

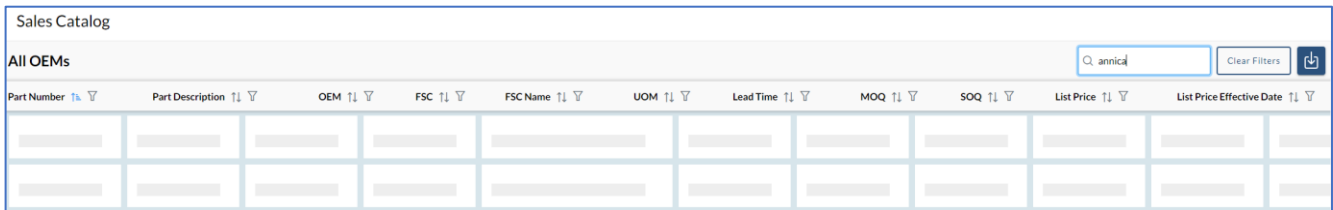
FAQ's

Updated: 16 January 2024

Why does Sales Catalog keeps spinning after I put in a part number?

If the Sales Catalog keeps searching after you put in a part number, it means that the part number is not found.

We are updating this ASAP to show “No Records Found”. This should be fixed by Monday the 22nd.



The screenshot shows the 'Sales Catalog' interface. At the top, there's a search bar with 'annica' entered and a 'Clear Filters' button. Below the search bar, there's a table with columns: Part Number, Part Description, OEM, FSC, FSC Name, UOM, Lead Time, MOQ, SOQ, List Price, and List Price Effective Date. The table is currently empty, indicating no records were found for the search term.

I keep getting the blue spinning screen. What am I doing wrong?

Two answers!

1. Please try link <https://concourse.aarcorp.com/> Make sure you save this updated link in your favorites!
2. If that does not work, please email Annica Schael to check on your access.

When a price gets updated in Concourse, how long will it take until the price on the PAARTS Store get updated?

Prices on the PAARTS Store will be updated within 10 minutes after an update is made in Concourse.

My Airlines customer is asking for a copy of the AAR 2024 catalog. The file from Concourse has around 19K parts listed, whereas the catalog Amber sent in December has over 115K parts listed. Why, and which file should I send my customer?

Concourse will only show parts that are mastered in IMOPS. If a part cannot be found in Concourse, it means that historically the part has never been purchased or sold, and thus Product Line never mastered the part in IMOPS. If you are seeing a demand for a part, please work with Product Line to get the part number mastered in IMOPS and priced in Concourse. Regarding what to send to your customer, use the “Pricing Export Tool” in Concourse and select “All OEM's”.

I tried to look for the repair pricing but cannot seem to find it.

Concourse is only for Factory New (FN) parts and will not have exchange or overhaul outright pricing. You will need to contact PL for repair pricing.

If attached PN ALT list is a temp tool to search for the ALT PN info, I'm OK with it.

But for convenience and quick to search for the quotation of ALT parts, we hope the function of searching quotations of ALT PNs can be added to Concourse and QA.

Such as if we put RFQ PN into the column of searching, its alternate / superseded / replaced PN can be shown besides the original PN on the page of Concourse and QA.

After we click the alternate / superseded / replaced PN, its price can be shown for that.

You are correct, this is a temporary solution. We are working on how to get this information into Concourse! Thank you for your suggestion, as it reaffirms the type of functionality we were looking to do is a good idea.

How can I see Rep, not just Manager?

- Add to Concourse the ORG and OEM per PL Manager and Rep
- We will get this into Sales Catalog in Concourse, just not immediately

Null in PET – all OEM's

Woops. Will get fixed.

AAR Offered PN

Look at what Dave showed

FIXED

Sales Catalog loads really quickly!

How do I get customer set up on Auto Quote?