

Zebra's Repair Order Portal

RPE01

USER GUIDE



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Additional Information **Error! Bookmark not defined.**

Meet these Objectives

By the end of this guide, you should be able to:

- Navigate the Repair Order Portal and utilize its features.
- Create new repair orders and modify existing ones.
- Search for a quote for billable repairs.
- Search for and manage an existing repair order.
- Search for and view assets.
- Search for and view entitlements.
- Search for and view warranty information.

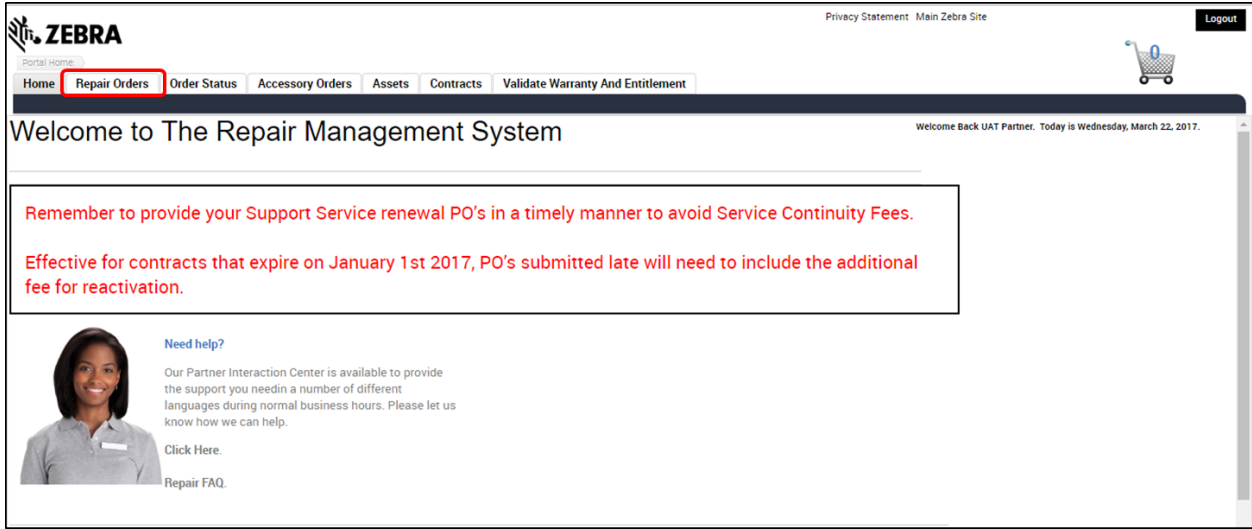
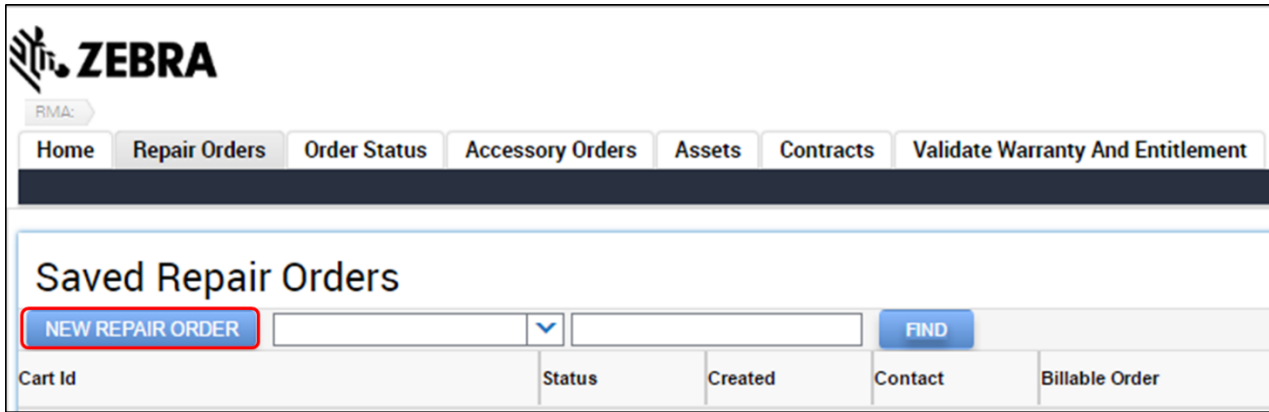
Set the Stage

This user guide will explain how to navigate the Repair Order Portal, create and manage a repair order, and view entitlements and warranties applicable on an item.

Create a Repair Order

In this topic, you will learn how to create a repair order.

Navigate to: <https://repair.zebra.com/enu/>

Steps	Action
1.	<p>Click the Repair Orders tab.</p> 
2.	<p>The Saved Repair Orders page is displayed. Click the NEW REPAIR ORDER button.</p> 

- | Steps | Action |
|-------|---|
| 3. | A new repair order is displayed and defaults to the first sub-tab, that is, Shipping Details . The Account Details and Shipping Details sections are pre-populated based on the user's Portal profile. The user can update the contact and shipping address, if required. Click the Contact drop-down menu to update the contact information. |

ZEBRA

RMA:

Home Repair Orders Order Status Accessory Orders Assets Contracts Validate Warranty And Entitlement

Shipping Details Add Products Review Order Payment Details Order Confirmation

Account Details

Account Name: Scansource

Contact: UAT Partner

Work Phone #: +1 8642864676

Email: uatpartner@mailinator.com

Customer Reference #:

Shipping Details

Ship Address: 3461 E 14Th Street

Address Line 2:

Address Line 3:

City: Los Angeles

State: CA

Country: United States

Postal Code: 90023

Steps Action

- The **Pick Contact** pop-up window is displayed. The pop-up window displays all active contacts that are associated with the user's account. The user can select a contact from the displayed list, or can use the filters to narrow down the search.

Click the appropriate contact line item to select another contact.

Home Repair Orders Order Status Accessory Orders Assets Contracts Validate Warranty And Entitlement

Shipp Account

Pick Contact

NEW SEARCH

Last Name FIND 1 - 10 of 10+

Last Name	First Name	Account	Site	Job Title	Work Phone #	Email
ALEXANDER	HARRIETTE	Scansource	821 North America...			harriette.alexander@scansource.com--removed
ALLEN	ANGELA	Scansource	821 North America...			angela.allen@scansource.com--removed
Allen	Josh	Scansource	821 North America...		+18009442439	josh.allen@scansource.com--removed
Anderson	Tony	Scansource	821 North America...	Sales	800-944-2432, ext...	tony.anderson@scansource.com--removed
Appel	Jessey	Scansource	821 North America...	Product Manager	(864) 286-4571	jessey.appel@scansource.com--removed
Arango	Jonathan	Scansource	821 North America...	Sales Rep	1-800-944-2432x4...	jonathan.arango@scansource.com--removed
Axtell	Sierra	Scansource	821 North America...		1-800-944-2432 x...	sierra.axtell@scansource.com--removed
BALAGA	DIANE	Scansource	821 North America...			diane.balaga@scansource.com--removed
BEAULE	MARC	Scansource	821 North America...			marc.beaule@scansource.com--removed
BLUBAUGH	ERIK	Scansource	821 North America...			erik.blubaugh@scansource.com--removed

OK CANCEL

- Click the **OK** button.

Home Repair Orders Order Status Accessory Orders Assets Contracts Validate Warranty And Entitlement

Shipp Account

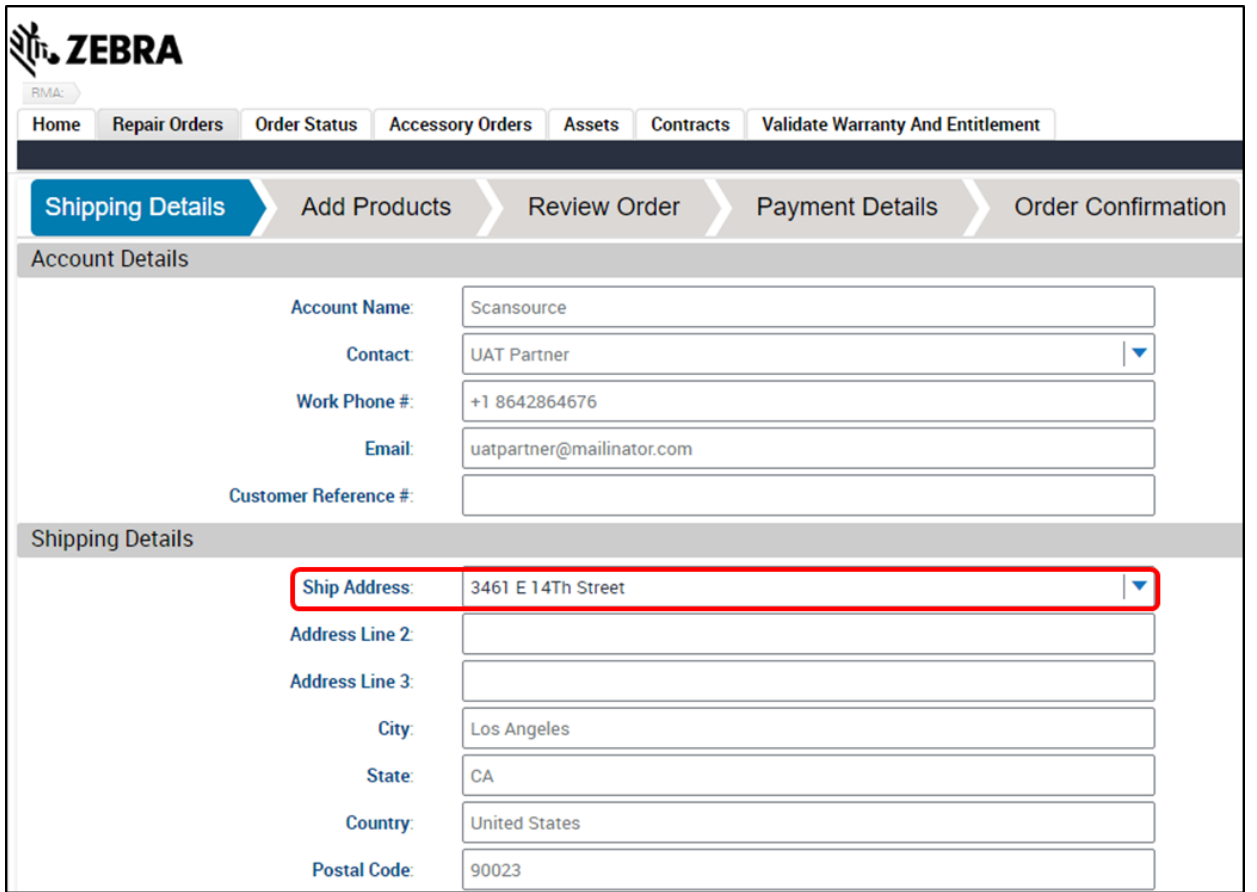
Pick Contact

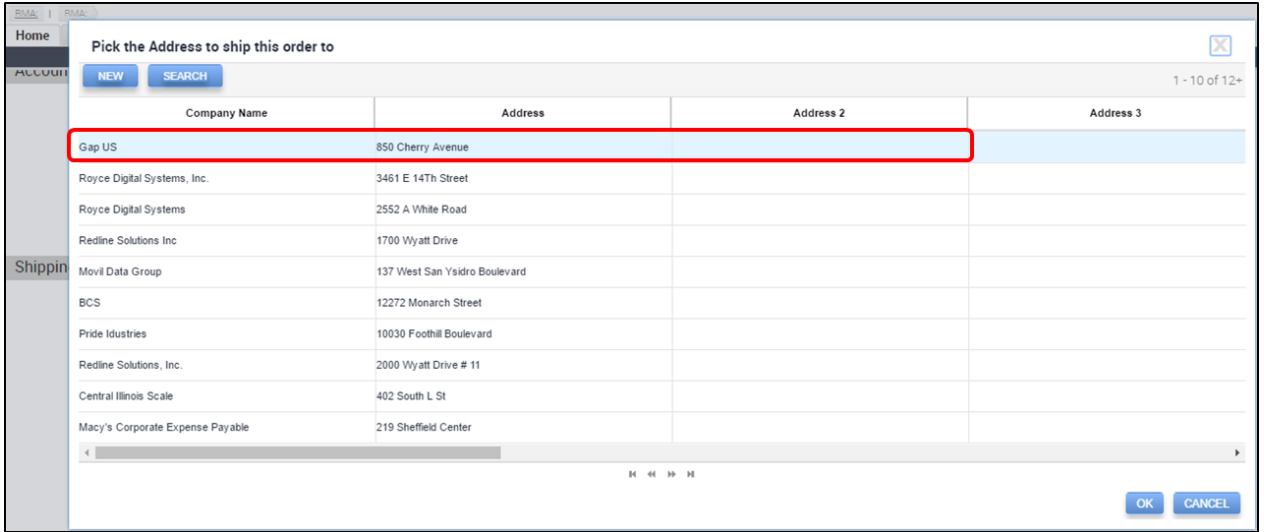
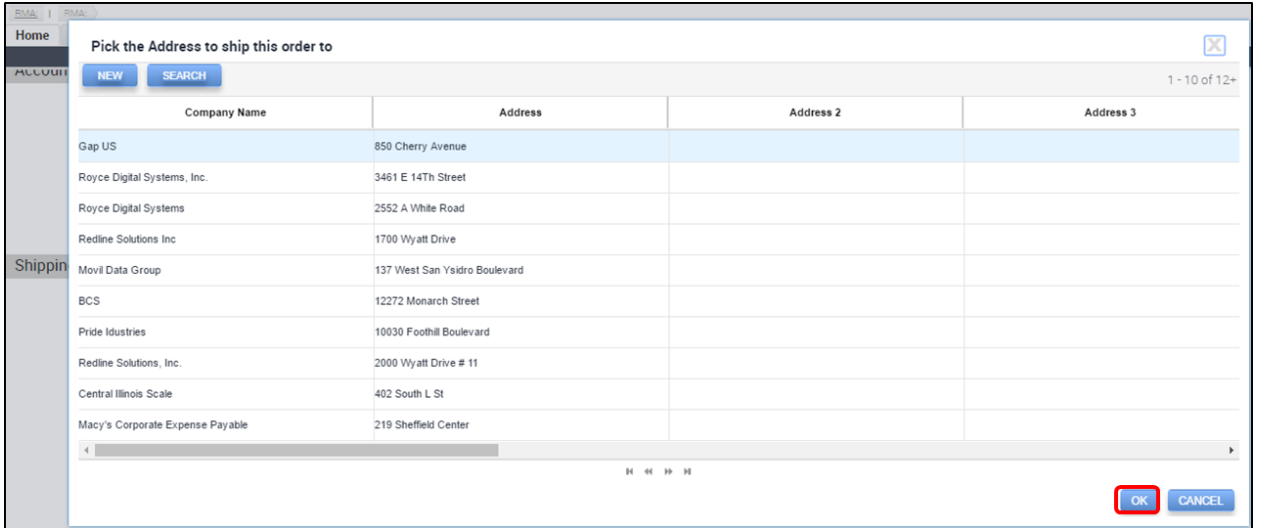
NEW SEARCH

Last Name FIND 1 - 10 of 10+

Last Name	First Name	Account	Site	Job Title	Work Phone #	Email
ALEXANDER	HARRIETTE	Scansource	821 North America...			harriette.alexander@scansource.com--removed
ALLEN	ANGELA	Scansource	821 North America...			angela.allen@scansource.com--removed
Allen	Josh	Scansource	821 North America...		+18009442439	josh.allen@scansource.com--removed
Anderson	Tony	Scansource	821 North America...	Sales	800-944-2432, ext...	tony.anderson@scansource.com--removed
Appel	Jessey	Scansource	821 North America...	Product Manager	(864) 286-4571	jessey.appel@scansource.com--removed
Arango	Jonathan	Scansource	821 North America...	Sales Rep	1-800-944-2432x4...	jonathan.arango@scansource.com--removed
Axtell	Sierra	Scansource	821 North America...		1-800-944-2432 x...	sierra.axtell@scansource.com--removed
BALAGA	DIANE	Scansource	821 North America...			diane.balaga@scansource.com--removed
BEAULE	MARC	Scansource	821 North America...			marc.beaule@scansource.com--removed
BLUBAUGH	ERIK	Scansource	821 North America...			erik.blubaugh@scansource.com--removed

OK CANCEL

Steps	Action
6.	<p>The Portal navigates back to the Shipping Details sub-tab and displays the updated contact details.</p> <p>Click the Ship Address drop-down menu to update the shipping details.</p>  <p>The screenshot shows the Zebra portal interface. At the top, there's a navigation bar with tabs: Home, Repair Orders, Order Status, Accessory Orders, Assets, Contracts, and Validate Warranty And Entitlement. Below this is a breadcrumb trail: Shipping Details > Add Products > Review Order > Payment Details > Order Confirmation. The 'Shipping Details' tab is active. Under 'Account Details', there are fields for Account Name (Scansource), Contact (UAT Partner), Work Phone # (+1 8642864676), Email (uatpartner@mailinator.com), and Customer Reference #. Below this is the 'Shipping Details' section, which contains a 'Ship Address' dropdown menu highlighted with a red box, showing '3461 E 14Th Street'. Other fields include Address Line 2, Address Line 3, City (Los Angeles), State (CA), Country (United States), and Postal Code (90023).</p>

Steps	Action
7.	<p>The Pick the Address to ship this order to pop-up window is displayed with the list of all the shipping and billing sites associated with the Portal user's account. The user can select an address from the list, use the filters to narrow down the search, or create a new address.</p> <p>Click the appropriate address line item to select the address.</p> 
8.	<p>Click the OK button.</p> 

- Steps** **Action**
9. The Portal navigates back to the **Shipping Details** sub-tab and displays the updated address details. The next step is to add a product.
- Click the **NEXT** button to proceed to the next sub-tab.

Home Repair Orders Order Status Accessory Orders Assets Contracts Validate Warranty And Entitlement

Account Details

Account Name: Scansource

Contact: UAT Partner

Work Phone #: +1 8642864676

Email: uatpartner@mailinator.com

Customer Reference #:

Shipping Details

Ship Address: 850 Cherry Avenue

Address Line 2:

Address Line 3:

City: San Bruno

State: CA

Country: United States

Postal Code: 94066

SAVE & EXIT CANCEL **NEXT**

10. The **Add Products** sub-tab is now displayed. At this step, enter information about the product that needs to be repaired.
- Enter the appropriate serial number in the **Serial #** field.

Home Repair Orders Order Status Accessory Orders Assets Contracts Validate Warranty And Entitlement

Shipping Details **Add Products** Review Order Payment Details Order Confirmation

Add Item:

Serial #: 1-12586737232

Problem Type: Battery won't hold charge

Problem Description:

I don't have Serial #: ☐

Product Name:

Additional Problem Type:

Sparepool:

PICK PRODUCT ADD ITEM TO CART CLEAR

Line Items

Line #▲▼	Serial #	Product	Job Type	Repair Center	Dispute Repair Cent	Customer Ref #
Line Details#1						

Steps

Action

11.

Select the appropriate option from the **Problem Type** drop-down menu.

Home

Repair Orders

Order Status

Accessory Orders

Assets

Contracts

Validate Warranty And Entitlement

Shipping Details

Add Products

Review Order

Payment Details

Order Confirmation

Add Item:

Serial #:

1-12586737232

Problem Type:

Battery won't hold charge

Problem Description:

I don't have Serial #:

☐

Product Name:

Additional Problem Type:

PICK PRODUCT

Sparepool:

ADD ITEM TO CART

CLEAR

Line Items

Line #▲▼

Serial #

Product

Job Type

Repair Center

Dispute Repair Cen

Line Details#1

Customer Ref #

12. Enter the appropriate description in the **Problem Description** field.

The screenshot shows the 'Add Products' tab in the Zebra Repair Order form. The 'Problem Description' field is highlighted with a red box and contains the text 'training'. Other fields include 'Serial #' (1-12586737232), 'Problem Type' (Battery won't hold charge), 'Product Name', 'Additional Problem Type', and 'Sparepool'. Buttons for 'PICK PRODUCT', 'ADD ITEM TO CART', and 'CLEAR' are visible.

In case the user does not have the serial number, he or she can click the **PICK PRODUCT** button to enter the product name in the **Product Name** field. This repair order will be considered as a billable/T&M repair.

If the user clicks the **PICK PRODUCT** button, the **Pick Product** pop-up window is displayed. Here, all product models from Zebra's product catalog are listed. The user can select a product or use the filters to narrow down the results.

- a. Select the appropriate product line item.

The screenshot shows the 'Pick Product' pop-up window. It displays a table of product models. The first row, '0001AA MC9090 MC909XG', is highlighted with a red box. The table has columns for 'SKU', 'Product Model', and 'Product Family'. Buttons for 'PICK' and 'CANCEL' are at the bottom right.

SKU	Product Model	Product Family
0001AA	MC9090	MC909XG
0001AB		VC50XX
0006BA		
0006CA		
0006CAB		
0006CL	MC9190	MC919XG
0006CM		MC919XG
0006CN		MC919XG
0006CO		MC919XG
0006DA		

- b. Click the **PICK** button. The Portal navigates back to the **Add Products** sub-tab.

Steps

Action

HomeRepair OrdersOrder StatusAccessory OrdersAssetsContractsValidate Warranty And Entitlement

Pick Product

SKU

FIND

1 - 10 of 10+

SKU	Product Model	Product Family
0001AA	MC9090	MC909XG
0001AB		VC50XX
0006BA		
0006CA		
0006CAB		
0006CL	MC9190	MC919XG
0006CM		MC919XG
0006GN		MC919XG
0006CO		MC919XG
0006DA		

PICK

CANCEL

13. Click the **ADD ITEM TO CART** button.

Home Repair Orders Order Status Accessory Orders Assets Contracts Validate Warranty And Entitlement

Shipping Details Add Products Review Order Payment Details Order Confirmation

Add Item:

Serial #: 1-12586737232 Problem Type: Battery won't hold charge Problem Description: training

I don't have Serial #: ☐

Product Name: Additional Problem Type: Sparepool:

PICK PRODUCT ADD ITEM TO CART CLEAR

Line Items

Line #	Serial #	Product	Job Type	Repair Center	Dispute Repair Cent	Customer Ref #

Line Details#1

The product is added in the **Line Items** section. At this stage, the entitlement is automatically validated by the system. Review the warranty or contract information in the **Entitlement** column to check if the information is correct. If no entitlement is found for the product, then the repair order is considered to be a billable/T&M repair.

Shipping Details Add Products Review Order Payment Details Order Confirmation

Add Item:

Serial #: Problem Type: Problem Description:

I don't have Serial #: ☐

Product Name: Additional Problem Type: Sparepool:

PICK PRODUCT

Line Items

Product	Job Type	Repair Center	Dispute Repair Cent	Entitlement
VC5090-MA0QM0GH6WR	Contract	El Paso Service Center		NALA-Z1-SSS-COMP-COMM-DBD - 1

If the warranty or contract information is incorrect, the user can raise a dispute from the **Dispute?** section while creating the repair order.

The user can also raise a dispute when the repair order is in the saved or pending stage. The user can dispute the service center, entitlement, or both.

Line Items

Entitlement	Dispute Entitlement	Turnaround Time	List Price	Net Price	Customer Ref #	Warranty End Date	Contract Number	Contract
NALA-Z1-SSS-COMP-COMM-DBD - 1		1	\$1,362.90	\$0.00			28025179	3/1/20

Line Details#1

Customer Ref #:

Request Type:

Problem Details

Problem Type: Battery won't hold charge

Additional Problem Type:

Problem Description: test

Dispute?

Dispute Repair Center: ☐

Dispute system determined service entitlement: ☐

SAVE DOCUMENTS KITS AND CONFIGURATIONS

To raise a dispute, perform the following steps:

- a. Under the **Line Details** section, select the **Dispute system determined service entitlement** check box to display the **Dispute Reason** drop-down menu. You will notice a check box in the **Dispute Entitlement** column of the line item.

The screenshot shows the 'Line Items' table on the left and the 'Line Details#1' form on the right. In the 'Line Items' table, the 'Dispute Entitlement' checkbox for the first line item is checked and highlighted with a red box. In the 'Line Details#1' form, the 'Dispute system determined service entitlement' checkbox is checked and highlighted with a red box, and the 'Dispute Reason' dropdown menu is also highlighted with a red box.

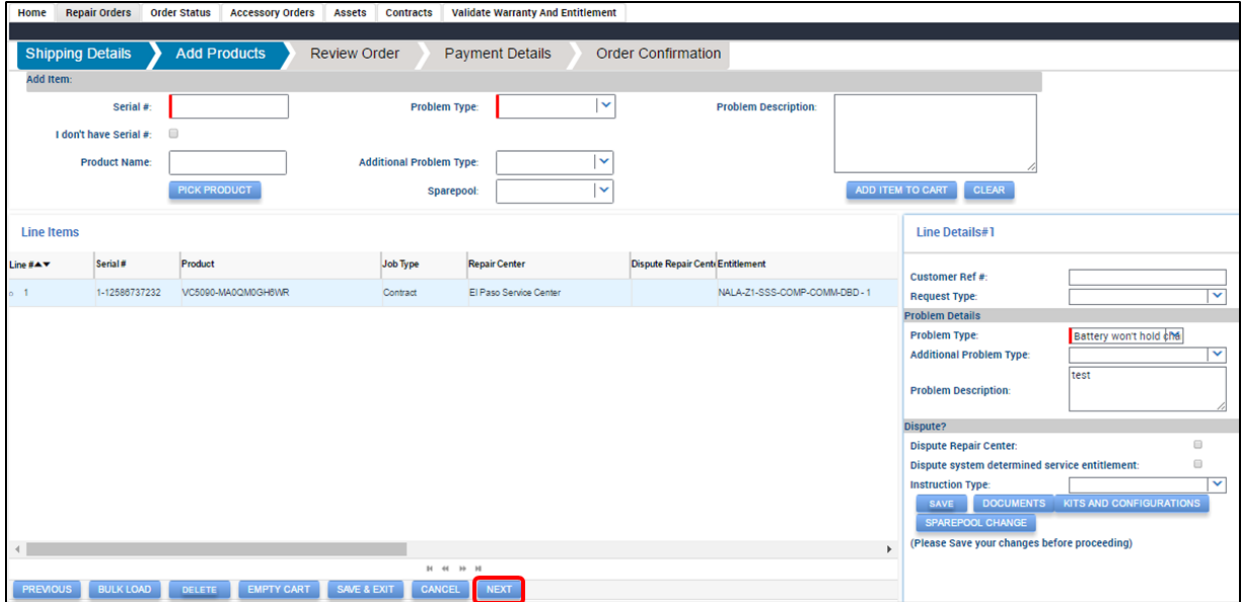
- b. Select the dispute reason from the **Dispute Reason** drop-down.
- If the dispute reason is **Contract**, then the user must enter a valid contract number in the **Contract Number** field.

The screenshot shows the 'Dispute?' form. The 'Dispute system determined service entitlement' checkbox is checked. The 'Dispute Reason' dropdown menu is set to 'Contract' and is highlighted with a red box. The 'Contract Number' text field is also highlighted with a red box. Below the form are buttons for 'SAVE', 'DOCUMENTS', and 'KITS AND CONFIGURATIONS'. At the bottom, it says '(Please Save your changes before proceeding)'.

- If the dispute reason is **Warranty**, then the user must enter the purchase date in the **Purchase Date** field.

The screenshot shows the 'Dispute?' form. The 'Dispute system determined service entitlement' checkbox is checked. The 'Dispute Reason' dropdown menu is set to 'Warranty' and is highlighted with a red box. The 'Purchase Date' dropdown menu is also highlighted with a red box. Below the form are buttons for 'SAVE', 'DOCUMENTS', and 'KITS AND CONFIGURATIONS'. At the bottom, it says '(Please Save your changes before proceeding)'.

Steps	Action																																																																								
c.	<p>After validating all the dispute information, click the SAVE button.</p> <div data-bbox="303 331 1021 758"> <p>Dispute?</p> <p>Dispute Repair Center: <input type="checkbox"/></p> <p>Dispute system determined service entitlement: <input checked="" type="checkbox"/></p> <p>Dispute Reason: <input type="text" value="Contract"/></p> <p>Contract Number: <input type="text" value="40020444"/></p> <p>SAVE DOCUMENTS KITS AND CONFIGURATIONS</p> <p>(Please Save your changes before proceeding)</p> </div> <p>If required, customer can also attach a valid proof of dispute, such as, the invoice or sales order to the repair order. To upload a document while creating a repair order, perform the following steps:</p> <p>a. Select a line item under the Line Items section.</p> <p>b. Click the Documents button.</p> <div data-bbox="303 970 1546 1367"> <table border="1"> <thead> <tr> <th colspan="8">Line Items</th> <th colspan="2">Line Details#1</th> </tr> <tr> <th>Entitlement</th> <th>Dispute Entitlement</th> <th>Turnaround Time</th> <th>List Price</th> <th>Net Price</th> <th>Customer Ref #</th> <th>Warranty End Date</th> <th>Contract Number</th> <th>Contract End Date</th> <th>Attachment?</th> </tr> </thead> <tbody> <tr> <td>NALA-Z1-SSS-COMP-COMM-CBD - 1</td> <td><input checked="" type="checkbox"/></td> <td>1</td> <td>\$1,382.90</td> <td>\$0.00</td> <td></td> <td></td> <td>28025179</td> <td>3/1/2018</td> <td></td> </tr> </tbody> </table> <div> <p>Problem Details</p> <p>Problem Type: <input type="text" value="Battery won't hold"/></p> <p>Additional Problem Type: <input type="text" value="test"/></p> <p>Problem Description: <input type="text"/></p> <p>Dispute?</p> <p>Dispute Repair Center: <input type="checkbox"/></p> <p>Dispute system determined service entitlement: <input checked="" type="checkbox"/></p> <p>Dispute Reason: <input type="text"/></p> <p>SAVE DOCUMENTS KITS AND CONFIGURATIONS</p> <p>(Please Save your changes before proceeding)</p> </div> </div> <p>c. Click the NEW FILE button to upload the document from the local drive.</p> <p>d. After the document is uploaded, click the CONTINUE button to navigate back to the Add Products sub-tab.</p> <div data-bbox="303 1518 1546 1743"> <p>Add Products Documents</p> <table border="1"> <thead> <tr> <th>Line #</th> <th>Serial #</th> <th>Product</th> <th>Job Type</th> <th>Repair Center</th> <th>Dispute Repair Cntr/Entitlement</th> <th>Dispute Entitlement</th> <th>Turnaround Time</th> <th>List Price</th> <th>Net Price</th> <th>Customer Ref #</th> <th>Warranty End Date</th> <th>Contract Number</th> <th>Contract End Date</th> <th>Attachment?</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>1-12596737232</td> <td>VC5000-MAQCM0...</td> <td>Contract</td> <td>El Paso Service Ce...</td> <td>NALA-Z1-SSS-CO...</td> <td><input checked="" type="checkbox"/></td> <td>1</td> <td>\$1,382.90</td> <td>\$0.00</td> <td></td> <td></td> <td>28025179</td> <td>3/1/2018 12:00:00 ...</td> <td></td> </tr> </tbody> </table> <p>Add Documents</p> <table border="1"> <thead> <tr> <th>Attachment Name</th> <th>Size (in Bytes)</th> <th>Type</th> <th>Modified</th> <th>Update File</th> <th>Comments</th> </tr> </thead> <tbody> <tr> <td colspan="6"> <p>NEW FILE NEW URL</p> <p>DELETE CONTINUE</p> </td> </tr> </tbody> </table> </div>	Line Items								Line Details#1		Entitlement	Dispute Entitlement	Turnaround Time	List Price	Net Price	Customer Ref #	Warranty End Date	Contract Number	Contract End Date	Attachment?	NALA-Z1-SSS-COMP-COMM-CBD - 1	<input checked="" type="checkbox"/>	1	\$1,382.90	\$0.00			28025179	3/1/2018		Line #	Serial #	Product	Job Type	Repair Center	Dispute Repair Cntr/Entitlement	Dispute Entitlement	Turnaround Time	List Price	Net Price	Customer Ref #	Warranty End Date	Contract Number	Contract End Date	Attachment?	1	1-12596737232	VC5000-MAQCM0...	Contract	El Paso Service Ce...	NALA-Z1-SSS-CO...	<input checked="" type="checkbox"/>	1	\$1,382.90	\$0.00			28025179	3/1/2018 12:00:00 ...		Attachment Name	Size (in Bytes)	Type	Modified	Update File	Comments	<p>NEW FILE NEW URL</p> <p>DELETE CONTINUE</p>					
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Attachment Name	Size (in Bytes)	Type	Modified	Update File	Comments																																																																				
<p>NEW FILE NEW URL</p> <p>DELETE CONTINUE</p>																																																																									

Steps	Action
14.	<p>Click the NEXT button to move to the Review Order sub-tab.</p>  <p>The screenshot shows the Zebra Repair Order system interface. At the top, there are navigation tabs: Home, Repair Orders, Order Status, Accessory Orders, Assets, Contracts, and Validate Warranty And Entitlement. Below these, there are sub-tabs: Shipping Details, Add Products (highlighted), Review Order, Payment Details, and Order Confirmation. The main area contains an 'Add Item' section with fields for Serial #, Problem Type, Problem Description, Product Name, Additional Problem Type, and Sparepool. There are buttons for 'PICK PRODUCT', 'ADD ITEM TO CART', and 'CLEAR'. Below this is a 'Line Items' table with columns: Line #, Serial #, Product, Job Type, Repair Center, and Dispute Repair Cent/Entitlement. The table contains one row with Line # 1, Serial # 1-12588737232, Product VC5090-MA0QM0GH6WR, Job Type Contract, Repair Center El Paso Service Center, and Dispute Repair Cent/Entitlement NALA-Z1-SSS-COMP-COMM-DBD-1. To the right of the table is a 'Line Details#1' section with fields for Customer Ref #, Request Type, Problem Type, Additional Problem Type, Problem Description, Dispute?, Dispute Repair Center, Dispute system determined service entitlement, and Instruction Type. There are buttons for 'SAVE', 'DOCUMENTS', 'KITS AND CONFIGURATIONS', and 'SPAREPOOL CHANGE'. At the bottom of the page, there are buttons for 'PREVIOUS', 'BULK LOAD', 'DELETE', 'EMPTY CART', 'SAVE & EXIT', 'CANCEL', and 'NEXT' (highlighted in red).</p>

Steps	Action
15.	<p>In the Review Order sub-tab, review the order details before processing the payment.</p> <p>To proceed to the next sub-tab, perform one of the following steps:</p> <ul style="list-style-type: none"> Click the EDIT ITEMS button to update the repair order. Click the NEXT button if there are no disputed repair charges to proceed to the Payment Details sub-tab. For the purpose of this example, click the NEXT button.

[Home](#)
[Repair Orders](#)
[Order Status](#)
[Accessory Orders](#)
[Assets](#)
[Contracts](#)
[Validate Warranty And Entitlement](#)

[Shipping Details](#)
[Add Products](#)
[Review Order](#)
[Payment Details](#)
[Order Confirmation](#)

Contact Details:

Contact: UAT Partner

Customer Reference #:

Contact Email Address: uatpartner@mailinator.com

Account #: 6081

Work Phone #: +1 8642864676

Account Name: Scansource

Shipping Details:

Ship Address: 6 LOGUE COURT SUITE G

County: Greenville

Address Line 2: ATTN CHRIS SPEARMAN

Province:

Address Line 3:

Country: United States

City: Greenville

Postal Code: 29615

State: SC

Line Items

Line #▲▼	Serial#	Product	Job Type	Line Item Status	Line Sub Status	Dispute Repair Cent	Repair Center
1	1-12588737232	VC5090-MA0QM0...	Contract	Pending			El Paso Service Center

By clicking on "Confirm Order" you are agreeing to Zebra's Terms and Conditions of Sale.
Please click on this hyperlink to view Zebra's Terms and Conditions of Sale.
https://private.zebra.com/terms_conditions/Standard_TC_Sale.htm

[PREVIOUS](#)
[EDIT ITEMS](#)
[SAVE & EXIT](#)
[CANCEL](#)
[NEXT](#)

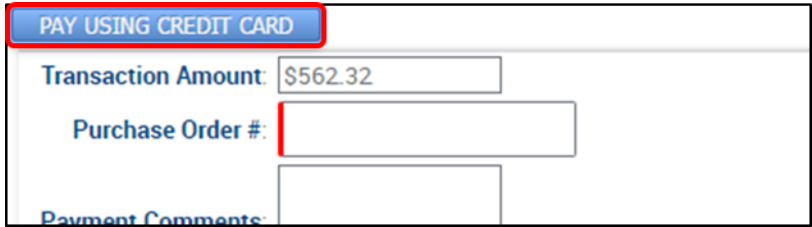
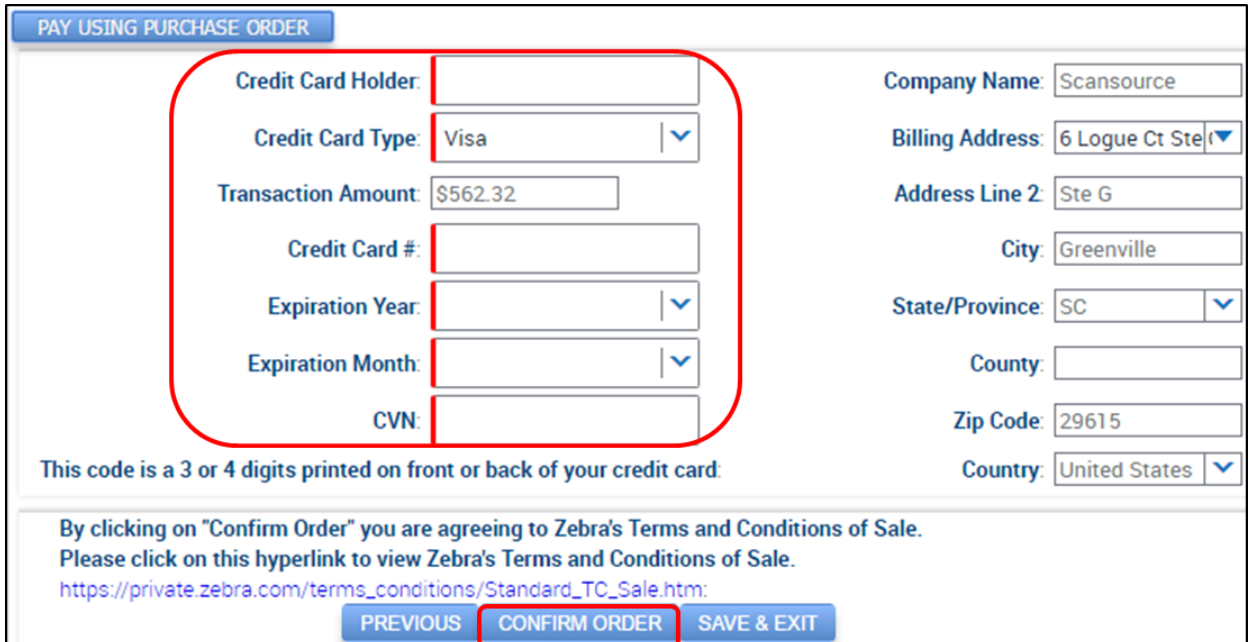
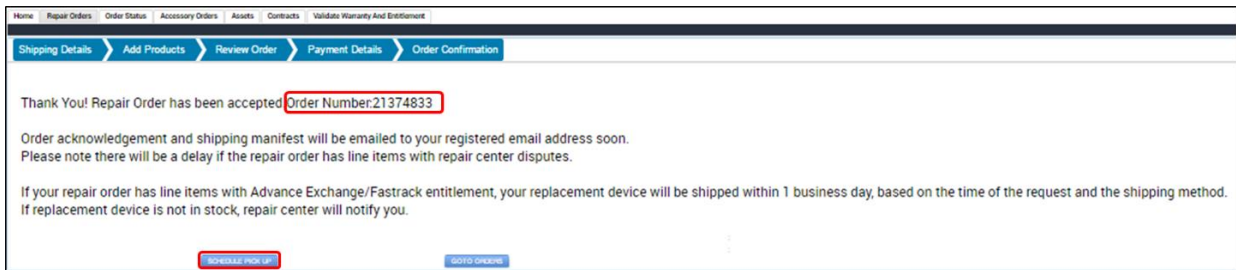
16. The **Payment Details** sub-tab is displayed. This sub-tab displays the service charges and the billing details. The user can change the billing address, if required.

The user can select to pay through a Purchase Order (PO) or credit card. However, if the user selects the PO option while the account is set up with a credit card, an error message is displayed.

Example 1: To pay using a PO number, perform the following steps:

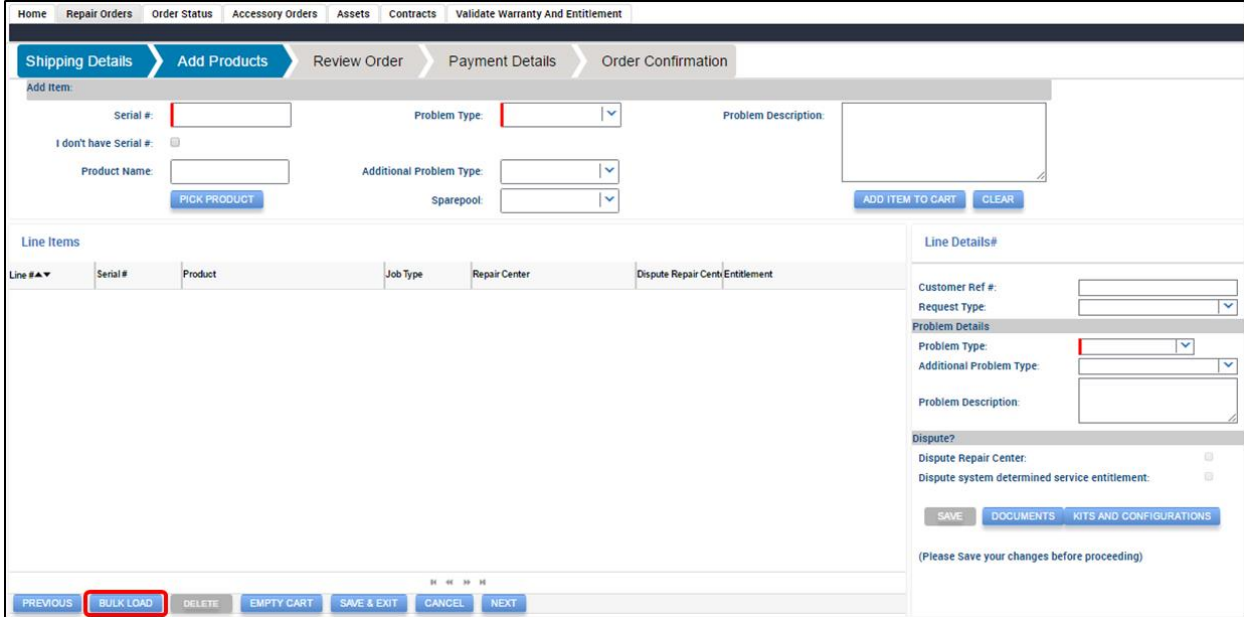
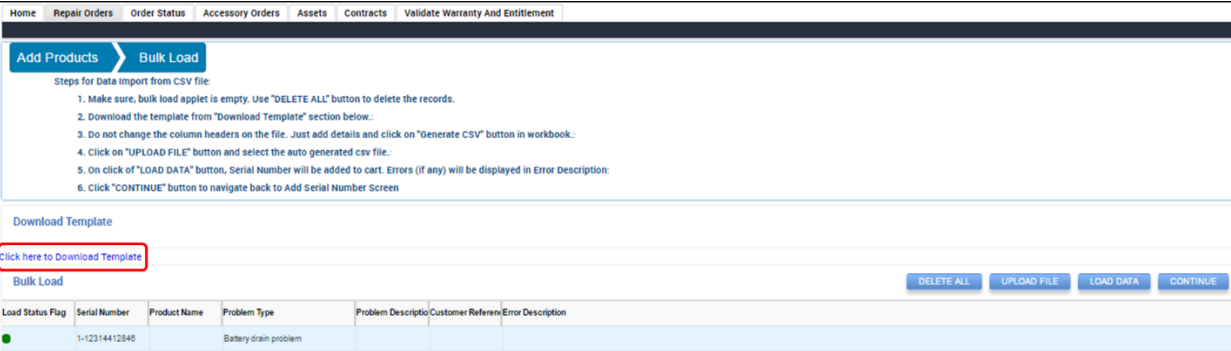
- Enter the appropriate PO number in the **Purchase Order #** field. By default the **PAY USING PURCHASE ORDER** section is displayed.
- Click the **CONFIRM ORDER** button.

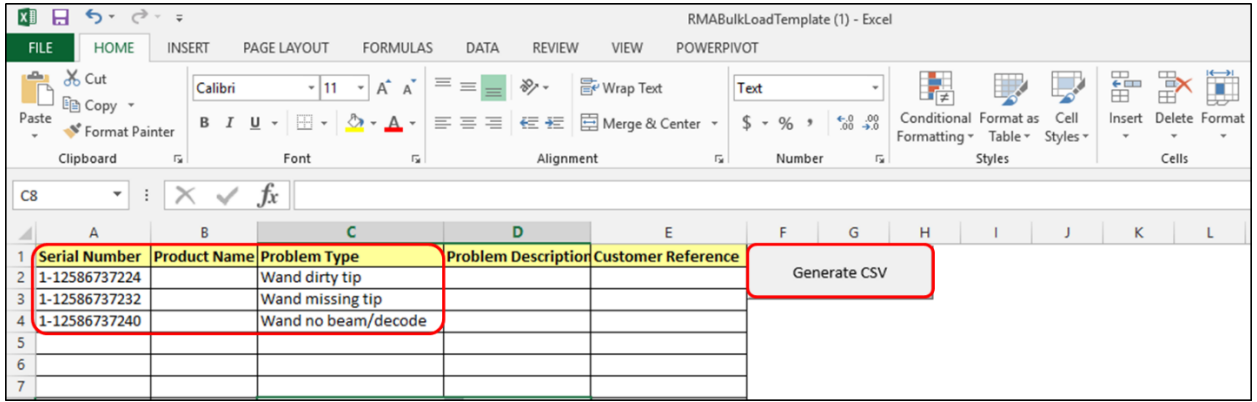
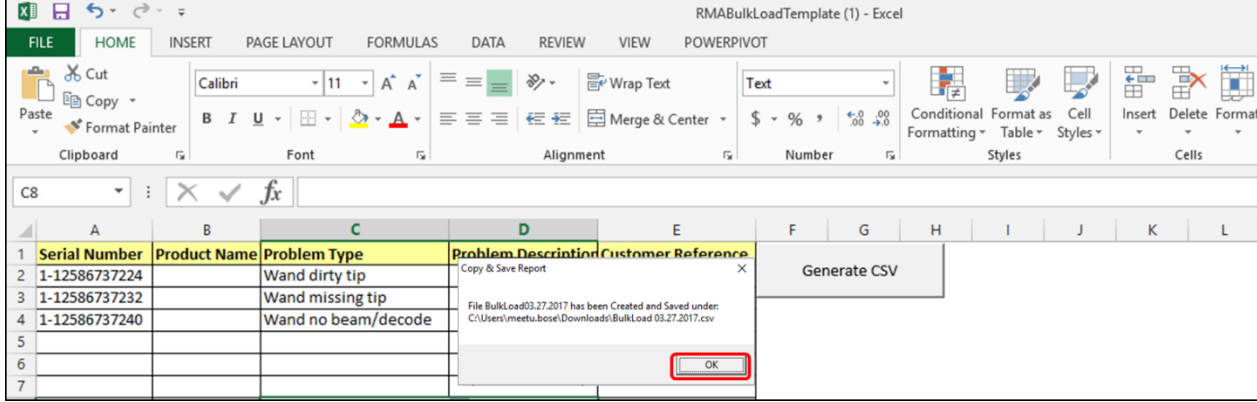
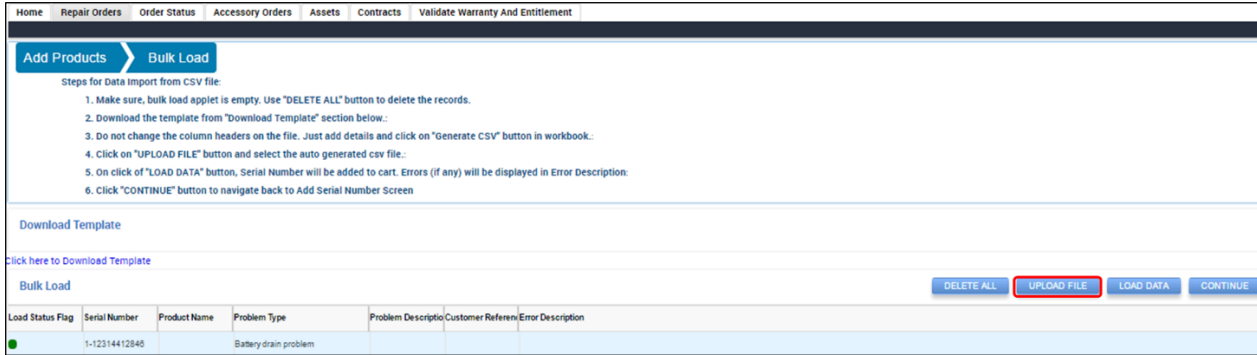
Example 2: To pay using a credit card, perform the following steps:

Steps	Action
	<p>a. Click the PAY USING CREDIT CARD button. A section to enter the credit card details is displayed.</p>  <p>b. Enter the credit card details including the Credit Card Holder name, expiration details, and the card number.</p> <p>c. Click the CONFIRM ORDER button.</p> 
17.	<p>After the payment is done, the Order Confirmation sub-tab is displayed. The following are the key points to consider:</p> <ul style="list-style-type: none"> • The Order Number has to be noted for future reference. • The user can schedule the pickup or collection of the device after the order is confirmed. • An email notification containing the order acknowledgement and shipping manifest is sent to the customer. 

Create a Bulk Repair Order

In this topic, you will learn how to upload repair orders in bulk.

Steps	Action
1.	<p>Click the BULK LOAD button on the Add Products sub-tab.</p>  <p>The screenshot shows the 'Add Products' sub-tab selected. The 'BULK LOAD' button is highlighted in red at the bottom of the screen. The interface includes a navigation bar with tabs like Home, Repair Orders, Order Status, Accessory Orders, Assets, Contracts, and Validate Warranty And Entitlement. The main content area has a 'Shipping Details' tab selected, showing fields for Serial #, Problem Type, Problem Description, Product Name, Additional Problem Type, and Sparepool. A 'Line Items' table is visible below the form. On the right, there's a 'Line Details#' section with fields for Customer Ref #, Request Type, Problem Type, Additional Problem Type, Problem Description, and Dispute?.</p>
2.	<p>The Bulk Load sub-tab is displayed. To download the template and upload a file, click the Click Here to Download Template hyperlink.</p>  <p>The screenshot shows the 'Bulk Load' sub-tab selected. The 'Click Here to Download Template' hyperlink is highlighted in red. The interface includes a navigation bar with tabs like Home, Repair Orders, Order Status, Accessory Orders, Assets, Contracts, and Validate Warranty And Entitlement. The main content area has a 'Bulk Load' sub-tab selected, showing instructions for data import from CSV file. Below the instructions, there's a 'Download Template' section with the 'Click Here to Download Template' hyperlink highlighted in red. At the bottom, there's a 'Bulk Load' section with a table showing the status of the bulk load process. The table has columns for Load Status Flag, Serial Number, Product Name, Problem Type, Problem Description, Customer Reference, and Error Description. A single row is shown with a green status flag, serial number 1-12314412845, product name Battery drain problem, and an empty error description.</p>

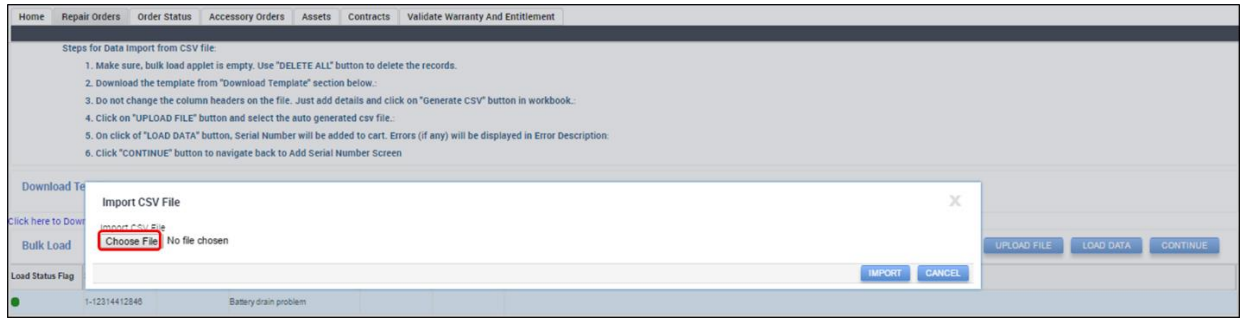
Steps	Action
3.	<p>Add the appropriate data in the template and click the Generate CSV button. A CSV file is generated and saved to the same location as the template.</p>  <p>The screenshot shows an Excel workbook titled 'RMABulkLoadTemplate (1) - Excel'. The ribbon includes FILE, HOME, INSERT, PAGE LAYOUT, FORMULAS, DATA, REVIEW, VIEW, and POWERPivot. The data table has columns: Serial Number, Product Name, Problem Type, Problem Description, and Customer Reference. The 'Generate CSV' button is located in the bottom right corner of the data area and is highlighted with a red box.</p>
4.	<p>Click the OK button.</p>  <p>The screenshot shows the same Excel workbook as in step 3. A confirmation dialog box is displayed over the data table, asking to 'Copy & Save Report'. The dialog box contains the text: 'File BulkLoad03.27.2017 has been Created and Saved under: C:\Users\meetu.bose\Downloads\BulkLoad 03.27.2017.csv'. The 'OK' button is highlighted with a red box.</p>
5.	<p>Navigate to the Portal and click the UPLOAD FILE button.</p>  <p>The screenshot shows the Zebra Knowledge Center Portal. The top navigation bar includes Home, Repair Orders, Order Status, Accessory Orders, Assets, Contracts, and Validate Warranty And Entitlement. The main content area is titled 'Bulk Load' and contains instructions for data import from a CSV file. The 'UPLOAD FILE' button is highlighted with a red box.</p>

Steps

Action

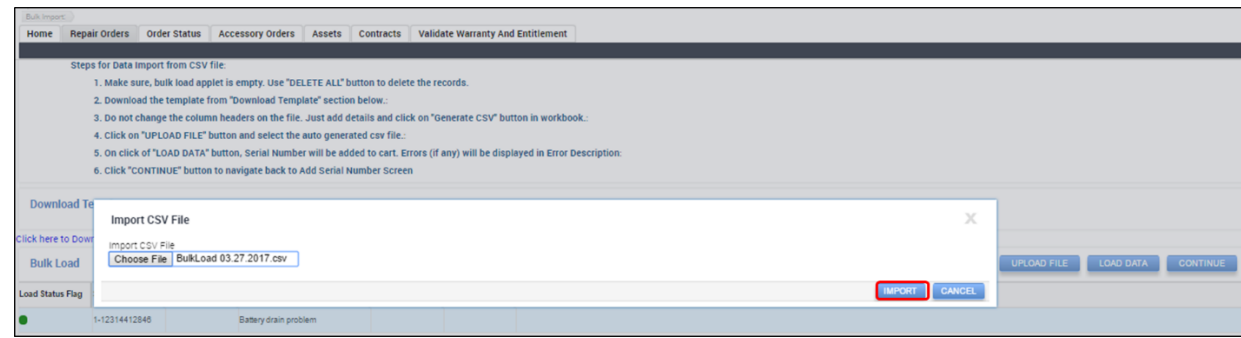
6.

The **Import CSV File** pop-up window is displayed. Click the **Choose File** button to upload the CSV file from the local drive.



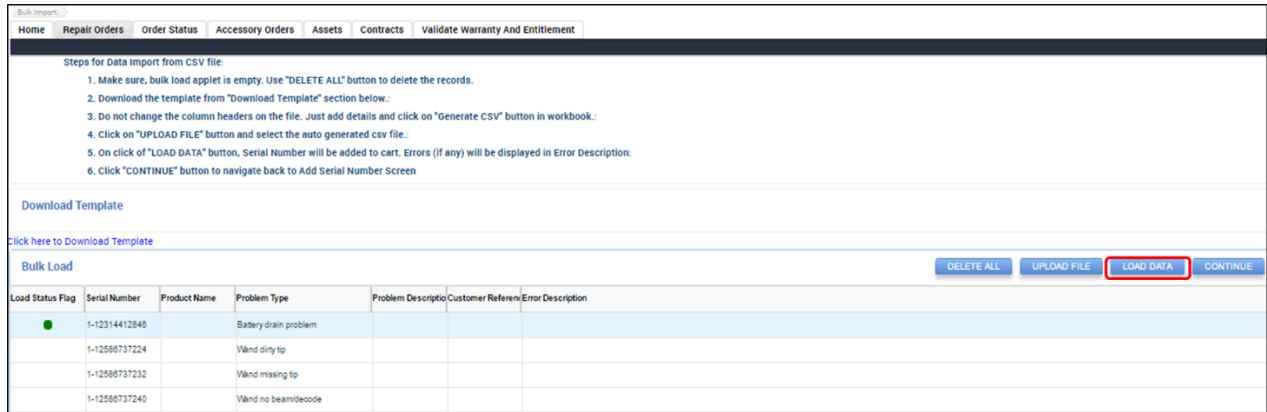
7.

Click the **IMPORT** button.

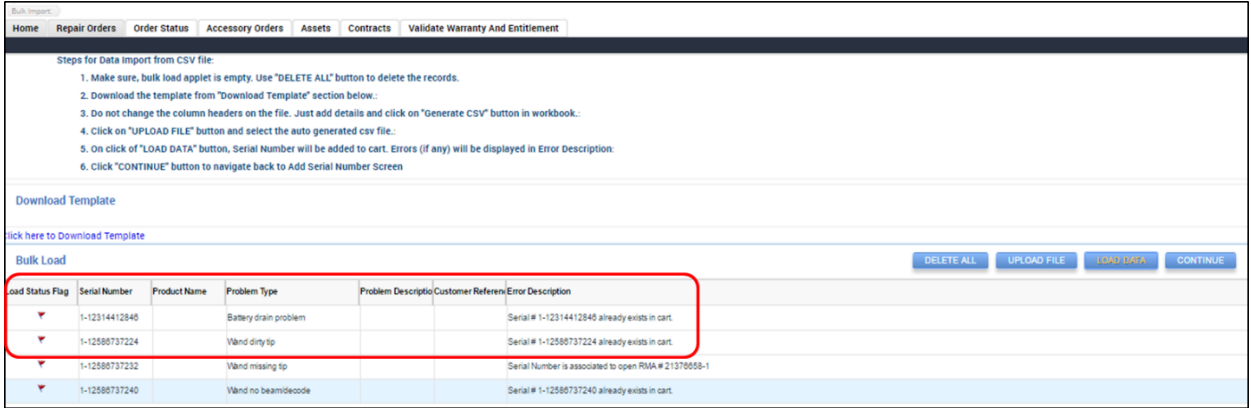
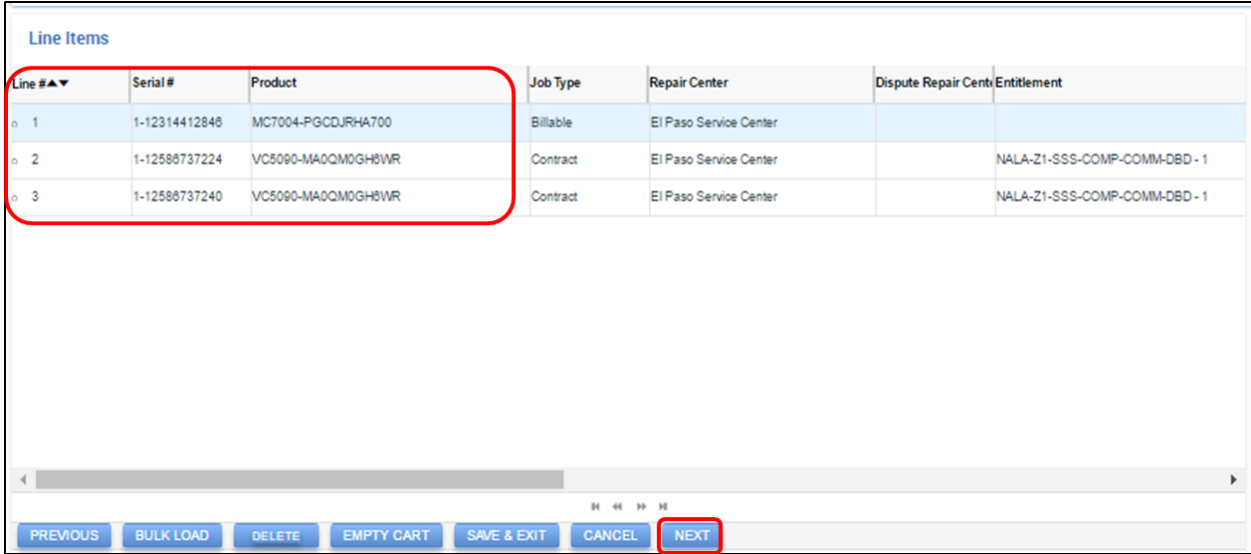


8.

The **Bulk Load** section displays all the products in the Portal added through the template. Click the **LOAD DATA** button to validate the serial numbers in the system. If the serial numbers exist, the data is loaded successfully.

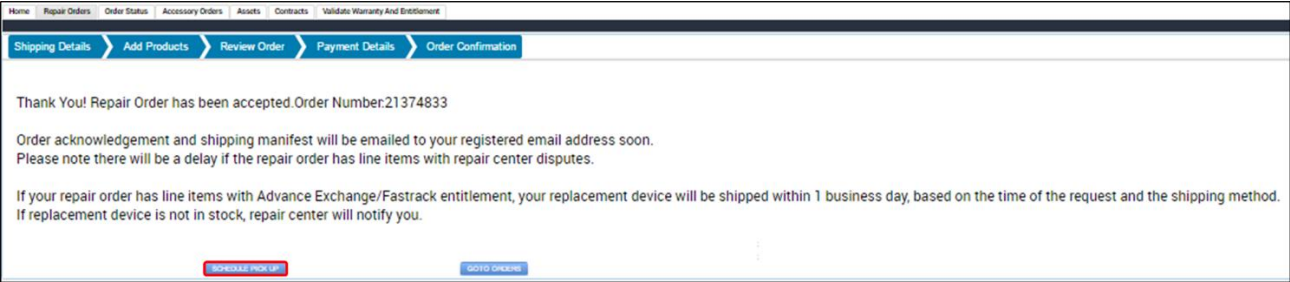
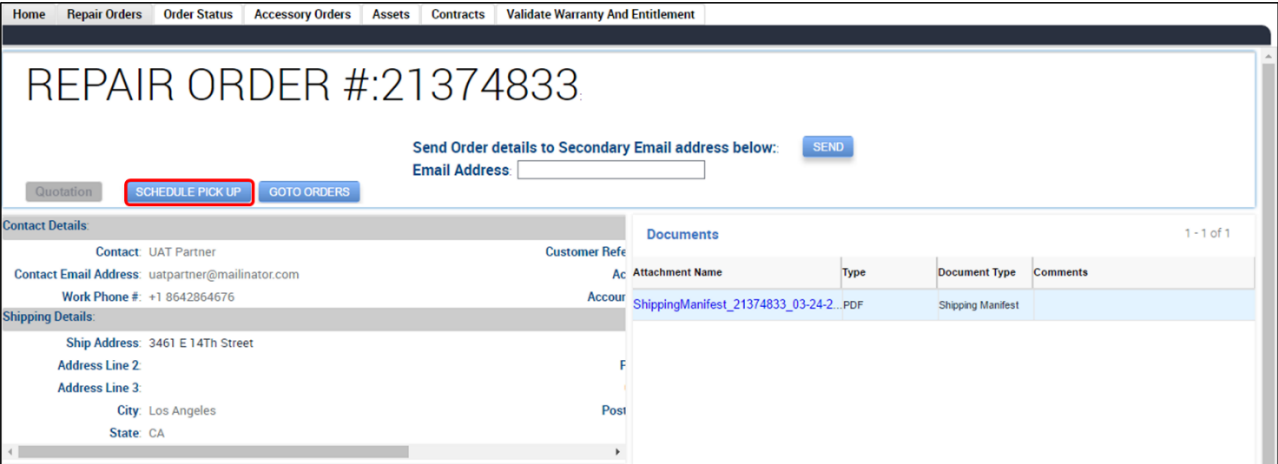


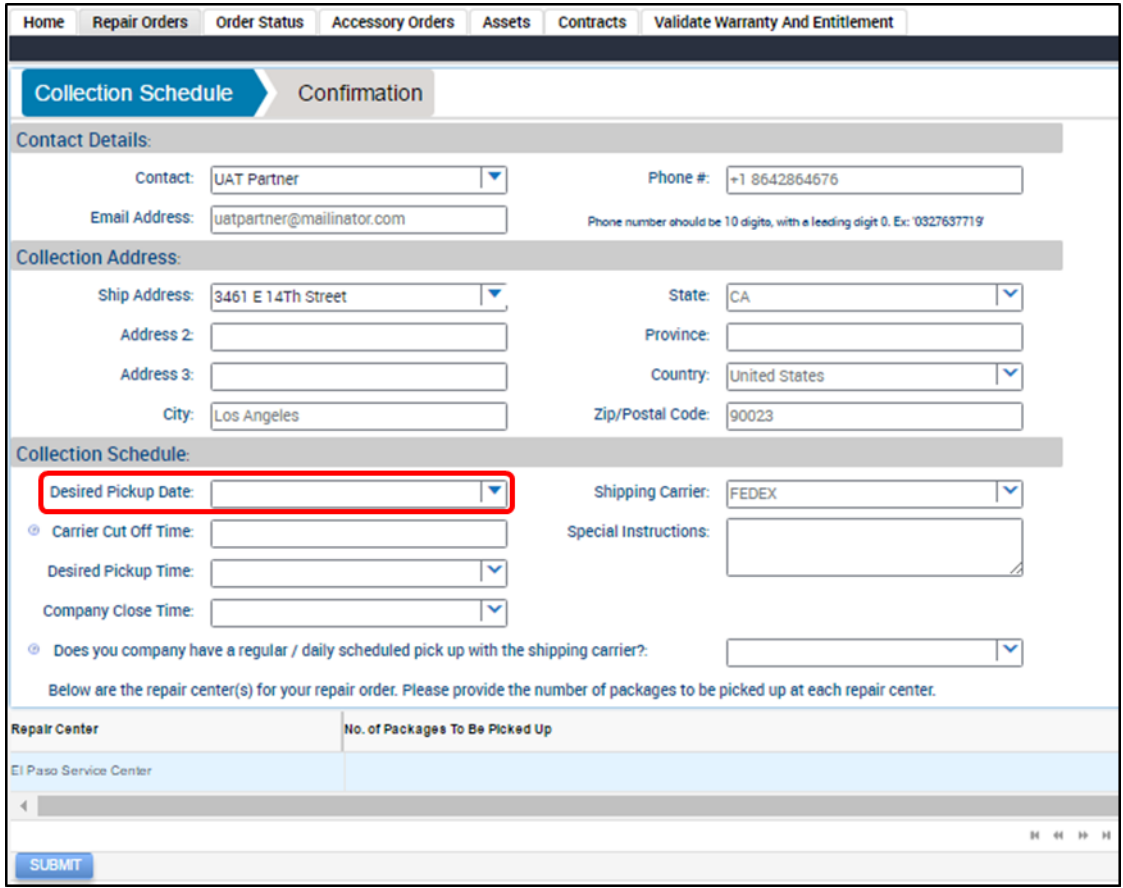
Load Status Flag	Serial Number	Product Name	Problem Type	Problem Description	Customer Reference	Error Description
●	1-12314412840		Battery drain problem			
	1-12588737224		Wand dirty tip			
	1-12588737232		Wand missing tip			
	1-12588737240		Wand no beam/decode			

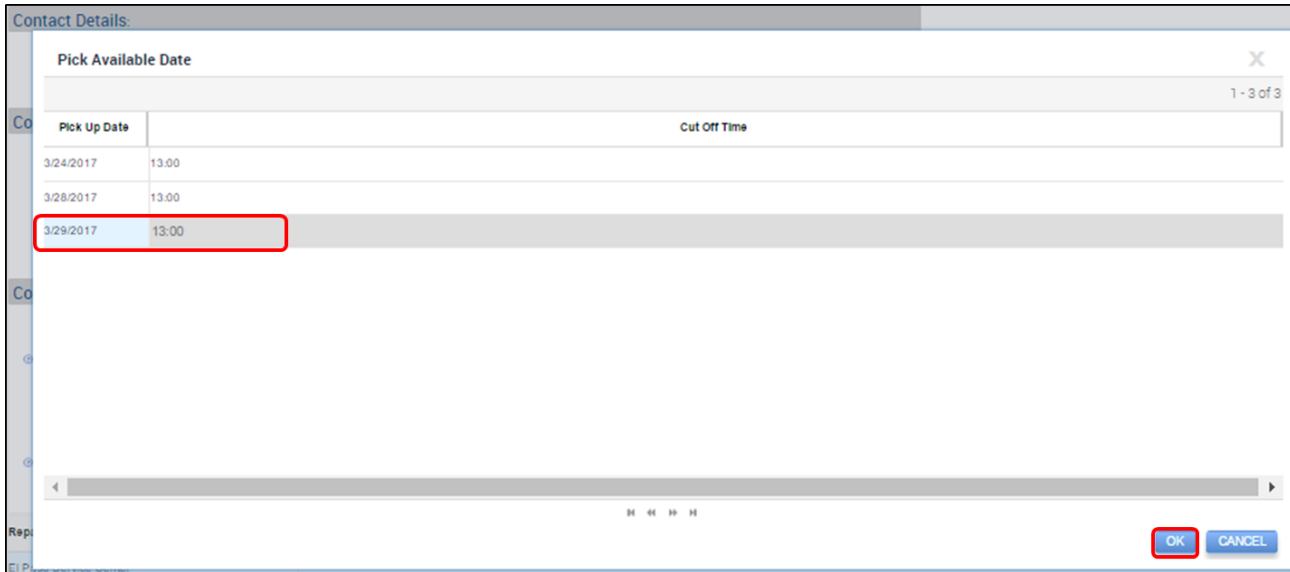
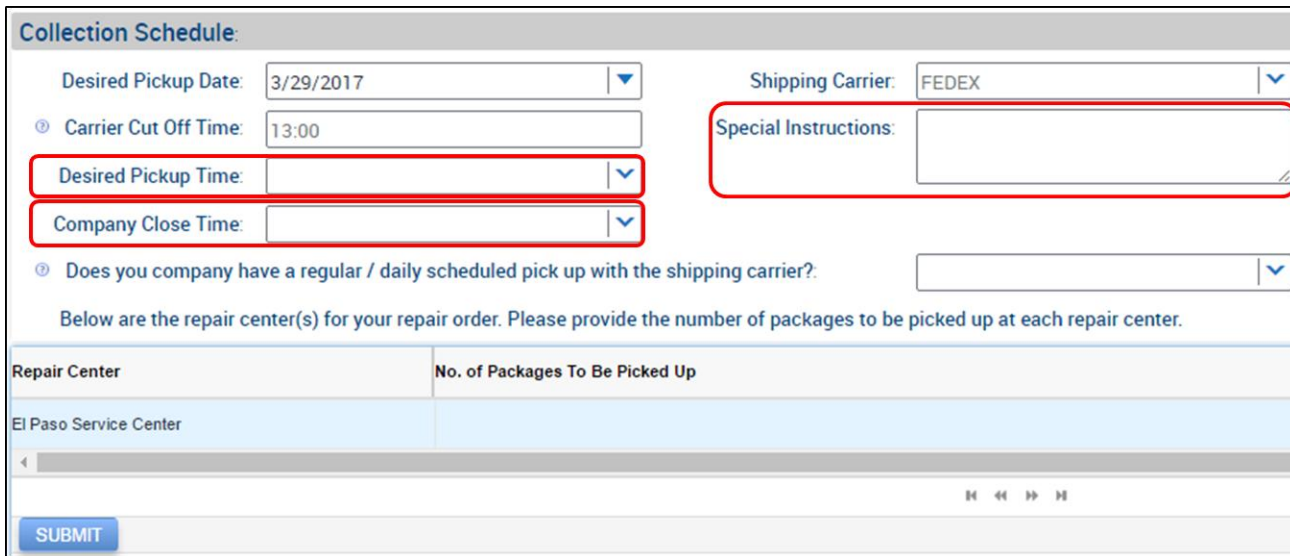
Steps	Action
9.	<p>Notice that the Bulk Load section now display a Load Status Flag indicator for each product and an error description. Delete the bulk data, rectify the error in the template, and upload the data again.</p> <p>Click the CONTINUE button after rectifying the error.</p> 
10.	<p>The Portal navigates back to the Add Products sub-tab. The Line Items section displays all the products added through bulk order. Click the NEXT button to proceed to the Review Order sub-tab and complete creating the bulk repair order following the same steps as covered previously.</p> 

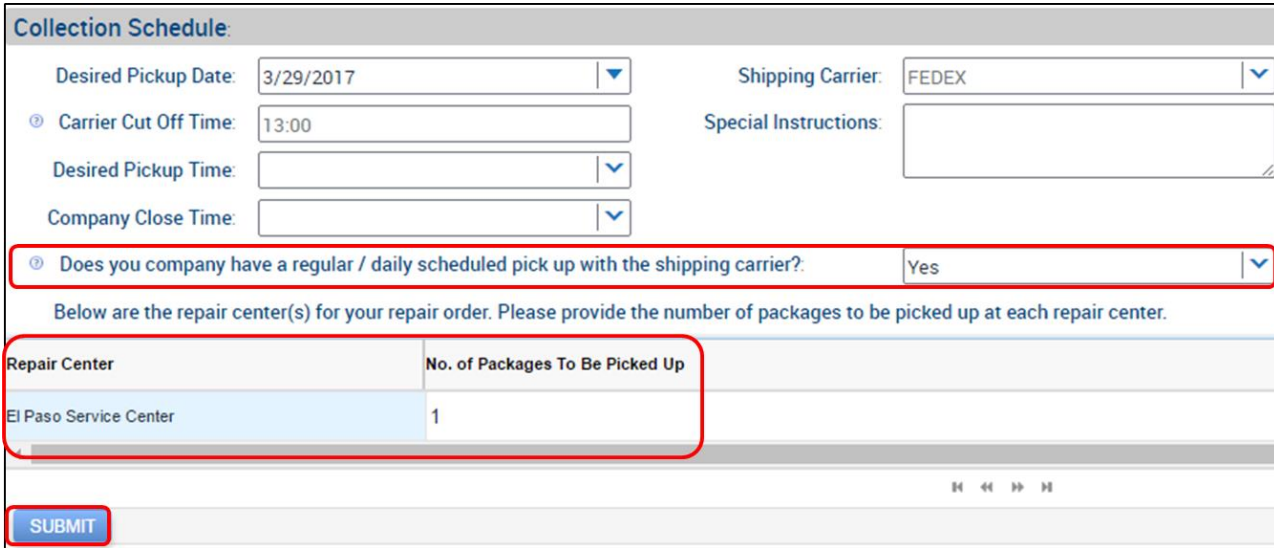
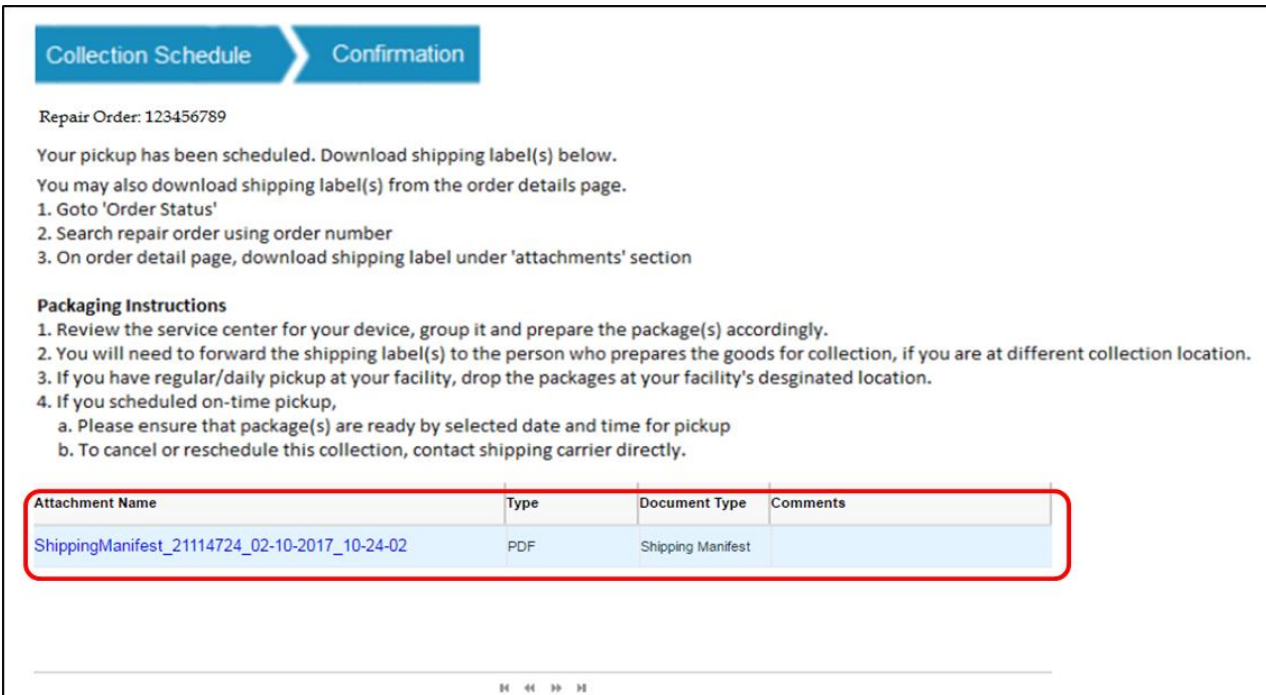
Create a Pickup or Collection Request

In this topic, you will learn how to request for a pickup or collection from various tabs.

Steps	Action
1.	<div>After the payment is successful and if the entitlement covers the repair, the user can schedule a pickup or collection of the product. To schedule a pickup from Repair Orders tab, click the SCHEDULE PICK UP button in the Order Confirmation sub-tab.</div> <div></div> <div>Similarly, to schedule a pickup from the Order Status tab, search for the repair order. Once the REPAIR ORDER page is displayed, click the SCHEDULE PICK UP button.</div> <div></div>

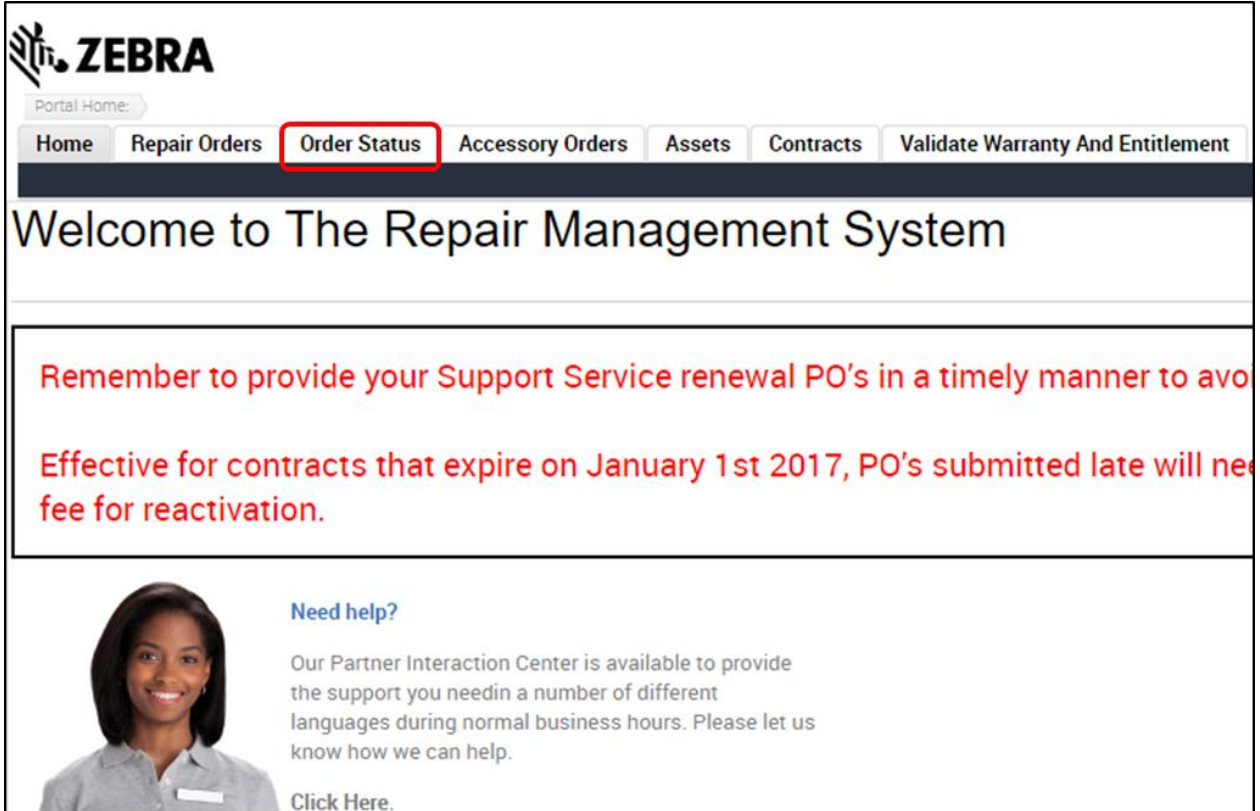
Steps	Action
2.	<p>The Collection Schedule sub-tab is displayed. Enter the details in the Collection Schedule section. Select a date from the Desired Pickup Date drop-down menu.</p>  <p>The screenshot shows the 'Collection Schedule' sub-tab selected. The form contains the following fields:</p> <ul style="list-style-type: none"> Contact Details: Contact (UAT Partner), Phone # (+1 8642864676), Email Address (uatpartner@mailinator.com). Collection Address: Ship Address (3461 E 14Th Street), State (CA), Address 2, Address 3, City (Los Angeles), Province, Country (United States), Zip/Postal Code (90023). Collection Schedule: Desired Pickup Date (highlighted), Shipping Carrier (FEDEX), Carrier Cut Off Time, Desired Pickup Time, Company Close Time, Special Instructions, and a checkbox for 'Does your company have a regular / daily scheduled pick up with the shipping carrier?'. Repair Center Table: A table with columns 'Repair Center' and 'No. of Packages To Be Picked Up'. The first row shows 'El Paso Service Center'. <p>A 'SUBMIT' button is located at the bottom left of the form.</p>
3.	<p>The Pick Available Date pop-up window is displayed. Select a pickup date from the Pick Up Date column.</p>

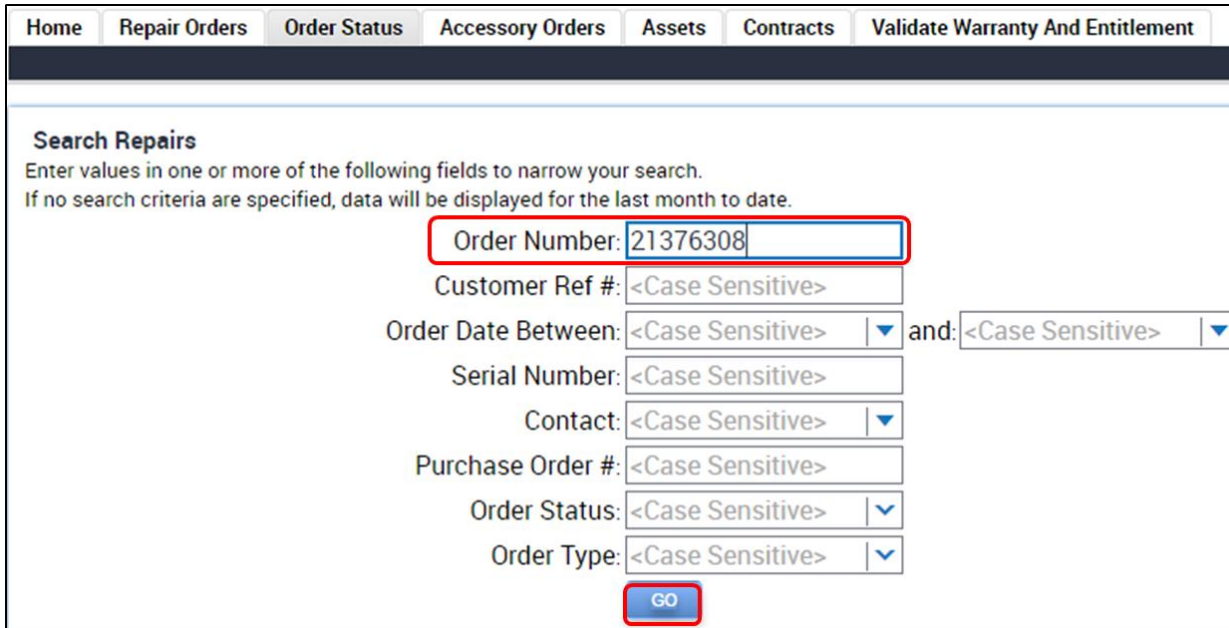
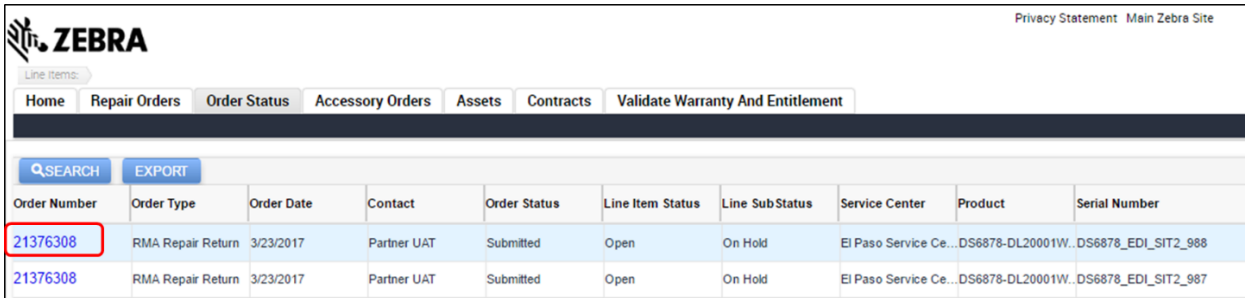
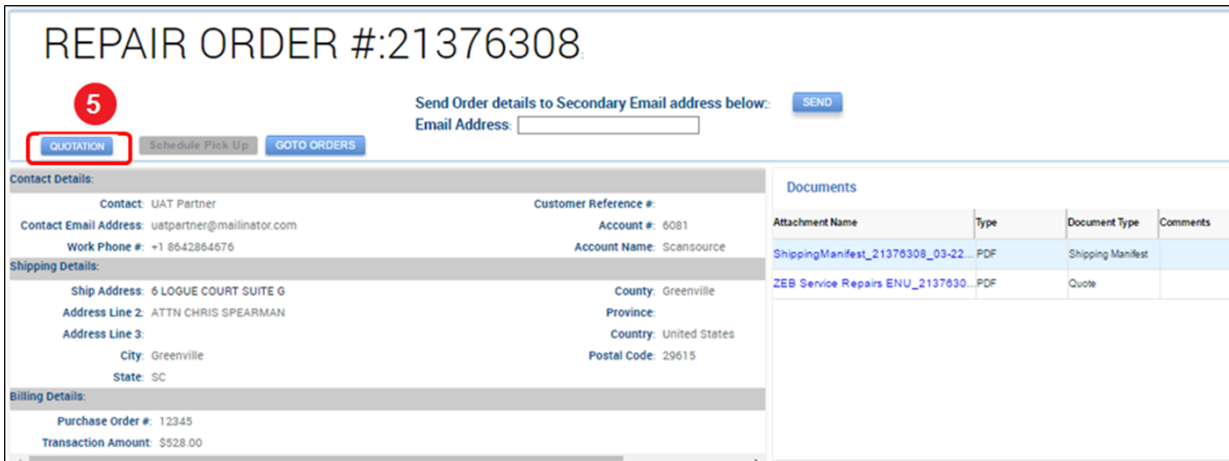
Steps	Action
4.	<p>Click the OK button.</p> 
5.	<p>The Portal navigates back to the Collection Schedule sub-tab. Select a pickup time from the Desired Pickup Time drop-down menu.</p>
6.	<p>Select time from the Company Close Time drop-down menu.</p>
7.	<p>Enter comments in the Special Instructions text box, as required.</p> 
8.	<p>Choose Yes or No from the Does your company have a regular/daily scheduled pick up with the shipping carrier? drop-down menu. If the user selects No, then he or she will have to schedule a pick up and generate the shipping label. If the user selects Yes, then the user will have to only generate a shipping label.</p>

Steps	Action
9.	Enter the appropriate number of packages to be picked up at each service center in the No. of Packages To Be Picked up column.
10.	<p>Click the SUBMIT button.</p> 
11.	<p>The Confirmation sub-tab is displayed with a message that the shipping labels for the pickup can be downloaded. The Portal uses the carrier type and service type details to generate the shipping labels.</p> <p>Note that the shipping labels are located in the Shipping Manifest document.</p> 

Search for and View Quote Information

In this topic, you will learn how to search for, view, and dispute a quote.

Steps	Action
1.	<p>Click the Order Status tab.</p>  <p>The screenshot shows the Zebra Repair Management System portal. At the top, there is a navigation bar with tabs: Home, Repair Orders, Order Status (highlighted with a red box), Accessory Orders, Assets, Contracts, and Validate Warranty And Entitlement. Below the navigation bar, a large heading reads 'Welcome to The Repair Management System'. A red-bordered box contains a reminder: 'Remember to provide your Support Service renewal PO's in a timely manner to avoid late fees. Effective for contracts that expire on January 1st 2017, PO's submitted late will need a late fee for reactivation.' Below this, there is a section titled 'Need help?' featuring a photo of a smiling woman and text stating: 'Our Partner Interaction Center is available to provide the support you need in a number of different languages during normal business hours. Please let us know how we can help.' A 'Click Here' link is provided at the bottom of this section.</p>
2.	<p>Enter the repair order number in the Order Number field.</p>

Steps	Action
3.	<p>Click the GO button.</p> 
4.	<p>The order details are displayed. Click the Order Number hyperlink to view the details of the repair order.</p> 
5.	<p>The appropriate repair order is displayed. Click the QUOTATION button.</p> 

Steps

Action

6. The quotation attached to the repair order is displayed. Review the quote details.

Home

Repair Orders

Order Status

Accessory Orders

Assets

Contracts

Validate Warranty And Entitlement

Review Quote

Payment Details

Order Confirmation

Contact Details:

Contact: UAT Partner

Customer Reference #

Contact Email Address: uatpartner@mailinator.com

Account #: 6081

Work Phone #: +1 8642864676

Account Name: Scansource

Shipping Details:

Ship Address: 6 LOGUE COURT SUITE G

County: Greenville

Address Line 2: ATTN CHRIS SPEARMAN

Province:

Address Line 3:

Country: United States

City: Greenville

Postal Code: 29615

State: SC

Line Items

DECLINE PAYMENT

Line #▲▼	Serial #	Product	Job Type	Line Item Status	Line Sub Status	Dispute Repair Cen	Repair Center	Entitlement	Dispute Entitlement	Received Date	Inbound Shipping	Inbound Tracking
1	DS6878_EDL_SIT2...	DS6878-DL20001W...Billable		Open	On Hold		El Paso Service Ce...					
2	DS6878_EDL_SIT2...	DS6878-DL20001W...Billable		Open	On Hold		El Paso Service Ce...					

7. After clicking the **Quotation** button, the repair quotes for all products are displayed in the **Line Items** section. View the **Line Status**, **Job Type**, **Net Price**, and **Customer Due Date** columns.

Line Items

DECLINE PAYMENT

Line #▲▼	Dispute	Serial #	Product	Entitlement	Agreement #	Line Status	Job Type	Sub-Status	List Price	Net Price	Customer Due Date	Customer Due B
1		M1U40F53M	SE-955-I100R			Pending	Billable	On Hold		\$1,234.00	16-03-2017 17:58:57	

By clicking on "Confirm Order" you are agreeing to Zebra's Terms and Conditions of Sale.

Please click on this hyperlink to view Zebra's Terms and Conditions of Sale.

https://private.zebra.com/terms_conditions/Standard_TC_Sale.htm

PREVIOUS

SAVE & EXIT

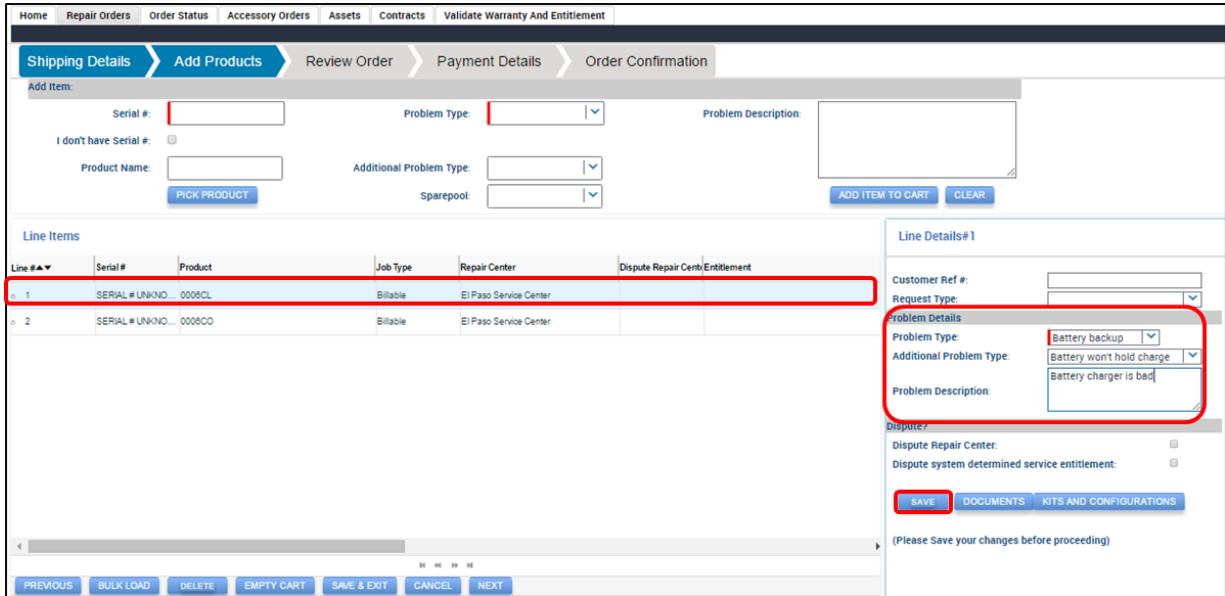
CANCEL

NEXT

Modify a Repair Order

In this topic, you will learn how to modify or delete a repair order.

Steps	Action															
1.	<p>Search for and open the repair order that you wish to modify under the Repair Orders tab.</p> <div><div>HomeRepair OrdersOrder StatusAccessory OrdersAssetsContractsValidate Warranty And Entitlement</div><div>Saved Repair Orders</div><div>NEW REPAIR ORDER<input type="text"/>▼<input type="text"/>FIND</div><table><tr><th>Cart Id</th><th>Status</th><th>Created</th><th>Contact</th><th>Billable Order</th></tr><tr><td>21376749</td><td>Pending</td><td>3/27/2017 10:19:2...</td><td>UAT Partner</td><td>N</td></tr><tr><td>21376681</td><td>Pending</td><td>3/27/2017 03:11:2...</td><td>UAT Partner</td><td>N</td></tr></table></div>	Cart Id	Status	Created	Contact	Billable Order	21376749	Pending	3/27/2017 10:19:2...	UAT Partner	N	21376681	Pending	3/27/2017 03:11:2...	UAT Partner	N
Cart Id	Status	Created	Contact	Billable Order												
21376749	Pending	3/27/2017 10:19:2...	UAT Partner	N												
21376681	Pending	3/27/2017 03:11:2...	UAT Partner	N												
2.	<p>Under the Shipping Details sub-tab, update the Account Details and Shipping Details sections, as required. Click the NEXT button.</p> <div><div>HomeRepair OrdersOrder StatusAccessory OrdersAssetsContractsValidate Warranty And Entitlement</div><div>Shipping DetailsAdd ProductsReview OrderPayment DetailsOrder Confirmation</div><div><div>Account Details</div><div>Account Name: Scansource</div><div>Contact: ▼</div><div>Work Phone #: <input type="text"/></div><div>Email: <input type="text"/></div><div>Customer Reference #: <input type="text"/></div><div>Shipping Details</div><div>Ship Address: ▼</div><div>Address Line 2: <input type="text"/></div><div>Address Line 3: <input type="text"/></div><div>City: <input type="text"/></div><div>State: <input type="text"/></div><div>Country: <input type="text"/></div><div>Postal Code: <input type="text"/></div><div>SAVE & EXITCANCELNEXT</div></div></div>															

Steps	Action
3.	<p>On the Add Products sub-tab, select the line item you wish to modify. Navigate to the Line Items section. Click to select the line item that needs to be updated. You can modify the following details here:</p> <ol style="list-style-type: none"> Problem Type Additional Problem Type Problem Description
4.	<p>Click the SAVE button in the Dispute? section.</p>  <p>The screenshot shows the 'Add Products' sub-tab in the Zebra Repair Order system. The 'Line Items' table has two items. The first item is selected, and its details are shown in a pop-up window. The 'Problem Type' is 'Battery backup', 'Additional Problem Type' is 'Battery won't hold charge', and 'Problem Description' is 'Battery charger is bad'. The 'SAVE' button is highlighted in the 'Dispute?' section.</p>
5.	To delete a specific line item from the repair order, select the line item that needs to be deleted.
6.	Click the DELETE button. A pop-up window is displayed.
7.	Click the OK button to continue deleting the line item.

Steps	Action
-------	--------

8. Click the **SAVE & EXIT** button or click the **NEXT** button to review and confirm the order.

Line Items

Line #▲▼	Serial #	Product	Job Type	Repair Center	Dispute Repair Cent/Entitlement
1	SERIAL # UNKNO...	0008CL	Billable	El Paso Service Center	
2	SERIAL # UNKNO...	0008CO	Billable	El Paso Service Center	

PREVIOUS

BULK LOAD

DELETE

EMPTY CART

SAVE & EXIT

CANCEL

NEXT

crp2-repair.zebra.com says:

Are you sure you want to delete the selected record in 'Line Items'?

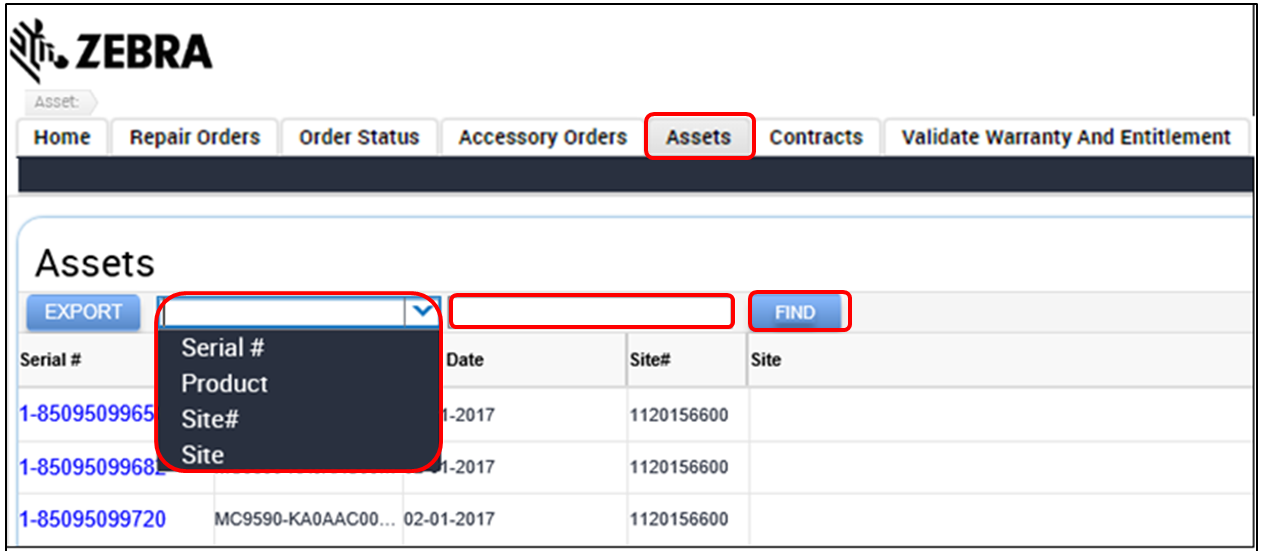
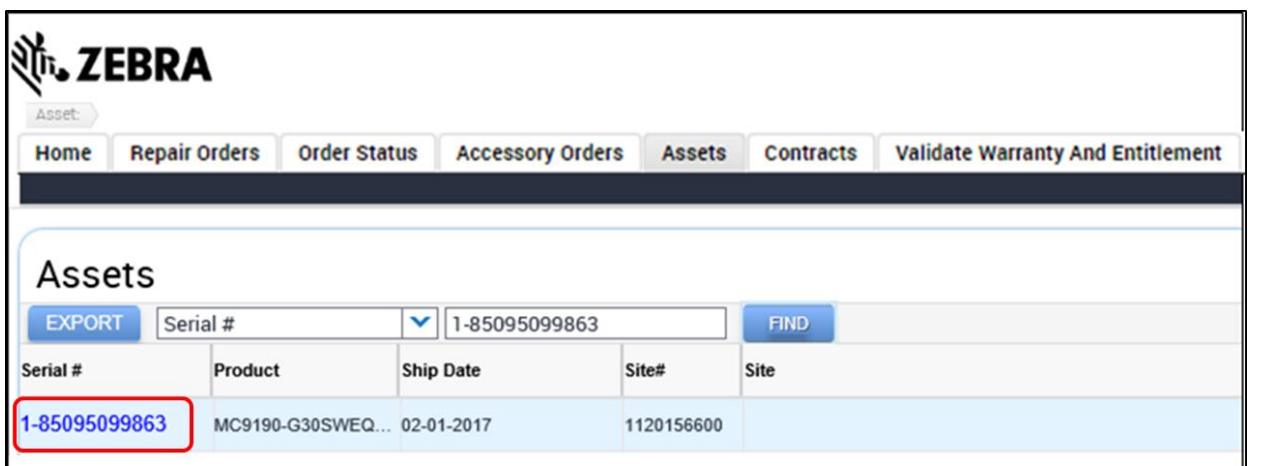
☐ Prevent this page from creating additional dialogs.

OK

Cancel

Search for and View Asset Information

In this topic, you will learn how to search for and view asset information.

Steps	Action
1.	Click the Assets tab.
2.	Select the criteria from the Search drop-down menu.
3.	Enter the additional search criteria in the search field; for example, Serial # .
4.	Click the FIND button.
	 <p>The screenshot shows the Zebra Assets search interface. The 'Assets' tab is selected. A dropdown menu is open showing search criteria: Serial #, Product, Site#, and Site. The 'Serial #' option is selected. The search field contains '1-85095099863' and the 'FIND' button is highlighted.</p>
5.	The search results are displayed. Click the Serial # hyperlink to view the asset details.
	 <p>The screenshot shows the Zebra Assets search results. The search criteria 'Serial #' and the value '1-85095099863' are entered. The 'FIND' button is highlighted. The search results table shows one result with the Serial # '1-85095099863' highlighted.</p>

Steps	Action
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6.	<p>The screen with the asset details displays. Users can view the Serial Number, Product Name, Status, Ship Date, etc. from the Assets page. Users can also view the entitlement and warranty information from the Entitlements and Warranty sub-tabs.</p>
----	---

The screenshot displays the Zebra Asset Details interface. At the top, the Zebra logo is visible. Below it, a navigation bar includes tabs for Home, Repair Order, Order Status, Accessory Orders, Assets (selected), Contracts, and Validate Warranty And Entitlement. The main content area is divided into sections. A red box highlights the 'Asset Details' section, which includes the following information:

- Serial #:** 1-85095099863
- Ship Date:** 02-01-2017
- Product Name:** MC9190-G30SWEQA603
- Status:** Active
- Product Description:** TERMINAL,TERM:GUN,ABG,IMAG
- Owner:** Kodak Alaris

To the right of this section, the 'Installed Site' information is displayed:

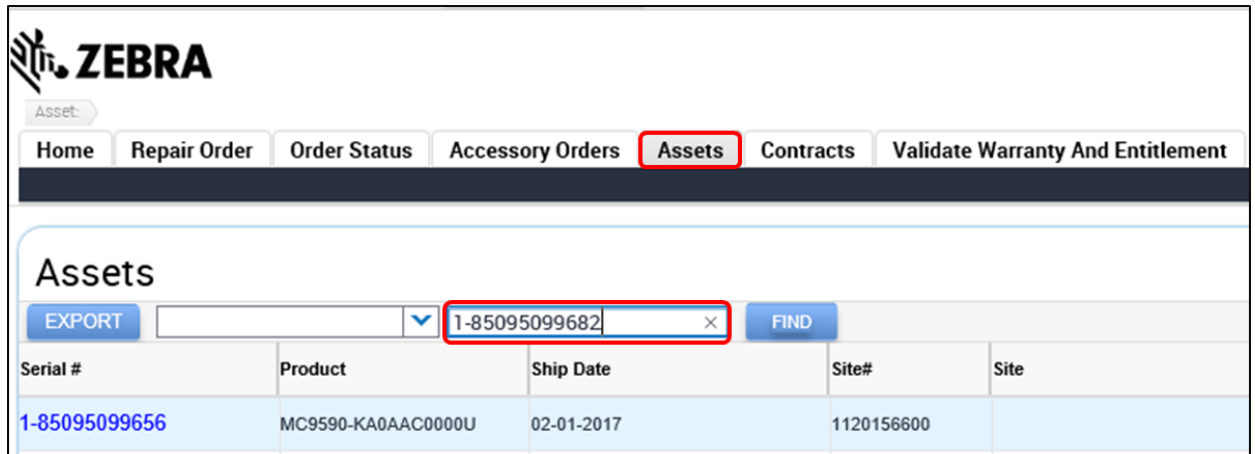
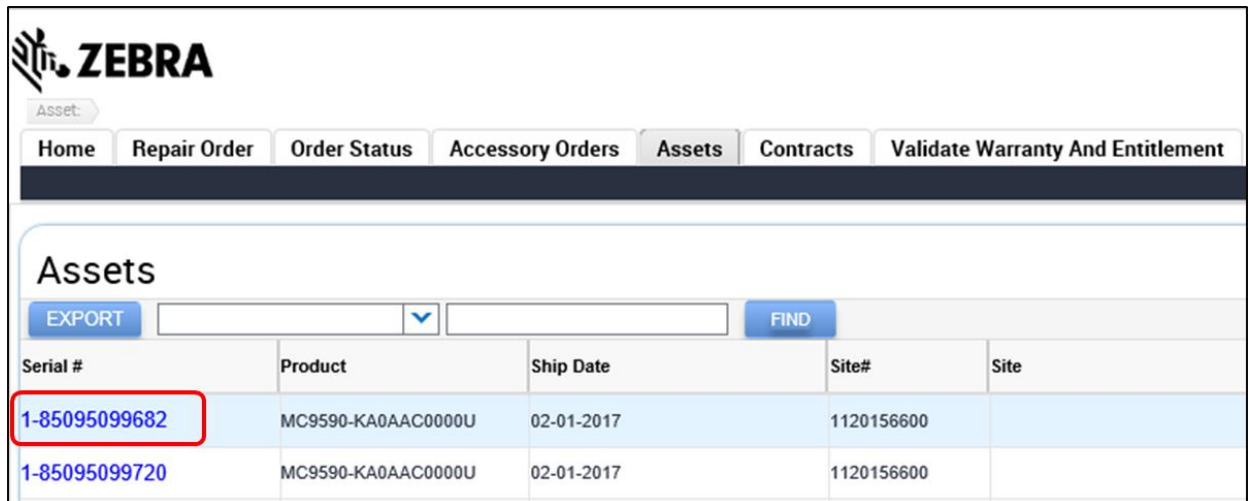
- Installed Site Number:** 1120156600
- Name:**

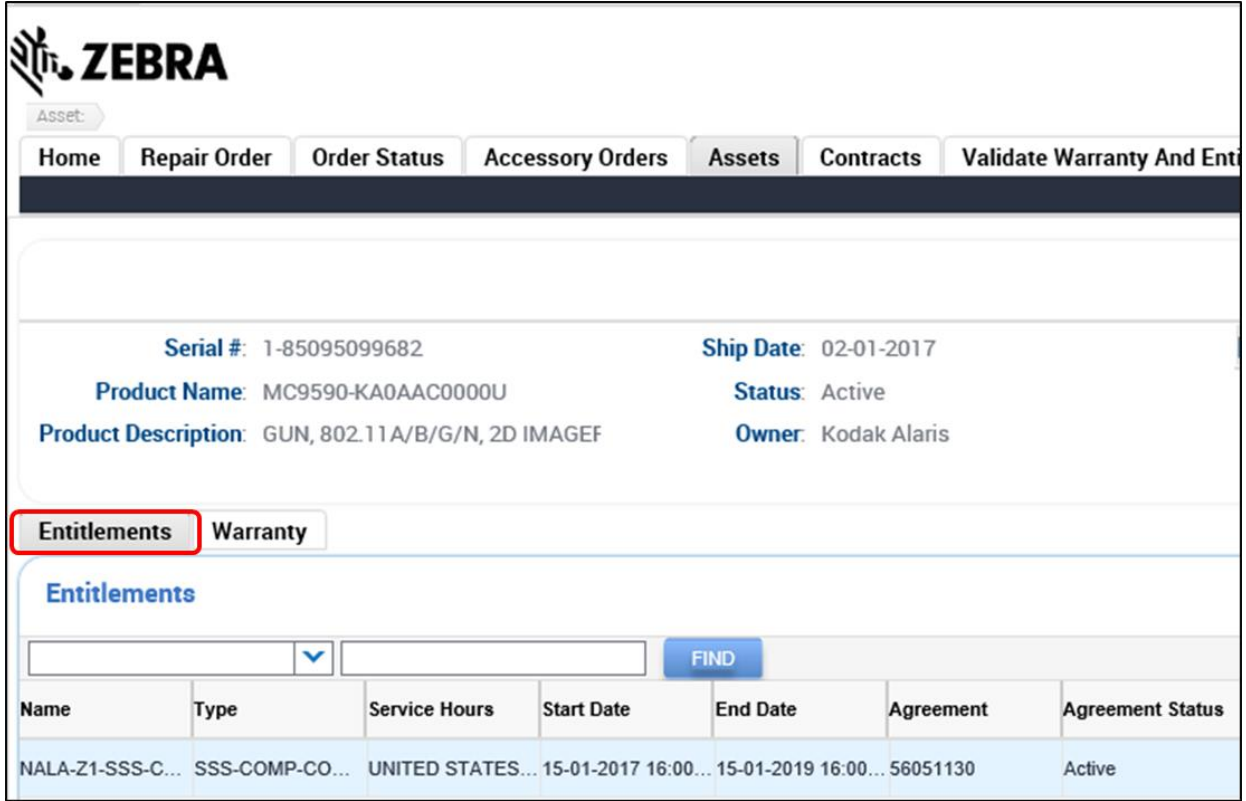
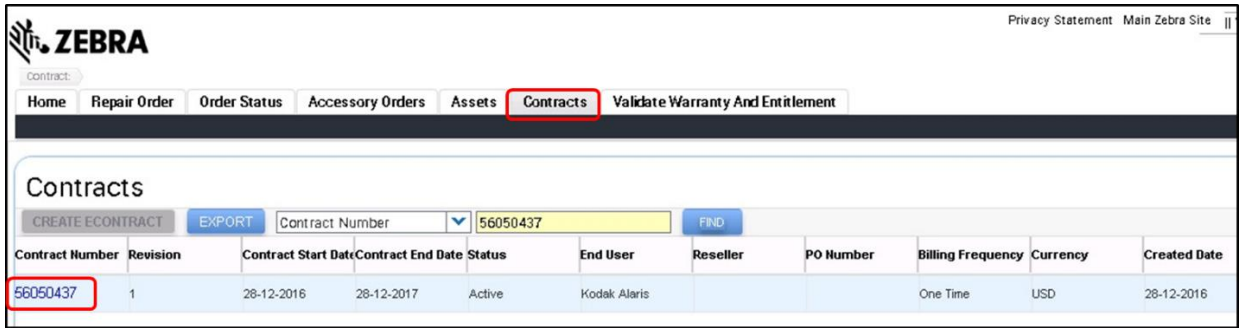
Below the asset details, there are two tabs: 'Entitlements' and 'Warranty'. The 'Warranty' tab is selected, showing a 'Warranties' section. This section includes a search bar with a dropdown arrow and a 'FIND' button. Below the search bar is a table with the following data:

Name	Type	Subtype	Start Date	End Date	Days Left
SVCWAR12	Standard		02-01-2017	02-01-2018	327

Search for and View Entitlement Information

In this topic, you will learn how to view entitlement information.

Steps	Action															
1.	To search for entitlement information using the Assets tab, click the Assets tab. A list of all products linked to the user's account is displayed.															
2.	<p>If your desired product is not listed, you can also perform a search using the search field. The search results are displayed.</p> <div><p>The screenshot shows the Zebra Assets page. The 'Assets' tab is selected in the navigation bar. Below the navigation bar, there is a search bar with the text '1-85095099682' entered. The search results table shows one result with the following details:</p><table><tr><th>Serial #</th><th>Product</th><th>Ship Date</th><th>Site#</th><th>Site</th></tr><tr><td>1-85095099656</td><td>MC9590-KA0AAC0000U</td><td>02-01-2017</td><td>1120156600</td><td></td></tr></table></div>	Serial #	Product	Ship Date	Site#	Site	1-85095099656	MC9590-KA0AAC0000U	02-01-2017	1120156600						
Serial #	Product	Ship Date	Site#	Site												
1-85095099656	MC9590-KA0AAC0000U	02-01-2017	1120156600													
3.	<p>Click the Serial # link to view the entitlement details of the product.</p> <div><p>The screenshot shows the Zebra Assets page with search results. The 'Assets' tab is selected. The search bar is empty. The search results table shows two results. The first result, with serial number 1-85095099682, is highlighted with a red box. The details for this result are:</p><table><tr><th>Serial #</th><th>Product</th><th>Ship Date</th><th>Site#</th><th>Site</th></tr><tr><td>1-85095099682</td><td>MC9590-KA0AAC0000U</td><td>02-01-2017</td><td>1120156600</td><td></td></tr><tr><td>1-85095099720</td><td>MC9590-KA0AAC0000U</td><td>02-01-2017</td><td>1120156600</td><td></td></tr></table></div>	Serial #	Product	Ship Date	Site#	Site	1-85095099682	MC9590-KA0AAC0000U	02-01-2017	1120156600		1-85095099720	MC9590-KA0AAC0000U	02-01-2017	1120156600	
Serial #	Product	Ship Date	Site#	Site												
1-85095099682	MC9590-KA0AAC0000U	02-01-2017	1120156600													
1-85095099720	MC9590-KA0AAC0000U	02-01-2017	1120156600													

Steps	Action
4.	<p>Click the Entitlements sub-tab. The entitlement details of the unit are displayed.</p>  <p>The screenshot shows the Zebra Asset Management interface. At the top, there's a navigation bar with tabs: Home, Repair Order, Order Status, Accessory Orders, Assets, Contracts, and Validate Warranty And Entitlement. Below this, there's a section for the unit details: Serial # 1-85095099682, Ship Date 02-01-2017, Product Name MC9590-KA0AAC0000U, Status Active, Product Description GUN, 802.11A/B/G/N, 2D IMAGEF, and Owner Kodak Alaris. Below the details, there are two sub-tabs: Entitlements and Warranty. The Entitlements sub-tab is highlighted with a red box. Below the sub-tabs, there's a section titled 'Entitlements' with a search field and a 'FIND' button. Below the search field, there's a table with columns: Name, Type, Service Hours, Start Date, End Date, Agreement, and Agreement Status. The table contains one row: NALA-Z1-SSS-C... SSS-COMP-CO... UNITED STATES... 15-01-2017 16:00... 15-01-2019 16:00... 56051130 Active.</p>
5.	<p>To search for entitlement information using the Contracts tab, click the Contracts tab. A list of all contracts linked to the user's account is displayed. If your desired contract is not listed, you can also perform a search using the search field.</p>
6.	<p>Click the Contract Number link to view the contract details. The Contract Details screen is displayed.</p>  <p>The screenshot shows the Zebra Asset Management interface. At the top, there's a navigation bar with tabs: Home, Repair Order, Order Status, Accessory Orders, Assets, Contracts, and Validate Warranty And Entitlement. The Contracts tab is highlighted with a red box. Below the navigation bar, there's a section titled 'Contracts' with a search field and a 'FIND' button. Below the search field, there's a table with columns: Contract Number, Revision, Contract Start Date, Contract End Date, Status, End User, Reseller, PO Number, Billing Frequency, Currency, and Created Date. The table contains one row: 56050437 1 28-12-2016 28-12-2017 Active Kodak Alaris Reseller One Time USD 28-12-2016. The 'Contract Number' link is highlighted with a red box.</p>

Steps

Action

7.

View the contract start/end dates to validate the contract coverage. At the bottom of the screen, you will be able to view the serial numbers of the products covered under this contract.

ZEBRA Privacy Statement Main Zebra Site || Valid Agreements Logout

Contracts Details View

Home Repair Order Order Status Accessory Orders Assets Contracts Validate Warranty And Entitlement

Contract Details 1 of 1+

ADD DEVICES

Contract Number: 56050437 End User Name: Kodak Alaris Contract Start Date: 28-12-2016
Revision: 1 Reseller Name: Contract End Date: 28-12-2017
Status: Active PO Number: Currency: USD
Name: 56050437 Total Contract Value: \$1,108.26
Type: Standard

Line Details

Line Items 1 - 1 of 1

Line #▲▼	Service SKU	Description	Qty	Start Date	End Date	List Price	Net Price	Price Concession Number
1	Z1AS-VC509K-3C03	3 YEAR ZEBRA ONECARE S...2		28-12-2016	28-12-2017	\$52.50	\$554.13	

Assets MENU 1 - 2 of 2

Serial Number	Product	Description
1-9424024479	MC9590-KA0AAC...	GUN, 802.11A/B/G/N, 2D IMAGER (SE4750MR), VGA COLOR, 1GB RAM/2GB FLASH, 53 KEY HIGH VISIBILITY, VME 6.5 X, MS OFFICE, BT, IST, RFID TAG
1-9424024667	MC9590-KA0AAC...	GUN, 802.11A/B/G/N, 2D IMAGER (SE4750MR), VGA COLOR, 1GB RAM/2GB FLASH, 53 KEY HIGH VISIBILITY, VME 6.5 X, MS OFFICE, BT, IST, RFID TAG

Search for and View Warranty Information

In this topic, you will learn how to view warranty information.

Steps

Action

1.

Click the **Assets** tab.

2.

The serial numbers are displayed. Click the required **Serial #** hyperlink to view the warranty details.

ZEBRA

Asset:

Home

Repair Orders

Order Status

Accessory Orders

Assets

Contracts

Validate Warranty And Entitlement

Assets

EXPORT

FIND

Serial #	Product	Ship Date	Site#	Site
1-85095099656	MC9590-KA0AAC0000U	02-01-2017	1120156600	
1-85095099682	MC9590-KA0AAC0000U	02-01-2017	1120156600	
1-85095099720	MC9590-KA0AAC0000U	02-01-2017	1120156600	

3.

You can view the type of warranty and the start and end dates of the warranty in the **Warranty** tab under the **Warranties** section.

ZEBRA

Asset:

Home

Repair Order

Order Status

Accessory Orders

Assets

Contracts

Validate Warranty And Entitlement

Serial #: 1-85095099656

Ship Date: 02-01-2017

Installed Site

Product Name: MC9590-KA0AAC0000U

Status: Active

Number: 1120156600

Product Description: GUN, 802.11A/B/G/N, 2D IMAGEF

Owner: Kodak Alaris

Name:

Entitlements

Warranty

Warranties

FIND

Name	Type	Subtype	Start Date	End Date	Days Left
SVCWAR12	Standard		02-01-2017	02-01-2018	327

Key Term	Definition
Return Material Authorization (RMA) or Repair Order	The process of returning a product to receive a refund, replacement, or repair during the given product's warranty period. An RMA also applies if the product is covered by a service contract. Going forward, an RMA will be referred to as a Repair Order.
Dispute a Repair Order	The Repair Order Portal provides an option called dispute if the unit is entitled.
Repair Order Portal	The web-based application that enables customers, partners, distributors, and resellers to create and process all types of service repair orders.
Contracts	The written agreement documenting the terms and conditions, as well as the post-purchase service to be provided for the product.
Quotes	The expected cost of the repair.