AeroRepair for Sellers

A REPAIR ORDER MANAGEMENT AND TRACKING SYSTEM

AeroRepair Seller increases business efficiency with full visibility to the entire repair order lifecycle, from identification of a service to processing of an invoice. Managing repair orders is simple with advanced shipment notifications, tear-down reports, and up-to-the-minute status updates. Sellers can attain an even higher level of efficiency and customer satisfaction by utilizing additional features, such as single page view to all current repair orders and reporting based on transactions that take place between you and your customers. Utilizing AeroRepair results in more accurate and timely information that enables better decision making and lowers costs associated with information errors and delays.

For sellers and repair service providers, Aeroxchange creates sales channel efficiencies by streamlining the order process in addition to broadening visibility of your repair capabilities.

LIST AND MANAGE CATALOGUES

- List general capabilities that are accessible to all buyers on Aeroxchange and any number of buyer specific catalogues that are limited to an individual buyer or a group of buyers.
- Allow customers to see different capabilities by MPN and associated price types.

PROGRESSION MANAGEMENT

- Automate key repair events including shipping, logistics, status and more.
- Proactively keep customers informed with flexible options to communicate status updates on a customer per-request basis or update multiple orders using a daily bulk upload process.
- Rest easy knowing that electronic timestamps provide the same accurate data to the buyer and the seller, leaving more time to focus on building customer relationships.
- Go from all order visibility to single order details in two clicks with drill down capabilities.

QUOTATION AND HOLD TIME MANAGEMENT

- Automate key quote management processes with real-time buyer collaboration.
- Share with customers key quotation related documents including, but not limited, to tear-down reports, bill of material with removal rationale and Service Bulletins/Directives/EA's/EO's.
- Calculate accurate turn-around-time performance with the ability to track customer hold times due to document discrepancy, customer request and more.

INVOICE AND PAYMENT STATUS

- Fully align and match invoice to the Repair/Accept Quotation for expedited payment processing that includes exception management and payment status

SEAMLESS B2B CONNECTIVITY AND DATA SECURITY

- Flexible deployment solutions with integration of all messages into back-office system, flat file integration combined with web browser interface or web browser interface only.
- All applications are hosted by HP Enterprise Services, the leading global technology services company.
- All systems and processes are SAS70/ISAE3402 compliant.
- State-of-the-art firewall protects Aeroxchange network from Internet threats and full disaster recover is available.
- Information is only accessible between trading partners and Aeroxchange WILL NOT share or aggregate data.