ZEBRA
KNOWLEDGE CENTER

Zebra's Repair Order Portal

RPE01

USER GUIDE

COPYRIGHT & TRADEMARKS

Product Improvements: Continuous improvement of products is a policy of Zebra Technologies. All specifications and designs are subject to change without notice.

Liability Disclaimer: Zebra Technologies takes steps to ensure that its published manuals are correct; however, errors do occur. Zebra Technologies reserves the right to correct any such errors and disclaims liability resulting therefrom.

Limitation of Liability: In no event shall Zebra Technologies or anyone else involved in the creation, production, or delivery of the accompanying product (including hardware and software) be liable for any damages whatsoever (including, without limitation, consequential damages including loss of business profits, business interruption, or loss of business information) arising out of the use of, the results of use of, or inability to use such product, even if Zebra Technologies has been advised of the possibility of such damages. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

Contents

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.

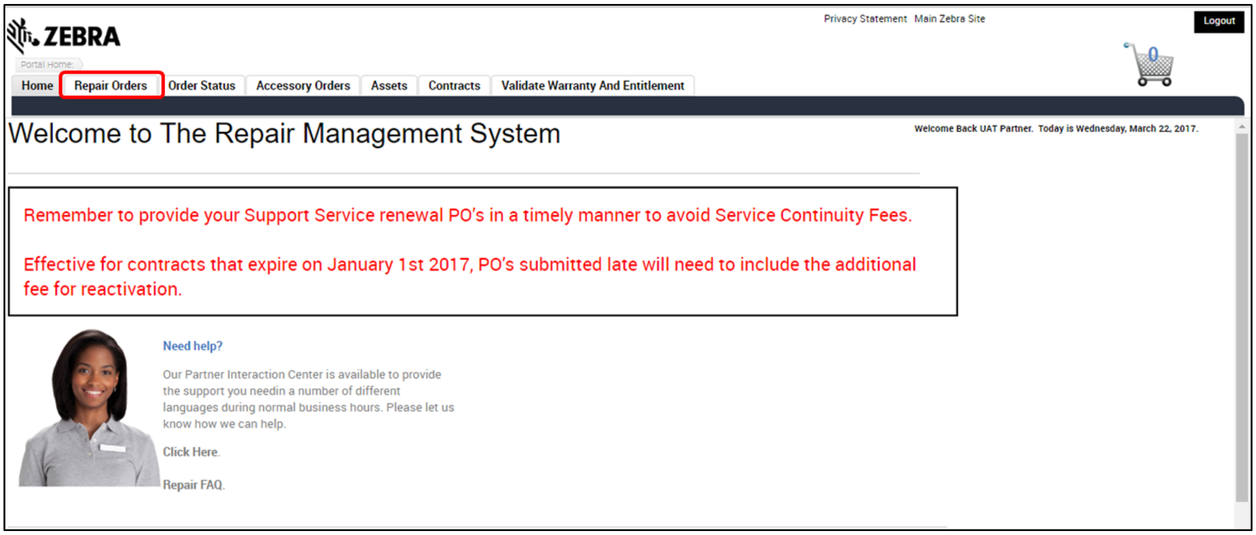
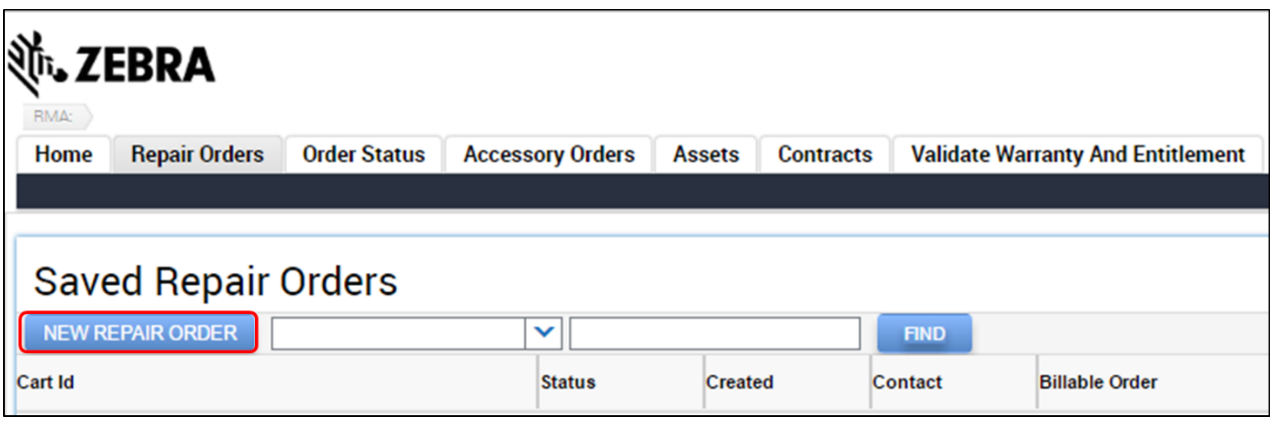
Set the Stage

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.

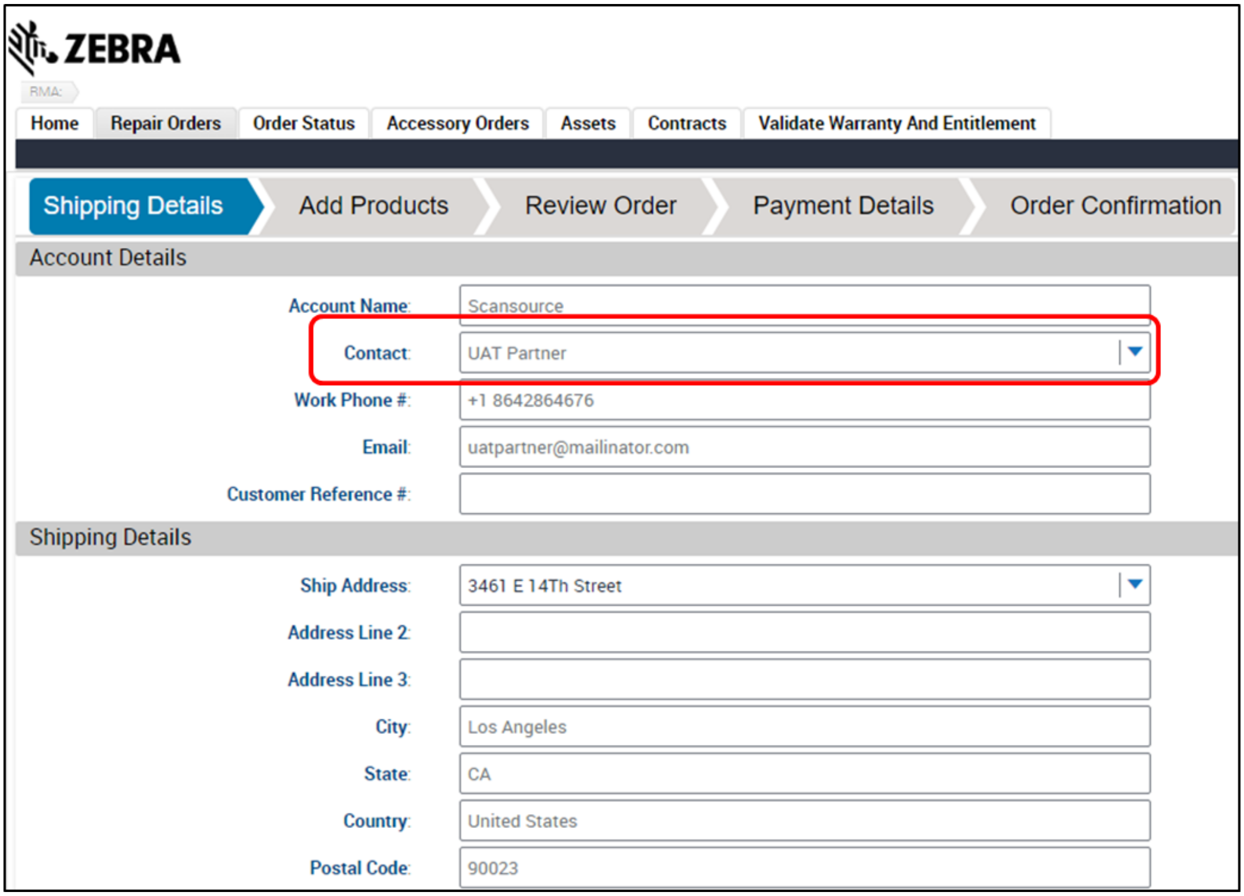
Create a Repair Order

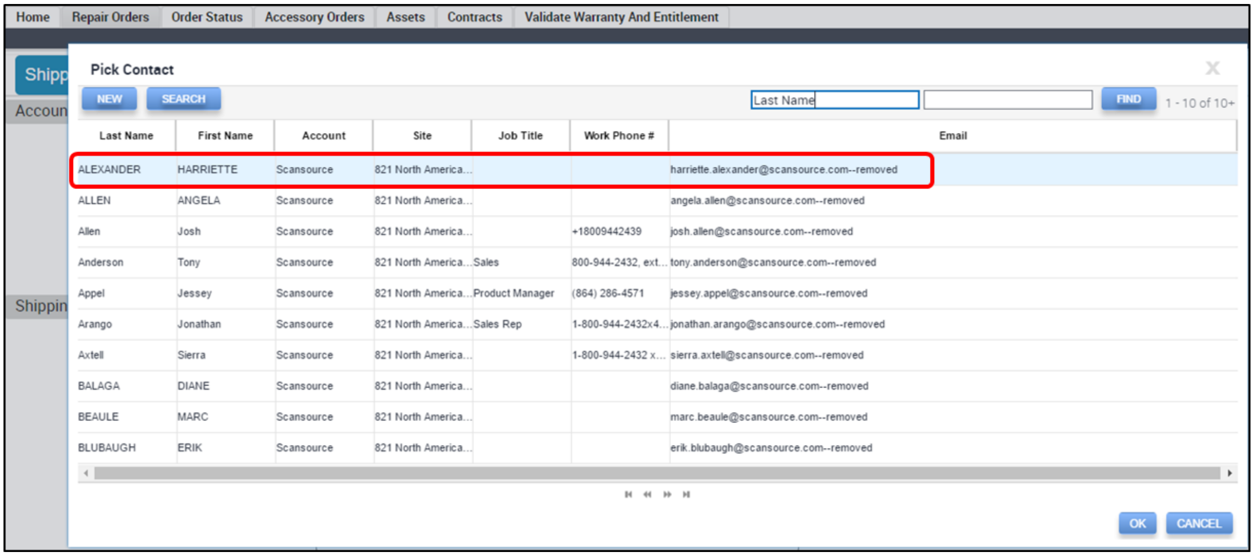
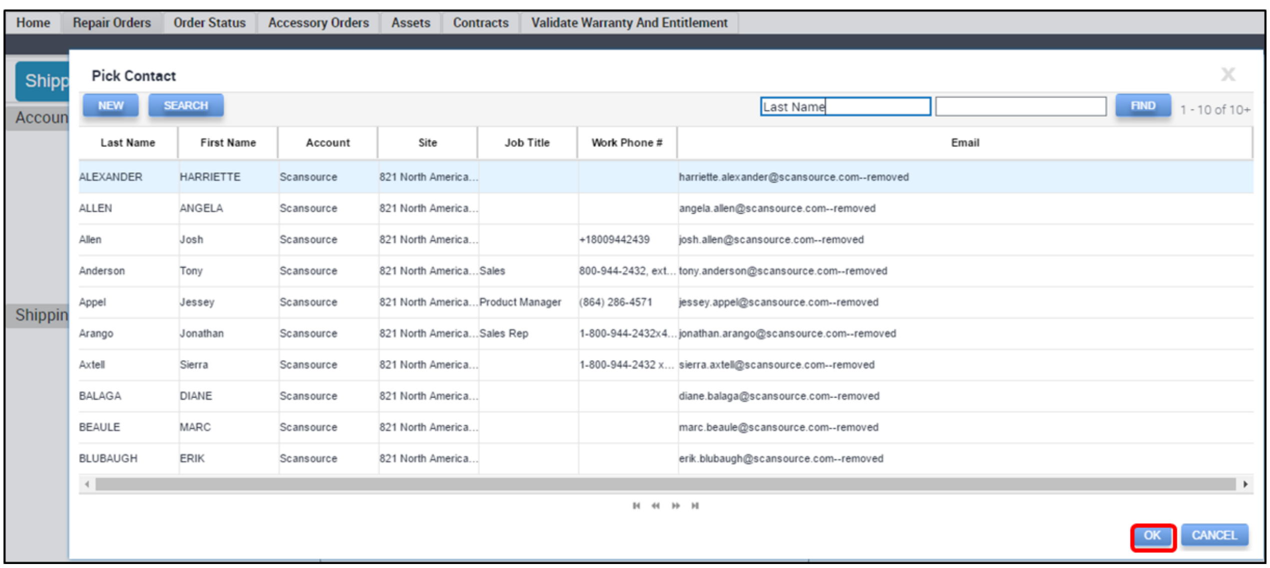
In this topic, you will learn how to create a repair order.

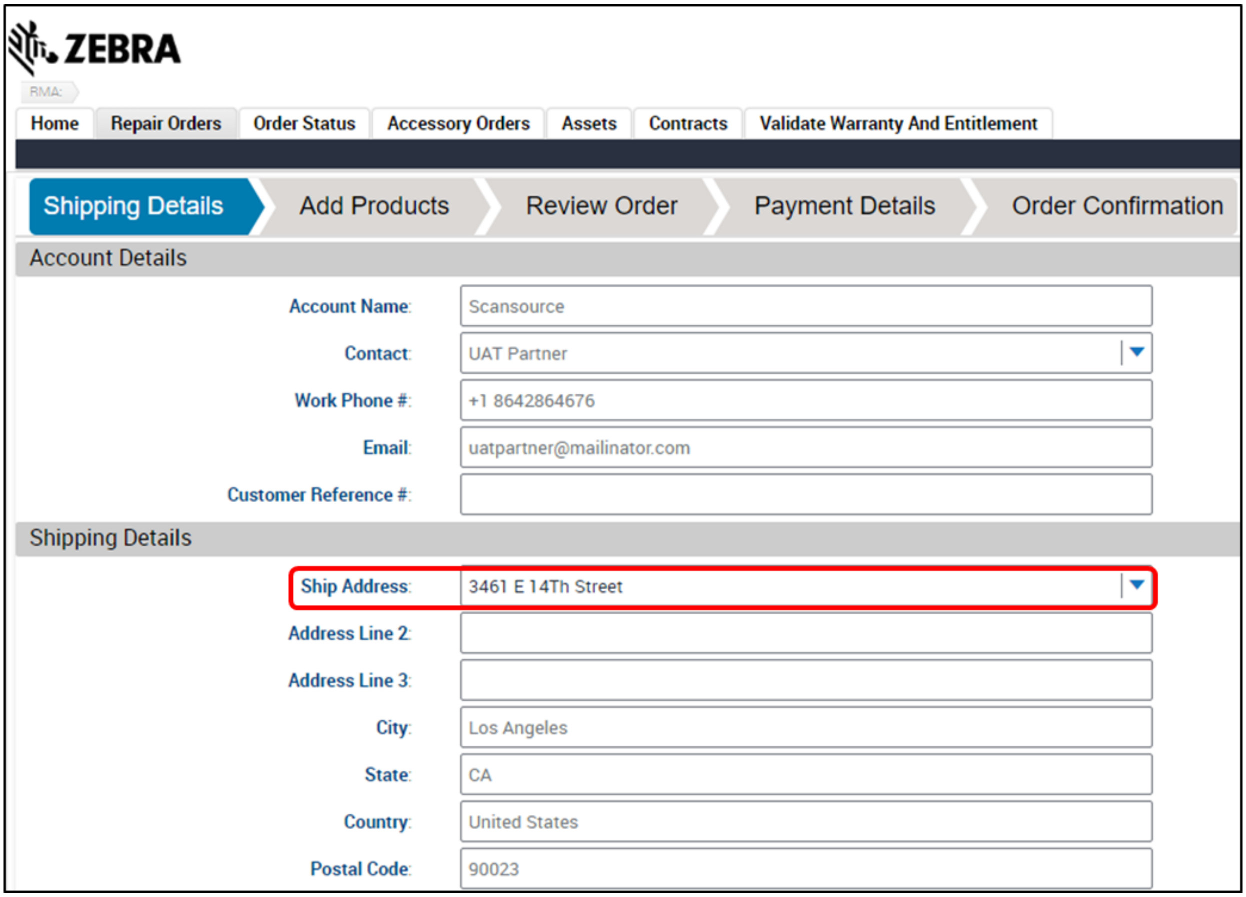
Navigate to: ***https://repair.zebra.com/enu/***

<table>
<tr><th>Steps</th><th>Action</th></tr>
<tr><td>1.</td><td>Click the Repair Orders tab.

</td></tr>
<tr><td>2.</td><td>The Saved Repair Orders page is displayed. Click the NEW REPAIR ORDER button.

</td></tr>
</table>

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.



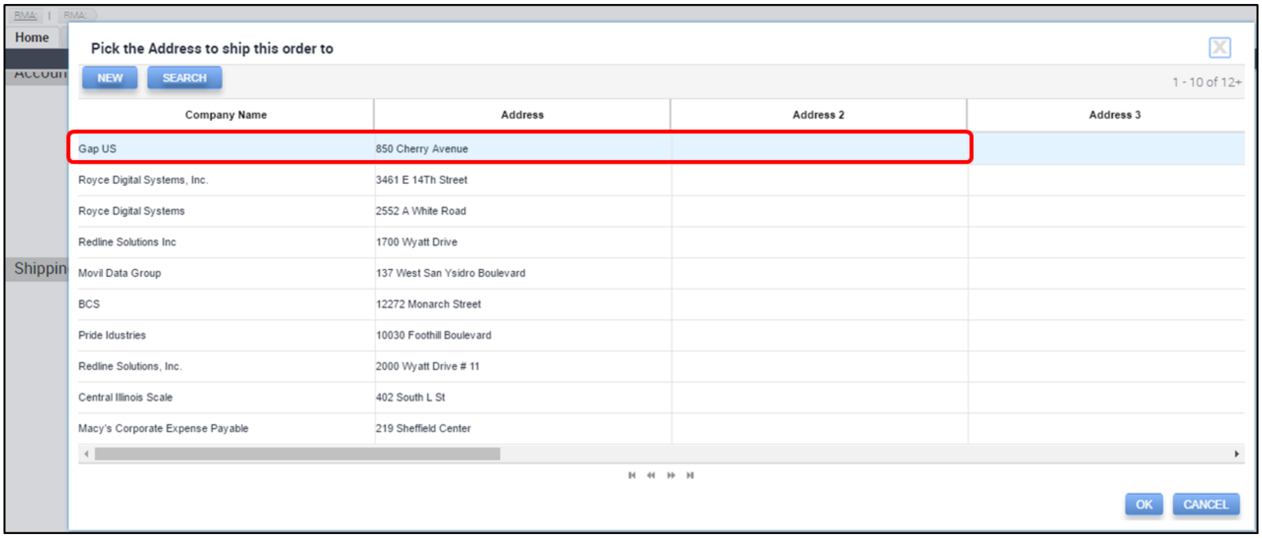
Steps	Action
4.	The **Pick Contact** pop-up window is displayed. The pop-up window displays all active contacts that are associated with the user's account. The user can select a contact from the displayed list, or can use the filters to narrow down the search. Click the appropriate contact line item to select another contact. 
5.	Click the **OK** button. 

Steps	Action
6.	The Portal navigates back to the **Shipping Details** sub-tab and displays the updated contact details. Click the **Ship Address** drop-down menu to update the shipping details. 

<table>
<tr><th>Steps</th><th>Action</th></tr>
<tr><td>7.</td><td>

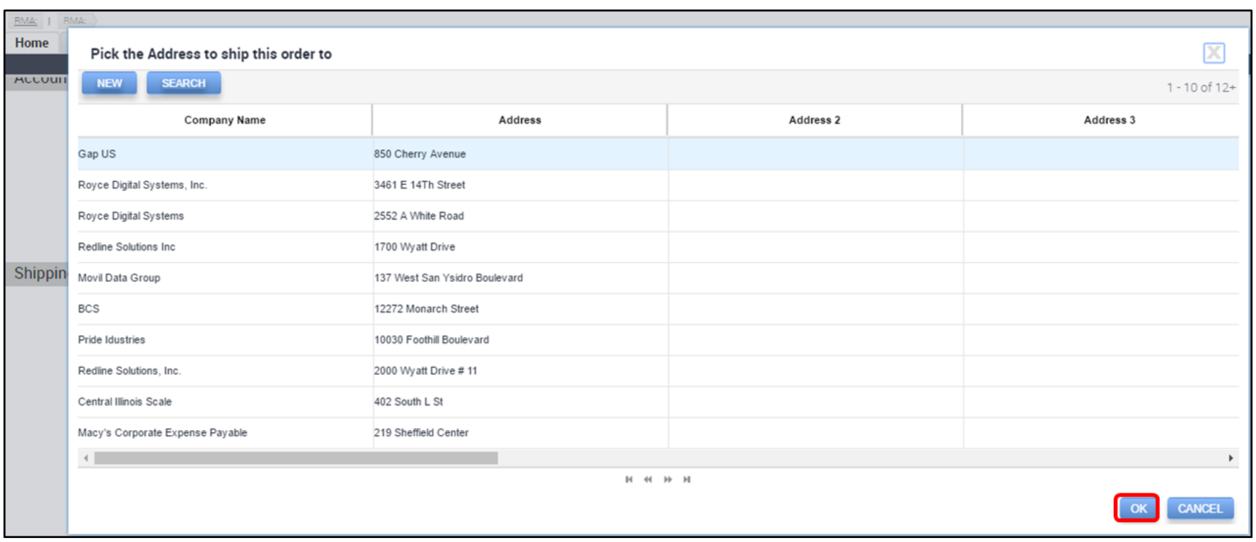
The **Pick the Address to ship this order to** pop-up window is displayed with the list of all the shipping and billing sites associated with the Portal user's account. The user can select an address from the list, use the filters to narrow down the search, or create a new address.

Click the appropriate address line item to select the address.

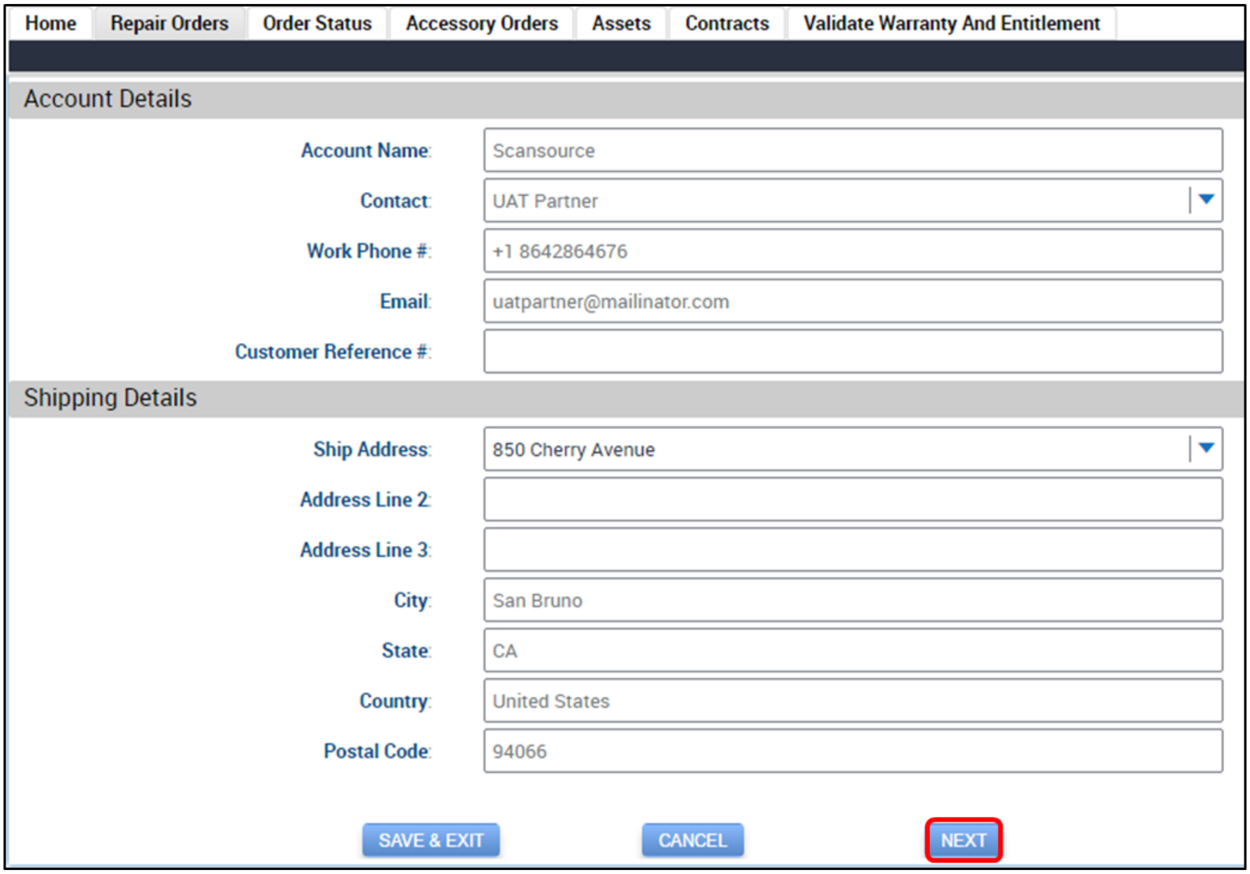
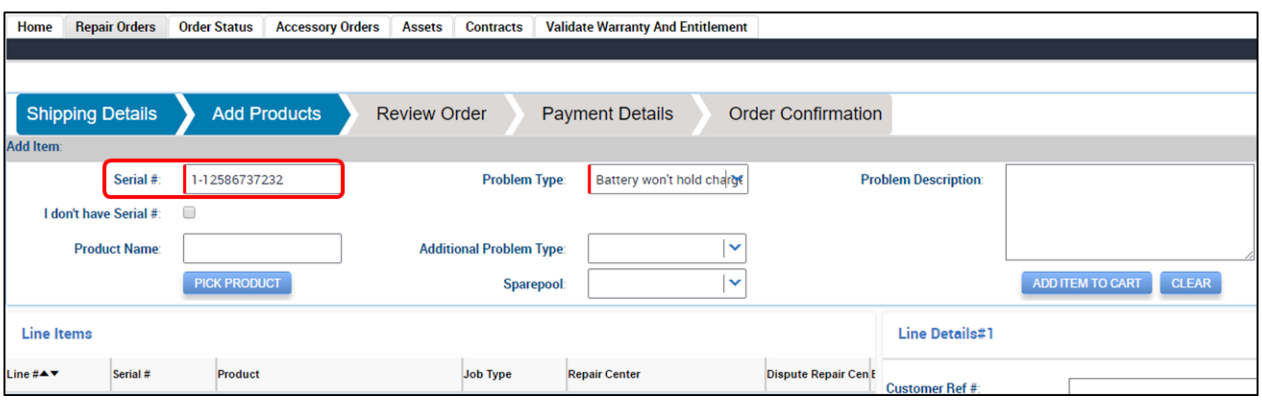


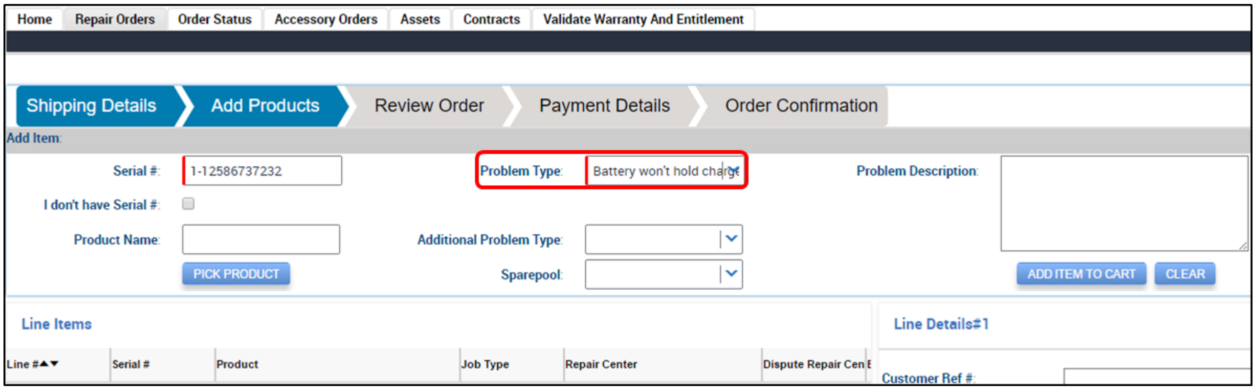
</td></tr>
<tr><td>8.</td><td>

Click the **OK** button.

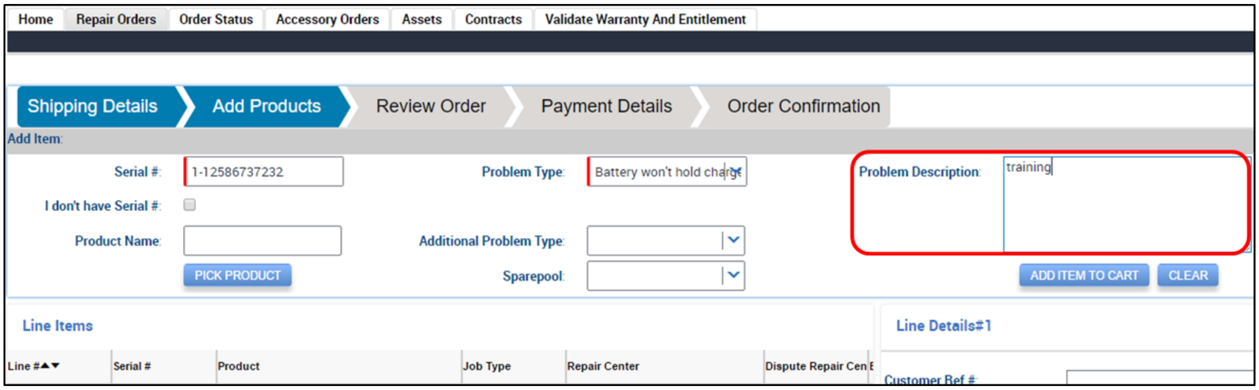


</td></tr>
</table>

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. 
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. 

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

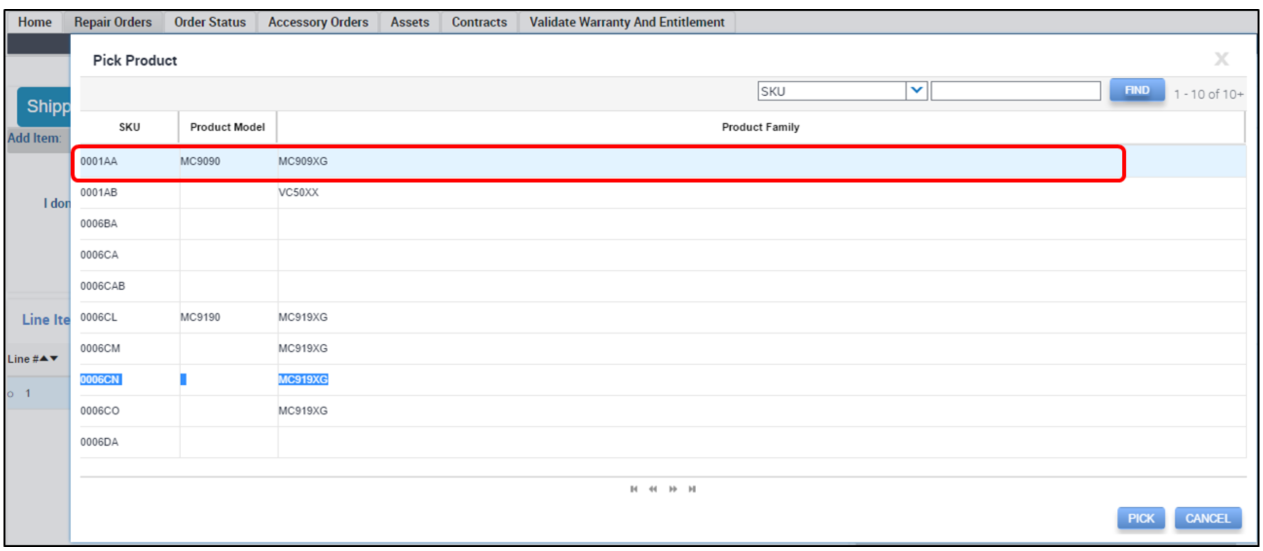
12. Enter the appropriate description in the **Problem Description** field.



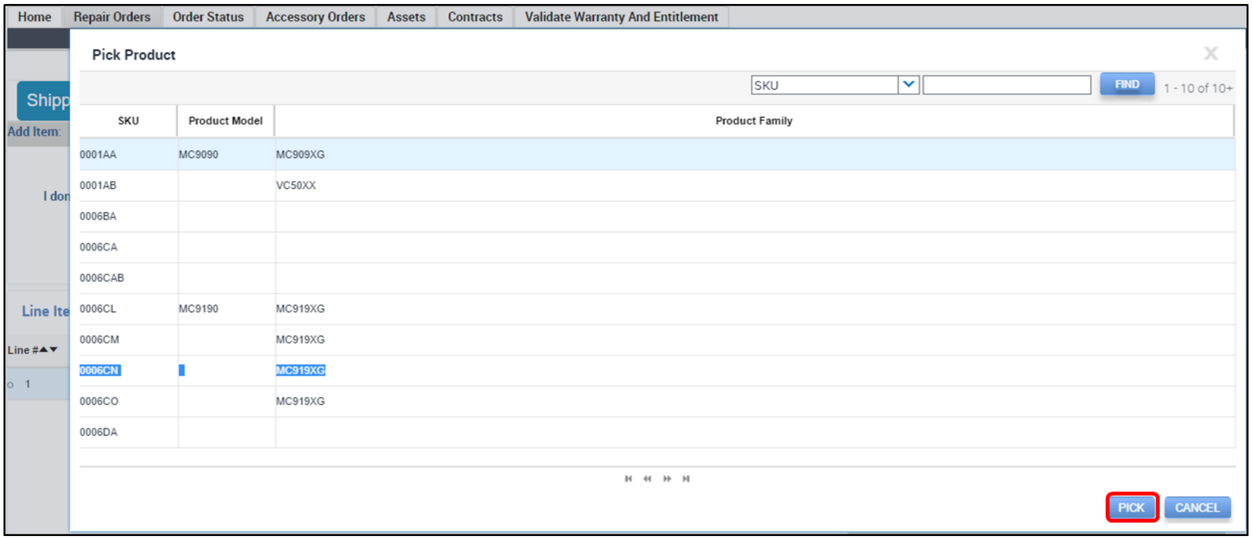
In case the user does not have the serial number, he or she can click the **PICK PRODUCT** button to enter the product name in the **Product Name** field. This repair order will be considered as a billable/T&M repair.

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.

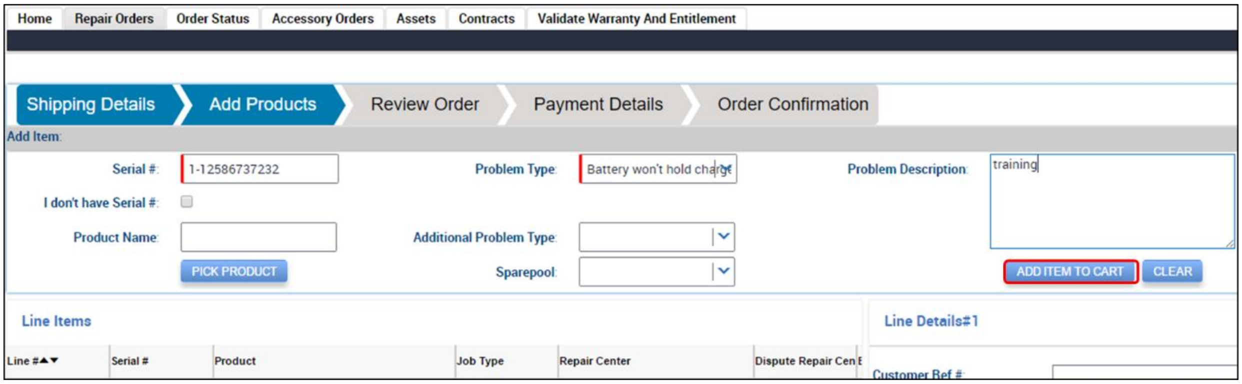
a. Select the appropriate product line item.



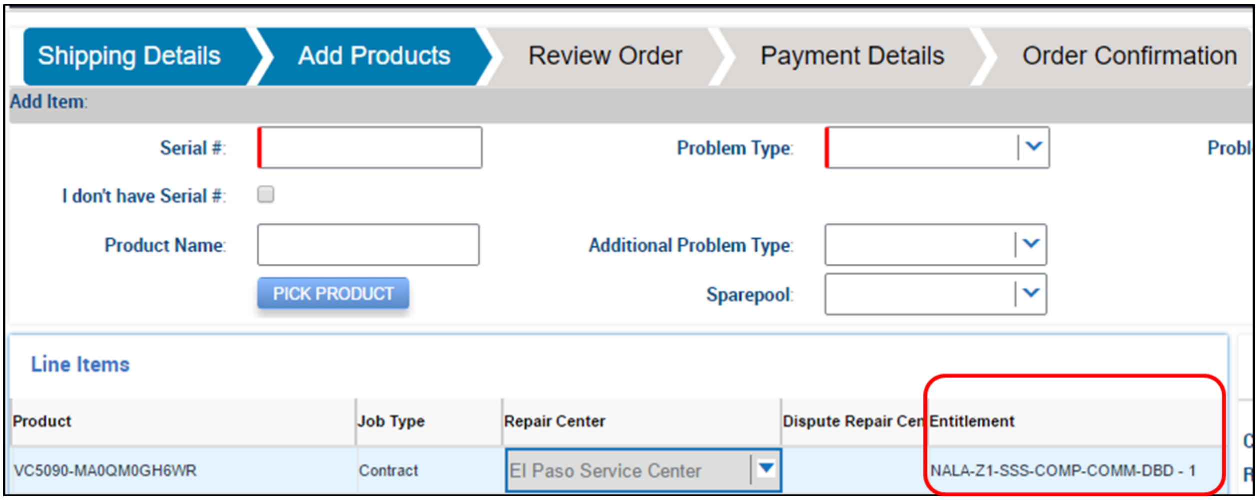
b. Click the **PICK** button. The Portal navigates back to the **Add Products** sub-tab.

Steps	Action
	

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



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.

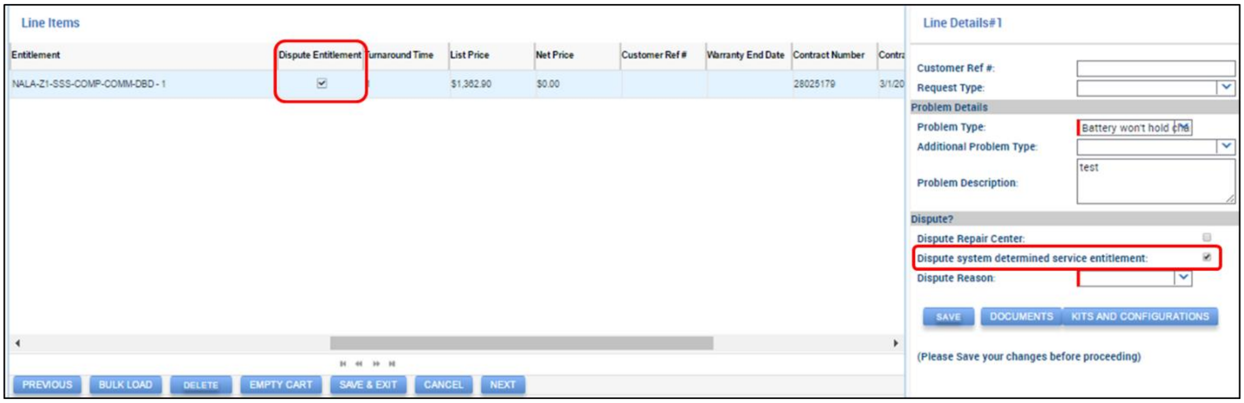


If the warranty or contract information is incorrect, the user can raise a dispute from the **Dispute?** section while creating the repair order.

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.

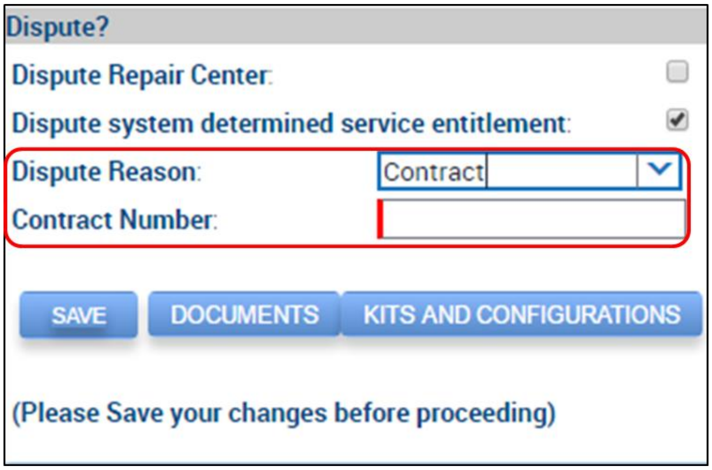
To raise a dispute, perform the following steps:

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.

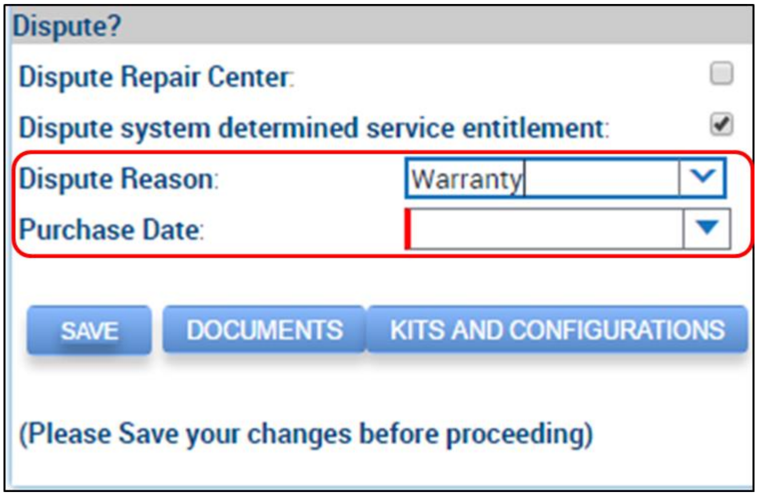


b. Select the dispute reason from the **Dispute Reason** drop-down.

- If the dispute reason is **Contract**, then the user must enter a valid contract number in the **Contract Number** field.

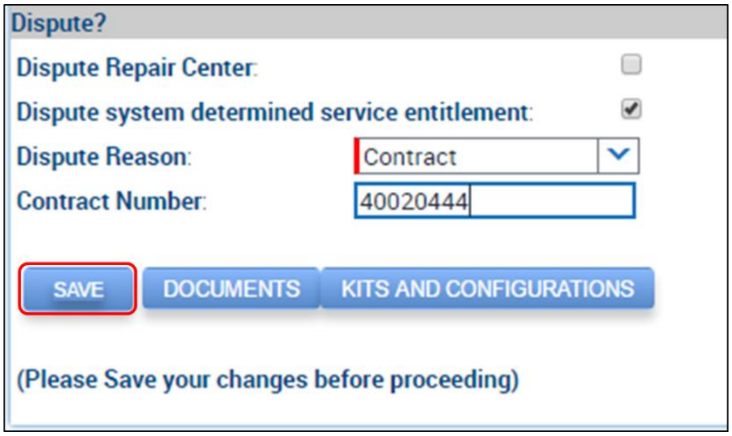


- If the dispute reason is **Warranty**, then the user must enter the purchase date in the **Purchase Date** field.



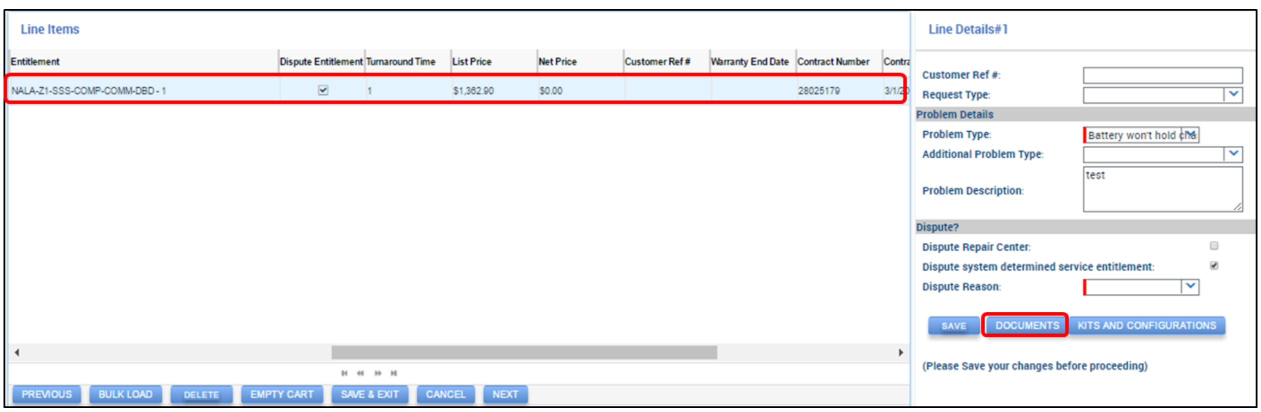
Steps	Action

c. After validating all the dispute information, click the **SAVE** button.



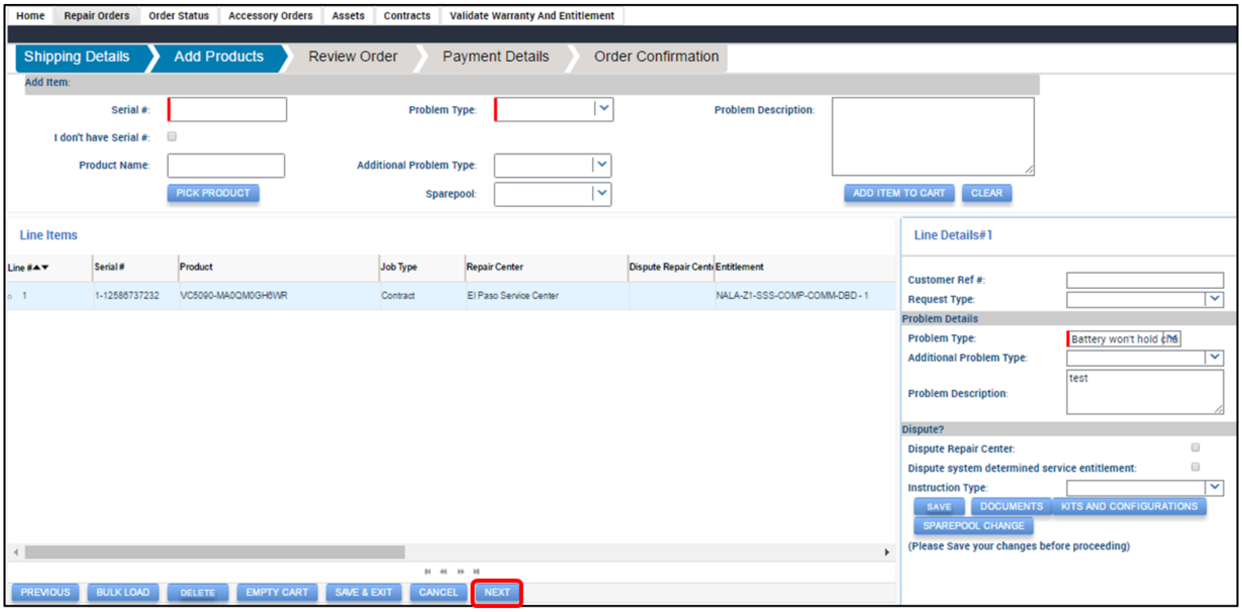
If required, customer can also attach a valid proof of dispute, such as, the invoice or sales order to the repair order. To upload a document while creating a repair order, perform the following steps:

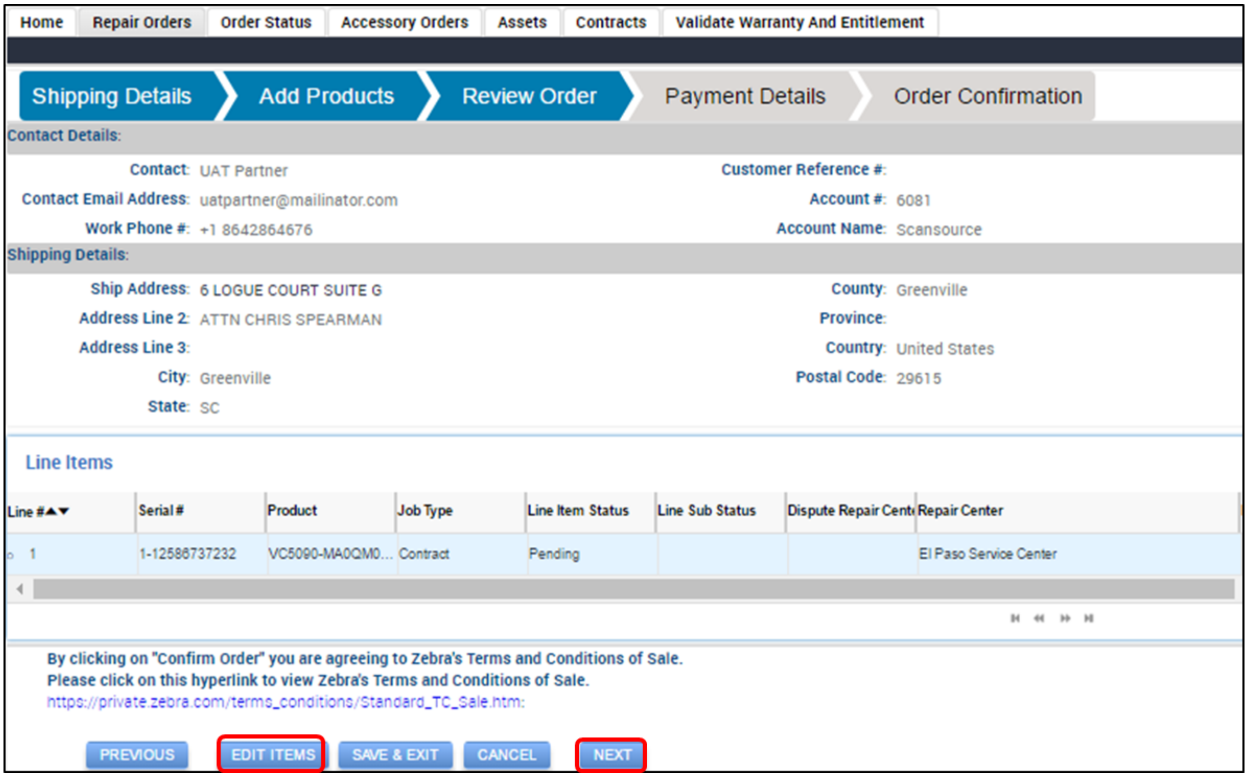
a. Select a line item under the **Line Items** section.
b. Click the **Documents** button.



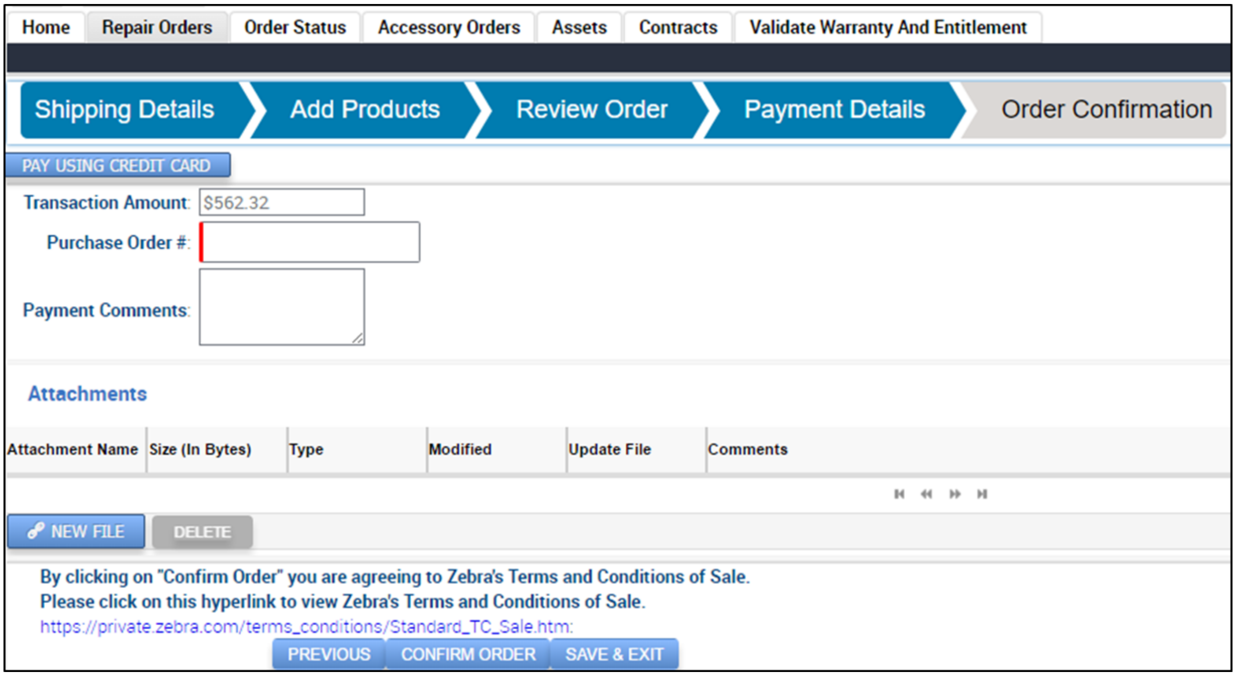
c. Click the **NEW FILE** button to upload the document from the local drive.
d. After the document is uploaded, click the **CONTINUE** button to navigate back to the **Add Products** sub-tab.

Steps	Action
14.	Click the **NEXT** button to move to the **Review Order** sub-tab.



Steps	Action
15.	In the **Review Order** sub-tab, review the order details before processing the payment. To proceed to the next sub-tab, perform one of the following steps: • 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. 

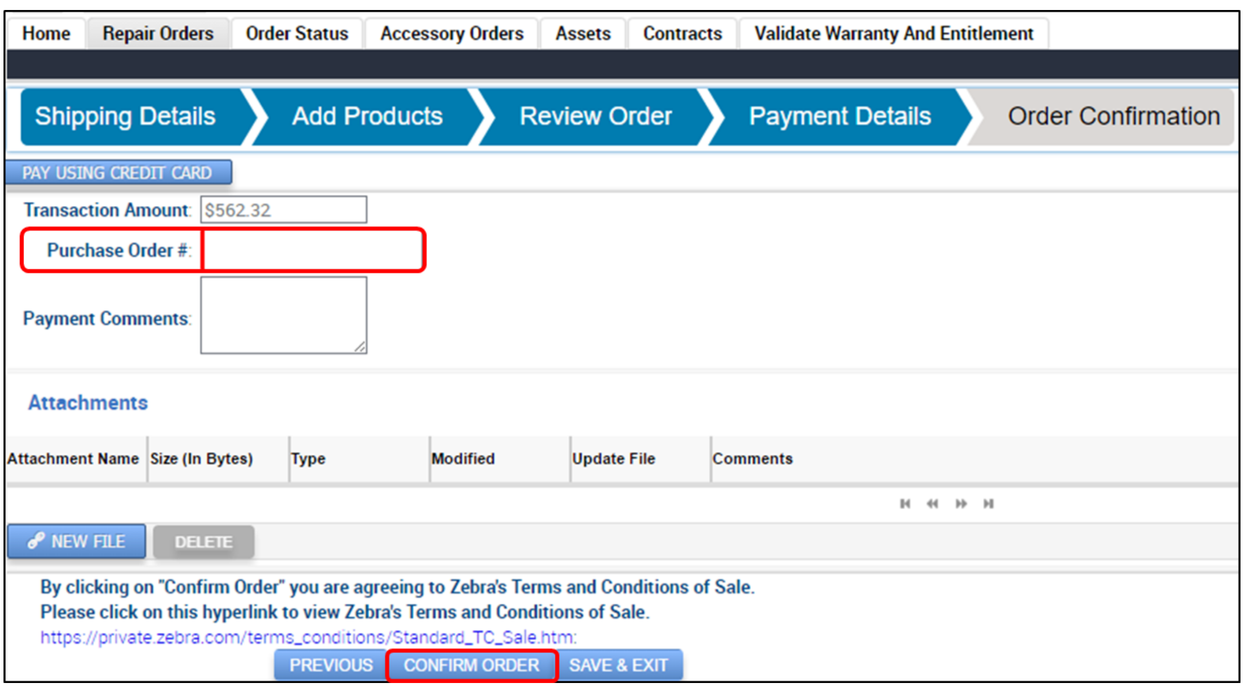
16. The **Payment Details** sub-tab is displayed. This sub-tab displays the service charges and the billing details. The user can change the billing address, if required.



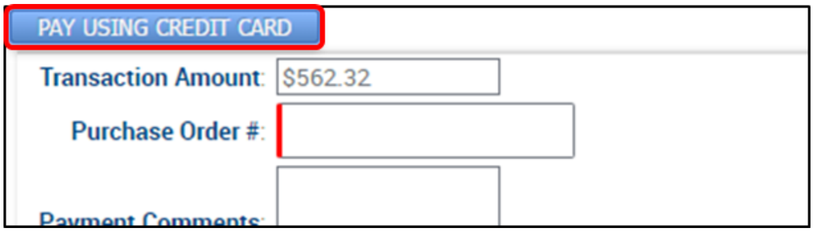
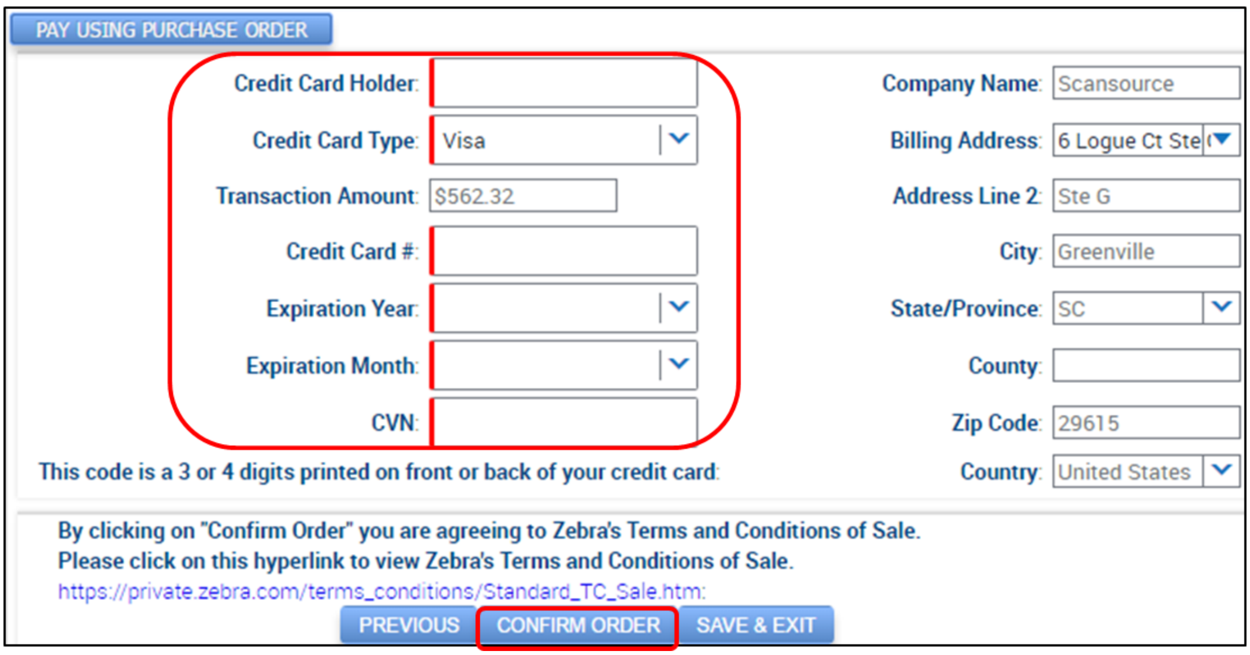
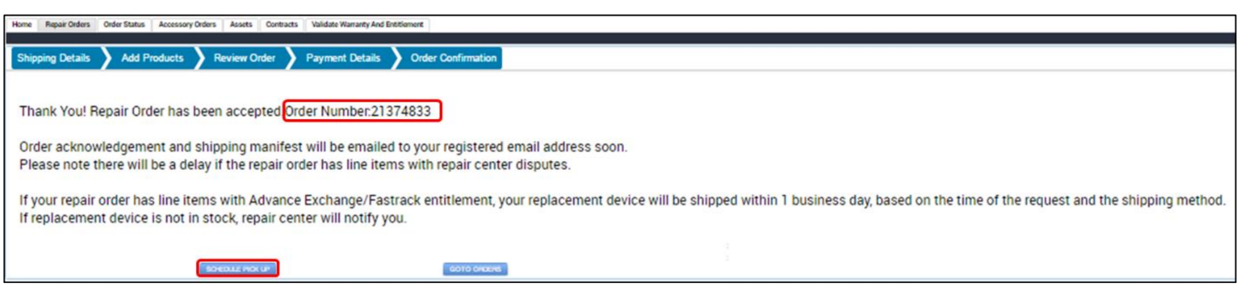
The user can select to pay through a Purchase Order (PO) or credit card. However, if the user selects the PO option while the account is set up with a credit card, an error message is displayed.

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

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



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

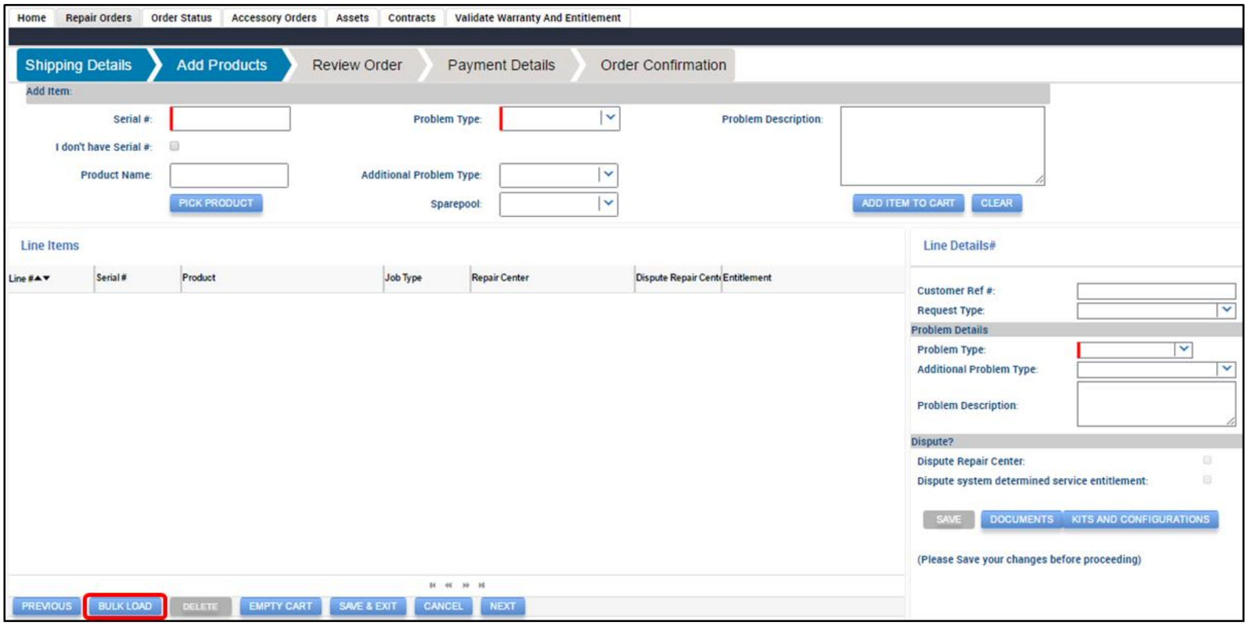
Steps	Action
	a. Click the **PAY USING CREDIT CARD** button. A section to enter the credit card details is displayed.  b. Enter the credit card details including the Credit Card Holder name, expiration details, and the card number. c. Click the **CONFIRM ORDER** button. 
17.	After the payment is done, the **Order Confirmation** sub-tab is displayed. The following are the key points to consider: • 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.

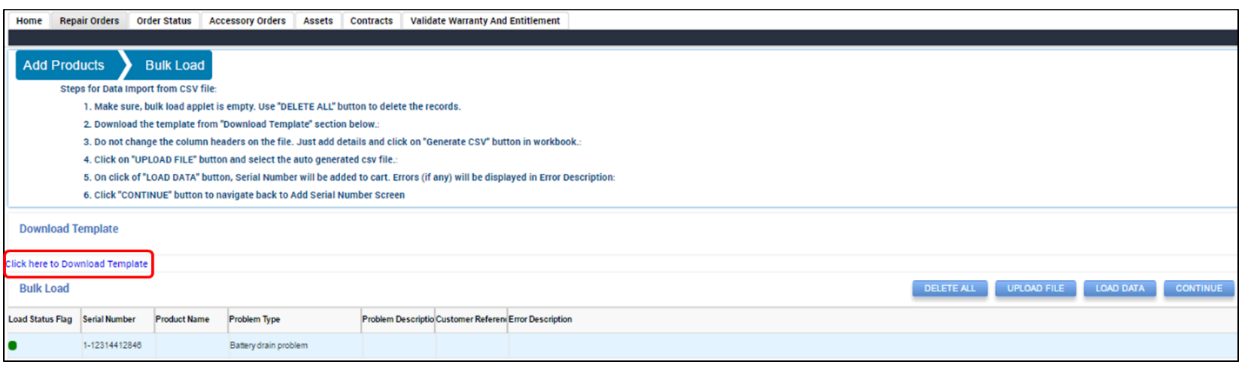
<table>
<tr><th>Steps</th><th>Action</th></tr>
<tr><td>1.</td><td>

Click the **BULK LOAD** button on the **Add Products** sub-tab.

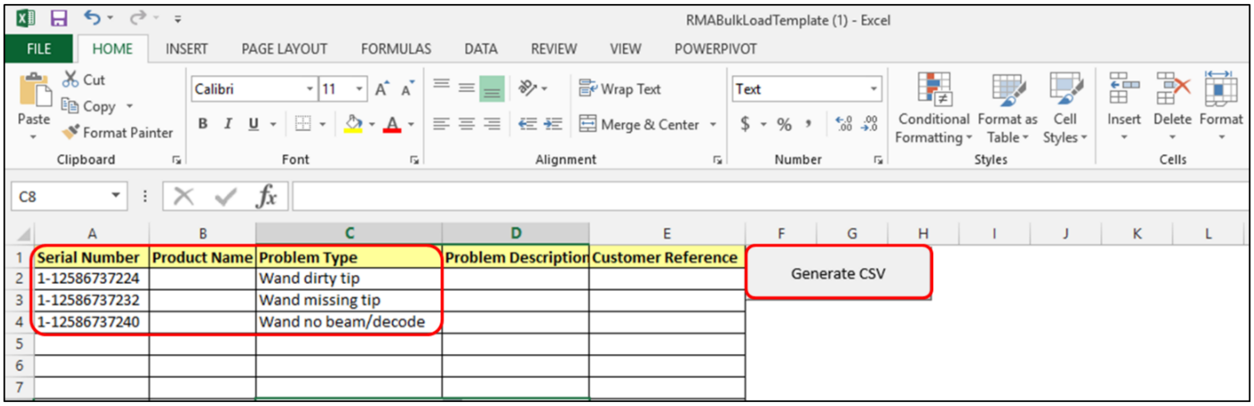
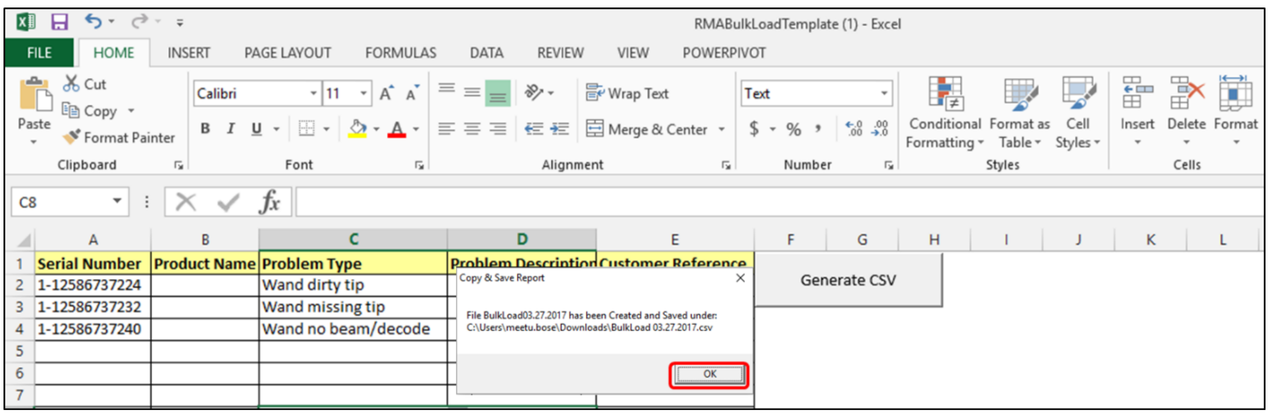
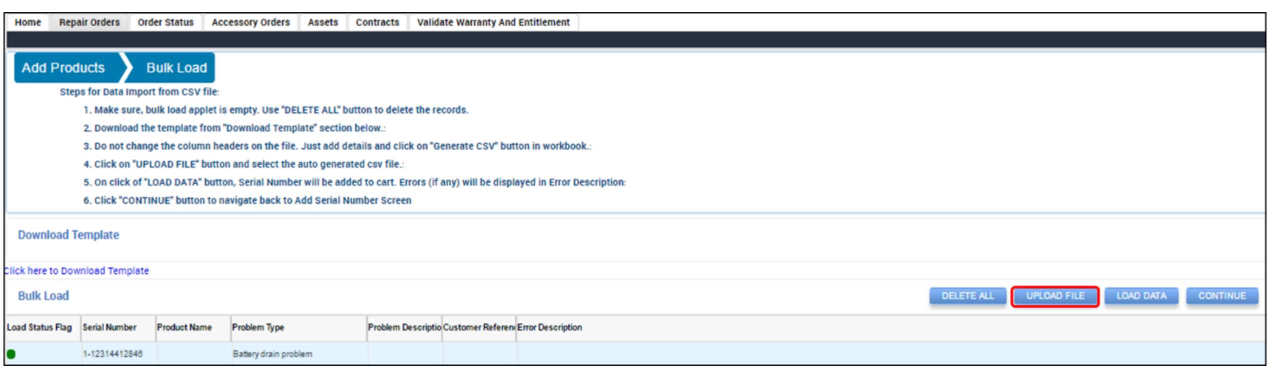


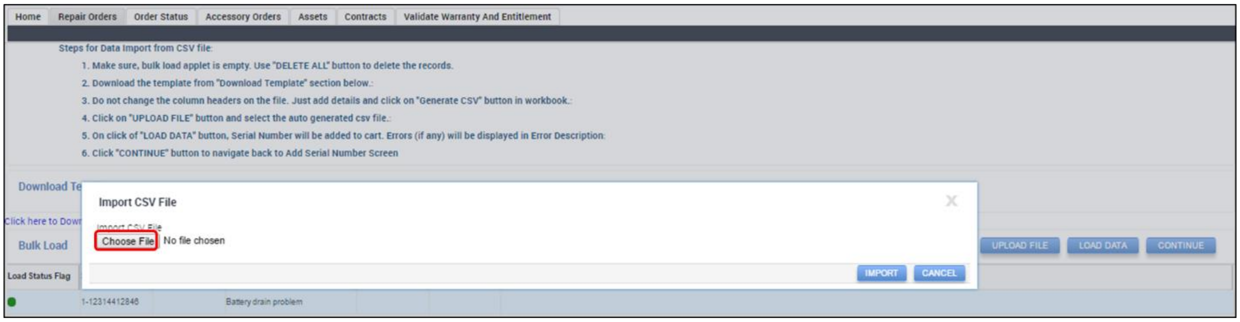
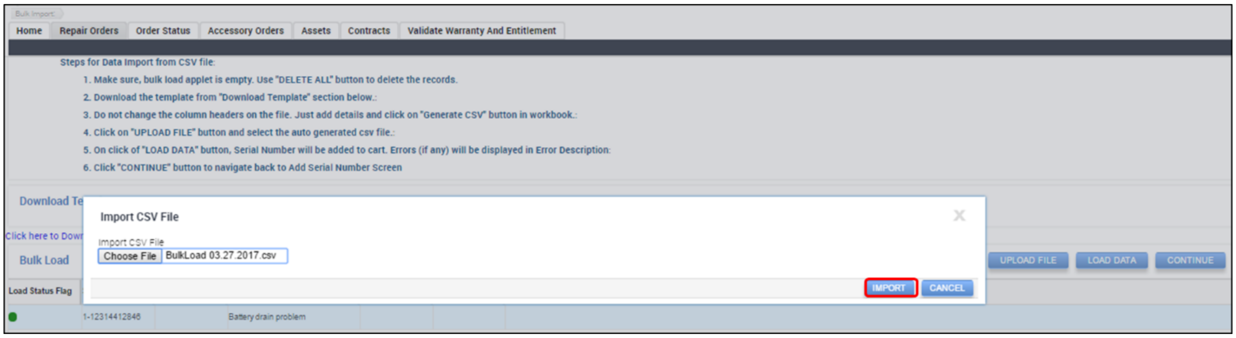
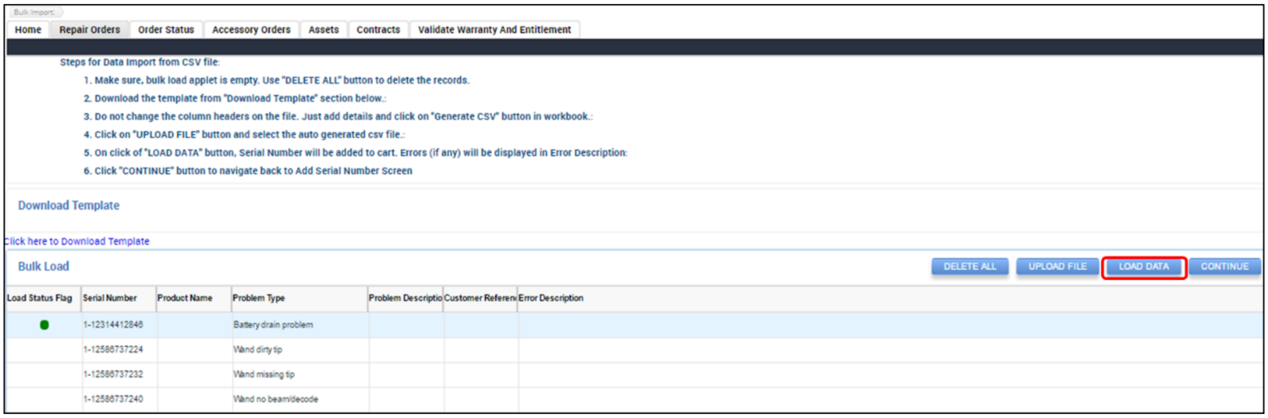
</td></tr>
<tr><td>2.</td><td>

The **Bulk Load** sub-tab is displayed. To download the template and upload a file, click the **Click Here to Download Template** hyperlink.



</td></tr>
</table>

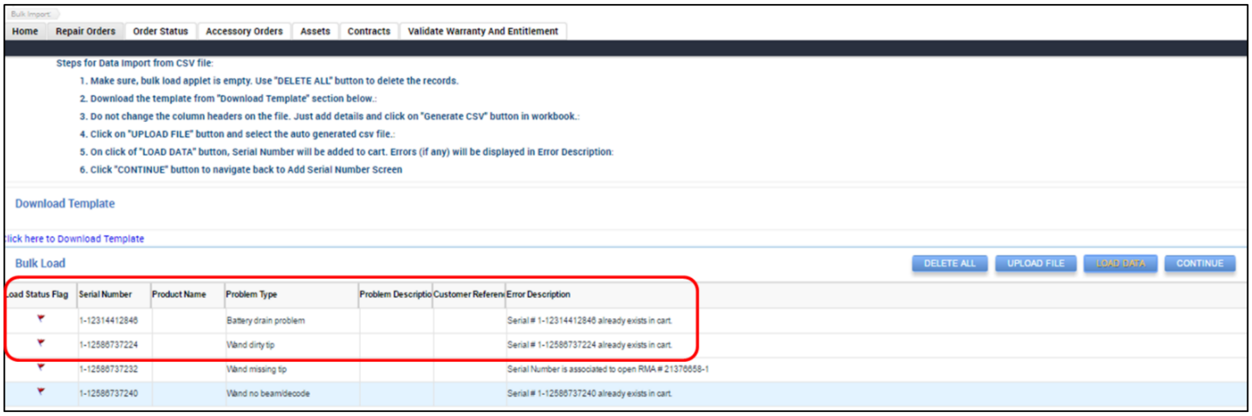
Steps	Action
3.	Add the appropriate data in the template and click the **Generate CSV** button. A CSV file is generated and saved to the same location as the template. 
4.	Click the **OK** button. 
5.	Navigate to the Portal and click the **UPLOAD FILE** button. 

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. 

<table>
<tr><th>Steps</th><th>Action</th></tr>
<tr><td>9.</td><td>

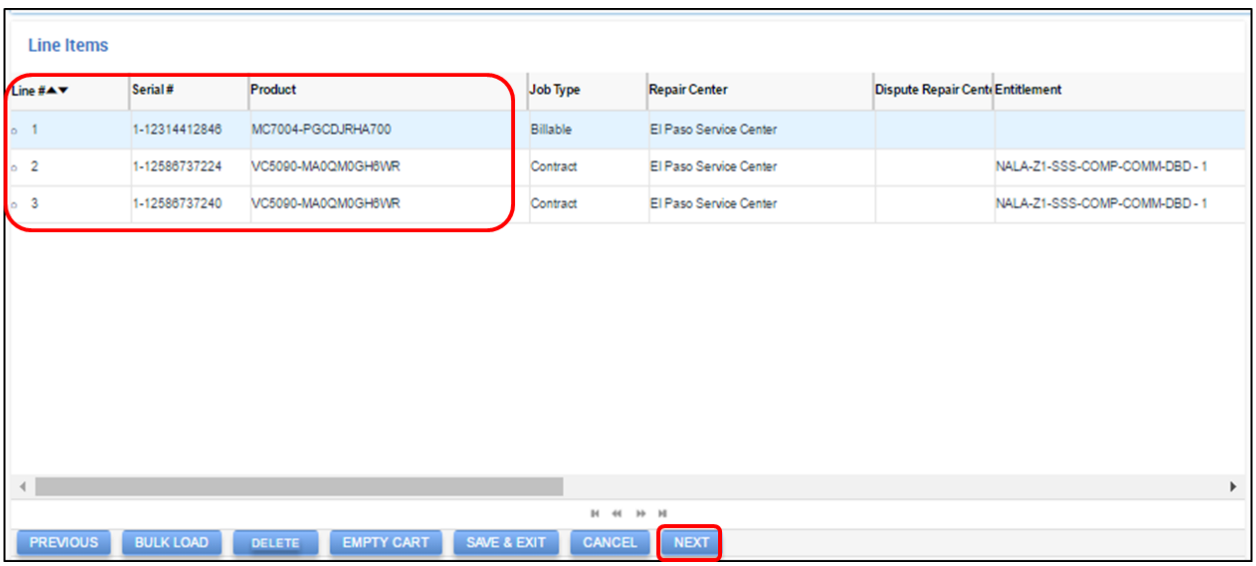
Notice that the **Bulk Load** section now display a **Load Status Flag** indicator for each product and an error description. Delete the bulk data, rectify the error in the template, and upload the data again.

Click the **CONTINUE** button after rectifying the error.



</td></tr>
<tr><td>10.</td><td>

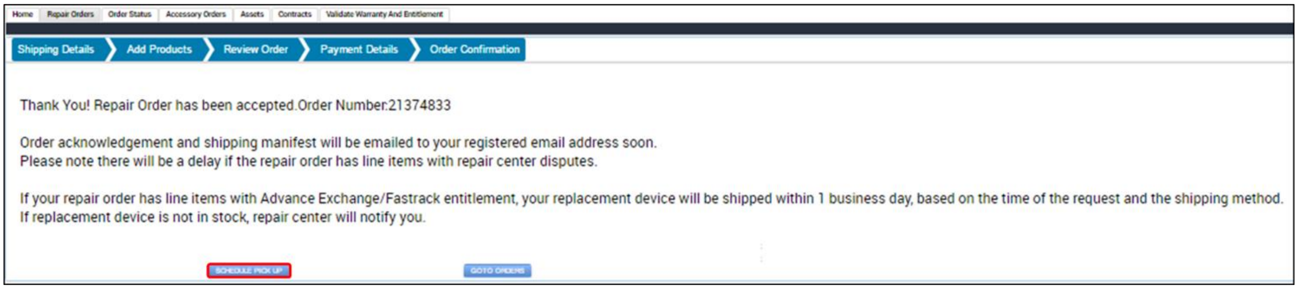
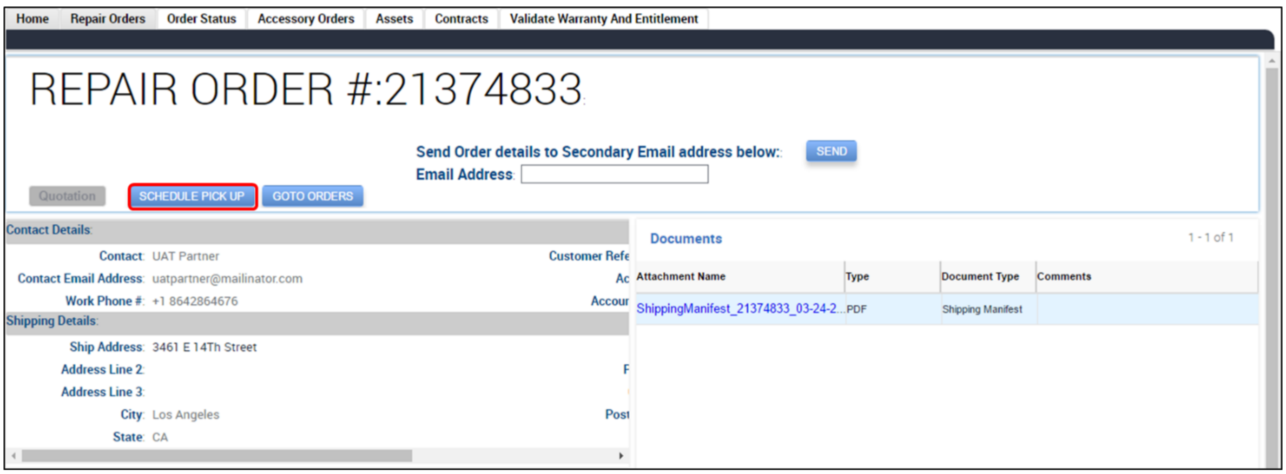
The Portal navigates back to the **Add Products** sub-tab. The **Line Items** section displays all the products added through bulk order. Click the **NEXT** button to proceed to the **Review Order** sub-tab and complete creating the bulk repair order following the same steps as covered previously.

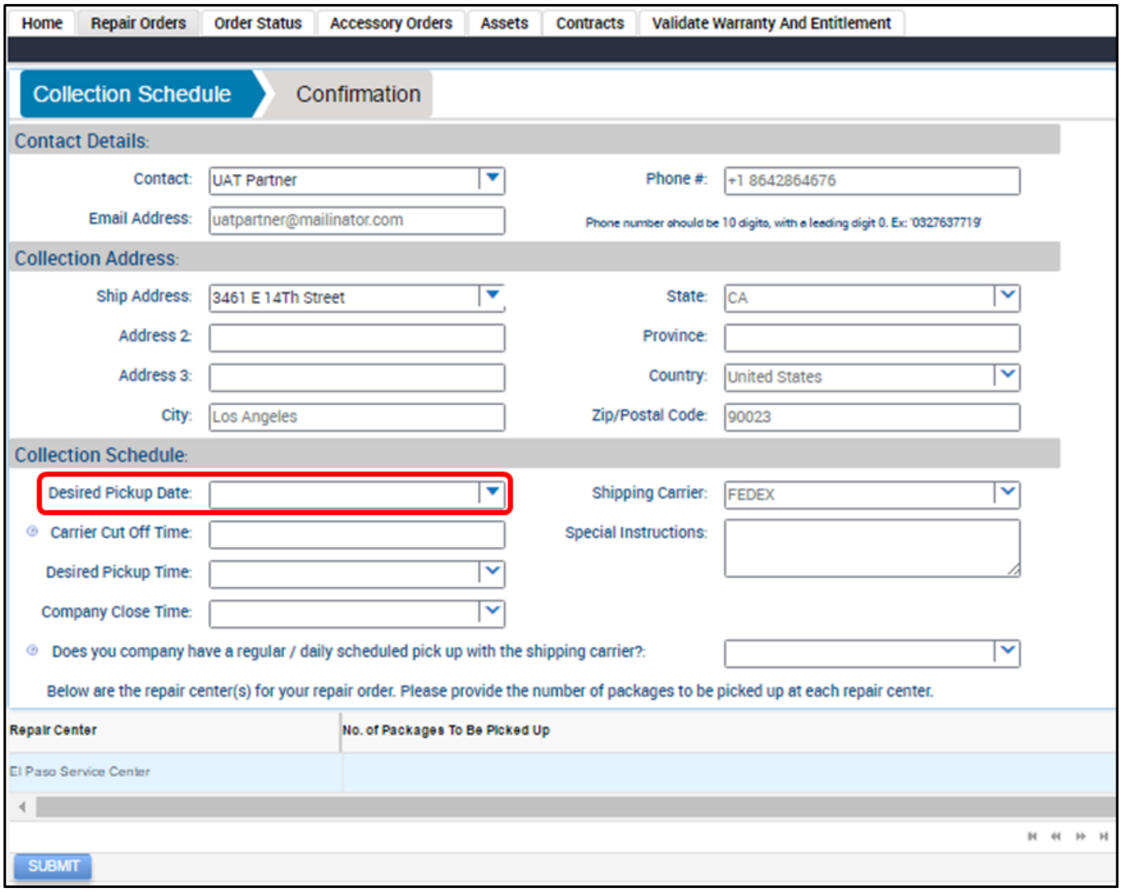


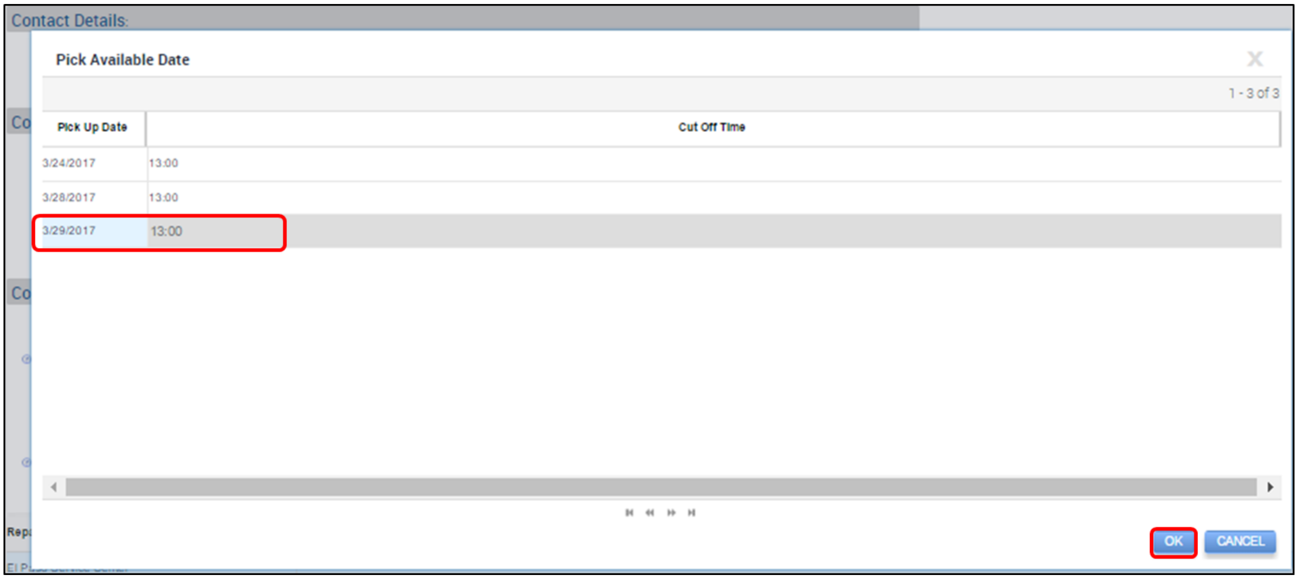
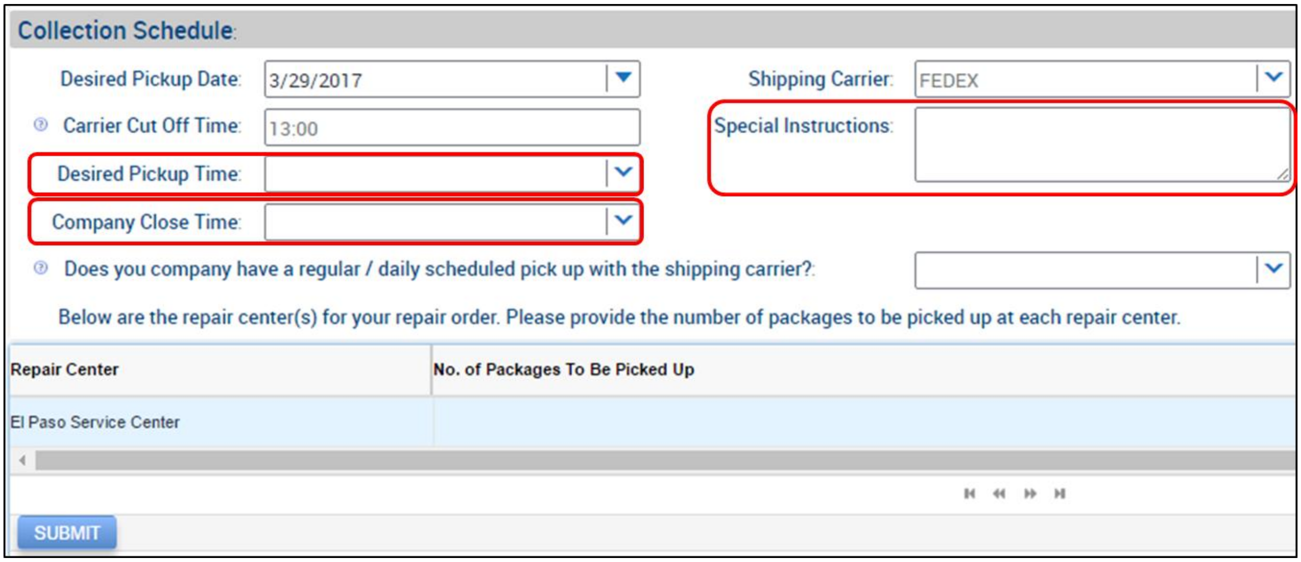
</td></tr>
</table>

Create a Pickup or Collection Request

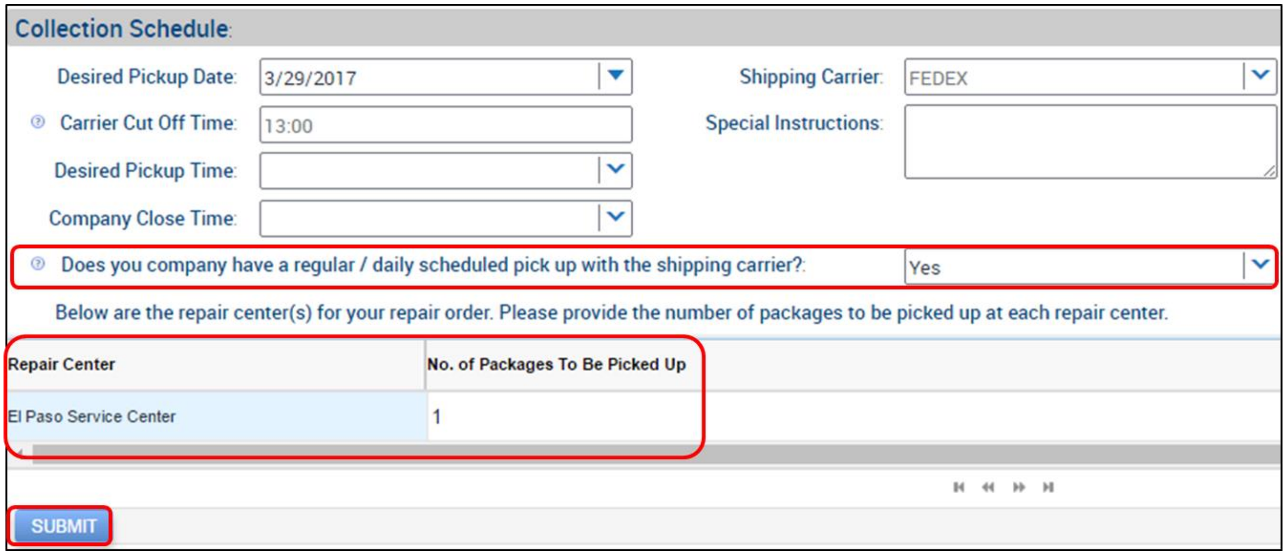
In this topic, you will learn how to request for a pickup or collection from various tabs.

Steps	Action
1.	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.  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. 

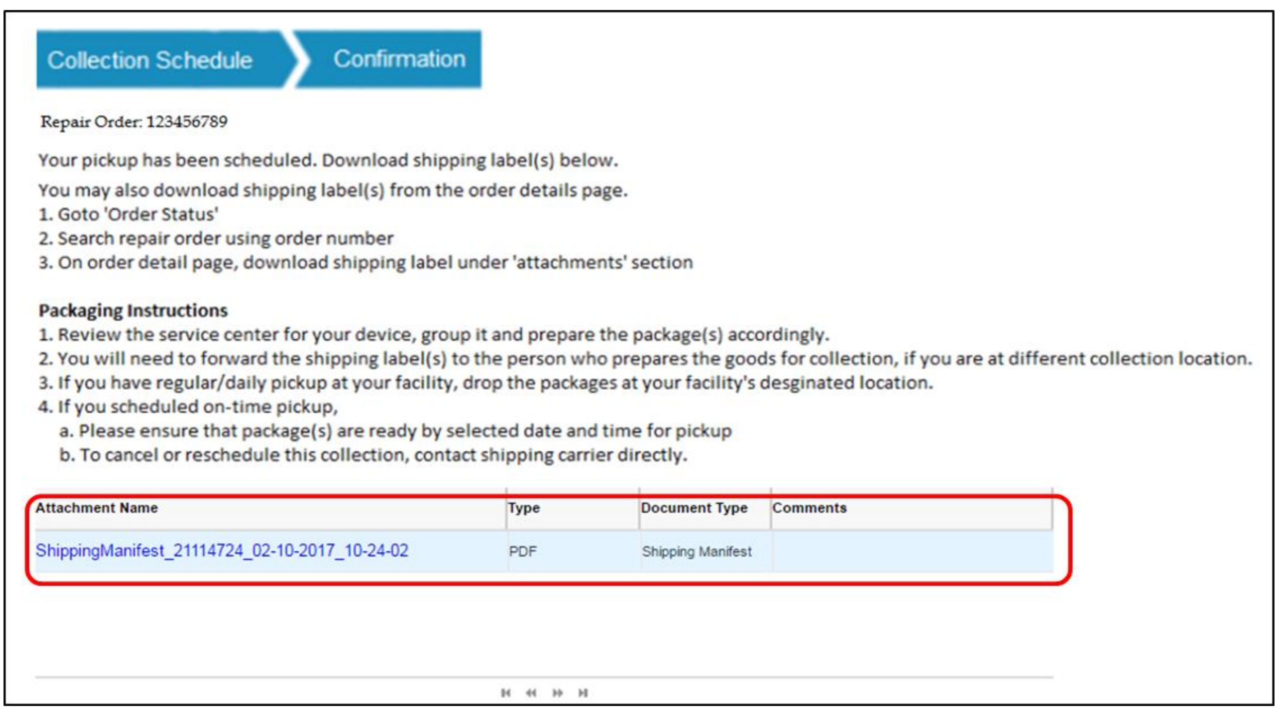
<table>
<tr><th>Steps</th><th>Action</th></tr>
<tr><td>2.</td><td>The Collection Schedule sub-tab is displayed. Enter the details in the Collection Schedule section. Select a date from the Desired Pickup Date drop-down menu.

</td></tr>
<tr><td>3.</td><td>The Pick Available Date pop-up window is displayed. Select a pickup date from the Pick Up Date column.</td></tr>
</table>

Steps	Action
4.	Click the **OK** button. 
5.	The Portal navigates back to the **Collection Schedule** sub-tab. Select a pickup time from the **Desired Pickup Time** drop-down menu.
6.	Select time from the **Company Close Time** drop-down menu.
7.	Enter comments in the **Special Instructions** text box, as required. 
8.	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.

<table>
<tr><th>Steps</th><th>Action</th></tr>
<tr><td>9.</td><td>Enter the appropriate number of packages to be picked up at each service center in the No. of Packages To Be Picked up column.</td></tr>
<tr><td>10.</td><td>Click the SUBMIT button.

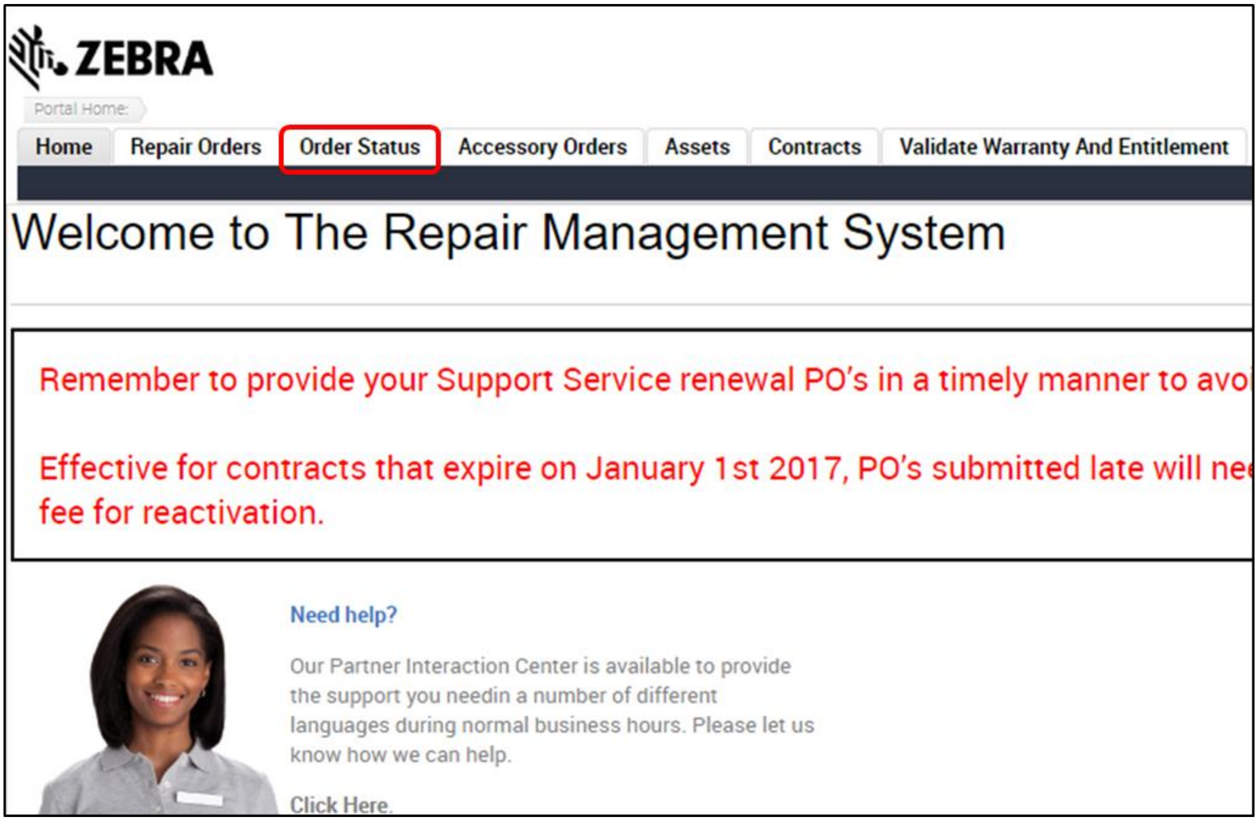

</td></tr>
<tr><td>11.</td><td>The Confirmation sub-tab is displayed with a message that the shipping labels for the pickup can be downloaded. The Portal uses the carrier type and service type details to generate the shipping labels.

Note that the shipping labels are located in the Shipping Manifest document.

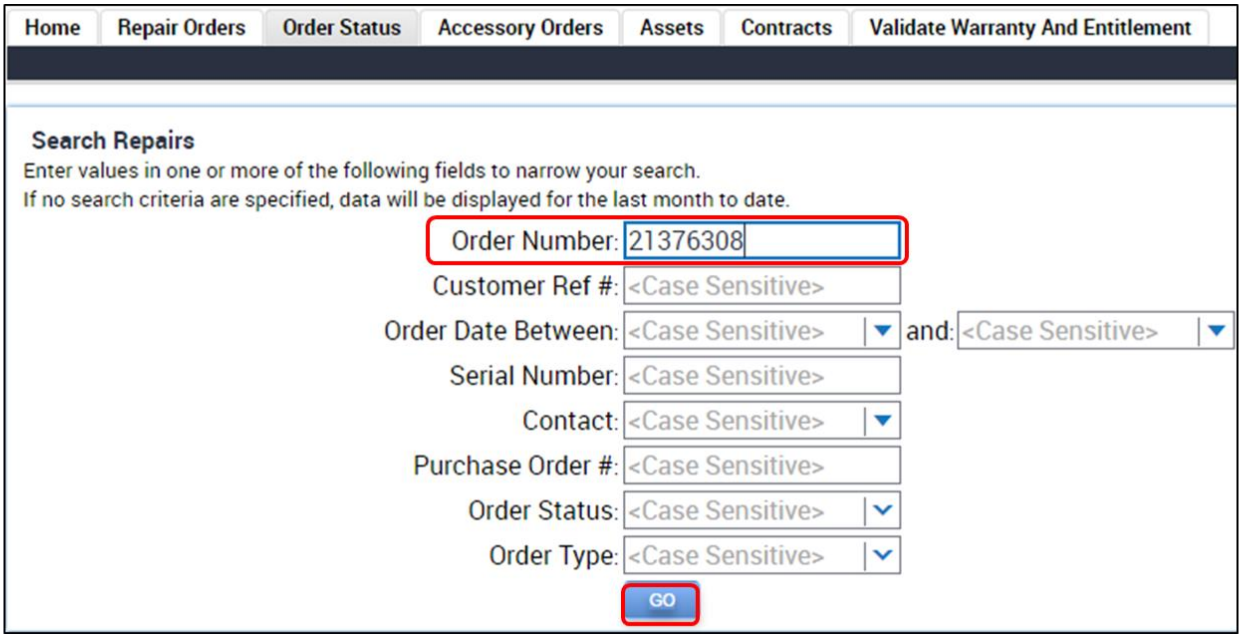

</td></tr>
</table>

Search for and View Quote Information

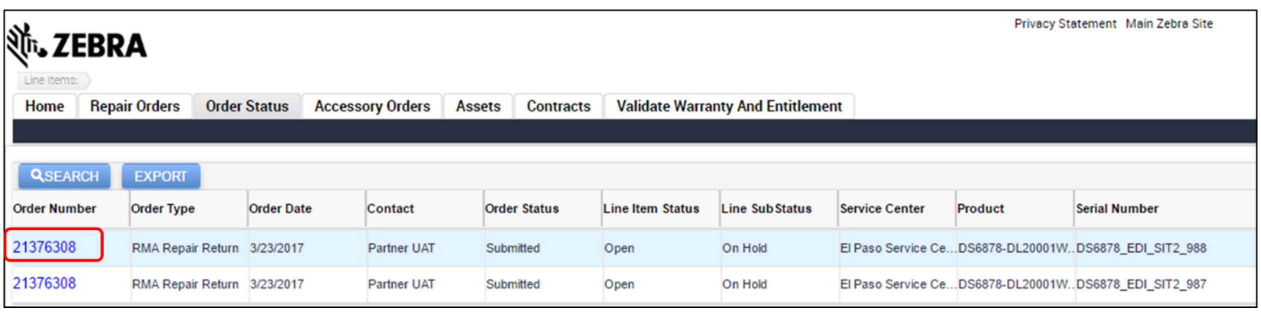
In this topic, you will learn how to search for, view, and dispute a quote.

Steps	Action
1.	Click the **Order Status** tab. 
2.	Enter the repair order number in the **Order Number** field.

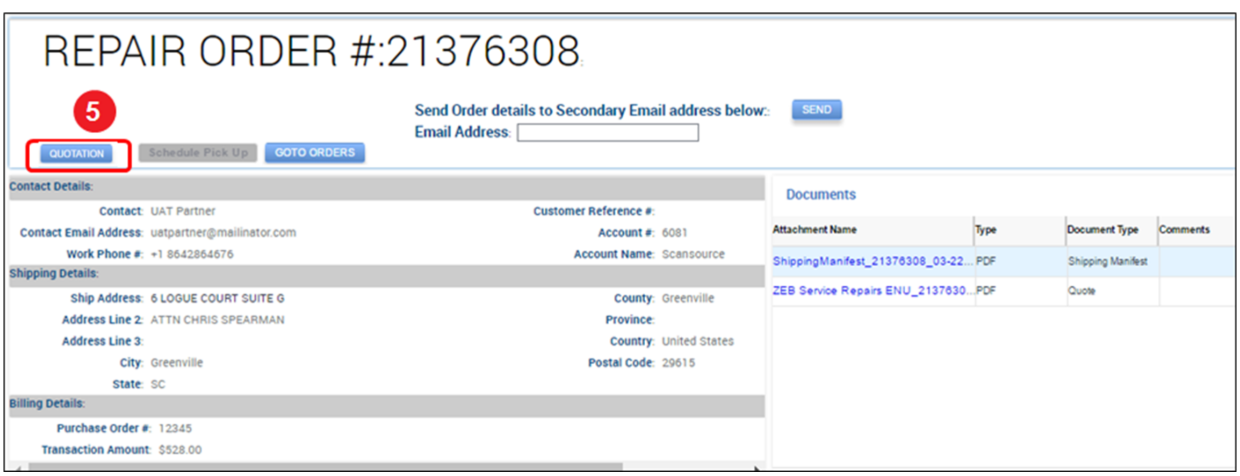
<table>
<tr><th>Steps</th><th>Action</th></tr>
<tr><td>3.</td><td>Click the GO button.



</td></tr>
<tr><td>4.</td><td>The order details are displayed. Click the Order Number hyperlink to view the details of the repair order.



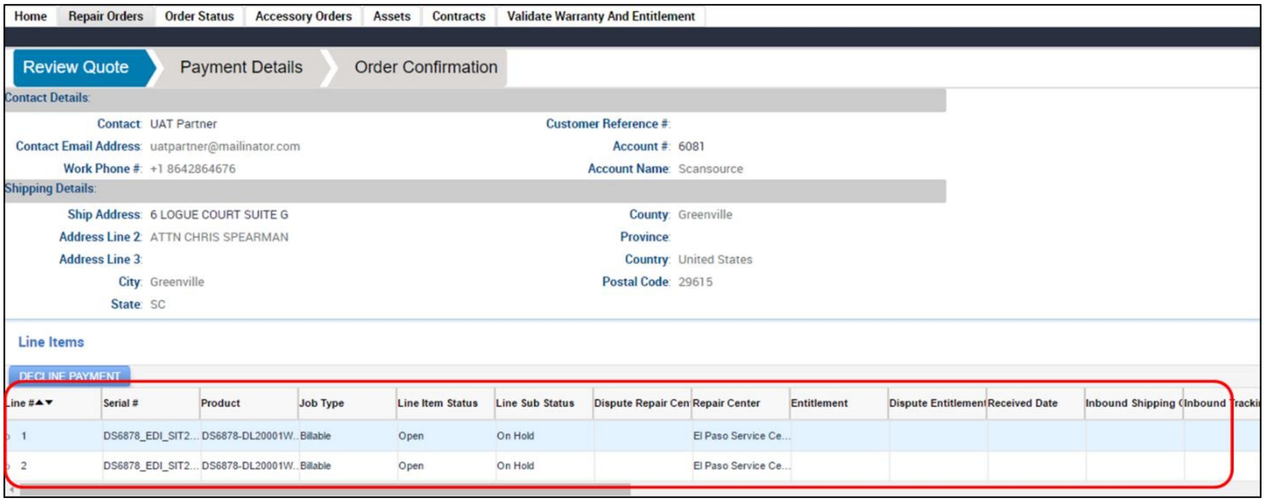
</td></tr>
<tr><td>5.</td><td>The appropriate repair order is displayed. Click the QUOTATION button.



</td></tr>
</table>

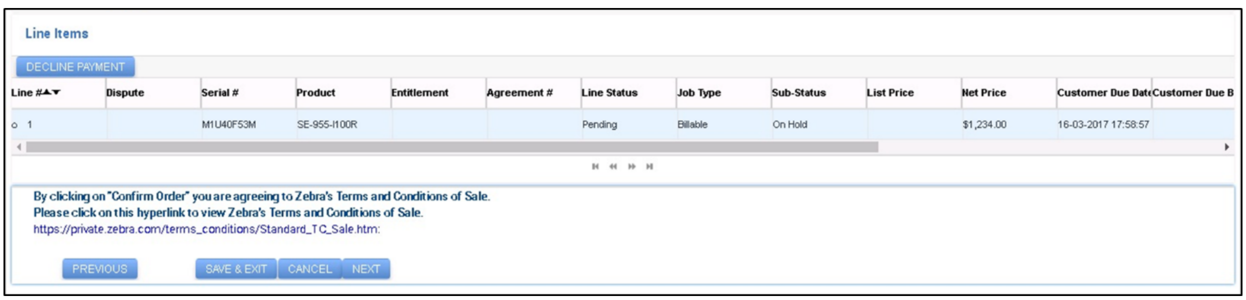
<table>
<tr><th>Steps</th><th>Action</th></tr>
<tr><td>6.</td><td>

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



</td></tr>
<tr><td>7.</td><td>

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.



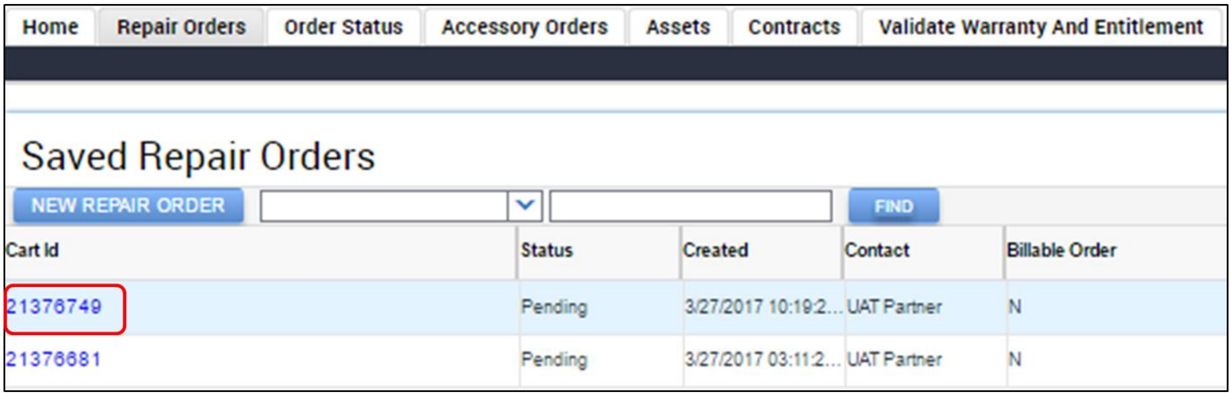
</td></tr>
</table>

Modify a Repair Order

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

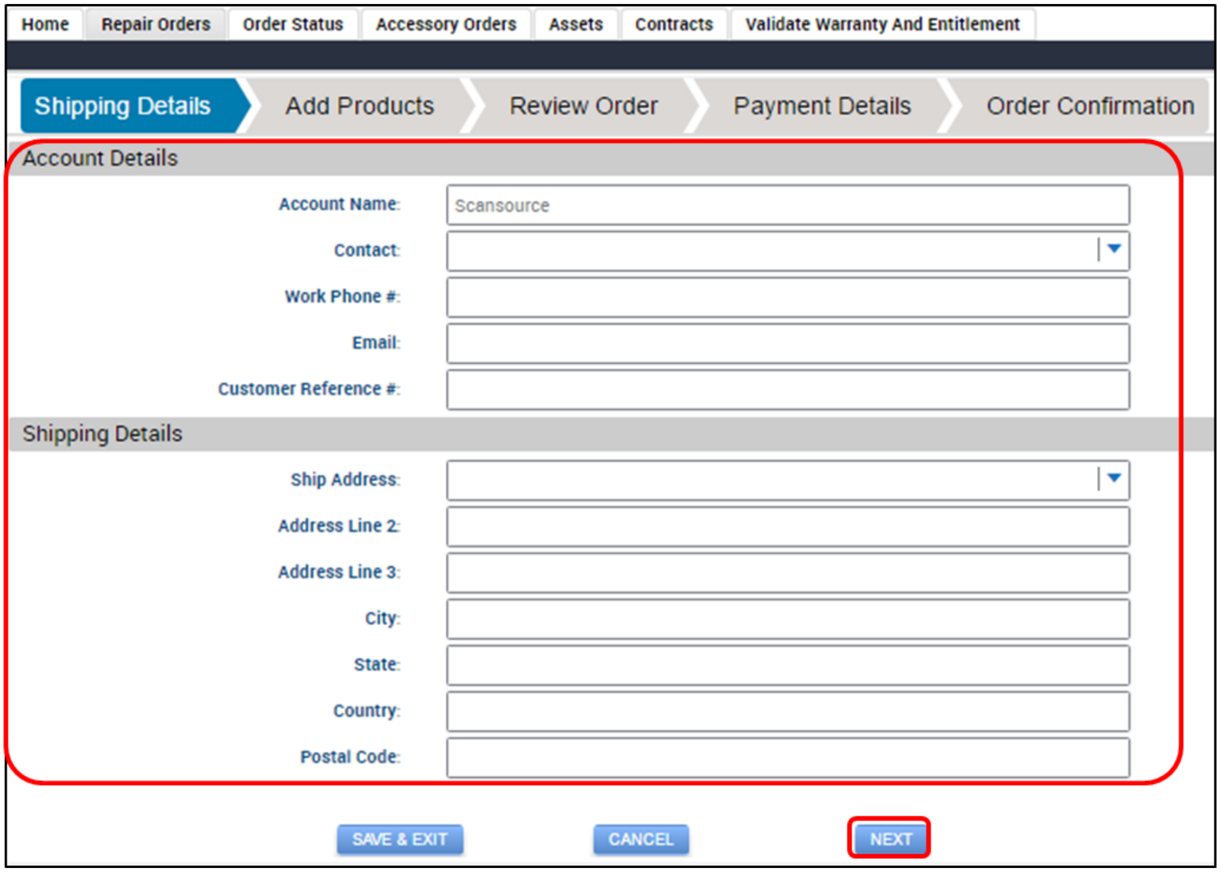
<table>
<tr><th>Steps</th><th>Action</th></tr>
<tr><td>1.</td><td>

Search for and open the repair order that you wish to modify under the **Repair Orders** tab.

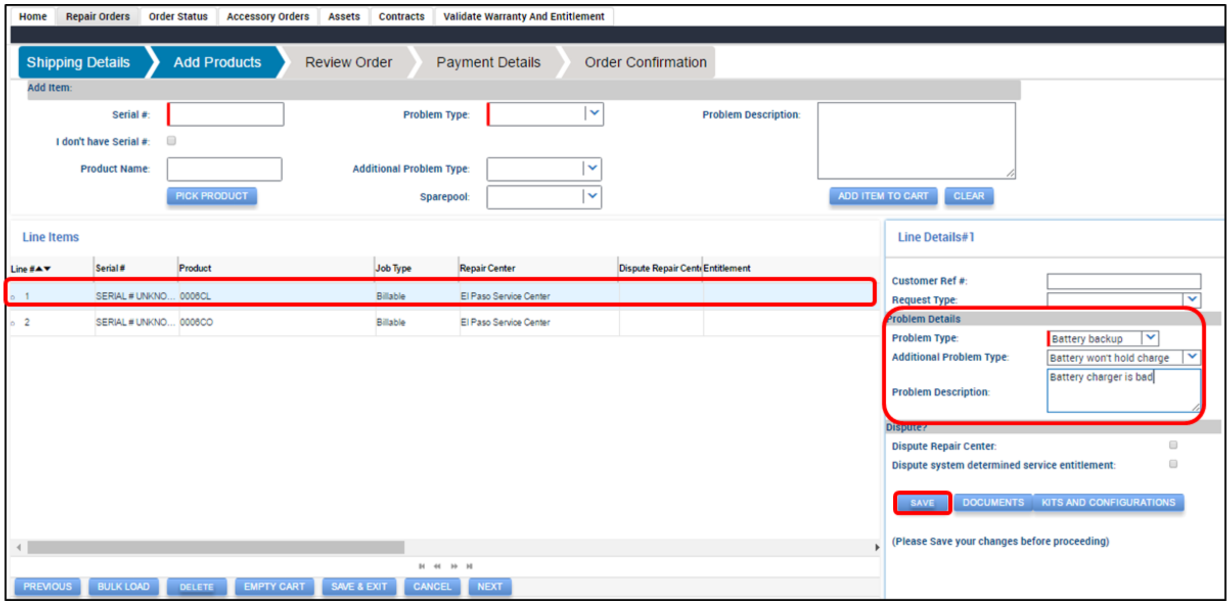


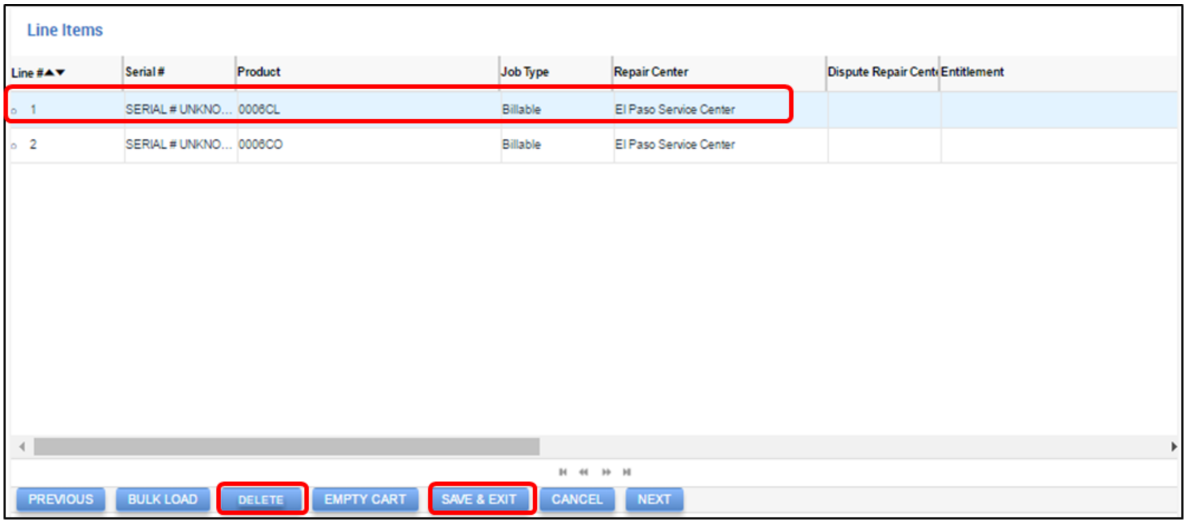
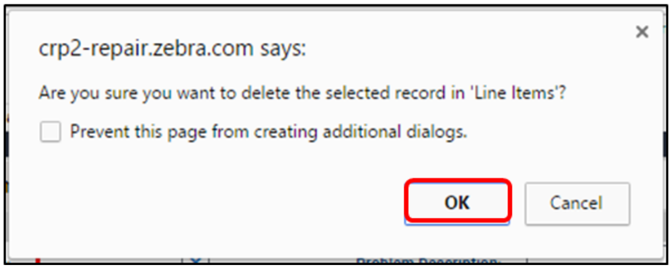
</td></tr>
<tr><td>2.</td><td>

Under the **Shipping Details** sub-tab, update the **Account Details** and **Shipping Details** sections, as required. Click the **NEXT** button.



</td></tr>
</table>

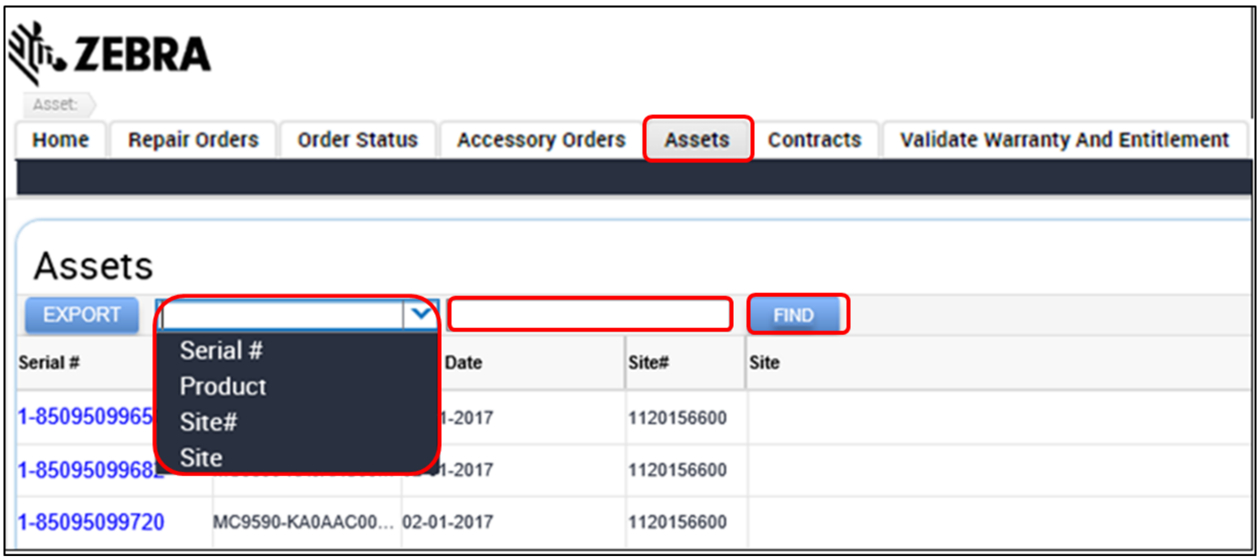
Steps	Action
3.	On the **Add Products** sub-tab, select the line item you wish to modify. Navigate to the **Line Items** section. Click to select the line item that needs to be updated. You can modify the following details here: a. **Problem Type** b. **Additional Problem Type** c. **Problem Description**
4.	Click the **SAVE** button in the **Dispute?** section. 
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.

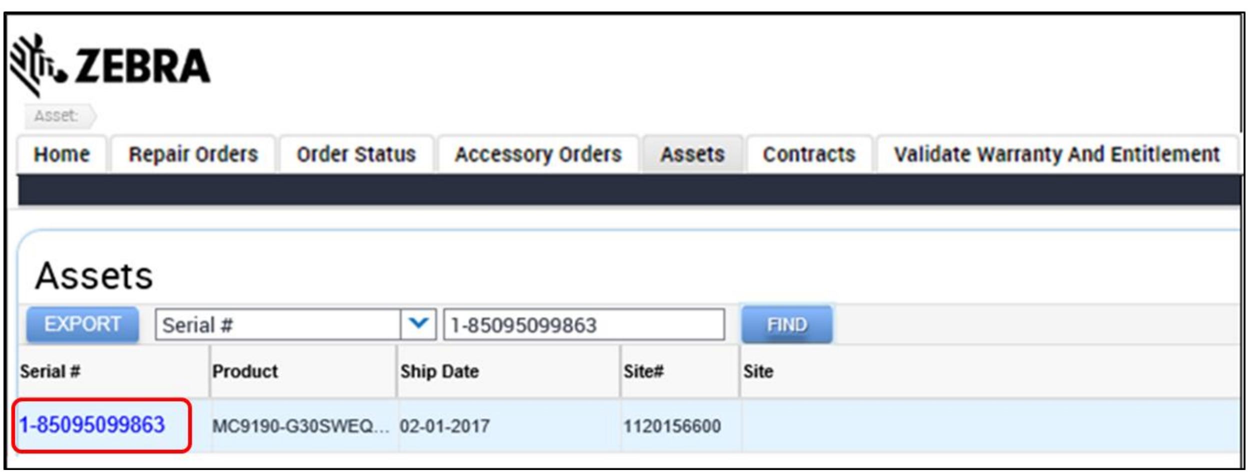
Steps	Action
8.	Click the **SAVE & EXIT** button or click the **NEXT** button to review and confirm the order.  

Search for and View Asset Information

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

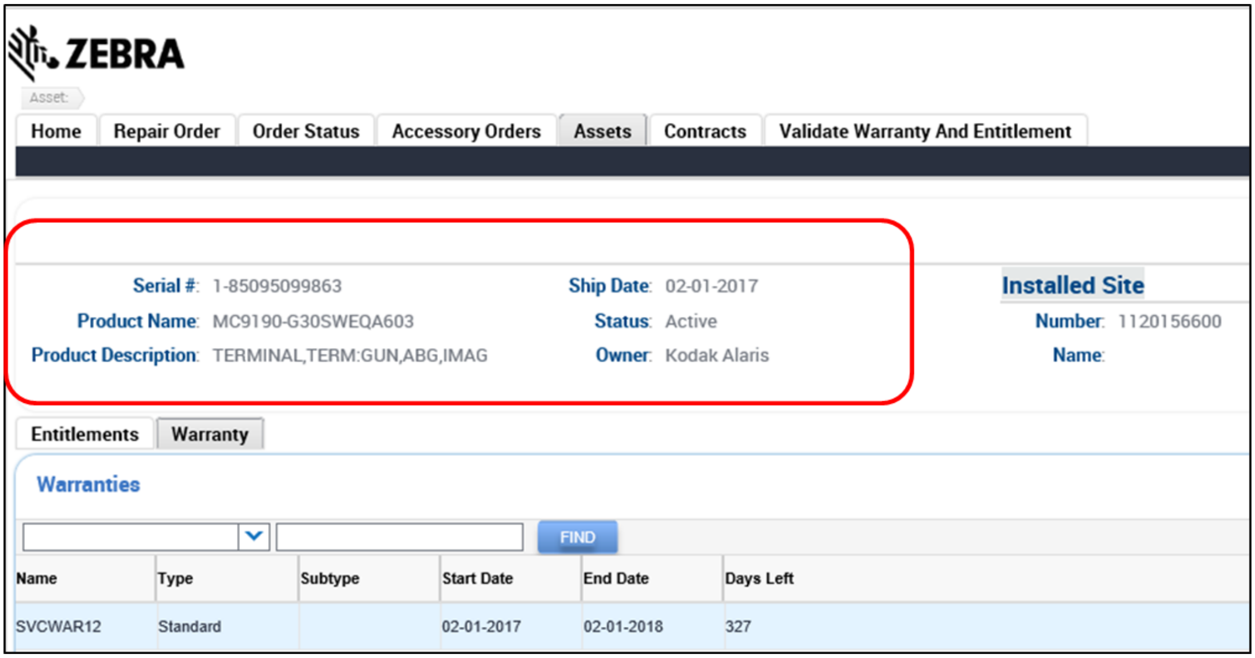
<table>
<tr><th>Steps</th><th>Action</th></tr>
<tr><td>1.</td><td>Click the **Assets** tab.</td></tr>
<tr><td>2.</td><td>Select the criteria from the **Search** drop-down menu.</td></tr>
<tr><td>3.</td><td>Enter the additional search criteria in the search field; for example, **Serial #.**</td></tr>
<tr><td>4.</td><td>Click the **FIND** button.


</td></tr>
<tr><td>5.</td><td>The search results are displayed. Click the **Serial #** hyperlink to view the asset details.


</td></tr>
</table>

<table>
<tr><th>Steps</th><th>Action</th></tr>
<tr><td>6.</td><td>

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.

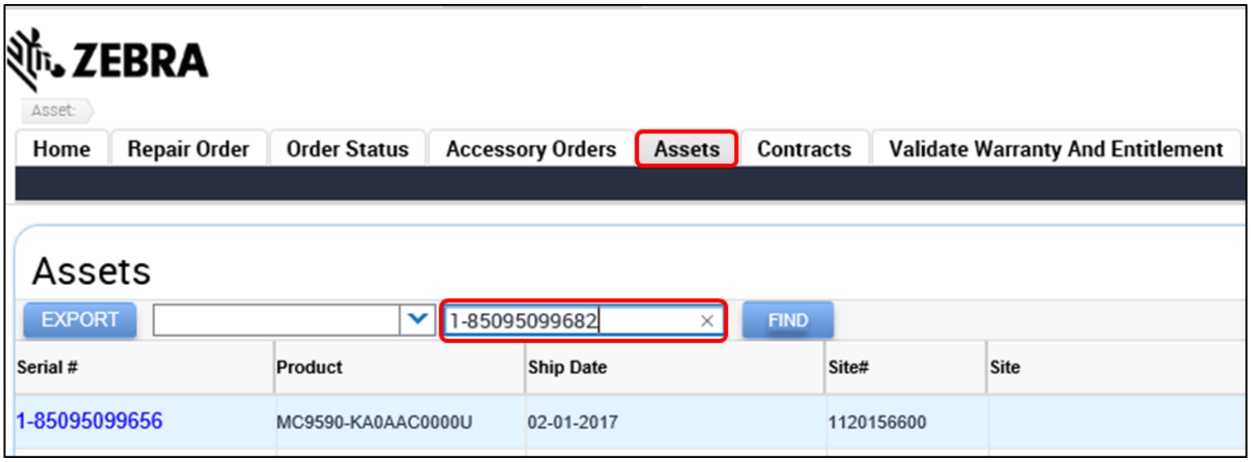


</td></tr>
</table>

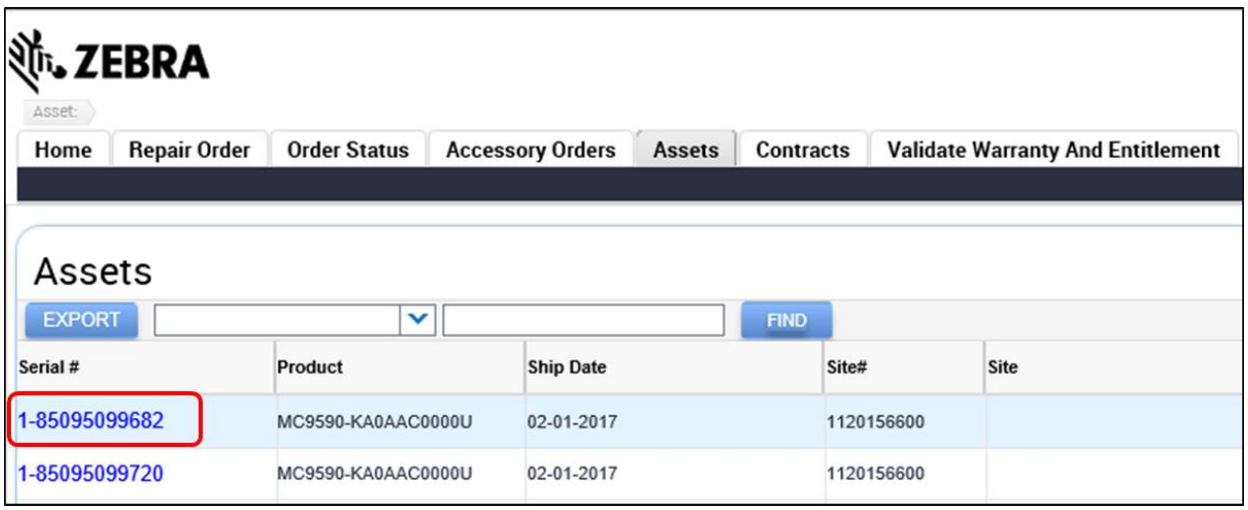
Search for and View Entitlement Information

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

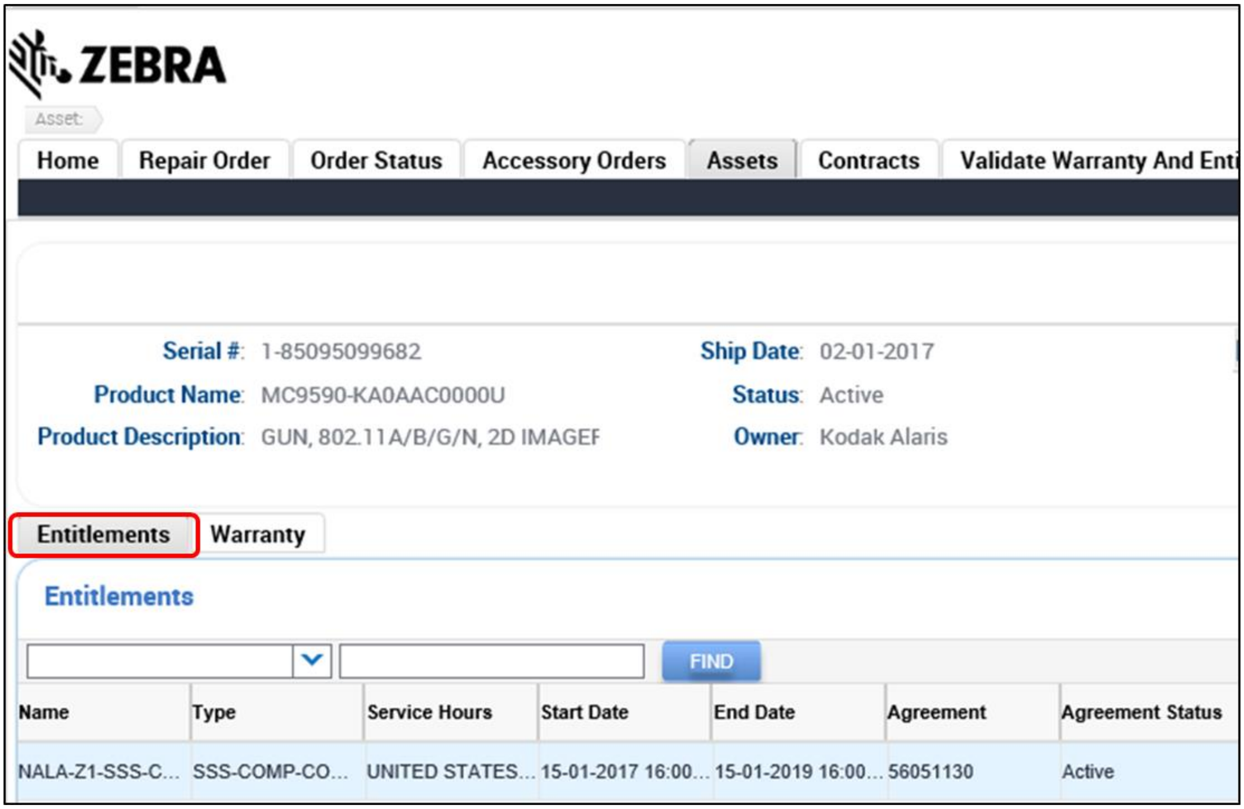
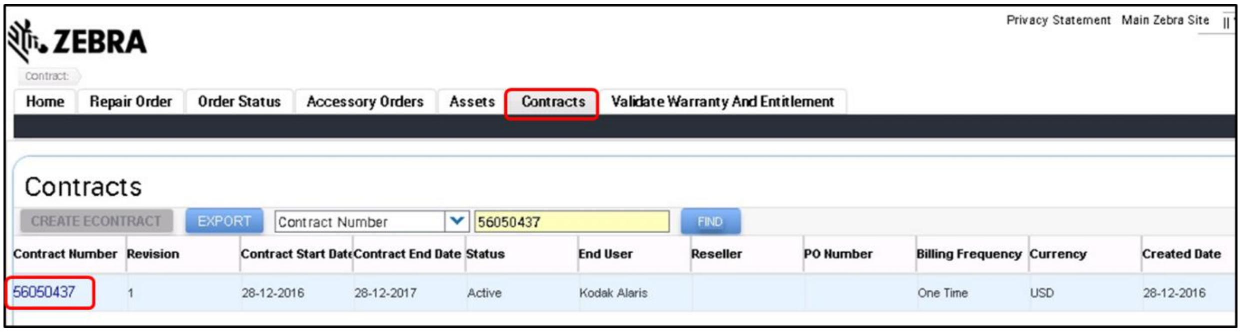
<table>
<tr><th>Steps</th><th>Action</th></tr>
<tr><td>1.</td><td>To search for entitlement information using the Assets tab, click the Assets tab. A list of all products linked to the user’s account is displayed.</td></tr>
<tr><td>2.</td><td>If your desired product is not listed, you can also perform a search using the search field. The search results are displayed.



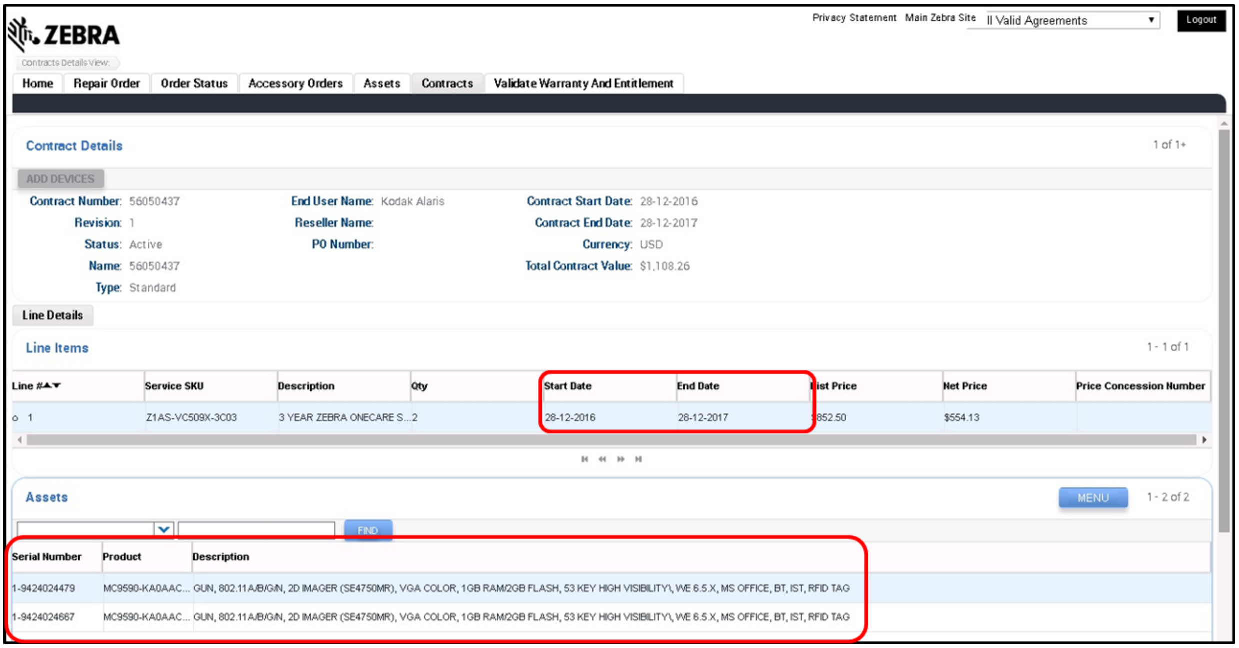
</td></tr>
<tr><td>3.</td><td>Click the Serial # link to view the entitlement details of the product.



</td></tr>
</table>

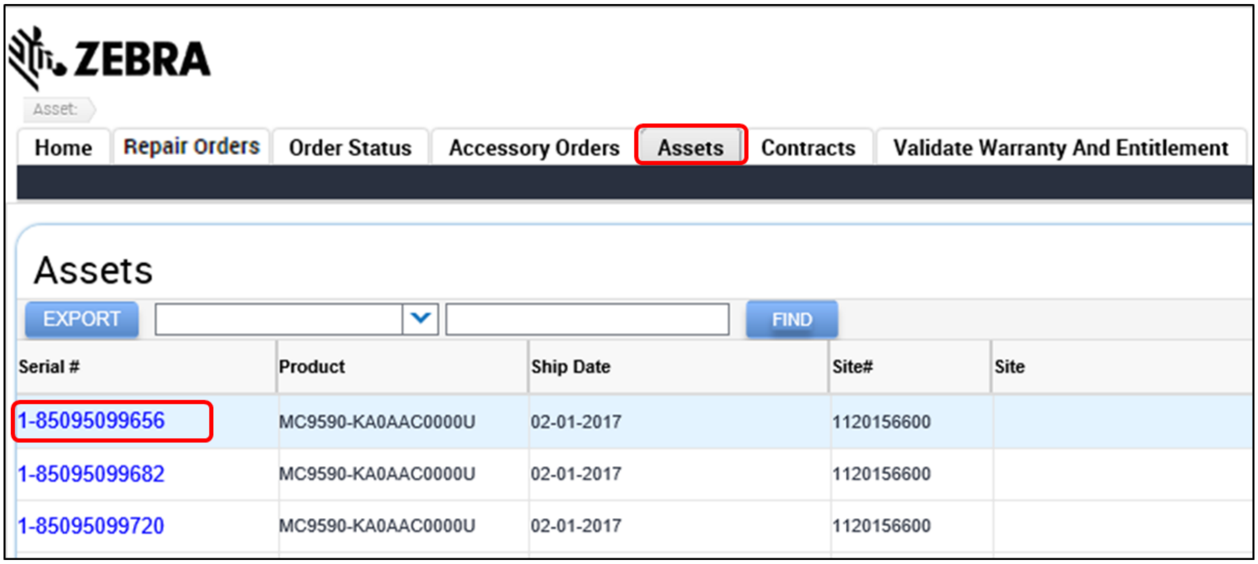
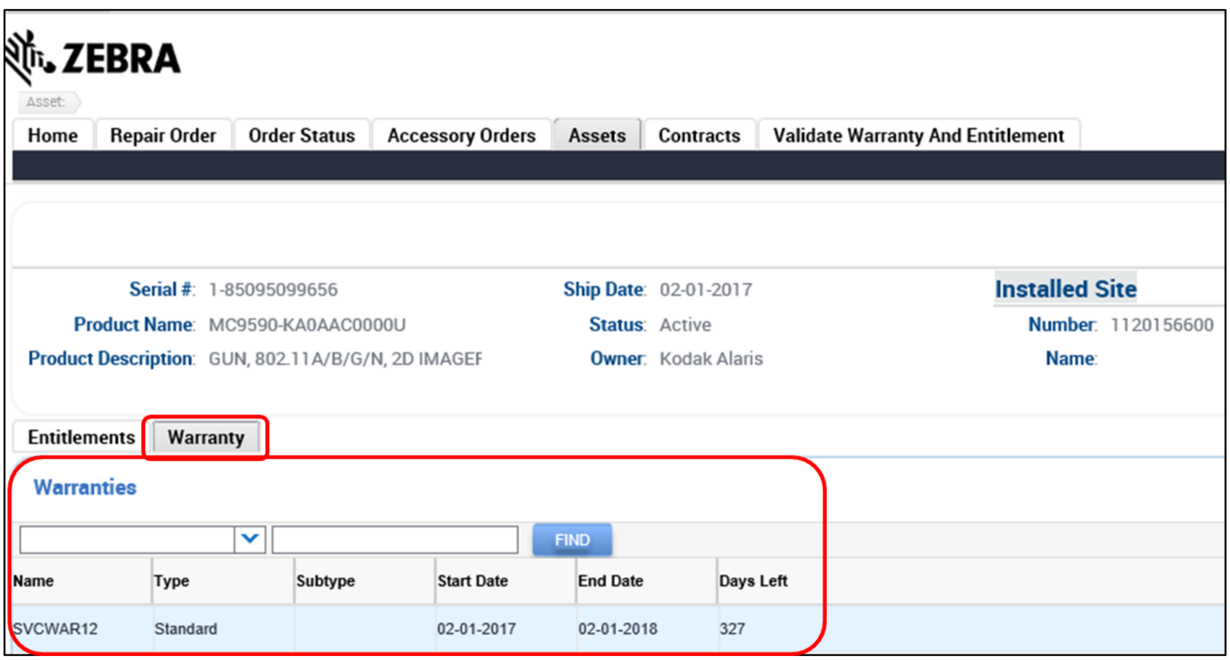
<table>
<tr><th>Steps</th><th>Action</th></tr>
<tr><td>4.</td><td>Click the Entitlements sub-tab. The entitlement details of the unit are displayed.

</td></tr>
<tr><td>5.</td><td>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.</td></tr>
<tr><td>6.</td><td>Click the Contract Number link to view the contract details. The Contract Details screen is displayed.

</td></tr>
</table>

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.



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. 
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. 

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.