

GETTING STARTED GUIDE

Submitting Repair Orders for iPad,
MacBook, and Chromebook Repairs.



AGiREPAIR
Mobile Device Solution Experts

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CREATE SCHOOL ACCOUNT

To begin placing work orders for your repairs, please create an account (if you've already created an account, please skip this step and log in).

- Go to: www.agirepair.com.
- Click: [Log In / Create Account].
- Click: [Don't have an account? Click here to create one.](#)
- Fill out new account information and click submit.
- After your account is verified, you will receive an email confirmation that your account is now active.



Log In?

Log in to your account to start a new repair, check the status of an existing repair, or view pricing.

*Email:

*Password:

Forgot your password? Have it reset.

[Don't have an account? Click here to create one.](#)

CREATE A REPAIR WORK ORDER


After logging into your account, you will now have the ability to submit work orders.

- Click on the [Device Repairs](#) tab located at the top of the page.
- Click on the needed repair service (Ex: iPad).
- Add needed repair(s) to shopping cart by clicking [Add](#).


[Back] [Log In / Create Account]

Repair Services


AG iRepair has established itself as an industry leader in the repair of Apple devices and components, providing repair services for businesses and educational systems throughout the United States.




iPod




iPhone




iPad



MacBook



Chromebook



Samsung


iPad 2	Glass/Digitizer Repair	\$99.00	Add
iPad 2	LCD Repair	\$109.00	Add
iPad 2	Glass/Digitizer and LCD Repair	\$159.00	Add
iPad 2	Battery Repair	\$79.00	Add
iPad 2	Charging Port Repair	\$69.00	Add
iPad 2	Head Phone Jack Repair	\$69.00	Add

CREATE A REPAIR WORK ORDER

A display box will appear that will allow you to select the quantity of repairs.

- A second box will appear where you can input optional information for your devices such as **serial number**, **item reference**, and **item comments**.
- **Passcode:** Please provide the passcode for any device that is not unlocked. This is necessary for us to perform a full diagnostic and final QC check after the repair is completed.
- When finished, click on the **shopping cart icon** to checkout.

Add REPAIR-IPAD2-GLASS



Item Number: REPAIR-IPAD2-GLASS
Description: Glass/Digitizer Repair
Quantity: 10
Unit Price: 99.00
Ext Price: 99.00

Next ->

Add REPAIR-IPAD2-GLASS

Serial Number	Item Reference	Item Comments	Passcode*
SDMQHWLZNSJ8Y	S. Stewart Marion MS	Cracked Screen	4403
SDMPHVKFLDSY7W	A.Smith Bellmar MS	Cracked Screen	7856

***If device is locked, the passcode is needed to test full functionality of repaired devices, and to ensure repairs are completed successfully.**

Save

CREATE A REPAIR WORK ORDER

- An order information box will appear, allowing you to verify all entered information.
- Utilize the paper/pencil icon to edit and the red "X" to delete, if any changes need to be made to your line items.
- Incoming and return shipping methods will be defaulted to free ground shipping.
- Other shipping options are available at an additional cost if a faster shipping service is needed.
- Enter your PO Number.
- Enter any necessary Order Comments.
- Click the Checkout Button.

Order Information

Order Details

Work Order Number Pending Submission
Work Order Date Pending Submission
Invoice Number Pending Completion
Status

Incoming Ship Method
Return Ship Method
[Calculate Shipping Options](#)

Number of Labels

PO Number

Order Comments \ Coupon Code

Bill To Location

AG iRepair
220 Huff Ave.
Suite 500
Greensburg, PA 15601 US
Attn: Alaina Bilsky

Return Shipping Location

AG iRepair
220 Huff Ave.
Suite 500
Greensburg, PA 15601 US
Attn: Alaina Bilsky

10 Line Item(s)								
Item Number	Description	Qty	Unit Price	Ext Price	Serial Number	Client Reference	Comments	
REPAIR-IPAD2-GLASS	Glass/Digitizer Repair	1	\$99.00	\$99.00	SDMQUH	S. Stewart	Cracked Screen	
REPAIR-IPAD2-GLASS	Glass/Digitizer Repair	1	\$99.00	\$99.00	SDMQIH	A. Smith	Cracked Screen	
REPAIR-IPAD2-GLASS	Glass/Digitizer Repair	1	\$99.00	\$99.00	SDMQYH	B. Brown	Cracked Screen	

CREATE A REPAIR WORK ORDER

After clicking checkout, if you have ten or more repairs in your cart, a dialog box will appear for confirmation of the number of shipping labels needed.

- The number of labels will default to 1. If you are only shipping 1 box, click **Yes** to confirm that you will only need 1 shipping label.
- If you have more than 1 box, click **No** and enter the correct number of labels in the **Number of Labels** field. The number of free shipping label(s) will print for the number of labels entered.
- If your cart has 9 or less repairs, a dialog box will not appear assuming you are only shipping 1 box and only need 1 shipping label.
- When finished, click **Checkout**.

Order Information

Order Details

Work Order Number Pending Submission
Work Order Date Pending Submission
Invoice Number Pending Completion
Status

Incoming Ship Method Ground (Free) ▼
Return Ship Method Ground (Free) ▼
Calculate Shipping Options

Number of Labels 1

PO Number
Order Comments \ Coupon Code

10 Line Item(s)

Item Number	Description	Quantity	Price
REPAIR-IPAD2-GLASS	Glass/Digitizer Repair	1	
REPAIR-IPAD2-GLASS	Glass/Digitizer Repair	1	
REPAIR-IPAD2-GLASS	Glass/Digitizer Repair	1	\$99.00

Number of Labels Confirmation

You have entered 1 for the "Number of Labels" field. There are 10 items in your cart. You will receive 1 label per box. Please try to safely package as many devices as you can in each box.

Are you sure that you have enough shipping labels?

Yes No

Delete Order Continue Shopping Get Quote **Checkout**

CREATE A REPAIR WORK ORDER

- After checking out, you will receive confirmation that your work order was submitted.
- The confirmation details your [Work Order Number](#).
- The work order traveler, along with your shipping label(s), will automatically appear and prompt you to ship them.
- If the documents do not automatically appear due to certain computer settings, please use the [print friendly work order traveler](#) and [print friendly shipping label](#) options in the upper right hand corner to print.

Your work order has been submitted to AG iRepair.

[print friendly work order traveler](#)
[print friendly shipping label](#)

Order Information

Work Order Number 016881
Order Date 2015-09-02 11:34:15
Purchase Order Number 12345
Order Comments Example

Line Items

Item Number	Description	Qty	Unit Price	Ext Price	Serial Number	Client Reference	Item Comments
REPAIR-IPAD2-GLASS	Glass/Digitizer Repair	1	\$99.00	\$99.00	SDMQLH	S. Stewart	Cracked Screen
REPAIR-IPAD2-GLASS	Glass/Digitizer Repair	1	\$99.00	\$99.00	SDMQIH	A. Smith	Cracked Screen
REPAIR-IPAD2-GLASS	Glass/Digitizer Repair	1	\$99.00	\$99.00	SDMQYH	B. Brown	Cracked Screen
REPAIR-IPAD2-GLASS	Glass/Digitizer Repair	1	\$99.00	\$99.00	SDMWIS	D. Ford	Cracked Screen
REPAIR-IPAD2-GLASS	Glass/Digitizer Repair	1	\$99.00	\$99.00	SDMQAD	M. Pearson	Cracked Screen
REPAIR-IPAD2-GLASS	Glass/Digitizer Repair	1	\$99.00	\$99.00	SDMIKH	P. Davis	Cracked Screen

Shipping Information

Please ship all items to:
AG iRepair
220 Huff Avenue, Suite 500
Greensburg, Pa 15601

Please include this work order traveler with your shipment(s). If you need to reprint the work order traveler or the shipping label(s), please click the print friendly version at the top of the page.

CREATE A REPAIR WORK ORDER

- Once you have printed your work order traveler and free shipping label(s), include the work order traveler in the box with your securely packaged damaged devices and attach the free shipping label(s) to your box.

AGIREPAIR
AGiRepair
A Division of AssetGenie, Inc.
220 Huff Avenue, Suite 500
Greensburg, PA 15601
(724) 838-1170
(724) 838-1179 Fax

SOLD TO: **ALAINA BILSKY**

Work Order Traveler

CUSTOMER NUMBER	ORDER DATE	WO NUMBER
ALAINABILSKY	2015-09-02	AGWO16881

SHIP TO: **AG iRepair**
Alaina Bilsky
220 Huff Ave.
Suite 500
Greensburg PA 15601 US
(724) 838-1170 ext 155

WORK ORDER NUMBER	PURCHASE ORDER NUMBER		TERMS	SALES REP			
AGWO16881	12345		Net 30	JB1			
QTY	PART NUMBER	DESCRIPTION	SERIAL NUMBER	CLIENT REFERENCE	COMMENTS	UNIT PRICE	AMOUNT
1	REPAIR-IPAD2-GLASS	Glass/Digitizer Repair	SDMQLH	S. Stewart	Cracked Screen	\$99.00	\$99.00
1	REPAIR-IPAD2-GLASS	Glass/Digitizer Repair	SDMQIH	A. Smith	Cracked Screen	\$99.00	\$99.00
1	REPAIR-IPAD2-GLASS	Glass/Digitizer Repair	SDMCYH	B. Brown	Cracked Screen	\$99.00	\$99.00
Order Comments:						SUBTOTAL	\$1023.82
						SALES TAX	
						GRAND TOTAL USD	\$1023.82

REPAIR SUMMARY:
10 REPAIR-IPAD2-GLASS
10 Total

ALAINA BILSKY
724 838 1170
220 HUFF AVE
GREENSBURG PA 15601
10 LBS
1 OF 1

SHIP TO:
AG iREPAIR
220 HUFF AVENUE
SUITE 500
GREENSBURG PA 15601

PA 156 9-20

UPS GROUND
TRACKING #: 1Z 3E3 92F 03 9029 1502


BILLING: P/P


Prod No.: AGWO16881x1


AGWO16881x1

CREATE A REPAIR WORK ORDER

- You will also receive an [email confirmation](#) of your submitted work order.

 Wed 9/2/2015 12:34 PM
services@assetgenie.com
AG iRepair New Work Order (#016881) AG iRepair: iPad

To: Alaina Bilsky
Cc:  agirepair_orders@agirepair.com

 If there are problems with how this message is displayed, click here to view it in a web browser.

[Bing Maps](#)

Customer Name: Alaina Bilsky
Email: alaina@agirepair.com
Address: 220 Huff Ave. Suite 500 Greensburg, PA 15601
Phone: 724-838-1170 X155
Work Order Number: 016881
Order Date: 09-02-15
Selected Shipping Method: Ground
Purchase Order Number: 12345
Account Rep: Jeremy Bilsky
Order Comments:

Total Repairs: 10

REPAIR-IPAD2-GLASS x 10

Item Number	Description	Qty	Unit Price	Ext Price	Serial Number	Client Reference	Item Comments
REPAIR-IPAD2-GLASS	Glass/Digitizer Repair	1	\$99.00	\$99.00	SDMQUH	S. Stewart	Cracked Screen
REPAIR-IPAD2-GLASS	Glass/Digitizer Repair	1	\$99.00	\$99.00	SDMQIH	A. Smith	Cracked Screen
REPAIR-IPAD2-GLASS	Glass/Digitizer Repair	1	\$99.00	\$99.00	SDMQYH	B. Brown	Cracked Screen

CREATE A REPAIR WORK ORDER

- The Order Manager Customer Portal allows you to view the status of submitted work orders, edit work orders that are pending submission, cancel submitted work orders that have yet to ship, convert repair quotes into work orders, check the status of your repairs, etc.

The screenshot displays the AGIREPAIR Order Manager interface. At the top, there is a navigation bar with links for DEVICE REPAIR, EDUCATION, SERVICE PARTS, ABOUT US, and SUPPORT. A 'CREATE ACCOUNT' button is visible in the top right corner. Below the navigation bar, the 'Order Manager' section is active, showing '10 item(s)' and the user's account information: 'Account: alaina@agirepair.com'. There are links for 'view account', 'administration', and 'logout'. The interface includes filters for 'Work Order Date Range' and 'Filter on:'. A table lists work orders with columns for Work Order Number, Work Order Date, Status, PO Number, and Action. The first work order is 019489, dated 10-29-2015, with a status of 'Awaiting Receipt' and a PO Number of 86109. The table also shows a 'Pending Submission' row with an 'Edit / Submit' button and a 'View' button for the first work order.

AGIREPAIR

DEVICE REPAIR ▾ EDUCATION ▾ SERVICE PARTS ABOUT US SUPPORT ▾

CREATE ACCOUNT

LOG IN

Order Manager 10 item(s) | Account: alaina@agirepair.com [view account] [administration] [logout]

Work Orders Invoices Other

53 order(s) found

Work Order Date Range:

Filter on:

Select Account: All Accounts ▾

Search by: All ▾ Search:

Work Order Number	Work Order Date	Status	PO Number	Action
Pending Submission				Edit / Submit
019489	10-29-2015	Awaiting Receipt	86109	View
		Received		
		In Progress		
		Completed		
		Completed		
		Tracking #	1ZE9070W0340362927	

CREATE A REPAIR QUOTE

You have the ability to create your own repair quote for pricing and PO generation, if needed, prior to submitting your work order.

- Add needed repairs, as previously discussed on page 4.
- When finished, click the [shopping cart icon](#), and the [order information box](#) will appear.
- Click the [Get Quote](#) option to automatically open or save your repair quote.
- If the repair quote does not automatically open due to computer settings, please use the [print friendly quote option](#).

Order Information

Order Details	Bill To Location	Return Shipping Location
Work Order Number: Pending Submission Work Order Date: Pending Submission Invoice Number: Pending Completion Status: Incoming Ship Method: <input type="text" value="Ground (Free)"/> Return Ship Method: <input type="text" value="Ground (Free)"/> Calculate Shipping Options Number of Labels: <input type="text" value="1"/> PO Number: <input type="text"/> Order Comments \ Coupon Code: <input type="text"/>	AG iRepair 220 Huff Ave. Suite 500 Greensburg, PA 15601 US Attn: Alaina Bilsky	<input type="text" value="AG iRepair"/> 220 Huff Ave. Suite 500 Greensburg, PA 15601 US Attn: Alaina Bilsky

Description	Qty	Unit Price	Ext Price	Serial Number	Client Reference	Comments
REPAIR-IPAD2-GLASS Glass/Digitizer Repair	1	\$99.00	\$99.00			

[Delete Order](#) [Continue Shopping](#) [Get Quote](#) [Checkout](#)

Your quote is ready. [print friendly quote](#)

Quote Information

Quote Number: 029917
Purchase Order Number:
Order Comments:

Quote Line Items

Item Number	Description	Qty	Unit Price	Ext Price	Serial Number	Client Reference	Item Comments
REPAIR-IPAD2-GLASS	Glass/Digitizer Repair	1	\$99.00	\$99.00			

CREATE A REPAIR QUOTE

- Once you open or save your repair quote, it will look like the example below.

AGiREPAIR

AGiRepair
A Division of AssetGenie, Inc.
220 Huff Avenue, Suite 500
Greensburg, PA 15601
(724) 838-1170
(724) 838-1179 Fax

Quote

CUSTOMER NUMBER	ORDER DATE	QUOTE NUMBER
ALAINABILSKY	2015-09-02	29917

SOLD TO: **ALAINA BILSKY**

SHIP TO: **AG iRepair**
Alaina Bilsky
220 Huff Ave.
Suite 500
Greensburg PA 15601 US
(724) 838-1170 ext 155

SALES QUOTE NUMBER	PURCHASE ORDER NUMBER	TERMS	SALES REP
29917	REPAIR QUOTE 2015-09-09	Net 30	JB1

QTY	PART NUMBER	DESCRIPTION	SERIAL NUMBER	CLIENT REFERENCE	COMMENTS	UNIT PRICE	AMOUNT
1	REPAIR-IPAD2-GLASS	Glass/Digitizer Repair				\$99.00	\$99 00
1	SHIPPING-INCOMING	Free Ground Shipping				\$0.00	\$0 00
1	SHIPPING-RETURN	Free Ground Shipping				\$0.00	\$0 00
						SUBTOTAL	\$99 00
						SALES TAX	
						GRAND TOTAL USD	\$99 00

Pricing is subject to change.

CREATE A REPAIR QUOTE

By using the **Order Manager**, you can convert repair quotes into a submitted work order.

- Click on the **Order Manager** tab.
- Choose **Filter on: Quotes**.
- Choose the correct quote and click **Edit/Submit**.
- The **Order information** box will appear, click **Submit Order Using Quote**.

Order Manager

5 order(s) found
Filter on: Quotes Search by: All Search: Clear

Work Order Number	Work Order Date	Status	PO Number	Action
Pending Submission			Quote 29917: Pending Submission	Edit / Submit

Order Information

Order Details

Work Order Number: **QUOTE: 29917**
Work Order Date: Pending Submission
Invoice Number: Pending Completion
Status:

Incoming Ship Method: Ground (Free)
Return Ship Method: Ground (Free)
[Calculate Shipping Options](#)

Number of Labels: 1

PO Number:
Order Comments \ Coupon Code:

Bill To Location

AG iRepair
220 Huff Ave.
Suite 500
Greensburg, PA 15601 US
Attn: Alaina Bilsky

Return Shipping Location

AG iRepair
220 Huff Ave.
Suite 500
Greensburg, PA 15601 US
Attn: Alaina Bilsky

Tools

[view quote](#)

1 Line Item(s)

Description	Qty	Unit Price	Ext Price	Serial Number	Client Reference	Comments	
REPAIR-IPAD2-GLASS Glass/Digitizer Repair	1	\$99.00	\$99.00				Delete Order Continue Shopping Update Quote Submit Order Using Quote

CANCEL A SUBMITTED WORK ORDER

By using the [Order Manager](#), you can cancel a submitted work order.

- Click on the [Order Manager](#) tab to view all submitted work orders.
- Choose [Filter on: Work Orders](#) or utilize the [Search by](#) function to [Search by PO Number](#), [Quote Number](#), [Serial Number](#), etc.
- Choose the correct [work order](#) that you would like to cancel, and click [cancel](#).
- A dialog box will appear to confirm the cancellation, click [Yes](#).

The screenshot displays the 'Order Manager' interface. At the top, it shows '24 order(s) found'. Below this, there is a 'Filter on:' dropdown menu set to 'Work Orders' and a 'Search by' dropdown menu set to 'Work Order Number'. A search input field and a 'Clear' button are also visible. The main area contains a table with the following columns: 'Work Order Number', 'Work Order Date', 'Status', 'PO Number', and 'Action'. The table lists two work orders: one with number 016868, date 09-02-2015, status 'Awaiting Receipt', and another with number 016795, date 08-31-2015, and status 'Awaiting Receipt'. A 'Confirm Cancel' dialog box is overlaid on the table, asking 'Are you sure that you want to cancel this order?' with 'No' and 'Yes' buttons.

Work Order Number	Work Order Date	Status	PO Number	Action
016868	09-02-2015	Awaiting Receipt Cancelled	2015-09-02 10:18:07 AM	View
016795	08-31-2015	Awaiting Receipt	12345	View Cancel

CANCEL A SUBMITTED WORK ORDER

- After confirming the cancelled work order, the Order Manager will display the **cancelled work order** notification for your reference. An **email confirmation** will also be sent to you and AG iRepair informing both of us that the work order has been cancelled.


Order Manager

24 order(s) found

Filter on: Search by: Search:


CCSD Shopping Cart #	Work Order Number	Work Order Date	Status	PO Number	Action
12345	016881	09-02-2015	Awaiting Receipt 2015-09-02 12:28:22 PM	12345	View Cancel
12345	016871	09-02-2015	Awaiting Receipt Cancelled 2015-09-02 12:15:18 PM		View
12345	016868	09-02-2015	Awaiting Receipt 2015-09-02 10:18:07 AM Cancelled 2015-09-02 10:32:17 AM		View


Wed 9/2/2015 2:29 PM

 services@assetgenie.com

AG iRepair Cancelled Work Order (#016881) AG iRepair: iPad

To: Alaina Bilsky

Cc:  agirepair_orders@agirepair.com

 If there are problems with how this message is displayed, click here to view it in a web browser.

[Bing Maps](#)

CANCELLED Work Order: 016881

Company Name: AG iRepair
Customer Name: Alaina Bilsky
Email: alaina@agirepair.com
Address: 220 Huff Ave. Suite 500 Greensburg, PA 15601
Phone: 724-838-1170 X155
Work Order Number: 016881
Order Date: 09-02-15
Purchase Order Number: 12345
Account Rep: Jeremy Bilsky
Order Comments:
Total Repairs: 10


VIEW & PRINT INVOICES

- In **Order Manager**, you have the ability to view and print all invoices.
 - **Invoices** - view, save, and print all repair invoices.
 - **Parts** - view, save, and print all invoices for parts purchased.
 - **Other** - view, save, and print all invoices relating to repairs performed that are not found on our website. Example: MacBook Air full-unit repairs.

[Back] 1 item(s) | Account: alaina@agirepair.com [view account] [administration] [logout]

Order Manager

Work Orders **Invoices** Parts Other

 13 order(s) found - Large exports may take several minutes

Invoice Date Range:

Select Account: All Accounts

Search by All Search:


Work Order Number	Invoice Date	Total Invoice Amount	Action
AGWO20324	11/24/15	\$2,805.00	<input type="button" value="View Invoice"/>
AGWO18766	10/28/15	\$2,500.00	<input type="button" value="View Invoice"/>

VIEW & PRINT INVOICES

- An Excel spreadsheet is also available for a more detailed view of all repair and cost data.
- The Excel spreadsheet provides two views:
 - **Summary Tab** - a quick overview of total # of repairs, device type, total invoice, etc.
 - **Details Tab** - an extensive overview of all invoices by line item, each repair performed, the price for each repair, etc.

Order Manager

Work Orders **Invoices** Parts Other

 13 order(s) found - Large exports may take several minutes

Date	School Name	User Name	E-mail Address	Invoice Number	Work Order Number	Customer PO Number	iPad 4	Total Number of Repairs	Total Invoice Amount
11/23/15	Test School	A. Bilsky	alaina@agirepair.com	996306	AGWO20275	323	30	30	\$3,150.00
07/07/15	Test School	A. Bilsky	alaina@agirepair.com	950882	AGWO15237	3460	38	38	\$2,606.00
06/02/15	Test School	A. Bilsky	alaina@agirepair.com	940871	AGWO14243	3441	13	13	\$911.00
06/01/15	Test School	A. Bilsky	alaina@agirepair.com	940058	AGWO14107	3394	11	11	\$1,057.00
									\$7,724.00

Summary | Details | Worksheet | +

Date	School Name	User Name	E-mail Address	Invoice Number	Work Order Number	Customer PO Number	Repair Performed	Price
11/23/15	Test School	A. Bilsky	alaina@agirepair.com	996306	AGWO20275	323	REPAIR-IPAD4-GLASS	\$85.00
11/23/15	Test School	A. Bilsky	alaina@agirepair.com	996306	AGWO20275	323	REPAIR-IPAD4-LCD-AND-GLASS	\$135.00
11/23/15	Test School	A. Bilsky	alaina@agirepair.com	996306	AGWO20275	323	REPAIR-IPAD4-LCD-AND-GLASS	\$135.00
11/23/15	Test School	A. Bilsky	alaina@agirepair.com	996306	AGWO20275	323	REPAIR-IPAD4-LCD-AND-GLASS	\$135.00
11/23/15	Test School	A. Bilsky	alaina@agirepair.com	996306	AGWO20275	323	REPAIR-IPAD4-LCD-AND-GLASS	\$135.00

Summary | **Details** | Worksheet | +

ADDITIONAL HELPFUL INFORMATION

- You can submit multiple repairs per work order. However, we ask that you include the work order traveler with every box you are shipping to us.
- Any personnel at both the district office and school locations that will be placing work orders should create their own AG iRepair account.
 - The district level contact will have a master account. All work orders placed for all schools associated with the district can be easily managed and kept track of with this account.
 - School accounts will only show information pertaining to that specific login.

CONTACT US

We are here to help! Please contact us if you have any questions or need further assistance.

Alaina Bilsky

Educational Business Development

alaina@agirepair.com

1-888-325-5713 x155

www.agirepair.com

AGiREPAIR
Mobile Device Solution Experts