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](mailto:Portal.Support@zebra.com)

**Email Zebra**

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