

# Xerox Supplies Recycling Program Instructions




**This document outlines the instructions on how to create a return shipment on [Xerox.ca](https://www.xerox.ca)**




## Step 1 - Login to [www.xerox.ca/about-xerox/recycling/enca.html](http://www.xerox.ca/about-xerox/recycling/enca.html)

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



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Recycling at Xerox

- Xerox Recycling Statistics
- Xerox Environment & Sustainability
- Product Take Back List
- Managing Cartridges Responsibly
- Program Brochure
- Xerox Supplies Recycling Program Instructions

Frequently Asked Questions

- Will Xerox accept returns of Lexmark and HP cartridges for recycling?
- How do I return empty supplies to Xerox?
- How do I return Multiple or Large Quantities of empty supplies?
- How do I order an Eco Box Kit?
- How big is an Eco Box?
- I only have less than 5 items to return, do I have to use an Eco Box?
- How do I return a skid full of used supplies?
- What items can be recycled by Xerox? Does Xerox accept everything?
- For items not on the Take Back list, how do I recycle locally?
- Is it free for customers to return empty supplies to Xerox?
- Can I use this process to return unused supplies to Xerox?
- How do I return my items in areas not serviced by Purolator or their agents?
- How do I cancel a Purolator pickup?
- What if I still have questions?

### Xerox Green World Alliance

**Great News!**  
Consolidate your returns and become a contributor to Xerox's effort to keep billions of pounds of waste out of landfills. Xerox Canada has recently launched Eco Box, a new simplified return and recycling program that allows you to return 5 to 30 used supply items all at once. Reduce your efforts and select the Eco Box Returns tab below to learn more.

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.

Please recycle locally, or choose one of the options below to return your 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](#).

#### Eco Box Returns

If you have 5 to 30 used Xerox Genuine Supply Items — or Lexmark/HP original and Xerox branded replacement cartridges — to return, then Eco Boxes are a great option. We ship them free to your door in kits containing 2 Eco Boxes each. An Eco Box can hold approximately 5 to 12 used items depending on their size.

**Don't Forget — Xerox Canada now takes back used Lexmark/HP original and Xerox branded replacement cartridges!**

##### Step 1: Order Boxes

To order a free kit of 2 Eco Boxes, click "order boxes", provide your shipping information and submit your order. Eco Box orders cannot be shipped to a P.O. Box. Please be sure to provide a valid shipping address to avoid cancellation of your order.

##### Step 2: Ship


To return your Eco Box for recycling

1. Check to see if your supply items should be returned to Xerox for remanufacture. If you do not find your part number on the [Take Back List](#), please recycle locally or use an ECO box to return this item along with at least 5 other returns.  
[how do I find my part/sku number?](#)
2. If you have already created an account on xerox.ca, please [login](#) - otherwise, [create an ID](#).
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 items in the Eco Box upon delivery.
6. Affix one Purolator label to the outside of the Eco Box.
7. If you already have a regular Purolator pick-up leave the boxes at the pick-up location. If you do not have a regular Purolator pick-up, you can schedule one on-line at the time of label generation or by calling Purolator at 1-800-459-5599, option 1.

Xerox encourages returns of items on the [Take Back List](#). If you have questions or concerns about Eco Box returns, please contact us at 1-800-665-0199, option 1, 3, 3.


**PLEASE NOTE:** Xerox's Green World Alliance cartridge return program is a service for Xerox customers. Third-party recyclers, waste consolidating businesses, and similar entities are not authorized to utilize this program. Xerox reserves the right to refuse unauthorized shipments and/or return such shipments to the originator at the originator's expense.

[order boxes](#)  
[Login](#)  
[Create ID](#)




## Step 2 – Eco Box Returns – Order Eco Boxes

- If you have 5 – 30 please order a free ECO BOX for your empties (Shown below).
- You can also create your own eco box from any empty box you have on hand (i.e. large paper towel box). Simply place the empty supplies into their original box. Place all your empties into a garbage bag. Tie the garbage bag and put into your large box. Seal your box and print and attach the Purolator label to your box.
  - **Boxes cannot exceed 23 x 23 x 18 inches (L x W x H)**



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#### Frequently Asked Questions

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[order boxes](#)

## Step 2 – Eco Box Returns – Address Credentials

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- A new window will appear once the ORDER BOXES button is clicked

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### Step 1: Order Eco Boxes

To order a free kit of 2 Eco Boxes, provide your shipping information and submit your order.

 - required

First Name:

Last Name:

Company:

Phone Number:

Email:

Address Line 1:

Address Line 2:

City:

Province:

Postal Code:

Once your order is submitted, please continue onto "Step 2: Ship" to schedule a Purolator pick-up and generate Purolator labels at [www.xerox.ca/gwa](http://www.xerox.ca/gwa).

submit

- Enter address details in the required fields
- Once complete, click on SUBMIT (\*one kit per order)
- Your Eco Box Kit request will then be submitted, processed, and delivered within 3-5 days

## Step 2 – Eco Box Returns – Label Creation Login

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- If you require Purolator labels for your Eco Boxes, simply return to <http://www.xerox.ca/about-xerox/recycling/enca.html> and LOGIN to your account.

### Step 2: Ship

To return your Eco Box for recycling

1. Check to see if your supply items should be returned to Xerox for remanufacture. If you do not find your part number on the [Take Back List](#), please recycle locally or use an ECO box to return this item along with at least 5 other returns.

[how do I find my part/sku number?](#)

2. If you have already created an account on xerox.ca, please [login](#) - otherwise, [create an ID](#).
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 items in the Eco Box upon delivery.
6. Affix one Purolator label to the outside of the Eco Box.
7. If you already have a regular Purolator pick-up leave the boxes at the pick-up location. If you do not have a regular Purolator pick-up, you can schedule one on-line at the time of label generation or by calling Purolator at 1-800-459-5599, option 1.

Xerox encourages returns of items on the [Take Back List](#). If you have questions or concerns about Eco Box returns, please contact us at 1-800-668-0199, option 1, 3, 3.

**PLEASE NOTE:** Xerox's Green World Alliance cartridge return program is a service for Xerox customers. Third-party recyclers, waste consolidating businesses, and similar entities are not authorized to utilize this program. Xerox reserves the right to refuse unauthorized shipments and/or return such shipments to the originator at the originator's expense.

Login

Create ID

### Step 3 – Logging in to Xerox.ca

- If you have an existing Xerox.ca account, enter your existing login credentials and click on SUBMIT (move to step 4)

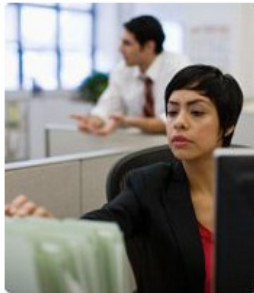


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#### Login

If you purchased your printer through our online store, visit [www.xeroxdirect.ca](http://www.xeroxdirect.ca) to access your account.

If you do not have an account, please register by clicking on an application in the "Register" section.

Email Address:

Password:

Remember me: ☐ [More Info](#)

[> Forgot your password?](#)

#### Register

Register for the following applications:

- > Metered Supplies
- > Meter Reads
- > Canada e-store
- > Genuine Xerox Rewards Program
- > Xerox Supplies Recycling Program
- > MySupport

To sign in to your Canada e-store account, visit [www.xeroxdirect.ca](http://www.xeroxdirect.ca)

## Step 3B – Xerox.ca REGISTRATION

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- If you are a new user, please register by clicking the CREATE ID button seen below:

**Step 2: Ship**

To return your Eco Box for recycling

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[Login](#)  
[Create ID](#)




## Step 3B – Xerox.ca REGISTRATION

- Fill in the required fields on the registration page for Xerox.ca and click submit

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### Registration

Please enter the following information to create an account.

 = required field

Title

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 strong password.

Password:

Confirm Password:

Email Promotions: ☐ \* I would like to receive promotional email from Xerox about its products, services, and special offers.

Please only send me promotional email about these topics:

- ☐ Consulting and Outsourcing: Services, solutions and software that streamline business processes and increase productivity
- ☐ BW and color network printers, fax machines, multifunction devices, copiers, and their supplies
- ☐ Online Support: Drivers downloads, self-help, FAQs, and product tips
- ☐ Production Systems: High-volume/high-speed printers, publishing systems, copiers and their supplies



Xerox believes in protecting your online privacy. Learn more by reading the Xerox [Privacy Policy](#). If you do not wish to receive future material from Xerox, visit [www.xerox.ca/optout](http://www.xerox.ca/optout).

[submit](#)

\* Xerox Canada and its affiliates sends promotional information about its products, solutions, and services to customers who want to receive such information. Promotional information could include special offers, newsletters, updates, and surveys.

You may contact Xerox at the following address: Xerox Canada Ltd., 5650 Yonge Street, Toronto, Ontario, M2M 4G7 c/o [can.privacy@xerox.com](mailto:can.privacy@xerox.com).

## Step 4 – Edit Profile Purolator page

- Once you click submit, the Edit Profile page opens up wherein you populate all the required fields (mandatory fields have a red bar next to them).
- This will be your default 'Return from Address'.
- Choose your printer (laser / thermal) and click Save.



Home **Edit Profile** Shipping Request

Address Tools - Outils liés à l'adresse

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

Label Generation Instructions - Directives pour production d'étiquettes

- [Full Label Generation Instructions](#)
- [Quick Label Generation Instructions](#)

Help - Aide

For help, please call 1-800-459-5599 and select Option 1

Pour obtenir de l'aide, veuillez appeler au 1-800-459-5599 et choisir l'option 1.

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

Edit Profile

|                   |  |
|-------------------|--|
| Language          | <input type="text" value="English"/>     |
| Company Name      | <input type="text" value="Company ABC"/> |
| Contact Name      | <input type="text" value="John Doe"/>    |
| Street Number     | <input type="text" value="123"/>         |
| Street Name       | <input type="text" value="Main"/>        |
| Suite/Floor/Buzz  | <input type="text" value=""/>            |
| City              | <input type="text" value="Toronto"/>     |
| Postal Code       | <input type="text" value="M5V1A1"/>      |
| Province          | <input type="text" value="ON"/>          |
| Area Code (XXX)   | <input type="text" value="416"/>         |
| Phone (XXXXXXX)   | <input type="text" value="5555555"/>     |
| Xerox Customer Id | <input type="text" value="000123456"/>   |
| Printer Type      | <input type="text" value="Regular"/>     |

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

Save

## Step 5 - Create Return Shipping Labels

- 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 on the shipping request page, it will display your default address as entered on the Edit Profile tab every time you come back to shipping request page unless you make those changes on the edit profile page and click save.
- 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



Home Edit Profile Shipping Request

Address Tools - Outils liés à l'adresse

- [Canada Post Address Lookup](#)
- [Postal Code Lookup](#)
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Pour obtenir de l'aide, veuillez appeler au 1-800-459-5599 et choisir l'option 1.

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

Return From Address

|                                |   |
|--------------------------------|---|
| Company Name                   | <input type="text" value="Company ABC"/>              |
| Contact Name                   | <input type="text" value="John Doe"/>                 |
| Street Number                  | <input type="text" value="123"/>                      |
| StreetName                     | <input type="text" value="Main"/>                     |
| Street Line 2                  | <input type="text"/>                                  |
| City                           | <input type="text" value="Toronto"/>                  |
| Postal Code                    | <input type="text" value="M5V1A1"/>                   |
| Province                       | <input type="text" value="ON"/>                       |
| Area Code (XXX)                | <input type="text" value="416"/>                      |
| Phone (XXXXXXXX)               | <input type="text" value="5555555"/>                  |
| Extension                      | <input type="text"/>                                  |
| Number of Boxes Being Returned | <input type="text" value="1"/>                        |
| Pickup Method                  | <input type="text" value="Regular Scheduled Pickup"/> |

## Step 6 - Create Return Shipping Labels - Continued

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- 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
- Once you have verified all your information is correct (and if applicable, scheduled your pick up) click on Save

Pickup Method

**Pickup Information**

Pickup Date  [ [3/20/2012](#) ]

Anytime After

Until Time

**Package Information**

View Label Group 1

View Label Group 2

Pickup Confirmation  
Number

| Product | Return To | Customer Number/Tech ID |
|---------|-----------|-------------------------|
|---------|-----------|-------------------------|

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- Alternative – Organize a pick-up by phone by calling Purolator at 1-800-459-5599, option 1.

Step 7- Create Return Shipping Labels – Continued

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

Address Tools - Outils liés à l'adresse

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

Label Generation Instructions - Directives pour production d'étiquettes

- [Full Label Generation Instructions](#)
- [Quick Label Generation Instructions](#)

Help - Aide

For help, please call 1-800-459-5599 and select Option 1

Pour obtenir de l'aide, veuillez appeler au 1-800-459-5599 et choisir l'option 1.

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

Return From Address

Company Name

Company ABC

Contact Name

John Doe

Street Number

123

StreetName

Main

Street Line 2

City

Toronto

Postal Code

M5V1A1

Province

ON

Area Code (XXX)

416

Phone (XXXXXXX)

5555555

Extension

Number of Boxes Being Returned

2

Pickup Method

Regular Scheduled Pickup

Save

Package Information

Request Shipping Label

View Label Group 1

View Label Group 2

Pickup Confirmation Number

| Product | Return To                   | Customer Number/Tech ID | PIN | Status        |
|---------|-----------------------------|-------------------------|-----|---------------|
| Default | Mississauga Return Facility | 000123456               |     | Not Requested |
| Default | Mississauga Return Facility | 000123456               |     | Not Requested |

## Step 8 - Create Return Shipping Labels – Continued

- After you request shipping label, a link will appear called **Shipping Labels** next to View Label group 1 only (if you request for  $\geq 25$  labels) or next to both View Label Group 1 & 2 (if you request for  $< 25$  labels and  $\geq 50$  labels)
- If you requested a pickup, a pickup confirmation number will display, please copy this number for your reference
- Click on each “Shipping Labels” (depending on the boxes you’re are shipping) link to populate your labels for printing
- 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

View Label Group 1 [Shipping Labels](#)

View Label Group 2

Pickup Confirmation Number 26467830

| Product | Return To                   | Customer Number/Tech ID | PIN         | Status    |
|---------|-----------------------------|-------------------------|-------------|-----------|
| Default | Mississauga Return Facility | 000123456               | 32902393214 | Requested |

