

# GE Aviation OnPoint Solutions

## Online Procedures Manual

### Welcome to GE OnPoint Solutions

Hello and welcome to the GE OnPoint™ Solutions Program (OPS). We are very proud of our program and believe it is the most comprehensive solution for maintenance coverage for the GE CF34 family of engines. The OPS program leverages the entire breadth of the GE Aviation family and our decades of experience with turbofan propulsion systems. My name is Chad Harris and I am the Contract Program Manager for the OnPoint program and I will be your point of contact for the OPS program, you can find my contact information at the end of this document.

#### **Utilization reporting and CWC access**

GE uses a web-based application called the Customer Web Center (CWC) to facilitate utilization reporting and generation of invoices. This system allows you to input the monthly engine utilization, and gives you the functionality to review and generate invoices directly from your computer. This system is easy to use, provides record retention capability, and has been well received by other operators on the OPS program. I will be working with you to gain access to the CWC, and have included the initial steps required below. If you would like anyone in addition to yourself to have access to the web applications, please contact me. If you do not have a General Terms Agreement (GTA) on file with us, please complete the required form and email it to the address provided. After submitting the GTA form, please request CWC access by following the instructions contained in the next procedures module.

#### **Invoicing and payments**

After you have access to the CWC and Web Billing, you will be required to input the TSN and CSN for each engine as of the last day of each month by the tenth day of the following month. Please report utilization to me via email by the fifth day of each month until you are setup in the CWC and I will generate the invoice for you. I will send the wire transfer account information and remit to address to you with the initial correspondence upon enrollment.

#### **Remote diagnostics service**

The aircraft and engines enrolled in the program will be required to be integrated into the GE engine diagnostics service system. A template will be sent out for you to provide aircraft and engine

information. It typically takes three to four weeks after receipt of this information to complete the integration. After setup is complete, please download the engine trend data on a monthly basis and email to [gegeremoteservices@ge.com](mailto:gegeremoteservices@ge.com). The engine data will be reviewed monthly and a report of your engine trends will be sent to you quarterly. If an engine concern is identified during the monthly trend review, you will be notified at that time.

### Customer support

As your OPS Program Manager, I can assist you with any issues you encounter. Please make note of my contact information below:

Chad Harris  
CF34 OnPoint™ Program Leader  
Phone: (620) 442-3600 x4314  
Mobile: (620) 705-1264  
Email: [chad.harris1@ge.com](mailto:chad.harris1@ge.com)

Mailing Address:  
P.O. Box 797  
7577 4<sup>th</sup> Ave.  
Strother Field Industrial Park  
Arkansas City, KS 67005

For field support or troubleshooting assistance, including after-hours support, please contact the Business Jet Operations Center (BJOC) in the U.S. at 1-877-456-JETS (5387) or for international customers, 1-513-552-JETS (5387). The BJOC is open 24 hours a day, seven days a week, and is the appropriate contact for any AOG or technical matters related to your engines. The BJOC can also be reached via email at [bizjetops@ge.com](mailto:bizjetops@ge.com)

Again, I want to welcome you to the CF34 OnPoint™ Solutions family, I am confident that you will enjoy the peace of mind and “best in class” service that OPS provides. Please do not hesitate to contact me if you have any questions....keep ‘em flyin!

Sincerely,  
Chad Harris

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## Request CWC Access

The GE Customer Web Center is a comprehensive online solution that allows our OnPoint customers to access technical publications, report utilization and generate invoices. In order to get CWC access, you will first need a General Terms Agreement in place with GE Aviation, if you do not yet have one, please complete the required form and submit it to the address provided on the form. Once you have a GTA in place, navigate to <https://customer.geae.com> and follow the instructions located below.

1. After navigating to <https://customer.geae.com>, click on the link Request Customer Web Center Access

GE Aviation  
Customer Web Center

SSO User ID:

SSO Password:

Log In

[Request Customer Web Center Access](#)  
For registration, contact your GE Aviation Customer Support Manager, Field Representative or Customer Support Center.

[Forgotten Password?](#)

[Frequently Asked Questions](#)

**Login problems?** Call the GE Aviation Customer Support Center:  
Toll-Free U.S.: 1-877-432-3272, option 3  
Internationally: 1-513-552-3272, option 3

THIS SITE CONTAINS GE PROPRIETARY INFORMATION

**WARNING:** The information contained in this site is GE proprietary information and is disclosed in confidence. It is the property of GE and shall not be used, disclosed to others or reproduced without the express written consent of GE, including, but without limitation, it is not to be used in the creation, manufacture, development, or derivation of any repairs, modifications, spare parts, designs, or configuration changes or to obtain FAA or any other government or regulatory approval to do so. If consent is given for reproduction in whole or in part, this notice and the notice set forth on each page of this site shall appear in any such reproduction in whole or in part. The information contained in this site may also be controlled by the U.S. export control laws. Unauthorized export or re-export is prohibited.

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## 2. Click Commercial – Aviation under Company Type

GE provides comprehensive support for our customers. Such support may include:

- **Aviation Operations Center (AOC)**
  - 24x7 technical support
  - AOG desk
  - Engineering support
- **Customer Web Center (CWC)**
  - Online access to technical documents
  - GE Diagnostics tools
  - All Operators Wires
  - Online Spare Parts purchase
- **Technical Manuals**
- **Training**
- **Spare Parts Purchase**

Access to these resources requires your company to have a Support or Licensing Agreement with GE. Once your company has a Support or Licensing Agreement, you may apply for access to the above applications and resources. All customers may not be eligible for access to all the tools and resources, and some tools and resources may require additional fees.

**Which best describes your company?**

**My company is new to GE Aviation and needs to sign a Support or Licensing Agreement.**

1. For commercial aviation customers, [click here](#) to complete and submit the application for a Support or Licensing Agreement.
2. For Military customers and Marine and Industrial customers, please call or email the GE Aviation Operations Center at +1-513-552-3272 and [geae.aoc@ge.com](mailto:geae.aoc@ge.com).
3. [Click here](#) to view a summary of the application process.

For further details in requesting access to these tools and resources, refer to the grey box on the right.

**I am not sure if my company has a Support or Licensing Agreement, and I need to check.**

Please call the GE Aviation Operations Center to find out if your company has a Support or Licensing Agreement with GE. +1-513-552-3272:


If you are a non-US, military marine customer, [click here](#) to request access to the Customer Web Center.

**My company has a Support or Licensing Agreement with GE and I need to:**

- [Request additional access in Customer Web Center \(I already have basic access\).](#)
- [Request first time access to the GE Customer Web Center:](#)  
*Click on the company type that applies to your company:*
  - **Commercial - Aviation**
  - Military - Aviation
  - Military - Marine
  - Marine & Industrial
  - GE Employee/Contractor
- [Request](#)
  - Spare parts account
  - Technical Manuals
  - Training
- [Click here](#) to access previously saved form.

If you have any questions during this process, please contact the GE Aviation Operations Center: +1-513-552-3272

3. Enter company information
4. Click "Next" to continue



**CWC Access Request for Commercial Customers**

Customer access requires a valid Support or Licensing Agreement with GE. If you are unsure if your company has a valid Support or Licensing Agreement with GE please contact the GE Aviation Operations Center.  
US: 1-877-432-3272, International: 1-513-552-3272

Please complete the access request form as fully as possible. Please do not use any abbreviations. Fields indicated with \* are required fields.  
The GE web team will process your application based upon web security and contractual access rights. You will be contacted by email with your user ID and login instructions, or a reason for access denial. Please mark fields that do not apply with N/A.  
To ensure the form is properly submitted, please do not use the "Browser Back Button" while navigating.

**Company Details**

\* Legal Company Name as it appears on the Support or Licensing Agreement:

Company Web Site URL:

\* GE Aviation Contact Email Address:

Note: If you do not know your GE contact person's email address, please call the GE Aviation Operations Center at +1-513-552-3272.

\* Confirm GE Aviation Contact Email Address:

\* What engine line(s) does your company operate and/or own?  
 CF34  CF6  CFM56  
 CT7  GE90  GEnx

\* Are you a business jet operator?:

\* Company headquarters business address:

\* City:

\* State or Province:

\* Zip Code/Postal Code:

Business Telephone:

\* Country:

Please add any special instructions or comments below

Comments:

**1**


**Enter Company Details**

**Company name used on GTA application**

**chad.harris1@ge.com**

**Click "Next"**

5. Enter user information
6. Click "Next" to continue



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**CWC Access Request for Commercial Customers**

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 To ensure the form is properly submitted, please do not use the "Browser Back Button" while navigating.

**User Details**

2

Enter User Details

	SSO UserID: <input type="text"/>	
	* E-Mail Address: <input type="text"/>	
	* Confirm E-Mail Address: <input type="text"/>	
	* First Name: <input type="text"/>	
	Middle Initial: <input type="text"/>	
	* Primary Job Role: <input type="text" value="Select"/>	If you are not sure of your role, please select "Other". Based on your role selection, a suggested list of applications will be provided.
* Select a challenge question (in case you forget your password):	<input type="text" value="Select"/>	<input type="text" value="Other"/>
* Enter the answer to the challenge question:	<input type="text" value="Spare Parts"/>	<input type="text" value="Tech Pub Admin"/>
* Country of Citizenship:	<input type="text" value="Remote Diagnostics"/>	<input type="text" value="Line Maintenance Engineer"/>
* US Green Card:	<input type="text" value="Tooling/Support Equipment"/>	<input type="text" value="MRO Admin/Repair"/>
	<input type="text" value="Training Admin"/>	<input type="text" value="PowerPlant Engineer"/>

[Delete this user](#)

Click "Next"

Cancel
Back
Add Another user
Save
Next

**Notice of Use of Personal Data:** The data about yourself and your Company that you will submit in Access Request form will be stored and processed in the Customer Web Center and related applications. The Customer Data will be provided by the Customer representative. The "Controller" of the data for legal purpose will be GE Aviation, which may be contacted at, GE Aviation Operations Center, Address: GE Aviation Operations Center, 1 Neumann Way, Mail Drop 285, Cincinnati, OH 45215. Email: [ge-commerce.websupport@ge.com](mailto:ge-commerce.websupport@ge.com)

Aviation Operations Center, Phone US : 1-877-432-3272 / International : 1-513-552-3272 [Please Listen to Options after dialing]

The Controller will store the Customer Data in the United States. The Customer Data will be accessible by the Controller and its affiliates, located globally. In addition, third parties may be given access to the Customer Data, but only to the extent such access is required for such third parties to provide technical support to the Customer Web Center and related applications. Appropriate measures will be used to protect the Customer Data from unauthorized or unlawful access or disclosure. By submitting Customer Data, you acknowledge and agree on behalf of the Customer to whom it pertains to these uses of the data. If you are submitting data pertaining to someone other than yourself, you are representing that you have obtained the consent of the person to whom it pertains to these uses of the data.

7. Select required access
8. Click "Next" to continue
9. Review data and submit

**CWC Access Request for Commercial Customers**

**Application Access**

The following applications are available on the GE CWC. Some applications require additional approval and may not be available to all users. Requesting access to applications you do not need could delay the approval of your request. Please mark fields that do not apply with N/A. Detailed descriptions of each application are available by mousing over the application name. To ensure the form is properly submitted, please do not use the "Browser Back Button" while navigating.

3

**Fleet Management**

Customer Collaboration Center  Diagnostics

Entry into Service  \* Provide Diagnostics access for these Airlines/Fleets: \_\_\_\_\_

Report Center  New Engine Configuration Data

Warranty Claims

**Materials**

Customer Tooling Solutions  Material Store Front

New Parts  \* Please select Role:

Need Purchase Access?  Used Parts

**Publications**

All Operators' Miles  Fleet Highlights

Technical Documents

**Services**

Accessories  Account Statement

Component Repair  Departure System

Global Demand Supply  \* e-Departure System role (n) \_\_\_\_\_

MCPH Billing  \* User Site(s) \_\_\_\_\_

Overhaul Invoice  Need CDR access?

Service Status  Initial Provisioning

Overhaul

Repair Engineering

**Support Center**

My Inquiries

**Training**

Course Schedule and Registration  Jet Engine Concepts

Take on-line Courses  Training Center

Course Schedule and Registration - Training Coordinator Access

Jet Engine Concepts Course On-Line

Take On-line Courses - Student Access

**Select User Access**

Based on Job Function request for specific access has been pre-populated and can be Modified by the customer by checking or un-checking boxes.

After you hit submit - any fields requiring additional information will be highlighted in Red on top

**Redirection**

The following applications are currently under development. Some applications require additional information to process requests. Please provide additional information to proceed with this request. Please contact your account manager for more information. Detailed descriptions of each application are available by mousing over the application name. To ensure the form is properly submitted, please do not use the "Browser Back Button" while navigating. Please provide additional information to proceed with this request. Please contact your account manager for more information. Detailed descriptions of each application are available by mousing over the application name. To ensure the form is properly submitted, please do not use the "Browser Back Button" while navigating.

**Redirection**

Application: \_\_\_\_\_

Access Role: \_\_\_\_\_

Access Role: \_\_\_\_\_

Access Role: \_\_\_\_\_

Access Role: \_\_\_\_\_

**Click "Next"**

Ensure MCPH Billing is selected

4

Click "NEXT" and Verify Data

Click on "Submit"