Learn How to Manage a Quote for a Per Incident Repair

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Managing a Quote for a Per Incident Repair

When the repair of a device is classified as a per incident repair (billable, time and material), the repair charges need to be paid for by the customer. Payment information must be provided before repair activities can progress. Payment details may be captured when the repair order is submitted or there may be instances when a quote for a per incident repair is provided to the customer for review.

If payment information is captured when the repair order is submitted, repair activities begin when the faulty device is received at the repair center.

If a quote is provided, an email notification is sent the customer with the repair charges and quote details. Repair activities are placed on hold until a customer can review the quote and the associated repair charges. The customer must determine how to proceed with the repair.

The following options are available for managing a per incident (billable, time and material) quote:

- **Accept the per incident quote**: If the per incident repair charges are acceptable, the quote needs to be accepted and payment details must be provided. Once confirmed, repair activities can progress.

- **Decline the per incident quote**: If the per incident repair charges are not acceptable, the repair line is cancelled. If the faulty device has been received at the repair center, the device is returned unrepaired.

Regardless of the decision, the customer must take action and document the decision. If a customer does not take action within thirty (30) days, the per incident repair quote is cancelled.

*The following information outlines the process to access and manage a quote for a per incident repair.*
Access Quote from Home Screen

- When a per incident quote notification is received, the user must access the repair order to review the quote. The quote is attached to the repair order with the associated per incident (billable, time and material) repair line and is also accessible from the home screen. The following steps outline the process for accessing the quote from the home screen.
Searching for the Repair Order

When a per incident quote notification is received, the user must access the repair order to review the quote. The quote is attached to the repair order with the associated per incident (billable, time and material) repair line. The following steps outline the process for accessing the repair order to view the per incident quote:

Step 1b: Access the **Repair Status** tab
Searching for the Repair Order

Step 2b: Type or select search criteria

Step 3b: Click on SUBMIT

NOTE: Users can conduct a search for a quote using the order status value. Select a value of Pending Quote from the Status field

Access the Searching and Viewing a Repair Order training guide for detailed information about conducting a search for a repair order

Accessing the Per Incident Quote Associated with the Repair Order
Accessing the Repair Order

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

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

Per incident repair orders with a pending quote reflect a line item status of **Open** and **Line Sub Status On Hold**.
Accessing the Per Incident Quote

The Repair Order # screen displays the repair order information

Step 5: Click on REVIEW QUOTATION

The quote details and terms and conditions are accessible within the quotation document

The following information outlines how to review and take appropriate action with the per incident quote
**Viewing the Per Incident Quote Information**

The *Review Quote* screen displays. The following information outlines the key sections of the *Review Quote* screen:

- **Line Items** section displays all repair lines on the repair order, regardless of job type. If you wish to see only billable items, click on **Show Billable Items**.

- **Decline Payment** button can be utilized to decline the costs associated with the repair.

- **Net Price** field displays the charges associated with the repair.

- **Job Type** field reflects billable for per incident repairs.

- **If the repair charges listed in the Net Price field are acceptable, the quote must be accepted. Agree to Zebra’s Terms and Conditions and click on Next to accept the quote and specify payment information.**

The following steps outline the process to accept or decline the per incident quote for the repair:
Accepting the Per Incident Repair Quote

Step 2: Click on **PAYMENT**, to continue to the **Payment Details** screen
Providing Payment Details for the Per Incident Repair

The **Payment Details** screen displays and the repair charges display in the **Transaction Amount** field. The user is prompted for payment information. Users can either pay using a credit card or in some instances can pay using a purchase order (PO).

**NOTE:** If the **Payment Details** screen is blank, payment information was not previously captured with the original repair order. The User can proceed with documenting payment information. If the **Payment Details** screen is pre-populated, payment information was provided previously on the original repair order. This payment information can not be modified.

- If payment information needs to be documented, continue to step 3 for Credit Card payment, to step 4 for Purchase Order payment
- If payment information defaults, proceed to step 5 to confirm the per incident repair charges

**NOTE:** If the default payment information needs to be modified, contact the Repair Help Desk.
Paying by Credit Card

Step 3: Type the card holder name in the Credit Card Holder: field

Step 3a: Select the type of credit card from the Credit Card Type: field

Step 3b: Type the credit card number in the Credit Card #: field

Step 3c: Select the expiration year from the Expiration Year: field

Step 3d: Select the expiration month from the Expiration Month: field

Step 3e: Type the 3-4 CVN digits in the CVN: field
Paying by Credit Card

Step 3f: Review the default billing address information displayed in the Billing Address field.

- If the billing address does not need to be modified, proceed to step 5, to confirm the per incident repair order.
- If the address needs to be modified, users are not able to directly edit these fields. The following options are available:
  - Select a different billing address: Click on the Billing Address drop down field to display the Billing Address pop-up window. Billing address records display for selection.
  - Create a new billing address: Click on the Billing Address drop down field to display the Billing Address pop-up window. Click on and populate the required information.
Selecting a Credit Card Billing Address

When the Billing Address drop down field is accessed, the Billing Address pop-up window displays billing addresses associated with the user’s account. The user can select an address from the list, use filters to conduct a search, or create a new address.

Click on NEW to create a new billing address record.

Utilize the search bar to locate an existing billing address.

To select a different billing address, select the applicable record and click on OK.

NOTE: The billing address can not be modified. Create a new billing address if changes need to be made to an existing address.
Pay by Purchase Order

Step 4a: Type the purchase order number in the **Purchase Order #** field

Step 4b: In Documents, click on **NEW FILE** to select and attach the purchase order file. Continue to step 5, to confirm the per incident repair order
Confirming Payment Details

Step 5: Click on CONFIRM, submitting the PO or credit card payment details for the per incident repair.

NOTE: For credit card payments, Zebra Technologies performs a $1.00 hold on the credit card to ensure validity. The hold is removed based on the policies of the credit card company. Once the repair is complete, the cost of the repair is charged to the credit card.
Payment Confirmation for Per Incident Repair

The Order Confirmation screen displays, confirming the receipt of the payment information. The repair order number does not change. Once complete, logout or navigate to the next desired screen.

Thank You! your payment has been successfully processed for the repair order# 11163946
Zebra repair center will contact you as needed. If you have any questions please contact helpdesk.
Declining the Per Incident Repair Quote

Step 1: Access the per incident repair quote, Review Quote screen

Step 2: Select the applicable repair line

Step 3: Click on DECLINE PAYMENT

NOTE: If multiple lines need to be declined, each line must be selected and declined individually
Declining the Per Incident Repair Quote

The confirmation pop-up message displays

Step 4: Click on YES
Declining the Per Incident Repair Quote

The *Review Quote* screen refreshes and the *Decline Payment* button is disabled, indicating the per incident repair quote was declined.

**Step 5:** Click on **PAYMENT**

**NOTE:** If additional repair lines need to be declined, repeat steps 2 – 4, before clicking on **PAYMENT**.

**NOTE:** If per incident charges are being accepted for other lines on the repair order, the *Payment Details* screen displays after clicking on **PAYMENT**.
Declining the Per Incident Repair Quote

The **Order Confirmation** screen displays, providing acknowledgement that the per incident repair quote was not accepted. Once complete, logout or navigate to the next desired screen.

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You have successfully declined the quote. Zebra repair center will contact you as needed.

Please note any device received at repair center will be subjected to a minimum reasonable charge to cover the return shipment and handling costs in cases where the unit is returned unpaired at the customer’s request.

If you have any questions please contact helpdesk.
Need help?

Access Zebra.com > Support & Downloads for additional information and support

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