

Metered Supply Web Pages User Guide



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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.

1. Go to the URL: www.xerox.ca/metered-supplies.
2. Click on the “Register/Activate” link on the right hand panel of the screen (pictured in the screenshot below).

The screenshot displays the Xerox Metered Supplies website interface. At the top, there is a navigation bar with the Xerox logo, a search bar, and links for Canada (EN) (FR), Account, and Log In/Log Out. Below this is a secondary navigation bar with links for About, Services, Products, Supplies, Customer support, Partners, Where to Buy, and Shop. The main content area features a large teal banner for "Metered Supplies" with the text "Set up automatic orders and order online for cost-per-copy supplies." Below the banner are two main sections: "Order Online" with an "Order supplies now" button and "Manage My Metered Account" with a "Manage my metered account" button. A blue arrow points to the "Register / activate" button in the "Order Metered Supplies Online" section. To the right, there is a "Metered Supplies Resources" section with several PDF links. At the bottom, there is a "Quick Answers" section with expandable questions.

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

About | Services | Products | Supplies | Customer support | Partners | Where to Buy Shop

Metered Supplies

Set up automatic orders and order online for cost-per-copy supplies.

Order Online
Edit and manage shipping addresses, order supplies and confirm orders.
[Order supplies now](#)

Manage My Metered Account

- Set up automatic ordering
- Submit meter readings
- Update your supplies inventory
- View your order history and more

[Manage my metered account](#)

Order Metered Supplies Online

[Read the Metered Supplies User Guide \(PDF\)](#)

Register or Activate your Metered Supplies account:
[Register / activate](#)

Login to your Metered Supplies account here:
[Manage my metered account](#)

Metered Supplies Resources

- [How to Submit Your Meter Reads \(PDF, 143 KB\)](#)
- [How to Read Your Invoice \(PDF, 670 KB\)](#)
- [See FAQs for Auto Replenishment \(PDF, 226 KB\)](#)
- [View Auto Replenishment Brochure \(PDF, 2.6 MB\)](#)
- [See FAQs for online web ordering \(PDF, 200 KB\)](#)
- [Recycle your supplies >](#)

Quick Answers

- ▶ How does Auto Supplies Replenishment work?
- ▶ How to Order Online
- ▶ Learn about Metered Supply Contracts
- ▶ How to Return your unused Metered Supplies

[Return to Top](#)

- Fill out the required fields on the registration form (marked with an orange bar) and then click “submit” at the bottom of the page.

Register for Canadian Metered Supplies Online Ordering

Please enter the following information to create an account.
If you have an existing account and need to change your email, please log in using your existing email and go to "Account" and select "Update your email or user profile".

*= required field

Title

* First Name:

* Last Name:

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

* Confirm Email:

* Password
How to choose a strong password

* Confirm Password:

Country:
Canada

[Register as a United States user](#)

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

Genuine Xerox Rewards

Paper and Media Products: Xerox paper, covers, labels, transparencies, and specialty media and solutions

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.

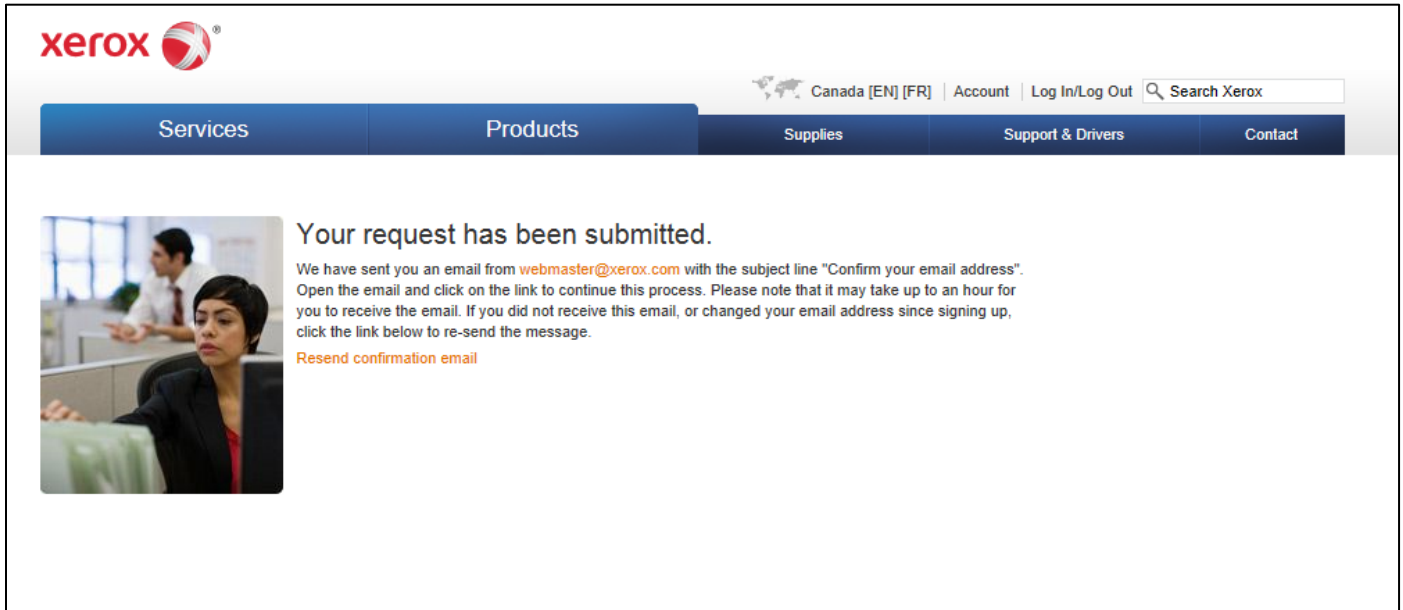
Helpful Resources

- [Order metered supplies](#)
- [Visit our online support site](#)
- [Place a service request online](#)
- [Update your email or user profile](#)
- [Manage your Shop Xerox account](#)
- [Find your sales representative](#)
- [Contact Xerox about an invoice or payment](#)



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You should now see the screen pictured below after successfully submitting.



The screenshot shows the Xerox website's confirmation page. At the top left is the Xerox logo. To the right, there are links for "Canada [EN] [FR]", "Account", and "Log In/Log Out", along with a search bar labeled "Search Xerox". Below this is a navigation menu with buttons for "Services", "Products", "Supplies", "Support & Drivers", and "Contact". The main content area features a confirmation message: "Your request has been submitted." followed by instructions to check email from webmaster@xerox.com and a "Resend confirmation email" link. A small image of a woman at a computer is on the left.

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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.

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

xerox

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

Services | **Products** | Supplies | Support & Drivers | Contact


Metered Supplies Registration


In order to activate your online Metered Supplies System account, please help us by providing the following information. We will validate your entries with those in our records.

To activate your online Metered Supplies System account, please provide a serial number and postal code associated with your machine's shipping address.

Serial Number:

Postal Code:



 Xerox believes in protecting your online privacy. Learn more by reading the Xerox Privacy Policy

Home | About Xerox | Contact Us | Careers | Newsroom | Investors | Privacy | Legal | Privacy Choices | Site Map

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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.

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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 header with the Xerox logo, a search bar, and navigation links for Canada [EN] [FR], Account, and Log In/Log Out. Below the header are links for Services, Products, Supplies, Support, and About, along with Share and Contact options. The main content area features a blue warning triangle with an exclamation mark. To its right is a grey error box titled "Metered Supplies Registration: Error" containing the text: "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 this text are two input fields: "Serial Number: ABC123456" and "Postal Code: A9A9A9". A "submit" button is located to the right of the input fields. Below the error box is a privacy notice: "Xerox believes in protecting your online privacy. Learn more by reading the Xerox Privacy Policy" with a "submit" button. At the bottom of the page are links for Careers, Contact Us, About Xerox, Investors, Privacy, Legal, Privacy Choices, and Site Map, followed by 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.



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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.

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).

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

About | Services | Products | Supplies | Customer support | Partners | Where to Buy Shop

Metered Supplies

Set up automatic orders and order online for cost-per-copy supplies.

Order Online

Edit and manage shipping addresses, order supplies and confirm orders.

[Order supplies now](#)

Manage My Metered Account

- Set up automatic ordering
- Submit meter readings
- Update your supplies inventory
- View your order history and more

[Manage my metered account](#)

Order Metered Supplies Online

[Read the Metered Supplies User Guide \(PDF\)](#)

Register or Activate your Metered Supplies account:

[Register / activate](#)

Login to your Metered Supplies account here:

[Manage my metered account](#)

Metered Supplies Resources

[How to Submit Your Meter Reads \(PDF, 143 KB\)](#)

[How to Read Your Invoice \(PDF, 670 KB\)](#)

[See FAQs for Auto Replenishment \(PDF, 226 KB\)](#)

[View Auto Replenishment Brochure \(PDF, 2.6 MB\)](#)

[See FAQs for online web ordering \(PDF, 200 KB\)](#)

[Recycle your supplies >](#)

Quick Answers

- ▶ How does Auto Supplies Replenishment work?
- ▶ How to Order Online
- ▶ Learn about Metered Supply Contracts
- ▶ How to Return your unused Metered Supplies

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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 website's user interface. At the top, there is a search bar and navigation links for 'Canada [EN] [FR]', 'Account', and 'Log In/Log Out'. Below the navigation bar, there are three main sections:

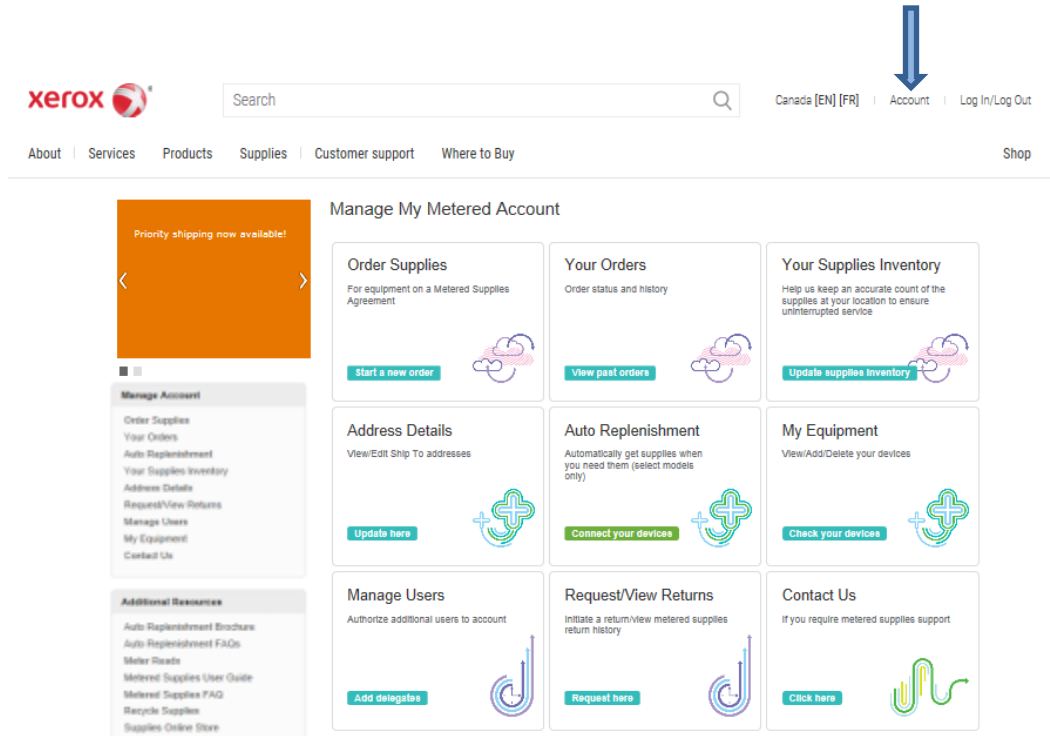
- Login:** A dark-themed section with a 'Login' button highlighted by a blue arrow. It includes a text prompt: "If you do not have an account, please register by clicking on an application in the 'Register' section." Below this are input fields for email (containing 'customer@abc.com') and password (masked with dots). There is a 'Remember me' checkbox and a 'Forgot your password?' link. At the bottom of this section, there is an 'ACCREDITED BUSINESS' logo and text: "If you purchased your printer through our online store, visit [www.shop.xerox.ca](\"http://www.shop.xerox.ca\") to access your account." and "To sign in to your Canada e-store account, visit [www.shop.xerox.ca](\"http://www.shop.xerox.ca\")".
- Register:** A light-themed section titled "Register" with the text "Register for the following applications:". It lists several applications with links: Metered Supplies, Meter Reads, Canada e-store, Genuine Xerox Rewards Program, Xerox Supplies Recycling Program, and MySupport.
- Helpful Resources:** A light-themed section titled "Helpful Resources" with a list of links: Order metered supplies, Visit our online support site, Place a service request online, Update your email or user profile, Manage your Shop Xerox account, Find your sales representative, and Contact Xerox about an invoice or payment.

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.

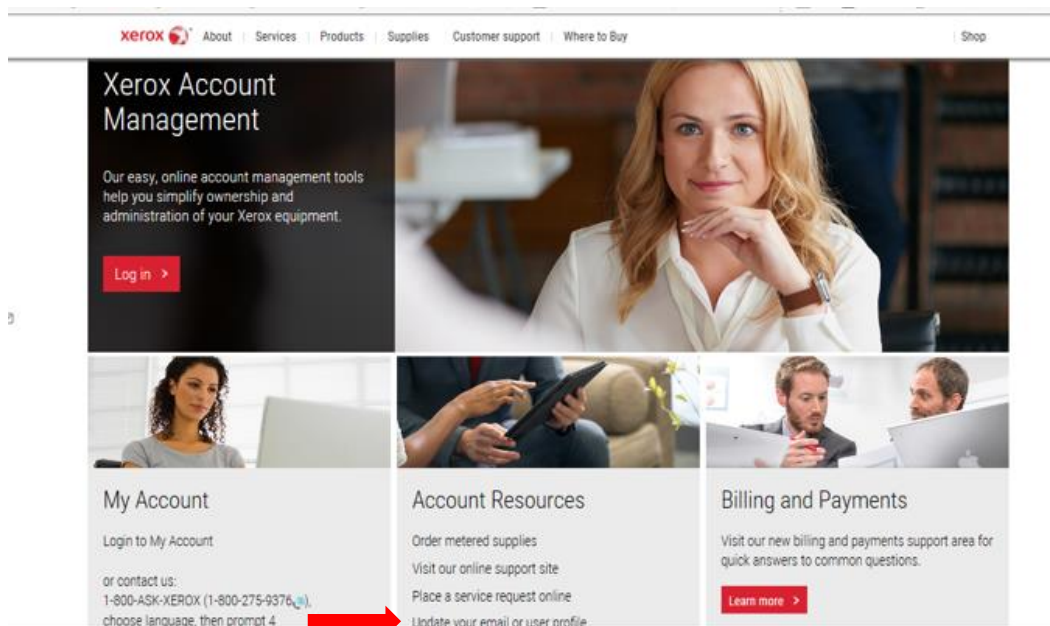
[Return to Top](#)

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.



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4. Update your email address and/or password. You will also need to fill in the required fields before clicking "Submit."

■ = required field

Title:

First Name:

Last Name:

Suffix:

Email:

Confirm Email:

Choose a strong password.

Password:

Confirm Password:

Remember my email and password

Company:

Address 1:

Address 2:

City:

Province:

Postal Code:

Country: **Canada**

Phone Number:

Extension:

Job Title:

Industry:

Other:

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
- Office Products: BW and color network printers, fax machines, multifunction devices, copiers, and their supplies
- Online Support: Drivers downloads, self-help, FAQs, and product tips
- Genuine Xerox Rewards
- Paper and Media Products: Xerox paper, covers, labels, transparencies, and specialty media and solutions
- Production Systems: High-volume/high-speed printers, publishing systems, copiers and their supplies

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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?' box contains information about security certificates for Versant 80/2100 Press & Xerox Color C60/C70 Owners. Below this is a 'Manage Account' sidebar with a list of options: Order Supplies, Your Orders, Auto Replenishment, Your Supplies Inventory, Address Details, Request/View Returns, Manage Users, My Equipment, and Contact Us. A blue arrow points from this sidebar to the main content area. The main area is a 3x3 grid of tiles, each with a title, description, and a call-to-action button. The tiles are: 1. 'Order Supplies' (Start a new order), 2. 'Your Orders' (View past orders), 3. 'Your Supplies Inventory' (Update supplies inventory), 4. 'Address Details' (Update here), 5. 'Auto Replenishment' (Connect your devices), 6. 'My Equipment' (Check your devices), 7. 'Manage Users' (Add delegates), 8. 'Request/View Returns' (Request here), 9. 'Contact Us' (Click here). Each tile also features a small icon representing its function.

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 My Metered Account

Order Supplies
For equipment on a Metered Supplies Agreement
[Start a new order](#)

Your Orders
Order status and history
[View past orders](#)

Your Supplies Inventory
Help us keep an accurate count of the supplies at your location to ensure uninterrupted service
[Update supplies inventory](#)

Address Details
View/Edit Ship To addresses
[Update here](#)

Auto Replenishment
Automatically get supplies when you need them (select models only)
[Connect your devices](#)

My Equipment
View/Add/Delete your devices
[Check your devices](#)

Manage Users
Authorize additional users to account
[Add delegates](#)

Request/View Returns
Initiate a return/view metered supplies return history
[Request here](#)

Contact Us
If you require metered supplies support
[Click here](#)

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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 at the top center. On the top right, 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 far right of this menu are 'Share' and 'Contact' links. The main content area is titled 'Back to Manage My Account > Modify Shipping Details'. On the left, there is a 'Manage Account' sidebar with links: 'Order Supplies', 'Your Orders', 'Auto Replenishment', 'Your Supplies Inventory', 'Shipping Details' (highlighted), 'View Returns', 'Manage Users', and 'My Equipment'. Below this is a 'Metered Supplies Resources' sidebar with links: '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)'. It features a box for 'Shipping Address 1' containing the following information: 'Xerox Customer', '123 MAIN ST.', 'ROOM 101', 'ANYTOWN', 'ON A9A9A9' on the left; and 'JOHN PUBLIC', 'Telephone : (555) 123-4567', 'johnpublic@abcco.com' on the right. An 'Edit' button is located at the bottom left of the address box.

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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
<small>Product Code represents a machine model</small> 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

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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](#)

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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

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

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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.

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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				

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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 \(1,3,3\)](tel:1-800-275-9376) and request a Return Authorization Number.

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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.

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

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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.

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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.

The image displays two screenshots of the Xerox My Equipment page. The top screenshot shows the 'Add Equipment' form with the Serial Number field populated with 'MX4123457' and the Postal Code field populated with 'A9A9A9'. The bottom screenshot shows the same page after the equipment has been added, with the Serial Number field empty and the Postal Code field empty, and a 'submit' button visible at the bottom right of the form area.

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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 the navigation, there are links for "Services", "Products", "Supplies", "Support", and "About", along with "Share" and "Contact".

The main content area is titled "My Equipment" and includes a breadcrumb trail: "Back to Manage My Account > My Equipment". On the left, there are two menu sections: "Manage Account" (with links like Order Supplies, Your Orders, Auto Replenishment, etc.) and "Metered Supplies Resources" (with links like Auto Replenishment Brochure, Auto Replenishment FAQs, etc.).

The "My Equipment" section contains the following text: "Here are the devices for which you have supplies order responsibility. You can click [add](#) equipment on the bottom of the page. For removal of devices that should not be included or if you wish to group your devices together at a shared address for easier supply ordering, please click [here](#)." A blue arrow points to the "here" link. Below this, it states: "Any equipment listed below with an asterisk (*) is pending removal and supplies cannot be ordered on this site."

There are two equipment entries listed:

- MX4123456**
Xerox Customer
123 MAIN ST.
ROOM 101
ANYTOWN / ON / A9A9A9
xxmss.xcl.q7@gmail.com
- MX4123457**
Xerox Customer
123 MAIN ST.
ROOM 102
ANYTOWN / ON / A9A9A9
xxmss.xcl.q7@gmail.com

At the bottom, there is a form to add new equipment with the following text: "To add equipment to your existing Metered Supplies System account, please provide a serial number and postal code associated with your machine's shipping address. We will validate your entries with those in our records." The form has two input fields: "Serial Number:" and "Postal Code:". A "submit" button is located at the bottom right of the form.

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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 '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 'What's New?' and 'Manage Account' sections.

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