

Xerox Supplies Recycling Program Instructions



This document outlines the instructions on how to create a return shipment on Xerox.com

Step 1 – Login to www.xerox.ca/about-xerox/recycling/enca.html

- Go to <http://www.xerox.ca/about-xerox/recycling/enca.html>



Canada [EN] [FR] | Log In/Log Out | User Profile | Search Xerox

Products

Services

Supplies

Support & Drivers

Contact



Xerox Green World Alliance

Welcome to Xerox Canada's improved process for recycling and remanufacturing used supply items.

Through the Green World Alliance collection/reuse/recycling program for spent imaging supplies, customers return more than 2.5 million cartridges and toner containers annually. Over the last 20 years, our supplies recycling programs have kept more than 145 million pounds of waste out of landfills.

Xerox Canada will pay for the return of all Xerox branded used supply items. We encourage you to view our [Take Back List](#) to understand which supply items Xerox currently remanufactures. If your supply item is not on this list, Xerox recommends that you recycle locally.

To request and print your shipping labels:

1. Check to see if your supply item should be returned to Xerox for remanufacture:
> [how do I find my part/sku number?](#)
2. If you have already created an account on Xerox.com, please [login](#) - otherwise [sign up now](#).
3. Schedule a pick-up online or indicate that you already have a regularly scheduled Purolator pick-up.
4. Request and print your unique, 'smart' label.
5. Insert used supply item in the new supply item box.
6. Affix one Purolator label per box.
7. Leave box at your usual courier pick-up location at your place of business.

Recycling at Xerox

- > [Xerox Recycling Statistics](#)
- > [Xerox Environment & Sustainability](#)
- > [Product Take Back List](#)
- > [Managing Cartridges Responsibly](#)

Frequently Asked Questions

- > [How do I return empty supplies to Xerox?](#)

Step 2 – Login to www.xerox.ca/about-xerox/recycling/enca.html ...continued

- If you have an existing Xerox.com account, enter your existing login credentials and register for the Xerox Supplies Recycling Program



Canada [EN] [FR] | Log In/Log Out | User Profile

Products

Services

Supplies

Support & Drivers

Contact



Login

Email Address:

Password:

Remember me: [More Info](#)

[> Forgot your password?](#)

Log in to access your personalized account management features. To log in, your browser must be set to accept cookies. Please note that your login and password are case-sensitive.

To sign in to your Canada e-store account, visit www.xeroxdirect.ca

Register

Register for the following applications:

- > Purchase supplies online at your price
- > Meter Reads
- > Canada e-store
- > Xerox Supplies Recycling Program

- If you are a new user, please register by clicking the sign up now link.
- Fill in the required fields on the registration page for Xerox.com



Canada [EN] [FR] | Log In/Log Out | User Profile

Products

Services

Supplies

Support & Drivers

Contact



Registration : Step 1 of 2

Please enter the following information to create an account.

= required field

First Name:

Last Name:

Please provide an email address to be used as your login name, for example, yourname@address.com.

Email:

Confirm Email:

Choose a case-sensitive password of 5 - 12 letters and or numbers. Do not use punctuation, spaces, or special characters such as (<>).

Password:

Confirm Password:


Step 5– Edit Profile Purolator page

- Complete the new user registration by filling in required fields. This will be your default 'Return from' Address.
- Then Click submit



[Login](#) | [Forgot Your Password?](#) | [New User?](#)

New User Registration



First Name

Last Name

Company Name

Xerox Customer/Tech Id

Street Number

Street Name

Suite/Floor/Buzz

City

Postal Code

Province

Area Code

Phone

Email

Step 6 – Verify your default “Ship From” address

- Verify your shipping address is accurate, if you need to edit your ship from information, do so and click Save.
- Click the Shipping Request tab on the top left of the page



Exit full screen (F11)

Logout

Force.com Sandbox: Dev1

Home Edit Profile Shipping Request

Address Tools - Outils liés à l'adresse

- [Canada Post Address Lookup](#)
- [Postal Code Lookup](#)
- [Purolator Dropoff Locator](#)

Shipping Instructions - Instructions d'expédition

- [Shipping Instructions](#)

Red bars indicate a required field - Les barres rouges indiquent un champ obligatoire.

Edit Profile

Language	English
Company Name	Company 123
Contact Name	John Doe
Street Number	123
Street Name	Main St
Suite/Floor/Buzz	
City	Toronto
Postal Code	M5V1A1
Province	ON
Area Code	416
Phone	5555555
Xerox Customer Id	12345



Please Note: For instructions on how to create a return shipment using this web site, please [click here](#) or on "Shipping Instructions" link located on the left.

Save

[Home](#) | [Edit Profile](#) | [Shipping Request](#)

Step 7: Create Return Shipping Labels

- Complete all required fields (Red bars indicate a required field)
- The shipping request Return From Address is populated directly from your edit profile address
- If you need to make any “on the fly” changes, all the fields are editable
- **Please note, even though you may edit a field, every time you go back to Shipping Request it will display your default address as entered on the Edit Profile tab*

xerox  Logout 

Home Edit Profile Shipping Request Force.com Sandbox: Dev1

Address Tools - Outils liés à l'adresse

- [Canada Post Address Lookup](#)
- [Postal Code Lookup](#)
- [Purolator Dropoff Locator](#)

Shipping Instructions - Instructions d'expédition

- [Shipping Instructions](#)

Red bars indicate a required field - Les barres rouges indiquent un champ obligatoire.

Return From Address

Company Name

Contact Name

Street Number

Street Name

Street Line 2

City

Postal Code

Province

Area Code (XXX)

Phone (XXXXXXXX)

Extension

RMA Number

Number of Boxes Being Returned

Pickup Method

Package Information Request Shipping Label

Product	Return To	RMA Number	Label
---------	-----------	------------	-------

Home | [Edit Profile](#) | [Shipping Request](#)

Step 7: Create Return Shipping Labels - Continued

- In the Pickup Method dropdown, you have 2 options
- You are defaulted to “Regular Scheduled Pickup.” Select this option if you already have a daily, weekly or bi-weekly pick-up from Purolator at your place of business and there is no need for an extra truck to come and pick up these package(s) individually.
- If you require a pickup, select “Request New Pickup” the portal opens a new section to schedule your pickup. Select the Date for pick-up as well as the range of time that is convenient for you.
- Once you have verified all your information is correct (and if applicable, scheduled your pick up) click on Save

Pickup Method: Request New Pickup

Pickup Information

Pickup Date: 11/15/2011

Arrive After: 0900

Leave Time: 1700

Save

Package Information

Product	Return To	PMA Number	Label
---------	-----------	------------	-------

[Home](#) | [Edit Profile](#) | [Shipping Request](#)

Step 8: Create Return Shipping Labels – Continued

- Once you have saved all your information, click on Request Shipping Label

LogoutForce.com Sandbox: Dev1

[Home](#) | [Edit Profile](#) | [Shipping Request](#)

Address Tools - Outils liés à l'adresse

- [Canada Post Address Lookup](#)
- [Postal Code Lookup](#)
- [Purolator Dropoff Locator](#)

Shipping Instructions - Instructions d'expédition

- [Shipping Instructions](#)

Red bars indicate a required field - Les barres rouges indiquent un champ obligatoire.

Return From Address

Company Name	Company 123
Contact Name	John Doe
Street Number	123
StreetName	Main St
Street Line 2	
City	Toronto
Postal Code	M5V1A1
Province	ON
Area Code (XXX)	416
Phone (XXXXXXXX)	5555555
Extension	
RMA Number	123456789
Number of Boxes Being Returned	3
Pickup Method	Regular Scheduled Pickup

Package Information

Product	Return To	RMA Number	Status	PIN	Label	Pickup Confirmation Number
Default	Mississauga Return Facility	123456789	Not Requested			
Default	Mississauga Return Facility	123456789	Not Requested			
Default	Mississauga Return Facility	123456789	Not Requested			

[Home](#) | [Edit Profile](#) | [Shipping Request](#)

Step 9: Create Return Shipping Labels – Continued

- After you request shipping label, a link will appear called Shipping Label
- If you requested a pickup, a pickup confirmation number will display, please copy this number for your reference
- Click on each Shipping Label link to populate your labels for printing
- if you need to print more than three labels, click the back button, or the Shipping Request Tab, and complete Steps 7 through 9
- Once you have completed creating your return shipping labels, click Logout in the top right hand corner, to return to Xerox.com.
- **Please do not photocopy these labels.** They each have a unique PIN number to trace your shipment through the returns network.
- Place Used supply item in the new supply item’s box.
- Affix one label per box
- Leave box at your usual courier pick-up location at your place of business

Package Information		Request Shipping Label				
Product	Return To	RMA Number	Status	PIN	Label	Pickup Confirmation Number
Default	Mississauga Return Facility	123456789	Requested	329014511235	Shipping Label	00006293
Default	Mississauga Return Facility	123456789	Requested	329014511243	Shipping Label	00006293
Default	Mississauga Return Facil					6293

Purrolator RETURNS
RMA # 10068


Purrolator Inc
5395 Avebury Road
Mississauga, ON L5R 3T8
(905) 955-9999

Mississauga Return Facility
Xerox Returns
1740 Aimco BLVD

Mississauga, ON L4W 1V1
(416) 555-5555

NOTE:

DATE	PIECES	WEIGHT/POUNDS
07 Nov 2011	1 of 1	3.00 lb.



PIN: 329 513 427 479

54

Description: Default
No Declared Value Entered By Sender / Aucune valeur déclarée entrée par l'expéditeur

CONDITIONS OF CARRIAGE

IMPORTANT - PLEASE READ: The consignor agrees that the act of tendering the shipment to the carrier for transportation shall be sufficient to constitute signature of this bill of lading by the consignor and shall bind the consignor to the conditions of carriage stated below.

SCOPE: Carrier acknowledges receipt from the shipper, at the point of origin and at the date specified, the shipment described in this bill of lading in apparent good order, except as noted (contents and conditions of contents of shipment enclosed, and agrees to carry and deliver the shipment to the receiver at the destination set out in this bill of lading subject to payment of all lawful charges. "Carrier" refers to Purrolator Courier Ltd. and any contracting and/or successive carriers involved in the transportation of the shipment herein described, including any of their respective subsidiaries, controlled entities, and their respective employees, agents and independent contractors.

LIMITATION ON LIABILITY: Carrier's liability in respect of the shipment described in this bill of lading, including for any loss, damage, delay, misdelivery, non-delivery or failure to deliver is limited to \$200 per pound (\$44.11 per kilogram) computed on the net weight of the shipment, unless a higher value is declared in the specially marked Purrolator Courier Shipping and service fee. "Declared Value for Insurance (DVI)" indicating the declared value or value of the goods carried or any special agreement to the contrary, carrier is not liable under any circumstances for the consequences of delay, or for any indirect or consequential damages (including lost profits) whatsoever caused.

NOTICE OF CLAIM: Carrier is not liable for any loss, damage or delay to any goods carried under this bill of lading unless notice of the claim setting out particulars of the origin, destination and date of shipment of the goods and the estimated amount claimed in respect of such loss, damage or delay, is given in writing to the carrier within sixty (60) days after the delivery of the goods, or in the case of transit to inland delivery, within thirty (30) days from the date of shipment. Subject to any overriding statutory provisions, the final settlement of the claim must be filed within nine (9) months from the date of delivery, together with a copy of the said freight bill. The Carrier's obligation, other than carriage, may govern. Its claim will be entertained only if transportation charges due in connection with this bill of lading have been paid in full. All claims are subject to proof of amount of loss.

TERMS INCORPORATED BY REFERENCE: Every service to be performed under this bill of lading is subject to the conditions of carriage contained in this bill of lading, including the terms and conditions contained in Purrolator Courier Ltd.'s published terms and conditions of carriage and the terms and conditions described by the carrier in jurisdiction where the goods originate (including the uniform conditions of carriage thereunder, if any). If the carriage involves an ultimate destination on a ship in a country other than the country of departure, the Carrier's liability is limited to the applicable applicable and the liability of the carrier in respect of loss of, damage to or delay of cargo. "Consignor" means the Consignor for the Location of Origin Rules relating to International Carriage by Air, signed at Montreal, 12 October, 1928, or the Convention for the Unification of Certain Rules for International Carriage by Air, signed at Montreal, Canada, 28 May, 1956, or other Conditions as amended, or supplemented as may be applicable to the carriage hereunder.

ARTICLES AND CONTENTS: Unless otherwise indicated, the consignor's name and address is the sender's name and address indicated on this bill of lading, and the latter is the place of destination, and the date indicated on the bill of lading is the date of execution. There are no specific stopping places which are agreed to, and the carrier reserves the right to select the route and the mode of transportation in the carrier deems appropriate. The consignor warrants that the shipment is properly packed, sealed, addressed and marked in accordance with transportation in accordance with the carrier's ordinary care in handling. Unless otherwise indicated on the bill of lading, the consignor reserves the right to determine the volume or dimension of the shipment, and to indicate when on the bill of lading. The consignor appoints the carrier as its agent for the performance of customs clearance and selecting a customs broker.

ENTIRE AGREEMENT: The terms and conditions contained in this bill of lading, including those incorporated herein by reference, constitute the entire agreement relating to the carriage of the shipment described in the bill of lading, and no agent, servant or representative of the carrier or consignor has the authority to alter, waive or otherwise modify any provision of this agreement, in handling the shipment described herein for carriage, the consignor agrees to these terms and conditions on its own behalf and on behalf of the consignor and any other party acting or intended in the shipment.