

Overview of Zebra Repair Order Status and Reminder Email Notifications

	Notifications	Email Preferences Group			Recipient		Language Availability			Geographic Availability				Notification Timing
		All	Exceptions	None	Ship to Contact	Additional Contacts	APAC	EMEA	NALA	APAC	EMEA	NA	LA	
Repair Status	1. Device(s) Received at Zebra Repair Center	✓			✓	✓	English Chinese Japan Korea Thai	English Czech Dutch French German Italian Polish Russian European Spanish	English Latin America Spanish Portuguese	Notifications for All Zebra Product Repairs				Sent on Day of Receipt
	2. Device(s) Shipped to from Zebra Repair Center	✓			✓	✓								Sent on Day of Shipping
	3. Repair(s) Pending Parts Arrival – First Notification	✓			✓	✓								Sent on Day Parts Hold Is Applied
	4. Repair(s) Pending Parts Arrival – Bi-Weekly Update	✓			✓	✓								Sent Every 14 Days Until Last Part Arrives
	5. Repair Parts Arrival	✓			✓	✓								Coming June 2019 for Mobile Computers and Scanners
Action Items	6. Devices Not Yet Received – (14-Day First Reminder)	✓	✓		✓	✓	English Chinese Japan Korea Thai	English Czech Dutch French German Italian Polish Russian European Spanish	English Latin America Spanish Portuguese	Notifications for All Zebra Product Repairs				Sent 14 Days from RMA Creation
	7. Devices Not Yet Received – (21-Day Final Reminder)	✓	✓		✓	✓								Sent 21 Days from RMA Creation
	8. Purchase Order or Credit Card Payment Not Yet Received for Requested Repair (First Reminder)	✓	✓			✓								Sent 14 Days from Quotation Date
	9. Purchase Order or Credit Card Payment Not Yet Received for Requested Repair (Final Reminder)	✓	✓			✓								Sent 21 Days from Quotation Date
	10. Expected Faulty Device(s) Due But Not Yet Received (First Reminder)	✓	✓		✓	✓								Sent 14 Days from Spare Ship Date
	11. Expected Faulty Device(s) Due But Not Yet Received (Final Reminder)	✓	✓		✓	✓								Sent 21 Days from Spare Ship Date

NOTES:

1. Notifications sent daily (times are in the regional time zone): Recipients in APAC 8 pm (ST), in EMEA 6 pm (CET), NALA 6 pm (CT).
2. Notifications are distributed in English, with the option to click on a version of the email in the other available languages. All languages are available to all users, irrespective of their region.
3. Notifications are not available for repairs performed by a Zebra Printer Repair Specialist (PRS), or for per incident repairs performed by a Certified Repair Partner (CRP) in Latin America countries

Updated: November 20, 2019