Metered Supply Web Pages
User Guide

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Table of Contents

Preface iv
General Purpose and Audience iv
How to Best Use This Document iv

Registration 5
How to Register 5
Troubleshooting 10

Features 12
Logging In 12
Managing My Metered Account 14
Shipping Details (Change Location) 15
Entering Supplies on Hand 16
Auto Replenishment 17
Categories 17
Order Supplies 19
Single Location 19
Multiple Locations 21
View Order Status 23
Manage Users 24
My Authorized Users 24
Delegated Accounts 24

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

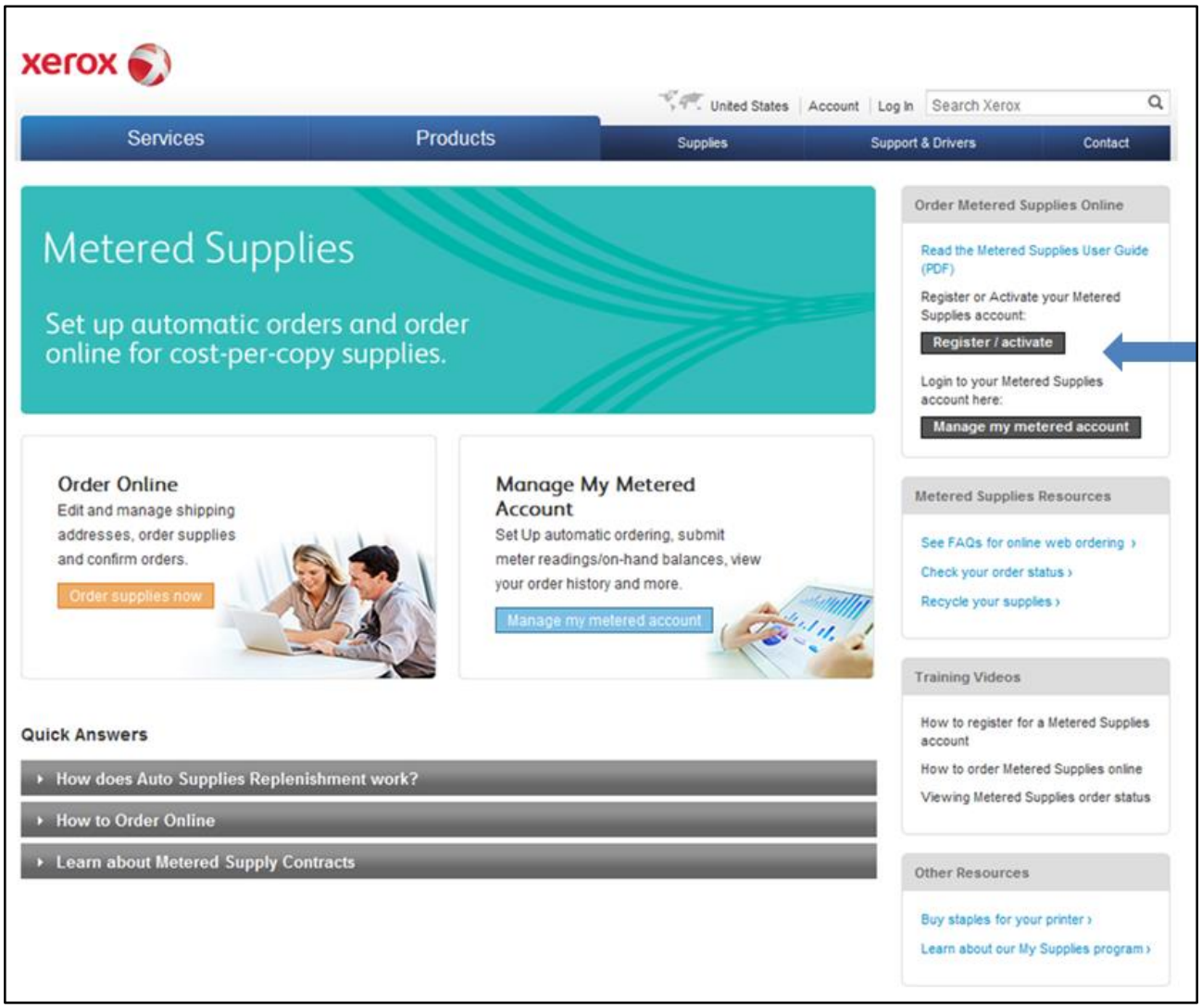
Thank you for using the Xerox Metered Supply Web Pages user manual. If you are a first-time user of Xerox Metered Supply, please follow the registration process beginning on page 5. If you have already registered, please refer to the table of contents for guidance in your specific area of interest.

Registration

How to Register

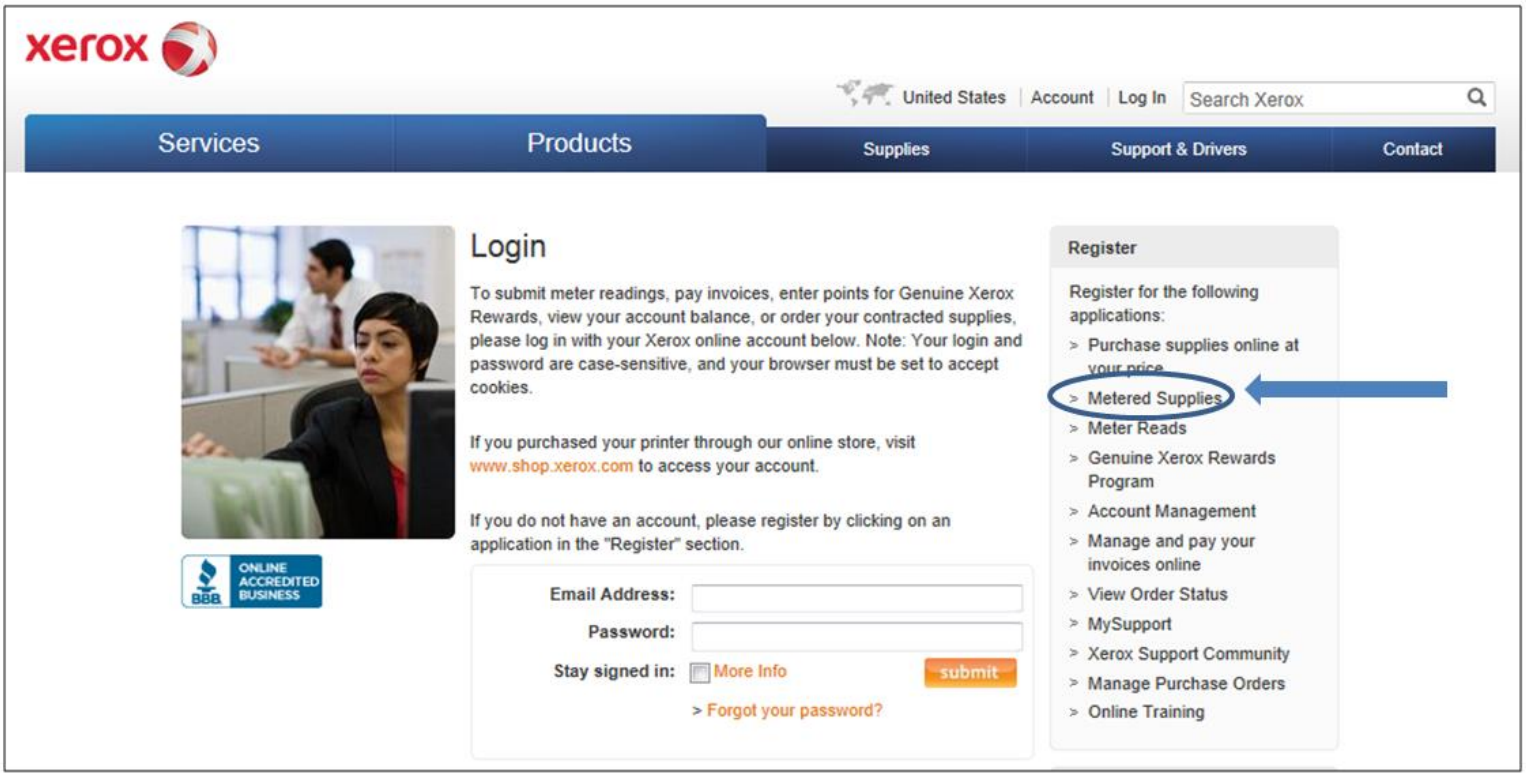
Before you can order supplies online or use the other features of the Metered Supply Web Pages, you must establish a metered Xerox.com account by registering.

1. Go to the URL: www.Xerox.com/meteredsupplies.
2. Click on the "Register/Activate" link on the right hand panel of the screen (pictured in the screenshot below).



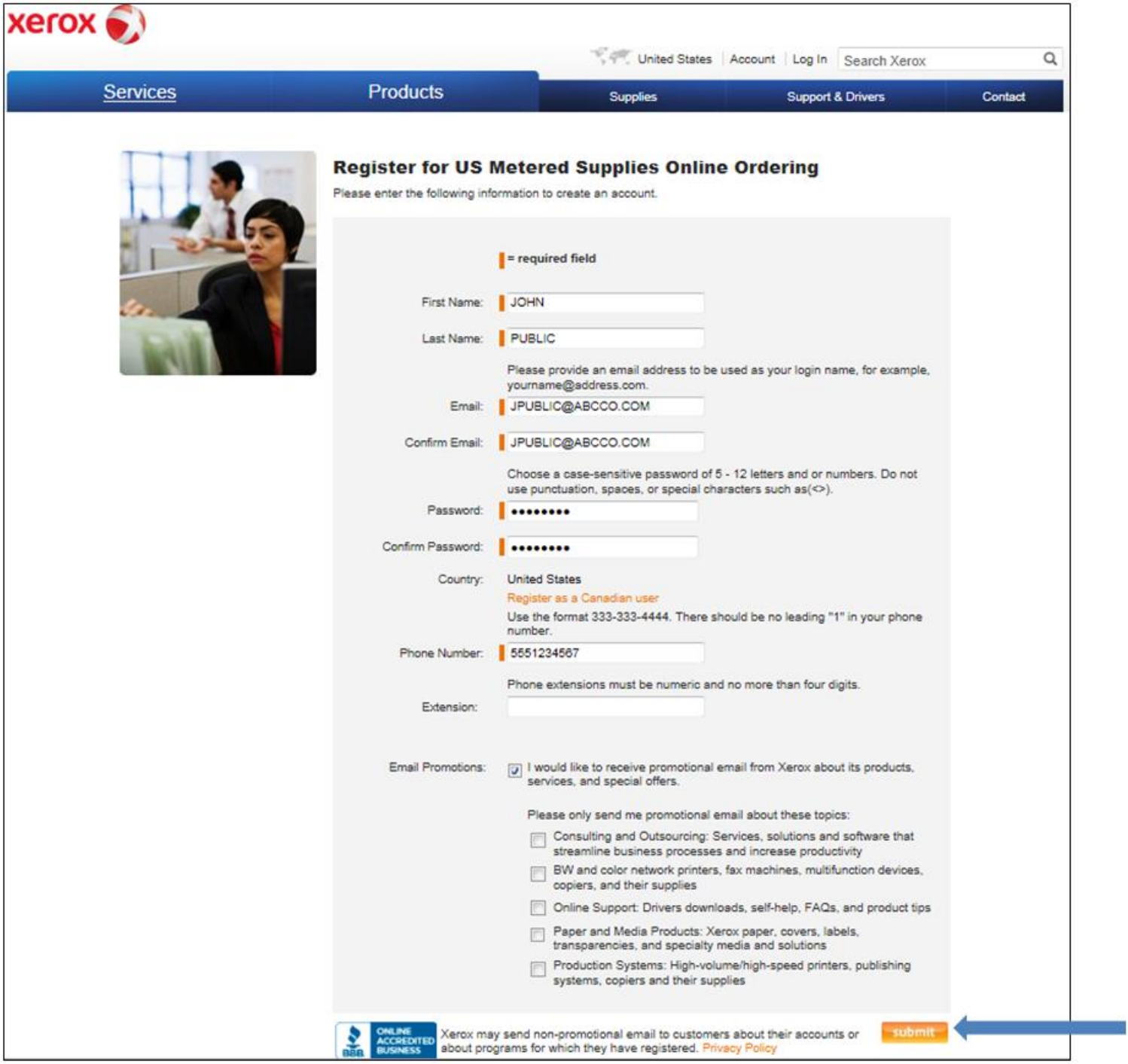
Return to Top

3. Click on the “Metered Supplies” link on the right hand panel of the screen (pictured in the screenshot below).



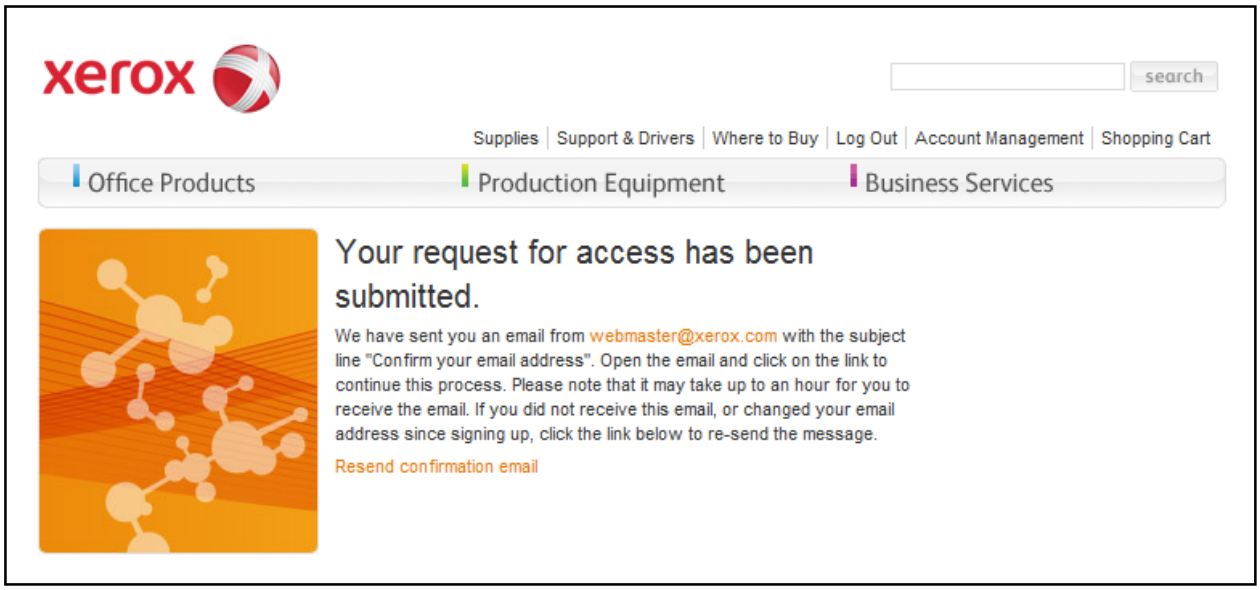
[Return to Top](#)

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



Return to Top

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



[Return to Top](#)

5. 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

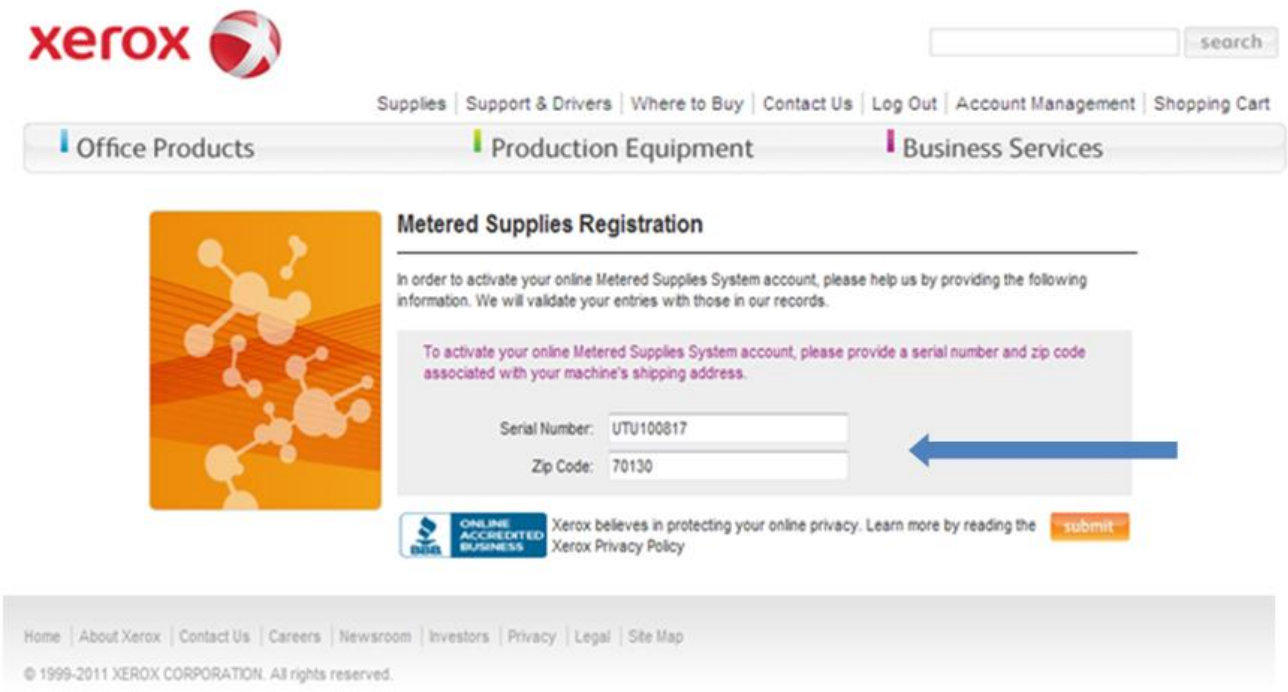
From: webmaster@xerox.com [mailto:webmaster@xerox.com]
Sent: Thursday, July 21, 2011 10:44 AM
To: Public, John
Subject: Confirm your email address

Greetings from Xerox, John Public (JPUPLIC@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.com.

Return to Top

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



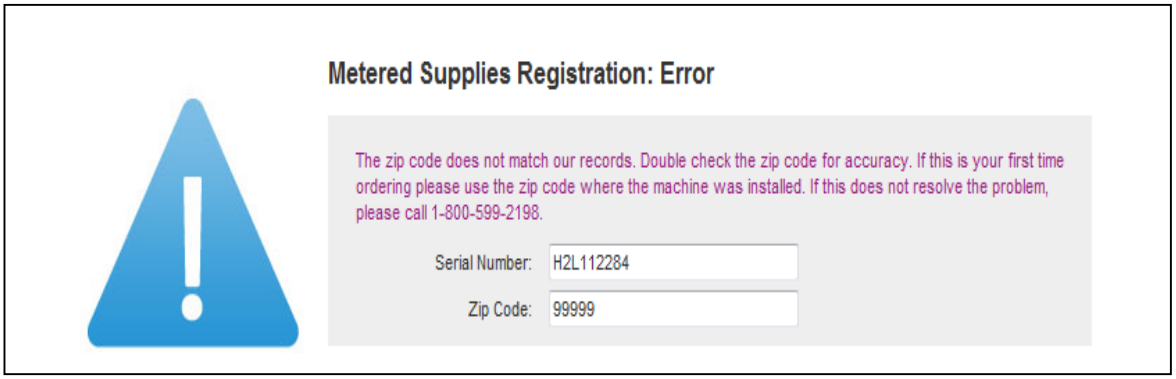
7. If you successfully submit your serial number / zip code, you will receive a password to use with your email address in the login screen. Congratulations! You have successfully registered for Xerox Metered Supply.

   For troubleshooting, please see below.

Return to Top

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.



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.Metered.Supplies.Web.Order@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.

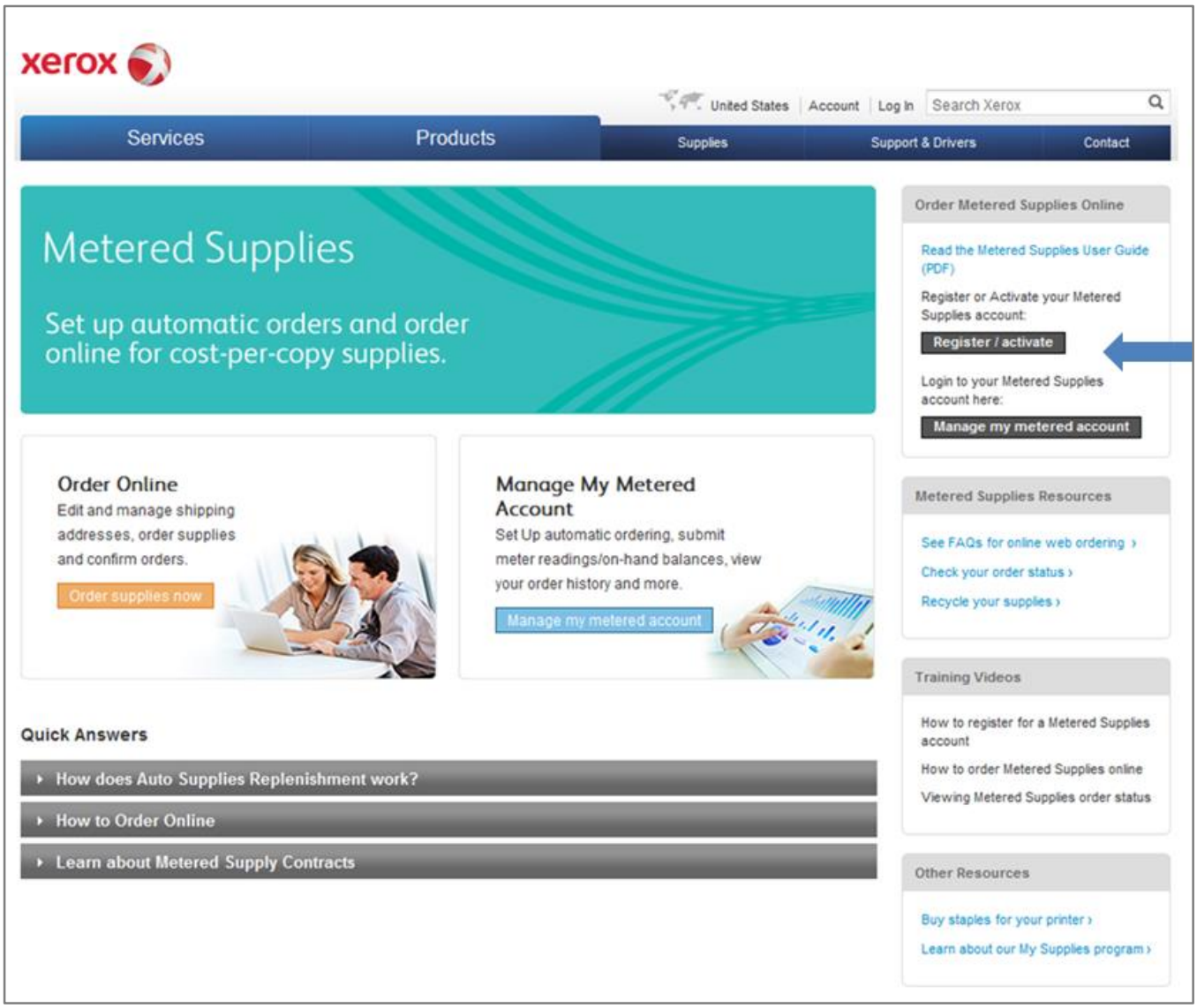
Return to Top

Features

Logging In

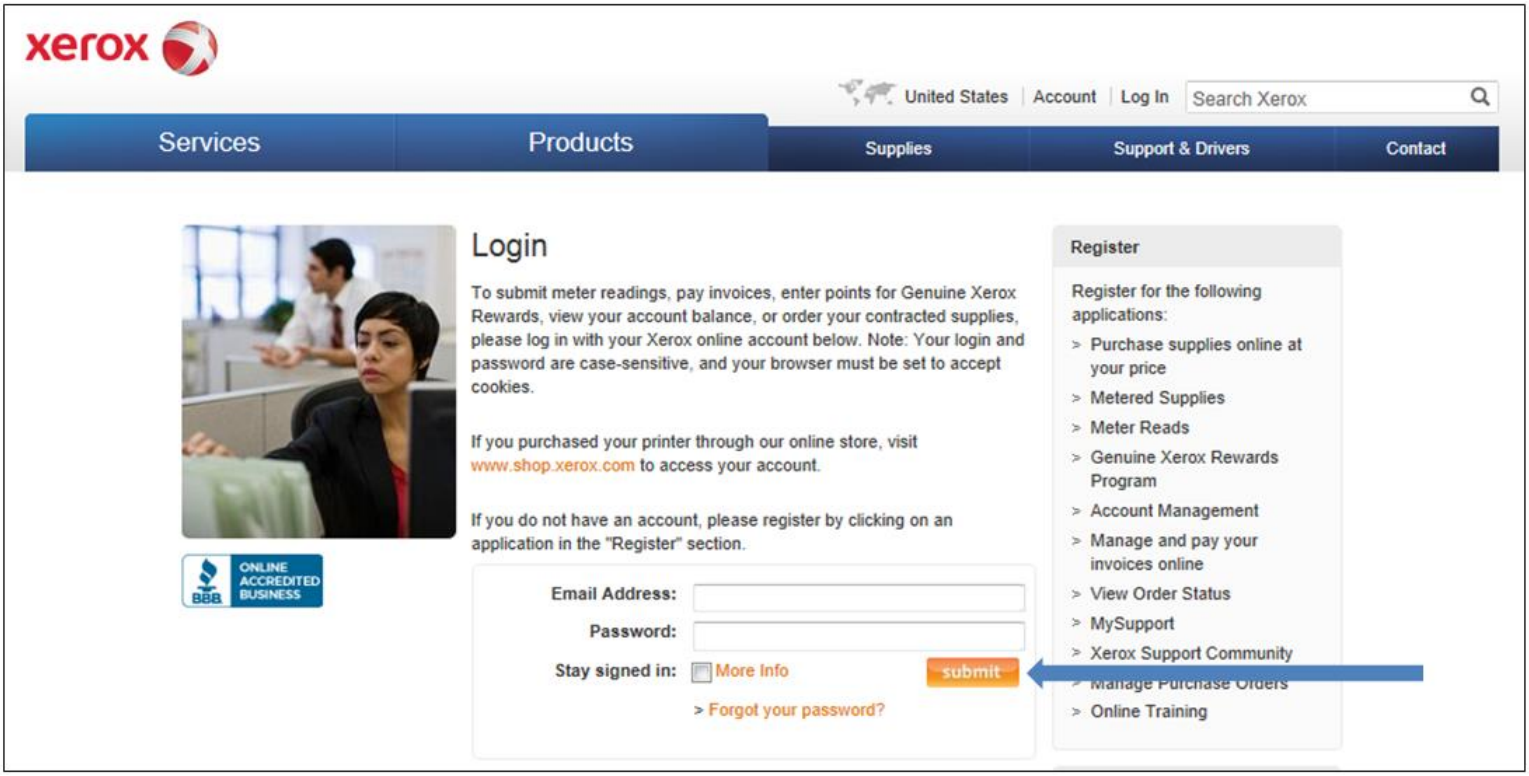
To access your account, you must have already followed the registration process successfully (please see Registration section beginning on page 5). If you have already registered, you can now log in to your account.

1. Go to the URL: www.Xerox.com/meteredsupplies.
2. Click "Login" on the right panel of the screen (see the screenshot below).



Return to Top

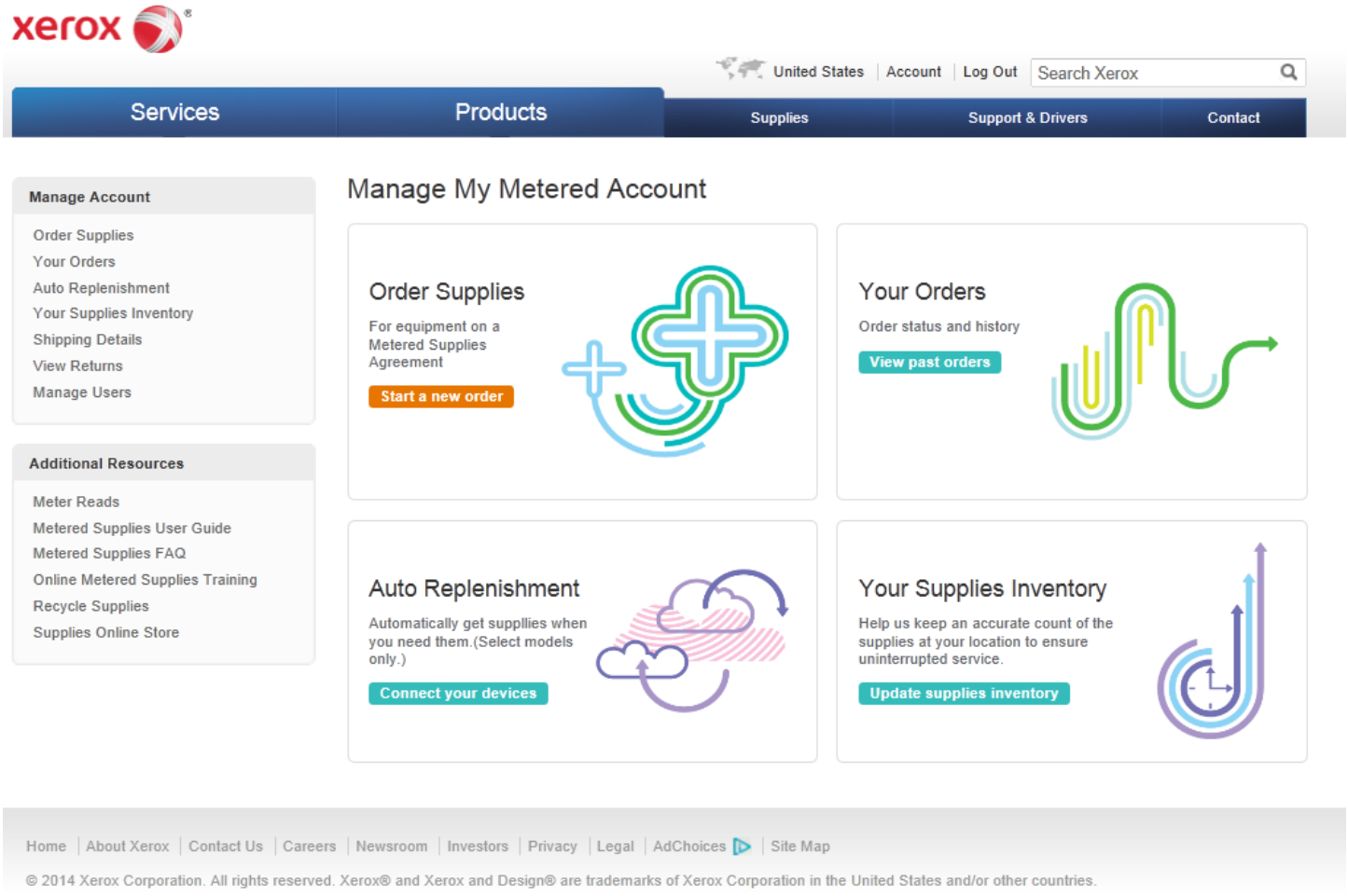
3. Enter your email address and password that you obtained during the registration process. Click submit to access your account.



[Return to Top](#)

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.



Self-Help Box: I have additional serial numbers that needs to be included with my Metered Online account

Please send the serial number actively associated to your account along with any additional serial numbers to be added to METEREDSUPPLIESWEBORDER@xerox.com.

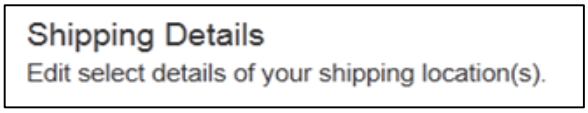
Note: Please designate if the additional serial numbers have the same shipping address and contact person.

Return to Top

Shipping Details (Change Location)

You can modify the shipping attention name, suite/mailstop, and phone number online. All other shipping information must be modified via telephone by calling 1-800-599-2198.

1. Log in to your Xerox Metered Supply Web account.
2. Click “Shipping 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”.

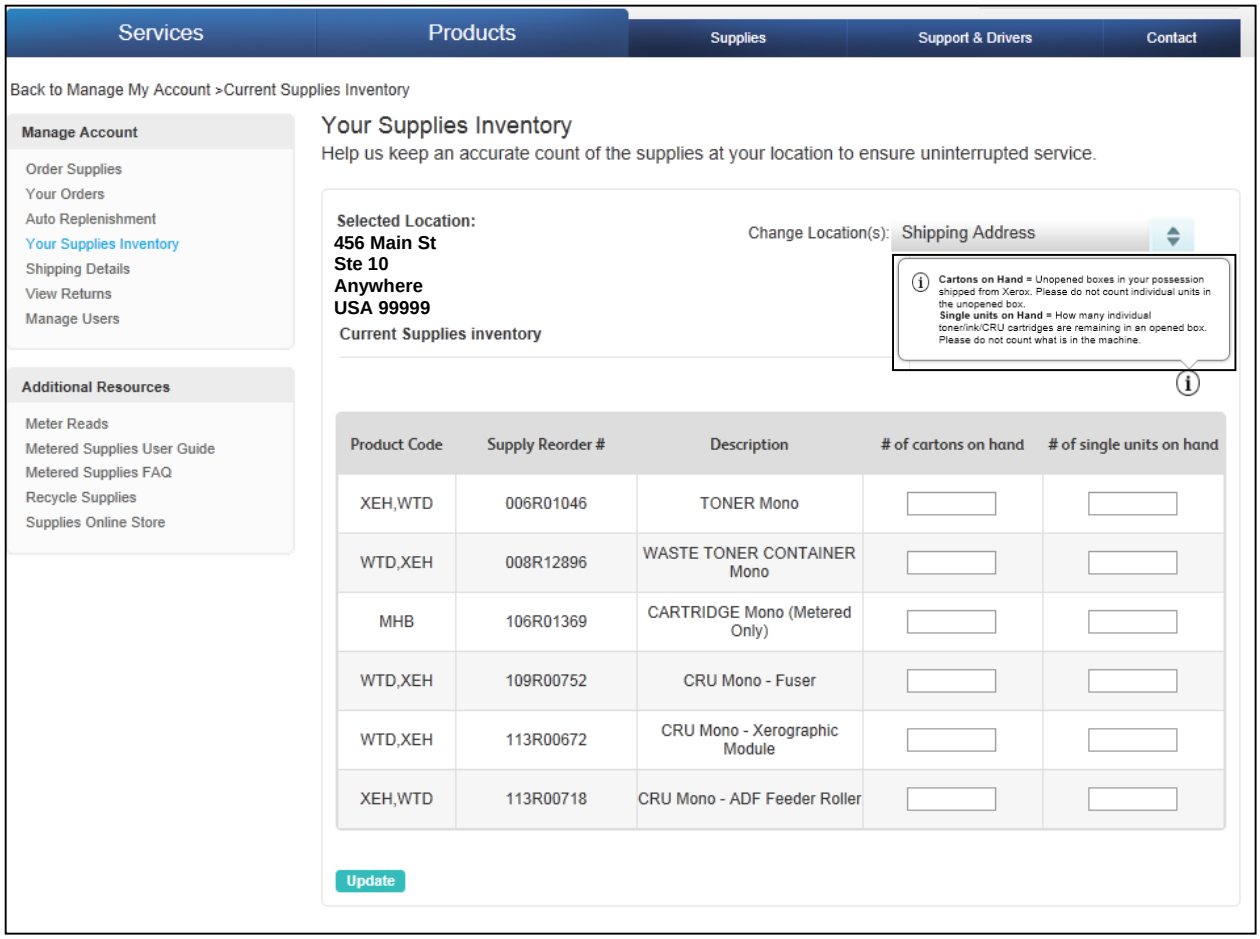


Return to Top

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 “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. This information is repeated if you hover over the ⓘ as seen below.
4. When you are finished, select “Update.”



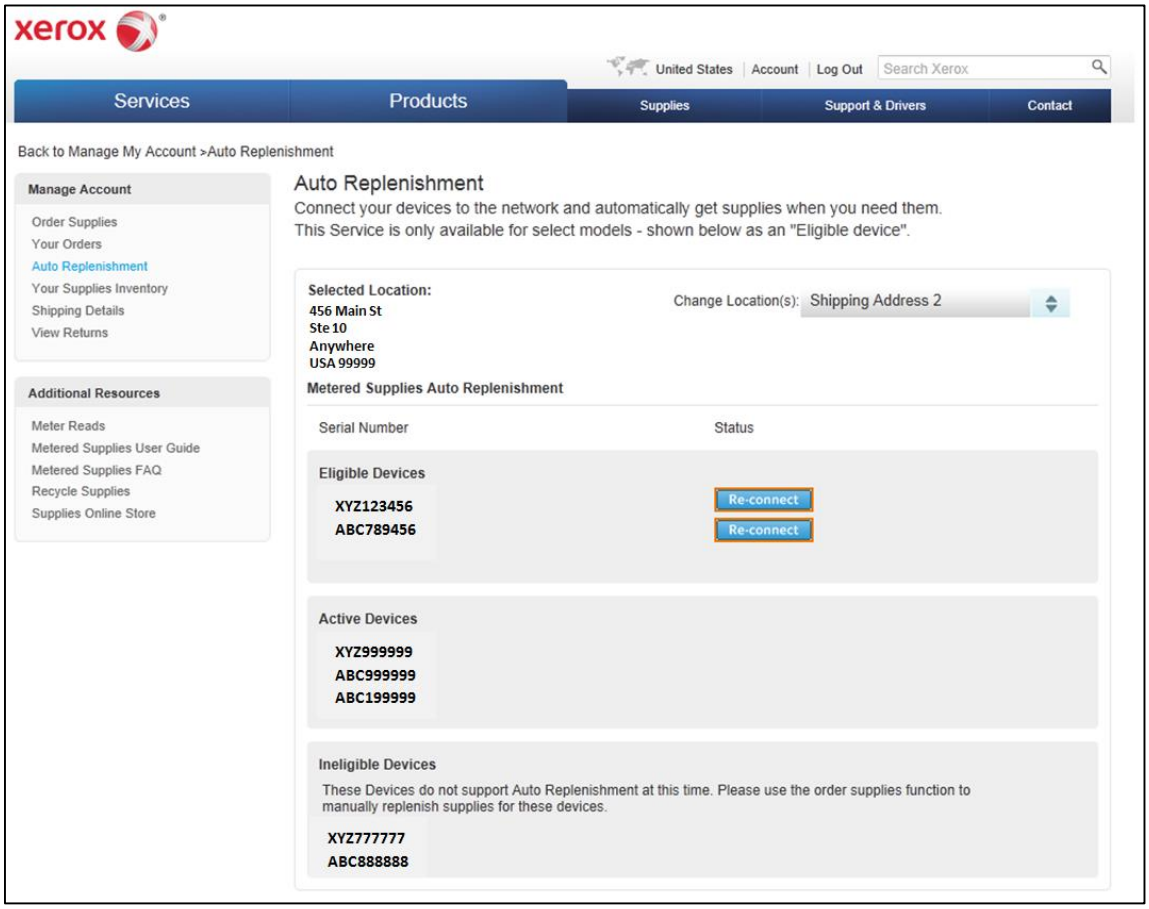
[Return to Top](#)

Auto Replenishment

You can enable auto replenishment for color machines that are transmitting Xerox Remote Services Supplies data. You can also view the category (valid categories are “Eligible”, “Active”, “Ineligible”) for your eligible equipment.

1. Log in to your Xerox Metered Supply Web account.
2. From any page click “Auto Replenishment”.
3. To enable Auto Replenishment, select the “Enable, Connect, or Re-connect” button to the right of the equipment serial number in the “Eligible” category.

   Note: More info available regarding the Categories below.



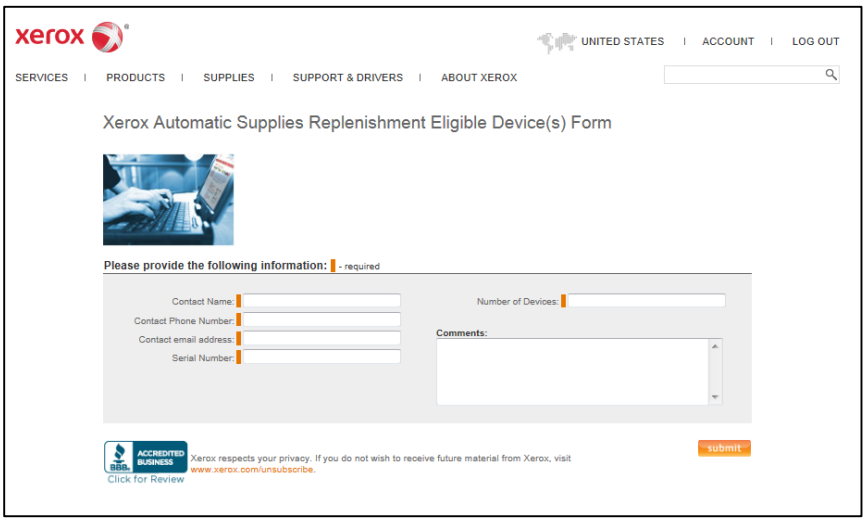
Categories

Eligible – Device can ship supplies automatically.

- **Enable** – Select to turn on automatic supplies replenishment.

Return to Top

- **Connect / Reconnect** – Device is eligible for automatic supplies replenishment, but requires connectivity. Select ***Connect / Reconnect*** to fill out *Xerox Automatic Supplies Replenishment Eligible Device(s) Form*.



Active – Serial number is on Automatic Supplies Replenishment.

Ineligible – Serial number cannot receive supplies automatically.

[Return to Top](#)

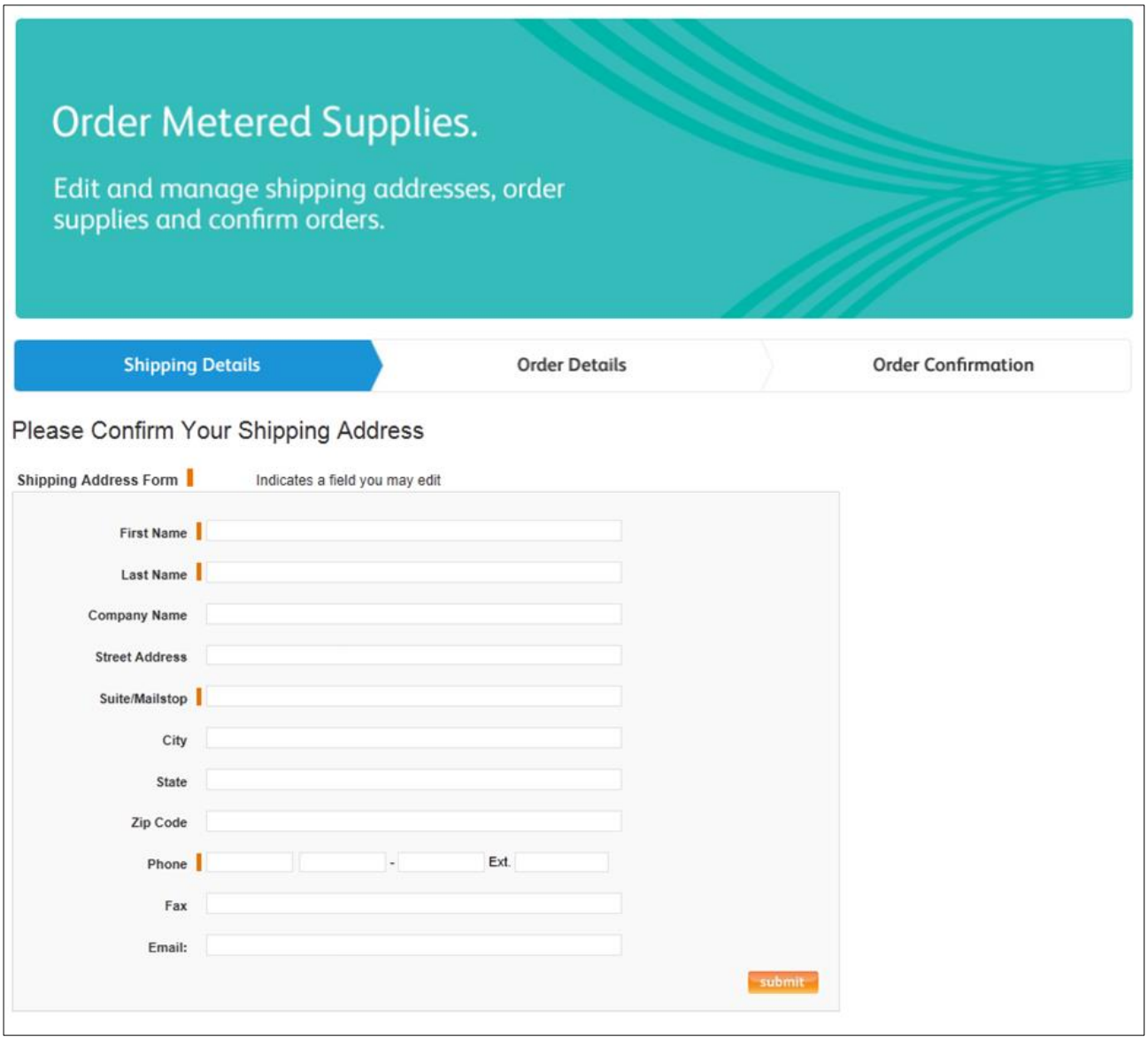
Order Supplies

Single Location

To order supplies for a single location:

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.

   Note: Fields with indicators are editable online. All other fields can only be changed by calling the Metered Supplies Customer Support Center at 800.599.2198

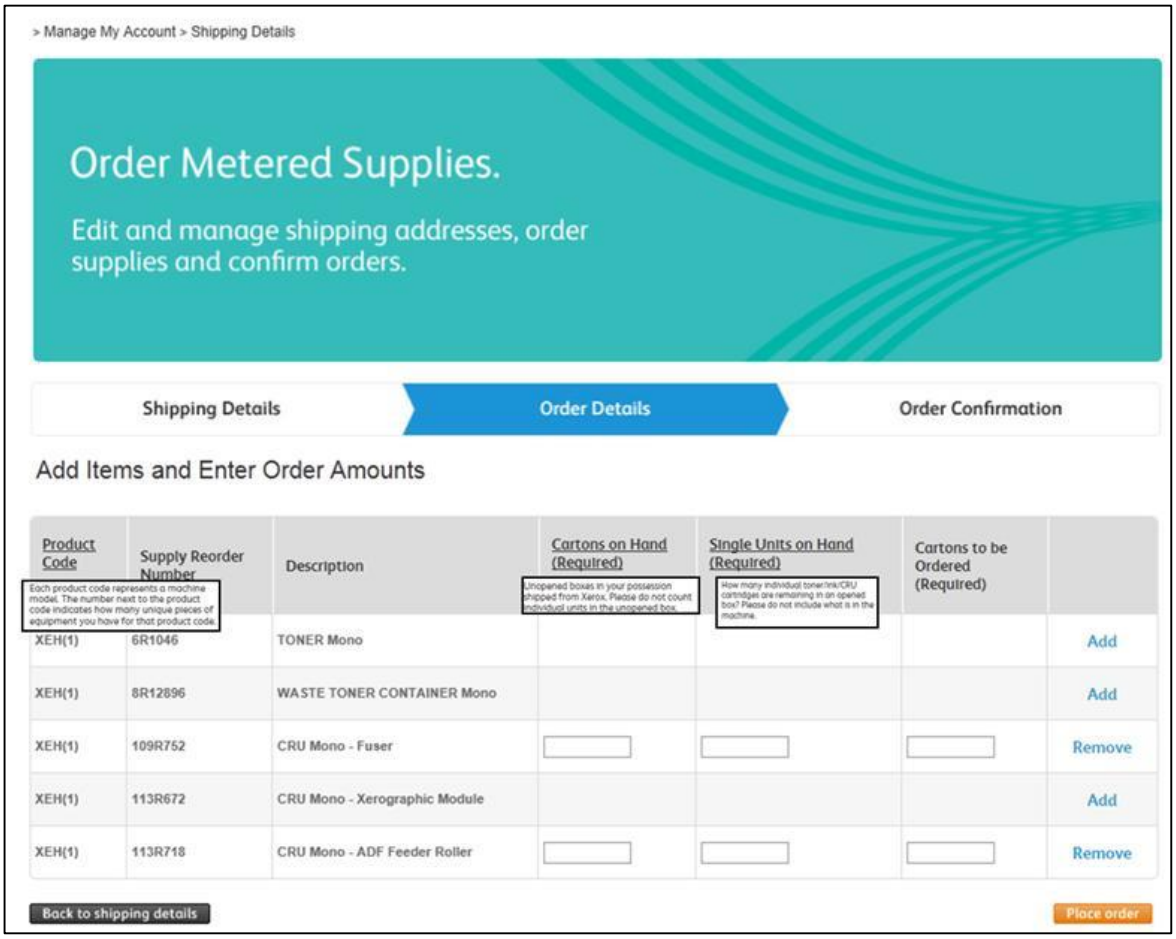


Return to Top

4. Fill in the fields under Add Items and Enter Order Amounts

   Note: An Individual Units field has been provided for you to account for partial cartons.

5. Click Place Order to finalize your order.



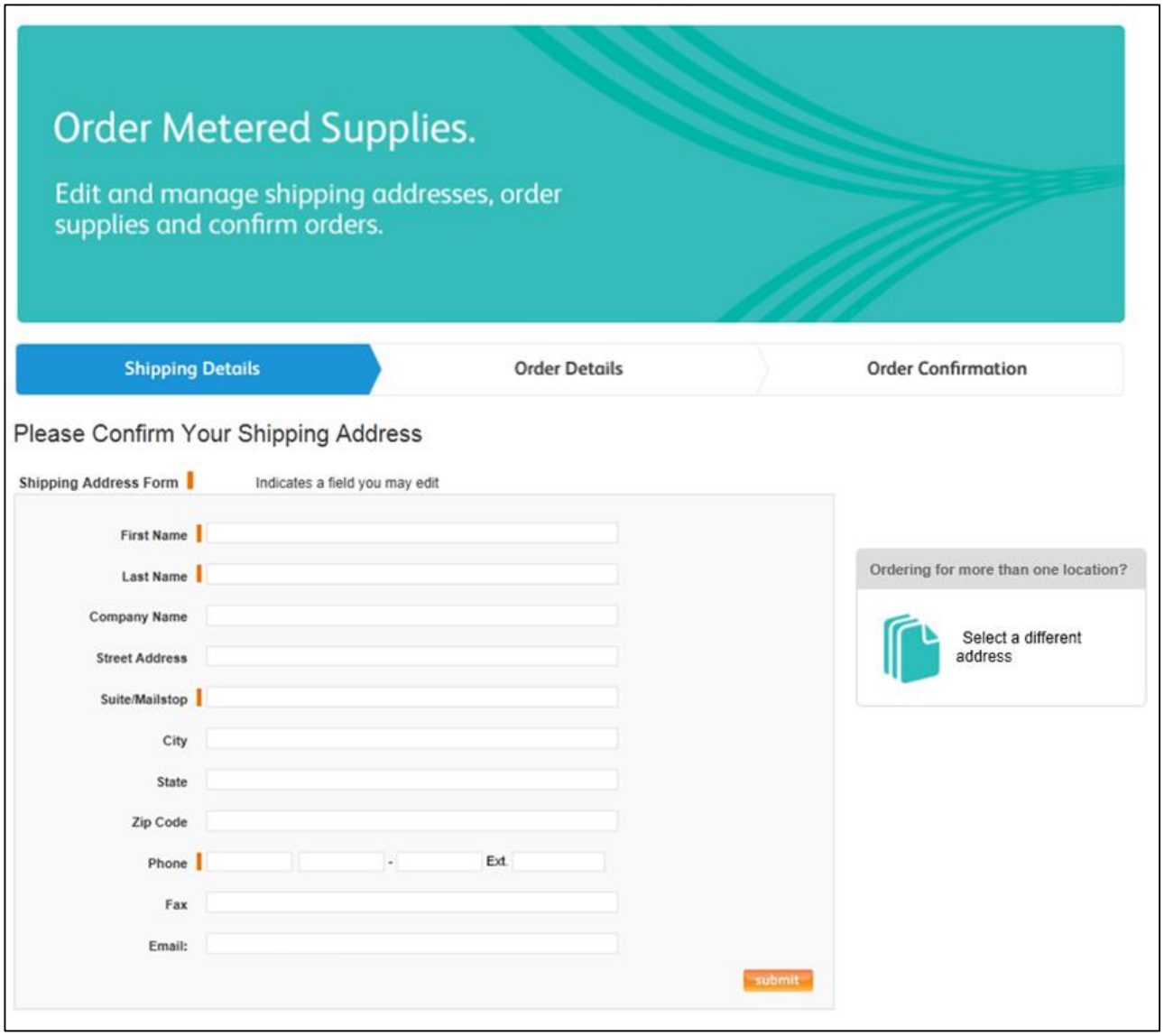
[Return to Top](#)

Multiple Locations

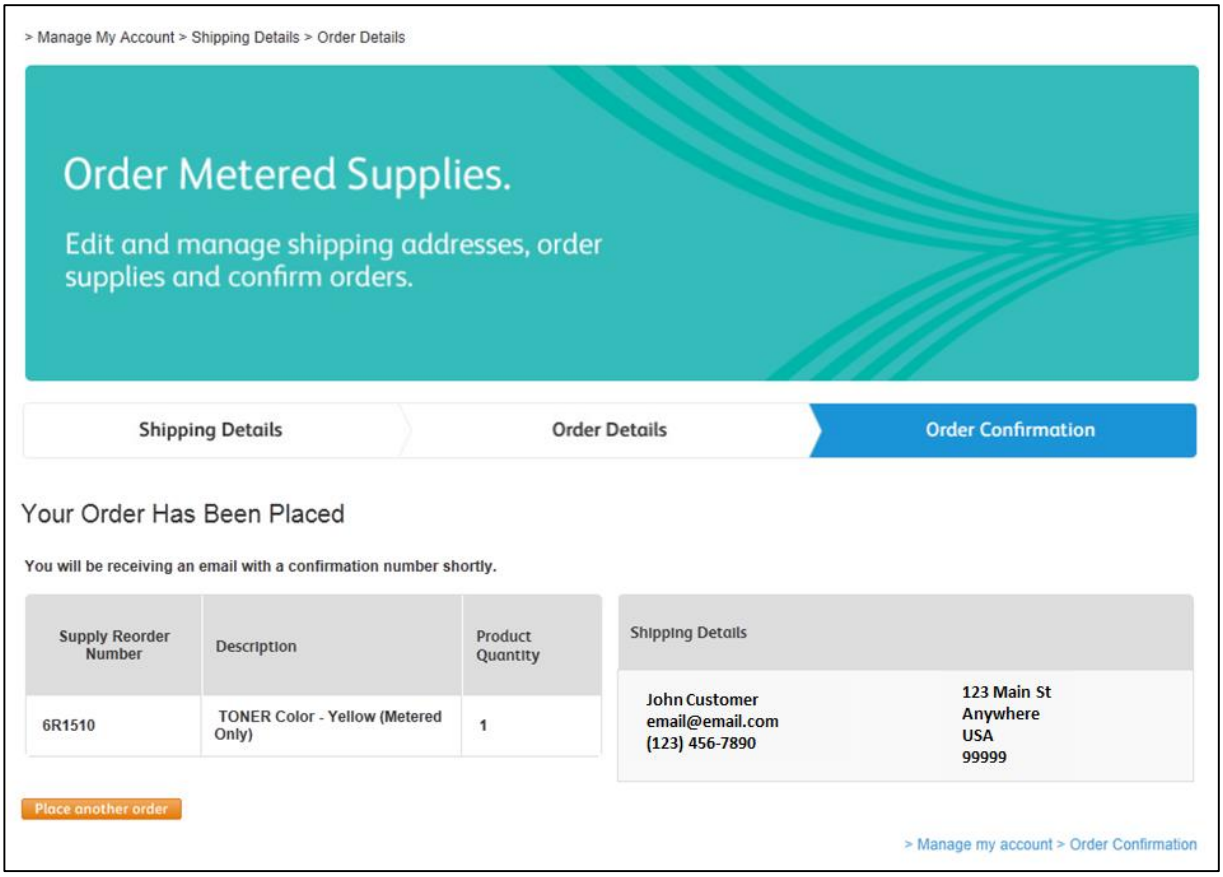
To order supplies for a different location:

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 800.599.2198



Return to Top



4. 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 : 14814

Supply Reorder Number	Description	Quantity
113R00285	CARTRIDGE Mono (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 at 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.

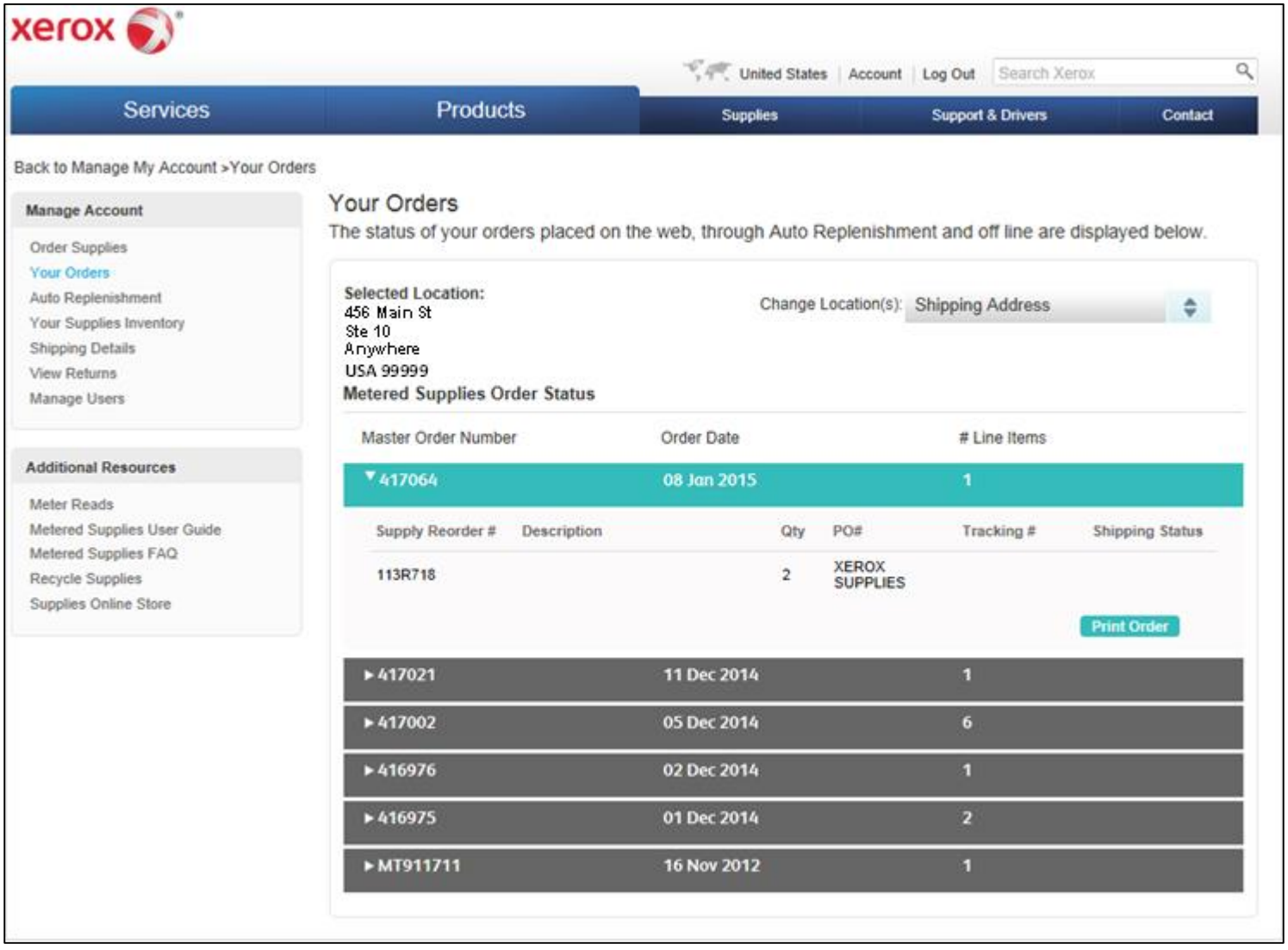
Return to Top

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 particular 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.



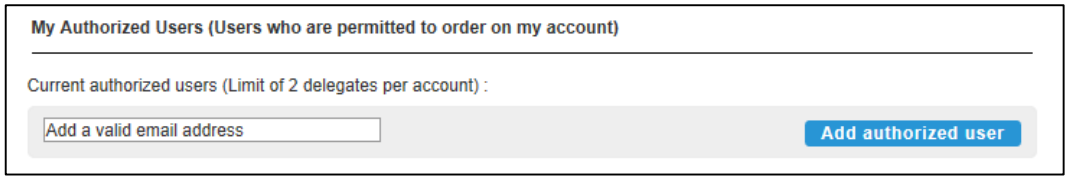
[Return to Top](#)

Manage Users

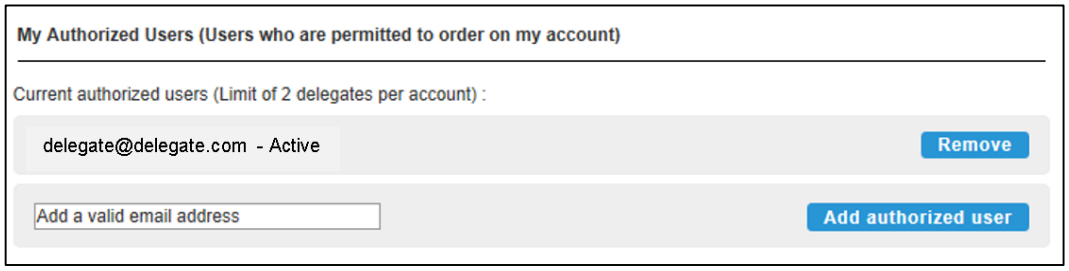
Authorize other users (Delegates) to order and/or maintain the account along with the Primary user.

My Authorized Users

Users who are permitted to maintain my account.

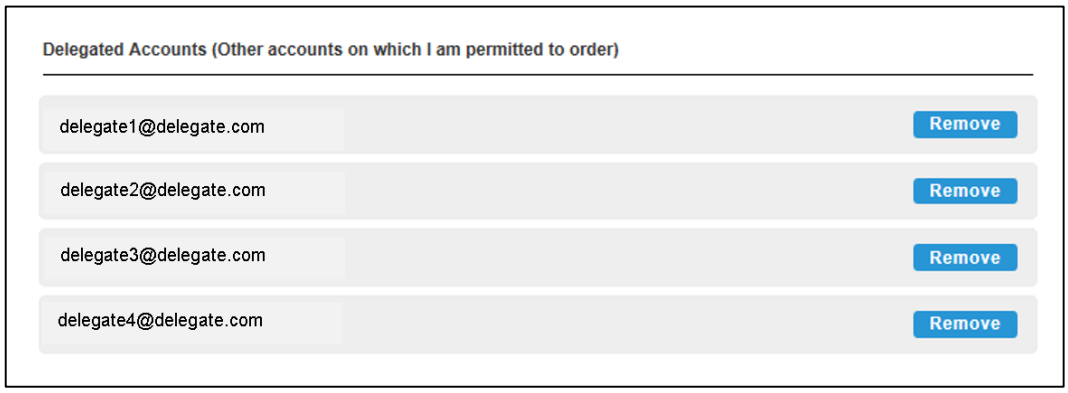


1. Enter the valid email address of the person you wish to make an *Authorized User*. (Limit 2)
2. You will receive an email defining your *Delegate*.
3. The *Delegate* will receive an email to accept the delegation.
4. After the *Delegate* has accepted, the Primary User will receive an email and will see the *Delegate* listed under *My Authorized Users*.



Delegated Accounts

Other accounts on which you are permitted to order.



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.

Return to Top