**ZEBRA SELECT ONBOARDING FORM**

**Customer Owned Spare Parts**

Date:

Spare Pool Code:

Customer Name:

Customer Address:

Contract Number(s):

Contract Start Date:       Contract End Date:

Zebra Contact Information:

|  |  |  |  |
| --- | --- | --- | --- |
| **Position** | **Name** | **Phone Number** | **Email Address** |
| Onboarding Specialist |  |  |  |
| Account Manager (if applicable) |  |  |  |
| Customer Experience Manager (if applicable) |  |  |  |
|  |  |  |  |
|  |  |  |  |

**CUSTOMER INFORMATION**

|  |  |  |  |
| --- | --- | --- | --- |
| **Position** | **Name** | **Phone Number** | **Email Address** |
| Every Day Contact |  |  |  |
| Back-up Contact |  |  |  |
| Due-back Recovery Contact |  |  |  |
| Escalation Contact |  |  |  |

**INVENTORY**

Units covered under Select contract:

|  |  |  |  |
| --- | --- | --- | --- |
| **Model/Configuration** | **Qty on Contract** | **Quantity of Spares** | **Owner of Spares** |
|  |  |  |  |

Accessories covered under Select contract:

|  |  |  |
| --- | --- | --- |
| **Part Number** | **Description** | **Quantity of Spares** |
|  |  |  |

Battery Maintenance:  If yes, battery spare pool should be captured in Accessories section.

     All shipments go with battery

 Batteries replenished ad hoc

Kitting under Select contract:

|  |  |
| --- | --- |
| **Model** | **Part Numbers that must ship with Model** |
|  |  |

**Commissioning Information**

**Customer Software Contact:**

Name:

Phone:    Email:

**Technical Information:**

Required OS and BSP version:

If application loading is Site specific, please provide details:

If MDM usage required, please provide details:

Step by step work instruction to be included:

Required applications and software:

|  |  |
| --- | --- |
| **Model** | **Sharing link** |
|  |  |

**Beta Testing – First Article**

Contact Responsible:

Name:

Phone:      Email:

 First article RMA#:

Shipping address:

**Shipping and Receiving Procedures**

Shipping Requirements:

Responsible Party for Outbound Shipping:  Customer     Zebra

Responsible Party for Inbound Shipping:      Customer     Zebra

  Special Inserts or Stickers:

Preferred Shipping Service: (i.e. FedEx, UPS)    **Note**: If Zebra pays freight, FedEx will be used

Outbound:

Inbound:

Customer Account # if needed

Shipping Method: (i.e. Ground, Next Day Air)

Outbound:

Inbound:

Customer Account # if needed

Special Instructions for Saturday delivery:

Receiving Requirements:

  Accessories to be received with unit:

|  |  |
| --- | --- |
| **Part Number** | **Description** |
|  |  |

Items received in error at Depot:

Returned to location where it was received from

Return to central location weekly or monthly

Accumulate and maintain as reserve inventory

Freight Acct Number to return these items:

**Due-Back Criteria**

Due-back Criteria:  Steps that receiving should follow to close due back:

Perfect Serial Number Match

**Reporting**

Report Distribution:

|  |  |
| --- | --- |
| **NAME** | **Email Address** |
|  |  |

Reports Requested                                                       Frequency

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Due Back Report |  | Daily | Weekly | Monthly |
| Unit Shipping Report |  | Daily | Weekly | Monthly |
| Unit Receiving Report |  | Daily | Weekly | Monthly |
| Unit Inventory Report |  | Daily | Weekly | Monthly |
| Accessory Shipping Report |  | Daily | Weekly | Monthly |
| Accessory Receiving Report |  | Daily | Weekly | Monthly |

**Support information**

**To request replacement under Select contract:**

Please access our Repair Order Portal via [www.zebra.com/repair](http://www.zebra.com/repair)

You may contact our NA Select Team at 800.800.8051 or [NASelect@zebra.com](mailto:NASelect@zebra.com)

**For Technical Support:**

Please contact our Help Desk at:

- 800.653.5350 (option 1) for Mobile Computing

- 877.275.9327 (option 1) for Printer Products

- Or, email at [TSNALA@zebra.com](mailto:TSNALA@zebra.com)

**Information Required when placing an order:**

Customer Name

Customer Ref. # (if applicable)

Model#

Serial number of defective unit

Problem Description

Contact information

Ship to address

**Shipping Address for defective units:**

*Provided during onboarding as it is depending on product*