

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.

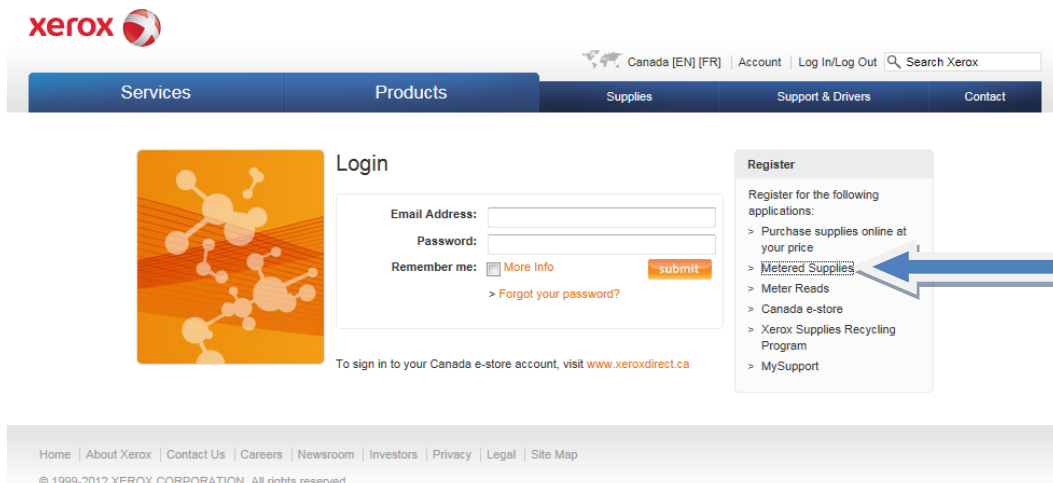
1 Registration

How to Register

Please ensure you are registering on a Xerox.ca page not a Xerox.com page if you are a Canadian user.

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. Click on the link: www.xerox.ca/metered-supplies Click on the “Metered Supplies” link on the right hand panel of the screen (pictured in the screenshot below).



xerox

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

Services | Products | Supplies | Support & Drivers | Contact

Login

Email Address:

Password:

Remember me: [More Info](#)

[> Forgot your password?](#)

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
- > [Metered Supplies](#)
- > Meter Reads
- > Canada e-store
- > Xerox Supplies Recycling Program
- > MySupport

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

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



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

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

Registration

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(<->).

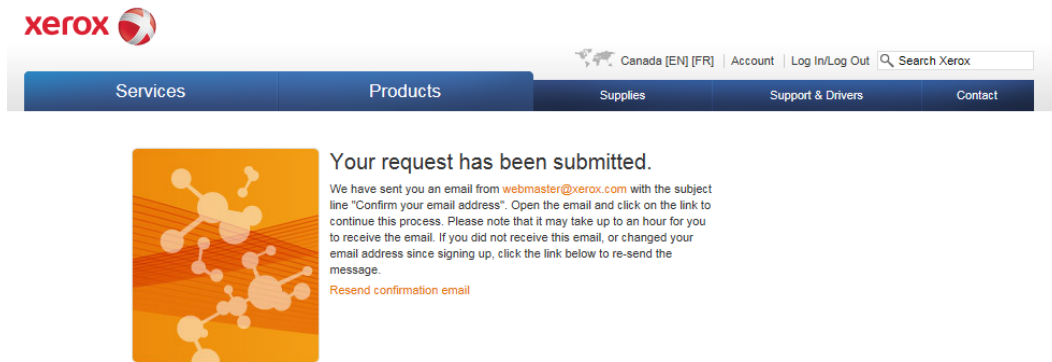
Password:

Confirm Password:

 Xerox believes in protecting your online privacy. Learn more by reading the [Xerox Privacy Policy](#)



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



-
-
3. 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: August-21-12 9:50 AM
To: Public, John
Subject: Thank you for registering on Xerox.com

Congratulations! You've successfully registered with Xerox. Welcome to our web community.

We hope you'll visit often, and we'll be working hard to keep Xerox.com interesting, informative, and helpful.

By the way, it's easy to view or change your User Profile at any time. Simply access the "Update User Profile" link from the Account landing page.

<http://www.xerox.ca>

From: webmaster@xerox.com [mailto:webmaster@xerox.com]
Sent: August-21-12 9:50 AM
To: Public, John
Subject: Confirm your email address

Greetings from Xerox, John Public (jpublic@misc.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=21080381&dt=1345553412444&al=y7zSzfJ0Qx%2BWM2nKuK3w%3D%3D&ttl=259200000&app=MSS&email=f69ed6eab81f33a6d4e5e2cdb689fd922d8ed53e0bef5ff9713ac97d3464ba52b3916dad3336e454c8>

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.

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

The screenshot shows the Xerox website's "Metered Supplies Registration" page. At the top, there is a navigation bar with "Services", "Products", "Supplies", "Support & Drivers", and "Contact". The "Supplies" tab is active. Below the navigation bar, the page title is "Metered Supplies Registration". The main content area contains a form with two input fields: "Serial Number" (containing "PBB014967") and "Postal Code" (containing "A1A1A1"). A blue arrow points to the "submit" button. To the left of the form is a graphic of orange and yellow molecular structures. Below the form is a small "ONLINE ACCREDITED BUSINESS" logo and a link to the "Xerox Privacy Policy". At the bottom of the page, there is a footer with links for "Home", "About Xerox", "Contact Us", "Careers", "Newsroom", "Investors", "Privacy", "Legal", and "Site Map", along with the copyright notice "© 1999-2012 XEROX CORPORATION. All rights reserved."

5. If you successfully submit your serial number/postal code, you will be directed to the Manage My Supplies Screen. Congratulations! You have successfully registered for Xerox Metered Supply.
To place an order click on “Order Supplies”.

The screenshot shows the Xerox website's "Manage My Metered Account" page. At the top, there is a navigation bar with "Services", "Products", "Supplies", "Support & Drivers", and "Contact". The "Supplies" tab is active. Below the navigation bar, the page title is "Manage My Metered Account". The main content area is divided into two sections: "Supplies Account" and "Metered Supplies Resources". The "Supplies Account" section has a dropdown menu with options: "Manage Account", "Order Supplies", "Authorise Users", "View Order Status", and "View Order Returns". A blue arrow points to the "Order Supplies" option. The "Metered Supplies Resources" section has a list of links: "Recycle Supplies", "Supplies Catalogue", "Paper Resource Centre", "Supplies Online Store", and "Our commitment to responsible paper sourcing". At the bottom of the page, there is a footer with links for "Home", "About Xerox", "Contact Us", "Careers", "Newsroom", "Investors", "Privacy", "Legal", and "Site Map", along with the copyright notice "© 1999-2012 XEROX CORPORATION. All rights reserved."

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. Click on the link: www.xerox.ca/metered-supplies
2. Click “Login” on the right panel of the screen (see the screenshot below).

xerox

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

Services Products Supplies Support & Drivers Contact

> Supplies > Metered Supplies Replenishment Program

Xerox Metered Supplies Replenishment Program

Xerox Metered Supplies Replenishment Program
Cost per Copy

A Xerox Metered Supplies Contract Provides under your Cost per Copy agreement:

- **Monochrome Equipment:** Black toner, copy cartridges, and fuser oil.
- **Colour Equipment:** Colour toner(s), including cartridges and ink sticks.
- **Customer Replaceable Units:** (CRUs) including SmartKits™, fuser modules, xerographic modules, waste bottles, corotron wires, feed rolls, and transfer rolls.

Ways to Order:
Automatic Replenishment | Online | Phone

Automatic Replenishment:

Share this page:
Twitter Facebook LinkedIn Email Print

Metered Supplies Contact

Call the Metered Supplies Customer Support Center: 1-800-668-0199 (prompts: 1. 3. 2)

Hours of operation:
7:30 am to 7:00 pm EST
Monday through Friday

[How we can help >](#)

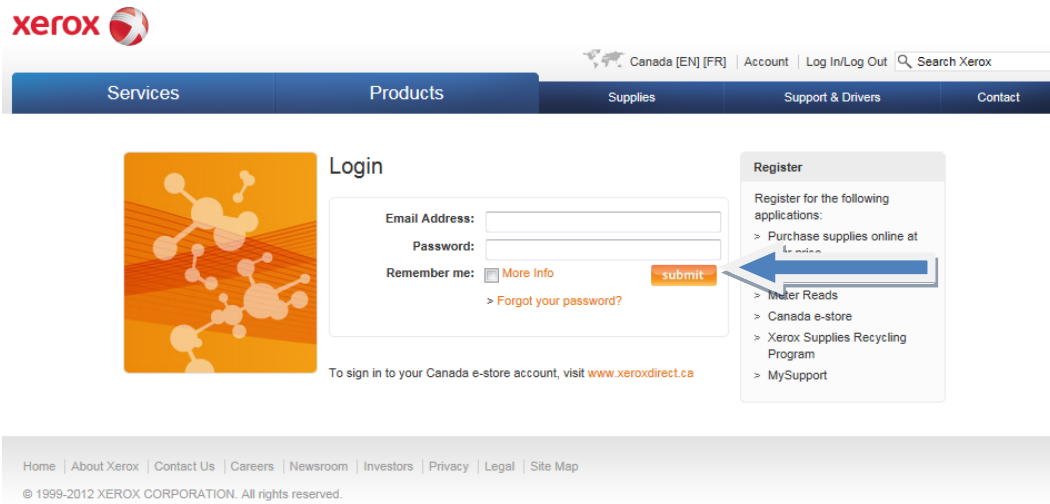
Order Online

[Read the Metered Supplies User Guide >](#)

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

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

3. Enter your email address and password that you obtained during the registration process.
Click "submit" to access your account.



xerox

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

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

Login

Email Address:

Password:

Remember me: [More Info](#)

[> Forgot your password?](#)

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

Register

Register for the following applications:

- > Purchase supplies online at [xeroxdirect.ca](#)
- > Meter Reads
- > Canada e-store
- > Xerox Supplies Recycling Program
- > MySupport

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

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Managing My Metered Account

Xerox Metered Supply Web allows you to easily manage your Metered Supply Account. Click the “Manage My Metered Account” to view your account options.

The screenshot displays the Xerox website's navigation and account management sections. At the top left is the Xerox logo. The top navigation bar includes links for 'Canada [EN] [FR]', 'Account', 'Log In/Log Out', and a search box labeled 'Search Xerox'. Below this is a dark blue menu bar with 'Services', 'Products', 'Supplies', 'Support & Drivers', and 'Contact'. The main content area features a 'Supplies Account' sidebar with a tree view containing 'Manage Account', 'Order Supplies', 'Authorise Users', 'View Order Status', and 'View Order Returns'. A blue arrow points from the 'Manage Account' item to the 'Manage My Metered Account' heading. To the right of this heading is a descriptive paragraph: 'administration of your Xerox metered equipment with Manage My Metered Account. Our easy online tools help you do things to your metered account - like submit meter readings, view your order / return history, and order metered supplies.' Below this is a 'Metered Supplies Resources' section with links to 'Recycle Supplies', 'Supplies Catalogue', 'Paper Resource Centre', 'Supplies Online Store', and 'Our commitment to responsible paper sourcing'. The footer contains a horizontal list of links: 'Home | About Xerox | Contact Us | Careers | Newsroom | Investors | Privacy | Legal | Site Map' and a copyright notice: '© 1999-2012 XEROX CORPORATION. All rights reserved.'

Entering Meter Reads

You can easily enter meter reads for metered equipment without placing an order.

1. Log in to your Xerox Metered Supply Web account.
2. Click “Enter Meter Reads” under the Manage Account heading under Supplies Account on the left panel.
3. Enter your meter reads and click “submit”.

The screenshot shows the Xerox website's 'Manage My Metered Account' page. The Xerox logo is in the top left. The navigation bar includes 'Services', 'Products', 'Supplies', 'Support & Drivers', and 'Contact'. The 'Supplies Account' menu on the left has 'Enter Meter Readings' selected. The main content area shows the 'Manage My Metered Account' heading, a description, and the 'Current Shipping Address' for John Public. Below this is the 'Enter Meter Readings' form, which is a table with columns for Serial Number, B/W Meter, Colour / Level1 Meter, Large Colour / Level2 Meter, X-Large Colour / Level3 Meter, and Read Not Available. The table contains 8 rows of serial numbers. A blue arrow points to the 'submit' button at the bottom right of the form.

| Serial Number | B/W Meter | Colour / Level1 Meter | Large Colour / Level2 Meter | X-Large Colour / Level3 Meter | Read Not Available |
|---------------|----------------------|-----------------------|-----------------------------|-------------------------------|--------------------------|
| PBB014967 | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="checkbox"/> |
| PBB017208 | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="checkbox"/> |
| PBB017211 | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="checkbox"/> |
| PBB017366 | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="checkbox"/> |
| WTD591502 | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="checkbox"/> |
| WTD591524 | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="checkbox"/> |
| WTD591750 | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="checkbox"/> |
| WTD591875 | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="checkbox"/> |

If not all of your serial numbers are visible, please contact the metered supply team at 1-800-668-0199 (prompts 1.3.2)

Please be prepared to provide all serial numbers which are missing from the list. After reporting the issue, you should be able to see the missing serial numbers after 24 hours.

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. Click “Supplies on Hand” under the Manage Account heading under Supplies Account on the left panel.
3. Enter your supplies on hand by using the drop-down box to select the reorder number.
4. Enter the number of full cartons on hand in the “Full Cartons on Hand” field and partial cartons in the “Individual Units (not full cartons)” Field. For example, if you have 3 bottles left of a 6-bottle carton, put “3” into the “Individual Units (not full cartons)” field.
5. A new line will continue to appear as the reorder numbers are selected.
6. When you are finished, click “submit.”

The screenshot shows the Xerox Metered Supply Web account interface. At the top, there is a navigation bar with the Xerox logo, a search bar, and links for 'Canada [EN] [FR]', 'Account', 'Log In/Log Out', and 'Search Xerox'. Below this is a main navigation bar with 'Services', 'Products', 'Supplies', 'Support & Drivers', and 'Contact'. The 'Supplies' section is active, displaying the 'Manage My Metered Account' page. On the left, there is a 'Supplies Account' sidebar with a 'Manage Account' section containing links for 'Enter Meter Readings', 'Supplies On Hand', 'Modify Shipping Info', 'Auto Replenishment', 'Order Supplies', 'Authorise Users', 'View Order Status', and 'View Order Returns'. Below this is a 'Metered Supplies Resources' section with links for 'Recycle Supplies', 'Supplies Catalogue', 'Paper Resource Centre', 'Supplies Online Store', and 'Our commitment to responsible paper sourcing'. The main content area is titled 'Manage My Metered Account' and includes a description of the service, a 'Current Shipping Address' section with details for 'Any Company' and 'John Public', and a form titled 'Enter Current Balances for Supplies on Hand'. The form has four columns: 'Supply Reorder Number*' with a dropdown menu showing 'Please select', 'Full Cartons On Hand' with an input field, 'Individual Units (not full cartons)' with an input field, and 'Manage List' with a '> remove' link. A blue arrow points to the 'submit' button at the bottom right of the form. At the bottom of the page, there is a footer with links for 'Home', 'About Xerox', 'Contact Us', 'Careers', 'Newsroom', 'Investors', 'Privacy', 'Legal', and 'Site Map', along with the copyright notice '© 1999-2012 XEROX CORPORATION. All rights reserved.'

Modify Shipping Information

You can modify the shipping attention name, suite/mailstop, and phone number online. All other shipping information must be modified via telephone by calling 1-800-668-0199 (prompts 1,3,2)

1. Log in to your Xerox Metered Supply Web account.
2. Click “Modify Shipping Info” under the Manage Account heading under Supplies Account on the left panel.
3. Enter the changes you would like to make in the fields provided and click “submit”.

xerox

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

Services | Products | Supplies | Support & Drivers | Contact

Supplies Account

- Manage Account
 - Enter Meter Readings
 - Supplies On Hand
 - Modify Shipping Info**
 - Auto Replenishment
 - Order Supplies
 - Authorise Users
 - View Order Status
 - View Order Returns

Metered Supplies Resources

- Recycle Supplies
- Supplies Catalogue
- Paper Resource Centre
- Supplies Online Store
- Our commitment to responsible paper sourcing

Manage My Metered Account

Simplify ownership and administration of your Xerox metered equipment with Manage My Metered Account. Our easy, online tools help you do things to your metered account - like submit meter readings, view your order / return history, and order metered supplies.

Current Shipping Address:

Any Company | John Public
123 Main Street | (123) 555-1212 5257
City / Province / A1A 1A1

Modify Shipping Information =required field

Customer Name : John Public
Company Name : Any Company
Street Address * : 123 Main Street
Suite/Mailstop :
City * : City
Province * : Province
Phone : 123 555 1212 5257
Fax * :
Email * :

Contact Metered Customer Support Centre at 1-800-668-0199 (prompts 1, 3, 2) to update these fields

submit

Auto Replenishment

You can enable auto replenishment for color machines that are transmitting eSolutions/Remote Services Supplies Assistant data. You can also view the status (valid statuses are “enable”, “not available”, or “already active”) for your equipment that has enabled the software.

1. Log in to your Xerox Metered Supply Web account.
2. Click “Auto Replenishment” under the Manage Account heading under Supplies Account on the left panel.
3. To enable Auto Replenishment, select the checkbox to the left of the equipment serial number.

Note: A checkbox for auto replenishment is only available for equipment that shows “Enable” in orange to the right of its serial number.

4. Once you have selected a checkbox, provide the current on hand balance of supplies and click “submit”.

Note: An Individual Units field has been provided for you to account for partial cartons. For example, if you have 3 bottles left of a 6-bottle carton, put “3” into the “Individual Units (not full cartons)” field.

The screenshot shows the Xerox Metered Supply Web account interface. The top navigation bar includes the Xerox logo, a language selector for Canada (EN) and (FR), an account link, a log in/log out link, and a search bar. The main navigation menu has tabs for Services, Products, Supplies, Support & Drivers, and Contact. The left sidebar contains two sections: 'Supplies Account' with links for Manage Account, Enter Meter Readings, Supplies On Hand, Modify Shipping Info, Auto Replenishment (highlighted), Order Supplies, Authorise Users, View Order Status, and View Order Returns; and 'Metered Supplies Resources' with links for Recycle Supplies, Supplies Catalogue, Paper Resource Centre, Supplies Online Store, and Our commitment to responsible paper sourcing. The main content area is titled 'Manage My Metered Account' and includes a description of the service, a 'Current Shipping Address' section with details for John Public, and an 'Auto Replenishment' table. The table lists equipment serial numbers and their auto replenishment status, with all items currently set to 'Enable'. A link to 'enable all selected' is provided at the bottom of the table. The footer contains a site map and copyright information for Xerox Corporation.

| Serial Number | Auto Replenishment |
|------------------------------------|---|
| <input type="checkbox"/> PBB014967 | Enable Not Available Already Active |
| <input type="checkbox"/> PBB017208 | Enable Not Available Already Active |
| <input type="checkbox"/> PBB017211 | Enable Not Available Already Active |
| <input type="checkbox"/> PBB017366 | Enable Not Available Already Active |
| <input type="checkbox"/> WTD591502 | Enable Not Available Already Active |
| <input type="checkbox"/> WTD591524 | Enable Not Available Already Active |
| <input type="checkbox"/> WTD591750 | Enable Not Available Already Active |
| <input type="checkbox"/> WTD591875 | Enable Not Available Already Active |

Order Supplies

Xerox Metered Supplies Web makes it easy to order supplies for your equipment.

1. Log in to your Xerox Metered Supply Web account.
2. Click “Order Supplies” under the Supplies Account heading on the left panel.
3. The form self-populates with the shipping address and serial numbers on record.
4. Update the meter reads or check the “Meter Read Not Available box”
5. Fill the fields under the Equipment Information and Supplies Order headings.

Note: An Individual Units field has been provided for you to account for partial cartons. The form will create a total cartons on hand total automatically for you. This is a total of the full cartons on hand, individual units as well as what is in your machines.

6. Click submit to finalize your order.

The screenshot shows the Xerox Metered Supplies web interface. At the top, there is a navigation bar with the Xerox logo and links for 'Services', 'Products', 'Supplies', 'Support & Drivers', and 'Contact'. The 'Supplies' link is highlighted. Below the navigation bar, the page title is 'Reorder Metered Supplies'. To the left of the title is an icon showing various office supplies. The main content area contains a form with the following sections:

Shipping Information (required field):

- Customer Name: John (Public)
- Company Name: Any Company
- Street Address: 123 Main Street
- Suite/Mailstop: [Empty]
- City: [Empty]
- Province: [Empty]
- Postal Code: A1A 1A1
- Phone: 123 555 - 1212 5257
- Fax: [Empty]
- Email: [Empty]

Equipment Information (hide info):

| Serial Number | B/W Meter | Colour / Level1 Meter | Large Colour / Level2 Meter | X-Large Colour / Level3 Meter | Meter Read Not Available | Hide from list |
|---------------|-----------|-----------------------|-----------------------------|-------------------------------|--------------------------|--------------------------|
| PBB014867 | [Empty] | [Empty] | [Empty] | [Empty] | <input type="checkbox"/> | <input type="checkbox"/> |
| PBB017208 | [Empty] | [Empty] | [Empty] | [Empty] | <input type="checkbox"/> | <input type="checkbox"/> |
| PBB017211 | [Empty] | [Empty] | [Empty] | [Empty] | <input type="checkbox"/> | <input type="checkbox"/> |
| PBB017888 | [Empty] | [Empty] | [Empty] | [Empty] | <input type="checkbox"/> | <input type="checkbox"/> |
| WTD691602 | [Empty] | [Empty] | [Empty] | [Empty] | <input type="checkbox"/> | <input type="checkbox"/> |

Supplies Order

| Supply Reorder Number* | Description | Full Cartons On Hand | Individual Units (not full cartons) | Total Cartons On Hand | Cartons to be Ordered | View Last Order |
|---------------------------------|-------------|----------------------|-------------------------------------|-----------------------|-----------------------|-----------------|
| Choose your items to be ordered | | | | | | |

At the bottom of the form, there are two buttons: 'back to my account' and 'submit order'.

7. You will receive an order confirmation pictured below. 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 : 101375

| Supply Reorder Number | Description | Quantity |
|-----------------------|--------------------------------------|----------|
| 006R01511 | TONER Color - Magenta (Metered Only) | 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 Supplies* and selecting View Order Status.

Thank you for choosing Xerox.

Thank you for your supply order.

Your order has been processed under master order number **S20117138**

Our standard delivery time is 1-3 business days (outlying areas please add 2 days). If an item is in a backorder status, it will ship in 7-10 business days

The following items were ordered on **08/27/12**

| Supply Reorder Number | Description | Quantity |
|-----------------------|--------------------------------------|----------|
| 006R01511 | TONER Color - Magenta (Metered Only) | 1 |

Shipping Information

John Public
123 Main St
City, Province
A1A 1A1

You can confirm the status after midnight tonight by logging onto your *Manage My Metered Supplies* account and selecting View Order Status.

If you need further assistance, please call the Metered Supplies Customer Support Center at 1-800-668-0199 prompt 1, 3, 2.

Thank you for choosing Xerox.

If not all of your serial numbers are visible, please contact the metered supply team at 1-800-668-0199 (prompts 1.3.2)

Please be prepared to provide all serial numbers which are missing from the list. After reporting the issue, you should be able to see the missing serial numbers after 24 hours.

View Order Status

Xerox Metered Supply Web allows you to easily view a list of all orders placed in the past 30 days.

1. Log in to your Xerox Metered Supply Web account.
2. Click “View Order Status” under the Supplies Account heading on the left panel.
3. Please note Xerox Canada does not provide courier tracking information at this time.

The screenshot shows the Xerox Metered Supply Web interface. At the top left is the Xerox logo. The top navigation bar includes 'Services', 'Products', 'Supplies', 'Support & Drivers', and 'Contact'. A secondary navigation bar shows 'Canada [EN] [FR]', 'Account', 'Log In/Log Out', and a search box labeled 'Search Xerox'. The main content area is titled 'View Order Status' and includes a 'Supplies Account' sidebar with links like 'Manage Account', 'Order Supplies', 'Authorise Users', 'View Order Status', and 'View Order Returns'. Below this is a 'Metered Supplies Resources' sidebar with links like 'Recycle Supplies', 'Supplies Catalogue', 'Paper Resource Centre', 'Supplies Online Store', and 'Our commitment to responsible paper sourcing'. The main content area contains a note about order history, a 'Current Shipping Address' for 'Any Company' (John Public, 123 Main Street, City / Province / A1A 1A1), and a 'Metered Supplies Order History' table with one entry: Master Order Number, Order Date (08-28-2012), Number of Line Items (2), and Order Status (PENDING). The footer contains links for Home, About Xerox, Contact Us, Careers, Newsroom, Investors, Privacy, Legal, and Site Map, along with the copyright notice '© 1999-2012 XEROX CORPORATION. All rights reserved.'

View Order Returns

At this time this feature is not enabled for Xerox Canada.

xerox

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

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

Supplies Account

- Manage Account
- > Order Supplies
- > Authorise Users
- > View Order Status
- > **View Order Returns**

Metered Supplies Resources

- > Manage My Metered Account
- > Recycle Supplies
- > Supplies Catalogue
- > Paper Resource Centre
- > Supplies Online Store
- > Our commitment to responsible paper sourcing

View Returns

Return history for this "My Metered Supplies" account. Note only returns for serial numbers listed on this My Metered Supplies account will be displayed.

Current Shipping Address:
Catholic Education Centre Board Office
40 Matheson Blvd W
Mississauga / ON / L5R 1C5

SANDRA BELLINI
(905) 890-0708 2421

Metered Supplies Return History

| Serial Number | Quantity | Return Date |
|---------------|----------|-------------|
|---------------|----------|-------------|

3 Troubleshooting

I am receiving an error when I enter my serial number/postal code

If you are getting the error shown in the screenshot below, please follow the steps outlined in the Self-Help Box or call 1-800-668-0199 (prompts 1,3,2) for assistance.

xerox

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

Services | Products | Supplies | Support & Drivers | Contact

Metered Supplies Registration: Error

The postal code does not match our records. Double check the postal code for accuracy. If this is your first time ordering please use the postal code where the machine was installed. If this does not resolve the problem, please call 1-800-668-0199 (prompts 1, 3, 2).

Serial Number:

Postal Code:

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I am receiving an error underneath my order quantities.

If you are receiving errors similar to the errors pictured in the screenshot below, please follow the steps in the Self-Help Box.

The screenshot shows a 'Supplies Order' form with the following fields and values:

| Supply Reorder Number* | Description | Full Cartons On Hand | Individual Units (not full cartons) | Total Cartons On Hand | Cartons to be Ordered | View Last Order |
|------------------------|-------------|----------------------|-------------------------------------|-----------------------|-----------------------|-----------------|
| 006R01046 | TONER Mono | 30 | 3 | 32.5 | 1 | |

Two error messages are displayed in red text:

- Under 'Supply Reorder Number*': "Cartons/Units on hand is outside anticipated range"
- Under 'Cartons to be Ordered': "Qty exceeds web-order limits for this reorder number"

Two blue callout boxes with arrows point to these errors:

- Left callout: "Message displayed when inventory is outside of anticipated range."
- Right callout: "Message displayed when the customer is trying to order outside of the limits for this reorder number on the web."

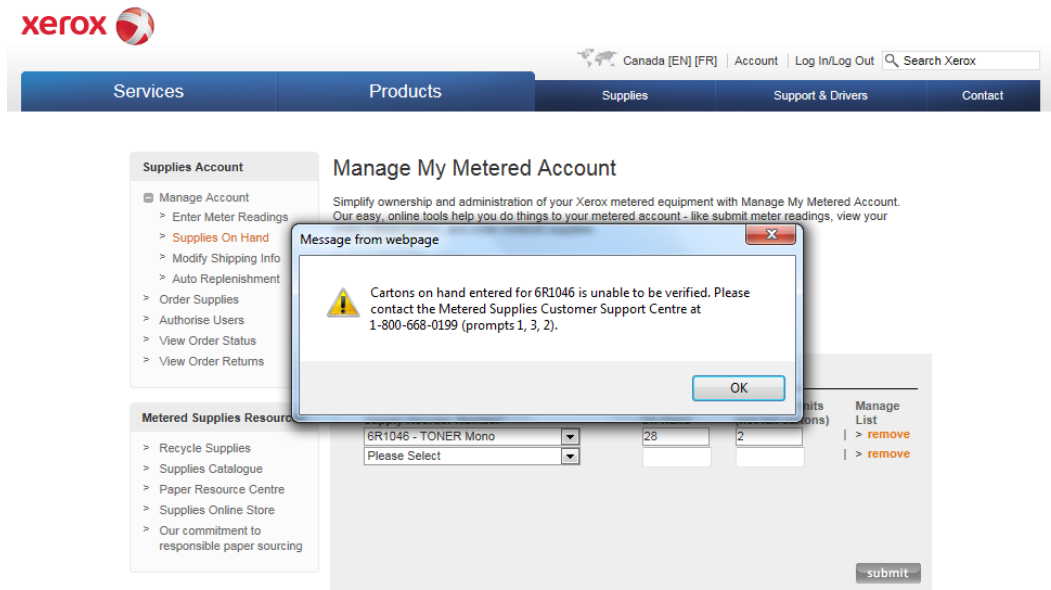
Self-Help Box: Inventory/Order Quantities

(The different error messages in the screenshot above could be displayed separately or together)

You have received these errors because the values you entered differ from Xerox records for your equipment to an extreme extent. While these values you have entered may be accurate, this discrepancy requires manual intervention for reconciliation. If the values entered are correct, you will need to contact the Metered Supplies Customer Support Center at 1-800-668-0199 (prompts 1,3,2) to have the Xerox record reconciled and updated.

I cannot submit my supplies on hand.

If you are receiving the error pictured in the screenshot below, the inventory you indicated is far outside the anticipated range for your equipment. Please follow the steps in the Self-Help Box.



Self-Help Box: Inventory Quantities

The values you entered for your supplies on hand differ from Xerox records for your equipment to an extreme extent. While the values may be accurate, this discrepancy requires manual intervention for reconciliation. If the values you entered are correct, you will need to contact the Metered Supplies Customer Support Center at 1-800-668-0199 (prompts 1,3,2) to have the Xerox record(s) reconciled and updated.

My reorder number is grayed out so that I cannot select it.

If you are receiving the error pictured in the screenshot below, please follow the steps in the Self-Help Box.

Supplies Order

| Supply Reorder Number* | Description | Full Cartons On Hand | Individual Units (not full cartons) | Total Cartons On Hand | Cartons to be Ordered | View Last Order |
|-----------------------------------|-----------------------|---------------------------------|-------------------------------------|-----------------------|-----------------------|-----------------|
| Choose your items to be ordered ▼ | | | | | | |
| Product Code | Supply Reorder Number | Description | | | | |
| XEH | 6R1046 | TONER Mono | | | | |
| XEH | 113R674 | XEROGRAPHIC MODULE INC COROTRON | | | | |

[back to my account](#) [submit order](#)

Self-Help Box: Reorder Number(s) Unavailable for Selection (Appear Grayed Out)

The values previously entered in an order differ from Xerox records for your equipment to an extreme extent. While those values may be accurate, this discrepancy requires manual intervention for reconciliation before the reorder number can become available again.

If you have checked the order values and they are correct, contact the Metered Supplies Customer Support Center at 1-800-668-0199 prompts 1,3,2 to have the Xerox record(s) reconciled and updated.

Note: You will have to sign out and back in to their account in order to see the update.