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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.

2. Click on the “Register/Activate” link on the right hand panel of the screen (pictured in the screenshot below).
3. Fill out the required fields on the registration form (marked with an orange bar) and then click "submit" at the bottom of the page.
You should now see the screen pictured below after successfully submitting.

![Screen Shot](image-url)
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, July 21, 2011 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: http://www.xerox.com/login
If you forget your password, please select the "Forgot Your Password" link in the login page.

www.xerox.com
```

```
From: webmaster@xerox.com [mailto:webmaster@xerox.com]
Sent: Thursday, July 21, 2011 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=2592000000&app=MSS&email=3445f97ea1f526708d3814bf056531ab35abc029f05a84d1f4f9c51804be43d4a6ea8015d5698f9d52a660f25f6fc2ba2db15ff149e753a

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.com.
```

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

6. If you successfully submit your serial number / zip 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 1-800-599-2198.

![Error Message]

Troubleshooting Self-Help Box

When a user registers for a metered Xerox.com account for a given serial number, the zip code they enter must match (exactly) the zip 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: USA.Metere.

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.

2. Click "Manage my metered account" on the right panel of the screen (see the screenshot below).
3. Enter your email address and password that you obtained during the registration process. Click “Login” to access your account.

NOTE: It is suggested that if you check the “Stay signed in” box, please log out completely every week or two so that you will be able to view any updates that have been made to the website.
Update Your Email or User Profile

1. Sign into your account.
2. Click on “Account” in the upper right hand 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.
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 1-800-599-2198 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”.

Address Details
Edit select details of your shipping location(s).

<table>
<thead>
<tr>
<th>Shipping Address 1</th>
</tr>
</thead>
<tbody>
<tr>
<td>ABC Company</td>
</tr>
<tr>
<td>123 Main St</td>
</tr>
<tr>
<td>Suite 5</td>
</tr>
<tr>
<td>Anywhere</td>
</tr>
<tr>
<td>US 99999</td>
</tr>
<tr>
<td>John Q. Public</td>
</tr>
<tr>
<td>Phone: 655-555-1212</td>
</tr>
<tr>
<td><a href="mailto:customer@xerox.com">customer@xerox.com</a></td>
</tr>
<tr>
<td>Edit</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Shipping Address 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>XYZ Company</td>
</tr>
<tr>
<td>123 Main St</td>
</tr>
<tr>
<td>Suite 5</td>
</tr>
<tr>
<td>Anywhere</td>
</tr>
<tr>
<td>US 99999</td>
</tr>
<tr>
<td>Sally Anybody</td>
</tr>
<tr>
<td>Phone: 555-555-1212</td>
</tr>
<tr>
<td><a href="mailto:customer@xerox.com">customer@xerox.com</a></td>
</tr>
<tr>
<td>Delegated by</td>
</tr>
<tr>
<td><a href="mailto:primaryuser@xerox.com">primaryuser@xerox.com</a></td>
</tr>
<tr>
<td>Edit</td>
</tr>
</tbody>
</table>
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, select “Update.”
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.

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 meteredsuppliesweborder@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.

<table>
<thead>
<tr>
<th>Selected Location:</th>
<th>Change Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>456 Main St</td>
<td></td>
</tr>
<tr>
<td>Suite 10</td>
<td></td>
</tr>
<tr>
<td>Anywhere</td>
<td></td>
</tr>
<tr>
<td>USA 99999</td>
<td></td>
</tr>
</tbody>
</table>

**Metered Supplies Auto-Replenishment**

<table>
<thead>
<tr>
<th>Serial Number</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>XYA123456</td>
<td></td>
</tr>
<tr>
<td>XYA123457</td>
<td></td>
</tr>
<tr>
<td>XYA123459</td>
<td></td>
</tr>
<tr>
<td>XYA123461</td>
<td></td>
</tr>
<tr>
<td>XYA123462</td>
<td></td>
</tr>
<tr>
<td>XYA123463</td>
<td></td>
</tr>
</tbody>
</table>

**Active Devices**

These Devices are on Auto-Replenishment. If a gray box appears to the right of the serial number you can improve your auto replenishment experience by calling Service at 1-800-822-2679 to initiate a network connection.
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 and contact information on record.
   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 Center at 1-800.599.2198.
4. Select Priority Shipment if you do not want Ground Shipment. If you choose Priority Shipment, your order is limited to 5 cartons.

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 would like to order staples, click “Add new items to your order”.

![Add Items and Enter Order Amounts](image-url)
7. Choose the staples you would like and click “Add these items to my Order”.

8. Enter the quantity of staples you are ordering.
9. Check the box “I agree to pay for items outside of contact as per my terms and condition” (you will only see this box if you have staples in your order).
10. If you chose Priority Shipment, check the box “I agree to pay for expedited shipping” (you will not see this box if you chose Ground Shipment).
11. Enter your Purchase Order number if you have one (you will only have this option if you chose Priority Shipment and/or staples).
12. Click “Place Order” to finalize your order.
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 1-800.599.2198
4. You will receive an order confirmation pictured above. You will also 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: 14814

<table>
<thead>
<tr>
<th>Supply Reorder Number</th>
<th>Description</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>113R00285</td>
<td>CARTRIDGE Mono (Metered Only)</td>
<td>1</td>
</tr>
</tbody>
</table>

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 at [www.Xerox.com/orderstatus](http://www.Xerox.com/orderstatus) or log onto your Manage My Metered Supplies account to view this and many other features available to you for your metered supplies account.

Thank you for choosing Xerox.
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 to be viewed under Order History.
4. Select the Tracking number in the detail window for orders that are on their way.

Note: Tracking is not available for pending orders.
Request/View Returns

Xerox Metered Supply Web allows you to easily request a return and/or 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 the 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.

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Delegated Accounts

Other accounts on which you are permitted to order.

<table>
<thead>
<tr>
<th>Delegated Accounts (Other accounts on which I am permitted to order)</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="mailto:delegate1@delegate.com">delegate1@delegate.com</a></td>
</tr>
<tr>
<td><a href="mailto:delegate2@delegate.com">delegate2@delegate.com</a></td>
</tr>
<tr>
<td><a href="mailto:delegate3@delegate.com">delegate3@delegate.com</a></td>
</tr>
<tr>
<td><a href="mailto:delegate4@delegate.com">delegate4@delegate.com</a></td>
</tr>
</tbody>
</table>

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.
My Equipment

This page allows you to view a comprehensive list of 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 Manage Account heading on the left panel.
2. Enter the serial number and the shipping address postal code associated with your account at the bottom of the page, then click submit.
3. Once the equipment is successfully added, it will be available for all other features within your online Metered Supplies account.
To Remove or Group Equipment

1. Click “My Equipment” under the Manage 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.
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.