

## **Boeing Starts Online Service For Jetliner Warranty Claims**

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In a move to further expand its highly successful business-to-business Web portal serving the air transport industry, The Boeing Company has launched an online service for processing jetliner warranty claims.

The service is available through the company's MyBoeingFleet.com Web portal and is one of several new features added to the portal in recent months. The portal was activated last year with the goal of becoming a single point of entry for airlines to transact virtually all of their support-related business with Boeing.

"Online filing of warranty claims will cut as much as two days off the typical six-day processing time," said Sandra Donckers, warranty claims manager at Boeing Commercial Airplanes.

"It eliminates the need at our end to collect, distribute and manually re-key the data into our system," she said. "It also reduces the chance for errors."

Donckers noted that customers who previously relied on phone, fax, postal service or e-mail to transmit their warranty claims now can streamline or even eliminate the office procedures supporting those methods.

"Airline employees can simply enter the pertinent information directly into the warranty claims section in the MyBoeingFleet portal," Donckers said. "Users will find it's fast, accurate and intuitive -- just point, click and fill in the blanks."

Other advantages include automated tracking of warranty information, immediate claim receipt acknowledgements, and fewer delays in receiving claim remedies.

Boeing processes warranty claims only on Boeing-designed items. Claims stemming from vendor-designed items are handled with the individual vendors. For customer convenience, the warranty section on the MyBoeingFleet portal includes links to vendors and, if available, to their online claims services.

Among other benefits, MyBoeingFleet allows customers to retrieve maintenance, engineering and flight operations information, and to collaborate on service-related issues affecting the worldwide Boeing fleet. The portal also provides access to the Boeing PART Page for ordering and tracking spare parts and offers many other features that enhance the speed and convenience of fleet support.

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