



# ZEBRA TECHNOLOGIES SIMPLIFIED COMPLIANCE FORM (SCF)

---

**TROUBLESHOOTING AND  
RESOLVING COMMON ISSUES  
WHILE COMPLETING THE SCF**



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## **1 - Introduction**

This guide will identify and offer resolutions to common issues end users may come across while completing a material declaration using Zebra's SCF.

## **2 - Definitions**

CAS Number	CAS (Chemical Abstract Service) Registry Number is a unique number identifying chemical substances.
Controlled Substance	These substances are limited for use in the manufacturing process or in certain applications at the levels specified in Appendix A in CPZ-CE-010.
FMD	Full Material Disclosure
Homogeneous Material	A substance or a mixture of substances with uniform composition (such as paints, alloys, solders, adhesives, plating, resins, coatings, etc.) that comprises a product. Material that cannot be mechanically disjointed into different materials respectively. The term "homogeneous" means of "uniform composition throughout." However, additives used in a polymerization process must be reported if they are identified in Appendix A of CPZ-CE-010.
PMD	Partial Material Disclosure
PPM	Parts per Million (Measure of Concentration)
REACH	European Community Regulation on chemicals and their safe use (EC 1907/2006). It deals with Registration, Evaluation, Authorization and Restriction of Chemical substances.
Reportable Substances	These substances are not currently banned or controlled for use but a ban or voluntary phase-out is likely or they have an impact on the end-of-life management of the finished product.
Reporting Threshold	Concentration level which defines the limit equal to or above which the presence of a substance or material must be reported.
RoHS	European directive on Restriction of the use of certain Hazardous Substances in electrical and electronic equipment
SVHC	Substances of Very High Concern as defined in the REACH regulation

### 3- Error List

Below is an excerpt of errors that can show up in the error list:

#### 3.1 - Error within the Supplier Section (Rows 1 through 8)

- Supplier Acceptance must be Accepted in Cell Q7
- Please complete required fields in Supplier Sections. Aborting!

Supplier Information		Legal Statement	
Company Name	COMPANY X	Legal Declaration	Supplier certifies that it has gathered the provided information and such information is true and correct to the best of its knowledge and belief, as of the date that Supplier completes this form. Supplier acknowledges that Zebra Technologies will rely on
Company ID	SUP000001234		
Contact Name			
Contact Phone			
Contact Email			
Response Date	<Date will be populated upon file export>		
Comments		Supplier Acceptance	<b>Accepted</b>
		<input type="button" value="Save As..."/> <input type="button" value="Reset"/>	

*Note: Red arrows in the original image point to the 'Must complete' label for the empty contact fields and the 'Must Accept' label for the 'Accepted' status.*

#### 3.2 - Error involving a Banned or Controlled Substance:

- (Substance name) is a banned substance as per Zebra environmental specification CPZ-CE-010
- (Substance name) is a controlled substance as per Zebra environmental specification CPZ-CE-010 and cannot exceed ppm threshold.

#### 3.3 - Completing the form (Rows 11 onward):

- Please complete all required fields on row 11 D11 to G11. Aborting!

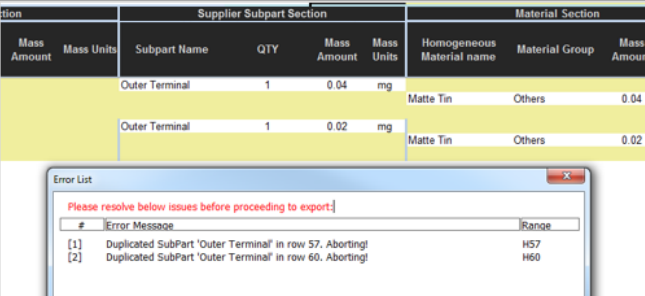
Error	Steps to Solve Error																																			
<p>Complete all required fields on row 11</p> <table border="1"> <thead> <tr> <th>Section</th> <th colspan="4">Supplier Part Section</th> <th colspan="2">Supplier Subpart S</th> </tr> <tr> <th>Zebra Description</th> <th>Product Units</th> <th>Supplier Part#</th> <th>Supplier Part Description</th> <th>Mass Amount</th> <th>Mass Units</th> <th>Subpart Name</th> <th>QTY</th> </tr> </thead> <tbody> <tr> <td>MD</td> <td>Each</td> <td>ERJ-Example</td> <td></td> <td>0.1362</td> <td>mg</td> <td>Side Terminal</td> <td>1</td> </tr> </tbody> </table>	Section	Supplier Part Section				Supplier Subpart S		Zebra Description	Product Units	Supplier Part#	Supplier Part Description	Mass Amount	Mass Units	Subpart Name	QTY	MD	Each	ERJ-Example		0.1362	mg	Side Terminal	1	<table border="1"> <thead> <tr> <th colspan="4">Supplier Part Section</th> </tr> <tr> <th>Supplier Part#</th> <th>Supplier Part Description</th> <th>Mass Amount</th> <th>Mass Units</th> </tr> </thead> <tbody> <tr> <td>ERJ-Example</td> <td>Terminal</td> <td>0.1362</td> <td>mg</td> </tr> </tbody> </table> <p>Ensure that all columns in the Supplier Part Section (Cells D11, E11, F11 &amp; G11) have data filled in</p>	Supplier Part Section				Supplier Part#	Supplier Part Description	Mass Amount	Mass Units	ERJ-Example	Terminal	0.1362	mg
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#### 3.3.1 – Error indicating “PRODUCT”

- Only **product information** allowed in row (row number), please remove or move subpart, material or substance data from this row. Aborting!
- Duplicated **Product** in row (row number). Aborting!
- **Product**, Subpart, Material and Substance data must be on separate rows at row (row number), please check the data on this row. Aborting!
- Unknown units for Subpart weight at row (row number), must be g, mg or kg. Aborting!

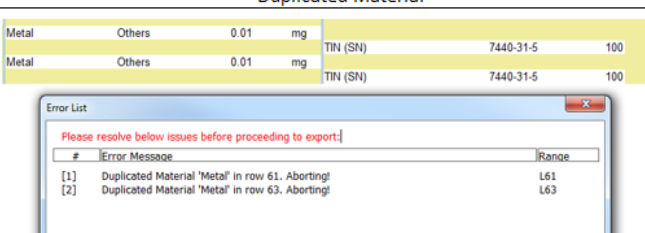
### 3.3.2 – Error indicating “Subpart”

- **No Subpart** Quantity found at row (row number)
- Duplicated **SubPart**

Error	Steps to Solve Error												
<p>Duplicated SubPart</p> 	<p>Supplier Subpart Section</p> <table border="1" style="margin: auto; border-collapse: collapse;"> <thead> <tr> <th>Subpart Name</th> <th>QTY</th> <th>Mass Amount</th> <th>Mass Units</th> </tr> </thead> <tbody> <tr> <td>Outer Terminal-1</td> <td>1</td> <td>0.04</td> <td>mg</td> </tr> <tr> <td>Outer Terminal-2</td> <td>1</td> <td>0.02</td> <td>mg</td> </tr> </tbody> </table> <p>If there are two subparts that have the same name designation, they need to be distinguished separately. This can be done by adding a number or letter at the end of the Subpart Name.</p>	Subpart Name	QTY	Mass Amount	Mass Units	Outer Terminal-1	1	0.04	mg	Outer Terminal-2	1	0.02	mg
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### 3.3.3 – Error indicating “Material”

- Duplicated **Material** in row (row number). Aborting!

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<p>Duplicated Material</p> 	<p>Material Section</p> <table border="1" style="margin: auto; border-collapse: collapse;"> <thead> <tr> <th>Homogeneous Material name</th> <th>Material Group</th> <th>Mass Amount</th> <th>Mass Units</th> </tr> </thead> <tbody> <tr> <td>Metal-1</td> <td>Others</td> <td>0.01</td> <td>mg</td> </tr> <tr> <td>Metal-2</td> <td>Others</td> <td>0.01</td> <td>mg</td> </tr> </tbody> </table> <p>If there are two materials that have the same name designation, they need to be distinguished separately. This can be done by adding a number or letter at the end of the material name.</p>	Homogeneous Material name	Material Group	Mass Amount	Mass Units	Metal-1	Others	0.01	mg	Metal-2	Others	0.01	mg
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- Unknown units for **Material** weight at row (row number), must be g, mg or kg. Aborting!
- No **material** found at row (row number). Aborting!
- Not valid % of **material** at Cell (cell number)

### 3.3.4 – Error indicating “Substance”

- No Substance found at row (row number). Aborting!
- Duplicated Substance

### 3.3.5 – Error indicating “CAS Number”

- No CAS number found at row (row number)
- Invalid CAS number found at row (row number)

**3.4 - Error involving the Sum of Weight of Substances or Materials:**

- Sum of substances cannot be less than 99%, from rows (row range). Aborting!

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**3.5 – Additional Miscellaneous Errors**

- Additional data was found below the last valid row at row (row number)
- Unknown Exemption found at Cell (cell number). Aborting!

**5- Resolving Frequently Asked Questions:**

Why won't the SCF open in my version of Microsoft Office?	The SCF was verified to be compatible in Microsoft Office 2003 or newer as well as 32/64 bit environments. Verify the version of Microsoft Office running on the computer is 2003 or newer. Please also note that the SCF will run slower on machines running Office 2003. Please contact your Zebra representative if you continue to experience compatibility issues.
Where can I find the Zebra environmental compliance specification?	Zebra's environmental specification is located on its corporate website at the following link: <a href="http://www.zebra.com/compliance-SCF">http://www.zebra.com/compliance-SCF</a> If you are experiencing issues accessing the specification, please contact your Zebra representative and a copy of the specification can be e-mailed to you.
Why can't I edit the supplier part #?	The supplier part # is locked and can only be edited by an authorized Zebra representative. This is to ensure data integrity is maintained in our system during the importing declaration process. Please contact a Zebra representative immediately if there is an issue with the supplier part #.
Why can't I add a new CAS #?	Ensure that in addition to adding the CAS # in the New CAS # section of the CAS # list that you are also adding a description. The SCF needs to have both a CAS # and a description to generate a new CAS #.
The error list is showing the following error: "10022-68-1 is a controlled substance as per Zebra environmental specification CPZ-CE-010". How do I resolve this?	This error indicates a controlled substance has been specified above the maximum allowable threshold per Zebra's environmental spec. You will need to select a valid exemption to eliminate the error.
I've opened the SCF to start a declaration and have also opened another Excel file to populate the SCF from an e-mail attachment. The second Excel file does not have a ribbon bar and I cannot copy/paste data from the file. How do I fix this?	The second Excel spreadsheet has inherited the sheet protection from the SCF. This happens in Microsoft Office 2010 and newer. Close the secondary spreadsheet then re-open it. This will reactivate the file and remove the inherited protection from the SCF.
I'm trying to import a .MCC file but it is not importing correctly. How do I fix this?	Some .MCC files are structured differently than others. We will need to "reset" the .MCC file then re-import it. 1. Export the .MCC file to a tab delimited file 2. Import the Tab delimited file into a blank ICC form 3. Certify and export the ICC form 4. Import the new .MCC file into the SCF
Why is the Export to XML error checking process taking so long?	Note that the larger the SCF, the longer the error checking process will take after clicking "Export to XML". This is a normal operation of the SCF. It is typical for an SCF file with 8,000-10,000 rows of data to take anywhere from 10-15 minutes to complete error checking.



**5- Resolving Frequently Asked Questions (cont.):**

<p>What can I do to help speed up the error checking process on a large file?</p>	<p>To help speed up the process, review the subparts listed throughout the SCF and make sure each one has a unique name. For example, if "CABLE" or "IC" is listed more than once, the SCF will flag that as an error and the more errors present in the SCF, the longer the error checking will take. Ensuring there are as little duplicate sub-parts as possible; also ensuring all of the proper exemptions are selected where applicable will help to speed up the error checking process.</p>
<p>I've received an SCF with more than 1 part. The cursor won't go past Column N when adding a row. Why can't I add a row?</p>	<p>The SCF is locked at Rows 11 and 12. Data cannot be inserted at these rows. Ensure rows are being added at Row 13 or below.</p>
<p>The weights of the substances do not equal up to 100% of the homogenous material. How should I proceed?</p>	<p>In the event the total substance weights are less than 100%, the "MISC, NOT TO DECLARE" entry from the CAS # list can be selected and the missing percentage can be used to total up to 100%.</p>

**6- Addressing Errors Not Covered in this Guide:**

In the event an error comes up that is not addressed in this guide, please inform the Zebra representative who sent the MD request. The Zebra team will troubleshoot the error and develop a resolution.



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