

Metered Supplies FAQs for Online Web Ordering

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How do I add additional machines to my account?

- A You can email your currently active serial number along with the serial numbers you wish to add to your account to usa.metered.supplies.web.order@xerox.com.
- A You can call our Metered Customer Support Center at 1-800-599-2198 and one of our representatives will be glad to add a machine to your account.

How do I update my fields on the address screen if they are grayed out?

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Ensuring we send supplies to the right place is paramount to Xerox and to you as the customer. Contact the Metered Customer Support Center at 1-800-599-2198 to change fields that cannot be edited.

What if I want to order an item that is not listed in the pull down as an item I can order?

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Available supply items are tied to the serial number of the machine on the account. You can email your serial number and the reorder number you wish to have added to usa.metered.supplies.web.order@xerox.com.

I have forgotten my password or need to reset it.

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Select forgot your password on login screen and follow the screen prompts

Why can I not expedite shipping on web orders?

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Currently expedited shipping is not available online. To have an order expedited for those emergency situations, please call the Metered Customer Support Center at 1-800-599-2198.

It says I am a different country, what should I do?

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At the top of the page, to the left of the country name is an icon of a tiny world map. Click this icon to change the country.

- Hover over the orange icon over your region
- Select the correct country within that region listing

Once I have placed the order how do I track my order?

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- A Orders can be tracked by going to www.Xerox.com/orderstatus you will need the master order number to identify your order. There will be a link to UPS and you can look up your targeted delivery date.
- A Log in to your Xerox Metered Supply Web account.
 - From any page click "Your Orders" to see a listing.

- To view detailed information about a particular order, select the row with the Master Order Number to be viewed under Order History.
- Select the Tracking number in the detail window for orders that are on their way.

Note: Tracking is not available for pending orders.

Why should I register for an online Xerox account?

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If you have a Metered Supplies contract covering your Xerox product, you can order and track delivery of supplies 24 hours a day, 7 days a week.

How do I register?

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Select the register link on the login page and enter the required information including the device serial number for which you wish to order supplies. We will validate your registration request and email you login details.

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What if I want to buy consumables for a Xerox product not covered by my contract?

Yes, you can buy consumables by clicking [this link](#).

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