



REPAIR ORDER PORTAL  
USER GUIDE  
RESOLVING A BULK LOAD ERROR

## Common reasons for a bulk load error include:

1. Product name is not correct based on the serial number
2. Serial number could not be validated
3. Serial number already exists on the current repair order (cart)
4. Serial number already exists on an open repair order
5. Multiple product models are associated with the serial number

No Records

ADD LINE

REMOVE LINE

SAVE

1. DOWNLOAD TEMPLATE

2. UPLOAD CSV FILE

3. LOAD DATA TO ORDER

PREVIOUS

SAVE &amp; EXIT

NEXT

No Records

Shipping Details

Add Products

Bulk L

OK

Order Confirmation

test-repair.zebra.com says

The value entered in field Product Name of buscomp ZEB RMA Drag Drop BC does not match any value in the bounded pick list ZEB Internal Product Simple PickList.(SBL-DAT-00225)

**1** Product Name is not correct

In case the Product Name does not match with the Serial Number, you will get an error message during importing the CSV file.

**RESOLUTION:**

1. Click OK
2. Remove all the lines that have already been loaded
3. Go back to the template (not to the CSV File) and delete the Product Name
4. Load the file again

**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 Status	Account#	Account Name	Address
1-1DRBOPQQ	Pending	24-Nov-2019	PRDTEST.4221@...	EMEA DEMO	N	0	Y	Completed With Errors	6765498	Zebra Technologi...	Zebra Tr
1-1DULQBJA	Pending	22-Nov-2019	PRDTEST.4221@...	EMEA DEMO	N	2	Y	Completed	6765498	Zebra Technologi...	Zebra Tr
1-1DTV3ZPC	Pending	21-Nov-2019	PRDTEST.4221@...	EMEA DEMO	N	0	N		6765498	Zebra Technologi...	Zebra Tr
1-1DRDNG0U	Pending	21-Nov-2019	PRDTEST.4221@...	EMEA DEMO	N	0	N		6765498	Zebra Technologi...	Zebra Tr
1-1DTMGM5X	Pending	21-Nov-2019	PRDTEST.4221@...	EMEA DEMO	N	0	N		6765498	Zebra Technologi...	Zebra Tr
1-1DTMGLQX	Pending	21-Nov-2019	PRDTEST.4221@...	EMEA DEMO	Y	2	N		6765498	Zebra Technologi...	Zebra Tr
1-1DTMEA04	Pending	21-Nov-2019	PRDTEST.4221@...	EMEA DEMO	N	0	N		6765498	Zebra Technologi...	Zebra Tr
1-1DOED2D8	Pending	15-Nov-2019	PRDTEST.4224@...	--	N	0	N		6765498	Zebra Technologi...	Calle M.
1-1DLZJY9E	Pending	14-Nov-2019	PRDTEST.4221@...	EMEA DEMO	N	0	N		6765498	Zebra Technologi...	Dukes M
1-1DNJFTFS	Pending	13-Nov-2019	PRDTEST.4221@...	EMEA DEMO	Y	1	N		6765498	Zebra Technologi...	Dukes M

In case there are other errors, the **Bulk Load Status** will display **Completed with Errors**. Click on the status to be navigated back to bulk load page.

**BULK LOAD**

1 - 4 of 4

[1. DOWNLOAD TEMPLATE](#)[2. UPLOAD CSV FILE](#)[3. LOAD DATA TO ORDER](#)[ADD LINE](#)[REMOVE LINE](#)[SAVE](#)

<input type="checkbox"/>	Load Status Flag	Serial Number	I don't have Serial	Produ	Problem Category	Problem Detail	Problen	Custor	Error Notes
<input checked="" type="checkbox"/>		1111122222	<input checked="" type="checkbox"/>		Camera	Camera no decode			The serial number entered has not been identified. Please verify the number again or select 'I don't have seri
<input type="checkbox"/>		STBCSG492675C4			Keyboard	Keyboard keys n...			The serial number entered has already been found in a saved cart or open active repair order# 1-1DULQBJA...
<input type="checkbox"/>		STBCSG512629C4			Printer	Printer printing q...			The serial number entered has already been found in a saved cart or open active repair order# 11542933-1...
<input type="checkbox"/>		1220430050			Speaker	Speaker low volu...			Multiple asset retrieved using serial number. Please add Product Name along with Serial #.

**2** Serial Number could not be validated

The Serial Number is not correct and the flag **I don't have Serial Number** has been checked automatically.

[PREVIOUS](#)[SAVE & EXIT](#)[NEXT](#)

1 - 4 of 4

Shipping Details

Add Products

Bulk Load

Review Cart

Payment Details

Order Confirmation

## BULK LOAD

1 - 4 of 4

1. DOWNLOAD TEMPLATE

2. UPLOAD CSV FILE

3. LOAD DATA TO ORDER

ADD LINE

REMOVE LINE

SAVE

<input type="checkbox"/>	Load Status Flag	Serial Number	I don't have Serial	Product Name	Problem Category	Problem Detail	Proble Custom	Error Notes
<input checked="" type="checkbox"/>		1111122222	<input checked="" type="checkbox"/>		Camera	Camera no decode		The serial number entered has not been identified. Please verify the number again or select 'I do...
<input type="checkbox"/>		STBCSG492675C4			Keyboard	Keyboard keys n...		The serial number entered has already been found in a saved cart or open active repair order# ...
<input type="checkbox"/>		STBCSG512629C4			Printer	Printer printing q...		The serial number entered has already been found in a saved cart or open active repair order# 1...
<input type="checkbox"/>					Speaker	Speaker low volu...		Multiple asset retrieved using serial number. Please add Product Name along with Serial #.



## RESOLUTION:

1. Click in the **Product Name** field
2. Click on the arrow within the field
3. Select Product from the catalogue

PREVIOUS

SAVE &amp; EXIT

NEXT

1 - 4 of 4

**BULK LOAD**

1 - 4 of 4

[1. DOWNLOAD TEMPLATE](#)[2. UPLOAD CSV FILE](#)[3. LOAD DATA TO ORDER](#)[ADD LINE](#)[REMOVE LINE](#)[SAVE](#)

<input type="checkbox"/>	Load Status Flag	Serial Number	I don't have Serial	Produ	Problem Category	Problem Detail	Proble	Custor	Error Notes
<input checked="" type="checkbox"/>		1111122222	<input checked="" type="checkbox"/>		Camera	Camera no decode			The serial number entered has not been identified. Please verify the number again or select 'I don't have seri...
<input type="checkbox"/>		STBCSG492675C4			Keyboard	Keyboard keys n...			The serial number entered has already been found in a saved cart or open active repair order# 1-1DULQBJA...
<input type="checkbox"/>		STBCSG512629C4			Printer	Printer printing q...			The serial number entered has already been found in a saved cart or open active repair order# 11542933-1...
<input type="checkbox"/>		1220430058			Speaker	Speaker low volu...			Multiple asset retrieved using serial number. Please add Product Name along with Serial #.

**3** Serial number already exists on the current repair order (cart)

The Serial Number is already a part of an open cart that has not been submitted yet.

[PREVIOUS](#)[SAVE & EXIT](#)[NEXT](#)

1 - 4 of 4



**BULK LOAD** 1 - 4 of 4

1. DOWNLOAD TEMPLATE    2. UPLOAD CSV FILE    3. LOAD DATA TO ORDER    [ADD LINE](#)    [REMOVE LINE](#)    [SAVE](#)

<input type="checkbox"/>	Load Status Flag	Serial Number	I don't have Serial	Produ	Problem Category	Problem Detail	Proble	Custor	Error Notes
<input checked="" type="checkbox"/>		1111122222	<input checked="" type="checkbox"/>		Camera	Camera no decode			The serial number entered has not been identified. Please verify the number again or select 'I don't have seri...
<input type="checkbox"/>		STBCSG492675C4			Keyboard	Keyboard keys n...			The serial number entered has already been found in a saved cart or open active repair order# 1-1DULQBJA...
<input type="checkbox"/>		STBCSG512629C4			Printer	Printer printing q...			The serial number entered has already been found in a saved cart or open active repair order# 11542933-1...
<input type="checkbox"/>					Speaker	Speaker low volu...			Multiple asset retrieved using serial number. Please add Product Name along with Serial #



### RESOLUTION:

1. The error message displays the cart number. You can search for the cart number in **REPAIR ORDERS** page
2. You can remove the unit from Bulk Load and submit the cart where the unit was found  
OR  
You can remove the unit from the cart where the unit was found and load it once again in Bulk Load



**BULK LOAD**

1 - 4 of 4

- 1. DOWNLOAD TEMPLATE
  - 2. UPLOAD CSV FILE
  - 3. LOAD DATA TO ORDER
- [ADD LINE](#)
- [REMOVE LINE](#)
- [SAVE](#)

<input type="checkbox"/>	Load Status Flag	Serial Number	I don't have Serial	Produ	Problem Category	Problem Detail	Proble	Custor	Error Notes
<input checked="" type="checkbox"/>		1111122222	<input checked="" type="checkbox"/>		Camera	Camera no decode			The serial number entered has not been identified. Please verify the number again or select 'I don't have seri...
<input type="checkbox"/>		STBCSG492675C4			Keyboard	Keyboard keys n...			The serial number entered has already been found in a saved cart or open active repair order# 1-1DULQBJA...
<input type="checkbox"/>		STBCSG512629C4			Printer	Printer printing q...			The serial number entered has already been found in a saved cart or open active repair order# 11542933-1. ...
<input type="checkbox"/>		1220430058			Speaker	Speaker low volu...			Multiple asset retrieved using serial number. Please add Product Name along with Serial #.

**4**

Serial number already exists on an open repair order

The Serial Number is already a part of an open order that was already submitted.

Shipping Details

Add Products

**Bulk Load**

Review Cart

Payment Details

Order Confirmation

**BULK LOAD**

1 - 4 of 4

1. DOWNLOAD TEMPLATE

2. UPLOAD CSV FILE

3. LOAD DATA TO ORDER

ADD

**4b**

REMOVE LINE

SAVE

<input type="checkbox"/>	Load Status Flag	Serial Number	I don't have Serial	Product Name	Problem Category	Problem Detail	Proble	Custom	Error Notes
<input type="checkbox"/>		1111122222	<input checked="" type="checkbox"/>		Camera	Camera no decode			The serial number entered has not been identified. Please verify the number again or select 'I do...
<input type="checkbox"/>		STBCSG492675C4			Keyboard	Keyboard keys n...			The serial number entered has already been found in a saved cart or open active repair order# ...
<input checked="" type="checkbox"/>		STBCSG512629C4			Printer	Printer printing q...			The serial number entered has already been found in a saved cart or open active repair order# 1...
<input type="checkbox"/>		1220430058			Speaker	Speaker low volu...			Multiple asset retrieved using serial number. Please add Product Name along with Serial #.


**RESOLUTION:**

1. The error message displays the order number. You can search for the order number in **REPAIR STATUS** page
2. You have to remove the unit from Bulk Load and submit the cart without the unit

4a – Select the unit

4b – Remove it

PREVIOUS

SAVE &amp; EXIT

NEXT

1 - 4 of 4

Shipping Details

Add Products

Bulk Load

Review Cart

Payment Details

Order Confirmation

## BULK LOAD

1 - 4 of 4

1. DOWNLOAD TEMPLATE

2. UPLOAD CSV FILE

3. LOAD DATA TO ORDER

ADD LINE

REMOVE LINE

SAVE

<input type="checkbox"/>	Load Status Flag	Serial Number	I don't have Serial	Produ	Problem Category	Problem Detail	Proble	Custom	Error Notes
<input checked="" type="checkbox"/>		1111122222	<input checked="" type="checkbox"/>		Camera	Camera no decode			The serial number entered has not been identified. Please verify the number again or select 'I don't have seri...
<input type="checkbox"/>		STBCSG492675C4			Keyboard	Keyboard keys n...			The serial number entered has already been found in a saved cart or open active repair order# 1-1DULQBJA...
<input type="checkbox"/>		STBCSG512629C4			Printer	Printer printing q...			The serial number entered has already been found in a saved cart or open active repair order# 11542933-1. ...
<input type="checkbox"/>		1220430058			Speaker	Speaker low volu...			Multiple asset retrieved using serial number. Please add Product Name along with Serial #.

**5** Multiple product models are associated with the serial number

There are multiple Product Names associated with the serial number

PREVIOUS

SAVE &amp; EXIT

NEXT

1 - 4 of 4

Shipping Details

Add Products

Bulk Load

Review Cart

Payment Details

Order Confirmation

## BULK LOAD

1 - 4 of 4

1. DOWNLOAD TEMPLATE

2. UPLOAD CSV FILE

3. LOAD DATA TO ORDER

ADD LINE

REMOVE LINE

SAVE

<input type="checkbox"/>	Load Status Flag	Serial Number	I don't have Serial	Product Name	Problem Category	Problem Detail	Proble	Custom	Error Notes
<input type="checkbox"/>		1111122222	<input checked="" type="checkbox"/>		Camera	Camera no decode			The serial number entered has not been identified. Please verify the number again or select 'I do...
<input type="checkbox"/>		STBCSG492675C4			Keyboard	Keyboard keys n...			The serial number entered has already been found in a saved cart or open active repair order# ...
<input type="checkbox"/>		STBCSG512629C4			Printer	Printer printing q...			The serial number entered has already been found in a saved cart or open active repair order# 1...
<input checked="" type="checkbox"/>		1220430058			Speaker	Speaker low volu...			Multiple asset retrieved using serial number. Please add Product Name along with Serial #.



## RESOLUTION:

1. Click in the **SERIAL NUMBER** field
2. Click on the arrow within the field
3. Select the correct product from the pop-up window

PREVIOUS

SAVE &amp; EXIT

NEXT

1 - 4 of 4

[Shipping Details](#)[Add Products](#)[Bulk Load](#)[Review Cart](#)[Payment Details](#)[Order Confirmation](#)**BULK LOAD**

1 - 4 of 4

[1. DOWNLOAD TEMPLATE](#)[2. UPLOAD CSV](#)**6**[3. LOAD DATA TO ORDER](#)[ADD LINE](#)[REMOVE LINE](#)[SAVE](#)

<input type="checkbox"/>	Load Status Flag	Serial Number	I don't have Serial	Product Name	Problem Category	Problem Detail	Proble	Custom	Error Notes
<input checked="" type="checkbox"/>		111122222	<input checked="" type="checkbox"/>	MC9190-G30SW...	Camera	Camera no decode			The serial number entered has not been identified. Please verify the number again or select 'I do...
<input type="checkbox"/>		STBCSG492675C4			Keyboard	Keyboard keys n...			The serial number entered has already been found in a saved cart or open active repair order# ...
<input type="checkbox"/>		STBCSG512629C4			Printer	Printer printing q...			The serial number entered has already been found in a saved cart or open active repair order# 1...
<input type="checkbox"/>		1220430058		MC959B-KDGBA...	Speaker	Speaker low volu...			Multiple asset retrieved using serial number. Please add Product Name along with Serial #.

After you have resolved all the errors with the bulk load, click on **3. LOAD DATA TO ORDER**

[PREVIOUS](#)[SAVE & EXIT](#)[NEXT](#)

1 - 4 of 4

Shipping Details

Add Products

Bulk Load

Review Cart

Payment Details

Order Confirmation

## BULK LOAD

1 - 8 of 8

1. DOWNLOAD TEMPLATE

7

Bulk Load is being processed. It may take several minutes depending on the number of products. When completed, email notification will be sent to prctest.4223@mailinator.com--removed with instructions.

OK

ADD LINE

REMOVE LINE

SAVE

r Notes

<input type="checkbox"/>	Load Status Flag	Serial Num
<input checked="" type="checkbox"/>		1702052140

You will be navigated back to the **REPAIR ORDERS** tab and notified by email about the bulk load completion

## PENDING REPAIR ORDERS

1 - 9 of 9

Note: Saved orders that have not been submitted will automatically expire 30 days from the creation date.

[NEW REPAIR ORDER](#)

8

[REFRESH](#)[COLUMNS DISPLAYED](#)

Filter Type



Filter Value

[FIND](#)

Cart Number	Order Status	Creation Date	Created By	Contact	# Of Lines	Bulk Load	Bulk Load Status	Account#	Account Name	Address Line 1	Address Line 2	City
1-1BGNJMAK	Pending	07-Aug-2019	PRDTEST.4223@...	Test Training	0	N	In Progress	6765515	Zebra Technologi...	3 OVERLOOK P...		Lin
1-1BG0Q8NX	Pending	07-Aug-2019	PRDTEST.4223@...	Test Training	0	Y	Completed	6765515	Zebra Technologi...	3 OVERLOOK P...		Linc
1-1BG2GELA	Pending	05-Aug-2019	PRDTEST.4223@...	Test Training	1	N		6765515	Zebra Technologi...	3 OVERLOOK P...		Linc
1-1BG2GEG1	Pending	05-Aug-2019	PRDTEST.4223@...	Test Training	0	N		6765515	Zebra Technologi...	3 OVERLOOK P...		Linc
1-1BDASQ0W	Pending	01-Aug-2019	PRDTEST.4223@...	Test Training	0	N		6765515	Zebra Technologi...	3 OVERLOOK P...		Linc
1-1BEH3MCF	Pending	01-Aug-2019	PRDTEST.4223@...	Test Training	0	N		6765515	Zebra Technologi...	3 OVERLOOK P...		Linc
1-1BEH3MB1	Pending	01-Aug-2019	PRDTEST.4223@...		0	N		6765515	Zebra Technologi...			
1-1BDIRQ81	Pending	30-Jul-2019	PRDTEST.4223@...	Test Training	0	N		6765515	Zebra Technologi...	3 OVERLOOK P...		Linc
1-16LMAHUP	Pending	09-Jul-2019	PRDTEST.4224@...	Carolyn Assad	1	N		6765515	Zebra Technologi...	3 OVERLOOK P...		Linc

To see the actual status of the bulk load, you need to click on **REFRESH** button

### PENDING REPAIR ORDERS

1 - 8 of 8

Note: Saved orders that have not been submitted will automatically expire 30 days from the creation date.

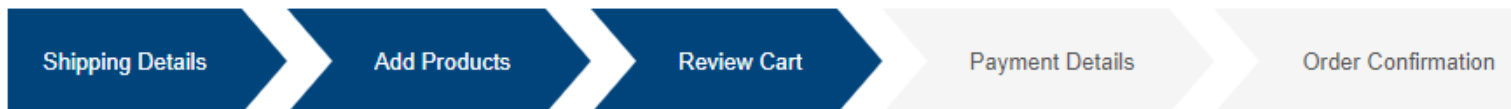
[NEW REPAIR ORDER](#) [CANCEL](#) [REFRESH](#) [COLUMNS DISPLAYED](#) Filter Type  [FIND](#)

Cart Number	Order Status	Creation Date	Created By	Contact	# Of Lines	Bulk	Bulk Load Status	Account#	Account Name	Address Line 1	Address Line 2	City
1-1BGNJMAK	Pending	07-Aug-2019	PRDTEST.4223@...	Test Training	8	Y	Completed	6765515	Zebra Technologi...	3 OVERLOOK P...		Linc
1-1BG2GELA	Pending	05-Aug-2019	PRDTEST.4223@...	Test Training	1	N		6765515	Zebra Technologi...	3 OVERLOOK P...		Linc
1-1BG2GEG1	Pending	05-Aug-2019	PRDTEST.4223@...	Test Training	0	N		6765515	Zebra Technologi...	3 OVERLOOK P...		Linc
1-1BDASQ0W	Pending	01-Aug-2019	PRDTEST.4223@...	Test Training	1	N		6765515	Zebra Technologi...	3 OVERLOOK P...		Linc
1-1BEH3MCF	Pending	01-Aug-2019	PRDTEST.4223@...	Test Training	0	N		6765515	Zebra Technologi...	3 OVERLOOK P...		Linc
1-1BEH3MB1	Pending	01-Aug-2019	PRDTEST.4223@...		0	N		6765515	Zebra Technologi...			
1-1BDIRQ81	Pending	30-Jul-2019	PRDTEST.4223@...	Test Training	0	N		6765515	Zebra Technologi...	3 OVERLOOK P...		Linc
1-16LMAHUP	Pending	09-Jul-2019	PRDTEST.4224@...	Carolyn Assad	1	N		6765515	Zebra Technologi...	3 OVERLOOK P...		Linc

9

After resolving all the errors correctly, the **Bulk Load Status** should be **Completed**.  
Click on **Completed**





ACCOUNT

Account Number  
6765515

Account Name  
Zebra Technologies NA Demo Depot

SHIP TO CONTACT

Contact  
Test Training

Contact Email Address  
test@training.com

Work Phone #  
123456789

RETURN SHIPPING ADDRESS

Store Number

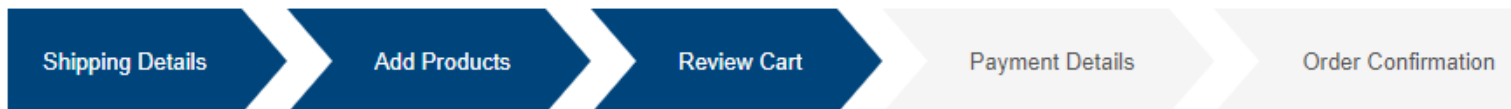
3 OVERLOOK POINT,  
Lincolnshire, Lake,  
IL, United States, 60069

Edit or dispute the units *if necessary*

10

	EDIT	REMOVE	DISPUTE JOB TYPE	REMOVE DISPUTE	KITS AND CONFIGURATIONS	DOCUMENTS	Filter Type	Filter Value	FIND		
<input type="checkbox"/>	Line #	Customer Reference #	Serial #	Product	Job Type	Exchange Type	Net Price	Line Item Status	Line Sub Status	Request Type	Repair Center
<input checked="" type="checkbox"/>	1		17020521401395	MC67NA-PDABA...	Contract	Advance Exchange	\$0.00	Pending		Standard Exchange	Arkansas Serv
<input type="checkbox"/>	2		17020521401396	MC67NA-PDABA...	Contract	Advance Exchange	\$0.00	Pending		Standard Exchange	Arkansas Serv
<input type="checkbox"/>	3		17020521401397	MC67NA-PDABA...	Contract	Advance Exchange	\$0.00	Pending		Standard Exchange	Arkansas Serv
<input type="checkbox"/>	4		17020521401398	MC67NA-PDABA...	Contract	Advance Exchange	\$0.00	Pending		Standard Exchange	Arkansas Serv
<input type="checkbox"/>	5		17020521401399	MC67NA-PDABA...	Contract	Advance Exchange	\$0.00	Pending		Standard Exchange	Arkansas Serv

I have read and agree to Zebra's Terms and Conditions of Sale.  
[Click here](#) to read the Service Description Document for your order type and country.



<b>ACCOUNT</b> Account Number 6765515 Account Name Zebra Technologies NA Demo Depot	<b>SHIP TO CONTACT</b> Contact Test Training Contact Email Address test@training.com Work Phone # 123456789	<b>RETURN SHIPPING ADDRESS</b> Store Number  3 OVERLOOK POINT, Lincolnshire, Lake, IL, United States, 60069
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11

Proceed with submission of the cart

<a href="#">EDIT</a>	<a href="#">REMOVE</a>	<a href="#">DISPUTE JOB TYPE</a>	<a href="#">REMOVE DISPUTE</a>	<a href="#">KITS AND CONFIGURATIONS</a>	<a href="#">DOCUMENTS</a>	Filter Type <input type="text"/>	Filter Value <input type="text"/>	<a href="#">FIND</a>			
<input type="checkbox"/>	Line #	Customer Reference #	Serial #	Product	Job Type	Exchange Type	Net Price	Line Item Status	Line Sub Status	Request Type	Repair Center
<input checked="" type="checkbox"/>	1		17020521401395	MC67NA-PDABA...	Contract	Advance Exchange	\$0.00	Pending		Standard Exchange	Arkansas Serv
<input type="checkbox"/>	2		17020521401396	MC67NA-PDABA...	Contract	Advance Exchange	\$0.00	Pending		Standard Exchange	Arkansas Serv
<input type="checkbox"/>	3		17020521401397	MC67NA-PDABA...	Contract	Advance Exchange	\$0.00	Pending		Standard Exchange	Arkansas Serv
<input type="checkbox"/>	4		17020521401398	MC67NA-PDABA...	Contract	Advance Exchange	\$0.00	Pending		Standard Exchange	Arkansas Serv
<input type="checkbox"/>	5		17020521401399	MC67NA-PDABA...	Contract	Advance Exchange	\$0.00	Pending		Standard Exchange	Arkansas Serv

I have read and agree to Zebra's Terms and Conditions of Sale.  
[Click here](#) to read the Service Description Document for your order type and country.