

# 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

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?                    |
|------|----------|------|--------|--------------------------|
|      |          |      |        | <input type="checkbox"/> |
|      |          |      |        | <input type="checkbox"/> |
|      |          |      |        | <input type="checkbox"/> |
|      |          |      |        | <input type="checkbox"/> |
|      |          |      |        | <input type="checkbox"/> |
|      |          |      |        | <input type="checkbox"/> |
|      |          |      |        | <input type="checkbox"/> |
|      |          |      |        | <input type="checkbox"/> |
|      |          |      |        | <input type="checkbox"/> |
|      |          |      |        | <input type="checkbox"/> |
|      |          |      |        | <input type="checkbox"/> |
|      |          |      |        | <input type="checkbox"/> |
|      |          |      |        | <input type="checkbox"/> |
|      |          |      |        | <input type="checkbox"/> |

Required Actions at Pickup

☐ Activate Office  
☐ \_\_\_\_\_

Customer Contact

☐ Customer notified of service completion

Signature Checklist

SIGNATURE  
REQUIRED

☐ Intake x\_\_\_\_  
☐ BOPIS

☐ Pickup x\_\_\_\_

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  
☐ Demonstrate problem resolution  
☐ Review services performed  
☐ Request any additional payment due

Associate signature: \_\_\_\_\_

Customer signature: \_\_\_\_\_

Date: \_\_\_\_\_

☐ Boot PC



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): \_\_\_\_\_

# 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

☐ Annoying

☐ An idiot

☐ Dumber than a box of rocks

☐ An asshole

☐ Sexist

☐ Racist

☐ Weird

Tried to:

☐ Pick up their computer before being told it was done

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

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.*