


What's New in the Portal (Release Notes)

REVISED: FEBRUARY 18TH, 2019

The following enhancements and fixes, as well as other minor improvements, are included in our most recent releases. We continuously improve the usefulness and usability of the Portal, so if you have identified an additional issue or improvement suggestion, please do bring these to our attention by contacting your Zebra representative or the Repair Support Team using the [Contact Support information](#) for your location.

2019 Repair Portal Releases

February 18th New Interface

1. Redesigned Home Page
 - An Order Status Summary chart has been added. The chart highlights the repair orders by status and count information.
 - A list of Active Quotes has been added. The user can view his/her list of pending per incident repair quote(s).
2. Bulk Load processing in the background.
 - Bulk load now works in the background, allowing Portal users to log out or navigate to other areas of the portal during processing.
 - An email notification notifies the user once the load is complete.
 - The user can check progress of the bulk load by using the new Bulk Load status field in the Repair Orders tab. Once the bulk load is complete, the status indicates complete or complete with errors, notifying of the ability to proceed with order submission.
3. Help is available at Each Step Along the way
 - In-Context Help is accessible by the user from every page within the Repair Order Portal.
 - The user can access Help from the lower right-hand corner of the screen to display job aides and training guides pertaining to the current page.
 - Key fields now have detailed information to guide the user selection. To know more about a field or value, the user can find an info icon  to access additional information.
4. A Simplified Collection Process
 - For users with collections as part of their contract, requesting collection after repair order submission has been simplified.
 - Available pick-up times for the carrier are now automatically calculated based on the pick-up information the user provides. Additionally, the user can review his/her collection details in the Repair Details screen. The user just needs to search for the repair order to view the collection information.

5. Streamlined design

- The Portal navigation has been simplified
- The Search capabilities have been enhanced. The user can perform simple and advanced search filters with improved performance.

6. Shopping cart number

- A shopping cart number is assigned to the Portal user who creates a new repair order.
- Once the cart is successfully submitted, a repair order number is generated and displays on the Order Confirmation screen.
- The user can save his/her carts and access them later from the Repair Orders tab.
- Cart IDs allow the user to easily lookup his/her devices in the cart.

7. Payment Screen

- The user can select from multiple bill-to addresses in the payment screen while he/she completes the payment for a per incident repair order. The user account must contain multiple billing addresses to use this feature.
- If the user company bill-to address is not available, the user can create a new one in the payment screen billing address section.
- The user can change the default billing address in the User Preferences settings.
- For EMEA accounts, a VAT is required for billable per incident repairs and will be requested if it does not exist on the account record.

2018 Repair Portal Releases

November 12th Release

1. Parts Holds and Due Dates.

- a. A new field has been added that now provides **Parts Due Date** for orders that are on hold awaiting the arrival of part(s).
- b. Parts Due Date information is also now reflected in email status notifications.

2. Notifications

- a. A new job aid ("[Setting Repair Email Notification Preferences](#)") has been created to help Portal users understand their email options when selecting User Preferences. The job aid is posted in the [Resources and Training](#) ... The User Preferences job aid has been updated to reflect these notifications.
- b. cross-reference the other ways repair status can be obtained, particularly via the Portal, and also on the [Support Dashboard](#).

3. Database clean-up efforts

- a. Portal Users may see duplicate contacts and shipping addresses. If they wish to have any removed, they need to contact the [Repair Help Desk](#).

- b. Portal Users might see repair orders that they have not created. This means that 2 accounts which belong to their company have been merged. They can go to the User Preferences Tab to use the filter function. They can choose to view only the repair orders that you saved or submitted.
 - c. Portal Users may see additional assets and contracts. To change the display of assets or contracts on those screens, they can filter and sort by several attributes.
4. Effective November 12, 2018, Zebra is pleased to announce another in a continuing set of enhancements to our Zebra Services portfolio with capabilities for Zebra printers for customers in Europe, the Middle East, Africa, and Asia-Pacific countries. **Repair Orders for Printer Products** can now be created in the Repair Order Portal.

July 16th Release

1. Effective **July 16, 2018**, customers in the U.S., Canada, and Mexico can now create **repair orders for Printer Products** using the Repair Order Portal.
 - a. The Repair Order Portal is already the approved method for submitting repair authorization requests for Mobile Computing and Scanning Products in North America, EMEA, and APAC.
 - b. The Portal is not yet available in Mexico for Mobile Computing and Scanning Products, or in Latin America or for Printer repairs.
 - c. The Portal will be available for **Printer repairs in EMEA and APAC in November 2018**.
2. To support the introduction of Printer products:
 - a. **Printer Product Models and Problem Types** have been added.
 - b. The **Bulk Load Template** has been updated to accommodate Printer Products.
 - c. **Shipping Labels** have been updated to include Printer Product-specific details.
3. A new compliance message related to the new **EU General Data Protection Regulation (GDPR)** has been added. Users will need to read Zebra's terms and conditions of use, and click the "Accept and Continue" button to indicate agreement, before proceeding.
4. An issue that allowed for **Duplicate Repair Orders** to be created for the same device has been resolved. If a device serial number is already part of a Saved Cart or Open Repair Order it cannot be added to a New Repair Order.
5. An issue with the **Price Quotation** screen sometimes showing blank values has been resolved.
6. An issue with **Shipping Addresses not displaying properly** for accounts configured to have blank Shipping Addresses when creating a Repair Order.

April 22nd Release

1. Zebra OneCare **Customers in EMEA who have purchased optional Collections Services** will notice that the ship-to address on the provided shipping labels will change, and inbound-to-depot shipping times will usually be reduced by up to a day. This is because repair orders with the OneCare Collections option in Europe will now bypass local country consolidation points and ship directly to our Zebra repair center.
2. Several new features make the Bulk Load process even easier for larger orders:
 - Users may now **add and delete individual device lines** after uploading a bulk order.

- For devices entitled with **Battery Maintenance Service**, the Bulk Load function will now **automatically add a battery line** for these units. The Shipping Manifest will contain this information as a convenient reminder that you may want to (but are not required to) include the entitled batteries for maintenance check. Please follow the appropriate instructions whenever shipping batteries.
 - **Problem Description** information entered by users and uploaded into the Bulk Load template is now displayed directly on the Bulk Load screen for convenient reference.
3. The Repair Order Details screen now displays the **Scheduled Collection Information** (pickup address, date and time, carrier, etc.) for a convenient, all-in-one-place view of order details.
 4. The process for selecting a Problem Type has been simplified and streamlined on the Add Products screen. Problem Types are now grouped into a short, intuitive, **drop-down list of Problem Categories**, which will reduce the need to scroll through a long list of Problem Types when adding units to your cart. The Additional Problem Type has been removed.
 5. For easier shipment tracking for customers whose repair order contains a single device, the **Serial Number and Part Number** will now be **printed on the provided shipping label**. Repair orders with multiple units will not have sufficient space to display this information on the shipping label.
 6. The Contract screen now contains additional information to provide **End Customers** with greater visibility to their coverage status.
 7. The shipping address selection process has been simplified. When displaying a pop-up list of a company's locations to choose from, the address information has been sequenced to **now show the most commonly used information to the left**, reducing the need for horizontal scrolling.
 8. The process for Carrier Selection for International Collections has been improved. The Shipping Label screen now supports carrier modification **when the bill-to country and ship-to country differ**.
 9. **Multiple Shipping Labels** are now generated when a repair order includes devices that will be repaired by (and shipped to) different repair centers.
 10. The **Customer Reference Number** now auto-populates correctly for each unit included in a repair order.
 11. Translation improvements have been made on the **Czech, French, Portuguese and Thai** versions of the Portal.

February 19th Release

1. The **Bulk Load** functionality has been changed to add line items to the **Cart** even if the serial number of the asset is not found in the system.
2. Updated and organized the data fields on the **Order Status** search results screen for better visibility.
3. Added a mandatory confirmation checkbox to the Zebra terms and conditions disclaimer acknowledgement on the **Review Order** screen.
4. Added a “View Details” button export feature to the **Payment** screen to allow users to download or print order information before order submission.
5. Added **order service center cutoff time** information to the **Add Products** screen for Advance Exchange and Accessory order creation.
6. Added a **reset button** to the **Pickup/Collection** screen to quickly restore default values.
7. Added **pickup/collection** information to the **Repair Order** details screen.
8. Enabled **hyperlinks** for the asset serial numbers on the **Contract** details screen to allow for easy navigation to the **Asset** details screen.
9. When using the **Bulk Load** functionality, Advance Exchange line items will **auto-populate** the Request Type as **Standard**. Request Types can be changed by returning to the **Add Products** screen and selecting the line item.
10. Resolved an issue on the **Payment** screen preventing some users from processing **credit card** payments.
11. Added additional fields in the **Order Details** screen to display the **repaired fault information** after the repair has been completed.
12. Updated exclusions on the **Quotation** document.
13. Ability for users with Administration privileges to create Shipping Contacts and Shipping Addresses for their account. Non-Administrator users for the same account have this functionality disabled.
14. Additional **Problem Types** added to the dropdown selection for **Camera, Cradle and Trigger** issues.
15. Added messages to prompt users for mandatory configuration fields when adding **Advance Exchange** line items to the cart on the **Add Products** screen.
16. Added an additional field to display **Job Type** entitlement if a duplicate serial number is detected when adding products to the cart.
17. Resolved an issue with **internet browser cache clearing** that caused some users to have difficulties displaying the Repair Order Portal properly.

2017 Repair Portal Releases

October 14th Release

1. The number of hours needed by the courier before a pickup can be scheduled has been added to the **Collections scheduling page**.
2. An issue with **Pickup Dates** not displaying properly on the **Collections page** for service in Ireland has been resolved.
3. **Advance Exchange units** requiring **additional kit and configuration info** are now prompted with a message if the user has not entered those details.
4. **Bulk Load** displays a message when the processing of all units has completed.
5. The processing time for **Bulk Load** orders has been improved.
6. Additional validation has been implemented to prevent **duplicate order** creation.
7. Users can **edit** an **existing contact's phone number** without having to create a new contact or seek assistance from the helpdesk.
8. An issue with **End Customers** not seeing their **service contracts** on the **Contracts page** has been resolved.
9. An issue with **slow loading time** when the **Pick Product button** is selected has been resolved.
10. A feature to **disable** the creation of **new Shipping Addresses** for selected accounts has been added to the backend repair system. This can be **enabled** by sending a request to your **regional non-technical helpdesk**.
11. The **Order Status page** has been updated to show the **order submitted date**.
12. The ability to **add the County** for **Billing Addresses** has been added when creating a **new Billing Address** in the system (applies only to US addresses).
13. Added several **enhancements** to the **Collections scheduling page** to improve usability.
14. Added functionality to allow **line items in the cart** to be **sorted by line number** when creating a new repair order.
15. Ability to send the order details to **multiple secondary contacts** by adding a **comma “,”** between email addresses when using this feature on the **Order Details page**.
16. Enabled the **Outbound Tracking Number** in the **Order Status page** to display as a **hyper-link**. When selected, it will open a new tab in the user's browser and redirect to the **courier's shipment tracking site** to display the **tracking information**.
17. Added a note to the **Repair and Accessory Order pages** to notify users that the orders will **automatically expire** if the units are **not received within 30 days**.
18. There is an additional setting added to the **User Preferences tab** for setting the repair order email notifications sent to the user. The choices are **All, Exceptions or None**.
19. Six (6) additional Portal interface languages are now offered – **Portuguese, Thai, Japanese, Russian, Hebrew** and **Korean**. These are included in the Login drop-down list on the [Request a Repair](#) page on Zebra.com.

August 19th Release

1. There are 2 additional settings added to the **User Preferences** tab for viewing only the saved carts or repair orders that the user has created. The default setting is to show all saved carts or repair orders created for the company's account.
2. The **Review Order** screen has the "Next" button updated to display "Confirm" if there are no billable items in the order. Previously this button only displayed "Next" when all units are entitled and the **Payment** screen step is bypassed.
3. The message that is displayed on the **Order Confirmation** screen has been updated. The text has been reformatted and some additional lines removed so that it displays properly.
4. The headers on the **Shipping Details** screen have been updated to clearly state that this is **Return Shipment** information. The headers are "Shipping Contact", **Return Shipping Address** and "Return Shipment Details".
5. A "Save" button has been added to the **User Preferences** tab to confirm changes made to the settings.
6. Translation corrections have been made to the **Polish, Turkish and Arabic** language versions.
7. Two (2) additional Portal interface languages are now offered – **Czech** and **Swedish**. These are included in the Login drop-down list on the [Request a Repair](#) page on Zebra.com.

July 15th Release

1. Three (3) additional Portal interface languages are now offered – Turkish, Arabic, and Polish. These are included in the Login drop-down list on the [Request a Repair](#) page on Zebra.com. Seven (7) more languages are scheduled for release in 2017.
2. **Performance issues** that were creating unusually long page load times have been resolved for EMEA users who requested the **Collection option** for their repair.
3. The **popup window** that displays when the portal user hits the "Save & Exit" button now includes a prompt to either return to complete an order, save the cart and exit to complete later, or cancel exiting. Also, exiting a completed order generates a popup that displays the Repair Order Number.
4. When a user clicks the "Save and Exit" button at the bottom of the page, the popup window text now includes the **Order Number** with the reminder that the order has been saved but not yet completed / submitted.
5. On the Add Products tab, for billable orders, the **quoted price does not (and should not) include sales tax**. The explanatory text at the bottom has been modified (in all portal languages) to clarify that service charges are subject to applicable local taxes; and the quoted flat rate price reflects the repair charge (which may be lower or higher than the quote, based upon the failure determined by the Service Center), but does not include estimated sales tax, which will be applied at the time of final billing.
6. On the Repair Orders tab, customers who have a **repeat repair** now have another option to explain the return of their device. Within the Dispute section, "Repeat Repair" has been added to the drop-down list for Dispute Reason. Selecting this option displays a required field to enter the "Last Repair Order Number."
7. On the Add Products tab, users are now able to **use additional fields to sort line items** that have been added to their order cart. Sorting is possible on any of the completed fields, including order entered, serial #, product, job type, exchange type, repair center, and entitlement, as well as other displayed fields.

8. Users who select the **Dispute Repair Center** check box may now add an explanation for the dispute in a new "**Additional information**" text box.
9. On the Add Products tab, customers who provide a serial number no longer need to provide the product model. If a user checks the "I don't have Serial #" box, the **Product Name** box appears, and users may enter (or search to identify) the appropriate product model information.
10. A **line item counter** has been added to the **Add Products** and **Review Order** screens to have better visibility when creating repair orders.

June 10th, 2017 Release

The following features and fixes are included in our most recent release, as well as other minor improvements:

1. A **Select Language option** has been added to the upper-right portion of the Home tab. This enables users to change to a different portal language from among the list of currently available portal languages. Additional languages are being added over the next several calendar quarters, and these enhancements will be announced in future updates to this document (and via other promotional means).
2. The Home tab now includes **convenient links to support information**. The new "Access Repair Portal FAQs, Training, and Quick Guides" directs users to training and other information resources for the most common questions and needs. An additional link to customer support ("Contact the Repair Support Team") takes users to a list of region- and country-specific phone numbers – when users need assistance with more complex issues. A future release will add a dedicated Help tab with additional support information.
3. A new tab for **User Preferences** has been added to the main portal screen.
4. On this tab, users may now **select a Default Shipping Address** for future repair orders, which previously defaulted to the bill-to address for an account. Users may select from the existing default address or create a new address. (See *Return Shipment Details* below for information on overriding single orders.) To edit an existing address, please contact Zebra's Repair Support Team for assistance.
5. **Time Zone can now be user-specified**, as well, on the User Preferences tab. This feature allows users to override the default GMT time zone. When a user-specified time zone is selected, this new time zone will be reflected as the 'created date' and time for future repair orders.
6. A new **Return Shipment Details** section has been added on the Repair Orders tab. Users who wish to specify a preferred shipping carrier for the return of devices may now use these data fields to enter their instructions, including carrier, shipping method, and their shipping account number. If the section is left blank, Zebra will select from its usual carriers for return shipments.
7. The **Shipping Details** section on the Repair Orders tab will now be pre-populated with the Default Shipping Address provided on the User Preferences tab (see above). To override this default address for a single order, select the desired address from the drop-down list of addresses, or enter a new one.
8. On the Order Status tab, you can now see **additional repair status details**. New fields – Fault, Action, and Remedy – have been added to provide information about the repair-related work performed for a device. Also new with this release are Exchange Type, Outbound Serial Number (for an exchange, which will reflect the serial number for any swapped or replacement device), Return Date (when a device was shipped from Zebra). These and other fields will be resequenced in a future release to more closely cluster related information.
9. To eliminate confusion, the list price for a repair is no longer displayed in the Portal on any tab or screen. **Only the Net Price is now visible.**

May 20th, 2017 Release

The following features and fixes were included in this release, as well as other minor improvements:

1. **'Leading S' Serial Numbers** may now be processed in the Portal without modification or workarounds.
2. Repair orders for End of Service Life products may now be processed using 'bulk load' functionality.
3. The **Bulk Upload** screen has been modified to simplify adding of items into the cart. Additionally, the sequence in which items are displayed has been changed to show items that require attention first.
4. Occasional issues with **screen display speed** have been resolved, which significantly reduce the time to display search results and order details, transition between order screens, and bulk load items.
5. An issue with some sessions **timing out** has also been resolved.
6. The **Cancel button** has been removed from the review order screen. This option created confusion and accidental cancellation of saved orders. A new option will be designed for replacement.
7. Search results on the **Order Status** and **Repair Orders** screens now have additional fields of information. Results display 'created by' and 'ship address' information to help users identify who within their company logged a request, as well as the shipping location (store, etc.).
8. When a user does not have the serial number for a device, a product model is required. The drop-down **list of product models** to choose from has been significantly simplified.
9. The Request for **Pickup or Collection process** now includes additional mandatory fields and validations to ensure full information is available for scheduling with carriers (FedEx, TNT, etc.).
10. The **Customer Reference Number** field has been added to the Add Products screen to enable adding of this information at the same time as the serial number, rather than in a separate step.
11. The character limit on the **Validate Warranty and Entitlement** tab has been increased from 300 to 3000 characters, which should allow for entry of up to 200 serial numbers.
12. Users can now **export search results** directly from the Validate Warranty and Entitlement screen.

Early May 2017 Releases

13. Immediate after launch on May 1, the addition of **concurrent user capacity** eliminated issues with users being unable to log in during peak usage hours.
14. **End of Service Life** (EoSL) repair orders were enabled.
15. Additional server capacity and other **performance improvements** increased system speed.