

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.

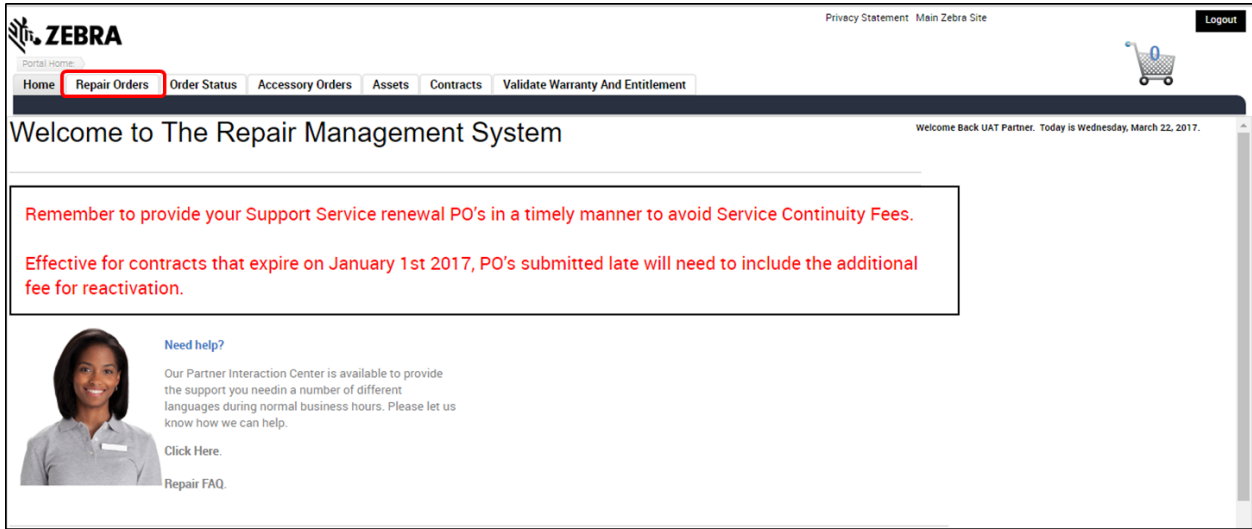
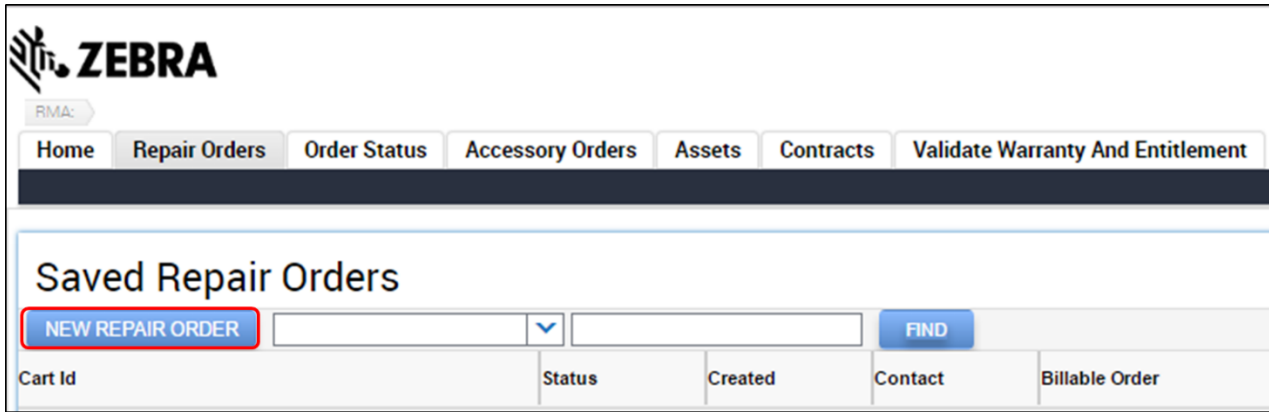
Set the Stage

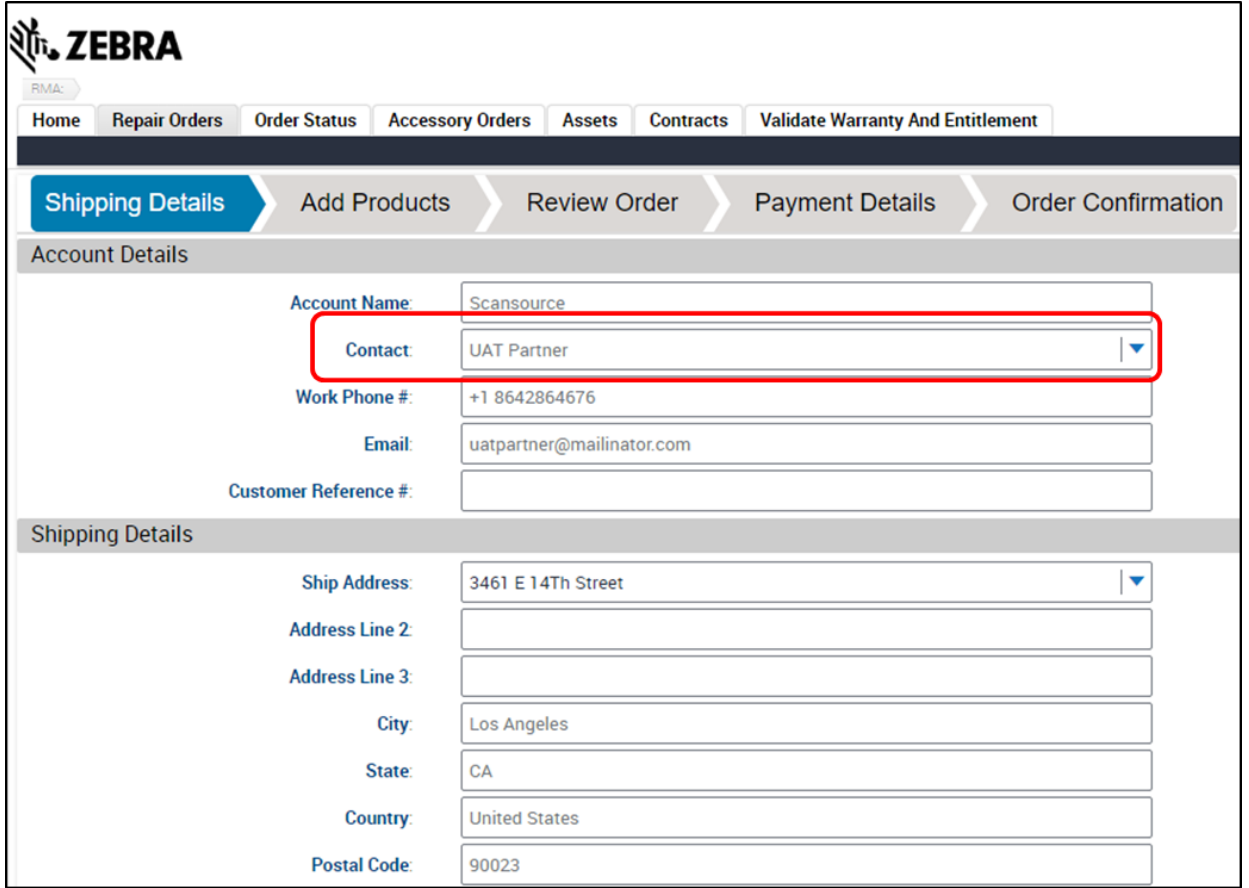
This user guide will explain how to navigate the Repair Order Portal, create and manage a repair order, and view entitlements and warranties applicable on an item.

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.	Click the Repair Orders tab. 
2.	The Saved Repair Orders page is displayed. Click the NEW REPAIR ORDER button. 

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.  The screenshot displays the Zebra RMA portal interface. At the top, the Zebra logo and 'RMA:' label are visible. Below this is a navigation bar with tabs: Home, Repair Orders, Order Status, Accessory Orders, Assets, Contracts, and Validate Warranty And Entitlement. A secondary navigation bar shows the workflow steps: Shipping Details (active), Add Products, Review Order, Payment Details, and Order Confirmation. The main content area is divided into two sections: Account Details and Shipping Details. The Account Details section includes fields for Account Name (Scansource), Contact (UAT Partner, highlighted with a red box), Work Phone # (+1 8642864676), Email (uatpartner@mailinator.com), and Customer Reference #. The Shipping Details section includes fields for Ship Address (3461 E 14Th Street), Address Line 2, Address Line 3, City (Los Angeles), State (CA), Country (United States), and 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

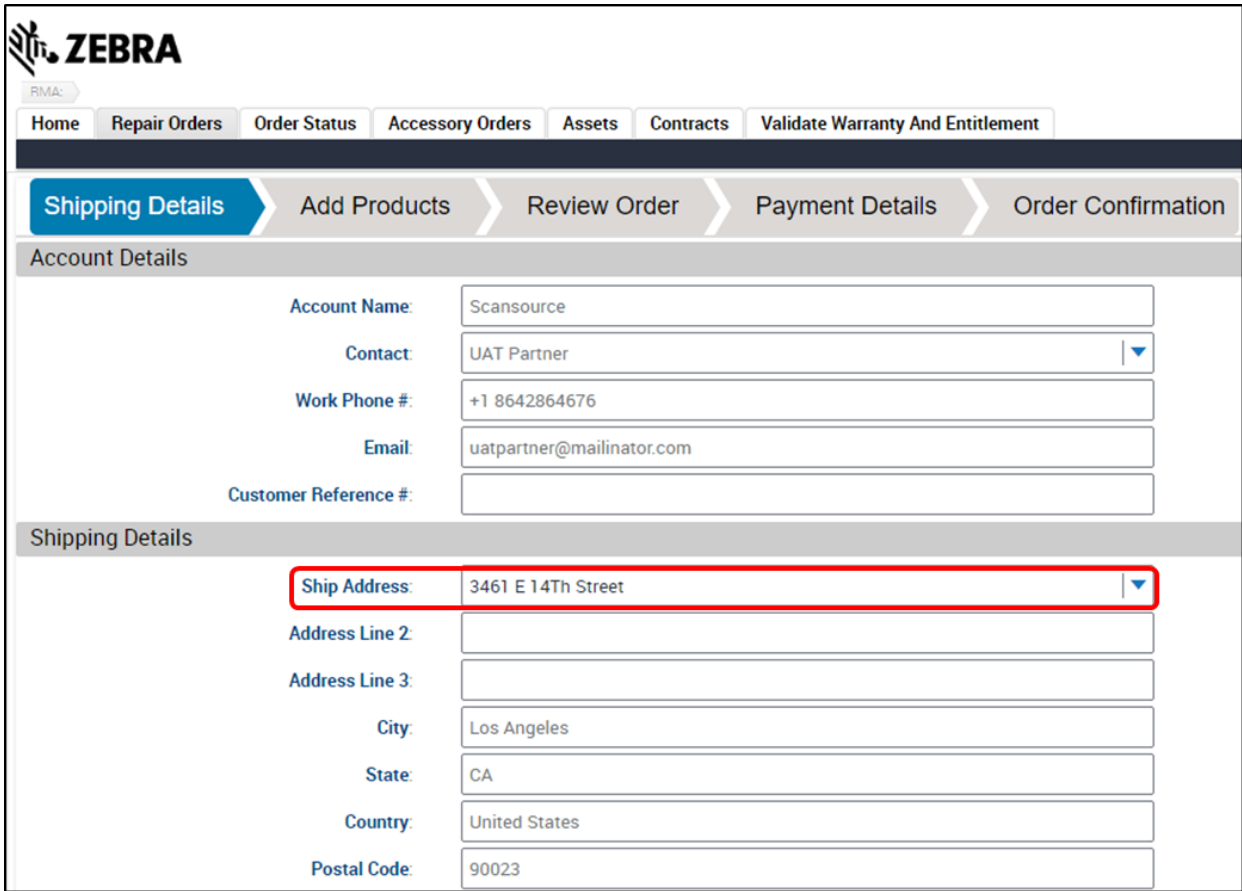
Pick Contact

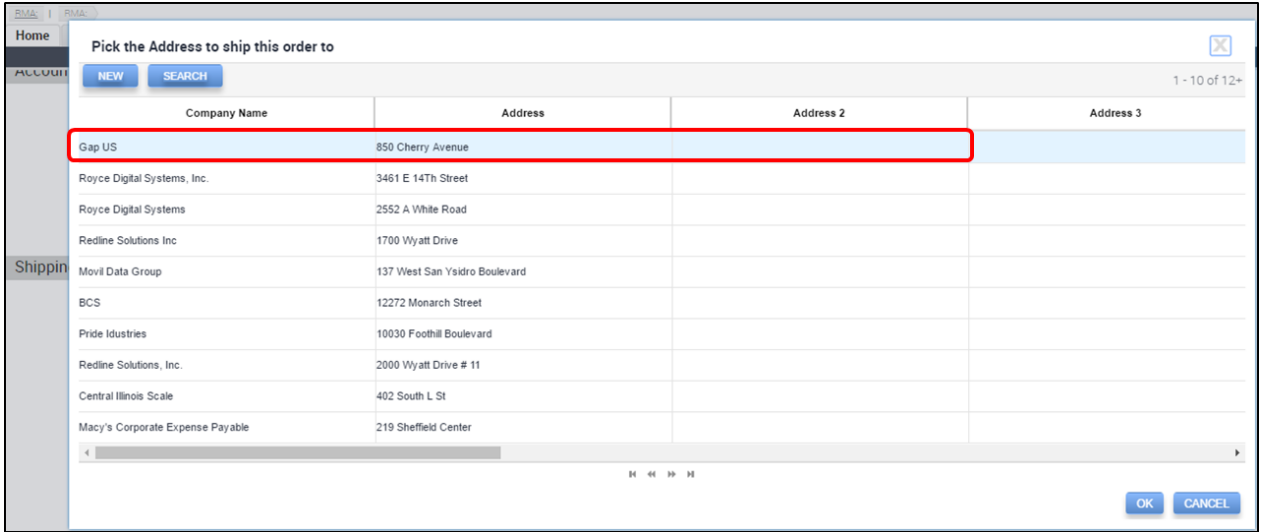
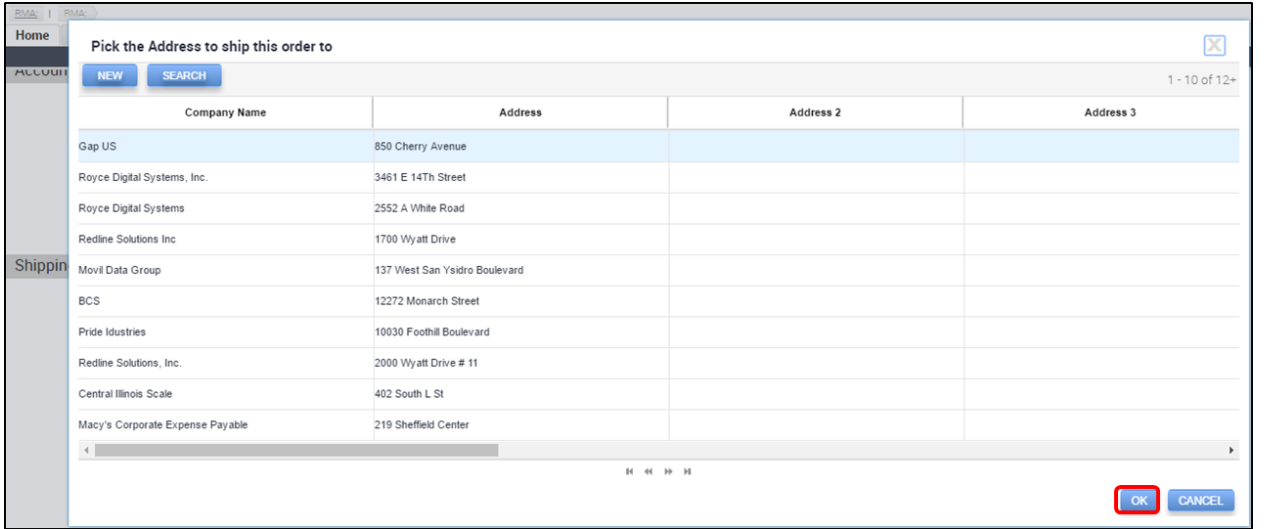
NEW SEARCH

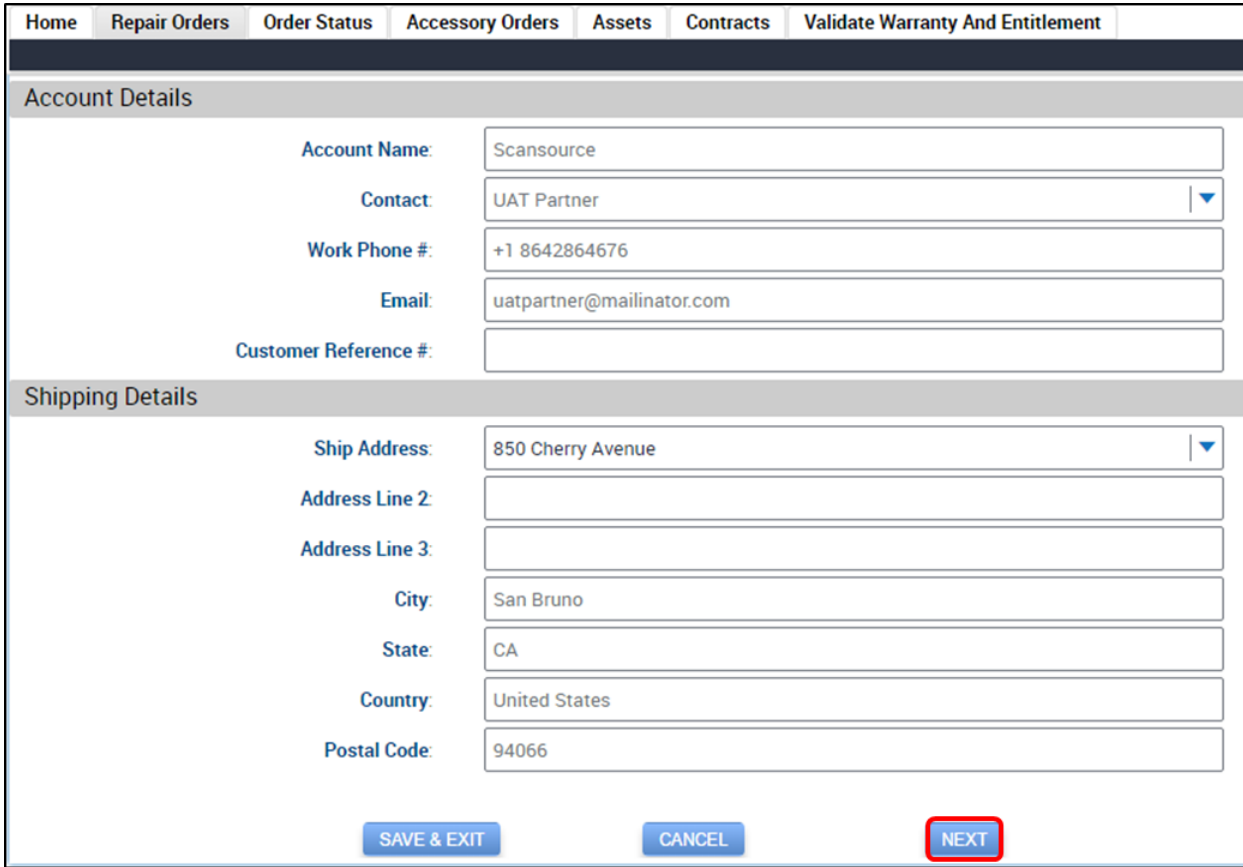
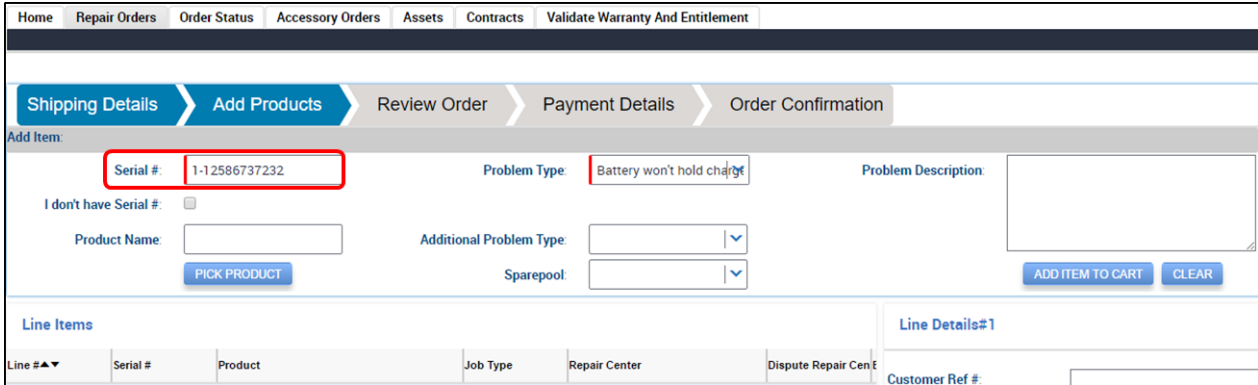
Last Name FIND 1 - 10 of 10+

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.	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.  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 sub-tab navigation bar with: Shipping Details (highlighted), Add Products, Review Order, Payment Details, and Order Confirmation. The main content area is divided into two sections: Account Details and Shipping Details. The Account Details section contains fields for Account Name (Scansource), Contact (UAT Partner), Work Phone # (+1 8642864676), Email (uatpartner@mailinator.com), and Customer Reference #. The Shipping Details section contains fields for Ship Address (3461 E 14Th Street, highlighted with a red box), Address Line 2, Address Line 3, City (Los Angeles), State (CA), Country (United States), and Postal Code (90023).

Steps	Action
7.	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. 
8.	Click the OK button. 

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.

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:

PICK PRODUCT

Additional Problem Type:

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 system. 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', 'Sparepool', and 'ADD ITEM TO CART' and 'CLEAR' buttons.

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'. The '0006CN' row is also highlighted in blue.

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
NALA-Z1-SSS-COMP-COMM-DBD - 1		1	\$1,362.90	\$0.00			28025179

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 with columns: Entitlement, Dispute Entitlement, Turnaround Time, List Price, Net Price, Customer Ref #, Warranty End Date, Contract Number, and Contr. The line item 'NALA-Z1-SSS-COMP-COMM-CBD-1' has its 'Dispute Entitlement' checkbox checked. To the right, the 'Line Details#1' panel shows the 'Dispute system determined service entitlement' checkbox checked, and the 'Dispute Reason' dropdown menu is open, showing 'Contract' as the selected option.

- 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 'Dispute?' dialog box shows the 'Dispute system determined service entitlement' checkbox checked. The 'Dispute Reason' dropdown is set to 'Contract' and is highlighted with a red box. The 'Contract Number' text field is empty and is also highlighted with a red box. At the bottom, there are buttons for 'SAVE', 'DOCUMENTS', and 'KITS AND CONFIGURATIONS'. A note at the bottom 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 'Dispute?' dialog box shows the 'Dispute system determined service entitlement' checkbox checked. The 'Dispute Reason' dropdown is set to 'Warranty' and is highlighted with a red box. The 'Purchase Date' text field is empty and is also highlighted with a red box. At the bottom, there are buttons for 'SAVE', 'DOCUMENTS', and 'KITS AND CONFIGURATIONS'. A note at the bottom says '(Please Save your changes before proceeding)'.

Steps	Action																																																																							
c.	After validating all the dispute information, click the SAVE button. Dispute? Dispute Repair Center: ☐ Dispute system determined service entitlement: ☒ Dispute Reason: Contract Contract Number: 40020444 SAVE DOCUMENTS KITS AND CONFIGURATIONS (Please Save your changes before proceeding) 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. <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>☒</td> <td>1</td> <td>\$1,382.90</td> <td>\$0.00</td> <td></td> <td>28025179</td> <td>3/1/2018</td> <td></td> <td></td> </tr> </tbody> </table> Customer Ref #: Request Type: Problem Details Problem Type: Battery won't hold Additional Problem Type: Problem Description: test Dispute? Dispute Repair Center: ☐ Dispute system determined service entitlement: ☒ Dispute Reason: SAVE DOCUMENTS KITS AND CONFIGURATIONS (Please Save your changes before proceeding) 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. Add Products Documents <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 Center/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>☒</td> <td>1</td> <td>\$1,382.90</td> <td>\$0.00</td> <td></td> <td>28025179</td> <td>3/1/2018 12:00:00 ...</td> <td></td> </tr> </tbody> </table> Add Documents <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"> NEW FILE NEW URL DELETE CONTINUE </td> </tr> </tbody> </table>	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	☒	1	\$1,382.90	\$0.00		28025179	3/1/2018			Line #	Serial #	Product	Job Type	Repair Center	Dispute Repair Center/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...	☒	1	\$1,382.90	\$0.00		28025179	3/1/2018 12:00:00 ...		Attachment Name	Size (in Bytes)	Type	Modified	Update File	Comments	NEW FILE NEW URL DELETE CONTINUE					
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Attachment Name	Size (in Bytes)	Type	Modified	Update File	Comments																																																																			
NEW FILE NEW URL DELETE CONTINUE																																																																								

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.

[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](#)

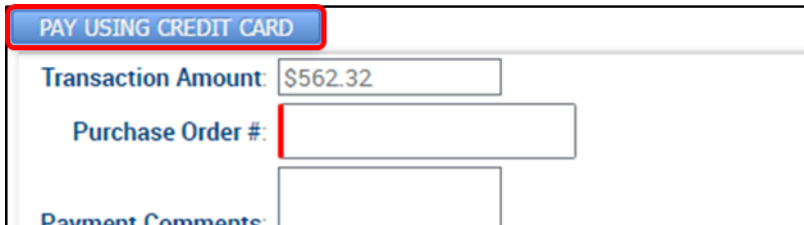
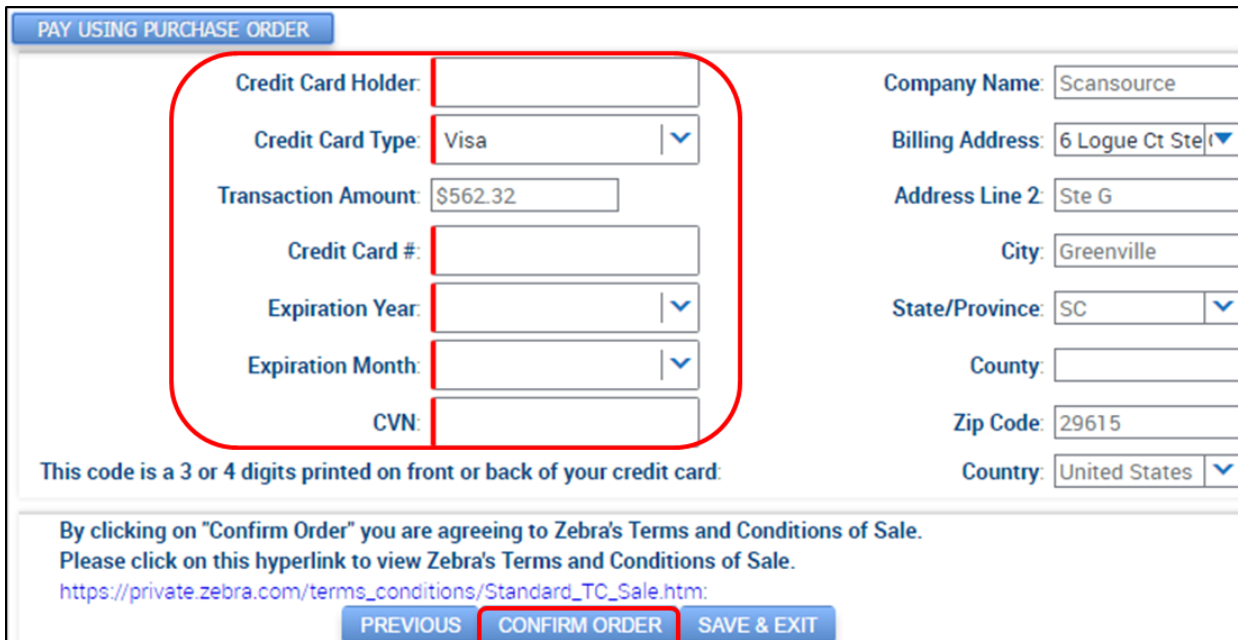
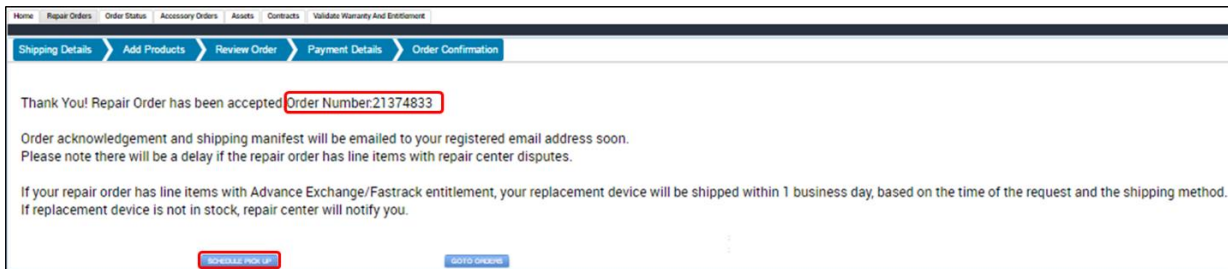
16. The **Payment Details** sub-tab is displayed. This sub-tab displays the service charges and the billing details. The user can change the billing address, if required.

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:

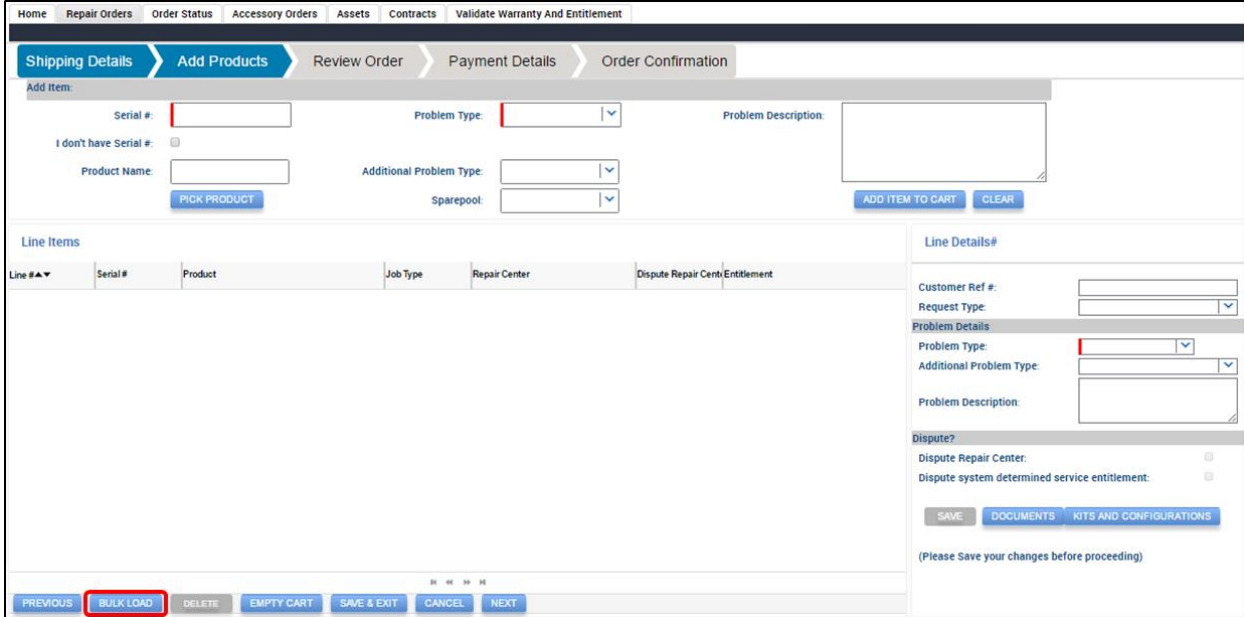
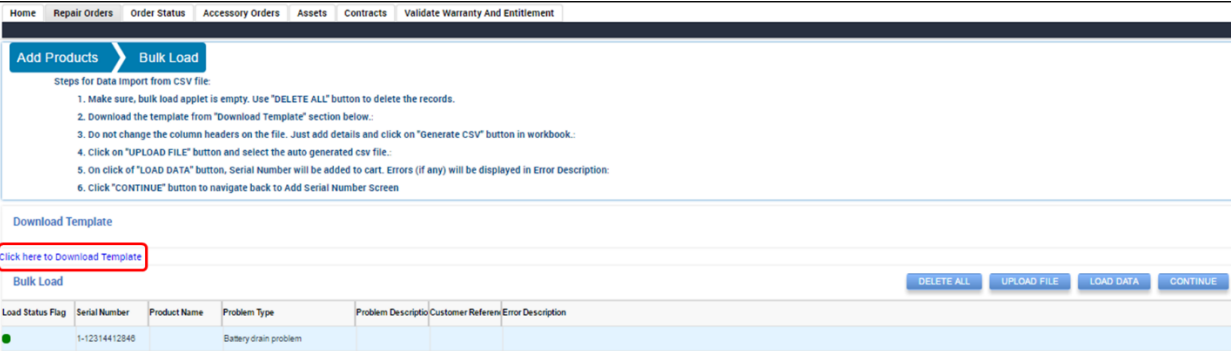
- Enter the appropriate PO number in the **Purchase Order #** field. By default the **PAY USING PURCHASE ORDER** section is displayed.
- Click the **CONFIRM ORDER** button.

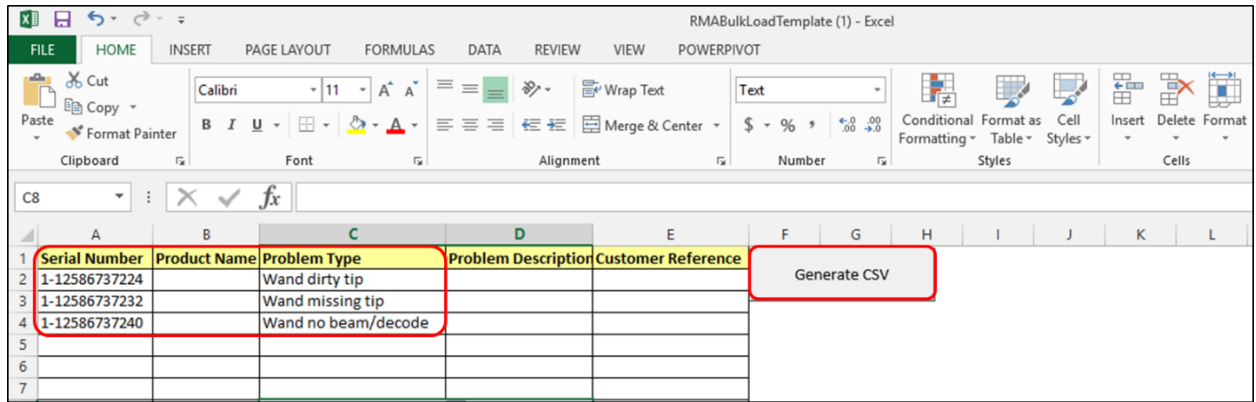
Example 2: To pay using a credit card, perform the following steps:

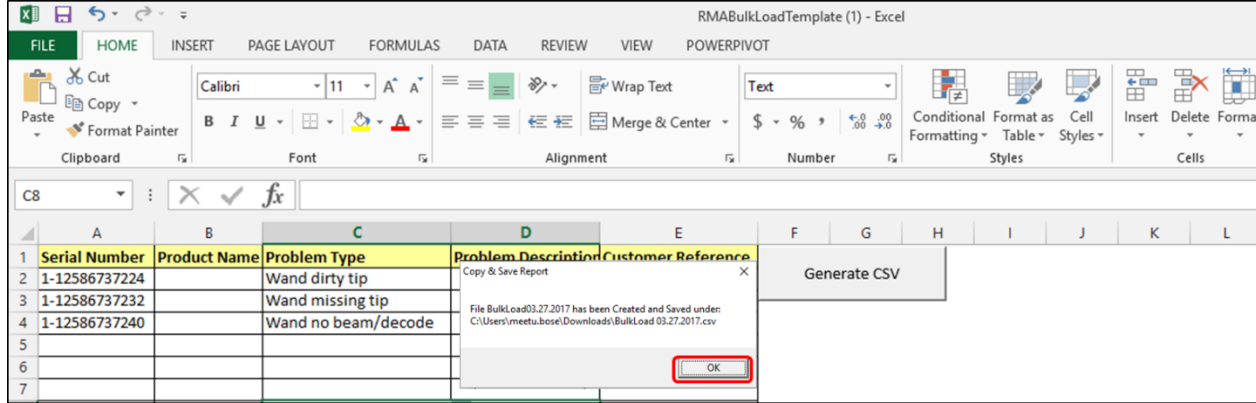
Steps	Action
	a. Click the PAY USING CREDIT CARD button. A section to enter the credit card details is displayed.  b. Enter the credit card details including the Credit Card Holder name, expiration details, and the card number. c. Click the CONFIRM ORDER button. 
17.	After the payment is done, the Order 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. 

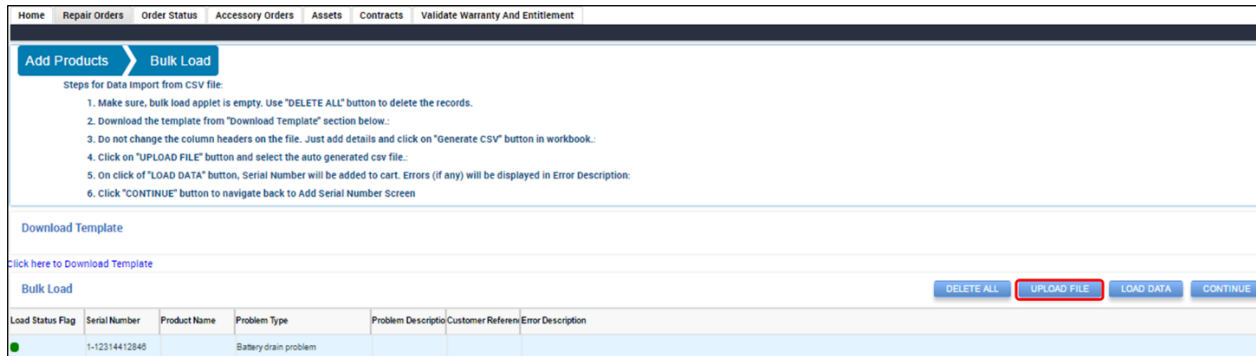
Create a Bulk Repair Order

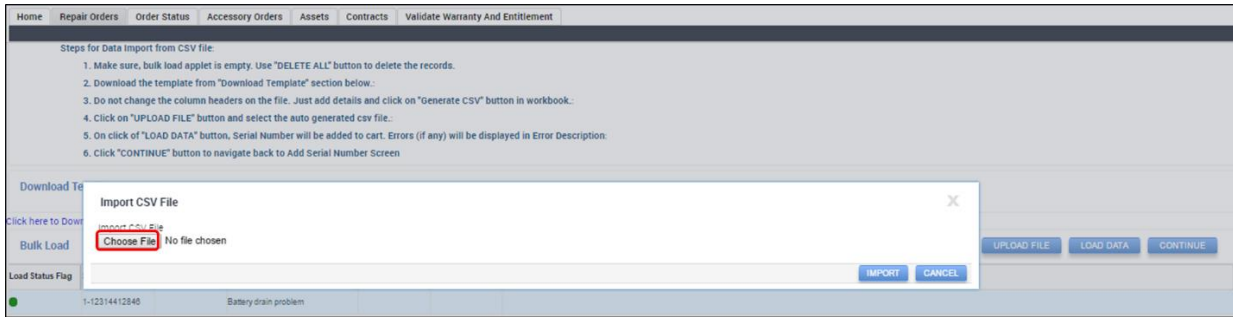
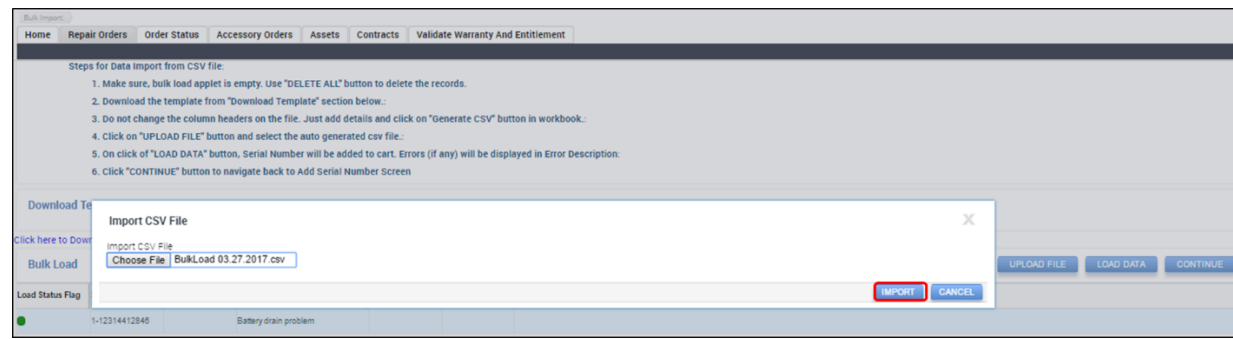
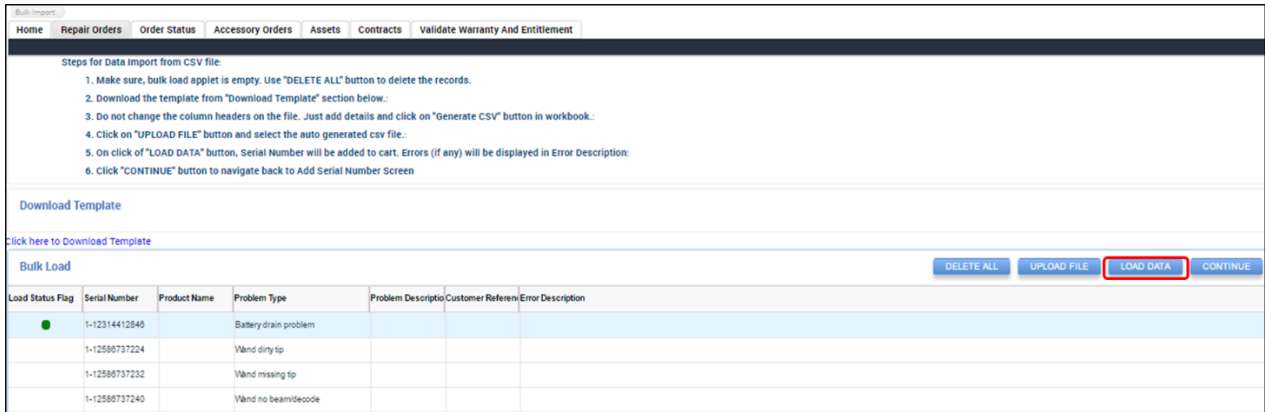
In this topic, you will learn how to upload repair orders in bulk.

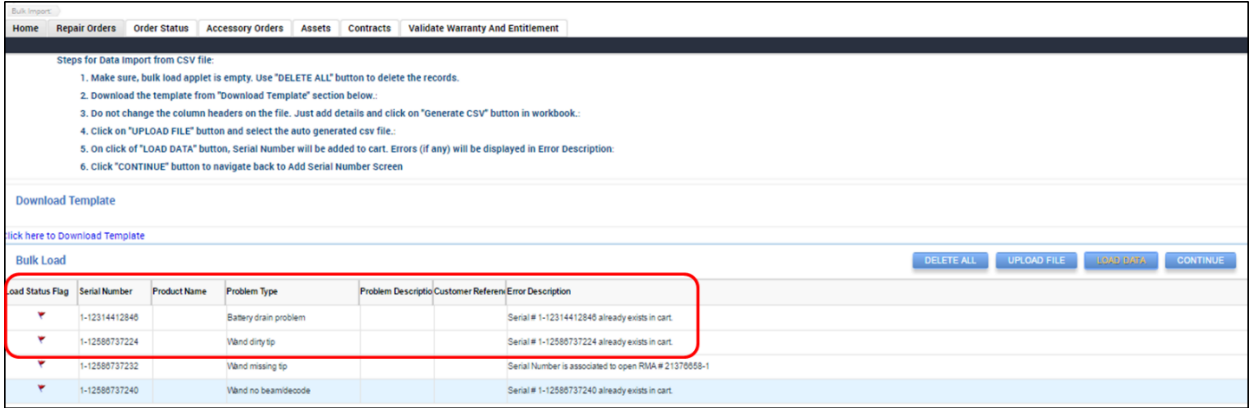
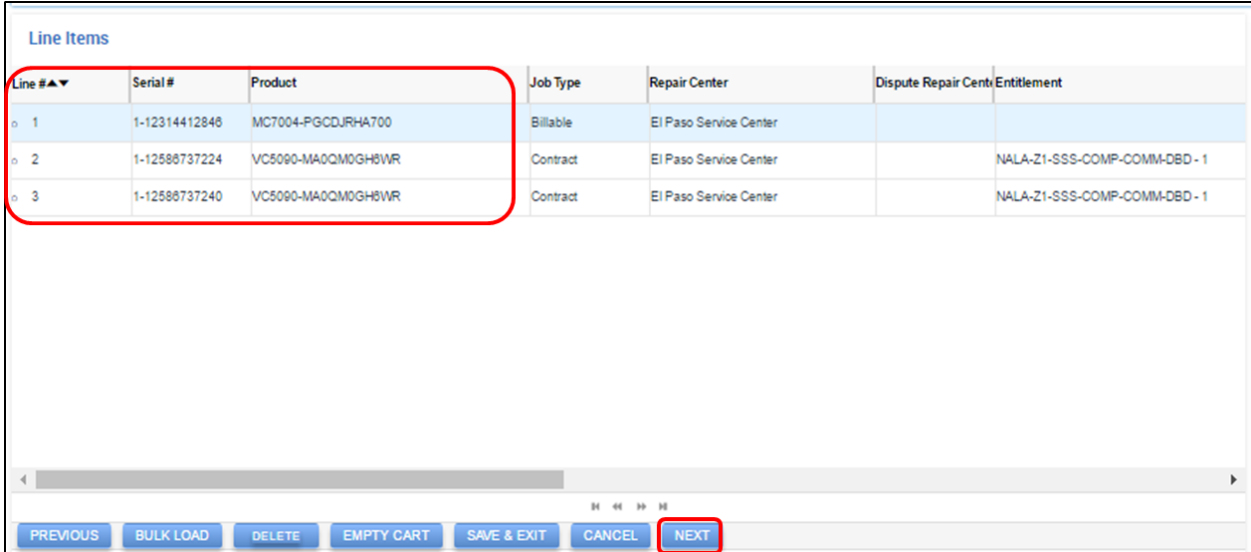
Steps	Action
1.	Click the BULK LOAD button on the Add Products sub-tab.  The screenshot shows the 'Add Products' sub-tab selected. The 'BULK LOAD' button is highlighted in the bottom navigation bar. The main area contains a form for adding items with fields for Serial #, Problem Type, Problem Description, Product Name, Additional Problem Type, and Sparepool. There are also buttons for 'ADD ITEM TO CART' and 'CLEAR'. A table for 'Line Items' is visible, and a 'Line Details' sidebar on the right contains fields for Customer Ref #, Request Type, Problem Type, Additional Problem Type, Problem Description, and Dispute? options.
2.	The Bulk Load sub-tab is displayed. To download the template and upload a file, click the Click Here to Download Template hyperlink.  The screenshot shows the 'Bulk Load' sub-tab selected. The 'Click Here to Download Template' hyperlink is highlighted. The main area contains instructions for data import from CSV file, a 'Download Template' section with the highlighted link, and a 'Bulk Load' section with buttons for 'DELETE ALL', 'UPLOAD FILE', 'LOAD DATA', and 'CONTINUE'. A table for 'Bulk Load' is visible with columns for Load Status Flag, Serial Number, Product Name, Problem Type, Problem Description, Customer Reference, and Error Description.

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. 
----	---

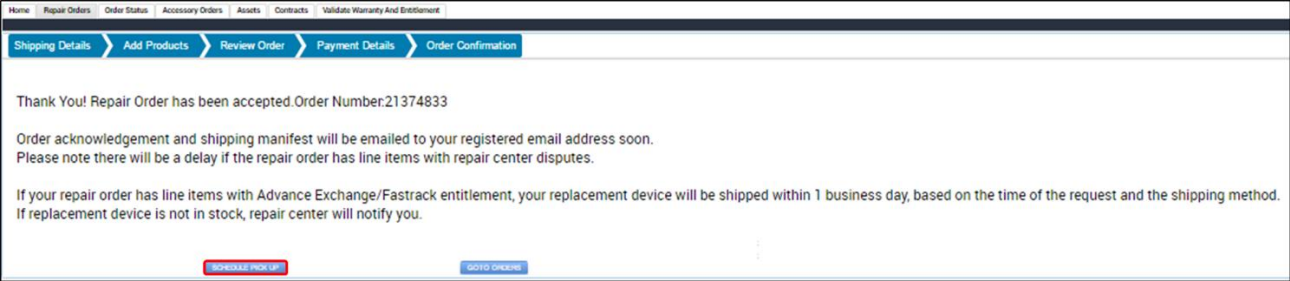
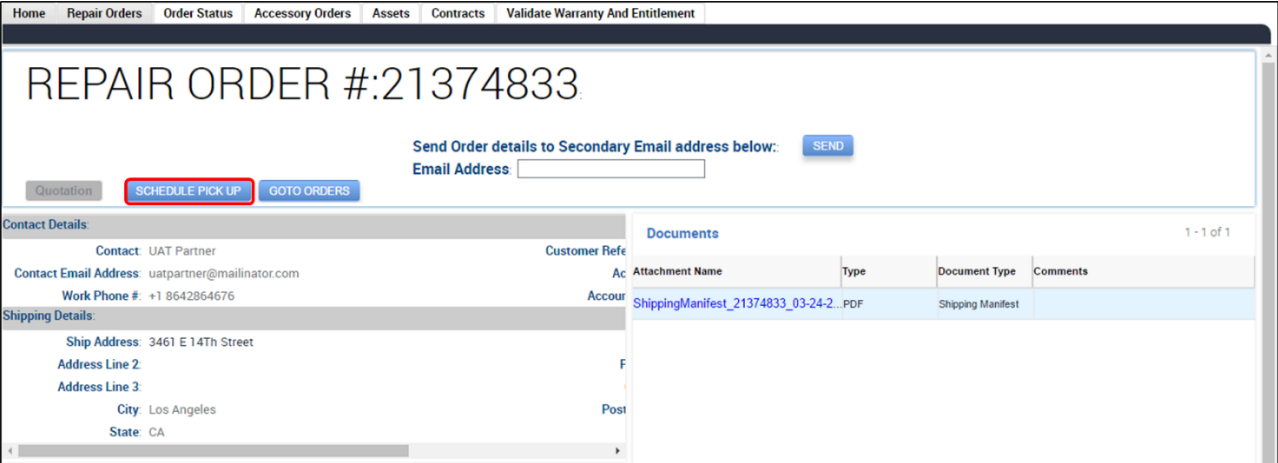
5.	Navigate to the Portal and click the UPLOAD FILE button. 
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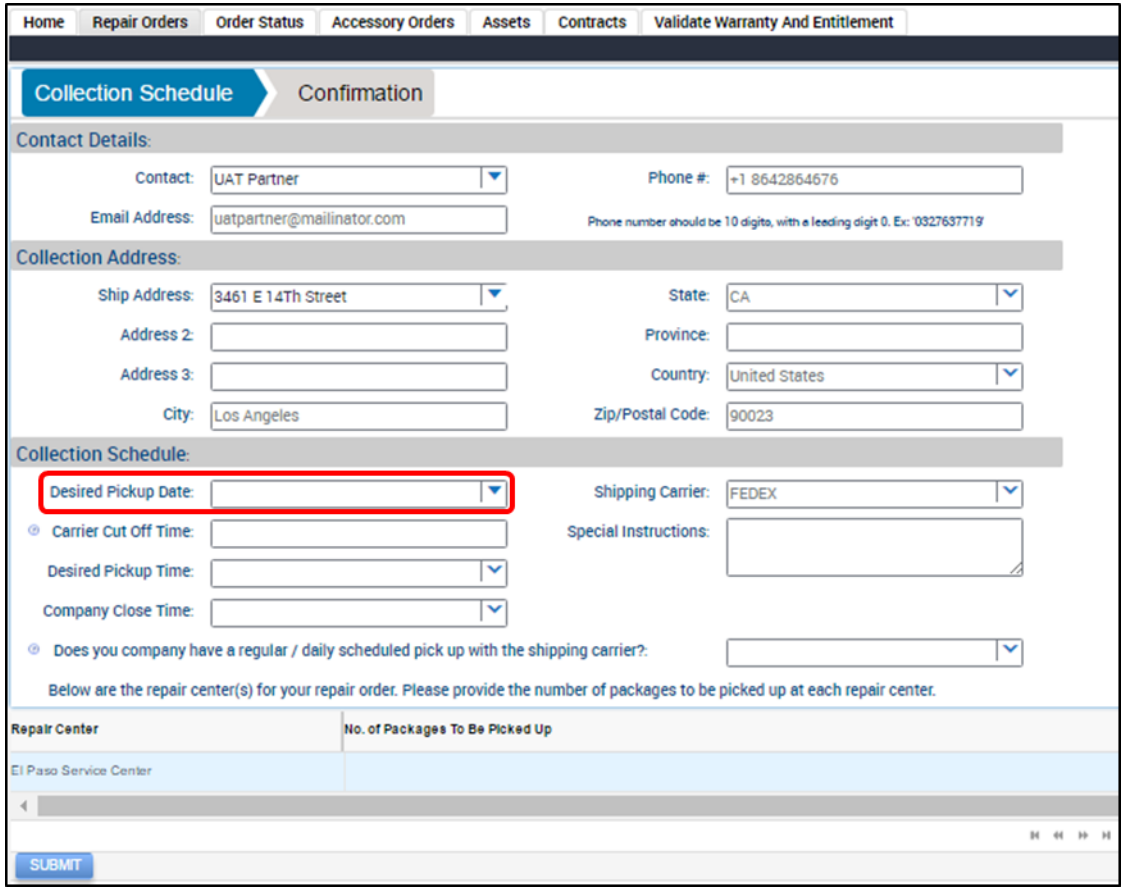
Steps	Action																																			
6.	The Import CSV File pop-up window is displayed. Click the Choose File button to upload the CSV file from the local drive. 																																			
7.	Click the IMPORT button. 																																			
8.	The Bulk Load section displays 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>Load Status Flag</th><th>Serial Number</th><th>Product Name</th><th>Problem Type</th><th>Problem Description</th><th>Customer Reference</th><th>Error Description</th></tr><tr><td>●</td><td>1-12314412840</td><td></td><td>Battery drain problem</td><td></td><td></td><td></td></tr><tr><td></td><td>1-12588737224</td><td></td><td>Wand dirty tip</td><td></td><td></td><td></td></tr><tr><td></td><td>1-12588737232</td><td></td><td>Wand missing tip</td><td></td><td></td><td></td></tr><tr><td></td><td>1-12588737240</td><td></td><td>Wand no beam/decode</td><td></td><td></td><td></td></tr></table>	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			
Load Status Flag	Serial Number	Product Name	Problem Type	Problem Description	Customer Reference	Error Description																														
●	1-12314412840		Battery drain problem																																	
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	1-12588737240		Wand no beam/decode																																	

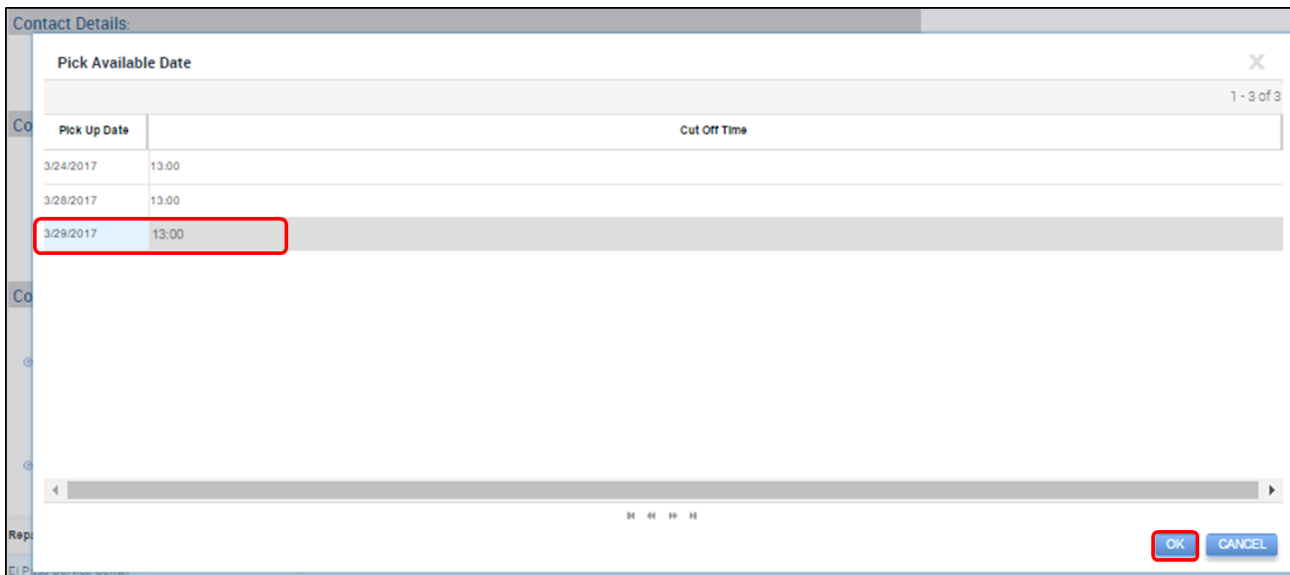
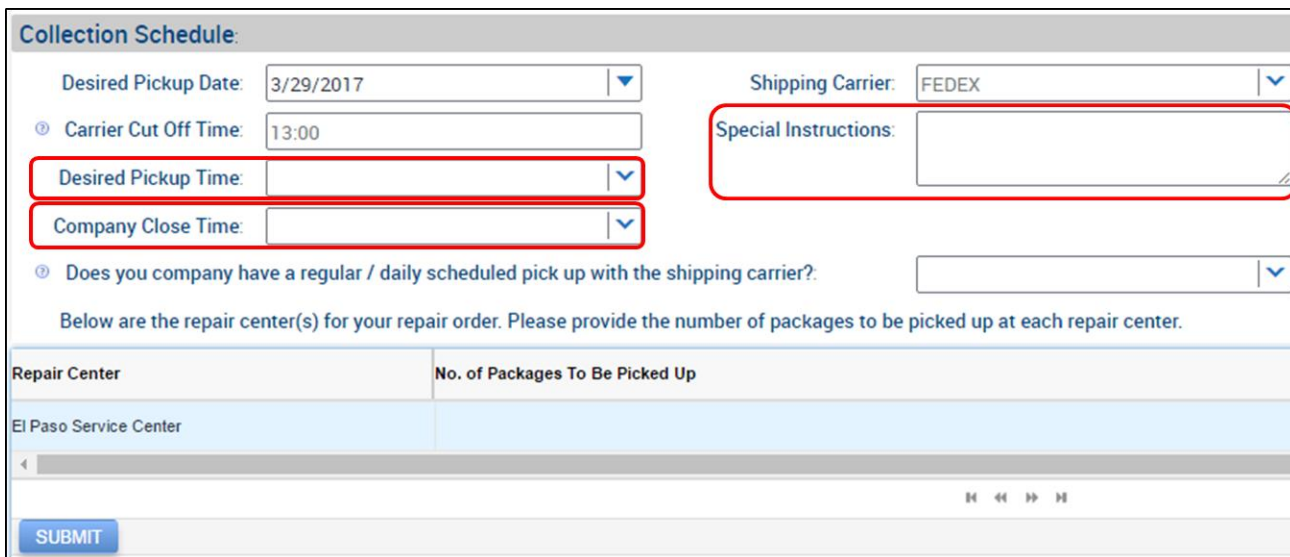
Steps	Action
9.	Notice that the Bulk Load section now display a Load Status Flag indicator for each product and an error description. Delete the bulk data, rectify the error in the template, and upload the data again. Click the CONTINUE button after rectifying the error. 
10.	The Portal navigates back 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. 

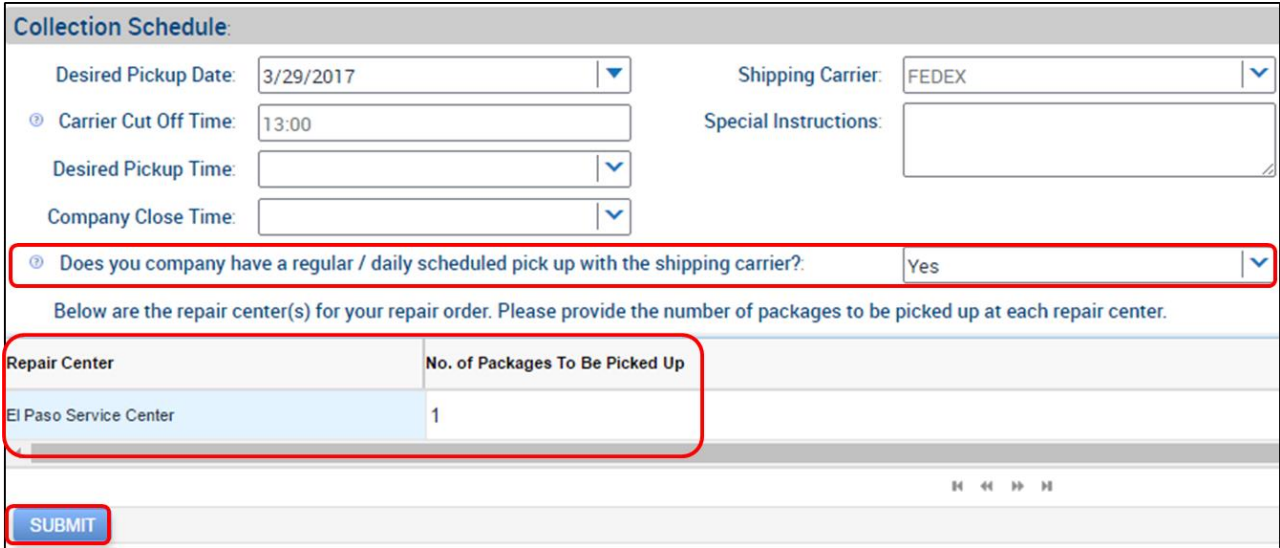
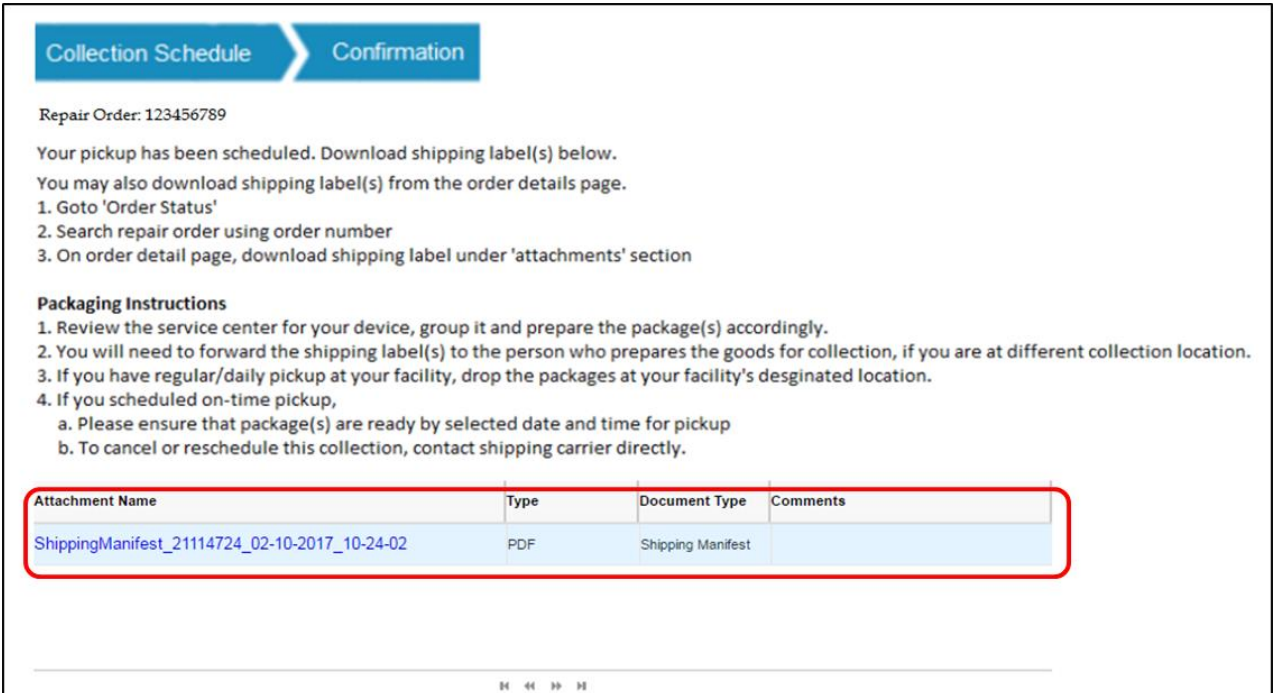
Create a Pickup or Collection Request

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. 

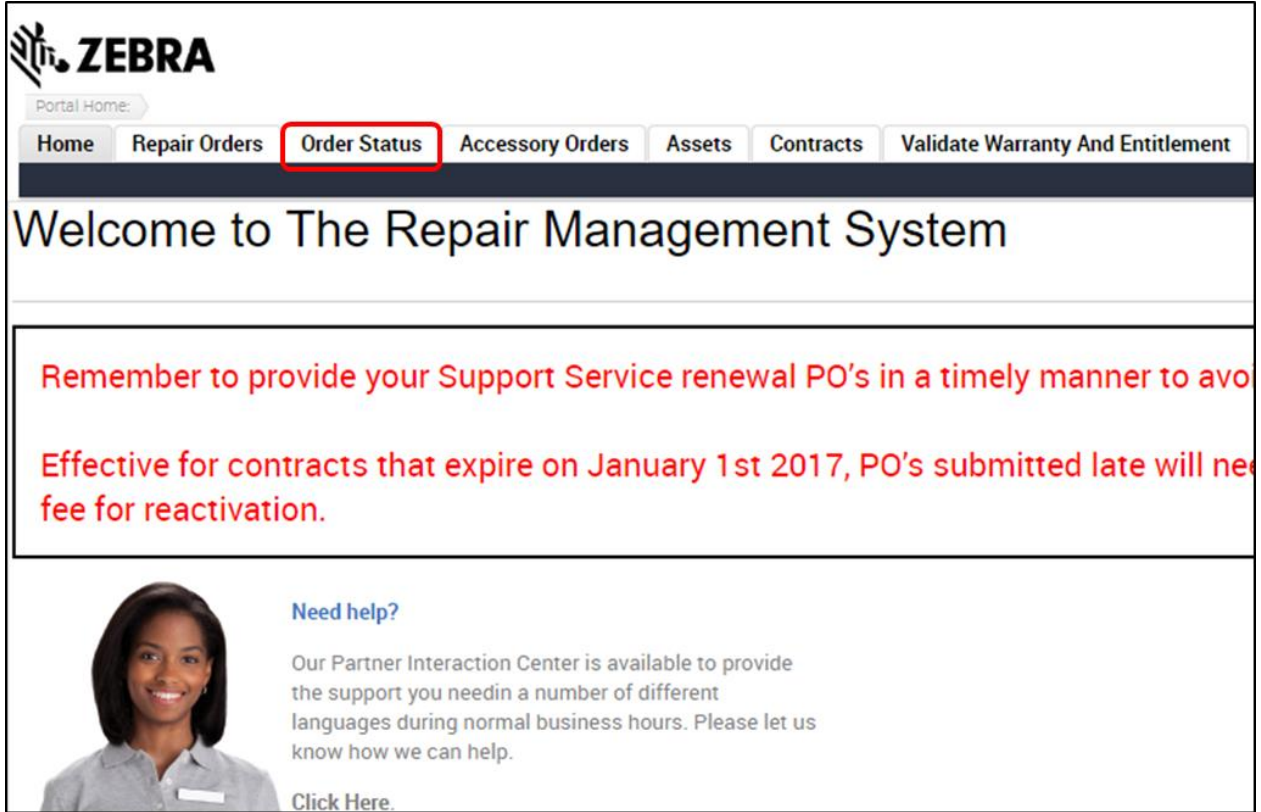
Steps	Action
2.	The Collection Schedule sub-tab is displayed. Enter the details in the Collection Schedule section. Select a date from the Desired Pickup Date drop-down menu.  The screenshot shows the 'Collection Schedule' sub-tab selected. The form contains the following sections: Contact Details: Contact (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'. A 'SUBMIT' button is located at the bottom left of the form.
3.	The Pick Available Date pop-up window is displayed. Select a pickup date from the Pick Up Date column.

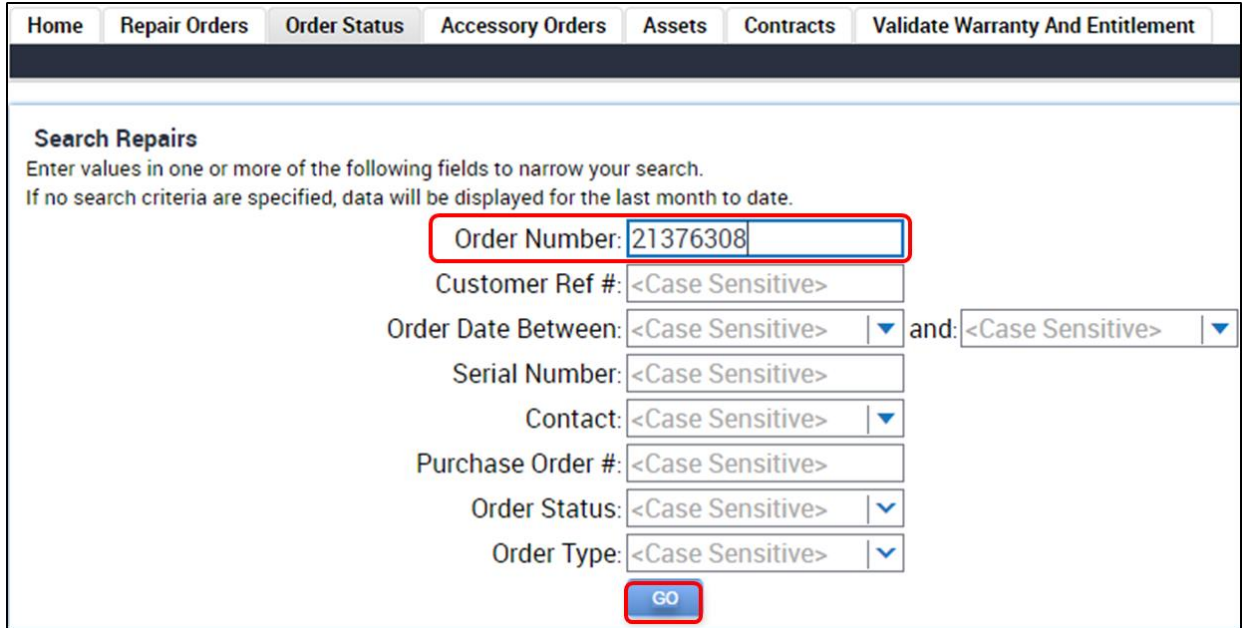
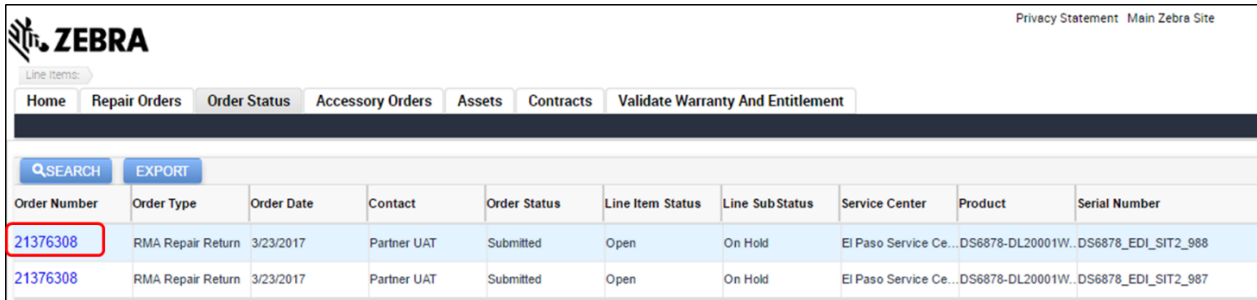
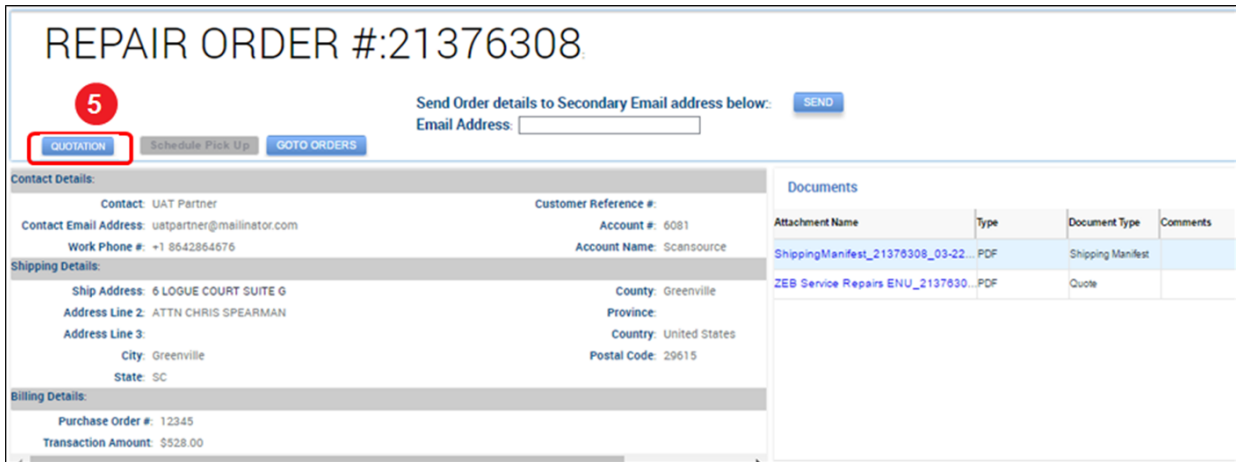
Steps	Action
4.	Click the OK button. 
5.	The Portal navigates back to the Collection Schedule sub-tab. Select a pickup time from the Desired Pickup Time drop-down menu.
6.	Select time from the Company Close Time drop-down menu.
7.	Enter comments in the Special Instructions text box, as required. 
8.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

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.	Click the SUBMIT button. 
11.	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. 

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.  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 banner reads 'Welcome to The Repair Management System'. A red text box contains the message: 'Remember to provide your Support Service renewal PO's in a timely manner to avoid a late fee for reactivation. 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 the text: '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. Click Here.'
2.	Enter the repair order number in the Order Number field.

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

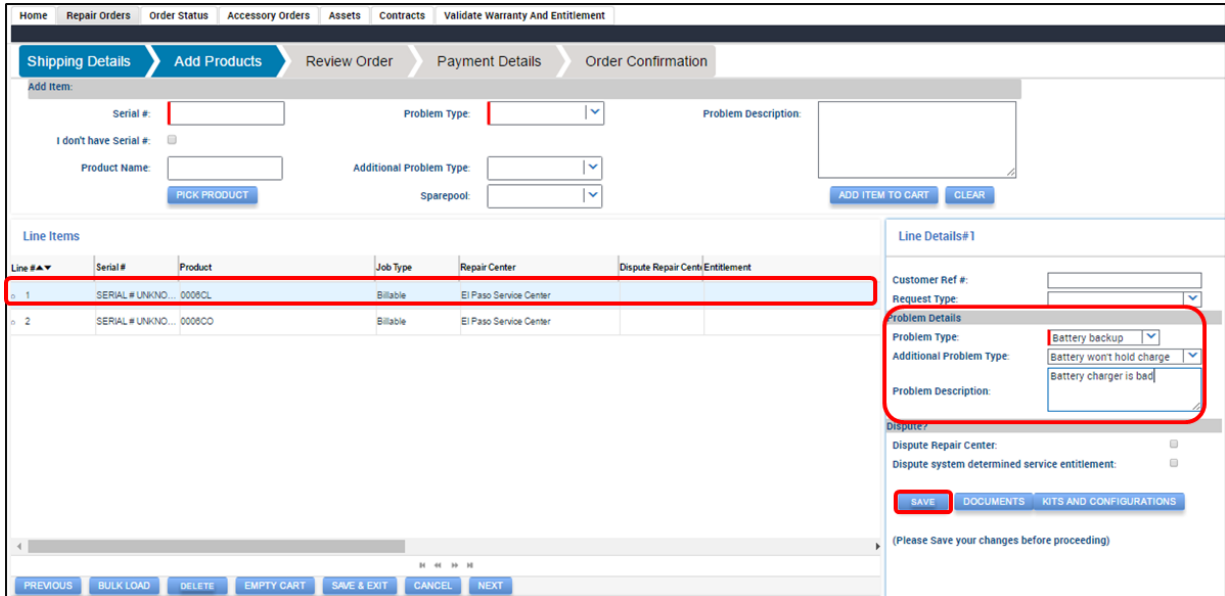
Steps	Action																																							
6.	The quotation attached to the repair order is displayed. Review the quote details. HomeRepair OrdersOrder StatusAccessory OrdersAssetsContractsValidate Warranty And Entitlement Review QuotePayment DetailsOrder Confirmation Contact Details:Contact: UAT PartnerCustomer Reference #:Account #: 6081Contact Email Address: uatpartner@mailinator.comAccount Name: ScansourceWork Phone #: +1 8642864676Shipping Details:Ship Address: 6 LOGUE COURT SUITE GCounty: GreenvilleAddress Line 2: ATTN CHRIS SPEARMANProvince:Address Line 3:Country: United StatesCity: GreenvillePostal Code: 29615State: SC Line Items DECLINE PAYMENT <table><tr><th>Line #▲▼</th><th>Serial #</th><th>Product</th><th>Job Type</th><th>Line Item Status</th><th>Line Sub Status</th><th>Dispute Repair Cen</th><th>Repair Center</th><th>Entitlement</th><th>Dispute Entitlement</th><th>Received Date</th><th>Inbound Shipping</th><th>Inbound Tracking</th></tr><tr><td>1</td><td>DS6878_EDL_SIT2...</td><td>DS6878-DL20001W... Billable</td><td></td><td>Open</td><td>On Hold</td><td></td><td>El Paso Service Ce...</td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>2</td><td>DS6878_EDL_SIT2...</td><td>DS6878-DL20001W... Billable</td><td></td><td>Open</td><td>On Hold</td><td></td><td>El Paso Service Ce...</td><td></td><td></td><td></td><td></td><td></td></tr></table>	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...					
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 <table><tr><th>Line #▲▼</th><th>Dispute</th><th>Serial #</th><th>Product</th><th>Entitlement</th><th>Agreement #</th><th>Line Status</th><th>Job Type</th><th>Sub-Status</th><th>List Price</th><th>Net Price</th><th>Customer Due Date</th><th>Customer Due B</th></tr><tr><td>1</td><td></td><td>M1U40F53M</td><td>SE-955-I100R</td><td></td><td></td><td>Pending</td><td>Billable</td><td>On Hold</td><td></td><td>\$1,234.00</td><td>16-03-2017 17:58:57</td><td></td></tr></table> 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 PREVIOUSSAVE & EXITCANCELNEXT	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	
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																

Modify a Repair Order

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

Steps	Action															
1.	Search for and open the repair order that you wish to modify under the Repair Orders tab. HomeRepair OrdersOrder StatusAccessory OrdersAssetsContractsValidate Warranty And Entitlement Saved Repair Orders NEW REPAIR ORDER FIND <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>	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.	Under the Shipping Details sub-tab, update the Account Details and Shipping Details sections, as required. Click the NEXT button. HomeRepair OrdersOrder StatusAccessory OrdersAssetsContractsValidate Warranty And Entitlement Shipping DetailsAdd ProductsReview OrderPayment DetailsOrder Confirmation Account Details Account Name:Scansource Contact: Work Phone #: Email: Customer Reference #: Shipping Details Ship Address: Address Line 2: Address Line 3: City: State: Country: Postal Code: SAVE & EXIT CANCEL NEXT															

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: Problem Type Additional Problem Type Problem Description
4.	Click the SAVE button in the Dispute? section.  The screenshot shows the 'Add Products' sub-tab in the Zebra Knowledge Center. The 'Line Items' table is displayed with two items. The first item is selected. A 'Line Details#1' pop-up window is open, showing fields for 'Problem Type', 'Additional Problem Type', and 'Problem Description'. The 'SAVE' button is highlighted 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
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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'?

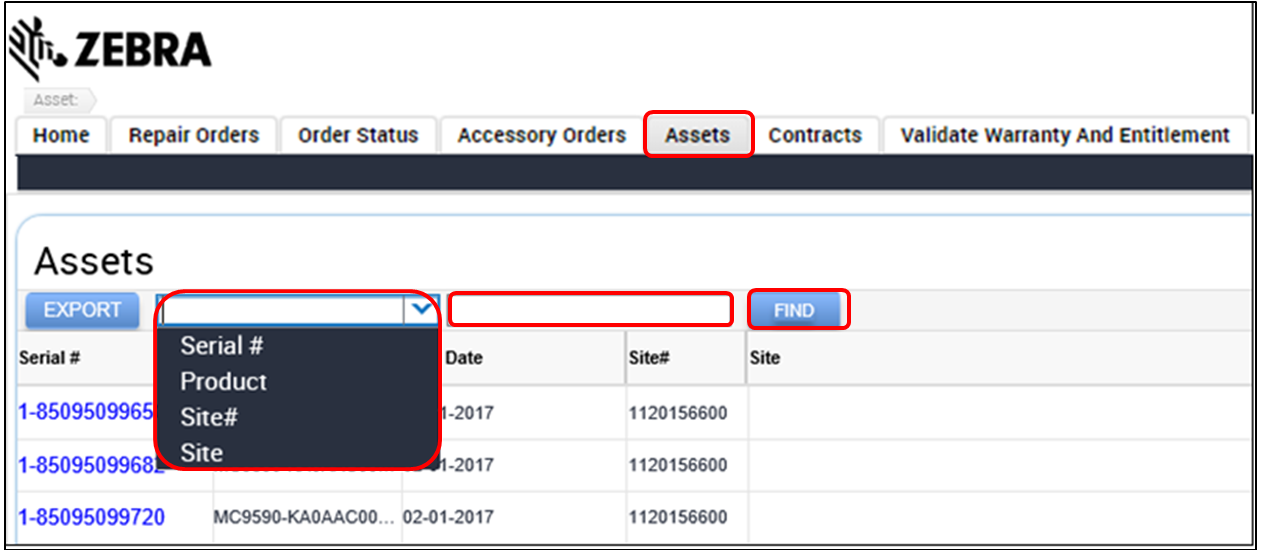
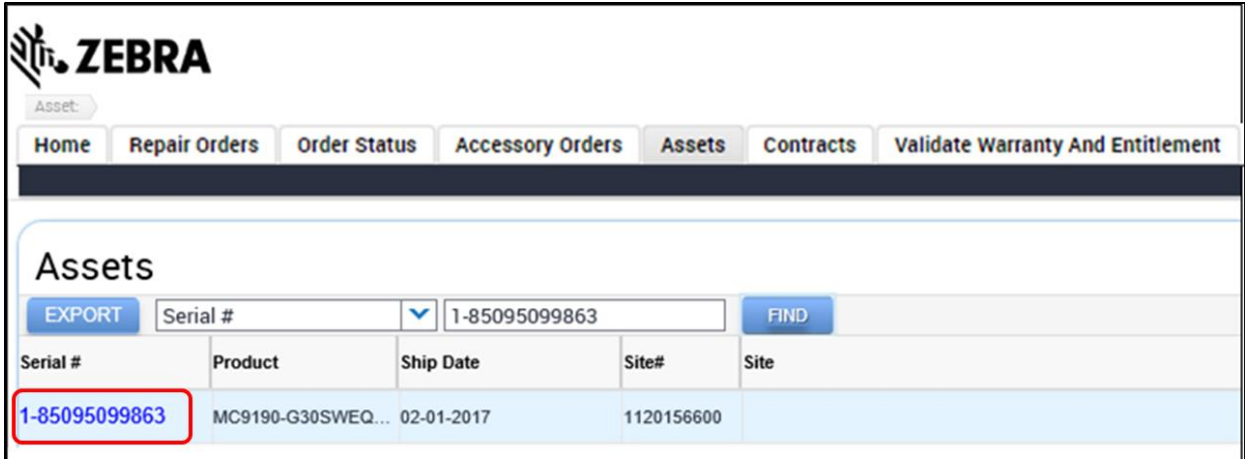
☐ Prevent this page from creating additional dialogs.

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.
	 The screenshot shows the Zebra Assets search interface. The 'Assets' tab is selected in the top navigation bar. Below the navigation bar, there is a search section with a dropdown menu for search criteria. The dropdown menu is open, showing options: Serial #, Product, Site#, and Site. The 'Serial #' option is highlighted. To the right of the dropdown menu is a search field containing the text '1-85095099863'. To the right of the search field is a blue button labeled 'FIND'. Below the search section is a table of assets. The table has columns: Serial #, Product, Date, Site#, and Site. The first row of the table is highlighted in blue and contains the following data: Serial # 1-85095099863, Product MC9590-KA0AAC00..., Date 02-01-2017, Site# 1120156600, and Site.
5.	The search results are displayed. Click the Serial # hyperlink to view the asset details.
	 The screenshot shows the Zebra Assets search interface after a search. The 'Assets' tab is selected in the top navigation bar. Below the navigation bar, there is a search section with a dropdown menu for search criteria. The dropdown menu is open, showing options: Serial #, Product, Site#, and Site. The 'Serial #' option is highlighted. To the right of the dropdown menu is a search field containing the text '1-85095099863'. To the right of the search field is a blue button labeled 'FIND'. Below the search section is a table of assets. The table has columns: Serial #, Product, Ship Date, Site#, and Site. The first row of the table is highlighted in blue and contains the following data: Serial # 1-85095099863, Product MC9190-G30SWEQ..., Ship Date 02-01-2017, Site# 1120156600, and Site.

Steps	Action
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6.	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.
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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
- Product Name:** MC9190-G30SWEQA603
- Product Description:** TERMINAL,TERM:GUN,ABG,IMAG
- Ship Date:** 02-01-2017
- Status:** Active
- Owner:** Kodak Alaris

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

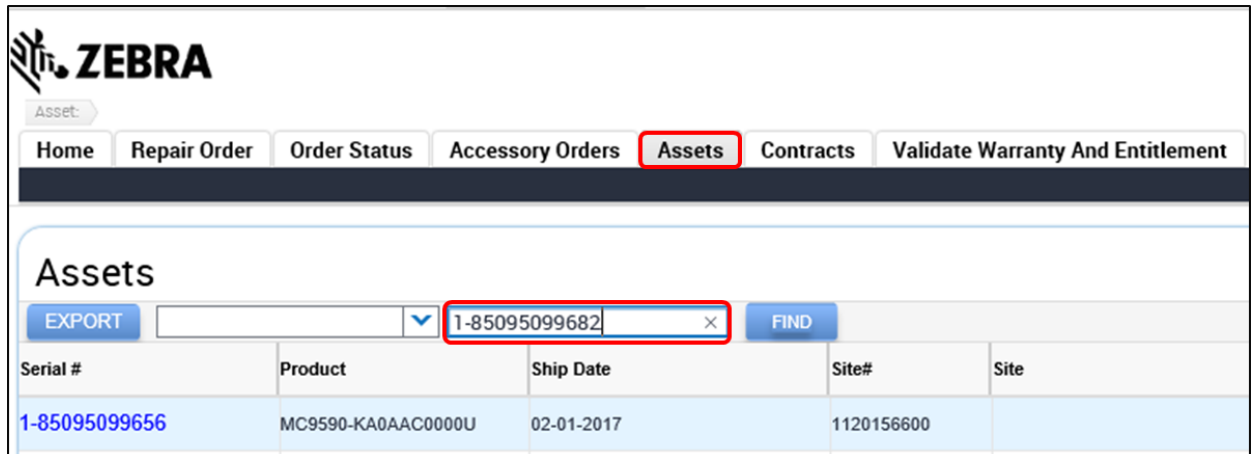
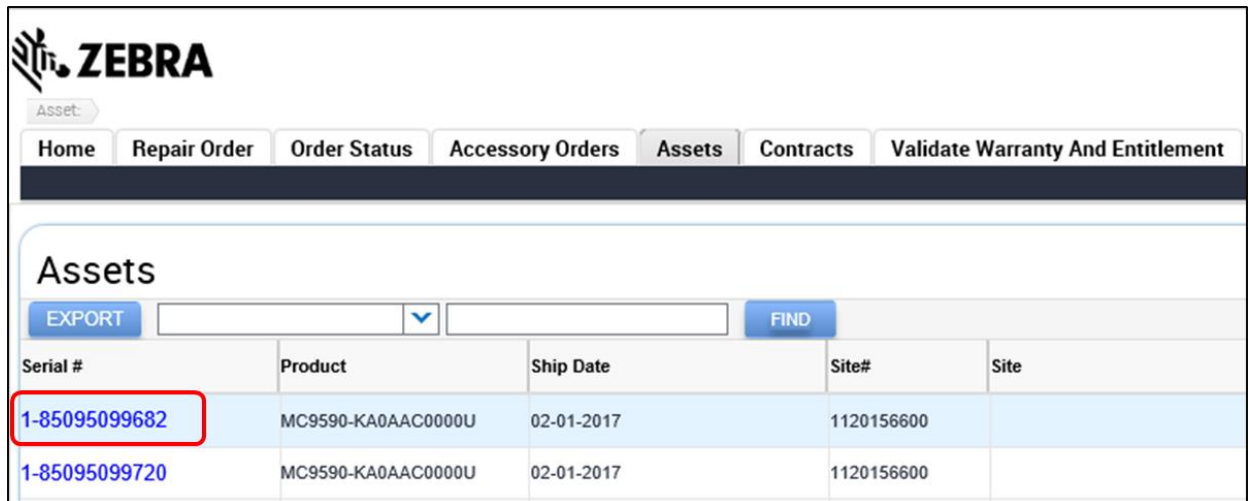
- Number:** 1120156600
- Name:**

Below the asset details, there are two tabs: 'Entitlements' and 'Warranty' (selected). Under the 'Warranty' tab, a section titled 'Warranties' is shown. It includes a search bar with a dropdown arrow and a 'FIND' button. Below the search bar is a table with the following columns: Name, Type, Subtype, Start Date, End Date, and Days Left.

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

Search for and View Entitlement Information

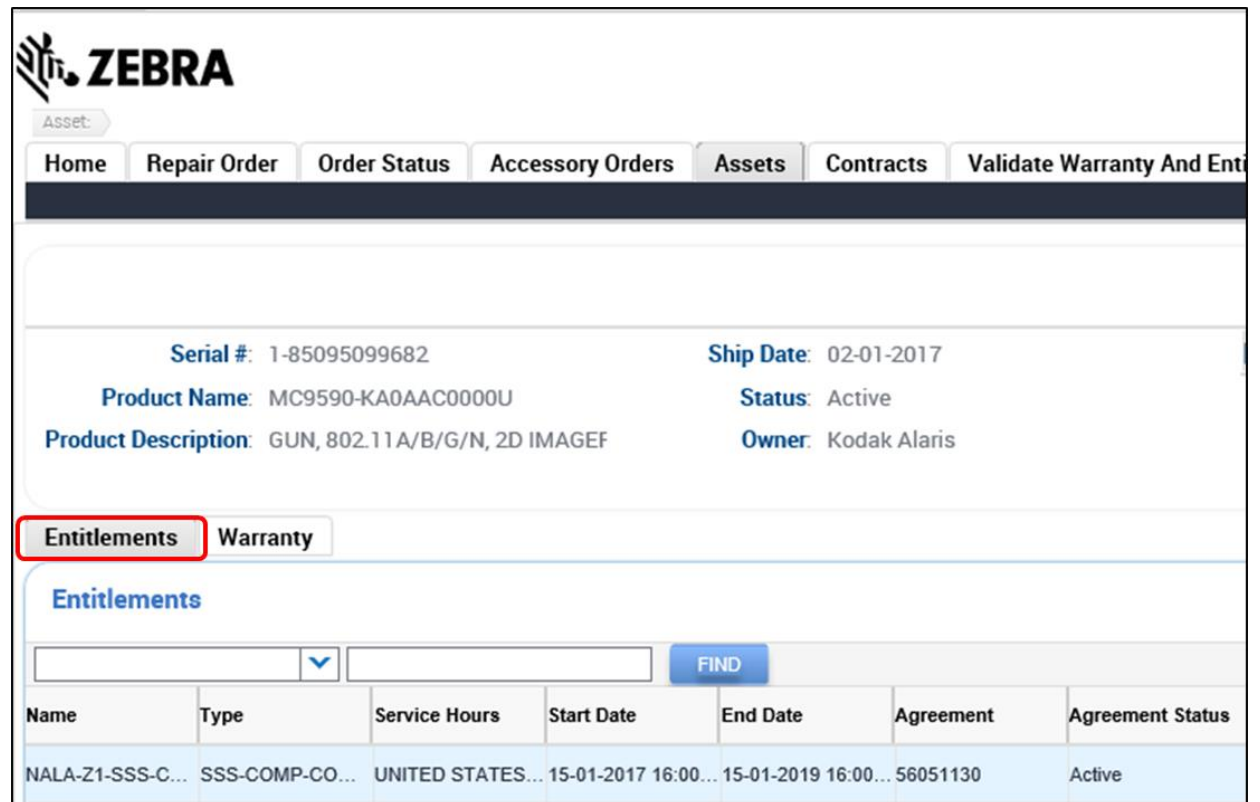
In this topic, you will learn how to view entitlement information.

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.	If your desired product is not listed, you can also perform a search using the search field. The search results are displayed.  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: <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>	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.	Click the Serial # link to view the entitlement details of the product.  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: <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>	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

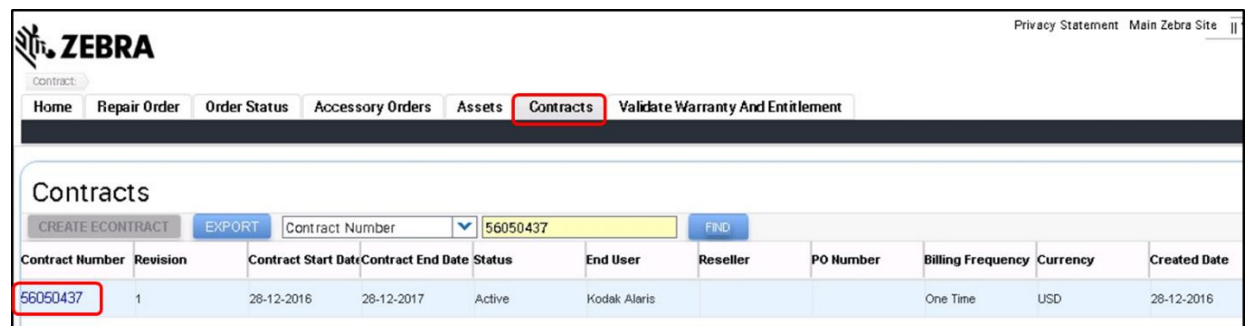
4. Click the **Entitlements** sub-tab. The entitlement details of the unit are displayed.



The screenshot shows the Zebra Asset Management interface. At the top, there is a navigation bar with tabs: Home, Repair Order, Order Status, Accessory Orders, Assets, Contracts, and Validate Warranty And Entitlement. Below the navigation bar, there is a section for Asset details. The details include: 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 (highlighted with a red box) and Warranty. The Entitlements sub-tab is active, showing a table of entitlements. The table has 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.

5. 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.

6. Click the **Contract Number** link to view the contract details. The **Contract Details** screen is displayed.



The screenshot shows the Zebra Asset Management interface. At the top, there is a navigation bar with tabs: Home, Repair Order, Order Status, Accessory Orders, Assets, Contracts (highlighted with a red box), and Validate Warranty And Entitlement. Below the navigation bar, there is a section for Contract details. The details include: Contract Number: 56050437 (highlighted with a red box), Revision: 1, Contract Start Date: 28-12-2016, Contract End Date: 28-12-2017, Status: Active, End User: Kodak Alaris, Reseller: , PO Number: , Billing Frequency: One Time, Currency: USD, and Created Date: 28-12-2016.

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-VC509X-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

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.