dd Supplies								
Model	WorkCentre Pro 165	Manufacturer	Item Name	Part Number	Unit	Price	Quantity	
Serial #	2232514185	Xerox	Transfer Roller	GENERIC-TRNROLL	Carton	GBP0.0000		
Asset #	3C53CB51	Xerox	Feed Roller	GENERIC-FDROLL	Carton	GBP0.0000		
Sub-Total: G	BP0.00	Xerox	Fuser	GENERIC-FUSER	Carton	GBP0.0000		
Recalculate		Xerox	Waste Toner Bottle	GENERIC-WSTBTL	Carton	GBP0.0000		
		Xerox	Drum	GENERIC-DRUM	Carton	GEP0.0000		
		Xerox	Transfer Kit	GENERIC-TRN	Carton	G8P0.0000		
		Xerox	Black Toner	GENERIC-BLK Mono	Carton	GBP0.0000		
		Xerox	Maintenance Kit	GENERIC-MNT	Carton	GEP0.0000		
		Xerox	Xerographic Module	GENERIC-XER	Carton	G8P0.0000		
		Xerox	Staples	GENERIC-STPL	Carton	G8P0.0000		
		Xerox	Charge Corotron	GENERIC- CHRGCOROTRON	Carton	G8P0.0000		
		Xerox	Imaging Unit	GENERIC-IMG	Carton	G8P0.0000		
		Xerox	Belt Cleaner	GENERIC-BELTCLNR	Carton	GEP0.0000		

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 Tick	et: Review Op	en Tickets					8 diames, timp to	0901
lease review ope	en tickets. If the pr	oblem has already been reported,	then click "Cancel"	as creating a new ti	cket is not necessary. Proceed	by clicking the "Next	t' button.	
Open Tickets for Si	te: GBR/Hertfordshir	e/WGC/DJ Automobiles/David Pursui	t Sept Open Tickets	for Account: ABC Car	ABC London Pursuit			
Tickets						(4 4 Page 1	of 1 + >> \$ Items &	X
					[Ø Find	in Ticket Ticket Number 💌	54
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	AB621761	05/07/2012 16:37	XPS - Supplies - Triage Resp	onse New	Add Supplies	
265022	Xerox	DocuColor 3535	AA379382	31/05/2012 14:20	XPS - MACD Move Request	New	DRA - No Answer from	h De
3108005423	Xerox	DocuPrint N24/N32/N40 Series	AA250283	28/05/2012 17:03	XPS - MACD Move Request	New	DRA - No Answer from	1 De
265022	Xerox	DocuColor 3535	A4095001	23/05/2012 10:38	XPS - Supplies - Triage Resp	onse New	Add Supplies	
265022	Xerox	DocuColor 3535	A4051624	22/05/2012 13:33	XPS - Supplies - Triage Resp	onse New	Add Supplies	
265022	Xerox	DocuColor 3535	A4051624	22/05/2012 13:33	XPS - Supplies - Triage Resp	onse New	Add Supplies	

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.

elec	t Assigned Device						
Asse	ts			e Page 1	of 1 ▷ ▷>	5 Items 🖌	X
			D Find	in As	set Number	•	Go
	Asset Number.	Serial Number	Manufacturer	Model Name	Location: Site Name	Location: City	Printe
0	3C53CB51	2232514186	Xerox	WorkCentre Pro 165	XPS Hosting Site	Webster	-
•	5693F297	218JPP1A1	Xerox	ColorQube 9203	XPS Hosting Site	Webster	
0	65732245	813000305	Xerox	ColorQube 9203	XPS Hosting Site	Webster	-
0	6E8E53FF	WYN433180	Xerox	Phaser 8500N	XPS Hosting Site	Webster	-
0	A1A393D2	2232361762	Xerox	WorkCentre Pro 175	XPS Hosting Site	Webster	-

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 Tick	ket: Enter Deta	ils								1	diseasting Log
Customer Info	ormation				Edit My Poolite	Device Inform	ation				
Name Street Address		avid Jones FMP essemer Road				Model ColorQube 920	5 0 23	erial Number A 8/P9141 St	sset Number 1937297	Self-Service Product Sup	post
City		Welwyn Garden City			Country		USA .	25A			
State / Provin	HCE H	ierts.				State / Provin	ice 10				
Zip / Postal C	iede A	L7 18L				City	100200				
country					Street Addres	*1					
E-Mail Addres	is 4	29AE650-F6A5-E111-	EC88-001E21605005	@ual.senices.xeroi.c	om	Street Addres					
		1234				Ruilding					
						Floor	6	-			
						Room					
						Site Name	125 Nov	ing Dia	_		
less Tickets for	this Desice										
per meters in	one bence								Ini 4 Page 1	of 1 + >> _;	tens PX
Chiefs.											
auta									Q Fini	in Toler Tole	Number 🖬 💶
laset: Serial Number	Asset: Manufacturer	Asset: Model Name	Ticket: Ticket Numberv	Ticket: Date Occurred	Ticket: Service		Ticket: Ticket Status	Ticket: Summary	Asset: Site Name	in Tole Tole Customer: Last Name	Customer: First Name
Asset: Serial Number	Asset: Manufacturer Xerox	Asset: Model Name ColorQube 9203	Ticket: Ticket Number- 40283219	Ticket: Date Occurred 16/05/2013 10:17	Ticket: Service XPS - Supplies - Triag	e Response	Ticket: Ticket Status	Ticket: Summary Add Supplies	D Find Asset: Site Name XPS Hosting Site	in Tour Tour Customer: Last Name Jones FMP	Customer: First Name David
Asset: Ferial Number 118,099141 18,099141	Asset: Manufacturer Xerox Xerox	Asset: Model Name ColorQube 9203 ColorQube 9203	Ticket: Ticket Number- A0283229 A0283029	Ticket: Date Occurred 16(05/2013 10:17 16(05/2013 10:13	Ticket: Service XP5 - Supplies - Triag Submit a Service Req	e Response Jest	Ticket: Ticket Status New New	Ticket: Summary Add Supplies Device Service Request	Asset: Site Name XPS Hosting Site XPS Hosting Site	in Toer Toe Customer: Last Name Jones PMP Jones PMP	Customer: First Name David David
Asset: Serial Number 118,099141 118,099141	Asset: Manufacturer Xerox Xerox	Asset: Model Name ColorQube 9203 ColorQube 9203	Ticket Ticket Numberv A0283229 A0283039	Ticket: Date Occurred 16/05/2013 10:17 16/05/2013 10:13	Ticket: Service XPS - Supplies - Triag Submit a Service Reg	e Response Jest	Ticket: Ticket Status New New	Ticket: Summary Add Supplies Device Service Request	D Find Asset: Site Name XPS Hosting Site XPS Hosting Site	in Tour Tour Customer: Last Name Jones FMP Jones FMP	Custemer: First Name David David
Asset: Serial Number 218/09141 218/09141 218/09141	Asset: Manufacturer Xerox Xerox	Asset: Model Name ColorQube 9203 ColorQube 9203	Ticket: Ticket Numberv 40383219 40283039	Ticket: Date Occurred 16;05(2013 10:17 36;05(2013 10:13	Ticket: Service XP5 - Supples - Triag Submit a Service Reg	e Response Jest	Ticket: Ticket Status New New	Ticket: Summary Add Supplies Device Service Request	D Find Asset: Site Name XPS Hosting Site XPS Hosting Site	In Toet Toe Customer: Last Name Jones FMP Jones FMP	Customer: First Name David David
Asset: Serial Number 218399141 218399141 Ticket Details Requested Service	Asset: Manufacturer Xerox Xerox	Asset: Model Name ColorQube 9203 ColorQube 9203	Ticket: Ticket Number+ A0283229 A0283039	Ticket: Date Occurred 16(05/2013 10:17 16(05/2013 10:13	Ticket: Service XPS - Supples - Triag Submit a Service Reg	e Response vest	Ticket: Ticket Status New New	Ticket: Summary Add Supples Device Service Request	C Find Asset: Sile Name XPS Hosting Sile XPS Hosting Sile	In Tour Tou Customer: Last Name Jones FMP Jones FMP	Casterose: First Name David David
Asset: Serial Number 118.09141 218.09141 218.09141 Icket Details Icket Details	Asset: Manufacturer Xerox Xerox Xerox	Asset: Model Name ColorQube 9203 ColorQube 9203	Ticket: Ticket Number- A0283219 A0283019	Ticket: Date Occurred 16(05/2013 10:17 16(05/2013 10:13	Ticket: Service XPS - Supplies - Triag Submit a Service Reg	e Response æst	Ticket: Ticket Status New New	Ticket: Summary Add Supples Device Service Request	C Find Asset: Site Name XPS Hosting Site XPS Hosting Site	In Toer Toe Customer: Last Name Jones FMP Jones FMP	Casterner: First Name David David
Asset: Serial Number 1183791A1 2183791A1 Noter Details Requested Servi Calling Custome Calling Custome	Asset: Manufacturer Xerox Xerox Xerox er on ar Ensall er Nama	Asset: Model Name ColorQube 9203 ColorQube 9203	Ticket: Ticket Numberv A0283229 A0283039 er Present	Ticket: Date Courred 16(05(2013 30:17 36(05(2013 30:13	Ticket: Service 305 - Supplies - Triag Submit a Service Reg	e Response vest	Ticket: Ticket Status (A: -) New New	Ticket: Summary Add Supplies Device Service Request	D Find Asset: Sile Name XPS Hosting Sile XPS Hosting Sile	In Toer Toe Customer: Last Name Jones FMP Jones FMP	Casterner: First Name David David
Asset: Serial Number 218/091A1 218/091A1 218/091A1 218/091A1 218/091A1 218/091A1 218/091A1 218/091A1 218/091A1 218/091A1 218/091A1	Asset: Manufacturer Xecox Xecox Xecox er Enail ar Nama er Phone	Asset: Model Name ColorQube 9203 ColorQube 9203	Ticket: Ticket Number- A0283229 A0283039	Ticket: Date Geourned 16(05/2013 30:17 36(05/2013 30:13	Ticket: Service X05 - Supples - Triag Submit a Service Reg	e Response vest	Ticket: Ticket Status (A: -) New New	Ticket: Summary Add Supples Device Service Request	© Find Asset: Site Name XPS Hosting Site XPS Hosting Site	In Tour Tou Customer: Last Name Jones FMP Jones FMP	Casterner: First Name David David
Asset: Serial Number 218/09141 218/09141 218/09141 218/09141 Calling Customs Calling Customs Calling Customs Calling Customs Gaure System R	Asset: Manufacturer Xerox Xerox Xerox eren er Enail er Nama er Phone Reference #	Asset: Model Name ColorQube 9203 ColorQube 9203	Ticket: Ticket Number- A0283229 A028329 er Report	Ticket: Date Geourned 16(05/2013 10:17 16(00/2013 10:13	Ticket: Service 305 - Supplies - Triag Submit a Service Rep	je Response Jest	Ticket: Ticket Status (A) • New New	Ticket Summary Add Supples Device Service Request	© Find Asset: Site Name XPS Hosting Site XPS Hosting Site	in Toor Too Customer: Last Name Jones PMP Jones PMP	Casterner: First Name David David

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



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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



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

Printe Custom

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.

Filter	4 Printers								
🗸 Apply 🦄 Reset	Actors •		1	N 4 Page 1 of 1	2.21	3	Rows 10	v ters 1	1 of 1 🗘
icope V la Scope (Magilored)		Fied		in	Model			Go	Clear Filter
Out of Scope (Unmonitored)	Status +	Incident	Model	Serial Number	Black	Cyan	Magenta	Yellow	Page Coun
Newly Discovered Devices	Gustomer: ABC Cars / ABC Lon	don Pursuit							
Show only New devices	Toner/Ink Low	✓ Complete	Phaser 8500N	WYN433180					34,316
vinter Status	-								
Varning									
🗸 🔥 Warning 🖉 🚱 OK									
♥ A Warning ▼ ❷ oK □ ⊖ Other									
 A Warning OK Other 									
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X Apport									

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.

ustomer Links	4	Status Consumables	Information Usage Cour	ter Features	Remote Diagnostics Incide	ents
Order Supplies		Identity				
View Meters for this		Model:	Phaser 8500N		System Name:	Phaser 8500N
Printer		Serial Number:	WYN433180		IP Address:	13.221.196.13
Submit Meter Reads		Printer Location:	111/1/Webster/NY/USA		In Scope:	St Yes
Request Service for this Printer						
		Supplies and Meter	Status			
		Supply Hold:		No	Meter Read Status:	Unknow
		Supply Hold Reason:			Notifications Enabled:	No
		General Status			Discovery Date:	5/15/2013 1:12:36 PM
		Functioning but ha Warnings: Toner/In	is one or more warnings. k Low		Age:	38 Day(s) 7 Hour(s) 3 Minute(s) 40 Second(s)
		Supplies Status			Status Date:	6/4/2013 10:15:13 AM
		Black	OK		Last Status Attempt:	6/4/2013 10:15:13 AM
		Cyan Magenta Magenta	ОК ОК ОК		Machine Up Time:	78 Day(s) 17 Hour(s) 16 Minute(s) 20 Second(s)
					Analog Fax Status:	-
					Scanner Status:	
						No

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.

Select	Assigned Device				_		
Asset	s		Q Find	in Asse	of 1 > >>	Items 🔑	Go
	Asset Number▲	Serial Number	Manufacturer	Model Name	Location: Site Name	Location: City	Prin
0	3C53C851	2232514186	All Verox	All WorkCentre Pro 165	All XPS Hosting Site	All •	
C	5693F297	218JPP1A1	Xerox	ColorOube 9203	XPS Hosting Site	Webster	
C	65732245	813000305	Xerox	ColorQube 9203	XPS Hosting Site	Webster	
0	6E8E53FF	WYN433180	Xerox	Phaser 8500N	XPS Hosting Site	Webster	-
C	A1A393D2	2232361762	Xerox	WorkCentre Pro 175	XPS Hosting Site	Webster	

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.