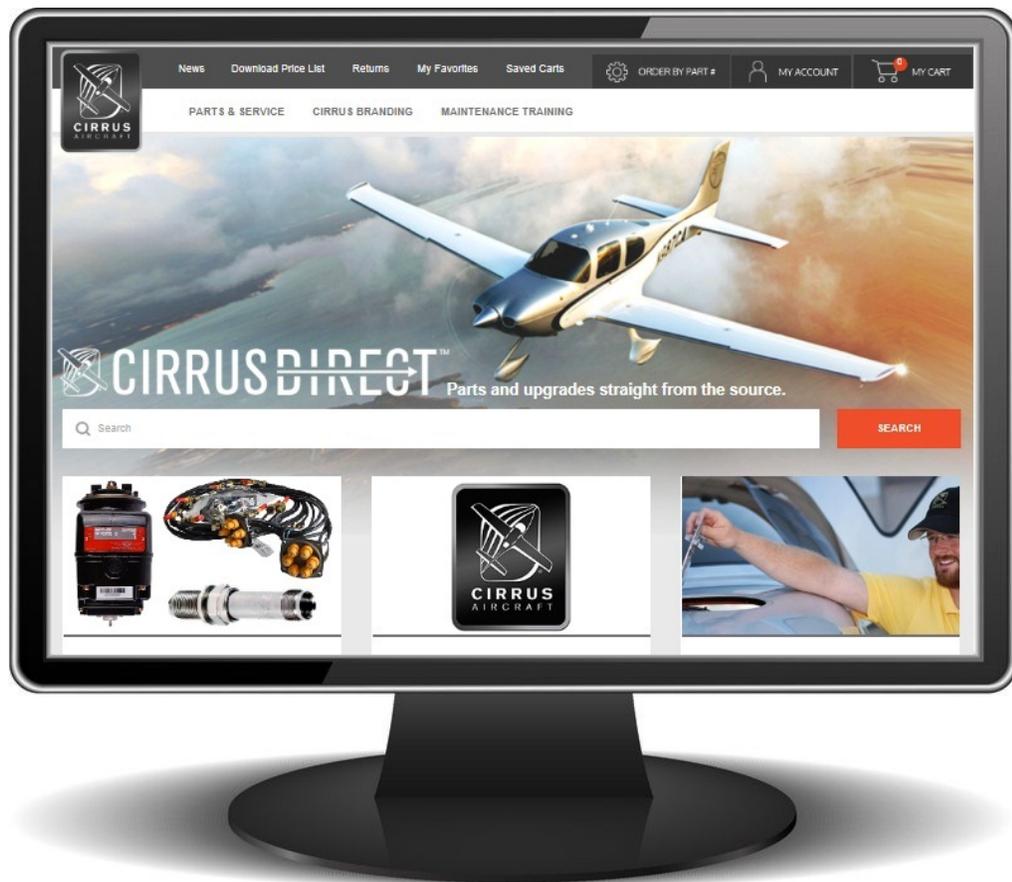




CIRRUS DIRECT™

WWW.BUYCIRRUSDIRECT.COM

Reference Guide

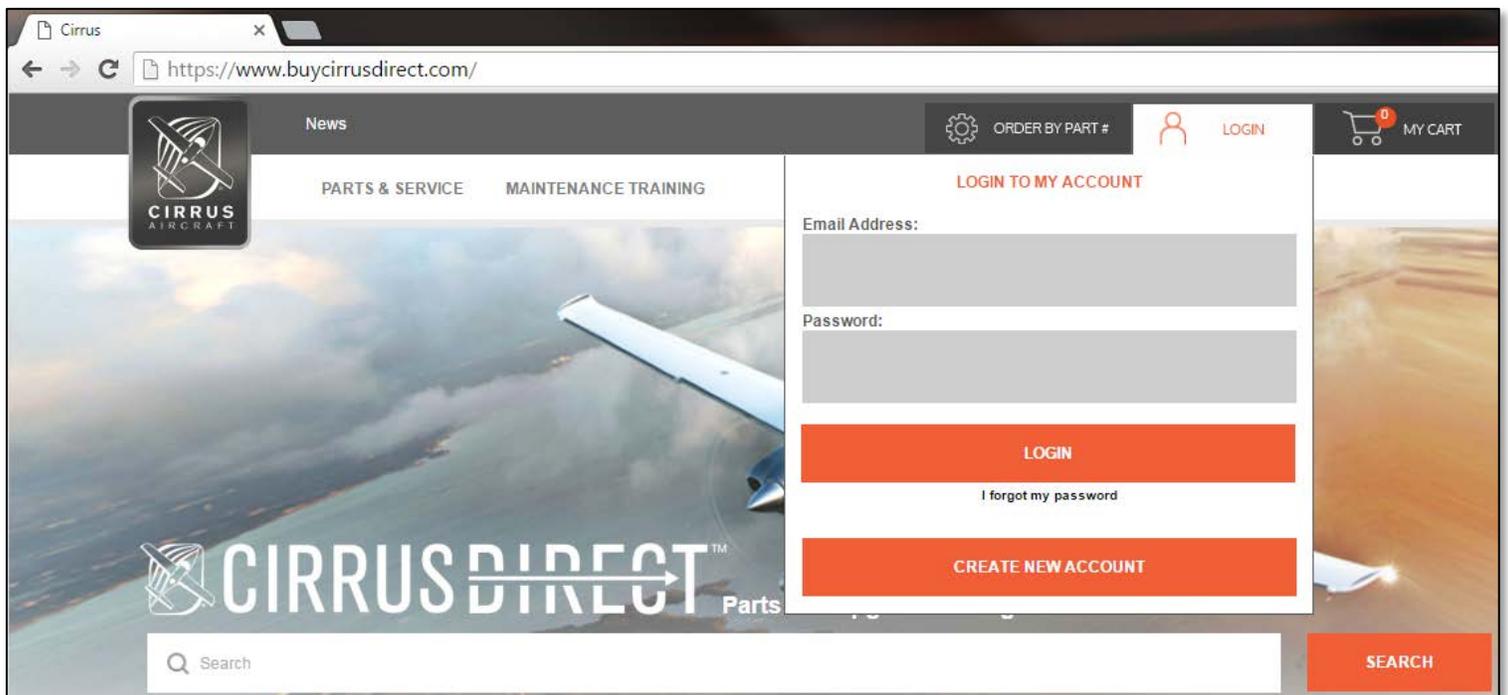


Getting Started – Registration

Your BuyCirrusDirect.com account provides access to genuine Cirrus parts, maintenance training classes, technical publications, order status, order documents (acknowledgements, packing slips, invoices & account statements), saved parts lists & favorites, RMA requests and account payment options.

If you do not have an account, you must register prior to viewing and purchasing any parts or maintenance training classes. *

WWW.BUYCIRRUSDIRECT.COM



- Select “Create New Account”
- Enter contact & billing information
- Select “Update” to submit information & create an account

* Please note, only Cirrus Authorized Service Centers will have access to the full catalog of Cirrus parts.

All other accounts will have access to only select Cirrus parts, maintenance training classes and tooling purchases.

Getting Started – Registration (cont.)

My Account

Create a new account.

Email Address:

Password:

Confirm Password:

Address Information

Billing Address:

First Name

Last Name

Company

Address1

Address2

Address3

City

State

Zip

Country

Phone

Fax

Shipping Address:

First Name

Last Name

Company

Address1

Address2

Address3

City

State

Zip

Country

Phone

Fax

[COPY MY BILLING ADDRESS TO MY SHIPPING ADDRESS](#)

UPDATE

CANCEL

Hints & Tips

- Passwords must contain the following characters:
 - Minimum 8 characters
 - At least 1 uppercase letter
 - At least 1 lowercase letter
 - At least 1 number
 - At least 1 special character (#, \$, %, etc.)

Getting Started – Logging In

You can log in to your BuyCirrusDirect.com account from any page. Simply select the “Login” link in the top right-hand corner and enter your credentials.

Forgot your password? Select the “I Forgot My Password” link in the “Login” dropdown, enter your secret question answer and submit. A temporary password will be emailed to the address you use to log in.

- Selecting “User Maintenance” under “My Account” you can access the following:
 - Email address updates
 - Account name updates
 - Phone number updates
 - Password updates
 - Secret question updates, to reset forgotten passwords

My Account

Account Settings

Email	<input type="text" value="parts@cirrusaircraft.com"/>	Password	<input type="text"/>
First Name	<input type="text" value="Cirrus"/>	Confirm Password	<input type="text"/>
Last Name	<input type="text" value="Parts"/>	Secret Question	<input type="text" value="What year was Cirrus founded?"/>
Phone	<input type="text" value="218-788-3000"/>	Secret Answer	<input type="text" value="1984"/>

Please enter a new password that contains the following:

- Minimum 8 characters
- At least 1 upper case letter
- At least 1 lower case letter
- At least 1 number
- At least 1 special character (#, \$, %, etc.)

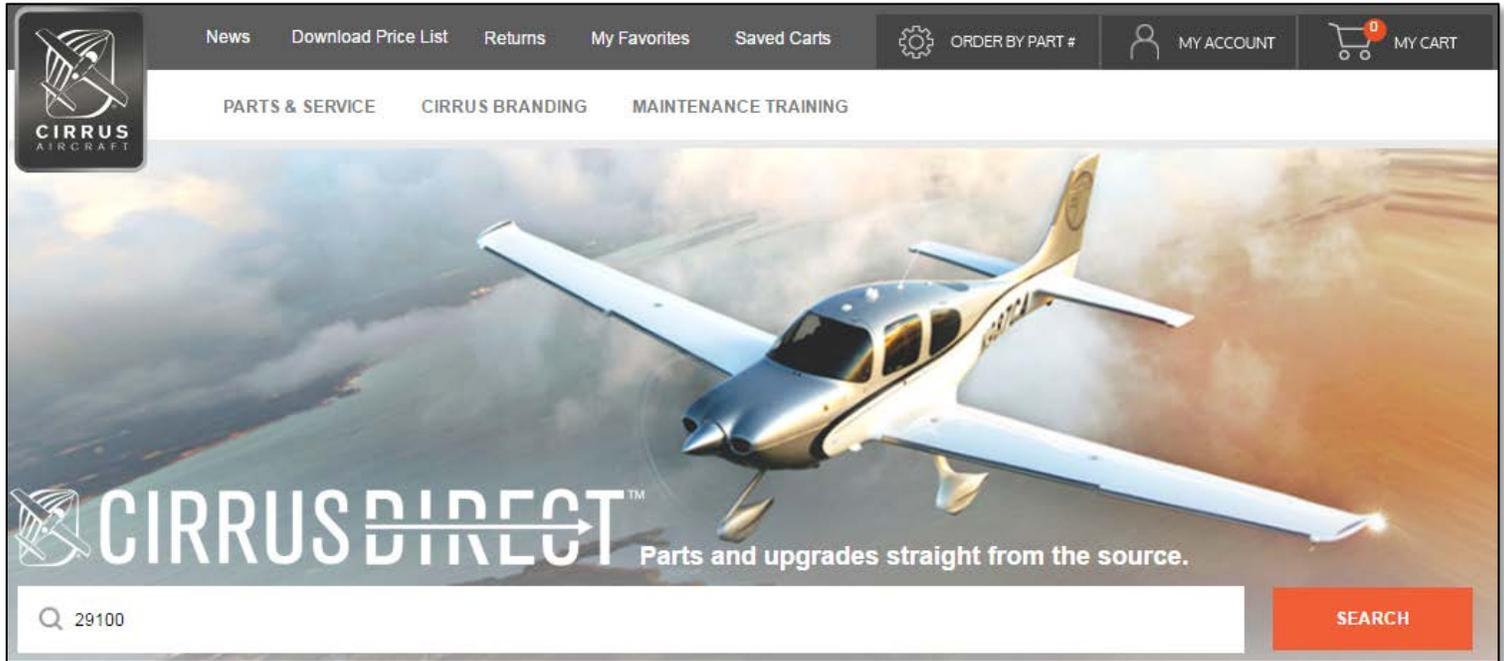
Hints & Tips

- For password or account updates or inquiries, you can contact a Cirrus Direct representative for assistance:
 - parts@cirrusaircraft.com
 - 1-866-290-0418 (option 1)

Parts Search

You can utilize the search feature from any screen if you know either the full part number, a portion of the part number, or the description of the part.

In the example below, a search from both the home page or items summary page for “29100” will yield over 60 different versions of placard kit 29100.



Search: 29100

Q 29100

SORT BY 1		SECTION NUMBER 2		SECTION TOPIC 2		MANUFACTURER 2		COLOR 2	
Part Number	All	All	All	All	All	All	All	All	All
 29100-012 PLACARD KIT SR20, G3 - Australian	# IN STOCK	UOM	SECTION	TOPIC	PRICE	FAVORITES		1	<input type="button" value="ADD TO CART"/>
	10	EA	20-11	Exterior Placards - Australian		<input type="checkbox"/>			
 29100-014 PLACARD KIT SR22, G3 - Australian	# IN STOCK	UOM	SECTION	TOPIC	PRICE	FAVORITES		1	<input type="button" value="ADD TO CART"/>
	7	EA	20-11	Exterior Placards - Australian		<input type="checkbox"/>			
 29100-015 PLACARD KIT SR22T - Australian	# IN STOCK	UOM	SECTION	TOPIC	PRICE	FAVORITES		1	<input type="button" value="ADD TO CART"/>
	5	EA	20-11	Exterior Placards - Australian		<input type="checkbox"/>			
 29100-016 PLACARD KIT SR20, G1, G2 - French	# IN STOCK	UOM	SECTION	TOPIC	PRICE	FAVORITES		1	<input type="button" value="ADD TO CART"/>
	0	EA	20-04	Exterior Placards - French		<input type="checkbox"/>			
 29100-017 PLACARD KIT SR20, G3 - French	# IN STOCK	UOM	SECTION	TOPIC	PRICE	FAVORITES		1	<input type="button" value="ADD TO CART"/>
	9	EA	20-04	Exterior Placards - French		<input type="checkbox"/>			

[1](#) [2](#) [3](#) [4](#) [5](#) [6](#) [7](#) [8](#) [9](#) [10](#) ...

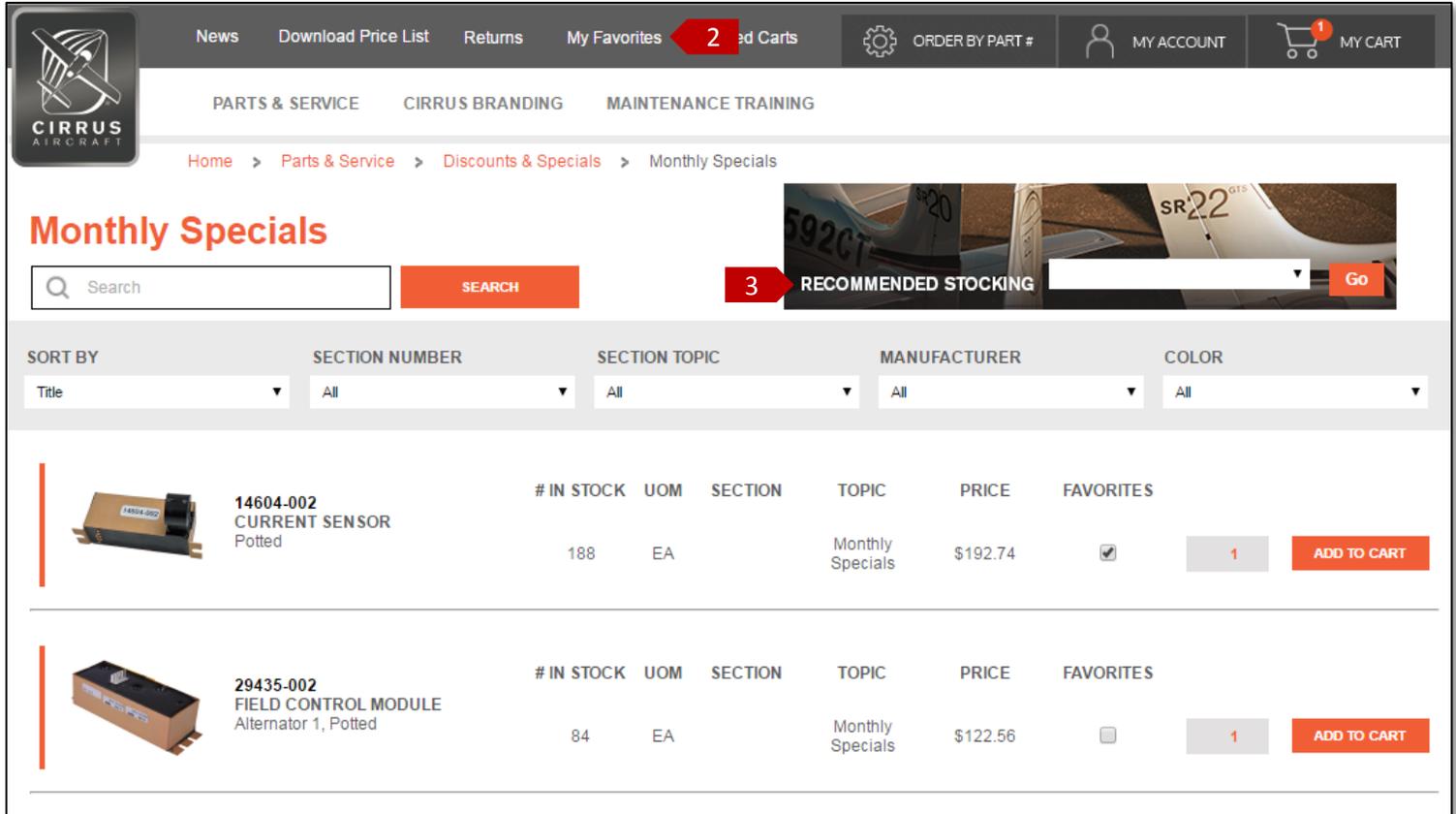
For longer lists of search results, you can sort or filter the items.

1. Sort By:
 - Part Number
 - Item Description
 - Price
 - Favorite
2. Filter By:
 - ATA Section Number
 - ATA Section Topic
 - Manufacturer
 - Color (if applicable)

Items Summary Page

The items summary page gives an overview of items, selecting items as Favorites and adding items to your cart for purchase.

1. Item Overview & Price
2. Favorite Item Check-Box and Listing (top of page)
3. Recommended Inventory Stocking



News Download Price List Returns My Favorites **2** My Cart ORDER BY PART # MY ACCOUNT MY CART

PARTS & SERVICE CIRRUS BRANDING MAINTENANCE TRAINING

Home > Parts & Service > Discounts & Specials > Monthly Specials

Monthly Specials

Search SEARCH **3** RECOMMENDED STOCKING Go

SORT BY		SECTION NUMBER	SECTION TOPIC	MANUFACTURER	COLOR	
Title	All	All	All	All	All	
	14604-002 CURRENT SENSOR Potted	# IN STOCK 188	UOM EA	SECTION Monthly Specials	TOPIC PRICE \$192.74	FAVORITES <input checked="" type="checkbox"/> 1 ADD TO CART
	29435-002 FIELD CONTROL MODULE Alternator 1, Potted	# IN STOCK 84	UOM EA	SECTION Monthly Specials	TOPIC PRICE \$122.56	FAVORITES <input type="checkbox"/> 1 ADD TO CART

Hints & Tips

- Save and retrieve your most commonly purchased items by selecting them as Favorites
- The most popular 50+ items by aircraft model (SR20 and SR22/SR22T) can be found under the Recommended Stocking link

Order by Part Number

The Order by Part Number link at the top of the page allows you to enter multiple part numbers and quantities, view inventory levels and pricing and automatically upload longer lists of part numbers. If you already have your parts list, or know the specific part numbers needed, this page is the quickest for entry into your cart.

1. Part number, quantity in cart and item description
2. Alternate item link, if applicable
3. Quantity purchase breaks, if applicable
4. Core charge display, if applicable
5. Part number and quantity automated upload (see next page)

Order by Part Number

PRODUCT	QTY	DESCRIPTION	# IN STOCK	UOM	YOUR PRICE	MSRP
1. <input style="width: 100px;" type="text" value="18372-001"/>	<input style="width: 50px;" type="text" value="1"/>	FILTER Purolator Gascolator 1	28	EA	3 Quantity Breaks	X
2. <input style="width: 100px;" type="text" value="656802"/>	<input style="width: 50px;" type="text" value="1"/>	ALTERNATOR #1 Gear-Drive, 100A Lightwei 2	7	EA	4 Core Charge: \$300.00	X
3. <input style="width: 100px;" type="text"/>	<input style="width: 50px;" type="text"/>					
4. <input style="width: 100px;" type="text"/>	<input style="width: 50px;" type="text"/>					
5. <input style="width: 100px;" type="text"/>	<input style="width: 50px;" type="text"/>					

+ Add More SUBMIT

You can automatically upload Part Number and Quantities from a Comma or Tab delimited file.

5

Choose File

No file chosen

UPLOAD NOW

Hints & Tips

- Alternate or substitute items will display on the Alternate Item link
 - Click the link to go to that item's description page and add to cart for purchase
- Hover your mouse over Quantity Breaks to view discounted quantity purchase breaks
 - Pricing updates display real-time as quantities are updated
- Core charge totals will display on the order confirmation screen

Order by Part Number (cont.)

You can automatically upload longer lists of part numbers and quantities, without having to enter each line individually. Saving an Excel spreadsheet file as a text file will allow this functionality, as long as the part numbers are valid and recognized on BuyCirrusDirect.com.

1. Open a blank document in Microsoft Excel
2. Column A must contain all part numbers
3. Column B must contain all quantities of the corresponding part number
4. Once all part numbers and quantities are entered, select File and Save As
5. File name frequently defaults to "Book1", you can rename it if you'd like but not required
6. File type MUST be "Text (Tab delimited) (.txt)"
7. Save file location to your desktop
8. Click Choose File on the Order by Part Number page
9. Find the "Book1" text file; the icon should look similar to this –  Book1
10. Click Open
11. Click Upload Now

Any part numbers that are not recognized will give an error message, and all part numbers that are recognized will now display on the Order by Part Number screen.

You can automatically upload Part Number and Quantities from a Comma or Tab delimited file.

Book1.txt

My Cart

After all items have been entered and submitted on the Order by Part Number screen, you will be asked for a final review of your cart contents prior to Check Out.

1. Quantities can be updated, affecting any applicable price breaks
2. Group commonly purchased items in one cart, to save and review for purchase again in the future

My Cart

PRODUCT	PRICE	QTY	TOTAL	REMOVE?
 <p>18372-001 FILTER Purolator Gascolator</p>	<p>Quantity Breaks</p>	<div style="display: flex; align-items: center;"> 1 <input style="width: 30px; text-align: center; border: 1px solid #ccc;" type="text" value="1"/> UPDATE </div>		X
 <p>656802 ALTERNATOR #1 Gear-Drive, 100A Lightweight</p>	<p>Core Charge: \$300.00</p>	<div style="display: flex; align-items: center;"> <input style="width: 30px; text-align: center; border: 1px solid #ccc;" type="text" value="1"/> UPDATE </div>		X

< Back to Shop

SUBTOTAL:

CHECKOUT

2
Save this cart as

SAVE

Order Check Out

After all items have been added to your cart, select the Check Out link.

Check Out

SHIP TO 1

Name:	<input type="text" value="Cirrus Direct"/>	Country:	<input type="text" value="United States"/>
Company:	<input type="text" value="Cirrus Aircraft"/>	City:	<input type="text" value="Duluth"/>
Address1:	<input type="text" value="4515 Taylor Circle"/>	State/Province:	<input type="text" value="MINNESOTA"/>
Address2:	<input type="text"/>	Zip/Post:	<input type="text" value="55811"/>
Address3:	<input type="text"/>	Phone:	<input type="text" value="218-788-3800"/>

PAYMENT METHOD 2

Purchase Order:

USE CREDIT CARD FOR PAYMENT

SHIPPING 3

Ship Via:

Requested Ship Date: Ship Complete

ORDER DETAIL 4

Order Type	Model	Aircraft Serial Number
<input type="text" value="Regular"/>	<input type="text" value="SR22"/>	<input type="text" value="3456"/>

Special Instructions:

Attach File or Picture

PRODUCT	# IN STOCK	PRICE	QTY	TOTAL
18372-001 FILTER Purolator Gascolator	28	Quantity Breaks	1	
656802 ALTERNATOR #1 Gear-Drive, 100A Lightweight	3	Core Charge \$300.00	1	

Freight **\$13.21**

TOTAL

SUBMIT ORDER

This order is subject to Cirrus standard
[Terms & Conditions](#)

Order Check Out (cont.)

1. Ship-to Address
 - Can be updated, if items need to ship to an alternate address
2. Payment Method
 - Credit card or purchase order number
 - Only Cirrus Authorized Service Centers will have purchase order option
3. Shipping
 - Shipment options can be updated, reflecting applicable freight rates
 - If an alternate shipment date is needed, enter via the “Requested Ship Date” field
 - If you would like an order held until all items are in stock to ship fully, select the Ship Complete box
4. Order Details
 - Order Type – select Regular, AOG or Schedule Critical
 - Model – select applicable aircraft model
 - Aircraft Serial Number – enter applicable aircraft serial number
 - Special Instructions – enter any applicable information for the Cirrus Direct call center or warehouse
 - Attach File or Picture – you can attach a file to your order with any pertinent pictures (.JPG, .PNG, etc.), documents (.DOC, .PDF, etc.) or other information (.XLS, .MOV, etc.) which will then be automatically emailed to the Cirrus Direct call center

Your order total, with any additional freight charges, handling charges, core charges, etc. will display at the bottom of the screen.

Select Submit Order to finalize your order and submit for review by the Cirrus Direct call center.

My Account

You can view order status and history, quote request history, RMA status and history and update your account via the My Account link at the top of the page



Order History – Select Order

The Order History page will show all orders tied to your account, dating back 90 days. To search for orders older than 90 days, use the Search By Date function and enter the desired date range.

1. Order Search – you can search all orders by your purchase order number, part number, sales order number or invoice number
2. Sales Order / Purchase Order – select the sales order number or purchase order number to view order details
3. Status
 - Open (Unshipped or Partially Shipped)
 - Invoiced (Fully Shipped)
 - Closed (Cancelled)

Order History

SELECT ORDER STATEMENT SELECT CUSTOMER

Purchase Order SEARCH

1 Part Number SEARCH

Sales Order SEARCH

Invoice Number SEARCH

Search By Date

Start Date

End Date

SEARCH

Sales Order 2	Purchase Order 2	Date	Status 3
174979	18420-10-2016	14 OCT 2016	Open
175010	18427-10-2016	14 OCT 2016	Open
174907	18350-09-2016	13 OCT 2016	Open
174931	18436-10-2016	13 OCT 2016	Invoiced
174946	18435-10-2016	13 OCT 2016	Invoiced

Order History – Statement

The Statement link under Order History will display all open, unpaid invoices along with select account information.

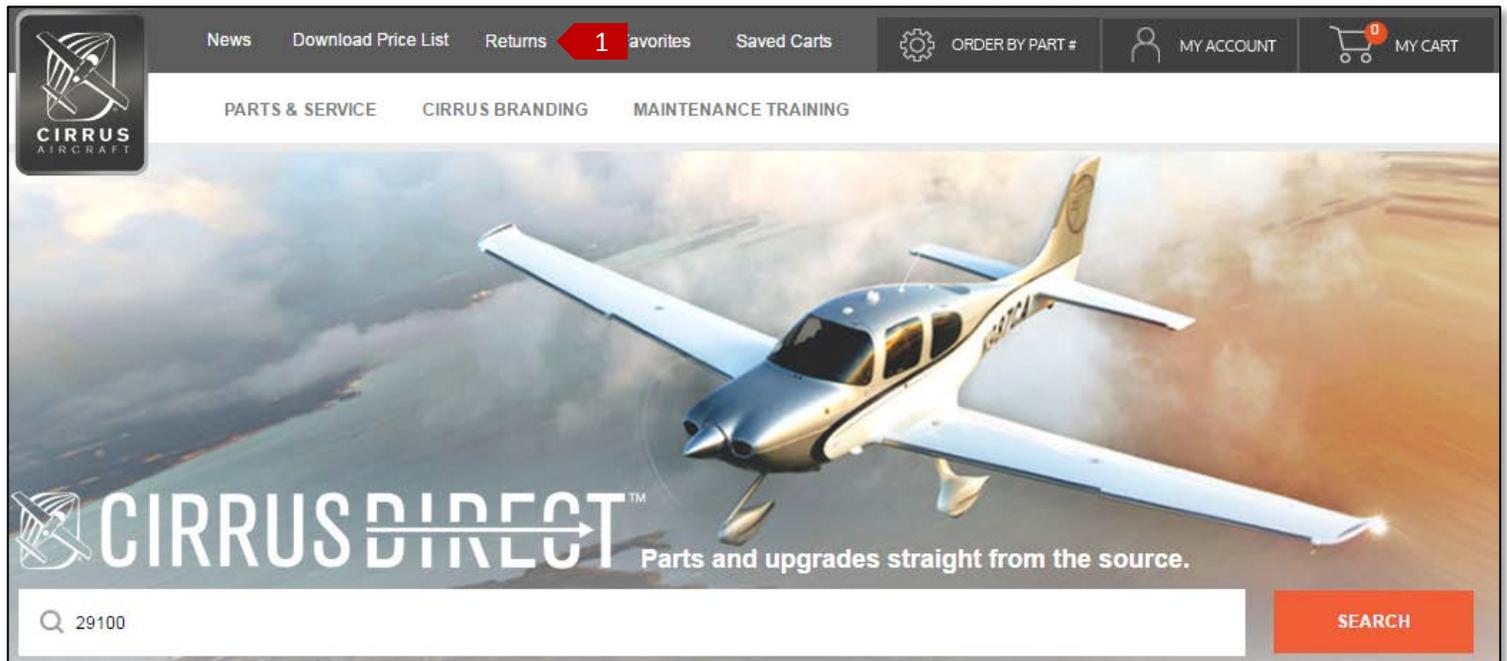
1. Select the [Click Here](#) link to download an Adobe .PDF copy of your statement
2. Account Statement Totals
 - AR Balance – total open balance, including both current and past due invoices
 - Amount Past Due – total balance for all invoices past due date
3. Select desired invoice number to view details
4. Select Pay Via ACH / Credit Card link to pay open invoice(s)
 - ACH is available for domestic U.S. bank accounts only
 - Selecting multiple invoices will give a net total payment amount
 - Invoices with credits against them can be selected, with that total discounted from the net total payment amount

Order History									
SELECT ORDER					STATEMENT				
Statement									
Customer Statement									
			1 Click Here To View Statement						
AR Balance		\$			Credit Limit		\$100,000		
Amount Past Due		\$	2						
Inv Date	Inv Due	3 Inv No	Description	Reference	Inv Amt	Paid Amt	Balances	3 Pay Via ACH	
09 SEP 2014	09 OCT 2014	170054	Invoice	So 138407/Po 16370-08-2014	\$247.44	\$ 0.00	\$247.44	<input type="checkbox"/>	
23 JUL 2015	22 AUG 2015	186450	Invoice	So 152076/Po 17194-07-2015	\$695.29	\$ 0.00	\$695.29	<input type="checkbox"/>	
07 AUG 2015	06 SEP 2015	187388	Invoice	So 152073/Po 17140-07-2015	\$2,859.50	\$ 0.00	\$2,859.50	<input type="checkbox"/>	
14 SEP 2015	14 OCT 2015	189654	Invoice	So 154623/Po 17335-09-2015	\$29.30	\$ 0.00	\$29.30	<input type="checkbox"/>	
21 OCT 2015	20 NOV 2015	192103	Invoice	So 156467/Po 17481-10-2015	\$32.12	\$ 0.00	\$32.12	<input type="checkbox"/>	
22 OCT 2015	21 NOV 2015	192205	Invoice	So 156420/Po 17481-10-2015	\$8,200.36	\$ 0.00	\$8,200.36	<input type="checkbox"/>	
21 JAN 2016	20 FEB 2016	197662	Invoice	So 160897/Po 17650-12-2015	\$4,032.01	\$ 0.00	\$4,032.01	<input type="checkbox"/>	

Return Material Authorization (RMA)

Items returned for credit and non-warranty core returns require a Return Material Authorization (RMA) number prior to shipment back to Cirrus for credit. The original invoice number and part number are required when requesting an RMA.

1. Select the Returns link to navigate to the Return Material Authorization submission page
2. Select appropriate reason for return, invoice number, part number, quantity and serial number (if applicable)
3. Enter additional information or description of return to assist in expediting the RMA and crediting process
4. Review Cirrus eProcedures, check **"I Accept"** box and select Submit to receive an RMA number and applicable return paperwork
 - Return details and shipping information is provided on the Return Material Authorization document that is emailed to you



RETURN INFORMATION

Reason	Invoice	Part Number	Qty	Serial Number *
<div style="display: flex; align-items: center;"> <div style="background-color: red; color: white; padding: 2px 5px; margin-right: 5px;">2</div> <div style="border: 1px solid black; padding: 2px;"> Wrong Part Ordered ▼ Select Core Return (Non-Warranty Only) Duplicate Shipment Expired Product Incorrect P/N From Cirrus Missing/Incorrect Paperwork Part Manufacturing Error Part Not Ordered Parts Catalog Error Shipping Damage Tech Support Return Request Wrong Part Ordered Wrong Part Shipped Wrong Quantity Shipped </div> </div>	225634	32946-002 ▼	1	X
<div style="border: 1px solid gray; padding: 5px; min-height: 100px;"> Incorrect part ordered, requesting return to stock at Cirrus. 3 </div> <p style="font-size: small; margin-top: 5px;">Please enter some comments to help us with the RMA. Please provide as much detail as you can.</p>				

CONFIRMATION

Completing this RMA form does not guarantee credit or services rendered. Products must be sent in for credit.

Please include a copy of the RMA acknowledgement with the return and clearly mark the RMA# on shipping box. All information needs to be filled out accurately and as described herein to expedite the RMA process and avoid any unnecessary delays.

Please reference the Cirrus Aircraft Authorized Service Center eProcedures for detailed information regarding restocking fees, credit claims, return to stock, non-warranty core returns, shipping discrepancies and return instructions.

[Cirrus eProcedures](#)

I Accept 4

SUBMIT

RMA History

The RMA History page will show all return material authorizations to your account, dating back 90 days. To search for authorizations older than 90 days, use the Search By Date function and enter the desired date range.

1. Authorization Search – you can search all authorizations by your purchase order number, part number, RMA number or invoice number
2. RMA Number / Purchase Order – select the RMA number or purchase order number to view authorization details
3. Status
 - Open – RMA number has been assigned for the return, but items have not yet been received at Cirrus
 - Received – Items have been received at Cirrus, but credits have not yet been issued to the invoice
 - Closed – Items have been received at Cirrus, and credits have been issued to the invoice
 - Cancelled – RMA has been cancelled with no credits issued

RMA

RETURNS

1 ➔

Purchase Order SEARCH

Part Number SEARCH

Rma Number SEARCH

Invoice Number SEARCH

Search By Date

Start Date

End Date

SEARCH

RMA Number ➔	2 ➔ Purchase Order	Date	3 ➔ Status
58544	18166-07-2016	26 SEP 2016	Received
58548	18232-08-2016	26 SEP 2016	Open
58549	18111-06-2016	26 SEP 2016	Open
58550	18168-07-2016	26 SEP 2016	Open
58495	17952-05-2016	22 SEP 2016	Closed
58496	17268-08-2015	22 SEP 2016	Cancelled
58504	18281-08-2016	22 SEP 2016	Closed



Contact Us

You can contact one of our Cirrus Direct call center representatives, Monday through Friday, 8:00 AM to 5:00 PM US CDT:

- Toll Free: 1-866-290-0418 (option 1)
- Local: 218-788-3000 (option 4)
- Cirrus Direct Parts: parts@cirrusaircraft.com
- Part Returns: partreturns@cirrusaircraft.com
- Accounting: ar@cirrusaircraft.com