GUIDE TO DOING BUSINESS WITH ZEBRA TECHNOLOGIES FOR MATROX IMAGING PRODUCTS

To Our Valued Customer,

Since the acquisition of Matrox Imaging in June 2022, a dedicated team has been working to integrate Matrox Imaging into Zebra core systems, business processes, and tools.

Purpose of this Guide

This guide is designed to provide you with necessary information and required actions related to doing business with Zebra Technologies for Matrox Imaging products beginning Monday, 16 October 2023.

Should you have any questions about the information in this guide, please contact your Zebra sales representative.

Please do not download a copy of this guide to your local desktop/drive. Periodic updates will be made to this document and it is important that you always access this document from the [Matrox Imaging Integration Information Zebra.com Page](link), to ensure you are accessing the latest version.

Change Summary and Version Control Information

Change Summary	Guide Version	Change Date
Under Requesting Application Development Support (Technical Support) removed line after MIL-LITE X users have access to one free year of technical support.	Version 6	September 6, 2024
Update software registration from Registration code to Serial number (screenshots). Removed section on support for your Matrox Order placed prior to October 16, 2023 and references to legacy Matrox in several areas that are no longer relevant.	Version 5	August 19, 2024
Renewal notifications (page 32), service continuity fee (page 34), and checking software support entitlement status (page 36)	Version 4	February 14, 2024
Updated timing of the Software Run-Time License Activation Key email (page 13), updated the change order information (page 21), updated the policy for customer requested ship dates (page 11), update to the service contracts email address use explanation (page 10), and update to the APAC OM email address (page 8).	Version 3	November 13, 2023
Added timing information for the software run-time license activation key email (page 13), updated the information about accessing the Repair Order Portal (page 34) and updated the learning resources for the Repair Order Portal (page 34).	Version 2	October 9, 2023

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SECTION 1: MATROX IMAGING INTEGRATION OVERVIEW

Integration Details

The second phase of the integration, **effective 16 October 2023**, will change how Matrox Imaging products are ordered, fulfilled, invoiced, and repaired. In this second phase:

- All new orders for Matrox Imaging products (hardware, software, and software maintenance agreements) will be **transacted through Zebra**. You will have new ways to submit your orders for Matrox Imaging products.

- New orders for Matrox Imaging products will be **fulfilled from Zebra's regional Distribution Centers** located in Kenosha, Wisconsin (U.S.A.); Heerenveen, Netherlands; and Singapore. Shipping terms will change to align with Zebra shipping terms in your region and freight payment methods will also change.

- New orders will be **invoiced from the Zebra Legal Entity in your region,** and you will use new remit-to information for your invoice payments. You must update your purchase orders and internal systems with the Zebra Legal Entity information.

- You will have a **new process to request a repair** and **new in-region locations** where you will send your malfunctioning product.

- You will receive the **Zebra Terms and Conditions of sale of products or services** (as applicable) with your order acknowledgement(s) and such terms will govern your purchases of Matrox Imaging products.

- The current **DA Maintenance and MIL Maintenance SKUs will be replaced by the Zebra OneCare™ Technical and Software Support Service offer**. There will be a new process to renew software support after the one year of warranty support has expired.

Throughout this guide, areas that may require your action or attention are denoted by "**Action(s) Required**" or "**Attention**" in bold typeface.

Process Detail

The following table provides information about how key processes and activities will be handled for Zebra industrial automation products, which include Matrox Imaging products and Zebra FIS/MV and Adaptive Vision products. The green highlighted sections in the below table represent areas of change that will be effective 16 October 2023. These changes allow us to harmonize our processes for all the industrial automation products, making it easier for you to interact with Zebra.

Product Line	Ordering	Invoicing	Fulfillment
Matrox Imaging Products	Email Your Purchase Order To Zebra's Order Experience Team	Invoiced from the Zebra's Legal Entity	Fulfillment from Zebra's Regional Distribution Centers (DC)

SECTION 2: ORDERING CHANGES FOR MATROX IMAGING PRODUCTS

Summary of ordering changes effective Monday, 16 October 2023:

- All new orders for Matrox Imaging products (hardware, software, and software support maintenance agreements) will be **transacted through Zebra and no longer with Matrox**.

- You will receive the **Zebra Terms and Conditions of sale of products or services** (as applicable) with your order acknowledgement(s) and such terms will govern your purchases of Matrox Imaging products.

- This change means that you will have a **new way to submit your orders** for Matrox Imaging products.

- For ordering, you will: **submit your order by email to Zebra's Order Experience Team**, a team made up of regional order experience representatives (email address outlined below).

- Please note, if you have access to the Matrox Software Licensing Portal to place orders for software run-time license(s) activation keys, you will need to begin submitting your orders by email. The **Matrox Software Licensing Portal will no longer be accessible beginning Monday, 16 October 2023.**

The following information provides additional information about the ordering changes outlined above.

How to Order Matrox Imaging Products

Please note, the ordering process outlined in this section applies to all of Zebra's Industrial Automation products which include Matrox Imaging products and Zebra FIS/MV and Adaptive Vision

You may **submit your purchase order (PO) by email**, based on order type (hardware, software, or maintenance agreements (service contracts)), to Zebra's Order Experience Team, using the applicable regional email address listed below.

Purchase orders submitted by email must meet Zebra's Bookable Order Criteria (BOC) - Please review the Purchase Order (PO) Requirements section in this document to view the information that must be included on your purchase orders. Your order will not be processed if your purchase order does not meet Zebra's Bookable Order Criteria (BOC).

You will be contacted by either a Zebra Order Experience Representative or your Zebra Sales Account Manager if there are issues with your order.

Zebra Email Addresses for Hardware Orders

Please note, hardware orders include orders for blank dongles.

For mixed orders, orders containing both hardware and software, please submit the order to the ZaaS@zebra.com email address for order processing. If your order contains both hardware and service contracts, please submit the order to the hardware order email addresses.

Region	Order Type	Location or Customer Type	OE Email Address
Zebra Order Experience Team Email Addresses			
Asia Pacific (APAC)	Hardware	All Countries in APAC	APACOrderManagement@zebra.com
	Service Contract (OneCare)	All Countries in APAC	contractservices.apac@zebra.com
Europe, Middle East, and Africa (EMEA)	Hardware	Central – DACH region (Germany, Austra Switzerland), Eastern Europe and Israel	Central.OM@zebra.com
	Hardware	North – UK, Nordics, Benelux countries + OEM customers	North.OM@zebra.com
	Hardware	South – Southern Europe (France, Italy, Greece, Spain, Portugal), Middle East and Africa	South.OM@zebra.com
	Service Contract (OneCare)	Central & Eastern Europe – DACH region (Germany, Austra Switzerland), Eastern Europe and Israel	cs.central@zebra.com
	Service Contract (OneCare)	UK, Scandinavia, Benelux	cs.north@zebra.com
	Service Contract (OneCare)	Southern Europe, France, Middle East, Africa	cs.south@zebra.com
Latin America (LA)	Hardware	Mexico	ordermgmtmexico@zebra.com
	Hardware	All Other LA Countries (Excluding Mexico)	ZebraOrdersLA@zebra.com
	Hardware	Distributor Orders	ordermgmtdist@zebra.com
	Service Contract (OneCare)	All Countries in LA	cs.latinamerica@zebra.com
North America (NA)	Hardware	Canada	omcanada@zebra.com
	Hardware	Distributor Orders	ordermgmtdist@zebra.com
	Hardware	U.S. – Central (AR / IA / IL / IN / KS / KY / MI / MN / MO / ND / NE / OH / SD)	ordermgmtcentral@zebra.com
	Hardware	U.S. – East (AL / CT / DC / DE / FL / GA / LA / MA / MD / ME / MS / NC / NH / NJ / NY / PA / RI / SC / TN / VA / VT / WV)	omeast@zebra.com
	Hardware	U.S. – West (AK / AZ / CA / CO / HI / ID / MT / NM / NV / OK / OR / TX / UT / WA / WY)	omwest@zebra.com
	Service Contracts (OneCare)	Distributor Orders	cs.nadisti@zebra.com
	Service Contracts (OneCare)	Partners and Direct End Customers	cs.northamerica@zebra.com
	Service Contracts (OneCare)	Canada	cs.canada@zebra.com
All Regions	Aurora Software	All Countries	ZaaS@zebra.com

Zebra Email Address for Software Orders

Please note, software orders include orders for software development kits, factory programmed run-time license dongles, and software run-time license activation keys.

For mixed orders, orders containing both software and hardware, please submit the order to the ZaaS@zebra.com email address for order processing. If your order contains both software and service contracts, please also submit the order to the ZaaS@zebra.com email address for order processing.

Zebra Order Experience Team Email Addresses			
Region	**Order Type**	**Location or Customer Type**	**CPS Email Address**
All Regions	Aurora Software	All Countries	ZaaS@zebra.com

Zebra Email Addresses for Maintenance Agreement (Service Contract) Orders

Updated November 2023: Orders for Technical & Software Support (TSS), the replacement for DA MAINTENANCE and MIL MAINTENANCE (1 yr. software support renewal) SKUs should be submitted to ZaaS@zebra.com.

Orders for Zebra FIS/MV maintenance agreement (service contracts) orders should be submitted using one of the service contract order email addresses listed below.

For mixed orders, orders containing both service contract and software, please submit the order to the ZaaS@zebra.com email address for order processing. If your order contains both a service contract(s) and hardware, please submit the order to the hardware order email addresses.

Zebra Order Experience Team Email Addresses			
Region	**Order Type**	**Location or Customer Type**	**CPS Email Address**
Asia Pacific (APAC)	Hardware	All Countries in APAC	APACCSRTeam@zebra.com
	Service Contract (OneCare)	All Countries in APAC	contractservices.apac@zebra.com
Europe, Middle East, and Africa (EMEA)	Hardware	Central – DACH region (Germany, Austra Switzerland), Eastern Europe and Israel	Central.OM@zebra.com
	Hardware	North – UK, Nordics, Benelux countries + OEM customers	North.OM@zebra.com
	Hardware	South – Southern Europe (France, Italy, Greece, Spain, Portugal), Middle East and Africa	South.OM@zebra.com
	Service Contract (OneCare)	Central & Eastern Europe – DACH region (Germany, Austra Switzerland), Eastern Europe and Israel	cs.central@zebra.com
	Service Contract (OneCare)	UK, Scandinavia, Benelux	cs.north@zebra.com
	Service Contract (OneCare)	Southern Europe, France, Middle East, Africa	cs.south@zebra.com
Latin America (LA)	Hardware	Mexico	ordermgmtmexico@zebra.com
	Hardware	All Other LA Countries (Excluding Mexico)	ZebraOrdersLA@zebra.com
	Hardware	Distributor Orders	ordermgmtdist@zebra.com
	Service Contract (OneCare)	All Countries in LA	cs.latinamerica@zebra.com
North America (NA)	Hardware	Canada	omcanada@zebra.com
	Hardware	Distributor Orders	ordermgmtdist@zebra.com
	Hardware	U.S. – Central (AR / IA / IL / IN / KS / KY / MI / MN / MO / ND / NE / OH / SD)	ordermgmtcentral@zebra.com
	Hardware	U.S. – East (AL / CT / DC / DE / FL / GA / LA / MA / MD / ME / MS / NC / NH / NJ / NY / PA / RI / SC / TN / VA / VT / WV)	omeast@zebra.com
	Hardware	U.S. – West (AK / AZ / CA / CO / HI / ID / MT / NM / NV / OK / OR / TX / UT / WA / WY)	omwest@zebra.com
	Service Contracts (OneCare)	Distributor Orders	cs.nadisti@zebra.com
	Service Contracts (OneCare)	Partners and Direct End Customers	cs.northamerica@zebra.com
	Service Contracts (OneCare)	Canada	cs.canada@zebra.com
All Regions	Aurora Software	All Countries	ZaaS@zebra.com

Purchase Order (PO) Requirements

If you are submitting your order by email, you must provide a purchase order (PO). POs are not required for orders submitted using ZSP.

Purchase orders (POs) must meet Zebra's Bookable Order Criteria (BOC). Click the following links to see the information you need to include on your purchase orders for each type of order:

- Hardware Order BOC

- Software Order BOC

- Maintenance Agreement (Service Contract) BOC

- Note, purchase orders that do not meet Zebra's bookable order criteria cannot be processed. You will be contacted to correct the purchase order, which will result in order processing delays.

Other Important Order Information

- A mix of Industrial Automation (IA) products, which includes Matrox Imaging and Zebra's FIS/MV products and Adaptive Vision (hardware, software, and services) can be on the same order, with the exception of Matrox Imaging software run-time license activation keys that are missing a lock code.

- You may order IA products and other Zebra products (printers, supplies, or mobile computers, etc.) together on the same order, *if you are eligible to purchase other Zebra products direct from Zebra*.

- To ensure a smooth transition, your current Matrox Imaging order support team, the Zebra Sales Coordinators, will provide support to the Zebra Order Experience Team during the transition.

- Please continue to submit orders as you do today until the close of business, Friday, 13 October. Beginning Monday, 16 October, the new ordering processes will be effective.

- Orders in Matrox systems that are not expected to be fulfilled by 31 December 2023, will be converted to Zebra orders and will be fulfilled by Zebra. If you have such open orders, you will be contacted by Zebra's Order Experience Team regarding the order conversion and required actions that need to be taken.

- ***Updated November 2023***: Orders cannot be booked with a customer requested ship date (CRSD) date greater than one year.

SECTION 3: ORDERING MATROX IMAGING SOFTWARE RUN-TIME LICENSE ACTIVATION KEYS

Beginning Monday, 16 October 2023, you will have new way to submit orders for software run-time license activation keys. Please note, the Matrox Imaging Software Licensing Portal will no longer be accessible on 16 October 2023.

ATTENTION! Orders for software run-time license activation keys must include the lock code, as Zebra is not able to book an order without a lock code.

How to Order Software Run-Time License Activation Keys

Submit your order by email to Zebra's Order Experience Software Team using the following email address: ZaaS@zebra.com.

- You must include a purchase order (PO) and the lock code must be documented on the PO. If the lock code is not referenced, we will not be able to process your order.

- Please refer to the software bookable order criteria (BOC) to ensure your PO meets Zebra bookable order criteria.

Receiving Your License Key

Once your order has booked in Zebra systems, passing all validations, **the license key will be emailed** to the contact identified on the purchase order.

Important Information About Your License Key

- A license key is **not immediately provided** when you submit your order. The order must be processed and pass through a series of validations, before the license key will be sent by email. Please review the "*Estimated Timing to Receive the Software Run-time License Activation Key Email*" section for additional information.

- To understand the validations that your Zebra orders go through, please review the "*Order Validation Reviews Performed by Zebra*" section below.

Estimated Timing to Receive the Software Run-time License Activation Key Email

Updated November 2023

- **Orders Submitted by Email:** Orders submitted by email will be processed by Zebra's Order Experience Team (ZaaS Team) within 48 hours of order receipt. If your order meets Zebra's bookable order criteria, and passes all validations, the run-time license activation key email will be sent according to the following timeframes, based on the number of licenses on your order

  - **1 – 5 Licenses:** Once your order is processed, one license activation key email will be sent to the identified contact within approximately 45 minutes.

  - **6-49 Licenses**: Once your order is processed, up to 3 individual license activation key emails will be sent to the identified contact within approximately 75 minutes.

  - **50 – 100 Licenses**: Once your order is processed, up to 5 individual license activation key emails will be sent to the identified contact within approximately 2 hours.

- If you have access to Zebra Solutions Pathway (ZSP) to place your orders, the timing of the license activation key email and the number of emails the identified contact will receive follows the above timeframes, based on the number of licenses on your order.

- Please note, the above timing, assumes that your order passes all validations and does not go hold. If your order goes on hold, the time to receive the license activation key email will be extended. Please review the "Order Validation Reviews Performed by Zebra" section below to understand the validations an order goes through at Zebra.

- If you have not received your software run-time license activation key email within the specified timeframe, please send an email to ZaaS@zebra.com and include the order number, run-time license SKU, and lock code. The ZaaS Team will investigate and if necessary, they will engage the appropriate Zebra Team to resolve.

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Order Validation Reviews Performed by Zebra

When your order is processed by Zebra, it is subject to the following validations:

1. Credit check. Your account is reviewed to determine if Zebra's Credit and Collections Team has placed your account on credit hold. If your account is in good standing, the order will move through this check without going on hold. If your account is not in good standing, your order will remain on credit hold and you will not receive the software run-time license activation key email until the issue with your account is resolved.

2. Global Trade Compliance Checks. Zebra is required to review your order and confirm global trade compliance using a series of reviews. If your order fails any of these reviews, your order will be placed on hold and you will not receive the software run-time license activation key email until the issue is resolved.

Example of the Run-Time License Key Email Notification Sent After the Order is Booked and Approved in Zebra Systems

Aurora Imaging Library

(Formerly Matrox Imaging Library)

Run-Time License Certificate

Sales Order Number 3648277

Issued to FN

Reference P.O. PO Number Displays Here

Dear Aurora Imaging Library Developer,

This certificate contains a copy of your lock code(s) and corresponding software license key(s) that must be entered into the software's license management interface to activate your run-time licenses.

IMPORTANT: Print and save this page and keep it for your records.

Account Information :
Please validate the information below is correct. If incorrect, please contact Zebra Technical Support before proceeding.

- **Account Name:**
  Account Type: Customer Information
  Contact Name: Displays Here
  Contact Email:

- **Account Name:**
  Account Type:
  Contact Name:
  Contact Email:

  Account Information Displays Here

- **Account Name:**
  Account Type:
  Contact Name:
  Contact Email:

SKU Number: M9RTA000000000
Product Name: MIL 9.0
Product Description: MIL 9.0 run-time license for Machine Vision

Lock Code: The Lock Code Displays Here

The License Key Displays Here

For any technical issues, please visit Zebra Technical Support for assistance.

Thank you,
Zebra Technologies

- CONFIDENTIAL-

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SKU Setup for Software Run-Time License Activation Key

There may be instances when the SKU for the software run-time license activation key is not setup in Zebra systems.

- If the Order Experience Team determines that the SKU is not setup, they will work with your Sales Account Manager to setup the SKU. This process will cause a slight delay in the processing of your order.

Getting Help / Resolving Software Related Issues

When you have an issue with your software run-time license activation key, Zebra is here to help. Please contact Zebra's FrontLine Support to report the issue using one of the options listed below.

Note, if you received your license from your local reseller, please contact them with any issues you may have.

Options to Request Support

1. Submit an online support request form. Click here to access the form.

2. Contact Zebra's Front Line Support by phone at (514) 822-6061 (Available Monday to Friday, 9:00 to 17:00 EST)

SECTION 4: ZEBRA ORDER ACKNOWLEDGEMENTS AND ESTIMATED SHIP DATE INFORMATION

Zebra Order Acknowledgement Information

Zebra sends sales order acknowledgement information after the order has been entered into our systems. The email acknowledgement is sent to the email address referenced on the order or the default acknowledgement contact setup in our systems.

The Sales Order Acknowledgement includes the following information:

- Order Number
- Shipping Method
- Freight Terms
- Payment Method
- Total Amount
- Estimated Shipping Date
- Location of the Zebra Distribution Center fulfilling the order

The following is an example of the Zebra Sales Order Acknowledgement.

Zebra Technologies International, LLC
3 Overlook Point
Lincolnshire, IL 60069-4302 USA
T: +1 847 634 6700
F: +1 847 913 2579
www.zebra.com

Report Date: 31-JUL-2023
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Order Acknowledgement

Order Number	The Order Number Displays Here	Rev	1	Account Number	The Customer Account Number Displays Here

Bill To Address		**Ship Address**	
Customer Bill-To Address Information Displays Here		Customer Shipping Address Information Displays Here	

Cust Tax Number		**Ship to Contact**	
		Ship to Phone #	
		Ship to Email	
Zebra Office	Zebra VH	Ship Method :BESTWAY GROUND	
Order Date	07/31/2023 16:21:03	Freight Terms :Prepay & Add	
Customer PO	Customer PO Displays Here		
End User PO		Final Destination :Canada	

Remarks

Note Type	Address
End User	Address Information Displays Here

Line	Qty	Item	Unit	Shipping Point	Planned Ship Date	Unit Price	Amount	Est.Tax
1.1	1	RADEV1GCLSF	Each	Kenosha WI	08/14/2023 22:00:00	Pricing Information Displays Here	The Amount Displays Here	$0
		RAD EV-CL 160T 1GB SFCL						
							FCA Shipping point,Kenosha WI,Incoterms® 2010	
2.1	2	AZ1/4-20M6MOUNT	Each	Kenosha WI	08/14/2023 22:00:00	$56.25	$112.5	$0
		MOUNTING BRACKET WITH 4 SCREWS						
							FCA Shipping point,Kenosha WI,Incoterms® 2010	

Zebra Terms and Conditions of the Sale Display Here

Zebra Technologies International, LLC
3 Overlook Point
Lincolnshire, IL 60069-4302 USA
T: +1 847 634 6700
F: +1 847 913 2579
www.zebra.com

Report Date: 31-JUL-2023
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ZEBRA

Order Acknowledgement

Order Number	The Order Number Displays Here		Rev	1		Account Number	The Customer Account Number Displays Here
Terms of Payment	Customer Payment Terms Display Here	Product Total	$ 808.5				
		Freight	$ 0				
		Tax	$ 0				
		Order Total	$ 808.5		[Incl. Tax]		

Estimated Ship Date Information

Estimated ship date information is available on the sales order acknowledgement sent by email after the order has been processed. Please review your sales order acknowledgement for this information.

Alternatively, you may request estimated ship date from the Zebra Order Experience team by sending an email to the applicable email address. Please note, the Zebra Order Experience Team will not reply to your order submission with estimated ship date information.

SECTION 5: GETTING HELP WITH YOUR ORDERS

Support for Your Zebra Order (New Orders Placed with Zebra Beginning 16 October 2023)

Locating Shipping Information

Contact the Zebra Order Experience Team by email, refer to Section 2 of the guide for the email addresses. Zebra's Order Experience Team will review and respond to your request.

Requesting a Change Order or Other Order Related Issues

To request a change order or other order inquires, submit your request by email using the appropriate regional email address outlined in Section 2. Zebra's Order Experience Team will review and respond to your request.

Updated November 2023: Zebra will accept a maximum of three (3) change requests per order and the requests must be made 30 days prior to shipment. Change requests are subject to approval.

SECTION 6: ORDER FULFILLMENT CHANGES

Effective Monday, 16 October 2023, new orders for Matrox Imaging products will be fulfilled from Zebra's regional Distribution Centers. Shipping terms and freight payment terms will change to align with Zebra standards.

Zebra's Regional Distribution Center Information

Effective Monday, 16 October 2023, new orders for Matrox Imaging products will be fulfilled from Zebra's regional Distribution Centers located in Kenosha, Wisconsin (U.S.A.); Heerenveen, Netherlands; and Singapore. See below for the location information for each Distribution Center. The following table provides the Zebra Distribution Center location information.

Order Ship-To Location	Orders Fulfilled from Zebra's Distribution Center	Zebra Distribution Center Address
North America	Kenosha, Wisconsin, United States	Zebra Technologies International, LLC Bristol Business Park 10375 140th Ave Suite B Kenosha, WI 53142
Latin America		
Europe, Middle East, and Africa (EMEA)	Heerenveen, Netherlands	Zebra Technologies BV Mercurius 12 8448 GX Heerenveen The Netherlands
Asia Pacific Region	Singapore	Zebra Technologies Asia Pacific Pte. Ltd. C/O DSV Solutions Pte. Ltd. No 5 Changi North Way, Level 4 Warehouse Singapore, 498771

Shipping Terms and Freight Payment Terms for Your Shipments

Shipping terms and freight payment terms will be aligned to Zebra standards. Your Incoterms and freight terms are outlined on the order acknowledgement document, which is sent by email after your order has been entered into Zebra systems.

The following table represents the general rules of shipping terms and freight payment term assignments by Region.

Region	Shipping Terms	Freight Payment Terms
Asia Pacific (APAC)	ExWorks or FCA Shipping Point	Collect
Europe, Middle East, and Africa (EMEA) - Located in the European Economic Area	FCA	Prepay and Add
Europe, Middle East, and Africa (EMEA) - Located Outside the European Economic Area	FCA	Collect
Latin America	FCA	Prepaid, Prepay and Add, Third Party Billing, or Collect
North America	FCA	Prepaid, Prepay and Add, Third Party Billing, or Collect

SECTION 7: FINANCIAL TRANSACTION CHANGES

Summary of financial transaction changes effective Monday, 16 October 2023:

- You will be **invoiced for new orders for Matrox Imaging products from the Zebra Legal Entity in your region** and no longer from Matrox.

- You will have **new remit-to information for your invoice payments**.

- Zebra has reviewed your account and if you did not previously do business with Zebra, your **payment terms and credit limits have been reviewed and may have already been updated to Zebra's standard**. You will be contacted if your payment terms are different from your current payment terms.

- You will do business with Zebra in the currency in which Matrox invoices you today, unless you are a:

- **Canadian customer** who transacts with Matrox in Canadian Dollars (CAD). You will **transact with Zebra in U.S. Dollars (USD).**
  - o **Australia or New Zealand customer** who transacts with Matrox in U.S. Dollars (USD). You will **transact with Zebra in Australian Dollars (AUD).**

The following information provides additional information about the financial transaction changes outlined above.

Zebra Technologies Legal Entity and Remit-To Information

Action Required! You may need to **update your systems with the new Zebra Technologies legal entity and remit-to address information** to ensure you are able to pay your invoices in a timely manner. Please always refer to the legal entity on your invoice, when submitting a payment.

From the table below, click the appropriate link from the "Additional Legal Entity Information" column for your Zebra legal entity to view EIN and remit-to information for your region (domiciled location).

Region (Domiciled Location)	Zebra Legal Entity	Additional Legal Entity Information
North America and Latin America (NALA)	**Zebra Technologies International, LLC** 3 Overlook Point Lincolnshire, IL 60069-4302 T: +1.847.634.6700 F: +1.847.913.8766	Access EIN and Remit-To Information.
Europe, Middle East, and Africa (EMEA)	**Zebra Technologies Europe Limited** Dukes Meadow Millboard Road BOURNE END SL8 5XF UNITED KINGDOM T: +44 (0) 1628 556000 F: +44 (0) 1628 556001	Access EIN and Remit-To Information.
Asia Pacific Region (APAC) *All Countries Except Australia and New Zealand*	**Zebra Technologies Asia Pacific Pte. Ltd.** 182 Cecil Street #08-01 Frasers Tower Singapore 069547	Access EIN and Remit-To Information.
Asia Pacific Region (APAC) *Australia and New Zealand*	**Zebra Technologies Australia Pty Ltd** Building 5, Level 1 540 Springvale Road Glen Waverley VIC 3150 Australia T:+61 3 8375 6892 ABN: 14 153 920 462	Access EIN and Remit-To Information.

Payment Term Information

You are expected to follow the payment terms reflected on your invoice. The payment terms that you will be billed in, is referenced on the sales order acknowledgement and invoice.

Currency Information

You are expected to pay your invoices in the same currency reflected on your invoice. The currency that you will be billed in, is referenced on the sales order acknowledgement and invoice.

Attention Legacy Matrox Imaging Customers! You will do business with Zebra in the currency in which Matrox invoices you today, unless you are a:

- **Canadian customer** who transacts with Matrox in Canadian Dollars (CAD). You will **transact with Zebra in U.S. Dollars (USD)**.
- **Australia or New Zealand customer** who transacts with Matrox in U.S. Dollars (USD). You will **transact with Zebra in Australian Dollars (AUD).**

Timing of Invoicing for Zebra Orders

Zebra invoices customers after the order has shipped from the Zebra Distribution Center. This differs from Matrox's practice of invoicing prior to shipping.

Method of Invoicing for Zebra Orders

Zebra will send your invoices by email, unless a different delivery method is requested.

Attention Legacy Matrox Imaging Customers! Zebra has received a list of your accounts payable (AP) contacts from Matrox and we will send Zebra invoices to these same contacts. If you want to confirm or change the contacts who should receive invoices, please send an email to Zebra's Credit and Collections Team using the following regional email addresses:

- **North America and Latin America (NALA) Collections Contact Information**:
  NALACollections@zebra.com

- **Europe, Middle East, and Africa (EMEA) Collections Contact Information**:
  EMEACollections@zebra.com

- **Asia Pacific (APAC) Collections Contact Information**: APACCollections@zebra.com

SECTION 8: GETTING HELP WITH YOUR INVOICE

Support for Your Zebra Invoice

Effective Monday, 16 October 2023, new orders for Matrox Imaging products will be placed with Zebra and your invoices will be issued by the appropriate Zebra regional legal entity. Should you have questions about your Zebra invoice, please contact Zebra's Credit and Collection Team using one of the following regional email addresses:

- **North America and Latin America (NALA) Collections Contact Information**: NALACollections@zebra.com

- **Europe, Middle East, and Africa (EMEA) Collections Contact Information**: EMEACollections@zebra.com

- **Asia Pacific (APAC) Collections Contact Information**: APACCollections@zebra.com

SECTION 9: ZEBRA GLOBAL TRADE COMPLIANCE POLICIES

Zebra hardware, software and technology may be subject to any applicable export control and trade sanctions laws, regulations, rules, and licenses, including but not limited to those of the United States, the European Union, and the United Kingdom ("Export Control and Sanctions Rules").

The customer which includes distributors, resellers and end users, is responsible for ensuring compliance with Export Control and Sanctions Rules. In particular, but without limitation, customer will not, and will ensure that none of its affiliates will, use, sell, resell, supply, export, re-export, transfer, divert, distribute, dispose of, disclose or otherwise deal with Zebra products including software and technology directly or indirectly, to any country, destination or person without first obtaining any necessary export licenses or other governmental approval relating to hardware, software or technology as may be required by Export Control and Sanctions Rules. The customer shall not do anything which would cause Zebra to be in breach of Export Control and Sanctions Rules.

SECTION 10: RENEWING SOFTWARE SUPPORT

Zebra is changing the way you renew your software support after the free year of warranty support expires. Please review the information in this section to understand the changes that will occur effective Monday, 16 October 2023.

Software Support Services for Registered Software Users

When you register your software development kit, you will **receive the following services free for 1 year under the product warranty**:

- Access to the Update Service
- Access to Applications Development Support
- Access to Vision Academy

You will continue to receive notifications from Zebra when your warranty software support is nearing expiration. **Updated February 2024**: The format of the notifications will change beginning, Monday, February 19, 2024. Refer to the **Notifications About Expiring Software Support** section further below for details about the notifications that will be sent for the following scenarios:

Scenario 1: When the software support warranty period (1 year after software registration) is nearing expiration.

Updated August 2024

Scenario 2: When the Technical and Software Support (TSS) contract is nearing expiration. The TSS quotation will be sent to the Customer (Bill-To-Account) who purchased the contract directly from Zebra.

Renewing Software Support

When the free year software warranty support expires, you can choose to extend the software support services. **Beginning Monday, 16 October, we are making changes to how you renew your software support.** The following information outlines the upcoming changes.

- The DA MAINTENANCE and MIL MAINTENANCE (1 yr. software support renewal) SKUs that are used today to purchase a renewal to your software support will be **replaced with Zebra OneCare™ (Z1C) Technical & Software Support (TSS) SKUs.**

- **The Technical & Software Support (TSS) SKUs provide the same scope of software support as the former** DA MAINTENANCE and MIL MAINTENANCE SKUs: Access to the Update Service, access to applications development support, and access to vision academy.

- When you order TSS, a maintenance agreement, referred to as a service contract, is entered into Zebra systems. This **service contract allows us to track your entitlement for these software support services**, ensuring uninterrupted access to the services you have purchased.

Purchasing Software Support Renewals – Technical and Software Support (TSS) SKUs

Please use the following TSS SKUs when you need to place an order with Zebra to renew software support.

Original SKU	New TSS SKU	TSS SKU Description
MILMAINTENANCE	**Z1R5-MVAILX-1000**	One year extension to the Aurora Image Library maintenance program per developer, Renewal.
DAMAINTENANCE	**Z1R5-MVADAX-1000**	One year extension to the Aurora Design Assistant maintenance program per developer, Renewal

Purchasing Software Support Renewals – Ordering Technical and Software Support (TSS)

When you are ready to submit an order to renew your software support, please note the following important information:

- Identify the correct TSS SKU for the software support renewal.

- Submit your purchase order by email to the Zebra Software Order Experience Team using the following email address: ZaaS@zebra.com.

- Your order must meet Zebra's bookable order criteria for software orders. Click here to view the required bookable order criteria.

- A welcome packet, which outlines the support service details, is sent by email to the bill-to contact referenced on the purchase order (PO) or any other contacts indicated on the PO after the contract has been entered into Zebra systems.

- Note, the welcome packet replaces the certificate of maintenance subscription renewal email notification that is currently sent.

Updated February 2024: Notifications About Expiring Software Support

When software support is nearing expiration, Zebra will send notifications so you can take action to renew the software support, ensuring no lapse in support. Notifications will be sent for the following scenarios:

- **Scenario 1**: When the software support warranty period (1 year after software registration) is nearing expiration. Learn more about this notification below.

- **Scenario 2**: When the Technical and Software Support (TSS) contact is nearing expiration. Learn more about these notifications below.

Note, the TSS contract is ordered to renew software support. The TSS contract replaces the former DA Maintenance or MIL Maintenance SKUs.

Scenario 1: Notification About Expiring Software Support Warranty Period (1 year after software registration)

Prior to the expiration of the software support warranty period, an email message will be sent multiple times to notify of the expiring software support. These notifications will replace the notifications that were sent by the Matrox Imaging CMS system.

- These automated messages will be sent 4 times: 90 days prior to expiration, 60 days prior, 30 days prior, and the final notification is sent on the day of expiration.

- The email notifications are sent to the contact who registered the software.

- Please note, if a partner was identified during the software registration process, the partner will be included on the email notifications.

Software support should be renewed to prevent a lapse in software support. To renew the software support, a Technical and Software Support (TSS) contact should be ordered. Refer to the Purchasing Software Support Renewals – Ordering Technical and Software Support (TSS) section above for more information about the ordering process.

Please note, if the software support lapses more than 30 days, a service continuity fee will be applied to the order for the Technical and Software Support (TSS) contact. Refer to the Service Continuity Fee for Lapsed Software Support section below for more information.

Scenario 2: Notifications About an Expiring Technical and Software Support (TSS) Contract

If a Technical and Software Support (TSS) Contract was ordered to renew software support, 2 types of notifications will be sent prior the expiration of the TSS contract for software support.

1. **Expiring Support Notification**

   - This first notification is same notification sent for scenario 1 listed above. Refer to the above section titled "Scenario 1: Notification About Expiring Software Support Warranty Period (1 year after software registration)" to learn about this notification.

2. **Quotation for the Renewal of the Technical Software and Support (TSS) Contract**

   - This second notification, a quotation for the renewal of the support is generated 90 days before the TSS contract expires.

- The renewal quotation will be sent to the End Customer who purchased the contract directly from Zebra.

Software support should be renewed to prevent a lapse in software support. To renew the software support, a Technical and Software Support (TSS) contact should be ordered. Refer to the Purchasing Software Support Renewals – Ordering Technical and Software Support (TSS) section above for more information about the ordering process.

Please note, if the software support lapses more than 30 days, a service continuity fee will be applied to the order for the Technical and Software Support (TSS) contact. Refer to the Service Continuity Fee for Lapsed Software Support section below for more information.

Updated February 2024: Service Continuity Fee for Lapsed Software Support

A service continuity fee will now be applied when software support has lapsed. Please refer to the following scenarios to understand the service continuity fee and how Zebra will back-date the renewed TSS contract.

Scenario 1: TSS Contract has been expired for <u>30 days or less</u>

- In this scenario, a service continuity fee will be applied.

- The fee is 10% of the annual value.

- Please submit your order for the TSS contract renewal to ZaaS@zebra.com, ensuring your purchase order meets the bookable order criteria.

Scenario 2: TSS Contract has been expired for <u>more than 30 days but less than 6 months</u>

- In this scenario, a service continuity fee will be applied.

- The fee is 10% of the annual value.

- Please submit your order for the TSS contract renewal to ZaaS@zebra.com, ensuring your purchase order meets the bookable order criteria.

- The renewed TSS contract will be back-dated to when the original contract expired.

Scenario 3: TSS Contract has been expired for more than 6 months

- In this scenario, a service continuity fee will be applied.

- The fee is 10% of the annual value.

- Please submit your order for the TSS contract renewal to ZaaS@zebra.com, ensuring your purchase order meets the bookable order criteria.

- The renewed TSS contract will be back-dated 6 months from the date the contract is quoted.

SECTION 11: SUPPORT FOR MATROX IMAGING PRODUCTS AND SOFTWARE

When you need support for your Matrox Imaging Product, please refer to the following information.

Updated February 2024/August 2024: Checking Software Support Entitlement for Aurora Design Assistant and Aurora Imaging Library

Available beginning Monday, February 19, you can easily check the status of your software support for Aurora Design Assistant and Aurora Imaging Library. Using the Warranty Check, available on Zebra's Support Community, you can search by the registration number **or beginning August 19th the product serial number** to view the status of software support.
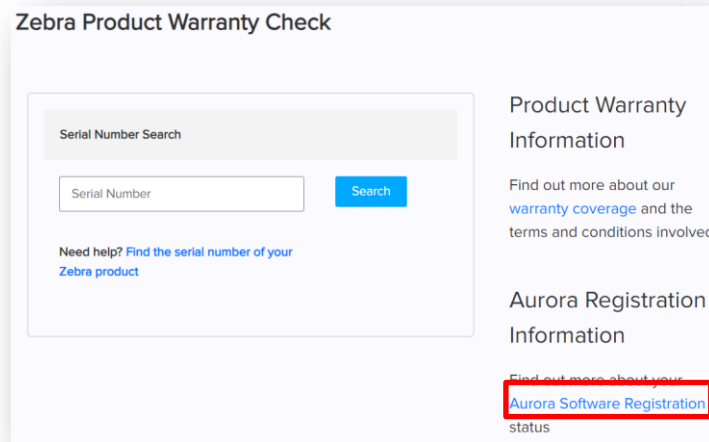
The following steps outline the process to check the status of your software support for Aurora Design Assistant and Aurora Imaging Library.

Step 1: Access the [Support Community](#) and click on Warranty Check
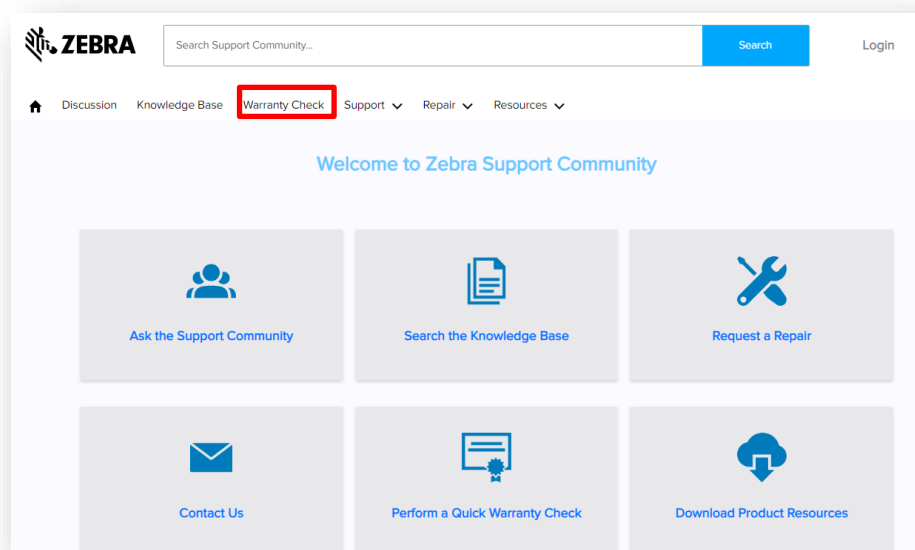
The Zebra Product Warranty Check page displays
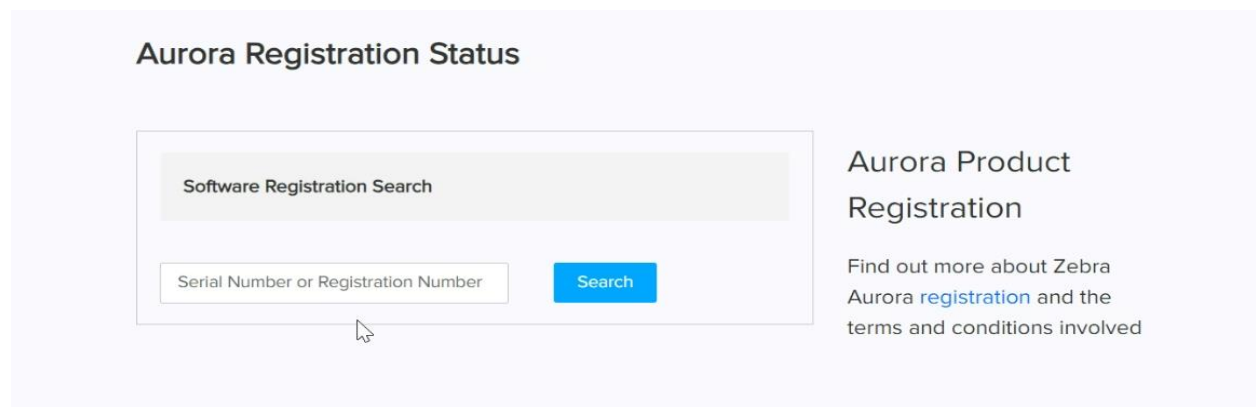
Step 2: Click on the Aurora Software Registration link in the Aurora Registration Information Section
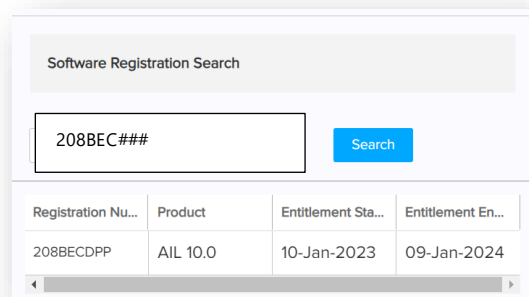

Update August 2024

The Aurora Registration Status page displays

Step 3: Type the **serial number or registration number** in the Software Registration Search field and click on Search

Update August 2024

The Aurora Registration Status page refreshes and if **the registration number or serial number** is valid, the software support entitlement information, which includes the start and end dates, displays.

Requesting Application Development Support (Technical Support)

Zebra's FrontLine Support is available to answer your installation questions and provide immediate trouble-shooting assistance. Our team of applications engineers is ready to guide you through the design, development, and deployment phases of your project. Customers also have access to our worldwide network of field-support specialists.

Note, technical assistance is available for registered users of Matrox Imaging products only; if you haven't already done so, please register your software now. MIL-Lite X users have access to one free year of technical support.

Options to Request Support

1. Submit an online support request form. Click here to access the form.

2. Contact Zebra's Front Line Support by phone at (514) 822-6061 (Available Monday to Friday, 9:00 to 17:00 EST)

Requesting a Repair for a Matrox Imaging Product

Effective Monday, 16 October, you will have a new way to request repairs for malfunctioning product(s) and new in-region locations where you will send your malfunctioning product(s).

Options for the Repair of Matrox Imaging Products

Zebra offers repair service for both in-warranty and out of warranty products.

- **In-Warranty Repair**: Zebra will validate that your malfunctioning product is in-warranty and will provide you with a repair authorization number for you to use when returning your malfunctioning product for repair.

- **Out of Warranty Repair**: Zebra will validate that your malfunctioning product is out of warranty and will quote you the cost to repair your product. If you choose to proceed with the repair you will need to provide a method of payment (payment options vary by region and customer type), to pay for the repair. Once you have provided your payment method, we will provide you with a repair authorization number for you to use when returning your malfunctioning product for repair.

- **Payment Methods for Out of Warranty Repair**: Customers in Europe, Middle East, and Africa (EMEA) and North America (NA) have the option to pay by credit card or by purchase order, if the customer has a financial relationship with Zebra. Customers located in Asia Pacific (APAC) and Latin America (LA) can only pay by purchase order. In this scenario, customers must have a financial relationship with Zebra.

How to Request a Repair

- Requests for repair should be submitted using Zebra's Repair Order Portal (ROP), our online repair request system.

- Alternatively, you can contact Zebra's Repair Help Desk using the contact number most convenient for you based on your location for assistance to create a repair request.

- Once you have submitted a repair request, you will receive a separate automated email with your repair authorization number from our system mailbox, with attached shipping instructions. Review the section further below titled, "*Sending Your Malfunctioning Product for Repair & Receiving Your Repaired Product*", for information about next steps. Note, the Repair Order Portal cannot be used to submit a request for a return for credit or notify Zebra of a dead on arrival product.

Attention! Repair requests for malfunctioning dongles cannot be submitted using the Zebra Repair Order Portal. You must first contact the FrontLine Support Team, who will troubleshoot the issue with the dongle and provide direction to resolve the issue.

<u>**Learn How to Use Zebra's Repair Order Portal**</u>

Zebra offers multiple resources to help you learn how to utilize the tool. Visit the <u>Resources & Training page</u> on Zebra.com for resources to help you learn how to use the portal such as:

- <u>Introduction to the Repair Order Portal</u>
- <u>Submitting a Repair</u>
- <u>Downloading Repair Documents</u>

Additionally, you can read more about the portal's features and benefits <u>here</u>.

<u>**Accessing the Repair Order Portal on October 16**</u>

- If you have requested a repair from Matrox from January 2021 through June 2023, you will be granted access to Zebra's Repair Order Portal effective Monday, October 16.

  - On October 12, you will receive an automatic message from Zebra notifying you that you will have access to the Repair Order Portal effective October 16. No action is required for this notification.

  - On October 13, you will receive a welcome email notification from Zebra with instructions on how to log in to the Repair Order Portal beginning October 16, as a first-time user. When you are ready to submit a repair, click <u>here</u> to log into the Repair Order Portal.

- If you have never submitted a request for a repair or submitted a request prior to January 2021, you must click <u>here</u> and follow the steps to register for the Repair Order Portal.

<u>**Sending Your Malfunctioning Product to Zebra for Repair**</u>

- You must submit a repair authorization request prior to sending your malfunctioning product to Zebra for repair.

- Once you have submitted your repair request, follow the shipping instructions provided in the automated email sent from our Zebra system mailbox.

- You will send your malfunctioning product(s) to an in-region Zebra facility, where the repair will be processed and sent onto Matrox for repair.

- The location where you will send your malfunctioning product(s) is outlined on the repair acknowledgment/shipping manifest document, which is sent by email after your repair request has been processed.

- Upon repair completion, your repaired product will be returned to you from the in-region Zebra facility.

Attention! You may not send your malfunctioning product for repair without a repair authorization number.

Requesting Help with Zebra's Repair Order Portal

If you need assistance with Zebra's Repair Order Portal, please send an email to our Zebra Portal Support Team at portal.support@zebra.com

Example of a Repair Shipping Instructions Document