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1.0 Purpose:

- 1.1 This procedure has been developed to identify and control Repair Order Processing.

2.0 Scope:


- 2.1 This operating procedure applies to the Commercial Business Units (AAR Aircraft Turbine Center, AAR Allen Asset Management and AAR Distribution) at the Wood Dale, IL facility.

3.0 Responsibility and Authority:

- 3.1 The responsibility and authority for the implementation and maintenance of this procedure is assigned to the Vice President of Corporate Quality and Business Systems Compliance and the respective Operations Managers for AAR Supply Chain, Inc.
- 3.2 Product Line Managers and Buyers, and Sales Teams are responsible for acquiring the necessary information to verify the identification of product and its associated traceable paperwork prior to conducting any processing.
- 3.3 The AAR Commercial Operations Manager is responsible for ensuring Repair Order Processing is carried out in accordance with this Procedure.

4.0 Forms and References:

- 4.1 This Operating Procedure is intended to work in conjunction with the following Accounting, Product Line, Order Management, Warehouse and QC Operating Procedures, Process Flow Charts, BMS Forms:
 - 4.1.1 ASC OP-07.1.3 - Powered Industrial Truck
 - 4.1.2 ASC-WDL-PFC-4.6-3 - Commercial Repair Order Process
 - 4.1.3 ASC-WDL-PFC-4.8-4 - HAZMAT, ESD, Shelf-Life Program and AD Processes (H.E.S.A)
 - 4.1.4 ATA Specification 300
 - 4.1.5 OP-07.5 - Control of Documents and Records
 - 4.1.6 OP-08.4.2 - Product Configuration Management and Verification of Purchased Product
 - 4.1.7 OP-08.5.2 - Identification and Traceability
 - 4.1.8 OP-08.5.3 - Customer Property or Property Belonging to External Providers (Consignment, Repair Management & Government Property)
 - 4.1.9 OP-08.5.4 - Preservation of Product, Infrastructure & Work Environment
 - 4.1.10 OP-08.5.5 - Foreign Object Debris Prevention Program
 - 4.1.11 OP-08.7 - Control of Nonconforming Product Suspect Unapproved Parts and Counterfeit Parts
 - 4.1.12 OP-08.7.2 - Handling of Electro-Static Discharge (ESD) Sensitive Components
 - 4.1.13 International Standards for Phytosanitary Measures No. 15 (ISPM 15)

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5.0 Procedure:

5.1 Pre-Repair Order Process

- 5.1.1 All Repair Orders in queue for processing must be issued in IMOPS, the desired priority level assigned, and the customer PO number referenced if applicable.
- 5.1.2 Parts destined for export must have a Schedule B #, either an Export Control Classification Number (ECCN) or Category number (CAT #), and customs value uploaded to IMOPS prior to order generation.
- 5.1.3 Repair Order personnel will follow the operating procedures in ASC OP-07.1.3 - Powered Industrial Truck for product that requires the use of a forklift / powered industrial truck to retrieve, move for packing or load for transport.
- 5.1.4 The Repair Order packing areas shall be free of debris (FOD) to prevent contamination to the parts or assemblies in accordance with OP-08.5.4 - Perseveration of Product, Infrastructure & Work Environment and OP-08.5.5 - Foreign Object Debris Prevention Program.

5.2 HAZMAT


- 5.2.1 Personnel shipping hazardous material shall be trained, and products identified as Hazmat shall be properly packaged and labeled in accordance with 49 CFR and IATA Regulations.

5.3 ESD


- 5.3.1 Electrostatic Discharge (ESD) sensitive devices must have an ESD label affixed to the packaged item and the carton/box identifying it as ESD for handling purposes.
- 5.3.2 ESD items, protected in shielding bags, can be safely handled so long as the shield bag remains closed. Product not in static shield bags must not be handled or packaged unless this process is accomplished at an ESD station.
- 5.3.3 Electronic parts with ESD protective caps installed over the connector pins shall not be handled outside of an ESD safe work area and must be placed in static shielding/dissipative bags in accordance with the latest revision of ATA Specification 300.

5.4 Repair Order Processing

- 5.4.1 A daily pick list will be generated, and parts picked for shipment based on priority. Parts will be staged in designated hold areas to await further processing.
- 5.4.2 Repair Orders allocated to a customer PO, Critical, and High, priorities will take precedence over routine orders.
- 5.4.3 Repair Orders will be processed based on a priority list with one copy of the order filed in the warehouse and one copy sent to the vendor with the part.

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- 5.4.4 Product(s) should be packed in the container in a manner that will preclude damage from rough handling of the container. The use of ATA Specification 300 category III packaging or equivalent, or customer specified packaging when appropriate shall be used.
- 5.4.5 Metal-to-metal contact of parts is prohibited.
- 5.4.6 All parts designated as a Line-Replaceable Unit (LRUs) / Life-Limited Part (LLP) shall be packed in wood crates unless the Original Equipment Manufacturer (OEM) or customer designed packing offers adequate protection.
- 5.4.7 All wood packaging for export shipments must meet International Standards for Phytosanitary Measures No. 15 (ISPM 15) export specifications.
- 5.4.8 Product(s) that require consolidation for shipment will be packaged in accordance with ASC-WDL-WI-SHIP-CONSOLIDATION - Part & Carton Consolidation Work Instruction.
- 5.4.9 When product is packaged and ready for shipment an address label will be printed and affixed to the box(s) and or pallet(s).
- 5.4.10 Multiple boxes palletized or banded together must be labeled box 1 of 2, box 2 of 2, etc.
- 5.4.11 All documentation pertaining to the order shall be included with the product and protected against loss and deterioration. Additional copies shall be provided per industry regulation or customer requirements.
- 5.4.12 International/export shipments shall be processed in accordance with ASC-WDL-WI-SHIP-EXPORT - Export Shipping - Electronic Export Information (EEI) AES & SLI Work Instruction.
- 5.4.13 The Repair Order team will prepare the shipping documentation for the preferred carrier and scan the order documents and associated shipping documentation to IMOPS. The shipment will then be moved to the designated carrier holding area to await pick-up.

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6.0 Revision History:

Revision Date:	Revision:	Sections / Page Revised:	Description / Reason for Revision:	Approved by:
27/OCT/2021	Original	All	Initial issuance.	C. Anderson