ZEBRA
Repair Order
Portal

ZEBRA

Learn How to Search and View a Repair Order

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Searching & Viewing a Repair Order

Once a repair order has been submitted, progress can be tracked on the repair order portal. Users can conduct a search to locate a repair order or series of repair orders. From the **Order Status** tab, a user can perform the following actions:
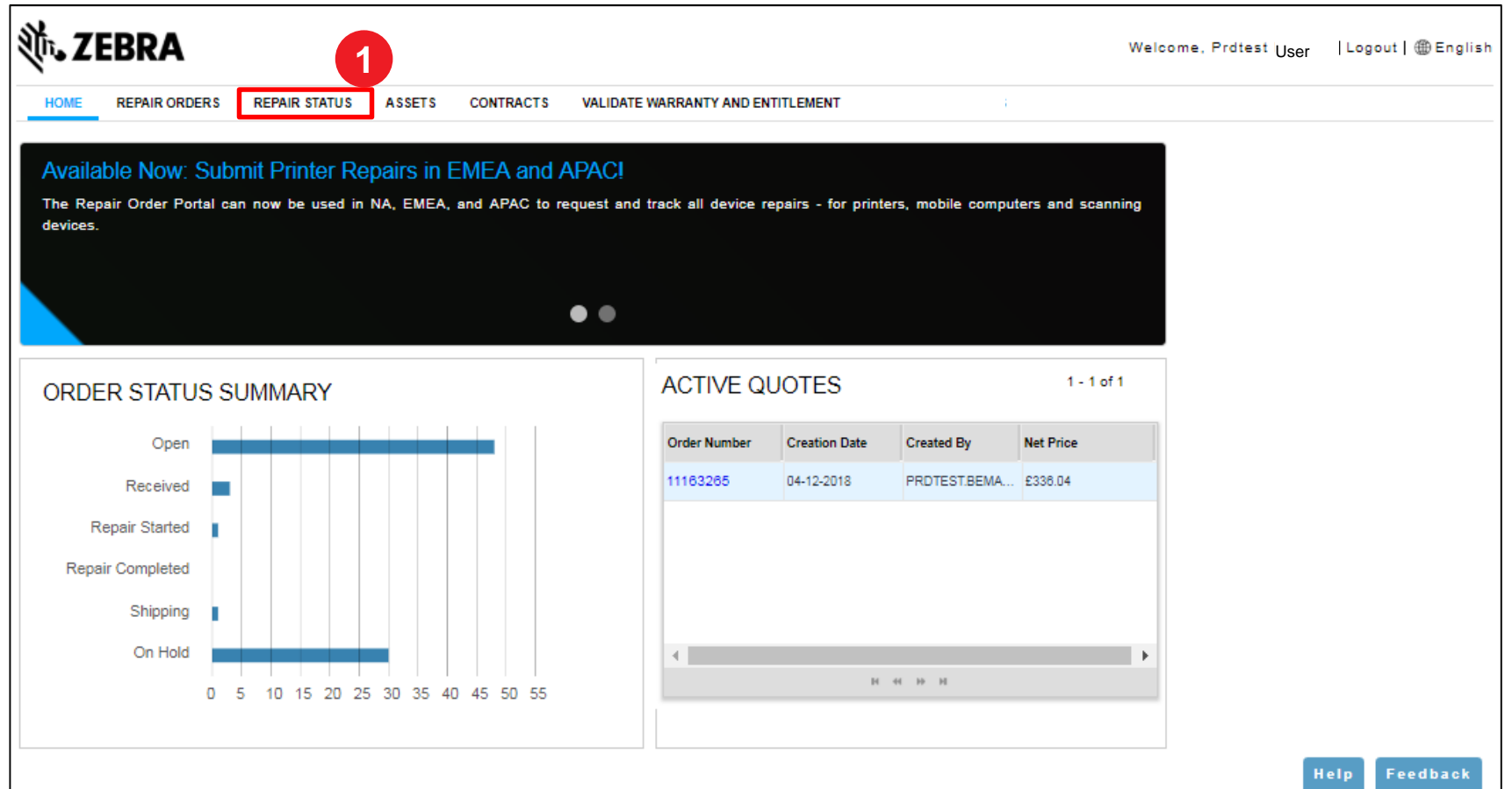
- **Search**: Users can execute a search utilizing a variety of search criteria. Repair orders matching the search criteria display for the user to view

- **View**: Once the repair order is located, users can view information such as status and return shipment information

- **Export for Reporting**: After executing a search, users can export the repair order information. The data can be exported into a csv

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

Initiating a Search

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

Step 1: Access the *Repair Status* tab

Initiating a Search

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

- **Order Number:** Search by repair order number or accessory order number (*if applicable*)

- **Customer Ref #:** Search by text value documented on the repair order or accessory order (*if applicable*)

- **Purchase Order #:** Search by text value documented on the repair order

- **Serial Number:** Search by serial number associated with the repair order

- **Store Number:** Search by store number associated with the return shipping address

- **Ship Address Postal Code:** Search by postal code associated with the return shipping address

- **Bill Address Postal Code:** Search by postal code associated with the billing address

Initiating a Search

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

- **Status:** Select from 5 options: Submitted, Cancelled, Pending Quote, On Hold or Closed

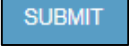- **Order Date:** Select the time period, maximum allowed is 90 days

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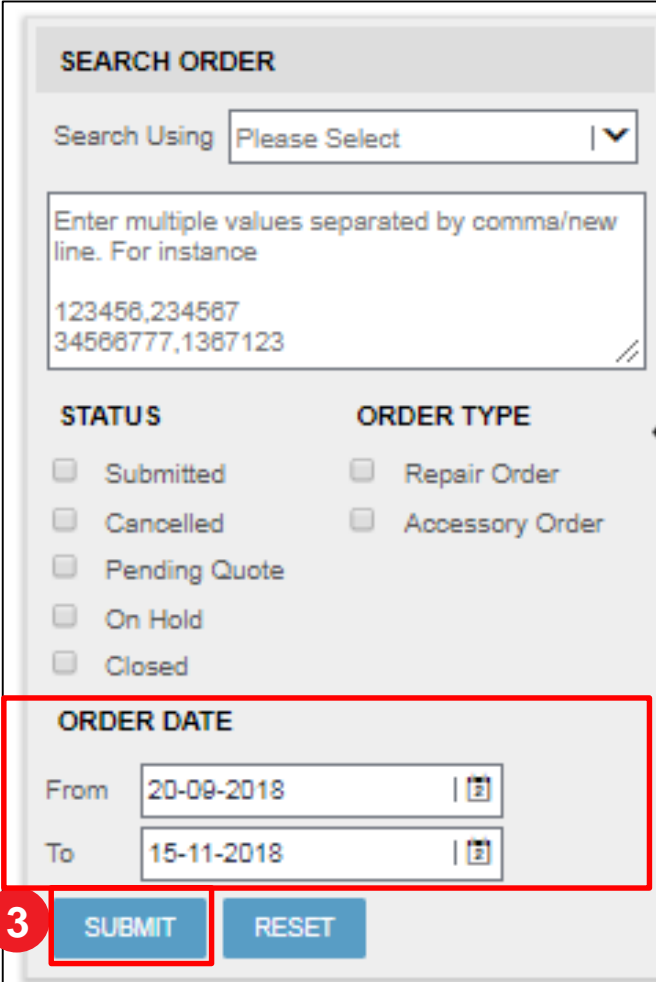
Initiating a Search

Step 2: Type or select search criteria

Step 3: Click on SUBMIT

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

Search Results

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

View the Line Item Status and Line Sub Status fields for detailed status information

Click on Export to create a file for use in reporting

EXPORT

Order Number	Order Type	Job Type	Exchange Type	Order Date▲▼	Created By	Account #	Account Name	Contact	Product	Serial Number	Order Status	Line Item Status	Line Sub Status	Instruction Type	Active Quotes
22824031	RMA Repair Return	Billable		28-11-2018 09:25...	PRDTEST.42420...	1356962	ZEBRA TECHNO...	4242018 prdtest	MC9190-G30SW...	SERIAL # UNKN...	Submitted	Open			N
22823990	RMA Repair Return	Contract		26-11-2018 15:42...	PRDTEST.42420...	1356962	ZEBRA TECHNO...	Ambler Tony	WA4S110201000...	WPSACF020183C2	Submitted	Pending			
22823990	RMA Repair Return	Contract		26-11-2018 15:42...	PRDTEST.42420...	1356962	ZEBRA TECHNO...	Ambler Tony	WA4S110201000...	WPSACG310292D1	Submitted	Pending			
22823990	RMA Repair Return	Billable		26-11-2018 15:42...	PRDTEST.42420...	1356962	ZEBRA TECHNO...	Ambler Tony	MC9190-G30SW...	SERIAL # UNKN...	Submitted	Pending	On Hold		

4

The Search Repairs screen displays information for all lines on the order

The order number may display multiple times, reflecting the number of lines on the order

The Order Type field displays the type of order. Repair orders reflect RMA Repair Return.

Order Status field displays the overall status of the repair order: Submitted, Closed, or Cancelled

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

Viewing Repair Order Details

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

Users can send the repair order details to additional contact email addresses

Separate email addresses with a comma (,)

The Documents section allows the user to access key documents related to the repair order

The Shipping Contact and Shipping Address section outlines the contact and return shipping address of the repair

The Line Items section displays repair information for the specific line(s)

Accessing Repair Order Documents

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

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

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

The Shipping Manifest document provides a reference for the repair order and should be printed and placed inside the return package

Viewing Repair Line Details

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

The Serial # field displays the serial number documented on the repair order

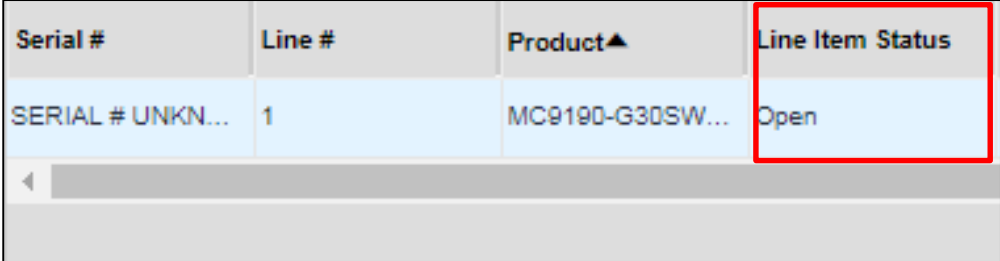The Outbound Serial # field displays the serial number shipped to the customer

The Line Item Status field displays the repair status of the specific device

The Received Date and Inbound Tracking # fields display information about the received unit

Viewing Repair Line Status Information

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

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

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

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

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

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

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

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

- **Cancelled**: Repair line has been cancelled

Serial #	Line #	Product▲	Line Item Status
SERIAL # UNKN...	1	MC9190-G30SW...	Open

Viewing Repair Line Sub Status Information

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

- The **parts for the repair** of the faulty unit are <u>not available</u>. The repair remains on hold until the parts are available to complete the repair. Please review the Part Due Date field for the date when Zebra expects to receive the parts required to complete the repair of your device.

Line #▲▼	Serial #	Line Item Status	Line Sub Status	Parts Due Date	Customer Reference	Product	Outbound Serial #	Job Type	Exchange Type	Net Price
O 1	A219H0028623	Open				WA3S2100000045...		Contract		€0.00
O 2	SERIAL # UNKNO...	Open	On Hold			WA3S2100000045...		Billable		
O 3	1124400502387	Open	On Hold	25-12-2018 00:00:00		MC9190-G90SWG...		Contract		€0.00

Line Items   1 - 5 of 5

Viewing Repair Line Sub Status Information (Continued)

Additional reasons why a repair line may be on hold include:

- The **per incident repair quote** is <u>pending review</u>. The quote can either be accepted or declined. If accepted, payment information is required. Once provided, the hold is removed and the repair progresses. If declined, the repair line is cancelled

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

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

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

Contact the Repair Help Desk to determine why the repair line is on hold

Line Items   1 - 5 of 5

Line #▲▼	Serial #	Line Item Status	Line Sub Status
○ 2	10276521101330	Shipping	
○ 3	8271521101400	Shipping	
○ 4	10239521100324	Shipping	
○ 5	10276521100986	Shipping	
○ 1	10037521102680	Repair Started	On Hold

13

Viewing the Outbound Serial Number

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

If the values listed in the Serial # and Outbound Serial # fields are the same, the faulty unit was repaired and returned

If the values listed in the Serial # and Outbound Serial # field are different, a replacement unit may have been sent in advance of the repair of the faulty device, if entitled by the Zebra OneCare Select Contract

Line Items   1 - 4 of 4

Line #▲▼	Serial #	Job Type	Outbound Serial #	Line Item Status
○ 1	16357523020624	Contract	16357523020624	RMA Closed
○ 2	16028523020774	Contract	16089523023461	RMA Closed
○ 3	16357523023797	Contract	1	
○ 4	12045521120425	Contract	1	

Line Items   1 - 2 of 2

Line #▲	Serial #	Job Type	Outbound Serial #	Line Item Status	Received Date	Outbound Tracking #
○ 1	14326523021886	Contract	11125521120161	Shipping		GE382702669WW
○ 2	14334523020117	Contract	14007523020022	Shipping		GE382702669WW

Checking the Status of a Repair

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

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

Review the <u>Outbound Tracking</u> field for the tracking number of the return shipment

For this scenario, the order status may reflect submitted or closed, depending on the status of the individual repair lines

Line Items	1 - 2 of 2					
Line #▲▼	Serial #	Product	Repair Center	Job Type	Line Item Status	Outbound Tracking #
1	10082520801034	MC7596-PZCSUR...	El Paso Service C...	Billable	RMA Closed	
2	13267010501201	DS4208-DL00007...	El Paso Service C...	Warranty	RMA Closed	23423423432434

Line Item Status: pending

Review the <u>Line Sub Status</u> field to determine if the repair line is on hold

Order Number	Order Type	Order Date	Contact	Created By	Order Status	Line Item Status	Line Sub Status
21556552	RMA Repair Return	01-12-2017	NALA T03	NALA.T03@MAILI...	Submitted	Pending	
21556552	RMA Repair Return	01-12-2017	NALA T03	NALA.T03@MAILI...	Submitted	Pending	On Hold

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

Checking the Status of a Repair

Line Item Status: open

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

Line Item Status: repair started

- For <u>contract</u> repairs, consult the Zebra OneCare information for applicable repair turnaround time information

- For <u>warranty</u> repairs, consult the product warranty information for applicable repair turnaround time information

Checking the Status of a Repair

Line Item Status: cancelled

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

- The quote for the per incident (billable, time and material) repair charges were declined

- The faulty device was not received at the repair center within 30 days

If additional information is required, contact the Repair Help Desk

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

Exporting Search Results for Reporting

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

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

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

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