



# Bookable Order Criteria

## Zebra as a Service (ZaaS) Checklist

Global – October 2023

To assist you with submission of purchase orders for ZaaS, and to avoid processing delays, please use the checklist below to ensure that your orders for new contracts, renewals, and additions are complete.

### New Orders\* - Bookable Order Criteria Checklist for New Orders

Field Name	Description / Requirement
<input type="checkbox"/> <b>PO Number</b>	Your company's unique Purchase Order number
<input type="checkbox"/> <b>Quote number reference</b>	Provide quote number. Applies only to Orders quoted using the guided selling configurator.
<input type="checkbox"/> <b>Zebra Legal Entity</b>	<p>Indicate the Zebra Technologies legal entity for this purchase order. Company entity (LLC, Ltd, SA, SAS, etc.) and Legal entity Address don't need to be worded in the PO. Legal entity will depend on the nature of product, Software, SaaS, PaaS, DaaS and XaaS orders cannot be purchase through LATAM legal entities.</p> <p><b>Software, SaaS, PaaS, DaaS, XaaS</b></p> <p><b>EMEA:</b> Zebra Technologies Europe Ltd  <b>NALA:</b> Zebra Technologies International, LLC  <b>APAC:</b> Zebra Technologies Asia Pacific Pte. Ltd.  <b>APAC:</b> (China for Supplies, Training Service Billing): Genuine Zebra Technologies Trading (Shanghai) Co., Ltd.  <b>Australia:</b> Zebra Technologies Australia Pty Ltd.</p> <p><b>Contract Services</b></p> <p><b>EMEA:</b> Zebra Technologies Europe Ltd  <b>NALA:</b> Zebra Technologies International, LLC  <b>Mexico:</b> Zebra Technologies Enterprise de Mexico, S de R.L. de C.V.  <b>Argentina:</b> Zebra Technologies Argentina S.A.  <b>Brazil:</b> Zebra Technologies Do Brasil - Comercio de Produtos de Informatica Ltda.  <b>Colombia:</b> Zebra Technologies Colombia SAS  <b>APAC:</b> Zebra Technologies Asia Pacific Pte. Ltd.  <b>APAC</b> (China for Supplies, Training Service Billing):            Genuine Zebra Technologies Trading (Shanghai) Co., Ltd.  <b>Australia:</b> Zebra Technologies Australia Pty Ltd</p>
<input type="checkbox"/> <b>Price Concession Number</b>	Valid Price Concession / Price Exception reference number, if applicable
<input type="checkbox"/> <b>Billing Frequency</b>	Zebra standard policy is for prepayment of contracts in a single payment. If an exception has been approved by Zebra, indicate the approved billing frequency (annual, quarterly, monthly, etc.)
<input type="checkbox"/> <b>Billing Address</b>	Invoicing address must be specified, if different from company address customer will be contacted.
<input type="checkbox"/> <b>ZaaS SKUs</b>	Provide the ZaaS SKUs you are ordering
<input type="checkbox"/> <b>Quantities and Net Prices</b>	Provide the total number of units to be covered by each SKU and the net purchase price to be paid to Zebra (after any discounts or price concessions)
<input type="checkbox"/> <b>Total PO Value and Currency</b>	Provide the total value of the purchase order, and currency (from Zebra-approved list)
<input type="checkbox"/> <b>Reseller Name and Address</b>	Provide the reseller name and address, if applicable

<input type="checkbox"/>	<b>End User Name and Address</b>	Provide the End User name and address.
<input type="checkbox"/>	<b>End User / License Administrator email</b>	Provide End User / License Administrator email. Email address where software key will be received and activated (Zebra Software Licensing platforms, Aurora Design Assistant /Imaging Library runtime, and Software as a Service orders).
<input type="checkbox"/>	<b>End User Company Site Contact Information. Where applicable (HW only).</b>	For each site where devices will be deployed, provide the end user address (which may affect tax calculations), phone number, and email
<input type="checkbox"/>	<b>Serial Numbers or Activation ID Where applicable.</b>	For all devices or software included under the contract SKU, provide serial number or Activation ID (If applies).
<input type="checkbox"/>	<b>Software Registration Code (Aurora Design Assistant / Imaging Library technical and support service only)</b>	For Aurora Design Assistant / Imaging Library technical and support service, provide software registration code.
<input type="checkbox"/>	<b>Lock Code (Aurora Design Assistant / Imaging Library only)</b>	For Aurora Design Assistant / Imaging Library runtime licenses, provide the lock code.
<input type="checkbox"/>	<b>Payment Terms</b>	If not noted, default from customer master.
<input type="checkbox"/>	<b>Freight Terms. Where applicable (HW only).</b>	If not noted, default from customer master.
<input type="checkbox"/>	<b>Incoterms. Where applicable (HW only).</b>	If not noted, default from customer master.
<input type="checkbox"/>	<b>Customer Requested Ship Date. Where applicable (HW only).</b>	Customer to provide requested ship date of material for XaaS or DaaS orders or orders containing HW
<input type="checkbox"/>	<b>Carrier. Where applicable (HW only).</b>	If not noted, default from customer master.

## Contracts Renewals\* – Bookable Order Criteria Checklist for Order Renewal

Field Name	Description / Requirement
<input type="checkbox"/>	<b>PO Number</b> Your company's unique Purchase Order number.
<input type="checkbox"/>	<b>Quote number reference</b> Provide quote number. Applies only to Orders quoted using the guided selling configurator.
<input type="checkbox"/>	<b>Zebra Legal Entity</b> Indicate the Zebra Technologies legal entity for this purchase order. Company entity (LLC, Ltd, SA, SAS, etc.) and Legal entity Address don't need to be worded in the PO.
<input type="checkbox"/>	<b>Original Contract or Renewal Quote Number</b> Always reference either the original contract number that is being renewed, or the renewal quote number
<input type="checkbox"/>	<b>Billing Address</b> Invoicing address must be specified, if different from company address
<input type="checkbox"/>	<b>Price Concession Number</b> Provide a current Price Concession / Price Exception reference number, if applicable. If the original Price Concession has expired, you will need to seek re-approval and provide the new Price Concession number.
<input type="checkbox"/>	<b>Billing Frequency</b> Zebra standard policy is for prepayment of contracts in a single payment. If an exception has been approved by Zebra, indicate the approved billing frequency (annual, quarterly, monthly, etc.)
<input type="checkbox"/>	<b>ZaaS SKUs</b> Provide the ZaaS SKUs you are ordering
<input type="checkbox"/>	<b>Quantities and Net Prices</b> Provide the total number of units to be covered by each SKU and the net purchase price to be paid to Zebra (after any discounts or price concessions)
<input type="checkbox"/>	<b>Total PO Value and Currency</b> Provide the total value of the purchase order, and currency (from Zebra-approved list)

<input type="checkbox"/>	<b>Changes for Serial Numbers or Activation ID</b>	If there is a change to the Activation ID or group of serial numbers to be covered, please provide the new full list, including their deployment site(s)
<input type="checkbox"/>	<b>Software Registration Code (Aurora Design Assistant / Imaging Library technical and support service only)</b>	For Aurora Design Assistant / Imaging Library technical and support service, provide software registration code.
<input type="checkbox"/>	<b>Changes to Reseller or End User</b>	If there is a change to the reseller or end user associated with the contract, provide the new information
<input type="checkbox"/>	<b>Changes to End User / License Administrator email</b>	If there is a change to End User / License Administrator email, provide the new information. Email address where software key will be received and activated (Zebra Software Licensing platforms, Aurora Design Assistant /Imaging Library runtime, and Software as a Service orders)
<input type="checkbox"/>	<b>Payment Terms</b>	If not noted, default from customer master. If they differ, customer will be contacted.
<input type="checkbox"/>	<b>Freight Terms. Where applicable (HW only).</b>	If not noted, default from customer master.
<input type="checkbox"/>	<b>Incoterms. Where applicable (HW only).</b>	If not noted, default from customer master.
<input type="checkbox"/>	<b>Customer Requested Ship Date. Where applicable (HW only).</b>	Customer to provide requested ship date of material for XaaS or DaaS orders or orders containing HW
<input type="checkbox"/>	<b>Carrier. Where applicable (HW only).</b>	If not noted, default from customer master.

### Contracts Additions\* – Bookable Order Criteria Checklist for Order Additions

Field Name	Description / Requirement
<input type="checkbox"/> <b>PO Number</b>	Your company's unique Purchase Order number.
<input type="checkbox"/> <b>Quote number reference</b>	Provide quote number. Applies only to Orders quoted using the guided selling configurator.
<input type="checkbox"/> <b>Zebra Legal Entity</b>	Indicate the Zebra Technologies legal entity for this purchase order. Company entity (LLC, Ltd, SA, SAS, etc.) and Legal entity Address don't need to be worded in the PO.
<input type="checkbox"/> <b>Original Contract or Renewal Quote Number</b>	Always reference either the original contract number.
<input type="checkbox"/> <b>Billing Address</b>	Invoicing address must be specified, if different from company address
<input type="checkbox"/> <b>Price Concession Number</b>	Provide a current Price Concession / Price Exception reference number, if applicable. If the original Price Concession has expired, you will need to seek re-approval and provide the new Price Concession number.
<input type="checkbox"/> <b>Billing Frequency</b>	Zebra standard policy is for prepayment of contracts in a single payment. If an exception has been approved by Zebra, indicate the approved billing frequency (annual, quarterly, monthly, etc.)
<input type="checkbox"/> <b>ZaaS SKUs</b>	Provide the ZaaS SKUs you are ordering
<input type="checkbox"/> <b>Quantities and Net Prices</b>	Provide the total number of units to be covered by each SKU and the net purchase price to be paid to Zebra (after any discounts or price concessions)
<input type="checkbox"/> <b>Total PO Value and Currency</b>	Provide the total value of the purchase order and currency (from Zebra-approved list)
<input type="checkbox"/> <b>Serial Numbers or Activation ID Where applicable.</b>	For all devices or software included under the contract SKU, provide serial number or Activation ID (If applies).
<input type="checkbox"/> <b>Software Registration Code (Aurora Design Assistant / Imaging Library technical and support service only)</b>	For Aurora Design Assistant / Imaging Library technical and support service, provide software registration code.

<input type="checkbox"/>	<b>Changes to Reseller or End User</b>	No changes to reseller or end user are allowed for device additions; a separate contract is required
<input type="checkbox"/>	<b>Changes to End User / License Administrator email</b>	If there is a change to End User / License Administrator email, provide the new information. Email address where software key will be received and activated (Zebra Software Licensing platforms, Aurora Design Assistant /Imaging Library runtime, and Software as a Service orders)
<input type="checkbox"/>	<b>Payment Terms</b>	If not noted, default from customer master. If they differ customer will be contacted.
<input type="checkbox"/>	<b>Freight Terms. Where applicable (HW only).</b>	If not noted, default from customer master.
<input type="checkbox"/>	<b>Incoterms. Where applicable (HW only).</b>	If not noted, default from customer master.
<input type="checkbox"/>	<b>Customer Requested Ship Date. Where applicable (HW only).</b>	Customer to provide requested ship date of material for XaaS or DaaS orders or orders containing HW
<input type="checkbox"/>	<b>Carrier. Where applicable (HW only).</b>	If not noted, default from customer master.
<input type="checkbox"/>	<b>Carrier. Where applicable (HW only).</b>	If not noted, default from customer master.

\*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

- Missing Reseller and End User Customer name and address information
- Incorrect Zebra legal entity used.
- If Software or License order, please provide email address.
- Incorrect Pro-Rated Pricing for Additions or contracts for non-standard periods.
- Expired, missing, incorrect quantities, and wrong SKUs for Price Concessions.
- Mismatch between end user specified in PO and Price Concession.
- ZaaS SKU must match the product requested, to ensure appropriate pricing and availability.
- Renewal PO pricing does not match Renewal Quote
- Missing Designated Third-Party Repair Partner selection when the End User is in Colombia

## Zebra Contract Administration Contacts

Products	Region	Account Types	Languages Supported	Shared Email Mailbox
ZaaS	All	All	English,	<a href="mailto:ZaaS@zebra.com">ZaaS@zebra.com</a>

## Example Purchase Orders

**CONTRACT ORDER FORM** **LOGO**

To: Zebra Technologies Europe Limited  
 Attn: Contract Administration  
 Dukes Meadow, Millboard Rd  
 SL8 5XF Bourne End  
 ENGLAND

Your Address  
 Your Phone  
 Your Email

**Delivery address**  
 Company  
 Street Address  
 City, State, Postal Code  
 Country

**Order #** 29397  
**Order Date:** 02-Feb-2018  
**Delivery date:** 02-Feb-2018

**Specification of ordered goods:**

Item	Description	Quantity	Price/unit	Amount
Contract Start Date	New contract starts 01-01-2018			
Period	Period 01-01-2018 / 31-12-2020			
Site	Site Name / Number			
Site Address	Street Address City, State, Postal Code Country			
Zebra Smart SKU(s)	Z1AE-MC32XX-3C00	4	€ 400,00	€ 1600,00
Product	PC80272153			
Serial Numbers	Serial Numbers attached separately			
<b>Total:</b>				€ 1600,00

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

**YOUR LOGO** **PURCHASE ORDER**

**Bill To:**  
 Your Company Name  
 Your Billing Address

**Page** 1 of 1  
**PO Number:** 4503377847  
**CO RegistrationNo:** X18022C  
**GST RegistrationNo:** R2-T6140-M

**Vendor No: 100210 / Vendor Address:**  
 Zebra Technologies Asia Pacific PTE Ltd  
 71 Robinson Road #05-01/02/03  
 068895 Singapore, Singapore

**PO Date:** 12/29/2017  
**Your Buyer:** \_\_\_\_\_  
**Phone:** \_\_\_\_\_  
**E-Mail:** \_\_\_\_\_

**Terms of Payment:** NET XX DAYS  
**Terms of Delivery:** EXW  
**PO Type:** 3rd Party  
**PO Currency:** USD

**Reseller Information:**  
 Company Name:  
 Email:  
 PO#: / SO#:

**End User Information:**  
 Company Name:  
 Device(s) Location / Site Address:  
 Serial Numbers at This Location: 3 (corresponding to quantity of units below)  
 Requested Contract Start Date:

Internal SKU	Quantity	Unit	Zebra SKU	Description	Start Date	Unit Cost	Extended Cost
353X789	3	Each	Z1AE-MC32XX-3C00	3YR ONECARE ESSENTL INCL COMP COVER	27 Jan 2018	200,00	600,00

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