

# Job Aid: Generating an Inbound Prepaid Shipping Label

*Updated February 2019*



# 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 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

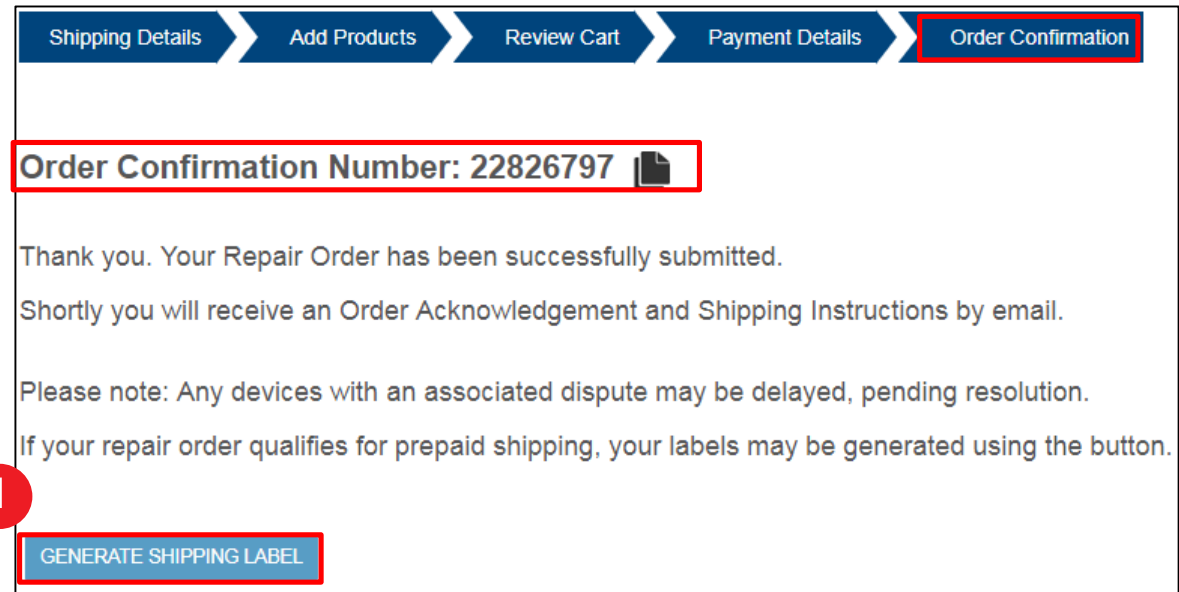
*The following information outlines the process to generate an inbound prepaid return shipping label, after the submission of the repair order*

## Generating an Inbound Prepaid Shipping Label - *Generate*

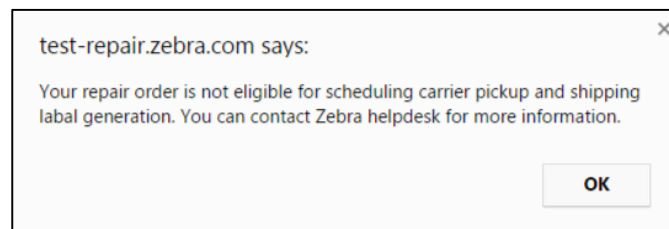
The following steps outline the process to generate a inbound prepaid shipping label to return products covered by a Zebra OneCare service contract

**Step 1:** From the ***Order Confirmation*** screen, click on 

**NOTE:** A prepaid shipping label can only be generated once the repair order has been submitted. The  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  in 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


Collection Details Confirmation

Repair Order # 22826797

**ACCOUNT**

Account Number  
1350002


Account Name  
ZEBRA TECHNOLOGIES CORP

**SHIPPING CONTACT** 

Contact  
Tony Ambler

Contact Email Address  
tmv:63@zebra.com--removed

Work Phone #  
84930503

**SENDER ADDRESS** 

Store Number

Ship Address  
ZEBRA TECHNOLOGIES CORP  
INACTIVE,  
30 PLAN WAY,  
WARWICK,  
RI,  
United States,

**SHIPPING CARRIER**

FEDEX

**SPECIAL INS**

**PICKUP / COLLECTION**

Does your company have a regular / daily scheduled pickup with the shipping carrier?

Desired Pickup Date

Your Company's Starting Time

Your Company's Closing Time

Desired Pickup Time

**SHIPPING LABEL** 1 - 1 of 1

Repair Center	No. of Packages To Be Picked Up
Zebra South Fl...	

SUBMIT RESTORE DEFAULT VALUES



Users are able to update the phone number, but not email address from the **Shipping Carrier Details** screen. These values are associated to the contact record listed in the **Contact** field

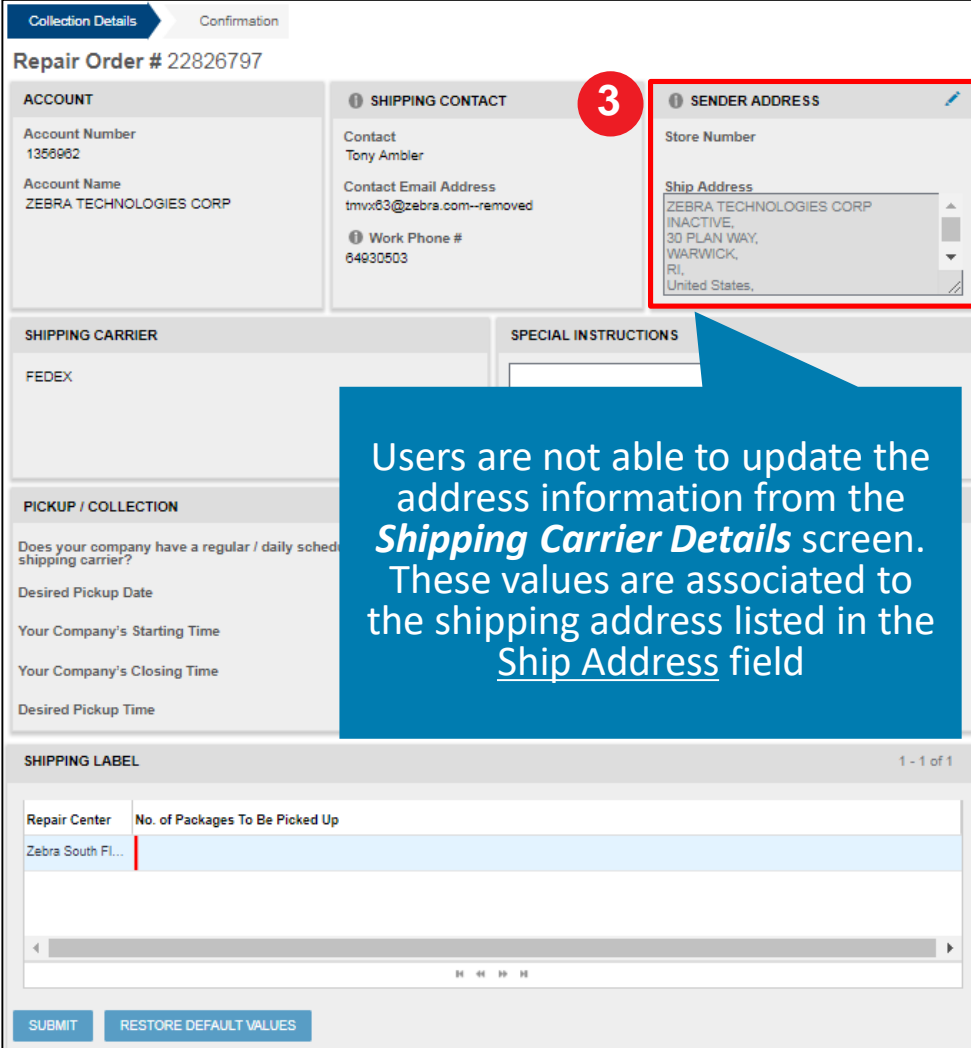
## Generating an Inbound Prepaid Shipping Label - *Details*

**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  in the **Sender Address** field
- Create a new ship address record. An existing address record can not be edited. Click on  in the **Sender Address** field to create a new address



Collection Details Confirmation

Repair Order # 22826797

**ACCOUNT**

Account Number  
1356962

Account Name  
ZEBRA TECHNOLOGIES CORP

**SHIPPING CONTACT**

Contact  
Tony Ambler

Contact Email Address  
tmv:83@zebra.com--removed

Work Phone #  
64930503

**SENDER ADDRESS**

Store Number

Ship Address  
ZEBRA TECHNOLOGIES CORP  
INACTIVE,  
30 PLAN WAY,  
WARWICK,  
RI,  
United States,

**SHIPPING CARRIER**

FEDEX

**SPECIAL INSTRUCTIONS**

**PICKUP / COLLECTION**

Does your company have a regular / daily scheduled shipping carrier?

Desired Pickup Date

Your Company's Starting Time

Your Company's Closing Time

Desired Pickup Time

**SHIPPING LABEL** 1 - 1 of 1

Repair Center	No. of Packages To Be Picked Up
Zebra South Fl...	

SUBMIT RESTORE DEFAULT VALUES

## 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

Collection Details Confirmation

Repair Order # 22826797

**ACCOUNT**

Account Number  
1356962

Account Name  
ZEBRA TECHNOLOGIES CORP

**SHIPPING CONTACT**

Contact  
Tony Ambler

Contact Email Address  
tmv:83@zebra.com--removed

Work Phone #  
64930503

**SENDER ADDRESS**

Store Number

Ship Address  
ZEBRA TECHNOLOGIES CORP  
INACTIVE,  
30 PLAN WAY,  
WARWICK,  
RI,  
United States,

**SHIPPING CARRIER**

FEDEX

**SPECIAL INSTRUCTIONS**

**PICKUP / COLLECTION**

Does your company have a regular / daily scheduled pick up with the shipping carrier? No

Desired Pickup Date

Your Company's Starting Time

Your Company's Closing Time

Desired Pickup Time

**SHIPPING LABEL** 1 - 1 of 1

Repair Center	No. of Packages To Be Picked Up
Zebra South Fl...	

SUBMIT RESTORE DEFAULT VALUES

## 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 

Collection Details Confirmation

Repair Order # 22826797

ACCOUNT	SHIPPING CONTACT	SENDER ADDRESS
Account Number 1356962	Contact Tony Ambler	Store Number
Account Name ZEBRA TECHNOLOGIES CORP	Contact Email Address tmv:83@zebra.com--removed	Ship Address ZEBRA TECHNOLOGIES CORP INACTIVE, 30 PLAN WAY, WARWICK, RI, United States,
	Work Phone # 64930503	

SHIPPING CARRIER: FEDEX

SPECIAL INSTRUCTIONS

PICKUP / COLLECTION

Does your company have a regular / daily scheduled pick-up with a shipping carrier?

Desired Pickup Date

Your Company's Starting Time

Your Company's Closing Time

Desired Pickup Time

Repair Center	No. of Packages To Be Picked Up
Zebra South FL...	

1 - 1 of 1

**5**

**6**

SUBMIT RESTORE DEFAULT VALUES

# 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 screenshot shows the 'Confirmation' screen with the following data in the 'DOCUMENTS' table:

Attachment Name	Tracking Number	Repair Center	Type
79486093060...	794860930609	Zebra South Fl...	PDF

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 users browser settings. The file may download within the browser window or within a specific download folder on the users computer

The screenshot displays a 'Collection Confirmation' screen with a 'File Download' pop-up message. The pop-up message is titled 'File Download' and contains the text: 'You are downloading the file '794660930609\_Zebra South Florida Repair Center\_Label.PDF'. Would you like to open the file or save it to your computer?'. A red circle with the number 8 highlights the 'SAVE' button. The background screen shows a 'Collection Confirmation' screen with a table of attachments.

Attachment Name	Tracking Number	Repair Center	Type
794660930609...	794660930609	Zebra South Flori...	PDF

# 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

9

1 / 1

FROM:  
Zebra Technologies Inc  
5215 Hummingbird  
Houston TX 77035 6683033

TO:  
Zebra Technologies  
11919 SW 130 St  
Miami FL 33186  
\*\*TEST LABEL - DO NOT SHIP\*\*  
Miami FL 33186  
(000) 000-0000  
S/N: WFSAC02022  
P/N: WAKST100100020W

REF: RMA: Z28297

965.02/0E3D/234D (US)

9622 0137 0 (000 800 0275) 4 00 7946 6093 0609

TRACK #7946 6093 0609

33186

RETURN

FedEx Ground  
J19101901071ur

11875567VSN0200

**After printing this label:**  
1. Use the Print button on this page to print your label to your laser or inkjet printer.  
2. Fold the printed page along the horizontal line.  
3. Place label in shipping pouch and affix it to your shipment so that the barcode portion of the label can be read and scanned.

**Warning: IMPORTANT: TRANSMIT YOUR SHIPPING DATA AND PRINT A MANIFEST.**  
At the end of each shipping day, you should perform the FedEx Ground End of Day Close procedure to transmit your shipping data to FedEx. To do so, click on the Ground End of Day Close Button. If required, print the pickup manifest that appears. A printed manifest is required to be tendered along with your packages if they are being picked up by FedEx Ground. If you are dropping your packages off at a FedEx drop-off location, the manifest is not required.

Use of this system constitutes your agreement to the service conditions in the current FedEx Service Guide and applicable tariff, available upon request. FedEx will not be responsible for any claim in excess of \$100 per package, whether the result of loss, damage, delay, non-delivery, misdelivery, or transformation, unless you declare a higher value, pay an additional charge, document your actual loss and file a timely claim. Limitations, including limitations on our liability, can be found in the current FedEx Service Guide and applicable tariff. FedEx Ground is liable for any special, incidental, or consequential damages, including, without limitation, loss of profit, loss to the intrinsic value of the package, loss of sale, interest income or attorney's fees. Receiver cannot exceed actual documented loss. Items of extraordinary value are subject to separate limitations of liability set forth in the Service Guide and tariff. Written claims must be filed within strict time limits, see current FedEx Service Guide.

## 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

Collection Details **Confirmation**

COLLECTION CONFIRMATION 1 of 1+

Order Number: 22826797

Packaging Instructions

1. Review the repair center for your device, group it and prepare the package(s) accordingly.
2. You will need to forward the shipping label(s) to the person who prepares the goods for collection, if you are at different collection location.
3. If you have regular/daily pickup at your facility, drop the packages at your facility's designated location.
4. If you schedule on-time pickup,
  - a. Please ensure that package(s) are ready by selected date and time for pickup.
  - b. To cancel or reschedule this collection, contact shipping carrier directly.

DOCUMENTS 1 - 1 of 1

Filter Type | Filter Value GO

Attachment Name	Tracking Number	Repair Center	Type
79486093080...	794860930809	Zebra South Fl...	PDF

## 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

1 Repair Order # 22826797

BACK REVIEW QUOTATION GENERATE SHIPPING LABEL Share name@domain.com,name@domain.com SEND

**ACCOUNT**  
Account Number: 1356962  
Account Name: ZEBRA TECHNOLOGIES CORP  
Customer Reference #

**SHIPPING CONTACT**  
Contact: Tony Ambler  
Contact Email Address: tmvx63@zebra.com--removed  
Work Phone #: 64930503

**SHIPPING ADDRESS**  
Store Number  
ZEBRA TECHNOLOGIES CORP  
INACTIVE,  
30 PLAN WAY,  
WARWICK, Kent,  
RI, United States, 02886

**2 DOCUMENTS** 1 - 2 of 2  
794660930609\_Zebra South Florida Repair Center\_Label  
ShippingManifest\_22826797\_02-12-2019\_02-35-24

**LINE ITEMS** 1 - 1 of 1

Filter Type Filter Value FIND

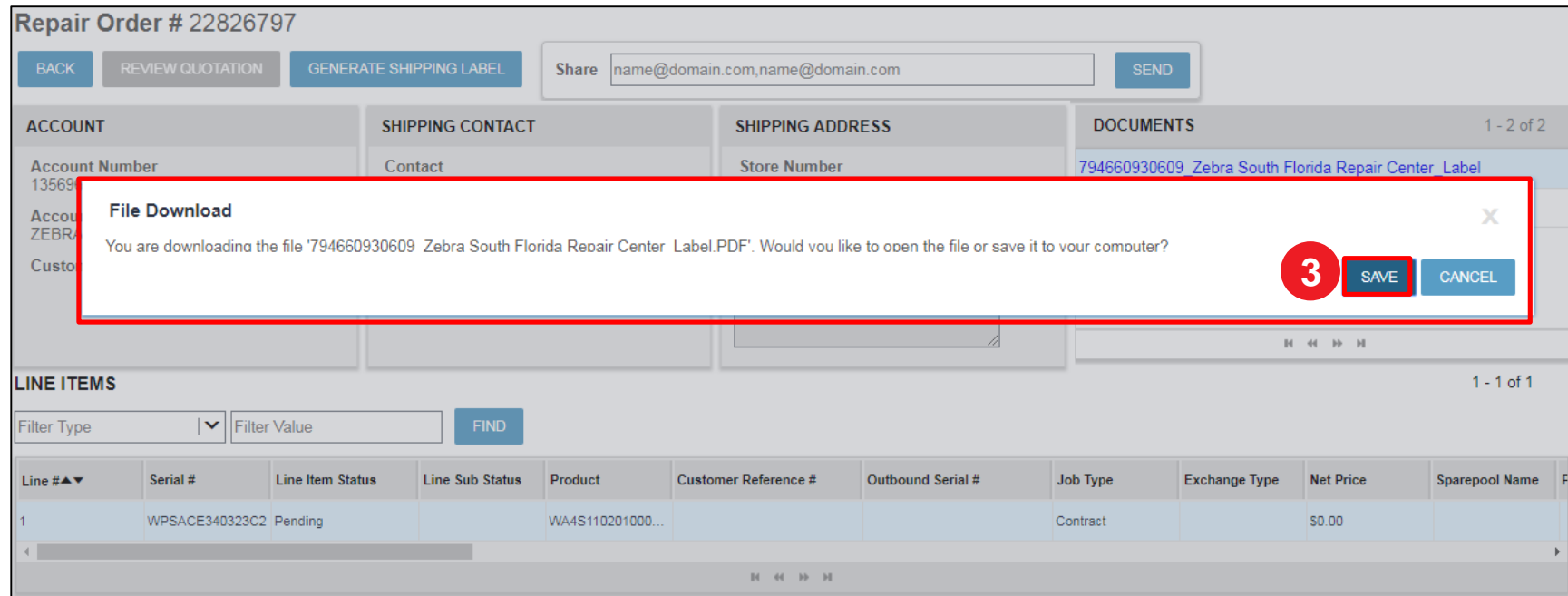
Line #▲▼	Serial #	Line Item Status	Line Sub Status	Product	Customer Reference #	Outbound Serial #	Job Type	Exchange Type	Net Price	Sparepool Name
1	WPSACE340323C2	Pending		WA4S110201000...			Contract		\$0.00	

## 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



Repair Order # 22826797

BACK REVIEW QUOTATION GENERATE SHIPPING LABEL Share name@domain.com,name@domain.com SEND

ACCOUNT SHIPPING CONTACT SHIPPING ADDRESS DOCUMENTS 1 - 2 of 2

Account Number 13569 Contact Store Number 794660930609\_Zebra South Florida Repair Center\_Label

Accot ZEBR

Custo

**File Download** X

You are downloading the file '794660930609\_Zebra South Florida Repair Center\_Label.PDF'. Would you like to open the file or save it to your computer?

3 SAVE CANCEL

LINE ITEMS 1 - 1 of 1

Filter Type Filter Value FIND

Line #▲▼	Serial #	Line Item Status	Line Sub Status	Product	Customer Reference #	Outbound Serial #	Job Type	Exchange Type	Net Price	Sparepool Name
1	WPSACE340323C2	Pending		WA4S110201000...			Contract		\$0.00	

# 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

4

The screenshot shows a FedEx shipping label printout. At the top right, it says "1 / 1". The label itself is oriented vertically and contains the following information:

- FROM:** Zebra Technologies Inc, 5215 Hummingbird, Redwood, TX 77015
- 64830303**
- TO:** Zebra Technologies, 11919 SW 130 St, Miami, FL 33186
- \*\*TEST LABEL - DO NOT SHIP\*\***
- (000) 000-0000**
- SN: WFSKCE340203CA**
- PK: WFSKST100100020W**
- RMK: Z2282197**
- REF:**
- USPS**
- 95LDVE3D23AD**
- TRACK# 7946 6093 0809**
- RETURN 33186**
- 9622 0137 0 (000 800 0275) 4 00 7946 6093 0809**
- FedEx Ground logo**

Below the label, there are instructions and a warning:

**After printing this label:**

1. Use the "Print" button on this page to print your label to your laser or inkjet printer.
2. Fold the printed page along the horizontal line.
3. Place label in shipping pouch and affix it to your shipment so that the barcode portion of the label can be read and scanned.

**Warning** IMPORTANT: TRANSMIT YOUR SHIPPING DATA AND PRINT A MANIFEST

At the end of each shipping day, you should perform the FedEx Ground End of Day Close procedure to transmit your shipping data to FedEx. To do so, click on the Ground End of Day Close Button. If required, print the pickup manifest that appears. A printed manifest is required to be tendered along with your packages if they are being picked up by FedEx Ground. If you are dropping your packages off at a FedEx drop-off location, the manifest is not required.

Use of this system constitutes your agreement to the service conditions in the current FedEx Service Guide and applicable tariff, available upon request. FedEx will not be responsible for any claims in excess of \$100 per package, whether the result of loss, damage, delay, non-delivery, misdelivers, or misinformation, unless you declare a higher value, pay an additional charge, document your actual loss and file a timely claim. Limitations, including limitations on our liability, can be found in the current FedEx Service Guide and applicable tariff. In no event shall FedEx Ground be liable for any special, incidental, or consequential damages, including, without limitation, loss of profit, loss to the intrinsic value of the package, loss of sale, interest income or attorney's fees. Recovery cannot exceed actual documented loss. Items of extraordinary value are subject to separate limitations of liability set forth in the Service Guide and tariff. Written claims must be filed within strict time limits, see current FedEx Service Guide.

# 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

**Repair Order # 22826797**

ACCOUNT	SHIPPING CONTACT	SHIPPING ADDRESS	DOCUMENTS 1 - 2 of 2
Account Number 1356962  Account Name ZEBRA TECHNOLOGIES CORP  Customer Reference #	Contact Tony Ambler  Contact Email Address tmvx63@zebra.com--removed  Work Phone # 64930503	Store Number  ZEBRA TECHNOLOGIES CORP INACTIVE, 30 PLAN WAY, WARWICK, Kent, RI, United States, 02886	<a href="#">794660930609_Zebra South Florida Repair Center_Label</a> <a href="#">ShippingManifest_22826797_02-12-2019_02-35-24</a>

**LINE ITEMS** 1 - 1 of 1

Filter Type

Line #▲▼	Serial #	Line Item Status	Line Sub Status	Product	Customer Reference #	Outbound Serial #	Job Type	Exchange Type	Net Price	Sparepool Name
1	WPSACE340323C2	Pending		WA4S110201000...			Contract		\$0.00	

# ZEBRA Repair Order Portal



# Need help?

Access [Zebra.com](https://www.zebra.com) > [Support & Downloads](#)  
for additional information and support

**ZEBRA** Solutions Products Services Support and Downloads Partners

Support and Downloads > Request a Repair

## REQUEST A REPAIR (ONLINE REPAIR SERVICES)

Zebra offers repair services for products that are under warranty, covered by a service contract or through a per incident repair charge. Scroll down to submit a repair request.

[Check Warranty Status](#) [How To Check Repair Status](#)

**COMING SOON:** On February 18, the Repair Order Portal gets a new look-and-feel, friendlier layouts, streamlined design, background bulk load processing, and other enhancements. [Learn More](#)

### PRINTER REPAIRS [Choose Your Location](#)

### MOBILE COMPUTER AND SCANNER REPAIRS [Choose Your Location](#)

#### Portal Overview, Features And Benefits

Using the Repair Order Portal to submit repair return requests (RMAs) online is easy, convenient, fast, and accurate. Click the link above for an overview of the Portal.

#### Resources And Training

Get fast and convenient answers to most questions, review our quick guides to common tasks, take online training, or access our schedule of live training and Q&A sessions to help you learn to use the Repair Order Portal.

#### Frequently Asked Questions

This guide addresses troubleshooting questions such as:

- How do I resolve login issues?
- How do I check the status of my Repair Order (RMA)?
- How do I check whether my device is covered by warranty or contract?

#### Contact Repair Support

For more complex issues, our Zebra Customer Support Representatives are happy to assist you! Choose the best phone number for you from a list of region- and country-specific options.

#### ANNOUNCEMENTS

**SUBSCRIBE TO REPAIR STATUS NOTIFICATIONS**

[Learn More >](#)

[Use Bulk Loading To Save Time With Multiple Repairs](#)

[Links And Forms For Submitting Printer Repairs In EMEA](#)

[Training Your Way: Instructor-Led Training, Q&A Sessions, Recorded Demos, Job Aids](#)

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