

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

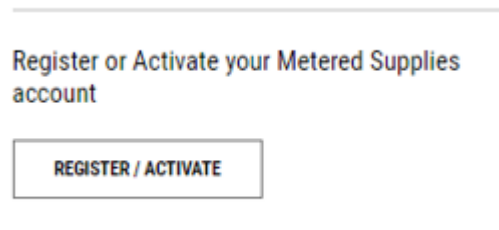
Thank you for using the Xerox Metered Supply Web Pages user manual. If you are a first-time user of Xerox Metered Supply, please follow the registration process beginning on page 5. If you have already registered, please refer to the table of contents for guidance in your specific area of interest.

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.com/meteredsupplies.
2. Click on the “Register/Activate” link on the righthand panel of the screen.



3. Fill out the required fields on the registration form and then click the red button at the bottom of the page to submit request.

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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, July 21, 2011 10:44 AM

To: Public, John

Subject: Confirm your email address

This email is to confirm your registration on Xerox.com.

We hope you'll take advantage of our site to:

- Learn about new products
- View our supplies catalog
- Place online orders
- Manage your Xerox equipment, meter readings, contracts, invoices or orders

Please save this e-mail or print it for future reference.

You are registered as: JPUBLIC@ABCCO.COM

You can change your email or password at: <http://www.xerox.com/login>

If you forget your password, please select the "Forgot Your Password" link in the login page.

www.xerox.com

From: webmaster@xerox.com [mailto:webmaster@xerox.com]

Sent: Thursday, July 21, 2011 10:44 AM

To: Public, John

Subject: Confirm your email address

Greetings from Xerox, John Public (JPUBLIC@ABCCO.COM):

You are receiving this message because you have requested access to a Xerox.com application. Before you can access this application, you must confirm your email address by clicking [this link](#).

If the above link does not work for you, try the following:

<http://www.accounts.xerox.com/auth/confirmedEmail.jsf?u=20123553&dt=1311259454646&al=FGi2b%2Fj%2FvQ9dEYIUHK4xFw%3D%3D&ttl=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.

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5. Enter the serial number and the shipping address zip code associated with your account and click submit.
6. If you successfully submit your serial number / zip code, you will receive a password to use with your email address in the login screen. Congratulations! You have successfully registered for Xerox Metered Supply.
For troubleshooting, please see the next page.

Troubleshooting

If you receive the error pictured below, follow the suggested steps below in the Self-Help Box. For assistance, please call 1-800-599-2198.



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.

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.

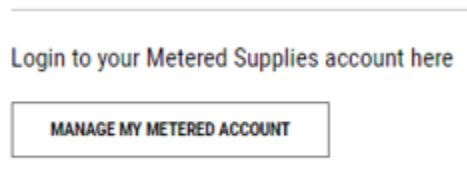
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2 Features

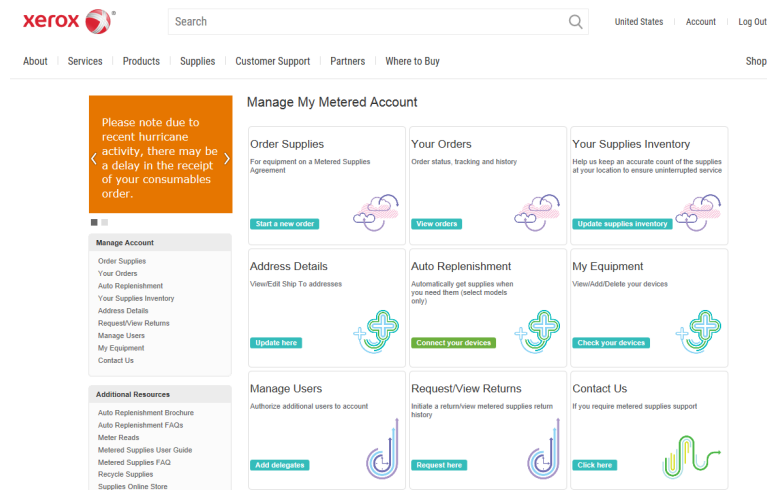
Logging In

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.com/meteredsupplies.
2. Click “Manage my metered account” on the right panel of the screen (see the screenshot below).



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



Update Your Email or User Profile

1. Sign into your account.
2. Click on “Account” in the upper righthand corner of the page.

Please note due to recent hurricane activity, there may be a delay in the receipt of your consumables order.

Manage My Metered Account

- Order Supplies**
For equipment on a Metered Supplies Agreement
[Start a new order](#)
- Your Orders**
Order status, tracking and history
[View 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](#)

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

3. Click on “Update your email or user profile” under Account Resources.
4. Update your email address and/or password. You will also need to fill in the required fields before clicking “Submit.”

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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, there is a navigation sidebar with a 'What's New?' banner (orange background) and a 'Manage Account' section. A red arrow points to the 'Manage Account' section. Below the 'Manage Account' section is an 'Additional Resources' section. The main content area is a grid of nine interactive boxes, each with a title, description, and a call-to-action button. The boxes are: 'Order Supplies' (Start a new order), 'Your Orders' (View orders), 'Your Supplies Inventory' (Update supplies inventory), 'Address Details' (Update here), 'Auto Replenishment' (Connect your devices), 'My Equipment' (Check your devices), 'Manage Users' (Add delegates), 'Request/View Returns' (Request here), and 'Contact Us' (Click here).

What's New?
Priority shipping and staples now available!

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

Manage My Metered Account

Order Supplies For equipment on a Metered Supplies Agreement Start a new order	Your Orders Order status, tracking and history View 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 1-800-599-2198 or using the “Contact Us” link.

1. Log in to your Xerox Metered Supply Web account.
2. Click “Address Details” under the Manage Account heading on the left panel.
3. Select “Edit” under the address to be modified.
4. Enter the changes you would like to make in the fields provided and click “submit”.

Address Details

Edit select details of your shipping location(s).

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 “Cartons on Hand” field and partial cartons in the “Units on Hand” field. For example, if you have 3 bottles left of a 6-bottle carton, put “3” into the “Units on hand” field.
4. When you are finished, select “Update.”

Back to Manage My Account > Current Supplies Inventory

What's New?

Priority shipping and staples now available!

Your Supplies Inventory

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

Selected Location: Change Location

456 Main St
Ste 10
Anywhere
USA 99999

Current Supplies inventory

Product Code	Reorder Number	Description	Cartons on Hand	Units on Hand
Product Code represents a machine model			- Enter "0" if none on hand Number of unopened boxes	- 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
WRT	006R01046	TONER Mono	<input type="text"/>	<input type="text"/>
WRT	008R12896	WASTE TONER CONTAINER Mono	<input type="text"/>	<input type="text"/>
WRT	109R00752	CRU Mono - Fuser	<input type="text"/>	<input type="text"/>
WRT	113R00608	CRU Mono - Xerographic Module	<input type="text"/>	<input type="text"/>
WRT	113R00717	CRU Mono - ADF Feeder Roller	<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

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
 - 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

Auto Replenishment

Check your device status for each shipping address and complete any actions below.

The supplies for these devices will ship together to the same location and contact person. If there are devices missing, or devices that should not be included, please contact meteredsuppliesweborder@xerox.com.

To improve the auto replenishment service, please update your [current inventory](#) and if your address is incorrect go to the [Shipping Details](#) page to correct.

Selected Location:

456 Main St
Suite 10
Anywhere
USA 99999

[Change Location](#)

Metered Supplies Auto Replenishment

Serial Number	Status
---------------	--------

Active Devices

These Devices are on Auto Replenishment. If a grey box appears to the right of the serial number you can improve your auto replenishment experience by calling Service at 1-800-822-2979 to initiate a network connection.

XYA123456	
XYA123457	
XYA123459	
XYA123461	
XYA123462	
XYA123463	

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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 and contact information on record. Verify the information on the screen then click 'submit'.

Note: Fields with indicators are editable online. All other fields can only be changed by calling the Metered Supplies Customer Support Center at 1-800.599.2198.

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:

- Select Priority Shipment if you do not want Ground Shipment. If you choose Priority Shipment, your order is limited to 5 cartons.
- 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.
- If you would like to order staples, click “Add new items to 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 13 line items*

*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>		
XU6(1)	6R1375	TONER Color - Black (Metered Only)				Add
XU6(1)	6R1376	TONER Color - Cyan (Metered Only)				Add
XU6(1)	6R1377	TONER Color - Magenta (Metered Only)				Add
XU6(1)	6R1378	TONER Color - Yellow (Metered Only)				Add
XU6(1)	8R12990	WASTE TONER CONTAINER Color				Add
XU6(1)	8R13146	CRU Color - Fuser				Add
XU6(1)	13R671	CRU Color - Drum (Black)				Add
XU6(1)	13R672	CRU Color - Drum (Color)				Add

Add new items to your order

Back to shipping details

Place order

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7. Choose the staples you would like and click “Add these items to my Order”.

Reorder Number	Description	Select
6R13041	STAPLE	<input type="checkbox"/>
8R566	STAPLE	<input type="checkbox"/>
8R1015	STAPLE	<input type="checkbox"/>
8R1174	STAPLE	<input type="checkbox"/>
8R1177	STAPLE	<input type="checkbox"/>
8R1296	STAPLE	<input type="checkbox"/>
8R2253	STAPLE	<input type="checkbox"/>
8R2958	STAPLE	<input type="checkbox"/>

[Add these items to my Order](#) [Cancel](#)

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

Additional Items

-----	008R00566	STAPLE			1	Remove
-------	-----------	--------	--	--	---	------------------------

[Add new items to your order](#)

I agree to pay for items outside of contract as per my terms and conditions.

I agree to pay for expedited shipping.

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- 800.599.2198

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	<input type="text"/>
Last Name	<input type="text"/>
Company Name	<input type="text"/>
Street Address	<input type="text"/>
Suite/Mailstop	<input type="text"/>
City	<input type="text"/>
State	<input type="text"/>
Zip Code	<input type="text"/>
Phone	<input type="text"/> - <input type="text"/> Ext. <input type="text"/>
Fax	<input type="text"/>
Email:	<input type="text"/>

Ordering for more than one location?

 Select a different address

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

Shipping Details

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

123 Main St
Anywhere
USA
99999

[Place another order](#)

[> Manage my account > Order Confirmation](#)

4. You will receive an order confirmation pictured above. You will also receive a confirmation email with a link that will allow you to track the status of your order.

Note: This order tracking may not be available until after midnight on the day the order was submitted.

Thank you for your Xerox metered supply order request.

Your submission request number is : 14814

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.

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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 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.

Back to Manage My Account > Your Orders

Your Orders

The status of your orders placed on the web, through Auto Replenishment and off line are displayed below.

Selected Location: [Change Location](#)

456 Main St
Suite 10
Anywhere
USA 99999

[Expand All](#) [Hide All](#) [Print All](#) [Export All Orders](#)

Metered Supplies Order Status

Master Order Number	Order Date	PO#	# Line Items
▶ 758006	12 May 2017		1
▶ 757979	08 May 2017		1

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Request/View Returns

Xerox Metered Supply Web allows you to easily request a return and/or view a list of your return history for the past 30 days.

1. Log in to your Xerox Metered Supply Web account.
2. Click “Request/View Returns” under the Metered Account heading on the left panel.
3. View details of all returns in the past 30 days, as well as pending returns.
4. To initiate a return, click on “form” under Contact metered Supplies Support and submit the completed form.

Back to Manage My Account > Order Returns

What's New?
Priority shipping and staples now available!

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: [Change Location](#)

456 Main St
Suite 10
Anywhere
USA 99999

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 1-888-339-7887 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.

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](#)

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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.

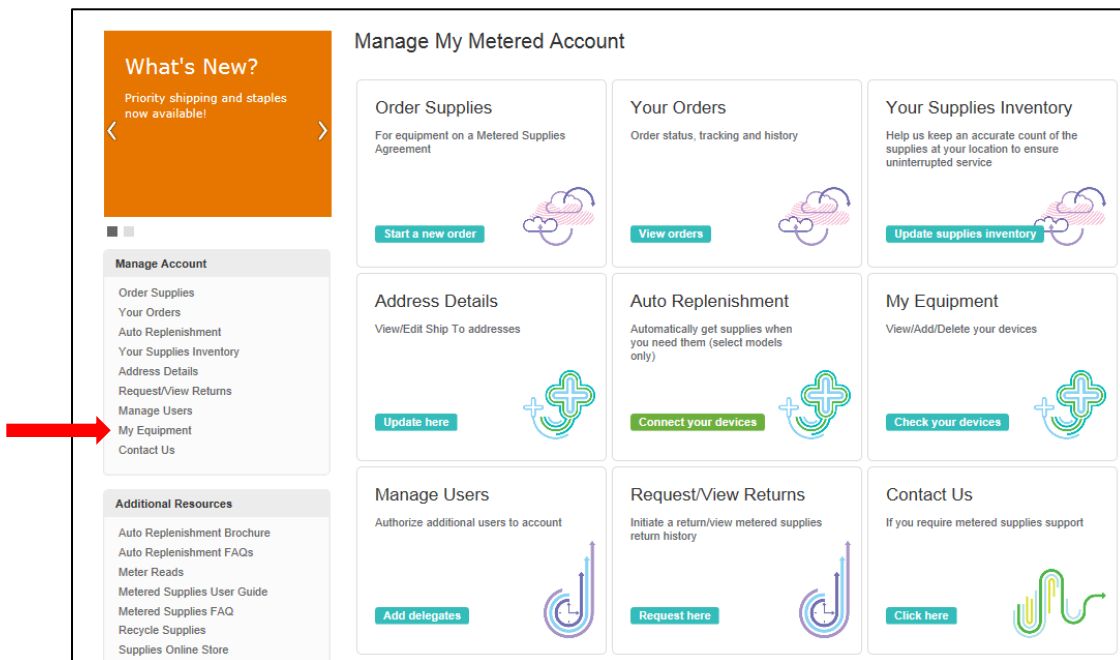
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My Equipment

This page allows you to view a comprehensive list of equipment assigned to your online account and provides the option to add, remove, or group together devices you wish to manage online.

Add Equipment

1. Click “My Equipment” under the Manage Account heading on the left panel.
2. Enter the serial number and the shipping address postal code associated with your account at the bottom of the page, then click submit.
3. Once the equipment is successfully added, it will be available for all other features within your online Metered Supplies account.



To 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..

Serial Number: ←

Zip Code: ←

submit

To Remove or Group Equipment

1. Click "My Equipment" under the Manage Account heading on the left panel.

What's New?
Priority shipping and staples now available!

Manage Account

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- 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


Manage My Metered Account

Order Supplies For equipment on a Metered Supplies Agreement Start a new order	Your Orders Order status, tracking and history View 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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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.

xerox 

Search  United States | Account | Log Out

Services | Products | Supplies | Support | About | Contact

Back to Manage My Account > My Equipment

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

My Equipment

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](#).

Any equipment listed below with an asterisk (*) is pending removal and supplies cannot be ordered on this site.

**456 Main St
Ste 10
Anywhere
USA 99999**

JPUBLIC@ABCCO.COM

ARC12345

[Return to Top](#)

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 'Manage My Metered Account' dashboard. On the left, there is a navigation sidebar with a 'What's New?' banner at the top. Below the banner, the sidebar is divided into two sections: 'Manage Account' and 'Additional Resources'. The 'Manage Account' section lists: Order Supplies, Your Orders, Auto Replenishment, Your Supplies Inventory, Address Details, Request/View Returns, Manage Users, My Equipment, and Contact Us. A red arrow points to the 'Contact Us' link in this list. The 'Additional Resources' section lists: 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 a grid of nine tiles. The 'Contact Us' tile is located in the bottom right corner of the grid and is highlighted with a red arrow. The 'Contact Us' tile contains 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', 'Manage Users', and 'Request/View Returns', each with a corresponding icon and a primary action button.

What's New?
Priority shipping and staples now available!

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

Manage My Metered Account

Order Supplies For equipment on a Metered Supplies Agreement Start a new order	Your Orders Order status, tracking and history View 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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