



REPAIR ORDER PORTAL
USER GUIDE
SCHEDULING PICK UP OR COLLECTION



Shipping Details

Add Products

Review Cart

Payment Details

Order Confirmation

Customers with a Zebra OneCare collection contract who are located in the following countries can use the Repair Order Portal to schedule the collection:

<i>Austria</i>	<i>Belgium</i>	<i>Bulgaria</i>	<i>Croatia</i>	<i>Cyprus</i>
<i>Czech Republic</i>	<i>Denmark</i>	<i>Estonia</i>	<i>Finland</i>	<i>France</i>
<i>Germany</i>	<i>Greece</i>	<i>Hungary</i>	<i>Iceland</i>	<i>Ireland</i>
<i>Italy</i>	<i>Latvia</i>	<i>Lithuania</i>	<i>Liechtenstein</i>	<i>Luxembourg</i>
<i>Malta</i>	<i>Netherlands</i>	<i>Norway</i>	<i>Poland</i>	<i>Portugal</i>
<i>Romania</i>	<i>Serbia</i>	<i>Slovakia</i>	<i>Slovenia</i>	<i>Spain</i>
<i>Sweden</i>	<i>Switzerland</i>	<i>United Kingdom</i>		

If you are not located in one of the above countries and you have a Zebra OneCare collection contract, please contact the Repair Help Desk by email, emea.ccc@zebra.com.

GENERATE SHIPPING LABEL

[Shipping Details](#)[Add Products](#)[Review Cart](#)[Payment Details](#)[Order Confirmation](#)

Scheduling a Pickup or Collection can be done from:

1a Order confirmation page

1b Repair Status page

Thank you. Your Repair Order has been successfully submitted.

Shortly you will receive an Order Acknowledgement and Shipping Instructions by email.

Please note: Any devices with an associated dispute may be delayed, pending resolution.

If your repair order qualifies for prepaid shipping, your labels may be generated using the button.

GENERATE SHIPPING LABEL


Shipping Details

Add Products

Review Cart

Payment Details

Order Confirmation

Order Confirmation Number: 11449577 

Thank you. Your Repair Order has been successfully submitted.

Shortly you will receive an Order Acknowledgment email.

Click on **GENERATE SHIPPING LABEL**
from *Order Confirmation* page

Please note: Any devices with an associated dispute may be delayed, pending resolution.

If your repair order qualifies for prepaid shipping, your labels may be generated using the button.

1a

GENERATE SHIPPING LABEL

No Records

REPAIR ORDER STATUS AND HISTORY

EXPORT

COLUMNS DISPLAYED

Order Number▲▼	Order Type	Job Type	Exchange Type	Order Date	Created
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1b

SEARCH ORDER

Search Using

Order Number | ▼

11449577

STATUS

- Submitted
- Cancelled
- Pending Quote
- On Hold
- Closed

ORDER DATE

From

To

SUBMIT

RESET

Search for the order on *Repair Status* page

Showing 1 records

1 - 1 of 1

REPAIR ORDER STATUS AND HISTORY

[EXPORT](#)[COLUMNS DISPLAYED](#)

SEARCH ORDER

Search Using

STATUS

- Submitted
- Cancelled
- Pending Quote
- On Hold
- Closed

ORDER DATE

From To [SUBMIT](#)[RESET](#)

1b

Order Number	Order Type	Job Type	Exchange Type	Order Date▲▼	Created By	Account #	Account Name	Contact
11449577	WMA Repair Return	Contract	Advance Exchange	26-Jul-2019 12:36...	PRDTEST.4225@...	1279591	ZEBRA TECHNO...	218 prctest

Click on the **Order Number**

Repair Order # 11449577

[BACK](#) [REVIEW](#) **1b** [GENERATE SHIPPING LABEL](#) Share [SEND](#)

ACCOUNT Account Number 1279591 Account Name ZEBRA TECHNOLOGIES CORP Customer Reference #	SHIPPING CONTACT Contact prctest 218 Contact Email Address prctest 218@mailinator.com--removed Work Phone # 12345	SHIPPING ADDRESS Store Number Zebra Tech, Unit 11 & 12 Clare Hall Shopping Centre, Malahide Road, Dublin, Ireland, D17 N971	DOCUMENTS 1 - 1 of 1 ShippingManifest_11449577_07-26-2019_06-36-50
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Click on **GENERATE SHIPPING LABEL**

LINE ITEMS 1 - 1 of 1

Filter Type [FIND](#)

Line #▲▼	Customer Reference #	Serial #	Product	Outbound Serial #	Job Type	Exchange Type	Net Price	Sparepool Name	Line Item Status	Line Sub Status	Part
1		17020521400294	MC67NA-PDABA...		Contract	Advance Exchange	€0.00	Czech Buffer	Open		

CONFIGURATIONS No Records	ACCESSORIES No Records				
<table border="1"><thead><tr><th>Configuration Name</th><th>Value</th></tr></thead><tbody></tbody></table>	Configuration Name	Value	<table border="1"><thead><tr><th>Kit Name</th><th>Accessory Name</th></tr></thead><tbody></tbody></table>	Kit Name	Accessory Name
Configuration Name	Value				
Kit Name	Accessory Name				

Collection Details

Confirmation

Repair Order # 11449577

ACCOUNT

Account Number
1279591

Account Name
ZEBRA TECHNOLOGIES CORP

2

SHIPPING CONTACT

Contact
prtest 218

Contact Email Address
prtest.218@mailinator.com--removed

Work Phone #
12345

SENDER ADDRESS

Store Number

Ship Address
Zebra Tech,
Unit 11 & 12 Clare Hall Shopping Centre,
Malahide Road,
Dublin,
Ireland,
D17 N971

SHIPPING CARRIER

TNT

CUSTOMS / EXPORT DUTY

Total Customs Amount

Customs Currency

PICKUP

Does your company have a regular shipping carrier?

Desired Pickup Date

Your Company's Starting Time

Your Company's Closing Time

Desired Pickup Time

Special Instructions

SHIPPING LABEL

Repair Center	No. of Packages To Be Picked Up
S. E. CZECH R.	

SUBMIT

RESTORE DEFAULT VALUES

Select **SHIPPING CONTACT** and/or **SENDER ADDRESS**,
if necessary

Collection Details

Confirmation

Repair Order # 11449577

ACCOUNT

Account Number
1279591

Account
ZEBRA

SHIPPING CONTACT

Contact
protest 218

Work Phone #
12345

SENDER ADDRESS

Store Number

Shipping Point
Customs
Inland
CITY: NET1

Review the **SHIPPING CARRIER**

SHIPPING CARRIER

TNT

CUSTOMS / EXPORT DUTY

Total Customs Amount	<input type="text" value="€200.00"/>
Customs Currency	<input type="text" value="EUR"/> ▼

3

For international shipments, fill in **Total Customs Amount** and select **Customs Currency**



Find the Total Customs Amount and Customs Currency on Commercial Invoice

CLEAR

RESTORE DEFAULT VALUES

Collection Details

Confirmation

Repair Order # 11449577

ACCOUNT

Account Number
1279591
Account Name
ZEBRA TECHNOLOGIES CORP

SHIPPING CONTACT

Contact
protest 218
Contact Email Address
protest.218@realinator.com--removed

SENDER ADDRESS

Store Number

Ship Address

In case your company has regular scheduled pick up with the shipping carrier, you do not need to schedule the pick up. However, you still need to generate the label.

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PICKUP / COLLECTION

Does your company have a regular / daily scheduled pick up with the shipping carrier?

Desired Pickup Date

Your Company's Starting Time

Your Company's Closing Time

Desired Pickup Time

Special Instructions

In case your company does not have that, you need to schedule the pick up and follow the further steps.

SHIPPING LABEL

Repair Center	No. of Packages To Be Picked Up
S. E. CZECH R.	

Collection Details

Confirmation

Repair Order # 11449577

ACCOUNT

Account Number
1279591
Account Name
ZEBRA TECHNOLOGIES CORP

SHIPPING CONTACT

Contact
protest 218
Contact Email Address
protest.218@malinator.com—removed
12345

SENDER ADDRESS

Store Number
Ship Address
Delivery Point
Country
City

Select the Desired Pickup Date

SHIPPING CARRIER

TNT

CUSTOMS / EXPORT DUTY

Total Customs Amount
Customs Currency

PICKUP / COLLECTION

Does your company have a regular / daily scheduled pick up with the shipping carrier?

Desired Pickup Date

Your Company's Starting Time

Your Company's Closing Time

Desired Pickup Time

Special Instructions

SHIPPING LABEL

Repair Center	No. of Packages To Be Picked Up
S E CZECH R	

5

Collection Details

Confirmation

Repair Order # 11449577

ACCOUNT

Account Number
1279591

Account Name
ZEBRA TECHNOLOGIES CORP

SHIPPING CONTACT

Contact
protest 218

Contact Email Address
protest.218@mailinator.com—removed
12345

SENDER ADDRESS

Store Number

Ship Address

Address Type

Address

City

State

Zip

Country

Select the **Desired Pickup Date**

Pick Available Date

1 - 1 of 1

Pick Up Date	Cut Off Time
28-07-2019	17:30

6

OK

CANCEL

Repair Center No. of Packages To Be Picked Up

S. E. CZECH R.

SUBMIT

RESTORE DEFAULT VALUES

Repair Order # 11449577

Pick Available Date

Pick Up Date

Cut Off Time

28-07-2019

17:30



In case the **cut off** time displayed is **reached for the day**, close the popup box and the collection date will change to the next business date.

OK

CANCEL

Collection Details

Confirmation

Repair Order # 11449577

ACCOUNT

Account Number

1234567

ZEBRA TECHNOLOGIES

SHIPPING CONTACT

Contact

12345

SENDER ADDRESS

Store Number

12345

Czech Republic

SHIPPING CARRIER

TNT

PICKUP / COLLECTION

Does your company have a regular / daily scheduled pick up with the shipping carrier?

No

Desired Pickup Date

28-07-2019

Your Company's Starting Time

Your Company's Closing Time

Desired Pickup Time

Special Instructions

In case you selected any other day, you need to select **Your Company's Starting Time**

S. E. CZECH R.

SUBMIT

RESTORE DEFAULT VALUES

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Collection Details

Confirmation

Repair Order # 11449577

ACCOUNT

Account Number
1279501
Account Name
ZEBRA TECHNOLOGIES CORP

SHIPPING CONTACT

Contact
1215
Contact Email Address
protest.215@mailinator.com--removed
Work Phone #
12345

SENDER ADDRESS

Store Number
ZEBRA TECHNOLOGIES CORP
STRAKONIC
RIVER BUSINESS CENTRUM
PRAGUE 5
Czech Republic
15000

Select Your Company's Closing Time

SHIPPING CARRIER

TNT

PICKUP / COLLECTION

Does your company have a regular / daily scheduled pick up with the shipping carrier?

Desired Pickup Date

Your Company's Starting Time

Your Company's Closing Time

Desired Pickup Time

Special Instructions

SHIPPING LABEL

1 - 1 of 1

Repair Center	No. of Packages To Be Picked Up
S. E. CZECH R.	

Navigation bar with arrows and symbols

SUBMIT

RESTORE DEFAULT VALUES

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Collection Details

Confirmation

Repair Order # 11449577

ACCOUNT

Account Number
1279591
Account Name
ZEBRA TECHNOLOGIES CORP

SHIPPING CONTACT

Contact
prtest.218@malinator.com--removed
Work Phone #
12345

SENDER ADDRESS

Store Number
ZEBRA TECHNOLOGIES CORP
STRAKONIC
RIVER BUSINESS CENTRUM
PRAQUE 5
Czech Republic
15000

Select Desired Pickup Time

SHIPPING CARRIER

TNT

PICKUP / COLLECTION

Does your company have a regular / daily scheduled pick up with the shipping carrier? No

Desired Pickup Date 28-07-2019

Your Company's Starting Time

Your Company's Closing Time 18:00

Desired Pickup Time

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Special Instructions

SHIPPING LABEL

1 - 1 of 1

Repair Center	No. of Packages To Be Picked Up
S. E. CZECH R.	

Navigation bar with arrows and symbols

SUBMIT

RESTORE DEFAULT VALUES

Collection Details

Confirmation

Repair Order # 11449577

ACCOUNT

Account Number
1279591
Account Name
ZEBRA TECHNOLOGIES CORP

SHIPPING CONTACT

Contact
prtest 218
Contact Email Address
prtest.218@malinator.com--removed
Work Phone #
12345

SENDER ADDRESS

Store Number
Ship Address
ZEBRA TECHNOLOGIES CORP
STRAKONIC
RIVER BUSINESS CENTRUM
PRAQUE 5
Czech Republic
15000

SHIPPING CARRIER

TNT **Fill in No. of Packages To Be Picked Up**

PICKUP / COLLECTION

TIP: Number of packages cannot be higher than number of units in the order

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SHIPPING LABEL

1 - 1 of 1

Repair Center	No. of Packages To Be Picked Up
S. E. CZECH R...	

SUBMIT

RESTORE DEFAULT VALUES

Collection Details

Confirmation

Repair Order # 11449577

ACCOUNT

Account Number
1279591

Account Name
ZEBRA TECHNOLOGIES CORP

SHIPPING CONTACT

Contact
prtest 218

Contact Email Address
prtest.218@malinator.com--removed

Work Phone #
12345

SENDER ADDRESS

Store Number

Ship Address
ZEBRA TECHNOLOGIES CORP
STRAKONIC
RIVER BUSINESS CENTRUM
PRAQUE 5,
Czech Republic
15000

SHIPPING CARRIER

TNT

PICKUP / COLLECTION

Does your company have a regular / daily schedule with shipping carrier?

Desired Pickup Date

Your Company's Starting Time

Your Company's Closing Time

Desired Pickup Time

Special Instructions

Click Submit

SHIPPING LABEL

1 - 1 of 1

Repair Center	No. of Packages To Be Picked Up
S. E. CZECH R.	

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SUBMIT

RESTORE DEFAULT VALUES



COLLECTION CONFIRMATION

1 of 1+

Order Number: 11449577

Packaging Instructions

1. Review the repair center for your device, group it and prepare the package(s) accordingly.
2. You will need to forward the shipping label(s) to the person who prepares the goods for collection, if you are at different collection location.
3. If you have regular/daily pickup at your facility, drop the packages at your facility's designated location.
4. If you schedule on-time pickup.

The collection has been scheduled and the label was generated

b. To cancel or reschedule this collection, contact shipping carrier directly.

DOCUMENTS

1 - 1 of 1

Filter Type | Filter Value

Attachment Name	Tracking Number	Repair Center	Type
344607340_1_...	344607340	S. E. CZECH R...	html

PICKUP/COLLECTION DETAILS

Carrier
TNT

Pickup #
GE344607340CZ

Date
26-07-2019

Time
16:00

PICKUP ADDRESS

ZEBRA TECHNOLOGIES CORP,
STRAKONIC,
RIVER BUSINESS CENTRUM,
PRAGUE 5,
Czech Republic,
15000



COLLECTION CONFIRMATION

1 of 1+

Order Number: 11449577

- Packaging Instructions
1. Review the repair center for your device.
 2. You will need to forward the shipping label(s) to the person who prepares the goods for collection, if you are at different collection location.
 3. If you have regular/daily pickup at your facility, drop the packages at your facility's designated location.
 4. If you need to cancel or reschedule this collection, contact shipping carrier directly.

To download the label, click on the **Attachment Name**

TIP: You can always download the label in the Repair Order Details page under Documents

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DOCUMENTS 1 - 1 of 1

Filter Type | Filter Value | GO

Attachment Name	Tracking Number	Repair Center	Type
344607340_1_...	344607340	S. E. CZECH R...	html

PICKUP/COLLECTION DETAILS

Carrier: TNT
Pickup #: GE344607340CZ
Date: 26-07-2019
Time: 16:00

PICKUP ADDRESS

ZEBRA TECHNOLOGIES CORP,
STRAKONIC,
RIVER BUSINESS CENTRUM,
PRAGUE 5,
Czech Republic,
15000

Example label

		DOM/ROAD	C1
Con No. 344607340		Service Express	
Piece 1 of 1	Weight 1.00kg	Option	
Customer Reference RO 344607340		Origin PRG	Pickup Date 26 July 2019
S/R Account No 000018421		Routing	
Sender Address prdiest 218 ZEBRA TECHNOLOGIES CORP STRAKONIC PRAHA 15000 CZ		Sort	
Delivery Address Zebra Technologies Sanmina-SCI Czech Republic S.R Kolejni 1 BRNO 612 00 CZ		Dest Depot BRQ-29	
Postcode / Cluster Code	04		
			
1100344607340010897001000000			