



Bookable Order Criteria

Contract Services Checklist

Global – June 2023

To assist you with submission of purchase orders for Zebra OneCare Service Contracts, and to avoid processing delays, please use the checklist below to ensure that your orders for new contracts, renewals, and additions are complete.

New Service Contracts* - Bookable Order Criteria Checklist for New Service Contracts

Field Name	Description / Requirement
<input type="checkbox"/> PO Number	Your company's unique Purchase Order number
<input type="checkbox"/> Zebra Legal Entity	Indicate the Zebra Technologies legal entity for this purchase order. EMEA: Zebra Technologies Europe Ltd. NALA: Zebra Technologies International, LLC Mexico: Zebra Technologies Enterprise de Mexico, S de R.L. de C.V. Argentina: Zebra Technologies Argentina S.A. Brazil: Zebra Technologies Do Brasil - Comercio de Produtos de Informatica Ltda. Colombia: Zebra Technologies Colombia SAS APAC: Zebra Technologies Asia Pacific Pte. Ltd. APAC (China for Supplies, Training Service Billing): Genuine Zebra Technologies Trading (Shanghai) Co., Ltd. Australia: Zebra Technologies Australia Pty Ltd
<input type="checkbox"/> Price Concession Number	Valid Price Concession / Price Exception reference number, if applicable.
<input type="checkbox"/> Billing Frequency	Zebra policy states prepayment of contracts with a single payment. If an exception has been approved by Zebra, indicate the approved billing frequency (annual, quarterly, monthly, etc.)
<input type="checkbox"/> Contract Start Date	Requested start date of the contract (For VIQF, please refer to SDD).
<input type="checkbox"/> Contract End Date	Required only if the requested contract term is different from the selected SKU.
<input type="checkbox"/> Billing Address	Invoicing address must be specified, if different from company address.
<input type="checkbox"/> Contract SKUs	Provide the Zebra SKUs for the services and options you are ordering.
<input type="checkbox"/> Quantities and Net Prices	Provide the total number of units to be covered by each SKU and the net purchase price to be paid to Zebra (after any discounts or price concessions).
<input type="checkbox"/> Total PO Value & Currency	Provide the total value of the purchase order, and currency (from Zebra-approved list).
<input type="checkbox"/> Reseller Name & Address	Provide the reseller name and address, if applicable.
<input type="checkbox"/> End User Company Site Contact Information	For each site where devices will be deployed, provide the end user company name, address (which may affect tax calculations), phone number, and email.
<input type="checkbox"/> Serial Numbers or Activation ID	For all devices or software included under the contract SKU, provide serial number or Activation ID (If applies). Please submit in a separate Excel or comparable file.

<input type="checkbox"/>	Location site for each serial number (onsite service and NALA only)	For NALA region, and for Onsite service globally, provide location site for each serial number or Activation ID (If applies). Please submit in a separate Excel or comparable file.
<input type="checkbox"/>	Designated Repair Partner Selection (Colombia Only)	When submitting orders for Zebra OneCare® Support Services where the end user is in Colombia , indicate which of the 3 available third-party repair partners you would like to perform repairs for that contract: Compunet, Linea DataScan or Meltec

Contract Renewals* – Bookable Order Criteria Checklist for Renewal Service Contracts

Field Name		Description / Requirement
<input type="checkbox"/>	PO Number	Your company's unique Purchase Order number
<input type="checkbox"/>	Zebra Legal Entity	Indicate the Zebra Technologies legal entity for this purchase order. EMEA: Zebra Technologies Europe Ltd. NALA: Zebra Technologies International, LLC Mexico: Zebra Technologies Enterprise de Mexico, S de R.L. de C.V. Argentina: Zebra Technologies Argentina S.A. Brazil: Zebra Technologies Do Brasil - Comercio de Produtos de Informatica Ltda. Colombia: Zebra Technologies Colombia SAS APAC: Zebra Technologies Asia Pacific Pte. Ltd. APAC (China for Supplies, Training Service Billing): Genuine Zebra Technologies Trading (Shanghai) Co., Ltd.
<input type="checkbox"/>	Original Contract, Renewal Quote Number or Serial number(s) to renew	Always reference either the original contract number that is being renewed, the renewal quote number or the exact list of serial numbers that are being renewed.
<input type="checkbox"/>	Renewal Start Date	Provide the renewal start date; or indicate that the renewal should start on the date indicated in the renewal quote and provide the renewal quote number.
<input type="checkbox"/>	Renewal End Date	Required only if the requested contract term is different from the selected SKU.
<input type="checkbox"/>	Billing Address	Invoicing address must be specified, if different from company address.
<input type="checkbox"/>	Price Concession Number	Provide a current Price Concession / Price Exception reference number, if applicable. If the original Price Concession has expired, you will need to seek re-approval and provide the new Price Concession number.
<input type="checkbox"/>	Billing Frequency	Zebra standard policy is for prepayment of contracts in a single payment. If an exception has been approved by Zebra, indicate the approved billing frequency (annual, quarterly, monthly, etc.).
<input type="checkbox"/>	Contract SKUs	Provide the Zebra SKUs for the services and options you are ordering.
<input type="checkbox"/>	Quantities and Net Prices	Provide the total number of units to be covered by each SKU and the net purchase price to be paid to Zebra (after any discounts or price concessions).
<input type="checkbox"/>	Total PO Value and Currency	Provide the total value of the purchase order, and currency (from Zebra-approved list)
<input type="checkbox"/>	Changes for Each Serial Number	If there is a change to the group of serial numbers to be covered, please provide the new full list of devices. Including their deployment site(s) for NALA region and for Onsite service globally.
<input type="checkbox"/>	Changes to Reseller or End User	If there is a change to the reseller or end user associated with the contract, provide the new information.
<input type="checkbox"/>	Designated Repair Partner Selection (Colombia Only)	When submitting orders for Zebra OneCare® Support Services where the end user is in Colombia, indicate which of the 3 available third-party repair partners you would like to perform repairs for that contract: Compunet, Linea DataScan or Meltec

Contract Additions* – Bookable Order Criteria Checklist for Service Contracts Additions

Field Name	Description / Requirement
<input type="checkbox"/> PO Number for Addition(s)	Your company's unique Purchase Order number
<input type="checkbox"/> Zebra Legal Entity	Indicate the Zebra Technologies legal entity for this purchase order. EMEA: Zebra Technologies Europe Ltd. NALA: Zebra Technologies International, LLC Mexico: Zebra Technologies Enterprise de Mexico, S de R.L. de C.V. Argentina: Zebra Technologies Argentina S.A. Brazil: Zebra Technologies Do Brasil - Comercio de Produtos de Informatica Ltda. Colombia: Zebra Technologies Colombia SAS APAC: Zebra Technologies Asia Pacific Pte. Ltd. APAC: (China for Supplies, Training Service Billing): Genuine Zebra Technologies Trading (Shanghai) Co., Ltd.
<input type="checkbox"/> Original Contract	Always reference the original contract number.
<input type="checkbox"/> Addition Start Date	Requested start date of the addition (For VIQF, please refer to SDD).
<input type="checkbox"/> Addition End Date	End date for additions must not exceed the end date of the original contract.
<input type="checkbox"/> Billing Address	Invoicing address must be specified, if different from company address.
<input type="checkbox"/> Price Concession Number	Provide a current Price Concession / Price Exception reference number, if applicable. If the original Price Concession has expired, you will need to seek re-approval and provide the new Price Concession number.
<input type="checkbox"/> Billing Frequency	Zebra standard policy is for prepayment of contracts in a single payment. If an exception has been approved by Zebra, indicate the approved billing frequency (annual, quarterly, monthly, etc.).
<input type="checkbox"/> Contract SKUs	Provide service contract SKUs. Orderable SKUs are available in the Solution Builder Tool on Partner Gateway.
<input type="checkbox"/> Quantities and Net Prices	Provide the total number of units to be covered by each SKU and the net purchase price to be paid to Zebra (after any discounts or price concessions).
<input type="checkbox"/> Total PO Value & Currency	Provide the total value of the purchase order, and currency (from Zebra-approved list).
<input type="checkbox"/> Serial Numbers at Each Site or Activation ID	For all devices or software included under the contract SKU, provide serial number or Activation ID (If applies). Please submit in a separate Excel or comparable file.
<input type="checkbox"/> Location site for each serial number (onsite service and NALA only)	For NALA region, and for Onsite service globally, provide location site for each serial number or Activation ID (If applies). Please submit in a separate Excel or comparable file.
<input type="checkbox"/> Changes to Reseller or End User	No changes to reseller or end user are allowed for device additions; a separate contract is required.
<input type="checkbox"/> Designated Repair Partner Selection (Colombia Only)	When submitting orders for Zebra OneCare® Support Services where the end user is in Colombia , indicate which of the 3 available third-party repair partners you would like to perform repairs for that contract: Compunet, Linea DataScan or Meltec.

* **NOTE:** For deletions of devices and movement of devices to different sites, please contact Zebra Contract Administration at the appropriate email address in the table below. If any of the BOC checks are missing or need clarification, Zebra will contact the customer requesting a revised PO or email providing the missing information, to proceed processing the order.

Common Mistakes to Avoid

- Not providing contract number, start date and end date for Additions
- Incorrect Pro-Rated Pricing for Additions or contracts for non-standard periods
- Expired, missing, incorrect quantities, and wrong SKUs for Price Concessions
- Mismatch between end user specified in PO and Price Concession
- All contracts globally must use Zebra SKUs
- Contract SKU must match the product requested, to ensure appropriate pricing and availability.
- Missing, duplicate, incorrect, or incomplete Serial Numbers

- Incorrect or missing Start Date and Term Date
- Renewal PO pricing does not match Renewal Quote
- Missing Reseller and End User Customer name and address information
- Missing Designated Third-Party Repair Partner selection when the End User is in Colombia

Zebra Contract Administration Contacts

Products	Region	Account Types	Languages Supported	Shared Email Mailbox
All	Central & Eastern Europe	All	English, German	cs.central@zebra.com
All	Northern Europe, Scandinavia, Benelux, UKI	All	English	cs.north@zebra.com
All	Southern Europe, Middle East, Africa	All	English, French, Italian, Spanish	cs.south@zebra.com
All	APAC	All	English, Chinese, Japanese	contractservices.apac@zebra.com
Printers	NA	All	English	cs.northamericaait@zebra.com
Mobile Computers and Scanners	NA	Distributors	English	cs.nadisti@zebra.com
	NA	Partners/Customers	English	cs.northamerica@zebra.com
	LATAM	All	Spanish, Portuguese	cs.latinamerica@zebra.com
	Canada	All	English	cs.canada@zebra.com

Example Purchase Orders

CONTRACT ORDER FORM **LOGO**

To: Zebra Technologies Europa Limited
Attn: Contract Administration

Your Address
Your phone
Your Email

Delivery address
Company
Street Address
City, State, Postal Code
Country

Order # XXX
Order date: 02-Feb-2018
Delivery date: 02-Feb-2018

Specification of ordered goods

Item	Description	Quantity	Price/Unit	Amount
Contract Start date	New contract starts 01-01-2018			
Period	01-01-2018 / 31-12-2020			
Site	Site name/Number			
Site Address	Street Address			
	City, State, Postal Code			
	Country			
Zebra Smart SKU(s)	Z1AE-MC32XX-3C00	4	500.00	500.00
Product	XXXXXXXX			
Serial Numbers	Serial Numbers attached separately			
Total				500.00

Name _____
Signature _____

YOUR LOGO **Bill To:** **PURCHASE ORDER** Page 1 of 1
Your Company Name PO Number XXXXX
Your Billing Address Your Billing Address CO Registration No XXXXX
GST Registration Number XXXXX

Vendor No. xxxx/ Vendor Address: **PO Date: 12/29/2019** **Terms of payment: Net XX days**
Zebra Technologies Asia Pacific PTE Ltd Your Buyer _____
71 Robinson Road #05-01/02/03 Phone _____
068895 Singapore, Singapore E-Mail _____

Reseller Information: **End User Information:**
Company Name Company Name
Email Device(s) Location/Site Address
PO# / SO# Serial Numbers at this location:
Requested Contract Start Date:

Internal SKU	Quantity	Unit	Zebra SKU	Description	Start date	Unit Cost	Extended cost
XXXXXX	3	Each	Z1AE-MC32XX-3C00	3YR ONE CARE ESSNTL INCL COM COVER	27-Jan-2019	00.00	00.00

Logo Purchase Order
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PO Number
Date
Order#:

Your Company Name
Your Billing Address

Purchased From: ZEBRA TECHNOLOGIES INTERNATIONAL, LLC Incoterm: FOB Destination
Terms: Net due in xx days

Line No.	Item	Master list No.	Description	Req. Date	Ordered	Unit Price	Total
000002	Z1BS-ENTBRK2-300	XXXX	SW 8/S ENTBRX 3 YR	06/29/2020	1	00.00 USD	00.00 USD
Brand	Contract	Contract St. Date	Contract End Date	Model	Renewal Y/N	Serial No	Size
		Jul 15, 2020	Jul 14, 2023				
Service Detail		Period					
		Serial(s)					
		Term Length					
		Licenses/AID	700e-CacO-14em8-3bbv-b3gg-c7256-8729				
		Periodicity					

Receipt of this PO must be confirmed within 24 hours
License PO XXXXXXX

Merchandise	00.00
Freight	
Misc. Charges	
Tax Amount	0.00 USD
Total	00.00 USD
Tax Exempt code	

Reseller Information: **End User Information:**
Company Name Company Name
Email Device(s) Location/Site Address
PO# / SO# Email

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