

Job Aid: Cancelling a Saved Cart



Cancelling a Saved Cart - Overview

The Repair Order Portal allows a user to cancel a previously saved cart. Cancelling the cart, cancels the in-process repair order. Saved carts are automatically cancelled after thirty (30) days. If the user determines that the repair order does not need to be submitted, it is advisable to cancel a pending cart

NOTE: Although saved carts are accessible by any member of the user's organization, only the user who created the cart can cancel it.

The following information outlines how to cancel a saved cart

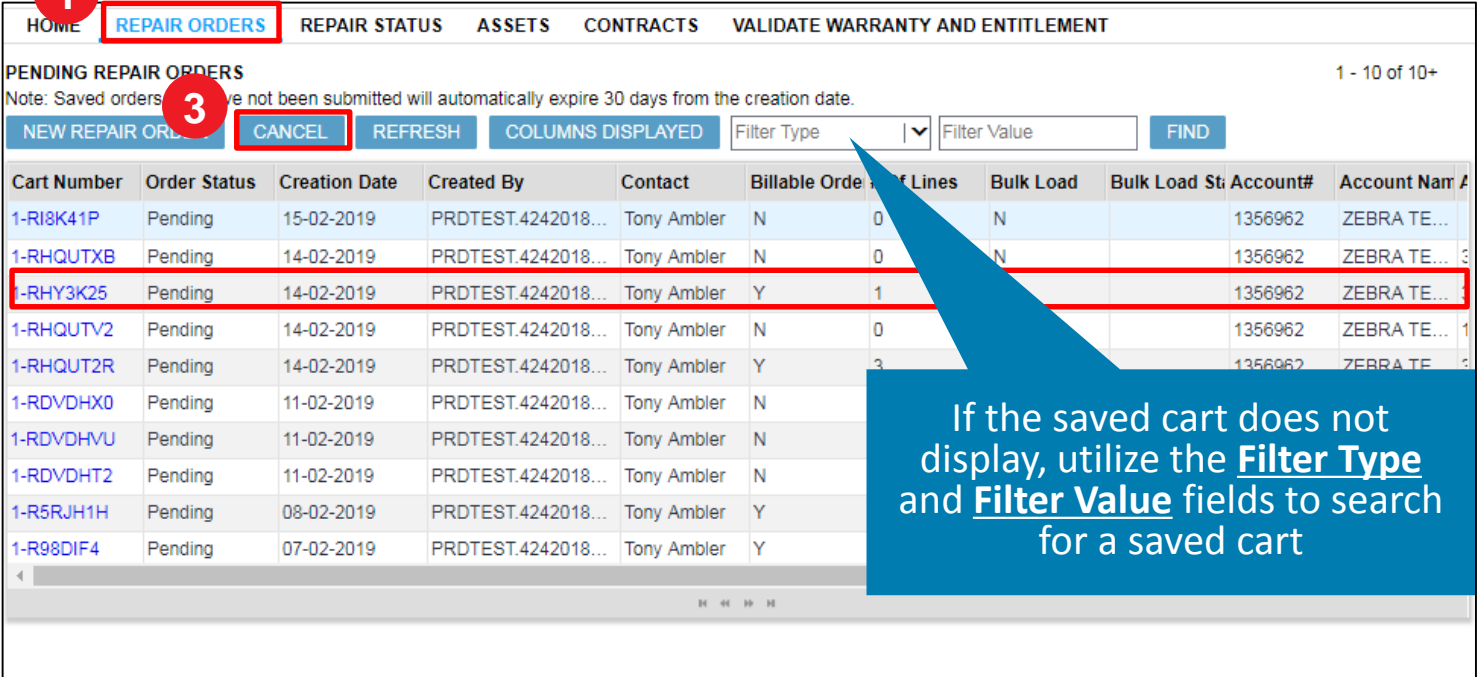
Cancelling a Saved Cart – Searching

If a cart was previously saved and the user no longer needs to submit the repair order, the saved cart can be cancelled. The following steps outline the process to cancel a saved cart

Step 1: Access the **Repair Orders** tab

Step 2: Select the saved cart from the list or conduct a search for the cart

Step 3: Click on 



1

2

3

HOME **REPAIR ORDERS** REPAIR STATUS ASSETS CONTRACTS VALIDATE WARRANTY AND ENTITLEMENT

PENDING REPAIR 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

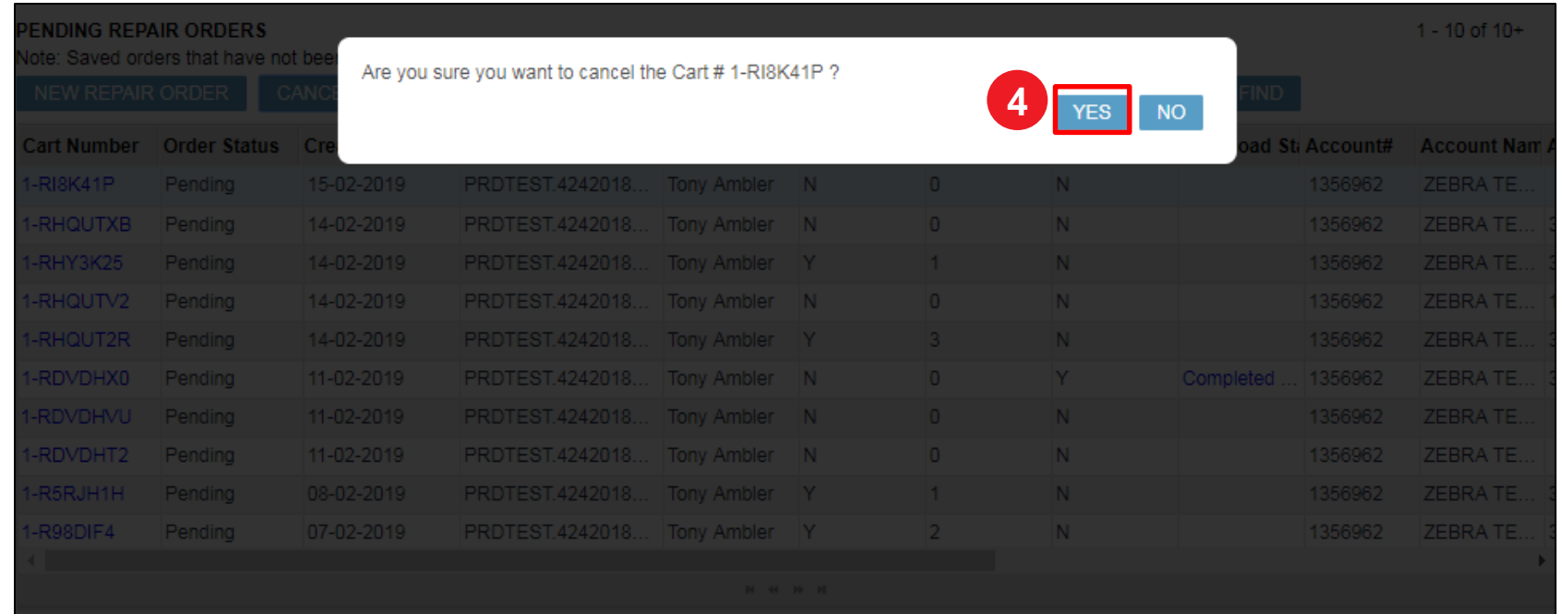
Cart Number	Order Status	Creation Date	Created By	Contact	Billable Order	Number of Lines	Bulk Load	Bulk Load Status	Account#	Account Name
1-R18K41P	Pending	15-02-2019	PRDTEST.4242018...	Tony Ambler	N	0	N		1356962	ZEBRA TE...
1-RHQUTXB	Pending	14-02-2019	PRDTEST.4242018...	Tony Ambler	N	0	N		1356962	ZEBRA TE...
1-RHY3K25	Pending	14-02-2019	PRDTEST.4242018...	Tony Ambler	Y	1			1356962	ZEBRA TE...
1-RHQUTV2	Pending	14-02-2019	PRDTEST.4242018...	Tony Ambler	N	0			1356962	ZEBRA TE...
1-RHQUT2R	Pending	14-02-2019	PRDTEST.4242018...	Tony Ambler	Y	3			1356962	ZEBRA TE...
1-RDVDHX0	Pending	11-02-2019	PRDTEST.4242018...	Tony Ambler	N					
1-RDVDHVU	Pending	11-02-2019	PRDTEST.4242018...	Tony Ambler	N					
1-RDVDHT2	Pending	11-02-2019	PRDTEST.4242018...	Tony Ambler	N					
1-R5RJH1H	Pending	08-02-2019	PRDTEST.4242018...	Tony Ambler	Y					
1-R98DIF4	Pending	07-02-2019	PRDTEST.4242018...	Tony Ambler	Y					

If the saved cart does not display, utilize the **Filter Type** and **Filter Value** fields to search for a saved cart

Cancelling a Saved Cart – Confirm

A cancellation confirmation pop-up displays

Step 4: Click on 



The screenshot displays a table of pending repair orders with a confirmation dialog box overlaid. The dialog box asks, "Are you sure you want to cancel the Cart # 1-RI8K41P ?" and features a red circle with the number "4" next to a "YES" button, which is highlighted with a red rectangle. A "NO" button is also visible. The background table lists various repair orders with columns for Cart Number, Order Status, Creation Date, and other details.

Cart Number	Order Status	Cre	PRDTEST.4242018...	Tony Ambler	N	0	N	1356962	ZEBRA TE...	
1-RI8K41P	Pending	15-02-2019	PRDTEST.4242018...	Tony Ambler	N	0	N	1356962	ZEBRA TE...	
1-RHQUTXB	Pending	14-02-2019	PRDTEST.4242018...	Tony Ambler	N	0	N	1356962	ZEBRA TE...	
1-RHY3K25	Pending	14-02-2019	PRDTEST.4242018...	Tony Ambler	Y	1	N	1356962	ZEBRA TE...	
1-RHQUTV2	Pending	14-02-2019	PRDTEST.4242018...	Tony Ambler	N	0	N	1356962	ZEBRA TE...	
1-RHQUT2R	Pending	14-02-2019	PRDTEST.4242018...	Tony Ambler	Y	3	N	1356962	ZEBRA TE...	
1-RDVDHX0	Pending	11-02-2019	PRDTEST.4242018...	Tony Ambler	N	0	Y	Completed ...	1356962	ZEBRA TE...
1-RDVDHVJ	Pending	11-02-2019	PRDTEST.4242018...	Tony Ambler	N	0	N	1356962	ZEBRA TE...	
1-RDVDHT2	Pending	11-02-2019	PRDTEST.4242018...	Tony Ambler	N	0	N	1356962	ZEBRA TE...	
1-R5RJH1H	Pending	08-02-2019	PRDTEST.4242018...	Tony Ambler	Y	1	N	1356962	ZEBRA TE...	
1-R98DIF4	Pending	07-02-2019	PRDTEST.4242018...	Tony Ambler	Y	2	N	1356962	ZEBRA TE...	

Cancelling a Saved Cart – Complete

The **Repair Orders** tab > **Saved Repair Orders** screen refreshes. The cancellation process is complete and the cart no longer displays in the **Saved Repair Orders** screen

PENDING REPAIR ORDERS 1 - 10 of 10+

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

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Cart Number	Order Status	Creation Date	Created By	Contact	Billable Order	# Of Lines	Bulk Load	Bulk Load St	Account#	Account Name
1-RI8K41P	Pending	15-02-2019	PRDTEST.4242018...	Tony Ambler	N	0	N		1356962	ZEBRA TE...
1-RHQUTXB	Pending	14-02-2019	PRDTEST.4242018...	Tony Ambler	N	0	N		1356962	ZEBRA TE... 3
1-RHY3K25	Pending	14-02-2019	PRDTEST.4242018...	Tony Ambler	Y	1	N		1356962	ZEBRA TE... 3
1-RHQUTV2	Pending	14-02-2019	PRDTEST.4242018...	Tony Ambler	N	0	N		1356962	ZEBRA TE... 1
1-RHQUT2R	Pending	14-02-2019	PRDTEST.4242018...	Tony Ambler	N	0	N		1356962	ZEBRA TE... 3
1-RDVDHX0	Pending	11-02-2019	PRDTEST.4242018...	Tony Ambler	N	0	N	Completed ...	1356962	ZEBRA TE... 3
1-RDVDHVU	Pending	11-02-2019	PRDTEST.4242018...	Tony Ambler	N	0	N		1356962	ZEBRA TE... 3
1-RDVDHT2	Pending	11-02-2019	PRDTEST.4242018...	Tony Ambler	N	0	N		1356962	ZEBRA TE... 3
1-R5RJH1H	Pending	08-02-2019	PRDTEST.4242018...	Tony Ambler	N	0	N		1356962	ZEBRA TE... 3
1-R98DIF4	Pending	07-02-2019	PRDTEST.4242018...	Tony Ambler	Y	2	N		1356962	ZEBRA TE... 3

The cancelled cart does not display

ZEBRA Repair Order Portal



Need help?

Access [Zebra.com](https://www.zebra.com) > [Support & Downloads](#)
for additional information and support

ZEBRA Solutions Products Services Support and Downloads Partners Search

Support and Downloads > Request a Repair

REQUEST A REPAIR (ONLINE REPAIR SERVICES)

Zebra offers repair services for products that are under warranty, covered by a service contract or through a per incident repair charge. Scroll down to submit a repair request.

[Check Warranty Status](#) [How To Check Repair Status](#)

COMING SOON: On February 18, the Repair Order Portal gets a new look-and-feel, friendlier layouts, streamlined design, background bulk load processing, and other enhancements. [Learn More](#)

PRINTER REPAIRS [Choose Your Location](#)

MOBILE COMPUTER AND SCANNER REPAIRS [Choose Your Location](#)

Portal Overview, Features And Benefits
Using the Repair Order Portal to submit repair return requests (RMAs) online is easy, convenient, fast, and accurate. Click the link above for an overview of the Portal.

Resources And Training
Get fast and convenient answers to most questions, review our quick guides to common tasks, take online training, or access our schedule of live training and Q&A sessions to help you learn to use the Repair Order Portal.

Frequently Asked Questions
This guide addresses troubleshooting questions such as:

- How do I resolve login issues?
- How do I check the status of my Repair Order (RMA)?
- How do I check whether my device is covered by warranty or contract?

Contact Repair Support
For more complex issues, our Zebra Customer Support Representatives are happy to assist you! Choose the best phone number for you from a list of region- and country-specific options.

ANNOUNCEMENTS

SUBSCRIBE TO REPAIR STATUS NOTIFICATIONS

[Learn More >](#)

[Use Bulk Loading To Save Time With Multiple Repairs](#)

[Links And Forms For Submitting Printer Repairs In EMEA](#)

[Training Your Way: Instructor-Led Training, Q&A Sessions, Recorded Demos, Job Aids](#)

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