



# Zebra Repair Order Portal

## Submitting a Print Head Replacement Request Using the Repair Order Portal

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# Submitting a Print Head Replacement Request Using the Repair Order Portal



Use the Repair Order Portal to submit a replacement request for a print head covered by warranty or Zebra OneCare support services agreement. Print heads are not repairable items, therefore if the print head is not covered by warranty or contract, you will need to order a new print head.

*Please note the following important information about the Repair Order Portal submission process:*

## Submit Request Using the Print Head Serial Number

- Follow the established repair request process to add the print head serial number to the repair order and Zebra will verify product coverage.
- Zebra may not recognize the serial number – If you receive the following message, submit the request using the print head part number instead.

The serial number entered has not been identified. Please verify the number again or select 'I don't have serial#' and pick the product model to proceed adding the item.

## Submit Request Using the Print Head Part Number (Unknown Serial Number or Zebra Does Not Recognize the Serial Number)

- In this instance, the warranty or Zebra OneCare coverage status can not be verified and the repair type will reflect per incident repair (billable).
- If you know the print head is covered by warranty or Zebra OneCare contract, **please dispute the repair status**.

## Print Head with a Billable Job Type (Either out of warranty or not covered by a Zebra OneCare contract OR coverage can not be verified due to a missing serial number)

- If the job type reflects billable, the order can not be submitted. The following error message displays if you attempt to proceed with the order:

The part number entered is not repairable. Please click "OK" and this line will be removed from the repair order.

OK

CANCEL

- To address the message, click CANCEL to return to the Add Products screen and dispute the coverage status or click OK to remove the print head from the repair order.

# Submission Processing Using the Print Head Serial Number

(Zebra Records Indicate the Print Head is Covered by Warranty or Zebra OneCare Contract)

Follow the established process to add a serial number to the repair order

**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 BF1709-00467/B/C

Product Model P1058930-011

Repair Center S. E. CZECH REPUBLIC

**Job Type**

Net Price

Entitlement

Exchange Type

Turnaround Time 10

Standard Collection

Express Collection

Contract Number

Contract Start Date

Contract End Date

Warranty End Date 01-Mar-2021 12:00:00

Sparepool Name

Select Service Cut-off Time

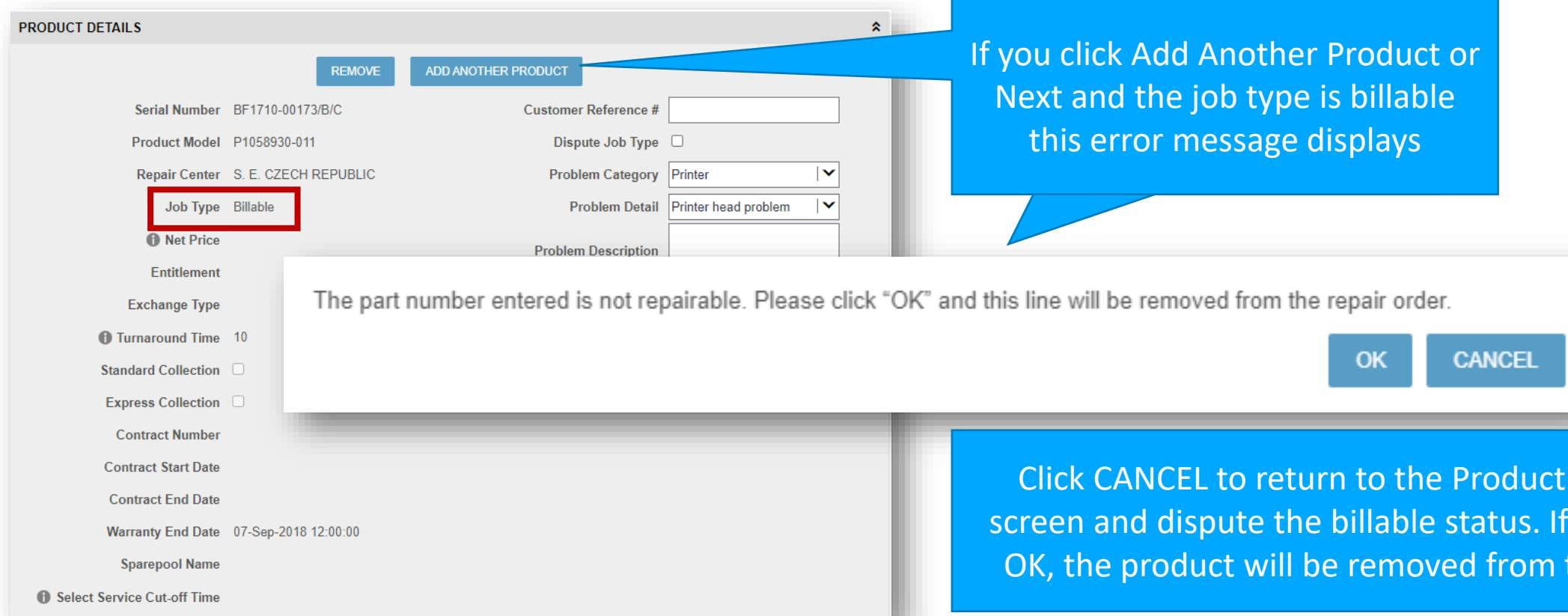
Once the print head is added to the order, the Job Type field populates.

If the job type reflects warranty or contract, you may proceed with the repair order

# Submission Processing Using the Print Head Serial Number

(Zebra Records Indicate the Print Head Is Not Covered by Warranty or Zebra OneCare Contract)

If the print head is not covered by a warranty or Zebra OneCare contract, the job type reflects billable and you will not be able to proceed with the submission request.



The screenshot shows the 'PRODUCT DETAILS' screen with the following information:

- Serial Number: BF1710-00173/B/C
- Product Model: P1058930-011
- Repair Center: S. E. CZECH REPUBLIC
- Job Type: **Billable** (highlighted with a red box)
- Customer Reference #: [Empty field]
- Dispute Job Type:
- Problem Category: Printer
- Problem Detail: Printer head problem
- Problem Description: [Empty field]

An error message dialog is displayed in the center with the text: "The part number entered is not repairable. Please click 'OK' and this line will be removed from the repair order." The dialog has 'OK' and 'CANCEL' buttons.

Annotations:

- A blue callout box points to the 'ADD ANOTHER PRODUCT' button, stating: "If you click Add Another Product or Next and the job type is billable this error message displays".
- A blue callout box points to the 'CANCEL' button, stating: "Click CANCEL to return to the Product Details screen and dispute the billable status. If you click OK, the product will be removed from the cart."

# Submission Processing Using the Print Head Part Number

Follow the established process to add a product without a serial number

**ADD PRODUCT**

Serial #   
[How to find your serial#](#)

**I don't have Serial #**

Product Name

**PICK PRODUCT**

Customer Reference #

Problem Category

Problem Detail

Problem Description

**RESET** **ADD** **BULK LOAD**

**PRODUCT DETAILS**

**REMOVE** **ADD ANOTHER PRODUCT**

Serial Number SN\_UNKNOWN Customer Reference #

Product Model P1058930-011 Dispute Job Type

Repair Center S. E. CZECH REPUBLIC Problem Category

**Job Type** Billable Problem Detail

**Net Price**

Entitlement

Exchange Type

**Turnaround Time** 10

Standard Collection

Express Collection

Contract Number

Contract Start Date

Contract End Date

Warranty End Date

Sparepool Name

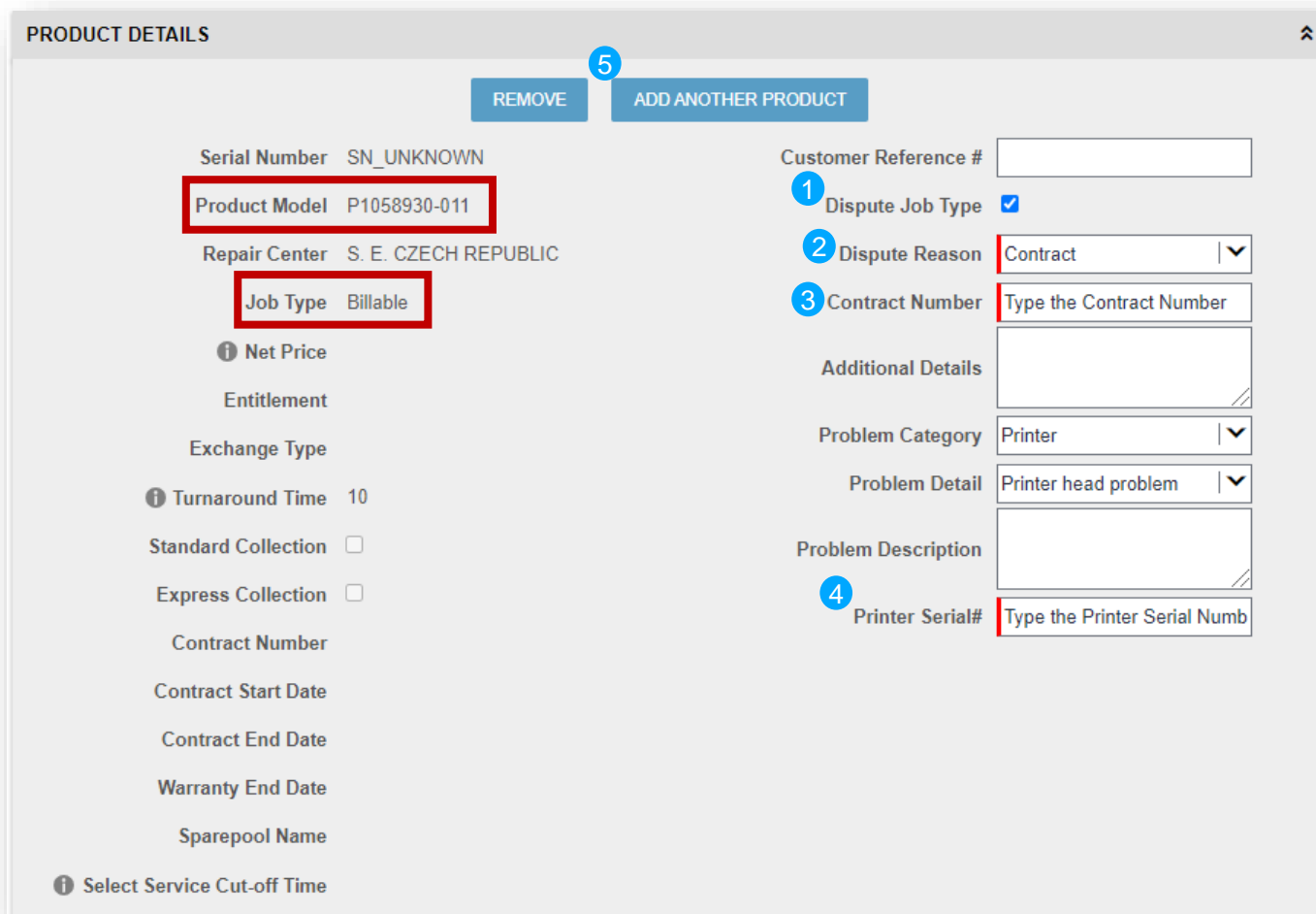
**Select Service Cut-off Time**

Products added using the part number will always reflect a job type of "billable".

If the print head is covered by warranty or a Zebra OneCare contract, please dispute the job type status.

# Disputing the Billable Print Head Job Type

If the job type reflects billable and you know the print head is covered by warranty or Zebra OneCare contract, dispute the status to notify Zebra of the discrepancy. You will need to provide the contract number or purchase date.



PRODUCT DETAILS

REMOVE **5** ADD ANOTHER PRODUCT

Serial Number SN\_UNKNOWN

Product Model P1058930-011

Repair Center S. E. CZECH REPUBLIC

Job Type Billable

Net Price

Entitlement

Exchange Type

Turnaround Time 10

Standard Collection

Express 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 Contract

Contract Number Type the Contract Number

Additional Details

Problem Category Printer

Problem Detail Printer head problem

Problem Description

Printer Serial# Type the Printer Serial Numb

Follow these steps to dispute:

**STEP 1:** Select the Dispute Job Type checkbox

**STEP 2:** Select either **Contract** or **Warranty** from the Dispute Reason drop down field

*Note, a Contract Number or Purchase Date field will display based on the value selected from the Dispute Reason field.*

**STEP 3:** Type the applicable information in the Contract Number or Purchase Date field

**STEP 4:** Type the **printer serial number** in the Printer Serial # field

**STEP 5:** Click NEXT or ADD ANOTHER PRODUCT to proceed with the repair order

# Thank You



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