

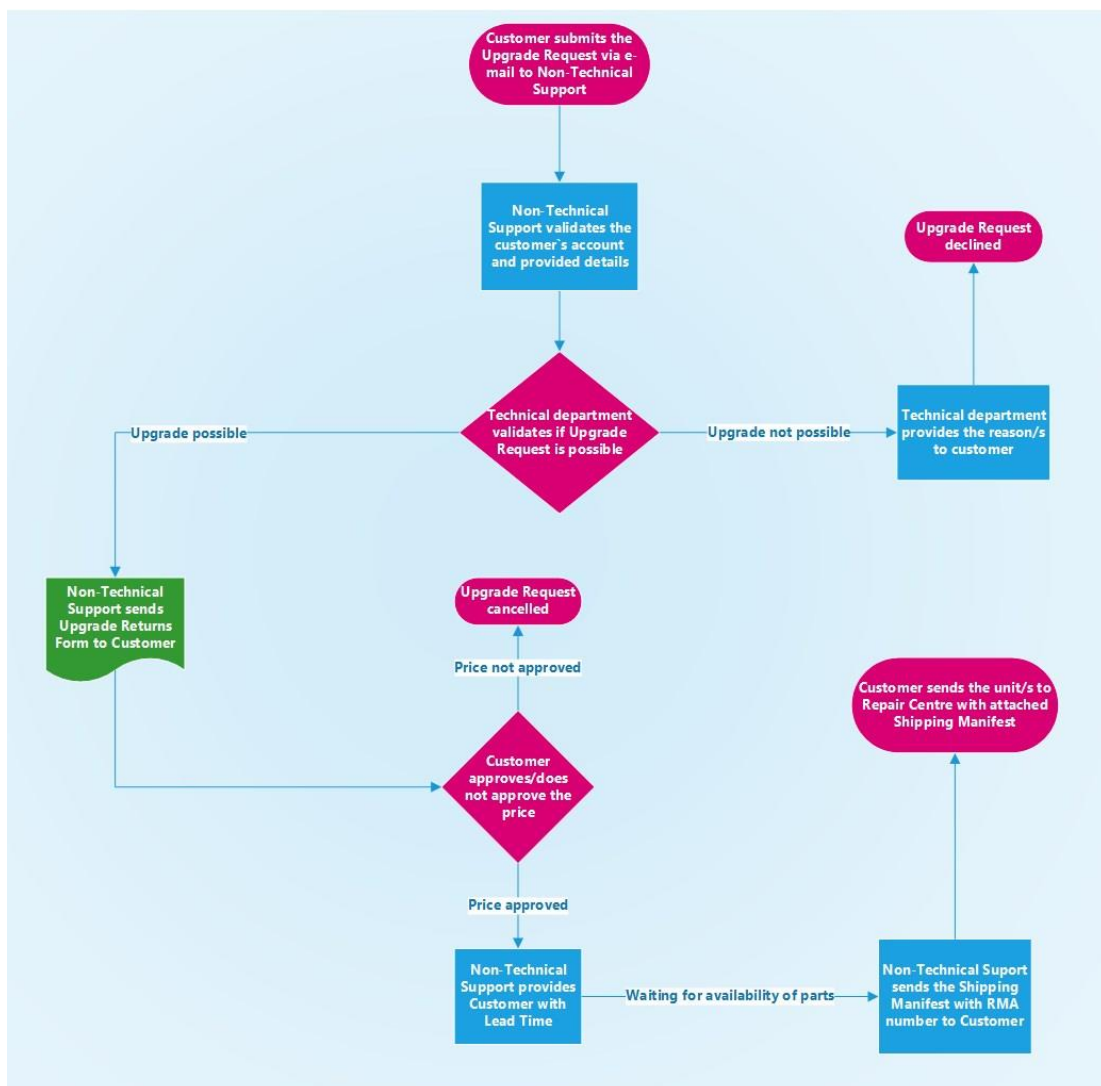
# Upgrade Process: Customer Perspective

## Purpose

This document describes the Upgrade Process (change of the configuration of a device to another configuration from the Customer perspective).

Following the below steps will ensure a smooth Upgrade request processing.

## Flow of the process



### 1. Submitting an Upgrade Request

Customer submits an Upgrade Request via e-mail sent to Non-Technical Support ([emea.ccc@zebra.com](mailto:emea.ccc@zebra.com)) or via Zebra Customer Experience Manager.

Please note the RMA portal cannot be used for the Upgrade Request.

Customer must be entitled/have a direct financial Zebra account (customer can order/purchase Services). If not, Customer requests the Upgrade via their Zebra business partner.

The request must contain the following information:

- **Customer company name and contact details** (name, e-mail address, phone number)
- Full Part Number of **current configuration** of device/s (e.g. DS4308-SR00007ZZWW)
- Full Part Number of **target configuration or description of the change**
- **Quantity of units** (a precise number is vital in order to obtain the correct material waiting time – ETA, so the Estimated Time of Arrival of all upgrade components)

*(It is recommended to estimate number of upgraded units with slightly higher number when an exact number is not known.)*

**Please use** one Upgrade Request for each configuration change.

## 2. Validation of Upgrade Request

Non-Technical Support validates the Upgrade Request with Technical department. Technical department can contact the customer to discuss the Upgrade Request. In case the Upgrade Request is not possible Technical department informs the customer.

## 3. Upgrade quote and ETA supplied to Customer

Customer receives an Upgrade quote normally within 5 business days. The quote is in the Upgrade Returns Form attached to the email from the Non-Technical Support ([emea.ccc@zebra.com](mailto:emea.ccc@zebra.com)).

## 4. Purchase Order

Customer can use the Upgrade Returns Form as the Purchase Order when signed and stamped by customer or can also issue their own PO on headed paper as per standard PO process. Customer sends Upgrade Returns Form or Purchase Order on headed paper in **non-editable version**.

The PO must include the following information:

- Customer company name and invoice address
- Return address and ship to contact details
- PO Number (*not necessary when sending stamped and signed Upgrade Returns Form*)
- Upgrade Number
- All Serial Numbers
- Price per unit & Total price
- Currency
- Zebra Technologies legal entity name
- Current and target configuration

Please contact the Non-Technical Support in case of any questions.

Purchase Order needs to be sent to [emea.ccc@zebra.com](mailto:emea.ccc@zebra.com) **within one month** to maintain offered upgrade price. If Purchase Order is not received within one month the Upgrade Request expires and is cancelled.

## 5. Providing a Lead Time

Non-Technical Support ([emea.ccc@zebra.com](mailto:emea.ccc@zebra.com)) provides the Customer with the Lead Time, once the Purchase Order has been accepted, normally within 3 business days.

The Lead Time is a date when all components are available and the Upgrade can start.

**Customer must not send the unit/s earlier than advised by Non-Technical Support.**

### 5.1 ETA vs. Lead Time

**ETA** - Estimated Time of Arrival of all Upgrade components. *(ETA is used before the PO has been processed by Zebra. It is a fictive date of material delivery. ETA is based on supposition that the required parts would be ordered "now".)*

**Lead Time** - ETA becomes Lead Time when components for the upgrade have been physically ordered. The Lead Time indicates a date when the upgrade of the unit/s can actually begin. *(Lead Time is used once the PO has been accepted.)*

## 6. Shipping Devices

Once the material needed for the Upgrade Request is received Customer is provided with the Upgrade RMA number in the Shipping Manifest document and is asked to send the unit/s for the Upgrade. **Customer must send the unit/s for the Upgrade with attached Shipping Manifest.** The units are upgraded normally within 10 business days and shipped back to the Customer.

Please note that the Upgrade RMA number is valid for 30 days. If units are not received within the period of 30 days, RMA number as well as Upgrade Request are cancelled.