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.
# 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.

<table>
<thead>
<tr>
<th>Message</th>
<th>What it means</th>
</tr>
</thead>
<tbody>
<tr>
<td>Request completed successfully</td>
<td>User accounts have been provisionned successfully and user is ready to use Bombardier IT Systems.</td>
</tr>
<tr>
<td>Request completed with warnings</td>
<td>A problem may have occurred while user accounts were provisioned. The user will receive an email notification on the subsequent steps to take.</td>
</tr>
<tr>
<td>Request not completed successfully - failed</td>
<td>User accounts have not been provisioned, please contact your Supplier Focal upon receipt of the email notification.</td>
</tr>
<tr>
<td>Request rejected by approver</td>
<td>User request is rejected, please contact your Supplier Focal to have more details on next steps.</td>
</tr>
<tr>
<td>Request pending approval</td>
<td>User request was submitted successfully and awaiting for approval.</td>
</tr>
<tr>
<td>Request canceled</td>
<td>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.</td>
</tr>
</tbody>
</table>
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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4- Click the **Access Request Management System (ARMS)** link.

5- Click the **Status of your request** link.
Requesting a Request Status, cont’d

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

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.

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:
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.
Accessing Help

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

Thank you.