



REPAIR ORDER PORTAL
USER GUIDE
DISPUTING THE ENTITLEMENT AND
REPEAT REPAIR

Shipping Details

Add Products

Review Cart

Payment Details

Order Confirmation

Total Products in the cart : 0

ADD PRODUCT

Serial #
[How to find your serial#](#)I don't have Serial # Customer Reference # Problem Category ▼Problem Detail ▼Problem Description

PRODUCT DETAILS ▼

ATTACHMENTS ▼

KITS AND CONFIGURATIONS ▼

Fill in mandatory fields and **ADD** the product to the cart

1

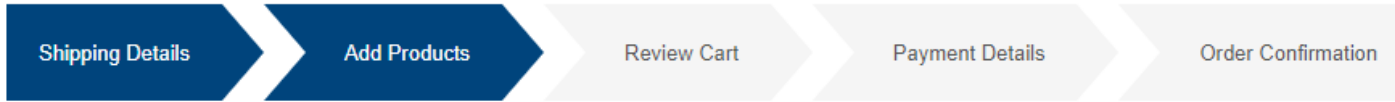
ADD

BULK LOAD

PREVIOUS

SAVE & EXIT

NEXT



Total Products in the cart : 1

ADD PRODUCT

Serial #
How to find your serial#

I don't have Serial #

Customer Reference #

Problem Category

Problem Detail

Review the Job Type

[RESET](#) [ADD](#) [BULK LOAD](#)

[PREVIOUS](#) [SAVE & EXIT](#) [NEXT](#)

PRODUCT DETAILS

[REMOVE](#) [ADD ANOTHER PRODUCT](#)

2 **Job Type** Billable

Serial Number 123456789

Product Model MC9190-G30SWAQA6WR

Repair Center Arkansas Service Center

Job Type Billable

Net Price \$759.00

Entitlement

Exchange Type

Turnaround Time 10

Device Collection

Contract Number

Contract Start Date

Contract End Date

Warranty End Date

Sparepool Name

Select Service Cut-off Time

Customer Reference #

Dispute Job Type

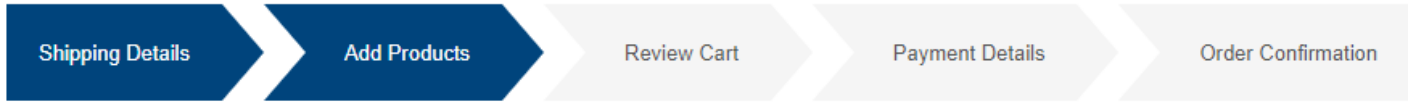
Problem Category

Problem Detail

Problem Description

ATTACHMENTS

KITS AND CONFIGURATIONS



Total Products in the cart : 1

ADD PRODUCT

Serial #
How to find your serial#

I don't have Serial #

Customer Reference #

Problem Category

Problem Detail

Is it not correct?

Check the Dispute Job Type box[PREVIOUS](#) | [SAVE & EXIT](#) | [NEXT](#)

PRODUCT DETAILS

[REMOVE](#) | [ADD ANOTHER PRODUCT](#)

Serial Number 123456789

Product Model MC9190-G30SWAQA6WR

Repair Center Arkansas Service Center

Job Type Billable

i Net Price \$759.00

Entitlement

Exchange Type

i Turnaround Time 10

Device Collection

Contract Number

Contract Start Date

Contract End Date

Warranty End Date

Sparepool Name

i Select Service Cut-off Time

3

Customer Reference #

Dispute Job Type

Problem Category

Problem Detail

Problem Description

ATTACHMENTS

KITS AND CONFIGURATIONS

Shipping Details

Add Products

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Order Confirmation

Total Products in the cart : 1

ADD PRODUCT

PRODUCT DETAILS

Serial #
How to find your serial#I don't have Serial # Customer Reference # Problem Category Problem Detail Problem Description

REMOVE

ADD ANOTHER PRODUCT

Serial Number 123456789

Product Model MC9190-G30SWAQA6WR

Repair Center Arkansas Service Center

Net Price \$759.00

Entitlement

Turnaround Time 10

Device Collection

Contract Number

Contract Start Date

Contract End Date

Warranty End Date

Sparepool Name

Select Service Cut-off Time

Customer Reference # Dispute Job Type Dispute Reason

Problem Category

Problem Detail

Problem Description

4

- Contract
- Warranty
- Repeat Repair

Select the Dispute Reason:**Contract** – if you have purchased a contract for the unit**Warranty** – if the unit should be covered by warranty**Repeat repair** – if the unit was repaired within the last 30 days and is experiencing the same issue

ATTACHMENTS

KITS AND CONFIGURATIONS

Shipping Details

Add Products

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Order Confirmation

Total Products in the cart : 1

ADD PRODUCT

PRODUCT DETAILS

Serial #
How to find your serial#

REMOVE

ADD ANOTHER PRODUCT

**For Dispute Reason – Contract provide Contract Number,
and Additional Details *if necessary***

I don't have Serial #
Customer Reference # Problem Category Problem Detail Problem Description

RESET

ADD

BULK LOAD

Serial Number 123456789
Product Model MLC9190-G3057AC60WR
Center

Job Type Billable

Net Price \$759.00

Entitlement

Exchange Type

Turnaround Time 10

Device Collection

Contract Start Date

Contract End Date

Warranty End Date

Sparepool Name

Select Service Cut-off Time

Dispute Job Type Dispute Reason Contract Number Additional Details Problem Category Problem Detail Problem Description

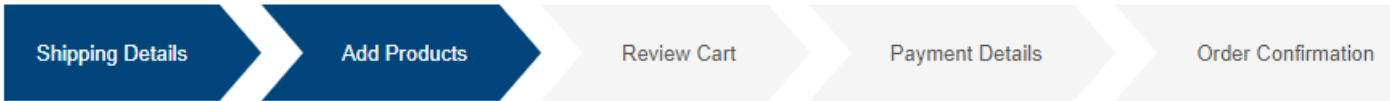
5a



TIP: You can attach the copy of the contract in **Attachments**

ATTACHMENTS

KITS AND CONFIGURATIONS



Total Products in the cart : 1

ADD PRODUCT

Serial #
How to find your serial#

I don't have Serial #

Customer Reference #

Problem Category

Problem Detail

Problem Description

PRODUCT DETAILS

Serial Number 123456789

Product Model MC9130-G3USWAGABNR

Customer Reference #

Job Type Billable

Net Price \$759.00

Entitlement

Exchange Type

Turnaround Time 10

Device Collection

Contract Start Date

Contract End Date

Warranty End Date

Sparepool Name

Select Service Cut-off Time

Dispute Job Type

Dispute Reason

Purchase Date

Additional Details

Problem Category

Problem Detail

Problem Description

For Dispute Reason – Warranty select Purchase Date, and Additional Details *if necessary*

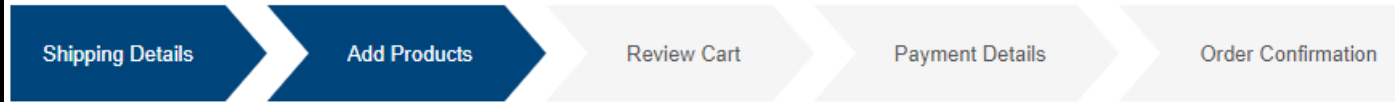
5b



TIP: You can attach the copy of the purchase document in **Attachments**

ATTACHMENTS

KITS AND CONFIGURATIONS



Total Products in the cart : 1

ADD PRODUCT

Serial #
How to find your serial#

I don't have Serial #

Customer Reference #

Problem Category

Problem Detail

Problem Description

PRODUCT DETAILS

Serial Number 123456789

Product Model M100-3303WALD001R

Repair Center Arkansas Service Center

Net Price \$759.00

Entitlement

Exchange Type

Turnaround Time 10

Device Collection

Contract End Date

Warranty End Date

Sparepool Name

Select Service Cut-off Time

Customer Reference #

Dispute Job Type

Dispute Reason Repeat Repair |

Last Repair Order#

Additional Details

Problem Category Damage |

Problem Detail Damage general problem |

Problem Description

For Dispute Reason – Repeat Repair provide Last Repair Order #, and Additional Details *if necessary*

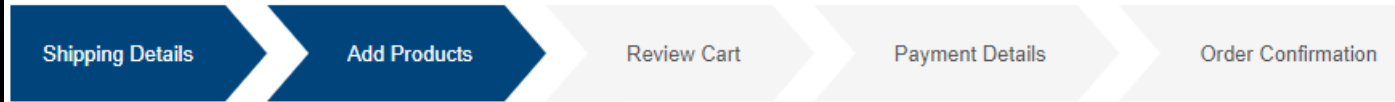
5c



TIP: You can attach the copy of the last repair order document in **Attachments**

ATTACHMENTS

KITS AND CONFIGURATIONS



Total Products in the cart : 1

ADD PRODUCT

Serial #
How to find your serial# I don't have Serial #Customer Reference # Problem Category Problem Detail Problem Description

PRODUCT DETAILS

Serial Number 123456789

Product Model C9150-G303WAQA007K

Repair Center Arkansas Service Center

Job Type Billable

Net Price \$759.00

Entitlement

Exchange Type

Turnaround Time 10

Device Collection

Contract Number

Contract Start Date

Contract End Date

Warranty End Date

Sparepool Name

Customer Reference # Dispute Job Type Dispute Reason Repeat Repair Last Repair Order# Additional Details Problem Category Damage Problem Detail Damage general problem Problem Description

Click on **NEXT** to navigate to Review Cart screen

 ATTACHMENTS KITS AND CONFIGURATIONS

Shipping Details

Add Products

Review Cart

Payment Details

Order Confirmation

ACCOUNT

Account Number
1039535Account Name
Zebra Admin

SHIP TO CONTACT

Contact
prctest.fourtwofour@zebra.com
Contact Email Address
prctest.4224@mailinator.com--removed;muthuselvi.j
11111

RETURN SHIPPING ADDRESS

Store Number
ZEBRA TECHNOLOGIES CORP,
1220 DON HASKINS DR,
SUITE A
FARMERSVILLE, TX, United States, 75756

The dispute and its values are saved in the line details

TIP: You can remove the dispute by clicking on **REMOVE DISPUTE**

EDIT

REMOVE

DISPUTE JOB TYPE

REMOVE DISPUTE

KITS AND CONFIGURATIONS

DOCUMENTS

Filter Type

Filter Value

FIND

<input checked="" type="checkbox"/>	Line #	Customer Ref	Serial #	Product	Job Type	Dispute Entitlement	Dispute Reason	Dispute Value	Additional Details	Attachment?	Exchange Type
<input checked="" type="checkbox"/>	1		123456789	MC9190-G30SW...	Billable	<input checked="" type="checkbox"/>	Repeat Repair	11111			

 I have read and agree to Zebra's Terms and Conditions of Sale.[Click here](#) to read the Service Description Document for your order type and country.

PREVIOUS

SAVE & EXIT

CONFIRM

Shipping Details

Add Products

Review Cart

Payment Details

Order Confirmation



TIP: If you need to dispute multiple units:

1. Select them
2. Click **Dispute Job Type** and provide the necessary information

1

REMOVE

2

DISPUTE JOB TYPE

REMOVE DISPUTE

KITS AND CONFIGURATIONS

DOCUMENTS

Filter Type

Filter Value

FIND

<input checked="" type="checkbox"/>	Line #	Customer Ref	Serial #	Product	Job Type	Dispute Entitlement	Dispute Reason	Dispute Value	Additional Details	Attachment?	Exchange Type
<input checked="" type="checkbox"/>	1		123456789	MC9190-G30SW...	Billable						
<input checked="" type="checkbox"/>	2		123456788	MC9190-G30SW...	Billable						

I have read and agree to Zebra's Terms and Conditions of Sale.

[Click here](#) to read the Service Description Document for your order type and country.

PREVIOUS

SAVE & EXIT

PAYMENT

Shipping Details

Add Products

Review Cart

Payment Details

Order Confirmation

ACCOUNT

Account Number
1039535Account Name
Zebra Admin

SHIP TO CONTACT

Contact
prctest fourtwofourContact Email Address
prctest.4224@mailinator.com--removed.muthuselvi.jWork Phone #
11111

RETURN SHIPPING ADDRESS

Store Number

ZEBRA TECHNOLOGES CORP.
1220 DON HASKINS DR.
SUITE A
El Paso, El Paso,
TX, United States 79936

Proceed with cart submission by clicking on **PAYMENT** or **CONFIRM**

EDIT

REMOVE

DISPUTE JOB TYPE

REMOVE DISPUTE

KITS AND CONFIGURATIONS

DOCUMENTS

Filter Type

Filter Value

FIND

✓▲▼	Line #	Customer Ref	Serial #	Product	Job Type	Dispute Entitlement	Dispute Reason	Dispute Value	Additional Details	Attachment?	Exchange Type
✓	1		123456789	MC9190-G30SW...	Billable						
✓	2		123456788	MC9190-G30SW...	Billable						

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[Click here](#) to read the Service Document for your order type and country.

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PREVIOUS

SAVE & EXIT

PAYMENT