



New Automatic Repair Status Notifications

As of February 2023, Zebra is launching automatic repair status email notifications and you will automatically be opted in to receive these notifications when you submit devices for repair. We want to provide a seamless and convenient experience and keep you informed throughout the entire repair process, including updates for when:

- Your device is received at our repair facility
- Your repair is completed
- Your device has been shipped
- Your repair is put on hold due to awaiting parts and more.

When You Have Multiple Repairs

Customers and partners who manage larger device fleets may have multiple devices in the repair process simultaneously. When this happens, we will send end-of-day emails to summarize the day's activity – one email per activity type (receipt, shipping, etc.) per service order. For example, if a service order has 10 devices and 5 ship on the same day, you will receive one email related to shipping for that service order at the end of the day.

Note: If you are listed as both the Shipping Contact and the Additional Contact on a service order, you may receive duplicate email notifications. We appreciate your patience while we work to resolve this potential circumstance.

Managing Email Preferences

Users of Zebra's Repair Order Portal (www.zebra.com/repair) who prefer not to receive email notifications can modify delivery options on the User Preferences tab. For more information on updating your preferences, view the [Setting Repair Email Notification Preferences](#) guide.

Questions?

If you have any questions or require assistance, please use one of the contact methods available on our [Support](#) page.

Thank you,
Zebra Repair Help Desk