

**FLY  
FOKKER**

**Introduction**

MyFokkerFleet.com is the secure, customer focused, extranet website of Fokker Services. Since 2001 it supports over 200 aircraft operators world-wide in their day-to-day job to keep their aircraft on line. But the portal also offers great added values to aircraft MRO's, Aviation Authorities, suppliers, and parts distributors.



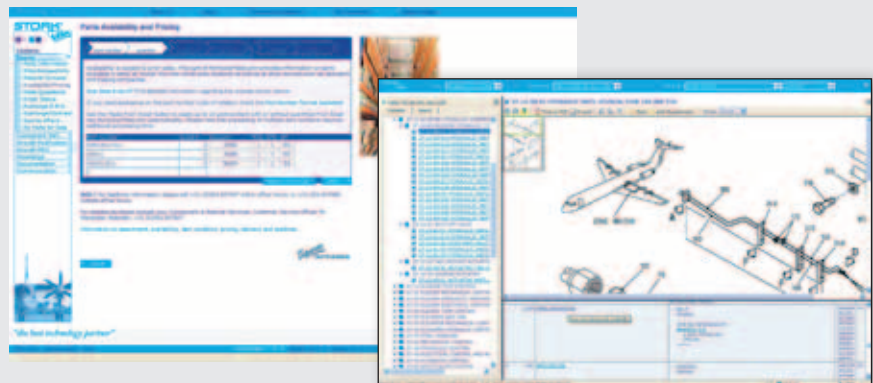
MyFokkerFleet.com is very user-friendly and easy to navigate, even though the functionalities are extensive. You have everything summarized and customized for your fleet in one area, which makes MyFokkerFleet.com the next generation in e-service.

**Your needs**

MyFokkerFleet.com brings you a complete series of products and services. The information provided ranges from logistical information, such as spares and component repair, up to technical information, such as maintenance documentation, training, service bulletins and service experience. Users highly appreciate the regular and prompt notification of updates. One of the main principles of MyFokkerFleet.com is to integrate information as much as possible. This has resulted in what we call 'On line Support Chain', which integrates technical and logistical information across the centers. From Trouble Shooting (TSSM) click towards the Aircraft Maintenance Manual (AMM), click towards the Illustrated Parts Catalogue (IPC), click towards Spares Availability/Pricing, click towards Spares Ordering, click towards Order Status and finally click towards Delivery Track & Trace & Invoice.

**Your benefits**

The information you require is only a few clicks away. Whether it is related to spares availability, e-ordering, order status, track & trace, the performance of a maintenance task or a technical operational issue, it is there for you within one of the online support centers. The site is available to you 24/7 and fully customized. It includes information about your aircraft, orders, pricing, aircraft modification status and configuration, and much more. The portal aims to assist in your logistic preparations for an upcoming maintenance event. It will help improve to have the right parts at the right location at the right time. The result is increased workforce efficiency and less AOG situations. In other words: 'Keeping Down-time Down'. Fokker Services developed a Maintenance Material Forecasting system by using the experience gained in numerous maintenance tasks by various MRO service providers. The system is fed continuously with data of historic maintenance tasks and material usage that our customers share with us. Via ABACUS Exchange services online you can request an exchange, and check the status and shipping details of your lease stock replenishment.



"MyFokkerFleet.com is a very user-friendly internet site, that I use every day to obtain information related to available stock, prices, interchangeability, effectivity to our fleet, repair and exchange order status, delivery details, etc. It offers a wide range of services and is one of the best internet sites that I recommend to all Fokker Operators."

**Anna Paula Santos,**  
Logistics Manager PGA Portugal Airlines.

"MyFokkerFleet.com is an extremely useful tool for all departments within our maintenance organization. Since it is a highly integrated system, it nicely complements our own maintenance and documentation software."

**Bärbel Rammo-Bryant**  
General Manager Logistics,  
Contact Air Flugdienst GmbH + Co

**Fokker Services B.V.**  
P.O. Box 1357  
2130 EL Hoofddorp  
The Netherlands  
Tel. +31 (0)88 628 00 00

**Fokker Services Inc.**  
5169 Southridge Parkway  
Suite 100  
Atlanta, GA 30349  
U.S.A.  
Tel. +1 770 991 43 73  
Fax +1 770 991 43 60

**Fokker Services Asia Pte. Ltd**  
1800 West Camp Rd.  
Seletar AeroSpace Park  
Singapore 797521

### Product description

We offer all you need in seven centers. It clicks immediately. This is what the centers offer:



#### Spares

Parts information, interchangeability, availability, pricing, RFQ and Order Processing, material forecasting, quotations, order status, exchange contract and RMA, Spares Affairs, and the online marketplace 'My Parts for Sale'.

#### Aircraft Modification

Service Bulletin (SB) index, modification status per SB, download pro-forma SB, request for quote, download appendix SB, modification status update service (feedback) and the aircraft modification status matrix for aircraft comparisons.

#### Aircraft MRO

Heavy maintenance check forecasting, aircraft maintenance request for quotation, maintenance material forecasting per task or work package of tasks.

### FLYFokker for economic sense

MyFokkerFleet.com is part of FLYFokker, our full-service Life Cycle Support program, comprising four solutions: *Take Off*, *Take Care*, *Take Over* and *Take Next*. Using FLYFokker makes economic sense.

### Component Repair & Overhaul

Capability search, order status overview and e-mail service, shop findings, and Repair Affairs.

### Knowledge

EASA ADs, All Operator Messages, Technical and Operational Notices, CASA membership services, reliability reports, technical training, airworthiness recommendations catalogue (ARC), engineering services incl. pricelists, and access to knowledge bases such as: Q&A, SED, SL, user forums, Technical Focus Group (TFG) issues.

### Documentation

Documentation request for quote, download of numerous maintenance and operational manuals in pdf format and access to the web based and customized Gateway manuals such as the AMM, IPC, WM, TSSM and JCM per aircraft registration.

### Communication

The update of your contact details and e-mail notification preferences per topic, your account team at Fokker Services, AOG Support, colleague members overview, meetings agenda, and financial statement of account including the invoices.

## Contact

For more information contact Fokker Services or visit [www.fokkerservices.com](http://www.fokkerservices.com)

*Manfred Hoogenboom*  
Director e-Business Development - Marketing & Sales  
E-Mail [info.myfokkerfleet@stork.com](mailto:info.myfokkerfleet@stork.com)

Websites  
[www.fokkerservices.com](http://www.fokkerservices.com)  
[www.flyfokker.com](http://www.flyfokker.com)  
[www.myfokkerfleet.com](http://www.myfokkerfleet.com)