xerox

Metered Supply Web Pages
User Guide

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Preface

General Purpose and Audience

This document is written for Xerox Metered Supply Web Pages users. It covers registration, features, and troubleshooting.

How to Best Use This Document

Thank you for using the Xerox Metered Supply Web Pages user manual. If you are a first-time user of Xerox Metered Supply, please follow the registration process beginning on page 5. If you have already registered, please refer to the table of contents for guidance in your specific area of interest.

1 Registration/Update

How to Register

Before you can order supplies online or use the other features of the Metered Supply Web Pages, you must establish a metered Xerox.com account by registering.

1. Go to the URL: www.xerox.ca/metered-supplies.
2. Click on the "Register/Activate" link on the righthand panel of the screen.

Register or Activate your Metered Supplies account

REGISTER / ACTIVATE

3. Fill out the required fields on the registration form and then click the red button at the bottom of the page.

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4. You will be sent two emails within the next hour (see examples below). Click on the link provided in the second email to confirm your email address.

   Note: if you forget to click the link, the registration process will not be complete.

From: webmaster@xerox.com [mailto:webmaster@xerox.com]
Sent: Thursday, October 21, 2014 10:44 AM
To: Public, John
Subject: Confirm your email address
This email is to confirm your registration on Xerox.com.
We hope you'll take advantage of our site to:

- Learn about new products
- View our supplies catalog
- Place online orders
- Manage your Xerox equipment, meter readings, contracts, invoices or orders

Please save this e-mail or print it for future reference.
You are registered as: JPUBLIC@ABCCO.COM
You can change your email or password at: https://www.accounts.xerox.com/auth/login.jsf
If you forget your password, please select the "Forgot Your Password" link in the login page.
www.xerox.ca

From: webmaster@xerox.com [mailto:webmaster@xerox.com]
Sent: Thursday, October 21, 2014 10:44 AM
To: Public, John
Subject: Confirm your email address

Greetings from Xerox, John Public (JPUPLIC@ABCCO.COM):
You are receiving this message because you have requested access to a Xerox.com application.
Before you can access this application, you must confirm your email address by clicking this link.
If the above link does not work for you, try the following:
http://www.accounts.xerox.com/auth/confirmedEmail.jsf?u=20123553&dt=1311259454646&al=FGi2b%2Fj%2FvQ9dEYIUHK4xFw%3D%3D&ttl=259200000&app=MSS&email=3445f97ea1f526708d3814bf056531ab35abc029f05a84d1f4f9c51804be43d4a6ea8015d5698f9d52a660f25f6fcb2aa2db15ff149e753a

If neither link works from email, you can copy and paste either one directly into your browser address window.
If you see a message that indicates that your session has expired, please refresh the page by clicking the "Refresh" button on your browser.
If you did *not* request access to a Xerox application, you may ignore this message and the links above will expire in 3 days.
Thank you for visiting Xerox.ca.

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5. Enter the serial number and the shipping address postal code associated with your account and click submit.

6. If you successfully submit your serial number/postal code, you will receive a password to use with your email address in the login screen. Congratulations! You have successfully registered for Xerox Metered Supply.

For troubleshooting, please see the next page.

Troubleshooting

If you receive the error pictured below, follow the suggested steps below in the Self-Help Box. For assistance, please call 1-800-275-9376 (1,3,3).

Troubleshooting Self-Help Box

When a user registers for a metered Xerox.com account for a given serial number, the postal code they enter must match (exactly) the postal code on file for the serial number. As a result you may receive the above error message to have this association created. You can accomplish this by emailing the serial number(s) to: supplies.meteredhelp@xerox.com .

You will receive an acknowledgement email within two business hours. (If you sent your serial numbers after normal operation hours, you will receive an acknowledgement email two business hours after re-opening).

Note: This email link is unmonitored and only creates serial number/email associations. There is no capability for any other type of request.

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2 Features

Logging In

To access your account, you must have already followed the registration process successfully (please see Registration section beginning on page 5). If you have already registered, you can now log in to your account.

1. Go to the URL: www.xerox.ca/metered-supplies.
2. Click "Manage my metered account" on the right panel of the screen (see the screenshot below).

Login to your Metered Supplies account here

MANAGE MY METERED ACCOUNT

3. Enter your email address and password that you obtained during the registration process. Click "Login" to access your account.

Update Your Email or User Profile

1. Sign into your account.
2. Click on "Account" in the upper righthand corner of the page.

3. Click on "Update your email or user profile" under Account Resources.

4. Update your email address and/or password. You will also need to fill in the required fields before clicking "Submit."

Managing My Metered Account

Xerox Metered Supply Web allows you to easily manage your Metered Supply Account. You may select either from the Manage Account heading on the left panel or from one of the selections in the boxes.

Manage My Metered Account

Did You Know?

Versant 80/2100 Press & Xerox Color C60/C70 Owners - Please update your expiring Security Certificates before June 30th, 2017. Select the link below...
Versant 80 and 2100
C60/70

Manage Account
Order Supplies
Your Orders
Auto Replenishment
Your Supplies Inventory
Address Details
Request/View Returns
Manage Users
My Equipment
Contact Us

Additional Resources
Auto Replenishment Brochure
Auto Replenishment FAQs
Meter Reads
Metered Supplies User Guide
Metered Supplies FAQ
Recycle Supplies
Supplies Online Store
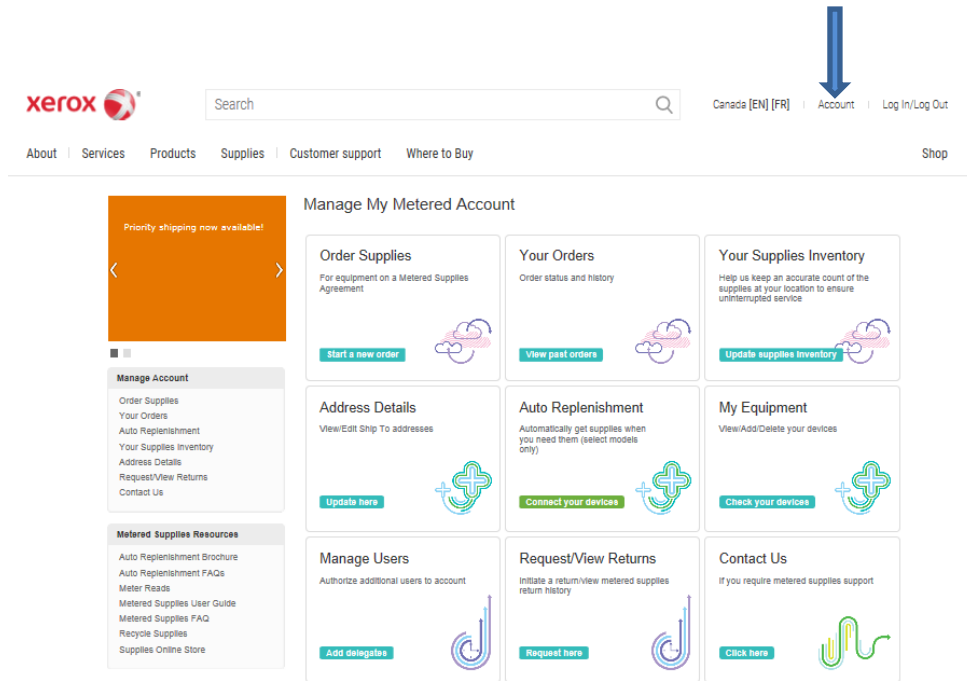
Order Supplies
For equipment on a Metered Supplies Agreement

Start a new order

Your Orders
Order status and history

View past orders

Your Supplies Inventory
Help us keep an accurate count of the supplies at your location to ensure uninterrupted service

Update supplies inventory

Address Details
View/Edit Ship To addresses

Update here

Auto Replenishment
Automatically get supplies when you need them (select models only)

Connect your devices

My Equipment
View/Add/Delete your devices

Check your devices

Manage Users
Authorize additional users to account

Add delegates

Request/View Returns
Initiate a return/view metered supplies return history

Request here

Contact Us
If you require metered supplies support

Click here

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Address Details (Change Location)

You can modify the address attention name, suite/mailstop, and phone number online. All other address information must be modified via telephone by calling 1-800-275-9376 (1,3,3) or using the "Contact Us" Link.

1. Log in to your Xerox Metered Supply Web account.

2. Click "Address Details" under the Manage Account Heading on the left panel.

3. Select "Edit" under the address to be modified.

4. Enter the changes you would like to make in the fields provided and click "submit".

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Entering Supplies on Hand

You can enter on hand balances for your machine without placing an order.

1. Log in to your Xerox Metered Supply Web account.

2. From any page click "Your Supplies Inventory".

3. Enter the number of full cartons on hand in the "Cartons on Hand" field and partial cartons in the "Units on Hand" field. For example, if you have 3 bottles left of a 6-bottle carton, put "3" into the "Units on Hand" field.

4. When you are finished, click "Update."

Back to Manage My Account > Current Supplies Inventory

Your Supplies Inventory
Help us keep an accurate count of the supplies at your location to ensure uninterrupted service

> **enter other serial number**

Selected Location:

Change Location

123 Main St
Anytown
ON A0A 9A9

Current Supplies inventory

Product Code Product Code represents a machine model	Reorder Number	Description.	Cartons on Hand - Enter "0" if none on hand Number of unopened boxes	Units on Hand - Enter "0" if none on hand Number of unused units from an opened box and/or outside of a box. Do not include unopened boxes
Y4X	006R01604	(1) TONER Mono		
Y4X	013R00675	(1) CRU MONO - XEROGRAPHIC MODULE		

Update

Manage Account
Order Supplies
Your Orders
Auto Replenishment
Your Supplies Inventory
Address Details
Request/View Returns
Manage Users
My Equipment
Contact Us

Additional Resources
Auto Replenishment Brochure
Auto Replenishment FAQs
Meter Reads
Metered Supplies User Guide
Metered Supplies FAQ
Recycle Supplies
Supplies Online Store

Auto Replenishment

You can view the auto replenishment status for your eligible equipment.

1. Log in to your Xerox Metered Supply Web account.
2. From any page click "Auto Replenishment".

Categories

Eligible – Device can ship supplies automatically.

- **Enable** - Call to turn on automatic supplies replenishment.

Active – Serial number is on Automatic Supplies Replenishment.

Ineligible – Serial number cannot receive supplies automatically.

Order Supplies

Single Location

Xerox Metered Supplies Web makes it easy to order supplies for your equipment.

1. Log in to your Xerox Metered Supply Web account.

2. From any page click "Order Supplies".

3. The form self-populates with the shipping address, verify the information on the screen then click 'submit'.

   Note: Fields with indicators are editable online. All other fields can only be changed by calling the Metered Supplies Customer Support Centre at 1-800-275-9376 (1,3,3).

4. Select Priority Shipment if you do not want Ground Shipment. If you choose Priority Shipment, your order is limited to 5 cartons

   Note: Priority Shipment at a minimum cost of $60 or higher based on location

5. Fill in the fields under Add Items and Enter Order Amounts

   Note: An "Units on Hand" field has been provided for you to account for partial cartons.

6. If you chose Priority Shipment, check the box "I agree to pay for expedited shipping. Minimum cost $60.00" (you will not see this box if you chose Ground Shipment).

7. Enter your Purchase Order number if you have one (you will only have this option if you chose Priority Shipment)

8. Click 'Place order' to finalize your order.

Shipping Details	Order Details	Order Confirmation

○ Ground Shipment - Free (3 to 5 Business Days)   ● Priority Shipment* (1 to 2 Business Days)
*The premium freight charge will be invoiced separately
**Priority shipment availability is limited to a total of 5 cartons

Add Items and Enter Order Amounts   *The order is limited to 5 cartons*

*If you are missing any product codes, or if the number next to your product code does not reflect your total number of devices, please click here .

Product Code*	Reorder Number	Description.	Cartons on Hand	Units on Hand	Cartons to be Ordered	
Product Code represents a machine model and the (number) indicates how many devices you have of this model			- Enter "0" if none on hand. Number of unopened boxes	- Enter "0" if none on hand. Number of unused units from an opened box and/or outside of a box. Do not include unopened boxes		
EX9(1)	6R1552	TONER Mono				Add
EX9(1)	8R12896	WASTE TONER CONTAINER Mono				Add
EX9(1)	113R672	CRU Mono - Xerographic Module				Add

☐ | I agree to pay for expedited shipping. Minimum cost $60.00 |

| If a Purchase Order is required, please enter it here : [   ] |

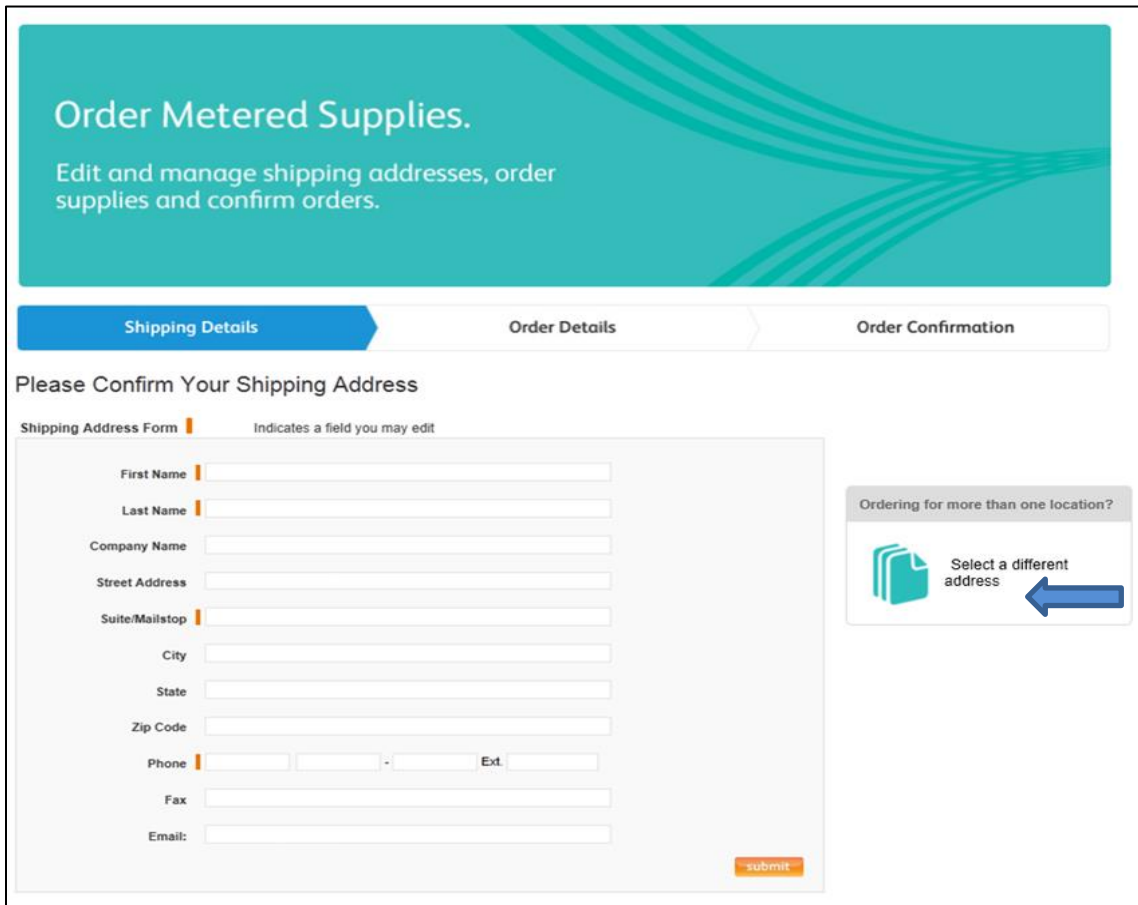[Back to shipping details]   [Place order]

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Multiple Locations

To order supplies for a different location:

1. From any page click "Order Supplies".
2. Choose "Select a different location" located on the right of the page.
3. The form self-populates with the selected shipping address and contact information.

    Note: Fields with indicators are editable online. All other fields can only be changed by calling the Metered Supplies Customer Support Center at 1-800-275-9376 (1,3,3)

4. You will receive a confirmation email with a link that will allow you to track the status of your order.

Note: This order tracking may not be available until after midnight on the day the order was submitted.

Thank you for your Xerox metered supply order request.

Your submission request number is : 361913

Supply Reorder Number	Description	Quantity
006R01046	TONER Mono	1

You will receive an email with your Xerox order number. Once you have received your email confirmation you can confirm the items, quantities, status and progress of your order after midnight tonight by logging onto your *Manage My Metered Account* and selecting Your Orders.

Thank you for choosing Xerox.

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View Order Status

Xerox Metered Supply Web allows you to easily view a list of all orders placed in the past 90 days.

1. Log in to your Xerox Metered Supply Web account.

2. From any page click "Your Orders" to see a listing.

3. To view detailed information about a specific order, select the row with the Master Order Number you are interested in.

    Note: Tracking is not available for pending orders.

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Request/ View Returns

Xerox Metered Supply Web allows you to easily view a list of your return history for the past 30 days.

1. Log in to your Xerox Metered Supply Web account.
2. Click "Request/View Returns" under the Metered Account heading on the left panel.
3. View details of all returns in the past 30 days, as well as pending returns.
4. To initiate a return, click on "form" under Contact metered Supplies Support and submit the completed form

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Manage Users

Authorize other users (Delegates) to order and/or maintain the account along with the Primary user.

My Authorized Users

Xerox Metered Supply Web allows you to easily delegate access to your account to two additional users.

1. Enter valid email address of the person you wish to make an Authorized User. (Limit 2)
2. You will receive an email defining your Delegate.
3. The Delegate will receive an email to accept the delegation.
4. After the delegate has accepted, the Primary User will receive an email and will see the Delegate listed under My Authorized Users.

Delegate Accounts:

Other accounts on which you are permitted to order.

Delegated Accounts (Other accounts on which I am permitted to order)

delegate1@delagate.com	Remove
delegate2@delagate.com	Remove
delegate3@delagate.com	Remove
delegate4@delagate.com	Remove
delegate5@delagate.com	Remove
delegate6@delagate.com	Remove

Note: A Primary user can remove a Delegate at any time by selecting *Remove*. A Delegate may also remove themselves as a responsible party by selecting *Remove* at any time and an email will be sent to the Primary user notifying them of this action.

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My Equipment

This page allows you to view a comprehensive list of the equipment assigned to your online account and provides the option to add, remove or group together devices you wish to manage online.

Add Equipment

1. Click "My Equipment" under the Metered Account heading on the left panel.
2. Enter the serial number and the shipping address postal code associated with your account, then click submit.
3. Once the equipment is successfully added, it be available for all other features within your online Metered Supplies account.
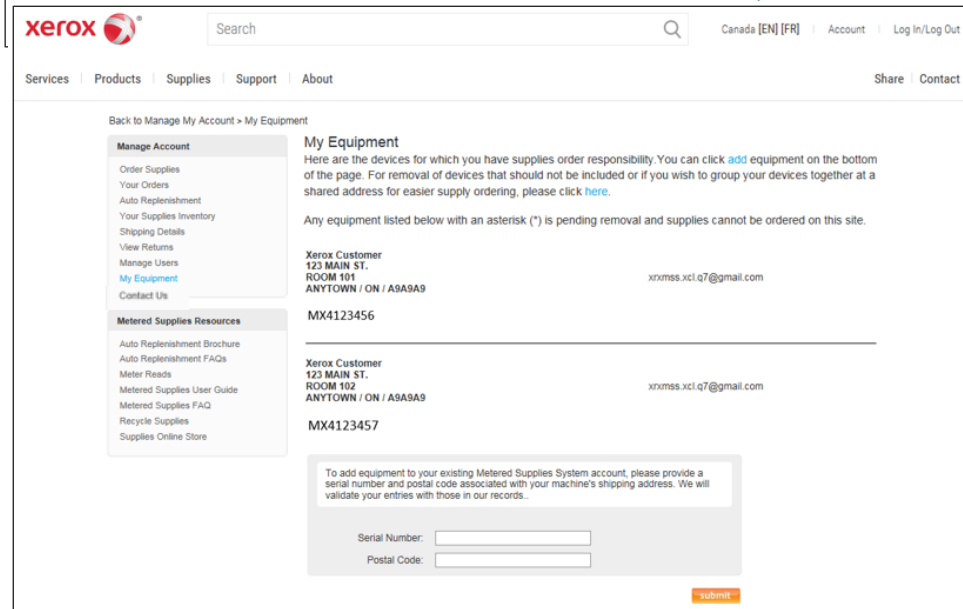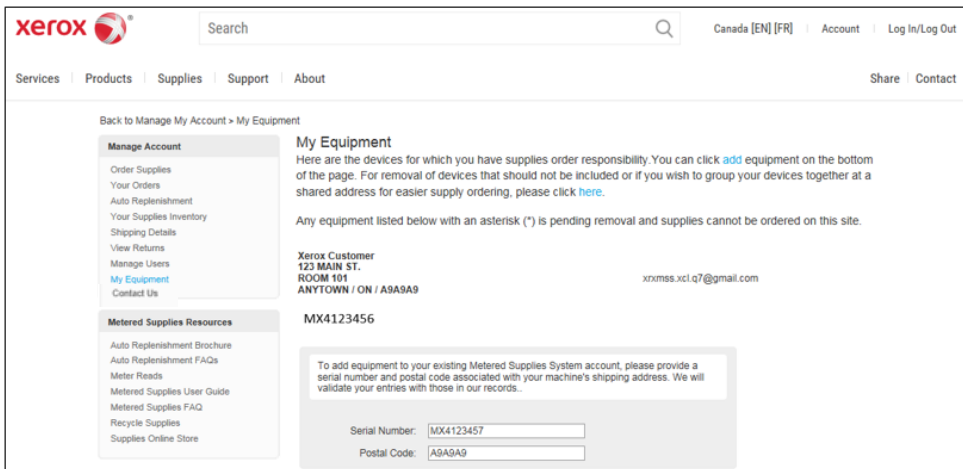
To Remove or Group Equipment

1. Click "My Equipment" under the Metered Account heading on the left panel.

2. Under the "My Equipment" header, click on the link to remove or group equipment.

3. Complete the Contact Us form with the required information and details on the removal or grouping of devices, then click submit.

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Contact Us

The Contact link allows you to communicate via email with a Metered Supplies Web focal to assist with any inquiry or question you may have regarding your online Metered Supplies account.