

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:

Austria	Belgium	Bulgaria	Croatia	Cyprus
Czech Republic	Denmark	Estonia	Finland	France
Germany	Greece	Hungary	Iceland	Ireland
Italy	Latvia	Lithuania	Liechtenstein	Luxembourg
or <i>Malta</i> will receive an	Netherlands wiedge	Norway Shipping In	Poland s by ema	Portugal
Romania	Serbia	Slovakia	Slovenia	Spain
Sweden Any devices	Switzerland	United Kingdom		

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.

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



Home Repair Orders Repair Status Assets Validate Warranty and Entitlement Contracts

Shipping Details

Add Products

Review Cart

Payment Details

Order Confirmation

Order Confirmation Number: 11449577



Click on **GENERATE SHIPPING LABEL**

from Order Confirmation page

1a

GENERATE SHIPPING LABEL



lome Repair Orders

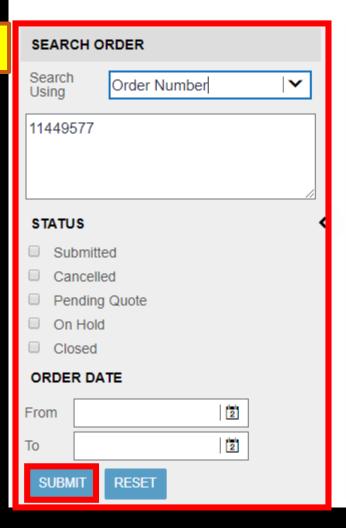
1b

Repair Status Assets

ssets Contracts

Validate Warranty and Entitlement

REPAIR ORDER STATUS AND HISTORY

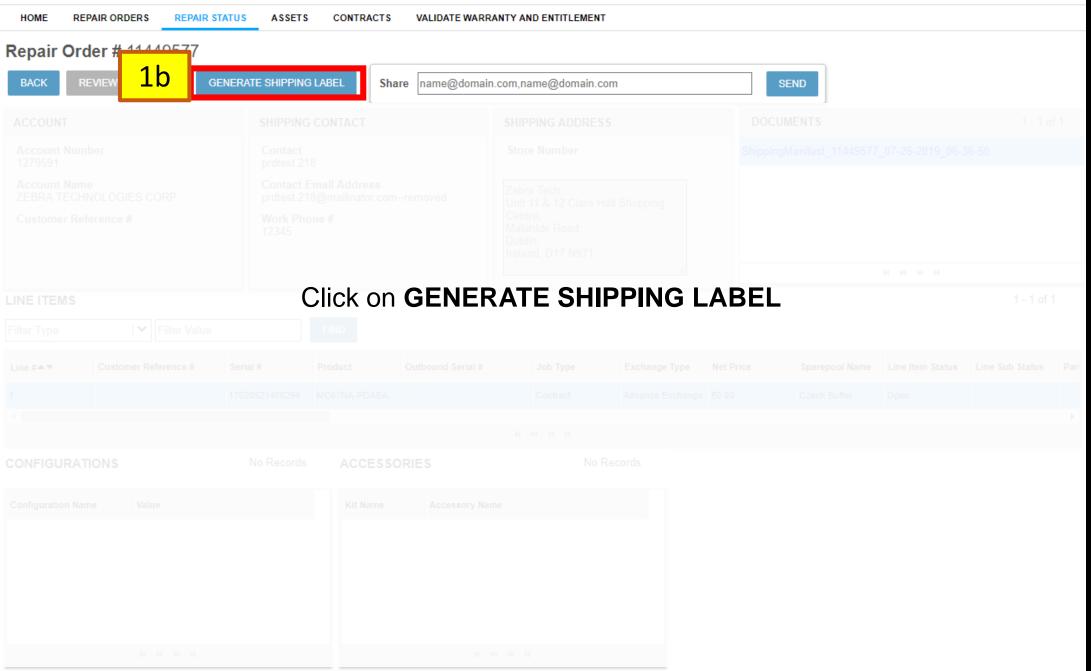


Search for	the order	on Repair	Status page
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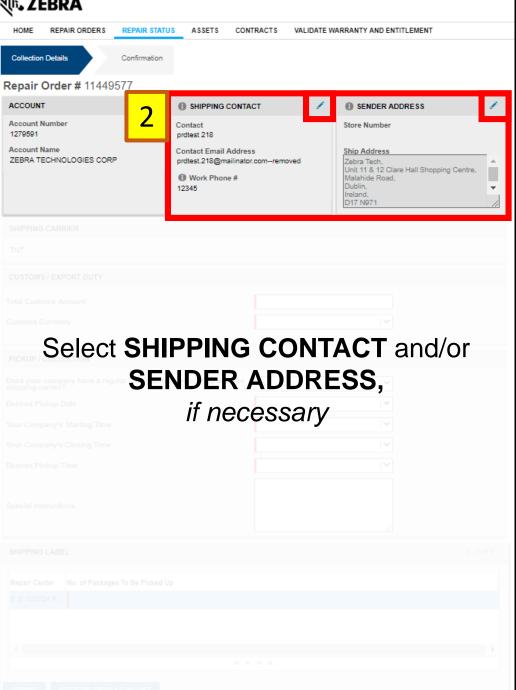


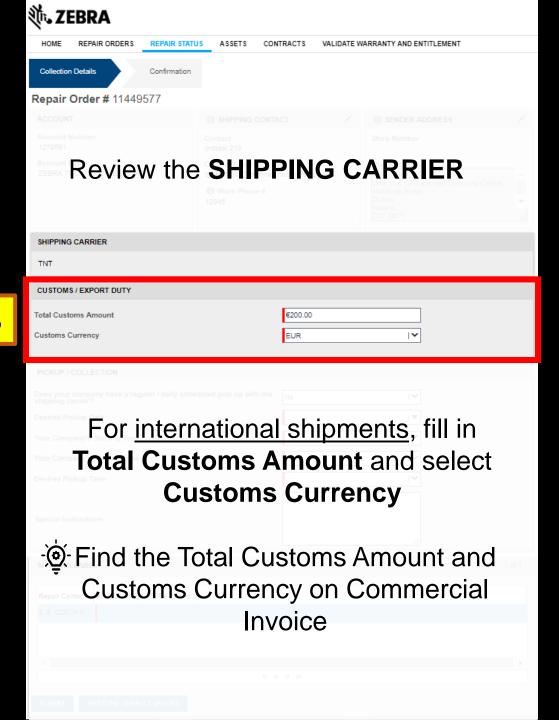
REPAIR ORDERS REPAIR STATUS ASSETS CONTRACTS VALIDATE WARRANTY AND ENTITLEMENT Showing 1 records 1 - 1 of 1 **EXPORT** COLUMNS DISPLAYED 1b Order Number Order Type Job Type Exchange Type Created By Account # **Account Name** Contact Order Date▲▼ 11449577 RMA Repair Return Contract Advance Exchange 26-Jul-2019 12:36... PRDTEST.4225@... 1279591 ZEBRA TECHNO... 218 prdtest Click on the **Order Number**

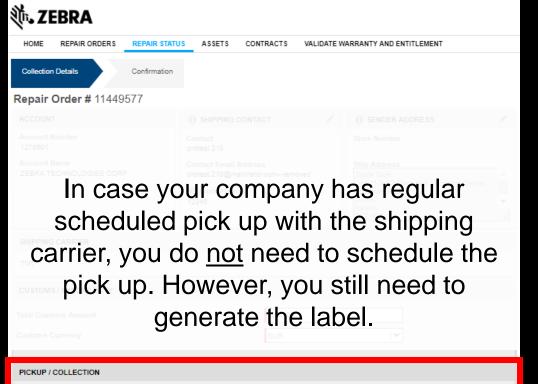










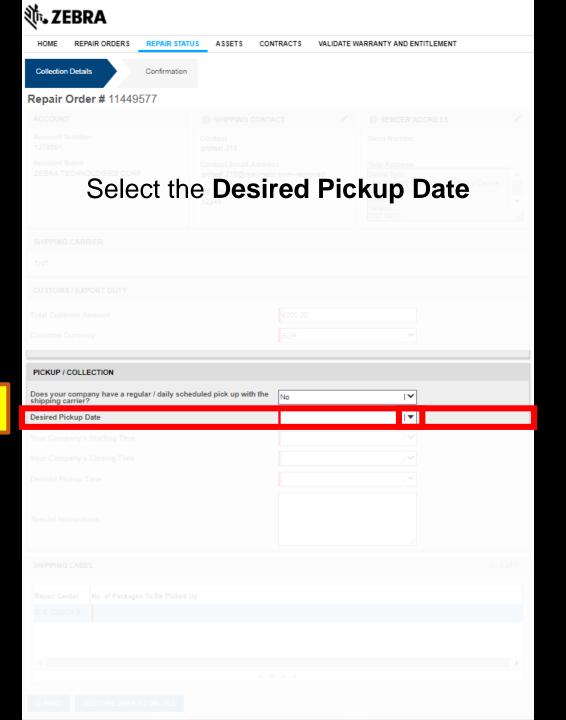


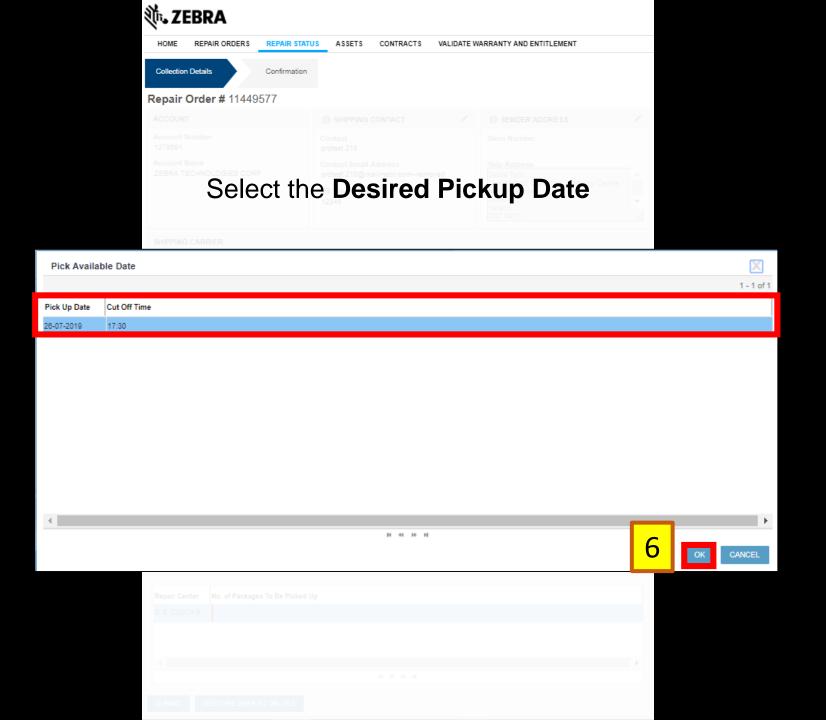
Does your company have a regular / daily scheduled pick up with the shipping carrier?

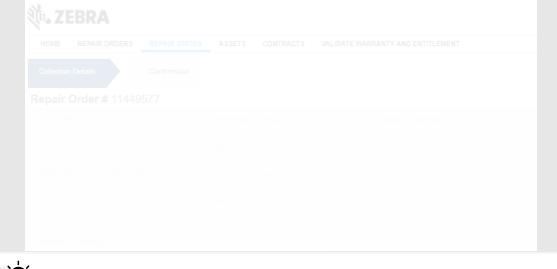
Usuffeed Pickup Date

Your Company's Starting Time

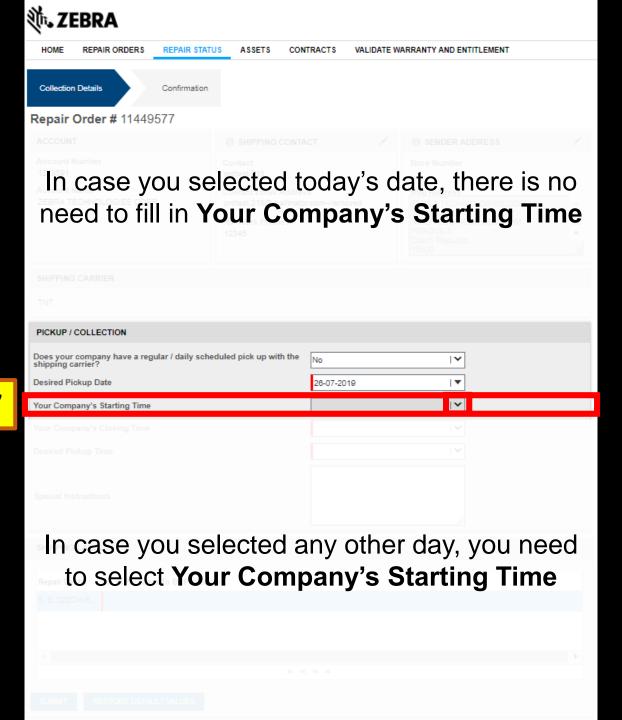
Your Company's St

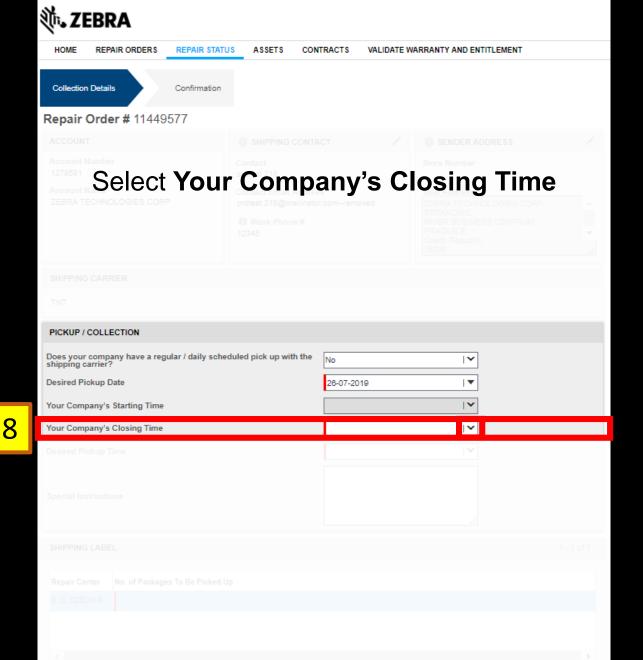


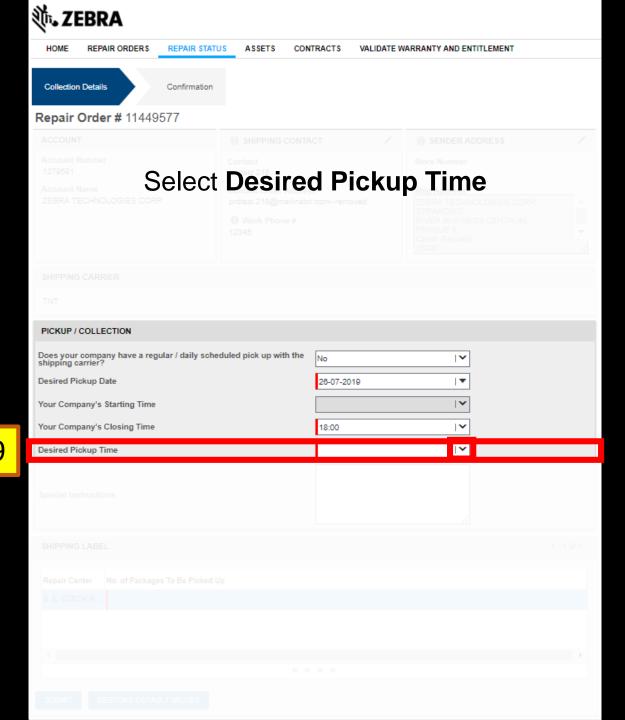


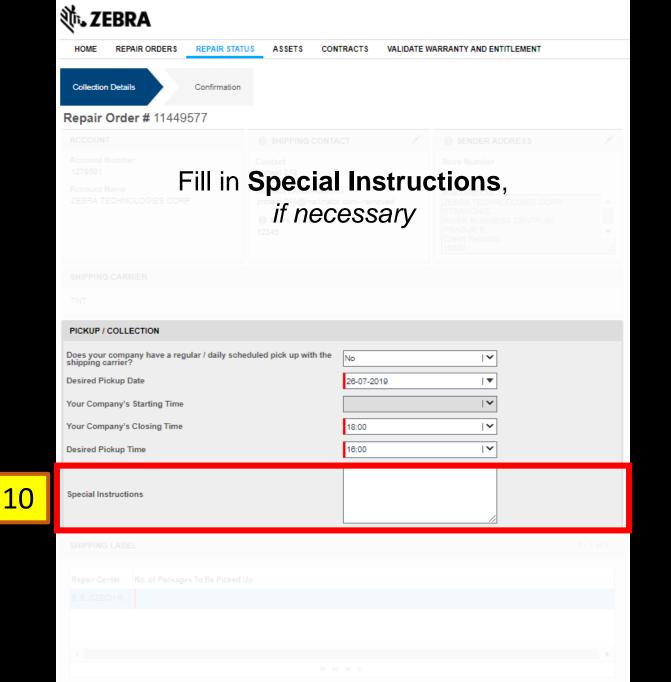


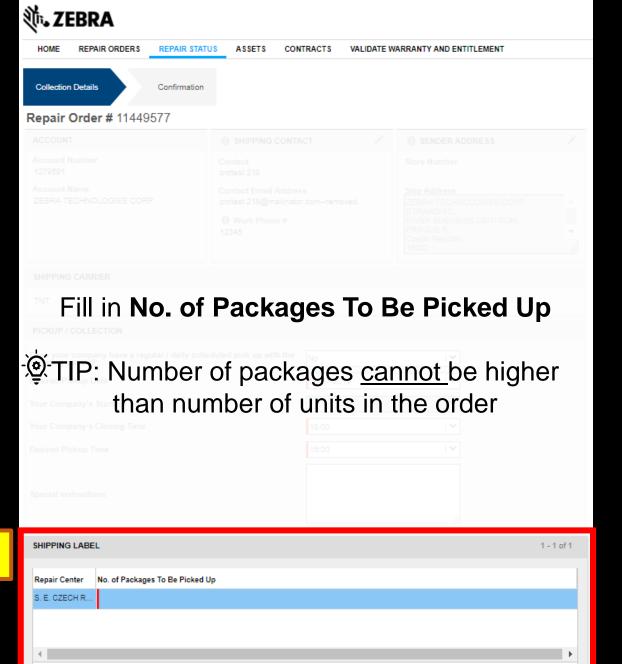
In case the **cut off** time displayed is reached for the day, close the popup box and the collection date will change to the next business date.

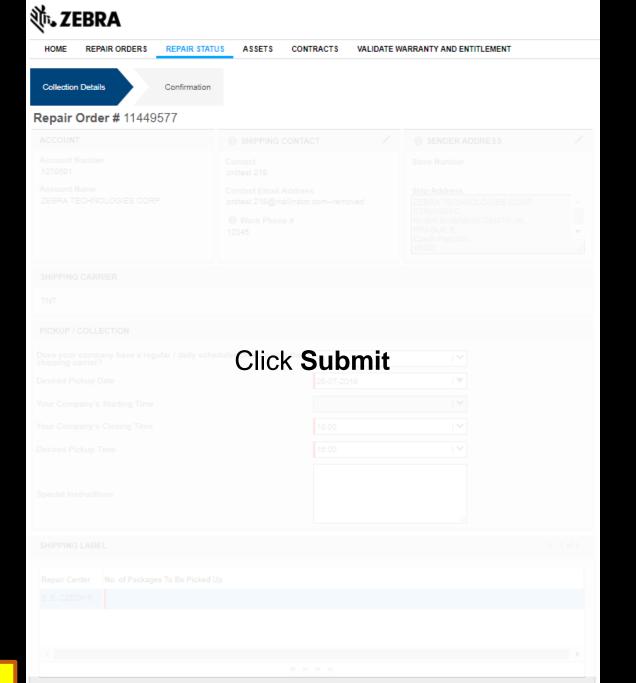














HOME

REPAIR ORDERS

REPAIR STATUS

ASSETS

CONTRACTS

VALIDATE WARRANTY AND ENTITLEMEN

Collection Detail

Confirmation

COLLECTION CONFIRMATION

1 of 1+

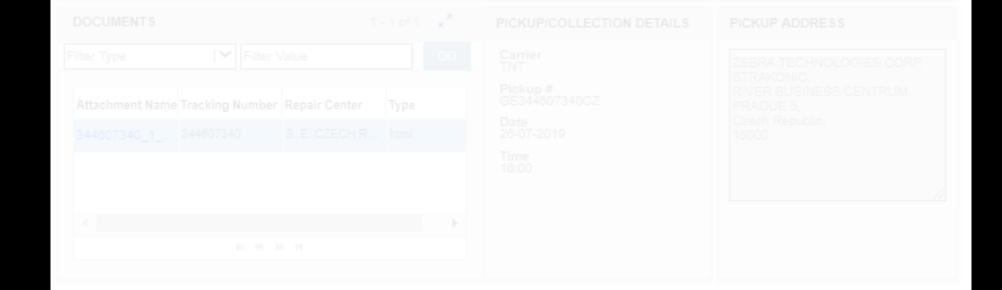
Order Number: 11449577

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

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



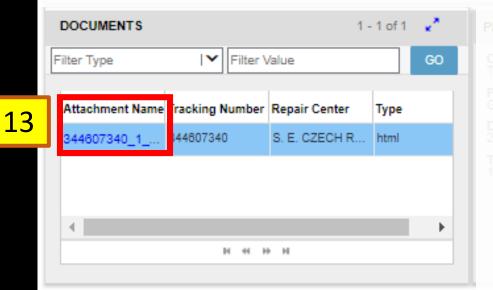


HOME REPAIR ORDERS REPAIR STATUS ASSETS CONTRACTS VALIDATE WARRANTY AND ENTITLEMENT

Collection Details Confirmation

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

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



Example label

