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1. **What languages are supported by the Repair Order Portal?**

   May 2017: English, Spanish, German, Italian, Dutch, French, Chinese.

   ~Q3 2017: Polish, Swedish, Arabic, Turkish

   ~Q4 2017: Russian, Japanese, Portuguese, Thai, Czech, Hebrew, Korean

2. **What do I do if I forgot my password?**

   On the Login page, you will find a link ("I forgot my password") located right under the Password field that will allow you to request your password via e-mail.

3. **How do I change my user profile information?**

   Please contact your regional helpdesk for assistance with changing your user profile information.

4. **How do I change my password?**

   On the Login screen, there is a hyperlink option to change your password.

5. **How can I find out if my device is under warranty or contract?**

   Once you log into the Portal and are on the Portal Home page, click on the Warranty/Entitlement tab. Enter the Serial Number(s) into the field and the system will display the model and current warranty/contract information for that device(s).

6. **Why does the Repair Order Portal show my repair as Billable when my device is under Warranty/Contract?**

   The portal searches through the database to validate the entitlement/warranty. If you feel that your device should be covered by contract or warranty, then select "Dispute" in the details section of the Repair Order creation screen and select contract or warranty as appropriate. Please note if you select "Contract" the contract number is required and if you select "Warranty" the purchase date is required. You can also optionally attach any supporting documents (copy of contract or proof of purchase) to assist the dispute process. We will verify this information and someone from the Zebra Technologies Support may contact you if needed.

7. **How is the price quote determined for Billable repairs?**

   The Repair Center has determined that the one of the following conditions exist:

   - *Not covered by Warranty- The unit is no longer in the warranty time frame or the unit has physical damage not covered by warranty*
   - *Not covered by Contract- The unit is no longer covered under a contract or the unit has physical damage not covered by the current contract.*
   - *T&M Billing Adjusted- The damage to the unit is more extensive than what was originally reported during the submission of the repair order.*

8. **Can I view the statuses of repair order's I have submitted or someone else in my company has submitted?**

   Yes, from the Portal Home page click on 'Order Status'. By default, this screen will display all the orders created from your company during the past 30 days in chronological order for the past 30

days. You also can filter your results by date or search for a specific order number and/or Serial Number and/or Customer Reference number submitted previously.

9. **What are the various repair order statuses and what do they mean?**

There are 2 levels of order statuses, Order Status and Sub-Status. Order Status is the high-level status of the entire order. The Sub-Status is the status of each line item in the order. There are several different statuses/sub-statuses that an order will progress through during the repair process. Below is a list of all the statuses and a brief description.

<u>Order Statuses:</u>

- ***Pending****: The order has been created, but the job information has not been sent to the repair service center.*

- ***Submitted****: The information has been sent to the repair service center, but the receipt is awaited.*

- ***Closed****: The repair order has been completed.*

- ***Cancelled****: The repair order has been cancelled.*

<u>Sub-Statuses:</u>

- ***Pending****: The order has been created, but the job information has not been sent to the repair service center.*

- ***Open****: The information has been sent to the repair service center, but the receipt is awaited.*

- ***Received****: The product has been received by the authorized Repair Center.*

- ***Repair Started****: The repair has started for the product, in the Repair Center.*

- ***Repair Completed****: The repair is complete.*

- ***Shipping****: The item has been shipped.*

- ***Closed****: The order has been completed and closed.*

10. **How do I edit or cancel a repair order that is submitted?**

Submitted repair orders need to be edited or cancelled by the helpdesk. Pease call or email the helpdesk with the order number and request details. All repairs orders that are not received within 30 days will automatically be cancelled.

11. **Can I reprint my repair order documentation?**

Yes, on the View Order Status screen you can click on the order number link for the order you wish to re-print. This will take you to the Order Details screen which contains the documentation for the order. Clicking on the hyperlink for the document will allow you to download a local copy that can be viewed and printed.

12. **Why can't I change my billing information for Purchase Order payments?**

Billing details for Purchase Order payments are linked directly to the user's account. These details need to be changed internally by Zebra and require the user to contact the helpdesk for assistance.

13. **Can I process more than 1 product on a repair order?**

Yes, there is no limit to the number of products that can be added to a repair order. After the information for the first product is entered in the Product Details screen and the item is added to the cart, the fields will be cleared and an additional product(s) can be added.

14. **If I made an error earlier in the order creation process but do not realize it until the summary screen, can I go back and edit that information?**

Yes, on the bottom of the summary screen is a "Previous" button that will allow you to return to the previous screen. This can be used repeatedly to return to any of the previous screens in the order creation process.

15. **When I input my serial number into the Product Details screen, and it states the device has reached End of Service Life, why will the system not let me proceed?**

Since the product has reached End of Service Life, Zebra may no longer have the ability to perform the repair. Please contact the helpdesk for more assistance with your request.

16. **Where do I ship my device and what do I need to send with the device after submitting the repair order?**

After you submit your repair order, please print the shipping documentation which will provide you with the address details of where to ship your device. The printed shipping manifest must be sent in the same box with the units sent for repair. There is also a non-prepaid shipping label on the last page of the shipping manifest for your convenience.

17. **What is the standard processing time for a repair order?**

This can vary depending on whether the unit is covered under a contract. The standard turnaround time for Warranty and Time and Material (Billable) repairs is 10 business days. The

standard turnaround time for Essential contract repairs is 3 business days. Faster repair times are provided by the purchase of a premium service contract.

18. **What is a Repeat Repair?**

All completed repairs from the Repair Center have a 30-day warranty. If a device fails for the same reason within 30 days of being returned from the Repair Center, it would be constituted as a Repeat Repair. The unit will be repaired at no charge to the customer provided the terminal was not mishandled, i.e. no physical or water damage was found.