Introduction to Zebra’s Repair Order Portal

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The Repair Order Portal is an easy and convenient way to create a repair order for printer, mobile computer and scanner device(s). Portal features include:

- Access around-the-clock
- Receive a repair authorization number instantaneously
- Check warranty / entitlement for devices
- Receive and approve repair quotations online (for repairs outside of warranty or contract coverage)
- View the status of individual device repairs
- Print shipping documents and instructions
- Track shipments
- Place advanced exchange and spare pool accessory orders
- Upload multiple items (“bulk load”) onto a single repair order
- Schedule device pickup / collection (subscribed customers)

Let’s explore the Repair Order Portal!
Home Screen

Upon logging on, the **Home** screen displays. The following are key aspects of the **Home** screen:

- **Tabs across the top** help the User navigate the various functions of the Repair Order Portal.
- The carousel banner displays important information.
- **Order Status Summary** displays a tally of repair orders by status.
- **Active Quotes** provides a list of pending per incident repair quote(s). Click on the repair order number to take action.
- Users can choose to navigate the portal in their preferred language; **18 languages are available**. Select the desired language from the **Select Language** drop down.
Repair Order Portal Tabs

Tabs within the Repair Order Portal provide a series of selections which guide navigation and support the execution of various activities.

The following tabs are available for selection:

- **Home**: Find announcements and help links
- **Repair Orders**: Create new repair orders or manage saved repair orders (carts)
- **Repair Status**: View the submitted repair order and accessory order status
- **Accessory Orders**: For spare pools, create new accessory orders or manage saved accessory orders (carts)
- **Assets**: View the serial numbers and products linked to user account
- **Contracts**: View the contracts linked to the user account
- **Validate Warranty And Entitlement**: Validate the entitlement for products
- **User Preferences**: Allow the user to set and modify settings for the portal
Repair Orders Tab

The Repair Orders tab enables a user to initiate a new repair order or access a saved cart. A saved cart is a repair order that has not been submitted to Zebra for processing. The following are key elements of the Repair Orders tab:

- Click on New Repair Order button to initiate a new repair order.
- Click a Cart Number to access a pending repair order (cart) that has not been submitted for processing.
- Utilize the search function to locate a saved cart.
- The Bulk Load status allows users to check progress of the bulk load.

The following information provides an overview of the process to create a repair order on the repair order portal.
Overview of Creating a Repair Order

The repair order creation process has 5 sections, represented by chevrons displayed at the top of the new repair order screen. To create and submit the repair order, the user must progress through the 5 sections, providing applicable information. Once the repair order has been submitted, the **Order Confirmation** screen displays and a repair order number is provided.

Information on the following slide outlines the required information within each section.
Overview of Creating a Repair Order

- **Shipping Details:** Select the contact name, ship to address, and return shipment details for the repair order

- **Add Products:** Document the serial number or product model for the faulty product(s). Entitlement information is validated, providing real-time confirmation of entitlement

- **Review Cart:** Review the repair order information prior to submission

- **Payment Details:** Provide payment information for billable repair (faulty unit not entitled by warranty or service contract)

- **Order Confirmation:** Final page, displays once the repair order is submitted. A repair order number is generated & provided for confirmation
Repair Status Tab

The **Repair Status** tab enables a user to search for a submitted repair order or accessory order. The following are key elements of the **Repair Status** tab:

- **A number of search options are available to help locate the repair order or accessory order.**
- **To execute a search,** type search criteria and click on **SUBMIT.**

Repair orders matching the search criteria display in this section. Click a repair order number to display the order details.
Assets Tab

The Assets tab enables a user to view serial number information and products linked to the user’s account. Warranty and entitlement information is provided. Restrictions may influence a users ability to view serial number information within the Assets tab. The following are key elements of the Assets tab:

- Click the Export button to download the asset information into a .csv file.
- Utilize the search function to locate a serial number.
- Click on the serial number to view asset information.
The **Contracts** tab enables a user to view service contract information linked to the user’s account. Restrictions may influence a user's ability to view service contract information within the **Contracts** tab. The following are key elements of the **Contracts** tab:

- **Click the Export button to download the contract information into a .csv file.**
- **Utilize the search function to locate a service contract.**
- **Click on the contract number to view the service contract information.**

![Contracts Tab](image)
Validate Warranty & Entitlement Tab

The **Validate Warranty and Entitlement** tab enables a user to validate warranty and entitlement of products. The following are key elements of the **Validate Warranty and Entitlement** tab:

- **Type a serial number into the text box**
- **Search for multiple serial numbers by separating the values with a comma (,) or pressing enter to type on the next line**
- **Click on SUBMIT to check the entitlement information associated with the serial number**
- **The entitlement information displays in the Warranty End Date or Contract End Date field**
User Preferences Tab

The **Settings** tab enables a user to select and modify default settings such as time zone and shipping address selection for repair orders. The following are key elements of the **Settings** tab:

- **Displays the account name and number associated to the portal user**
- **The Default Bill Address section displays the default bill to address for per incident repair orders**
  - Click on **to modify the default address**
- **The Shipping Details section displays the default address for repair orders**
  - The default address for repair orders can be modified by selecting a different address from the **Ship Address** field
- **The Time Zone field allows the user to select their specific time zone**

Click on the Gear icon to access **User Preferences**
Help Resources

All along the way helpful information is available.

Key fields have detailed information available to help guide your selection. If you are unsure about a field or value, look for an ‘i’ to access additional information.

In-context help is accessible on every page. Access Help from the lower right-hand corner of the screen to display job aides and training guides pertaining to the current page.
A number of resources are available for users to learn about the repair order portal:

**Frequently Asked Questions (FAQs)**

**Training Videos and How-To Guides**
**Need help?**

Access Zebra.com > [Request a Repair page](#) for additional information and support, including frequently asked questions (FAQs), training videos and how to guides.

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