Bookable Order Criteria

Order Management Checklist
Global – October 2023

To assist with submission of purchase orders for Zebra. To avoid processing delays, please use the checklists below to ensure that your orders for new material is complete.

Bookable Order Criteria Checklist for New Orders

	Field Name	Description / Requirement
☐	**Purchase Order**	Your company's unique Purchase Order number
☐	**Zebra Legal Entity and Address**	**EMEA:** Zebra Technologies Europe Ltd **NALA:** Zebra Technologies International, LLC **APAC:** Zebra Technologies Asia Pacific Pte. Ltd. **APAC** (China for Supplies, Training Service Billing)**:** Genuine Zebra Technologies Trading (Shanghai) Co., Ltd. **Australia:** Zebra Technologies Australia Pty Ltd.
☐	**Purchase Order Number**	Your company's PO number must be unique to the specific order you are submitting.
☐	**Bill to Name and Address**	Name and Bill address are required to be stated on the PO. Invoicing address must be specified if different from company address
☐	**Ship to Name and Address**	Needs to be specify in the PO. PO Box Only is not a valid ship to address.
☐	**Payment Terms**	If not noted, default from customer master.
☐	**Freight Terms**	If not noted, default from customer master.
☐	**Incoterms**	If not noted, default from customer master.
☐	**Zebra SKUs**	Provide the Zebra SKUs you are ordering.
☐	**Customer Requested Ship Date**	Customer to provide requested ship date of material.
☐	**Unit Price**	If a purchase order has a Deal ID or Price Concession (PC) number, please provide to ensure order is processed in a timely manner.
☐	**Total PO Value**	Provide the total value of the purchase order
☐	**Quantities**	Provide the total number of units being ordered.
☐	**Currency**	EMEA & APAC requirement (from currency Zebra-approved list)
☐	**End User Information**	If applicable and required.
☐	**Carrier**	If not noted, default from customer master.
☐	**Commercial Invoice**	If applicable, must be provided before shipment.

NOTE: If any of the BOC checks are missing or need clarification, Zebra will contact the customer requesting a revised PO or email providing the missing information, in order to proceed processing the order.

Common Mistakes to Avoid

- Incomplete Zebra part #.

- Incorrect Zebra legal entity used.

- Incorrect Bill to or ship to address.

- Expired, missing, incorrect quantities and wrong SKUs for Price Concessions.

- Mismatch between end user specified in PO and Price Concession.

- If specific carrier is required, please indicate this on the PO.

- If Software or License order, please provide email address.

- If material supplemental data (frequency, modes, etc.) is required, please provide.

- Incorrect Freight and payment terms.

Zebra Administration Contacts

Products	Region	Account Types	Email Mailbox
Europe, Middle East and Africa			
Hardware/Software			
All	EMEA - North	All	north.om@zebra.cm
All	EMEA - Central	All	central.om@zebra.com
All	EMEA - South	All	south.om@zebra.com
Asia Pacific			
All	APAC	All	APACOrdermanagement@zebra.com
Latin America			
All	Latin America	Partners/Customers	ZebraOrdersLA@zebra.com
All	Brazil	Partners/Customers	OMBRAZIL@zebra.com
All	Mexico	Partners/Customers	ordermgmtmexico@zebra.com

Products	Region	Account Types	Email Mailbox
North America			
Hardware/Software			
Custom Supplies	NA	Partners/Customers	ordermgmtsupplies@zebra.com
All	NA	Distributors	ordermgmtdist@zebra.com
All	NA East	Partners/Customers	omeast@zebra.com
All	NA West	Partners/Customers	omwest@zebra.com
All	NA Central	Partners/Customers	omcentral@zebra.com
All	Canada	Partners/Customers	omcanada@zebra.com
OEM	NA OEM	OEM Only	ordermgmtoem@zebra.com
Walmart Only	NA Walmart	Walmart Only	ordermgmtarkansas@zebra.com
Federal Express	NA Federal Express	Federal Express Only	ordermgmtfedex@zebra.com
UPS	NA UPS	UPS Only	ups@zebra.com
Laser Band Sales	Laser Band Sales	Laser Band Sales Only	laserbandsales@zebra.com
Spare Parts Sales	NA & LA	Spare Parts Sales Only	SparePartsSales@zebra.com