

HELICOPTERS
Service

HCare
Helicoper Maintenance

Ordering service

Ordering service[1] for spares and repairs accessible through our AirbusWorld collaborative platform

ORDERING SERVICE

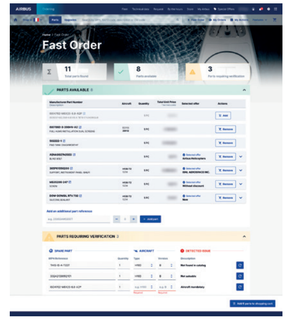
Airbus Helicopters offers customers[2] a **one-stop shop where they can purchase all new/used spare parts and repairs for their maintenance activities:**

- **Global order portfolio** allows users to consult and follow order status for both Airbus Helicopters and marketplace vendor parts,
- **Easy management of orders and customer actions** (standard exchange approval, quotation approval, repair request, export licence...),
- **Document sharing between customers and Airbus Helicopters** for spares and repairs on quotations and orders (certificate of conformity, delivery note, return material authorisation, inspection report...),
- Access to **spare parts and repairs catalogues** with their offer of more reactivity and functionalities (enhanced filtering capabilities, view on stock levels...) on spare parts, repairs, standard exchange and reconditioned parts.

ONE-STOP SHOP
Buy all you need through Airbus Helicopters' Ordering service

REDUCED ADMINISTRATIVE BURDEN
One single shopping cart with automatic customer purchase order loading for spares and repairs orders

EXTENDED PRODUCT CATALOGUES
Easy access to the entire parts and repairs portfolio with the advantage of a reactive experience



Enhanced Ordering service functionalities such as:

- **Parts tracking** (order tracking, delivery tracking...),
- **Fast shopping cart solution** to bulk-add references to cart (from a file)
- **Fast repair request** with auto-fill feature,
- **Simplified reporting** (easily exportable order history...),
- **Centralised shopping cart** for all spare parts, repairs, marketplace and reconditioned parts,
- **Contract management** (xBH contract parts list...).

[1] The **Ordering service** is part of the **AirbusWorld Ordering services suite**: Ordering service, Reconditioned Parts service, Ordering Dropship service, Ordering Marketplace service.

[2] The Ordering service is currently limited to Airbus Helicopters direct customers who have an AirbusWorld Ordering account with the full ordering function. This service is still accessible for other customers through the Airbus Helicopters network.

For more information, please contact:
marketing-services.helicopters@airbus.com

AirbusWorld
Your Airbus Helicopters customer portal
https://airbusworld.helicopters.airbus.com

For all your customer service needs:
Email: customersupport.helicopters@airbus.com
Phone: + 33 4 42 85 97 97
Fax: + 33 4 42 85 99 96

Download our support vCard on your mobile device:

AIRBUS

© AIRBUS HELICOPTERS. All rights reserved. Concept design by MultiMedia Studio 20261337. Photos by Airbus. HCare HM LF 09-2026.