AIRSUPPLY

Customer Matrix

June 2016

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Index of Abbreviations

3S	Supplier to Supplier Shipment
NCR	New Concession Request
SBI	Self Billing Invoice
VMI	Vendor Managed Inventory

Preamble

The AirSupply training guide is kept generic and the supplier must comply with his customer scope and specificities. A document "Customer matrix" is available with the needs to be taken into account by the supplier.

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The AirSupply user training guide is composed of 12 modules, 1 customer matrix and 1 exercise book.

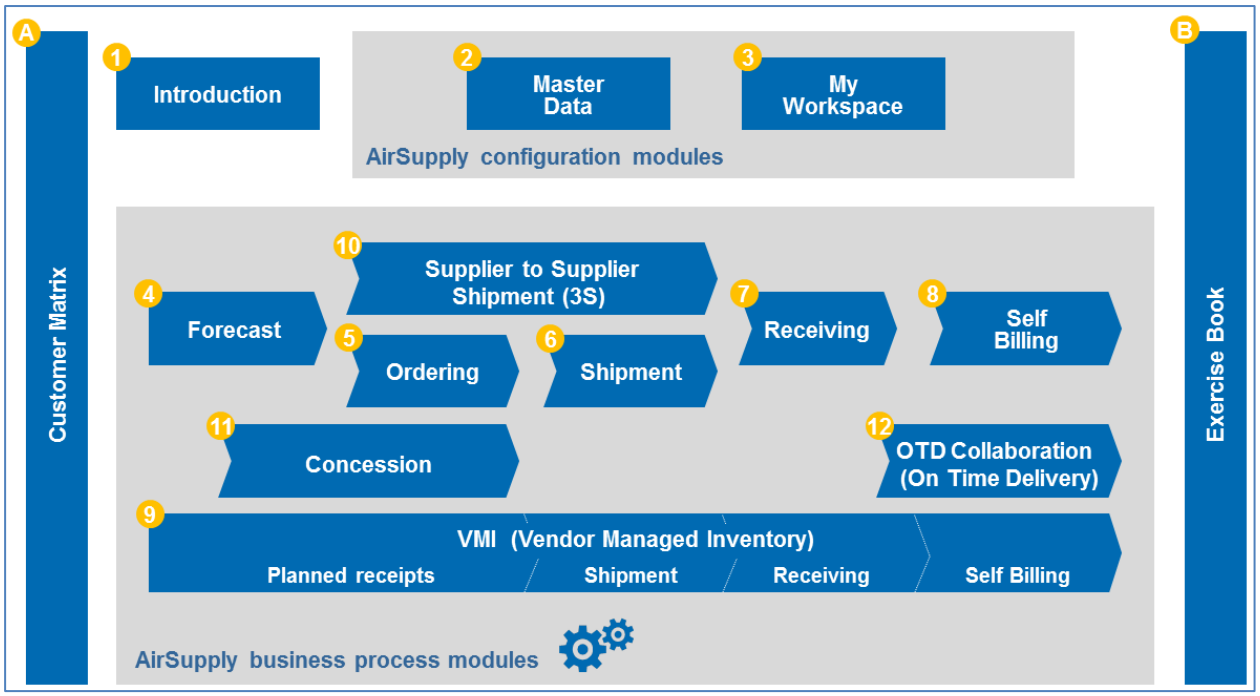
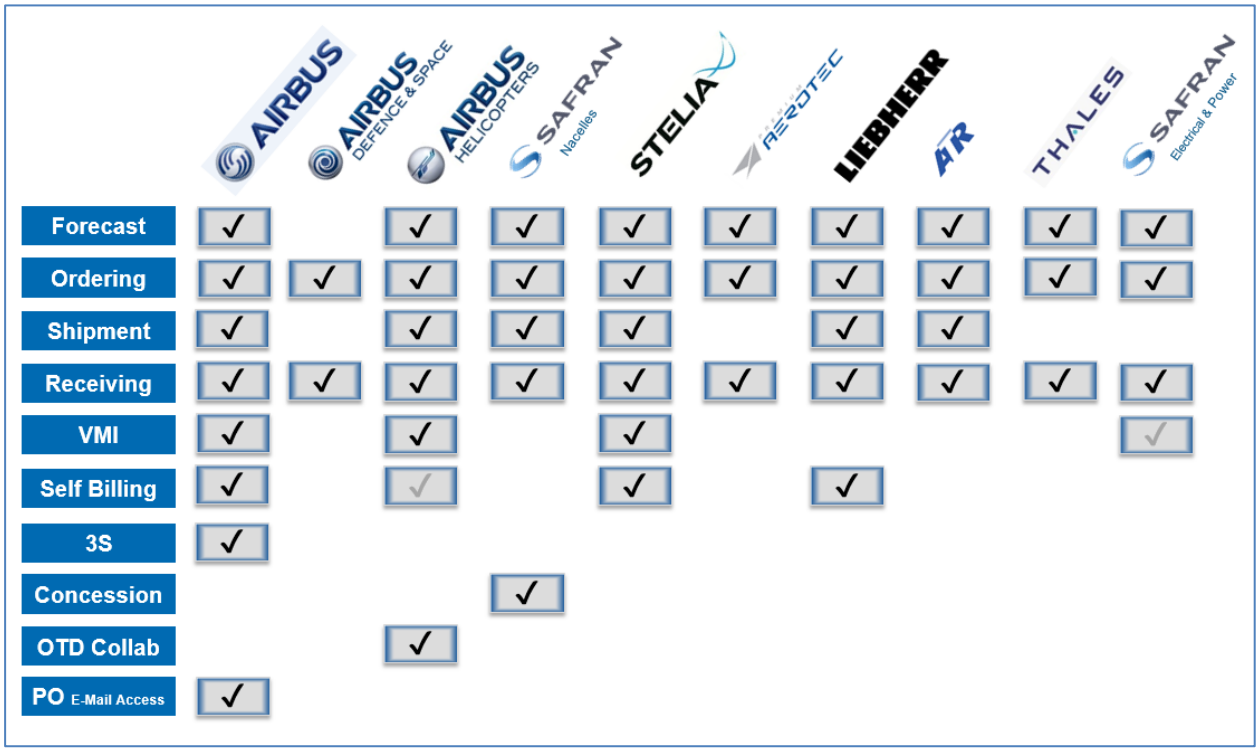


Figure 1: Modules overview

Here you can see the modules applicable to each customer:



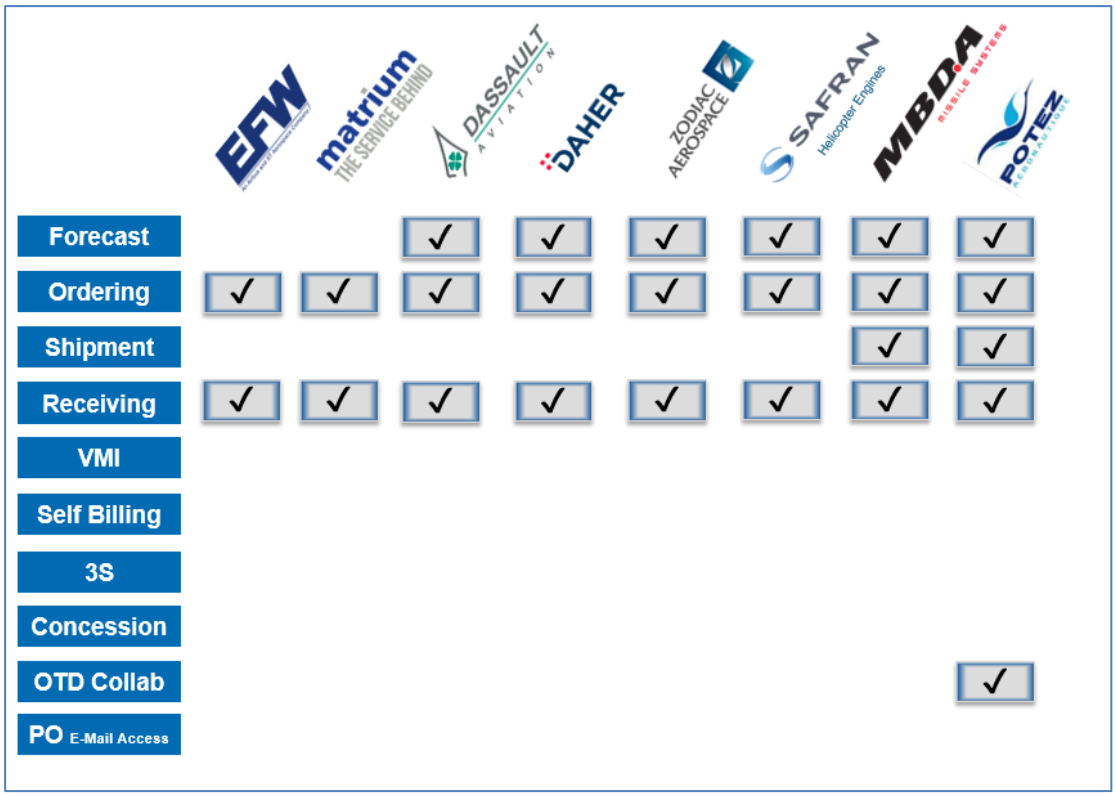


Figure 2: Customer Matrix

Objectives of the Customer Matrix:

Provide suppliers using AirSupply hub with the customer specifics per business processes to facilitate their collaboration (status November 2014).

This module presents:

- The Airbus customer set ups on AirSupply.
- The Airbus Defence & Space customer set ups on AirSupply.
- The Airbus Helicopters customer set ups on AirSupply.
- The Safran - Nacelles customer set ups on AirSupply.
- The STELIA Aerospace customer set ups on AirSupply.
- The Premium Aerotec customer set ups on AirSupply.
- The ATR customer set ups on AirSupply.
- The Thales customer set ups on AirSupply.
- The Liebherr customer set ups on AirSupply.
- The Safran - Electrical & Power customer set ups on AirSupply.
- The Safran - Helicopter Engines customer set ups on AirSupply.
- The Elbe Flugzeugwerke (EFW) customer set ups on AirSupply.
- The Matrium customer set ups on AirSupply.
- The Dassault Aviation customer set ups on AirSupply.
- The Daher customer set ups on AirSupply.
- The Zodiac Aerospace customer set ups on AirSupply.
- The MBDA customer set ups on AirSupply.
- The POTEZ Aeronautique customer set ups on AirSupply.

1 Customer specifities for Forecast

1.1 Airbus set up

- The forecasts are published weekly on Tuesday morning.
- There will be no quantity published in the Firm Horizon as needs for this period are already in PO CALLUP.
- Length of the different horizons (firm, flexible and provisional) is defined through the Logistic Family agreed between the supplier and Airbus.
- The two levels of tolerance in the forecast collaboration (Demand Variation Tolerance and Commitment Deviation Tolerance) are defined through the Logistic Tolerance.

1.2 Airbus Defence & Space set up

- Not applicable.

1.3 Airbus Helicopters set up

- The forecasts are published once a month according to a predefined calendar communicated at the beginning of every year.
- The quantities in the Firm Horizon represent the needs that will be turned into Call Ups before the next Forecast publication.
- Length of the different horizons (firm, collaborative and provisional) is defined through the Logistic Families agreed between the supplier and Airbus Helicopters.

1.4 Safran - Nacelles set up

- The forecasts are published once a week.
- There will be no quantity in the Firm Horizon.

1.5 STELIA Aerospace set up

- The forecasts are published once a month, on Tuesday morning, following first Sunday of the month.
- Length of the different horizons (firm, flexible and provisional) is defined through the Logistic Families agreed between the supplier and STELIA Aerospace.
- The two levels of tolerance in the forecast collaboration (Demand Variation Tolerance and Commitment Deviation Tolerance) are defined through the Logistic Tolerance.

1.6 Premium Aerotec set up

- The forecasts are published weekly on Tuesday morning.
- Length of the different horizons (firm, flexible and provisional) is defined through the Logistic Families agreed between the supplier and PAG.
- The two levels of tolerance in the forecast collaboration (Demand Variation Tolerance and Commitment Deviation Tolerance) are defined through the Logistic Tolerance.

1.7 ATR set up

- The forecasts are published weekly on Tuesday morning.
- There will be no quantity published in the Firm Horizon as needs for this period are already in PO CALLUP.
- Length of the different horizons (firm, flexible and provisional) is defined through the Logistic Family agreed between the supplier and ATR.
- The two levels of tolerance in the forecast collaboration (Demand Variation Tolerance and Commitment Deviation Tolerance) are defined through the Logistic Tolerance.

1.8 Thales set up

- The forecasts are published once a month.
- Length of the different horizons (firm, collaborative and provisional) is defined through the Logistic Families agreed between the supplier and Thales.
- The two levels of tolerance in the forecast collaboration (Demand Variation Tolerance and Commitment Deviation Tolerance) are defined through the Logistic Tolerance.
- For THALES plants using a double codification (SAP+PN): the field "Cust. Mat. No" contains the reference of the PN+AMDT. The SAP Code is available in the field "Industry Standard Description".

1.9 Liebherr set up

- The forecasts are published once a month.

1.10 Safran - Electrical & Power set up

- The forecasts are published once a week.
- There will be no quantity in the Firm Horizon.

1.11 Safran - Helicopter Engines set up

- The forecasts are published weekly on Monday morning.
- There will be no quantity published in the Firm Horizon as needs for this period are already in PO CALLUP.
- The two levels of tolerance in the forecast collaboration (Demand Variation Tolerance and Commitment Deviation Tolerance) are defined through the Logistic Tolerance. The standard value is zero for both values.

1.12 Elbe Flugzeugwerke set up

- Not applicable.

1.13 Matrium set up

- Not applicable.

1.14 Dassault Aviation set up

- The forecasts can be published weekly or monthly or on a quarter basis (depending on the contract with the supplier).
- No Forecast collaboration

1.15 Daher set up

- No Forecast collaboration
- The forecasts are published once a month.

1.16 Zodiac Aerospace set up

- No Forecast collaboration

1.17 MBDA set up

- The forecasts are published normally once a month (depending on material and supplier).
- Length of the different horizons (flexible and provisional) is defined through the Logistic Families agreed between the supplier and MBDA.
- There will be no Firm Horizon.
- No Forecast collaboration

1.18 POTEZ Aeronautique set up

- No Forecast collaboration
- Forecasts are published once a month

2 Customer specifities for Ordering

2.1 Airbus set up

- The full collaboration model and the NonCollab model is used by Airbus.
- Collaboration is made on date and quantity.
- There is no collaboration on price and the field “Comment” is not editable by the supplier.
- Airbus uses the CALLUP and OTHER types.
- The Spares orders are managed in the AirSupply application under the PO Sub-Type “SPARES”, PO Type “OTHER”.
- The Kit orders can be identified through the PO Document Type “KIT”.
- PO CALLUP are automatically acknowledged and set to OPEN status after 2 working days.
- When Airbus accepts with penalties supplier’s change, this impacts the supplier D1 (On-Time Delivery indicator).
- The “Split” action is not authorized on Airbus PO.
- The field “Supplier Acknowledgement Number” is not editable by the supplier.
- It is not allowed for the supplier to change the status from “CCOR” (Customer Change Order Request) to “SCOR” (Supplier Change Order Request).

2.2 Airbus Defence & Space set up

- Only the full collaboration model is used by Airbus Defence & Space.
- Collaboration is made on date and quantity.
- The usage of the comment on non-collaborative data is opened.
- There is no collaboration on price.
- The fields “Comment” and "Supplier Acknowledgement Number" are editable by the supplier to document the collaboration.
- Airbus Defence & Space will use only the OTHER type; there will be no CALLUP, KIT or SPARE orders in the tool.
- When Airbus Defence & Space accepts with penalties supplier’s change, this impacts the supplier on time delivery indicator.
- The ‘Split’ action is authorized on Airbus Defence & Space PO.
- It is not allowed for the supplier to change the status from “CCOR” (Customer Change Order Request) to “SCOR” (Supplier Change Order Request).

2.3 Airbus Helicopters set up

- Only the full collaboration model is used by Airbus Helicopters.
- Collaboration is made on date and quantity.
- There is no collaboration on price.
- Airbus Helicopters uses the CALLUP and OTHER types.
- The Spare orders are managed in the AirSupply application under the subtype blank, document type ‘Manual’, type: OTHER (no specific identification with ‘Spares’ subtype).
- When Airbus Helicopters accepts with penalties the supplier’s change proposal, this impacts the supplier OTD1 (On-Time Delivery indicator).
- It is not allowed for the supplier to change the status from “CCOR” (Customer Change Order Request) to “SCOR” (Supplier Change Order Request).

2.4 Safran - Nacelles set up

- Nacelles uses the CALLUP and OTHER types. The Spare orders are managed in the AirSupply application under the subtype ‘Spares’, type: OTHER.
- The full collaboration model is used for Order type 'Other', on dates and quantities only.
- For CALLUP, NO_COLLAB model is used: No collaboration is allowed: PO type CALLUP changes directly to OPEN.
- It is allowed for the supplier to change the status from “CCOR” (Customer Change Order Request) to “SCOR” (Supplier Change Order Request).

2.5 STELIA Aerospace set up

- Only the full collaboration model is used by STELIA Aerospace.
- Collaboration is made on date and quantity.
- There is no collaboration on price and the field “Comment” is not editable by the supplier.
- STELIA Aerospace uses the CALLUP and OTHER types.
- PO CALLUP are automatically acknowledged and set to OPEN status after 2 working days.
- When STELIA Aerospace accepts with penalties supplier’s change, this impacts the supplier D1 (On-Time Delivery indicator).
- The “Split” action is not authorized on STELIA Aerospace PO.
- It is allowed for the supplier to change the status from “CCOR” (Customer Change Order Request) to “SCOR” (Supplier Change Order Request).

2.6 Premium Aerotec set up

- Only the full collaboration model is used by PAG.
- Collaboration is made on date and quantity.
- There is no collaboration on price and the field “Comment” is not editable by the supplier.
- PAG uses the CALLUP and OTHER types.
- PO CALLUP are automatically acknowledged and set to OPEN status after 2 working days.
- When Premium Aerotec accepts with penalties supplier’s change, this impacts the supplier D1 (On-Time Delivery indicator).
- The “Split” action is not authorized on PAG PO.
- It is not allowed for the supplier to change the status from “CCOR” (Customer Change Order Request) to “SCOR” (Supplier Change Order Request).

2.7 ATR set up

- Only the full collaboration model is used by ATR.
- Collaboration is made on date and quantity.
- There is no collaboration on price and the field “Comment” is not editable by the supplier.
- ATR uses the CALLUP and OTHER types.
- PO CALLUP are automatically acknowledged and set to OPEN status after 2 working days.
- When ATR accepts with penalties supplier’s change, this impacts the supplier D1 (On-Time Delivery indicator).
- The “Split” action is not authorized on ATR PO.
- It is not allowed for the supplier to change the status from “CCOR” (Customer Change Order Request) to “SCOR” (Supplier Change Order Request).

2.8 Thales set up

- Only the full collaboration model is used by Thales.
- Collaboration is made on date and quantity.
- There is no collaboration on price.
- The usage of the comment on non-collaborative data is opened to alert the buyer on the possibility of disputes (price, configuration of delivery, minimum of ordered qty…).
- The fields “Comment” and "Supplier Acknowledgement Number" are editable by the supplier to document the collaboration.
- Thales uses the CALLUP and OTHER types.
- PO CALLUP are **not** automatically acknowledged.
- The “Split” action will be authorized on Thales PO after application of CR.
- For THALES plants using a double codification (SAP+PN): the field "Cust. Mat. No” contains the reference of the PN+AMDT and the field “Config Version” the Revision Indice. The SAP Code is available in the field "Fitting Customer Material".
- It is allowed for the supplier to change the status from “CCOR” (Customer Change Order Request) to “SCOR” (Supplier Change Order Request).

2.9 Liebherr set up

- Only the full collaboration model is used by Liebherr.
- Collaboration is made on date and quantity.
- There is no collaboration on price.
- It is allowed for the supplier to change the status from “CCOR” (Customer Change Order Request) to “SCOR” (Supplier Change Order Request).

2.10 Safran - Electrical & Power set up

- Only the full collaboration model is used by Electrical & Power.
- Collaboration is made on date and quantity.
- There is no collaboration on price.
- It is allowed for the supplier to change the status from “CCOR” (Customer Change Order Request) to “SCOR” (Supplier Change Order Request).

2.11 Safran - Helicopter Engines set up

- Only the full collaboration model is used by Helicopter Engines.
- Collaboration is made on date and quantity for PO CALL-UP and also with price for PO OTHER.
- The field “Comment” and “Comment On No-Collaboration Data” are editable by the supplier
- PO CALLUP are **not** automatically acknowledged and set to OPEN.
- The “Split” action is authorized on Helicopter Engines PO process.
- It is allowed for the supplier to change the status from “CCOR” (Customer Change Order Request) to “SCOR” (Supplier Change Order Request).

2.12 Elbe Flugzeugwerke set up

- Only the full collaboration model is used by Elbe Flugzeugwerke.
- Collaboration is made on date and quantity.
- There is no collaboration on price.
- It is allowed for the supplier to change the status from “CCOR” (Customer Change Order Request) to “SCOR” (Supplier Change Order Request).

2.13 Matrium set up

- Only the full collaboration model is used by Matrium.
- Collaboration is made on date and quantity.
- There is no collaboration on price.
- It is allowed for the supplier to change the status from “CCOR” (Customer Change Order Request) to “SCOR” (Supplier Change Order Request).

2.14 Dassault Aviation set up

- The full collaboration model and the NonCollab model is used by Dassault.
- Collaboration is made on date and quantity.
- There is no collaboration on price.
- Dassault uses the CALLUP and OTHER types.
- PO CALLUP can be automatically acknowledged and set to OPEN status after 2 working days (depending on material and supplier)

2.15 Daher set up

- Only the full collaboration model is used by DAHER.
- Collaboration is made on date and quantity.
- There is no collaboration on price and the field “Comment” is editable by the supplier.
- There is an auto-commit after 5 work days on the PO’s.

2.16 Zodiac Aerospace set up

- Only the full collaboration model is used by ZODIAC.
- Collaboration is made on date and quantity.
- There is no collaboration on price.

2.17 MBDA set up

- Only the full collaboration model is used by MBDA.
- Collaboration is made on date and quantity.
- There is no collaboration on price.
- The “Split” action is authorized on MBDA PO process.
- It is allowed for the supplier to change the status from “CCOR” (Customer Change Order Request) to “SCOR” (Supplier Change Order Request).
- PO CALLUP are **not** automatically acknowledged.

2.18 POTEZ Aeronautique set up

- Only the full collaboration model is used by POTEZ.
- Collaboration is made on date and quantity.
- There is no collaboration on price and the field “Comment” is editable by the supplier.

3 Customer specifities for Shipment

3.1 Airbus set up

- No specifics.

3.2 Airbus Defence & Space set up

- Not applicable.

3.3 Airbus Helicopters set up

- No specifics.

3.4 Safran - Nacelles set up

- No specifics.

3.5 STELIA Aerospace set up

- No specifics.

3.6 Premium Aerotec set up

- Not applicable.

3.7 ATR set up

- No specifics.

3.8 Thales set up

- Not applicable.

3.9 Liebherr set up

- Not applicable.

3.10 Safran - Electrical & Power set up

- Not applicable.

3.11 Safran - Helicopter Engines set up

- Not applicable.

3.12 Elbe Flugzeugwerke set up

- Not applicable.

3.13 Matrium set up

- Not applicable.

3.14 Dassault Aviation set up

- Not applicable.

3.15 Daher set up

- Not applicable.

3.16 Zodiac Aerospace set up

- Not applicable.

3.17 MBDA set up

- No specifics.

3.18 POTEZ Aeronautique set up

- Batch number and Conformity fields are required

4 Customer specifities for Receiving

4.1 Airbus set up

- No specifics.

4.2 Airbus Defence & Space set up

- No specifics.

4.3 Airbus Helicopters set up

- No specifics.

4.4 Safran - Nacelles set up

- No specifics.

4.5 STELIA Aerospace set up

- No specifics.

4.6 Premium Aerotec set up

- No specifics.

4.7 ATR set up

- No specifics.

4.8 Thales set up

- No specifics.

4.9 Liebherr set up

- No specifics.

4.10 Safran - Electrical & Power set up

- No specifics.

4.11 Safran - Helicopter Engines set up

- No specifics.

4.12 Elbe Flugzeugwerke set up

- No specifics.

4.13 Matrium set up

- No specifics.

4.14 Dassault Aviation set up

- Dassault alsways sends the “final delivery flag/indicator” to get the RECEIVED status of the PO.

4.15 Daher set up

- No specifics.

4.16 Zodiac Aerospace set up

- No specifics.

4.17 MBDA set up

- No specifics.

4.18 POTEZ Aeronautique set up

- No specifics.

5 Customer specifities for Selfbilling

5.1 Airbus set up

- No specifics.

5.2 Airbus Defence & Space set up

- Not applicable.

5.3 Airbus Helicopters set up

- Not applicable.

5.4 Safran - Nacelles set up

- Not applicable.

5.5 STELIA Aerospace set up

- No specifics.

5.6 Premium Aerotec set up

- Not applicable.

5.7 ATR set up

- Not applicable.

5.8 Thales set up

- Not applicable.

5.9 Liebherr set up

- No specifics.

5.10 Safran - Electrical & Power set up

- Not applicable.

5.11 Safran-Helicopter Engines set up

- Not applicable.

5.12 Elbe Flugzeugwerke set up

- Not applicable.

5.13 Matrium set up

- Not applicable.

5.14 Dassault set up

- Not applicable.

5.15 Daher set up

- Not applicable.

5.16 Zodiac Aerospace set up

- Not applicable.

5.17 MBDA set up

- Not applicable.

5.18 POTEZ Aeronautique set up

- Not applicable.

6 Customer specifities for Vendor Managed Inventory (VMI)

6.1 Airbus set up

- Gross needs are published weekly and netted by consumptions.
- Stock movements & stock levels are published daily.
- Total available stock only includes consignment available stock.
- Planned receipts can be created in the transportation lead time.

6.2 Airbus Defence & Space set up

- Not applicable.

6.3 Airbus Helicopters set up

- Gross needs are published weekly and netted by consumptions.
- Stock movements & levels are published daily.
- Total available stock only includes consignment available stock.
- Planned receipts can be created in the transportation lead time.
- Self-Billing is used with VMI, but not on the AirSupply tool.

6.4 Safran - Nacelles set up

- No specifics.

6.5 STELIA Aerospace set up

- Gross needs are published monthly and netted by consumptions.
- Stock movements & stock levels are published daily.
- Total available stock only includes consignment available stock.
- Planned receipts can be created in the transportation lead time.

6.6 Premium Aerotec set up

- Not applicable.

6.7 ATR set up

- Not applicable.

6.8 Thales set up

- Not applicable.

6.9 Liebherr set up

- Gross needs are published monthly and netted by consumptions.
- Stock movements & stock levels are published daily.
- Total available stock only includes consignment available stock.
- Planned receipts can be created in the transportation lead time.

6.10 Safran - Electrical & Power set up

- Gross needs are published monthly and netted by consumptions.
- Stock movements & stock levels are published daily.
- Total available stock only includes consignment available stock.
- Planned receipts can be created in the transportation lead time.

6.11 Safran - Helicopter Engines set up

- Not applicable.

6.12 Elbe Flugzeugwerke set up

- Not applicable.

6.13 Matrium set up

- Not applicable.

6.14 Dassault Aviation set up

- Not applicable.

6.15 Daher set up

- Not applicable.

6.16 Zodiac Aerospace set up

- Not applicable.

6.17 MBDA set up

- Not applicable.

6.18 POTEZ Aeronautique set up

- Not applicable.

7 Customer specifities for Supplier to Supplier Shipment (3S)

7.1 Airbus set up

- No specifics.

7.2 Airbus Defence & Space set up

- Not applicable.

7.3 Airbus Helicopters set up

- Not applicable.

7.4 Safran - Nacelles set up

- Not applicable.

7.5 STELIA Aerospace set up

- Not applicable.

7.6 Premium Aerotec set up

- Not applicable.

7.7 ATR set up

- Not applicable.

7.8 Thales set up

- Not applicable.

7.9 Liebherr set up

- Not applicable.

7.10 Safran - Electrical & Power set up

- Not applicable.

7.11 Safran-Helicopter Engines set up

- Not applicable.

7.12 Elbe Flugzeugwerke set up

- Not applicable.

7.13 Matrium set up

- Not applicable.

7.14 Dassault Aviation set up

- Not applicable.

7.15 Daher set up

- Not applicable.

7.16 Zodiac Aerospace set up

- Not applicable.

7.17 MBDA set up

- Not applicable.

7.18 POTEZ Aeronautique set up

- Not applicable.

8 Customer specifities for Concession

8.1 Airbus set up

- Not applicable.

8.2 Airbus Defence & Space set up

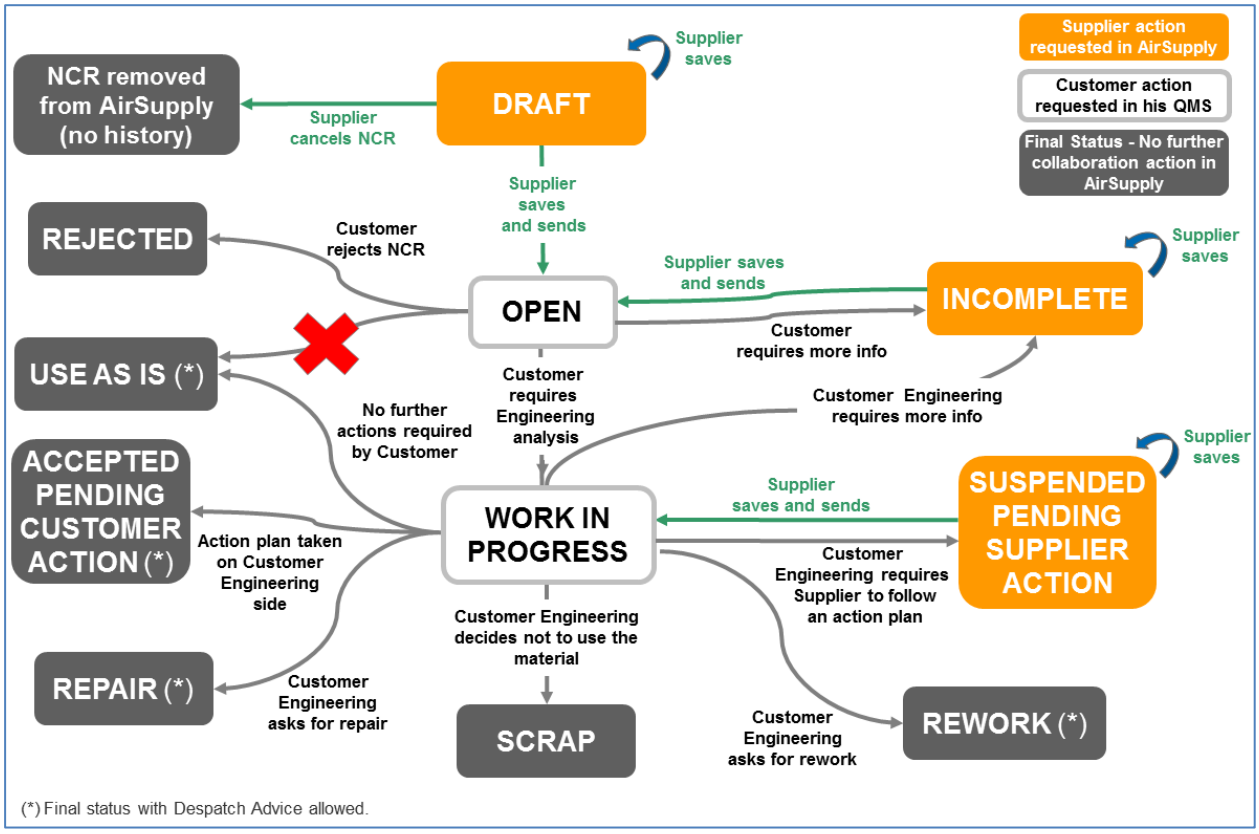
- Not applicable.

8.3 Airbus Helicopters set up

- Not applicable.

8.4 Safran - Nacelles set up

- During the Concession collaboration cycle, a New Concession Request (NCR) status cannot be updated from 'OPEN' to 'USE AS IS'. From an 'OPEN' status, Safran - Nacelles can react in the following ways:
  - Request more information to the supplier (NCR moves to status 'INCOMPLETE').
  - Transmit the NCR internally to Engineering for analysis (NCR moves to status 'WORK IN PROGRESS').
  - Reject the NCR created by the supplier (NCR moves to status 'REJECTED').



8.5 STELIA Aerospace set up

- Not applicable.

8.6 Premium Aerotec set up

- Not applicable.

8.7 ATR set up

- Not applicable.

8.8 Thales set up

- Not applicable.

8.9 Liebherr set up

- Not applicable.

8.10 Safran - Electrical & Power set up

- Not applicable.

8.11 Safran - Helicopter Engines set up

- …

8.12 Elbe Flugzeugwerke set up

- Not applicable.

8.13 Matrium set up

- Not applicable.

8.14 Dassault Aviation set up

- Not applicable.

8.15 Daher set up

- Not applicable.

8.16 Zodiac Aerospace set up

- Not applicable.

8.17 MBDA set up

- Not applicable.

8.18 POTEZ Aeronautique set up

- Not applicable.

9 Customer specifities for OTD Collaboration

9.1 Airbus set up

- Not applicable.

9.2 Airbus Defence & Space set up

- Not applicable.

9.3 Airbus Helicopters set up

- The customer can reopen an already closed OTD line within 60 days.

9.4 Safran - Nacelles set up

- Not applicable.

9.5 STELIA Aerospace set up

- Not applicable.

9.6 Premium Aerotec set up

- Not applicable.

9.7 ATR set up

- Not applicable.

9.8 Thales set up

- Not applicable.

9.9 Liebherr set up

- Not applicable.

9.10 Safran - Electrical & Power set up

- Not applicable.

9.11 Safran - Helicopter Engines set up

- Not applicable.

9.12 Elbe Flugzeugwerke set up

- Not applicable.

9.13 Matrium set up

- Not applicable.

9.14 Dassault Aviation set up

- Not applicable.

9.15 Daher set up

- Not applicable.

9.16 Zodiac Aerospace set up

- Not applicable.

9.17 MBDA set up

- Not applicable.

9.18 POTEZ Aeronautique set up

- Not applicable.