



Instructions for Suppliers
on:

Checking a request Status

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Introduction

This unit explains how to request for the status on an action you generated in ARMS, the Access Request Management System.

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Request Status Messages

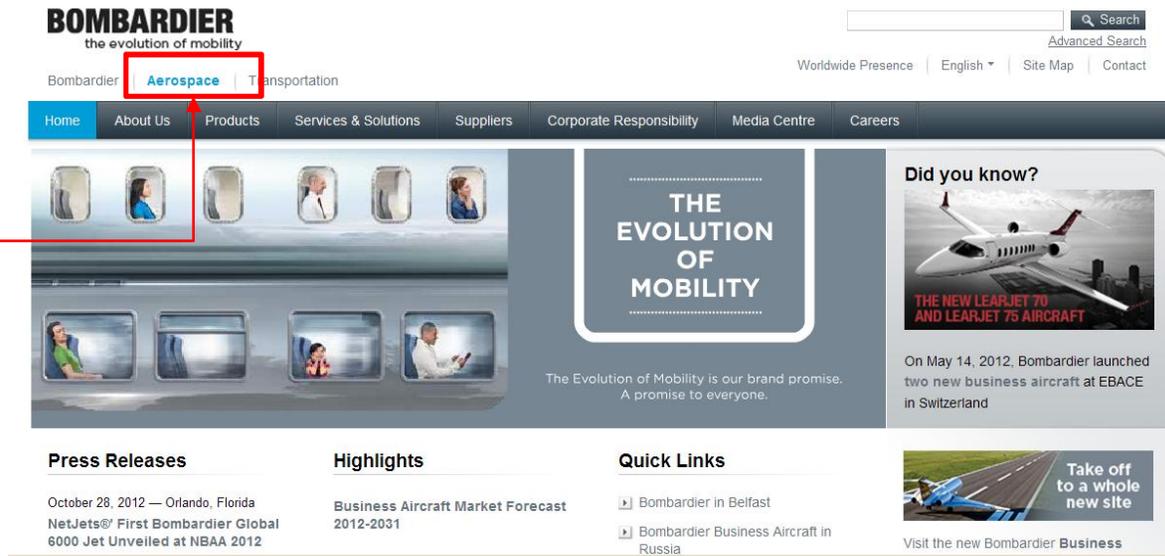
At each step of a profile modification, messages will be displayed guiding you to know the status and the next steps to take, if required.

Message	What is means?
Request completed successfully	User accounts have been provisionned successfully and user is ready to use Bombardier IT Systems.
Request completed with warnings	A problem may have occured while user accounts were provisionned. The user will receive an email notification on the subsequent steps to take.
Request not completed successfully - failed	User accounts have not been provisionned, please contact your Supplier Focal upon reception of the email notification.
Request rejected by approver	User request is rejected, please contact your Supplier Focal to have more details on next steps.
Request pending approval	User request was submitted successfully and awaiting for approval.
Request canceled	User account have not been provisioned since user may already exist into Bombardier IT Systems. Please contact your Supplier Focal to have more details on the cancellation.

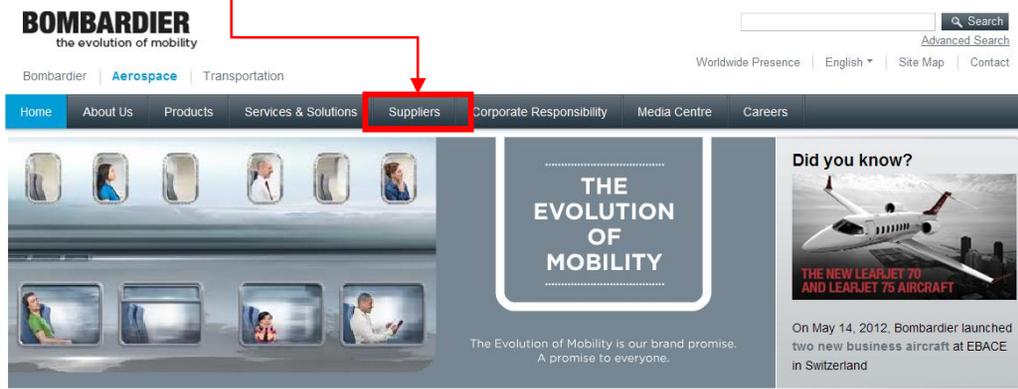
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Requesting a Request Status

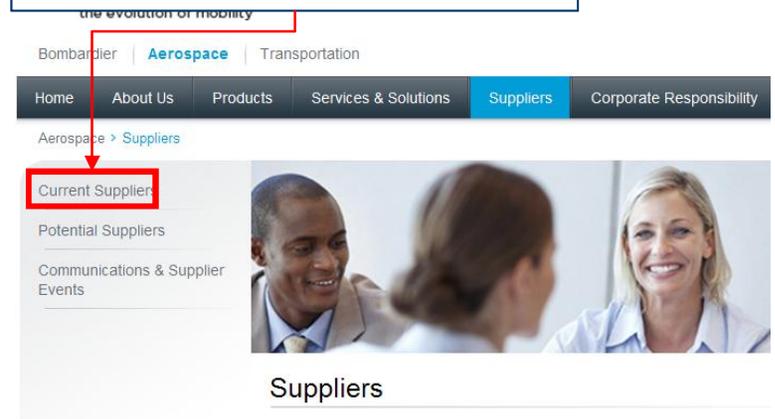
1- Access Bombardier website @ www.bombardier.com And navigate directly to the Aerospace section by clicking on the Aerospace tab.



2- Click the **Suppliers** button.



3- Click the **Current Supplier's** link.



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Requesting a Request Status, cont'd

4- Click the **Access Request Management System (ARMS)** link.

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Aerospace > Suppliers > Current Suppliers

Current Suppliers

Potential Suppliers

Communications & Supplier Events

Current Suppliers

Welcome. This section is dedicated to our suppliers and provides important information on the following subjects:

- Engineering* – Bombardier Aerospace Manuals (BM Series), Materials & Process Specifications, Bombardier Standards and other engineering-related information.
- Quality – Quality requirements documentation, forms and links for Suppliers - Request a password
- Portal – Visit our Supplier Portal to view your company's purchasing and quality data - Account required.
- Communications & Supplier Events – Press releases, events calendar and registration forms.
- Electronic Tendering Service (Merx)
- **Access Request Management System (ARMS) – The ARMS web application enables CSeries and Global 7000/8000 suppliers to request remote access to Bombardier systems in order to perform work on either of these Aircraft Programs.**

Toolkit

- Share
- Send this page
- Contacts
- RSS Feed

Related Links

- Approved Suppliers Listing by Supplier Name
- Approved Suppliers Listing by Specification
- List of specifications requiring approval

5- Click the **Status of your request** link.

Access Request Management System (ARMS)

Welcome to Bombardier Aerospace Access Request Management System (ARMS).

What is ARMS?

ARMS is a web-based application which allows Bombardier Suppliers involved in the design phase of an aircraft to request a user account for remote access to Bombardier systems. (Currently available for the CSeries and Global 7000/8000 Aircraft Programs.)

After obtaining your user account, ARMS allows you to modify your account user profile for various Bombardier systems and easily create/change/reset your password with the use of a self-service tool. (Synchronized password for all systems).

Before registering, we invite you to review the **ARMS Instructions Guides** section. This section contains step-by-step instructions on how to perform specific tasks in ARMS.

Click the link of the task you want to perform:

- Need an Account? Register Now
- Reset your password
- **Status of your request**
- Login into ARMS to modify your account, change your password

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Requesting a Request Status, cont'd

The Request Status screen displays.

ARMS - Request Status

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Registration Reset Password Request Status Search

Request Status

Search criteria

Enter at least one criteria to search for the status of your request(s) :

Request number

User Id

Business email

Try a different image

X I L Q R O

Type the code show*

Search Cancel

6- Enter the value for at least one of the three Search Criteria fields.

7- In the **Type the code show*** field, type the 6-digit code as shown below field.
NOTE: The codes should be typed in uppercase.

8- Click **Search**.

NOTE:

A search by **Request number** provides you with a status for that request only.

A search by the **User ID** or **Business email** provides you with a complete list of request submitted in ARMS for this given ID or Email address.

This security feature ensures that the request has **not** been created automatically by a computer. If you have difficulty reading the code, click on the **“Try another image”** link. A new code will be generated.

Please note the captcha code is case insensitive.

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Requesting a Request Status, cont'd

Request Status

Search criteria

Enter at least one criteria to search for the status of your request(s) :

Request number	7343665930720152498
User Id	
Business email	

NOTE:
ARMS searches for your request reference number, and then displays it in a table below.

The result(s) may be a Service Access change request, an new Identity Request, an Identity modification or a password change request.

try a different image



Type the code shown *

1 Request(s) found

Request Number	Requestor	Request Type	Submitted on	Status
7343665930720152498	arms admin	New User	Oct 15, 2012	Request not completed successfully

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Accessing Help



If you have any questions concerning this unit, please contact your **Supplier Focal** or your respective Bombardier **Supply Chain Agent**.

Thank you.

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