

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

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	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...
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			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	0		Completed ...	1356962	ZEBRA TE...
1-RDVDHVU	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				

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

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


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



Need help?

Access *Zebra.com* > *Support & Downloads*
for additional information and support





[LOGIN](#) | [US - ENGLISH](#)

[SOLUTIONS](#)[PRODUCTS](#)[SERVICES](#)[SUPPORT & DOWNLOADS](#)[PARTNERS](#)

REPAIR ORDER PORTAL

Mobile Computers, Barcode Scanners, RFID and Tablets

Returning user?

Need an account?

Login

Register

NOTE: One-time registration is required to use the Repair Order Portal, even for users who are set up for other Zebra sites and tools. Please use the 'Register' option above, and a user ID and password will be emailed to you within 24 hours.

Brazil and Latin America Repair Portals

Zebra has a separate portal to support repair requests from Brazil, and another dedicated portal for repair requests for all other countries in Latin America and the Caribbean. Please use these links to access the appropriate portal for these regions.

BRAZIL

LATIN AMERICA

REPAIR ORDER PORTAL RESOURCES

The following resources are available to help you use the repair portal.

[Frequently Asked Questions](#)

This guide addresses various 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?

[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.

[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.

The design, technical, and cost information ("Information") furnished in this submission is confidential proprietary information of Zebra Technologies International, LLC. Such Information is submitted with the restriction that it is to be used for evaluation purposes only, and is not to be disclosed publicly or in any manner to anyone other than those required to evaluate the Information, without the express written permission of Zebra Technologies International, LLC. The Information provided in this submission is for information and budgetary purposes only and does not constitute an offer to sell or license any products or services. This submission is not binding on Zebra Technologies International, LLC and Zebra Technologies International LLC is making no representations, warranties, or commitments with respect to pricing, products, payment terms, credit or terms and conditions.

ZEBRA and the stylized Zebra head are trademarks of ZIH Corp., registered in many jurisdictions worldwide. All other trademarks are the property of their respective owners. ©2017 ZIH Corp. and/or its affiliates. All rights reserved.