

Add Supplies for Selected Device

Select Device > Add Supplies > Shopping Cart > Checkout

Add to Shopping Cart

Model	Serial #	Manufacturer	Item Name	Part Number	Unit	Price	Quantity
WorkCentre Pro 165	2232514186	Xerox	Transfer Roller	GENERIC-TRNROLL	Carton	GB£0.0000	
	3C53CB51	Xerox	Feed Roller	GENERIC-FDROLL	Carton	GB£0.0000	
		Xerox	Fuser	GENERIC-FUSER	Carton	GB£0.0000	
		Xerox	Waste Toner Bottle	GENERIC-WSTBTL	Carton	GB£0.0000	
		Xerox	Drum	GENERIC-DRUM	Carton	GB£0.0000	
		Xerox	Transfer Kit	GENERIC-TRN	Carton	GB£0.0000	
		Xerox	Black Toner	GENERIC-BLK Mono	Carton	GB£0.0000	
		Xerox	Maintenance Kit	GENERIC-MINT	Carton	GB£0.0000	
		Xerox	Xerographic Module	GENERIC-XER	Carton	GB£0.0000	
		Xerox	Staples	GENERIC-STPL	Carton	GB£0.0000	
		Xerox	Charge Corotron	GENERIC-CHRGCOROTRON	Carton	GB£0.0000	
		Xerox	Imaging Unit	GENERIC-IMG	Carton	GB£0.0000	
		Xerox	Belt Cleaner	GENERIC-BELTCLR	Carton	GB£0.0000	

Sub Total: GB£0.00

Add to Shopping Cart

In this screen enter the quantity of supplies needed. Click on “Add to Shopping Cart”, proceed to checkout and the supplies request will be routed to the relevant team for action.

3. Service Requests

In this section you can raise service requests through FMP. Click on “Request Services” and a screenshot will display open tickets to check that it has not already been submitted by someone else.

Submit a Ticket: Review Open Tickets

Please review open tickets. If the problem has already been reported, then click “Cancel” as creating a new ticket is not necessary. Proceed by clicking the “Next” button.

Open Tickets for Site: GB8/Heathrow/WGC/01/ Automation/David Pursitt Dept

Asset: Serial Number	Asset: Manufacturer	Asset: Model Name	Ticket: Ticket Number	Ticket: Date Occurred	Ticket: Service	Ticket: Ticket Status	Ticket: Summary
265022	Xerox	DocuColor 3535	A4631761	05/07/2012 16:07	XPS - Supplies - Triage Response	New	Add Supplies
265022	Xerox	DocuColor 3535	A4379382	31/05/2012 14:20	XPS - M&CD Move Request	New	DR - No Answer from Dv
310009429	Xerox	DocuPrint N24/N32/N40 Series	A4250283	26/05/2012 17:03	XPS - M&CD Move Request	New	DR - No Answer from Dv
265022	Xerox	DocuColor 3535	A4095001	23/05/2012 10:38	XPS - Supplies - Triage Response	New	Add Supplies
265022	Xerox	DocuColor 3535	A4051624	22/05/2012 13:33	XPS - Supplies - Triage Response	New	Add Supplies

Next

After reviewing existing tickets, you can continue your request by clicking on “Next”. A window will open prompting you to select a device or a user service.

Submit a Ticket: Select Service Type

Select Assigned Device

Assets

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Asset Number	Serial Number	Manufacturer	Model Name	Location: Site Name	Location: City	Prints	Custo
3C53CB51	2232514186	Xerox	WorkCentre Pro 165	XPS Hosting Site	Webster	-	-
5693F297	218JPP1A1	Xerox	ColorQube 9203	XPS Hosting Site	Webster	-	-
65732245	813000305	Xerox	ColorQube 9203	XPS Hosting Site	Webster	-	-
6E8E53FF	WYN483180	Xerox	Phaser 8500N	XPS Hosting Site	Webster	-	-
A1A393D2	2232361762	Xerox	WorkCentre Pro 175	XPS Hosting Site	Webster	-	-

Back Next Cancel

After selecting a device or a user service and clicking “Next” a screen is displayed where the details of the request must be entered.

Submit a Ticket: Enter Details

Customer Information

Name: David Jones FMP
Street Address: Belvedere Road
City: Welwyn Garden City
State / Province: Herts.
Zip / Postal Code: AL7 3RL
Country: GB

Device Information

Model: ColorQube 9203
Serial Number: 218JPP1A1
Asset Number: 5693F297
Self-Service: Product Support

Open Tickets for this Device

Asset: Serial Number	Asset: Manufacturer	Asset: Model Name	Ticket: Ticket Number	Ticket: Date Occurred	Ticket: Service	Ticket: Ticket Status	Ticket: Summary
218JPP1A1	Xerox	ColorQube 9203	A0382319	16/05/2013 10:17	XPS - Supplies - Triage Response	New	Add Supplies
218JPP1A1	Xerox	ColorQube 9203	A0382039	16/05/2013 10:13	Submit a Service Request	New	Device Service Request

Ticket Details

Requested Service*: Enter a Service Request

Calling Customer Email:

Calling Customer Name:

Calling Customer Phone:

Source System Reference # / Source System Priority:

Description*: Engineer required

Back Submit Cancel

Choosing the “Submit” button completes the service request and routes it to the appropriate team for processing.

Meter Reads

This section provides two options, to view the meter reads or to submit new meter reads.

View Meter Reads. By selecting this option, a window will open in which you must select the relevant device and click on “View Meters”. The last five meter reads will be displayed.

Submit Meter Reads. As with the previous option, select the relevant device and click on “Enter Meters”. A window will open in which you will be prompted to enter the meter readings. This option is very useful for devices that are not connected to the network. It can be used also when networked devices are damaged due to network service failure and when the Xerox software could not automatically capture the meter reading.

Further details on all features of Fleet Management Portal are available in the “Fleet Management Portal Customer Guide”.



Fleet Management Portal (FMP)

Quick Start Guide



What is the Fleet Management Portal “FMP”?

FMP is an easy to use portal that is in communication with the suite of Xerox Managed Print Services tools, providing information for monitoring devices such as equipment status, consumable status and meter readings. Through FMP you can order supplies, report technical issues, check on service order updates and much more.

How to access FMP

The portal is accessed at <https://office.services.xerox.com/FMP>
Enter the **username** and **password** provided to you



Customer Login

User Name:

Password: [Forgot Password!](#)

Remember me on this computer.

Home Screen

See home screen below.



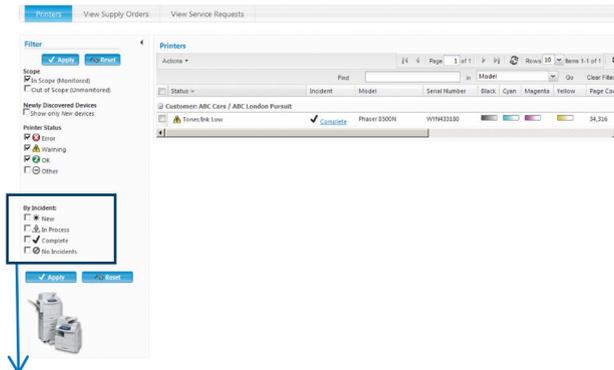
FMP Sections

Options you can select from the FMP Home Page:

1. Printers
2. Supply Orders
3. Services Requests
4. Meter Reads
5. External Links
6. My Documents

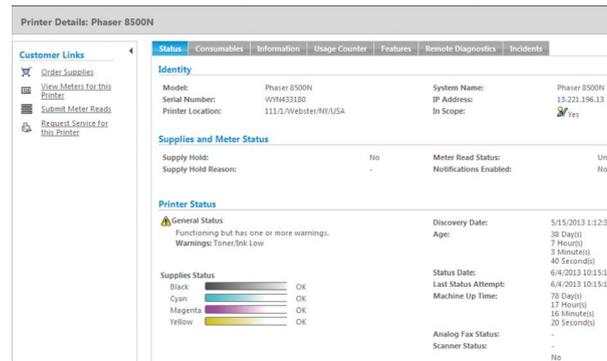
1. Printers

This section displays all devices for your Managed Service. You can see: Status, Model, Serial Number, Consumables Levels, Usage Counter (e.g. Total Impressions, Colour and Black & White Impressions), IP Address and Location.



The devices displayed can be filtered by scope, status or incidents by using the filters on the left of the screen.

Select a device and click to view more details. A window will open displaying the following tabs: Status, Consumables, Information, Usage Counter, Features, Remote Diagnostics and Incidents.



Each tab provides device information collected by the Xerox software as per the last synchronisation. The main tabs are:

Status: with general information on the device.

Consumables: shows the current consumables levels (Toner, Drum, Fuser, Transfer Roller, etc.)

Information: provides more detailed information about the device e.g. Firmware level, IP Address, DNS Name.

Usage Counter: shows the collected meter reads for the device in the last synchronisation, split by Black & White, Colour and Total Impressions.

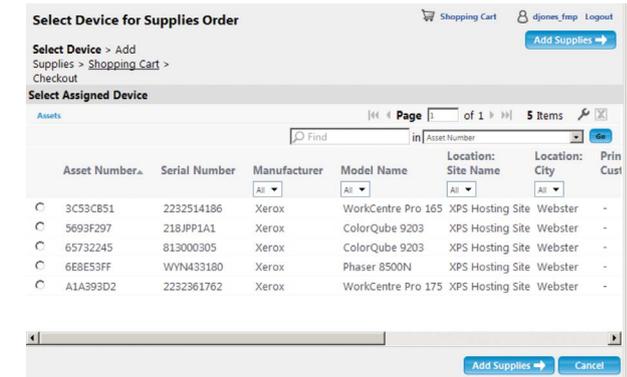
Incidents: provides details of existing services requests for the device.

To see the latest data, FMP provides a “Get Printer Status” command to request an immediate update for one or more devices.

The option to request Supplies and Service is also available from this window.

2. Ordering Supplies

In this section you can request consumables for managed devices directly from the Portal.



After clicking on the link “Order Supplies” you will see the screenshot above, select the device and click on “Add Supplies” to see the consumables available for this device.