



Zebra Technologies Corporation
3 Overlook Point
Lincolnshire, IL 60069

p 847-634-6700
f 847-913-8766
zebra.com

UPS CTP Website Troubleshooting Guide

- 1.) Zebra recommends the use of Google Chrome for signing onto the CTP site.
- 2.) Zebra recommends deleting your cookies and cache. This can be done by going to Menu > History > Clear Browsing Data, on Chrome or Menu > History > Clear Recent History, on Firefox.
- 3.) When registering a new account, to enter your City and State type in your Zip Code in the Zip Code field and press the “look up” button, this will populate the City/State fields or in the case of multiple options for your Zip Code a list is provided to select from and the fields will be populated.
- 4.) Once logged in and on the home page if you see a prompt that states “Alternate HTML content should be placed here” this means that Flash needs to be enabled on you laptop/computer, Adobe Flash Player needs enabling, click on the “Get Flash” text . This only needs to be run one time. The page should refresh automatically and the site images/catalog should appear. In rare instances you may need to close your Chrome browser session(s) to let the install complete.
- 5.) Click on the picture of the printers or accessories to see the five printers or accessories that are sold through the CTP program.

If you still have issues after consulting this guide, please contact one of our Client Care representatives on +1-800-511-9910 or you can contact Tom Saale on +1-404-824-2479 at Zebra Technologies for assistance.