



REPAIR ORDER PORTAL
USER GUIDE
ORDER CREATION

1

REPAIR ORDERS

REPAIR STATUS

ASSETS

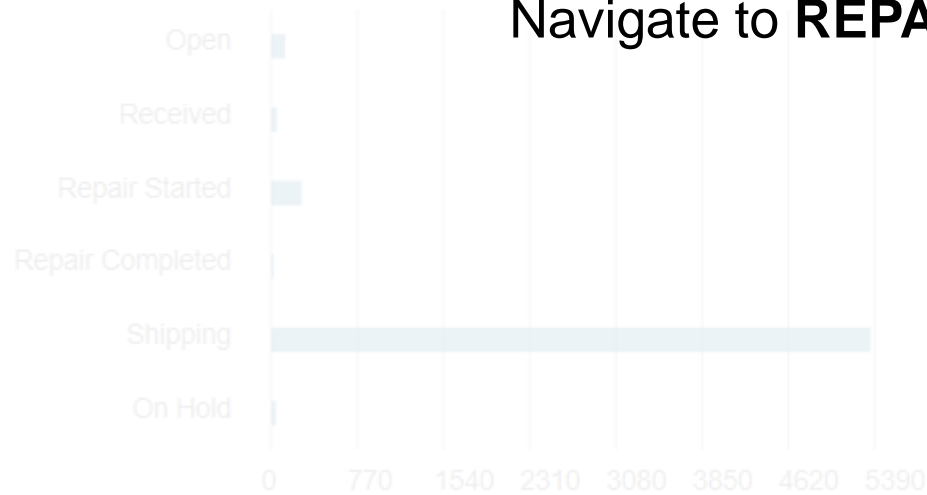
CONTRACTS

VALIDATE WARRANTY AND ENTITLEMENT

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 ORDERS** tab

ACTIVE QUOTES

1 - 2 of 2

Creation Date	Order Number	Created By	Net Price
23-Apr-2019 12:0...	23102778	PRDTEST.4224@...	\$1,606.65
23-Apr-2019 12:0...	23102776	PRDTEST.4224@...	\$1,196.65

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

Filter Type



Filter Value

[FIND](#)

Cart Number	Postal Code	Order Status	Creation Date	Bulk Load Status	Bulk Load	Address Line 1	# Of Lines	Created By	Contact	Address L
1-10XRV7KN	55344	Pending	20-May-2019		N	9855 W 78th Stre...	0	PRDTEST.4224@MAILINATOR.COM	Simona Kralikova	
1-10SJRNHQ	55344	Pending	20-May-2019		N	9855 W 78th Stre...	0	PRDTEST.4224@MAILINATOR.COM	prctest fourtwofour	
1-10XRV7DF	29730	Pending	20-May-2019					PRDTEST.4224@MAILINATOR.COM	Simona Kralikova	
1-10S98WW4	55344	Pending	17-May-2019		N	9855 W 78th Stre...	1	PRDTEST.4224@MAILINATOR.COM	prctest fourtwofour	
1-10OY1RLJ	55344	Pending	16-May-2019		N	9855 W 78th Stre...	0	PRDTEST.4224@MAILINATOR.COM	prctest fourtwofour	
1-10OYPPTK	55344	Pending	15-May-2019	Completed	Y	9855 W 78th Stre...	1	PRDTEST.4224@MAILINATOR.COM	prctest fourtwofour	
1-10OVZCUR	55344	Pending	15-May-2019	Completed	Y	9855 W 78th Stre...	1	PRDTEST.4224@MAILINATOR.COM	Simona Kralikova	
1-10MSR0D9	55344	Pending	15-May-2019		N	9855 W 78th Stre...	4	PRDTEST.4224@MAILINATOR.COM	prctest fourtwofour	
1-108399UR	60069	Pending	10-May-2019		N	3 OVERLOOK P...	0	PRDTEST.4224@MAILINATOR.COM	prctest fourtwofour	
1-1051HARJ	60069	Pending	08-May-2019		N	3 OVERLOOK P...	0	PRDTEST.4224@MAILINATOR.COM	prctest fourtwofour	

Click on **NEW REPAIR ORDER** button

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

Account Number

6765515

Account Name

Zebra Technologies NA Demo Depot

Customer Reference#**SHIPPING CONTACT ***

Contact

Contact Email Address

Work Phone# *

RETURN SHIPPING ADDRESS *

Store Number

Fill in **CUSTOMER REFERENCE#** for the whole order,
if applicable

Shipping Method

Shipping Account

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

3

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

ACCOUNT *

Account Number
6765515Account Name
Zebra Technologies NA Demo Depot

Customer Reference#

4

SHIPPING CONTACT *



Contact

Contact Email Address

Work Phone# *

RETURN SHIPPING ADDRESS

Store Number

RETURN SHIPMENT DETAILS(OPTIONAL)

Shipping Method

Shipping Account

SAVE & EXIT

NEXT

Select **SHIPPING CONTACT**

TIP: Set a default shipping contact in User Settings tab

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

ACCOUNT *

Account Number

6765515

Account Name

Zebra Technologies NA Demo Depot

Customer Reference

SHIPPING CONTACT *

Contact

First Name *

Last Name *

Work Phone *

RETURN SHIPPING ADDRESS *

Store Number

RETURN SHIPMENT DETAILS(OPTIONAL)


Ship Carrier

Shipping Method

Shipping Account

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

Select **RETURN SHIPPING ADDRESS**

 TIP: Set a default shipping address in User Settings tab

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

ACCOUNT *

Account Number

6765515

Account Name

Zebra Technologies NA Demo Depot

Customer Reference

SHIPPING CONTACT *

Contact

First Name *

Work Phone *

Fill in **RETURN SHIPMENT DETAILS**
Only if you want to have the units delivered back by your preferred carrier

RETURN SHIPPING ADDRESS *

Store Number

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RETURN SHIPMENT DETAILS(OPTIONAL)

Ship Carrier

Shipping Method

Shipping Account

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

Shipping Details

Add Products

Review Cart

Payment Details

Order Confirmation

ACCOUNT *

Account Number

6765515

Account Name

Zebra Technologies NA Demo Depot

Customer Reference#

SHIPPING CONTACT *

Contact

Contact Email Address

Work Phone# *

Click on **NEXT** to continue to the next screen

RETURN SHIPPING ADDRESS *

Store Number

RETURN SHIPMENT DETAILS(OPTIONAL)

Ship Carrier

Shipping Method

Shipping Account

Shipping Details

Add Products

Review Cart

Payment Details

Order Confirmation

Total Products in the cart : 0

ADD PRODUCTSerial #
[How to find your serial#](#)I don't have Serial # Customer Reference # Problem Category Problem Detail Problem Description

RESET

ADD

BULK LOAD

PRODUCT DETAILS

ATTACHMENTS

KITS AND SUPPLIES

8

Enter the device information into the **ADD PRODUCT** field****Maximum 200 characters in **PROBLEM DESCRIPTION** field** **TIP:** If you are adding more than 10 units, try the Bulk Load function

PREVIOUS

SAVE & EXIT

NEXT

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

Total Products in the cart : 1

Review the system determined entitlement and information

To add more devices, click the **ADD ANOTHER PRODUCT** button

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

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Click on **NEXT** to continue to the next screen

PRODUCT DETAILS

[REMOVE](#)[ADD ANOTHER PRODUCT](#)

Serial Number A22BP0018893

Customer Reference #

Product Model WA3C11001Z000500

Dispute Job Type

Repair Center Zebra South Florida Repair Center

Problem Category Charging | v

Job Type Billable

Problem Detail Charger not charging | v

Net Price \$666.75

Problem Description

Entitlement

End of Service Life(EOSL)

Exchange Type

Turnaround Time

Device Collection

Contract Number

Contract Start Date

Contract End Date

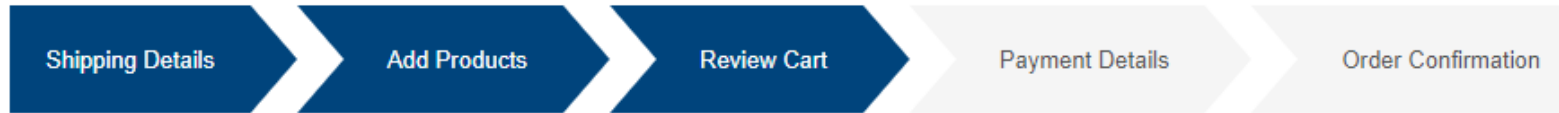
Warranty End Date

Sparepool Name

Select Service Cut-off Time

ATTACHMENTS

KITS AND CONFIGURATIONS



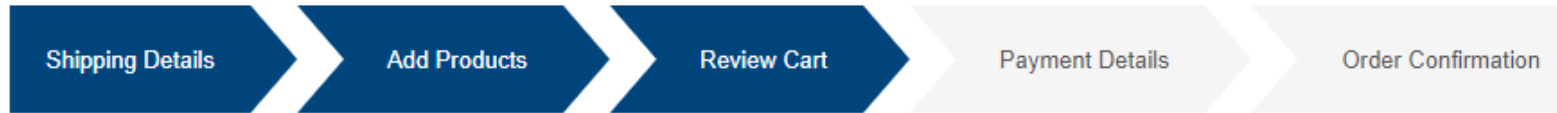
ACCOUNT	SHIP TO CONTACT	RETURN SHIPPING ADDRESS
Account Number 6765515	Contact Simona Kralikova	Store Number
Account Name Zebra Technologies NA Demo Depot	Contact Email Address sk6438@zebra.com	Zebra Technologies Lincolnshire, Lake IL, United States, 60069
	Work Phone # 123455	

Make changes to the units for the last time

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EDIT	DELETE	DISPUTE JOB TYPE	REMOVE DISPUTE	KITS AND CONFIGURATIONS	DOCUMENTS	Filter Type <input type="text" value="Filter Value"/>	FIND			
<input checked="" type="checkbox"/>	Line #	Customer Reference #	Serial #	Product	Job Type	Exchange Type	Net Price	Problem Category	Problem Detail	Line Item Status
<input checked="" type="checkbox"/>	1		A22BP0018893	WA3C11001Z000...	Billable		\$666.75	Charging	Charger not charging	Pending

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 Name
Simon...

Contact Email Address
s16438@zebra.com

Work Phone #
123455

RETURN SHIPPING ADDRESS

Store Name
Zebra Technologies,
Overlook Pointe,
11, United States, 60069

Agree to Zebra's Terms and Conditions of Sale
Click on **PAYMENT** to continue to the Payment Screen

In case there are no billable units in your cart, you will see **CONFIRM** button.
Click on it to submit the cart.

EDIT DELETE DISPUTE JOB TYPE REMOVE DISPUTE KITS AND CONFIGURATIONS DOCUMENTS Filter Type Filter Value FIND

✓ ▲ ▼	Line #	Customer Reference #	Serial #	Product	Job Type	Exchange Type	Net Price	Problem Category	Problem Detail	Line Item Status
✓	1		A22BP0018893	WA3C11001Z000	Billable		\$866.75	Charging	Charger not charging	Pending

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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.

PREVIOUS SAVE & EXIT **PAYMENT**

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[Order Details](#)[Add Products](#)[Review Cart](#)[Payment Details](#)[Order Confirmation](#)**PURCHASE ORDER**

Transaction Amount \$1,593.90

[VIEW DETAILS](#)

Purchase Order #

I have Multiple PO

Payment Comments

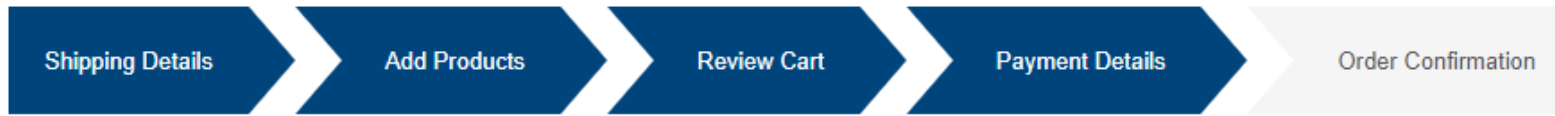
Provide valid **PURCHASE ORDER #**If you would like to use different purchase orders for different lines, select the box **I have Multiple PO** Tip: To review the quotation document, click on **VIEW DETAILS**

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](#)



PURCHASE ORDER

Transaction Amount \$1,593.90 [VIEW DETAILS](#)

I have Multiple PO

BILLING ADDRESS

Company Name
Zebra Technologies EMEA Demo Depot

DOCUMENTS No Records

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

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

12a

Line #▲▼	Serial Number	Product Name	Job Type	Net Price	PO Number	Payment Comments
1	SERIAL # UNKNOWN	MC9190-G30SWAYA...	Billable	\$796.95		
2	SERIAL # UNKNOWN	MC9190-G30SWAYA...	Billable	\$796.95		

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.

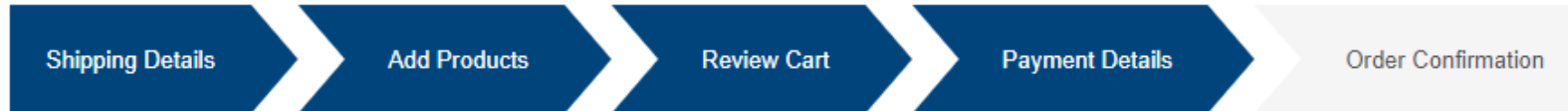


By clicking on 'Confirm Order' you are agreeing to Zebra's Terms and Conditions of Sale.

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

PREVIOUS


CONFIRM



PURCHASE ORDER



Select BILLING ADDRESS

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BILLING ADDRESS 

Company Name
Zebra Technologies NA Demo Depot

DOCUMENTS No Records

 NEW FILE  DELETE


Attachment Name	Type
-----------------	------

Transaction Amount

[VIEW DETAILS](#)

Purchase Order #

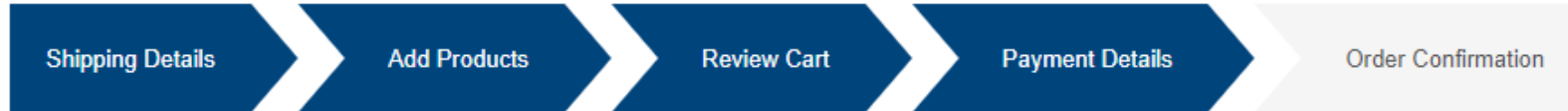
Payment Commitment

 **TIP: Set a default billing address in User Settings tab**

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.



PURCHASE ORDER

Transaction Amount \$666.75

[VIEW DETAILS](#)

Purchase Order #

Payment Comments

BILLING ADDRESS

Company Name
Zebra Technologies NA Demo Depot

Attach DOCUMENTS
If applicable

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DOCUMENTS

No Records

[NEW FILE](#)

[DELETE](#)

Attachment Name	Type

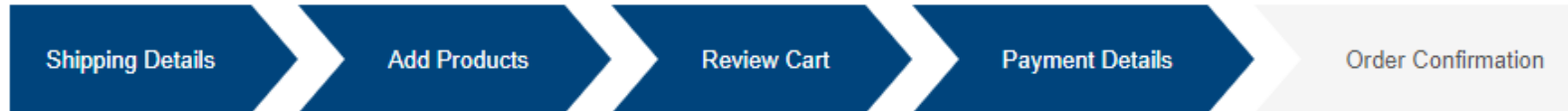
« ‹ › »

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](#)



PURCHASE ORDER

Transaction Amount \$666.75

Purchase Order #

Payment Comments

BILLING ADDRESS

DOCUMENTS

No Records

Attachment Name	Type
-----------------	------

Validate that you have issued a valid Purchase Order #

Submit the cart by clicking on **CONFIRM**

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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

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

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CREDIT CARD

Transaction Amount

\$528.70

[VIEW DETAILS](#)

Credit Card Holder

Credit Card Type


Visa



Credit Card #

Expiration Year


Expiration Month

 CVN**BILLING ADDRESS ***

Company Name

Trace-It Systems

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.

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

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

CREDIT CARD

Transaction Amount

\$528.70

[VIEW DETAILS](#)

Credit Card Holder

Credit Card Type

Visa

Credit Card #

Expiration Year

Expiration Month

CVN


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BILLING ADDRESS *

Company Name

Company ABCD

Select **BILLING ADDRESS**

 TIP: Set a default billing address in User Settings tab

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](#)

Shipping Details

Add Products

Review Cart

Payment Details

Order Confirmation

CREDIT CARD

Transaction Amount

\$528.70

VIEW DETAILS

Credit Card Holder

Credit Card Type

Visa

Credit Card #

Expiration Year

Expiration Month

CVN

BILLING ADDRESS *

Company Name

Company ABCD

Submit the cart by clicking on **CONFIRM**

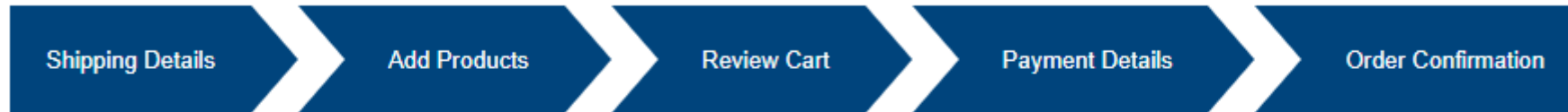
By clicking on 'Confirm Order' you are agreeing to Zebra's Terms and Conditions of Sale.

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


PREVIOUS

CONFIRM

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Order Confirmation Number: 23112071 

After successful submission,
you will get the RMA#

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