Navigate to **REPAIR ORDERS** tab
Click on NEW REPAIR ORDER button
Fill in CUSTOMER REFERENCE# for the whole order, if applicable.
Select SHIPPING CONTACT

TIP: Set a default shipping contact in User Settings tab
Select **RETURN SHIPPING ADDRESS**

**TIP:** Set a default shipping address in User Settings tab
Fill in **RETURN SHIPMENT DETAILS**

*Only if you want to have the units delivered back by your preferred carrier*
Click on **NEXT** to continue to the next screen
Enter the device information into the **ADD PRODUCT** field.

**Maximum 200 characters in **PROBLEM DESCRIPTION** field.

*TIP: If you are adding more than 10 units, try the Bulk Load function.*
Review the system determined entitlement and information.

To add more devices, click the **ADD ANOTHER PRODUCT** button.

Click on **NEXT** to continue to the next screen.
Make changes to the units for the last time
Agree to Zebra’s Terms and Conditions of Sale

Click on PAYMENT to continue to the Payment Screen

In case there are no billable units in your cart, you will see CONFIRM button. Click on it to submit the cart. Is this your case? Click here

- I have read and agree to Zebra’s Terms and Conditions of Sale.
  Click here to read the Service Description Document for your order type and country.
I see option to pay by **PURCHASE ORDER**

I see option to pay by **CREDIT CARD**
Provide valid PURCHASE ORDER #

Tip: To review the quotation document, click on VIEW DETAILS
Select BILLING ADDRESS

TIP: Set a default billing address in User Settings tab
Attach DOCUMENTS If applicable
Validate that you have issued a valid Purchase Order #

Submit the cart by clicking on CONFIRM and click here
Fill in CREDIT CARD information

Tip: To review the quotation document, click on VIEW DETAILS
Select BILLING ADDRESS

TIP: Set a default billing address in User Settings tab
Submit the cart by clicking on CONFIRM.
After successful submission, you will get the RMA#.