

What's New in the Portal (Release Notes)

REVISED: MAY 24TH, 2021

The following enhancements and fixes, as well as other minor improvements, are included in our most recent releases. We continuously improve the usefulness and usability of the Portal, so if you have identified an additional issue or improvement suggestion, please do bring these to our attention by contacting your Zebra representative or the Repair Support Team using the [Contact Support information](#) for your location.

2021 Repair Portal Releases

May 24th Release

1. Added a new field on the Repair Status screen that allows users to search repair orders by Product Model.
2. Added a new field on the Validate Warranty & Entitlement screen for contract number. The contract number is only displayed if the user's account is linked to the contract.
3. Resolved an issue where the repair orders created via the online repair form were not displaying in the Repair Status screen. These repair orders will now be displayed in the repair portal.
4. Accounts with credit card payment terms have been restricted from editing or creating new billing addresses on the payment screen. Please contact your local helpdesk if you need assistance with changing your default billing address. ([Contact Support](#))

April 19th Release

1. Added new functionality to enable a popup message to be displayed when a user logs into the portal that must be acknowledged.
 - The popup message can be configured to display by account, country, region, and language.
 - If your company needs a personalized popup for your users upon login, please contact your local helpdesk to have it setup.
2. Added a "Not Repairable" field to the "Validate Warranty & Entitlement" screen. If a part or device that is not repairable is entered the field will display a checkbox to let the user know.
3. Added new functionality to display damage photos from the repair depot to quotations. This will allow customers to view the damage on devices before they approve the price quotation.
4. Added 2 new Problem Types for repair creation:
 - Communication NFC issue
 - Communication SIM slot issue

March 19th Release

1. Resolved an issue that prevent some price quotations to not display on the Homepage.
2. Resolved an issue where some quotations could not be accessed properly.
3. Resolve an issue that prevent battery warranty claims to not be disputed and prevented them from being submitted.

February 22nd Release

5. Zebra has implemented the 3-D Secure protocol to protect your payment card against unauthorized use.

- Once you have filled in your credit card information in the Payment Details Screen, and clicked confirm, a 3-D Secure window will appear.
 - You must enter the security code sent to your mobile phone to finalize your repair order.
6. The record limit on the Repair Status screen has been increased from 30 days to 90 days to allow users more efficient reporting of their repair statuses.
 7. Customers with Zebra One Care Select contracts can now see the number of Due Back units and Past Due units directly on the repair portal.
 - There is an additional dashboard on the homepage that will provide an overview of Due Back units and Past Due units.
 - The Repair Status screen has 2 additional filters to allow users to report specifically on Due Back units and Past Due units.
 - This functionality is only enabled upon request. Please contact your local helpdesk to have these new features enabled.

January 11th Release

1. Customers can now create repair orders for battery warranty replacement.
 - You can enter the part number of the battery when creating an RMA.
 - There is a new required field for the battery manufacturing date (MFD). Warranty replacements are only valid for 1 year from the battery manufacturing date. Zebra allows for an additional 3 months to cover shipping time.
2. Some Problem Types on the German repair portal have been updated to more accurately describe them.

2020 Repair Portal Releases

December 6th Release

3. Customers can now create repair orders for printer printhead replacements (warranty and contract only).
 - You can enter the serial number or part number of the printhead when creating an RMA. If the serial number is not found, then you also need to add the part number.
 - If the printhead entitlement is not found, then you need to dispute the entitlement and also add the printer's serial number to validate the entitlement.
4. The field lengths on the Collections/Shipping Label screen have been updated to match the maximum allowed by the couriers.
 - The fields on this screen have been increased to the maximum allowed. You will receive an error message if the character limit has been reached so you can abbreviate when needed.
5. The Feedback tab on the bottom right side of the screen has been changed to Feedback Survey.
 - The free text Feedback option has been upgraded to a short Feedback Survey to allow customers to provide more accurate feedback on their Repair Portal experience.
6. The Problem Types on the German repair portal have been updated to more accurately describe them.
7. There is a new validation to check if a part number added is consumable. This means that the part is not repairable and can only be replaced if it is covered under warranty or contract. Users have the ability to dispute and enter the warranty or contract information if they think the part is covered.

October 25th Release

8. Collections/Label Generation screen has detailed error messages directly from the carrier.
 - Previously, only a default system error message was displayed that was not descriptive of the scheduling/label generation issue from the carrier side. The direct error message from the carrier is now displayed to help users more easily resolve collections related issues themselves.
 - The error message from the carriers are in English language only.
9. Multi-Lingual email templates now available.
 - The Order Confirmation and Bulk Load completion emails have been translated and will be sent to users in their local language.
10. Multi-Lingual shipping manifests now available.
 - The Shipping Manifest attached to the order confirmation email or in the RMA in the repair portal on the RMA details screen is now generated in the user's local language.
11. SV + Accidental Coverage and Value Tier contracted units will display a warning message when their repair limit has been reached.
 - Units covered under an SV + FRR or a CVT contract that have reached their repair limit and are billable will now display a message to the user notifying them why the unit is not entitled.
12. The Addressee field added to the Repair Status screen.
 - The Addressee field of the Return Shipping Address has been added to the repair status screen.
13. The Outbound Serial Number field on the Repair Status screen is now a searchable field.
 - Users can now search by the Outbound Serial Number when searching on the repair status screen.
14. The Net Price and Currency fields have been added on the Repair Status screen.
 - Users can now view the net price and currency values directly on the repair status screen without having to go to the repair order details screen.

September 21st Release

15. Added RMA line number to Repair Status screen.
 - Users will now see an additional column on the Repair Status screen showing the specific line number on the repair order.
16. Added quote/payment approver to repair lines.
 - The email/login of the quote approver of a per incident (billable) repair (PO or credit card payment) is now displayed on the repair line on the repair portal and can be viewed from the Repair Status screen.
17. Search performance improvements added.
 - Open searches and record return limits have been restricted to increase the speed of results and increase system performance.
18. Bulk Load template now has version detection.
 - The bulk load template now has version detection to prevent users from using an older, outdated version. It will block the data import and provide an error message to the user.

19. Collections customs value not required in EU countries.
 - The customs value field will not be displayed for collection orders within the EU.
20. Added courier contact link for collections.
 - The Repair Order details screen now has the link to the courier's support contact page for easier assistance with rescheduling collection pickups.
 - Reminder: After a collection has been scheduled on the repair portal, customers must contact the courier directly for any changes needed.
21. PO file attachments are now mandatory for Per Incident (billable) repairs in Latin American countries.
 - Users in Latin American countries will not be able to submit repair orders with billable lines without also attaching the PO file to the order.
22. New user setting to automatically add battery lines.
 - The user settings screen has a new field to allow users to automatically add battery lines when devices with battery maintenance service are added.
 - The message box prompting users if they would like to add the battery to the order will not be displayed when this setting is enabled.
23. Prevention of adding battery lines for specific devices.
 - Some devices like the MC17/MC18 that do not have customer removable batteries and that are covered with a battery maintenance service contract are not required to have an additional line added to the repair order for the battery. It is expected that the battery will be sent for repair along with the device.
24. OS selection dropdown for Xplore products is now pre-populated.
 - The field to select the required OS version when adding an Xplore product to an RMA now populates with the OS versions available for the specific product.
25. Prevention of adding battery lines to Select (Advanced Exchange) & Fastrack lines.
 - Select & Fastrack units with battery maintenance service will no longer ask the user to add a battery line when covered with battery maintenance service as it does not pertain to these exchange types.

February 10th Release

1. Added support for Zebra's new 2-Way Expedited Shipping service offer.
 - Customers located in countries with collections services availability can now purchase expedited shipping services for both inbound and outbound repair shipments.
 - Please contact your Zebra account representative or partner for more details regarding this new service.
2. Expanded support to include Repair Order creation in most Latin American countries.
 - Users in most Latin American countries can now use the Repair Portal to create repair orders.
 - Please see our Latin American Repair support page for more details:
<https://www.zebra.com/gb/en/support-downloads/request-repair/repair-orders-latam.html>
3. Added functionality on the payment screen to attach Purchase Orders at the line level.

- Users can now select a checkbox on the Payment screen that will allow them to enter a different Purchase Order Number and attach a specific Purchase Order document for each unit on the repair order.
4. The Order Confirmation email has been translated in some local languages.
 - German, Spanish, Portuguese, Hebrew, Dutch, Japanese, Korean, Thai and French are now available. The remaining languages supported by the repair portal will have the Order Confirmation email translated in an upcoming release.
 5. The Bulk Load template has been updated to handle errors caused by some special characters.
 - Some users experienced errors when entering special characters such as dashes “-”, commas “,”, etc. or when using certain local language characters in the Bulk Load template and importing repair data into the repair portal. The new template will now translate these special characters into similar characters that will not generate errors and allow the data import to continue properly.

2019 Repair Portal Releases

November 11th Release

1. The Repair Portal is now available for repair order creation for most countries in Latin America.
 - For additional details please visit our LATAM repair transition site: <https://www.zebra.com/repairexperienlatam>
 - Quotations for per incident (billable) repairs will now be provided at the time of order creation.
 - Diagnostic/Handling fees disclaimers have been added to the order creation process and must be agreed to submit orders.
 - A schedule collections checkbox has been added on the Add Products screen to allow users to specify if they would like to have collections arranged by Zebra for units covered with collections entitled service contracts.
2. Addition of multi-line PO handling has been added to the Payment screen.
 - Users with financial accounts having payment terms can now submit individual PO numbers and PO files for each item in their repair order.
3. Support for Zebra’s new 2-way Expedited Shipping service has been added.
 - Users with service contracts entitled for the 2-way expedited shipping service can now arrange collections directly in the repair portal.

August 12th Release

1. Addition of new logistics carriers in EU and EFTA countries for collections entitled services.
 - UPS, DHL and TNT services have been added to 32 EU and EFTA countries.
 - Users must now enter an estimated shipment value for customs clearance purposes.
 - List of 32 countries: *Austria, Belgium, Czech Republic, Denmark, Finland, France, Germany, Hungary, Ireland, Italy, Luxembourg, Netherlands, Spain, Sweden, Switzerland, United Kingdom, Bulgaria, Croatia, Cyprus, Estonia, Greece, Poland, Portugal, Romania, Slovakia, Slovenia, Iceland, Latvia, Lithuania, Liechtenstein, Malta, Norway*

2. The Bulk Load template is now available in all the repair portal's 18 supported languages.
 - The Bulk Load template (previously only available in English) has now been translated into the 17 additionally supported languages available on the repair portal.
 - The translated templates are available for download on the Bulk Load screen of each respective language.
3. Addition of an OS selection/preference dropdown on the Add Products screen for legacy Xplore products and Zebra rugged tablets.
 - When adding a legacy Xplore product or Zebra rugged tablet to the repair order the user will be prompted to select one of the options from the OS selection dropdown, which includes a "do not reimage" option.
 - This is a mandatory field that must be selected in order to continue processing the repair order.
4. Addition of a Preferred Language setting in the User Settings screen.
 - There is a new dropdown selector to allow users to set their preferred language which will be used to send repair notification emails in the selected language.
5. Resolved an issue in non-English language versions where the contract and warranty end dates did not populate on the Validate Warranty and Entitlement screen.
6. Resolved an issue in non-English language versions where the warranty dispute functionality was not working properly.

May 20th Release

1. Addition of Xplore products.
 - Customers can now gain the benefits of creating and tracking repair orders for Xplore products using the repair portal.
 - Additional benefits include viewing Assets and Contracts, checking entitlement and free inbound shipping labels (North America only) via the repair portal.
 - New Problem Categories and Problem Types have been added on the Add Products screen and Bulk Load template to accommodate Xplore repairs.
2. Updated View Order Details on Payment screen.
 - The order information screen that is displayed when the View Order Details button is clicked on the payment screen has been updated to include details and look more like the standard PO issued for quotations of per incident (billable) repairs.
3. Updated Bulk Load template functionality.
 - The Bulk Load template has been updated to allow for apostrophes (') to be used. This character previously caused issues when uploading repair data to the system.
4. Bulk Load improvements using the Firefox browser.
 - Resolved an issue when downloading the Bulk Load template using the Firefox browser where the file was getting corrupted.

5. Improvements to the Shopping Cart icon on the Add Products screen.
 - Resolved an issue where the Shopping Cart icon on the Add Products screen would disappear when the Remove Product button was clicked after adding a line item to the cart.
6. Improved Validate Warranty and Entitlement screen.
 - In some languages, the warranty end date was not displaying when checking the device entitlement and has been added.
7. Improvements to the Order Status screen.
 - Added Contract Number to the search results table.
 - Added Store Number to the search filter criteria.
8. Updated Date formatting on all screens.
 - The Date formatting on all screens has been updated to a global formatting to alleviate confusion. Example: 20-MAY-2019
9. Updated User Settings screen to include default Shipping Contact.
 - The User Settings screen now includes a setting for the Default Shipping Contact. When this is populated and enabled, all new repair orders will auto-populate the selected contact details.
10. New Shipping message added on the Russian language portal.
 - A new Shipping message has been added to the Order Confirmation screen on the Russian portal with additional shipping instructions for repair orders placed in Russia.
 - i. Для клиентов из России: Zebra предлагает бесплатную доставку в сервисный центр, которую необходимо согласовать с DHL. После получения документа, подтверждающего доставку, свяжитесь с DHL по электронной почте zebra.ekas@dhl.com, чтобы запланировать забор вашего устройства. Прикрепите форму для отправки к вашей электронной почте.
 - ii. For customers from Russia: Zebra offers free shipping to a service center, which must be coordinated with DHL. After receiving the proof of delivery, please contact DHL via zebra.ekas@dhl.com to schedule the pick-up of your device. Attach the form to send to your email.
11. Updated the Add Products screen with a new field EOSL (End of Service Life).
 - When a new line item is added to the order on the Add Products screen, users will see an additional new field called EOSL (End of Service Life) Date. This indicates the date that the product can no longer be repaired. Customers are advised to contact the Helpdesk for additional repair options.
12. Updated the Credit Card Expiration Year dropdown on Payment screen.
 - The Credit Card Expiration Year dropdown on the payment screen has been updated to show only the current year and future years.
13. Improved the Bulk Load functionality when adding a line item without a serial number.

- The Bulk Load functionality has been enhanced when adding a line item without a serial number (product model only). The checkbox for “I don’t have a serial number” will automatically be checked so that the line item fully processes without additional steps.

14. Improved the New Shipping Address creation screen.

- The New Shipping Address screen will now auto-populate the Country field based on the country of the user’s account.
- Shipping addresses have been restricted to only allow the countries in the user’s account region (NALA, EMEA, APAC). If Shipping Addresses outside of the user’s account region are needed, then they will have to have a repair portal access created for an account in that respective region.

15. Improved the Address Fields on the Collections screens.

- The Address Fields on the Collections screen have been improved to warn users when the character length has been reached. Carriers have limitations on these fields and additional characters are removed without warning. We have added the character limitation warnings directly in the repair portal.

16. Improved the Add Products screen for Advance Exchange orders.

- The Add Products screen when used for Advanced Exchange orders has been improved to make the Customer Reference Number field mandatory when this is required by the spare pool setup.

February 18th New Interface

1. Redesigned Home Page

- An Order Status Summary details has been added. The chart highlights the repair orders by status and count information.
- A list of Active Quotes has been added. The user can view his/her list of pending per incident repair quote(s).


2. Bulk Load processing in the background.

- Bulk load now works in the background, allowing Portal users to log out or navigate to other areas of the portal during processing.
- An email notification notifies the user once the load is complete.
- The user can check progress of the bulk load by using the new Bulk Load status field in the Repair Orders tab. Once the bulk load is complete, the status indicates complete or complete with errors, notifying of the ability to proceed with order submission.

3. Account Affiliations Enable One Log-in ID

- Multiple log-in User ID's are eliminated when the user submits repair orders for several of his/her company’s customers.
- User ID's can now be configured with account affiliations, eliminating the need for a user of having a unique log-in per customer.
- The user can request account affiliations beginning late February 2019.

4. Help is available at Each Step Along the way

- In-Context Help is accessible by the user from every page within the Repair Order Portal.
- The user can access Help from the lower right-hand corner of the screen to display job aides and training guides pertaining to the current page.
- Key fields now have detailed information to guide the user selection. To know more about a field or value, the user can find an info icon  to access additional information.

5. A Simplified Collection Process

- For users with collections as part of their contract, requesting collection after repair order submission has been simplified.
- Available pick-up times for the carrier are now automatically calculated based on the pick-up information the user provides. Additionally, the user can review his/her collection details in the Repair Details screen. The user just needs to search for the repair order to view the collection information.

6. Streamlined design

- The Portal navigation has been simplified
- The Search capabilities have been enhanced. The user can perform simple and advanced search filters with improved performance.

7. Shopping cart number

- A shopping cart number is assigned to the Portal user who creates a new repair order.
- Once the cart is successfully submitted, a repair order number is generated and displays on the Order Confirmation screen.
- The user can save his/her carts and access them later from the Repair Orders tab.
- Cart IDs allow the user to easily lookup his/her devices in the cart.

8. Payment Screen

- The user can select from multiple bill-to addresses in the payment screen while he/she completes the payment for a per incident repair order. The user account must contain multiple billing addresses to use this feature.
- If the user company bill-to address is not available, the user can create a new one in the payment screen billing address section.
- The user can change the default billing address in the User Preferences settings.
- For EMEA accounts, a VAT is required for billable per incident repairs and will be requested if it does not exist on the account record.

2018 Repair Portal Releases

November 12th Release

1. Parts Holds and Due Dates.
 - a. A new field has been added that now provides **Parts Due Date** for orders that are on hold awaiting the arrival of part(s).
 - b. Parts Due Date information is also now reflected in email status notifications.
2. Notifications
 - a. A new job aid ("[Setting Repair Email Notification Preferences](#)") has been created to help Portal users understand their email options when selecting User Preferences. The job aid is posted in the [Resources and Training](#) ... The User Preferences job aid has been updated to reflect these notifications.
 - b. cross-reference the other ways repair status can be obtained, particularly via the Portal, and also on the [Support Dashboard](#).
3. Database clean-up efforts
 - a. Portal Users may see duplicate contacts and shipping addresses. If they wish to have any removed, they need to contact the [Repair Help Desk](#).
 - b. Portal Users might see repair orders that they have not created. This means that 2 accounts which belong to their company have been merged. They can go to the User Preferences Tab to use the filter function. They can choose to view only the repair orders that you saved or submitted.
 - c. Portal Users may see additional assets and contracts. To change the display of assets or contracts on those screens, they can filter and sort by several attributes.
4. Effective November 12, 2018, Zebra is pleased to announce another in a continuing set of enhancements to our Zebra Services portfolio with capabilities for Zebra printers for customers in Europe, the Middle East, Africa, and Asia-Pacific countries. **Repair Orders for Printer Products** can now be created in the Repair Order Portal.

July 16th Release

1. Effective **July 16, 2018**, customers in the U.S., Canada, and Mexico can now create **repair orders for Printer Products** using the Repair Order Portal.
 - a. The Repair Order Portal is already the approved method for submitting repair authorization requests for Mobile Computing and Scanning Products in North America, EMEA, and APAC.
 - b. The Portal is not yet available in Mexico for Mobile Computing and Scanning Products, or in Latin America or for Printer repairs.
 - c. The Portal will be available for **Printer repairs in EMEA and APAC in November 2018**.
2. To support the introduction of Printer products:
 - a. **Printer Product Models and Problem Types** have been added.
 - b. The **Bulk Load Template** has been updated to accommodate Printer Products.
 - c. **Shipping Labels** have been updated to include Printer Product-specific details.

3. A new compliance message related to the new **EU General Data Protection Regulation (GDPR)** has been added. Users will need to read Zebra's terms and conditions of use, and click the "Accept and Continue" button to indicate agreement, before proceeding.
4. An issue that allowed for **Duplicate Repair Orders** to be created for the same device has been resolved. If a device serial number is already part of a Saved Cart or Open Repair Order it cannot be added to a New Repair Order.
5. An issue with the **Price Quotation** screen sometimes showing blank values has been resolved.
6. An issue with **Shipping Addresses not displaying properly** for accounts configured to have blank Shipping Addresses when creating a Repair Order.

April 22nd Release

1. Zebra OneCare **Customers in EMEA who have purchased optional Collections Services** will notice that the ship-to address on the provided shipping labels will change, and inbound-to-depot shipping times will usually be reduced by up to a day. This is because repair orders with the OneCare Collections option in Europe will now bypass local country consolidation points and ship directly to our Zebra repair center.
2. Several new features make the Bulk Load process even easier for larger orders:
 - Users may now **add and delete individual device lines** after uploading a bulk order.
 - For devices entitled with **Battery Maintenance Service**, the Bulk Load function will now **automatically add a battery line** for these units. The Shipping Manifest will contain this information as a convenient reminder that you may want to (but are not required to) include the entitled batteries for maintenance check. Please follow the appropriate instructions whenever shipping batteries.
 - **Problem Description** information entered by users and uploaded into the Bulk Load template is now displayed directly on the Bulk Load screen for convenient reference.
3. The Repair Order Details screen now displays the **Scheduled Collection Information** (pickup address, date and time, carrier, etc.) for a convenient, all-in-one-place view of order details.
4. The process for selecting a Problem Type has been simplified and streamlined on the Add Products screen. Problem Types are now grouped into a short, intuitive, **drop-down list of Problem Categories**, which will reduce the need to scroll through a long list of Problem Types when adding units to your cart. The Additional Problem Type has been removed.
5. For easier shipment tracking for customers whose repair order contains a single device, the **Serial Number and Part Number** will now be **printed on the provided shipping label**. Repair orders with multiple units will not have sufficient space to display this information on the shipping label.
6. The Contract screen now contains additional information to provide **End Customers** with greater visibility to their coverage status.
7. The shipping address selection process has been simplified. When displaying a pop-up list of a company's locations to choose from, the address information has been sequenced to **now show the most commonly used information to the left**, reducing the need for horizontal scrolling.
8. The process for Carrier Selection for International Collections has been improved. The Shipping Label screen now supports carrier modification **when the bill-to country and ship-to country differ**.

9. **Multiple Shipping Labels** are now generated when a repair order includes devices that will be repaired by (and shipped to) different repair centers.
10. The **Customer Reference Number** now auto-populates correctly for each unit included in a repair order.
11. Translation improvements have been made on the **Czech, French, Portuguese and Thai** versions of the Portal.

February 19th Release

1. The **Bulk Load** functionality has been changed to add line items to the **Cart** even if the serial number of the asset is not found in the system.
2. Updated and organized the data fields on the **Order Status** search results screen for better visibility.
3. Added a mandatory confirmation checkbox to the Zebra terms and conditions disclaimer acknowledgement on the **Review Order** screen.
4. Added a “View Details” button export feature to the **Payment** screen to allow users to download or print order information before order submission.
5. Added **order service center cutoff time** information to the **Add Products** screen for Advance Exchange and Accessory order creation.
6. Added a **reset button** to the **Pickup/Collection** screen to quickly restore default values.
7. Added **pickup/collection** information to the **Repair Order** details screen.
8. Enabled **hyperlinks** for the asset serial numbers on the **Contract** details screen to allow for easy navigation to the **Asset** details screen.
9. When using the **Bulk Load** functionality, Advance Exchange line items will **auto-populate** the Request Type as **Standard**. Request Types can be changed by returning to the **Add Products** screen and selecting the line item.
10. Resolved an issue on the **Payment** screen preventing some users from processing **credit card** payments.
11. Added additional fields in the **Order Details** screen to display the **repaired fault information** after the repair has been completed.
12. Updated exclusions on the **Quotation** document.
13. Ability for users with Administration privileges to create Shipping Contacts and Shipping Addresses for their account. Non-Administrator users for the same account have this functionality disabled.
14. Additional **Problem Types** added to the dropdown selection for **Camera, Cradle and Trigger** issues.
15. Added messages to prompt users for mandatory configuration fields when adding **Advance Exchange** line items to the cart on the **Add Products** screen.
16. Added an additional field to display **Job Type** entitlement if a duplicate serial number is detected when adding products to the cart.
17. Resolved an issue with **internet browser cache clearing** that caused some users to have difficulties displaying the Repair Order Portal properly.

2017 Repair Portal Releases

October 14th Release

1. The number of hours needed by the courier before a pickup can be scheduled has been added to the **Collections scheduling page**.
2. An issue with **Pickup Dates** not displaying properly on the **Collections page** for service in Ireland has been resolved.
3. **Advance Exchange units** requiring **additional kit and configuration info** are now prompted with a message if the user has not entered those details.
4. **Bulk Load** displays a message when the processing of all units has completed.
5. The processing time for **Bulk Load** orders has been improved.
6. Additional validation has been implemented to prevent **duplicate order** creation.
7. Users can **edit** an **existing contact's phone number** without having to create a new contact or seek assistance from the helpdesk.
8. An issue with **End Customers** not seeing their **service contracts** on the **Contracts page** has been resolved.
9. An issue with **slow loading time** when the **Pick Product button** is selected has been resolved.
10. A feature to **disable** the creation of **new Shipping Addresses** for selected accounts has been added to the backend repair system. This can be **enabled** by sending a request to your **regional non-technical helpdesk**.
11. The **Order Status page** has been updated to show the **order submitted date**.
12. The ability to **add the County** for **Billing Addresses** has been added when creating a **new Billing Address** in the system (applies only to US addresses).
13. Added several **enhancements** to the **Collections scheduling page** to improve usability.
14. Added functionality to allow **line items in the cart** to be **sorted by line number** when creating a new repair order.
15. Ability to send the order details to **multiple secondary contacts** by adding a **comma “,”** between email addresses when using this feature on the **Order Details page**.
16. Enabled the **Outbound Tracking Number** in the **Order Status page** to display as a **hyper-link**. When selected, it will open a new tab in the user's browser and redirect to the **courier's shipment tracking site** to display the **tracking information**.
17. Added a note to the **Repair and Accessory Order pages** to notify users that the orders will **automatically expire** if the units are **not received within 30 days**.
18. There is an additional setting added to the **User Preferences tab** for setting the repair order email notifications sent to the user. The choices are **All, Exceptions or None**.
19. Six (6) additional Portal interface languages are now offered – **Portuguese, Thai, Japanese, Russian, Hebrew** and **Korean**. These are included in the Login drop-down list on the [Request a Repair](#) page on Zebra.com.

August 19th Release

1. There are 2 additional settings added to the **User Preferences** tab for viewing only the saved carts or repair orders that the user has created. The default setting is to show all saved carts or repair orders created for the company's account.
2. The **Review Order** screen has the "Next" button updated to display "Confirm" if there are no billable items in the order. Previously this button only displayed "Next" when all units are entitled and the **Payment** screen step is bypassed.
3. The message that is displayed on the **Order Confirmation** screen has been updated. The text has been reformatted and some additional lines removed so that it displays properly.
4. The headers on the **Shipping Details** screen have been updated to clearly state that this is **Return Shipment** information. The headers are "Shipping Contact", **Return Shipping Address** and "Return Shipment Details".
5. A "Save" button has been added to the **User Preferences** tab to confirm changes made to the settings.
6. Translation corrections have been made to the **Polish, Turkish and Arabic** language versions.
7. Two (2) additional Portal interface languages are now offered – **Czech** and **Swedish**. These are included in the Login drop-down list on the [Request a Repair](#) page on Zebra.com.

July 15th Release

1. Three (3) additional Portal interface languages are now offered – Turkish, Arabic, and Polish. These are included in the Login drop-down list on the [Request a Repair](#) page on Zebra.com. Seven (7) more languages are scheduled for release in 2017.
2. **Performance issues** that were creating unusually long page load times have been resolved for EMEA users who requested the **Collection option** for their repair.
3. The **popup window** that displays when the portal user hits the "Save & Exit" button now includes a prompt to either return to complete an order, save the cart and exit to complete later, or cancel exiting. Also, exiting a completed order generates a popup that displays the Repair Order Number.
4. When a user clicks the "Save and Exit" button at the bottom of the page, the popup window text now includes the **Order Number** with the reminder that the order has been saved but not yet completed / submitted.
5. On the Add Products tab, for billable orders, the **quoted price does not (and should not) include sales tax**. The explanatory text at the bottom has been modified (in all portal languages) to clarify that service charges are subject to applicable local taxes; and the quoted flat rate price reflects the repair charge (which may be lower or higher than the quote, based upon the failure determined by the Service Center), but does not include estimated sales tax, which will be applied at the time of final billing.
6. On the Repair Orders tab, customers who have a **repeat repair** now have another option to explain the return of their device. Within the Dispute section, "Repeat Repair" has been added to the drop-down list for Dispute Reason. Selecting this option displays a required field to enter the "Last Repair Order Number."
7. On the Add Products tab, users are now able to **use additional fields to sort line items** that have been added to their order cart. Sorting is possible on any of the completed fields, including order entered, serial #, product, job type, exchange type, repair center, and entitlement, as well as other displayed fields.

8. Users who select the **Dispute Repair Center** check box may now add an explanation for the dispute in a new "**Additional information**" text box.
9. On the Add Products tab, customers who provide a serial number no longer need to provide the product model. If a user checks the "I don't have Serial #" box, the **Product Name** box appears, and users may enter (or search to identify) the appropriate product model information.
10. A **line item counter** has been added to the **Add Products** and **Review Order** screens to have better visibility when creating repair orders.

June 10th, 2017 Release

The following features and fixes are included in our most recent release, as well as other minor improvements:

- A **Select Language option** has been added to the upper-right portion of the Home tab. This enables users to change to a different portal language from among the list of currently available portal languages. Additional languages are being added over the next several calendar quarters, and these enhancements will be announced in future updates to this document (and via other promotional means).
- The Home tab now includes **convenient links to support information**. The new "Access Repair Portal FAQs, Training, and Quick Guides" directs users to training and other information resources for the most common questions and needs. An additional link to customer support ("Contact the Repair Support Team") takes users to a list of region- and country-specific phone numbers – when users need assistance with more complex issues. A future release will add a dedicated Help tab with additional support information.
- A new tab for **User Preferences** has been added to the main portal screen.
- On this tab, users may now **select a Default Shipping Address** for future repair orders, which previously defaulted to the bill-to address for an account. Users may select from the existing default address or create a new address. (See *Return Shipment Details* below for information on overriding single orders.) To edit an existing address, please contact Zebra's Repair Support Team for assistance.
- **Time Zone can now be user-specified**, as well, on the User Preferences tab. This feature allows users to override the default GMT time zone. When a user-specified time zone is selected, this new time zone will be reflected as the 'created date' and time for future repair orders.
- A new **Return Shipment Details** section has been added on the Repair Orders tab. Users who wish to specify a preferred shipping carrier for the return of devices may now use these data fields to enter their instructions, including carrier, shipping method, and their shipping account number. If the section is left blank, Zebra will select from its usual carriers for return shipments.
- The **Shipping Details** section on the Repair Orders tab will now be pre-populated with the Default Shipping Address provided on the User Preferences tab (see above). To override this default address for a single order, select the desired address from the drop-down list of addresses, or enter a new one.
- On the Order Status tab, you can now see **additional repair status details**. New fields – Fault, Action, and Remedy – have been added to provide information about the repair-related work performed for a device. Also new with this release are Exchange Type, Outbound Serial Number (for an exchange, which will reflect the serial number for any swapped or replacement device), Return Date (when a device was shipped from Zebra). These and other fields will be resequenced in a future release to more closely cluster related information.
- To eliminate confusion, the list price for a repair is no longer displayed in the Portal on any tab or screen. **Only the Net Price is now visible.**

May 20th, 2017 Release

The following features and fixes were included in this release, as well as other minor improvements:

- **'Leading S' Serial Numbers** may now be processed in the Portal without modification or workarounds.
- Repair orders for End of Service Life products may now be processed using 'bulk load' functionality.
- The **Bulk Upload** screen has been modified to simplify adding of items into the cart. Additionally, the sequence in which items are displayed has been changed to show items that require attention first.
- Occasional issues with **screen display speed** have been resolved, which significantly reduce the time to display search results and order details, transition between order screens, and bulk load items.
- An issue with some sessions **timing out** has also been resolved.
- The **Cancel button** has been removed from the review order screen. This option created confusion and accidental cancellation of saved orders. A new option will be designed for replacement.
- Search results on the **Order Status** and **Repair Orders** screens now have additional fields of information. Results display 'created by' and 'ship address' information to help users identify who within their company logged a request, as well as the shipping location (store, etc.).
- When a user does not have the serial number for a device, a product model is required. The drop-down **list of product models** to choose from has been significantly simplified.
- The Request for **Pickup or Collection process** now includes additional mandatory fields and validations to ensure full information is available for scheduling with carriers (FedEx, TNT, etc.).
- The **Customer Reference Number** field has been added to the Add Products screen to enable adding of this information at the same time as the serial number, rather than in a separate step.
- The character limit on the **Validate Warranty and Entitlement** tab has been increased from 300 to 3000 characters, which should allow for entry of up to 200 serial numbers.
- Users can now **export search results** directly from the Validate Warranty and Entitlement screen.

Early May 2017 Releases

- Immediate after launch on May 1, the addition of **concurrent user capacity** eliminated issues with users being unable to log in during peak usage hours.
- **End of Service Life (EoSL)** repair orders were enabled.
- Additional server capacity and other **performance improvements** increased system speed.