

Suppliers Helpdesk - Safran Finance Services

This service is the **the only point of contact** for suppliers and interns to obtain the processing status of one or more invoice(s), an account statement or details of a transfer.

How to contact us ?

Beforehand:

- **Make sure** that invoices have been issued for more than 21 days or past due.
- **Check** that the **billing** address and **mailing** address indicated on your invoice comply with those indicated on your purchase order.

Contact method:

Register and create a user form on the hotline portal.

French version:

<https://sfssupport.microsoftcrmportals.com/fr-FR/>

English version:

<https://sfssupport.microsoftcrmportals.com/en-US/>

Information to be provided in any request

- Invoice number
- Order number
- Entity invoiced

Response time

- An acknowledgment receipt is sent within 24 hours with a unique ticket number.
- The helpdesk agrees to respond you within 72 hours.
- Do not contact us again before this period has elapsed.
- For any follow up once that time limit had expired always communicate the ticket number.

SCOPE

- AERO GEARBOX INTERNATIONAL
- GALLI PARTICIPATIONS
- SAFRAN ADDITIVE MANUFACTURING CAMPUS
- SAFRAN AERO BOOSTER
- SAFRAN AERO COMPOSITE
- SAFRAN AEROSYSTEMS
- SAFRAN AEROSYSTEMS DUCTS
- SAFRAN AEROSYSTEMS FLUIDS
- SAFRAN AEROSYSTEMS HYDRAULICS
- SAFRAN AEROSYSTEMS SERVICES EUROPE
- SAFRAN AEROTECHNICS
- SAFRAN AIRCRAFT ENGINES
- SAFRAN AIRCRAFT ENGINES SERVICES BRUSSELS
- SAFRAN CERAMICS
- SAFRAN DATA SYSTEMS
- SAFRAN ELECTRICAL AND POWER
- SAFRAN ELECTRICAL AND POWER DIVISION POWER (CRETEIL)
- SAFRAN ELECTRONICS AND DEFENSE
- SAFRAN ELECTRONICS AND DEFENSE ACTUATION
- SAFRAN ELECTRONICS AND DEFENSE COCKPIT SOLUTION
- SAFRAN ELECTRONICS AND DEFENSE JOUE LES TOURS
- SAFRAN ELECTRONICS AND DEFENSE REOSC
- SAFRAN ENGINEERING SERVICES
- SAFRAN FILTRATION SYSTEMS
- SAFRAN HELICOPTER ENGINES
- SAFRAN LANDING SYSTEMS
- SAFRAN NACELLES
- SAFRAN POWER UNITS
- SAFRAN SA
- SAFRAN SEATS
- SAFRAN SPACECRAFT PROPULSION
- SAFRAN TRANSMISSION SYSTEMS
- SAFRAN VENTILATION SYSTEMS