

Zebra Inbound Prepaid Shipping Label for Repair Order Portal Users

FREQUENTLY ASKED QUESTIONS - USA



September 11, 2017: Zebra provides an Inbound Prepaid Return Shipping Label for Partners and Customers in the United States that use Zebra's online Repair Order Portal to request repair authorizations. This benefit applies to Zebra *OneCare*™ Support Contracts for Mobile Computers and Scanners. The Shipping Label will be available from the Zebra Repair Order Portal for Partners and Customers. Additional regional availability to come in the future.

Question: Where and how do I access the Inbound Prepaid Shipping Label?

Answer: The Label is available as a pdf at www.zebra.com/repair. It is emailed to you when you request repair authorization (an RMA) for a Product under Zebra OneCare contract.

Question: How will my Inbound Prepaid Shipping Label be generated?

Answer: Submit a repair authorization request through Zebra's portal at www.zebra.com/repair and on the "Order Confirmation" page you will be prompted with a selection button to "GENERATE SHIPPING LABEL." Fill in your contact information, if different from the defaults provided, and the number of packages to be picked up (this will be the number of labels created), then select "SUBMIT."

NOTE: Please pay close attention to the addresses on each return label. Zebra has multiple repair centers specializing in different devices, and we are in the process of changing some repair locations for U.S. customers. Consequently, you may need to send devices to an address that is different from the one you are used to – and if you are returning multiple devices, they may need to be returned to different locations for repair. Devices destined for the same location may be shipped as a single package using one of the provided labels.

Question: Where can I get assistance using the Repair Order Portal?

Answer: Get fast and convenient answers to most questions on our Repair Order Portal [Resources and Training](#) page to review our quick guides to common tasks, take online training, or access our schedule of live training and Q&A sessions to help you learn to use the Repair Order Portal. For more complex issues, our Zebra Repair Order Help Desk Representatives are happy to assist you! Choose the best phone number for you from a list of region- and country-specific options. U.S. customers should call 800-653-5350. For account and login issues, select Portal Support (Option 4) from the phone menu. For help placing repair orders and obtaining status updates, select Hardware Repairs (Option 2).

Repair Center	No. of Packages To Be Picked Up
El Paso Service Center	1



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Question: How will the Inbound Prepaid Shipping Label be provided?

Answer: When contract coverage (“entitlement”) is confirmed for a device – and the contact information and number of packages have been submitted, the system will show a “Confirmation” page where a URL is provided to download the Shipping Label PDF.

Question: Which products will be covered by this program?

Answer: Mobile Computers and Scanners which are under an active Zebra OneCare Essential or Select service contract. This does not impact the price of Zebra OneCare. No extra charges are being applied to active contracts.

Question: Are Printers included in the program?

Answer: No, not at this time.

Question: Which service offers are not covered by this program?

Answer: While shipping labels are available for warranty and per incident repairs not covered by a Zebra OneCare contract, these orders do not qualify for the Inbound Prepaid Shipping Label offering.

Question: How does this service differ from the Collection feature that is included in Zebra OneCare?

Answer: Under the Collection option, Zebra pays for the courier pick up of the package at the end user site. There is specific functionality within the Zebra Repair Portal to support this feature. Under the Inbound Prepaid Shipping Label service, Zebra provides the shipping label which covers the cost of the return shipping into the repair depot. The customer is required to drop off the parcel at the carrier’s store, or to contact the carrier and arrange pick up.

Question: Must I use Zebra’s Repair Order Portal to be eligible to receive an Inbound Prepaid Shipping Label?

Answer: Yes, you must submit the repair order through Zebra’s portal at: www.zebra.com/repair. **Note:** This offer is available for Zebra OneCare Support Contract customers only, for Enterprise products, via online portal RMA submissions only. Not available for off-Portal RMAs, phone RMAs, manual RMA requests, or Per Incident repairs.

Question: Where will this program be offered?

Answer: The program is available in the United States as of September 11, 2017. We have plans to roll out this program to Canada and select EU/EFTA countries later this year.

Question: Will this program be offered in APAC or LATAM?

Answer: No, not at this time.

Question: Can I select a different carrier from the Repair Order Portal?

Answer: No, Zebra has selected FedEx as the shipping partner for the United States. You may, of course, elect to ship your return using a different carrier, but this choice will not qualify for inbound prepaid shipping by Zebra.



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Question: What if I do not have a FedEx account?

Answer: If you do not already have regular FedEx pickup service, and wish to take advantage of the Inbound Prepaid Shipping Label, you will need to drop off your repair shipment at a FedEx location or arrange separately for pickup, which may involve additional expense for your company.

Question: How long does the shipment take?

Answer: The Inbound Prepaid Shipping Label covers Ground transportation back to the Zebra service center. This service takes 2-3 days from pick up or drop off. If customers require an expedited shipment, they should contact their preferred carrier and arrange for an overnight shipment to the Zebra service center or consolidation point.

Question: What if my repair order (RMA) has more than one device? Will I only receive one label?

Answer: You specify the number of labels that are generated as long as the number requested is not greater than the devices in the repair order. For example, if you have 5 devices on a repair order, you may select 1 label and ship all devices together in a single box, select 5 labels and ship each device in its own box, or any combination in between.

Question: Where do I account for the Weight and Size of the Shipping Box?

Answer: The weight and size of the shipping box does not need to be submitted to the Repair Order Portal.

Question: Will other countries be added to the Pre-Printed Shipping Label offer?

Answer: We will be evaluating additional countries for the service following the launch in the EU/EFTA and Canada.

Question: Does the Inbound Prepaid Shipping Label feature apply to contracts that started before November 1, 2017?

Answer: Yes, the feature applies to all active existing contracts and new contracts.

Question: Will the feature be included in the next version of the Zebra OneCare Service Description Document?

Answer: Yes. Updated Zebra OneCare Enterprise Service Description Documents will be issued in September 2017.