

# 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.

# 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](http://www.Xerox.com/meteredsupplies).
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. At the top, the Xerox logo is on the left, and navigation links for "United States", "Account", "Log In", and a search bar are on the right. Below this is a dark blue navigation bar with links for "Services", "Products", "Supplies", "Support & Drivers", and "Contact". The main content area features a large teal banner with the text "Metered Supplies" and "Set up automatic orders and order online for cost-per-copy supplies." To the right of the banner is a sidebar with several sections: "Order Metered Supplies Online" (containing links to the user guide, registration/activation, login, and account management), "Metered Supplies Resources" (with links to FAQs, order status, and recycling), "Training Videos" (with links to registration, ordering, and status viewing), and "Other Resources" (with links to staples and the My Supplies program). In the center, there are two white boxes: "Order Online" (with an "Order supplies now" button) and "Manage My Metered Account" (with a "Manage my metered account" button). At the bottom left, a "Quick Answers" section lists topics like "How does Auto Supplies Replenishment work?", "How to Order Online", and "Learn about Metered Supply Contracts". A blue arrow points to the "Register / activate" button in the sidebar.

[Return to Top](#)

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

The screenshot shows the Xerox website's main navigation and user account sections. The top navigation bar includes links for Services, Products, Supplies, Support & Drivers, and Contact. Below this, the main content area is divided into two primary sections: Login and Register.

**Login Section:**


- Image:** A woman working at a computer.
- Text:** "To submit meter readings, pay invoices, enter points for Genuine Xerox Rewards, view your account balance, or order your contracted supplies, please log in with your Xerox online account below. Note: Your login and password are case-sensitive, and your browser must be set to accept cookies."
- Text:** "If you purchased your printer through our online store, visit [www.shop.xerox.com](http://www.shop.xerox.com) to access your account."
- Text:** "If you do not have an account, please register by clicking on an application in the 'Register' section."
- Form:** Fields for Email Address and Password, a checkbox for "Stay signed in", a "More Info" link, a "Forgot your password?" link, and a "submit" button.
- BBB Accredited Business:** A logo for the Better Business Bureau.

**Register Section:**

- Section Header:** "Register"
- Text:** "Register for the following applications:"
- List of Applications:**
  - > Purchase supplies online at your price
  - > **Metered Supplies** (circled with a blue arrow)
  - > Meter Reads
  - > Genuine Xerox Rewards Program
  - > Account Management
  - > Manage and pay your invoices online
  - > View Order Status
  - > MySupport
  - > Xerox Support Community
  - > Manage Purchase Orders
  - > Online Training


[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.



United States | Account | Log In |

[Services](#) | [Products](#) | [Supplies](#) | [Support & Drivers](#) | [Contact](#)



### Register for US Metered Supplies Online Ordering

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:

Country:   
[Register as a Canadian user](#)

Use the format 333-333-4444. There should be no leading "1" in your phone number.

Phone Number:


Phone extensions must be numeric and no more than four digits.

Extension:


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
- ☐ 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 may send non-promotional email to customers about their accounts or about programs for which they have registered. [Privacy Policy](#)

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



[Supplies](#) | [Support & Drivers](#) | [Where to Buy](#) | [Log Out](#) | [Account Management](#) | [Shopping Cart](#)

[Office Products](#) | [Production Equipment](#) | [Business Services](#)



## Your request for access has been submitted.

We have sent you an email from [webmaster@xerox.com](mailto:webmaster@xerox.com) with the subject line "Confirm your email address". Open the email and click on the link to continue this process. Please note that it may take up to an hour for you to receive the email. If you did not receive this email, or changed your email address since signing up, click the link below to re-send the message.

[Resend confirmation email](#)

[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](mailto: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](http://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=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.

**xerox** 

Supplies | Support & Drivers | Where to Buy | Contact Us | Log Out | Account Management | Shopping Cart

Office Products | Production Equipment | Business Services


### 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 zip code associated with your machine's shipping address.

Serial Number:

Zip Code:



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


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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.

# 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.



**Metered Supplies Registration: Error**

The zip code does not match our records. Double check the zip code for accuracy. If this is your first time ordering please use the zip code where the machine was installed. If this does not resolve the problem, please call 1-800-599-2198.

Serial Number:

Zip Code:

## 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](mailto: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.

# 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](http://www.Xerox.com/meteredsupplies).
2. Click “Login” on the right panel of the screen (see the screenshot below).

**xerox**

United States Account Log In Search Xerox

Services Products Supplies Support & Drivers Contact

### 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/on-hand balances, 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**

[See FAQs for online web ordering >](#)  
[Check your order status >](#)  
[Recycle your supplies >](#)

**Training Videos**

[How to register for a Metered Supplies account](#)  
[How to order Metered Supplies online](#)  
[Viewing Metered Supplies order status](#)

**Other Resources**


[Buy staples for your printer >](#)  
[Learn about our My Supplies program >](#)

**Quick Answers**

- ▶ [How does Auto Supplies Replenishment work?](#)
- ▶ [How to Order Online](#)
- ▶ [Learn about Metered Supply Contracts](#)



[Return to Top](#)

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



United States | Account | Log In |

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



### Login

To submit meter readings, pay invoices, enter points for Genuine Xerox Rewards, view your account balance, or order your contracted supplies, please log in with your Xerox online account below. Note: Your login and password are case-sensitive, and your browser must be set to accept cookies.

If you purchased your printer through our online store, visit [www.shop.xerox.com](http://www.shop.xerox.com) to access your account.

If you do not have an account, please register by clicking on an application in the "Register" section.

Email Address:

Password:

Stay signed in: ☐ [More Info](#)

[> Forgot your password?](#)

### Register


Register for the following applications:

- > Purchase supplies online at your price
- > Metered Supplies
- > Meter Reads
- > Genuine Xerox Rewards Program
- > Account Management
- > Manage and pay your invoices online
- > View Order Status
- > MySupport
- > Xerox Support Community
- > Manage Purchase Orders
- > Online Training

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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.



United States | Account | Log Out |

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

**Manage Account**

- Order Supplies
- Your Orders
- Auto Replenishment
- Your Supplies Inventory
- Shipping Details
- View Returns
- Manage Users


**Additional Resources**

- Meter Reads
- Metered Supplies User Guide
- Metered Supplies FAQ
- Online Metered Supplies Training
- Recycle Supplies
- Supplies Online Store

## 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](#)


### Auto Replenishment

Automatically get supplies when you need them. (Select models only.)

[Connect your devices](#)

### Your Supplies Inventory

Help us keep an accurate count of the supplies at your location to ensure uninterrupted service.

[Update supplies inventory](#)

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## 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](mailto:METEREDSUPPLIESWEBORDER@xerox.com).

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

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# 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".

## Shipping Details

Edit select details of your shipping location(s).

### Shipping Address 1

ABC Company  
123 Main St  
Suite 5  
Anywhere  
US 99999

John Q. Public  
Phone: 555-555-1212  
customer@xerox.com

Edit

### Shipping Address 2

XYZ Company  
123 Main St  
Suite 5  
Anywhere  
US 99999


Sally Anybody  
Phone: 555-555-1212  
customer@xerox.com

Delegated by:  
primaryuser@xerox.com

Edit

# 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.”

Services

Products

Supplies

Support & Drivers

Contact

Back to Manage My Account >Current Supplies Inventory

Manage Account

Order Supplies

Your Orders

Auto Replenishment

Your Supplies Inventory

Shipping Details

View Returns

Manage Users

Additional Resources

Meter Reads

Metered Supplies User Guide

Metered Supplies FAQ

Recycle Supplies

Supplies Online Store

Your Supplies Inventory

Help us keep an accurate count of the supplies at your location to ensure uninterrupted service.

Selected Location:

456 Main St

Ste 10

Anywhere

USA 99999

Change Location(s):

Shipping Address

Cartons on Hand = Unopened boxes in your possession shipped from Xerox. Please do not count individual units in the unopened box.

Single units on Hand = How many individual toner/ink/CRU cartridges are remaining in an opened box. Please do not count what is in the machine.

Current Supplies inventory

Product Code	Supply Reorder #	Description	# of cartons on hand	# of single units on hand
XEH,WTD	006R01046	TONER Mono	<input type="text"/>	<input type="text"/>
WTD,XEH	008R12896	WASTE TONER CONTAINER Mono	<input type="text"/>	<input type="text"/>
MHB	106R01369	CARTRIDGE Mono (Metered Only)	<input type="text"/>	<input type="text"/>
WTD,XEH	109R00752	CRU Mono - Fuser	<input type="text"/>	<input type="text"/>
WTD,XEH	113R00672	CRU Mono - Xerographic Module	<input type="text"/>	<input type="text"/>
XEH,WTD	113R00718	CRU Mono - ADF Feeder Roller	<input type="text"/>	<input type="text"/>

Update

# 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.

The screenshot shows the Xerox Metered Supply Web interface. At the top is the Xerox logo and navigation links for United States, Account, Log Out, and a search bar. Below this is a main navigation bar with tabs for Services, Products, Supplies, Support & Drivers, and Contact. The page title is "Auto Replenishment" and it includes a breadcrumb "Back to Manage My Account > Auto Replenishment".

On the left is a sidebar with two sections: "Manage Account" (containing links for Order Supplies, Your Orders, Auto Replenishment, Your Supplies Inventory, Shipping Details, and View Returns) and "Additional Resources" (containing links for Meter Reads, Metered Supplies User Guide, Metered Supplies FAQ, Recycle Supplies, and Supplies Online Store).

The main content area is titled "Auto Replenishment" and includes the instruction: "Connect your devices to the network and automatically get supplies when you need them. This Service is only available for select models - shown below as an 'Eligible device'".

Below this is a section for "Metered Supplies Auto Replenishment" with a "Selected Location" of "456 Main St Ste 10 Anywhere USA 99999" and a "Change Location(s)" dropdown set to "Shipping Address 2".

The devices are listed in three categories:

- Eligible Devices:** A table with two columns, "Serial Number" and "Status". It lists two devices: XYZ123456 and ABC789456, each with a "Re-connect" button to its right.
- Active Devices:** A list of three device serial numbers: XYZ999999, ABC999999, and ABC199999.
- Ineligible Devices:** A list of two device serial numbers: XYZ777777 and ABC888888, with a note stating: "These Devices do not support Auto Replenishment at this time. Please use the order supplies function to manually replenish supplies for these devices."

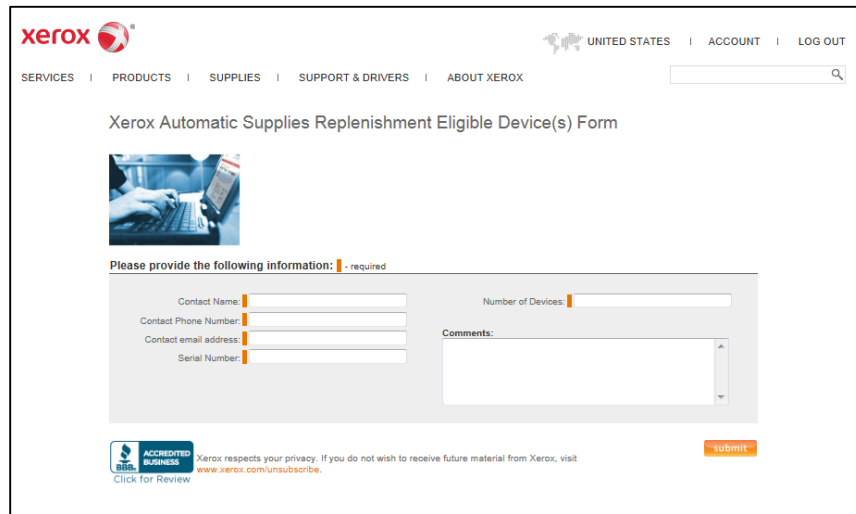
## Categories

**Eligible** – Device can ship supplies automatically.

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



- **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*.



The screenshot shows the Xerox website's 'Xerox Automatic Supplies Replenishment Eligible Device(s) Form'. The page has a header with the Xerox logo, navigation links (SERVICES, PRODUCTS, SUPPLIES, SUPPORT & DRIVERS, ABOUT XEROX), and a search bar. The form title is 'Xerox Automatic Supplies Replenishment Eligible Device(s) Form'. Below the title is a small image of a person using a laptop. The form instructions are 'Please provide the following information: \* - required'. The form fields are: Contact Name, Contact Phone Number, Contact email address, Serial Number, Number of Devices, and Comments. There is a 'submit' button at the bottom right. At the bottom left, there is a 'Click for Review' link and a privacy notice: 'Xerox respects your privacy. If you do not wish to receive future material from Xerox, visit www.xerox.com/unsubscribe.'

**Active** – Serial number is on Automatic Supplies Replenishment.

**Ineligible** – Serial number cannot receive supplies automatically.

# 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

## Order Metered Supplies.

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

Shipping Details

Order Details

Order Confirmation

### Please Confirm Your Shipping Address

Shipping Address Form Indicates a field you may edit

First Name	
Last Name	
Company Name	
Street Address	
Suite/Mailstop	
City	
State	
Zip Code	
Phone	- Ext.
Fax	
Email:	

submit

[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.

> Manage My Account > Shipping Details

## Order Metered Supplies.

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

Shipping Details
Order Details
Order Confirmation

### Add Items and Enter Order Amounts

Product Code	Supply Reorder Number	Description	Cartons on Hand (Required)	Single Units on Hand (Required)	Cartons to be Ordered (Required)	
Each product code represents a machine model. The number next to the product code indicates how many unique pieces of equipment you have for that product code.			Unopened boxes in your possession shipped from Xerox. Please do not count individual units in the unopened box.	How many individual toner/ink/CRU cartridges are remaining in an opened box? Please do not include what is in the machine.		
XEH(1)	6R1046	TONER Mono				Add
XEH(1)	8R12896	WASTE TONER CONTAINER Mono				Add
XEH(1)	109R752	CRU Mono - Fuser				Remove
XEH(1)	113R672	CRU Mono - Xerographic Module				Add
XEH(1)	113R718	CRU Mono - ADF Feeder Roller				Remove

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 800.599.2198

## Order Metered Supplies.

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

Shipping Details

Order Details

Order Confirmation

### Please Confirm Your Shipping Address

Shipping Address Form

Indicates a field you may edit

First Name

Last Name

Company Name

Street Address

Suite/Mailstop

City

State

Zip Code

Phone

Fax

Email

submit

Ordering for more than one location?

Select a different address

> Manage My Account > Shipping Details > Order Details

## Order Metered Supplies.

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

Shipping Details Order Details **Order Confirmation**

### Your Order Has Been Placed

You will be receiving an email with a confirmation number shortly.

Supply Reorder Number	Description	Product Quantity
6R1510	TONER Color - Yellow (Metered Only)	1

Place another order

Shipping Details

John Customer  
email@email.com  
(123) 456-7890

123 Main St  
Anywhere  
USA  
99999

> Manage my account > Order Confirmation

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](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.

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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 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.

**xerox**

United States Account Log Out Search Xerox

Services Products Supplies Support & Drivers Contact

Back to Manage My Account > Your Orders

**Manage Account**

- Order Supplies
- Your Orders**
- Auto Replenishment
- Your Supplies Inventory
- Shipping Details
- View Returns
- Manage Users

**Additional Resources**

- Meter Reads
- Metered Supplies User Guide
- Metered Supplies FAQ
- Recycle Supplies
- Supplies Online Store

**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  
USA 99999

Change Location(s): Shipping Address

**Metered Supplies Order Status**

Master Order Number	Order Date	# Line Items
▼ 417064	08 Jan 2015	1

Supply Reorder #	Description	Qty	PO#	Tracking #	Shipping Status
113R718		2	XEROX SUPPLIES		

[Print Order](#)

▶ 417021	11 Dec 2014	1
▶ 417002	05 Dec 2014	6
▶ 416976	02 Dec 2014	1
▶ 416975	01 Dec 2014	2
▶ MT911711	16 Nov 2012	1

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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

Users who are permitted to maintain my account.

**My Authorized Users (Users who are permitted to order on my account)**

Current authorized users (Limit of 2 delegates per account) :

Add authorized user

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*.

**My Authorized Users (Users who are permitted to order on my account)**

Current authorized users (Limit of 2 delegates per account) :

delegate@delegate.com - Active Remove

Add authorized user

## Delegated Accounts

Other accounts on which you are permitted to order.

**Delegated Accounts (Other accounts on which I am permitted to order)**

delegate1@delegate.com Remove

delegate2@delegate.com Remove

delegate3@delegate.com Remove

delegate4@delegate.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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