

Information about the Liebherr Aerospace AirSupply Project

September 2015

1 Purpose of the Liebherr Aerospace AirSupply project

In 2012, Liebherr Aerospace joined, as first company outside the founders, the BoostAeroSpace community, which was founded to set a standard for successful supplier collaboration between buying companies and their suppliers in the Aerospace industry. The Liebherr Aerospace sites in Toulouse, France, and in Lindenberg, Germany use SupplyOn AirSupply.

BoostAeroSpace was founded by Airbus, Airbus Helicopters, Dassault, Safran and Thales. Since Liebherr joined in 2012, also other major players like Zodiac, Daher, MBDA, EFW and Matrium joined the community. And the community is still growing. Meanwhile more than 1.000 suppliers benefit from a standardized and harmonized supply chain.

2 How do you as a Liebherr supplier benefit?

Prerequisite to benefit from AirSupply is that Liebherr Aerospace has invited you on the platform / that a contract with Liebherr has been signed. As additional prerequisite, you need to also sign a contract with SupplyOn and follow a registration process. Depending on your supplier organization (with one or several sites) and to which degree your company / your other affiliate sister companies / your mother company already uses SupplyOn, there are four different ways how registration will take place. See separate PDF document, available for download.

Once you have registered, you will benefit from

- Single sign-on: if you already use SupplyOn for other customers / other services, you can provide your service (e.g. perform supplier actions, like confirming purchase orders) with the same user access
- Availability worldwide via the Web: As SupplyOn is a software-as-a-service-based collaboration portal, you can access it from everywhere, (almost) anytime: A registration with user ID and password and a supported web browser with minimum system requirements is sufficient (see also separate info with system setting information)
- Our multi-lingual 24/7 hotline, with local dial-in numbers.
- Regular new software releases with new features, to make life more easy
- Online tutorials, available in English, German, French and English, available any time
- XLSX and CSV up- and download
- An optional M2M integration
- An unlimited number of users, which you can administrate on your own

All this is provided for only 35 EUR / month per customer connect (e.g. Liebherr), as flat service fee, paid towards SupplyOn, including all your sites.

3 How to contact us

Should you have any question regarding your SupplyOn cockpit, the Registration Process or the Connect Booking Process, please contact our dedicated Customer Support by telephone (free toll number) or by e-mail.

Contact

Telephone - free of charge and around the clock

from Germany: 0800.78775966
from the USA and Canada: 1.866.787.7596
from Mexico: 01.800.123.3231
from China: 4001.203.357
from Japan: 0120.778166
from Korea: 080.648.0880
from all other countries: +800.78775966

Note: If you have any dial-in problems, please call +49.811.99997-0

E-mail addresses

Questions regarding your registration:
Registration@SupplyOn.com
Questions on the use of our services:
Customer-Support@SupplyOn.com
Questions on the use of AirSupply:
AirSupply-Support@SupplyOn.com