



REPAIR ORDER PORTAL
USER GUIDE
PERFORMING A BULK LOAD


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 | v

Problem Detail | v

Problem Description

1

RESET

ADD

BULK LOAD

PRODUCT DETAILS

ATTACHMENTS

KITS AND CONFIGURATIONS

Click on **BULK LOAD** in **ADD PRODUCTS** page

PREVIOUS

SAVE & EXIT

NEXT

Shipping Details

Add Products

Bulk Load

Review Cart

Payment Details

Order Confirmation

BULK LOAD

No Records

1. DOWNLOAD TEMPLATE

2. UPLOAD CSV FILE

3. LOAD DATA TO ORDER

ADD LINE

REMOVE LINE

SAVE

2

Load Status Flag

Serial Number

I don't have Serial

Product Name

Problem Category

Problem Detail

Problem Description

Customer Reference #

Error Notes

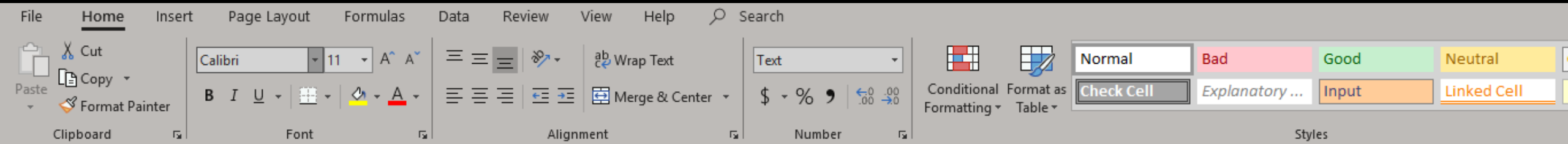
Download and open the bulk load template

PREVIOUS

SAVE & EXIT

NEXT

No Records



	A	B	C	D	E	F	G	H	I
1	Serial Number (Mandatory)	Product Name (Optional)	Problem Category (Mandatory)	Problem Details (Mandatory)	Problem Description (Optional)	Customer Reference (Optional)	GENERATE CSV		
2									
3									
4									
5									
6									
7									
8									
9									
10									
11									
12									
13									
14									
15									
16									
17									
18									
19									

3

Enable Macros

Fill in the template

 **TIP: Problem Category and Problem Details** must be selected from a drop-down menu

File Home Insert Page Layout Formulas Data Review View Help Search

Paste Cut Copy Format Painter Clipboard

Calibri 11 A A Font

B I U Alignment

Wrap Text Merge & Center

Text Number

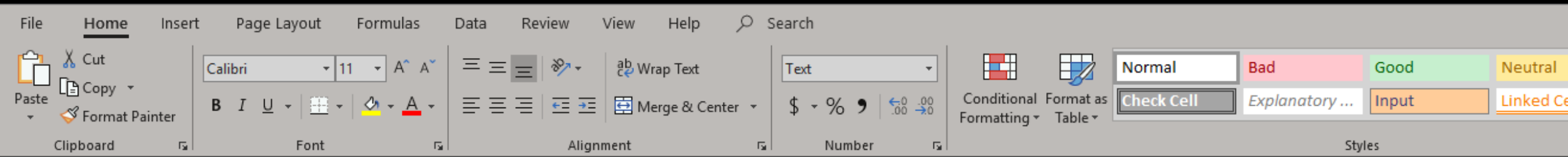
Conditional Formatting Format as Table

Normal Bad Good Neutral Check Cell Explanatory ... Input Linked Cell Styles

A2

	A	B	C	D	E	F	G	H	I
1	Serial Number (Mandatory)	Product Name (Optional)	Problem Category (Mandatory)	Problem Details (Mandatory)	Problem Description (Optional)	Customer Reference (Optional)	4	GENERATE CSV	
2									
3									
4									
5									
6									
7									
8									
9									
10									
11									
12									
13									
14									
15									
16									
17									
18									
19									

Click on **GENERATE CSV**



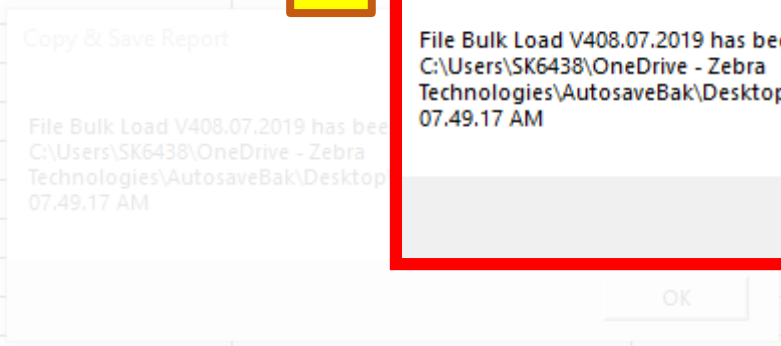
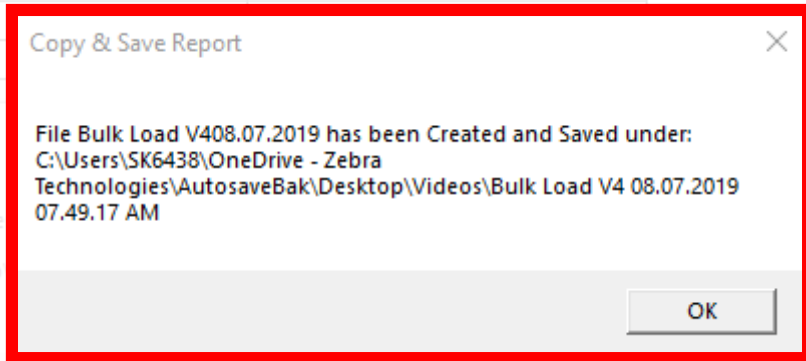
Camera error message

	A	B	E	F	G	H	I	J	K	L	M	N	O
1	Serial Number (Mandatory)	Product Name (Optional)	Problem Description (Optional)	Customer Reference (Optional)	GENERATE CSV								

2	17020521401395												
3	17020521401396												
4	17020521401397												
5	17020521401398												
6	17020521401399												
7	17020521401400												
8	17020521401401												
9	17020521401402												
10													
11													
12													
13													
14													
15													
16													
17													
18													
19													
20													
21													

CSV file was generated and saved in the same location as the bulk load template.

5



Shipping Details

Add Products

Bulk Load

Review Cart

Payment Details

Order Confirmation

BULK LOAD

No Records

1. DOWNLOAD TEMP

6

2. UPLOAD CSV FILE

3. LOAD DATA TO ORDER

ADD LINE

REMOVE LINE

SAVE

Load Status Flag	Serial Number	I don't have Serial	Product Name	Problem Category	Problem Detail	Problem Description	Customer Reference #	Error Notes
------------------	---------------	---------------------	--------------	------------------	----------------	---------------------	----------------------	-------------

Navigate back to the portal. Click on **2. UPLOAD CSV FILE**

PREVIOUS

SAVE & EXIT

NEXT

No Records

Shipping Details

Add Products

Bulk Load

Review Cart

Payment Details

Order Confirmation

BULK LOAD

No Records

1. DOWNLOAD TEMPLATE

2. UPLOAD CSV FILE

3. LOAD DATA TO ORDER

ADD LINE

REMOVE LINE

SAVE

Load Status Flag

Serial Number

I don't have Serial

Product Name

Problem Category

Problem Detail

Problem Description

Customer Reference #

Error Notes

Choose File to upload

💡 TIP: The csv file is saved with the time stamp in the same location as the bulk load template

Import CSV File

X

7

Import CSV File

Choose File No file chosen

IMPORT

CANCEL

PREVIOUS

SAVE & EXIT

NEXT

No Records

Shipping Details

Add Products

Bulk Load

Review Cart

Payment Details

Order Confirmation

BULK LOAD

No Records

1. DOWNLOAD TEMPLATE

2. UPLOAD CSV FILE

3. LOAD DATA TO ORDER

ADD LINE

REMOVE LINE

SAVE

Load Status Flag

Serial Number

I don't have Serial

Product Name

Problem Category

Problem Detail

Problem Description

Customer Reference #

Error Notes

Click on **IMPORT**

Import CSV File

X

Import CSV File

Choose File No file chosen

8

IMPORT

CANCEL

PREVIOUS

SAVE & EXIT

NEXT

No Records

Shipping Details

Add Products

Bulk Load

Review Cart

Payment Details

Order Confirmation

BULK LOAD

1 - 8 of 8

[1. DOWNLOAD TEMPLATE](#)[2. UPLOAD CSV FILE](#)[3. LOAD DATA TO ORDER](#)

9

[ADD LINE](#)[REMOVE LINE](#)[SAVE](#)

<input type="checkbox"/>	Load Status Flag	Serial Number	I don't have Serial	Product Name	Problem Category	Problem Detail	Problem Description	Customer Reference #	Error Notes
<input checked="" type="checkbox"/>		17020521401395			Cradle	Cradle no charg...			
<input type="checkbox"/>		17020521401396			Camera	Camera error me...			
<input type="checkbox"/>		17020521401397			Lockup/Reset	Reset general pr...			
<input type="checkbox"/>		17020521401398			Led	Led general prob...			
<input type="checkbox"/>		17020521401399			Others	Error received (s...			
<input type="checkbox"/>		17020521401400			Fan	Fan general prob...			
<input type="checkbox"/>		17020521401401			Wand	Wand general pr...			
<input type="checkbox"/>		17020521401402			Camera	Camera error me...			

Review the units. You can add or remove lines manually

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

1 - 8 of 8

**BULK LOAD**

1 - 8 of 8

- 1. DOWNLOAD TEMPLATE
- 2. UPLOAD **10**
- 3. LOAD DATA TO ORDER**

- ADD LINE
- REMOVE LINE
- SAVE

<input type="checkbox"/>	Load Status Flag	Serial Number	I don't have Serial	Product Name	Problem Category	Problem Detail	Problem Description	Customer Reference #	Error Notes
<input checked="" type="checkbox"/>		17020521401395			Cradle	Cradle no charg...			
<input type="checkbox"/>		17020521401396			Camera	Camera error me...			
<input type="checkbox"/>		17020521401397			Lockup/Reset	Reset general pr...			
<input type="checkbox"/>		17020521401398			Led	Led general prob...			
<input type="checkbox"/>		17020521401399			Others	Error received (s...			
<input type="checkbox"/>		17020521401400			Fan	Fan general prob...			
<input type="checkbox"/>		17020521401401			Wand	Wand general pr...			
<input type="checkbox"/>		17020521401402			Camera	Camera error me...			

Click on **3. LOAD DATA TO THE ORDER**



- PREVIOUS
- SAVE & EXIT
- NEXT

1 - 8 of 8

Shipping Details

Add Products

Bulk Load

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BULK LOAD

1 - 8 of 8

1. DOWNLOAD TEMPLATE

11

Bulk Load is being processed. It may take several minutes depending on the number of products. When completed, email notification will be sent to prctest.4223@mailinator.com--removed with instructions.

OK

ADD LINE

REMOVE LINE

SAVE

r Notes

Load Status Flag

Serial Num

1702052140

You will be navigated back to the **REPAIR ORDERS** tab and notified by email about the bulk load completion

PENDING REPAIR ORDERS

1 - 9 of 9

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

[NEW REPAIR ORDER](#)

12

[REFRESH](#)[COLUMNS DISPLAYED](#)

Filter Type



Filter Value

[FIND](#)

Cart Number	Order Status	Creation Date	Created By	Contact	# Of Lines	Bulk Load	Bulk Load Status	Account#	Account Name	Address Line 1	Address Line 2	City
1-1BGNJMAK	Pending	07-Aug-2019	PRDTEST.4223@...	Test Training	0	N	In Progress	6765515	Zebra Technologi...	3 OVERLOOK P...		Lin
1-1BG0Q8NX	Pending	07-Aug-2019	PRDTEST.4223@...	Test Training	0	Y	Completed	6765515	Zebra Technologi...	3 OVERLOOK P...		Linc
1-1BG2GELA	Pending	05-Aug-2019	PRDTEST.4223@...	Test Training	1	N		6765515	Zebra Technologi...	3 OVERLOOK P...		Linc
1-1BG2GEG1	Pending	05-Aug-2019	PRDTEST.4223@...	Test Training	0	N		6765515	Zebra Technologi...	3 OVERLOOK P...		Linc
1-1BDASQ0W	Pending	01-Aug-2019	PRDTEST.4223@...	Test Training	1	N		6765515	Zebra Technologi...	3 OVERLOOK P...		Linc
1-1BEH3MCF	Pending	01-Aug-2019							Zebra Technologi...	3 OVERLOOK P...		Linc
1-1BEH3MB1	Pending	01-Aug-2019	PRDTEST.4223@...		0	N		6765515	Zebra Technologi...			
1-1BDIRQ81	Pending	30-Aug-2019	PRDTEST.4223@...		0	N		6765515	Zebra Technologi...	3 OVERLOOK P...		Linc
1-16LMAHUP	Pending	09-Jul-2019	PRDTEST.4224@...	Carolyn Assad	1	N		6765515	Zebra Technologi...	3 OVERLOOK P...		Linc

Observe **Bulk Load Status** and **# Of Lines** fields

To see the actual status, you need to click on **REFRESH** button

PENDING REPAIR ORDERS

1 - 8 of 8

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

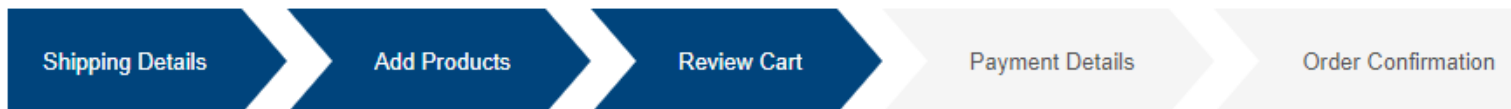
[NEW REPAIR ORDER](#) [CANCEL](#) [REFRESH](#) [COLUMNS DISPLAYED](#) [FIND](#)

Cart Number	Order Status	Creation Date	Created By	Contact	# Of Lines	Bulk	Bulk Load Status	Account#	Account Name	Address Line 1	Address Line 2	City
1-1BGNJMAK	Pending	07-Aug-2019	PRDTEST.4223@...	Test Training	8	Y	13	Completed	6765515	Zebra Technologi...	3 OVERLOOK P...	Linc
1-1BG2GELA	Pending	05-Aug-2019	PRDTEST.4223@...	Test Training	1	N		6765515	Zebra Technologi...	3 OVERLOOK P...		Linc
1-1BG2GEG1	Pending	05-Aug-2019	PRDTEST.4223@...	Test Training	0	N		6765515	Zebra Technologi...	3 OVERLOOK P...		Linc
1-1BDASQ0W	Pending	01-Aug-2019	PRDTEST.4223@...	Test Training	1	N		6765515	Zebra Technologi...	3 OVERLOOK P...		Linc
1-1BEH3MCF	Pending	01-Aug-2019	PRDTEST.4223@...	Test Training	0	N		6765515	Zebra Technologi...	3 OVERLOOK P...		Linc
1-1BEH3MB1	Pending	01-Aug-2019	PRDTEST.4223@...	Test Training	0	N		6765515	Zebra Technologi...	3 OVERLOOK P...		Linc
1-1BDIRQ81	Pending	30-Jul-2019	PRDTEST.4223@...	Test Training	0	N		6765515	Zebra Technologi...	3 OVERLOOK P...		Linc
1-16LMAHUP	Pending	09-Jul-2019	PRDTEST.4224@...	Carolyn Assad	1	N		6765515	Zebra Technologi...	3 OVERLOOK P...		Linc

Click on **Bulk Load Status** to be navigated to the correct screen.

TIP: If the status is **Completed**, you will be taken to the review cart screen to proceed with the order.

If the status is **Completed with Errors**, you will be taken to the bulk load screen to resolve the errors.



ACCOUNT

Account Number
6765515

Account Name
Zebra Technologies NA Demo Depot

SHIP TO CONTACT

Contact
Test Training

Contact Email Address
test@training.com

Work Phone #
123456789

RETURN SHIPPING ADDRESS

Store Number

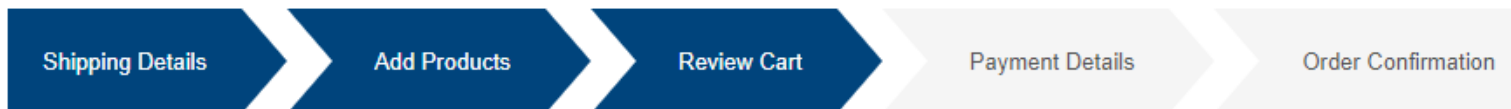
3 OVERLOOK POINT,
Lincolnshire, Lake,
IL, United States, 60069

Edit or dispute the units *if necessary*

14

<input type="checkbox"/>	Line #	Customer Reference #	Serial #	Product	Job Type	Exchange Type	Net Price	Line Item Status	Line Sub Status	Request Type	Repair Center
<input checked="" type="checkbox"/>	1		17020521401395	MC67NA-PDABA...	Contract	Advance Exchange	\$0.00	Pending		Standard Exchange	Arkansas Serv
<input type="checkbox"/>	2		17020521401396	MC67NA-PDABA...	Contract	Advance Exchange	\$0.00	Pending		Standard Exchange	Arkansas Serv
<input type="checkbox"/>	3		17020521401397	MC67NA-PDABA...	Contract	Advance Exchange	\$0.00	Pending		Standard Exchange	Arkansas Serv
<input type="checkbox"/>	4		17020521401398	MC67NA-PDABA...	Contract	Advance Exchange	\$0.00	Pending		Standard Exchange	Arkansas Serv
<input type="checkbox"/>	5		17020521401399	MC67NA-PDABA...	Contract	Advance Exchange	\$0.00	Pending		Standard Exchange	Arkansas Serv

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.



ACCOUNT Account Number 6765515 Account Name Zebra Technologies NA Demo Depot	SHIP TO CONTACT Contact Test Training Contact Email Address test@training.com Work Phone # 123456789	RETURN SHIPPING ADDRESS Store Number 3 OVERLOOK POINT, Lincolnshire, Lake, IL, United States, 60069
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15 Proceed with submission of the cart

EDIT	REMOVE	DISPUTE JOB TYPE	REMOVE DISPUTE	KITS AND CONFIGURATIONS	DOCUMENTS	Filter Type	Filter Value	FIND			
<input type="checkbox"/>	Line #	Customer Reference #	Serial #	Product	Job Type	Exchange Type	Net Price	Line Item Status	Line Sub Status	Request Type	Repair Center
<input checked="" type="checkbox"/>	1		17020521401395	MC67NA-PDABA...	Contract	Advance Exchange	\$0.00	Pending		Standard Exchange	Arkansas Serv
<input type="checkbox"/>	2		17020521401396	MC67NA-PDABA...	Contract	Advance Exchange	\$0.00	Pending		Standard Exchange	Arkansas Serv
<input type="checkbox"/>	3		17020521401397	MC67NA-PDABA...	Contract	Advance Exchange	\$0.00	Pending		Standard Exchange	Arkansas Serv
<input type="checkbox"/>	4		17020521401398	MC67NA-PDABA...	Contract	Advance Exchange	\$0.00	Pending		Standard Exchange	Arkansas Serv
<input type="checkbox"/>	5		17020521401399	MC67NA-PDABA...	Contract	Advance Exchange	\$0.00	Pending		Standard Exchange	Arkansas Serv

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