

Overview of Zebra Repair Order Status and Reminder Email Notifications

Notifications	Email Preferences Group			Recipient		Language Availability			Product Group					Notification Timing
	All	Exceptions	None	Ship to Contact	Additional Contacts	APAC	EMEA	NALA	APAC	EMEA	NA	Mexico	Other LA	
1. Devices Not Yet Received – (14-Day First Reminder)	✓	✓		✓	✓	English (Coming in Early 2019: Chinese Japanese Korean Thai)	English (Coming in Early 2019: Czech Dutch French German Italian Polish Russian Spanish)	English (Coming in Early 2019: Spanish)	All Products	All Products	Printers (Available for Mobile Computers and Scanners in Early 2019)	Other LA	Not Yet Available (Coming Late 2019)	Sent 14 Days from RMA Creation
2. Devices Not Yet Received – (21-Day Final Reminder)	✓	✓		✓	✓									Sent 21 Days from RMA Creation
3. Device(s) Received at Zebra Repair Center	✓			✓	✓									Sent on Day of Receipt
4. Device(s) Shipped to from Zebra Repair Center	✓			✓	✓									Sent on Day of Shipping
5. Purchase Order or Credit Card Payment Not Yet Received for Requested Repair (First Reminder)	✓	✓			✓									Sent 14 Days from Quotation Date
6. Purchase Order or Credit Card Payment Not Yet Received for Requested Repair (Final Reminder)	✓	✓			✓									Sent 21 Days from Quotation Date
7. Expected Faulty Device(s) Due But Not Yet Received (First Reminder)	✓	✓		✓	✓									Sent 14 Days from Spare Ship Date
8. Expected Faulty Device(s) Due But Not Yet Received (Final Reminder)	✓	✓		✓	✓									Sent 21 Days from Spare Ship Date
9. Repair(s) Pending Parts Arrival – First Notification	✓	✓		✓	✓									Mobile Computers and Scanners (ETA Date available beginning November 12, 2018)
10. Repair(s) Pending Parts Arrival – Bi-Weekly Update	✓	✓		✓	✓				Sent Every 14 Days Until Last Part Arrives					
11. Repair Parts Arrival	Coming Early 2019 for Mobile Computers and Scanners											Sent When Last Part Arrives		

NOTES:

1. Notifications sent daily (times are in the regional time zone): Recipients in APAC 8 pm (ST), in EMEA 6 pm (CET), NALA 6 pm (CT).
2. Notifications are distributed in English, with the option to click on a version of the email in the other available languages. All available languages are accessible to all users, irrespective of their region.