

Job Aid: Saving an In-Process Repair Order



Saving an In-Process Repair Order – Overview

The Repair Order Portal allows users to save an in-process repair order, as a pending cart, during the order submission process. This is helpful if additional actions need to be completed before the repair order can be submitted to Zebra. The following actions are available:

- **Save a in-process repair order:** If the repair order is not ready for submission, users can save a in-process repair order, in the form of a cart. The cart is pending submission and is not visible to Zebra's Repair Depot
- **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
- **Cancel a saved cart:** Users can cancel the cart, cancelling the in- process repair order

NOTE: Carts are automatically cancelled after thirty (30) days. Carts are accessible by any member of the user's organization. Access is not limited to the user who saved the cart

The following information outlines how to save an in-process repair order, creating a cart

Saving an In-Process Repair Order – Saving the Cart

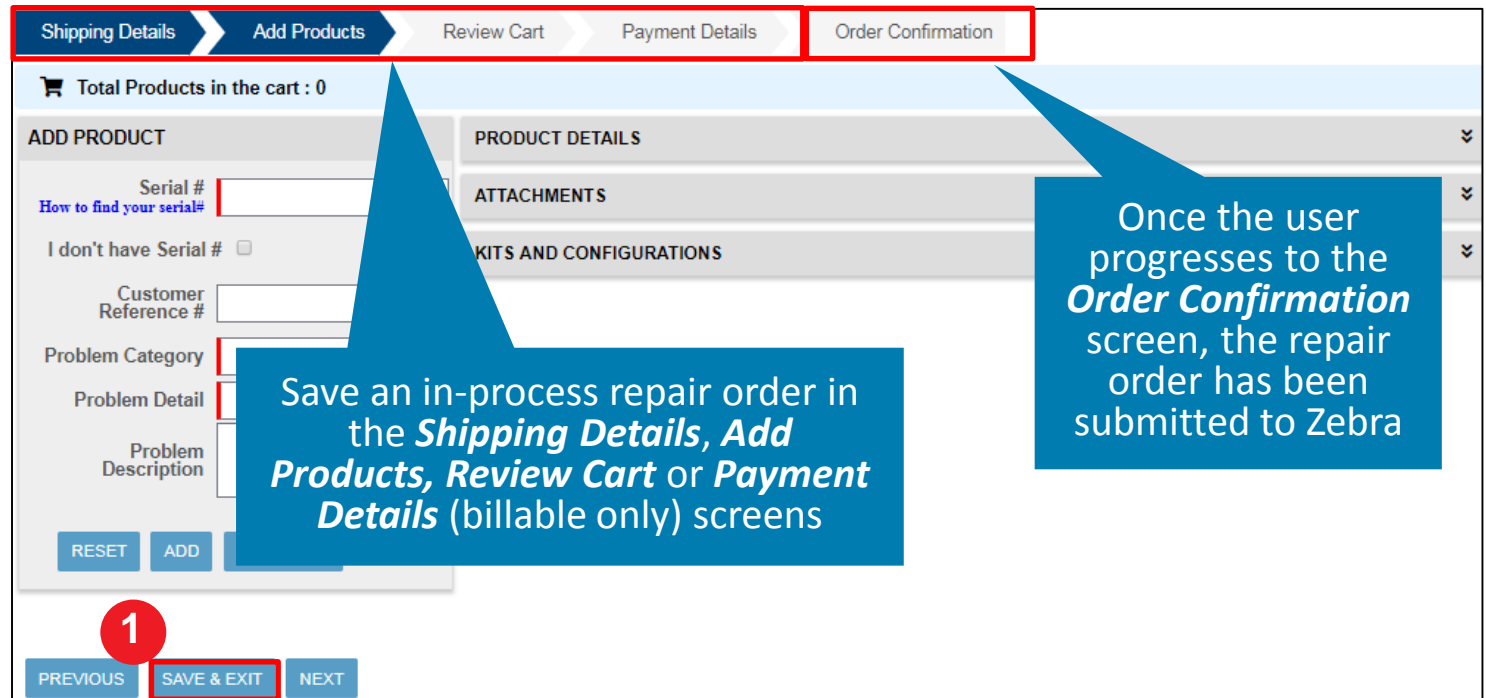
The following steps outline the process to save an in-process repair order, as a saved cart for retrieval at a later time

Step 1: Click on 

NOTE: Users have the option to save an in-process repair order while working in the following screens: **Shipping Details, Add Products, Review Cart, and Payment Details**

The repair order can not be saved, once the user progresses past the **Payment Details** screen, to the **Order Confirmation** screen

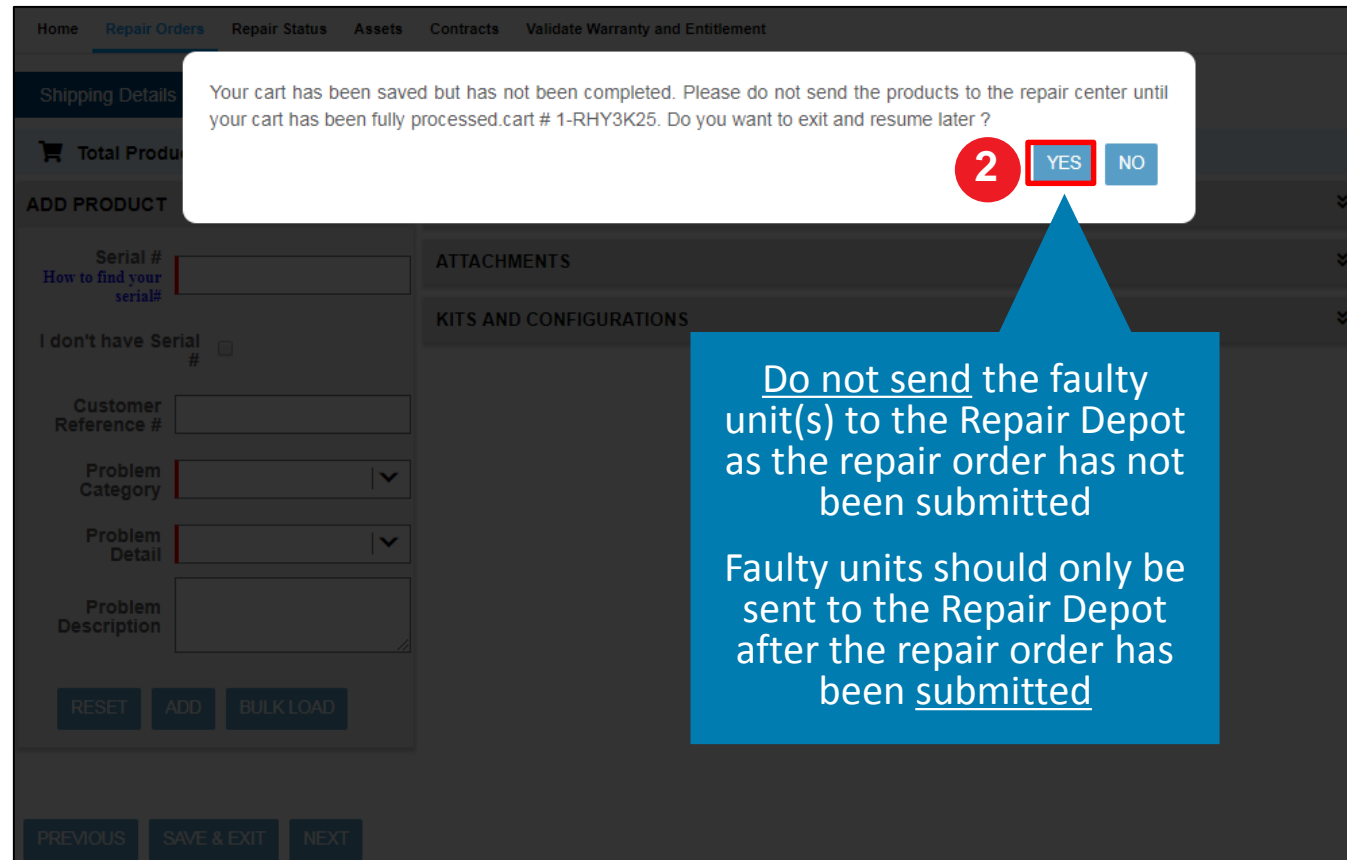
If the repair order is comprised of warranty and contract repair lines, the last opportunity for users to save an in-process repair order is in the **Review Cart** screen. The **Payment Details** screen only displays if billable repair lines exist on the repair order



Saving an In-Process Repair Order – Confirm

A confirmation pop-up message displays, providing the number of the saved cart. The repair order has been saved, not submitted. Do not send the faulty units to the Repair Depot

Step 2: Click on **YES**



The screenshot shows the ZEBRA Repair Order Portal interface. A confirmation pop-up message is displayed in the center, asking: "Your cart has been saved but has not been completed. Please do not send the products to the repair center until your cart has been fully processed. cart # 1-RHY3K25. Do you want to exit and resume later?". The pop-up has two buttons: "YES" and "NO". The "YES" button is highlighted with a red box and a red circle containing the number "2". Below the pop-up, there is a blue callout box with the text: "Do not send the faulty unit(s) to the Repair Depot as the repair order has not been submitted" and "Faulty units should only be sent to the Repair Depot after the repair order has been submitted". The background shows the portal's navigation menu (Home, Repair Orders, Repair Status, Assets, Contracts, Validate Warranty and Entitlement) and a form for adding products with fields for Serial #, Customer Reference #, Problem Category, Problem Detail, and Problem Description. There are also buttons for "RESET", "ADD", "BULK LOAD", "PREVIOUS", "SAVE & EXIT", and "NEXT".

Saving an In-Process Repair Order – Complete

The **Repair Orders** tab > **Saved Repair Orders** screen displays. The in-process repair order has been saved and a list of saved carts displays

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 be cancelled 30 days from the creation date.

NEW REPAIR ORDER CANCEL REFRESH COLUMNS DISPLAY

Cart Number	Order Status	Creation Date	Created By	Contact			
1-RHY3K25	Pending	14-02-2019	PRDTEST.4242018@MAILINAT...	Tony Ambler			
1-RHQUTV2	Pending	14-02-2019	PRDTEST.4242018@MAILINAT...	Tony Ambler			
1-RHQUT2R	Pending		MAILINAT...	Tony Ambler			
1-RDVDHX0	Pending		MAILINAT...	Tony Ambler			
1-RDVDHVU	Pending		MAILINAT...	Tony Ambler			
1-RDVDHT2	Pending		MAILINAT...	Tony Ambler	N	0	N
1-R5RJH1H	Pending		MAILINAT...	Tony Ambler	Y	1	N
1-R98DIF4	Pending	07-02-2019	PRDTEST.4242018@MAILINAT...	Tony Ambler	Y	2	N
1-R4ZV670	Pending	07-02-2019	PRDTEST.4242018@MAILINAT...	Tony Ambler	N	0	N
1-R4ZV62X	Pending	07-02-2019	PRDTEST.4242018@MAILINAT...	Tony Ambler	N	0	N

Pending carts are automatically cancelled after thirty (30) days

Saved carts are accessible from the **Repair Orders** tab

Submitted repair orders are accessible from the **Repair Status** tab

Once the user is ready to proceed with the submission of the repair order, the cart can be retrieved and submitted. Once submitted, the faulty unit(s) can be sent to the Repair Depot

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

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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