

Metered Supply Web Pages User Guide



Table of Contents

| | |
|-----------------------------------------|----|
| Preface | iv |
| General Purpose and Audience | iv |
| How to Best Use This Document | iv |
| 1 Registration/Update..... | 5 |
| How to Register | 5 |
| Troubleshooting..... | 7 |
| 2 Features | 8 |
| Logging In..... | 8 |
| Update Your Email or User Profile..... | 9 |
| Managing My Metered Account..... | 10 |
| Address Details (Change Location) | 11 |
| Entering Supplies on Hand | 12 |
| Auto Replenishment..... | 13 |
| Categories | 13 |
| Order Supplies..... | 14 |
| Single Location..... | 14 |
| Multiple Locations..... | 16 |
| View Order Status..... | 18 |
| Request/ View Returns..... | 19 |
| Manage Users | 20 |
| My Authorized Users..... | 20 |
| Delegate Accounts: | 21 |
| My Equipment..... | 22 |
| Add Equipment | 22 |
| | 22 |
| To Remove or Group Equipment..... | 23 |
| Contact Us..... | 24 |

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.

[Return to Top](#)

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 (JPUBLIC@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.

[Return to Top](#)

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).



The screenshot shows the Xerox website's registration page. At the top left is the Xerox logo. A search bar is located to the right of the logo. In the top right corner, there are links for "Canada [EN] [FR]", "Account", and "Log In/Log Out". Below the search bar is a navigation menu with links for "Services", "Products", "Supplies", "Support", and "About". On the far right of this menu are "Share" and "Contact" links. The main content area features a large blue warning triangle with a white exclamation mark. To the right of the triangle is a grey box titled "Metered Supplies Registration: Error". Inside this box, a message reads: "Double check the serial number entered for accuracy. If this does not resolve the problem, please call 1-800-275-9376 (1,3,3)." Below the message are two input fields: "Serial Number:" with the value "ABC123456" and "Postal Code:" with the value "A9A9A9". To the right of these fields is an orange "submit" button. Below the input fields is a small "ONLINE ACCREDITED BUSINESS" logo and a privacy notice: "Xerox believes in protecting your online privacy. Learn more by reading the Xerox Privacy Policy". At the bottom of the page, there is a footer with links for "Careers", "Contact Us", "About Xerox", "Investors", "Privacy", "Legal", "Privacy Choices", and "Site Map". Below the footer is a copyright notice: "© 2016 Xerox Corporation. All rights reserved. Xerox® and Xerox and Design® are trademarks of Xerox Corporation in the United States and/or other countries."

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.

[Return to Top](#)

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.

The screenshot shows the Xerox Metered Supplies account management dashboard. At the top, there is a search bar and navigation links for Canada [EN] [FR], Account, and Log In/Log Out. Below the navigation is a menu with links for About, Services, Products, Supplies, Customer support, and Where to Buy. The main content area is titled "Manage My Metered Account" and features a grid of nine interactive panels:

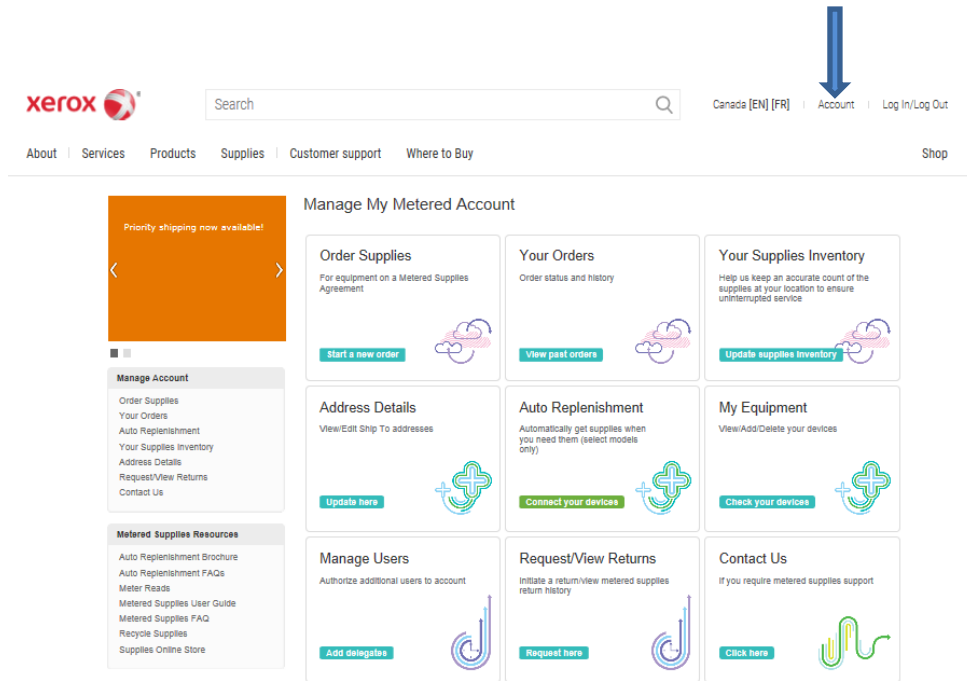
- Order Supplies:** For equipment on a Metered Supplies Agreement. Includes a "Start a new order" button.
- Your Orders:** Order status and history. Includes a "View past orders" button.
- Your Supplies Inventory:** Help us keep an accurate count of the supplies at your location to ensure uninterrupted service. Includes an "Update supplies inventory" button.
- Address Details:** View/Edit Ship To addresses. Includes an "Update here" button.
- Auto Replenishment:** Automatically get supplies when you need them (select models only). Includes a "Connect your devices" button.
- My Equipment:** View/Add/Delete your devices. Includes a "Check your devices" button.
- Manage Users:** Authorize additional users to account. Includes an "Add delegates" button.
- Request/View Returns:** Initiate a return/view metered supplies return history. Includes a "Request here" button.
- Contact Us:** If you require metered supplies support. Includes a "Click here" button.

On the left side of the dashboard, there is a sidebar menu with sections for "Manage Account" (Order Supplies, Your Orders, Auto Replenishment, Your Supplies Inventory, Address Details, Request/View Returns, Contact Us) and "Metered Supplies Resources" (Auto Replenishment Brochure, Auto Replenishment FAQs, Meter Reads, Metered Supplies User Guide, Metered Supplies FAQ, Recycle Supplies, Supplies Online Store).

[Return to Top](#)

Update Your Email or User Profile

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



The screenshot shows the Xerox website's 'Manage My Metered Account' page. At the top, there is a search bar and navigation links for 'Canada [EN] [FR]', 'Account', and 'Log In/Log Out'. A blue arrow points to the 'Account' link. Below the navigation bar, there are links for 'About', 'Services', 'Products', 'Supplies', 'Customer support', 'Where to Buy', and 'Shop'. The main content area is titled 'Manage My Metered Account' and contains a grid of 12 tiles. The tiles are: 'Order Supplies', 'Your Orders', 'Your Supplies Inventory', 'Address Details', 'Auto Replenishment', 'My Equipment', 'Manage Users', 'Request/View Returns', and 'Contact Us'. Each tile has a description and a button to perform an action. On the left side, there is a sidebar with 'Manage Account' and 'Metered Supplies Resources' sections.

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.”

[Return to Top](#)

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.

The screenshot displays the 'Manage My Metered Account' interface. On the left, a green 'Did You Know?' banner provides information for Versant 80/2100 Press & Xerox Color C60/C70 Owners. Below it is a 'Manage Account' sidebar with a blue arrow pointing to the 'Order Supplies' link. The main content area is a 3x3 grid of management options:

- Order Supplies:** For equipment on a Metered Supplies Agreement. Includes a 'Start a new order' button and a refresh icon.
- Your Orders:** Order status and history. Includes a 'View past orders' button and a refresh icon.
- Your Supplies Inventory:** Help us keep an accurate count of the supplies at your location to ensure uninterrupted service. Includes an 'Update supplies inventory' button and a refresh icon.
- Address Details:** View/Edit Ship To addresses. Includes an 'Update here' button and a refresh icon.
- Auto Replenishment:** Automatically get supplies when you need them (select models only). Includes a 'Connect your devices' button and a refresh icon.
- My Equipment:** View/Add/Delete your devices. Includes a 'Check your devices' button and a refresh icon.
- Manage Users:** Authorize additional users to account. Includes an 'Add delegates' button and a refresh icon.
- Request/View Returns:** Initiate a return/view metered supplies return history. Includes a 'Request here' button and a refresh icon.
- Contact Us:** If you require metered supplies support. Includes a 'Click here' button and a refresh icon.

[Return to Top](#)

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”.

The screenshot shows the Xerox Metered Supply Web account interface. At the top left is the Xerox logo. A search bar is located to the right of the logo. In the top right corner, there are links for 'Canada [EN] [FR]', 'Account', and 'Log In/Log Out'. Below the search bar is a navigation menu with 'Services', 'Products', 'Supplies', 'Support', and 'About'. On the right side of the navigation menu are 'Share' and 'Contact' links. The main content area has a breadcrumb trail: 'Back to Manage My Account > Modify Shipping Details'. On the left side, there are two panels: 'Manage Account' and 'Metered Supplies Resources'. The 'Manage Account' panel includes links for 'Order Supplies', 'Your Orders', 'Auto Replenishment', 'Your Supplies Inventory', 'Shipping Details' (highlighted in blue), 'View Returns', 'Manage Users', and 'My Equipment'. The 'Metered Supplies Resources' panel includes links for 'Auto Replenishment Brochure', 'Auto Replenishment FAQs', 'Meter Reads', 'Metered Supplies User Guide', 'Metered Supplies FAQ', 'Recycle Supplies', and 'Supplies Online Store'. The main content area is titled 'Shipping Details' with the subtitle 'Edit select details of your shipping location(s)'. Below this is a box for 'Shipping Address 1' containing the following information: 'Xerox Customer', '123 MAIN ST.', 'ROOM 101', 'ANYTOWN', 'ON A9A9A9', 'JOHN PUBLIC', 'Telephone : (555) 123-4567', and 'johnpublic@abcco.com'. An 'Edit' button is located at the bottom left of the address box.

[Return to Top](#)

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 | Reorder Number | Description. | Cartons on Hand | Units on Hand |
|--------------|----------------|-----------------------------------|----------------------|----------------------|
| Y4X | 006R01604 | (1) TONER Mono | <input type="text"/> | <input type="text"/> |
| Y4X | 013R00675 | (1) CRU MONO - XEROGRAPHIC MODULE | <input type="text"/> | <input type="text"/> |

[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

[Return to Top](#)

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.

[Back to Manage My Account > Auto Replenishment](#)

Security Certificate updates supported by the National Institute of Standards and Technology (NIST) are required before May 31st, 2019 for select Xerox devices. To see if your device is affected, please go to [xerox.com/support](#), search by product name, select the Drivers & Downloads, and select Firmware.

Manage Account

- Order Supplies
- Your Orders
- [Auto Replenishment](#)
- Your Supplies Inventory
- Address Details
- Request/View Returns
- Contact Us

Metered Supplies Resources

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

Auto Replenishment

Check your device status for each shipping address and complete any actions below.

The supplies for these devices will ship together to the same location and contact person. If there are devices missing, or devices that should not be included, please contact supplies.meteredhelp@xerox.com.

To improve the auto replenishment service, please update your [current inventory](#) and if your address is incorrect go to the [Shipping Details](#) page to correct.

> [enter other serial number](#)

Selected Location:

[Change Location](#)

123 Main St
Anytown
ON A0A 9A9

Metered Supplies Auto Replenishment

| Serial Number | Status |
|---------------|--------|
|---------------|--------|

Eligible Devices

These Devices are only available for Auto Replenishment through a network connection. If a grey box appears to the right of the serial number please call Service at 1-800-275-9376 Opt 1-2-1-1 to initiate connectivity.

MX4123456

[Connect](#)

[Return to Top](#)

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).

Shipping Details Order Details Order Confirmation

Please Confirm Your Shipping Address

Shipping Address Form | Indicates a field you may edit

First Name | JOHN

Last Name | PUBLIC

Company Name ABC co

Street Address 123 MAIN ST.

Suite/Mailstop |

City ANYTOWN

Province ON

Postal Code A9A 9A9

Telephone | (403) 124 - 1111 Ext.

Fax

Email: john.public@abcco.com

submit ←

[Return to Top](#)

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 <small>- Enter "0" if none on hand Number of unopened boxes</small> | Units on Hand <small>- 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</small> | Cartons to be Ordered | |
|-------------------------------------------------------------------------------------------------------------------------------------|----------------|-------------------------------|--------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|---------------------|
| EX9(1) <small>Product Code represents a machine model and the (number) indicates how many devices you have of this model</small> | 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](#)

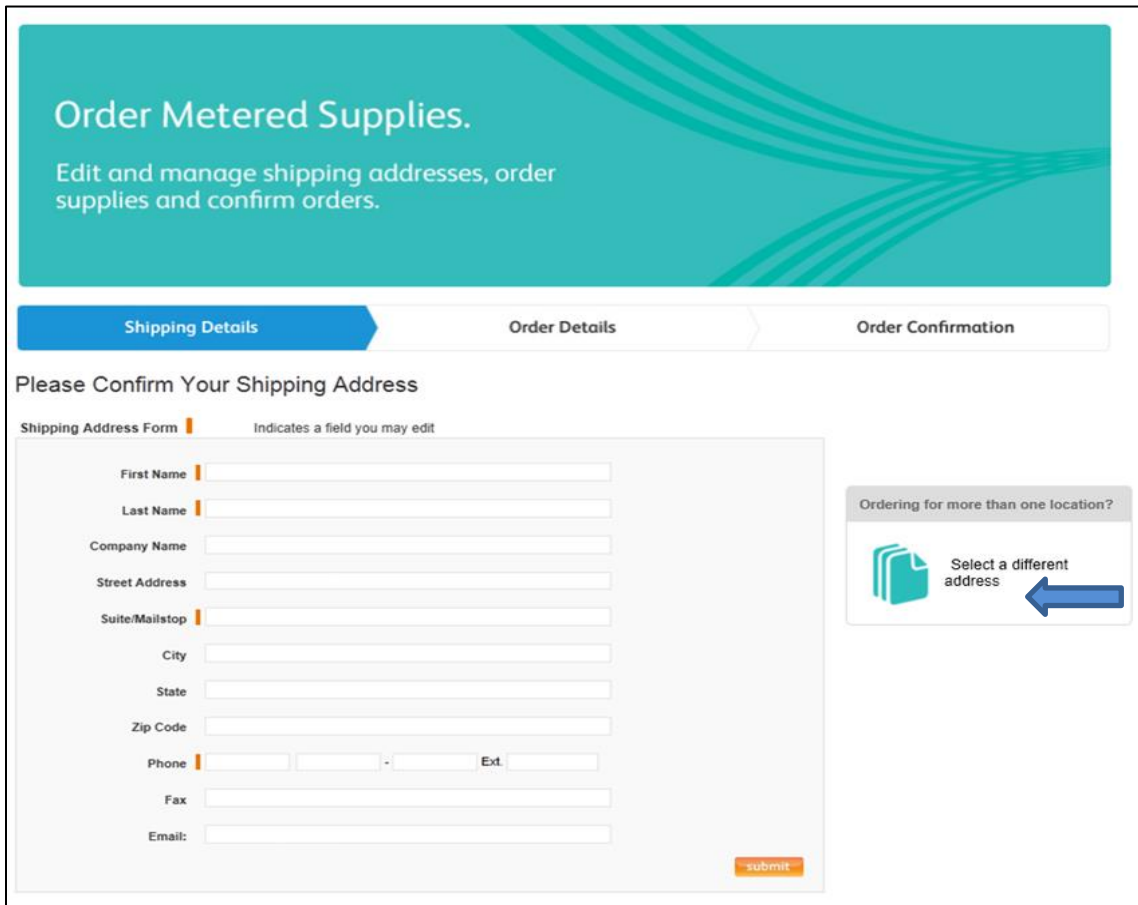
[Return to Top](#)

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)



The screenshot displays the 'Order Metered Supplies' web interface. At the top, a teal banner reads 'Order Metered Supplies. Edit and manage shipping addresses, order supplies and confirm orders.' Below this is a navigation bar with three tabs: 'Shipping Details' (active), 'Order Details', and 'Order Confirmation'. The main heading is 'Please Confirm Your Shipping Address'. A legend indicates that orange vertical bars next to field labels (First Name, Last Name, Suite/Mailstop, Phone) denote fields that are editable online. The shipping address form includes fields for First Name, Last Name, Company Name, Street Address, Suite/Mailstop, City, State, Zip Code, Phone (with area code and extension), Fax, and Email. A 'submit' button is located at the bottom right of the form. To the right of the form, a box titled 'Ordering for more than one location?' contains a document icon and the text 'Select a different address' with a blue arrow pointing left towards the form.

[Return to Top](#)

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.

[Return to Top](#)

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.

Back to Manage My Account > Your Orders

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

Metered Supplies Resources
[Auto Replenishment Brochure](#)
[Auto Replenishment FAQs](#)

Your Orders
The status of your orders placed on the web, through Auto Replenishment and off line are displayed below.

Selected Location:
456 Main St
Ste 10
Anywhere [Change Location](#)

[Expand All](#) [Hide All](#) [Print All](#) [Export All Orders](#)

Metered Supplies Order Status


| Master Order Number | Order Date | PO# | Number of Line Items |
|-----------------------------|----------------------------|-----|----------------------|
| ▼ 520850122 | 20 Jun 2017 | | 1 |
| Reorder Number | Description | Qty | Shipping Status |
| 008R12898 | WASTE TONER CONTAINER Mono | 1 | Open |
| Print Order | | | |
| ▼ 520850120 | 19 Jun 2017 | | 1 |
| Reorder Number | Description | Qty | Shipping Status |
| 008R12898 | WASTE TONER CONTAINER Mono | 1 | Open |
| Print Order | | | |

[Return to Top](#)

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

xerox  Search Canada [EN] [FR] | Account | Log In/Log Out

About | Services | Products | Supplies | Customer support | Where to Buy Share


Back to Manage My Account > Order Returns

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](#)

Request/View Returns
Return History for this account. Note: only returns for serial numbers listed on this My Metered Supplies account will be displayed.

Selected Location:
456 Main St
Ste 10
Anywhere [Change Location](#)

Metered Supplies Return History

Contact Metered Supplies Support
To initiate a return please complete this [form](#) 

Billable Supplies
To return or exchange a billable product i.e. staple cartridge call xerox at 1-800-275-9376 (1,3,3) and request a Return Authorization Number.

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

[Return to Top](#)

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.

Manage Users

Do you have someone else who may be responsible for managing this account? Feel free to authorize an additional user to this account. Delegate Users will have the ability to maintain the account along with the Primary User.

My Authorized Users (Users who are permitted to order on my account)

Current authorized users (Limit of 2 delegates per account) :

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.

My Authorized Users (Users who are permitted to order on my account)

Current authorized users (Limit of 2 delegates per account) :

- Active

[Return to Top](#)

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.

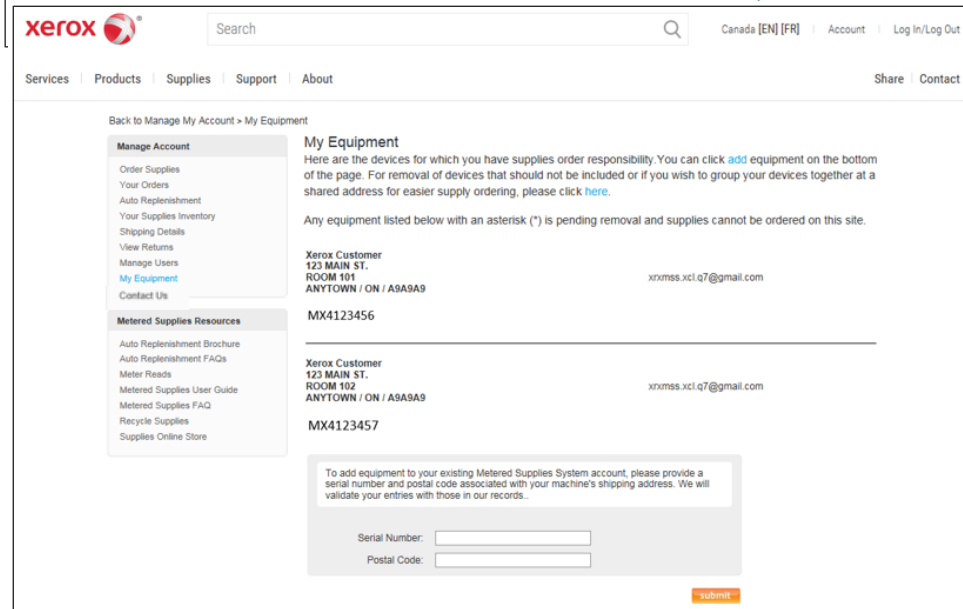
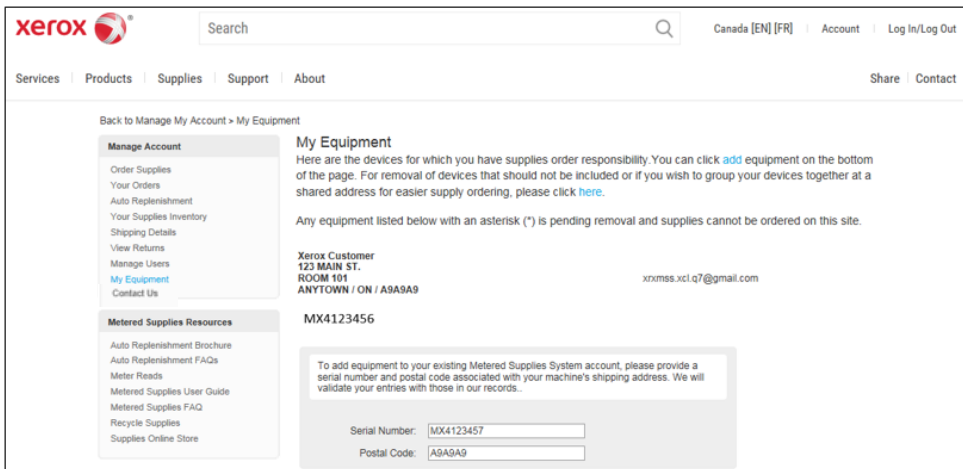
[Return to Top](#)

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.



[Return to Top](#)

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.

The screenshot shows the Xerox website's "My Equipment" page. At the top, there is a search bar and navigation links for "Canada [EN] [FR]", "Account", and "Log In/Log Out". Below this is a main navigation bar with "Services", "Products", "Supplies", "Support", and "About", along with "Share" and "Contact" links. The page content is divided into a left sidebar and a main area. The sidebar has two sections: "Manage Account" with links like "Order Supplies", "Your Orders", "Auto Replenishment", "Your Supplies Inventory", "Shipping Details", "View Returns", "Manage Users", "My Equipment", and "Contact Us"; and "Metered Supplies Resources" with links like "Auto Replenishment Brochure", "Auto Replenishment FAQs", "Meter Reads", "Metered Supplies User Guide", "Metered Supplies FAQ", "Recycle Supplies", and "Supplies Online Store". The main area is titled "My Equipment" and contains a paragraph explaining that users can add or group equipment. A blue arrow points to a "here" link in this paragraph. Below this is a note that equipment with an asterisk (*) is pending removal. There are two equipment entries, each with the address "Xerox Customer, 123 MAIN ST., ROOM 101, ANYTOWN / ON / A9A9A9" and email "xxmss.xcl.q7@gmail.com". The first entry has ID "MX4123456" and the second has ID "MX4123457". At the bottom of the main area is a form to add new equipment, with fields for "Serial Number:" and "Postal Code:", and a "submit" button.

[Return to Top](#)

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.

The screenshot displays the Xerox Metered Supplies web interface. At the top, there is a search bar and navigation links for Canada [EN] [FR], Account, and Log In/Log Out. Below this is a main navigation menu with links for About, Services, Products, Supplies, Customer support, and Where to Buy. The main content area is titled "Manage My Metered Account" and features a grid of service tiles. A blue arrow points to the "Contact Us" tile in the bottom right corner of the grid. The "Contact Us" tile includes the text "If you require metered supplies support" and a "Click here" button. Other tiles include "Order Supplies", "Your Orders", "Your Supplies Inventory", "Address Details", "Auto Replenishment", "My Equipment", and "Manage Users". A left sidebar contains sections for "What's New?", "Manage Account", and "Metered Supplies Resources".

[Return to Top](#)