qantas.com
Biloori	Shwathi	Ryanair	RYR		shwathi@ryanair.com

Select Contacts Applet



Boeing Commercial Airplanes

P.O. Box 3707, MC 21-85
Seattle, WA 98124-2207

www.boeing.com/commercial/aviationservices/myboeingfleet/index.htm
E-mail: ddcs@boeing.com

The statements contained herein are based on good faith assumptions and provided for general information purposes only. These statements do not constitute an offer, promise, warranty or guarantee of performance. Actual results may vary depending on certain events or conditions. This document should not be used or relied upon for any purpose other than that intended by Boeing.