

For Partners: Learn How to Register for Access to Zebra's Repair Order Portal



Registering for Access to the Repair Order Portal

The Repair Order Portal is available in the following regions: Asia Pacific (**APAC**), Europe, the Middle East, and Africa (**EMEA**), and North America (**NA**). Customers in Latin America, please access the [Latin America Repair Portal](#). Customers in Brazil, please access the [Brazil Repair Portal](#).

To take advantage of the repair order portal features, including round-the-clock access to repair status and immediate submission of repair requests, users must register and be approved for access

The registration process varies based on customer classification:

Partners: Partner Administrators can utilize [PartnerConnect](#), Zebra's partner portal, to manage access to the Repair Order Portal

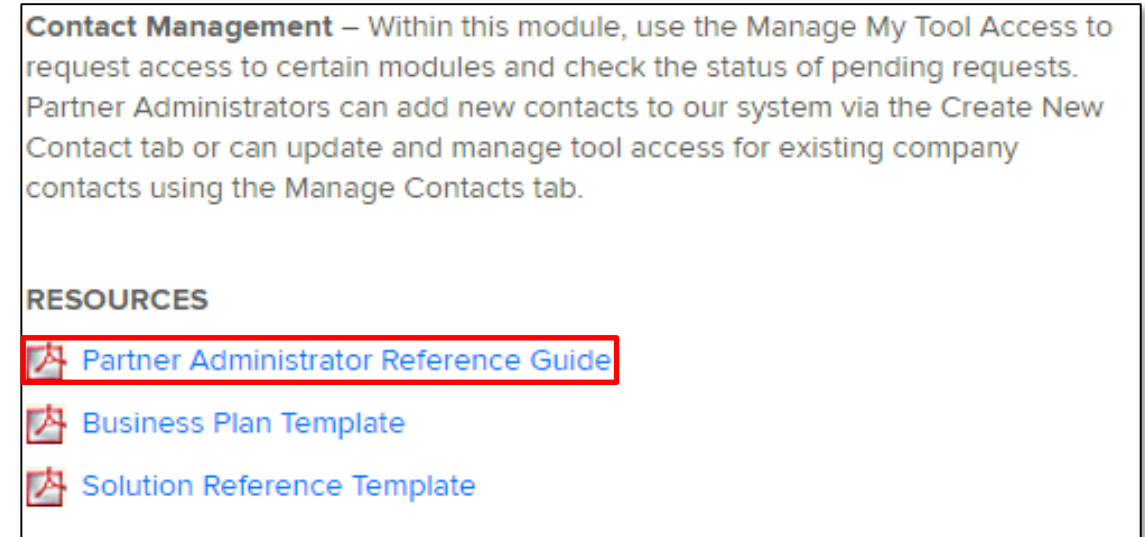
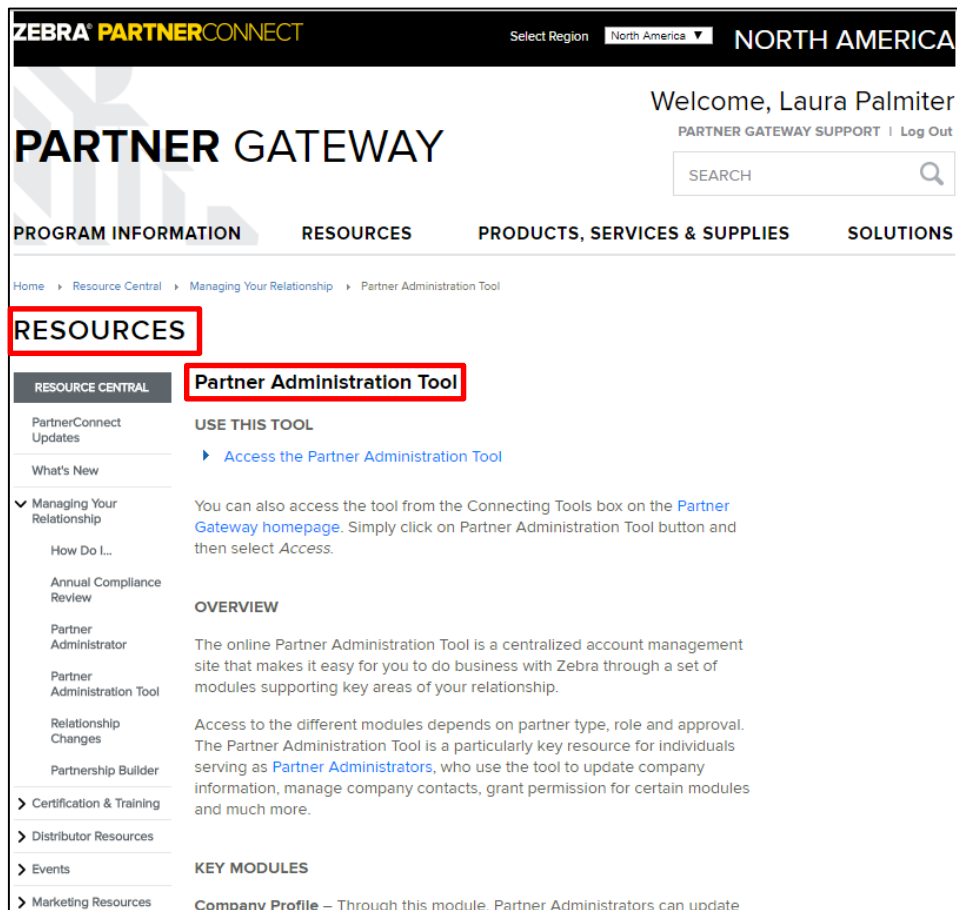
Customers: The 4 step registration process can be initiated from the repair order portal [registration page](#). Users requesting access must have a valid email address. Refer to the For Customers: Learn How to Register for Access to the Repair Order Portal training guide, for additional information

NOTE: For customers, the registration review and approval process can take up to 24 hours to complete. A member of Zebra's Repair Help Desk may contact you for additional information

*The following information outlines the resources available for **partners** to learn how to manage access to the repair order portal*

Managing Access to the Repair Order Portal

For detailed instructions for managing access to the Repair Order Portal, access the [Zebra PartnerConnect Program: Partner Administration Tool Reference Guide](#) from the *Resources > Partner Administration Tool*, page of the Partner Gateway



Managing Access to the Repair Order Portal

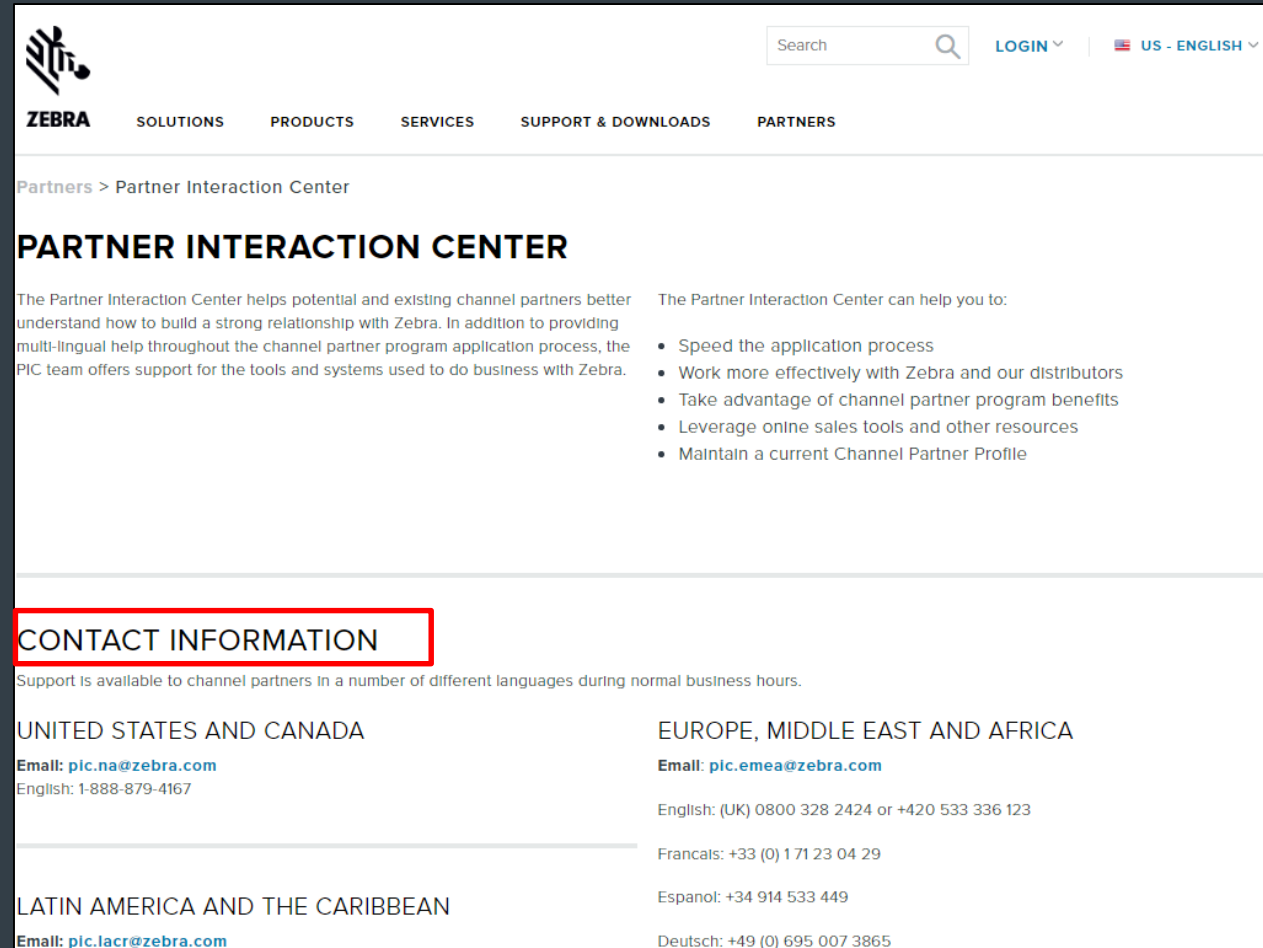
Access Granting Tool Access or Requesting Tool Access on Behalf of a Contact sections of the guide for applicable information



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Need help?

Partners should contact the [Partner Interaction Center \(PIC\)](#) with inquiries related to granting access to the partner tools



The screenshot shows the Zebra Partner Interaction Center (PIC) website. The header includes the Zebra logo, a search bar, a 'LOGIN' button, and a language selector set to 'US - ENGLISH'. The main navigation menu contains 'SOLUTIONS', 'PRODUCTS', 'SERVICES', 'SUPPORT & DOWNLOADS', and 'PARTNERS'. The breadcrumb trail reads 'Partners > Partner Interaction Center'. The main heading is 'PARTNER INTERACTION CENTER'. Below this, there are two columns of text. The left column explains the PIC's role in helping channel partners. The right column lists four key benefits: speeding the application process, working more effectively with Zebra and distributors, leveraging online sales tools, and maintaining a current Channel Partner Profile. A red box highlights the 'CONTACT INFORMATION' section, which is divided into three regional blocks: 'UNITED STATES AND CANADA', 'EUROPE, MIDDLE EAST AND AFRICA', and 'LATIN AMERICA AND THE CARIBBEAN'. Each block provides an email address and phone numbers in English, French, and German.

CONTACT INFORMATION

Support is available to channel partners in a number of different languages during normal business hours.

UNITED STATES AND CANADA
Email: pic.na@zebra.com
English: 1-888-879-4167

EUROPE, MIDDLE EAST AND AFRICA
Email: pic.emea@zebra.com
English: (UK) 0800 328 2424 or +420 533 336 123
Francals: +33 (0) 1 71 23 04 29
Espanol: +34 914 533 449
Deutsch: +49 (0) 695 007 3865

LATIN AMERICA AND THE CARIBBEAN
Email: pic.lacr@zebra.com