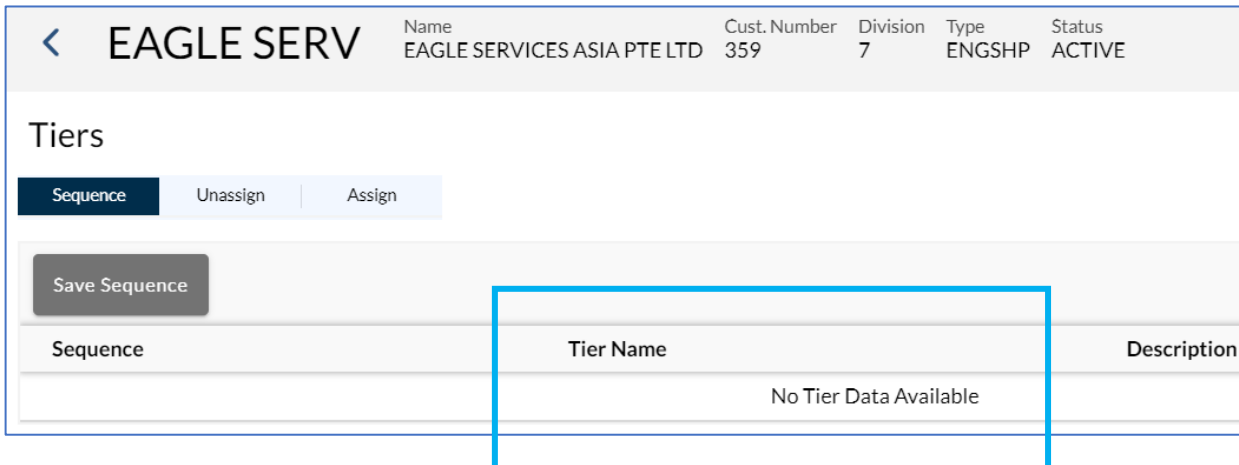


## FAQ's

**Updated:** 9 February 2024

**I tried exporting the Pricing Export Tool for DIV 7 customer 359, but there is no price in the excel.**

There is no pricing for Eagle Services because they do not have their tiers set up. For future reference, it is good practice to review the Customer Tiers tile in Concourse to see what type of pricing a customer should be receiving. If there is no data like the screenshot below, then please email Amber the customer number and what tiers they should have, so that they can be set up in Concourse.



**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.

**I would like to see alternates and other part numbers contained in the excel in Concourse**

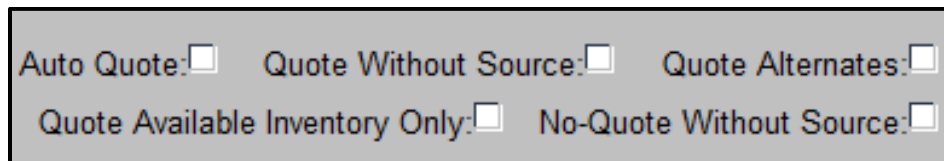
This is an enhancement the Digital team is working on. Having the alternates and other PN's in excel is a temporary solution. We are working on how to get this information into Concourse!

**When I export the Pricing Export Tool, I see “null” instead of blanks. Can we change this?**

Yes! We are working on replacing those “null” values with a blank.

**How do I get customer set up on Auto Quote?**

Order Management can update the Customer Master in IMOPS. Just please be sure to tell them which boxes to check in the Customer Master.



A screenshot of a form with a light gray background and a black border. It contains four checkboxes arranged in two rows. The first row has 'Auto Quote:' followed by a checkbox, 'Quote Without Source:' followed by a checkbox, and 'Quote Alternates:' followed by a checkbox. The second row has 'Quote Available Inventory Only:' followed by a checkbox and 'No-Quote Without Source:' followed by a checkbox.

Auto Quote:	<input type="checkbox"/>	Quote Without Source:	<input type="checkbox"/>	Quote Alternates:	<input type="checkbox"/>
Quote Available Inventory Only:	<input type="checkbox"/>	No-Quote Without Source:	<input type="checkbox"/>		

**I would like to also see the Product Line Representative in Concourse, not just the Manager.**

We will review how to add the Product Line Rep into Concourse.

In the meantime, we have added the contract matrix into the Training Documents section of Concourse.

<https://aar.sharepoint.com/sites/ConcourseTrainingMaterials/Shared%20Documents/Forms/AllItems.aspx>