Job Aid:
Generating an Inbound Prepaid Shipping Label

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Inbound Prepaid Shipping Label – Overview

For partners and customers in qualifying countries who use the online Repair Order Portal to request repairs for devices covered by a Zebra OneCare contract, Zebra is offering a free, prepaid, inbound shipping label to cover the cost of returning the device to Zebra’s repair center using ground delivery service by Zebra’s preferred carrier.

Please note the following:

• Please consult the Prepaid Shipping Label offer page on Zebra.com for a list of qualifying countries.
• The inbound prepaid label is only available for a repair order submitted on the Repair Order Portal, for EVM unit(s) covered by a Zebra OneCare service contract.
• If a repair order is phoned into Zebra’s Help Desk or emailed, a inbound prepaid label is not provided.
• Once the label is generated, attach the label to the outside of the package. Please include the shipping manifest inside the return shipment.
• The inbound prepaid shipping label does not expire and can be re-printed if necessary.
• A new label must be generated for each repair order, do not continue to re-use a previous return label.

The following information outlines the process to generate an inbound prepaid return shipping label, after the submission of the repair order.
Generating an Inbound Prepaid Shipping Label - Generate

The following steps outline the process to generate an inbound prepaid shipping label to return EVM products covered by a Zebra OneCare service contract.

Step 1: From the Order Confirmation screen, click on "Generate Shipping Label".

NOTE: A prepaid shipping label can only be generated once the repair order has been submitted. The "Generate Shipping Label" button is accessible once the Order Confirmation screen displays, after the repair order has been submitted.

NOTE: A message similar to the following displays if the repair order is not eligible for the prepaid label:
Generating an Inbound Prepaid Shipping Label - Details

The Collection Details screen displays. The contact record and shipping address default based on the repair order values. These values display on the pre-paid shipping label and can be modified.

Step 2: Review the default contact record information displayed in the Contact Details section.

NOTE: The values in Contact, Email Address, and Phone # fields are associated to the contact record listed in the Contact field.

To modify these values, users can:

- Select a different contact record by clicking on the Shipping Contact section.

- Create a new contact record. An existing contact record can not be edited, except for the phone number. Click the Contact drop down field to create a new contact.
Generating an Inbound Prepaid Shipping Label - Details

Step 3: Review the default shipping address information displayed in the Sender Address section.

NOTE: The values listed in the Sender Address section are associated to the address record in the Ship Address field.

To modify these values, users can:

- Select a different ship address by clicking on the Sender Address field.
- Create a new ship address record. An existing address record cannot be edited. Click on the Sender Address field to create a new address.

Users are not able to update the address information from the Shipping Carrier Details screen. These values are associated to the shipping address listed in the Ship Address field.
Generating an Inbound Prepaid Shipping Label - Details

Step 4: Choose from the dropdown menu:

- Desired Pickup Date:
- Your Company’s Starting Time
- Your Company’s Closing Time
- Desired Pickup Time

In case your company has a regular scheduled pick up with the shipping carrier, select Yes and you will not be asked to fill in further information.
Generating an Inbound Prepaid Shipping Label – Details

Step 5: Click on the **No. of Packages To Be Picked Up** field and type the applicable number of packages.

**NOTE:** Zebra has multiple repair centers specializing in different devices. If returning multiple devices, they may need to be returned to different locations for repair. Review the **Repair Center** section to determine the Repair Center location. Additionally, the *shipping manifest* document provides Repair Center shipping information. Devices destined for the same location may be shipped as a single package.

Step 6: Click on **Submit**.
Generating an Inbound Prepaid Shipping Label – *Label Created*

The **Confirmation** screen displays the prepaid shipping label file in the **Attachment Name** field.

**Step 7:** Click on the name of the file in the **Attachment Name** field to download and access the prepaid label.

The user must click on the file name to download and access the prepaid shipping label.

The tracking number of the prepaid label is referenced, allowing the user to track the shipment to the Repair Center.

The **Repair Center** field denotes the Repair Center(s) where the device(s) need to be returned. Multiple shipping labels are provided for the different Repair Centers, *if applicable*.
Generating an Inbound Prepaid Shipping Label – Download

The **File Download** pop-up message displays

**Step 8:** Click on **SAVE** to download and access the PDF file

**NOTE:** The location where the file downloads is based on the user's browser settings. The file may download within the browser window or within a specific download folder on the user's computer.
Generating an Inbound Prepaid Shipping Label – Access & Print

Once the prepaid shipping label downloads, access the PDF file

**Step 9:** Print the prepaid shipping label and attach to the package
Generating an Inbound Prepaid Shipping Label - Complete

The **Confirmation** screen remains open while the user prints the prepaid shipping label. Once printing is complete, logout or navigate to the next desired screen.
Re-printing an Inbound Prepaid Shipping Label – Access Order

The following steps outline the process to re-print a previously generated prepaid shipping label.

Step 1: Access the repair order

Step 2: Click on the name of the prepaid label file in the Attachment Name field.

**NOTE:** A repair order can be accessed by conducting a search in the Repair Status tab.
Re-printing an Inbound Prepaid Shipping Label – Download

The **File Download** pop-up message displays

**Step 3:** Click on **SAVE** to download and access the PDF file

**NOTE:** The location where the file downloads is based on the users browser settings. The file may download within the browser window or within a specific download folder on the users computer.
Re-printing an Inbound Prepaid Shipping Label – Access & Print

Once the prepaid shipping label downloads, access the PDF file

Step 4: Print the prepaid shipping label and attach to the package
Re-printing an Inbound Prepaid Shipping Label - Complete

The Repair Order screen remains open while the user re-prints the prepaid shipping label. Once printing is complete, logout or navigate to the next desired screen.
Need help?

Access Zebra.com > Support & Downloads for additional information and support