

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

*If you prefer to use the **Right** binding edge, rotate the logo page 180 degrees before assembling the 11x17 PDF*

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)
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.

2026-03-31

- Replace notes/doodle page with pickup warning
- Added 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

2023-07-01

Original job jackets that inspired this redesign

Customer Full Name: _____

Work Order(s): _____

Bin Number(s): _____

Items Left with Staples

- | | | | |
|--|--|---------------------------------------|--------------------------------|
| <input type="checkbox"/> Computer | <input type="checkbox"/> Old computer | <input type="checkbox"/> Keyboard | <input type="checkbox"/> _____ |
| <input type="checkbox"/> Charger | <input type="checkbox"/> Charger | <input type="checkbox"/> Mouse | <input type="checkbox"/> _____ |
| <input type="checkbox"/> Packaging | <input type="checkbox"/> Packaging | <input type="checkbox"/> USB Receiver | <input type="checkbox"/> _____ |
| <input type="checkbox"/> Bag / tote | <input type="checkbox"/> Internal hard drive | <input type="checkbox"/> Tech folder | <input type="checkbox"/> _____ |
| <input type="checkbox"/> Microsoft Office card | <input type="checkbox"/> USB drive / External hard drive | <input type="checkbox"/> Paperwork | <input type="checkbox"/> _____ |

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"/>
				<input type="checkbox"/>
				<input type="checkbox"/>

Required Actions at Pickup

- Activate Office
- _____

Customer Contact

- Customer notified of service completion

Signature Checklist

**SIGNATURE
REQUIRED**

- Intake
- Pickup
- 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
 - 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:

- | | |
|-------------------------------------|---|
| <input type="checkbox"/> Annoyed | <input type="checkbox"/> Annoying |
| <input type="checkbox"/> An idiot | <input type="checkbox"/> Dumber than a box of rocks |
| <input type="checkbox"/> An asshole | <input type="checkbox"/> Sexist |
| <input type="checkbox"/> Racist | |
| <input type="checkbox"/> Weird | |

Has:

- Main character syndrome
- Places to be

Claims that:

- Someone helped them with this last time
- They know the owner
- They will take their business elsewhere

Displays signs of:

- Incompetence
- Weaponized incompetence

Wants to:

- Speak to the manager
- Report us to corporate
- Sue the company

Also, we:

- Are assholes
- Scam people
- "Don't know how to do our fucking jobs"

Message of the Day

WE ARE ALL BORN IGNORANT, BUT ONE MUST
WORK HARD TO REMAIN STUPID.

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



BEFORE THE CUSTOMER LEAVES

- Ensure all **Required Actions at Pickup** have been performed
- Collect all initials and signatures on all **Store Copies** of paperwork
- Ensure the customer receives everything that was dropped off
- Ensure the customer receives all **Customer Copies** of paperwork

Closing and filing the work order

- Ensure all store copies of paperwork are signed
- 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

Customer Full Name: _____

Work Order(s): _____

Bin Number(s): _____