

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*

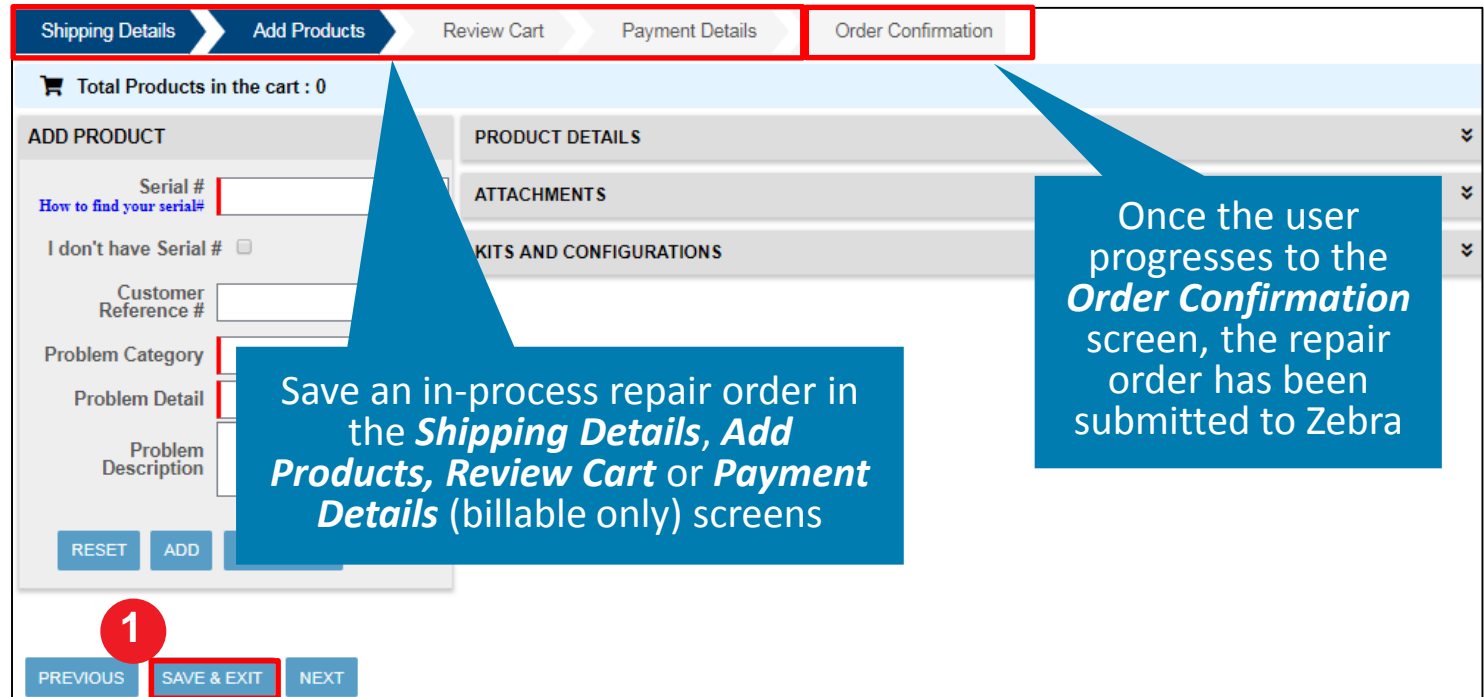
The following steps outline the process to save an in-process repair order, as a saved cart for retrieval at a later time

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



The screenshot displays the Zebra Repair Order Portal interface. At the top, a navigation bar shows five steps: Shipping Details, Add Products, Review Cart, Payment Details, and Order Confirmation. The 'Add Products' step is currently active. Below the navigation bar, a status bar indicates 'Total Products in the cart : 0'. The main content area is divided into two columns. The left column, titled 'ADD PRODUCT', contains fields for 'Serial #' (with a link 'How to find your serial#'), 'I don't have Serial #' (with a checkbox), 'Customer Reference #', 'Problem Category', 'Problem Detail', and 'Problem Description'. Below these fields are 'RESET' and 'ADD' buttons. The right column, titled 'PRODUCT DETAILS', contains sections for 'ATTACHMENTS' and 'KITS AND CONFIGURATIONS'. A blue callout box points to the 'SAVE & EXIT' button at the bottom of the 'ADD PRODUCT' section, stating: 'Save an in-process repair order in the ***Shipping Details***, ***Add Products***, ***Review Cart*** or ***Payment Details*** (billable only) screens'. Another blue callout box points to the 'Order Confirmation' step in the navigation bar, stating: 'Once the user progresses to the ***Order Confirmation*** screen, the repair order has been submitted to Zebra'. At the bottom of the screen, a red circle with the number '1' highlights the 'SAVE & EXIT' button, which is also highlighted with a red box. The bottom navigation bar includes 'PREVIOUS', 'SAVE & EXIT', and 'NEXT' buttons.

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, stating: "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" (highlighted with a red box and a red circle with the number 2) and "NO". Below the pop-up, there is a blue box with white text that reads: "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 bar with links: Home, Repair Orders, Repair Status, Assets, Contracts, and Validate Warranty and Entitlement. The main content area includes sections for Shipping Details, Total Product, ADD PRODUCT, and ATTACHMENTS. The ADD PRODUCT section has fields for Serial #, Customer Reference #, Problem Category, Problem Detail, and Problem Description, along with buttons for RESET, ADD, and BULK LOAD. At the bottom, there are buttons for 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

The screenshot shows the ZEBRA Repair Order Portal interface. The 'Repair Orders' tab is selected and highlighted with a red box. Below the navigation bar, the 'PENDING REPAIR ORDERS' section is visible. A note states: 'Note: Saved orders that have not been submitted will automatically be cancelled 30 days from the creation date.' Below the note are buttons for 'NEW REPAIR ORDER', 'CANCEL', 'REFRESH', and 'COLUMNS DISPLAYED'. A table of pending repair orders is displayed, with the first column 'Cart Number' highlighted by a red box. A blue callout box points to the 'Pending' status in the 'Order Status' column, stating: 'Pending carts are automatically cancelled after thirty (30) days'. Another blue callout box points to the 'Repair Orders' tab, stating: 'Saved carts are accessible from the Repair Orders tab'. A third blue callout box points to the 'Repair Status' tab, stating: 'Submitted repair orders are accessible from the Repair Status tab'.

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
1-R5RJH1H	Pending		MAILINAT...	Tony Ambler
1-R98DIF4	Pending	07-02-2019	PRDTEST.4242018@MAILINAT...	Tony Ambler
1-R4ZV67O	Pending	07-02-2019	PRDTEST.4242018@MAILINAT...	Tony Ambler
1-R4ZV62X	Pending	07-02-2019	PRDTEST.4242018@MAILINAT...	Tony Ambler

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

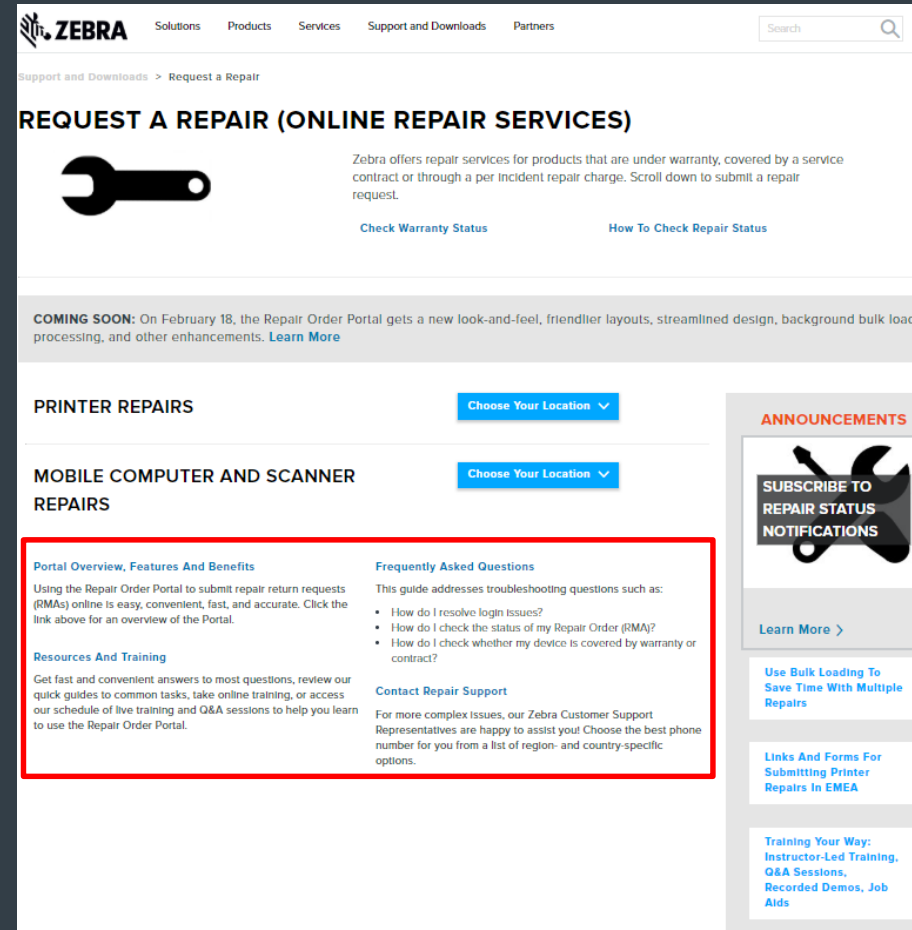
ZEBRA

Repair Order Portal



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