Learn How to Search and View a Repair Order

Updated February 2019
Searching & Viewing a Repair Order

Once a repair order has been submitted, progress can be tracked on the repair order portal. Users can conduct a search to locate a repair order or series of repair orders. From the **Order Status** tab, a user can perform the following actions:

- **Search**: Users can execute a search utilizing a variety of search criteria. Repair orders matching the search criteria display for the user to view.
- **View**: Once the repair order is located, users can view information such as status and return shipment information.
- **Export for Reporting**: After executing a search, users can export the repair order information. The data can be exported into a csv.

The following information outlines how to search for a repair order to view the repair order details and export data for a report.
Initiating a Search

Once the repair order has been submitted, users can access the repair order and view details such as status, serial number, return tracking number, and outbound serial number. The following steps outline the process to search for a submitted repair order to view repair status information.

Step 1: Access the **Repair Status** tab.
Initiating a Search

The **Search Order** screen displays, presenting a list of search criteria to locate a repair order or series of repair orders:

- **Order Number**: Search by repair order number or accessory order number *(if applicable)*
- **Customer Ref #**: Search by text value documented on the repair order or accessory order *(if applicable)*
- **Purchase Order #**: Search by text value documented on the repair order
- **Serial Number**: Search by serial number associated with the repair order
- **Store Number**: Search by store number associated with the return shipping address
- **Ship Address Postal Code**: Search by postal code associated with the return shipping address
- **Bill Address Postal Code**: Search by postal code associated with the billing address
Initiating a Search

The **Search Order** screen displays, presenting a list of search criteria to locate a repair order or series of repair orders:

- **Status:** Select from 5 options: Submitted, Cancelled, Pending Quote, On Hold or Closed
- **Order Date:** Select the time period, maximum allowed is 90 days

**NOTE:** If you click on **Submit** without filling out the search filters, orders created within the past 30 days will display.
Initiating a Search

Step 2: Type or select search criteria

Step 3: Click on **SUBMIT**

**NOTE:** If a user clicks on **SUBMIT** without applying search criteria, repair orders and accessory orders *(if applicable)* submitted within the last calendar month display.
Search Results

The **Search Repairs** screen displays orders matching the search criteria. Limited information displays:

- **Order Number** field: Displays the repair order number.
- **Order Status** field: Displays the overall status of the repair order: Submitted, Closed, or Cancelled.
- **Line Item Status** and **Line Sub Status** fields: Display detailed status information for each line item.
- **Order Type** field: Displays the type of order. Repair orders reflect **RMA Repair Return**.
- **Export** button: Click to create a file for use in reporting.

**Step 4:** Click on the repair order number in the **Order Number** field to display the repair order details.

The **Search Repairs** screen displays information for all lines on the order. The order number may display multiple times, reflecting the number of lines on the order.
Viewing Repair Order Details

Once the repair order is accessed, key information displays, providing details on the progress of the repair order. The following information is accessible within the Repair Order # screen.

- **Line Items** section displays repair information for the specific line(s).
- **Shipping Contact and Shipping Address** section outlines the contact and return shipping address of the repair.
- **Documents** section allows the user to access key documents related to the repair order.

Users can send the repair order details to additional contact email addresses. Separate email addresses with a comma (,).
Accessing Repair Order Documents

The *Documents* section provides access to important documents for the repair order. Key documents accessible include:

- **Contact email address displays**
- **Contact name displays**
- **Contact phone number displays**

The shipping label is accessible if the order is *eligible* for return shipping to Zebra’s Repair Center.

The Billable Quote can be reviewed to determine the repair charges for the per incident repair.

The Shipping Manifest document provides a reference for the repair order and should be printed and placed inside the return package.
Viewing Repair Line Details

The **Line Items** section displays important information about each repair line(s). The following information is available:

- **The Serial # field** displays the serial number documented on the repair order.
- **The Outbound Serial # field** displays the serial number shipped to the customer.
- **The Line Item Status field** displays the repair status of the specific device.
- **The Received Date and Inbound Tracking # fields** display information about the received unit.
**Viewing Repair Line Status Information**

The **Line Item Status** field displays critical information about the progress of the repair. The following status values display in the **Line Item Status** field:

- **Pending**: Repair order has been submitted. This status displays when: Zebra’s repair order system has not confirmed the order, the Help Desk is addressing an issue with the repair line, or there is action required from the customer.

- **Open**: The repair order has been confirmed and the Repair Center has acknowledged the repair order. This status also displays when the Help Desk has addressed the issue with the repair line (*if applicable*).

- **Received**: Repair Center has received the faulty unit and acknowledged the receipt.

- **Repair Started**: Repair Center has initiated the repair process.

- **Repair Completed**: Repair Center completed the repair process.

- **Shipping**: Repair Center shipped the device back to the customer.

- **RMA Closed**: Shipping is complete and billable repairs have been invoiced (*if applicable*).

- **Cancelled**: Repair line has been cancelled.
Viewing Repair Line Sub Status Information

The **Line Sub Status** field provides additional status information about the repair. A value of **On Hold** displays if the repair can not proceed. A repair may be on hold various reasons. Common reasons include:

- The parts for the repair of the faulty unit are **not available**. The repair remains on hold until the parts are available to complete the repair. Please review the Part Due Date field for the date when Zebra expects to receive the parts required to complete the repair of your device.
The per incident repair quote is pending review. The quote can either be accepted or declined. If accepted, payment information is required. Once provided, the hold is removed and the repair progresses. If declined, the repair line is cancelled.

- A billable repair quote may apply to faulty units that are entitled for repair, however the Repair Center found damage not covered under by warranty or service contract. A hold is applied to the repair line until the customer confirms payment for the per incident repair.

Entitlement information was disputed. If the entitlement status is not accurate and the billable job type is disputed, the repair line remains on hold until the appropriate Zebra team can review the entitlement status (warranty or contract).

The device was flagged as a repeat repair, using the dispute process. The repair line will be on hold until the appropriate Zebra team can review the repeat repair status and determine how to proceed.

Contact the Repair Help Desk to determine why the repair line is on hold.
Viewing the Outbound Serial Number

The **Outbound Serial #** field displays the serial number of the unit shipping back to the customer. The following information is important to note about the outbound serial number:

- If the values listed in the **Serial #** and **Outbound Serial #** fields are the same, the faulty unit was repaired and returned.
- If the values listed in the **Serial #** and **Outbound Serial #** field are different, a replacement unit may have been sent in advance of the repair of the faulty device, if entitled by the Zebra OneCare Select Contract.
Checking the Status of a Repair

To check the status of a repair, review the following information to determine the status:

**Line Item Status:** repair complete, shipped, or RMA Closed

Review the **Outbound Tracking** field for the tracking number of the return shipment

**Line Item Status:** pending

Review the **Line Sub Status** field to determine if the repair line is on hold

- If the **Line Sub Status** is **on hold** and parts due date field is **empty**, contact the Repair Help Desk for additional information about the hold
- Additionally, contact the Repair Help Desk, if the line item status is pending and the line sub status is **blank**
Checking the Status of a Repair

Line Item Status: open

Determine when the faulty device(s) was sent to the Repair Center. A status of open indicates that the faulty device has not been received at the repair center.

Line Item Status: repair started

- For contract repairs, consult the Zebra OneCare information for applicable repair turnaround time information.
- For warranty repairs, consult the product warranty information for applicable repair turnaround time information.
Checking the Status of a Repair

Line Item Status: cancelled

A status of cancelled has a number of potential root causes:

- The quote for the per incident (billable, time and material) repair charges were declined
- The faulty device was not received at the repair center within 30 days

If additional information is required, contact the Repair Help Desk

NOTE: If a portal user cancelled a saved, un-submitted repair order the line item status reflects RMA Cancelled
Exporting Search Results for Reporting

Once repair order data is located, users can export the search results into a editable file for reporting. The following steps outline the process to export repair order search results:

**Step 1:** Conduct a search for a repair order or series of repair orders.

**Step 2:** Click on the **Export** button. A csv file extension is generated. The entire row displays in one column with the data separated by a comma.