

Guidelines for Vendors Performing Maintenance on JSSI Covered Aircraft

Contact JSSI prior to any Scheduled or Unscheduled Maintenance

Maintenance, Repair & Overhaul (MRO) Process

JSSI strives to maintain contact with our clients to assist them in scheduling maintenance for their aircraft. Our Technical Advisors and Product Line Specialists liaison between the client and the service facility for scheduling of maintenance, work scope development, pricing, applicable in-scope coverage, authorization of unplanned work, rectification status and final payment. JSSI's client, under applicable governmental aviation regulations, is responsible for final selection of the service facility and work scope. JSSI's role hereunder relates to issuance of Purchase Orders to the service facility on behalf of the JSSI client and payment by JSSI for services in accordance with agreed to work scope and terms. When unscheduled events occur, the JSSI Technical Advisor or Product Line Specialist are also engaged and participate to an even greater extent to quickly return the aircraft to service. The process described in this document is intended to serve as a guide to effectively support our clients.

Steps to Obtain JSSI Purchase Order

Step 1 - Initial Contact

The first contact may occur one of two ways. A JSSI Technical Advisor or Product Line Specialist may contact you regarding your capability and capacity for a specific event, or one of your clients identifies themselves as a JSSI customer. If a JSSI Technical Advisor or Product Line Specialist contacts you, they will guide you through this process. However, if your customer identifies themselves as a JSSI client (airframe, auxiliary power unit or engine), or you notice that the aircraft or logbooks have a JSSI decal adhered to them, immediately contact the JSSI regional Technical Advisor who is identified on our website: www.jetssupport.com. Contact must be made prior to commencing any work to assure the work scope is covered under the client's plan. JSSI may not reimburse you for work started prior to the issuance of a JSSI Purchase Order. If you have not had any previous business with JSSI, the Technical Advisor will assist with your vendor registration.

Step 2 - Work Scope Development

The initial work scope will be based on the aircraft and engine log book entries, maintenance tracking information and client requests and squawks. In most cases this data will be provided to the service facility by the client or JSSI. If the service facility has the latest maintenance tracking reports, copies of these should be made available to JSSI. JSSI will identify the work that is covered by JSSI and that which is the direct responsibility of the client. For example, JSSI does not cover aircraft painting or interior renewals. If the client requests these services, the service facility is to invoice these directly to the client. There may be special circumstances where we will authorize 100% of the work to be invoiced to JSSI, and we will settle with the client on their responsibility. In these situations, the JSSI Purchase Order will provide that specific direction.

Step 3 - Quotation

The service facility must provide both JSSI and the client with a quote for the agreed to work scope. The quote must indicate if replacement parts are to be new, serviceable, or exchanged. The facility must send a copy of this quote to the JSSI Technical Advisor via fax or email, with a follow-up by phone.

Step 4 - Approval

The client and JSSI will review the quote for completeness and reasonableness. Any questions, clarifications or revisions are coordinated between the client, the service facility and JSSI.

Final approval of the work scope and authorization is evidenced by a JSSI Purchase Order issued to the service facility. Work performed without a Purchase Order authorizing the full amount of the work scope may not be reimbursed.

During Work

Upon the completion of the initial inspection, the facility must provide JSSI and the client a revised work scope and quotation based on any discrepancies found during the inspection. The JSSI Technical Advisor must reissue the Purchase Order for the additional work to assure reimbursement for these additional items.

If items or discrepancies are discovered during the buildup or repair process, the facility must notify the JSSI Technical Advisor immediately in order to get the additional work approved. Again, the JSSI Technical Advisor must reissue the Purchase Order to assure reimbursement for these additional items.

After the Work is Completed

Once the work is completed, the facility must prepare a final invoice and forward it to the JSSI Technical Advisor in order to receive approval for the final invoice. Upon receiving this final approval, the vendor then must send the following information and documents to the JSSI Technical Advisor:

- Final Invoice (must reference JSSI Purchase Order Number)
- Copy of the Logbook Sign-Off for ALL Inspections and Repairs
- Service Bulletin and Airworthiness Directives Compliance Documentation (if not incorporated with logbook entries)
- Any Supporting Documentation such as Engine Runs or Logbook Reviews
- Any Other Documents Requested by the JSSI Technical Advisor

Terms and Conditions

Purchase Order Terms and Conditions are indicated directly on the Purchase Order and take precedence over conflicting terms on the service facility quotation. When JSSI and the service facility have an established Memorandum of Understanding or a Service Center Agreement, the terms and conditions listed in those documents prevail.

Invoicing

Invoice terms are net 30 days and the currency is in United States of America Dollars (\$USD) unless prior agreement with JSSI is obtained. A client's tax-exempt status, when supported by written evidence provided by JSSI, is applicable to invoices. Invoices are submitted through the Supplier Account Management (SAM) portal or sent by email to: a) InvoiceCoordinator@jetsupport.com if the invoice doesn't have JSSI's Purchase Order number on it but the body of the email does or, b) techinvoices@jetsupport.com, if the document already has JSSI's Purchase Order number on it.. Registration and a tutorial are available on the portal. SAM provides assurance that an invoice has been entered into our review system.

Payment

Payment is made following a detailed review of the invoice by the Technical Advisor or Product Line Specialist that issued the Purchase Order. Approved invoices are automatically posted for payment by our Accounts Payable Department.

Payment may be delayed or withheld until all required documents and log book entries are received by JSSI.

Warranties

Any benefits with respect to warranties accrue to the client and not to JSSI.

JSSI Technical Services

EMEA: Europe, Middle East, Africa and Asia: +44 1252-52-6588

The Americas: North, Central and South America: +1 877-891-5774 | +1 972-818-4444

General Tech Inquiries: techteam@jetsupport.com

Invoice Coordinator: invoicecoordinator@jetsupport.com

Other JSSI Phone Numbers

Global Headquarters: +1 312-644-4444

EMEA Headquarters : +44 1252-52-6588

Sales Inquiries: +1 312 644-8820

Client Services: +1 312-494-8600

Marketing Inquiries: +1 312 644-8716

General JSSI Emails

JSSI Sales: sales@jetsupport.com

JSSI Client Services: customersvc@jetsupport.com

JSSI Marketing: marketing@jetsupport.com

JSSI Purchasing: purchasing@jetsupport.com