



REPAIR ORDER PORTAL
USER GUIDE
MANAGING A QUOTE

[Shipping Details](#)[Add Products](#)[Review Cart](#)[Payment Details](#)[Order Confirmation](#)

Accessing a quote can be done from:

1a Home Page

1b Repair Status Page

Thank you. Your Repair Order has been successfully submitted.

Shortly you will receive an Order Acknowledgement and Shipping Instructions by email.

Please note: Any devices with an associated dispute may be delayed, pending resolution.

If your repair order qualifies for prepaid shipping, your labels may be generated using the button.

GENERATE SHIPPING LABEL

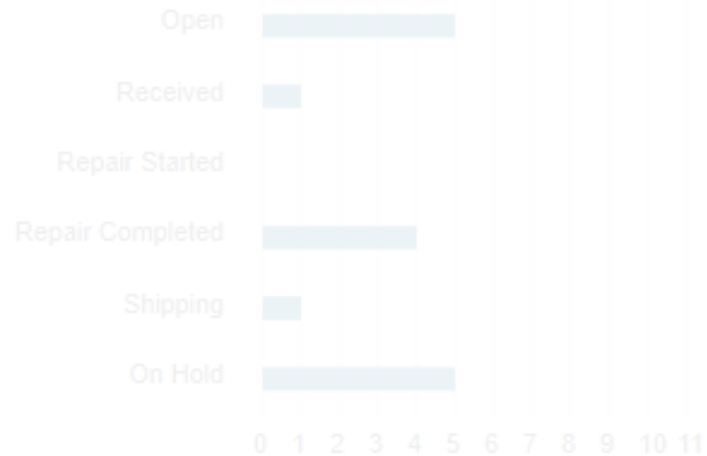
Welcome to the Enhanced Repair Order Portal!

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.

Click on **ORDER NUMBER** in *Active Quotes* section



ORDER STATUS SUMMARY



ACTIVE QUOTES

1 - 1 of 1

Order Number	Creation Date	Created By	Net Price
23417253	28-Jul-2019 12:0...	PRDTEST.4224...	\$800.00

1a

1b

ORDER STATUS AND HISTORY

No Records

EXPORT COLUMNS DISPLAYED

SEARCH ORDER

Search Using |

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								

Search for the order on *Repair Status* page

Showing 1 records

1 - 1 of 1

REPAIR ORDER STATUS AND HISTORY

EXPORT

COLUMNS DISPLAYED

SEARCH ORDER	Order Number	Order Type	Job Type	Exchange Type	Order Date▲▼	Created By	Account #	Account Name	Contact
Search Using <input type="text" value="Order Number"/>	23417253	RMA Repair Return	Billable		28-Jul-2019 09:4...	PRDTEST.4224...	1039535	Zebra Admin	Kral Simona

1b

Click on the **Order Number**

STATUS

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

ORDER DATE

From

To

SUBMIT

RESET

Repair Order # 23417253

1b

[REVIEW QUOTATION](#)[GENERATE SHIPPING LABEL](#)Share [SEND](#)

ACCOUNT

Account Number
1039535Account Name
Zebra Admin

Customer Reference #

SHIPPING CONTACT

Contact
Simona KralContact Email Address
kral@kral.comWork Phone #
11111

SHIPPING ADDRESS

Store Number

ZEBRA TECHNOLOGES CORP.
1220 DON HASKINS DR.
SUITE A
El Paso, El Paso,
TX, United States, 79936Click on **REVIEW QUOTATION**

DOCUMENTS

1 - 2 of 2

[ShippingManifest_23417253_07-28-2019_03-45...](#)[ZEB Service Repairs ENU_23417253_07-28-20...](#)

PAYMENT DETAILS

Transaction Amount
\$759.00Card Number
xxxxxxxxxxxx4113Expiration Month
4Expiration Year
2022

BILLING ADDRESS

Main Road 1,
City,
Canada.

LINE ITEMS

1 - 1 of 1

Filter Type



Filter Value

[FIND](#)

Line #▲▼	Customer Reference #	Serial #	Product	Outbound Serial #	Job Type	Exchange Type	Net Price	Sparepool Name	Line Item Status	Line Sub Status	Part
1		Serial Number	MC9190-G30SW...		Billable		\$800.00		Open	On Hold	



Repair Order # 23417253

1b

[REVIEW QUOTATION](#)[GENERATE SHIPPING LABEL](#)Share [SEND](#)

ACCOUNT

Account Number
1039535Account Name
Zebra Admin

Customer Reference #

SHIPPING CONTACT

Contact
Simona KralContact Email Address
kral@kral.comWork Phone #
11111

SHIPPING ADDRESS

Store Number

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

DOCUMENTS

1 - 2 of 2

[ShippingManifest_23417253_07-28-2019_03-45...](#)[ZEB Service Repairs ENU_23417253_07-28-20...](#)

PAYMENT DETAILS

Transaction Amount
\$759.00Card Number
xxxxxxxxxxxx4113Expiration Month
4Expiration Year
2022

BILLING ADDRESS

Main Road
City,
Canada, **TIP: Download the quotation document in DOCUMENTS**

LINE ITEMS

1 - 1 of 1

Filter Type

Filter Value

[FIND](#)

Line #▲▼	Customer Reference #	Serial #	Product	Outbound Serial #	Job Type	Exchange Type	Net Price	Sparepool Name	Line Item Status	Line Sub Status	Part
1		Serial Number	MC9190-G30SW...		Billable		\$800.00		Open	On Hold	

Repair Order # 23417253

[Review Quote](#)[Payment Details](#)[Order Confirmation](#)

ACCOUNT

Account #
1039535Account Name
Zebra Admin

SHIPPING CONTACT

Contact
Simona KContact Email Address
kral@kral.com

TIP: Manage visibility of billable/all items

RETURN SHIPPING ADDRESS

Store Number

ZEBRA TECHNOLOGES CORP.
1220 DON HASKINS DR.
TX, United States, 79936To accept the quote, click on **PAYMENT**

LINE ITEMS

1 - 1 of 1

[DECLINE PAYMENT](#)[SHOW BILLABLE ITEMS](#)[SHOW ALL ITEMS](#)

Filter Type



Filter Value

[FIND](#)

Line #▲▼	Customer Reference #	Serial #	Product	Job Type	Exchange Type	Net Price	Line Item Status	Line Sub Status
1		Serial Number	MC9190-G30SWAQA6WR	Billable		\$800.00	Open	On Hold

2

[PAYMENT](#)

Repair Order # 23417253

[Review Quote](#)[Payment Details](#)[Order Confirmation](#)

ACCOUNT

Account #
1039535Account Name
Zebra Admin

SHIPPING CONTACT

Contact
SimonaContact Email Address
kral@kral.comWork Phone #
11111

RETURN SHIPPING ADDRESS

Store Number

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

To decline the quote for the selected item,
click on **DECLINE PAYMENT**

2a

LINE ITEMS

1 - 1 of 1

[DECLINE PAYMENT](#)[SHOW BILLABLE ITEMS](#)[SHOW ALL ITEMS](#)

Filter Type



Filter Value

[FIND](#)

Line #▲▼	Customer Reference #	Serial #	Product	Job Type	Exchange Type	Net Price	Line Item Status	Line Sub Status
1		Serial Number	MC9190-G30SWAQA6WR	Billable		\$800.00	Open	On Hold

[PAYMENT](#)

3 New Quote → Payment Details → Order Confirmation

If you see option to pay by purchase order:

PURCHASE ORDER

Transaction Amount \$800.00

[VIEW DETAILS](#)

Purchase Order #

Payment Comments

BILLING ADDRESS

Company Name
Zebra Technologies NA, Dallas, Texas

3 Overland Point
Lincoln, Nebraska
IL, United States

DOCUMENTS

1 - 2 of 2

Attachment Name	Type

Tip: To review the quotation document, click on **VIEW DETAILS**

By clicking on "Confirm" you are agreeing to Zebra's Terms and Conditions of Sale and have issued a valid PO# for the transaction amount which you acknowledge will be the amount Zebra Technologies shall invoice for the provision of the service.

By clicking on 'Confirm Order' you are agreeing to Zebra's Terms and Conditions of Sale.

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

[PREVIOUS](#)

[CONFIRM](#)

Review Quote

Payment Details

Order Confirmation

PURCHASE ORDER

Transaction Amount \$1,850.00

[VIEW DETAILS](#)I have Multiple PO

3a

If you see option to pay by purchase order *and you already approved one PO for the order or you have multiple lines in the order* :

For **Multiple PO's**, please insert the PO Number for each unit separately

Line #▲▼	Serial Number	Product Name	Job Type	Net Price	PO Number	Payment Comments	Quote Number
1	16J122100448	172-85E-00003	Billable	\$900.00	11111		
2	16J122100446	172-85E-00003	Billable	\$950.00	11111		

By clicking on "Confirm" you are agreeing to Zebra's Terms and Conditions of Sale and have issued a valid PO# for the transaction amount which you acknowledge will be the amount Zebra Technologies shall invoice for the provision of the service.



By clicking on 'Confirm Order' you are agreeing to Zebra's Terms and Conditions of Sale.

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

[PREVIOUS](#)[CONFIRM](#)

[Review Quote](#)[Payment Details](#)[Order Confirmation](#)

If you see option to pay by purchase order:

PURCHASE ORDER

Transaction Amount \$800.00

Select **BILLING ADDRESS**

[VIEW DETAILS](#)

Purchase Order #

Payment Comments

TIP: Set a default billing address in User Settings tab

4

BILLING ADDRESS



Company Name

Zebra Technologies NA Demo Depot

3 Overlook Point,
Lincolnshire, Lake,
IL, United States, 60069

DOCUMENTS

1 - 2 of 2

[NEW FILE](#)[DELETE](#)

Attachment Name	Type
ShippingManife...	PDF
ZEB Service R...	PDF

By clicking on "Confirm" you are agreeing to Zebra's Terms and Conditions of Sale and have issued a valid PO# for the transaction amount which you acknowledge will be the amount Zebra Technologies shall invoice for the provision of the service.

By clicking on 'Confirm Order' you are agreeing to Zebra's Terms and Conditions of Sale.

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

[PREVIOUS](#)[CONFIRM](#)

Review Quote

Payment Details

Order Confirmation

If you see option to pay by purchase order:

PURCHASE ORDER

Attach **DOCUMENTS**
If applicable

5

TIP: You can also download the quotation in PDF here

DOCUMENTS		1 - 2 of 2
NEW FILE		DELETE
Attachment Name	Type	
ShippingManife...	PDF	
ZEB Service R...	PDF	

By clicking on "Confirm" you are agreeing to Zebra's Terms and Conditions of Sale and have issued a valid PO# for the transaction amount which you acknowledge will be the amount Zebra Technologies shall invoice for the provision of the service.

By clicking on 'Confirm Order' you are agreeing to Zebra's Terms and Conditions of Sale.

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

PREVIOUS

CONFIRM

Review Quote

Payment Details

Order Confirmation

If you see option to pay by purchase order:

Agree to Zebra's Term's and Conditions and acknowledge providing a valid PO

Submit the payment by clicking on **CONFIRM**

PURCHASE ORDER

BILLING ADDRESS

DOCUMENTS

1 - 2 of 2

Transaction Amount \$800.00

Purchase Order #

Payment Comments

Zebra Technologies NA Demo Depot
3 Overlook Point,
Lincolnshire, Lake,
IL, United States, 60069

Attachment Name	Type
ShippingManife...	PDF
	PDF

By clicking on "Confirm" you are agreeing to Zebra's Terms and Conditions of Sale and have issued a valid PO# for the transaction amount which you acknowledge will be the amount Zebra Technologies shall invoice for the provision of the service.

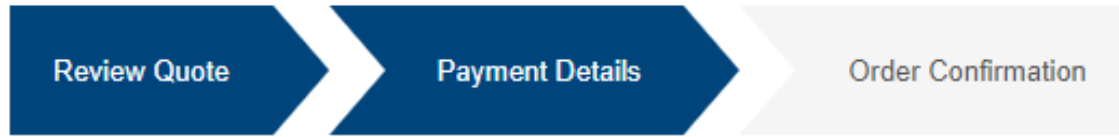
By clicking on 'Confirm Order' you are agreeing to Zebra's Terms and Conditions of Sale.

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

PREVIOUS

CONFIRM

6



3

CREDIT CARD

Transaction Amount [VIEW DETAILS](#)

Credit Card Holder

Credit Card Type | v

Credit Card #

Expiration Year | v

Expiration Month | v

i CVN


If you see option to pay by credit card:

BILLING ADDRESS *

Company Name

Canada Admin
Main Road 1,
City,
Quebec, Canada

Fill in **CREDIT CARD** information

 **TIP:** To review the quotation document, click on **VIEW DETAILS**

By clicking on 'Confirm Order' you are agreeing to Zebra's Terms and Conditions of Sale.
[Click here](#) to read the Service Description Document for your order type and country.



If you see option to pay by credit card:

CREDIT CARD

4

Transaction Amount [VIEW DETAILS](#)

Credit Card Holder

Credit Card Type


Credit Card #


Expiration Year

Expiration Month

CVN

Select **BILLING ADDRESS**

 TIP: Set a default billing address in User Settings tab

BILLING ADDRESS * 

Company Name

By clicking on 'Confirm Order' you are agreeing to Zebra's Terms and Conditions of Sale.
[Click here](#) to read the Service Description Document for your order type and country.

Review Quote

Payment Details

Order Confirmation

CREDIT CARD

Transaction Amount

\$800.00

VIEW DETAILS

Credit Card Holder

Test name

Credit Card Type

Visa

Credit Card #

Expiration Year

2022

Expiration Month

4

CVN

444

BILLING ADDRESS *

Company Name

Zebra Admin

Canada Admin.

Main Road 1.

City

Submit the payment by clicking on **CONFIRM**

By clicking on 'Confirm Order' you are agreeing to Zebra's Terms and Conditions of Sale.

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

PREVIOUS

CONFIRM

5