

How do I register?

Select the register link on the login page and enter the required information including the device serial numbers that you will wish to order supplies for. We will validate your registration request and email you login details

How do I order Supplies Online?

Once you have an account (if no account [click here to register](#)) click the [Login Page](#) and once logged in select the "Order Supplies" link in the upper left hand side of the page. Enter serial number as/if required and fill in any necessary customer data if needed. Select the serial number you wish to order supplies for. Towards the bottom of the screen in the "Choose your items to be ordered" pull-down select the appropriate supply item. Just above the selected item will appear an order row. Input the "Number of Full cartons" and "Individual bottles" you have onsite. Then just enter the number you wish to order for the selected toner.

Why should I register for an online Xerox account?

If you have a Metered Supplies contract covering your Xerox product, you can order supplies 24 hours per day, 7 days per week. There are no numbers to call, prompts to select or hold times to deal with, it's simple and easy

How come I cannot do Expedited shipping on Web orders?

Currently expedited shipping is not available Online, to get an order expedited for those emergency situations please call the **Supplies Helpdesk at 1-800-275-9376 (prompts: 1. 3. 3)**

I've forgotten my password or need to reset it.

Select forgot your password on login screen and follow the screen prompts.

What if I want to order an item that is not listed in the pull down as an item I can order?

You can email your serial number and the reorder number you wish to have added to supplies.meteredhelp@xerox.com Available supply items are tied to the serial number of the machine on the account. To order an item not available on your account please call the **Supplies Helpdesk at 1-800-275-9376 (prompts: 1. 3. 3)**

How do I add additional machines to my account?

You can Email your currently active serial number along with the serial numbers you wish to add to your account to supplies.meteredhelp@xerox.com

You can call our **Supplies Helpdesk at 1-800-275-9376 (prompts: 1. 3. 3)** and one of our call centre reps will be glad to add a machine to your account

What if I want to buy consumables for a Xerox product not covered by my contract?

You can buy consumables from the Xerox Store or from a Xerox partner.

Can I order contract supplies for all Xerox products using the Online web application?

Yes – Supplies can be ordered for Office & Production Products with a current Metered Supplies Contract.

With an online Xerox account, can I still order supplies through the Supplies Helpdesk?

Yes - If you have a current active Metered Supplies contract, you can order consumables via the Web Application or through the **Supplies Helpdesk by calling 1-800-275-9376 (prompts: 1. 3. 3)**

How do I update my fields on the address screen, if they are grayed out?

Ensuring we send supplies to the right place is paramount to Xerox and to change this information or if there is a grayed out field on one of your screens you must call the **Supplies Helpdesk at 1-800-275-9376 (prompts: 1. 3. 3).**

It says I'm a different country what should I do?

At the top of the page, to the left of the country name, is an icon of a tiny world map.

Click this icon to change country.

* Hover over the orange icon over your region

* Select the correct country within that region listing