



MOBILE WORKFORCE

Zebra Printing Solutions



SEE MORE. DO MORE.



DELIVER GOODS AND SERVICES IN THE FIELD WITH GREATER EFFICIENCY AND CUSTOMER SATISFACTION.

Mobilize your workforce for accelerated productivity and streamlined operations.

WORK FASTER. Free your field service, delivery and logistics workforce to do more in less time with Zebra® mobile thermal printers, paired with mobile computers as part of an automated process. Empower employees to access real-time information and print invoices, receipts, manifests and labels on the road, in the truck, at the customer's side, on the spot! Associates will cover more territory, see more customers, provide more accurate documents, and capture more time to sell additional products and services.

OPERATE SMARTER. Conduct better business on the move: Replace time-consuming manual processes, inaccurate pre-printed documents, or inefficient fixed printer and computer access with the flexibility of wireless mobile technology. You'll gain fast return on investment through greater employee productivity, improved customer service and satisfaction, curbed costs and revved-up revenue. And with accurate, real-time data, you can focus on your customers, not your backend data operations.

"Zebra printers are rugged, compact, fast and inexpensive to operate."

Brendan O'Malley, VP and CIO at Tastykake

Where your business goes, so goes Zebra

Zebra's wide range of mobility products includes durable and easy-to-operate mobile printers that field-based and mobile workers can carry, wear on a belt or shoulder strap, or use mounted in their trucks or warehouse forklifts. This makes Zebra mobile printing solutions ideal for use in:

- Direct store delivery (DSD) and route accounting (product or package delivery)
- Field service/repair and sales, utilities, construction, equipment and rental return
- Warehousing/distribution

Zebra partners with the leading global enterprise software providers for seamless integration into your enterprise resource planning (ERP) system.



MOBILE PRINTING APPLICATIONS

Route accounting and direct store delivery (DSD)

Whether your mobile employees deliver packages or products through a business-to-business or business-to-consumer route accounting operation...or they need to quickly deliver products like food or beverages directly from your manufacturing facility to retailers...save time and money and boost customer retention with Zebra mobile printing solutions.

Employees can quickly and accurately create:

- Invoices
- Delivery receipts
- Return receipts
- Credit receipts
- Orders
- Settlement reports

DSD route representatives can also connect to the customer's inventory system via integrated DEX or 802.11x interfaces, slashing receiving time so they're back on the road fast.



“By using compact Zebra printers, drivers can go right into the store, make their sale, print it out, hand the invoice to the customer, and be back in the truck.”

Matt Grimes, President of Puritan Bakery

Field service



Improve productivity, data accuracy and profitability in your field service operations. Mobile workers who can benefit from on-the-spot document or label printing include field repair engineers, utility company technicians (e.g., cable TV installer, meter reader), service technicians (e.g., HVAC or appliance repair), building surveyors, insurance assessors,

and health and safety inspectors (e.g., elevator inspectors).

- Job quotations
- Settlement reports
- Proof-of-service documents
- Inspection labels
- Service reminder labels
- Asset tracking labels
- Sales orders
- Meter readings

Warehousing/distribution applications and benefits

While many organizations benefit from mobile printing in the field, many also use them within their warehouses and distribution centers to streamline shipping/receiving, put-away and picking operations. Mobile printing of item, case and pallet labels improves worker productivity by saving steps to and from a centralized label printer, and improves accuracy by ensuring the right label is applied to the right item. Ultimately, you'll enhance your logistics and supply chain management through improved inventory control, enterprise materials management,

and track-and-trace systems.

- When specific pallets in inventory are bound for a mandating customer, use forklift-mounted mobile printers to print and apply barcode or RFID labels immediately at the pick point.
- Replace damaged labels or print new labels when existing pallets are broken down and repackaged.
- Produce shipping labels where mobility is valued, such as labeling large assets or items at the shipping dock, cross-docking and container labeling.



“We switched to Zebra printers five years ago and since then we have never had a problem. The printers work the first time, every time.”

Jimmy Collins, Warehouse Supervisor, Fujitsu Services UK

MOBILE TECHNOLOGY BENEFITS

FIELD-BASED OPERATIONS

Increase efficiency and accuracy. Curb costs and raise profits. Improve customer service and satisfaction.

On-demand, on-the-spot printing and transactions made possible by wireless mobile printers and computers not only improve business efficiency, but the resulting additional speed and accuracy lead to happier customers and more revenue opportunities.

When you replace time-consuming handwritten or potentially inaccurate pre-printed documentation with mobile printing efficiency and real-time data transfer, you will:

SAVE TIME, INCREASE PROFITS.

- Increase mobile workers' productivity and effectiveness, enabling them to serve more customers in a day—reducing cost per call and increasing revenue per day.
- Raise revenue by increasing time representatives can spend up-selling additional or higher-priced goods and services.
- DSD representatives reduce time spent in receiving when they connect to the customer's inventory system via integrated DEX or 802.11x interfaces.
- End-of-day settlement reports are available immediately.
- Get paid faster: Cut time out of the billing cycle.
 - Invoices printed on-site eliminate days between when representatives turn in paperwork to billing clerks and customers receive mailed invoices.
 - Securely accept credit card payment on-site to dramatically accelerate the cash flow cycle.

REDUCE INFORMATION ERRORS, ENHANCE CUSTOMER SATISFACTION.

- Quickly print accurate receipts, invoices, orders, proof of service or delivery and other documents, saving customers wait time.
- Unlike pre-printing, mobile printing provides flexibility to accommodate order changes and up-selling so associates can print an accurate, updated receipt or invoice on the spot. Accurate documents: satisfied customers.
- Instantly resolve discrepancies by printing and previewing/reviewing return receipts, invoices and orders on-site with customers.

Mobile technology benefits span route accounting and field service printing applications:

- Improved employee productivity
- Increased visits per day
- Increased sales margin and profit
- Reduced errors by eliminating office duplication
- Instant and secure data transfer
- Enhanced customer service
- Faster payment processing
- Improved customer satisfaction

CUTS COSTS, INCREASE PROFITABILITY.

- Reduce paper and form expenses.
- Printing invoices at the time of service or delivery—and automatically submitting accurate billing and other information into your company's system—eliminates the labor costs of manual and duplicate data entry at the point of service and in the back office.
- Handle invoicing issues immediately on-site.
 - Save customer service department time and labor in handling calls.
 - Save labor costs associated with DSD/route accounting returns processing.
 - Save the cost of additional deliveries and rush shipments to compensate for delivery errors.

IMPROVE CUSTOMER SERVICE, IMPROVE YOUR BUSINESS.

- Printed documents look professional and are easier for customers to understand.
- Print service reminders, customer surveys, special offers and other items to help strengthen your brand image and grow your business.

“It's much easier to let the handheld do it [recalculate an invoice with account discounts and promotions] and the printer to print out a hard copy than trying to write out a manual invoice.”

Kent Meckley, Director of IT at Schenck Company

SUPPLIES AND ACCESSORIES

FOR THE MOBILE WORKFORCE

Zebra Mobile Receipt and Document Solutions

Ensure high-quality, crisp images and text, and ensure that your receipts and documents remain readable and intact for their entire life, by choosing genuine Zebra™ supplies. Zebra offers materials that have been tested and approved by the Zebra Supplies Research and Development Department to meet your application's durability, image quality, and archival requirements—and your budget.

Zebra can also pre-print your company logo, instructions, terms and conditions and other information, allowing you to maximize the functionality of your receipts and documents.

Zebra Mobile Label Solutions

Zebra offers a wide variety of label solutions, from shipping labels to asset

tracking and service reminder labels, to meet the needs of most applications. Our high-quality thermal transfer and direct thermal paper labels ensure that packages make it to the purchaser quickly. To meet the durability requirements of harsh outdoor applications, we offer a large selection of synthetic labels, including those that are scratch-resistant, chemical-resistant and fade-resistant, and that can last up to 10 years outdoors.

Zebra Mobile Printer Accessories

Get the most out of your Zebra mobile printer with convenient accessories from batteries, belt clips and shoulder straps, to vehicle mounts, vehicle chargers, fast chargers, and quad chargers for back-office, multi-printer charging.



IS IT TIME TO REFRESH YOUR MOBILE WORKFORCE TECHNOLOGY?

Replacing older, less efficient mobile equipment with new technology will likely improve company performance by enhancing ROI through enhanced mobile worker productivity, additional sales and reduced costs. Consider the following questions when assessing the need and value of refreshing the mobility technology used in your field-based operations:



- Are your equipment maintenance costs too high? How much is older technology costing you in downtime caused by equipment failure...in spare parts (and the time to search for less-available parts)... and in more-expensive consumables (ribbons, ink cartridges, etc.)?
- Would you be able to service customers more quickly if your mobile technology offered faster processing and printing throughput?
- Can the speed and memory of your current equipment address the increasingly complex content required on your labels/documents—such as more information, a greater variety of barcode symbologies, and the inclusion of logos and complex graphics?
- How much could you save by eliminating the cost to purchase and maintain cables, and the cost of productivity lost through downtime caused by broken cables, by upgrading to wireless technology?
- Would upgrading to the latest wireless technology allow your mobile equipment to integrate better and more securely with your company's (or your customers') business systems?
- Would your business benefit from reduced downtime and greater driver productivity—which would allow more time for merchandising and sales—afforded by more reliable and durable mobile technology?
- Is your business seeing a need to add transaction processing technology like credit card readers or DEX, which would speed payment processing and direct store delivery processes?
- Would your operations benefit from the greater efficiency provided by more user-friendly technology that requires less training, quicker user adoption and less support?
- Could smaller-sized new technology help streamline your operations because it's easier to carry and store?
- Would your operations benefit from the availability of new accessories—such as vehicle mounts, personal carrying accessories and settlement room equipment—which would allow easier integration of your mobile technology into your business operations?

THERMAL PRINTING SOLUTIONS

FOR THE MOBILE WORKFORCE

Count on Zebra's durable and dependable mobile printers.

Printer or battery downtime brings mobile work to a halt, diminishing productivity, profits and customer service. Understanding that reliability is critical to your business, Zebra offers mobile printers built to deliver steadfast performance within the rigors of harsh outdoor and busy indoor environments.

Whether you need to create receipts and other documents, or to apply long-lasting labels to assets that remain outdoors, endure long storage times or require tracking through long supply chains, look to Zebra's rich set of durable mobile printers and supplies.

RW™ Series

The RW 220™ and RW 420™ are Zebra's Road Warriors, designed to withstand high-duty travel and use—even in hot, cold, and wet conditions. These rugged printers feature a modular design that makes them ideal for adding card readers, wireless options, and mobility accessories such as vehicle mounts.



Ideal for:

- Direct store delivery
- Field service
- Invoices and receipts



RW 420™ Print Station

This price-competitive mobile workforce tool with built-in RW 420 mobile printer supports a Motorola® MC70 or MC75 removable mobile computer, and the latest version supports the Motorola MC55 or MC65. Perfect for your route accounting, direct store delivery, or field service/sales operations, it allows easy data entry and printing and simultaneous charging of several devices. Mobile workers can carry fewer devices and make fewer trips to the vehicle.

Ideal for:

- Receipts/invoices
- Settlement reports
- Load manifests
- Work orders
- Service estimates



MZ™ Series

The MZ 220™ and MZ 320™ are small, easy-to-use, entry-level printers that print crisp, clear text and graphics on receipts or other documents. These printers work in the palm of a hand or can be worn comfortably all day with a belt clip or shoulder strap.

Ideal for:

- Direct store delivery
- Field service, such as utility billing/meter reading
- Invoices and receipts



P4T™/RP4T™

Zebra's P4T™/RP4T™ is the world's first mobile thermal transfer printer with optional RFID capability. The P4T/RP4T enables you to print long-life barcode labels and documents up to 4 inches wide where and when you need them—resulting in enhanced data and asset-tracking accuracy and improved workforce efficiency.

Ideal for:

- Asset management
- Cross-docking
- Field service
- Inventory management
- Receiving/shipping
- Compliance labeling



QLn™ Series

Zebra's popular QLn™ family of direct thermal mobile label printers delivers longer printer uptime; proven drop-resistant durability; user-friendly, productivity-boosting features; and easy integration. Choose the QLn320™ for 3-inch-wide printing, or the QLn220™ for print widths up to 2 inches.

Ideal for:

- Asset management
- Cross-docking
- Field service
- Inventory management
- Receiving/shipping
- Compliance labeling

ZebraCare™ Service Agreements

Reduce the cost of printer downtime due to lost productivity and unbudgeted repair costs by selecting a ZebraCare service agreement.

ZebraCare service agreements allow you to:

- Plan and budget annual service needs.
- Reduce the soft costs associated with out-of-service printers, and increase uptime.
- Choose the service option right for your company.

ZebraCare™



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