

PDF Assembly

Paged PDF

Print to the Adobe PDF printer to generate the paged PDF.

Choosing a binding edge

This document is set up assuming **Left** binding edge when booklet folding the jackets. Depending on your tech bench layout, you may choose to mirror this:

Choose **Left** binding edge if you prefer:

- Folded spine on the left
- Open edge on the right
- Inner information page on the left when open

Choose **Right** binding edge if you prefer:

- Folded spine on the right
- Open edge on the left
- Inner information page on the right when open

Booklet PDF

Within Adobe, Multiple page printing to the printer does not work as expected, and pages will be shrunk slightly. The working process is as follows:

1. When printing the paged PDF from Adobe, select the Adobe PDF printer
2. Select the 4 job jacket pages (excluding the “do not print” reference pages), using your choice of the two inner information pages
3. Under **Page Setup**, change the paper type to **Tabloid**
4. Set **Page Sizing & Handling** to **Booklet**, print on **Both sides**, and your choice of binding edge

In the newly assembled PDF, **Organize Pages**:

1. Rotate both 11x17 pages clockwise to set them to the correct orientation
2. **Insert** → **From File** to add these instruction pages before page 1, then remove the extra 8.5x11 jacket pages

Finalizing the PDFs

On both the paged, and 11x17 PDFs, there is some extra setup that can be done:

1. From **Organize Pages**, select the instruction pages, right click on the first instruction page, and choose **Page Labels** to set the numbering to start at **i**
2. Do the same for the jacket pages, starting with **1**
3. From **File** → **Properties** → **Initial View**, set the **Page layout** to **Single Page**, the **Magnification** to **Fit Page**, and **Open to page 1**
4. Check the **Resize window to initial page** box
5. If you choose to add a title to the **Description** tab, change the **Show** field to **Document Title**
6. Optionally, in the **Description** tab, change or remove your name from the author name field

PDF Printing

When printing the 11x17 PDF, print only the jacket pages, numbered 1-2. On most machines, set the duplex option to Top-bottom as you normally would for landscape pages.

Optionally, set the printer fold settings to half fold or booklet fold to save some manual folding steps.

2026-08=27

- Add warning for collecting store owned devices/accessories

2026-07-30

- Adjust spacing and alignment on customer name/order lines
- Add space for stamps on pickup warning page

2026-07-11

- Adjust options on customer info checklist
- Add duplicate inner page without extras

2026-06-23

- Add multi work order line to signature box
- Adjust wording on pickup warning page
- Add stuff to the customer info checklist

2026-03-31

- Replace notes/doodle page with pickup warning
- Add stuff to the customer info checklist

2025-12-26

- Adjust checklist spacing
- Switch logo for notes/doodle page

2025-11-14

- Clarified PDF assembly instructions
- Add items to "Items Left with Staples" checklist
- Add work order number column to checklist
- Add customer notes section
- Adjust fonts and styles

2025-11-04

- Increment version timestamp
- Adjust font style and colors to improve contrast

2025-11-02

- Add line for noting PIN or password for customer devices
- Add inner page for reference
 - Add new 25H2 network bypass instructions
 - Add customer contact reference

2025-09-22

- Add block to note which items customer has left with Staples
- Replace parts quote with signature check block
- Replace customer contact checklist with service completion checkbox
- Change orientation to allow for more lines in checklist

DO NOT PRINT



WARNING

Collect **ALL** tech bench USB drives, mouse/keyboard receivers, and other accessories before the customer leaves

BEFORE THE CUSTOMER LEAVES

- Ensure all **Required Actions at Pickup** have been performed
- Collect all initials, signatures, and dates on all **Store Copies** of paperwork
- Ensure the customer receives everything listed in **Items Left with Staples**
- Ensure the customer receives all **Customer Copies** of paperwork

Closing and filing the work order

- Ensure all store copies of paperwork have all initials, signatures, and dates
- Ensure the job jacket **Checklist** is completely checked off
- The job jacket **Service Completion** box is completely checked off, and has initials
- The job jacket **Pickup** box is completely checked off, has both signatures, and today’s date
- The order in YETI is marked as “Pickup Confirmed”

File the job jacket as follows:

- Spine facing downwards
- Customer information and checklist side facing forwards

STAMP

STAMP

Customer Full Name:

Work Order(s):

Bin Number(s):

Customer Full Name:

Work Order(s):

Bin Number(s):

Items Left with Staples

☐ Computer

☐ Charger

☐ Packaging

☐ Bag / tote

☐ Microsoft Office card

☐ Old computer

☐ Charger

☐ Packaging

☐ Internal hard drive

☐ USB drive / External hard drive

☐ Keyboard

☐ Mouse

☐ USB Receiver

☐ Tech folder

☐ Paperwork

☐

☐

☐

☐

☐

Device Information

PIN / Password:

OLD
PIN / Password:

Internal Service Checklist

Date	Initials	WO #	Action	Done?
				☐
				☐
				☐
				☐
				☐
				☐
				☐
				☐
				☐
				☐
				☐
				☐
				☐
				☐

Required Actions at Pickup

☐ Activate Office

☐

Customer Contact

☐ Customer notified of service completion

Signature Checklist

SIGNATURE REQUIRED

☐ Intake x

☐ Pickup x

☐ BOPIS

Service Completion

The technician should verify:

☐ Confirm that all service steps have been completed

☐ Verify customer notes and ensure all issues have been addressed

☐ Update notes in YETI

☐ Bin all customer items, matching serial # to work order and packaging

Technician initials:

Pickup

☐ Check ID

☐ Boot PC

☐ Demonstrate problem resolution

☐ Review services performed

☐ Request any additional payment due

Associate signature:

Customer signature:

Date:

Setup – Local Account

Microsoft has removed the `OOBE\BypassNRO` script in modern Windows 11 installs starting with 25H2. The current working bypass is as follows:

1.

Make sure the computer has no network connection during first boot and OOBE

Similar to previous versions, an internet connection forces a Microsoft account
2.

When the OOBE starts, press `Shift + F10` to open a command prompt window

On some computers, this may be `Shift + Fn + F10`
3.

In the command prompt, type `start ms-cxh:localonly` and press `Enter` to apply

This will prompt you for user information without first requiring a reboot. Complete the rest of the setup as normal.

Customer Info

Name:

Phone:

Alt Name:

Alt Phone:

Is:

☐ Annoyed

☐ An idiot

☐ An asshole

☐ Racist

☐ Weird

☐ Annoying

☐ Dumber than a box of rocks

☐ Sexist

Has:

☐ Main character syndrome

☐ Places to be

☐ Trust issues

Displays signs of:

☐ Incompetence

☐ Weaponized incompetence

Wants to:

☐ Speak to the manager

☐ Report us to corporate

☐ Sue the company

Tried to:

☐ Pick up their computer before being told it was done

Claims that:

☐ Someone helped them with this last time

☐ They know the owner

☐ They will take their business elsewhere

Also, we:

☐ Are assholes

☐ Scam people

☐ “Don’t know how to do our fucking jobs”

We’ve been trying to reach you about your car’s extended warranty.

Message of the Day

NEVER *ASSUME* YOUR USERS ARE STUPID,
BUT NEVER FORGET THAT THEY ARE.

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