

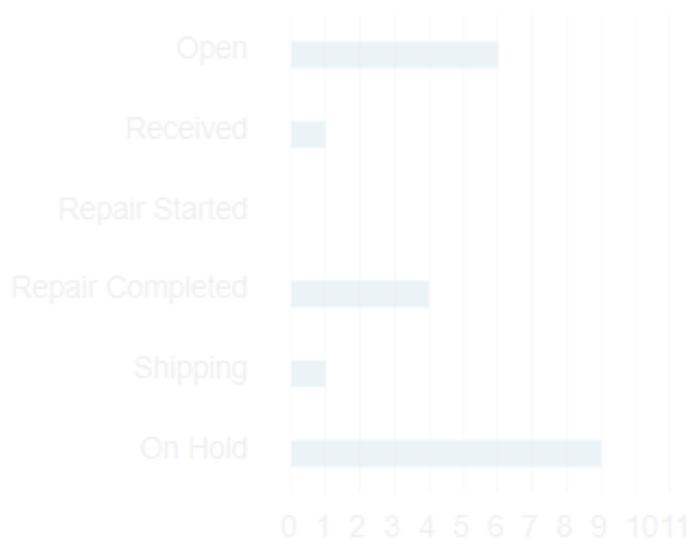


REPAIR ORDER PORTAL
USER GUIDE
SEARCHING FOR A REPAIR ORDER

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.

ORDER STATUS SUMMARY



Navigate to **REPAIR STATUS** tab

NOTES

1 - 1 of 1

Order Number	Creation Date	Created By	Net Price
23417253	28-Jul-2019 12:00...	PRDTEST.4224@...	\$800.00

2 REPAIR ORDER STATUS AND HISTORY

No Records

EXPORT

COLUMNS DISPLAYED

Order Number▲▼	Order Type	Job Type	Exchange Type	Order Date	Created By	Account #	Account Name	Contact
Utilize the SEARCH ORDER bar								

SEARCH ORDERSearch Using ▼

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

123456,234567
34566777,1367123**STATUS**

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

ORDER DATEFrom | To | 

SUBMIT

RESET

No Records

EXPORT

COLUMNS DISPLAYED

Order Number▲▼	Order Type	Job Type	Exchange Type	Order Date	Created By	Account #	Account Name	Contact
----------------	------------	----------	---------------	------------	------------	-----------	--------------	---------

You can use the available filters

3

SEARCH ORDER

Search Using

Enter multiple values separated by a comma.
line. For instance:
123456,234567
34566777,136

STATUS

 Submitted Pending Quote On Hold Closed

ORDER DATE

From To

SUBMIT

RESET

No Records

REPAIR ORDER STATUS AND HISTORY

EXPORT

COLUMNS DISPLAYED

SEARCH ORDER

Search Using Enter multiple values separated by comma/new line
For instance66,234567
5777,1367123

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
You can select the desired order status								

No Records

[EXPORT](#) [COLUMNS DISPLAYED](#)

Order Number▲▼	Order Type	Job Type	Exchange Type	Order Date	Created By	Account #	Account Name	Contact
<p>You can search for the order(s) based on submission date.</p> <p> TIP: You can search for any time in the past, however, maximum range is 90 days</p>								

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](#)

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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

[SUBMIT](#) [RESET](#)

Order Number▲▼	Order Type	Job Type	Exchange Type	Order Date	Created By	Account #	Account Name	Contact
<p>Click on SUBMIT</p> <p> TIP: If you do not use any of the search filters and click SUBMIT, the search result will display all the orders submitted within the past 30 days</p>								

Showing 26 records from last 30 days as no search criteria specified.

1 - 12 of 26

REPAIR ORDER STATUS AND HISTORY

Review the search results

SEARCH ORDER

Search Using

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

123456,234567
3456777,1367123

TIP: You can export the search results to a .csv file or manage the columns displayed

ORDER DATE

From

To

Order Number	Order Type	Job Type	Exchange Type	Order Date▲▼	Created By	Account #	Account Name	Contact
23417435	RMA Repair Return	Billable		06-Aug-2019 12:4...	PRDTEST.4224@...	1039535	Zebra Admin	fourtwofour pr
23417407	RMA Repair Return	Billable		02-Aug-2019 08:3...	PRDTEST.2181@...	1039535	Zebra Admin	EMEA FS Cor
23417258	RMA Repair Return	Billable		29-Jul-2019 02:30...	PRDTEST.4224@...	1039535	Zebra Admin	fourtwofour pr
23417258	RMA Repair Return	Billable		29-Jul-2019 02:30...	PRDTEST.4224@...	1039535	Zebra Admin	fourtwofour pr
23417258	RMA Repair Return	Billable		29-Jul-2019 02:30...	PRDTEST.4224@...	1039535	Zebra Admin	fourtwofour pr
23417258	RMA Repair Return	Billable		29-Jul-2019 02:30...	PRDTEST.4224@...	1039535	Zebra Admin	fourtwofour pr
23417258	RMA Repair Return	Billable		29-Jul-2019 02:30...	PRDTEST.4224@...	1039535	Zebra Admin	fourtwofour pr
23417258	RMA Repair Return	Billable		29-Jul-2019 02:30...	PRDTEST.4224@...	1039535	Zebra Admin	fourtwofour pr
23417253	RMA Repair Return	Billable		28-Jul-2019 09:44...	PRDTEST.4224@...	1039535	Zebra Admin	Kral Simona
23417236	RMA Repair Return	Contract	Advance Exchange	26-Jul-2019 08:21...	PRDTEST.4224@...	1039535	Zebra Admin	fourtwofour pr
23417213	RMA Repair Return	Contract		25-Jul-2019 02:17...	PRDTEST.4224@...	1039535	Zebra Admin	EMEA FS Cor
23417052	RMA Repair Return	Contract		22-Jul-2019 01:21...	PRDTEST.4224@...	1039535	Zebra Admin	EMEA FS Cor
23417048	RMA Repair Return	Contract		22-Jul-2019 12:02...	PRDTEST.4224@...	1039535	Zebra Admin	EMEA FS Cor

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Showing 26 records from last 30 days as no search criteria specified.

1 - 12 of 26

REPAIR ORDER STATUS AND HISTORY

EXPORT

COLUMNS DISPLAYED

Order Number	Order Type	Job Type	Exchange Type	Order Date▲▼	Created By	Account #	Account Name	Contact
23417435	RMA Repair Return	Billable		06-Aug-2019 12:4...	PRDTEST.4224@...	1039535	Zebra Admin	fourtwofour pr
23417407	RMA Repair Return	Billable		02-Aug-2019 08:3...	PRDTEST.2181@...	1039535	Zebra Admin	EMEA FS Cor
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23417253	RMA Repair Return	Billable		28-Jul-2019 09:44...	PRDTEST.4224@...	1039535	Zebra Admin	Kral Simona
23417236	RMA Repair Return	Contract	Advance Exchange	26-Jul-2019 08:21...	PRDTEST.4224@...	1039535	Zebra Admin	fourtwofour pr
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23417048	RMA Repair Return	Contract		22-Jul-2019 12:02...	PRDTEST.4224@...	1039535	Zebra Admin	EMEA FS Cor

Click on the **Order Number** to access the order details

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SEARCH ORDER

Search Using Please Select

Enter multiple order numbers separated by commas/new line. For instance

123456,234567
34566777,1367123

STATUS

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

ORDER DATE

From To

SUBMIT

RESET

◀ ◁ ▷ ▶

Repair Order # 23417435

[BACK](#)[REVIEW QUOTATION](#)[GENERATE SHIPPING LABEL](#)

Share

[SEND](#)

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ACCOUNT	SHIPPING CONTACT	SHIPPING ADDRESS
Account Number 1039535	Contact prctest fourtwofour	Store Number
Account Name Zebra Admin	Contact Email Address prctest.4224@mailinator.com-- removed;muthuselvi.jeyamani@zebra.com	ZEBRA TECHNOLOGES CORP, 1220 DON HASKINS DR, SUITE A, El Paso, El Paso, TX, United States, 79938
Customer Reference #	Work Phone # 11111	

DOCUMENTS	PAYMENT DETAILS	BILLING ADDRESS
ShippingManifest_23417435_08-08-2016_06-48	Transaction Amount \$750.00	100 S Main St Vernon Hills, IL, United States, 60061
	Card Number xxxxxxxxxxxx4113	
	Expiration Year 2022	

Review the **Account** and **Shipping** information

LINE ITEMS

1 - 1 of 1

 [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 # UNKN	MC9190-DC-ALLR		Billable		\$750.00		Open	On Hold	

CONFIGURATIONS

No Records

ACCESSORIES

No Records

Configuration Name	Value	Kit Name	Accessory Name

Repair Order # 23417435

[BACK](#)[REVIEW QUOTATION](#)[GENERATE SHIPPING LABEL](#)

Share

[SEND](#)

ACCOUNT	SHIPPING CONTACT	SHIPPING ADDRESS
Account Number 1039535	Contact prctest fourtwofour prctest_4224@amiminator.com removed:muthuseelvi.jayamani@zebra.com	Store Number
Account Name Zebra Admin	Work Phone # 11111	1220 DON HASKING DR. SUITE A El Paso, El Paso, TX, United States, 79939
Customer Reference #		
DOCUMENTS 1 - 1 of 1	PAYMENT DETAILS	BILLING ADDRESS
ShippingManifest_23417435_08-06-2019_06-46...	Transaction Amount \$759.00	100 S Main St Vernon Hills, IL, United States, 60061
	Card Number xxxxxxxxxxxx4113	
	Expiration Month 2	
	Expiration Year 2022	

Download the **SHIPPING MANIFEST**

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LINE ITEMS 1 - 1 of 1

Filter Type [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 # UNKN...	MC9190-DC-ALLR		Billable		\$759.00		Open	On Hold	

CONFIGURATIONS No Records	ACCESSORIES No Records		
Configuration Name	Value	Kit Name	Accessory Name

Repair Order # 23417435

[BACK](#)[REVIEW QUOTATION](#)[GENERATE SHIPPING LABEL](#)

Share

[SEND](#)

ACCOUNT

Account Number
1039535Account Name
Zebra Admin

Customer Reference #

SHIPPING CONTACT

Contact
prctest.fourtwofourContact Email
prctest.fourtwofour@domain.com

removed:multi

Work Phone
11111

SHIPPING ADDRESS

Store Number

Review the **Payment** details
for billable orders only

DOCUMENTS

[ShippingManifest_23417435_0](#)

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PAYMENT DETAILS

Transaction Amount
\$759.00Card Number
xxxxxxxxxxxx4113Expiration Month
2Expiration Year
2022

BILLING ADDRESS

100 S Main St,
Vernon Hills,
IL,
United States,
60061

LINE ITEMS

1 - 1 of 1

Filter Type [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 # UNKN...	MC9190-DC-ALLR		Billable		\$759.00		Open	On Hold	

CONFIGURATIONS

No Records

ACCESSORIES

No Records

Configuration Name	Value	Kit Name	Accessory Name
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Repair Order # 23417435

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

ACCOUNT Account Number 1039535 Account Name Zebra Admin Customer Reference #	SHIPPING CONTACT Contact prctest fourtwofour Contact Email Address prctest.4224@mailinator.com-- removed:muthuselvi.jayamani@zebra.com Work Phone # 11111	SHIPPING ADDRESS Store Number ZEBRA TECHNOLOGIES CORP 1220 DON HASKINS DR. SUITE 4 El Paso, El Paso, TX, United States, 79905
DOCUMENTS 1 - 1 of 1 ShippingManifest_23417435_08-08-2016_06-48	PAYMENT DETAILS Card Number xxxxxxxxxxxx4113 Expiration Month 2 Expiration Year 2022	BILLING ADDRESS United States, 80001

Review the **LINE ITEMS**

TIP: Track the status of the units

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LINE ITEMS 1 - 1 of 1

Filter Type [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 # UNKN...	MC9190-DC-ALLR		Billable		\$759.00		Open	On Hold	

CONFIGURATIONS No Records

Configuration Name	Value
--------------------	-------

ACCESSORIES No Records

Kit Name	Accessory Name
----------	----------------

Repair Order # 23417435

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

ACCOUNT Account Number 1039535 Account Name Zebra Admin Customer Reference #	SHIPPING CONTACT Contact prctest fourtwofour Contact Email Address prctest.4224@mailinator.com-- removed:muthuselvi.jayamani@zebra.com Work Phone # 11111	SHIPPING ADDRESS Store Number ZEBRA TECHNOLOGIES CORP 1220 DON HASKINS DR. SUITE 4 El Paso, El Paso, TX United States, 79935
DOCUMENTS 1 - 1 of 1 ShippingManifest_23417435	PAYMENT DETAILS Card Number xxxxxxxxxxxx4113 Expiration Month 2 Expiration Year 2022	BILLING ADDRESS

Review the **CONFIGURATIONS** and **ACCESSORIES**
if applicable

LINE ITEMS 1 - 1 of 1

Filter Type [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 # UNKN	MC9190-DC-ALLR		Billable		\$750.00		Open	On Hold	

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CONFIGURATIONS No Records	ACCESSORIES No Records				
<table border="1"><thead><tr><th>Configuration Name</th><th>Value</th></tr></thead><tbody></tbody></table>	Configuration Name	Value	<table border="1"><thead><tr><th>Kit Name</th><th>Accessory Name</th></tr></thead><tbody></tbody></table>	Kit Name	Accessory Name
Configuration Name	Value				
Kit Name	Accessory Name				

Repair Order # 23417435

[BACK](#)[REVIEW QUOTATION](#)[GENERATE SHIP](#)

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Share

[SEND](#)

ACCOUNT Account Number 1039535 Account Name Zebra Admin Customer Reference #	SHIPPING CONTACT Contact prctest fourtwofour Contact Email Address prctest.4224@mailinator.com-- removed:muthuseelvi.jayamani@zebra.com Work Phone # 11111	SHIPPING ADDRESS Store Number ZEBRA TECHNOLOGIES CORP 1220 DON HASKINS DR. SUITE A El Paso, El Paso, TX, United States, 79938
DOCUMENTS 1 - 1 of 1 ShippingManifest_23417435_08-08-2016_06-48	PAYMENT DETAILS Transaction Amount \$759.00 Card Number xxxxxxxxxxxx4113 Expiration Month 2 Expiration Year 2022	BILLING ADDRESS IL United States, 60001

Share the Order Details

LINE ITEMS

1 - 1 of 1

 [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 # UNKN...	MC9190-DC-ALLR		Billable		\$759.00		Open	On Hold	

CONFIGURATIONS

No Records

ACCESSORIES

No Records

Configuration Name	Value	Kit Name	Accessory Name
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