

# Job Aid: Retrieving a Saved Cart



# Retrieving a Saved Cart - Overview

The Repair Order Portal allows users to retrieve a previously saved cart. Once the user is able to proceed with the repair order, the saved cart can be retrieved and the user can complete the repair order submission process. When the user is ready, the following actions are available

- **Retrieve a saved cart to complete and submit the repair order:** Once the User is ready to submit the repair order, the saved cart can be retrieved. The user can review the saved information and make changes (add or remove repair lines) before submitting the repair order to Zebra
- **Re-save the in-process repair order:** Users can retrieve a cart, make changes and re-save the cart for retrieval at a later time
- **Cancel a saved cart:** Users can cancel the cart, cancelling the in- process repair order

**NOTE:** Once the saved cart is retrieved and submitted, the order number is generated.

*The following information outlines how to retrieve a saved cart to complete the repair order submission process*

# Retrieving a Saved Cart – Searching

If a cart was previously saved, the user can retrieve the cart and proceed with the submission of the repair order. Once retrieved, changes can be executed prior to completing the submission. The following steps outline the process to retrieve a saved cart

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

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

**Step 3:** Click on the cart ID in the **Cart ID** field to display the saved repair order

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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	Of Lines	Bulk Load	Bulk Load St	Account#	Account Nam
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			1356962	ZEBRA TE... 1
1-RHQUT2R	Pending	14-02-2019	PRDTEST.4242018...	Tony Ambler	Y	3			1356962	ZEBRA TE... 3
1-RDVDHX0	Pending	11-02-2019	PRDTEST.4242018...	Tony Ambler	N	0		Completed ...	1356962	ZEBRA TE... 3
<b>1-RDVDHVU</b>	Pending	11-02-2019	PRDTEST.4242018...	Tony Ambler	N	0				
1-RDVDHT2	Pending	11-02-2019	PRDTEST.4242018...	Tony Ambler	N	0				
1-R5RJH1H	Pending	08-02-2019	PRDTEST.4242018...	Tony Ambler	Y	1				
1-R98DIF4	Pending	07-02-2019	PRDTEST.4242018...	Tony Ambler	Y	2				
1-R4ZV67O	Pending	07-02-2019	PRDTEST.4242018...	Tony Ambler	N	0				

**2**

**3**

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

# Retrieving a Saved Cart – Proceed with Submission

The saved repair order displays and the **Shipping Details** screen defaults. The user can make changes to the previously selected values or proceed with the repair order submission process by clicking on **NEXT**, progressing to the **Add Products** screen

Review the previously selected values in the **Shipping Details** screen, before proceeding with the repair order submission

If the cart needs to be re-saved, click on **Save & Exit**. The cart is saved and can be retrieved at a later time

Shipping Details Add Products Review Cart Payment Details Order Confirmation

\*ACCOUNT Account Number 1356962 Account Name ZEBRA TECHNOLOGIES CORP Customer Reference #

\* SHIPPING CONTACT Contact Tony Ambler Contact Email Address tmvx63@zebra.com--removed Work Phone # 64930503

\* RETURN SHIPPING ADDRESS Store Number ZEBRA TECHNOLOGIES CORP INACTIVE, 30 PLAN WAY, WARWICK, Kent, RI, United States, 02886

RETURN SHIPMENT DETAILS(OPTIONAL) Ship Carrier Shipping

SAVE & EXIT NEXT

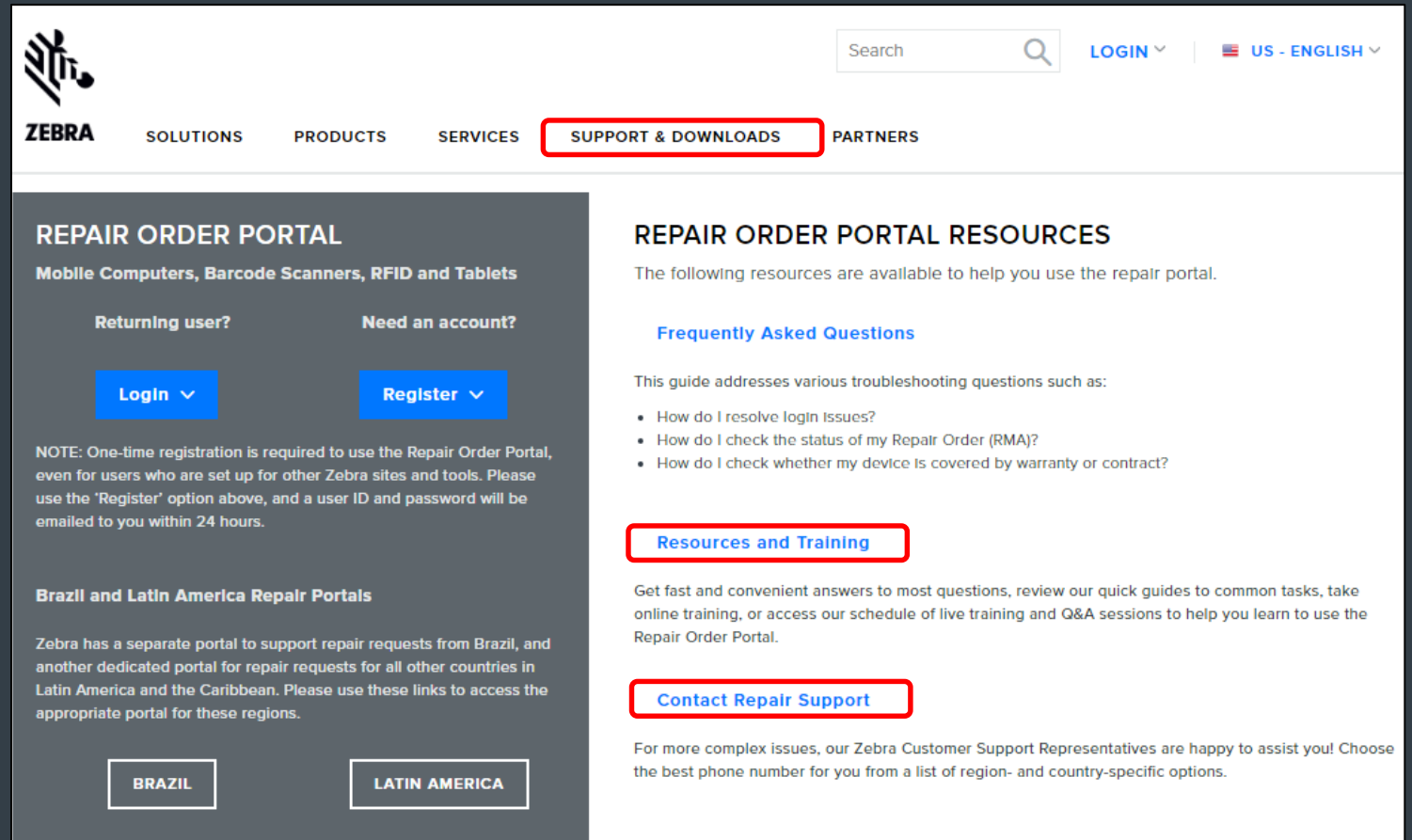
Click on **Next** to proceed with the repair order submission process

The user **must** progress to the **Order Confirmation** screen to submit the repair order to Zebra

The submitted repair order number is the same as the original cart number, a new repair order number is not provided

# Need help?

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



The screenshot shows the Zebra website's navigation menu with 'SUPPORT & DOWNLOADS' highlighted in a red box. Below the navigation, the 'REPAIR ORDER PORTAL' section is highlighted in a dark grey box. It includes a sub-header 'Mobile Computers, Barcode Scanners, RFID and Tablets', a 'Returning user?' section with a 'Login' button, and a 'Need an account?' section with a 'Register' button. A note states that one-time registration is required. Below this, there are links for 'Brazil and Latin America Repair Portals' with buttons for 'BRAZIL' and 'LATIN AMERICA'. To the right, the 'REPAIR ORDER PORTAL RESOURCES' section is visible, featuring a 'Frequently Asked Questions' link, a list of troubleshooting questions, and two red-bordered buttons: 'Resources and Training' and 'Contact Repair Support'.

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