

How to create a Return Authorization



1. Go to the System ID Web Portal by clicking on the repair link on the [System ID Homepage](#)
2. If you do not have an account set up with us already, please create one from the System ID Web Portal page.
3. Login to your account on the System ID Web Portal page.
4. Click on "Generate RA" (Return Authorization)

Please select from the options below

- [Generate RA](#)
- [View/Edit my Information](#)
- [Logout](#)

For repair status, please contact your System ID representative.

5. Select manufacturer of unit from drop down menu "*Manufacturer".

Welcome to System ID Ware

[Return Center How To's](#)

Please use Enter to submit multiple units as

* Manufacturer

Zebra

Citizen
Datamax
HHP
Intermec
Norand
PSC
Sato
Symbol
Telxon
Zebra
-Other--

Enter

6. Select model number of unit from drop down menu, "*Model Number". (If model number is not present then leave blank)

Please use Enter to submit multiple units

* Manufacturer

Zebra

* Model Number

S600

PA400
PA403
S300
S400
S500
S600
Z4000
ZEBRA 105
ZEBRA 105S
ZEBRA 105SE
ZEBRA 105SL
ZEBRA 110XIII

Enter

7. Type in serial number of unit in "Serial Number" field.

8. Type in a detailed description of the problem you are incurring in the "*Problem Description" field.

Please use Enter to submit multiple units as separate line-items

* Manufacturer
Zebra

* Model Number
S600
[Click to view flat rate pricing for this model](#)

Number of Units
1

Serial Number
6454870001

* Problem Description
Printer will not calibrate

Enter

9. Click on Enter. (You should see the right hand fields fill in with your unit data).

* Manufacturer	Action	Manuf	Model #	# of Units	Serial #	Problem Desc
Zebra	Ed Del	Zebra	S600	1	6454870001	Printer will not calibrate
ZEBRA 140XIII	Ed Del	Zebra	ZEBRA 140XIII	1	140998745	Printer will not print

* Model Number
ZEBRA 140XIII
[Click to view flat rate pricing for this model](#)

Number of Units
1

Serial Number

* Problem Description

Enter

10. Repeat steps 5 to 9 for each unit you are sending in.

11. Select your type of repair from the "*Select Repair Option*" choices, described below.

- "Flat Rate" – If you have already been quoted a repair price and have accepted the charges. Please input your PO number also for approval of work.
- "Time & Materials" – If you are sending in the units for review and expect to be contacted with an estimate for repair charges.
- "Existing Contract" – If you previously purchased a service contract from us or have product that is still covered under the Barcode Labs warranty.
- "Repair Warranty" – If you have a product that was sent in for repair in the last 60 days is defective.

* Select Repair Option *

Flat Rate PO Number:

Selection of **Flat Rate with a PO Number** entered is your approval to expedite repair of the listed product or products for a fee not to exceed our major flat rate price for each unit. If a product submitted for repair does not have a published flat rate, we will provide an estimate for approval under our time and materials process. Repairs may qualify for minor flat repair upon inspection by our technicians.

Time & Materials

Existing Contract

Repair Warranty

Repair Warranty refers to the 60 day repair warranty and is not the manufacturers' warranty.

* Please Enter Any Special Shipping Instructions

Shipping insurance **only** covers \$100 for damage or loss of package.
Please indicate any additional insurance coverage.

12. Use the “*Please Enter Any Special Shipping Instructions” field to input your shipping account number if you wish for us to ship back on your account and also specify the method of shipment you desire. If the method of shipment is not specified the unit will be shipped via standard ground service.



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