













REPAIR ORDER PORTAL  
USER GUIDE  
INTRODUCTION

## Benefits of the **REPAIR ORDER PORTAL:**

-  Access around-the-clock
-  Receive a repair authorization number instantaneously
-  Check warranty / entitlement for devices
-  Receive and approve repair quotations online (for repairs outside of warranty or contract coverage)
-  View the status of individual device repairs
-  Print shipping documents and instructions
-  Track shipments
-  Place advanced exchange and spare pool accessory orders
-  Upload multiple items (“bulk load”) onto a single repair order
-  Schedule device pickup / collection (subscribed customers)

Welcome to the Enhanced Repair Order Portal!

As you use the new portal, you'll notice a number of changes designed to enhance and simplify your experience. If you have a question or would like to learn more, join one of our live training sessions. [Click here](#) to view the training session schedule, with sessions conveniently scheduled for all regions.

### ACTIVE QUOTES

1 - 2 of 2

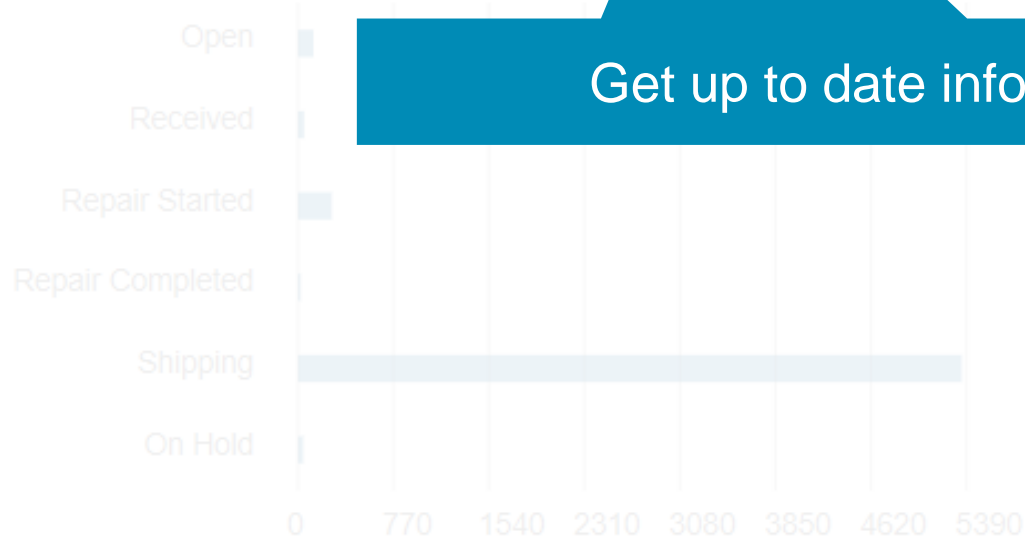
Creation Date	Order Number	Created By	Net Price
23-Apr-2019 12:0...	23102778	PRDTEST.4224@...	\$1,606.65
23-Apr-2019 12:0...	23102776	PRDTEST.4224@...	\$1,196.65

0 770 1540 2310 3080 3850 4620 5390

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### ORDER STATUS SUMMARY



### ACTIVE QUOTES

1 - 2 of 2

			Net Price
			\$1,606.65
23-Apr-2019 12:0...	23102776	PRDTEST.4224@...	\$1,196.65

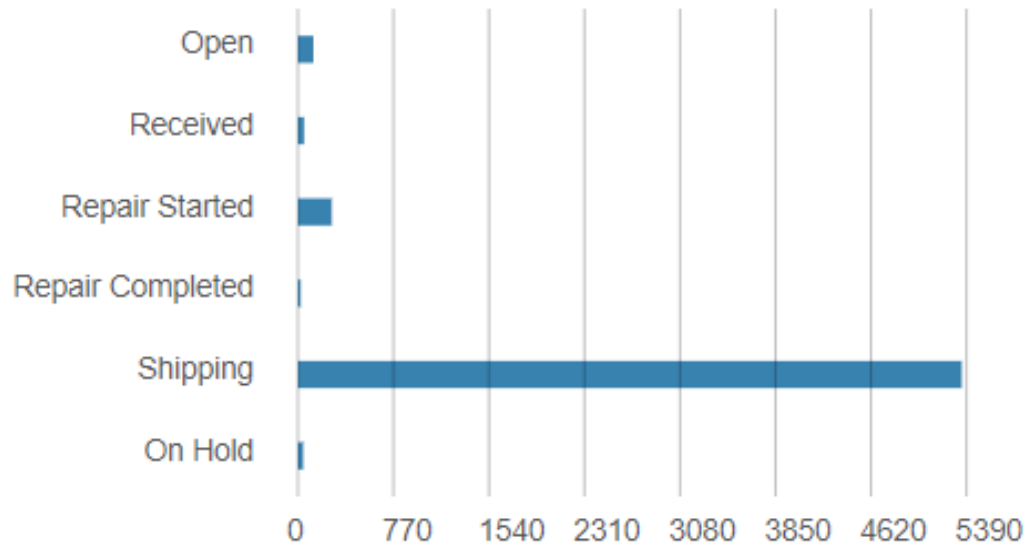
Get up to date information about the portal

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Order Status Summary displays a tally of repair orders by status

### ORDER STATUS SUMMARY



### ACTIVE QUOTES

1 - 2 of 2

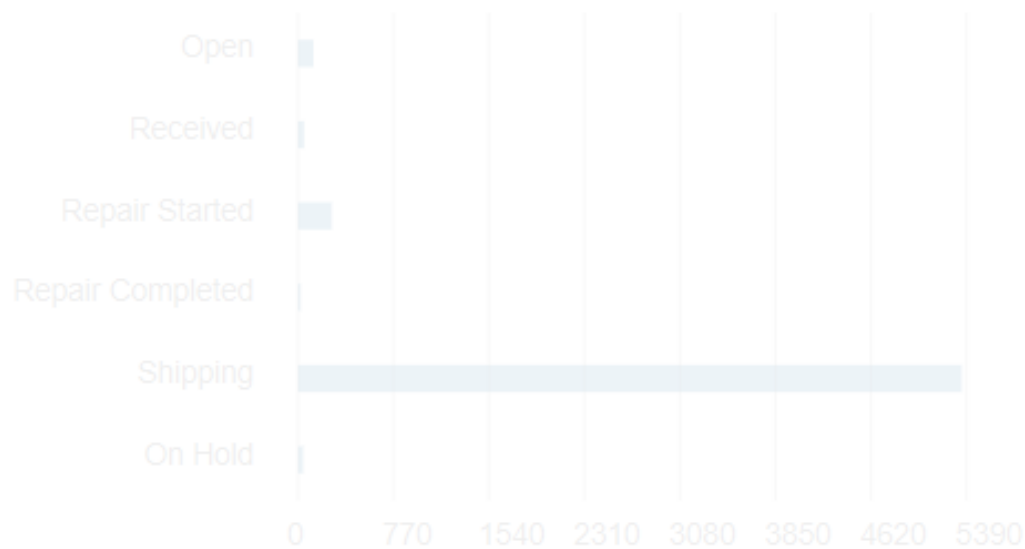
Creation Date	Order Number	Created By	Net Price
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As you use the new portal, you'll notice a number of changes designed to enhance and simplify your experience. If you have a question or would like to learn more,

Active Quotes provides a list of pending per incident repair quote(s). Click on the repair order number to take action

### ORDER STATUS SUMMARY



### ACTIVE QUOTES

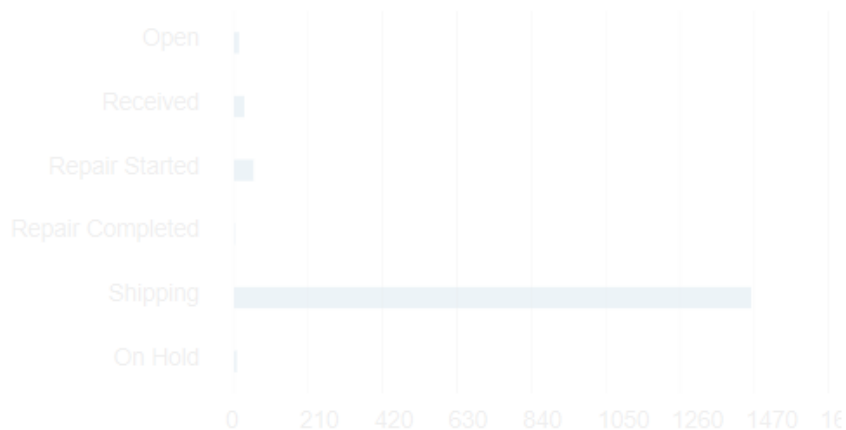
1 - 2 of 2

Creation Date	Order Number	Created By	Net Price
23-Apr-2019 12:0...	<a href="#">23102778</a>	PRDTEST.4224@...	\$1,606.65
23-Apr-2019 12:0...	<a href="#">23102776</a>	PRDTEST.4224@...	\$1,196.65

Users can choose to navigate the portal in their preferred language; 18 languages are available. Select the desired language from the Select Language drop down

- |                      |                               |
|----------------------|-------------------------------|
| <b>NORTH AMERICA</b> | <b>EUROPE AND MIDDLE EAST</b> |
| ENU - English        | ARA - عربي                    |
| <b>LATIN AMERICA</b> | CSY - čeština                 |
| ESN - Español        | DEU - Deutsch                 |
| PTG - Português      | ENU - English                 |
| <b>ASIA</b>          | ESN - Español                 |
| CHS - 普通话            | FRA - Français                |
| ENU - English        | HEB - עברית                   |
| JPN - 日本語            | ITA - Italiano                |
| KOR - 한국어            | NLD - Dutch                   |
| THA - ไทย            | PLK - Polski                  |
|                      | RUS - Русский                 |
|                      | SVE - Svenska                 |
|                      | TRK - Türkçe                  |

### ORDER STATUS SUMMARY



### ACTIVE QUOTES

1 - 4 of 4

Order Number	Creation Date	Created By	Net Price
11543040	04-Nov-2019 12:0...	PRDTEST.4221@...	\$1,850.00
11542945	29-Oct-2019 12:0...	PRDTEST.4221@...	\$900.00
11538598	25-Oct-2019 12:0...	PRDTEST.4221@...	\$666.75
11537498	24-Oct-2019 12:0...	PRDTEST.4221@...	\$1,696.95

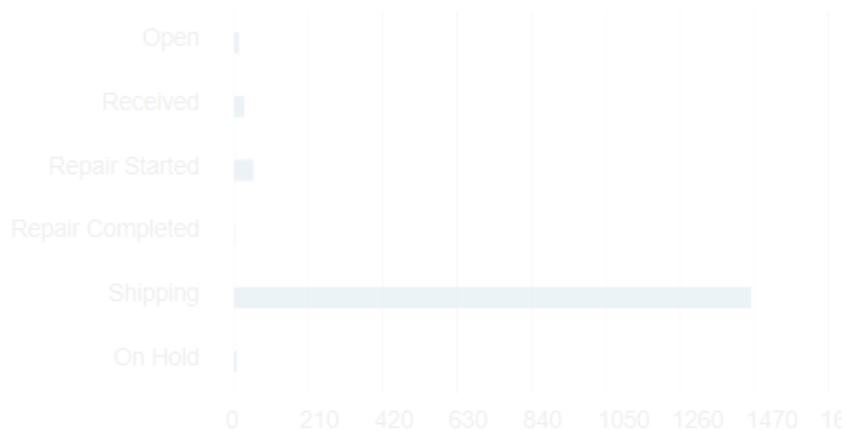
Click on the tab to display the applicable screen

There are no changes to shipping addresses for printer repairs.

Items are sent to the correct location, customers receive new ship-to addresses. Please note, there are no changes to shipping addresses for printer repairs.



### ORDER STATUS SUMMARY



### ACTIVE QUOTES

1 - 4 of 4

Order Number	Creation Date	Created By	Net Price
11543040	04-Nov-2019 12:0...	PRDTEST.4221@...	\$1,850.00
11542945	29-Oct-2019 12:0...	PRDTEST.4221@...	\$900.00
11538598	25-Oct-2019 12:0...	PRDTEST.4221@...	\$666.75
11537498	24-Oct-2019 12:0...	PRDTEST.4221@...	\$1,696.95

- |                      |                               |
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| THA - ไทย            | PLK - Polski                  |
|                      | RUS - Русский                 |
|                      | SVE - Svenska                 |
|                      | TRK - Türkçe                  |

**PENDING REPAIR ORDERS****Create new orders**

1 - 10 of 10+

Note: Saved orders that have not been submitted will automatically expire 30 days from the creation date.

[NEW REPAIR ORDER](#)[CANCEL](#)[REFRESH](#)[COLUMNS DISPLAYED](#)

Filter Type



Filter Value

[FIND](#)

Cart Number	Order Status	Creation Date	Created By	Contact	Billable Order	# Of Lines	Bulk Load	Bulk Load Status	Account#	Account Name	Address
1-1DTV3ZPC	Pending	21-Nov-2019	PRDTEST.4221@...	EMEA DEMO	N	0	N		6765498	Zebra Technologi...	Zebra T
1-1DRDNG0U	Pending	21-Nov-2019	PRDTEST.4221@...	EMEA DEMO	N	0	N		6765498	Zebra Technologi...	Zebra T
1-1DTP9GRP	Pending	21-Nov-2019	PRDTEST.4221@...	EMEA DEMO	Y	1	Y	Completed	6765498	Zebra Technologi...	Zebra T
1-1DTMGM5X	Pending	21-Nov-2019	PRDTEST.4221@...	EMEA DEMO	Y	2	N		6765498	Zebra Technologi...	Zebra T
1-1DTMGLQX	Pending						N		6765498	Zebra Technologi...	Zebra T
1-1DTMEA04	Pending						N		6765498	Zebra Technologi...	Zebra T
1-1DOED2D8	Pending						N		6765498	Zebra Technologi...	Calle M
1-1DLZJY9E	Pending						N		6765498	Zebra Technologi...	Dukes M
1-1DNJFTFS	Pending	13-Nov-2019	PRDTEST.4221@...	EMEA DEMO	Y	1	N		6765498	Zebra Technologi...	Dukes M
1-1DN1A8ZC	Pending	13-Nov-2019	PRDTEST.4221@...	EMEA DEMO	Y	2	N		6765498	Zebra Technologi...	Dukes M

**Click a Cart Number to access a pending repair order (cart) that has not been submitted for processing**



No Records

## REPAIR ORDER STATUS AND HISTORY

EXPORT

COLUMNS DISPLAYED

## SEARCH ORDER

Search Using 

Enter multiple values separated by comma/new line. For instance

123456,234567  
34566777,1367123

## STATUS

- Submitted
- Cancelled
- Pending Quote
- On Hold
- Closed

## ORDER DATE

From  To 

SUBMIT

RESET

Order Number▲▼	Order Type	Job Type	Exchange Type	Order Date	Created By	Account #	Account Name	Contact
No Records								

A number of search options are available to help locate the repair order

Showing 25 records from last 30 days as no search criteria specified.

Track the status of your units

12 of 25

## REPAIR ORDER STATUS AND HISTORY

EXPORT

COLUMNS DISPLAYED

## SEARCH ORDER

Search Using 

Enter multiple values separated by comma/new line. For instance

123456,234567  
34566777,1367123

## STATUS

- 
- Submitted
- 
- 
- Cancelled
- 
- 
- Pending Quote
- 
- 
- On Hold
- 
- 
- Closed

## ORDER DATE

From  | To  | 

SUBMIT

RESET

Order Number	Job Type	Line Item Status	Line SubStatus	Order Status	Order Date▲▼	Created By	Account #	Account Nam
11545666	Billable	Open		Submitted	22-Nov-2019 09:5...	PRDTEST.4221@...	6765498	Zebra Technol
11545664	Billable	Open		Submitted	22-Nov-2019 09:5...	PRDTEST.4221@...	6765498	Zebra Technol
11538598	Billable	Open	On Hold	Submitted	21-Nov-2019 04:4...	PRDTEST.4221@...	6765498	Zebra Technol
11545239	Billable	Open	On Hold	Submitted	21-Nov-2019 04:0...	PRDTEST.4221@...	6765498	Zebra Technol
11542945	Billable	Open	On Hold	Submitted	21-Nov-2019 03:3...	PRDTEST.4221@...	6765498	Zebra Technol
11545459	Billable	Received		Submitted	18-Nov-2019 03:3...	PRDTEST.4221@...	6765498	Zebra Technol
11545421	Billable	Open		Submitted	18-Nov-2019 03:0...	PRDTEST.4221@...	6765498	Zebra Technol
11545421	Billable	Open		Submitted	18-Nov-2019 03:0...	PRDTEST.4221@...	6765498	Zebra Technol
11545346	Billable	Open		Submitted	14-Nov-2019 12:4...	PRDTEST.4221@...	6765498	Zebra Technol
11545346	Billable	Open		Submitted	14-Nov-2019 12:4...	PRDTEST.4221@...	6765498	Zebra Technol
11543072	Billable	Open		Submitted	04-Nov-2019 08:3...	PRDTEST.4221@...	6765498	Zebra Technol
11543072	Billable	Open		Submitted	04-Nov-2019 08:3...	PRDTEST.4221@...	6765498	Zebra Technol

## ACCOUNT

1 - 1 of 1

Account Number	Account Name
6765498	Zebra Technologies EMEA Demo Depot

View serial number information and products linked to your account

## ASSETS

1 - 10 of 10+

[EXPORT](#)  |  [FIND](#)

Serial #	Product Name	Account#	Account Name	Owner Name	Installed Site #	Installed Site Name	Address Line 1	Address Line 2	City	State	Province	Pos
<a href="#">18079523020772</a>	MC330M-GI4HA2...	6765498	Zebra Technologi...	Zebra Technologi...	1122426619		118 Burcott Rd		Bristol			BS1
<a href="#">1618000501422</a>	SAC5070-801CR	6765498	Zebra Technologi...	Zebra Technologi...	1121328143		Hummeltoftevej 4...		Virum			283
<a href="#">1618000501426</a>	SAC5070-801CR	6765498	Zebra Technologi...	Zebra Technologi...	1122053153		Immeuble Miami 40 Rue d'Arcueil		Rungis			941
<a href="#">17244522501026</a>	TC700K-02B24B0...	6765498					FAO Andy Blake					SL6
<a href="#">A64200178</a>	ZBK-ET5X-10SC...	6765498					91193 GIF SUR Y...					911
<a href="#">17251522513442</a>	TC56DJ-1PAZU4...	6765498	Zebra Technologi...	Zebra Technologi...	1121413719		Ondernemerscent...		Arnhem			682
<a href="#">16208522504185</a>	TRG-TC7X-SNP1...	6765498	Zebra Technologi...	Zebra Technologi...	1122356359		395 Rue du Génér...		Maroq-en-Baroeul			597
<a href="#">16187523020379</a>	CRD-NWTRS-2S...	6765498	Zebra Technologi...	Zebra Technologi...	1121780137		Whitwood Lodge, ...		Wakefield			WF
<a href="#">16186523021607</a>	CRD-NWTRS-2S...	6765498	Zebra Technologi...	Zebra Technologi...	1122118294		Exoel House, Unit...		BIRMINGHAM			B6
<a href="#">16215523024262</a>	CRD2100-1000UR	6765498	Zebra Technologi...	Zebra Technologi...	1122002673		GENIUS Busines... Dopraváků 749/3		Praha 8			184

Click on the serial number to view asset information

## ACCOUNT

1 - 1 of 1

Account Number	Account Name
6765498	Zebra Technologies EMEA Demo Depot

View service contract information linked to your account

## CONTRACTS

No Records

[EXPORT](#) Filter Type  Filter Value  [FIND](#)

Contract #	Revision	Creation Date	Status	Start Date	End Date	End User	Reseller	Distributor	Price List	Currency	Billing Frequency	POI
<a href="#">18316473</a>	1	13-11-2018	Active	13-11-2018	12-11-2021	End User	Reseller	12345	EMEA EUR Price...	EUR	One Time	\$1-1
<a href="#">18312006</a>	1	05-11-2018	Active	05-11-2018	28-10-2021	End User	Reseller	12345	EMEA EUR Price...	EUR	One Time	\$1-1
<a href="#">18305738</a>	1	17-10-2018	Active	17-10-2018	16-10-2021	End User	Reseller	12345	EMEA EUR Price...	EUR	One Time	BSF
<a href="#">18297920</a>	1	05-10-2018	Active	05-10-2018	04-10-2021	End User	Reseller	12345	EMEA EUR Price...	EUR	One Time	480
<a href="#">18291337</a>	1	21-09-2018	Active	20-09-2018	19-09-2021	End User	Reseller	12345	EMEA EUR Price...	EUR	One Time	480
<a href="#">18285986</a>	1	06-09-2018	Active	04-09-2018	03-09-2021	End User	Reseller	12345	EMEA EUR Price...	EUR	One Time	480
<a href="#">18285755</a>	1	06-09-2018	Active	17-09-2018	16-09-2019	End User	Reseller	12345	EMEA GBP Price...	GBP	One Time	
<a href="#">18285267</a>	1	04-09-2018	Active	31-08-2018	30-08-2021	End User	Reseller	12345	EMEA EUR Price...	EUR	One Time	480
<a href="#">18281211</a>	1	24-08-2018	Active	23-08-2018	22-08-2021	End User	Reseller	12345	EMEA EUR Price...	EUR	One Time	\$1-1
<a href="#">18280948</a>	1	23-08-2018	Cancelled	23-08-2018		End User	Reseller	12345	EMEA EUR Price...	EUR	One Time	

Click on the contract number to view contract information

View the entitlement information about the units

Showing 4 records

EXPORT

### CHECK SERVICE AND SUPPORT

#### COVERAGE

Look up warranty and entitlement by one or more serial numbers separated by comma.

[How to find your serial number?](#)

16216522500390  
STBCSG512638C4  
16257522500051  
16257522500052

SUBMIT

RESET

Serial	Product Model	Job Type	Warranty End Date	Contract End Date	Description
16216522500390	MC9590-KD0DAB00100	Billable	01-Jan-2001 12:00:00		
STBCSG512638C4	OB13110000011101	Contract	09-Jan-2018 12:00:00	03-Dec-2020 12:00:00	
16257522500051	MC9590-KD0DAB00100	Billable	08-Apr-2015 12:00:00		
16257522500052	MC9590-KD0DAB00100	Billable	05-Feb-2015 12:00:00		

Search for multiple serial numbers by separating the values with a comma or pressing enter to type on the next line