



ZEBRA

Pre-Paid Shipping Label – Support for Pilot Customers

Contacting Zebra for Help with the Pre-Paid Shipping Label

If you're experiencing an issue with the pre-paid shipping label on the Repair Order Portal, contact Zebra's Help Desk:

Call Zebra

- United States, Enterprise Visibility & Mobility (EVM) Products
- 1 – 800 – 653 – 5350
- Select the prompt for [Portal Support](#)

Email Zebra

- United States, Enterprise Visibility & Mobility (EVM) Products
- Portal.Support@zebra.com

Please reference that you're participating in the pre-paid shipping label pilot

How can I generate a pre-paid label if the entitlement of the unit is incorrect?

If the entitlement of the unit reflects a **billable repair** and the unit is covered by a **Zebra OneCare** service contract, a pre-paid shipping label can not be generated until the entitlement of the unit has been corrected

Notify Zebra to correct the information:

- Dispute the entitlement of the unit and submit the repair order
 - Attach documentation to the repair order to support the dispute and assist with resolution
 - The job type of the unit reflects billable until Zebra is able to resolve the error
- Zebra's Help Desk reviews the dispute and if entitlement can be confirmed, the repair order is updated and the job type of the unit is modified to **contract**
- Once the entitlement is updated and the job type of the faulty unit reflects contract, access the repair order on the portal and generate the pre-paid shipping label
 - If the unit is covered under warranty, a pre-paid shipping label can not be generated for the faulty unit
- Please do not call Zebra's Help Desk to notify of the entitlement issue. The Help Desk is not able to process the repair order and generate a pre-paid label